Absence Call-In Q&A

Below are the transcribed questions and answers from the IRP Absence Call-In held on November 18, 2020.

Topic	Question & Answer
Absences – What to enter in Workday	*Q: What exactly should we record on WD? M&P: vacation and banked time only? CUPE 2950: banked time, vacation, appointment and sick days?* A: Absences should be tracked for any entitlement set out within that employee groups terms and conditions of employment. For unionized employees, those would be the entitlements in the Collective Agreement such as sick leave, vacation, medical/dental, bereavement, etc. For M&P that would similar, tracking leave types set out in the ACTE which does not include medical/dental for which there is no entitlement (it is not to be coded as sick leave).
Absences – Viewing Leave Calendars	*Q: When I go into Team Time, Time off and Leave Calendar, I can only see absences for those in the Sup Org that I directly manage. In order to plan vacation schedules and leaves for my department, I need to be able to see the leave calendar for not only the Sup Org that I manage, but the Sup Org's subordinates to mine. Having my timekeeper run a report to ascertain this information is very inefficient. Is there a way to see all Sup Org absence calendars in my department?* A: The Team Absence Calendar and the Time Off and Leave Calendar is for the Manager specifically, the Manager being that role in Workday. So, it would only show the employees that you manage in your Sup Org. To look at employees who you don't necessarily manage in Workday, you would have to look at other reporting options and that depends on what role you have for those employees. Team Time is only for the Manager role in Workday, so it would show you the employees and their absence details on the calendar for your direct subordinates.
Absences – Edit a request	*Q: Can a manager edit an absence request, or must it be returned to the employee to correct it?* A: Yes, the Manager can edit the Absence request, whether vacation or sick time. They can go into the employee's calendar and update the amount, change the time of absence, or move it completely. This will auto approve since the normal approver is the Manager.

Topic	Question & Answer
Banked Time – Balance	*Q: I entered banked overtime and I received a notification that it had been successfully completed (and verified - it was approved by my manager). There was a drop-down option for banked overtime and I did select it when I submitted the time. However, the banked overtime balance still shows as zero in both the Time and Absence app.* A: If you were entering your hours in the Time Tracking calendar and you chose to bank those hours, Workday will take those hours and process them in Payroll once it is approved by the Manager. Once they are processed, the hours will be visible in the Absence calendar. In this case, the employee may have entered hours in the Time Tracking Calendar, and then once payroll happens, Absence will contain those hours of banked overtime.
Banked Time – M&P	*Q: I was told M&P cannot record banked time (since they were not eligible for this). How can we record banked time for M&P staff? Can we relax the rule forbidding M&P staff from using banked time?* A: Depending on the setup of the employee, either they are eligible or not eligible in WD. I can't speak to that in Terms of practice because it would depend on the department itself.
Flex Time	*Q: Is it true that Workday does not work with flex time? Can we use the "Maintain accrual and time off adjustments/overrides" to account for flex time?* A: That is true, we do not have flex time set up in Workday. And yes, you can add in another accrual additional amount to their banked overtime so that it reflects that 'flex' time.
Sick Time-Off – Correct a balance	*Q: It seems my paid sick time-off balance becomes zero where I have positive balance in PAT. Should I ask department admin to correct it?* A: If you are seeing a value of zero in Workday, that you don't think should be zero, you can ask the Manager or the correct HR individual in your department to override the balance. They can add in the correct number using Maintain Time off Plan Override Balance.
Sick Time-Off – M&P	*Q: If an M&P employee has an illness that goes on beyond a month, how will Workday know to not reset their balance? I have had employees take the full 6 months for one illness over 6 months.* A: Workday will let employees take up to 6 months for illness, but this is also up to the Manager and the Approvers to make sure that the employee is using this 6 months properly. There is no flag on the Workday screen that indicates what the illness time off is for, but you can use comments to communicate this.

Topic	Question & Answer
Sick Time-Off – M&P	*Q: Do M&P staff, as standard, have a zero balance for sick leave?* A: Yes M&P, after their probationary period, will have a standard zero balance. M&P staff in their probationary period will have a number there. The reason why the zero is there is because M&P employees, after their probationary period, can take up to 6 months for illness. So it's not a strict accrual amount that you earn in Workday. It's zero because you can take what you need for illness for up to 6 months. So the employee can go in, even though they see their balance as zero, they can still go ahead and submit an absence request in Workday. Their balance will show as negative but at the end of the month it will reset and balance itself out again. So yes, the M&P employees after their probationary period will see a standard of zero, but they can still go ahead and submit an absence request for paid sick leave.
Vacation – Absence paid year to date	*Q: Does "Absence Paid Year to Date" include future approved vacation or just vacation days taken that have already passed?* A: Absence Year to Date is vacation that has already passed. The Time Off tab on your profile is always as of today, so future requests will not show on that grid. If you search Time Off Balance, and search a future date, you will see all paid absences and requests up until that date.
Vacation – Approved but not used	*Q: If an employee has an approved absence in Workday and ends up not taking it, can they remove/edit to 0 or does a Manager have to do that? Will their balance update automatically?* A: It can be both. Let's say the employee has an approved absence and they changed their mind and they can't take it anymore. They can then go into Workday and perform the "Correct Absence" task. The employee can go into their own absence calendar and they will see their approved absences in green. They can click on the approved absence and either zero out the hours or subtract the row on the screen and resubmit. When they resubmit, it will re-route for approval from the Manager, and then it'll be removed from their absence calendar and from their balance as well, so Workday will add back in those hours to the balance. As well, the manager can do this on the behalf of the employee. So if the manager goes into their employee's absence calendar and wants to remove the absence request, they can go in and take the same action (by either zeroing the hours or subtracting them on a different row) and click OK. It will auto-approve because the Manager entered it, and Workday will add the hours back into the employee's balance.

Topic	Question & Answer
Vacation – Approved but not used	*Q: I wanted to delete my vacation after the actual day. Since I wasn't able to delete it anymore, I did a modification to the number of hours to -7. However, it didn't seem to make any difference to my vacation bank. What is the best way to claim back the vacation hours?* A: In that situation, you can go into your absence calendar and find the absence request that you want to get rid of. Then when you click on that day (that green approved day), you can subtract the row using the small minus sign on the left of it, click OK and Submit. Alternatively, you can update the quantity of the hours to be 0 so if you had 7 hours initially, you can change that to 0 and resubmit and that will get rid of the absence request in your absence calendar and balance.
Vacation – Carryover	*Q: Does Workday recognize that people cannot carry forward more than 2 weeks or 10 days?* A: We do not have that limitation in Workday because we did not want to set a "use it or lose it" in the system. Managers should check whether there is a large amount of vacation hours at the end of the year and encourage employees to take vacation when they can. Whatever an employee has at the end of the year, Workday will let them carry over into the next year.
Vacation – Change positions	*Q: When you change positions in UBC, would your vacation balance be carried over to your new position or would it be paid off on your last pay cheque? Both positions would be salaried.* A: The vacation would be carried with you, not paid out.
Vacation – Correct a balance	*Q: I have tried to override an employee's vacation balance. After completing the task, the employee sees the updated balance of 149.06 under "Accrued Year to Date". However, there is an additional 30 under "Beginning Year Balance", resulting in a total of 179.06, greater than his vacation balance. Do you know why?* A: What is likely happening here is, as a part of Go-Live, we updated the Maintained time off plan override balances to be 30, so when there was an accrual as well, of 149, it was added to that 30. So, you can get rid of that override, and update that 30 to be 149 rather than adding a new accrual.
Vacation – Ending period balance	*Q: Does the Ending Period Balance include any approved future events?* A: Yes, but it depends on the day that you look at it. If you look at the Ending Period Balance as of a different date, it will provide the balance as of the end of that period (i.e. monthly, annual) with any dates taken so far.

Topic	Question & Answer
Vacation – Timing of requests + balance	*Q: Once a vacation request has been approved, does the vacation balance update immediately following the approval?* A: Yes, although this depends on where you look on your profile. The Time Off tab shows requests as of today, but not future requests. The Absence calendar provides the option of viewing a future data, using the Balance As Of function. You can also search Time Off Balance in the Search bar to check balance at any date of the year.
Vacation – Tracking	*Q: How does vacation tracking work for hourly employees? It looks like they are able to enter time, but I assume they would then need to also enter vacation hours on their Time app? Will this then reduce it on their Absence app, or do they have to record it in both places?* A: Hourly employees can use the Absence Calendar for vacation. Since their absence balance is driven by the hours that are entered in Time Tracking, Absence will have the vacation amount for them once that is all processed. Then, they can use the Absence Calendar to request their vacation.