

Frequently Asked Questions HR/Payroll Time Entry

Frequently Asked Questions – Human Resources/ Payroll Time Entry

This document contains questions that are frequently asked by departments when entering time into AIS Production. Use the links below to go directly to a section that may have the answer to your question.

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Training

- 1. Why is training required for time entry?**
 - a. Entering time in to AIS Production is a critical, data entry task.
 - b. It is **not** inquiry, as many of the departmental end user responsibilities in AIS are, so requirements are different.
 - c. Anyone new to Time Entry should be coached through the training process and then monitored until confident with entry of time in to AIS Production.
 - d. Training requirements are listed at: <http://oit.siu.edu/ais/training/unit11.php>

Fiscal Officers and Time Entry

- 2. If a new Fiscal Officer and a new Fiscal Officer Delegate are assigned to a Budget Purpose that is to be used for Time Entry, what is required?**
 - a. The **SIU HRMS Fiscal Officer Time Entry** responsibility is automatically assigned to Fiscal Officers and Fiscal Officer Delegates during the initial submission of the AIS User Form for access to AIS Production.
 - b. If the Fiscal Officer or the Fiscal Officer Delegate wishes to, he/she can enter time for his/her Budget Purposes.
 - c. If you plan to enter time in to AIS Production, complete the required training at: <http://oit.siu.edu/ais/training/unit11.php>
 - d. The Fiscal Officer or Fiscal Officer Delegate can setup a Timekeeper in AIS Production to enter time for their Budget Purposes. Click [HERE](#) for instructions.
- 3. If a Fiscal Officer/ Fiscal Officer Delegate chooses to enter time, does he/she need to be setup in AIS Production as a Timekeeper?**
 - a. No, Timekeepers have to be setup because a Budget Purpose has to be assigned for time entry. As a Fiscal Officer or Fiscal Officer Delegate, you are already assigned to specific Budget Purposes, so additional setup is not necessary.
 - b. Complete the required training at: <http://oit.siu.edu/ais/training/unit11.php>

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- 4. Can a Fiscal Officer Delegate entering time for their Budget Purposes also be setup as a Timekeeper in AIS Production to enter time for another's Budget Purposes?**
 - a. Yes, a Fiscal Officer Delegate can be selected as a Timekeeper and enter time for another's Budget Purposes.

- 5. I can't retrieve my Budget Purposes for Time Entry. We changed Fiscal Officers recently. Could that be the problem?**
 - a. It could be a timing issue.
 - i. Fiscal Officer information is loaded into AIS by Accounting Services; the Fiscal Officer data updates overnight.
 - ii. The following business day, the corresponding Fiscal Officer Delegate information is entered in to AIS. Once the Fiscal Officer Delegate data updates, the problem should be resolved.

Setting Timekeepers

- 6. I need a new Timekeeper. What should I do?**
 - a. Go to the Unit 11: SIU HRMS Time Entry & Summary Reporting website: <http://oit.siu.edu/ais/training/unit11.php> and proceed as directed.
 - b. Basically, you will need to :
 - i. Complete an AIS User Form to request the SIU HRMS Time Entry responsibility for the Timekeeper.
 - ii. Coach the Timekeeper through the Time Entry self-directed training.
 - iii. Setup the Timekeeper in AIS Production for each Budget Purpose to be used for time entry.
 - c. The Fiscal Officer/ Fiscal Officer Delegate must Login to AIS Production and setup a Timekeeper before he/she can enter time.

- 7. As the Fiscal Officer Delegate, I want to setup a Timekeeper to enter time on our Budget Purposes, but I am not sure the person has the needed responsibility in AIS. How can I find out?**
 - a. Ask the person to verify access by logging in to AIS Production and checking the responsibilities on his/her Main Menu.
 - b. If the Timekeeper has access to the responsibility, **SIU HRMS Fiscal Officer Time Entry**, it will appear on his/her Main Menu.

- 8. I am a Fiscal Officer Delegate and I just selected a new Timekeeper on my Budget Purposes. When she logged in to AIS Production, the Budget Purposes from her previous Department appeared on the time entry forms. Why?**
 - a. It is likely her access from the previous department was not end dated. Ask the Timekeeper to contact the previous Department and request that his/her name be removed from that Department's Budget Purposes.
 - b. Call Accounting Services to verify cleanup is complete.

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Timekeeper Login Questions

9. How do I know when to begin entering time in to AIS Production?

- a. Login to AIS, access the time entry form and query on the current Pay Period. If the form populates, you can enter time.
- b. If you haven't already, contact Payroll staff to let them know you have completed training, provide a list of the Budget Purposes you will use to enter time. Payroll will then add your name to their email distribution list and you will begin receiving notifications as to when to START and STOP entering time, etc.

10. I have accessed AIS Production and have entered my Login User Name and Password several times but I keep getting the error, "Login Failed"... Can you help?

- a. The User Name for Carbondale employees should be your Network ID SIU850000000 and Password the same as your Network Password. For SOM employees, your User Name is your email address.
- b. If you are using the correct User Name, try resetting your Password using the Login Assistance link on the Login page.

11. I have logged in but the only responsibility I see is my Employee Online Services responsibility. Why can't I see the time entry responsibility?

- a. Make sure you have logged in to [AIS Production](#) and not HRSS.
- b. If you are a Timekeeper, check with your FO/FO Delegate to make sure the forms to request access for the time entry responsibility have been processed.
- c. Call Accounting Services to see if there is a problem with the paperwork.

12. I have logged in to the time entry form but I can't enter a Budget Purpose or Pay Period to perform a query. What am I missing?

- a. Make sure you are putting the form in query mode. Try both methods: press the function key F11 or select the View menu/ Query by Example/ Enter.
- b. If you have made several attempts, close the form and reopen to clear the form.

13. I can access the Time Entry form, but the time entry tables do not populate. What should I do?

- a. Make sure you are using the correct Budget Purpose and/or Pay Period for the query.
- b. Verify you have accessed the correct time entry form (student vs staff).
- c. Ask the Fiscal Officer to check and make sure you are set up properly on his/her Budget Purposes to enter time.

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Reporting Questions

14. I ran my Staff Time Entry Summary report and no data appeared on the report. It's blank. Why?

- a. Make sure you selected the Staff report and not Student.
- b. Make sure you are selecting the right report based on your authority. There are two options for staff, Fiscal Officer and Timekeeper.
- c. Make sure you are entering the correct Budget Purpose.
- d. Make sure you are selecting the correct Pay Period.

15. I cannot find the correct Pay Period on the Parameters LOV to select to run my Summary Report. Why is it not there?

- a. One reason could be that you have chosen the incorrect report, Student vs Staff.
- b. If running a Staff Time Entry summary report, make sure you selected the Timekeeper report and not the Fiscal Officer Report Name.
- c. Payroll may not have released the form for time entry for the noted Pay Period.

16. Is it necessary to save the Time Entry Summary reports?

- a. It is recommended that you print the electronic summary reports and store for three years with the Fiscal Officer Certification records.

Miscellaneous Questions

17. I am new to time entry and entering elements for staff is confusing. What should I do?

- Repeat Module 2 on the [Unit 11 Time Entry](#) website.
- If that doesn't help, note the problems and call Payroll for assistance.

18. How do I know when I can no longer enter or change time electronically in AIS for a specific pay period?

- a. An email will be sent from Payroll telling you to STOP entering time at a specific time and day. Do not enter time in to AIS PRODUCTION after that time.
- b. If you need to make changes thereafter, call Payroll.

19. There are only two people in our office. We back each other up for staff time entry. Since we cannot enter our own time, what happens if one of us is not available?

- a. The Fiscal Officer/ Fiscal Officer Delegate can enter time in to AIS Production.
- b. Or, call Payroll, explain the situation and then send the paper copy of the time transmittal signed by the Fiscal Officer to report the hours.

20. If I enter time electronically, do I still need to send my time transmittals to Payroll?

- a. No

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Didn't find your question...

If you have a problem and did not find a solution here,

Contact Accounting Services: 536-2351

- To resolve problems with processing the AIS User Form.
- If having problems with Fiscal Officer/ Fiscal Officer Delegate issues with time entry.

Or, contact Payroll: 453-3392

- For issues with entering time, notifications, changes, etc.
- Submitting reports
- Entering elements for staff time entry