



## ACE Time Taken Information FAQs

### 1. How many months of time taken will I be able to see?

Starting with the previous month, ACE will display up to four months of time taken.

### 2. When I ask to View Time Taken, what information do I see?

Time taken is listed for each leave balance type used for a month. The leave balance types are listed across the top of the page. If these column headings need to be abbreviated, you will see a description for each abbreviation at the bottom of the page. Days of the month that leave was taken are listed down the page. The hours of leave taken are then shown for each day for each leave balance type.

### 3. Why aren't my hours worked displayed?

Only time taken is captured to support the Leave Balance feature.

### 4. How is the time taken information different from the leave balance information in ACE?

Time taken is shown by day for the days in which leave was taken. The total leave taken for a month will correspond to the leave taken in the leave balance information for that month.

### 5. When is time taken information updated in ACE?

A message on the Employee Leave Balance/Time Taken Records page under Employee Details will indicate when the information was last loaded into ACE.

### 6. I have turned in a leave slip for leave I have taken, but it is not showing on my time taken information in ACE. When will it show up?

Each agency has its own timeframes for entering taken leave and determines when the information is entered in the payroll system. The taken leave is updated when your agency payroll/personnel office updates the payroll system. You can only see the four previous months' time taken and leave balances.

### 7. If I take vacation during the month and also have first day personal for sick, how are these separated?

This time taken will be shown under the same column since it is all Personal Leave. However, it is shown by day so you can track the time taken.

**8. Why is the time taken this month not showing up?**

Time taken information will only show for prior months because the current month is still in progress.

**9. I have had some leave without pay. Will those hours show along with time taken?**

No. Only paid leave will be shown. Leave without pay will not be shown.

**10. If I do not think the time taken information is correct, what should I do?**

Talk with your payroll/personnel office. Ask them to show you what information has been entered in the payroll system.

**11. How can I find out what makes up the figures on ACE?**

If you have questions on what is reflected in ACE, you should contact your agency payroll/personnel office.

**12. How many months will I be able to see?**

Up to four previous months of leave balance information will be available in ACE.

**13. I took leave six months ago but the leave for that month is not showing on the screen. How do I know that leave was posted correctly?**

Leave may be adjusted by your agency further back than the four months of information provided in ACE. Those adjustments are reflected in ACE in the latest month's available beginning balance. Please contact your agency payroll/personnel office if you have a question.

**14. If I do not think the leave information is correct, what should I do?**

Talk with your payroll/personnel office. Ask them to show you what information has been entered and if there have been any adjustments.

**15. My comp balances look strange. I know I have worked many more hours than is showing in the earned column. Why are they not posted yet, since the month is over?**

Check with you agency payroll/personnel office if you have questions. Both FLSA and Agency Comp time are earned at the end of a work cycle. Some work cycles cross over months and may result in comp time being earned in the following month.