



KRONOS IMPLEMENTATION

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is Kronos?

Kronos is an automated time, attendance and leave management application. It is part of the overall ERP/Banner project implementation.

2. What is the benefit of the transition to Kronos?

- Kronos 100% online processing, eliminating the need for paper timekeeping processes, except where intra-departmental processes so mandate.
- Timesheets are interfaced directly to Banner HR/Payroll System for more efficient pay processing.
- Calculation of overtime is automated to ensure accuracy and efficiency.
- Supervisors / approvers can select and run reports to maintain oversight and better manage employee time and attendance.
- Employees will be able to submit future time off requests electronically.

3. Why is this change necessary?

Upgrading to Kronos Workforce Timekeeper will enable MSM to improve the overall labor and technology management functions associated with time, attendance and leave management. The change will increase the productivity of supervisors as well as HR and payroll staff.

4. Who will use Kronos?

All employees that are paid on the MSM payroll will use the system. Non-exempt employees will record hours worked and leave time. Exempt employees will use the system to record exception time.

5. Will training be provided?

HR will provide hands on training sessions for employees to learn system log in and time recording processes. Managers and approvers will have the opportunity to attend special Manager Training Sessions to address how to effectively manage employee time as well as how to maneuver within the system.

6. Will I be kept informed of the process? Who do I contact if I have questions?

The Kronos Project web page will provide information concerning Kronos and its operations. The site will be continually updated as information is made available. For inquiries concerning KRONOS that is not addressed in the FAQs or on the web page, send an email to kronoshr@msm.edu.

Recording Time in Kronos:

7. When do I officially begin to use Kronos and stop using Ceridian?

Kronos will be officially launched for non-exempt employees on June 26, 2011 and for exempt employees on July 3, 2011. You will have to facilitate dual entry for one full pay period, which means you must put time in both Ceridian and Kronos from June 26 – July 9, 2011. This is to ensure that if there are any systemic problems, your pay check will not be affected.

8. How Will Kronos record my time?

Kronos records time by employing timestamp in and out. The system will log your time as the exact time of the time stamp. If you log in prior to the regularly scheduled time, be sure to get your supervisor's approval to do so.

9. How do I access my Kronos portal?

Your logon information will be sent to you via email. To access your timecard in Kronos, log onto MSM Connect, go to the Employee Page. You will find the Kronos link in the Time & Attendance Channel. You can also access the timecard via the web by going to the following URL: <https://msm.kronoshosting.com/wfc09/logon/logonWFC.html>

10. Is there a grace period for logging in?

There is currently no grace period for logging into Kronos. If you log in at 9:02 a.m., log out at 5:02 p.m. to ensure that your time reflects the full 7 or 8 hours of time worked. If it is more than a few minutes, you must obtain supervisory approval to remain later than your regular schedule to make up the time.

11. What should I do if I cannot use Kronos timestamp on my computer to record my time?

Notify your supervisor so that your punch can be added manually. You or your supervisor should then contact HR to report the issue.

Post Roll-Out Support:

12. What kind of support can I initially expect on using Kronos?

Training classes will be offered prior to launch and all employees are encouraged to attend a training class or the information session.

13. Where can I find more information on the Kronos Time & Attendance System?

A web page on the MSM intranet will provide detailed information concerning the MSM Kronos implementation. Go to <http://msmintra.msm.edu/hr/kronos.aspx>. You can also obtain training information through the Kronos KnowledgePass training portal at <http://education.kronos.com/kpass2>.

14. How can I receive support for Kronos after 5:00 PM?

After 5:00 PM, email your questions, issues and requests to kronoshr@msm.edu. You will receive a response to your inquiries on the following business day.

15. Can I access Kronos anywhere since it is a web-based program?

Non-exempt employees are expected to maintain their time on campus during the workday by logging in time daily. Exempt employees may access Kronos at any time. However, to access the program via MSM Connect, exempt employees must have VPN for remote desktop access.

16. As an Exempt employee, how can I get VPN on my computer?

With approval from your supervisor, contact IT for instructions on how to download VPN.

Requesting Leave

17. Will I be able to submit a leave request through Kronos?

Yes. Kronos has an online Request for Leave feature. Employees will fill out the online request for leave and submit it to their supervisor for approval via the Kronos workflow. Request will be automatically sent to the approvers (supervisor's inbox).

18. Since the leave request can now be made online, will I have to input the approved leave on my timecard?

No. Once the time is approved by the supervisor, the approved time and codes will automatically populate on your timecard.

19. What happens if I decide not to take leave after the leave is approved? How do I ensure the leave is not deducted from my balance?

Notify your supervisor so that he or she can make the necessary adjustments. If you have requested long term sick leave (i.e. Short Term Disability, FMLA) and decide to delay going out, you must also notify the Office of Disability and Leave Management, ext. 5200.

20. When my leave request is approved or denied by the approver, how will I be notified?

An email will be sent to your Kronos Inbox or what Kronos calls kmail. This process should not eliminate verbal communication between the supervisor and employee when it comes to leave discussions.

21. Can I still use my vacation time or sick leave if I log in late to make up the time for a full pay check?

No. Vacation can only be used for approved time off in the future. Sick leave can only be used for sick leave purposes for self or immediate family members. If you log in late, you will have to make provisions for making up that time with your supervisor.

22. Can more than one person be assigned as my supervisor / approver in the system?

No. Only one supervisor / approver can be assigned to an employee in the system at a time. A supervisor may delegate the approval responsibility to a designated approver.

23. What is a designated approver in the system?

A designated approver is an employee who is given delegated authority to approve timecards and leave requests by the supervisor. Such changes must be submitted to and processed by Human Resources. The system also allows a supervisor to select a delegate for temporary periods of time such as when the supervisor is on vacation.

24. Will there be any other changes impacting my leave status with this new system?

Yes. Your leave accrual process will change. Instead of accruing your vacation and sick on a monthly basis, you will now accrue bi-weekly. This will not change the amount of leave you accrue; only the way the leave accrual is calculated.

Understanding the Timecard & Pay Process

25. If an employee is editing a timesheet, can another user (employee, supervisor, HR, or Payroll) see and/or edit that timesheet at the same time?

No. Only one user can access a timecard at a time.

26. If an employee enters incorrect information (i.e. # of hours worked) and the supervisor approves the timecard without making corrections, will the employee be paid the wrong amount?

Yes. Once the timecard is approved, the system will pay the amount stipulated by the approval. If this happens, the supervisor must work with HR to make the necessary adjustments, which will be reflected on the next paycheck. It is, therefore, critical that supervisors / approvers check timecard entries prior to approval.

27. If an employee adds 7 hours to sick time, and forgets to remove 7 from hours worked, will they be paid for 14 hours worth of time?

Yes. Supervisors / approvers must validate employee timecards before payroll is processed. If the employee or the supervisor does not catch an error, a historical edit will need to be made by HR. Any overpayment to an employee will be deducted in a subsequent paycheck.

28. When a timesheet is edited with an exception (sick, vacation, etc), will Kronos automatically decrease hours worked, if the employee fails to make corrections to time worked entries?

No. The system does not make adjustments when the employee enters more hours in paid time off but does not adjust erroneous entries to the hours work. This is why it is important that employees review their timecard before they sign off and supervisors check entries before final approval.

29. Can the employee see any adjustments made to their timecard by their supervisor?

No. However, employees can review the supervisory comments, which are mandatory when adjustments are made to a timecard. Therefore, it is important that supervisors maintain open communication when the need for timecard adjustments are necessary.

30. How far back can supervisors make historical changes to an employee's timecard?

Supervisors cannot make edits to a timecard after payroll has processed. Any historical edits after the payroll processes must be made by HR. Thus, supervisors must contact HR if such edits are needed.

31. Can I make a comment on the timecard?

Supervisors have the ability to use the Kronos 'Comment' functionality to make a comment on a timecard. Employees will be also able to view comments that their supervisor has added to their timecard.

32. When should employees submit their timecards for approval?

Employees must submit approve their timecard by 5:00 p.m. on the Friday at the end of pay period so that supervisors can review prior to final approval. If a non-exempt employee is scheduled to work on Saturday, they must enter the time worked and submit for supervisory approval at the end of the work day on Saturday. Supervisors should have all employee time reviewed and approved by 10:00 a.m. on the date posted by HR (generally the Monday prior to a pay date). When other deadlines apply, HR will send a community email to advise, i.e. for holidays.

33. As an employee, can I approve my timecard before the end of the week?

Non-exempt employees must only enter time as the time is worked on a daily basis and therefore **must not enter any time before it is worked**. Exempt employees may approve their timecard before the end of the week as long as they are certain the timecard is accurate.

34. When do I approve my timecard if my department shuts down for holiday breaks?

Employees should approve timecards before leaving for holidays or other approved closures.

35. Will holidays pre-populate on the timecard?

Yes. Employees will not have to enter authorized holidays or other approved organizational closures. The exception is for employees who work less than 20 hours a week and temporaries.

36. Will supervisors / approvers be notified if an employee's timecard is incomplete?

Yes. Managers will receive notification when non-exempt employees have unapproved or missing hours. Managers also have the ability to pull a report daily to see if non-exempt employees have punched in and punched out as mandated.

37. Will the system provide any reports to help supervisors / approvers manage the time and reporting function?

Yes. Managers have the ability to run predetermined reports such as overtime hours worked, leave usage, and forecasting, i.e. who is scheduled for vacation. These reports can help supervisors manage employee time effectively as well as understand attendance patterns.