

# Luma Frequently Asked Questions

## **General Log On:**

### **Do ALL employees need a State ID, even if they are only entering time sheets?**

Yes, this process will be the new way employees log in to Luma to access their time sheets. The old application menu and icon will be replaced, and the State ID will be the new ID number/username to access Luma.

### **How do users get their State ID if they cannot remember it?**

From the SCO Enterprise Dashboard sign-in page, select the option “New User? Register Here”. Then, put in the same log-in credentials as ITIME or IPOPS, with your 'SCO Applications Menu' Username, Agency, and Password. This should prompt your State ID with “You have been issued the following State ID number X” either on the landing page or an email.

If you have signed in before but do not remember your password, please exit the browser, re-enter the dashboard sign-in page, and select “Forgot your password?” and proceed with the steps to recover your password. Please see the website for the general process: [Enterprise Dashboard Registration Access and Password Management](#).

### **What is DUO? What method should I choose to set up my Multi-Factor Authentication?**

DUO is a multi-factor authentication tool utilized by the state to add an extra step in security when logging into Luma. A form of MFA is required for all users logging into Luma. For more information on DUO, follow this link <https://www.sco.idaho.gov/LivePages/introducing-mfa-for-sco-enterprise-dashboard.aspx> . The recommended forms of MFA are the DUO mobile app or a text/call to a cellphone.

### **I am having issues setting up Multi-Factor Authentication (MFA)/DUO Mobile.**

Utilize this link <https://www.sco.idaho.gov/LivePages/DUO-Initial-Device-Registration.aspx> to walk through the registration process. If you are unable to resolve the issue, please submit a ticket to the Service Desk.

### **Is the state offering an incentive for use of DUO mobile/MFA on personal cellphones?**

The state is not offering a reimbursement option for agency personnel to use their personal cellphone, as the use of a personal DUO device is considered a requirement of employment for the State of Idaho.

### **I am having trouble accessing Luma. What should I do?**

Please log out, clear your cache/cookies, close all browsers, open a new browser (preferably Chrome or Edge), and start a new session. If that does not clear the error, please submit a Service Desk Ticket.

### **What is the difference between tenants (tiles) on my Enterprise Dashboard: AX2, TRN, PROD?**

These tenants are separate environments for the Luma project team to accomplish different tasks: When we get closer to go-live, you will see PROD or TRN tiles on your Enterprise dashboard.

PROD is a production environment that we will not be working in before go-live. This will be the environment used at go-live.

# Luma Frequently Asked Questions

For end-user training, TRN will be the training environment, as it is set up with those capabilities.

## **Service Desk:**

### **What is the difference between Service Desk & Service Portal?**

These are the same thing and used interchangeably to refer to the portal where you can receive assistance from SCO/Luma and review Articles and Quick Reference Guides.

### **When Should I submit a Service Desk Ticket?**

If you cannot locate your answer in the Quick Reference Guides or Service Desk Knowledge Base Articles, please submit a ticket.

### **Can you provide step by step – How to submit a ticket?**

#### **Option 1-**

Log into the SCO Enterprise Dashboard > Select the Service Desk tile> Scroll down to “Open a Support Case”>fill out the required fields.

#### **Option 2-**

Log into Luma > Select Service Portal: Self-Service and Support in the top right> Scroll down to “Open a Support Case”>fill out the required fields.

#### **Option 3-**

Email [ServiceDesk@sco.idaho.gov](mailto:ServiceDesk@sco.idaho.gov) with a detailed description of your issue.

## **Luma Training and Development System**

### **Will there be a sandbox environment for agencies to train in prior to go-live?**

The Luma team is working on ironing out the logistics in having a sandbox environment for agencies outside of the training agency sandbox.

### **What is Platcore?**

Platcore is the official name for the system that is being used for Luma Training. You may occasionally hear this name, and the team is just referring to the Luma Training tile.

### **I am taking vacation during training for my role, what should I do?**

All trainings will be recorded and placed in the Luma Training tile. Please review your training when you return.

### **What is the difference between a core user and general user?**

**A general user** is someone who has minimal interaction with the system. They will rarely interact with Finance, Procurement, or Human Capital Management. They will mostly be submitting their timesheet, updating basic employee information, or will travel and potentially need to be reimbursed for expenses.

# Luma Frequently Asked Questions

A **core user** is someone whose job responsibilities will require them to interact with Finance, Procurement, & Human Capital Management daily. They will need to have a good understanding of how the Luma processes work and require security roles in order to complete their daily tasks.

## **What is the Training and Development System (TDS)?**

TDS stands for training and development system. It is a temporary solution used by Luma Training and Development to organize, coordinate, register, and deliver training to the State of Idaho employees.

## **Why is the TDS a temporary solution?**

The TDS is a temporary solution that is used by Luma Training and Development until the new L&D in Luma is ready at go-live.

## **How do I access the TDS?**

The TDS is accessible through SCO Dashboard. Refer to Accessing Luma Training to learn how to access the TDS for training registration.

## **Do all employees have access to TDS?**

Yes, all State of Idaho employees have access to the TDS.

## **What is the best browser to use for the TDS?**

The recommended browsers are Chrome or Edge.

## **What username and password do I use to access the TDS?**

State of Idaho Employees will use their SCO Dashboard ID and password to access the TDS.

## **Are all Luma training materials accessed through the TDS?**

Training materials are accessible from the Service Desk Articles. This includes Quick Reference Guides (QRGs), micro learnings, role overviews, and more.

## **How do I find and/or search for training materials?**

Refer to the TDS Navigation QRG for instructions.

## **What is the TDS dashboard?**

The TDS dashboard is the landing page employees arrive to after they login and select the Luma Training tile. The dashboard displays employee training, a catalog to search for classes and topics, assigned learning plans, completed and in progress training, and more. Refer to the TDS Navigation QRG to learn more.

## **What are the different types of training available to employees? VILT, PDF, QRG, video, simulation, e-learning**

**Virtual Instructor Led Training (VILT)**- Training provided to core Luma Employee users focused on the process within Luma.

# Luma Frequently Asked Questions

**Quick Reference Guide (QRG)**- Documents that provide step-by-step instructions on how to complete a task or process.

**User Experience Simulation**- User Experience Simulations are interactive web-based experiences that allow users to explore Luma in a simulated environment. These role-based simulations introduce users to Luma's look and feel while guiding them through common processes relevant to their roles.

**E-Learning** - Training which State employees can take online 24/7. Users move through course materials at their own pace, schedule, and location.

**End User Guide**- End User Guides that include overviews, business process maps and quick reference guides for each workstream within Luma.

**Video**- Videos recorded by Subject Matter Experts on processes within Luma to use as a reference when needed.

**Business Process Maps**- Business Process Maps that show the processes both within and outside of Luma for the State of Idaho's business process.

## Cutoff Dates

**What is the process for training agency personnel who are hired during training prior to go-live?**

Ensure that the person has been set up in IPOPS, submit a Service Desk ticket for their role, they are set up in the Enterprise dashboard with their State ID and MFA, and have the employee review/sign up for the training that pertains to their role.

## Go-Live Preparation

**How will we be confident that our agency is ready for go-live?**

Review and complete the Operational Readiness Tracker in the Service Desk> Luma FSM> Operational Readiness. Ensure that your agency personnel has obtained their state ID, set up their MFA, and reviewed the training pertinent to their role.

## Finance

**Are individuals with the staff accountant security role authorized to submit a Chart of Account (COA) change request on behalf of the agency?**

This would be an agency decision and policy that is set forth by the agency themselves as to whether they require any type of internal approval outside of the Luma system before submitting the change request to the Luma Team.

Centrally controlled COA dimensions for which agencies will need to submit a change request include:

- Fund
- Organizational Cost Center
- Appropriation Unit

# Luma Frequently Asked Questions

- Account

## **If one of my agency's Chart of Account (COA) dimensions needs to be updated, how do I do that?**

There will be different processes to update agency COA pre-go-live and post-go-live.

### **Pre-Go-live:**

1. Project is maintained/updated using the project workbooks.
2. Program is maintained/updated using the ServiceNow form.
3. Location is maintained/updated using the ServiceNow form.
4. Additional Reporting is maintained/updated using the ServiceNow form.
5. Custodial Account is maintained/updated using the ServiceNow form.

### **Post Go-live:**

1. Projects will be added/maintained by agencies
2. Org Cost Centers will be maintained/updated using the ServiceNow form.
3. Program will be added/maintained by agencies
4. Location will be added/maintained by agencies
5. Additional Reporting will be added/maintained by agencies
6. Custodial Accounts will be added/maintained by agencies

Please follow this path to submit a Chart of Account Dimension updates that need to be updated via the Service Desk (Service Desk > Luma FSM > Chart of Accounts > Dimension you would like to update). The options for updating are below.

- New- you are submitting the dimension for the first time
- Inactive/Delete- you are deleting or removing lines
- Update/Modify- you are modifying existing lines or adding new lines
- Bulk Update- you have multiple changes including deletions and additions

## **When is the last day to update my agency's Chart of Accounts Dimensions (Org Cost Center, Program, Additional Reporting, Location) before Luma go-live?**

The last day to update your agency's COA dimensions was April 28<sup>th</sup>, for use at go-live. Please continue to submit COA change requests; however, the changes may not occur until after July 3rd.

## **Do you have a complete crosswalk of the Legacy COA to the new COA?**

The Luma team has developed statewide crosswalks for multiple COA dimensions: STARS budget unit to Luma appropriation unit, STARS fund to Luma fund, STARS agency to Luma agency, and STARS GL/sub object to Luma account which are currently available on the SCO website. Link to statewide crosswalks:

[Luma COA Agency Dimension Build-Out.](#)

# Luma Frequently Asked Questions

## **Will agencies be able to add new projects themselves at go-live?**

Yes, the Project dimension is agency controlled.

## **Will the chart of account strings in luma be blank fields the agency personnel will fill in or will the fields include drop down boxes of the available codes available for use (i.e. all org units, projects, etc.)?**

There will be search capability and it will be limited to each agency's data. Personnel will need to know which of their codes to pick for the process they are coding for.

## **When creating a journal entry, I try to enter an account number in the Finance Structure form, it is just spinning/buffering, and I cannot get past it. What should I do?**

Click the OK button and it will stop and return to the journal.

## **I keep getting an error message when trying to submit non-AR Cash Payment for approval. The error states it must be a \$0 balance. What am I missing?**

This error occurs most commonly when the payment batch header control amounts do not match the payment details. Ensure you create a non-AR cash payment in the batch.

## **Will there be a guide on how to reclassify deposits made by the Treasurer's Office (STARS TC 108 and 108R/101)?**

Yes, there will be training documentation provided on how to reclassify deposits. Agencies will be able to reclass deposits made by the Treasurer's Office into the sweep account (207000) using the Cash Transfer Reclass process. Agencies can also directly enter their deposit into Luma, then take their deposit to STO.

## **Is there a way to post bulk cash receipts to the same COA but with different payees?**

No, unfortunately at this time there isn't a process for doing bulk cash receipts.

## **When creating a journal entry, will appropriation unit (STARS budget unit) and fund auto-populate when you put in the cost center?**

This may be different depending on the module. For journal entry: Save your transaction line, and defaults will populate.

## **What is the difference between Customer Payments and Non-AR cash receipts?**

Customer payments are applied to accounts receivable invoices created in Luma; Non-AR cash receipts is for everything else, miscellaneous revenue, sales tax collected, vendor refunds, etc.

## **Does Luma use GAAP debits and credits? For example, increasing a liability would be a credit (-).**

Yes, Luma records debits and credits. In the example cited above, a credit (indicated by a minus) would increase liabilities.

## **In the Finance Structure form, when do the defaults populate all those fields?**

Defaults will populate once you save the transaction line.

# Luma Frequently Asked Questions

**A journal entry (JE) was released to me. As an Approver, I do not see the JEs in “My Tasks” when I log in. What should I do?**

Check the status of approval and who it went to by selecting the Approval History tab in the Journal Entry (the last tab to the right in the middle of the journal entry page).

**How do I view what is out there for me to approve?**

Using the approval role, select “My Tasks” in the options on the left side of the screen. This will show the documents which are awaiting your approval.

**Does posting occur immediately?**

Yes, posting occurs immediately.

**At the time of posting, will reports update immediately or do we need to wait for an overnight process?**

Reports which are based on cubed data, will require a cube refresh after posting. Cube refreshes are currently set up to run on the hour, but can be run manually as needed.

**We currently make our deposits to our local US Bank daily, but run our revenue batches weekly. Will we now need to run revenue batches daily with the deposits?**

You will still be able to reclassify your daily deposit batches as you do now.

**What is the process for PCARDS during cutover?**

Agencies should freeze non-essential Pcard purchases from June 16<sup>th</sup> to June 30<sup>th</sup>. On June 28<sup>th</sup>, the final Visa file will be uploaded from US Bank to the state Pcard application. All future Visa files will be uploaded to Luma in July. Additionally, transactions will not be converted from the state Pcard application to Luma. Any FY23 Pcard expenditures that have not been approved and sent to STARS by June 30<sup>th</sup> will need to be manually entered into Luma.

**How do I add a new vendor?**

Within the accounts payable module, you will use the “Request Update Vendor” form to add a new vendor. Similar to how it is done now, the State Controller’s Office will fulfill agency requests.

## **Procurement:**

**When is the supplier portal going live?**

The planned Supplier Portal Go-Live is May 5<sup>th</sup>, 2023.

**As a Buyer, are we able to change the vendor?**

Yes, you can select the appropriate vendor regardless of what is on the request.

**If you reject a requisition, can you add a message to explain why?**

Yes, you can leave messages on the approval.

# Luma Frequently Asked Questions

**As a requestor, how do you modify or change a purchase request before you submit it? For example, how do you change the quantity or the unit of measure?**

There are a couple ways to do this. If you have not submitted the purchase request, you are able to edit it.

When you are in the requisition of the self-service screen, you can select the right-hand side "View Request Details". Then, click into the lines and adjust.

Alternatively: Exit Requisition Self Service and go back to the Requester and into "Manage Requisitions". Look at the "Unreleased" tab, find and open the requisition. Here you will have full access to everything you can edit – at the header level, line level, add attachments, etc.

**After the requisition went through and is approved, can the buyer make a change in both headers and lines?**

In this instance, the buyer would take that requisition, select it for a PO, create the PO, then make the edits in the PO. They can change quantity as well as the unit of measure.

**Can the buyer take a line off a punch out vendor, not buy it, and move it to a different vendor?**

It would show up in the buyer queue as a regular requisition would, and they could pull it off and go to a different vendor as needed. This is not recommended for a punchout request because of downstream issues that will be created. It is recommended that a new request is created if the item needs to go to a vendor other than the punchout vendor.

**Are we required to have a PO to pay an invoice?**

It is not required but is highly recommended if it is a procurement activity.

**What happens if the encumbrance doesn't match the invoice amount?**

If the invoice is under the amount of the PO, there will be a remaining balance on the PO that will need to be released by the buyer. If the invoice is over the PO amount or quantity, Luma will send a message to the buyer to review and either accept or reject the amount over the PO.

**In Invoice Approval and Rejection, does it automatically release when you approve it?**

As an Approver, clicking approve releases it right there.

**In the path where there is a PO on an invoice, clicking approve will not release it. For an ad-hoc invoice, being the last approval step, that will release an invoice.**

For a PO invoice (call match invoice in the system), there is a separate item to match that releases it. If something was already released that did have PO, it would have had to go through some sort of match and have been clicked on by someone else at a different point.

**In the Requisition Self Service, there is a "Deliver To" field. Will this field be available to view in a Purchase Order? Is there a way for receivers to more easily identify the Purchase Order they want to receive on (in case the vendor does not include the PO # on the shipment)?**



# Luma Frequently Asked Questions

You should be able to find it within the “Manage PO” in Supply Management Viewer role. It has different statuses of PO, and you can do a line search with a ship to location, which will show all PO with a ship to that location. You can put any number of filters along with that (limit to a certain buyer, agency, vendor, etc.).

## **Do I need a Purchase Order for every invoice that I process?**

You need a PO if it is a procurement, if it is not a procurement, you can process an invoice without a PO.

## **Will Luma prevent me from making purchases that violate statute or policy?**

No, users are expected to understand statute and policy and operate within the policies.

## **Human Capital Management:**

### **What is the process for tracking timesheets during cutover? Will there be a template provided to track time? How does an employee submit time once the manual period is over?**

We do not plan to provide a statewide template. Agencies can create a template if that is beneficial for them. It will only be 1 week that employees will not be able to access a timesheet and will need to track their time however is best for them or their agency.

There will be training for employees prior to go-live, which will show employees how to enter time into Luma.

### **Am I able to assign a Proxy for a timesheet?**

There will not be a process for having a proxy submit a timesheet. The Luma team is working on a process for managers to be able to proxy approving a timesheet if they are away, but that is still a work in progress.

### **What is Multi-View Scheduling (MVS)?**

MVS is a scheduling tool in Luma for scheduling in a 24/7 operation. All data inputted on the schedule prepopulates to the employee’s timesheet. Some benefits of the MVS are as follows:

- Create and manage your schedules and seamlessly integrate these schedules with HR, Timesheets, and Payroll.
- You can swap your employee’s shifts based on their requests and/or your scheduling needs.
- Employees can systematically swap shifts with one another (with your approval).
- Book shifts off and sends open shifts to Shift Billboard for qualified employees to claim.
- Create ad-hoc shifts to cover last-minute staffing needs.
- Modify shifts that are assigned to employees if an employee has to leave early or work late.
- Search for qualified and available employees to fill open, unassigned shifts due to call-outs (i.e. Sick, Vacation).
- Employees can view their schedules as well as their co-workers’ schedules.

### **What's the estimated time to add NEW employees once LUMA goes live?**

# Luma Frequently Asked Questions

You can start adding new employees on 6/20/23 when Luma HCM becomes accessible. It depends on the approvers to determine how long it would typically take to complete the hiring process in Luma. Once it is entered and approved, it posts immediately.

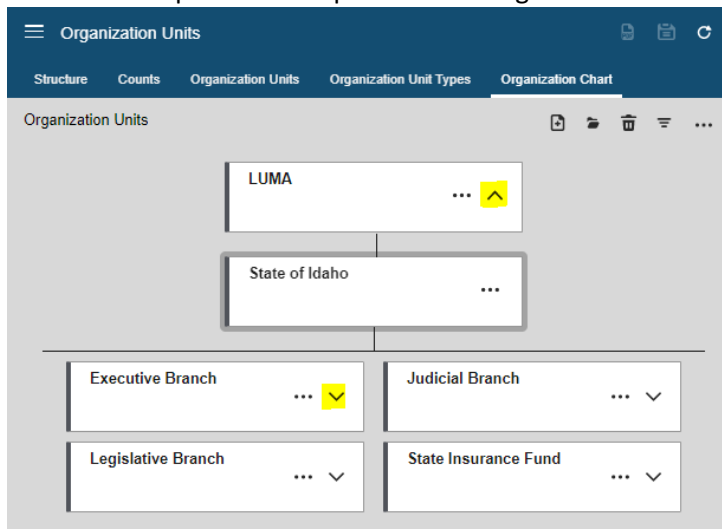
## GHR Organizational Charts-

### What if our agency is not visible once in the structure?

All agencies are in the Organizational Chart structure. If you do not see your agency in the Organization Chart, please reach out to Megan Meatte or Amber Brown prior to go-live. After go-live, please contact the [servicedesk@sco.idaho.gov](mailto:servicedesk@sco.idaho.gov) or via the Service Desk, for help identifying where your agency is on the Organization Chart.

### Is there a LUMA back arrow? When I use the browser back it takes me out of Structures.

The browser back arrow works after you have drilled in past the first screen. You can also select “Home” or another item on the left navigation menu. When you are in the Organization Structure, you would click the +/- buttons to open or close sections. When you are in the Organization Chart you would click the down or up arrows to open or close Organizational Units.



### Is there a way to add a department if we realized now that it is missing?

It should be updated on your GHR Org workbook now. After go-live, there is an HR process to add Org Units (departments).

### Where do you go to see the employees in the Org Units?

Double-click the Organization Unit to open it. Once open, there is a “Resources Assigned” tab that lists all the employees within that Organization Unit.

### Will these update as we make changes in our Agencies automatically post go-live?

Organization Unit changes to Positions or Employee Work Assignment will be reflected on the “Resources Assigned” tab on the Organization Unit automatically. Changes to the Organization Unit, like changing the “Reports To Organization Unit” should automatically be reflected on the Organization Chart.

# Luma Frequently Asked Questions

## **What if the workers comp codes are wrong for certain positions?**

Please update any codes you notice are wrong on the GHR Org Structure workbook. They should match what is currently in IPOPS/EIS. If that is wrong, the current system IPOPS/EIS should also be updated. If you need to do a larger update to worker's comp codes, please wait until after Luma goes live and there will be a process to update them in Luma.

## **What should we do if we notice jobs that we do not have?**

Please update any codes you notice are wrong on the GHR Org Structure workbook. They should match what is currently in IPOPS/EIS. If that is wrong, the current system IPOPS/EIS should also be updated.

## **Timesheets**

### **Will everyone have to input their org cost center, other coding, all the time for payroll? For those who process payroll when checking for corrections and don't know the accounting side of things, how will they...**

Each agency is different in how they cost account or distribute payroll expenses. There is a default expense distribution setup on each position. If the employee does not enter the expense distribution on their timesheet, the system will default distribution on the Position or the Position Distribution Override. Presets on the timesheet can also be used so employees do not have to enter the expense distribution every week (more information will be provided on Presets in Luma training).

### **If we have setup defaults for our Projects, will those defaults fill in when an employee enters a project number?**

Defaults set up with the finance team only work in the Finance Supply Management (FSM) module. They do not work in Global Human Resources (GHR) or Workforce Management (WFM), time entry, or modules. The full finance string would need to be entered on a timesheet.

### **Will time be rounded to the first decimal point?**

Time entered on timesheets goes to the 2nd decimal point. Balance will now be calculated and kept out to the 5<sup>th</sup> decimal point.

### **I noticed that there is a TEL code but not an REG code. Can we use TEL with ACT now?**

Yes, TEL and ACT can be coded on the same timesheet in Luma.

### **Will comp time automatically accrue?**

Yes, overtime will be automatically calculated directly on the timesheet.

### **Does the remote button eliminate the need for the TEL time code?**

It depends on how your agency wants to track those hours for reporting. The remote button is how payroll knows which state to tax the employee in. TEL will no longer require manual overtime calculation and indicates time teleworked.

### **If remote out of-state, will that impact State tax withholding?**

# Luma Frequently Asked Questions

The remote button is how payroll knows which state to tax the employee in. When the remote button is checked on the timesheet, a location is sent to payroll based on the employee's home address.

## **Does the employee have to fill out the accounting part? like project etc.?**

Only if they want to override the default distributions.

## **What would RNR be used for? What type of employee in what type of circumstances?**

RNR is specific to Department of Lands. "Rest and recuperation time paid to firefighters when they are on an extended wildfire assignment and they are away from their home unit. Used by Department of Lands."

## **Save = submit? Is there a way to make updates if something changes during the pay period?**

Employees, Managers, and Agency Payroll can update a timesheet after it has been saved. Clicking "Save" recalculates the timesheet for overtime, leave cascading, etc.

## **Is Luma ID number tied to PCN?**

The Employee ID in Luma ties to an employee, not a position. Once an employee fills a Position, that becomes their Work Assignment.

## **Will the codes we currently use (OTS, TOS) to calculate overtime when combined with TEL be eliminated? They still appear as options.**

TEL will no longer require manual overtime calculation. OTS and TOS can be coded on the timesheet to override time to accrue if the employee's overtime indicator on their record if it is set to pay.

## **I am seeing there is a lock on the screen. If an employee locks their timesheet will an agency CPO be able to unlock it?**

Timesheets don't lock in Luma like they do in Legacy. The lock that you see on the Luma timesheet has to do with historical timesheets that can only be edited by specific roles.

## **Do have access to override Overtime for Exempt employees?**

It depends on your role and where you want to override. Changing an exempt employee to FLSA S so they can get paid for overtime is an HR function.

## **Will timesheet groups be set up based on our org structure or set up personally?**

Teams in Workforce Management (WFM) are based off managers and the positions/employees they manage.

## **Will this system automatically calculate holiday pay for part-time employees with varying hours?**

No. HOL will need to be coded manually for all employees.

## **Is there an option to download the data when doing the review prior to approval?**

Yes, we are working on that.

## **Will the leave request send an email to the supervisor for approval?**

# Luma Frequently Asked Questions

The supervisor will get a notification in their Workforce Management (WFM) Inbox. The employee will also get a notification in their WFM Inbox when it is approved or denied.

**Will professional staff who do not currently submit a timesheet every pay period, be required to submit a timesheet each pay period?**

Timesheets will be programmatically generate for executive and annual employees. Timesheets are needed in Luma because that's where the accruals happen for CSS etc., but they will not have to submit a timesheet. They can edit their timesheet to add exception time.

**Can employees make changes to a timesheet once they have saved it?**

Yes. Save should be done every time something changes on the timesheet. Save recalculates the timesheet for overtime, leave cascading, etc.

**Will this system prevent employees from submitting incompatible codes (aka REG and ACT)?**

REG will not be in Luma.

**How far forward can employees code timesheets? For example, an employee on military orders for an extended period. Would they be able to code sheets ahead?**

One year.

**Will the Donated Leave show up in the balances right away or will there still be a lag? How will donated leave work?**

Donated leave will be a paper, manual process at Luma go-live.

**Will the time off request feature be required or is it an agency decision to utilize the feature?**

Leave request is optional.

**Will we be able to "turn off" projects that we do not want anyone charging time to? In Stars, there is a Payroll Indicator.**

No, there is not a payroll indicator on Projects in Luma.

**Will be able to see the comments employees add to timesheets?**

Yes.

**If an employee needs to split their time to different cost centers but it is not every pay period can that be done at the agency level or SCO level?**

That would be done by the employee on the timesheet if it is sporadic, not consistent. If consistent, there is a Position Distribution Override that can be used to default ALL payroll expenses by position to a split distribution.

**If an employee submits future time-off requests and it's approved, will this alter their current leave balances?**

# Luma Frequently Asked Questions

No, the leave balance is updated after the pay period is closed in WFM based on the time coded on the current timesheet.

**Will the ITIME approvers automatically carry over to LUMA or will we need to re-set those once we go live?**

The manager set up on positions on the GHR Org Structure workbook will be the timesheet approver in Luma. Managers higher in the position manager hierarchy can see all managers and reports below them. The Agency Payroll role (similar to CPO) can also access and approve any timesheet for their agency.

**As a CPO, can we create timesheet presets and apply to all employee timesheets for payroll processing?**

Agency Payroll role (similar to CPO) can go into an employee's timesheet and create a Preset for them. Presets are set by employee and cannot be applied to all employee timesheets automatically.

**Can we edit the employee's profile on their behalf?**

HR Generalists and Agency Payroll Administrators can update things like addresses, W-4's, and direct deposits on the employee's behalf.