



State of North Carolina  
Department of Public Safety

POLICY  
REQUIREMENTS & PROCEDURES

## HUMAN RESOURCES

*Division:* **ADMINISTRATION**

*Chapter:* **HUMAN  
RESOURCES**

*Policy:* **TIME ADMINISTRATION  
POLICY**

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## Preface and Policy

The OSC Integrated Human Resource/Payroll System is the primary program for maintaining employee master data to include hours worked and leave applied.

It is the policy of the Department of Public Safety to maintain employee records for hours worked and leave taken in accordance with Federal and State laws, General statutes, regulations and State Personnel Policy.

## General Provisions

The OSC Integrated Human Resource/Payroll System Time Management Process is integrated with the Office of State Controller's Payroll Administration. Time Management creates wage types based on Fair Labor Standards Act, State business rules and classification of employees/positions. Time data is entered and processed and the outcome after applying the various business rules are time wage types. These time wage types determine base pay and supplemental wage and are processed in Payroll and used to form an employee's gross wage. Supplemental pay is paid depending on the timeliness of the data entry and approval prior to a payroll deadline.

## Definitions

- A. Hours Worked: Generally, all time during which an employee is required, suffered, or permitted to be on the employer's premises on duty or at a prescribed work place, except for meals or other periods when the employee is free from duty, is considered as hours worked.
- B. Paid Leave: Pay status hours used to account for an employee's absence from work applied in accordance with the respective policy (i.e., vacation leave, sick leave, etc.) and procedures.
- C. Unpaid Leave: Non-pay status hours used to account for an employee's absence from work when paid leave is either not available or not applied.

- D. Leave of Absence: An action in an employee's employment history where the employee will be absent from work for fifteen (15) consecutive calendar days or more. This may be paid or unpaid. The fifteen (15) calendar day period begins on the first scheduled work day the employee will be absent from his/her regular work schedule. This does not include an approved extended vacation period of fifteen (15) calendar days or more when the employee has sufficient approved leave to remain in full pay status for the duration of the extended vacation period.
- E. Employee Time Report (perm = Sun – Sat AND perm = Mon - Sun): The official source documents for time and leave records for permanent employees not using the Employee Self Service/Manager Self Service system. This document requires signatures by the employee and the supervisor.  
Perm = Mon – Sun will be used by the SHP, Firefighters, some Law Enforcement employees with a 28 day work period.  
Perm = Sun – Sat will be used by all other DPS permanent employees.
- F. Employee Time Report (temp – Sat - Friday): The official source document for time records for employees with a temporary appointment in OSC Integrated HR/Payroll System. This includes individuals employed as a contract employee under a personal services contract.
- G. Time Administration/Time Keeper: The position assigned responsibilities for entering time and leave data into the OSC Integrated HR/Payroll System Time Management system. The position must have the Time Administration role and the employee must complete the required training for security access. OSC Integrated HR/Payroll System roles are attached to a position and not an employee.
- H. Time Approver: This is a role assigned to a position allowing for approval of time entered by an employee via in the absence of the manager that would approve the time via MSS. This role must be approved by management and can only be added to the position by the Agency Data Owner submitting a change form request to BEST.
- I. Employee Self Service (ESS): An electronic application that provides employees with access to information and services. The time entry system allows employees to enter their own hours worked and leave taken. Entries are sent electronically to the manager for consideration and approval. Additional applications include My Benefits, My Personal Data and My Pay.
- J. Manager Self Service (MSS): An electronic application for designated managers where time entered by employees via ESS is considered and approved.
- K. Attendance/Absence Code (A/A): A predefined numerical code for use when recording time entries in the OSC Integrated HR/Payroll System time management system that identifies the entry as hours worked, leave taken and the type of leave and whether other supplemental pay applies.

L. **Temporary Employee:** An individual employed in a position for a limited duration for which the employee earns no leave, total state service credit, health benefits, retirement credit, severance pay, or priority reemployment consideration. The hours worked by temporary employees are entered in the OSC Integrated HR/Payroll System time management system and the employee is paid for hours entered. This includes individuals employed under a personal services contract. It does not include individuals employed as independent contractors.

M. **Approved Leave Hierarchy:** The Approved Leave category includes certain types of leave quotas. The hierarchy is the order in which those types of leave quotas are applied. The types of leave included and the order are Holiday Compensatory Time, Overtime Compensatory Time, Gap Hours, On Call Compensatory Time, Travel Compensatory Time, Vacation Leave, and Advanced Leave.

Note: Employees on immediate payout for On Call Compensatory Time and/or Gap Hours will not have a Gap Hours or On-Call bucket. Therefore, these categories will not be part of their Approved Leave Hierarchy.

N. **Sick Leave Hierarchy:** The Sick Leave Hierarchy represents the order in which quotas are used when sick leave is recorded. The leave quotas and order are Sick Leave, Voluntary Shared Leave, Advanced Sick Leave. Sick leave is not part of the Approved leave hierarchy.

O. **Leave Offsetting:** The process of reducing the amount of leave applied to one absence in an amount equivalent to hours worked in excess of the regular work schedule within the employee's overtime period. This may be done automatically by the OSC Integrated HR/Payroll System or may be done manually by the employee when making time and leave entries via ESS, when recording time entries on the Employee Time Report or by the time administrator when making time entries in the system.

P. **Manual Leave Offsetting:** Manual Leave Offsetting occurs when either the time administrator or the employee entering his/her own time via Employee Self Service adjusts time and leave entries per the above rules and standards so that the employee's time equals their standard for the overtime period. For example, a forty (40) hour per week employee works eight (8) hours on Monday and Tuesday. He/she works six (6) hours on Wednesday due to a medical appointment for which he/she would normally apply two (2) hours of sick leave. The employee works nine (9) hours on Thursday and then eight (8) hours on Friday. To manually offset, the employee would only record one (1) hour of sick leave on Wednesday so that total hours for the week equal forty (40) hours (39 hours of work time and one hour of sick leave).

Note: Per policy, leave benefits are provided to eligible employees to cover the gap between hours worked and the minimum expected work hours (i.e., 40 per week or 160 per 28 days). When Approved Leave, Bonus Leave, Sick Leave, Community Service

Leave, Military Leave and Educational Leave is taken in the same overtime period where the employee has worked additional hours, the amount of leave taken will be offset with the additional work hours, and the leave that had been recorded will be restored to the employee's quota balance. Leave restoration will be first taken, first restored and will be done within the employee's overtime period. Holiday leave, Civil Leave and Other Management Approved leave are not subject to leave offsetting. Injury Leave and Leave of Absence without Pay must be manually offset.

- Q. Holdover Rule: This rule is an extension of the employee's regularly scheduled shift assignment.
- R. Regular Recurring (Shift Premium Pay): A work schedule that is repeated in a predictable pattern on a consistent basis.

## **Time Administration**

Time data is entered by an employee via Employee Self Service or by a time administrator in the OSC Integrated HR/Payroll System Time Management system using the information from the Weekly Employee Time Report. DPS employees are on positive time recording, so employees must account for every scheduled work day.

### **A. Weekly Employee Time Report – Non ESS/MSS**

1. The Employee Time Report is the official source document for time and leave records of employees not using the ESS/MSS system. The Employee Time Report is a weekly time report capturing a Sunday through Saturday or Monday through Sunday work period. A new report is completed for each week.
2. Entries should be made weekly on a timely basis. Entries for shift employees must be recorded on the day the shift begins. The completed Employee Time Report shall be signed by the employee and submitted to the supervisor by the end of the next work day following completion of the work period for review and approval.
3. The supervisor is responsible for reviewing time data to ensure that the employee will meet his/her standard hours, manually offset as necessary and appropriate to ensure accurate payment of supplemental pay, and to ensure the employee receives holidays as scheduled and is properly coded for any supplemental pay, such as shift premium pay, emergency call back, etc. Necessary corrections to hours worked outside of leave offsetting shall be acknowledged and initialed by the employee.
4. Where an employee refuses to sign the Employee Time Report, a witness shall sign and date acknowledging the refusal and allow the employee to explain the reason for the refusal.

5. The supervisor shall submit the completed Employee Time Report to the Time Administrator on a timely basis following the completion of the work period for direct entry into the OSC Integrated HR/Payroll System time management system. When it is not possible for the supervisor to submit a completed Employee Time Report to the Time Administrator within a reasonable period of time, it is recommended that a comment be provided on the Employee Time Report.
6. The Time Administrator is responsible for reviewing and entering the employee time data into the OSC Integrated HR/Payroll System applying the business rules as necessary and using the identified Absence/Attendance codes. Time data shall be entered by Saturday of the following week. Exceptions may be necessary and when it is not possible to enter time data weekly, the Time Administrator shall include a comment and/or explanation for the delay either in the system or on the Employee Time Report. Any delays by the supervisor in approving employee time reports or entering data by the time administrator will delay the accrual of vacation leave, sick leave, may cause holiday leave to convert to holiday compensatory leave, delay supplemental pay and other issues.
7. If the Time Administrator discovers an error related to time worked on the employee time report, it shall be returned to the supervisor for correction and initialing by the employee. This is necessary as the employee time report is the official source document for employee records.
8. The Time Administrator may need to make corrections when entering data due to policy compliance, i.e., no leave quota available, etc. Absence/attendance types may be adjusted or corrected due to availability of leave quotas and due to the need to manually leave offset. For example, the Employee Time Report indicated Holiday Leave (A/A9300), however, the employee's holiday leave has already been moved to holiday compensatory time and therefore, the Time Administrator will need to enter Approved Leave (A/A 9000) so the system will apply holiday compensatory leave instead of holiday leave. Other common errors include transposing the A/A codes, i.e., On-Call A/A 9517 and Callback A/A 9516.
9. Employees shall not code other A/A Codes without first obtaining management approval in accordance with the respective leave and/or pay policies.
10. Under no circumstances may an employee exceed their standard work schedule for the day using benefit time (e.g., leave).
11. The OSC Integrated HR/Payroll System deducts approved leave according to the established approved leave hierarchy (holiday compensatory time, overtime compensatory time, gap hours, on call compensatory time, travel compensatory time, vacation leave, and advanced leave). All items in the leave hierarchy fall under the Approved Leave (A/A 9000) category. For example, if an employee records an Approved Leave (A/A 9000) code, the system will automatically deduct the amount

of time taken from the employee's leave quota using the established hierarchy. Sick leave (A/A 9200) is also subject to a hierarchy (sick leave, received shared leave and advanced sick leave).

12. The system will allow a time administrator to enter his/her own time data, however, the Department of Public Safety does not allow this due to conflict of interest and necessary audit requirements. The Time Administrator shall not enter his/her own time data into the system.

#### B. Employee Self Service (ESS)/Manager Self Service (MSS)

DPS employees are on positive time recording, so employees must account for every scheduled work day.

1. Specific work units use the Employee Self Service/Manager Self Service for time and leave entries into the OSC Integrated HR/Payroll System. Additional work units may be considered by management with approval from the executive management team. Both ESS and MSS are roles that must be added to a position.

Note: Only the Agency Data Owner may submit the change form to BEST requesting the role(s). BEST will not accept the request from any other individual. The Agency Data Owner is the designated person in the DPS Human Resource Office with the authority to submit requests for security access for employees to the OSC Integrated HR/Payroll System.

2. Employees with ESS with time are responsible for entering hours worked and leave taken into the OSC Integrated HR/Payroll System. The entries may be done daily or at the end of the week, but shall not be released for review and approval by the supervisor until the end of the period for which the entries represent.

Note: While employees may wish to project their hours worked for the week, the time entries shall not be released for review and approval by the supervisor until the hours have actually been worked.

3. The supervisor is responsible for reviewing the employee time data in the OSC Integrated system, applying the business rules as necessary and checking the identified Absence/Attendance codes. Time data shall be entered and approved by the end of the following week. Entries for shift employees must be recorded on the day the shift begins. Limited exceptions may be necessary when it is not possible to enter time data weekly. Entering and releasing time in periods greater than one week may result in a delay of leave accrual, delay of supplemental payment(s), inaccurate leave quota balances to include compensatory leave and particularly holiday compensatory leave, and other issues.

4. The employee should be contacted directly to resolve time submission issues which were not approved.

Note: In any given reporting period, there may be one or more employees for whom longevity payment is due in that month. Because the provision for this eligibility is not calculated until the employee has reported time in at least half of his/her scheduled work days for the period, it is critical that all managers complete their time and leave approval process in MSS prior to the payroll deadline date for that month. Failure to do so may result in the employee(s) not receiving the longevity payment on time. Additionally, delays in recording and approving time entries will also delay the accrual of vacation leave, sick leave and may cause holiday leave to convert to holiday compensatory time.

5. The standard leave policies and procedures apply. Employees shall request and obtain approval in advance for all leave benefits, including leave of absence without pay. ESS is a portal for entry of hours worked and leave taken that has been approved by the supervisor. The supervisor with MSS is responsible for establishing time frames for entry by employees; however, daily entry with weekly releases is the recommended period. Entering and releasing time in periods greater than one week may result in a delay of leave accrual, delay of supplemental payment(s), inaccurate leave quota balances to include compensatory leave and particularly holiday compensatory leave, and other issues.
6. Leave Offsetting in ESS/MSS

The system will automatically offset leave; however, a supervisor may require employees to manually offset leave when making entries to ESS. Likewise, an employee may manually offset leave provided management has approved and the employee applies the standard rules for leave offsetting, i.e., first used, first offset.

7. Approving Time Data by the Time Approver

Positions designated by management to have the Time Approver role in OSC Integrated HR/Payroll System have the authority to review and approve time entries by employees in ESS. Approval using this role/application shall only be done in the absence of the manager that would normally approve the entries via MSS and upon request and approval by a work unit/division manager with authority over the absent manager. This function is used during an extended absence or while a position is vacant. An individual with this role shall require documentation to support the data being approved. This may include hard copies of time entries with approval from another manager. Please refer to the Job Aid provided by BEACON for specific instructions.

#### C. Shift Substitutions (Push Codes)

The Employee Time Report includes a designated space within the daily blocks to record the appropriate code for substitutions as necessary. The substitution codes are as follows:

1. Night
2. Evening
6. Stop Premium Pay

A substitution code shall only be recorded when an employee has substituted for a shift other than their normal work schedule in accordance with the Shift Premium Pay Policy and Procedures.

For eligible classifications on a flex schedule, the appropriate shift designation code, if necessary, shall be entered in the box(es) to ensure accurate payment of premium pay.

Note: The OSC Integrated HR/Payroll System will automatically pay weekend and/or evening/night shift premium for an employee working his/her regular scheduled day (not an “off” day) and where the work schedule rule indicates that he/she is assigned to weekend and/or evening/night shift. The system does not automatically apply the proper shift designation if an employee works on a regularly scheduled “off” day. For example, if the employee’s Work Schedule Rule has Wednesday as an “off” day, the employee would not be paid shift premium automatically if work time is entered for that day. A substitution code must be entered in the designated box for that day coded as evening or night shift to ensure proper premium pay.

#### D. Holdover Rule

When an employee is held over from one shift to another or the employee reports to work before his/her scheduled shift at the direction of the supervisor, it is not considered a shift substitution and no shift premium adjustment will apply unless the employee works the entire shift. If an employee is called back to work for any portion of another shift in order to substitute for an employee who is absent, the shift designation which applies to the position for which the person is substituting will determine whether or not shift premium is paid.

Note: Facilities with three shifts of eight (8) hours each, i.e., medical positions – the day shift positions may use the evening or night push codes; likewise, the evening and night shift positions may use the push code 6 for day shift.

Note: When a position on second shift works third shift or vice versa, a work schedule rule (WSR) substitution shall be worked in the OSC Integrated HR/Payroll System, otherwise the employee will not be correctly compensated for his/her shift premium pay.

#### E. Emergencies

When an employee who is in a position classification which is eligible for shift premium pay is called back to work for a management declared emergency, i.e., escape, natural disaster, unit disturbance or response to local law enforcement, h/she shall receive shift premium pay for all hours worked within the shift premium time zone (4 p.m. to 8 a.m.)

This does not include position classifications that are not eligible for shift premium pay, such as the Correctional Facility Superintendent, etc.

There may also be circumstances where employees in certified positions of Correctional Case Manager and Correctional Programs Supervisor are called back for emergencies in addition to those normally eligible for shift premium.

When this occurs such that these employees work during shift premium hours, they will also be paid shift premium. Because most programs positions are not designated as eligible for shift premium in the system, it will be necessary to notify the DPS Division of Human Resources Classification and Compensation Section of the employee name(s), position number(s), and date(s) for which shift hours were worked for the position to be made eligible for shift premium. This MUST be done before shift premium entries are entered and/or approved in the system or the system will not pay the premium. Once the position has been designated as eligible to receive premium pay, the time entries will be the same as for those positions normally eligible to receive shift premium.

If an employee is already scheduled to work during the declared emergency and not called back to work, the normal shift premium rules will apply through the end of their normal shift then the emergency rule will apply. Exception: PERT members who are relieved of their normal shift duties to join their Platoon will follow PERT activation time frames.

For callback hours worked by regular first shift employees outside the shift premium period, enter A/A type 9516 (Callback) and leave the premium code column blank.

For call back hours worked by regular second and third shift employees outside the shift premium period, enter A/A 9516 (callback) and premium code 06 (stop premium).

**Example:** A declared emergency occurred from Wednesday at 2 p.m. until Thursday at 1 a.m. From 2 p.m. to 4 p.m. employees would not receive Shift Premium and from 4 p.m. to 1 a.m. the employee would receive Shift Premium. How to document time entry for the above emergency:

Non PERT Members already working first shift will **not** earn Shift Premium from 5:45 a.m. through Thursday at 1 a.m. based on the Holdover Rule: Record 19.25 @9500.

PERT Members relieved from normal first shift duties: Record 5:45 a.m. to 4 p.m. or 10.25 hours @ 9500 and 4 p.m. to 1 a.m. or 9 hours @ 9516, Push Code 1.

For first shift employees not scheduled: Record 2 p.m. to 4 p.m. or 2 hours @ 9516 and 4 p.m. to 1 a.m. or 9 hours @ 9516, Push Code 1.

For second shift PERT and Non PERT members called back that were scheduled to work Wednesday: Record 2 p.m. to 4 p.m. or 2 hours @ 9516 Push Code 6 and 4 p.m. to 1 a.m. or 9 hours @ 9500. Note: For coverage, most employees would continue to work to 6 a.m. or a continuation of 9500.

For second shift employees not scheduled: Record 2 p.m. to 4 p.m. or 2 hours @ 9516 and 4 p.m. to 1 a.m. or 9 hours @ 9516, Push Code 1.

All entries require an explanation of the emergency.

If multiple push codes are required for accurate shift premium pay, use one (1) push code and enter an Infotype 2003 substitution for the day to stop the shift premium pay.

#### F. Hours of Work for Sleep Time

In accordance with the U.S. Department of Labor regulations (29 C.F.R. §785.20 - 29.C.F.R. §785.22) regarding sleeping time the following guidelines apply for employees remaining on duty for periods greater than 24 hours. If an employee's tour of duty is 24 hours or longer, up to eight hours of sleeping time can be excluded from compensable working time if *all* of the following apply:

- an expressed or implied agreement excluding sleeping time exists;
- adequate sleeping facilities for an uninterrupted night's sleep are provided;
- at least five hours of sleep is possible during the scheduled sleeping periods;  
and
- interruptions to perform duties are considered hours worked.

The five hours of sleep need not be consecutive. If the sleeping period is interrupted by a call to duty, the interruption must be counted as hours worked. If the sleep period is interrupted to such an extent that the employee cannot get a reasonable period of sleep, the entire sleep period must be counted as hours worked.

If an employee's tour of duty is less than 24 hours, periods during which he/she is permitted to sleep are compensable working time as long as he/she is on duty and must work when required. Allowing employees to sleep when they are not busy does not render the time "sleep time"; nor does the furnishing of facilities to sleep, as long as an employee is still on duty.

## **Time Administration-DPS Temporary/Contractual Employees**

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Note: Temporary and contractual employees using ESS/MSS will follow the same procedures as other employees for ESS/MSS time entries.

- A. The Temporary Employee Time Report is the official source document for time records of temporary and contractual employees not using ESS/MSS. These employees must enter time weekly to ensure they are paid timely; however, their pay is based on hours worked during a fourteen (14) day work cycle established by OSC. The fourteen (14) day period begins on a Saturday and ends on a Friday.
- B. The completed Employee Time Report shall be signed by the employee and submitted to the supervisor on a timely basis following completion of the work period for review and approval. The supervisor is responsible for reviewing time. Necessary corrections shall be acknowledged and initialed by the employee. Where an employee refuses to sign the Employee Time Report, a witness shall acknowledge the refusal and allow the employee to explain the reason for the refusal.
- C. The supervisor shall submit the completed Employee Time Report to the Time Administrator following the completion of the work period for direct entry into the OSC Integrated HR/Payroll time management system. When it is not possible to submit a completed Employee Time Report and in those cases it is recommended that a comment shall be provided on the Employee Time Report.
- D. The time administrator is responsible for entering the employee time data into the OSC Integrated HR/Payroll System applying the business rules as necessary and using the identified Absence/ Attendance codes. Time data shall be entered by payroll deadline to ensure the employee is timely compensated for hours worked.

Note: Temporary and Contractual employees are actual pay, which means that if time data is not entered into the OSC Integrated HR/Payroll time management system by the deadline, the employee will not be paid on the next available pay day.

- E. Temporary and Contractual employees are eligible for holiday premium pay, but are not eligible for shift premium pay.

Note: Temporary employees hired through Temporary Solutions shall follow the Office of State Human Resources guidelines.

## **Travel Time**

Whether travel time is considered as hours worked depends on the circumstances and should be determined on a case-by-case basis. When an employee travels within the work day, all hours are considered and recorded as hours worked. Refer to Office of State Human Resources Hours of Work and Overtime Compensation Policy for guidelines governing travel time. It can be found [here](#).

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## Responsibilities

Managers, supervisors and employees all have responsibilities in the OSC Integrated HR/Payroll time management system. It is important that all three levels cooperate in the request, consideration and approval/denial of leave requests, management of work schedules, recording of hours worked and leave taken on the Employee Time Report or in ESS/MSS, whichever applies, and do so within established time frames for all phases of the process. This will ensure accuracy in pay, supplemental pay and leave accruals.

### A. Managers

1. Evaluating employee work schedules to include reviewing and approving changes based on the needs of the work unit;
2. Ensuring compliance with leave policies;
3. Evaluating requests for use of leave in accordance with the respective policy(ies),
4. Reviewing and approving time entries in accordance with the procedures and time lines as outlined in policy.

### B. Supervisors

1. Complying with time and leave policies and procedures;
2. Reviewing employee leave requests and taking appropriate action,
3. Reviewing and approving time entries in accordance with the procedures and time lines as outlined in policy.

### C. Employees

1. Complying with leave policies and procedures,
2. Requesting the use of leave in accordance with the respective policy(ies),
3. Recording time entries accurately, reviewing time entries either via Employee Time Report or ESS and submitting in accordance with the procedures and time lines as outlined in policy.

## Retention Schedule for Employee Time Reports

Time and leave records must be retained for a period of five (5) fiscal years plus the current fiscal year for a total of six (6) years.

## Confidentiality of Records

Employee time records are not considered public records. Typically, they are maintained in a group categorized by time period and not in the employee's personnel records, although

they are part of the employee's personnel record by definition. It is recommended that comments be kept to a minimum, particularly as they relate to health or medical conditions of the employee so the document is not transformed into a medical record.

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