



Information & Frequently Asked Questions (FAQs) March 2023

ADP FAQs

1. What are my responsibilities as an Employee?

- Request time off through ADP (Full-time employees only)
- Clock in and out at the end of each scheduled shift and lunch breaks (Non-Exempt and Part-time employees only)
- Notify Designated Admin and/or supervisor of any incorrect punches or errors on timecard and submit adjustment form
- Do not enter any hours in advance of working or taking leave (no projected hours should be entered on timecard)
- Approve timecard on per pay period basis (within 3 business days **after** pay period ends)
- Review and acknowledge all BOH Policies & Procedures
- Keep address and personal information updated
- Full-time Employees must work 40 hours per week
- Part-time Employees must work NO more than 29 hours per week

2. What are my responsibilities as a Designated Admin and/or Supervisor/Manager?

The following is **required** of all Designated Admins, Supervisors and Managers:

- Review and make necessary updates to timecards
- Do not enter any projected work hours or leave on timecards
- Approve employee leave requests in a prompt manner (managers and supervisors can approve leave requests through MY TEAM, LIST OF REQUESTS)
- Notify ADP Practitioner of any schedule changes
- Notify your Division HR Generalist and Payroll of any Leave Without Pay
- Approve timecards for all staff (no later than 5 business days **after** pay period ends)



3. What are the responsibilities of the ADP Time & Attendance Practitioner?

The practitioner will be responsible for the following:

- Answer questions, offer support, provide updates, and troubleshoot
- Reset Passwords
- Assign permissions to designated admins, supervisors, and managers
- Enter staff schedules
- Make manual adjustments to timecards after close of payroll period
- Make manual leave adjustments if needed
- Work with ADP directly to resolve issues when needed

4. Will State Holidays automatically populate on my timecard?

Yes. State holidays will be populated on the timecard.

Holiday not worked = Nothing needs to be done.

Holiday worked = If you have been authorized by your supervisor to work on the holiday, you would clock in/out, as usual. Please note that holiday pay is not applicable. Also, if an additional pay line was created on the timecard, it will need to be deleted by Designated Admin, Supervisor or Manager

5. What about Schedules?

Each Non-Exempt employee has a schedule based on information given to ADP Practitioner by supervisor. If employee wishes to change schedule, supervisor or manager must approve and that change needs to be submitted to ADP Practitioner. Each Exempt employee has an auto populated schedule from 8:00 a.m. – 4:00 p.m. This is done so the timecard will update with 8 hours each day. The timecard is updated overnight, automatically. Please adhere to the schedule set forth by your supervisor or manager.

6. Is our time rounded to 15-minute increments?

No. Clock in/out time is based on actual time and not rounded to the nearest 15-minute increment.

7. If I am on leave at the end of the pay period, how long do I have to approve my timecard?

You can approve the timecard upon return unless the Designated Admin, Supervisor or Manager has already approved in your absence.



8. Can a supervisor approve a timecard that an employee hasn't approved?

Yes. However, the employee should make every effort to approve their timecard daily and within 3 business days after end of pay period.

9. Will I need to make any updates to my timecard to document an early release?

Non-Exempt employees must continue to clock in/out each day. Schedule adjustments will be handled by designated admin, supervisor, or manager for special circumstances such as early release. Exempt employees' timecard should not be modified for early release or inclement weather.

10. Once my leave request is approved will my timecard update?

Yes. The approved leave will populate on the timecard.

11. I missed clocking in or out, what should I do?

Notify your supervisor or manager and complete the adjustment form. The designated admin, supervisor or manager will make the necessary adjustment to your timecard.

12. Will ADP accept 8 hours of Annual Leave if I only have 6 hours of Leave available?

No. You must have the requested amount of leave in your current leave balance, to be approved.

13. What is the approval flow for employee timecards? Who is the final approver in each department?

Employee's timecards are approved by the supervisor/manager or the approved designee, normally the designated admin for the department.

14. When I submit a leave request, will a message automatically be sent to my supervisor?

Yes, the request will be sent via email through ADP. The supervisor or manager should approve the leave request in a prompt manner.

15. Can Sick Leave still be utilized for Dr. Appointments?

Yes, sick leave is used for Doctor, Dentist, and other medical appointments for yourself or immediate family member - Per Policy & Procedure BOH-HRS-225.

16. What is the procedure for calling in late or sick?

Please follow the current procedure set forth in your department.



17. Can the designated admin, supervisor or manager see my salary information?

No. The view in ADP is limited to what is only necessary to protect confidentiality.

18. When is my accrued leave available?

Typically, the day after payroll, your leave balance will update and you may request the leave at that time.

19. Will Educational Leave reset to 8 hours on January 1st?

Yes. ADP will update to 8 hours for each Full-time employee.

20. I am Full-time and I did not work 40 hours during the week, what happens?

Full-time employees who do not work 40 hours will be charged Annual or Sick leave (in that order) per Policy & Procedure BOH-HRS-225.

21. Who is the Practitioner for ADP Time & Attendance?

Keri Allen, Human Resources Generalist 2 is the main contact for any questions or concerns regarding ADP Time & Attendance. She may be reached via email at keri.allen3@dph.ga.gov or via phone (404) 612-8733 office and (770) 829-7307 cell.