



## Annual Leave & Flexi Scheme Frequently Asked Questions

Key Words / Phrases	
ESS	Employee Self Service
MSS	Manager Self Service
iTrent	The system that hosts both the ESS and MSS

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## General

### 1. How do I register for ESS?

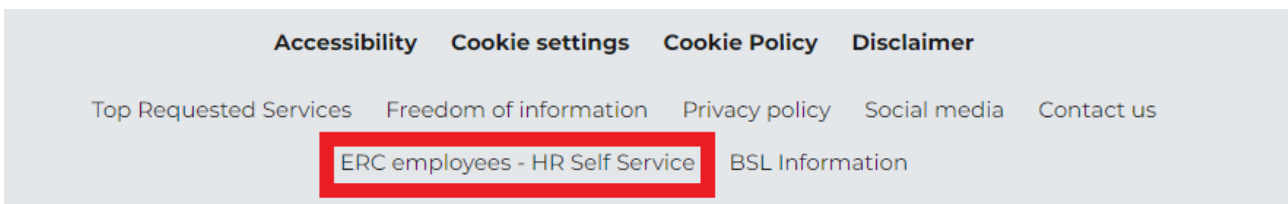
There is a [step-by-step guide available](#) to help you register.

### 2. Where is the log-in page for the ESS and the MSS?

You can find the links on the top right box of the intranet (highlighted in red below).



Alternatively, you can find the link on the bottom of <http://www.eastrenfrewshire.gov.uk/> (highlighted in red below).



### 3. Can ESS be accessed from any device?

The ESS can be accessed from any device, meaning you can request leave and/or record flexi bookings from both work and personal devices. From a personal device, you need to access ESS from the link at the bottom of the ERC internet page: [www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk).

### 4. Can MSS be accessed from any device?

No. MSS can only be accessed using Council devices.

### 5. Can I change the way my two factor authorisation is set up for iTrent (e.g. move from text to the app)?

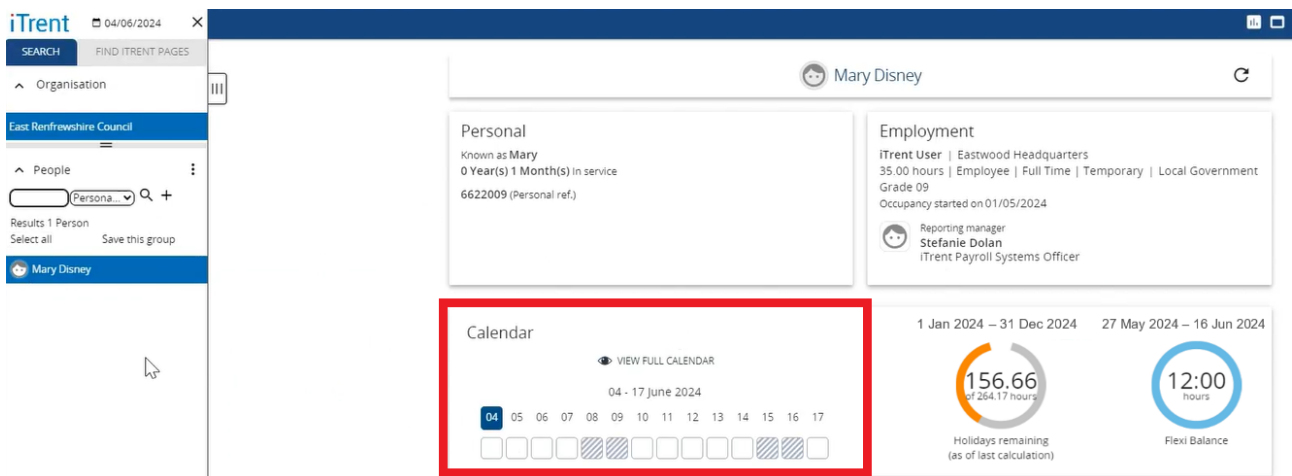
There is currently no way for an employee to change their method of two factor authentication themselves. After the new system goes live, consideration will be given to the most efficient process for switching authentication methods.

## 6. How can a view a breakdown of all leave types (e.g. sickness absence, annual leave, special leave) taken/requested by an individual employee?

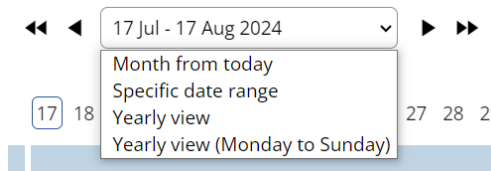
Click on 'People' on the homepage of MSS.



A search bar will appear at the left of the screen. Search for and select the relevant employee to bring up the employee's record as below. This screen will display a snapshot of leave for the next 2 weeks from the current date.

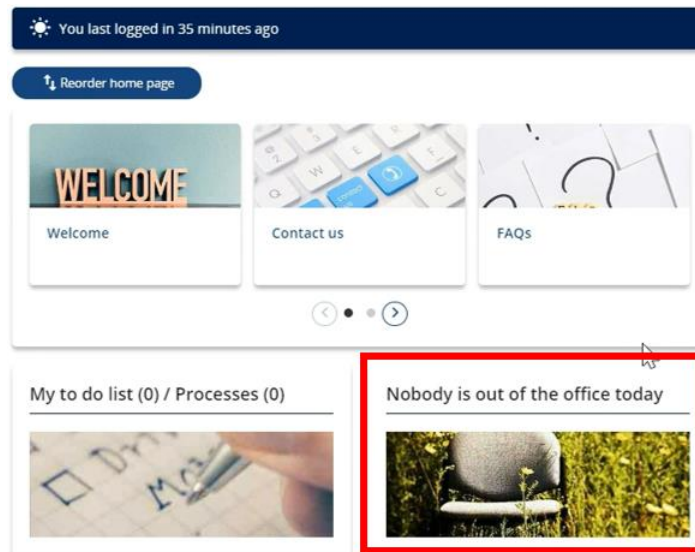


Click on 'View Full Calendar' to see a month view. Use the arrows to move forwards or backwards in time, or use the dropdown arrow to select a specific date range or yearly view.

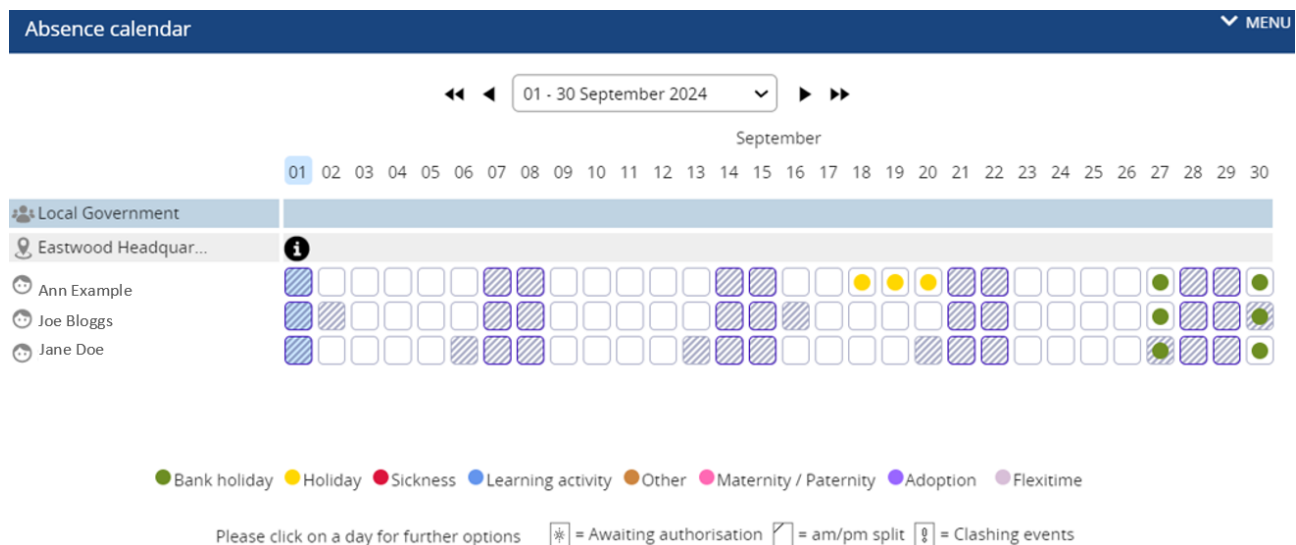


## 7. How can a manager view all leave types (e.g. sickness absence, annual leave, special leave) taken/requested across the whole team?

The homepage of the MSS has a tile that will show managers at a quick glance who is absent today.



Managers can also click on this tile to view more detailed leave information for direct reports.



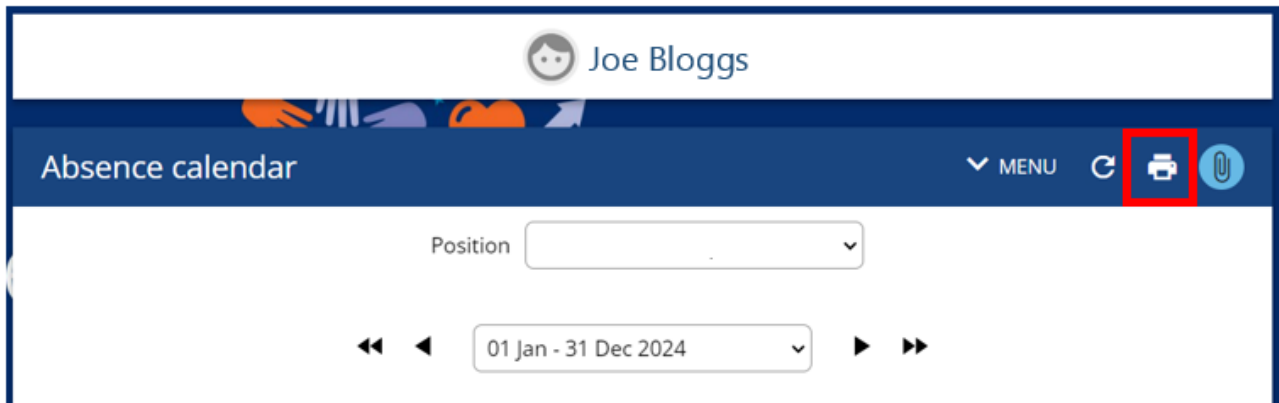
Non-working days will be shaded out, and any leave bookings will be highlighted in line with the colour key underneath the calendar.

The calendar will automatically load to show 1 month from the current date. Managers can move back or forward in time using the arrows above the calendar, or use the dropdown arrow next to the date field to select a specific date range.

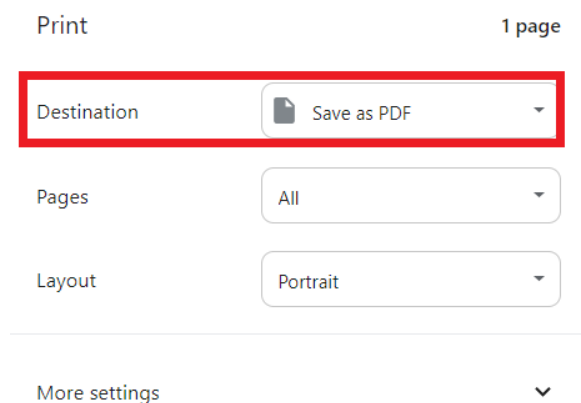
The date range can be extended to as long as required, however if you select a longer date range you may need to use the scroll bar at the bottom of the screen to move along the calendar.

## 8. How can I save a copy of an employee's calendar?

On the top bar above the employee's full calendar (see below) there is a print icon.



Click this button and when the print screen appears, make sure that the 'Destination' is selected as 'Save as PDF' and then save to the relevant folder.



Please note, the print version will not show non-working days and types of leave will be denoted by a letter instead of a colour (e.g. H = holiday, B = bank holiday, S = sickness).

## Annual Leave

### **9. Do managers receive a notification when a leave request is submitted by an employee?**

Yes, managers will receive a notification when they have a task to complete e.g. to approve or reject a leave request.

### **10. I booked a holiday but now I need to change the date(s). What should I do?**

You should discuss this with your manager in the first instance.

If the date is in the future, you can amend or delete the booking via ESS and submit the new date. If the date is in the past and it needs changed (e.g. so that annual leave can be changed to sick leave), your manager will be able to make these changes on MSS.

### **11. My manager did not get a notification when I cancelled my leave.**

The system will not send a notification to your manager. This is why it is important that you discuss any requests to change booked leave dates with your manager in the first instance.

### **12. What should I do if I don't think my annual leave entitlement is correct?**

An incorrect balance is normally caused by a work pattern being recorded incorrectly. You can ask your manager to check that your work pattern is correct. Guidance is available in the [Manager Leave Module Guidance](#).

If the work pattern is incorrect, a request will need to be made for this to be updated using the [Contract Change Form](#).

### **13. How does an employee make a request to carry forward or borrow annual leave?**

Request forms are no longer in use. If an employee wishes to carry forward or borrow leave they should discuss this with their line manager.

If a request to borrow leave from the following year is approved, the employee should request their leave as normal on the system, taking their balance for this year into a negative balance. Both the employee and the manager should use the notes section to confirm that the request is borrowing leave for next year for audit purposes.

If a request to carry over more than the maximum 35/37 hours of leave (pro-rated for part time) is approved, the manager should manually adjust the employee's annual leave balance and the next of the leave year and use the notes section to record this.

#### **14. Does leave need to be taken in full or half days?**

Leave should normally be taken in full or half days. Subject to local agreement and manager approval it may be possible to request shorter periods of leave, however it may not be possible to accommodate such requests due to service delivery requirements. This option may be more relevant towards the end of the leave year to use up a small outstanding balance.

#### **15. My team request leave using the paper form or email. How does this process link into iTrent?**

All employees will have a leave balance on iTrent, however there are some groups of employees who do not have computer access and will continue to make requests to take leave using paper-based processes. Once a leave request is approved, either the manager or the relevant Business Support representative will make the necessary adjustment to iTrent.

Managers in this situation should refer to local arrangements.

#### **16. If an employee has annual leave booked and they end up being unwell, what should happen to their booking?**

If an employee is unwell on a day that they have annual leave booked, and they wish to have the day changed from annual leave to sick leave, they must follow normal sickness absence reporting procedures (i.e. phone their line manager, advise them of their sickness absence and advise of their intent to get a fit note in order to have the annual leave credited back).

Absences not covered by a fit note will remain as annual leave on the system.

If an employee falls ill on a public holiday this will not be credited back.

If an employee is recorded as being on sick leave it is important that no flexi booking is made as this will double count and credit the full working days' time to the employee.

## Flexi

### **17. What is the permitted working day on iTrent?**

8am to 6pm. This means that no flexi can be accrued outside of these hours.

### **18. What is the maximum credit and debit flexi balance that can be carried forward into the next pay period?**

The maximum balance that can be carried over is 15 hours (pro-rated). Any hours above this will be deducted at the end of a flexi period.

There is no cap to the negative balance that an employee can fall into on the iTrent, however employees must not fall into a negative balance below 7h10m (pro-rated). If an employee is repeatedly in a high negative balance, access to the flexi scheme may be removed.

### **19. Will employees receive a reminder to enter flexi bookings?**

No, employees are responsible for remembering to make all bookings. It is generally expected that employees will submit bookings at the end of the day or the start of the next working day.

### **20. How can a manager check that all relevant flexi bookings have been made?**

Managers have access to a report via the MSS which will allow them to identify any missing flexi bookings. Managers are responsible for monitoring this and addressing any concerns such as employees failing to record bookings in a timely fashion.

### **21. Will the system automatically deduct breaks taken?**

Any breaks must be recorded. If you do not record a break, and you have worked for more than 6 hours, the system will automatically deduct 30 minutes. If less than 30 minutes is recorded, the system will deduct the additional minutes up to 30 minutes.

### **22. How do I reflect multiple clock in and out times during a day? E.g. I clock out for 20 minutes in the morning for the school run and also clock out later for 50 minutes at lunch.**

Any time away from work should be added together and entered in the break time. The break time in the example provided would therefore be recorded as 70 minutes. The notes field can be used to provide detail to management if required.

### **23. If an employee has made a mistake with a flexi booking, how can this be amended?**

If the flexi booking that needs to be amended is in the current flexi period, the employee will be able to make the adjustment directly via ESS.



If the flexi booking that needs to be amended falls in the previous flexi period, the manager will need to make a manual adjustment on MSS and record the reason for this in the notes section.

**24. How do I book a full day off using a half day of flexi and a half day of annual leave?**

Both leave bookings must be made separately. Use the notes section in each request to make it clear to your manager that both requests add up to a full day of leave.

**25. Why does my booking say “not applicable” when I make a request for flexi leave?**

Your flexi booking will show as “not applicable” until your manager has authorised/rejected it.

**26. I cancelled a leave request before my manager has approved or rejected it, but it is still showing in my manager’s workflow.**

If you cancel a pending request for flexi leave you should inform your manager, as even though the request will show as cancelled on your screen and the hours will be added back on to your flexi balance, the request will still show in your manager’s workflow. Your manager will need to reject it on the MSS to clear it from their workflow.

**27. I made a manual adjustment to an employee’s flexi balance but their balance has not updated. What should I do?**

There is a refresh button at the top right of the screen that you should click after making an adjustment. If you go back to the main employee record before hitting the refresh button then the balance will update overnight.

**28. How should flexi be recorded for an employee who worked at the election?**

Either of the following options are suitable.

Option 1: No recording is made on the day the election is worked. Unlike the previous flexi system, iTrent will not decrease an employee’s flexi balance if no recording is made on a normal working day. Therefore, employees can leave this day blank and then record as normal on their next working day.

Option 2: If an employee/manager would like to have a record on the flexi system that this was a working day for the employee, then the employee can input the scheduled hours for that day as per their work pattern. For example, if an employee was scheduled to work 7 hours 10 minutes on the day an election fell then they should input ‘Start time: 08:45’ ‘Break: 50 minutes’ and ‘End time: 16:45’. This will not decrease or increase the flexi balance but will record a standard working day.

## Special Leave

### 29. How should special leave be recorded?

Currently, only paid special leave is processed on iTrent. To record special leave, an employee should select the tile that says “add other absence” and select the appropriate special leave reason.

Where special leave is for a full working day then no other recording should be made on that day (e.g. for flexi or annual leave) as this will double credit time.

The scenarios below outline the steps that should be taken for a part day of special leave.

Scenario 1: An employee attended a hospital appointment in the morning and arrived at work at 10:30. The employee should submit a special leave request to cover the hospital appointment (e.g. 08:45 to 10:30 – dependant on work pattern). A flexi booking should then be made to cover from 10:31 until the end of the day. Any breaks must also be recorded. In this example, iTrent would credit the employee with 1 hour and 45 minutes of flexi to cover the hospital appointment.

Scenario 2: An employee attends a funeral between 11:00 and 14:00. The employee should record their full day on flexi and record their break as 180 minutes. The employee should also submit a special leave request to cover 11:00 to 14:00, which will be credited to them as flexi.