

# Timekeeping: Frequently Asked Questions

**If we want to ask employees to do a sign off is that an option in the system?**

Yes. Kronos is not setup to require an employee approval but does give them the ability to approve their timecard. As a leader, you can ask employees to approve timecards.

**Who will enter the prepopulated work schedules for exempt employees?**

The Human Resources Business Partner team will enter work schedules for exempt employees.

**Can employees request a shift off (RDO = request day off) without using PTO?**

All benefit eligible employees are expected to use PTO to cover days off if they have an available PTO balance. Days off without the use of PTO would occur for non-benefit eligible employees or benefit eligible employees who do not have a PTO balance to use. The exception to this is time off due to Low Census. During Low Census situations the employee has the choice to use PTO or not to cover that time off.

**Do staff have to submit PTO requests via Kronos? Currently I have a paper process that works better than this capability in Kronos.**

Kronos is not setup to require employees use the time off request process. **However, the use of the process is strongly encouraged.**

**If you are a current non-exempt associate that will be an exempt associate 8/1. How will that work?**

Aspirus will be notified of the change and update the employee's information in the systems accordingly.

**If associate is given a lay-off for low census, do they still have to take PTO?**

No. During Low Census situations the employee can chose to use PTO, or not, to cover that time off.

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**As exempt employee I go to multiple sites and my time is allocated in the schedule to each hospital will this occur in the Aspirus world?**

Yes. However, you will need to communicate with your Human Resource Business Partner team to make them aware that needs to be setup.

**I currently only use enough PTO to get the associate to their FTE, so if they requested a day off which would normally be 8 hours but only need 6.5 to get to their FTE I only put in 6.5. Will this be manager's discretion moving forward or will they have to use 8 hours?**

PTO must be used to achieve the employee's scheduled FTE each pay period before time without pay is used. Regular hours worked and PTO hours should not exceed normal scheduled hours for the day. In the event an employee takes scheduled PTO and is called into work within the same pay period, the employee may choose to be paid for their PTO in addition to hours worked.

**Ascension holiday PTO is loaded in their banks the week of the holiday pay period. How will Aspirus holiday PTO be loaded?**

There is not a separate load for holiday PTO. Regular accrued PTO is used to cover holiday time off.

**Currently we have a high frequency and critical on call pay do you know what will occur with this?**

Only the Aspirus premiums covered in training will be recognized.

**How do non-exempt and exempt employees get on call pay?**

Both Non-Exempt and select Exempt employees are eligible for on call pay. On call hours and applicable amount should be entered into exempt timecards. Even if the exempt employee works, they will only receive compensation for the on-call hours. Non-Exempt employees will also have the on-call hours and applicable amount entered into their timecards, however this amount decrements by any hours worked during this time frame. The hours worked will be paid at the called-in premium.

**PRN associates do not have a Kronos timecard, correct?**

PRN employees will have a Kronos timecard.

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**If I have 3 Charge RNs working on the same shift, only 1 that is designated as charge RN would receive the charge pay?**

Charge pay is reserved for regular RN's not in an RN-Charge position but for a shift are temporarily in charge. The 3 charge RN's mentioned receive a higher base rate of pay because they are always in a charge role and are not eligible for the Charge premium represented by the Charge work rules.

**Any RN that works in the ED receives a differential??**

The specialty pay differential is for non-exempt, direct patient care RNs working in an eligible department (ED being one of them).

**Will ED clinicians need to manually change their cost center when they work in different Emergency departments?**

Time will need to be expensed to the specific site each clinician works in. If punching in, the employee can enter this transfer as work time occurs. If they utilize a salary schedule the timekeeper will need to assist with entering the transfer in the timecard.

**Will Clinicians continue to have timecards in Kronos?**

Yes. However, time will be manually tracked outside of Kronos for those on shift pay or guarantee.

**If there are times where an associate misses a clock in or out, are they able to add on their own, with leader approval? Or do these need to be all added by leader?**

Missing punches will need to be corrected by the leader/timekeeper. Employees do not have the ability to fix these.

**When will the Group ID be activated for the email app and Kronos app?**

The Kronos App does not require group ID. Mobile App installation instructions are the first steps listed within the Kronos: How to Punch In & Out documents for Android and iOS available on the Welcome page > Job Aids & Training > Kronos & Timekeeping.

**We currently have Kronos app. Will this be the same one to use?**

No. You will need to follow the installation instructions on the Welcome page to link to the Aspirus Server connecting the UKG app to your Aspirus Kronos account.

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**Are pay periods changing? Or will we still fall on same pay days?**

Pay periods will be the same for employees whose employment will remain under a North Wood's entity. If an employee is transferring to an existing Aspirus entity and the transfer initiates a pay period change that will be communicated directly to the employee.

**When is payroll due?**

Leader/Timekeeper approval is due by 10:30 am CST the Monday of the employee's pay week.

**Is there an auto deduction for lunch? Or do associates punch in and out?**

Yes. Auto meal deductions are triggered at 6 and 14 consecutive hours.

**Is the on-call pay code the same for when they are low census on call?**

Yes. If low census and on call occur simultaneously there should be two pay codes entered for that time, On Call and the applicable Low Census pay code.

**Can an employee placed on low census have to use PTO to cover this? Is the policy that all employees regardless of reason will be brought up to hired FTE status?**

For Low Census Situations employees can choose to take PTO to cover that time off but are not required to do so. All other time off (for benefit eligible employees) requires the use of PTO if there is an available PTO balance.

**Currently I have access to employees' timecards throughout the region I am covering will that be the case or can another leader delegate timecards to another timekeeper to review?**

Leaders/timekeepers can delegate access to another timekeeper for a specified period of time. Instructions on how to request/accept delegation will be available on the Aspirus Kronos & Timekeeping intranet page as of 8/1. If long term access is required communicate this need to your Human Resource Business Partner team requesting setup.

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**Is clocking recorded at the exact time of clock in OR is there a rounding policy?**

Punch times visible in the timecard will reflect the actual punch time. The actual punch time is subject to a 7-minute rounding rule where time is rounded to the nearest quarter of an hour for calculating totals.

**If an employee takes a longer break (60 minutes instead of 30, ex: personal appointment over lunch hour) does the 60 minutes deduct only or do they need to cancel the lunch deduction too?**

If an employee takes an extended lunch, they should punch out and back in to reflect the long meal break. If the extended break is 23 minutes to 3 hours in length, the automatic meal deduction will not occur, and the length of the break will be deducted from the shift total.

**Currently EMS needs to cancel meal deductions daily as we need to be available for 911 calls 24/7. Will each employee now need to clock out to record "cancel meal deduction" currently we have a hot button in Kronos to "cancel meal deduction"?**

Automatic meal deductions are not setup for Medevac staff. They will need to manually cancel a meal deduction when punching out.

**Will we have access to all the timecards that we do now?**

Management timekeepers will have access to their direct report timecards. Non-Management timekeepers will continue to have access to department timecards they currently have access to within the Ascension Kronos system.

**Will our Kronos machines get removed from our building or will we still be using them as another option to a desktop or mobile app?**

Badge readers will not be used as of 8/1. **Kronos desktop or mobile app will be the only two options to when using Kronos.**

# Timekeeping: Frequently Asked Questions

**Is travel time to a satellite paid, so if an associate goes to an outreach location they punch in when they leave their house and then they ALSO submit mileage reimbursement?**

Travel time is paid if the location is not in their "home" set-up. So, if they hold positions at two location there is no mileage between the two but if they have one position and travel to outreach/offsite locations they will get paid mileage. Our policy is shorter distance from home to outreach/satellite or primary work to outreach/satellite.

**Are we unable to change the Labor Account Department and Job Code?**

Correct. Aspirus uses the position labor account. Positions are reflective of entity + dept + job code so a transfer would be pointing to the position representing the appropriate combination.

**Can exempt staff use PTO in half day (4 ) hour increments?**

No. Exempt staff must take PTO in full day increments.

**If an associate misses a punch but later punches and needs the time corrected, can the timekeeper adjust the start time. OR should the timekeeper simply add the missed punch?**

Depends on where Kronos places the subsequent punch. Timekeepers have the ability to alter existing punches and add new ones to correct missing/incorrect information.

**Is Holiday time off included in the PTO bank or is it added each holiday?**

There is no additional PTO for holidays. Employees use there accrued PTO to cover time off due to a holiday.

**We have different extra shift pay; regular, critical or special pay. Does Aspirus have this or only one extra shift pay code?**

Aspirus has one extra shift program with two extra shifts pay codes/work rules: licensed and non-licensed.

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**Does Aspirus recognize Holidays that fall on the weekend for Exempt associates on the Friday or Monday?**

There are situations where this occurs, but it is not specific to exempt staff but rather administrative departments. Administrative Departments will be closed on the proceeding Friday when a holiday falls on a Saturday and on the following Monday if the holiday falls on Sunday. With senior executive approval, Administrative Departments may choose to remain open with minimal staffing as operations necessitate.

An Administrative Department is a department of Aspirus with no direct patient or in-direct patient facing responsibilities. An administrative employee is an employee assigned to, and working regular status, in an Administrative Department.

Administrative employees must use PTO when their Administrative Department is closed in observance of a holiday. PTO is not automatically populated on the proceeding Friday or following Monday with the employee responsible for entering that time off in the timecard.

**If a non exempt associate is scheduled to work but placed on call, do they get the premium pay if they come in?**

No. If the employee is placed on call due to lack of work in a regular shift and work during that on call timeframe they are not eligible for the called in premium.

**I currently approve timecards for physicians, that don't report to me, rather they report to a medical director. That Medical Director has delegated manager access to me in Kronos. Will we continue to be able to have our medical directors complete the manager delegation?**

Manager delegation will be an option in the Aspirus Kronos system. However, existing delegation requests within the Ascension system will not be transferred to Aspirus and will need to be resubmit on or after 8/1.

**How do you view time transferred in from employees outside of your department? How do you correct errors by employees punching in to your department by mistake?**

Transferred in employees can be viewed under the All Home and Transferred In hyperfind. This hyperfind is available in the timekeeping screens within the quick find drop down. There is no set process for addressing accidental transfers. If this occurs please collaborate with either the employee, direct supervisor of the employee, and/or the HRBP team for correction.

# Timekeeping: Frequently Asked Questions

**Can you still enter call on the basic schedule where it will deduct hours that they are called in?**

Yes. If on call time is entered in the basic schedule that time will decrement by hours worked during that timeframe.

**So, if an exempt associate is called in they are paid for the entire day/shift?**

Exempt staff do not receive called in pay. They receive on call pay for the full number of hours they are on call, whether or not they actually work during the on call timeframe. If they also worked a regular shift the same day as on call, then they would receive regular pay for that shift.

**Do front load PTO associates need to use all of their PTO by January or will some of this carry over or get paid out?**

Employees on a current front-load PTO plan who will transition to an accrual plan will have through the pay period in which December 31, 2021, falls to use their front load bank hours. Aspirus will advance 40 hours of PTO into the accrual bank beginning with the start of the first pay period in 2022.

**Do you have SANE pay?**

This is not a separate premium but rather reflected in the employee's base rate of pay for that position.

**Can employees use PTO to supplement their pay when they are on call?**

No, PTO can not be used to supplement pay when on-call. See PolicyStat post-close for details on the On-Call Pay Policy.

**We cover door screening with current staff. We do not have "positions". The employee is working in the same job code they are normally paid. How will this work?**

Managers will need to identify who is performing screening roles and a secondary position will be set up to which the employee will need to transfer time when performing the screener role. This is for tracking purposes. The employee will be paid their current hourly rate in effect on their primary job for this position through 12/31/2021 to give ample time to review and determine appropriate staffing for this role.



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## Locating Aspirus Intranet Job Aids:

- 1) Go to the welcome site: <https://aspirus.org/together/welcome>
- 2) On the homepage under **Applications & Systems** access "Citrix Workspace".
- 3) Log in using your network ID and password.
- 4) Click "Apps" and then "All Apps".
- 5) Access "Intranet".
- 6) On the Aspirus Intranet hover over **Life & Career** and select "Kronos & Timekeeping" under *Employee One Stop*.

## Locating Welcome Site Job Aids:

- 1) Go to the welcome site: <https://aspirus.org/together/welcome>
- 2) Select the "Job Aids & Training" tab.

Timekeepers/Leaders Job Aids	Employees Job Aids
<b><u>Navigating Aspirus' Kronos</u></b> How do I view timecards for transfer employees? Job aid on <a href="#">Aspirus Intranet: Timekeeper - Transfer Employees</a> <b>Timecards</b> How do I access my personal timecard? Job aid on <a href="#">Aspirus Intranet: Timekeeper - Accessing Your Personal Timecard</a> How do I use mobile Kronos for performing manager tasks? Job aid on <a href="#">Welcome Site</a> & <a href="#">Aspirus Intranet: Mobile Kronos - Performing Manager Tasks (Android &amp; iOS)</a>	<b><u>Successful Time Entry</u></b> How do I punch in & out from my desktop? Job aid on <a href="#">Welcome Site</a> & <a href="#">Aspirus Intranet: Timestamp - Punching In &amp; Out</a> How do I punch in & out from my mobile app? Job aid on <a href="#">Welcome Site</a> & <a href="#">Aspirus Intranet: Mobile Kronos - Punching In &amp; Out (Android &amp; iOS)</a> How do I enter a pay code? Job aid on <a href="#">Welcome Site</a> & <a href="#">Aspirus Intranet: Timecard - Entering a Pay Code</a>

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## Timekeepers/Leaders Job Aids

### Utilizing Timekeeping practices

How do I perform timecard approvals?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Timekeeper - Timecard

### **Approvals**

How do I act upon a time off request?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Global Time Off

### **Request - Timekeeper Actions**

How do I identify missing punches?

Job aid on [Aspirus Intranet](#): Timekeeper - Identifying Missing

### **Punches**

How do I run Reports – Employee Transactions & Totals?

Job aid on [Aspirus Intranet](#): Timekeeper Reports - Employee

### **Transactions and Totals**

How do I enter transfers?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Timestamp - Entering

### **Transfers**

How do I enter a basic work schedule?

Job aid on [Aspirus Intranet](#): Timekeeper - Basic Schedule Entry

How do I enter scheduled on-call time?

Job aid on [Aspirus Intranet](#): Timekeeper - Basic Scheduler On Call

### **Entry**

How do I add/delete comments?

Job aid on [Aspirus Intranet](#): Timecard - Adding or Deleting

### **Comments**

How do I cancel meal deduction?

Job aid on [Aspirus Intranet](#): Timekeeper - Canceling Meal

### **Deductions**

## Employees Job Aids

How do I enter transfers?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Timestamp - Entering  
**Transfers**

Where can I find the Kronos Timecard Correction Form?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Kronos Timecard  
**Correction Form**

### Utilizing Time Off Requests in Kronos

How do I submit a Time-Off Request?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Global Time Off Request -  
**Submitting a Request**

How do I Submit Unscheduled Time off (exempt employees & providers only)?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Global Time Off Request -  
**Submitting Unscheduled Time off**

How do I update a prepopulated work schedule (exempt employees & providers)?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Timecard - Updating a  
**Prepopulated Work Schedule**

### Information specific to anyone who does a job other than their primary job/shift and needs to be able to transfer their position in Kronos.

Where can I find the Position lists for my business unit?

Job aids on [Welcome Site](#): **Position List by Location**

How can I view my position number(s) in GHR?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): Employee - Viewing Your  
**Position Number & Pay Rule**

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How can I view my employees' position number(s) in GHR?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): **Manager - Viewing Your Employees Position Numbers**

Where can I find the Pay Rule-Work Rule Associations?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): **Kronos Payrule-Work Rule Association - Aspirus Northwoods Sites**

Where can I find the Pay Code list?

Job aid on [Welcome Site](#) & [Aspirus Intranet](#): **Pay Codes - Aspirus Northwoods Sites**

**Where to go for Resources:**

Where can I go to find additional resources about Kronos?

Job aid on [Welcome Site](#): **Accessing Kronos & Additional Resources**

## Employees Job Aids

Where can I find the Pay Rule-Work Rule Associations?

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