

TMA Error Resolution Training Course

1. TMA Error Reporting Training Module


1.1 *Timesheet Manager Application*



Notes:

1.2 Meet Nikki, TMA Clerk

Meet Nikki, TMA Clerk



00:00 / 01:01

Continue to Next Page

2. Capture Name

2.1 Hello Template



Before we get started...

type your name here

2.2 Hi %Firstname%, let's get started

Layout of Training Course

Hi *Firstname*, let's get started

Layout of Training Course

<p>Pre-Assessment Allows you to opt out of the course if you receive a score of 90% or higher.</p>	<p>Module 3 - Schedule Errors Defines schedule errors, provide examples and opportunities to correct timecards with this type of error.</p>
<p>Module 1 – Overlap Errors Defines overlap errors, provide examples and opportunities to correct timecards with this type of error.</p>	<p>Final Assessment You will be given an opportunity to test your knowledge once you have completed modules 1, 2 and 3.</p>
<p>Module 2 – Time Entry Errors Defines time-entry errors, provide examples and opportunities to correct timecards with this type of error.</p>	<p>Certificate of Completion Awarded to you upon successful completion of the course.</p>

Notes:

2.3 Learning Objectives

Learning Objectives			
01 UNDERSTAND	02 IDENTIFY	03 CORRECT	04 CREATE
UNDERSTAND Learner understands the importance of TMA and the need to accurately record employee time.	IDENTIFY Learner can identify common TMA user-errors.	CORRECT Learner can demonstrate ability to correct common TMA user-errors	CREATE Learner can create timecards with no user-errors. If errors arise, the Learner can quickly resolve the errors.


Notes:


2.4 Main Menu

Main Menu

Complete the Pre-Assessment **FIRST** to enable the training Modules.

Complete the training modules, to enable the Final-Assessment.

 **Pre-Assessment START HERE**



Notes:


3. TMA Error Resolution Pre-Assessment

3.1 Pre-Assessment



3.2 Purpose of the Pre-Assessment

Purpose of the Pre-Assessment

Click on the  to learn more about the purpose of the pre-assessment.

The Pre-Assessment journey begins with understanding how much you already know about resolving TMA errors (like, overlap, time-entry and schedule errors).



*There are 10 questions. To opt-out of the course, you have to score 90% or higher (missing only 1 question).
If you pass, you will receive a certificate of completion. Otherwise, you will return to the main menu where you can continue the training course.*

Lets Get Started!

[Continue to Next Page](#)

3.3 Pre-Assessment Q1

(Matching Drag-and-Drop, 10 points, 1 attempt permitted)

Match the word with its definition by connecting the pieces of the puzzle.

Overlap Error	Occurs when a time entry overlaps with an already reported time entry.
Time-Entry Error	Occurs when a time entry is not entered in chronological order.
Schedule Error	Occurs when the hours recorded do not match scheduled work hours.

Question 1 of 10

Correct	Choice
Overlap Error	Occurs when a time entry overlaps with an already reported time entry.
Time-Entry Error	Occurs when a time entry is not entered in chronological order.
Schedule Error	Occurs when the hours recorded do not match scheduled work hours.

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

Not quite. Overlap Error is when a time entry overlaps with an already reported time entry; Time-Entry Error is when a time entry is not entered in chronological order; Schedule Error is when the hours recorded do not match scheduled work hours.

Correct (Slide Layer)

Match the word with its definition by connecting the pieces of the puzzle.

Overlap Error Occurs when a time entry overlaps with an already reported time entry.

Time-Entry Error Occurs when a time entry is not entered in chronological order.

Schedule Error Occurs when the hours recorded do not match scheduled work hours.

Correct

That's right! You selected the correct response.

Continue

Question 1 of 10

Incorrect (Slide Layer)

Match the word with its definition by connecting the pieces of the puzzle.

Overlap Error Occurs when a time entry overlaps with an already reported time entry.

Time-Entry Error Occurs when a time entry is not entered in chronological order.

Schedule Error Occurs when the hours recorded do not match scheduled work hours.

Incorrect

Not quite. **Overlap Error** is when a time entry overlaps with an already reported time entry; **Time-Entry Error** is when a time entry is not entered in chronological order; **Schedule Error** is when the hours recorded do not match scheduled work hours.

Continue

Question 1 of 10

3.4 Pre-Assessment Q2

(True/False, 10 points, 1 attempt permitted)

Errors must be resolved before a timecard can be locked for processing.

True

False

Question 2 of 10

Correct	Choice
X	True
	False

Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

Not quite. Timecards with errors cannot be locked and processed for payroll.

Notes:

Correct (Slide Layer)

Errors must be resolved before a timecard can be locked for processing

Correct

That's right! You selected the correct response.

True

False

Continue

Question 2 of 10

This screenshot shows a dark grey background with the text "Errors must be resolved before a timecard can be locked for processing" in a light grey font. A white feedback box with a green header "Correct" is overlaid. The box contains the text "That's right! You selected the correct response." and a "Continue" button. To the left of the box, the "True" radio button is selected, and the "False" radio button is unselected. The text "Question 2 of 10" is visible in the bottom left corner.

Incorrect (Slide Layer)

Errors must be resolved before a timecard can be locked for processing

Incorrect

Not quite. Timecards with errors cannot be locked and processed for payroll.

True

False

Continue

Question 2 of 10

This screenshot shows a dark grey background with the text "Errors must be resolved before a timecard can be locked for processing" in a light grey font. A white feedback box with a red header "Incorrect" is overlaid. The box contains the text "Not quite. Timecards with errors cannot be locked and processed for payroll." and a "Continue" button. To the left of the box, the "True" radio button is selected, and the "False" radio button is unselected. The text "Question 2 of 10" is visible in the bottom left corner.

3.5 Pre-Assessment Q3

(True/False, 10 points, 1 attempt permitted)

A sworn officer works 80 hours of regular time and 20 hours of over time in a two-week pay cycle. The TMA clerk does not resolve the timecard errors before payroll closing so the sworn officer will receive full pay for the regular and overtime hours worked.

True

False

Question 3 of 10

Correct	Choice
	True
X	False

Feedback when correct:

That's right! Since the TMA clerk did not resolve the timecard errors before payroll closing, the officer will not receive overtime pay. A timecard adjustment is required.

Feedback when incorrect:

Not quite. Since the TMA clerk did not resolve the timecard errors before payroll closing, the officer will not receive overtime pay. A timecard adjustment is required.

Correct (Slide Layer)

A sworn officer works 80 hours of regular time and 20 hours of over time in a two-week pay cycle. The TMA clerk does not resolve the timecard errors before payroll closing so the sworn officer will not receive overtime pay. A timecard adjustment is required.

Correct

That's right! Since the TMA clerk did not resolve the timecard errors before payroll closing, the officer will not receive overtime pay. A timecard adjustment is required.

True

False

Continue

Question 3 of 10

Incorrect (Slide Layer)

A sworn officer works 80 hours of regular time and 20 hours of over time in a two-week pay cycle. The TMA clerk does not resolve the timecard errors before payroll closing so the sworn officer will not receive overtime pay. A timecard adjustment is required.

Incorrect

Not quite. Since the TMA clerk did not resolve the timecard errors before payroll closing, the officer will not receive overtime pay. A timecard adjustment is required.

True

False

Continue

Question 3 of 10

3.6 Pre-Assessment Q4

(True/False, 10 points, 1 attempt permitted)

The work schedule for Officer Bert is Monday through Friday, 8 hours per day for a total of 40 regular hours per week. However, the TMA clerk enters Officer Bert regular hours as Monday through Thursday 10 hours per day. In this example, the work schedule is correct.

True

False

Question 4 of 10

Correct	Choice
	True
X	False

Feedback when correct:

That's right! Officer Bert is scheduled to work 8 hours per day.

Feedback when incorrect:

Not quite. Officer Bert is scheduled to work 8 hours per day.

Correct (Slide Layer)

The work schedule for Officer Bert is Monday through Friday, 8 hours per day for a total of 40 regular hours per week. However, the TMA clerk e... is ... day. In this ... rrect.

Correct

That's right! Officer Bert is scheduled to work 8 hours per day.

True

False

Continue

Question 4 of 10

Incorrect (Slide Layer)

The work schedule for Officer Bert is Monday through Friday, 8 hours per day for a total of 40 regular hours per week. However, the TMA clerk e... is ... day. In this ... rrect.

Incorrect

Not quite. Officer Bert is scheduled to work 8 hours per day.

True


False

Continue


Question 4 of 10

3.7 Pre-Assessment Multiple Choice Questions

Multiple Choice - Instructions

Click on the  to learn more about the multiple choice instructions.


For the next three questions, you will be presented with a timecard that shows one or more errors. You are to analyze the timecard to determine what type of error is present and then proceed to the next slide to answer the question.

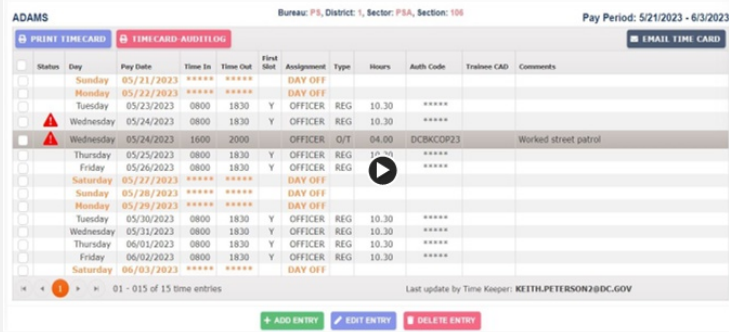
Lets get started 

[Continue to Next Page](#)

3.8 Pre-Assessment MC Picture Q5

Sample Timecard #1

Click on the  to learn more about this timecard.



Status	Day	Pay Date	Time In	Time Out	First Slot	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
	Sunday	05/21/2023	*****	*****		DAY OFF					
	Monday	05/22/2023	*****	*****		DAY OFF					
	Tuesday	05/23/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Wednesday	05/24/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Wednesday	05/24/2023	1600	2000		OFFICER OIT	OIT	04.00	DCBKCOR23		Worked street patrol
	Thursday	05/25/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Friday	05/26/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Saturday	05/27/2023	*****	*****		DAY OFF					
	Sunday	05/28/2023	*****	*****		DAY OFF					
	Monday	05/29/2023	*****	*****		DAY OFF					
	Tuesday	05/30/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Wednesday	05/31/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Thursday	06/01/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Friday	06/02/2023	0800	1830	Y	OFFICER REG	REG	10.30	*****		
	Saturday	06/03/2023	*****	*****		DAY OFF					

Question 5 of 10

[Continue to Next Page](#)

3.9 Pre-Assessment MC Q5

(Pick One, 10 points, 1 attempt permitted)

Multiple Choice

Based on your review of Timecard #1, which error is represented?

- A Overlap Timecard Error
- B Schedule Timecard Error
- C Time-Entry Timecard Error
- D None of the above
- E All of the above

Question 5 of 10

Correct	Choice
X	Choice A
	Choice B
	Choice C
	Choice D
	Choice E

Feedback when correct:

That's right! This is an overlap error.

Feedback when incorrect:

Not quite. This is an overlap error.

Correct (Slide Layer)

Multiple Choice
Based on your review of Timecard #1, which error is represented?

- A Overlap
- B Spacing
- C Text
- D None of the above
- E All of the above

Correct
That's right! This is an overlap error.

Continue

Question 5 of 10

Detailed description: This is a screenshot of a quiz question interface. The background is a dark grey-blue. At the top, the text 'Multiple Choice' is in a large, bold, white font. Below it, the question text 'Based on your review of Timecard #1, which error is represented?' is in a smaller white font. On the left side, there are five blue square buttons labeled 'A' through 'E'. A white feedback box with a green header and a 'Continue' button is overlaid on the right side of the question options.

Incorrect (Slide Layer)

Multiple Choice
Based on your review of Timecard #1, which error is represented?

- A Overlap
- B Spacing
- C Text
- D None of the above
- E All of the above

Incorrect
Not quite. This is an overlap error.


Continue

Question 5 of 10

Detailed description: This is a screenshot of a quiz question interface, similar to the one above. The background is a dark grey-blue. At the top, the text 'Multiple Choice' is in a large, bold, white font. Below it, the question text 'Based on your review of Timecard #1, which error is represented?' is in a smaller white font. On the left side, there are five blue square buttons labeled 'A' through 'E'. A white feedback box with a red header and a 'Continue' button is overlaid on the right side of the question options.

3.10 Pre-Assessment MC Picture Q6

Sample Timecard #2

Click on the  to learn more about this timecard.

JONATHAN Bureau: PS, District: 1, Sector: PSA, Section: 108 Pay Period: 5/21/2023 - 6/3/2023

PREVIEW TIME CARD TIME CARD-AUDIT LOG EMAIL TIME CARD

Status	Day	Pay Date	Time In	Time Out	First Slat	Assignment	Type	Hours	Auth Code	Training CAD	Comments
	Sunday	05/21/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Monday	05/22/2023	*****	*****		DAY OFF					
	Tuesday	05/23/2023	*****	*****		DAY OFF					
	Wednesday	05/24/2023	*****	*****		DAY OFF					
	Thursday	05/25/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Friday	05/26/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Friday	05/26/2023	1600	2000		PSA CAR 5	OT	04.00	DCAPONE23		Provide early Street patrol support
	Friday	05/26/2023	0630	0930		PSA CAR 5	REG	03.00	DCBKCOP23		Follow-up calls after shift
	Saturday	05/27/2023	0800	1000	Y	PSA CAR 5	REG	02.00	DCBKCOP23		Provided early roll call support
	Saturday	05/27/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Sunday	05/28/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Monday	05/29/2023	*****	*****		DAY OFF					
	Tuesday	05/30/2023	*****	*****		DAY OFF					
	Wednesday	05/31/2023	*****	*****		DAY OFF					
	Thursday	06/01/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Friday	06/02/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		
	Saturday	06/03/2023	2000	0630	Y	PSA CAR 5	REG	10.30	*****		

01 - 017 of 17 time entries Last update by Time Keeper: KEITH.PETERSON@DC.GOV

ADD ENTRY EDIT ENTRY DELETE ENTRY

Continue to Next Page

Question 6 of 10

3.11 Pre-Assessment MC Q6

(Pick One, 10 points, 1 attempt permitted)

Multiple Choice

Based on your review of Timecard #2, which error is represented?

- A Overlap Timecard Error
- B Schedule Timecard Error
- C Time-Entry Timecard Error
- D None of the above
- E All of the above

Question 6 of 10

Correct Choice

Choice A

	Choice B
X	Choice C
	Choice D
	Choice E

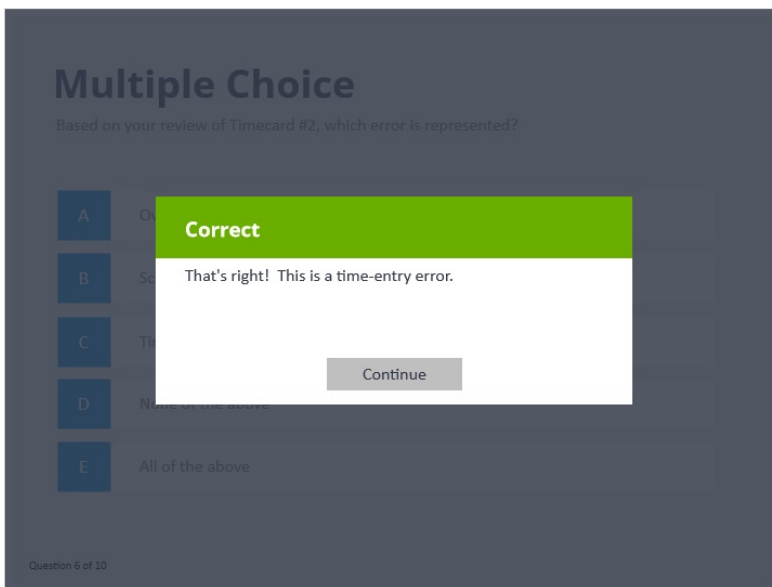
Feedback when correct:

That's right! This is a time-entry error.

Feedback when incorrect:

Not quite. This is a time-entry error.

Correct (Slide Layer)



Incorrect (Slide Layer)

Multiple Choice
Based on your review of Timecard #2, which error is represented?

A. C
B. S
C. T
D. N
E. All of the above


Incorrect

Not quite. This is a time-entry error.

Continue

Question 6 of 10

3.12 Pre-Assessment MC Picture Q6

Sample Timecard #3
Click on the  to learn more about this timecard.

COOPER Bureau: PS, District: 1, Sector: PSA, Section: 108 Pay Period: 5/21/2023 - 6/3/2023

[PRINT TIMECARD](#) [TIMECARD ADD/DELETE](#) [EMAIL TIME CARD](#)

Station	Day	Pay Date	Time In	Time Out	First Aid	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
<input type="checkbox"/>	Sunday	05/21/2023	*****	*****		DAY OFF					
<input type="checkbox"/>	Monday	05/22/2023	*****	*****		DAY OFF					
<input type="checkbox"/>	Tuesday	05/23/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Wednesday	05/24/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Thursday	05/25/2023	*****	*****							
<input type="checkbox"/>	Friday	05/26/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Saturday	05/27/2023	*****	*****		DAY OFF					
<input type="checkbox"/>	Saturday	05/27/2023	1400	1600	Y	OFFICER	JY1	02.00	DCFPU23		Follow-up calls
<input type="checkbox"/>	Sunday	05/28/2023	*****	*****		DAY OFF					
<input type="checkbox"/>	Monday	05/29/2023	*****	*****		DAY OFF					
<input type="checkbox"/>	Tuesday	05/30/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Wednesday	05/31/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Thursday	06/01/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Friday	06/02/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
<input type="checkbox"/>	Saturday	06/03/2023	*****	*****		DAY OFF					

01 - 015 of 15 time entries List update by Time Keeper: KEITH.PETERSON@DC.GOV

[+ ADD ENTRY](#) [EDIT ENTRY](#) [DELETE ENTRY](#)

Question 7 of 10 [Continue to Next Page](#)

3.13 Pre-Assessment MC Q7

(Pick One, 10 points, 1 attempt permitted)

Multiple Choice

Based on your review of Timecard #3, which error is represented?

- A Overlap Timecard Error
- B Schedule Timecard Error
- C Time-Entry Timecard Error
- D None of the above
- E All of the above

Question 7 of 10

Correct	Choice
	Choice A
X	Choice B
	Choice C
	Choice D
	Choice E

Feedback when correct:

That's right! The best response is a schedule error since the work hours are not recorded.

Feedback when incorrect:

Not quite. The best response is a scheduled error since the work hours are not recorded.

Correct (Slide Layer)

Multiple Choice
Based on your review of Timecard #3, which error is represented?

- A. Overtime
- B. Scheduled error
- C. Timecard error
- D. None of the above
- E. All of the above

Correct

That's right! The best response is a schedule error since the work hours are not recorded.

Continue

Question 7 of 10

Detailed description: This is a screenshot of a quiz question interface. The question is titled 'Multiple Choice' and asks 'Based on your review of Timecard #3, which error is represented?'. There are five options: A. Overtime, B. Scheduled error, C. Timecard error, D. None of the above, and E. All of the above. A green feedback box is overlaid on the right side of the question, indicating a correct answer. The feedback text says 'Correct' and 'That's right! The best response is a schedule error since the work hours are not recorded.' Below the feedback text is a 'Continue' button. The question number 'Question 7 of 10' is visible in the bottom left corner.

Incorrect (Slide Layer)

Multiple Choice
Based on your review of Timecard #3, which error is represented?

- A. Overtime
- B. Scheduled error
- C. Timecard error
- D. None of the above
- E. All of the above

Incorrect

Not quite. The best response is a scheduled error since the work hours are not recorded.


Continue

Question 7 of 10

Detailed description: This is a screenshot of a quiz question interface, identical to the one above. However, the feedback box is red, indicating an incorrect answer. The feedback text says 'Incorrect' and 'Not quite. The best response is a scheduled error since the work hours are not recorded.' Below the feedback text is a 'Continue' button. The question number 'Question 7 of 10' is visible in the bottom left corner.

3.14 Pre-Assessment Multiple Choice Questions

Multiple Choice - Instructions

Click on the  to learn more about the multiple choice instructions.

The last three questions focused on the type of timecard error that was present. In the next three questions, you will focus on the steps needed to correct the timecard error.

You will be presented with the same timecards that were previously viewed. This time, the error message will be displayed. Based on your analysis, choose the best response for resolving the timecard error.


Lets Go!

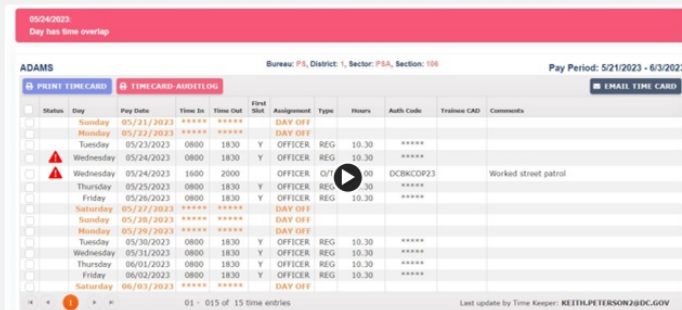


[Continue to Next Page](#)

3.15 Pre-Assessment MC Picture Q8

Sample Timecard #1 with Display of Error Message

Click on the  to learn more about this timecard error message.



Status	Day	Pay Date	Time In	Time Out	First	Assignment	Type	Hours	Auth Code	Training CAD	Comments
	Sunday	05/21/2023	*****	*****		DAY OFF					
	Monday	05/22/2023	*****	*****		DAY OFF					
	Tuesday	05/23/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Wednesday	05/24/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Wednesday	05/24/2023	1600	2000		OFFICER	OT	3.00	DCBKCOP23		Worked street patrol
	Thursday	05/25/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Friday	05/26/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Saturday	05/27/2023	*****	*****		DAY OFF					
	Sunday	05/28/2023	*****	*****		DAY OFF					
	Monday	05/29/2023	*****	*****		DAY OFF					
	Tuesday	05/30/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Wednesday	05/31/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Thursday	06/01/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Friday	06/02/2023	0800	1830	Y	OFFICER	REG	10.30	*****		
	Saturday	06/03/2023	*****	*****		DAY OFF					

Question 8 of 10

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3.16 Pre-Assessment MC Q8

(Multiple Choice, 10 points, 1 attempt permitted)

Multiple Choice

Sample Timecard #1 with error message displayed

Based on your review of Timecard 1 with display of error message, select the action that should taken to correct the time card.

- For Wednesday, 5/24/2023, change the REG hours from 1830 to 1600
- For Wednesday, 5/24/2023, change the OT hours start time to 1830 and keep the end time of 2000.
- For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.
- All of the above

Question 8 of 10

Correct	Choice
	For Wednesday, 5/24/2023, change the REG hours from 1830 to 1600
X	For Wednesday, 5/24/2023, change the OT hours start time to 1830 and keep the end time of 2000.
	For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.
	All of the above

Feedback when correct:

That's right! The timecard entry for Wednesday, 5/24/2023 needs to be updated to show the OT hours from 1830 - 2000.

Feedback when incorrect:

You did not select the correct response. The timecard entry for Wednesday, 5/24/2023 needs to be updated to show the OT hours from 1830 - 2000.

Correct (Slide Layer)

Multiple Choice

Sample Timecard #1 with error message displayed

Based on your review of Timecard 1 with display of error message, select the action that should taken

Correct

That's right! The timecard entry for Wednesday, 5/24/2023 needs to be updated to show the OT hours from 1830 - 2000.

Continue

For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.

For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2000.

For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.

All of the above

Question 8 of 10

Incorrect (Slide Layer)

Multiple Choice

Sample Timecard #1 with error message displayed

Based on your review of Timecard 1 with display of error message, select the action that should taken

Incorrect

You did not select the correct response. The timecard entry for Wednesday, 5/24/2023 needs to be updated to show the OT hours from 1830 - 2000.

Continue

For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.

For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2000.


For Wednesday, 5/24/2023, change the OT hours start time to 1830 and change the end time to keep the end time of 2230.

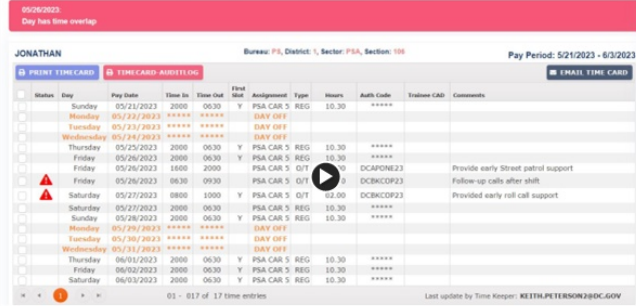
All of the above

Question 8 of 10

3.17 Pre-Assessment MC Picture Q9

Sample Timecard #2 with Display of Error Message

Click on the  to learn more about this timecard error message.



Question 9 of 10

[Continue to Next Page](#)

3.18 Pre-Assessment MC Q9

(Multiple Choice, 10 points, 1 attempt permitted)

Multiple Choice

Sample Timecard #2 with error message displayed

oteBased on your review of Timecard 2 with display of error message, select the action that should be taken to correct the time card.

- Delete the Friday, 5/26/2023 time entries and re-enter in the correct time order starting with 0630-0930, 1600-2000 and 2000 to 0630.
- For Friday, 5/26/2023 time entry with OT start time of 0630 – 0930, change the date to Saturday, 5/27/2023 with OT start time of 0630 - 1000.
- Remove the Saturday, 5/27/2023 OT entry with start time of 0800 - 1000.
- All of the above

Question 9 of 10

Correct	Choice
X	Delete the Friday, 5/26/2023 time entries and re-enter in the correct time order

starting with 0630-0930, 1600-2000 and 2000 to 0630.
For Friday, 5/26/2023 time entry with OT start time of 0630 – 0930, change the date to Saturday, 5/27/2023 with OT start time of 0630 - 1000.
Remove the Saturday, 5/27/2023 OT entry with start time of 0800 - 1000.
All of the above

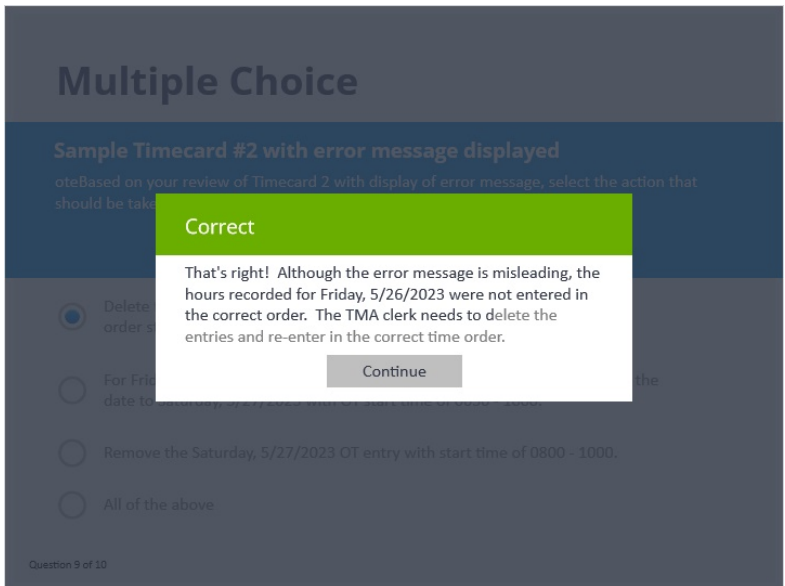
Feedback when correct:

That's right! Although the error message is misleading, the hours recorded for Friday, 5/26/2023 were not entered in the correct order. The TMA clerk needs to delete the entries and re-enter in the correct time order.

Feedback when incorrect:

Not quite. Although the error message is misleading, the hours recorded for Friday, 5/26/2023 were not entered in the correct order. The TMA clerk needs to delete the entries and re-enter in the correct time order.

Correct (Slide Layer)



Incorrect (Slide Layer)

Multiple Choice

Sample Timecard #2 with error message displayed

Based on your review of Timecard 2 with display of error message, select the action that should be taken.

Incorrect

Not quite. Although the error message is misleading, the hours recorded for Friday, 5/26/2023 were not entered in the correct order. The TMA clerk needs to delete the entries and re-enter in the correct time order.


Continue

- Delete the order.
- For Friday, delete the 10:30-12:00 entry and re-enter the 10:30-12:00 entry.
- Remove the Saturday, 5/27/2023 OT entry with start time of 0800 - 1000.
- All of the above.

Question 9 of 10

3.19 Pre-Assessment MC Picture Q10

Sample Timecard #3 with Display of Error Message

Click on the  to learn more about this timecard error message.

05/26/2023
PayDate missing regular hours
Assignment is required

COOPER Bureau: FI, District: 1, Sector: PSA, Section: 100 Pay Period: 5/21/2023 - 6/3/2023

Status	Day	Pay Date	Time In	Time Out	Final	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
	Sunday	05/21/2023	*****	*****		DAY OFF					
	Monday	05/22/2023	*****	*****		DAY OFF					
	Tuesday	05/23/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Wednesday	05/24/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Thursday	05/25/2023	*****	*****		DAY OFF					
	Friday	05/26/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Saturday	05/27/2023	*****	*****		DAY OFF					
	Saturday	05/27/2023	1400	1600	Y	OFFICER	OT	02.00	DCPU23		Follow-up calls
	Sunday	05/28/2023	*****	*****		DAY OFF					
	Monday	05/29/2023	*****	*****		DAY OFF					
	Tuesday	05/30/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Wednesday	05/31/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Thursday	06/01/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Friday	06/02/2023	1400	0030	Y	OFFICER	REG	10.30	*****		
	Saturday	06/03/2023	*****	*****		DAY OFF					

01 - 015 of 15 time entries Last update by Time Keeper: KEITH.PETERSON@DC.GOV

Question 10 of 10

Continue to Next Page

3.20 Pre-Assessment MC Q10

(Multiple Choice, 10 points, 1 attempt permitted)

Multiple Choice

Sample Timecard #3 with error message displayed

Based on your review of Timecard 3 with display of error message, select the action that should be taken to correct the time card.

- For Thursday, 5/25/2023, enter the hours worked for the employee.
- Update the employee work schedule for Thursday, 5/25/2023 to show that the employee requested the day off.
- All of the above
- None of the above

Question 10 of 10

Correct	Choice
	For Thursday, 5/25/2023, enter the hours worked for the employee.
X	Update the employee work schedule for Thursday, 5/25/2023 to show that the employee requested the day off.
	All of the above
	None of the above

Feedback when correct:

That's right! The employee requested the DAY off on Thursday, 5/25/2023, so the work schedule needs to be updated.

Feedback when incorrect:

Not quite. The employee requested the DAY off on Thursday, 5/25/2023, so the work schedule needs to be updated.

Correct (Slide Layer)

Multiple Choice

Sample Timecard #3 with error message displayed

Based on your review of Timecard 3 with display of error message, select the action that should be taken.

Correct

That's right! The employee requested the DAY off on Thursday, 5/25/2023, so the work schedule needs to be updated.

Continue

For This Employee

Update Employee

All of the above

None of the above

Question 10 of 10

Incorrect (Slide Layer)

Multiple Choice

Sample Timecard #3 with error message displayed

Based on your review of Timecard 3 with display of error message, select the action that should be taken.

Incorrect

Not quite. The employee requested the DAY off on Thursday, 5/25/2023, so the work schedule needs to be updated.

Continue

For This Employee

Update Employee

All of the above

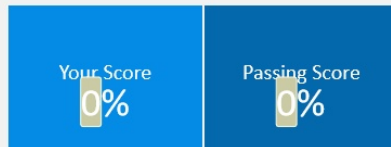
None of the above

Question 10 of 10

3.21 Pre Assessment

(Results Slide, 0 points, 1 attempt permitted)

Pre Assessment Test Results



Results for
3.3 Pre-Assessment Q1
3.4 Pre-Assessment Q2
3.5 Pre-Assessment Q3
3.6 Pre-Assessment Q4
3.9 Pre-Assessment MC Q5
3.11 Pre-Assessment MC Q6
3.13 Pre-Assessment MC Q7
3.16 Pre-Assessment MC Q8
3.18 Pre-Assessment MC Q9
3.20 Pre-Assessment MC Q10

Result slide properties

Passing

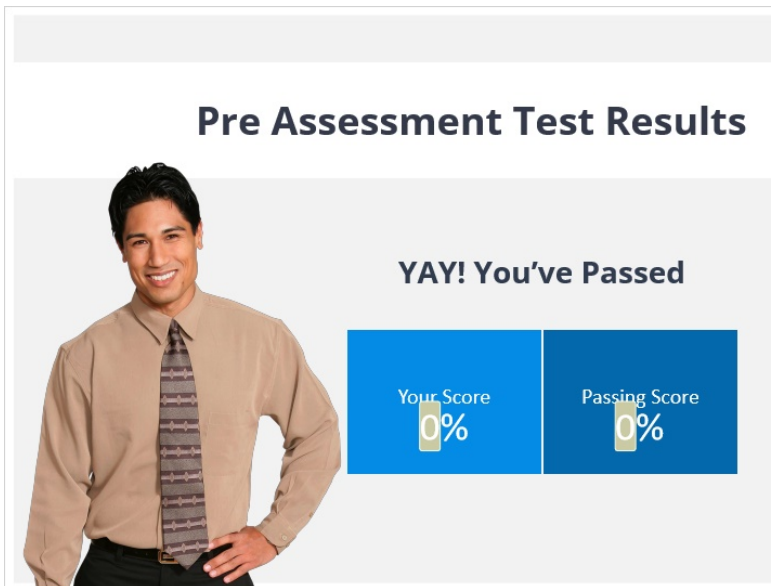
90%

Score

Notes:

Need to include Completion Certificate.

Success (Slide Layer)



Failure (Slide Layer)

Pre Assessment Test Results

Sorry! You Didn't Pass

Your Score 0%	Passing Score 0%
------------------	---------------------

The slide features a man in a light brown shirt and patterned tie on the left. The background is light gray. The text 'Pre Assessment Test Results' is at the top. Below it, 'Sorry! You Didn't Pass' is centered. At the bottom, two blue boxes show 'Your Score' and 'Passing Score', both with '0%' and a small yellow bar chart icon.


Untitled Layer 3 (Slide Layer)

Pre Assessment Test Results

Your Score 0%	Passing Score 0%
------------------	---------------------

The slide features a light gray background. The text 'Pre Assessment Test Results' is at the top. At the bottom, two blue boxes show 'Your Score' and 'Passing Score', both with '0%' and a small yellow bar chart icon.


3.22 Begin Training



Firstname

You received a score of **0%**
which is less than the passing
score of **0%**.
This means you need to

3.23 Congratulations Slide



Firstname,


You received a passing score of
0%!

4. Overlap Error Module

4.1 Module 1: Overlap Errors

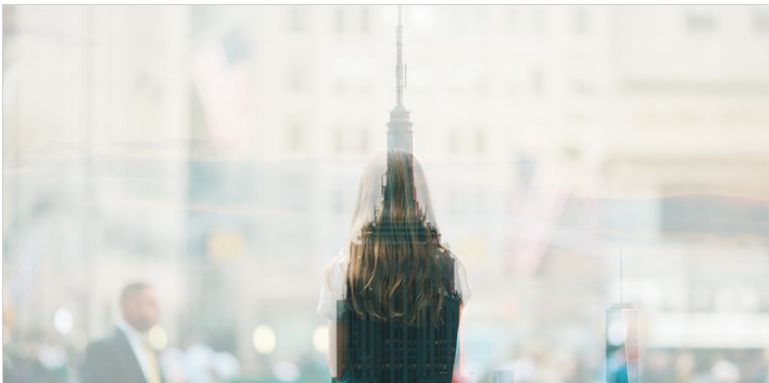
Module 1: Overlap Errors

Upon successful completion of this module, the learner will be able to demonstrate how to resolve overlap timecard errors



- 01 Learning Objective 1**
Learner understands the importance of resolving overlap timecard errors.
- 02 Learning Objective 2**
Learner can identify a timecard with overlap errors.
- 03 Learning Objective 3**
Learner can correct a timecard with overlap errors.

4.2 TITLE LAYOUT



Lesson 1


Learner understands the importance of resolving overlap timecard errors

Notes:

4.3 What is an Overlap Error

What is an Overlap Error

An **Overlap Error** occurs when a time entry overlaps with an existing time entry. The TMA clerk should be able to resolve this issue with minimum support.







- 01 Can occur when one or more **TMA Clerks** are entering time for an employee and is not aware of the separate entries.
- 02 **TMA Clerk** can coordinate time entry with clerks to minimize the occurrence of the error.
- 03 Requires **TMA Clerk** to perform a final review before submitting timecard for the pay period.
- 04 **TMA Clerk** should review timecard on a daily basis to help minimize errors prior to final submission

4.4 Why is it important to resolve Time-Entry o errors?

Why is it important to resolve time-entry errors?

Timecards with overlap errors can not be processed during the bi-weekly pay cycle and can result in an unhappy employee based on any one of the reasons described below.

 <p>Employee Pay The employee may not get paid for the hours (including overtime hours) worked.</p>	 <p>Employee Annual Leave The employee may be charged annual leave if hours are not entered correctly.</p>
 <p>Leave without Pay If the employee does not have annual leave, then it is considered leave without pay</p>	 <p>Overburdened IT Staff IT staff has to make every effort to resolve errors prior to payroll closing.</p>

Notes:

This slide is similar to slide 2.14 why is it import to resolve overlap errors. Although the same reasons apply, it may be best to consider another way of reusing this information. Perhaps in the form of a gaming solution. Options will be explored during the prototype development.

4.5 Overlap-Test Your Knowledge 2

(Matching Drag-and-Drop, 10 points, 2 attempts permitted)

Hey **firstname**, ready to test your knowledge?

Match the word on the left with the definition on the right by connecting the pieces of the puzzle.

Overlap Error	Occurs when a time entry overlaps with an existing time entry.
TMA Clerk	Performs a final review of timecard before payroll closing.
Timecards	Not processed during the pay cycle can result in an unhappy employee.
Employee Annual Leave	May be charged if hours are not entered correctly onto the timecard.
Overworked IT Staff	Attempts to resolve timecard errors prior to payroll closing.

Correct	Choice
Overlap Error	Occurs when a time entry overlaps with an existing time entry.
TMA Clerk	Performs a final review of timecard before payroll closing.
Timecards	Not processed during the pay cycle can result in an unhappy employee.
Employee Annual Leave	May be charged if hours are not entered correctly onto the timecard.
Overworked IT Staff	Attempts to resolve timecard errors prior to payroll closing.

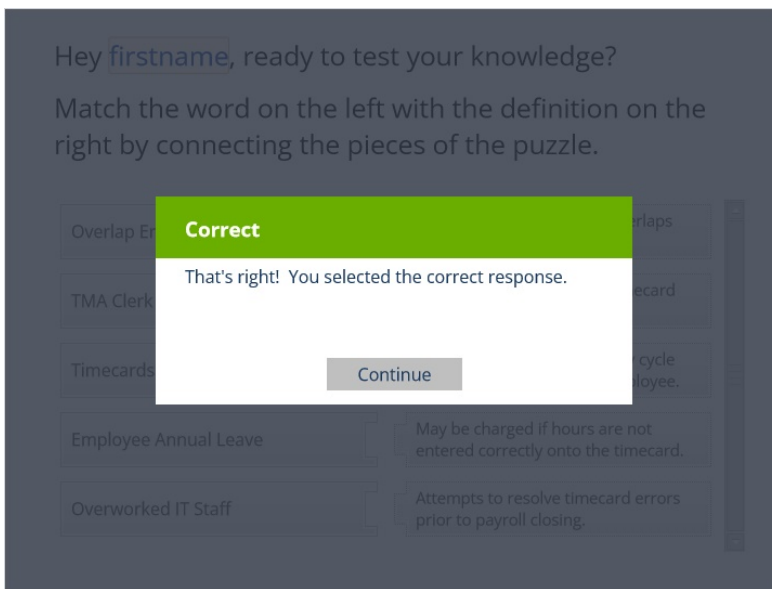
Feedback when correct:

That's right! You selected the correct response.

Feedback when incorrect:

Not quite. Please revisit the slides titled “What is an Overlap Error” and “Why it is important to resolve overlap errors”

Correct (Slide Layer)



Incorrect (Slide Layer)

Hey **firstname**, ready to test your knowledge?

Match the word on the left with the definition on the right by connecting the pieces of the puzzle.

The screenshot shows a matching puzzle interface. On the left, there are four puzzle pieces with text: 'Overlap Error', 'TMA Clerk', 'Timecards', and 'Employee Annual Leave'. On the right, there are four puzzle pieces with definitions: 'May be charged if hours are not entered correctly onto the timecard.', 'Attempts to resolve timecard errors prior to payroll closing.', 'May be charged if hours are not entered correctly onto the timecard.', and 'Attempts to resolve timecard errors prior to payroll closing.'. A red feedback slide is overlaid in the center, with the text: 'Incorrect', 'Not quite. Please revisit the slides titled "What is an Overlap Error" and "Why it is important to resolve overlap errors"', and a 'Continue' button.

Try Again (Slide Layer)

Hey **firstname**, ready to test your knowledge?

Match the word on the left with the definition on the right by connecting the pieces of the puzzle.

The screenshot shows the same matching puzzle interface as above. A red feedback slide is overlaid in the center, with the text: 'Incorrect', 'That is incorrect. Please try again.', and a 'Try Again' button.

4.6 TITLE LAYOUT



Lesson 2

Learner can identify and resolve a timecard with overlap errors

Notes:

4.7 Employee Paper Timesheet

Employee Paper Timesheet


Each employee is responsible for documenting his/her hours worked via a Bi-Weekly Timesheet form and/or a PD1130 Overtime form. Once the direct manager approves, the form(s) is/are routed to the assigned clerk for entry into TMA.


Day	Date	Regular	Travelwork	Annual Leave	Sick Leave	Other
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Sunday						
Total Hours		0	0	0	0	0

Comments: If you use the "Other" column, please detail below in the comments.

4.8 TMA Timecard No Errors

TMA Timecard with no Errors

Click on the  to learn more about entering hours in TMA.

Entry Status: **T&A Clerk Locked**  Cumulative Hrs.: **84.00** Regular Hrs.: **80.00** Leave Hrs.: **0.00**

BROWN Bureau: **PI, District: 2, Sector: PSA, Section: 001** Pay Period: **6/4/2023 - 6/17/2023**

[PRINT TIMECARD](#) [TIMECARD AUDIT LOG](#) [EMAIL TIME CARD](#)

Day	Pay Date	Time In	Time Out	Fleet	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
Sunday	06/04/2023	*****	*****		DAV OFF					
Monday	06/05/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Monday	06/05/2023	1530	1630		PSA CAR 1	O/T	01.00	DCFRJ23		Late roll call support
Tuesday	06/06/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Wednesday	06/07/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Thursday	06/08/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Friday	06/09/2023	*****	*****		DAV OFF					
Saturday	06/10/2023	*****	*****		DAV OFF					
Sunday	06/11/2023	*****	*****		DAV OFF					
Monday	06/12/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Tuesday	06/13/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Tuesday	06/13/2023	1530	1830		PSA CAR 1	O/T	03.00	DCBKOP23		Street patrol
Wednesday	06/14/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Thursday	06/15/2023	0500	1530	Y	PSA CAR 1	REG	10.30	*****		
Friday	06/16/2023	*****	*****		DAV OFF					
Saturday	06/17/2023	*****	*****		DAV OFF					


01 - 016 of 16 time entries Last update by Time Keeper: **KEITH.PETERSON@BDC.GOV**

[ADD ENTRY](#) [EDIT ENTRY](#) [DELETE ENTRY](#)

[Continue to Next Page](#)

4.9 TMA Timecard with Errors

TMA Timecard with Errors

Click on the  to learn more about the overlap errors on this timecard.

06/12/2023
Day has time overlap

ROSS, ALICIA (CADR 10156) Bureau: **PI, District: 6, Sector: PSA, Section: 008** Pay Period: **6/4/2023 - 6/17/2023**

[PRINT TIMECARD](#) [TIMECARD AUDIT LOG](#) [EMAIL TIME CARD](#)

Status	Day	Pay Date	Time In	Time Out	Fleet	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
	Sunday	06/04/2023	*****	*****		DAV OFF					
	Monday	06/05/2023	0630	1700	Y	ADRN TRNG	REG	10.30	*****		range
	Tuesday	06/06/2023	0730	1300	Y	OFFICER	O/T	05.30	DTRAFEN23		60 Traffic OT
	Tuesday	06/06/2023	1300	2330		OFFICER	REG	10.30	*****		
	Wednesday	06/07/2023	1300	2330	Y	OFFICER	REG	10.30	*****		
	Thursday	06/08/2023	1300	2330	Y	OFFICER	REG	10.30	*****		
	Thursday	06/08/2023	0730	1300		OFFICER	O/T	05.30	DTRAFEN23		60 Traffic OT
	Friday	06/09/2023	*****	*****		DAV OFF					
	Saturday	06/10/2023	*****	*****		DAV OFF					
	Sunday	06/11/2023	*****	*****		DAV OFF					
⚠	Monday	06/12/2023	0730	1530	Y	OFFICER	O/T	08.00	DTRAFEN23		60 Traffic OT
⚠	Monday	06/12/2023	1300	2330		FTSPSACAR0	REG	10.30	*****	12801	
	Tuesday	06/13/2023	0730	1300	Y	OFFICER	O/T	05.30	DTRAFEN23		60 Traffic OT
	Tuesday	06/13/2023	1500	2330		OFFICER	REG	10.30	*****		
	Wednesday	06/14/2023	1300	2330	Y	OFFICER	REG	10.30	*****		
	Thursday	06/15/2023	0730	1300	Y	OFFICER	O/T	05.30	DTRAFEN23		60 Traffic OT
	Thursday	06/15/2023	1300	2330		OFFICER	REG	10.30	*****		
	Friday	06/16/2023	*****	*****		DAV OFF					
	Saturday	06/17/2023	*****	*****		DAV OFF					


01 - 019 of 19 time entries Last update by Time Keeper: **DALENTINA.COSTELLO@dc.gov**

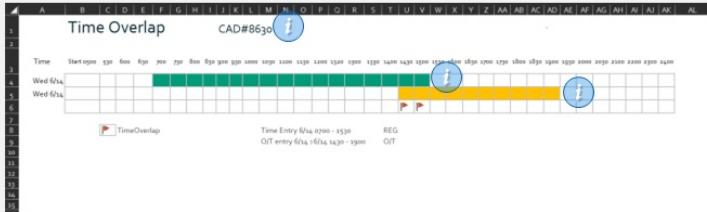
[ADD ENTRY](#) [EDIT ENTRY](#) [DELETE ENTRY](#)

[Continue to Next Page](#)

4.10 Let's analyze Gantt view

Let's analyze an Overlap Error

Click on each  to learn more about overlap errors.



TimeOverlap

Time Entry 6/14 0700 - 1530

OIT Entry 6/14 1630 - 1900


REG

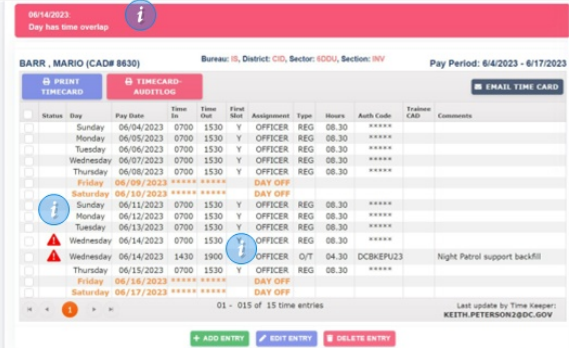
OIT

Continue to Next Page

4.11 Let's analyze Timecard view




Now, let's analyze a Timecard with Overlap Errors

Click on each  to learn more about overlap errors.



06/14/2023
Day has time overlap

BARR, MARIO (CAD# 8630) Bureau: IS, District: CID, Sector: SDOU, Section: INV Pay Period: 6/4/2023 - 6/17/2023

Status	Day	Pay Rate	Time In	Time Out	Final Stat	Assignment	Type	Hours	Auth Code	Trainee CAD	Comments
	Sunday	06/04/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Monday	06/05/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Tuesday	06/06/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Wednesday	06/07/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Thursday	06/08/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Friday	06/09/2023	*****	*****		DAY OFF					
	Saturday	06/10/2023	*****	*****		DAY OFF					
	Sunday	06/11/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Monday	06/12/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Tuesday	06/13/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Wednesday	06/14/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Wednesday	06/14/2023	1430	1900	Y	OFFICER	OIT	04.30	DCSKEPU23		Night Patrol support backfill
	Thursday	06/15/2023	0700	1530	Y	OFFICER	REG	08.30	*****		
	Friday	06/16/2023	*****	*****		DAY OFF					
	Saturday	06/17/2023	*****	*****		DAY OFF					

01 - 015 of 15 time entries


Last update by Time Keeper:
KEITH.PETERSON@DC.GOV

ADD ENTRY EDIT ENTRY DELETE ENTRY

Continue to Next Page


4.12 Steps to Resolve Overlap Errors

Steps to Resolve Overlap Errors




Data Entry Mismatch

The first step in resolving an overlap error is to see if there is a mismatch between the paper timesheet form and what was entered in TMA. It is possible the TMA clerk entered the data incorrectly.



Schedule Mismatch

The second step is to compare the employee work schedule with the hours recorded in TMA. For example, if the employee is scheduled to work 8-hours per day and the time recorded is 10-hours per day, then there is a mismatch.



Seek help from others

The third step is to contact the employee supervisor to help resolve schedule mismatch. The TMA clerk can also contact the employee to get clarification.

4.13 Overlap errors can be easily resolved by a TMA clerk with support from an employee or the employee's supervisor.

(True/False, 10 points, 1 attempt permitted)

Overlap errors can be easily resolved by a TMA clerk with support from an employee or the employees supervisor.

True

False

Correct	Choice
X	True
	False

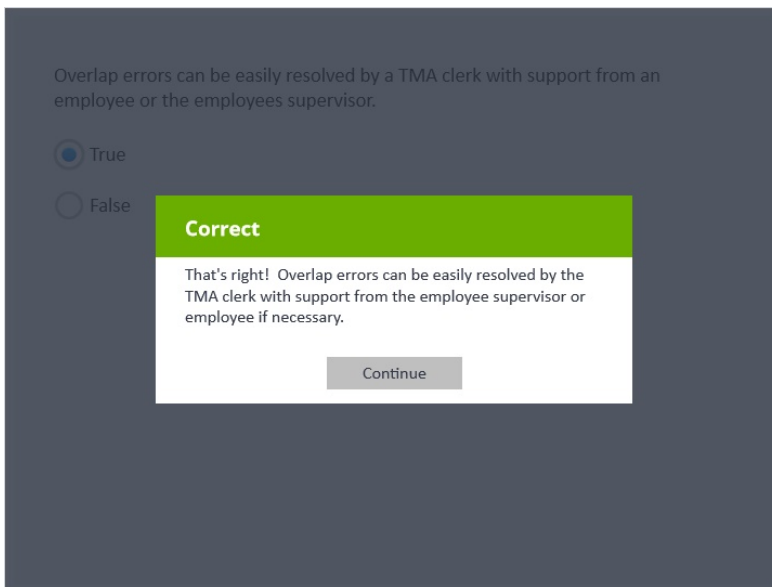
Feedback when correct:

That's right! Overlap errors can be easily resolved by the TMA clerk with support from the employee supervisor or employee if necessary.

Feedback when incorrect:

Not quite. Overlap errors can be easily resolved by the TMA clerk with support from the employee supervisor or employee if necessary.

Correct (Slide Layer)



Incorrect (Slide Layer)

Overlap errors can be easily resolved by a TMA clerk with support from an employee or the employees supervisor.

True
 False

Incorrect


Not quite. Overlap errors can be easily resolved by the TMA clerk with support from the employee supervisor or employee if necessary.

[Continue](#)

4.14 MULTIPLE CHOICE QUESTION


(Multiple Choice, 10 points, 2 attempts permitted)

MULTIPLE CHOICE QUESTION
Resolving an Overlap Error

Click on the  to play the video.

What is the first step the TMA clerk should take to resolve the overlap error?

- Compare work schedule with hours recorded
- Review the paper timesheet
- Request help from the employee
- All of the above



Correct	Choice
	Compare work schedule with hours recorded

X	Review the paper timesheet
	Request help from the employee
	All of the above

Feedback when correct:

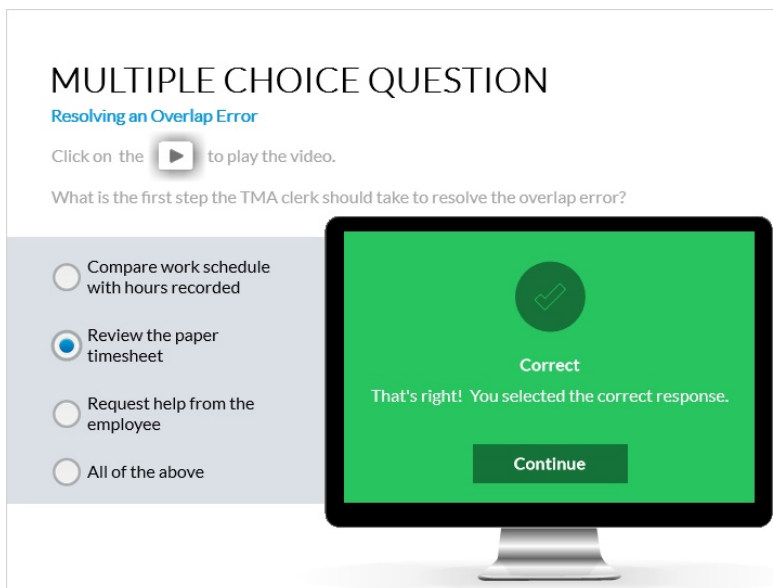
That's right! You selected the correct response.

Feedback when incorrect:

Not quite. The TMA clerk should review the paper timesheet to verify it matches what was recorded in TMA.


Notes:

Correct (Slide Layer)



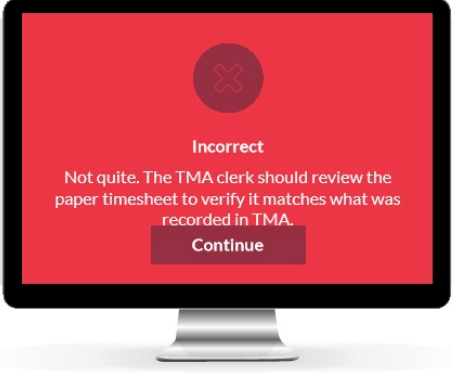
Incorrect (Slide Layer)

MULTIPLE CHOICE QUESTION
Resolving an Overlap Error

Click on the  to play the video.


What is the first step the TMA clerk should take to resolve the overlap error?

- Compare work schedule with hours recorded
- Review the paper timesheet
- Request help from the employee
- All of the above



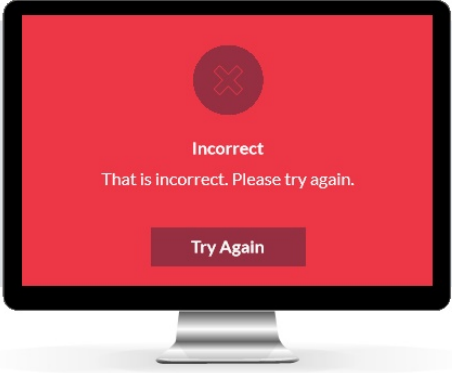
Try Again (Slide Layer)

MULTIPLE CHOICE QUESTION
Resolving an Overlap Error

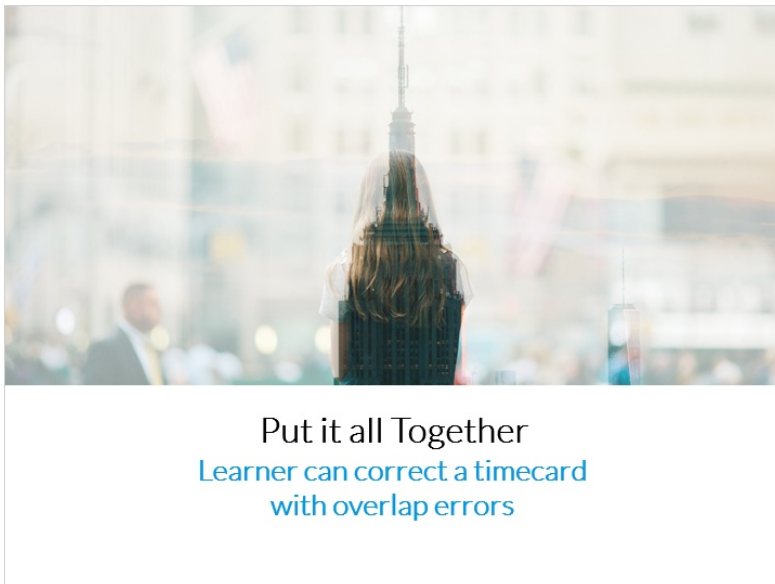
Click on the  to play the video.

What is the first step the TMA clerk should take to resolve the overlap error?

- Compare work schedule with hours recorded
- Review the paper timesheet
- Request help from the employee
- All of the above




4.15 TITLE LAYOUT




Notes:





4.16 Now, let's put it all together

Now, let's put it all together

Click on the  to watch the video




00:00 / 02:21

[Continue to Next Page](#)

4.17 TITLE LAYOUT



Test Your Knowledge

Let's see how much you learned about timecards with overlap errors


Notes:

4.18 SUMMARY LAYOUT

SUMMARY

Module 1 – Overlap Errors

- 1 Occurs when a time entry overlaps with another entry.
- 2 Can occur when multiple clerks enter an employee's time.
- 3 Can impact the bi-weekly payroll cycle.
- 4 Can impact an employee's pay or Annual Leave.
- 5 Can be caused by Data Entry errors.
- 6 Can be caused by a schedule mismatch.
- 7 May require input from others to resolve.
- 8 Can be easily resolved by TMA Clerk.




Notes:

4.19 Overlap Errors-Multiple Choice 2

(Multiple Choice, 10 points, 2 attempts permitted)

Multiple Choice



Preventing Payroll Closing Delays

What action can the TMA clerk take to help prevent possible delays to payroll closing?

- Wait until the last day of pay role closing to enter employee time.
- Seek support from every employee before entering hours worked.
- Review timecards on a daily basis.
- None of the above

Correct	Choice
	Wait until the last day of pay role closing to enter employee time.
	Seek support from every employee before entering hours worked.
X	Review timecards on a daily basis.
	None of the above

Feedback when correct:

That's right! To prevent possible delays to payroll closing, the TMA Clerk should review timecards on a daily basis.

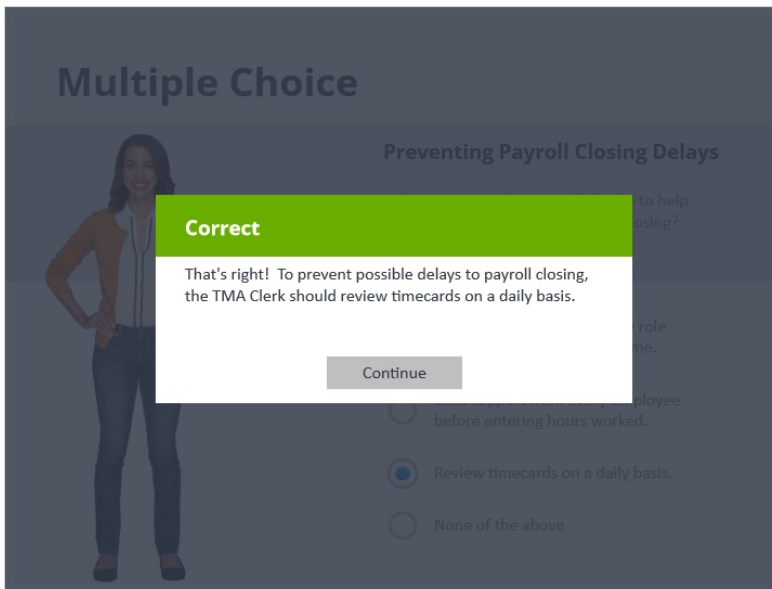
Feedback when incorrect:

Not quite. To prevent possible delays to payroll closing, the TMA Clerk should review timecards on a daily basis.

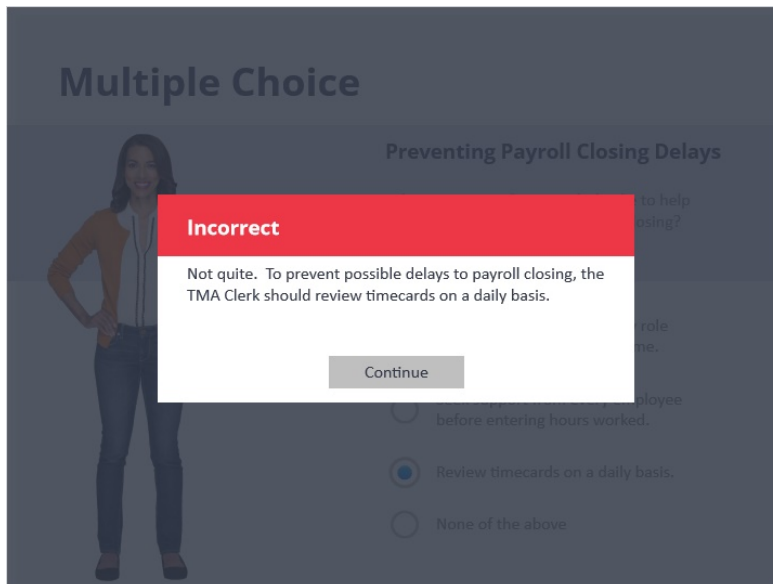
Notes:

After reviewing the screencast, the learner will be presented with three (3) questions to test their knowledge.

Correct (Slide Layer)

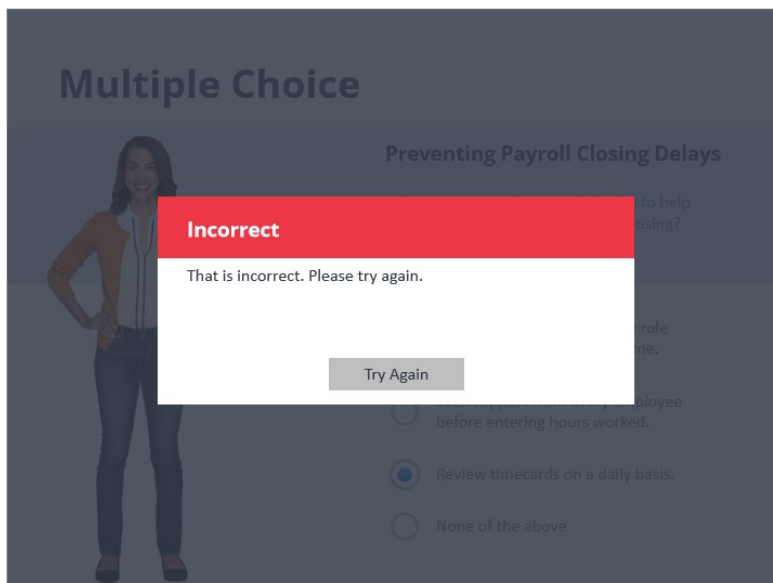


Incorrect (Slide Layer)



The screenshot shows a dark grey interface with a woman on the left. The title "Multiple Choice" is at the top. The question is "Preventing Payroll Closing Delays". A red "Incorrect" message box is overlaid, containing the text: "Not quite. To prevent possible delays to payroll closing, the TMA Clerk should review timecards on a daily basis." Below the message is a "Continue" button. In the background, three radio button options are visible: "before entering hours worked.", "Review timecards on a daily basis." (which is selected), and "None of the above".

Try Again (Slide Layer)



The screenshot shows the same interface as above. The red "Incorrect" message box now contains the text: "That is incorrect. Please try again." Below the message is a "Try Again" button. The background question and options remain the same.

4.20 Overlap Errors-Multiple Choice 1

(Multiple Choice, 10 points, 2 attempts permitted)

Multiple Choice



Impact of Timecard Errors on Payroll Closing

Resolving timecard errors before the bi-weekly payroll closing is important since there could be an impact to which item shown below?

- Employee Annual Leave
- IT Staff
- Employee pay
- All of the above

Correct	Choice
	Employee Annual Leave
	IT Staff
	Employee pay
X	All of the above

Feedback when correct:

That's right! Resolving timecard errors before the bi-weekly payroll closing prevents possible impacts to employee leave, employee pay and reduces the burden on IT staff.

Feedback when incorrect:

Not quite. Resolving timecard errors before the bi-weekly payroll closing prevents possible impacts to employee leave, employee pay and reduces the burden on IT staff.

Notes:

After reviewing the screencast, the learner will be presented with three (3) questions to test their knowledge.

Correct (Slide Layer)

Multiple Choice

Impact of Timecard Errors on Payroll Closing

That's right! Resolving timecard errors before the bi-weekly payroll closing prevents possible impacts to employee leave, employee pay and reduces the burden on IT staff.

Continue

Employee pay

All of the above

The background of the slide features a woman in a white lab coat and blue jeans, standing with her hands on her hips. The text is overlaid on a dark grey background.

Incorrect (Slide Layer)

Multiple Choice

Impact of Timecard Errors on Payroll Closing

Not quite. Resolving timecard errors before the bi-weekly payroll closing prevents possible impacts to employee leave, employee pay and reduces the burden on IT staff.

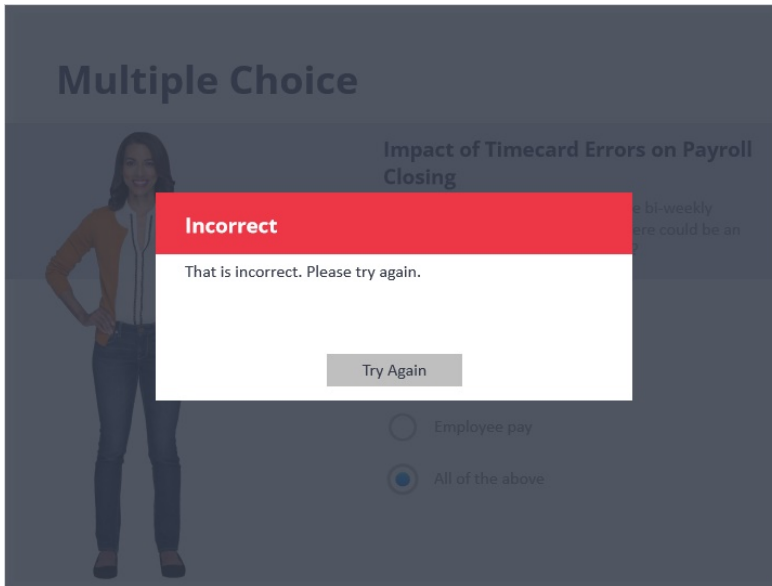
Continue

Employee pay

All of the above

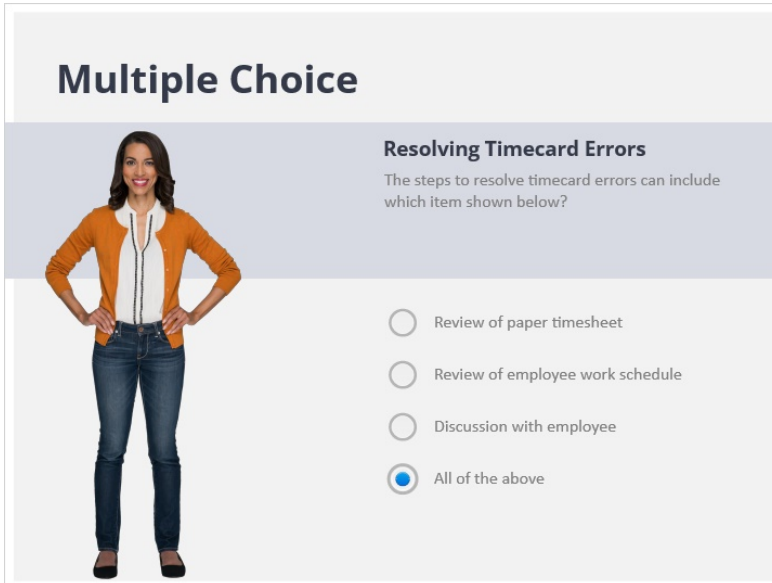
The background of the slide features a woman in a white lab coat and blue jeans, standing with her hands on her hips. The text is overlaid on a dark grey background.

Try Again (Slide Layer)



4.21 Overlap Errors-Multiple Choice 3

(Multiple Choice, 10 points, 2 attempts permitted)



Correct	Choice
Review of paper timesheet	

	Review of employee work schedule
	Discussion with employee
X	All of the above

Feedback when correct:

That's right! The steps to resolve timecard errors include reviewing the employee paper timesheet and work schedule (as needed). It may also require a discussion with the employee.

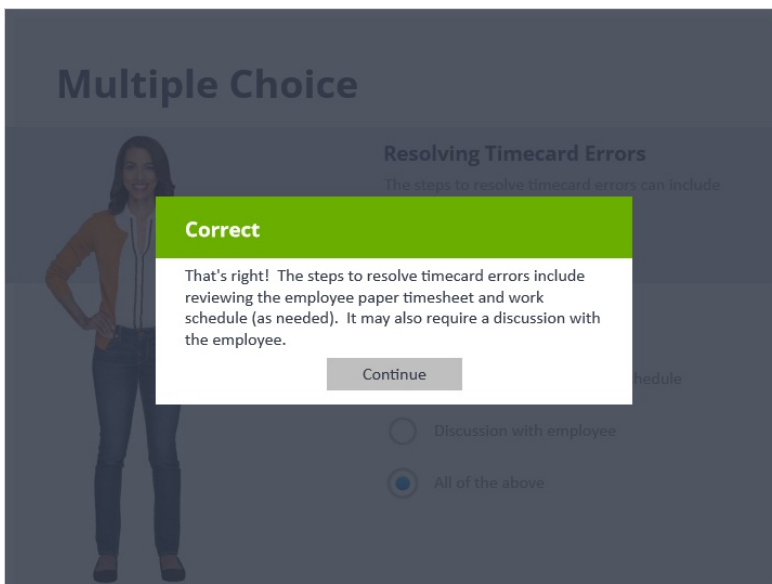
Feedback when incorrect:

Not quite. The steps to resolve timecard errors include reviewing the employee paper timesheet and work schedule (as needed). It may also require a discussion with the employee.

Notes:

After reviewing the screencast, the learner will be presented with three (3) questions to test their knowledge.

Correct (Slide Layer)



Incorrect (Slide Layer)

The screenshot shows a quiz slide titled "Multiple Choice" with the question "Resolving Timecard Errors". The question text is "The steps to resolve timecard errors can include". A red "Incorrect" message box is overlaid on the slide, containing the text: "Not quite. The steps to resolve timecard errors include reviewing the employee paper timesheet and work schedule (as needed). It may also require a discussion with the employee." Below the message box is a "Continue" button. In the background, two radio button options are visible: "Discussion with employee" and "All of the above", with "All of the above" selected.

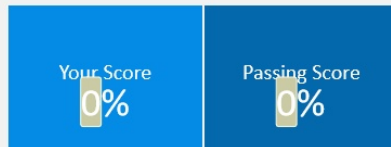
Try Again (Slide Layer)

The screenshot shows the same quiz slide as above, but with a different "Incorrect" message box overlaid. The message box contains the text: "That is incorrect. Please try again." Below the message box is a "Try Again" button. The background options "Discussion with employee" and "All of the above" remain visible, with "All of the above" still selected.

4.22 Module 1 Test Results

(Results Slide, 0 points, 1 attempt permitted)

Module 1 Test Results



Results for

4.13 Overlap errors can be easily resolved by a TMA clerk with support from an employee or the employees supervisor.

4.14 MULTIPLE CHOICE QUESTION

4.19 Overlap Errors-Multiple Choice 2

4.20 Overlap Errors-Multiple Choice 1

4.21 Overlap Errors-Multiple Choice 3

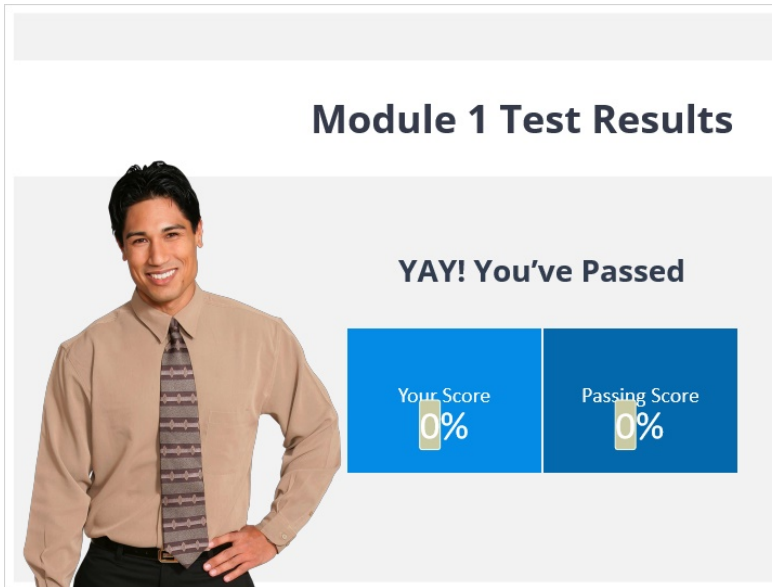
Result slide properties

Passing

80%

Score

Success (Slide Layer)



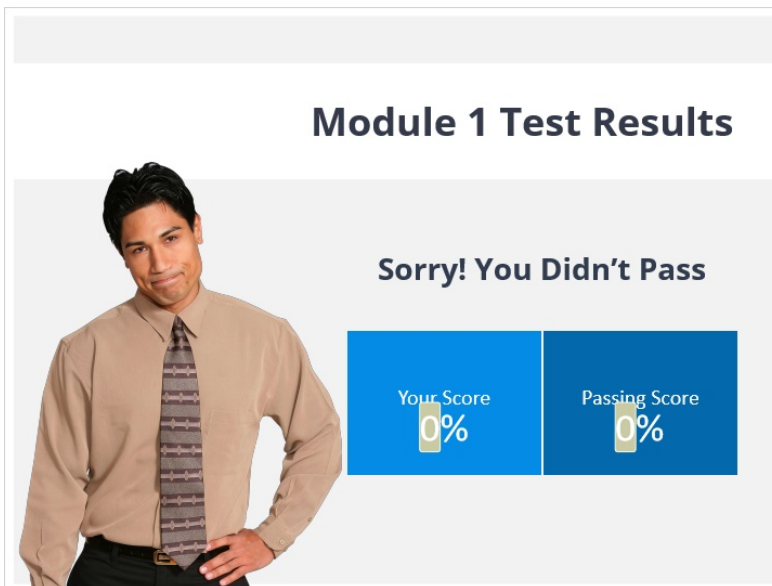
Module 1 Test Results

YAY! You've Passed

Your Score 0%	Passing Score 0%
------------------	---------------------

The slide features a man in a tan shirt and tie on the left. The background is light gray. The title 'Module 1 Test Results' is centered at the top. Below it, the message 'YAY! You've Passed' is centered. At the bottom, there are two blue boxes: 'Your Score 0%' and 'Passing Score 0%'.

Failure (Slide Layer)



Module 1 Test Results

Sorry! You Didn't Pass

Your Score 0%	Passing Score 0%
------------------	---------------------


The slide features the same man in a tan shirt and tie on the left. The background is light gray. The title 'Module 1 Test Results' is centered at the top. Below it, the message 'Sorry! You Didn't Pass' is centered. At the bottom, there are two blue boxes: 'Your Score 0%' and 'Passing Score 0%'.

5. Time-Entry Error Module

5.1 Module 2: Time-Entry Errors

Module 2: Time-Entry Errors

Upon successful completion of this module, the learner will be able to demonstrate how to resolve Time-Entry Errors




- 01 Learning Objective 1**
Learner understands the importance of resolving time-entry errors.
- 02 Learning Objective 2**
Learner can identify a timecard with time-entry errors.
- 03 Learning Objective 3**
Learner can correct a timecard with time-entry errors.

5.2 What is an Time-Entry Error

What is a Time-Entry Error

A **Time-Entry Error** occurs when a time entry is not entered in chronological order. The TMA clerk should be able to resolve this issue with minimum support.



- 01** Can occur when one or more **TMA Clerks** are entering time for an employee and is not aware of the separate entries.
- 02** **TMA Clerk** can coordinate time entry with clerks to minimize the occurrence of the error.
- 03** Requires **TMA Clerk** to perform a final review before submitting timecard for the pay period.
- 04** **TMA Clerk** should review timecard on a daily basis to help minimize errors prior to final submission

5.3 Time-Entry Error - Under Construction




6. Schedule Error Module

6.1 Module 3: Schedule Errors

Module 3: Schedule Errors

Upon successful completion of this module, the learner will be able to demonstrate how to resolve Schedule Errors



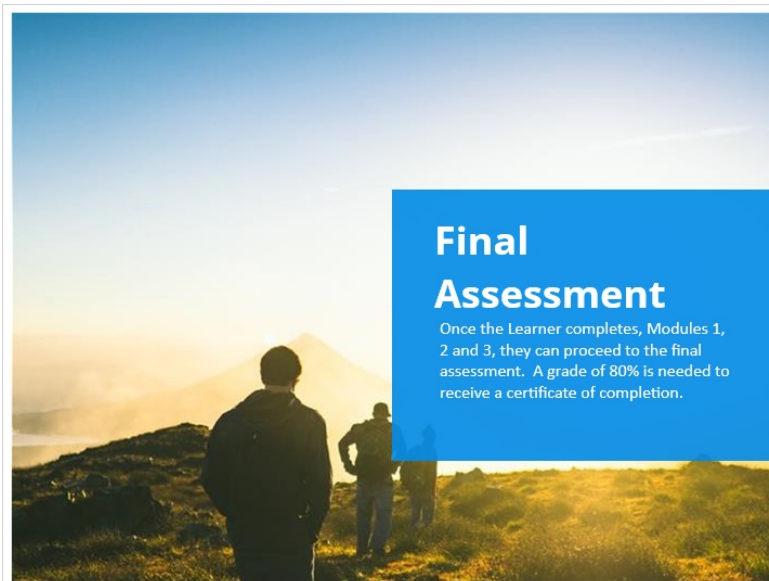
- 01 Learning Objective 1**
Learner understands the importance of resolving timecards with schedule errors.
- 02 Learning Objective 2**
Learner can identify a timecard with schedule errors.
- 03 Learning Objective 3**
Learner can correct a timecard with schedule errors.
- 04 Learning Objective 4**
Learner can recognize scheduled hours for a given employee and decide on corrective action to resolve schedule errors.

6.2 Schedule Error - Under Construction



7. Final Assessment

7.1 Final Assessment



Notes:

7.2 Final Assessment - Under Construction




7.3 Course Summary

Course Summary

In this course you learned the following:

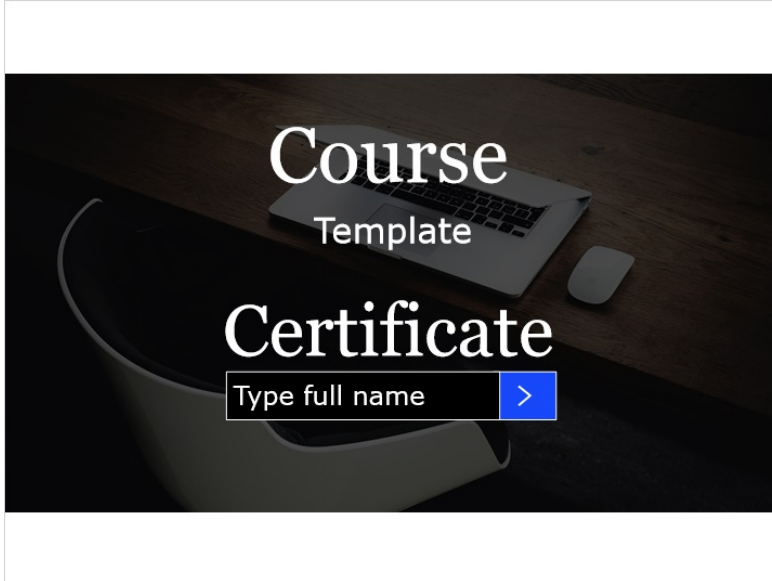
- 01.** Importance of resolving overlap timecard errors
- 02.** How to identify timecards with overlap errors
- 03.** How to correct timecards with overlap errors

In the next section, we will test your understanding of the course material

A photograph of a laptop, a coffee cup, and a notebook on a woven tray. The tray is placed on a white surface with a yellow and white striped pattern. The laptop is open and the coffee cup is filled with coffee.

8. Course Certificate

8.1 Type name

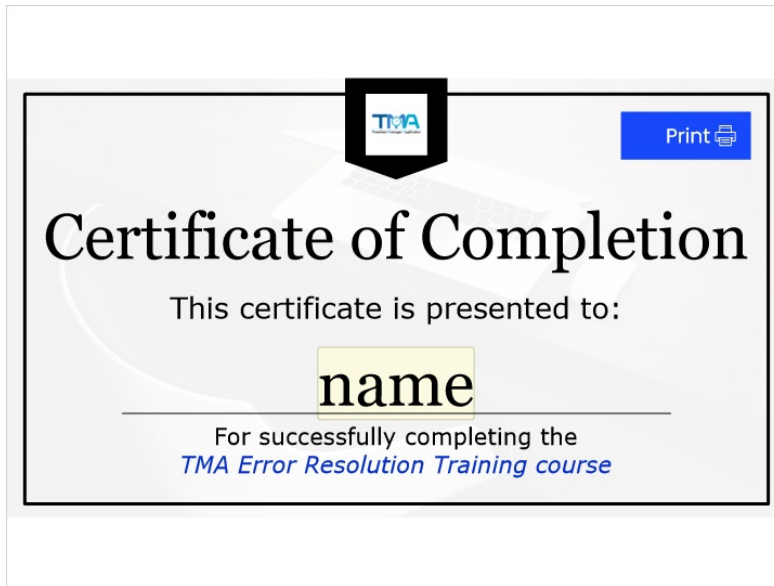


Notes:

https://www.freepik.com/premium-photo/smiling-black-woman-striped-shirt-with-arms-crossed_2937415.htm#page=2&query=african+american&position=46

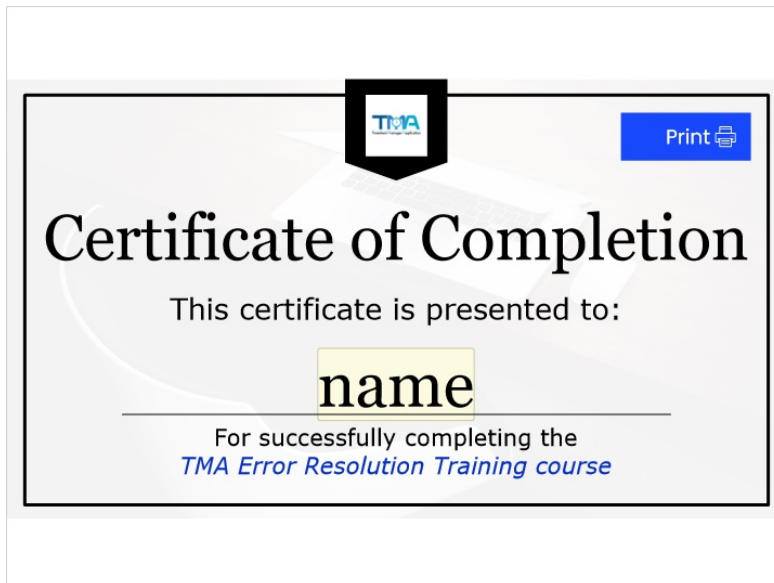
<https://www.istockphoto.com/photo/curvy-woman-doing-workout-morning-routine-outdoor-at-city-park-focus-on-face-gm1324208849-409625839>

8.2 Certificate



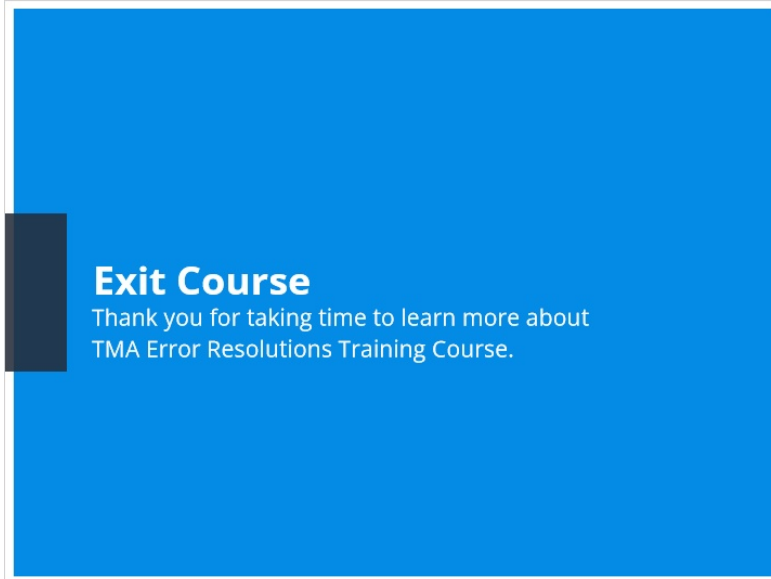
Notes:

Untitled Layer 1 (Slide Layer)



9. Exit

9.1 Exit Course



Notes: