



# State of Wisconsin Department of Administration

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## Troubleshooting Guide – Approver Unable to See Employees' Time

Version 1.1

### Version History

Version	Date	Editor	Description
1.0	2/18/16	Brian Knoch	Initial release
1.1	10/1/19	Matt Olsen	Fluid update

*Role: Agency Payroll Specialist*

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## ENSURE PAYABLE TIME EXISTS

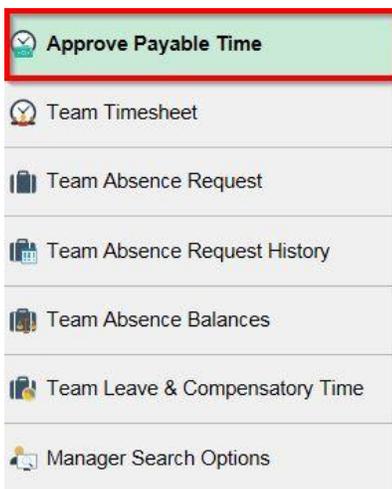
Supervisors will only see an employee on the Payable Time page if payable time is in Needs Approval status. You can check for this using the following methods:

- Review the Payable Time tab in the employee's timesheets
- Run the query WI\_TL\_PAY\_TIME\_BY\_EE

## REVIEW MANAGER SEARCH OPTIONS

Supervisors can modify the default settings on the Approve Payable Time page which may affect the ability to see their employees.

- Ask the supervisor to navigate to Approve Payable Time



- Selection Criterion Values should be blank
- Change Time in View should be current pay period dates at the minimum

- View All should be selected if supervisor has more than 8 employees to approve

Approve Payable Time

**Approve Time for Time Reporters**

Employee Selection

Employee Selection Criteria

Selection Criterion	Selection Criterion Value
Time Reporter Group	
Employee ID	
Empl Record	
Last Name	
First Name	
Business Unit	
Job Code	
Job Description	
Department	
Reports To Position Number	
Location Code	
Company	
Position Number	

Get Employees  
Clear Criteria  
Save Criteria

Change Time In View

Start Date: 01/01/2019 End Date: 06/05/2019

Employees For State Employee

Time Summary Demographics

Select	Last Name	First Name	Employee ID	Empl Record	Job Title	Total Payable Hours	Overtime Hours	Absence Duration	Exempt Hours Worked Over FTE	Supplemental Pay	Regular Hours Worked
<input type="checkbox"/>	Andrews	Archie	100021097	0	AUDITOR-SEN	32.00	0.00	38.00	32.00	0.00	32.00
<input type="checkbox"/>	Jones	Jugheed	100027236	0	AUDITOR-SEN	40.00	0.00	56.50	40.00	0.00	40.00
<input type="checkbox"/>	Lodge	Veronica	100013465	0	LICENSE PERMIT PROG ASSOC	19.50	0.00	105.00	19.50	0.00	19.50

Select All Deselect All

Approve Deny Push Back

View All

## VERIFY DIRECT REPORTS

- Ask the supervisor to navigate to My Team



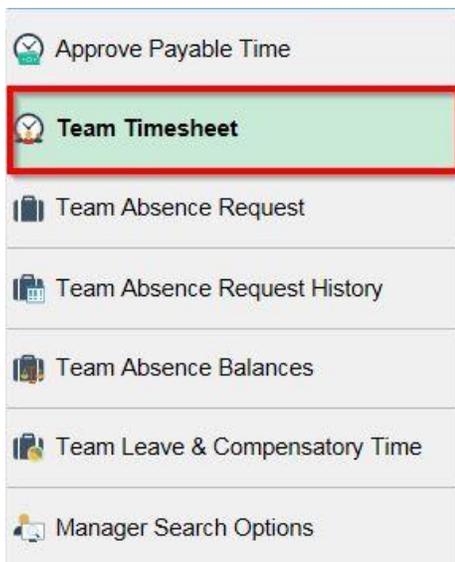
- Run the query WI\_HR\_REPORTS\_TO\_EMPLID

**If direct reports are missing:**

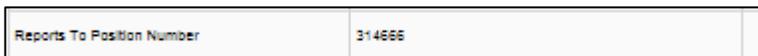
- Check the Reports To in Job Data for the direct reports. If the Reports To is incorrect, use the *Position Request* to request an update to the Reports To relationship on the employee's position. Use the t of the pay period as back-dating can cause issues
- If you have checked the direct reports but they are still not showing up for the supervisor, create a STAR ticket stating this and provide the Empl IDs of the direct reports that are missing

## VERIFY SUPERVISOR'S SECURITY

- Ask the supervisor to navigate to **Team Timesheet**



- Under the Employee Selection Criteria the Reports To Position Number should not be able to be edited and should display the position number of the supervisor



- If the Reports To Position Number is displayed and not editable and the direct reports are not shown, create a STAR ticket stating that the supervisor cannot see employee timesheets
- If the Reports To Position Number is able to be edited, then the supervisor is missing the manager self-service row permission list. Create a STAR ticket with supervisor's information and ask the Security team to add the WI\_RPM\_MANAGER\_MSS row permission list to the supervisor

## CHECK FOR DELEGATIONS OR REROUTED TIME

- Review the Payable Time tab in the employee's timesheets
  - Click the View Full Details link
  - Click on the status of one of the lines

- An approval chain is displayed:

Payable Time

## Approval Monitor

By PosnSupervisor

▼ Payable Time Approval for REGLR on 2019-02-12:Pending

Route to PosnSupervisor

Pending  
 State Employee  
TLByPosnSupervisor

▼ Payable Time Approval for REGLR on 2019-02-13:Pending

Route to PosnSupervisor

Pending  
 State Employee  
TLByPosnSupervisor

▼ Payable Time Approval for REGLR on 2019-02-14:Pending

Route to PosnSupervisor

Pending  
 State Employee  
TLByPosnSupervisor

▼ Payable Time Approval for REGLR on 2019-02-15:Pending

Route to PosnSupervisor

Pending  
 State Employee  
TLByPosnSupervisor

***If the approval chain displays the Supervisor's name:***

- Click on the supervisor's name
- Verify IAM is correct
  - **Incorrect IAM:** The supervisor may have recently had an IAM change (transfer, marriage, divorce). Create a STAR ticket to have security inactivate the previous IAM
  - **Correct IAM:** Create a STAR ticket to review other potential issues

***If the approval chain displays a name other than the Supervisor's:***

- **Cause:** Direct report does not have an IAM or has never logged in to PeopleSoft
- **Solution:** Ask the direct report to log in to PeopleSoft to reroute hours to supervisor. If direct report is not going to be set up with IAM, agency payroll specialist or supervisor of supervisor will have to approve payable time

- **Cause:** Payable time approval has been delegated to a proxy. Delegation on the monitor will show up like this:

**Payable Time**

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**Approval Monitor**

**By PosnSupervisor**

▼ **Payable Time Approval for REGLR on 2019-04-29:Pending**

Route to PosnSupervisor

Pending

 **Betty Cooper for State Employee**  
TLByPosnSupervisor

▼ **Payable Time Approval for REGLR on 2019-04-30:Pending**

Route to PosnSupervisor

Pending

 **Betty Cooper for State Employee**  
TLByPosnSupervisor

▼ **Payable Time Approval for REGLR on 2019-05-01:Pending**

Route to PosnSupervisor

Pending

 **Betty Cooper for State Employee**  
TLByPosnSupervisor

- **Solution:** Ask the supervisor to revoke the delegation or revoke the delegation on supervisor's behalf. You will need to resubmit any timesheets affected to reroute time back to the supervisor

## HELPFUL QUERIES

- WI\_HR\_REPORTS\_TO\_EMPLID – Use this query to review the reporting structure for a supervisor. The query will prompt you for the supervisor's Empl ID
- WI\_SEC\_USER\_BY\_EMPLID – Use this to review security for an employee. The query will prompt you for an Empl ID. You can review the manager's row level security (it should either be WI\_RPM\_MANAGER\_MSS for a regular, non-core supervisor). You can also use this query to see if an employee has an active IAM