Desktop Settings: Please make certain you have followed the SAP setup instruction as outlined in the “Setup and Navigation” document. If you fail to do this, your software may not respond correctly when going through the steps as outlined in the training materials. The document is located on the SAP Home page (http://www.bloomu.edu/technology/sap) under the New Employee section.

Favorites – Imported Folders and “Favorites”:
Make certain you have imported the Payroll folder and favorites into SAP (per the “Setup/Navigation” document). If you have a folder under Favorites called “Payroll,” that means you have imported these. If you don’t have this folder, refer to the above-mentioned document and complete that portion.

MISCELLANEOUS PAYROLL INFORMATION

Contact Information:
• Phil Amarante – Payroll Manager, x4039. Contact for faculty, SUAs, coaches and managers.
• Dolores Sponseller, Payroll Specialist, x4938. Contact for staff and nurses (AFSCME, SPFPA, PNA).
• Karen Hicks, Student Payroll Coordinator, x4416. Contact for students

Deadlines: Failure to abide by Payroll deadlines will cause incorrect pay results!
• Entry into CAT2 screen must be done by 4:30 pm on the Monday following the pay date.
• Documentation must be received in Payroll by 4:30 pm Tuesday. This step will be necessary for several pays until Payroll is confident that decentralized time input is calculating and paying correctly. After that time, random post audits will take place.
GETTING STARTED - PAYROLL ABSENCE AND ATTENDANCE REPORTING

- Do not access your Payroll folder on non-pay date Fridays until notified. Final vendor reports and general ledger account information is being posted at this time. Certain types of input will result in the entire SSHE Payroll being shut down.

Request for Leave Forms:
- Your employee personnel number, rather than social security number, should be used when completing leave forms. This number can be found on your earning statement on the top row, immediately to the right of your name, in the employee ID block.
- 24 hour time must be used when filling out leave slips. Example: 8 a.m. to 4 p.m. should be written 0800 to 1600.
- If using a combination of different types of leave, you must list a begin and end time for each leave code in the Remarks section of the Request for Leave slip.
  - Example: A – 0800 to 1145
    P – 1145 to 1630
- Injury Leave Codes – The following are injury leave codes and must not be used unless you have an approved Workers’ Compensation Claim: 307, 308, 317, 318, 327, 328, 352.
- Sick Leave Code – use the sick leave code “310” for all medical appointments.
- After entry is completed, hitting the Enter key will tally the absence and attendance hours. This can be used to verify correct input by comparing totals with input documentation.
How to Record Leave Around Lunch Hours:
Because of the ‘generic’ lunch breaks that have been configured, attention must be given to the total hours calculated by SAP for the input. In most cases the entries should include the lunch time for the individual employee. However, in a few cases, that will ‘inflate’ the calculated number of hours, charging the employee too much leave:

When to include lunch hours:
Example 1: An employee takes the afternoon off. Regular work schedule is 08:00 – 16:30 with a one-hour lunch at 11:30. The ‘generic’ lunch period for this daily work schedule begins at 12:00. If you would input the leave start/end time as 12:30 – 16:30, the employee would only be charged 3.5 hours of leave. By including the lunch break and inputting 11:30 – 16:30, he would be charged the correct 4.0 hours.

Example 2: The employee takes the morning off. Regular work schedule is 08:00 – 16:30 with a one-hour lunch at 12:30. The ‘generic’ lunch period for this daily work schedule begins at 12:00. If you would input the leave start/end time as 08:00 – 12:30, the employee would only be charged 4 hours of leave. By including the lunch break and inputting 08:00 – 13:30, he would be charged the correct 4.5 hours.

When NOT to include lunch hours:
Example 3: The same employee from Example 2 is taking the afternoon off. If you would input the leave start/end time as 13:30 – 16:30, Yes, it would be a verbal approval with the actual completion of the leave request upon the employee’s return to work, or however it is handled today. Also, the return time could be estimated and then later updated with the exact return time
GETTING STARTED - PAYROLL ABSENCE AND ATTENDANCE REPORTING

upon the employee’s return to work, but that would depend on whether that is the procedure today.

Overtime and Compensatory Leave Earnings: All overtime and compensatory leave earnings must be reported to Payroll at the end of the biweekly pay period in which it was earned. If your compensatory leave quota (balance) is less than the compensatory leave requested at the end of the pay period, you will be charged leave without pay. Compensatory leave cannot be anticipated nor will it be charged to Annual or Personal leave if your quota balance is not available.

Work Schedules: Each employee is assigned a work schedule in SAP. Payroll must be notified immediately, via email, when a work schedule changes.

- The work schedule triggers the correct payment of overtime, shift differential, holidays, and the appropriate deduction of absences.
- You may not be paid correctly if Payroll does not have an appropriate work schedule.
- If the current work schedule differs from what is indicated on the CAT2 screen, notify Payroll immediately. Do not continue input.
- When notifying Payroll of work schedule changes, include the following information:
  - Days worked
  - Days off
  - Day begin and end times
  - Paid or unpaid lunch period
  - Lunch duration
CAT2: Absence and Attendance Transaction – Open the Payroll Favorites folder and double click on CAT2. The following screen will appear:
After you’ve entered all your data, press the ENTER KEY. Calculations (totals) will be done for you. Check data for accuracy and fix any errors. See the next page for illustration on how your screen looks and how to proceed.
You will see the Total column has calculated for you, so you are done with the first week of time entry.

To continue to the second week (pays are biweekly), click on the “arrow pointing right” icon.

Once you’ve clicked on that icon, you will receive a message that looks like this:

This occurs because students do not have a regular work schedule. Click on the green checkmark in that window to bypass this message.
You will now be on the next week of the student’s schedule.
Enter hours for the next week.
Press the ENTER key to calculate all hours entered.
Once you have verified the hours, press the Save icon.
You will see another message saying that hours exceed target hours.
Click on the green checkmark icon once again to bypass the message.
You will now see a message that your data has been saved.

Some Notes: Keep in mind that students cannot work more than 8 hours a day and no more than 20 hours in a week (excluding breaks). Student hours can be entered on a weekly or biweekly basis. Hours must be input by 4:30 pm on the Monday following pay day. Up until that time, adjustments/changes/corrections can be made on the CAT2 screen.

**HOW TO DELETE A LINE:**

- Click on the little gray box at the far left of the line you wish to delete (see illustration above, where the arrow is pointing). This will highlight the entire line. Click on the little gray box at the far left of the line you wish to delete (see illustration above, where the arrow is pointing). This will highlight the entire line.
- Click on the Delete icon (circled in illustration above).
The CADO transaction is useful when you are trying to see:
- Who entered an absence and/or attendance,
- When the transaction was performed, or
- If you want a listing of all absences and/or attendances for an employee or group of employees.
- NOTE: The CADO transaction is a view only screen; you will not be able to change any data using this.

You can narrow the dates you want to research (for example, one pay period) or you can search for the entire year to see what absences and/or attendances have been reported. This can be a useful tool to check your input each pay period. How often you use this screen is up to you!

TO USE: Open the Payroll Favorites folder and double click on CADO. The following screen will appear:

Note: You could try highlighting other search options (instead of using “Other period”). You could choose “Today” or “Current Week” or any choice. Experiment to see what works best for you!

After you execute the report, the following screen will appear (see next page).
The personnel number column has been blacked out (for confidentiality purposes) in the above sample.

This screen provides a summary of all leave time, status of it, and who entered it.
ADDITONAL INSTRUCTION FOR VIEWING MORE THAN ONE PERSON AT A TIME:

Enter first personnel number (in circled area noted above)
Click on arrow pointing right (also circled above)

Back at the main screen, make sure all your search criteria are specified and then click on the clock icon (execute) to view the results.
TRANSACTION CAT3 – DISPLAY TIMESHEET

Transaction CAT3 can be used to view a timesheet. Note: This is a view option only; no changes can be made when using this transaction.

TO USE: Open the Payroll Favorites folder and double click on CAT3. The following screen will appear:

Click on the little box to the far left on the person you want to view; this will highlight the entire line. After highlighting the line, click on the eyeglasses icon, as illustrated above.

This will take you to a screen that looks like the CAT2 screen. However, as explained above, it is for display purposes only.
Open the Payroll Favorites folder and double click on CAT2. The following screen will appear:
TRANSACTION CAT2 – ABSENCE AND ATTENDANCE FOR STAFF/FACULTY

A FEW THINGS YOU’LL NOTE ABOUT THE CAT2 SCREEN FOR ENTERING STAFF/FACULTY TIME:

- Staff/faculty are set up (configured) in the payroll office with a work schedule in the CAT2 screen. Note: Please be sure to submit any schedule changes to the payroll office immediately so the CAT2 screen will be accurate. If the work schedule is incorrect, do not input and notify payroll so that the schedule can be changed.
  - You will see the days of the week the employee is working, with from and to times.
  - A lunch period is configured into the schedule but is not displayed (most often lunch is 1200-1300).

- Staff/faculty absences (leave) should be reported using a beginning (from) and end (to) time.

- Faculty absences (leave) must be whole (7.5 hours) or half (3.75 hours) days only.

- Absences for part-time faculty **must** be input by payroll. Please forward to Phil Amarante.

- Any hours worked prior to the beginning of the work schedule, and/or worked during a lunch period, must be input by Payroll. Please forward to Dolores Sponseller.

- Staff attendance, with the exception of wage employees, should only be reported when the time falls outside of the regular work schedule (i.e. overtime, compensatory time earned, call time, etc.).

- Wage employees do not have a regularly configured work schedule. Therefore, all hours **must** be input in order to report attendance. If a wage employee has a lunch period, make sure to enter from and to times prior to the lunch period and after the lunch period. If you enter time at the beginning of the day to the end of the day, the wage employee will be paid for the lunch period.
After you’ve entered all your data (A/A code and From/To fields), press the ENTER KEY. Calculations (totals)* will be done for you. Check data for accuracy and fix any errors. The illustration below shows 4 hours of annual time taken on MO 12/15. Make sure that the leave reported on the leave slip matches the leave on the CAT2 screen.

Your screen will look similar to the illustration on the next page.
TRANSACTION CAT2 – ABSENCE AND ATTENDANCE FOR STAFF/FACULTY

To continue to the second week (pays are biweekly), click on the “arrow pointing right” icon. OR, if finished, click on the Save icon at the top of the screen.

NOTE: If you go on to enter data in week 2, enter info in the A/A column and the From/To column for each absence. Press the ENTER key to calculate all hours entered.

Once you have checked the hours, press the Save icon. Congratulations!

HOW TO DELETE A LINE:

- Click on the little gray box at the far left of the line you wish to delete (see illustration above, where the arrow is pointing). This will highlight the entire line.
- Click on the Delete icon (circled in illustration above).
Absence and Attendance Codes
AFSCME Employees

100  Hours Worked (record hrs for paid OT)
     Hours Worked-OT Comp (record hrs to accrue comp time)
102  Call In Time
240  Stand-by Time
250  Worked Break
300  Annual Leave
307  Annual Leave Injury
308  Annual Leave Med Appt
310  Sick Leave
312  Sick Family
314  Sick Bereavement
317  Sick Leave Injury
318  Sick Leave Med Appt
320  Personal Leave
327  Personal Leave Injury
328  Personal Leave Med Appt
330  Compensatory Leave (use when taking accrued comp time)
340  Civil Leave
342  Administrative Leave
344  Military Leave
350  Deferred Holiday
352  Deferred Holiday Injury
360  Education Leave
362  Paid Emergency Close
366  Sick Leave Family Care
510  Approved Absence (UP)
520  Tardiness (UP)
550  Absence W/O Leave (UP)
570  Union Business (UP)
600  Military Leave (UP)
620  Suspension (UP)
630  Parental Leave (UP)
640  Sick Leave (UP)
650  Cylcical Leave (UP)
660  Family Care Leave (UP)
670  Legal Strike (UP)
680  Leave Without Pay (UP)
692  Injury Leave W/ Bens (UP)
696  Injury Leave W/O Ben (UP)

Note:  0100 and 0200 codes are used to record earned time; 0300 codes are used to take time

●  May be used only if prior approval is received from the supervisor and human resources.

●●  May be used ONLY with a current certified workers’ compensation claim on file.

Note:  UP next to an absence/attendance code means unpaid.
The PT50 transaction is useful when you want to see:
- Balances of leave time.
- How much leave time was used.

TO USE: Open the Payroll Favorites folder and double click on PT50. The following screen will appear:
The personnel information has been blanked out of the illustration below, for confidentiality purposes.

Click on the tab called “Absence Quotas.”

You will see:
- Leave entitlement
- Leave remaining
- Leave requested
Frequently Asked Questions - Time Management Processes

This document was designed to provide answers to questions that are frequently asked of the Human Resources/Payroll Time Team.

Q. Why do department Time Administrators verify work schedules when universities have someone in HR/Payroll maintaining the schedules?
A. We know that if there is an error with the work schedule, it’s likely that the department Time Administrator will find it first. If the Time Administrator does not check the work schedule listed on the time sheet and then tries to enter time, they may receive an error if the work schedule is incorrect.

Q. When a departmental time administrator inputs overtime hours into CATS (Time Sheet), how does the supervisor view the record? What records need to be maintained in the department and/or university Payroll Office?
A. Using the HR112 authorization for supervisors, the supervisor can view the actual CATS screen per employee. There will also be reporting methods to gather information per employee or per time administrator code.

Documentation that includes the employee and supervisor signature should be maintained in the department or the university Payroll Office. However, when ESS is implemented for staff reporting, the employee’s input, using the required id codes, will serve as the employee ‘signature’. Also, a supervisor authorization action will be required. This action will serve as the supervisor’s ‘signature.’

Q. If an employee starts at 23:00, and takes leave from 02:00 to 03:00, how should the leave time be input on CATS?
A. The absence hours should be input under the actual calendar day the leave begins. In this example, if the shift began at 23:00 on Tuesday night, the leave input on CATS would appear on Wednesday, the calendar date the usage occurred on. Please keep in mind, if the employee takes the entire shift off, the entire 7.5 or 8.0 hours would be reported on Tuesday, based on the starting time of the leave.
Frequently Asked Questions - Time Management Processes

Q. If an employee works a regular shift from 23:00 to 07:00, then continues working additional hours from 07:00 to 09:00, how should the hours be input on CATS?
A. Following the same logic in the question concerning leave usage, additional work hours, (overtime), should be recorded in CATS under the calendar day the hours started.

*Example 1:* Regular shift of 23:00 – 07:00 beginning on Monday night. Additional hours worked from 07:00 – 09:00 would be input under Tuesday, the calendar day the overtime began.

*Example 2:* Additional hours worked on a scheduled day off were 23:00 – 07:00 beginning on Saturday night would all be recorded under Saturday.

Q. What is the input processing route for CATS (Time Sheet) if the Time administrator is out?
A. If the Timekeeper is out, there are a few options you can use:
   - input waits for the Time administrator to return;
   - input is done by a back-up Time administrator;
   - if the absence is planned, the Time administrator could do the input in advance;
   - the university payroll office could do necessary input by coordinating a change to their time administrator profile with the campus security administrator.

Q. Do the Time administrators need to input time in CATS (Time Sheet) for permanent hourly employees?
A. Yes. However, it’s not as ‘cut and dried’ as a simple ‘yes’ response:
   - On a daily basis, the start and end times must be input each day the hourly employee works – this includes lunch breaks. Example: 08:00 – 12:00 & 13:00 – 16:30.
   - When hourly employee’s use paid leave, a work schedule substitution to a regular salaried schedule must be entered prior to leave usage being reported on CATS for the time period that the leave is used.
   - Hourly employees will not automatically be paid for major holidays or accrue deferred holidays unless a substitution to a regular salaried work day is entered prior to Time Evaluation.

Q. Do hourly employees need to have off days reported as “AO”?
A. No, positive time, (hourly), employees only need to have hours worked entered.
Q. Are Timekeepers allowed to input attendance through infotypes or must it be through CATS (Time Sheet)?
A. No, it is only done through CATS (Time Sheet).

Q. How far back can a Time Administrator make corrections to the Time Sheet? I know that Time Administrators can scroll back and forward.
A. From the point of conversion, retroactive corrections are unlimited as long as the key date is entered in the initial screen.

Q. What happens with retroactivity? How do you adjust for overpayments?
A. A Time administrator would adjust the incorrect time on the CATS (Time Sheet) timesheet. SAP will recognize that a change has been made and will run a retroactive time evaluation and update all appropriate records. Remember that you will not use minus signs; you just replace/delete what is there.

Q. How do you know that an employee did not take lunch when working overtime?
A. If an employee does not take their lunch, the time administrator will simply input the start and end times of the entire overtime schedule.

Q. An AFSCME (Monday to Friday) employee works the holiday during their normal shift. The Timekeeper inputs the hours worked (start/end times) in CATS (Time Sheet). This creates the holiday leave quota and pays the employee half time?
A. Inputting the hours worked will accrue Compensatory Leave quota, (up to a full shift), and pay half time for the hours worked. Also, for any hours worked on a holiday outside the regular shift, payment will calculate at time and one-half along with compensatory leave up to a full shift.

Q. When an employee works a regular shift that spans midnight (i.e. 22:00– 6:00), which calendar day is credited as the holiday?
A. The calendar day that includes the first shift where 50% or more of the time occurs on the holiday. Example: July 4th is on a Friday. In the above example, the shift that begins on Thursday, July 3rd is the first shift that has
50% or more on the holiday, therefore, this employee’s holiday would begin at 22:00 on Thursday night and end at 22:00 on Friday night.

Q. Is lap time automatically accounted for?
A. Lap time, regular shift beginning before the end of the 24 hour period from the previous day’s regular shift, will automatically result in time and one-half over 8.0 hours in the first 24 hour period. Example: Monday, regular work hours are 08:00 – 16:30 (7.5 hours). Tuesday, regular work hours are 06:00 – 14:30 (7.5 hours). Lap time is from 06:00 – 08:00. The employee would be paid 1.5 hours of half time to take him to time and one-half pay status.

Q. Do Time Administrators have to hit the “save icon” after entering times worked on the CATS (Time Sheet) screen?
A. Yes.

Q. How will Time Administrators know if an employee’s work schedule is incorrect?
A. If shift change notification is not given to the positions responsible for making permanent shift changes or substitutions, the Time Administrators will only know if they are entering time from a paper time sheet. If the paper time sheet has one set of work hours and CATS screen has another, then the Time Administrator knows to contact payroll immediately.

Q. What happens if the Time Administrator has entered incorrect hours for overtime/compensation leave, will the system catch such errors?
A. Supervisors should be trained and instructed to review entries for employees in their time administrator codes prior to and following the final payroll run. He/she could run the CADO report.

Q. How is the meal period entered when an employee works overtime on an off day?
A. On an off day, the system does not assume a lunch break. If there is a lunch break it must be entered as two separate entries (i.e. 09:00 to 12:00 or 13:00 to 14:00).
Frequently Asked Questions - Time Management Processes

Q. What happens to overtime if it pays and the employee submits a late leave request that would have reduced the OT payment?
A. When the ‘late’ lwop is input and Time Evaluation is run, the system will take care of it automatically through retro processing.

Q. How does the Supervisor know that the Time Administrator entered time?
A. By accessing reports like the CADO.

Q. How long are the CATS retained in SAP?
A. It’s indefinite in SAP. Of course, there will be an archiving structure.

Q. Can a Time Administrator enter leave without pay or must it be the university payroll person?
A. Short-term lwop should be entered on CATS. Long-term lwop will be entered via the personnel action. It will be a university decision as to who enters the short-term lwop. Communication between the department Time Administrator and the Payroll Office will be necessary.

Q. Will CATS allow for the input of leave in less than quarter hour increments?
A. Yes. Careful review of the hours calculated by SAP is very important.

Q. In CATS, full and partial days of leave must be entered each day. Will there be changes to SAP to allow for blocks of time to be entered versus daily entry?
A. No.

Q. Will SAP automatically accrue a deferred holiday quota for holidays where an alternate work schedules (AWS) exist, and the employee has a scheduled day off on the holiday?
A. Yes.
Q. If someone is working an alternate work schedule, or is on a reduced-time schedule will the system know to prorate the holiday?
A. Yes. However, manual review will have to occur, as it does today, to identify those employees who may owe leave time if the prorated holiday does not cover the entire number of hours he is scheduled to work.

Q. What happens if an employee requests more leave than they have available? Does SAP process the request? If yes, does it result in a negative absence quota?
A. For quotas with a defined number of hours that are used only after being earned, (compensatory leave, deferred holiday, military leave) if over usage is input on CATS, when the Time Administrator tries to ‘save’ the entry, an error will be displayed. However, for leave that is accrued and may be anticipated, (annual, sick, personal), the calculations for over usage is much more cumbersome. Because of configuration difficulties, those leave types will be ‘accepted’ when the entry is saved.

Q. What happens if an employee on leave restriction (or is a first-year employee and is not allowed to anticipate leave) submits a leave request. Is there a way that CATS will restrict their leave usage?
A. These cases will require manual tracking, the same as our current practice.

Q. Does military leave have a quota?
A. Yes, fifteen days.

Q. How are the extra 15 days (Executive Board Resolution #BD-02-064) of military leave entered?
A. Payroll staff will enter a quota correction to add the 15 additional days.

Q. For employees who must work 750 hours before they can use leave, when is the absence quota created?
A. The quota is created at the end of the pay period in which the employee reaches 750 hours.

Q. Holiday quota expires at the end of the calendar year. Who is responsible for adjusting the quota for holidays that are to be carried forward for possible payment?
A. SAP will automatically delimit the prior year’s holiday quota and begin accruing a new calendar year quota as the holidays are earned.

Q. If the end of year quota for paid leave reflects a negative amount, what will show in the anticipated quota when the new leave calendar year begins?
A. The anticipated quota through the end of the new leave calendar year less the negative balance from the previous year.

Q. An employee has used all of their paid leave. The quotas reflect zero hours. The employee becomes ill and requests LWOP, which creates a negative balance. What will their new quotas reflect?
A. Negative amounts will show.

Q. Will the earnings statement continue to show absence quotas and usage?
A. Yes. In fact, employees have more information than on the previous payroll system. There is a leave section including their year-to-date usage and current balance for annual, sick and personal leave.

Q. Is there a system limit on the amount of compensatory leave quota an employee can maintain?
A. Although Commonwealth policy sets a limit, there is no maximum compensatory quota configured in SAP. As an employee uses compensatory leave, the hours will be taken from the earliest earnings. IT2006 will list each compensatory leave earnings quota separately, with the date the hours were earned.

Q. If an employee, who has a low annual absence quota, submits a leave request for a future absence when they will have leave available, will the system allow the employee to submit the request before the leave is earned?
A. Yes.
Frequently Asked Questions - Time Management Processes

Q. Do civil, administrative and educational absence types have quotas?
A. No, these absence types don’t have quotas because there is no maximum per year amount. Actually, educational leave does have a maximum, but it was decided that a quota would not be a requirement for go-live.

Q. Deleting an absence makes the hours available?
A. Correct.

Q. An employee who normally works 64.00 hours in the pay period is asked to work an extra day (8.00 hours). Are the extra 8.00 hours reported as additional work hours (wage type 0100), or should the employees work schedule be changed for the pay period?
A. It would be reported on CATS as wage type 0100.

Q. An employee that normally works weekends is now part-time M-F. Does the work schedule need changed?
A. Yes, if someone goes from a basic work schedule to a part time work schedule, his or her work schedule will need to be changed. NOTE: If there is a change in the total hours worked, (FTE), a change must also be done on IT0008 (Basic Pay).

Q. When salaried employees work overtime during the lunch hour, must the Time Administrator enter a substitution?
A. No. Just enter attendance code 0100 on CATS or 0102 to earn compensatory time.

Q. Can a department Time Administrator have access to more than one time administrator code?
A. Each Time Administrator log on has only one time administrator code assignment. If the Time Administrator needs access to another time administrator code, the university security coordinator will have to make a change to the profile.
**Frequently Asked Questions - Time Management Processes**

**Q.** Will a department Time Administrator in one department be able to report time for employees in different departments?

**A.** Only if they have the same time administrator codes, or if the university security coordinator changes the Time Administrator’s profile.

**Q.** Does the time administrator code control the security on attendance and absence entry in SAP?

**A.** Yes.

**Q.** When a new employee begins employment, what role is responsible for ensuring the correct Time Administrator Code is assigned?

**A.** The person doing the personnel action. However, various HR/Payroll staff should have this authorization. University HR/Payroll staff should have security to change these codes, not the department Time Administrators.

**Q.** How can I find fatal errors? Can a transaction process successfully and the next day an error occurs?

**A.** Yes, it is possible that a transaction will process successfully and the next day error.

**Q.** Can transaction screens be printed? If so, how?

**A.** We do not recommend printing, since one of the visions for this project is to reduce the use of paper. However, any screen can be printed using the customizing of local layout icon (it looks like a bar chart and is next to the icon with a “?”) and selecting hard copy.