Minute Clinic Q&A

Time Clocks/Timecards

Q: My caddies cannot clock in yet. We will not have the tablet until next week. Can I, as a supervisor, clock them in? How?
A: You can go to their timecard and type in the time like 7:30a for 7:30 am onto the In and Out columns

Q: Can my staff continue to use the regular time to clock in?
A: If you are currently on Oracle your timeclock will not work right now, you must use the Quick Time Stamp. If you are on one of the other legacy systems, you also should not use the old method and use Quick Time Stamp. can you tell us your name and club?

Q: How do I get to their timecards??
A: You will go to Menu-> My Team-> Workforce Management. Please review the Go-Live Guide pages 133-193

Q: When will the Kronos time clocks be able to be set up with fingerprints attached to the new employee number?
A: The goal is to have them available by Wed 12/22 at the latest. We will send out communication when they are available it could be before 12/22. They can you Quick Time Stamp until then.

Q: My employee works at the Corp office in Reston. Currently I approve his timecard by-weekly. He works 9-5 Monday - Friday. I must approve his timecard after 5 every day. I cannot do it weekly. What if I forget. Or he leaves after me on a day.
A: The timecards only need to be approved at the end of the pay period (every other Friday) indicating the timecard is ready to be processed for payroll. You should be monitoring Workforce Management each day to see if there are timecards exceptions to correct.

Q: Do we need to manually enter any time punches in UKG from the week of 12/10-12/17?
A: No time prior to 12/18 for Biweekly paid people should be entered into your current/legacy payroll/timekeeping system

Q: None of the caddies signed in yesterday because they could not. How do I check them in and out for yesterday?
A: you can review pages 133-193 of the Go Live Guide; page 149 has specific steps on adding time to a timecard.

Q: Can an employee log their hours as 8-4 every day and not punch in and out for lunch if they don't' want to take a lunch to leave at 4:00 instead of working until 5:00
A: Hourly employees cannot key time onto their timecard they need to punch in and out. Salaried people do not need to put their hours on a timecard. Can you tell me what Club you are at and which brand you are with?

Q: It is the Troon Reston. my employee would rather work 9-5 instead of 8:30-5:30 and take an hour lunch.
A: the employee needs to clock in using the punch tile on Workforce Dimensions for the time they work. So, if they come in at 9, they should clock in and then clock out when the leave for the day. If they do take a meal break, they should clock out for the meal and clock in when they come back. All hourly employees should clock in and out for time they are working

Q: Is there a possibility of the punch clock resetting back to home screen after clocking in rather than having to add extra steps by closing out the program and going back in through the icon tabs
A: Not at this time. We must close the browser each time. You should also add this setting to Chrome that UKG Support provided us today:
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >
A: then clear cache and it should help ensure when the browser is opened again it does not try to auto log in as the last user

Q: Will GMs ever be able to investigate our supervisors' teams timecards?
A: Yes, your supervisors can delegate responsibilities to anyone. Please provide them the instructions located on https://UKG2022.com/Resources, there are instructions titled Delegate Responsibilities in Workforce Management.

Q: I tried to enroll my associates to time clock however, i received message below.
A: If you are having issues loading employees into a Kronos InTouch clock, please reach out to Troon IT for assistance.

Q: we have employees with two different pay rates, where do they go to change rates for applicable job?
A: You will not be able to clock in on these until 12/22. IT will be sending out communication on how to convert these to work with UKG. For now, you should be using the Quick Time Stamp.

Q: Previously at the GM level I was able to approve all departments times clock. Is it possible to still do that at the GM level?
A: I believe if you are the GM at a club, you should be set up in Workforce Dimensions to see the entire club so you would be able to approve the entire club. Supervisors below the GM only see and can edit their direct reports. If you are not seeing everyone, please open a User Access Request case under Manage My team in Employee Case management

Q: Is there a possibility of the punch clock resetting back to home screen after clocking in rather than having to add extra steps by closing out the program and going back in through the icon tabs?
A: The Quick Time Stamp will do that in the future. We are working with UKG to make this happen. Once we get it fixed, the employee will clock in, and then once they are clocked in it will log them out without have to close the browser. It would then be ready for the next person to clock in.

Q: How will we know when our Kronos timeclocks are fully transitioned to then re-scan our employees in?
A: A communication will be sent out about Kronos timeclocks when they are available for use and re-scanning the employees. The communicated expectation is they will be back up by Wed 12/22. If we can get them live sooner, we will communicate that.

Q: Our PC the associates are using for punches prompts them to a window asking to update their credentials rather than the timeclock to punch in and out. Is there a resolution for this?
A: I have not heard this one yet. Did they first log into UKG to set up their Security questions before they tried to log into Quick Time Stamp to clock in? My guess is they have completed the initial login to UKG to fully set up their user account.

Q: I am in there myself and only have punch, my timecard, notifications, my schedule, manage my schedule and my accruals - current balance. I am not seeing a tile for requesting PTO. And I went all through the guide, but it was all about approving it, not requesting it.
A: if you click on the menu in the left-hand corner, select "My Information", then select "My Calendar". Then select the date, next at the top select "New Request" and fill out the request and submit it. It will go to your manager for approval.

Q: Our QTS portal does not auto log out our staff? I changed it to not save passwords but will not seem to auto log off or even have an option to logout?
A: You will need to close the browser after punching and then relaunch it for the next person. UKG support provided us this additional Chrome setting today that will help to prevent the prior person from auto logging in when you open the QTS the next time.
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >

Q: I have a member of my staff that has two different pay rates depending on the job that they are doing that day. How do I go about switching there pay rate on the timecard and is there a (Job1, Job2) option for them when clocking in?
A: You can hit the transfer button to the right of the out punch and select Labor Categories> HR job. if the job is not there yet we are having a delay in getting some of the additional jobs loaded for OB and GGP. We will work to get them updated this week so you can update the timecard. or you can go to the person's record in UKG on the job and select to add a secondary job and build the missing job.

Q: When we clock in via Kronos the time stamps are still showing up in Oracle and not UKG
A: Correct, the clocks are not to be used until you get communication from Troon that the clocks are ready to use which may be on Wed 12/22. You should use the Quick Time Stamp until then

Q: If you don't have the kronos timeclock will it be ok to have the employees clocking in on the desktop which has the UKG link?
A: Yes, or use the Quick Time Stamp
Q: How do I see all his indirect reports Workforce Management? Not just when his managers delegate access when on PTO, but all the time
A: You can permanently delegate the access. This is the only way to view indirect reports for the time being. We posted instructions on how to delegate access in Workforce Management to https://UKG2022.com/Resources

Q: I cannot see all my team timecards in workforce management
A: You will only see your Direct Reports in Workforce Management. If you need to view other timecards you will need to have their supervisors delegate access to you. There are instructions on how to delegate access on https://UKG2022.com/Resources

Q: I wasn't able to edit all employees' timecards as the GM. Is that only for direct supervisors or can I go in there and edit as well?
A: You will only be able to edit your direct reports in Workforce Management. If you would like to view your indirect reports, their supervisors will need to delegate access to you. There are instructions on how to delegate access on https://UKG2022.com/Resources

Q: Employee punches on Kronos clock are not populating in UKG. Also, Dept heads can only see direct reports and no other employees.
A: As communicated in the trainings the week of Dec 6 the Kronos clocks will be unavailable until Wed 12/22. You need to use the quick time stamp until the clocks are available as we must go through a cutover process and could not start until time was done being collected for Oracle. We will communicate when the clocks are available, it could be before 12/22, depends on how the process goes.

Q: F&B Manager and his Banquet Manager can't both see the same timecards for right now?
A: They can delegate their employees to each other... instructions are in an article in case management.

Q: GM and F&B manager can see same timecards for F&B staff?
A: To do this the F&B Manager will need to delegate access to the GM. This will allow the F&B Manager to see their staff and will allow the GM to see anyone under the F&B Manager. There is instruction on how to delegate by going to https://UKG2022.com/Resources

Q: Do staff request holiday pay or do we add it for next week?
A: If you are following the standard Troon Holiday policy the holidays will automatically calculate on the timecard to pay double time for hourly people that work on the holiday.

Q: You can ask your manager to add it to your timecard for now while we figure out why the option is not available. To help us could you open an HR case and ask it to be assigned to Megan Martens from the Minute clinic and provide EE# and Names of the people that cannot request their own PTO time.
A: We will not be loading accrual balances until later in December we had to wait for final payrolls to close. We will send out communication when they have been updated in UKG.

Q: would like to be able to add my on-lesson commissions to my timecard as I could in Oracle
A: As a supervisor, you will do this by adding a pay code to the Associate's timecard. Instructions can be found at the end of the Go-Live Guide in the Workforce Management section

Q: As the GM I can only see my 3 department heads timecards. I would like to see every associate timecard and be able to add/edit them.
A: You can only view direct reports timecards in Workforce Management. If you would like to be able to view more, you will need to have the supervisors delegate access to you. There are instructions on how to Delegate on https://UKG2022.com/Resources. We are working to improve the access so that GM's can

see all timecards, we do not have timing on yet on when that will be ready. the Delegate access is the best course of action currently.

Q: When the employee clocks in, when I close the browser (after I get the message to close browser), we open it for the next person and the previous person is auto signed in.
A: Are you on a POS Machine? Did Troon or indigo push out the link, or did you build it? UKG Support provided this Chrome setting that should help with this the auto sign in
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >
Q: OK. So once he adds the pay code, I will be able to add my lesson commission at that point onto my timecard?
A: we must investigate updating the salary timecards in UKG to record Lessons and commissions, it is a high priority item to resolve.

Q: How do we order timeclocks?
A: Please reach out to your regional technology manager or akendrick@troon.com

Q: I know in Oracle my F&B Manager could add her own tips and my Golf Ops Manager could add his own commission from outings but not in UKG
A: Hourly staff can report Cash Tips when they punch out. Managers can add other pay items like Group Services, Commissions, and lessons to hourly staff timecards. We may need to update configuration to have some of these pay items on salaried timecards, we will be looking at that today or Monday.

Q: I have the Director of Golf listed at the golf dept. supervisor. One of the other PGA pros usually does the timecards / payroll. How do I set him up as a supervisor for the golf staff and still leave the Director of golf as the overall Supervisor?
A: For timecard management you can have the Dir Golf delegate to the golf staff you want to do the timecards, but that person will be able to see pay data dollar totals on each timecard just like the DOG can see. In Case there is a Article on Delegate in Workforce Dimensions it is also on the resources page of UKG2022.com

Q: I am only able to currently view the salaried managers for timesheets in workforce management. Is there a quick step to view all employees? Or will employees only be available under their current supervisors/managers?
A: Open a case to request to have Admin access set up for timekeeping. We need to club name, Employee number and Employee name of you should be the admin. The standard functionality is that each supervisor can see their direct reports

Q: When the employee clocks in, the system doesn't allow another employee to clock in unless the browser is closed and opened again. Is this normal?
A: Yes, you do need to close the browser after each person clocks in. UKG Support also provided us this Chrome setting which may help to ensure when the browser is opened for the next user, they get the log in screen
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >

Q: How can I see all my staff in Workforce Management? Direct and Indirect reports
A: Open a case to request to have Admin access set up for timekeeping. We need to club name, Employee number and Employee name of you should be the admin. The standard functionality is that each supervisor should approve their timecards

Q: I'm trying to punch in through quick time stamp for the first time, and the only option in my drop-down menu is "more…" and it gives me the option to "add business structure" - is adding a business structure necessary to clock in for the first time?
facility
A: No, you should not need to add business structure. You only need to clock in if you are an hourly person.

Q: When I log in to my UKG account there is no option for me to punch in or out.
A: You should be clocking in through the Quick Time Stamp. This is located on your Point-of-Sale system at the golf course.

Q: My team was able to sign in to his UKG account but when we tried to do use the quick time stamp, it said that his authentication failed.
A: username and password are the same for both... can you send the name, and I can see if he/she is locked out?

Q: why can't users clocking in log out for the next users to clock in
A: UKG Support just sent us this additional Chrome setting to help with this issue. After you update this setting, it may also help to clear cache in Chrome
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >
Q: how do we update setting?
A: in Chrome go to the 3 vertical dots on far top right of browser bar and click the dots a menu should pop up and one of the lower options is Settings

Q: Where will supervisors go into Workforce Management to delegate their responsibilities. We're in here now and not seeing anything for delegating...
A: Please open an HR Case, we need to reverify the delegate set up in Workforce Management

Q: the direct issue I have with the admin access is: Our admin does all the service charges daily for F&B servers and it is pooled so there are some calculations to be done. Can I give her access to those folks without removing them from having the F&B manager as their supervisor? In other words, can two people have access to the same timecard?
A: Yes, the Supervisor can delegate these tasks to the admin in Workforce Management. That way the admin can complete the timecards.

Q: What is the pay code for "claimed tips" for bag drop employees (Golf Ops)
A: Tips Cash is for tips the employee takes home each day, so it needs to be reported to payroll for taxation and not paid on the timecard. If you have Tips that the club needs to pay the employee on their timecard use Tips Charged pay code for things like credit card tips or member tips.

Q: I am trying to log in with the tablet we get sent which is set up in the office, the only options it shows for me is my notifications, manage schedule and manage timecards there is no punch option
A: Is the Quick Time Stamp loaded on your tablet? Which club/brand do you work at?

Q: Company sent out tablets for use as clocking in device. I figure this has something to do with the auto login issue. If I delete cookies, I can get it to work, but that is a very hands-on process. I gather this tablet will not be effective for this process.
A: Agree... in the instructions for installation of the timestamp there are also some steps to prevent saving the passwords at the bottom of the instructions. can you check to see if those features in chrome are turned off?
A: Lets also please try this:
Adjust the settings in the browser to stop running in the background:
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >

Q: I have access to all employees but not their timecards. Is that correct?
A: In UKG Pro you can see anyone at a given facility regardless of reporting structure. Workforce Management (where the timecards are held) works differently and will only allow you to see the timecards for your direct reports. To be able to view timecards in Workforce Management, make sure that they are reporting directly to you in UKG Pro.

Q: When someone clocks in, it does not refresh for next user to log in
A: UKG Support has just sent us this for the Quick Time Stamp to do a setting in Chrome to help with this behavior:
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >

Q: When we calculate our weekly tip pools and put the cash tip amount on timecards, is there a report we can run to be sure we balance? And is there a pay code for banquet service charge pools?
A: There is a Data view called "Additional Dollars Summary" under Timekeeping group of views that will show you all the Dollar value Pay Codes. Pay Codes that start with GS are for group service charges there is a GS Bqt code for banquets

Q: When my employees are clocking in using the quick time stamp on the computer. The screen will not always go to the punch in and out page. it will sometimes go to the back-end page where they can view their schedule and swap shifts. How am I able to prevent that?
A: Please review the QTS Installation Guide in Case. There are two chrome setting that must be turned on, and you also cannot have UKG open and running on the same machine as QTS. The browser gets confused.

Q: Who do I contact regarding timeclock issues?
A: Troonsupport@troon.com

Q: How do we enter sick time hours?
A: Sick hours will be entered the same as PTO hours.

Q: we have multiple team members in F&B FOH that have second rates and secondary jobs - however when we go to transfers, none of the rates or other jobs appear for team members and we cannot transfer them
A: If they are not in the system right now then you will need to load them in. For information on how to add a secondary job to someone please check out the Go-Live guide located on https://UKG2022.com/Resources

Q: Am currently using a manual timecard system and entering times into UKG. Do exceptions get cleared when timecards are approved or do, they must be cleared individually?
A: In general, you should clear the exceptions, but it depends on what exceptions you are talking about... if they punched in without a schedule then I'm not sure that can be "cleared"

Q: UKG workforce is logging employees out before they have a chance to correct miss punches/claim cash tips
A: Please review the QTS installation guide article and case, and make sure your Chrome settings are set properly, and you are not also logged in and running UKG on the same PC at the same time.

Q: Is there a way to add tips/commission for a manager in workforce management?
A: We are working to get the pay codes added to salary timecards.

Q: I am a fitness manager. I am paid salary but then I receive fitness commissions from teaching classes and personal training. Where do I enter my fitness commissions?
A: We are working to get those pay codes added to the salary timecard.

Q: On the employee's gratuities we use to put member charge grats and credit card grats on credit card gratuities on Oracle. It now only says cash or charge. Do I use charge grats for credit cards and member charges?
A: Tips Charged should be used for credit card or member charges to be paid to the employee. We will be posting a guide to Pay Codes by Friday of this week to Resources page on UKG2022.com and to Case management as an article

User Access Requests – This is a request form ADMIN access only

Q: Is the access request process for supervisors to allow me admin access available in the Go Live Guide?
A: It is under Employee Case Management. You will login and go to Menu-> My Team-> Employee Case Management. In the top right corner select "Create a Request". You will then search for "User Access Request" fill out the form and select the employee that you would like to assign access to.

Q: How long do the admin access requests take?
A: Admin Access will be assigned out today. Usually, these requests will take 1 business day to process. We held the ones that were submitted this week to be processed today for Go-Live!

Delegate Authority

Q: How does the GM get access to every coworker's timecard. I can only see pro shop staff.
A: You will need to have the supervisors delegate their timecards access to you. Right now, you can only view the timecards for your direct reports. For information on how they can delegate access please review the Delegate Responsibilities in Workforce Management on https://UKG2022.com/resources

Q: I am currently missing 7 employees in workforce management and 1 completely in the UKG system. Is there a way to add them?
A: You will need to have the supervisors delegate the access to you. There is information on how to delegate on https://UKG2022.com/Resources. You will only see direct reports in Workforce... you and the team can delegate to each other if the person is indirect.

Q: I received Admin access, but it does not include Workforce Management for employees, is this accurate? My supervisors did try to delegate teams to me, but my name was not available on drop down.
A: For delegation to work in workforce management you must have at least one person reporting to you already. You must be a "supervisor". There are two admin roles that can be assigned. Organization Administrator and Workforce Management Administrator, the latter is backlogged, and we are working through them.

Q: As the GM how can I look at all the employee's timecards etc.
A: You will need to have employees delegate their timecard access to you. There are instructions on how to do this by going to https://UKG2022.com/Resources

Q: I have a supervisor who has delegated his timecards to me. Where may I now see those? Or will it take 24 hours to update?
A: one the delegation is approved it is immediate (assuming the appropriate delegation time frame. Please look at the last screen shot in the article in case to see how to get to the timecards.

Onboarding/Recruiting

Q: Our dept. heads/supervisors usually onboard their own. They can open a case for a job opportunity; however due to not having Admin access they cannot go to Recruiting to follow up. Is there a way to give them access without having full access to the entire facility?
A: Supervisors should have access to Recruiting also. Please have them check again this morning.

Q: when will there be more training on UKG hiring and on boarding module? how do we complete on boarding for those started in T/R and began work after the conversion?
A: There is a complete guide on recruiting and onboarding in the Go Live Guide. Please reference pages 76-120. If their hire date is 12/18 or later and their onboarding wasn't complete in Talent Reef, then they will need to restart their onboarding in UKG. Please terminate them in Talent Reef.

Q: When going to the Onboarding Gateway we get a screen saying the Onboarding Content is not available for your login. A few of us onsite have tried with the same outcome. Is this an issue someone is working on?
A: We are working on this access and will be resolved by the end of the day. Keep in mind that all hires must go through recruiting now instead of adding them straight into onboarding. Please reference the Go-Live guide section on recruit and onboarding for details.

Q: once we request the job opportunity, I am not clear how a rehire or new candidate finds this job. One option is to not post on a job board, if we click this, how do they access. We have a ton of seasonal rehires that come in daily. Just looking for the quickest way to get them back onboard. We were waiting until today so we could onboard 3 that were going to start Monday. Can we make that happen?
A: Should be the next business day.

Q: In looking for the recruiting Gateway I do not have access.
A: It's located under admin

Q: How do I send a link to a potential candidate for a job posted on UKG?
A: if you access the Recruiting Gateway and select the Opportunity you want them to apply to, you should see a Job Board Posting tab and on there you can copy the posting link using the Actions buttons. The Job Board is currently being integrated with Indeed and LinkedIn and our own careers pages so they will be able to find job postings that way in the very near future

System Access

Q: Did you give supervisors the admin tab so they can see recruiting?
A: Yes- they should see it now.

Q: How do I change my assistant manager hierarchy?
A: You will do this by updating the Supervisor for the employees that are listed under the incorrect supervisor. You can submit this change via the Change Job and Salary form. Please review the instructions on this on page 52-55 of the Go-Live Guide

Q: The employees are mapped to the correct supervisors, it's just that the supervisors don't have my team icon. They only have the "myself icon".

A: Employees who do not have direct reports will not have the My Team icon. Only Supervisors who have direct reports in the system will have the My Team icon.

Q: I would like to give someone more access as an administrator.
A: The facility leader needs to submit a User Access Request in employee case management on behalf of associate. Instructions for navigating to Employee Case Management can be found in the Go-Live Guide

Q: Also, I need to hire my new fitness attendant. She has already filled out an application online and I have already interviewed and now I would like to hire her. What is step one? Background check?
A: For an individual employee you can select to change the time period on top right from Today to Current Pay period to see the current pay period. From Employee Summary you can also select multiple people with the check box on far left and then right click and select Go To and go to the timecards. You will see the 1st person's name on top left and to the right you can click the arrows to move right and left to see the other people you selected.
There are also multiple data views you can try to look at total hours and dollars for all your direct reports.

Login

Reminder – GM aka top associate at each facility has access to reset password as mentioned in our UKG training sessions an in the Go-Live Guide on page 63

Q: How do you reset the login password back to a default or original birthday? Some employees are having issues the security questions to reset the password.
A: The Facility Leaders can do this. They will do this by going to Menu-> System Configuration-> User Administrations. Detailed instructions are in the Go-Live Guide on our website UKG2022.com

Q: One of my employees had difficulty with both entering her password and validating her recovery questions. How do I reset her login credentials?
A: When you log in to the application there is a gear under the logo (top left), click that, go to Security--> User Administration. From there you should be able to look up the employee and perform a password reset... if you can give me your last name, I can look you up and validate you have that option.

Q: does the reset password send a link to employee to follow reset steps?
A: No, the reset password does not send a link. Please follow up with the employee by sending them their username and their default password format will be their date of birth (MMDDYYYY)

Q: Is there a way for a supervisor confirm an associate has logged in for the first time?
A: If you go to System Configuration on the left side main menu and select User Administration, you will be able to search for the associate and see if they have logged in.

Q: About 20% of our Associates had UKG numbers that didn't work. We used the list that our GM provided. They couldn't log in. How can we receive an updated list?
If we don't use the UKG scheduling function immediately, will that have any impact on timekeeping?
What is the current turnaround time for a Case Management submission?

A: 1. We need a list of associates names that are not able to login, 2. there is no impact for timekeeping if scheduling is not used. The focus for right now is payroll anyway, 3. Case responses should be quick, but the same as the standard response time for a payroll inquiry.

Q: An associate is having problems logging in for the 1st time. He enters his username and pw (mm/dd/yyyy) and is continuously notified by the system 'we didn’t recognize your username and pw, try again'
A: You can reset the Associate's password under System Configuration > User Administration.

Q: I have an employee that got on the UKG and does not remember his password, nor does he remember his 3 security questions. Is there a way to get all this reset so that he can start over from the beginning?
A: Please open a Case in Employee Case Management under General> Log-in and password reset help and provide the user id and name of the person who needs to be reset

Q: are the associates always going to have to use their new usernames and passwords or will a number be issues later? Because these usernames and passwords or so long that all that can go wrong probably will with typos and resets... Please create a shorter login
A: we have chosen the UKG login for security purposes and as we have 25,000+ associates on one system the employee numbers had to be made longer.

Q: I went into chrome settings and fallowed the steps to not continue running background apps, but the timestamp link still pops up as the last person logged in to punch in/out
A: after you change the settings and follow the instructions in the installation guide related to passwords, please clear the browser cache, and try again.

Data Concerns/Dual Maintenance

Q: Some of my staffs pay rates didn't transfer over. IE: they have 2 pay rates assigned depending on which position they are working but unfortunately only their hire rate transferred over
A: We have had some delays with OB and GGP secondary jobs. If you are at another brand and they are still missing you can go to the Job page in UKG and select on the far right to Add Secondary jobs and build what is missing.

Q: In the "My Employees" screen, there are employees/associates listed who have been terminated - some 4 or 5 years ago. How can I view only active employees?
A: on the filter options at the top one should be status you can select Is Not and Terminated and then the terminated people will be removed.

Q: I can see 11 in my team...2 is still missing. But when I go to workforce management only 1 person’s timecard appears, and the drop down only has his name
A: If you are the facility leader you will see anyone at the facility in UKG Pro. You need to make sure that the people are reporting to you correctly to view them in Workforce Management. In Workforce Management you will only have access to your direct reports.

PTO/Accruals

Q: I also have staff stating that that their PTO did not transfer over correctly
A: WE have not yet pulled in PTO balances as we had to wait for each current payroll system to do final checks for the 2021 year to get balances through 12/17/2021. We will send out communication once the PTO balances have loaded but it may be another week. Most of the PTO plans allow borrowing of hours so they can put in PTO requests now.

Q: I have figured out to add pto for my team but as a supervisor I can't enter PTO for myself because I'm not in my own organizational chart.
A: you can enter a PTO request for yourself by logging into UKG and going to Menu-> Myself-> Workforce Management. Once in Workforce Management select the Menu in the upper left corner. Then select My Information-> My Calendar. At the top you will click "New Request". Once submitted your manager will need to approve your request. Q: How do hourly employees re-request PTO that didn't roll over from our legacy system? I'm being told there is nothing in Quick time stamp or UKG
A: Employees will login to their UKG account. They will then go to Myself-> Workforce Management. Once they get into Workforce Management, they will see a tile on the home screen. If they have trouble with this, please reference the Go-Live Guide located on the website as there are detailed instructions with screenshots.

Q: Is there a way to load historical PTO hours for our staff?
A: No, we will not be loading historical time data to the timecards

Q: If "old" PTO hours (or vacation in a few of my employees' cases) aren't showing, do we each submit HR Help requests?
A: You can ask your manager to add it to your timecard for now while we figure out why the option is not available. To help us could you open an HR case and ask it to be assigned to Megan Martens from the Minute clinic and provide EE# and Names of the people that cannot request their own PTO time

Q: If I requested time off at the end of Dec in UltiPro for Indigo do I need to request it in UKG
A: Yes, you'll need to re-request. You will have a 0 balance until 12/27 but they can go negative for now.

Q: I went to my calendar in UKG to request time off and did not see any of my PTO, floating day and carry over days. Will those hours transfer over?
A: We have not yet converted over PTO balances we have to wait until payrolls are completed in the current systems for time through 12/17 for biweekly people. We will send out communication once PTO balances are in the system. You can still request PTO time for 12/18 forward as most PTO plans allow for borrowing of hours.

Q: My Superintendent is on Vacation; I need to access all maintenance employees for edits and approving.
A: please open an HR Case with more detail - club name, Superintendent Name and EE ID and request for set up to be able to access while they are on PTO.

Q: How do I give a department head a supervisor or manager to back them up to take care of timecards and exceptions when they are on PTO?
A: You can have the Manager or Supervisor delegate responsibility to you within Workforce Management.

Q: As the GM of the property, how can I input and approve PTO for myself?
A: You will need to submit a PTO request and it will flow to your manager and once approved it will populate on the timecard.

Primary/Secondary Jobs

Q: I have a server that just became the Fitness Director and is still serving. I made her FT due to working at least 40 hours between the two jobs. Now that we switched over to the new system she is in as FT Fitness Director, and it will not allow me to add a Second Job. Any advice on how to fix her would be appreciated.
A: For this one you should submit a job and salary change. Where is says "Job Group" you will want to select Non-Exempt. Make sure her primary job title is updated to a non-exempt job as well. Once this goes through the approval process and is on her record you will be able to add a secondary job.

Status Changes

Q: One of my managers is showing "on leave" but he is not. How can I change that?
A: Please open a case via employee case management and ask to talk to the HR Leave administrator. They will help you get this corrected.

Q: I have a manager that is listed as "on leave" How do I get that changed?
A: could you go in and open a case (using HR Help in UKG) to have HR investigate this, please?

Scheduling

Q: How to resolve scheduling warning messages regarding minors? "Error The schedule cannot be saved because of blocking rule violations. Has no minor rule assignment."
A: Please open a case so that someone can walk you through the steps or help you resolve the issue. It might be the associate is incorrectly assigned

Q: Do we need to set up a schedule for our Salaried employees. Also, for Pay codes I do not see an option for Bonus. We have some folks that have a Monthly or Quarterly bonus that are in the budget.
A: You do not need to enter schedules for salaried employees, but you can if you want them to be displayed on the schedule. Please open a Payroll Inquiry case in Employee Case Management to ask about the process for bonuses, they are not available to submit on the timecard.

Q: I entered my employees in the time scheduling part, and I have some employees that are scheduled for overtime. The box is showing the red triangle and it's giving me the rules violation on it. What should we do?
A: It should just be a warning message to let you know that you will incur overtime. You can still save the schedule.

Q: When entering the schedule in the system and when we can copy and paste the schedule for the upcoming days. The training states to click the opportunity template for stored times and I don't have this on my screen.
A: You can type in the shift on the day you wish to schedule them and then use the Copy/Paste function to copy that shift to other days.

Q: I am attempting to place the schedule in. On a couple of employees there is a rule violation coming up that prevents me to save. I noticed that they are under the age of 17 but I also notice that another employee under 17 saved. I cannot figure out what to do to get them in the schedule
A: can you send me (@Megan martens) your email address using the Send Privately button and I will investigate this and get back to you. There are rules in the system for Minor aged works to ensure they are scheduled following the rules for each state so it could be the time of day they are starting or ending or number of hours. The rules in some states vary between 14–15-year-old and 16- & 17-year-olds.

Q: Do we have to be using this schedule?
A: You only must use the schedule if it is mandated by your state or local government.

Q: Do I need to "schedule" my assistant manager each week?
A: Scheduling is optional. If you want them to appear on a schedule you will need to schedule them.

Direct Deposits
Q: When will the DD information be available?
A: Direct Deposit will be available around December 27th. We will want you to then login and verify that the information is correct. We are waiting for the final payrolls in the legacy system to close.

Q: When will staff have the Add Direct Deposit and Change Pay Statement Preference that were shown in the video? I have an employee who set up direct deposit last week in legacy platform and he nor I have the options to set it up in UKG.
A: Direct Deposit information we will loaded after the final payroll in the legacy systems close. We are anticipating this to be 12/27. We will send out communication when it is in the profiles as we will want everyone to verify.

Merit Increase

Q: Is there a way to do a "mass" merit increase, or do all merit increases have to be put in individually?
A: They need to be input individually.

Q- If a person submits a salary change and then realized they made a mistake, can they delete it?
- A- It is worked flowed, they will need the approver to cancel it, they cannot delete it.

Q- And if it is fully approved?
- A- Then only HR/Payroll can delete it, but it will require some work, the correct rate will have to be added and either by manager or payroll and approved then the history will have to be deleted that shows the wrong rate.

Q: After we complete the 2022 Merit increases, does it go to payroll and the GM for approval?
A: Yes, it follows a workflow! If someone under the GM submits the change then he will need to approve it and then it goes to payroll for approval. Once all parties have approved it it is submitted into the system.
Q: Can an Administrator approve when they are given access or is it only the GM?
A: Only the GM can approve for the facility.

Q: What is the process for modifying an employee's wage?
A: If you are trying to change a pay rate or salary for an employee the supervisor for that employee will need to enter it in UKG. Please review the go live guide or ukg2022.com for instructions.

Q: Currently out of 7 employees, 2 have the wrong compensation rate amount in the compensation report, mine being one of them. Should I change the amount for the employee in UKG? I think the information was transferred incorrectly from UltiPro.
A: Yes- if you are seeing the wrong compensation, please update it. You will not be able to update your own so please have your manager update your compensation.

Misc.

Q: In a perfect world, all associates will log in! Once logged in, they must complete their personal info (Tax/emergency contacts/etc.) How can a supervisor tell this has been done? Do we need to check each individual UKG account for each associate or is a notification sent from within UKG?
A: A supervisor can view emergency contacts to see if they have been entered. They cannot view the W-4. We are simply asking that supervisors reinforce the messages on the due dates for these items and make sure employees go in and do them.

Q: I have been trying to get one of my managers statuses changed. He is showing as leave of absence
A: Someone from the benefits team will help correct this for you. If you continue to have trouble, please email benefits@troon.com

Q: we have associates trying to access the UKG app on their mobile devices and they are being asked for a company access code?
A: The mobile App (downloaded from the app store) will roll out later this year. They can use UKG in a browser on the phone for now if needed.

Q: For seasonal properties that are currently closed, do associates need to log into UKG before the end of the year or before the season starts?
A: For seasonal associates that are not currently working and not being paid they will not need to login in prior to 12/31/21. When they do return to working, they will need to update their taxes and information prior to working so that the information is up to date and accurate.

Q: I am a salaried F&B Manager but am in the UKG system as an hourly snack bar attendant and have no access to my staff
A: can you ask your supervisor to go to Job Summary on your record in UKG and under Things I can do submit a Job and Salary change to correct your job title, and any other values that may be incorrect.

Q: Should caddies be entering their tips onto their UKG even if it's a direct cash tip? Also is this different if they are Independent Contractors?
A: For Independent Contractors they do not need to enter any tips. When pay data is sent from LINX to UKG any Tips Charged for credit cards or member charges will come from LINX to UKG to be paid to the IC.

Q: Will legacy Indigo UltiPro/UKG transfer to new system? will I have access to last year's paystubs going forward?

A: There is a plan that at some point in the future historical data will be loaded into UKG, but for now you should access any past paystubs through the legacy UKG system.

Payroll

Q: do salary employees report bi-weekly for payroll
A: If your club is on a biweekly payroll then yes Salaried people are biweekly. If your club is in NY or RI and you are not a TENCO or Corporate employee, then you should be Biweekly.
Q: question do salary employees report time worked each biweekly within UKG or assume automatic from company
A: Salary employees will not have to report time worked and will be auto paid for 80 hours a week.

Q: How will we close payroll tomorrow using the old vs the new payroll systems?
A: Any pay for biweekly people prior to 12/18 should be processed in your old payroll system. If this is an Oracle club you will follow your normal oracle process for pay period ended Fir 12/17

Q: Can a supervisor assist with the W4 on our end, or will we have to walk the employees through it? Some of our senior staff aren't picking it up as easy.
A: The employee must log into UKG to complete their own tax forms. You can sit with them while they do it if they need assistance. The Federal form has an English and Spanish version.

Q: Is the supervisor approval the final approval for payroll or is there a way that Admin can see everyone?
A: Open a case to request to have Admin access set up for timekeeping. We need to club name, Employee number and Employee name of you should be the admin. The standard functionality is that each supervisor should approve their timecards

Q: Question on salaried managers - will their pay automatically be applied, or do I need to add in their 40-hour work week into the schedule feature?
A: Salaried Managers do not need to punch the clock or enter hours. They will be paid automatically.

Q: If a bonus needs to be added to a department leader, not a GM, is done only by the GM and not by myself? Once the GM adds the bonus it will then come to me to approve? I could not find on the handbook our role in the processes.
A: Bonus payments cannot be keyed on a timecard or through workflow. They will need to be submitted to payroll@troon.com for now. We no longer have a PAR so can you please send an e-mail with all the information.

Q: So next week we must finalize and approve timecards for payroll. What do I do first?
A: The first thing you will want to do is make sure that there are no outstanding issues or exceptions on any of the timecards. If you would like more information on this process, please see the Payroll Close process listed in the go live guide pages 56-57.