State of Wisconsin

Department of Administration

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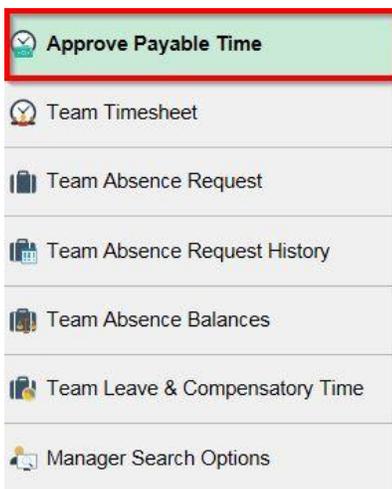
- o Selection Criterion Values should be blank
- o Change Time in View should be current pay period dates at the minimum

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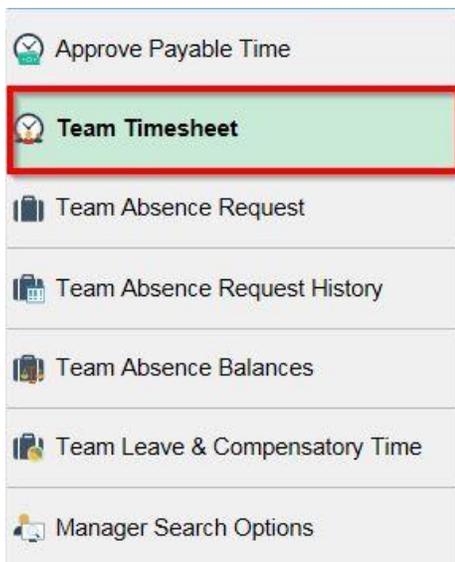
- Under the Employee Selection Criteria the Reports To Position Number should not be able to be edited and should display the position number of the supervisor

Reports To Position Number	314666	
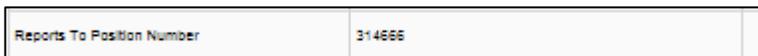
- If the Reports To Position Number is displayed and not editable and the direct reports are not shown, create a STAR ticket stating that the supervisor cannot see employee timesheets
- If the Reports To Position Number is able to be edited, then the supervisor is missing the manager self-service row 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

o An approval chain is displayed:

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:

- **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