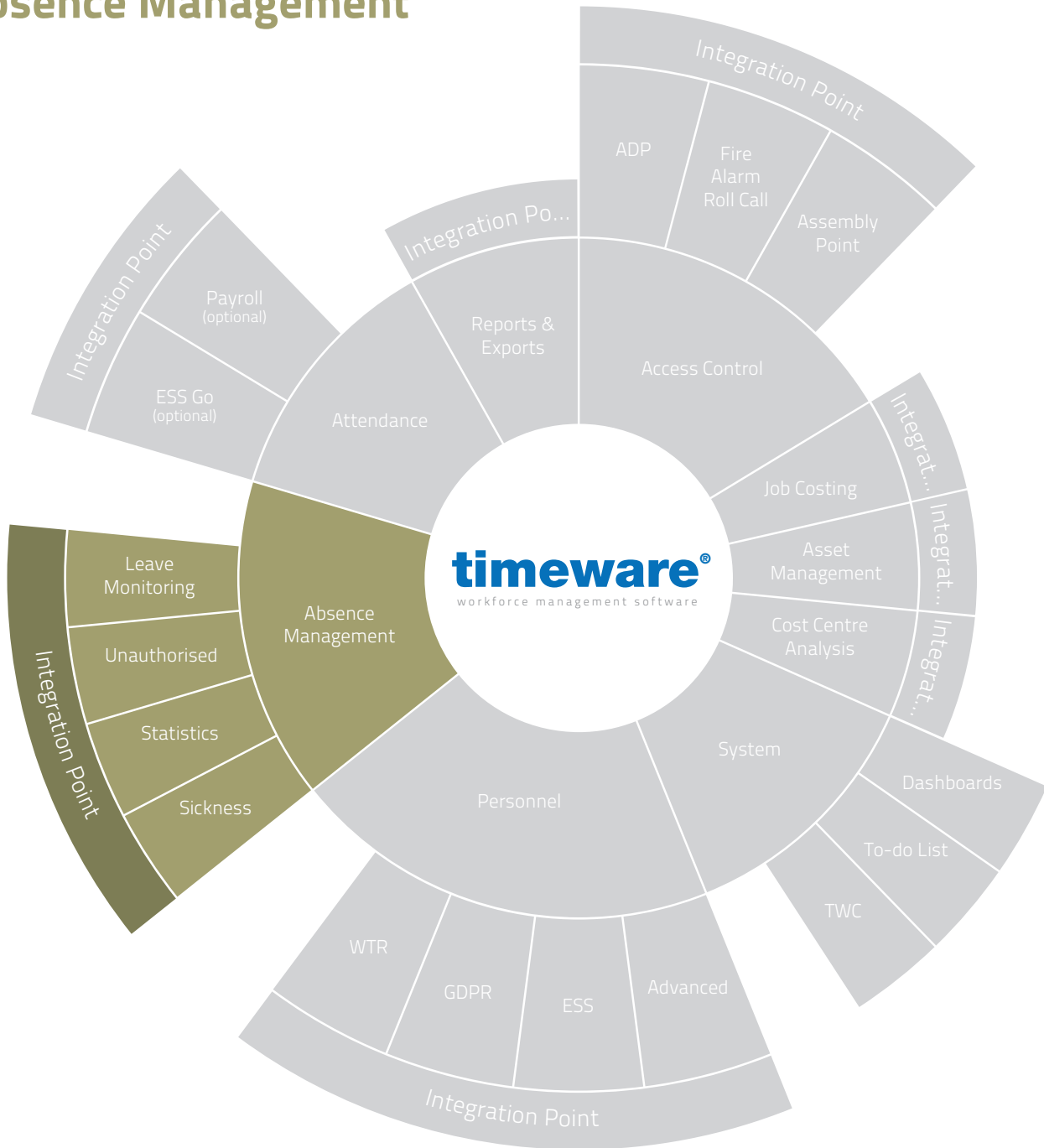


Training guide:  
**Absence Management**





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For more information about timeware® products,  
version updates, datasheets and reports, please refer  
to the timeware® community website:

[www.timeware.org](http://www.timeware.org)

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[www.timeware.org](http://www.timeware.org)  
+44 (0)1706 659368



# Contents

<b>Course</b>	<b>Duration</b>
<b>tw21/op/abs001</b> <b>An introduction to timeware<sup>®</sup> absence management</b>	Approximately 30 minutes

Processing absence requests and monitoring absence statistics...

<b>Module</b>	<b>Description</b>
m/03/101	understanding absence management
m/03/110	absence statistics
m/03/115	adding an absence or holiday request
m/03/120	amending an absence or holiday record
m/03/125	Marking the absence as declined for tactical absence reasons
m/03/130	absence and holidays on the 'To-Do' list
m/03/150	viewing a person's absence and holiday entitlement
m/03/160	awarding an absence entitlement credit in days and hours

All information pertaining to any personnel record within this document is obtained from a demonstration database and are not details of any individual.



## Module:

m/03/101

## Understanding absence management

timeware® absence management covers entitlements, company and individual statistics, absence tracking and trend reporting. Absence management may be used for all people in the company, not just those who clock-in at a terminal or the ESS.

The screenshot displays the timeware software interface with several key components:

- 'To-do' List:** A sidebar menu on the left includes 'To-do List', 'Personnel', 'Absence Management', 'Absence Statistics', 'Absence Adjustments', and 'Planner'. The main 'To-do' list contains sections for:
  - Online Information:** timeware® Community, latest news and major developments about your product.
  - System Health:** timeware® hardware may require updating due to information which has been modified (3 items remaining); (3) users are setup without email addresses, an email address must be present to allow important security features to function correctly.
  - Absence Management:** (1) Outstanding absences that require decisions due to cancellation; (2) Outstanding absences awaiting a decision; (2) Outstanding absences that require finalisation.
  - Absence Adjustments:** (1) Outstanding missed bookings that require attention; (3) Outstanding unauthorised absences that require attention; (1) Outstanding bookings awaiting a decision; (1) Outstanding bookings that require finalisation.
  - Job Costing Adjustments:** (2) Outstanding anomalies that require attention.
- Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised':** A calendar view for Employee ID: 2 (Michael Coope) showing absences from January 2021 to December 2021. The calendar is color-coded by absence reason.
- Absence Statistics:** A window showing statistics for an anchor date of Wed 24 Feb 2021, displaying a grid of absence data for various employees.
- Absence Entitlement Policy:** A window showing details for a 'Weekly Paid' entitlement, including a table of entitlement types and their associated rules.

Entitlement type	Days	Hours and minutes	Year service from	Year service to	Maximum amount that can be brought forward from the previous year	Amount that can be taken before the end of the absence period	Script
Less than one year	N/A	N/A			0	22	Award Amount Based On Week (Rounded)
Band 1	1	5			0	22	Award Full Amount
Band 2	6	8			0	23	Award Full Amount
Band 3	9	99			0	25	Award Full Amount
Band 4							
Band 5							
Band 6							
Band 7							
Band 8							
Band 9							



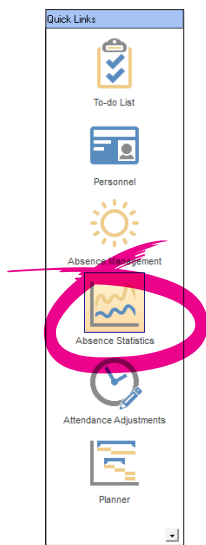


## Module:

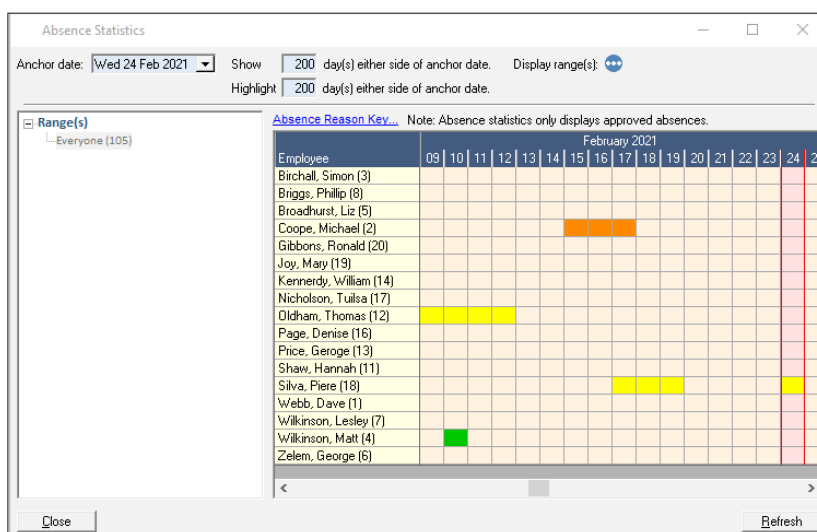
m/03/110

## Absence statistics

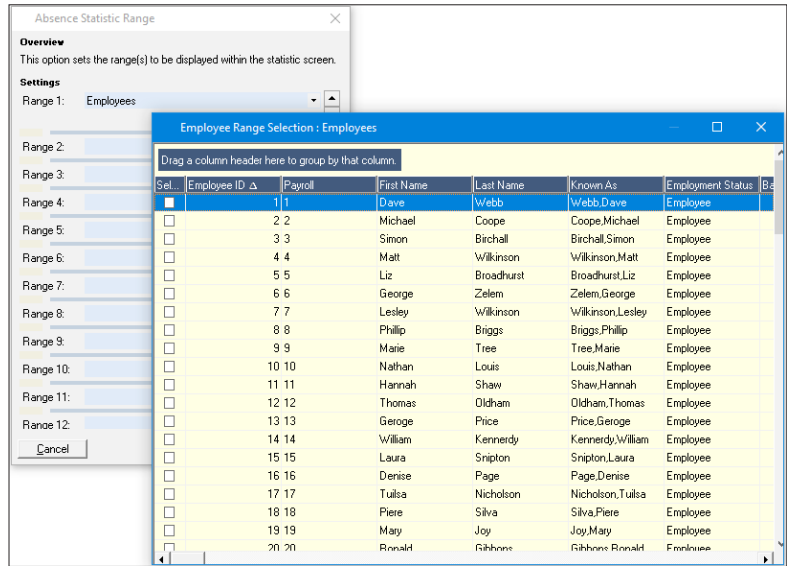
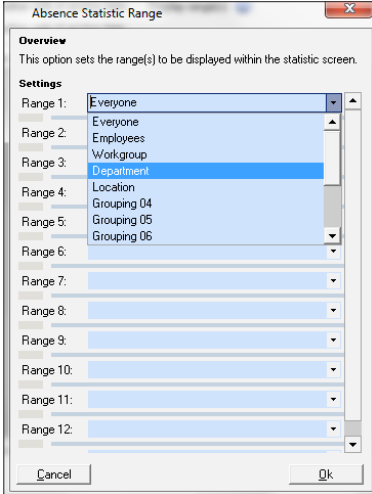
1. Click on the Absence Statistics Quick Link.



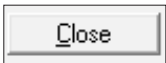
2. The statistics screen will then appear, utilising the parameters defined on your last session. Select 'Absence Reason Key' to display the descriptions of each absence colour.



3. Select 'Display Range(s)' to modify the range of people displayed.



4. <Close> to leave the Absence and Holiday statistics screen.

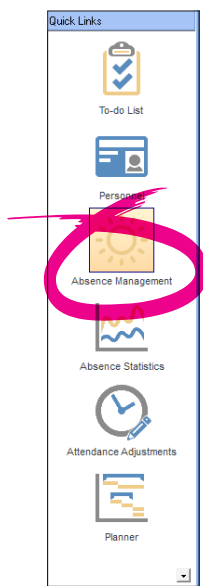


## Module:

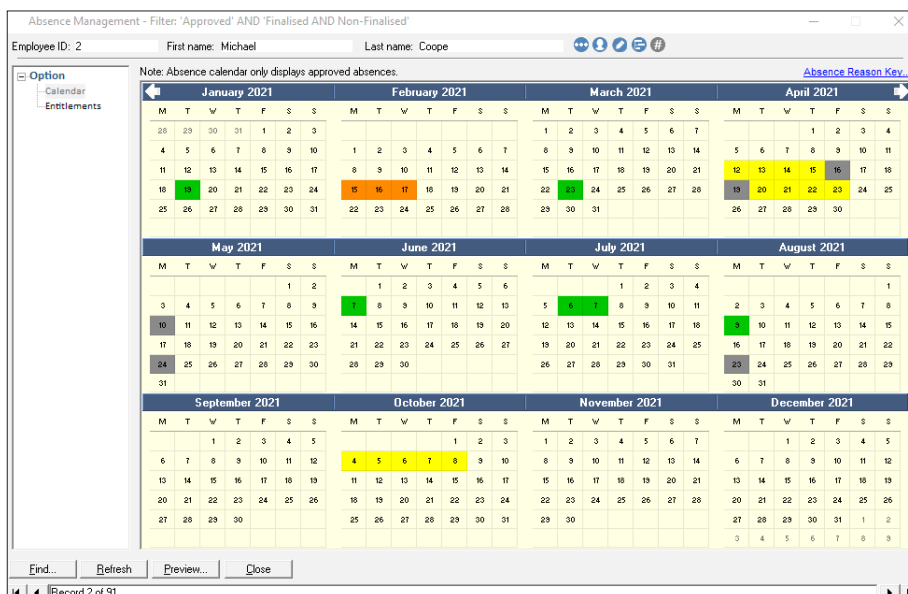
m/03/115

## Adding an absence or holiday request

1. Click on the Absence Management Quick Link.



2. The Absence Management screen appears at the person last viewed by the user



3. Click <Find> and search for the person whose absence you wish to book.



Find: Absence Management

Search for:

Search through: Employee ID

Search type: Contains

Drag a column header here to group by that column.

Employee ID	Payroll	First Name	Last Name	Known As	Emplo
1	1	Dave	Webb	Webb,Dave	Empl
2	2	Michael	Coope	Coope,Michael	Empl
3	3	Simon	Birchall	Birchall,Simon	Empl
4	4	Matt	Wilkinson	Wilkinson,Matt	Empl
5	5	Liz	Broadhurst	Broadhurst,Liz	Empl
6	6	George	Zelem	Zelem,George	Empl
7	7	Lesley	Wilkinson	Wilkinson,Lesley	Empl
8	8	Phillip	Briggs	Briggs,Phillip	Empl
9	9	Marie	Tree	Tree Marie	Fmnl

Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised'

Employee ID: 1 First name: Dave Last name: Webb

Note: Absence calendar only displays approved absences.

January 2021							February 2021							March 2021							April 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
28	29	30	31	1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7	5	6	7	8	9	10	11
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	12	13	14	15	16	17	18
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	19	20	21	22	23	24	25
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	26	27	28	29	30		
25	26	27	28	29	30	31	29	30	31					29	30	31											

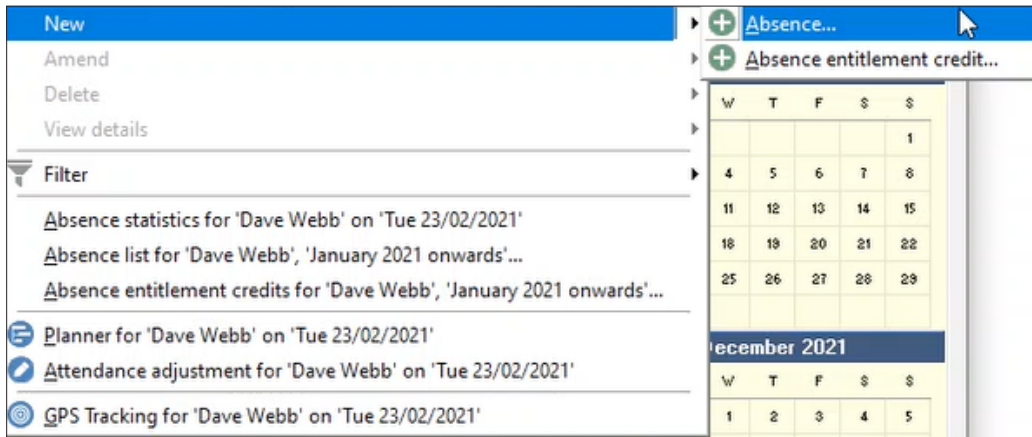
May 2021							June 2021							July 2021							August 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2		1	2	3	4	5	6		1	2	3	4										1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	
31																					30	31					

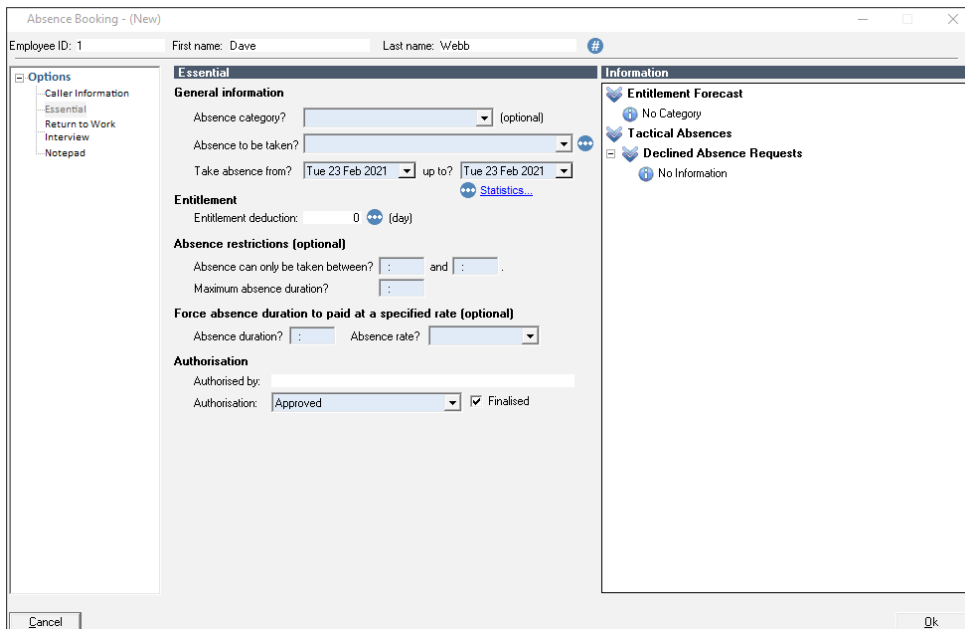
September 2021							October 2021							November 2021							December 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
				1	2	3	1	2	3	4	5	6	1	2	3	4	5	6	7					1	2	3	
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31	1	2
																					3	4	5	6	7	8	9

Record 1 of 91

4. To request the absence or holiday, <Right-click> on the required date and select New...



5. Next, the Absence Booking form will appear.



6. Select one of the Absence categories. This entry is optional.

7. Next, select the Absence to be taken.

8. Now confirm the date range of the absence.

- The Absence restrictions enable the user to specify what part of the day (and for how long), the absence can be taken. This entry is optional.

**Explanation: The doctor's appointment is sometime before lunch and cannot exceed 3 hours.**

**Absence restrictions (optional)**

Absence can only be taken between?  :  and  :  .

Maximum absence duration?  :

**Force absence duration to paid at a specified rate (optional)**

Absence duration?  :  Absence rate?  ▼

- Finally, select the Authorisation type. You may find that you cannot change this entry if your permissions do not allow. Only when an absence is finalised will an email be sent to the person confirming the status of the absence or holiday request.

**Authorisation**

Authorised by:

Authorisation:  ▼  Finalised

- Incomplete booking
- Awaiting decision
- Declined
- Approved

- Click <Ok> to save the absence request and return to the Absence Management screen.

- Finally, click <Close> to leave the Absence Management screen.



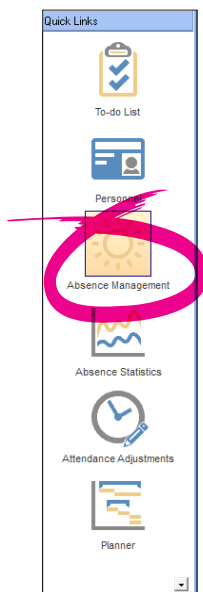


## Module:

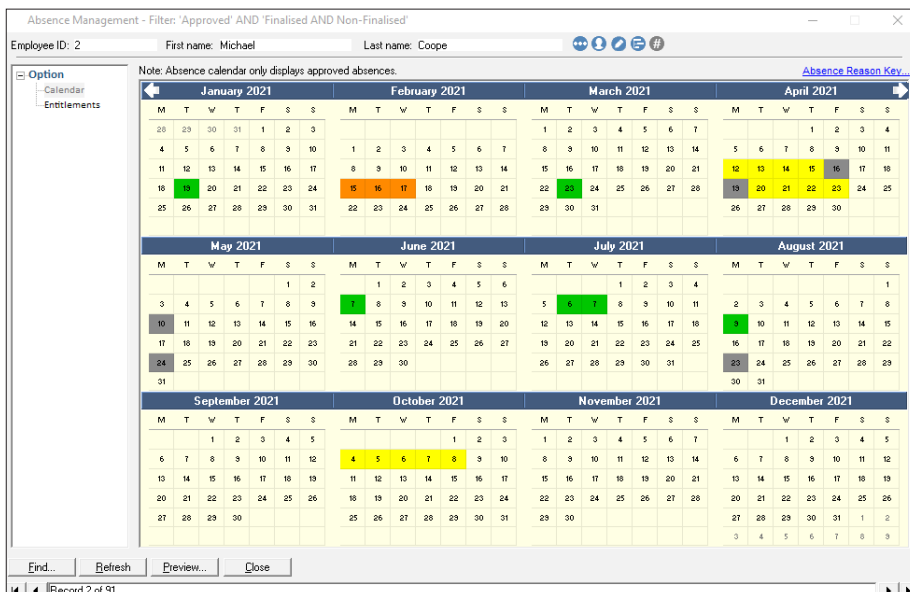
m/03/120

## Amending an absence or holiday record

1. Click on the Absence Management Quick Link.



2. The Absence Management screen appears at the record last viewed by the user



3. Click <Find> and search for the person whose entitlements you wish to view.



Find: Absence Management

Search for:

Search through: Employee ID

Search type: Contains

Drag a column header here to group by that column.

Employee ID	Payroll	First Name	Last Name	Known As	Emplo
1	1	Dave	Webb	Webb,Dave	Empl
2	2	Michael	Coope	Coope,Michael	Empl
3	3	Simon	Birchall	Birchall,Simon	Empl
4	4	Matt	Wilkinson	Wilkinson,Matt	Empl
5	5	Liz	Broadhurst	Broadhurst,Liz	Empl
6	6	George	Zelem	Zelem,George	Empl
7	7	Lesley	Wilkinson	Wilkinson,Lesley	Empl
8	8	Phillip	Briggs	Briggs,Phillip	Empl
9	9	Marie	Tree	Tree Marie	Fmnl

4. The person's absence calendar will appear.

Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised'

Employee ID: 1      First name: Dave      Last name: Webb

Note: Absence calendar only displays approved absences.

Option: Calendar, Entitlements

Absence Reason Key

January 2021							February 2021							March 2021							April 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
28	29	30	31	1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31	29	30	31	29	30	31	26	27	28	29	30										

May 2021							June 2021							July 2021							August 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30	26	27	28	29	30	31	23	24	25	26	27	28	29	30	31			

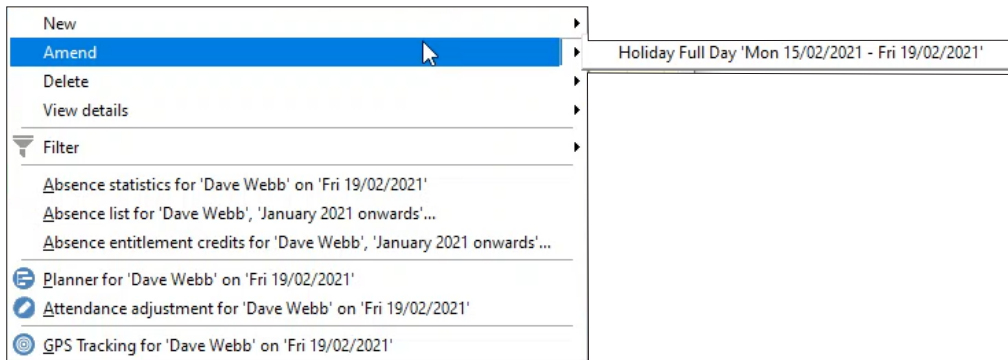
  

September 2021							October 2021							November 2021							December 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
6	7	8	9	10	11	12	4	5	6	7	8	9	10	6	7	8	9	10	11	12	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	13	14	15	16	17	18	19	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
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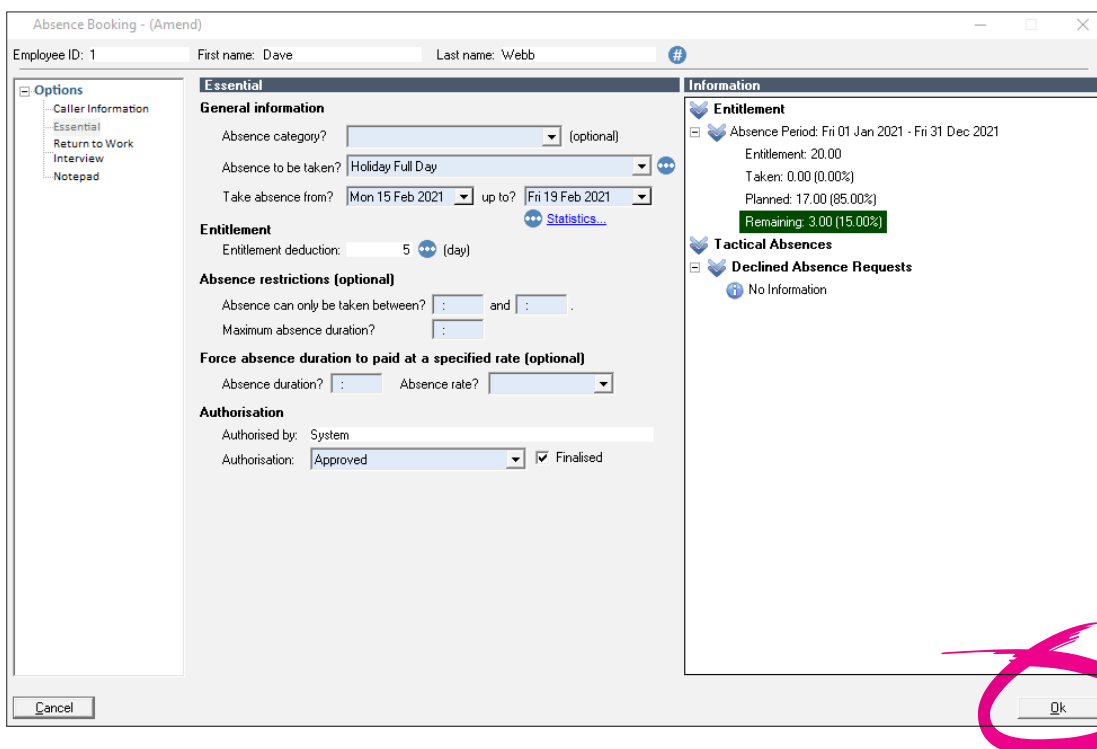
Find... Refresh Preview... Close

Record 1 of 91

5. <Right-click> on the required absence/holiday date, select Amend and then click on the absence description.



6. Next, make the necessary amendments in the Absence Booking form.



7. Finally, press <Ok> to save the modification and return to the Absence Management screen.

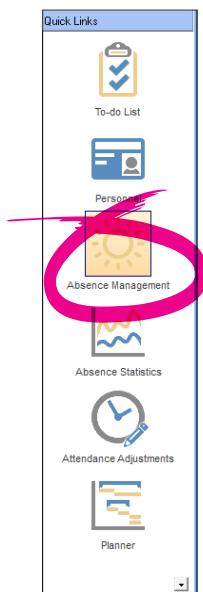


## Module:

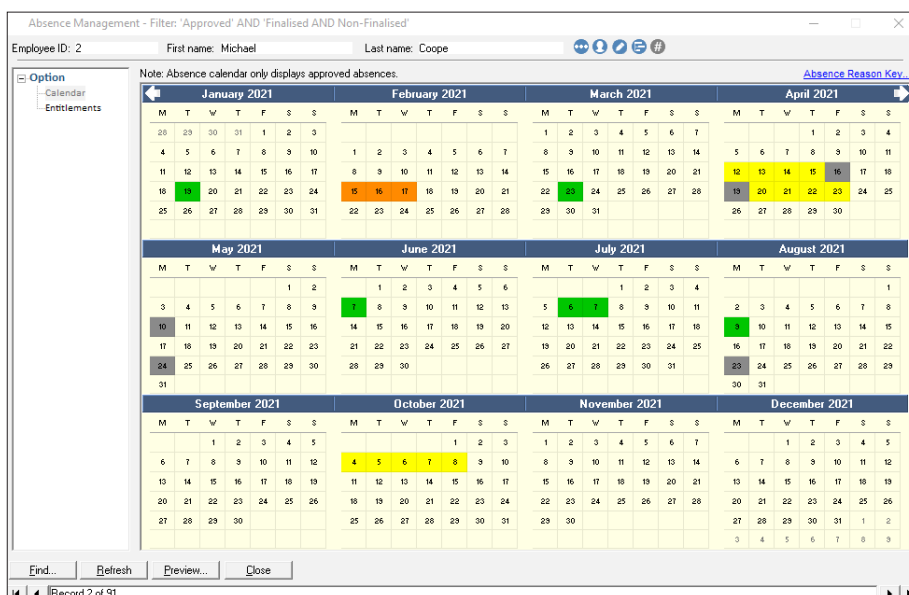
m/03/125

## Marking the absence as declined for tactical absence reasons

1. Click on the Absence Management Quick Link.



2. The Absence screen appears at the record last viewed by the user



3. Click <Find> and search for the person whose entitlements you wish to view.



Find: Absence Management

Search for:

Search through: Employee ID

Search type: Contains

Drag a column header here to group by that column.

Employee ID	Payroll	First Name	Last Name	Known As	Emplo
1	1	Dave	Webb	Webb,Dave	Emplo
2	2	Michael	Coope	Coope,Michael	Emplo
3	3	Simon	Birchall	Birchall,Simon	Emplo
4	4	Matt	Wilkinson	Wilkinson,Matt	Emplo
5	5	Liz	Broadhurst	Broadhurst,Liz	Emplo
6	6	George	Zelem	Zelem,George	Emplo
7	7	Lesley	Wilkinson	Wilkinson,Lesley	Emplo
8	8	Phillip	Briggs	Briggs,Phillip	Emplo
9	9	Marie	Tree	Tree Marie	Fmnl

4. The person's absence calendar will appear.

Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised'

Employee ID: 1    First name: Dave    Last name: Webb

Note: Absence calendar only displays approved absences.

Option: Calendar, Entitlements

January 2021    February 2021    March 2021    April 2021

January 2021							February 2021							March 2021							April 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
28	29	30	31	1	2	3								1	2	3	4	5	6	7							
4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
11	12	13	14	15	16	17	8	9	10	11	12	13	14	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	15	16	17	18	19	20	21	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31	22	23	24	25	26	27	28	29	30	31					26	27	28	29	30		

May 2021    June 2021    July 2021    August 2021

May 2021							June 2021							July 2021							August 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
3	4	5	6	7	8	9	1	2	3	4	5	6	5	6	7	8	9	10	11	2	3	4	5	6	7	8	
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30				26	27	28	29	30	31	23	24	25	26	27	28	29		
31																				30	31						

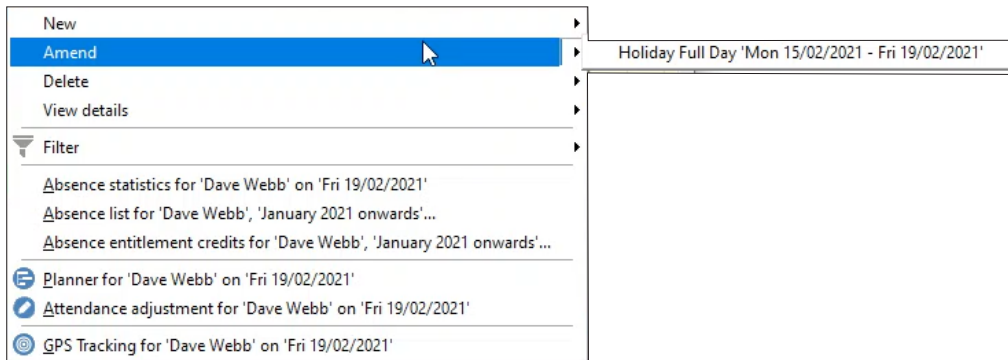
September 2021    October 2021    November 2021    December 2021

September 2021							October 2021							November 2021							December 2021						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
1	2	3	4	5			1	2	3				1	2	3	4	5	6	7	1	2	3	4	5			
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31	1	2
																				3	4	5	6	7	8	9	

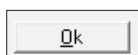
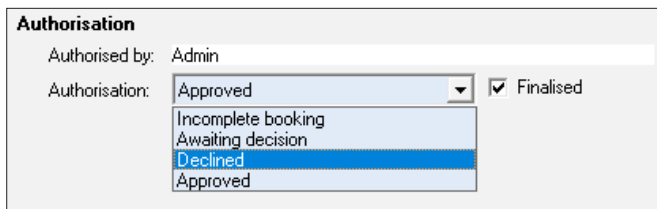
Find... Refresh Preview... Close

Record 1 of 31

5. <Right-click> on the required absence/holiday date, select amend and then click on the absence.



6. Change the authorisation to declined, then click ok.





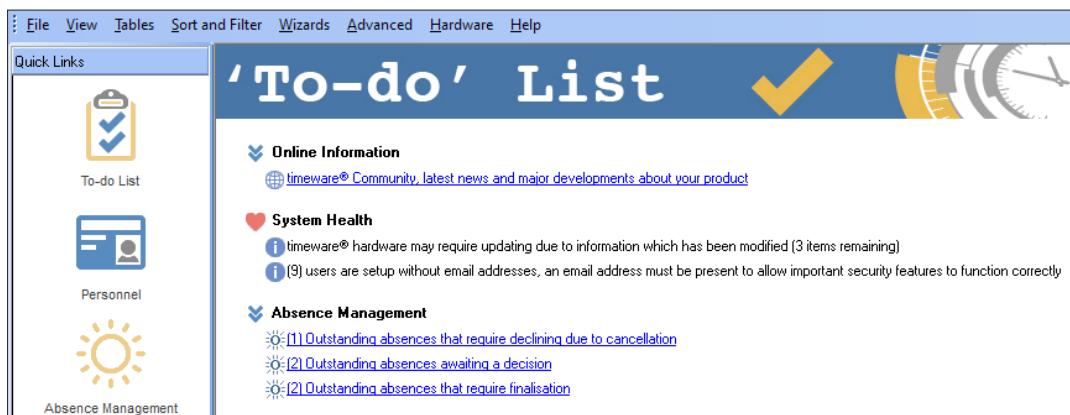


## Module:

m/03/130

## Absence and holidays on the 'To-Do' list

1. A number of Absence Management 'To-Do' list items may appear on your 'To-Do' list dependant on how the timeware<sup>®</sup> system has been configured.

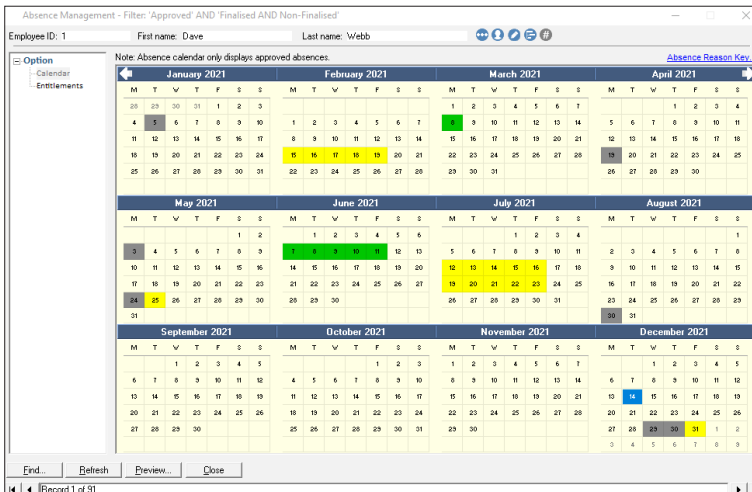


2. The three absence and holiday agenda items covered in this module are;
  - a. Awaiting decision
  - b. Require finalisation
  - c. Return to work interview

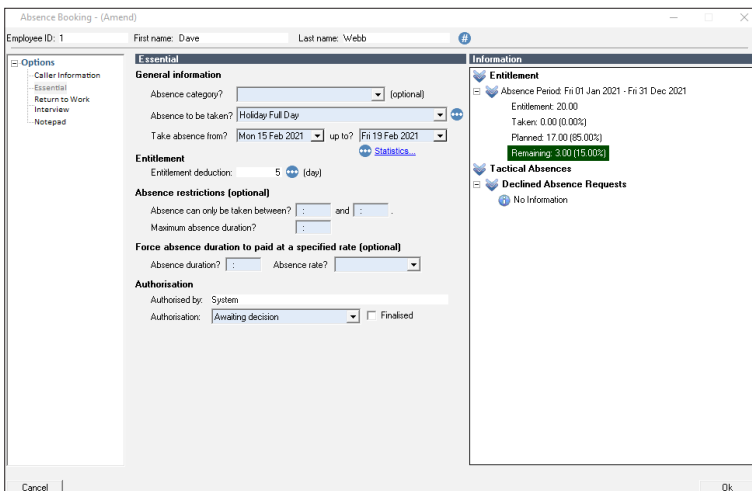
- Awaiting a decision. This 'To-Do' List item highlights complete absence/holiday requests that have not yet been approved or finalised by a manager.



Clicking on the agenda link takes the user to the personnel absence/holiday selection screen.



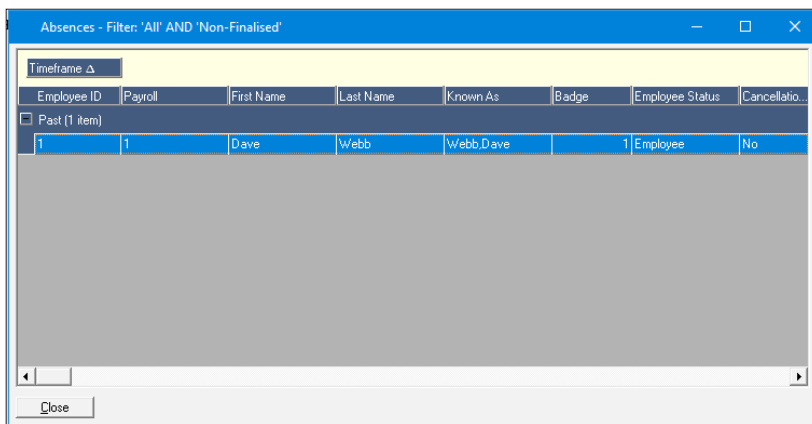
Selecting an person's absence/holiday, enables the user to modify the authorisation details to either Approved or Declined. Click <Ok> to return to the personnel absence/holiday selection screen.



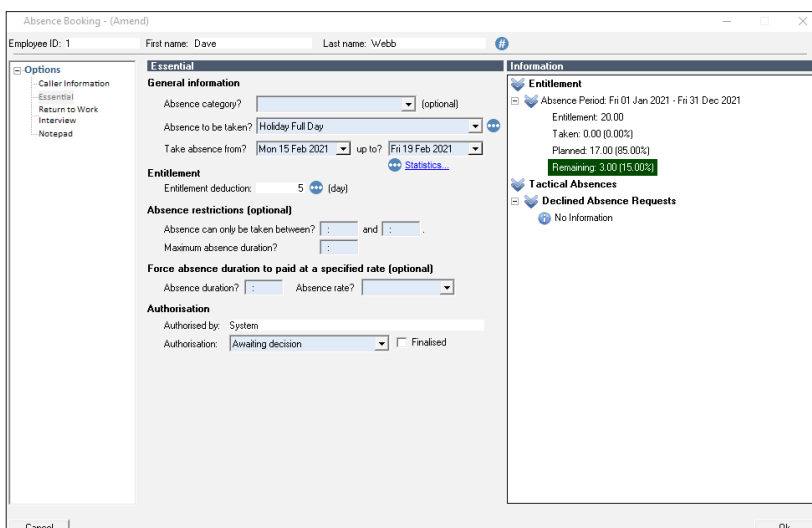
- Require finalisation. Note that this option is mostly used where two step authorisation is required i.e. a line manager says it is fine to take but HR get the final say.



Clicking on the 'To-Do' List link takes the user to the personnel absence/holiday selection screen.




Selecting a personnel absence/holiday enables the user to modify the authorisation details to Finalised. Click <Ok> to return to the employee absence/holiday selection screen.

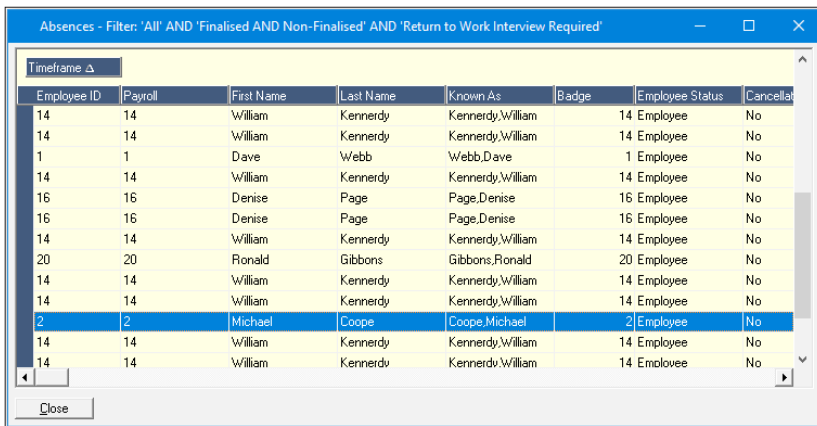


- Require return to work interview. This agenda item highlights any absence spells that have exceeded the return to work interview limit specified in the appropriate absence reason.

**▼ Absence Management**

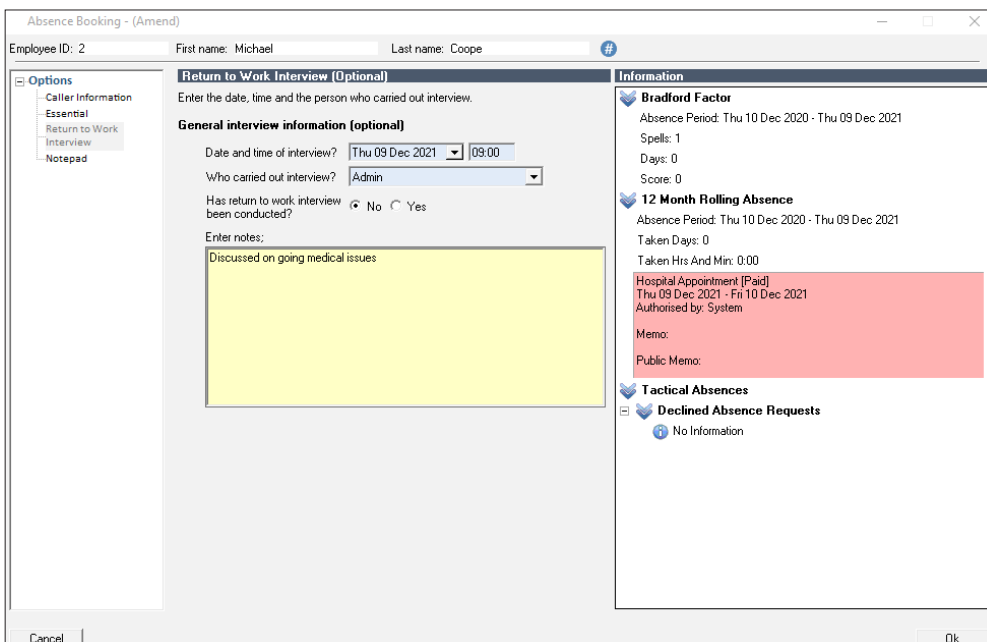
 [\[11\] Outstanding absences that require a return to work interview](#)

Clicking on the 'To-Do' List link takes the user to the personnel return to work interview selection screen.



Employee ID	Payroll	First Name	Last Name	Known As	Badge	Employee Status	Cancellation
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
1	1	Dave	Webb	Webb,Dave	1	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
16	16	Denise	Page	Page,Denise	16	Employee	No
16	16	Denise	Page	Page,Denise	16	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
20	20	Ronald	Gibbons	Gibbons,Ronald	20	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
2	2	Michael	Coope	Coope,Michael	2	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No
14	14	William	Kennerdy	Kennerdy,William	14	Employee	No

Selecting a personnel return to work incident enables the user to record the points discussed in the actual return to work interview. Click <Ok> to return to the 'To-Do' List screen.



Absence Booking - (Amend)

Employee ID: 2    First name: Michael    Last name: Coope

**Options**

- Caller Information
- Essential
- Return to Work
- Interview
- Notepad

**Return to Work Interview (Optional)**

Enter the date, time and the person who carried out interview.

**General interview information (optional)**

Date and time of interview?

Who carried out interview?

Has return to work interview been conducted?  No  Yes

Enter notes:

Discussed on going medical issues

**Information**

**Bradford Factor**

Absence Period: Thu 10 Dec 2020 - Thu 09 Dec 2021

Spells: 1

Days: 0

Score: 0

**12 Month Rolling Absence**

Absence Period: Thu 10 Dec 2020 - Thu 09 Dec 2021

Taken Days: 0

Taken Hrs And Min: 0:00

Hospital Appointment [Paid]

Thu 09 Dec 2021 - Fri 10 Dec 2021

Authorised by: System

Memo:

Public Memo:

**Tactical Absences**

**Declined Absence Requests**

No Information

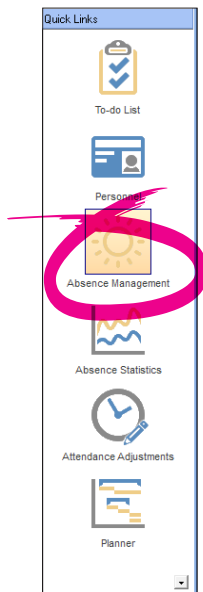
Cancel

## Module:

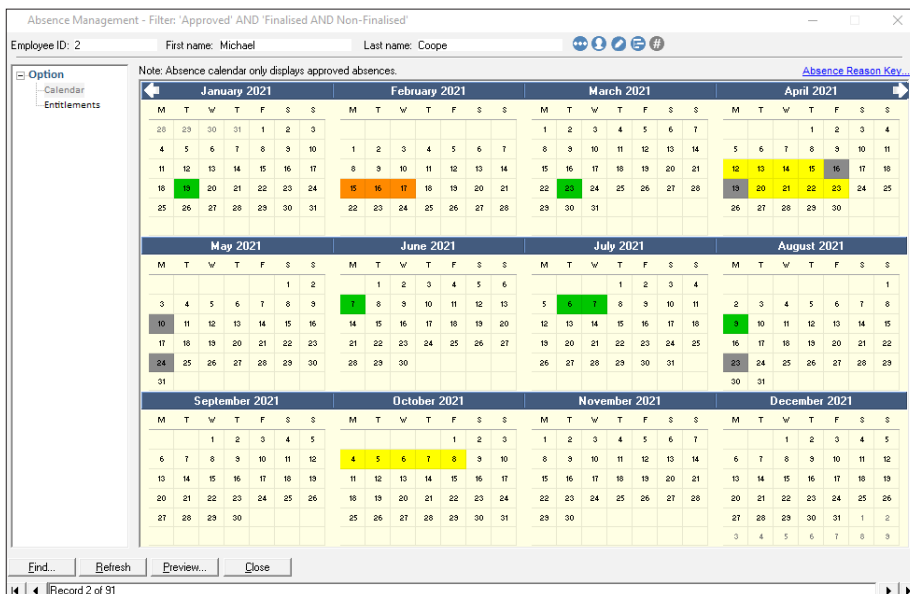
m/03/150

## Viewing a person's absence and holiday entitlement

1. Click on the Absence Management Quick Link.



2. The Absence Management screen appears at the record last viewed by the user



3. Click <Find> and search for the person whose entitlements you wish to view.



Find: Absence Management

Search for:

Search through: Employee ID

Search type: Contains

Drag a column header here to group by that column.

Employee ID	Payroll	First Name	Last Name	Known As	Emplo
1	1	Dave	Webb	Webb,Dave	Empl
2	2	Michael	Coope	Coope,Michael	Empl
3	3	Simon	Birchall	Birchall,Simon	Empl
4	4	Matt	Wilkinson	Wilkinson,Matt	Empl
5	5	Liz	Broadhurst	Broadhurst,Liz	Empl
6	6	George	Zelem	Zelem,George	Empl
7	7	Lesley	Wilkinson	Wilkinson,Lesley	Empl
8	8	Phillip	Briggs	Briggs,Phillip	Empl
9	9	Marie	Tree	Tree Marie	Fmnl

4. The person's absence calendar will appear.

Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised'

Employee ID: 1 First name: Dave Last name: Webb

Note: Absence calendar only displays approved absences.

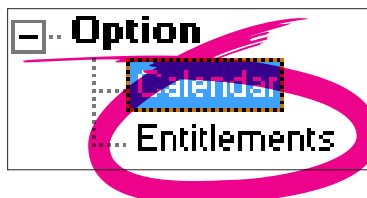
Calendar Entitlements

January 2021							February 2021							March 2021							April 2021							
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
28	29	30	31	1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7	
4	5	6	7	8	9	10	11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18	
11	12	13	14	15	16	17	18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25	
18	19	20	21	22	23	24	25	26	27	28	29	30	31	29	30	31	26	27	28	29	30							
25	26	27	28	29	30	31	22	23	24	25	26	27	28															

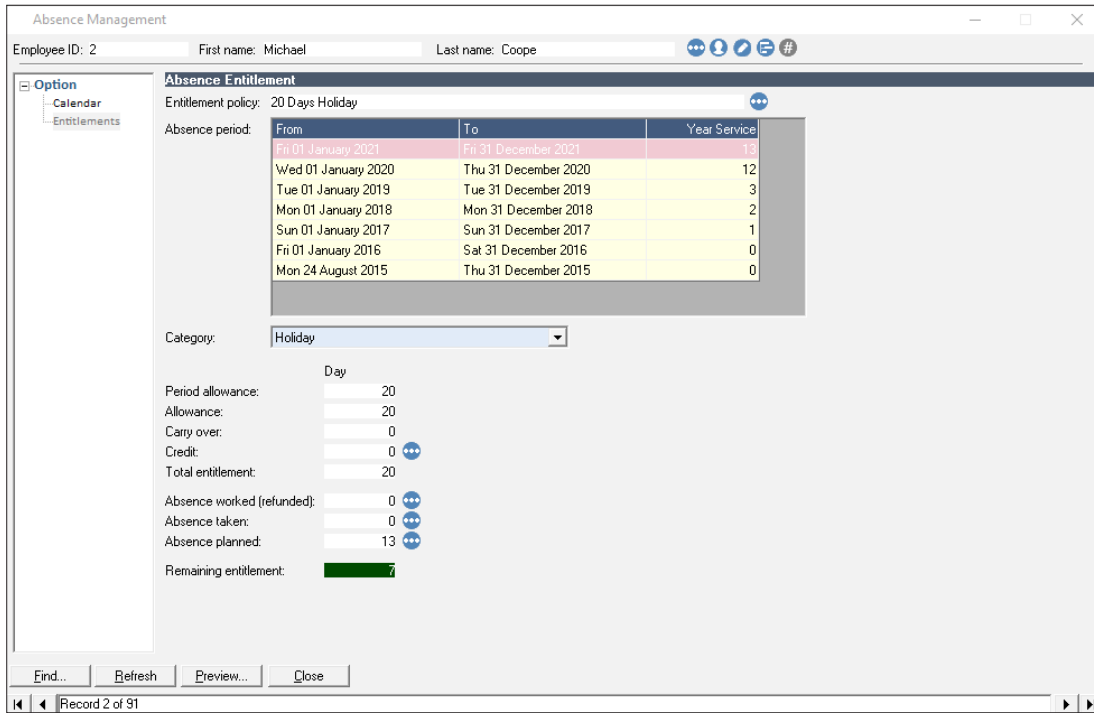
Find... Refresh Preview... Close

Record 1 of 31

Next, click on Entitlements.

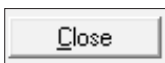


- The screen will then change to display the person's absence and holiday entitlements.



Any of the ten categories can be displayed

- Click <Close> to leave Absence Management.





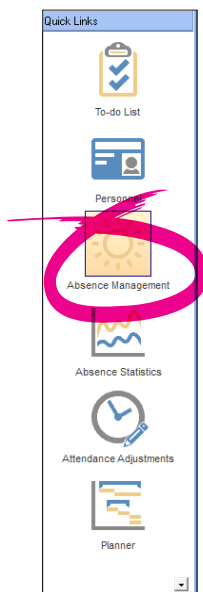


## Module:

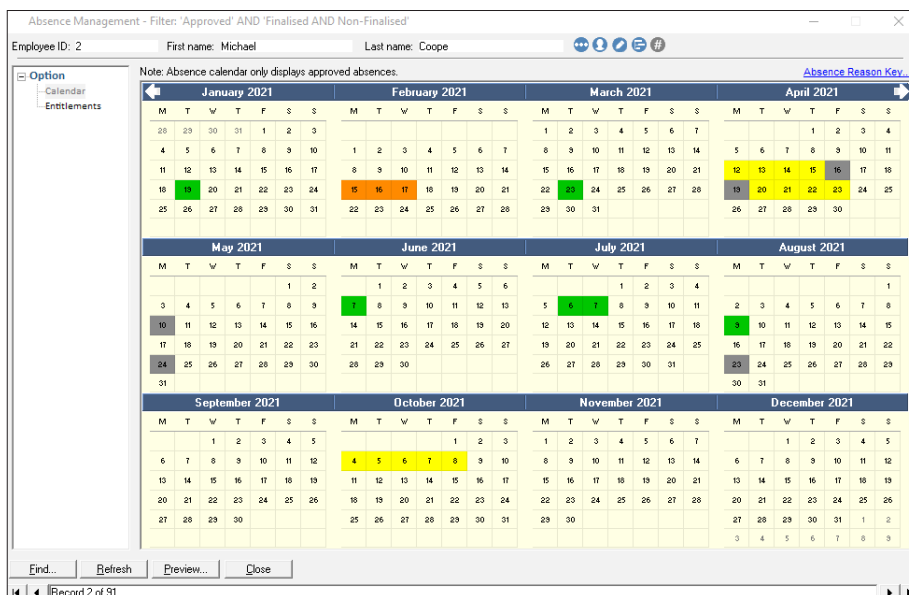
m/03/160

## Awarding an absence entitlement credit in days and hours

1. Click on the Absence Management Quick Link.



2. The Absence Management screen appears at the person last viewed by the user



3. Click <Find> and search for the person whose entitlements you wish to view.



Find: Absence Management

Search for:

Search through: Employee ID

Search type: Contains

Drag a column header here to group by that column.

Employee ID	Payroll	First Name	Last Name	Known As	Emplo
1 1		Dave	Webb	Webb,Dave	Empl
2 2		Michael	Coope	Coope,Michael	Empl
3 3		Simon	Birchall	Birchall,Simon	Empl
4 4		Matt	Wilkinson	Wilkinson,Matt	Empl
5 5		Liz	Broadhurst	Broadhurst,Liz	Empl
6 6		George	Zelem	Zelem,George	Empl
7 7		Lesley	Wilkinson	Wilkinson,Lesley	Empl
8 8		Phillip	Briggs	Briggs,Phillip	Empl
9 9		Marie	Tree	Tree Marie	Fmnl

4. The person's absence calendar will appear.

Absence Management - Filter: 'Approved' AND 'Finalised AND Non-Finalised'

Employee ID: 1 First name: Dave Last name: Webb

Note: Absence calendar only displays approved absences.

Option: Calendar, Entitlements

January 2021 February 2021 March 2021 April 2021

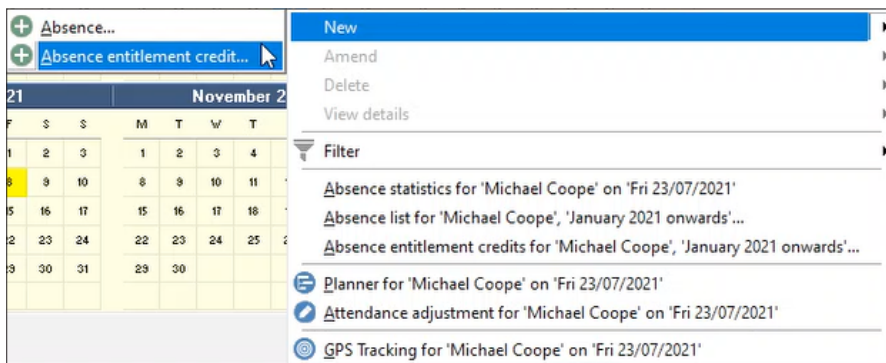
May 2021 June 2021 July 2021 August 2021

September 2021 October 2021 November 2021 December 2021

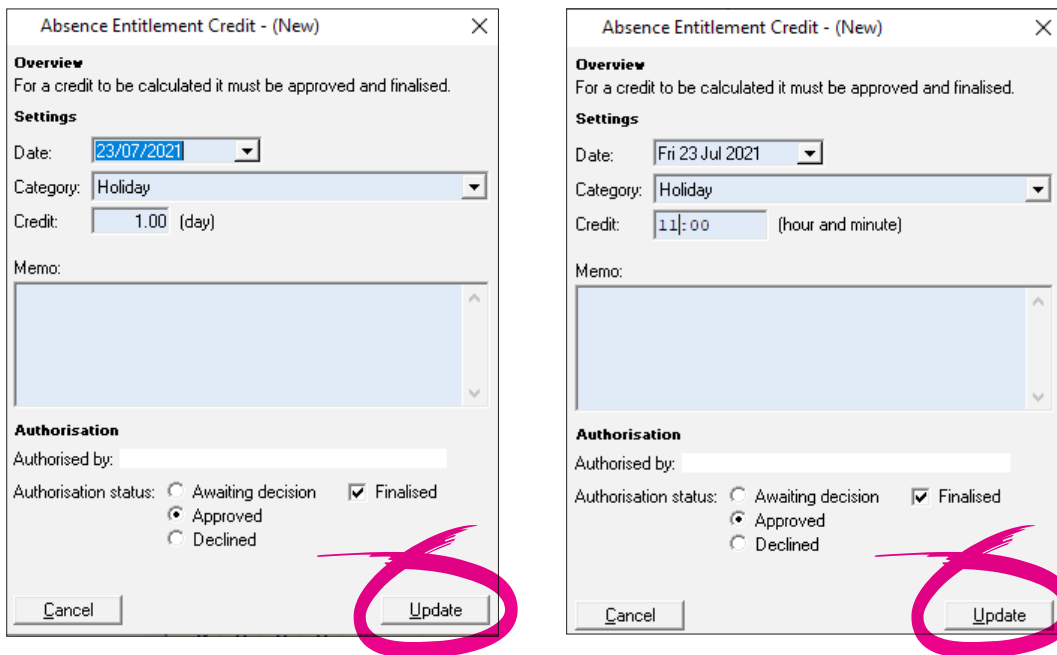
Find... Refresh Preview... Close

Record 1 of 31

- To award an absence entitlement credit, <Right-click> on the required date and select <New>, Absence entitlement credit.



- Next, the Absence Entitlement credit form will appear.



Simply select the date and absence category along with the amount of credit to be awarded. The memo field is optional but it is recommended that a reason for the credit is described within.

Depending on how your system is configured will depend on if the credit is in days or in hours.

Finally, select <Update> to save the credit.

