

### **Escalation Procedure for Questions and Support**

Employees are to contact their supervisors with timesheet questions and issues. If the Employee and the Supervisor are not able to resolve the item, Supervisors should contact their HR Liaison. If the HR Liaison is not able to resolve the item, HR Liaisons will contact their Division Super User for Web Time Entry. If the HR Liaison and Division Super User are not able to resolve the item, they are to contact UNCG Org Level Super Users in HR and Payroll. If you do not know who your HR Liaison is, please reach out to your Business Partner to identify: <https://hrs.uncg.edu/employee-relations/business-partners/>

### **Leave Balances are Deducted once a Leave Report is Approved**

Once a supervisor approves a leave report in Web Time Entry, the leave in that report is deducted from leave balances in UNCGenie. Once a leave report is approved, it **cannot** be recalled or edited. If a leave report is mistakenly approved, and edits to add or remove leave are required, reach out to HR or FPS directly to manually update leave balances.

### **Return for Correction Error**

When a Supervisor, Proxy Approver, or Super User attempt to return a timesheet to an employee for correction using **Return for Correction**, the approver receives a popup notification that the timesheet was successfully returned for correction, however the timesheet remains in **Pending** status and is not returned to the user. Additionally, any comments added while attempting to **Return for Correction** are not being retained. ITS has opened a case with Ellucian and is actively working to resolve the issue. **Workaround:** If you need to return a timesheet to your direct report for correction, please contact the employee and ask them to **Recall** their timesheet, make the correction, and re-**Submit** it for approval.

### **Ellucian Defect for “Send Reminder”**

The “Send Reminder” button available for Supervisors in timesheet approvals currently has an Ellucian Defect. If you need to remind a direct report to submit their Leave Report,

please send them an email directly.

Employee Name	ID	Organization	Hours/Units
<input checked="" type="checkbox"/> Paschall, Cameron D. SHRA Hourly Temp, T99768-00	895031979	G-23101, Info Technology Services	 

**Proxy Approvers Require PSAORGN Access**

Any proxy approver assigned to approve timesheets (while a supervisor is on vacation, out sick, or otherwise temporarily unavailable to approve timesheets) will need to have the same PSAORGN access as the supervisor in order to see all of the direct reports' timesheets. To request PSAORGN access where needed, complete the Banner Data Access form for Human Resources available [here](#).