January 14, 2022
1-Minute Clinic Q&A

Q: Why I am not able to delegate authority to my assistant superintendent to handle payroll matters if I'm not able to do so.
A: The person receiving the delegation authority must also be a supervisor. If you're asking one person, your assistant sup, then you can delegate the rest of them. The process to update the "Delegate to" list runs overnight. The only way to get him on the delegate list is to make him a supervisor for at least one person. Once he is a supervisor, the delegate list will update overnight, and then you can delegate the rest of the crew to him.

Q: How can I run reports to monitor hourly payroll and OT?
A: In Workforce Management, run the data view named – Person Hours by Labor Category. Export to Excel by clicking the share buttons.

Q: Our GM is having issues with the PAYCODE drop down in payroll. This is an intermittent issue. Codes show at times then they do not like today
A: We have a known issue that UKG is working on. An email will also be going out later today about this and we will be posting an article on how to fully clear cache to help with the issue until UKG can resolve it.

Q: UKG is adding time to timesheets - if someone punches in for less than 2 hours, it is paying them 2 hours. How do we turn off or override this? It is not something required by law and is costing us thousands of unnecessary dollars.
A: Please reach out to your HRBP on this. There is an action item logged on it to address, but in the interim you HRBP may be able to assist.

Q: Long Break penalties are being added for lunches over 30 minutes and Split Shift Penalties are being added for lunches over 1 hour. These are not legitimate penalties. How do we get this turned off? We are all having to go "cancel" tons of penalties
A: Same with the 2-hour shifts... your HRBP can provide instructions on removing penalties.

Q: How do we select a secondary pay rate on a timecard?
A: you would click on the transfer column on the timecard and hit search and select Labor Categories and HR Job and if the person has secondary jobs in UKG they should be listed. We do have a delay with UKG getting the secondary jobs from UKG into Workforce management. We are working to get that resolved but do not have exact timing yet.

Q: I still have 3 associates that cannot be fingerprinted on the timecard. How can we resolve this?
A: There are alternatives for people that have issues with the finger scan to use "Biometric Validation" (allows them to use employee ID) vs Biometric "Verification". The team is working on publishing a document on this functionality and it should be out soon.

Q: Where can an employee find their PTO and Sick Leave balance?

A: This can be found by going to Menu-> Myself-> Workforce Management. Once they are in Workforce Management, they will select the Menu-> My Information-> My Calendar. From the top they can select New Request and then when they begin a time off request it will show their current balance and if they select a date, it will show the accrued balance that they will have on that date. Copy and paste this response into a word doc so that you can view it after the session.

Q: Why does it take so long for 401K contributions to hit my account? I don't have any issues accessing my account. My contribution isn't in my account 7 days after payday.
A: Please reach out to Benefits@troon.com. This is not necessarily a UKG issue... I do know there is a plan merger in progress, and we are in blackout, but the benefits team can give you the correct answer

Q: How do we reset an employee's password?
A: Currently the GM is the only user at the facility with this access. They will go to Menu-> System Configuration-> User Administration. They will then search for the employee and select them. Next, they will select "Reset Password" at the top. Please refer to the GM to the article in case management on this.

Q: How do we enter someone is multiple departments?
A: On the timecard in the transfer column, you can click search and select Business Structure and a list of departments at your organization should pop up that you can select for the employee.

Q: Some of our associates are getting a "would you like to transfer" message when clocking in on the time clock. Why is this and can it be removed? would love to remove it. They often walk away without pressing no and it does not register their punch.
A: Thank you for this feedback we will add to our list of things to research.
Q: Will this be removed or able to be removed is my question? It is creating confusion and missed punches and ultimately more work for the Manager.
A: I do not know at this moment if it can be removed, we need to research it. The transfer question is intended for the Employee to be able to change their department they are working at and/or their job. I think they can just say no.

Q: I can't log my hours or clock in
A: You should be able to clock in by going to Menu-> Myself-> Workforce Management. You will then see a tile on your screen that will allow you to clock in. Do you see that?

Q: I'd like to leverage the UKG Pro iPhone mobile app. What's our company access code?
A: We have not yet enabled the UKG mobile App and do not yet have a defined timeline for its availability

Q: Where can I find the steps for internal transfers? Procedure for accepting the transfer as well as transferring out?
A: if you have not already, please take a look at the Articles section in Employee Case Management, here you will find resources for how to manage your employees' information.

Transfers will need go through a workflow approval process via payroll before they can take effect. For internal transfers, the process is similar to Employee Updates, which there should be an article for. In UKG if it is not a location transfer, it is considered an "Org Change" and should be able to be accomplished in the same area and similarly to a job or pay change
Q: How can local property HR run reports with all EE data?
A: Currently on GM's can run reports like this. Please have your GM run a report if you require one.

Q: As FB Director, I need to be able to see/view all my staff. I need this to run labor reports and be able to fix/adjust times when my managers are not at their desk and it's an urgent need. Currently, only the direct supervisors can view their employees and punches. I've used both ADP and Gatekeeper in the past and they both allowed this access and reporting needs (labor dollars, etc.)
A: We understand the frustration. Currently the best course of action is to have the managers delegate up to you. Please the article in case on delegation. We do know we need to improve the security access, but it is going to take us some time to work through as the delivered functionality for Kronos is that managers can only see their direct reports.

Q: I have an underage employee; In the schedule planner I am unable to save his schedule. How do I change permissions for his status?
A: This is on our list of things to research and get a resolution for.

Q: Some of the training videos do not show you the step by step correctly. For example, we needed to assign Charlene as a supervisor to an employee...the video said to go to my employees, select employee, which was accurate, then it said you can pick a box and then change the supervisor option pops up. We kept doing it multiple times and the box never came up. We looked and found it under the Jobs/Allocation tab.
A: Thank you for the feedback. We do need to update that video. It was created when we only had Supervisor changes active. After we turned on functionality for all HR transactions it changed, and we have not yet had the bandwidth to update the video. It is on our list.

Q: As the GM's assistance and HR person at our club, how do I get access to assist with timecards for all employees.
A: You will need to make sure that (1) you have the correct people reporting to you in the system and (2) that the supervisors at the course delegate their timecards to you. Here is an article on how timecards can be delegated.
https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: Where are these reports that will detail the payroll that we are signing off on?
A: We currently do not have any payroll reports accessible by GM's. For now, you should make sure that the timecards look correct before signing off on them. We will be publishing reports for GMs to run in the near future.

Q: Our GM only has 2 pay codes. Jury duty and bereavement. He needs several more, GS Golf, commission, lesson, cc-charged, PTO, etc. How can I get this updated?

People that have been terminated in UKG are still showing up in workforce management. How do we get them removed?
When will the CA meal penalty be updated?
A: 1) We have a known issue with pay codes that UKG is working on. An email will also be going out later today about this and we will be posting an article on how to fully clear cache to help with the issue until UKG can resolve it.
2) I will have to investigate this. I know you can view Terminated people in Workforce management. Are you having issues with time being entered on their timecards?

Q: There is an issue with when an employee tries to fix their own time exception issues, it does not let a manager approve or submit/save the comment or adjustment. This is what caused an associates check to be delayed last week and currently it is happening.
A: If the employee submits a correction it will sit as a pending change and must be approved by the supervisor before the rest of the card can be approved. I can see that Rego has two pending changes... please accept or reject them to clear the pending change

Q: We have associates that are not able to edit their punches/missed punches in UKG. Is there a timeline for associates to be able to do that?
A: An employee who misses a punch will be prompted to correct it the next time they clock in. They can then enter the correct punch time and it will be routed to their supervisor for approval. An hourly employee cannot edit their own timecard directly.

Q: We are trying to enter minimum wage effective 1/1/2022 but there were some location changes entered on 1/8/2022 and it will not allow us to add minimum wage rates for those employees with the date of 1/1.
A: This will need to be corrected by an administrator. Can you please open a case for this one?

Q: When you use the HR Create request.... responses sometimes never come through....is there a direct contact for our department?
A: We are currently on a bit of a back log with these cases. We are still working through them. If an immediate response is needed, please reach out to the appropriate team's inbox. Once we can get caught up, we are working to get responses to cases within 24-48 hours.
HR@troon.com

Q: How do I get access to see all timecards? I was set as the manager of dept heads but can only see theirs. Also, how can I see a payroll report BEFORE it is processed and too late to make changes. As the Controller it would be helpful to review payroll prior to the invoice after processing.
A: Your GM can submit a case for you to receive Time Administrator access through Employee Case Management. This will allow you to view all timecards without managers having to delegate them to you.

Q: I had several notifications for people receiving a bonus for "long breaks" since I edited and those (4) I am now showing 37 cancelled deductions.
A: Please reach out to your HR Business Partner for more details on this

Q: Is there a way for us to remove new hires from the onboarding gateway who completed their onboarding and then decided not to start working, or a person to contact in these cases?
A: We can remove any new hires from the Onboarding Gateway, so they no longer appear if they have stopped during the hiring process. Please reach out to your HR Business Partner and they should be able to assist with that

Q: Our team do not have access to pay codes. This is not an available option. I found this to be the case myself when putting lessons in today. I was unable to do that.
A: There is a known issue that randomly affects a handful of people a day. A patch is on the way. You can try clearing your cache, and if that does not work you can It should go away tomorrow.

Q: At our golf maintenance time clock, every single punch to start the day is not registering, just is a red block. Managers are entering in the start time manually.
A: I know you have a ticket with Troon Support on this and I have spoken with Mike about it... we are still working with UKG to try and identify a cause... we think the in-punch window is timing out to fast. I will follow up with Mike today

Q: QuickTime is not working only 1 person per kiosk can log in and clock in or out. Even when we click the x and get out of program. There is no log out and therefore my employees cannot log in and out and cannot transfer
A: Did your self-install QTS, or did IT install it for you? If you are self-installed, please review the instructions and make sure it was installed with the correct chrome settings... There have been several questions on the timeout issue, so we are raising that issue with UKG

Q: I am the GM I want to delegate my Sales / Clubhouse Mgr. to Recruit, Hire & Onboard as well as when we are in season write schedules and enter gratuities for clubhouse staff. He is not in the drop-down menu when I work through the Delegating Authority Steps.
A: The delegate functionality only works for Workforce management for timecard management. A person can only be in the list of delegates if they supervise at least 1 person. If you have 1 person on your team report to him then he should show up in the list of people to delegate to for timecard management.

Q: how do managers request PTO?
A: Anyone that has PTO can request it by going to Menu-> Myself-> Workforce Management. Next select the Menu-> My Information-> My Calendar. At the top select new request. You will then be able to enter in your PTO request and view your current hours. By clicking on a date in the future it will also show you how much PTO you will have accrued at that point in time.

Q: Does anyone know how to run a previous day labor report to show $, hours worked by associate? I've looked in business intelligence and in the data view library using the GM's access but have not found it yet.
A: I believe that the Person Hours by Labor Category data view might be what you are looking for.

Q: This works but you only see your direct reports. To get a full report you would have to login as each supervisor and then download all of them and consolidate. At Blue Rock this works since everyone reports to one manager however at Great Shots, we have too many associates for this to be feasible. Ideally - can we run Person Hours by Labor Category for the whole property when logged in as the GM? Also, the Person Hours by Labor Category report does not show departments and manually manipulating it daily based on job title is not ideal.

Q: hi as a controller, all dept has been delegated the list to me not noting is loaded to my staff yet, we try to call payroll and i was set up as a admin but still i do not have any list yet
A: i am not fully understanding your question. Are you saying all departments have been delegated to you in Workforce management, but you are not seeing anyone? Once you accept the delegation on the far left you must open the menu panel and near the top left you have to select the drop down to allow you to change to view the data for each of the people that delegate to you, see the last page of the article in case on delegate.

Q: I am the payroll admin here but still do not have access to any timesheets. Will I have access, or will Managers need to delegate access?
A: Has your GM requested payroll admin access for the system?

Q: We have some new hires in need of the secondary training rate for part of the pay period since they are tipped employees who could not collect tips during their training shifts
A: Have the employees been set up to have a secondary job/rate on their profile? To do this you will go to Menu-> My Team-> My Employees. Next search for the employee and select them. Select the Job Summary page. Next select "Add Secondary Job" on the right-hand side. You will then fill out the form. This will give them the ability to select a secondary job/rate when the clock in.
Q: Thank you, the employees have had the secondary rate added and approved to their profile
Q: the labor category part is grayed out for the general managers still. Is there a way to edit the secondary rates to the new minimum wage?

Q: 2nd job is not showing when she tries to transfer. And it's not showing on the QuickTime
A: We have a known delay in getting secondary jobs from UKG into Workforce management. We are working to get it resolved.

Q: Is there system maintenance going on? When we pull up the pay code menu there is nothing on the drop-down menu?
A: This is a known issue that is currently being worked, we expect a patch soon. Clearing the cache typically fixes this issue, if that doesn't work the overnight update should resolve but you will want to clear your cache again before logging in.

Q: My team is having issues with having pay codes working. We have had times when it will work on a phone and not on the computer. As of yesterday, we were not able to add gratuities. Please advise how to trouble shoot

A: if the issue is that the pay codes are disappearing, this is a known issue and should be resolved in a couple of weeks. In the meantime, please clear the cache, if that does not work then the system updates overnight and that should resolve it. You should clear your cache again before logging in again.

Q: Each time we need to recruit a new, budgeted position it appears we need to put a request in to post it before we can do anything else. These are responded to quickly, thank you, but are we going to need to do this ongoing?
A: Yes, for now, this is the process going forward. Please continue submitting "job opportunity requests". The recruiters receive them and post the opportunities for you.

Q: I have several employees who have different jobs with different pay rates. For instance, Server and Banquet Server are 2 separate job codes and pay rates. I do not know how to change the job worked in this new system.
A: if you refer to the UKG2022 Go Live Guide and look on page 152 it provides instructions on how to transfer an employee's time in the timecard. You can find this document under resources at UKG2022.com

Q: 2nd address is not working in UKG, my employees cannot add their address to correct the incorrect addresses.
A: They will need to enter their address in the search bar above the address fields and have it populated that way.

Q: I am having problems seeing a couple of my employees on UKG and accessing their timecards. One is a new hire who hasn't been able to clock in yet and I'm concerned with getting his hours in on payroll
A: Can you see this employee under "My Employees"?
Q: Yes, he shows up under my employees and is in the system, but he does not have a timecard. I have 2 employees who are in the system that I cannot access. One does not show up at all but is being paid and can clock in, I just can't see him to edit any missing punches etc. The other I can see in the system, but he cannot clock in, and I have no access to his timecard.

Q: how long does it take for a new hire to be able to register in the time clock?
A: after the employee and manager have totally completed onboarding it is then sent over to a processing queue. This is completed by payroll and their goal is to have it processed within 24-48 hours upon completion of onboarding. Once they have been processed, that is when they will appear in the system under the "My Team" tab.

Q: Thank you again for all you Are doing! My understanding is that as we transition all our hourly associates to be under the Department Managers in payroll and timecards that the GM and Controller would no longer have visibility to them. Is this set-in stone? We would prefer that is not the case if we had a choice.
A: After you update the supervisors the GM will still have access to see everyone's HR data in UKG. Currently to see timecards the GM and Controller will need the supervisors to delegate up to them. We are working on longer term solutions to provide more access to GM and Finance team members that need to see the entire club. The general manager will be able to see all the timecards, but it is done by

having the managers delegate up. There is an article on UKG2022.com on how to delegate. For a controller the GM would need to submit a case requesting admin access.

Q: As the GM, is there a way for me to see all our associates' timecards?
A: Currently for you to see all timecards your managers will need to delegate up to you and that should give you visibility to the timecards. There is an article in case on how to delegate or on UGK2022.com under resources.

Q: How can we remove terminated employees from workforce management? Some of these employees were terminated prior to the transition from Paylocity to UKG
A: please send the list to Payroll@troon.com

Q: trying to find out how do I get all of my employee's names into Workforce Management on the Timecard
A: My first question to help resolve this one. Will you please go to - My Team>My Employees > Do you see any associates without a supervisor - if that is the case, then, you'll need to add a supervisor - that is the connection with Workforce Management. If you don't see the Supervisor column on your list of My Employees - please click the little "tablet" icon - a dropdown box will appear and you can add supervisor - this is a great quick briefly perspective - if you have supervisors missing, then, go to employee case management for the video on how to update supervisors - https://troon.requests.hrsd.ultipro.com/article/08485b15-f4c1-4ad3-8235-5387804a1790

Q: We have one clock that seems to miss punches or throws up an error on more than one EE. Should we unplug it - reset?
A: Can you please open a ticket with Troon Support and provide a screen shot of the error you are receiving.

Q: New hire are not able to put in password so they can complete onboarding the emails sent to them are never received they have checked their spam and junk mail
A: Please confirm that the email that was entered into Recruit/Onboard was correct. If the email address that was entered on the initial hire was incorrect then they will not receive the instructions for logging in and filling out their forms. We have had several instances of this happening and we will need to re-add the new hire's information with the correct email when it does.
Q: The emails are correct
A: Can you please provide the employee's name? I see you as an Onboarding Owner for associate, but the new hire does not have an email attached in Onboarding - looks to be complete in Onboarding, the Onboarding Owner needs to log in to confirm the I9 details before they can be submitted to payroll and into UKG Pro

Q: For tracking overtime I would use the data view Pay Period Review or Person hours by labor category to see who has regular hours that are nearing 40.
In UKG on the Job Summary under things I can do there is a link to change secondary jobs so you could change a rate there. We do have known delay in getting the changes in secondary jobs from UKG to Workforce dimensions, we are working to improve that

I would look for a data view to see Accrual data
A: The Pay Period View looks helpful; however, it sums both weeks. Is there a way to have an overtime report week by week?

Q: How do we input/add an employee bonus?
A: Please email payroll@troon.com. Currently, that is the correct approach.
Q: Is this the same when entering tips, or do we enter employees' tips on their timecards under pay code and amount?
A: the employees tips should be entered on the timecard including the pay code and amount.

Q: Question regarding the "requesting an opportunity" tool in the case management section. Should all managers have this permission to create an opportunity or is this only the course admin who has this permission on their account?
A: anyone with manager access in UKG can access Employee Case Management to submit a form, including the Request Job Opportunity Form.

Q: We are unable to create a calendar for minor F7B employees
A: We have known issue with scheduling minor aged workers. We are working on a resolution but do not yet have one.

Q: Is there a way to view all employees without having to pull up each manager separately that has delegated responsibilities to me? A master payroll roster for all employees?
A: Not currently.

Q: I had submitted 2022 pay rates to start on January 1st, but several employees came forward a thanked me for their pay increase. Apparently, they received it on the last pay period instead of the new pay period. Can you tell me what happened?
A: We are aware that some of the increases took effect this last pay period and should not have. We are currently working with UKG to determine the exact cause of why the system did not recognize the 1/1/2022 future date.

Q: Can I delegate access to enter and approve employee's time/payroll to an associate who is not a supervisor? Also, will managers/supervisors have access to reset their own associates' passwords?
A: Only a person that supervises at least 1 person in UKG can be set up as a delegate. I will take you question on password reset back to the team as I do not know if that access will be expanded.

Q: How do we change someone who hasn't started yet start date in UKG?
A: if the employee is a new hire and needs their information changed in Onboarding, you should be able to make those changes in Onboarding if you are listed as the Onboarding Owner. If they Onboard has already been launched and they are filling out their paperwork, you can make the updates to their profile once they are processed through payroll and loaded into UKG Pro

Q: I can only see my direct reports but need to see all the staff to approve/alter in case of a supervisor absence. My Regional cannot see any of our staff, including me.

A: I assume you are talking about Workforce Management. It is designed to only allow you to see your direct reports. You will need the managers under you to use the delegate feature to see the timecards of their direct reports. There is an article in Case about the delegate functionality if you search Articles for "Delegate" We do have on the list to see what further we can do to provide more access in workforce management.

Q: 1. we have holiday bonuses that we need to add to our employee's paycheck, what pay code should I use?
A: Please send these to Payroll@troon.com

Q: Is there a function that we can set so that the login time does not time out so quickly? Our Staff is logged out before they are able to punch in/out or claim their tips.
A: Yes, we are following up with UKG on the timeout issue with the QTS... thank you!

Q: As an administrator, I don't see all employee timecards at our 2 locations. I can see them in the scheduler though. How do I access those that i cannot see?
A: Your GM should open a case for you in Employee Case Management to give you the Time Administrator role. This will allow you to see all timecards at the golf course. If you should not have access to all timecards, then you should (1) ensure that the correct people are reporting to you in the system and (2) have supervisors delegate their timecards to you so that you can see them.

Q: Is there a way to request different job titles? For example, a non-exempt employee is listed as asst mechanic, but the supervisor would like them as head mechanic which doesn't seem to be an option currently
A: Please contact humanresources@troon.com and they should be able to give you some help on job titles.

Q: We would like to have 2 managers who are able to inter all schedules in FOH and BOH
A: Please have the supervisors (1) ensure that the correct people are reporting to them in the system and (2) delegate the timecards to these individuals so that they can view them.

Q; As HR Administrator, can I manage timecards as well or is it one or the other?
A: Yes, you can! If you would like to have access to all timecards, please have your GM submit a user access request case for the "Time Administrator" role. This will give you access to all timecards without the need for managers to delegate them to you.

Q: When adding a second rate for an employee what reason do, we pick in the system from the drop down. None of them say second rate or second job? We also have an employee that shows a second rate in Job Summary 2, but the second rate doesn't show up in timeclock or timecard. And need to know how to pick the second rate in the timeclock when the employee punches in.
A: thank you for the feedback on the rate change reasons, i will take that back to our team. For now, just pick a value that indicates you needed to make a change.
To select a secondary job you select to transfer, select labor category and select Hr. Job and the secondary jobs should be listed for the employee. If they are not listed, we do have a known delay in

getting the secondary jobs from UKG to Workforce management and we are working to get that resolved.

Q: If I give a supervisor timecard access, will they be able to see everyone's pay in that department as well? I just want them to have access to timecards only (not pay)
A: Yes, they will see pay data as it is a delegation of the supervisors access.

Q: QuickTime does not work at our facility; all time has to be manually entered.
A: Did you self-install the QTS, or did IT install it for you? If self-installed, please make sure all the chrome setting are correct. There is a document in case management that walks you through it. In addition to the chrome settings please make sure they UKG is not also running on the same PC, this will confuse the browser. If you are still having issues, please email me the specific issues and error messages.

Q: Some of my employees Vacation time transferred as ALL sick time and would not allow more than 24 hours in a pay period.
A: Can you please send an e-mail with the employee's name, employee number and what hours should be vacation and/or sick to payroll@troon.com and we will look into what happened.

Q: we have a new manager that doesn't have access to manager duties in UKG. How do they get the functionality to do that? Or does it happen as soon as you put employees under them?
A: What is the name of your new manager? The best way to handle this is via Employee Case Management aka HR Help Manage My Team > Admin User Access Request The team that handles access will resolve this request.

Q: it was previously stated the in order to get delegate access you have to be listed as a supervisor.... how to update me and others to be shown as supervisors?
A: The person's current supervisor in UKG has to change the person to have the supervisor you want it to be. The GM at your club should be able to see in UKG who everyone's supervisors are to help you find out who you need to contact at your club to enter the supervisor change.

Q: for the scheduler, we have a salary employee that was paid double because the schedule was in, I guess plus his PTO. How do we prevent that in the future, or should we not use the scheduler for salary employees? Also, will there be, or could there be separate training down the road on just the scheduler feature?
A; For now, please do not enter a schedule for Salaried people. We are looking into that functionality. We do plan to add more training on scheduling, time is yet to be determined.

Q: Our superintendent has an employee listed under him the organization chart that is not one of our employees, how can we get him removed?
A: What is the employees name? Do you know where the employee should be listed/same facility/just a different supervisor? The best steps to resolve this is for the Superintendent to follow the "Supervisor Update" steps - https://troon.requests.hrsd.ultipro.com/article/08485b15-f4c1-4ad3-8235-5387804a1790

Q: Can we upload files, i.e. trainings and certifications?
A: we are in the process of finalizing our File Management system in UKG. This will be where documents are uploaded to the employee's profile, including trainings and certifications. We will hopefully have more information on this new feature in the near future

Q: for the PTO balances that came over from 2021 into 2022, do we need to pick PTO Prior Balance or just PTO?
A: You should select prior balance to use that first and then start to use PTO after prior is used. the 2021 balances went into the PTO Prior Balance bucket. The time accrued in 2022 will show in the PTO bucket.

Q: I need to have a daily labor report setup so I can either pull it or have it auto generated and emailed to me. How do I get this completed?
A: There is a data view named Person Hours by Labor Category in Workforce Management that should provide that information

Q: my admin office maintains the I-9 books for both clubs. In Talent Reef we could just log in and print the I-9s. How do we do this not in UKG and/or how will we know who is active versus terminated? Or does UKG somehow now maintain the I-9s needed?
A: whoever is the Onboarding Owner in UKG can log into Onboarding and view and print the I9. We are in the process of finalizing the setup of our File Management system so you will be able access all employee documents there. We will have more information on this new feature hopefully in the near future

Q: Can you look at a paystub prior to being paid and if so, how far in advance?
A: Pay stubs will display on the check date, they cannot be viewed early.

Q: how does an employee see their own PTO and how do they submit the hours in this new system? Or can't they submit PTO anymore themselves?
A: They will login to UKG and go to Menu-> Myself-> Workforce Management. They will then go to Menu-> My Information-> My Calendar. Next, they will select New Request at the top and then they will be able to complete the PTO request and view their accrued PTO.

Q: How do we correct seniority dates that are incorrect? When we correct these, will their PTO automatically be adjusted?
A: Seniority dates should not be updated. This date is the set original date that is used for certain benefits. Please look at their benefit seniority date. This is what drives the PTO accrual.

Q: When will employees be able to enter PTO through their personal UKG account? Currently, I am the only one able to enter for everyone.
A: They will login to UKG and go to Menu-> Myself-> Workforce Management. They will then go to Menu-> My Information-> My Calendar. Next, they will select New Request at the top and then they will be able to complete the PTO request and view their accrued PTO.

Q: My manager also hasn't been able to enter my hours
A: OK please reach out to payroll@troon.com

Q: Our outside guest service associates normally use a tablet for their time, however that system does NOT seem to be working correctly. Once an associate clock in the system accepts the punch but it doesn't reboot itself, so no one else can clock in. We have done everything, closed the browser completely, and turned off the tablet. Once we go back in, it still shows the same person signed in. Is there a solution to this?
A: did you self-install the QTS, or did IT do it for you? If self-installed please make sure all the browser setting per the installation document are set and you have cleared cache. You also cannot be running UKG on the browser at the same time. If IT installed please reach out to them.

Q: Our employees are trying to enter their cash tips at the end of a shift and the system times out very quickly and they are unable to enter. Is there a tip or solution that you can offer that I may pass along to them so they may be able to enter cash tips?
A: is this QTS or InTouch? Based on the volume of similar questions on his chat i think we have a time out issue with QTS and possibly the clocks... I'm opening a ticket t with UKG after this.

Q: I am not able to enter in sick time. Every time I put it on a Timecard UKG will not allow me to save that Timecard.
A: Sick time requires that there is a current available balance and will not allow you to enter more than that. Please check to see if there is an available balance. We did have some issues with loading sick time and some employee's balances were not loaded. We are working through these issues and doing another upload later today.

Q: What can we do about the system having several of my team members having to reset their passwords?
A: The General Manager/"Top Person at Your Facility" has access to reset passwords. Or you can submit a case -General > Log-In & Password Reset Help.

Q: Our GM is unable to see/ edit everyone's timecard. He can only see the employees under his supervisor. We tried delegating the Timecards on UKG, but that did not change anything. How could we change it so that he is able to see all employees' timecards?
A: The GM will need to toggle between the different profiles in order to view the employees. Please have him review the last page of this article: https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: How do you transfer someone in from another facility to your facility
A: You can do this by having their current manager update their organization, location, and supervisor to reflect the new facility.

Q: We have two general managers who are unable to open employee case management
A: we have noticed an issue with Case Management not functioning correctly if the managers do not have an email address listed in the Primary Email section in UKG. If you could have both managers log in

and enter their email address into their profile in UKG then they should be able to access Case Management once the system refresh which is daily in the mornings

Q: Will timecard approval be required on this payroll? If so, how do we know if all timecards have been approved prior to payroll being processed?
A: timecards must be approved by 9am local time on Monday morning. Timecards that have been approved will show as uneditable and grey if they are approved.

Q: Can you submit payroll week by week or do you have to submit it all at one time?
A: You can review and correct the timecards daily if you wanted to. Once the timecards have been approved, you cannot edit them. So, you will want to wait to approve until the period is closed.

Q: We now have sick time showing for part time staff. We have no clue how this works. Is there a policy on this that we can, see?
A: Please contact the HR person for your club about policies. It is likely you are in a state that requires sick time for parttime people.

Q: Under onboarding new hire is giving an error under "Allocate Employee Number" Employee Number cannot be allocated for multi-company hires. I am unable to manually fix it.
A: if you are getting an error saying that the person is a multi-company hire it is likely that they are already an active employee in the system with another location. Please reach out to your HR Business Partner so they can work with payroll on either terminating the incorrect record so they can be hired or helping transfer them from their current location to your location

Q: when are clocks that did not get the upgrade/switchover getting it?
A: Troon Support sent us the network settings we manually updated on the clocks and then let them know to reset again.

Q: Timecards are automatically entering a meal penalty if a team member works 5 hours but less than 6 and doesn't take a meal period. All of our team members have filled out meal penalty waivers, so this should not be happening.
A: We are currently working on applying an Attestation question that would help with this issue but it is not ready. For now, if the employee has waived their meal break, then go ahead and continue to remove the penalty being applied.

Q: When trying to create a request ticket it only gives us the option to open one for payroll and nothing else. What should we do?
A: accessing Case Management from the HR Help button only gives you the access for an Employee, which is why the forms are limited. If you access the Case Management section via the Employee Case Management button, this will open Case Management from the manager side. From here, you should be able to use the Request Manager section to create a request for a variety of topics including Workforce Management, User Access, and Job Opportunities

Q: will there be more instructions released for the web punching? We tried the last few hints to setup the browser, not save pws, etc. and still cannot get it to go back to the login page each time.
A: if all the browser settings are correct and you have cleared cache, and you are not also running UKG on the same machine then it should be working... there is a timeout issue based on other feedback from this chat... im following up with UKG on it.

Q: I am trying to use the "delegate authority" option to add access to payroll to my Director of Golf. When I follow the instructions it says, "to hit my notifications tile, then click tasks" but I don't see that tile on my profile. What do I need to do to add the tile?
A: The person that you delegated to should be able to "Accept" the delegation. Please reference this article https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: The assistant superintendent needs to manage timecards, but he is not on the list. How do we get him access?
A: This is likely that the Assistant needs to have 1 person set up to report to them in UKG and then they will be in the list of people that can be delegated to.

Q: We have an employee who is out sick, and we cannot enter anymore PTO because the system says she is at -40, even though she isn't. How do we enter more PTO so she can get paid?
A: Try using the PTO Prior Balance option as well. This is the rollover of hours from 2021.

Q: Under onboarding new hire Antonella Scaramozzino is giving an error under “Allocate Employee Number” Employee Number cannot be allocated for multi-company hires. I am unable to manually fix it. Now That I submitted her i-9. I am getting "New Hire has been submitted to Process Hires and an Employee Number must be allocated in the hire wizard."
A: if you are getting an error saying that the person is a multi-company hire it is likely that they are already an active employee in the system with another location. Please reach out to your HR Business Partner so they can work with payroll on either terminating the incorrect record so they can be hired or helping transfer them from their current location to your location

Q: Is it possible for one or more designated people at a club to have full access to a UKG, all administrative rights, including workforce management?
A: Yes! Please have your GM submit a case via employee case management. We will need one case per individual. Organization Administrator will give access to the HR side of the system the Time Administrator will give access to timecards. If you require both, please have the GM indicate that when filling out the form.

Q: When will detailed reports be available, i.e., payroll register, labor distribution by department, PTO accrual, etc. etc. etc....???
A: We are working on building out Business Intelligence. We do not have a firm timeline yet, but I would expect reports like these to be available in the upcoming weeks.

Q: 1. PTO Entry of 80 hours in a pay period: The timesheet is not allowing more than 40 hours of PTO in a pay period. The Associates have the required balance indicated in the last Oracle pay statement. We are receiving an error message stating unable to borrow more than 40 hours. 2. Holiday Pay Codes: We are using Holiday Non-Worked to account for the 1.5 or 2.0 times the pay rate for holidays. Is that the standard method going forward?
A: For the holiday day that is the process for now, we are looking at additional system functionality for ways to handle holiday pay. For the PTO question, could you send a couple of examples of employees you are trying to enter to payroll@troon.com so we can look at them?

Q: My pay code drop down no longer has any options (tips cash, tips CC, PTO, etc.) any tips on how to get that back?
A: We have a known issue that UKG is working on. An email will also be going out later today about this and we will be posting an article on how to fully clear cache to help with the issue until UKG can resolve it.

Q: My question is about gaining additional access under the administration tab. I found an article that explains the rules on how to configure minor rules sets for scheduling purposes, but I don't have access to: Administration > Application Setup > Scheduler Setup > Minor Rule Sets. Under my admin tab in UKG I only see Recruiting and Business Intelligence
A: The administration access is only for the corporate team that manages UKG to configure the system. We have a known issue with scheduling minor aged workers, and we are working to resolve it but do not have a resolution at this time.

Q: How can i log my hours since the tile was removed? Today's my last day and i haven't been able to log any hours since the new year
A: Your Manager should be able to enter in your hours. Please reach out to them.

Q: If our club is not using the UKG schedule is it always necessary to approve(edit) unscheduled worked shift?
A: If you choose not to use schedule you can ignore the warning messages about having time on a timecard for an unscheduled shift.

Q: what's the difference between time administrator role and delegate access? and what is the proper way for property HR admins to audit/edit all employees timecards for accuracy when multiple request for access have been submitted??
A: The time admin role gives access to the entire property. Delegating access gives access to a given supervisors direct reports. HR admins should have their GM submit a case for them to receive the Time Admin access. We are dealing with a backlog of cases and are trying to respond to them as quickly as possible. Once we get through this Go Live mode, we hope to respond to cases within 24-48 hours.

Q: I'm trying to delegate my GM to have access to my staff in UKG and it states to go to my task and when I go there it's nothing there. Please advise on how I would delegate access to the GM to have access

A: please refer to this document as a step-by-step guide. https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: How do we remove terminated employees from Workforce Management?
A: They should terminate via a termination in UKG... if they are not, please send the club and the employees to Payroll@troon.com

Q: We have at least two employees who transferred from different OB courses, but their seniority date is showing as the date they came to their current course
A: Seniority date should be their original hire date with OB/the original property. The Seniority should not be updated when an employee is transferred to another property. Please send an e-mail with the employee's name, employee number and the corrected seniority date to payroll@troon.com.

Q: once you hire someone through the UKG platform and get an employee number, how long before the employees number works in the timeclock to add them?
A: It should be as soon as that employee is in Workforce. If they are in workforce, and you are still unable to register them Please look to see if the "Timeclock ID" is populated with the employee number. If it is not then you can update it in UKG under my employees, employee summary "Time clock" field (it needs to be the exact same number as the employee ID.

Q: If we hire several people for the same position do, we need to put in a request each time or can we use the same requisition for more than 1 person?
A: you can use the same Opportunity in Recruit for multiple people and do not need to submit a new request every time

Q: Has the pay period changed for bi-weekly? Still ends on a Friday correct. The time clock is showing that it ends on a Saturday when an employee checks.
A: yes, the pay period still ends on Friday, so the current bi-weekly pay period is 1/1/22 through 1/14/2022. Please contact the IT group that supports your location to look at the setup.

Q: If I have an employee missing his PTO, do I email HR or Payroll? Or submit a case?
A: please e-mail payroll@troon.com make sure to include the employee's name, employee number and the day and amount of missing PTO.

Q: Myself and most of my mangers have employees that they do not see their timecards in workforce management
A: You only have access to timecards for your direct reports. If you need access to other timecards managers will need to delegate their timecards over to you. See article: https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: I have issued a task delegating the ability to see/modify hours on my direct reports. He has accepted the task and is able to see the timecards but is unable to make any corrections or input any times. How do we correct this?

A: He needs to toggle between the delegates in order to view the different timecards. Please see the last page of this document. https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf

Q: Will we be getting a Troon handbook we can review? Are new hires getting one?
A: Please email HR@troon.com to inquire about handbooks.

Q: Our union employees are entitled to a 30-minute paid lunch break, however when they clock in and out for lunch the system shows it as unpaid. Is there a way to update the system to reflect the lunch as being paid?
A: for now, to get them paid correctly just have them not clock out... can you please send me the name of the club, union, and we can look in more detail?

Q: Is there a way to establish a training rate for servers? Our training program is 3-5 and we would like to pay Albuquerque minimum wage during those days instead of server rate.
A: Please email hr@troon.com to request assistance.

Q: When will the PTO/Vacation hours be updated in the system?
A: We have loaded some PTO in the system. That is still in the works. Thank you for your patience.