



TIMEKEEPING TRAINING GUIDE

Version 1.0

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Welcome

Thank you for your interest in OnRamp. We at OnRamp Solutions designed the OnRamp ERP to meet and exceed your manufacturing resource planning demands. We know manufacturing and we believe that we have created an ERP system that is easy to learn, easy to use, and powerful enough to help you and your business overcome any challenge.

To help your business successfully adopt OnRamp as quickly as possible, we have designed this document to guide you through some of our most commonly used features.

Overview

This guide was written to help you learn how to use OnRamp time keeping components. Some of the screens and reports may be similar to those found in other ERP systems you have used. This guide describes how to:

- Set up shift, schedule, and other related codes
- Assigning employee shifts or schedule groups
- Approving shift time
- Processing leave requests

Conventions

The training guide is structured to help you learn the material in class with a qualified instructor. Each chapter contains: a list of learning objectives for the chapter, an explanation of the chapter concepts, steps on how to perform the chapter actions, an exercise to help you learn the material, and, finally, a summary of the chapter.

This guide uses the following typographical conventions:

- **Bold** text - used to highlight important information in text. Used to denote click actions in procedures.
- *Italic* text - used to label tables and images. Used in notes.
- **Notes** - used to denote important notes related to the text.
- **Warnings** - used to denote warning messages. Ignored warnings can result in permanent negative consequences.

Customer Feedback

For questions, comments, or complains related to OnRamp Solutions documentation, training, or presentations, please contact us at: info@onramp-solutions.com.

Time and Attendance in OnRamp

Learning Objectives

This chapter will cover:

- Setting up time and attendance

Overview

The OnRamp Time and Attendance module allows you to setup payroll groups, daily schedules, payroll action when the plant is shut down for statutory holidays and other plant closures, shifts and any shift premiums, and log and track employees' hours.

The Time and Attendance module can be broken down into three components:

- **Setup** - Where all the shifts, payroll, and other items are set up for use. This area will have a lot of activity when you first set up OnRamp but after that, it is mostly used for reference.
- **Employee Setup** - where you assign shifts and you can print employee timecards.
- **Scheduling** - This is where you create, define, and assign scheduling groups and manage your employee schedules.

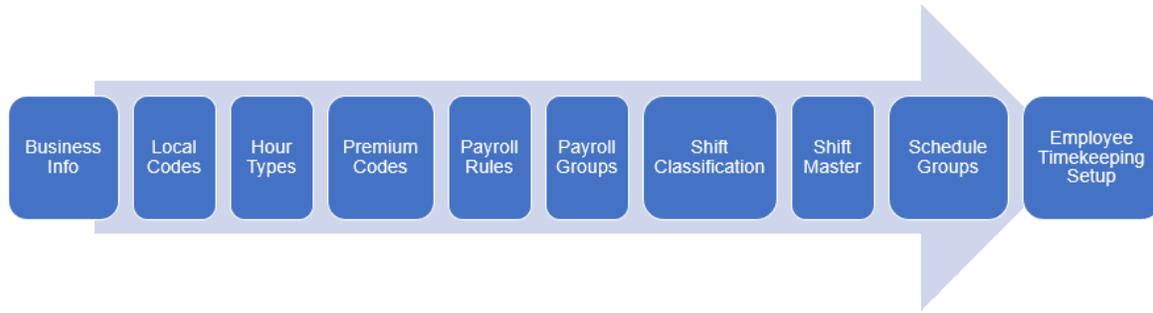
Setup

Because Time and Attendance has multiple moving parts, from payroll, to shifts, to schedules, to pay files, the setup process requires more steps than the usual OnRamp setup. To decrease the chance for errors, recommend following the Setup Workflow.

The goal of the workflows is to add data in a way that you don't have to return to previous screens to input missing field data. For example: When adding schedule groups, you will want to assign the shift. To do this, you must have added the shift classification and shift inputted first. By following the workflow, when you get to the schedule group the correct values will be available for your selection.

Note that this workflow assumes that certain information, such as employee information, has already been added to the system.

To properly add time keeping components to OnRamp, enter data in the following order:



Workflow of the data to add before adding an employee to a shift

1. [Edit Business Info](#) - Use the **Business Info** [S1824] screen do define the following **Factors**:

- **SHIFT_FIND_BAND** - Defines the time window (in minutes) to match an employee raw punch to the first punch in/last punch out of an employee schedule.
- **MID_FIND_BAND** - Defines the time window (in minutes) to match an employee raw punch to the mid-day punch in/punch out of an employee schedule. This setting is only required if, on **Shift Master**, your shifts have **Auto Deduct Breaks** set to **No**.
- **TK_DEFAULT_IN_RECOMMENDATION** and **TK_DEFAULT_OUT_RECOMMENDATION**- Defines the default punch-in/out recommendation when a supervisor approves hours:
 - A value of **Punch** recommends the supervisor approve the punch time.
 - A value of **Shift** recommends the supervisor approve the shift time.

Examples

TK_DEFAULT_IN_RECOMMENDATION examples by value:

- **Punch** - For an employee that punches in at 6:30, with a shift start time of 7:00, OnRamp recommends that the supervisor approve the shift start time of 6:30.
- **Shift** - For an employee that punches in at 6:30, with a shift start time of 7:00, OnRamp recommends that the supervisor approve the shift start time of 7:00.

TK_DEFAULT_OUT_RECOMMENDATION examples by value:

- **Punch** - For an employee that punches out at 16:30, with a shift end time of 16:00, OnRamp recommends that the supervisor approve the shift end time of 16:30.
- **Shift** - For an employee that punches out at 16:30, with a shift end time of 16:00, OnRamp recommends that the supervisor approve the shift end time of 16:00.

2. [Add Local Codes](#) - Use the **Local Codes** [S1502] screen to define the following **Code Groups**:
 - **PROJECTS** - Defines what projects can be assigned to employee schedules.
 - **Shift_Req_Reason** - Defines what reason codes appear when employees request a shift on the **Request Shift** [S2585] screen.
3. [Add Hour Types](#) - Use the **Hour Types** [S2485] screen to define the hour type profiles, priority, and rate multiplier. For example: You may have an hour type of Overtime 1.5, in which employees are paid an hour and a half for every hour of work.
4. [Add Premium Codes](#) - Use the **Premium Codes** [S2472] screen to define the shift premiums.
5. [Add Payroll Rules](#) - Use the **Payroll Rules Profile** [S2484] screen to define the payroll rule profiles.
6. [Add Payroll Groups](#) - Use the **Payroll Groups** [S2483] screen to define payroll groups and the rules belonging to each of those groups.
7. [Add Shift Classification](#) - Use the **Shift Classification** [S2545] screen to define the shift categories.
8. [Add Shifts](#) - Use the **Shift Master** [S2470] screen to define shifts.

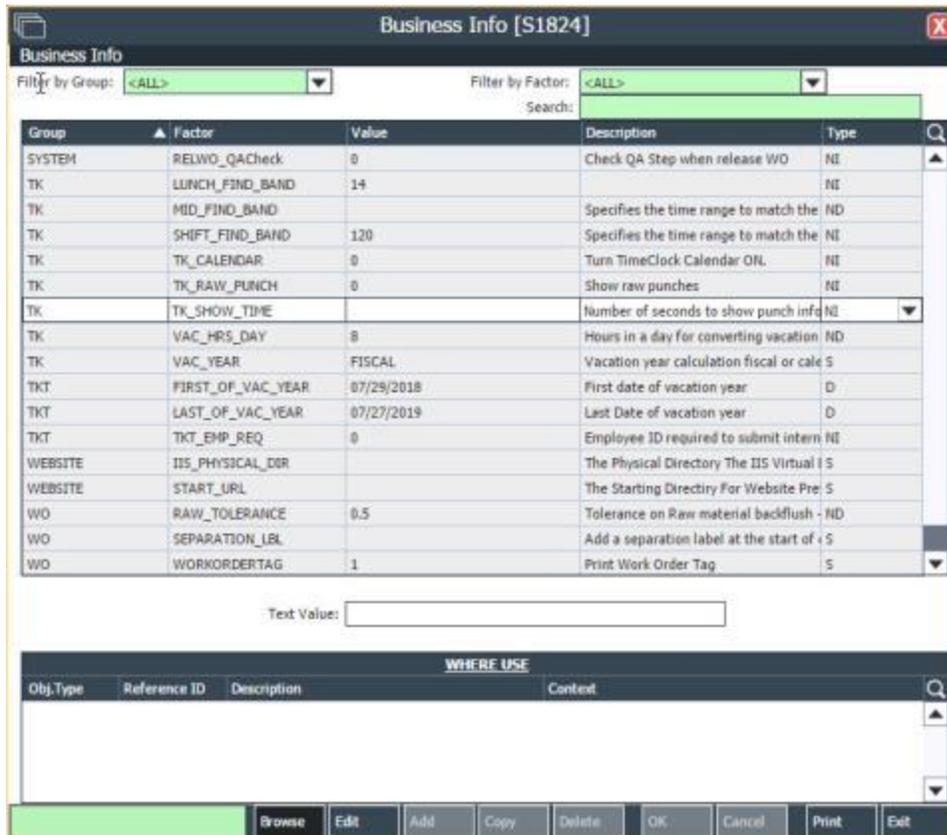
Note: Vacation days, holidays, sick days, and other non-work type days must also be set up as a shift.

9. [Add Schedule Groups](#) - Use the **Schedule Groups** [S2474] screen to define schedule groups. Schedule groups allow you to create a grouping of employee schedules and assign rotating shifts. For example: You want to have your workforce divided up in to 3 rotating shift groups. Instead of assigning a different shift to employees weekly, you can create 3 schedule groups, with a different shift type set for each week, bi-weekly, month, etc., and assign the employees to that schedule group.

Notes

- TK_DEFAULT_xx_RECOMMENDATION can be overridden on **Employee Master** [S1722] for any employee.

Editing business info factors



Business Info screen

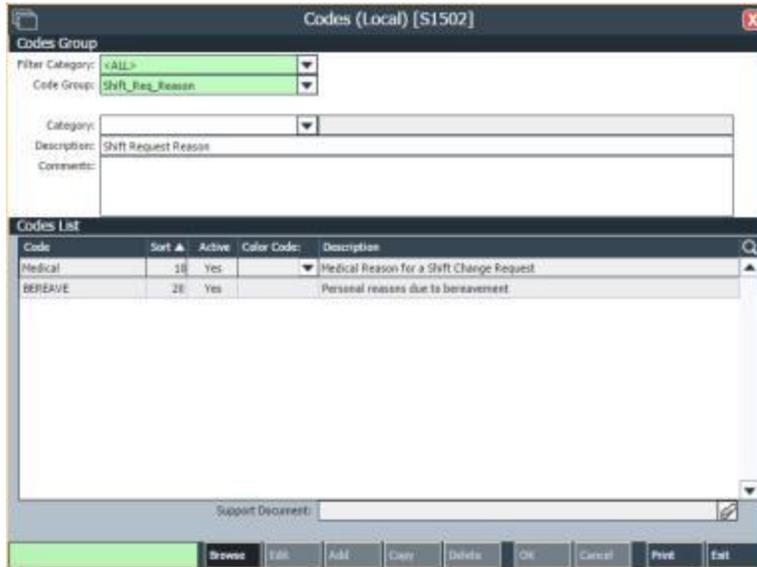
To edit business info factors:

1. Navigate to the **Business Info [S1824]** screen.
2. Use the filters or search options to find the desired factor and select it.
3. On the screen task bar, click **Edit**.
4. In the **Value** field, at the bottom of the table, update the desired factor value.
5. Click **OK**.

Result

You have updated the factor value.

Adding local codes



Codes (Local) screen

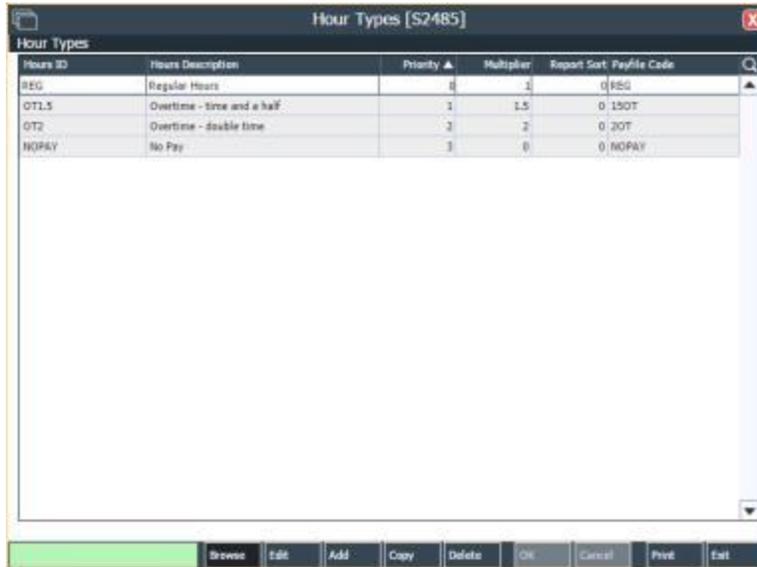
To add local codes:

1. Navigate to the **Codes (Local) [S1502]** screen.
2. Select the **Code Group**.
3. Click on the **Codes List** frame.
4. On the screen task bar, click **Add**.
5. Enter the desired information.
6. Click **OK**.

Result

You have created a local code.

Adding hour types



Hours ID	Hours Description	Priority	Multiplier	Report Set	Payfile Code
REG	Regular Hours	1	1	0 REG	
OT1.5	Overtime - one and a half	2	1.5	0 15OT	
OT2	Overtime - double time	2	2	0 2OT	
NOPAY	No Pay	3	0	0 NOPAY	

Hour Types screen

To add hour types:

1. Navigate to the **Hour Types [S2485]** screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

Result

You have created an hour type.

Adding payroll rules

Step 1 - To add payroll rule profiles:

1. Navigate to the **Payroll Rules Profile** [S2484] screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

Result

You have created a payroll rule profile.

Step 2 - To add payroll rules to a profile:

1. On the **Payroll Rules Profile** [S2484] screen, select the desired **Rule Profile**.
2. Select the **Profile Details** frame.
3. On the screen task bar, click **Add**.
4. Enter the desired information.
5. Click **OK**.

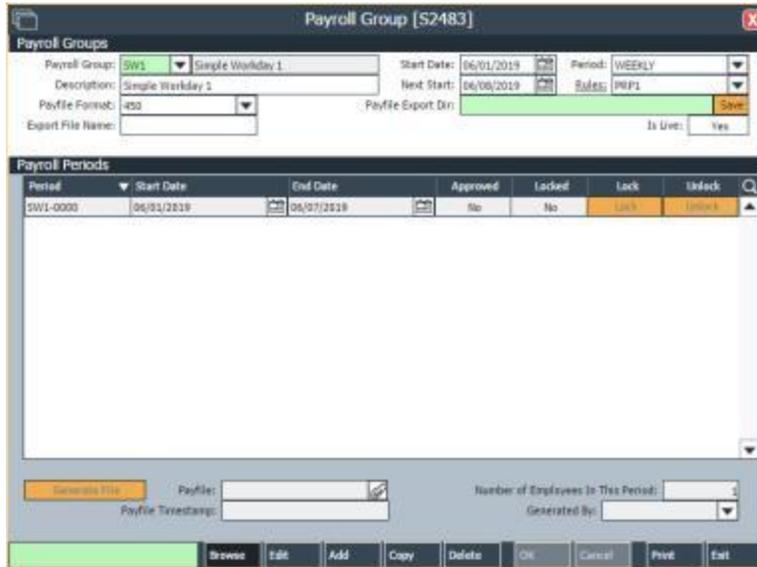
Result

You have added a payroll rule to the profile.

Notes

- Depending on the **Rule** selected, only certain profile detail fields are required or allow values.
- A rule of **PeriodThreshold** determines the **Threshold** hours in the period an employee must work before the **Hours Type** (eg. overtime) takes effect.
- A rule of **DailyThreshold** determines the **Threshold** in the day an employee must work before the **Hours Type** (eg. overtime) takes effect.
- A rule of **MatchPremiumToBase** determines the **Threshold** overtime hours that an employee must work before the selected **Premium** code takes effect.
- A rule of **HolidayThreshold** defines that if the **Threshold** condition is met on a day defined as a holiday, the **Hours Type** takes effect.
- A rule of **Sat4Sunday** determines the **Threshold** hours that an employee must work on Saturday in order to have the **Hours Type** take effect for hours worked Sunday.
- A rule of **SpecialDailyThreshold** determines that if an employee works the **Threshold** hours on the select **Day of Week**, the **Hours Type** takes effect for any hours worked beyond that threshold.
- **DailyThreshold** is rarely used at the same time as **PeriodThreshold**.

Adding payroll groups and periods



Payroll Group screen

To add payroll groups:

1. Navigate to the **Payroll Group [S2483]** screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

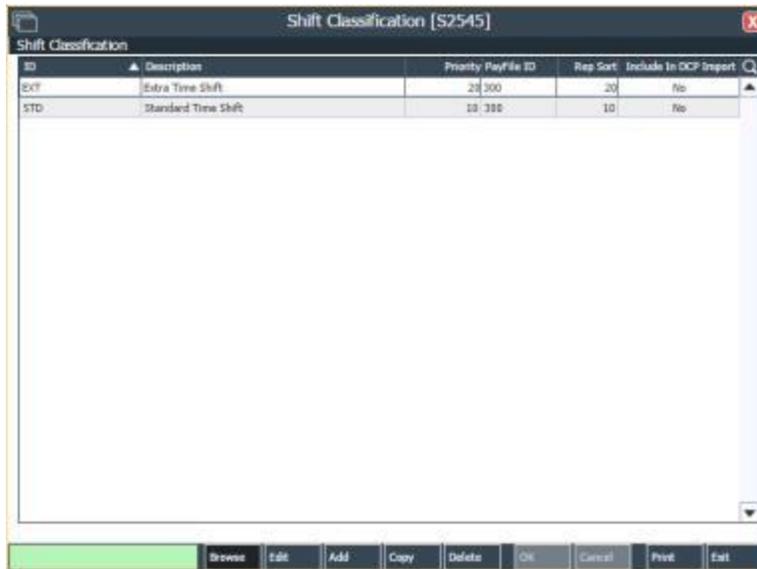
Result

You have created a payroll group.

Notes

- With the pay file information entered, while in **Browse** mode, click **Generate File** to export the payroll file.
- Once the file is generated, you can save it to your local workstation by entering the desired folder in the **Payfile Export Dir** field and clicking the **Save** button.

Adding shift classifications



Shift Classification screen

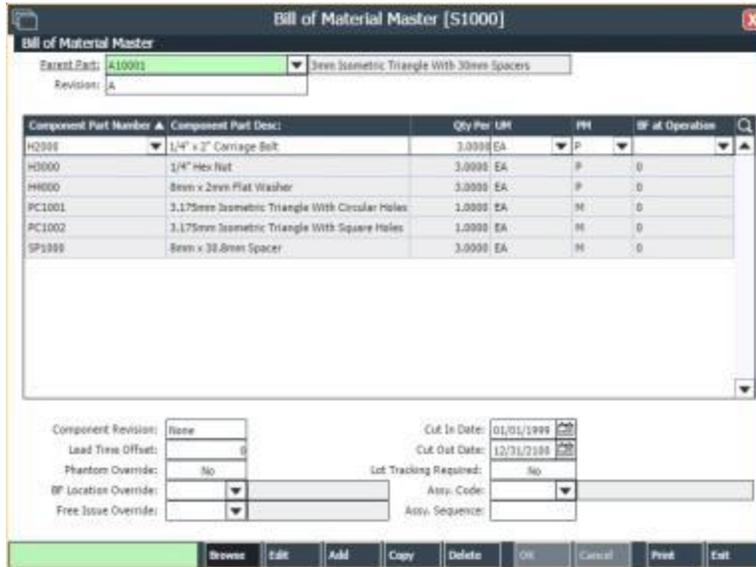
To add shift classifications:

1. Navigate to the **Shift Classification** [S2545] screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

Result

You have created a shift classification.

Adding shifts



Shift Master screen

To add shifts:

1. Navigate to the **Shift Master [S2470]** screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

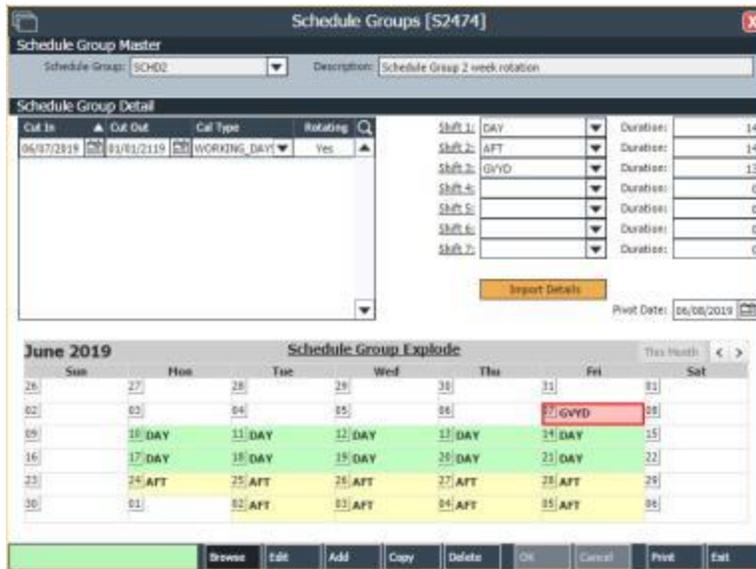
Result

You have created a shift.

Notes

- Vacation days, holidays, sick days, and other non-work type days must also be set up as a shift.
- If **Pay Interval Rounding** is set to **Yes**, the value entered in the **Rounding Minutes** field determines how many minutes of penalty apply if there is a late punch in / early punch out.
- If there is a **Punch In / Out Grace Period**, enter the number of grace minutes allowed before an adjusted pay time is engaged.
- **Shift Segments** are required if Punch Required is set to Yes and Punch Define Shift is set to No.
- If **Auto Deduct Breaks** is set to No, each shift segment must be defined for the period of time worked between breaks.
- **Shift Offset** is used for shifts that span two consecutive days.

Adding schedule groups



Schedule Groups screen

Step 1 - Add schedule groups:

1. Navigate to the **Schedule Groups [S2474]** screen.
2. On the screen task bar, click **Add**.
3. Enter the desired information.
4. Click **OK**.

Result

You have created a schedule group.

Step 2 - Add schedule group details:

1. On the **Schedule Groups [S2474]** screen, select the schedule group.
2. Click on the **Schedule Group Detail** frame.
3. On the screen task bar, click **Add**.
4. Set the group cut-in/cut-out dates, the calendar type (working days or calendar days) and if the shift is a rotating shift (if the shift type changes period to period).
5. Set the shift type. If **Rotating** is set to **Yes**, add the duration, in calendar days for each shift rotation along with the Pivot Date, which is the first day in which the Shift 1 type will take effect.
6. Click **OK**.

Result

You have created a schedule group detail.

Employee Timekeeping Setup

Learning Objectives

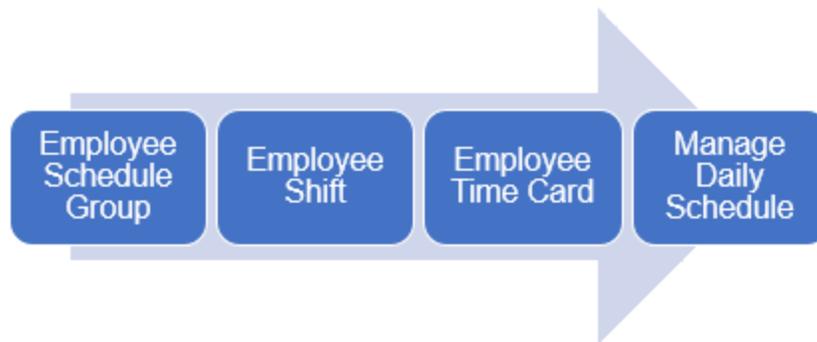
This chapter will cover:

- Assigning shifts to employees
- Creating timecards

Overview

Once the Time and Attendance setup is complete, you are ready to update your employees.

To properly add employees to shifts in OnRamp, enter data on the following screens:



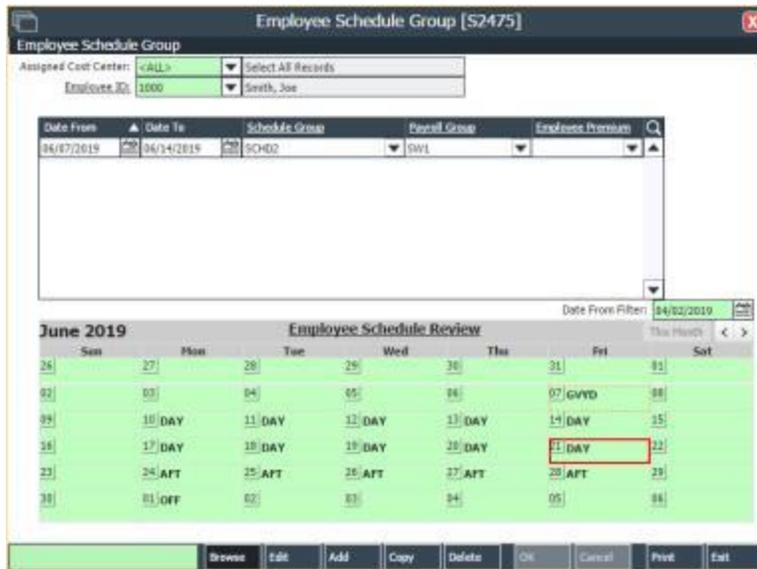
Workflow of the data to add to complete the employee time and attendance set up

1. [Assign Schedule Groups](#) - Use the **Employee Schedule Groups** [S2475] screen to assign schedule groups to an employee, including payroll groups.
2. **Assign Shifts** - Use one of the following screens to assign shifts to your employees:
 - The [Global Shift Override](#) [S2473] screen assigns shifts company-wide, including holiday shifts.
 - The [Mass Update Employee Schedule](#) [S2505] screen mass updates shifts, cost center, start and end times, and project values on select employees.
 - The [Employee Schedule](#) [S2477] screen assigns and modifies shifts for an employee for the selected calendar date.
3. [Assign and print Time cards](#) - Use the **Employee Time Card** [S1756] screen to assign and print employee time cards.

Notes

- If your company has an OnRamp RFID reader, you can use the OnRamp **Time Clock** {S2570} to track employee punch-in/out.

Adding an employee to a schedule group



Employee Schedule Group screen

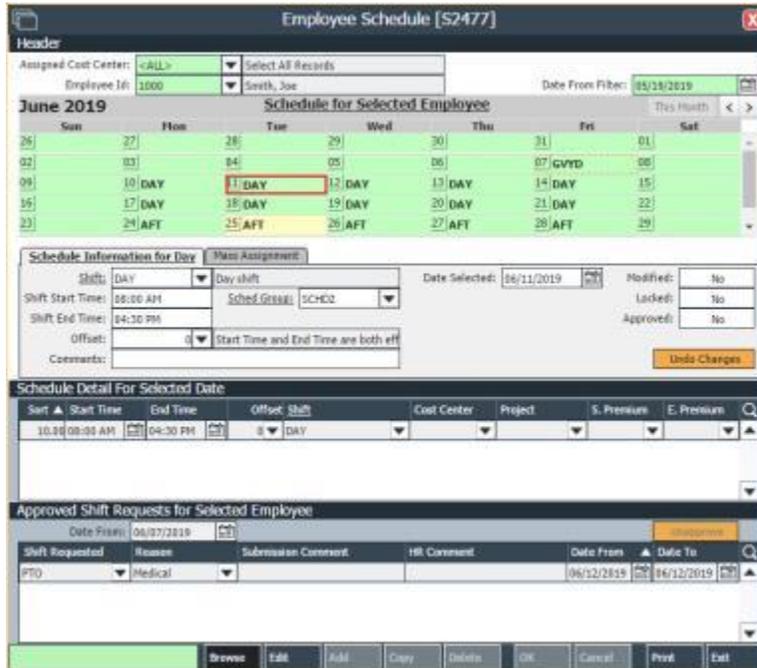
To add an employee to a schedule group:

1. Navigate to the **Employee Schedule Group [S2475]** screen.
2. Select the desired employee.
3. On the screen task bar, click **Add**.
4. Enter the desired information.
5. Click **OK**.

Result

You have added an employee to a schedule group.

Editing an employee schedule



Employee Schedule screen

To edit an employee schedule for a day:

1. Navigate to the **Employee Schedule [S2477]** screen.
2. Select the desired day.

To change the shift for the day:

1. On the screen task bar, click **Edit**.
2. Select the desired shift and add any comments.
3. Click **OK**.

To change shift details:

1. Select the schedule detail for selected date line.
2. On the screen task bar, click **Edit**.
3. Edit the desired information.
4. Click **OK**.

To mass edit shift details:

1. Select the **Mass Assignment** tab.
2. Enter the desired settings.
3. Enter the desired date range.
4. Click **Assign**.

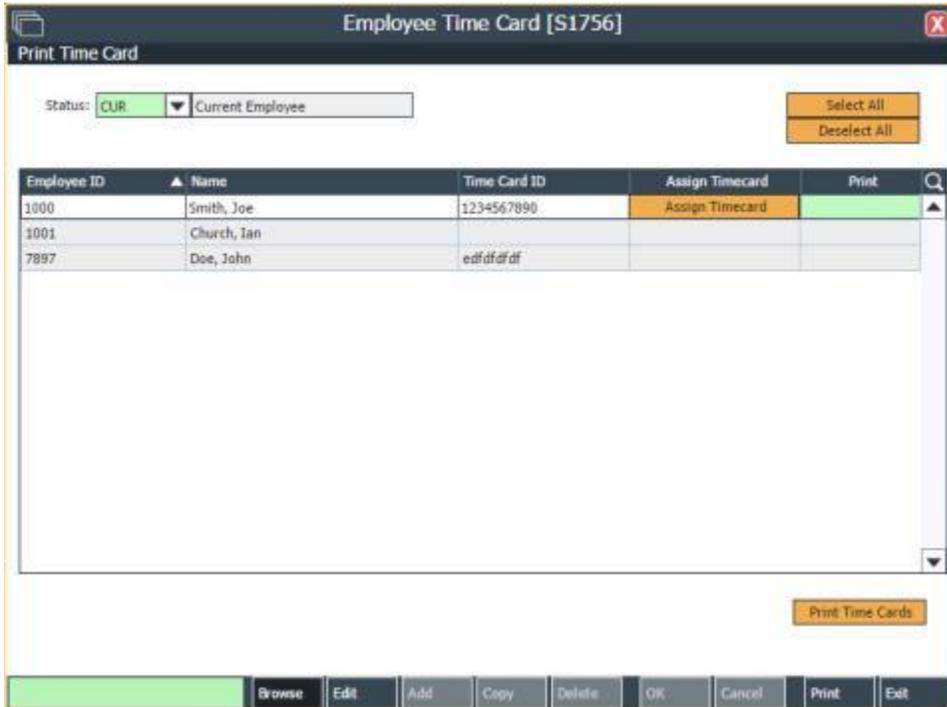
Result

You have edited the employee schedule.

Notes

- Days that have been changed from the schedule group defaults are highlighted yellow.
- To clear approvals on submitted time, select the approved shift and click **Unapprove**.

Printing timecards



Employee Time Card screen

To print employee timecards:

1. Navigate to the **Employee Time Card [S1756]** screen.

Note: To print the timecard for employees with time card ids, skip to step 6.

2. Select the desired employee.
3. On the screen task bar, click **Edit**.
4. Enter the timecard id.
5. Click **OK**.
6. Select the employees with timecards to print.

Tip: To select all, click **Select All**.

7. Click **Print Time Cards**.

Result

You have printed the employee timecards.

Scheduling and Approvals

Learning Objectives

This chapter will cover:

- Approving employee time
- Setting up and using vacation

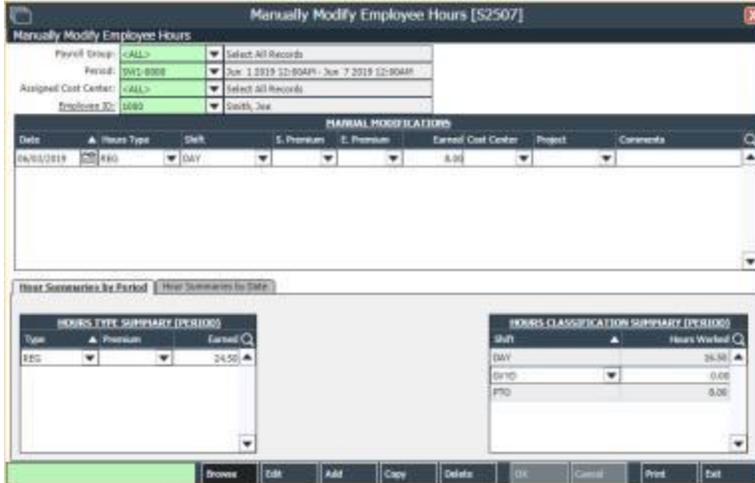
Overview

With the setup components complete above, all that's left is to approve and manage your employee's daily schedule. Based on the shift type, employees may need to punch-in/out. All employee shift information is tracked in OnRamp, with approval being required to confirm that the employee shift was worked. Finally, any leave requests, or shift change requests will require approval as well.

OnRamp is a two-tiered approval system. Users with supervisor level ownership performs supervisor level approvals. Users with HR level ownership run a final check and approve the supervisor approvals. Use the following screens to manage and approve employee time and attendance:

- Use the [Review Raw Punches](#) [S2486] screen to review raw punch information, such as the employee's name and when they punched.
- Use the [Employee Summary by Period](#) [S2487] screen to approve the hours worked by individual employees on a day-to-day basis.
- Supervisors use the [Employee Summary by Period and Date](#) [S2496] screen to select a date and approve the hours worked by the employees on that day.
- HR representatives use the [Employee Hours Approval by Period](#) [S2493] screen to approve the hours worked by employees for the pay period.
- Use the [Manually Modify Employee Hours](#) [S2507] screen to adjust the hours worked by employees to make up for previous overpayment or underpayment.
- Employees use the [Request Vacation/Leave](#) [S2585] screen to request leave.
- Supervisors and HR use the [Vacation/Leave Supervisor Approval](#) [S2586] screen to approve or reject leave change requests made by employees.
- Export your payroll information to a payroll program by generating the payroll file in the [Payroll Group](#) [S2483] screen.

Manually adding employee hours



Manually Modify Employee Hours screen

To add employee shift and hours:

1. Navigate to the **Manually Modify Employee Hours [S2507]** screen.
2. Select the **Employee ID** and other desired filters.
3. On the screen task bar, click **Add**.
4. Enter the desired information.
5. Click **OK**.

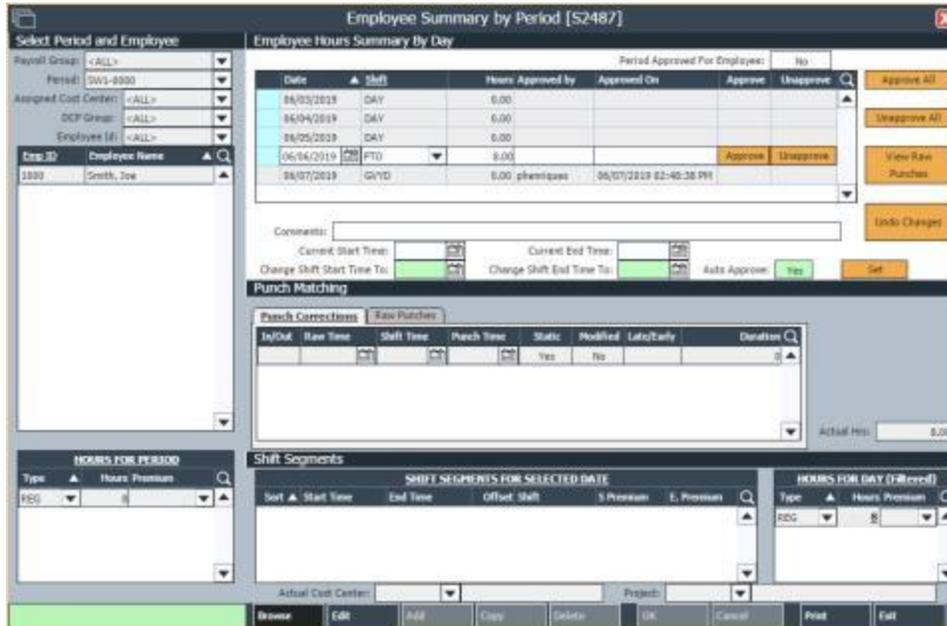
Result

You have added an employee shift.

Notes

- Manual modifications are reflected on the [Employee Summary By Period \[S2487\]](#) screen with the **Hours** field in the **Hours For Day** grid displays the number of hours highlighted in yellow.
- Hours entered manually do not affect Overtime calculations.

Approving employee hours by period



Employee Summary by Period screen

To approve employee hours:

1. Navigate to the **Employee Summary by Period [S2487]** screen.
2. To filter the list of employees, select the desired filter options.
3. Select the desired **Employee**.
4. On the **Employee Hours Summary by Day**, select the desired shift.
5. Click **Approve**.

To update employee shifts:

1. On the screen task bar, click **Edit**.
2. Edit the desired information.
3. Click **OK**.

To update employee punches:

1. On the **Punch Matching** frame, select the desired tab and line.
2. On the screen task bar, click **Edit**.
3. Edit the desired information.
4. Click **OK**.

Result

You have approved the employees shift.

Notes

- On the first column of the **Employee Hours Summary by Day** frame, the color of the cell indicates the status of the shift:
 - A **blue** cell indicates that a manual modification was made to that shift segment.
 - A **red** cell indicates that the employee punched in/out on a that day does not match the scheduled shift in the system. For red cells, click **View Raw Punches** to determine why the punches do not match the shift.
- Click **Approve All** to approve all changes to the employee shifts.
- To update the shift segments, select the shift segment line and click **Edit**.
- Approved shifts cannot be updated but can be unapproved.
- Shifts with a **Is Static** value of **Yes** do not require a punch in/out.
- The **Late/Early** field indicates whether the employee punched in / out LATE or EARLY. A value of **LATE** is negative when punching in but positive when punching out.
- The **Undo Changes** button reverts any updates to the employee's original schedule.

HR approving employee hours



Employee Hours Approval by Period screen

To approve employee hours:

1. Navigate to the **Employee Hours Approval by Period [S2493]** screen.
2. To filter the list of employees, select the desired filter options.
3. In the **Selected** column, toggle the value to **Yes**.
4. Click **Approve**.

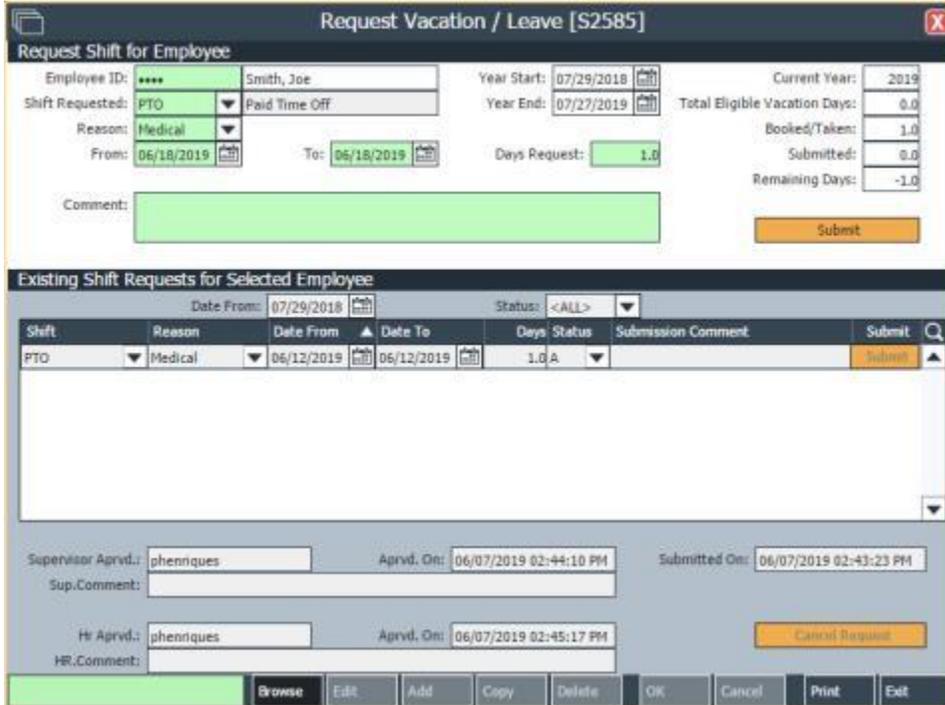
Result

You have approved the selected employee shifts.

Notes

- To approve all the listed employee shifts, click **Select All** and then click **Approve**.
- HR users can approve and finalize employee shifts without those shifts being previously approved by a supervisor.
- Double-clicking on the **Employee ID** field opens the [Employee Summary by Period \[S2487\]](#) screen.
- In the first column, the color of the cell indicates the status of the shift:
 - A **blue** cell indicates that a manual modification was made to that shift segment.
 - A **red** cell indicates that the employee punched in/out on a that day does not match the scheduled shift in the system. For red cells, click **View Raw Punches** to determine why the punches do not match the shift.

Requesting time off



Request Vacation/Leave screen

To request leave or time off:

1. Navigate to the **Request Vacation/Leave [S2585]** screen.
2. Select the desired **Employee**.
3. Select the shift, reason, and date range.
4. Enter a comment.
5. Click **Submit**.

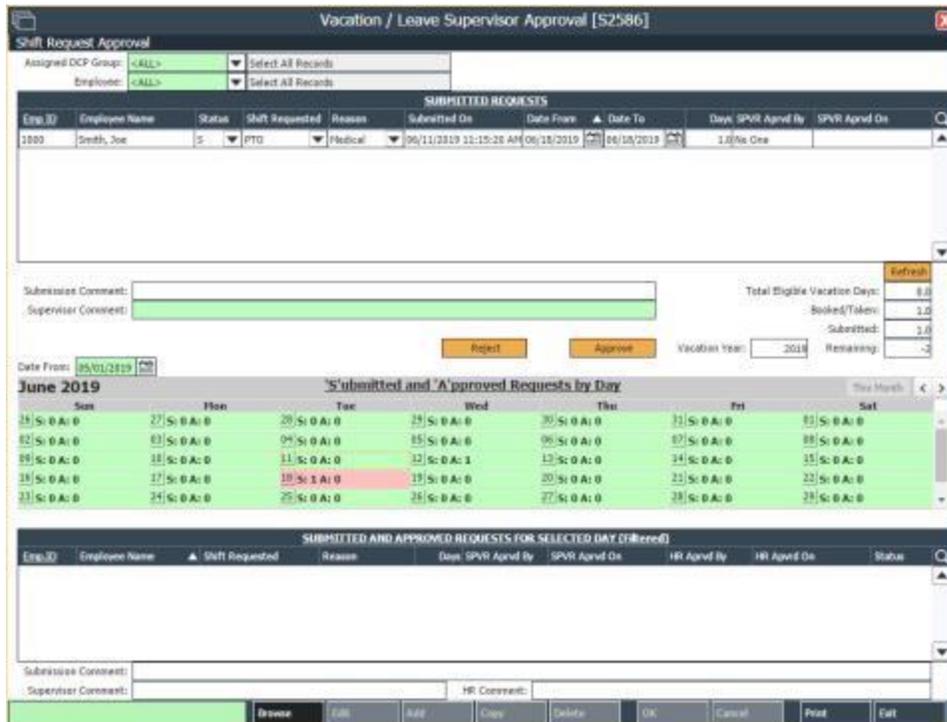
Result

You have created a request for time off or leave.

Notes

- To request a shift, it must be classified as **Shift Requestable** on the [Shift Master \[S2470\]](#) screen.
 - On the **Existing Shift Requests for Selected Employee** frame, shifts with a status of **Pending** can be resubmitted.

Approving leave requests



Vacation / Leave Supervisor Approval [S2586]

Assigned DCP Group: <ALL> Select All Records
Employee: <ALL> Select All Records

Emp ID	Employee Name	Status	Shift Requested	Reason	Submitted On	Date From	Date To	Days	SPVR Apval By	SPVR Apval On
1000	Smith, Joe	S	PTO	Medical	06/11/2019 11:15:25 AM	06/18/2019	06/18/2019	1.0	No One	

Submitter Comment:
Supervisor Comment:

Total Eligible Vacation Days: 8.0
Booked/Taken: 3.0
Submitted: 1.0
Remaining: -2.0

Date From: 05/01/2019

Submitted and Approved Requests by Day

Mon	Tue	Wed	Thu	Fri	Sat
25 S: 0 A: 0	26 S: 0 A: 0	27 S: 0 A: 0	28 S: 0 A: 0	29 S: 0 A: 0	30 S: 0 A: 0
01 S: 0 A: 0	02 S: 0 A: 0	03 S: 0 A: 0	04 S: 0 A: 0	05 S: 0 A: 0	06 S: 0 A: 0
07 S: 0 A: 0	08 S: 0 A: 0	09 S: 0 A: 0	10 S: 0 A: 0	11 S: 0 A: 0	12 S: 0 A: 0
13 S: 0 A: 0	14 S: 0 A: 0	15 S: 0 A: 0	16 S: 0 A: 0	17 S: 0 A: 0	18 S: 0 A: 0
19 S: 0 A: 0	20 S: 0 A: 0	21 S: 0 A: 0	22 S: 0 A: 0	23 S: 0 A: 0	24 S: 0 A: 0
25 S: 0 A: 0	26 S: 0 A: 0	27 S: 0 A: 0	28 S: 0 A: 0	29 S: 0 A: 0	30 S: 0 A: 0

SUBMITTED AND APPROVED REQUESTS FOR SELECTED DAY (Filtered)

Emp ID	Employee Name	Shift Requested	Reason	Date	SPVR Apval By	SPVR Apval On	HR Apval By	HR Apval On	Status
--------	---------------	-----------------	--------	------	---------------	---------------	-------------	-------------	--------

Submitter Comment:
Supervisor Comment:
HR Comment:

Buttons: Review, Add, Copy, Delete, OK, Cancel, Post, Exit

Vacation/Leave Supervisor Approval screen

To approve leave requests:

1. Navigate to the **Vacation/Leave Supervisor Approval [S2586]** screen.
2. To filter the list of employees, select the desired filter options.
3. Select the desired day.
4. Select the employee.
5. Enter any comments.
6. Click the desired action: **Approve** or **Reject**.

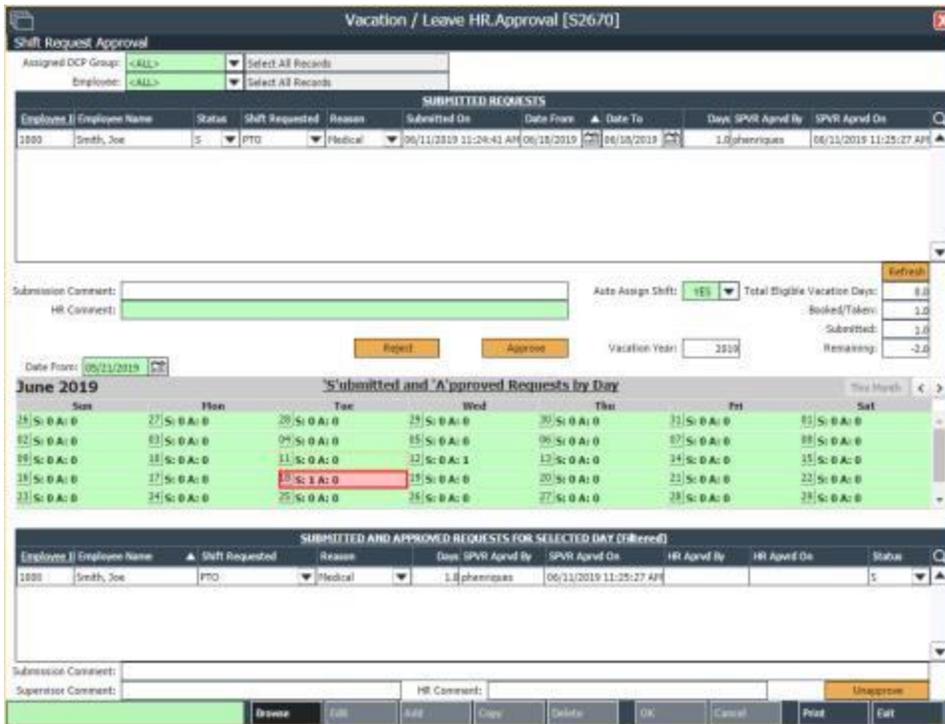
Result

You have approved or rejected the employee's request.

Notes

- On the calendar frame, days with requests requiring action appear in red.
- Only shifts requiring action will display under **Submitted Requests**.
- The calendar frame indicates the number of Submitted (S) or Approved (A) requests for that day.
- Approved leave requests required further HR approval.

Approving approved leave requests



The screenshot displays the 'Vacation / Leave HR Approval [S2670]' interface. At the top, there are filters for 'Assigned DCP Group' and 'Employee'. Below this is a table of 'SUBMITTED REQUESTS' with columns for Employee, Employee Name, Status, Shift Requested, Reason, Submitted On, Date From, Date To, Days, SPVR Apvd By, and SPVR Apvd On. A single request is visible for Joe Smith, PTO, Medical, submitted on 06/11/2019. Below the table are fields for 'Submission Comment' and 'HR Comment', an 'Auto Assign Shift' dropdown set to 'YES', and a 'Total Eligible Vacation Days' summary table. A calendar for 'June 2019' shows 'Submitted and Approved Requests by Day' with a red highlight on the 27th. Below the calendar is a detailed view of the request for the selected day (06/27/2019), showing the employee name, shift, reason, and dates. At the bottom, there are buttons for 'Approve', 'Reject', and 'Unapprove'.

Vacation/Leave Supervisor Approval screen

To approve leave requests:

1. Navigate to the **Vacation/Leave HR Approval [S2670]** screen.
2. To filter the list of employees, select the desired filter options.
3. Select the desired day.
4. Select the employee request.
5. Enter any comments.
6. Click the desired action: **Approve** or **Reject**.

Result

You have approved or rejected the employee's request.

Notes

- On the calendar frame, days with requests requiring action appear in red.
- Only shifts requiring action will display under **Submitted Requests**.
- The calendar frame indicates the number of Submitted (S) or Approved (A) requests for that day..

Shortcut keys

The following shortcut keys enable you to navigate OnRamp without the use of the mouse:

Shortcut	Command	Used	Description
Ctrl + G	Go To	Anywhere	Opens the Go To Screen pop-up window. Entering the screen number will launch that screen and make it active.
Ctrl + A	Add	On a screen	Adds a record to the active screen.
Ctrl + E	Edit	On a screen	Edits the current record on the active screen.
Ctrl + D	Delete	On a screen	Deletes the current record on the active screen.
Ctrl + B	Browse	On a screen	Switches to browse mode on the active screen. Note: This is the default mode when you activate a screen.
Ctrl + S or Ctrl + Enter	Save	On a screen	Saves the current record on the active screen.
Esc	Cancel	On a screen	Undoes changes made to the current record on the active screen.

Glossary

D

DCP

Detailed Capacity Planning, or DCP, is a capacity and manpower forecasting tool in OnRamp.

E

ERP

ERP or Enterprise Resource Planner is a software suite used to help you better manage your enterprise resources.

MTR

Material Test Reports

P

Pareto Analysis

Pareto analysis is a technique used to determine the best course of action where many possible courses of action are likely. The QA team estimates the benefit delivered by each action, then selects a number of the most effective actions that deliver a total benefit reasonably close to the maximal possible one.

Q

QA

Quality assurance (QA) is a way of preventing mistakes and defects in manufactured products and avoiding problems when delivering products or services to customers. It is part of the quality management process and focuses on providing confidence that quality requirements will be fulfilled.

S

SME

Subject Matter Expert, or SME, is a person that is an expert in a certain area, or matter, within the company.