

Frequently Asked Questions

Leave Module

Q. I have applied leave, it has been approved by my supervisor but I now want to change it. How do I do this?

A. You must get the approval from your supervisor and ask for the leave to be cancelled. Once this has been done, you can re-enter the leave application.

Q. I have applied leave, it has not been approved by my supervisor but I now want to change it. How do I do this?

A. You first have to withdraw the leave. Once you have been done, re-enter the leave application.

Q. HR has withdrawn the leave application and re-enter but system show message "leave already exist".

A. The message shown as above because of the date of apply leave already exist. We have to check either the leave already withdrawn or check the leave code can reapply after leave withdrawn, cancelled or rejected. Normally for leave code can check under the leave code maintenance.

Q. Why after apply the leave for the staff the system shown only 59 days suppose the duration should be 60 days? By right the leave must include Saturday, Sunday and Public Holiday. Please tell us how to solve and where the setting to set?

A. First of all, user must set the company calendar for Saturdays, Sundays and Public Holidays. Then under the leave code maintenance need to select the leave include public holiday or not. So for this case, we need to cancel or withdraw the leave and then reapply. But make sure the leave only can be cancelled after approving and withdraw the leave that still pending for approval.

Q. What is the reason when employee has no option for leave code when want to apply the leave? The workflow is set properly.

A. This is may be due to the employee leave group. Normally just add the leave groups under the employee leave group setup. The system will run the entitlement automatically once the employee leave group is updated.

Q. How to include replacement leave into employees' leave record? All the replacement leave must update to carry forward leave.

A. We can use the leave adjustment for scenarios like this. When you are using this feature, we can update into leave carry forward and also the leave entitlement. It also allows choosing any leave code that we want.

Q. In t-Leave workflow, if I put approver workflow using “OR” logic, does both approvers receive the email notification?

A. NO. The approver who approves the leave will not receive the email notification, only the other approver in the “OR” logic will receive notification that the leave has been approved.

Q. Will the Leave information reflects directly into the Time Management System?

A. Yes, once you apply or cancel leave in thinkHR Leave system, it will automatically integrate the leave information with TMS data. Leave Information will show in the Time Entry screen. Even without the clock data it will not show the employee is absent. However, if there is no clock in or out data, it will be displayed as absent.

Q. The new staff leaves entitlement for 18 days per year, but in the system it shows 16 days (prorated no.) So next year, will the system automatically update the leave to 18 days?

A. Yes. The leave entitlement will depend on the fiscal year of the company.

Q. I tried to generate the leave entitlement summary report, but it show me report with empty data.

A. Make sure their *access level in User ACL* been set in the proper way.

Q. What to do if you cannot view your employee’s leave request by email?

A. There are two scenarios that exist where a supervisor may not be able to view the employee’s leave request.

1. Leave workflow in employee master is incorrect
Go to employee detail’s *workflow tab* in employee master for this employee to see who they are currently set to report to.
2. Email Address in ESS module and t-HR module are incorrect.

Q. Why emergency leave, EL on the employee leave table not showing up?

A. EL has been converted into AL. However user is able to view the emergency leave data by print out the Leave Taken Detail Report.

Q. Leave from 25/09/2008 – 08/10/2008 should be 8 days only, but system calculates 9 days.

A. This problem exists when the company calendar does not set correctly. User may be forgotten to set the day as public holiday/off day/ rest day.

Q. Can the system handle if the company leave cutoff at mid of the year.

A: Yes, you can set company leave cutoff period at the t-leave module, and system will auto calculated based on the effective date.

Q. How to give a replacement leave to staffs and can the leave start utilize next month.

A: Can add in the leave replacement leave at the “replacement leave” function, and select which month can the staff start to entitled its.

Q. Annual leave is earned month by month, but the others leave is entitle once the employee joined.

A: You can set the Annual leave to “accumulative” setting and the other leave set to “lump sum”. Do the leave closing very month, and then system able to add earned leave by monthly.

Q. If the employee joins after 16 of the month is not entitled to have the annual leave for the current month.

A: After key in 16 at the “Join After Month” , system will automatically check when running the leave entitlement run process.

Q. Want to see who will be on leave on the current month.

A: Currently only can see who on leave / out of office on the same day. The leave calendar control function will be in our enhancement.

Q. Employee applied the past leave, would the attendance record show me as absent for the past on leave day?

A: When you haven apply the leave and you are not attend, attendance report will show “absent”, but after you re-apply again, system will show to the right leave code.