

TIP SHEET for APPROVERS



Troubleshooting Guide

If you can't find some or all of the employees for whom you expect to approve time, consider the following:

- Did the employee(s) submit a timesheet?
 - Only employees who have reported time will be available to approve.
- Was the time submitted before the Time Administration process ran?
 - Only reported time that has been processed by Time Admin will be available to approve.
- Did another approver in your dynamic security group approve the time?
 - Time that has already been approved will not appear in Payable Time.
 - Time that has been approved can be identified using the query *VT_TL Approved Hours*.
 - For assistance with the query, contact your delegate or the VT HR Help Desk.
- Names are sorted alphabetically by FIRST Name.
- Are you viewing your full list?
 - Click "View All" to get a complete list.
 - Or, click on the link to the next page(s)
- Did you enter the correct start date and end date?
 - Note: The Date Range **cannot** be left blank.

• TIP: To verify that you do actually have Approver access to the employee(s), in your Manager Self Service menu, navigate to the Timesheet function as shown in the screen shot on the right and enter the applicable Empl ID (of the employee for whom you are searching).

If you are brought to the employee's timesheet, then you know that you do have access to the employee.

A screenshot of a web application interface. The breadcrumb navigation at the top reads: 'Favorites | Main Menu > Manager Self Service > Time Management > Report Time > Timesheet'. The main heading is 'Report Time'. Below it is a sub-heading 'Timesheet Summary'. Underneath is a section titled 'Employee Selection Criteria' which contains a table with two columns: 'Description' and 'Value'. The first row has 'Time Reporter Group' in the 'Description' column and an empty search box with a magnifying glass icon in the 'Value' column. The second row has 'Empl ID' in the 'Description' column and another empty search box with a magnifying glass icon in the 'Value' column.

Time Reporter Group

If you have a lot of records when you search for all employees for whom you have Approval authority, you can narrow your search by entering a specific Time Reporter Group. If you don't know the Time Reporter Group codes, a quick way to find one is to simply enter the Empl ID of someone in the group that you want to find (ie, your own direct reports). The information you receive on that employee will include the Time Reporter Group detail. You can make a note of that information, then clear your selection criteria and enter the Time Reporter Group code for a new search.