



**Purpose:** This guide lists some Frequently Asked Questions for Casual Staff about the deadline for the submission of timekeeper forms. The new 'lockout time' for casual timekeeper forms is 5pm on the Tuesday of each non-pay week effective from 30<sup>th</sup> June 2015.

### ***Why have the timeframes for submissions changed? Why is there a lockout?***

UQ is undertaking a number of initiatives to automate, streamline and improve our processes to provide enhanced services to our students and staff. One of these initiatives is streamlining the processing of casual timekeeper forms to improve on-time payment.

Previously most areas had a timeframe for the approval of timekeeper forms, however, because timekeeper forms could continue to be submitted up until pay cut off, this made timely approval of claims very difficult. By putting in place a lockout and a consistent timeframe when claims are due, this provides Supervisors and Approvers adequate time to approve all timekeeper forms that are submitted for the period.

### ***What if a mistake is made? Can I re-submit?***

If you are aware that a mistake has been made in your timekeeper form you can recall your timekeeper form up until 5:00pm Tuesday of non-pay week. After this period you should advise your Supervisor immediately. Once the lockout period commences, timekeeper forms cannot be re-submitted until the pay has been processed. This is to ensure that Supervisors/Approvers have adequate time to action timekeeper submissions before pay cut off. Your Supervisor/Approver can amend your timekeeper form on your behalf if a mistake has been made. If the form is declined however, you cannot re-submit until the pay run has been processed.

### ***What if I miss the deadline?***

If the deadline for submitting your timekeeper form for the period is missed, you will need to wait until the pay run has been processed before timekeeper forms are available to you. If you have an incomplete timekeeper form or you have validated a timekeeper form but not submitted it by COB Monday (non-pay week), you will receive a system generated email to remind you to submit your claim prior to the 5:00pm Tuesday lockout.

### ***How do I put in a Casual claim?***

Instructions for completing and submitting a timekeeper form can be found at: <https://myaurion.hr.uq.edu.au>

#### User Guides

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It is important to ensure all details are correct when entering a claim, including correct meal breaks and permitted maximum hours per day for your role. Overtime must be approved by your Supervisor before work is performed. All claims must be in accordance with the conditions contained in your Offer of Appointment.

### ***What if I put my timekeeper form in early and I still have another week to work of that pay period?***

If you have put your timekeeper form in early and still have another week to put in, you will need to recall your timekeeper form. In most cases, if you are expected to work further in that period, your timekeeper form will be declined/rejected and you will need to resubmit when the claim period is completed.

### ***When do I get paid?***

For claim periods, submission deadlines and pay dates for of 2015 see the link: [UQ Timetable for Casual Claims](#)

### ***What if I have multiple roles/employee numbers?***

If you have multiple roles with multiple employee numbers, a timekeeper form should be submitted for each role you perform, to the correct Supervisor for approval. You should ensure you select the correct employee number for the work you have performed. See the guide on completing a timekeeper form <https://myaurion.hr.uq.edu.au>