

PeopleSoft Manager Self Service

Manager Guide to PeopleSoft

V1.4 – September 2024

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PeopleSoft: Manager Self Service

PeopleSoft is a user-friendly HR and Payroll system that is easy to navigate and mobile-responsive (ensure 'allow pop-ups' is enabled). In this guide we cover **Manager Self Service (MSS)** which allows you to view information about your direct reports, submit or approve leave and manage timesheets (if applicable) ...all from anywhere, at any time using any device. No Citrix needed!

Accessing PeopleSoft

You can access PeopleSoft via the Staff Intranet or directly via <https://efhris.com.au>.

Peoplesoft is Multi-Factor Authentication (MFA) enabled making your employment data more secure.

1. Access Peoplesoft outside Trusted Network using MFA:

If you are wanting to access Peoplesoft from a device outside of the Trusted Network, you will still log in using your username and password, but you will also be prompted to complete MFA.

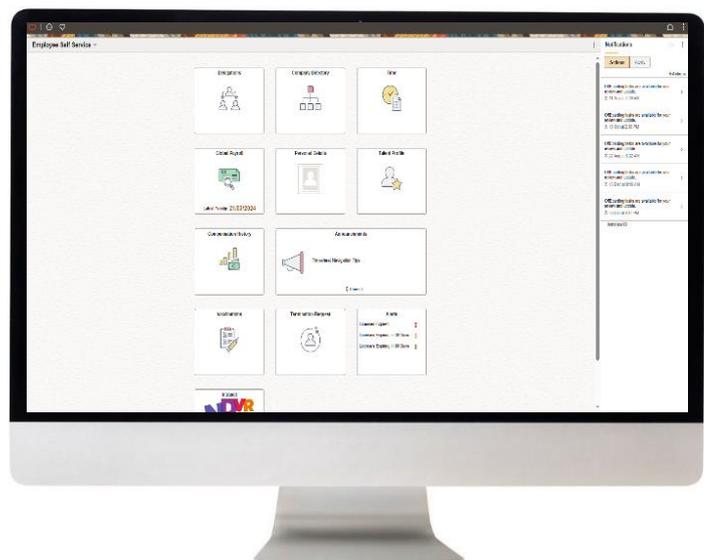
2. Access Peoplesoft within the Trusted Network:

When you are logged into a device on the Trusted Network it will be much faster and easier to access Peoplesoft. You will already be signed in to the device and MFA will be working in the background. You simply open Peoplesoft, with seamless access via single sign on (SSO).

Once successfully logged in you will see the home screen below as shown on a mobile device.



PeopleSoft is responsive so the screen size will adjust to your device. You can also rearrange the tiles by simply dragging them to your desired location.



PeopleSoft: Manager Self Service

The following sections will go through all the features for managers and the detailed steps to view information or complete activities in PeopleSoft. If you want to see details from an employee's perspective, please review the guide ***PeopleSoft – Employee Self Service (ESS)***.

Need help?



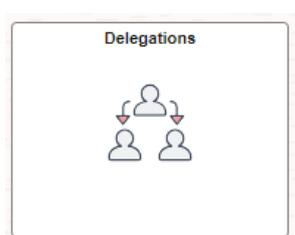
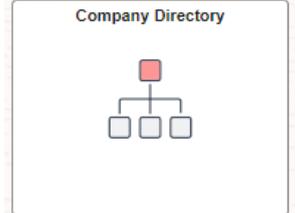
Submit a request via the [#TeamPossible Support Hub](#)

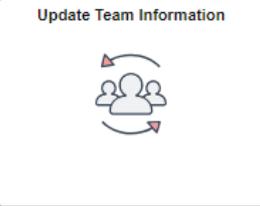
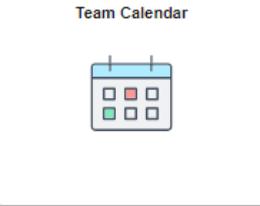


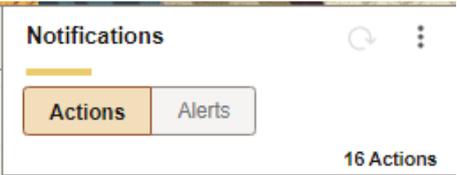
(07) 3900 5460

Your MSS homepage at a glance

Listed below are the PeopleSoft tiles available to you in MSS and what you can do. Refer to the following pages for specific instructions along with tips about features you may not be aware of!

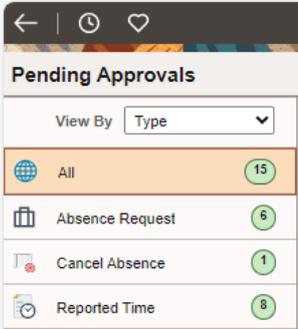
	<p>Approvals</p> <p>Allows you to see any outstanding approvals such as Leave requests, submitted timesheets and Employee created terminations requests will be available for you to action. You can now select and approve as a group.</p>
	<p>Team Time and Leave</p> <p>Allows you to enter leave and timesheets on behalf of your employees if required.</p> <p>Manage and update schedules, review leave balances, view leave requests, view team calendar and manage delegations.</p>
	<p>Terminate Employee</p> <p>Is a direct report leaving the organisation? If they are unable to submit their own termination you will be able to commence the formal offboarding process on their behalf here.</p>
	<p>Delegations</p> <p>Delegations give users the ability to have someone else act on their behalf to initiate or approve a PeopleSoft transaction. Create, view, and manage delegations via this tile.</p>
	<p>Company Directory</p> <p>Providing an up-to-date organisational chart where you can search for employees by name, job title or location. Save staff as favourites, view their peers, direct reports, and even dotted line reporting!</p>

	<p>My Team</p> <p>Gives you a summary of each person in your team, their location, and contact details all on one page. It will also show your indirect reports if your direct reports also manage staff. If you click on the compensation tab you can see salary details of your team. Under the leave balances tab, you can see their current leave balance. This includes Sundays and sleepovers for relevant employees.</p>
	<p>Team Snapshot</p> <p>The Team Snapshot button provides you with an overview of your employees' talent information such as job details, licenses and certifications and education. You can drill down on each feature to find out more details and use the green arrow next to the employee's name to create actions from the drop-down menu.</p>
	<p>Team Talent Profile</p> <p>View information about your team such as licenses and certifications, including Drivers' Licence, Blue Card, Yellow Card, Forklift License or First Aid Certificate. You can also view your team's education here.</p>
	<p>View Compensation History</p> <p>Allows Managers to select an Employee in the team and see all the salary change history for that individual. Includes effective date, new amount, change amount, change percent and type of change.</p>
	<p>Update Team Information</p> <p>The Update Team Information tile allows Manager to submit Request Reporting Changes as well as for those with Supported Employees the ability to change their hours.</p>
	<p>Team Calendar</p> <p>Allows you to view your team for a selected month (default is current month) and what leave they are taking. It also includes unapproved leave. Can include your indirect reports as well and you can scroll back and forth between months.</p>

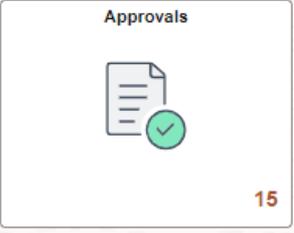
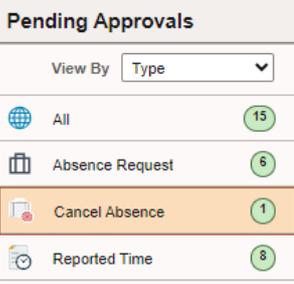
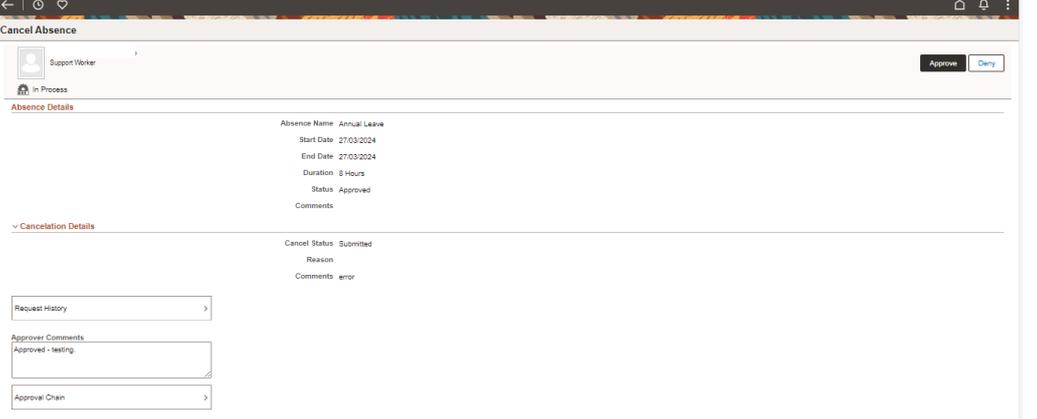
	<p>Announcements</p> <p>Make sure to review this tile to see important announcements such as timesheets deadlines that you need to be aware of.</p>
	<p>Intranet</p> <p>Quickly access the Staff Intranet via this tile.</p>
	<p>Alerts</p> <p>Via 'Alerts' you will get notified regarding direct report expiring certificates and licenses, as well as any fixed-term employment contracts, secondments, and probation periods which are ending. You will also receive a notification to your work email account.</p>
	<p>Allocate Compensation</p> <p>Review the status of compensation cycles (applicable to non-award employees only) for which you have a role.</p>
	<p>Notifications</p> <p>The notifications panel displays outstanding Actions as well as any Alerts requiring your attention.</p>

Approvals

View/action outstanding approvals related to Leave, Reported Time (timesheets) as well as Terminations.

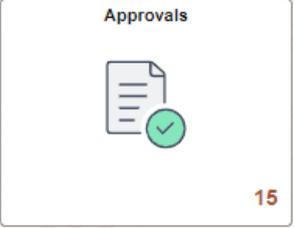
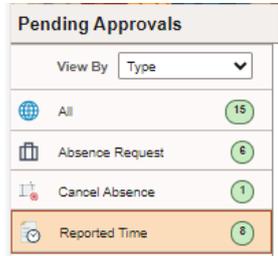
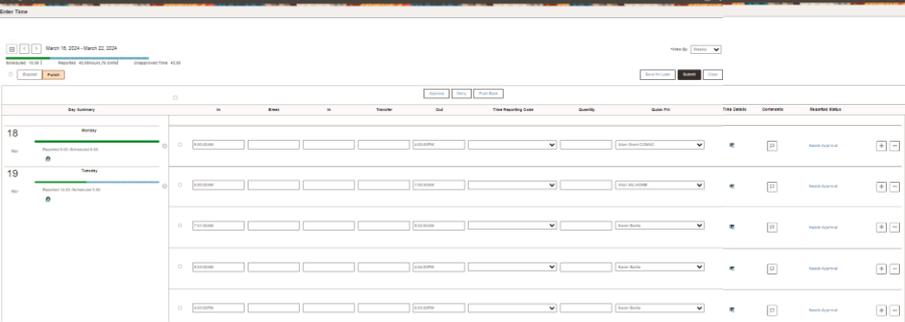
<p>Click on the Approvals button on the home screen</p> <p>In the bottom right-hand corner, it will highlight how many outstanding approvals you have to review (e.g. 15)</p>																															
<p>By default Approvals will display by category <i>Type</i>.</p> <p>You can also toggle the View By drop down to display by <i>Date Routed</i> (the period it was sent to you), <i>From</i>, <i>Requester</i>, or <i>Type</i>.</p> <p>All options will provide a count of outstanding items to the left including All.</p>																															
<p>The full view will look like this and you will see ALL outstanding transactions for approval.</p>	 <table border="1"> <thead> <tr> <th>Category</th> <th>Description</th> <th>Start Date</th> <th>End Date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Annual Leave</td> <td>300 Hours - ELIGIBLE</td> <td>09/06/2024</td> <td>To 01/09/2024</td> <td>Routed</td> </tr> <tr> <td>Reported Time</td> <td>Quantity for Approval 0 00 Hours</td> <td>16/03/2024</td> <td>- 17/03/2024</td> <td>Routed</td> </tr> <tr> <td>Reported Time</td> <td>Quantity for Approval 00 17 Hours</td> <td>16/03/2024</td> <td>- 28/03/2024</td> <td>Routed</td> </tr> <tr> <td>Absence Request</td> <td>Personal Leave, 7.5 Hours - DIS ELIG</td> <td>16/03/2024</td> <td>To 16/03/2024</td> <td>Routed</td> </tr> <tr> <td>Absence Request</td> <td>Personal Leave WOP 8 Hours</td> <td>16/04/2024</td> <td></td> <td>Routed</td> </tr> </tbody> </table>	Category	Description	Start Date	End Date	Status	Annual Leave	300 Hours - ELIGIBLE	09/06/2024	To 01/09/2024	Routed	Reported Time	Quantity for Approval 0 00 Hours	16/03/2024	- 17/03/2024	Routed	Reported Time	Quantity for Approval 00 17 Hours	16/03/2024	- 28/03/2024	Routed	Absence Request	Personal Leave, 7.5 Hours - DIS ELIG	16/03/2024	To 16/03/2024	Routed	Absence Request	Personal Leave WOP 8 Hours	16/04/2024		Routed
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Approving Leave Requests

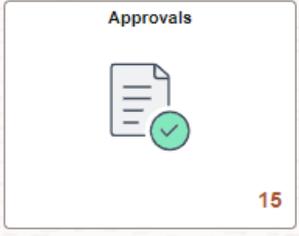
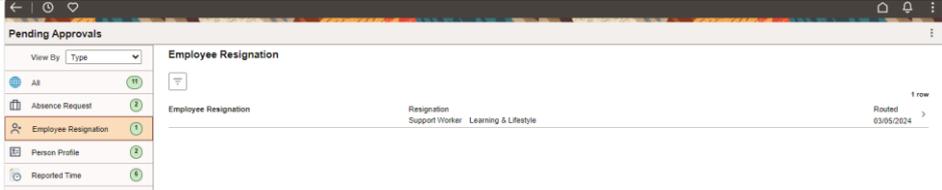
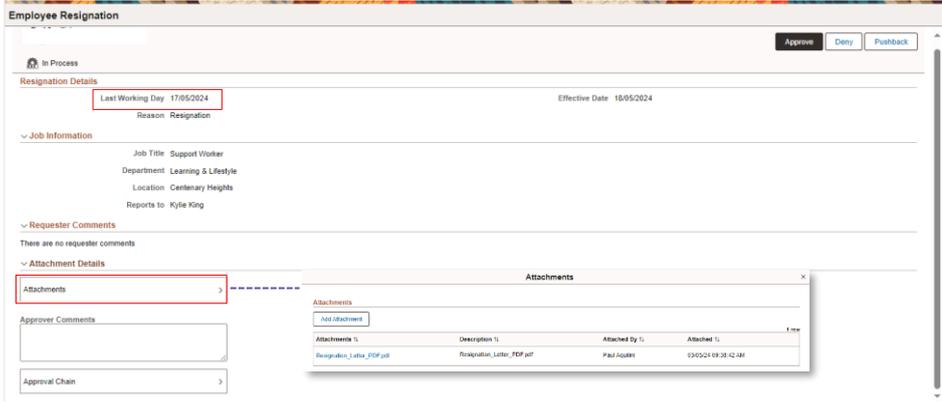
<p>Click on the Approvals button on the home screen.</p>	
<p>Select an applicable approval request category.</p> <p>In this example we are approving a Cancel Absence request.</p>	
<p>All the outstanding requests will be displayed condensed for your review.</p> <p>You can Approve, or Deny individually or in bulk (by selecting the check box to the left of each transaction).</p>	
<p>Open each transaction for a more detailed view prior to actioning the approval.</p> <p>We recommend adding an Approver Comment to each, especially if you are using the Deny function.</p> <p>Ensure you select Approve > Submit once complete to confirm any changes.</p>	 <p>Once approved the item will no longer display via Pending Approvals. You can locate leave requests again however via the Team Time and Leave tile on your MSS homepage.</p>

Approving Timesheets

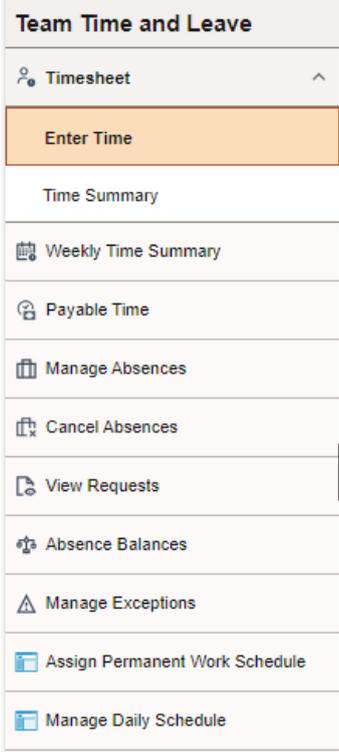
Managers are responsible for the timely review and approval of timesheets for applicable direct reports. They are also accountable in ensuring that all reported time is accurate and coded to the correct financial dimension and if applicable, activity.

<p>Click on the Approvals button on the home screen.</p>	
<p>Select Reported Time.</p>	
<p>All the submitted timesheets for approval will be displayed.</p> <p>You can open each one individually to review.</p>	 <div data-bbox="491 1397 1409 1691" style="background-color: #e6f2ff; padding: 10px;"> <p>Timesheet approval tips</p> <ul style="list-style-type: none"> • Exceptions denoted in Day Summary with the following icon require resolution. <ul style="list-style-type: none"> ○ If the exception is due to an employee's leave or accumulative reported time + leave equaling less than than their daily schedule, these can be allowed via <i>My Team Time and Leave > Manage Exceptions</i> ○ If the exception is due to an employee's accumulative reported time + leave equaling more than the daily schedule, it requires pushback/rework to reduce Time and/or Leave so the total equals the daily schedule. • Ensure In, Break, In, Transfer, and Out times are correct and in the appropriate column. • Ensure the Time Reporter Code (if utilised) and associated Quantity is correct. • Review any Quick Fill entries (via Time Details icon) to ensure they are correct • Review Time Details to ensure the correct financial dimensions have been applied. • Kilometer claims MUST include: <ul style="list-style-type: none"> ○ Time Details – validate the correct financial dimensions have been utilised. <ul style="list-style-type: none"> • Important: when transporting customers in personal vehicles Home & Community employees must use <i>Product = SDSMIL</i> and ensure an <i>Activity ID</i> has been provided. ○ Comments – justification of travel is to be provided in the Comments. We also require the same <i>Time Reporter Code</i> that was used in the timesheet, and <i>Activity ID</i> that was entered in the Time Details to also be entered here. </div>

Approving Employee Resignation Requests

<p>Click on the Approvals button on the home screen</p>	
<p>Click on the Employee Resignation button. Any resignation or retirement requests submitted by an Employee will be displayed for your review.</p>	
<p>When reviewing request ensure:</p> <ul style="list-style-type: none"> The Last Working Day is as agreed. This should be the last date of employment. Proof of resignation <u>must</u> be attached. <p>Note: Acceptable formats include PDF, JPEG, PNG. <u>Do not</u> upload editable documents such as MS Word or emails directly to the system - please convert them to PDF first.</p> Add Comments if applicable Select Approve, Deny or Pushback once your review is complete <p>Once approved it will be escalated to People & Wellbeing for approval.</p>	 <div data-bbox="494 1400 1417 1534" style="background-color: #e0e0e0; padding: 10px; border-radius: 10px; margin-top: 10px;"> <p>If you receive an error message when submitting your request, it's likely that the attachment is in an invalid format. Please ensure that you upload uneditable formats only e.g. PDF, JPEG, PNG.</p> </div>

Team Time and Leave

<p>Team Time and Leave is Click on the Team Time and Leave button on the home screen.</p>	
<p>The Team Time and Leave tile enables leaders to view and manage important tasks related to, or on behalf of, their employees in PeopleSoft.</p> <p>Select the task, then the employee for each menu option.</p>	 <p>Timesheet</p> <ul style="list-style-type: none">Enter Time - view / enter / edit a timesheet on behalf on your employees. <i>See Page 12 for instructions.</i>Time SummaryWeekly Time SummaryPayable TimeManage AbsencesCancel AbsencesView RequestsAbsence BalancesManage ExceptionsAssign Permanent Work ScheduleManage Daily Schedule <p>Timesheet</p> <ul style="list-style-type: none">Enter Time - view / enter / edit a timesheet on behalf on your employees. <i>See Page 12 for instructions.</i>Time Summary - view reported or payable time by employee. You can also view by the current period or a selected period like weekly, bi-weekly, or monthlyWeekly Time Summary – view reported or payable time by weekPayable Time – view payable timeManage Absences – manage requests and view leave balances of an employee. <i>See Page 15 for instructions.</i>Cancel Absence – cancel an absence request on behalf of an employee. <i>See Page 16 for instructions.</i>View Requests – view all absence requestsAbsence Balances – view all absence balancesManage Exceptions – view and manage exceptions. <i>See Page 9 for tips.</i>Assign Permanent Work Schedule – assign a new permanent work schedule. <i>See Page 16 for instructions.</i>Manage Daily Schedule – manage a daily schedule. <i>See Page 16 for instructions.</i>

Submit a Timesheet on an Employee’s behalf

This advice is for Endeavour Foundation managers who are reviewing and approving timesheets in PeopleSoft.

<p>Click on the Team Time and Leave button on the home screen.</p> <p>Then select Timesheet > Enter Time.</p>	 
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PeopleSoft: Manager Self Service

Select **Enter Time**.

Use **Get Employees** or **Filter** to select your Employee from the list.

Enter Time

As of Date

Use filters to change the search criteria or Get Employees to apply the default Manager Search Options.

Utilise the following instructions to complete a timesheet on your employees behalf.

Important

If the employee **worked at their Home DAX service** for all shifts, you don't have to enter any codes via Time Details > Location, HR Department or Product columns – this will automatically populate in the timesheet.

If they **worked at two or more services** in one fortnight, then you will need to capture all the relevant coding information via **Time Details** (see below), so their time is costed to the correct service where they have worked.

1 Navigate to the Day and Date of your shift.

2 Enter the time you **started** your shift using 24hr time.

3 Input your break using the 'Break' and 'In' columns. Use the 'Transfer' column to record a split shift for the same service but on a new row (see FAQ on page 2.)

4 Input the time you **ended** your shift using 24hr time.

5 **Time Reporting Code (TRC)**
Leave TRC column blank except when selecting Meeting, Training and Public Holiday worked. A new row is needed for each Allowance claim e.g. KMs, Sleepovers, Meal Break not taken, or Shift Leader

6 For most Allowances, enter 1.00 in the 'Quantity' column. For 'Meal Break Not Taken' enter 0.25

7 **Quick-Fill** will display your saved frequently used financial dimensions. *Set these up in "Set Up Quick-Fill"*

8 **Time Details**
If working away from your regular workplace or transporting customers, ensure you have adjusted correct financial coding here. See *Time Details* below for further info.

9 **Claiming mileage?** You must enter **Comments**, including a TRC, and Activity ID here. Remember, no personal information, just their name, start and ending location, kms travelled and purpose.

10 You can 'Save for Later' if you haven't finished your timesheet. But make sure you **'Submit'** to send it through to Payroll to process!

Click to View Payable Time and Time Summary

Legend Status Icons will display on each saved row. Exceptions should be resolved before submitting your timesheet.

The coloured bar (red and green) represents the reported time against scheduled time. If your reported time is correct but you have a red showing error, speak to your manager about updating your schedule in PeopleSoft for you.

For each day your shift times are entered on one row, then any specific allowances are entered on separate rows, as shown in this example (one allowance per row)

Add or delete rows using the '+' and '-' buttons

Time Details

Time Details hold financial dimensions that ensure payable time is costed to the correct budget. These codes will be pre-populated automatically to your Home work location, and are not required to be adjusted, unless an employee works at multiple locations, transport customers, or if the codes are incorrect.

Business Unit – not required to be adjusted

Location - refers to the physical address the service is based.

HR Department - (Business Unit) code is the type of service.

Product – the type of work being carried out

Activity – enter the Customer ID here when transporting customers (you must also accompany this with Product = SDSMIL)

To check your codes, go to:
<http://dimensiontool.endeavour.com.au/>

OR speak to your Finance Business Partner.

Cancel Time Details Done

Business Unit EF001 Endeavour Foundation Location Southside - 4 Greens crt

HR Department RESID Residential Product ZADMIN ZADMIN

Activity ID

Time Detail Tips

- Use the Tab key to move between fields to ensure they remain editable
- Save frequently used Time Details codes via *Employee Self Service > Time > Setup Quick-Fill* which can then be selected via a drop down
- Cannot find a customer's Activity ID? Email creditman@endeavour.com.au

Once you have entered all the relevant details for the timesheet, click on [Submit](#).

Note: once submitted make sure each entry has is denoted with an Approved (green tick).

Save for Later Submit

Thursday

Reported 9.00 / Scheduled 9.00

Apply for Leave on an Employee's behalf

Click on the [Team Time and Leave](#) button on the home screen.
Then select [Manage Absences](#).

Locate and **select** the employee by clicking the arrow '>' icon.

You will be redirected to the Manage Absences page where you will need to:

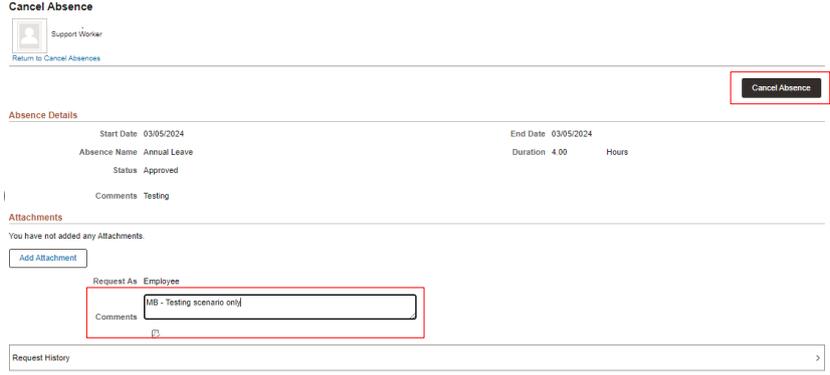
1. Enter **Start Date** and **End Date**
2. Select the [Absence Name](#) from the drop-down list
3. Select [Apply Absence](#)
Additional fields will now be visible including **Duration** which will display the total scheduled hours for the leave period
4. Enter [Reason \(if applicable\)](#)
5. Enter [Partial Days \(if applicable\)](#)
6. Select [Check eligibility](#) to forecast to confirm the leave request meets the forecasted balance
7. Add **Comments**
8. Select [Submit](#).
Manager submitted leave applications will be auto approved.

Note: Some absences may require supporting documents (e.g. a medical certificate). Ensure this is uploaded if applicable.

The screenshot displays the 'Team Time and Leave' interface. At the top, there is a 'Team Time and Leave' header with a clock icon and a 'Manage Absences' button. Below this is the 'Request Absence' section, which includes a 'Find Team Member' link and a table of team members. The table has columns for Job Title, Status, Department, and Location. One team member, 'Br', is highlighted with a red box and a right-pointing arrow icon. Below the table is the 'Manage Absences' section, which shows a list of absence types (Annual Leave) and a 'Create a new Request' form. The form includes fields for Start Date, End Date, Absence Name, Reason, Partial Days, Duration, and Comments. A 'Check Eligibility' button is also present. A 'Submit' button is located at the top right of the form. A modal dialog box is open, displaying a message: 'The leave request meets the eligible criteria. Please submit the application. Date Time: May 01, 2024 at 09:54'. The form is annotated with red numbered callouts 1 through 8, corresponding to the steps in the adjacent text.

Cancel leave applications

Managers can cancel all leave applications, regardless of whether they are submitted by the employee or the manager themselves.

<p>Click on the Team Time and Leave button on the home screen.</p> <p>Then select Cancel Absences.</p>	
<p>Click on the employee name to view leave details for that employee.</p> <p>Select the leave application that needs to be cancelled.</p>	
<p>Enter any relevant Comments about why the leave is being cancelled, and then click on the Cancel Absence button to cancel the leave application.</p> <p>You will then be prompted to confirm whether you wish to cancel the leave application, so select Yes.</p>	

Schedules

Ensuring your employees Schedule is correct in Peoplesoft is your responsibility as leader. An incorrect schedule can impact your employees pay.

You can update your employees Schedule for permanent and temporary changes using two menu options. **Please be aware Carelink+ is not integrated with PeopleSoft for schedules**, so you need to update the PeopleSoft schedule when the roster changes to ensure the employee is paid correctly when there is a public holiday or taking leave.

- **Assign Permanent Work Schedule:** is for *permanent ongoing changes* to a single or multiple shift change. **Important:** *Schedule changes must align with the start of the pay cycle. Pay Calendars are found on the Staff Intranet.*

- **Manage Daily Schedule:** is for *temporary one-off changes* such as when an employee takes leave, goes to a training event or meeting that deviates from their permanent ongoing schedule (roster).

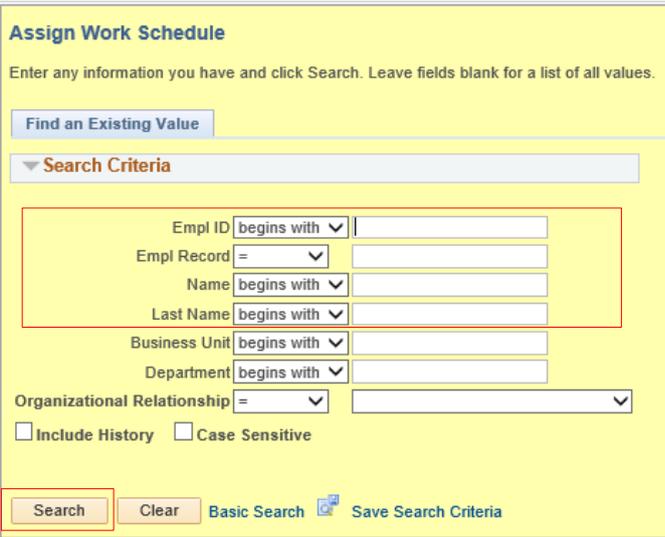
Assign Permanent Work Schedule

Click on the [Team Time and Leave button](#) on the home screen.

Select [Assign Permanent Work Schedule](#).

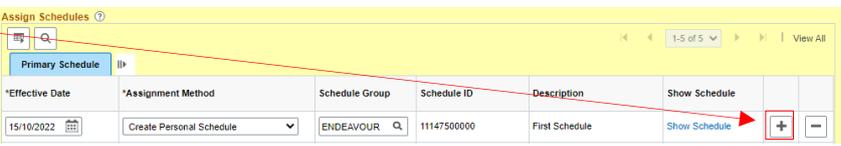


Search for your employee using their employee ID, or first name and last name then select [Search](#).



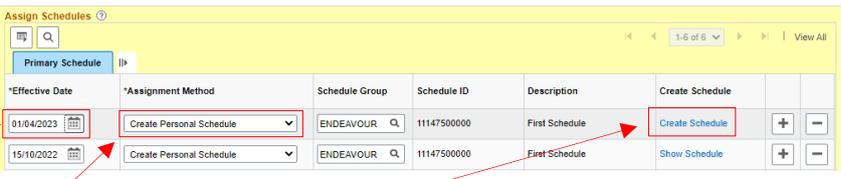
To add a new schedule, use the plus (+) symbol first to the right of the latest schedule.

Note: using the – symbol will delete a schedule.



A new top row will be available with today's date.

Set the [Effective Date](#) (start date) of the schedule to the current pay cycle start date (falls on the Saturday prior to each staff pay week).



Then select *Create Personal Schedule* then click on *Create Schedule*.

DEFINITION tab

You shouldn't need to change anything on this tab.

Just check:

- There is a **description** (e.g. Ongoing Schedule)
- **Days in Schedule** = 14.
- **Definition Type** = Punch
- **Daylight Saving Rule** = Fixed

Select *Schedule Shifts* to establish a new permanent Schedule.

Schedule Shifts

BEFORE YOU START

1. Select View All to display all 14 days.
2. You need to type 'OFF' in the **Shift ID** box for all days the employee does not work.
3. If a split shift occurs, select the '+' to add an additional row for the applicable day.
4. Click on *Apply*.

Enter the following for each shift:

- **In** (Shift start time)
- **Out** (Shift end time)
- **Break** (Break start time – if applicable)
- **In** (Break end time – if applicable)
- **Out** (Shift end time)

Select *Apply* > *Ok* once finalised.

IMPORTANT

Make sure to click on *Save* on this screen to save all changes.

View history of Schedule Assignments, including default changes

Save Return to Search Refresh Update/Display Include History

Manage Daily Schedule

For one-off temporary changes, select [Team Time and Leave](#) > [Manage Schedules](#).

Team Time and Leave



[Manage Daily Schedule](#)

- Search for your employee using their employee ID, or first name and last name.
- Change the search **Date** to the effected day you want to update
- Select [Get Employees](#)

Employee Selection

Employee Selection Criteria

Selection Criterion	Selection Criterion Value
Time Reporter Group	<input type="text"/>
Employee ID	<input type="text"/>
Empl Record	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Department	<input type="text"/>

Get Employees Clear Criteria Save Criteria

Instructions

Date and Schedule Selection

*View By Week

Date 28/11/2018

Scroll down the page.

Click on the [blue](#) hyperlink under the date you want to change.

Schedule Detail Demographics

Select	Last Name	First Name	Employee ID	Empl Record	Job Title	Saturday 01/04/23	Sunday 02/04/23	Monday 03/04/23	Tuesday 04/04/23
<input type="checkbox"/>					Support Worker	Link 6:00 AM-3:00 PM	Link 2:00 PM-10:00 PM	Link 6:00 AM-3:00 PM	Link 7:00 AM-2:00 PM

Schedule Actions

Copy Schedule Replace Schedule Swap Schedules

- In **Schedule Type** select [Punch Time](#)
 - Punch Pattern select [Default](#)
 - Default Taskgroup select [EFTASKGRP](#)
- Then select [Refresh Schedule](#).

Refresh Schedule

*Schedule Type [Punch](#) *Punch Pattern [Default](#) Default Taskgroup [EFTASKGRP](#)

[Refresh Schedule](#) (Existing schedule will be cleared and refreshed based on the selections made.)

Via **Schedule Detail** tab, enter the following for the shift:

- **In** (Shift start time)
- **Out** (Shift end time)
- **Break** (Break start time – if applicable)
- **In** (Break end time – if applicable)
- **Out** (Shift end time)

Note: No other cells on this screen need to be updated.
Click on **Save** once finalised.

Select **OK**.

Terminate Employee

Overview

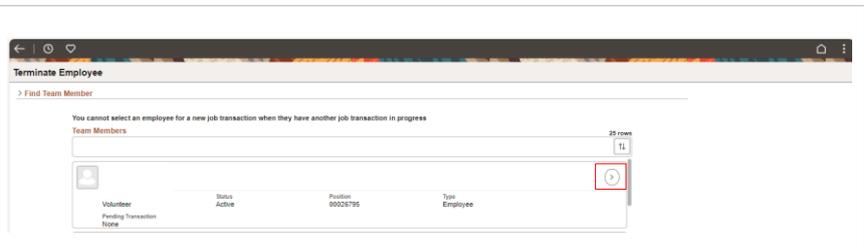
- Voluntary exits including Resignations or Retirements can be submitted directly by the employee via Employee Self Service. If the employee is unable to submit their exit their Manager must submit it on their behalf.
- Involuntary Exits such as terminations within probation, misconduct, or performance related must be submitted by the Manager through Manager Self Service.
- Involuntary terminations must be supported by the People & Wellbeing team. Please seek support by raising a request for Leader advice the [#Team Possible Support Hub](#).
- We have obligations under the Fair Work Act to pay employee’s termination payments promptly, within 7 days for some awards. Therefore, it’s very important to submit an exit in Peoplesoft as soon as you are aware of it, to ensure Employees are paid their statutory entitlements promptly. Failing to submit exits in time means we risk over or under paying our staff.
- Supported Employee Exits can be initiated by the Employment Coach for that Site. Please review the *Supported Employee Exit Guide* for further information.

If you have any questions about the employee exit process, please contact People & Wellbeing on 07 3900 5460 or submit a [#TeamPossible Support Hub](#) ticket.

Instructions

Click on the **Terminate Employee** button on the home screen.

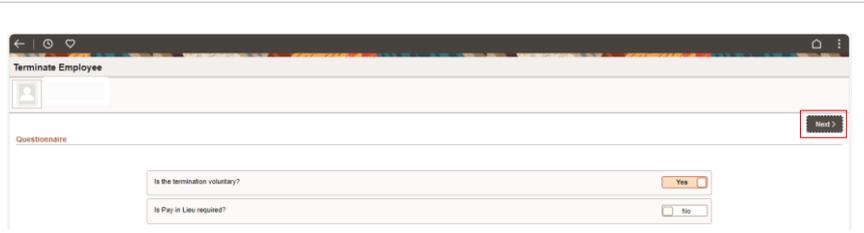
Select the applicable employee.



Answer the following:

- Is the termination voluntary?
- Is Pay in Lieu required?

Once complete, select *Next*.



Voluntary vs Involuntary Termination

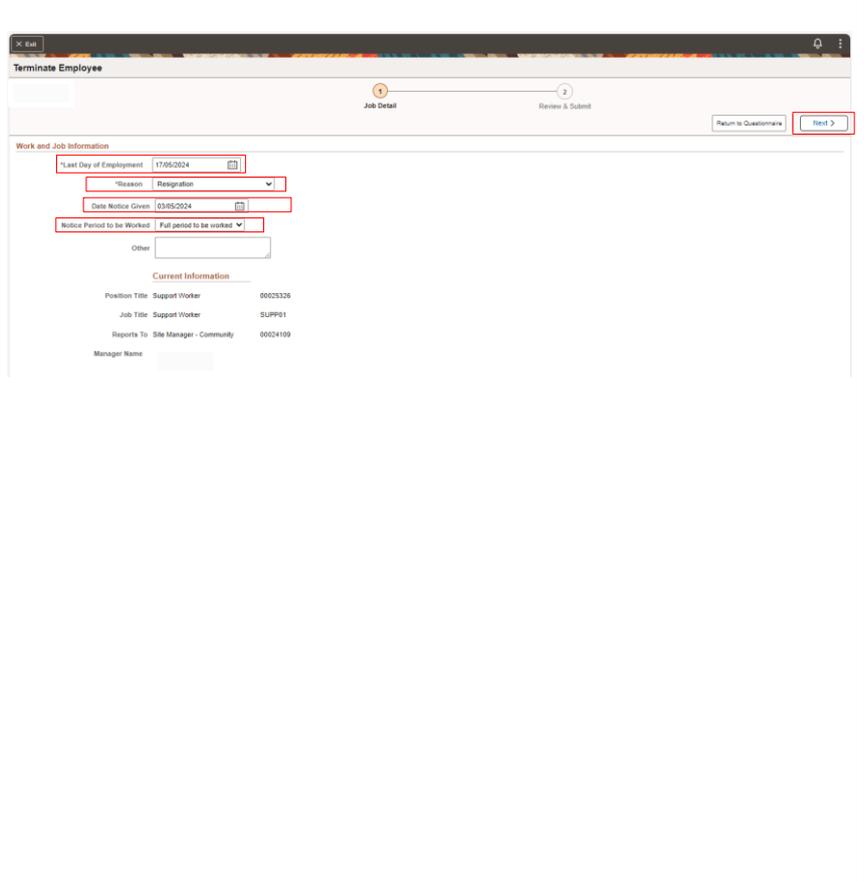
- Voluntary termination includes resignation, retirement. This also includes resignation following a performance or disciplinary matter, or due to ill health.
- Involuntary termination includes unsuccessful probations, misconduct etc. If you are unsure, please contact People & Wellbeing.

Pay in Lieu

Pay in Lieu means the employee will be paid in lieu of their notice period instead of working out their notice period. This is only required in certain circumstances, if you are unsure, please contact People & Wellbeing.

You will now need to enter or select the following:

- From the calendar select the employees *Last Day of Employment*.
 - This could be the date of their last shift, or the last day of their notice period. If they are not serving a notice period, it will be the day that notice was provided.
 - Once you have entered the last day of employment, you will be notified that this has pay impacts. Check the last day is correct and click *OK*
- *Reason* – select from the drop-down options
- *Date Notice Given*
- *Notice Period to be Worked* – select from to be paid, to be worked, or “other”
- *Other* – if notice period is to be partially paid and



PeopleSoft: Manager Self Service

partially worked list these arrangements here.

Validate that the **Current Information** is correct.

Select [Next](#).

You will then be prompted to review and submit.

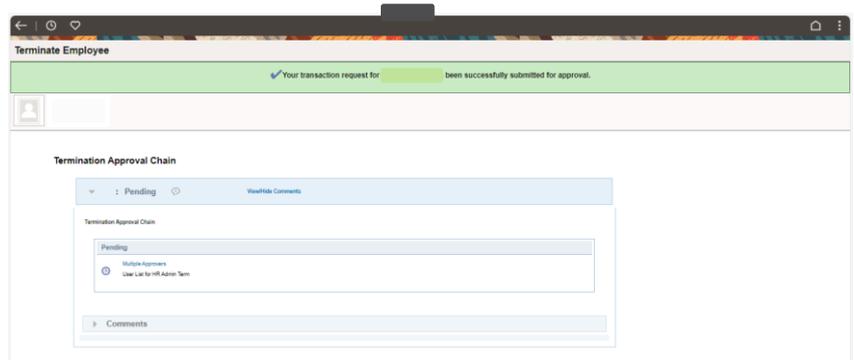
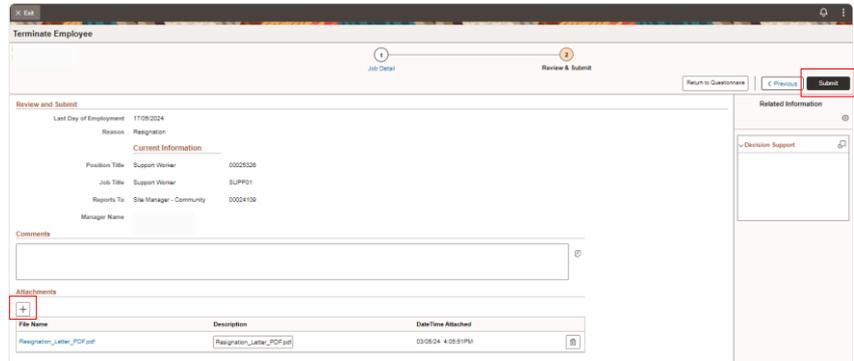
You can also include [Comments](#) which will be visible to the people experience team.

Via [Add Attachment](#) upload a copy of the formal resignation notification. **Note:** Acceptable formats include PDF, JPEG, PNG. Do not upload editable documents such as emails and MS Word documents directly to the system - please convert them to PDF first.

If you need to correct anything, click [Previous](#). If the information is correct, click [Submit](#).

Once submitted, the termination will then be routed to **People & Wellbeing** for approval.

If there are any errors in the termination, People & Wellbeing may push back the termination to you to re-submit.



Completing your Manager Offboarding Tasks in PeopleSoft

You will receive an email notification when People & Wellbeing have approved the termination. It's now time to complete your **Manager Offboarding Tasks**.

Click the link received in the notification email.

Alternatively, access your tasks via **Offboarding** tile which is now accessible via MSS.

Outstanding Offboarding Tasks

Message 1: Outstanding Offboarding Tasks (20001,518)
Please ensure yourself and the employee have completed your outstanding offboarding tasks prior to their last working date.

Explanation:
- Employee ID
- Employee Name:
- Termination Date: 2021-06-01

Process Name: EOEN_ALERT
Category: CUSTOMEMAIL
Query Name: EF_TERM_OFB_REMIND_MGR
Go To: [Notification Detail](#)
Go To: [Transaction Detail](#)



Locate the employee and click the arrow '>' to continue.

You have processes in progress

Emp ID	Empl Record	Status	Continue
100731	0	Completed 0 of 1 Steps	

You will be able to see what Offboarding tasks your employee has completed, however the details will be greyed out and not visible.

You will be able to action the [Manager Offboarding Checklist](#).

Where the termination is involuntary, the employee with have no tasks to complete, and managers will instead see additional tasks to complete on their behalf.

Support Worker

- Verify Banking
 Not Started
- Verify Addresses
 Not Started
- Verify Phone and Email
 Not Started
- Employee Offboarding Survey
 Not Started
- Employment Verification
 Not Started
- Acknowledgement on Confidentiality
 Not Started
- Employee Offboarding Checklist
 Not Started
- Manager Offboarding Checklist**
 In Progress

Complete your manager off boarding tasks and click [Save Answers](#).

Task: Manager Offboarding Checklist

*1. Should this position stay active?

Yes
 No

*2. Does the position have people reporting to it?

Yes
Which person should now be the manager of the direct reports?

No

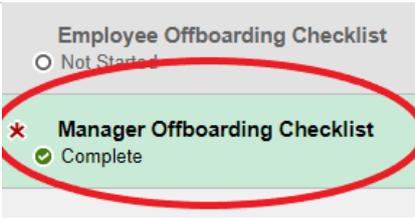
*3. Would you rehire the employee?

Yes
 No

4. Do you require ICT to setup an Out of Office for their email?

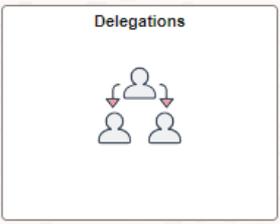
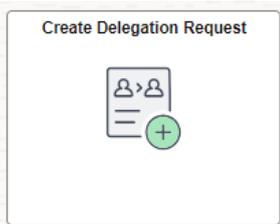
Yes

[Save Answers](#)

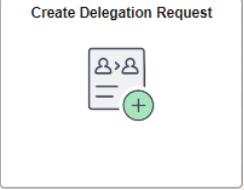
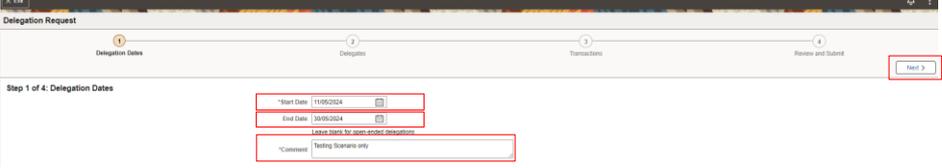
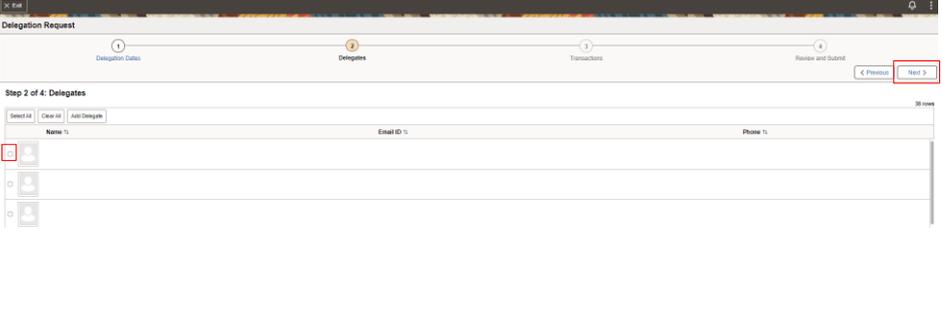
<p>Once you have answered all mandatory questions, your Manager Offboarding Checklist will change from In Progress to Complete.</p> <p>You can now select Exit.</p> <p>When you go to Manager Self-service you will see the offboarding tile has either disappeared or has one less number next to it.</p> <p>Please ensure your employee completes their tasks prior to their final day of work.</p>		
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Delegations

Delegations give users the ability to have someone else act on their behalf to initiate or approve PeopleSoft transactions during a short (<2 week) absence period.

<p>Click on Delegations.</p> <p>If there are active Delegations in place a number will display in the bottom right of the tile.</p>			
<p>On the Delegations dashboard, you'll find:</p> <p>Create Delegation Request – set up a new delegation</p> <p>My Delegates - view transactions that you have delegated to others</p> <p>My Delegated Authorities - lets you view transactions that have been delegated to you</p>			

Create a Delegation

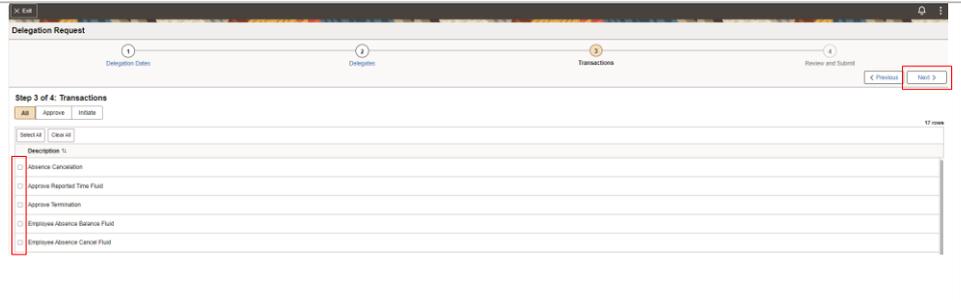
<p>Select Delegations > Create Delegation Request.</p>													
<p>If you occupy more than one position, you will be asked to select the job title for which you would like to create the delegation. Click on Continue.</p>	 <table border="1"> <thead> <tr> <th>Job Title</th> <th>Department</th> <th>Supervisor Name</th> <th>Company</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> Professional Worker Grade 6</td> <td>People Services</td> <td>Kate Johnson</td> <td>People and Culture</td> </tr> <tr> <td><input checked="" type="radio"/> Professional Worker Grade 6</td> <td>Talent Acquisition</td> <td>Kate Johnson</td> <td>People & Culture</td> </tr> </tbody> </table>	Job Title	Department	Supervisor Name	Company	<input type="radio"/> Professional Worker Grade 6	People Services	Kate Johnson	People and Culture	<input checked="" type="radio"/> Professional Worker Grade 6	Talent Acquisition	Kate Johnson	People & Culture
Job Title	Department	Supervisor Name	Company										
<input type="radio"/> Professional Worker Grade 6	People Services	Kate Johnson	People and Culture										
<input checked="" type="radio"/> Professional Worker Grade 6	Talent Acquisition	Kate Johnson	People & Culture										
<p>Enter the dates for your delegation request.</p> <ul style="list-style-type: none"> • Enter a Start Date that is today or later. • Enter an End Date that is the same as or later than your Start Date. • For open-ended delegation requests, leave the End Date blank • Enter a Comment outlining why the delegation is being put in place e.g. <i>covering Annual Leave for Jane Manager</i> <p>Click on Next.</p>	 <p>Step 1 of 4: Delegation Dates</p> <p>*Start Date: 11/05/2024 *End Date: 30/09/2024 *Comment: Testing scenarios only</p>												
<p>Select a proxy (person to action approvals in your absence) by clicking the box to the left of their name. Ensure you only select ONE person. Click Next.</p>	 <p>Step 2 of 4: Delegates</p> <p>Select All Clear All Add Delegate</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Email ID</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> [Person Icon]</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> [Person Icon]</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> [Person Icon]</td> <td></td> <td></td> </tr> </tbody> </table>	Name	Email ID	Phone	<input checked="" type="checkbox"/> [Person Icon]			<input type="checkbox"/> [Person Icon]			<input type="checkbox"/> [Person Icon]		
Name	Email ID	Phone											
<input checked="" type="checkbox"/> [Person Icon]													
<input type="checkbox"/> [Person Icon]													
<input type="checkbox"/> [Person Icon]													

PeopleSoft: Manager Self Service

Select the types of activities that you want delegated.

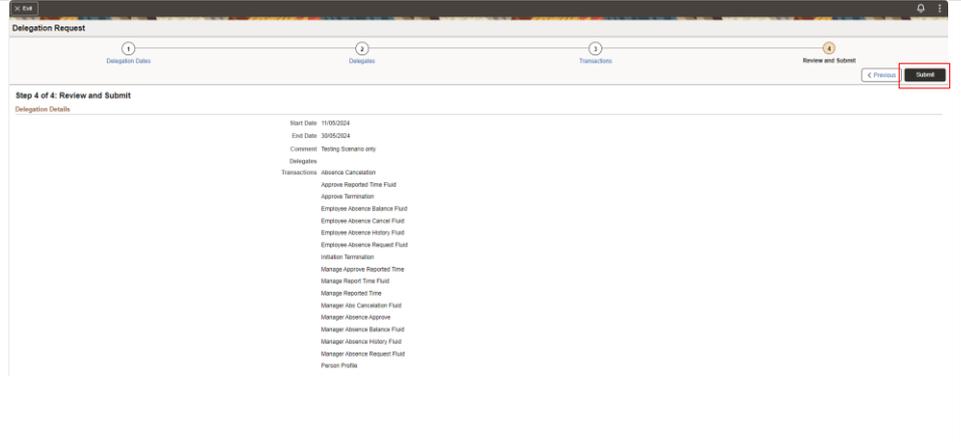
Tip
You'll likely **Select All** to delegate.

Click **Next**.



Review the delegation details. Then Click **Submit > OK** confirming that your delegation request has been submitted.

Important
The proxy will receive a notification with a link to accept/deny the delegation. For the delegation to become active, and to ensure approvals flow to the proxy and not you as the incumbent leader as at the intended Start Date, it is important the proxy **accepts** the delegation as soon as they are notified.



Manager Self Service
Please note proxies will not receive MSS dashboard access to applicable employees. They will only have the ability to view/action transactions for applicable employees via direct links in approval email notifications or via PeopleSoft *Notifications > Actions* tab.

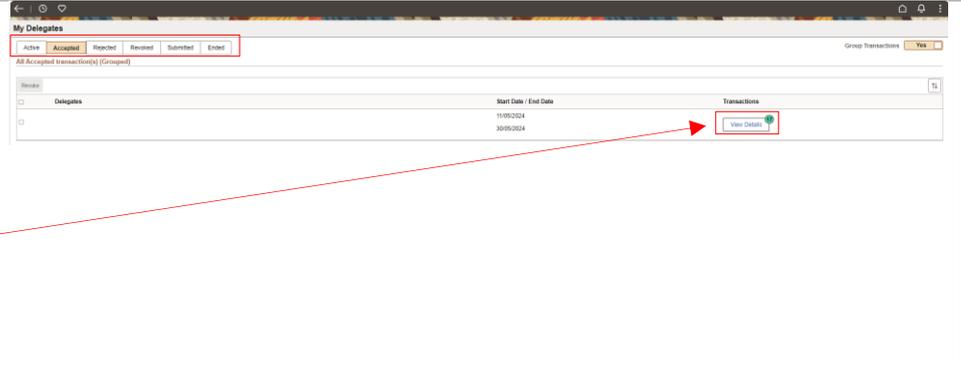
Review a Delegation

You can review Active delegations you have setup from the **My Delegates** screen.



This screen will also display historical delegations that have been **Accepted, Rejected, Revoked, Submitted, Ended**.

Select **View Details** to confirm what permissions your proxy currently has.



Revoke (End) a Delegation

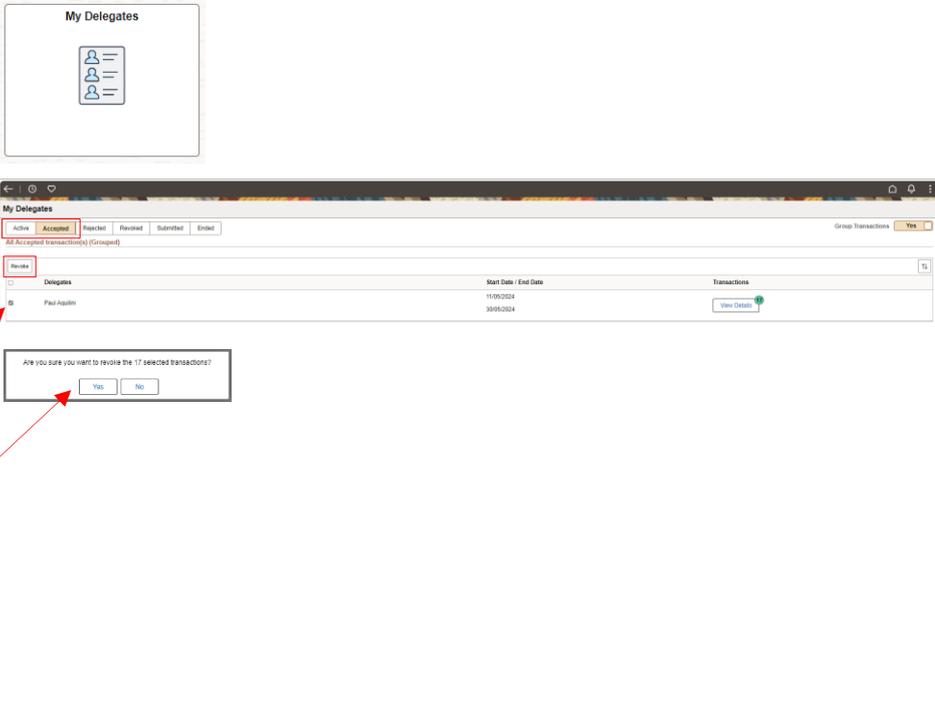
You can revoke (end) a delegation via the [Delegations > My Delegates](#) screen.

Ensure you are viewing **Active** or **Accepted** delegations.

Select the **check box** to the left of the applicable delegation, then select [Revoke](#).

Select **Yes** to confirm.

A notification confirming the delegation has been revoked will be received.

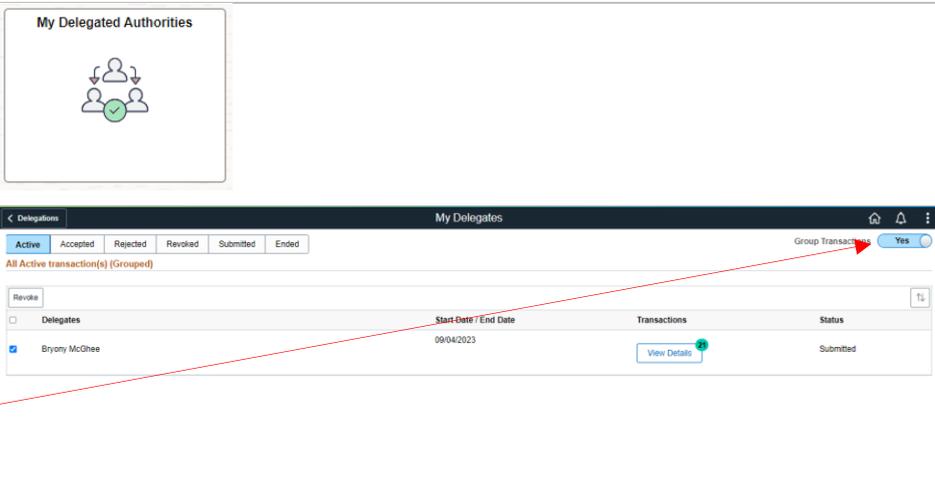


My Delegated Authorities

Select [Delegations > My Delegated Authorities](#).

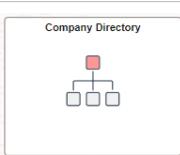
You can review both active and historical delegations via this screen.

Toggle [Group Transactions](#) to **No** to see an expanded view.



Company Directory

Click on the [Company Directory](#) button on the home screen.



PeopleSoft: Manager Self Service

Here you can search fellow employees by employee name, job title or location.

Search the name of the person you are looking to find.

On the left you can view additional information pertaining to this employees position.

You can also **Add to Favourite Profiles** to save that person.

Select [View My Profile](#) to display your upstream **Reporting Structure** as well as your **Job Details**.
Select [View My Org Chart](#) to display a traditional org chart view (you, your manager, and any peers).

Select to view employee within the **Org Chart**

Select **View Profile** to view **Reporting Structure, Directs, Peers and Job Details**

★ [Add to Favorite Profiles](#)

- Reporting Structure
- Manage Dotted Line
- Job Details

My Team

View Direct and Indirect Reports

Click on the [My Team](#) button on the home screen.

From here, managers can see a **Summary, Compensation** as well as **Leave Balances** of direct and indirect employees.

Tip
Select the arrow next to each employee to view additional information such as **Time Management, Job and Personal Information** and **View Employee Snapshot**.

Name / Title	Directs / Total	DAX Department / DAX Location	Physical Location/Team Code	Email / Phone	Today's Status
Professional Worker Grade 6		Learning & Lifestyle Centenary Heights	Physical Location/Team Code Cannon Hill Service Centre	Phone number/email will show	
Support Worker		Learning & Lifestyle Centenary Heights	Physical Location/Team Code Toowoomba Home & Community Sou	Phone number/email will show	

Have indirect reports?

- Select **Change Team** option and then enter the relevant manager's name (who reports to you) to view their direct reports
- Alternatively select the icon in the **Directs / Total** column to drill down further to view the next level of employees (indirect employees)

Name / Title	Directs / Total	DAX Department / DAX Location	Physical Location/Team Code	Email / Phone	Today's Status
Support Worker		Learning & Lifestyle Centenary Heights	Toowoomba Home & Community Sou	Phone number/email will show	
Support Worker		Learning & Lifestyle Centenary Heights	Toowoomba Home & Community Sou	Phone number/email will show	
Support Worker		Residential Centenary Heights - Stenner St	Toowoomba Home & Community Sou	Phone number/email will show	Planned Absence

View Sleepover and Sunday Information for Support Workers

Click on the **My Team** button on the home screen.

Click on **Leave Balances**. The last column to the right **Sundays / Sleepovers** displays the total Sundays worked and the total sleepover hours earned by each team member.

Name / Title	Time Of In Lieu	Personal Leave Balance	Annual Leave Balance	Sundays / Sleepovers
Support Worker	0.00 Hours	20.44 Hours	35.88 Hours	Total Sundays Worked: 3 Total Sleepover Hours: 105

Team Snapshot

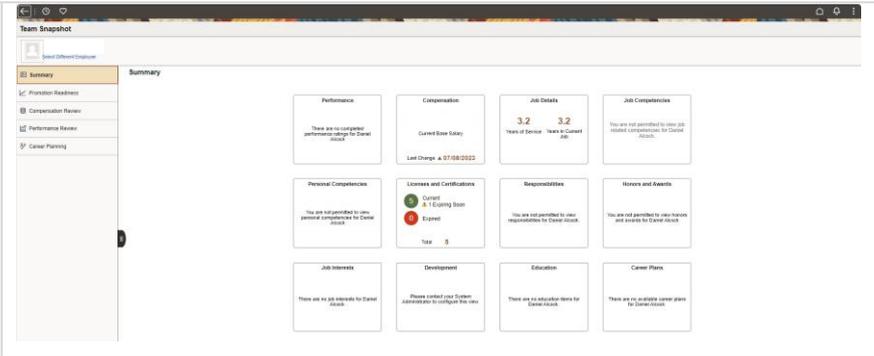
Provides an overview of your employees' talent information such as job details, licenses, certifications, and education.

Click on the **Team Snapshot** button on the home screen.

Select the employee you want to view by clicking on the arrow > icon on the right.

Job Title	Department	Type
	Learning & Lifestyle	Employee

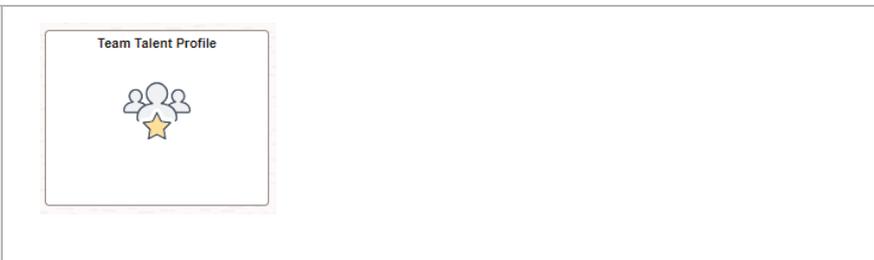
This is the **Summary** screen showing you various elements at a high-level. You can drill down for more detail by selecting one of the tiles.



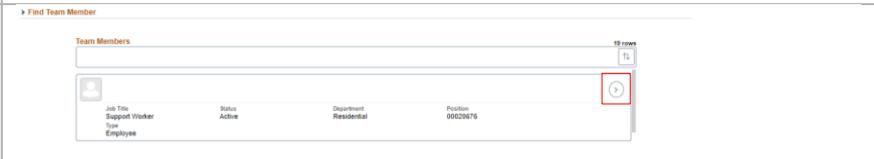
Team Talent Profile

View your team's licenses and certifications in this section.

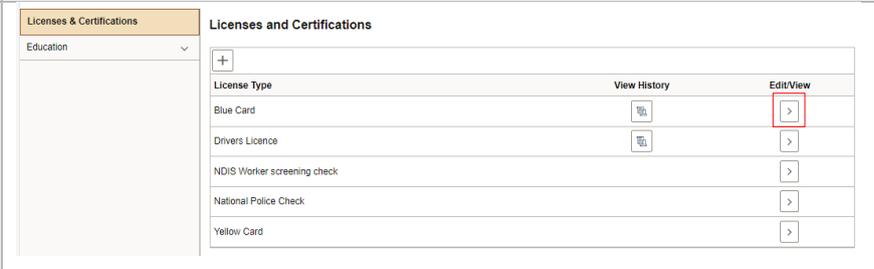
Click on the [Team Talent Profile](#) button on the home screen.



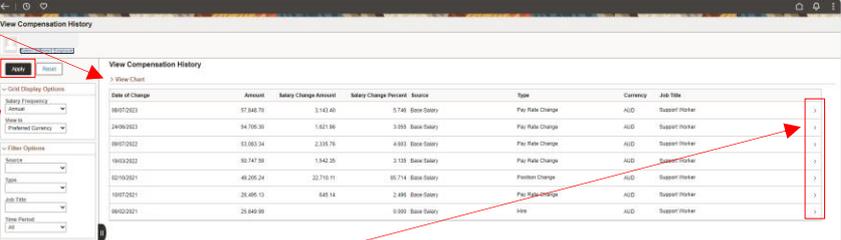
Select the employee you want to view by clicking on the arrow > icon on the right.



Now you can view the **Licences & Certifications** or their education using the '>' icon.



View Compensation History

<p>Click on the View Compensation History button on the home screen.</p>																																																																	
<p>Select the applicable employee from the list.</p>																																																																	
<p>Select View Chart to display your compensation data in a graphical format.</p> <p>Via Salary Frequency select Annual, <i>Biweekly</i>, <i>Hourly</i>, or <i>Monthly</i> then Apply to view your equivalent earnings.</p> <p>Items are displayed in chronological order, with the most recent displayed first. Click the '>' icon the learn more about each change.</p>	 <table border="1"> <thead> <tr> <th>Date of Change</th> <th>Amount</th> <th>Salary Change Amount</th> <th>Salary Change Percent</th> <th>Source</th> <th>Type</th> <th>Currency</th> <th>Job Title</th> </tr> </thead> <tbody> <tr> <td>18/07/2023</td> <td>57,848.79</td> <td>3,143.40</td> <td>5.74%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>24/06/2023</td> <td>54,706.39</td> <td>1,421.96</td> <td>3.98%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>18/07/2022</td> <td>53,063.34</td> <td>2,335.76</td> <td>4.93%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>18/03/2022</td> <td>50,747.58</td> <td>1,542.26</td> <td>3.15%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>02/10/2021</td> <td>49,205.34</td> <td>32,719.11</td> <td>66.71%</td> <td>Base Salary</td> <td>Position Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>18/07/2021</td> <td>20,486.13</td> <td>945.14</td> <td>4.61%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> <tr> <td>18/02/2021</td> <td>21,640.99</td> <td>6,990</td> <td>32.30%</td> <td>Base Salary</td> <td>Pay Rate Change</td> <td>AUD</td> <td>Support Worker</td> </tr> </tbody> </table>	Date of Change	Amount	Salary Change Amount	Salary Change Percent	Source	Type	Currency	Job Title	18/07/2023	57,848.79	3,143.40	5.74%	Base Salary	Pay Rate Change	AUD	Support Worker	24/06/2023	54,706.39	1,421.96	3.98%	Base Salary	Pay Rate Change	AUD	Support Worker	18/07/2022	53,063.34	2,335.76	4.93%	Base Salary	Pay Rate Change	AUD	Support Worker	18/03/2022	50,747.58	1,542.26	3.15%	Base Salary	Pay Rate Change	AUD	Support Worker	02/10/2021	49,205.34	32,719.11	66.71%	Base Salary	Position Change	AUD	Support Worker	18/07/2021	20,486.13	945.14	4.61%	Base Salary	Pay Rate Change	AUD	Support Worker	18/02/2021	21,640.99	6,990	32.30%	Base Salary	Pay Rate Change	AUD	Support Worker
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18/07/2022	53,063.34	2,335.76	4.93%	Base Salary	Pay Rate Change	AUD	Support Worker																																																										
18/03/2022	50,747.58	1,542.26	3.15%	Base Salary	Pay Rate Change	AUD	Support Worker																																																										
02/10/2021	49,205.34	32,719.11	66.71%	Base Salary	Position Change	AUD	Support Worker																																																										
18/07/2021	20,486.13	945.14	4.61%	Base Salary	Pay Rate Change	AUD	Support Worker																																																										
18/02/2021	21,640.99	6,990	32.30%	Base Salary	Pay Rate Change	AUD	Support Worker																																																										

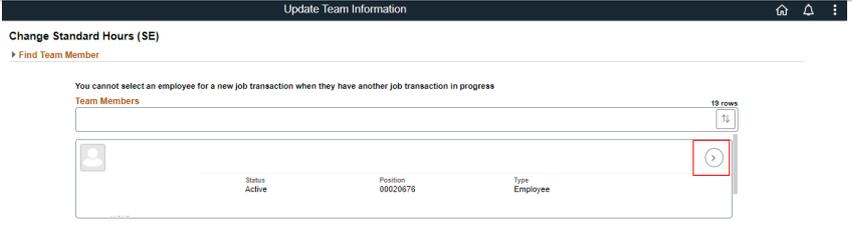
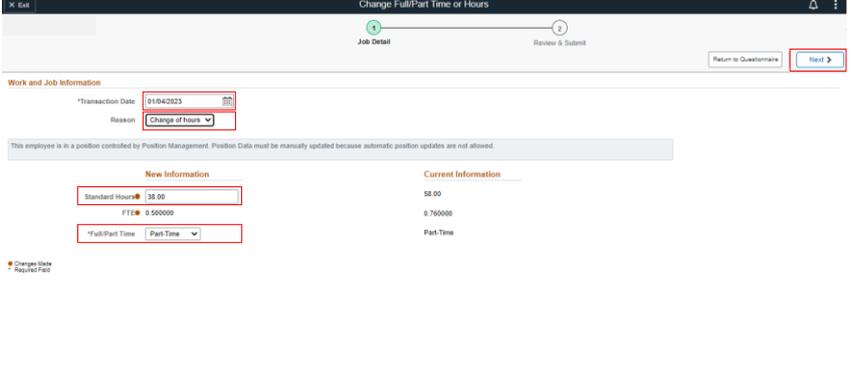
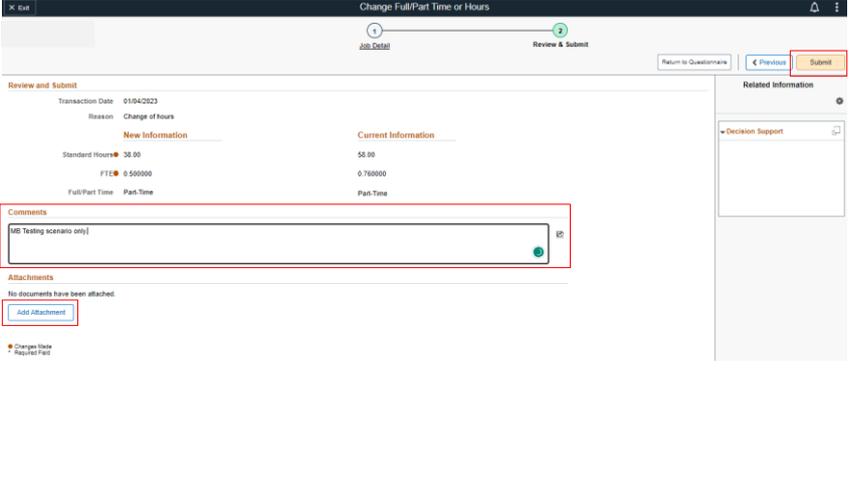
Update Team Information

Change of Standard Hours - for Supported Employees ONLY

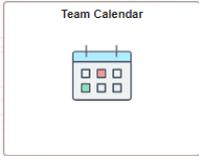
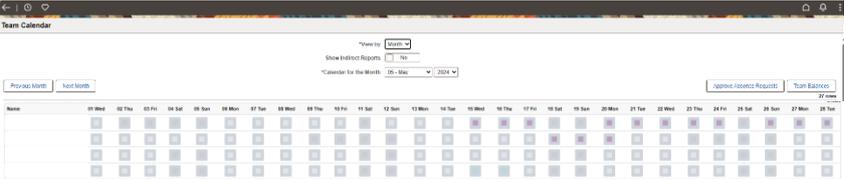
Important

Change of Standard Hours (SE) should not be used for contract changes. Is this a change of standard hours only? If yes, continue. If no, please submit a [#TeamPossible Support Hub](#) ticket.

<p>Click on the Update Team Information button on the home screen.</p> <p>Then select Change Standard Hours (SE).</p>	 
---	--

<p>Select the employee.</p>	
<p>Read the questionnaire. <i>Change of Standard Hours (SE)</i> should be used for a change of standard hours but not for a contract change. If this is a standard hours change only? Select Yes and then Next.</p>	
<p>The Transaction Date must align with a pay period start date Reason = Change of hours. Enter the new Standard Hours. Adjust Full/Part Time if status has changed. Select Next to continue.</p>	
<p>Review the submission for accuracy. Note: A Change of hours form, signed by both the employee and Site Manager, must be attached. Click Submit. This will now go to the Site Manager (if submitted by the Employment Coach) as well as People & Wellbeing for approval.</p>	

Team Calendar

<p>Select Team Calendar.</p>	
<p>The Team Calendar displays events, such as absences (by type), holidays and Off Days.</p> <ul style="list-style-type: none">• Skip between previous or next Month/Week• View by Month/Week• Toggle to show Indirect Reports if applicable• Adjust the date range view• You can even Approve Absence Request, or display Team Balances via this screen	

Announcements

<p>Make sure to review this tile to see important announcements such as timesheet deadlines that you need to be aware of.</p>	
---	--

Intranet

<p>Quickly access the Staff Intranet via this tile.</p>	
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Alerts

Click on [Alerts](#) for your team

Here you will receive alerts for 60 and 30 days until the expiry of licences, certifications, 30 day alters for expiring probation periods, fixed-term contracts and secondments. You will also see alerts for significant dates such as birthdays.

Alerts

Licenses Expired	4
Licenses Expiring in 30 Days	0
Licenses Expiring in 60 Days	2
FTC Expires in 30 Days	0
Probation Expires in 30 Days	0

Allocate Compensation

This information is relevant to all Leaders with accountability for employees engaged through Individual Employment Contracts (IEC) pay rate only.

Endeavour Foundation’s Annual Remuneration Review Process takes place in **October** each year.

Employees covered by Agreement or on Award rates have their remuneration reviewed in July, with changes occurring in PeopleSoft automatically. No manager action is required.

Once the cycle opens, leaders are to review their staff, check eligibility and submit increases to their leaders for approval via **PeopleSoft > MSS > Allocate Compensation**. Each Leader will approve their direct reports and then submit for approval by their GM/EGM. Those Managers with indirect reports will also be able to review/adjust those if required.

The following instructions will help you review and submit the increases for your staff. Please also refer to the Remuneration Review Leader Guide, and / or contact your P&W Business Partner for support during this process.

Review and Submit Team Increases for Approval

Select [Allocate Compensation](#).



Compensation activities for the leader to action will display under **My Compensation Activities**.

Select the [current open cycle](#).



You will now see the details of all employees who are included within the remuneration review cycle for the leader (IE).

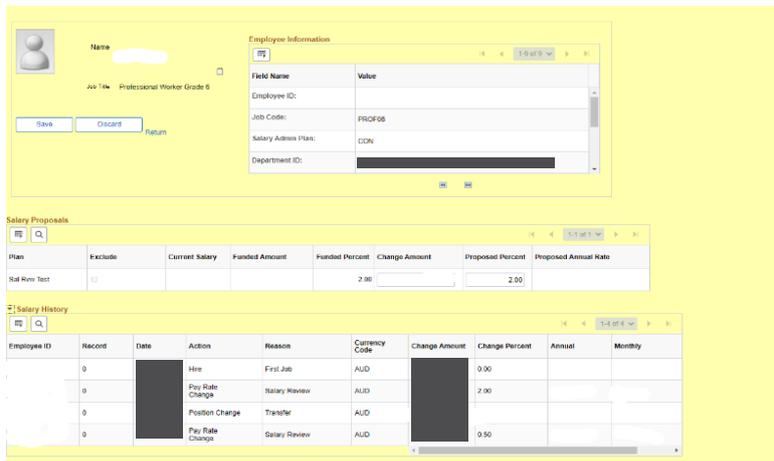
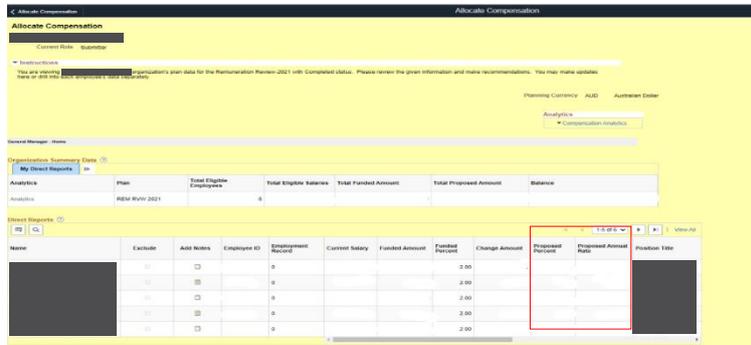
There are three sections on this page.

Organisation Summary Data – this provides a summary of all the salaries of direct and indirect reports of the leader and the proposed increase in \$ based on cycle rules.

Direct Reports – includes the detailed remuneration data for each direct report. Leaders can update the proposed increase in either \$ (*Change Amount*) or % (*Proposed Percent*) aligned to cycle rules that year

Leaders can select each direct report name which will open another screen to see more details on each person. It will show their employee information, the salary proposal for this cycle and their salary history (select the arrow next to salary history to expand the details).

Indirect Reports – this will show a summary of all their indirect reports, and who the indirect reports report to. Leaders can select the position number and it will open a new screen showing the details of the indirect reports.



Submitting Proposed Increases for Direct Reports

From the Direct Reports section, **enter** the proposed increase into *Change Amount* (\$) or *Proposed Percent* (%).

Note

Name	Exclude	Add Notes	Employee ID	Employment Record	Current Salary	Funded Amount	Percent	Change Amount	Proposed Percent	Proposed Amount	Position Title
	<input type="checkbox"/>	<input type="checkbox"/>							2.00		
	<input type="checkbox"/>	<input type="checkbox"/>							2.00		

Adding a note

1. Select *Add Notes* next to the relevant employee
2. On the next screen, select *Add a New Note*
3. Add a *Subject* e.g. Approval sought from CEO
4. Add the increase justification in the *Note Text* field
5. Click *Save*
6. Select '*Where I came from*' to return to the Allocate Compensation screen
7. Repeat as necessary

Submission

Once all proposed increases are entered in, you can select *Submit* which will send the approval request to your leader. Alternatively, you can leave it for now, if you want to review it again before submitting it to your leader for approval.

Note: your Manager will be able to review even if in **Saved** state, however they will need you to *Submit* for their approval based on the timelines to ensure the process is completed fully.

After Submission

Once you select submit, you are no longer able to edit the proposed increase. You will however see an option on your **Allocate Compensation** screen that says **View Approvals Monitor** that allows you see what has been sent to your leader for approval.

Checking a Submission Status

Once submitted to your leader for approval it is a good idea to check regularly on the status of review. The Status of each review is located via *Allocate Compensation > My Compensation Activities* page.

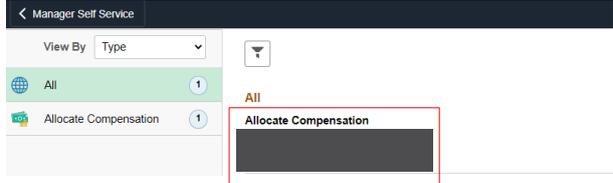
Cycle Name	Group Name	Role	Status
Remuneration Review		Submitter	Submitted

Submitting and Approving Proposed Increases

I have direct and indirect reports: for leaders with both *direct* and *indirect* reports, you must action all indirect report approvals PRIOR to actioning direct report approvals.

I only have direct reports: Leaders with direct reports only, please refer to **Page 35 Submitting proposed increases for direct reports**.

Indirect Reports – Submitting and Approving Proposed Increases

<p>From your Manager Self Service Dashboard select Approvals.</p>	
<p>Select Allocate Compensation from the left-hand menu panel.</p> <p>If you only have one group of indirect reports, you will see only one line to approve. If you have multiple groups of indirect reports, there will be a line for each group for you to approve.</p>	
<p>Select the applicable group to review prior to approving.</p>	
<p>Select View Compensation Cycle to see details of what has been submitted for you to approve.</p>	
<p>You can see what your direct report has submitted for their employee and you can approve it, or you can amend the proposed percent or change amount (\$). You can view the notes included for people where relevant.</p> <p>Important: if you wish to change a proposed increase for an indirect report, you must add a note as justification of your decision.</p>	
<p>Once you have made changes:</p> <ul style="list-style-type: none"> • Select Save Changes • Select Pending Approvals in top left-hand side of Page. • Select Approve in top right corner 	

Budget Considerations

PeopleSoft: Manager Self Service

If a leader submits proposed increases that in total for their direct reports, is above the budget allocated for them (based on cycle rules e.g. 0% for FTC, 0% for new starters), it will display a warning message when they are either saving or submitting the proposal for approval.

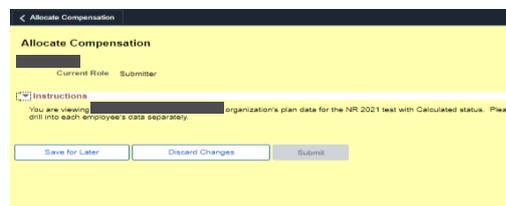
Please review your proposal data as it has caused your balance to go negative on one or more plans. (1020,285)
The remaining funding balance for one or more of your plans is negative. If your data is accurate, it will be saved.

OK

Submitting Proposed Increases for Indirect Reports

Submitting an increase for indirect reports is the same process as for direct reports.

Note: you cannot submit the proposed increases until all indirect reports (if applicable) are approved. If the submit button is greyed out as below, then there is an indirect report which has not been submitted.



Statements

Once all increases are approved by the CEO and loaded into PeopleSoft, statements will be available confirming increases for employees. These statements can be a useful tool to use in the conversation with employee about their increases.

To view the statements, go through [Manager Self Service](#) > [My Team](#) > [select applicable employee](#) > [View Compensation Statements](#).



Select the *applicable remuneration year*.

Each statement will include:

- A summary of the current base salary
- Change amount \$
- Change amount %
- New base salary
- Vehicle allowance (if applicable)
- Superannuation component

This should match what was approved in the cycle and enables leaders to have a conversation with their employee, prior to the increase being visible to employees in PeopleSoft. Leaders can view their director reports statements.



Salary Change Details					
Current Base Salary	Change Amount	Change Percent	New Base Salary	Vehicle Allowance	Super Annuation

Remuneration change advice

Once data has CEO approval, it will be processed by Payroll. Once finalised an email notification via Peoplesoft will be sent to all relevant employees to confirm their increase. Before this, leaders need to have a conversation with their employees about their individual increase.

More Information

Visit the intranet for helpful guides, user manuals and FAQs about navigating the improved PeopleSoft system visit our Staff Intranet > PeopleSoft.

Need more help? Contact People & Wellbeing



Submit a ticket via the [#TeamPossible Support Hub](#)



(07) 3900 5460