WEB TIME ENTRY
ANSWERS TO FREQUENTLY ASKED QUESTIONS (FAQ'S)

STUDENT AND HOURLY EMPLOYEE QUESTIONS:

1. **What if my time sheet does not appear on the Position Selection screen?**
Please contact your supervisor ASAP so they can contact Human Resource Services to determine if you have been authorized to work and that the appropriate paperwork (I-9, W-4, PEF, PAF, and Direct Deposit Form) has been submitted.

2. **What if I clicked on Submit for Approval before I was finished entering hours for the entire pay period?**
Contact your supervisor immediately. If they have not already approved it, they can return it to you electronically for changes (Return for Correction time sheet) or they can make changes (with comments) if there is not time for them to send it back to you for correction. If your supervisor has already approved your time sheet, they will have to contact HRS to discuss how your time sheet can be corrected.

3. **What if I submitted my hours, but I made a mistake?**
Same answer as above.

4. **I have more than one time sheet. What if I enter hours on the wrong time sheet?**
If you have not submitted the wrong time sheet for approval, click on the Restart button. This will refresh your time sheet to its original no hours entered state. Or you could just use your cursor to remove the hours that you entered. It is OK to have an In Progress time sheet with no hours that you do not submit for approval.

   If you have submitted the wrong time sheet for approval, contact your approver ASAP to let them know. If the Submit By Date has not passed, the Approver can return the timesheet back to you for correction or the Approver can delete the time sheet. Either way will result in you not being paid for hours entered on a wrong time sheet. Just be sure to turn your hours in on the right time sheet!

5. **When should I use the Comments feature?**
Whenever you want to make your Approver aware of any special circumstances regarding your time sheet you should make a comment. Your Approver will see the comments when they review your time sheet for approval.

   Note> you can only view your comments on your time sheet in Preview Mode.

6. **How does the Comments feature work?**
When you click on Comments, a box will appear for you to type in your comments. You need to enter the dates your comment applies to because all comments for the pay period appear in the same box and if you have more than one comment, you want to be able to understand which comment applies to which day. If for some reason you want to delete the comment you made, you must use your cursor to delete, and this can only be done if the time sheet has not been approved. Once the time sheet is submitted for approval, the comment cannot be changed!

7. **What if I missed the submission deadline?**
It is important that you plan ahead and know the deadlines. We strongly suggest that you enter your time throughout the month and be ready to submit your time sheet ASAP after the last day you work during the pay period or the last day of the pay period which is always the 15th of each

month. **Be sure you understand when your approver expects you to submit your time sheet for approval!** If you miss a submission deadline, you will have to wait until the following month to be paid. You will be required to complete a manual time sheet; have it signed by your supervisor and department head and turn it in the following pay period to receive pay. Since the main purpose of the WTE system is to eliminate paper time sheets, manual time sheets should be the exception and not the rule. Manual time sheets should only be used in unusual situations, not because the employee did not take the time to complete their WTE time sheet!

8. **What if I did not receive a pay check but I submitted hours?**
   Check the status of your time sheet on the Time Sheet Selection screen. If it was approved, contact the Human Resource Services Office. If it was not approved, speak to your approver/supervisor.

9. **Can anyone else access my hours?**
   Only your supervisor, their proxy and the HRS Office can access your hours. Should your supervisor or proxy modify any hours you submitted, they are required to notify you of the change.

10. **Should an employee share their User ID and password with a proxy, approver, other staff or friends/parents?**
    Due to the confidential and sensitive nature of information that can be accessed through the entire Self-Service system, employees should never share their User ID and password with anyone. If you think your password has been compromised, you should change it ASAP.

11. **If my supervisor is not available when time sheets are due, what happens?**
    Supervisors must designate individuals as their proxies who will approve time sheets in their absence. Be sure to ask your approver who their proxy so you will know who to contact in case of questions.

12. **What if my time sheet appears in an Error Status?**
    Most errors can be cleared by clicking on the Restart Button. One common error occurs when zeros are entered
    for hours. If no hours were worked leave the space blank.

<u>**APPROVER AND PROXY QUESTIONS:**</u>

1. **What should I do if one of my employees does not have a WTE time sheet?**
   You should contact Tammy Keylon ext. 2186 (Tammy.Keylon@mtsu.edu) for assistance.

2. **If I have an employee whose last day to work is before the last day of the pay period can the employee go ahead and submit their time sheet for approval, and can I go ahead and approve this time sheet?**
   Yes, if you are sure no more hours will be worked by your employee during the pay period.

3. **Can a proxy do the exact same things that an approver can do in the WTE system?**
   Yes

4. **What should I do if I am reviewing a time sheet for approval, and I find mistakes?**
   The answer to this question depends on each individual case. Letting the employee correct their own time sheet is always the first option. If you have time to send it back to your employee for

correction before the Pay Period Time Entry Status has passed you should do this. Be sure to let the employee know that you are returning the time sheet for correction because the system does not generate emails to alert the student. Approvers should always give themselves enough time to review their time sheets and be able to return them to the employee for correction before the Pay Period Time Entry Status date.

However, if for some reason you cannot send the time sheet back to the employee for correction, you can correct the time sheet yourself **but be sure to document this action by using the Comments function.** This will provide an audit trail if questions do arise.

5. **How does the Comments function work?**
When you click on Comments, a box will appear for you to type in your comment. You need to enter the dates your comment applies to because all comments for the pay period appear in the same box and if you have more than one comment, you want to be able to understand which comment applies to which day. Also, sign off on each comment so it is clear if the approver and/or proxy made the comment. If for some reason you want to delete the comment you made, you must use your cursor to delete, and this can only be done if the time sheet has not been approved.

6. **Who should I appoint as a Proxy and how do I go about getting one appointed?**
Keep in mind that your Proxy is acting on your behalf and you would be responsible for all their actions. Of course, the Proxy should be someone who understands the payroll process within your department and would be able to review and approve time sheets whenever necessary. To set –up a proxy, complete a Proxy Form and send to HRS. The Proxy Authorization Form can be found at the following HRS Website under Miscellaneous:

   https://w1.mtsu.edu/hrs/hrs_forms.php

7. **Does the WTE system change our internal payroll process?**
No, whatever internal payroll procedures you had in place to verify hours submitted on a paper time sheet would also apply to a WTE time sheet.

8. **What if I approve a time sheet and then realize it is not correct?**
The approver is the FINAL chance to find and fix **all** errors. Depending on when the notification is received and the stage of payroll processing, payroll may be able to intervene.

   If the time sheet has been approved, review the details. If a change is necessary you will need to contact the HRS Payroll Office and provide an explanation of the change needed and why, as well as the employee's name, their M number and their position number. Please contact Tammy Keylon ext. 2186 (Tammy.Keylon@mtsu.edu).

   If Payroll is not able to intervene, they will notify the approver of the next steps that need to be taken.

9. **If a time sheet is not submitted and approved by the Pay Period Time Entry Status date, when will my employee be paid?**
The employee will not be paid until the following month. A manual time sheet will have to be completed, signed, and submitted to HRS to pay the student. It is important to note that manual time sheets should only be used in unusual situations, not because the employee did not take the time to complete their WTE time sheet or the approver did not ensure the time sheet was approved by themselves or their proxy by the due date. All manual time sheets must be signed by the supervisor and the department head.

10. Is there a place I can see the time sheet deadline dates?

University holidays often impact the time sheet deadline dates. To determine the correct deadline for your time sheet, check the WTE Deadline Dates at:

https://w1.mtsu.edu/hrs/docs-web/2024_WTE_PAYROLL_DEADLINE_DATES.pdf

You can also refer to the Pay Period Time Entry Status date on the Department Summary form in the WTE system.