

Manager – Frequently Asked Questions

What is the new functionality going live now?

PiP For Me includes:

- Annual leave
- Requesting flexi leave
- TOIL
- Sickness absence
- Special leave requests
- Mileage and expenses
- Workflow emails



PiP For My Team (MSS)

- My Staff – full access
- Absence (sickness, annual leave, special leave, maternity, paternity and adoption)
- Employment changes
- Dashboard absence analytics
- Workflow and key task reminders (absence reminders, LTA end dates approaching, etc)

What do I need to do when I first log on after the new functionality is live?

Log in to PiP for my team as normal and just click on the "Getting Started" tab at the bottom of the dashboard and it will take you, step by step, through what checks you need to do to ensure that your record is up to date and correct.

What if I can't find an appropriate working pattern for my team member in PiP?

If you can't find the working pattern you need, just contact the Employment Changes team HRChanges@gov.im who will then build it for you.

How will I know what requests my team have made?

Your dashboard in Manager Self Service (PiP for My Team) will show you all the requests your team have made that require action from you.

You will also receive an email notification from the system for anything that requires your attention.

What do I do if I do not have sufficient Financial Delegations as a manager to authorise a task?

Please take the opportunity to remind yourself of the financial delegations and limits in place in your Department and what you can/can't authorise, e.g. mileage/expenses claims. If you do not have delegated authority to authorise a claim you can re-direct the request from your team member to the appropriate person with authority.

Call the PiP team on 685999 and they will talk you through this process.

What happens to my tasks when I am on leave?

If you do not process tasks within 7 days they will automatically escalate to your manager to approve in your absence.

I've received an email and/or a task in my To Do list for my team member, but it's not for the job that I manage, what should I do?

If your team member also holds other positions within Government, you may receive workflow emails and possibly authorisation tasks for their other positions.

If you receive a workflow email for their other position which you do not manage, please check your 'To Do' list to see if you have also received an authorisation task.

If you have only received a workflow email and **have not** received an authorisation task, please disregard the email.

If you **have** received an authorisation task, please do not click on the task and simply **contact the PiP Helpdesk on 685999 or askpip@gov.im**. The PiP team will then check that the proper authorisations are actioned.

There will be a system update from the suppliers of PiP in the near future which will fix this issue, we appreciate your patience and cooperation until the update is made.

Do I have to manually work out annual leave carry overs?

As all the leave band and carry over rules are in the system, and no leave has been booked during 19/20 the system will assume that your team members will receive their maximum carry over. You will need to make a holiday entitlement adjustment to correct this. The step by step guidance to do this is here: <https://hr.gov.im/media/1795/how-do-i-adjust-toil-or-annual-leave-entitlement.pdf>

For 2020/21 and going forward, any annual leave outstanding at the end of the leave year will be automatically calculated and rolled into the next year, in accordance with the relevant carry over rules in your terms and conditions.

I have a team member who has opted for an additional day's leave for their long service award. What do I need to do in PiP?

Follow the same guidance as above and put "long service" into the reason field.

$$\Delta t = \frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$$

$$\Delta t = \frac{-6.4 \pm \sqrt{(6.4)^2 - 4(-4.9)(1.2)}}{2(-4.9)}$$

$$\Delta t = \frac{-6.4 \pm \sqrt{64.5}}{-9.8}$$

$$\Delta t = \frac{-6.4 \pm 8.0}{-9.8} = -0.16 \text{ s or } +1.5 \text{ s}$$

I have team members who are part time, do I have to manually work out their entitlement?

No, PiP will pro rata their annual leave entitlement if they are part time or started part way through the year.

PiP will also work out when a team member reaches an anniversary date that would adjust their leave entitlement. The system will also pro-rate this accordingly, if necessary.

Can I view other teams' calendars to determine what cover is needed in our area?

No, this can't currently be viewed in PiP owing to the sensitive absence information included, so please continue to have conversations with your colleagues about this, as you do now.

Can I see Bradford Factors?

Yes, you can see the Bradford Factor within each of your team member's records. These will be accurate, real time scores, provided the absence has been entered in to PiP, and they will be recalculated on a daily basis.

What does the tick box for 'Exclude from Bradford Factor' within the sickness absence details screen do?

This is only used for Accident at Work. It will mean that the absence isn't included in Bradford Factor calculation on that team member's employee record.

What about OHR forms?

The OHR forms as you currently know them (OHR1, 3, 5 etc.) and all existing sickness forms, paper and online, will no longer be used when PiP goes live. You will be able to request and action changes in PiP and you will be able to track progress of any workflows/authorisations. The system will also send automatic confirmation e-mails to team members for certain actions, for example completing their leaver information.

How do request for a brand new position to be created as I don't see the form in PiP?

There is a new simplified online form accessible via the intranet to replace the OHR1.

What data has been migrated into PiP from Oracle?

No employment history is being migrated however everyone's organisation start date will be migrated accurately. We have also migrated six years of absence history in order for entitlement calculations to work effectively. It will also mean that the absence reports will be up to date and accurate when PiP goes live.

Can I keep updates in PiP regarding a sickness absence?

Yes, within PiP you have a section called Absence Stages where you can record the dates of any telephone calls, return to work conversations, Occupational Health referrals etc.

How do we record the SC1 form in PiP?

As of 1 April 2018 the claim for Incapacity Benefit (SC1 forms) will only need to be completed when an employee moves to half or nil pay. It is the individual's responsibility to complete the SC1 form and forward it on to Social Security at the time when their pay reduces, so this doesn't need to be recorded in PiP.



Will PiP calculate sick pay?

Yes, PiP will send out an e-mail to both the team member and line manager at around 60 and 30 days prior to an individual reaching half or nil pay. It will still be the responsibility of the line manager to ensure the team member has received their notification and is aware of any impact on their pay.

The line manager can also create a mail merge letter from PiP to send out to the team member.

What do I need to do in PiP if my team member is absent long term?

If your team member is absent long term, if appropriate you should make sure they have changed their email in Employee Self Service to one they use at home so they can still receive their email notifications from PiP while they are not in work.

You should also remind them to log into Employee Self Service at least once a month to ensure their password remains active. If you they have any problems logging in while on long term absence, please ask them to contact the PiP Helpdesk askpip@gov.im

If another manager is covering your team member's role long term, you will need to contact the PiP Helpdesk to obtain the appropriate access for the covering manager – either through requesting a structure amendment so the team report to the covering manager, or by creating an additional PiP position.

You can also record Absence Stages in PiP for your team member.

What period of time do the Dashboard Analytics cover?

They cover the last 12 months of absence records.

I have multiple teams reporting to me, can I see all their information in the Dashboard Analytics?

Yes, all those who ultimately report to you up to three tiers down will be included.

What training will be available for managers?

In addition to offering training to all line managers and Buddies during the "go live" period, the PiP team are creating a wide range of guidance documents, how to leaflets and e-learning videos to help you learn how to use PiP. We will also be holding a number of Manager Self Service briefing sessions prior to go live.



If you require any assistance after go live, you will be able to ask one of the PiP Buddies in your Department for support or you can contact the OHR PiP Helpdesk.

I can only see my direct reports in Manager Self Service, how can I view all my reports?

Click into the blank field above the list of names of your direct reports and then click on the magnifying glass. This will bring up all other reports in your teams, up to three levels down.

Where can I add a GL code and cost centre into a Mileage and Expense Claim?

Yes, it's important to ensure that the right code and cost centre is added to a claim for it to be costed appropriately against your budgets. When you receive a task to authorise a mileage/expense claim, click on the more arrow to review the claim. If the employee has not yet done so, you can add the code into the "Cost Code Override" field.

You will need to enter the 19 digit code. The first 10 digits should be the cost centre, then a space, then the 8 digit GL code

How will excessive Special Leave Paid be prevented?

There is a two-step authorisation process for special leave (paid and unpaid). So a manager will authorise it and then their manager will receive a task to authorise it. The second stage of authorisation is specifically intended to ensure consistency in approach and ensure that special paid leave is not granted excessively.

The Office of Human Resources will also be reporting on special leave that has been granted to support Departments in monitoring claims and authorisations.

How can I get a report I need from PiP?

If you or someone in your are has Admin Role access then they will have reporting capacity, otherwise you can request the information you need either from the PiP Team or your HR Advisory team.

When I look at a team member's record it says they are on probation but they're not – how can I get this corrected?

You don't need to take any action. This issue is in the process of being corrected by the PiP team and should be resolved within the next few weeks.

Have we answered all your questions? We hope so but if not, please contact the PiP Team askpip@gov.im or speak to your Department Representative