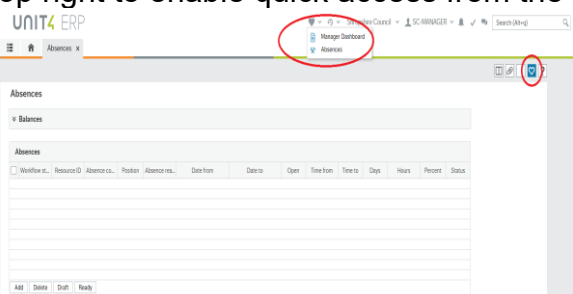
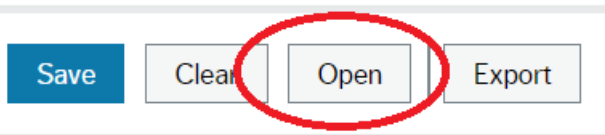
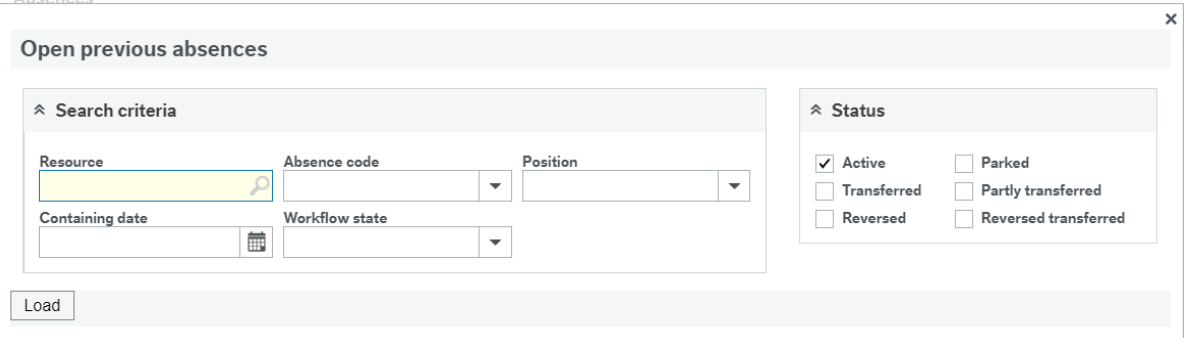


How to record absence as a line manager

		Last Updated
1	Scope: This guidance is to show how line managers record any absence for their employees	07.05.2024
2	Introduction: Line Managers need to report absences for their employees (especially Sick type absences) in the ERP to inform Payroll to make the relevant payment adjustments	07.05.2024
3	Navigate to Main Menu → Your employment → Your employment → Absences	07.05.2024
4	Step by step process:	07.05.2024
4.1	The Absences section can be set as a Favourite by clicking on the blue heart in the top right to enable quick access from the global toolbar. <i>(Video link below)</i>	26.09.2025
		
4.2	Open 	
	When creating, amending or checking absences; select Open to view the full absence record for the employee (Resource.)	
4.2.1	Open previous absences 	



4.4.3 Absence reason

Depending on the Absence code selected, an Absence reason needs to be selected by typing ahead or pressing SPACEBAR to bring up the list.

The screenshot shows the 'Absence entry' form. The 'Absence code' is set to 'SICK'. The 'Absence reason' dropdown is open, displaying a list of medical conditions such as 'Acute gastroenteritis', 'Allergic rhinitis', 'Asthma', 'Back pain', 'Depression', etc. The 'Date from' field is empty, and the 'Planned hours' field shows '0.00'.

4.4.4 Position

If they have more than one position, select which position the absence needs to be recorded against.

If it needs to be recorded against both then select All positions.

Please note that if an absence is recorded against more than one position, it will create an absence line for each position and any amendments to the absence will need to be made to each line.

4.4.5 Date from

The Date from is the date that the absence starts and the absence should be recorded in the ERP the day the manager is notified or as soon as possible after. When a date is added here, the Date to date will populate with the same date until amended.

4.4.6 Open ended absence

Open-ended absence should be ticked if there isn't a definitive end date to the absence.

A Preliminary end date of the last day of the current year will populate in the Date to field.

The screenshot shows the 'Absence entry' form. The 'Date from' field is populated with '07/05/2024'. The 'Open ended absence' checkbox is checked. The 'Preliminary end date' field is populated with '31/12/2024'.

4.4.7 Date to

When the absence has ended, the Date to needs to be confirmed in the ERP as soon as possible preferably the day the employee returns to work.

The Date to needs to be the last day of the absence and not the day the employee returns to work.

4.4.8 Percent

To record half a day's absence, the Percent can be amended to 50.

The screenshot shows the 'Absence entry' form. The 'Date from' field is populated with '07/05/2024'. The 'Open ended absence' checkbox is unchecked. The 'Date to' field is populated with '07/05/2024'. The 'Time from' field is populated with '09:00'. The 'Percent' field is populated with '50.00'. The 'Days' field is populated with '1'. The 'Hours' field is populated with '3.70'. The 'Planned hours' field is populated with '7.40'.

4.5 Save

Select Save to confirm any additions or amendments made in the Absences screen.

4.6

Amending or closing an absence

To amend or close an open absence, select Open, the relevant employee (Resource) and click Load.

Click on the relevant absence line and scroll down to the Absence entry.

Untick the Open ended absence box (if ticked) and change the Date to to the last day of the absence and Save.

Absences

	Workflow state	Resource ID	Absence co...	Position	Absence reas...	Date from	Date to	Open	Time from	Time to	Days	Hours	Percent	Status	Free field 1
<input type="checkbox"/>	No work planned	Simon Test	SICK	Tester	Cold, Cough,...	22/04/2024	25/04/2024	<input type="checkbox"/>	09:00	16:24	4	29.60	100.00	Active	4.00
<input type="checkbox"/>	Workflow in progress	Simon Test	SICK	Tester	Asthma	07/05/2024	10/05/2024	<input type="checkbox"/>	09:00	16:24	4	29.60	100.00	Active	4.00

Σ 148 1,069.30

Add Delete Draft Ready

Default

Absence entry

Resource ID * 202182 Simon Test

Absence reason Asthma ASTH

Date from * 07/05/2024

Time from 09:00

Absence code * SICK Sick Absence

Position P11480 Tester

Open ended absence ☐

Time to 16:24

Status * Active

Date to * 10/05/2024

4.7

Status

If any amendments need to be made to an absence with the status Transferred or Partly Transferred, contact Payroll as the absence has gone through (or partly gone through) the payroll process.

Percent Status Free field 1

100.00 Transferred

100.00 Transferred

100.00 Transferred

100.00 Transferred

100.00 Parked

The Status must not be changed by the line manager when adding a new absence or amending an existing absence.

4.8

Error Message - Overlap in date interval Error

If there is any planned leave recorded for the period of the unplanned absence, it will need amending before recording the unexpected absence otherwise an Overlap in date interval error will occur. (Video link below)

- Please correct the following:**
- Overlap in date interval ! Annual Leave (AL) 20/05/2024 - 24/05/2024.
 - Absences:** Please fix the marked errors before saving.

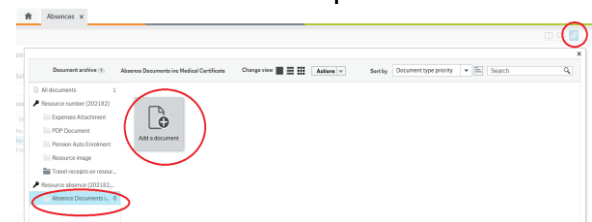
Please refer to the Sickness Absence Management Policy to check eligibility. *(Policy link below)*

4.9

Attachments

To attach a document to an absence line, such as a doctor's note, click on the line and then click on the paper clip in the top right.

Click Add a document and select Document type Absence Documents inc Medical Certificate from the dropdown.



Click Upload in File name to upload the document that has previously been saved. Add a name for the document in the Document title field and select Save to attach.

4.10

Workflow

There is no approval for this process but Payroll will be informed of any saved entries.

4.11

Further Action

Further action may need to be taken via the Return to Work Form or the Return to Work from Maternity Leave Form. *(Video and policy links below)*

The Sickness Absence Management Policy, Family Leave Policy, Parental Bereavement Leave Policy and Special Leave Policy under HR & Payroll policies outlines the Council's approach to managing absence and may need to be referred to. *(Policy links below)*

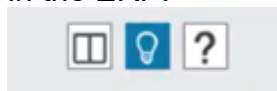
Occupational Health may need to be utilized and the OH Referral form may need to be completed. *(Video link below)*

If the employee has returned to work on a phased return after a period of sickness, their period of sick leave has ended and this needs to be reflected in the ERP. The employee will return to full pay so their absence entry in the ERP needs to confirm that they have returned to work. If their pay needs reducing, this is actioned by amending their hours via the Contract/Position Change form. *(Video link below)*

4.12

Knowly

Remember to use the in system guidance notes (blue lightbulb in the top right) whilst in the ERP.



5	<p>Related guidance and policies</p> <p>Video Links</p> <ul style="list-style-type: none"> • Unplanned Absences – Adding and Amending • How to Add Favourites • Absence Error – How to Remove an Absence for your Employee • Return to Work Form • Return to Work from Maternity Form • OH Referral Form • Contract/Position Change Form • How to find and use a Knowly <p>Policies</p> <ul style="list-style-type: none"> • Sickness Absence Management Policy • Family Leave Policy • Parental Bereavement Leave Policy • Special Leave Policy <p>Training on Leap into Learning</p> <ul style="list-style-type: none"> • ERP Essentials for Line Managers • ERP Recruitment and Onboarding • ERP Managing Absence • ERP Employment Changes 	02.10.2025
---	---	------------