

## EZ LABOR MANAGER FREQUENTLY ASKED QUESTIONS

1. What if I can't see one of my employees in EZ Labor?
  - a. Reasons:
    - i. RTE has ended.
    - ii. RTE has not reached the payroll office yet.
    - iii. RTE may not have the correct supervisor indicated.
  - b. Solutions:
    - i. Contact the payroll office to follow-up on the status of the RTE and make corrections to the information if necessary.
  
2. My ID and/or password are no longer valid.
  - a. Reasons:
    - i. An incorrect ID and/or password are being entered. Be sure your caps lock is not on, as all characters are in lower case.
    - ii. If the account has been inactive for 1 year, the system will prompt for a password change.
    - iii. After 3 unsuccessful attempts to log on, the account is automatically locked.
  - b. Solutions:
    - i. Verify correct ID and password.
    - ii. Change password if able.
    - iii. Contact payroll to have password reset.
  
3. I'm not sure what title number to use for an employee.
  - a. Solution:
    - i. Request a list from the payroll office with your employees and their correct title numbers. This list will be automatically sent to you on Thursday of each week.
  
4. What if I need more than one line on a day to enter time?
  - a. Solution:
    - i. Type the same date on the next line, enter the hours and the appropriate cost center and title, then click the submit button.  
**Or**
    - ii. Select the date by placing a check mark in the select box at the beginning of the date line and click the insert button at the bottom of the screen.
  
5. Why do I get the message "Begin and end date range exceeds maximum allowed range of 31 days"?
  - a. Solution:
    - i. Click on the drop-down arrow on the Pay Date Range field and choose "User Defined Date Range", then change the beginning or the end date to coincide with the weeks you need access to, in current pay period. Remember that whatever date range you choose must be 31 days or less.  
**Or**
    - ii. Click on the drop-down arrow on the Pay Date Range field and select any choice available such as "This Week" to display the current week only.

6. What if I have to report hours from a prior pay period?
  - a. Solution:
    - i. Choose any available dates in the current pay period, enter the hours, cost center, title and use the yellow note pad located at the end of each line to indicate the actual date worked.
  
7. What if the prior period hours cause an over-time rate?
  - a. Solution:
    - i. Click on the earnings code magnifying glass and choose “Regular” to override the over-time rate. Please note that “Regular” must be chosen for all days in that week.
  
8. How do I enter holiday or snow hours?
  - a. Solution:
    - i. Enter time in and time out equivalent to the number of hours to be paid, then click on the earnings code magnifying glass and choose “Holiday” or “Snow”.
  
9. If the supervisor or designee is entering time for the employees, how long should the signed paper time sheet from the employee be retained in the department?
  - a. Solution:
    - i. 7 years
  
10. How do I know if my time entered was submitted correctly?
  - a. Solution:
    - i. After entering hours and clicking the submit button, a yellow bar will appear at the top of the timesheet indicating that the operation was successful or not.
  
11. How do I know if the correct earnings amount will be paid?
  - a. Solution
    - i. For employees – Click on “Payroll Summary” after hours have been successfully submitted.
    - ii. For supervisors – Run the “Payroll Detail Report” for a list of your employees’ hours and earnings.
  
12. How do I delete a row on the timesheet?
  - a. Solution:
    - i. Select the row to be deleted by placing a check mark in the select box at the beginning of the row, and the system will highlight the row. Click on the delete button on the bottom right of the screen, then click the submit button. A message will appear indicating that you are about to delete a row. Click OK to complete or cancel to abort.

*Last updated: 10/17/07*