





Memorial Sloan Kettering Cancer Center

# We're Changing the Way You Work with HR and Payroll at MSK

We are transforming how HR and Payroll work for you – through easy-to-use technology, insightful information, and simplified business processes – giving you more time to focus on what really matters: conquering cancer.

#### THIS IS THE FUTURE OF HR AND PAYROLL

We are continually introducing new resources and improved systems to better support our clinical, research, educational and administrative efforts. MSK Time is a new system that automates the process between time and attendance and staffing and scheduling. It transforms our day-to-day experience around professional practices and staffing, helping us focus on our commitment to patient care and innovative research.



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#### **Introducing MSK Time**

MSK Time replaces unsupported and outdated timekeeping systems with easy-to-use technology, insightful information, and simplified business processes — giving you more time to focus on what really matters: conquering cancer.



# **Benefits of MSK Time**

#### **IMPROVING THE EMPLOYEE EXPERIENCE WITH:**

- Greater visibility into payroll
- A centralized self-service system
- Accuracy of pay, reducing the need for corrections
- Real-time timekeeping
  information
- Access to consistent and accurate data

#### TRANSFORMING THE ORGANIZATION THROUGH:

- Supporting MSK's growth and continued pursuit to lead in cancer care
- Enabling better understanding of patient care hours
- Aligning with industry standards and best practices
- Supporting compliance with an auditable tool

## **Roles and Responsibilities**



All staff track their own absences.

Non-exempt employees and those eligible for premium pay will also badge and attest to breaks. Managers approve timecards for direct reports. Editors are timekeeping experts and support approvers and emplovees.

# **MSK Time Essentials for All Employees**

This section of the booklet will familiarize you with the tasks, tools, and knowledge you'll need to fulfill these essentials.



- If your position does not require you to badge and you have no direct reports, these two essentials are the only interactions you'll have with MSK Time. The system will autogenerate your hours every pay period.
- For **badging employees**, **Approvers** and **Editors**, there are additional functions you need to be familiar with and **they are covered later in this booklet**.

# Training

All Employees, Approvers and Editors must complete two types of Trainings:

- MSK Time eLearnings are online courses (available on My Learning) and assigned to employees based on your MSK Time role. Each curriculum consists of various modules teaching the processes and procedures you need to know. These trainings are mandatory for all employees and you will be enrolled and notified by email a few weeks before go-live.
- MSK Time Info Sessions are held several weeks before and after go-Live. These sessions (in person and via Webex) will cover new roles and responsibilities and process and policy changes with the introduction of MSK Time. Registration for Info Sessions will be available through My Learning.

Questions about training? Please contact hrmocm@mskcc.org.

# **HR Policies and Guidelines**

There are several HR policies and guidelines you should familiarize yourself with.

#### It is important for employees to:

- 1. Report time accurately and on time.
- 2. Understand the length of your workday and the amount of break you're entitled to.

#### POLICIES

- **301 (Hours of Work):** This policy details expectations for hours worked and break periods, rounding of shift times, non-exempt travel time and shifts that fall during the start or end of Daylight Savings Time.
- **310 (Timekeeping):** This policy defines the responsibilities of Employees, Managers and Time Editors/Schedulers/Timekeepers to ensure accurate tracking of hours worked, break periods and absences.
- **201 (Attendance):** This policy sets expectations regarding employees' obligation to arrive at work as scheduled and on time. It also cross-references leave policies when an employee is unable to report to work, and the corrective action process when an employee has excessive lateness or absences.

Learn more about the policies and guidelines supporting your new responsibilities with MSK Time by visiting OneMSK.

# **Pay Codes**

All employees will use MSK Time to track absences. This is done through the Calendar function which notes the days and times when you are NOT working.

When using the Calendar, it is important you use the correct pay code for your absences. Refer to the table on page 17 for a list of commonly used pay codes. It is a best practice to use the Notes box within the Calendar request to provide more information about your use of the Pay Code.

Use of these Pay Codes do not replace conversations you should be having with your Manager about your schedule.

# **Using the Time Card Screen**

The Time Card Screen (TCS) is where you will find specific information about the pay period (i.e. approved vacation days, benefit balances) and quick access to buttons that let you easily manage your absences.

#### **ACTION CARDS**

Provides you with quick access to perform key timekeeping tasks (Add a Calendar, Add a missing clocking, etc.)

#### **TRANSACTION LIST**

Displays any recent transactions, such as Clockings, Schedules, and Time Off requests.

#### **INFORMATION CARDS**

This is where you will see the hours the employee will be paid. Information Cards also show pay distribution card benefit balances and any exception messages that might affect the approval or processing of your time cards. The types of exceptions are defined on page 10.

## **Using the Monthly View Screen**

The Monthly View in MSK Time can be accessed from your time card screen under the "Employee Favorites" action card. It displays a calendar of your activities and can be used to view current information (i.e. approved vacation days).





# **MSK Time Essentials for Badging Employees**

In addition to using MSK Time to track days away from work and review time cards, **badging employees will also use MSK Time every day to badge in and out of work and attest to their breaks.** 



# **New Daily Responsibilities**

#### WHO BADGES?

Non-exempt employees who are **hourly-paid** or exempt employees who are **eligible for premium pay, overtime or differential**.

Questions about whether or not you need to badge? Please contact your manager.

#### **HOW TO BADGE**

Badging can be done through a badge reader or the online portal using Quick Badge. MSK Time can be accessed remotely using MSK Office and Ping ID. You should badge in when you're ready to begin work, which usually means badging when you arrive at your desk.

Note: If badging in from offsite, then you must use VPN or VCD.

#### WHY IS BADGING IMPORTANT?

- Ensures accuracy in pay and timekeeping
- Allows tracking and reporting of patient care hours
- Provides real-time data
- Preserves MSK compliance with labor/wage laws

#### **ATTESTING TO BREAKS**

A prompt when you are badging out requires you to answer whether you took a break during your shift.

#### Why is attesting important?

- Fulfills MSK's legal requirements
- Provides a standarized practice
- Empowers employees to manage their time, and ensures accurate pay for time worked

# Hours of Work and Attesting

When you are badging out, you are required to answer whether you took a break during your shift. Attesting to breaks only tracks the **UNPAID** portion of your break. See the next section on how to track your break.

HOURS SCHEDULED	UNPAID BREAK	PAID BREAK	DAILY HOURS
At least 6 hours, but less than 8	30 minutes	One 15-minute	Hours worked, minus the
8 Hours	30 minutes	Two 15-minute	30-minute UNPAID break
10 Hours	37 minutes	One 15-minute One 20-minute	9.38 Hours
12.5 Hours	57.6 minutes	One 15-minute One 20-minute	11.54 Hours

View the entire policy on OneMSK to learn more about MSK's policy on breaks, rounding, and pay.

# **Attesting in Action**



# SALLY IS AN ADMINISTRATIVE ASSISTANT IN DEVELOPMENT

She works from 9 AM to 5 PM (eight hours) and is entitled to a 60-minute break.

She attests to the UNPAID part of her break (30 minutes).



#### TOM IS AN ANALYST IN INFORMATION SYSTEMS

He works from 7 AM to 7:30 PM (12.5 hours) and is entitled to a 95-minute break.

He attests to the **UNPAID** part of his break (60 minutes).

# **Using Quick Badge**

To get started, go to the MSK Time portal and click on the Quick Badge tab on the toolbar. NOTE: You must have manager approval and VPN access to Quick Badge remotely (i.e. from home).



After saving, you will receive confirmation that the clocking was recorded with the date and time.

# **Reviewing Your Time Card**

In addition to viewing days off, badging employees can use the Monthly View screen to review their clockings, and identify and correct any mistakes in previous clockings.



#### As an employee, you are responsible for keeping track of your hours worked and making any necessary updates to your time card.

Look for **Exception Messages**. Exception Messages are system notifications that are sent to employees, approvers and editors indicating something needs your attention on your time card. These appear on your **Time Card Screen (TCS)** and on days in your **Monthly View**. This will be important in cases where you may forget to badge in or out for the day.

#### 🔇 Critical Exception

- 🚯 Warning Exception
- Information Exception

You can find definitions for these messages under Exception Messages in the Glossary on page 19.

Missed clockings not corrected will cause delays and may prevent your timecard from being submitted to payroll. Missed clockings for a current pay period must be submitted by the final Sunday of that pay period by 11:59 PM EST.



Critical Exception icon above indicates missed clocking

#### **CORRECTING A CLOCKING**

Once you've identified a missed or incorrect clocking, you can add a new clocking to correct it.

1. From the **Employee Favorites** action card, click **Add Clocking**.



- 2. When submitting your final clocking for the day, make sure to **denote if you took a break in the User Shift Answer Field**.
- Select "Yes" for a Full/Partial Break (and include the special code for a partial break) or "No" for No Break. Do not select "No Answer" for any reason.

# **Other System Configurations**

A few additional things to note about MSK Time:

- Employees cannot take time off the second week of the Pay Period to offset OT earned in the first week.
- Rounding rules are applied at the 7/8 minute mark.
- Your manager may approve a 15-minute GRACE period for you, excusing a late arrival within 15 minutes of your scheduled start time. If approved, then you will be able to use a pay code when adding a Calendar.
- Pay differentials for evenings, weekends, six legal holidays, and overtime will be automatically calculated by the system.
- Meal breaks must be taken at approximately the mid point of one's shift and cannot be worked through to offset late arrival/early departure. Employees and managers should work together to ensure breaks are taken. It's important to discuss how to avoid missing a break with your manager.

All of the above are reflected within HR Policies available on OneMSK.

# **MSK Time Essentials for Approvers**

Managers who oversee direct reports will take on the Approver role in MSK Time. Approvers ensure employee compliance with badging and attestation, approve/deny clocking and calendar requests, and submit payroll. Approvers are responsible for the following tasks:



# Your Daily 3

Performing your Daily 3 ensures by the end of the pay period, you do not have to spend too much time resolving issues before approving time cards. The following 3 steps make up the **"Daily 3"**:

- 1. Review the **Employee Pending Request LaborView Graph** for pending Calendar or Clocking requests
- 2. Review the **Employee Lunch Response LaborView Graph** for meal attestation compliance
- Review the Employees with Exceptions Counts LaborView Graph for any critical or warning exceptions

In addition to performing the Daily 3, reviewing your own time card and tracking your days away, Approvers need to Approve Payroll for their direct reports. This is performed every two weeks by logging into MSK Time and reviewing and approving each employee time card.

# **MSK Time Essentials for Editors**

An Editor is an MSK employee (contingent workers are not eligible) who acts as a "timekeeping expert" and **supports managers (Approvers) and employees with their time cards**. Although Editors do not have the authority to approve time cards, they do help the Approver in identifying issues that may impact the Payroll approval process and communicate with employees to ensure time cards are accurate and correct (verify that time cards contain no exception messages, check for compliance with badging and attestation, and review time-off and other system requests).



## **The Review and Approval Process**



# **MSK Time Reporting and Other Absence Information**

#### LABORVIEW GRAPHS

**Laborviews** are interactive graphs that provide Approvers and Editors real time information about the time cards you are responsible for. You will learn more about using Laborviews in the eLearning course in My Learning and on the MSK Time Support Site.

#### **MSK TIME REPORTS**

MSK Time Reports are available to Approvers and Editors and can provide insight into pay

code use, time off requests, clockings, etc. Select the Reports tab on the navigation bar to view. A few reports to highlight:

- **Approved Time Status** This is a snapshot of time cards that have not been approved by Cost Center.
- **Request Summary** This report shows employee requests, such as calendar and clocking requests, that are in all statuses, such as pending, approved, or denied.
- **Supervisor Hours by Pay Code** This report shows the hours used for pay codes selected. For example, a manager can run this report to see the hours of vacation used in a specific period of time.

Remember, time cards only go as far back as the pay period each employee started using MSK Time. For historical information, please contact Payroll at mskpayroll@mskcc.org.

#### TEAM TIME OFF WORKDAY APP

Using the **Team Time Off App in Workday**, Managers can run reports for approved time off and benefit balances (as of the current date or for a specific date). You can also view specific balances by plan (vacation or sick), and by time period.

#### ABSENCE DASHBOARD

This new **Absence Dashboard** is a visualization tool to help Approvers review and assess staff's "protected" time off. Available in the External Links Workday App, it indicates what time is "protected" under various regulations/policies (i.e. ESTA, Unum-covered leave like FMLA, etc.). The Absence Dashboard is a complement to help you identify absence trends and monitor for attendance concerns.



#### **UNUM REPORTS**

Unum will continue to send Managers automatic status emails and weekly reports, which should be used to determine the latest status of anyone on leave (i.e. pending, approved or denied). When a determination has been made, the approved dates of leave will be provided.

# **Pay Codes**

Approving time cards requires you to understand pay codes and ensure employees are using them properly. The Pay Codes table on page 17 lists many of the pay codes you'll encounter most frequently.

Managers need to ensure the correct pay code is used before approving the time card. **Retroactive transactions ("retros") are problematic and require more work than getting it right the first time!** 

# **Submitting Corrections**

All corrections to time cards for a prior pay period must be processed through the Payroll Department by 5:00 PM EST on the second Tuesday of a pay period to be included in the current pay cycle. Corrections submitted after this deadline will be included in the next pay cycle.

To submit retroactive time card corrections:

- 1. Employees notify their Editor or Approver of corrections to their time card for a prior pay period via email.
- 2. The Editor or Approver completes the **MSK Time Payroll Correction Form** (available on MSK Time Support Site).
- 3. The completed form is sent via email to the Payroll department at finmsktime@mskcc.org. If submitted by an Editor, the employee's Approver must be cc'd on the email.

Payroll will review the correction request, enter the correction, and notify the requestor, via email, once the correction has been processed.

# **Auto Forward**

Auto Forwarding – also referred to as delegation – is a tool in MSK Time that allows you to temporarily transfer employee time card approval rights to another Approver or Editor. You can forward all of your employees to one approver or editor, or divide them among several. Before setting up Auto Forward in the system, please have a conversation with the Approver or Editor to whom you will autoforward approval rights. Then, log-in to MSK Time and use the Action tab to set up the Auto Forward Assignment. Step-by-step instructions are available on the OneMSK MSK Time Support Site.

## **Resources for Approvers**

- Approving time cards requires you to understand the HR policies and guidelines that support employee's proper use of the system. Review page 5 to learn more about the updated HR resources created for MSK Time. You can consult with your HR Business Partner if you have any questions.
- Be sure to **review the other sections of this booklet** to brush up on your tasks for managing your own time off, as well as to learn about the essentials your exempt and badging direct reports will be responsible for.
- The **MSK Time Support site and HR Resource Center on OneMSK** are available to help. See page 22 of this booklet for more information.

#### **Pay Codes**

The chart below lists pay codes most commonly used by employees when submitting Calendar Requests for approval. Editors and Approvers have access to additional paycodes not listed here.

Pay Code	Description	Supporting HR Policy
BEREAVE Bereavement	Up to 3 working days of paid bereavement leave to make funeral arrangements or otherwise deal with the death of a relative	404: Bereavement
<b>BLP</b> Blood Donor Off-Day Program	7.5 hour day off for blood donations, as approved by Blood Donor Department	409: Blood Donation
<b>EML</b> Excused Military Vacation	Active Duty training (4 weeks per year)	405: Uniformed Service Leave
<b>EVC</b> Emergency Vacation Day	Up to 15 hours of vacation time per calendar year on an emergency basis	401: Vacation
<b>GRACE</b> 15 Minute Grace	The first 15 minute of a late arrival are paid. An employee must submit a calendar request for Grace	201: Attendance
<b>JUR</b> Jury Duty	Employees who are summoned or subpoenaed to appear in court during regularly scheduled work days	406: Jury Duty
MTG Meeting	Indicates a day off to attend an MSK- related meeting, training session, lecture or conference	
<b>NEO</b> New Employee Orientation	MSK's 2-day interactive orientation program designed to welcome new employees	
<b>NOHOLVAC</b> Remove Holiday Vacation	Non-exempt employee working a legal holiday will receive a day off with regular pay or an extra day's pay of up to 7.5 hours in lieu of the legal holiday as determined by the employee's supervisor	402: Holidays
<b>PAR</b> MSK Parental Leave	When an employee is approved by Unum for "MSK Paid Parental" leave	410: MSK Paid Parental Leave
<b>RFO</b> Research Fellows Out	To only be used by Research Fellows to indicate time away	
<b>SCK</b> Sick Time	When an employee cannot report to work due to illness, injury, or an appointment with a healthcare provider	403: Sick Time

Pay Code	Description	Supporting HR Policy
<b>SKP</b> Sick, Planned	Indicates hours for approved non- FMLA medical appointments	403: Sick Leave
<b>STV</b> Vacation ESTA	Used from Vacation bank for a family member's illness, medical care appointments, or because a child's school or childcare facility is closed due to an NYC-declared public health emergency. Hours are not related to an FMLA-approved condition	401: Vacation
<b>VAC</b> Vacation	Advanced manager approval based on factors including an employee's length of service and the needs of the department	401: Vacation

## **Icon Index**

#### TIME AND ATTENDANCE ICONS

- **Approved:** The request is approved by the supervisor.
- Canceled: The request has been canceled by either the supervisor or the employee.
- 😣 Denied: The request is not allowed by the supervisor.
- Requested: Indicates a request. Once the request is approved, this icon is no longer visible.
- Pending Request: Indicates a request has been submitted, but not yet approved.
- Unavailability: A single transaction or time frame for unavailability (for example, vacation).
- Recurring Unavailability: A recurring cycle of unavailability on specific days of the week.
- **Adjustment:** An adjustment transaction request.
- Calendar: A calendar transaction request.
- **Clocking:** A clocking transaction request.

# **Glossary of Terms**

**Approver:** An MSK employee (no contractors, consultants, or contingents) responsible for approving timecards for direct reports, ensures compliance with badging and attestation, approves/denies clocking and calendar requests.

**Badging:** Employees eligible for premium pay (overtime, differential, internal per diem) sign in and out using a badge reader or Quick Badge to track their time.

**Break Attestation:** A prompt at the end of a shift that requires badging employees to answer a question about how much of their unpaid break was taken.

**Calendar:** Scheduled activity when an employee is NOT working. Examples include vacation, sick, and jury duty.

**Clocking:** Created when an employee starts and ends their shift. Result from badging in and out at a reader, or online through Quick Badge in the portal.

**Daily Hours:** The number of hours an employee works per day. This field is housed in Workday.

**Editor:** An MSK employee (no contractors, consultants, or contingents) who is an expert for all timekeeping practices. Supports the Approver and employees with timecards, compliance with badging and attestation, and reviews time-off and other requests.

**Exception Messages:** Three types of messages that need attention or correction to ensure continuity of expected pay.

- **Critical Message:** A serious issue with an employee timecard. The timecard cannot be approved, and the employee will not be paid, until this exception has been resolved. For example, an employee missed a badging.
- **Informational Message:** A minor issue in an employee timecard. The timecard can still be approved; the employee will be paid on time as expected. For example, an employee did not take a break.
- Warning Message: Indicates an issue where the employee may not be paid correctly. The timecard can still be approved. An example of a warning exception is "Ineligible Employee Used No Lunch Special Code."

**Grace & Rounding Principles:** Determine how time recorded in MSK Time is paid when employees badge in and out.

- **Grace Period:** Allows for a period of time to be given before the rounding rule is applied. Applies only when badging into the system within 15 minutes of your scheduled start time.
- **Rounding:** Based on badging over a 60 minute period of time and works in 15 minute increments.
- **7/8 Minute Rule:** Used to determine to which quarter hour time is rounded. If the time badged in/out is 7 minutes or less from a quarter hour, time is rounded to the previous quarter hour. If the badged time in/out is 8 minutes or more from a quarter hour, then time is rounded to the following quarter hour.

#### **HR Policies**

- **301 (Hours of Work):** Guidance on hours worked and break periods, rounding of shift start and stop times, non-exempt travel time and shifts that fall during the start or end of Daylight Savings Time.
- **310 (Timekeeping):** Defines the responsibility of Employees, Managers and Time Editors/Schedulers/Timekeepers to ensure accurate tracking of hours worked, break periods and absences.
- **201 (Attendance):** Sets expectations regarding employees' obligation to arrive at work as scheduled and on time and cross references leave policies, when an employee is unable to report to work and the corrective action process when an employee has excessive lateness or absences.

**Labor Distribution:** Section on the TCS of an employee record, used to view the employee's organization unit, job class and/or position assignments. These assignments are used for scheduling, time and attendance calculations, rules processing, etc. An employee can have multiple Alternate and Alternate Home assignments but can have only one Primary Home assignment with the same effective date time frame.

**Meal Breaks:** Must be taken approximately at the midpoint of an employee's shift and cannot be worked to offset a late arrival or early departure.

**Pay Codes:** The type of pay an employee will receive. When productive clockings are entered, the Pay Code is generated automatically by the system based on the time the work was/is being done.

**Pay Differentials:** Evenings, weekends, 6 legal holidays and overtime that are automated and calculated by the system.

**Retroactive Transactions (Retros):** A correction to an employee's pay information. Can be paid in the current or future pay periods, even if the date of the adjustment was in a past pay period.

**Time Card Screen (TCS):** The main viewing screen in the employee record, and the default screen that is displayed when an employee record is first opened.

- Action Cards: Displays employee name, pay period and quick access to perform key time and attendance tasks (Add a Calendar, etc.).
- Information Cards: Provides specific information about pay, and time and attendance (Vacation Balance, Overtime Pay, etc.).
- Pay Distribution Card: Displays what the employee will be paid.
- **Transaction List:** Displays any recent transactions such as Clockings, Schedules and Time Off requests.

# **Post Go-Live Support**

There are many ways to learn more about how to use and get the most out of MSK Time. Here are a few resources that are available to you:

#### MSK TIME SUPPORT SITE ON ONEMSK



Get 24/7 support using the MSK Time Support Site – search **"MSK Time"** on OneMSK and download job aids and info session resources.

#### **CHANGE PARTNERS**

Your Division's Change Partners are ready to help you with any issues or questions. Just look for someone wearing the button on the right!



# HR Questions. ANSWERED.

HR RESOURCE CENTER

#### SUPPORT FOR YOUR MSK TIME QUESTIONS:

Monday, 7 AM – 7 PM Tuesday – Friday, 9 AM – 9 PM Email Only Support is available on the first Sunday of the pay period

#### Phone: 646-677-7411 Email: HRRC@mskcc.org

IT Help Desk will continue to provide 'off hours' badge reader and system technical support at 646-227-3337.



Memorial Sloan Kettering Cancer Center

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For more information, find us on OneMSK