**Purpose:** This guide lists some Frequently Asked Questions that Supervisors may have or receive from casual staff members on Workflow. If after reading the FAQ you are unable to resolve an issue, please contact your local HR/Finance Officer.

**Q** Why can’t a staff member modify their supervisor now that Workflow is switched on?

**A** We have removed the *My Settings – Mail & Supervisor* grid as all requests from MyAurion now use the Functional Reports To field on the staff members position. They no longer need to modify the supervisor as we now have reporting lines (position hierarchy) in Aurion the HR System.

**Q** Why can’t staff members change the supervisor in the ‘Send to’ field?

**A** When a staff member submits a request in MyAurion the supervisor’s name will automatically appear. If they have multiple positions within UQ the supervisor for each position will automatically appear in the ‘Send to’ field. Staff members will no longer need to select their supervisor when they submit a request. They also won’t be able to choose someone else.

**Q** If supervisors are in a job share arrangement, where will the MyAurion requests from subordinates be sent?

**A** When multiple supervisors are on a job share arrangement, requests are only assigned to one supervisor for approval. To determine who will receive the request for action, Aurion follows the below steps:

1. Aurion looks if either of the supervisors are on leave and sends it to the supervisor that is not on leave
2. If none of the supervisors are on leave, Aurion looks at the staff member with the highest FTE (if one supervisor is 0.6FTE, and one supervisor is 0.4FTE, Aurion will send the request to the highest FTE (0.6)
3. If all supervisors are working the same FTE then Aurion will send the request to the staff member with the lowest (oldest) Employee Number (2014111 over 2016111)

**Q** What do I do when one of my subordinate staff says that the supervisor in the ‘Send to’ field of their claim is incorrect?

**A** There are several reasons that you need to beware of:

1. HR can amend the ‘Functional Reports To’ field to the correct supervisor’s position number if incorrect
2. If a supervisor is on leave requests may escalated to a supervisor’s supervisor which is correct
3. An acting supervisor’s name appears in the ‘Send To’ field which is correct

**Q** What if the casual has multiple roles/employee numbers when workflow is switched on?

**A** They need to select the correct employee number for the work they have performed. If the casual has multiple roles with multiple employee numbers, a TK form should be submitted for each role they perform, the correct supervisor will be automatically populated in the ‘Send To’ field.

**Q** What happens to TK forms and Leave requests when the supervisor is on leave and there is no-one acting in the supervisor’s position?

**A** Information on escalation below:

- If the supervisor’s position is vacant, requests automatically escalate to the actual supervisor’s supervisor.
- Requests will escalate where the supervisor is on leave for a period of greater than 5 days and the position is vacant. Day 1 starts on the date the request is submitted.
- Leave prior to the request submission does not contribute to ‘escalation of greater than 5 days’.
- Weekends and Public Holidays do not contribute to ‘escalation of greater than 5 days’.
- Where there is leave that is consecutive but not one block of leave no escalation of greater than 5 days occurs unless the first block of leave is greater than 5 days on submission of the request.
- If the supervisor is away and another staff member is acting in that position the request will be sent to the staff member acting in the supervisors position.
**Escalation scenarios**

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<tr>
<th>JANUARY</th>
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<th>26</th>
<th>27</th>
<th>28</th>
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</thead>
<tbody>
<tr>
<td>Scenario 1</td>
<td>Supervisor</td>
<td>TK</td>
<td>Leave</td>
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<td>Employee</td>
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<tr>
<td>Outcome</td>
<td>Actual supervisor's supervisor will receive TK form - escalates as leave is greater than 3 days from submission date</td>
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**Timekeeper / Leave Approvals**

**Q** Why am I unable to approve a TK form or Leave request?

**A** This can occur when either:

- the supervisor’s position is not assigned as a ‘Functional Reports To’ field of a casual position (TK) in Aurion or
- the supervisor’s position is not assigned as a ‘Functional Reports To’ field of a Cont/Fixed Term position (Leave) in Aurion or
- if the supervisor’s position does not have an Authority Level of ‘Supervisor’ or above.

An automated process occurs two times a day 6am and 2pm Monday to Friday to assign ‘TK Approver’ and ‘Leave approver/reviewer’ access for all positions that are an authorised approver (Functional Reports To) of a staff member. If changes are made to positions, position based security access will be granted in the next run.

**Q** The TK form has a Status of Submitted, how can I tell where it has been sent?

**A** Using the Pending Claims report, available from HR Portal, you are able to view where a TK form currently is located (‘Receivers Name’ field).

Pending Claims Report
Q Why can't I forward TK forms to a TK Mailbox?
A All TK Mailboxes have been closed as we have moved to a one step approval process. There is only one Workflow Administrator mailbox ‘WFADMIN’. The HR BAI Support team monitors this mailbox.

Q Why have I lost access to Timekeeper and or approving Leave?
A A supervisor can lose access to Timekeeper or approving Leave when they:
- are acting in a different role with a different position number that is not an authorised approver (supervisor) of casual or continuing/fixed term staff
- no longer have any casual staff or continuing/fixed term staff as subordinates

The HR officer will need to check what position number the approver is on and update Aurion accordingly.

Q Why is the Approval option in MyAurion missing?
A The ‘Approve or Decline this request’ options are only available for a staff member in MyAurion if they have the appropriate Timekeeper approval or Leave approver access.

Q I am the day to day supervisor (Reports To) for a staff member(s) but I can't review the staff member's leave or details?
A Even though you have leave reviewer security access you don't have the ability to see the staff members details. We have a service request with Aurion to see if this can be enhanced in a future release.

Q I am an authorised approver (supervisor) for a staff member what do I have access to?
A You have the ability to authorise TK form and/or leave requests and it also allows you to see details of anyone below you in the position hierarchy (through the ‘My Staff’ tab in MyAurion) but not above.

Deadlines

Q What are the deadlines for submitting a TK form?
A The deadlines for submitting a TK form are as follows:

<table>
<thead>
<tr>
<th>Process</th>
<th>Deadline</th>
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<tr>
<td>Deadline for Casuals to submit TK forms.</td>
<td>5:00pm Tuesday of non-pay week.</td>
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<tr>
<td>Deadline for Timekeeper approvers to update/approve TK forms.</td>
<td>12:00pm Friday non-pay week.</td>
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<tr>
<td>Deadline for Manual Salary Adjustments Form to be sent to Payroll.</td>
<td>5:00pm Tuesday of non-pay week.</td>
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<tr>
<td>Lock-out of MyAurion for all staff.</td>
<td>12:00pm Friday non-pay week.</td>
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Q What is the lockout for casual TK forms and when does it occur?
A The lockout means that casuals cannot access/modify/submit any TK Forms during this period.

The lockout ensures you as a Supervisor have adequate time to action TK form submissions before pay cut off. Supervisors can amend a TK form and then approve the claim if a mistake has been made. If the TK form is declined however, casuals cannot re-submit until the pay run has been processed.

The ‘lockout time’ for casual TK forms is 5:00pm on the Tuesday of non-pay week until after the payrun is completed that weekend. The deadline for approvals is 12:00noon on the Friday of non-pay week when the payrun commences.
Q Why is a casual unable to create a TK form?
A If the casual has multiple placements at UQ, ensure that they have selected the correct employee number for this claim (Casual role).

It is not possible for a casual to create/enter a TK form:
- during the lockout for casual staff from 5:00pm on the Tuesday of non-pay week until after the payrun is completed that weekend
- when the TK form has already been created/submitted
- when there is no current casual placement (their placement has an end date that has lapsed)
- when the required pay period is not available (TK forms for the next fortnight are automatically generated on the Sunday after lockout)

Q A casual hasn’t submitted their TK form and the lockout period is on what can they do?
A Supervisors are able to submit a TK form on behalf of a casual staff member through the ‘My Staff’ tab > ‘Timekeeper’ tab and selecting the casual staff member. You can only submit TK forms for casuals within your position hierarchy. You will need to send this your supervisor or HR/Finance for approval.

Q Are there any reminders to submit or approve TK forms?
A Casual staff who have validated a TK form will receive an e-mail on Tuesday morning of non-pay week to remind them to submit any validated TK forms.

Supervisors who have pending TK forms will receive an email on Thursday morning of non-pay week to remind them to action any pending TK forms.

Q What happens if a TK forms is not approved by cut-off?
A At 12:00pm of non-pay week Friday, all validated or submitted forms are set back to a Status of ‘Incomplete’ and an email is generated and sent to the casual’s UQ email address.