

# **Employee Self Service online leave tool**

## ***Frequently Asked Questions (as of 8/2/12)***

### **What is the timeframe for which I can submit, change or delete leave?**

Leave may be submitted, changed, or deleted up to six months after it was taken (past), or up to 12 months in advance (future) of it being taken. You cannot submit leave requests for dates prior to April 1, 2012 using the ESS Leave Request System. For requests prior to April 1, contact the [DES Payroll Office](#).

### **What type(s) of leave can be submitted using ESS?**

A complete list of leave types processed in ESS is [available on the HR website](#).

### **What type(s) of leave *cannot* be submitting using ESS?**

All leave types can be processed in ESS for salaried employees. Hourly employees should not submit their personal holiday or personal leave day in ESS. A paper leave slip should be submitted to the payroll office instead.

### **Can I submit a paper leave request after April 1, 2012?**

No. Paper leave slips will not be accepted after April 1, 2012, with the exception of hourly employees' personal holiday or personal leave day. If a paper slip is received, it will be returned to the employee with instructions to submit it via ESS.

### **Who will monitor that the correct leave code is used?**

Supervisors will monitor employee leave balances and approve or deny requests, ensuring the requests are coded correctly in accordance with Chapter 357-31 and correspond with the employee's work schedule.

### **Can I change or delete my leave request?**

Yes. See the [instructions to change or delete a leave request](#).

### **Can I submit more than one leave request for the same day?**

Yes, however, leave requests may not exceed your scheduled daily hours. An example of multiple leave requests: an employee takes two hours of sick leave in the morning and also uses three hours of annual leave in the afternoon.

### **Can the payroll staff manually approve a leave slip in the ESS Leave Tool?**

No. Payroll staff will not be able to submit/approve leave requests in the ESS Leave Tool for employees. If the supervisor/manager is not available to approve leave for a payroll cutoff, the higher level supervisor/manager can approve the request on his/her behalf.

# ESS Leave Request System FAQs

## **I am a part-time employee. Can I use ESS?**

Yes, however employees with less than a full-time work schedule **must submit separate requests for each day of leave taken**. If a single request for multiple days is submitted, ESS will apply 24 hours of leave for each day within the date range.

For example, if a 24X7 employee submitted a single leave request for three days of leave, ESS would deduct 72 hours of leave (24 hours X 3 days) for the request.

## **I only took a partial hour of leave. What do I key into the duration field?**

ESS allows entry of increments in tenths of an hour for partial hours. Use the table below to determine what to key into the duration field.

Minutes	Tenths
1-6	.1
7-12	.2
13-18	.3
19-24	.4
25-30	.5
31-36	.6
37-42	.7
43-48	.8
49-54	.9
55-60	1.0

## **Do I need to provide a start and end time for my leave request?**

Yes. These are required fields, but are informational only. The amount of hours entered into the duration field is used to deduct time from your leave balance, not the span of hours entered.

## **Should I delete a leave request that was rejected by my supervisor?**

No. The rejected leave request will display in your *Overview of Leave* for historical reference. You may change the request to a new date and/or time as needed.

## **How will I know if my leave request has been processed?**

After your leave request is approved or rejected, you will receive an email notification. DES processes leave requests hourly, and notifies employees using their work email. The email sender is TIDALSAP and the email will arrive with the subject line: Your leave request has been processed.

## **Should I enter a note for the approver when submitting my leave request?**

Yes. Including additional details will help ensure the accuracy of your leave request.

## **How do I check my leave balances?**

Read the [instructions for checking your leave balances](#).

# ESS Leave Request System FAQs

## How do I view leave requests that I have submitted?

Click the **Submit a Leave Request** quick link, then click the **Show Calendar** link. The calendar days are color coded to indicate the status of a leave request:

- **Absent (blue)** - Scheduled absence or approved leave.
- **Multiple Entries (light blue)** - Multiple pending or approved leave requests on one day.
- **Sent (pink)** - Pending leave request.
- **Deletion Requested (red)** - Leave request which the employee has submitted for deletion.

## If my supervisor/approver is gone, how is the request escalated for approval?

If a supervisor/manager is not available to approve leave for payroll cutoff, the higher level supervisor/manager (based on the HRMS Organizational Structure) can approve the leave request on his/her behalf.

## I received a "Payroll Area 11 Locked" error. What should I do?

You may receive this error on days that DES is processing payroll. If you receive this message during the noon hour, wait about 15 minutes and try your request again. If you receive this error outside the noon hour, it may take up to one hour before you are able to submit your leave request.

## Who can I contact for help?

If . . .	then,
you have questions related to leave,	email <a href="mailto:despayroll@des.wa.gov">despayroll@des.wa.gov</a> .
you have questions related to logging into ESS, or system issues	email <a href="mailto:ServiceCenter@dop.wa.gov">ServiceCenter@dop.wa.gov</a> .

## FAQs for supervisors

### **APPROVER: How will I know if I have leave requests waiting for me to process?**

ESS will send you an email notification. DES processes leave requests hourly. You will receive one email message (from TIDALSAP@wa.gov) for all requests submitted during each hour-long timeframe. Once you log into ESS, you will have access to all pending leave requests so you can process them at the same time.

**Note:** These messages are designed to alert you that a request has been made and needs attention. It is recommended that supervisors do not rely solely on email notification, and routinely log into ESS to view their work list.

### **APPROVER: How do I approve leave on behalf of my employees?**

See the [instructions to approve leave on behalf of an employee](#).

# ESS Leave Request System FAQs

**APPROVER: What do I do if an employee is absent and it is the end of the pay period?**

You should submit a leave request on behalf of your employee to get the leave processed for that pay period. Please indicate in the note field that you are submitting the leave request on behalf of the employee.

**APPROVER: How do I know if an employee has changed or deleted a leave request?**

- If an employee edits a leave request before an email notification is sent to you, you will receive the most recent edit in the email.
- If you have received the email notification and then the employee makes a change, you will receive an email with the change.
- If the employee deletes the leave request before an email notification is sent, you will not receive a notification.
- If the employee deletes the request after you receive the email notification, you will NOT receive an email regarding the deletion.

**APPROVER: If I get multiple leave requests from different employees, how do I know in what order the leave requests were submitted?**

The ESS email notifications are not time stamped. If an entry is made in the note field, the request time will be indicated. **Note:** If the note field is used for time stamp purposes, remember that what is entered in the field is permanent and a public record.

**APPROVER: If I am a supervisor, who can I delegate approval to?**

Leave approval cannot be delegated. Only supervisors up the chain of command can approve on a supervisor's behalf. If you are going to be absent and unable to approve leave requests, please remind your supervisor that he or she will need to approve on your behalf, especially if it is the end of a pay period. **Note:** The supervisor approving request on your behalf will NOT receive email notifications.

**APPROVER: How will I know if I have leave requests waiting for me to process on behalf of another employee?**

ESS will NOT send you an email notification. You will need to log into ESS and select the direct report employee for whom you are approving leave requests.