

# CAPS Time & Labor Support

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Knowing who to contact when various questions or issues arise in Time & Labor (T&L) can be very frustrating to department personnel. Often times the fix in T&L requires a change in the employee's HR information leading to multiple individuals in the HRPO office being involved. In order to simplify this process for the departments, CAPS representatives will now be the one point of contact for their departments with regard to Time & Labor processing.

## **CAPS Expectations:**

CAPS will be familiar with the T&L processes and will be able to advise the department when questions arise. Following are the CAPS responsibilities for the T&L processes.

1. CAPS will be able to provide immediate assistance to routine questions
  - a. What is routine?
    - i. Has Time Admin run
    - ii. Why isn't the payable time there for me to approve
    - iii. Should I change the punch to remove the .1 REG
    - iv. Why won't CTE create
    - v. When will TR/TK/TA get access
2. CAPS will work directly with Payroll to resolve more complicated questions
  - a. What is complicated?
    - i. Why aren't my punches showing
    - ii. Why is my CTE in error
    - iii. Nobody can access the time to approve
    - iv. PTO balances on the timesheet are incorrect
3. CAPS will handle approvals for departments when required for employees that have transferred
4. CAPS will enter and approve vacation payouts, PTO adjustments and TAP payments that they have processed in accordance with the Vacation Payout and Transition Assistance Processing Service Expectations

## **Department Expectations:**

Since this service is designed to create one point of contact within HRPO, departments are expected to refrain from contacting Payroll directly. Departments will instead work directly with their CAPS representative for all questions about T&L processing.

1. Department will submit emails with a subject line beginning with "TL" so that CAPS can give appropriate attention to these issues.