Payroll Update

July 26, 2011

NYU myTime Outages During Peak Hours Resolved

In June 2011, some users experienced difficulties accessing the myTime application during peak clock in and out times (8:45 - 9:20 am & 4:45 - 5:20 pm). Payroll partnered with the myTime application’s parent company (Workforce) and the NYU Information Technology Services department to determine the root cause of the issue. It was determined that the issue was related to a communication disruption between myTime and NYUHome. The NYU ITS team has resolved this issue.

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Late Extensions and Expired Appointments in NYU myTime

The Payroll Team is working on solutions for two PASS/myTime transaction issues. Please note the following:

Extension Dates:

When PASS transactions are submitted to extend an employee appointment end date beyond the original appointment end date, the employee’s job assignment in myTime is flagged “inactive” during the period between the original appointment end date and the date upon which the new transaction is submitted.

For example:
- Original appointment end date is 6/30/11
- The PASS Extension transaction is submitted on 7/7/11
- The Extension (employee appointment) is marked inactive between 7/1 and 7/6
- The inactive period will not allow hours to be entered for a non-exempt (hourly) employee and the exception message “Assignment not Active” appears.
- If the employee has exempt status, the system will pro-rate the employee’s salary based on the active dates.

Expired Appointments/Assignments:

When a PASS transaction is processed with an appointment end date earlier than the date of the PASS transaction, the information is not transferred into myTime and a timesheet is not generated. For example, a PASS transaction entered on 7/2/11 with an appointment end date of 6/30/11 will not generate a timesheet. In the absence of a timesheet, automatic payment does not occur because myTime time sheets drive regular payroll payments.

The Payroll Team is working with Human Resources and PASS Administration to identify the cause of these issues and will address Extension Dates and Expired Appointment issues with manual intervention via off-cycle payrolls.
**Actions for HROs/Approvers:**
If you encounter exceptions labeled *Assignment not Active* on a current appointment with a correct account line, contact the Payroll Service Center (PSC) by emailing AskPayroll@nyu.edu. Please provide the employee’s N#, Job# and the date upon which you identified the error. To ensure payment processing has been completed on expired appointments, please follow-up with the PSC if an off-cycle payment has not been processed one week after the PASS action post date.

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**NYU myTime Automatic Approvals for Exempt Amended Time Sheets**
We are in the process of removing myTime system approval of exempt employees’ amended time sheets for the August 1st pay date. Currently, amended time sheets must be approved for any changes to be processed and flow through to future PTO bank balances. Non-exempt employee’s amended time sheets will still need an approval for payroll processing.

**Actions for HROs/Approvers:**
As mentioned in the 7/14/11 HRO meeting, there may be pending unapproved amended time sheets that will be affected by this change.

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**NYU myTime Accrued Bank Balance Transfers to New Primary Job Assignments**
When an employee changes primary job assignments (i.e. Promotions/Transfers), previously accrued bank balances are not automatically transferring to the new primary job assignment. This is a known issue in myTime and we are working with Workforce towards a resolution. We do not have a projected date of completion at this time.

**Actions for HROs/Approvers:**
When an employee’s primary job assignment changes, we request that the HRO submit a Request to Correct or Move Time Off Balances form with the confirmed PTO bank balances. This form is available on both the CDV and myTime websites. Once the form is completed, please email to AskPayroll@nyu.edu. The Payroll team will update the employee’s myTime PTO bank balances based on the information furnished on the Request to Correct or Move Time Off Balances Form.

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**NYU myTime Email Notification Reduction**
Payroll, ITS, and Workforce have identified timing issues with myTime system generated email notifications. One of these issues includes the length of time that elapses between myTime system email generation and distribution of this system generated email. Future upgrades to the application will improve the efficiency of the email notification processes.

As a temporary solution, the system was adjusted to reduce the email notifications being generated and distributed. Changes include:

- One approval reminder notification will be sent to Approvers (rather than two emails)
- Student timesheet submission reminders will be deactivated until September 1, 2011
Actions for HROs/Approvers:
Please note that email reminder notifications may still be received after all time sheets have been approved due to the issue described above. When a timesheet is approved, the approval button is marked by a green check mark icon and a small scroll icon [ ] is visible. To view approval history, click on the scroll icon for a log of when the timesheet was approved and by whom.

Tips & Tricks

Off-Cycle Payroll Requests

The Off-Cycle payroll process is administered manually; there is no automatic flow of information from one system to another. To ensure that an Off-Cycle request is paid as expected, please keep in mind the following:

- Off-Cycles run on Monday and Thursday for payment on Tuesday and Friday, respectively.
- Off-Cycle Payment Requests must be generated by HROs (employees cannot request their own off-cycle payments).
- Be sure to get a confirmation (with a payment date) from the Payroll team that they are in receipt of your request.
- Communicate the payment date to the employee.
- Generally, there is a one week turn-around time to process the payment.

Time Clock Devices and Expired ID’s

Employees whose NYU Employee ID’s have expired will not be recognized by time-clock devices (hand recognition terminal/card swipe devices) because ID information is fed each night from the registry database to these time clock devices. Employees experiencing issues clocking in/out at time collection devices should verify that their ID’s are not expired. An expired ID must be replaced in order to clock in and out at time clock devices. WebClock users are not affected by expired ID’s.

HRO eLearning Course Coming Soon

The CDV Communications and Training team is creating an NYU myTime HRO training for release in late August. HROs can also view and revisit available NYU myTime eLearning courses to learn more about how each employee group uses the myTime system. You can login into iLearn via NYU Home directly:  http://home.nyu.edu/work

- Click on NYU iLearn Login and visit the Course Catalog or your Learning Plan.
- NYU myTime courses are in the FIN 220 – 225 series.

Those courses you are not enrolled in will appear in the Course Catalog. Courses you are enrolled in appear in your Learning Plan.

Contact the Payroll Service Center for Payroll-Related Inquiries:
By Phone: 212.443.8463 (3-TIME)
By Email: AskPayroll@nyu.edu