1-Minute Clinic Q&A
January 21, 2022

Q: Is there a report to see all the departments for a payroll period?
A: I am not sure what information you are needing on your report, but I am going to assume it is labor, the Person Hours by Labor dataveiw, then use the hyperfind to select all the departments. Your access needs to be for all departments so that you can see all departments.

Q: How do you change the work hours to another department?
A: Employees can process a "transfer" while clocking in, and Managers can perform a "transfer" on the employee's timecard. I believe there is some training materials on this process in case management. "Timekeeping Guide for Managers"

Q: We are having multiple issues with and employee being "timed" out when trying to correct a punch.
A: we are working on correcting the time out settings on QTS. The same issue on the InTouch clocks that was resolved earlier in the week or late last week.

Q: I have several employees who have not received their medical cards
A: Please review the article in case for Cigna ID Cards
https://troon.requests.hrsd.ultipro.com/article/98dd4f46-85a4-49ea-a34f-cd32d981e616

Q: Is there a way to disable the box that pops up for employees to correct their punches before clocking in for the day on an individual basis? Employees at El Rio Golf Course are unable to enter tips and are receiving error code WK-125130 How can we update the training rate to reflect the new minimum wage? The screen in which employees enter tips is disappearing before they can finish, is there a way to extend the amount of time for this screen?
A: one. Not right now... it is part of the standard flow. If someone misses a punch, it is going to ask the employee to make a correction. This should be more efficient for the manager and employee to complete the correction.
2. The WK-125130 is a known issue... can you please provide examples of that error recurring on? is it all, just a few, or just at a certain time?
3. Rate update process is outlined in an article in case management

Q: Is there a way for the salaried supervisors to change their own timecard?
A: Yes, in left menu on Workforce they go to My Information menu and can get to their timecard from there

Q: When will the PTO corrections be uploaded to UKG
A: Most PTO and Sick balances were loaded at conversion. There are several balances that could not be resolved in the short window we had between the close of the legacy payroll and the first payroll in UKG. Those have been identified and we hope to load them soon (prior to next pay period close).

Q: We do not have PTO balances in our accounts yet.
A: We converted most balances... there were some that could not be completed in the short window between close of legacy payroll and the first pay period in UKG. The goal is to have those in prior to the close of this pay persion.

Q: In addition to changing department hours, I am unable to see my events managers associates. I have searched for delegation articles, and nothing appears.
A: "Delegate in Workforce Dimensions" is the article. Another supervisor can delegate all their team members to you, or you can delegate all your team members to another "supervisor".

Q: Request has been forwarded to payroll, but is there a way to access Oracle? We complete a 6-month hiring bonus based on hours worked and need to access employees’ prior timecards.
A: Please email payroll@troon.com and your clubs HR Business Partner and we will see what we can do to get you the information you need.

Q: How do you enter PTO for salaried employees?
A: They can enter in PTO by submitting a request. They will login to their UKG account and go to Menu-> Myself-> workforce management. They will then go to Menu-> My Information-> My Calendar. Here they can click new request at the top and enter in a PTO request.

Q: Our secondary codes are not attaching, so employees are all being paid at their default rate only. Is there a way to eliminate all choices at clock in except what they are eligible to work?
A: If you built Secondary jobs in UKG and are not seeing them in Workforce Management when you go to Transfer column for a shift on the timecard, click Search and select labor category then HR Job then we have a synch issue with UKG and Workforce. If you do have the HR job to transfer to but the wage totals on the timecard are using the primary job rate for the secondary job hours, we may have a glitch with the pay rate synching. When the time and HR Job goes into Payroll it should pay them at the hourly rate that is on the Secondary Job in UKG even if that math did not show correctly on the timecard. We are working to get the secondary jobs to synchronize in an automated fashion between UKG and Workforce to avoid this type of concern. Hope this helps.

Q: I have two terminated employees on my payroll. How do I go about getting them removed (they are listed as terminated in job summary but still on my payroll list)?
A: When you say on our payroll do you mean when you look at a list of people for timecards in Workforce Management or when you look at My Team in UKG.   If it is in My Team, you can add a filter for Employee Status and select "is not"and "terminated".
For Workforce Management I will add to our list to review when a supervisor sees timecards for terminated people

Q: Will there be an app?
A: Yes- there will be an app. We will be rolling out the app in "Phase 2". Stay tuned for more details on timing!

Q: I do not have access to running reports as outlined in training map, lesson six.
A: Right now, only the GM or Facility Leader will have access to run Business Intelligence reports. We are working to build out access to the reports in the near term.
Q: Our GM does not have access either. I need to run a daily labor distribution report to complete the FLASH for our owners. I would also like to see a pre-processing register before timecards are approved. Payroll register after payroll is processed. Something I have used for 25+ years.

Q: 1-when will we be able to schedule minors
A: We do not know yet. It is on our list of issues to resolve.

Q: One of my employees is sixteen and I am unable to save the schedule, because of blocking rule violations... (has no minor rule assignment)
A: We have a known issue with scheduling minor aged employees. We are working on a solution but at this time you cannot schedule them in UKG.

Q: how do managers print the new hire I-9's to be kept on site in UKG?
A: once an employee completes their I-9 and the employer completes their section, the Onboarding Owner can go into Onboarding, filter by employees that have been "Completed" and view the employee's record. In the employee's record you can view the I-9 and print from that page.

Q: Will we be able to approve payroll in the future, prior to mailing live checks / DD? Hoping to avoid errors such as live checks for $-0.01.
A: Payroll processing must be completed in one day to get the payroll funding request out to the properties on Tuesday. Unfortunately, that does not leave time for payrolls to be reviewed and approved. It is critical that the timecards are reviewed, correct, and approved so that the paycheck will be correct. It may be looked at in the future.

Q: Can we adjust the amount time that someone can punch in prior to the scheduled start time?
A: Yes.... its currently 5 mins... this is a known challenge, and we have solution. Should be in place next week.

Q: Computers are timing out before employees can clock in, clock out, or add tips.
A: the time out in QTS is a known issue and we are working on a solution.

Q: Our team is auto logged out of system when trying to input tips prior to clocking out?
A: the time out in QTS is a known issue and we are working on a solution. We had a similar issue with the workpoint clocks and that is now resolved.

Q: Why cannot bonuses be added at the property level? Seems more efficient.
A: This has not been the past practice, but this is something that we are looking at adding in the future.

Q: has there been a solution to scheduling minors in schedule planner?
A: We are working on a known issue with scheduling minor age employees. We do not yet have a timeframe for resolution

Q: I still cannot enter pay codes for my GM. Retro pay that was supposed to be on paychecks today was not paid out. How do you add a second pay rate for a team member...? followed the instructions but could not complete because the drop down did not work. I was having this problem with adding secondary rates as well. The drop down was blocked out therefore the save button was grayed out.
A: Not sure if you both are having an issue in UKG with Adding a Secondary job from the Things I can do menu or if you are not seeing the secondary job in Workforce management when doing a transfer. If you are not seeing the job in UKG it could be that you are looking for a Salaried job, only hourly jobs can be secondary jobs or we have a new issue. Please open a case with screenshot of what jobs you do see and notate in the case what job you are looking for. In Workforce management you should be able to transfer to a secondary job by going to the Transfer column for the shift on the timecard, clicking Search and select labor category then HR Job and select the secondary job. We are working to get the secondary jobs to synchronize in an automated fashion between UKG and Workforce as there is currently a delay in that process. for you GM Issue can you email payroll@troon.com or open a case

Q, when will employees be able to fix their missed punches? Right now, the system times them out before they can enter the missed punch.
A: the time out in QTS is a known issue. We resolved a similar issue on the InTouch clocks, and we are working on a QTS solution.

Q: We have located a UKG app in the app store, but we need a company pass code. Is the app up and running for Troon @ this point?
A: Currently the app is not live. We will be rolling this out in Phase 2. Details will be forthcoming!

Q: We have one teammate who is hourly, but their timecard looks like salary. When we go into my team and review their job compensation they are listed as hourly, how can I change the view of their timecard?
A: who is the employee? Under their job summary they may have a box checked off titled "Pay Automatically". If you login and go to Menu-> My Team-> My employees. then click the Job Summary tab and select "Change Job and Salary" check to see if the pay automatically box is checked off. If it is, uncheck it.

Q: how can we rearrange the schedule by jobs or workstations and print the schedule in its entirety. when will we be able to schedule minors? with the spread of Covid currently how do we adjust our staff who is working late and/or coming in early to cover shifts.
A: We will add out our list to research your question on arrange the schedule by job or workstations and print options. We are working on a known issue with scheduling minor age employees. We do not yet have a timeframe for resolution on your last question I do not understand. Do you want to change the schedule?

Q: still do not have any PTO or Sick time balances in the system and does not allow us to enter sick hours.
A: Most PTO and Sick balances were loaded at conversion. There are several balances that could not be resolved in the short window we had between the close of the legacy payroll and the first payroll in UKG. Those have been identified and we hope to load them soon (prior to next pay period close).

Q: Do we have re-hire that was paid the wrong hourly rate on his paycheck - even though in UKG it shows his correct hourly rate? How do we get a check requested to fix this issue, so we can get his check overnighted and here by Monday?
A: Please send the issue with all the information to payroll@troon.com. If possible, please put the property name in the subject line.

Q: I have been having an issue changing the pay codes for one of our employees (meaning from guest service attendant and sales attendant) The rate is not showing up in their timecard. Is this just a glitch or do I need to do something different?
A: It may be a glitch. If you have one job in UKG as Primary and the other as secondary on the timecard you should be able to select the Transfer column for the shift, click Search and select labor category then HR Job and select the secondary job. If they go back to Primary job later that day you should put them back to the Primary job using the same transfer steps. If the Totals at bottom of the timecard are not showing the same rate, we could have glitch in Workforce management. When the time and HR Job goes into Payroll it should pay them at the hourly rate that is on the Secondary Job in UKG even if that math did not show correctly on the timecard. We are working to get the secondary jobs to synchronize in an automated fashion between UKG and Workforce to avoid this type of concern.

Q: When is PTO going to be fixed, so people can access their correct PTO amounts?
A: Most PTO and Sick balances were loaded at conversion. There are several balances that could not be resolved in the short window we had between the close of the legacy payroll and the first payroll in UKG. Those have been identified and we hope to load them soon (prior to next pay period close).

Q: Would a notification be sent to HR through UKG when background check reports are completed.
A: you should be getting the notification directly from GHRR to the human resources inbox, we are working on alerts from Recruit to notify the Recruiters, but it has not been implemented yet

Q: I have requested complete timecard access here at our club through payroll@troon.com. I have received no response and we have no GM at the club right now. What are the next steps I need to take to gain this access for us?
A: Access requests need to be opened in Case management and sent to the admin team. Since you do not have a GM at your property currently you will need to put that in your request as typically that request needs to come from the GM.

Q: Onboarding process was completed 2 days ago and employee still not in workforce management.
A: the associates go to a queue after completing onboarding. Payroll then processes them into the system. Please reach out to them at payroll@troon.com to inquire about where the new hire is.

Q: We are having trouble with our onboarding and have two people who will be starting next week, and we cannot seem to add them. Can someone help. We have used all the videos and walk through the steps, but we cannot get them on board.
A: all new hires need to come through the Recruit section of UKG. If you have not already, please review the guides for Recruit and make sure that the Job Opportunities are created for the jobs for which you are hiring. If they are not, please work with our Recruit team via the Job Opportunity Request form in Case Management so the Opportunities can be set up. From Recruit, you can add the employee information and hire them through to the Onboarding section where they can begin their onboarding process

Q: Computers are holding on to employee's punch information. Employee X's out after completing in or out punch. Next employee attempts to clock in, but finds the last persons information, stating last punch.
A: Please make sure all steps in https://ukg2022.com/wp-content/uploads/2021/12/QuickTime-stamp-Installation-Final_V3.pdf have been completed. Also make sure the following is set in Chrome:
Chrome: Settings > Privacy and security > Advanced > System > Continue running background apps when Google Chrome is closed >
Q: We have completed the steps that Mike Wright described above ... but are still having the issue. I have followed every step to the instructions. Once I find this happening, I delete the shortcut and complete the initial steps over until it happens again.
A: If the problem persists after all the setup, open a support ticket TroonSupport@troon.com, there may be a need to work through any further issues individually.
Q: seems to be a workaround for now, but we would like to get each fixed so there is no need for a workaround.

Q: Do we have two new hires that were processed on Tuesday of this week, yet we cannot see their timecards to enter their hours? I understand this takes 24 to 48 hours. Is this always going to take that long?
A: in normal times there will be a 24-hour turnaround time once the new hire has completed in onboarding.
Q: 24 hours seems like a long time - when we complete the onboarding paperwork with our new employee - they usually begin that day. Is there going to be a resolution to get it where they can clock-in/out the same day or will we need to wait the 24 hours.

Q: Our PTO Carry over amounts now show under the Taken column when staff are checking their check stubs. This includes staff who have taken zero hours so far
A: Most PTO and Sick balances were loaded at conversion. There are several balances that could not be resolved in the short window we had between the close of the legacy payroll and the first payroll in UKG. Those have been identified and we hope to load them soon (prior to next pay period close).

Q: How do we fix Salaried employee's paychecks when they were to get retro pay; however, not for their entire paycheck, but only for their benefits portion? How do you get the overpayment of their check back?
A: Depending on what the date was entered for the salary increase the system should be calculating that and it would appear on the next paycheck. What do you mean a retro for their benefits portion? Overpayments usually involve getting a signed approval from the employee prior to taking back the overpayment. If you contact payroll@troon.com they can help you with this.

Q: If an employee submits a PTO request and is approved, will the hours automatically be deducted during that pay period or do we as managers still have to submit them on their timecard?
A: Once it is approved it should automatically show on the persons timecard. You should look at the timecard after approving to see that it is there.

Q: Some employees' 401k contributions have not hit their accounts since the transition, any word on this? Also, I have had questions about how barrowing PTO works, such as what happens if an employee borrows PTO, then quits or gets terminated? Do they pay for the barrowed PTO retroactively?
A: unrelated to UKG go live we were merging 401k plans while we went live on UKG. As a result of that merger there is a blackout window that prevents us from making the deposit. As soon as that blackout window is opened the deposit will be completed... if you have specific questions related to this lease reach out to benefits@troon.com or call the central HR phone number.

Q: How can I access a PTO report for all employees at our club?
A: There is a data view titled Accrual details Full in workforce management that should give you this detail.

Q: How do we change pay rate on a secondary position? I only see to change on their main job.
A: when you login go to Menu-> My Team-> My Employees. Search for the EE and select them. You will then go to the Job Summary tab and click on the secondary job; you should then be able to edit the secondary job information.

Q: We have employees who are getting O/T when they have not reached 40 hours in the week? Example: An employee clocked in from 11:00 am to 1:30 pm, then clocked back in at 4:30 pm to 6:30 pm. The 4:30 pm to 6:30 pm was paid at O/T - when they were only at 32 hours total for the week. We will have this happen a lot in the summer with our Golf Tournaments for part-time staff that will never reach 40 hours for the week.
A: Can you email payroll@troon.com with your property name in the subject line and in the email provide 1-3 employee numbers this happened on. Also include that you are in Oregon and what pay period and week this occurred on.

Q: How do Managers submit and see their PTO? What if you are still not seeing your 2021 Hours transferred over?
A: To submit PTO login and go to Menu-> Myself-> Workforce Management. Next go to Menu-> My Information-> My Calendar. At the top select new request. Once you start the request you will see your current balance as of the date you selected. Your carry over balance will show up in the PTO Prior Balance bucket. If you do not see it in there, we are still working on getting the hours in.

Q: I am in that section, the box for "Pay Automatically" is not checked so that is a good thing. In the scheduled hours section, it shows "40" which looks to be like a salary employee, however, this employee is variable hour should I change that box?
A: You can change that, but it should not drive anything on the timecard. I am going to have to have you submit a case so we can dig into this a little further.

Q: We had two employees that we submitted retro pay for, but their paychecks do not reflect this. What do we need to do to correct? We have also had no response when emailing payroll@troon.com
Q: We are having the same issue and do not get responses when emailing Payroll@troon.com.

Q: We have submitted: Create Request forms for different issues; however, we never get a reply.
A: we are in a bit of a back log with cases now. We do have a plan in place to get answers to the cases quicker. We apologize for the delay!

Q: My Dining supervisor has all FOH employees assigned to him. He delegated it to me, and it shows in my 'My Organization View', but I still don't have access to the timecards. How do I get access, and can multiple managers work on the timecards like we did in Oracle?
A: When you login to your UKG account and go to Workforce Management. Once in workforce management you will click Menu, you should then see different profiles underneath yours. You will be able to toggle between these profiles to view the timecards of the associate's underneath of those managers.

Q: We have at least thirty employees owed retro pay. Do you know how this will be distributed and when?
A: could you send me an e-mail and let me see what I can find out for you?

Q: Thank you for all your hard work through the transition. Are catching up? We have had some inquiries that have not been responded to but know that you are all working hard.
A: we are catching up on cases! We have a new plan in place to get to cases quicker. You should expect to hear from the team soon!

Q: Is there someone I can speak to about the onboarding process?
A: please reach out to your HR Business Partner if you have questions about the onboarding process. If there are any issues or problems, they can assist or loop in a technical resource. If you are unsure who your HR Business Partner is, please reach out to humanresources@troon.com

Q: I set up a second job for an associate. It says it is pending for approval for over 24 hours. Who is responsible for approving this second job?
A: I see the secondary job on his profile as Cook- Pizza Bar. You can view this by going to Menu-> My Team-> My Employees. Search for him and select him. Click on the Job Summary tab. Scroll to the bottom and you will see the secondary job.

Q: Where is the best place to submit a case request? Also, could you help me with the new hires?
A: to submit a case go to menu-> Administration-> employee case management. Next go to "new request" and choose a category and fill out a form that best fits the issue. What issue are you having with the new hires?
Q: We had two new hires this week on Tuesday and Wednesday. I am on page 120 of the UKG guide where I passed the completion of the I-9 doc, state wage agreement, arbitration agreement etc. and clicked submit for processing button where it says it will be submitted to UKG Pro to be processed by payroll but I do not see the employees in My Team or I do not see their timecards in Workforce Management?
A: Can I provide you their names to be able to check the status?

Q: Per last week's minute clinic, we submitted a case for the admin here to have the time admin role, any idea how this takes to get done?
A: we are still in a bit of a back log. You should plan to hear back from someone this weekend.

Q: We are unable to submit PTO or sick time for employees if balances have not been loaded?
A: Most PTO and Sick balances were loaded at conversion. There are several balances that could not be resolved in the short window we had between the close of the legacy payroll and the first payroll in UKG. Those have been identified and we hope to load them soon (prior to next pay period close).

Q: Specifically, when onboarding, the system makes you fill out the State Wage Form. Secondary rates as well, even though there is not a secondary rate. It will not allow us to move to the next step.
A: there are three sections of the State Wage Notice that need to complete in order to move forward: The Primary OT Rate (if applicable, if salaried you can put 0), the Rate Check Boxes (Hourly or Salary), and the Regular Pay Day (Bi-weekly or Weekly). There are other sections on the form that can be filled out if they are relevant, but the system will allow you to move forward if those three required fields are completed

Q: Our GM was wondering how he can gain access to all employee time cards. He currently can only see the managers (people that have employees directly reporting to them) timecards. Is this something that can be done on UKG, or do we have to submit a request?
A: the managers can delegate their timecards to the GM. Please pass along the attached article.
https://ukg2022.com/wp-content/uploads/2021/12/Delegate-in-Workforce-Dimensions-12.20.21.pdf
Q: is there a way that the department heads AND GM can have access to the timecards? Once delegated, my understanding is that the dept mgr. loses view/edit access Delegating timecard simply is not practical. That is not correct though. We have all our manager delegate to our VP of Finance and all of them still able to view/edit/access their timecard. I also delegate my own WFD to our VP and I do not lose any ability to do my usual edit.

Q: Why does UKG not allow associates to clock in before their scheduled time?
A: The current setting is 5 minutes prior to scheduled time for all operations. We will be adjusting it next week.

Q: I had entered Cash Tips on a salaried Assistant Golf Pro, they showed on his timecard and the Additional Dollars Summary, but they were not on the Funding Invoice detail tab. Why would they be removed? He was in the Guest Service weekly tip pool helping
A: cash tips are tips taken home by the employee at end of shift so only reported to payroll to be taxed which is why they are not on the funding report as the Employee was not paid those dollars on their paycheck. If it is money owed to the employee and was a tip it should be entered as Tips Charged (such as from a credit card or member charge). Group Services have their own pay code that starts with GS and those are for service charges to be paid not Tips.
Q: the first payroll showed all cash tips, per an email from the payroll team earlier this week. Yet this one gentleman was not there. I will email.
A: Yes, we did have an error on the first funding report and cash tips were included. Finance is working through a process to ensure the clubs get credited for the cash tips if the club paid for those amounts on the first funding report

Q: Why does it allow me to click on add comment, but not allow me to type a message?
A: Are you referring to Workforce Management? If so, we disabled the feature to allow comments to be added but we could not remove the section.
Q: Yes. Why were the disabled? Will it be turned back on? Or is there another place to input a comment?

Q: How is OT Calculated?? When I was sending my spreadsheet regarding retro pay, it took me a while to figure out what was OT and what was not.
A: Typically, overtime is calculated for any hours worked over forty in a week, if you are not located in a daily overtime state. If the employee has any additional pay such as tips or bonus, those amounts also need to be included in the calculation for the premium portion.

Q: Are there formal invoices for payroll? We have a funding issue where ownership says they have to have "a formal invoice, complete with invoice number and date, along with accompanying supporting materials rather than the attached single page output from a payroll system?"
A: What club are you at. We will need to talk with our finance team about this.
Q: The sooner the better, since we are unable to fund currently
A: Thank you I will email finance today.

Q: We have an employee termed but his timecard still shows up under the supervisor. Is there a filter I need to change to not see the terms in Workforce Management?
A: Can you provide the name of the person... there is likely a delay in the actual processing of the termination in the system to be sure final pay is pulled across, so it is not immediate, but should also not be several weeks.

Q: How do you request a final paycheck for someone who quit?
A: For a voluntary term, the final paycheck is usually generated from the termination coming through UKG. If you are in a state that has a requirement for final pay on the last day you will need to send an e-mail to payroll@troon.com with the subject of CA Term, check needed with required information, and they will get the check issued. Payroll will need to be notified the day prior to needing the check so that they can get it to you on time. You will also still need to complete the term in UKG.

Q: Can timecards be delegated to two different supervisors at the same time?
A: Yes, that should work.

Q: When is the new Employee Handbook coming out? With the new PTO Policy, we have employees who want to see more details in writing. Example: employee borrowing PTO that they have not earned yet - what if they quit and do not accrue enough PTO to get their balance back to zero. How does the club get reimbursed?
A: Please reach out to your HR contact regarding the employee handbook and PTO. It is Manager's discretion to approve/deny PTO requests.

Q: Is there a report that can be run for the hours worked per pay period? hourly and salaried for filling out OSHA forms?
A: The Pay Period Review dataveiw in Workforce will give you hours by person and can be exported to excel. For Salaried people they would be 40 hours per week. If you have further questions, please contact your club's HR Business Partner.
Q: I was under the impression those hours within the Pay Period Review Report included PTO. I am looking for actual hours worked
A: Try the data view of Person Hours by Labor Category. If you export that to Excel, I think you can exclude pay codes you do not want.

Q: Are only salary managers able to login associates on the Kronos clock? Why can a manager not login another department new hire in Kronos
A: I believe the only restriction to register other associates in the clock is that you must be a supervisor (have people reporting to you) to get to the Manager access button on the clock.

Q: The email from the Payroll Team yesterday mentioned that cash tips that were mistakenly included on the first payroll with UKG. Do we get this money returned to our funding account?
A: The finance team is working on that process.

Q: I am the facility leader. How does this get set up?
A: the General Manager is the facility leader. We can get you set up with admin access. If you have not already, please have your GM submit a user access request in for you to gain admin access for your facility.

Q: How can we get assistant managers added to the delegate to list? Our Assistant Superintendent deals with timecards but does not have access and is not included in the list. He does not have direct reports.
A: The only way to receive a delegation from another supervisor is if that person is also a supervisor (has direct reports). Workaround... assign one person to the assist super, they will see that person in HR, and then the Supering can delegate the rest to the asst...

Q: When will terminated employees be removed from Workforce management. These were terminations that came over from our legacy system that we are seeing.
A: They should drop off WFM as soon as the termination is completed, and the associate gets final pay. We recently made a change to solve another issue and that impacted the integration to Workforce. that issue will be resolved int he next week or so and terminations will flow through normally

Q: That is not the same experience everywhere, from what i understand. The bigger question is, should all managers be set up to have timecard access for all employees under their org chart purview
A: Not sure if this is tied to an earlier question so not sure if this is what you are looking for: The design of Workforce management is that supervisors only see their direct reports and do not see their indirect reports. In UKG you do see both directs and Indirects. if you are the GM, you can submit a User Access Case to see all employees' timecards. In the meantime, other supervisors can delegate timecard access up to you. There is an article in Case on Delegate functionality.

Q: Is there an FTE report I can pull?
A: there is a report that will list out all active employees at your organization in Business Intelligence. However only the GM will have access to this. If you are not the GM of your facility, please have them run it for you.
Q: I have seen this report, but it will not give me FTEs by department. Will we have access to more reporting?

Q: Will we have access to more reporting?
A: We will have more reporting available soon! We are working on getting these reports set up.