CalTime FAQ for Supervisors

1. **I'm having trouble with access. What should I do?**

   Email caltime@berkeley.edu or call the CalTime Help Desk at Campus Shared Services IT, Application Support Center at (510) 664-9000, option 5 for CalTime.

2. **When should I approve my bi-weekly employees CalTime?**

   The supervisor's designated time for timecard approval starts on Sunday at 12:00 am and goes through Monday end of day. Please do not approve timecards before this time, or you may inadvertently lock out an employee from entering their time. Approval deadlines are subject to change due to the holidays.

3. **What should I do if I approved my employee's timecard but it doesn't show the check mark?**

   When using the Non-Exempt Pay Period Approval Genie, there is an issue in which some supervisors do not see the checkmark that should appear after you have approved a timecard. If this happens, you can verify the approval by opening the employee's timecard, click Go To, then Audits. The approval entries are at the bottom of the Audit window.

4. **What should I do if my employee doesn't appear on my list?**

   If employees that you supervise do not appear in the Approval Genie, do the following:
   - A. *Use all Non-Ex Home and Trans. In for non-exempt employees and All Exempt Home for exempt employees.*
   - B. *Set the date range to the Previous Pay Period.*
   - C. *If employees with multiple jobs are still missing, but were present the last pay cycle, change the date range to Last 30 Days. Employees with multiple jobs will not appear if they have not transferred any hours to the friendly name of the jobs you supervise. If the employee has Anytime access, contact the employee and instruct them to add the correct Friendly Name to these shifts. If the employee has Realtime access, contact your department's timekeeper to make the corrections*

5. **What if I have employees with multiple jobs?**

   If you supervise employees with multiple campus jobs, you will be able to see their hours worked in other jobs in the Transfer field between the "In" and "Out" punches. Please do not delete or edit punches for these other jobs, because it will affect your employee's pay. When you approve your employee's hours, you are only approving their hours for your department's job.

If your department is not the primary job you will not see their hours unless they enter the transfer code / Friendly name for your department.

6. **What should I do if I see someone that doesn't belong to me?**

If you see employees on your list who don't report to you, please disregard; you do not need to approve their timesheets. Most likely, these are other employees in the same department who use the same "Friendly Name" to record their hours.

7. **As a supervisor, what am I verifying when I'm approving an exempt employee's timecard?**

When you approve exempt employees' timecards, you are only verifying that the leave used by the employee <u>that month</u> is correctly entered on the timecard. This includes confirming the type and the amount of leave taken.

8. **What can a supervisor do if they are out of the office when it's time to approve an employees' timecards?**

A supervisor can delegate the task of reviewing and approving timecards to one or more people, and can revoke or change this delegation at any time. For details on delegation, visit: http://caltime.berkeley.edu/delegation-guide

9. **Can a supervisor approve or edit a time card after the unit's timekeeper has signed off on it?**

No. Once the unit's timekeeper signs off on a time card, it is locked to all changes. For this reason, supervisors should be sure to review and approve employees' timecards by the deadline. If a supervisor needs to edit a timecard from a previous pay period, please send a paper timesheet to csstimesheets@berkeley.edu. Below is a link to the Manual Timesheet Instructions, Bi-Weekly Manual Timesheet, and Monthly Manual Timesheet.

https://regionalservices.berkeley.edu/sites/default/files/brs-manual-timesheet-instructions.pdf

https://regionalservices.berkeley.edu/sites/default/files/manual-biweekly-timesheet.pdf

https://regionalservices.berkeley.edu/sites/default/files/manual-monthly-timesheet.pdf

10. **I am a supervisor who needs help with advanced system functions. Where do I get help?**

Supervisors who need help with advanced functions, such as editing time cards from previous pay periods or correcting leave accrual problems, should contact their unit's timekeeper. If your unit receives HR support from Berkeley Regional Services (BRS), you can reach your timekeeper by contacting the BRS HR Help Desk by email at hrapscsshelp@berkeley.edu or by phone at (510) 664-9000 (option 3).