KRONOS TIMEKEEPER FREQUENTLY ASKED QUESTIONS

CONTENTS

General ........................................................................................................................................... 4

Q. I am a new employee; when will I show up in Kronos Timekeeper? ........................................ 4

Training .......................................................................................................................................... 4

Q. Will I be trained on how to use the new Timekeeper system? .................................................. 4

Q. How many IDs and Passwords do I need to create to take training and enter the system? ........ 4

Login/Access .................................................................................................................................. 5

Q. How do I access Kronos Timekeeper? ........................................................................................ 5

Q. Is there a Kronos application to use? .......................................................................................... 6

Q. Can I enter time from anywhere? ............................................................................................... 6

Q. What do we mean when we say that employees will be able access Kronos Timekeeper off-site if they have “remote access”? .......................................................... 6

Entering Time .................................................................................................................................. 6

Q. How do I record my time? ........................................................................................................... 6

Q. Will there be a reminder to enter hours? ..................................................................................... 6

Q. Will there be a cut-off for entering my time? .............................................................................. 6

Q. What if payroll has an early processing date due to a holiday? Will I be notified? .................... 7

Q. When do I submit my sick leave? ............................................................................................... 7

Q. What if I am out for more than 5 days or on a leave of absence? ............................................. 7

Q. May I submit planned vacation time? ......................................................................................... 7

Q. How do I submit a request for Emergency Leave? ................................................................... 7

Q. What are Pay Codes in Kronos? ................................................................................................. 8

Q. What do I do if a pay code was entered incorrectly but my time was approved?....................... 8

Q. What if I am a benefits eligible employee and I do not see a particular pay code? ................. 8
Q. May I enter hours, save it and resume where I left off at a later time? ................................................................. 8

Q. Holiday, but I don’t see a code for holidays in Kronos. How would I enter time for that day as an exempt employee? .................................................................................................................................................. 8

Q. How much time is required to report my time? .................................................................................................................... 8

Q. I noticed that there’s a red ‘U’ in the Actual In Time box and a red question mark in the Actual Out Time box. Was I supposed to have entered the in and out time for the personal hours for that date? .......................................................... 9

Q. When I have timecard exceptions, and I’m going to be out of the office, how are the exceptions handled? ..... 9

Q. If there are no exceptions in a payroll period, do the exempt employees still have to go in to approve that time card, even though the code shows as “9” in the approval column? ................................................................. 9

Q. What will happen if I forget to record my time after the payroll deadline? ................................................................. 9

Approving Time .................................................................................................................................................................................. 10

Q. What if my Manager is not able to approve my hours? ............................................................................................................... 10

Q. If I’m not there, does my timecard move from my approval to my manager’s approval automatically? ............... 10

Q. When does the timecard need to be approved by the Manager? .......................................................................................... 10

Q. Who can edit the time I report on my timecard? .......................................................................................................................... 10

Q. I’m a manager. What do I do if my new employee is not in Kronos Timekeeper but needs to submit hours? .. 10

Q. As a manager, what do I do if I see a terminated employee who still appears on the Kronos Timekeeper system? ............................................................................................................................................... 11

Q. How often does a timecard need to be approved? ....................................................................................................................... 11

Q. Can timecards be approved individually, and can timecards be approved en masse? ....................................................... 11

Q. What happens if a manager does not approve an employee’s time for a given pay-period? .................................................. 11

Q. If I am a manager and will be out of town, how do I ensure the time for the employees reporting to me get approved? ........................................................................................................................................... 12

Q. How do we know if our employees are Exempt or Non-Exempt? ............................................................................................ 12

Q. I am an approver and can’t seem to find Create from Schedule, why is that? ................................................................. 12

Q. How will managers see what their junior managers are approving? ....................................................................................... 12

Q. Sometimes an Approver trying to approve several transactions to approve will get many “Access Denied” messages. How should we handle this? ........................................................................................................ 12

Q. What if I have changes and the system is locked? .................................................................................................................... 12
Records / Reporting ................................................................. 13

Q. How far back can my timecard be accessed? ................................................................. 13
Q. Will I have visibility to my Indirect Reports’ time within Kronos Timekeeper? ......................... 13
Q. Will Department Heads have a report of the time reported by their organization? ......................... 13
Q. How do I check my Time off balances? ............................................................................. 13

Who do I contact? ................................................................................................................. 134
GENERAL

Q. I am a new employee; when will I show up in Kronos Timekeeper?
Once your information is entered into the HR/Payroll system, that information is transmitted into the Kronos Timekeeper system. Based on the date entered into WD. The employee will have access to Kronos, normally a few days after your start date.

TRAINING

Q. Will I be trained on how to use the new Timekeeper system?
Time keeper can provide documents and walk employees through the steps. The documents are also on the HR portal and on Access.

Q. How many IDs and Passwords do I need to create to take training and enter the system?
ZERO – once you have an access.scholastic.com username and password, you don’t need anything additional to access training and to record your timecard.
LOGIN/ACCESS

Q. HOW DO I ACCESS KRONOS TIMEKEEPER?
Log on to access.scholastic.com. Your username on access is whatever you entered when you registered to access.scholastic.com. You can then click the Kronos Timekeeper (Report your time) link and you will be automatically signed in to the Kronos Timekeeper system. If you forgot your password to access you can click on the FORGOT MY PASSWORD link or contact IT Customer care via email: itcustomercare@scholastic.com or phone 888-821-2116.
Q. **IS THERE A KRONOS APPLICATION TO USE?**
No, the link from Access.Scholastic.com is all that is required to open Kronos Timekeeper.

Q. **CAN I ENTER TIME FROM ANYWHERE?**
You may enter time from any computer with internet access. Sign in to access.scholastic.com.

Q. **WHAT DO WE MEAN WHEN WE SAY THAT EMPLOYEES WILL BE ABLE ACCESS KRONOS TIMEKEEPER OFF-SITE IF THEY HAVE “REMOTE ACCESS”?**
You may enter time from any computer with internet access. Sign in to access.scholastic.com or Remote.scholastic.com

**ENTERING TIME**

Q. **HOW DO I RECORD MY TIME?**

**Exempt employees** (employees who are not eligible for overtime) will report only exception time which is the time they are NOT in the office, like a vacation day for example. **Entering and Approving Exempt Employees** is a Quick Step doc which can be found on Access.scholastic.com and the HR Portal.

**Non-Exempt employees** who are eligible for overtime will be required to go onto the Kronos Timekeeper system to enter and approve the work hours reported on their timecard. The timecard is where you also can report any adjustments to your work hours including Over Time or Exception time (e.g. vacation day). **Non-Exempt Employees eligible for OT**- is a Quick Step doc which can be found on Access.scholastic.com and the HR Portal.

Q. **WILL THERE BE A REMINDER TO ENTER HOURS?**
No, all hours should be entered and approved by the Monday of the pay week at 10:00 am.

Q. **WILL THERE BE A CUT-OFF FOR ENTERING MY TIME?**
The cut-off time will be pay week Mondays at 10:00am.
Q. **WHAT IF PAYROLL HAS AN EARLY PROCESSING DATE DUE TO A HOLIDAY? WILL I BE NOTIFIED?**
Yes, an E-mail will be sent from either the payroll department or Time Keeper with the cut-off date and time for timecard approval.

Q. **WHEN DO I SUBMIT MY SICK LEAVE?**
You should submit sick time on the day you return to work. If your timecard has already been approved by you, your manager can still adjust your time Card., please notify your manager for adjustment.

Q. **WHAT IF I AM OUT FOR MORE THAN 5 DAYS OR ON A LEAVE OF ABSENCE?**
Your Manager may adjust your timecard. Please contact the HR department for an extended leave. Paperwork has to be submitted to HR and it will automatically remove the reporting responsibility from the employee and the manager. The Benefits department and the Payroll department will monitor and submit the correct pay codes while you are on leave.

Q. **MAY I SUBMIT PLANNED VACATION TIME?**
Planned leave should be entered as soon as you are aware of it within the applicable pay period. You can record time 4 pay periods in advance.

When entering vacation time, Kronos will show the current timecard and (3) future timecards. Employees can add vacation time to any of the timecards shown. Please be aware that the timecard does not recalculate to properly show the vacation until the current time period, therefor any change made to a future timecard may not appear correct until it is re-calculated.

Q. **HOW DO I SUBMIT A REQUEST FOR EMERGENCY LEAVE?**
You will need to get approval from your Manager. NYNJFO and NSO managers cannot take Emergency Leave Days (ELD) consecutively.
Q. WHAT ARE PAY CODES IN KRONOS?
Following are pay codes to be used in the new Timekeeper system:

<table>
<thead>
<tr>
<th>Pay Code Description</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occasional Illness (Sick day)</td>
<td>OCC</td>
</tr>
<tr>
<td>Personal Day</td>
<td>PER</td>
</tr>
<tr>
<td>Vacation Day</td>
<td>VAC</td>
</tr>
<tr>
<td>Compassion Leave</td>
<td>COL</td>
</tr>
<tr>
<td>Emergency Day</td>
<td>ELD</td>
</tr>
<tr>
<td>Jury Duty</td>
<td>JUR</td>
</tr>
<tr>
<td>Weather</td>
<td>WEA</td>
</tr>
</tbody>
</table>

Q. WHAT DO I DO IF A PAY CODE WAS ENTERED INCORRECTLY BUT MY TIME WAS APPROVED?
If time card was already approved by you, your manager can adjust your time card for you. If your Manager has approved the timecard, Payroll would need to be notified and they can make the adjustment.

Q. WHAT IF I AM A BENEFITS ELIGIBLE EMPLOYEE AND I DO NOT SEE A PARTICULAR PAY CODE?
You will need to contact timekeeper@scholastic.com for assistance.

Q. MAY I ENTER HOURS, SAVE IT AND RESUME WHERE I LEFT OFF AT A LATER TIME?
Yes, as long as you do not approve your time. Once you approve your time, your manager will have to make any adjustments you need.

Q. HOLIDAY, BUT I DON’T SEE A CODE FOR HOLIDAYS IN KRONOS. HOW WOULD I ENTER TIME FOR THAT DAY?
Holidays are pre-populated and pre-approved after the day in which the holiday falls on. Employees will not have the option to select from the Pay Code List.

Q. HOW MUCH TIME IS REQUIRED TO REPORT MY TIME?
Completing your timecard should only require 2 minutes, including reporting any exceptions for the pay period.
Q. I noticed that there’s a red ‘U’ in the Actual In Time box and a red question mark in the Actual Out Time box. Was I supposed to have entered the in and out time for the personal hours for that date?

No, a U means Unscheduled time and the? It’s just informing you that there is not out time. You will see this when you are entering exception time or if you worked outside of your normal schedule and you entered time.

Q. When I have timecard exceptions, and I’m going to be out of the office, how are the exceptions handled?

You may enter exception time for the current pay period and three future pay periods. For example, if you have vacation scheduled in a future pay period you may record the vacation time in advance. Keep in mind that time entered in future pay periods are not yet calculated, therefore the actual hours shown may be incorrect until the timecard becomes the current week.

Your manager may enter your exception time if you are not available to enter the exception yourself.

You can notify Payroll of a change after a pay period is completed, and the required adjustment will be made at that time.

Q. If there are no exceptions in a payroll period, do the exempt employees still have to go in to approve that time card, even though the code shows as “9” in the approval column?

No. For Exempt employees there will be an automatic system approval.

Q. What will happen if I forget to record my time after the payroll deadline?

The deadline for time entry in Kronos is the end of each pay period (which is typically one week before you are scheduled to receive your paycheck). If you miss the deadline, contact Louis Mercado, Payroll Manager via email (Lmercado@scholastic.com). Please note if you are EXEMPT- (not eligible for OT) you would only need to worry about time taken. (vac, per etc.)
APPROVING TIME

Q. WHAT IF MY MANAGER IS NOT ABLE TO APPROVE MY HOURS?
His/her manager can approve it.

Q. IF I’M NOT THERE, DOES MY TIMECARD MOVE FROM MY APPROVAL TO MY MANAGER’S APPROVAL automatically?
If you have not approved your time card for the current pay period your manager can do it in your absence.

Q. WHEN DOES THE TIMECARD NEED TO BE APPROVED BY THE MANAGER?
Manager approval of timecards must be completed by 10:00 AM Eastern the Monday following the end of the pay period. After that time, the pay period will be closed for Payroll processing. Once the system is locked you will need to contact the payroll department for any adjustments.

Q. WHO CAN EDIT THE TIME I REPORT ON MY TIMECARD?
Who can edit your timecard depends on how your information is entered:

If you are using the timecard, you may edit your timecard until you approve it. Your manager may edit your timecard until they approve it. Once approved, only Payroll may edit the timecard.

Q. I’M A MANAGER. WHAT DO I DO IF MY NEW EMPLOYEE IS NOT IN KRONOS TIMEKEEPER BUT NEEDS TO SUBMIT HOURS?
Please contact your HR Manager and they will look into it for you. You may need to forward your hours to the payroll department if it’s the week of processing.
Q. AS A MANGER, WHAT DO I DO IF I SEE A TERMINATED EMPLOYEE WHO STILL APPEARS ON THE KRONOS TIMEKEEPER SYSTEM?
Please contact your HR Manager and they will ensure the terminated employee is removed from the system.

Q. HOW OFTEN DOES A TIMECARD NEED TO BE APPROVED?
For Non-Exempt employees – whether you have Exception or do not have Exception Time (e.g. vacation) your timecard must enter your hours and approve them every other week on the Friday that is NOT a payday.

For Exempt employees- Timecards need to be approved every other week on the Friday that is NOT a payday but only when there is exception time (vacation, personal day, sick day, etc.). If there isn’t any exception time, you would not need to do anything. There is a system approval (level 9) (See level chart)

Q. CAN TIMECARDS BE APPROVED INDIVIDUALLY, AND CAN TIMECARDS BE APPROVED EN MASSE?
Yes, when you first get into Kronos via the Manager link you will see a list of all employee timecards requiring your approval. You may select one or more timecards for approval; or use the feature Group Edit to approve them all at once.

Q. WHAT HAPPENS IF A MANAGER DOES NOT APPROVE AN EMPLOYEE’S TIME FOR A GIVEN PAY-PERIOD?
His or her manager can approve hours on their behalf. Exempt Employees with no exception time will be paid based on standard hours. Non-Exempt Employees will be paid on the hours manually entered. Managers who have not approved time will be notified by Payroll with a request to approve timecards in the future. Payroll is not staffed to take over the approval of all timecards; therefore managers are required to approve time for their employees regularly.
Q. IF I AM A MANAGER AND WILL BE OUT OF TOWN, HOW DO I ENSURE THE TIME FOR THE EMPLOYEES REPORTING TO ME GET APPROVED?
Your manager has access to the employees that report to you. Please give him/her a heads up that they need to go in and approve the employees that report to you while you are on vacation.

Q. HOW DO WE KNOW IF OUR EMPLOYEES ARE EXEMPT OR NON-EXEMPT?
If your employee is eligible for overtime they are non-exempt. Anyone who is not eligible for overtime is exempt.

Q. I AM AN APPROVER AND CAN’T SEEM TO FIND CREATE FROM SCHEDULE, WHY IS THAT?
Our system only provides this option for non-exempt employees entering their time. Delegates or Supervisors entering time on behalf of an employee need to enter hours for each day.

Q. HOW WILL MANAGERS SEE WHAT THEIR JUNIOR MANAGERS ARE APPROVING?
Managers can view time for their direct reports and employees who are two levels down from themselves in the hierarchy. Please see Manager Document on access or the HR Portal.

Q. SOMETIMES AN APPROVER TRYING TO APPROVE SEVERAL TRANSACTIONS TO APPROVE WILL GET MANY “ACCESS DENIED” MESSAGES. HOW SHOULD WE HANDLE THIS?

1. The Approver must click on/select the exception hours (that is, the non-system generated hours) only. This will prevent the error from occurring.

2. Or can mean the hours were already approved. (See chart for approval levels)

Q. WHAT IF I HAVE CHANGES AND THE SYSTEM IS LOCKED?
Any changes can be sent to Louis Mercado (LMercado@scholastic.com) up to 11:00am on Mondays.
RECORDS/REPORTING

Q. HOW FAR BACK CAN MY TIMECARD BE ACCESSED?
Your data will appear starting the first day you are listed as active in Kronos. You can use the Time Period selection box to select the dates you want to review. See employee view historical time card document on access or HR Portal.

Q. WILL I HAVE VISIBILITY TO MY INDIRECT REPORTS’ TIME WITHIN KRONOS TIMEKEEPER?
Managers can view time for their direct reports and employees who are two levels down from themselves in the hierarchy. See manager document for filter Option.

Q. WILL DEPARTMENT HEADS HAVE A REPORT OF THE TIME REPORTED BY THEIR ORGANIZATION?
Kronos Timekeeper has reporting functionality, and we will work to provide managers with the reports they need. If there is a strong interest in reporting, we will consider providing managers with the ability to run reports for themselves.

Q. HOW DO I CHECK MY TIME OFF BALANCES?
You can view your time off in the accruals’ tab located in your time card. Please see leave accrual doc.
WHO DO I CONTACT?

If you have questions, please contact:

Any “Non-Payroll/Non-Pay Check” Item
- Access to Training/Learning Management System
- Passwords/Other Technical Issues
- Access to Kronos
- Kronos Usability/Kronos Functional

HR Contact your HR Manager
- Wrong Schedule
- Manager Change
- Termed employee
- FLSA Status changes- EXEMPT or Non-Exempt

Payroll
- Adjustments to Time Cards
- Adjustments to leave accruals
- Pay Check
- Adjustment to a past period Time Card

Time Keeper
- Entering Time