

Absence Guide v21.4

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COMMERCIAL STATEMENT

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INTRODUCTION

Aimed at Systems Administrators this part of Timegate's Finance module manages absence. Although the Absence module can initially appear to be difficult to configure, it's functionality is simple. It provides flexibility to pay employees for different types of absence (leave, illness etc.) as determined by the business need.

WHAT IS THE ABSENCE MODULE?

Over time, successful businesses grow. That may be through the acquisition of, or a merger with other companies. When growth is organic, absence management is generally be straight forward. Only a small amount of rules will need implementing to govern employees absence. Mergers and acquisitions can lead to more complex absence rules. This is because of the preserved absence rights of employees (TUPE). The Timegate Absence Module enables you to configure all the different absence rules your organisation needs.

WHY USE THE ABSENCE MODULE?

Absence is an everyday fact for any business that employs people. It can be for a multitude of reasons. Timegate's support for processing absence covers these areas including holiday and sickness, along with less obvious types of absence such as maternity/paternity leave, bereavement or even dental appointments. Absences can be both planned and unplanned. Timegate's absence management features will enable you to capture absence events and determine pay consequences.

Absence management is a sizeable business area. In the UK most workers who work a 5-day week receive at least 28 days' paid annual leave per year¹. Each employee has a National Living Wage of £8.72 per hour². Their average shift length is 8 hours. As a result, an employee has an "absence budget" of around £1,953 before sickness and other absences. If you add 10% to cover this, an average "absence budget" could be around £2,148 per employee.

Manual systems are often ineffective at calculating absence. There may be high levels of error and limited management information. Timegate calculates absence efficiently and effectively. It allows you to answer questions such as:

- How much absence has occurred?
- What type of absence was it? and
- How much did it cost us?

Besides providing management information, these answers help to ensure regulatory /legal compliance. Are you confident that your business honours employment contracts? Does it cover those associated with TUPE transfer staff?

The Absence module should provide a significant return on investment. These will likely fall into one of three areas:

- **Accurate Data.** We estimate manual absence and attendance management systems are at best 90-95% accurate. In contrast, the Timegate module can ensure 100% accuracy. A saving of 5% from more accurate management is worth £107 per employee per year³
- **Process Automation.** We estimate businesses deal with around 6 absence requests per employee each year. These take approximately 15 minutes of manual processing time to perform. Using Timegate can save in the region of 60 - 90 minutes per employee, per year. A saving of at least 5 minutes per transaction is possible using the Absence module. This translates into 30 minutes time saving per employee processed using Timegate. This results in a cost-saving of around £4.36 per employee per annum (based on National Living Wage of £8.72 per hour).
- **Management Information.** Timegate provides timely and accurate absence information down to the individual employee level. This will better inform management decisions. It will also enable you to meet your legal obligations. It's difficult to put a tangible value on this benefit, but it is likely to be significant.

Each year, using the Absence module could provide the benefit of around £110 per employee. Less tangible benefits are also achievable. These could include less staff churn as correct payments will be made

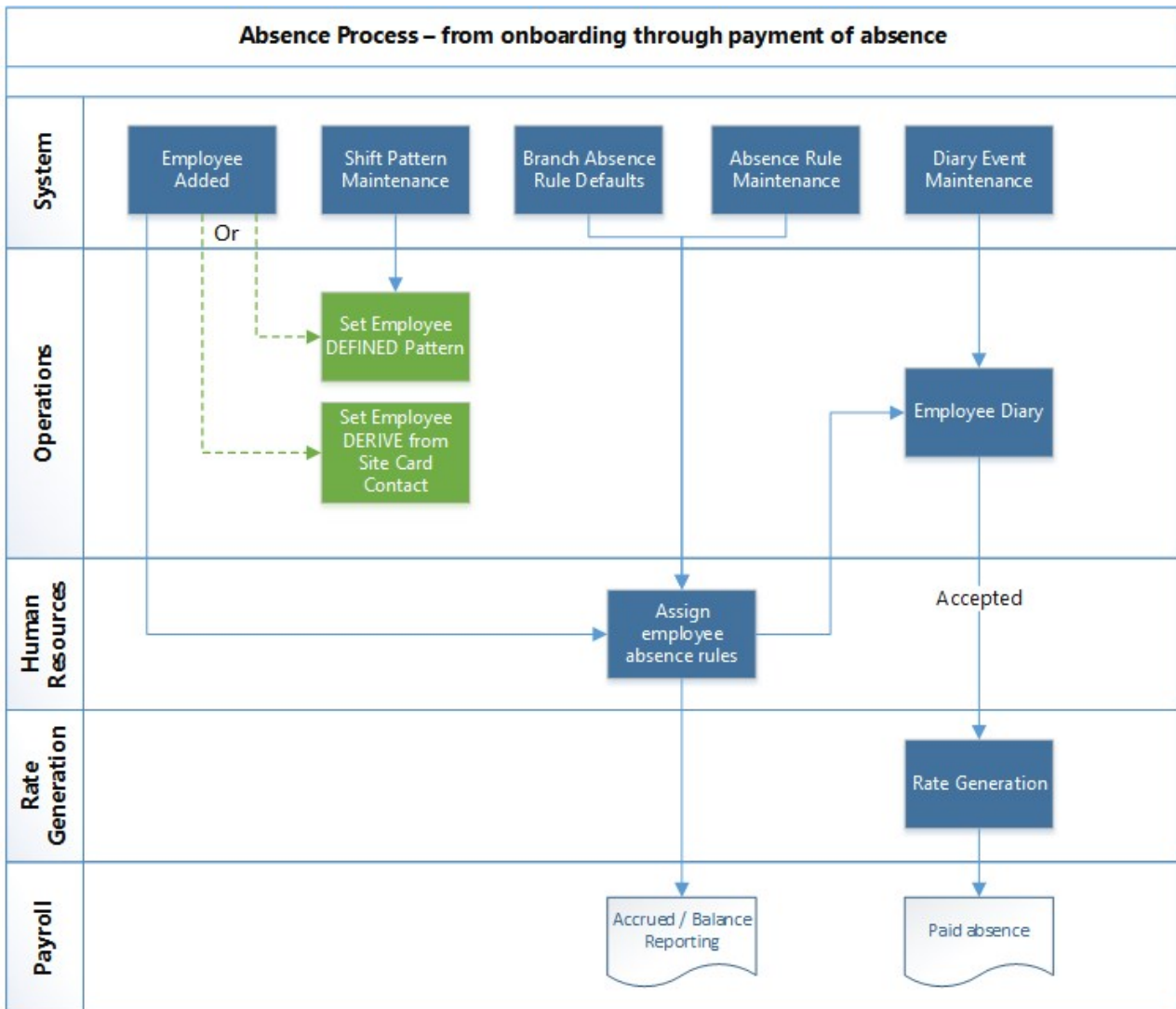
¹Government Digital Service (GDS). 2020. Holiday Entitlements. [ONLINE] Available at: <http://www.gov.uk/holiday-entitlement-rights>. [Accessed 09 November 2020]

²Government Digital Service (GDS). National Minimum Wage and National Living Wage Rates. [ONLINE] Available at: <http://www.gov.uk/national-minimum-wage-rates>. [Accessed 09 November 2020]

³Calculation: 5% of £2,148

WHAT MAKES UP THE ABSENCE PROCESS?

The following diagram shows the Absence Process from onboarding an employee through to the payment of absence. These areas are discussed in more detail within the main body of this document:



As you work through the optional Absence module related content, you will learn about how Timegate manages absence using the different system settings for absence processing. You will learn what will work for, and what will not work for your business based on your individual needs.

The basic principal of the absence module is that an absence rule is created. This defines:

- The type of absence (holiday, sickness etc.)
- How to calculate the daily hours
- What and how to calculate the daily rate
- The entitlement (contract multiplier rules are the exception)
- Whether the rule will track days or hours.



Please Note: Before you start to set up the absence functionality within Timegate you must have a clear understanding of the absence rules within your business. If Timegate is not configured correctly to mirror these rules, the system will generate inappropriate absence payments.

HOW DOES ABSENCE ALIGN TO THE SECURITY MODEL?

The Absence Module extends the existing functionality of Timegate to pay an employee based upon the various diary events have been added for them. It is recommended that you use the Desktop Client to review the Security Model, prior to making the Absence module live (you are presently unable to do this using the Web Client).

Item	Type	None	Allow	Full	Access Level
TimeXchange	Parent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Executive Dashboard	Parent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Portals	Parent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Operations	Parent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Full Control

Item	Type	Table Name	Field Name	None	Allow	Full	Access Level
Employee Diaries	Parent	N/A	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Full Control
General Diary Events...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Absence Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Sickness Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Holiday Diary Event E...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Parental Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Toolbar - Find Suitabl...	Function	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
General Diary Events...	Function	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Absence Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Sickness Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Holiday Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Parental Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
General Diary Events...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Absence Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Sickness Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Holiday Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Parental Diary Event ...	Function	N/A	N/A	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allow Access
Diary Event - T&S Tab	Sub Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Yearly Diary	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Monthly Diary	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Weekly Diary	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Weekly Range Diary	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Allow Overbooking of...	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Allow Absence to Exc...	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Allow Employee Aver...	Area	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Allow user to maintai...	Function	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Edit Absence times fr...	Function	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access
Edit Paid Event Duration	Function	N/A	N/A	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No Access

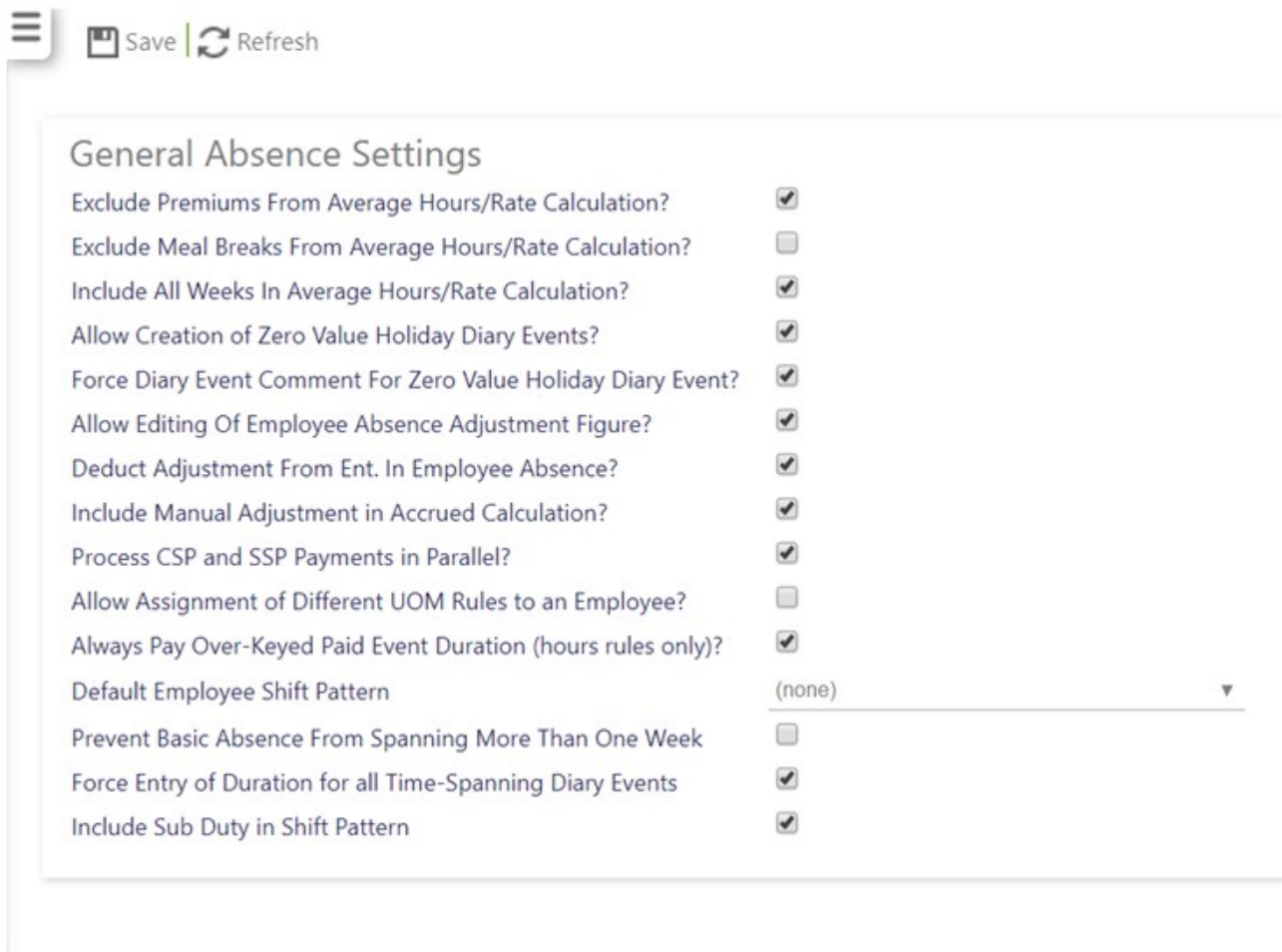
It is recommended that you use the Desktop Client to review the Security Model, prior to making the absence module live:

- Log in to the Desktop Client
- From the menu on the left hand side, Select **Users, Roles And Data Roles** (from under the Systems Administration area)
- Select the **Functional Roles** tab

- Select the **Functional Role** from the drop-down list that you wish to review / modify
- Review role - as necessary, make any changes:
 - Only authorised users should add Diary Events into Timegate that result in a payment being made and are allowed to take over the accrued entitlement for the year
 - Diary Event and Absence Rule Maintenance should be locked down
 - Absence Reporting
- Select **Save** from the toolbar

HOW DO I CONFIGURE THE ABSENCE GENERAL SETTINGS?

From **Admin | System | System Settings | Absence General** you will be able to configure the general settings for how absence is paid in Timegate. A screen shot of the various settings is shown:



The following table should help you, clarifying the meanings of the options presented, when you are completing the **General Absence Settings**:

Exclude Premiums From Average Hours/Rate Calculation?	Select to exclude premium values (not hours) from average calculations. If included (i.e. not selected), this would inflate the average rate. Many customers find these inflated rates undesirable
Exclude Meal from Average Hours/Rate Calculation?	Select to exclude meal breaks from average hours/rate calculations. If meal breaks are not excluded, then they could affect both the rate and the daily hours (as meal breaks don't pay anything but they do have a duration). Generally speaking most businesses will opt to exclude these
Include Holidays In Average Hours/Rate Calculation?	This setting is not used from Version 18.2 onwards, despite being displayed on the screen. If you are using 18.2 leave this clear. A check box is now available on the general diary event page, which will indicate whether diary events of that type are included in the average calculation. This means that sickness absence can also be included

Include All Weeks In Average Hours/Rate Calculation?	The average calculation is designed to ready back a minimum number of weeks and stop when a maximum is reached. This setting tells the system whether to only count weeks up to the minimum, or count as many weeks as possible if “empty” weeks are skipped. If clear, any weeks that contain no data are skipped and the routine reads back a further week for each “empty” week. If selected this could penalise those employees who’ve not worked a whole week
Allow Creation of Zero Value Holiday Diary Events?	By default, when creating a new paid diary event, when you select OK , a check is performed to see if the system thinks it can calculate any pay information. If not, then the diary event can’t be created. By selecting Allow Creation of Zero Value Holiday Diary Events? this behaviour is overridden
Force Diary Event Comment For Zero Value Holiday Diary Event?	This check box works in conjunction with the previous one. When Allow Creation of Zero Value Holiday Diary Events? is selected, if Force Diary Event Comment For Zero Value Holiday Diary Event? is selected, the user must enter a diary event comment before a zero value holiday diary event can be saved. Select to enforce the request for an audit comment before saving
Allow Editing Of Employee Absence Adjustment Figure?	Against a rule that is assigned to an employee, there is an adjustment figure. By default, this field is locked down once the rule has been assigned and the record save. Select Allow Editing Of Employee Absence Adjustment Figure? to enable the editing of this adjustment field after the record has been saved. This field is used to award (or penalise) an employee by awarding (or taking away) additional absence for the current absence year only (based on the scheme effective date)
Deduct Adjustment From Ent. In Employee Absence?	Select to show any adjustments in the Entitlement field
Include Manual Adjustment in Accrued Calculation?	Select to include adjustments in the accrued calculation
Process CSP and SSP Payments in Parallel?	When selected, Statutory Sick Pay (SSP) is paid on rest days, whilst Contractual Sick Pay (CSP) is paid on working days. The basic principal is that SSP is paid in between CSP days, rather than all the CSP being used up, before SSP is then paid - a method of managing the payment of sick pack by some companies (bespoke customer specific option)
Allow Assignment of Different UOM Rules to an Employee?	Select to allow change of UOM from days to hours or vice versa (bespoke customer specific option).

Always Pay Over-Keyed Paid Event Duration (hours rules only)?

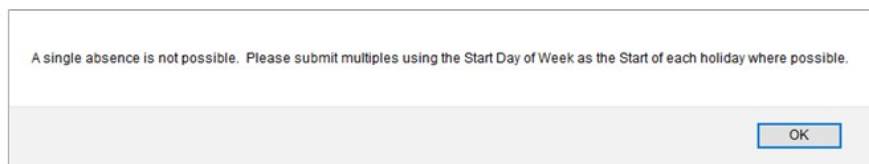
When creating a diary event, it will by default pay an employee hours based upon the duty, however, when **Always Pay Over-Keyed Paid Event Duration (hours rules only)?** is selected, more hours can be entered in place of the default hours from the duty

Default Employee Shift Pattern

Select from the drop-down list

Prevent basic absence from spanning more than one week

Select to prevent a basic absence time-spanning diary event from going across more than one week (i.e. across the start/end of a week). When selected, if the start day of week is a Monday (for example) and an employee tries to book absence that spans from Friday to Wednesday of the following week, they will be prevented from doing so. Instead, the user will need to create two separate diary events - one from Friday to Sunday, and then another one from Monday to Wednesday. By default **Prevent basic absence from spanning more than one week** is not selected. Only select to enable this feature. If selected, when a diary event is created that spans multiple weeks, the following error message is shown:



Force entry duration for all time-spanning Diary Events

By default this value is not selected. Most customers will not use this option, however, one or two will find it useful. When selected, this option forces the user to enter a duration for any time spanning event. It is not restricted to just holiday events

Include Sub Duty in Shift Pattern

This option is specifically for use with Shift Pattern/Site Rate Type absence rules. It controls how an employee is paid for their shifts, specifically when they book on once, but carry out various shifts on a number of sites, each with different hours and rates.

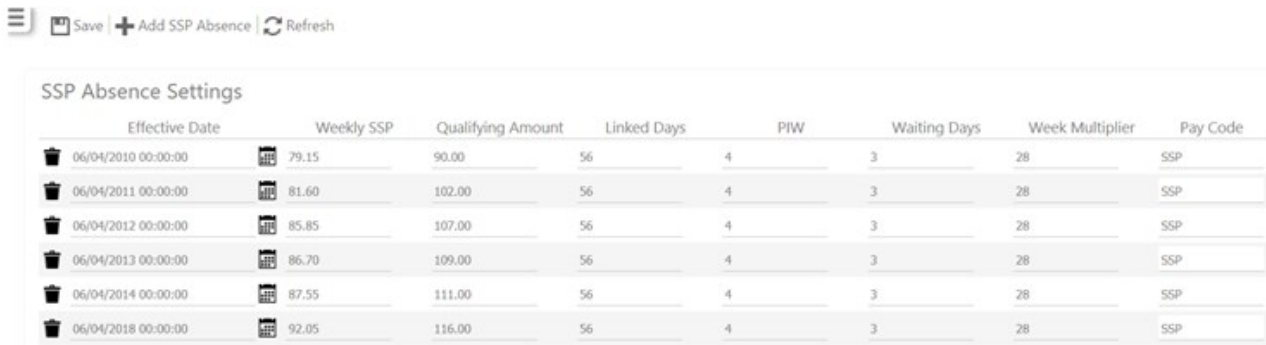
By selecting **Include Sub Duty in Shift Pattern** Timegate will take into account sub duty times, along with hour types and pay levels from employee's shift pattern when working out pay. When selected, the site for the duty will be read and the **Sub Duty Pay** drop-down value read to determine whether to build the shift pattern using one of either the:

- **Main and Sub Duty** (all parts of both the main and sub duty will be built into the employee's shift pattern)
- **Sub Duty Only** (sub duty information alone will be written to the shift pattern. The parts relating to the main duty will not be included in the shift pattern)

If this setting is unselected (the default value), then the building of a derived shift pattern will not change i.e. Payment will be made for the main duty only – no sub duty information will be loaded into the employee’s shift pattern for contracted duties on that site.

HOW DO I CONFIGURE STATUTORY SICK PAY?

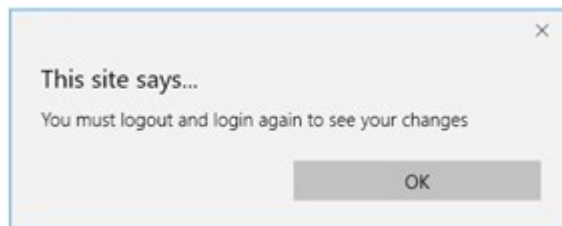
To configure how Statutory Sick Pay (SSP) is calculated, open the **Admin | System | System Settings | Absence SSP** page. A screen similar to the one shown below will be displayed:



Effective Date	Weekly SSP	Qualifying Amount	Linked Days	PIW	Waiting Days	Week Multiplier	Pay Code
06/04/2010 00:00:00	79.15	90.00	56	4	3	28	SSP
06/04/2011 00:00:00	81.60	102.00	56	4	3	28	SSP
06/04/2012 00:00:00	85.85	107.00	56	4	3	28	SSP
06/04/2013 00:00:00	86.70	109.00	56	4	3	28	SSP
06/04/2014 00:00:00	87.55	111.00	56	4	3	28	SSP
06/04/2018 00:00:00	92.05	116.00	56	4	3	28	SSP

To add a new **SSP Absence Setting** to calculate how SSP is paid:

- Select **+ Add SSP Absence**
- Complete the newly added row at the bottom of the screen (use the guidance below to understand each of the values in the row)
- Select **Save** to store your settings. You will be prompted to logout and log back in again to see your changes:



- Select **OK** and logout for the change to become operational

The following definitions explain the values in each row:

- Effective Date** Date that the SSP rule comes into effect for example 06/04/2020
- Weekly SSP** The weekly SSP amount in local currency e.g. £95.85 in the UK through tax year 2019-2020¹
- Qualifying Amount** Amount to be earned (before tax) before SSP is payable. This is worked out by

¹Based up: Government Digital Service (GDS). 2020. Statutory Sick Pay. [ONLINE] Available at: <https://www.gov.uk/guidance/statutory-sick-pay>. [Accessed 10 November 2020]

using the Average Weekly Earnings (AWE)¹ in the 8 weeks prior to the sickness being paid for example £120 in the UK through tax year 2019-2020

Linked Days

The maximum gap in days, between Sickness Diary Events before the Waiting Days are deducted before a payment is made for example 56 in the UK through tax year 2019-2020

PIWs (see below) are linked and treated as 1 PIW, if the gap between them is 8 weeks (56 days) or less. If all 3 WDs have not been used in the first PIW, use any remaining WDs at the start of the next or series of linked PIWs.

Entitlement to SSP is decided by applying the qualifying conditions to the first day on the first PIW, not the start of any later linked PIW. So if for example, an employee qualifies for SSP in the first PIW, but their earnings fall below the Lower Earnings Limit of £116, entitlement will continue during the second PIW, despite the fall in earnings. Meanwhile, if an employee does not qualify for SSP in a first PIW for any reason, they would not qualify in any later linked PIW²

PIW

Period of Incapacity for Work (PIW) - The number of days that the Employee must be ill before SSP is paid. A period of sickness lasting a given number of days or more in a row. In the UK, this is presently 4 days, with all days of sickness counting towards the total number of days in a PIW, including bank holidays, weekends and non working days

Waiting Days

SSP is not payable for the first 3 Qualifying Days (QDs)³ in a PIW - these are called Waiting days (WDs). They are not always the first 3 days of the sickness absence as the employee may be sick on non-QDs, for example weekends. In the examples below, the employee is sick for 1 week Monday to Sunday

¹AWE must include all earnings on which Class 1 National Insurance contributions (NICs) are due, or would be due if they were high enough. SSP entitlement depends on your employee's AWE in a relevant period. For the tax year 2019 to 2020 the AWE must be £120 or more. All earnings paid in that relevant period are divided by the number of days, weeks or months in that relevant period (Source: Government Digital Service (GDS). 2020. Work out your employee's Statutory Sick Pay. [ONLINE] Available at: <https://www.gov.uk/guidance/statutory-sick-pay-manually-calculate-your-employees-payments>. [Accessed 10 November 2020])

²Linked Days example - Based up: Government Digital Service (GDS). 2020. Work out your employee's Statutory Sick Pay. [ONLINE] Available at: <https://www.gov.uk/guidance/statutory-sick-pay-manually-calculate-your-employees-payments>. [Accessed 10 November 2020]

³Qualifying Days - These are the only days that you can pay SSP for, and count as waiting days. They are the days that your employee normally works i.e. their contracted working days. You can decide not to use contracted working days, for example if your employee works a varied or alternative working pattern each week. You must agree them with your employee. Source: Government Digital Service (GDS). 2020. Work out your employee's Statutory Sick Pay. [ONLINE] Available at: <https://www.gov.uk/guidance/statutory-sick-pay-manually-calculate-your-employees-payments> [Accessed 10 November 2020]

Employee works (QDs)	PIW	Number of waiting days	Number of QDs SSP is payable for
Monday to Friday	7	3	2 (Monday, Tuesday, Wednesday are WDs SSP due for Thursday and Friday)
Tuesday, Thursday, Friday	7	3	0 (Tuesday, Thursday and Friday are WDs)
Tuesday, Wednesday, Thursday, Friday	7	3	1 (Tuesday, Wednesday and Thursday are WDs, SSP due on Friday)

Week Multiplier

The number of weeks that SSP is paid

Pay Code

This is used to tell the Payroll system how to classify the payment when sent on an interface



Please Note: The rules above do not include those providing financial support to individuals who cannot work because of Coronavirus (COVID-19)

HOW DO I VIEW ABSENCE DIARY EVENTS?

How to get there: **Admin | General | Diary Events**

From this screen (and it's associated **Add a Diary Event** sub-screen), Diary Events can be viewed and set up.

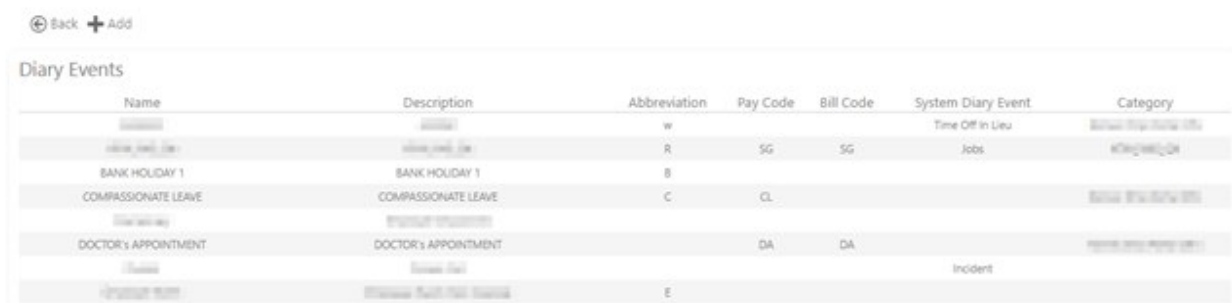
In addition to Diary Events, these tables hold all of the comment types used for handling conflicts when validating schedules. A selection of diary events is included in the system as part of the initial implementation. These items can be added or removed as required.

Diary events span a specific period for example several hours, days or weeks. In general, they are events that can be planned. Examples of such events may include annual holiday, maternity leave, paternity leave and training.

Other event types could also be recorded as Diary Events. For example, an individual incident such as a disciplinary. These events will be placed in the Employee Diary at the specified day and time.

In addition to the events themselves, these tables also hold all of the comment types used for handling conflicts when validating schedules.

A selection of diary events is included in the system as part of the initial implementation. These items can be added to, or removed as required. The screen shown below is the **Diary Events Settings** page:



Name	Description	Abbreviation	Pay Code	Bill Code	System Diary Event	Category
W		W			Time Off in Lieu	Time Off in Lieu
R		R	SG	SG	Jobs	Time Off in Lieu
BANK HOLIDAY 1	BANK HOLIDAY 1	B				Time Off in Lieu
COMPASSIONATE LEAVE	COMPASSIONATE LEAVE	C	CL			Time Off in Lieu
DOCTOR'S APPOINTMENT	DOCTOR'S APPOINTMENT		DA	DA		Time Off in Lieu
					Incident	
E		E				

This table explains the various values shown on screen:

- Name** Descriptive name of the diary event type
- Description** Description of the diary event type
- Abbreviation** A single letter abbreviation that makes the event recognisable when added to the Employee diary
- Pay Code** This is the code which is sent to the payroll
- Bill Code** The Bill code for the event
- System Diary Event** These values are used to flag Holiday and Sickness type events. Within the Absence Management Module they indicate that a potential payment could be made:
 - Employee Sickness

- Injury on Duty
- Time Off in Lieu
- Employee Holiday
- Incident
- Absence
- Parental Absence

Category

A Diary Events category that can be used for reporting purposes

HOW DO I ADD A NEW DIARY EVENT PAGE?

- Firstly, open **Admin | General | Diary Events |**
- Select **+ Add** is selected from the **Diary Events Settings** page, the following sub-screen is displayed:

- Complete the various settings using the information below to help:

General

Name Mandatory descriptive name of the diary event type

Description Mandatory description of the diary event type

Abbreviation A single letter abbreviation can be added to the event so it can be easily recognisable when added to the Employee diary.

There are reserved letters of “D” for Duty and “R” for Rest Day that cannot be used, however, lower-case “d” and “r” could be used instead.

- Using a combination of colour (see below) and letter could give a good indication of the Diary Event without drilling into the detail. For example,
- Holiday Request could be Green Background with an “r”
- Paid Holiday could be Green Background with an “H”
- Holiday Unpaid could be Green Background with a “U”
- Holiday Rejected could be Green Background with an “X”

System Diary Event

System Diary Events links with incident recording within both the diary and absence management.

The System Diary Event should be left as (None) otherwise the System Diary Event listed as Incident is used in conjunction with the incident log to record diary events as incidents (for example, Duress calls and similar).

Within the optional Absence Management Module, the System Diary Events are used to flag Holiday and Sickness type events.

The System Diary Events listed below are shown in the drop-down list. They are used to tell the Absence Management Module that a potential payment could be made:

are used to flag Holiday and Sickness type events. They are selected using a drop-down list. Within the Absence Management Module that a potential payment could be made:

- Employee Sickness - used for all Sickness Payments such as SSP and Company Sick Pay Schemes
- Injury on Duty - used where the Employee is paid for being injured whilst on duty and not through the standard Sickness schemes
- Time Off in Lieu - used where Time Off in Lieu is to be given as paid leave
- Employee Holiday - used for all holiday payments
- Absence - used for payments that are more generic such as Jury Service, Compassionate Leave and Suspension Pay
- Parental Absence - used for Payments such as Paternity and Maternity Pay



Please Note: The System Diary Events listed as Employee Contract End and Jobs are no longer in use within Timegate v18.2 onwards, therefore, they should be ignored

Employee Status

Use this option to select the status of an Employee. Options for employment status are as follows:

- Active - Actively Employed
- Leaver - Leaver
- Pre-emp - Pre-employment
- Probation Period
- Suspended
- Vetting Failed - Vetting Failed
- Vetting in Progress - Vetting in Progress
- Vetting Complete - Vetting Complete

Category

This option has been provided to enable you to group Diary Events by category for reporting purposes (Diary Event Categories are created/managed/deleted from within the **Admin | General | General Maintenance | Diary Event Categories** setting page)

Fill Colour

Select background fill colour of this type of diary event (when displayed on the diary

screen) - by default this is white (#FFFFFF)

Text Colour

Select text colour for this type of diary event (when displayed on the diary screen)- by default this is black (#000000)

Note

Show in note monitor

Select this option to ensure that the event shows up in the Note Monitor

Show in note filter

Select this option to ensure that the event is displayed in the Note Filter

Function Role

Function Role

This setting enables you to control who can see, create and edit this type of diary event. If a diary event is relevant for a user's function role (function role(s) selected here) they will be able to see the event and be granted access to it.

Select the magnifying glass to choose the functional role(s) you wish to assign to the diary event. Once selected, confirm by selecting **Select**:



Please Note: The function role will only be checked at the point the user attempts to add/edit a diary event. If an existing diary event is of the type unavailable to the user, the Edit will not be available. If the user is able to access the Diary Event page (e.g. add or selecting a permitted type), the selector drop down will prevent the user selecting a type for which they have no access.

Diary

System Diary Event

Select from the drop down list

Allow Duty Overlap

Select **Allow Duty Overlap** to ensure that by default that the given diary event can be overlapped by other duties

Delete duty

By selecting this option, Timegate is being configured to allow a diary event to be created that will remove the duty (and the Employee) from duties that fall in that diary event range.

This will only occur if the Employee is in the scheduled or operational phase of the duties

Allow Diary Overlap

Select **Allow Diary Overlap** to ensure that by default that the given diary event can be overlapped by other diary events

Time Spanning

Time Spanning indicates that the event will have a start and finish time, as opposed to being an event that happens at a single point in time

Allow Duty Intersect

When selected, allows a diary event to intersect with a duty start and/or finish time.



Please Note: This is different from Allow Duty Overlap, which will disallow any overlap between duties and diary events if not switched on

Allow as Duty Comment

If selected, when adding or amending a duty, a pop-up will be displayed with a comments box so that comments can be made about the change. This will be recorded

Write Duty Comment To Diary

If selected, when a duty comment is written to diary, it is displayed as well as stored

Show in Employee Portal

When selected (by default) diary entry will be visible in the Employees portal so that they can see it. You may wish to disable this to hide confidential/personal content or other details that you do not want to be displayed in the diary

Finance

Pay Code

Enter your **Pay Code** the drop-down list (this is the code which is sent to the payroll).

This is used to tell the Payroll system how to classify the payment when sent to a third

party solution using the interface



Please Note: Not all interfaces send Absence Information, contact your TEAM Software representative for further clarification.

The Pay Code is normally linked to a Pay Element in Payroll and therefore must exist in the Payroll System before being used in Timegate.



Please Note: Values of over 10 characters long should be entered into the **External Pay Code** field below

Bill Code	Select Bill Code the drop-down list - Only used within the Absence Management Module Please be aware: Values of over 10 characters long should be entered into the External Bill Code field below as this field is restricted to 10 characters only, whilst the one below have the space for 50 characters.
Include in Absence Calculations	Select to include when calculating absence - Only used within the Absence Management Module. When selected this: <ul style="list-style-type: none">• Includes the diary event into average calculations• Includes the diary event into accrual amounts so the event accrues holiday
External pay Code	Unique payroll number for exporting to those systems that require of 10 or more characters
External Bill Code	Unique billing number for exporting to those systems that require of 10 or more characters

Diary event request markers are automatically created when a specific task hits a new stage. The three stages that are currently implemented are Started, Accepted and Rejected. An example of use would to assign a Rejected request marker against a holiday request, this would then mark the employee's diary when a holiday had been rejected. To configure these, you need to have diary events with the following settings selected:

- System Diary Event = None
- Allow Duty Overlap = On
- Allow Duty Intersect = On
- Delete Duty = Off

- Allow Diary Overlap = On
- Time Spanning = On

Once configured, the user will be able to assign the marker against a help desk task, under the Diary Event Markers field.

HOW ARE SHIFT PATTERNS CREATED?

For absence to pay accurately, rate generation needs to know on which days an employee is working. For this, Timegate can build and track shift patterns. These are either Derived or Defined. Simply put:

- [Derived Shift Patterns](#) are defined from a site's contract times that an Employee has been assigned to
- [Defined Shift Patterns](#) are defined in an Employee's **Shift Pattern** tab

In the sections below, the two shift patterns will be defined in more detail.

WHAT IS A DERIVED SHIFT PATTERN?

A derived shift pattern is built automatically from the site contract times. An employee could be contracted to work on multiple sites on various work patterns. As changes are made to a site contract, the derived shift pattern for any affected employees is re-built automatically. There is configuration in Timegate that dictates how far in advance the shift pattern is built (this is normally six months). A derived shift pattern can “tell” Timegate the sites that an employee is due to work on any given day, as well as the start and finish time, hour type and pay level of each of those duties.

Derived Shift Patterns can be found at: **Set Up | Sites | Contract Times**

WHAT IS A DEFINED SHIFT PATTERN?

A defined shift pattern can be manually built on an employee by employee basis. Every employee in the system, in theory, could have a different defined shift pattern. When creating a defined shift pattern, you should decide the weeks in rotation, along with which days are work days and which are rest days. A defined shift pattern does not know the sites that an employee works upon, on a day-by-day basis. A defined shift pattern prevents certain rule types from being assigned to an employee.

Defined Shift Patterns can be found at: **Set Up | Employee | Shift Pattern**

WHICH SHOULD I USE, A DERIVED OR A DEFINED SHIFT PATTERN?

Simply put, it depends upon what you are trying to do.

For those employees who do not work set shift patterns, customers will generally put them on a defined shift pattern where every day is a work day.

When an employee requests a holiday, it's up to the Timegate user to determine how many days they would have worked in a week.

A derived shift pattern is more accurate. Generally, when an employee requests a week's holiday, a diary event will be created covering the whole week. They may only, however, be due to work three days in that week, but the derived shift pattern will "know" this and only pay them for those days.



Please Note: It is possible to use the Absence module without creating an employee shift pattern, but this can lead to unexpected results. It is recommended that a shift pattern be created for any employee who is to be paid absence.

HOW ARE ENTITLEMENT METHODS CALCULATED?

An entitlement is how many hours / days absence the employee is able to take for each period for example a holiday entitlement of 25 days per year. A period in Timegate is a year. Within Timegate, the period can be set up to run from any date. It will always end a year later. The period start date is dependent upon the business rules. The choice is yours as of to how you set this up:

- Set all employee period start dates to the 1st January
- Set all employee period start dates to the 1st April
- Set each individual employee's period start date to be the same date as of which they joined the company

There are four different ways an entitlement can be calculated within Timegate. These are explained in the table below:

Entitlement Method	Description of Entitlement / Method of Calculation
Defined (Default)	Based upon the Entitlement Unit / UOM (Unit Of Measure) , a given amount of absence per period (for example 28 days holiday a year). This may be for the given holiday period, if the entitlement type is fixed. If it is a Rolling type of entitlement it will be for the previous period
Accrued	<p>This way of calculating entitlement is based upon the theory that absence entitlement is built up (or Accrued) as hours (or a value) that has been worked by an employee in the current holiday year (Fixed type) or previous (Rolling) year. The more hours an employee works, the more entitlement they earn.</p> <p>In Timegate, you enter a percentage for the rate at which absence entitlement is Accrued. in the case of current UK legislation, whereby 28 days holiday a year is the statutory minimum, the percentage you enter would be 12.07%¹.</p> <p>The entitlement is calculated by looking at how many hours have been worked from the start of the absence period until the current date and multiplying that by the accrued percentage.</p> <p>For example if an employee has worked 800 hours to date within the current period, their entitlement would be 800 hours x 12.07% = 96.56 hours.</p> <p>When calculating using this method, it is important to enter the correct value. Often, users set this to 100% - thereby meaning that the employee has a hundred percent holiday!</p>
Contracted Multiplier	<p>The Contract Multiplier is used for working out absence entitlement on a pro-rata basis. The employee is entitled to x units (weeks) multiplied by the number of contracted hours or working days (depending on UOM of hours or days) of the employee as defined in Employee Absence.</p> <p>For example the Contract Multiplier amount might be set to 5.6 weeks per year (28 days)</p>

¹The 12.07% multiplier for accrual is worked out as follows - 28 days is 5.6 weeks' holiday entitlement per year. This is then divided by 46.4 weeks (52 weeks – 5.6 weeks). The 5.6 weeks are excluded from the calculation as the employee wouldn't be working during the 5.6 weeks to accrue their 28 days of annual leave.

Entitlement Method Description of Entitlement / Method of Calculation

the current UK statutory minimum (including public and bank holidays).

The employee's weekly working days or hours are then defined against their own employee record.

If the rule is days and the working days is set to 4 (4 days per week), then their annual entitlement would be $5.6 \text{ weeks} \times 4 = 22.4 \text{ days}$.

If the rule is set up as an hours rule, and they work 40 hours per week, then their entitlement would be $5.6 \times 40 = 224 \text{ hours}$.

Contracted Multiplier Derived The **Contracted Multiplier Derived** method is used to counter problems with calculating entitlement with a simple **Contract Multiplier**.

When using a simple **Contracted Multiplier** method to calculate absence entitlement, it doesn't take into account that an employee may move from one contract to another. For example, if an employee moved from working three days a week to a four day a week pattern, unless a Timegate user remembers to change their working days, the employee would be penalised, i.e. their entitlement would be less than it should be. Alternatively, if they switched from four days to three days, their entitlement would be more than it should be.

The **Contracted Multiplier Derived** method takes the employee contracted hours / working days (including diary events) each night as part of the daily balance overnight processing job, and uses these to work out the entitlement.

The processing looks back over x weeks and determines the average hours and days per week the employee has worked.

This gives a much more accurate view of their work pattern and their entitlement.

Any changes are also audited against the employee when either the previous hours or days differed to those of the current day.

This is capped at the maximum contracted hours / days.

HOW ARE HOURS AND RATES CALCULATED FOR DIFFERENT PAYMENT METHODS IN RULES?

The table below explains how the hours and rates are calculated for each of the payment methods:

Payment Method	Description of Payment / Method of Calculation
Standard	<ul style="list-style-type: none"> • Hourly Rate is calculated from the Standard Absence Hourly Rate as set in Employee Absence for the Effective Date on or before the Diary Event. <ul style="list-style-type: none"> • If the Employee is on a Derived Shift Pattern, the Daily Hours comes from the Standard Absence Daily Hours as set on the Employee Absence for the Effective Date on or before the Diary Event • If the Employee is on a Defined shift pattern, the Daily Hours will first come from the Standard Absence Daily Hours. If the System Setting Absence Pay over keyed Paid Event Duration Hours is selected and the Entitlement UOM is hours, or the Standard Absence Daily Hours is 0, the daily hours will come from the shift pattern hours
Average	<ul style="list-style-type: none"> • Looking at the previous number of maximum calculation weeks, the duty duration and pay is summed. Once the number Average Calculation weeks is met, skipping any weeks with no duties, counting is finished • If no duties are found, or the Employee has started in the current count weeks, the daily hours and rate come from the Employees Average Daily Hours and Average Daily Rate as set on the Employee Pay Details • If the Absence Scheme Average Settings are to use Days in period and pay working days, the average daily hours and rate will be the average of all found duties and rate <ul style="list-style-type: none"> • AVERAGE DAILY HOURS = (TOTALMINUTESCOUNTER / 60.0) / (TOTAL DUTIES AND DIARY EVENTS) • AVERAGE HOURLY RATE = TOTAL DUTY AMOUNT PAID / (TOTAL DUTY MINUTES / 60.0) • Otherwise, the average daily hours and rate will be the average hours divided by the normal working week. The average rate will be the average of all rates <ul style="list-style-type: none"> • AVERAGE DAILY HOURS = ((TOTALMINUTESCOUNTER / 60.0) / AVERAGE CALC WEEKS) / NORMAL WORKING WEEK • AVERAGE HOURLY RATE = TOTAL DUTY AMOUNT PAID / (TOTAL DUTY MINUTES / 60.0)
Never Auto Calculate (Limited Support)	<ul style="list-style-type: none"> • Employee averages are calculated in a customer specific stored procedure that runs overnight to populate the Employee Averages table • If this is greater than the Maximum / Minimum Average Paid Hours, then the hours

Payment Method	Description of Payment / Method of Calculation
	<p data-bbox="448 152 663 181">will be truncated</p> <ul data-bbox="419 215 1449 383" style="list-style-type: none"> <li data-bbox="419 215 1390 282">• Average Daily Hours and Average Daily Rate are then from the Employee averages table <li data-bbox="419 315 1449 383">• The daily hours and rate are then capped at the minimum / maximum average paid rate and hours
Average Employee Basic Rate	<ul data-bbox="419 461 1477 831" style="list-style-type: none"> <li data-bbox="419 461 999 490">• Can only be used with derived shift patterns <li data-bbox="419 524 1477 591">• This is the same as Average, but the Average Hourly Rate always comes from the Basic Employee Rate (i.e. it is not site specific) <li data-bbox="419 624 1469 736">• Hours are calculated by reading back through x weeks of Duty Rates records (defined by the rule) and dividing that figure by the number of weeks that contain data and the number of work days per week <li data-bbox="419 770 1406 837">• Rate is taken from the employee's basic rate as per Set Up Employee Pay Details Absence Setting
Average Contracted Hours and Rate	<ul data-bbox="419 909 1485 1200" style="list-style-type: none"> <li data-bbox="419 909 1485 1021">• This is the same as Average, but then the Average Daily Hours will come from the hours per day the Employee should be contracted to work, as set in Employee Absence, Contracted Hours and Working Days <li data-bbox="419 1055 1158 1084">• Can be used with both defined and derived shift patterns <li data-bbox="419 1117 1262 1146">• Hours are taken from the shift pattern (either defined or derived) <li data-bbox="419 1180 1182 1209">• Rate is calculated in the same way as for the Average type
Average Shift Pattern Site Rate	<ul data-bbox="419 1279 1485 2013" style="list-style-type: none"> <li data-bbox="419 1279 999 1308">• Can only be used with derived shift patterns <li data-bbox="419 1341 1485 1453">• Looking at the previous number of maximum calculation weeks, the duty duration and pay is summed. Once the number Average Calculation weeks is met, skipping any weeks with no duties, counting is finished <li data-bbox="419 1487 1485 1599">• If no duties are found, or the Employee has started in the current count weeks, the daily hours and rate come from the Employees Average Daily Hours and Rate as set in Employee Pay Details <li data-bbox="419 1632 1485 1744">• For Defined Shift Pattern, the rate will always be the post pay rate standard absence hourly rate for the effective date on or before the duty as set in Employee Absence <li data-bbox="419 1778 1485 1912">• For a Derived Shift Pattern, the rate will be based of the pay method for that pay level; Table Rate, Employee Basic Rate, Greater of Base or Table Rate, Lesser of Base or Table Rate. This is multiplied by any Pay Multiplier or Bill Column if this is 0 <li data-bbox="419 1946 1485 2013">• The daily hours are then calculated from the sum of all the hours and rate, divided by the normal working week value

Payment Method	Description of Payment / Method of Calculation
Average Shift Pattern Absence Rate	<ul style="list-style-type: none"> If the Absence Scheme has average days to use as days in period and paid days of working days, the daily hours are divided by the total duties and the Hourly rate by the total hours As Average Shift Pattern Site Rate, but the rate will always come from the Employee Standard Absence Rate. Uses Average Daily Shift Hours calculated by reading back through x weeks of the Derived Shift Pattern (defined by the rule) and dividing that figure by the number of weeks that contain data and the number of work days per week Rate is taken from the employee's Standard Absence Hourly Rate from Set Up Employee Pay Details Absence Setting
Shift Pattern Site Rate	<ul style="list-style-type: none"> An Employee on a Derived shift pattern will be paid the rate and hours they are expected to be paid on that day If this is 0 or the Employee is on a Defined shift pattern, it will fall back to the Employees Standard Daily Hours and Standard Absence Hourly Rate If this is 0, it will fall back to the Branch Standard Daily Hours and Standard Absence Hourly Rate for the Employees branch
Shift Pattern Absence Rate	<ul style="list-style-type: none"> The hours and rate will always come from the Employees Standard Absence Hourly rate and Standard Daily Hours Hours are taken from the Derived Shift Pattern table for each day in the diary event. Rate is taken from the employee's Standard Absence Hourly Rate from Set Up Employee Absence
Average Hours and Site Rate	<ul style="list-style-type: none"> For the Hours, same as Average For the Rate, same as Shift Pattern Site Rate Hours are calculated by reading back through x weeks of Duty Rates records (defined by the rule) and dividing that figure by the number of weeks that contain data and the number of work days per week Rate is calculated based on the site, hour type and pay level for each day within the derived shift pattern
Contracted Hours and Average Composite Rate (Composite Hours/Average	<ul style="list-style-type: none"> This rule is very specific and to the best of our knowledge, only used by one of our customers. It is unlikely that this will be the way for you to calculate average hours and rates. <p>The calculation of the hours is simply calculated by dividing contracted days into contracted hours (as defined on the employee absence tab). The rate is a little</p>

**Payment Method
Rate)**

Description of Payment / Method of Calculation

more complex. The calculation of the average hourly rate is pretty much a “standard” average calculation as per the standard average hours/rate calculation, with the exception of excluding any weeks data where that week contained any sickness.

This is capped by the **Minimum / Maximum Average paid hours**

- The calculation of the composite hours is more complex using the following formula:

```
Composite Daily Hours = (((((AverageHoursPerDay /  
EmployeeContractedDaysPerWeek) * AverageDaysPerWeek) *  
(EmployeeContractedDaysPerWeek * StandardEntitlement)) +  
(ContractedHoursPerDay * (EmployeeContractedDaysPerWeek * BHEntitlement))) /  
((EmployeeContractedDaysPerWeek * StandardEntitlement) +  
(EmployeeContractedDaysPerWeek * BHEntitlement)))
```

**Contracted Hours
and Greater of
Average/Basic Rate**

- This rule enables you to pay absence where if the calculated average hourly rate is greater than an employee’s current hourly pay rate then that average hourly rate should be used, but if the calculated average hourly rate is less than an employee currently hourly rate, then the current hourly rate should be used.
- The hours are the employees contracted hours, their working days / daily hours.
- The rate is the employees average rate, if this is higher than their employee basic rate (just basic rate, not site rate).
- Rate is the employees basic rate, if this is higher than their average rate.

The following scenarios illustrate how this works

An employee is contracted to 40 hours per week over 5 working days currently at £10 per hour (but £9) last year before pay rise.

Scenario 1

- Earnings over the last eligible 52 weeks are £18,720.00
- Weekly average is £18,720.00 / 52 weeks, gives £360.00 per week
- £360 per 40 hour week equates to £9.00 per hour (calculated hourly rate)
- The rule states, pay £9.00 but IF < THAN £10.00, pay £10.00 per hour
- Individuals calculated hourly rate is therefore £10.00

Scenario 2

- Earnings over the last eligible 52 weeks is £25,600.00
- Weekly average is £25,600.00 / 52 weeks, gives £492.30 per week
- £492.30 per 40 hour week equates to £12.30 per hour (calculated hourly rate)
- The rule states, pay £12.30 but IF < THAN £10.00, pay £10.00 per hour

Payment Method Description of Payment / Method of Calculation

- Individuals calculated hourly rate in this scenario is therefore £12.30

WHAT IS AN OCCURRENCE IN RELATION TO AN ABSENCE RULE?

The concept of Occurrences is used predominantly by companies that offer a sick pay scheme in addition to SSP. An employee for example, might be entitled to full pay for four weeks before then moving onto SSP as part of their terms of employment. An occurrence can be set up within Timegate and then assigned to an absence rule to enable the appropriate actions to be undertaken i.e. pay at a full rate for four weeks and then pay at SSP level

Whilst it's possible to create an occurrence for any type of absence rule (holiday, sickness, parental, etc), occurrences are generally only used within a sickness context.

DO I NEED A SERVICE BASED OR FIXED ENTITLEMENT RULE?

When setting up an absence rule, when setting the entitlement at the rule level (as opposed to using a contracted multiplier or accrued rule type), the entitlement can be set based on length of service.

For example, a company may offer new starters 20 days holiday. Each year, they gain an extra day of holiday, that increases to a maximum of 25 days.

It's possible to configure an absence rule to allow for this behaviour. You can even apply "occurrences" against each of these entitlements.

On the absence rule, you select Fixed or Service to configure the rule to either used a fixed entitlement or one based on length of service.

WHAT IS OVERNIGHT BALANCE AND DIARY EVENT RE-RATE GENERATION PROCESSING?

Overnight balance and diary event re-rate generation are enabled through a recurring job that runs each night. This balance information includes such information as entitlement, UOM (days/hours), taken, booked, approximate cost of taken/booked, accrued etc. Employee contracted hours / working days averages are also worked out each night. Finally, a set of reports that detail absence balances on a daily basis also depend upon this task taking place.

To enable this processing, a recurring job task that runs each night needs to be set up. You should speak to your Innovise representative to ensure that this is done for you.

HOW DO I FIND/VIEW/EDIT/SET UP AN ABSENCE RULES?

Over time, successful business grow - be that organically, through acquisition of, or merger with other companies. When growth is organic, absence management should generally be straight forward with only a small amount of rules being implemented to govern employees absence. However, mergers and acquisitions result in greater complexity with the potential for many different rules based upon the preserved rights of employees (TUPE). Timegate will enable you to configure as many absence rules as are necessary to manage absence within your organisation. This section of the guide looks specifically at how you can set up your own absence rules.

Finding Absence Rules (Search Screen)

You can search for Absence Rules from **Admin | Finance | Absence Rule:**

The screenshot shows the 'Absence Rules' search interface. At the top left, there is a 'Back' button and an 'Add' button. Below them is a search box with the text 'Search' and a search icon. Three callout boxes are overlaid on the interface: one pointing to the 'Add' button with the text 'Add new Absence rule', one pointing to the search box with the text 'Enter search criteria', and one pointing to a row in the table with the text 'Absence rules (select to view)'. The table below has columns for Name, Description, System Diary Event, Diary Event, and Active.

Name	Description	System Diary Event	Diary Event	Active
18.0 Days	When absent for 18 days due to illness	Employee Sickness	Sickness	✓
18.0 Days	-/0/	Employee Holiday		✓
18.0 Days	-/0/	Employee Holiday		✓
18.2 Days	-/0/	Employee Holiday		✓
18.0 Days	-/0/	Employee Holiday		✓
18.7 Days	-/0/	Employee Holiday		✓
18.1 Days	-/0/	Employee Holiday		✓
18.0 Days	Contracted-Derived	Employee Holiday		✓
18.4 Days	-/0/	Employee Holiday		✓
18.0 Days	Contracted	Employee Holiday		✓
18.4 Days	Contracted-Derived	Employee Holiday		✓
18.0 Days	Contracted-Derived	Employee Holiday	Holiday (Events)	✓

Searching is completed by either manually scanning and scrolling through the list of Absence Rules, or by entering your search criteria into the Search box. As you enter the term, the search is conducted, automatically displaying a subset of the Absence Rules based on your criteria. In the example below, the term “contracted” has been entered, filtering the results to the three that match:

The screenshot shows the 'Absence Rules' search interface with the search term 'contracted' entered in the search box. The results table shows three rows:

Name	Description
Cleaning Holiday Contracted	Cleaning Holiday Contracted
contracted	contracted
Contracted-Derived	Contracted-Derived

Viewing and editing an existing Absence Rule

Once you have located the Absence Rule you wish to view or edit in **Admin | Finance | Absence Rule**

1. Select it's name
2. View the content of the rule from the following screen:

Back Save

Absence Rule (Not In Use)

General

Name* System Diary Event*

Description Diary Event

Automated Rule Allow Overbooking

Active

Entitlement Settings

Entitlement Method Entitlement Type

Entitlement Unit

Carried Forward

Max Carried Over Hours

Max Paid Hours

Cut Off Method

Payment Settings

Payment Method

Average

Max Calc. Weeks

Avg Calc. Weeks

Normal Working Week

No Min. Weeks

Avg. Days To Use

Avg. Paid Days

Min. Avg. Paid Hours

Max. Avg. Paid Hours

Effective Dates

Effective	Finish	Entitlement Percent	Entitlement Hours
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Occurrences

No.	Wait Days	Max Unit	Entitlement Unit	Percentage	Using	Then	Remainder Unit	Entitlement Unit	Percentage	Using	Value
-----	-----------	----------	------------------	------------	-------	------	----------------	------------------	------------	-------	-------

3. Edit as required
4. Select **Save** once all changes have been made
5. Alternatively, to stop changes being saved, select **Back**

Adding a new Absence Rule

From the **Admin | Finance | Absence Rule** screen:

1. Select **Add**
2. Configure the Rule. When adding and configuring a new Absence Rule, the content of the screen is limited, until choices are made about the configuration of the rule, along with it's effective date, and the rule is saved. An example of the **Add New Absence Rule** screen is shown below:

Back Save

Absence Rule (Not In Use)

General

Name* System Diary Event*

Description Diary Event

Automated Rule Allow Overbooking

Active

Effective Dates

Effective	Finish	Entitlement Percent	Entitlement Hours
-----------	--------	---------------------	-------------------

Not In Use is initially displayed as part of the title for the absence rule. As you assign rules to employees, the total number of employees using this rule will be shown here.

3. Select **Save** once all changes have been made
4. Alternatively, to stop changes being saved, select **Back**



TIP: Several of the screen areas above will only be displayed if certain settings, indicated above are selected. If a value is not required for a certain configuration of an **Absence Rule**, it is not visible on the screen. This removes any confusion for the user when they are entering their details. It also ensures only the necessary details need be entered.

WHAT DO THE DIFFERENT VALUES MEAN WHEN SETTING UP AN ABSENCE RULE?

When adding/editing an Absence Rule, a page similar to the following is shown:

The different values on the screen are explained section-by-section below:

General

Name Name of the **Absence Rule**

Description Description of the **Absence Rule**

Automated Rule Select to automatically creating diary events, on a monthly basis to cover any outstanding absence from the previous month

Active By default, will be active and available for use elsewhere in Timegate. If made not active in the future, this setting will not remove the rule from Employees that have it assigned or stop it processing - it will simply not show it for future use in **Employee | Absence**.

System Diary Event There are six different choices to select from here:

- **Employee Sickness** - Either Statutory Sick Pay (SSP) on its own can be paid for each of the SSP Days Per Week defined, or a Company Sick Pay (CSP) scheme can be added and, when used up, will revert to SSP for the remainder of the sickness period.
- **Injury On Duty**
- **Time Off In Lieu**
- **Employee Holiday**
- **Absence** - These are for more generic payments such as Suspension Pay, Compassionate Leave, Jury Service, Dental Appointments, Hospital Appointment etc.
- **Parental Absence**

There is no processing behind either **Injury on Duty** or **Time Off in Lieu**

Diary Event

This drop-down list is generally used in conjunction with **Absence** event types only. It's not advisable to select anything in here for sickness, holiday or parental absence types. Diary Events are configured from **Admin | General | General Maintenance | Diary Events**

Period

This setting defines how the holiday year works, from **Fixed** date for one year, or a **Rolling** yearly period

Allow Overbooking

This will allow the Employee to take more entitlement than defined but will not be paid for any additional work. Ideally this option should not be selected, with an **Un-Paid Holiday Diary Event** used instead. It would then be immediately obvious unpaid leave has been taken within the diaries, however, to allow the payment of fractions of Holiday Entitlements then this option should be selected i.e. an employee with a remaining entitlement of 1.6 days holiday should be given an absence duration of 2 paid days – the system will automatically pay 1 whole day and 0.6 of the remaining day

Allow Accrued Over Payment and Months

This control checks to see whether a diary event can be created when the paid duration of the event exceeds the accrued entitlement.

- When **Allow Accrued Overpayment** is set to **No**, the user cannot exceed accrued, unless their security item allows it
- When **Allow Accrued Overpayment** is set to **Yes** the user can exceed accrued, regardless of their security item
- When **Allow Accrued Overpayment** is set to **Service** the user can only exceed accrued if their security item allows it or the number of whole **months** between the employee's joined date and the start of the diary event is not less than the **Months** entered against the rule

It is assumed that only whole months will be counted. Therefore, if the employee joined on 1st January 2019 and a diary event was being entered for 25th December 2019, then

only 11 whole months would be counted. Only on 1st January 2020 would 12 whole months be counted

Entitlement Settings

The image shows three screenshots of the 'Entitlement Settings' form. Each screenshot has the title 'Entitlement Settings' at the top. The first screenshot shows 'Entitlement Method' set to 'Defined', 'Entitlement Type' set to 'Fixed', and 'Entitlement Unit' set to 'Day'. The second screenshot shows 'Entitlement Method' set to 'Defined', 'Entitlement Type' set to 'Fixed', 'Entitlement Unit' set to 'Hours', and a 'Display To Nearest Half Hour' toggle switch that is turned off. The third screenshot shows 'Entitlement Method' set to 'Defined', 'Entitlement Type' set to 'Fixed', 'Entitlement Unit' set to 'Incident', and a 'Per' dropdown menu set to 'Per'.

Entitlement Method

Select **Entitlement Method**. Choices are:

- **Defined**
- **Accrued**
- **Contracted Multiplier**

Further details of Entitlement Methods are detailed in "How are Entitlement Methods Calculated?" on page 31

Entitlement Type

Select between a **Fixed** or **Service** based absence entitlement rule

Entitlement Unit (of Measurement)

This is the **Entitlement Unit** (of Measurement). Select from **Hour**, **Day**, **Incident** or **Value**:

- **Hour** - on an hourly basis
- **Day** - on a daily basis
- **Incident** - If your company pays employees for a set number of these types of event (such as dental appointments, funerals and hospital visits) you may wish to use this
- **Value** - relates to a piece of bespoke customer work



If **Accrued** rules used, this list will be restricted to **Hours** and **Values**

Per (shown when Incident selected)

Select the **Entitlement Unit** (of Measurement) for the **Incident**. Select from **Hour**, **Week**, **Month**, **Year**, period of **Employment**

Display to the Nearest Half Hour (shown when Hours selected)

By default, when an absence rule is configured using hours, hour values are displayed to two decimal places. Select this option to display any hourly fields, rounded up or down to the nearest half an hour.



Please Note: By selecting this option, the no changes are made to the rate generation of absence or any absence calculations. The setting only controls on screen rounding.

Contracted Hours

This screen will only be shown for absence rules that are being configured using the Contracted Multiplier Contract Method:

Contracted Hours

Derived

Max. Contracted Paid Hours

Max. Contr. Hours

Max. Contr. Days

Annual Days Cap

Derived

Derived using the **Calc Weeks,Max Calc Weeks** and **No Min Weeks**

Max. Contracted Paid Hours

Select to limit the hours paid to an Employee

Max. Contr. Hours

This is the maximum number of hours that can be entered in the Contracted Hours field on the Employee Absence Tab. For the **Annual Days Cap** below to work, the employee needs both this and Max. Contr. Days values populated. Be aware that entering 0 (zero) as a value will result in processing not being undertaken - the system will read this as zero being the maximum contracted hours rather than an unlimited amount of maximum contracted hours. Ensure you enter the correct maximum contracted hours in here.

Max. Contr. Days

This is the maximum number of days that can be entered in the Contracted Days field on the Employee Absence Tab. For the **Annual Days Cap** below to work, the employee needs both this and Max. Contr. Hours values populated. Be aware that entering 0 (zero) as a value will result in processing not being undertaken - the system will read this as zero being the maximum contracted days rather than an unlimited amount of maximum contracted days. Ensure you enter the correct maximum contracted days in here.

Annual Days Cap

The contracted multiplier **Annual Days Cap** is to make contracted multiplier rules more re-usable across employees with different contracted hours or working days. It is

only visible if the rule is a **Contracted Multiplier Rule**, and it is **Not Derived**. This cap is always measured in days, regardless of whether the entitlement is measured in hours or days.

For the cap to work, the employee needs both the **Max. Contracted hours** and **Max. working days** values populated. Entering the value 0 for either of these values will result in the system not calculating the values - specific values need to be included.

The following example for an employee contracted to work 60 hours a week, over 6 days per week, with an absence rule allowing 5.6 weeks annual leave and a rule to cap at 28 days shows how the cap works:

Employees **Max. Contr Hours** = 60 hours

Employees **Max. Contr. Days** = 6 days

Entitlement weeks = 5.6 weeks

Annual days cap = 28 days

Entitlement = 60 contracted hours x 5.6 weeks = 336 hours

Hours per day = 60 contracted hours / 6 working days = 10 hours/day

Days equivalent = 336 hours / 10 = 33.6 days

33.6 days is greater than the 28 day cap, so entitlement is capped at 28 days (which at 10 hours per day is 280 hours)

Absence Accrued

This screen will only be shown for absence rules that are being configured using the Accrued entitlement method rules:

Accrued

Max. Accrued Entitlement	99999.99
Accrual Period	Weekly ▼
Max. Accrued Period Entitlement	0
Accrual Type	Work ▼

Max. Accrued Entitlement

This value specifies the longest duration the entitlement will be valid for

Accrual Period Select between **Weekly** or **Two Weekly**. Defines the period that the **Max Accrued Period Entitlement** cap will be over

Max. Accrued Period Entitlement If any calculated entitlement exceeds the value in the **Max. Accrued Ent.** then the hours are capped for that **Accrual Period**. If the absence rule has a **Max Weekly Accrued Ent.** value greater than 0, then the accrued calculation will analyse hours worked on an **Accrual Period** basis and cap the hours if they exceed the value specified against the absence rule. If the new absence rule field is 0, then the existing accrued calculation, albeit, the existing calculation also includes absences that have been ticked

Accrual Type Select between **Work** or **Time**:

- **Work** will accrue the percentage of the hours of the duties worked
- **Time** will accrue the **Max Accrued Period Entitlement per Entitlement Period** since the start of the holiday year/join date part way through year

Carried Forward

Shown only for fixed period rules that are holiday or TOIL (Time off in Lieu):

Carried Forward

Max Carried Over Hours	0
Max Paid Hours	0
Cut Off Method	Last Rate Gen

Max. Carried Over Hours/ Carried Over Values/ Carried Over Days/ Carried Over Incidents Enter a limit for the amount of **Hours, Values, Days** or **Incidents** that can be carried over. A numeric value from 0 (the default value) upwards that determines how much absence entitlement can be carried over to the next entitlement period. for example if 5 days were left and this value was set to 3 then only 3 days will be carried to the next period - any more than the **Max Carried Over Hours/Values/Days/Incidents** will be lost

Max Paid Hours/Paid Values/Paid Days/Paid Incidents Enter a limit for the **Paid Hours, Paid Values, Paid Days** or **Paid Incidents** paid to an Employee

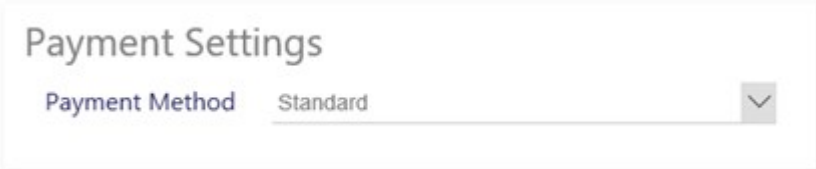
Cut Off Method This indicates the point where the balance processing is carried out. This is to allow for all of the Diary Events to be reviewed and corrected before balance processing is done. There are three options to select from the drop-down list:

- **Last Rate Gen** – Prior to the next Rate Generation after the Period End

- **Month End** – Prior to the next Rate Generation after the end of the month that the Period Ends in
- **Next Month End** – Prior to the next Rate Generation 2 months after the end of the month that the Period Ends in

Payment Settings

This setting is not shown for Time Off In Lieu (TOIL):



The screenshot shows a box titled "Payment Settings". Inside, there is a label "Payment Method" followed by a dropdown menu currently displaying "Standard". A small downward arrow icon is visible to the right of the dropdown text.

Payment Method The method of payment for the rule. This can be any of the Hour and Rate Calculations as listed:

- Standard
- Average
- Average Shift Pattern Site Rate
- Average Shift Pattern Absence Rate
- Shift Pattern Site Rate
- Shift Pattern Absence Rate
- Average Hours/Basic Rate (Average Hours and Site Rate)
- Contracted Hours/Average Rate (Contracted Hours and Rate)
- Average Hours/Site Rate
- Contacted Hours/Average Composite Rate (This value has now been hidden for Entitlement Methods Defined and Accrued. It can only be contracted multiplier)

For more information see "How are hours and rates calculated for different payment methods in rules?" on page 33



Please Note: Contacted Hours/Average Composite Rate rule is based loosely on the existing average hours and rate calculation, but there are some subtle, but quite significant differences that have been requested by one Timegate customer

Average

Shown only for average type payment methods:

Average	
Max. Calc. Weeks (Daily Hours)	104
Avg. Calc. Weeks (Daily Hours)	52
Max. Calc. Weeks (Hourly Rate)	24
Avg. Calc. Weeks (Hourly Rate)	12
Normal Working Week	5
No Min. Weeks	<input type="checkbox"/>
Exclude Absence Weeks	<input type="checkbox"/>
Apply Min. Wage	<input type="checkbox"/>
Avg. Days To Use	Normal ▼
Avg. Paid Days	Working Days ▼
Min. Avg. Paid Hours	0
Max. Avg. Paid Hours	0

Max Calc. Week (Daily Hours)

Maximum Weeks For Daily Hours Calculations - Used to calculate average daily hours. The maximum number of full weeks that Timegate will look back to obtain the number of information defined below in the **Avg Calc. Weeks (Daily Hours)** field. In line with UK Legislation this value is recommended to be between 52 and 104.

Avg Calc. Weeks (Daily Hours)

Average Weeks For Daily Hours Calculations - Used to calculate average daily hours. - The number of Full Weeks needed to get an average for payment (daily hours). If there is a week where no payments are made the system will look back to the Maximum number of weeks to get the information (as defined above in Max Calc. Weeks (Daily Hours))

Max Calc. Weeks (Hourly Rate)

Maximum Weeks For Average Hourly Rate Calculations - Used to calculate average daily rate. The maximum number of full weeks that Timegate will look back to obtain the number of Average Weeks information defined below in the **Avg Calc. Weeks (Hourly Rate)** (Hourly Rate Calculation). This value is often left at 12 (in line with the UK Governments old guidelines, ensuring employees average hourly rates become accurate more quickly)

Avg Calc. Week (Hourly Rate)

Average Weeks For Average Hourly Rate Calculations - Used to calculate average daily rate. The number of Full Weeks to get an average for payment. If there is a week where no payments are made the system will look back to the **Max Calc. Weeks (Hourly Rate)** to get the information required (Hourly Rate Calculation)



Please Note: Due to UK legislation changes that took effect from April 2020, the calculation of average daily hours and average hourly rates is now based upon a minimum of the last 52 weeks, up to 140 weeks. An employee's calculated average hourly rate would have been adversely affected by this if they had a pay increase recently i.e. within the past 52 weeks. This would not have been reflected in the pay they received for a diary event fully until after 52 weeks. The way that has been resolved is by introducing the **Max Calc. Weeks (Hourly Rate)** and **Avg Calc. Weeks (Hourly Rate)** alongside the **Max Calc. Weeks (Daily Hours)** and **Avg Calc. Weeks (Daily Hours)**. By splitting the number of weeks for the average calculation out in such a way that the number of weeks of data used to calculate the average daily hours can continue to use the UK Government guidance, and the number of weeks used to calculate the average hourly rate can be less, the employee will be more rapidly see the benefits of their pay increase when calculating averages.

Normal Working Week

The number of days per week used to derive the average hours for the employee

No Min. Week

Select to limit the minimum weeks paid to an Employee

Avg. Days To Use

From the drop-down list, select:

- Normal
- Days in Period
- Avg Days per Week

Avg. Paid Days

From the drop-down list, select:

- Working Days
- SSP Days

Min. Avg. Paid Hours

Select to limit the minimum hours paid to an Employee

Max. Avg. Paid Hours

Select to limit the maximum hours paid to an Employee

Absence Effective Dates

Effective Dates			Add Effective Date		
Effective	Finish	Entitlement Percent			
01/04/2013	02/04/2013	100.00000 %	Copy		

Effective Enter the effective start date (be that through manual, keyboard entry in the local date format from language settings format or by using the drop down calendar)

Finish Enter the effective finish date (be that through manual, keyboard entry in DD/MM/YYYY format or by using the drop down calendar)

Entitlement Percent Amount of Entitlement Hours, Values, Days, Incident, or Weeks within a period expressed as a percentage

Entitlement (Units - Hours / Values / Days/ Incidents / Weeks) Amount of Entitlement Units (be that Hours, Values, Days, Incident, or Weeks entitlement for contracted hours / composite rate payment method)

BH Entitlement (Units - Hours / Values / Days/ Incidents / Weeks) Amount of Bank Holiday Entitlement Units (be that Hours, Values, Days, Incident, or Weeks entitlement for contracted hours / composite rate payment method). **BH Entitlement Weeks**, for example indicates how many weeks of the overall entitlement are bank holidays. For example, in the UK under current legislation, an employee with a minimum entitlement would have an absence rule with a contracted **Entitlement Weeks** of 5.6. In turn, this would mean that the **BH Entitlement Weeks** would be 1.6. This means that an employee who works 5 days per week would receive 28 days holiday per annum ($5.6 * 5$) of which 8 days ($1.6 * 5$) would be made up of bank holidays.

Occurrence

Occurrences											+ Add Occurrences	
No.	Wait Days	Max Unit	Entitlement Unit	Percentage	Using	Then	Remainder Unit	Entitlement Unit	Percentage	Using	Value	

No. Number of the occurrences

Wait Days Days that are not paid at the start of the Diary Event (the amount of days before the allowance becomes payable) i.e. in the case of SSP, none is paid for the first three days of any illness, An employee would have to wait three days for this payment to commence

Max Unit This value is used to cap the amount of payments made per week based on the **entitlement unit** below

Entitlement Unit The unit of measure, for example, Blank, Hours, Days. This value cannot be days or hours. Cannot be days if main method is hours.

Percentage Using Then The percentage of the gross payment calculated to be paid to the employee Defaults to the Rule **Using** Field and cannot be changed For the remainder of the entitlement defined, the system will pay the following:

- **Calc** –The calculated value of the % and **Using** fields below
- **Higher** – Higher of the calculated value of the % and **Using** fields below and the **value** field below
- **Lower** – Lower of the calculated value of the % and **Using** fields below and the **value** field below
- **Value** – the **value** defined

If this is left blank, it does not apply remainder calculation

Remainder Unit The remaining entitlement

Entitlement Unit Defaults to the **Entitlement Unit** and cannot be changed

Percentage The percentage of the gross payment calculated to be paid

Using Defaults to the Rule Using Field and cannot be changed

Value Physical **Value** to pay



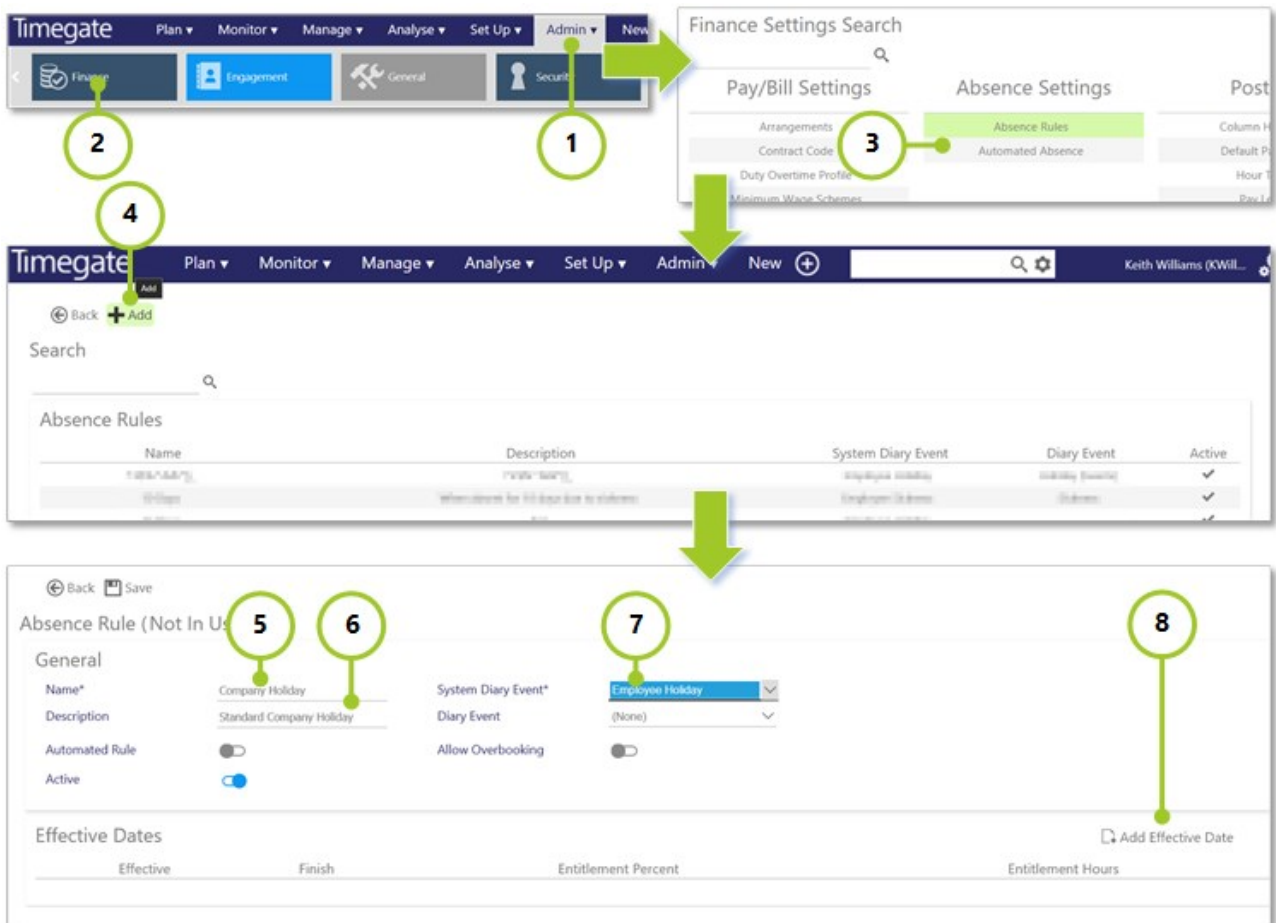
TIP: Several of the screen areas above will only be displayed if certain settings, indicated above are selected. If a value is not required for a certain configuration of an **Absence Rule**, it is not visible on the screen. This removes any confusion for the user when they are entering their details. It also ensures only the necessary details need be entered.

HOW DO I SET UP A SERVICE BASED RULE?

This section will talk you through, step-by-step how to set up a serviced based absence rule. You will set up a rule for the following entitlement:

- 28 days holiday (including Bank Holidays) per annum i.e. 28 days x 8 hours per day = 224
- An extra day of entitlement for every year i.e. an extra 8 hours
- Capped at 5 extra days i.e. 33 days/264 hours in total after five years

A - Getting Started



1. Select **Admin** from the main menu
2. Select **Finance** from the submenu
3. Select **Absence Rules**
4. Select **Add** to create a new rule
5. Enter a **Name** for the rule - Enter Company Holiday
6. Enter a **Description for the rule** - Enter Company Holiday rising a day a year, capped at 5 extra days
7. Select a **System Event** e.g. **Employee Holiday**

8. Select **Add Effective Date** - this will display more sections on the screen including **Entitlement Settings**, **Carried Forward** and **Payment Settings** as well as those for the **Effective Dates**

B - Entering the Entitlement Settings

9. Select the **Entitlement Method** - for this walk through use **Defined**
10. Select the **Entitlement Type** - Select the type of rule (either **Fixed** or **Service Based**) - in this walk through we are interested in adding an extra day's holiday for each year of service up to 5 years, so select **Service Based**. Making this selection will alter settings available lower down the screen
11. Select the **Entitlement Unit** - Select **Hours** for this walk through - again you will see the screen values change for the entitlements. There is no need to make any changes to the **Carried Forward** or **Payment Settings**

C - Ensure correct Service Settings

12. The Service rules that we are setting up add one extra day of service for every year served up to a maximum of five years. Therefore, **Service Units** needs to be changed to **Years**
13. The additional days of entitlement are added on an annual basis. Therefore, select **Next Annual** for **Service Applied Type**

D - Adding the Yearly Service Entitlements

Back Save

Absence Rule (Not In Use)

General **17**

Name* Company Holiday System Diary Event* Employee Holiday

Description Company Holiday plus 1 each year Diary Event (None)

Automated Rule Allow Overbooking

Active

Effective Dates

Effective 06/06/2019 **15** Finish Service Units **16** Service Applied Type Next Annual **14**

Service

Service	Entitlement	Percentage	Using	Occurrences
0	224	100 %	Standard	^ (1) <input type="button" value="Delete"/>
1	232	100 %	Standard	^ (0) <input type="button" value="Delete"/>
2	240	100 %	Standard	^ (0) <input type="button" value="Delete"/>
3	248	100 %	Standard	^ (0) <input type="button" value="Delete"/>
4	256	100 %	Standard	^ (0) <input type="button" value="Delete"/>
5	264	100 %	Standard	^ (0) <input type="button" value="Delete"/>

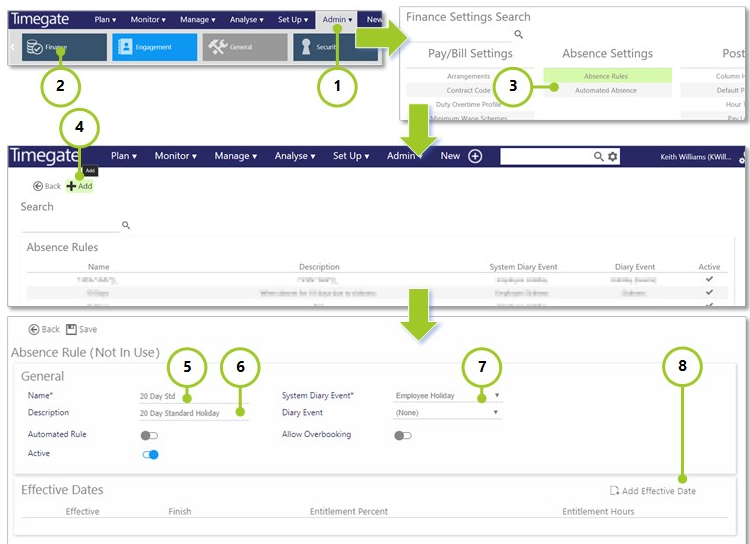
This is an iterative, multi-step process, whereby you will need to add a Service for each year of service (starting at 0, going through to 5 - from the base year 0 the employee will be entitled to 224 hours holiday. through to 5 years where they are entitled to 264 hours - 40 hours more for their 5 years of service i.e. 8 hours or 1 day for every year served)

14. Select **Add Service** from the toolbar
15. Enter **Entitlement** (for base Service year 0 this is 224 hours, going)
16. Set the **Percentage** to 100.00
Add the additional Service Based Entitlement Rules - one per year, entering the values shown in the diagram above. Do this by repeating Steps 14 - 16. Each time you add a Service, the **Service** number will increment by 1
17. Finally, select **Save** from the toolbar. This rule is now ready to be assigned to an employee

HOW DO I SET UP A FIXED ENTITLEMENT RULE?

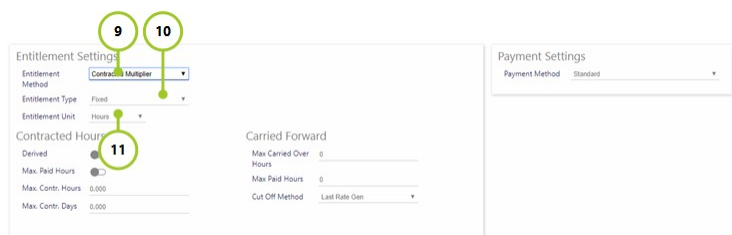
The following section explains how to set up a fixed entitlement rule. It has been kept intentionally simple. The rule is a 20-day rule that uses standard hours and rate. It can be applied to an employee to pro-rata their holiday allowance using a “contract multiplier”

A - Getting Started



1. Select **Admin** from the main menu
2. Select **Finance** from the submenu
3. Select **Absence Rules**
4. Select **Add** to create a new rule
5. Enter a **Name** for the rule - 20 Day Std
6. Enter a **Description** for the rule - Enter 20 Day Standard Holiday
7. Select a **System Event** e.g. **Employee Holiday**
8. Select **Add Effective Date** - this will display more sections on the screen including **Entitlement Settings**, **Carried Forward** and **Payment Settings** as well as those for the **Effective Date**

B - Entering the Entitlement Settings



9. Select the **Entitlement Method** - for this walk through use **Contracted Multiplier**. When configuring a contracted multiplier rule, instead of defining the fixed number of hours or days that an employee is

entitled to, you specify a number of weeks' worth of entitlement that they are allowed. This is typically set at 5.6 weeks.

Against the employee record, you can then specify the number of hours or days per week they work. The employee's entitlement is then calculated by multiplying the 5.6 weeks by the hours or days (depending on how the rule is set up).

As an example, an employee works 4 days per week. They would therefore be awarded 22.4 days per year (5.6 x 4).

A different employee may work 5 days per week and so would be awarded 28 days per year.

Within the contracted hours section, you can specify **Maximum Contracted Paid Hours** and **Maximum Contracted Days**. These restrict the maximum values you can specify against an employee. They have no bearing on the actual calculation of the entitlement

When **Derived** is selected, as part of the overnight balance processing, the average number of worked days and hours per week, for each employee, is calculated

Instead of then using the fixed values entered against each employee, these calculated values are used instead. This provides a much more accurate way of calculating the entitlement as many employees switch between different work patterns during their holiday year. For example, they may move from a 2 day a week pattern to a 4 day a week pattern. If a Timegate user didn't change their working days on their employee record, then they would be "deprived" of a certain amount of entitlement.

During this set up, the screen will change with **Contracted Hours, Carried Forward and Payment Settings** displayed.

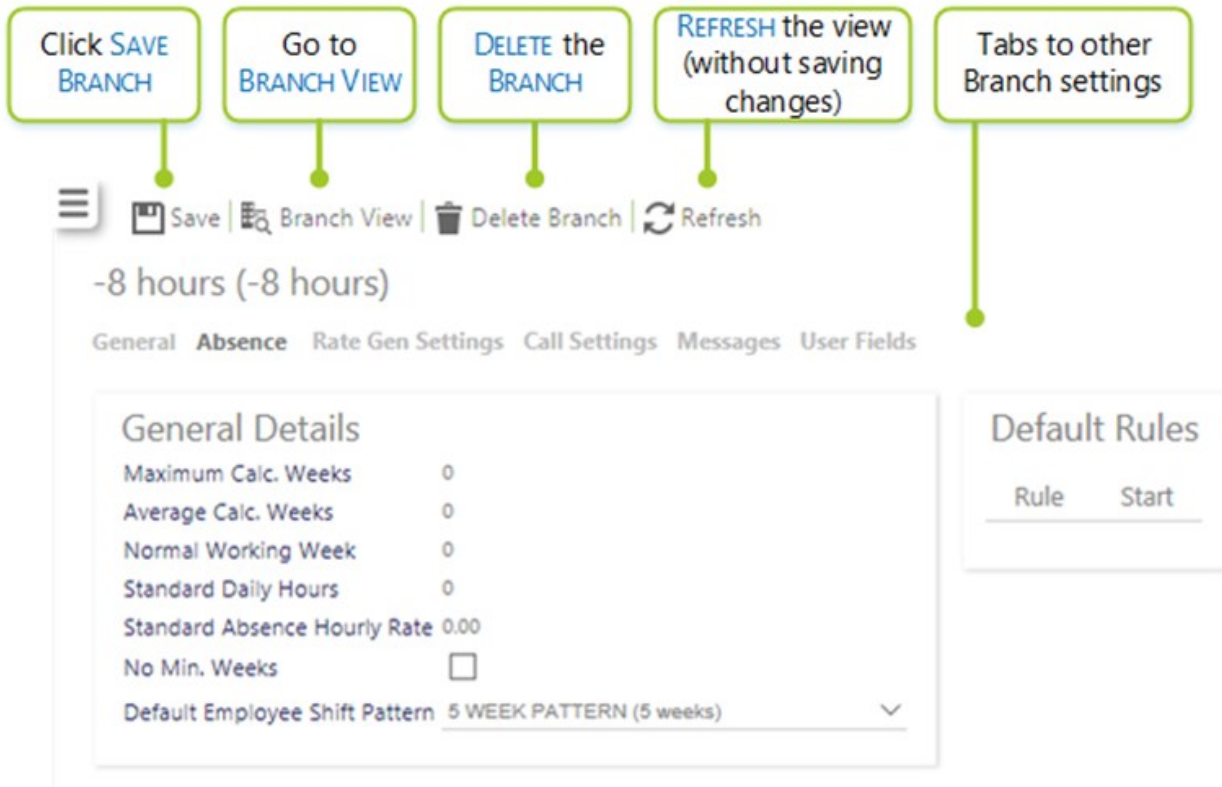
10. Select the **Entitlement Type** - Select the type of rule - in this walk through, select **Fixed**. Making this selection will alter settings available lower down the screen
11. Select the **Entitlement Unit** - Select **Hours** for this walk through - again you will see the screen values change for the entitlements. There is no need to make any changes to the **Carried Forward** or **Payment Settings**

C - Entering the Carried Forward Settings

12. Some companies allow their employees to carry over a certain amount of unused entitlement. This is configured here. As part of the overnight balance processing, when the run date crosses the end of the employee's entitlement period, a calculation is performed to see what their entitlement was as at that last day and how much they've taken in the year. If there is anything left, then that amount (up to the **Max Carried Over**) is carried forward to the next entitlement period.
13. Select **Save**, ready to assign to an employee

WHAT ARE THE DEFAULT ABSENCE SETTINGS AT A BRANCH LEVEL?

From **Set Up | Branches | Absence** tab, the absence settings within the selected Branch can be viewed. Within the Web Client, the user cannot edit this information. The Absence Rules are set up from within the Desktop Client. An explanation of the content has been included here for information purposes.



Maximum Calc. Weeks The maximum number of full weeks that the system will look back to in order to obtain the number of Average Weeks information defined. The maximum number is 104. In England, in line with government legislation, averages can be made over 2 years. Increasing the number of weeks that are looked back upon for the calculation to 104 (i.e. 2 years) will allow some weeks to be excluded as the employee may be taking time off work sick or on holiday, without it having such a large impact on their average hours and rate.

Average Calc. Weeks The number of full weeks used to get an average value for payment. If there is a week where no payments are made, the system will look back to the Maximum number of weeks to get the information required. In England, in line with government legislation this should be set at 52.

Normal Working Week Amount of days worked in a week

Standard Daily Hours Amount of hours worked in a day

**Standard Absence
Hourly Rate**

The amount (in the local currency) per hour for absence

No Min. Weeks

This check box, when selected enables the average hours worked to be calculated from the minimum number of weeks the employee has worked rather than average number of weeks specified at system level. This is used when no absence rule is known i.e. when calculation the average daily hours and average hourly rate on the employee maintenance screen. When the check box is ticked and an average type calculation is performed, if the number of weeks that contain duty or diary event data is less than the **Average Calc Weeks** value, then only those weeks that do contain data will be used to calculate the averages. i.e. in England, if there is not 52 weeks' worth of data (e.g. if an employee has only just joined your organisation, then their work records from the weeks up to 52 weeks will be used to work out an average.)

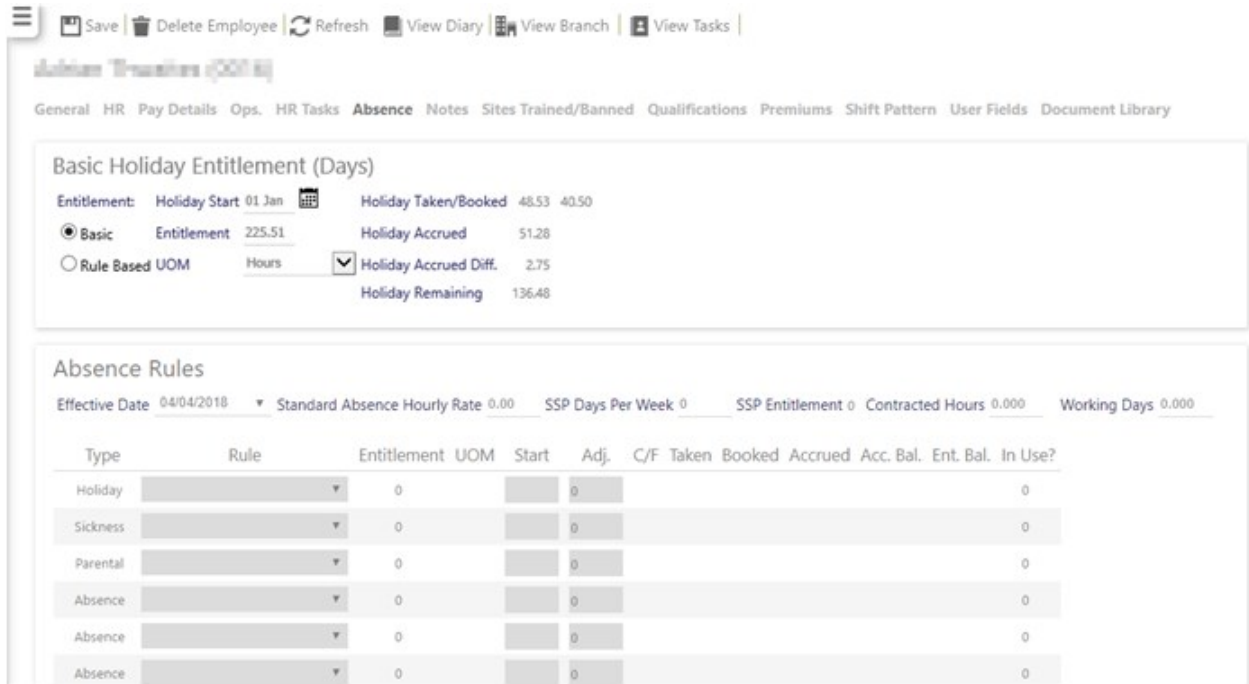
**Default Employee
Shift Pattern**

These are selected using the drop-down list. The user can set up the values that appear in the **Admin | General | Shift Pattern** screen

HOW DO I ASSIGN AN ABSENCE RULE TO AN EMPLOYEE?

Follow these steps to assign an Absence Rule to an Employee:

- Open **Set Up | Employee**
- Select the **Employee** you wish to assign an **Absence Rule** to
- Once their record has loaded, select the **Absence** tab. The screenshot below shows an example of an employee who has a holiday and sickness rule assigned to them:



- Configure the employees Absence settings as required (use the guidance below explaining the contents of the Basic Holiday Entitlement and Absence Rules parts of the screen to help with this)
- Select **Save** once complete. Once the rules have been set up and saved, they can no longer be edited. However, more rules can still be assigned if the rule field is empty
- Alternatively, select **Refresh** to revert to the unsaved state

Contents of the Basic Holiday Entitlement part of the screen

This section is used for the monitoring of Employee Holiday taken within a given year. Holiday can be measured in either Days or Hours, depending upon the wants and needs of an organisation. When a Paid Holiday Diary Event is added to an Employee, the time taken within that period is entered. Paid Hours or Paid Days are deducted from their entitlement as shown on this screen.



Please Note: No payment is made directly to the Employee through the system. These are manually keyed into a payroll application using report **01-05-10 Employee Diary by Diary Event** using a filter of Absence Events Only = Yes

Basic Holiday Entitlement (Days)

Entitlement:	Holiday Start	01 Jan	Holiday Taken/Booked	48.53	40.50
<input checked="" type="radio"/> Basic	Entitlement	225.51	Holiday Accrued	51.28	
<input type="radio"/> Rule Based UOM	Hours	<input type="checkbox"/>	Holiday Accrued Diff.	2.75	
			Holiday Remaining	136.48	

Entitlement - Basic / Rule Based Select from either **Basic** or **Rule Based** - if you select the former, you can enter a holiday entitlement and Holiday start date

Holiday Start The Holiday Years Start Date and Month. A date selector is available where any year can be used but the system will only use the date and month. The date which calculations are based upon in terms of outstanding holiday allowance. This is the start of the holiday year. It could be 1st January, 1st April etc. (any date you wish to use that maps to your business need). The Holiday Years Start Date and Month. A date selector is available where any year can be used but the system will only use the date and month

Entitlement Annual Holiday Entitlement for the Employee. This is a full year figure as the system will work out the entitlement remaining based on the **Date Joined** or **Cont Service Date** and the **Date Left**. This will be shown in either **Days** or **Hours** depending upon which has been selected. The entitlement field allows up to 999.99 hours to be entered

Holiday Taken Calculated based on the Number of Paid Days / Hours assigned to an **Employee Holiday Diary Event** taken so far (historic) in the current Holiday Year. This will be shown in either **Days** or **Hours** depending upon which has been selected. This value is rounded to two decimal places. For days basic absence, these summary figures would always be rounded to the nearest 0.25 of a day

Holiday Booked Calculated based on the Number of Paid Days assigned to an **Employee Holiday Diary Event** booked in the future in the current Holiday Year. This value is rounded to two decimal places. For days basic absence, these summary figures would always be rounded to the nearest 0.25 of a day

Holiday Accrued Calculated based on the amount of entitlement accrued on a day-by-day or hour-by-hour basis so far in the current Holiday Year. This value is rounded to two decimal places. For days basic absence, these summary figures would always be rounded to the nearest 0.25 of a day

Holiday Accrued Diff Calculated based on the **Holiday Accrued** less the **Holiday Taken** fields.

If a negative value is shown, then the Employee has taken more holiday than they have accrued. Should they terminate their employment, there is a risk that this value may

not be recoverable through the company payroll application

Holiday Remaining Calculated based on the Holiday **Entitlement** less **Holiday Taken** less **Holiday Booked**

UOM Unit of measurement. Select either **Hours** or **Days** depending upon business need. Only available when absence **Entitlement** is set to **Basic**.

Please be aware: When switching between days and hours, the values are not converted e.g, 8 hours doesn't become a day when switched - it will remain as the value 8, thus become 8 days

Contents of the Absence Rules part of the screen

This section is used to assign Absence Rules to the Employee that represent the Terms & Conditions that they have been recruited with.

A new Effective Date is added when an Employees employment Terms & Conditions have changed. This may be due to them moving to a different site with more or less contracted hours, or that they have been negotiated out of an existing TUPE rule.

Each Effective Date will have basic rule parameters assigned on the header line along with a single Holiday, Sickness and Parental rule and up to 7 generic Absence Type Rules.

Each Rule can have a Start Period and an Adjustment that is used to calculate the entitlement.



Please Note: Care should be taken when saving an Effective Date as the Absence Rules defined beneath it cannot be changed or deleted once saved. If this does occur, a new effective date will need to be created for the next day on from the incorrect effective date

Type	Rule	Entitlement	UOM	Start	Adj.	C/F	Taken	Booked	Accrued	Acc. Bal.	Ent. Bal.	In Use?
Holiday	HOL Cont Avg 5.6 Days	26.13	Day	01 Jan	0	0.00	5.50	0.00	17.75	12.25	20.63	19
Sickness	_SSP Only	0	Day	01 Jan	0	0.00	0.00	0.00	0.00	0.00	0.00	4
Parental		0			0							0
Absence	_Compassionate	5	Day	01 Jan	0	0.00	0.00	0.00	0.00	0.00	0.00	0
Absence		0			0							0
Absence		0			0							0

Effective Date Date that the rule set becomes active and will remain active until a subsequent effective date is entered. You cannot enter an effective date which is prior to the current effective date

Standard Absence Hourly Rate	Provides the rate for a Standard type of rule. The rate that will be used for those rules that are paid using the Absence Rate. Hourly Rate that is used when the Absence Rule has a defined setting that states “Absence Rate”
SSP Days Per Week	Number of days in the week that SSP will be paid over. This is normally set to 5 or 7 as SSP is not a work pattern based payment but a per week payment
SSP Entitlement	Calculated based on the SSP Days Per Week and the SSP Week Multiplier within the system settings. Please see Admin System SSP Absence Settings for more information
Contracted Hours	<p>Number of hours per week that the Employee is contracted to work. This is used when the Absence Rule has a defined setting that states “Contracted Hours” or the rule Contracted Hours section is enabled. The Absence Rule could also specify a Max Contr Hours that will ensure that the hours entered here do not exceed it.</p> <p>If the rule has Derived enabled, this field may also be greyed out which means that the system is maintaining this for you</p>
Working Days	<p>The Average Days Per Week that the Employee is contracted to work. This is used when the Absence Rule has a defined setting that states “Contracted Hours” or the rule Contracted Hours section is enabled. The Absence Rule could also specify a Max Contr Days that will ensure that the hours entered here does not exceed it.</p> <p>If the rule has Derived enabled, this field may also be greyed out which means that the system is maintaining this for you</p>
Type	Type of absence rule - holiday, sickness, parental and seven general absence rules can be applied to an employee
Rule	A drop-down list is available that will list the available rules for the rule Type specified
Entitlement	Calculated entitlement for the period. Only set once the Rule and Start year is set. A system setting is available to include Adjustments in the Entitlement as well as the Balance
UOM	The UOM (Unit of Measurement) as assigned to the rule of how the entitlement is calculated and booked
Start	The Start column dictates the entitlement period start. This is not relevant when the absence rule is set as Rolling , rather than Fixed . A date selector is available where any year can be used but the system will only user the date and month

Adj,

Used where an Employee has

- Changed rules mid year (the system will calculate the difference in entitlement from the previous effective date but allow you to override)
- TUPE'd from a previous employer and has taken entitlement and therefore a negative adjustment needs to be made
- Taken entitlement over from a previous year and therefore a positive adjustment needs to be made

The field is only available when enabled within the system settings.

An adjustment can be assigned to a rule. This can be used to award (or penalise) an employee by giving them more or less days / hours than their entitlement allows.

If an adjustment is added, it's only valid for the current entitlement period, based on the effective date.

In the example above, the effective date is 1st Jan 2018. Once 1st Jan 2019 is reached, the adjustment, whilst still being shown, would not apply.

The following shows what the holiday rule would look like with a four day adjustment added:

Absence Rules

Effective Date 01/01/2018 Standard Absence Hourly Rate 8.65 SSP Days Per Week 5 SSP Entitlement 140 Contracted Hours 0.000 Working Days 0.000

Type	Rule	Entitlement	UOM	Start	Adj.	C/F	Taken	Booked	Accrued	Acc. Bal.	Ent. Bal.	In Use?
Holiday	20 day	24	Day	01 Jan	4	0.00	0.00	0.00	8.66	8.66	20.00	0
Sickness	CSP & SSP	0	Day	01 Jan	0	0.00	0.00	0.00	0.00	0.00	0.00	1

When the four day adjustment is added to the 20 day rule entitlement it gives a total entitlement of 24 days.

New effective dates can be created and at this point, you can then change any of the rule information, even removing one

C/F

Calculated if the rule is setup to automatically carry over entitlement from a previous year. Amount of entitlement carried forward from previous period automatically, if the absence rule uses the Balance Processing option.



Please Note: for manual adjustments, use the **ADJ** field above

Taken

Amount of entitlement taken in the absence period up until the current date (i.e. today). Calculated based on the Number of Paid Days assigned to an **Employee Holiday Diary Event** taken so far (historic) in the current Holiday Year

Booked

Amount of entitlement booked for the remainder of the absence period from and including the current date (today). Calculated based on the Number of Paid Days

assigned to an **Employee Holiday Diary Event** booked in the future in the current Holiday Year

Accrued

Amount of entitlement accrued by the employee in this absence period, year-to-date. Calculated based on the amount of entitlement accrued on a day by day basis so far in the current Holiday Year.



Please Note: If **Display To Nearest Half Hour** has been selected in the **Absence Rule Maintenance Page**, this figure will be rounded to the nearest half hour

Acc Balance

Balance of accrued entitlement. The **Accrued** amount minus the **Taken** amount, including the **Adj** amount if the **Deduct Adjustment in Accrued Calculation?** is selected within **Admin | System | System Settings | Absence General**. Calculated based on the amount of entitlement accrued on a day by day basis so far in the current Holiday Year

Ent. Balance

The balance of the entitlement. **Entitlement** amount minus the **Taken** amount minus **Holiday Booked**, including the **Adj** amount if the **Deduct Adjustment from Entitlement?** is selected within **Admin | System | System Settings | Absence General**.



Please Note: If **Display To Nearest Half Hour** has been selected in the **Absence Rule Maintenance Page**, this figure will be rounded to the nearest half hour

In Use?

The number of unique Diary Events that have been added where this rule is being used (as far back as this rule has been applied to the employee - this can be above and beyond the current absence period)

WHAT ABSENCE REPORTS ARE THERE AVAILABLE?

Paid Absence information is available within several Timegate reports. They are normally shown in the same way as a duty with the exception that the Site name will be the Diary Event name. A sample set of reports are as follows

01-05-10 Employee Diary by Diary Event

This report allows the different absence diary events to be shown for each employee:

Employee Diary by Diary Event

Report ID : 01-05-10 Run Date : 29/07/2011 10:51 by System Administrator

Date Range Report using dates between Sat 1 Jan 2011 00:00 and Mon 31 Jan 2011 00:00

Pay Code	Employee Name	Start Date	Finish Date	Comments	Days
Event: Holiday Paid - Taking Planned, Paid Leave					
0003	DARREN JONES	19/01/2011 00:00	19/01/2011 23:59		1.00
0003	DARREN JONES	20/01/2011 00:00	20/01/2011 23:59		1.00
Event Total :					2.00
Event: Incident - General Incident					
0006	HARRIET FIELDS	13/01/2011 01:23	13/01/2011 01:23	Window Broken on Site	0.00
Event Total :					0.00
Event: Left Duty Early - Left Duty Early					
0006	HARRIET FIELDS	13/01/2011 02:00	13/01/2011 02:00	Duty Split:Not Feeling Well, need to leave site	0.00
Event Total :					0.00

TimeGate Report Number: 01-05-10

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Printed on: 29 July 2011 at: 10:51:27

03-05-08 Employee Provisional Pay

This report will shows the Diary Event start date with the associated number of hours and rate the absence is paid at

Retail Merchandise

Dates between Tue 1 Feb 2011 00:00 and Thu 31 Mar 2011 23:59

ALEX PRICE

PayCode :

<u>Date and Time</u>	<u>Site</u>	<u>Duty ID</u>	<u>Pay Level</u>	<u>Hours Type</u>	<u>Rate</u>	<u>Hours</u>	<u>Pay</u>	<u>10 Hrs</u>
01/03/2011 19:00 - 07:00	ACMERETEL	5969	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
02/03/2011 19:00 - 07:00	ACMERETEL	5971	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
07/03/2011 07:00 - 19:00	ACMERETEL	5980	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
08/03/2011 07:00 - 19:00	ACMERETEL	5982	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
09/03/2011 07:00 - 19:00	ACMERETEL	5984	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
10/03/2011 19:00 - 07:00	ACMERETEL	5987	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
11/03/2011 19:00 - 07:00	ACMERETEL	5989	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
13/03/2011	Holiday Paid				£6.00	19 hrs 12 m	£115.20	*
18/03/2011 07:00 - 19:00	ACMERETEL	6002	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
19/03/2011 07:00 - 19:00	ACMERETEL	6004	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
20/03/2011 07:00 - 19:00	ACMERETEL	6006	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
21/03/2011 19:00 - 07:00	ACMERETEL	6009	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
22/03/2011 19:00 - 07:00	ACMERETEL	6011	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
23/03/2011 19:00 - 07:00	ACMERETEL	6013	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
28/03/2011 07:00 - 19:00	ACMERETEL	6022	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
29/03/2011 07:00 - 19:00	ACMERETEL	6024	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
30/03/2011 07:00 - 19:00	ACMERETEL	6026	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
31/03/2011 19:00 - 07:00	ACMERETEL	6029	Security Officer	Regular	£6.00	12 hrs 0 m	£72.00	*
Employee Totals :						223 hrs 12 m	£1,339.20	

Comments:

Please check for correctness and advise your regional branch on receipt of any adjustments.

09-01-01 Paid Absence Report

This report shows only the paid absence for the period

Paid Absence Report

Report ID : 09-01-01 Run Date : 03/08/2011 14:25 by System Administrator

Date Range Report using dates between Tue 1 Mar 2011 00:00 and Thu 31 Mar 2011 23:59

<u>Scheme Name</u>	<u>Pay Code</u>	<u>PIN</u>	<u>Employee Name</u>	<u>Absence Start Date</u>	<u>Hours</u>	<u>Rate</u>	<u>Total</u>
Employee : - ALEX PRICE							
Holiday - UK Statute			ALEX PRICE	13-Mar-2011	9.60	£6.00	£57.60
Holiday - UK Statute			ALEX PRICE	17-Mar-2011	9.60	£6.00	£57.60
Employee Totals :					19.20		£115.20
Branch Totals :					19.20		£115.20
Grand Totals :					19.20		£115.20

09-05-01 Employee Absence Balances

This report shows all of the balances per Employee using the report selection To Date as the point in time to extract the Balances. The balance are calculated every day, normally overnight, for reporting

Employee Absence Balances

Report ID : 09-05-01 Run Date : 03/08/2011 14:26 by System Administrator

Using last pay period found for dates between Sat 23 Jul 2011 00:00 and Sat 30 Jul 2011 23:59

Restrictions :- Employee = PRICE.

<u>Pay Code</u>	<u>Employee</u>	<u>Entitlement Start</u>	<u>Annual Entitlement</u>	<u>Used</u>	<u>Remaining</u>	<u>Accrued to Date</u>	<u>Accrued Off to Date</u>	<u>Carried Fw to Date</u>	<u>Hour Per Day</u>	<u>Hourly Rate</u>	<u>Paid to Date</u>
Branch : RETAILMERC - Retail Merchandisc											
Employee : - ALEX PRICE											
_OSP		06/04/2011 00:00	40.00	0.00	40.00	9.58	0.00	0.00	9.00	£6.00	£60.00
Holiday - UK Statutory		01/01/2011 00:00	23.40	2.00	21.40	11.58	9.58	0.00	9.40	£6.00	£115.20
Employee Totals :				2.00	61.40	11.58	9.58	0.00			£115.20
Branch Totals :				2.00	61.40	11.58	9.58	0.00			£115.20
Grand Totals :				2.00	61.40	11.58	9.58	0.00			£115.20

09-05-02 Employee Absence Accrual

This report shows the accrual value that will need to be accrued

Employee Absence Accrual

Report ID : 09-05-02 Run Date : 03/08/2011 14:27 by System Administrator

Date Range Report using last pay period found for dates between Sat 23 Jul 2011 00:00 and Sat 30 Jul 2011 23:59

Restrictions :- Employee = PRICE.

<u>Scheme Name</u>	<u>Pay Code</u>	<u>PIN</u>	<u>Employee Name</u>	<u>Accrued To Date</u>	<u>Accrued Balance</u>	<u>Rate</u>	<u>Total</u>
Branch : RETAILMERC - Retail Merchandise							
Scheme : _OSP - OSP 8W							
_OSP			ALEX PRICE	0.00	0.00	£6.00	£0.00
Scheme Totals :					0.00		£0.00
Scheme : Holiday - UK Statutory - Holiday - UK Statutory							
Holiday - UK Statutory			ALEX PRICE	11.58	9.58	£6.00	£1,379.52
Scheme Totals :					9.58		£1,379.52
Branch Totals :					9.58		£1,379.52
Grand Totals :					9.58		£1,379.52