

SURVEY OF STATE EMPLOYEES

Edison Enterprise Resource Planning System

**Compilation of Public Comments Provided by
Users of the Edison Enterprise Resource
Planning System in Response to Survey**

May 2009



**STATE OF TENNESSEE
COMPTROLLER OF THE TREASURY**

Department of Audit

Division of State Audit



As stated in the introduction, your comments are completely anonymous. With regard to any written comments you might provide, we would like to compile those comments and include them in our report. Please consider if you wish to include any personal identifying information in these comments. If you would like to provide comments on Edison that may be compiled or summarized and included in our report, please provide them here:

1. This is a bad system and taked three times as long as before. Example it used to take 45 min. to do payroll now its taked 2 1/2 days and you have to make copies of every thing because Edison ooes everything. It`s terrable please do away with it.
2. too many emails sent at the start and now there are too few.
3. Processes such as time and labor were much more simple before Edison. What previously took only a couple of hours on one day, now takes several hours over a period of several days. The check stubs are hard to understand because of excess information and the terminology is not clearly understood. The general population of a maintenance facility consists of employees with very little computer knowledge. This creates confusion and frustration especially with logins and passwords.
4. Reports are too repetitive, complicated and time consuming.
5. the only problem we experience with Edison is when I submit my time the approval does not go to my supervisor although the confirmation page indicates that it has been. Since we don't know who receives the confirmation it can take some time for approval of my leave/time entry submissions.
6. systems runs take to long to update, this makes it hard to key approvals and manage exceptions. Also, just 2 runs per day are not enough. The perfect would be that it instantaneous updates.
7. No comments on this particular element at this juncture but I would encourage you to issue a similar survey that would address concerns with other Edison functions as well as the preparation for the system transfer. Many of us have incurred problems with training and travel and would appreciate an opportunity to address these concerns.
8. I don't have any direct contact or anything to do with Edison other than to check my pay sub and leave balances.
9. They don't run Edison on the days that the supervisors can approve our time. On split pay periods, I don't see why we have to key time twice a week.
10. If we experience a problem, such as I currently have, with no beneficiaries being indicated as they should be, we should be able to edit and correct. Right now when I try to do that it tells me I am not authorized for that component.
11. I don't like that Edison takes so much of the super user & my time because the system

does not allow flexibility in data entry dates. By having to approve leave every Monday - I feel like I can never miss a day's work. If Edison were set up for semi monthly or monthly entry; it would be more user friendly.

12. None
13. The lack of "ticklers" to indicate that a leave request or similar item needing approval has been submitted is outrageous. I do not have time to log into Edison every day.
14. Someone needs to determine if this system should be a permanent change before its too late to go back. If it is staying, someone may want to consider the ramifications of using this system for the next ten years. As of now, successful implementation is the focus, which I understand. But a realistic assessment of the accuracy and functionality of this system when compared to the state's processes is vital. There is a difference between honest concerns and negativity. Someone needs to be deciding which is which really, really soon. For example, how many steps did it take and what is the time difference between the old way versus the new way? Is there a definition of success of the system and not just successful implementation?
15. Once I enter my time into Edison, my Director cannot view my time until 24 hours later.
16. Messaging regarding Edison glitches and time reporting periods have been poorly communicated. The frequency with which time reporting procedures change creates confusion in our office. For a staff that is frequently gone for weeks at a time with prospective industries, the need to report time frequently and promptly is a challenge. I hope Edison will be more clear and infrequent in noting time reporting changes. I hope longer periods will be allowed for time reporting. Edison should not be a priority for State employers, serving tax payers should be. So far Edison has only created new headaches and problems that keep us from doing the meaningful work government is responsible for. Management and execution of this project is impressively poor.
17. I believe that Edison is a hyped up waste of money. I also believe that even with current and future security measures, Edison makes those of us whose personal information is in Edison even more vulnerable to identity theft and there is nothing you can say to make me feel at ease regarding this...hackers are brilliant at what they do AND they are relentless.
18. My problem is not personally with Edison system-just how our time is keyed. We have folks that are trained and can key our time so that we are free to do our case work. I don't understand why it cannot stay that way.
19. I don't feel this system was worth the money it cost the taxpayers, especially considering our nation's current financial situation. That money could have been spent in much more efficient and effective ways for the people of Tennessee. Most taxpayers and most state employees did not have a say in whether or not a new system should be sought after, let alone implemented. It seems to have been much more of a hassle and aggravation than a

benefit - in my opinion.

20. With the batch processing you never know when records are being updated or changed. The system is always behind.
21. This aspect of Edison seems to work well and we have adjusted to the program. Other parts of Edison FSCM for example have been much more difficult and have more problems that still are unresolved. Many times the system is very slow and there is a concern as more of state departments come on line it will be even slower. It may evolve over time some areas work better then others. It does seem that there are some problem areas that there just is no answer for.
22. I feel longevity should be calculated separately from regular pay. Edison is far more time consuming than the previous payroll system.
23. There are some things that could be listed on the receipt.
24. Whenever we are sent something through the e-mail stating that every employee has to do whatever it is. We try and the program is not set up. Why not wait until everything is set up and going before notifying everyone.
25. The system does not appear to be set up to be user friendly and accurate.
26. I feel that the way in which you enter your time into Edison is to complicated and not very accurate as to the type of time worked. I also don't like the fact that when you enter something into Edison and you made an error, you cant delete it or correct it yourself. If I entered it and made a mistake then I should be able to delete it or correct myself.
27. The system is much more complicated than it needs to be. I understand that some departments need the extra features but for those that do not, turn them off. The customizeable home screen is not truely customizeable. I would like to have shortcuts to the functions that I use the most on my home screen but I cannot add them. It only lets us add certian item, many of which I rarely use. The previous system took me about 10 minutes twice a month. This system takes 30+ minutes a week. If you were to take that time by the amount we are paid, it is easy to see that the state is loosing not only productivity but a considerable amount of money.
28. Edison control processes were not adequately prepared before production operation. Edison staff has very frequently failed to deliver control totals and processing authorizations in synchronization with the related data files. Production interface data file transmissions that depend on ad-hoc database queries are incapable of consistent, accurate delivery of correct data over the life of the system. Much of the Edison training was done to a script by someone who didn't understand the business processes involved and was only 'performing on a stage'. The trainer sometimes couldn't understand a question, much less provide an answer. System sizing was clearly ill-done given that daytime updates, which the business and users depended on frequently took hours to

complete - often resulting in supervisors waiting for hours to complete a simple confirmation. Modern systems are designed to eliminate such batch bottle-necks and provide workflow processing - one of the major reasons justifying the implementation of Edison. The elimination of several automated interfaces which were present in the legacy system and their replacement by manual re-keying of the data involved is an indication of system design flaws at the conceptual level. This HCM assessment needs to be followed by a Financial modules assessment. Many of the same issues in HCM are also present in the financial processing.

29. I highly support innovation and use of most technology. Hat's off to the State for moving in the 21st Century
30. All of the questions in this survey appear to be related to paychecks. I am a supervisor and I did not see questions in the survey related to time and attendance. I have a huge problem with entering time for myself and also approving time for my employees. This should be a real time system where an employee should be able to request leave and the supervisor approve the leave request and then the employee should be able to enter payable time and the supervisor should be able to approve payable time within the same day. It takes several days for all of this to clear out. There should not be an overnight situation or something that takes several days for this to run. The time system takes alot more time than the previous time system. It requires the supervisor to go in every day and sometimes several times per day just to stay on top of the payable time for the employees.
31. I do not like the way you select what the time is you put in i.e. Annual leave, sick or reg work it is too easy to select the wrong one and I did that on my leave for the week of 4/27-4/30 and someone actually caught and got in touch with my supervisor and they corrected it but it is too easy to make a mistake....I DO NOT LIKE THIS SYSTEM AT ALL.
32. Edison may fit employees that work an eight to five job on one project, but it does not fit an Agency like ours that work irregular hours, weekends, etc. on multiple projects. Deadlines for reporting and approving time are hard to impossible meet. It requires going back and checking and approving on nights and off days to make sure everyone is covered.
33. Given the huge budget this program involved and will involve in the future, I do not understand why the State did not simply contract professionals to create a customized program that would accommodate all state agency needs. Businesses do this all the time. Moreover, when I divide the cost of this project by nice high salaries, I think the State could have actually hired state-of-the art programmers to do the job who would contribute to the State's economy. To me, the biggest issue is COST. A good cost accountant would have nightmares about Edison.
34. you are discussing the payment module and that is not where my issue are. Also I don't feel like this is anonymous in any way and I need a job,

35. no comments
36. I feel that all state employees are being cheated out of money when they receive their longevity checks because it is attached with your pay stub and taxes are held out on the total sum.
37. Make printed payroll larger
38. I key payroll everyday and Edison is more time consuming than the previous payroll system. We always knew when payroll was due but now we have to keep up with a calendar everyday to tell us what needs to be done and emails telling us it needs to be done by a certain time. It takes longer to do payroll because we are waiting on the leave or overtime to be approved before we can key. If we have an exception, we have to wait until the next day to finish payroll. Too time consuming is main reason I don't like it.
39. I like the Pay Stub we get with Edison. It is much more detailed than that of the legacy system. I wish the Pay Stub would show our leave balances though.
40. Still have problems with 28 day cycle employees. Longevity due dates rolled forward one month. Have to process supplementals for payment, but then they get paid again in the roll forward month. My concern is that agencies will receive audit findings for these overpayments when it is really related to the system. We have undertaken a training course of our own to further instruct employees on how to correctly enter time, how to read the new paycheck, etc. DOHR is actually giving written test again, because NEO GOV cannot handle the influx of applicants. This is really going backward instead of forward. In my personal opinion, a test agency should have been used to implement Edison so that these issues could have been resolved. The same could have been done for NEO GOV. Edison training provided was totally inadequate. One training session does not make an Edison user. But, all of this is hindsight and we will continue to muddle forward and deal with issues as they arise. This project should become the poster project for changing the state's bid processes. The lowest bid more often than not creates situations where you have to spend more and more money to just keep something new working.
41. Edison is up and then down. Do not always know when Time Admin has run. Leave is put in and approved by supervisor and then lost somewhere. Edison is not yet dependable. Pay detail's are approved by supervisor and do not take at times. Pay detail's are put in and do not take at times and have to be redone. Sometimes have to spend too much time working on Edison stuff. Sometimes Edison is hard to understand and seems complicated. It is not as bad as in the beginning and some improvements have been made[at least I think they have and then system problems will re-occur again. The training on how to use Edison should have started at least 6 months before use and it should have been hands on not the lengthy, confusing, complicated computer training. This was a frustrating experience and things would have gone more smoothly in the beginning if staff and supervisor's knew how to use Edison and it would have probably been easier on the Edison system itself technically. Sometimes staff feel like they have to think about Edison stuff constantly and

this is a source of stress and we all have enough sources as is. The longevity issue has angered everyone and caused resentment toward Edison.

42. Working in HR, we have found that the Benefits & Payroll Call Centers do not work for our dept. We have lost the ability to help employees with those issues and it is quite frustrating to have to depend on an anonymous person that may or may not know how to help with issues. We would rather have the access to handle the payroll and benefits in our department. I am also unhappy about the increase in workload in the Time & Labor component. It takes days longer to process time that it used to.
43. I'm glad the Edison Training lessons are available online to access anytime.
44. As a supervisor, Edison is very time consuming and not user friendly. I would spend less than 15 min. total each month on time/payroll keeping. I now spend that much time (or more) each day...
45. The program works well in some area, but need work in others. The travel expense claim area need work. Days that are to be prorated the program should do that it self not you having to use a calculator. The old trips program did it. Why not this high price one.
46. Do not feel comfortable entering time daily or in advance.
47. I think there should have been more training to enter data into Edison and retrieve that data. The trainers did not have much patience.
48. The system will not save everything 100% of the time after it is put in. I still double check entries after the Time Administrator has run, and I still have to make changes that I should not have to make. There are some ways to improve on the training that we got and one of them would be to let everyone have a hands on experience with every aspect of the job that they would need to perform. This might mean having Managers meet as one group and Time Keepers meet as a separate group but I feel like it would have helped a lot in the beginning when Edison went live. Also, it would have been nice to know about some of the little quirks that Edison has, like waiting for the save to disappear before hitting the okay button and waiting on the blink that needs to happen at every stage of adding anything into the time keeping part. Over all though I would rate Edison about a 7 out of 10 so its not so bad and improvements are happening all the time. Keep up the good work and THANK YOU.
49. I have not experienced any problems. It is much easier to manage than the paper timesheets, and I will be very glad when we are no longer required to fill those out, too.
50. We are not allowed to enter our own time or leave into Edison at this time. This results in doing time sheets more than once per week. We are typically told to turn them in on Thursday and guess our time for Friday. Then if we work overtime on Friday, we have to update our time on Monday. This results in a waste of time and resources when we have a system where each employee can enter their own time. I can enter my time much faster

than I can complete multiple time sheets each week. This is very frustrating for me. I have never been told why, nor do I understand why, I can not use this system as it was designed and enter my own time.

51. Th only problem I have had is with leave balances and submitting leave requests...the other problems, ie... Instuctions to do, a task and then we do it only to get another email saying don't won't do it...that is annoying but not a BIG problem.
52. I have no issues wth the new edison system, training was easy and helpful. I also submit semi-monthly travel claims and find that this process is much smoother than the former paper process and is direct deposited into my account in half the time than what it used to be.
53. I think that the Edison System should have the capability to print a separate check for longevity aside from our regular semimonthly payroll checks.
54. Much more time consuming and more complicated than the previous system.
55. The thing that I like is being able to print present and past pay stubs and to see the pending pay before payday. Knowing what I will receive is really great! Understanding the pay check is difficult. How much overtime is actually worked is not clear. Why there are so many different hourly rates used is not clear and was not explained in the training. At least not clearly. I do not understand why the overtime is not on the same time schedule as the regular time: 1-15, and 16-30. It would make understanding the overtime much easier. I wish that the insurance was taken out not once a month but, done equally on both pay periods. On the previous pay stub, the annual leave, sick time and the comp time were listed. Now it is in a seperate area and must be printed. This issue is not a big deal, but it was nice to have all the information on one sheet.
56. I have not had any real problems with the system. I'm just not computer smart. Which mean I'm some what affraid.
57. The system is not user friendly and replicates old antiquated systems that are not understood by its operators. The time required to enter information and insure its accuracy has increased more than ten fold and shows no sign of getting better. I have to spend entirely too much time away from my job entering, re-entering and consulting with my supervisor to try to determine if the information in the system is correct and approved properly. My experience with the system since it began does not make me confident that the material in Edison is correct, secure, and will not change at random without my acknowledgement.
58. As a procurement person, I find the system to be work in progress, which complicates purchases when the rules change constantly. I realize tweaking is necessary, but why some of this was not evident, before going live, is poor planning or testing.
59. The only problem I've had is clearing exceptions for employees so they would be paid

and it is usually due to leave requests. They would make a request which would not appear on my manager's screen or it would appear and I would approve it but then the request and the approval would seem to disappear. Invariably, I would need to seek help from our Personnel Unit to clear the exception. Other than that, the only complaint that I have is the placement of certain data elements or controls (fields, buttons, scroll bars, etc.) on the screen. Overall, my experience has been favorable.

60. entering time, leave requests, and overtime requests and other payroll functions has become a daily requirement with edison. prior to edison, payroll functions occurred only 2 days per month. this work takes time which could be used performing our intended jobs. holidays have proven to be difficult to report time properly in the past, but does seem to have become easier to manage recently. also, some coworkers have voiced concerns wondering if accurate leave balances are being maintained. overall the system is more tolerable now than in the beginning, just more time demanding.
61. I have worked with other payroll systems prior to working for the state. edison is easy to work and gives the user a lot of on information. Great system!
62. The reporting in Edison is woefully inadequate. Existing reports are poorly formatted and difficult to read. Batch processing belongs to data management systems from 1970's and 80's. Tables in Edison are OBVIOUSLY not normalized properly. Navigation through application is not intuitive. Links should be conditionally displayed, instead of leading to "insufficient privileges" pages (which occasionally cause system lockup). Flexible Benefits processing and travel reimbursement requests have been processed 2 or even 3 times slower since Edison was implemented.
63. In theory Edison sounds great, however, in practice it consumes a great deal of an employee's value time. You must request time and wait for approval and then enter time and wait for approval again and hope there are no exceptions. As a supervisor I must approve time requests and make sure that time is entered correctly and check for exceptions before approving time. This is not a hard assignment, however, it is very time consuming and Edison is not always available for use. Edison requires a great deal more time than the system we were previously using.
64. it just takes so much longer to do anything...sometimes it works sometimes it doesn't ...I am in the field a lot and can't always respond to Edison issues immediately like it expects....
65. Employees would be much more supportive of Edison if the State would simply be honest about the problems and give honest feedback versus trying to manage damage control relative to a system that was not adequately designed and tested prior to coming on-line.
66. There is too much time spent on Edison, time admin doesn't run as it should, employees that need access to make approvals still has not been resolved. There are no notifiers or alerts for time/leave to be approved.

67. I think Edison is very time consuming. I liked being able to receive a paystub so I can keep up with my leave. I really am not looking forward to doing a travel claim on this system. I don't think the state should have spent the money for this system. Employees cannot even get raises but can spend the money on this system.
68. I still don't know how to put my own time in the system. It's too much trouble and you have to request overtime and then take time back. I don't understand it. I wish it would just take the time you get here and the time you leave and compute it.
69. It's very time consuming and difficult to keep up with the dates that time needs to be entered. The time it takes to enter regular work hours and then the burden of getting the approval of time before hand.(in emergency situations: if your supervisor is not present at the time you need to leave.) There's the pressure if time is not entered correct that you will not receive your paycheck....and told that they don't know when you will get it.
70. It has been over 6 months since start up. I still have employees I do not supervise under me. The time still does not show up correctly. Sometimes I have to key time repeatedly to get it to show up. Some of these errors are needless and should be corrected by the Edison people. I resent the Edison people claiming it is the employees fault things are not inputted correctly instead of the system is flawed.
71. Today for instance it is a split work week as it is the last day of the month. However no word has been given as to whether we enter our time in today for the week or not. It's very frustrating to have to feel pressured to enter time you worked before you actually work them. That seems wrong to me. It's also a lot of pressure if I am sick on a Friday because that is the "day" you enter time and you can't be sick if you didn't ask to have that time off first and get it approved and then if you aren't there that is more pressure on our supervisor to have to put the request in go in approve and then go in and enter the time for the employee. Why on earth would we have to have that extra pressure and report time that hasn't even happened yet. Or worry on a Friday that no matter how sick we are still should get up and find a computer to enter our request in and so on.... I also don't understand why everything is going so quickly to Edison since the set of problems with pay....have not yet been corrected. It seems as if everything is going to Edison ordering supplies to reporting travel and now possibly creating A&I's. Shouldn't we take it a little slower? Correct the problems first and then move to the next. I understand there has to be change and if it is change to better situations great. But when it is more confusing and time consuming and does not make sense then I would just like to ask WHY? I'm not against Edison but definitely know I'm dissatisfied with the problems mentioned above.
72. This is a very convoluted cumbersome and inflexible system that consumes 10 times more user and supervisor attention than the previous system for time reporting and other tracking systems. If this system were introduced in a private business, it would have been rejected. There are very poorly thought out and misplaced buttons along with illogical sequences that make its design one of the worst online programs I have dealt with, and I am a systems person and a programmer.

73. While someone else enters my time I am a timekeeper for approx 30 staffers. I believe it would be a good system if it operated the way it was explained during our training. It does not and I find it to be much more time consuming. We were trained that our group would contain our employees. This is not true we must enter the empl number. I am currently entering items in eprocurement and this is new to everyone and it too seem to be very time consuming. Many have ask me about not having personal information correct.i.e. veteran, etc. Since we do not have an onsite HR department I try to obtain information for staff in hopes of making Edison more acceptable. The jury is still out.
74. More training in the beginning would have moved the process along better.
75. The check stub is confusing compared to the previous one.
76. I think Edison is very time consuming.
77. With the new system it is performance well.
78. I feel with any new program there are bound to be difficulties.
79. Edison so far seems to be too time consuming and frustrating. There are too many changes hourly/daily/weekly as to when to input time in Edison which causes confusion for all. No one seems to have a clear consensus at any given time as to exactly what is the correct Edison protocol. The timekeepers or Edison superusers seem to work way too hard and are expected to do more than before Edison which just seems to put more strain on all.
80. it isn't going to make a difference anyway. we are stuck with it.
81. I am the [POSITION REDACTED] and I have experienced problems with the probationary PEs not being routed to the correct person to approve to for the Supervisor to finalize.
82. In our dept. we work 24/7. Edison seems to always give Sat/Sun as off days. Instead of showing a work week full of hours, then making employees delete their days off during the week, just start with a blank week, not showing days off as Sat/Sun, so Edison will not re-set the days off on employee if they do not get days in before end of pay period.
83. No problems with Personal Payroll, but serious problems with e-procurement, Payables, Receivables, Warehouse Inventory, Commissary Ordering, and Trust Fund. Payable problems may cause some institutions to be cut-off by 'vendors'. The Edison system is broken. Our state has funding problems and the system is costing more and more each day. We can't balance our budget now and the problem is going to get worse. Bury the "Edison" system.
84. The main issue I have is not so much with Edison as it is with the decision to shut down the previous system when Edison went live in mid-September. I have been in State

government for a number of years and every new system I have been involved with had the old system run parallel with it until the "bugs" were out of the new system. This was definitely not the case here and State government is paying the consequences.

85. New staff needs to be hired. Current staff are being told that there is a freeze on hiring due to Edison. This has been a problem for the past 6 months.
86. need more training
87. Changes in Edison should only be exceptions with weekly non-exception time being submitted automatically.
88. I am having a problem printing my reports in iNovah and I have called 5 times within two weeks. The last time I called I was told the ticket was given to the wrong team.
89. There are still those in our office whose time gets approved by someone outside of the office. This should be a simple fix and yet it has been ongoing for six months.
90. I would not have had the keying problem back in October if the training had been the way the system was going to work. I don't know for sure, but it appears that changes were made to the system after training and I followed the instructions from training and it caused a time keying problem. I have not had that problem since.
91. It would be nice if we could enter our time at least a day or two after the days actually worked. At present we are asked to input our time for the week before the week is actually over. This causes an issue if an employee is out for an unexpected reason. This would not be an issue if we could just enter the time on Monday for the week before for example.
92. With our case loads, we do not have time to key and I have not even had time to look at Edison except to key my leave to make sure I get paid.
93. It would help if there was a warning when you submit your hours that an exception has been created, then giving you a chance to go back and correct the mistake before submitting your hours.
94. no comment
95. From a Managerial standpoint, I think that Edison has not been beneficial as a "time saver" at all. With the advent of Edison, Managers must devote time and attention to managing exceptions, monitoring employee time entry, leave requests and approvals, as well as approving payable time. These are additional time consuming job duties now tacked on to our already busy days.
96. I don't understand why we still need to complete paper timesheets if everything is submitted electronically.

97. Too much info available in one place. Don't trust the security of Edison/Oracle. HR was once a functioning department. Now is nothing more than a lackey for Edison. Tail is wagging the dog. Lv requests are cumbersome. They also never go away. Have an employee number; why is SS# still listed? Lv and Attendance is now doubled in time. Before Edison, had several days to do lv and attendance. Now it must be completed the last day of pay period. Why? Time Adm doesn't run for days. Still must complete other lv and attendance and travel forms. Double work. Took a lot of my responsibility away and put on Supervisor. Thank you.
98. I have never been able to hit "Get Employees" and be able to see only my employees as Edison training led me to believe. I am unable to view employee leave request and approve them. Many times when I try to approve time or travel for an employee, Edison tells me that I do not have access to a particular screen.
99. The inability for a supervisor to approve time and then never see what's been approved again is baffling; calculations of Comp Time and split weeks are baffling; slightly differing amounts of pay for the same time worked are baffling; directions in e-mails sent to us on when to enter time have been conflicting; and the tone of many e-mails sent to us about Edison is threatening and intimidating as is shown by the e-mail dated 4-5-09: "In the near future a process will be in place to report those employees who fail to enter their time by established deadline. This information will be sent to the employee's Senior Director or Regional Manager and proper action will be taken. Thank you, Edison Management."
100. not as easy to understand as the old system
101. I'm fairly young and technical savvy, but I will admit I miss the old system of doing things. I understand paperless is better and commend the state for going paperless, but as far as Edison is concerned I can't navigate through it, but that takes time. It's just not that user friendly.
102. I am a superficial user. By that, I mean I submit leave requests, time worked, and I keep track of my leave balances. My only gripe is having to submit a leave request for each instance. I just put in for a week off and had to submit five requests - one for each day. Each request is a multi-step process.
103. The system has kinks that should have been permanently corrected by now. An example would be when you enter your time and look at it later and it "disappears" and you have to reenter. Just annoying issues that we should not be having.
104. I do not like the fact that our longevity is now added in with our regular pay check.
105. The component is not user-friendly. You have to go through several steps just to complete time and attendance for staff. If staff request off a week for vacation, a separate leave request is required for each day. The same with overtime. A separate overtime request is required for each and every day of overtime. In the training we received prior

to the implementation of Edison, it was told to us that we could complete 1 request for such leave and/or overtime, per week. This is not so. Also, in order to complete these requests, you have to leave the timesheet screen, go to another tab, enter the employee id #, then click on that employee, then the date, amount of time, type of leave, reason, etc. But, before you can do any of that, you have to find out if and how much leave the employee has, by clicking on another link in order to review their balances. Then there is another link involved just to approve the leave/overtime requests. Prior to Edison, the leave balances, were all on the screen in front of you. There wasn't a lot of jumping around just to complete time. Before, timekeeping was simple and not near as time consuming. Even though I do timekeeping, I also have other job responsibilities and now more so since the buy out. Now that this system is more time consuming than the other, it makes my job a lot more harder. I thought that Edison was going to help, not hinder us. As a timekeeper, I have received quite a few complaints from staff regarding the longevity pay. Seems that we are heavily taxed since it is combined with our regular paycheck. This is not how it was in the past - we received a separate check for longevity. And in comparing prior years pay versus now with Edison, hundreds more dollars are taken out and this just doesn't seem right.

106. I feel that the State's work force was not ready for a change of this magnitude although it was very past due. A lot of people barely have any or only limited experience with a computer. Just as with the state's finances, attrition (turn over) and the maturing of the system will correct a lot of issues with the system. I only wish I could create a USER NAME, instead of being provided one as geeky as [first name, month, day of birth, sequence#] This seems to be very lengthy and silly. I also expected more training and a better coordination of these training meetings. I feel it not being implemented like it should. However I do not use the system as much as a supervisor. Only to print a stub and check that my time has been put in correctly.
107. Extremely time consuming process/system for front line staff, supervisors, administrative staff. Creates an environment in which there is a constant duplication of tasks, very frustrating. Completion of a specific task may have to be repeated numerous times before it actually 'takes'.
108. I have not had any problems with Edison. I think that the State is providing a system that makes it easier for us the employees to review our records at a click of a button.
109. My paycheck is consistently wrong. Nothing major but wrong nonetheless. Every paycheck is more or less \$.10 off. This has not been a problem for me yet. It should be fixed. I am paid on salary and my paycheck should be the same each time I am paid. Before the implementation of Edison I had not one problem with my check. I also have a problem with the way I view my pay stub. It is difficult for me to read. Most of the time I need someone to make sure I have read it right. Just this week there was something I didn't recognize nor did my boss. The entering of time is a very easy process. It is what follows that I consider to be the problem. Most times we have to enter and re-enter and it gets old. Hope the issues are resolved but I am not a fan of the Edison component.

110. Since going on Edison insurance premiums are being deducted from lump sum payments in error and the problem to date has not been corrected. Separated employees paid in error.
111. While this system demands more time from manager/supervisor getting their employees properly paid I believe in the long term this is a good thing as it allows employees visual access to their personal benefit packages.
112. I fail to see how Edison is an improvement or time saver for us, we still have to do a paper timesheet, we have to enter Edison every week sometimes more on split weeks, not saving any money for the state of TN, I personally do not like the Edison system. It is much more time consuming for me as I have a research work week which is difficult to enter. It is just double work with the paper timesheet and Edison. I do not like it....
113. no identifying information at all please.
114. I do not think there was enough training and input for employees. Our HR Division has gone above and beyond to ensure payroll is correct and timely. However, the system is very burdensome and inconvenient.
115. I have noticed that it takes longer to have travel claims reimbursed lately. It takes about twice as long to receive reimbursement when I submit a flexible benefits claim form as it did prior to the implementation of Edison. I feel that the time keeping process is taking up much more of my time. I am submitting leave requests via Edison and e-mail (as the supervisor needs to know via e-mail when a request has been submitted in Edison). I am filling out two time sheets. One time sheet is used by the timekeeper to input my time as my agency has not begun to allow employees to input their own time. I am still obtaining written approval from my immediate supervisor on this timesheet. I am asked to submit this timesheet oftentimes 1-2 days prior to the pay date. I believe the number of days in advance depends on the day of the week the payday falls. At times this is very inconvenient and does not promote a pleasant working environment. While it is certainly important for employees to work the hours in which they are being paid, it forces employees to keep the work hours submitted without any allowances for unforeseen circumstances such as sickness, etc. The second timesheet is one that is used internally in my work unit that tracks daily activity. Since the second timesheet is specific to my work area, it will not be incorporated into Edison and will continue to be required of me. While I do feel that the training I have received concerning Edison has been well-organized, it has not been very helpful. For example, I was required to go through mandatory training about entering my time into Edison in the summer of 2008. We were told when Edison went live that the timekeepers would continue to enter our time for a couple of pay periods, then employees would begin to enter their own time (the process was to be phased in with work groups being assigned a starting pay period). However, to date our agency has not allowed employees to enter their own time. I have made efforts to stay up-to-date on Edison. However, so much time has past that I will have to spend much time relearning the time entry processes when I am told to enter my own time. This also applies to the training I have received in other areas such as travel administration. By the

time the travel administration portion of Edison is implemented, I will be forced to spend time relearning input processes.

116. I have always had problem with logging back into the system after changing my pass word.
117. The system is extremely time consuming. I personally have not experienced issues with my own payroll or benefits, but I know other employee's have and they do not have access to e-mail, so they are unable to respond to this survey.
118. It is in my honest opinion that the problems related to Edison are not just simple start-up problems. They are problems that are always going to have to be dealt with. It seems for as much as money as the State spent installing Edison that changes would be made to taylor Edison to "our" needs. It seems like we paid a lot for a product off the shelf that either can't or won't have changes made to it. There are probably certain departments with in that State that has seen benefits from the change to Edison. However in my opinion the Dept of Safety is not one of them. Many of us in this department do not work a regular 37.5 or 40 hour work week. It is difficult for Edison to give us the flexibility that is needed to manage our schedule.
119. We have gone from entering time 2 times per month to (5 times per month)and as greatly increase the work load on agency HR, Payroll, and timekeepers.
120. Edison has many major issues that need to be worked out. it is much too complicated and time consuming for the average person to feel comfortable using. in order for time keepers to input time for others they have to keep switching from screen to screen and input the employees ID number every time. Also there are many glitches. When time is entered we go back later and it shows changes that were not made by the time keeper.
121. I cannot get a clear answer regarding reassignment of time - Can Edison do it or Not - no matter what I try - it seems an Exception is always generated.Can't determine when an OT request and a leave request is needed if you try to work overtime to make up time - and keep receiving conflicting information regarding Edison auto-assignment. Feel we were basically lied to in the Edison training - explicitly asked about Sick Leave with a doctor's statement and sick leave without - was told in training that Edison would handle it and sick leave with a doctor's statement would still allow Overtime for the week. The week we started using the system - everything was different - Edison reassigns ALL OT to leave...Why are split weeks such a nightmare - we have to maintain two hardcopy timesheets for the timekeeper - our own copy since no one trusts Edison - we're basically wasting 3x the paper we originally used - but Edison was 'supposed to be paperless' and save the state money due to reduced paper usage...Why do we have to receive a paper paycheck if we make ANY CHANGES in Edison - most of my bills are Electronic - any disruption of direct deposit is an issue. Afraid to even change the amounts deposited into savings and checking or change beneficiaries for fear of getting a paper check.Why has Fort Dearborn suddenly begun to display separately from Health Insurance premiums (WITH NO EXPLANATION) - had to call at least four contacts - none of the ones we

have listed as contacts can answer - why have the Edison payroll number if the persons answering are unable to assist. Tried to 'do the right thing' and take a state vehicle for maintenance on Martin Luther King Day. Not one person in the building knew how to enter the time. Took an entire week to get clearance - and that was about 1 hour before I had to leave in return to my official station. No clear instructions in Edison for entering Time worked on a holiday as comp time, which must be used in the week accrued before any other type of leave is entered. Edison should be smart enough to reassign this time however it needs to be reassigned. But no - Edison was trying to take my annual leave and couldn't figure out that the Comp Leave for the holiday needed to be taken first. Still awaiting response from payroll to see if the calculations on my pay stub were correct - no response to date.

122. When keying a request time off and then something happens and not needed should be able to cancel or delete the request.
123. Having come from the private sector I have been through two similar transitions before with the same issues. In both cases once the program had been running for a while everything was much smoother and efficient. The first 18 months were challenging but by the 2 year everything was working well.
124. I find it unreal at the time involved in logging in work hours several times a week, only to have Edison say it is in error and there's a glitch in the system. In my book 37.5 hours equals 37.5 hours, but to Edison the two don't add up and I almost always get an exception. Pity the poor supervisors who must correct Edison each time I do my hours and there's a holiday during that particular week. The last time I checked Presidents Day and MLK Day were an annual event, though the software wasn't written correctly and I along with 100% of all workers got exceptions for supervisors to clear up later, if they could. How hard is it to remember that we have holidays several times a year on the same days? I can only look with dread at the moment in time when we begin to log down credit card purchases using Edison, IF the software was designed and written by the same individuals. On another sidenote, I'm one of the many that don't work Monday thru Friday, nine to four-thirty. Nobody will admit that Edison was programmed for those workers in mind, instead of employees that work irregular shifts, 24/7. What was someone thinking when we went to this system? Apparently someone who had zero experience in how some agencies and their employees work schedules were made out. Now, I feel it'll be too hard to admit mistakes were made because of my lengthy experience in state government. Oh, and publicly stating in the Tennessean there are no problems and it's a learning curve and old dogs need to be taught new tricks doesn't help either. Thx. for the time and effort.
125. The system is cumbersome and time consuming for input. It is taking staff 25-50% longer to perform the same duties they previously did for timekeeping and approving. I don't like the fact that longevity money is combined with regular pay creating a huge tax deduction. One check would be fine, but it should be figured separately.
126. The HCM component is poorly designed, difficult for users to input data, and terribly

inefficient. Training is NOT the problem ... the system is FLAWED!!!

127. I believe the state spent way too much money to implement this system, that does not work well, when they could have put it to better use by paying the employees more, who have to do this job day after day. The system has been in place for six months and we have never had training, you learn as you go, and that is not a very good way to conduct business. I would like to know who thought this was a good idea, because they were wrong. Every week you get e-mails with exceptions, time that has not been approved, and it continues every week, so that should tell someone something. Why did we change to this system? I feel the state wasted A LOT of money, on this and it was not necessary, but the longer I work for the state, the more I realize this is how the state does things.
128. I do not like that our Longevity is not paid in a separate check. More taxes being taken out and less money to the employees.
129. Our HR department requires that a signed time sheet be turned in and that we enter and approve time on a weekly and end of pay period basis. This has increased the work load on individuals as they enter their time because the number of times that we must enter time has increased from twice a month to as much as 5 to 6 times a month. Another issue involves the leave request and approval process. The system does not automatically populate approved leave on the time sheet. When a leave request is approved an entry should be made on the time sheet. Also the default time entry screen should follow the State's pay cycle, in that it should display an entire pay period, not one week at a time.
130. I am a Power User and continually have problems with the system. I can approve time and then it suddenly disappears. I tried to help one user enter W2 information and the system would not take it. Initial training was not good but my department designed a new mandatory training class that has been very helpful. We enter leave, have it approved and then it disappears. We approve the whole week then suddenly one day will disappear out of that week for several people. We get a lot of exceptions for the week-end. Since the problem with the overpayment of longevity and other problems I am back to spending several days with the people I am assigned to help. Things have gotten worse after this problem. We were told Edison would do certain things in training that it is not really designed to do. It should notify the supervisor when someone enters leave so we do not have to constantly monitor it.
131. I THINK THE BIG QUESTION IS WAS EDISON WORTH ALL THE MONEY IT HAS COST TO INITIATE. I LIKE IT AND IT IS EASIER TO ME. WAS IT WORTH THE MONEY? NOT FOR ME TO SAY, PROBABLY NOT BUT WHEN CERTAIN POLITICIANS GET IT IN THEIR HEADS THEY WANT TO DO SOMETHING USUALLY NO STOPPING THEM.
132. The training provided for all Edison classes I have attended leaves much to be desired. Classes consist of clicking a mouse, nothing more. We do receive an instruction manual with each course and hopefully that will answer questions as they arise. Most of my learning experience has been trial and error.

133. I received travel reimbursement within days of entering the information into Edison, which allowed me for the first time to be able to pay my bills promptly with the reimbursement not out of my savings. Thank you!
134. I like being able to access the information quickly. I like that you can access all benefits/taxes paid/ etc information all in one place
135. I also serve as a supervisor timekeyer for approximately 350 state employees. Since September 2008 I have encountered numerous problems/system errors with Edison during this time which has made my job much harder. In my opinion this system should not have been implemented state-wide at one time; instead the system should have been implemented one department at a time, and work out any "bugs" discovered at that time before implementing in other departments.
136. I understand the concept behind Edison and the need to streamline/update State Gov functions. However, many Gov functions are very intricate. It seems as if considerations were not made for the many intricate issues related to the operation of State Gov. Edison is replacing many functions but no one really knows how or what all is entailed. There are reports that can no longer be accessed; supervisors spend triple the amount of time entering employees time. These are just a few of the problems encountered. Edison should have been implemented two or three agencies at a time in order to work out typical start up issues instead of systemwide.
137. payroll is more trouble now. we have to enter time sheets much more often (at least once a week - sometimes more). we used to only enter twice a month.
138. I am generally pleased with Edison. There are a few bugs which seem to decrease as we go along. I believe if the time management system was run more often it would help with clearing our exceptions. I also think the performance management system operations are a little more complicated than they should be.
139. *problems have occurred with edison pertaining to individuals being properly assigned as backup approvers*also sometimes inconsistent instruction from HR as compared to Edison Help Desk - told that leaving reported hours blank for the remaining days of the next period on a split pay period screwed up time administration for the pay period being processed - told that was not the case by Edison Help deskOverall the system (not limited to HCM but FSCM as well) is still clunky and the training hasn't provided sufficient hands on experience
140. 1.More than once has it been necessary to submit a leave request for the same day.2. When Time Administration doesn't run daily, can be aggravating.3. When viewing the old system you could see the whole week and your total on one screen, but Edison requires too many opening, closing, jumping here and there.4. Edison requires too many extra steps which seems not time efficient. 5. I don't particularly like not getting a pay stub in the mail. If a person is out on leave, with no computer at home, how could you view Edison??6. I don't like how the pay stub is laid out and it is necessary to print the

pay stub plus leave balance sheet also. 7. Initially, it was very difficult due to a very short training class. Others had several days, I only had a portion of a day. 8. It seemed as if the folks that were trained extra, still did not know the answers to so many questions. They would have to call Edison and wait for answers.

141. I DON'T LIKE THE WAY I HAVE TO REPORT TIME WORKED OR REQUEST TIME OFF. IT IS NOT AS SIMPLE AS CICS. THERE ARE TOO MANY STEPS INVOLVED.
142. Longevity pay should be separate from regular pay. Regular pay is for work done in the payroll period, whereas longevity is for seniority. It should be easier to change 401(k) deferral amounts: I have tried for 2 months to increase my deferral to \$200/pay, and it still shows only \$180/pay.
143. The good thing is expense checks seem to be paid quicker.
144. Need to be able to find leave balances on pay stub. Bring home pay now varies instead of being the same on each payday? I don't understand it. I am a salaried person, not paid by the hour, my checks should not change other than the withdrawal of insurance premiums.
145. Edison HCM and other components are geared towards employees sitting at a desk with access to computers all day. It is not conducive to people working for the State that are out in the field. Deadline for entering employee time for approval are too restrictive. For example I am being told that today, April 30th, is the deadline for an employee to enter their time into HCM. Employees have to predict work hours and submit before the work day is done. In today's computer world it makes no sense to me to have data entry dates so restrictive. This questionnaire is geared towards the HCM component. The financial component has other problems. One that is a major impact and there does not seem to be any desire to change is the payment card reconciliation. Edison is making people in the field have to come in every week to reconcile their payment card purchases. For TWRA this means a Wildlife Officer that pays for his boat gas with a payment card to do his job on the water every summer weekend also has to come in from the field and get on a computer to reconcile his purchases. All these Edison requirements to enter data so often take away work time needed to do their job and serve the public. Edison powers to be seem not to care about this type of impacts.
146. Money was not there to spend the enormous amount this system was to purchase. Not any better than what we were using before. Monies should have been spent elsewhere.
147. I'm not sure whether this is an Edison problem or an HR problem, but employees are not allowed to bank comp time on the same week they take sick leave. For example, if I took wanted to take three hours of sick leave and I worked four hours over my 37.5 hour work week, I am mandated to use three of the four hours, rather than take three hours of sick and bank four hours of comp. I think this may be illegal. Additionally, I just can't count on Edison to be correct. My mailed paper copy prior to Edison was so much more reliable

148. WE ALL ARE STILL JUST LEARNING HOW TO GET THROUGH THE SYSTEM STILL.
149. I would like more information about shift differantal, more indepth training when there are changes in recording edisons. And if we as state employees have a problem with Edison why do we have to contact our supervisor, or the person that does the time, when we are the one that records our time.
150. The edison system has been very challenging for managers. My supervisor still cannot see my leave requests. Approval deadlines are not flexible for those of us who are required to travel. Also, the program does not process information in a timely manner. It seems every week we get an email explaining that time management will not run on time.
151. Travel reimbursements are not made in a timeley manner due to being processed through Edison.
152. No personal identifying information. I have had exceptions show up as high go unresolved for not only weeks, but months, as of now, have 1 back in Jan. I'm told not to worry about it, but that is an uneasy feeling since I am responsible and could reflect my managment of payroll. The person who advised me up the chain has been aware, and has submitted to higher authority to correct, so I do not blame the first line support person. they ahve been very helpful, but also seemes to be very frustrated, similiar to both of us having our hands tied. The system may be for the best later after the bugs are worked out, but I don't see that day in sight in the near future.
153. Training for individuals responsible for operation of the Edison HCM components was terrible. CBT Navigational training for basic maneuverability and being used to key data during the parallel testing of Edison was not adequate training for employees who are later to be responsible for managing, imputing and maintaining HR, Benefits, and Payroll functions. No instruction manuals or job specific training was provided. System changes continue which we are not notified of and yet have to compensate for. If service is improving it is because we are experimenting to teach ourselves how the system works and learning from our mistakes. No further training has been available for new hires in our section.
154. I like that the system is web-based, I can access it anywhere anytime. Online check stubs allow employees to review payroll information days before pay day.
155. We should only be required to enter time sheets semi-monthly, to coincide with the pay periods. Having to do it weekly and at the end of pay period is too cumbersome.
156. Despite news reports to the contrary, we have had employees go without pay. As a manager, I have NEVER had my direct reports show up in EDISON as reporting to me. I have NEVER personally approved their time. Other managers say that they have different groups reporting to them each pay period (including people they don't know). As a result, payroll is consistently being approved blindly. Yes, that's right, we are

approving payroll without direct knowledge of actual hours worked. And we do this every single pay period. This is not a paperless system. We all keep duplicate paper records. There is a culture within the group leading and guiding EDISON that is broken. If you have a question or problem not yet voiced or encountered, you are dismissed or directed to talk to a nameless "someone else." Our group is losing the equivalent to a full-time employee just attempting to deal with EDISON (this is not an HR person). There is no apparent interest in solving our problems. Nor is there any sense of urgency in fixing things or answering questions.

157. Edison appears to be more complicated than it needed to be for ending time. There's too many steps and procedures to take if you don't take the amount of time you initially requested. It's too time consuming.
158. My husband is out on medical leave and he was told by his personnel folks that he had to come to the office to complete his time or he would not be paid. He is supposed to have his leg elevated at all times due to blood clots. There needs to be a way for someone else in the office to input time in these situations.
159. I don't think any supervisor knows for sure what they are approving is correct or not. The screen that the employee keys should be the same screen for the approval process. Approval process is too complicated. Too much room for errors.
160. The payroll part of Edison is ok with me. Once I start using Edison concerning my job, that's when I'm afraid there might be problems.
161. The amount of time it takes to bring up the list of job codes we charge our time to takes an excessive amount of time. I am also disappointed that the monthly pay is going to be changed because the system is not able to accommodate it. It should have been a necessary part of the system at start up.
162. I have personally had no problems getting paid on time and accurately by the new system.
163. I Find Edison Very Confusing To Use, The previous System Was Much Easier For Me And Without Mistakes. Also, Edison Is Very Time Consuming and Constantly Making Changes. I Do Not Have The Confidence In This System, I Am Always Trying To Make Sure My Pay And Benefits Are Correct. This System Is Much Too Complicated For The Average Person.
164. The biggest problem with Edison is having to enter your time before it has actually been worked, and that it does not follow our work periods; that is, we have to enter time weekly instead of after the 1st-15th period & 16th-30th period as we did previously, and which is how we are paid...semi-monthly.
165. Why we spent money on a system that wasn't broken in the first place. I just don't understand. We don't need this we need a raise.

166. I do not like own longevity check included with own pay check.
167. I would like to see my current sick and annual leave up to date. Always 3 weeks late and hard to figure out my leave.
168. The only real problem I see with the new program is the amount of emails going out. I constantly receive emails and it is usually regarding exceptions. If you can find a way to deal with these I think we will have an excellent system for payroll.
169. Each person in state government has an expertise in a certain field. Our secretary was/is an expert in time sheets, etc, not me. Now, it's sad that I think twice about taking off on annual leave, or staying home on sick leave because I'm worried about putting the leave in Edison, especially if it's a "split week." Although our secretary would help us, we have been told that we must enter our time. I keep saying, "it wasn't broke" so why spend all that money to "fix it." We have all read about the security issues, but it seems as the worries about getting our pay and other problems outweigh the security issue. The majority of state employees live pay check to pay check. Just the worry that something may go wrong and we may not get a pay check causes undue worry.
170. Since I don't enter time I haven't experienced any real problems. I think time keepers have more adjustments to make than myself just printing off pay checks and looking up information.
171. Most problems I have experienced have been with time and leave. Sometimes it seems that time approvals you enter in Edison "disappear," and often the admin runs are delayed, which causes frustration and confusion. Although Edison seems to work most of the time (referring only to time and leave) I don't have high confidence that it is always working. Odd things happen for which there is no apparent explanation. It appears some employees across the state may not be doing as good a job as they could with entering their time and leave, but my folks are very computer literate and try hard to work with the system. These kinds of sporadic but recurring problems do not inspire confidence in the additional modules that will be coming on line and controlling virtually everything we do. In addition, some features that are supposedly doable are not yet available. For example, as a manager I can not access time and leave records for everyone in my work group. I can only access my direct report.
172. The Edison HCM component system takes much more time and is more difficult to utilize than our previous system payroll system. It also seems to have multiple system errors and do not feel that the program was perfected before being installed as the State of Tennessee's payroll system.
173. I initially found the explanation of my time on my pay stub to be confusing. The explanation was hard to read. Once it was explained to me I had no further problems
174. Time keeping for this unit continues through the Central Office and we must send in additional time sheets weekly. With 14 staff who travel in Middle TN, this is difficult to

get completed and then signed and into Central Office. Unable to print out full copy of paycheck. For many days(5), I was unable to log in to Edison to approve travel claims for staff.

175. MY JOB TAKES ME OUT IN THE FIELD A LOT. WHEN EDISON ALL OF A SUDDEN DECIDES THAT TIME HAS TO BE DONE, WITHOUT A LONG ADVANCE WARNING (SOMETIMES DURING SPLIT WORK WEEKS, SOMETIMES NOT, VERY INCONSISTENT AND HARD TO PREDICT), IT IS NEARLY IMPOSSIBLE FOR ME OR SOME CO-WORKERS TO DO IT. OUR SECRETARY THEN HAS A LOT MORE WORK TO DO AS SHE ENDS UP WITH THE TASK. ANOTHER PROBLEM IS THAT WE ARE ESTIMATING OUR HOURS. MY JOB IS NOT A STRICT 8-4:30 OR WHATEVER, AS I DO VISITS AND SOME ARE LATE DAY. ALSO I DO EVENING TRAININGS SOMETIMES. ESTIMATING TIMES IN ADVANCE IS NOT GOOD PRACTICE. ALSO, IT IS HARD TO PREDICT IF YOU ARE GOING TO GET SICK ON FRIDAY. I AM TOLD WE CAN CHANGE THINGS LATER, BUT IF LEAVE WAS NOT OKAYED AHEAD OF TIME AND YOUR SUPERVISOR IS NOT AVAILABLE AND ETC ETC ETC.....IT IS A PROBLEM AND A HASSLE.
176. As a manager I would like to be able to approve all staffs time when my supervisors are out.
177. Longevity needs to be separated from regular paycheck.2) Things such as Sick Leave Bank info needs to be corrected. For example, member since date is wrong. The information needs to reflect accurately on the items as well as other on the SLB sheet in Edison.3) Flexible Benefits needs to include on the letter sent out what is remaining balance left in account that is available for use.
178. With the Edison system it seems we are spending much more time on payroll and leave issues than we did before. Some weeks two time sheets are required. The lead time for entering time tends to diminish the accuracy. For example, because time sheets need to be turned in and approved ahead of the end of the pay period or the end of the week, things happen and the time sheet isn't accurate because someone called in sick before the time is keyed in.
179. We have a very good personnel person who reviews everything we do in Edison. She has found errors that I made that would have affected my pay. I thought I was doing my time correctly but I wasn't. The system is not user (me) friendly. It leaves too much room for interpretation and it asks questions that make no sense.
180. We are constantly having problems with being shut out of edison. One of my coworkers can not even log on even tho her password has been changed many times. When you experience a mistake you cant even get it fixed now because edicson Shuts you out and you cant change anything. we are always submitting time sheets to someone and you have very little time to get it in. The old way seemed to work fine.

181. I think it is just fine, just the normal troubles when anyone starts a new program, and people don't like change. So far just taking your time to see what the system will do and how to work is all they to do.
182. Edison is a very handy tool. I'm satisfied with it.
183. Even though my personal experience with the longevity problem was resolved, I was not satisfied with the length of time it took for them to withhold my payroll check which caused some inconvenience on my part. As a timekeeper, I can see it is taking more time for our field people to enter their time and travel expense reports. They are taking more time from their assigned jobs and getting less work done. The accuracy of the time and travel expense reports is questionable. It is taking much longer to enter the travel expense report due to having to look up codes as well as the accuracy of the actual mileage they report. Also, the the length of time the Supervisor is spending on approvals has increased.
184. For supervisors, it is very difficult to keep up with all of the payroll issues of all of your staff. The delay makes it confusing, You think you have completed a task, but can't tell until the admin runs. Then you have exceptions. It is especially difficult for staff who travel alot and are often out of the office. The system does not notify me of leave or over time requests. This requires me to constantly check and double check. I do not have time to do all of my assigned tasks de to the supervisory time required in Edison.
185. How can you count on the amount of the next paycheck when they're never the same? Before, there was one amount for the first check & a different for the 2nd because of the timing of the deductions. Now, none are the same. WHY?? New math? How can we verify if the paychecks are correct when they're never the same??
186. I don't think it is Edison as much as the people who run it. There has been little to no training. Supervisors are stressed and it gets put on us. We receive atleast 20 emails a month about do this don't do that. It is very time consuming.
187. I like the convenience of being able to view benefits and payroll information at home. One knows well ahead of payday how much check is. It is convenient to be able to make changes of information on line. Downside: still have to send paper copy to HR.
188. I don't think Edison is the true problem. Employee & Supervisor & Departments must use the system as it was design to be used.
189. You must put in Sick leave request prior and have it pre-approved to submit time, sometimes do not know are going to need sick time beforehand and getting pre-approval in order to input sick time is time consuming, should be way to input sick time on reported time and have manager approve. also travel permit needs to be more user friendly for people who do home checks - daily miles, point to point, needs to be easier way to input mileage for daily use.

190. Every now and then my time does not showup in Edison and I have to re-enter datainformation. Overall I like Edison. I like being able to go in and review leave balance information, review pay check stub information,etc.
191. I think Edison was a big waste of money!! I spend alot more time trying to figure out things on Edison than it took for me to do a paper leave sheet.
192. If the taxpayers knew how much time we waste using Edison, they would have a modern tea party and revolt! Whoever invented this system should be replaced. We should not have to key time more than two times per month. Edison is a white-elephant; a waste of time, effort and money!
193. I like being able to go to any computer and pull up edison if I want to look up my leave, pay check, personal information and etc.
194. I think that the concept is very good and the system has some great advantages to the previous one, but having to center all work activities and schedules just around time entry deadlines, which seem to occur too frequently, is rather disruptive.
195. Edison is fine but this is now a three to four part process.....previously reporting leave and time was a two part process and that is not efficient to me
196. My time is entered by someone else, still having to do the same time sheet as before Edison.
197. I think edison is a waste of state time and state money used. I'm sure a better and less complicated system could have been utilized at a fraction of the costs.
198. This system is ridiculously time consuming and complicated.
199. Edison takes so much of my time as a supervisor that I feel guilty that I can not take care of my usual job responsibilities timely. It is a confusing and time-consuming program that is of no benefit whatsoever. It takes away the pleasure of getting to take off because of the loops that you have to jump through to take leave or to approve leave for my staff. It has actually caused my considering retirement because more confusing additions are coming. Why fix something that was not broken? This is double work for everyone involved.
200. Edison paid one of my staff her longevity twice. Once in 08 when it was due, and again in 09. Edison the system was unable to back out the Federal taxes held in excess and Edison staff stated they could not figure the correct amount out nor reconcile her payroll taxes correctly. there were several others in Feb 09 who recieved double longevity in the same situation.
201. There is too much repetitation on the entering to time worked. For instance,not only do I have to enter time for the week, but also ending on the 15th and the end of month in

addition to the rest.

202. I personally dislike the new way that our longevity is calculated for tax purposes. Because fo the combined paymnt of regular earnings and longevity pay, the tax rate is higher, decreasing the bonus pay.
203. Edison works very well; however, I don't like having to complete Edison along with 2 other paper reports every 2 weeks. Very redundant.
204. Edison takes everyone a lot more time to enter. People are spending a quarter of their day entering data, which should be spent on their primary duty.
205. It has been getting somewhat less frustrating to work with Edison as the employees that work under me understand the importance of timely entering their time....and only after approval of leave requests. Frustration still persists when we have to wait on TA to do their own thing before we can approve time and change to payable time. As a nursing supervisor, I don't always have the time to repeatedly check Edison to see if I can approve time...ns supervisors also do clinic work and a multiplicity of other tasks that take us away from our computers a lot. I don't understand how to read all components on the payroll sites. I feel that Edison is built on the assumptio that every employee has a good command of computer usage...many of us older employees don't and it has been frustrating to do the tutorials and implement the instructions.
206. Personally, I have not had any problems with the implementation of the Edison HCM component. Although I know of numerous people who have had problems with benefits, not being paid or being short paid. As with all new systems my hope is that as the system matures issues that crop up will be more manageable because users will be more familiar with the system and what is expected of them. As with anything new there is a necessary transitional period. Often times people feel overwhelmed displaying a reticence to learn and frustration is certainly among the by-products. We may look back at this transition and smile at our hardships recognizing that they were a necessary part of the learning process only time will tell if the implementation of the Edison system was a smart choice or if we should be looking elsewhere for a system which more fully meets our needs as a State.
207. Considering the amount of money the State paid for the program Edison, you would think someone would have the knowledge and know how to show the accumulation of both sick/annual leave as written in policy. Which states, that once an individual works .1 over 1/2 of the month they accumulate the appropriate leave for that month. This seems like a simple matter but evidently it more complicated or else no one has taken the problem to the Edison people. Leave requests have to be entered for each individual day. it would take a lot leass time if you could put in an entire week at one time instead of day by day request.
208. It seems to me that each pay period we get email regarding a problem with Edison: time administration didn't run, etc.... I just feel the old system worked well, and I can't recall

there ever being a problem with it. I was a timekeeper at that time before Edison was implemented.

209. The system works well and I am happy that I can review all my benefits online now.
210. If this had been thoroughly thought out and TESTED before implimation....make SURE that each department is thoroughly taught...assign someone to every department/division in order to determine what is necessary and what is not. Many parts of this program are not necessary for our usage. We also have many employees who do not have internet access available at home and cannot keep up with this themselves. Also, to be informed that I am an "old dog" that just refuses to learn "new tricks" is insulting. Had it not been for our employees dedicated to making sure that no one in our department goes without pay no matter how much overtime it takes, things would have been much worse. This system is costing the state more money than it is saving. Of course that's just one "old dog's" opinion....I'd be willing to bet many more "dogs" are going to contribute that same theory.
211. The only feature I have not particularly liked is having to change my password on a regular basis. I know it is for a good reason, but I still do not like it.
212. I requested another copy of my W2 through Edison,it responded that my W2 would be sent. After two weeks no W2. I contacted an HR rep and was told that Edison app didn't work. These types of applications can be hidden or grayed out until functional, dependent of the users hierarchy. Although the change of martial/dependent status worked as advertised. I don't know and I hear other people as well, if I need to change this; what or who do I contact? It would facilitate significantly if a spreadsheet was produced to inform me what actions is handled by Edison and what is handled by an HR person. Actions listed in column 1 and procedure in column 2 and published on the Web.? I don't like wasting time searching through Edison for an app that may or may not work Overall the current Edison is a great beginning.
213. I am not having and problems with Edison.I enjoy having access to my personal information, 24/7.
214. Way too many components. Should be more intuitive, not programmed well.
215. Edison takes alot of time, particularly if you are a supervisor. Wit the budget cuts and financial problems, the most important resource the state has (personnel) is being wasted.2. Not everyone has access to personal comuter at home or away from the office. This places a hardship on the employee or his supervisor when on leave.3. The system requires staff, particularly supervisors, to work during their off-hours by logging in and approving time if they are on leave or it is a weekend, etc. The limited timeframes to enter timesheets causes many problems.4. The computer module training was useless. Each employee should hav been given a written manual or something to go back and reference.5. I keep receiving email messages saying that I need to approve a training class for one of my employees and when I click on the link it says I don't have

authorization to access that page.7. I contacted the Edison help desk four times when I was having problems with a performance evaluation. That was three months ago and I still haven't even received a return call. I keep calling and following up with my ticket number, but no one has answered my question. Very frustrating.8. When approving time, there are codes and things that were never shown in training, and when I don't know what they mean, I call my Edison contact person and she just tells me to "ignore it - it is just an Edison thing that I don't need to do anything with." Edison is confusing enough, it shouldn't show is things that look like they need action if we are not supposed to do anything with it. Very confusing.9. Many times my employees enter their time correctly, yet after administrator runs it rearranges things and changes them and causes problems.

216. It appears that our time-keepers are inputting time, all the time, and do not have time to do other things that are required of them. We are also being asked to falsify time - enter our time before we work that day. We have had numerous occasions when time was entered, and then it disappeared and it had to be entered again, causing us addition work and time lost for other things. In general, it appears that Edison was a waste of money (for the cost), as the system we had could have been upgraded to do the basis things that edison does, without the expense and loss of productivity. If this continues, we will need to hire a full time "time keeper" to keep up with Edison. Conclusion - if it is not broke, don't fix it!!!
217. 130 million dollars when people are losing their jobs in mid career? Why would this fiasco be considered?E-mails are being sent out about disciplinary actions.I am a supervisor and in the last several weeks or more I haven't been able to approve time as scheduled due to "glitches".It usually takes 1 to 3 days just to get time approved and this is not caused by any exceptions.Edison has been a waste of time and money. 130 million could save several positions.CONGRATS to whomever is recieving the political contributions.
218. edison is not user friendly for repetitive work
219. Compared to the old system, I trust this system more, have better access to personal data and it is easier to use. I pains me to see the Legislature making political hay by pandering to a few crying wolf. The performance of this on startup is better than the old system ever performed. Change is always hard but most would never want to return to the legacy system!
220. Lot of \$\$ wasted in an economic crisis on a system not geared for State Government. The system in my opinion is for the private sector. It needs lots of programming changes to be a system that willwork for State Government. I don't care for it.
221. Unfortunately, instead of reducing workloads for employees, Edison has simply increased them instead. I think it would have been most beneficial if those responsible for gathering input from employees for Edison purposes would have actually talked to the "workers." The set-up for Edison is not feasible in so many respects towards accomplishing our objective. Change is inevitable and can also be a positive goal;

however, when it tends to go in the opposite direction and cause additional work as well as complicate once simple procedures, it has lost its success. It was my understanding that Edison was also moving state government into a "paperless" system. There are many instances where this is not even an option so we are duplicating our efforts by completing a transaction in Edison and backing it up with the same paper trail that has been in place for quite some time. I, as well as many others, are not resistant to change but we question going backwards in our attempt to update the "state's system." I also feel the training provided for Edison was inadequate. Many employees felt they were rushed through classes with robotic instruction. Currently, the Edison system compares with the old game of forcing a square to fit through a circle. It seems as though the system was designed first and the question of "What are our needs as an agency and what will work for us" were an afterthought. I appreciate my job and state government and it concerns me that we are experiencing so many setbacks at a time when employee morale is not at its highest. Thank you for giving us an opportunity to express our thoughts and issues.

- 222. shouldn't have to change the password so often
- 223. I do not like that someone other than my supervisor can go in and enter my time. I approached both my supervisor and this person and was told she was entering only my "regtime" and not my hours. HELLO I work regular time and rarely have other time. I prefer to enter my time weekly and not have anyone other than my immediate supervisor to have access.2. The fact that longevity pay is being included with the regular pay is not fair. Last year with 24 years in I recieved \$1967.00 and this year with 25 years in I only received \$1777.00. Processing the longeveity pay this way only punishes those who have been here longer than three years rather than rewards them.3. Although I do not process anyone on the timekeeper end as the one person I supervised was "swallowed up" by the same person entering my "regtime", I have noticed through emails that it seems supervisors spend much more time on this approving, fiding execptions, etc and it is a continuous cycle. As soon as one pay period is done, it normally takes 7-10 days for all the processing to be completed and the next pay period is coming up.
- 224. Why are you limiting this to the HR module. Ask about contracts and requisitions!!!!!!!
- 225. The computer based training provided prior to payroll go live was sad. Currently, since Time Admin. does not always run as it should, managers/ supervisors cannot approve time on a weekly basis as directed by Edison.
- 226. Would like to be able to view payable hours when viewing paycheck (on the same screen) to view any discrepancies in submitted time and time in hours paid for on paycheck. Very inconvenient not to have this on the view paycheck screen.
- 227. Doing time sheets 67 times a year rather than the old 24 times is a nuisance
- 228. I really like the employee self service piece. I also like the online leave request process - it's much better than the old paper system. I like being able to access the system from the internet when I am at home.

229. One issue I have is the auditing of what is being entered into the Time and Labor piece. Employees are entering time on the Holidays and accruing Holiday pay for it. We only find out about it if we run across it during our payroll audit.
230. HCM should know what day is a holiday when you request days ahead and not allow you to request that day off.
231. It appears from an IT perspective, that there was not a lot of testing done on the module. Yes, many of the problems were from learning a new system, but a lot of issues could have been addressed in advance if they had done better testing and then put that into the training. Also, having batch processes in IT systems in 2008 seems very backward.
232. entry of monthly accrued annual and sick consistently appears late
233. I don't like the way Edison calculates longevity pay- I received less than usual since longevity was combined in one check with my regular pay
234. A lot of us work with the public all day every day and do not have time to enter info on the computer because customers are sitting there looking at us assuming that we are not working. Then the complaints come in. We need a computer in the back that we can do this stuff out of the sight of customers. I personally don't have a computer at home and I don't feel like I should input stuff on my own time. Right now I have to go to the library this weekend to try to get my travel in which we have not been shown how to do. This is a guessing game and our paychecks are nothing to play with. There was nothing wrong with the old way. Other states have used this system and have gone back to the old way because of all kinds of problems. We need more training and time to do our stuff
235. I think Oracle is an awesome e-commerce database. I am so pleased that the State of Tennessee decided to go with this people soft technology system. It is so much better than the antiquated system we had and also very user friendly. In my opinion, this is one of the best decisions the State could have made. It is great to have access to so much of our personal payroll and benefit information. I think following instructions and paying attention to deadlines is very important. Thank you to the Edison staff for all their help. Anytime a new database system is implemented, there are anticipated problems, as well as some unexpected glitches, that have to be worked out. I feel very confident that the Edison staff are working very diligently to respond to real issues. I think it is up to employees to be more responsible, when keying so as not to cause more issues that have to be addressed. Thank you.
236. There was nothing worse with the old payroll system. Edison has been a headache since day one. The so called training was no good at all. We were told when we sat down that if you are with Safety most of this will not apply to you. If it did not apply then why in the world waste time and money sending a person to a class. We need a system that keeps all the information, Edison keeps it some times and sometimes it does not. I have no problems with new improvements but Edison is not an improvement. Edison has taken the state back not forward.

237. I have not experienced any problems with edison to date. It is nice being able to update my information at my finger tips.
238. INSTEAD OF ELIMINATING PAPER WORK, EDISON HAS CREATED MORE PAPER WORK.INSTEAD OF FILLING OUT 1 (ONE) TIME SHEET PER PAY PERIOD (THE 1st & THE 15th) I FILL OUT 4 TO 5 MONTHLY, TO MUCH TIME FILLING TIME SHEETS, AS PER THE OLD SYSTEM, TO MUCH TIME TAKEN VIEWING TIME APPROVAL AND TIME LOGGED IN, MORE TIME TAKING AWAY FROM MY REGULAR WORK. I DO NOT LIKE MY PERSONAL INFORMATION (ALTHOUGH MAYBE SECURED)EASILY ACCESSED BY ANY ONE, BANK ACCOUNT NUMBERS, SOCIAL SECURITY NUMBER, DATE OF BIRTH, ETC.,ETC. I CAN GO ON, BUT AS A WHOLE THE OLC SYSTEM WAS BY FAR MORE EFFECTIVE.
239. Very time consuming and task oriented,this comes before your regular work.
240. This porgram adds so many steps to the payroll process, that we could hire an employee full time to do only Edison work in our small office
241. If the system will work the way expected everything will be fine in time but hopefully not too much time. It takes too long to process time and is more time consuming than data capture was. The truth is Edison's HCM has added to my work load and that has nothing to do with startup problems. I'm sure it is designed to "fix" some issues not dealt with in data capture. But if the HCM is any indication of what it will be like when we go live with the financials.....I don't even want to think about it.
242. I only use edison to view paycheck information and enter my leave request. Have not any experience or training in any area to make any judgement on Edison (HCM) I don't like that longevity is added to regular payroll. I think it reduces the value of the longevity benefit.
243. Edison is not user friendly. I personally don't like how my paycheck is shown compared to what I previously got. My secretaries are stressed due Edison and do not look forward to doing payroll and they seem to spend much more time on payroll matters than they use to.
244. Extraneous entries like PAYRT show up that were not entered by me. These appear to have no effect on my pay, but are confusing. If these entries are necessary from an accounting standpoint, they should be hidden from the end user.
245. Personally, I don't like being placed into a higher tax bracket during the pay period that I receive my longevity. While I realize that I will receive my money back as a tax refund, I prefer to break even or owe the IRS between \$100.00 to \$200.00 versus a refund. My opinion is that if the IRS ever gets its hands on my money, I might not get it back. I would rather have my money in my savings account now versus receiving a tax refund. On the same note, I'm thankful that state employees receive longevity payments. It's

something that I really look forward to receiving at the end of my anniversary month. Our Fiscal and Personnel Officers at the Tennessee Regulatory Authority have been excellent Edison trainers.

246. It doesn't appear that enough consideration for the non-traditional 8-4:30 was given. We have staff that work other shifts, part timers, etc. Also, sometimes, I put in my time and my supv. says she can't see that it is there. Ideally, if this was supposed to be a real time system, it should have been a "real time system", not so many batch processes.
247. I prefer getting a paper check. I still have trouble checking leave balances, etc. Hopefully, that will get better with time. I feel like that I didn't get enough hands on training to understand Edison in the way that it could be utilized by staff that don't keep up with time.
248. Currently I am responsible for the time entry for 15 staff members. The staff is broken down into units with each unit having a supervisor. I can not see, enter or approve time for the staff. I can only see, enter and approve for the two supervisors. This problem has been reported several times and to date is still not correct.
249. The Edison system is very time consuming.
250. My major problem has been with the approval of leave, the same problem of approving leave is still occurring. You can approve the payable leave one day and the next time you go into the system the same date shows to be approved again. Naturally the problem with this is as a supervisor it is always in the back of your head if the system took the approval and we really do not have time to keep checking and double checking our work. Thank You.
251. I have only used the new Edison system to request annual leave or medical leave. I have also used it to look at my pay stub.
252. One thing I would like to suggest is the mid-week Edison entries that we sometimes have to submit because the 15th to 30/31st is in the middle of the work week. This can be difficult to work around if adjustments are needed after the submission has been made. This seems like more work for more than just one person.
253. The training is the biggest issue, for me. Setting in a computer lab and having an instructor say click here when the red box pops up is not a good way to train someone.
254. Having to do time weekly is my main concern. I prefer the previous way doing it twice per month.
255. The implementation is overwhelming to all employees resulting in about 3 times the resources (staff and time) for each transaction. There is no one to help because all levels of the system are overwhelmed at once. Everyone is trying their best and everyone I have had to ask for extra time and help, at all levels of the system, have been incredibly patient

and positive. The implementation seems poorly planned and the impact totally unanticipated.

256. I find Edison difficult to navigate.
257. The biggest problem is that it requires an inordinate amount of time to complete our timesheets compared to the previous system. From my viewpoint, it's doing what is needed but at the expense of added work at many levels.
258. I believe that most of the issues with the program are just normal growing pains when implementing a new system. I think once it's up and running correctly it'll be fine. Computers are easy for some folks to use and a nightmare for others. Those "others" are just going to have a tough time and it really doesn't matter how easy you make the data entry into Edison. I am the timekeeper for my office. It is incredible to me the hassle I have to go through at times with grown adults to get them to get their time entered. But I have also discovered that the majority of the time it is those who are afraid of computers that have the biggest issues.
259. ONCE YOU LEARN TO USE THE SYSTEM IT SEEMS TO WORK BETTER.
260. I don't have problems so much with the payroll and benefits component although I think the format of entry could be markedly improved. Other components and protocols such as credit card reporting and travel authorization are more serious problems for me.
261. I believe the lack of training is part of the problem. The person that is approving my time is NOT my supervisor. Information being put into the system wrongly and apparently no one can correct it.
262. Each employee needs to be reminded that we are not only hired to point out problems, but to come up with solutions.
263. Longevity checks should NOT be issued in the regular paycheck, causing us to bring home less, since more taxes are taken out of it. Please issue separate checks so we don't bring home less for more years of service.
264. I talked to the consultants when I took training and they made the point that the people soft program would work great if used the way it was setup, I see the problems as a result of trying to change it to satisfy so many different agency. I think it is great
265. Entering time in Edison is extremely laborious. Compounded over the entire state workforce, the amount of resources required just to enter time is significant and should be addressed.
266. The yes and no survey is not effective. The three problems that have been experienced are:1) Medical Payment information was mailed to work instead of home address;2) Pay stubs are not intuitive - the breakdown of the pay is confusing; and,3) Time that has been

approved needs to be approved again. Once should do it.l

267. The problem with Edison is the time required to deal with it. We have to estimate time EVERY week (mid week), turn in a time sheet and enter time in Edison. You have to plan work around the Edison deadlines. Estimating time worked every week is not good business practice. I believe if Edison was used as intended, the process would be easier.
268. As an employee I would like to suggest consultation with other states who have computerized software systems that are more efficient. Also more training for staff like time credited courses in how to use the Edison system. State of TN employees work hard, the payroll system should be not only secure but also unquestionably efficient. With as many problems that we have been having how can we insure that the system would be secure from criminal activity?
269. I FEEL LIKE THAT EDISON COULD HAVE A LOT OF UPDATES DONE TO IT. THE BIGGEST THING THAT I HAVE A PROBLEM WITH IS THE TIME NOT UPDATED IN A TIMELY MANNER WITH THE COMP,ANNUAL AND SICK TIME BEING UPDATED. AS OF RIGHT NOW IT HAS NOT UPDATED COMP AND ANNUAL TIME FOR THE LAST SIX WEEKS AND I PERSONALLY WOULD LIKE TO SEE THAT CHANGED TO KNOW EXACTLY HOW MUCH TIME HAS BEEN ACCURED. WITH EDISON I THINK IT GOES AGAINST GENERAL ORDERS IF NOT MISTAKING WHEN SOMEONE TAKES ANNUAL LEAVE AND IS MAXED OUT EDISON TAKES COMP TIME BEFOR ANNUAL WHEN IT SHOULD TAKE ALL IN ANNUAL TIME. THANK YOU FOR YOUR TIME
270. The parts of Edison that I have participated in seem to be cumbersome and not very user friendly. Too many screens to go to and too many functions to complete simple tasks .
271. Edison is too complicated for the average person to deal with---too much to remember just to do simple tasks. I can't imagine what it will be like when purchasing,travel authorizations,performance evaluations,and hiring employees is on Edison. Bottom line-- I think Edison will cost more to operate---constantly fixing things,down time,loss of productivity of employees constantly trying to fix things that used to be simple and quick to do---maybe old fashioned but a lot of the old ways were simple and probably more efficient.
272. They should offer serveral open dates for training on use of the Edison HCM component.
273. Edison has not delivered on its promise of elimination paper files.I just think people are afraid of anything.
274. Very poor training. There are classes being scheduled for May and June that should have been done last year.
275. The Edison system does not work well for our office because we don't all have access to a computer every day and some days the Edison system just won't let you sign in.The

Dept of Health will be different than any other department when we go live for the cashiering. Then we will be doing double the work. We will first have to do our cash drawer in the old system, then in the Edison system, doubling the work load and opening us up to twice the errors.

276. Although I have had no problem with my check or time, I have had issues with the edison system. The amount of time it takes to enter, approve, re-check and check again is much worse than the old system. Also, the deal of having to get "Payable Time" approved by a certain time so that reports want be sent to the Commissioners saying that we have a lot of problems is a farce. The approval of payable time is stupid anyway. We have to approve everything, right or wrong, so what good is that. The request for leave & overtime is awaist of time. If time is put on the time sheet and sent to "approved" payable time means that the approver approves it anyway so why have to do the leave request on edison and have it cause exceptions if not approve at just the right time. It would be good if we could print off a copy of the time sheet or something to be signed by the employee's instead of the "old" "leave and Attendance Authorization Form" since we use timekeepers in this place. It would also be a good idea since we have to print copies of the time sheet's to go along with separations and etc., if we could print all 3 pages onto one copy like the old system (print mutipile screens)instead of having to print each week of the payperiod on a different copy. It would be very helpful if our leave balance was put onto our pay check like before so we wouldn't have to print an additional paige and also, if the leave balance was on our time sheet instead of a different paige, it would take a lot less time to enter someones time especially if you have to figure out if they are using all their time or not. It takes t much time going back and forth from paige to paige, in and out. I also used to get a lot of reports to help in my job but now I get nothing at all. Most of the reports that are available are useless or have not been added to our system yet. Most of the forms that we still have to submitt now are BE (Before Edison) so we still have to use the employees social security number instead of the Empl ID. All the forms need to be up-dated. We still have a lot of trouble with not having all the employees in our timekeeper or approver group that we need. There should be some way to override the system so we can put the employee in the right place. This also goes for travel claims. The right approver can't get to them to approve the claim. We should be able to set up groupes and move people around a lot easier than we do now. Seems like this system has created a lot more work and it takes a lot more time to do it not to mention correcting the problems that it has caused. We could have used the money for this system to just up-date our old one and been a lot better off.
277. I CAN ONLY SPEAK FOR MY DEPT. BUT WE ARE NOT EFFICIENT WITH THIS SYSTEM IT TAKES TO MUCH TIME AWAY FROM WHAT OUR REAL JOB IS. WE ARE NOW PAYROLE CLERKS AND WE HAVE TO CHECK EDISON TO FREQUENTLY
278. I don't agree with adding the longevity check with payroll check. Web layout to complicated, you have to scroll over to create a new line.Leave accrual not showing up.Gross pay has been different each pay period.Not user friendly

279. We find out from month to month if we have to give time to our supervisors on a basis of every few days, week to week, week ending at payday, combination of one or more of the above, and it never seems to stay the same. It's like "What are we doing for time THIS week?"
280. In my personal experience, Edison has been functional for me. I like to be able to log in and have access to information. There appears to be some ongoing confusion with when time is entered, etc., but our power users and time clerks do a good job keeping everyone informed. I think some of the issues are related to familiarity and adjusting to a new system. Obviously, there have been some problems, but I don't know whether the problems are in the program itself or in peoples lack of understanding in using it. I do not like the way longevity is included with regular pay and taxed accordingly. I really have little to do with Edison, other than making sure my timesheets are turned in.
281. question re: whether or not I rec'd training on Edison prior to 9-16, I first recd some communication that said I'd be trained and that a self-training (via Edison) would be coming along, but never was given the opportunity for face-to-face training by the due dates given to me. The massive training I completed was solo so I'm not sure how much I really learned... Also have to state my payroll is done by Central Office & reportedly will continue to be done there until the kinks are worked out - makes me suspicious. one more comment - the questionnaire won't let me out until I respond to how I can compare Edison with previous system. I have no idea so my answer is a wild guess. thanks for the opportunity to provide input
282. Reporting time and requesting leave functions seem to work fine. However, my supervisor still experiences delays at times in being able to approve the time submitted in Edison.
283. I realize that computers are our future. I just liked it better when I received my check in the mail twice a month. I have no way of knowing that if the system were to crash and I didn't have a copy of my previous pay stub that all my accumulated time would be lost.
284. The system takes too much time on a daily basis for me and the HR component is the simplest.
285. The only problem I have as far as payroll is it seems to always have a problem running. We always get these e-mails that the system did not run and it will be the next day before you can go back into Edison and adjust your time etc.. On a different note. I handle contracts that my customers need receipts. Now that all money received through our department is going into Edison there is only one receipt. That receipt does not have a name, Driver License Number or any info that I need. I have to make an unprofessional copy that does not have the state seal on and mail a copy to the public. We ask about if we could get that info and was told no that the system did not have a program set up for our needs. The customers who send in several hundred of dollars deserve to have a professional receipt for their records.

286. Edison is NOT user friendly. I find my way through the system by using my manual. I am an advanced computer user so it does not bother me.. but it could be better it just seems like a rushed project that had to be put out.. but it works...
287. I don't have any complaints about Edison. I like being able to view my paychecks and print copies as needed. I have not explored Edison enough to speak about its other functions.
288. Edison is a program that is a tax payer waist of money. It has cause more problems since it has been in operation. People are not getting paid timely after information is enter into the system it is kicked out and has to be rekeyed, time admin does not always run timely. There is to many extra steps that that you have to enter just for one person in order to get their information. It is not a user friendly operation.
289. Before Edison I was having to enter time in different places for project and cost tracking. I like the ability to change 401K, W-4 and change my bennifit information without having to go to HR rep.
290. Nee more training.
291. There are to many screens to look at any personnel information. It can be be confusing.
292. Several issues I have encountered with Edison as a supervisor are,1. the inputing of leave requests prior to posting workers time. Workers still do not understand that the leave request must be input and approved prior to the posting of their time, in order that an exception does not appear.2. The timeliness of getting the posting of time on the system for approvals. Several times the system has not updated on a regular basis' in fact going for several days before it does update, making the staff have to take extra time to continually check the system to see if everything is correct.3. Exceptions are complicated to understand. An exception will be showed for a weekend day instead of the day the error happened. Exceptions most commonly appear near the end of the payment period which cause the supervisor/timekeeper extra stress just trying to get the exception taken care of.4. the performance evaluations, plans, etc. These are complicated processes and the instruction are and were not clear, therefore the plans were not correct and had to be completed again. Also, the supervisor is required to get the staff to sign off on their plans, but the system does not always notify everyone, i.e. reviewers, employees, etc. that the plans are available.3. The timeliness of getting the posting of time on the system for approvals. 1.
293. I have tried to learn this system, and having problems. I don't beleive it is user friendly. I am trying, but making little head way.
294. IT WAS NOT MADE CLEAR PRIOR TO RECEIVING "LWOP" HOW THE "AL" AND "SL" 'ROLL OVER'. IF YOU SUBMIT FOR MORE TIME THAN YOU HAVE ACCRUED. IT IS ALSO VERY DIFFICULT TO KEEP TRACK OF LEAVE BALANCES...WHAT IS ON EDISON DOESN'T SEEM TO MATCH WHAT I HAVE

CALCULATED ON MY OWN...EVER.

295. With the problem that I mentioned earlier, I have only had one person who I felt really tried to help me and that was Holly. I am getting generic answers from others and I was told that someone would be contacting me since what they told me about the situation didn't happen and as of today 04/29/09 I have heard nothing. One other thing, why don't the persons answering the phone like to identify themselves and when you ask, they seem put out. Holly answered the phone courteously and gave her name right away. I think the old way of when you accrue your time and didn't have enough time, they would take it from there, now if you don't have it they will take it from what is available messing up your annual or sick time. That's messed up as Andy Cordan would say.
296. Problems I have experience with Edison relate to entry on time sheets. Even though I have submitted my time and it is reflected on my page as complete; when the supervisor attempts to pull it up on the approval screen, parts of it appear to have not been entered. This has happened at least 2 or 3 times.
297. Must rely on others to complete editon time entries if absent .not very pratical when forced to key in days not worked yet. (keying time prior to week ending) .*historical data not viewable on prior paychecks (ex. va. time incurred/used/ balance)
298. Edison works fine for me. I am very computer savvy and figured out the system on my own without the training. I have seen though for others that there has been problems. Many people are not computer savvy and would prefer to go back to the old hard copy in the mail system. Any problems that I did have, I had corrected rather easily by the hr manager. I think the password system could be a little easier for those who are not computer savvy.
299. Time charged to different projects are confusing.
300. I like the fact that we have more access to our personal payroll records. However, the entering of data each pay period is much more cumbersome than it was before.
301. I have heard the stories, or saw on the tv news, of all the "terrible" problems some employees have had. I have not had any pay issues, or time keeping issues, and hope that I don't. But, as far as I can tell, all the problems are just what goes along with "trying" to get a new system up and running. Seems that as time goes by, the bugs will hopefully be worked out and we will get used to using the system. The past systems used by the state probably had the same issues when they started. Most people don't like change, and many just will never be happy with anything.
302. i don't understand,if something not broke,why change it.this is not the solution,it is more confusion an taking personal freedom away.thank you
303. Every new system will have its problems, from what I see its actually gone smoother than I expected.

304. I see the way that the time is entered and the way the approvers see what has been entered leaves the accurate time being paid in question. As a government employee as well as a taxpayer the system seems to have flaws that could cost the state a budget issue.
305. As a manager, I worry about any errors I might make effecting the pay of my employees.
306. Example. Potential employees for very hard to fill, critical, professional postions could not be accomodated by NeoGov. A number of these positions had to be filled using temporary, emergency procedures. Because they could not be hired as regular employees for a significant period of time and, therefor were not eligible for benefits, they resigned.
307. I agree that our old system needed updating. I like the idea of one system that handles all aspects of government. However, this system IS NOT working. We started the phases too fast and we are continuing to implement new phases without fixing the problems in the first phase. I think if we continue to add phases without fixing existing problems, this program will be devastating to state government in the future.
308. I have to enter time for a project, related to my section, and I believe in the future if more projects are entered, it would be time consuming to search for my particular project, with the current system.
309. My only concern is how we see our annual/sick leave. I would like it updated more often so we can actually see what we have and don't have. Updating once a month seems not enough.
310. I don't like the fact if COMP is taken and a sick time taken in the same week -- it comes out of COMP rather than sick. I don't think that is fair.
311. 1. The training we were provided was almost useless. Most of the questions asked were answered with "I don't know". The trainers seemed to know how to navigate the system but had NO clue as to how the system integrated with our business processes. 2. It takes me much longer to do a task in edison than it did in the old system. This IS NOT because of getting used to the system as has been repeatedly said by Edison. Transactions that required me to enter data on a single screen now require multiple screens. Look at separations and terminal leave transactions for example.3. The system of queries is horrible. I used to be able to go into Hummingbird BI query and set up queries to get data to complete reports. With Edison I can only run pre-set reports that 99% of the time DO NOT have the data I need. Therefore I have to spend my time manually compiling my data for reports like it was 1985. 4. When edison was being rolled out the Edison propaganda was heralding how time keeping would be easier because each employee would enter their own time. This is NOT TRUE. In my agency we all enter our own time but at a recent meeting held by DOHR and edison at the Nashville Library TDOT was held up as an example of how good edison is going and their field personnel DO NOT enter their own time nor does TDOC or TDCS. So why have the system if it isnt going to be used right.6. The system does not figure the longevity right for our commissioned officers we have had to manually audit each months longevity payments to ensure that

employees get their pay and it still isnt right and from what we are being told it wont be right anytime soon. This is a new task because edison doesnt run as advertised which takes up more of our time that I could be spending taking care of my employees. 7. I have to keep entering time for employees who have separated until the system gets around to finally dropping them. This including requesting and approving LWOP(leave without pay) for each week then entering the time, then approving the time FOR SOMEONE WHO IS SEPARATED!!!! This is time consuming and wasteful. Also these same separated employees keep calling me and wanting to know why it takes 2-4 months for their lump sum payments to be done when they separate. I thought it was against the law to withhold pay that is due to someone. 8. Think about this in relation to time. We have 900 or so troopers. 300 or so are supervisors. So these 300 supervisors spend lets say 10 hours (which is a conservative estimate) a pay period keying, approving and correcting time. Thats 20 hours a month each. 20 hours multiplied by 300 supervisors equals 6000 hours a month of lost enforcement time. Thats the equivalent of taking 38 Troopers off the road permanently. (I am probably being conservative with the number too.) Explain that one to the public.

312. this system is too complicated. anyone with any common sense would surley know that in order for anything to work for the working class people to use it has to be kept simple!!! people with so called higher education put this system together and from what i, we can see now they dont even know what they have put together,or know how to fix it. there have been cases here we work of employes being terminated,and still drawing a check,but they really wasnt terminated. while all of this has been said no one knew how to fix the problem an also stated that it was impossible for that to happen,in general this was a fine example of an edison FLAW. meaning it was all computer generated by edison. this whole edison experience has been a complete waste of taxpayer money,that could have been put into workers paychecks or hired new employes that need a job to feed their familys.i guess that doing things in a common sense manner is to simple, right?
313. good program
314. As with any new systems there are always certain "kinks" that have to be worked out. With adequately trained contacts, we should be able to reach the goal. It is, however, hard to keep count of any annual or sick leave. And what guarntee does an employee have that their time will not be miscalculated.
315. My employees spend about 4 times as much time on Edison as they did on the old system.. They have to work on Edison at home in order to keep up.
316. Unfortunately, anytime a new system is introduced there is going to be a learning curve and there will probably be issues that need to be worked out. It is similar to going to a new job and having to learn how to use a new system in that particular workplace. I think the new system is great because I can now view most of my information with the State. Before it was a struggle to determine who had that information. Also, time entry is much easier.

317. The printed version of the timesheet (TimeCard) is hard to read, explain, print and is inconsistent on how it is reproduced/displayed. The way you have to print a simple timesheet takes multiple steps and sometimes does not work and has to be repeated. The way an employee's hours are broken up can not be explained. Example.. An employee works 7.5 hours on one task but may have two entries of 1.5 and 6.0 hours. I did not enter it that way, so why does it print that way? It is also a slow process to get approved to even be able to access the timecard function. It took nearly 4.5 months until I was able to print a timesheet. My immediate supervisor still can not print timesheets from Edison. How about renaming the program to EDISUX, as it is commonly referred to. The paycheck is very, very confusing to read and understand. A class or tutorial of some kind would be greatly appreciated. There is information displayed that was never explained and is not intuitive. Of course the loss of overtime money by the new calculations is discouraging, as well as the long. bonus and the extra taxes incurred.
318. The biggest problem is working on 2 payroll periods in the same week. Changing to being paid every 2 weeks would simplify the system a great deal.
319. I'd appreciate it if the longevity payment were a separate document as it was prior to implementation of Edison System.
320. Since I do not enter my own payroll at this time, I cannot answer these questions as accurately as needed. I will say that there were mix ups in my tax information when it was transferred to Edison. Very disappointing in that arena. It cost me money. Also, I hope that a survey is sent out about iNova. That is the system that I work with and it is not working well at all for me or this agency. I hope a survey is sent out about that and action is taken. iNova now takes me three times as long to do a receipt for a customer. Time is being wasted as the receipt does not print information needed. It all has to be hand written anyway, so that each department can know what receipt belongs to which person/licensee. This system should be re-worked - as it is time wasted and is counter productive for the end result.
321. I do not like changing the password so often. We have too many passwords and pins in our daily lives. I have now forgotten my password and can not access Edison.
322. It appears that there are more and more problems pertaining Edison. It also seems that all programs that are being used by us get farther & farther behind. Longevity should not be included with your paycheck & I didn't receive my longevity at the right time.
323. It takes up too much time and everyone doesn't have pc's
324. I haven't been here long enough (6 months) to be able to compare Edison to the previous system.
325. Paperwork at the local level has increased. Person's knowing the real rules of leave and attendance are not involved with the Edison process other than entering their own information. We have more paper use than before in order to document time.

Supervisors have many more duties than to add being the total timekeepers of all employees.

326. If you could leave me alone and let me work, I get e-mails on a daily basis about Edison. The split work weeks throw me I think maybe a clerk should key this and not each person and the supervisor just needs to approve/deny leave he/she should not have to key this on a dailey basis. Each employee is spending to much time concerning this issue. Other than the time associated with Edison, I like online services.
327. The Edison staff have been very helpful and professional. The local Human Resource staff for our department have also been wonderful. The training component was not very useful. The implmentation did not seems smooth...perhaps not enough testing befoer implementation.
328. It takes MUCH longer now to do payroll than it ever has in the past. We are having to input data every week and then spend several days resolving problems. With the former system we input twice a month and rarely encountered any problems.
329. I am a supervisor and as of today 5-04-09, I have an employee who still does not show up under me in Edison. Therefore, I cannot approve the employee's time or requests for leave. The Edison Team has been notified on multiple occasions of this issue and all they say is, "they are working on it". This is unacceptable and it is ridiculous that each department cannot make personnel reporting changes in the system!
330. I understand that Edison is a system that is supposed to help government with accountability. However, it completely lacks the human interaction concept, something that State government is supposed to be about.
331. I have been discouraged in my attempts to access my paycheck information. It, in my opinion, is not user friendly. I have heard other people have issues and honestly I could be under or over paid because I do not have the time to keep trying to access the information. I have lost track of annual, sick and comp time which is very frustrating.
332. I DON'T LIKE MY LONG GEVITY PAY BEING COMBINED WITH MY REGULAR PAY. I RECEIVE LESS MONEY DUE TO HIGHER TAXES AND HAVING TO USE SO MANY LINES FOR REPORTING YOUR TIME.
333. no comments.
334. Most people only use edison rarely. Need a way of being reminded of password so that you do not have to change the password(just a hint) and bother someone to make changes.
335. Several times I have entered my time and when my supervisor went on to approve it, she could not find where it had been entered. I have had to re-enter my time as many as 4 times before she could approve it. I also entered 1 and 1/2 hours as sick time and it

showed up as annual leave. This is still not corrected.

336. I am unsure about the EDISON system. What it can or can't do to help make our job better. I will always accept being trained to be familiar how it works. I will be patience and hope it will be more realiable in the future. I recommend more time in training on how it works. How I can understand it better on it's operation.
337. More time consuming with many more steps involved.
338. I think the state made a mistake in aqiring this system. When problems arise about your pay. It takes much to long to resolve the issue. When you are dealing with someone's time or money many can't wait for it to be worked out. My brother in-law's children were dropped from their dental insurance. They have had no luck in re-enrolling. Now the children have no coverage for dental. When you do get your longevity check it is put on your regular pay check, therefore taxed more. I am afraid my children will be dropped and not able to get back on w/o paying a sum of money. There is no security in the Edison system.
339. I feel that the system was started entireley too early. This system should have been tested more throughly before expecting personnel to use it. Testing for Safety was non-existant. In all training classes we were told that none of the training pertained to us. But we were required to be there. No one knkows who to contact with a problem or a question. And when you contact someone, no one has any answers. All you hear is "I don't know". I feel that this program needs to be pulled , fixed, then those need to be tested. Any other problems that are found should be fixed and retested. This process should be repeated until the system is working properly. Granted the system we were using was antiquated, however it DID work. This system running as it does, DOES NOT work.
340. The only issue I have is the way Edison calculates your time and the Longivity.I feel that it shorts you.
341. I find it difficult to track annual and sick time. Where does compt time figure in. I have reconciled with data capture to my satisfaction, nevertheless, keeping manual totals still find disagreement.
342. [NAME REDACTED], [DEPARTMENT REDACTED] - I really like the Edison HCM system. I have access to my payroll and leave information that I did not have before. It is easier for me to track my time and pay and I have access to that information 24/7. I haven't had the issues others are reporting - the issues I had were related to learning to use the system. Now that I am familiar with it, I haven't had any issues.
343. I peronally think to much revenue was spent on this system... Considering the old system had no problems..
344. Because we are still expected to complete written timesheets in addition to entering our time in Edison, the whole system seems pointless. The amount of email reminders

received and the difficulties surrounding "split work weeks" have been irritating and confusing at times. Additionally, My supervisor must now spend a significant amount of time attending to Edison responsibilities. Requiring supervisory time resources to be used in this manner has a negative impact on my unit. My hope is that if the State continues to use the system that the management tasks be taken away from supervisors and placed back under the job descriptions of secretarial staff.

345. there is much confusion on our paycheck when you work overtime. The way it is broke down looks like they take money away from you. Also I had a problem when taking an annual day before and after a holiday, it stated I was not eligible for the holiday pay.
346. It would be nice if when requesting leave, one would be able to change the date/request if necessary.
347. The old payroll system was reliable and consistant. You knew when to submit hours and paperwork. The new Edison system is not reliable and is not consistant. It seems to vary as to when to submit hours and paperwork. Last month, we had to submit hours ahead of the time we had actually worked them. It is confusing trying to submit any time that is not standard. I have been really disappointed in the new system and really surprised at how many problems I have seen around me. But I haven't had any problems personally as far as not getting a check, or having my hours messed up. But it is so unreliable, I don't feel comfortable that it won't happen to me. I can't really say as to whether the current problems are manageable. I do feel like Edison wasn't well designed.
348. I have not had any problems with Edison. I believe that the online system is much more efficient than the biweekly paper system. I like being about to check all of my information online.
349. I think having to record time for every week, and splitting weeks when they occur over different pay periods is not efficient. We should record time for the pay period only. It also seems very cumbersome to request leave and have it approved especially after the fact.
350. PERSONALLY I THINK THE PROGRAMS BEFORE HAND WERE A LOT LESS COMPLICATED FOR ALL CONCERNED. THE BIG THING ABOUT EDISON IS THE FACT WE WERE RUSHED THRU CLASSES AND EVERYONE PUTTING US IN CLASSES THAT WE HADN'T ANY BUSINESS GOING TO. ALSO SOME OF THE CLASSES WE NEEDED WE DID NOT GET TO ATTEND. YOU KNOW I AM NOT GOOD AT EXPRESSING MY THOUGHTS BUT I THINK IF WE AS A WHOLE HAD MORE TRAIING AND MORE TIME WITH PEOPLE WHO TOOK THE TIME AND EXPLAINED THINGS IN LAYMAN TERMS EDISON WOULD HAVE COME OFF A LOT BETTER FOR ALL STATE EMPLOYEES. I HOPE MY OPINON HELPS.
351. I am very afraid about the start of EDISON TRAVEL. We don't have the system we need for us on travel. It is not useful. I have taken the training for travel 3 times and it simply

won't work for the job we actually do. I have told my program supervisor and they are aware of it.

352. When I first started to use Edison, I immediately recognize it as being very similar to PeopleSoft software system which I used at my previous place of employment. This place employed approximately 20,000 people. Having the experience of taking a plant from keypunch system to a full online operation main frame. One of the first things we did was flowchart all existing systems and data capture points before we set up the system. One of the keys to a successful implementation is training and practice. What we did was create two system databases on the mainframe. One was the system which was called the live system, meaning actual data and operations system and the other was a dummy system we called the training system. This system allowed employees to enter and play with the system without fear of messing up the data. This was also a great tool in debugging the system, screens, etc. Furthermore, the payroll system was by exception only. Meaning that all employees were assigned hours by their work schedule for example 37.5 hours. The employee and supervisor were only required to enter the exceptions (sick days, leave and other absences). This eliminates unnecessary and often repetitive data entry. The only entry to the system is when the employee takes a sick leave or other benefits. This greatly reduces the loss of productivity. To me as a supervisor the bigger problem with Edison is that the various modules were implemented way too fast. For example the Performance Evaluation Section of Edison is confusing and training on how to enter the evaluation is non-existent and there are no examples to study. Other modules show the same problems. Furthermore the system should be designed that once an employee completes his/her timesheet and submits it for approval and the supervisor approves the timesheet, the timesheet is locked so that all further entry on that timesheet is null and void. If the employee needed to make a change or a correction then the supervisor can unlock/unapprove the sheet. This will help cut down on a number of exceptions. Also the system should be user friendly it is not. Time entry should be vertical not horizontal. Employees. Employees need to be explained that the system is a batch entry system and is not in real time. Leave Request approvals need to be in real time not in batch mode they allow for the supervisor to immediately approve the request and the employee can enter it on his/her timesheet. There needs to be a screen where the supervisor can look at to see what functions need to be completed by him/her (time approvals . . . etc.) There needs to be a suggestion box which allows the employee to suggest changes to improve the system. If you need further information contact me at [EMAIL ADDRESS REDACTED].
353. the only issue that I have with Edison is the fact that we have to project our time and we have to turn in our time so often.
354. It doesn't feel right having to sometimes go ahead & key in for the remainder of the week (due to the pay period ending) that we have not completed yet. It feels that we have to plan our work itinerary according to Edison demands.
355. I don't like the combining of our longevity check with our regular pay check as we now get them through Edison. It takes out more taxes than if we got them separately.

356. I do see many benefits to a web-based application and understand the need to replace our older systems. However, the transition was not a smooth one. The training for Edison was lacking. While the instructors were knowledgeable about PeopleSoft, they did not seem familiar with which features the state of Tennessee were actually going to use. There were features that were discussed at the training that were not available when the system was placed in production. The slow speed at which task profiles can be accessed is also a concern.
357. Entering the actual time is fine. The issues come with approval levels and the lack of scheduled runs occurring. Also find that it does not always pick up everything and you have to re-enter numerous times to get the time to show. Deadlines are sometimes difficult to meet when someone is out and you do not have a timesheet from them.
358. I think the problems that I have had with dental insurance deductions and the premium amount that they continue to owe me has not been handled very well and it should not take this long to be resolved, it is today going on the 5th month and I have heard nothing from anyone about a resolution despite having already sent 3 to 4 emails on the same issue. Those emails do not count the number of phone calls that have been made as well.
359. In taking the program as a whole, I feel much better with it now than in the beginning, other than a few exceptions:-- I have difficulty with understanding the leave and overtime balances. They aren't matching the balances that occur on my paper time sheet. I don't know how to read them in the Edison program, and have some difficulty accessing the information. I don't know how to investigate the differences in the balances, how they occurred, or how to correct them. I have been told "just don't worry about it..." I feel a little uncomfortable with so much of my information being available to others. I am not totally convinced it is as secure as I have been told. Also is there any safe guard installed for me to get paid if Edison hits a glitch, or happens to be down when it's time to generate a pay check? I do like the ability to reschedule time when work hour changes have occurred during the week. The mass training I received was certainly needed, however I benefitted more from some one on one assistance.
360. The Edison system first of all is not user friendly. My biggest complaint is, it requires more employee time to keep up with time records. Would have been nice once a month. We were twice a month but now 3 to 4 times a month.
361. Early decisions as to the hours worked in the week are demanded before the week is completed. My job involves litigation so it is not possible to accurately forecast my schedule in advance.
362. The leave balances and benefit information needs to be updated more often. It is difficult to track this information when it is only updated once a month.
363. In talking Edison as a whole, I feel like the training has not been very effective and that questions were not answered in regards to interfacing with STARS and Edison. That is why I think that more of the problems are due to Edison error and not human error. I

have not been able to go to the sandbox to practice travel so that I can train our employees properly when we go live. So if I am confused with what I will be doing, I am sure they will also. I believe that to be training. I also feel like there are just too many steps to go through just to process let's say one payment. I have had several employees in doing their travel claims not able to have their money go direct deposit instead it pre notes in STARS and as a result the employee is getting a check sent here. Insurance wise, since my husband's retirement in August, his insurance has not processed through Edison properly.

364. We went back years in technology. Too time consuming!! Too many screens to go thru before finding what you need. Too much waiting when searching..."processing" flashes too long. Time Admin. doesn't run when scheduled or not at all. Then deadline nears from all the waiting or not running and have to rush or stay late only to find out later that time sheet didn't process properly. We still have a long, long way to go!! I still don't have confidence that I'll be paid each pay period. I'm constantly checking it.
365. Causes more work. Causes more paper. It is not work friendly. You have to go around the world to get one thing done and then wonder if it will be there tomorrow.
366. The Edison program is staff intensive @ the institutional/facility level. Edison has increased the work load of time keepers, supervisors and HR staff. A program that utilized a bar code system would have been much less time consuming and most likely more accurate in time calculations. The idea of all state employees being able to enter their time in a nice thought but impractical for many state employees. Apparently, none of the Edison committee members worked in a facility which operates 7/24, which is a short coming of the initial planning process.
367. I am satisfied with the payroll side of Edison. My concerns are more focused on the FSCM functions of Edison. I know this survey is not related to that component, but I wanted to state that concern.
368. I received training prior to the implementation of Edison, but did not start entering my own time until 04/01/2009. It would have been helpful for the training to be closer to the time my agency rolled out. Also, a post roll-out day of training to troubleshoot would also have been helpful. The "View Paycheck" portion is hard to understand. Lots of abbreviations with no easily accessible explanation of what they mean. I had classroom training, then took the on-line training twice and I'm still calling my former time-keeper for help. It seems like the little bit that I do on Edison should be fairly easy, so it's frustrating when I struggle with it.
369. Before I begin, on a positive note, I do like the fact I can see my leave balances. That is what I like about Edison. However, I would like to request that the people/person responsible for the implementation of Edison consider some important questions. Will the new system, Edison, simplify or be less time consuming than the existing one. Why would you select a system that doesn't simplify things or be less time consuming for your employees. After all, the less time it takes to record info. on Edison means more

productivity. Will the error rate with the new payroll system increase or decrease? I would like to feel like the effect of some new system on my job, be it Edison or VIP, etc., would be considered before it was implemented. It has been my experience as an employee of the state of TN. efficiency and productivity aren't a consideration. Was this system the best available to us? Was this the only system we could afford? Thanks for allowing me to vent.

370. The weekly process of how and when to approve time is very onerous. And as a Manager not being able to review and approve time of employees in my section, when one of my supervisor's is out forces me to go to the super user, who may or may not be available. You should be able to review and approve time for anyone in your chain of supervision.
371. i do not have any complaints thus far
372. My experience with the HCM component has been acceptable - it can be a hassle at times, the rules seem to change on a regular basis but otherwise it's not terrible -- the Financial piece with which I interact almost daily is another issue entirely, vendors don't get paid, invoices get messed up, the list goes on -
373. Edison has serious problems in the areas of time accrual and leave reporting (comp time, annual and sick). I have little faith that these constant errors will ever be corrected
374. It would be beneficial to ask what parts of Edison need re-designed or improved. It would help the moral to know the issues with inefficiency would improve eventually.
375. edison takes more of my time and my supervisors time than the old system. The rescheduling of overtime is causing the most problems because you do not know how much and where it will put it.
376. I believe the change was all that bothered people as far as confidence in payroll accuracy. The supply (purchasing) side is quite time consuming though. It requires duplicate entries repeatedly for large orders. I believe that area should be looked at to see if we can streamline the input process.
377. Time keeping with Edison is time consuming requiring wkly entry and even more often if 15 or end of month are in the middle of week. I feel previous system was working well. Edison utilizes more time of supervisors to enter time, especially when there is no way to know when an employee has entered to take time off. Other methods of communication still have to occur. A supervisor will approve time when possible and in the mean time employee have to keep checking if approved.....and this is in the best cases when to check for all does not take long time. We may be using more time of highly paid supervisors ...in order to save few employee in pay roll dept. I feel Edison is not working.
378. I am a manager and find that, with entering and maintaining my own time sheet, dealing with the timesheets of those who report to me; and approval: Edison takes quite a bit of

time. Especially on split weeks.

379. IT SEEMS THAT BECAUSE OF EDISON WE HAVE TO SUBMIT TIME SHEETS TO THE KEYERS (SHOWING WHETHER WE WILL BE ON LEAVE OR NOT BEFORE THE FACT), AND WHEN SOMETHING CHANGES IT CREATES CONFUSION. PEOPLE HAVE LIVES, FAMILIES AND SOMETIMES DO NOT KNOW AHEAD OF TIME WHEN THEY NEED TO BE OFF. IT IS VERY DIFFICULT TO TURN IN LEAVE EVERY WED OR THURS FOR THE WHOLE WEEK. EDISON HAS CREATED A MAJOR WASTE OF TIME. PEOPLE I WORK WITH OFTEN SAY "I HATE EDISON" AND I AGREE WITH THEM. ALSO, EMPLOYEES HAVE TO REMEMBER TO ENTER ALL LEAVE IN EDISON *AND* NOTIFY THEIR TIMEKEEPER, WHICH MAKES NO SENSE TO ME THAT THE TIMEKEEPER HAS NO INFO FROM EDISON AS TO WHAT WAS ENTERED.
380. The only comment I have is that time has to be keyed by the employee on our payday. Their should be more allotted time. The old system you where allowed more time to key your leave.
381. The edison training was a joke. what i have learned was hands on... you never know when the time is approved, you might have to wait two or three days after keying or approving time. I'm all for change, but I think the gov. spent too much money on something that is a problem, when the old system STARS,and TOPS works fine... Now ask why are we out of money?
382. First and foremost be honest. The Edison help desk people might try to be nice but either they are dumb/uninformed or dishonest. It is so bad that I will probably never call the help desk again.Accurate training has not been provided because of Edison or DCS. The initial training was not comprehensive enough to cover what I do in Edison now and the information then does not match the reality now.
383. All the money wasted on changing our payroll system could have been spent on better health and pay benefits for employees. Also would have employees doing their jobs instead of being tied up with entering time over and over again until Edison finally decides to take it.
384. After 6 mos, I still don't know if my paycheck is correct or not. The amount has been different at least 6 different times. It seems that the payroll computation has been changed to match whatever Edison wants it to be. It also appears that Edison pay computations have leverage to implement new "payroll policy" instead of the reverse. Assuming the payroll computations are correct, I can't look at the paycheck screen in Edison and find a single "help screen" link that tells what any of the various deductions are or how pay is calculated. In general I think there are very few useful "help screens" in Edison. If there are some, they are located so far away from where they would be useful, they might as well not exist.The training classes that I attended were also of little value. The instructors simply followed along the online help screens which I'd already been assigned to view.Unfortunately, Edison already has a bad reputation for being behind-

schedule, over-budget, and overly complicated... not a good start.

385. Edison is a failure. It is difficult to use even when you get on it. We have individuals who have little or no access to a computer and many have no knowledge of using a computer. It caused us to be taxed higher on our longevity checks and caused us to have our overtime rate reduced by a considerable amount. I have already been told the story about the fact that both of these are legal. The point is that the old way we did things was also legal and worked well. The new way of paying overtime was just a way to cut our salary. The information shown on Edison is hard to understand and there was no reason to change from what we had. Some states that have tried Edison wised up and stopped using it and that is what Tennessee does before something more serious than already happens.
386. There are so many things that happen every day in the system sometimes with no explanation and even though we can contact Edison folks and or DOHR there still is no reason or explanation for why things happen or do not happen when they should....each day is a surprise as to what will happen. Overall I think the system has too many issues that cannot seem to be fixed that we spend way too much time on clean up and or work arounds and hold up the actual progress of getting things done for employees.
387. I have heard other states tried this system & it didn't do well. Why would current leaders want such a program.
388. Because we operate out of a field office and are "in-the-field" most of the time it can be difficult to get leave requests entered or OT requests entered in advance. As a supervisor and also a field biologist, which puts me out of the office a lot, it can be difficult to get leave and OT requests verified and approved in a timely manner. I also feel that with Edison it is too easy for a field person/ employee to forget to enter leave in a manner quick enough for Edison. Sometimes the window of time to enter and approve time are quite short.
389. I believe that the purchase of this program was a waste of tax payers dollars since the old system wasn't broken. It might have needed updating but not totally extinguished. I believe in the saying if it isn't broken don't fix it.
390. Comments: No previous notice of how longevity would work through Edison. Rely on the longevity to pay college tuition for 2 children.
391. I CAN NEVER MAKE IT WORK OR LET ME IN
392. H.R. keys my time. All I have to do is complete the time sheet in ink and turn it in to my supervisor who gives it to H.R. I miss receiving a pay stub, but it's no problem going on line to view my paystub. The only problem I have is remembering my password.
393. The system is unwieldy, and more time consuming than previous systems. It was touted as being a paperless system, but in actuality has created more paperwork for users.

394. I do not like the way they added our Longivity to our regular pay check. It takes out more taxes and we do not get all the money that we would have if they would have kept doing it seperatly.
395. Edison makes travel and time reporting easier. I have encountered problems with the travel, mostly with finding the right point in city to begin and end my trip. Why can't Edison use something like Google maps? How easy would it be to enter my home address or other starting point and then enter the ending point, and that would be the mileage I would be required to claim. The only other issue I have is that my leave balances have not been correct. I have been told that this will be corrected once the comptroller's office goes to twice per month pay. Other than these two items, I think Edison has been an improvement. I really like the speed with which my expense checks are paid. I also like not getting my pay stub in the mail. I wish that my travel stubs and flexible benefits did not come in the mail too.
396. There seems to be problems at times as to what reported time an employee can view in edison compared to the reported time available to be approved. Concerns for employee time being approved if supervisor unavailable. Edison is not user friendly. Leave balances are not current, looks like they are at least a pay check behind. The performance evaluation section is a nightmare - have been told that we can cut and paste- but have been unsuccessful in doing so. Spend a considerable amount of time in typing a job plan.
397. I think that the start dates for Edison kept being delayed and I personally did not feel I was given enough training online when it finally got underway. I was already entering Edison or at least trying to figure it out when I was not supposed to. That beginning period was confusing and set the stage for Edison, for me, not to be an effective system. Due to the delay of getting started, I,then, forgot what I had learned and made quite a few errors. My supervisor helped me out quite a bit until the light bulb flashed and I finally understood what I needed to do. The delay in my time submitted and for supervisor approval causes further delays. Edison and its time administration management is the cause most of the time for the delay. It goes back to the supervisor having to question the employee's time and submission and the supervisor not being able to approve it on his/her deadlines. I have actually delayed appts.,had less sick time/annual time used, decided not to attend a graduation ceremony in Nashville for a 3 year Consortium Program I was in (especially since I do not know how to do an expense report) BECAUSE OF EDISON.
398. The program is quite time consuming requiring input and managment at least twice a week. Monday and Friday becomes a day where you must be near your computer to input Edison. Job duties have to be scheduled around Edison.
399. Only problems I have had were because I did not follow the correct steps. When I reviewed the training materials from the class, I was able to see where I made the mistake and was able to successfully complete my task.
400. I think that W-2 should be made available via Edison as well as paycheck for all active state employee. It seems foolish and a waste of taxpayer money to continue to mail

documents which could be made available in Edison

401. The error in my paycheck for February did not effect paying my bills as I have some savings. However if I hadn't saved it could have made a difference in paying my bills on time.
402. I sometimes find it a bit difficult to navigate through the different HR files.
403. We have so many employees that don't know how to turn on a computer and then we have some that know way to much. I people come to my office and needing help or they are complaining about thier checks not being right. I show them ho and what they are figured and it is the same the next paid period. we also have things that we can do and things we cannot do but I think Edison should have stayed with HR and F&A and not allow employees to be able to go in and change anything
404. Employees need to have someone they can email directly if they have a problem with the system and they will get a timely response until issue is resolved.
405. Needs to be more user friendly, with more instructions on how to change things.
406. Eidson seems to be a good idea in theory, time will tell if it works the way it was intended.
407. The system is not user friendly, The old system you could see annual and sick time with your checkstub this system you cannot. From experience trying to help older people with this they dont understand it, meaning it shows time in hours instead of days just an example.
408. Taxes are taken at a different amount.They were always taken correctly before.
409. Our Nursing Supervisor had her insurance premium deducted twice from one check.Office Supervisor got 2 longevity checks at one time.You key in your time and go back & it's totally different from what you keyed.I have five people that I have have to complete a job plan on and Edison kicked me out of the system 6 times while working on 1 employee.Our department opted to not allow employees to key their own timesheets and I am responsible for approving approximately 400 timesheets. With the old "antique" system, this took about an hour and with Edison this takes all day and sometimes longer. It's not "old dogs not wanting to learn new tricks" it's just that Edison creates so much more work to an already overloaded staff. We have got the greatest Human Resources staff in Nashville that you could find anywhere in the U.S. and they are pulling their hair out over all the problems with Edison and from what I'm hearing, this is just the tip of the iceberg.This is the worst thing that has happened to the State of Tennessee in my 33 years of employment.
410. Does not appear to save paperDoes not appear to save timeDoes not appear to save manpowerDoes not appear to save moneyDo not appreciate Edison staff referring to us in

the media as "old dogs that can't learn new tricks" Have eagerly learned many new technical procedures through the years. New systems should also make the workplace easier for state employees. To date Edison has not helped. It's made the workplace more stressful at a time when a bad economy has made life stressful enough already.

411. Since I have worked here and have learned how the whole system works I have been a little confused but overall it's all great. If there are any problems you have one of your employees contact me and let me know what I need to do to fix it. It's great to know that you're in charge of our time so we know that it gets done. It's wonderful and thank you so much [NAME REDACTED]
412. Our office spends at least four times as much time on this system as the old system (example: entering payroll information 5 or 6 different times per month vs twice. (...at least 4 more trips to the office to enter or report payroll. That's more time spent on administration and less time performing our job duties in service of the public.) And I have to check behind the system regularly to ensure that leave balances (etc) are correct and I have accrued the correct amounts. Other calculations I cannot check easily and have not been provided instruction information that would allow those calculations to be easily verified. I have a good working knowledge and experience with computer software and find Edison cumbersome. I get two to three emails per week announcing some problem with Edison that management is working to correct. Edison appears to be an inefficient, questionable use of state employees' time and taxpayer money.
413. What little bit of training I received has borne no resemblance to the reality of actual use. The "manual" appears to have been created by a computer specialist for computer specialists and has not proven to be user-friendly. The system is totally unforgiving; not easily allowing correction of errors. The paper system was simpler, easier and actually faster than the computerized one. I never know if what I'm doing is correct or not. Our "support" person, who is supposed to help us when we have questions/problems, offers little but snide remarks that discourage further use of that person's services. Much of this frustration could have been avoided with more realistic training while at a computer (not a powerpoint presentation going at breakneck speed) and a manual written in English instead of computerese. Why do I get the feeling that the State of Tennessee has been sold a bill of goods by a company that thought it had could make a mint off this program?
414. In my opinion, Edison seems to be a flawed system. The way it is set up seems to be better suited for a private or retail business, not State government. In my experience, there have been times when I had to repeatedly re-submit a week in order to reflect payable time. It should be set up to immediately make time available for supervisory approval, instead of waiting for sometimes days at a time to be available for approval. Also, the system is very sensitive to the amount of time you are on. I have been kicked off repeatedly after being on for only a few minutes or immediately after accessing reports or viewing paychecks and it is very aggravating and time consuming.
415. The on-line training didn't help at all. The only way I learned how to do it was because

my secretarial staff taught and continues to help me.

416. I feel much more comfortable using Edison then the old data capture. I was never able to remember how to use the old system even after using it for over two years.
417. There are some issues that should have been identified during UAT. For instance the ability for Directors to have dynamic groups in order to approve any of their staff, the inability to rescind a leave or overtime request if submitted in error, supervisory notification by email if an employee has submitted a leave or overtime request. In addition, it is critical with functionality this important, that multiple class room training be available statewide in order to offer the opportunity for individuals to learn in an environment that suits them.
418. I am pretty pleased with Edison project. This is a huge huge project implementation and I expect start-up issues and all these issues will be addressed as we move along.
419. Performance Evaluations When a supervisor puts in a PE the formatting of the system is very hard for them to understand, however, not impossible. But, for the system not to continue through and have where you have to send the Job Plan to the reviewer outside of Edison makes it not efficient! The purpose of PE's in system was to electronically track when people signed off, now, the supervisor still has to maintain a file for PE's outside of Edison and actually do more steps in all types of plans. We were told that the wonderful thing about Edison would be how all files were linked. However, if you have a supervisor change on an employee the performance evaluations do not change. With this happening the PE coordinator has to pay close attention to emails sent out by HR staff to move employees around. A step that should not have to happen. The queries for PE's, and other items, have too many steps and are difficult to obtain. When the PE's were generated the staff that was Interim and Part-time also had PE's generated. This was suppose to be fixed by Mr. Boehe and Mr. Riggs, however, after another session of generating PE's I still had to go in and delete over 100 plans. We are consistently finding buttons that do things that while helping us with our jobs, we were never informed that they existed, i.e. "Find" button in the "Create" Section. Wonderful button, but was not told in class that it existed. I, as a coordinator, have sent the instructions to the entire Department on how to enter PE's. I have spoken to almost all of them on how to enter, where to place and what to do next. Maybe it is a buyer's resistance, but these are very educated folks ranging from new supervisors to those who have over 30 years. They do not mind learning something new, but, like me, do not see the point if they still have to maintain a permanent file and have at least 5 extra steps to complete. Also the terminology used by Edison is really confusing the employees. Training The system in training gives too many choices of employees from all the Departments. If you have multiple similar names the chance for the wrong selection is very high. I do not have need of all employees, just those in my Department. The entering of classes makes the Departments workload increase double. I have a lot of classes that have to be entered and there is not extra staff to make this possible, hence, a large stack waiting to be input. The on-line Performance Evaluation course is wonderful, however, when you need to register your employees the system makes you enter the employee first in "How To Navigate"

This is not the problem, but that you cannot enter employee into the PE training until after they take the "How To Navigate" class. The notifications Edison sends to the employees are so vague. Our employees HATE the Edison training and just do not want to take the time to go into the "My Learning" page. The trainers that teach the classes are very nice, however, the point-click method of teaching, and not really showing you something tangible is awful. I went to so many classes. When we came on-line many things I learned in class had been changed. When you register an Employee for a class and an alert comes up while registering employees, you are not given the option to delete those employees before they receive a notification. This makes extra work for the Training Coordinator, and once again shows incompetence on Edison because the employee will get a notice to attend a class, and then a notice saying they are cancelled. When we did ELM light we had the option of pulling up the roster of a class to view. It would be nice to have that feature back with it not being possible to delete employees in other Departments, but, being able to delete your own Departments employees, yet view the entire classroom. We were promised that there would not be a need to print. I have killed a tree by myself. I have printed everything because when the system first came up for us I put a lot of information in and the information did not stay. It was not there the next day. Time and Attendance What happened to "Real-Time"? I put something in and not sure when it will run so I know it actually when it went in and if it correct.

420. Edison is o.k., but this is the first payroll system that I have been on in my career that there isn't a time clock. Thus, even the most religious people cheat. They will find a way even when being watched to achieve over time even when work is slow. Just look at the time sheets someday and you can figure it out....
421. Edison is alot more time consuming and has to be done by a certain time. It break down of the check is also confusing,
422. As a manager I feel I am one of the highest paid Payroll clerks the state has on the Job. I have to spend much more time with EDISON. When in the previous system a clerical type position did much of the work. We have exceptions and I must take time to work thru these where before my secretary took care of this. I have to approve leave/overtime requests whether I really approved them so employees can get paid. Before I just signed off on these on sign in sheets. Now I have to sign in to EDISON constantly to do this as the system times out. I have to enter my own time which is sometimes complicated due to the different hours I have to work. A secretary did this before. If my employees have unexpected absences I have to either enter these myself or try to find someone who can. It just seems like this system has created a waste of my time and of course expense as my time costs more than a clerical person's. We have lost time in our work units as the counselors have to stop work to enter their own time. An argument I'm sure is that it normally doesn't take them long, but if you add up the 5 minute here and there they are spending we could help many more client's with their needs. They are very, very busy at this time with the economy being so bad and the expense of their time costs more than when a clerical person did this for them. Our schedules for the month when setting meeting dates are set around keying and approving time. Pretty sad that we are limited on training and other staff meeting times because Edison has to be keyed or approved. In one

county I have an acting [POSITION REDACTED] who is really a [POSITION REDACTED]. When we overlap her position she is not able to do EDISON for her employee group. This handicaps her ability to supervise as she needs to have a means of monitoring her employees. I have never liked the fact that employees (myself included) are now estimating time they intend to work due to split work weeks and pay periods. On several occasions that person has become ill or not come in for work during the estimated time and we once again have to waste time to try and straighten this out. We also have had a problem with determining Leave Without Pay in trying to do Disciplinary actions. It seems EDISON does not post leave in any manner or time frame that we or personnel can determine. It makes it impossible to determine which days a person who has 0 balances in sick and or annual leave is actually leave without pay as it will just appear. As soon as it appears and the person is off it takes it. But if it is not on EDISON yet it won't be used. Before we knew when a person accrued and could use it at that time. This may not be part of this but due to EDISON. It has changed our supply ordering ability. We were supposed to order supplies directly thru EDISON? But there must be a problem as It has caused us to wait 3 months before ordering new supplies and the next time period will be 4 months before our next order will be taken. With all the changes we are going thru it is hard to predetermine need of supplies for a 3 or 4 month time period. May I say that I feel that I am forward thinking in regards to Technology and trying new things but this really has caused a nightmare in my opinion. The system does not meet the needs of employees. We are fearful that it will really cause a payment fiasco. The issuance of longevity checks at the wrong time to many employees shows it has flaws. In looking at my check history on EDISON (a good Thing) I see only 2 times where I received 2 checks of the same amount in 14 pay periods. As I am paid 2 times a month every other check should be the same but they are not. I am an Executive Staff Employee and thus cannot get overtime, so I should get the same Net pay every other pay period but they are different. I know there was a change recently due to the Stimulus tax change and will monitor if it is now consistent. Have I been cheated? No one seems to know why. Mostly it is a few cents and has been less than a dollar. But those could add up if all employees are experiencing this.

423. Edison in way to complex, It takes three or four times more steps to enter time as do the old system. And time in short supply in most work areas
424. This is a very limited survey pertaining to only the payroll section of the system. I have found the other components of the system, i.e., purchasing and travel, to be much more problematic and "unforgiving." Errors can occur and cannot be corrected in other components and I am totally unhappy with the system in general due to these facts. Changes seem to need to be made but no information is disseminated to alert users of these changes.
425. Time administration does not run as it should. Information is put in and 3-5 days later it shows up on our screen. Time and approvals are put in then we get a E-mail saying we need to put in our time or do approvals.
426. I do wish you could specify an amount of money to be placed into a specific account

from 1 check a month. It doesn't benefit me to only have the option to withdraw from both checks. [EMAIL ADDRESS REDACTED]

427. The main part of Edison I have had difficulty with is the Performance Evaluations.
428. None at this time.
429. I am a successful field inspector and just cannot stay in the office responding to Edison alerts and daily changes to employees leave and attendance changes and approvals all the time. It's too time consuming and confusing in it's set-up and flow path.
430. Edison is much more time consuming than the previous system.
431. Good concept, lousy implementation. Everything has been late it seems. Training is not, in my opinion, tailored to the State's needs. Deployment should be on one component at a time to a select agency. No agency would be the guinea pig for more than one initial deployment. All the bugs worked out and a survey like this provided to the agency and the comments with specifics on how to improve the system implemented before the system is rolled out to more agencies. A lot of time is wasted on the part of employees having to work with Edison. The State should be refunded large sums of \$\$ for each day that the system is late in one of it's roll-outs. Also, if the system, based on the opinions of the end users is inadequate, the State should be refunded \$\$, and the system/component fixed before the contractor is paid. All the headaches Edison has caused, the State could have done as good a job or better using our own personnel and keep more jobs by not spending all the money on Edison. Another shortcoming of Edison is the need to enter your time in before you have actually worked it. Because of the running of time-administration, and folks not always in the office, etc. we sometimes need to complete our time the day of the end of the pay period or on Friday before the time administration runs for Supervisors to be able to approve and work out exceptions before time is actually due. This needs to be greatly improved. Also, I am told some supervisors still do not have all of their employees under them in Edison for them to approve their time. Response to resolutins is too slow. One component needs to be completed with all the bugs worked out before work is done on the next. The contractor, in my opinion, has overpromised and under-delivered, with my tax dollars, and wasting a good bit of my work time. If the State were my company, Edison would have been docked huge sumes of money or kicked out with ALL monies returned back to the State. I know my views seem extreme, but from the end user perspective, this has been a boondoggle, one from which someone is getting very wealthy at the expense of my tax dollars and State employee jobs. Thanks for the opportunity to comment, by the way. A survey like this with more specifics should be rolled out after each component is deployed; and these issues addressed before the next component is released. I also have concerns about the safety of my personal information in Edison. I expect the State to be responsible should any of my information be compromised. I believe this issue has been greatly overlooked.
432. With this system I can never tell for sure or not if my pay is correct. I just hope it is. I know that I can work the same amount of hours for two different paydays and the amount

is never the same!!

433. The time keeping part was a complete nightmare for our branch. We had to guess for the last two weeks about our time off and then it had to be corrected each month. I am so glad we went back to our original time keeping system. Other than that, there are parts of the Edison system that do not flow very well. There are parts that it would be great to see other information at the same time but you have to go from one screen to another and gather the information. I guess that is just somewhat of a preference issue.
434. Can not sign on to Edison from my home computer.
435. Currently if you work on a Holiday and want to reschedule your work week Edison will not allow you to reschedule. Longevity payments should not be included in with your payroll. They seemed to be taxed at a higher rate since they have been combined with payroll. As a supervisor I am responsible for entering job plans into Edison. When entering job plans and it was time to notify the reviewer that the job plan was ready for review Edison pulled up the employee's e-mail address instead of the reviewer's e-mail address and it would not allow you to change the e-mail address.
436. Edison is simply annoying & wastes too many man hours inputting data. THDA's HR dept sloughs off their duties by insisting that staff "self-serve" virtually everything; this permits HR dept to wallow in their ignorance of State benefits & payroll procedures. HR dept also rejects keeping up with in-house personnel info, claiming that Edison will "someday" produce reports or magically interface with existing applications. Bottom line: Edison creates tons of work for many staff in terms of data entry, while allowing HR staff to blow off duties.
437. A "cheat sheet" would help. Step by step instructions. I didn't think the video instructions was as helpful as a booklet would have been.
438. We must complete edison time and do a paper timesheet. Twice the work. It seems as if we are doing timesheets weekly now instead of twice per month. Sometimes, we do two per week now.:(
439. I am in a supv role and eddison has effected some of my employees in all ways such as not takeing out insurance preimiums and not accumulatte sick then they took out all preimiums at one time and he could not make a house payment and he went to doctor and they said he no insurance . the checks use to be where every one could read theme and now i cant even read this and i cant answer the employees ? they said it saved paper to print out checks but if you print it out on eddison in is two sheets old way was one sheet mailed to you . to print out payroll takes 3 sheets the old way 1 the training was a joke they said click here,here ,here ,and sent you on your way. i use a computer every day but they went so fast i could not keep up.longivity got paid twice to some never happened old system .now it is in one check longivity and payroll so it takes more taxes .tdot use to be for its workers and now it is to pay for eddison. i spend 3 times more time to approve the payroll as i did and they want it right now , we do not have enough time to check it

to make sure it is right ,but when you look at your check in eddison it is in there a week early . this time needs to be spread out so every thing can be checked.the best employees we get is people that dont even know how to turn a computer on [older people] they cant use a computer but everything is in eddison ,evaluations ,payrole,benifits, leave ,ect. these people dont have a clue what they get on there check so they call the bank to see. every shop does not have a computer and every employee doesnt either.i see the news and i see them say we are not for change ,thats not right ,we are for change if it makes it better. i pearsonaly have not seen any thing edddison has helped or cut time on. it has put more work on every one with less people to do the work and we have more coming fleet focus, paying for parts for vechile repair,and more .we want be able to get it all done . i have had a vacancy for 8 months and they tell me i cant hire someone because of eddison [this is a supv postion] no promotial registers

440. N/A
441. I thank it coast to much. The old system work grat.
442. I said Edison was "a little worse" (4) than the old system because the old system was easier to use, but was more time consuming. Overall, I like Edison OK.
443. I have heard about several problems with the Edison System. However, I have not had any problems whatsoever. The training for filing expense reports was not very effective, but through trial and error, it was not too difficult. The turn around time for the expense report once filed was great 3-5 days.
444. the phone reports are not being run timely, they are far to big to download and no one seems to care
445. i have no confidence the system is secure; ie, SSN, bank acct #, etc
446. I am unsure why the system does not reflect my previous state service. It has not credited my longevity and montlhy leave accumulation and I have been reemployed since February 2009. [NAME REDACTED] [EMAIL ADDRESS REDACTED]
447. Edison has been a huge issue for employees. The time it has taken away from job duties has incressed the stress level for everyone. I have often been in the middle of a deadline and been interupted because I have again received an email about Edison, getting time in, or "there are too many exceptions" or "clear your exceptions". The issues don't seem to have been resolved and I wonder if they ever will. When the "bye out" took place last year, all offices suffered because there are fewer employees to handle the ALREADY heavy work load. Many of us have had our work load double from what it was before Edison was implemented. Now that unemployment is higher than it has been in years, our time is even more valuable. However, the situation is made even worse by having to deal with Edison on what seems like a daily basis.
448. I liked the old system better. It also seems that the state could provide this service

inhouse.

449. I work with a number of people who have expressed their lack of enthusiasm for Edison, and in some cases, there has been mention of me having to remind them a) how to use it, and b) when to use it. I feel this will increase my work load, not reduce it.
450. I am a supervisor and do the time sheets for my section. I spend 4 to 5 times more time per pay period dealing with the Edison system. The benefits have to be realized in pay roll as I don't see any benefit that the new system provides me or my section.
451. The Edison system is hugely time consuming and has added multiple steps to every process that I have encountered so far.
452. I like that I can input emergency contacts and their numbers for and that my supervisor can access Edison to look up phone numbers in case of emergencies. I also like that I can make changes at anytime to my emergency contacts. This is very helpful. It's also helpful to review my benefits online from time to time. Edison is proving to be quite beneficial. It does take some getting used to however. I'm getting more comfortable with it. Thank you.
453. My only comment is that I was electronically notified that flexible benefits were transferred to my checking account several months after it occurred. It was not a problem for me as I had checked online but I was curious why those notices were so late.
454. The issues with Edison have greatly improved since the system was brought online in September. Many of the early issues seem to have been addressed, either through modifications or training. Still, there are issues remaining, especially with billing of insurance. There are still numerous examples of inappropriate insurance deductions and billing errors, particularly with employees on Division of Claims Leave.
455. It is not clear who should approve expense request. There is too much time between submission of request and approval.
456. Entering time is not user friendly. It would be better if I could make any modifications I deem appropriate until my supervisor does the approval. His approval would lock it in then. We are encouraged to enter time on Thursday instead of Friday, or possibly the next Monday. I have several doctor appointments. I go and report back to work as soon as possible. I do not know what length of time I will be gone, but I have to enter the leave request in advance and I am told to enter more time than I will take and when I submit my time for the week, to enter the correct amount taken. It takes too much time to enter attendance. I have entered it, then it not be there when my supervisor went in to approve it. I do like having some of the other information in Edison about me being so handy. Bottom line is Edison is too time consuming and is not user friendly. I wonder how many man-hours are being spent beyond what was spent previously to do the same work because Edison is not user friendly.

457. As a timekeeper, I can tell you that Edison has created much more work at doing payroll than before. Something that used to take 15 to 20 minutes twice a month has become a daily chore. The program is not suitable to semi-monthly payroll. In the month of April, I had 6 different dates to key in timesheets. I key for 22 employees. That comes to 132 timesheets compared to the 44 I used to do. That does not include leave requests and overtime requests. Plus the time it takes to track down supervisors to approve the requests. Then I also have to go in and make sure the payable time is correct, fix any exceptions that may occur, than track down supervisors again to approve payable time. In my opinion this program is a ridiculous waste of time and money. I can't wait to see how it's going to work for procurement, that should be a riot.
458. I don't understand why when Edison was supposed to be more convenient we are having to file twice the amount of timesheets.
459. All I do in Edison is look at my pay stub; I occasionally check my leave balances. I very rarely have travel expenses, but the next travel claim that I file, I will have to do it in Edison and I'm not sure that I have adequate training to do that.
460. Problems have been with purchasing and travel. Rules often change without being informed, so last procedures will not work. Very frustrating.
461. I liked the old system better. It didn't break down the expense to the penny and you could understand your time and attendance better. When you do have a problem you call the local HR dept. They give you another number then they refer you back to your local HR dept. So why bother calling !
462. the main concern for everyone is to ensure they are paid correctly. Calculations concerning longevity has not been explained; unsure if taxes are taken out appropriately- refund might be fine, but if a lot of people owe taxes- that will create a major problem. Don't understand why the time will have -1 hour and +1 hour to approve on a specific day (although the entire 7.5 has already been approved).
463. Since Edison has begun, we have changed the way we report our time. Previously we simply wrote our time on the time sheet. Now we must also type the information into a form after calculating our time and converting it into the decimal system used by the state. Then we must fax our time sheets to our supervisors for approval, and then fax it to our time keeper for entry. This practice wastes lots time and resources (paper). I spend about 3 to 4 hours weekly on this process. I use about 10 pieces of paper when submitting my time. Multiply that amount by the number of folks in my region and you have a lot of paper wasted. My office alone will waste 500 sheets of paper each week submitting time. Sometimes we must submit two time sheets per week, doubling the time and resources wasted! This is an extremely inefficient procedure that must be resolved.
464. There is too many steps. It could be done without so many steps.
465. The rules change regularly. Some split weeks we can wait until Friday. Some weeks we

have to enter time twice. I forgot to enter my time Friday and was unable to go in this morning and do so. My supervisor had to do that instead. That makes no sense.

- 466. System is not accepting submitted annual time for May 1st which was input in April.
- 467. The main problem for me personally deals with being required to estimate where my time will be spent for the final two weeks due to being paid monthly. This however, will not be an issue once we change to twice monthly pay.
- 468. Time can be entered and on occasion it disappears. (like it was never entered). I think Edison is NOT very user friendly at all. I contacted Edison in September about a minor problem with my last name (a lower case letter where it should be a capital letter) and to date it still has not be corrected. I understand there were more pressing problems at that time, but 6 months later, major problems should be worked out and the smaller issues addressed.
- 469. I am concerned because Edison appears to be requiring more, rather than less, effort individually and collectively than the old system. It literally took weeks to process a travel claim in my office.
- 470. With the way the system work, the incompetent people filling our time this will not work. And with the way you pay our longevity, incorporating this with our payroll check that put us on higher tax bracket.
- 471. I like the paper in my mailbox and in my hand much better.
- 472. I still get confused on how to enter leave and overtime in Edison. I am confused about how to figure my numbers so that they always equal up to 37.5. Sometimes when I complete Edison, I just does look correct to me, but I always get the secretary to look at it before I submit if I have questions.
- 473. it takes more people more time to keep up with payroll than before and the program still has glitches in it that haven't been resolved
- 474. Why did we replace a system that was easy to work with and spent all this money for a complicated system that has a lot of flaws???
- 475. 1.The heading is too large, takes up to much of the screen on some pages. 2.When we select people to approve payable time and are at the end of the list and go back to chose another person to approve, the listing goes back to the beginning. We have to go back and ask for the end of the listing each time we go into an employee's time to approve from the second or third page of the listing. 3. While viewing LV/OT requests to see if they have been approved, somehow I wind up getting into the Manager's part of the Leave and Overtime Requests which I am not authorized to get into and get a notice of this. I have to scroll back to Manager's self service and chose Time management again to get back to where I need to be to view LV/OT requests. This is a little confusing. 4. There

is too many screens to look at to get someone's time keyed and LV/OT requested and payable time approved. If there was some way to put LV/OT requests on the screen where you key in time would help. Or, if there could be something on the screen to approve payable time to show leave has been requested and approved, it would help to keep having to flip from one screen to another. 5. There is no place to log off visible on my screen until I come to MY PAGE and still have to scroll over to the top right of the screen to find it. (We do not have the bigger monitors). 6. There should be something on the pages where we have large lists of names that you can return to the top of the page or to the bottom of the page by clicking a button.

476. I have not experienced many problems, but I do not have access to many features. I have concerns about the problems I do see and these cause me to have less than satisfactory confidence in the entire system.
477. As a supervisor it has been very difficult explaining to new hires why their paychecks have not been correct. We are having difficulty hiring and keeping new hires. When errors are made due to the system, it takes awhile for the corrected check to get to the employee which does not help the situation.
478. The only issue I have is that if I request leave for a portion of the day and then find that I can return to the office earlier than expected, I am told by my supervisor not to do that. I am told that it "will mess things up" if the time taken is less than what was requested. I like to be very conservative with taking leave time and would like to be able to return to the office earlier if the entire requested time is not needed. I know that the system is supposed to allow this. The real problem is that the local supervisor is terrified of having an exception if someone does this.
479. Pay rate per month at top of check doesn't match my pay rate per hour.
480. I was responsible for receiving one of the Edison output payroll interface files. Trying to automate that procedure with the Edison team was a very negative experience. The team was not ready for production implementation, and we went through weeks of manual intervention.
481. I just cannot stand the down time. You think you have inputted the leave time and after it runs you find out that it does not show up as a leave request for your supervisor to approve and you go ask the timekeeper if she had inputted and she tells you yes. I marked it on your leave request paper copy that I gave back to you with a highlighter to show you that it was done. Maybe the system went down and it was never saved. I dislike all the time I spend every week doing a timesheet to turn in at the end of the week.
482. I am still learning updates on Edison---and making improvements with this program. overall, it is difficult to complete my own time sheet---but the experience is great---which could help me improve in skills.
483. Edison requires much more administrative time (4-5 times more)to complete and process

than the previous process. We have to monitor Edison once or twice daily to check and update. Edison requires supervisors to be in the office days of payroll, the day after, most Mondays, and Fridays. This takes time away from field work that needs to be done by an already diminished staff. Edison not running on a regular set schedule adds to the problems. We enter time and sometimes wait for days before it runs and then are requested to approve time, manage exceptions, and correct problems post haste. The problems seem to be increasing instead of diminishing over time. There have been occasions when I have submitted or approved time and completed the entire process and it doesn't register since I have to duplicate it the next day. In general, the Edison process is requiring 6-8 additional hours each week for timekeeping.

484. My issues come into play not as an employee entering time, but as a manager approving time. There are some known issues in this regard. I would recommend Edison publishing the known issue list so that users would know what is outstanding and know it is on the radar screen.
485. Paper and computer, doing them both is too much to compare and try to keep right on time keeping.
486. The EDISON system is a good first step, though I am sure expensive, in consolidating various systems overall. However, more beta testing would have proven wise during the implementation phase. Supervisors have had to spend a considerable time in approving/clearing exceptions. Leave balances are not always calculated correctly and one must manually keep up with to ensure accruals match with time earned---this is for employees that accrue compensatory time. If one works 7.5 hour days with no adjustments ordinarily, the time sheet system and payable time in EDISON works out just fine.
487. I don't like filling out paperwork every week and sometimes twice a week depending on pay period. I don't like estimating if I am going to take time off before I take it and having to complete time sheets before I take this time.
488. I find Edison pretty easy to use and so far it's great with travel reimbursement and much easier but one thing I don't find easy is that we are still having to do a hard copy of time and travel as well as enter the information in Edison that is very time consuming. I feel we should do one or the other.
489. On several occasions I have entered time only to have it "disappear" and have to re-enter it. The delays regarding entering time on the time sheet and being able to have it approved have been an issue, since it has to "sit" over night or for several hours before it appears on the "to be approved" list. The sitting time seems to cause some problems with the retention of the original entry information. Also, last week raised another issue for me. I had a family emergency and no way to enter my leave requests or do my timesheet. I had to concern myself with my Edison time while being at the hospital for several days with my father being in the MICU. The last thing anyone needs to have to worry about at a time like that is "how is my time going to get entered into Edison". I do have a home

computer, but was not at home much. However, being home would not help regarding entry into Edison. I have dial-up internet service and accessing even my emails from home causes my computer to lock up.

490. Any new program is difficult to implement when an older program has been used for so many years. Edison does have some major issues that need to be corrected, but I feel over time these matters will be resolved and everyone will become adjusted to Edison.
491. As a payroll specialist, I find that Edison has too many steps to input time. Also, viewing your paycheck is very complicated. I spend too much time trying to explain employees paychecks to them. Edison should not include unnecessary information on employees paychecks. It only confuses them. The only thing that needs to be seen by the employee are the hours they are being paid for and their federal allowance. On a brighter note, one thing I do like about Edison is the fact that each employee can make changes to their own information. That is very beneficial.
492. I've not had any bad experiences with Edison as far as payroll is concerned that I know of. That's the problem, I don't know if my payroll check is correct or not because I do not understand how to read my check stub. I've tried myself and have made contact with a Super User but she was also unclear of what amounts on my check stub stood for. I have a fear that I'm not getting a fair deal with my payroll which is unlike what I use to feel. I never had the fear of my payroll check ever being wrong before when we were using the old system.
493. It took over 4 months and if our administrative assistant didn't show proof of the Edison errors, they would have never been corrected. The errors were changed within the system to appear as if there was never a problem. It's become a very discouraging work environment with all the problems and stress of that Edison has caused. Everything has to be printed off which actually has created more paper, huge addition of expense.
494. I work in regulatory services and we are still doing LDS sheets along with the HCM. This takes twice the the time. I feel this program was put into service long before it was ready. Things disappear, don't show properly on the leave requested page, I'm having this problem now, missing input data, problems with system down, way to complicated. I have had to change my password several times. I have been using computers for 20 years and if this system is this problematic to me it has to be a nightmare to those less experinced and those that have to deal with this data on a daily routine.
495. Edison has greatly effected the delievery of patient care as personnel are consumed with the process of requesting time checking balances lack of computer access. Personnel lack confidence in this system and with pay and leave balance this is overwhelming and a distraction.
496. Initially Edison indicated notifications would be sent when supervisors need to approve leave or overtime; this was not done. Also, staff should be prompted when they have not entered their time. I'm afraid to make changes on W-2's, bank information or other

personal information because there may be a delay in my pay check. My staff enters their time for the week but then I cannot see it the next day. Time administration does not run regularly. I spend a tremendous amount of time doing time now compared to the old system. For example, approving leave several times a week; checking for time submission several times a week; and then following up on everything again. WE SHOULD NOT HAVE TO CHANGE THE CALENDAR EVERY TIME WE GET ON THE SYSTEM. There are too many screens to complete for each transaction! This system should have been tested much more before being implemented. I think more information should be provided by Edison beforehand such as getting paper checks when you change certain personal information.

497. Edison kicks you off the system after 30 minutes. This is not long enough to enter necessary information for expense reimbursement claims.
498. I do not like not getting a check stub. Every time I print a check statement, part of the amount of money is cut off, and I have to write in the amount.
499. Training was so sub-standard and the support seems almost non-existent. I spend more time entering and approving time than I ever did and I don't see that time being re-cooped. There is a reason governments don't implement ERPs very well....and we are experiencing all of the issues. I am very reluctant to see us go any further with this product. Contracts, financials, procurement are tough enough without system issues.
500. System is unreliable, information that is keyed in is not always what shows up for approval. Cannot do interim personnel reviews with Edison, have to use the old system.
501. Edison as a whole is confusing and the training that I have received so far is not very good. I have completed on-line training and classroom training. The online training really doesn't help you if you have questions or give you answers to the "what if" questions. As for the classroom training I could have stayed in my office and done it via the computer and learned just as much as I did in the class. The teacher basically did the same thing that the online training does. There are some components of my job that I still don't know whether I am to use Edison or continue doing them the same as always.
502. I don't think that Edison is meant to be used with such a large group of people.
503. The performance area of Edison is not user friendly and clear as to how it is suppose to work in the area of creating and editing documents. Example where creating the interim document for staff when I am instructed to click on create document in my mind that what it should do, but that is not the case here.
504. I believe Edison would run much smoother if allowed to run the way it was set up. For me, it did not eliminate any more paper than we were already using before Edison in regards to inputting time. Also, time should just be inputted on the 15th and 31st of each month, not every week. I am a timekeeper and it takes me just as much time to put in one day of work as it does 2 weeks of work. Think about that next time you make the payroll

calendar for TDOT.

505. WE ARE PAID TWICE MONTHLY WHY DO WE HAVE A BI WEEKLY SYSTEM AND NOT A TWICE MONTHLY SISTEM?
506. The system is too unwieldy, complicated and 'user hostile' to be anything but a millstone around our necks. We have more paperwork now, and also a ton of complex computer entry. Program seems to be written for programmers to use, not employees. It needs to be much simpler and more reliable. I have not had any security problems, but with the number of glitches in every other aspect of the system, I worry about that too. Our old system worked much better.
507. It stinks that I no longer receive my check stubs in the mail;I hate the way our longevity is calculated, and it seems we get emails almost every pay period about a problem that is being "worked on, or will be resolved soon."It does not give me confidence at all in Edison.I also wonder why TN bought a system that other states have rejected/refused or gotten rid of after a few months of constant issues.One of the most irritating things to me is that Edison has increased our work. Instead of completing one time sheet every 2 weeks, we now complete a paper time sheet each week, plus put our time on Edison weekly.Why do we need to do both? Is Edison so iffy that we need our paper time sheets for back-up?This situation gives me no confidence at all in Edison.I am very comfortable with computers, have been using them for years, so my problem is not that Edison is online. It is the fact that we still do paper time sheets, and do them more often that we used to, and also have to program our time into Edison. Will we have to do the same thing with our travel? And Edison is always breaking down, losing data, or not doing calculations correctly.Time consuming and pointless sums up my thoughts about the Edison system.
508. It would be useful to tell us whom we need to contact for help.
509. Though I did not receive my correct pay for several pay periods, I am not sure where to place the blame. I did not key my own time until the end of April, so my personal experience is fine, it's the issues before I used Edison that were a problem. It could have just been human error for all I know, but from what I've used Edison is not bad.
510. On several occasions, we have entered either time or leave requests and they have simply disappeared from the system. We are told that time administration runs 2x a day, yet sometimes it is several days after time is entered, before it shows up and is available for approval. In the meantime, we get aggressive e-mails demanding that we submit time and approve time immediately. We are unable to perform our tasks in a timely manner because EDISON does not run properly. It seems that incorrect information is often sent out and that further confuses people. Perhaps the "power users" should have been more properly trained before this system went live so that they could be of assistance rather than a hindrance.
511. As a timekeeper, I feel that we have to go in and out of the system too often. While I do

not key time initially for my unit, I do have to check thier time and sometimes make corrections and sometimes enter staff leave or overtime if the situation is such that they cannot do it. I was out sick two days last week and tried to access Edison unsuccessfully from home to try and get my leave in so that it could be approved. After several attempts, I gave up and actually came into the office on Friday just to key my time. I should not have had to do that. Under the old system we had a few days to get our time in and approved. Now we are under a time crunch. Sometimes we have to key twice a week. DHS still wants us to keep a paper trail so this is not paperless for this office. Now instead of 24 time sheets to file,I have 52 or more pages to file. I feel that this system is not designed for the way many employees work, rescheduled work weeks and field employees are not sitting in from of a computer all day. While for me personally keying in the time itself is easy and even leave is not that difficult, it is still double the work. One other thing, under the old system, we did not have to get daily/weekly reminders on when to key time for that week. Once per pay period.

512. I feel this system is a way to save money but it is cheating the state workers out of theirs.
513. For whatever reason, we aren't entering our own payroll. We did go through training and logged on a few times, but we haven't regularly used it. I really don't like things the way they are. I would rather go back to getting a regular pay stub so I can keep track of things if I can't enter them in myself.
514. Some days including today I have trouble signing into the system.
515. I did A & L in my previous job so I was familiar with the general process. Many of my coworkers "don't have a clue" about what is involved in completing A&L and they seem to experience more problems than I. Almost everyday that we have to submit time in Edison, I end up assisting 2 or 3 other workers put in their time or check their entries. I think we need some follow-up training - something other than an Admin Sec asking "do you have a problem with Edison" or "do you need me to help you". Alot of the people here do not like to admit they need help (myself included at times). Some of our workers have difficulty even figuring their time. One positive about the system is that there are many things you can do for yourself that you do not have to "get help" or "send in". I like being able to do it myself!
516. Edison is a bad system that is not easy to use and there seems to always be some kind of problem. And when it comes to getting paid, or getting paid the right amount etc etc that should NOT be a worry that we have to take on, on top of our normal job duties, its not right! We come to work and do our jobs, but with Edison its so touchy that if you dont have every single detail correct you may not get paid for doing all the hard work you did! And that is not fair to do us that way!!!
517. The pay stubs are horrible to read and impossible tofigure out. "Split work weeks" don't make sense. Payroll tax calculation is different now and I suspect it is wrong. There has been NO training on any of this except from my FS-1. Please junk Edison, it is more than worthless, it is harmful to office morale and productivity!!

518. We have continuing issues with time changing after reported, with people changing from supervisor to supervisor and sometimes outside the departemnt. It takes longer now for supervisors to take care of time that it did before. There is no reason why we can't at least have employees under the correct supervisor by now and have them stay there. There should be no reason why you should not be able to enter and approve time and have it stay that way for payroll. We also request and approve leave and then it disappears. These complaints are documented with screen prints, and are not rumor. My staff continually have these issues.
519. System is not very user friendly. Edison's system seems to be a one size fits all system and then Tennessee got shoe horned into whatever system Edison had. Also, there doesn't not seem to be anyway to customize edison's screens to display only what I use. Maybe more importantly, edison as currently structured lets me access reports that I do not want to access (such as time report). Also, numerous reports in Travel and expense center are IRRELEVANT (cash advance, time report) but they still appear on the screen. As I said, no customization possible.
520. It is still unclear to me if we are allowed to enter timesheet information in advance. For example, am I allowed to enter Thursday's time on Tuesday? If I am going to be on vacation next week, may I enter my time for next week today?I hear conflicting answers about those questions. Considering the enormous size of this project, I think the outcome is fine from my perspective. Just tyi, this block where we type in our comments is very s-l-o-w. Does not keep up with my keystrokes.
521. Like the old way better.
522. Too many steps in editing or approving timesheets. Have had continuous problems of submitting approval, only to have to redo due to problems in system.
523. I only recently was allowed to start inputting my own time. The supervisor still does not have authority to approve leave. That task is still in the hands of timekeepers. This far into the process, I have very little idea how the system truly works. Those who are contacts seem to be so overwhelmed with what they are doing. Feedback on issues has not flowed to the entry users. For issues and errors that have occurred, I find the system hard to decipher for the source of the error and the paycheck is very difficult to understand.
524. I haven't had any problems with Edison HCM, that wasn't quickly explained or fixed. I think most of the problems stem from employees not correctly doing what they were trained to do. They would rather complain and whine about the changes than learn something new. But for the most part, technologically savvy employees are not having the problems...it is the people who do not have basic computer skills that are having issues. When you have supervisors who aren't doing things in HCM daily, then it trickles down to problems for line staff...
525. Why isn't our info transfered over and yet we can NOT change it - HR is closely

available to everyone.

526. Someone had a theory. It is now a system that is called Edison. Each step takes too long to complete. The process takes many steps. It is not cost-effective. It does not work. As for the longevity issue--how does it POSITIVELY affect employees to have additional money withheld rather than receiving the money?
527. The system is not user-friendly. It is a time consuming chore to do the simplest activity, like finding and printing out a copy of my monthly pay stub. I need to keep a written record of my pay and benefits, and this system makes that difficult.
528. It is difficult to navigate the site. You must go from one place to another just to enter one thing. The training site walks you through how to do something and then when you get back to the site, the same screens are not available. Our computers are used on a daily basis to serve customers and the public. We cannot ask customers to wait however long while we key in time if we are busy. This system is too time consuming and that is inconvenient when your job is to wait on the public. Most of our time is keyed while we are at home and this poses a major problem as well. We are not compensated for the time we take entering or approving this information at home either. It takes ten times longer to key a weeks time than it did on our old system. This system is not secure enough and has way too much personal information available if it is hacked into. Anyone walking by your computer can see all of your personal information including bank account numbers that was not available on our old system. The time we have between keying the time, the system running its cycles, and then the supervisors having to approve it is too short as well. Some offices are closed on certain days of the week which cuts that submission/approval time down and this also causes more work at home. The system locking you out has also been a problem when keying/approving timesheets. Don't even get me started on the Inovah and travel part of this system!!!
529. its confusing in determing how to figure when you have sick and overtime. you have to put in a 3rd row. its confusing to know which line to put what on what and to figue out. when you take leave and then you work over time you have to flex this out and it gets confusing.
530. i believe the state should have consuloted employees before buying this system as it causes employees several huhdred dollarrs yearly to keep account of pay and leave their employer should provide -i also do not know if state calculations are correct without comparing them with my old recordsin summary, employees are forced to pay for and maintain - the responsibility of the state their employer
531. I have heard of many people having too much money withheld or not enough money withheld from their paychecks when they change their payroll deductions like 401k or they change banks for direct deposit. Because of this, I am afraid to change my 401k contributions. I would like to have the freedom to change my contributions as I please, but right now, I'm afraid to make any changes in Edison.

532. I work in my department's HR office. We currently have an employee whose insurance premiums were not deducted from her pay for several months. Edison deducted all of those premiums from her last check with no notification to the employee. This same employee tried to pick up a prescription several months ago and was told that she had no insurance coverage, even though Edison had deducted her premium that month. A lot of the HR reports that we used to get have been replaced by reports and queries that don't contain the info we actually need. There have been numerous situations when Edison employees have told us that a problem was created by something that my department did or didn't do. When we ask them to explain what we did wrong so that we can learn from our mistakes and hopefully prevent them in the future, they frequently can't tell us what we did. At times, the Edison staff changes our access to time reporting codes and screens in the system and changes their requirements regarding forms we have to complete without notifying us of these changes. In spite of the fact that Edison was supposed to make some processes easier, we are now having to pay overtime every week to one of our employees to manage Time and Labor issues because it actually takes more work to do timekeeping in Edison. Someone at the Edison HelpDesk recently told one of our employees, incorrectly, that she had been terminated. The employee was terrified. On more than one occasion, our department's staffing pattern has been wrong, with positions showing up more than once, the total number of positions being incorrect, and employees from other departments showing up on our staffing pattern. A couple of times I've called the Edison HelpDesk and asked a question, received an answer that I wasn't comfortable with, called the HelpDesk back and got a different staff person who gave me a completely different answer. No one at Edison is ever able to tell us when the Time Administration process will stop running, so we never know when we can start pulling and working reports. It would be helpful if Edison would send an e-mail immediately after Time Administration stops running so we'd know for sure when we can get started. The NeoGov system does not provide agency HR staff with a screen that shows an applicant's application history. Now if someone wants to know which registers he/she is on, all we can do is refer that person to the Department of Human Resources. DOHR doesn't have time to deal all those phone calls. We frequently have to enter and approve leave and overtime requests 3 and 4 times before the Edison system actually retains the information. We have an employee who has incorrectly received longevity pay twice since Edison Go-Live. Money is being taken out of employees' checks for garnishments and child support payments but is not being disbursed to the courts. Some of our employees have been charged late fees for this, even though it obviously was not the employees' fault. We continue to have exceptions for inactive employees on the "Exceptions by Person By Business Unit" Report. Because they are inactive employees, we can't do anything to get rid of them, yet Edison continues to tell us that we need to clean them up. The Department of Human Resources has repeatedly worked these exceptions, but they keep reappearing. The Edison system goes down more often than the legacy system did. If I'm entering a transaction into Edison and have to stop for some reason, Edison will frequently lose what I've entered. At times I've had to start the same transaction 4 times before I could complete it. When we run the Class Comp Plan in Edison, we only get a list of the classifications we are currently using. It would be better if we could receive the entire Class Comp Plan. There might be more appropriate classifications for our positions than the ones we're using, but we can't research other

classifications if we don't even know that they exist. We continue to have problems with employees appearing on the "Exceptions By Person By Business Unit" Report after Time Administration runs when they weren't on that report after the previous running of Time Administration, even though nothing was changed on the employees' timesheets between the first Time Administration run and the second one. When I'm working in Edison a box frequently pops up that says, "Your session is about to be timed out. As a security precaution, sessions end after 30 minutes of inactivity." However, it pops up after far less than 30 minutes of inactivity. In fact, it frequently pops up while I'm actually typing something into Edison, so apparently it doesn't work correctly. Maintenance on the Edison system is frequently done on or near timekeepers', supervisors', and/or Time and Labor Administrators cut-off days, shutting down the system and taking away hours that we need to complete our part of the Time and Labor process. I would like to take this opportunity to express my appreciation for the Department of Human Resources. They have gone above and beyond to try to get employees paid and errors resolved as quickly as possible.

533. I think that the payroll that we had before was fine and this is a waste of money when are state is under short supply of monies.
534. The specific issues I have run into are Edison dropping time already entered. Every holiday something happens to mess up the time entered. The regularly scheduled runs do not happen all the time because of some software problem. The evaluation portion of the HCM module does not work at all. The only thing you can do is type the report and then print it out and run it through manually because the system either is not set up or is unable to handle the forwards and notifications like it supposed to. I have also had to re-approve time for employees that had been dropped and had an employee completely dropped from the system. I've had employees leave requests disappear after I have approved them. Annual and sick leave balances continue to be calculated incorrectly. The folks who run the help desk do not seem to know anything about the system. Every time I call I have to give them a road map through Edison to the specific problem area and then I e-mail the person responsible for taking care of the problem directly because I never know whether they understood the problem or not.
535. There are times that the employee has access to the system to enter time and there are times when the system closes the employee out and will not allow the employee to look at the timesheet to see what was entered. This can be very frustrating.
536. na
537. My time is reported and billed to Departments for support. Currently getting new Remedy RFS/Change tickets into Edison for billing purposes (Task Profile ID) has not occurred in a timely manner. It has been months since any new information was entered for this purpose with regard to my needs. We have been generating Excel spreadsheets to allow for the missing Task Profile ID in Edison to be billed. The old process allowed Managers or assigned personnel to create billing segments (Task Profile ID). My time requires the Task Profile ID to be entered for billing purposes for each pay period. It is

aggravating to have to find and start over with Task Profile ID when I move from week to week during a pay period. I can work on project from days to months. It would be great if the Task Profile ID would stay active at least for the pay period other than just the current work week. I can deal with having to start over every pay period finding the Task Profile ID again. My payroll amounts deposited have been correct and on time. However, my direct supervisor spends a great deal of time to make sure that every one has been processed by Edison @ time approval each pay period. Still can't believe the amount of state \$\$ spent on this for what was created. This is just the tax payer in me.

538. It is extremely rare to be able to approve time for my staff in a timely manner. Edison does not make it available for several days after they enter it. NEVERTHELESS, we get weekly aggressive e-mails telling us that we MUST approve time "TODAY." The people at Edison need to communicate better and stop scolding staff for not doing things that Edison prohibits.
539. We still don't enter our data directly. It's more work now than it was before.
540. Lot of money spent on Edison that could have been used to give raises to employees. Old system worked fine. Also don't feel comfortable with personal info on computer. Not all employees have access to computer. Longevity pay was taxed more. Takes too much time away from clinic.
541. First off, I believe the project was pushed out too fast. The fact that the system locked up due to so many logging in on the first day proved that. That could have been prevented with a gradual department - department start up. Second, the menus, screens, and entry process are not user friendly. Too much clicking and changing of screens to get anything entered or submitted. I feel sorry for those who are not computer savvy. Last, the tutorials were okay, but it would have been better to have a hands on type of class so we could have learned by our mistakes and so potential errors could have been found and may be avoided.
542. After you enter time or leave requests, it takes the system a long time to run and you don't know if it's taken your input or not, then it's re-entered and then when it does run you have so much to approve or not approve. It should be a better way or quicker way of running after input is done.
543. The training for supervisors needs to be better. They do not seem to know what or how.
544. As a supervisor I have had problems being able to access my employees to approve their time. As fiscal staff I have been involved in trying to retrieve funds from employees who were overpaid. The amount of money spent on this system versus the benefit derived thus far is ludicrous. As the fiscal portion has come on line we are seeing more & more problems. I supervise a timekeeper who has to spend more than double the time on timekeeping duties. As a fiscal employee we are spending at least 4 times the amount of time to accomplish the same end result. Edison is the least user-friendly system I have even tried to use. The state has spent a fortune on a system that is simply not working

adequately.

545. Having just been with the State a short time, the training by my co-worker was invaluable along with the tutorials. I also feel like me not having prior experience with the old system is totally to my advantage. On the question of comparing system, since there wasn't an N/A answer to check, I just marked Same.
546. Manager approval for leave time, payroll and other items was very weak in training and application. Some have since been corrected.
547. The Edison program is like any new system that I have had dealings with. It takes time for working bugs and getting on line. Everyone must realize with a project of this size there would be bugs and problems, but with a positive attitude and patience it will work.
548. It is terribly inconvenient to have to stop and go onto the computer and try to decide if everything is kosher! I'd much rather get it thru the mail.
549. The system is a wonderful idea, but the training provided was not adequate. A lot of energy is spent working out problems with the payroll and time accountability that did not happen before. The issues of Safety were not addressed at all concerning overtime accrual and claiming cash overtime. The users below me received nothing but on-line training which is not always helpful. I am currently considering entering all the time for the persons under me in an effort to help expedite matters.
550. i do not like it
551. When training done a two day course gone threw in less than day how much do you learn?? How much time really showing how to do the tasks that is needed in every day work process do really gone over and then a new verson need to be done because waat was gone over in training was not right or does not work.
552. Did not have enough time for class room training, but was able to print training information and refer back for information.
553. Edison is very time comsuming. It is not a system that makes our work easier. Approving leave/exceptions takes time. We started out keying Monday - Friday which was OK, now some weeks we are keying twice a week (1-15 and 16- end of month) depending when the pay periods are. Seems that we could continue the monday-friday routine. Training was not appropriate on the new system. It was definetly on the job training. Learn as you go.
554. The HCM component seems to have trouble adapting to the many unique State Payroll issues. The difficulty of entering and modifying timesheets seems to place extra burdens on time-entry personnel and low/mid-management. Those problems are reflected in the confusion and sometimes even anger that many employees feel towards the system.

555. When submitting expenses, lines for mileage cannot be copied without going back and calculating the mileage on each line. It would be so much easier if you could copy lines identically without having to make changes to each line.
556. IN EDISON THERE ARE TO MANY SCREENS COMPARED TO STARS . YOU CAN DO YOUR WORK IN LESS TIME WITH STARS .concerning payroll do away with exceptions all together . before edison I could turn in payroll once a week now I turn it in every day.
557. Edison is a new system and the use of this system will improve with time. The state has a work force that may not have all the necessary computer skills to be proficient with the system.
558. I've yet to learn the correct way to enter overtime or compensatory time. I've been instructed from someone in another Division in a way to avoid Exceptions from occurring. Some of our people just leave early from work rather than entering the overtime/comp time on their timesheets.
559. Regarding 'out of state travel' and travel expense claims - for two of my supervisors.1. There was a proxy issue- which has been addressed.2. Errors are addressed 1 at a time. The first couple of requests were sent back three or four times with a different error each time. In the old system errors were found immediately and corrected.3. Attach request from supervisor to attend out of state workshop with approval memo from Commissioner, etc. with figures for airfare, lodging, taxes, per diem and registration, etc. These documents have to be downloaded to EDISON which means you have a 'hard copy' for files. You still have to submit registration fees and or membership fees as a seperate invoice (hard copy) to accounting for payment. (more paper for the file)3. Messages pop-up while keying and at times your document can totally disappear and you are booted out of EDISON.4. The locations for city/state are CRAZY to identify. You can spend an hour just trying to scan through abbreviations until you find what you need. Example TNNASH or NASHTN or TNMURF or MURTN???? 5. The fact that you have to go into EDISON each day to see the progress. Has it been approved by your supervisor? Has it been approved by his supervisor? Has it been approved by accounting? Has it been approved by F&A? You have to look everyday because you are not notified of the stages. It could sit there unapproved for a week and you wouldn't know-unless you check daily.NextEXPENSE CLAIMS1. Expense claims come back because scanned documents did not download properly. (hotel receipts, etc)2. Apparently, when you type in the reference number (Out of state travel request) it does not correlate with the original document. You have to key in everything that you keyed for the original request. Nothing is duplicated or taken from the request. The request is not used as a electronic reference. This is a very time consuming process. There is a copy key but it will only copy one line even though it says it will copy from "xxdate" to "xxdate" it doesn't work properly.3. Sames process as the original Travel request...you have to check everyday to see any progress.
560. The major problem I have with Edison is the Help Line response time. I've had tickets

outstand for up to 2 weeks. The respond time is terrible!!The only problem experienced in our department with the HCM component is the approval of time and leave. I personally do not approve time, however, I am called to assist the Director every pay period and the problem continues to exist after reporting the problem each time. That being said, I am unsure if it is a system problem or the Director's problem since she has received no training.

561. Edison can be confusing and "may" require more of an employee's work time to maintain than is justified?
562. I continually have an issue with the employees who report to me disappearing from my approval page. There is no way for us to add project charge numbers into the system. We continually see exceptions for employees not working on weekends. The system changes or deletes time entered by employees reporting to me.
563. The Help menu doesn't work! My manager can't see my time sometimes. I get lots of exceptions. Edison doesn't "run" somedays, which causes me to be late on submitting my time. I am often asked to submit my time BEFORE I WORK IT (Which is LYING!!) The online computer training was useless (we were asked to complete the first one 6 months before Edison went "live." Sears has a program named Project Edison. Edison takes up too much of my time. Changing passwords all the time is ANNOYING! Getting "timed out" is ANNOYING! Overall, I feel like it is a waste of taxpayers money!
564. With the budget crisis we are in I cannot believe that the State of Tennessee invested \$136 Million in this computer system. I believe if I had that much money, I could develop a better system. It was a big waste of money and the system should have stayed the same.
565. Trouble entering time and approving time. Having to do things multiple times. Get confusing, often contradictory instructions, on what to do in Edison and how to do it.
566. Edison has repeatedly lost information that was entered. We never know if administration is going to run as scheduled. Having employees working night shift along with the very tight schedule on entering time makes working with Edison very frustrating. I often wind up working in Edison from home. The training we received was horrible. The trainers kept showing us aspects of the program and then saying but yours will be different. Why weren't we shown our version? Why isn't the old system being run in conjunction with the new system until the bugs are worked out? I have learned many new programs since coming to the state. I have learned SiteManager, Geopak, Fieldbook and Final Records. I have never had as much trouble as I am having with Edison. Thank you for your time.
567. The system is a waste of employees time and the time. It cost many hours of time just to get everything entered into edison and we are paying our employees to double up on the time they us just to just the paper work done. Edison so far has been been a waste of

employees time and is costing agencies lots of money in the lost of time the employees could be spending on other job related task.

568. In regards to the training, we received an e-mail instructing us to go to the Edison Website and take the computer based training. In my experience this is not a conducive way to learn this important material. There are even stil alot of caviats that our designated "super users" are unfamiliar with. Also, we are instructed to key and at time approve time before the time has been worked. This occurs alot with designated "split work" weeks. AS for the travel migration to this system, we received the same instructions for learned howing to do this function. LUCKILY this portion has been delayed. This system is just too "screwed" up at this point for me to place any confidence in it. At this time, I still have employees who do not have all their "reports to" coded to them correctly. This is a hinderance when approving time, leave request and also when trying to complete disciplinary actions pretaining to leave.
569. I have not encountered any problems with Edison to date.
570. I have previously noted the double payment of one flexible benefit claim,which for some reason had to be corrected by me instead of the system, which resulted in costing me time and postage costs to send a refund check to Treasury. The system is also cumbersome to use, in my opinion it is just plain inefficient nor is it user friendly. I am anxiously awaiting the results of the survey.
571. I was working at [DEPARTMENT REDACTED] when PeopleSoft was implemented there. Some of the same problems with Edison. The biggest issue if the pay period - need to change the State to weekly or bi-weekly pay rather than semi-monthly. If the Feds can do it, the State can do it! Should have provided face-to-face training for supervisors who approve time. The perception is that you may have reduced overhead in the payroll department, but you just spread the work down to the supervisor level, which might have been OK with proper warning and input from those people. Some of these people are still "computer illiterate".
572. I feel Edison has become such a hassle to most of us. I know many fear if one thing is forgotten we will not get paid. I also think some of my colleagues are so computer illiterate that Edison scares them and they may be having exceptions because the training wasn't all they needed.
573. Seem to be duplicating information and reports from one system to another, making administrative time excessive. Items already approved, such as payable time and leave requests, just disappear sometimes, again requiring duplicate work.Expense Report system seems to be more flawed than the payroll system. There is no drop down option to travel point to point from in state to out of state and return from out of state to in state. Even if both cities are already in the system, it will not calculate mileage for that. We are having to make requests constantly to have point to point cities added so that audit travel can be keyed into the Edison Expense Report.

574. The system was not set up for real time processing of data entry. As a manager I spend approximately 3 hours a week dealing with exceptions and other issues related to waiting on Edison to process. The old system took me 30 minutes max. I wonder if you compute the number of management hours spent if we have saved money, it seems unlikely.
575. The payroll is no better nor worse: it is just different. However, entering travel takes way too long and you don't get a clear picture at a glance, unless I just don't know how to do it. What use to take 15-20 minutes now takes 2 hours at a minimum. The good side is that we get our travel reimbursement checks back a whole lot faster.
576. It would be nice if leave balances were updated more timely. The numbers don't always reflect current sick and annual leave balances.
577. Longivity Checks should not be included in payroll Checks-Some Hands On Training would help a lot
578. I would like to see the leave time calculated in a more timely manner rather than in the second week following accrual as this is difficult to keep up with.
579. It's hard to remember to enter your timesheets at the end & middle of the month and then again at the end of week. It seems crazy to have to keep entering that information.
580. I have heard many stories about Edison problems. However, I will stick to my own experience here. The biggest problem that I currently see is that it is taking more administrative time from individual employees. I understand the need to go to a paperless environment as well as modern technology however, I believe we also need to consider how much administrative time employees will need to spend in order to make this happen. I am optimistic that the system will improve but I am not sure that individual employee time spent entering data and approving data will improve very much. I hope that I am wrong!
581. This system was not designed around employees who get paid once a month. Entering time TWO weeks in advance (around the 18th of each month) just to get paid does not work. Our HR Dept. enters employee information for us for payroll purposes. We are using our old system for recording annual and sick time.
582. This system is to time consuming. We have to take time out of our schedule everyday just to check and make sure everything is okay with our stuff. It makes me feel vulnerable that all my information (insurance, 401k, BEST, etc) could be gone anyday and can not be retrievable. If this happens it makes me worry that Edison staff will say there's nothing we can do it was your fault.
583. As of this day 04/30/2009 I have not had any problems with eddison.
584. The supervisory tree has been messed up since day one and no one seems to be able to fix it. Sometimes one can not see what employees to approve their time. I have entered time

and come back later and the time that was entered has disappeared. Rather than starting with on department and working out the bugs as they happened, there was a "Damn the torpedos full speed ahead" approach. There has been a problem with implmentation of diffrent programs start up. We have been required to take training and when the time comes for start up the start up is postponed. By the time the program is started one has foregotten what we are supposed to do. So we have to go back and relearn what we are supposed to do. The travel claim training was extreamly cumbersome and when it was time we found that it was a false start. It seems that there has been no beta testing whatsoever with any of the programs. Most or all of the problems are not ironed out before the next program is launched. No one seems to know how the problems will be fixed or when they will be fixed. The program is so complex that some of the depatments will not let their employees put their time into Edison so some on is stuck entering all of the time for everyone in the office.

585. Too confusing and too many steps to complete one task such as remimbursements and time-keeping.
586. Data entered appears one day and disappears the next
587. We use the data that is collected from HCM to bill the Feds and currently we are unable to bill properly because this new system is allowing individuals to put coding that cannot be seen by the user and is therefore unreliable.
588. My travel expenses were returned, no reason given. I DO NOT understand how to enter travel. Time reporting is also difficult. I have to ask for help many payperiods. The whole procedure is very time consuming for someone like myself in a very busy office. End of the day closing procedures (5:30pm) have been difficult, when a problem arises we have no one to turn to. In totality, I do NOT like it.
589. I had indicated above that we did not get any training on how to use edison, in fact, our supervisor and our payroll person did go to some training, and they came back and talked to us about it. I think that if you are going to have a new payroll system that everyone is going to have to use, you need to provide training to EVERYONE that is going to use it, not just supervisors. every time that I have had to enter my time, I have had to ask a question about it and some of my co-workers also have the same problem. Some of us have picked up on the system better than others, and we are just helping each other along! It has gotten easier to navigate as time has gone by, but I have been "burned" by the "computer glich" that put an extra longevity payment in my paycheck in february. \$1500 is a lot of money to pay back over 4 pay periods and I don't understand why the issue was resloved the way it was. Why could they not have taekn the money out right away when they realized there was a problem? another issue that I have is how you veiw your pay check on edison. It is very hard to understand what you are looking at and it would be nice if there was a way it could be configured so it could be read better. I would like to thank you for letting me voice my opinions on edison.
590. It is aggravating to enter time into Edison and then it just disappears as if you never

entered the time to begin with. The Director and Assistant Director should be able to see all of their employee's time and be able to enter their time if an emergency was to arise. Longevity should be sent as a separate check. It should not be included with the regular paycheck. There needs to be consistency on when time should be entered for a split week. One week you enter time before the split and then another week you enter the time after the split. This questionnaire should have more comment space with the yes or no questions. The yes or no questions do not allow the honest truth in some areas. If this system (EDISON) is here to stay, then the problems (which are said to be start-up matters) need to be CORRECTED / RESOLVED immediately. This includes all of the emails of inconsistency of what is to be done, when it is to be done, and how it is to be done.

591. I do not like that we no longer receive notification by mail (or electronically) that our paychecks have been deposited, the amount and date. I do like getting an e-mail when my travel reimbursement has been paid. I do not like the Travel Reimbursement component. I feel it is a step backward from TRIPS. Many of the steps are highly redundant and laborious.
592. I feel there is confusion on how to enter flex time & leave in the same week & especially during split weeks. -
593. I have a problem with the way the classes are taught by Edison. I can sit at my desk and do the same thing that they teach us. They go screen by screen without explaining or letting us talk about it. I learn nothing in those classes. That's why there are so many people that do not understand Edison. It's a waste of our day, time and energy. Now when I get a notice that I have to attend a class I start to get sick to my stomach. When I have to do purchase requests or travel info I'm not sure what I'm doing. Training is inadequate! We spend more time in Edison concerning payroll than we did with the old system. We have more screens, at least 5, to go thru to make sure all info is indeed in there. Another waste of time. The "trees" have not been right for many people since the onset of this program. Some employees had the right "tree" at the beginning and, somewhere along the line, now they don't. I hate Edison and am thoroughly disgusted with the whole mess. I don't mind change but this change is not for the better!
594. There seem to be many disconnects within the Edison system. Information entered by an employee isn't necessarily seen by the correct manager, and information entered by a manager isn't necessarily seen by the employee. I'd like to see these loops closed up. I'd prefer that this happen with notification emails that are generated within Edison. Also, notification emails generated within Edison could automatically warn employees and managers about keying time and approvals rather than continuing to require emails sent by HR professionals.
595. With the problems involved in the TIME and expense it takes to check, recheck, enter, and reenter information, I feel Edison is a HUGE waste of tax dollars!
596. A new system was needed, but a lot of money was spent and the Edison software was not

ready for production use at Go-Live and the provided training was totally inadequate. In particular, the training focused on opening and closing windows on the computer screen rather than how Edison works as a system. The ongoing cost of employee time dealing with Edison issues still seems to be conveniently ignored. Edison software is built with modern Oracle, but somehow someone decided to use decades old batch processing techniques (which has huge inefficiencies) in the Edison system. The batch processing often fails to completely run. A lot of supervisor time is now lost to checking the Edison system to see if the batch processes completed as scheduled and what sort of Edison errors were generated (which more time must be spent on to fix). Time is money, which the State doesn't have much of - especially now. The utter closed-door policy from OIR to allowing direct read-only views of data stored in Edison are a major management problem. The old systems have many reports that management uses to make decisions on budget and policy. Some Edison reports have been made available, but these do not replace the reports from the old systems. As a Tennessee resident, I am still left wondering what benefits the Edison system has given me versus the expenditures made on it. It seems that the Edison startup money could have been spent on programs with much more tangible benefits.

597. My main problems was time disappearing a week later after it said it was saved. In February I was asked to reenter time for a week in December that the system dumped. Then one day I couldn't log in because the system dumped me and had to have the help desk to put me back in. As far as pay on split weeks sometimes you get paid more on one check and they take it out of the next check. I am married and it had me as single. The time part is sometimes a problem but the big problem is the inventory side this needs to be seriously looked at and canned it does not fit our department. There is also a problem I have is that an employee is trusted to be honest when he or she enters their time and I have seen that abused but that is not Edison's fault it is some supervisors not keeping up with them.
598. the main problem I have is that we are taught one way in training, then the contact people in safety have us do it a different way. case in point, entering of overtime.
599. Most components of the system are okay, but the time entry complicates things in every possible way. Especially since it requires time entry every week in spite of the fact that I'm paid only bi-monthly. Time administration makes it even worse because it takes too long to run so supervisors can't view time and deal with problems until it is done. And it has to run again before anything can be officially fixed. Something as simple as not approving a leave request before TA runs can delay having time approved for days. The user interface is clunky and non-intuitive. It should present you with a list of employees when you enter rather than requiring a search EVERY SINGLE TIME. It should tell you that nothing needs to be approved rather than saying there were no search results because it's difficult to tell if I did the search wrong or if there just isn't anything to approve. The time keeper system is poorly set up. A supervisor should be able to see all direct reports and all employees who report to supervisors who report to him. This is probably partly a departmental issue because time keepers and alternate time keeper designations were poorly thought out. The only people that can do things that need to be done won't do it because they are uncomfortable with the computer. I haven't experienced any specific

'problems' with functionality, but everything about Edison is constructed in a way as to make it take longer to deal with. Every employee spends more working time on time management than in the previous system, and managers and supervisors spend astronomically more time. Edison basically shifted the administrative burden from support personnel to individual employees which then detracts from the employees regular job. Edison de-empowered employees in significant ways, which is why managers and supervisors have to spend so much time with it. I find myself charging a lot of time to overhead rather than the actual projects I'm working on because Edison locks me out of the projects I need to charge my time to. I also find the term "Human Capital Management" extremely demeaning and disrespectful to all state employees.

600. One of the most irksome flaws in the Edison system is that it requires the employee to keep detailed paper records (in a format very different from the timesheets we formerly kept), and keep yet another form detailing every time we leave the office on state business, in addition to having to enter the timesheet information directly into the Edison system online. It's a pain in the arse and more than doubles the hassles associated with entering our own time (as opposed to pre-Edison when we had secretaries do that work). These pen and paper sheets must then be submitted to our supervisors every Friday, ostensibly for no given reason beyond "that's what we've been told to do," but likely in case paperless Edison goes irretrievably south. Honestly, what genius came up with this approach? I can't begin to imagine what kind of headaches we'll have when it comes time begin entering our mileage into this Rube Goldberg machine.
601. I only have one issue and it's not really an Edison issue. I am required to enter my time by Wednesday of every week, unless the 15th and/or 30th fall on a Monday or Tuesday. I am allowed to re-enter my time as needed. To me, it would be easier to enter my time once, at the end of the week (after I have worked). One exception, if the pay period ends prior to the end of the week.
602. I find it hard to believe that one person will write in favor of this program. It has doubled, even tripled the time necessary to perform simple tasks. And everything within the program is complicated and not easy to access and use. In today's world of high - tech this program is a joke and shame on those who fell prey to the Edison sales reps. It is time to admit defeat, eat the cost and get it right the next time. Within my organization I have friends who have had personal information sent via e-mail to the wrong address, others have had their longevity checks sent at the wrong time then, when Edison took the money back, were taxed a second time when the money was returned leaving them with less money then was originally sent by accident. 300 dollars may not seem to be a lot, but 300 dollars is a lot if one lives paycheck to paycheck. Although they were told they would get the money back at the end of the year, is that true???? And I think that one should not fool with other peoples money and the money should have been returned right away. With every new task added a new list of problems arise. Not one thing has run as expected from the beginning. The Edison people expect us to bend and sway with the changes and adaptations, but is it not more expected that because of the money spent, they are the one that should be bending and swaying to our needs? I hope that by sending this survey, administration is truly interested in what is best for our state. Edison is not it.

Please take these comments seriously and contrary to Mr. Getz's opinions on TV, our problems are not user errors. I am completely offended that he feels he can dump this mess on us. We are all intelligent, well-educated people. We would accept our mistakes if they were ours. Edison should be dropped immediately before more valuable state time and man power is exhausted. State employees will respect the administrators more if they did this rather than expect us to continue to fight the Edison battle.

603. It appears to lose time that has been enter and also when approved. The latest was that from approxmately from 4/23/09 until 4/27/09 was unable to approve time for employees. It appears the system has problems that cannot be fixed.
604. Edison should not take someone's comptime over annaul leave, when someone is taking vacation not comptime. When you enter your time that you work, correctly!, there should not be a problem with it being approved.
605. seems to be very time consuming and the information is not up to date
606. It would be more helpful to approvers if the time entered showed up immediately instead of waiting on administration to run. It gets confusing when you have entered time and it has not been sent to the approval screen. You have to look in too many places to see if it has been entered and then to approve it. It would be helpful as well to put either all benefits on Edison for employees to access or none. Some things can be changed/viewed on Edison such as direct deposit info, leave balances, etc. but beneficiary information can't be viewed or changed on Edison. It would be much easier for employees if everything was on Edison so they don't have to figure out if they can change it or if someone else has to do it.
607. About the only thing I've done with Edison is view my paycheck. We do not enter our time into Edison, nor do we select any kind of training through the system. Have not encountered any problems.
608. i don't like the fact that you have to put leave into the system. sometimes things happen beyond your control and you have to leave early or take off and you forget. and why is it that the call center doesn't know the things regarding payroll. why do they tell people to phone their payroll office. thought they were the payroll office.
609. Edison really needs to address the issue of negative time appearing in the employee's payable time summary ususally when there is a holiday during the pay period. Time approves are instructed to approve these negative time entries, on the assumption they will clear up when time admin runs. While this appears to be the case, it is nerve-wracking and an inconvenience to have to do this. It cause ducplicate work and extra time to have to go back and double check to make sure the correct payable time has been recorded.
610. It's as if there are no other options...I should be able to know with some certainty what my pay should be. I don't and may never know. No one seems to know the answers.

611. i fell like the edison program is out dated.
612. Before Edison went live, we were assured that it had been tested, and all of the bugs had been worked out; however, that statement appears to have been false. Most of the problems have been worked out; but, I feel that therre is no excuse for starting a statewide computer based payroll program without completely verifying that everything was in order. ONE THING THAT I FEEL IS VERY UNPROFESSIONAL & INCOMPETENT IS THAT ALL EMPLOYEES ARE LISTED BY THEIR FIRST NAME, NOT LAST NAME, WHICH IS NORMAL PROCEDURE. WE HAVE HAD TO COMPLETELY REVAMP OUR WAY OF THINKING, AND SWITCH TO ALPHABETICAL ORDER BY FIRST NAME! WHAT WERE YOU THINKING??? ANYTHING TO MAKE IT MORE DIFFICULT! Everything else seems to have been resolved, at least from what I've seen, but someone needs to go back to grade school and learn the common rules for alphabetizing! That's all; I'll have mercy and stop here.
613. The system lacks good user interface design. Vital controls should not be off screen. Users should not have to scroll the page in order to see interface options. Also, the system totally lacks any rollback functionality in the event of user error. At least, low level managers should be given the opportunity to clear out user errors with ease without having to involve anyone else. Commits to the database should only be made after the manager's approval. My experience concerning any errors in time entry usually involves my manager, his manager, an administrative assistant from my department, an Edison assistant and even at times, my department head.
614. It is very time consuming to approve time for employees and then have to keep approving over and over, when the system shows that it was accepted and approved. I have re-approved and or keyed time as many as four times for one pay period this is unacceptable. I don't have time to repeat these same time sheets each pay period.
615. This system is a lot more time consuming and too many deadlines and too many e-mail alerts, fix it, fix it,get it done!!!!
616. For those of us that are computer literate Edison has not been that difficult to get use to, but for those state employees that are not computer savvy have had a very difficult time with the new program. I think those employees would have benefited from more training.The issues that I have heard of have concerned me. Payroll not getting completed in time. Overpayment, Underpayment and Longevity being mistakenly paid. In the end it is the employee that pays the price in being inconvinence. I do hope in time the bugs work themselves out and the program becomes very efficient.
617. I do realize that this being a new system, it will have problems and also people will need to learn new things but, I have discovered it is not a very "user friendly" program. Just when you think you are finished with something, such as travel or expenses, it is bounced right back to the original person. This could go on forever, going back and forth. Maybe, with more practice, we will get it right. I hope so.

618. A large waste of time and money. Someone must be getting a large kickback.
619. The system is, in my opinion not set up to take pay info for those of us on bi-monthly payroll. Split weeks are confusing and it is not always easy to enter info for remaining time in week when you don't know what schedule will be. Also, it is a very time consuming enter the information - must do on our own time. Questions arise about how to enter time over, time off. As a whole it is getting easier but it has not been a good transitions so far.
620. Some supervisors still do not have the appropriate employees under them in Edison.
621. I am still filling out a time sheet by hand and sending it in. So, to say that I have a real opinion on the matter is not really true. I don't really use Edison. When it comes time that they have worked out the issues that prevent me from using Edison for payroll entry, then I will let you know how well it works.
622. Why, with this being the 21st century and data processing being a very mature field would any entity allow themselves to be sold a batch system? Batch-run systems went by the wayside in the early 1990s, not 2009. If the system ran in real-time it would be a slight improvement, but the current structure is completely unusable.
623. I cannot appreciate the way Edison displays the overtime calculations or the salary rate. It makes it very difficult to verify.
624. System used to have a save for later button where could enter time daily and now it is not there. would be helpful to have that option.
625. I will continually keep a close eye on issues. I wish there was a way to save a copy of the Service credits and Leave hours in pdf format. like you do when you view another paycheck. I get tired of printing them monthly so that I have proof when time disappears after Edison runs. I have not had this issue in a few weeks.
626. Aside from personal negative experiences with Edison (primarily overtime pay calculations and leave balances) that directly affect my pocketbook, I would estimate that Edison has at least doubled the amount of time and work involved in such simple tasks as timekeeping than existed before the implementation of Edison. The amount of redundancy at this point in the transition is disturbing. I hope that the redundancy of data entry will be resolved, but I am not optimistic. Other than the ability to pull up pay stubs in advance, I can't think of one other advantage that Edison has brought that makes my work more efficient or even improves on the system that was in place. I am not averse to change in principle, but Edison has proven to be a true burden and is a model of government inefficiency. In addition, my lab system has been impacted by Edison with respect to ordering supplies. The nature of my work does not allow me to order bulk reagents in advance since those reagents have a short shelf life of weeks to months. Edison has not proven to be conducive to those of us who need to be able to order supplies in smaller volumes on short notice. Edison has implemented an obstacle course

for ordering supplies that I expect to hinder my ability to process forensic evidence in a timely manner. I cannot overemphasize how serious this issue is to the performance of my job. Disclaimer: I cannot be sure whether my experience is largely to blame on Edison, the current budget tightening, or a combination of both. One more thought: I cannot trust Edison to correctly calculate my pay with a few overtime hours thrown into the mix. I cannot trust Edison to automatically adjust my leave balances when I hit my ten-year hire date (they're still not fixed since January). I cannot trust that I will have supplies to do my job because of Edison's laborious ordering requirements, but I am required to go to training and incur a \$750 hotel bill on my credit card and expect that Edison will reimburse me in a timely manner??!! I think I like my odds better with Russian roulette. If the goal of Edison is to make state workers more efficient, Edison is an abysmal failure at this point. If the goal of Edison is to reliably calculate state workers' pay and leave balances, Edison is an abysmal failure at this point. My impression is that Edison has created much more work than it has alleviated.

627. Trying to look at the record of the check is not as easy as before. Do not like having the regular check and longevity check together.
628. My concern is that someone could steal personal information or identity theft, etc.
629. I feel that our training was inadequate for a new payroll program. There are many areas of this new program that we have had no training at all for and we were told to not be making any changes in 401k, insurance, etc. I have heard of many complaints about the system, some employees have had miscalculations in payroll, annual and sick leave. However I have not had time to really compare mine from one pay period to the other, so I don't really know if it is correct or not.
630. I do not like to have to enter time when I am on annual leave and sick leave. When sick it is difficult to request sick leave because sometimes you are unable to get out of bed.
631. I think when problems arose around 6 months ago, Edison "circled the wagons" and there was a decreased effort to communicate problems with employees. If employees knew Edison was on top of problems, and many people were working evenings and weekends to address problems, we would all have more confidence in the outcome.
632. I rather like Edison. It makes it easier to report time and to get payroll information without having to track down or talk with an individual.
633. Our Longevity - co-workers nor I feel it should be distributed in our payroll, this is considered a bonus -not to be taxed with our payroll. Our time, noticed it counts 36.5 sometimes where it should be 37.5, for whatever reason. Too many problems with people's time and payroll. Also, it is hard on timekeepers- whenever supervisors are in to approve the overtimes. Or even workers, whenever they flex or have to take sick leave and can't come in to do their time.
634. go back to the old way. This system is costing the state way too much. It takes at least

200% much time and for the supervisors it is much worse. Dump this lemon and start all over.

635. The time required by staff to correct the problems created by the way Edison computes time seems to have created an unnecessary workload for too many state employees. The program does not allow for the flexibility of work schedules for those employees who do not work a standard 37.5 work week. This is where the errors occur when employees work a non-standard work week. Personally, I think Edison was created to make state employees more accountable for their time, however because the system is not a real-time logical system then employees will simply enter that they worked a standard week to prevent unnecessary errors. In the end, the state is the loser.
636. Many of the complaints that I hear about Edison are actually procedural or policy issues rather than systemic. These problems existed before Edison but now that Edison is implemented, anytime someone is upset or dissatisfied, they are in the habit of "blaming" Edison. An example is the recent Legislative hearing where much was made about people who have to wait 3 days before getting a replacement check if they do not get a paycheck on payday. This policy has always been in place long before Edison was implemented. Also much was made about problems with the Benefits/Insurance program, however, many of these issues were in existence under the old system as well. The missed opportunity in Edison was in streamlining processes before implementing the new system. Instead of analyzing processes and cutting out unnecessary steps, Department of Human Resources simply asked that the current cumbersome processes be "recreated" in an automated way. An example is the Performance Management process which is recreated step by step in the Edison system. However, the result is an extremely cumbersome workflow between the employee, the supervisor, the supervisor's supervisor, and the appointing authority designee. Department of Human Resources should have taken the time to simplify the Performance Evaluation process and then had that simplified process automated in Edison rather than try to preserve the old process. Most of Department of Human Resource processes include unnecessary approval steps that could have been eliminated through the Edison implementation, but DOHR was, in their own words, determined to preserve as much of the old procedures as possible so that very little change would actually be made in the work processes. There is no doubt that there are aspects of Edison that have "created" more work. However, much of this "created" work was work that was supposed to be done before Edison but was not. An example is the approval of leave. The policy has always been that leave requests must be approved by supervisors in advance and that overtime must be approved by supervisors in advance. However, the majority of supervisors pre-Edison were in fact approving both leave and overtime AFTER the fact most of the time. Many supervisors did not even keep up with when their employees were or were not at work - they simply signed the timesheets without checking them. That created a satisfactory paper trail for the auditors, but it didn't actually accomplish what was expected in the policy - that supervisors would be effectively monitoring time worked and leave taken. The Edison system REQUIRES that a computerized record be in place of all leave and overtime requests as well as leave actually taken and overtime actually worked. This makes supervisors think they are doing more work, but actually, they are being made to do work they should already have been

doing, but haven't been. That's pretty hard to explain to a television reporter or a politician.

637. I personally have not received my longevity bonus pay since implementation of Edison, but with what I have received in e-mails from staff, and personal complaints from coworkers, I am not happy with the way the longevity bonus pay has been incorporated in with the regular pay, and at a higher tax rate.
638. Every time I am paid, I receive a slightly different amount. I wonder if the difference could be because of changes in tax adjustments, a calculation error in the system, or differences occurring because of the different amount of days in a month.
639. I was a little skeptical about Edison and there were quite a few problems, but now I now I think Edison is great. I personally enjoy the fact that I no longer have to keep up with paper payroll stubs and can view my paycheck from home. I also enjoy having the capability to change personal information. I truly enjoy Edison.
640. I haven't had any problems with Edison. I was able to change my W-4 easily and without any problems.
641. I feel systems should be run in parrallel for an established time period to ensure it's working properly. Much of the information given to us during training was incorrect. Perhaps if people would have been warned that system roll-out would be a lot of work, rather than being told for two years that it's the best thing since sliced bread, we'd see different attitudes. The program was no where near ready to go live and has a lot of glitches. When problems do occur, they are extremely difficult to resolve.
642. The ability to have other employees assist in the event personnel are unable to access the system within the designated time frames is helpful as my job role frequently requires time out of the office.
643. Payroll is not the problem for me. Contracts & vendor payments are very difficult due to the lack of training.
644. My ONLY negative comment which is reflected in the above "less than perfect" ratings is the fact that with any bonus pay (longevity or committee) it is now added to our base pay, we are given one "check" and are now taxed at the higher rate instead of getting a separate check taxed at the lower rate.
645. it takes longer to do the same tasks than it used to and a lot of it is redundant and isn't very user friendly. things disappear over the weekend and have to be done again. i was required to train on things i don't and will never use, and sit through classes that were not much more than a projector version of a power point i could have done at my own pc much faster. i can select next of kin of a half child, whatever that is, but not sibling. my beneficiaries dissappeared but i don't have security access to enter them. i was given wrong information that screwed up my deferred comp and it took two months for it to

work itself out.

646. This system does not fit well in an organization that operates 24/7 and is spread out across the state. It has tripled and in some cases more than tripled the work load on our timekeepers. I understand that we are a unique organization but this new process has caused MORE WORK and not streamlined things as it was supposed to. The HCM piece is not terrible but wait until you see more agencies come on-line with the financial piece. Then you will really be asked to look into things, it is terrible and the training was useless. I can't say enough bad things about the second module of this program. Let me also say, I am a huge advocate of change and always support new ways of doing things but this one is not a good idea.
647. Split weeks do not make sense. If the 15th is on Wednesday our approval after Friday's data should be enough.
648. With the economy in the shape that its in, this was a waste of time. Especially when there are people losing their jobs due to the budget cuts but we spend all this money on the Edison program that since its start have had several problem to occur. I don't know if anybody that missed a pay check during this transition or not but I do know that as long as there are problems such as we are experiencing for example, I enter time for an employee and when it comes time to approve my supervisor can't approve his time because the employee's info doesn't show up. At that time we have to call human resources to approve his time manually and they don't have an answer as to why the employee doesn't show up under their immediate supervisor. This has been going on for nearly 3 months and no one can explain it. Therefore, I feel that our legislature made a huge mistake when implementing this program into our government.
649. The system is extremely complicated and requires a breakdown of information in a way that seems repeatative. It takes a great deal of time to complete reports.
650. I think this only makes my job harderand more stressful.
651. No comments
652. I am glad to see that the state of Tennessee is now getting into the 21st century with technology.
653. I think it is a step in the right direction, but it has been frustrating for many. The way the system calculates leave is different than what has been in the past ie time useage. Prior to Edison you could use annual before comp for the whole month (people at their max where annual rolls over). Now it takes comp as soon as the annual useage drops.
654. EDISON DOES NOT CLACULATE PAY THE SAME AS IT WAS BEFORE EDISON. LONGEVITY PAY IS TAXED AT A HIGHER RATE. I THINK THAT IT SHOULD TAX SEPARATE IT SHOULD NOT BE THAT HARD WITH THE RIGHT PROGRAMMING. IT SEEM LIKE SOMEONE TRYING TO MAKE THEIR JOB

EASIER AND NOT THINKING OF THE EFFECT THAT IT HAS ON EMPLOYEES. I KNOW THINGS CAN BE DONE WITH THE RIGHT AMOUNT OF PROGRAMING.

655. Edison is really more time consuming for timekeepers and supervisors, than the old way was. I know this survey is not about the rest of Edison (procurement, travel, etc.) however; those processes are even worse and more time consuming. In whole Edison is not very user friendly and to me was a waste of state funds. I believe there were/are other programs that exist or that the State programmers could have written that would have/could have served our needs for less money. I do not consider Edison to be good Stewardship of State funds. While Edison might look good on paper, or sound like it is good, when the end user needs it, it is much worse than our old systems. I do not believe enough "worker bees" had input on this project.
656. The time system for some reason will put in a -1.0 hour periodically. The system will also ultimately negate it with putting in a +1.0 hour for the same day. At the time the supervisor needs to approve time sheets, we are told to approve the -1.0 hour entry without seeing the +1.0 hour entry as well. For the first 3-4 months paychecks varied from month to month. Salaried employees expect the check received on the 15th to be the same as the one received in the prior month on the 15th. This was not the case.
657. Im worried that some one can get in the system and get my personal info... You may think it cant be done but Jesus walked on water anything can be done.
658. It is a very combersome system. The problem I have experienced is especially with the Travel Reimbursement section. There is a possible 132 steps to complete.
659. Your survey is not written to address the major complaints we all have concerning the extra time it takes to deal with Edison and the need to enter data from home when we are off from work. I have entered timesheets correctly only to have them disappear and have to enter them again. The required time constraints on Edison are much stricter than the old method and require more planning to get timesheets in on time.
660. Why do some departments enter their own time and the one that I work for (Commerce and Insurance) not trust us to enter ours? I thought this was Governor Bredesen's attempt to streamline our systems. However; he has leadership appointed that is holding this back.
661. I think Edison is fairly easy to navigate once you get used to it. I think people will eventually get used to doing business a new way.
662. We should have checked with other states who implented Edison and then replaced it. Hello? If there were major problems within the Edison system, then why in the hell did Tennessee purchase the system?
663. training for the implementation was poor

664. I really have no contact with Edison as I do not enter my own time.
665. I do not understand why I still have to complete a paper timesheet and turn it in to my supervisor when I should be able to do it on the computer myself.
666. No comments as I have limited interface with Edison. It's fine as far as my experience is concerned.
667. Record keeping back up on Edison not enough to cover federal recordkeeping so you also have to send a "hard" copy of your time on the old record keeping form. That doesn't seem like a state of the art system.
668. I believe that there are serious flaws with the system. I am very concerned that there seems to be an effort to blame employees for not inputting information correctly. This, no doubt happens, but the main problem is the system itself. I have worked hard to learn how to properly use Edison, but find the experience very frustrating. There are consistantly problems with entering and approving time and leave. My confidence level is very low and the anger and frustration levels I, and others around me, have experienced is growing. I very much wanted the system to work, but now I believe that Edison's many flaws will keep it from succeeding in the long run.
669. A lot of Edison's issues are still user error. As a supervisor, I find it difficult to train the same thing to the same people everyweek in the last 6 months. Also, in my experience, the exceptions do not always make sense. Those I usually have to pass on BUT I am not clear as to why they generated so that I know what NOT to do next time. I believe additional trainings should be offered on Edison. For example, I would love to send some of my employees back to basic training. (I know that it is on the computer and have suggested them to retrain...but...) Then, for managers, it would be nice to be trained on what causes to more difficult exceptions. In the long run, this could cut out on some of the frusteration.
670. We should not be asked to project what hours we think we will work before actually working those hours. That action encourages dishonesty.
671. Some information at start up up was incorrect and it took a great deal of time to get it fixed. (birthdate)
672. Time Admin does not run very often making deadlines hard to meet. Edison does not notify the dept. if Time Admin does not run. Staff can enter time but it is not showing up the next day. This system is NOT user friendly. Some supervisors are STILL not able to see all their direct reports. There is no rhyme or reason for certain exceptions. Not being notified if the Edison system is down (because according to Edison they have no problems). Edison refuses to acknowledge that they have problems and never takes blame for anything. They are hard to reach to discuss problems with. Training was not helpful. Only inhouse training has been helpful. I'm afraid to change personal benefits information because there have been too many problems.

673. Out of state point to point has to be constantly called in to get it on the system. Also not user friendly, when copying a cell it doesn't copy the contents, you have to input a lot of information that should already be in the system (Consensus rates in cities)
674. The overtime has been changed, we get less at this time.
675. The training was on line, impersonal and caused a lot of misunderstanding on my part because I was unable to ask questions while training. The training seemed to make it more complicated than it really is and creates a lot of uncertainty on my part.
676. You are asking the wrong questions. The huge problem with Edison is the large amount of time it consumes entering (and re-entering) time etc...The reason for switching to Edison is valid. Keeping up with the information required in the HCM component is not a technically challenging task from a programming standpoint. Unfortunately, Edison and the people behind it have shown that they are not up to the task!
677. The Edison module has incorrectly reported my time and sick leave on various occasions. My time approval is done by someone not in my office but who is in another city.
678. Exceptions are being reported when there are none. Leave requests have to be submitted twice for the same date requested.
679. For me, the Edison HCM component is fairly uncomplicated, compared with the rest of the Edison components I have to use. I am in the office most of the time, in communication with my supervisor and timekeepers, and able to plan and request leave in advance.
680. If this program was supposed to create less time than the old program I'm sorry to say it does not. I understood that it would be less paperwork, but instead there is a lot more. Please consider giving us back the old system that we had before. The other system was quick and not time consuming.
681. I have inputted time for the 7 [POSITION REDACTED] in my [DEPARTMENT REDACTED] under both Edison and TDOT's previous payroll system. Edison requires far more time on my part. The average month requires 8 to 10 input or approval sessions in Edison whereas I only had to fool with time input on the old system twice a month. Assuming this is only costing me 10 hours a year in lost productivity, all work groups are approximately the same size and that I get paid minimum wage (actually not), the statewide loss would be at least a quarter of a million dollars. This is on top of other side issues like disappearing input, mistyped leave requests that remain in the system for months, and short approval cycles that require me to log in from home on the weekends in order to make sure my employees are paid (Christmas and New Year's comes to mind).
682. If training, in the very beginning, was given for each specific department and not a general training, employees would not have been so overwhelmed and unsure. The training, from the beginning, was too much too fast and was taught a lot that did not

apply and not enough of what did apply. It was very confusing and cause discouragement and depression.

683. I do not personally enter my time on Edison. I use HRIS. Edison did negatively impact my ability to do my job since many people's salary information were not updated on the Accounting system our division uses for a few months b/c of problems with Edison.
684. Extra duties are never welcomed, however, the overall process is simpler and less cumbersome than the initial expectation. As long as additional responsibilities are not added it should be accepted as valuable over time. Thanks for the opportunity to evaluate the overall progress of the program and its initial rollout.
685. Passwords should not have to be changed as often.
686. The system should be programed so that you are not required to key time before you work it.
687. Edison is the biggest waste of money that I know of! We are very angry that State workers haven't had a raise in 3 years and we did not get the 3rd part of our compression pay that we were promised; yet the state could waste money on this system in a time when they can't even take care of their workers!
688. The State of TN needs to stop banging its head against the wall with this program and taxpayers should be informed of the continuing waste of tax dollars with this program--overtime, supplies, wasted employee time, etc.
689. #1 problem is once you enter or approve time - time administration runs and sometimes it's erased instead of entered. Can't get access to Facility Max or other programs needed.
690. it takes sometimes 6 to 8 times to click on the print icon before it will go to the print page for me to print my paycheck info.
691. overall Im satisfied with Edison.Sometimes there may be a temporary problem but usually corrected soon after.
692. I like edison.
693. The system is too complicated in its keying. It should be more user friendly.
694. This system is very cumbersome. You have to go through too many steps to do one thing. It is much more time consuming than our other system. You go back and forth to try and get something entered.
695. Travel Request in Edison, when you are entering your "Point to Point" it automatically calculates your mileage. For those like me who drive a State Vehicle, one is not able to enter their "Point to Point" due to the calculation of mileage. There needs to be another

option for Point to Point for those who drive a "State Vehicle" in order to be able to document our travel from one location to another.

696. The system is very cumbersome for supporting monthly payments. Also it has been very difficult to obtain meaningful data downloads from Edison due their lack of a clear understanding of the data.
697. It takes considerably more time to complete your tasks in EDISON than it did in the old system. Process that used to take minutes now takes hours to complete.
698. The job performance entry training was about the worst I've encountered since joining the state many years ago. I knew nothing after trying to go through it twice. One supervisor showed me how to actually enter the job plans for those I supervise but didn't tell me anything about the dates. My own supervisor told me about the dates so I had to all five of the ones I did. My own supervisor also entered most of my job plan in the comments section and when I asked about it she said that was the regional management told her to do it. If employees were supposed to have room to comment, I didn't. Not that I'm challenge anything written just that I know when I have no time at all it will have to be redone. Neither my own job plan nor the ones I did for those I supervisor come up as current documents and I don't know what to do next. Also after we were supposed to be able to get started on it months passed before we were actually able to log on.
699. All formal go to training with edison training so far has been totally useless. We learn how to do what we need to do from our region people. The other training means nothing when you leave.
700. One thing I find unfair about the new payroll system is the longevity checks. Sending one check instead of two is causing everyone to lose money. Some people depend on that extra check to help make it through the year. Employees that have been here 15-20+ years are losing out on several hundred dollars. With the current budget situation and increasing cost of living, don't most think this is NOT the right thing to do?
701. Very disappointed with today's technology that Edison is a batch system verses online. This requires much more administrative time for approval and supervisors have to monitor daily. The employee puts in the leave request and it does not appear for approval until the system is run. After supervisor's approval the system must run again to approve the payable time. Sometimes during this process the requested leave disappears. I went out to the system Monday and Tuesday to approve time for last week and none was there to approve. So, first thinkg this morning I was given notice that the time showed on the exception report that I had not approved leave for last week. Well, I had definitely tried. The payable time for some employeess will include plus or negeative 1 hours that no one can explain. We have been told that we can mark these as approved or not. With payroll I am not comfortable with unkown hours appearing. If the pay period ends on a Friday timekeepers are told to put the time in before the end of the day. This practice may encourage abuse of time worked. The accrued leave does not appear in Edison until 2 weeks after the end of the month. We are told to still use the manual time sheets with

supervisor's manual approval so Edison has only increased the administrative time to record and approve payroll as I mentioned earlier.

702. The way our years of service pay is now payed on edison is not fair due to it not beeing seperated. Edison should not take comp. time that an employee has earned during a pay period and use it for sick leave or annual time, the employee should be able to choose. If edison makes mistakes in pay the employees should not be responsible for their mistakes.
703. It has no idea of the begin and end dates of the payperiod, you have to reset the begin date and refresh the page each time.It randomly generates ficticious PAYR 1.0 hr records that have to be dealt with.It takes about three times as many screens to do functions as the old system.It is not a real time system but must wait for lengthy batch update processes to run before errors can be corrected. And you cannot tell from looking at the home page when the batch processes have run.I clicked on the HELP link on the home page and it said page not found.There were no overtime reports written to replace the legacy reports.There was no data dictionary provided to tell us what legacy data went to what Edison fields.We still can't get applicant registers for hiring.
704. I would like to see Edison T&L run at the same time of each day. Especially on split weeks. It would be less time consuming if we could do 1 timesheet per week instead of 2 on split weeks.
705. I am very disappointed that the system has so many bugs. If you enter time or leave when the system is running, you may find out later that it did not take your data. There should be a flag that tells you the system cannot take your data at this time.
706. Edison interferes with my work schedule and things like this survey annoys me!! The constant interruption of e-mails re: Edison, are beyond what should be expected from a company who claims "performance". Too bad the State of TN failed to do their homework before implementing such a program that is full of bugs and lacks efficiency and effectiveness!! Now may I please get back to doing what the State of Tn pays me to do!!!!
707. It seems that Edison is working fairly well except for a few problems that have been, and are being corrected. The biggest problem I see is the use of man hours required to enter time. We would be much more beneficial to the state if we were doing our jobs instead of sitting in the office in front of a computer. For example, had it not been for Edison, I would not have spent the time it took to complete this survey.
708. The major problems are:1. The State is on a twice per month payday and Edison is weekly, causing split workweeks when time has to be done twice in one week.2. System is down so much or running something other than Time Adm. Updates are not dependable and don't happen at the time expected. Server seems insufficient for the system.3. Trying to coordinate leave & OT requests with timesheets and dealing with all the exceptions it creates is a major headache and time consumer. Reporting it on a timesheet one time should be sufficient for anyone. Why can't requests for leave & OT be

handled offline like they were before? This would entirely eliminate half the problems.4. We have to manually reschedule the workweek because Edison seems to have a problem with this and creates even more exceptions. I thought we would be rid of manual rescheduling with Edison.5. We are promised updates, such as, upper level supervisors being able to see the staff of the lower lever supervisors they manage so they can help with exceptions and be sure they are doing their job, but the changes never come.6. It takes so much time to coordinate requests and leave, reschedule time, fix exceptions, wait for TA to run and see if they are okay, fix errors for other people that don't know how. What used to take timekeepers 30 minutes twice a month now takes hours and hours.

709. The travel reimbursement is impossible!Time repoting is okayTravel repot has Got TO simpify
710. THE TN3270 DATA CAPTURE PROGRAM WAS A GREAT TOOL .IT WAS EASY TO NAVIGATE AND UNDERSTAND.IT SHOWED A MISTAKE IMMEDIATELY AND YOU COULD CORRECT IT THEN AND NOT HAVE TO WONDER IF IT WAS GOING TO ACCEPT IT OR NOT.YOUR ANNUAL LEAVE ,SICK LEAVE AND COMP TIME WERE ALWAYS CORRECT AND YOU NEVER HAD TO QUESTION IT OR WONDER IF YOU WILL GET IT OR NOT. EDISON IS TIME CONSUMING AND A NUISANCE.
711. My exposure has been somewhat limited in that I am entering my time only. I will be dealing more with the managerial side in the next couple of months which could be more challenging. I would be better able to evaluate that aspect after the experience. As far as individual time only, it has been a learning experience but not very difficult to use.
712. i DO NOT FEEL THAT MOST EMPLOYEES FEEL COMFORTABLE KEYING THEIR OWN TIME IN. ALSO, SOME EMPLOYEES ARE NOT HONEST IN REPORTING THEIR TIME, HOWEVER, SUP. HAVE NO OPPORTUNITY TO KEEP CHECK ON THEM.
713. The Edison system is much more time consuming than the old program. To many people must approve each payroll. The system is also not designed for employees that do not have access to the computer.The system is also not frienyd to schedules that are 7 days a week and not mon - friday. It does not take into account that the supervisor does not always work a regular schedule.
714. I have had to re-enter my time at least two times in the past six week period. I'm not a "techno whiz" so I may have been doing something incorrectly, but I don't think so. I have not had any problems before these last instances.
715. I do not know what I am supposed to do if myself or a family member is sick at the end of pay period, especially if it is for more than one day. I was told to not be sick on the last day or 2 of the pay period because of the difficulty of getting sick leave entered and approved on time. I also do not know what to do if I take annual leave for 1-2 weeks if it will be across pay periods.

716. Employees need encouragement as users of Edison. Edison personnel need to be more open to employees; admitting to the issues and problems, instead of denying them.
717. The problems I have experienced as a time keeper is after keying time worked and submitting the changes are not changed and has to be redone.
718. I think a lot of the complaints about how much time it takes some people to work with Edison would be much alleviated if it were mandatory that all persons that are assigned a computer or laptop have to enter their own time and leave rather than lumping all the time entry onto one individual. Currently one timekeeper in each department for many departments here in TDOT have to enter all the time, leave requests, etc. for everyone in their department - this leaves room for clerical errors as well as taking a large portion of a single person's time. The online training leaves much to be desired. The time entry training I rec'd prior to implementation was really not much like the reality at all.
719. Annual leave problem has continued since Edison's inception. It has been over 6 months and EVERY month we resubmit it through emails and phone calls. Problem continues. Either those people don't know what they are doing (they don't know how to fix it), or the system is extremely flawed. State employees in the field are spending way more time completing their Edison keying and approving than the old system. I can't see where thousands of employees spending extra time weekly (and sometimes several times a week) can be doing anything other than costing the state more money!
720. The only issue that I can see with the new program is that the copy of the payroll form is hard to understand. I have problems figuring out how much annual leave, compensatory time and sick leave I have accumulated. Everything is always behind in the calculation.
721. after being implemented the whole system seems to be at a shut down, jobs cannot be posted, everything in a waiting/hold
722. Some of the regions are still requiring paper time sheets in addition to employees keying their time into Edison. This has created more work for employees and supervisors , because the time must be approved weekly and on days when payday falls in the middle of the week. This has incresed supervisor travel to sign time sheets when employees do not work in the same building with the supervisor. Employees are required to enter time into Edison before the end to the week or payday and this causes problems when the employee gets sick and takes sick leave after the time has already been keyed into the system. Employees that are paid every two weeks should not be required to key their time weekly and supervisors should be allowed more than one day to approve time after pay day. The old system allowed correctiions to be made to the time sheet after the time sheet had been approved and submitted to Nashville, because the cheks were printed two weeks after they were approved and sent to Nashville
723. We are having problems with the starting dates on the Job Performance Plans.
724. I think with proper training it would have been better - not crazy about the tutorials in

Edison; you don't get hands on experience. I think overall it has been a good thing.

725. I am a supervisor and have had to use the job performance task. I thought it was easy to use.
726. It is too time consuming - you have to make copies of everything you do because it may not retain the info put in. It has to be done weekly - you do not always know in my job if you will have it until after it has taken place and then you have to redo what you have already done for that time, once leave has been approved, sometimes it goes away in the system, cannot be found, on this job some work other than 8 to 4:30 and it is not user friendly for making adjustments to accommodate the different schedule. Payment of the longevity combined with the regular payroll made a great deal of difference in how that was taxed. Over all the system is just not user friendly, more trees are cut down to make up for all the copying you have to do to submit to Nashville Central Office and to prove you did it.
727. I believe Edison is a great investment for the State. It saves me time and paper work duties. Edison seems to account for so much more spending information. The State should have developed it over 6 years ago. The fuss over usages and inexperience will end soon.
728. I am still paying back the overage of longevity, and when it comes time for my longevity, I have to wonder if I will get it in a timely fashion, or will it too be a mess-up. I have only one in-come in my house hold and Edison has made it difficult to manage money at my house. I have had out of pocket expenses that were unseen, and the longevity payback has caused an undue hardship on me.
729. I think the biggest issue going forward on the start up issue are resolved if the turn around reporting times are too short, the page on time entry is not user friendly i.e. at least they could let you see what you have already reported and approved. Have the pay periods show up on the page not some odd dates the system select, get rid of all the - negative 1.0 hrs.
730. The Edison program has potential, however to date it is not functioning as it should. The program appears to be tailored for most businesses that have a weekly pay period and was not adapted to the semi-monthly pay periods of the state. Most of the problems have arisen from this discrepancy. It is also very difficult to correct temporary situations that occur from time to time. For example, if a supervisor leaves his employees report to a vacant position and no one within the work unit can view or approve their time!
731. State employees' longevity pay should not be included into the payroll in Edison. This is not fair to the employees. The State of TN should not have implemented the Edison computer system w/o researching the problems from other states and the cost of the program should have been considered during the downturn of the economic. There is too much dependence on a problematic system to run state government. If an employee does not have access to computer to enter their payable time during the short window of

opportunity, their paycheck is in jeopardy. The possibility of human error is great and the resolution is too complicated.

732. Takes longer now to do leave reporting function for my group than the old system. I am spending 3 times more time on leave reporting function than used to. It seems to be that the new system was not designed around business practices, instead business practices are having to change because of the new system.
733. Time entry is cumbersome b/c several steps are involved. Many project codes are not in Edison. We should not have to search for employees who report to us in order to approve time and leave slips. Edison knows who they are. They should come up when we log in. Also, can we have an option to TURN OFF the balloon that appears when we move our mouse over the menu on the left side and blocks us from seeing the options available?
734. Some supervisors and managers in this division can not approve their employees. Some employees are listed under others supervisors, work groups are not in order for them to be able to view their employees and approve their time. This have been going on since September 16, 2009, when we went live. By now all this should have been straighten out. When I keep my leave request in and go back to look for it, its not there. Then I keep it again the next time I look there two request for the same. The same goes for keeping in my timesheet, when I go back to view it the informatin is not their. Then I receive a call telling me I need to key my time, that get frustrating. I use alot of time keying and re-keying because me information disappears. Their alot others in the divisions that have that same problems.
735. It is evident that the old data capture system was antiquated and out of date however I feel that Edison is not the resolution to the problem. Paychecks are not understandable. Employees are not familiar with their pay rate based on what is referred to as FLSA rates. Overtime is computed @ different rates during the same pay period, employees have had to repay salaries due to computer overpays. I personally do not understand nothing about my pay stub and honestly dread trying to view it. Leave balances have been altered. Pay stubs show earnings such as FLSA rate or over cal which no one on the employee level understands. Longetivity was late then paid to me twice in which I had to repay the second one. It is my understanding that Edison is a three wave series. Payroll has not been perfected but we are moving into doing purchasing and evaulations and such now. Many people complain that Edison was rejected by other states over similiar issues. The bottom line is that this system cost the taxpayers of the state of TN millions of dollars and not only does the taxpayers deserve an adequate system the 30,000 plus employee's deserve a system that they can place confidence in.
736. Why did we get something that other states got rid of. Help me understand that.
737. I am a [POSITION REDACTED] and have had to deal with many Edison Problems. An employee that went with 1/2 pay for over 4 months and it ended up with his credit being ruined, late fees and eviction notices. The problem was reported immediately to the Edison help line, where they claimed it wasn't happening. I had to argue and beg Edison

to pay the man. Many of our employees got caught up in the Longevity error. When the payroll help line was contacted, they couldn't tell the employees anything. This caused frustration that was taken out on me. Even after Edison came up with a solution, the help line couldn't explain what was happening with the longevity payment. Insurance is beyond bad. Many employees paying for insurance or paying double and triple each month, but not being told they are uninsured when they requested services (prescriptions unfilled, admittance to the hospital - and being treated differently because they didn't have insurance). Time and Labor is just a huge joke. I spend as many as 12 to 15 hours a day working on a system, that wouldn't "hold" the information that was entered causing exception after exception even they should have cleared. Time that has been reported just disappears. Requests for leave never show up. Don't even get me started on the leave balances - it is a constant fight to get the balances corrected. I don't think Edison will ever be able to handle the amount of people that it is suppose to support. SCRAP THE CRAP!!!!!!

738. Humorously, the form did not allow me to enter all the issues I've had, or allow space in other to list multiple issues. Edison has been pretty frustrating to work with. I would have thought that something that so much time and effort was put into could at least be made to work properly. More than that, it should be easy to use and intuitive (for example, hitting cancel should cancel what you are doing, not make you continue submitting... this should not have to be explained... it should be set up so that the system is intuitive to use). If pieces aren't designed for state employees, they should be fixed-- not just worked around. Perhaps we should have used a software that works well for another state's employees or get people to reprogram this one to work. I also find the code system to be annoying. It would be nice if you could also see the description of the code after you select it... especially since after you submit some time, the order changes to put the codes in order and makes it hard to go back in and add the rest of your time later. There is another category that shows up that is not used... I'd rather see what the code I selected stands for. It is bad when people fear the next stage of implementation rather than looking forward to it.
739. I believe this system is not for the State. I know that billions of dollars was spent to implement this system, but what do you do? There is a lot of flaws in the system and it will continue all through the life of the system. This system has caused a lot of stress to employees since the beginning. There is daily stress and it adds up. By the end of the week you are so ready to go home. Stress causes sickness. There is more sick leave usage for doctor appointments.
740. I am curious as to why only the HCM is under question here, I understand that Payroll and Benefits are very important and that most State employess do not have all that much to do with edison, however in the purchasing part of edison I feel like I have to make 10 steps backward in order to make one step forward. If you have issues and you contact the help desk, you are assiged a incident# and then you are routed to nowhere and nothing is ever fixed or explained and when you contact them again they look up your incident # and someone has reamdied it. When trying to create a Requisition from a state wide as per catalog contract, due to edison not being able to calculate the percentages, we now

can not order those items due to F & A is denying them if we can not put a item number in edison, which has to be used if the item is on contract, and the item number that is associated with the contract can not be used due to edison not being able to do percentages. This is frustrating. I can see how this will save the state money. If we are not allowed to purchase anything due to edison not able to transfer contract items to a usable purchase order. I just would like to see someone able to repair or give good advice as to what is needed to get my job done. Items that are needed for my department to run edison are being denied by the very department that requested we use edison. I understand that changes are needed for our state government. What I don't understand is the denial involved with this system. DENIAL; Didn't Even Notice I Am Lying. I have to spend more time per purchase only to get it rejected by the very department that is spearheading this endeavor. They will deny my request and tell me that I have to call another department General Services and get them to assign us a temp. item number when all I should be able to do is document in the system that this item is on contract and give them the information needed to approve, but no they will require us to cancel this req (which our department will be charged for) and re-enter a new one (which we will be charged again) this just does not make sense due to the departments not able to create orders as fast as they could when using the old system 3270. I know that since we have gone live I have only been able to create 20 purchase orders and I use to be able to key anywhere between 50 and 75 a day.....

741. I do like the Edison system. I am not a fan of the training methods used. I feel that the UPK screen shot based training is okay for introducing Edison but sufficient for training purposes. Because of its restrictive nature It does not allow the freedom for the instructors to adequately navigate the system to respond to questions.
742. edison has been more difficult to train employees but it is improving ex requesting leave in advance on edison or entering after returning to work from unexpected leave.
743. The training was poor, I had to go to others for help to actually use the system. When I requested help from the edison site, I got a response back a week later saying they were too busy to answer my question. With practice you can eventually find your way through the system, but think it should have been more simplistic to find what you need to get to. The parts for JPP & annual evaluations is a real pain.
744. It would have been more helpful to have some hands-on training on the system before it went live. The on-line training was not very beneficial.
745. I had rather get a copy of my paycheck thru the mail. Need more time on dead lines in getting time and attendance in.
746. I am disappointed when information in Edison is not updated automatically. It is frustrating when we have to wait until the next day or until the next run for stuff to be updated.
747. Although I have not experienced this type of problem to date, I am concerned about the

emails sent out asking everyone to check their leave balances as they may be incorrect. Most of the people I work with are keeping a separate spreadsheet to track their leave. Also, the longevity pay being combined with a regular payroll check is also an issue for me, as I believe that more taxes are being taken out of that check than normal, reducing the amount of the longevity payment. Recently, I have had one issue with not being able to access my time reporting to enter my time for the week because Time and Administration had already run. This is the only explanation that I can come up with as to why this had occurred but I don't know for sure. Also, not knowing when T and A will be running has an effect as described above.

748. Problem resolution is not satisfactory. Errors are not corrected. Bond ownership was returned to status prior to Edison but the bonds issued with incorrect ownership are still incorrect.
749. I am a timekeeper. I enter time for 100 people. It takes three times longer to enter time on Edison than it did on Data Capture. The program is slow. Instead of accessing all the info you need on one screen or simply continue to the next screen you must enter an employee's ID number over and over to get from one screen to another. Time Admin has never run on schedule. It may be up to 4 days that it does not even run. During that time the timekeepers are getting further behind waiting for the supervisors to be able to approve what you have entered days ago. Why were the groups set up in alphabetical order using the first name? That alone says a lot about the programmers in my opinion. Leave balances are there one day gone the next. How long before they don't come back. Timekeepers have one day to enter time before being locked out. It takes a while to enter time for 100 employees. Data capture gave timekeepers at least 3 days to get everything done. Edison has taken us a giant step backward. It is too time consuming for everyone.
750. Split workweeks are very confusing as to when they occur and when they don't. I actually received an email today stating that this week (04/27-05/01) was not a split work week however we had been told in our office that it was. I have already keyed my time for the day and I don't really understand why split workweeks are important when it comes to semi-monthly pay. Requesting leave is also a bit of an issue as the process seems very vague. The pay stubs listed on Edison are not easy to read and should be laid out in a more intuitive manner.
751. System full of faults Entirely too complicated
752. Do not combine longevity pay with regular pay. No one even asked our preference.
753. Problem #1--In our office, we are still submitting our time the old-fashioned way (on time sheets). From there, presumably, others are entering our time. However, whereas before Edison, we only had to do timesheets bi-monthly, we now have to do timesheets at least every 5 days. As a result, no one can keep up with whether or not they have submitted their time. This process seems duplicative and not at all in keeping with the efficiency that was promised with Edison. Problem #2- The very fact that this survey was requested on Monday, May 4th with a deadline to respond by Wednesday, May 6th.

Had input from state employees actually been desired, I should think that more time would have been allowed.

754. I think on-site training should be offered. I believe it (on-site training) will be cost effective and produce positive results.
755. Most of the issues with Edison seem to be start-up issues, but when dealing with people's pay checks, I believe that the mroe of the start-up issues should have been prevented prior to implementation. The only current issue I have with Edison is not being able to sign on at times, which woul dprobably be at peak times. I am assuming there is a user limit.
756. Still having trouble accessing the system.
757. In the start up of Edison the employee's in our office did not enter their time sheets. But at this time the funding unit has begun to enter our time into the edison program. But at this time there are no problems. It seems to be better, because we save on the postage, and paper.
758. While deductions are broken down in a more specific manner, it is not easier to read than the old pay records. Also, the default format doesn't print the entire pay record; you have to remember to change it to landscape to see all the information. If you don't remember when you print, it is time-consuming and wastes paper.
759. I like edison. You can check out almost everything. You can make changes yourself in the information that can be critical to what is taking out of your paycheck. You can see every thing that contains to you and make sure that it is updated when required. You do not have to relie on someone else to take care of it. I like it
760. Time needs to be updated more than twice per day. I also approve time and if anything changes with a timesheet in the afternoon you have to wait until the next day to approve the time. It can get frustrating.
761. Edison makes things to difficult. It is hard for people to put time in. Since Edison has been used in our cashier office, we have been able to get any of our licensee money in to time. Which causes late fees that have to be overrode. It is just not doing well.
762. Edison leaves too much information ie checking account number on the visible screen and when it is printed This is discouraging to pepple using shared printers .I don't print my payroll information at work.
763. Do Not like it that longevity pay is placed with reg. pay. System breaks down too much and it is slow in updating time entered. Change in overtime should have been told before implementing new system. Strange way of showing time. Should not be broken up like it is. Should be able to look at your time and be able to tell exactly how many hours you got instead of having to add up everything or go to another page that would hopefully tell you everything.

764. As a timekeeper who enters time for several employees, the main concern is having to enter time so often. Seems you only have a few days between deadlines. Most timekeepers have other duties to perform and have to more or less work other duties in around Edison. Most of the time entering time in Edison is not difficult, but it does take a good deal of time to do the Requests, enter time, check Exceptions, etc. especially if you are entering for several employees.
765. I do not like the fact that leave balances are not updated in real time. If an error occurs it takes too long to correct it in Edison. I do not like the fact that longevity is combined with our regular paycheck because we have to pay higher taxes. Edison's layout is very busy and this makes it hard to locate what you need.
766. This program calculates overtime pay in a different way than the old system, resulting in a loss of money by state employees. This program sucks, is inefficient, and is a monumental waste of valuable taxpayer money. Whoever implemented this program should be investigated and probably brought up on some type of criminal charges.
767. Human resources should allow staff to input their own time, and then can audit
768. I try to report my time promptly but the processing time for my supervisor to be able to approve it is extremely erratic. My supervisor and I have spent entirely too much time checking and re-checking my timesheet on Edison.
769. Time admin needs to run more than twice a day.
770. nothing seems working even state put so many millions of tax money. also, takes too much of our time to process everything
771. I had Agency Time Administration and Advance Time Administration training, which was very helpful. I believe that there should have been a classroom training for all employees instead of the self training. I took the self training also, but I learned so much more in the classroom. Edison takes up most of my days now, trying to help supervisor and employees. On cut off I spend about two days working on exceptions and payable time. There are some glitches, but for the most part I think they are getting better. It would be a lot better if when you submitted your leave or overtime request that it would automatically notify your supervisor. That way the supervisor doesn't have to check several times a day looking for request.
772. BAD TIMING DUE TO THE STATE BUDGET CRISIS.
773. I am in a supervisory role. Although I personally have not yet experienced a problem with my pay or benefits, I had at least two employees in September that almost did not get paid and also had their leave balances incorrectly calculated, if I recall correctly. However, every pay period without fail, I am contacted by someone in HR with "exceptions" in Edison affecting my employees. I have to stop everything I am doing to check on these problems, having NO CLUE as to why the exceptions have occurred or

even how to resolve them. Then, mysteriously, a second or third report will be issued, and the "exceptions" are no longer there. This system has placed a lot of stress on me. I should not be burdened with the stress of having the possibility of 22+ employees not getting paid because of some computer issue I have no control over, or am forced to sleuth and solve for different people. I have been called at home, out in the field, etc. due to Edison problems and I am practically helpless in helping to resolve the issues. Inevitably, someone in HR, administrative assistant, or time clerk must do it for me. How this system is supposed to be more efficient than the previous system is beyond me. We never had anywhere near the stress regarding payroll and HR as we do now. The 15th and 30th/31st of the month are wasted days for me due to Edison issues, whereas before, I would spend less than one minute 24 times a year filling out my timesheet and submitting it to the time clerk. Now, every individual employee in the state is required to sign onto a computer system with a complicated interface, input their own time, remind their supervisor to go in and approve time, and pray that no mysterious exceptions appear...

- 774. We are paid twice monthly and this system is incapable of calculating that so it makes entering and keeping up with everything harder.
- 775. I do not like Edison at all. It might be better if we actually had computers that work, but we don't. Half the time we cannot access what we need to and also our pay has decreased since Edison. Maybe it's just me and I have been demoted and no one bothered to tell me.
- 776. None.
- 777. Using Edison and a paper timesheet is pretty redundant. I don't see the point of having to do both.
- 778. I think that, the design of the system where we enter time, different to our pay schedule is not very smart.
- 779. I would prefer that when we get our longevity pay that it would not be issued as one check causing us to be in a different tax bracket. I think the longevity pay should be issued separately. I feel that this is caused by the new Edison system. Which is not fair to the employees.
- 780. I have not had any real problems with the Edison except with the combining of longevity in with our regular pay checks. This process has greatly increased our tax liability.
- 781. There seems to be a lot of problem with time running. It is supposed to run twice a day. Hardly runs like that due to problems with the system. One problem I have with Edison payroll is way time is reported. It does not make sense to do timesheets twice in the same week on a pay week when time and administration will not run due to problems with the system. This happens on a weekly basis. Also, the annual and sick leave is not accurate, it seems that it is not current.

782. The head of HR for our department does not like to be bothered with timekeeping issues. She makes it well known that "we" should know what we are doing and to figure it out ourselves.
783. I have not experienced any problems with the new system. I do have difficulty navigating the Edison screen & finding link to input leave time.
784. I would like to have the "view all" on the left side of the bar so I do not have to scroll across unuseful information (to me) just to view all employees (50+)When entering time, in order to add another line I have to scroll across the screen, so if the add line leave type/project number were "seen" on the time sheet page, it would be more efficient to enter time data
785. One issue with Edison is the addition of longevity pay to a employees normal pay check. It causes us to pay a higher tax rate on the increase of pay, when our pay really as not increased. Plus more of the "take home" amount is given up to taxes. Second the lack of ability to save daily time without submitting the time until the weeks end.
786. Activity data gathered in Edison is not nearly as accurate as the previous system. Our activity codes have been "adapted" to fit in the Edison box, rather than Edison adapting to the most accurate and efficient way we record activities and do conduct business.
787. The only issue I have had is the amount of time it takes to get reimbursed from flexible benefits.
788. It is my opinion that the money spent on Edison could have and should have been spent elsewhere. The only thing Edison has done for the employees of the state is to give them one moore thing to do at the end of their day!
789. I like the flexibility of being able to look up and input my information from home, but I do feel this program has to many flaws in this day and age of expanded technology and it's not as user friendly as it should be. This program is not new and it should have had most of the problems worked out before it was ever implemented.It has had to many problems in the first phase and we have not even expanded into other areas yet.
790. I request that we go back to the old system and cancel Edison. This system is much more time consuming and provides much poorer performance. It seems we have wasted a hugh amount of tax payer money by moving to this system.
791. Money is very slim for Hwy Wkrs ones. So trying to explain the huge formula on how their potx is calculated is ridiculous. I as a payroll person have no Idea how to apease them.I find myself saying the same old comment with any edison question, and or problem I have, "It is just the system and it is the way it is". I have seen the expressions of employees face drop when managment has no answer for them, this affects moral. and going backwards and forwards taking ot when an employee used leave. off on monday and unaware of ot on tuesday then asked to work ot and it is taken because they took off

the dya before..this stops volunteers from working emeregency situations and or overtime jobs to be performed at night by maintenance becaus they employee will not be paid for it if they have taken off during the week.

792. It seems that more time is spent on our time sheets now, wasting more paper than what we were doing before. I realize its a new program, but it could have been set up more user friendly. All new programs have issues that need to be worked through, i consider myself to be pretty versed with computers and various programs, however this program is not very user friendly.
793. the only thing i do not like about the system is that i prefer to receive my pay stub at home in the mail. i do not like printing it off the computer.
794. The module of EDISON that I use keeps kicking me off the system if I need to go back. I continuely loose sections or links that I use in my position.
795. Many problems or questions that i have had are not "fixable" at my site. It usually is a "system down" or "glitch" issue....It concerns me that so much information is linked to this which limits one's ability to access current and accurate information. Also the use of the system is so complex, that many employees are unable to use or understand the system individually.
796. today is a good example of the frustration we have with this system. we are told be sure and key your time today, thursday 04-30-09 and if there are any changes tomorrow, you may correct it then. THEN we are told, this is not a split week work week , key all time tomorrow. This is but one example that makes it appear no one is in charge and no one knows how to communicate what is expected.
797. My w-2 information is still incorrect even after I have changed somethings on my own & notified hr/payroll personell.
798. This area of the system is fine, it's other areas that have terrible issues. Training is given to those that don't need it, training is not clear on certain areas, and the Expense reports are a nightmare!!!! There are small details that we were never trained on and when the Edison help desk is contacted, they were unsure at the time how to correct the problem as well. Reports are sent back from fiscal with unclear explanations and this system does not save time or paper!
799. The help desk staff are helpful at times, but they could use a little more customer service.
800. Although it has certainly had issues, the HCM component has been the least troublesome of the Edison components so far.
801. For something that was suppose to be simple, there are parts of the program that seem to be a bit more complicated than need be. For people who do not use a computer very often, there are a lot of steps to remember to do. And, saving screens while inputing time

just do not make sense. "Cancel" to go to next page without saving. ??

802. As a state employee I am shocked that there was 135 million dollars spent on a system that wasn't absolutely necessary when the current timekeeping system was fine. It is also discouraging to think that again 135 million dollars was spent on this system and there are employees losing jobs and not receiving raises.
803. Based on my own personal experience, the HCM component of Edison has functioned satisfactorily. Since I understand that my personal experiences are the only ones that I can report on, I would conclude that the startup has been successful, though some co-workers have reported starkly different experiences. I also believe that the Financials and Procurement component needs to be scrutinized in this same manner when it is implemented fully in the next few months. Based on my training experiences, this component is likely to make my job more complicated, rather than less, since choices were apparently made to essentially put into use an "out-of-the-box" system, rather than making adaptations to the standard system so that it will be more useful to end users.
804. Will be much better than the old system in the future when there is a history to look at and when the investment module is active.
805. In this time of poor economic years, why is our Governor wasting our time and money on a system that has already been proven inadequate and costly and, has been dropped by several different states. It is a very unnecessarily time consuming system and the wasted money could have been put to much better use in other ways to help all employees instead of our Governor's EGO!!!!
806. I am not a supervisor, so enter only my own time.
807. I have only dealt with payable time on Edison up till now. The system should only be accessed for time entry and approval semi monthly instead of numerous times each week and the end of pay periods. I suspect that when our travel pay goes into Edison it will be even a bigger problem.
808. Actual experience on the system helps you to learn more so than the training. It does consume a lot of time, keeping up to date with your pay schedule.
809. If this is a system where "the employee" can change anything in the system pertaining to him or her it should be made simple enough to change for all aspects of the system.
810. I have just recently started entering my time. Previous to this, the timekeepers were entering everything. I have not had enough experience with the system to make a determination about its efficiency, etc.
811. I have experienced more confusion as far as keying in time. The split-week was a nightmare. Seems better this week since we are not having to key before we actually work it.

812. It concerns me that there appears to be some type of problem since changing your e-mail address on YouTube can affect Edison.
813. Very tedious, very repetitive, very time-consuming. Requires time-sheet input way more than the 24 pay periods, sometimes twice a week. Does not seem to be programmed the way our system works, i.e. leave accrual, comp. time. No way of knowing if or when TimeAdmin will run. Leave balances way behind real time. Frequent errors come up on time sheets, Helpdesk just corrects them with no explanation of why. I do not trust it, which wastes more time double-checking what it has done. Not enough time allowed before lock-out and making lockout day Sunday is just not on. Dreading the roll-out of Financials because pay-roll still does not work reliably.
814. Many times after reporting leave, exceptions appear that don't make sense. For instance, requesting a certain amount of annual leave then not taking all of that requested leave, exception appears saying amount requested less than amount taken. I hate longevity pay being included in regular pay!!!! I felt cheated out of several hundred dollars. Edison training should have been provided so that each employee felt confident in it's operation, and not intimidated, before it was implemented. Training should also be provided for travel claims and ordering supplies before that goes live as well.
815. Due to the stories I've heard of people not getting paid on time and having issues when making changes on Edison I have not made any changes that would affect my pay. I realize that it could be hearsay, however, until the system is shown not to have any issues from the other users, my use of Edison is very limited.
816. As a supervisor, approving time and leave requests has taken at least 2-3 times longer than the paper system that was being used. Additionally, I have completed the training for preparing travel requests and reimbursement activities. Unbelievable!!! With all of the back and forth that is required from screen to screen, this will take at least 4 times longer than the process took with no assurance that the approval to travel or reimbursement will be more timely.
817. Computer training made Edison seem harder than it actually was, once in the system it was very easy to navigate.
818. double the work as you still have to complete hard copy of leave requests and also paycheck deductions are harder to identify what is being taken out of check.
819. Time spent by all staff on payroll and timekeeping 1000 fold compared to the old system. All employee info available on web to hackers - makes an attractive target.
820. The other problem I have with Edison is knowing when the system will account for your leave that you used. It seems to take it all out at the end of the month. And sometimes it used Sick when it should be Annual Leave. Also, you have to work at Edison more, meaning entering the time twice a week, making sure all Leave Request are in. No one other than the Director or Lead Supervisor having approval capability. They are not

always around. I really don't like Edison. It's too much work.

- 821. no comment
- 822. The online training is horrible!
- 823. The system goes down a lot and we have to reenter info a lot. It's hard to keep leave request straight and one false move and your pay is messed up
- 824. Pay stubs do not clearly identify after tax deductions -- ex. FortDearbo ? what is it?
- 825. Some of the terms used on the check stubs that are downloaded from computer are not very clear, e.g., "Fed MED/EE" might be better understood if it said something like "Fed Medicare Withholding". There used to be a term "OveCalLong" that had a few dollars associated with it but meant nothing to me. It's gone now, and I never did understand what it was for. Things going to individuals don't need this kind of vague/meaningless information.
- 826. I really like using Edison. It is easy to understand and I like that I can view and submit my info. from my home if I had to.
- 827. Note on the training: HCM training was computer based exercises. The training documentation, if you printed it out, was standardized and screen shots and/ or instructions may or may not have matched the Edison screens if they had been customized from the standard software.
- 828. Most problems I have deal with comp time. The system does not easily identify when comp time is earned or taken. If my comp time has not be updated (since we are on a monthly payment schedule it could be weeks before it's correct) I cannot take the comp time and it uses my annual instead. Also, because we are on a monthly payment cycle, we are going to have a lot of issues if we have to move to a two week pay period. This will include losing half a months pay as well as needing to redo finances. The system should work around how we are, not us having to work around the way the system works. Why was our monthly pay period not thought about during the implementation? This seems to me like poor planning.
- 829. This system has people hung in limbo not able to process promotions to the point I fear we will lose them. This has affected me 8 months which I feel is unacceptable. I know several other people who are experiencing the same problem. Some people have already left because of problem caused by Edison.
- 830. Bi-monthly time reporting system was much easier and straightforward to use. Edison deadlines and submission requirements are more confusing, and time consuming and take away opportunities I have to complete my duties.
- 831. The interface is clumsy. Can't click the OK button on the left side of the screen until the

"Saving" or "Processing" flashing in the far upper right hand corner goes away. That information should be displayed right next to the OK button. Too much scrolling to see all information on staff. Have to click "View All" to see all information and if I neglect to do that, all the submitted time doesn't get approved. System is not very intuitive. We had to devote a lot of staff time to one-on-one training. Plus we have "power users" who follow along behind staff each and every pay period to make sure things are entered and approved. This is time consuming and costly. Am not looking forward to working with other Edison components. The accounting piece looks to be even more complicated.

832. The only problem that I have seen and experienced is with the split work weeks and I believe that is being worked on. I really like to be able to go into the system and request leave for future periods and also to be able to view past and present pay checks, checking leave balances etc.
833. Biggest complaint would be that Edison programmers did not include a "pop-up" message that would not let someone key and submit time if time admin was running and the system was not going to accept your entries. It is very frustrating knowing that you have entered your time or approved time only to go back and look and it is not there and has to be done over and over again. This is not user error like the Edison personnel told us we were clicking too fast, or we didn't click ok etc. it must be user error. No, with so many glitches, I think it is a program error. I have also had many different check amounts. No, I did not have it checked into. It was only a few dollars each paycheck, however in 3270, I received the same amount on the mid-month and end-of-month check all the time. I trusted 3270; I cross my fingers with Edison. I have heard of many cases of no pay, canceled insurance, double longevity. I know people that have had to deal with this in other depts. The only experience I can speak of is we had a person retire and she kept contacting me to contact our HR personnel to get her lump sum annual leave payment. It took from 9/30/08 until 2/28/09 for her to receive her payment. I'm told 3270 never took that long. We also have people that left our division and still show up on the exception report and they don't even work for the state anymore. Our HR have completed the paperwork and submitted it as they should have, but these employees were still showing up as active employees for months. Also, what took very limited time in 3270, keying time and approving time is so very time consuming with Edison. I spend so much time trying to solve problems with people's time issues in Edison. This has become a major time consumer around each pay period cut-off. It never was like this with 3270.
834. Because the system is set up to require submittal of time on both a weekly and pay period basis this causes confusion and the potential for issues to arise because time must be entered twice during weeks that split pay periods. The previous system was simpler in that it was structured around the pay period.
835. duplication of time sheets due to having to be reviewed by two people each pay period.2. deadlines to get timesheets in to be reviewed and compared to what you have already entered is time consuming on many levels
836. I have had some entries to disappear. I enter the info it is there when I check and when the

approver looks for it it is gone. Some things have been enter three times on more. I have had the problem and I know some others have had the problem.

837. It is wrong not to pay hard working employee's. We are constantly told no money to give you this year but, you work harder, pay more insurance premiums if you want to keep a job. It is against Federal Law not to pay people within a certain time frame and the next pay period is too long. I have had folks in my office in tears through no fault of their own. Deductions have been messed up that affect everyday life for these people. Child support not paid timely. Bankruptcy's not paid for months and folks are hauled back to court for non payment. This is not acceptable business practices. If Edison is to survive and people be paid correctly, then make it a weekly pay system as it was designed to do. Every upgrade or new component turned on something else messes up. I can tell you this, if I go unpaid I am going to have to stay with someone until I do. That someone one have to feed my kids and take care of us until Edison released my EARNED money. Change is hard but this is not the employees fault when Edison can not perform these payroll duties.
838. I am unable to access Edison from home to print out my pay stub and Edison takes 15 minutes to access on the work computer. I am not sure how much was spent on printing and mailing paystubs previously but paying every state worker for 15 minutes time to print out their individual paystubs seems extreme.
839. For 24 years I've worked for the state, I've understood the pay process. The more hours worked the more hours reflected on ones pay. With Edison, there is no comprehensible connection between effort and reward. The whole process seems like a ruse to confuse the employee. I've given up, I don't complain because there is no one that cares anyway. There was a time when I felt initiative and enthusiasm, I liked doing my best because it made me feel like a winner... Now , with Edison, I am only motivated to fulfill the minimum requirements.
840. Please try to make it easier and less time consuming to edit/change leave request. Once you submit the original request, if something happens to alter it is very difficult for the employee to make the change in the system.
841. I think a lot of people have difficulty getting used to something new. These same people would still be using outhouses.
842. I do not like not receiving a pay stub every pay period even if it was handed out at work instead of mailed.
843. For the first five months of Edison implementation, my supervisor was unable to see me in the system. Another person was having to be contacted to approve my time, leave, and similar. That has finally been corrected, but only after multiple complaints. Payroll amounts are often seen to fluxuate, though usually in very minor amounts for me.
844. I SUBMITTED AN APPLICATION FOR ANOTHER JOB WITH A CLOSING DATE

OF 03/25 ND FOR SOME REASON THE SYSTEM FAILED IN THAT REGARD. WHAT IS BEING DONE TO CORRECTG THAT AND IS MY APPLICATION STILL GOOD AND VIABLE? IF IT IS NOT, THEN THE SYSTEM NEEDS TO CHANGE IN THTA REGARD.

845. I do believe they should have investigated the system for the various payroll period capabilities and its limitations on the user prior to implementation.
846. Printable Edison training manual was very good. The manual was very self explanatory. It stated there would be a submit and save for later button. I think the save for later button would be good to allow employees to key their time at the end of each shift and submit at end of each payperiod or week. I like the fact that it is online and that I can check it from home. I wish the leave and overtime request and payable time were delinked or that it would allow approval of those exceptions by supervisor. Ex. If an employee works 30 minutes longer than preapproved as a supervisor I'd like to be able to just approve it with out having to submit an additional request,approve the requeust and then have to wait until time management runs again to approve it. Overall, I like it.
847. Edison is a Peoplesoft program that appears to have been restructured to fit the state's needs. I used Peoplesoft for several years in retail management. This program resembles very much the retail program that I used during that time. It does not appear to be a program that was designed specifically for the governments unique needs. This program is more suited to job environments in which employees are paid hourly, punch in and out of work on a time clock for meals, and receive their annual and sick leave accruals at the beginning of the year in a lump sum, not earned each month as with the state. This program was also designed to be used so that each entity/unit has it's own HR manager that handles personnel and administrative duties. For this program to function more easily it would require that each office have it's own HR manager similar to private sector business organizational charts, not a centrally located HR in Nashville. The one area that could possibly be an improvement is the travel claim section, however, it is still designed for private sector and when the product was sold to the state the program was not designed to comply with state laws about travel. My personal opinion is that Edison is a retail business program that was modified/slightly adapted to try to sell to the state, and not a specifically designed program for the state's unique needs. As such I feel that this version of Edison will never meet the unique demands of the state and government. I feel that it was wise to try to bring the entire state under one system, but this program is not going to accomplish that without creating more expenses and man hours wasted while trying to completely reorganize the state around the software. Instead of the software adapting to the states requirements it appears as if the state government must completely reorganize to adapt to Edison. That is not the definition of streamlining and improvement.
848. I provided most of the comments that I have in questions #10 and #11. I basically think the HCM module is good in respect to being able to view to your own personal information and change some things in it. To my knowledge, I have not had any problems with my personal pay check but I find it hard to believe that since so many others have that "it is all due to Human Error" and Edison has no problems.

849. When changing/loggen in it took more than three times before I had to call the help desk...where by I was walked through the process. As a suggestion it would be more user friendly if the system would combine like links together as one link ex all personnel info as link, all investment info in one link, etc...in stead of leaving out one to go to the other or combine as one whole link with separate sections in stead of several sections.
850. The only real concerns I have with Edison is (1) how difficult it now is to submit travel reimbursements and (2) having to project and then enter a complete months worth of time is so unrealistic given the fact that our lives are subject to change at any given moment and some absences from work cannot be projected three weeks ahead of time.
851. Please return to the mailing system of pay stubs.
852. The training was horrid, The help was worse. the people doing the training didn't know what to do. I have 7 people that I manage that work in the field, they do get there travel claims paid however putting there information into the system takes so long there kicked off before they are done. This has to be done over and over and can take hours. May I just say I loathe Edison
853. Only superusers gained enough training to reasonably utilize this system. The training received for the others was web based and did not answer the questions that a training classroom would or could answer. If staff would have had this training this might have been a better transition.
854. The major problem I see with Edison is the lack of real time updates on some instances of data that get reported. For instance, when one enters a Leave Request, that information is updated in real time and may be approved immediately, and one the request is approved that information is updated in real time and one can see that approval or denial instantaneously. However, when one enters in ones payroll information for any particular week, this information must be "batched" and updated manually, or by running some sort of batching commmand, and until this is done, sometimes three or four days later one cannot see and/or fix any poential errors that may occur. I am not sure if this is a flaw with Edison, or if it is just the implementation of Edison. It is for this reason that I believe that Edison is much worse than the previous payroll system that was used, and is considerably more time consuming to both the users and the administrators. It is very inefficient in its current deployment.
855. I believe Edison has many bugs that need to be resolved and for the state to spend as much money as they did on this it sould have run correct the first time. The Department heads in Nashville shold have trained us better on how to use the program, enter time, resechedule work weeks, ect.... Its not the issue with the program as much but it is a problem with the inconsistency of what the payrole and the directors in what they want. I hate having my boss stressed over having time entered and approved when we could use them to assisst us in our jobs. Alos with Edison running the credit cards through has stopped me from obtaining my TWRA Permits beacuse the system was down. What are we going to do if the " system goes down" I perfered the paper version. We are still on a

delay from the week we work until we are paid. I just don't see any major advantage to this program and believe it was a waste of Money.

856. Due to Edison cost, state employees have not been able to receive a raise. While everything is increasing in cost, our pay has actually decreased. The old system worked well, and, in my opinion has not saved that much money for the state--i.e. postage cost compared to the cost of Edison. I think there could have been a better way to spend the dollars than in Edison.
857. It seems to be somewhat confusing at times. Like when there are 2 different pay periods within one week. Having to submit 2 time reports in the same week seems like a waste of time.
858. i realize that something new takes time to pick up on. but it seems to be more complicated than it should be. every employee needs training, not just support personnel.
859. the combining of longevity with regular paychecks is making people lose money. The longevity totals should rise with each year not go down. that is my biggest problem with the system. also it would be nice if the system delivered what was advertised. such as up to date reports of annual and sick time. it is still two weeks behind. the timekeepers are working twice as hard to enter time due to having to enter time for 1 and two days for every employee when there is a payday on a friday. in my opinion this whole system should be scrapped.
860. As an approver of staff time, I feel that you must check and recheck time entry and approvals. This seems to typically be caused by some issue with the processing of this data. The fact that it does not provide a "real time" processing of entries creates a tremendous burden on supervisors every pay period to ensure all approvals are in place before the final closing of the process. I am amazed at the number of times I have approved time for a staff member to then have to reapprove that same timeframe again. I have even had one occasion when the time totally disappeared and the employee had to re-enter the time and in turn I had to approve.
861. The problems are all still the same problems we have had since Day 1: people's pay being wrong or not getting it, tips being calculated wrong, taxed outrageously for longevity, it takes too long to enter time, confirm & approve payroll, Time Admin. not running consistently, Supervisors not being able to see their employees, employees from other departments under our supervisors, the modules not working together as we were told they would, not being able to do much more than changing your address in the system under your personal information, can't trust the system to work as we were told it would....this list could go on forever...!!!! All we hear is that the employees are scared of change, that's not true, if it were, then we shouldn't be in State Government, we have change every day!!! The problem is with the system not working correctly! The old system we had was ancient and we had to change, no question there, it's just that we should have been able to change to something that works correctly and the way they said it would! Edison is not an efficient, low-cost system!!!

862. I liked the previous system much better. I don't understand why we have to handwrite our time down as well as enter it on the computer. I am especially concerned about keying mileage, when that becomes mandatory, because I am afraid that will take even longer than currently to get reimbursed.
863. There should have been more information sharing prior to implementation. I didn't even know that I would not receive paystubs via mail until after the second one did not arrive. There was no notice about the change of calculation pertaining to overtime or longevity. People would have accepted it better had they been informed ahead of time. Additionally, it would have been better to implement the system the same way across the entire state government rather than having the different departments implement as they wanted to.
864. It takes more time now to do timesheet and other aspects with the Edison system than it did before. Also having to do it yourself there could be problems of the computer not working and etc. and then you could miss the deadline of getting everything into the system.
865. We work overtime, and Edison is very hard to understand when it is computing your overtime. In fact, my biggest problem is that I am to be paid overtime, but that never happened. I was paid compensatory time.
866. the need to be sure that all time entered into the system is being removed or added to the correct area of leave.
867. Time reporting is not user friendly to people with very little experience operating computer and have limited access to a computer itself. Currently, our secretary enters all of our times in Edison. It will be difficult for some of the employees to enter their own time without errors. There should be a classroom training available for those employees where they could practice with the presence of instructors to ask questions face-to-face. Reporting work time before the week is over interferes creates additional time correcting actual work time, as well as room for an error.
868. The training provided on Edison for its programs isn't good. It is actually confusing. We have depended more on other people in our or other agencies to "guide" us through entering information for travel and time. The time it takes for travel to be re-imbursed is excellent though. It was just figuring out how to enter it.
869. It's very time consuming in trying to find what you need and not at all user friendly. I am in an agency that has not yet gone live except to view my pay stub. The training that I have had was not at all helpful. The instructors would point out things in the system and say that this or that would not be used and to just ignore it. It would be too costly to remove those things. I come from an environment where new systems are supposed to cut down on the amount of work required to do your job. It appears to me that this will take many more steps to get the same results. I am not someone that is opposed to change as long as it is a productive change.

870. I think an easier way to approve workers time with out going back to forth. It is more time consuming.
871. The Edison HCM method continues to be mediocre at best. I find it invasive, and leaves state employees vulnerable to identity theft to have personal information posted (social security, address, bank).In light of the failure of the Edison FSCM system to work as promised, and due to the numerous malfunctions or disfunctions encountered in both HCM and FSCM, initially and presently, it's ridiculous to expect that anyones personal information is protected.The Edison FSCM system is riddled with malfunctions, and it's clear that there is not adequate staff to remedy the problems, which continue, despite registering email and verbal reports to the appropriate "help" avenues.The system is s-l-o-w, and far,far,far from the super system which it was purported to be before implementation. It seems neither cost effective nor prudent to attempt to implement a new costly computer "supersystem", and then eliminate the sufficient number of staff it takes to make the system operate proficiently. While no system is perfect, Edison, thus far, is currently light years behind the previous Stars/Tops system. Regardless of how many training sessions were and are being offered, when the system one is being trained for doesn't work, training is not only pointless, it's \$\$\$ wasted at a time when government spending should be prudent.
872. After entering time and saving it is no longer available for supervisor's review. I enter time weekly but have been ask to re-enter at least 3 times by my supervisor due to this problem.
873. It was my understanding that Edison was going to improve the way of our computer based projects and move us into the future. With that being said; Edison has not only put us further back in time but the entire way of doing business is now more time comsuming. What once would only take a few minutes or so is now taking hours and days. While IT people built this projgram, I wonder if anyone looked at the bottom user on how the system would function for their use. We are not all IT people and it seems to me there was no thought in the process of the build of this system. You should be able to view different options at the same time but Edison will not allow you to do that. You put in time and then go and approve and it is gone as if nothing was ever submitted. I would like to be able to have multiple options open at the same time (which would save time). The training prior to implementation was horrible. They gave me a handout and put up slides and went over the handout. I could have read the handout myself and came away with the same training. They couldn't even answer questions that were given to them. The old system was outdated but this system if built correctly for the end user could possible have been a good way to go. I would have to say that the state of TN got ripped off of \$350 million to support the Edison project. What a shame. Maybe TN should have hired Bill Gates' team of professionals maybe then it would have been worth the money. I could just go on and on but the reality of it is that we the people of TN and all those who now have to suffer with this time consuming, broken down implementation of a crap system are stuck with it.
874. Edison's flaws (as I have seen them), compared with the 3270 data capture system, can be

briefly summarized:[1] Data entered is not 'live'; it must be held overnight till processed before the data can be utilized.[2] Browser method is awkward and cumbersome compared with 3270.[3] Data entry time takes approx. 10 times longer than 3270, and must be entered weekly rather than bimonthly.[4] An entire pay period (15 days) could be entered with 3270; rather than Edison's 7 days.[5] The State should not have an interest in leave requested - this inclusion generates those ridiculous 'exceptions'.[6] "Security" is too strict: password change should not be as frequent as it is.[7] Personnel's requirements for formatting the leave forms - 12 point font etc. - are asinine.NB - I selected "No" to answer the "Have you personally experienced any payroll or benefits issues with the Edison HCM component?" question, because there is no option for "I don't know".

875. The system does not seem to be intuitive at all. In that way, it is no better than STARS.
876. 1)Information/requests for supervisor approval by employee do not appear to be updated on regular schedule.2)It takes considerably more time for personnel functions now than before Edison implementation. 3) Managerial/supervisory information on employees is not presented in an organized manner; not easily retrieved.4) Updates to changes do not coincide with exception reports resulting in duplicate review of some information.
877. Many of the problems or issues with Edison seem to be simple programming errors or easily correctible (e.g., the splitting of reportable time components into increments of approximately 83% and 17%) but they have persisted for over 6 months. One of my co-workers has approximately 49 people showing up under her (as if she is their supervisor). She is a manager level employee, yet she currently has no direct reports. This has also persisted for over 6 months. There are many other examples. Why doesn't someone fix these things????
878. Standardized systems built on SAP and Peoplesoft have produced savings and efficiency improvements in the private sector but the software seems fatally incapable of accommodating the legal restrictions and procedures governmental institutions must follow for the public good. – [POSITION REDACTED]; [DEPARTMENT REDACTED].; [PHONE NUMBER REDACTED]
879. I am a timekeeper, I have five employees who are assigned to the wrong Taskprofile ID. I am a civilian employee, my Taskgroup shows me as a commissioned officer. I have tried since September of 2008 to get this corrected. I have a civilian employee who will work overtime on a Federal Grant [GRANT NAME REDACTED] the Task Profile ID [TASK PROFILE ID REDACTED] is not available on the civilian list to code his overtime for this grant. I think the Edison Payroll screen is easier to post payroll but Edison has tripled the time it takes to post payroll. For employees on a 28 day schedule, you have to put in a overtime request at the beginning of each 28 day period for a "workaround" the Edison System. Because of Annual Leave being rescheduled due to overtime, you have to go back and approve these leave days after they have been adjusted even though they may be in a previous pay period (more work). After payroll has been posted, approved and Time & Labor runs, you are emailed lists of exceptions not cleared and time not approved to page through or you get an email saying Time & Labor process

did not run properly. Because the system isn't totally trustworthy at this point you have to print out everything you key as backup, the system prints a extra piece of paper each time you print a week of time posted, this means six pieces of paper plus the timesheet with the old system it was one piece of paper the timesheet. When a employee has a change of address they can change the address in Edison but still have to fill out the paper form and send to Human Resources for their personnel file (double work). I was excited to hear that the State was getting new software. It may be good for departments who have straight hours every week and supervisors who sit at their desks each day. It has created much more work for THP employees on a 28-day work schedule who work overtime and are on-call and not always in the office. It seems the payroll process never ends.

880. My personal experience has been very good. Edison's HCM component has moved us from the 1970s-finally. Now I have the ability to go online and view or change my information. This is such an improvement. I like having my information at my fingertips. I now have access to my benefit, training and paycheck information. Most importantly, I have been paid on every pay day. I have not had any problems entering my time or leave requests. Edison has worked well in this area and NO PAPER is required. Before we had to put leave requests on paper and then enter the information in Data Capture. Then the paper had to be approved-such a manual process. Edison has brought online routing and approvals-no paper is required! I have learned there are deadlines for entering my time and I make sure everything is entered on time. I am very pleased with Edison HCM.
881. THE SYSTEM SHOULD BE ABLE TO REFLECT YOUR ACCUMULATED TIME AS YOUR TIME IS ACCURED NOT A MONTH LATER. THE SYSTEM SEEMS TO KEEP TRACK OF TIME USED. WHAT A MESS
882. I personally do not have any problem utilizing the program. It has been beneficial to be able to enter leave and overtime requests on Edison. It is however, HIGHLY inconvenient (and at times a little confusing) to have to enter separate leave and overtime requests for days separated by weekends and holidays. If this could somehow be remedied... Also, entering time once a week is a pain, but entering time twice a week during a split week can be bothersome. Some folks are very busy working and must stop what they are doing (twice) in order to enter time so they can get paid. This is very frustrating. Can we just enter time every two weeks like before? If it must be weekly, then can we just do it ONCE a week so we can spend our energy on work rather than thinking about when we'll get a chance to put in our time... and then forget to do so?
Thanks
883. I think the Longevity pay should be put into a seperate check. It is not fair to put us into a higher bracket than we normaly are. I have more problems with the purchasing!
884. I think the old system was better as it had less paperwork and took less time to do things. 4 states got rid of it what made Tn. think it would work here? Why would someone's pay drop \$1.13 an hour? I heard everyone talking about it on the bus and looked into it and they are correct. Longevity is not done correctly either. It was better with 2 separate

checks. your reg. pay ck. and separate longevity ck... we did not have to pay as much taxes that way,(we received more money) YOU NEED TO GET RID OF EDISON!!!

885. I have had a number of problems with the Edison HCM Component, such as entering time information into the system that was not saved. My biggest complaint is that the system does NOT calculate time (e.g. compensatory time) according to the system of rules and regulations that State employees had used for many years. We were told that Edison would "mirror" State of TN leave and attendance rules. Another problem that we have experienced is that we cannot match a "hard copy" time record (e.g. Excel timesheet) to what Edison reports. Some of my employees have told me that they lost annual leave due to Edison calculations.
886. I feel that it could be more user friendly. Difficult to understand the instructions to input milage. On the leave request forms, the time requested off shows up differently on the 2 screens...so you think you haven't requested the date off and put it in again.
887. The system is very cumbersome and often times very slow. I would have expected better for the time and money spent.
888. Not able to obtain supplies for office. Longevity \$\$ added to regular payroll instead of separate. Leave balances used to be accrued on the 15th of every month, now sometime later...even weeks later
889. System is too hard to understand at times. Don't like that if you want to take off suddenly that it is very hard and sometimes impossible to do. Too many hoops to go through to ask off.
890. No comments
891. system is more complicated than it should be - very time consuming
892. I understand that it cost the state of Tennessee a heavy price tag to implement this. No wonder we are a billion dollars in the hole. The state has a knack to fix things that aren't broken.
893. This program is not designed for government use. Too many variables to many adjustments have to be made to the system to make it work. Takes longer and more people to accomplish what used to take 1 person to do. It might work in corporate America but not for state government where some agencies are on call 24 hours a day.
894. None at this time.
895. In our department (TDOT) office, payroll clerks are having to key in all leave requests, overtime requests and some payroll for the entire district (between 50 to 75 people) daily. It is now a full time job just keeping up with Edison. And the paperwork has actually doubled from what it was before Edison.

896. The program has a problem posting time sheets. Each week I receive a e-mail about time administration not running. We have to submit our timesheets 2 or 3 times in some instances. I like the fact my employee now have to submit their timesheets and leave request electronically which keeps a permanent record but having to do it more than once is ridiculous.
897. The only complaint I have other than the fact that I was underpaid on one of my checks by \$123.23 and that I am still owed \$21.70, is that it should not take 90 days to fix. The overpayment was in December 2008 and February 2009 and I am still owed money.
898. The system requires entering time on specific dates. Not all workers can meet the dates and are expected to project time worked.
899. I think the "pay check" or the pay check information part should have all the components like the old paper pay stub had. This includes pay rate, net pay deductions(medicare and SS taxes seperately) YTD infos and the leave infos. Currently, we have to go to a different site to have leave info.Otherwise, it is a good thing. I won't miss the pay stub in the mail like I did in the past.
900. my time is to valuable to be tied to a computer in order to enter time then to check and recheck to see if edison functioned correctly. I am a field employee not a desk jockey
901. Edison is too time consuming. Field staff spend entirely too much time showing how every minute of their time is spent, when every minute of their time is needed to perform their jobs well.
902. The only area I have worked with this system is the time entry. I have seen others in the department with the same issues. It drops entered time, and has to be reentered many times.
903. I am paid monthly. From what I understand Edison was expected for us to not experience a change. Now, we are being told that we are going to be paid bimonthly. This really concerns me with bills being due. It seems to me that Edison is creating unnecessary work for timekeepers. All the exceptions that are generated. The only plus that I have seen is the fast payment of travel claims.
904. I had my training before Edison was implemented. Then our secretaries were inputing the time and then I had to do it again with no refresher training.
905. My first complaint is that the State decided to implement a new program of this magnitude when the State, obviously, has no money. There is a time and place for upgrades--this was not the time. State employees are going without even cost of living raises, yet stupid, unneeded things like Edison are being put into play. Ridiculous!My second gripe is that my paycheck is different from month to month. This makes no sense to me.

906. Two complaints I have: When I enter leave requests and time to my supervisor, it usually takes awhile for her to receive it. Also, I don't like that our longevity checks are not separate from the regular paychecks.
907. Have lost money due to news way longevity is paid. This is like double taxed
908. The "pay stub" information is very confusing. I'm an CPA and I had trouble figuring it out. In one col you add all the numbers, in another all but the top one and in pay YTD everything but without pay and OT. What?
909. I hope that legislation introduced to have pay periods be every other Friday is successful. Would result in entry being more routine, and seamless.
910. The training was poor. The training on travel should have been in a classroom with computers. It takes twice as long to do anything with Edison. This is all caused by the poor training.
911. The only thing that I do not like so far about Edison is that I have to wait until someone else approves my comp time and or leave time before I can correctly enter my time. Sometimes because I have to wait on someone else, I forget to put it in and that causes even more problems.
912. The training we received in 2008 for the Edison software, is different from how the system actually works. To me the system is worse because it opens up our computers to be in danger of contracting viruses. Today I had someone from IT to come and clean my hard drive to eliminate some viruses my computer has contracted.
913. We do not enter our own time still even though aother agencies do...and we turn in time sheets to other people way too often.
914. Since Edison submitting our time has to done entirely too often. The timekeepers are entering the time for us so we have to turn in a time sheet each Monday, plus the 15th day of the month and the last day of the month. Time must be projected and if your schedule changes (which is often) you have to turn in a revised time sheet. It is ridiculous that this has to be done so often.
915. I have tested systems before and there is a part of the life cycle that is typically exercised during Test and Demonstration that exposes issues not seen in inhouse testing. Edison is much better than the cryptic system used before in that it is streamlined and "labeled". The process seems more fluid and logical. My time reporting exercise is less stressful and I feel more confident that what I have entered is correct. I like being able to check my personnel records without having to make a trip to the HR offices. I felt a sense of having closed my eyes and pitched my monthly time into a black hole under the 3780 system.
916. The only part of Edison that I have experienced is to veiw my pay check. There is some

personal information that needs to be corrected that has been wrong from the start of Edison that has not been corrected, and the system will not let me make the necessary corrections. I still submit my time sheet to a time keeper in our department, in short, I have no experience with Edison, I really cannot make an assessment on the system.

917. The system is too complicated. Too easy to make "exceptions", too time-consuming, always taking time away from doing our job, which we might be weeks or months behind on to begin with. And now they come up with having to do these performance reviews or job plans or whatever they call them. I am one of very few people (a supv or two) who can do my job, and don't have free time or luxury time for all this Time-consuming HR work. Who do I work for...the State/People?... or HR?... or EDISON itself? I think EDISON is living off of his reputation.
918. The State spent way too much money for Edison system not to mention all the Edison people hired to supposedly research, impliment, train and trouble shoot. What did the State actually get for hiring all these Edison people for 3+ years and extending in the future since Edison can't be run with the same number of people that the old system used. There are tasks that still have not been addressed in Edison. Why would the Edison team recommend PeopleSoft for the State when other States have had issues with PeopleSoft and tasks take more time and people to complete.
919. I enter my own time and I have had no problem at all with it.
920. Edison is more complicated than the old paper system. If you need off now during the day you have to guess how long you will need and get it approved. Before, you could just sign out when you left and sign in when you get back. Also, don't understand having to key time before you actually work it. Edison also took out \$242 more in taxes from my longevity check the way it is calculated. Last Friday, I tried from 11:15 am until around 3 pm and could not get into Edison to key my time. Also, the beneficiary and dependent screens had no one on them. I don't have dependents but no beneficiaries are listed and it says you can update but I couldn't.
921. It was and still is an incredible waste of money. I think Governor Bredeson and TDoT Commissioner Nicely only pushed for this system so they could add a line in their resume saying they revamped the way Tennessee did business. Nobody will ever check to see what a failure and a waste Edison is. I see Ex-TDoT assistant commesioner Tommy Hart had his fingers in the exchange of money as well as the Kentucky governor. Edison was a failure in more than one state before we bought it, why did we purchase a poor program at such a high cost, knowing it was a failure? Why was it held back for almost two years and then finally released with so many problems? It seems incapable of using the bi-monthly payment system without problems.
922. The main problem is having to enter time more often with Edison than with the old system ie. they should do away with the "split week" issue. Some weeks you have to enter it TWICE - mid week and again on Friday. This can total up to 6 times in a month! Then my supervisor has to approve it 6 times in a month. Also I spend half a day reading

all the Edison email messages and lists (they could at least put the lists in alphabetical order)! It has made entering my time more time consuming. Also have received Edison email from several people and some are contradictory.

923. The intent is a good one but it is much too complicated. The old system was so much easier to work with.
924. There are way too many task profiles for each program - allocating time between State, Federal and Other funding sources. Reports are unavailable. I used to be able to print payroll registers out of INFOPAC. Currently, I can't get payroll registers. In addition, the Central Office used to send out reports showing what cost centers each employee had allocated time to in order to check for accuracy.
925. I am an HR person so I deal with Edison on a daily basis. I see problems on a daily basis. I've seen old problems fixed and new problems arise. However, I believe the system will be good once the bugs are worked out. I was not adequately trained to do T&L when it started. It's a huge computer program and with every big computer program there will always be problems cropping up. I do believe that before they went live with the financial part, they should have made sure more of the HCM problems had been fixed. I don't like the fact that we still have to do things the old paper way as well as the new Edison way just to keep the Bureau in the loop. Being an HR person, I would like more access to 'view only' some areas of Edison like pay checks for my employees or their benefits. So many times I have to call Nashville to answer a question when I could answer the question if I could see the employee's pay check or benefit screen. I would also like to see the Edison people talking to more of us out in the field about the problems we are having. Sometimes we end up explaining our problems to 7 or 8 people before they every understand what is going on and then it is taken to the Edison people. I like the fact that the system puts responsibility back on the employee to be responsible for himself and the fact that now supervisors are really having to do what they have been paid to do all along (although supervisors can't understand what the T&L process is and how important it is). Overall I really like the system (glitches and all). It's made some parts of my job easier.
926. My current issue with Edison is that our leave time is not current. It is running almost two (2) months behind and has been from day one. In my opinion there is no excuse for this. I mean, how hard is it for a computer to add and subtract?
927. First, thank you for allowing us (state employees, Edison users) to have a way of giving our ideas about Edison. I hope it is listened to. I feel like there should be nothing else implemented into Edison until this part runs correctly. I feel the problems that are continuing to happen on a weekly bases are no better now than they were in the beginning. We have no way of knowing if time administration has ran because it does not run the same all the time. I feel like on the start page there should be a box that lets users know what time and date that time administration last ran so you can tell if the exceptions are just not caught up because it has not ran or you need to contact some one about it. I also feel like every office needs to be visited by someone that can get into Edison and

make it where everyone in that office can see everybody's time, etc. they need to and fix all of those problems before anything else gets started. Whatever is causing Edison to "undo" people's time that they have entered should be fixed along with it "undoing" time approvals that have been made. Edison is time consuming because of the problems it has and having to redo your time and approvals week after week is a huge waste of time and tax payer money. I also feel like the people that are not responsible for approving someone's time should not be in there doing it. Just today someone (whom we do not know who is cause of the log in id) approved someone's time as REGS1 and they had took annual leave that day and it but because May 1 is on Friday when the person submitted their time they did not know they were having to take off Friday. So that is another problem at our office we do not have access to everyone we need but other people who have no business doing our people's time have access to ours and who knows who else.

928. My one issue occurred on the first payroll and it was due to human error. I informed a number of people in the process of the error and how to correct it, but was not done. The issue was finally resolved about 6 to 8 weeks later. What issues I see at the moment stem from holding onto the old ways rather than embracing the new ways of Edison.
929. I have had very little experience working with Edison other than checking my Leave Balance. Since I do not enter my own time, there is no need for me to interact with Edison on a regular basis. This lack of interaction does not reinforce the training we were given in order to work with Edison.
930. I submit my leave, OT and attendance to my supervisor. They are approved and then it comes back as an 'exception'. I work out of the office, which means the time has to be entered by others, and it has not always been 100% accurate. These situations are ongoing and not occasional. We have not received training that is functional in using all aspects of the Edison system. Personally, I find the Edison System not only to be very time-intensive but capable of causing inaccuracies in time taken and time earned when it has to be re-entered 2-3 times before it is accepted.
931. I think if we were paid every two weeks would matter the time of the month. I think that would help with keying into Edison/ no sprite weeks.
932. I've been with the State for 36 years. During those years there have been many changes including the installation of the computer system to practically all work stations. I work in Human Resources and often have need of past work histories of employees. When I was told we would no longer have access to that I almost fainted! That is so important for so many reasons to my job. Edison does not seem to want to work with our needs. It is almost as though Edison doesn't really believe us when we say we need something (such as the work histories). I believe the program was flawed when it was purchased and someone should have known that. It doesn't seem to be equipped to handle government processes. State government was forced to go to NEO-GOV because Edison could not handle the applicant side of Human Resources. And the little things such as having to "click" on all of the fields all over a page(the collapse button is just stupid)

when we used to be able to go to a page and do what we needed to do and have the system provide or remember necessary data (such as vendor information). Many employees now have to have 2 computer monitors because there is so much going from screen to screen to get the data that is needed to perform a task. I'm thinking that probably cost a few extra unplanned dollars.

- 933. Still getting used to entering leave. Also, curious regarding annual leave entries as this is experience I have not had yet with this system. Do appreciate notices re: Edison...
- 934. please formate paystub screen b/c it still cuts off the cents for teh whole page even after print formate is clicked.
- 935. As different components are to be activated, emails are sent out, then problems are there, that one can not log in to that particular component. If is not ready, don't send an email and expect us to start something!
- 936. In my opinion,The system is not complicated but in fact,simple.just need time to be familiar with it like previous systems .
- 937. You had to train yourself. Checks are very difficult to read/understand.
- 938. My time for last week is wrong in the system and it is not resolved yet. This is the first payroll problem I have had but our HR staff controls all time entry. My supervisor is wrong in the system. The alerts sent from Edison through email have links that do not work for the review of Job Plans and for financial admin approvals. I have reported several problems with reports that became remedy tickets in Jan, Feb, and Mar that are still unresolved as of last week when I checked on their status.
- 939. I feel Edison is too time consuming for staff to enter data and is subject to many errors. It is also difficult to figure your current leave status. Finding the nessary time to sign on to Edison in order print your check stub is not always convenient.
- 940. I am a timekeeper for sixteen employees in my department. I find Edison to be more complicated than it needs to be and very time consuming. Keeping time on Tomis was simple and only required me to enter time once at the end of each pay period. Keeping time on Edison requires constant checking and rechecking due to the fact that information entered on a person's time doesn't show up until the following day, if not entered before 10:00 A.M. If you make a mistake,change something, or have an exception you don't know if it has been fixed until the next day. Also, you have to be in constant contact with your supervisor so he/she won't approve time before your ready, because once that's done you are locked out and can't change anything. If I had a choice I would certainly go back to keeping time on Tomis.
- 941. Entries to time accounting are sometimes lost and have to be re-entered
- 942. Edison seems to be very inconvenient. Some problems may be presenting due to how the

regional office staff wants the duties performed. If we have to turn in time before the end of the week, then take unexpected time off, someone has to go in and fix the problems. We are still turning in paper timesheets which is double work, especially when the 15th or 30th falls in the middle of the week. I appreciated our time keepers. The Edison project adds stress to an already busy day. Also to reiterate that split weeks are a cumbersome problem of their own (double work).

943. When filling in emergency contact information in Edison, I noticed that the drop down menu used to select the relationship to the emergency contact included "Deceased Spouse". It's become quite a joke with my family as my mother, who is also a state employee, actually has a deceased spouse. So, if something happens to me or my mother while we are at work, you can contact my Dad. You'll find him in heaven!!!
944. the system does not recognize partial weeks. The system has deleted changes and approvals made. If you get in before 7 and approve employees and later they decide they can't run updates, it screws up the system and leaves exceptions. A supervisor can not go in and approve an employees staff time if they are out. The over all system above the payroll is cumbersome and requires twice the work as before. The payroll is just the tip of the problems.
945. I do not have any problem with keying my leave time, but some do. Everyone needs to be trained on keying in their leave time, and what happens after it is entered. process as to when the leave is approved - Up to the pay period.
946. Edison has increased workload instead of decreasing. We are still continuing to have to submit paper timesheets as a back up plan. Also annual & sick leave no longer added on consistent basis as they were prior to implementation of Edison. Have to be more thorough in follow up of when timesheets are now due. No longer due on pay day for next period. Hassle if you have to submit timesheet & then time changes afterwards to make changes. Not user friendly. I tried to print my last annual review & was unable to access thru Edison.
947. The new Edison system has reduced payment time of my one travel claim submitted thus far from the customary 3-4 weeks to 3-4 days.
948. It has not affected myself, but for those who have went without a paycheck, I feel that it is a serious matter.
949. Longevity checks being added to paychecks is causing over-taxing and that is unfair to the employees. It would be helpful if the supervisors/ timekeepers and correct lists of employees assigned to them. The split week pay periods force timekeepers to put in hours worked in advance due to locking out the timekeepers for previous pay period too soon. In some departments the timekeepers do not have access to information needed to do time before they are locked out. Also, there should be an exception that comes up when no time as been submitted so that it will be caught before employees aren't paid.

950. Having come to the state after working in private industry, I see the transition to the Edison system as a natural progression for state employees. Most companies have direct deposit and benefits and pay information on-line.
951. The general consensus amongst colleagues and management is that EDISON is not helpful. Though the system requires time and effort for employee training, it is unable to conform to department-specific needs and is overall provides less accountability for time-reporting. Department-specific needs (an example): My colleagues and I are paid monthly and have been since my office's inception " about a decade ago " in a month or so our office must transition to bi-monthly payment as EDISON is unable to support our current pay schedule. Time-reporting Accountability (an example): Our office's previous time-reporting spreadsheets allowed us to indicate the specific project being worked on down to the minutes of each day. EDISON is unable to do this despite promises for project-specific options in the self-time reporting drop down menu.
952. Edison does not take into account actual people and or functions of employees in the TDEC. It seeks to run everything like it is a factory or a plant and state govt is more fluid then Edison allows. Fmax is a horrible outdated set up and is hard to navigate. The time funtion isnt awful but there are things like anticipated overtime that are never going to be used and are confusing. Why does it take 12 hours for time to post? How many millions of dollard and we have to wait 12 hours? Also Fmax...sending a work request to a person setting in front of me then having him do the work enter a report then I have to basically verify that report via email? Really? This entire system takes the state's most important asset out the equation...its people. Overall I feel this program is completely unneeded and a waste of money.
953. It takes twice as long to complete the same task, very inefficient, and not accurate.
954. Under the previous manual system, employees completed the bi-monthly timsheets only once each pay period, handed them to a supervisor who verified the entries. All timesheets within the Division were then consolidated and the data entered into the computerized system. This amounted to very little work time for individuals or supervising staff. Now, employees and supervisors must enter the Edison System at least weekly to post their past weeks work/leave entries. The supervisor must also enter the system weekly to verify and approve time recorded by his subordinates. If the employee was absent on this reporting day or if the supervisor was not present on the reporting day, then the system kicks out exceptions and lists of such problems requiring disruption of workers and supervisors, to resolve the issues immediately. These disruptions cause significant loss of productive time to resolve. Because time must be entered and approved weekly as well as the end of a pay period (that occurs often mid-week), the number of interruptions is 3 per 2 weeks or 78 times annually. This does not include interruptions to request sick or annual leave. For my Division or 125 people at 15-minutes for each individual, this amounts to 2,437.5 HOURS of lost production annually.
955. good job.

956. a difficult system to learn. dropping down lines for leave and so forth. why not just simplify it?
957. Not working a standard M-F work schedule or even a 7.5 hour work day upsets the Edison software. My position requires unscheduled odd hours, weekend and holiday work. Therefore, inputting time becomes a delicate game of determining what the system needs to meet its internal rules. A great example is a holiday week. Without fail, I need to apply for comp time and take comp time on the same day if I'm not working the standard 37.5 hour work week. Seems wasteful of my time and confusing to boot. Also, being a web based program is wonderful. But those of us that don't have an office or home computers are required to drive many miles to access free internet.
958. As a [POSITION REDACTED] it would be beneficial to be able to access employees' time who are in our team to better be able to supervise especially in the absence of the TL.
959. I think Edison is very time consuming for Timekeepers. I keep time for 31 fellow employees and I spend almost two full days out of every week working on time. When I had data capture I could be finished in about an hour. Now I have to look at Edison about 5 times before time is completed. That is just ridiculous. All state employees could have gotten a nice raise with the money that was spent purchasing Edison. It just turned something easy into something hard.
960. The Edison staff have worked hard to implement the system. Whatever issues are there can be resolved with everyone's cooperation rather than wholesale condemnation. I appreciate all that has been achieved to date.
961. Most of the issues that I have experienced have revolved around as a manager and not being able to always approve employees time in timely manner. There have been several instances where the time and administration did not run on time and I have had to go in on the weekends to approve employees' time.
962. It doesn't seem like there is any input from the average state worker. It seems Edison is for administrative and the average worker is not given any chance to voice an opinion on what they think.
963. Edison is simple and time saving for me.
964. If you have an emergency situation there is not a way to access My Time from home computer to enter what type of leave you want to take. I tried calling the Payroll people and only received voice mail. This can be critical if its the end of a pay period.
965. Some day I have ambitions to be in a supervisory capacity. I am afraid of the technological issues that would be involved in timekeeping under the Edison system.
966. Seems that the amount of time required to report time and request leave has doubled and

Edison seems to be creating added work that does not appear to be necessary in my opinion.

967. Personally for me, I have had no trouble with MY leave and attendance, my insurance, my paychecks or any other item in Edison. However, I work in an HR office and mostly help other employees with their problems. I've seen quite a few odd things. It seems that there are a new set of problems each payperiod with T&L. Leave balances have gone into the negative, employees not getting their anticipated leave accruals and being charged without pay in error, and processes like Time Admin or Absence Mgt are sometimes not able to be run as scheduled which causes delays in updating balances and service credits and who knows what else it affects. I believe a little more access should be given to HR offices to fix minor issues and maybe even entering insurance enrollment and changes which would significantly bring down error rates. Speaking of benefits and payroll...employees have been overcharged for insurance premiums for no apparent reason...premiums employees send in are not being posted and reported to the insurance carriers in a timely fashion causing delays in coverage for the employees, employees are winding up with drastically reduced paychecks (or no paycheck at all) because someone entered deductions (or other) on the wrong employee. The process of reimbursing employees their money is far too slow when it's no fault of their own. And people who enter data in Edison don't seem to understand that they must be more accurate...I think there is quite a bit of human error in Edison, especially with Benefits Administration in the area of data entry/insurance enrollment and changes, but I also think that Edison has glitches that seem to be unexplainable at times, too, even though they may end up getting fixed. We never know how they're fixed, or why those problems happened, or how we can prevent future occurrences...like the negative leave balance issue. I don't mind change if I have proper instruction, but because DOHR is learning at the same time we are, we are not getting that instruction except in a "learn as you go" fashion. The Edison training we received did not prepare us for the problems we are experiencing. The Edison manuals we were given are generic and do not help when circumstances are out of the norm. Everything we're learning is basically by trial and error. Edison is very complex (maybe too complex for such a large organization)...if you enter one thing wrong, it ricochets through the whole system. Also, is the T&L really in "real time"? In the old system, you could enter something on a timesheet and the system would let you know right away if there was an error. In Edison, you have to wait for Time Admin to run before finding out your errors. This is not "real time" to me, and is not better in that respect either. It's especially hard when you only have one day most of the time to enter data in T&L...this is absurd in cases where you have timekeepers responsible for many employees. Timekeepers have other responsibilities, too. Also, cutoff deadlines for entering time are shorter, not longer as promised. "Paperless" was also promised, but now we are printing transactions on two or three times the amount of paper as before. We print for fear of the transaction "disappearing" in Edison. Employees' whole records have also been known to disappear and then reappear (unexplainably). I like the idea of Edison and how it's supposed to work and I'm still positive it will work somehow if all the glitches can be resolved and prevented. Why couldn't the state have bought the rights to the program (if they were going to spend millions anyway) so that the state's OIR staff could make modifications and tweak Edison as necessary to meet state needs? I'm all for

learning this, I just wish the leadership and organizers had better planned this whole thing. We were given assignments in the beginning that we had no understanding of or idea how to do, but now our work on them has everything to do with our setup, and our mistakes (because of lack of understanding) have caused more work to figure out and fix. Things are coming along, but just seem more complicated...there's more to do, more screens to work through, and the old system WAS working even though it was a dinosaur.

968. I don't feel that our longevity should be included in our regular pay, I feel it should be separate
969. Too much time required to maintain and record time, leave, payroll, etc.
970. I hate edison. It's a waste of money. I know of four other states that had it and later dropped it. Edison was a big mistake.
971. I find the program time consuming; I have looked at my payroll information only once or twice since inception. I used to review my pay stub carefully each pay period. Further, since this program has been in use, all other programs run V E R Y slowly at certain times of the month. Regarding the last question, I have no idea if there is a problem today.
972. My personal information is very confidential. I cannot print off a copy of my pay stub without using the main office computer. Anyone standing around could get this information before I could retrieve my copy. Also, if I need to make a change and need assistance from the HELP desk, I could not discuss my personal information without my co-workers hearing my conversation, as we sit in cubicles. My biggest concern is our confidentiality and privacy are compromised. If I am on leave, especially if I am on sick leave when time reporting is due, I would be afraid I would not be paid properly and on time. I feel our benefits should continue to be done by a centralized person/staff to insure less errors and more confidentiality.
973. This system is much more cumbersome than those I have used in the private sector. It seems as though it was programmed by Apple Users.
974. It is very frustrating that our leave balances are so far behind in being reported on Edison and take so long to show up. Also, our longevity pay should be a separate check--this was a change never discussed with employees and it is a very big source of contention.
975. When doing time sheets, there is not enough time to turn in your time sheet and the day it must be keyed into the Edison System.
976. I do not like estimating my time. Your plans can change and we are having to figure our time before we take it.
977. The system is not easy to navigate. It is not obvious what you need to do on a page. I am

thinking of reporting travel expenses in particular.

978. Treasury is paid once a month and not in arrears. We had to minimize our usage since Edison could not work for us at all. I find Edison unflexible and difficult to work with and am glad we don't have to deal with it any more
979. My department is comprised of highly educated, computer literate employees. Our employees are able to adapt to the requirements of the Edison System. In state departments where employees are not as highly educated and computer literate, the Edison System may never work very well.
980. I'm a developer for the state and I can tell you that this application is NOT cutting edge. What we are seeing is early 1990's technology. For what we paid, we should have gotten something better.
981. The issues with the system seem to be issues that could be resolved; however I'm not sure there is money to make the needed changes to the system. The training offered was not applicable, in other words we only "clicked" where we were told and time didn't allow for a review or study of the screens. The process for classification/compensation is not user friendly. Also some of the terms are not applicable to our use.
982. I am a new employee who was not familiar with the old system, coming into my state position at the same time as the Edison System was implemented does not give me much to compare the new system with.
983. Too many tedious and complicated steps to achieve one process. Directions unclear. Help Desk staff not adequately trained to answer questions. Supervisors and managers not adequately trained to enter Performance Management documents.
984. Distrust of the system was created in part when (1) no one from Project Edison was made available to assist human resources staff at their job sites on the date the system went active, (they may have been available at the main state office buildings, but not in place "in the field"); (2) too many departments were brought on line at the same time; (3) not everyone has access to a computer; (4) too much responsibility and misery for Edison was placed on human resources staff (in the field) and not enough on fiscal services staff; (5) main state office staff showing indifference concerning feedback from staff in the field regarding deadlines, timekeeping, etc. The general feedback from the employees is that the system is a joke, a headache, and a mess. Many employees believe that the only staff that say they like it are the ones who received pay raises to get it implemented.
985. When problems occur with systems that involve salary and leave, it is a serious concern because we doubt whether we will receive the correct leave balances or whether our salary will be incorrect. Computer systems that have errors create this concern for the employees.
986. n/a

987. List of Employees changed on occasion without explanation, I may be required to approve leave for an employee that is not in my office. There have been times that the payable time is not available to approve. Time must be entered more frequently than required on prior system.
988. All my trg was done on the computer, live trg would have been beneficial, especially to be able to ask questions.
989. I do not like how they do the longevity payment. I feel that it should be separate from my regular paycheck. I feel that we are not getting the amount that we deserve. Also it is making my taxes higher for that year.
990. I have not experienced any problems with Edison. However, our office makes limited use of the program.
991. the program kicks me off sometimes and will not let me back on at that time. this is most inconvenient and irritating. submit is recorded as successful but when later checked has not been recorded. the same problem has occurred with approval of employee time.
992. It seems we are having to do everything twice.
993. In Data Capture we did not have to wait for Time Administration to run to fix any errors or correct a time sheet, also it was less time consuming than the Edison program.
994. Edison is not user friendly and does not work for those with an alternate work schedule other than your typical Monday-Friday. It's not compatible with rotating shifts etc... It is not an easy system and it's far too complex and time consuming.
995. Please use above comments. Also: Edison is too confusing and much too inconvenient for those who are not computer savy. Much too many passwords. Who can keep up? Life is already too complicated!
996. I feel that it would be a good thing if we were able to correct our on mistakes that we know we made right away. As I understand it the supervisor has to fix the problem. Also I don't like the fact that we are not able to see how much time we have after taking off on our check stub anymore.
997. it is a problem getting to computers at times when the computers are in our clinic rooms and patients are in the room.seems a little much to submit time on end of month and if friday is the next day have to submit time again
998. Please, repeat the survey after we have recieved training and have used the program for a while.
999. The only problem I see is having to fill out the paper time sheet in addition to Edison.This is double work.

1000. I would still like to see a check stub mailed to me. Have the regions train more and be more precise. Straight forward simple.
1001. Start up issues are expected with anything new - however, no response to issues having to do with ones pay and/or benefits should never be completely ignored. Ignored is what I believe happens, unfortunately, the help desk, administration and F&A were completely disconnected from the problem and it took my demanding a resolution to get anything done. If not for my supervisor, I would probably still have the problem. The system itself is not as discouraging as being ignored by those who are suppose to help. Unacceptable.
1002. While "The Edison HCM component" may be better than it was from the start, it does not accurately describe the situation. As a timekeeper, currently having to spend from one to two full days each pay period to clear exceptions, problems, and re-enter employee time, leave requests, and approvals (usually multiple times) versus the four to five days it was taking at first certainly is "better", but is not acceptable. It is only better by degrees. Anytime an application does not read and process all of the records entered, there are major systemic errors that should have been found and fixed during testing. Not having a period of parallel processing with the prior system during the initial cutover is a major breach of accepted industry standards for application design and implementation. By having multiple people have to enter the same transactions over and over to ensure an employee's time is entered, approved, and accepted, the chances of having a major breach in the system of internal controls is very likely. A short listing of problems I have observed: What Edison displays is not always accurate. Two timekeepers and a manager can look at an employee's information and all three of them have items displayed the others don't. Time entered into Edison for an employee is lost, sometimes for multiple times in the same pay period. Leave requests entered into Edison for an employee are lost, sometimes for multiple times in the same pay period. Time approvals entered into Edison for an employee are lost, sometimes for multiple times in the same pay period. Leave request approvals entered into Edison for an employee are lost, sometimes for multiple times in the same pay period. Obtaining reports from Edison does not work. People that retired in November were still appearing on the exception list in April.
1003. It is difficult getting my employees within my team to show under my management. I cannot approve time on two of my employees and I cannot approve any leave requests.
1004. The travel system is a nightmare. I am very open to learning new things and love the computer implementations, however the travel system was not thought through at all. Constantly having problems still at this stage of the game. It is amazing to someone like myself at the lower level that this was not tested on one or two department before total implementation was inacted.
1005. There are too many steps involved with Edison - it is time consuming
1006. N/a

1007. I honestly don't like the Edison program, I have enough work that has to get done without the worries of getting my timesheet entered and not to disrespect no one but I'M NOT A SECRETARY.
1008. Time entry is much more time consuming in Edison than it was in the previous time entry process. Longevity is NOT part of our monthly salary and should not be taxed as such. Longevity is a once a year payment.
1009. I was scheduled for training which, in no way, fit my personal use of the system. This wasted two days of my time.
1010. The system takes a lot more time than the previous computer/paper system we used. I understand the system and, therefore, have not personally had the problems others in the office have had. My complaint is the amount of time it requires.
1011. Edison has more problems that I had anticipated. I understand that the same has happened in other states. This survey of course is from my own dealings with Edison.
1012. I am not sure that my leave balance is accurate and it is extremely difficult to navigate from "leave requested" to "leave balance" to "timesheet" to check - I have spent several hours of my own time trying to reconcile it and have not reached a conclusion yet. The Edison system should be flexible enough to permit time entry for the payperiod (i.e, day 1-15; 16-end of month) instead of weekly. Although not yet implemented - the portion of Edison that requires an employee to request reimbursement for travel is ridiculous - it is too time consuming and will not work for members of advisory commissions or advisory boards (non-employees) who receive reimbursement for travel to meetings. While people are reluctant to embrace change, I do agree that some type of electronic method of managing a state's payroll, purchases, etc. is necessary for the future. It probably could have been better from a PR standpoint to begin with the electronic systems that would not have involved all employees, just a few who deal with purchasing, contracts, etc. But, that is water under the bridge.
1013. When you mess with a person's take home pay you are in big trouble. This is our livelihood and it needs to be taken seriously and should be an area in which there is correctness and stability. We need to be confident that our salaries are handled correctly and are in our bank accounts when they should be.
1014. There are still broken or mis-directing links in the Edison access pages. Sometimes clicking on a link will work, and other times clicking on the same link will yield unexpected results. It would be nice if someone would go through the system and make sure all links from the employee service pages are working correctly.
1015. The training for Edison was insufficient. I think if there had been better training followed with a written manual so that people could go back review when there were questions this may have avoided some of the problems.

1016. In doing some research unrelated to Edison, many of the names involved in the medical software company belonging to Governor Bredeson have surfaced as being involved in project Edison. Many state employees believe that is why Edison is being rammed down our throat, in spite of its shortcomings. Edison has done nothing to streamline effectiveness, and in fact has complicated matters, and more than doubled the required time to make submissions. Given the current economy, I could have found better ways to spend the ghastly amount of money that has been thrown the drain on Edison. Florida, and some other states gave Edison a try, and trashed it because of its problems. Why is our government so hard headed that they refuse to learn from others?
1017. I like the fact that I can go to one site for so much of my personnel information. One glitch I did run into recently that took several hours to find someone in the Edison Administration that knew what to tell me and that was about Military Leave. I could request the leave, but could not enter it into my own time sheet. I discovered that I had to have Payroll enter this time in for me. It seems like something that could be easily fixed and probably should have been caught up front. Military Leave is a finite number, surely this can be factored into the system so that the individual can enter his/her own time. The Human Resource Division has done an outstanding job setting TDOT up to succeed with Edison.
1018. I feel our prior system was adequate, why the change, If it's not broken why fix it, plus the millions of dollars this system cost the taxpayers, it's outrageous.....
1019. Edison is full of problems. These problems happen every week - time entry is erased, exceptions do not resolve correctly, benefits are not accurately deducted from my paycheck, enrollment of benefits does not happen until multiple calls to F&A - yet the state continues to blindly move forward with more phases of Edison when the FIRST phase is not fixed. How can we move forward when existing problems are not addressed? These are not other's problems, these are problems that I have every week. The state says we are paperless. Before Edison we turned in ONE timesheet per pay period, now we turn in TWO timesheets per pay period. The amount of time I put into Edison working exceptions and approving requests is more than when we used Data Capture. I feel I am pretty comfortable navigating within Edison - yet I spend a lot of time cleaning up the problems. In Data Capture I could view my entire team's time, now I can only see 3 of my 9 person team. That does not make sense to me.
1020. Edison isn't as user friendly as other time keeping systems that I have used. You have to go in too many components to report your time whether you're sick, vacation or comp. time. Its hard to track your comp. time because you have to wait after the pay period to see it. It's hard to make corrections in the system.
1021. With the old system we entered time twice a month. With the new system, I enter time every day. It takes a lot of my time. I have to move between a lot of screens and it is just more time consuming. I work on time at least two of five days a week now.
1022. The necessity to submit time report SEVERAL days before end of pay period, as well as

added requirement to report time EACH week, should not be acceptable. Currently timekeepers are required to do a duplication of reporting (prior paper reporting as well as Edison). Both of these issues are more time consuming and not time productive. Also, I personally feel it is the responsibility of the employer to issue pay stubs. It should not be mandatory that we, the employee, be required to go online and pull our own payroll stub. For us, the employee, Edison has made our time reporting/record keeping much more time consuming and a hassle. necessary.

1023. System takes up way too much time for supervisory personnel. Several times a month (if everything is updated when it should, and there are no other problems, which happen frequently), supervisor must log on and approve time in Edison. Also must enter their own leave requests and time several times a month. This is time taken away from doing important job tasks.

1024. In Legacy, processing of register:
 - In Microsoft Word - prepare a mail merge shell document - which is set up in one process of typing names and address, clicking on mail merge, print. This can also include the envelopes.
 - In Edison, processing of requisition:
 - Once the requisition is pulled, you have to check to make sure that the address is correct in two areas before the letters are set up. This means that the system is set up that the address in the Master Profile should agree with the mail merge document.
 - Time spent to verify the correct address.
 - 11 steps to set up the mail merge document, before you even try to send out the letters.
 - 9 steps to do one letter and it does not include the envelope. When you submitting a request to prepare a letter, each step takes a few minutes for the system to process, you are sitting there twiddling your thumbs waiting for the next step.
 - In Legacy, checking history
 - 12 steps to checking history which includes, effective dates, type of transaction, classification, salary grade, salary, position number, statistical information, SLB member on one page/line item.
 - In Edison, checking history
 - 22 steps to checking history which includes 12 steps in Legacy since all of the history has not been updated in Edison. In order to get all of the same information, you have to click on additional tabs which only include the effective dates, type of transaction (Position Data Update, what does that mean?) On Legacy, you had specific codes to tell what was going on with the position. In Edison, you have to take time to hunt down the explanation of the position data update), classification and salary. If you need to find out statistical information, you have to go another screen and if you need to find out the position number, you will need to go to another location. Also, where can you find when a position has been vacated? Checking the vacancy of position number
 - Legacy - 11 steps - Edison - 8 steps
 - Coding of register:
 - Legacy - 14 steps, which includes 3 to 4 steps for each applicant.
 - Edison - 6 steps, which includes 2 steps for each applicant
 - Entering one transaction:
 - Legacy - 29 steps
 - Edison - 45 steps

supervisor. You have 28 days to process this requisition. First thing that would have to be completed is the template, not everyone has the template, so then, you will have to ask HR for assistance. Template has now been set up, so you pull up the first applicant, check to see if they want a letter or e-mail. Click on letter, hit go. Select template for the requisition. Wait until the mail merge has completed and doubleclick on the Word document. Wait for the document to appear in the system, sometimes the inside address shows up immediately and sometimes, it does not. Check to make sure that the address is the same on the Master Profile. Print the letter, this is for one person, and waiting for all of the screens to process. Okay, the applicant has seven days to respond. If you have more than 1 applicant to interview, which in most cases, you will, it can take another week for the interview process. Now two weeks have passed (14 days), now you have to check their references, this can take a day or two. (16 days) Especially if you have multiple appointments. Once you have decided who you want to hire, then the requisition is forwarded onto HR. The analyst in HR has to check to see if the person is on the Voluntary Buyout List, check to see if the applicant has a history, check to see if the position is vacant since the supervisors no longer can understand the position numbers. HR will code the requisition by clicking on each applicant one at a time. If ten letters were submitted, it takes approximately ten minutes to code one applicant. Actually hiring applicant in NEOGOV, takes approximately 22 steps after the requisition has been approved. If you have to wait on paperwork for fingerprinting, then you have an additional three to five days before you can actually enter into NEOGOV after the requisition has been coded. (21 days). This does not include multiple appointments. Edison Security Agreement has to be submitted in order for the employee to have access to Edison. Once you receive approval of the fingerprinting and enter the information into NEOGOV, then it goes to leave and attendance. The schedule has to be completed for the employee before anyone can even go into the system to key their leave. If the Master Data Change has not been completed, then leave and attendance cannot see the applicant and this happens quite often. There are multiple problems and one of the main problem is the position number and the employee ID both having eight numbers. The room for error is great. Also in the old system, the 18 digit position number was set up so that you could tell where the position was located; there is no way to determine where the position is located now. With the old system, when an error was made, you could have a correction made and if it affected the employee's paycheck, the employee would get a check within a couple of days; However with Edison, you have to wait until the next pay period if you are lucky and then that is not a guarantee. When an employee completes the Edison Security Agreement, the agreement form is scanned to Edison in order to set up the employee's account for an ID. The agreement is constantly being changed on a regular basis; the process is taking longer than a couple of days for processing. I do not understand when we contact Edison to find out the status of the Agreement, a system has not been set up to readily be able to locate the agreement instead printing off the agreements and going through the stack. This system is supposed to eliminate paperwork not create it. My suggestion is to actually set up a system to track the agreements on line instead of printing off the agreements and thumbing through the stacks of paper or this could be incorporated with the online security agreement that employees sign online when they are issued a userid and it would eliminate a lot of extra paperwork and time. When a problem

is encountered and an employee contacts the Edison Help Desk, you would think that the Help desk is there to help instead of referring the employee back to the HR office. Time and time again, the Help Desk would tell you that they do not have access to the particular screen in Edison and they will have to contact someone else or turn in a ticket to get assistance. My suggestion is to train the employees at the Edison Help Desk to actually be able to assist the employees and this also means to give the Help Desk access to all of the screens. Leave and Attendance – this problem is unbelievable, can the system be set up to include the minimum selection of leave instead of the entire realm of leave for employees. For example, if HR is the only one that can key special leave, then the employee does not need that option. Why can't leave without pay be a different color or highlighted in such a way that the employee does not accidentally hit the incorrect key? What type of employee does the state expect to have when the system is causing such high levels of stress, an increase in leave and medical bills due to stress, increase in paper, and increase in overtime? I realize that this is very lengthy and have probably missed some steps, but the enormous increase in processing and the need for more staff is, I believe, not the intention of Edison/NEOGOV. The clients of Tennessee deserve better. We have clients that cannot be served due to the programs not being able to hire the needed staff to work with the clients. The classifications are not opened in order to get the needed applicants on line to hire to work with the clients. It has been six to eight months and no one has been able to access the applicant services system on some of the already strained areas in the field offices. This is in no way towards our DOHR offices, they are in the same boat as everyone. If it ain't broke, don't fix it.

1025. I have enjoyed learning Edison. It has made having access to many of my own personal information more accomodating for myself. I have changed my own personal information--I have changed my banking information--I am able to print off my checks when needed.
1026. I am a system analyst and work with computers. I feel that this system has unresolvable issues and that it is more timely to enter time than in the previous system. It is also more difficult to locate and understand other information in the system such as leave balances and benefits. I have no idea how to change benefit info. I would likd to change tax info but am afraid it would muck up other aspects of my pay and so have been reluctant to attempt it.
1027. I do key my own time and I do not like the fact I am being asked to key time at the beginning of the day rather than at the end. I understand that time still has to be looked at by a supervisor but there is always the concern that something may happen which would cause me to leave early or possibly work late and then this would not be reflected in my timesheet.
1028. The old adage is: "If it ain't broke, don't fix it", but apparently someone has never heard it. How do you explain to a hard working employee his overtime amount calculations and Edisons will never match, his standard payroll amounts will never be consistant? Most of our employees do not have the skills nor will never be adept at computer operation and are therefore placed in an awkward position information wise. This seems

unfair to a group of people, some of whom have dedicated their working lives to our organization.

1029. Approving leave is much more time consuming comparatively. Familiarity with the system may over time may help with that. I like the accessibility of some of the on-line features.
1030. Although, I have not had any payroll problems with the Edison HCM system, I believe any problems that there are, are just part of the start up process and will be ironed out with time.
1031. Too time consuming and not user friendly
1032. Edison is more user-intensive than expected. It is more time consuming as well. If you only have to charge your work to one fund - it's simpler - but in my case I might have to charge time to 5 or 6 funds. Some of the data carried over from the old system was wrong - I have since corrected those - and I did it online - which I liked. I do NOT like the pay stub data - it is very confusing !! I do have some problems when there is a Holiday in the time-period - it causes trouble that it should not - Edison should know about Holidays and react accordingly - not give errors. I do not see the benefit to employees with this application - only the ability to correct personal data is the benefit.
1033. Even after many attempts comp. time isn't on people paychecks. They are still receiving pay for OT. This hurts people when they have relied on comp for absences. Also the longevity checks should be separate because putting it in one check put us in a higher tax bracket therefore we get less monies.
1034. First, the above mentioned longevity checks. Have to plan ahead too much to request off. It especially uses too much of my supervisor's time. Too time consuming for everybody that I know.
1035. As a Power User for my office: Not user friendly. Confusing for most employees in this office. Does not seem to keep data that has previously been entered and approved. Running of Time Administrator is too long. Takes too long for payable time to appear. OT & Leave Requests should be on same page as timesheet. Takes too long for exceptions to clear (i.e. Time Administration again) Supervisors should have separate log-in as supervisor and as a regular employee.
1036. The system is not set up for the state payroll schedule and that is one big problem. It takes more time to do this than previous systems. We keep getting "oops" emails that the system is not working. Having to complete an extra form and then tell a supervisor to check Edison does not make sense. This is a computer system, it should be able to forward something to the supervisor.
1037. Training I had for Edison was a waste of time. We were given much more information, in certain areas of Edison, that we did not need to know. The actual keying time,

working exceptions, approving time, learning how to navigate "my page" is the training that was needed. This part of the training was quickly rushed thru and the instructor assumed everyone "got it". I could have learned more from online training and a manual. I personally do not like the way overtime is calculated because I lost \$1.04 per hour on OT. I do not like my longevity pay put together with my regular paycheck because I had less take home pay due to more taxes being deducted from my check. The 21 folks that I key time for NEVER go into Edison to check their leave balances, paycheck amount, etc. If they want to know something they ask me. Keying time for 21 people takes up a lot of my time that could be spent doing something else. On the positive side Edison is not difficult to use and I like it.

1038. I don't like the idea of us having our longevity put into one check. We are taxed more and that is not fair. When the supervisor have continue to wait because the program did not upgrade from the night before. It is not a comfortable system and its a shame that people just want to say that it is fine and the problems are still there.
1039. This survey seems to be searching for answers to questions that would lead you to think that this whole implementation has been unsuccessful and it has not been. The state has implemented a new state of the art system to replace an old COBOL system that could not be fixed or re-written so it had to be replaced eventually...pay me now or pay me later. Change in whatever format usually takes time to educate and acquaint users with something that is new and contrary to what they are used to doing. This system makes users accountable & responsible for time entry, personal information, and updating changes to personal benefits info. It is secure, safe, and hopefully gets TN in the 21st century as we deal with changing needs of citizens. There is not a legitimate business reason to think that this system is not going to work so eventually any bugs will be worked out and this discussion concerning Edison will be history.
1040. much too time consuming- I spend 20% of my time doing Edison,have to constantly revisit to do the same things over and over again,NOT REAL TIME FOR ANYTHING,nothing tells me staff has leave/OT requests meaning I have to constantly check Edison which I DO NOT have time to do,the time needs to go back to the beginning of the pay period each time I open edison. If this is the best we can do with HCM after 6 months, there is no way the financial part will work.
1041. I have been employed with [DEPARTMENT REDACTED] since February 2009 and have found Edison to be a helpful and reliable tool. I personally have experienced no problems with any of the components.
1042. My only complaint is why is Edison not capable of separating longevity check, instead of depositing along with paycheck. That just seems to be such an easy task, Edison has made something hard out of something easy.
1043. I would like to see the leave balances updated at the end of the month instead of the middle of the following month. I also feel VERY cheated out of my longevity pay since the implementation of the Edison system.

1044. #1 - The system will sometimes indicate that a process (submitting time or leave request) has processed properly, but then I find out it did not process (call from management or personal review). I then have to redo it. #2 - Updates to projects, task profiles and task groups have not processed properly, with the "blame" being placed on user, only to find out several months later that there are Edison update problems. #3 - There is no user notification that Edison problems have been corrected.
1045. The Performance Management portion could be easier to work with and the classroom training should be more than just clicking through the screens. However, on the whole, I have much more access and control to my own information. That is a big improvement from before.
1046. It seems to be down and not operating properly more than it's up and running. There always seems to be some kind of problem.
1047. problem...The system has not saved the state money...The amount of time employees and supervisors are currently spending concerning Edison issues is ridiculous, costing the state extra expenditures and costing the Department of Safety many man hours on the computer instead of patrolling the roads..
1048. Much more complicated, and much more time consuming
1049. I think if Edison was allowed to be used the way intended as the employees entering their own information, supervisors approving and authorizing, with the timekeepers helping to correct the exceptions or assist the manager instead of everything being put on the timekeepers it would be a much more proficient system.
1050. edison never should had been implemented it is a complete waste of time and i did not even know we could call someone to clear up a problem which i highly doubt can be cleared
1051. I think the old payroll system was best
1052. Most of the problems I have experienced mainly occur during the time reporting phase. Although some of the problems are human input error, I find it very easy to make mistakes since Edison will let you input almost anything. The error is then only noticed by whoever is approving your time at the end. I think if Edison had an automatic error detection software or something of that sort it would be much easier to use and would reduce the time input errors drastically.
1053. It has a scary feeling of big brother moving toward applying business standards of performance and efficiency for jobs that are service oriented. Are we taking the human out of human services?
1054. I am very capable of navigating the Edison system; however, my job duties that involve utilizing Edison take me twice as long as pre-Edison.

1055. I really like the Edison system. Frankly, I think it is the best thing since slice bread! I really like being able to view past and present paychecks. I haven't had a problem with it.
1056. The font for the printable pay stub is very small. When I try "file", "print" the right hand margin is cut off and important info is not printed. I have tried to change the orientation of the stub to landscape in hopes that the font will be larger, but the program will not allow it. 2. I'm not sure why I was required to take nearly two hours to do the training on travel when I will not use most of it at all. Our office is down a person and we are all working feverishly to do her work. The last thing we needed was to complete 22 modules of training that we mostly will not use. I will probably only use one piece of it and that will be so infrequent, that I will probably refer to the tutorial when I do use it.
1057. I should not be the person that took this surver, I only enter myself. I am still having trouble getting a project # added to my list of projects to charge time to.
1058. The system is not user friendly. When entering time, it appears the system accepts your time, but it does not save it. This happens mostly when the end of a pay period falls in the middle of the week.
1059. Training provided does not sufficiently acquaint with new terminology and therefore it is not easy to navigate the system. Additionally, it is much more cumbersome than the previous system.
1060. I work a flex schedule; 150 hours in 28 days. I may work 12 hours one day 8 the next. Edison does not calculate my hours in a way that allows me to keep a running balance so that I do not go over 150 hours before the end of the 28 days. I must maintain a seperate excel spread sheet to track my hours. Also, at [DEPARTMENT REDACTED] we are still turning in time sheets every 15th and 30th as well as at the end of each week. I turn in a time sheet often. If I'm out in the field I must make a special trip to the office soley for the purpose of submitting a time sheet. Finally, I consider myself computer literate but Edison is difficult to navigate. I have not developed an ease of use even after several months. It is not clear under what link items are located. For instance, it takes me several attempts to locate my leave balances. Edison has been too much at once. It would have been better to introduce it part by part. Thank you.
1061. I supervise 1 person, but I have access to 49 people. The problem was reported, but has never been fixed.
1062. I am not pleased with having to input leave and constantly monitor my leave balances. I am not a payroll or HR employee. I did not worry about my leave balances before Edison, and now I am not sure if they are even correct. I also don't see how my check should be several cents different from month to month when I am salaried. It makes me suspicious of where all our combined "few cents" are going. Also, the training was terribly long and not very useful. It was actually more confusing than need be. The system is fairly user friendly, although I don't think I should have to use it at all.

1063. Don't receive a payroll check stub in the mail anymore. Have to turn in time before the pay period is completed. Fill out over time request before you have any idea if you might be working over.
1064. I spend approximately 1 or more hours per day reviewing issues in Edison. There is a lag time between updates and exceptions. My employees as well as myself have keyed our time and it disappears. I have approved time and had to go back and approve it again. Edison is a drain on my time and the time I spend on it could be better spent on another task.
1065. Please use any of my comments used in this survey. I am not satisfied with the system but am not sure where the problem lies at this point or when it will ever be fixed.
1066. I hate going from entering the data twice a month to up to 4 or 5 times a month. I dislike the fact that a new system has to process transaction overnight instead of real time. I do like being able to see leave balances and request, as well as payroll information. I HATE that they are taking a greater percentage out of our longevity.
1067. I have personally had no problem at all with the system and find it quite easy to use.
1068. The problem I see most common, at least that I have dealt with, is with leave and balance along with comp time.
1069. I think DCS is one of, or the only department that does not allow employees or their supervisors to do their own requesting or approving of leave or OT, or complete all available tasks in Edison. DCS HR still handles those issues.
1070. The biggest complaint I have is that instead of Edison being a tool to help with a job, the job is being changed to justify the cost of the tool that was bought. For example, we were told there would be no problem in maintaining the current method of being paid at the end of each month for that month's work. Now, because Edison can't really do that (and it is clear that the makers and marketers of Edison knew it all along) we are now being told we will have to go to a twice a month pay system where everybody in state employment will be a half month in arrears at all times. First, Edison assured the state this would not be necessary, however, it is now apparent they lied about that. If the state is going to hold onto a half of my pay for half a month, every month, then either Edison or the state ought to be paying interest on that money they are holding. But, for purposes of this survey, that part is beside the point. The point is that if we bought a product - any product - and it turns out the product was misrepresented to us as it was here, then we stop using the product and get our money back. We don't change everything we are doing and the way we are doing it in an apparent effort to avoid admitting we were lied to and holding the people who sold the defective product to us responsible for it. So, from my personal knowledge of and experience with Edison, my problem with the system is not so much in any problems I may have had with it to date, so much as it is with the fact that Edison, instead of being a useful tool, is slowing becoming the be-all and end-all of everything we do. That misrepresentation seems to me to have been made clear simply by

the length of time it has take to try to get it to work for us to this point. The tool ought to already be working for us, we should not still be here today trying to force the job into something the tool can handle.

1071. I like Edison payroll. I haven't experienced any problems.
1072. The problems we've had here as well as other states with time lost, not paid for, too much time elapsing before getting these issues rseolved, etc. is scary! In today's economy, losing a paycheck, time, compensation, etc. due to a systems problem should not have to be a worry to employees.
1073. we had a problem when my supervisor resigned, my status was reporting to a vacant position. The change to have me reporting to a supervisor took over three weeks to fix, so I could not get a travel check approved for myself.
1074. We do not have regular access to computers which means I have to enter on my own time. When travel becomes apart it will be a nightmare. What was one step before is now 5. Rather than tell our supervisor and turn in a piece of paper. it is 2-3 calls and 2 steps in edison. Also I have never used a system where you have to change your password so often---I don't understand why.
1075. Edison is a critically failed system that consumes 3 times more time than the old system. The assumption that supervisors are to spend an inordinant amount of time inputing and approving time and travel is erroneous. An efficient system is needed to minimize time of all employees. I also question that the state sets up time like a factory timeclock. There is an assumption that this will make employees more accountable. The opposite often occurs because employees are offended by this timeclock system. Most employees are salaried and shouldn't be made to punch an electronic time clock. Even factories have moved to a more professional payroll system that only subtracts missed time. This Edison system needs to be discarded because the cost of time, frustration, and the great disruption to the work of state employees!
1076. The training in the office where I was employed at the time was flawed. It seems those training had not been trained adequately themselves. Months later those that trained the office personel could not answer simple questions about the program.
1077. I have very little interaction with Edison, as I enter my time in each week and at the end of pay periods. It has worked very smoothly for me.
1078. Edison is very time consuming. We spend much more time now making sure our time is entered correctly. This takes time away from our time doing our job.
1079. Edison appears to have been brought on line about a year before it was ready. Not enough testing was done to assure that there would be no problems.
1080. Since Commerce and Insurance is still utilizing "Time Keepers" to enter time into Edison

I am not experiencing any problems with the HCM component.

1081. None
1082. The time management is sufficient on the Edison system. I am distressed to find that many other less manageable systems will be included in this system.
1083. With time the system should work well but too much of the training had to come from operation after startup rather than prior to startup. This resulted in HR staff having a lot of small problems to resolve. The system has also had major problems with double payments of longevity and check deposited to the wrong bank account.
1084. We have to send it to the supervisor at the beginning of the day on Friday. It appears to be a problem if something happens & what we sent in ends up not being correct---i.e. we get sick at lunch & need to leave, but have already put in Edison that we worked 7.5 hours. (May just be a problem in that the supervisor doesn't know what to do about those situations rather than a real problem with Edison. But if we could send in our time on Monday morning rather than Friday morning we wouldn't have this problem.) Also, if we end up working over one day but want to take it off later that week so that our total time is still 37.5, I can't remember how to do that because it happens so rarely. However, obviously that is a problem with ME, not with Edison.
1085. Edison was implemented well before it was ready to go live. It has been an utter disaster and significantly increased the workload of the majority of state personnel. In addition, rather than going paperless, it has added to paper consumption 10-fold.
1086. I do not enter my own time. When we start, it may again have a learning curve. It is somewhat daunting to go thru the screens to make sure you have completed it correctly. Then, according to the timekeeper, it will take 24 hrs to determine if you completed it correctly. I do like that I can look at my previous paychecks and my payroll balances.
1087. The system is too tedious. For the State to be in a budget crisis, it doesn't make sense to have a system that has required so many more hours to do the most simple tasks. Additionally, I like that it is internet based, but there are way too many screens needed to enter the most basic information.
1088. Some staff who work for the Department of Corrections do not have a high intelligence of Computer knowledge and its hard for them to comprehend on a system like this to be able to work on edison and perform their daily duties without gaining some kind of knowledge through some kind of training for Edison.
1089. I would like to see the longevity issue addressed where they do not tax this at a higher rate. In previous years, it has been put in as a separate check and not included in the monthly income for the pay period. We have data lines and is sometimes difficult to keep a connection. This system is much more advanced with its graphics and can take a long time to pull up. Travel is still an issue and has not been implemented on this current

system. It looks too complicated as to all of the tabed screens. All training at first was given to the secretaries of the units and then they were not even the ones in our units who puts in time. We were. This was very confusing but has gotten better. Training for travel should be done more indepth with all employees completing this with an trained instructor if they are going to use that the mileage. another issue was with the implementation of Edison that I was not able to get into the sick leave bank this year until 6 months after I applied. I just withdrew my name from this as it was too much of a hassle and will think about it next year.

1090. I'm a back-up payroll person. With Edison you have to go to too many screens to put in the time,leave request,and to approve the request. At least with the old system, everything was on one screen. It takes to long to enter employees time that can't enter their own. Now with Edison we on;y have one day to enter time, with the old system we at least had two-five days to do payroll. I work for the [DEPARTMENT REDACTED] and we have employees that work odd hours and seven days a week. It's hard entering time for around 100 employees that work odd hours and shifts in one days time. We have had employees that haven't gotten paid their wages and their tips. One of our employees has had the pleasure of not gotten paid twice. She had problems with over-drawers at the bank because of this. Edison would not issue her a check untill the next pay-period, which was two weeks. Edison's rеспonse was that they would not make any exceptions and would not cut a check any sooner. I would be one of the first to admit that we needed a new payroll system but Edison has proven to me that it's not it. It's not even trying to get better. My Manager just two weeks ago got to where he could approve his people but then last week they was lost to him again. I believe the state made a bad decision when they spent the money they did buying Edison.
1091. Pay roll is beyond belief. You have gto register for a whole week, irregardless of when the week, or the month, end.
1092. They are still working on the longetivity problem, the old system worked well and it should have been left alone. I don't trust the new system to have my W2 correct at the end of 2009. It is to complicated to go into Edison to try to keep up with your payroll, insurance, or any other issues.
1093. It has added extra work for myself as a supervisor of employees. It seems to be a lot of added effort to navigate through all the screens just to approve leave/overtime, helping employees learn how to enter requests,etc. Not user friendly.
1094. Treasury made a decision to not use the leave system in Edison since it was clearly not able to handle leave & attendance for employees who were not paid in arrears. After 3 months with Edison we reverted to our own internal leave system. While we were on the Edison system it was very confusing and not user friendly at all. As a director I had employees who would suddenly disappear from being under me or be added to my list of subordinates at any time. No one could explain why or how it happened. We were very pleased that we did not continue to use it. I know that there are some improvements with Edison however, there are more things that we lost as well that outnumber the benefits.

Even when we had manager training sessions, the trainers did not have answers for things that were not the norm. Any deviation such as monthly employees not paid in arrears was an issue. I believe as a whole the Edison system was not able to think thru all the issues that will come up. The system appeared to be designed for the perfect world.

1095. I have only worked for the State in F&A for 2 weeks. I have not had enough experience with Edison to have an opinion.
1096. One of the major problems/obstacles that I see is having to turn in payroll time sheet so often- minimum of weekly and at times more than that.
1097. The training is a waste of time, I could only imagine the amount I have wasted dealing with Edison training. The financials which weren't dealt with on this survey are a total mess. My department is having a much harder time keeping up with information.
1098. In my humble opinion, problems with Edison include (not in order):1. Poor initial training2. A lack of genuine parallel testing3. Poor communication of expectations and ability to deliver4. Edison staff defensiveness and poor accountability to resolve problems within the system (poor customer service)Edison was not the right choice for Tennessee. Would have been better to have a customed product rather than one that has been "tweaked" to meet our state's needs.
1099. Double payment of longevity is caused by a person, not a computer. The excuse I got was the computer messed up, that a crock.
1100. Our agency are at the mercy of edison. Our office has had to completely revamp how we do case management to comply with Edison reports. It seems we have become employees of Edison instead of for the people we serve.
1101. The print out of my pay stub is not consistant from check to check. Some have year to date info and some don't. This doesn't instill confidence that my info for benefits, taxes, and pay is being correctly compiled. Plus, hearing that people have been paid twice for longivity, not been paid for flexible benefits and not been included in health care really concerns me. There is no way for me to check that these items are being reported correctly for me.
1102. The worse change I have found is that the longevity check is combined into a regular work week now instead of being paid separate.
1103. don't like the possiblity of someone hacking in the system and getting ALL of my information. I think the leave balances should update when we accrue the time and not wait until the next pay period.
1104. The system was designed with the assumption that every employee has both a personal computer at work and works in front of that computer and that every employee has a personal computer at home with high speed internet connection. This is far from reality.

Edison is time consuming. It is not intuitive or user friendly. It wastes paper and what is printed out is often hard to read either due to small print or arrangement on the paper or both. Log in IDs and passwords are not compatible with other Log in IDs and passwords used in State business or for personal business on home computers, making it necessary to write them down and keeping them handy. Edison has changed the rules on Longevity and for the application of use of Compensatory time in such a way that is detrimental to employees. The fact, that the issue of the complicated system calculating time worked and paying employees by the week but issuing paychecks twice monthly was not addressed by going to payment every two weeks, is proof positive that no real planning or thought was applied in the development of Edison. Edison will go down in history as the stupidest thing that the State of Tennessee has done to date.

1105. THE ONLY COMMENT I HAVE SO FAR, IS I DON'T LIKE THE WAY EDISON COMBINES I LONGEVITY PAY WITH OUR REGULAR PAY.
1106. I think it is a total design failure of the system that we are still being REQUIRED to prepare and turn in the same paper payrolls that were being used before Edison went into effect. We are told this is because the system was not properly designed to retain the data for 3 years as required by State Audit thus we have seen no savings in time at all because we are still doing the old way and the new way. This is ridiculous. We should be able to fix the Edison program to maintain this data for 3 years and eliminate this tremendous waste of time, paper and other resources.
1107. The only thing that is bothersome is the split week when the pay period begins and ends. I am responsible for making sure eight staff get paid. It would not be so time consuming if the pay was figured on a two week schedule instead of the bi-monthly. It would also be easier on the HR dept. who enters the information. They have a lot of responsibilities. I think that Edison will smooth out as time goes. But it looks as if our HR staff is overwhelmed sometimes.
1108. Entering time is more cumbersome than the old system, and at times what you have just entered simply disappears. After you enter it a second or third time it will remain.
1109. EDISON is too cumbersome, too time consuming. My agency uses timekeepers to key time. I am a timekeeper. There are too many screens to access to complete entering data. To key an employee's time, other than my own, 1. Go to the screen to bring up the employee's name. Enter employee's ID, click on button to get employee. This brings up screen with employee's name. 2. Click on employee's name to bring up the time sheet. Enter time. Click button to submit. 3. If the employee has taken leave, go to a different screen to request leave. 4. Enter the employee's ID to bring up employee's name. 5. Click on employee's name, this gives a screen to enter data regarding leave requested. Click button to submit. 6. If the employee has earned overtime, go to a different screen to request overtime. 7. Enter employee's ID to bring up employee's name. 8. Click on employee's name to bring up another screen to enter data regarding overtime requested. Click button to submit. 9. Wait for Time and Administration runs. 10. Click on another screen to manage exceptions. 11. Enter Department ID. This gives the names of everyone

who had an error occur after Time and Administration runs.12. If the employee has no errors, Click on the approval screen.13. Enter employee's ID to bring up the employee's name.14. Click on the employee's name to verify payable time (which may or may not be 1.0 hour less that what was keyed in). If the only difference is 1.0, then click the box stated approved and then click submit.15. However, if there was an error from Time and Administration, you go back to the timesheet and make the corrections.16. Then wait for Time and Administration to run again to remove the employee from the exception screen. 17. If the employee's name has been removed, then do steps 12, 13, 14.18. If the employee's name is still on the exceptions screen, then go back to the time sheet, make corrections.19. Wait for Time and Administration to run again.And so forth for each employee.And this occurs each week and the end of a pay period if it is a split week.Quite frankly, it wears me out.And I don't see that it will be better when employees key their own time. As is, they have a difficult time completing their time sheet for me to key.I have no faith in EDISON due to the number of people who did not get their paycheck, got paid longevity twice- one of which was in error, lost their insurance coverage, was not paid the correct amount.I believe that if EDISON had just been the time portion, without the leave and overtime request being a part of it, without so many time codes to cover everything, just listing those needed for each specific agency, EDISON might have been more functional and user friendly. As in the financial sector, bigger is not always better.

1110. Having been involved in writing state contracts over the past 15 years, I have watched the "turnaround" time for state review and approval go from acceptable, to barely workable (unbelievably slow), causing great frustration for state employees as well as contract grantees. I am concerned that the Edison contract system will be much more complicated and require a greater amount of turnaround time. I hope I am wrong in this regard and will be extremely happy if the Edison system is faster than the current system.
1111. It seems to me that the system is not the problem as much so as the way that the staff was prepared to use it. A lot of things are not the way that people were led to believe they would be. Plus there is always the reluctance of people towards change!
1112. I am very concerned about longevity and any lump sum payments. I am concerned how that they are now being counted in my pay. Also, Edison does not allow for any flexibility in time scheduling. The old system was working.. why not update the computer system that controls benefits? It is antiquated and needs help.
1113. I can not even get into the system.
1114. I have no problem with Edison, do appreciate the fact that info can be entered from home.
1115. One problem I wish would be looked at is during a pay period with a holiday in it, there are times when employees times are incorrect. When this office has time problems, it is usually during a pay period with a holiday in it.

1116. no comments
1117. I have no problem with the Edison system. However, I wish that the problem with longevity pay is corrected.
1118. Edison time entry takes time away from doing other things. When we are forced to speculate/estimate time off, often we have to go back and make corrections. I miss getting my paper check stub via mail. The old system worked better for me.
1119. It does not seem rational to ask someone in MY particular position about Edison because I do not enter my own time. I have only used Edison to view my available benefit hours or print my pay stubs. I cannot give a valid opinion of the other aspects of the program. In addition, I do not critically analyze my pay stubs, so there may have been errors that I did not detect. Until recently, I simply assumed that my checks would be correct. It has since come to my attention that I should have been verifying my pay in the same way one would balance a checkbook or look over a receipt when shopping. I don't think anyone in a State job has time for that. However, I do believe that the concept of Edison is beneficial to employees. It has potential, but if additional time was needed to address "bugs" and "kinks," perhaps a limited roll-out or "Beta" testing would have been more appropriate.
1120. The system would work better for managers if you could enter a specific employee's record and navigate from area to area instead of having to click on another area and then have to "get employee" and select that employee again. The ability to switch between screens for a specific employee would be very helpful.
1121. My concern is that this survey is biased in its construction in a way that minimizes the problems with the Edison system. By limiting this survey to questions about payroll, there will be fewer complaints and it will look like the system is working well. We've all heard the horror stories about people not getting paid or having their money put in the wrong accounts but the fact is most of us have not personally experienced those problems. However, virtually every employee has been negatively impacted by the way the system handles leave and attendance. The system is cumbersome and departments have to devote so much staff time to handling leave and attendance issues that essential functions sometimes don't get done. In the pre Edison days, minimal amount of time was spent on leave but today we are slaves to the system. We've also been handicapped by the impact Edison is having on hiring. The technology that is supposed to make life easier for state employees is making it unbearable. It is much much harder to work a register. And now we will be going to Edison to do travel. This has employees very anxious. Having reviewed the travel section, it is clear that logic and reason were not used in developing that module. If travel proves to be the challenge that leave has, departments won't have enough staff to devote to the problem as we have had to do on leave. From a layman's perspective, it would appear clear that this system already existed and we tried to force feed a state system into it. The logical thing would have been to develop a system based exclusively on the state's processes and needs. In conclusion, Edison has caused more problems for state government in general than anything else in

my 30+ years of state service. It is truly an embarrassment to the State of Tennessee and should be scrapped.

1122. Some of the problems related to Edison HCM involve a fundamental conflict between the State's use of semi-monthly and monthly payroll cycles versus the weekly or bi-weekly cycles as intended by Edison. Federal regulations such as FLSA are easier implemented on weekly or bi-weekly payroll cycles. The State should have seriously consider this move in conjunction with the go-live of Edison HCM, and should still consider such a move. While I have not experienced any major problems with Edison personally, I have received reports from our HR staff regarding insurance that has been canceled, improper payroll payments including errors in longevity payments, and other major issues regarding payroll.
1123. With the " progress of Edsion" employees lost more longevity benefits to taxes. Split work weeks are a pain. you want request leave you have to email your supervisor, then submit a request in edison, and you can't submit your time unless you leave was approved. And it seems like such a hassel to have to make changes.
1124. The Edison system requires much more effort than the previous system. We spend much more time approving leave requests and time worked than before, sometimes having to do it more than once, when our original inputs just "disappear". From my point of view, Edison has made my routine personnel-related tasks much more difficult, and the additional "bells and whistles" that it may offer aren't important to me.
1125. I have heard complaints regarding longevity pay being paid in with our regular pay. More taxes are being withheld, therefore less money in our pocket. It is inconvenient to do a timesheet more often. We do not enter our own time and I can foresee that being a problem for most of us. It is a little difficult to navigate, but that should be remedied with more use.
1126. The biggest problem with the time and payroll system is the semi-monthly pay periods. The State should have gone to bi-weekly pay periods. This would have allowed the system to function much more efficiently, and would have been easier to explain calculations to employees. The bimonthly system, with all employees showing as salaried in the system, causes huge problems both technologically and in allowing employees to understand how their paychecks are calculated.2. The system is not compatible with the needs of our Benefits Administration group. Due to this, huge backlogs arose and many new manual procedures have to be put in place to try to maintain the benefits information.3. Different parts of the system do not seem to be linked, making it necessary to perform 2 or more steps to finalize a process. For example, to make a change in a classification, the position side is updated but does not automatically update the incumbent. If one part is done, but not the other, errors result that require additional research and work to remedy. In this particular example, one person can not do both updates. The position update is done by Class Comp, then Edison staff need to be contacted off-line to go in and update the person.4. The centralization of various Benefits and DoHR type actions has created backlogs, which then create more

problems. Centralization came at a time when staff cuts and budget freezes severely impacted the ability of Benefits, DoHR, and Payroll staff to allocate adequate manpower to the centralized processes and the start-up needs.

1127. When one steps back and views the implementation from a "big picture" point of view, I believe that the HCM implementation of Edison has gone about as well as could be hoped. It has not been without some issues, but overall, it has functioned as designed. It takes a little time to learn its idiosyncracie--such as the batch processing.
1128. The screens are not user friendly; they "save" after each entry, rather than allowing you do enter all info, and then saving the whole screen.
1129. I think there is a lack of communication involving employees, Human Resource departments and the Edison management.
1130. Time issues, being asked or directed to have time entered before the actual time has been worked or completed, is wrong to me.
1131. I don't have any present issues with Edison.
1132. My major problem with Edison was the training. I did not like the fact that we could only key in what was in the training manual and not use real data to see how things worked. Also, I felt that we were not given enough notice before keying in expense claims. I had the same concerns about training on expense claims as I did on payroll, not being able to use real information. In the training for expense claims, the training did not show how to input hotel tax. As far as keying information into Edison, I feel it would have been better for our division to have started by keying out own time before keying our own expense claims.
1133. Since I don't key my own leave, which seems to be the decision made by our Department administration, I don't see very many problems with the system. If there are problems, it makes sense to have less people working within the system. However, I don't understand why the leave needs to be keyed before the pay period even ends. Also, I do know that my supervisor has had to key my leave more than once before it will show up for the approval process, which means he is having to do the work twice. I have not seen any problems with my pay, but have seen errors in my service time computed on Edison.
1134. The personnel that I supervise do not appear on the screen to enable me to approve their time.
1135. It appears that the Edison designers did not understand how the State operates. The main problem was they failed to realize that there are many employees that do not have the computers, internet connections and/or ability to keep up with and enter their own time. I enter my time but we still use paper time sheets for 9 of the 10 people I manage. This is also true for my wife's different State department where even professional employees do not enter their own time. And because my employees are in remote locations, we still

need to mail paper time sheets before the time period is complete so that the time keeper has time to enter the data. This has always been this way and I thought, wrongly, that it might change with electronics. However most of our employees still sign a time sheet with a statement that says the time sheet is correct, when it's not even complete! Also because I do not use Edison for much, much of the training I received was wasted time.

1136. I have trouble keeping track of when I have submitted time sheets maybe because of the delay between when time is submitted by me and when it's reviewed by my supervisor.
1137. From a management perspective Edison is a problem in that you can work on an exception all day long but will never know if it has been corrected until it "runs". If it has not corrected on that "run" and you have to make further efforts you still won't know until another "run". There is too much a time delay to determine if it is correct or not. Edison should send you emails when a leave request has been made and approved so that you don't constantly have to log in and out of Edison checking. The delay causes exceptions in that staff often get anxious and make entries too soon.
1138. I find it difficult to keep up with my pay stubs and leave time, etc., because I have to print anything I print at work on a shared printer and because I don't have a working printer at home. So, I have to only look at anything in Edison online or must print my private information to a shared printer--neither are good choices...
1139. Most of the problems have been the learning curve of the new system. Seems that upper level admin could have been more ready than they appeared to be. Things could have been done better to make the start up more smooth.
1140. EDISON IS NOT SUITABLE FOR THIS TYPE OF WORK. EMPLOYEES ARE ALWAYS WORRIED IF THEIR TIME IS RIGHT, IF THEIR PAY IS CORRECT. THE EDISON HCM COMPONENT WAS A HUGE WASTE OF TAX PAYER MONEY.
1141. Edison system was a complete waste of TN tax dollars. It should be discontinued and the State should be completely reimbursed for any expenses.
1142. I think that the Edison Project was a huge undertaking, and while it could have been a great system to streamline the process of time entering, it was stretched well beyond its means from the beginning. Perhaps a better scenario would have been to slowly implement other parts of the project as errors in the initial system were deduced and removed. The system, as it is at the moment, seems to have so many flaws that repair would only serve to outdate the system once said repair is completed.
1143. Agency discontinued Edison payroll in February, 2009.
1144. The Edison system has had many flaws, but the biggest problem I see is the time taken away from serving clients to deal with Edison. In addition, staff who are responsible for approving time for employees are not provided with laptops to approve time if they are

away from the office or on vacation. The system is not cost-effective when the State is losing manpower hours (meaning time for staff to serve clients and do the essential job functions outlined in their job plan) for having to constantly monitor if Edison is working or not working today. Furthermore, I have serious concerns about the person or persons who were charged with selecting this system. Edison was implemented in other States (two I know of) and then abandoned due to the problems the system created so why would the State of TN spend over 130 million dollars to purchase a system that was known to be flawed. The money could have been put to better use by serving the citizens of TN who are in desperate need due to the economy. I have worked for the State 19 years and this is the worse example I have ever witnessed of mismanagement of funds. The Edison program was obviously not researched well, piloted well, or staff trained well (meaning clear and concise instructions versus hours of emails in start up). Frankly, I wonder who got a large pay off under the table to talk the State in to purchasing a system that did not work in two other States in the south.

1145. My problem is the additional time needed for data entry, and occasional confusion, because of the difference in Edison "unit" (weekly) and pay period (bimonthly), which results in the "split week" issue. Could the State consider switching to the Federal method of pay every other Friday, which would put the pay period and Edison on the same weekly basis?
1146. As an employee entering my T&L, Edison is easier. As an approver for 17, the system takes more time than the previous method. I have experienced some corrected exceptions not clearing even after time admin. runs as well as various other glitches.
1147. I have had no problems with Edison! BUT...There is no way for answers be anonymous when completing a survey on the computer. If you truly want honest answers you should use paper surveys.
1148. I don't understand all the hubbub about Edison. I've found it works perfectly for me. All I know bad about it is from what others have said. I suspect much is ID10T errors.
1149. The training manuals are okay if that is the type of transaction you are currently processing, but what about all the other transactions? You just have to figure it out or keep calling DOHR for help. Our DOHR Analyst is wonderful! Staff has told me that the Flex report is not picking up all eligible employees. Other reports we request either do not have any information or leave out information; such as the vacancy report (TN_HR31). We do realize that current separations may take a while and this could be the cause. 2) There has got to be a better way to send applicants vacancy letters through OHC. None of the manuals I have really explains this properly. Why couldn't you select mail merge for each applicant you want, then select the letter, edit that letter, then press a button to actually merge the addresses with the letter. Then allow the user to save that document and go back and edit, instead of having to create an individual letter on each applicant (this is not mail merge when you actually have to copy and past each letter.) This is extremely time consuming on large requisitions. Just seems like there should be an easier way.

1150. I always have to login several times to get screens to appear. Many times when entering leave requests and submit a weird screen appears and you must re-enter the information.
1151. I was under the impression that the change to Edison was due to the failing 3270 program. I am a reasonable person and realize that change has to take place to move forward. That being said, I am disappointed and confused by the move to this program...there are too many inconsistencies. For example, why is TDEC entering their own time and all other Dept.s are entered by a time keeper. Why did a few folks get classroom training while others only got CBT training? Why do we have functions on the program we are not allowed to use and others that are not running at all? Why the threatening and brash emails? If I am sick or cannot reach a computer and cannot share my password, how do I enter my time? When did the state leave it up to me to pay myself? EVERYONE in our office is trying to do the right thing. We all gather around to help each other enter time and problems solve. However, we are a [DEPARTMENT ID REDACTED]. [PERSONAL IDENTIFYING INFORMATION REDACTED] When is it that we signed on to pay ourselves through a program that we received a limited amount of CBT training on and basically it is a turkey shoot whether is going to work or not? [PERSONAL IDENTIFYING INFORMATION REDACTED] The next order of business was to get back to the office to attend to Edison. Now that is pressure. If folks are afraid to be out sick, take vacation, or otherwise because they may not get paid because of a problem with the Edison program...then it is time to change the program. I very much appreciate being asked to provide input. I hope this will result in change for the good of the state employees who really care and would like to see a common sense solution and not another money pit.
1152. The Edison program is not designed for some of the department withing Safety. It causes a large amount of errors that require a great deal of time to resolve. It causes supervisors to spend large amounts of time dealing with these errors. There are many time when we enter the information correctly, but Edison still puts them as an exceptions. This causes the supervisors to spend a great deal of time to make sure that everything is correct before the cut off date. this mean working on these problems for your house off duty. Also we spend a great deal of time attempting to resolved issues on incorrect pay, annual/sick/comp time not being credited to the employee's leave properly.
1153. It is a hassel to approve time so frequently. We are doing much more time approvals for the supervisor portion of it. We are working with Edison more than we did with the old pay period forms and this takes away from productive work time. The issue of having time recorded in Edison for a pay period is more adventurous than it should be.
1154. I think Edison is a waste of money
1155. every part
1156. Edison seems to have complicated our time-keeping. We spend an inordinate amount of time submitting time sheets. The system is inaccurate as we have to submit our time in advance. Also Edison is not user friendly for jobs that require on-call (erratic schedules).

1157. I am dissatisfied with the way Edison pays for longevity and overtime pay. I feel it should work the way the old system worked.
1158. My office opted out of the time management component of Edison. This component was too cumbersome and not user friendly. Edison also did not work for monthly payroll. There were some issues with Edison that very well may have been startup issues, but not all problems experienced with Edison can be categorized as startup.
1159. The Edison program works fine with me except when you use the printer friendly version to print you pay check amount. The cents amount will not print. Thank you.
1160. I would like to see Edison payroll check page not cutoff on the right hand side of the page when printing out one's payroll sheet. I do realize that one can click on the User Friendly View Paycheck but it is compressed and somewhat difficult to read unless one is wearing glasses. I would prefer the 1st page printout with the right hand side not cutoff because it has more info, larger print, and not as "compressed" as the User Friendly printout and I do not have to put on my specs.
1161. I feel that the system is cumbersome to use and requires too many advance approvals. Supervisors should be able to approve a leave request at the same time they approve time. If it were not for our secretary, who carefully monitors exception reports, we would have had serious problems in getting paid correctly. Prior to Edison all we had to do was submit a time sheet and the secretary entered everything for us.
1162. The only problem I can see is the timekeeping of annual and sick time. The calculation and time frame that is used is not productive for the employees. We are not able to use the time as needed and are afraid of being on probation, because our time has not been calculated at a more efficient time. Thank you!
1163. I have not have a problem with the records contained in Edison, but have observed a horrible display of wasted time providing the data it requires. It is ridiculous to have weekly and often twice weekly time sheets having to be prepared for what is effectively an exception time reporting system. We all get paid a set pay for a set amount of hours and any time off or overtime is an adjustment to the hours, not the pay (no overtime pay). I am new to government work, having been in industry finance for almost 40 years, and no company would ever put itself or its' employees through this time wasting nonsense. It has a cost in lost production. These almost constantly required signed time sheets are required to be prepared in advance forcing the employee into literally preparing a fraudulent payroll documents. It also creates issues when having provided a "post dated" time sheet, an employee needs or wants to do something different than was already "reported" (like an occasional sick day) they must deal with all the issues surrounding such a ridiculous change in what was reported as fact in advance. Also, the time my Supervisor, his Manager, and the small clerical staff we have are spending and the never ending chatter about payroll is very disruptive to our revenue producing audit work. This was all unacceptable and ridiculous up until when you added the expense report component. At that point it got doubled. We now have to fill out a double set of expense

reports (sidekick and edison) with an enormous amount of overbuilt controls as to miles driven, dimes departed, times arrived, point to point mileages, vicinity mileage, and a lot, lot more. We are still very early in the expense portion learning curve and travel reimbursement has come to a virtual stop while our Supervisor and the Manager try to figure out exactly what we need to do to get reimbursed for our travel WHICH IS A REGULAR PART OF OUR JOBS! Finally, production of revenue producing audits is being negatively impacted by the inability of our Supervisor to handle the Edison related work and his review process of our work. Somebody needs to get ahold of this monster.

1164. A little bit complex, but appears to be very comprehensive. Keying errors are a little difficult to correct. Split weeks are a little confusing. Longevitydeducts seem to be excessive. A little difficult to sign in to the system. To date not too many problems that have not been resolved.
1165. I only enter my time on Edison - so my use is fairly routine. But there seems to be more issues regarding confusion on split work weeks, flexing time out and how to enter time when there is multiple leaves/flex issues. Would like to see the state move to standard bi-week pay period - Have 75 hour work period. Then if understood pay period was within that 2-wk / 75 hrs period, would be easier understanding of how to enter time.
1166. EDISON IS A NEW PROGRAM THAT APPEARS TO BE ADVANCEMENT IN TECHNOLOGY AND LIKE ANYTHING NEW TO OLD SCHOOLS A LOT OF BELLY ACHING AND COMPLAINTS WILL OCCUR..THE PROGRAM APPEARS TO BE GOOD..VERY FEW FAULTIES AND HAS BEEN ACCURATE WHEN IT COMES TO MY PERSONAL INFO AND PAY..I GUESS I LIKE THE CHALLENGE AND IT HASN'T BEEN VERY DIFFICULT IF ONE FOLLOW INSTRUCTIONS..ANYTHING MAN MADE HAS ITS OOPS...BUT AGAIN A STAFF BEHIND THIS NEW PROGRAM HAS BEEN REALLY GREAT.EDISON IS THE NEW AGE TECHNOLOGY...
1167. I still have problems with my employees time approval (PAYRT issue). I cannot believe the roll out wasn't done on a Division then Department then Branch pathway. This would work out the bugs before afflicting the employees with this poor software. I am also surprised that this software was selected with several states poor experience and resulting lawsuits. The moneys spent on this would have been better utilized giving State employees a raise or an increase of benefits. The previous system was more employee friendly by having the timekeeper on hand to discuss any issues that arose. I would wager that a 1000 monkeys with a 1000 computers could have wrote and implemented this type of software without the issues that are still being dealt with after 7 months.
1168. I was extremely disappointed by the reaction of senior F&A staff who wanted to blame state employees as unwilling or unable to make the change to Edison .I've participated in several major system upgrades and no one ever blamed the user for not cooperating in new system . It also seems that they (F&A) are unwilling to accept blame for some significant problems with the system . Also Edison is NOT user friendly as widely advertised by the Administration .

1169. Edison is completely unpredictable. What works one time will not work the next. One pay period will be called a split week, and the next "split week" will not. I still have staff that are in the wrong work groups so their actual supervisors cannot approve their job plans or time and labor. Employees or their family members are being kicked out of insurance plans for no reason and without notification - until they are rejected at the doctor office. When longevity pay is paid too soon, the procedure for repayment ends up costing the employee more money than they were over paid. Depending upon who you talk with, you can get varying responses to the same questions; so who is correct? We are unable to get qualified candidates on job registers because that piece of Edison is not up and running - after 8 months. We are only able to hire from what is left on old registers - not necessarily the most qualified applicants. Individuals cannot even apply for vacant positions at this point.
1170. This is more time consuming and causes more paperwork to turn in with your time. Too much room for errors, when employees checks are at stake. Puts too much stress on folks when living paycheck to paycheck in bad economic times. Not cost effective for the problems it is causing.
1171. It seems to me the problem(s) with Edison is not the program it self, but the human part of it that enters the information into Edison.
1172. Time entered on the computer doesn't always show immediately. You have to wait, and then return later.
1173. This system is a waste of 5+ years of manpower. With all the issues that have occurred in other states (i.e. Kentucky and South Carolina), I think the current administration should have considered these issues prior to forcing this pathetic excuse for state management onto its employees. Time entry takes longer now that I have to put in requests for every time I need to take off or work over. This is time that could be better spent doing my duties. Supervisors now have to find additional time in order to approve these requests - time which could be better spent managing employees. And heaven forbid if an exception occurs because you have a better chance of winning the lottery than letting the system take care of it. Purchasing has become such a nightmare that our main fiscal contact has stopped taking phone calls because he can't do anything about the system that he's been given. We can't even hire much needed employees because this of this digital albatross hanging around our collective necks.
1174. I think Edison has been more time-consuming for me and definitely more time-consuming for my supervisor. Nothing automatically notifies the supervisor when an employee has submitted a leave request or a time report.
1175. I am not sure what I'm doing in Edison at all. I'm not sure where how to use the system, and the log in an passwords required (with all the specifics) is annoying an hard to remember. I want to pick my own username or at least have it something more simple.
1176. I like the automated system and being able to directly lookup my information. Thanks

for changing the payroll statement so that it prints on one page instead of two as it did initially.

1177. As you can tell from my survey responses, I have not experienced any personal issues with Edison HCM. This is primarily due to my employment position. I am not responsible for entering any attendance and leave information into Edison HCM. I have not made any changes to my withholdings, benefits, etc. I have only used Edison HCM to view and print my paycheck and periodically review by payroll and benefits settings and profile. My main problem with Edison has been seeing my supervisor and manager having to use their (highly paid) time for the duties of a payroll clerk. They have much more important and valuable duties for the Department than entering time into Edison.
1178. In my opinion, I am not paid enough for the work I was hired to do, and then time keeping is added. When I have to key my time, request OT each week, just in case it's needed, e-mail my supervisor to check for time requests. Scan time sheets to supervisor. Go into the system and look over things to make sure they are processed correctly... In stead of one time keeper per office, now there are 60. All of this extra work is taking time away from my real job, which is to serve and protect the vulnerable citizens of the Great Stated of Tennessee.
1179. Edison has needlessly increased my workload. I have to send time sheets in 6 times a month now instead of 2. That's real progress! I'm told I will soon start entering my own time but I still have to send time sheets in to my admin. The training was so long ago, I've forgotten how. I don't trust Edison, it has made errors on my account and the accounts of my co-workers. It cost me a significant amount of money in the way it calculated longevity. I'm all for automating admin functions but it should be more efficient, not less. I've been turned into a secretary with less time to do what I'm supposed to do. The amount of money spent on this project is unbelievable! I don't know what will be messed up next. Every month I have to check pay, deductions and leave balances because of all the problems with Edison that we are all aware of. It is rather silly that you have to do this survey to know that it is a messed up project.
1180. When there is a split work week, when one pay period ends & another begins, I feel we should only have to key our time into Edison once a week.
1181. With the number of glitches involved, it takes so much time away from compiling our required reports, it is ridiculous to expect it to be done timely and accurately. And I will not use my own time to enter the data.
1182. This program is not accessible to visually impaired and blind users. The training materials are in power point, which is not accessible. Much of the communication is also in power point or scanned pdf documents which are not accessible.
1183. DOHR is very slow to input information
1184. Edison has caused a tremendous expense to the taxpayers of Tennessee at the worst

possible time.

1185. Edison program takes much longer to input time than the previous system.
1186. The question regarding training was a yes/no answer and did not address the adequacy of the training. Our trainers were not very knowledgeable about the system or the Public Health Department.
1187. Pros: I like being able to enter my time without going to the office. Fortunately, I have DSL internet at home that I personally pay for along with a personal computer that I use. I am hoping a lot of the problems will be worked out as the sytem matures. Saves on paperwork, but not on time. Cons: The way it was implemented was frustrating. I think it could have been done a little slower. I.E. a few people could have had their payroll schedule through Edison and then trained the rest of us. I think the sytem is a benefit, but I also felt like the cart was way before the horse and it was very frustrating to feel like something was being forced upon us with no voice. There's no standard number of days after the 15th and 30/31st to enter time. Time admin could run every hour. Had to work on it on my days off multiple times. System could be improved by: ability to see and edit whole payperiod instead of one week, have more defaults for each user/agency to lesson redundancy(default for REGS1, etc...), don't include so much personal information and the ability to change it. E.G. ability to change bank accounts where money is deposited is asking for trouble from hackers. Supervisors need the ability to edit credit card transactions, include all of the locations in the search menu for our agency in the "user field 3" column, center the data under the column headings, have more shortcuts on sign in page (i.e. submitting and approving leave, etc...). I could keep going, but unfortunately, I've got to enter my time on Edison today because I'll be gone later...
1188. I answered no in the above question stating whether or not I had personally witnessed any problems with Edison. I enter time for others and this has been a big problem for me. My time on payroll has increased not decreased. Possibly persons who do not enter their own time will not have the opportunity to voice their concerns. Some have no computer knowledge and have no desire to learn. This concerns me because pay checks & personal information are not checked on a regular basis. A mistake may not be found until it is too late. One person's 401K was stopped for no reason. It took several months to start it again. It also took numerous phone calls & e-mails to clear this up. I went in a circle talking to people. Each person told me to call someone else. It ended by taking me full circle around to payroll the first people I contacted. This employee was cheated out of his employee match for months. I was told he could contribute the back money for this year but nothing could be done about last year. He would have to up his 401K for a few months until he caught up and then fill out papers to stop the extra after he caught up. The employee told me it was just too much trouble and he was afraid he would have more problems if he tried to get back his loss for this year. This same employee had a problem with his comp and annual time. Twenty-one hours annual time was used. Comp time should have been used. Instead of just taking comp Edison took comp and the same amount of annual. This mistake was noticed while checking leave balances. As a timekeeper in the Edison system, I must look at it daily. Even though some enter their

own time and I enter some, I must check for exceptions, proper entry (when I don't even know the employee's schedule), payable time summary to be sure everyone has been approved, leave requests etc. It concerns me that time is often entered before the day is worked. I don't know of any problems but I would think it would be easy to forget to change time if a person missed some time since time has already been entered. I feel too many people have their hand in one pie which makes it hard for the timekeeper. It is hard to be split with some entering their own time and the timekeeper responsible for entering others. I work in a two person office. During the time before Edison when we were filling out questionnaires, I included my co-worker on every area for back-up. She has of yet to get the screens she needs for back-up. Although this has been reported many times. This has put stress on me and I have had some health issues this year and worry that I might need to be off but have no back-up. I also have one employee who is still having to enter his time and get it approved at another park because we cannot see him on our screens. He has been with our park a year and this has been reported many times but still not fixed. We fill out questionnaires answer e-mails but it seems we are asked the same Edison questions over and over again. I like learning new things but this has been a challenge to people who must spend a lot of time in Edison. I hope in time things will improve but I am not very hopeful.

1189. The only problem I have with edison is that the HR department can't help or change anything and they refer you to the Edison Help line. They should be able to go into edison and make any changes with out having to call the 1-800 help line number. Then when you call the edison help line they say they can't do it. This is a huge problem.
1190. I think the software is not programmer to do what it was purchase to do. What you learn in the training section. Do not work when you get to your office are desk.
1191. I feel Edison was a waste of taxpayers money. Before Edison, we filled out and turned in a time sheet to get paid. This process was reliable & simple. Now I haft to fill out a paper time sheet plus fill another time sheet on Edison. Now we must have a calendar hanging in the office telling us dates and times when we need to have time keyed into Edison in order to get paid. Most months we must key in time twice a week! If employee's dont have enough work to keep up with! With sub-par salaries for state employee's in an expensive economy, I think this money should have been used in a more practical way.
1192. I feel that the major problem with this system is that it is not "real time". The batch errors and run time issues seem to be ones that will not "work themselves out" over time. With that being said, I still feel that this system is more efficient than the one from which we transitioned.
1193. As a supervisor I currently have an employee set to be double paid in the system. This was not due to any human error that we can identify. There have been a number of similar problems over the past six months from duplicate longevities to employees being underpaid for part of their pay checks. A big concern of mine is how employees are impacted negatively by the way tax tables are set up in Edison. Edison executive payroll staff have acknowledged the issue but refuse to do anything about it. For example, If an

employee is underpaid on payperiod 1 and the paymnet is added to payperiod 2, this throws the employee in a higher tax bracket. We have cases were adding the 2 payments together causes the employee to jump from 15% to 25% bracket. If seperate checks were cut they would stay in the 15% bracket. It was not the employees fault that they were underpaid significantly on payperiod 1 by Edison. But the tax burden can be several hundren dollars greater. The response from Edison is that it will all work out at the end of the year. These employees often can't afford to wait that long. It is difficult to be in the position to have to explain that to them. I feel that the Edison position is unfair and the system should generate multiple checks much like the old system did. This is an insensitive way of treating your employees. I wish the survey had asked about financial issues. We are being forced to go live on a financial system that does not work. There are no internal controls and no pertinent training and guidance. God help us! Please help us stop the trainwreck.

1194. When we have some problems we call to Edison help desk and they never have an answer, also they just gave us a ticket number and we are still waiting for our answers
1195. Since Edison has come along, I feel that the time to do our timesheets is more considerable than it was before. We are now having to turn in our timesheets every week, when we were only turning them in two times a month before. Not only are we having to attach the Edison timesheet, we are also having to attach the old timesheets too.
1196. Our last payroll system did not require us to fill out time sheets nearly as often. We my have to fill out a time sheet twice a week depending on payroll. Previously we had to fill out the time sheets as the pay periods fell so once ever 15 days. I think if we could work around that many people would be much happier with the Edison system.
1197. So far I have not had any problems with Edison and feel it works well
1198. I think the system is over complicated and needs a lot of work. Also you need to fix the problem of taxing longivity pay and current payroll at this same time and rate. That should never be done.
1199. I work at a [DEPARTMENT REDACTED], where we need supplies for my [PERSONAL IDENTIFYING INFORMATION REDACTED] ,we get our order form back, because It has to be process in edison, But no one train to do it then they tell you to take training on the program on edison which are things that you personaly are not going to do;like buying from a vender, we are just trying to order supplies from the warehouse.I seeing timekeeper; wareclerk , and other getting very upset
1200. The Edison HCM component is a great way to automate and centralize employee data so that it is accessible to each individual employee, and it is less time consuming for supervisory and managerial staff so they can focus on more important work related matters in the workplace to maximize overall efficiency and productivity.
1201. My biggest complaint is - employees are entering their time and the system does not

- properly generate the information. Their are always somekind of problems. Every pay period their is a problem.
1202. Where applicable,Edison staff should admit flaws & express a sincere effort to fix problems, as they arise. The comment "it's here, get used to it" doesn't increase it's popularity
 1203. i personally have no problems with edison, i still prefer the human resources system better, i like some things about edison, but the previous system was more user friendly
 1204. The first training class I attended did not offer hands on instruction. Our support staff offer additional training which was very helpful. Also our department's personnel staff worked many extra hours to insure entries were correct in the system.
 1205. The benifit of Edison is you are able to access your personal account information any time you need it. What I dislike about the system is that my checks are always a few dollars different each pay day. I have asked other paople and they experience the same problem. Getting the time sheets in at the appropriate times have also been confusing.
 1206. The only issue I have had with Edison was when I have tried to access the Edison System (on two different occations) it was down.
 1207. Thanks very much and really appreciate all the peapole working hard to give us the greatest program it call Edison!
 1208. There was little if any input into the system's design. This is a package program that was stuff down TN's throat. It take twice and much time to get an employee paid as it did before. The expense claim process is a joke.
 1209. I recorded my time for the week, submitted it only to discover that it did not remain in the system. I am certain I hit submit after recording my time. This was a first for me.
 1210. my whole week of scheduled hours was erased and had to be put back in by my personnel office. My time had to be entered one day at a time. Told this was because I was in the middle of an "HR action" which scared the heck out of me. Quit using jargon!
 1211. Edison is very cumbersome and not user friendly at all. It is MUCH more time consuming and requires constant monitoring. It might work well for combining info for the HR Dept.; although I don't know that for sure since I don't work in that department. But as for the timekeeping part--the old system was MUCH better and easier to use.
 1212. I do not care for the Edison system at all. I don't know what an HCM component is. Edison takes our time away, when we don't use it. We have to watch it very carefully. It is not at all user-friendly. There is too much information on this program to be considered useful. It should be more self-explanitory.

1213. The system, at base, can work well. The problem lies in that none of the "Business Process Owners" actually took meaningful ownership of ANY of the Business Processes, and none of the transition groundwork to get people thinking and acting on the new system was properly implemented. A software implementation of this scale is not just a light switch. You can't go from "off" one day to "on" the next and not experience problems. The fact that the training was wholly inadequate only exacerbated this. The training was skimped on in the wrong places (no true manual conforming to the business processes was written), overpaid in others (\$100 an hour to have someone walk through a glorified powerpoint? Please!) and the implementation did not make any effort to address the existing processes other than lip service to "business process owners" and "decisions to be made". None of the owners were every truly informed as to the impact their decisions would have, and many times it seems as if that information was deliberately withheld. The truly horrifying part is that the HCM module had an order of magnitude more support than FSCM does, for a far less complicated system, and it's still had all these issues. If anything, FSCM will be what either kills the state or kills Edison. I sincerely hope I am pulled for the survey on that section. Thank you.
1214. I prefer this system over snail mail. I haven't had any problems with it. Well, actually there was one at the end of the year. The YTD amounts seem to disappear after the initial first reading of the stub. that was a little weird but not a big deal. The split work week, the requesting of overtime, vacation etc in advance, I haven't had any problems with.
1215. Very difficult for users at this office, that does work for other state (and federal) agencies and departments, to authorize charges to other departments/projects for that work.
1216. expense voucher's is the problem I am having.
1217. EVERYTHING IS DIFFERENT THE FIRST TIME A PERSON HAS TO GET USE TO CHANGE
1218. The only training received was via the internet training module. The real learning came when I began using it in reality. I have trepidations for the upcoming implementation of the travel reimbursement component. From the training module, it appears to be more work than necessary. But, I will judge that at a later date.
1219. System components somewhat difficult to navigate at times with reference to understanding terminology.
1220. Only until very recently have i had any need to even use edison, Which was for a JPP review. Other than that i have not logged on since september when i did try to log in i had to create a new password.
1221. Supervisory chain of command for group still not correct. Some personnel cannot be seen by anyone in group, time must be approved by super user. Time was entered on one occassion and approved by my supervisor only to disappear a couple of hours later. Problems with system don't seem to be getting any better and in some cases may even be

getting worse.

1222. the weekly time input and management weekly approval and exceptions is more time consuming, than the previous system.
1223. Need more hands on training and more communication about Edison.
1224. Too much work time is spent dealing with Edison problems. Also, with the longevity checks not being sent separately, more money is taken for taxes. Edison should be able to send longevity checks separate from payroll as was done in the past.
1225. Everyone needs correct training for Edison.
1226. Just yesterday and today, while attempting to complete my timesheet for a week with a split pay period I have been unable to submit time for days after the 15th. The thing with Edison is one never knows what will fail to function at any given time. The training is incomplete, and often changes before implementation occurs. The approval process and data entry process are both non-inviting and anything but user friendly. The approval process is cumbersome.
1227. All of the employees are not under my control, and I have employees that are not supposed to be under me. It has been reported and nothing done as yet. This includes the payroll and the evaluations. Employees are not entered as they are hired, and I have not been advised how long it takes to get them into the system.
1228. There continues to be charges for leave that were never entered and then these are corrected automatically. Why should these even appear?
1229. I have not had any problems with this area of Edison.
1230. I personally think this program is more user friendly. But, I do not agree with having to also do a paper track of working hours. One should be able to complete one timesheet and print for their records.
1231. We keep a weekly paper time sheet. Time is entered into Edison weekly. Since the pay period often ends/begins in the middle of a week, often we have more than one paper time sheet to keep track of. This is much more work than previously when we had one time sheet per period. Also, when trying to complete the questionnaire, it is making me answer questions that don't apply.
1232. You need to look at Local Ed, Local Gov. and all outside agencies not just state. Jackson Madison County was just issued a refund in the amount of 80,000.00 approx that we have held since sept. 09 that is just one county.
1233. Pay stubs are very small when printing out and they no longer provide leave balances. There is no print option to print leave from the leave balance screen. Edison screens are

small. Enlarging them prevents them from operating correctly. There are times when you have to enter your hours worked several times before Edison will finally accept the submission. Longevity lumped with regular pay causes it to be taxed at a larger rate. Where is the determining factor for leave accrual based on hours worked based on major portion of the month? There used to be a table to print out. Edison has nothing to refer to.

1234. I have worked on several large systems from design to implementation. It definitely appears that not enough ground work was done regarding the actual workflow or those contracted went through the motions but built a system they wanted rather than what was needed. The entire Edison system as a whole is cumbersome, time consuming and flawed in so many ways it would take months to go through them. The state has thrown millions of dollars down a rathole. The only savings possible would be on postage which have got to be grossly overshadowed by cost overruns. Anyone that claims this is an improvement has got to be joking or trying to save their job.
1235. Are you crazy--they'll never fire me over this over-price piece of nuts and bolts!
1236. Learning to nagagate the system is not the problem. It is labor-intensive with too many actions required in sequence to complete simple tasks. When Admin. does not run on schedule, we are further delayed or can't complete the tasks as we scheduled to do them. The extensive nuber of log-ins requred is intrusive on the time required to do the work I have been hired to do. I also find it very stressful that I am unable to approve time for field employees who are supervised by employees that I supervise when their field supervisor is on leave (especially unexoected sick leave). Needless to say, the split work week is also a ngithmare that equires double entries into the system for those weeks. The system would work better from my perspective if:(1) It could do all functions in real time rather than the delay to process.(2) Managers could get access to the leave and time approval screens for each other as we could do in the previous system. However, we should not be given access to the private personal screens of others. (3)More grace days should be allowed for approval of leave and time due because many employees do not remain before a computer. I sometimes have to do the functions at night or on weekends in order to meet the Edison deadlines and keep up my own work responsibilities (especialy when I travel). (4) It would be helpful if the system did not require that leave be approved before the employee could enter in on a time sheet. It seems to me that both the request and the time sheet could be entered without creating an exception so long as the approver approved the leave first and then approved the payable time. It is my understanding that the time sheet cannot be entered until the manager has approved the request for leave. Thus, another delay for the employee to have to wait for the manager to get the leave approved. We send many e-mails alerting the manager to approve a leave request and then responding that it has been done. That creates even more work for all employees and approvers. In summary, we need for a system to work for us but instead we are working for this system. Please modify it or replace it. This is not a matter of employees not being smart enough to nagagate a clumsy system. We have been doing that for years with other clumsy computer systems and we continue to do so efficiently. This system is not working well for us. Thank you for the opportunity to give an opinion.

1237. Edison is not meant to be used on dept's that are run 24 hrs 7 days a week. HR dept's are struggling pay period after pay period just to get time approved.
1238. The processes are slow and at times the information entered into the system are lost and must be reentered. The especially happens with time entry and leave requests. Also, time management is frequently down and managers must wait - sometimes for several days - to approve time or do other time management activities.
1239. It just takes time and the more I do it the easier it will be. As long as the site is secure and my personal information can't be stolen, I think it's pretty neat. Thanks.
1240. Payroll entry for my position is straight forward; therefore fewer chances for problems.
1241. I do not get any emails from Edison to my state address indicating a process has been completed or if corrections are needed.
1242. Edison is NOT a user friendly program that has TOO many delays. The training was ALL online and extremely slow and not informative for real life situations. To many other backlogs are now created due to the slowness of procedures with other programs that are not payroll related, but affects the payments of grant reimbursements.
1243. I feel that the Edison system leaves no room for correcting human error. You have only one shot at putting in the correct time/date etc. and if there is a mistake, I as a user cannot correct it. If my supervisor doesn't have access, it takes at least twenty four hours for someone to correct it. This can become very frustrating for me personally. I realize this is a survey concerning HCM, but this has been the case in every module that I've worked with. I was under the impression that an upgrade was supposed to better and more time efficient than the old system. In my opinion, Edison is not user friendly and certainly not an improvement over our old system.
1244. Two months ago I experienced a problem with Edison I wouldn't have known about except for the person in our office who deals with Edison. I had entered my time and leave absolutely correctly for the entire month, but nothing was showing up in the system -- it didn't even show that I had submitted anything. My supervisor had already approved what I had submitted and then everything seemed to vanish. To me, that's a bit scary -- when you've done everything right, but the system still screws up --if not for our vigilant administrative secretary, I might have gotten to payday and had no paycheck -- a situation I never want to see. That's my sole concern about Edison.
1245. I have no problem with Edison, it not hard to find what you need concerning any information about yourself and pay.
1246. I work at a [DEPARTMENT REDACTED]. We are expected to enter our time, request leave, etc., on our own time because we need to be on the phone. How many other units are expected to do the same? Is it a "given" that they will do this during regular work time rather than breaks and lunch?

1247. My pay check comes via mail and has been late as much as 5 days. This has happened several times since the start of the Edison program. Pay checks in the past have come a day early or always are there on pay day. I have had to go a week without money because my check was one day late and couldn't get to the bank to get it cashed till the next weekend.
1248. I think edison will slow productivty down. too much repitition of the same work over and over computer program was not set up for maintiance operations that are performed in tdot
1249. Exceptions are a nightmare. Employees are confused on what a rescheduled workweek is and when they start entering their own time, it will be a big problem. If working over on Monday, you can't put in an overtime request till Friday and it doesn't show a true picture of the workweek. With the money spent on this program, the state could have saved jobs and kept our old timekeeping system. Getting Edison and the Excell timesheets to match is very confusing. Corrections take way too long to fix. Too much time is spent entering our own time and trying to make sure it's correct when we could be spending that time on patient care. I am an office supervisor/timekeeper/insurance biller and I am spending way more time doing time in Edison, which can be spent receipting checks and supervisory duties. When looking at your leave balances, you don't get a true picture because annual and sick balance is 2 weeks behind. Split-Week pay periods are more confusing with Edison than our previous timekeeping system. When employees put in a leave request for annual time and they actually have some comp time, Edison will take comp first and then they have to put in another request for comp. Very confusing. Maybe we need to get time clocks for each department and everybody punch a time clock and send the time cards into a personnel officer for each department.
1250. I have had difficulty accessing the system due to my password not working and it has been changed numerous times by the help number.
1251. The only reason I am not having problems today is I am not on it.
1252. The only improvement I can testify to regarding the new system is that entering my own time worked and leave taken is easier to do than using the "old" system. Entering labor distributions in the old system could be cumbersome because multiple screens were required. However, as a supervisor/approver of time worked and leave taken by employees, I have encountered, and continue to encounter the following problems: 1. Processing of payroll information (Time Administration) is unreliable. Initially, we were told the Time Administration process would run twice daily. This was not always the case. More recently, Edison has been providing dates that Time Administration will not be running. However, the schedule is sometimes followed and sometimes not, and no advance notification of any changes to the processing schedule is provided. 2. Unauthorized changes to approval authority for time and leave on Edison. For reasons unknown, employees that I am responsible for approving their payroll information are assigned to other supervisors in other offices in our department on Edison. This first occurred when Edison went live and was thought to be a start-up issue. However, just last

week as I was preparing to approve a leave request for an employee on Edison, the system changed the name of the approver from mine to another supervisor and then to another supervisor in a matter of 10 minutes and right before my eyes. 3. My time spent on payroll activities have increased since going on Edison. Reportedly, one of the advantages of the new system was increased efficiency. As of this time, this improvement has not been achieved.

1253. During the training, the class was told that time administration would run everyday at a specific time. It's now the end of April and it's still not running everyday. This is just one example of many flaws. 2. Our managers and supervisors have told us to print our time sheets or a detailed view of our time in the event we need backup or to provide verification if needed. If managers and supervisors are telling employees to do this, it appears that the managers and supervisors do not have very much hope or confidence in this application. 3. With the amount of monies that has been poured into Edison, couldn't a more reliable and thoroughly tested application had been purchased?
1254. The times to enter information is last minute given to us and is a problem for us to remember exactly when to submit the time. When it should go to supervisors or just timekeepers is confusing. It was easier when we did it the old way or if we continue this way the timekeeper does a better job of getting it in there without delay.
1255. The training was confusing for me, especially when it came to evaluations. I am disappointed that [POSITION REDACTED]. no longer conduct evaluations. As a [POSITION REDACTED]. filling in for [POSITION REDACTED]., having to all of evaluations in addition has doubled my work load while my salary has remained the same. I also miss being able to see when my annual/sick time is being added in and being able to get a more accurate account.
1256. Given I work in IT and have had many years of experience both directly and indirectly with design, development and impelmentations of IT projects and system replacements, I believe the fundamental issue with the Edison project is lack of adequate testing in advance of "go-live" which will always create an initial unstable environment with both perceived and real issues being identified by the users in production.
1257. I do not know the names of anyone involved except locally here. I'm not satisfied. I think that each employee has to spend more time trying to deal with payroll than before and gets less service. It has to have cost money for which nothing positive is being obtained.
1258. Edison should have been tested before implementation in stages---perhaps only to a few divisions rather than all at once to determine if the system would be workable. This was also where it's massive fatal flaws could have been discovered. A pilot program using edison would have probably shown that edison is not the system that would work the best for the state.For example, urgent emails are sent out regarding submitting time and we are encouraged to submit time before we work it! This is dishonest and makes no sense. I report my time only after I work it, to ensure accuracy.

1259. No comments
1260. Split weeks are confusing, it is time consuming
1261. I am a timekeeper and enter time for employees in my department. I still have employees in my department that I cannot access and am required to forward their time entry to personnel for them to enter. I have requested thru our personnel department and they have forwarded this request to F&A multiple times without correction.2) time entry is required by timekeepers to enter on the 16th and 1st to avoid being locked out. Often this requires that I enter time on the weekend. It would be better if the time keepers would have until Monday to enter time when the pay period ends on a Friday or Saturday...increase the time period allowed before being locked out.
1262. Our department does not utilize the time input portion of the system. Also, our payroll staff is very diligent in making sure our pay is correct & timely. I feel this is probably why I have had no negative experience with Edison HCM. You should survey the employees who work directly with payroll.
1263. some of us have job positions that most of our time out in the field working with the public,we feel like clerical work should be done by those that are trained for it, there would be less errors and more production.
1264. I'm enjoying using the Edison so far.
1265. Being a monthly agency and having overtime on a regular basis the system was not very compatible to our needs. A multitude of paperwork had to be created for each absense or overtime after Edison cut off date. Our agency determined to cease using the Edison system for time reporting.
1266. I am a supervisor responsible for approving time/expense. There is an ongoing problem of expense claims of my employees not being sent to me for approval. The claims have incorrectly been routed to someone else.So far, the problem has not been corrected.
1267. I have not personally had any problems with Edison HCM, but my staff has. I can speak for them as I am a manager with time approval access. I feel that the major problems are with the adaptation of Edison, and some of the DHS/HR staff in Nashville. There is a lack of communication between the Special Leave Unit and DOHR, when it comes to addressing matters. I am not sure if that revolves around Edison HCM, but it probably has some bearing on it. Old habits, new software. It was bound to happen.
1268. The only problem I have had with Edison is that there does not appear to be a printer-friendly way to print off check stubs even though there is supposedly an option for this. I like the efficient way Edison allows employees to see their time, leave balances, and pay.
1269. This system cost a great deal of money at a time when the state is in a budget crisis and it should have been scraped in order to save jobs, especially when the old system worked

flawlessly.

1270. Keying time when leave has been taken is confusing.
1271. Longevity payments need to be issued separately from regular payroll payments due to the increase in deductions related to tax structure.
1272. We have evolved from simple to complicated and more expensive. Seems like a backward move to me.
1273. A lot of wasted state time doing the different parts of this program and this doesn't include the money it cost to implement the program
1274. Since Edison was implemented, we still have to do a paper timesheet. Plus some split weeks we are expected to enter our time in advance of working it, then go back and correct it if we happend to get sick. It takes twice to three times as much time as the old system to enter my time worked and if I need to take time off - it takes even more of my time and my supervisor's time because I have to enter a leave request. And we still need to communicate through Groupwise to let our supervisors know leave is requested and ready to be approved. Then they need to let us know it has been approved so we don't have an exception. I personally never had a problem with the old system. Seems like Edison has been a waste of Taxpaper dollars to me and with the amount of effort needed to get time entered and approved, it will continue to be costly in the future. Also, there is confusion about what weeks are considered split weeks and when we need to key our time. Without the reminder emails, no one would know. With the old system, keying time corresponded to pay day and everyone knew when that was. I think the problems with Edison are flawed from the basic design. It appears that a weekly system was modified to handle semi-monthly payroll while leaving the weekly processing in place. Lastly, there is no point in spending more money on a payroll/benefits system unless you can figure out what went wrong with this one. I am sure a lot of capable people worked very hard so what went wrong?
1275. At this point, I only use Edison to check the amount of my paycheck and see how much Annual and Sick leave I have. I don't like that I don't get stubs in the mail anymore. I don't have internet service at home all the time and don't always have time to or remember to check Edison at work.
1276. NA
1277. It seems to me that these questions are geared towards the answer that you're looking for. They expect us to learn Edison by taking a tutorial class! We need(ed) hands on training. I think Edison could work if they provided more training and fixed the flaws in the system.
1278. Everything that I have attempted to do in Edison takes at least twice as long and that is with no exageration. The system takes many more steps than is necessary.

1279. I know that it will take time to get use to this new program. We are receiving and implementing the program one section at a time.
1280. you enter your time, make a copy, go back before the time ends for payroll and your information is gone!
1281. This could be a useful system if/when it is running smoother and hopefully it will recover some of the investment costs. When the program is not working correcting, fixing the problems in a timely manner would improve things, it seems the same problems have been going on for months. Most of the issues I have observed are from time reporting, if this were made much more user friendly it would eliminate many of the problems.
1282. It is somewhat time consuming, especially when you submit time reports and they do not show up as submitted the following day. This has hapenned twice to me, both times with our "head timekeeper' looking over my shoulder as I filled it out and submitted it. My first 3 months of pay were from an incorrect budget. It took F&A 3 months to send a report for expenditures where we caught the error. It was suggested that I submit my longevity-401K thru Edison and I was not told of a deadline for longevity to be applied to 401K, so I missed an opportunity for the year 2008. The system is cumbersome at best for people who work in large geographic areas (my work area is 25 counties in size). Purchasing is also time consuming.
1283. no thanks
1284. While the system works well, it has absolutely created an inordinate amount of "administrative" work for employees, and to a greater extent supervisors and management. When taking into account the FSCM component that went live April 6th in our agency,I would estimate that 15% of my time is now spent on Edison activities rather than programatic activities. Previuosly, the entire process of 20 employees recording their time on a timesheet for a payperiod, a supervisor approving/signing those timesheets,and an administrative person entering their time may have previously taken the equivalent of one day (7.5 hours)total. I would conservatively estimate that the same process in Edison, from start to finish, takes the equivalent of three days (22.5 hours)total. And the result is that most of this administrative time has been shifted to programatic staff (inspectors, laboratory professionals, direct care providers, and management).
1285. While the difficulties I have experienced with Edison personally have been irritating, but not resulting in my getting paid, the system is nowhere near the wonderfully performing program it has been made out to be to the public. Small difficulties with submitting time stretch from days to over a week at times when time management doesn't run as it's supposed to. More importantly, I and my section have been hindered indirectly from casework as the simple process of ordering has now become a tedious, time consuming task, often taking one or more of us off bench work to deal with different issues as they arise. All in all, I would be hard pressed to grade Edison any higher than a D(at best) and truly believe the State should have spent its money more wisely than it did.

1286. Seems to me that I can recall there being a story recently on one of the local news stations where a representative from the state said that the system was fine, it's just that the "old dog" state employees didn't want to learn any "new tricks". Given that attitude, what's the point of "discussing or criticizing" anything about Edison?
1287. An explanation of all items/deductions included on payroll check would have been nice (i.e.. why report negative hours, OTCalcLNG is (finally figured that one out). Leave balances on a more current basis. There appears to be an excessive time lag between earning/using leave and when updated on system. Monthly employees have to estimate time for remainder of month, complicates time reporting when you have to use annual/sick leave or alter task reporting after have already submitted time. (Part of issue with leave balances.) Like that some information can be updated/changed on system without having to submit paperwork. Like the feature of being able to view multiple payroll checks. Processing of payroll checks and travel claims appears to have improved.
1288. It is vert time consuming and takes much more of your time than the old system.
1289. I think including a persons longevity with their regular pay check is unfair.
1290. Taking leave was easier before Edison. Adjusting the work week is harder. It is so frustrating why even bother.2. Could longevity checks be separate from pay checks? It appears we get less pay when the checks are combined.
1291. Payable Time entrance does not always register even when the sender reviews and it's confirmed that it has been sent. Later one finds there is an exception.
1292. See above. Do not disclose my name or Department.
1293. The system doesn't always track our hours correctly even thought it states we have submitted them. Also I wish they would bring back the save button and that way you could input your time each day instead of at the end of the week.
1294. The initial training was done so rapidly that it was useless, as we hadn't had any experience with the system at that point. After it was started, we had a lot of difficulty with putting in data and getting it accepted. Someone in the office was appointed to assist us. She was a great help, however, some of the same problems kept on occurring. I think what is most difficult was the length of time that the system takes to process information which is keyed it. It is at least half a day and seemingly overnight until a supervisor can approve leave or time keyed it. That makes it a long process every time to get time and leave approved. It requires daily monitoring to keep one's employee data keyed in current. Another problem I see is the code numbers before each entry. It is like a foreign language which makes a lot of questions about what you are approving. The whole system was like plunging into foreign territory and you had to learn as you went along, with coaching from our staff person. It became a full time job for her checking to see if every one keyed in their time like they are supposed to. It was a lot easier to do your time on a paper timesheet. Our timekeeper checked that, made adjustments on

addition/subtracting as needed and everybody was happy. I'm sorry to be such a killjoy, but that is the truth.

1295. Edison has the potential of being a great asset to the state. However Edison requires high speed internet which is not provided by the state to inspectors in the field. Therefore I pay for high speed internet to run Edison as well as performing daily tasks in the field such as sending reports.
1296. Since I have my payroll entered for me, I am unaware of any problems that may have occurred prior to payroll running; therefore, I am unable to answer effectively the question which asks if I feel problems are typical of start up problems or something more serious, or the question which asks me to compare Edison's performance with the old system. Also, I am really not certain how to answer the question asking if I have adequate access to computers to input Edison payroll or view payroll records. I still view my payroll and input my leave requests in HRIS. Furthermore, I tried to submit my survey without answering the above mentioned questions, but was unable; therefore, I will answer them just so I can submit the survey.
1297. As a timekeeper my only issue is the amount of trouble it seems to be to change things, not sure if it's a security issue within our dept or if it is Edison staff, seems like a program with the capabilities it has it would be easier to change people around when they change supv, that is my only complaint
1298. Confusion regarding split weeks keying in that day or month ends middle of week different. Information is not always sent ahead prior to keying in time like the day before if something is to be treated differently. The whole process took a little getting used to especially split sick, al, jury duty-civil duty. My supervisor understood it and was a big help.
1299. At first training session attended in 9-07, my supervisor and I stated that there would be a problem with the managers having to do as much as they have to with this system. They are too busy. We asked for some level of proxy to be given and were told that would not happen. The problems we are experiencing would be greatly minimized if the supervisory chain for approvals could get fixed. It's been six months!
1300. Edison seems more complicated and is one of the hardest systems I've had to learn. Under the previous system you could see your entries instantly, however that does not happen under Edison. Also, if the system goes down it could be days before you can get back into it. However, it does allow you to look at more information than from the old system, and I do like that.
1301. Occasionally drops time that has been inputted
1302. No one has ever told me my user ID or password for Edison, so I have no idea how to use it nor who to contact to get this information. And if there was ever a training on how to use it, it was not well publicized.

1303. Honestly, Edison is not what I thought it would be I thought it was going to be an automated time keeping system. I think the best part of Edison is that we can see and review all of our paychecks, leave and benefits. But as an online Supervisor trying to supervise your employees and fill in with duties and responsibilities of your day to day operation it sometimes becomes a hinderance more than a help.I say that because under the old system once the Supervisors turned in the time sheets they were done until the next pay period, but not with edison because it makes you stay involved everyday sometimes all throught the day.My suggestion would be to keep Edison but only have designated employess in each section and HR keying and entering this information and not have your day to day Supervisor who needs to work close with their employees to ensure the day to day operation is moving accuratley,effectivley and efficiently.
1304. Retirement pay on Edison is almost double what is actually paid to me.
1305. there is no way this system was tested completly before "going live". everytime "time admin" runs we hold our breath. something new almost always happens negatively that has never happened before. we contact our "people" and just ride it out and wait and try to do the best we can with what limited resources we have. our agency's employees key their own time. we do not use timekeepers, however we have employees that do nothing but check behind and look for errors and correct mistakes. this includes correcting edison issues mentioned above. supervisors in our agency spend entirely too much time in edison when they should be doing their assigned work. the whole "edison project" is just a multi-million waste of equipment that was pushed and shoved down our throats before ever being tested properly. no one is being held accountable for the constant "oh, it's just this, oh, it's just that". make someone or some company take responsibility if we're going to have to keep this thing and use it. make them have to pay to reprogram it or tweak or whatever it takes it to fix it!!!! it is my tax dollars too
1306. I am very happy with the Edison system, my only concern is how well the data is protected from hackers? We may have a sophisticated program to protect the data now but do you update it regularly or as needed? [NAME REDACTED]
1307. Apparently I was entered correctly into Edison when I recieved my state job, [PERSONALLY IDENTIFYING INFORMATION REDACTED], then ten days prior to my first paycheck the payroll supervisor in my department found that myself and another new employee could no longer be found in the Edison payroll program. They did not inform myself or the other employee of this until the day before payday because they felt it would have been resolved by then. The payday was on a Friday and it took until the following Monday for the Edison folks to resolve the problem and mail me a physical check which I recieved on the following Friday, one full week from payday. Luckily this was a mid-month payroll so I did not miss any mortgage or other payments.
1308. We used to do payroll in about 15 minutes twice a month, now we have something to do in the system two or three times a week.LARGE WASTE OF TIME AND MONEY. We have "lost" one or more FTE's to doing payroll, and the classes I have had to pay invoices require me to know way more accounting than I want to do or to know.The system, any

system, is supposed to streamline the process in stead of make more cumbersome. I am a manager and I have never been taught how to look up my folk annual and/or sick leave balances so I don't know if they have the leave they are requesting or not. The system has lost my requests for leave on more than one occasion, and it had already been approved by my director. This system is setting us back more than 30 years, because I started in 1977 and it was more modern and much more user friendly and less combersum then than it is now. THE TAXPAYERS GOT SCREWED BY THE PEOPLE SOFT FOLKS But the state employees are the one haveing to make this work no changes are to be made to the Edsel system so we have to find ways to make it work wasting time and money every day we keep this very complex and not meant for state government system.

1309. I received the appropriate training, but have not had to enter data into the system for payroll or travel. It appears a little confusing; however I expect that I will become comfortable with the system as I use it more. Comparatively, I did not have any problems with the previous system and have not encountered any problems with the new system.
1310. My only complaint is that it seems that often the cart is put ahead of the horse. Programs are announced and then there are several delays before they are actually implemented.
1311. in this department particularly you have many employees with limited education. this system is not conducive to all educational levels. especially those with only a high school education or ged. many of our staff have very little knowledge of computers and are some are literally scared of computers.
1312. As of yet edison has not had a postive impact for me.
1313. No comments.
1314. My primary problems involve my supervisors inability to access and approve my time and leave. Most of the time my name is not listed as being under his supervision. He and others in this office have repeatedly tried to get this changed but the problem still occurs. It has resulted in my having to continually resubmit my time and track someone else down to approve my time. Several times I have have had to stay in the office to get this settled instead of being out in the field doing the work I am supposed to do. Also we are getting conflicting instructions about when the system will be running and when we have to have our time in and our leave approved. Both I and my direct supervisor work out of the office a good deal and trying to meet the Edison deadlines has been difficult and has resulted in more than spent on time keeping than under the previous system.
1315. I have not had a bad experience with Edison at this point. The only thing I do not like is the login information. I loved the fact that I could update my benefits on Edison as far as changing my 401K benefits. I like that now I am able to look online to view my pay check and print it off if needed and not have the extra paper at home in a safe box. I think it is more convient.

1316. It is unfair and a right that when our time is earned we should be able to take it when we accrued it. I have been forced to use my annual time instead of sick time numerous times this year. I feel leave balances should be updated by the end of the current month we are in. Causes much confusion when it is time to do timesheets. You truly never know when your time will be available to take ,although you have already earned it.
1317. I am pleased with the performance of Edison. I have had no difficulty working with it and think that with time small difficulties others may have will be worked out.
1318. My personal opinion is that the time frame of learning/then expediting each element of Edison were scheduled much too fast. The "waves" came too soon, without the employee having the benefit of feeling comfortable with input accuracy.
1319. On thing that I did notice during the short time that I used Edison was that the "save" function was removed shortly after the system was in use (time sheet function). I felt that was a hasty decision. There should have been more pay cycles to pass before changes were made. I heard it was because employees were clicking "save" instead of "submit" and did not get paid. While that is unfortunate, I doubt it would have happened to the same employee more than once.
1320. State government is big will take a while for everyone to adjust.
1321. My only problem is...We went from submitting a timesheet 2x a month to a potential of 6+ times a month. The amount of time spent on timesheets is exponentially more than it was. Timesheets due at end of each pay period AND each week seems ludicrous. Otherwise, I very much like automation and centralizing these services through a web interface.
1322. Updates should happen automatically and not a few hours later, the next day or over the weekend.
1323. I have not recieved training on Edison and actually have been told that I need not worry about it unless I want a copy of my paycheck stub. Someone else enters my time. I am not able to change any benefit information therefor have not had any experience using Edison.
1324. disappointed that promised access is not available. as a timekeeper I don't like not being able to approve leave or time as soon as it is entered but have to wait for overnight processing.
1325. Edison was a waste of money. The old system could have been upgraded for a lot less. Edison was designed for an office setting but when you have 80 plus employees that can not enter their own time it is very time comsuming for the timekeeper.
1326. The Edison systems was designed to be a self-service enterprise solution. There is a learning curve with such an application. Getting people to learn a new way for doing

things is going to incur resistance from some end users. Other States use this very same application and have had the same "growing pains" with the initial start-up. The system would work optimally if it was used the way it was meant to be used. The State needs to change business practices instead of modifying the system.

1327. Sometimes the information has to be input several times before the system will accept. And you do not know what has been accepted until the next day after the system runs. Hard to read the print friendly version of the check payment information. Accumulated time and leave balances are not consistent with pay periods. It is hard to keep up with time balances on Edison. I hope I never miss a pay period because Edison is not working correctly. Edison has too many "bugs" in it to let our time balances and paychecks depend upon its ability to correctly function.
1328. My only issue was sometimes not having an Internet connection available when payroll cutoff time ends on a weekend. I once was out of town and had to spend an hour driving around the town with my laptop looking for a free wireless spot. I finally found one at a McDonald's so I could approve time for the people that I supervise. I was not really comfortable access Edison with my ID over such an unsecured line but I had to choose if I was going to meet the deadline.
1329. I think that my longevity should be on a separate check. It's not right to take out more. We get this once a year and that should remain the same as in the past. My annual and sick times are not kept up to date. The deductions on my checkstub are very hard to understand. Also, why do we have to fill out a paper timesheet along with putting it on Edison?
1330. This program has done nothing but cost money the state didn't have, cost me money out of my longevity pay and cost workers plenty of time. It's worthless and only leads to potential corruption as we are entering time in advance. Once something is entered it's a royal pain in the ass to go back and change it so why bother? So if I have to enter my time on Tuesday for the whole week and then end up taking Friday off at the last minute it takes an act of congress to go back and change the time entered. So there are some who just blow it off. When we filled out our time sheets after the time was complete it was no trouble to write down exactly what was right. Whoever signed us on to this program is a giant dumb ass.
1331. I have not had much experience with edison. Out time is entered by another person. I have a CIS degree and what little I have used the program it has not been a problem. However I do think it is not user friendly at all. I am very capable of using a computer and seem to have a difficult time finding the pages I need for request and other information....but I do find it after a while. Again, we do not enter out time so I do not use the program more than 1 to 2 times a month.
1332. Dreading the travel component. Would like to see time up to date.
1333. We are a large department and our District alone serves 24 counties. If the system could

break down the names into counties that would be so very helpful rather than giving one huge list for the entire state of Tennessee with no rhyme or reason.

1334. I must approve the time of five supervisors. I have approved time for 41 years and this system wasted much time I could have been doing other work.
1335. The system is too complicated and forces me to report my hours for a given month primarily in advance of that month.
1336. I have a person on contract who does not have computer access. I've had many problems getting her into the system since they insist she has to do it herself.
1337. one would think a computer system by this date could update leave balances, travel etc. in a more timely manner
1338. Is there any way to have the system on live time instead of past dates. Such as viewing annual and sick leave. It is never current.
1339. I think Edison should automatically notify your supervisor when you submit a leave request.
1340. I find it very difficult to enter my time on the time sheets and those of my staff and still have time to do my work. It makes for a very long and confusing day.
1341. Travel claims take entirely too long to be get back. Especially if you pay with a credit card and WE are the ones paying the interest on the card.
1342. I feel the system still has some problems, but it is better than it was 6 months ago.
1343. First of all Edison is set up on a weekly basis and the State of Tennessee pays twice a month so the program does not match how we conduct business. The entry deadlines are much tighter than the previous system and this creates problems with employees on extended field projects. To date I can not approve any employee who does not report directly to me. If an intermediate supervisor is out of the office, I can not approve time for employees reporting to that person. The input screens are confusing and contain many sections that have no relevance. The way the program is set up makes it is very difficult to view employee time to see an entire picture of what time has been approved, what time has been entered and needs to be approved and what time needs to be entered. Edison generates entries that appear on the input screen such as PAYRT that make time entry and approval confusing. If these are necessary for the program to operate, they do not need to appear on an approval screen. After six months I still have employees that no one in the work group is able to approve time for and their time must be approved outside the Division. The amount of time that I spend approving time has been greatly increased with Edison as opposed to the previous 3270 system. For leave and overtime that wait for Edison to run prior to a supervisor approving time, this has created numerous problems when running up against a deadline. This is further complicated by the fact

there there are times when Edison does not run the time program for several days and nothing can be done about time approval. There have been issues with time entered and approved in Edison being deleted from the system and having to be reentered and reapproved. Under the 3270 system I formally dealt with time issues at the end of each pay period. Under Edison I am having to check the program almost every day to see what needs approval. The default task profile for the Division is a task that only a minority of the total Division time is spent on and we can not get the default revised. Therefore, if people across the entire Division do not change the task profile almost everytime they enter time there may be problems with certain Division funds running out.

1344. Very time consuming for supervisors. When away have to make arrangements for someone else to approve time. Worrying about clearing exceptions is a hassle. And having to request AL an OT beforehand is hard to remember. Clearing up exceptions are sometimes impossible to do without help from a super user. 3270 was easier and more efficient. Employees did not have to enter their own time. That is what the timekeepers did. I prefer 3270 over EDISON for timekeeping.
1345. I feel that it is critical that the employees Time balances be kept up to date in Edison and at this time they are always behind. 2. It should be a service for the employee and not an inconvenience and at this time because of the inconsistencies there is no confidence in the new system and there for it has become a burden. 3. Keeping a dual system has not been helpful we continue to turn in paper time sheets as well as documentation into Edison.
1346. We shouldn't have to key time more than twice a month. Here's what we're currently doing, if the ending pay period falls within the same week of a new pay period (example;4/30-5/1) we have to key once for 4/27-4/30 (Mon-Thurs) and again for 5/1 (Fri). Not to mention keying time at the end of each week. A lot of times supervisors have to key Payable Time more than once if it's not in sync with the scheduled Admin Run time which causes it not to take.
1347. It is so inconvenient
1348. The training as you are actually attempting to use Edison would have been more helpful to me than having me complete a training module just to say I have had the training. The self help modules contained a lot of information that I still have not used to date. I just wanted to be able to print my pay stubs when I began. I felt flooded by all of the information. I bought a personal computer for home use so that my information would not be cached in the state computers. I did preferred receiving a paper stub.
1349. I believe the system is functioning reasonably well, and any errors will corrected as time goes on.
1350. the problem i have is that every time you enter something on Edison, you don't know who the supervisor will be listed. a lot of the time it's not the employees supervisor.
1351. My understanding was that this would help the state go paperless. My department is still

requiring as much paper trail if not more since Edison. Of course, I've heard stories but have not personally experienced any problems to date but am strongly encouraged to check my information on a regular basis which confuses me since I have no changes to my info. This tells me there are "bugs" in the system and no one seems to know what causes them...this can't be good.

1352. as a lifelong trainer, the concept that each department would supplement Edison Training with their specific training was poorly implemented by the departments. Did the departments know that was an expectation? If so, why were there Train-the-Trainer workshops? You simply CANNOT change the automation direction of any group as large as the state without well designed and well implemented training. Change is difficult, but change without training is disastrous.
1353. I have been keying my time in for years on data capture and that has may my leap to edison smoother. My biggest issue on edison as a whole is the lack of useful training. The training courses so far is more on how to "click" than how work actually flows in the system and how it is going to change my job duties. The classroom training hasn't been helpful except that it forces me to have time to go over the system without being interrupted.
1354. Sometimes the time is submitted but will not show up to the approver. It takes up more of my time than old system. My pay checks are never the same amount per payday. Old system new to the penny each pay day what I was getting.
1355. I would like to receive a separate check for my longevity pay instead of having it included with my regular pay.
1356. Edison is extremely unable to handle our current payroll situation. My department is paid monthly and we are currently having to go to biweekly payroll because Edison cannot handle our pay schedule. We have to estimate our time and enter the time while we are in the field. We do not have access to full-time Internet connections and this has been a great inconvenience. Also, if we take annual or sick leave on a day we have estimated to be at work we have to fill out a time adjustment form. This form is due on the last day of the month no matter if we are on sick, annual, or bereavement leave. We may be on leave but we are still required to perform work at home to fill out this form.
1357. The system seems cumbersome, clumsy and needlessly redundant. I spend more time performing routine management tasks related to my employees than I did prior to Edison.
1358. I hear complaints about Edison EVERYDAY from the same people who tend to complain about anything new. I have experienced no problems...and have kept an open mind to implementation and the unavoidable problems associated with such. Some of the worst complaints come from people who are not technically inclined and refuse to be so even with training...easier to complain.
1359. Basically all I do with Edison is enter time

1360. I do not think this system works for being paid on a semi-monthly basis. It is annoying on split work weeks.
1361. I like being able to see my own information and being able to change things myself.
1362. I do feel that everyone should go to their division and take a training where someone is watching to make sure that they do understand. We're expected to learn this and put our time in correctly. I want to because it deals with my paycheck and it's important. So, everyone should go to their division to make sure everything is being put in correctly and timely.
1363. I feel each employee should enter his or her own time. This would make the process easier and less time consuming.
1364. I had to enter some employees' time, had to approve time and each time there was a problem. I would go back in time and time again and the time entered by the employee would not show up. I had to keep getting in and out of the system to make sure all the time showed up. I spent two to three days on this process each month. It took too much of my time.
1365. I DON'T UNDERSTAND WHY IT IS NECESSARY TO DO LEAVE SO OFTEN, SOMETIMES MORE THAN ONCE A WEEK. ALSO A BIT ISSUE WITH THE WAY PAY WAS HANDLED.
1366. This survey would be more accurate if it included state employees that do not have access to email. In addition this system is set up for Monday - Friday time. Individuals that work weekends have problems with time entry of weekends especially around split weekends and holidays.
1367. From my perspective, the timekeeping and payroll functions have worked very well. However, we are trying to work out set-up problems with task groups and task profiles.
1368. Sometimes you can't see on Edison what your insurance premium is and sometimes it is not. Also have had problems with correct leave balances.
1369. I was told that the reason for the implementation of the Edison system was to rid us of using paper and of course to have everything electronic but we still have to file timesheets, therefore I don't see the use of the system if we still have to file paperwork on timesheets.
1370. I like the (OLD) way of (MANUALLY) submitting our time BETTER!! I think it takes LESS TIME, and FREES UP MORE TIME to get MORE WORK DONE! PLUS, I DO NOT LIKE (NOT) GETTING a STATEMENT of our how much checks are every other week!
1371. Every job that involves Edison takes more time to accomplish than the previous way.

We have less time to serve the public in the way they were currently being served.

1372. I think that having a system in place where employees can go into the system themselves and obtain their own information regarding leave balances, insurance information, W-2 & W-4 information and where they are able to change their personal information is just great. Unfortunately, I work in an office where we are not able to utilize Edison to the capacity it was meant to be used, therefore, it has resulted in double the paperwork for us from the previous 3270 time-keeping system. We cannot go into Edison and submit a leave request or request compt/OT. I, as the Secretary for my office, cannot enter the time for my employees, even though I have completed the training. We have to fill out time sheets for every week of the month and fax them into the Central Office, therefore, this has doubled the paperwork for what is suppose to be a "paperless" system, and has doubled the time it takes for me to complete the payroll/timekeeping for my office. Thank you for allowing me the opportunity to voice my opinion and concerns.
1373. I feel as though the longevity check should not be combined with your regular salary, which places you in a higher tax bracket and more taxes is deducted. Which didn't occur before edison.
1374. We should have been better trained but I learned enough on my on to do the system
1375. As a supervisor, I only got my manager tree about a month ago and I just found out while trying to enter Interim's that I only have part of a manager's tree. I do not have any way to enter Interim's. Since Edison has went in I have been told you will have your manager tree next week and it has taken 5 month's for next week to get here and then it still is not right.
1376. Submitting data for travel reimbursment is so cumbersome that I haven't been able to justify the time necessary to complete the training exercise and then submit the expenses. I'm looking forward to finding sufficient free time to jump the hurdles to get reimbursed.
1377. The questions answered above were from the perspective of my own time. From a supervisor's point of view, this system is cumbersome and not reliable. Today we have an instance where employees have been assigned to another supervisor. No one can determine how this happened, HR resources are working to correct the issue. It is cumbersome to navigate and adds a complexity for our division to report our time. Due to reporting requirements, we have numerous "task profiles" that have to be used to ensure we are reporting time to different funding streams. Approving time each pay period is a continual problem. We have yet to have a pay cycle that we are not working to correct an employee's supervisor listed, compensatory time calculated or leave balances.
1378. It seems that the Edison system makes double work for those individuals keying time. Which makes absolutely no sense, if the state chose Edison to eliminate paper timesheets and make keying time more efficient, then why are we still required to fill out the paper time sheet and submit it, as well as, keying the time electronically?

1379. No comment
1380. I like the availability of payroll and benefit information on the system at all times. That means to me that I may look up any concerns I have without interrupting someone else.
1381. I think that the Edison program is wonderful, especially keeping up with the advancement of technology and also it gives you more hands on understanding of your payroll procedures.
1382. It seems to me that there is entirely too much activity involved with this program. I find it ridiculous that you have to sometimes go in twice during one week's time in order to key time depending on when the pay period ends. This needs to be resolved--and actually I find that to enter time only once during a pay period should be sufficient and the goal.
1383. I haven't really used Edison, other than to log on and check my pay status.
1384. I feel it is not right as a time keeper that we have to input everyone's time before the end of the day and then have to go back the next day to adjust time because someone's time has changed. I would make sense not to input time when the day is not over yet.
1385. The Edison system should have been beta tested strongly before ever being released to the general payroll. The system is difficult to reach outside of the state network. If you are away on business or on leave it sometimes is difficult to find Internet access that will connect to the system. Your leave and sick time NEVER balance anymore like they once did. The pay stubs one prints are difficult to read and understand plus the leave balances NEVER match. The system as a whole appears to be a black hole that the state will continue to drop money into in an effort to fix the system. Finally, the travel claim portion is a joke! Some of us have waited 6 weeks for payment and I am sure the state will want to pay the interest accumulated on my credit card for their business. All in all I give this project a D- which I must say is typical for any government funded project! Way to go !!!!
1386. Inconvenient for myself and staff to generate so many timesheets. Hard for me to supervise time when staff are guesstimating when they are working one or two days ahead.
1387. I would like to see leave balances accurately reflected and updated immediately. I do not want to see my banking information reported either electronically or in print on my pay "stub". Because of this issue I currently do not print my paychecks. I would also like a better explanation of the withholdings from my check, specifically the one called "Fort Dearbo". What is this and why am I giving ~\$7.35 to it each pay period. Because of the problems with this portion of Edison I have already decided I will not use the travel portion. If I have to travel I will take a state vehicle and pay everything else out of my own pocket. I am so glad that I do not have a state credit card. If I did, I would turn it back in rather than use Edison. I think the state wasted a lot of money for something that

is not providing the intended results.

1388. As my department has implemented Edison using timekeepers, payable time is more of a headache than previously. Instead of turning in a timesheet twice a month, now it is weekly and if the pay period ends during the week, that means we have to turn in 2 timesheets that week. Since Edison has not been fully implemented here, our paperwork has been increased. We are also being required to turn in our timesheets at least one day ahead of time to allow timekeepers adequate time to input it into Edison. I do not like this practice which does nothing but set up potential issues to need correcting in Edison. As a manager of employees, I can see that there are still system issues that have yet to be worked out on the full processing of payable time and leave. This process seems to have bogged down since full implementation. Often I cannot approve time for several days after it was initially entered. It seems that more robust or powerful processors are required to deal with the sheer volume of this much data.
1389. It now takes 3 times the work to complete any transaction on HCM. When you report time or approve time you may have to enter the information several times because it continues to disappear. The people in charge of the Edison project don't seem to understand that this is State Government and not private industry. You can not take a system "out of the box" and make it work. Usually if you tell them about a problem, the answer is "peoplesoft can't do that", well the old system could do a lot more than peoplesoft. Thank You
1390. The largest number of issues with the Edison HCM component is due to a learning curve. People would be living in euphoria if they thought there would be no issues. You cannot bring up a system of this size and magnitude without encountering some issues. Asking employees to answer a question about whether the problems encountered are typical or serious is purely subjective. Most employees will not have the knowledge to answer that question. This question is like asking a patient how they are feeling after an operation and if the surgeon was good. You feel awful after the operation and you have no idea if the surgeon is good. One must give it some time. Over the 6 months since go live, the system is leveling out and becoming more stable. The question relating to training does not seem relevant to HCM users who do not enter their own time. Ample training classes were offered. Agencies had the option to send employees to those classes. Based on the questions on this survey, it appears that the focus of this survey has missed the point of the Edison HCM component. HCM is integrated from hiring, to benefits, to entering time, and to paying employees. The end result may be a pay issue but it may not be the cause. The systems replaced by Edison were out dated, inflexible, and difficult to change and maintain. When those systems were brought up, they too encountered issues. People complained about them. Edison is a positive for the State of TN. Edison allows employees visibility to and control of personal information they did not have in the legacy systems. Edison has paid over 40,000 employees a pay period since go live. Edison must be doing something right to pay that many people each pay period. Yes, there have been issues but there were issues in the old legacy systems as well. Again, Edison is a positive for Tennessee.

1391. My office has encountered issues regarding double deduction of insurance benefits, and not deducting dental at times, however I am not sure if that is an Edison issue, keyor issue or Benefits Administration issue. Without this knowledge, it is hard to blame Edison for the mistake.
1392. I MISS MY PAY STUB
1393. One of the biggest problems with this system is the difficulty moving around in the system. It is terribly organized, unnecessarily complicated to get around, and many features are lost in the mess of menus. Also, the leave balance accrual in real-time needs to be a top priority issue. People cannot be expected to figure out the calculation of 'when' exactly their leave will accrue. This is unacceptable. Submitting time seems to work better, but still you should not have to scroll - the web layout makes doing anything in Edison very time consuming. Also, I found out from another employee that you use the main page for some information we should be reading - it doesn't pop out as something to pay attention to - I never would have recognized that I should read it if someone hadn't found out about it by trying to find where the new computer use form was. One positive note - the W-4 form works great and takes effect quickly. It is also handily shown on the paycheck detail.
1394. I have not had any personal issues with Edison. However, as a T&L administrator it is a virtual nightmare. Since Edison cannot produce info for audit billing, I am stressed daily trying to keep up with two systems, the one we already had and Edison. It is also hard for employees to track their leave balances so there are questions to field constantly on that issue. I think Edison has a lot of adjustments to make before it becomes a user-friendly and more importantly an efficient system. It isn't that I have a problem with learning new ways to do my job, I'm well aware that everything changes, but not all changes are an improvement.
1395. The Edison software, although good in theory, has proven to be incredibly inefficient. Administrative duties that once took one to two hours to complete are now taking one to two work days. Even after employees spend inordinate amounts of time errors are still present on most of the work completed. These errors then have to be addressed and corrected which adds again to the inefficiency of the system. From my personal experiences Edison is likely costing the state huge sums of money in extra man hours spent. In the beginning many viewed the issues just as growing pains but it is becoming increasingly evident that the issues are not being resolved and many have gotten worse.
1396. If I could get on high speed internet I would probably like Edison better. I am still on dialup.
1397. I am a supervisor. Many times employees enter data and print out the results(to show they have keyed their time) only to find out the information is not there when I get ready to approve. I also don't like the idea that I have to go to several places to try to figure out if the employee has keyed the time or not. Many times I can't figure out if I have approved the time or not (when you have multiple employees this can be confusing).

Another problem is that we have to key time and approve time weekly. The program takes up a lot of my time that I didn't used to have to spend. I'm pretty computer savvy but working this program has been a real challenge.

1398. As a timekeeper, my work has almost doubled when entering time. The software is NOT designed to be user friendly, the supervisors and superusers are conflicted on how and when to implement procedures regarding time input. The functionality of Edison are limited, at best, and COULD be utilized to create LESS work, not MORE.
1399. Needs to handle ALL payment, and time, that is set up for the type of payment that is already set up.
1400. Due to our work hours, it does not always work out for us to be locked out from changing our time or adding in our time. I think the period that time can be changed should be open longer.
1401. The concept of Edison is a good one. I would be much more satisfied with it if we were allowed to input our own time. We are required to still submit timesheets as we always did but now we have to submit them weekly during the time period and twice weekly when a payday falls during the work week. There is still alot of paperwork involved.
1402. I like to all the results I have gotten so far.
1403. I feel that the system is very confusing. I have been unable to enter the supervisor trainings that I need, and have no idea to ask for assistance in this matter. I feel very unfamiliar with the system. More hands on training could have been very useful
1404. The system has some major problems and the majority of employees were not trained. Also, there is NO ACCOUNTABILITY. Another thing I don't care for, is the list of different payable times that have to be approved for each day.
1405. The system is not user friendly. It has too many steps to enter info. It is very time consuming, especially with travel claims.
1406. Edison is and will be an excellent program for the state. The problems experienced are only natural for a new program and have been minor for such a huge change that the Edison program is.
1407. i absolutely despise this system! why is it that some wks are split pay periods of the ending date of the month is on a tues or wed, but for instance this wk april 30, fell on thurs and we were not supposed to consider it a split payperiod? if i hadn't gotten the email, i would have keyed my time on thurs. it is hard to remember to request time on edison if i've been on leave. i never have time to review my paystub, and when i have printed it off, it isn't as clearly stated as the old paystub was. i don't like haveing to key my leave requests prior for authorization because sometimes you have to leave on short notice. i don't like having to key my time in prior to the end of the day-- projecting???

strange to have to do that.

1408. The paycheck is hard to understand.the longevity, could not be calculatedseperate from paycheck. I hate Edison.I wish the old method was still in place. It was much more personal.
1409. Agency administrative staff have been extremely helpful in training and navigating, but it is piecemeal as they learn the problems as they crop up vs. the issues being anticipated in the first place before implementing the system. I appreciate the staff entering our time - with all of the issues, the problems will be greatly compounded as more "hands" get in the system-most notably with payroll. If our staff were not on top of this as well as they have been, we would have had much more trouble. While the old system had its own set of flaws, person to person contact to resolve was much more timely and not impeded by trying to work within a system with so many issues. It is nice to be able to look up my information, but I have had to make corrections which never occurred in the past system. With the state budget problems,cuts,hiring freezes, threats of layoffs, not to mention raises-which have never been equal to cost of living increases, it seems like this has been a profoundly expensive and unwise choice. Administrative staff are an integral piece of this puzzle in any system and I believe we need them to resolve issues timely. My time can be complicated due to disability issues and they have been extremely competent and accomodating in ensuring it is done correctly, but there have been many frustrations in not having access to all leave information in my case. The reimbursement system has been very quick in my case, which is a nice change from the former system. I am very grateful to be employed and work for the state in the group I am in and if the frustrations and expense of Edison is the trade-off, then so be it. However, it would be nice to have figured out a cost effective way to centralize things so state monies could be applied to those who need help and services. I do not know how many systems were considered, but there are other states who have had major issues with Edison and perhaps researching that may have saved money and hassle if there was an ability to have access to that information at the time systems were being considered. Thank you for allowing our input.
1410. noticable flaw-supervisors can only see 3 leave requests at a time and has to approve/deny them to see others. this needs to be fixed to no line limit on viewing. longevity must reflect W-2 info. leave approval needs to be accessible by 2-3 ppl due to possible overlapping absences. this would relieve high errors due to said absences.
1411. Aside from having serious concerns about all employee personal information in one spot - easy pickins for any 12 year old kid with a computer - there are serious issues with all areas of Edison. This system is EXTREMELY cumbersome and laborious!!!! Also, I, nor any of my co-workers trust the data that is on it at any given time. We even get emails telling us to contact our banks or check to make sure everything is correct. How the heck are we supposed to know if it is correct or not? Everything from leave accrual/use to hourly/overtime rates and longevity are calculated completely different now and we think we are being ripped off by the state in every way!!

1412. Since I work in leave and attendance I have experienced problems that have suprised me. One being that it is difficult for me to view/process prior service for rehires. Second, getting the proper months of service input into the system.
1413. I am still required to complete a paper timesheet as well as putting leave requests in Edison. A timekeeper enters the timesheet information into Edison for the office. Duplication of effort wastes time.I do not like the fact that I cannot view my pay and leave balances on the same screen.Leave balance updates have been slow.
1414. I understand that Edison automatically deducts comp time first when an employee is taking time off, regardless of whether the time off is sick leave or another leave type. I believe it should only deduct comp time first when one is taking annual leave.Also, it would be less confusing if we got paid every two weeks instead of bimonthly because we have to enter the time weekly. Split weeks (those in two pay periods) can be confusing because one has to enter time twice that week and one cannot take comp time accrued at the beginning of the week at the end of the week.
1415. The 2 things I don't understand about Edison is that our earned leave balance seems to be way behind. Why does it not show leave as it is accumulated?Why is the system having such difficulty in backing up, so that you can see the progress of your timesheet approval or flex plan benefit approval?
1416. I particpate in the flexible benefits plan, and since edison has been instituted it has taken much longer to be reimbursed for expenses. 2. I would like to see annual and sick leave included on payroll screen for printing. 3. I would like to see longevity pay be a separate deposit to avoid higher rate of federal income tax withholding.
1417. na
1418. Edison is great! The Employee Self-Service is excellent. All of those features are good; i.e., the Pay-&-Compensation features to view pay info is light-years beyond the old system (when we were totally in the dark!); the Leave module is very good; and Time Reporting is a breeze. So, I say, fix any serious problems, but KEEP EDISON!!
1419. There seems to be to many "error" during the end of each pay period. Time to enter and approve data can be requested or denied until the very last minute, then we must stop other work to meet the time-frame for approval.
1420. The biggest problem with time and labor is the employees and supervisors are not accountable for their actions or non-actions in this instance. Some system errors continue, however the major problems continue to be human failure.
1421. Now being over worked and underpayed as it is, Now I have to add somebody else's job to mine. Learn to do somebody else's job for which I do not get compensated to do nor am I given any more time to add this New responsiblity to my daily tasks either!! It Sucks!!! this is a Big Waste of Tax Payer's Money and The State of TN Employees

time!!

1422. I THINK EDISON IS VERY USEFUL AND CONVENIENT. HOWEVER I DO NOT UNDERSTAND WHY A PAPER TIMESHEET MUST BE COMPLETED ALSO, WHEN THE TIME IS REPORTED IN EDISON
1423. I think the system is wonderful, and is very simple to use. I haven't had any problems at all.
1424. Edison is too complicated. There is no reason that entering time should be so difficult.
1425. My problem with Edison is the way accrued time is shown on the system. Due to the way the accruals are shown, it appears that employees have no time available when they do. This causes problems with supervisors who do not believe an employee has any time accrued, or that the monthly accrual has already been used when it has not even been added to the leave balance. It is very frustrating and causes friction between supervisors and staff.
1426. The Edison system is triple work..Put it in, take it out, request this, request that. 3270 was simple. I am still required to keep paper time sheets which tells me that someone is afraid the system will dump important payroll information.I'm all for learning something new and implementing a more efficient way to utilize time but this surely doesn't do any of that. At least have all of the kinks out, use it with one agency and work through the major issues before you turn it loose. The only positive note I have heard is from the people that travel and are now submitting travel on Edison. For some reason that phase has worked to the advantage of the persons having to use it. Training prior to implementing Edison was helpful but every week we are told some different way to do things other than what were shown in class. So, I guess that was a waste of time and money also..Last but not least I resent being referred to as an "old Dog" not wanting to learn something new, as all state employees were called during the local news interview concerning Edison. I don't think any of us are opposed to learning something new as long as it is beneficial which so far this has not proven to me that it is worth the time, trouble and most of all not worth the price tag that came with it..
1427. Payments on medical flex reimbursement are delayed. Would like to see the payment turnaround time improve, at least back to the 5-7 days it was prior to implementation of Edison.
1428. Those in charge of Edison appear to be reluctant to accept criticism about the serious problems that have occurred and not just a resistance to change.
1429. We are still submitting our time sheets to someone else to input and our paperwork requirements have tripled - at least. I don't think individuals will ever be able to input their own time - too complicated. And what will happen if you are sick or on leave?! My check is always different now, sometimes just a few cents, but what is that about!?

1430. The Edison group should be advised to watch and apply the "Customer Service" DVD presented to state employees. They have no compassion or empathy, and would prefer, it seems, to not be bothered. I am aware of many instances of overtime requests being entered and disappearing, requiring multiple entries by multiple people, which requires excessive time management on something which should be resolved quickly. I do not believe the tax computations are accurate, based on issues brought to my attention for assistance needing a resolution, which was to have the person contact their tax preparer for a more accurate tax deduction estimate. I know this survey is for HCM component, but I am entering the procurement training phase, and it looks like a nightmare is about to occur. I have printed a 3 inch stack of training material, only to be advised after 4 days, that it is outdated. Edison is a "money pit" at a very inconvenient time.
1431. it seems that it is not calculating the YTD totals correctly. it seems to me, that the December 16-31, 2008 totals have carried forward into the 2009 totals. i have brought this up to our personnel contact, but nothing has been done about it.
1432. Several of my employees have also had problems with their leave balances not being correct. It has been extremely time consuming for the staff, the timekeeper, and regional office staff to try to correct these issues. The major complaint that I have with this system is how time consuming that it is. I am the nursing supervisor in a rural health department with a primary care clinic. I do not have the time to sit in front of a computer all day entering data or whatever into Edison. It is hard for us to get the supplies and equipment that we need to care for our patients because of budget constraints, and it is really annoying when you think about how much money that has been spent on Edison and how much of that money could have been spent in improving our clinics and caring for our patients, and paying our employees a fair salary. I really have nothing positive to say about Edison!!!!
1433. Edison has components that are not up to date, and I can not change. I can not find out who to call to get it fixed. Like Marital Status. Also original start date is wrong. But, I am given the correct amount of service months on Edison. But the rehire date and original hire date are the same. At the place I work at we are still doing paper time sheets. Why? Will this someday be done away with? If not, this will not make thing more efficient or quicker. It just doubles up what we were already doing. Also if there is not any leave taken why do we need to do anything. Maybe I don't understand how it works.
1434. I work in HR, Payroll & benefits I have had numerous problems with Edison - especially with benefits administration. The small staff in Tech. services at DOHR have done an outstanding job of correcting Edison issues before it affects the employee. Benefits Admn. on the other hand are rude, non accountable and obviously not well trained - you will receive a different answer to the same question - depending on who answers the phone. call.
1435. Overall, the HCM component of Edison has worked pretty well. My biggest concern/problem with the HCM component has been the amount of time it takes to get payroll processed. Time Administration needing to run after entering time, correcting

errors, and clearing exceptions for me personally is the biggest issue with the system. In my section, we have employees that work out in the field and do not have office locations and were never given the opportunity to attend proper training and were then expected to be able to enter their time without proper training was not acceptable. Office staff had to spend many hours giving instruction over the phone. After the first couple of pay periods, things were easier. Another problem for field staff has been access to high speed internet. Many of these employees live in rural areas and only have access to dial-up and this has caused some problems. Two employees in my work unit have also been double charged for insurance premiums and our HR department quickly addressed the situation and the employees were reimbursed their premiums. Overall, I would say the HCM component has worked reasonably well with the exception of the Time Administration component delaying the process of approvals. A survey of the employees regarding the financial component of Edison would have been preferred over a survey of the HCM component. Problems with the financial component are far greater than anything involved with the HCM component in my personal experience.

1436. I don't feel that Edison is as user-friendly as it could be. I am very unhappy that my pay will change from monthly to semi-monthly simply because Edison cannot handle that pay cycle.
1437. We are told that if we are away on vacation we must get on line and put our information in or we will not get paid. We have not been able to update our job applications. We are afraid of what will be involved in getting our travel paid through this new program. We are not given time to access Edison to put our time and travel into this program. I was not given an opportunity to access the training that was available online. When I tried it was not working. I learned through asking co-workers and calling help at our regional office.
1438. I hope that some day in the near future all employees of Children's Services will be required to enter their own time. I hope eventually everyone will enter their time into Edison and not be required to print a time sheet and fax it to another office, so we may save time and paper. Otherwise, I love being able to access my time/paycheck info and other personal information from any computer.
1439. It seems ridiculous that so many managers/supervisors have to be present in the office on the "appointed date/time" for approval to supposedly make this work. This program seems to have decreased employee productivity due to more office time involved in this process.
1440. Timesheets used to be done twice a month, now it is at least once a week. Leave requests were easy now are a hassle. Our secretaries are having to spend a lot of more time doing this work than they ever did before. I know one secretary who brings this work home with her. You have taken something that was very simple and made it ridiculously harder. This whole system should be scrapped immediately.
1441. We should have had in house mandatory classroom training. Instead we were pressed to learn the system on our own when it started. We were out in the field and had to hurry

back to the hotel to put in our time. Our previous manager has been having us put in our timesheet information 3-4 days in advance of the scheduled day because she was having trouble putting information into Edison. This means that if we were off any of those days we would have to scramble and redo our timesheet at the last minute and our manager would have to put information in at the last minute. This makes it more stressful to enter our time. We are still having to do a paper timesheet and put in days off for Edison.

1442. The time delay when making entries and receiving confirmation should be improved. The sign on is more complicated than required for on line banking or other transaction outside of the work environment.
1443. In my opinion, Edison has been developed over a period of 2-3 years at a cost of (?) millions of dollars and now implemented with numerous errors or non-functioning elements that were either overlooked or not considered from conception. The resulting product seems to be ill-conceived due to the number of issues that are addressed by the users, to the design-team, that seem to have no remedy. I know this is a survey to address the HCM functions but, as bad as these are, the procurement functions are a disaster!!
1444. The only issues that I have had is having to enter time twice for one reason or the other or not knowing how to navigate to a different page to see annual time that was previously entered.
1445. I do not see how Edison can determine what type of leave I have taken. Sick leave is for sick days and to make me use comp time when I am sick is a conflict. If I took a sick day when I wasn't sick I could be terminated. Comp time is acquired for doing extra hours of service for your job and that time should be able to be used when the employee would like to take off. No one wants to use that comp time when they are home in the bed or at the doctor sick! That is why you get sick leave.
1446. I like Edison and will be glad when it is fully implemented. I'm not a part of any Edison implementation team. I just like the idea of being able to process info through a reliable system as opposed to trying to work through temperamental people.
1447. The only problem I seen with this system was the fact that employee longevity was paid in one check and not split in two as any other year. This cut many employees out of hundreds of dollars of there longevity checks. I believe this should be changed and made into two separate checks as always.
1448. I have workers in other offices that are in the list for me to approve. I wish the only ones I am responsible for would be on my list.
1449. The television report where an F&A spokesperson stated the main problem was with "old dogs [State employees] learning new tricks" was very offensive to me and other State civil servants. Instead of blaming State employees, the Edison staff should be working diligently to correct inadequacies and errors in the system.

1450. I have several concerns-- First, when training was done, the trainers could almost never get the software to work, so they said, "This is how it is supposed to work, we'll fix it later." This was sometimes only days before the launch.- Second, I was part of a team that evaluated the upcoming contract launch and how it would fit with our processes. The F & A people could give us "big picture" ideas, but we could never get definite answers. Many times when I've asked folks from Edison if the software will do something, they say "we think so" or "we don't know".- Third- I once saw an excel spreadsheet with literally hundreds of questions, and proposed changes for the vendor, and many of those questions were unresolved after the state was already committed to the project.- Anytime someone takes something as complex as a PeopleSoft ERP and wants to make multiple changes to the code, parallel implementation should take several months, so that every conceivable scenario is given the chance to "play out", and independent auditors should evaluate the implementation DURING the process, not after.
1451. LEAVE TIME NOT ACCURATE TO DATE UNABLE TO FILL OUT DAILY AND SAVE FOR LATER.
1452. There wasn't enough training before the system started. I only got to actually try it on the computer once and the trainer flew through it because they were going home early that day.
1453. I am so glad that we do not have to use Edison for inputting time. The HRIS system is much better. I do like Edison for the potential ease of updating deferred compensation but thus far have not had success. I tried to update my deferred comp in December and the input was never updated. I had to contact F&A numerous times to get the information corrected and by that time I had to adjust my deferrals accordingly. Furthermore, I had to physically visit F&A to get the correct contact person. If it still does not work by next December when I am trying to update my 2010 deferrals I will be very disappointed.
1454. There should have been more research on the system, as a whole, before implementation. 2. Review what was working in the old system and incorporate them into the new system. 3. Obtained more input from the people who use the system.
1455. Being able to print off a paper type timesheet for weekly entering/faxing of timesheets would be beneficial. I think that the Edison payroll system is more user friendly than before when using the TN3270 program for timekeeping.
1456. Any new program can be difficult but with proper training and time it will always work out. Edison seems more difficult than the previous program. I believe it is because we did not have enough hands on training but a procedure to just take you through the steps on Edison. Also that 1. whatever million dollars spent on Edison could have been used to give employees a decent raise or a raise period. It is such a shame that employees have to suffer while money is spent unwisely on new programs, etc.
1457. I think that if the State is going to spend this much money on a program they should get the bugs out of the system before making employees use the program.

1458. The system that was in place before edison it took about 15 minutes on pay day to do now it takes at least a day a week to make sure everything is correct plus i donot like the way edison calculates bonus and comp time i fill like i am being cheated especially on comp time from the old system. also the job plans were alot easier on the old system but i know that edison can track the job plans better. edison program you do not when its going to run or sometimes you approve an employee and the next time edison runs it shows that the you approved has not been enter these on some of the problem we has state employees have to deal with daily with edison. also do not agree with the articles that saids that the problems with edison are employees errors because if this was the case why did other states get rid of this program.
1459. I think it was important for the State needed to get off the mainframe, but this software needs more work. It is almost like nothing has been customized to fit the State environment. When you type in a name Edison will not even recognize lower case letters. This is poorly written software.
1460. Edison should allow supervisors and managers to key in their employees FMLA as the old system allowed it is time consuming to have to fax in time sheets on pay day. Edison also does not allow for mistakes to be correctred for example if some time was approved by mistake.
1461. The longevity and pay check are addedtogether, therefore, taking a largerportion for taxes.
1462. I am aware that there may be problems, but my interaction with the system is pretty minimal. I have always gotten paid on time and my leave time is accurate, so I have no complaints.
1463. I think the biggest issue I have with EDISON is when we can never get the time approved and we are late processing our time. I think there should be some way that the Supervisors get an alert every day and even twice a day to approve all leave and OT requests.
1464. I have had multiple problems with Edison. Numerous times I have input my time or leave request and the Edison program would acknowledge the transaction and also respond the information has been completed successfully. Later I would recieve a call from my supervisor notifying me I had not turned in my time or leave. My supervisors have had to correct the problem at the last minute. I began to wonder if the problem was just me so I began to track if I had recieved a "go ahead" from Edison saying my time has been entered successfully. The problem is not me!
1465. Early in the process, since my supervisor could not see or approve my leave requests or timesheet, a series of different people were responsible for approving my leave requests so my time could get approved. Sometimes it was a person in our field office and then they were told not to, so I had to email a person in Nashville who would approve my leave requests so that I didn't get an "exception" on my timesheet. Sometimes these

exceptions would hinder approval of my timesheet but so far they never precluded me receiving the pay I was due. I and many others received a notice one time that our checks would be late due to a glitch in direct deposit system, but then it was resolved I suppose, since the checks were all deposited.

1466. It's hard to imagine that usability would decrease after switching from a clunky mainframe application but that is exactly what has happened. Overtime approval and entry has some serious flaws and usability issues. For example when you have to enter overtime you can't see if it has been approved yet from the time entry screen. Training was CBT only, impossible to ask questions like live training. The CBTs were very slow moving. The only positive thing I can say about Edison HCM is that is nowhere near as bad as the Expense Account entry. Looking at the ESS manual what we used to do by filling in a dozen blanks is now a 150+ step process and that still is missing many steps such as attaching a scanned hotel receipt. The one time I had to contact Edison support I got the run around. In Edison my marriage date was wrong. It was correct on HR records. Edison support told me to go to HR and HR told me to go to Edison. The on-screen error message told me to contact Edison support. HR finally picked up the ball and resolved the issue which appeared to have been caused by someone fat fingering the date entry when the record was transferred to Edison.
1467. I am unclear about some parts of the program: ex: inputting future personal leave time. I have also had conflicts with holiday time being incorrect.
1468. The lack of hands-on training by a person with the working knowledge of the system, so that questions could be asked and a detailed response to the question could be shown on a computer or display screen. As a part-time employee I am having problems with the self-teaching tutorials on the computer, using it and asking a question that can be answered by the program to help me understand what I am doing wrong.
1469. I am a timekeeper and a secretary. I have found Edison very useful in daily usage and very easy to work with.
1470. It's not a very responsive system, and hard to ask questions or get answers of specific questions. It's also got an unmanageable lag time - when I try to make a change, for instance, to my 401(k), I can't tell if it's worked for a couple of weeks. Also, the fact that the system is brand new, but hasn't addressed the issue that we are required to report time as worked before the fact. Finally, it is maddening to get emails pretty much every day that have nothing to do with me. It would seem that, if you respect employees' time, you might work on developing more accurate mailing lists. I, and most other employees, don't need to know how many exceptions there are every week, or when it's time for supervisors to perform various tasks.
1471. There have been numerous occasions when I and another employee sit in front of the computer and put in a timesheet. Later, we would be contacted and told our information is not showing in the system. We would have to take the time to redo the timesheet.

1472. As a person who has worked previously in accounting, I have a fairly strong background in payroll systems. The fact that this system is not a seamless system as was previously advertised, is disappointing. Semi-monthly payrolls have been around for many decades and the fact that we are forced to deal with this weekly system to produce a semi-monthly payroll is unforgivable. The system is disjointed, causing users to have to close one window to see information in another window. It doesn't seem possible to view employee leave data when approving payable time, forcing us to either write down leave time or print it out prior to approving payable time. It is impossible for a manager to easily spot trends in employee leave usage so that problems can be noted and discussed if necessary. Overall the system is a major disappointment for the amount of money and time invested. We have taken a prior system that was a pain in the rear for a few employees and turned it into a major pain in the rear for every state employee and twice the pain for every supervisor / manager. The extremely short deadlines at the end of each pay period for entry & approval of payroll data is a major distraction and cause of continuous stress for supervisors / managers. The fact that the system, in this day & time, is batch oriented forcing supervisor / managers to wait for scheduled processing to occur before they can do their jobs is very disappointing.
1473. I'm looking forward to the complete switchover to Edison when it gets to the point where every timesheet stands alone rather than backed up by a hard copy.
1474. I do not want our pay cycle to change. We are paid monthly. It seems to me that a system of this magnitude and cost should be able to pay us monthly, and it be no problem.
1475. I THINK THAT EDISON HAS BEEN MORE TIME-CONSUMING AND LESS USER FRIENDLY THAN ANY OTHER SYSTEM I HAVE USED IN THE PAST. AT THE PRESENT TIME, OUR AREA STILL REQUIRES THE HARDCOPY TIMESHEET AND THEN EACH EMPLOYEE KEYS THEIR OWN TIME INTO EDISON. IF I REQUEST A WEEK OF ANNUAL LEAVE, I MUST INPUT EACH DAY OF THAT WEEK AND SUBMIT EACH SEPARATELY. I DON'T THINK THAT THE ACTUAL WORKER BEES WERE CONSULTED BEFORE PURCHASE OR IMPLEMENATAION OF THIS PROGRAM.
1476. Why do we still have paper timesheets and Edison time? What have we benefited? It is double the work for the exact same outcome.
1477. One incident that I experience was in checking a person's time, seeing all days worked and accounted for only to have an exception page come up two days later with time missing from their schedules hours of work.
1478. I would like to know why wasn't our longevity pay (at the end of the year) separate and is now included with our last December payroll check. Who decided this and when was this decided? How come we were not notified of this ahead of time?
1479. As an employee in a Senate Office, we hear numerous complaints about EDISON, for instance, the system is set up so that some people have to enter time on a time sheet

BEFORE the time is or is not worked, just because the "system" requires it. Complaints to EDISON about systemic problems go unheeded or they just say "this is they way it is."

1480. I have never worried about my check not being in the bank before Edison was impimented - now it terrifies me each week that my check will not be there or that my insurace has not been taken out - I do not like this program
1481. It would be helpful to be able to request overtime, leave from the same screen as time reporting so you don't have to bounce between screens.
1482. just being able to view information about beneficiary its not there
1483. Since the Edsion time entry system was first introduced and has been in place, we have spent typically about 2 hours a day in non-productive time that should be a clerical duty rather than a technical duty. This is for engineers, technical staff, and others that could spend their time in much more productive ways. Everyone is a timekeeper. This is a tremendous waste of man-hours both on the admistrative side and technical side. I am skeptical of any further facets of Edison. It should be dropped. If the man hours were counted regarding time entry, timekeeping, waiting to enter and approve time, frequent bugs in the system, I believe the state and public would be astounded and ashamed about the gross loss of time and money.
1484. The only Training I had was self training online. Didn't attend a class
1485. we all resist change from what we're comfortable with...this was a big change...in time we'll all be comfortable with this...then we'll be resistant to what comes next
1486. Performance management system is too complex and doesn't route properly. Flex benefits take much longer to process. Insurance problems take much longer to resolve. Identify roles of each person for system use is too complex. Longetivity payments were miscalucated for many. Training enrollments and supervisor approvals are not working properly.
1487. The system problems are somewhat related to the limited training provided and the training format used to train staff. Other problems are related to the breakdown of comunication, communication that is fragmented, incomplete,inaccurate, and sometimes plain wrong. A third major contributor to the problem is that the implementation is not working properly in some areas and fixes are slow to occur.A final significant concern is the manager's now limited ability to manage and monitor the direct's overtime data. The reports that are generated (if they are) related to overtime are not timely nor are they shared with supervisory staff. The use of data by managers to reduce overtime is a known management tool that has been proved to be useful in reducing OT and managing employee's schedules
1488. I think this program needs more work done on it to work some of the problems. with peoples getting paid more than once,not getting paid enough,and also making sure your

time is correct.

1489. It is very time consuming trying to keep time on both Edison and paper time sheets. Also if you have any unexpected schedule alterations you have to send in a request on Edison and Groupwise plus write it on your time sheet. If an emergency comes up and you don't have time to put in a leave request and then you have to worry about being paid. If pay is incorrect there are no timeliness standards on getting it corrected and most of us are having to live payday to payday as it is.
1490. In the question above, the survey asks how I would compare Edison performance with that of the previous payroll & benefits system.....I don't believe this is a fair question, considering the length of time Edison has been around.
1491. My time in Edison never matches what the time keeper in the office has on file for my time. My vacation nor sick never match. I never see the time that I have accrued after the accrual time.
1492. Some of the issues with Edison are implementation issues that will resolve themselves in time (i.e. inconsistent info from training and internal implementation team directives which negated the training). Others can be attributed to resistance to change which were expected. There are a few that are systems flaws (i.e. having to fill in the whole week time when pay period ends in the middle of the week. I know the system can handle this if programmed correctly since I've worked for other companies who had semi-monthly payroll and used PeopleSoft). There is a disconnect in communications on Edison depending on who you talk to. Why isn't everyone on the same page? This should be addressed as or before new modules go live.
1493. I have no problems with the program at this time.
1494. the main frustration, aside from not having it up to full operation in terms of the motorpool and flexible benefits filing, is that for those who work away from the office/are in the communities more than 50% of the time it is difficult to get info entered and changed (primarily this) when there is a delay on time administration- it's a hassle
1495. The system is extremely slow. My manager sometimes cannot review my time for a day or so. There should be allowances to input time on a daily basis not weekly. I have been told to enter time for the whole week when a pay period ends in the middle of the week (i.e. Wed.). This could cause a problem if sick time or overtime is incurred later in the week.
1496. Using Edison for entering leave and approving payable time has made the approval process longer. It seems that you do twice the work that you were doing because you have to approve time in so many places now. You have to approve the leave request, then approve the paper copy and be sure it matches up with what was entered into Edison. Then you have to go back in Edison and approve the actual payable time by clicking on everyday twice and sometimes three times. It seems to me that there are several areas

where mistakes could be made. Another concern is that there are so many emails sent out concerning edison, it is hard to determine which are the important ones. They all come marked urgent but after a while, you just get sick of seeing them and decide to open that mail later instead of right away.

1497. I would like to share my identifying information but I cannot for legitimate fear of reprisal at the hands of my office leadership.
1498. It seems that when a week is split, is when I experience the most problems. If the state could pay us every two weeks instead of twice a month I think this would solve some problems. Also because of my possible work schedule of 24/7 365 edison has problems reconciling the time.
1499. I do not work M-F 8-4:30. Edison does not recognize any other type of schedule. During pay periods with holidays I must either change my work days, use comp time, or loose time. My paycheck used to be the same each month - now it is different every time -- and no one can explain why. I enter time in one section and it takes it out of another. Our poor Edison person is constantly correcting what the system has screwed up. I went to 2 different training classes and was given different directions in each class. Most of the time the instructors simply responded "we don't know, they haven't told us that yet." We have been told by main dept of personnel scheduling issues "can not be changed" and "will not be changed." I am getting tired of being told "that's just Edison!" Apparently the people running the system don't know how it works either. The new travel input only has 1 person able to approve it - so no approval when that person is out on leave! The system does not seem to have been well thought out and implemented too quickly. The HCM system went live with no real test time and no plans to correct issues as they come up. "That's just Edison" is the answer to all the issues. If the system can't be changed or fixed as we are being told - maybe looking into a system that has the ability to be upgraded or can be fitted to the State's needs should be considered... makes sense to me !!
1500. don't like having to key my time every Friday before 10:00 AM. I work a caseload that requires me to cover [PERSONALLY IDENTIFYING INFORMATION REDACTED]. I would much rather be able to key when the week is completed. Having to key each week as well as the end of the pay period is frustrating.
1501. I am a relatively new employee so some questions I couldn't honestly answer due to my lack of experience with the previous system to compare it. I do feel that this system has its flaws and I also don't see what could be so "complicated" about it that we still have yet to start keying our own time. If that is what is suppose to happen I think it could be worked out fast by doing it. If they are that worried about it not working, then why would we switch to a more inferior system. I also don't like the way the homepage is set up. I don't find it very user-friendly, and often have to go back and forth to different pages trying to find what I am looking for.
1502. The biggest issue I have with Edison is the fact that now all processes are duplicated. Not

only do we have to enter time, travel requests, etc into Edison, but we also have to submit timesheets and travel requests the old way as well. I've been told that this is only temporary, but frankly I don't see an end in sight. Also, while I personally haven't experienced any payroll glitches, I hear from several of my co-workers that they have had issues such as missed annual leave credits, reduced pay, etc because of glitches and it makes me wonder if my time is next. I shouldn't have to worry about that.

1503. I love the system. I am no longer responsible for keying every employee's time at our facility. It put the responsibility on the employee and supervisor.
1504. this issue is very serious as we are depending on getting our paychecks and i don't feel entirely certain that things are going well. the problem with longevity really scares me as we all depend on that check
1505. Our training on Edison both with payroll and entering our travel was less than satisfactory. I didn't really understand exactly how to enter anything until I was supposed to do it in reality. The system for entering travel while easy, is very time consuming. If you make a mistake, there are some instances where the mistake can not be corrected. I do like the turn over time for travel reimbursement, however.
1506. Due to lack of training, I continue to be very unsure of keying my time. The screens to key time are not user friendly. Due to my job, I work some at night. Some days are very unusual and add to the stress of keying.
1507. I am not always sure the deduction and calculations of my benefits are accurate. Printing a report semi monthly can be bothersome. Yet to keep track of benefits that is what is needed. We have not received notices prior to something being implemented like longevity. I expected a check by mid Dec. and the first of Jan. learned it had been included with my salary.
1508. Too much down time. Too much time spent on concerns, to see if employees have their time entered and all time approved. There is more time lost on keeping up with other issues with the system. Do not get notices from Edison when problems occur or resolved.
1509. It seems to be a cumbersome out of date work duplicating system that is the cheapest system the state could find. I've never heard anything but bad to terrible things about it. I think it should be dumped.
1510. It seems to be the same problems every pay period. The supervisors are asking us if we have entered our time and submitted. It doesn't show up or it shows up under some other supervisor. We always wonder if we will be paid or not. The system seems much more time consuming and complicated and not enough people in our office to answer the questions.
1511. I have heard that too much tax is taken out of Longevity payments because they are combining them with regular pay, but I have not yet received my longevity through

Edison, so I am not able to comment on my personal experience. If they are taking too much out in tax, this is not acceptable and needs to be fixed.

1512. As always, hindsight is 20/20 but it appears as if this phase of the program was release without enough testing and in a very huge way. I feel as if there had been a targeted department/division only, and NOT the entire state, for this first six months it could have eliminated some of the problems. Now before the payroll, benefit component has resolved the issues it is suffering there are other components being introduced (fleet and travel claims). WHY? Edison has become a very time consuming and annoying project added to my workweek. It is now the main topic of discussion at most staff meetings. I have become non-responsive to all the Edison emails no matter how bold or how brightly colored they appear. Please, Please do not release another state wide component that has not been thoroughly tested!!!! I don't have enough timeâ€¦. Thank-You.
1513. System seems to freeze up or be unavailable quite frequently. I would like to change my password when I think it should be changed not forced to change it by the program.
1514. The biggest problem I am having with Edison is entering my travel. The point to point mileage is not accurate in its calculation. We are having to use vicinity mileage to fine-tune the point to point mileage.
1515. Our office is trying to cut corners everywhere possible due to the budget shortfall - even though the Governor's bunker is still being built on schedule. Conserving paper is one of those ways we are trying to save money. We now have to print a time sheet every Friday to be keyed which increases the amount of paper fro what was used for time sheets previously. This is because the keyers want to try to space out the amount of errors that have to be resolved each pay period. If they waited to key two weeks' time on the due date, they have hundreds of issues to resolve rather than spacing it out each week.
1516. The biggest problem I have with Edison is that the longevity has been combin with regular pay. Which make your longevity pay less. I wish that you woul go back to the old way with longvity pay.
1517. The people I supervise have been asked by me to enter time on a daily basis. The down time, for instance right after we are paid, is an annoying time to try to keep up with the payroll. As a manager, I can't approve anything until all the processing is finished. Then I have to check my written notes about somebody rather than putting in the information on the day that it happens. I would like it if it was alwasly available on a daily basis. Sometimes I put my time in and my boss can't see what I've entered even though it shows it has been submitted. I have the same problem with my employees that I approve.
1518. Please attempt to provide a larger font size for printable paycheck viewing. It is too much information when printing off paycheck stub. Keep it simple like original stub.
1519. Because I cannot receive my longevity pay in a separate check, much more tax is going

to be withheld from my check. This is something the State should have been able to anticipate ahead of time. It's not like they did not know all along this would be a problem. What I resent most is that they tried to blame the problem on the IRS after employees became aware of this problem instead of admitting that it was the result of both limitations with the Edison system and the State's own shortsightedness.

1520. Edison is great from my perspective. I've experienced no major issues and I like the GUI / point-and-click interface (used to dread entering time into Data Capture). Every time I see another anti-Edison hit piece on the news I wonder why no one brings up the fact that the legacy systems had to be replaced, regardless of whether that replacement was Edison or another system. But please bear in mind that I'm only 28 and have not "grown up" w/ the legacy systems like many state employees have, so my perspective on Edison will most likely be different than that of more experienced State employees.
1521. If there is a problem, staff would like to know so that you don't waste your time and energy on something that is not working no matter which way you do it. There has to be consistency on how to do something and not say that you have to do it this way and the next time it will be done another way. Actual keying and authorizing is easy but the times you can authorize vary. We all have busy schedules and do not sit at our terminals and it is very time consuming having to go back and check. You also may be in meetings during the time you need to approve leave.
1522. There needs to be a back-up access for those who complete their Edison timely and then system has glitch, which kicks out previously entered info. especially if employee is not available.
1523. THE TIME REPORTING EVERY WEEK SEEMS MORE OF A HASSLE THAN PREVIOUS.
1524. The training involved reading the manual, taking a test and passing the required section. Having staff that you are not accountable for is problematic for that person and supv. Staff out of pocket expenditures need to be repaid timely. Information that needs to be processed timely has to be available to avoid problems.
1525. Disappointed with payroll and longevity put together. Submit and leave approval a big hassle
1526. There should be a way where supervisors or people approving time should not have to spend their days off or weekends making sure time is correct, excpetions cleared for everyone, etc. It seems it would be better if it was 'real time' or if the time management process ran more often.
1527. The way Edison is set up we are losing money in regrads to longevity pay. We are now getting it in two checks which takes money out of our pockets. We are also losing money, in that, we now have to use our overtime if we take a sick day. This is not right because sick leave is a benefit you receive through employment. We are also not being paid time

and a half for working over 40 hours a week. I personally flex as much overtime as possible, but in the event I am not able to flex all of it, I feel I should be compensated fairly for the work I do. Since Edison has been implemented, I feel I have had a pay deduction. I work hard for DCS and do a good job. I feel losing money with the longevity pay, losing the overtime I worked if I get sick, and not being paid time and a half for the overtime I work is a slap in the face considering the late nights, missed family occasions, and losing personal time with my own family that I have experienced.

1528. I think we should be able to have at least a few more days to correct any time entered instead of 1 to 2 days. What if we simply forgot to input the information? What if our supervisor was out sick or something? Also, I don't like our longevity and payroll check done as 1 unit.
1529. With the back-log of work caused by "Edison" not working properly LOTS of problems are occurring and causing more back logs. "Edison" does not do anything in a timely manner.
1530. Because the State of Tennessee has bought into this madness and wasted so much money, no one with ability to replace Edison will take ownership of the problem and admit we have made a mistake. It won't be a very popular thing to do and people will want to place blame on someone. The list of companies that have dropped Edison is a long one.
1531. Edison is extremely hard to understand and process information.
1532. The use of Edison will be very good for the organization , it provided the client with the opportunity to review their personal file . At this point I have been very pleased with its performance even through I have not had the opportunity to enter any time into the system.
1533. With Edison the problems that have arose for the most part are eventually fixed but there seem to be new problems every pay period. I understand the concept of start up flaws but all of the problems that we have encountered seem to be a long ways from start up flaws.
1534. Has instituting this sytem actually saved the State any money? What is the projected time before that happens?
1535. Longevity payments totaled with your normal check and pushing you into a higher tax bracket is hard enough to stomach with this system. When you receive an erroneous longevity payment, which is definitely not due to a human error of mine, nor do I think due to anyone's error that approves my time, it is unacceptable. I was told of my 20 yr. longevity I needed to repay 1161.70 either by check or through payroll deduction. I was told that payroll deduction was the better way to do it and I agreed. Two checks later I received no check and less money going to my savings. Due to a differential in the amount of taxes, I paid more than the original amount. I am supposed to see this difference in my IRS check for 2009. That may or may not be true. But it cost me real money now for no reason other than edison sent me a check that it shouldn't!! And

because people can explain why the taxes were different and why that changed the amount repaid....doesn't make it right. Longevity needs to be a separate check to begin with. To some people that is the biggest check they receive from the state and they shouldn't be penalized by losing a higher percentage to taxes. Please consider making the checks separate again. I would also add that I have worked for the state for 20+ yrs. and have never had a problem with payroll. This system takes so much time and effort than the paper time sheets did. People that were time keepers before do little else now but deal with edison. The man hours that are spent to reduce the amount of exceptions do not help the state run at a more efficient pace so that we may serve the great people of Tennessee!

1536. There is a lot of information on the payroll listing that I feel is not needed. For instance, the breakdown of the 401K distribution. I would like to see the leave information (accrued and balance) listed on the so called check stub information instead of having to go through a different screen to get to it. I would like to see the same information on payroll in Edison as was on the old way of getting the check stub. I would also like to see a separate check for longevity instead of it being included in with the regular payroll check for that period.
1537. In order for State government to be competitive with other states as it relates to state management, I think Edison is on the right track. We need a unified collaborative system.
1538. I am not satisfied with the delay in showing accrual of annual leave and sick leave taken. They never seem to be current.
1539. I wrongly got paid for longevity as the due late for longevity pay was in a different month and I had to arrange refunding the money. I believe this was due to human and system error. The system appears to be good and the edison training is very helpful.
1540. No comments
1541. i am doing fine with the system
1542. I work in the payroll component and although I have not had any personal payroll issues, we have staff who have had issues. (i.e. longevity duplicating in a subsequent month; pay not calculating correctly and no one can figure out why; leave not calculating correctly and no one can figure out why; an employee who was terminated in January 2009, and has been without pay since then was just separated in the system by DOHR and so for some reason, and no one knows why, pay was generated for him; benefits suddenly changed in Edison for an employee and we do not know why and no one knows why; and someone's pay is changed due to a promotion and it generates fine for a few pay periods and then all of a sudden it has reverted back to the old pay...not sure why). On a positive note, I would like to commend Susan Dill, Shelly Fletcher and Trena Maynard...no matter when I have had a problem, they have provided assistance and generally responded very timely.
1543. This process is more cumbersome than what we did previously. This process has

numerous flaws that the administration knew about but chose to ignore, for example, longevity pay, which has cost long term state employees such as myself hundreds of dollars just this year alone. The system could be improved but the state refused and continues to refuse to modify it due to the costs. It is difficult to believe that the state got its money's worth with this.

1544. the system is not really a time saver but(mgmt tool).too complicated.1st expense reports/cash banked quickly.the real problem will be keeping system up & running(under cover-yes)?.
1545. The procedure of filling in the time and leave requests every week and at the end of the pay periods is an undue burden some weeks. Our section can travel for a good portion of a week or be out for training. Then if the backup person is out for some reason as well there are real problems.When you have to enter your time on Friday, check for exceptions and approve payable time on Monday or Tuesday, then enter time on Wednesday for the end of a pay period then check for exceptions and approve payable time on Thurs, just so you can do the whole process again on Friday is kind of ridiculous. You are messing with Edison all week long some weeks.Quite often a project that has been around awhile is not in the system to charge to and someone has to be contacted to add the number to the work unit. This is more cumbersome than the old system and some opportunities are missed to charge to proper projects due to timing issues.Once a pay period was much more precise and easier to work with than the current system.Having to go to different links in Edison to approve leave requests, overtime requests, check the entered time, etc. is cumbersome as well. It would be much easier to see all of an employees transactions for a week on one screen.The educational leave having to go thru a third party can be difficult some weeks too. The employees are preapproved for ed leave and should be able to enter it along with other types of leave to avoid exceptions being generated.Rescheduling hours during a week when the pay period ends is difficult. If extra hours are worked on Tuesday and the pay period ends on Wednesday then the hours can't be taken off on Friday.That would require the accrual of comp time and then another request entered when that can be avoided.The employees leave balance totals being shown on the report time screen or the approve leave request screen would help approvers know whether to approve them or not for employees who are close on leave time instead of having to hunt for them under a different link.
1546. I cannot approve leave time or see their available time. I only have 2 people under me to approve payable time, but it shows at least 20 people that are not my responsibility.
1547. It does not make any sense to me to have a system that is complicated to follow such as this one. SIMPLIFY is what I thought we were suppose to be striving for. Now we have work weeks that require ongoing, as has been, special instructions. There is no flow and fear that we will not understand exactly what to do. I was especially put out by the multiple ongoing e-mails from Edison. I have work to do and did not have time to constantly everyday read 3&4 e-mails a day. It is bothersome that we do not have a system that is simple enough not to have e-mails regularly about what to do and not to do. Who came up with this crazy system?????????Computers are suppose to simplify not

complicate if we know what we are doing and how to utilize them to our advantage! This has costs us how much??????????

1548. With the implementation of Edison I have more insight into information concerning my compensation and benefits than ever before.
1549. I'm willing to give Edison a chance-some of the problems have already cleared themselves. If I do encounter a serious problem-I would have no second thoughts about contacting someone. I think the superusers have been angels in defusing most problems. I say let's give Edison a "Fair" chance.
1550. Every month my paycheck is different. I don't know if it's correct or not. In the past it was always the same. Now I have to wait until I see it on line to know for sure what it's going to be. My longevity was combined so I really didn't know if it was correct or not. We no longer do our time on the Edison system and we are so grateful.
1551. Edison should have been a conversion of TN3270 into a Windows type of program. TN3270 had all the payroll info set and was correctly paying employees, carrying out payroll deduction requests, etc. With TN3270, I could approve timesheets for three (3) employees in about 10-15 minutes, but with Edison, it takes double or triple the time to accomplish this task. My employees are still concerned about whether they will be correctly paid. With TN3270, the managers above me could, in my absence, approve time sheets, but Edison does not permit this important function per the Division's Edison Contact Person. Personal info, in the database that is not accessible to employees, is about 85%-90% accurate. Fortunately, the departmental "Edison Reminder E-mails" are starting to become less intense in terms of tone. Is it possible for the Edison Group to program the system so that an employee must complete all timesheet related tasks before he or she can begin the work day? This action would replace reminder E-mails which waste work time and computer time. In closing, I am not opposed to a more advanced personnel database, but is it too much to ask for Edison to reach the high standards of performance and capabilities found within the TN3270 system.
1552. It is very necessary that all Staff attend a mandatory Edison Training. I support the system and hope the State Govt. will improve on it and keep the Edison method going.
1553. Some areas of the travel/expense section are not that user friendly.
1554. Multiple approval of Payable Time due to repeated correction runs
1555. Edison is okay, but it has resulted in double the work so to speak. Our office has to do an "in house" time sheet in addition to reporting in Edison. the same goes for mileage. The time adds up, and being overstaffed to begin with, it just does not seem as efficient.
1556. Edison is much easier to read and understand than the old system.
1557. WHY FIX SOMETHING THAT WASN'T BROKEN. THE OLD SYSTEM WORKED

JUST FINE. WE ARE ALL DREADING THE TRAVEL WHEN WE ARE TOLD TO USE EDISON FOR THAT.

1558. Edison was implemented before it was fully ready. Integrated testing should had been conducted to the fullest extent. A dual system (old and new) should had been utilized for at least six months to compensate for any errors, which has happened often. Being told "you just have to go with the flow until the system is fixed" is very unprofessional. Our leave balances need to be updated quicker than they are.
1559. Longevity pay needs to be separately. Times are difficult for all of us and to have less money is stressful and makes for a dissatisfied employee.
1560. the split work weeks are a pain to remember to key. what if you are out sick on a day to key your week. if you do not have a computer at home what do you do? when you have to key your week in ahead of time and you are unaware if you may have to leave early or if you will have to be out sick. these are problems that should have been taken into account before this system was put in place.
1561. I miss having the old payroll sheets which were MUCH EASIER TO READ AND FIGURE OUT.... !! AND THE FACT THEY WERE MAILED TO MY HOME...!!
1562. Hours entered and approved time have taken as long as nine business days this week (04/28/09) to be updated by the Time Management subsystem. The email we relived stated that there was only a 24 hour delay.
1563. I don't like the fact that all my personal information is available on-line, not to mention everyone in my family. We are just now starting the travel part of Edison and do not like the way it is laid out with all the going back and forth and repeating everything, that you had previously entered. I hope that the reimbursement will not be an issue because of this.
1564. The computer training was very hard to understand. Thank goodness for our Power Users and in house training provided! In the beginning my employees were not accesible. The system was very tricky on entering job plans! I would have the whole job responsibility entered and it would disappear. It took several times to learn why it was doing it. Now it seems that every time we are to check payable time it is not accesible. The system seems to be down too much. The system also does it's own thing without notifying supervisors. For example, I had an employee that was working a Saturday, which was in the same week but a different pay period than the Monday she took annual leave. Edison automatically rescheduled the work week. I was unaware that Edison could do this with it being two different pay periods. I had already approved the annual leave for the Monday the week before/ahead of time. It just seemed like a mess.
1565. My supervisor cannot see my requests for leave after they have been approved. Also seems to be a lot of lag time between submitting time and it showing up for my supervisor to look at. I have also submitted time that never showed up at all and was able

to be paid only because someone at our regional office entered my time for me. Now, I make copies of everything I do so I can show that I submitted my time on time. So much for saving paper. And this system is taking a lot more time.

1566. Edison's problems are too many to enumerate. Could write a book. I only work with the timekeeping module in Edison. To begin, training for Edison -non-existent. Training session was simply a demonstration. Even training, however, will not fix the problems with the system. EDISON WAS NOT DESIGNED TO DO WHAT THE STATE OF TENNESSEE NEEDS IT TO DO. It is a boxed program that does not meet the needs of the many facets of state payroll. As a timekeeper, I enter the time for all employees in my section (paper time sheets) and have had various complaints from the employees: received 2 longevity checks and had to repay; did not receive annual and sick leave accruals; did not receive longevity check; did not have checks deposited in bank account on 2 occasions; received check for about 1/10 of regular salary, etc. If an employee takes sick leave and works overtime in the same week, Edison will apply the comp leave to the sick leave, making the employee use comp leave even though they were actually sick. State's way of not paying for this time since an employee does not get paid for any sick leave accrued upon the employee's departure from the state. Since the employee is forced to use comp leave when they are actually sick, they should be allowed to use sick leave for vacation! My question is why did the rules of timekeeping change when we started using Edison? Edison is not a true reflection of what an employee works or is absent from work since it manipulates the time. Edison is not tolerant of people who work any type of different schedule other than 7.5hrs./5days a week. Employees who work 4 days a week must change their schedule to 7.5/5 on holiday weeks. They must adapt to Edison rather than Edison being able to adapt to the needs of state employees. Frequently, Edison generates exceptions for no apparent reason even though time has been entered correctly and requests have been entered and approved. Receive exceptions such as "Not Eligible for Holiday" or "Verify Holiday Eligibility" which have to be researched and corrected. At times, when time and/or requests are submitted, they mysteriously disappear and have to be entered a second time. Edison is one of the most time consuming tasks I have ever encountered. I have to stop what I am doing several times a day to enter somebody's leave or OT request, enter time, check status of requests, check exceptions, check payable time, etc. Our department requires that time and leave be submitted and payable time approved on a weekly basis. Exceptions must be checked and worked on a daily basis. One would think that as long as the time is entered correctly, requests are approved, exceptions cleared, and payable time approved before the deadline, that would be sufficient. Why must we have to do these things on a daily basis? In previous system, timekeeping was done 2 days a month, period. Seldom had any problem. Now, there are multiple problems every pay period and something to do in Edison many times per day. Like many state employees, I do have other job responsibilities that have to be put on the back burner for Edison. Deadlines-that's another story. We are required to submit our paper time sheets, have our time entered into Edison, have exceptions cleared, and payable time approved before the pay period has even ended. This causes employees to have to project their time days ahead and sign time sheets that may or may not be complete. Since the state pay is 2 weeks in arrears, i.e., pay period ended 4-30 is not paid until May 15, why should not the deadline be at

least a day or two after the end of the pay period so an accurate timesheet could be completed and signed. And, an even bigger problem exists - in my opinion - when employees are allowed to enter their own time. This is just a formula for timekeeping fraud on a huge scale. Most supervisors are so bogged down they do not have time to check to see when each and every employee comes in or leaves the office. And, in my experience, most employees do not - nor should they be expected to - know how to figure their time. Who will catch the errors that are made - some to the benefit of the employee and some to the benefit of the state? No paper time sheet to compare to the computer input. Many supervisors hit the "approve all" button without ever looking to see what time has been reported. I could go on and on, but I must get back to my entering time, requests, exceptions, and payable time. In closing, I certainly am glad that this problem has come to your attention and I sincerely hope that some remedy will be sought. It appears the state has been conned into buying a \$136 million dollar system that just is not working.

1567. Every 2-3 weeks it tells me that I need to change my password. Then sometimes I am using the correct password and it takes about 4 - 5 times before it accepts it. Whether at work or home.
1568. It would be helpful if we did not have to enter leave one day at a time.
1569. I am not one that does not like change. I except change as a constant part of life and I embrace the positive of it. With that said. Look guys let's face it, the system needs work. Broken beyond repair...I don't know. I think there is a clear need for change to make the system work better. Let's talk about training. The point and click see-it-try-it-do-it-know-it method was ludicrous and insulting - more so when we were constantly told, "Now when we go live, this will probably change. We're not exactly sure how this will play out." The trainers were little more than baby-sitters. Lots of, "I'll have to get back to you on that." And where was a virtual atmosphere to practice? I was told that the sandbox would be a great way to learn the system except that it was not up yet and no target date had been set. When it did come up, it was more point and click, no substance. A better understanding of how it works and that includes updates when things are changed in how a feature functions is a big part of it. And you can't put a bunch of people in a big room and run a slide presentation and think that has them trained. You can't change things from the way your manuals say and not send out an update to those manuals. I was not the Edison power or super user, but I had to learn the system and what it would and would not do to help others as the backup T & L. Some are just so scared of making a mistake. Others put it off till the last minute because of difficulty in using it or fear of putting something in and then having a change. This goes back to training. Training and updates are a big part of it. Yes there are payroll and benefit problems, but there are many really great features. Some errors have been human error, but not all can be attributed to human error. The initial start up was an absolute fiasco. It took fully 5 months before I could see all the people in my division. I could access people in other divisions. Some days I could see half of my people; the next day, the other half. This rocked on for a long time - never knowing who was where or how to manage time and exceptions for those I could not "see." Currently, I can see all of my 83 people and many

people in other divisions. Why can't we isolate just the people we need? Untold extra hours were required by personnel at every level. Training that was received was inaccurate when the system went live. The rules of Edison were "shifting sands" for months. Edison has placed unnecessary burdens on our supervisors. Managing time and exceptions requires at least twice as much time as our former system and ten times more frustration. Navigating through screens to determine what may have caused an exception is cumbersome and time-consuming. Waiting for Time Administration to run to see if an exception is actually cleared can be DAYS. Why can't we have instant updates? Surely someone could have developed a program to avoid these sporadic, lengthy run times. And to have an employee's information in an easily accessible format "rather than going in and out of menu choices, having to reenter ID # and date each time" just to check to see what (if anything) Edison has done. We thought Edison would make the payroll recording process easier, but that has failed to happen. As the backup T & L there have been a number of issues both with money and leave miscalculations. Two of our employees had to wait for a paper check at start up because it didn't work right. I had one person who had her time changed at the end of a month after the processing for that month was completed. Her time was changed from regular hours worked to sick leave and it affected her time off that she could take as it took her comp time away. I found the people who man the Edison helpdesk to be courteous, ill trained, lacking sufficient knowledge and filled with pat, non committal answers. "We are aware of the problem" and "It is being handled" were the standard answers. When pressed for an answer about a timeline I was told, "Soon". The Edison help desk discourages people from calling because of this type of response. Reports: There are none. We enter great amounts of detailed information each pay period per employee. The ability to access this information in report form would justify the trying-my-patience aspects of Edison. Shouldn't this have been standard for a payroll system? Examples of reports I would like to be able to generate: Time sheet for each pay period for individual employees Hours worked per Task Profile ID (Labor Distribution) Overtime Selected information (i.e., staffing patterns; employee by cost center, Edison ID's, Edison position #'s, etc.) Could we have a screen where all the information fits on the screen, instead of collapse, scroll sideways, now-what-is-the-name-of-that-column?, how do I print this? Printing anything in Edison is difficult and/or only magnifying-glass readable. Our personnel did a great job in complying with training, deadlines and everything else that was asked of them. The kinks have still not been worked out, and we are almost 8 months into this thing. Managers and supervisors who have been working overtime to meet the needs of the unemployed in our state count Edison a curse. It robs them of precious time and adds to the stress load. A brighter idea? The real question here is roll back...we have spent too much time and money on Edison. Someone needs to make this thing work the way it needs to work for the State of Tennessee. And we need better documentation that is up to date. If we are to keep Edison it needs to be fixed and that is the bottom line. We have paid enough for this product and we should get our monies worth.

1570. As of this time, I have only utilized the Edison system for timekeeping and the employee evaluation process. The functions of Edison seem to be easy to use and as far as time reporting it is easier for the timekeeper in our department because of the various funds we use in which to enter payroll hours. We no longer have to enter each fund seperately for

each payroll date, we just enter the fund once and total the daily hours under that fund.

1571. At the present time I am the supervisor of only one employee. I continue to have a large number of time sheets for employees I do not supervise show up for approval on my Manager's payable time page. Most of the time, the timesheet for the one employee I do supervise does not appear on the payable time page. This situation has been ongoing since the Initiation of Edison. I have repeatedly brought the situation to the attention of the contact people for Edison but have yet to have the problem resolved.
1572. We continue to have to key payroll in more than once. And if Edison drops it when downloading from MMS there times we have to key it in both Edison and MMS. Parts our daily projects can't be keyed in until someone downtown does their part and that person doesn't know to do their part until we call to tell them to do it, after exceptions are generatered. The longevity being put on a payroll chack so that more taxes are taken out is bull. I don't make enough as it is, I don't need the government taking any more of my money.
1573. Edison is a joke. Someone made a stupid decision and it appears that it will be like everything else; no one will be held accountable. Edison is no user friendly and designed to confuse.
1574. I believe that the system is very complex and requires a great deal of time and attention for users, especially those associated with the Time and Labor and the HCM Modules. I believe that additional system enhancements that will provide error messages and edits will assist those employees who have department and statewide responsibilities to ensure that employees' pay is accurate should be implemented immediately.
1575. The only issue that concerns me is weeks when the pay period ends during that week. You have to enter for the week and then go back to alter if you had to leave toward the end of the week. This requires you to go back in and make adjustments, notify your supervisor to approve... My supervisor has been requested to approve my time 2 months ago and she is still unable. The T and A clerk has to do it.
1576. I have called Edison Help Line and was told to "look in your Edison Manual". When I told her that I did not have an Edison manual, she directed me to the web site and then she could not find the link I was supposedly to go to for assistance. The problem was with entering a Job Plan. She could not answer my questions nor could the regionally trained staff. I ended up telling her goodbye "I will figure it out later". In other words the Edison help line did NOT help me what so ever! She could not answer my questions. ALSO: when the Peoplesoft program was written for Tennessee, WHY did the folks in Nashville not consult regional experts who know issues related to Time Sheets and Payroll for the regions. Things have come up that make it obvious that the Edison/Peoplesoft have not heard of nor know how to handle. Seems some directions are "made up" at times. For instance, when working over a holiday or weekend and told to put in one of two things(annual or comp) and Edison would change to another thing, OR if Edison did not change it we would then need to write Edison about the discrepancy and

it would then have to be corrected. WHAT IS THAT!!Also, why are paychecks different sums every month? Before they were almost the exact same every 1st and 15th pay check. Our regional staff has worked very hard and spent countless hours re-etering or corresting Edison issues. They have appeared frustrated with lack of knowledgable support from Nashville.

1577. Our department had major problems so it decided not to use edison to keep up with our time. We use HRIS for time keeping. We do use Edison to view our pay checks and deduction informantion and ect.
1578. Edison seems to be more time consuming than the previous payroll system. Do not like the calculations/deductions taken out of longevity pay since we receive less money.
1579. it appears to me that the system is designed for corporations(8-5 jobs)--I sometimes work after hours, weekends with no conception of the time to request
1580. While I haven't had problems,I find Edison confusing to use. It has far too many hoops to jump through. Going back to check leave summaries and payroll info is just more difficult than it needs to be. Time, in particular, seems to be a jumbled mess.I can deal with it, but I don't have much faith in it. If they were going for something more accurate and streamlined, they missed.
1581. Woefully inadequate training was provided, as well as inaccurate training materials. The downloaded training manual made reference to 'see example in diagram XX' and that diagram or example was nowhere to be found in the training material.There is a lot of on-going confusion and mixed signals communicated over split weeks. This problem needs to be fixed.There is a very negative feeling in general among many state employees that the reduction in the amount of longevity is associated with the implementation of Edison. Most of the state employees that I have spoken to, feel that this is just another way for the State to reduce our benefits. There are very bad feelings among state employees about this issue, especially at a time when we are not getting raises. This system results in a tremendous investment of supervisory time whereas prior to Edison, trained clerks managed the timekeeping. Doesn't seem very cost-effective in that respect.Another big issue is having to key time before the time is actually worked. This is a very error-prone situation and needs to be corrected.Although, I have not personally experienced a problem with getting my pay, I have heard of some people who have. I continue to worry every pay period about whether I will get my pay, and what would happen if I don't. For this reason and the other reasons stated above, I have developed a negative and insecure feeling with regard to Edison “ usually, I am very open-minded about new developments in technology.
1582. One recurring problem is where people submit time and then it vanishes from the system. A related problem is when the time has been approved and then the approvals vanish. Something that has happened more than once is someone's time will be submitted and approved and then days later it needs to be reapproved because "something changed" when in reality, there was no change made by the employee, time keeper or supervisor.

Have had employees almost not get their full pay because of this. In the old system, time was entered, validated and approved within a short time frame. In the new system, at least two people in my office have become pretty much full time Edison employees. What used to take the supervisors around an hour to do now, over the course of several days, several hours to do. Someone apparently grossly under estimated the processing requirements for this system. One big question is, why can we not have true up-to-the-minute processing of time/leave entry and approvals as opposed to having to wait 1/2 a day to see if what we did was accepted by the system? The LONG wait times between submission of time/leave and the updates draws out the whole process way too much. For a system that was supposed to make things easier and quicker, it sure has done just the opposite. I hope the vendor(s) are being heavily penalized for their gross negligence in what has happened.

1583. The only issue I had with Edison was several times I keyed time worked in Edison and a day or two of the time would be missing from the system when my Director would approve time. I am not doing anything different, however it has not happened in several months.
1584. I have dial-up in my home office, which is way to slow for Edison to load properly. Not having high speed internet is the only major problem I have with Edison.
1585. The Edison software appears to be set up for a bi-weekly pay schedule where employees are paid every other Friday. When the State pay period ends in the middle of the week, employees were left to their own ideas as to how and when they should submit their time. Initially it appeared that employees were encouraged to submit their time in weekly blocks but this does not work well for semi-monthly pay periods. We have since received instructions to submit time for the whole week if the pay period ends early in the week and then go back and change our submitted time later if something changed. This is not a good idea as it requires employees to submit time that they have not yet worked and requires them to guess about their upcoming leave requests.² I do not believe that you can submit a multi-day leave request if the leave covers parts of two pay periods. I tried this once and ended up having to submit another leave request for the portion of the leave that was in the second pay period. A five day (37.5 hours) leave request was submitted in Edison and three days were in one pay period and two days in the next pay period, Edison only accepted the first three days of the request and a second two day leave request had to be submitted. So the result was 7 days of leave requests had to be submitted for 5 days leave.³ The time administration process does not always run as scheduled. Sometimes it takes several days before submitted time shows up as payable time.
1586. Edison has added many more steps to all procedures that are involved in Edison.
1587. My supervisor rarely, if ever, gets my timesheet. I used to turn in a simple timesheet 2 times a month. Now I have to report on Edison about 6 times a month.
1588. Filling out the old time sheets and requesting leave was easier on the old system.

1589. It seems that Edison was not properly developed before implementation. The system seems to be geared more toward paying employees every other week than semi-monthly. The current setup combined with semi-monthly payment is drastically flawed and is not user-friendly. Edison needs to be changed to get away from the weekly submittal (sunday-saturday) or pay needs to be changed to reflect the current setup. Additionally, Edison is still unable to handle work organization and the heirarchy in state government. My direct supervisor has not been able to "see" me since Edison started in September. Initially, I was listed under another employee, who was able to approve my time per my supervisor's instructions. When we submitted to Edison to have the situation resolved, I disappeared completely. Now one of the admin. staff has to approve my leave/time/overtime/etc. This has made it difficult and extremely time consuming to do basic things like approve leave or approve time. Obviously, I am not the only one with these issues, and I can only imagine how many employee work hours are wasted on trying to navigate this ridiculous program statewide. In summation, Edison is not properly tooled to handle the State's payroll requirements.
1590. I fail to the use of paying 100,000 million dollars of tax payer money to install a computer program that is to assist us in increasing productivity. We are told it will help then we are told to continue with the same old paper submissions but at a greater frequency than the old way. Also, because we have this new effective way of doing things they add one more form to fill out on how we spend out time during the day. THIS IS NOT INCREASING OUR PRODUCTIVITY. IT HAS THE OPPOSITE EFFECT.
1591. when you enter the time and approve the time,When the system runs more often than not it will unapprove some of it.And then 1 or 2 payperiods later you will have to reapprove the same time again.This Happens Each Pay period!
1592. The only problems I have seen with the Edison program is that we are paid twice monthly, but time is keyed every week and if it is a split workweek has to be keyed twice in a week. We had gone to just once a week, but then backtracked to keying split work weeks again. This was not updated on the Edison calendar that we have so often been told that we should follow.
1593. I miss getting a payroll deposit letter. Everyone dosn't have time or access to a computer to check it. I also wish we would get separate checks for longevity. The additional deductions can amount to several hundred dollars, when an employee has 20+ years.
1594. Edison requires that I have my time entered the following day. I work a job where I may not be able to get to a computer during that 24 hour period. This is ridiculous, especially since the state runs 2 weeks behind on pay. In other words, if I'm late on getting my time entered, I will not be paid, even though the pay is for the former 2 week period not the the most recent 2 week period.
1595. I've had issues twice with changing my password. Repeating the process was necessary to accomplish this task.

1596. My only comment or complaint of the Edison system would have to do with the future switch from monthly payment to bi-weekly. It took some time to adjust to being paid monthly when I began employment, and the change might make it difficult to make my monthly bill payments that first month.
1597. I don't personally know of one person who has a good thing to say about Edison. Staff are worried that they will be the next person to be adversely affected by the Edison program. It is a morale nightmare!
1598. I'm a time keeper and Edison makes my job more complicated than it used to be. Employees have a hard time keeping up with turning in overtime requests ahead of time. It was easier when we did payroll on the 15th and last day of the month. Edison wants it in every week and it makes it hard when the payperiod ends midweek.
1599. I don't see any improvement over the way we did it in the past. Seems to be more ways you could cheat if you wanted to. You sign in and key before the pay period even ends. too much trouble.
1600. My biggest problem with Edison is that it can be very confusing even after training.
1601. I feel that the Edison Training should have lasted a day or two instead of a half day. Training should be offered to everyone that is employed by the State Government.
1602. it is a piece of junk that was not designed to handle every branch of the state government. it is time consuming and a waste of man hours, compared to the old system. every pay period we are having the same problems with entering and approving time. the state should have paid closer attention and conversed with the other states that have already scrapped this program. the state should have paid attention to the red flags when Edison was constantly not meeting their deadlines on starting this program. I now spend twice the time on the computer that I used to thanks to Edison. It was a lot simpler to look at the old pay stubs to keep up with your information instead of having to go online to view it. The average road trooper now spends more time doing administrative stuff on the computer than administrative personnel were doing a year ago. As a state employee and a taxpayer I feel that the money spent on Edison could have been used a little more wisely.
1603. We need more communications and updates for any changes.
1604. Should have had some training, the training on the website was hard to understand.
1605. The system is inconsistent. One day it works and the next it doesn't. You think you've entered your time and then for some reason it doesn't go through. Then we're publicly called out for not having our time entered when the system isn't working. Also in approving employees' time, it doesn't always pull up the time they have entered. It can be very frustrating.

1606. I am an employee that works in the Time and Labor and HR fields. I find this system is not user friendly. I have difficulty trying to figure prior service. The system does not list if an employee is out the majority of the month. In order to calculate this you must go back thru the T&L and count all the hours worked. This is man hours that should not be used. Our old system placed a code "62" on the history screen that allowed HR to see the employee did not get credit for the month. This Edison system also does not allow departments to view the history of a terminated employee from another department. When I term an employee DOHR must approve the term which has caused several overpayments due to lack of awareness how the system was scheduled to work. This has also prevented timely lump sum payments for terminating employees. This has caused difficulty to the departments to explain to the employee where the money is that is due to them. This has caused a strain on this office to explain the problems. No longer can we help employees with rating on a register. We must forward all calls to DOHR. This has caused problems with people yelling at me because they can not get a straight answer from anyone. When errors are made due to human error to get it fixed is a nightmare. Edison does not fix errors easily. We have more pay issues now than ever before. T&L has become a nightmare. Our timeframe to enter T&L into Edison and have every thing approved has become so tight that it is nearly impossible to work all exception and approve all payable time with no problems. You must submit leave and OT request and approve them multiple times before Edison will acknowledge they have been entered. Then each time you must wait for Time Admin to run. In CICS this was a 15 min project with Edison it has become an all day project. I could work exception in CICS and have them approved in \hat{A} ½ a day for the whole department now it requires OT to try and fix just part of it. Then you must wait for Time Admin.
1607. I have worked for state gov. for over 30 years, as a secretary and have NEVER seen a more flawed program! I spend over a third of my time dealing with all the deadlines my department has for completing the time sheets, - why Edison runs their program 3 times a day, I don't understand, but worse, we have been told to check the system for leave/overtime and payable time at least 3 times a day and approve them all to keep an "exception" from coming out on the system - this is NOT logical! WHENEVER the supervisor are allowed to approve, they will not be able to be chained to their computers ALL day, like the secretaries in my Department are to keep the Edison system satisfied. There is no reason for this to be as time consuming as it has become, not to mention that the system is not user friendly to begin with - everything you do in Edison, requires you to go to a different screen - you key in your time on one screen, your leave request on another screen and your overtime request on a third screen. THEN, if you need to VIEW any of those requests, to see if you did request them or to find out if they've been approved (again, the secretaries are doing the approving in DCS at the moment) you go to a FOURTH screen! How logical and "user friendly" is that? THOSE are my "current problems with Edison" that I am experiencing on a daily basis. (as people request leave and overtime and key in their leave daily, as they are encouraged to do - and we are told to make sure that these are cleared up/approved before they can come out on one of Edison's three "runs" daily.
1608. 3270 was a lot better and easier. Everyone is tired of seeing minus' (-) in the remarks on

their paychecks and not knowing what they are for. You are required as a supervisor to approve the minus' and dont even know why you are doing it. You approve time and it comes back the next day as still unapproved. Time admin doesnt run enough to meet the needs of personnel in the eastern time zone. The HELP desk is a joke cause everyone complains they get no HELP. Edison is a terrible system and needs to be abolished and 3270 brought back.

1609. I hope it works because alot of time and money has been invested in this system.
1610. I hope all phases of benefits are soonput in the system; enabling me to check401K, etc. at a glance. Edison seems tobe just great!
1611. the system does not update,
1612. time sheet be better approval by two person such as supervisor or manager Because if one of them sick leave or annual leave or he had state travelling, or meeting...ect, so other person can approve the time sheet.
1613. I do not like the way our longevity is added to our regular pay now. We are paid very little for the work we do and depend on that longevity check. You have just discovered a way to tax us more and pay us less.
1614. I do like that we are able to view history information online easier than the old system. I don't like that we can get an exception due to info submitted but not in the system at specified times.
1615. The Edison Time Reporting system is easy to use and paychecks are deposited on time.
1616. We are now over six months into the implementation of the Edison system and my supervisor still cannot view or approve my time, leave requests, or overtime requests. According to my supervisor, this situation also applies to three more of my coworkers. These problems have been reported multiple times, but still have not been resolved.Despite an October 2008 e-mail that appeared to indicate employee profiles would be edited to appropriately reflect accumulation of compensatory time versus payment for overtime, this adjustment to profiles has apparently not occurred.Occasional glitches in functionality are still apparent within Employee Self Service modules. Links frequently do not work or do not lead to the indicated information. Periodic problems with access permissions are also apparent with some modules.Continued problems, either personally experienced or reported by others, do not instill confidence in the ability of the Edison system to function effectively in the intended roles. Frequent indications that Time Administration is not running as scheduled and the issues noted earlier in these comments serve to emphasize the compromised nature of Edison and exacerbate the belief that this is not an effective system. Reports of other states and institutions abandoning use of the system also cast doubt upon the viability of Edison.
1617. Unfortunately the time keeping tasks were not covered by this survey. I have had

significant issues with the cumbersome task of time reporting and approval. So much so, I have not had the time to really give the attention it deserves to double checking my payroll and leave balances. I miss receiving the pay stub as it prompted me to check for accuracy. Edison has taken a significant amount of my time that used to be spent on technical duties and responsibilities of my job.

1618. I have been a timekeeper in the past using the data capture system. Edison is much more complicated. The only training I received was on-line and I would have benefitted much more if I had received some classroom training where someone could show examples of common problems and errors. I've had to learn the Edison system mostly by trial and error!
1619. The Edison system does not allow flexibility with the work functions of field personnel. The job description is to go do inspections to protect the health and safety of the public which may take you out of the office for several days but Edison must be entered every week and time approved by a supervisor immediately (i.e. that day) or exceptions occur. This would require the supervisor/manager to be on the computer and approving in Edison constantly and not doing the primary function of the employee to protect the health and safety, the classic tail wagging the dog syndrome. Not efficient use of limited resources and definitely limiting the ability to serve the people of Tennessee as per our mandate. My manager does not have the ability nor any personnel above him in our Division management chain to view or approve of the time for my staff in case of absence due to training, work or vacation. This does not allow for proper oversight of the staff. The time accrual is not real time as it was supposed to be, Annual time and sick leave time are not accounted for until a month later. If leave time is requested and leave time taken then it should be immediate and viewable, not having to wait on some system to run. One limitation of the current input of time is that the Edison timesheet are set up on a weekly basis not on the time frame the state uses. The state payroll and timesheets are for twice a month periods the 1st to 15th and the 16th to the end of the month. If the Edison system had timesheet entry for these two periods instead of the weekly format this would eliminate a whole host of the exceptions being currently seen in the system. When a person accrues overtime during a week and later in the week takes sick leave for a doctor's visit or etc. the overtime (i.e. comp time) is taken instead of the sick leave. According to the department's rules for use of sick time this limits the employee's ability to use the comp time for their use (which is similar to regular annual leave time and has no restrictions for reasons for use of leave. Note that there are specific restrictions and requirements for the use of sick leave per our Employee handbook and personnel rules. In regards to the initiation of this system, countless hours of training have been completed and implemented to implement this system. However, the training provided, which has all been computer based tutorials, has been cursory and minimal at best. The lack of interaction with a knowledgeable person has been a significant detriment to the ability to understand the system and how to address particular situations with the system and, in my opinion, has contributed significantly to the problems occurring in implementation of the system. A proper format would have been to test the system and implement the training per the functions that most employees will use. Overall the system has increased the time keeping function of employees and supervisors by 300 to 400%. The cost in man

hours of skilled technical employees at high hourly pay rates significantly increased the cost to the state for payroll time keeping. Prior to this system the old system took a supervisor less than half an hour per month to complete approvals for time, now on average it will take 4 to 6 hours per month this is a huge cost increase and loss of effective use of personnel. Clerical staff use to do the time entry at one third the hourly rate of pay but this is now the supervisors, managers and even Deputy Commissioners having to do hours of time entry and approvals so people could get paid, this is not efficient at all.

1620. Edison should operate in a manner consistent with policies, rules, and regulations of the State of Tennessee. Delayed posting of leave accrual is a significant problem. This has the potential to be a good system if the State will require Edison to mold the system to accommodate State policies.
1621. Not enough training was provided before we went online. I'm learning by trial and error. However, the system requires many steps, which make using Edison time consuming. I can use the system now, so I'm getting used to the many keystrokes.
1622. I find that those who have the biggest problems with Edison are those that are not very computer savvy in the first place. Meaning that they can do only specific things as needed or specific learned tasks but do not really understand how the computer system works; therefore they have a problem understanding Edison. Having a knowledge of Excel or Access would benefit those who have to work with Edison for input. In the corporate world you have to be computer literate to even be considered for a position, but in state employment that seems not to be important.
1623. why no do a survey on the financials and procurement parts....ha!!
1624. Edison causes more work than the old system. Some department got extra positions to deal with the extra work while others did not. There were functions of the old system that Edison cannot or will not do.
1625. Edison HCM does not support the monthly pay cycle of my department. The interface seems overly complex, but the self-service is a major improvement.
1626. The data capture system was keyed by a timekeeper and there were no issues or problems. Edison requires LOTS of time on the part of the employee and the managers. Even then, it does not always run timely and we often don't understand why it does what it does. When it was first introduced, we were on our own to learn what worked and what did not. The training was generic and not helpful.
1627. Edison payroll has been much easier and more user friendly than the previous system.
1628. I have 45+ years service and the service credit screen shows that I am not eligible for longevity. WHY?????

1629. Too many steps,too time consuming, no reasoning as to how comp time,overtime is calculated,why time is added and subtracted for no apparent reason and why your payroll amounts are a few cents different each time.
1630. Also, in travel claims Edison states that the state of tennessee map mileage is wrong
1631. The entry process leaves something to be desired. When time is entered you have to go back and recheck and make sure it is actually in. Also, the problems with approving time has been a big issue. It also has to be rechecked.
1632. I just would like to state that all though i haven't had any trouble with Edison yet there are many who have and this is not hear say these where real events that took place. This new program was to make things easy when really the way it was done before was the easier way. Plus alot of people can not understand how to read the check stubs now. I think if you want to have a new program you should get everbody ready and make sure they know what to do. because one error can mess up everything and then if its on your check you have to wait long periods of time before they can fix the problem. so say i go and check my edison before my check is issued to look at my check stub and there is a error on my check let say my insurance took out to much money, ok so now my check it short and it can be anywhere up to 6 to 8 weeks before i'm reinburst so please tell me how i'm going to pay my bills that are due. Also if the state gave us to much money on are check they would want you to pay it back in full before the week is out, but at the same time if you have a error on your check you have to wait forever before it is corrected. Why is that? I know that sometimes with new programs they have errors but its alot of them. So to me this is are money and everything is okay until it happen to you. So if you can fix all the errors good but if not there has to be a nothing way.
1633. Edison is not a good program. That is quite evident. Someone did not do their homework. Every payday it is the same problems. Edison personnel don't seem to get it.
1634. Support is poor.Computer equipment is out of date.Dial up internet access is too slow and get no support to get high speed.Paperwork has to be completed and approved even on scheduled days off.
1635. I have not found a resolution to my reimbersement check and have not been able to trace it. no one has been able to tell me anything!!
1636. I do not understand the logic of taking management personnel and turning them into payroll clerks. My supervisor spends way too much time inputting leave and overtime and then approving and correcting, and sorting through problems. The State may be saving money on this new system, but the waste of human resources is astounding. I know systems like this are starting to be used in private industry, but I doubt very much that management is doing the input work.
1637. We need to move forward with a hybrid system of time entry. Our agency centralizises the timekeeping for all employees. Employees and supervisors with reasonable computer

access need to key in their own time and/or their employees time. Otherwise, those remaining employees without adequate computer access, can have their time keyed in a central location. The new HCM component has only placed more burden on our agency, rather than relieve burdens.

1638. The time frames for completion of Edison often conflict with other job performance responsibilities. I am sometimes out of the office when time needs my attention. I recently awoke and went to work on Edison at home as I had to travel that day to a meeting without internet access. The resolution of errors can be worrisome if not time consuming as the system is not real time. If someone else completes a task because I have been delayed, I am not aware that the issue (leave or OT approval, payable time approval) has been handled or if handled appropriately. The pages often exceed the size of the screen and selections to overcome this problem are most often off screen. Remembering passwords can be difficult with the frequency of change and writing them down compromises security. Split weeks increase time pressures; paying biweekly would be helpful to me and staff as well as reduce required paperwork.
1639. It is a new system and just the other day, I was shown shortcut steps that are not in the 306 page manual. It was put in place before a real good test period to see what all might happen, good or bad.
1640. The process of completing Edison sheets and also approving Edison sheets for employees you supervise is chaotic and inefficient. The fact that this has to be completed weekly and sometimes twice a week is extremely time consuming, much more so than the previous system. The idea of "estimating" time, which is often required during split work weeks is absurd. It is almost impossible to estimate and causes double work when you have to revise the time sheet and resubmit for approval, then resubmit to the timekeeper.
1641. The Edison Time keeping system should be more interactive. It needs to alert the supervisor when leave/overtime requests are entered and let the staff person know when requests are processed.
1642. I personally have have not had a problem with Edison. I get on there alot. I think the problems that have happened are just training issues and the longer it stays it place, people will know what to do.
1643. Not able to see our beneficiaries and the flexible benefit reimb is 2 slow.
1644. For my own personal payroll & benefits usage the system has been ok, but to assist other employees I am not satisfied and have experienced problems.
1645. I like to have record of my pay stubs I have not been able to print anything off of Edison to date.
1646. time consuming, have to keep repeating the process over and over. It is everyday errors, errors errors, you correct them and you have to go back and correct again. It is never

ending the old system was much better.

1647. As an auditor, one of the most common issues that is brought up are related to the many problems experienced with Edison. In my opinion if this contract is not already over budget lots of monies will be wasted in order to get Edison to its prime functionality. If this were the private sector this contract would have been cancelled long ago. If we really want to stop wasteful spending this would definitely be the place to start. Not to mention the many state employees that were probably trained to do the same work, who will probably leave to go and work for the private sector to make more money. When the bad outweighs the good its time evaluate the situation and make the right decision...not the same decisions that leave us without money and continously scratching our heads as to what went wrong.
1648. I feel that Edison has caused more work and headaches to all personnel offices. Before time was only reported twice a month and now it is at least once a week and sometimes twice on paydays. The old system seemed more efficent.
1649. I HAVE NOT HAD ANY PROBLEMS ACCESSINGMY FILES FOR TIME REPORTING, PAYROLL INFO, LEAVE REQUESTS, ETC. I ALSO LIKETHE WAY I CAN PRINT THE THE SYSTEMRESULTS.
1650. An employee I supervised failed to get paid after her transfer...it got worse after that...
1651. Edison has made my job more time consuming and confusing. Too many screens just to do one transaction. Took away access that I previously had. Too many tabs just to find out information. I think by Edison being an internet based systems there are more glitches and downtimes. More complicated when I thought Edison was supposed to make our lives and jobs better, instead it has made it worse. Can we please have SEIS back?
1652. Edison is too time consuming. as a manager with the old payroll system i could sit down at the computer and imput all the time for the all my personnel and be completely finished in an hour or so. Since edison does not work live it takes days to complete the same procedure. Sometimes payroll that has already been approved re-appears. Instead of making this procedure easier it has become more time consuming.
1653. I would like to be able to check my Edison account from home. Right now, I can only do so from work. Hopefully, when I get access to terminal services that will change.
1654. It is ridiculous that you have to request a sick day AFTER the fact. Also, F&A needs to stop trivializing problems as 'user error'. You can enter your time and have it completely disappear. That is NOT user error, that is 'system error'.
1655. For no reason on my part, the system changed my leave accural information. We were able to resolve the issue, but we have had numerous problems with the system and they are not "human" errors. We double check and have someone else to verify the situation

when we experience a problem. Sometimes when you enter info - you have to repeat the process several times for the info to actually go into effect.

1656. I feel that the largest problem with Edison, is the lack of communication between the departments who handle Edison. The process is much too cumbersome. I still feel that there is too much paperwork. Ideally, Edison should create a centralized location for employee information, thus eliminating the issue of different information going to different departments. Class-comp, technical services, payroll, and benefits, should all be in constant communication with each other, ensuring consistency in information. It becomes an issue, for instance, when class-comp completes their part of an HR action, but technical services misses a step, causing employee and position information to be correct in one place, but incorrect in another. The process needs to be more fluid, and require fewer people to complete. Also, the time it takes for some HR actions to be completed is much too long (separations, for example). Apart from HR actions, in payroll there are often exceptions on employee timesheets that do not get flagged, and the only way to catch them is to look at individual timesheets for each employee. Because the exceptions are not flagged, they do not show up in queries. This wastes valuable time.
1657. I think that Edison was rolled out too quickly, before it was appropriately tailored to the particular needs of the state. I think we'll eventually get to where we need to be, it's just that it will be a lot more painful than if the appropriate amount of time and attention had been paid at the front end.
1658. While I appreciate the weekly reminder about keying time, I get aggravated with the VERY frequent interruptions from e-mail notifications concerning Edison updates. There have been some days when as many as 6 or 7 different notifications have been received. This can be very disruptive to our work.
1659. I would think that a program that costs as much as this would have less problems than it does. Considering our country is in a crisis and our state had to buy out employees, it seems to me that this money could have been spent on other things such as securing more jobs.
1660. The State is not saving money with Edison. People still have to print their checks. Too much expected out of people that hardly know how to use a computer. Afraid for the people retired & others expecting a paycheck to be correct. Checks still need to be mailed. And let payroll deal with everything like before.
1661. IF THE HELP LINE IS CALLED YOU GET A TICKET NUMBER AND NO CALL BACK. I WOULD THINK THERE WOULD BE SOMEONE YOU COULD GIVE YOU AN ANSWER TO A QUESTION WHEN IT'S ASKED. THIS SYSTEM IS NOT USER FRIENDLY. TOO MANY APPROVER PROCESSES. IF WE HAVE AN ORDER FOR 2,000.00 OR LESS IT SHOULD BE ABLE TO ORDERED WITHOUT SO MANY APPROVERS. THE INVOICES PRINT IS SO SMALL.
1662. WE ARE ALLOWED TO KEY INTO EDISON ONLY ONE TIME PER WEEK. WE

WERE TOLD TO AT FIRST TO KEY IN OUR TIME EACH DAY. ALSO WE KEY IN ON FRIDAY MORNING & KEY IN THE INFORMATION FOR THAT WHOLE DAY, SO OFFICE STAFF CAN CHECK & KEY ANY CORRECTIONS THAT DAY. TO ME THIS IS NOT TRUE TIMEKEEPING MEASURES. SO WHY HAVE A SYSTEM SUCH AS THIS. IT IS NOT AT OUR OPEN TO US AT ANY TIME ONLY ONE TIME PER WEEK.

1663. my husband is still not getting paid his overtime, he has over the MAXIMUM ALLOWABLE COMPENSATORY TIME ACCRUAL of 480 hrs
1664. The good things about the Edison system is that we can view and change our personal information as needed, and we do get paid much more quickly on travel reimbursements. There may be more, but haven't had experience with them yet. I also haven't been in the cycle yet to receive my longevity check, so it still remains to be seen if the amount I receive is lower than it used to be because of the way Edison calculates it. On the bad side: As a supervisor, I now spent at least 4 times as much time approving timesheets and leave as I used to, partly because of the method and largely because we have to perform the functions 1 to 3 times within a given week (instead of twice a month), depending on where end of pay periods fall, and having to go to the Edison site numerous times to approve the same report, e.g. having to look for leave/OT requests to show up, approving them, waiting for Time Admin to run, and then finally approving them. I know you're just asking about HCM right now, but my comments are even more negative about entering travel reimbursement, Job Plans and approving credit card statements. Training components (if you can find them) on computer are terrible, no training sessions in person before we have to do them, short time frames to implement the system, etc. To sum it up, my main overall concern is decrease in productivity - EVERYTHING takes more time than it used to under the old systems for any of these operations, which results in state govt being less productive because so many employees now are forced to spend greatly increased amounts of time on the computer just "feeding Edison".
1665. I think that Edison was a great idea because I do not have to wait for my check stub in the mail to know how many leave hours I have.
1666. .
1667. longevity pay should be on separate check.
1668. If they ever get all the problems out, I think Edison will be a great system.
1669. Need some more training on travel pay
1670. I think we'll get used to it eventually and we'll adapt, but the system has been extremely inconvenient and burdensome.
1671. With the implementation of Edison, my job takes considerably longer to complete. Instead of looking at 2 screens for the information that I need, I now access two different

programs and at least 3 to 4 screens in Edison to access the same information. We provide customer service to employees and it's very frustrating when it takes so much longer to gather the appropriate information to answer questions. Also before when information was entered it took fewer steps than it does now and the information as I said before was much easier to access. Now it's very difficult to go back and check that information entered was done correctly. Also because of time differences in completing the same task in the old system and in Edison, we have a back log of work, have worked overtime and have brought in extra employees to help. We also generate more paper prints. We do not have the same filing system since Edison went live and we cannot access completed work very easily so it is printed again if we need to make changes. This uses more paper, more ink and consumes my time.

1672. Everytime I go back to the previous page, it shows that I work for ABC. I do not work for ABC and I selected no answer.
1673. I think we need to fix the problems we have now before adding new things to the Edison program.
1674. One strange thing has happened concerning the payroll/benefits component...I received an email in mid-April stating an amount had been deposited in my checking account on 2/24. After research I found it related to a flex benefit payment that I received on 2/24. It was odd that the email wasn't received until mid-April.
1675. Under our old system, it took 30 munites twice a month. Now it takes 30 munites a day. Do you call this progress?
1676. I have many complaints about the benefits side. Overpayments, underpayments, double or more deductions at one time, cancelation of benefits with no logical reason, time it takes to get paperwork keyed and issues resolved, benefits not being able to be terminated until DOHR terminates the employeeâ€¦just to name a few. There are also some issues with Time and Labor and the HR. Most of the super user training was directed at Central Office Staff which has left field staff in the dark. Edison has a section to document written warnings. Per Central Office we are not to be documenting written warnings in Edison. I think the right hand does not know what the left is to be doing. There is a delay in getting DOHR to process transactions. There are issues with each area of Edison that can use improvement; it would take to long to discuss them all. The additional workload with no additional staff is a critical issue. Although there are problems, I believe that the system could be beneficial with additional training and slight modification.
1677. I am paid once a month. I have to submit my time for the entire month on about the 15th of the month. The second half of the month has to be estimated and any change from the estimate creates work for several people and may not appear in Edison for weeks. I do not always know what I will be charging my time to in advance. Since I have to submit my time using the old method as well as Edison, this does not seem to be an improvement.

1678. I have never understood why my annual leave listed in Edison does not reflect my current balance.
1679. I find it frustrating that Edison is always behind in updating balances of both annual and sick leave, I also have trouble with being able to tell if my leave requests were actually put in to Edison. Leave request may be seen in part on the designated area but not after it is approved. Also the clicked keys are very sensitive and double leave may appear. I don't key my time so I always feel unsure if it is actually put into Edison correctly. Also, after other workers have had double deductions of insurance taken out or didn't receive a pay check, I am relieved when my check arrives.
1680. I don't like the split weeks and having to enter my time each week. It should be done as we are paid. Semi-monthly. Makes more since that way. [NAME REDACTED]
1681. We already have enough responsibilities in serving the clients & do not have time to spend figuring out what to do on a new system.
1682. I think there have been too many problems with this system and nobody has been held accountable. I saw a spokes person for the state on channel four news say that it was the employees that did not like change. I'm sure the people on capital hill will not be affected by this system. I earn my pay, so pay me on time and send my child support on time.
1683. The state should be able to pay employees longevity pay separate
1684. There is currently no way to freeze what you are doing in case you are called up to attend an impromptu work-related issue, be it a short meeting or otherwise. The system shut off and shuts you out by the time you get back.
1685. No problems.
1686. I find it beneficial to have the ability to view personal information, pay check and make appropriate changes
1687. I feel staff need more training and employees should key their own time sheets. Supervisors should be given the authority (and serious responsibility) of approving and submitting their employee's timesheets, as Edison was designed to do. I feel employees should be able to check their leave balances in "real time", not from a month ago. Can you tell me if there are audit exceptions in place with Edison where any miscalculation/misdeductions would absolutely be found? This might help reassure folks. We need to be able to trust the system.
1688. I can see my immediate staff to approve times that I supervise, but not the people who are under them.
1689. No comments at this time.

1690. It has taken too long to get the hiring section up and running. It is hindering the ability to hire and is not very user friendly for people outside the state system. A lot of information is lost like the county of open job titles.
1691. More and better training.
1692. I have concerns about future travel reporting.
1693. I want to remain anonymous, but you may use my comment.
1694. I have taken training on edison and I feel that some of it was over my head,or I don't think i will use it.
1695. My problems have not been with my personal information, but as a manager the extremely burdensomeness of inputting information into Edison. It takes an inordinate amount of time to manage.
1696. The Edison system is not what the State of Tennessee was looking for in a new computer system. Edison is not user friendly and it is NOT an improvement over the previous system. Edison fails to deliver basic functions that are needed by staff to complete their daily task. When questions are ask about problems found in Edison the response is in many cases surprise and lack of understanding by those taking the questions. Edison is a computer system and should be a tool that is helpful to those using it. Our Department processes claims for one of the benefits provided to state employees. The previous system, which was designed 20 years ago, can look for and warn the user of duplicate claims (claims made at an earlier date). Edison does not have this function. Instead of the previous function a paper report is produced and a staff member must manually go over the report after the claims are keyed to look for duplicate claims. This takes more time and is more prone to error. The old system produced letters of approval and denial. Edison does not produce denial letters except through a work around that again takes more time than previously. Edison will not allow some claims to be keyed with the proper dates due to an incorrect understanding that Edison has of when claims can be made. We are not able to view some details of claims, which were easily viewable in the previous system, unless we use a query work around. Edison was to include a function for self enrollment. The self enrollment function in Edison has turned out to be a play on words. It appears to the member that they are enrolling themselves in the program. The reality is that another state employee has to rekey those enrollments to the system from a report generated by Edison. This double keying by two people at two different locations and times only serves to increase errors. This process is not self enrollment because the actions of the participant do not result in any actual enrollment and is not really in different than that same participant mailing in a paper form.The process to key claims is slow compared to the previous system. The previous system allowed for multiple claims for a participant to be keyed on one screen. Edison only allows one claim per screen. For example in the previous system if a participant made a claim for ten items we could key them all to one screen. Edison requires that we process the same claim by keying to ten screens. Our department also processes enrollments for insurance. This process is

greatly complicated because of a lack of an interface between the various systems that are involved such as Edison, Retirement, Payroll, etc. Our department, on many occasions, warned about how a lack of an interface would affect our daily process. We were told that an interface could not be done. Instead a time consuming work around using a text file was created. A lack of interfaces in Edison should be a great cause for concern. This requires double keying in several areas. This double keying is not good business and can only lead to problems. Simple functions such as updating annual and sick leave balances can't be done on a daily or nightly basis in Edison. Edison's awkward screens require state employees to go to too many places just to enter simple leave request. Mercifully our department dropped the time sheet portion of Edison for everything except overtime and unpaid leave. I was never able to see all of my staff and actually had staff members from other sections listed in my approval tree. Edison's poor security setups resulted in extra work when changes to previous time sheet transactions were needed. This security problem is evident in several areas of Edison. Edison will not allow our department security for some functions because that security would allow us access to other functions that we should not have. Edison is not able to delegate functions on certain levels or to certain roles as needed. Instead of fixing the problem we have simply been denied access to some functions because the security setting would give us too much power. Many of the problems we face might have been avoided if modifications had been allowed. These requested modifications are more than just nice things to have they are necessary to provide good customer service at least at a level provided for by the previous system. Some of these modifications are needed just to get the State back to where we were before Edison was put into place. This is not a case of state employees just being unwilling to learn. State employees were originally excited at the idea of a new state computer system. That excitement has turned into disappointment because the product delivered is so poor. While I and other state employees realize that we can't make Edison 100% customizable the stance taken on "no modifications" has been beyond unreasonable. Our department would have liked to have seen more of Edison earlier in the process. By the time we were shown Edison screens we were told it was too late to change them. Perhaps our involvement earlier in the process would not have made a difference because the "out of the box" product is very inflexible. It appears that the only way to make it work is to proceed with very extensive modifications. Because of this inflexibility the state has allowed many of its daily processes to be determined by how Edison works. While a certain amount of this is understandable with a new system what has happened with Edison is not logical. The system purchased by the state is simply a poor product. The product selection was a mistake and pushing forward to avoid the embarrassment of admitting that mistake can only lead to more problems. State employees will continue to work hard to provide good products and services. This could be made easier by MAJOR changes to Edison. I believe at this point the best solution is to stop and start over again with a different product. I know this will cost a lot but the current situation is not getting any better and will only cost the State more in the future. I believe that the Edison staff has worked hard and is not to blame for this problem. They were given an unusable product and did the best they could. There must be better solutions available.

1697. I feel strongly that in this current economy, for the state to waste MILLIONS of dollars

on a system that creates tons of more work for both general employees and upper level management, is simply stupidity. Employees are now much less productive due to the added amount of time required at the desk to jump thru the hoops that the states computer systems have implemented. Not to mention that they cant provide the hard working men and women in state government a decient pay raise to help with the cost of living increases that we all face. Throwing millions of dollars out of the window for some fancy new computer system that ultimately creates more workload and cost the state untold millions in lost productivity is honestly hurtful when we are struggling to make ends meet.

1698. I think most state employees are resistant to change, therefore forming a negative opinion of the Edison system and not fully allowing a fair chance of the system. So far, I haven't encountered any problems other than duplicating requests for time off erroneously. I would like to offer a suggestion, I think edison should have a tab that will allow me, the employee, to be able to delete a time off request if needed. Thanks
1699. Unless you are a computer savvy person like myself Edison is not a user-friendly system. Before I was allowed to put information in the system myself someone in payroll put in that I took off 8 hours leave time in January, when I only work 7.5. The system did not reject the entry; I questioned it and was told it did not matter. This happened again recently I put in that I would take off .5 hour prior to having to take off the entire week. The person in payroll but in I took 37.5 hours disregarding the .5 I had already put in making the total for the week 38 hours. Again the system did not catch it.
1700. I would like to know why we where told to do our Performance evaluation by a certain time and when they were done and we needed to make changes to the Job Plans we could not and have not been able to since the Job Plans where done. I have done all my job Plans and needed to make changes 4/6 months ago and still can't make those changes, We need to be able to correct and make changes to Job Plans anytime and this can not be done so how are we going to do a proper evaluation on someone whose job plan has changed and we have to evaluate them a year later and the job plan does not match. We need to be able to go in and fix/change anything that we need to and not have to wait on anyone in personal to do so. Also the screens going from one screen back to another over and over is ridiculous to look at what has been done if you make changes. You have to look at to many screens and that takes up a lot of time if you have several employees as I do. This system is not people friendly.
1701. i do not like the way that this program adds longevity to payroll. this makes taxes higher. the annual and sick time on mine has not been added on one occasion and trying to get it fixed was a nightmare.this system seems to be more trouble that it was worth. the old system worked well for employees, and sure it did not cost a million or more in dollars....
1702. SPEND TO MUCH TIME REDOING THE SAME THING,WILL NOT KEEP INPUT MOST OF THE TIME. HAS NOT BEEN FIXED SINCE DAY ONE.
1703. My annual and sick time, in Edison is to my benefit. However, I am told that mistakes

continue to be made on my time. And what is on the white sheet is correct. Well which is correct?

1704. The mistakes that were made when this system first started appeared to be on the side of human error. An example would be not having leave time approved before entering time for the week. Once I started to remember to do things there were no longer any mistakes. The best trainer in my opinion was not a trainer at all but our office admin manager Edna Brooks, she trained me how to correctly use the system and how to check to see if my information had been correctly entered and it was explained so easily and understandable so when I went to the official training I was ready for the system and didn't need any help.
1705. Entering time is very confusing when a pay period falls mid-week. The time frame for submitting time is extremely rigid, i.e. one day. What if the employee is out sick or on vacation during the 24-hour period during which we must submit our time?
1706. Edison appears to be designed for the employees to enter their time. The Department of Revenue has supervisors entering the time instead causing an undue burden on them. Revenue employees do not have a good idea or any information about time entry since only supervisors are allowed to enter the time. There are many other problems outside of the time entry section that I have personally observed but they seem to be able to be worked out once the system is up and running and Edison staff is made aware of the situation. There are parts of this program that are duplicate systems with what the department of revenue has us doing already and I was told that Edison can incorporate those programs. I asked about specific programs and the staff member had no knowledge of the duplicate entry systems. Edison did not do the proper "homework" to know what every department does on a daily basis so now we have to do it multiple times on a daily basis. I have not had any response since this contact with Edison or my individual department concerning the duplicate systems. I have contacted Edison Help Desk more than once concerning errors I have encountered in the system. My problems were responded to and corrected promptly. THERE ARE SOME MAJOR PROBLEMS WITH THE MILEAGE REIMBURSEMENT PART OF THIS SYSTEM. EDISON PURCHASED A MILEAGE CHART FROM AN OUT OF STATE TRUCKING COMPANY AND HAS NO KNOWLEDGE OF CORRECT POINT TO POINT MILES FOR IN STATE TRAVEL EVEN THOUGH THE INFO IS PROVIDED BY TDOT ON THEIR STATE MAPS. IN MOST CASES THE MILEAGE AMOUNT IS GROSSLY OVERSTATED. THIS PART OF EDISON NEEDS TO BE REVIEWED AS WELL!
1707. Training for Edison has been horrendous. Also, there is no reason why individuals should not be able to key in their own time, instead of supervisors or managers having to do it
1708. I haven't had an issue with Edison. Truly, this has been the best payroll system available since I have been employed.
1709. I haven't had any real problems directly but I've spoken with people who have. After hearing what they had to say, I'm not sure that Edison is the best solution for our payroll

needs. I think it was rushed through and it's going to continue to cause problems.

1710. This system is so time-consuming as compared to the other system. I could do in 2 minutes what it now takes 5 minutes or more and I only have 2 employees for whom I keep time. The going from one screen to another to do reporting, leave, approval and reviews just takes up time. The usage of multiple lines for reporting time also adds to the time consumption. I am not sure that the system is giving me credit for leave accrual as it seems I have not seen the balances go up. I don't take time off from work very often and yet I don't see the balances where I think they should be. This business of remembering to print checks and leave balances is time-consuming also. They are on separate screens and it takes time to maneuver through the system. The requesting of leave is a pain especially when it is unexpected. The supervisor wants the request done before he will approve it. This makes it difficult when you have to call in or leave early due to emergency. This is not necessarily a system fault but the supervisor has it in his head that it must be done this way. I just have seen no benefit to me as an employee or as a time-keeper with this system. I have not gotten a longevity check yet but I understand that it is going to be a shock on the withholding. It would seem that any system implemented would never hurt the employees in any way. Yet, I have not had one positive moment in my dealings with this Edison.
1711. I have not had any problems with Edison, however the only thing I utilize it for is myself. I do not have to do job evaluations, etc.
1712. [NAME AND POSITION REDACTED] --As for the last ?, the day is still young and too early to tell. We are on a timeline here in audit and the sand is running out of the hourglass but yet we have Ed to deal with and we all know he does not work right. When you have to go back in and redo what you have already done and even have proof in screen prints that it WAS done but yet Ed says you never did it in the first place. Now Proj. Ed folks may have all kinds of time on their hands to kill but is sure is NOT like that here!! I don't get paid enough for all this extra Ed work that I have to do over and over again. I hope somebody is happy with this crap but I bet only the ones making money from Ed have smiles STILL on their faces. Don't ask my my opinion if you really don't want it!!!
1713. Hopefully in the future, we will see edison as an assest to the state of Tennessee, but to date, it has been a difficult process.
1714. Entering time in the old Time and Attendance system took from 30 minutes to 1 hour per pay period. Entering time in Edison takes 5 to 10 minutes per pay period.
1715. E D I S U X !!!!!I did payroll before Edisux. What was wrong with it? Everything was simple and straightforward. Now, with Edisux, you can't understand anything. I don't even look at my check because it's a waste of time. I needed to change my W4. The way everything is broken down I couldn't even figure out what my withholding was. Longevity is a joke now by combining it with your regular pay. It was like all I got was my longevity and didn't get my regular pay. Overtime is also an issue. I personally never

have any overtime, but no one seems to know how it's figured. It's never the same from one time to the next. We all wonder who got the kickback for getting the state to buy this. It has also screwed us that are trying to test and get on the promotion register. I was suppose to take test in November and still haven't. Well, I hope you all are happy. Not one person that works for the state that I have talked to has anything good to say about Edisux!!!!You all have really screwed the state employees this time. It's too late for the vaseline!!!!

1716. I do not use Edison on a daily basis but when I do,I have no problems. I am able to navigate my way through to find what ever information I am looking for. But, I do not key in any information to the system.My past experiences with new systems has been that there are always bugs to be worked out and people to be convinced that change can be good if, given a chance.
1717. I have enjoy the training classes and I am very much please with the new Edison System. Change is always a great thing for everyone and to succeed to do a better job.
1718. I like the system as I have access to my personal information and as a manager I can do my job plans and travel expenses online. The turn around for reimbursement of travel expenses is much faster.
1719. No comment at this time.
1720. I experienced a "Submit" button missing from one of the time entry screens. I was told I was on a different version of Edison when they researched it(why would employees of the same division be on different versions of the Edison software?). Also, I had a functionality issue with Edison during a formal training class that was different from other student's experience. The instructor was not able to explain it which leads me to believe that I may still be on a different version of Edison than others.
1721. I like having the information available but not having to worry about the mailed statements being lost with personal information on them
1722. At first, I felt somewhat overwhelmed with just the training (as mine was on-line), but now I am much more confident of my understanding and performance in the system.
1723. The survey is not working correctly. I had almost finished the comments and the screen was lost as were my comments. I was given a message that stated this was not a secure page and needed to be closed. I will try again. Edison is set up for an employee that sits in front of a PC all day, works 7.5 hrs. a day, works Monday thru Friday, and never has to work weekends or holidays. Anytime you work OT or take leave it causes exceptions and takes the supervisors days to correct. When the system has to run time admin. the supervisor has to check on exceptions several times per day. One of the selling points to the system was there would be more time for the approval process. Nothing could be further from the truth. Employees and supervisors now are locked out in shorter periods of time. As a supervisor I used to be able to approve SMARS in a few hours now it takes

several days. The credit cards and travel are going to take more time to approve.

1724. Since Comptroller employees are paid once a month the system overall works fine. Projecting is difficult but the overall changes having to be made each month are not that numerous. It is a tool that is teaching a lot of people how to plan for future work days. Emergencies do arrive and do require some effort to correct time for that time that was projected. During these tough economic times it would be ashamed to switch employees to two week arrears pay. Most financial institutions do understand what is happening but will not provide assistance and if they do it is a high rate. Overall Edison has its good points and bad ones but the projecting is just making for more honest and harding planing/thinking employees.
1725. The one thing I don't like is the automatic flexing of time when you work over and then have approved leave.
1726. I feel Edison is very time consuming. I worry about an error that could occur in my paycheck that I may not catch. I also worry about not having the time to view my check stub or annual and sick leave balances. If I am with a patient or busy in clinic I may not have time to spend on Edison. I had much rather punch a timecard.
1727. The Longevity pay needs to be processed seperately.
1728. This department request time information in advance of the actual day, in order to place it into the system. Also, the split weeks present an issue to quickly provide time information. My role has me out of the office frequently and I am not authorized to enter my own time. Lastly, the path to locate items within Edison is not effecient. It would benefit, if there could be a section to place the "most used" or "favorites".
1729. My greatest fear which has happended to others is that my paycheck will not be deposited in my bank account. Lacking this confidence in Edison, I check my account on every payday. This was not a concern under the previous system.
1730. It would have been easier learning this system if it were designed to take you through a one-way process. Also, it seems hourly pay is calculated differently since implementation of Edison - lower wages. I was told this was due to longevity calculation changes.
1731. The launch of Edison was done completely wrong. We had to take 3 hours of training on the different components of Edison, only to then be told we weren't actually using any of those components yet. It wasted our time then and it will again as everyone will have to retake the travel, time entry, and vacation section again if it ever does roll out. I think Edison has potential to be a good system but like many things in the State, it was launched about a year premature. It should have been more thoroughly debugged before mass rollout. All software programs have unexpected problems upon mass rollout but something as important as people being paid should have EVERY forseable avenue debugged before it rolls out. In this economy, people need all of their checks the day

- they are expected. They don't have time to wait for someone to fix a bug so they can be paid.
1732. my longevity next month will be lumped with my paycheck which results in higher taxes coming out- ridiculous
1733. Based on the training I received, the Expense Report / Travel Reimbursement module is going to be a nightmare. Hopefully it will be totally reworked prior to implementation or better yet scrapped altogether.
1734. I am a secretary and I enter time for 53 people. This system is not set up for a facility that works 24 hours a day and 7 days a week. I have had to start working longer hours, weekends, and holidays due to the way this system is set up. The 4 hours of training that I received was not helpful at all and any questions that were addressed to the instructor were brushed off as "that depends on your facility". I have had numerous problems with keying in Leave and Overtime Requests, approving them, and then getting an exception because they are no longer in the system. I have to leave my office every Monday and end of Pay Period to go some where and get logged in and supervised by someone so I can key in 15 peoples time because they are still not in my timekeeping group. This has been an on going problem ever since the introduction of Edison. I am very thankful that I have a this job, but this is getting to be frustrating.
1735. Edison is user friendly and has much good data available for the employee.
1736. I think the Edison project has made a huge improvement as to information that now is available to us at our finger prints. People do not like change and this was a very big change. A year from now, it will be second nature to us
1737. this program is too complicated for my line of work. i do not, i repeat DO NOT work a set schedule. i also work holidays and weekends. numerous times i have entered overtime or other and how is it known what to do? time reporting code?, taskgroup?, rule element? also another topic, i didn't get accrual time for february, still haven't seen it. another topic, who in hell can read AND UNDERSTAND their paystub? it is so ridiculous to look at and nobody knows why. how do i know if i am even getting paid correctly!!!! i am also told that the state of tennessee has no control over edison. at what point did we stop exercising control over contractors, systems, or programs we use? what is too much? cheating its own employees? if the roles were reversed, would the employee not be reprimanded for theft or fraud? enter your time and then do a survey while worrying if you will get paid when its time. the people that vouch for edison obviously do not ave to use it!!!!
1738. The time reporting is more cumbersome on each person than it was with Data Capture. When we had our time keepers, ours knew what they were doing. You could easily change your time as it was not keyed until the end of the pay period. I experienced a time recently when I had not asked for leave because I expected to adjust being off. However, instead of keying that in and having to get it approved then key my time sheet, I just

worked over that day to make up my time. That was aggravating as I had something else to do that afternoon after work. Now, I have not experienced some things that others have and do not see it as a monster. The only other problem I have found is that I have one person in my reports to listing who does not belong to me. I have told folks in the state office about it repeatedly and it isn't fixed yet. That does bother me. Thanks!!

1739. Edison was introduced in an arrogant and highhanded manner and managers and employees were told they would be subject to disciplinary action if they failed to use the system properly. We were bombarded with e-mails telling us to get time entered and approved and on many occasions the system was down or not operating properly. Apparently upper management never considered that there would be startup problems that required patience and cooperation of all parties. Many hours were spent by me personally trying to resolve errors on the system and the hardships it caused my staff. We were told the state spent 135 million dollars and the system was going to work regardless of its faults. The system makes liars out of otherwise honest people by requiring managers to approve time to the nearest one-thousand of an hour when no employee can track time that closely and the manager knows it. I work for a regulatory agency where we prosecute people that record erroneous data. Edison makes the situation intolerable. Even after seven months of operation, the system will not allow some of my supervisors to approve time. These supervisors are bombarded with e-mails to get their people approved which the system makes impossible. My people I supervise have a sense of dread knowing that stimulus monies will be tracked by Edison and if the Edison's past performance is any indicator, then TRAM will give them grief over the errors that result from the system. We have gone through the voluntary buyout program and reduction in force due to lack of revenues. 135 Million dollars could have kept a lot of people working providing service to the citizens of Tennessee and helped the economy. I have to ask who got the payoff to push a flawed expensive program like Edison.
1740. LONGEVITY BONUSES SHOULD BE PAID BY A SEPERATE CHECK INSTEAD OF LUMPED IN WITH A NORMAL PAYCHECK. WITH NO APPARENT PAY RISES IN STORE FOR STATE EMPLOYEES THE STATE OF TENNESSEE CAN AT LEAST DO THIS FOR IT'S WORKERS.
1741. The Edison system is bureaucracy at its most bureaucratic. Extremely counter-intuitive, almost user-hostile, there is far too much clicking, expanding, collapsing, and navigating through superfluous information. It's not easy to learn because it tries to do too much, squeezing every employee through an awkward interface and into the same mold. The as-implemented system doesn't work quite like the original training video said it would. But moreover, it looks to me like none of the people responsible for the care and feeding of Edison know what is going on. They seem more disorganized now than when we started. I've asked half a dozen people about a particular benefits question and gotten 6 different answers, none of which was entirely satisfactory. Every time I have a timekeeping issue (which I admit is usually my fault) I have to go through 2 or 3 people to fix it. 2 or 3 emails and phone calls all wanting the same info I gave the last person. The left hand is clearly unaware of the right. And there are 3 to 7 emails every day

announcing some failure of the system to run or otherwise do what it's supposed to. Either that or they are all marked "URGENT." I am tired of the Boy Who Cried Wolf and the apparent dithering going on between Edison System Administrators and HR/payroll. Finally, a big part of the problem is that Edison is political.

1742. The system is very time consuming as it requires daily attention versus the bi-weekly attention required of the previous system. As a supervisor I find that I spend MUCH more time dealing with payroll than I have ever spent in the past. This is because we are required to review time daily and approve weekly vs the bi-weekly method that was in use prior to Edison. Edison requires too much of my valuable time that could be better spent on other job assignments.
1743. Comp time is used for sick leave as well as annual leave. This is new. The Edison system was touted as a "paperless" time management program. Since it's initiation, we are using more paper than ever before just to document that time has been entered properly, leave has been requested, or comp time is needed. Timekeeping is more difficult due to the requests for time every Friday, and end of pay period, and having to fax the printed timesheets to our supervisors each time. Also having to fax paper copies of any requests for leave or comp time, along with the other time keeping forms makes a joke of the "paperless" system. The constant repetitiveness of time documentation negatively impacts work performance.
1744. Mapping is still problematic in Edison. I am a timekeeper under the Edison system. Edison mapped me to a different department where I formerly worked. (Not only is that the case with HCM, but I'm having the same issue with the procurement portion of Edison. Also, although people were designated as "power users" and "super users," some seemed not to know any more about Edison than new users. Training did not prepare us for causes of and remedies for timekeeping exceptions. My timekeeper training was held just a few days before implementation, and I was trained with the wrong group due to improper mapping. Therefore, my first training was not relevant. In my opinion, Edison startup was very problematic in the field, causing strained workloads and testing working relationships for awhile. Things have improved quite a bit. (Despite perceived flaws in the system, I have found that the Edison Help Desk staff have always been courteous and professional.)
1745. I'm unhappy with the way the longevity is being handled, being included in the end of the month pay check instead of a separate check. Being taxed at the higher rate of pay means you receive less of your longevity.
1746. As with any new system there is a learning curve. The Edison Learning Curve was MUCH shorter than eCMATS and other systems used by the state for various task I have had to learn over the years. The problems I have seen appear to be operator malfunctions/skill shortage, these will go away as we gain experience.
1747. Helpdesk personnel are not competent, so it takes several calls to fix a problem. Why no state withholding for out of state people? Would like to see that implmented.

1748. Lack of adequate training and/or manuals on the system made it hard to navigate and learn. Some input fields in the system are not clearly labeled. Also the lack of a pay period view that leaves out days that don't belong (ie pay period ends Wednesday so I shouldn't see or be able to edit Thursday or Friday.
1749. I know of several people who have experienced problems with there checks, they have had problems contacting the person or person's they are suppose to. Then after contacting the person or person's they do not have a clue as to what needs to be done to correct this problem. From what I understand the person or person's are not friendly. From what I understand it took a long time for them to receive a call back, and then there concerns were not addressed as they should had been. The situation is so bad with one of the employee's an attorney will probably have to be called in. So I have little confendence in getting a problem taken care of. I know this first hand, not handed down gossip.
1750. I'm glad to have payroll and benefits at my fingertips. Although, I would like to have the longevity pay shown as a seperate check and not with my regular paycheck.
1751. Right now we are required to reports the hours for a day which we have not finished working. If we are working the evening of the cut off, we have to have our time in MMS by that afternoon. We are not sure when we may finish the job that evening when we are required to time this time in. This is not right and I feel a possible future problem with audit.
1752. The system is cumbersome to navigate, requiring significantly increased amounts of time by ALL employees just to accomplish tasks that used to take less than 15 minutes per month. These same tasks (time entry) now require over an hour by EVERY employee, not to mention the overhead required by managers to approve. Example: to take a day off for any reason, you must login, access the screen for leave requests, add the request, save the request; then the manager has to login, access the screen for approvals, search the names, then approve and save; then the employee has to login again to enter the time and save it. Then the manager has to log in and do the approvals. Additionally, the navigation is anything but user friendly. Buttons that are necessary for navigation on some screens are all the way to the right and you have to scroll over just to click it. Also, you are presented an OK button before it is actually OK to click it. You have to know to watch the screen until the word Saved disappears and html appears. I would be embarassed to have my name associated with this as a programmer. Also, why on earth are name searches CASE SENSITIVE? Especially when the names are not entered correctly in the first place (with regards to capitalization). So far, everything about this system is costing the state more money than you can possibly ever justify for the purchase of this travesty called Edison.
1753. I do not like the delay in when Edison shows accrual of Vacation and Sick Leave! This is very confusing and misleading!
1754. I would like for longevity pay to be processed separately from our regular pay.

1755. There are some serious systemic programming issues in Edison. Periodically, data that has been entered and accepted in Edison disappears from the system completely.
1756. I think we have to key too often in Edison since we have to key time weekly, but are paid twice per month. I think it would be easier if we could just key the time at end of each pay period. Also, I would rather our Longevity benefits be done as a separate check as in the past instead of combining it with regular pay because this causes more income taxes to be taken out.
1757. Payroll on Edison is way too complicated... it takes us double the time to put in hours then with the previous payroll program (Host on demand. For split weeks you have to turn in two separate timesheets for the week costing more in time and paper.
1758. I find the Edison system is time consuming and burdensome for all the time keepers and the Supervisors. It is an everyday thing in order for it to work properly. Several times the Time Admin has problems and does not run and we are left waiting for the next time that it does work.
1759. Too many steps to complete any project given in Edison's current useable programs in my opinion.
1760. My Federal withholding amount changed w/o my submittal of a new W-4. When hired, I opted for additional term life insurance for myself and my spouse. The premiums are being deducted from my pay, but in the Edison benefits screen, these policies are not listed.
1761. I know who to contact; help is poor. The system is manageable and possible to learn. Steps required are difficult and multiple, requiring much more work. This part does not seem to be related to startup, nor do I expect it to improve. The system is workable for routine matters, out-of-the-routine are much more complicated, not helpful, and create additional difficulties.
1762. Well, it appears that employees are a servant to Edison rather than Edison being a servant to employees. Time Administration does not run routinely in a timely fashion. A supervisor should be able to clean up an exception regardless as to whether Time Administration has run. Supervisors should not have to log into their computer on the weekend or during vacation to approve time. A supervisor should be able to approve time in advance so that time-off can be just that; time off!
1763. I know of various issues and problems with Edison, but I have yet to experience them myself. The only problems I've consistently had with Edison relate to not being able to log on at times, but this never lasts long or becomes a serious issue.
1764. Entering time and requesting leave is now more tedious and takes significantly more time than with the prior system. I keep a personal log of my time and leave now because I don't trust Edison. 2. Training notices are so convoluted they are comedic. "I'm enrolled

in epro2-102908a-N3" Now decipher the code to "Advanced Requisitioning-half day-morning-Nashville- at the Tower". Seriously? I think our training staff realized it was easier to email or call staff to explain training location and times than field all the questions. 3. I know people are resistant to change so I believe it is important to give a new system a chance to become integrated. I think a lot of talented people are doing their best and working many long hours to make Edison work. Unfortunately, I can't think of a personal benefit for me yet other than having the ability to review my personal info.

1765. I believe the concerns about the Edison system reflect some hysteria and a general distaste for new things by a lot of people. That does not mean that I think the entirety of Edison makes the most sense. It often requires a lot of navigation through the system and that gets confusing. However, on balance, it is preferable to the previous IT systems that the state of Tennessee used to facilitate our work.
1766. performance evaluations are impossible for supervisors to track, we have no way to check our supervisors documents to see if they are current or complete, and with the rotations the dept. has in place employees will change reviewers twice in a cycle this will make it hard to comply with deadlines that are in place we were told to complete reviews by the 8th and date them on Edison for the 15th, what happens if we have a problem in the week between the date, will we be able to correct the problem and will it stand up on later court dates. I think the eval process was better left alone. The time process might get better in a few months as we become more familiar with it but I'm not counting on it. I like being able to change 401 and 457 info thru this system I also like the paycheck on it but time keeping and performance eval are hard to track. I think one problem is when info is sent out everyone thinks we know all about the system it should be a step by step process. from page one and don't assume we are all great on computers In short don't talk over our heads. assume we all need Edison for dummies and we can forward past the areas we are comfortable with.
1767. I did not have a ytd on my pay stubs in 2008. I am still not comfortable that my W-2 was correct. My check never seems to be the same. You have to predict what hours you are going to work. We have a lot of data entry for "split weeks." It seems Edison can't handle "split weeks." It seems to be harder to flex time. We work for Edison and it's schedule. There have been 2 individuals in my office that did not get paid because of Edison. One of these individuals also had problems getting their insurance started. Another individual got their longevity pay months ahead of time. I don't like the fact that longevity pay is issued with a paycheck instead of separately. There is no flexibility on entering time. If you are off on Friday and Monday, someone has to enter your time for you.
1768. I don't think I'll ever be able to navigate around in Edison without a clear step by step list of directions.
1769. I have not personally had any issues with Edison because I do not have to personally input time or other items. However, I do not like having to seek my payroll information. I would prefer that it at least be emailed to me, even if the State is not going to send

USPS mailings of pay stubs because of the cost. Since I don't have to sign-in daily or weekly, I have to look-up the additional user name and password just see a statement each month, which takes five minutes each time - time that I do not have.

1770. I myself have not had any major problems with Edison, but my only contact is to enter my time. I do not feel comfortable with a computer program handling my time and paycheck. I felt more comfortable with personnel who were well trained to maintain these two important areas with checks and balances in place. I feel the old system worked well and still do not understand why it was changed.
1771. I do not like how our time is accrued in Edison, we have time and can not use it because it has not been put in Edison.
1772. I DO NOT WORK ANY OVERTIME AND MY CHECK IS NEVER THE SAME. THE SYSTEM JUST DOES WHAT IT WANTS WITH REGARDS TO ISSUING ANNUAL AND SICK LEAVE. AT FIRST IT WAS CORRECT BUT AFTER THE YEAR CHANGED IT STARTED MESSING UP MY ANNUAL AND SICK LEAVE ACCURAL.
1773. Supervisor information is not updated in a timely manner. I've been under 4 different supervisors since employment. Some change was internal, however my initial supervisor is still noted. Creates problems when requesting time off.
1774. most of the problems i have encountered are with time entry and the annual, comp, sick leave balance always takes two to three pay periods to correct.
1775. No comments
1776. Edison consumes much time: Must log in, record and/or approve leave, log in again to make sure time has been approved, then log in again and submit. Time consuming!!!!!!!!!!!!!!!!!!!!!!
1777. Too many hands on payroll that should remain in the payroll department
1778. We have numerous emails from Nashville on when to enter time. And there are numerous emails stating that Edison is not running or Edison won't be running until tomorrow. Split weeks are a nightmare to report. Also, we are required to work overtime and Edison steals our overtime hours if we have a legitimate doctors appointment or whatever. With nearly a thousand hours in sick leave, it is diheartening for Edison to use my required overtime for a doctor's appointment.
1779. Training issues. Training was done too far in advance and then when the system came on-line people had to be retrained because as the saying goes, If you don't use it--you lose it! Had to be retrained! Still don't know what/how to do their jobs. Still using old systems. In training we were told if you transfer from one state department to another your training file will automatically follow you. System doesn't work. Training not

accurate because Edison works sometime but not most of the time. Beneficiaries listed on Edison not accurate. Brought to HR attention and told don't worry we will go by hard copy in personnel file. How can you be sure about this? (especially after you are dead and gone.) Edison costs the state numerous amounts of money and it does not work even half of the time!

1780. I am not able to key all of my staff and have to rely on the Edison Staff to key them. It seems we should be able to key just twice a month
1781. When an employee makes a change to any contact or payroll information in ESS make sure that the changes get updated in benefits, payroll, etc in a timely manner.
1782. I feel the Edison system is somewhat worse than the previous system due to having to input our time every week and sometimes twice a week. I had to fill out a paper time sheet twice a month and hand that in to a dedicated timekeeper before. I have already forgotten to fill out Edison a few times, but fortunately those times did not fall on an end of the pay period deadline. It is just a matter of time before I forget near a deadline and then my getting paid might become an issue, which is scary. The system does not seem to be an easier or less time consuming upgrade, so Edison does not really seem needed. Perhaps time can change this or my perception.
1783. I am a Senior Manager with approximately 350 staff members under my umbrella. I am a believer in the use of computers as a tool to improve work product and staff efficiency and accountability. I have personally campaigned for information system tools to help with the increasing workload with fewer staff resources. Given those parameters here are my comments about Edison:1. I and my staff members spend at least 1 to 2 hours more a week entering and correcting time and attendance than we did before - over a year that is approximately 2 work weeks devoted just to Edison.2. We worked with the Edison Task Groups to develop a task schedule to better define how staff members time is allocated for projects and assignments as a result staff members now have an unreasonable list of tasks to choose from, in some cases more than 100;3. People enter and approve time and their work disappears and it has to be input again;4. Due to the complexity and lack of reliability, staff members are more frustrated than ever
1784. I have not had any problem with getting paid myself. However, I know of others that have. I know of staff that have retired and have had to return to work due to miscalculations in their service time. It is my understanding that 2 states had this program and because of difficulties have sued Edison but the great State of Tennessee bought the program anyway just like CWS that never worked and was a BIG expense.
1785. I feel that this system is very user unfriendly. It changes things on the time sheet that should not be changed, because if I want to use a sick day or an annual day instead of a comp. day it should be my choice. I have a hard time reading their pay stubs. Now I'm spending more time on the computer instead of my actual job duties.
1786. The program in my opinion is over complicated. I think it is silly to need to get sick time

approved before you can take off or enter your time . The fact is people do not plan to get sick or have emergencies , it just happens . Our work place does not provide an extra computer for the staff to have access . They have to use either mine or The supervisors which is an incoveiniance for those that want to look at personal information.

1787. I used to spend a few minutes twice per month reporting my work time. Now I spend 4-6 hours per month minimum trying to encode information into EDISON in the correct order at the correct time on a systsem that is not user friendly. I have to stop what I'm doing to meet EDISON deadlines. I receive red box memos from EDISON several times per week that keep me from working on my urgent casework. This system should benefit the taxpayers and the state employees rather than employees having to tolerate it. It is a complete waste of precious state dollars and precious time.
1788. I work in Human Resources and Edison is a daily function of my job. The system is very un-user friendly when it concerns HR functions. We have lost much of the capability to process transactions quickly and with ease and we are not able to view employees job history. We also must access many different screens to get various types of information that used to be all on one screen in SEIS. I am having to maintain various excell spreadsheets to track functions that Edison does not allow us to track.
1789. The training was entirely inadequate. An online module that you could actually utilize in real time would have been of benefit. The fact that the updates to Edison take 1/2 day up to three days + to resolve exceptions makes those approving leave a virtual slave to Edison in that you have to check and recheck to see if the exceptions have been approved. A faster turn around time for this would be a really big improvement in terms of utilization of time for those entering leave and those approving it. The expense claim issue of point to point mileage needs to be addressed as well.
1790. My opinion may be biased by the fact I do not have a computer at my desk. We, yes two employees, share one computer for the office. This computer is located at the front desk out in the open. An undertaking of this magnitude should have not been taken with staff under supplied.
1791. I enjoy the fact that I can check my leave balance, pay roll information, leave requests, etc. any time I want. The only issues I've had with Edison are technical glitches that have been resolved in pretty short order.I do think it is silly for me to have to go in after a sick day and request sick leave. I don't understand why I can't just put sick leave down on my time sheet for that week and my boss can either approve it or not. It seems like an added and unnecessary step.
1792. a lot of these online courses and
1793. I believe Edison will eventually work, but at the present I consider it to be unworkable for what we are trying to do with it. Complaints and problems seem to go off into the ether and never seem to come back with a response or a correction in the system. Besides the personal problems with the system's handling my information, I have greatest concern

for the apparent inability for our program needs to be met by Edison. Edison appears to be something that is tantalizingly close to getting right, but continues to cause us problems. I hate to see it abandoned, but I don't think we can continue to have an unresponsive system that causes errors to be made. We cannot continue without the tools and reports needed to flag and fix problems. HISTORY: It would have been better to have tested things before trying to implement. It appears that the level of testing was at a level of 'we checked the buttons on the page and they work.' (And even that level had and continues to have some problems.) Meanwhile the program organization was not loaded into a test environment for program review. Such preview would have allowed programs a reasonable expectation / modification of their approach to Edison. (Our department's contact person never worked in a programmatic division but was supposed to review from the program's viewpoint. If review of a mockup system was done, it was not enough review to reveal the program level problems.) With such review we would have seen where employee-supervisor mistakes, county assignment, etc. was not right and could have fixed it. So much for history, now to the current situation.CURRENT: Our agency's Edison challenge is having time charged to the correct project. Now, we appear to have organized ourselves according to what we thought Edison would be; it doesn't work that way and we are apparently stuck with task profiles and groups that are difficult. We are now making manual corrections because the setup in Edison isn't EASY to use for project tracking. We are doing behind-scenes manually forced adjustments to correct errors for charges coming out in the system. It adds to our workload and brings up potential for further errors. We have not budgeted for the Edison created additional work.Setting up project tracking in Edison is a big problem for our code. I don't know if the problem is Edison itself or just the inability of our fiscal group to get projects set up in Edison in a useful way for staff use. What was described before we went to Edison is different than what appeared in the production Edison. The initial presentation allowed your time to be spent on an activity with some name such as 'safe dams' or whatever. When we got into Edison, this had become into a meaningless series of letters and numbers. You have to go to another page to try to search and determine what it means. Once you get to the page and find the activity description, you see multiples that appear to be the same thing - but you are only supposed to use one of them. Further, you may need to assign time to one that is not choice present on your menu. It is apparently next to impossible to get the choices present that need to be there. As I write this, the choices we need and have asked for are still are not right. Time cannot be allocated to the correct grant if it is not one of your choices. If your choice is to not get paid or 'just use the default' the time will just go to the default.The system has no quick dropdowns or lookup features for time accounting. It is set up to go from screen to screen in a slow and awkward fashion. Further, it is difficult to directly type in long strings of meaningless numbers without making a typo. Edison is a system that makes things unnecessarily difficult for the users. As such, Edison is going to be responsible for increasing the human errors rather than reducing human errors. This needs to be seen as a system design problem and less the employee's problem. The system seems to have few administrative tools and reports. In many systems, moving a person from one group to another involves grabbing that person's icon and 'dropping' it onto a group icon. For Edison, we make a request and wait for long-term nonresponse. We cannot get reports back that are easily useful and productive. For instance, we get Excel sheets with thousands of lines for a pay period and are told to

make corrections to the time on this sheet for our personnel and send it back so we can charge time to the right project (see above for problems with projects). This is not a rational, long-term solution and we cannot sustain it. There need to be useful accessible tools and reports. On the personal level as a user, the Edison system has generated my paycheck reliable and has many useful features. The validations for time need to be changed. I'll be out tomorrow (end-of-period) for dentist appointment because of toothache I got today and haven't planned on. 'Don't record time until supervisor approves leave' is silly. I know I will be out tomorrow, but why should I not fill in the time now? If leave is approved and time matches up at end of pay period, it should be good enough. If leave is not OK, it is something that can be worked out between supervisor and employee. Current Edison validations are micro-management that eat up time for both employee and supervisors who have other things to do. I suspect that most employees and supervisors can get the two to match at end of pay period with little problem and avoid the 'exceptions' that result from system micro-management of this situation. Edison should help with work, not add obstacles and workloads to already busy employees. [NAME AND PHONE NUMBER REDACTED]

1794. I liked mail better. Also, separate notices for pay and longevity, or reimbursed expense were easier to keep up with. This is cheaper and easier for the state, but more trouble for the employee. I also dislike having to access it at work, and having to keep up with another password that has to be changed. Please, think of more ways to make my life more inconvenient.
1795. Easier for staff than expected.
1796. i don't understand why we went to Edison in the first place. We should have waited till the compression pay and the comprehensive pay schedules were worked out. I think it is more important for the staff to get their correct pay before we implement any costly items to the budget. We all work for wages and it would be nice to get what you deserve.
1797. I do have some problem with understanding exactly how much annual and sick leave I have now. It was easier for me to keep up with when I did it on paper.
1798. I still cannot view/approve one of my employees; this was reported 7 1/2 months ago. 2. I have occasionally lost timesheet information entered. I print it every week for proof I entered it. 3. I do not like the batch processing method; why can't it be "real time"? Isn't batch processing an antiquated process? 4. I do not like that Edison cannot run time twice a day like they say they will. 5. It's sometimes difficult to be able to enter/approve time "on command" and comply with instructions that seem to change from week to week. 6. Data Capture was more flexible; the data entry timetables were more reliable and the information was accurate. I do not understand why the state replaced a system (Data Capture) with a system that wasn't broken. 7. I am also an Internal Auditor and I would like to know how Internal Auditors and Comptroller's office auditors statewide are going to be able to go into Edison to audit payroll. Before we had access to the Data Capture records via Document Direct and leave and attendance records were used and retained. I understand that the Edison procedures do not require the use and retention of

leave and attendance records. The Department of Human Resources has not updated their Attendance and Leave Policies and Procedures Manual Chapter 22 to update the requirement and retention of Leave Records. 8. I would like to know why Edison cannot accommodate certain employee's work schedules. I'll be able to better articulate this question once I go out to audit payroll at a park.

1799. Over all I like the Edison system. I have worked on a People Soft system before therefore I am pretty comfortable in getting around in this system. I am still learning my way around to finding the ways to audit some of my job duties.
1800. One issue I have is the inconvenience of having the longevity bonus included with the regular paycheck. I like to have consistency in my paychecks for personal budgeting.
1801. I think the system was over-customized. I believe that if the State were to adopt a simpler approach, the system would be far less prone to complications.
1802. Although this system has experienced problems, they seem to be decreasing as users become more familiar with it. I feel that this system is a huge benefit to employees and I am thrilled to have access to all of my information, and am even more thrilled to be able to update information online.
1803. At my previous employment we had a software system which was much worse (Great Plains). I don't know all the details but in my opinion the State may have been better off developing their own system tailored to their specific needs.
1804. I have experienced one problem with Edison. However, I have already contacted the appropriate individual and the issue will be corrected. The situation was easily handled from my position.
1805. Edison personnel problems are expected when such a vast number of employees are converted from one system to another.
1806. Overall, I think it is a positive component.
1807. I can't print my pay stub until the actual pay date, when I enter leave requests in advance and these change I am told it is too difficult to go back in and change it, when I am working in the field away from my computer which is frequent I can't turn in my time sheet - this is difficult to predict when I have to go into the field - I have to always have a signed time sheet on my desk ready just in case
1808. As a supervisor and responsible for approving time I seem to go into the system often. It does not take much time however under the old system it was only on paydays that time was allotted for these activities. In short, I spend the same amount of time but more often.
1809. Edison is not fully accessible for those individuals that are visually impaired, as promised. It is not easily navigated by those that rely on speaking software. Change is

difficult but image trying to deal with change if you are not provided with appropriate accomadations.In my dept. we primarily work out of the office and do not have access to computers. Therefore, we cannot read daily emails from HR notifying us of deadlines and changes in deadlines, etc. Calling the office is at times not an option as most of the time we work in rural counties and do not have cell coverage: Calling from the another phone would be long distance. Our dept has approval to fill positions and due to neo gov qualified applicants have been unable to apply for employment, therefore causing undue stress for current employees and delaying services to qualified applicants.Our jobs require us to travel 300-1000 miles monthly - in our own vehicles. The training component available does not appear to address our needs or the scenerio of our job requirements. We should have the opportunity to attend class room training or at least have a knowledgeable trainer available in our area to address our questions specific to travel claims. When I attempted to register for online training, when Edison was being implemented, no one ever responded to my request: that was made through Edison. Staff that relying on travel checks (ranging from 162.00 - 540.00) are afraid their claims will be delayed, or even worse require them to spend a large portion of their time in the office inputing their travel claim, rather than doing their jobs and serving clients. Is the travel component being tested at this point? Does it accomadate someone that travels everyday to different locations in 15 or more counties? Could this travel be inputed into Edison in a reasonalble time? Thank you for your interest in hearing my concerns.

1810. Conceptually, the system appears to have great potential. The flexibilty of being able to access the system through the internet is extremely useful, as is the potential for direct management of benefits, personal information and access to compensation information. However, so far, the system has not proven to be very dependable. Time accounting doesn't always run as scheduled which leads to problems. I have personally experienced situations where previously approved time will show up later as unapproved or previously submitted time is reported as not having been submitted.Most troubling is that after six months, we still seem to be experiencing problems at a very basic level. These problems include issues of supervisors not being able to access their direct reports and managers not being able to "drill down" and see staff in their chain-of-command. These would seem to be very basic building blocks for the system to function properly. In my opinion, there should be personnel in the local work unit that have the capability to not only view all staff time in the work unit but also, in special situations, to be able to submit and approve time for staff. This is necessary because there will always be situations where there are unexpected absences of staff or supervisors. Also, many of our staff are "field" people that may be out of the office and unreachable when a problem is discovered. Having this capability would allow the local work unit to resolve and/or prevent problems at the earliest level in the process. In theory, this may have been envisioned as the role of the timekeepers but so far the ones I deal with do not consistently have this capability.Admittedly, some problems are likely due to user error. This may be resolved by additional training or just experience with the system. However, there are also periodic "glitches" that are not due to user error and which defy easy explanation. As a manager, I have first-hand knowledge of how diligent most of our staff, time keepers and power users have been in trying to make the system work and do not believe the majority of the problems with the system are due to user error.

1811. Basically, Edison took work from other people who were responsible for entering time, and distributed it to everyone else. So it took work from a few people and made everyone else pick up the slack. Edison would be wonderful for employees who sit at the same desk everyday, right in front of a computer, and do the same job in an office. This system is terrible for TWRA, it takes too long to enter time. We might work in 5 different counties on 10 different jobs in one week. I work 120 miles from the regional office, I am one of the lucky ones because I have high speed internet. At edison training and afterwards, the general consensus I got from other TWRA employees was that this system was going to take up more of our time than it was worth and, to date, that has been correct. The "whiz kids" in IT need to realize we're not all taking a bus to work, carrying our briefcase and our espresso with whipped cream to a desk and sitting there all day. This system is a drain on my time. I supervise one employee who doesn't know how to turn on a computer, so I have to do his time, and my own, and approve time for another. The bean counters that pushed this system off on the rest of us need to realize there are still a lot of people with an aversion to computers. Also, there are people who work for the state in rural areas, where high-speed internet is unavailble. What about the extra cost of training, purchasing computers, obtaining high-speed internet (where available) and then the sheer amount of time it takes to enter time? I have had to enter 15 or more rows of time for a single week due to different tasks or locations. I can guarantee that some people are just entering one row of time, for the same location and tasks just to keep from wasting time to enter time. I hate this system, it was designed for a cubicle-dwelling lemming who never ventures outside of an office, not for people who work outside, on multiple tasks in multiple locations. It would be lovely to come in to work one morning and get an email that Edison has crashed and burned. Some high-level fat cats must have gotten a kickback from the software company, because this system was launched before it was ready. The state wasted the money on it, and then had to make it work. It's obvious the software engineers took a version of Edison they had developed for another company and tried to mold it into something that might work for the state. They tried driving a square peg in a round hole and the rest of us were force-fed the training and then told to make it work. That's my two cents...
1812. Overall, I think Edison is a viable system, but it was implemented before all bugs were detected. Instead of Edison being designed for our usage, we are constantly discovering problems and being told that is just the way it is. We are having to conform to it. I am not anti-Edison or against change. I just feel the state has been sold a load of crud that can't deliver what it has promised. With the way Edison handles time and labor, I think it is better suited for a bi-weekly pay period and not a semi-monthly pay period. There is too much information included in the check stubs that it becomes quite confusing. Also, department payroll doesn't have access to employee deductions, so it is quite cumbersome to discuss legal matters with them, and impossible to reach F&A personel with direct knowledge. Their voice-mail says they are busy with the implementation of Edison.
1813. I think someone should decide how they want the time keyed. At the end of each week or by split week and leave it alone. This is very confusing to all staff and needs to be resolved asap.

1814. I believe there are overtime issues.
1815. I am spending more time on Edison than the old system. We are required to enter time in Edison and still do paper timesheets. I do like the ability to see more information and personally make changes to items such as W-4 related information.
1816. Although I have not experienced a payroll or benefits error since the implementation of the HCM component of Project Edison, I find the system to be ridiculously time consuming for something which is supposed to be an improvement. Under the previous system of TN3270, our division director approved all time/leave on paper but I was the one who entered the approval in TN3270. It takes me as long or longer in Edison to enter my own time/leave and approve that of the two people I supervise than it took for me to check our division timekeeper's entries, resolve any issues and approve the time/leave for thirty people in TN3270. Additionally, as antiquated as TN3270 was, in the four years I used it we had one instance when an employee's time/leave was wrong and that was because I failed to catch that the timekeeper entered the leave inaccurately; on the few occasions I had problems with TN3270, our department administrator was quickly able to resolve them. Obviously one expects to have glitches with a new system. However, eight months into the HCM component of Edison, the entire department regularly receives e-mails alerting us that the Edison Time Administration process has gone awry in some way. We also receive frequent e-mails from our Assistant Commissioner about Edison deadlines. And I responded above that I have received Edison HCM training since its implementation. That training was not from Edison staff but rather was developed and conducted by our HR division. The situation is such that - again, eight months into the Department using the HCM component - these training courses have been instituted and are mandatory. Our department was supposed to go live with Phase 2, the financial and procurement component of Edison, in April and is now scheduled to do so in July. Whether the problems with the Edison HCM component are technical in nature, are because it's not user-friendly in design, are due to human error, or are a combination of all the above, I do not see how one could logically expect the implementation of Phase 2 to meet with any better results than Phase 1 has. How Project Edison could possibly be enabling state employees to make better use of their time and saving taxpayers' money is beyond me.
1817. I am a patient person and I understand that big changes such as the move to Edison will require patience and understanding. However, I feel Edison is beyond my levels of patience and understanding. Adopting this program seems to have been a colossal mistake. Or perhaps adopting it at the point we did was. There were entirely too many "bugs" still needing to be worked out at the point we adopted it. I was also EXTREMELY DISAPPOINTED with the level and type of training we received prior to it "going live". We were essentially told to go through a few power point- type training sessions and then thrown to the wolves. The actual problems faced were not addressed in the simplified training sessions. For the "investment" Edison is, I would have expected the level of training to have been comparable - with real trainers in a classroom - type setting. We needed hands-on training. This would have been more expensive, but the expense of the loss of time and productivity that resulted FROM inappropriate training

was probably far worse. It was easier and quicker using our archaic paper and pen methods that Edison replaced. We and the taxpayers would be better served by going back to them.

1818. I've had no problems at all with Edison's HCM component or getting paid since it's implementation.
1819. None
1820. As a supervisor payroll is much more complicated to approve. The time it takes from entry until the entry appears correctly in payable time causes problems. Edison is much more complicated and time consuming than the old system. I feel the major problem with Edison was and is a severe lack of training to the field staff. We have basically had to learn by trial and error. That is not the way you should have to learn especially when dealing with an issue as serious as payroll
1821. it is very frustrating to have to put in time ahead of time when there is a split wk or something equal to that situation. it is frustrating to have to remember to request for leave for when there is unexpected leave.
1822. I do believe that Edison could/would be a great program. Edison took on too much at one time. I believe that we could have learned more with the proper training. Computer base training is not the proper training when you have so many different programs to deal with. The training that was set forth was before we were properly introduced to Edison and it meant nothing. The management that was doing the training didn't know the system, they were just as blindsided as the employees. They could not answer most of the questions that was asked. They would respond, I will get back to you on that. So therefore, when it was actually time to work in Edison Program, employees including myself was losted. In my opinion, I think that if Edison would have went by sections instead of department and working and giving employees proper training on site and answering any questions right then would have been good. I can learn any program that is introduced to me with the proper training. It is not that the old dogs don't want to learn new tricks it is the old dogs wants and needs proper training so that the old dogs can do their jobs.
1823. Edison is complicated and clumsy. While the concept of having an "all in one Program" is appealing, it is not practical. I have to charge my time to different sites. Our Division has thousands of sites, but only a fraction of those are available in Edison. This is further complicated by having to continue using our old timekeeping programs. I have to make sure everything matches, which is difficult when sites are not available to be charged to. Another issue I have with Edison is the pay period versus the weekly period that Edison inflicts upon us. We need to pick one or the other using both is confusing and time consuming. If the pay period ends in the middle of the week, I have to rush to enter my time by the deadline, then turn around and do it by Friday, and God forbid if you have taken leave and you are waiting for approval on it so that you can enter your time! Blame is often put on the user for any errors in Edison. That may be the case

sometimes, given the sheer complexity of the system, but often I have found omissions and mistakes are "features" of this system. By features I mean the Microsoft definition, bugs. My lack of love for Edison is not because I am technology challenged, or that I am and "old dog that refuses to learn new tricks". I have been using a computer since 1985, I was on the internet in 1994 without the use of a modern internet browser, and I have even done some programming. Edison is difficult and cumbersome to use. We need something simpler and more user friendly. If I am having difficulty with this thing, I know that there are others with limited computer skills that must find Edison to be torturous!

1824. Time and Leave: To date, claims that Edison will allow supervisors and managers more time with employees and less time dealing with administrative tasks has proven false. Administrative duties have exponentially increased for supervisors and employees because of the requirements to submit, post and approve leave on a weekly basis. Although time frames are set for completion weekly, Edison does not always run on schedule requiring significant monitoring by supervisors to determine when exceptions /corrections have processed successfully. This system is rapidly turning supervisors into time clerks and removing all responsibility from employees who historically and effectively dealt with leave and time issues. Equally as troubling, is the inconsistency in implementation-For example on travel and expense we were told Friday before go date that March 2009 expenses did not have to be entered on Edison. On the following Monday we were told March's expenses had to be entered on Edison and soon thereafter that these expense claims had to be done by Thursday of the same week- Result was to drop everything and try to complete the task. Bottom line there was no Thursday deadline- Needless disruptions to doing our primary jobs could have been avoided. Employee access to supervisors for non- administrative (doing their job!) tasks has been materially compromised. Travel And Expense: Appears little or no thought given to Edison travel requirements for Point to Point travel and State of Tennessee travel regulations. Using Point to Point, in some cases, distorts actual reimbursable mileage to the detriment of the State by paying employees for miles not actually traveled. This is very troubling to ethical employees who view such reimbursement as cheating the State of Tennessee and directly contradicts travel regulations. General: Edison's HCM component needs work! In my opinion, as long as Edison is perceived as being unreliable, inconsistent and unaccountable employees will always shy away from utilizing the system for its intended purpose. I have heard employees say they would rather not claim travel mileage if it appears they are committing fraud in doing so. Others are hesitant to make payroll or personal info changes because they are afraid it will create errors with no one who can help timely resolve. Finally, when detail like bond beneficiary info is removed from savings bonds and /or some other detail important to them is omitted or inaccurate then the HCM component is sometimes perceived to be little more than a technically enhanced bureaucracy with no place to turn when problems arise. No doubt some problems are related to startup issues, perceived systemic conflicts, interference with primary job responsibilities, and non-specific training. Potential HCM benefits such as immediate reimbursement of expenses and access to online payroll and benefits info are impressive aspects of this component of Edison's HCM. Edison's HCM component may ultimately work but at what cost? [PHONE NUMBER REDACTED]

1825. I am keeping a three-ring binder of all e-mails associated with the Edison System in case I am forced to give the documentation to my attorney for a lawsuit. We were informed we would receive individualized training. We only received computer-based training, which was a waste of time. The rules of how to operate in the Edison System change almost daily on how to handle situations. This has been going on for 6 months. The Edison System has been set up where it does not follow Department of Human Resources Leave and Overtime Rules on the accumulation of leave and the use of annual and compensatory leave, especially in regards to leave use/carryover rules. As a supervisor, I have had to check every cycle to assure that all time, leave, etc., has been approved for my employee as many more times than not these elements have come back as exceptions. I approved everything for the employee I supervise and he did not get paid for 6 weeks. The system also fouled up his wife's pay, which should have never happened. This tells me that the State spent no telling how much money for over four years to set up a system that does not meet the needs of the users. The "homework" was not done before implementing. I have had to provide the wrong cost center number for reserving motor pool vehicles since the system was implemented and have complained several times to the appropriate contacts to get it right. The right cost center number is still not available. So far, I would grade the setup, implementation, and capabilities of the Edison System an "F"-FAILING. As a taxpayer in the State of Tennessee, four years of spending on this system has done nothing but throw the money down the drain. We have a system that can't keep up with supervisors approving employees' activities (time, leave, overtime, etc.), can't function correctly for employees while following the personnel rules of the State of Tennessee, forces charges to incorrect accounts for activities, and causes employees to spend time on a non-efficient system instead of performing their job activities. My experience is BAD and the State of Tennessee made a bad decision to use this unreliable and incompetent system.
1826. On training we only computer and sometimes you need a person to tell you and show you how it is done for our group.
1827. Most people in my department have unfavorable comments about edison but I think it,s because they don,t seem to comprehend it.
1828. I have experience no problems with Edison.
1829. We need to eliminate duplication of effort in our Department by allowing each employee to input their own leave and attendance. Currently, the Department made the choice to use assistants to enter leave and attendance for employees. This is a waste of resources and does not help the Department automate.
1830. No comments.
1831. Im worried about personal information being on the internet. Training was on line and not effective. No one ever seems to have an answer when there is a question. One major concern is getting time submitted with limited use of internet access. If time is submitted in advance, it usually has to be changed because of unforeseen circumstances.

1832. It seems to have created a lot of confusion and the need for overtime by our HR employees.
1833. Training provided before implementation was lengthy and complicated when work load was/is higher than normal. Comprehension was minimal. Non-Edison personnel who assisted after implementation were extremely helpful.
1834. I only use it for paycheck info
1835. I believe the media reporting has been unfair and limited to the few unfortunate problems.
1836. It is ill set up in that workers are expected to estimate their hours in advance because time sheets are due for entering before the pay period has even ended.
1837. Our department still utilizes the paper form of time keeping and time is entered by one person, so I have not been able to enter any of my own time; viewing my paycheck has been easy; I would like to see maybe a button to click that would display a one page .pdf summary of our leave/sick/comp time balances.
1838. Having to estimate time is problematic for those people who are on-call 24/7. It seems to be a terrible waste of time to have to enter "estimated time" and then to have to go back later and change it.
1839. THIS EDISON PROGRAM HAS SO MANY PEOPLE HEADS INVOLD WHEN SOMETHING DOESN'T GO RIGHT WHICH COST A LOT MORE THAN IT ONCE DID WITH THE OLD PAY ROLL PROGRAM. WHEN SOMETHING WENT WRONG BEFORE IT WOULD ONLY TAKE ONE PERSON TO FIX THE PROBLEM BUT NOW IT TAKES THREE. PLUS ON TOP OF THAT IF THE PROBLEM ISN'T FIXED THEY GOT TO CALL A EDISON PERSONAL. PLUS ON TOP OF THAT THE OLD PROGRAM GAVE US AS STATE EMPLOYEE OUT LONGEVITY BEING TAXED AS IT SHOULD BE.
1840. It seems like this system demands a lot of managers. Keying, approving etc, is on my mind all the time. It would be nice if my manager could approve for my people in my absence. I feel like I have to make sure I have a computer on vacation so that I can approve time. It makes vacation stressful until that is done. Someone else should be able to cover when I am on leave.
1841. the previous paper system was much simpler. In Edison with split weeks and complicated entry for time taken, paper leave requests in addition to Edison leave requests, it's more work and more time required.
1842. All phases of Edison should include a training section beside the current system. The way it is done know when it goes live if there are flaws either individuals or vendors are screwed. Nothing can be done about paychecks or bill payments and it creates very hostile

feels toward the state, not to mention you have not real person to talk to. People are only as good as their training, and going live with on computer training is a poor choice. There are problems that have not been fixed since Edison has started and employees are being blamed, when in fact Edison didn't tell us or give us input in the process. Employees were never part of the system, we were nothing more than cheap labor for a very costly white elephant.

1843. N/A

1844. I'm just curious why the cents on my paystub are different each pay period. I used to always get the same amount each of the 2 pay periods but now the cents are never the same.

1845. SINCE WE HAVE GONE TO EDISON, WE ARE GETTING LESS LONGEVITY PAY. THIS UPSETS EMPLOYEES. THIS IS THE ONLY THING LEFT THAT WE COULD LOOK FORWARD TO, BUT NOW THIS IS BEING TAKEN AWAY. WE USED TO GET A SEPARATE CHECK FOR THIS AND NOW IT'S INCLUDED IN ONE CHECK ONLY.

1846. Time consuming due to having to enter every week, sometimes twice a week.

1847. I have experienced no problems with Edison. I do know some people have issues with new systems since 'it's not the way we've always done it' and some because they have in the past had a timekeeper do their time entry for them. I have only had minor issues and my trainer has always been most helpful in resolving those issues and has done so in a manner that taught me what I had done, or not done properly. I personally appreciate the availability of information in Edison - especially access to prior pay period information and the ability to update my personal information without paperwork. I know my opinion may be incorrect; however from past experience I have seen other system implementation be a monumental headache when all parties (entry level to approval level) do not grasp the first concept of computers: garbage in/garbage out. Most systems are only as good as the people who utilize them.

1848. na

1849. Being able to print a copy of your paycheck never works. Being able to add/delete beneficiary information w/o having to go and do it personally would be a plus. Do not like seeing my bank account numbers displayed, they should be hidden somehow, and if I need to view them at anytime I can access that feature. I know that I can only view them but I really don't like them displayed.

1850. I would like a survey to be done for time approvers to complete regarding that the management side of Edison.

1851. I have only used Edison for my timesheets, but will soon have to start ordering money for deeds, court costs, etc. My main complaint is having to log in every few minutes, or

several times a day. This is annoying and time consuming. I do not know what to expect with paying bills yet. Ask me again in a few months.

1852. System is extremely user unfriendly -- i.e., the codes used to categorize time reported only show-up on the time sheet code as numbers. The description/titles only appear on the look-up pages. This greatly increases the odds of problems and makes entry much slower because I feel the need to use the look-up pages to have a better change of accuracy, even though I only use a handful of codes. Additionally, the entry of initial codes into Edison has been poorly handled -- many more errors and forgotten codes than expected even on a new system.
1853. I don't think the deadlines are reasonable. The fact of projecting time and then having to do corrections is senseless. It would be so much less time consuming and make more sense to key after the fact and key it once and be done with it.
1854. I have been given the job of approving an employee. Our section sent in a request to have this person moved and put under me 3 months ago and to date she is not under me for approval. She is having to get approved by the big boss of the division. This has been reported and to date has not been resolved. I also do not like that leave accrual is not accurate and of real time. Meaning if I submit a request I expect that once the supervisor approves the request that my leave balance would change as well. I would like to have better understanding of what Edison considers "real time".
1855. Poor communication and planning, Apathy to suggestions to save a dime(Profit), smoke and mirrors, preying on the end users ignorance, and pressuring uninformed or unconcerned managers for sign off on system modules that do not meet necessary requirements will get the Edison staff through the warranty period. Great Job!(Not) Now how much more will it cost to make it work? Oh and we still have Edison Financials and Fleet management waiting in the wings. I can't wait.
1856. We have had to send duplicate copies of organizational charts numerous times to multiple people without knowing which one is actually responsible for assisting in our efforts. Then our efforts were in vain with our requested changes not being honored time after time. We have also spent many hours in online training that was either too difficult for some staff members or provided info that was not very helpful to going live.
1857. The system is harder to understand on the amounts removed from your check. Also, longevity needs to be paid in a separate check. Edison is not forgiving in the fact if a mistake is made or someone does not receive their check it seem to take forever to get another check or correction.
1858. no comment.
1859. As a time administrator/approver I am frustrated with "Edison math" - no one can explain why the payable time to be approved doesn't always match the total hours reported on the time sheet (normally 1 less hour). Security access seems to change without reason -

sometimes you can process a function and at other times you are not able to. The team members and who they report to change without reason and keep changing and no one seems to know how to fix those problems. Some supervisors can approve OT and/or leave requests but not time (or vice versa) for team members. Would be better if there was an ability to change or delete un-needed leave and/or overtime requests. The ability to add a comment to explain "denied" requests would be handy to have for audit, etc. purposes. For time approval, it would be better to have a total for each day that you could drill down into to see the breakout of time (if desired) but you would be able to confirm the actual total amount of payable time without having to have a calculator handy to add all the numbers up.

1860. The biggest problem that I have had with Edison deals with having to enter information multiple times because it doesn't show up. There seems to be too many steps to enter time. Some of these steps could be combined to be more efficient.
1861. The program is not customer friendly it makes mistakes then there is not way to get them corrected on the system. It is not all on one page etc. Too much going from page to page. Can not just flex out a week ever line has to have where it is o.t. or leave and a request done. Information is not all together.
1862. This on program has created more time consuming and double work. It was suppose to make it easier and save on paper. Which it has not.
1863. Prior explanations of what EDISON was and what it was for seemed to be a state secret. It was not passed down to user level and training was not properly targeted.
1864. the password requirement is needlessly complicated and requires changing a complicated password too often.
1865. I thought it was crazy that the cut off date to report our time for employees that get paid monthly was sometimes 8 or 9 days before the end of the month. It caused too much extra work for our supervisors and HR folks. I'm glad we are off of it.
1866. The only concern I have is with the split week. However, when the split week does occur, the Edison staff and my supervisor have both sent e-mails explaining the exact time I have to enter my time.
1867. my schedule is not a typical 8 hour office day and inputting the time and rescheduling is very difficult for how our work days are in reality. it takes a lot of time for us to calculate the time for edison and we often make mistakes which our supervisor has to take more time to correct. not excited about the upcoming travel change over.
1868. I have made mistakes putting my leave and OT requests in. There is no way for me to delete them once I have put it in.
1869. My biggest issue with Edison HCM has been submitting or having employees submit

their time and then it does not show up and has to be resubmitted. The same with approvals, they are done one day and the next they have to be redone.

1870. While I personally have not experienced issues w/pay or longevity, I have several employees or payroll staff come to my office to make payment/repayment on both longevity and wage issues. The training I've received has been confusing and difficult to follow. I understand that all computers are not set up the same (MIS issue I guess) and all equipment is not working properly (cashiering) . I have personally called the help desk and was put off... the young man didn't have an answer and couldn't find out an answer from anyone else. I don't understand why 7 other states tried the EDISON program and aborted because it wouldn't work and the state of TN spends(BIG) money they don't have on this system!!!! The Fiscal part of Edison will only continue the nightmare! EVERYONE'S HIGHLY STRESSED!
1871. A common problem encountered is when I click the printable view of my current or previous payroll check stub at my work or home PC the screen does not change until I click the button at 3 to 4 times. This problem is discouraging to me. I enjoy having a hard copy of my pay stub(s) for record keeping purposes. I'm computer competent enough to print a copy or figure out a way to print a copy of my pay stub(s) but hate having to jump through 3 to 4 hoops to accomplish a simple computer task such as printing. In most cases fixing a problem like this with computer programs is rather simple to correct. I hope this issue can be resolved.
1872. Timekeeping involves more time for the timekeeper in entering and checking.
1873. other problems include lengthy delays in opening one menu item to the next, data being saved, opening of one program but actually getting another. There are no safe guards duplicate information can be entered on an employee w/o a system warning (for instance, empl ID)when more than one has been entered you can not delete duplication.
1874. The biggest problem I had with Edison was in the beginning. We had poor training. Our office is constantly busy and we were told to sit in our office and do a computer based training that we could not ask questions or stay focus enough to complete. We were not prepared to do EDISON.
1875. AFTER MY LONGEVITY 10YEARS CHECK WAS PLACED IN MY PAYROLL CHECK AND NOT IN MY 457b PLAN AS DIRECTED. NOBODY COULD TELL ME WHY? THEN IN FEB I GOT ANOTHER LONGEVITY CHECK AND IT DIDN'T TAKE THE STATE LONG TO TELL ME HOW MUCH I OWE THEM BACK IN MARCH BUT THEY COULDN'T TELL ME THE BREAK DOWN FOR THE AMOUNT OF THE LONGEVITY CHECK THAT I HAD DIRECTED FOR MY 457b PLAN TO GO!!!ALSO A PROBLEM WITH MY ANNUAL LEAVE INCREASING FROM 11.3 TO 13.2 A MONTH AFTER 10 YEARS. I LOST 1.9 HRS ON MY ANNIVERSARY NOV-DEC. CONTACTED PAYROLL THEY WORKED TO CORRECT THE 13.2 THAT I WAS NOT GETTING CREDIT FOR. IN MARCH THEY TOLD ME IT WAS CORRECTED. I CHECKED AND I HAD RECEIVED THE

13.2 CREDITED BACK TO DEC. THEY DID BUT WHEN I ADDED MY ANNUAL TIME IN 12-31-08 259.10 ENDING BALANCE TO BEGINING BALANCE 1-31-09 251.6 I LOST 7.5 HRS. STILL NOT FIXED!!!!!!I'M THANKFUL FOR MY BENEFITS JUST HELP PUT THEM WHERE I ASKED THEM TO GO AND GIVE BACK WHAT WAS TAKEN.THANK YOU FOR THE SURVEY!!!!

1876. This system was eagerly anticipated. However, since before its implementation it seems to be a broken system. I have had two employees that almost did not receive their paychecks after beginning work. They worked the initial 30 days without a paycheck and then were somehow deleted from Edison. This is just one problem. Personally, I believe it is not user-friendly, too complicated, and fraught with errors.
1877. I am a timekeeper for 70 people in this office but I can key up to 300 for this region. I have found numerous problems with edison. It deducts leave from the wrong type of leave. Sometimes it gives the employee anticipated accrued leave and sometimes it does not and puts them on leave without pay. It is not consistent. Edison states to wait for the saved icon before proceeding and it takes 4 times before actually saving. Leave balances are not updated in a timely manner. We were told in training that it was like data capture in that if you accrued overtime on a holiday, that is the only time you could accrue and take comp in the same week. You cannot which we did not find out until after we tried to key someone.
1878. I think the HCM component of edison is a vast improvement over the previous system which was antiquated and limited in its capability.
1879. I don't want to use this system, but i know that the state office approve of this without asking their employes for their opinion.
1880. Edison does not appear to be user friendly. It is difficult when updates are slow in coming and leave balances are never up-to-date.
1881. Payroll check for each pay period should be the same, but there seems to be some type of discrepancy when receiving biweekly payroll check(different amounts). This is in regards of no overtime. Longevity checks should not be included with payroll checks regardless of what EDISON can provide.
1882. No big issues but the user interface is confusing and not well thoughtout. Also the there is alot of redundancy and un-needed work putting in time twice and only one day at the time for leave requests. Time sheet should already reflect leave requests when putting in your time at end of week.
1883. It is often difficult to enter time accurately, and the administrator has to correct it before submission. The system is often confusing and leaves one unsure of how exactly to enter different aspects other than normal work day.
1884. As a manager, at times Edison incorrectly displays that I am not authorized to do an

- action.2. Navigating thru the system is cumbersome. Must click OK multiple places to submit or approve time or leave requests. Must scroll far right to add a line.
1885. I work with Edison everyday - Edison keeps sending reports of corrections that need to be made and they have been entered into Edison for the past 4 days and Edison still says there are the same errors. I print off everything I do as backup to cover myself to show to the supervisors to prove that the corrections have been done. This should not have to be done with this type of system. However, guess we still have to cover ourselves - by keeping backup to prove what has been entered and supposedly corrected. If the errors still come out on the report, then the theory is - the correction was never entered to fix the error.
1886. This system makes me very uncomfortable. We do not need a system that can't get payroll matters correct.
1887. I like being able to access payroll information on myself at home and at work. Also, Edison is easy to look back on old paychecks if information is needed.
1888. I think the major problem with Edison is that it was poorly implemented. I think many of the problems could have been avoided with better planning and training.
1889. time consuminghas to always be a supervisor here to approve.never know when time is due without calendar or email
1890. I appreciate this survey. But isn't it just another step toward coercive acceptance. Maybe time will tell. Thank you. (Mandatory.)
1891. Ifind that edison is not user friendly when it comes down to overtime and leave on the time sheet.For one how can you put your overtime request in if you donot know when you are going to be called out? Why do we have to turn our time in more than once a week? What if we are in another county doing overtime and cannot turn in a overtime request does that say that we dont get overtime? And one last question why doesn't edison give us our time and a half for anything over 40.0 hours? I know on my last pay check it didn't list my ours that way, i think that i would like to have my time and a half the way im supposed to be paid.
1892. The way edison does longevity is wrong. The way overtime is figured is wrong. When your pay check is missed up edison won't help fix. The old way was much better.
1893. the day just started. I've yet to enter my time
1894. From an HR perspective, we were told Edison would be a time saver and be easier to use that the old system. Edison has doubled my workload and I find myself in the role of "trainer" for my agency's staff, rather than being able to accomplish my tasks. While I may have two or three employees who don't wish to conform, the others are doing exactly as they were taught, they are just experiencing problems with the system. Some

problems we can work out; others we have to inquire as to how to fix. These are dedicated employees who are not opposed to learning something new. The Edison training was good training but again, the trainers could not address some of the specific questions relative to state tasks because they lacked the governmental knowledge. This PeopleSoft application was designed for private industry, not government and the State determined many of the components of the application would not be used. Many of us learned specifics about our day-to-day tasks by trial and error. Paper copies of information are still printed because we lack the confidence the information will remain in the system once entered. Information has disappeared on more than one occasion. I agree the State needs a more viable system. The powers that be in Tennessee government chose this system--a system that other states reviewed and said "no" to or used for awhile and then stopped because it did not address their needs. In light of the fact millions of taxpayer dollars have been committed to this system, I feel we are obligated to continuing to work together (egos and finger pointing off the table) to identify and fix these problems so that we can actually have a system that will allow us to get back to our real job which is serving the People of Tennessee.

1895. Some if not all of the start up issues could have been avoided if more pre testing of the system had occurred. It took several weeks to resolve my problem of my report-to employees not showing up.
1896. I wish that the leave balances would be more on time with the time sheet. The leave balances do not show up on the 16th when you have accrued the time.
1897. Not being a software engineer, I do not know if my problems can be addressed. It seems however, that the Edison design team and the help staff suffer a great disconnect!
1898. I don't think the longevity check should be combined with our regular paycheck because it causes us to receive less dollars.
1899. I was informed by E-Mail 5/1/09 that we would have to "Electronically Sign" the Acceptable Use Policy Statement before I could use Edison. That same day I was e-mailed that the Acceptable Use Policy Statement would not be available until further notice. I understand that to mean that I won't get paid until I sign that statement, in other words, "Edison" can hold me hostage until I do as it says. What's up with that?
1900. Using my experience with Edison as a guide, I have had no problems, therefore I think it is has been implemented quite well and functions well. Now my comments are strictly for the payroll component.
1901. In the personnel employee handbook it states that we should receive our longevity as a separate check. With Edison, I have found that you receive it with the current payroll check and it is taxed as one check. This seems to be unfair.
1902. As of February 1, 2009, Treasury went Minimum Functionality where I no longer had to report by time in Edison.

1903. In the first question, I answered "No" because I personally have not had my benefits or pay affected by the change to Edison. As HR/Payroll Officer, I have been adversely affected in having to deal with payroll and benefits problems. My time assisting employees is ongoing and excessive. Even with Edison training, there is still much for the employees to recall. Training time for new HR employees with the new system will be much too time consuming. E-mails from Edison are too voluminous. Notification links in e-mails regarding p.e.'s and travel authorizations don't work. Sick Leave Bank info in the system is incorrect and there is not comprehensive beneficiary info. Leave balances and time approvals don't update in real time. Usually only three days are allowed for timesheet entry when before, as HR Mgr., I had until within a week of payday. Edison "help desk" is often not helpful. There is no analyst assigned from Payroll or Benefits Administration. Maneuvering through Edison is more cumbersome than was the case with the previous system, too much clicking and scrolling being required. The timesheet screen in the old system included leave balances. It is very inconvenient to HR officers not to be able to enter benefits information or to be able to create and issue duplicate W-2's. Leave requests do not have beginning and end time fields. Having leave requests tied to the timesheet requires double work and duplicate approval; leave requests should be left to internal policy. If the system is going to require leave request approval, an automatic e-mail notification should be in place. The number of problems mentioned that follows is unacceptable for an agency with only 42 employees. At the end of one of the weeks during pay period 4/1-4/15, 11 employees were unable to enter their time. One employee was due longevity for February, and it was discovered today that she has not received it. Furthermore, this employee was overdeducted in February for Health, Dental, and Basic Life; this was reported promptly and refund is still outstanding. In February, an employee incorrectly received a longevity payment three months after having received her last one. For pay period ending January 31, an employee was deducted for \$4.58 to her Parking Reimbursement account when it should have been \$55.00. For pay period ending January 31, one employee was underpaid. On the payday for that pay period, an employee's check was deposited to the account of another employee. For the pay period ending Jan. 15, an employee was overpaid, one was overdeducted for dental and has yet to receive her refund, and one was overdeducted for health, dental, and basic life with no refund having yet come. One employee entered a deferral of his February longevity in December and it did not process though the event detail confirms it. In November, an employee was charged \$60 for a garnishment fee though only \$5 was all remaining due from her. she finally was reimbursed three months later, only to be charged, in error, a \$55 fee one month later; it has recently been refunded. In September, an employee's time was updated incorrectly, finally corrected 2-3 months later. On March 13, an employee finally received payment that was due as a result of September and October overdeductions for health, dental, basic life, and optional life. Throughout the duration of this problem, the employee was dropped from his insurance plans twice.
1904. I wish that we did not have to complete our time sheets via, edison, email & paper. I think one of the 3 would suffice.
1905. The biggest problem I have had with Edison is that when I change my password to look

at my paycheck that the system loses the new password and I have to email Edison to get them to set the password.

1906. An opinion only: the method used to enter time in this dept. appears to hinder the intent of the program--to facilitate timekeeping and leave approval/tracking. Employees in Labor & Workforce enter their own time, as I'm sure other depts. do also. In Revenue we provide paper timesheets & leave requests to supervisors for either the supervisor or someone else to key in. This adds layers to the process and increased opportunity for error. In addition, submission of paper timesheets are required a day or two prior to the end of the pay period.
1907. it seems that since we have started to use Edison, we are now having problems getting VERY necessary/important supplies that are needed to function and/or perform our duties. It is a serious problem.
1908. There seems to be alot of confusion as how to train employees on the proper use of the Edison program. Some of the online training does not actually compare to the actual input that is required on line. (i.e. expense claims). Also it appears that the proper traning material is not being provided to the department directors, managaers & supervisors. More training of the management personnel could possibly make a smoother transition of any future requirements of the Edison program.
1909. I think this is a very time saving system but a few IMPORTANT adjustments could be made to make it work much better. I would be glad to discuss this anyone. [NAME AND PHONE NUMBER REDACTED]
1910. Edison was rammed down the throats of a customer base that was not ready to implement by a core staff that was not ready to apply. Now the entire system is out of balance and errors are the NORM not the exception. Most damaging to user interface is that State employees are dependent on access to computers and computer networks that are supplied by the lowest bidders. Few things are more egregious than spending an hour fiddling with an Edison application and having the overraught computer or network freeze or disconnect making the entire input sequence evaporate.
1911. Edison HCM component has significantly increased my workload and time necessary to deal with time reporting and approving. It is not at all the time saving device it was touted to be.
1912. It takes too long for the accrued time to show up in Edison as well as the leave time taken. It is also strange to ask for sick time off after the fact before time can be approved. I use more paper turning in time sheet to supervisor weekly instead of bi-weekly. 3270 was must easier to access.
1913. i think that there are flaws in the system that make it hard to deal with on occasion. no email links word for any reviews, so why bother? the training makes it hard to understand what the heck is going on. not all appropriate people have training in the sustem, so

when we ask questions, we get about 1/2 the wrong answers and you still don't have a clue what to do. we should be able to delete the leave stuff that we have after it is approved if we are not taking it, we should have never lost the save for later function. over all i get paid 2x a month, but it seems that we have to do too many steps to get there.

1914. Will not use at home from my home computer. Not comfortable about security issues.
1915. I don't understand why T&L only runs on certain days and when it does run it takes it forever. It is usually after 3 in the afternoon or later before we can see any changes that were made. Supervisors in our area do not understand the concept of T&L. They continuously call wanting to know why things are still showing in the system. There is also a concern about our balances not being updated in a timely manner. We have had employees that have had to use time without pay because the balances were not updated when they had actually accrued their leave. Another issue is when we have a split week and employees make changes to their time after the supervisor has approved their time. The system needs to somehow lock the employee out after the supervisor has approved their time so that these mistakes can not be made. Before changing over to edison we were told that we would have more time to approve and look at time sheets in the system but since we have changed over to edison we have had less time.
1916. Hands on training would have helped! I got none on the use of Edison for time or travel other than reading on my own. I am not an old dog too old to learn new tricks as sometone stated in the press.
1917. The system is not intuitive and it does not providereadily available feedback as to the statuuus of a particular task. There are too many seemingly unnecessry steps involved in the process.
1918. No access to indirect reports' timesheets. When managers are absent or not available, I cannot approve timesheets.Also, having to wait for the system to update changes is inconvenient. The system is not real time. I sometimes have to get out and log on later to complete approvals, etc.
1919. I did not key my time before Edison. I don't have anything to compare teh process to really. It is going well as far as I know on my end.
1920. I feel the training staff was nice but the training sessions were not helpful. We spent hours traveling back and forth and all the training was what we were suppose to do on the computer before we went-basically doing what was in the manual..It was not helpful at all. We have experienced several problems that if we had had the proper traning they might have been avoided. This system has many more steps to get the job done and therefore extra hours are spent to get the job done. This has been very stressful and our old system worked better. The only advantage I see is that the turn around time on some things is quicker. Any new system would have problems but this system has many.
1921. I would like to see a separate check implemented for longevity.

1922. In order to save postage the State has implemented an expensive computer system. This system operates on falsified information. Sometimes the old ways are better at least better than a half-baked system that demands employees put down incorrect work hours. The system is also virtually impossible to navigate through - to look for leave times, etc. The State has been penny-wise and pound foolish with this system. It wastes valuable work time having to fill out a paper time sheet, go to the computer time sheet, then go to the Edison system, print all this stuff up, make a copy for my records, take it back to my desk, sign it and finally take it to the supervisor for approval. This is not efficient. I could detail how to request leave, but I think you get the message. Also, requests for leave have disappeared between my computer and the supervisors.
1923. From the start of Edison we were told that it was going to much faster and better than the old system, this has not been the case it takes twice as long to do time, if it runs,it's not the user it's the system. Someone sold the state a bunch of S*&% if you ask me.
1924. Usernames assigned are idiotic. Why can't we use our RACF ID instead of some convoluted naming convention.
1925. I feel that there are flaws in the system,questions that can't be answered by anyone.
1926. The system seems to be incapable of computing leave balances accurately or timely.
1927. Some of my cohorts and managers have expressed frustration with the system but I have not had any problems with it.
1928. I personally have not had time disappear or leave request disappear in Edison, or not receiving pay or service time messed up or leave balances messed up,but it is just a matter of time. But as an employee who deals directly with HCM component, approving timesheets, leave requests etc. The problems are never ending with the system: Leave requests disappearing, time on timesheets disappering , Employees not getting paid. System taking leave time out of the wrong leave balances for no reason and the system rescheduling time.When the system rolled out, it was stated in the papers by a spokesperson for F & A that it went smoothly. I don't know what system they were talking about, because we had employees not paid, supervisors who could not access their staff to approve time on and on. We are still experiencing those problems.The benefits issues have been a nightmare. Insurance benefits on employees have been dropped, or they have had deductions taken out three times. I spend a good 70% of my time dealing with Edison issues and at the end of a pay period that shoots up to 90%. This does not leave very much time to do my other duties. The problems we are facing with Edison are not going to stop. The "Edison Team" fix one problem, but create more problems trying to correct the first problem. Trying to mold software that is geared to private industry to fit the need of government system is not working.
1929. Some parts of Edison is confusing to read. I am a time keeper and it is time consuming having to navigate from one screen to another to enter an employees time(leave and overtime request and approvals then back to the time sheet). I spend quiet abit of time

helping employees get on Edison and looking for what they need. It is difficult to find where some information is located.

1930. The issue that relates to overtime, leave and flex issues needs to be worked out. I see why there is overtime paid if you work over but to drain leave on another day by virtue of flexing which is highly encouraged in our department penalizes a person by robbing their leave on a day when they do not work 7.5 hours.
1931. The system is very cumbersome and is not designed well. I have used other systems in previous positions that were much more straightforward and intuitive and offered more flexibility and redundancy. The system requires double entry of leave, once when you get approval and once again when you take the the leave. there should be a link between the leave request function and the time reporting function. This is one of the examples of the system design shortcomings.
1932. There are continuous problems with timesheet entry, submittal and approvals--every pay period. Submitted time and sometimes approved time just disappear. One of my employees has had time showing as submitted when that person logs in, but it doesn't show up for me to approve at all---even days later--so they have to re-submit. Staff must continually be checking their time right up until paychecks appear in their bank account to make sure they actually get paid. Way too much time is being spent by employees and supervisors on entering and tracking time and verifying that it stays in Edison. I and most every employee in my division spends probably 15-20% MORE time on reporting and approving time than before Edison. More efficient? Absolutely not! Leave time accrual/use has not been accurate. Getting the right employee/supervisor lines has been a nightmare. These have changed for no reason. Sometimes it has taken months to get the right reports to lists. Then out of the blue, I can log on and no employees there. There have been so many glitches with the Edison HCM that should have been resolved long before it was implemented. It apparently was never tested enough to see what was actually needed by the agencies that are supposed to be using this to make absolutely SURE it was going to work. Frustration with and distrust of this system is felt across the board. Power Users were told at the Edison kick-off meeting before Go-Live with the HCM module that their job would only last/be needed for about 6 weeks. What a joke! It's become a time consuming part of every Power Users daily job duties.
1933. We do not enter time into Edison. That is the roll of a centralized timekeeping staff. As far as payroll issues are concerned, I have not attempted any changes that could cause problems, and paychecks display fine. Requesting leave or overtime has not been a problem, and my longevity payment was correct.
1934. I think every employee should have been trained, as far as keying in their time. Some Employees are totally confused in what to do in Edison, and it is intimating to them when they cannot operate Edison correctly. I am still training people in Edison. I believe Edison have proved to be beneficial for the state. I would prefer not to work in the system so much during the week. But that is not the result of Edison, it is because employees are not comfortable keying their time in Edison. I believe it will get better as employees work

in Edison more.

1935. NO FAMILIARITY WITH EDISON AND VERY SLOW TO LEARN , PROCEDURES CHANGE OFTEN
1936. The staff at Edison's help desk do not seem to understand the problems brought to their attention. Their answer is almost always that something has been done wrong at the agency level. Time Administration needs to run on a set schedule. A lot of time is wasted logging into the system, only to discover that nothing has been completed as expected.
1937. The only training that was received was the online training. This was definitely not adequate, especially for supervisors having to train others. We continue to have to ask for assistance from the person who keyed time/attendance prior to Edison in order to make sure we have the information entered correctly.
1938. Training was given way too early compared to when Edison came onboard². We have to enter time 2 to 3 times more than before.³ This program is not user friendly.⁴ During training the teacher would show us how to do something then say but it will be different for TDOT and leave it at that with no explanation.⁵ There are so many "things" that are "different" for TDOT, I don't feel Edison is good for this department.⁶ Edison does not run when the "e-mails" say they will
1939. My only concern would be those entering their own time can easily change or exaggerate on time entries for the week
1940. My personal experience with Edison has been terrible. First, in December 2008 I received my 22 year longevity which was included with my regular payroll check, resulting in less net pay received. Second, in February I was one of several State employees that received a second longevity check, that the Edison program created, which has yet to be resolved on how to repay. Third, during the period of receiving an extra longevity check Edison decided to change my W-4 status to tax exempt, resulting in receiving two regular payroll checks and a 22 year longevity check without federal income tax being withheld. During this whole ordeal nobody has been able to explain how these things occurred and what will prevent them from happening again or far worse problems, such as all personal data and bank information being released into the wrong hands. Who will be responsible for that when it occurs, surely not Edison.
1941. Entered data disappears. We have to make paper copies of everything to prove it was entered and correctly done. Even then we are told repeatedly that it was the agency staff not doing things correctly. Accrue leave changes back to 7.5 automatically causing more paperwork to correct it. Nobody knows why. It was added to Edison in August but changed back. Process Time making corrections is taking longer and longer. Holidays go unpaid on some people when they should be paid. Some people are not getting paid. The system will not pay them. We follow all instructions and still the employee is not paid. Even contacting DOHR sometimes the system still will not process and then all the data disappears. Changes are made within the system and we are not notified. Codes for

FMLA Family Medical Leave and Suspension codes just disappeared from drop down boxes in regions. Other options from the drop down boxes vanish or change without notice. Recently the code used for retirement was removed and another popped in. No notice was given Former employees are being paid after separation. We no longer have access to the employees and cannot see this happening We used to have a pending screen that we depended on to verify status which we no longer have. Processing Separations were faster in the old system keying payroll was faster and more efficient in the old system getting information on employees was faster and more efficient in the old system. Now we have to go to multiple screens to get data and it is not as informative. We could see who what when where and why transactions occurred This information is not longer available to us or it is spread out on multiple screens instead of all together We have people calling about benefits. They cant get anybody to answer phones. They are told to contact someone else We've had to contact Faye Godwin directly on some issues to get them resolved for panicked employees keying leave and correcting exceptions is more time consuming that it has ever been. It is now a daily not bi-monthly duty. off cycle run takes longer to process than special run and it delays the employee receiving their money. Employees have tried to learn the new system but it repeatedly does unexplainable things. Staff has cried with frustration. We contact the proper place for assistance only to be told to contact someone else. This is a horrible system. It takes more time to use and it is not user friendly.

1942. Edison is very time consuming.
1943. I do not understand why our secretary is entering our time. We are constantly completed timesheets with estimated time that has to be revised after the actual time is worked. I have to fax or email my timesheet to my team leader who in turn faxes or emails it back to me and my secretary. If there are changes to any estimated time, then I have to fax or email a revised timesheet to my team leader who then faxes or emails it back to me to give to my secretary. Sometimes this happens two to three times a week depending on whether it is the 15th or 30th/31st. Also, it is very frustrating not to know what your true leave balances are because Edison does not update the balances on the accrual dates.
1944. The people who trained employees on Edison did not have adequate training themselves to teach the classes. They would not know the answer to questions asked and would always say they would have to check on that. They did not know how to control the class. Classes would have been better served if they took each dept. and trained them instead of combining different ones.
1945. ULTRA-time consuming for input staff - Frustrating to enter data - risk of not getting paid!!! Hard to access on the computer
1946. The system takes up too much time, and it keeps me from doing my regular work. The problems seems like they will never go away, and it is frustrating to submit info., only to find out the next day that it was never received or processed. I dread the end of the pay period because I know it will be a headache!

1947. I've placed my comments above in previous windows. Luckily enough, I've only experienced a minor glitch compared to anything else that has occurred to many others--- and yes, I know them personally! For such a supposedly widely used and popular system, there sure are quite a number of costly flaws. One should have a job that doesn't cost them money! I only hope that someone is reaping the benefits of this system and enjoying the profit!
1948. From what I have been shown by a payroll super user it is extremely cumbersome to enter hours, leave and overtime issues. This person often has to "borrow" shift/pencil whip hours to adequately compensate staff. The system does not allow for accurate/honest time entry on the actual days worked. Overtime worked on days that are not a regular scheduled work day is often shifted to a scheduled work day in order to be properly compensated for. I feel if we had an actual time punch system that the individual employee was required to use the time keeping would be more accurate and perhaps more in compliance with legal fair labor practices. Our payroll person makes every effort to accurately enter time into the system. But the system is just too cumbersome to be accurate. And it gives the perception if not in actuality that I am being shorted proper compensation. As a new manager I also have very strong complaints with the Employee Performance management component of The Edison system. It is extremely cumbersome and unacceptably time consuming. I am very disgusted with the fact that Job Performance Planing items are not automatically transferred to the individual employees Annual Performance Evaluation. All of the items have to be reentered into the Annual manually. This whole system does not save time or paper work. In addition my manager requires a signed printed copy of all my units JPP's to give to personnel. Why are we even using the Edison system if we still have to make a Paper report?!!
1949. One of the most frustrating aspects of Edison is that no one wants to admit there are problems. Everyone knows there are problems but no one will talk about it with the employees. Payroll issues are very serious obviously. It is a huge hassle everytime a payweek ends mid-week and you have to make sure your time is in, or god-forbid you won't be paid (or atleast that's the threat we keep getting). My wife is also a state employee and she is in terror of having to put in her daily travel. She is in a position where she travels on field visits everyday. When she is required to enter her own time it will easily take her 30 minutes a day to put in her comings and goings. Another problem is that even though Edison isn't running smoothly as is, more and more keeps getting added to it. All ordering now goes through Edison and well as Travel Requests. I really don't see the value in bogging down a system that can't competently do what's it supposed to do already.
1950. The program is so confusing! You do one thing one time and then the next it changes or give you a notice that what you just put in was wrong. It takes twice as long to fill out your time than on the paper. And to fill out a travel claim, well I would rather have my nails pulled out! I put in the 75% amount for the 1st and last day and then I get a notice that the amount is wrong. I was told to not put anything down for holidays. When I put nothing no 0 I mean blank, I get a notice 1/2 the time that I left something off. Confusing is not the word but for the lack of a better word Confusing will work.

1951. Cannot log in to the system, despite entering in correct and current information. I am unable to check or verify pay information, and have to do so by contacting bank.
1952. Instead of it taking minutes to enter or approve time reports, as before Edison, it now takes days. With our work load, we don't have that much extra time.
1953. I believe that an automated system should use less paper. when an adjustment is needed more paper work is needed to fix the problem. Because the hassle of the paper work it might encourage employees to not take off work or report the time off in a different period. In addition, the level of detail reporting is not the same in Edison as it was in our old system. Because of system response time and the number of profiles needed to have the same level of reporting its not feasible to have the same level of reporting. Also, I believe that Edison did not provide enough detail training to all the agencies. Because each agency is different a separate test environment should have been put together with each agencies data to fully grasp what was to come. In my experience we could not train our employees properly because we could not actually show them how the system will react until we were live.
1954. The way we have to submit our time forces us to predict our schedule. It is too time consuming, and wastes more paper to submit corrected time sheets later, especially if the person keying the time in isn't here. Also, overtime, leaving the office after time sheets have been submitted, and other things can not be reflected without extra work to reflect these things.
1955. While in training, I felt this was going to be a great application. However, as soon as we began using the system, problem after problem was encountered. Additionally, we were not being instructed to use and input data as we had been taught in the training classes. Input of data is extremely time consuming. I spend 4 to 5 times more if my time inputting data than was previously required. The system is very cumbersome to negotiate. The calculations of the time are extremely confusing. I have personnel that work in the field and the requirements of daily time input are very difficult to keep up with. Why can Edison not check and calculate entries as they are entered instead of have to wait until the end of the day (or less often)? If entries were check and data updated as it was entered, I would not have so many of the issues as I do. As is now, we have to wait until the next day or later to find out if our entries have been accepted as entered. We are now using much more paper to keep up with the same data as before. None of the issues I have reported have been resolved....things such as misspelling of names, etc. As a supervisor this system has made my job much more difficult and I now have at least 2 hours per week less time to do my real job! Please find a better solution. This system was obviously designed for accaountant and auditors to use, not lay-persons! You could not have conjured up a more difficult to use system!
1956. The on line training was a good tool for employees to train on. However, it was time consuming but I guess that was needed in order for us to really get better understanding of what we would be doing in the future.

1957. I have not had any major problems with Edison. However I only keyed my time and look at what I have access too. However I do think the time lines make it hard on the supervisors.
1958. Why was so much money spent on a payroll system like Edison when the other one was not broken to begin with? All those state funds were spent on a system that four or five other states have tried and ditched because of the "known" gliches in its programming. Makes me (a tax payer and voter) wonder whose pockets were filled on the side in the Dept of Finance while this system was being set up.
1959. The problems as I see it are no communications between the departments. The Benefits area is the worse. You can not talk with anyone to resolve issues. You have an immediate problem and you call the benefits line and they are always in a meeting. You call the help desk and you get someone who has no idea they will send a ticket. Human Resources you have a contact person. Payroll and benefits you have no one to contact. It was better when you could pick up the phone and call someone you know will get you an answer rather than talking with a stranger.
1960. When on the other system we would be able to use our time as soon as it is accrued with the edison system we can not use any time that is not showing on edison. this is not fair since it usually will not show up until almost 30 days later. we should be able to use our time as soon as it accrues.
1961. The only issue I have or heard from others is that the deduction section of the payroll check is hard to understand.
1962. I really question having our some or our personal information on this system, especially in the days of expert hackers.
1963. Edison has made things more convenient and easier for me
1964. For payroll purposes, edison does not run for several days at a time. I can not approve the pay of my employees, until the program runs, there have been times when the payable time has shown approved and sent to payroll, then the next day, show that part or all of it needes approval again.
1965. Our office did not get to have the 6months of practice due to overlapping positions. So we are just starting the process 6 months behind everyone else in keying our time
1966. The system is inefficient in that time has to be entered once a week, at least, and sometimes twice a week. The prior system, time was done twice a month. Then, if there are issues, it takes up even more time than that once or twice a week. Also, the system for requesting/approving leave is inefficient and unwieldy, takes way too much time for managers, and encourages fudging, for example, when employees need to take small amounts of leave on the spur of the moment that hasn't been approved in advance. The system may be a great thing to some system designer type, but in it's practical

application, not so much.

1967. There is still some severe lag in when information is submitted, able to be found by my supervisor, and then rolled over for approval. Enough that it is several days past the due date for entry, which is very worrisome concerning getting my pay on time. So far no issues, but this is an ongoing trend.
1968. The system is much time consuming. Time spent on Edison takes away from work that I am paid to do.
1969. Maybe I'm just unlucky, but I have had problems 4 different months concerning 5 different issues. With all of the technology at our disposal today, it seems we could develop a system that can calculate correctly. One of the things that concerns me is that all of my issues have been negative - less hours than actually earned.
1970. As a manager, I have seen other issues with my staff. Time that is keyed is missing. Leave that was already approved by me had to be rekeyed by employee and approved by me (second time) before exception would clear. Another employee has been working on Sick Leave bank issue for over a month - Still not resolved.
1971. My personal timekeeping experience has gone very well. But, from my experience as a Management Assistant, the number of issues for the Managers have been many. To put into just a few words, the Manager I have assisted has had issues accessing all the information he needs to make decisions to approve requests or not. After six months, the situation has improved, but is still problematic at times. We had many Edison issues with people working in the field at first, also; but again after six months, that seems improved as well. Maybe as time goes on, all the kinks will be ironed out. But, for now, we still miss the old timesheets. [NAME REDACTED]
1972. Receiving my pay stub in the mail was much preferred rather than having to print it off each pay period to have a hard copy which is extremely small and difficult to read. Don't feel comfortable with my pay and personal information in cyberspace knowing it could be possible for someone to access it without authorization if they are one of those savvy high-tech people or in the case of a computer theft as in the past, and having to put alerts on our personal information and private accounts in the event there was an identity theft. This in itself has presented obvious concerns where yet more of our information is accessible through another State system. It's a hassle to have to enter time weekly sometimes twice a week, remember to place your request in Edison, enter it on your timesheet, and have it to the supv. before the designated deadline only to proceed through several more hands before the final pay step is completed in which there is yet another deadline to meet. If you can't be at work on the day it's due, you must contact the supv. to enter the request and time for you in the system. When a request made in advance must be changed, the request can't be retracted, it must be re-submitted. One is not always able to predict when they may have to be out and make advance requests, particularly with the frequency we're having to complete our time. Twice a month surely made more sense to me and seems it would be less time consuming for everyone. It

becomes very confusing trying to keep up with which pay period we are in due to weekly time submittal. If the employee happens to be a traveller and has deadlines to meet, completing this request/entering/submittal process, etc. is much more time consuming. How can all of this save the State time and money? It was much easier to fill out a leave request on paper, write it on the timesheet, and turn it in to the supv. twice a month. The new and improved best practices in conducting business aren't always the better choices, particularly for those who are actually entering time in the system.

1973. Speaking personally, the issue I had was not new-MOD hours had been 'missed' in the past 'pre-Edison' era. It seems to me that the Edison system puts a lot of pressure on our payroll folks
1974. While I have not experienced any serious problems with the system, I do not have complete trust in it. (I don't think anyone should.)
1975. I am on the road a lot, there are times when it is not possible to have web access. Or know when a request has been authorized. vehicle registration might hard to do in the future.
1976. This program was a waste of tax payer dollars. It should never have been bought and now should be done away with. The kick money has now been paid.
1977. Having to stop doing my already super busy job to enter time, etc., is a deal breaker for me. I spend more time fooling with edison than getting my job duties done. It requires more of my precious time to do clerical/secretarial/administrative work and not have the proper time to do my job that requires concentration, knowledge and preparation.
1978. I feel the system would be more efficient if it were in realtime.
1979. I like the convenience of accessing my personal information at any time (e.g., leave balance, checks, and requesting leave, travel claims, etc.). My check is always different. I've received only two checks where the amounts were the same. My most dissatisfaction is with the way Longevity is calculated. I prefer a separate check for this.
1980. in close to 30 years service,, this is the worst program i have tried to use!!
1981. I am a timekeeper and have no problems on that end of the system. I have noticed that leave balances are not correct and very hard to correct.
1982. I like being able to easily view my time na dpaycheck.
1983. I am especially satisfied with the time reporting aspect of Edison. It is at your fingertips and very easy in my opinion. Other than training or time reporting I have not had much paractical use for Edison yet, but expect it will make things much more streamlined. I am anxious when we can use it to order supplies, that will save a lot of time and confusion!
[NAME AND DEPARTMENT REDACTED]

1984. I used Edison when working at the City of Knoxville; therefore it has been an easy and interesting transition for me.
1985. Edison is like any new program that you get whether at work or on your home computers. It will have bugs and corrections that need to be made. It will be make things much easier to do and keep up with when that is done and we learn all of the things it can do.
1986. The Edison HCM implementation is a step in the right direction. The Windows-based environment is much more user friendly and accessible than the previous mainframe system.
1987. [NAME, DEPARTMENT, AND PHONE NUMBER REDACTED]
1988. Problems w/ split-week pay periods. If working OT Mon-Thur,can't show true picture since Edison doesn't capture OT till Friday. Corrections take too long.Money spent on this project could have save employees from losing their jobs. Money spent on this project could afford employee pay raises. The money spent on this project could have be better put toward developing a Human Resource officer at each office to take care of such matters in a much better timely fashion. The state needs to get a grip on monies spent w/in departments for accounting of time on the job. They need to utilize punching the time clock for actual hours on the job or a central computer system for signing in/out on.(Ask Medicare/CIGNA what system they use). If we have to enter time on a weekly basis then why can't we get paid on a bi-weekly basis? Why can't the state pay employees every 2 weeks instead of twice a month? If not paid every 2 weeks, then state employees should receive pay in the amount that would include 2 weeks extra pay to their paychecks twice a month. Is there not currently a payroll department to take care of all state employees time? If so, let them earn their money doing what they are suppose to do - calculate time to pay employees correctly, balance employee leave/acrural, insurance/benefits deductions etc. It's a sad day when we spend dollars on a system like this but we don't have the funds to buy supplies as needed to function adequately on a day to day basis and employees lose their jobs.
1989. Overall, I am satisfied with Edison. However, one challenge for me, since I'm paid on the 15th each month in addition to the end of the month, is remembering to enter my time when the 15th falls in the middle of the week. I usually enter my time at the end of the week on Friday. So, I think I will enter my time daily to avoid missing the deadline but I wish there was a better way to do it. For example, if I was paid bi-weekly as opposed to semi-monthly, I could enter my time once a week on the same day.
1990. ACCRUAL OF LEAVE NEEDS TO SHOW UP IMMEDIATLY AFTER THE 15TH OF THE MONTH.YOU SHOULD BE ABLE TO USE SICK BEFORE COMP. TIME. DO NOT PUT LONGEVITY ON REGULAR PAYROLL CHECK BECAUSE IT TAKES OUT MORE TAXES.
1991. Our longevity pay should not be included on our semi-monthly check. I actually made less that month because it put me in a higher tax bracket.

1992. Great Access to personal information!
1993. Edison has had a lot of problems and still continues to have problems. A lot of the problems are still ongoing. For the amount of money spent on the program it is not operating efficiently or effectively. There are too many issues with the program.
1994. I have known problem with Edison.
1995. Technology is a good thing, but not a good thing when it starts cutting into the efficiency of a person's work. As I have shared, in Edison, it appears that the tail is wagging the dog.
1996. Edison took some workers off comp time without letting the employees know, changing from split work week and back again to whole work week so you aren't sure what to expect, taking employees off the list because of being put into a different group, which causes employees not sure what to do and unexpectedly have to scan/fax timesheet to superusers seems to be a little out of order when it should be done in the county office.
1997. Calculation of pay is too confusing. I have worked a lot of overtime and do not understand why the calculation of pay has to be so complicated. Add to that further calculation when leave is taken and I am at employer's mercy regarding pay and leave balances because I don't understand how it is figured. I don't doubt it is done correctly, just think it could be simpler. I am well pleased with inputting my time and with the amount of information that is readily available.
1998. First off, the Edison light bulb, while old-school, needs to be replaced by the compact fluorescent light bulb for efficiency, oh, that's humorous poetry, you picked old tech for your new, improved database logo. Edison is not reliable yet. When will numbers (hours) show up is totally inconsistent. It is painful to continue checking to determine if the submissions are being accepted and processed. The frequency of time entry per week, per pay period, per month is still not clear. Not having access to training or job plans because the Edison modules are not working is bogus. When they do work, I need the job plan on a nice formatted page, not a bunch of on-screen text blocks. The Edison password asked to be changed too frequently in my opinion. The password requirements create strong passwords, which means people will write them down, changing them too often, will in-the-long-run lead to more forgotten or repetitive type password issues. Edison may or may not work with Safari or FireFox; Internet Explorer ain't the sharpest or safest tool in the shed, and is definitely not available to me when I am working out of the office. I don't like having to scroll all the way to the right way off the screen to click the plus sign to add a different hour type to a timesheet row. It would be better, easier on the left. The minus hour numbers were never adequately explained, should we approve minus hours, leave them alone, etc. Why does it only show 3 leave requests by default. Having to remember to make an extra click on the view all is dumb; just give the whole list the first time.
1999. I would have appreciated a training class with a human being early on in the process. I

did get a training class about 2 weeks ago. It has helped a great deal in understanding how the system works.

2000. Had issue with time rolling over when it should have from sick to annual due to too much time accrued. I had to call them to point this out. I am not happy that when it comes to longevity payments, they are included in the same payment, therefore, causing more taxes to be taken out. I think this should have been set up in a separate payment.
2001. I don't receive check stubs as regularly as under the previous system. (They still come, just later.) But this isn't a major problem, as long as I'm getting paid. Also, I think just about anyone could get into the system and find out anything they wanted to find out about State employees. Edison also needs to be modified to calculate time based on our workweek and based on semi-monthly pay periods. If it is such an improvement, why can't it do what the old system could? I also think the switch to Edison was just a change for the sake of change, and really hasn't improved anything. But, the money has already been spent, so what can you do about it?
2002. I have experienced a problem with my time being calculated or added. This has been an ongoing problem and yet to be solved. I was told they (HR) was working on it but I am patient and I understand this is a new system.
2003. It is too slow and therefore frustrating to work with. It is also difficult to track the proper mileage as the town I live in is not on the Travel Location Table. I feel like I have "wasted" many work hours working with Edison.
2004. As a supervisor Edison is more time consuming of my time. What used to take 15 minutes, 2 times a month, is now almost a daily activity. It does not process often enough. Now phase 2 has hit us and there goes the rest of my day.
2005. I've never used it for anything. Only change for me is I don't get a paper paystub.
2006. Please stop throwing good money after bad! Replace this system while it is still possible to get OUR money back. If Edison is such a great system why have other states that bought this rubbish stopped using it? And NO we state employees are not the problem with Edison!
2007. no
2008. Would like for the longevity check to be issued separate from the semi-monthly payroll check.
2009. Started in Edison without training and had to ask co-workers questions pertaining to issues such as adding extra lines for different types of time reporting. Can be complex at times. Still not able to maneuver well to different sites in Edison.
2010. From the beginning, the Lieutenant that was the "go to" man for Edison in the Jackson

district had somewhat of a negative approach and could have done a lot more to help with a smooth transition.

2011. I find the process needlessly complicated.
2012. The pay rate for overtime is confusing, no one can tell what rate they are getting paid. The math works out but the confusion needs to be addressed.
2013. It is good to have instant access to your payroll information 24 hours a day. I can identify any problems with my paycheck prior to payday.
2014. I think it seems very easy to work with. I also think that a smaller paycheck when printed that wouldn't cut off part of the check. I have trouble reading it sometimes.
2015. I do not like having to submit a weekly timesheet as well as Edison time sheet weekly. I have had problems (last month) with submitting mileage on Edison. When my supervisor went in to check it even though total point to point mileage was there, when he looked at the calculate mileage the data was not there so I had to re-enter some of my mileage. I also feel when I saw the report on television regarding Edison, the state was trying to make it appear there weren't problems when in fact there were problems.
2016. Our previous way we did our timesheet was working great and I see no reason for the expensive change.
2017. There are aspects of Edison which are not very user friendly. For instance, if I enter a leave request and then need to change or delete it, I cannot. That can be confusing for the person approving my time. And why can't I enter leave requests in 1/2 hour increments? That seems like an easy fix.
2018. Time should be submitted semi-monthly just like the pay. Not weekly or two times in one week.
2019. When time is reported or leave requests submitted, it seems to get lost between user and supervisor and must be submitted time and time again,
2020. Inputting the leave requests and then time reporting takes too much time out of the work day.
2021. I am pleased with the quick deposit time for expense claims. Otherwise, this program requires at least double the time as prior payroll and expense claim methods of submission. There are times that the system is extremely slow to access. Additionally, we receive messages routinely that the system failed to perform some task and we cannot make entries until resolved. Our work time does not revolve around Edison or I should say it should not, but does. Too many glitches in the program. Good in theory, miserable in application. Not user friendly at all, particularly for management to approve payable time. It is not cost effective from an employee standpoint.

2022. Too many steps are involved in reaching an end result, just on one employee.
2023. Communication is a major problem. We need to know earlier when we are doing a split week versus a Friday submission. We need more of a team spirit approach rather than threats. I want a system that works. I have had problems with my submissions becoming available to my supervisor for approval. I have had problems with getting my leave requests to be entered correctly. My supervisor has complained that he must work weekends trying to be allowed to approve time through Edison. No reason is given and notice is not provided until days after problems occur. Yet, there is still the demand that every thing be completed within the original time frames. I still have to submit my old system as well as Edison. With the problems I have had on deposits being correctly made to my bank, I am worried about completing travel through Edison. I have tried the tutorial but have had some problems with it.
2024. Comments were made in last section.
2025. I work in a human resources office. We now have to complete security forms for all new hires to give them access to ESS. All HR transactions that are processed must have a security form completed. It takes approximately one to two minutes to complete a form. The form is then scanned and emailed to Edison. In addition, there are constant problems with employees' security access and just dealing with security forms are enough to keep one person busy for a majority of the day. To key an appointment into Edison, we now have to enter personal information into three separate screens and then to key the actual new hire transaction we have to key information into four separate screens. Where in the SEIS system we only had one screen to key information into, it took approximately one minute to key a new hire, and it now takes about four to five minutes. The Edison System doesn't have an easy method to look at an employee's history of job titles, salaries, salary grades, transactions, like the SEIS system. You only had to look at one screen to get all that information whereas now you have to look at many different screens. I haven't found where the system will give you the date a position became vacant. In SEIS, the vacate date was on the same screen as all the other information needed. In my opinion, Edison has created far more work than it should have.
2026. Previously we filled out payroll twice a month--currently we fill out payroll a minimum of 6 times. The time it takes to do this is being taken from our "work" time! It is very unfair that our longevity is included with our salary. This causes our salary to be taxed at a much higher rate. Longevity should be hundred dollar bills in an envelope but instead it has always been taxed at a much higher rate than our salary--now our salary takes the hit also! Edison is not user friendly.
2027. I enjoy Edison in that I have access to my information right away. I do not like that the time has to be entered on a weekly basis instead of at the end of the pay period. Otherwise I feel that the program works well for my needs at this time.
2028. In my opinion Edison is very user UNfriendly. There would naturally be a learning curve with the implementation of any new system, but Edison is very laborious and time

consuming. Nothing about its design and layout seems intuitive for the user(at least not this one). Entering time is not so bad, but some of the other modules (like travel) are extremely cumbersome. The right kind of change is always good, and an upgrade to our system was probably needed, but surely Edison was not the best answer to our needs. From what I hear, Edison is an adaptation of a system that was originally designed for a business environment. In my opinion, it is not well adapted to our needs.

2029. I believe there needs to be more training as time goes by a lot of the stuff that was in the initial training was just basic information. There needs to be a more indepth training with transactions and the difference in the transactions.
2030. I would rather the cycle time on changing passwords be extended or ended. Coming up with a new and unique password WITH the minimum number of letters and a symbol is OK at first, but not in the long run. I appreciate the security needs to re-set passwords, but perhaps a little less often.
2031. seems redundant and a waste of time and money. I receive no benefit from this system, just more work on top of a heavy work load. i hope it makes someone's mjob easier.
2032. Our Division is still unable to apply the correct code to charge to different cost centers.
2033. everyone need training in the proper use in the system not just the super user
2034. I feel it is unfair for people to have their Longevity checks included with their normal pay, because they end up getting taxed more and receiveing less pay. It is also unfair when people receive their longevity twice and are expected to wait on the state to retrieve the over pay from their account, which takes apparently months to happen, instead of retrieving it immediately. I do not feel that the system shows the number of sick leave and annual days acquired accurately. It should be updated immediatly like the comp leave is, it ends up giving you an inaccurate number. There should be a sample page of a printable check stub breaking down each item and what it represents. I do not think the system is equiped to handle the capacity of employees once they begin entering their own time. I think that Edison is expected to retain too much employee information and if the system ever goes down it will create major problems.
2035. I have experienced issues with the leave request section. It does not readily reveal dates requested therefore causing the employee to request leave numerous times for the same date. I also believe that there is too much information concentrated in one program. If you put all your eggs in one basket and you drop the basket, it could have a devastating impact for a long time.
2036. I find the leave balance information confusing. As a supervisor, I have a serious issue with approving time 2 days before the period ends and signing on our paper backup system that everthing is accurate. Also, I would like to be able to check a specific day, in the future, and see which employees have requested or have been approved to be off.

2037. I feel that certain important things were left out of the training. The training I was assigned to was taken right off the web and I could have done that at my desk. There are tricks to Edison that were not taught, such as the open new window button and how it could help when working with someone on their problem. You see I'm a Power User and I just feel my training was just inadequate. The other problem was that a training room was available for use with Dept. of Labor and it was rarely utilized for training of Edison. Might I suggest that your training department look for such facilities and not teach right off the web pages. Boring classes does not equal knowledge attained. And parking near the Tower is the pits. The other issue I have seen is Edison will constantly drop people from their supervisor or the supervisor is no longer over their assigned employees. This causes delays in the system as it then involves several others to fix the issue and delays clearing through administration.
2038. I would like the longevity check to be separate from the payroll check..
2039. Only problem is always knowing how to do sick day or annual leave properly.
2040. After Edison went live on Sept. 15, there was an onslaught of problems that caused HR and the first round of Super Users an enormous amount of work. There were additional super users added and that was when I became a super user. As a super user, it is my job to monitor time sheets, exceptions, payable time and fix errors (among various other things). At the beginning Edison was supposed to re-work time. That was one of the first features discovered that did not work as programmed. Time Administration runs were never on schedule, causing super users to re-work exceptions and things of that nature over and over again. No notification of these missing runs were sent for sometimes a week, causing hours of lost time trying to fix things that could not be fixed without a TA run. Another area of trouble is the dynamic grouping system (currently called "Where's Waldo by some) by people using the system. Directors cannot access their employees, causing the super users to locate time sheets (supposed to be paperless system) and approve leave and time when the actual supervisors and directors cannot access them. This has caused much distress when supervisors and directors cannot control what happens in their direct department. If the one person who has approval rights is out, then others need to access Edison and take control...which has lead to much discord at times. In certain circumstances the person who has access is in a different department and building causing time sheets to be sent interoffice mail or scanned/faxed to whoever has the access (whether they are their supervisor or not). Currently we have had 5 new employees added to a certain department and all 5 have different "report to" contacts. They should all be under one person and none of them are and they have 5 different "report to" contacts. Now how did that happen. We have reported dynamic group changes and the person will be where they should be for one day, and then the next...gone again...Where's Waldo. I currently track 4 employees on a weekly basis who have not been switched to their correct dynamic group. Numerous e-mails and follow up contacts have been made without any success. Time sheets have just disappeared. We can prove they were submitted and approved through payable time detail, but when you go to check the time sheet...it is not there. Edison is cleaning house again and that is when things disappear. When they run a big TA and it has been days since a successful run,

that is when things disappear and people are lost from their dynamic groups. It takes weeks for Edison to supply ID numbers. I will get a spreadsheet with the numbers and contact the direct supervisor who has just received an e-mail from the Edison contact who replied that it would take time to get this information...which is already there but never relayed to the people who need it. Now we can speak about the SPLIT WEEK. I cannot even begin to speak about the problems that has caused. They have not been handled in the same manner twice, causing a great deal of confusion. Should they submit their time sheets. How can they re-work their time when they were instructed at first not to change the scheduled time line (which you have to do in order to re-work a time sheet without generating an exception). Then you have the payable time detail which generates coding that most cannot understand (luckily I have the book). But all the positive and negative offsets and the negative one hour which makes everyone think they are losing an hour of their time. If any changes have been made to the time sheet for correction purposes, it causes a new set of payable time to appear, which has to be re-approved and if the supervisor does not change the calendar correctly will cause time to be outstanding and left unapproved and cleaned up by the super user. I used to have a job where I handled an entire department with a lot of various duties, but now my Edison duties have caused my supervisor to re-work my duties to cover the time spent on Edison. In closing, I think this could work if time keepers were allowed to key as we used to and if Edison could be consistent with its TA runs and dynamic groups were changed to allow all supervisors and directors access to their employees. There would be a lot less drama and things would work more smoothly.

2041. The system is not designed for Department of Safety personnel. We do not work a M-F 8-4:30 schedule. We work odd shifts and long hours that the system does not seem to be able to recognize or handle.
2042. Using the system takes more time, it does not decrease the amount of paper that must be used. Information entered due to extremely limited timeframes must very often be re-entered, corrected, altered, etc. Instructions are not clear. Procedures are lengthy. It is difficult to get into the system and far too quick to "kick you out".
2043. The training provided prior to the start of Edison was not at all adequate for people like me that are not good with computers. The training provided after start up was somewhat better because I was more familiar with the program and could apply what I was shown. However, the best training was working directly with the program. The problems and existing flaws that I experience directly are from the system not delivering promised features like a save button and multiple layers of supervisor approval authority. Some of these problems are being fixed the others are being worked around.
2044. I'm approve time for 15 staff and each pay period we have problems with the data that had been previously entered for approval. I wish the system would work as it was designed and this would make everyone more willing to accept the new system...
2045. Edison is not a bright idea. Thomas Edison himself said "There is a better way to do it. Find it." This isn't it, folks. This system is so tedious, so unpredictable, and downright

annoying. Time & attendance used to be a minor inconvenience...sign in, sign out, sign off on what you'd recorded when pay period ended, and then key the data in. Hit enter and you had it. Now, we still have to keep up the paper record, and we have to enter the data in Edison, but we're constantly emailed to do it today or to do it tomorrow or it will process on Friday or it will process at some point in the future... and then it doesn't. I have been on an implementation team for a system in my past for a large company. We scrapped the first system we were sold because it simply couldn't do what needed to be done, and the product manager had no clue what he was doing. What's going on with the Edison implementation is not due to start up problems. It's not just because old dogs don't like learning new tricks. Training is inefficient and incomplete, and the Power users and Super users can't answer questions. The one person I spoke with during planning asked so few questions and spent so little time with the users, that he might as well have skipped the whole thing. Old dogs don't mind learning new tricks, but they need to be good tricks, not chasing their tail. Granted, the old systems needed to be replaced. Edison isn't fully installed and it's already found to be lacking, as well as extremely irritating. And the horrid little emails that disrupt your day and berate and remind and restate and then tell you what they said would happen isn't gonna happen are a constant insult that we, the users, had so little impact on the implementation, and are thought to be such lowly worms by the Edison Team. Need to get another bright idea...this one's wasting energy and resources.

2046. This system is CRAP! Nobody can approve my time, leave requests, or OT. The payroll system cannot properly change direct deposit routes, and I cannot get my OT to change from "paid cash" to comp time. This whole Edison experiment has cost millions of dollars in time and energy during a time that people are getting laid off. Edison is beyond repair and is the worst choice anyone could have made.
2047. Since Transportation had a self-contained payroll system, what used to take 5-10 minutes twice a month now takes a lot more of my time. Being a supervisor and having to constantly go into the system on a weekly basis to input data and check constantly that the data has been saved and updated takes a considerable amount of time. I can only imagine how cumbersome the system will be when the remaining departments go live in financials because of the sheer volume of work.
2048. Paycheck and longevity combined resulted in less take-home pay.
2049. The Edison has been more time consuming than I would like. Having to enter same information multiple times before the system accepts the information.
2050. The listing of Edison's requirement to get approval before entering Requested Leave as a "feature" is irksome. From Edison's perspective this is a "feature", from the state employees' perspectives, this is a "flaw". It would have been better to eliminate this unexpected change in business rules during the design phase.
2051. Submitted time last week and it did not become available for approval for 1 week. This a.m. time and expenses were submitted, expenses went through, time still hasn't made it.

2052. I work part-time and like having available to me the amount of my paycheck prior to receiving the funds. It is helpful in planning my finances since my pay varies with hours actually worked.
2053. In this agency, and because we're rural, signing in and out of the office is not necessarily as simple as it sounds. For instance, court may begin the day, before arriving at the office, lunch may be on the road, and time anticipated to complete response times may extend beyond working hours - and the next day may not see the worker for similar reasons. If this happens to be on an Edison deadline day, threats of not being paid or having to take annual leave are delivered, which is a real blow to office morale. Workers would NEVER be paid for their actual hours worked if they were responsible for inputting their own time on top of every thing else they are paid to do. Edison is a perfect system for keeping state money in state coffers but it's retained at the expense of fair compensation for tax payer's intentions (for example, tax payers expect their taxes to pay workers who are being hired for expertise to help citizens of the state rather than having said employees sitting in front of a computer figuring out what bookkeepers, clerks, accountants and secretaries are paid by the governor with tax payers' hard earned money to do). Edison is a scam to divert moneys for the governor's benefit, not for the citizens, among whom are employees who also happen to be tax payers who resent this. (How's that bunker coming along?) We are losing money we rightly earn in service to the state doing what we are hired to do and we do not see the money Edison saves by doing this going to the citizens we serve in the way of services or programs of any kind - which are actually being cut and/or denied, against policy and law. It's criminal and one day, I hope somebody who can sanction state government officials, says, "Hey, Emperor Bredesen has no clothes."
2054. I feel this is a good system and it allows us to see what the time keepers really have to do as far as payroll and they were doing a great job! I am so glad we now have the experience of doing our own time and being able to access our paychecks. Thanks!!
2055. The percentage of time spent on some activities is 4/5 times more. There does not appear to be any set action timeline in accomplishing tasks without having to re-do later to clear.
2056. When Edison was first implemented, I disliked that my marital status was listed as married and I am single. This has continued since that time. I would also like to see something developed to better manage payroll for split work weeks. It seems a bit unnecessary to have two separate timesheets, key 'projected' information for the remainder of the work week, and then update if there are any changes. Other than these things, I cannot think of any suggestions for improvement at this time. I enjoy being able to access all the information available through Edison, find the system 'user friendly', and appreciate efforts that have been made to date to address employee concerns and questions.
2057. It is my understanding the Edison System was not built for the Dept. of Safety. We work 24/7 and the system does not understand how to calculate our 28 Day work schedule, nor does it comprehend working 24/7. I feel as though I am constantly 2 days ahead and 2

days after payroll, first telling Edison 'What I am going to do', then after time runs, which takes another DAY, then I have to go back and tell it 'What I did do'. The software for this program is NOT very well thought out. It takes way too much VALUABLE employee time 'petting' Edison so it will not have a melt down. This system has to be told 1st What is going to happen, 2nd why it happened, 3rd it did happen so go ahead and accept it and then you 'might' get by without having to clear up 'Exceptions'. If we paid as much as the newspapers said we have paid, we are poor shoppers. I can go on, but I am sure if the other employees are being honest you will hear the same from them. I have not missed a pay check, I was missing some of my accumulated time, which has been restored. But, it takes on average 1 day of work per pay period to get employees entered and approved, excepted, accepted and paid. Too much time for employees to be spending getting paid to get paid. I have received 57 emails since September 29, 2008 concerning nothing but edison. I have an email folder dedicated to Edison alone. That is almost 10 emails a month on this one subject.

2058. All new programs take time to adjust, I say it is getting easier as time go on.
2059. The problems I have with the training for Edison is that it is very broad and a lot of specific questions can't be answered by the trainers because each dept has different business processes. Also with the training, you could not do actual hands on and see error messages that could happen or see the entire process, such as what payable time would look like. Problem I have with my paycheck is with the old system, I got the same amount every 15th of the month and the same every 30th of the month. With Edison every paycheck is a different amount. The pay check stub is not user friendly to read. I do like that people enter their own time sheets and supervisors are responsible for checking that they are correct. Edison still has glitches when reports don't run correctly which holds up the entire process of approving payable time. I don't like the fact that the system sometimes changes what people entered on their time sheets. I would really like for most of the glitches with Edison be worked out before we move on to other areas of Edison. Thank you for allowing me to comment
2060. Although the Edison system does have some nuances, overall my experience with the Edison system has been smooth and uneventful.
2061. na
2062. I think Edison Time Reporting for Timesheet and Leave Request is much faster than the paper method used in the past.
2063. I have problem with the way pay Is calculated now. I am losing 1.50 per hour of pay by the way they are calculating. Our longivity pay is being paid differintly causing more taxes to be taken out in a time of difficulty
2064. I have some concerns about the travel component of Edison. We have received some over-the-computer training about inputing travel into the edison system and it seems to be very complicated and I didn't feel that the training was in depth enough for me to feel

comfortable when the time comes to be able to input the information correctly. I am not sure from what I saw that the system allows for those who do quite a bit of travel in their jobs to be able to complete input the travel information into the edison system easily. The inputting of the time into edison has been relatively easy to do and we receive emails on the days that we have to input out time in so that we don't forget and sends out informational emails as needed. So far I have been pleased with the parts of edison that have been rolled to me so far in relation to inputting the time, being able to see my leave balances, requesting leave off, and being able to check whether it has been approved or not. Just not very sure about inputting travel into edison-seems very complicated.

2065. I AM A PART TIME EMPLOYEE AND IT WOULD BE HELPFUL IF EDISON KEPT A RUNNING TOTAL OF MY HOURS.
2066. The development of the system ignored best practices.² The system as presented does not contain the functionality that was initially presented.³ There is no reason that employee submission screens do not contain simple checks and balances at the the point of entry. ie hours reported less than of more than scheduled pleas confirm. This is just an example - I would be willing to discuss severl others.
2067. The training we received was an over-view and very generalized. It really did not give you all the details needed to adequately perform the task. So when we began to start working in Edison, we were pretty much "lost". Most times when we start a new task or phase in Edison, we learn how to use the system by making errors. This is sometimes quite costly for the State. It doesn't appear that the people who had hands on experience related to the tasks were the ones who actually met with the developers and programmers. While the intentions of Edison are a good concept, it takes much more time to complete tasks than in the other systems. An example of this is the leave and attendance area. I spend over half of my work week, each week, entering and approving leave in Edison. I was able to enter leave on the entire facility for the entire pay period in approximately 2 days. This means that now I have about 2-1/2 days each week to do all other job tasks. Another problem with Edison is that it assumes that all employees are computer literate. This doesn't affect me in my personal life, however, it does affect my work related tasks. Employees who don't want to learn Edison, do not feel comfortable using Edison, or who just do not have good computer skills come to me to help them access their information. I do the best I can to help them learn to use Edison, however, when I do, that just takes me away from my work tasks and gets me further behind.
2068. as above
2069. need more training on programs,don't fully understand most of them,and how to operate them.never got any follow-up training that insured we are doing each function properly
2070. I like being able to view my leave balances and pay check at any time. However, I do not like the fact that more taxes are taken out of our longevity pay.
2071. I wish to note that everyone who is involved with Edison must remember the precious

cargo that is being put into one system. It is a system with a magnanimous amount of daily inputs from just as many sources. All start-ups have problems; these start-up problems are not what scare me. It frighten me about what can happen when there are only two people involved on two different computers. It is unthinkable to think about the scenario that has been created with Edison. So, I will not think about it. But those who are in control had better think about it. Systems crash, viruses invade, wrong inputs can cause landslides. People without checks, benefits and everything else Edison controls, have a tendency to react in a chaotic manner. I hope that there have been several backups in different systems that can jump in at a turn of a switch. I hope mainly hope that there are people who are thinking about all of this.

2072. In my local area, the most unpopular aspects related to the implementation of this new system can all be traced back to the time frame in which the executive administrators demand we abide. We understand that a new, developing system will occasionally have days in which certain functions are not working or need repair, but just because Edison processed data a few days late does not imply that all administrators underneath must drop everything they are doing to "take up the slack". The endless barrage of phone calls demanding that time be approved and exceptions be dealt with immediately is uncalled for.
2073. We did have some training but when it went live, nothing worked the way it was supposed to. Every day we got another email about some problem going on. I suppose that's normal but it certainly has not saved us any time. Nothing we have had to do in Edison has saved us any time. Seems like we had to do two or three steps to get one thing done. Thank goodness, we do not have to enter our time any longer. When we were having to enter our time, it seemed the cut-off date kept getting earlier every month. It was just a hassle to have to try to get it all in by the middle of the month. We had to guess or plan out the rest of the month as to when we would be off by the middle of the month or sooner. And then, it seemed to take our supervisor a day to get any requests approved so we could enter our time. I personally have not had any trouble with the actual payroll itself. What I have had the most trouble with is the flexible benefits. It seems to take a lot longer to get reimbursed than it used to. I had a particular problem with not having everything approved the first time around. After emailing with very little luck, someone finally called me or I called them, I don't remember which, and she got it straightened out for me. I thought you were supposed to be able to pull up the summary in Edison and have it reflect any pending requests but it never has done that for me. I submitted one 9 days ago and it doesn't show up as pending. And the summary still shows a discrepancy in the previous reimbursements, even though the problem has been resolved. I thought it was supposed to be a way to check the status but if it is not accurate, what's the point? It just seems to me that with all the manpower, all the time and expense, this system should be saving people time and be a little more user friendly. I cannot tell that it has helped me any but it certainly has cause me a lot of headaches and it has not saved me any time at all.
2074. It appears to me that the Personnel Department at my agency is just as confused as the employees they are responsible for assisting. I have been given different answers to the

same questions from the Edison Help Desk as well. I was so happy when this system came on board. But, since then I have been cheated out of overtime and comp pay, I am now convinced that this system was designed to cheat the state employees who work the hardest and give the most of their time when requested by supervisors. I hope that the problems will be worked out soon. I am now only willing to work my 37.5 per week regardless of the need in my department. I hate to be like this, but I am sick of being cheated!

- 2075. the old way took less time.
- 2076. More insight should have gone into the Edison Travel Claim before requiring it to be used. But hopefully the issues can be worked out.
- 2077. The only training I have had has been the online opportunities. Once in a while one of the power users shows up at my desk to show me a "short cut" or something that is useless to me. I'd like to see a trainer come to units (not entire departments) to train on the modules we use. This would give us an opportunity to ask questions that are relative to our jobs.
- 2078. i like the edison project and i believe it will help tennessee state workers in many aspects
- 2079. Edison is so different. It's just hard trying to remember to do my own time. I still don't know everything there is to know about Edison, but I'm sure I'll manage.
- 2080. Having to enter leave every day for a vacation week is a large problem. Most people put the entire week in as annual and exceptions appear. It does take longer and it would be helpful if Edison could change that portion of the system.
- 2081. I can't understand what the problem in calculation of taxes is. I make the same gross pay every pay period and the tax cal varies up several dollars. Even with alternating periods where the insurance and 401k is taken out, it is the same amount of \$ but the taxes are not the same. The Edison people said it had something to do with the number of days and hours worked in each period....BULL... the gross is the same ...do the programmers not know how to multiply? Its simple Gross pay times tax rate = tax with held and then subtract tax with held from gross pay ...its not rocket science.
- 2082. I have experienced problems with data disappearing from Edison as both an employee and a manager. Time that had been entered and approved suddenly is no longer there. A lot of time is wasted going back and verifying that all time is shown as entered and approved; this is time-consuming and frustrating. It is taking up time that is needed for the jobs we were hired to do. As a manager, I should be able to approve time for all employees for whom I am responsible, both directly and indirectly. Expecting employees and supervisors to access Edison from public WiFi and computers is irresponsible, unsafe, and legally questionable - it is too easy to hack in and obtain personal information such as Social Security numbers, enabling identity theft. This could open up the State to lawsuits, costing the State money it does not have. In addition, requiring employees to

commit fraud by submitting data for time they have not worked (as is required in split weeks) is not good business practice and may be illegal. Also, the State is breaking Tennessee State Law by not issuing longevity payments in a separate check. Rule 1120-4-.15 states, "Longevity is paid in a separate check on the payday at the end of the month next following the completion of a creditable year of State service which constitutes the employee's longevity anniversary date." This practice has been a hardship for some of the people I supervise, as well as an inconvenience for me.

2083. We get our expenses back quicker through Edison and it is much easier to operate than the old "Trips" program. I don't like it that my 401K address has to be the same as my paycheck, this can cause me personal problems at home.
2084. The purchasing and implementation of Edison seems to have been extremely expensive and just the basic training of employees has been very time consuming. Also, a lot of supervisory work hours over the last few months was spent dealing with Edison problems rather than being able to focus on regular job responsibilities. During times of budget crisis, this seems to be very wasteful. Another issue is that it is a definite hardship for the many State employees that do not have computer access to check their payroll deposit. Additionally, the way the printable version screen is structured for printing payroll information is very user-unfriendly and does not lend itself to an easily read copy, as the numbers are almost too small to read except onscreen. The format for listing overtime pay appears to be deliberately confusing, making it difficult to verify that overtime payment is accurate. Timekeeping is more difficult due to the additional number of time sheets required and the increased frequency of submission. We now have to complete time sheets in order for the time keepers to complete even more time sheets so that time can be entered. There is far more paperwork involved and too much time is wasted in tracking these multiple time sheets in order for the time keepers to meet their deadlines. Even though so many State job reductions have occurred and there are warnings of more to come, a lot of additional time keeping positions were created because of the implementation of Edison. From an employee's point of view, the benefits do not seem to outweigh the negatives.
2085. I feel that Edison has too much personal information on our computer. I know that Edison is password protective, but if our information is accessed into the wrong people hands it could be a disaster. But overall so far so good.
2086. Noticed some information in personnel data is not contained online.
2087. I think some agencies are progressing in the use of Edison somewhat slower than others in reference to employees entering in their on time....that's about all I got.
2088. I have worked for the State of Tennessee for 12 years and have never had any problem issues with payroll until using the Edison System.
2089. My paycheck was [AMOUNT REDACTED] short in Feb. 2008. Previously, if there would have been an issue with Payroll, we could talk with our Payroll Department and

they could straighten it out for us. With Edison, the Payroll Department is out of the picture and can not do anything to rectify the problem. Human Resources can't do anything now when there is a problem except give you Benefits Administration number who gave me a different story each time I called to check on the progress of payment. One rep was rude to me. I finally received the rest of my paycheck one month and three days later.

2090. THE PROCESS TO ENTER IN YOUR TIME IS PRETTY COMPLICATED IF YOU WORK OVERTIME AND TAKE LEAVE IN THE SAME WEEK
2091. I believe Edison is so flawed it must have been or is continually being hacked. There is not plausible way for all of the problems and types of problems unless a hacker is involved. I suggest completely scrapping Edison and moving to something else. There are many good ideas in Edison that perhaps could be captured in a new, revamped system. Think about how much money Edison is costing state government in terms of lost time--just in our division, there are hundreds of man/woman hours needlessly spent fooling with all of these never ending Edison problems. We have work to do and it shouldn't be hindered by Edison.
2092. Our check for 4-30-09 is not showing in EDISON.Entering time before it is worked (split pay periods for example) could be error prone.
2093. Edison for the state was and is a waste
2094. I find the Edison system confusing and not easy to navigate. That maybe because I don't enter my own time and don't fully understand it. It was supposed to do away with paper time sheets but it has not. We still fill out our timesheets and give to the time keeper just like we always have done.
2095. Arrived 9/17/07 and couldn't believe direct deposit stubs were being mailed out to the home. I'm sure if the state saved nothing else by going to Edison, they at least saved the paper and postage cost associated with mailing out direct deposit stubs.
2096. The Edison system was not tested properly before implementation of T&L aspects; this in spite of the fact that the system had already been rejected in other states. When the system went live, many of our staff worked overtime to try to clear exceptions and approve time. Clearing exceptions and doing approvals seems to be a never ending process. Since state government is set up on a bi-monthly payroll system, the old system worked much better from the standpoint that we only dealt with T&L in the middle and end of the month. We have encountered numerous problems with repeatedly entering time only to have it disappear and then having to repeat this process. According to Edison, this does/should not happen but it has from the outset. We constantly must interrupt our other tasks to clear up Edison problems. I have yet to hear a positive comment regarding Edison. The cost to the State of TN in overtime and staff time clearing errors that shouldn't happen for T & L must be enormous. Superusers who previously were involved in doing time and labor have become HR staff and are

frequently interrupted with Edison problems and questions.

2097. If the state is going to continue to use this system, someone needs to make the call to spend the money to have it set up to match our pay schedule. It is designed for a weekly pay schedule. Our schedule is semi-monthly. HELLO it ain't gonna work!!!! Spend the money or trash this system!!!!
2098. It is very time consuming to try and keep up with keying in time. And I'm not sure on what my leave balance is because it never matches.
2099. Since I am not allowed to enter my own time into the Edison System, I can not comment concerning its ease of use, etc. I wish that I could enter my own time instead of having to do paper payroll and email to my timekeeper. Now I am doing double work for time. It would be more practical if persons in our Department could keep up with their own payroll. We only had online training concerning time entry and by now we have forgotten how to do the entry. As a supervisor, I have to approve time that I am unsure of how to review and enter. More time is now spent doing payroll. I suppose it is not the system but the lack of ability to use it.
2100. I like the EDISON system very much. It is a lot easier to keep up with my leave balances and easier to fill out my timesheet. I also like the idea of being able to add my own personal information under the Employee Self-Service section.
2101. Runtime and exceptions are driving everyone crazy. The old system was much more reliable and we didn't have to do everything twice! The money spent on this crazy system could have been better spent in other areas. It is little wonder the state is out of money.
2102. AS long as you follow the instructions as told to you in the training class everything works fine. Make sure leave is approved before submitting time, ect... It seems the problem lies in the hands of workers that are resistant to learning new things, not in the system itself the system itself is great I love being able to adjust where my pay goes without having to go to my HR department everytime. I see this first hand in my office those of us who paid attention to what was said and took the time to become aware of the system don't seem to have that many problems. Those who did not do this seem to complain and have problems, the key here is training.
2103. Complications with the system were compounded by inadequate training(Here's the website, go train yourself)
2104. I think the state would have been much better served staying with the previous system that worked and we(the state) would have the nearly \$1billion invested in Edison in our coffer and not be running on such a budget shortfall as we have .Edison is not a revenue producing "thing" and I cannot see how it could ever "pay for itself"
2105. Some staff seem incapable of learning new systems!

2106. i really did not think there was a problem or was not aware of any problems with the way we were doing things before edison. if there were no problems, then maybe the money used to start up edison could have been more useful on another project.
2107. Even after the training, Edison is difficult to read and understand as far as the SL and AL accrual and usage are concerned. Also, the system changed me from comp time to paid overtime, which I felt was inconvenient. This has not yet been resolved.
2108. I complete weekly paper time sheets, submit them to a supervisor for signature, and then to someone to enter the data. Same as before the Edison system was implemented, except now I do weekly time sheets rather than semi-monthly, and sometimes more than that when a week covers different payroll periods.
2109. It would be helpful to be able to enter time further out into the future. I like to enter vacation and sick time when I schedule it.
2110. It seems that Edison was a large waste of money. While I have not directly had a problem with the system, others have lost benefits and pay. Why would we in this time of financial difficulty pay for a new system when the old system worked just fine. I think the funds could have been better spent (i.e. raising employees salaries, preventing reduction in the work force, more contribution to health care....).
2111. Edison is horribly expensive and is not user friendly.
2112. This program is not user friendly. It is very time consuming. When entering an employee number to approve time you should be able just to hit the enter key and it take you directly to that employee. Instead you have to take your hand off the keyboard take the mouse and click on find employee and then click on the employee's name to open the time approval. This is especially true when all of our supervisor's dynamic groups are wrong and no one has the employee they supervise and can simply hit next employee. There are two classes of this. 1) The supervisor cannot access his employee's time. 2)When when we complain we are given access to more dynamic groups and either have to search trough them to find your employee or enter the employee numbers one at a time to approve their time. When you are responsible for approving 45 to 50 employee's this takes to much time to complete. The area of performance evaluations are totally not functionally adequate. For each employee you have to create a job performance plan by typing it, cutting and pasting etc which takes a lot of time. Once complete you save it but it cannot be used to complete the final. That must also be made. A series of standard forms should be made available to select from. Kind of an electronic library of the previous system. But that problem is small compared to getting supervisors set up with the correct employees. We have complained and complained but our PE's still are not correct. We have sent spread sheets with all our employee names and who their supervisors are and still we do not have the correct people. We receive memo's and e-mails telling us that we must complete these items by a certain date. How can we if we can not access our employees. When entering time and there is an exception a link should be created that will allow you to go directly to where the problem is, ie. overtime request

or a leave request specific to that employee where we can make the correction and then be allowed to go back directly to the time sheet. As it is now we have to leave the time sheet, reenter the employee number, make the correction and then repeat for approval and then repeat again to get back to the timesheet. This is a very poor operating system that is costing a lot of state tax dollars to pay people to sit at a computer when the same thing could be done in half the time. The duties that employees are being paid to do is not getting done or is falling way behind due to the excessive time spent on Edison.

2113. It has been time-consuming with training, email, learning the system and entering time. I have made several errors, mostly involving entering time before my leave was approved in the system. I do like the ability to change w4 information and especially like that we can have several accounts for direct deposit. I have not received longevity check with this system yet but have heard that the taxes are much greater because of the single check. I would like to see this changed. Thanks for letting me participate in the survey.
2114. Have none. It will do what it needs to do.
2115. Again, I would like my original hire date to be corrected on Edison, which currently list my last hire date. This is not my original hire date. Please correct. This system also is quick to take the annual and sick time requested but when submitting actual hours worked, it may take the next day to show up. Also, last month I had an exception appear for no apparent reason. I resubmitted my time four times and my supervisor had to resubmit my time at least twice before it disappeared (it was there from Thursday thru the weekend, finally disappearing late Monday.)
2116. The only problem that I have come into is time. My time is very limited due to two family emergencies in the last 18 mos. I am now having some medical problems and appointments. I am not sure how this will work as my SL is not yet showing for the month of April although it is already earned. I do believe these are learning and growing pains, as we move from paper to computer. In the long run this will be great. It is already much easier to keep up with hours worked.
2117. It seems like a well structured program, with many selections provided to assist in different aspects of your personal needs.
2118. I am also a timekeeper. I am still missing one of my employees in Edison therefore, I have to rely on our Super User to approve her time. We hired some new employees who are not going to be stationed in the same building as myself and I will not be supervising and/or keeping time for these individuals, but a number of them appear with the employees I do manage in my MSS. I am always afraid that I might accidentally do something with their time and/or leave and mess something up. It took about 4 to 5 months after Edison came up before I could keep time for anyone at all. Edison seems disorganized and confusing. I don't trust that it is accurate all of the time. My pay changes from pay check to pay check. It did not do that before Edison.
2119. In my opinion the Edison Project is a wonderful idea in theory, but what we have

received is simply a waste of tax payer dollars. I hope they kept the receipt. They were correct in naming it a "project" with an inherent meaning of continued problems. My first problem is with system integration. The system integration was poorly administered, leaving much to be desired. It quickly became obvious that Edison was forced into production without the full comprehension of desired outcomes. A well planned integration would have run the system parallel to the current system in production. If this were to have happened they would have certainly realized that Edison needed modifications well before it launched. I do not understand why we paid them, or how they were even granted payment for a product that has not proven itself in any daily functions. It's another example that leads logical thinkers straight back to the fact that it was forced into production without proof of full functionality. It is more prudent that during integration to run the new system parallel to the current system in production to ensure the new system modules are working properly. (But they wouldn't do that because it would have displayed a plethora of errors and pushed back the launch date.)The next problem is with time keeping. A "negative-pay" system should not be administered to professional state employees. This is not a burger place, it's a fully functional, professional environment where the employees are expected to be at work and for the most part are at work. A negative-pay system is more appropriately used in an environment where the employees are randomly showing up, and paid weekly. My bosses quickly decided our department would no longer be a part of this negative pay system; and here is why. The system we are using is a "positive-pay" system and functions well beyond the limited abilities of Edison. It is an oracle based system, and it assumes we are here the entire month. If we take time off it deducts the time from your leave balance that night accordingly. This is unlike Edison which is only able to update balances once a month. Our system is very user friendly to the point where you click the dates on a calendar, then click annual leave, and your vacation is scheduled pending supervisors approval. We use one screen, with no drop down menus or crazy reference I.D.'s for the type of leave we're taking. If a mistake is made on our system the supervisor can cancel the request, and we can submit a new one with the entire process taking only a few minutes. This is unlike Edison which requires super users, a lot of time, and paperwork to adjust any malfunctions on either the users or the systems behalf. This system I speak of was created by a member of our own department several years ago and has functionality well beyond Edison which was newly created by numerous people. Do not assume that your employees are not going to be at work, assume that they will be at work and adjust the leave balances nightly. In my opinion there is absolutely no excuse for balances not to be up to date. I believe that a positive-pay system is much more advantageous and gives the employee a feeling of trust from their employer. They assume that I am going to be at work. This is unlike Edison's negative-pay system, where they are assuming that I am NOT going to be at work. It makes no sense because as I understand it a condition of employment is that you ARE going to be at work. I am not impressed with the functionality, or the integration of this system. It is not up to the standards set by programs we have utilized for many years.

2120. I personally have NOT had any problems with entering time into Edison. However, I have a very small group to enter. I will soon be pursuing some entries for "procurements". I tend to be apprehensive about this new venture, because the program

appears to be complicated.

2121. Reporting time LV and OT in split weeks is awfully time consuming. I don't trust that my lv and OT is accurately calculated. Longevity tax values too high. I believe Edison would perform better if the State of Tennessee moved to Salaries being paid every 2 weeks in stead of semi monthly. This would eliminate split weeks and make entering time more consistent.
2122. Putting in Flex time and Overtime is very complex
2123. The majority of our program staff have been on the wrong account since Edison began 9 months ago. We also still have a large volume of supervisors that cannot review or approve their staff's time. The chain of command approval still is not in place. I have had multiple experiences with entering time and it not being there for my supervisor's approval. Entry directions appear to change over time with no explanation. For example, we were originally instructed to enter time daily but recently instructed to enter time weekly even time that we have not worked because of a split work week. There was no explanation for the change.
2124. My experience has been that using this system is much more time consuming and complicated than the previous method. I use a computer all day and consider myself quite competent, but Edison is not a user-friendly or efficient package in my opinion.
2125. As a timekeeper, I am doing time almost every day with very little time to do my assigned duties. Edison cost the State a fortune in overtime and is asking it's HR Dept. and timekeepers for impossible results in impossible time limits.
2126. There is not a good way to input all the different cost centers that may be used for different programs being worked in everyday. Also, when working overtime or comp time during a day there is not a clear way to enter that properly. Not all overtime is pre approved, some days in the field and emergency response situations you do not get pre approved overtime. I had been reporting to the wrong supervisor since the beginning of Edison. It was reported immediately to Edison and was just resolved 2 days ago, after a poignant email was sent by a frustrated supervisor.
2127. It seems to be more time consuming that the other system we had. As with the other system you only had to deal with payroll on the 15th and last day of the month
2128. I have reservations regarding the efficiency of the Edison system. Edison was implemented to streamline the system but has, in fact, increased the workload for many. Problem resolution seems to be more involved and complicated than is should be. Not to insinuate that the problems cannot be resolved, but so far the system has not performed to expectation.
2129. When my clearance changed to complete a special project- my timekeeper in the county office was unable to key in my time for payment. I was not told by payroll and she was

sent an email after inquiring about the problem. I was never told to use another person to key in my time. This could have prevented me from being paid- so better notification would have been nice so I would not be in the dark.

2130. My experience is probably better than some due to the excellent clerical staff at the [DEPARTMENT REDACTED] and the support they provide as well as the Supervisors. I also have fair computer skills.
2131. I have had to submit leave requests multiple times because they would not show up in the system; and, as a result, have been listed on the exceptions list even though I have correctly submitted my requests and leave exactly as the other times the system would accept them. Therefore, it is a problem with the system and not my use of it. I embrace new technology, but this system appears to have many flaws in it. We have received many versions of directions for using it, which says to me that they are having to find "work arounds" to make it work. I'm a timekeeper and have to constantly assist my co-workers who have correctly entered leave requests that aren't showing up on the list. This system is a mess and a waste of money that is being spent to try to make it work. I hope stubbornness won't keep them from admitting that the problems lie in the system and not in the employees. It's easy to blame us instead of admitting that it's a bad system and a waste of precious state dollars.
2132. I work with Benefits for my agency. Before Edison, I keyed most of our new employees, terminations, and any changes except Retro's, etc.. in TIS(Tennessee Insurance System). With the implementation of Edison, I no longer can key or have access to many of the reports I used on a monthly basis. I get numerous calls a day from employees who are needing refunds. The refunds are due because an employee made a change after payroll has ran, or are removing a dependent that is no longer eligible, etc. Some of the refunds are because of the transition period. Something that was keyed in TIS but not updated in Edison. I have sent numerous emails and phone calls to Benefits Admin. to get these resolved. We still have several refunds due that should have been paid several months ago. Some of our refunds are due to an employee who has been off on leave and sent in a personal check and then when they returned to work, Edison payroll still thought they owed the money and took 20% of the premium because the billing side had not been updated while they were out. Also, we have had some annual enrollment changes that were not keyed correctly and we are just now getting them resolved. I have had one employee who changed from Blue Cross family to Cigna POS family during annual enrollment and we are just now getting his resolved. I have been doing insurance for at least 4 years and have never seen as many insurance issues as we do now. I know many of them are due to keying timely in Edison when the transition went through, but when I keyed myself, I rarely missed getting someone in before payroll. I have several employees that have their insurance in a hold status or we have had employees who were active and had their insurance termed by mistake. I still have employees who have not been paid refunds since last September. I get several complaints from employees who cannot get through to Benefits Admin. if they have problems. We still have trouble with the billing and the payroll side in Edison, that are still on going. In TIS(Tennessee Insurance System) if an employee was off on FMLA without pay or made changes or on

Board of Claims and needed optional premiums to be billed, if they sent a personal check in before months end, their insurance would not be effected most of the time. In Edison I will send a Leave without pay form to Benefits admin., however it will not be keyed timely and the employee will have an open credit showing they have sent a check, but it does not get posted correctly and the employee's insurance goes into a hold status. If they return to work, we notify Benefits Admin. but then they will have extra money taken out of their first checks if the billing side has not been corrected or not have insurance being taken out at all. I have had some employees have their entire paycheck go to insurance, even though they paid premiums while they were out. Our employees don't make that much money, and cannot afford to keep having problems like this. With the Board of Claims employees, I have seen their insurance be in a hold status because it is hard to get our Dept., plus DOHR and Benefits Admin to all get their parts done in a timely manner. In the old system, Benefits Admin. could place them on a code 23 and the billing would be correct even if the HR side wasn't. With Edison being all HR related, it causes many problems that we did not have with the old system. I also have to watch the employees who have retired. Retirement insurance cannot be set up until the HR status is showing retired in Edison. In the old system, I could term them in TIS. Now our agency HR has to send a sep. notice to DOHR and then we have to wait for them to approve it before Benefits Admin. and TCRS can fix the retirees insurance. This has caused are retirees to be without insurance until it can be retroed. Also we have had a lot of retirees or other terminated employees who have had benefit deductions taken out of their lump sum payments and need refunding. This has to do with the timeliness of HR and DOHR getting the employees separated timely. I no longer can check our employees with dependents turning 19 or turning 24. In Edison, all children are listed as students. I used to could pull a report that would show me those children and would make sure they sent in proper documentation to keep them updated as a student or to drop them. In fact, if they turned 19 or 24 and we didn't get documentation, they would automatically be dropped from TIS. With Edison, unless an employee happens to call, I don't know who is in that status. When I worked the report, it would save the employee money if that was their only dependent and they needed to drop them or it would help them to make sure to get information in to keep them on the insurance. Edison seems to confuse most of my employees because there is to much information on their checks. I get calls all of the time from employees who are having trouble interpreting their paychecks. Unum-Optional Term or Universal coverage- Because this is now a payroll deduction and not a benefit deduction, it causes a lot of problems. I used to could see the current amount of coverage in TIS, in Edison, I can only see the amount of the deductions. This causes alot of questions and problems from my employees. I have numerous issues and some are related to Benefits Admin. not keying timely and some are Edison system issues. I am willing to work with any system, it is disappointing that we have spent so much on a system that seems to have us doing more work and doesn't seem to improve our work flow. I have less access, but have way more problems and work coming in. I have had to put in many hours and really need another full time assistant to help me. I also am a time and labor administrator and hear and see that it takes more employees to do time. We have many employees who are not able to read or write and this system is not user friendly at all for them. It is way more complicated for them to try and see what they have. I am willing to work with it because it is what we have and I want to help

employees in anyway I can. It is frustrating to not be able to assist them in the rapid way I could before Edison went live. I hope that we will see more improvements after time has gone on. I know any major change will set you back, but it is disappointing that we are still having several benefit issues.

2133. go back to the old system.
2134. The system is slow and inconvenient. Having to enter time for all in my section, it amounts to twice or even three times the amount of work that was required previously, because there are several additional steps that must be taken in order for leave and overtime to be processed. There are consistent problems with the Edison system dropping already approved leave and time from the systems, and having to be re-approved by the supervisor. This has led to some serious problems, including one employee very nearly not getting paid the correct amount, because time had been approved, only to be kicked out by the system, and the supervisor not knowing that the time needed to be approved again. This happened three times, in a row, for the same employee, for the same day, in the middle of a weeks' reporting. When the Help Desk was told of the problem, we were given the response that it was just the way Edison runs, and there would be no fix for it, ever. In addition, the dealines for time entering and approval are oftentimes ridiculous, not enough time being given to have time approved. What with the system often taking two or three days to compile, sometimes there is simply not enough time to get things done. Also, several employees have had trouble just navigating the Edison pages, trying to find simple information, such as reported time, leave balances, and if their time has been approved. I must say, if this is how things are going to run for something so simple as payroll, I hate to think how Financials are going to work.
2135. The Edison system is very time-consuming, considering we need every minute available to do regular job. We have to submit time on edison and a timesheet before the week has ended, then re-submit all when we don't work what was projected, at the beginning of the next week. Reporting time on edison is a hassle to figure out when you have LV/OT, or when you work anything other than regularly scheduled hours.
2136. I am very sorry about those who have had trouble with Edison, but I have not experienced any difficulty. I do think that everyone should be trained to key their own time ASAP. I think that this may help with some of the problems so that everyone would have a better understanding of Edison. Once any or all of the problems are resolved I think it will be a better system for everyone. I also think that everyone should receive a separate check for their longevity pay instead of being included in our regular pay check. Thank you.
2137. When Edison is working properly, it is much better than the old system. The only problems I have encounter are when the system mysteriously deletes time that was already entered. I think these are just bugs due to this being a new system and that they will be worked out over time.
2138. My experience with completing Travel/Expense Report was overly time consuming even

though I took the training twice. Errors came up that even the Help Desk stated were system errors that make no sense. Once submitted, I was asked to submit my hotel receipt, but not informed that I had to resubmit the claim afterwards. After waiting to get paid, I learned today that my supervisor has to re-approve the same claim after I attached the hotel receipt, Once again I was not informed of this so I have still not been paid and may have to redo the entire process again, due to the month changing to May.

2139. It has been very hard to get any changes or updates made to the access list. I know this was requested before Edison went live but changes should NOT be that hard to make. If the change can not be done within the Department it takes so long you begin to think it will never occur.
2140. Edison requires more time in that the time has to be entered more often, it has to be checked and rechecked to confirm the input is still showing and exceptions have been cleared. There are more areas in the software where mistakes can be made that in the previous.
2141. frist the cost of it way to much in are time of need when we are all ready under payed the way they take time i was sick with a statement and my comp time was taken there work on it but i still don,t no what happening with it and or years of sevice pay it eats it up putting it on one check with the state having bugit as it is why would you pay that kind of money for something when the old way worked fine
2142. I personally have not had problems with the system, however I have been told about very serious problems by several employees that have experienced them. Although I enter my own time there are many employees in our agency who do not & our timekeeper is constantly having problems with the system. It seems to me that Edison has complicated payroll so much more than it should have and is not "paperless" as it states to be. There have been several instances in which an employees time has been lost or problematic in different ways so our timekeeper prints everything to have as a back up. The system appears to be down often and time & administration does not run as it should. If you make changes to your account information, they send a paper check rather than direct deposit. This causes problems with employees' finances because if they are signed up for any automatic bill paying programs and they recieve a paper check, it will not be in thier account when the money is drawn out. My email inbox is constantly full with messages from Edison and our timekeeper and the enjoyment in the workplace has deteriorated due to the system. Everyone complains about Edison and it makes the timekeeper's job much less pleasurable. I understand that going to work is not supposed to be fun but it makes it much easier to get out of bed each morning if you do not absolutely dread coming to work. I know our timekeeper despises Edison and detests doing payroll each week. She wants to make sure everyone gets paid correctly so she is constantly working in Edison and does not have time for her previous responsibilities. Her other duties have to be put to the side or given to someone else. This puts extra work on the others in our office & makes it that much harder to complete our tasks. I have not had any system problems myself but I do think implementing Edison was a bad idea. The state is paying way too much for a payroll system that has as many glitches as Edison does.

2143. At first Edison seemed so buggy it was impossible to use. (mainly the travel package) Once a few specific bugs were identified and ways around them were found, I've had no problem.
2144. I need training one on one. I have dial up and it takes for ever to down load training I need internet that is faster and that works to do Edison and learn it.
2145. For a GUI application, Edison is poorly designed and not very user friendly. In addition to keying my own time, I also have to approve time. It takes me much longer to approve time for my team than it did prior to Edison. I only had to use the old system twice a month to approve time. With Edison, I have to go into the system everyday to check and see if there's anything outstanding. I guess my expectation of a new system would be that it's easier to use and more efficient, Edison is not for me.
2146. It is hard for the people who are not computer literate. Also lots of people have trouble logging in. This is MY experience because there are housekeeping and Tech staff I try to help.
2147. There should still be some local staff to assist with problems. Having expert local staff can keep staff and new staff trained on the latest procedures. Create a back-up plan for the county when supervisor's /administrator's are out due to FMAL etc.
2148. I still do not have access to an employee that I supervise. I have access to 2 that I don't supervise. From our understanding job plans would be pre-populated and they are not. Creating a job plan is very cumbersome and not explained well at all. There is no where to "cancel" a leave request. If request has been entered and approved and someone no longer needs the date, we cannot cancel the request. No where to note that employee didn't end up taking/needng the leave.
2149. My only comment is to state that having to change my password every 90 days is sort of a bother.
2150. I'd like to get a notice to read the releases that are placed on Edison. Often in the rush of the day it is all that I can do to get my time posted. But if there was a notice sent out to read a release I think I would be more apt to do so. For instance I just noticed yesterday the change in the email address from state.tn.us to tn.gov - which I believe happened in March. Overall, I enjoy the ability to post my own time and check balances whenever I desire to do so.
2151. This system needs to be dumped into the garbage can. It is disrespectful, cold, extremely time consuming, and expensive and the MONEY could be spent in more beneficial ways. I do not have the time to check anything on the "printouts". I had rather use stone tablets!
2152. The expense logging system could not come sooner for me. I have waited over 3 months for payment of travel expenses. Other than that I have had a fairly good experience with Edison HCM component; given I have been employed less than 6 months that might not

mean much.

2153. If the time approver is out of the office there is no one to approve the time. It is also time consuming to enter time when Edison is not functioning on time and I have field work to do.
2154. The training was not sufficient to actually handle the normal things we need to enter. Only very basic steps were covered in training. It was if basic needs were not know during programming or preparing the training.
2155. Since this system was implemented there has been so many payroll issues and HR transaction issues that affect payroll it is scary. Legacy may have been a simplistic system but we did not have to look on 10 different pages to get information we could get on one page in Legacy. Our legacy system may have been old however it had the edits in place to help employees enter information into the system properly with very little mistakes. This system has few to no edits and agencies can enter anything and the system will allow it. This system was supposed to make us go paperless. We use more paper now than ever before. We have to print off everything we do as the system is known to randomly change things. You can enter a transaction and have to go back and change fields that the system changed to what it thinks they should be. Because the Edison system does not understand /is not programmed to deal with mismatches those transactions must be handled 3 and 4 times to get them in the system correctly. Time sheets are a huge issue. In Legacy you keyed a time sheet and if there were problems the system let you know right away and you could fix it. In Edison everything you do has to run through Time Admin which with the short amount of time given to key time for each pay period can be detrimental to getting an entire agencies time keyed. In our Legacy system if part of a persons time sheet did not get keyed, as in split weeks, the system would alert you before letting you approve it, not so in Edison, which if all of their time is not approved it will result is a shorted paycheck which for some people can be devastating to their finances. In addition if there was nothing approved on a time sheet in Legacy it would not pay them, in Edison if you do not change and approve time sheets it will automatically pay them from their Job information. So someone could be out an entire pay period and if no one went in to be sure to key time with out (assuming they had no leave) they would receive a full check. If you keyed a separation code in Legacy and approved it, the system would not pay the person anymore unless a supplemental was done through F&A. This system does just the opposite It will pay every pay period until the person is separated and inactivated unless it is keyed differently. Due to the circumstances of some dismissals, deactivation can take a few weeks or more. Benefits is another issue. The system will take an insurance premium out of an employees lump sum and they may not have had insurance for 2 or 3 months. Military employees have it very bad. I have had military people in our agency have their insurance / benefits canceled because, as I was told, Edison had no way to pay just the benefits part and they had several issues with that. That part seems to get better but with a lot of work from one person in DOHR. Also we were told at go live if a person did not receive a check that they wold have to wait til next pay day to receive their check. I have heard of a pay day loan but have yet to get any information on this. I could go on and on about problems,

double deduction of insurance premiums, non payment of checks, Double collection on overpayments etc... For a system that is supposed to be so user friendly it is extremely unfriendly to most employees I talk to in addition to what I have to deal with everyday with the processing message(which is useless time waiting), the screens timing out and sheer number of pages to go through to do one thing in Edison. What I could do in 30 second to a minute in Legacy it takes 10 minutes. All of the overtime HR employees are needing to work so they can try to get employees paid needs to be looked at as well.

- 2156. It drives me crazy that I have to keep changing my password; also by being required to use specific characters, it's rather difficult to keep up with a password I would not generally use. I also find the organization of the home page difficult to navigate.
- 2157. it makes payroll more difficult than necessary. also it removes more taxes out of our check. for sure on our longevity check i received 12 dollars more on my check than last year.
- 2158. Problems with correlating new Task Profiles with old Cost Centers in order to charge employee's time to specific grants are slowly being corrected. This issue seem to be primarily due to a lack of understanding/comprehension of how the system (PeopleSoft ?) processed this information. Our Fiscal Services representatives didn't seem to understand why or if it was necessary to have so many Task Profiles for each Task Group when dealing with Labor Distribution Time.
- 2159. I just wish flexing time was more simple. I don't flex very often at all, but when I do, I just dread it in the worst way to have to call for help and bother somebody, but I don't want to create a error message either, so I bite the bullet and ask for assistance.
- 2160. I am unclear on how to view my leave balances.
- 2161. Biggest problem not identified by survey questions is for a significant amount of the time the system is having problems and I can't log on. (days at a time) The time it takes to go through the Edison Help Desk is not feasible to make this system usable. I have changed my password several times thinking it was something I was doing wrong to then just realize the system is down. there should be a pop up notification when the system is not accessible.
- 2162. I am a timekeeper, and have been locked out of one of employees timesheets.
- 2163. The Edison system will issue an exception for an employee for Not Being Eligible for a Holiday but the employee has not entered their time yet. Not sure why the exception is being issued.
- 2164. the only problem we have had is if you have to take leave unexpectedly, it is harder with Edison
- 2165. I have heard of people not getting paid. I haven't personally experienced this.

2166. Edison is a waste of money. Whereas we took 15 minutes inputting timesheets the old way, it now takes hours to do even simple timesheets.
2167. Edison is 2 to 3 times more labor and knowledge intensive to update and maintain. With regards to updates made by employees, there is no real comfort that those updates will process without constant monitoring and resubmits.
2168. A LESS THAN IDEAL TIME AND ECONOMIC ENVIRONMENT IN WHICH TO EXPERIMENT WITH BROAD ADMINISTRATIVE CONCERNS- MIGHT HAVE HELD OFF FOR MORE ECONOMICALLY VIABLE OPPORTUNITY. IN THE END- NO MATTER.
2169. My work with Edison is very limited. I only do my personal leaves and time.
2170. My previous employer used an HCM system almost identical to Edison and my experience with both systems has been positive. Issues with Edison that arise in my department seem to be directly related to the failure to thoroughly train management and administrative staff and, to a lesser extent, changes in Edison protocol after implementation. (I distinctly remember receiving different instructions every day from our "super user" during the first weeks of Edison usage). In comparing the use of Edison to the HCM used by my prior employer, I would like to point out what I perceive to be grave inefficiencies and overlaps in payroll and time reporting work done in this department. Employees are expected to submit leave requests through Edison AND in paper form to a supervisor. Time sheets are completed in Edison and then, in a more detailed way, on paper for submission to the department administrator. While I understand the need to ensure accurate reporting, surely there is a way to more thoroughly integrate the new Edison system with earlier protocols, rather than simply using both the old and the new systems to do duplicate processes.
2171. It would have been nice to have attended training sessions. I did not get much out of the self help. I believe there needed to have been more training before implementation.
2172. We have not used the Travel claim process yet and I'm not sure what we can expect. Travel claims right now are very slow with getting reimbursement so I'm hoping Edison will help. The other thing is that we have had a vacancy in our unit for more almost a year and have been told part of the hiring process has been blamed on Edison. I hope that Edison will not continue to cause delays' with hiring. The last thing is I wish it was a little more clear about the split work week and how our time is to be entered.
2173. Spend way too much time fixing employees time sheet entries. Too many steps to go through and then have to wait a day to see if that's right. Must input employees time much sooner in case errors occur. Very cumbersome at best.
2174. With previous payroll system staff were submitting 2 time sheets per month. With Edison staff are submitting multiple time sheets per month and we are submitting many time sheets prior to end of pay period which require resubmission of corrected data. We are

spending more time with Edison than previous system.

2175. I AM A TIME KEEPER, IT IS VERY DIFFICULT TO MAKE SURE EVERYONE IS DOING WHAT THEY ARE SUPPOSED TO DO. THEY GET CONFUSED AND NEED HELP. I FEEL THAT THIS PROGRAM IS JUST TO CONFUSING AND DIFFICULT FOR EVERYONE.
2176. I think the calculation is wrong on the Longevity checks. I also think that there should be a better way of entering information example if you are out all week there should be a way of entering it without having to enter each individual day.
2177. There are still a bunch of problems they don't want to admit to or acknowledge.
2178. Entering leave slips, approving requests is difficult at times. Sometimes you have to enter more than one time to get it to go through. If something has been approved, then the person cancels the leave, there is no way to go back to delete the leave.
2179. I prefer the previous way this was handled, a slip through the mail giving clear information.
2180. From my experience, Edison has taken a somewhat simple system and has made it a lot more complicated. There are too many steps to complete simple tasks.
2181. I believe, having experienced the start-up of a new system such as Edison, i.e. RITS, that the "bugs" will be worked out over the next year. When completely operational, I believe state employees will be very happy and satisfied to have access to their information. Nothing of this magnitude can be established without the "glitches" and the discovery of system changes that would be more beneficial to the users in the future.
2182. It would be nice to be able to update and or change dependants and dependant information using Edison.
2183. The HCM component of Edison is a new way of doing business, which affects all State employees and there is a learning curve. For some employees, the learning curve is more difficult than most employees. Time should resolve most issues. Edison needs to continue to update the new systems and continue to provide learning opportunities for as many employees as possible.
2184. Big improvement over old system. Additional training would be helpful.
2185. It's a shame that Edison won't hold the information for a longer time period. I was hoping to be paper free but because of Audit purposes, we are still having to do paper timesheets along side this very expensive program.
2186. Until a few weeks ago, my supervisor could not see me in Edison to approve my time, leave requests, etc. My time had to be approved by person(s) in another office in another

city. The previous system of simply going to my supervisor and asking "in person" to take leave was much simpler, and it allowed for some human interaction! Edison is sterile and impersonal and discourages communication. What is the purpose of going through this convoluted process when a person could simply go and talk to another person and accomplish the same thing? Edison is a ridiculous unnecessary system and a huge waste of taxpayer money and hard drive space. It should be immediately discarded and all state employees who have been subjected to the many frustrations and limitations of dealing with the Edison system deserve an apology. It has not simplified anything. The problems with this system far outnumber any problems with the previous system. It has been a huge unnecessary step in the wrong direction and the people who agreed to pay good money for this ridiculous and unnecessary system are suckers.

2187. The old 3270 system we had worked fine. It was a greivous waste of taxpayer dollars to implement this system, knowing that every stste that had tried it had serious trouble. There was no legitimate reason for this change!
2188. I have to spend 2 to 3 times the amount of time on payroll than I used to. I really feel that Edison should fix their issues with HCM (if possible) before implementing Financials.
2189. Thanks
2190. I get emails about status problems or things to do in Edison and sometimes I don't understand.
2191. I have a hard time believing the state can justify spending the amount of money spent on this system that had already been scraped in other states for not working at a time when we are being told the state is broketraining on this system amounted to self training on a computer program that also did not always worktime taken to have to do edison is time taken away from my real jobI firmly believe the pay checks were made more difficult to calculate so workers would not know if they were being paid correctly or not
2192. State monies are too tight. Edison (or something else) should not have been purchased until all systemmatic problems were resolved. Not all state agencies are paid the same way; eg, some must hit 150 hrs before overtime kicks in. If Edison ran the way it should, there should be no reason to input time twice in one week.
2193. This is much ado about nothing...
2194. An enormous amount of time has been spent first learning this process and now executing it on a daily basis. Time that could be better utilized in performing more meaningful aspects of my work. It is extremely frustrating for supervisors when no on else at the workplace can approve time and leave for the people assigned to you. I do not enjoy being on my home computer logged into Edison when I am home myself on annual or sick leave.
2195. I feel that Edison will provide state employees with an easier and more accurate reporting

and summarizing of our employee benefits. I feel that at this point we are producing too many reports. Hopefully after Edison is up and running smoothly we will not be required to enter the expense report and time in two different programs. As of right now, we are having to enter the same information in Sidekick and submit the information to Edison. I feel that we need to simplify our system and cut down on the paperwork.

2196. Our older system for time tracking is not the same as the rest of the state. They used MultiTrack. We used an in house application we call HRIS. It is much nicer so we moved back to it on Feb 1st.
2197. At station 302, Driver License, on Centennial Blvd., we have one station that was not set up with the Edison system just in case it didn't work. It is our most important station and since implementation of the system we've been told that it's not priority to get this station up and running. We've had the techs at the station for other problems and they could've installed that station's cashiering system in a matter of minutes. This does not make sense to me and it inhibits the work process at our station.
2198. Edison is slow, difficult to navigate, and not altogether user friendly. Travel section does not work. Performance Evaluation is lagging, as employee information has links that reveal for supervisors that lead to (you are not authorized to access this component (20,40)) or You are not authorized for this page.
2199. Edison appears to be redundant and inefficient.
2200. Staff have progressed admirably with their system expertise. Exceptions continue that are system generated, not employee error, and are time consuming and annoying to correct.
2201. My biggest complaint is in the way the system has been implemented and information was passed down to the agencies. We would get one answer and then things would change yet we never find out about unless we specifically ask the question again, this time with a different answer.
2202. Getting time in system ON TIME
2203. I need for my leave balances to be current. I need to know that if there is a problem with my leave balances (there is always a problem) I can get it resolved. In addition, the task profiles have never worked well. Many are not in the system, and there is no way to tell whether task profiles have been entered correctly. (There is no edit check for this.) One of our Time Administrators is very rude and unwilling to work with us to resolve problems. Time Administrators appear very overwhelmed.
2204. I have not had any issues as far as being paid, but I consistently have problems with the timesheet component. I submit my time and 2 or 3 days later, it appears that nothing has been done with my timesheet. Not only is my time not approved, but my supervisor asks me to re-submit my time because he can't see where I submitted it. After signing back into Edison, I often realize that I can't see where I submitted it either. I always check the

timesheet, payable time detail, and payable time summary screens. I frequently have to print the page displaying the submitted time as soon as I key it in to show it to my boss and HR. This happens regularly, and the process takes up too much time. I believe that my diligence is the only reason I haven't had payroll issues.

2205. Edison has the ability to work in the long term, but it was implemented way too early without proper training and preparation. Business processes have not been considered or changed (in Edison or in agencies) to make the transition to the Edison system. Also, the training received was poor at best, and employees have been left struggling to figure out this new system on their own. With proper training and preparation (change of processes either in Edison or agencies), I think Edison can be a good tool in the long term.
2206. I do not like the leave balance not being current. I have little leave and can not tell where I really am because it is not current to date.
2207. I do not think that Edison is user friendly. I forgot my password and instead of emailing it to me like most websites like banks, email, etc. I had to call someone to get it reset. Also the person who enters my time still cannot key my time herself. I transferred within my department 6 months ago and my time still cannot be keyed.
2208. has caused more work than its worth this program is not set up for government operation
2209. Problem #1 The leave balances not being in real time. I understand if Edison does not enter your accrued Sick Leave/ Annual Leave until the last day of the month, but Edison is sometimes 2- 4 wks before showing time gained or used. For person's with a low balance this could allow an employee to ask for time he/she did not actually have or a supervisor approve leave looking at the available time. Problem #2 By adding our Longevity Payment to our regular check it moves us up in a different tax bracket and we actually come out with less. It's bad enough for it to be taxed but to come out with less this year vs. the previous year that just adds insult to injury.
2210. Not able to get on line to because it is down most of the time.
2211. I have the ability in Edison to produce reports at will, but the accuracy of these reports varies, making them unreliable at best. These variances have been attributed to incomplete time administration runs and other "program" related problems. The most problematic part of the Edison payroll system is the inability to pay someone their full check within 2 days of payday as was available in the previous system. Also, unlike the previous system, in which a separated employee's payroll could be terminated with a simple 2 digit code, Edison requires the SEPWO TRC to be entered on a weekly basis for several months. I have 3 employees who separated prior to Edison go live, who have now reappeared on my exceptions report and will require the separation code to be entered on the time sheet every week, and have this "time" approved once it has run through the time administration process, until these employees disappear from my reports. If this tedious process is not indulged, the employees will receive full pay checks. Edison's twice daily time admin process versus data capture's on line edits: In data capture, we received an

immediate response once the time sheet was keyed as to whether it was a successful entry or if the time sheet required correction due to an immediate calculation of available leave balances, including the accurate calculation of accrued leave due the employee, that had not yet posted to the balances. Default time sheets versus entering all time worked: The previous system had default time sheets which only required data entry for any deviation of the standard workweek, such as overtime earned, leave used or the workweek rescheduled. The previous system had much of the information required for accurate timekeeping posted to the time sheet screen as opposed to Edison, where you have to navigate through several screens for this same information such as leave balances, annual leave accrual rates, hire date, FLSA code (for determining overtime eligibility and preference when applicable). My worst Edison story is a new hire effective December 1, 2008. This employee was incorrectly paid from the hire date until March. This employee did suffer late fees and penalties and was only saved from eviction due to the diligence of the power user in contacting this employee's landlord and other entities to whom monies were owed but could not be paid due to continued shortages in his paycheck. I have much more to offer but time will not allow and I am afraid to attempt to save this document and lose my opportunity to share this with you.

2212. I feel like it takes a lot more time to do the time and discussed with the time keeper here and she stated it does not save her any time either and making corrections to time is difficult.
2213. The main problem I see with the Edison system is the amount of staff time it requires as opposed to the "antiquated" system used before. It seems to me that after spending the amount of money that Edison required, it should be less time consuming than before, but that is certainly not the case! It requires at least 3 times as long to complete someone's leave.
2214. I personally have not had any problem with Edison.
2215. I haven't had any problems with my pay, leave requests, or time.
2216. On my paycheck due 4/15/09, I received a check for \$487.00+ only. I was due over a thousand dollars more. I was told that Edison messed up my check but not much detail was provided. I had transferred from a different department and I was coded as part time, had only been paid for the hours from the previous department, had transferred in the middle of a pay period. I had my first mortgage payment due on the pay date, and no funds were present to pay for them. In addition, I was due to go out of town for work and had no funds to draw on for the trip because of this mistake. The Department of Finance and Administration cut me an emergency vendor check to make up the difference so I could pay bills and prepare for the trip. I signed a promissory note to repay the check on the next pay date. Before the end of the week, I was attempting to make arrangements to pay the promissory note as I was scheduled to be out of town the next week. Upon investigation with the Fiscal Services Dept, I discovered that the mistake in the paycheck being resolved by adding the difference to the next paycheck resulted in a shift to a higher tax bracket from 15% to the 25% tax bracket. The resulting difference was an

increase of taxes of approximately \$255.00+ Therefore my paycheck was shorted that increased tax amount. The following Saturday I received an online statement from my bank that stated that the State check for the balance had been returned as fraudulent and I had been charged a returned check fee. On Monday morning, I had to leave to work out of town and try to handle the lack of funds by cell phone. I was told that when the bank sent in the check for payment, the Department of Treasury declined the check and refused to pay it calling it fraudulent. They did not call anyone in Finance and Administration to determine if the check was genuine. When I asked about the loss of funds due to increased taxes because of the mistake in my paycheck, I was told that nothing could be done. I am currently working on getting the promissory note voided. I am also still trying to recover from the stress and lack of sleep this whole incident has caused.

2217. I am paid monthly and this is a big problem. I understand that we will be changing to a by-monthly and will lose two weeks pay. THIS IS WRONG. Monthly employees are being punished because someone did not think in advance when building this new system. I work very hard and losing two weeks pay will cause problems paying my bills.
2218. 401k & 457 deductions are not what I put in for them to be 2 paychecks back. I have followed all instructions for this!
2219. Each week there are random hours may show up with a minus sign or may not show up. We are never sure whether to approve these hours or disregard them. So far it doesn't appear to affect things but it would seem that for the price we are paying these random hours would not have to be in there to cloud things. There are features of the system that are very convenient such as the benefits screens, access to modify deferred comp deductions, and access to view leave balances.
2220. Even though you submit payable time, oftentimes it disappears by approval day. Also you should not be forced to take your comp. leave if you have adequate sick leave balance.
2221. There are issues at time with entering the data as opposed to the assessment of outcomes. Sometimes when time is entered, it vanishes and has to be re-entered.
2222. As a supervisor I am rarely able to reconcile the hours worked as presented to me by Edison with reality. "Detail" is presented as small fractional hours for each day which is totally meaningless. On numerous occasions I have asked HR to implement an edit in Edison that would preclude the "submit" of hours when OT hours or "leave" hours have not as yet been approved. The absence of this edit results in many, many wasted hours reconciling "exceptions" (that can only be resolved with batch programs run at some undetermined hours or days later). Entering and approving hours when the pay period ends in the middle of the week also causes needless confusion since Edison is designed as a "weekly" process. When approving or reviewing a time period, Edison does not allow both the begin date and the end date to be changed. The end date is fixed as the "current" date even though the words in Edison above the entry boxes state "begin and end dates may be changed". When entering leave time, Edison only permits the entry of one day at

a time. Meaning with a single entry I cannot indicate that I have 10 consecutive days of leave. I'm required to make 10 repetitious entries, one entry for each day. Unbiased litmus test of the efficacy of Edison lies with the untold number of instructional, broadcast type emails from HR, secretaries and "super" users advocating "do's" and "don't", handling of "exception lists", and warnings of time entry cut-offs and approval deadlines. It's been a 6-month nightmare!

- 2223. One example of the problem with Edison is time is always entered for split week & did so this morning. Just now have rec'd email stating Edison is not treating this week a split week & not to complete Edison (have already completed so how is that handled). How confusing is that???? It is double work to do Edison, you have to do paper time sheet, Edison time & when you have split weeks have to be in Edison 2 times for same work week. Our work load is already overwhelming & Edison just adds to it instead of making it better
- 2224. Some issues are constraints of the soft ware. Some are due to not using the interfaces between systems that have been working well. The controls were built into the functionality (nolonger used) before it provided data to STARS. Thus the edits were system edits that were not directly part of STARS. The controls existed, were in place, operated properly and experienced limited if any exceptions. These controls were not clearly identified prior to design of Edison. Some of the issues may have been averted or discovered with testing by those with knowledge of the specific function from the dept. Some functions were brought into the process to respond to specific Edison questions. There are many things that Edison seems to do well. The comfort level may not have been reached yet. Reliability and a strong effort to get the kinks worked out will be key to the comfort level/
- 2225. I see the problems that the lady doing payroll has and at times she wants to pull her hair out. I will be doing the procurement side of Edison when it is up and running and I am scared to death of having the same problems or worse.
- 2226. When I work overtime, I lose \$1.34 perhour and when it was brought to the attention of Dept. payroll, edison help-desk and TSEA, I was told that's the wayEdison calculates it and there was nothing that could be done.
- 2227. I have had no problems with Edison, not with entering my time, leave requests or expenses.
- 2228. You need to be able to put sick leave, annual and ect.in facility max, and you should not have to go to people soft and facility max both to approve time.
- 2229. This program is also more time consuming.Lots of time wasted with this system.
- 2230. I think Edison is a huge waste of money and time. The only positive is that we no longer receive paper form of paycheck stubs. It has done nothing buy cause me and my co-workers problems. To this day i am still unsure why it was developed. The state is

discussing laying people off and have done so in the past but they continue to use large amounts of money on projects like Edison.

2231. inadequate training and no time to do it.I have talked to numerous state employes and have yet to hear one positive comment about the system. what a mistake!- especially in knowing other states rejected it and had to abandon the system. i feel there is no privacy in the network! I can't say how much I hate it.Did anyone think to check it out first?!!!! There is nothing easy at all about it.Absolutely a pain in the butt!
2232. It would have been nice to have each employee attend a training class. Additionally, it would have been great to have seen an Edison system user in action. I don't think this conversion was a smooth transition, which is leaving a sour taste for many employees. I've heard a lot of bad-press about Edison. I don't know all the ins and outs of the vendor side but I understand that some have not gotten paid. I would hope that several "test runs" would have been conducted prior to going live. The State does not need anymore bad press than we already receive.
2233. There should have been training for the users so they would understand. The online example was easy in someways but with an instructor giving you solid comments is better. Plus you just can not throw something new out and expect people to catch on overnight. It took them awhile with the old system.
2234. Alot of State employee's myself for one would love to have more training and not just a class so that we can sign in and they can have it on record that we attended all to back a system that has problems that F&A minimixes. We need to bring real problems to the class and work through them.
2235. It is a shame that so much money has gone into a system that has caused so many concerns and problems. There should be a more user-friendly system to capture the needed information. The concept is good but the actual mechanics is the pits.
2236. With the emplementation of the Edison System our work load has tripled. The system is NOT set up for the way we do business.Supervisors and clerks are now TIED to their computers & Edison.Unnecessary!!!!!!!!!!!!
2237. I enter and approve time as well as have to track my own time on Edison. The time we spend doing it is unreal. You never know what will happen when time admin runs, some time comes up while others don't then sometime later the rest of it will come up. No one can tell us why things like that happen. For the money invested in this program, you would at least think it would work, be easy to navigate and reduce our work load but the reverse is true in every case. I cannot get those people I supervise to come up on one report, can not get an answer as to why they will not populate that way and why when you enter time it doesn't come up after admin runs. Several of the staff I supervise have had problems with time, leave and insurance. Most of us cannot afford to not get paid or to have our insurance lapse. PLEASE dod something about the system. It is a total waste of taxpayer money as well as our time and energy.

2238. I do not know what HCM is to answer questions.
2239. It is difficult to maneuver through the system and the on-going changes are difficult and time-consuming to complete. I am not comfortable to date working in the system. Please note this is my short-comings to which I hope time and utilization will correct.
2240. The amount of time and effort required to make this system work is CRAZY. I personally know of one supervisor who spends several hours every pay period of his time at home trying to make sure everybody gets paid. And just from the amount of emails that come out of HR every pay period, I can't even begin to imagine how much time they spend with it. Then there is the overtime pay issue. We are told that we now make less per hour on overtime because all of the years prior it was calculated wrong?? It just seems like a way to take more money out of the pockets of the employee. Then there is the "auto" corrects with annual and comp time. If I want to take a sick or annual day I should be able to do that without having to worry about if I have any time accumulated within the pay period that I am going to lose by taking a sick day. I think sick days are accumulated to be used as such! It is a terribly flawed system and is doomed to failure. I consider myself to be fairly computer literate, and it is NOT the old dog not wanting to learn a new trick.
2241. We have two people in our department who check the system through the approval process and they make sure we don't run into problems. That makes it go smoothly for us. They are able to catch any potential problems in advance. They also conducted a training session before we started using the system so we were ready when the time came to begin using the system.
2242. My one concern is the ability of "hacking" into the system and getting our personal information. There is a lot of personal information on the system about state employees, ex: checking account numbers etc. If hacked into the system, will the State reimburse the employee(s). This information could be changed by someone, even an State employee.
2243. I think the thing to remember is that not all payroll is the same. For example my payroll is not subject to over time, flex time, or many of the other types of payroll entries. In that regard Edison is much simpler and easier than the old timekeeping system. I like the fact that I am in charge of the entries.
2244. this process takes up more time than our previous system
2245. The Edison project should have had not experienced the problems it has had it has been around long enough before here. My problems start with password handling i.e. giving password to wrong employee. Then there is so many components that have changes i.e. that marital status is not right in a person has to wonder what else is wrong. An employee can spend much time making sure things are right and stay right but with limited access-no t1, no phone line, no air card, as a field person it makes it very difficult to stay on top of things. And supervisors answer is to go by a computer station once a week and enter time instead of addressing the need for air card. So what I'm left to do is, my time -most of the time- is done at home on my own dsl and when time disappears or I

can't get to a computer is to have my time approver take care of it.

2246. In my opinion Edison provides a user friendly interface that allows much better access to personal information. It also seems to be much more efficient in completing payroll and administrative tasks. I believe that many of the issues that several individuals have or have had, stems from lack of knowledge from a technical aspect. This gap in knowledge concerning computer information will be filled with experience and use.
2247. Personally I've not had any problems with the system and find it helpful to look up information that otherwise would not be readily available.
2248. After the initial problems with learning what to do, I am really pleased with Edison. Being able to see a paycheck prior to deposit is really helpful.
2249. Too many steps to requesting, approving and keying leave and overtime. Should be able to request and approve leave and overtime without going from screen to screen. Payroll checks need to be mailed out in time to receive them the day before payday. System is entirely too slow. There are too many screens to go to. Leave balances need to be on the timesheet. Too many steps to ensure everyone gets paid in a timely manner: request, approve, key, payable time. Once you key leave on the timesheet that should be sufficient without checking each day on payable time. Payroll deadline- too short.
2250. It seems to be a continuing problem with premium overtime entries not being processed. After submitting and approving and the systems runs, the premium overtime will appear again as if it was never approved before. Also, the system seems to approve some peoples payroll and not others, even when all have been previously been approved.
2251. Im happy with this way. Its a better way of keeping track with your payroll records at anytime and any place if you have a PC.
2252. Entering JPPs into the system to get them complete is confusing, the worker cannot review, the supervisor cannot review and it takes too long to complete just to get signatures. Entering time daily is a nightmare. Entry of time for future days is inappropriate. Actual time should be entered, so that we are not constantly putting in time that is incorrect and having to resubmit. When requests are entered sometimes they cannot be seen. Sometimes I cannot even get into the system. Split pay periods during the same week is more trouble than it is worth. If you put in a request you cannot retract it if it is incorrect, someone else has too. Check stubs are difficult to read and if you do not have a computer, you do not know what your check is actually written for.
2253. Edison is a great step forward. I can easily report time, view my paycheck, change my W-4, and review leave balances. Also, it has greatly improved the time in which travel reimbursements are paid.
2254. With Edison there always seems to be problems after entering your time, exceptions, problems with overtime requests, leave requests, etc. It is also double work, because we

- still have to do a paper time sheet. I also do not like how our longevity pay is calculated
2255. it has created hate and discontent and has only created another layer of reporting without eliminating duplication
2256. Why spend millions on a system that cannot be set up to work with the pay system we have - being paid 2 times a month? Why should we have to get all confused by having to enter time in a different way? People have spent countless hours going to class when it is really no different than doing the on line courses.
2257. I think there were some problems on the part of the Edison Implementation team's planning. First, the assumption was made that everyone is very computer literate and that is just not the case. Second, the training has been rolled out too quickly and taught by individuals in many cases who only read from the manuals and did not take time to explain some of the intricacies of the module we were to use. Training has not been specific to the individual agencies that must use it. Also those at our agency kept changing the rules and methods as we progressed. What was OK last week is not this week. Our "power user" was as clueless as the rest of us and that led to a lot of frustration when you could not get an explanation or an answer to your questions. We have progressed from an antiquated system to a state of the art system with no intermediate steps or training. There seems to be endless screens that have to be navigated and much information that is not specific to our agency. All of that tends to confuse what we really need to know. I feel that in the long run, once we get enough experience under our belts to know where to navigate to, this system will be much better than the old one. This system gives us quicker access to information that we need to do our jobs and leaves a trail in the process. I can't say that I like Edison yet but would use the term "cautiously optimistic" when referring to it.
2258. The system is not user friendly and there are too many steps to complete before a task can be accomplished. Some payroll tasks are difficult to complete by the cutoff date because many of the updates require processing overnight.
2259. The system is very time consuming and cumbersome. It takes a great deal more time to do any type of change or correction. Also, several functions are not working properly which generates more problems. Functions that should have been working from day one are still not corrected.
2260. Not user friendly. Very complicated system. Have to make too many entries.
2261. We are having a problem with entering travel on the first day of the month. It seems we in the Eastern time zone must wait until someone in the Central Time zone comes to work and unlocks the month.
2262. I haven't had any problems with Edison
2263. I am the backup timekeeper and the old system was much easier to enter time and leave.

The main problem is, it is an Oracle software which is a more complicated system than a system needs to be. You have a lot more time consuming screens than needed. I have used Mapics and PRMS. I would choose a Mapics program over any of the others. It is simple and straight forward.

2264. I find Edison to be overly complicated, confusing, and very poorly laid out. Dealing with data entry for myself and for the person I supervise, has become more time consuming than before, Edison. The person I supervise has become quite a pain, by constantly asking me if I've approved their time, and due to the time delays in the system, they sometimes enter the data more than once, because they don't understand, or can't comprehend the delay. I feel like I'm a fairly computer literate person, yet I feel very intimidated by Edison. I can only imagine what some lesser computer literate users feel like.
2265. The travel claim portion is majorly messed up and needs to be corrected. I have been trying since January 09 to get reimbursed for my travel and it's become one big headache and I still have not been paid.
2266. We constantly have people flip out from underneath their HR supervisor. I have people who reported their time and it doesn't show up for days for me to approve. I have staff who have employees listed underneath them that don't supervise. I have employees in the department that don't have an HR supervisor. It takes up to two months to get that corrected in HR which is ridiculous. We have employees who have terminated and HR won't take them out of the system for months. We have paid them paychecks that they are not owed. We just got accounting information to deposit the overpayments just a few weeks ago. That took too long!!! The lack of personnel to handle the problems is taking corrections way too long to get fixed. Everyone's frustration with this system is getting help. Getting it in a timely fashion. This is not being accomplished.
2267. Our managers have gone in and approved, then we get emails saying they were not. What kind of systems does that, that cost that much money?
2268. The Complaint Resolution staff is courteous, but VERY slow to respond or correct problems if the problem gets resolved at all. For 60+ days, the employees who report to me would mysteriously disappear from my Employee List from one day to the next making it impossible to approve time. For 5+ months, Edison did not have the capability to allow us to open registers for promotional opportunities. Edison is very labor intensive and takes up valuable time that needs to be used doing my job. It is not a user-friendly system.
2269. I currently have no problem with the system.
2270. There needed to be a training prior to being expected to use the system and trust that it would correctly report our time. The secretaries received a 2 day training to understand the system.. and once the employees were to use it.. we got nothing.
2271. At times after the time is entered it will disappear. We are told to enter time before it is

worked. Is that the correct way?

2272. Sometimes my password doesn't work and I have to call and get another one.
2273. none
2274. All programs normally have problems
2275. Too much time involved and way too many repeat e-mails on what to do,etc. Seems like we are dumb getting so many repeats !!!! Very concerned about entering leave/approved, then info disappears, having to do again. USELESS!
2276. I really believed that the system would improve after 6 months and told fellow employees to stay positive about the new system. However, I do not see system improvements and in fact have seen employees not get paid correctly or not at all. When an employee was not paid it took over a month for them to get paid. When errors occur in getting paid, they should be addressed quickly and not put off at the convenience of the system. These are real people that work and deserve to be paid as agreed upon.
2277. Although payroll is very important, the HCM module is more than just payroll. For example, HR functions from this same module and for payroll to function properly, the HR side needs to be topnotch and unfortunately that is no longer the case. Transactions are difficult to track, the past history information on employees is not available in Edison and the new history information is not user friendly or makes no sense; transactions that should take a minimal amount of time actually takes longer due to having so many different screens that one has to access simple information or often the transactions have to be entered repeatedly. These same transactions are passed on to DoHR for approval and they are so backed up on approving transactions that causes employees receiving pay increases not to be paid on-time which causes payroll issues. The legacy system may have been old, but at least the HR side made sense and all the information was available on a few screens, was user friendly and simple to read. The most irritating focus since Edison went on-line has been to remind us we are moving forward. I just don't see that happening and it has been a big headache and mess since it went on-line. It has nothing to do with old dogs not wanting to learn new tricks. I like change that is productive. This HCM module of Edison was very costly and is unproductive in my opinion.
2278. I do not believe that this system can accommodate the needs of the state. this is causing more time to be spent on the payroll than what had to be done with the previous system.
2279. The old system was so much easier to use with less hassle, time constraints, and more flexibility and fewer chances for errors. If errors were made they were easily fixed. The Edison system requires so much more time to account for your time that it takes away from productive work. One needs a notebook computer with broadband access in order to keep up with the constant bombardment of alerts, deadlines, and the mysterious "time administration" schedule. If state workers only had to sit at their computers and wait for the next Edison email prompts to appear it would be somewhat more easily tolerated.

But woe to those with field(out of office) responsibilities that may require several days away from the office. Those folks are finding it very disruptive dealing with this "improvement" in timekeeping unless they are internet connected. Bottom line- More tax dollars unwisely spent. It's disheartening to believe that this is the best we can do.

2280. I do not have anything specific to comment about, however, I do believe that this system was initiated with a poor plan for training and a poor idea of how it would work or how to fix problems once it went "live".
2281. The training I received on the beginning of Edison - it was months later that Edison actually 'went live' - could not remember all from the class and too much information thrown out in short periods. A lot of memo items, we were told were 'dead areas' and did not even pertain, so when one tries to get onto Edison, it is so busy looking I don't even know how to find the time program. Just too much, too fast, too many emails saying it's working, next email yes it is, next email no its not working today - all from 5 different people. Just very confusing and frustrating. I've got notes from a 'conference call' on ordering office supplies. There was so much cross talk in the room of the people giving meeting, I learned nothing from that mandatory conference call. I do not know enough about ordering office supplies, last time I tried it some type of number wasn't working or some such. Even my "power user" came to my desk and couldn't figure it out. I do not feel qualified to do some of the stuff we are presumed to know. I'm a secretary, not an accountant familiar with allotment code and some of the technical language and concepts. Just very frustrating. I sat on a conference call for almost 3 hours and got tired of the cross talk in the room and laughing. I never learned how to order a thing on Edison from that mandatory call. A total waste of my time.
2282. Before this system was put into place, I was spending from 1 to 2 hours a week entering and approving time. Currently I am spending 5 to 10 hours a week taking care of entering and approving time. Many times information does not show up on my computer and shows up on others when I have someone else to look for it on Edison. My employees enter their time sometimes days before it shows up in the system for me to approve.
2283. One of my concerns was longevity. I was not happy when I recv'd mine last year. I had been hearing the horror stories about how it was taxed; being that both checks were combined. When I called about it they said it wasn't taxed more it was the same as the previous year, and that was a blatant ball face LIE !!!! I guess they convinced themselves it was the same but it wasn't for me. I've seen the news and newspaper about how Edison has jacked up peoples leave balances and overtime pay and whatever else...that's the one thing you don't mess with is people's money!! I've even heard some deapartments are not using Edison. Employees are definitely not going to be complaining for nothing. Maybe Edison did come off as they planned it and we know they will NEVER admit that they messed up, but as far as i'm concerned its another case of wasteful spending on a system that doesn't deliver as promised....
2284. The Edison program is no friendly. Items have to be entered more than one time. A new design page should be produced so that it will show that your information has been

entered and will stay entered. I know when a program has errors and this old dog knows that there are errors in your program.

- 2285. Make Edison add accrued leave in the month due.
- 2286. Pay statements are hard to understand. Leave balances are not current. Time functions are entered by employee but after entered there are constant problems that require time and effort to correct even though they were entered correctly to begin with.
- 2287. The system should be more flexible and adaptable to our needs. However as our knowledge of the system grows the above may be the case.
- 2288. I think way too much tax is taken from longevity now that it is combined.
- 2289. Oracle/Peoplesoft is a large company that can do many things. Unfortunately no one appears to have checked with those departments/areas that are not located in fully computerized offices where proper notice is always given, paperwork is always on time, and everything is known months in advance. We need software that will actually be useful for what we do. Unfortunately, most training departments now have to keep two databases running, one that will be useful in the event of licensure audits and that you can track and report information quickly and easily, and one for Edison. This was supposed to save paperwork. Now it requires twice the effort as we are losing staff. What took me 30 minutes to process prior to go live now takes hour to days depending on how many staff I have to make aware to go into their Self Service and process the items. I'm all for "accountability" but part of many specialty area staff's jobs are to see that things get done. It would be easy to sit around and blame people for not knowing what to do, even after you have trained them. Unfortunately in the real world, when the boss wants/needs something done, it doesn't matter if the person "should have" done something, it has to be done and someone is going to have to fix it. It is as if no one bothered to ask "what will you actually need this system to do?" and "How will you actually use this." Over six months of pay checks for folks who have made the same amount for years and the numbers are never the same? These are not hourly positions--a 37.5 hour week month after month and it is never the same? I am not a "career state employee" who has never worked anywhere else but it seems that the idea of moving to Oracle is to get a great deal for folks OUTSIDE of the state to make some money (millions so far) and to set up a long term need for outside specialty consultants. I don't want to sound cynical, but my goodness--the state sends out letters, emails, and phone calls saying "don't send anyone to training" and then Edison send out lists for mandatory training the same day...Even better...you book training weeks in advance and stagger employees so you won't decimate a department and Edison cancels the training in your region because it says there are not enough people enrolled? And then doesn't have any more regional classes scheduled? I am not a mathematician, but if I have to send 9 people to Nashville for a half day training that starts at 8:30am I have to pay an overnight and two travel days for each one OR I can have one instructor in region and pay that ONE persons expenses, is this fiscal responsibility?--actual situations like this occurred often--classes with more than five people on roster were cancelled. That means the state payed

expenses for five people to go to Nashville instead of one instructor staying in region. When we ask about whether the problems are actually big enough to garner Executive level attention, we are told that until it effects the legislature, no one really cares. This survey is supposedly part of an "audit" Well, check if the numbers match. You can't go by "help desk" numbers if departments and agencies are directing their staff to contact them and not call the help desk.

2290. I do not like the fact that my longevity was not a separate check. I supervise and it is not always convenient to stop to resolve exceptions or approve time with the short turn around times given by the system for the employees I supervise. Split weeks are frustrating. Supervisors need to be able to have a back up person for the times I am off on leave. Not accruing time after working the greater part of the month causes problems such as unexpectedly having leave without pay. Edison takes too much time from the program duties I am supposed to be doing for the [DEPARTMENT REDACTED].
2291. The transition to Edison has been poorly managed, and has come at a time when the state is experiencing other financial problems. There is not enough support, nor was there enough advance work done to ensure a smooth transition. I'm sure the program will eventually get fixed because we're basically stuck with it now, but in the meantime, it is costing the state a lot of money in lost productivity.
2292. Currently, I fill out my time sheet on the computer. I print a copy, have it signed by my supervisor. I give the signed time sheet to the secretary because she inputs everyone's time sheets into the computer! She should be complimented for this as she is also supposed to answer the phones, etc. Very stressful I would believe!!
2293. once again the state began something with out consulting anyone out side of Nashville. They did not take in consideration that we have staff who can not read, who do not have the skills to work on a computer or even turn one on. The training was monkey see monkey do type training and was done way too early and people had not got what they had learned. It is not user friendly and very complicated for most staff. As of this date the system is unable to track training as it is supposed to. Over 50% of the staff here do not have access to a computer not the ability to use one. Instead of entering time two times a month we have to enter more for example Friday was the 1st, we will have to enter time sheet for the 1st and second by its self. I am not having any problems with edison today because i work in training and that has yet to be worked out. it is an extra work load on training and HR because people come to us for help and we have to stop what we are doing to help them. The whole thing is dissapointing because new things are supposed to make things better and less complicated but edison does not. If other states have kicked edison out that should have been a red flag and everyone has figured out that Edison is Oracle. I think Thomas Edison would be very afended that his name was put on this...
2294. As a supervisor, I was unable to approve overtime and leave requests for all of my employees that I supervised. In addition I was unable to see some of my staff. Both of these problems occurred upon start-up of Edison and took approximately five months to

resolve and numerous emails about my problems. To date, I feel like I have to go out of my way to conform to what Edison can versus Edison making it easier to enter and approve time and leave. The program feels very cumbersome in all the requirements you have to meet in order to enter time and approve time for employees. I believe it would have been better to use Edison in parallel with the previous timekeeping program until all issues with Edison could be resolved.

- 2295. Takes longer to enter time than before. Too many different screens to use. Inadequate training. Longevity issues.
- 2296. Edison has one good point about it your able to see your personal information and that's a big plus. It could use some improving all the negative on the payroll stub gets to be very confusing. But the timesheet part is a big headache. I'm doing more paperwork now and that is not fun.
- 2297. It take the system too long to solve a problem.
- 2298. The request for time off / overtime is so cumbersome that is is very difficult to use annual leave. The state will probably be sued because the open positions cannot be applied for.
- 2299. INDIVIDUAL LOG INS ARE TOO DIFFICULT TO REMEMBER....WE SHOULD BE ALLOWED TO SET UP OUR OWN SO THAT WE CAN ACTUALLY ACCESS THE SITE
- 2300. I think the way our time keeping is being done is idiotic. For example, this week I had to complete 2 attendance/leave forms, one for Mon. - Thurs. and another for only Fri. In both cases, I submitted each signed attendance/leave form 2 days prior to the end date of the time period reported. I turned in the sheet for Mon. - Thurs. on Tues., then turned in a time sheet on Wed. for only Fri. Will Edison not support a consistent process where attendance/leave forms are always due at a certain time, barring holidays, etc.? For example, have the pay period always run from Mon. - Fri., and time sheets always due Thurs. mornings. Better yet, let's implement a consistent process, go paperless and do this as it was intended. I submit my time on Edison; my supervisor approves it on Edison, and so on. Edison was intended to be a time saver. Based on my personal experience with the time keeping aspect of it, it has been more time consuming.
- 2301. You may provide any of my previous comments in a report if you wish.
- 2302. The biggest draw backs I see with the Edison system are: 1) We moved from reporting time 2 times a month to 4 times a month and sometimes 6 times a month. 2) Leave balances are not updated in a timely fashion. Sometimes it takes 2 weeks or longer before leave time is added or deducted from your balance. It is very hard to determine where you are and how much leave you have. 3) We have not started using the travel portion of Edison, however, it looks very complicated and we have not had any training at all. We have already received comment from the reviewers of the travel claims that the scrutiny will be more intense in the Edison system.

2303. The old system allowed you to get several different information on one or two screens. Now you have to go to many different screens to find out these things. Also, you have to manipulate the screen to print and to log off.
2304. The only thing I'm allowed to do in Edison is view time and leave balances, create overtime and leave requests, and update my personal information.
2305. It is beneficial to be able to access my time information, as well as benefits, retirement, ...etc.
2306. Edison does not conform and did not take into account TNDOS the 2 groups of a 28 day pay cycle when it was implemented.
2307. Manager's are unable to view the payable time or leave requests of employee's that answer to a supervisor that works under the manager's supervision. Manager's need access to all employees that work in their program area. 2. There have been multiple situations in which an employee's time was approved by the supervisor but it was reported as "Not Approved" in Edison when the summary report was viewed. The time had to be approved more than once. 3. In April, I noticed that several employees have the wrong manager listed under their leave/OT requests 4. The back up system does not run as frequently as reported. The frequency needs to be increased to help with timely approval of leave requests and payable time. 5. The Edison payroll process is very time consuming for the staff involved in approving employee leave requests and payable time. I have several employees in which I have to review and approve their time. After I approve their time I have to go into "Summary Detail" to make sure the time was approved and sent to payroll. If not, I have to approve it a second time. This process does take a large amount of time compared to the previous process used by the state. 6. The state application system is not functioning. Potential employees are unable to submit an electronic application into the state system. 7. The job plan process involves too many steps between the employee and the supervisor to acknowledge and complete a job plan. The job plan also indicates that there is a section for comments but that section is not operational.
2308. I feel a lot more training is needed to explain how everything is supposed to work and someone should be telling us why it is not working the way we think it should.
2309. Every Department operates differently and has different needs. Trying to shoehorn the entire state into a "one size fits all" system is insane. We have more than doubled the amount of time it takes per month just to deal with payroll. Instead of speeding up processes, it now takes longer to do everything.
2310. Replace it with another system. The private sector has been entering time into programs for years and when I was in the private sector, we never had the types of issues that Edison has.
2311. It is time consuming and takes a great deal of time away from normal work. If not for

our super user it would have been extremely frustrating however I do wonder if he/she has time for much else.

2312. So far I have not personally had any problems with Edison but that does not mean that future problems may not occur. I work directly with people who were shorted on their pay due to extra funds being taken from their checks. If that would have been me I would have not been able to pay my bills.
2313. I feel that the system is new and at the present time we are having some issues but with all new things that is to be expected. I think in time everything will be fine. It just takes time to get everything worked out. By this time next year we all be wondering what we were so stressed over.
2314. The system was implemented without thorough testing in all areas. There are many reports needed from Edison that we can't obtain even after 6 months. This system has severely hurt our performance to draw down federal grant money.
2315. Edison simply does not work!
2316. It would be helpful to know what the terminology was before we began to work with it.
2317. Right now, it is a little time consuming to have to go to back and forth between approving time and "payable time detail" at the end of the period, to make sure that everything has been covered. Also there was a big problem when I had to change my password.
2318. I believe the given time and possible upgrades to Edison (additional purchases) a lot of the issues will be worked out. I think it was rushed into start up without adequate testing and consideration for all Edison needed to do for members and/or users of the system.
2319. My name is [NAME REDACTED] and I work in [DEPARTMENT REDACTED]. [EMAIL REDACTED]. [PHONE NUMBER REDACTED]. [PERSONALLY IDENTIFYING INFORMATION REDACTED] As described in my earlier comments, I had a problem that seemingly could not be resolved by going through TDOT HR or going directly to Edison. After waiting for nearly 10 weeks, I contacted TDOT Commissioner Gerald Nicely's office about the problem, and the situation was corrected within 2-3 days. I had been told by HR and by Edison that there was an "open ticket" on this problem, but I did not understand what that meant. I felt the longer this was unresolved, the more unlikely that it would be resolved correctly. The fact that the situation was quickly resolved by contacting Mr. Nicely's office tells me that the situation COULD have been resolved sooner had Edison personnel been motivated to do so. The intervention of Mr. Nicely's office apparently provided that motivation. So, I know there is a problem getting things like this resolved, but I'm not exactly sure what the problem is, or with whom the responsibility lies.
2320. none

2321. I am not experiencing a problem with Edison today, because I have not had the time to access the system. Edison seems to be a 1960 system with some current program overlay. There are too many steps to go through to enter simple data and to approve employees time. There is approved information that cannot be retrieved by management, so I must go to the employee to ask if they can retrieve the information. I have not heard an explanation of why the State chose Edison for its payroll and benefits, etc. A program change such as this should have been piloted in a department in Nashville so all the problems could be worked out before implementing it statewide. Edison has been in effect for 7.5 months. The system goes down fairly frequently and some employees have given up trying to get correct leave balances because of the constant fear of losing their jobs based on the negative information from the governor's office. Because of Edison, employees are giving the State overtime and not being compensated for time worked.
2322. Have requested time keeping capabilities for months and can not get. It makes it hard to do parts of my job without this function.
2323. I believe the biggest issues with Edison has been handling Change Management. Really, it all boils down to communication about upcoming changes. Employees and managers alike were not made adequately aware of how business processes (to say nothing of payroll calculations) would be impacted by Edison. This kind of detailed Change Management is critical to successfully get users to adopt the new system-- and possibly could have mitigated some of the frustration and issues that are being reported.
2324. Wish that groups would be assigned and keying employee ID # numerous times would be so that if you are working on a certain employee in your group that you didn't have to key that ID # so many times.
2325. I must say I am impressed with the speed and accuracy of the Edison system in regards to refunding money spent. Once I had submitted my invoice (on a Friday if I remember properly), an approval was emailed to me the same day and the money was in my account on the following Tuesday! [NAME REDACTED]
2326. Dept. of Revenue, Refunds Section. We are not entering our time sheets in edison. It is still being done by an assigned employee. However, beginning June 3rd, we are having training and will start doing our own time sheets June 5th. Most of the questions so far are pertaining to something we have not done as of yet. Check back when we have been doing it for a while.
2327. Currently, the only concern that I have with the HCM component is that the approvals cannot always be made as planned. Often we have to wait a few days to be able to approve our people's time sheets. Also, during initial training we were told that you only have to put in your time once a week, regardless of pay period. This is not the case, if a pay period ends midweek, we have to submit pay for the ending time period, then later in the week submit the pay for the end of the week. It usually only takes a short time to accomplish this, but it generates the opportunity for errors, if someone were to forget to key their time.

2328. The survey questions did not ask anything related to managers approving time. I have no difficulty with my own payroll, but I have spent countless hours revolving problems for my employees. It is EXCEEDINGLY difficult to see the totality of what time you are approving. There is no single screen that shows everything about each day. This was not true in the previous system. There is little doubt in my mind that there are managers approving time that is unclear to them.
2329. ENTERING TIME IS NO PROBLEM AT THIS TIME FOR ME.
2330. When attempting to use the registry I was able to open two other persons accounts and make changes if I had wanted to do so. When I contacted the Edison help desk they did not recognize a security issue and basically blamed passwords. The state person contacted took the matter seriously but I feel uncomfortable putting my resume on Edison. I do not feel the information is safe.
2331. The Edison system takes alot more of my time as a supervisor.
2332. I don't understand why there are times when we can report hours on a split week with no effect on payroll and other times we cannot. It appears that the pay date is not a consideration. I also don't understand why sometimes when I want to enter a weeks worth of leave the system will not allow me to do an entire week but instead make me enter a day at a time. Then when I go back to check on the leave I have several requests for the same day. Also not sure why a standard of 5 days at 7.5 was chosen as this is not always the norm. Overall I think the more a system is used, the more it becomes a habit and the less problems we tend to have with it.
2333. The Software is designed for those who have nothing but computer work, but for the rest of us, what time we have on the computer daily is limited, with this it makes what used to be part of our job discription now has become a full time positon, very time consuming instead of easier it has make it more difficult.
2334. We are doing everything we were doing + Edison. It is just another layer of repetitive work. Since our management is not willing to give up anything we were doing, we are spending now double the amount of time keeping up with what we are doing. To do a travel claim we have to get someone in our Department to get an out of state city entered into Edison. Then we have to doe the travel the way we were doing it and then enter the exact data to Edison. We do time and attendance and then someone has to enter that into Edison.
2335. DOING EVALUATIONS NO TRAINING!
2336. I only deal with the time reporting and cannot comment on the other aspects of Eidson. No problems.
2337. I now spend 10 times the amount of time I used to spend on time entry and approval. I've had to re-enter time multiple times. We also waste time reading e-mails that amount to

nothing. The latest dated 4/30/09 re: the acceptable use policy only to get a new e-mail dated 5/1/09 saying it was "going to be delayed until some time in the future." I waste an inordinate amount of time on Edison. The people implementing this program want to change our business practices to suit the software. We can't put the right task groups with the right people nor can we run necessary reports. This is unacceptable but I have no hope things will improve. How much can you really find out in a study that only lasts 3 weeks?

2338. Sure would be nice if we didn't have to enter odd split week timesheets - once per week should be sufficient. Also - paper timesheets need to go away - should not need to do both.
2339. There is no way I could calculate the lost work hours this system has cost me and the State of Tennessee. There is always some different way to do something popping up in Groupwise to confuse you. It was 2 months before I could approve my 1 employees leave. Sometimes I had no employee to approve and other times there were 20 or more people I didn't even know that came from a different Department for me to approve. I was walking in the lobby one day and a group of women recognized me and said that's her--that is who is approving our leave--I didn't know any of them.....Things like this go on and on every day. I think this has been a total waste of our money. I do not want my longevity check in my regular payroll check--I got shorted over \$200.00 last year.....and the people working with Edison said 'that's Okay--you will get it back at the end of the year. Did I see a difference when I filed my taxes? NO I hope I don't get audited because I would have to get CPA's to help out. I doubt no one from Edison would represent me.
2340. I have been told that Edison was previously implemented in other states such as Florida, Ohio, and Texas and these states later did away with Edison for their states. Did Tennessee check with other states before contracting Edison for use by the state government?
2341. Just like any other new computer program, Edison has some problems that can be fixed hopeful without ovwr loading the sysytem.
2342. SIMPLIFY THE SYSTEM. WHOEVER DECIDED THIS WAS WHAT THE STATE NEEDED MUST HAVE MADE SOME MONEY ON THIS PURCHASE. THIS IS THE NORM WHEN NEW PROGAMS ARE INTRODUCED.
2343. The program's startup problem are to be expected. Personnel will make mistakes and be more critical in the beginning because it is different from the "way we always did it". This always occurs with a new program.
2344. Anything new takes time to learn and get use to. Another training after experience Edison about three months would have been nice.
2345. People generally don't like change, myself included. I feel the negative comments I hear

are coming from those who don't want to learn the new system. They don't appreciate the flexibility the system provides. In my department, many are not entering their own time, therefore, they are slow to try the new system. They are beginning to come around and ask more questions about where to find specific information relating to their personal information. Just give it time to catch on. I like it!

2346. The basic problem I see with Edison is that the program seems to be designed for weekly pay and we are paid Semi Montly, that makes no sense to me what so ever. I am having to spend considerable time updating and imputting my time in to Edison, I have problems putting in my sick leave before I get sick. I have to constantly update edison. One little mistake and it makes an exception and i have to resubmitt my whole weeks pay. I like that I am able to pull my Pay stub before my pay so I can verify my time and pay and try to get problems fixed early
2347. Payment of longevity needs to be completed separately.
2348. Attendance and leave has become something that is time-consuming and takes us away from our work. For example, we now have to turn in time sheets on a weekly basis and if the 15th or 31st falls within that week, we have to turn in two time sheets. If I am out sick, I have unexpected leave I have to turn in a request for the prior day of that leave immediately upon my return so it can be "approved" correctly. It requires quadruple the amount of time commitment for out timekeeper as the previous system (this is personal experience with the system because leave/attendance etc time consumption takes her away from other duties in assisting us). Also we have been told to "go on Edison" every pay period to check our pay, leave and attendance, thus making the employee responsible for determining errors. In a labor-intensive time-consuming job in which we work with the public, this task takes me away from my work, consuming time that I do not have to give.
2349. When we were doing our time on paper it was twice a month. Now it is every Wednesday thru Friday. Are you taking off? If you are taking off it has to be on Eidson before Friday. This is every week and sometimes we hear about Edison Monday thru Friday. If we could do our time sheets twice a month on paper, why on Edison is it each week?April 6th we started Edison Purchasing. I was requesting supplies on paper, administration would approve the request and send the request to our Procurement Officer II. Now I am doing procurement online, and will do receiving online. This was done by our Produrement Officer II and Administration office. Now it is done by each person that was requesting supplies. This is another classification. And we still have our other job duties.
2350. I feel the state has wasted alot of money on Edison , I think the old system gave more information and was working just fine. We could have used that money for more pay for employee's.We have it now and and we will have to get adjusted to it and we are getting adjusted. From what I do , I don't see it is alot better for the money spent.
2351. The Performance Evaluation process is far too cumbersome.

2352. We are still doing our time on paper as well as Edison.
2353. I believe the system is a tremendous upgrade from the previous paper system. Any issues that have been experienced are due to employees not understanding how to use the system. I feel with more experience the system will continue to be a better tool for all employees who use it.
2354. It seems that an enormous amount of time has been wasted with ad nauseum e-mails with various individuals and departments saying the same thing. There needs to be one voice.
2355. I have only logged in a few times. I do not know much about any problems there may or may not be. I do have an issue with having to complete 2 to 3 time sheets per week and estimate on a regular basis what I will work and submit the time sheet before I have worked the actual hours which is very time consuming to correct over and over again.
2356. I used a similar People Soft system for time reporting as an employee in private industry, with no problem. However, I am not confident that this was the best system for State Government. A prime example is the issue surrounding our pay periods & split work weeks. Every time there's a split work week, employees & managers are forced to do more work by entering time, working exceptions & approving that time twice, with no guarantee that the system will not fail to capture the leave. Each agency seems to have developed their own ways of dealing with this. We should not be having to create work-arounds due to flaws in the system. I say "flaw" only b/c it doesn't suit our needs. In my experience, time entered on a weekly basis, every week, typically does not create these problems. I feel that this will only be remedied if the Legislature were to change our pay periods to once every two weeks, as opposed to semi-monthly. I do think some of the initial issues may have been due to the lack of technical savvy on the part of the users. However, knowing what I do about the previous Time & Labor system, Edison seems to have quite literally created more work for everyone, not just the employees and managers that now have to devote time to entering and approving payroll & work exceptions, but more significantly for the Leave & Attendance personnel. It seems that those Agencies that have had the least amount of trouble with the Edison implementation are those that have kept to a centralized payroll, (i.e. timekeepers entering all leave) & thus, not using the system the way it was intended. The role of technology is to make our lives easier. To help us "work smarter, not harder, " & to allow employees more time to devote to their duties that work toward the betterment of Tennesseans. I'd like to reiterate that it's not just more work for the average employee b/c he nows enters his own time, but also more for the Time & Labor & HR personnel. I believe that's the true test of the system's efficacy. One questions I have is...were any TRUE end users (not Commissioners & Directors) polled before choosing this specific program? My thought would be no. Some things I believe would help, (regardless of feasibility)are 1. A change in pay periods from semi-monthly to once every two weeks, 2. training offered to those end users that may lack the appropriate computer literacy.
2357. Our human resource folks run most of the interference with Edison. And we don't mind,we don't have the time. If the problem is something we are doing wrong, then HR

here helps us fix it. The online training I have received never worked properly. I was supposed to be tested on the material, but that link did not ever work for me. It is obvious that Edison was designed for weekly pay, since we have to report every Friday, whether it is on the pay period or not. All that extra reporting can lead to more errors. To have the head of Finance and Administration say there is no problem is a problem, because how are we ever going to fix things if denial is the answer. I think it says a lot that this investigation would not have been launched if Channel 4 had not received so many documented examples of this not working.

- 2358. Time entered repeatedly disappear. Leave requests entered disappear. At times, employees disappear from under supervisors for days and then reappear.
- 2359. With the workload as it is, there is not enough time to do this. should be done by clerical staff.
- 2360. My paycheck is never for the same amount. I cannot get definitive answers to questions that employees have concerning payment issues, such as when they will receive their lump sum payment, or when will they receive their longevity payment (if it was not received when it should have been). Employees have been terminated from their insurance coverage for no reason. Employees who opt to mail in their insurance premium, to prevent a break in benefits, are sometimes also double deducted for their premium and have to wait weeks (and sometimes longer) to receive a refund.
- 2361. Edison is great. Love being able to see everything online and manage many things myself. I feel that most of the problems I've heard of or seen stem from bad attitudes, not paying any attention to the initial training and individual error.
- 2362. Back-up's need to be in place for direct reports of Supervision
- 2363. This new system seems to be much better however there are a few areas needing "tweaking", for instance when an employee goes to request a leave request say for an entire week they are forced to enter one day at a time which can be quite time consuming. Also often it seems like "exceptions" are only due to the batches running their system. These should not show up as exceptions for that reason. In the beginning we were told this would lead to a paperless system, at current date there are still several areas where time is kept on paper which is indeed a good idea due to some employees cheating on their true time worked. Paperless - I don't know about that.
- 2364. After understanding the Edison system, it seems to be a lot easier and more confidential.
- 2365. THE PERSONNEL IN OUR SECTION ARE NOT AT PRESENT HAVING DIFFICULTY, EXCEPT FOR LONGGIVITY CHECK/END OF MONTH SHOULD BE SEPERATE. THE TAXING OF THEM TOGETHER IS NOT RIGHT.
- 2366. It seems to me that almost every process within Edison takes far longer than it should.

2367. The only problem I have personally had with Edison is starting it up, there seems to be an error message every time I access Edison on the web of my personal computer. I ignore the warning message and enter Edison anyway. I would like to know if it is harming my home computer since I am getting the warning message since the message states that "this program could damage your computer."
2368. It is alot more time consuming to put your time into edison. The travel expence report is very hard to understand and do.
2369. I'm a non-Tennessee resident who lives in a state that has a state income tax. I feel that if an employee desires that their state income tax be withheld from each paycheck that should be an option that is up to each individual employee. I don't feel it's fair to everyone that the decision was made to not withhold it based on one employee's complaint. If Edison is capable of giving this benefit it seems we should be given the choice to take advantage of it or not.
2370. I feel Edison will be a great benefit to my job. I have come across things that I didn't understand, was explained how to input information and have not had any issue at all with being paid. I have had other issues working on events in Edison, but when I go to the training sessions or to our super users, my concerns or issues are currently being resolved.
2371. I have not had to enter my time YET. We have the timekeeper to enter our time now. But I hope if there was a problem with my time you could enter it have me a check cut--not wait to next pay period.
2372. I have only been working with Edison for 2 months so may responses with the system are somewhat not completely accurate due to me not using the system since it was implemented.
2373. I feel that with something as important as our time and benefits, there should have been better training for all employees on the use of Edison, instead of being told to train yourself. I feel we would have less problems.Also I wish we could have our longevity as a separate check, most say it is due to Edison.
2374. I have to approve leave requests, overtime requests, exceptions, and payable time in different sections/modules of Edison. I have to approve these twice a day so that the system clears the requests and time after the noon time and night process. This means I look at time sheet info twice a day whereas previously I looked at timesheets only twice a month.
2375. It would be nice to get a warning that your password is expiring prior to it doing so. Sometimes you are in a hurry and don't have time to wait 5 minutes for the nexw password to work. Also the log out needs to be displayed on each screen so you can get out easily without hunting on each screen to be sure you information is safeguarded. Those are the only problems I have experienced.

2376. I think the start up was rough and it wasn't working well if at all but I do think this is to be expected on a new system and things have improved greatly.
2377. I am not please with the Edison taking out too much money on the longgievety when on one check is issued. We usually recieved 2 check with less deduction.
2378. I have completed training as it relates to the Milage Form. That form appears to be too confusing. The form also does not appear to allow for having to drive extra miles, due to be loss or receiving incorrect directions. Often when I go out the field. I am going to see more than one person. The form does not appear to allow me to combine my milage for seeing muliple clients.
2379. When you enter your days off, after entry at times it does not show up for approval for Supervisor, Edison goes down alot, We spend more time entering time and approving time than we ever did before. Time use to be quick, simple, easy, and now it takes 3-4 people at times to get it correctly entered or approved.
2380. Takes to much time away from regular duties each week to enter time and data. To much time to get it corrected and ready for final approval. Taking away from the duties of everyone.
2381. Too many last minute instructions that are incomplete & inaccurately given. Given instructions one day & asked to go back for previous month's entries & enter into Edison..too much rush rush w/o lack of adequate operational functions of Edison
2382. edison is very time consuming. I was on medical leave in sept 2008, i have had no training as a supervisor, all that i know about edison i have learned from someone that i supervise
2383. I think Edison is a great improvement. I would like to see improvements made in the Time and Attendance running and adding leave accrual in a more timely manner. Other than that, I like the program very much and would like to see other components (capabilities) of this program implemented in the near future.
2384. I personally have had no problems with Edison. I am paid hourly so the procedure is fairly simple. Smart idea!
2385. I believe you should be able to use your sick time irregardless if you worked over during the week. Sick time is not the same as annual and comp and should not be treated as such when calculating time worked for the week. You should be able to take a sick day and still work over your scheduled hours for the week without the sick day being taken away and no comp accumulated.
2386. The person in our division, Wendy Morales trained each person on our staff and has provided training and guidance to each of us on any area of Edison that we use. She sends us reminders about how to request leave, etc. and have it approved prior to

submitting our payable time sheet. She has made this a very easy transition for all of us and we are not on the exception list. Travel is much easier to file and payments are in the bank a lot faster than the old method. At this time, I have no problems with Edison.

2387. The person that enters leave in our office does a good job. The Edison System makes changes to the leave reports that are not consistent concerning Annual and Compensatory Leave. Also when a person is out Sick, the Edison System uses Comp or Annual if a person happens to have to work over during that week. This does not seem fair. An even bigger problem is that it is harder to keep up with leave balances as the system's individual balances are not calculated at the same time. By this, I mean the dates for the Compensatory Balances (which may also change) are shown much sooner than the Annual and Sick Balances which are not shown at the end of the Pay Period until almost time for the next Pay Period to end. Prior to Edison, it was easier to balance with the Office Leave Person and much sooner.
2388. The idea of Edison is great. Instead of all those old systems trying to communicate with each other, having one system do the whole job is a great idea. I believe we (as a State) should have made sure this Edison system was going to work for us, not the other way around. We are having to bend and compromise in order to co-exist with Edison--that makes employees hate it. Not to mention the employees who have actually had problems filling prescriptions because their "insurance lapsed" because of Edison. Also, because Edison was not programmed correctly, I have to lose two weeks worth of pay that I won't get back until I leave the State. Why not just cut us a check later on for the two weeks? Couldn't you gather all the info (which wouldn't be many employees since most employees are already on bi-monthly) and give us those two weeks worth of pay six months or so later?
2389. The program has and continues to have issues with the running of "Time and Administration" As a supervisor I too many times on days off have worked on Edison problems to be certain my subordinates will receive their pay.
2390. Edison is not made to handle monthly pay cycles. You should NOT have to put in leave 30 days in advance or try to project out. Creates issues and problems.
2391. Requesting time be submitted before work is done is inviting fraud for anyone so inclined. Edison has to be one of the biggest wastes of money ever, I seriously begrudge any part of my tax \$\$ that helped buy it.
2392. As stated in the first section. My supervisor has never been capable of approving my leave requests. When the problem was trying to be fixed, the supervisor approving my leave was eliminated. I now must call the regional office and have a timekeeper approve my leave. Correction of this problem is being left to my supervisor. Time sheets are currently being filled out and signed before the end of the work periods in order to "get it in Edison". This creates stress and extra work for all involved when time needs to be changed on the days after the time was entered. In regard to training - yes, a tutorial was provided at the beginning, however, I do not consider this training. Soon travel will be

put in Edison. Training would be beneficial to all. I have learned that I can always work better with someone if I understand their operation and vice versa. At a minimum, training can be communication. My impression is that those involved with Edison have stifled two-way communication.

2393. More proper training regarding how to do our tasks are needed.
2394. Many other state employees that I know would have experienced a financial crisis if their insurance had been interrupted as mine was. Is any process in place to correct these issues more quickly? (2) My understanding is that all state staff have not begun using Edison to input time, travel, etc. Is the system robust enough to handle the thousands of employees not yet on-line?
2395. I would like the print out of the checks to be a little less confusing especially the net pay part
2396. I don't have a problem with Edison myself I think truly that it is more up to date on things.. I just think the way it was done should have been explained better other than that I like it!
2397. There needs to be more training on how to manage different work schedules.
2398. The Expense Claim portion seems to be decent. Edison is not logical and too many of the screens have similar names. We need a short booklet with pictures to show step-by-step how to enter/approve/process time and expense claims. The tutorials are a huge waste of time.
2399. The training was not effective prior to implementation of Edison. The performance evaluation section of Edison is not complete in that you cannot complete an Intermin Review inside of Edison; you must complete the process outside of Edison using the old system or typing the Interview in a MS Word. The time involved in reporting "Time For My Employee's" is longer for Manager's than it was under the old system.
2400. Edison is too confusing at times without proper training, which we did not receive. I had to basically figure it out on my own and hope for the best.
2401. Personally, I don't understand why my pay isn't exactly the same every time. It was for 24 years; now with Edison you never know.
2402. This system takes up so much of our time to get familiar enough with it that we are not able to effectively do our real job duties. A lot of the things being done on Edison we are still obligated to turn in paperwork the "old way" which is so redundant and a waste of time. This system is not user friendly if you are not in a Monday - Friday 7.5 hour / day job. I find the system a huge waste of money and effort.
2403. The system, I am sure, was designed for Human Resources and will be manageable but

for other applications it has proven very cumbersome and is being designed for usage as we speak---with no clear cut direction from Edison and to date has proven to be a poorly designed system which has not a clue as to our functionality (nor does Edison care).

2404. The HCM system causes more work, not less. Our H.R. staff are over-burdened and stressed. Edison has not been sensitive to issues like getting benefits information to staff and did not want to cut a pay check to a correctional officer who lives pay check to pay check when the system failed to pay him.
2405. I THINK IT WILL BE A GOOD THING WHEN ALL THE KINK'S ARE WORKED OUT.
2406. The state was better off without edision
2407. I don't understand why we have to do the paper copies of our time sheet and Edison seems like a waste of time and paper.
2408. My month of birth, which is used in my user id, is incorrect and has been that way from inception. This error has been reported to my immediate supervisor and several different staff in personnel with no resolve.
2409. With Edison a lot of the tasks that I was doing through the 3270 have been taken away as the Edison people don't think I need the same access as I had on the 3270 system - makes for a long and boring day
2410. 1)The HCM component of Edison is the nature of this survey; However, I have never accessed the HCM tab nor have I ever been instructed to access the HCM component of Edison. I am confused as to why we are being surveyed on a particular component of Edison that we do not use. We do use the Employee Self Service and Manager Self Service components. Why are we being surveyed on a component that we have no training on and do not use?2)I am a Program Manager 2 and do not have access to the HCM component of Edison and can not see anything regarding the staff I am tasked to manage.3)I can not access approve leave for any of the staff (~27 staff) that I manage. And, as I said above, I can not access anyone or anything in the HCM component of Edison.3)Training to implement such a program should have involved much more comprehensive training.4)The Edison Help Desk staff often don't know the answers and are unable to provide the advice required. 5)Edison requires that each employee act as timekeeper. We are spending too much technical employee time working on this system.
2411. The problems that seem to reoccur for me is that when I submit time and my supervisor goes in to approve it that most of the time some or all of it gets kicked back as an exception/unapproved. Also I have submitted leave requests at times and it shows submitted for me but my supervisor is unable to view or approve it at times. Those are the main concerns that I have at this time. I do have another concern that I have heard will be resolved later on, but it is aggravating to have to submit time in Edison and still turn in a timesheet; this seems kind of going in reverse since before all we had to do was

turn in a timesheet once every two weeks versus once a week for both submissions now. It just seems like more to keep up with now than it should be. Thanks for considering and listening to my concerns.

- 2412. Would like to go back to receiving checks the old way feel that Edison has been a waste of tax payers money
- 2413. It would be great if we didn't have to turn in 3 to 5 time sheets a week. We could actually spend our time working.
- 2414. Need a better system in communicating what is going on with errors on paychecks. Noone seems to know what is going on other than it is on a report. Well, it being on a report does not buy the groceries. Thank You.
- 2415. Entering time is EXTREMELY complicated if you have overtime/comp time/annual or sick all in the same week.
- 2416. THE ONLY PROBLEM I HAVE EXPERIENCE IS MY USER NAME AND PASSWORD; I HAVE CALL THE HELPDESK TWICE IN THE LAST TWO WEEKS TO REINSTATE AND NEW PASSOWRD..THEY WERE VERY HELPFUL IN GIVING A NEW PASSWORD. I LIKED RECEIVING A COPY OF PAYCHECK IN THE MAIL BUT I KNOW W/POSTAL INCREASE WE HAVE SAVED MONEY...
- 2417. This is a manager's nightmare. We are given deadlines to enter or approve time, but then if the system does not run, then they weren't really deadlines at all. They were suggestions that normal work had to be scheduled around. The system requires an inordinate amount of time and repeated checking and double checking. Once I have "approved" time or leave, I am simply told there are no pending requests. I have no way of verifying whether that is so and have no access whatsoever to my supervisors' subordinates. I have to find the employee and ask them to check their status. I find myself working on this from home, like now at 5:07 a.m., since I will be in the field today. That is OK and convenient, but it is still personal time. I just want to make sure my employees get paid. I however, consider myself to be the highest paid data entry operator in the State.I will say that I had a change request for direct deposit that went seamlessly. I was surprised.The concept is great, but there are serious issues with the system and implementation.One further comment. Some of the communication from the department has been rather terse. My experience is that the employees are not idiots nor are they trying to sabotage the system. They simply want to do it correctly and make it work.
- 2418. Why are the FSA reimbursements and benefit processes not fully on the system? Travel claims can be reimpsured within 2 days, it takes at least 2 weeks to get an FSA reimbursement.
- 2419. It takes too much of our HR persons time leaving little time for much else.
- 2420. Edison is a time saver, which allows me to get more done in less time.

2421. timekeepers do not have all the people listed that they need to do time. there is too much faxing involved to get people paid. If a error occurs it should be fixed asap when it affects peoples pay check not the next pay peroid. Everyone needs their money. If we are to keep our own timesheets then the leave balance should show asap not week later this may let someone be on L.O.W. and not be aware . your training compentent is to difficult for staff to access
2422. My job classification should not ahve to worry about time input and where my salary is funded.
2423. This system is poorly interconnected. I can't stand the way the time works off a weekly basis instead of a time period as it was before. This is insane. It also is irritating that we have to keep up with time cards in addition to our edison time. This isn't a paperless system if we still have to rely on paper. Why do I need another password to keep up with, especially one that is 80 characters long. It takes more time to log in edit time sheets work on leave req's and figure out how to use this system than it ever should. Especially when the old system worked great. I find absolutely mind boggling how edison will kick out my time randomly and thus I spend more time trying to fix what it has screwed up! Not to mention the name is pathetic.
2424. Edison appears to make fixing human errors more difficult.
2425. With today's technology it's a shame that leave balances and time worked are not able to be updated sooner. Having to wait the better part of a month for the system to catch up seems a bit long to me. I am disappointed with Edison and dread using the other parts of it.
2426. they ad our longevity in with our ot pay and no one in the front office work ot
2427. The Edison Help Desk has always been able to answer my questions in a positive manner. Keep up the good work!
2428. The system doesn't run when it should so we have to enter our time more than once. We may enter it and then it doesn't show that we did. The records keeping law states that we keep up to 3 years of time records. Therefore we are still keeping paper time sheets. I thought we were going paperless. To many screens to work between. Not much flexibility in the exceptions list.
2429. There may be benefits of Edison to other Edsion users but to the staff entering time, this twice monthly task has turned into 4 to 6 times a month task. The system has increased the work for the person keying their time and the approval of time.
2430. The computer timekeeping program is no good. When the program was purchased other states had already discarded the time keeping element. That certainly is a lot of money to waste.

2431. Work on correcting issued with flex time.
2432. Lack of real time functioning is fundamental, fatal flaw in system. Unexplained problems continue to arise. System requires excessive time involvement by all involved. However, many employee features are of benefit and are significant improvements over old payroll/HR processes.
2433. It seems that a lot more has to be done manually in the Edison system. Not enough edits with the system to catch potential problems
2434. I WOULD LIKE TO RETURN TO THE OLS SYSTEM IF YOU DON'T MIND.
2435. I have had no problems with Edison payroll and time reporting and I have learned the mileage claim system and have had no problems with it either.
2436. One main dislike that I have of Edison is verifying current sick/annual leave. I have to ask the timekeeper for the accurate, current leave time. I liked the feature on the paper payroll remittance that had the exact leave time. I do not like to inconvenience my coworker by asking the current time. It is inconvenient for me as well.
2437. I AM VERY THANKFUL THAT I CAN CHECK MY TIME AND OTHER PERSONAL INFORMATION AND UPDATE THINGS IF I WANT TO, I THINK THE SYSTEM IT SELF IS HELPFUL TO EMPLOYEES YOU JUST HAVE TO TAKE TIME AND SEARCH THROUH AND SEE WHAT GREAT ADVANTAGE WE HAVE WITH THIS SYSTEM THANK YOU VERY MUCH
2438. There was no formal training provided prior to the starting of Edison. An internet tutorial the I had to access at my house off state time was very incomplete in explaining how to enter time. There is also a lack of computers to proper view Edison. Also before blaming employees for not enter on time how about making sure the time administer is going to run proper. Also time can be showed submitted on emplyees and not show up to supervisors.The next phase of Edison is to do milage claims I have been unable to access the internet tutorial on this, but know that my mileage is submitted based on vicinity miles not point to point. What little bit of milage imput I have seen on Edison seemed to be complicated and needs to be stream lined. Employees do not have all day to set a computer ,if one were available, an input mileage.
2439. I do not like the idea that several people has access to your personal and payroll information. To many problems can and have occurred. We also loose money through edison. Compiling payroll with longevity. Edison is more time consuming than prior procedure.
2440. Edison is the most flustrating system I have dealt with. I believe people get lost in the system therefore things don't get handled. It appears the system can't handle certain situations. You can not get answers from Benefit Administration or from Accounting!!!!!!! You never get called back when they say you will, because either the

system can't handle certain situations or they don't know how to make the system handle it. Five times I have been told either Benefits Administration or Accounting would call me back and it has yet to happen!!!! Also I received less net money on my longevity due to longevity and payroll being combined. They need to be two separate checks!!!

2441. There is no way to backup or delete incorrect data entered. I have to get my supervisor to correct it if I make a mistakes.
2442. one major issue is that employees leave balances change often,,some times many times each day?even when the employee has not taken any time,example,,you check it at 8am and it says the balance is one thing,check it at 9am ,it may have another number,check it at 1pm and its back to what it was at 8am?????very confusing,as to what the current balances are,,for many and i for one don't like leave time taken from me that i di not take,,i don't think anyone would appreciate that,,the system at times does not run pay for 5-6 days,so one does not know if the time takes or not,,and many times it has to be entered again and again to get the system to finaly take it,,just think that with todays world and times we in tennessee would be able to get a better system than this for reporting an employees time,,maybe with more time this system will be better,,but for now i have doubts,,and don't mean to sound critical of the system,just is not what i would expect for a state that is hopefully going forward,it just not a dependable as i thought it would be,,many flaws,,but maybe this is one way to fix them????
2443. I supervise over a dozen people. I have access to only one person.The performance evaluation module does not seem to acknowledge our actual performance review process.
2444. THE TRAINING WAS OF LITTLE USE. YOU CAN'T ASK A COMPUTER A QUESTION AND ON ONE KNEW THE ANSWER
2445. The time and attendance prtion seems to be functioning well. I am however concerned about the travel expense portion that has not yet been implemented. It seems too complicated.
2446. No comments.
2447. I have been unable to access edison for the past month or so. This is the third time this problem has ocured. I have not attempted to retry.
2448. There is to personal info on Edison .I am concern about identify theft. Also what happen to all of the info, when I am no longer employed by the State of Tennessee.
2449. A new system should simplify processes but Edison in most instances is more complex, thus more time consuming. For instance, keying time weekly for a biweekly pay period.
2450. Edison can be confusing and the time that workers have to spend to enter and maintain time does not seem justified. Also, is too time consuming for supervisors to approve time. The old system was much less burdensome. For split weeks, when employees

must enter time prior to actually working diminishes the integrity of the system.

2451. Why our time has to be turned in a week or so before it's actually worked, when the computer system, it should be a shorter turn around.
2452. I am a new employee. I have not experienced any problems using Edison.
2453. Any systems, whether Edison or any other, should be tailored to the needs of the user, not generic. Problems are minimal when the system used matches what it is supposed to do, not what one thinks it should.
2454. It seems like a typical new application implementation, although, I was surprised at the lack of training, which for me was nothing other than on-line tutorials. The conversion was touted as one that would have a heavy investment in training.
2455. Making changes is so much quicker in Edison. I have changed credit union deduction amounts and deferred compensation amounts several times, and it has worked well. Also it is nice being able to see what information is on file.
2456. Again, I have no problem with making changes and improving on how things are done. However, if something takes many more hours than the previous system it makes no sense to me. I have had trouble getting what I need from others as it relates to the job that I do.
2457. myself and other employees have had problems with our paychecks being different amounts than they were prior to our payroll being set up through Edison the situation was not thoroughly explained to us
2458. I do not think it is efficient to have time due on Monday by noon since in my job, there are times when we cannot be in the office due to demands in the field or in court. I have come in on the weekend to be sure my payroll is submitted on time.
2459. Looks like another way to rob employees of hourly rate and overtime pay.
2460. COMPLICATED AND TIME CONSUMING, THAT IS IF IT WORKING.
2461. Had it not been for the step-by-step directions that Mark Reep provided, I would still be trying to do my first Edison for travel.
2462. Before Edison, we each spent a total of about 20 minutes each month recording and submitting our time. Now we wrestle with that task on a regular basis, and it is disruptive of our work. The Edison system is cumbersome and illogical and does not function properly. Therefore, it appears to be a great waste of employee work time. In this era of statewide economic challenges and budget issues, it seems that wasting employee work time on a regular basis wrestling with Edison is not logical. If major improvements cannot be made immediately, I recommend that the program be discontinued, and

replaced with something that makes good common economic sense.

2463. It is so much more work for the timekeepers dealing with our time sheets. We have to turn our time sheets in so many times it is ridiculous. I feel sorry for the ones having to do our timesheets. How could something so simple be turned into something so time consuming? How can turning our timesheets in every Fri. and every 1st day of the month and every payday be considered an improvement to our system?
2464. At least, we do not have to have paper trail of approvals on leave requests and timesheets. All the payroll related information is also available and can be updated.
2465. Any issues that I have had personally with Edison have been small as compared to some others that I personally know about. Some items I would like to mention are as follows: As far as training for the HCM portion, I did complete the modules for the employee and manager self service as the computer based training. I thought the information provided was not clear. As a manager, I think it would be helpful to have some kind of message when you signed on to Edison that some of your employees had submitted a leave request. Also as an employee, I think the paystub prints out to small and makes it difficult to read. Overall as manager who deals with information to ensure that employees costs are properly allocated, I would say that the use of this system is much more difficult and more cumbersome than the previous system. For the first six months we did not receive any reports so that we could determine that employees were set up to the correct taskgroups and task profiles. We have been provided with some information within the last week, but it still takes a great deal of work, even more that when using the previous system, to put this information into a format that other managers can use and analyze.
2466. My supervisor has never been able to approve my time or leave. Our timekeeper is the only one that can get to me.
2467. If you only fix one part of Edison's programming, let it be the paystub. I want to know what OTCcalcLNG stands for. Why is it in a column of numbers, but not added to those numbers? I want to be able to print my paystub without having to go through two dozen steps. And I want to see my leave balances on my pay stub like we used to get. Furthermore, when I print an older paystub, I want to see the YTD totals that went with that paystub. I believe part of why Edison is so buggy is the fact that our payroll system pays semi-monthly but tracks time on a weekly basis. Split weeks are very, very awkward. Last, let me complain about what happened first. I heard that about 60 people were the beta test subjects for Edison before someone decided that was good enough for Edison to first go online. That's a ratio 13 per 10,000 users. Next time another "module" is to be introduced, try 60 people for a first beta test if you like, but then try a second beta test on a whole department before you inflict it on the whole state. Believe it or not, my biggest complaint is not with Edison program. Obviously, Edison is buggy, any new system will be. My biggest problem is with rudeness from some in upper management in the implementation and management of Edison. Some emails remind me of the term "in pot general." For reference I found this definition on the net: "The tin-pot general is the type of officer who is liable to engage in ill-advised maneuvers for the sake of

commanding an operation, or to harass civilians because he can, and is closely related to the stereotypical portrait of a small, blustering man in uniform who suffers from an inferiority complex and who acts like a child bossing around his playmates."I recently received an email from "Edison" (no real name attached) that has become known as the "tattletale" email. It rudely said: "In the near future a process will be in place to report those employees who fail to enter their time by the established deadline. This information will be sent to the employee's Senior Director or Regional Manager and proper action will be taken."This sounds to me like someone believes we are not following directions just to spite them. I don't know about you, but I like to be treated like an individual with feelings and I like to be treated with respect. Don't they know that people go on vacation, get sick and attend seminars. Likewise, their supervisors do the same. And the next supervisor level up doesn't have the access to give approval and enter time that they were promised.I also don't like to be forced to sign anything. I now refer to the current irritation of the new "acceptable use policy." We have been sent a new version of the policy without explanation and without a summary of what has been changed. We were given two days to sign it or no Edison and hence no paycheck. I believe a lawyer would say the agreement is void as it was signed under duress. I object very strongly to my information in Edison being public information. I presume that my SSN will not be released, but I am concerned about other items like dependents, emergency contacts, and other family/friends that I would not want the media to hound should I become newsworthy, god forbid. And what about my bank account number where my check is deposited? Besides the tin pot general sending out emails in the anonymous name of Edison, there is a tin pot general in my department, too. Twice a month we receive priority emails in bold red stating URGENT PLEASE READ about deadlines for entering our time. I'm sorry, but after you get two urgent emails, the rest seem to lose their urgency.Next, someone in my department decided that we would change who would be entering time when Edison came on line. Formerly, we had an administrative professional enter our time based on what we entered in a hard copy log. If there were no entries and it hadn't been signed by the deadline, she checked with the manager and allowed it to go through. Now each individual is responsible for learning the system and entering his time, plus his supervisor has to approve by the deadlines. Now if either is sick or on vacation or at a seminar, the whole system becomes chaos, because it's not "approve" and the middle manager can't access the people he's supposed to be able to access. It was a lot simpler when only one person needed to know the system. It was also a lot more efficient. Think of all the staff that make significantly more than an administrative professional. Each one has to learn the system and use it frequently. And read all the silly emails about Edison we keep getting.

2468. Edison was suppose to be a great system to work with and also a paper less system. I HAVE NOT EXPERIENCED ANY OF THOSE TO THIS DAY! 3270 was a much better system, it provide easy and quick information and did not have as many problems that I am experiencing right now. I wish Edison could just shut down and we were to get 3270 and the previous systems back.
2469. I don't think our longevity pay should be included in our regular paycheck because there is too much federal income tax taken out.

2470. The Department of Military PR and HR folks should be commended for the outstanding results they have had in spite of the major Edison issues they have been delt. My Direct Deposit has been posted correctly each time (thus far), though my time was indiscriminately changed by Edison to be approved by my Director rather than my Supervisor. A couple of times after my time had been approved I had to reenter it a have it approved a second or third time because Edison kept loosing it. The roll mapping in the HCM module is only the tip of the iceberg when compared to the other Modules. Since we appear to be having some of the same issues, check out Florida and their experience with PeopleSoft on the internet.
2471. I feel fine with using edison and I help my co-workers alot with edison. However, in my county we begin keying our own time only recently. We were given bad information on edison works but I was able to research the problems on my own online. I love edison, I think its a great added component to the state. Only wish that the W-2's where available online.
2472. I hear alot of talk about what a pain it is to navigate the Edison system, but.. I have not experienced this problem myself as of yet. I am concerned that I'm supposed to be entering my hours and making requests for leave by May 16th and I have recieved little or no instruction on the Edison system.
2473. People are just not us to change and do not have a open mind on technology process.
2474. When I started working I was suppose to be at a different pay rate and it has been changed several times. Its been changed from the right amount to the wrong amount several times. I have also had the same problem with my tasks group changing several times. As a result, I have problems entering my time for the week. This has been a reoccurring problem for the past 5 months. However I'm thankful that I have a supervisor who cares enough about her workers. She has been very proactive in contacting the necessary people to solve these problems.
2475. My personal experience with Edison has been great. It is no different than any other new program when first implemented. It is 150% better than the old system. Having access to view your paycheck days before the actually pay day is wonderful, no matter waiting in the mail for a paper stub. Also, having access to my personal information/benefits is a good thing.
2476. I try to complete any work necessary on Edison; however, things seem to change with the information that I've been given, particularly, the reporting time. I have been given assistance with this, though.
2477. I keep thinking that every pay period it is going to be better, but it never happens.It's always something new and different with Edison â€| or just the same old stuff. The most recent incidents involve creating exceptions where none should exist.All the T's were crossed, all the I's dotted, but to no avail. One day it's OK, the next it's an exception. It seems as if Edison crosses into cyberspace and pops out complications just for the fun of

it. Then, just as suddenly, the exceptions disappear again. This is not human error. Something is wrong with a system that tweaks itself, but instead of correcting the problem, reverts back to pre-existing problems that were "fixed" at one time, then "un-fixed," "re-fixed," "de-fixed," or "suf-fixed." In the most recent pay period an employee submitted his time correctly; it was approved. The next day his time had changed without anyone submitting a change. Another employee turned in the correct time, but Edison determined it "exceptional." An employee flexed and should have gotten a raise in pay. It was not keyed in time (takes too long to get through, and they are back-logged 8 weeks behind) to get on his paycheck. Part of it was keyed in Edison, but not the part that pays the employee. How should we know which buttons to press? If you click the auto-correct feature, it doesn't work. Indeed, we were instructed in training, "Never use that button! We had a SAVE button. It was deleted (we were told) because, "Employees didn't understand the save concept. Employees thought save was the same as submit." Now we are left with only a SUBMIT button. If you press Create Document to create a Job Plan, you have done the wrong thing. I'll trade you an "auto-correct" button for 1 "save" and a "create document" that works. Supervisors complain that the old way took 3 hours. Edison takes 3 or 4 days, and sometimes it still has to be sent to HR because the system just won't do what it should do. Edison is a program that is incapable of supporting the intricacies of a state government payroll process. It is DEFINITELY not user-friendly. All the PR and hype cannot change that. It is not that state employees are resistant to change or not computer-savvy. Edison is ill-conceived and does not apply.

2478. Improvement Opportunities: The online training was very cumbersome and did not flow well. Some areas received face to face training but our department did not. Edison is extremely more time consuming than datacapture. It consumes most of the day on Friday as well as Monday. There were never delays on datacapture and I could set a schedule to fit doing approvals, now it delays and falls on a day that I am traveling to a meeting or training---and do not have access to a computer until I arrive home at night. I made two calls to Edison within the first month of start up and I received "no answers" with the guy saying flat out that he didn't know. And the second time I was hung up on. My biggest problem is that it is so much more time consuming than twice a month before!
2479. Edison takes up way too much of my time. The training is very unhelpful and very confusing. Many employees who work under me do not have access to a computer and the ones who do have dial-up internet. What used to take 30 mins. to an hour to do now takes all day.
2480. Exceptions were showing when the time had been correctly entered. This was verified and then I contacted Edison who had to correct the problem from Nashville. System is constantly failing to run at its designated times in order that supervisors can approve time & leave---without having to go in constantly to check if time has run.
2481. In working with region employees, some do not have access to a computer except for dial-up connection. Either Edison or the internet will time out before the information that is being entered can be sent or saved. The travel expense section is very complicated and

all area that are travel in are not in the system to caculate mileage. The only training that has been received by most of our employees has only been on the computer. If would have been most helpful it someone from Edison had at least conducted training in different areas of the state for different section of the system could have been explained to the employees. Even though most employees are comfortable with computers, some are not. Thanks for the survey.

2482. Repeatedly keying same info.
2483. While I have not had any problems thus far with Edison, staff who work under me have had issues with Benefits Administration that are yet unresolved. I am very concerned about the upcoming plans for travel claims to be submitted into Edison--DHS is set to start that in July, 2009. No formalized training is being planned for DHS employees from what I understand and the online tutorials need to be supplemented by "live training."
2484. The longevity check we receivid should be a seperite check, and not combind with the regular check.
2485. Edison is complicated(requesting leave, unable to change mistakes once submit has been checked, having to submit time on Thursdays when the week ends on Friday etc.)
2486. I wish we had all had training some were trained and some weren't
2487. This program needs some serious enhancements and does not capture all the thnigs that the old systems did, so we are having to maintain this information in a separate system. The "training" for this was a JOKE. There was no interaction allowed and it was like "See Jane run." kind of training. It requires you to change the password, then kicks you out of the system and does not let you log back on for a period of time and if you need to make changes right away, you can not.
2488. I have 33 years IT experience, some of it with large corporations. In my professional opinion, it is doubtful that a thorough and properly detailed analysis of the Edison requirements was done. The multitude and magnitude of problems indicates that no proper user acceptance testing was performed. Most the errors I have personally witnessed were problems that would NEVER have made it into a production system if proper design and testing had been done. Edison training is a joke. Users were instructed to simply click through screens that did little more than show users what the screens look like. The training also presented features that have not been implemented and users were not provided a means of asking questions pertinent to them. The training was also much too long for so little amount of useful information. Under the old system the purchasing process only involved two or three screens. Under Edison there are practically twice as many and the process is more complicated. Edison offers no procedural benefits to employees expected to do the work. Also, employees are still not correctly setup in Edison. Many supervisors cannot see our time and have to contact someone else to approve it for them. Edison cannot perform labor distribution and we have been forced to implement stand-alone systems to handle labor distribution and time entry for that

purpose. The result of this is I now have to enter my time in three different systems, Edison and the two in-house apps for labor distribution. The way Edison applies payroll taxes has resulted in slightly larger tax deductions, but sometimes \$10 makes a difference believe it or not. I personally had Edison to misapply a combination of annual, sick and regular time. It eventually was corrected, but the hours Edison displays in the balance screen are questionable. I did not keep a record of my leave balances before so I can't prove anything. After that I now keep a personal record of leave balances, but the manner in which Edison handles and presents its balances makes it nearly impossible to reconcile my personal records with Edison. As an IT professional I would rate the quality of Edison as being roughly that of Beta software and NOT production release quality at all. I would be firing these contractors and demanding my money back if I were over the Edison project.

2489. The Attorney General's Office has only recently come on, so many of my answers above are meaningless (so, for example, my answer that I did not receive training prior to the '08 rollout doesn't mean anything because we weren't included in the rollout). The only major problem I've experienced occurred early December 2008. After initially changing from single to family medical insurance, I had to turn around and re-add my wife to the medical insurance when she unexpectedly lost her job. We're still arguing about January billings because it took so long for the system to recognize the change.
2490. There are so many different things about Edison that are bothersome to me. I am concerned that the information in Edison is not correct and therefore it will be difficult when trying to complete a prior service on an employee. Supplementals take a long time to pay as employees are frequently calling to see when they will be paid even after they have been separated in the system. Overpayments on longevity and salaries.
2491. In entering data for performance evals, if data is not entered quickly the program will shut down and all data entered is lost. Too many steps are required for requesting leave or approving leave. The extra time Edison requires is taking clinic time away from patients I could see
2492. Edison takes more time than the old way of entering time. The old way (using paper) was much simpler because I had to enter the time once and that was it. Now, I have to go into the computer and check to see if there are mistakes the computer has made with my time entries. For example, I will enter my time for one day as being 7.5 hours. The next day I look in Edison and it says that I worked 8.5 hours. This adds extra work for me to go in and correct the time and the exception that consequently occurs in the system due to this error made by the computer program. Also, I travel away from the office many days of the week. This hinders me from putting my time in every day and approving those people that I supervise's time.
2493. The Edison system was very costly and not viewed as a saving factor for state employees. The millions of dollars this cost for initial start and future up-keep could have been put to better use, mainly in raises for the employees.

2494. Change is hard. As much as I thought Data Capture was a horrible system for time entry, the first couple of pay periods with Edison were making me wish for Data Capture. However, it's all about getting comfortable, realizing that I'm not going to "break" anything and just becoming familiar with it all. Now, it seems simple and straight forward. Like all new things, it just take time to adjust.
2495. I am extremely disappointed with my paycheck when I work overtime. So much so that I do not plan on working it anymore. I also feel like I'm being shorted when my longevity and paycheck come in 1 lump sum. I am being over-taxed!
2496. The biggest problem is Edison not running each day as it is supposed to so that supervisors and timekeepers have a chance to make corrections or approve requests, or work on exceptions before the next run. Our cut off time has had to be extended many weeks and that slows down the process. Training was way to early. The beginning dates were moved and are still being moved. By the time the procedure is up and running, the training has been forgotten.
2497. So far, I've had no problems with Edison. To me, it's easier than I anticipated. I can access all my personal information and make changes on the spot. Personally, I love it!
2498. Issues I have experienced recently is with inadequate training prior to new areas being implemented. Computer based training is somewhat difficult to understand. Too many steps to go thru to get from point A to point B in some areas of the system. I fell the system is a good system for monday thru Friday, 9-5 schedules, but too complicated for schedules that work odd hours and 7 days a week at times.
2499. none
2500. I love the speed at which I am paid for my travel expenses. I love fact that all cities have a point to point milage not just the major cities. I was reimbersed for a travel to Nashville before my bank was changed for my room. No more waiting 4 to 8 weeks to be paid for travle is wonderful.
2501. Would like to see leave time available calculated more frequently.
2502. The biggest problem with the Edison system seems to be the time processing. We have had numerous cases of having to re-enter and re-approve time after time/admin runs. We have to continually check that all the time was indeed "taken" by the system. The time entry system is already somewhat inefficient - requiring multiple log-in's to accomplish work that should be able to be done with one log in. The system should not regularly be losing data. Partial week issues are also a real pain to deal with. Overtime and leave time must be approved, then we have to wait for time/admin to run which frequently does not seem to be occurring on schedule. Then we log back in to approve time. Then we have to do the same process again later in the week. It means our time entry person and our supervisors have to log into Edison a minimum of 4 times in order to get payroll processing done. *IF* time/admin runs like it should and we do not lose data the process

stops there. However due to frequent time/admin issues we often have to begin the process again thus ensuring that we are spending even more time on edison. This is pretty inefficient and at times onerous as many of our supervisors and managers frequently work away from the office and are not sitting in front of a computer all day long every day. We have to then notify another supervisor or manager who can approve the time - they have to take care of it or we have to reschedule field work around Edison's somewhat problematic schedule. We are learning the system, and some things are getting better - however, from the user point of view this process can be remarkably inefficient. The other issue that has come up recently is with dealing with performance evaluations. When doing interim reviews the process is slow and requires way too many mouse clicks to simply document that an evaluation was held. I "create a document", really I just tell edison that there should be some dates for an interim review. Then I have to go into the document and put dates. Then I tell it that the review is ready to be held. Then it sends an e-mail to my employee. Then my employee must acknowledge it. Then I have to log back in and click review held. Then I seem to click about 4 buttons in order to complete the review. All this for edison to simply store the DATES for the interim review. It does not store any other data. I have to complete the interim review process on paper as before AND we have to keep logging into edison to "prove" we had a review. As edison only stores the date - but not the review itself the process appears to be much more inefficient and is a pain for the users.

2503. So far I don't see how this has assisted and or benefited the state or its employees. It has caused numerous more issues and taken valuable work time from employees. Instead of doing their job it appears they are more worried about getting their time sheets done.
2504. As a manager, it is confusing when various people, locally and in Nashville approve staff payroll. Also confusing when non local (IE from Nashville) entries have been made in timekeeping that were incorrect. First 1 or 2 paychecks included deductions that were never listed on pre-Edison checks, without an explanation. You had to call to find out what they were. Check stubs for 2008 should have included pre-Edison YTD info (lame excuse that it couldn't!) The approach to Edison training was 1) we are going to implement 2) look at this module and 3) do it. Every employee should have had classroom training which included not just enter 1 here but info on procedures. As an example, I have not seen anything that said who is supposed to enter time, exceptions, requests, etc in the system.
2505. I am a timekeeper and have probably received more training than others. I also already understood how to enter time because of this and it made edison easier to understand.
2506. Online Pay Stubs that can be reviewed at any time is much more efficient than the old system
2507. I am an [POSITION REDACTED] for [DEPARTMENT REDACTED]. This position corresponds to the Assistant Director level jobs in most departments. I am responsible for coordinating Regional programs in conjunction with the Regional Manager, including time approval and resolution of Edison problems for field personnel. We have had few

difficulties with time entry at the employee level except where dial up service is the only available access. Our problems mostly occur at the approver level. Most of the problems stem from having to wait all day or overnight to resolve exceptions, allow processing of leave and overtime requests and to verify time approvals. The previous system instantly notified and allowed resolution of any discrepancies. Time could be approved in a few minutes. As a result of now having to wait for batch processing, supervisory personnel are spending 3-5 times as much time getting approvals done as they used to. This is time away from their primary job. The people setting policy for Edison are apparently our biggest problem. We have requested that assistant managers and next level supervisors be given approval to approve time etc. in the absence of the primary approver and have been refused. We have been told that the program is set up to set approvers based on who does performance evaluations for a group of employees. They are unwilling to modify the programming to include assistants or next level supervisors. The result is that Regional Managers and Assistants have to do large numbers of approvals that should be taken care of by staff. Finally, the Edison system was applied as an "unfunded mandate" whereby all departments were required to use this system without providing the infrastructure to facilitate access by field personnel. As a result, difficulties accessing the system are occurring in remote areas such as [LOCATIONS REDACTED]. We do not have the funds to provide the infrastructure needed to relieve this problem.

2508. Upgrading and modernizing all of Tennessee's compturized databases (HCM, Procurement, Contracting, Performance Monitoring, etc.) is essential. We should not be discouraged from doubling our efforts to implement and improve Edison because of start-up problems in any of these areas, however serious.
2509. I work in an HR office and we have experienced several problems with Edison that were computer programming issues. They include: employees receiving additional longevity payment, individuals dropped from insurance, inability to cancel/reissue checks due to no deductions being taken out, employees with leave balances were charged without pay, continued problem with absence management process which include updating longevity and leave balances, employees being double billed for insurance premiums after they have paid by check.
2510. Thus far, I have found Edison to be more staff intensive requiring more staff to get the job done. I hope, in time, that the demands on staff will diminish as staff become more proficient in the use of Edison.
2511. Edison is not working for the employees, and this is just the HR side. Please send me the survey when you want to know about the Financial side if it makes it through six months of all agencies use under the original useage plans!
2512. This system is a joke. only a penny pinching administration would implement a system that took one office person, who prior to implementation would do time as a sideline, and cause them to spend the majority of there time on time. This system has caused my particular office to loose the use of a talented worker and put more work on others. It would also be helpfull if we could not have to put in our time constantly, something on a

weekly basis would be nice. If it ain't broke don't fix it. only an uneducated lunkhead would try to save money at the expense of an easier system without incorporating that old systems ease of use. your motto should be "EDISON jack of all trades and master of NONE".

- 2513. The problem is not with the software but with proper training on how to use the software.
- 2514. I am a first line supervisor and from my perspective, Edison hasn't created any problems. It also hasn't made my job any easier. I still have to fill out all of the same forms in addition to entering the information on Edison.
- 2515. It seems to take a lot more time to enter time worked than it did in the old system. I miss seeing a printed copy of my check and notice of its deposit in my bank
- 2516. I like to use Edison, I do not have any problems w/Edison at this time. I am apprehensive about using edison for my mileage, although once I get used to it the process should be better than the current process and should be more accurate.
- 2517. During these tough economic times I feel the funds should have been saved or used more responsibly.
- 2518. i would like to know what all the codes are for pay & deductions. very confusing also our longevity checks need to be separate
- 2519. My problem with edison is that when I'm gearing up to go out into the field, I have to remember to submit my time and that doesn't always work out. When I don't submit my time someone does it for me. Once someone wanted to say I had taken off several days when I was actually working outside the office.
- 2520. My frustration is from being told to do entries one way one pay period and then a few months later to do them another way and then being told to go back in and change it back to the way I had it from the very beginning. 2. The fact that some management staff still can't access some of their employees to do approving of leave request and time sheet submittals. 3. I haven't had this problem, but some of my co-workers have submitted and management even approved these leave request and time sheet submittals only to have them disappear. (Edison staff saying this isn't happening.) All of these are task/functions that seem to me to be simple enough to have been corrected by this date, but haven't. I understand this being a problem in the beginning, considering it's a new program, but I really feel this should have been corrected by now.
- 2521. none
- 2522. For security reasons, I am not comfortable with the system being accessible outside of the State's Network. The user id's can be easily guessed by using your first name, middle initial, month & date of birth, followed by 001 or 002. I fear that the system is subject to compromise and my personal information is at risk. The accounts payable system has

failed to pay maintenance support. Seems like the invoice get put into Edison but they are not being processed for payment. After 6 months of non payment you would think that the system would print out some type of exception report.

2523. It had my employment department incorrect, marital status incorrect, Life Insurance Info invalid, Dependents not accurate.
2524. I have not received my 5yr longevity payment yet but understand it is included in our regular pay. This should be a separate check and taxed separately. Since this check has been included in our regular pay the longevity check amount is less because it is taxed with our pay. I consider this an unfair practice.
2525. Should be able to change reported time before approval but after submission.
2526. Treasury made the decision to stop using the Edison HCM component for time and leave attendance records effective 2/1/09. The processing of true time records in Edison for monthly paid employees was a nightmare and extremely time consuming. As a result, Treasury went back to it's in-house application for recording leave. Edison is simply used for payroll and our payroll office makes adjustments for leave w/o pay if needed. Basically, the Edison HCM module was not effective whatsoever for monthly paid employees that are not paid in arrears.
2527. Not user friendly. Many things have to be done over many time.
2528. Approving time of subordinates in Edison has been very time consuming. I understand the merits of one system for state government but this system should not include other areas such as job performance. Terminology used in Edison should be the same as normal accounting terms. They are not. This is my biggest pet peave with this system. It is difficult to know what a person is to do when areas (in Edison) are labelled as something different than "normal" accounting terms. We need a translator.
2529. As you can see by my answers on this survey, I am not satisfied with Edison. I believe when Edison was created, they had one department in mind. Not all payrolls are entered the same way in each department. Here at [DEPARTMENT REDACTED], we use a program called [PROGRAM NAME REDACTED]. Our county supervisors have to fax us [NAME OF FORM REDACTED] which have the activity the employee worked, which equipment they used, and the hours that they worked. They have to fax [POSITION REDACTED] the [NAME OF FORM REDACTED] the following morning so that we may put this information into the [PROGRAM NAME REDACTED]. We have to have all the employees and their hours for the proir week so that the time from [PROGRAM NAME REDACTED] will download into Edison on Monday nights. Well on the day that the pay period ends, the clerks have to call the county supervisors and tell them to fax the [NAME OF FORM REDACTED] to be entered into [PROGRAM NAME REDACTED] for that day when they day hasn't even been worked yet. Here in the [DIVISION AND DEPARTMENT NAMES REDACTED], our employees are on call 24 hours a day. So if a pay period ends on a Wednesday, Edison expects us to have

time entered for that day by 4 o'clock, and our shift doesn't even end until 4:30 p.m. I am also upset about how the overtime is done now. It used to be that when you worked overtime and took off after that overtime was worked in the same pay week, it would come off your overtime and not your annual or sick time. But now if you have to work overtime after coming back from leave in the same pay week, they take your overtime. I don't believe that is right. Please know that also in most departments of [DEPARTMENT REDACTED] you don't have to have a high school diploma to work in certain positions. Some of our employees do not know how to read or write. So most of our employees cannot even use the computer to get a copy of their paycheck stub. When [POSITION REDACTED] are available, we will print their paychecks off for them if they ask us to. But I do not like knowing anybody else's password except my own.

- 2530. What I have seen with people who do not know how to use Edison is because they do not know how to use a computer at all. Everything will have a few problems most can be solved by people if they had trained on Edison as we were asked to. Some of the problem is the people who really do not know how to operate a computer.
- 2531. Sick leave issues and exception reports that fall at the end of the month need to be tweaked to be user friendly. Do YOU know when you're going to be sick?
- 2532. I have never actually had any problems, personally with Edison. My complaint with this system is the extra amount of time it takes having to submit more time sheets and having to go over the very same job plan every month. We have to fill in time for the weekends and do a new time sheet, on the first day of each month, even if that means there is one actual working day for the new month in that week. We are doing much more paper work now than before - that can't really be considered efficient.
- 2533. RE: HCM component, one feature I have found beneficial and better than before is the ability to check past paychecks and current benefits settings from a variety of sites at all times through the Edison system and to be able to change, myself, certain benefits parameters.
- 2534. There is too much paper work, Using at least 3 to 4 times the paper. The State is not saving money. The State paid too much for a program that has been tried in other states and dropped
- 2535. Get rid of Edison
- 2536. While the only problem I have experienced personally is submitting time and it being approved and then disappearing most of my coworkers have had other problems such as having incorrect supervisors or their supervisors can not approve their leave or can not approve their time or can not get to their second layer of employees, others have the ability to approve time for people that do not work for them. Some of them are actually the approvers supervisors. Edison seems to be a major boondoggle and a waste of our money and time. The training that I have had came in the last week and did not teach me anything that will help any of the problems I have seen. One has to wonder if Edison is a

payoff to a friend or family member because it is certainly not good for the State Employees. One of the major flaws that I see is that it is set up for time to be submitted on a weekly basis not on a semi-monthly basis. So we have to submit the entire week even when the pay period ends in the middle of the week. that is what has caused more exceptions than anything else. Edison should have been adapted to our pay periods not us having to adapt to Edison. That would have only taken a simple code.

2537. I believe this system was hastily purchased without a real grasp of how it would affect the current business processes of the various agencies.
2538. I am still unsure how comp. time is calculated in Edison. At this point I just hope the time is somewhat correct because upto this point I don't undersatand how this is calculated.
2539. I, as our divisions main HR contact & main timekeeper, was also chosen to be a "power user" at our facility. I think it is fair to say that i had about as much training as i could have had (not to mention some that I did on my own through our training website) before the system ever went live. I feel the training I had gave me an idea of what to expect, but in NO way fully prepared me as to what was about to happen. Some of the things I learned in training classes were not accurate. some of the things we were told the system could do, it could not, and vice versa. I tried as best as I could to prepare the 80 employees I am responsible for, but even then feel like it was a disaster. I will admit that as time has gone by, there has been MUCH improvement, but there are still many "kinks" that need to be worked out. I went in having the highest of hopes for Edison, because I knew that our old systems were outdated but I am still disappointed in what we ended up with. Maybe with more time the system will be able to function properly as promised, but in the mean time, what do we do. Every aspect of my job has changed because of Edison, and it is not like we can fall back on old methods, that is "unacceptable". I think the state should have tested the system out in a small area rather than state wide, and most definately not started with payroll/paychecks. While I personally did not have any issues i had to help MANY who did. I was NOT joking when i told our Director he no longer had a secretary my full time job is Edison. Not only have we not gone paperless as the systme proclaims we would, we have MORE now because we want to ensure that accurate records of everything we have done are kept. There have been too many occasions that I KNOW something was done properly in the system (a timesheet for example) for Edison to not even acknowledge that anything was EVER input. In short, while I think Edison was the best of ideas, it fell short of everyone's expectations. And to what expense? Not only the money the state spent to buy the system, have it set up, hire more employees to start it properly and keep it running, the extra hours that every employee has spent trying to make this work (on a weekly basis still to this day) is unable to be calculated.
2540. Edison can be a great system just is going to take a lot of people time to adjust to putting in request for overtime since it was not need on old payroll and having to request profile Id everytime we get a new job or when we have people working at other offices on their projects ..

2541. My supervisors are excellent helpers!
2542. It seems that double work is being done.I do a time sheet weekly and submit my time in Edison. I request leave through my supervisor, enter in Edison as a request and on my weekly time submitted--double(or maybe not) that is how it seems to me.I have a timekeeper in personnel and with Edison. Haven't had to make any changes and I am ok.
2543. System was difficult to use at first. However, it appears to be just newness of system; appears to work correctly now.
2544. I think that it is better than the previous payroll system that we used.
2545. The person in our office who was trained and supposed to help others left and we have trained ourselves by hit or miss, very uncomfortable at times.
2546. this is typical with a new systemas we go on this will improveI like everyone doing there own time
2547. I feel that more training should have been provided to the "average" State Employee instead of training only the supervisors, etc. who did not pass this information on to their employees.
2548. I think Edison is doing what we need it to do and hope over time we learn to be more Edison proficient.
2549. I think Edison is a tedious and ineffective program. It lacks a flexibility that a program created in the last 5 years should have, considering the level of technology available. I think that if we were paid biweekly, that would relieve a lot of the burden of having to input time twice on a "split week". Also, it should not be that difficult to assign entities to an approver. Edison appears to be some program that the private sector ditched 15 years ago. It should not take that much effort to arrange time off or overtime. It is nice,however to be able to view paychecks, and other information on one site. But, if I had to describe it in one word, it would be "cumbersome".
2550. This was a poorly planned program for something so important, the "training" prior to implementation was horrible. This is too time consuming for staff to approve the time and leave. Entering the information is fine and with additional training provided by past "time keepers" most staff have been able to key their time and ask for overtime/leave but approving the leave and working the exceptions has been a nightmare. Many supervisors do not have the correct staff under them where they can approve leave. We have requested this over and over and it has not been changed. These are not "overlaps" or employees who have special situations that can not be changed. I transfered to a different division in State office January 1st and my prior supervisor must still complete my time and approve my leave because we can not get Edison to list me under the correct supervisor. It has been 6 months and the time it takes to approve time and work exceptions has not decreased. The time frames to enter your leave are sometimes too

short. This has been very frustrating to the whole department.

2551. Often, when entering our time each week, Edison wouldn't take it, and time sheets had to be sent in several times. If you make a mistake entering leave requests, etc., there is no way to go back and change it.
2552. It is strange to have to submit a leave request for times you are out sick. The request has to be entered after you are well and return to work so why have it? If your supervisor approves your reported sick leave that should be enough.
2553. edison is to much of a headache.you have certain one's that can edit your time at any time they want.it can show that your late or what ever they want it to show. system has to many flaws. you make a mistake on it it take's to long fix it if it get's fixed at all.
2554. Edison takes away from direct care, supervision, interaction, active treatment, etc. that individuals should be getting. When staff is required to be in front of a computer it takes away from the hands on time that individuals should be getting. This program could work (with some tweaking)in a more of an office type buisness. If an supervisor has to be in front of an computer most of the time,then they can't be out there assuring that services are being delivered.If everything is to be done on Edison,I feel that staff should be completely trained on everything they will be responsible for doing other then navigating through a program.Such as ordering supplies, interims, evaluations,etc. Then staff should be given the time to do these computers jobs and their required jobs as well. Understand that staff in direct care does not have the opportunity to be in front of an computer much at all. They have to be out in the homes taking care of the individuals and their needs. This is my main complaint and I don't feel that direct care was given much consideration when this was implemented. Staff whose jobs require them to be in an office all shift,Edison maybe could work for. But not direct care in residential services.
2555. Requested time off will show then disappear. Is not user friendly. Much more training would help.
2556. I am not happy with edison. I am on edge about getting paid the correct amount or getting paid at all! In June we will be expected to enter our own time into edison which makes matters worse because then if I am on leave who does my time? Do I get paid? Do I really have to get on a computer on my vacation and put my time in to get paid, as said in a previous memo? Rediculous. I should have to come to work and clock in/out. Not waist time that could be better spent helping patients. There has to be a better way. This is too expensive to be this annoying. I hate to think that the reason we do not even receive a cost of living raise is to pay for this program because it is more trouble than it is worth.
2557. I like the way i can go in an look at my time,req leave other than that. its not much diffrent to me than the old timesheet .seems to be more of a burden an time consuming than the old hand written we did once every two week.
2558. training was not adequate.Excell spreadsheets and edison never match.Never know how

to handle reschedule work-week. Difficult process when it is a split pay period. Leave balances never match. never know what is accurate. Corrections take too long to be completed. Accustomed to putting in overtime on the day it happens. w/ edison have to change to the end of the week. If enter something in error, there is no way to retract it.

2559. Training in Edison did not involve enough hands on time.
2560. The data base needs to be real time. The process of time administration running before updating payable time etc: is the main problem.
2561. As for the comments Ms. Lola Potter made to Dennis Ferrier of channel 4 was an insult! The training I had was a JOKE! Very poor, I was given a self taught review on the computer and a 1 day class, in which the computers in class did not work a good part of the time and teachers could not answer questions. The sand box, which we were to practice in was down so there was no practicing. I also had a half day class by our power users they were of some help, but kept telling us "we will see when we go live what happens". The blame for the systems problems cannot be put on the employees. Yes I'm sure Employee's have made errors, cause of the lack or no training. I am the time keeper for my section I key everyones leave and overtime requests plus each persons time. Edison has made my work load more. I hate to make any changes on my personal data for fear Edison will mess it up. Management can't answer questions pertaining to other parts of Edison like Financials or don't want to, cause things change daily and are a mess. We are to go live July 1st and the one class I have had on financials was way over alot of peoples heads. The money that has been spent on training was a waste, also on the manuals too. You cannot understand them and they are so so many pages long it would take you forever to do your work. Whether the State becomes paperless like Dave Goetz has said remains to be seen. This is not a user friendly system!
2562. I don't care for the multiple time sheets that are due weekly.
2563. N/A
2564. We will be starting the travel component soon. I am not yet comfortable with that new part. Perhaps this is simply a matter of not yet experiencing this part.
2565. I didn't have that much trouble in entering time.
2566. I was under the impression that Edison would be less time consuming than the previous system; however, from what I have seen so far, it is more time consuming.
2567. We have sent in information several times to enable supervisors and managers to be able to approve/see their employee groups; however, nothing has changed. Managers are still not able to see their entire division; only the person they directly supervise. The "drop-down" feature does not work. We have submitted organization charts, sequence numbers, and all information requested, but it still doesn't work

2568. I would like to see the payroll report automatically printable rather than have to ask that the material be made printer friendly. The material presented within the payroll report is confusing and really provides too much information. Also I would like to see the hours accumulated for vacation and comp included in the material provided in each report. The training provided was useless. I am not allowed to change material in Edison so why would I be trained on how to do this?
2569. My supervisor spends too much time trying to correctly approve my time and that of others. This seems to be more of a waste of time than an asset
2570. time is the problem. very busy in office. irritating to calculate time when you have health issues and need to be at dr or hospital..also think that it is a lot of pressure for supervisors
2571. Edison consumes too much of my time. The weekly keying/approving of time (sometimes twice/week (split weeks)) is not an efficient use of my time.
2572. I really like using the Edison System. It is easy to use and I like being able to review information (leave, paychecks, etc). There are only two things that have bothered me: 1) we were told by personnel during a meeting that if a mistake is made in Edison our check could be delayed 1-2 months; 2) it is redundant to complete paper time sheets in addition to entering information in Edison.
2573. My experiences with Edison mainly involved computation of my earned time (comp, annual, sick, etc) but did not involve my actual pay amount (which was a small part). My pay check had been the same since my hire date (the first check being less due to benefit deductions). Since Edison, my checks varied anywhere from cents to dollars in the first months following implementation. Most months they were more than I usually get (I assume the tax calculations are why?), but regardless it resulted in my checking balance being different, and required more of my time to figure out why due to this, especially since we no longer receive an advice. While this did not cause too many problems in my personal finances, it stood the potential to do so. I am sure other state employees are as dependent on every cent of their pay check as I am, and with the current budget issue, it did concern me as to what could happen. Secondly, my leave balances were not updated for months. We received notice after notice telling us they were, then not, etc. I literally had to go back through my time sheets to find, clarify, and justify the time on my time sheets that were not showing in Edison, only to find out that either a.) they were not entered "yet" or b.) due to split week calculations, etc. There were instances of comp time being used where annual/sick leave had been requested. We were told to verify our balances, but it is very difficult when it was not explained that some time had not been entered, split weeks, etc. Thirdly, the training was not effective. Yes, we received an email that stated we must go through this tutorial and that tutorial, but frankly the process itself was really bad. The links in the email would sometimes go to this endless cycle of links, that look like the page that was sent in the email, and then you would go through the tutorials with massive information, to print a conclusion page that did not specifically verify anything that you learned. I also think it is an extreme waste of resources to have people sitting on computers doing this training that has not necessarily proved helpful,

instead of working. The time I have spent on Edison training, figuring out the mess that was made, and entering my time is more costly than having a "time keeper." I know my wage is double that of our time keeper, so it is now costing double in order for my time to be done. And multiply that times the number of people in the department now trying to get online to do their time as well. Lastly, every component of Edison that is implemented is not relevant to all job classes. I do not know how many I have sat through that has absolutely no relation or relevance to my job title, that I will never use (or be allowed to use) to get the same confirmation page to put in my file. Again, wasteful resources. Although I sound negative, I do believe a system that does what Edison promises is needed, if it will work properly and the staff is provided to correct and implement the system in a timely manner. I have worked at many places that have systems in place that do not have any of the issues that have been experienced with Edison. I do like to be able to check my balances, information, etc online versus having to send down town or chase down a time keeper, however, I am cautious at this point to **DEPEND** on the information (balances especially) in Edison. I am personally keeping track of my own time on paper, because there are no guarantees at this point.

2574. sometimes hard to find what you are looking for
2575. I personally have no problem with Edison, if I was just responsible for just my time then I would be happy, I am a secretary and my superior and her boss expect me to babysit my coworkers to make sure they key in their time correct because the superior do not know anything about Edison and she is suppose to be approving our time, also she do not know how to make corrections for each co-worker if their is problem, I got a problem with that, you should not have somebody in charge of your time if they have no knowledge of Edison especially if they do have a clue about Edison themselves. I refuse to help out because I am not the supervisor and neither am I a super user - if they want to pay me to do the job then I have no problem with doing it but until then whatever happens happen. We all need to be responsible for keying in our time correctly and promptly I thought that was the purpose for changing over to Edison.
2576. When I came to the state I could not believe how antiquated the time-keeping function was. It was labor intensive. I had not kept time by hand on paper since the late 1980's!!! The Edison Payroll feature is fantastic.
2577. The Edison System has disabled the online state application. No one knows when the state application will be online again, and when it does become available, all information will have to be re-entered in another application.
2578. (1)I wish I did not have to wait 1-4 days to approve time from the day they were entered by the time keeper. (2) I also wish to be able to access the staff information I am responsible for without having to look and pick from a list of staff for the entire institution.
2579. I don't think that it is right for us to have to submitt our weekly time before the week is over. We have to submitt the time so early because it doesn't always show up by the end

of the week and we have to re-submit our time.

2580. Pay is calculated semi-monthly, but overtime is calculated weekly. If a week (with O/T) is split between two pay periods, things get confusing. (2) Current policy asks that time be reported by the end of the last day in the pay period. This is awkward when overtime (especially weekend) is possible, but the amount is unpredictable.
2581. My supervisor and I are both educated women but both of us have constant problems entering data as Edison wants it entered. Every pay period there are questions, every pay period there are exceptions, every pay period I wonder whether my pay will be correct!! There should not be this amount of indecision and fear regarding my paycheck!!!!
2582. I don't understand why you started with time reporting first. Other parts of Edison should have been first.
2583. My problem was mild in comparison to some of the other issues people have had. It's one thing to not have insurance coverage for a while (thank God there was no serious illness or accident). It is yet another to not get paid and not be able to pay your bills, or be overpaid then told the manner in which you will correct another's mistake. I do think the problems are beyond resolution because it seems they continue to occur at the start up rate and people appear to be more disgruntled rather than less.
2584. The television interview with the F&A Public Information Officer would have been laughable if it hadn't been blatant lies.
2585. Two things that I don't like about Edison is no check stub in the mail, you have to really keep a close watch on things dealing with your time, also combining your payroll with longevity.
2586. I like the old way writing on paper
2587. The only problem I have with Edison is that we do not enter our own time and are constantly sent emails for us to fill out timesheets weekly and sometimes twice a week. This is difficult to keep up with. You are pressured into stopping, and going to your home base to turn in a timesheet. I believe if Edison is electronic, then all should be able to enter electronically. This is a huge waste of paper and money. I know we use at least 4 cases of paper each time we have to do time. If it is electronic, then why not utilize it that way?
2588. Edison is not working, it is too time consuming, you never know anymore how much time or leave that you have unless you still make a paper copy to be able to keep up with it. The paper copy is so much better and does not take even half the time to do. Why fix something that was not broken in the first place? Every payday the pay is different and before, you always knew what was deposited. GET RID OF EDISON PLEASE !!!!
2589. The longevity checks should be calculated separately from the payroll check. I have had

no training whatsoever for the Edison system, other than to access Edison.

2590. This system is a nightmare for employees and supervisors. One particular concern is combining longevity payments with a regular payroll check. This pushes up withholding due to a much higher bracket. It has cost people thousands of dollars. The amount of time spent navigating travel claims and entering time is easily 3 times what I spent prior to the implementation of Edison. This equals lost productivity. Navigating the quirks of the system adds to the problem. Supervisors are wasting an immense amount of time resolving exceptions and assisting employees. Availability of information, such as leave balances, payments, etc. is accessible but scattered and it is difficult for both employee and supervisor to keep track of where things are, particularly leave balances. In an agency using (and required to manage) comp time, this is a particular issue.
2591. Overall the system is very good. I have mainly had problems with the benefits area not getting an issue corrected. I had to fax 4 times to get a mistake corrected, which is really unacceptable, and there are still a couple of problems that need to be corrected in my benefits area, not the computer system. I have hesitated in going forward with the correction due to the last nightmare. The time and attendance system in Edison is inferior to the one that we had developed in Treasury, which is exceptional, so Treasury returned to our current system to keep up with time and attendance. I believe we offered at one time to show our system. It is built on exception reporting, emails us if there are any transactions that need to be approved and gives us a running balance of our history and our leave history by month. Some of the issue also was that we are paid monthly and timelines were absurd.
2592. twice as hard to enter time and pay as old system. not user friendly too many back and forth screens needed .
2593. I love the fact that I have access to my own information and can see payable time. I can print pay stubs if I want to, I love that feature as well.
2594. I believe Edison has slowed down worker productivity and has added additional stress to state employees. We are constantly having to double check our leave balances and amount paid to ensure that it is correct. We used to be able to do this step at home when receiving our paper pay stubs. It is taking more time out of everyone's work schedule. I now receive calls from individuals about leave balances and other issues from the individuals who I enter time for. In my opinion instead of being easier and more efficient Edison has increased the work load of employees.
2595. Requires much too much time. 2. Requires way more paper documentation. 3. Does not work in a timely manner as promised. 4. Far more human error. 5. Florida realized this system was flawed but TN decided to implement instead?? Why????
2596. no comment
2597. I am uncomfortable with the deadlines due to the fact that if I am sick or on leave I would

not be here to put in my time. Due to this issue I have felt it needful to get a home computer and internet. This, I feel, is a forced expense to my home out of fear that I would be unable to get my time submitted and would miss a pay check.

2598. I don't like the way overtime is calculated now and I don't like that our longevity is included with our payroll
2599. Problems encountered frequently are failure for time accounting to run for supervisory approval. This seems to be the same or worse than when the system first started. One has to wonder how many problems will arise when the other modules are implemented... if ever.
2600. I do not like the payment method of my longevity being added to a paycheck. I do not understand why the method of payment was changed? Also, when I have to be on unplanned sick leave, I feel that before I can take care of my medical needs, I MUST TAKE CARE OF EDISON!!!!!!! The urgency in turning in time sometimes makes me feel I have to take care of EDISON before I do anything else.
2601. I find that since we are paid bi-monthly and Edison is set up as a weekly payroll system, it generates twice as much paperwork. If Edison could be configured to pay us bi-monthly, or the State would start to pay us weekly, it would save a lot of money and headaches from our end.
2602. DONT KNOW WHO DOES THE ASSIGMENTS AS TO WHO YOU REPORT TO AND WHO AUTHORIZES YOUR TIME. I HAD PEOPLE WHO HAD TO AUTHORIZE MY TIME I NEVER EVER WORKED FOR.
2603. THE TASK PROFILING NECESSITY IS VERY TIME-CONSUMING AND LENGTHY IN THE DEPARTMENT I WORK. WE HAVE AS MANY AS 5-6 LINES TO BE ADDED DUE TO THE NATURE OF THE WORK. I AM A [POSITION REDACTED] AT THE [DEPARTMENT REDACTED]; I HAVE 12 EMPLOYEES AND THEY EACH SPEND 1-2 HOURS PER PAY PERIOD INPUTTING OVERTIME AND LEAVE REQUESTS AND THEIR TIME. I SPEND ABOUT A FULL DAY APPROVING AND CORRECTING ERRORS. IT WOULD APPEAR TO ME THAT IT WOULD BE COST EFFECTIVE AND TIME SAVING TO HAVE ONE PERSON HERE AT [DEPARTMENT REDACTED] TO BE THE TIMEKEEPER AND HANDLE ALL THE TIME ISSUES WITH EDISON.
2604. IT IS CUMBERSON AND RELIES ON SUPERVISORS AND EMPLOEES TO BE TIMLEY AND ACCURATE. THERE ISN'T ENOUGH TIME TO ENTER THE PAYROLL CONSIDERING HOW MUCH THERE IS TO DO, LIKE APPROVALS ETC.
2605. I feel that the problems with Edison are NOT with the employees, but with Edison itself. With Data Capture, we were able to input data and it would be there instantly; whereas, with Edison, you must wait until Administration runs and then sometimes the information

is incorrect. Again delaying the input of the correct information as the correct data has to be re-entered and then Administration has to run again. I think this is using too much of the employees valuable time to have to go back, sometimes two or three times, and re-enter data. I feel that Edison may work okay with private industry, but with State government, I feel it is a waste of money and a waste of time for employees who are already overworked due to buyouts and positions that cannot be filled due to them being frozen.

2606. I've personally not had any problems with Edison. I am a supervisor and have minor exceptions but always get them corrected and everyone has gotten paid. I've had one employee have a leave problem but that is because she keyed annual leave instead of regular pay and we can't get the personnel analyst to answer her emails to get it corrected. Other than that, I've not had any trouble.
2607. Even though I took the Edison Training, but I do not key in Payroll data, I would have to say Edison is a great application; however, the person who is keying in the data may be the problem.
2608. I have not had problems with the Edison system as my time, etc. has been very simple and uncomplicated when submitted. I work with employees who have had problems, primarily with their insurance. The problems were not caused by the employees doing anything incorrectly, and are taking a lot of communication with Nashville to correct. Some problems are still not corrected after much effort. This does not give me any comfort. Also, I do not understand why longevity pay has to be included with regular pay. A good system would keep longevity pay separate as it was originally designed and implemented.
2609. I dislike the "time administration" and the time it takes to process. I cannot tell by looking at the screen if time has run or not--suggest some type of indication showing it has. The new paystub is nice with all the info it gives. So far I've been lucky with very few problems for those whose time I enter or my own time.
2610. Edison is a Plus for the State of Tennessee.
2611. It appears that Edison was rolled out prematurely without proper testing. Meeting deadlines seemed to be more important than actually having the system work. It would have been more practical to have brought a few agencies up and worked all the bugs out before bringing everyone on. The training was not beneficial. The instructors seemed to be knowledgeable in Edison but could not relate what was done in the old system to what needed to be done in Edison. As far as correcting problems in the system, each time one problem is corrected, it appears to create a problem in another area.
2612. I hope it will work since the travel section would save me so much time. I must admit now I don't submit my travel since the system is rather old and the state is hurting in the budget. But would love this to work.

2613. Like all other State computer programs (ie: ACCENT, ARTS, TCSES) Edison is not User Friendly. State employees are expected to perform their duties with outdated equipment and programs that cannot perform expeditiously.
2614. The taxation on my longevity included with my regular pay seems unfair and too much. I had trouble with password changing requirement but have been able to resolve with your helpdesk. [EMAIL ADDRESS REDACTED]
2615. Entering data is more time-consuming than the prior system used. Leave balances are not current.
2616. My password was not set up the way other people's password was set up because the state has my name spelled wrong in their system. Since I can't remember that I always have to check with Nashville because I can't log in. Most of this is due to the fact that I did not have sufficient time to get used to the system before our help was taken away - simple as that.
2617. payroll should have been left alone. Several people went without pay because of the flaws in the system. Haven't seen where it has saved any expense, and where it seems to have cost more to fix the errors, which defeats the purpose of the reason behind the change. What we had wasn't broken, it didn't need to be fixed.
2618. I was working for State in early 1970's when we went to SEIS, then STARS and TOPS and even though these were more paper based system, we experienced much of the same learning curves, frustrations and difficulty with making the change. I have experienced no problems with HCM and like the fact that we can get reports and data downloaded right to the desk top for use in budget and financial analysis activities.
2619. I think the system has been a nightmare!
2620. THIS SYSTEM USES A HUGE AMOUNT OF MAN HOURS. OUR OLD SYSTEM WAS MUCH EASIER. THIS SYSTEM HAS PROBLEMS SOMETIMES WE ENTER TIME OR LEAVE AND IT DISAPPEARS , THEN WE HAVE TO RE-ENTER THE INFO. ALSO DURING THE DAY I SPEND AS MUCH AS AN HOUR OR TWO ENTERING TIME OR APPROVING TIME. I DO NOT KNOW HOW MUCH THIS SYSTEM IS COSTING THE STATE , BUT IT IS NOT GOOD. I CAN NOT IMAGINE WHAT IS GOING TO HAPPEN WHEN WE START ORDERING MONEY ON THIS SYSTEM.
2621. This is strictly my opinion and this survey has been of my own experience. Change does not bother me and I was looking forward to the change. But if I am doing what I am supposed to be doing (ie keying in my time weekly) then why does the submission of my time not show up and I have to re-key numerous times before my supervisor can approve it. Also, as of to date, I still do not know if I received the correct pay for my longevity because it was lumped into my regular paycheck. Why can they not be separate checks like they were before Edison?

2622. The Edison System has been a complete waste of State Funds. The idea is to cut down on paper flow, but look at the problem it has created. Paper is still generated if you need to print off your payroll stub.
2623. I think the Edison staff has done an excellent job of installing, training, and monitoring the whole process. I have personally had no problems and find using the system quite easy. And I am an old fogey with computers. Winona Sherrill has worked like a Trojan to make this a success for the Chattanooga region.
2624. As for myself, I have not personally had any issues, but as a power user I do know of the many, many exceptions it creates and the long hours that it takes to continually clear them. This is every day, every week, every payday.
2625. Edison has not made anything easier from my point of view. I can not imagine that Edison has been a success for anyone involved!
2626. Our Division's Edison liaison staff has been the life-saver with Edison. They have been persistent and patient, often using their own time to sort out issues. I have had difficulty with reporting travel and reimbursement expenses. My primary concern about Edison is the issue of confidentiality. The state network and my home are land lines--which make my concerns about security somewhat easier--although it does not eliminate them. I do not feel at all comfortable with prospect of having to even enter--much less report in--the Edison system if wireless is the only type of connection that I have. The requirement of reporting within a very short time frame exacerbates this issue.
2627. I dont think this is really "anonymous" so I will pass on commenting.
2628. Not mailing our pay stubs probably does save a lot in postage.
2629. First, the travel reporting component is arduous and highly frustrating. It takes hours to get data entered correctly, if you ever do. Usually, it requires the aid of someone with more experience. Second, the fact that Edison does not match the bi-monthly pay schedule is problematical as well. If the 15th or the last day of the month does not end on a Friday, you have to enter twice.
2630. I've been with the DPA for 15 years as of June 1 this year. We used the paper trail method for expense reimbursement for most of my tenure. Repayment of expenses took 2 weeks +/- . When we switched to Trips, that time period was shortened to 6-8 days. With Edison, the time period from filing to bank account reimbursement has been as little as 2 days. Edison is a much better program. Using Edison for payroll seems to be a work in progress. We are double filing. Edison is filled out and the old paper DTR is also filled out. That part does not thrill me. It is time to make the complete transition. I have been paid monthly for my 15 DPA years and 8 1/2 of my prior job's time period. I like being paid monthly. My personal billing payment process is geared for monthly paychecks. I understand that this is going to be changed. If I may insert an objection to the potential change in this format to you, I'd like to it lodged.

2631. There are times (it seems more often on late Friday afternoon/early evening) when the Edison home page will not often and it takes many attempts over a 2-3 hour period for the home page to open in order to submit time worked for the week. The time it takes for the home page to open is not reflected in actual hours worked and takes valuable time from my family. Overall, the information available at my fingertips, i.e. vacation hours, sick leave, viewing pay checks etc. is something that I find to be very helpful and is a very big plus. I hope that the addition of being able to submit travel claims in the Edison system improves the time it actually takes for those claims to be direct deposited. I know it sounds petty, but the travel reimbursements for someone that travels on a daily basis are very important.
2632. The only area I have directly worked with is Travel Claims. That has been no problem.
2633. Seems to be more time consuming and more paperwork necessary. I'm not sure we did not take a step backward.
2634. I enjoy being able to look up all my information at any time during the day, though I remain wary of the possibility of my information being compromised due to the easy availability.
2635. Preparation and training for use of the new Edison system was NOT provided as it should have been. Our staff has spent a tremendous amount of time and effort to "figure out" how to report time, request overtime and leave, and approve time. We have also had extreme difficulty in understanding the process for submitting a Travel Authorization form. The main problem with the implementation of Edison has been NO TRAINING!!
2636. The codes available to me in Edison were never explained properly, and still haven't. Now, I understand my Division is having major problems with the different pots of money our time is pulled from. All relating to lack of good training on the front end.
2637. beneficiaries not showing
2638. Internet connectivity issues are causing many of my subordinates to not be able to view their pay checks or leave balances. They have to waste fuel/state money by traveling to an office where internet connections exist.
2639. When having any problems with Edison, e our Human Resource Team have no answer for you ever!the answer is always the same, call or email the Main officeacross the street. I would like for our local human resource office to have some information atleast sometimes. We all know how to call and email.
2640. You can make software do anything, make it cut two Longevity checks.
2641. Coming from a IT background, and understanding people not wanting change, the primary fault of the new system is poor training sessions. All are rushed through the system of click here...go there... without adequate training. Interesting piece is the cost of

training sessions and edison staff limited interest in going out ot conduct training in the filed. I know of one department who had to shut down operations and send 15 people from East Tenn to Nashville for training to avoid inconveniencing the trainer, what about the \$ 5000.00 cost for overnight travel and shutting down operations in state facilities for the training class, and in actuality, the training offered and lesson learned was comparable to a flyer you receive in the mail

2642. I am all for change, if it is for thebetter. And in my 20+ years of stateservice, Edison has been the worst computer change. Edison was a waste of money.
2643. There are too many steps involved in the tasks completed in Edsion. Entering and approving time and leave is one example. This should have been made more user friendly. The problem of the "system being down" seems to occur frequently, so we are not able to appove or have time approved. I am "used to" Edison, but do not necessarily like the system, nor trust it not to fail. Our region (within our department) are sent explanations and/ or reminders several times a week regarding Edsion issues from the designated "power users". We have become dependent on those people to complete our new responsibilities introduced with Edison. There seems to be a lack of knowledge passed onto the power users.
2644. Today 05 01 09 when I attempted to log into the system could not because the msg was incorrect password even tough I used the same password the previous 2 days. I have not had alert to change password. I checked "Forgot Password" edison asked for user id, put in my edison user id msg was "do not recognize user id". Today is payroll entry day, so I am obviously frustrated. I do however think that the system could be more user friendly.
2645. The Edison System/Program will help me to complete my job in a more efficient manner.This program also keeps our company on the cutting edge of modern communication and we continue to be a compitive company in the age of computers.
2646. There are many occasions when the Edison system does not process submitted time when it's scheduled to. Therefore, it makes it very difficult to keep up with what time has been approved and what time hasn't. There have been occasions where I know I have approved time, but found out days, even weeks later that the approval didn't take, and the time is still listed as needing approval. We've also had problems with leave requests. Leave requests will be requested prior to the time submitted, but will still show up as an exception and therefore that day won't show up to be approved. It has taken days to resolve these type of exceptions. I spend more time approving time now that I ever have in the past. We have never been given time codes to use in Edison, so we still have to keep track of our different time codes on a paper time sheet. So now I have to approve time in Edison and on a time sheet (paper version). Because of all the difficulties we've had with Edison, I've started keeping an "Edison Log" so that I can keep track of what I've approved and when. Again, this type of documentation is adding to time spent with Edison, that I didn't have to do pre-Edison.
2647. I do not understand why it takes so long to get changes made in Edison. Example when

employees transfer from one supervisor to another supervisor for time management. Change department id information. The previous system your first and last month payroll checks were always the same every month and with Edison every single payroll check is different. I do like the fact that you can make changes to your own information like change amount of money for credit union.

2648. My name was incorrectly placed under a different supervisor other than mine and it took about 3 weeks and the matter was resolved. You asked: *Have you personally experienced any payroll or benefits issues with the Edison HCM component? Does HCM component=payroll or benefits? This question sounds redundant.
2649. I have worked many yrs and helped bring up another system but this one has more problems than anything I have ever witnessed. Everyday there is something different. First there was little training and none by anyone that knew what the system should do to result in our work being accurate or what we expected, they only knew what their system could do. When you were in training you could not ask a question because the trainer had no clue of what you were talking about. I taught classes when we brought the last system up so I knew we were in trouble this time. It takes longer to achieve one thing when it should have been on 1/2 screens not 9/10 for one entry. As previously stated the insurance was/is a nightmare. Yes many hundreds of people were cut off week after week. Money is here somewhere that should have been refunded 5 months ago. Have people paid, we really can't say for sure you can guess. Does it terminate people who do not pay? NO, we have to manually do that if we catch it! Does it take people off who are not any longer eligible? NO, that has to be manually done if caught! Frustrating YES! After 30+ years of doing something this is not the way I like to operate. I take pride in my work but not in this. We have people off the street answering phones and giving out info that is totally wrong and this is bad, but they are timed on the phone and to get them off they just tell them anything. Also other systems should not have been shut down until all money was cleared up, posted or refunded. Now there is no way of knowing what has happened. There is a box of errors here now that can't be fixed due to TIS being closed out. And the lists goes on and I'm sure it is not just in this dept. I am very concerned about the future and feel I can not speak out safely but please do something to help these people. I must remain anonymous as not many have been here as long as I have and could be identified. Thanks!
2650. When you are saving into Edison you should not have to wait to move on to your next task. It seems to me that if we rush through the processes then Edison does not save what we have put in to the system.
2651. The main problem I have is, never knowing whether to key a whole week or half a week and once you submit a request for leave you have to wait until it is approved before you can key your time.
2652. I have entered time for leave and overtime approval but my supervisor says it did not show up. This happened on more than one occasion. Having to scroll across the page to add lines and fill in boxes is very inefficient. Other inefficiencies are having to go to other

screens to enter leave. It would be more helpful to be on the same page. Having to work on dial up can be frustrating and time consuming.

2653. I have keyed in my time for 11 days, which Edison did not input into the system, for a certain pay period, and Human Resources had to notify me about it.
2654. Directors/Managers should be able to see and approve time of all employees under their supervision. This is currently not the case.
2655. Edison is not very user friendly. There is an excessive amount of "processing" required for many fields where data is entered. Travel claims must be recreated each period. If changes need to be made the process is cumbersome and somewhat confusing.
2656. Overall, Edison is greatly more time consuming than the previous payroll and benefits system. You have to check it frequently and it often doesn't run when it is scheduled to. I wish we had received a formal training on Edison, explaining in detail how to key regular time, overtime, sick time, just basically more detail about everything you can access with Edison. I enjoy the fact that with Edison all of your information is right at your fingertips...I can check my 401k contribution, change my direct deposit, view all my paystubs, etc...The biggest downside to me is that with Edison "they" say they have to include your longevity pay in with your regular paycheck for that pay period, which in turn means you see much less money from your longevity check than you would have with our previous system. I wish this was an issue that could be corrected and a separate check issued.
2657. The changing rules are the difficult part. If the system would stay the same from week to week, it would not be so difficult to learn. The biggest problem is that we receive frequent e-mails with instructions that are followed by a second and sometimes third e-mail later in the day that give different instructions. It is hard to know when to follow the instructions, because you never know if you will receive an e-mail later telling something different.
2658. We spend many hours per week making our payroll run properly. The time we spend logging in to Edison, only to find out that it did not run as expected, is costly to the State. I now spend between 2 - 3 hours a week making sure that Edison is correct compared to the ten minutes per pay period filling out a time sheet. Sometimes frustrating. I feel the next phase for us (ELM) will be just as confusing and frustrating. I have always welcomed change. With over 30 years experience I have participated in many changes. This has not been a smooth transition.
2659. I feel that we needed more training. We had no one to call for help. HR was always too busy to help. We were told to key one way and then told to key another. We were not informed correctly.
2660. Edison has created much more work for timekeepers and supervisors. The employee evaluation system is a nightmare. I feel that it was a huge waste of money.

2661. Fix the ability to request leave/sick time so we can either edit a request before it is approved or delete a request before it is approved.
2662. Once in the system as employee or supervisor, very difficult to navigate even after having some experience. Training was not adequate. Seemed trainers were also learning at the same time as us.
2663. I do not feel that the survey addressed the problems we are having with Edison. It is extremely time-consuming. We do not have sufficient task profile IDs. For unknown reason, our department elected to continue on monthly payroll. Therefore, we must "project" our time for 2-3 wks. each month & then revise to actual for paper timesheets submitted at the end of the month for billing purposes. While this may not be the intention, it effectively discourages unplanned leave of any kind after the 15th of the month. As a conservative estimate, Edison has at least tripled the time we have to spend preparing timesheets. This appears to me to be very poor use of the taxpayers' - of whom I am one - money. When/where/how can we complain about the travel component? That's where the real problems lie. I spend at least five times as long doing travel claims in Edison, only to have attached receipts and entered information disappear. As I write, I am awaiting a travel claim from several weeks ago which may never be paid. I also have little expectations of the claim I submitted today being ever paid.
2664. Beneficiary information on my Savings Bonds was removed. I was informed that this cannot be corrected via Edison and I would need to contact the US Treasury to correct. As a time keeper, it seems as though all approval transactions are not processed normally. I often need to submit approvals two or three times. It is obvious that the Purchased "Turn Key" system's payroll component is weekly oriented. The "customization" into a semi-monthly system was not done very well.
2665. There are major problems with Job Plans and PE's, that cannot be explained. The employees were not overlapped or re-assigned, they simply did not appear in the appropriate "reports to", or their names could be accessed for payable time approval, but not for PE's (these were not executive service employees, either!). In addition, one of my employee's leave requests DISAPPEARED. It had been visible, then it vanished. While we know who to call when there are issues, the issues are still not being resolved. Scheduling employees for the initial Edison classes was a nightmare! Having to compete for slots was ridiculous. It would have made more sense to arrange classes for small groups of agencies, or in the case of larger agencies, they should have been able to have exclusive access for their agency. There's a lot more I could say about this next round of training, but why waste my time! And of course, there's no functional employee locator, available to all employees, that shows where each worker exists within the State's total organizational structure. But I guess functionality was not what we were going for here.
2666. It is too confusing to enter time if you don't work a typical work week. If you have to flex time or take time off it's very hard to enter. Time management is always down or doesn't run on time. I don't like the way our longevity was lumped in with our paycheck because more taxes were held out.

2667. I feel that Edison, like all new projects would have benefited with staff being trained by experienced persons and not just trained for a few hours and sent back to train others on something this important. This will get easier as we progress on.
2668. I haven't had enough training to understand the new system. The more I use it the better I feel about it.
2669. stopped using the system expect to view paychecks print paychecks or change information
2670. Edison is not user friendly and we did not receive adequate training on using the system. We do not have anyone in our office with enough training to assist us if we encounter problems. More training is needed.
2671. Why are some inputting their own time and others are not allowed.
2672. It is a badly designed software and worse informations are not current. If I have to wait 3 weeks to see my total leave balance, it is not acceptable.
2673. Adequate testing did not take place. Problems that arose are still issues. We have timekeepers entering everyone's time since it is so confusing and time consuming. We need to enter project numbers and each project number has to be preapproved the first time it is used for each unit prior to using it-this is very time consuming. As an approver, it is difficult to view a summary of employees' time - project numbers are converted to Task Group Numbers and various codes are used for time reporting. Approving becomes difficult as managers are out in the field or unavailable. Director has approval rights for all in the Division and too much of the Director's time is consumed on timesheets. The system has gone down on many occasions causing delays. Exceptions have been generated by the system - some around holidays - causing system delays and time wasted trying to clear these exceptions.
2674. More training should be given on how Edison calculates sick/annual. when doing time sheet our payperiod is the 15th and the 31st but Edison allows you go into another week if the week does not end on the 31st. Example this month's week is April 26-May 1. Edison ask you do include May 1, which starts another payperiod. I feel it should end on our pay period and cut off on the 15th and 31st. I am not sure if i like having to print my paycheck yet. The print is so small how do you enlarge? Over all I like Edison; because we have to keep up with technology. So far the system seem to be working well for employees.
2675. inadequate initial trainingdiscouraged from asking questions outside the office
2676. We are putting the payroll time in "to much". We went from twice a month to approximately 8 to 12 times a month. Edison is all I have time for anymore. It is costing the state money with the amount of time and OT that is spent putting in the payroll. I don't have time to get my other work done. This is just for 18 people. I fill

sorry for timekeepers that have to put in 50 to 100 employees time.

2677. The only problem I have is that we still have to keep a paper copy of our time. We need some way of cutting the paper work for our time. ie. We keep a daily performance sheet, an itinerary, the short time sheet as well as the edison time sheet. There should be some way of doing one or two sheets.
2678. Would be more helpful if the reporting dates match the pay period
2679. I noticed that on pay statments there are deductions withheld with no explanation as to what they are, for example: fortdearbo \$3.00. under the under the after tax column.???????
2680. We went from turning in two timecharts a month, to having to turn in sometimes six or so. Sometimes we turn in a timechart for only one day! 2. Since Edison was implemented, Longivity Checks are overtaxed. Either the checks should be cut separate or a different tax rate applied to those checks including longivity payments to avoid overpayment of taxes. 3. Requests for changes which take a while, such as for deferred comp amounts, should be acknowledged by being shown as a change "pending" so the request is not duplicated during the waiting period. 4. The paycheck stub information seems poorly organized. 5. Compensatory time as shown implies overtime or extra compensation, when typically, unless it is cashed upon leaving employment, it amounts to just trading time on one day for time on another day (simply re-aranging work hours)in which case there is no additional compensation earned beyond the base salary.
2681. I cannot get in the system period. I have an ID to put in and it will not let me in. I cannot get my payroll stub because of that reason. I have tried numerous of times. I have only been in the system twice.
2682. I am sure the Edison software developers have profited immensely from this debacle. It has not been the least bit helpful to state employees. The training was confusing and time consuming. Leave balances are not up to date. Everyone at my workplace dreads having to log on to Edison for any function.
2683. I didn't see anything wrong with the Data Capture program and do not know why we had to pay \$135 million for a new system. Also, what's wrong with TRIPS? Too many costly expenses. I don't like getting 1 check for payroll and longevity. It over taxes. I don't like all this estimating time one day and the next day going in and correcting it. It takes more time to do this. Data Capture was the better system.
2684. How state employees receive their longevity checks is a great concern for me. I feel this should be a separate check...not included with our payroll check. I also have a difficult time understanding the way the payroll checks are calculated. Before Edison, employees knew exactly what their bring home pay amount would be. Now, we don't. It is a different amount each time.

2685. I think that we have to have to change our time sheets too much by paper in Central intake office. I see this as a waste of money. It would be nice to put in my own time.
2686. I have had several problems with entering my edison time I enter it and than when i go back to check it it is not in the system. Also a couple of times I made a leave request it vanished form the system.
2687. EVEN WITH THE PROBLEM I PERSONALLY EXPERIENCED I'M TRYING TO REMAIN POSITIVE---HOPEFULLY I CAN DO THE SAME DURING WAVE TWO BUT THAT IS PROVING A BIT MORE DIFFICULT
2688. Why our longevity is not in a seperate from our regular paycheck ? Other than that it's ok.
2689. Longevity payments should be issued as a separate check!
2690. At least 3 out of 6 login attempts Edison "claims" my pw is incorrect. Too many components of Edison are not intiutive. It is a burden for DHS staff to have to keep up with I3 - Edison - AND still have to complete paper timesheets.
2691. Edison makes it easy to input time as it can be utilized away from the office. However, we now must perform paper, lads (that can only be done in the office), and Edison. Can lads ever be eliminated to just use Edison?? If so my life would be much better and my productivity will improve greatly as it takes too much of my time to generate three reports when I could be doing my other work.
2692. Each paycheck may have a unique error - totally unpredictable. Having to correct errors in a future paycheck may cause serious financial hardship on employees through no fault of their own.
2693. Problems currently being experienced are normal problems associated with any new system.
2694. Only training I had was the CBT training for entering Time weekly and if you take your time, enter it daily or the 1st of the week, you shouldn't have any problems.
2695. It may be a practical tool, but the staff in our personnel department are completely incapable of utilizing the tool...4 months of being paid incorrectly or not at all for overtime is unacceptable by any standards. Bring in a system that a drunk monkey could use and they "may" be able to figure it out.
2696. upper management staff did not have enough training to deal with Timekeeping issues
2697. It appears that Edison was implimented without a total understanding of how it would affect the employees of TDOT. It calculates pay differently than what has been done for the past 20 something years. With Edison, many employees are getting paid less than they were before. While it is only slightly less, this difference should have been

explained before implementation. Also, Edison changed the rules for leave usage and accrual that had been used for 20 something years. This change has again been at the expense of the employee (i.e. loss of certain type of leave time under certain circumstances). This change and effect on employees should have been explained before implementation. And Finally the Edison system is more cumbersome and restrictive than the system we have had for the last 20 something years. Previously, employees spent possibly one hour per pay period recording and managing time and leave. Now the system requires daily attention, resulting in lost productivity of up to 4 to 6 hours per pay period.

2698. n/a

2699. I believe this system was rushed in before it was completely ready with very little training. In those training classes they cannot give you a definite answer. And the Help line, that is a joke. What it boils down to, no one really knows anything. What took me less than 30 minutes to enter payroll now takes me hours. How is this cost Effective? Never mind the fact that I put the information in and it gets lost in lala land and I have to re-enter the payroll. When it comes to paying the bills on this system, how many companies do you think are still going to sell to us when their payments get lost in lala land? I believe this system was brought in for political reasons and put a lot of money in someone's pocket. The overtime calculations, that is a joke! I have been to class on this with several other people. I'm not sure anybody understands this enough to explain to others. How do you explain something that no one else is able to clearly explain to you. There were much better things you could have spent this exorbitant amount of money on, including giving your employees a pay raise and not threatening to lay off our people. I believe this system put a lot of money in some politicians pocket and that is what it amounts to. This system is not geared for government work, but in typical TDOT fashion you are determined to throw good money after bad into a system that never should have been implemented in the first place. There are too many problems with this system that no one seems to be able to fix. I spend half my time trying to explain things in Edison to other employees with very little success, I might add and I am by no means a dumb person. The leave balances are off, the paychecks are hard to understand, you have to reenter time and leave several times, you have to approve time and leave several times and if I had the time and didn't have Edison to fool with, I could go on all day.

2700. I like the fact that I can see my leave balance and my paycheck. The only complaint I have about Edison, is that sometimes it is unavailable. Overall, my experience has been okay.

2701. It appears that the development of the Edison system was suppose to save time for the employee and the office staff. This is not the case. It is unreal that we are trusted to ensure the safety of children but can not be trusted to enter our own time!!

2702. I am dissapointed that no one in our office was physically in a training session and we've all had to figure most of this out by trial and error. I would have been glad to receive training but was never given the opportunity. We are still a little confussed on certain

issues. Recommend a few more formal training sessions.

2703. Edison has the potential to be a great system. I feel as if the creators of the program do not understand what is needed within each department. Most of the training in our area has been conducted by Power Users. The Power Users learned by trial and error. It is taking us three times longer to do some projects/duties due to the fact that it is not being set up for us to use as we need. Edison staff (those who can correct the issues) should come out and work in the field to see what is needed to improve the issues. It must be a hands on approach.
2704. For a paperless system, it has caused more paper work while tripling the work effort to ensure proper accountability.
2705. I believe the Edison system is working very well. Most problems that I have seen, seem to be user error not system error. I think the Edison staff has worked hard to correct any problems that have been found as the implementation has taken place. I would also like to praise the F&A HR department, they have all done a wonderful job of keeping all F&A employees up to date on anything regarding Edison (Time Admin delays, new Acceptable Use Policy, etc). The information provided by the department keeps all employees informed so fewer questions arise.
2706. Better or more hands on classroom training would have been nice.
2707. its not with pay roll but the benefits like longevity i am going to loose more money by the way they are going to combine longevity pay and regular pay check. i am going get my longevity in august. i hope they make some changes and make it separate longevity check.
2708. We are tired of approving leaves and time sheets over and over, its taking a lot of our time trying to do the same thing. Also i had a problem with my time since November on 2008 and untill now it hasn't been resolved.
2709. Takes more of my time than previous payroll system.
2710. The print out check stubbs that we preiously received at home were more understandable than what we have now. It is harder for me to keep up with annual, comp, sick leave and deductions. Although it is all in Edison, it is on different areas and some things on the check stubb has never been explained to me. The Edison person at our unit meeting did not know themself.
2711. It would be nice if employees didn't have to submit paper timesheets along with entering into Edison.
2712. I DID NOT RECEIVE ANY TRAINING ON THE SYSTEM AND THE OFFICE STAFF THAT DID RECEIVE TRAINING WERE NOT ABLE TO RELATE TO ME TO THE EXTENT I COULD FILL OUT THE REPORT.

2713. In our department, we do not input leave information so I'm not sure so our interactions with Edison are limited. Payroll has had minor issues but none that have created major problems. Most irritating was the lack of follow-up by helpdesk on the 401K deduction snafu.
2714. Several employees I approve time for have had their passwords expire and I have been unable to find out how to get them new passwords and get them back online. The password system (length of password and frequency of change) is very difficult
2715. The biggest concern I see with Edison is how much of a problem that arises when sick or annual time needs to be taken after the mid-month time entry cut off. Employees are given annual and sick time to use, however we are discouraged to use it during the 2nd half of the month because of the conflict that occurs with Edison.
2716. I am disappointed in how antiquated Edison seems to be. Updates do not occur quickly enough, so I never know exactly how many hours of sick/annual leave I actually have to-date. Sometimes the time is two months behind. Also, the system is apparently such a pain in the ass for my division's managers, that they have deferred to the time administrator to do all of their functions. They still do not know how to handle leave requests. In addition to which, the time administrator in my division has such a hard time figuring out what to do about absences during the second half of the month, that we are instructed to make up our absences so she does not have to file additional paperwork. I suspect that time reporting is now more susceptible to fraud and abuse than it was before. Also, these difficulties have created circumstances where the time administrator: 1) pressures employees to request leave even when employees are not sure they will be absent later in the month; 2) becomes angry with employees when they fail to anticipate being sick during the second half of the month and have to take leave; 3) accuses employees of lying if sick leave is not requested at the beginning of the month. I do not believe these things would occur if managers & time administrators were adequately trained on how to use the system.
2717. It is not the entering of data, but the operation of Edison that is not working correctly.
2718. I have not experienced problems with my personal pay or leave balances, however, several members of my staff had issues with overtime pay. Some were paid on time while it took over a month for some individuals to be paid even though the overtime was worked on the same day by all individuals.
2719. When Edison was first talked about they were saying we would be able to go in and look at and change our beneficiaries on the system. I have yet to be able to change any beneficiaries on the system. The information has had incorrect information listed. My original start date is incorrect, my marital status date is incorrect, for emergency contact information I am unable to select sibling (brother or sister) but I can select deceased spouse or exspouse AS an Emergency Contact. It was also stressed that Edison would be a real time system and we wouldn't have to wait for batch processing. This is not a true statement. We are unable to keep a decent track of our leave balances because it is the

same or worse than the old system in updating this information. When I enter my time and attendance my supervisor can not view it until the next day. When entering a request for leave time you are only allowed to enter one day at a time, you can not enter it as multiple days or a week at a time.

2720. The list of employee names should be last name first, not first name first. It is time consuming.
2721. I feel that more on-hands times should be scheduled before actual going "LIVE" or a test trial not just a try it or see it. Actually go through a test set-up.
2722. Edison was suppose to cut down on work time and help make things easier. Edison has made my job more drawn out and harder. I don't mind the harder because that is job security but the problems I have to handle with system mistakes when employees come to me have gotten out of hand. I feel for them and want to fix the problem for them right away but unfortunately that does not happen. I dread answering my phone now. I feel helpless to help the very people my job position has me here for thanks to Edison. Three or months waiting on money that rightfully belongs to the employee is uncalled for, especially in this economy. Please help me help the people I am here for. This system is not working. P.S. This is not the first new computer system I have been around for and the other one worked, so it is not about learning a new system. If it worked I wouldn't mind learning it.
2723. I do not foresee the Edison program being able to perform to the expectations it is required to do. In this Dept. our schedules vary to much from week to week for Edison to be able to adjust. Also every member could benefit if they choose to keep Edison in a breakdown of our payroll. As of now I am still unaware of the complete breakdown of my check and where every penny is going and why.
2724. I would like longevity pay separate check from my regular pay check. The price tag for Edison was too much especially when the State of TN is having problems with its budget.
2725. I would like to continue with secretary's putting in the payroll because they have been doing it and have a better understanding of it. It would be like starting all over again with the employess putting it in when the secretary's already know what to do.
2726. the money they used for this could have given us a very good raise, many employees i know are very disappointed in how the state treats its very important employees who without us the work would go nowhere.
2727. It does not fuction properly. It takes up to much of the employes work time.
2728. I AM NOT PLEASED WITH EDISON BECAUSE IT IS COMPLICATED WHEN IT COMES TO PUTTING IN SICK OR ANNUAL LEAVE AND YOU HAVE TO SUBMIT EVERYTHING YOU ENTER. THE OLD WAS LESS CONFUSING.

2729. This system is too time consuming and contains too many flaws.
2730. I believe that it would be easier to be able to key in other's leave requests and/or overtime the same way as you do for your self. As in add the request rather than having to go back and forth to the screen to enter the leave or overtime.
2731. Being able to easily increase contributions to my 401(k) plan and to easily adjust pay amounts going into my respective checking and savings accounts is a great benefit of Edison!
2732. I have no training in Human Resources or Benefits Administration & do not like being held responsible for finding errors or inaccuracies with my payroll, 401(K), or health insurance. I have enough to do at my job without the addition of these new responsibilities. I believe there is a reason people have degrees in Human Resources & why most companies employ these people to assist their employees with these matters. I find it very disheartening & very frustrating that my employer, The State of Tennessee, opted to forego trained staff in favor of a computer system. A computer system that doesn't work, mind you.
2733. I HOPE THE ISSUE OF LONGIVITY BEING REDUCED (BECAUSE IT IS MERGED WITH THE MONTHLY OR BI-MONTHLY PAYCHECK) CAN BE RESOLVED.
2734. As others in the Department have been entering my time for me up until the last 2 weeks, I do not really have much experience with Edison to base my answers on.
2735. Since I am not good on a computer and have not had any specific training for Edison it has been hard and time consuming for me to do. The office manager has helped me with learning to keep time in Edison. Also asking for time off involves several steps and takes more time for me. This program seems to have cost a lot of money and frankly is not a particular time saver or benefit to me.
2736. It is my opinion that Edison is NOT an efficient system. I think sometimes changes are made that are unnecessary and the product is too costly not to use.
2737. Problems with posting time work for a prior week after starting into the next week already.
2738. My main complaint is that the Mileage claim process is cumbersome and unweildy. I rarely have to submit mileage claims, but some of my staff have had to do so. My other complaint is that persons I do not supervise frequently show up on my work-list; while this is generally quickly corrected, it does take a few minutes to report the problem, and seems to be an ongoing issue.
2739. Keying issues from home and Edison not available for a week after keying for supervisor's to approve and check time is a big issue, although I am aware they want to resolve the problems and prevent the problem from happening in the future. Employees

do live in fear of making an error or not submitting correctly. We in Human Services have lots on our plate right now. Expectations are high for delivery of services in as little time possible. The extra time it takes causes more stress, especially with the short notice we get to have it done by "this or that time", and not always getting the emails to everyone.

2740. 1. After time is submitted it can't be reviewed until system "runs" 2. Can only view a week at a time. Need to be able to view my and the people I approve for the entire pay period.3. What is the point of the Edison help desk. It should be part of the OIR IHD. It exists as a huge waste of taxpayer money. 4. As per Edison: "Action Items:1. Please ask that your cashier's call your respective agencies help desk first when having an issue with iNovah hardware or software to ensure it isn't something you can troubleshoot for them. With more agencies going live now, the number of tickets for iNovah has drastically increased coming to Edison. Any functional issues with the system still must be sent to Edison. "So Edison provides second tier support. It should not exist as a help desk.5. The Edison process where a person submits time/request, system runs request, approver approves, system runs approval doesn't make this very timely. What is this a 1980's system? We'd have done better putting the time in SQL or Oracle. We get instant results not this hesitation. 6. When I log in to approve requests I have to press "Get Employees" How dumb. Didn't I just log in? Doesn't the system know who I am. Next I approve time. Guess what. I have to "get employees" again. Didn't I just do that?
2741. I enter time for staff and the entry itself is quick and easy but when you have to adjust time due to ot and flex, it can become difficult.
2742. 1). It is very difficult to find vendors in Edison to match up with the name that you are looking for compared to what is listed in Edison. 2). It appears that flexible benefits are not clear of what you have left to spend from your intial amount. 3). Edison appears to be unfriendly and difficult to adapt to.
2743. Edison is so time consuming for everyone especially supervisors and field management directors. At least 1/2 a day on Fridays and Monday are spent doing EDISON. You ask employees to enter time in advance rather than being able to do it at the end of the day or work week. Edison consumes everything.
2744. The Edison system of time keeping and payroll has resulted in a decrease of productive work time for both empolyees and supervisors. This decrease in productive work time is the result of the increased time it takes to input payable time and for supervisors to approve payable time, leave time, compensatory time and exceptions. Add to this problem that some employees have to add travel time to access a computer to enter time and the decreased work productivity increases. As more day to day reporting activities are added to Edison the productivity of our departmental employees declines due to more of their work time being devoted to Edison. In every reporting situation thus encountered under Edison the Edison reporting system has required more employee time than the reporting system Edison has replaced. In the present economic time when operational budgets are being reduced the present Edison system is making our state employees be

less efficient where their productivity is needing to be increased. Edison time reporting could be improved if all pertinent information such as work hours, leave time, leave requests for each employee was included on one screen instead of a screen for each of these items. Such a simplification would decrease the time needed for employees to enter their time and for supervisor approval. Time reporting for Edison contains less detail on the employee workschedule than the previous system our department used. Under the prior system a supervisor could keep track of the employees work throughout the day. Under the Edison system the supervisor only has a report of the total number of hours worked by an employee. Edison also has compatibility problems with irregular work hours and irregular working conditions that occur with most of our employees in our department.

2745. The changes in the way overtime was to be calculated were not properly explained to employees in advance. Changing an employee from one supervisor to another supervisor continues to be a problem. The performance evaluation system is not user friendly at all. End users in timekeeping were not given enough advance education to be able to properly operate the system. Currently if HR makes a change in the middle of a timekeeping cycle, the time must be re-keyed.
2746. The expense report aspect of Edison is awkward & cumbersome. There is no clear direction as to how to navigate the system. It is very interlarded with errors & reverts back to screens that I did not start out with. The overall Edison system kicks off too soon if not used, like 10 minutes - WHY?. Way too many drop down boxes & far too detailed. It needs to be tested & troubleshooted before offered for use by state employees. It is very time consuming to use on a daily basis. I have not talked to one single fellow employee or manager or supervisor that has anything good to say about Edison. It is ridiculous how often it has to be fixed or some new procedure involved. No I am not exaggerating! Get rid of it.
2747. The system is not user friendly. It takes much, much, much more time to input information. Performance evaluations are entirely too time consuming. It certainly has not saved money because of the cost of employee time involved compared with the ease of previous operations. It now takes 30 minutes to do something we could do in 5. Also, when dealing with several employees you cannot simply move from one to another when updating information, you have to go back through all the screens to begin again with the next employee. I do not like the system and it has nothing to do with the age or the number of years staff has been with the state...it simply is not user friendly or time efficient.
2748. If the new system made the work load faster, easier, and more efficient it would be good but it doesn't. It was supposed to be a paperless system and now it takes three times the paper instead of one piece to print a check stub. Errors have to be sent downtown instead of being able to fix them in house. Employees can not read their checks the way the system breaks it down and the codes it. If the system runs time back thru half of the time you have to back and reapprove it or they won't get paid correctly. It is more like a vicious cycle that never ends. It is not faster, easier, or more accurate compared to what

we are use to.

2749. The only reoccurring problem that has directly affected me is I will enter my time on Thursday or Friday and it doesn't show up on the system like it should 24 to 48 hours later. At times I have had to re-enter up to 4 times before the system will pick it up, (for whatever reason).
2750. Time out box appears while there has been in activity for 30 minutes. money has been deducted from paychecks for garnishments and child support and the money not sent to the courts. therefore employees are charged late fees. separations are not completed timely. Death of employees takes several months for benefits to pay out. Insurance is not always deducted correctly. and longevity is a sore subject.
2751. I want written proof that the way longevity was calculated before Edison took over was wrong. I don't believe they calculate it right and they have not offered any proof that they are right.
2752. Performance of my job duties often requires overtime hours in court. It is not always possible to know in advance when overtime hours will be required, and I am therefore not always able to request overtime in advance. The Edison "model" does not seem to anticipate that some employees perform job duties that result in overtime hours that are impossible to foresee. I worry that my overtime will not be approved and I will not be compensated when required to work overtime, since overtime is strongly discouraged.²) It is not helpful to receive notices the same date an action is required by Edison (i.e., receiving notice to enter time by close of business on end-date for split week). My job duties require me to be away from my station most business days, and if I do not return, I do not get the message until after the deadline to take the action has passed.³) Edison does not seem to work with the semi-monthly pay schedule. Too much time is spent entering time at least once per week (usually more due to "split weeks"), which should not be necessary on semi-monthly schedule. Edison also does not recognize that the state work day is 7.5, not 8 hours long. It seems the system was designed based upon a weekly pay schedule, 40 hours per week. Much time and aggravation could be avoided by using a system designed for semi-monthly pay schedule, 37.5 hours per week.
2753. I would like to see our Department move to have the employee entering their own time in Edison, instead of having to be entered by a timekeeper.
2754. I feel that we should implement a better way of this semi-monthly pay period, it causes the system errors. I have notice that, and it cause deduction that normally come out to be late.
2755. The complete system requires so much more time and effort and I am well educated. The others that may not understand the system have more trouble than is necessary! Burn the blasted thing to the ground. I do not mind change and change is good but this makes the state look as if some one had a good pay off-again!

2756. If the program we had before worked. Why change?
2757. In all my 34 years I have not seen a program this complicated or so many glitches! we need to do away with this and lick our wounds. Its not going to get any better.
2758. I am very uncomfortable entering my own time - due to the nature of my job, it is easy to forget to enter my time. I am also concerned about not being able to change my time if I need to take annual or sick leave at the last minute after the time has been submitted.
2759. I have a difficult time navigating, but it is not the system. I don't spend enough time actually navigating further than my paycheck to become more familiar, so it is my own lack of improving my skills.
2760. The need for an updated HCM software appeared well overdue, however, the initial start-up was the most error prone I've witnessed in my career with other employers. Considerable time was lost by several others I know. Regardless of the initial problems, this was a bold responsible step to help the state operate more efficiently--and I appreciate and support that kind of leadership.
2761. As one of 4 of Time and Labor person within the division I worked for, this whole process is very time consuming. We were not involved in this with the old system. So now we have added responsibilities on top of the work we had prior. It is hard making sure all employees have entered time, for one, and trying to clear exceptions for another and only having a small time frame to do it. Each week brings new problems from having to enter time for someone who claims they did enter but it does not appear in the system now. To having to enter leave requests and approve and making sure to approve all payable time. I do not understand how this process got shifted from F&A and or our HR department back to the employees. Something that was not addressed in this survey, is the timesheet itself. That is part of the payroll process. Which is a big part of the problem. The timesheet and having to access task profiles to charge the time to is a mess. I am the one responsible for sending the information onto Edison for them to load or inactivate it into or from the HCM module. I also am a Time and Labor person. The task profile process has gotten worse since the start up and here are a few quotes I keep getting from Edison folks about it "The following reference to "IB" means that the SpeedCharts have been created in Financials but not all have migrated to HCM. This is a typical technical problem with which we have to deal and is normally resolved within a day." The problems are not being resolved within a day as this person claims. I keep e-mailing about the problem.
2762. In Oct.08 I requested annual time but comp time was used instead. I was an essential employee when the State did not have a budget and was forced to work without compensation except for comp time. I already had 480.0 hrs. I lose annual time to sick every year because I am unable to take off due to the nature of being on call 24/7. The way calculations are made with regard to O.T./Regular time and flexing even if out sick. The state is trying to be run on the backs and pocketbooks of State employees.

2763. Edison is very time consuming.
2764. I enter time for all the employees in my office and Edison is much more time consuming than the previous Data Capture system. Many more key strokes and screen changes.
2765. Edison is way to time consuming. To many hoops have to be jumped through for time and expense reporting and approval. My expense report has been submitted but can't be found to approve.
2766. I input time for over 50 employees in a [DEPARTMENT REDACTED]. I have had to take care of various problems for our employees . My workload has almost doubled since the inception of Edison and this is only the Personnel module. I will have to also deal with the financial portion when it is started. It takes 3 times as long to put the payroll in the Edison system as opposed to putting time in Transportal. Since I have to put in leave and overtime requests and approve them, that adds another hour plus to personnel time issues in Edison in addition to all my other duties. Among the problems I have had to take of are 1. Have employees whose time is put into MMS system and roll into Edison. I have had numerous times that MMS did not roll from into Edison when it was supposed to because it had problems.2. Have to do projected time way to much and do not have enough time for input of time. If we don't get it in MMS in time, we have to go into Edison and put it there in addition to putting it in MMS. Have had to work on weekends to put time in to make sure it got in before I was locked out.3. Two of our employees' had their insurance dropped. It took more than 3 months to resolve one of these. 4. One employee did not get his W-2 form. He requested it on Edison and never got it. Finally had to call payroll to get it. 5. My city in Edison is misspelled and although I changed it, it still is misspelled. 6. One of our employees did not get his annual and sick leave for 3 months.7. Take months for employees who leave to be dropped from Edison and as long as they show up, we have to request leave and approve it.8. One of our employees was paid his longevity twice and had to send personal check to reimburse.9. Because longevity is paid with regular paycheck, the tax amount taken from it is substantial.10. One of our employees took a loan on his 401k. He was out on worker's comp and Edison DID NOT take payment out on his loan. He was defaulted on because Edison did not pay his payments.
2767. current edison system requires more time and effort to input data. Previously we would report our hours and time-off 1 time per pay period (2 times a month). Now we report 6 or more times a month.
2768. Reporting time in Edison is a complete and total headache. We're still having to do paper time sheets each week, since Edison only keeps records for 18 months and we have to keep them for 3 years- so it's like we're doing the same thing twice. Also, the way you enter time in Edison is a pain in the keister if you're doing anything other than entering straight regular hours worked. Then there's the having to do a leave request in Edison, sending your boss an email to let him/her know that a request has been entered, and then having to wait on the request to be approved before entering your time- it's a headache! And then you may run into the problem of having an exception or if Edison keeps saying

you're not eligible for holiday pay even if you're a full-time employee who worked all the other hours in the week. I think there should have been a lot of testing done on the system (by random employees) in order to get their input (the people who are ultimately going to have to work with it) on what parts were easy to work with and which were difficult, as well as suggestions for improvement before the whole thing was issued for mandatory use statewide. It just seems that there have been a lot of issues pop up since the implementation that could have been avoided if there had been a little more work done ahead of time. Then there's the whole matter of training- or the lack thereof. Why could we not have been trained ahead of time and then had a session with multiple participants while entering our time the first go-round? As with the majority of people I talked with after our excuse for a training class, I am a person who learns by doing- not by seeing and hearing what is being said. It doesn't mean anything to me unless I know on all levels what I'm supposed to be doing. And the online tutorials were a joke! Now on to the biggest headache of all that I've encountered- applying for a new position with the state now that applications have to be done online. I'm pretty sure this ties into Edison some way- I'm just not exactly sure how. Suffice it to say that if there are going to be character limits in a field, there should be some kind of warning PRIOR to typing your response, or if it would do like on the old online application and not let you type past a certain point (at least you could figure out on your own that you were limited to a certain number of characters).

- 2769. I am very dissatisfied with the way our longevity check is issued
- 2770. I personally feel that DCS staff already have enough to do without struggling to enter their time into this program, not to mention the fact that their have been staff that have been shorted with regard to longevity.
- 2771. I am a manager, but my training consisted of attending 1 class on time keeping that I don't use & a on line class in regards to HCM. I had no idea how to do job performance plans. In fact until I called someone I had no idea was HCM was.
- 2772. I like the availability to have access to your own time, and to be able to review paychecks, flex benefits, and leave balances. Turn around time for errors is extremely long and needs to be re-evaluated.
- 2773. I just like the old way of doing payroll. Why change or fix something that is not broken?
- 2774. The best thing about the entire system is the money saved on postage and the paper saved that check stubs were printed on.
- 2775. I think the previous system was awful. I am glad to see that it was changed to a more user friendly one. Edison is poor right now because of 1. the W2 link appears and should be removed if it doesn't work and 2. Better error messages should appear. A lot of mistakes I made could have been resolved if the system gave better feedback. 3. Diane Bell in HR made a big issue of errors done in the first month or so. A simple "this is what you did and this is how it could have been done" would have sufficed. Instead, my errors were

used like a club to beat me. If Edison gave better feedback upon submission, this pleasure of complaining and yelling at folks would have been denied to countless people in charge. Why say there's a learning curve when there is not? I was given the wrong pay codes, this was corrected and we went on. Some people are not so adaptable. This is all human error, the computer system is workable.

2776. When flexible benefits medical reimbursements are paid through Edison, there is no line item detail on Edison indicating which items were reimbursed. Therefore, it is difficult to determine which items were disallowed for reimbursement. Further, there is no reason given for any items disallowed. Notice should be given the employee for any differences between the amount reimbursed and the amount the employee requested. Another ongoing issue is related to travel expense reimbursement requests. Submitting requests for travel expenses through Edison is the most cumbersome task known to man. The process of entering expenses is laborious and time consuming. Not to mention the fact that it is a duplicated effort, since we have already completed the traditional travel expense request form. This process needs to be streamlined.
2777. I think some of the problems with the Edison System can be solved. However, the issue with making an employee wait for several weeks before another check can be prepared for that employee is #\$. If F&A is "in charge", then not a single employee should have to wait for a check that was improperly produced because of an Edison Glitch. Of course that will not apply to anyone who makes their OWN mistakes.
2778. Despite entering time and working the scheduled hours, sometimes hours worked do not show and sometimes does not generate on the exception report. If this system had real time updates I believe it would resolve a lot of problems. It would be interesting to look at when and how time administration has been run since the system went online. The lock out period when a pay period ends in the middle of the week appears to also present some problems. It doesn't appear a lot of testing was done in a test environment for a system of this size before implementation. From a time standpoint the timekeeping paper system took less time than today's current system.
2779. Travel input could be made easier.
2780. Sometimes you know data has been input into system correctly and it still is wrong.
2781. I find Edison to be much less time-consuming than the timesheets.
2782. The HELP desk was completely unprepared to help. Supervisors and human resources personnel were unprepared on how to resolve issues. Program supervisors (teachers) spent hours and days trying to resolve issues for a program they didn't have a clue about. End users were always blamed for the mistakes without an explanation which I found very disheartening and demoralizing.
2783. I have worked 36 years with the state and this is the worst thing they have ever given us to do. I would love to have the old Data Capture back!!

2784. Edison is an overpriced - underperforming system.
2785. The Edison system was designed for private sector business - not state government. It has been flawed from day one! It does not perform all of the tasks that we were told would be available. It is extremely labor intensive. It takes at least three times longer just to approve payroll each pay period. You have to click on too many different screens just to approve one person. IT'S NOT WORKING & SHOULD BE REPLACED!!!!
2786. Bugs, bugs, bugs
2787. Problems experienced with Flexible benefits plan, submitted one claim twice and it's been over 2 weeks and I haven't heard a thing! The most frustrating part of Edison for me was the fact that we would receive notices that certain information needed to be submitted ASAP when some advanced notice would have been helpful. We as state employees do have our jobs to perform, jobs other than sitting before a computer screen dealing with Edison. It seems as though the cart was put before the horse, don't train us 3-6 months prior to our gaining access to a particular program one forgets is he is unable to access that program for an extended time!
2788. I don't think we are getting paid the same amount when working overtime. Also, the longevity was cut short since it is all on one paycheck. I think I lost money because of this.
2789. The old system for recording time was much better. I can't think of one single good thing Edison has done for me. This system has been a constant struggle from the onset for all employees. No wonder all the other states dropped it and went back to their old way of doing business. ABOLISH EDISON!!!!!!
2790. I really believe that the system is working as intended with all the major problems and issues that a new system would have with 50,000 people trying to use it. There are performance issues that are happening due to the complexity of the State's requirements but I believe that the Maximus and Oracle staff are working closely with the Edison team to come up with solutions as quickly as possible that will benefit not only the employees but the State in general.
2791. Treasury employees do not enter their time in the Edison system anymore. We have gone back to our old time keeping system, but can see our payroll checks in Edison.
2792. It's not the system - People are intimidated by anything new! If they'd stop complaining and learn how to use it they'd be better off!
2793. The payroll component has increased the time employees spend entering and correcting time as opposed to the 3270 system. The purchasing component is going to bring state government to a halt. The system was set up for private business not state government. No consideration was given to emergency purchases or emergency repairs i.e. communication tower failures. The time spent approving and reapproving purchases is

very time consuming. The purchasing system was unbelievable before but now we are unable to purchase anything. We have doubled the work to order something, paper and edison, what a savings. This is not an old dog that can't be taught, but someone who hates to waste the state's money and have employee's be non-productive due to edison. Ms. Potter is a fine example of those who are afraid to say what is the truth, nice job.

2794. I am a field employee and I have satellite high speed internet which I paid for myself. If we are required to perform these duties, including travel claims, I feel the state should provide some reimbursement for our service. I have limited downloads and if I exceed I am penalized. All work correspondence is thru groupwise which also uses my personal access. I feel this issue needs to be address. I currently paid nearly \$60 per month since no other options are available except dial up which is not feasible with Edison due to all the download for each page.
2795. As far as training, the only training our office received was a tutorial on the Edison site. I don't see the problem or difficulty within our department to allow us to enter our own time sheets (leave/attendance)but thus far we haven't been allowed to. I know of several other departments that do their own. If seems typical of our department to be overly cautious and duped with analysis paralysis on most issues. For the most part, fellow employees in my office are quite capable and intelligent enough to use Edison without incident. As far as the expense reimbursement portion of Edison, I am absolutely sold on it thus far. Expenses are reimbursed within 3 days where before, under the STARS program, employees in our office were lucky to be reimbursed within 4-6 weeks. I was skeptical about Edison at first but mainly attribute that to the reluctance and over-cautiousness of our department. I find Edison to be helpful, fairly easy to maneuver and much better than the old methods. That is...so far. Hopefully it'll only get better and not convoluted as time progresses.
2796. The only problem noticed is the people being supervised are not automatically set under each supervisor.
2797. The main problem I have experienced is the timing issues with the approval process - with having to check and recheck employee's hours. Even then, after a nightly processing new exceptions may appear.
2798. I prefer longevity check separate from my paycheck. combining two of them I am losing more money , they are taking taxes from my longevity pay.
2799. The steps for completing time keeping are not intuitive.
2800. The satisfaction ratings were not any higher for the following three reasons:1. I haven't had the need to use all of the options available in the HCM component at this point so I can't rate the component any higher because I don't know if they work or not.2. Still experience issues with submitted leave requests or time reports disappearing and they have to be entered again. Also, the ability to print paychecks works sometimes and sometimes it doesn't. This is frustrating because of the time it wastes and it doesn't leave

a very high comfort level when at this point, it would seem these type issues would be resolved after six months.³ Do not like the fact that a leave request submitted with an error can only be denied by a supervisor and not deleted by the employee. Once again, this creates more time wasted when you have to notify the supervisor, who then has to deny the leave request, then you can submit a corrected one. It wastes both our time. There are options I would like to explore, i.e., change portion of direct deposit to different bank accounts; 401k deposits, etc. However, I don't feel comfortable at this point because of the disappearing issues above. Will wait a little longer before I try.

2801. I do not agree with the treatment of the monthly to semi-monthly pay. I do not agree with the way that we are getting shorted 2 weeks worth a pay that we can not get back until we quit. That's unfair and we did not know that would happen due to the Edison implementation.
2802. I really do like the Edison system. It is simple and easy to use with very little flaws or human errors. The only thing that I did not like was, on October 31, 2008, I noticed that my longevity bonus and my regular pay was combined and regardless of what payroll says, the taxes were much higher than usual as a result of the two being combined.
2803. I think it's great that employees have such convenient access to their payment and benefit records.
2804. To me; Edison is a big confusing problem. I do not like having to go into a computer looking up all my personal information and having to put in time worked. The old way was better. Having to deal with Edison takes up too much of my other duties. I do not like the system at all. I do not have a computer at home and I am not going to buy one because of Edison. I think it needs to be done away with.
2805. Time (leave/comp time) is calculated differently; therefore, a learning curve is necessary to become familiar with the new system. In my opinion, without timekeepers to assist in eliminating "Exceptions", employees would create more problems than the Edison staff could withstand.
2806. I am a timekeeper and enter time for other employees and hear many complaints. One problem I have with Edison is that some components are hard to understand.
2807. Edison is too complicated and intimidating.
2808. Longevity pay should not be included with a regular check as way too much is deducted. Personal information was not transferred to this system properly. A lot of manpower hours are wasted due to having to enter and re-enter time/leave weekly.
2809. My major concern is the length of time it takes for Edison to show my accrued annual/sick leave. According to leave and attendance policy, employees should be accruing leave after they have worked one tenth of one hour over 50% of the scheduled working hours in any month. This is still not happening. Also, I was considering

changing banks, but have not done so due to being very apprehensive about making any changes that would affect my direct deposit pay.

2810. The data entry screens are not user friendly. Too much searching for consecutive areas of data entry and cursor movement which causes errors.
2811. I just need my leave time and sick time to show in Edison
2812. Input of time is required before the work period is over which requires managers and staff to keep up with hours that were not entered and make sure they are entered on a day other than the correct one. Edison is not user friendly and is often hard to use. For example, employee time is not entered and approved by pay period but by calendar week which leads to mistakes.
2813. entering leave and time is too complicated the training was not precise enough to describe these procedures which would explain why there are so many exceptions every pay period I like being able to see the leave balances, insurance info and all other benefits
2814. I don't go into Edison that much at this point, but when I have it has been a problem of entering with ID#, password, etc. I mostly am checking payroll chk., time, benefits, etc.
2815. In view of the attempt to remove civil service from employees earlier this year, I do not wish to participate with identifiable comments. I DO HAVE Comments about the Edison system for sure.
2816. There is a problem with how it handles "sick" time and/or "annual" time when an employee is working a 4 day week, and needs to take a day off, sick or annual. Also, there is no way to go in and make changes once an employee has submitted wanting some time off. In the event of a family emergency or something, the time can vary, and if you have already keyed it in, then you cannot go back and adjust the time requested. The supervisor has to do that and hopefully has not already approved the time off, or then it gets to be a real mess. Also, I don't like how it counts FMLA and having to list it as AWOL. It seems that there would be a way to fix that as well. Thank you.
2817. The only advantage I can see to Edison at this point is the amount of money saved by not mailing check stubs to employees. All of the training I have received thus far leaves me clueless as to how Edison could possibly work. I think there will be numerous problems as there have already been with the timekeeping system. Our people still have difficulty entering their own time correctly. It appears that a lot more work will also go to the supervisors who will have to remember to go into Edison to approve time, travel, car reservations, supply orders, etc. I think they will not have the time to adequately assess these matters and there will be many mistakes. The administrative support staff has normally taken care of most of these duties in the past but not in Edison. Edison also leaves our Bureau Office totally out of the loop on many of the important monetary approvals such as training and travel. My personal opinion is that Edison should be stopped NOW. Hopefully the timekeeping system will eventually work without all the

problems, but I even have my doubts about that. I can honestly say I have not heard one positive word about the Edison system since its beginning!!

2818. Though I personally have not had too many issues with Edison. Our timekeeper has spent a larger percentage of her time working on timesheets with this new system.
2819. Having on-line information is much better than the previous system. Also, making changes is a lot easier.
2820. Because of job reductions, I have taken over the supervision of a bunch of people. My position within the department is both clinical and administrative and I am covering for people who took the buy out, and have to supervise their staff. It is difficult to keep up with a lot of Edison requests for leave OT etc, and to sign time sheets, travel and clear exceptions. I have to check Edison every day even when I am out of town -I fear someone will not get paid if I don't and that is worrying to me. I checked Edison twice a day while I was off on leave in FL, because the time fell over a pay period, I would feel terrible if one of the nurses or other staff didn't get paid because I didn't do my part.
2821. Through my many years of undergraduate and graduate level classes we have discussed the implementation of new information systems. We have talked about successful implementations and failed implementations of new information systems. I believe that the Edison system is a failure. The Edison system has not been very beneficial at improving efficiency of timekeeping. Time keeping with the previous system took only a 15 to 30 minutes of one individual's time every other week. Edison is demanding a significant amount of additional time. Timekeeping was once a part-time job duty but has now turned into a full time job for timekeepers. This may in part to the massive confusion from the start up which has never been resolved. One week we were told that we would be responsible for entering our time individually and the manager would approve the time. The following week we were told not to enter our own time that our timekeeper would do so. Our instructions would flip back and forth every week between these two scenarios. In the end it was decided that our timekeeper is supposed to enter our time, but we are supposed to keep providing the time sheets that we used with the previous system. We are constantly hounded to provide time sheets and are sent emails every few days about updating our time. Prior to this system, we were merely sent one email at the end of the pay period reminding us to complete our timesheets. Now we are contacted several times within the week about our reporting our time, even though we can not key it in individually within Edison. Our agency's management of the new process has been poor at best. One might believe that the negative feedback of Edison is merely resistance to change; however, Edison sounded like a good system. The many features of Edison were very attractive such as being able to keep up with your leave balances. The way our agency has handled the Edison system has caused nothing but dissension between timekeepers and other staff members. As knowledgeable individuals know, the dissension caused a decrease in productivity as individuals are trying to make sense of Edison and often spend time talking with others about Edison related issues. If the management of the system was effective, the system should be running fairly smoothly after 6 months time. Overall, I believe that the Edison system has potential but

it is flawed in its design and use. It seems as if we receive notices all the time stating that our balances or some other information within edison is not accurate and we should not look at it.

2822. I dont feel that this change is beneficial to the employers it takes time away and I dont understand why we can made to complete our timesheets when there is a human resource department.
2823. Time-out period needs to be longer or occur only if there is no activilty for a certain period of time. Recently while in-puting a job plan, it took me some time to do it and when I tried to save I had timed out and could not get back in to save. I had to do it all over again and felt rushed to avoid timing out. I did not pause for more than a couple of minutes at any one time during the time I was working on the job plan.
2824. Main problem involves reporting time today and it is not available for approval the next day or reporting time and the next day the time reported is missing or no longer shown and you have to reenter the reported time.
2825. It's confusing in Edison on how to input flex time using annual leave. Also, the method of inputting overtime is confusing as well.
2826. It is very annoying and time consuming to enter time more than once a week, when paydays fall on a week day and then have to go in again on that Friday to put in time again.
2827. Edison appears to have a lot of potential. It does seem a little complicated if you happen to work overtime and then try to key in time
2828. I as a timekeeper think that having to key in time 2 or 3 times a week is not necessary. They have us key in projected and the key in the correct time. I think this is very time consuming and not productive to the people in the office. I also noticed that my hourly wage is different from when I was paid through the other system. I do not think that our Longivity should be included in the same check as our regular pay because this puts us in a higher tax bracket and we don't get as much money as we would get. It is not a regular part of our pay because it could be voted on and it could be cut out of our pay. This is just an incentive that we get but is not a definite pay procedure.
2829. As a Treasury Employee, we no longer enter time into the Edison system so I am unaware of any current issues.
2830. I do not understand why this system was rolled out to the entire state without testing in small groups first. It is so much more difficult to resolve time sheet issues with Edison. It actually takes more time to report hours than the old way. I am all for computers. I was shocked when I started here and saw there wasn't an electronic way to report time. Edison though, has been pretty much a disaster, in my opinion. I think it could have been implemented a few departments at a time and it would have been easier to find and fix

issues. And there are issues. It seems that there were so many false starts with the implementation of Edison that when someone's idea of a final deadline came they basically said to heck with whether or not it's right, just release it. Big mistake. Change is difficult enough, but rolling out this application to the entire state at one time simply compounded the problems.

- 2831. I like the privacy, confidentiality and control that Edison offers. The staff member who did payroll for our department before Edison was impossible to deal with and not trustworthy.
- 2832. Navigating through the system is still a problem for me. Also, when trying to click on links that I think I should be able to access, the system tells me I'm not authorized.
- 2833. System is time consuming, not user friendly and difficult to follow. The system should be made more user friendly or eliminated.
- 2834. EDISON NEED TO BE REPLACED WITH A HUMAN BEING
- 2835. It seems silly to have to input time worked before actually working the time. Why are the deadlines so screwy?
- 2836. Longevity check should be a separate check and not combined with regular payroll check. It causes me to be in a higher tax bracket resulting in more taxes deducted.
- 2837. I think employees should be paid every 2 weeks, not twice per month. The Longevity should be issued through a separate check.
- 2838. The system is not as user friendly as our previous system. Having to go back and forth to pickup the classification is a pain. I don't like the longevity pay being lumped into regular pay.
- 2839. I do not enter my time into Edison, still submitting paperwork for someone else to enter my time.
- 2840. It would probably be great if we were allowed to key our own time. Since we are not this has actually added to our stress in that we have to spend time on timesheet, finding our supervisor usually off site getting their signature and then getting the sheet back to the timekeeper and resubmitting if our estimated hours do not work out. Very frustrating. I think Edison might be a great system but don't know because we are not allowed to use it. In fact I have not even logged in since it started as I have no reason to.
- 2841. Learning how to enter travel is still difficult. The instructions from the training manual are not clear at all and it seems some steps are left out.
- 2842. Biggest problem is logging in to the Edison System. Not very friendly to users and will not let you 'reset' your password.

2843. I spend more time entering information into Edison either through time or trying to reserve cars, travel, etc. No wonder the state is in financial trouble. If they figure the amount of time that state employees are using to attempt to enter time and other stuff through Edison, it cannot be saving the state any money.
2844. The only major problem with Edison is the meshing the system's functionality with workplace practices. Most significant problems from an end user could have been resolved in planning. I feel they were known concerns in planning. This shell software is used by several Fortune 500 companies, so the vendor knew how it could be done to conform with current practices and other practices would just not work. I like the travel component.
2845. I am very satisfied with Edison performance.
2846. My experience is that Edison is functioning as intended. However, it takes forever to do anything in it. The worst part is the refreshing of the screen each time you enter data. As for imputing time, our agency is able to work 4 day weeks but I have to manually enter this every week. Travel requests and reimbursement is time consuming mostly because of the refreshing of the screen. The splitting of Lodging taxes is also a pain... why do these need to be split but other taxes do not? Instructions on how to document car rental and airline ticket on a travel request are absent. Should this be per day or a one-time expense. The taxes don't always come out equal in the per day... in that case, what do you do? Clift Phillips TRA
2847. Where to start? Why is the title of my first page after login "Employee-facing registry content"? Why aren't Leave Requests in the "Time & Labor" menu or Employee Self-Service? Why do you need to scroll right/left on the Timesheet? Why does (counter-intuitively) OK mean "go back and save" and Cancel mean "continue" when moving week-to-week in the Timesheet? Why is it necessary to enter/approve time on Fridays as well as end-of-pay-periods? Why does Edison use BATCH processing in 2009? This is not progress.
2848. Edison was implemented without FORMAL training or instruction for all employees who would have at least minimal contact with EDISON. At best, an instruction manual on how to navigate certain functions in the system would have been helpful.
2849. My mother [NAME REDACTED] insurance that my dad took out on her. Never had a problem until Edison took over.
2850. I think the system does not communicate to itself in the manner that was discussed when introducing the system to the state. Instead, we have to send e-mails to tell someone to run a certain program. These programs sometimes fail or take a very long time to run which can cause paycheck problems. There are also several factors like separations that take way too long in order to process and get someone paid correctly when in the old system you just had to process a supplemental and the employee was paid in the same if not following pay period.

2851. It seems this system is based on office environment not a field type environment. Not all aspects seem to be field personnel friendly. The lack of fast internet (dial-up) seems to be a big problem. Having to wait while each step is processed, and is sometimes lost, due to the dial-up server creates a problem for the user. Not all HR people seem to be well trained or have knowledge of the steps required to accomplish some task. Help desk has to refer you to another group for an answer and they don't always reply in due time.
2852. The information is not easy to understand. A lot of the abbreviations are not explained.
2853. I personally have not encountered any problems with the time sheets and payroll. But I haven't quite figured out the employee evaluation area yet.
2854. I do not wish to have any personal identifying info included in any report. Edison is very "clunky" and not at all intuitive or logical. The screens, identifiers and fields do not provide insight into the type of information captured. Many transactions require more "touching" than a paper system would. Another example is/are the non-helpful acronyms, such as the acronym "HCM", which is not one that is easily understood or recognized. There are way too many steps and screens required to accomplish a transaction and the steps and screens are not easily ascertained. Typically I can learn to use a software database without classes or any formal training by just wandering around in the software program because the programs are designed in congruence with human experience and thinking. Edison doesn't "think" like any human. It reminds me of the old DOS systems in that you have to memorize functions, steps and concepts because they are not logical or intuitive. Another example is out of service training and travel approvals. I would rather drive my own car to out of office work events and not receive mileage reimbursement than deal with Edison.
2855. We are filling out paperwork many times more than in past systems. I'm told that this is because Edison is a weekly business system and was never designed to match the State's way of doing time. Also, I have been told that because the Edison system is a weekly system that the manner of accruing overtime is now required to match a factory or private business and not the way Tennessee has always handled it. Always put the square peg in the round hole. And the amount of computer time to process Edison is many times greater than any system the State has had before. That translates to much greater costs. We were told before implementation that the new system would cut down on paperwork and save time. Instead it has created much more paperwork and added a lot more work time. In one pay period we turn in paperwork at least 3 times. And in a 2 week time we have had to turn in paperwork as many as 4 times. That never happened in the past. And because of the way Edison calculates pay it can vary from month to month. I still don't know why there is a 1 hr. deduction and then a 1 hr addition per pay period. And nobody else knows either. Longevity pay amounts is a joke. Because of the ridiculous way of combining the regular and longevity pay we get shafted on taxes. And there is no way to figure out how much we are really supposed to receive. That is something that definitely needs fixing. If employees ever get another raise in the future or a bonus like the \$400 last fall, I seriously doubt that Edison will be able to handle things at all or at least in a timely manner. The state is not a weekly factory and state employees are not factory

workers.

2856. It is a problem to submit time sheets on a weekly basis instead of once a month. It is very hard to remember sometimes.
2857. Before Edison came on line, the hype was all about how it was going to make our life easier, Edison is more time consuming than any other system we have had. More buttons to push, pages to go to, etc. It is just taking more time to complete work in this system.
2858. Edison just produces more unnecessary work for everybody involved. It's an inefficient system that should be replaced. The amount of printed timesheets required is amazing. I've double the amount of necessary printouts because of the required printed timesheets every week. It's a bulky and inefficient system.
2859. I don't like the way the time is broken down. It is impossible to understand and when I asked what they meant, I was told that "we" don't know either.
2860. I have not experienced any problems in the processing of my leave requests, time sheets, or payroll checks. I was disturbed that there is no accumulation of year-to-date totals reflected on the pay check stubs (on-line records) and the records were not accessible after the new calendar year was started. This precluded me from verifying my W-2 totals for income tax purposes especially since I had not previously printed them out for each pay period. I would like for the system to accumulate the year-to-date totals for each pay period. Also, my wife is retired, and we would like for the Edison System to include records of retirement payments since no payment stubs or records are available except the year end report submitted to her for income tax purposes.
2861. there are too many buttons to push, it needs to be simplified, too many steps to go thru.
2862. The training received via the Edison Web site was more beneficial than the training offered on site. The on site training session was a waste of tax payers money.
2863. The prior program was not broken only needed to be updated, and an extravagant amount of money, man power and the creation of an additional government entity-Edison to function for state payroll and travel seems very extreme=\$147 million +
2864. I am a timekeeper that inputs time for our section. The initial start up left a lot to be desired since they could not even get all of the people I am suppose to enter time for in my group. To this day, there are two people who show up under my employees that are not suppose to be in my group. Also, I do not have access to all of the components in Edison that I need in order to check on leave requests and their status. The Edison system is not set up for timekeepers, it is set up for individuals to enter their own time. It seems a waste of time for timekeepers to have to do double work, enter time in Edison and still submit the leave sheets to our HR section.
2865. very difficult system to use, follow, correct, and understand

2866. We continue to have to approve grant overtime worked at least two times and sometimes more on every pay period. We still do not have access to some of our personnel or they are in the wrong place or under the wrong supervisor
2867. Payroll/time and benefits depts need better training.
2868. i have not personally been impacted adversely. I know people who have and it is troublesome from that perspective. I did have the glitch of a day's leave being taken that i did not take and was given comp time for it.
2869. The only problems I encountered was some initial login and password problems for a few months. Also, unless one counts emailed information as "training," I had no training to speak of. However, there were emails sent to me advising me how to access Edison, so that might count as training.
2870. My biggest problem is forgetting to change my password. No problems, otherwise. It's nice to be able to check on status easily, but I don't always have a computer handy.
2871. I enjoy change and feel that someone from the outside should try this system. I don't want to offend anyone. This system seems to have alot of problems. This system is more time consuming and takes employees away from their normal daily work. It was told to the employees, by Edison that this program would get better and that we need to be open to change. This has nothing to do with change, This is about efficiency. We need to be able to work more effectively. I understand that alot of employees are having to work overtime to get everything in the system. When in class the trainers with Edison could not answer all of our questions or how it related to our exact work load. As a employee the system still does not show all of my personal information for me to see. I have been told that it would be updated but it has been over 6 months and has still not been updated. I have been told that HR still has my information. But this bothers me because this system was supposed to let me see this so I could make changes when necessary. I have worked out in the corporate world for over 20 years and for the state around 15 years. I have been thru major computer changes but none like this.
2872. Not able to correct mistakes when entering time.
2873. As to your question on traning, wher signed a paper that we would be responsible for our own training. The information was very difficult to access. And frankley long in comming.
2874. My concern is why is takes so long to remove a person assigned to you in Edison who is not supervised by you. I've had a few people assigned to me that shouldn't be as well as a couple that are supervised by me that I've never had assigned to me in Edison. Also, if we're moving towards staff being held accountable for keying their own time, why are supervisors held accountable (via exception report) for staff that habitually does not comply?
2875. I don't understand why money was spent to purchase Edison. If something isn't broke,

why fix it? I don't feel enough research was done prior to implementation of all state agencies. Although, we are all state agencies, each agency has different needs, to be efficient. As far as the HCM, I don't like it. I would prefer to have my pay stub mailed. I don't like the manner in which our longevity is processed. Before Edison, my pay ran exactly the same for each pay period. Now, I check my account at the bank each pay period.

2876. I supervise several people who also supervise front line staff. Mondays are Edison days no matter what else is on our calendars. DCS staff have a very hard time trying to estimate hours in advance due to each of us being on call. We work odd hours. Submitting 2 and 3 time sheets a week is idiotic. I'm sure this works for Depts who work 8 to 4:30 or similar set shifts. There must be an answer for DCS. I don't have time to approve time sheets that I know will not be right the next day.
2877. It is hard to instill faith in the system when you sit down and explain to the staff how the Time Administration runs work and then they don't run for multiple days. We tell the supervisors to check daily, but they can't approve when it is convenient because the time admin doesn't run. Also, there should have a back up time keeper/approver in the division who can work with the staff instead of only on department level. We were under the impression that if the supervisor was not available the manager would be able to approve and that has not happened. yet.
2878. I think the true cost of this program is too high. I believe a better and less expensive program could have been developed locally.
2879. As a supervisor we are the ones that experience the problems not the regular employee. They request leave, key it on their timesheet and submit it. They are done. Our problems are just starting. This pay period I had a person submit time from 04/27-04/30. It was submitted correctly so I approved the time on Friday May 1st before 10:00. On Monday she is on the exception list so I looked at her time. All the 7.5's she entered and I approved were gone. The space was blank as if nothing had been keyed. That time will have to be rekeyed and then approved again. That happens a lot. Time gets approved and then disappears and must be keyed again. Quite honestly the training that the supervisors had was worthless. It explained how to key time and not much more. It only covered how to correct one type of error and that was to either check the math or type of leave. I'm sure you will get a lot of these surveys back that say the people have had no problems. It would be interesting if you could check to see if they are a regular employee or an employee that has to approve others leave.
2880. For over 6 months, the wrong employees are still listed under my supervision, and I was asked to approve time for employees I don't even supervise. I know of other employees who received incorrect longevity pay, received it twice, or not at all. I have entered time before and checked it the next day, only to notice it did not record. We are forced in Commerce & Insurance to submit time 2 days before the time period ends, and it is impossible to know in advance if employees will be absent.

2881. I personally wish as a timekeeper that we did not have to have time entered ahead of time. Maintenance workers on on call 24 hours and we never know when we will have to be called out to work. And taking an employees time that may have had leave earlier in the week and then had overtime later should not have to lose their overtime. They should keep their leave and not have it come off the overtime.
2882. The Edison system, as currently explained, appears to be very user friendly. However, the time entry system could easily be abused allowing fraud in attendance and leave.
2883. Navigation between pages and submissions leave something to be desired. It would be nice to be able to see all leave requests and overtime requests without asking to view all. Edison is double, triple and more the work that we had been turning in. Our supervisor makes us turn in our old time sheets along with Edison. We are doing like 5 times the amount of work that we were doing.
2884. Waste of our tax money at this point.
2885. Unable to approve time for employees I need to approve because I do not have the proper component. A person in our group was being charged for their health insurance but when they went to the Doctor the insurance would not pay the bill (claim was denied.) The reason was that the patient premium was not paid but the fees were being taken from their check. This has since been corrected but caused a great discomfort to the employee whom had recently lost her husband and did not need the extra stress.
2886. I have had to re-enter my time on numerous occasions because my supervisor tells me it doesn't show up when he checks for it. This is very embarrassing when you have to be asked to enter it again. What would happen if we could not be reached in this case? This is a definite, ongoing problem.
2887. Frustration mounts as institutional staff referred to facility's HR folks who know nothing then refer them to central office HR folks who also know little if anything then transfer the problem to HR Edison folks for answers.
2888. I'm not very pleased with Edison at all. I worry every week and take out time to enter it correctly and look over my sick and annual balances that never seem correct. I wish we could go back to the way things were when I started. I didn't feel just like a number.
2889. The problem I am currently experiencing has to do with the fact that I can't go to a previous week.
2890. It seems to me, with today's technology, there would be an easier system of input. Inputting data is cumbersome. I also would think the system would take more than one day at a time when requesting leave. Overall, I do like this system better than the paper system. It is more convenient than the paper system and can even be done from a home PC if you have to take an unexpected day off.

2891. The old system was very easy and did not take much time to do. The new system has a short turn around at the end of pay period. There are too many screens to use. Once I make an entry for the employees I enter/approve, I must wait over night at the very least to approve time. I have to double check each day to ensure entries have been made because this sytem does not immediately alert me. The job performance plan and evaluations are tied with those who approve time. In a 24 hour operation, this is impossible to do. Supervisors change and the system cannot keep up.
2892. Even though we have been given specific timeframes in which the system is set to run, it seems that it does not always run at these times. Or, it seems that some times the system takes longer to run than others. This can be very conflicting in a schedule with staff that are out in the field and have limited opportunities to check the internet & Edison.
2893. I have worked for a couple "major" corporations prior to the State that had an on-line payroll system such as Edison. On these other systems if you worked the same time schedule each week and had no changes to report then you didn't access the system.. The only time one would enter their time is when they had a change to report (i.e., less time worked, more time worked, vacation time, sick time etc...) otherwise, no action was necessary. Additionally, why do we have to "request" time in Edison, especially when you are sick - one doesnt know when they will be sick. I think we should report time each week on Friday (an example) and then only report if you have something different to report.
2894. i do not like the break down of veiwing my paycheck stub and time used.
2895. I do not feel there has been adequate training.
2896. i think that this edison is a waste of money that could be put to a better use the system is only as good as the people that run it, and it has been proven that someone was not properly trained to do the job or else that error with the payroll would have not have happened. we did not have that problem before until edison was started. that money should have been put to better use such as giving employees raises and and hiring more workers or many other things that need done in the facilities!
2897. 1)On the leave request screen it is time consuming to have to select employees each time you come back to the screen. It should return to all employees so you can select the next one. 2)There should be a backup system in place for supervisors so they can approve leave/time for another unit when that supervisor is out on leave. 3)It is time consuming to have so many boxes to check for each worker. Can there not be one box for each day for the week?4)Please revert back to completing time weekly rather than by pay period and weekly. It is very time consuming for all to do it twice in one week.5) I would prefer paper checks to printing one off on a community printer where anyone can see personal information. 6) It would have been good to be able to toggle between leave request approved and time reporting to double check before approving time. It is time consuming to enter the information 2-3 times while checking these. Overall I think it will be a good system when all the bugs are worked out and we are more comfortable

with its use.

2898. It is just a big unwieldy, unfriendly system that is very expensive. We have to do more reports than before, and it takes much longer to do them. Whoever decided to purchase this system should be held accountable.
2899. This system is too time consuming. It takes up extra staffing hours and is not time-efficient. It is not as convenient as the older method.
2900. I attempted to change my beneficiary on my insurance and the info wasn't put on Edison. I also find it curious that my checks are different from the previous months checks some of the time. For example, the check at the end of this month may be a different amount from the check at the end of last month. I don't think it's right that our longevity is now added to our paycheck which means it's taxed much more than it was previously. I dislike the fact that we have to turn in our time more often. It's much more trouble than it was before Edison.
2901. would be nice to simplify things since most employees have a full plate
2902. My main comment is that it is hard to hire new employees due to Edison. Our unit is down workers and I have been told due to Edison issues, not the register being closed, we can not hire.
2903. Longevity payment should not be in 1 check. Now our regular pay is taxed higher as the longevity has been. We are now losing hundreds of dollars which is not fair.
2904. I feel that my problems with the system are exactly that--my problems. I have really not had the time to sit down & "play" so I will feel more comfortable. I am sure there are areas that I am totally unaware of.
2905. The question above that asked about problems with particular benefits was addressed by me as health insurance because there was no option for dental insurance. Our HR representative resolved the problem with Delta Dental but was very dissatisfied with the reps at that company. She commented that they were very rude. Eventually my benefits were reinstated but only because she intervened on my behalf.
2906. It is frustrating that we still have to turn in a paper time sheet and travel log along with completing our time in Edison.
2907. 1]The payroll check is not understandable to the average employee. The old one made better sense and was much more user friendly. And, yes I have looked at both available versions.2] I think Edison has glitches in the system, more like we are all the beta testers. Glitches are to be expected, but sadly Edison has a "bad rap" and the advantages, when the system runs "correctly," are not being recognized.3] Change is hard. Given the stressful times economically, it has not made it any easier. Good luck!

2908. I like the fact that I can look at Edison and see my leave balances easily. I do not like having to enter my leave "ahead" of time due to the nature of my working/flex hours.
2909. I find the Edison System user friendly. the training prior to start date was helpful in knowing what to expect, but after the start date it only took a few minutes of orientation type instruction to learn how to use Edison.
2910. I would like to see improvement in the turn around time for salary repayment to employees after a problem is reported, investigated, and an error is identified on the part of system or human error.
2911. When I do not have access to a computer, I can not post my time.
2912. Time Sheet needs to be more user friendly.
2913. It is extremely onerous and time-consuming to even complete time sheets- and we have to do it MUCH more often than before. Not only does it take me lots more time, but in turn now our secretary (who checks all our work- and usually has to make changes, which we don't understand or retain) and our supervisor both take more time with it. In addition, there are so many things on Edison that we never want to check, but things we need to check, because so many people have had so many different kinds of problems. I am NEVER comfortable with what may be in Edison- and I was before.
2914. As with many functions of government, the problem lies not only with the system, but with policy decisions regarding it's use. The system itself is not intuitive or user-friendly. Payable time administration is supposed to run twice a day. In many cases, we have gone 4 or 5 days without it processing. This means going in to the system several times per day to see if payable time is available to be approved. I spend at least 5 times as much time on Edison as I did with our old system. The old system was outdated, but worked very well. Much of the problem with Edison has been lack of timely information. We have had little or no notice before being thrown into new processes. The system does not interface with our internal software and there seems to be no resolution to the conflicts that are created. Employees are frustrated and confused. In addition, state employees have been depicted in the media as "old dogs who refuse to learn new tricks." This is degrading. It only adds to the overall low morale and frustration of state employees. We understand the need for change and expect some glitches. We do not expect that our administrative workload will increase substantially with new technologies. Does no one care about our needs? I also have concerns about the security of my personal information. The system is web-based and susceptible to hacking.
2915. I don't believe that the accounting staff had enough training or understanding to set up accounts. I am angry that the information on projects and grants is buried in the system. I am being shown the information that F&A needs, while the information that I understand is buried in the system, out of sight. I cannot easily confirm that that my time has been correctly charged. To confirm that my time has been correctly entered, I have to look at each line, at a set of numbers that I am unfamiliar with. I have over 500 choices

on where to charge my time. If the descriptions were available either in a summary or on my time sheet, my supervisor and I would be able to see where time had be incorrectly charged. Instead I am shown a set of numbers in the report to verify that I am not familiar with, and that the people who understand those numbers will not see. The supervisors and employees have to learn a new set of account numbers even though the information that they are already familiar with is in the system. Why can't I get a summary report on how I charged my time to help me confirm that I have entered it correctly?

2916. Edison is big waste of taxpayer money. Not only the cost of the system, but the amount of work time required. The taxpayers depend on us to do our duties, and this system wastes our time with the amount of time necessary for this system. We should go back to the old system or get something more efficient.
2917. I have a problem being able to interpret leave balances and seldom come up with the same thing that Edison does. I probably just don't know how to look at this.
2918. The training received was too far in advance of the go live date. Not all employees received classroom training and still do not understand the timekeeping portion. As a previous timekeeper, I am constantly looking over what is being keyed by individual employees and finding many, many errors that would affect these employees' paychecks if we were not monitoring their input. I find that after keying overtime and leave requests into Edison, they disappear in the system. This has happened on numerous occasions. Things have to be keyed two or three times. I am constantly being asked questions by other employees how to enter time and requests even after 6 months. Most of these employees only had the computer training which they just did not understand. I would like to see the Edison system stopped with the timekeeping and payroll. We are constantly getting emails stating that one of the programs in Edison did not run correctly, thus delaying any updates when the time administration is suppose to run. The only positive component with Edison that I see is the money saved by not mailing paper check stubs to our homes. It's harder to keep up with annual and sick leave balances. Supervisors are spending much more time trying to approve leave,time and manage exceptions. They have to constantly be reminded to complete their tasks in Edison since they are so busy with their normal work. The potential for cheating on leave is extremely high in Edison, especially if you have a supervisor who does not have the time to really look at it. As with other states that have stopped after implementing the time and payroll portion of Edison, I would like to see Tennessee do the same!
2919. Just wish maybe some of the screens were easier to understand. Like to go to a previous week, instead of hitting 'ok', you hit cancel, that sounds somewhat backwards to what is the normal.
2920. no comme
2921. It's frustrating that employees and managers are held to strict time reporting and approving deadlines when Time Administration does not run on a reliable schedule.

2922. To date, common occurrence with issues related to previously recorded time entries, approvals, clearing of exceptions, etc., which somehow will mysteriously disappear from the respective Entry, Approval, Exception Screens, which must be reaccomplished prior to "close-out" for end of pay-period approvals. Issues/problems also exist in the FSCM (Purchasing, eProcurement, Travel & Expenses) Modules, which may need to be reviewed/addressed/resolved.
2923. It seems to me that the money that was paid for Edison should have bought a program specific to the needs of the state. There are several items on the program that are not used or needed and cause confusion. The system has bugs in it that may never be cleared up and as a user you should not have to contend with these. We have been told to ignore certain things that show up. But the question is, why do these show up in the first place if they are not supposed to be there??? I think that the program should have been tweaked to our needs before it was implemented. I feel that the State rushed into this program before it was ready and settled for a system that is not fully compatible with our needs.
2924. There are too many steps required to review and approve payable time. The system is not always user friendly and certainly not intuitive programing like you find in most modern day software programs used by the general public computer users. The program should be built for a user that is custom to using other commercial software that is user friendly and intuitive. This Edison seems to be redundant and way too many steps needed to complete a step or transaction. Streamline and simplify is the solution. And make sure employees do not have to enter data two or three times for it to stick.
2925. The system is not user friendly. Too many different entry codes are required for some employees and the record cannot be updated daily. Employees must keep complicated written records and a mass of notes on how to enter various information and when it is appropriate to do so. Much time is wasted and much aggravation is experienced.
2926. Times are unpredictable for when time of the employees I supervise will be ready to approve. I have put correct time in and something's happened to change it, I had to correct it, this has happened twice.
2927. We have been using Edison for 6 months, and I have yet to key my own time on Edison. It is very distracting and takes away much work time having to complete a written time sheet once, sometimes, two times a week to give to the secretary.
2928. There is often a very short timeframe allowed to input time. The deadline changes often and is rarely the same from week to week. Our Personnel employees often receive very short notice of deadline changes, and thus have little time to pass them on to us (timekeepers). In the beginning, we were told that every employee would input their own time. In our agency, that is not true -the timekeepers still input the time for their departments, and we still use paper timesheets. We were also told that leave balances would update daily - this also is untrue and there is often a long delay in leave balance updates. We were told at one point that we couldn't use our leave if it hadn't updated in Edison. That's a problem, as I don't think our leave can be withheld due to system error

or slowness.

2929. This was a waste of money to the state. It takes more time to deal with the mess than do what you are paid to do. People are not honest with their leave and no one knows, so it is free time off. You can do your time sheet at the top of the month and forget it, but take a day off whenever. People who use their leave as soon as they get it can really work with this. This does not in any way help the people of the State of Tenn. It is a money spent tool for someone to be paid a high dollar and a job for someone.
2930. Edison dictates longevity is included in monthly pay. Edison dictates 50% of time must be on fires rather than the 20% it used to be for OT. People are not getting paid on time or overpaid and must pay back.
2931. Edison seems to be working okay right now, however, I have had times when it would not allow me to log in and I had to have someone else log my time from another computer.
2932. The Edison system requires that hours be entered at the end of the week and at times before they are worked (i.e. end of pay period hours have to be entered before days end). The prior system only required time to be entered at the end of the pay period or twice a month. I have approved time or leave requests only to find the next day that the approval has disappeared.
2933. There is a lot of paper generated through our completion of the timesheets for staff. Also, some of the staff cannot complete their own timesheets due to them not having access to computers.
2934. I still do not have access to everyone for whom I am to enter time.
2935. net income varies w/o explanation also changes seem to occur often and often after one request is made to complete, another change is sent, we do not know to comp or wait on a change
2936. In the beginning, Edison was a nightmare, and I had to assist with approximately 15 employees' different situations. Needless to say, there were glitches in the system daily. Eventually, employees started entering their own time, which made it easier to handle only the problems that a few had. Seems like things have smoothed over more, and I don't hear much talk about problems except the issues with the payroll not running and things having to be approved more than one time. I do hate that so much money was spent on getting this system, especially at a time when we have a budget situation like we do. I never had any problems with the old system.
2937. I would like to see for salary employees; when you start your day, clock into Edison and it automatically displays your scheduled time 7.5 hours. When you clock out it shows what time you clocked out as well.

2938. No checks and balances about time--anyone can put in any # of hours. I don't like the timeframe for keying--it puts pressure on folks who are out of the office quite a bit, sometimes called out emergently. It is also not the most user friendly to me--can be somewhat confusing. When I put in my time, I have trouble going back to see what I put in until my timekeeper has completed what they have to do to submit it higher up the chain. I also have friends who work in other departments throughout the state who have major concerns with tracking financials and payroll through Edison.
2939. It is very inconvenient, you have to log on while at work, and work is not the only time I need to know what my pay is or my leave status is,,,with a hard copy sent every two weeks ,I could file it and look at it any time I wantedand I didn't have to have a computer to do it
2940. This system is too complicated for most users. There are too many different ways to get to one component. The system does not allow for easy corrections and does not include all components needed to make it user friendly. I still don't understand it, don't like it and am not comfortable using this system. There is always a possibility that I won't get paid. I also don't like the way it is going to calculate the taxes on my longevity. The fact that we have Dr's and Nurse Practitioners and higher paid personell wasting their time keying in time and trying to figure out how to use this system seem more expensive than having a secretary do this function...correctly the first time. This seems like a poor use of money in time economical times like these.
2941. This system designed for an office setting. People that work odd hours and do not work from the same area every day and do not have daily access to a computer it is a nightmare! Travel expense is a frickin joke (what I could do in minutes took 3 people 7 hours to do). I can only dread the purchasing componet of this mess! We will no longer be field personnel but office workers.
2942. The problems that I experience with the HCM are related to my duties as a timekeeper for our bureau. There are often inconsistencies found while monitoring to see that all employees have correctly submitted time for a given period. For example, while 20 may have not reported time for a previous week, there may be only 3 that show on the exception list due to non reporting. This happens sporatically and there seems to be no way to explain it. Occurrences such as these make it difficult to have complete confidence in this system. I do, however, enjoy working with Edison and hope that all problems can be resolved in the near future.
2943. I miss not getting my pay stub in the mail. It just takes a bit of getting use to to remember to print them myself.
2944. Requesting travel approval and receiving re-inburshment is too complicated. The system should be more user friendly.
2945. People have been fired for telling time before working this time when working out in the field. Now we have to guess out time before actualling working this time. It can be

changed but in the past before Edison this can cause somebody fired. We are spending too much money for something that has soo many problems. More time that can be used to work for the state is used to figure out the problems

2946. I DO NOT LIKE THE SYSTEM. DATA CAPTURE WAS MORE EFFICIENT AND IT ALLOWED US TO PUT THE CUSTOMERS FIRST AND NOT TAKE UP SO MUCH TIME KEYING INFORMATION IN TWICE.
2947. No clarification or phone numbers provided at starts as to who to contact in payroll if a problem occurred.
2948. Have the time you can't get access and it kicks employees out of the system. Needed to spend the money on raises and left the old system alone. It was fail proof
2949. The issues I've had with Edison are to numerous to go into a detailed description in this survey. We do not enter our time into this system in the Sec of State's office, all the problems I've had have had to do with getting paid for from my flex benefit account.
2950. As far as experience with Edison, all I use Edison for is to input my payroll job and time. Any problems that may occur are dealt with by my supervisor, so I have no knowledge of any problems that may have arisen. Therefore, I feel your best survey responses are going to come from supervisors, not their employees.
2951. The biggest issue me me is having to change the password so many times.
2952. The only issue I have had with Edison was the dropping of time that has been placed into the system and had to reenter the time.
2953. Edison has not evolved into what was presented to us in the beginning. We were told we could view all employees under our supervision. We only have the people we directly supervise. I have approved time, before the deadline, and then it show up as an exception. Entering time twice weekly and in the past pay period was not explained in any of the "training." I understand this program cost a lot of money. I understand it is going to save money. Is the juice worth the squeeze.
2954. I believe it would be beneficial to the staff if we were paid on a biweekly basis rather than a bimonthly basis. This will probably not be considered as it is beneficial to the state to hold our money as long as possible. This would reduce the number of times we have to turn in leave /time reports; thus decreasing time spent on preparing said reports. In larger offices such as ours, the office manager has spent a considerable amount of time helping us with reporting. Not all of our staff has access to their own computer so this presents another problem when they need to verify annual and sick leave balances before calculating new balances. Rather than being a time saver, Edison consumes a great deal of time.
2955. I really enjoy the new system. It was a great idea.

2956. In learning the system, being aware of the different ways to report time would have been helpful. Example- at first time periods fell on Fridays. Then when one fell in the middle of a week, confusion occurred over how to report it. The solution was not hard but could have been addressed on the front end.
2957. I have had constant problems with logging in to Edison. In addition, I have ongoing problems completing employee evaluations. I entered and completed a job plan for an employee- then that employee got transferred to another supervisor and that was resolved- however, his job plan was lost from the system and I had to re-do the whole job plan.
2958. I like Edison, it has so much info and is easy to access from home or office.
2959. It takes three times as long to complete transactions that we could do in a matter of minutes on the old system. Time and Attendance are to be approved at the end of each week. A supervisor must receive the paper leave report before anything can be approved so a check and be made to be sure the information is correct. Time Management often does not run (even over a weekend) and you cannot key your leave or approve leave for your employees. You have to keep checking the system to see if it has run and that can take as long as two days. Without a history on employees it is almost impossible to verify employment, credit prior service for longevity, leave accrual, prior service for retirement purposes, etc. We are now using four times as much paper than with the other system and this one is supposed to be paper free. These comments only address 1 or 2 of the problem areas. There are other situations that need to be checked into that are just as important and possibly more so.
2960. It is difficult to remember so often to go in and log time. Seems we should be able to do that 1 time a week. When payroll ends in middle of a week we have to remember to submit time for a split week.
2961. Some employees are not under the correct supervisor, and when asking for the change to the "reports to", it is taking months. The "reports to" seems to not be connected throughout, such as some may be under their supervisor for Time but not under the correct supervisor for Performance Management and no one seems to know why or how to correct the problem. This leaves supervisors frustrated because they cannot complete the job plans as directed by their superiors. Time cannot be approved by the correct supervisor, so the superusers have to do it. Superusers are awesome.
2962. Estimating time for last two weeks of the month was problematic. Also, changing monthly payroll to semi monthly will cause problems to employees.
2963. I resent the state purchasing a system already proven to have failed in other states. -- Who got the kick-back? Edison is a total waste of time, money and human resources.
2964. I'm not sure if Edison has messed up some of my flexible benefits checks but I'm concerned that it may have.

2965. It is a hassle to use because it is like dealing with a work in progress.
2966. There seems to be some problems with Edison. I know that some Manager can't do approvals for employees. Still some problem with the time submitted on Friday, when the pay period is in the middle of the week.
2967. Everything seems to be working well over the past three to four years.
2968. The system seemed baffling at first and the online training was not helpful. What was helpful was to dig in and do it with a partner the first few times. We have helped each other out in our unit and have received very good support including side by side instruction. It's easier to have someone do my time, but I like knowing how to do it and the availability of so much detailed information.
2969. My use of Edison is very nominal - I receive no benefits, vacation or sick time through Edison, therefore do not use the system extensively, nor require final approvals for any of the above. But what little I do use it to record my time, has not been difficult.
2970. I do not have any comments to add in reference to Edison.
2971. From my experience, the problems are minimal. Yes, I have had a few problems/issues but they are always corrected in a timely manner. The system could be a little more user friendly. But some of the complaints I hear from others appear to be associated with a resistance to change.
2972. The people who input and approve my time also don't understand why the problem is occurring regarding leave balances. I want to comply with policy and insure I maintain a positive leave balance. I can file for FMLA if I need to, but Edison makes it difficult to get a quick accurate reflection of your leave balances.
2973. I find the program very easy to use and feel that anyone who complains tends to be technology phobic and doesn't even try to understand the system. My supervisor kept saying that he/she could not approve my travel. I have never used the management system, but I was able to walk them through on how to use the system. It is that easy. I also like that this is better for the environment- less paper wasted. I also really like the expediency of our travel pay. I think implementing Edison was a wise move on the States behalf.
2974. it would be nice if we could receive our regular paycheck separately from our longevity check like it was before edison started.
2975. I've had a positive experience with Edison. I like it that I can access my personal information from home and enter and approve time from home, if necessary. Edison is a positive step in bringing the state into the 21st century electronically. Black screen and neon letters are 1960s.
2976. easy system. Sometimes frustrating to use....processing time.

2977. Edison is very time consuming, especially for management. On Friday an employee may call in sick, leave must be requested, approved and then time submitted. I have 15 employees and this sometimes needs to be done by 10:00 AM. Today, time had to be approved by 10:00, I was given 45 minutes notice, I travel, I could have easily not met the deadline. If done correctly I spend 2-3 hours on Friday checking to see that employees time has been submitted correctly, all leave requested and approved and making adjustments. I then have to recheck on Monday before approval as changes could have been made. It would help if exceptions could be cleared and approval done at the same time. Split workweeks double the already lengthy time I spend on Edison. Our HR analyst has done a wonderful job, I don't know what would happen if the analyst and I were off at the same time and the timekeeper had to be off unplanned-especially if another employee were sick. I had hoped that Edison would make this easier but it has only complicated approval of time for me. If I did not have to approve payable time it would not be as difficult.
2978. Truths regarding how the system will integrate and share information between modules or with modules is inaccurate. Performance Evaluation portion is inconsistent with Job Data information pertaining to supervisor report tos. Within the same module, changed or updated information isn't changed or updated on other screens. Screen layouts are not user friendly in terms of having to click on so many tabs to process one action for example entering a new hire or updating personal information. There is no sure way for a checks and balance, such as having training code indicators. Not having certain rights to security roles hinders the functionality. It would help if you could access in a module an employee's report tos and what dynamic groups they have access to without running a query which is time consuming.
2979. I recently received two email notifications from Edison that some flex benefits reimbursement payments had been deposited into my account. (I was already aware that the deposits were made some time ago because I checked with my bank; the money was deposited in February and March.) Receiving an Edison email notification weeks (or months) after a deposit is made is not helpful. It WOULD be helpful if Edison notified us of these deposits in a timely manner.
2980. Needs more training on how to interpret some of the code on payroll checks. Not easy to understand some of the deduction codes.
2981. WOULD LIKE LONGIVITY TO BE ISSUED SEPERATELY
2982. Prior to the implementation of Edison, we were paid monthly. There was talk of moving us to semi-monthly pay before implementation but the issues with the system were "worked out" so that we did not have to change. However, after implementation of the system, this has changed and we are having to change our frequency of pay in order to accomodate Edison. When a system is put in place, it should be a system that can accomodate the users of the sytem and not require the users to change to accomodate the system. We currently have to estimate 2 weeks in advance what we are going to work the last 2 weeks of the month. If leave is taken after this time that was not expected when we

prepared our timesheets, the TLA have to do alot of paperwork to get the leave put into the system.

2983. My use of the HCM program has been only to view my paycheck, so I may not be the best person to survey.
2984. The system is time consuming. It also is incomplete in its use at this time that creates stress and confusion as to what we are to do on line and what is not to be done.
2985. Employees should be keying their own time. A consolidated system leads to more human error and when these errors do occur, adjsutments are not made in a timely manner. Leave balances are usually wrong. Also, I am a salaried employee who does not get overtime, however, my paycheck varies. This is expected when insurance premiums are due, however, the paycheck on the first of the month should not vary month to month. The same goes for the paycheck on the 15th of the month. The system has serious flaws. Some is human error, but overall, I feel the entire system needs to be done away with. I hope you will send out more surveys on the other parts of the system as well.
2986. I have not experienced any problems with Edison.
2987. THERE IS ONE ITEM I BELIEVE NEEDS TO BE MODIFIED WITH THE SYSTEM. THE SET UP OF THE PRINTABLE EARNINGS STATEMENTS FOR STATE EMPLOYEES. I DO NOT BELIEVE CERTAIN PERSONAL ITEMS, SUCH AS THE EMPLOYEE'S DIRECT DEPOSIT BANKING ACCOUNT SHOULD BE DISPLAYED ON THE EARNINGS STATEMENT. THE SECOND ITEM WHICH I NEED TO MENTION IS THE NEED FOR THE SYSTEM TO INCLUDE THE ABILITY TO ENTER TRAVEL FOR ALL DEPARTMENTS. IN MY OPINION, ANY IMPROVEMENTS IN THESE TWO AREA WOULD MAKE AN IDEAL SYSTEM.
2988. In my opinion, the system is much more complicated. There are so many screens you have to go through to accomplish your job. In the old system, it was not as near complicated as this one has been. At our facility we have had several people that did not get paid and were told they were going to have to wait a while for it. That is unfair. I do not believe an employee should be punished because of a system error. I don't personally work in Benefits, but I am a coordinator and there has been many problems with employees not being keyed in a timely manner which caused employees to not have benefits, which again, is unfair. This system is too complicated and when one problem is fixed, then this creates another problem that comes up.
2989. The problems I have with Edison is trying to get the HR Supervisor corrected and the people manding the Help Desk does not always have the correct answers.
2990. System ws poorly sesigned and is not at all user friendly. Each worker should have their own defaults for work codes, etc, that automatically are in the system. Instead, one has to repeatedly look up or find the appropriate codes for each entry. This is the age of technology. A system designed this way is a step backward instead of forward. Nothing

is in real time. It is antiquity dressed in pretty clothes. I am well aware of learning curves associated with new software implementations. This is NOT a learning curve. This is a poor design.

2991. I think edison will work great once all the bugs are taking care of. We have been told to be patient with our HR staff in the difficult time. I wish the HR staff would be more understanding when a problem occurs with the system. These are our pay checks. When paying our bills and caring for our family is interuped it is hard to handle. Thank You.
2992. there needs to be a warning that ALL information has not been entered correctly rather than now when you assume you entered all required information only to find out later by an "exception report" that it was incorrectly entered. Making this system correction would save a lot of wasted time corecting an error that the individual submitting the information now does not know about.2) On all semi-monthly time reprts for salaried employees 37 1/2 hour regular work weeks should be assumed and the employee would only have to confirm this or make exceptions for time off or additional time worked. You should not have to enter any time when you work a regular work period. You should only have to confirm the fact.3) All employee personal information should be verified to that employee and not to his designee for business and/or time reporting purposes during his or her absence (this happened in our dept which is unacceptable for obivious reasons)4)Many deadlines set by Edison are unreasonable given the size of our dept and others like it5) Many deadlines cannot be met because of Edison not providing "correct" information on a timely basis6) The system is "down" way too often and the burden and or blame is always placed on the dept for their mistakes
2993. Edison makes more work for employees and management than the old payroll system did. It was told to be more efficient and cost effective, but it has not been. Management has had to come in on weekends and spend time correcting problems so that we would be paid. Six months into this process we are continuing to have problems with this system and the state denies they exist. Just today we were asked to log in and do a required Acceptable Use Polciy update of information in which we would change our passwords and information. When several of us logged into the system, it would not display waht was needed for us to do what the email told us to do. When I called tech support they could not tell me what to do to correct the issue, either as the update was not availabe on Edison for us to sign. If the issues can't be resolved in the entire system on an ongoing basis, they need to replace it.
2994. There needs to be a way for Edison to maintain up to date Annual and Personal leave time. Time is added on the 16th of each month, but the total available is not known until the next month. Unless one keeps their own running total the correct amount of leave available is questionable. In other words, if time is available on the 16th it should appear in our accounts on the 16th...not 2 weeks later.
2995. Edison does not seem to be programed to deal with "non-standard" shifts. My employees work 150 hours in 28 days and, because of Edison's programing, they cannot enter their own time. Also, we are required to submit time more often than before Edison which

adversely impacts productivity. Before Sept 16, 2008, we were told that Edison would not require time entry more often than the old system. (1st and 16th) Now we must submit time for entry every Monday AND every 1st and 16th. If the time is not entered within two days of the deadline, it has to be added by someone at Edison. Furthermore, the old system gave us 5 days to enter the time before anyone was "locked out". We were told that Edison would allow time entry up to 2 days before the next pay period. The contrary is true. We enter time more often and with a smaller window to work with. This adversely impacts employee efficiency to say nothing of morale. Edison has made myself and my employees less efficient, not more.

2996. ALL STATE EMPLOYEES ARE PAID EITHER SEMI-MONTHLY OR MONTHLY AND WE USED TO REPORT TIME IN ACCORDANCE WITH PAY PERIOD. NOW WE HAVE TO ENTER TIME SHEETS WEEKLY AND IF PAY PERIODS OVERLAP WITHIN A WEEK YOU HAVE TO ENTER MULTIPLE TIME SHEETS. THIS CAN LEAD TO AS MANY AS 5 OR 6 TIME SHEETS PER MONTH INSTEAD OF 2. I CAN SEE ANY CONCEIVABLE WAY THAT THIS CAN SAVE MONEY OR BE EFFICIENT IN THE RECORDING TIME. I CAN SEE MANY PROBLEMS DOWN THE ROAD WHEN EMPLOYEES START INPUTTING THEIR OWN TIME IN THE SYSTEM.
2997. It would be nice if the printout could be larger, otherwise, I don't have a problem.
2998. I am not totally comfortable with Edison - yet. I would like more training because I like being able to access my employee information whenever I can.
2999. Edison HCM has been problematic from the start. All computer programs are expected to have issues, but when the issues determine if I can pay my bills on time or go to the doctor they become much more serious in the eyes of the employees that are directly impacted. It would be beneficial for there to be a quicker way to resolve these issues and help the employee. It seemed that nobody I spoke to could give me an answer or had the "authorization" to help me. Also, I am a relatively new employee and in Edison I have access to approve and deny time, leave requests, and overtime requests for about 300 other employees including the director of my division and managers and supervisors in this office and other offices across the state. In addition, for the first several months of Edison HCM, my supervisor could not approve my time and leave/overtime requests causing delays and exceptions which in turn, caused more problems for me and my co-workers. Another issue has been the varying amounts of my paychecks. I am a salaried employee and common sense would dictate that each pay cycle should mirror the last. My checks have been varying amounts, not big differences but a few dollars and cents here and there. Where is that money going and will I ever get it back? It basically seems that we as employees have to conform to what Edison HCM needs or requires instead of Edison HCM being designed for our needs.
3000. So far Edison has not cut work it has only doubled work. We still have to submit timesheets and paper work for everything else that is also handled in Edison now. As far as the problems with Edison. I think most of those are just where you have people who

dont like change, people who are refusing to learn. Also it doesnt help when you have people who are just choosing not to use the system or learn it and no one is forcing them to do so. Also I dont think the appropriate training was given to anyone. I say this because the people you are supposed to go to for questions they dont know the answer either. Pretty much every one is training there selfs on the system. I think it could have all been planned out a lot better and maybe there wouldnt have been so many problems. I believe this surevey is just for the payroll portion so I will not go into detail on the rest of the Edison components.

3001. Time Administration should run daily, at least, not just infrequently. 2) If your supervisor is unavailable to approve time, leave requests, etc., his supervisor is unable to approve or even view this information in his stead. 3) Edison still contains incorrect and insufficient labor codes, so that time often cannot be reported accurately. 4) Edison requires more time to enter time, etc. than the previous system; resulting in a loss of productivity. 5) Due to the problems with Edison, I am required to file a second, additional, accurate, labor distribution report each pay period; resulting in a further loss of productivity. 6) As time administration does not run regularly, a "dummy" timesheet has to be submitted, and then revised daily throughout the pay-period, to increase the chance that you will be paid your correct salary on time. 7) The Edison web page is not particularly easy/user friendly to navigate, and is often unable to handle the increased traffic that occurs at the end of each pay period. 8) I dread the day when we will have to file travel/expense claims through Edison. It will be an incentive not to do anything or go anywhere. 9) I have yet to be convinced that Edison is correctly calculating the deductions for taxes (and for W-2 forms), as my paycheck varies by a few dollars/cents month to month.
3002. It's sometimes hard to get into the system, sometimes your password works and sometimes it doesn't. I haven't had other issues, but don't access it much, too busy at work and don't have internet at home.
3003. The reporting timeframes do not match those used by the State. For this reason and a few others, Edison does not seem designed for State of Tennessee purposes...it seems designed for a private corporate environment.
3004. I feel that to much personal infomation is contained in Edison on the Internet. Hackers are always looking for a challenge. If these people can hack into the Federal Government Systems, they can get into EdisonAlso, to much money was spent for the system at a time when the economy was in a down fall and Buyouts were being offered to people to save money.
3005. It seems we should be able to enter our time the same as before since we are paid twice a month. But now we have to enter each week and then if you have a split week you still must enter what you have not worked yet for it to be accepted and to be paid. If you miss one of the run times your information may have been submitted, but is not available for anyone to approve until the next time.
3006. I am a supervisor and do not like the fact that after approving an employee leave request I

- cannot go back and access the leave request.
3007. I wanted to get out of the credit union but did not know how to do this using edison or how to cancel leave requested
 3008. The system is too complex for all levels. User, supervisor and manager. It is difficult to figure out what you have done and if it is correct. Would like to see the system become more simplified for everyone.
 3009. I've not had any problems thus far, but I'm getting ready to retire and certainly hope there won't be any problems w/my retirement checks.
 3010. I like being able to enter my own time. I am not sure if I am a good representation of the "average" since I am computer literate, maybe more so than the "average". The biggest complaint I have with Edison is that the leave balances do not update each pay period. It takes almost a month after changes to see them reflected.
 3011. I Think The System Will Be Just Fine As We Go Along With Anything New It Take Time For People To Get using The Software.
 3012. The only problem I've encountered personally is that of having to enter my time and enter a leave request. Logically, I would think entering the time would be sufficient and I didn't remember the training addressing it. However, it is consistent with the old system; request time off via paper form, then enter time into Multitrac (TOPS).
 3013. Please get a computer system that is not going to break the State and one that is going to work correctly and calculate the payroll and longevity correctly. Thanks
 3014. In my opinion, we are having typical start up issues and typical resistance to change issues.
 3015. no comments at this time.
 3016. It is a mistake to assume that everyone is as computer literate as the planners seem to expect. Some things are difficult to understand and terminology may be unfamiliar to some.
 3017. As General Assembly staff we have very little to do with the Edison system. We can check on our account and make sure everything looks okay, but we have very little reason to make any changes. So that being said it's hard to judge a computer system and its functionality unless you work with it on a daily basis. Working with the system everyday you would know what works and what does. So using the Legislative Branch as a gauge for user friendliness is not a fair way to grade the Edison system. Our contact with the system is so limited.
 3018. Instead of spending \$135 million on a program that other states have rejected, the State of

TN should have utilized their own employees who could have developed a program specifically designed for our needs. This would have saved the tax payers money and possibly the budget. Longevity is a once-a-year bonus and should not be included as part of our regular pay causing more income tax to be withheld.

3019. As a power user, I do 'personally experience' issues while I am helping other users. The only problem directly affecting my account is an incorrect start date. The most serious problem I see with Edison is an apparent inability to correct supervisor chains when they are incorrect. One question above had several options to choose from about the initial problems facing Edison. The best answer is probably a combination of two answers: 'The issues appear to be expected and typical start-up issues, but I doubt they can be resolved.' Overall, I like Edison very much; however, I have been discouraged to see that many problems have still not been resolved since system implementation. Another question asks: 'Have you been discouraged or pressured in any way to not discuss problems with the Edison HCM component?' No one is discouraged from talking about Edison that I have seen; however, it is not apparent who one might talk to about an issue and expect that that person might take ownership of getting a problem fixed. In other words, no one really seems to know who can really 'fix' an issue, or at least answer a question with authority about an issue. If one experiences a problem, it is reported, but then, it goes into a void, and nobody really knows who to check with about a resolution or status. I feel many of these problems could be resolved if administrative control was distributed a little more. For example, a division or office that has problems with the supervisory chain would be best served by having an administrator at the office who has the privilege to correct the problem based on their personal knowledge of the office. Again, I like Edison and feel that overall it is a good product, but many of the problems 'seem' like they would be easy to fix, yet they do not get fixed. Hang in there!
3020. I dislike the time frame in which Edison records our Annual/sick leave. It isn't posted until the 13th-15th in the following month. It should be added immediately at the end of the month. It changes how we can use our time.
3021. I believe that for a standard 37.5 hr employee the system works fine. However for safety, it is not designed for the hours that troopers work.
3022. This system takes much more time to deal with than the previous system. I spend a lot of time taking care of the management of my employees time. I spend 5 x's the time of previous system.
3023. The main problem I have experienced is it will not always capture my submitted time. I will on occasion have to submit it twice.
3024. HCM issues require much more of my time to enter time, approve time or review accurate leave information. Edison does not readily show me time that my employees input for approval in a timely manner. Time I input does not readily get to my supervisor for approval. Time inputted may disappear. Power users have approved time prior to lockout causing supervisors to have less than full weeks of time to approve

3025. I like the edison parts where I can go online and look at my leave balance. My only problem is I am not in the office everyday and I have to enter my time from my home computer. I have also approved time only to be called and told I did not approve it.
3026. I feel that Edison is an overly complicated program. This is evident due to the fact that you must send weekly reminders to the users. If they need reminders then it is too difficult and must be simplified for the masses. I also believe that having to fill out a paper timesheet as well as Edison defeats the purpose of using Edison at all.
3027. It appears that not enough work was done with payroll staff to work out all the issues with time and attendance submission to make the system compatible with state rules and regulations.
3028. The biggest problem that I have had is the split work weeks. I find it very confusing and frustrating to enter time more than once a week. I also find it difficult to take leave when I need it because of this program. I am afraid that I will miss a deadline or that if I submit time days in advance that it will not be submitted properly.
3029. Time admin takes too long to process. The training prepared us for Edison on how it was supposed to work, not the glitches. Why have "PayRt" on the approval screen if you are not supposed to approve it? The exceptions are time consuming to correct. I spend more time approving payroll than on the previous system. Time admin should be "real time," not 12-24 hours.
3030. The training (ELM) portion is not user friendly. It takes more time to search, enroll, and finalize, then the older system. We are never sure if the notices are going out properly or if approvals have been completed. The training given by Edison is not very good or timely. Our employees did not get the training needed to get the Timesheets done correctly, nor did the Managers/Supervisors receive proper training to make sure everyone got paid. We developed our own sessions in order to give everyone in our department the proper training on Time Entry. We have also been requested to do the same for Travel and Performance Evaluations because it's too difficult to understand Edison's instructions.
3031. It is not user friendly. Sometimes hard to find your annual leave/sick leave totals.
3032. I don't understand why we have to submit our time prior to the end of the last day we are reporting. What if we have to leave work unexpectedly for some reason? It seems like a poor design to have such tight deadlines, especially since there is a 15 day delay before a pay period is actually paid out. The only other problem that has affected me is that sometimes I have submitted by time but for some reason my supervisor cannot see it to approve it until a couple days have past.
3033. Feacuterer trained on does not work always. Travel claims cannot be viewed after completing event though trained it could be .

3034. Delays in time administration running causes a lot of delay in Payables being able to be done.2. People not being able to use sick time when they accrue comp. time during the week is not right. The comp time earned should only replace any annual time used.
3035. EDISON should be made to accept end of calendar week timesheet reports. I am referring to weeks when submitting time twice when the calendar week is split by a pay period is
3036. no
3037. The Edison System is more time consuming.
3038. I have not had any problems with my pay however, my husband's check has been effected twice by Edison. He works for a different department. Once because it took 2 months to get his overtime, we had to float bills on a credit card and incur interest. I think the smoothness of Edison depends largely on each personell department and how well they double check and time. I know my department double checks all time entered and approved against a paper time sheet and fixes any discrepencies so that we are paid accurately and on time. I get the feeling other personell departments are not.
3039. My only issue is the daily updating or weekly updating of annual and sick leave on a consistent basis.
3040. For not apparent reason the system has dropped hours that I may have entered leading the manager to question whether or not I entered my time, when infact I had entered the hours before the system ran.
3041. THE SYSTEM IS NOT AVAILABLE [CRASHES] WHEN NEEDED THE MOST AND IS NOT ACCESSIBLE FOR PROLONGED PERIODS AT THE START OF A NEW PAYROLL PERIOD. ENTERED DATA IS NOT ALWAYS SAVED AND MUST BE RE-ENTERED. CONFUSION ABOUT HOW TO ENTER 'SPLIT' WEEKS REMAINS. TIME CONSUMING - FREQUENT CHECKING FOR THE SUPERVISORS TO ASSURE DATA CAPTURE. VERY TIME CONSUMING PROCESS.
3042. Edison is not a friendly program to use. You have to remember a sequence of steps rather than having a program that leads you along. What took only a minute to do before, now takes 5 minutes in Edison. I have found nothing good to say about Edison. It creates lost time at a time when TDOT employees need to be doing constructive work.
3043. N/A
3044. As with any new system, it often does not appeal to everyone, and quite often time and additional training will bring about a better understanding and use of the system.
3045. The implementation of this was poor with the training not at different levels so some sat

through the basic stuff that board us to death. They also never showed the big pitcher in the beginning so the people that were filling out the different codes and numbers didn't have any idea on how the impacted the department. Also there seems to be an arrogance of the Edison people vs the Department that we have to accept the decisions they make. I believe the system has some faults that were magnified by poor implementation and customer service.

3046. I DID NOT SEE ANYTHING WRONG WITH THE OLD SYSTEM. THE NEW ONE LEAVES TOO MUCH ROOM FOR EMPLOYEES TO BE DISHONEST ABOUT WHAT THEY ACTUALLY WORKED. IT TAKES TOO MUCH OF EVERYONE'S TIME.
3047. Prior to the implementation of Edison, we submitted timesheets two times each month. Since October 1, 2008 I have submitted 36 timesheets. This time period of 7 months has generated paperwork equivalent to 18 months under the old system, an increase of over 100%. Technology should reduce paperwork and time spent, not increase it. Please modify the system to allow input of time bimonthly. This will not reduce the amount of entries required to approve leave requests but it is a start.
3048. I feel that the state may have jumped the gun in starting with edison. As a person who approves time and attendance for other employees i have concern with the reliability of submittals. i have witnessed employees submitting time and it either not show or be incomplete and corrupted when or even if it does appear. As a field employees as well, it is many times hard to meet deadlines as directed. This is because we must first wait on employee submittals, then they arrive incomplete or not at all. in the mean time the employee is on leave or in the field and not accessible to make the needed corrections. This all delays time of approval. The only part of edison I like is being able to track my own time and the way leave is requested. My complaint on that is there is no page to instantly show leave status of employees without accessing 4/5 screens.I feel that Edison is going to become even more cumbersome when travel claims are required to use Edison. This is not a good idea. Maybe if we had a person doing payroll who had one big spread sheet to do time submittals/travelclaims then send it to edison for processing. I do not know. I only know my sainted grandmother always said 'too many cooks spoil the soup'. With each employee accessing the system there are way too many chances for error. I honestly think it takes more time now than it did. Maybe we should rethink our commitment to this failing excersise and cut our losses now.
3049. This program is a VERY ill-conceived system that does not understand it's own place in the system. You CAN NOT computerize ever issue or need of an employee! It is not secure enough and with the wrong stroke, ANYONE could obtain access to personal data!
3050. The system was meant to make the state payroll and financial services process less time consuming and cause less paperwork. However, as of today, we are still asked to complete the old paperwork as well as the Edison process. Maybe this is a departmental issue, I'm not sure. It seems there should be some sort of across the board mandate on

how to perform these tasks. The departments should not be able to decide procedure themselves.

3051. I am the power user in this office. After the training was complete and I saw the issues many of our staff was having with Edison. I asked for more individual training for our staff, especially with the travel module due to start in July. I was told that all Edison training has been completed and there won't be anymore training available. This office needs more training! Another issue is that about 95% of our staff is out of the office to travel out of town to various facilities every week. They are in the office generally once a week. That day of the week they are here may or may not fall on a day when time entry is to be submitted. Many of our staff don't have internet access at home or when they are on the road. Edison is designed more for people who are in the office each day and can update their time sheet with their computer at work. I DREAD THE DAY THAT OUR SOMEWHAT COMPUTER ILLITERATE STAFF TRY TO ENTER THEIR TRAVEL INTO EDISON!!!! Why did I volunteer to be the power user for such a problematic piece of software?
3052. The functions of the HCM component of Edison may very well be applicable for use by the State Of Tennessee. However, the Edison Staff focused on training all employees on the Edison process and no one was prepared for the process change involved in transitioning from the former methods to the Edison Process. This could have been minimized and avoided if the Edison training had been more cognizant of how the transition would affect daily business practices. I do believe that many of the Edison trainers, were not aware of typical State work practices and could not related to the impact of the Edison transition. The process to enter time in Edison is not that complicated, however, it is much more time consuming for both employees and supervisors. The basic functions of entering time, leave requests, and approvals that formerly consumed little or no worktime, now takes a significant amount of time throughout the entire pay period, whereas formerly, it may have taken one short session for supervisory approval. For those employees who do not use computers on a daily basis, just logging in and out of the network consumes much valuable worktime.
3053. I don't lilke keying my own time. Keying my time takes time away from what I'm actually being paid to do.
3054. The only problem with Edison is that the people trying to use it don't like change. It's hard to teach old dogs new tricks. I think it's time to quit doing paper time cards and go strickly with Edison. I do like the ability to imput and or approve time from home or other remote locations. If given enough time I think Edison will be a good system after the bugs are worked out.
3055. I am amazed that this was allowed to happen- think of the money and time wasted with this piece of junk-and in todays economy- many many fine software companies in this country design systems that actually work- does Edison belong to a relative or a politician?? Now, this minute I have a pop-up telling me to key something into Edison right now- right now- I have a good education - I believe I could have done better than

this in choosing and fine tuning a system- and you don't pay me a living wage- the building iI work in is dump with leaks and vermin-we got no raises-and what exactly has Edison cost??? please do not give any of the people responsible for this nuclear explosion a bonus-better yet fire the one that caused this-

3056. none

3057. I liked the previous way we was doing payroll. It was nice getting your check stub mailed to home address. On this one stub you could tell about your leave and everything, without having to print off several pages. This made it easier to keep up with.

3058. I originally started entering time on data capture. I feel that Edison in the viewing since for employees is much more viewer friendly than data capture was, but if the goal was to help employees learn to calculate and key their own time it was not effective. It still is very confusing to most about split weeks. Employees feel so overwhelmed and unsure of the accuracy of the system.

3059. no

3060. Employees longetivity has been effected by combining the longetivity and salary checks. This is unfair to the employees that work hard and look forward to or depend on the amount of the longetivity checks. In today's economy and along with the fact that state employees didn't get a cost of living raise last year we need all the money we can get in order to get by.

3061. As a supervisor I have not been able to view my supervisees leave requests. This issue was announced in September 08 and continues to the present.

3062. Edison is extremely time consuming. This system expects personnel and managers to be at their computer nearly every day and this is not possible! There are no provisions for looking at pay groups below the immediate supervisory level. Data in Edison is confusing and time is broken into many pieces i.e. 6.7123 Hrs + x hrs,adding up to 7.5. It is a time consuming process to add these numbers and requires several screens to approve.

3063. I don't know how to answer some of the questions accurately b/c Yes or No is not always the correct answer. For example, "Are you experiencing a current problem today?". I wouldn't say it's a problem. It's more like a design flaw or a system limitation. Limitations and flaws that can't be fixed I'm told. So the bottom line feels like we have to just deal with the limitations everyday and keep moving.

3064. Our management does not think EDISON is useful enough to allow employees to enter their time, so designated staff are tasked with entering the time of employees. There still seem to be numerous ways to break it and cause problems.

3065. Our training was so long ago I am a bit concerned how it will go when we are all actually

keying our own time.

3066. Every once in a while, the system seems to lose information that has been entered. It would be nice if that could be fixed.
3067. I have not had any problems at all.
3068. The checkstub need to be more easy to read and understand. It has a lot of information on it. Is it all necessary?
3069. I was scheduled for a training class on IT Pro contract employee time update. The class had nothing to do with IT Pro. I was told that it was my fault that I registered for the incorrect class. This is not accurate. Over 50% of the class were incorrectly registered. Once the class started I specifically asked if the class was geared for IT Pro and was told it was. It was not. It was for those who order supplies. The teacher complained that he was teaching all day and programming until late every night. This indicates that there are significant start-up issues.
3070. Overall, the Edison time entry system is pretty good. After learning the software and input mechanisms, I'm confident that they system can eventually prove to be an efficient, effective means to manage payroll. However, I still have unresolved issues in that my direct supervisor does not have access to approve my time. The approval has been done thus far by someone in our payroll department. The other issue regarding time is that our Division's budgeting depends on workload analysis, for which we must continue to use the old system as Edison is not tailored to give the level of specificity required to do a detailed analysis. Because of this, time entry takes more time than necessary as we're essentially doing at least 2 time entries per pay period. I do believe though that Edison can eventually be tailored to meet our Divisions specific needs. But until then, our Division's time entry procedure is more cumbersome than it needs to be.
3071. Things are improving but there are definitely some short falls in my opinion in this system. Many transactions that 3270 used to take care of automatically now have to be manually processed off of reports and queries. This system is very dependent on employees catching every little detail or thing that can go wrong and is very manual. A person's address changing for example can wipe out an enrollment record if it is processed incorrectly. It also is frustrating that some of the vendors seem to be having an issue reading the data correctly. I don't know if the problems are on their end or ours but coverage has been termed when it shouldn't be and we have to again get it corrected manually. The training we received prior to implementation was not tailored to what we actually do and it was done about six months before the system came up. The training guides were not very useful as they were very general guidelines that gave no direction on how to handle real situations. We were all thrown into implementation and worked extremely hard trying to learn the new system "live". It was definitely one of the most stressful work environments I have ever been in. Over the last six months we have learned a lot about how the system works and have made adjustments to how things are processed. Things are moving in a better direction but I am not convinced yet that there

was any improvement in the efficiency of state government by implementing this system. I would also like to say that Lola Potter was way out of line when she said the edison issues were the result of old dogs not wanting to learn new tricks. I am a very dedicated, intelligent employee who takes my responsibility very seriously. We have all worked extremely hard adapting to new information and processes (sometimes things changed on a daily basis). I think there were many unknowns going into this implementation that should have been addressed before it ever went live. It has been a baptism by fire but we are gradually getting better every day.

- 3072. The old payroll system was much easier and faster.
- 3073. The on-line self-guided training we received was wholly inadequate and suffered from the same problem Edison as a whole does - it is quite user-unfriendly and difficult to navigate (and I have a master's degree & use computers all the time). It is quite glitchy as well at times and seems to always have some type of minor, but frustrating problem that impedes its use. Bottom line is that it has at least quadrupled the amount of time I am having to spend on HR issues, which reduces the amount of "real work" that gets done.
- 3074. There should be separate checks for longevity and regular payroll. Too much taxes are coming out in one total check for both.
- 3075. If Edison is supposed to make employees and management more efficient and save money, then this is a disaster.
- 3076. I have limited experience with the edison system since my time is entered by someone else at this time.
- 3077. Some instances when approving time my employees do not appear on the time approval page even if they have entered their time one or even two days prior. Some do not show up at all and I have to search for them individually. There have been instances where I have approved time and clicked, Approve, OK and the next day time is checked and it shows time needs approval for those I just approved.
- 3078. The system will shut down while you are working. Sometimes the information changes after time admin runs
- 3079. One of the more confusing aspects of Edison is the language used at various stages. For instance, when you save your information the word Saved appears, but the information is not actually saved until the Saved disappears. If you click on OK before the word disappears, your information might or might not be saved. It would be much clearer if the word used was Saving instead of Saved. It also appears that whenever Time and Attendance is running that any information we submit is not saved and we have to submit it again. If there are any times the system can not accept information then the system should be locked during that time.
- 3080. The issues I have with the system so far are as follows: I. The system does not run always

run at the specified times.II. The system drops information occasionally.III. The longevity check being included with the regular semi-monthly check was not adequately discussed.IV. System administrators approving my employees' time and leave requests before I am able to review the submitted information for discrepancies. This has happened several times and each time has been before the deadline listed in the monthly calendar.V. System administrators not adhering to the timeline listed in the monthly calendar for Edison tasks.VI. It appears some system administrators believe that exceptions are a negative component and try to enforce a zero tolerance for them. I thought the whole point of having the system flag payment issues was to catch errors in order to protect the employee and the Department from erroneous payments.

3081. For me one on one training with a trainer would have been nice as well as the listening/reading modules provided on Edison. If I could have had the reading modules prior to a training session this would have helped me greatly. This makes me very nervous with learning how to complete travel claims coming up July 2009. Everyday one learns something new about how Edison works that you weren't taught reading the modules. Example: The modules don't teach you the how, when, and where of claiming your time into various different cost centers. This example is why having a trainer to provide one with this knowledge would have been helpful. Luckily, I have had some helpful co-workers that have shared their wealth of knowledge regarding Edison. Sadly the person assigned by my agency to contact regarding Edison issues isn't always very pleasant when one must ask a question. Unfortunately this makes a most difficult situation even more frustrating. To sum it up "communication" is key in this whole matter. Don't assume people understand everything about how Edison works. It is very complicated. Everything seems to be due before it is due.
3082. Im feel that it is not very user friendly because it has to many links and drop down boxes. I am a poweruser and I still after 6 months cannot see everyone in my district. We are just starting to use the credit card billing system and it seems to be very difficult to even understand yet try and find the right links to use.
3083. My pay stub is diffucult to understand. I don't like my longevity being lumped in with my regular pay check. I deal with billings and being reimbursed and it is more difficult to combile payroll amounts. Also, my job requires me to verify front end billings for unemployment compensation and force collections of insurance and I cannot access information to verify for whom the Department is being billed. Edison is not a people friendly system.
3084. Why do we need to waste more of our time on the computer inputing our time when we do this on paper and by radio everday? This is just another way that we are taken off of the roads and spending time at a desk and not being able to do our job.
3085. I personally do not like the combinding of the longivity check with the payroll check because of the amount of tax with drawn.
3086. The question about the system being better or worse than when it began is a poorly

constructed question. A little pile of crap is better than a big pile of crap, but it is still a pile of crap.

3087. The need to complete the time distributions sheet and employee attendance/leave authorization form is PURE DUPLICATION OF SERVICES AND A COMPLETE WASTE OF TIME>
3088. Our work unit does not work a standard work week and some of us have to work each holiday. 1. Under the pervious system, if we worked the holiday the time keeper could shift the holiday time off to another day in the pay period and "even out " the time. In Edison, if we work the holiday, we have to request comp time and get an approval to have the holiday on a different date.2. We are instructed by email to complete time entry for time we have not yet worked before the time period ends. This is in effect telling us to falsify a report. The emails do state that changes or corrections can be made latter, however, the instructions should not be necessary. The software should make the adjustment
3089. Training was too far in advance of using new system. I both enter and approve timesheets etc. I was never trained for the supervisor component, because my "title" would not indicate that responsibility.
3090. From day 1, I thought that our SS#'s and Banking #'s should have been XXXX'd out and not be visible to anyone! I don't use the system only to put my time in and sometimes it is there and sometimes it is not and I have to rekey it.
3091. All in all I believe Edison is a good system. As I work part-time in the HR section, I have seen several problems that have ocured with other employees checks, longevity, and annual and sick leave. Even though it took a while to get these problems corrected, they were eventually corrected. We have also encounted problems with the T&L system not running at the assigned time, which has thrown us behind with our schedules. Accrual of sick and annual leave in a timely manner is a problem that needs to be addressed. I also believe that all problems with the human resource component of Edison should be corrected before moving forward with the financial (travel, etc.) component.
3092. HCM is missing many edits which would have alerted users to potential errors e.g., when employees key time without an approved leave, there should be a soft edit to warn. Many other such edit issues. these would have been identified if there had been an extensive "requirements development" phase and a pilot phase.
3093. EDISON IS VERY TIME CONSUMING. I ENTER AND APPROVE EVERYONE'S TIME & LEAVE REQUEST. SOMETIMES NOT ALL OF OUR EMPLOYEES SHOWS UP, AND I SEE OTHER PEOPLE NOT ASSOCIATED WITH OUR AGENCY. HAVE HAD TO GO BACK IN THE SYSTEM MANY TIMES TO APPROVE TIME BECAUSE IT SEEMS TO NOT GO THROUGH--EVEN AFTER TIME ADMINISTRATION HAS RAN. PRACTICALLY EVERY DAY I HAVE TO GO INTO SYSTEM TO DOUBLE CHECK OR RE-ENTER TIME, AND TO MAKE

SURE EVERYONE IS GOING TO GET PAID. THIS NEW SYSTEM, IN MY OPINION, IS COSTING THE STATE MORE MONEY, i.e., MORE MAN HOURS, TOO MANY SYSTEMIC PROBLEMS. HAVE NOT SEEN ANY IMPROVEMENT SINCE IT WAS IMPLEMENTED. THE OLD SYSTEM WAS EASY, AND NO ONE HAD TO FEAR FOR NOT GETTING PAID. NOW, THE FEAR OF THIS IS EVERYWHERE, AND IT HAS HAPPENED TO PEOPLE I KNOW PERSONALLY.

3094. Given that I have previous knowledge of the old system. This HCM seems to be quite cumbersome and not user friendly at times. Cut off deadlines are a problem at times, etc. Overall, I appreciate the ability to manage my own information and the reduction in forms that have to be filled out.
3095. I do not like the way my pay is calculated because I am losing money by being double taxed!
3096. As a monthly paid employee, I have to input my last 2 weeks of the month prior to working them. As I work on various projects, it becomes difficult to project what I will be working on next week or the week after. Also, if I need to take a sick or annual day, it requires a "Super User" to have to adjust my time at the end of the month. This is requiring more work on the employees doing the input after the cutoff date.
3097. The only thing that worries me is the insability of the information. Sometimes the information changes seemingly on it's own and other times it does not in the same situations.
3098. haveing to put in time before the week is over creates a problem with leave to fill out the whole week by the secondday of the week leaves us with not time to put in leave
3099. From a timekeeper's view, the Edison system is much more time-consuming than the older system. Many more steps are required by the timekeeper, since leave requests and leave balances must be checked before entering the employee's T&L. (I understand that many departments allow each employee to enter their T&L, so this is not a problem.) However, in departments where timekeepers are required to post T&L for somewhat large groups of employees, this can be very time-consuming. Many of us are required to enter employees' leave requests and overtime requests. In the training sessions, we were told that leave and overtime entries could be accomplished in one request as long as the leave/overtime ran consecutively (i.e., one workweek could be entered as 37.5 hours). In reality, we must enter each day's request separately, regardless of whether there are several days requested consecutively. This is just one example of the inconvenience with the Edison T&L function. We just seem to have to "jump around" so much in this system, whereas the Data Capture system at least had all the information the timekeeper needed on the one page (leave balances, accrual, etc.), and was much less time-consuming. I am not resistant to change, as long as the change results in improvement, but, frankly, I haven't seen any improvement in T&L with Edison.
3100. I wish time admin. would run when it is suppose to. We have too much work to do to

have to keep checking on when time adm. is running. Also, on the paperwork, why do we have to do two time sheets (paper) on a split work week?

3101. Out paycheck has a different amount every month and I just liked it the way it was before Edison. There is too much to it.
3102. sometime we have had to submit the payroll before the end of the week or pay period end date. This can cause a problem, because you may have to be off unexpectedly & time has already been submitted! The only training we received was on the computer by ourself. there was no one showing or explaining what we were to do. THIS WOULD HAVE BEEN VERY HELPFUL!
3103. Timekeeping in Edison is much more time consuming and takes time away from performing my job.
3104. overtime is not computed right. some overtime have been left off. Separate Longevity. Keyed in leave time is dropped and you have to rekeyed etc.
3105. I HAVE HAD A GOOD EXPERIENCE WITH THE SYSTEM. I DO HAVE ONE SUGGESTION. I FEEL THAT THE SYSTEM SHOULD BE SET UP TO WHERE WHEN THE HOURS WORKED ARE ENTERED, IF IT DOES NOT ADD UP TO 7.5 THE USER SHOULD GET AN ERROR MESSAGE. THE SYSTEM SHOULD ALSO BE ABLE TO RECOGNIZE IF LEAVE REQUESTED WAS SICK OR ANNUAL AND WHETHER OR NOT IT WAS ENTERED CORRECTLY.
3106. Seems out-of-date, I think that a programming staff could have tailored a more modern program for the State. It would be easier working in one window instead of switching from window to window to complete one time sheet. Leave & overtime request should be able to be done in one window and be able to see everything you requested in that window, this would reduce mistakes. Streamline everything to make it user friendly. No training should be needed.
3107. There seems to be a lot of repetitive inputs and the approvals have to be checked to make sure that they are approved. The exceptions are vague and sometimes not processed making it hard to figure out how to fix. The one day entry is odd. It would be better to have at least 2 days. I am able to enter any time that has not been entered on that one day allowance. However, exceptions make that one day sometimes causing us to have to contact a super user to get it fixed. If you do not check the approvable time, there are lapses on days that do not fall in the default date. I have instructed my supervisor to change the date to the beginning of any pay period he is approving in order to retrieve all payable time. Sometimes he doesn't change the date so I always have to check each agent's payable time to be sure these have been approved. Also, I have noticed that some entries are wiped out and have to be re-entered for some reason with no explanation. I spend a tremendous amount of time checking payable time to be sure all my folks get paid including myself. The prior system only required 2 different times a month about 2 to 3 hours each pay period--a total of 4-6 hours month. I probably spend 2 to 3 hours

each week which would be double time of (12 hours a month) as the prior system. I key for 13 agents plus myself-- fyi. There is a problem with my retrieval of time-sheets, I get about 100 persons that I have to scroll through to get to my folks. What is really not good, I can change their time too if I wish or by accident. To look at the approvable time, I have to enter each person's id number to retrieve their pay and also change that beginning date to see all time. This has been addressed to the programmers who have told our super users, not fixable.

3108. At the end of every pay period there is something always wrong with Edison. Your accruals are always behind because Edison computes the accruals at the end of the pay period. It is hard to keep up with leave balances. You don't know what you have especially since we don't use the paper timesheets, which is a mistake for several reasons. I am open to new ideas, but it is obvious this is not the way to go. I can't believe the state wants to implement the Purchasing and Travel Claim Phases when there are so many problems with the HCM Phase.
3109. After six months we are still required to send a paper time sheet to report our time in addition to entering it in Edison. The system still does not work. We are still doing time the same way we did prior to Edison. There were months and months of preparation prior to implementing Edison and it has been on line for six months but is still not functional. It seems like a gross waste of tax payers dollars.
3110. My suggestion would be to have Longevity pay on a separate check.
3111. as managers we should not be required to approve time at home, we should have a back up system so a time keeper another supervisor etc can get to our reports and approve them. we dont have all the paper work at home to review.and we get way too many emails with exceptions and reports needing approval, we are responsible for checking these ourselves, so why the numerous lists.and we should not be interrupted or distracted by these
3112. I think bugs in Edison will be worked out in time. It seems that the information about the corrections is very slow in getting out to the rank and file and therefore the mistakes made are repeated because the corrections are slow getting out to the people. It seems to me that the tactics taken now should have been used back in September 2008. My time has been posted, approved and processed on time and I have not had any problems but I am fearful to implement any changes to my payroll in fear not being paid.
3113. Reporting my time twice is just plain irritating-once in Edison and again on paper. I would prefer just to do it once.
3114. The Edison program makes it easier to keep track of sick and annual time and your paycheck.So far it has been really good for me.
3115. I do not see this system as an improvement of what we previously used. It has caused more headaches than we need. I am very concerned about the future implementations

such as travel and other billing methods that will be used. Training either comes to late or not at all. I am tired of my boss constantly sending emails and phone calls about Edison to make sure everything is right. I think we should go back to Data Capture.

3116. Edison is EXTREMELY time-consuming, redundant, problematic, frustrating not user friendly & probably more costly to operate than previous system. Edison created more problems than it solved!!
3117. How long will paper copies of our time sheet be required with the implementation of Edison? This seems like extra work to me to have both records kept.
3118. Before Edison I completed a time sheet and sent e-mails to my supervisor when I wanted time off. After Edison I have to updated the system sometimes twice in the same week, complete a time sheet, request leave on line, and send an e-mail to my supervsor when I want time off. It's more work for me, duplicate work, that could be done by a clerk.
3119. Information is often lost and has to be reentered.
3120. My Problems are not with the data in the system but the extra work involved. We have enough to do with out having to drop what we are doing and do this edison crap. Our office has been twice as stressed ever since edison was implemented. We should not have to stress this mush on whether our time was keted in or whether it was done correctly. Then we have to worry about the paper form as well as putting in the computer. Please some up with a better way to do this. We have enough problems with our jobs we don't need this on top of it.
3121. Edison appears to not be designed or very compatabile with our state system and does not work the way tha a program for state employees should work.
3122. it sure seems like the edison project takes up a lot of our time. so many weeks are split. the calculations are endless. the person who sends out the e-mails seems friendly, but i hate that our state money goes for him/her to e-mail us all the time, especially every friday. wish that we were paid bi-weekly. easier for everyone to calculate, pay and follow up on.
3123. It is very frustrating and time consuming trying to enter payroll information concerning leave requests and time off for our department employees. Each process requires switching screens. You cannot just complete everything for each employee on one screen. There is the leave request screen, approval screen, ect. Waiting for employee information to come up on the screen is also very time consuming. My computer won't pull them up by name or ID. I have to sort through the entire employee list to find the ones I'm working with. The program could be much more user friendly and simpler to operate. Also, the system is based on a Monday through Friday work schedule. Our department does not work that schedule.I have to go in and re-enter each person's actual work schedule, changing days off from Saturday and Sunday, to their scheduled days off. Many of the employees in our department do not have access to computers, and many do

not even know how to use a computer. Each pay period, I have to run off copies of their paychecks and leave balances. They also require help to make any other payroll changes, such as withholdings, direct deposit changes, personal information changes, etc. It was much easier, getting a check stub in the mail each pay period.

3124. I have to complete and submit time sheets more often, I have to complete anticipated time sheets due to short entry time frames. I am having trouble accessing a training component due to the fact that the training is shifted too far right on the screen and will not allow you to advance to the next screen. I dislike having all employees' evaluations clustered into just a few months, rather than spread out across the year. It feels like we're serving the system rather than the system serving our needs. I feel my job has been expanded to be a payroll tech in addition to my prior responsibilities.
3125. We have a very difficult time getting around in the Edison system. We are really concerned about what's coming down the pike. We have no idea how it is going to impact our jobs or what courses we need and no one else seems to know.
3126. The Edison program is unable to calculate a one-time bonus (longevity pay). As a result, the two payments are combined (in the past they were not). I was taxed at a higher rate than normal (more than \$120,000.000 per year) which resulted in a decrease of pay of an estimated \$250.00.
3127. Edison could be a good program to work with but for some reason it has many flaws. I think it is in part related to the people that program the system. At this point I feel the state just threw away millions of dollars. They can do that on a part junk system but cant give us a raise that many of us well deserve.
3128. This whole program is too time consuming. I like it better getting the infor in the mail .
3129. Edison should be working more for us. It seems Edison is making us conform to their set-up and seems we are working for them. Needing to add better ways to help us in present system.
3130. THE DEPT THAT I WORK IN IS ALREADY UNDER TIME CONSTRAINTS WITH THE HEAVY WORKLOAD. TAKING TIME TO INPUT OUR OWN TIME/LEAVE TAKES UP TIME WE DONT HAVE. IF WE ARE OFF WORK OR TAKING TIME OFF, YOU HAVE TO FIGURE OUT WHEN TIME SHOULD BE DONE AND MAKE SURE IT'S DONE RIGHT. I JUST DONT THINK THIS SHOULD BE A FIELD ISSUE. THIS SHOULD BE LEFT IN THE HANDS OF HUMAN RESOURCE PERSONNEL. FILED WORKERS SHOULD NOT HAVE TO WORRY ABOUT GETTING PAID BASED ON IF THEIR SUPERVISOR SIGNS OFF ON TIME CORRECTLY, ETC.
3131. the old way was easier and better
3132. I have not located a way to easily print a summary of my weekly time.

3133. Flexible Benefits: Before Edison, an employee filed a claim and it was processed within about 10 days and deposited before the amount showed up on my credit card. Not the credit card statement comes before I receive notification that the claim has been approved and deposited into my checking account. This really puts a strain on my personal finances.
3134. i think it should have been studied more since it had problems and other state we shouldnt have to suffer for mistakes made or people should have been trained right i noe have to pay back money and time for something that was not my fault i think edison is a joke we use more paper now than before were are we saving money i dont see it
3135. EDISON MADE MORE SENSE WHEN SOMEONE WALKED ME THROUGH IT RATHER THAN TRYING TO DO IT AFTER THE COMPUTER TRAINING. THE IT PERSON IN OUR OFFICE HELPED ME.
3136. As a supervisor, I find the Edison system to be much more time-consuming for me since I am constantly signing time sheets. This used to be done twice a month. Now it is at least once/week and sometimes twice a week. Also, the questions in this survey appear to be designed to elicit positive comments regarding Edison rather than objective information
3137. WE ARE MADE TO FEEL LIKE KINDERGARTENERS BECAUSE WE AREN'T ALLOWED TO PUT IN OUR OWN TIME ALTHOUGH WE WERE TRAINED HOW TO DO SO AND FOR THE MOST PART WE ALL HAVE AS GOOD A HANDLE OR BETTER ON HOW TO DO THINGS THAN THE ONE WHO ENTERS OUR TIME. ALSO I LIKE BEING ABLE TO KEEP TRACK WITH MY TIME WHICH I CAN'T DO AS WELL WITH EDISON BECAUSE OF HOW IT'S HANDLED. ALSO IT MADE MY BLOOD BOIL TO SEE MORE OF MY MONEY I WAS EXPECTING AS MY BONUS WAS TAXED TO DEATH BECAUSE OF THE UNCOMPASSIONATE WAY IT WAS PROCESSED.I/WE PEONS WORK HARD FOR OUR MONEY AND I FOR ONE WOULD LIKE TO GET MY SHARE WHEN I'M SUPPOSED TO NOT THE IRS... THEY GET ENOUGH
3138. It is difficult to address "real" issues with the payroll and benefits, given that we have not yet begun to enter our own time; that continues to be done centrally due to concerns about how the Edison system can handle possible errors once everyone begins to enter their own time. Also this survey does not address supervisory issues such as getting corrections made to the supervisor's tree which can better enable timely approval of travel claims - that has been an issue personally for me as a supervisor with three different employees, and it took over a week in each case to fix the system so approval could be made.
3139. I believe one of the biggest problem has been the "if you don't do it right you won't get paid" approach to teaching people how to use the system. Fear is always a bad selling point.
3140. I think giving time. people will learn to appreciate all that Edison has to offer sate

employees. I feel this is a good investment at the right time. A lot of new younger employees are coming on line and they are much more willing to change than the older employees, of whom a lot are ingrained in their way of doing things.

3141. I prefer Edison to paper timekeeping. However, my unit still requires paper timesheets to be turned in each week. I look forward to being able to submit my travel expenses through Edison to speed up the reimbursement process.
3142. I had a delay in receiving my Flex benefits payment which I was told was due to Edison. I am a timekeeper and we have had numerous problems with Edison when entering time. We were told we would have more time at the end of the pay period to enter time, but we usually have only one day. This causes us to have to work on Sundays at times. Believe me I am very thankful I have a job in this day and time. I have been with the state for almost 30 years and have always been a timekeeper. This has been the most difficult system that I have ever worked with and most time consuming.
3143. I would like to thank Edison for a good job well done. Like you said if there are problems, we should be able to resolve them and mature as we go. Keep up the good work!
3144. Personally, I never use Edison.
3145. There have been problems with MMS rolling over some overtime hours to Edison in one of my Units. This may or may not be an Edison problem, but I have to send a corrected timesheet to payroll when this happens.
3146. I have worked for TN for 23 years. Most of that time I have supervised people. Every few years we are asked to do more administrative work. There seems to be an idea that everyone can be an expert at everything, so now we are being asked again to be an expert with a very difficult and cumbersome management system. Perhaps Edison is simple for individuals who spend most of their day learning new things about computers. For those of us who have a daily load of work we have no time to learn another complex task without adequate time. This is especially true for those of us who manage people and have our own case load. I spend about an hour every day trying to navigate this program. In 3270 I spent an hour every two weeks. Not exactly much of a time saver. I am in the over 50 category and have never been very good with computers so maybe I am not a good example, but I am not stupid. Computers are the most challenging thing I have ever tried to work with, but I see in this office a lot of older workers who share the same issues related to understanding computers and their operation.
3147. I do payroll for staff payroll and Edison is easy to do. I have no problems with the way it is done. My only problem is when you enter something it sometimes disappears and you have to wait a long time for things to run when you download it.
3148. The only training on Edison prior to implementation I received was a self-completed computer program. The old Benefits system was unknown to me since I did not have to enter my own time. From an employee perspective, it is much easier to write down your

time and let one person who is familiar with the system enter it.

3149. During split work weeks, we sometimes enter our time on Friday and sometimes enter our time on the final day of the pay period. This practice is confusing. In addition, we receive emails that rush us to do something only to learn that Edison time administration did not run or something similar.
3150. For the price that was paid, the Edison system should be completely functional with very few kinks. That has not been the case.
3151. The rapid reimbursement of travel expenses has been great. Sometimes the system is very slow (due to traffic).
3152. I can still only see one of my 42 employees and approve time for them. I am expected to approve time, blindly, for people not supervised by me. I am not comfortable with this situation.
3153. I like having access to all the information provided in Edison.
3154. Entering evaluation information is time consuming. Many job classifications have pre-printed booklets. It would have been helpful to have had them placed into Edison and then just add additional duties instead of doing them one section at a time. To complete the annual evaluation, you should just add the comments and grade to the JPP instead of having to completely enter all of the information again.
3155. The procurement sections is a complete mess and will be difficult to fix. It's too different from what we are currently running with regard to the current system is a contract based system and the new procurement system is an item based system. It's confusing to all who use it.
3156. Training that I received was more for time keepers than for entering my own time. So it was not beneficial for my own entering of leave.
3157. it would be nice to have a run through on any thing we need to learn in person instead of on the computer when you are at work and it is going slow and you get interupted and cant finish
3158. The state needs a program like Edison to operate effceintly. It is a massive program and some issues should be expected. I am confident that these issues will diminish as we become more familiar with the program. In my oppinion Edison is much better than the old way of doing business!
3159. As I recall the training program used to acclimate employees to Edison was abismal. Who had time to learn how to use the system with the hours of tutorials? Those that did have a chance to do the tutorial (myself included) didn't learn much. The time keeper in our office helped everyone one-on-one when we had to start entering in our own time. I

still have to help a coworker put in their time every once in a while. I've got it for the most part.

3160. To date, I have had no problems with Edison. Edison has been very beneficial. My only complaint is we have yet to go "paperless", as promised. And necessary equipment, such as scanners to scan paper documents, have yet to arrive in my office.
3161. The initiation and entering of Job Performance Plans (JPP's) in Edison is easy. Getting the JPP's approved and reviewed takes about 10 to 12 extra "Clicks". Seems like a simpler method could be devised.
3162. Edison has worked okay for me. Like any new way of doing business, there's always a time of learning and working out solutions for the problems.
3163. Overall, Edison is good. The problems that I experience is the time it takes away from my regular duties. It seems that everytime I turn around I must do something on Edison. I try to check it daily, but sometimes am limited because of attending meetings or driving to one of my counties. There is also a lot of room for falsification by employees. Honestly, we know that not everyone is always truthful about their time. It is very easy to put down you worked 7.5 hours when you really didn't. It is also an easy honest mistake. Luckily I have the skills to understand how to convert my time and am honest about the hours I work or the hours that I do not work. In addition, there are times when information on Edison is not updated. For example, my anniversary date was 11-01-08, but I did not see where my annual leave rolled over until February of 2009. So I fear that I may not be getting the credit for the leave I earn and do not use. Also, when we receive information of tasks to perform, and do them, it is very disheartening to get an email later saying we need to redo them since something did not work. I guess the bottom line is this...Edison takes away too much time and Edison has not gained my complete confidence. Thank you for asking.
3164. I have has no problems with Edison. So far, it has been pretty simple.
3165. Too much money (that the State could ill afford) has been spent on this project. I assume that a full refund from the vendor and additional compensation for lost time is not an option. Under the prior system used by this Department, the primary responsibility for data entry was that of a technician. Since the onset of Edison, the data entry is done by supervisors. Supervisors are having to short cut their primary responsibilities in order to complete all the Edison entries. There appear to be too many hoops to jump through in order to timely complete the tasks they must now perform. Employees, such as myself, must now complete multiple reports in order to satisfy the requirements of multiple systems. Multiple time records for the benefit of Edison are required and sometime employees are required to report the same work days on multiple schedules. This is done in addition to the 'old system' leave and attendance sheet that must be printed and signed to satisfy other internal requirements. Expense claims are produced in the old system with correct mileage, then entered (now by the employee) into Edison. Travel regulations were obviously not consulted by the modifiers of Edison. During the many

years I have worked for this Department my understanding was that you would be fired for overstating your expense claims. However, frequently in certain travel situations, overstating mileage for travel is required by Edison.No, we (the employees and taxpayers/citizens of the State of Tennessee) probably cannot get a refund from PeopleSoft. The best that we can hope for, is that those who authorized this expenditure will learn a hard, but valuable lesson.

3166. I think that the whole system would work so much better if it had been taken into account how the different agencies would use the system. The classes were taught in a general way and did not really address specific issues which is what has made it harder than it should be.
3167. This system is not what it's all cracked up to be!!! It has created more problems than helping me out. It takes 3 times as long to do things than it did before.
3168. THIS MAY BE A PROGRAM FOR A COMPANY THAT WORKS 9 TO 5 AND HAS TIME TO ENTER STUFF DAILY DOES NOT WORK FOR OUR DEPT
3169. I LIKE PAPER
3170. Payroll takes much more time now. You almost have to touch it everyday. We never know when "Time Admin" will run so exceptions sit out there waiting to be corrected. Apparently the system can't run two processes at the same time. A week ago when they ran these processes time for the previous week showed up on the next week and the the previous week was gone. We spend way to much time messing with this, I feel for people who have several people to keep up with as opposed to a few.
3171. IT TAKES 3 TIMES THE AMOUNT OF TIME TO DO TIMESHEETS. YOU HAVE TO CONTINUELY CHECK AND RECHECK WHAT YOU HAVE PUT IN EDISON. YOU PUT INFORMATION IN AND THE SYSTEM TAKES IT OUT AND YOU HAVE TO REDO YOUR INFORMATION AGAIN. I CAN NOT TRUST THE SYSTEM. I HAVE BEEN KEEPING TIME FOR MYSELF AND EMPLOYEES FOR TWENTY TWO YEARS. I HAVE NEVER HAD SUCH A HARD 6 MONTHS WITH TIME KEEPING. I AM NOT OPPOSED TO CHANGE BUT IF CHANGE DOES NOT MAKE THINGS EASIER AND FASTER, THEN WHAT GOOD IS IT. THIS SYSTEM IS CHEATING THE STATE EMPLOYEE OUT OF MONEY BY TAKING MORE TAXES OUT OF THE LONGEVITY DUE TO PUT TWO CHECKS IN ONE. IF YOU GET OVERTIME, YOUR HOURLY RATE IS LOWER IN THIS SYSTEM THAN THE OLD SYSTEM. WE DO NOT GET PAYED ENOUGH TO LOSE EVEN ONE PENNY TO BAD MATH FROM A COMPUTER SYSTEM. THE STATE WOULD HAVE BEEN BETTER OFF TO KEEP THE OLD WAY AND USED THE MONEY SPENT ON EDISON TO HIRE EMPLOYEES AND HELP AMERICA COME BACK OUT OF THIS RECESSION. THE STATE OF TENNESSEE NEEDS TO QUIT THROWING MONEY IN THE TOILET AND START TRYING TO HELP PUT TENNESSEANS TO WORK AND GET THEM OFF THE UNEMPLOYMENT LINES. USE OUR WELL, REMEMBER WE ARE NOT ONLY STATE EMPLOYEES, BUT

WE ARE VOTERS AND TENNESSEANS.

3172. I do not like having to take work or personal time to go on-line and determine the amount of my paycheck. I have to determine the amount each pay period because the amount is rarely the same from one pay period to the next and I balance my checkbook. The training was much more complex than I needed for my reporting needs and my department decided only timekeepers could enter time, so the training has not been put to use. I believe the system will be acceptable and routine when everything has had a chance to settle.
3173. On the surface, Edison functions like a user-friendly payroll system. However, with server issues, payroll calculation issues, lack of training, etc. I feel our pay is not protected. Not protected by the human functional aspect as well as how Edison pulls and manages my time and the disbursement of my funds. As an example, in a matter of one hour's time, compensatory time balance went from an accumulated amount of 134.5 hours to 84 hours. Nothing was added or subtracted. No time had been used or requested. What happened to the hours and the funds associated with those "missing" hours? Does Edison manage our time so efficiently, and I use the term loosely, that time/monies owed to us is invested via wire transfers from bank to bank? I have worked in banking so I know monies are transferred minute to minute depending on fluctuating interest rates. If this in fact is occurring then, as has been previously stated, our technology is and has surpassed our humanity. Unfortunately, I don't see a lot of humanity these days and it is my good, hard-earned money that someone else is playing with.
3174. My direct reports indicate that their screens reflect me as the manager; however my screen does not reflect that I have direct reports. I can not approve their time or expense reports. This appears to be a similar issue with other managers. Expense reports were user friendly, and I like to be able to manage many of the elements on our own. I have used similar systems, and once acquainted with them I believe most users will enjoy the flexibility this offers. I am sure the report to issues will in time it will be corrected.
3175. The employees were poorly prepared for this system. Regional Managers' inability to look at other supervisors' subordinates is problematic. Regional managers are responsible for all staff in their region. All questions come through them. The system also is too complicated and requires too much of the staff's time. The improvement does not seem like an improvement. It is not getting any better with time. I have personally had one problem with Edison. However, I have had multiple payroll problems with new employees' salaries that took months to correct. That is not acceptable.
3176. I believe the new way of taxing our income in Edison needs to change; because of Edison employees are cheated out of longevity payments. Adding this payment with regular income increases how much taxed we pay out, resulting in a smaller check. We now receive less of a longevity check: ie: last year a 3-year employee received about \$250 after taxes, this year at her 4-year mark she received \$220 (less than the amount she received the first year, which counteracts what the longevity payment is supposed to be).

3177. Instead of less paperwork it seems we have double the paperwork we had before Edison
3178. I still have issues sometimes with accessing employees (whom I supervise) information, even after time administration has run. The self-training was fine, and the assistance I have received from my point of contact has been excellent. I believe part of the issue lies within the programming features of "Edison".
3179. I disagree with the need to change the way we are paid. 1. The vendor agreed to accomodate our existing system, but now says they cannot. 2. The change from the current monthly payment is inconvenient. 3. We can opt out of Edison like Treasury.
3180. several issues.1. we can view benefit information, like dependents, but cannot change it. Why bother?2. We cannot submit our time before a supervisor approves leave requests, or the system has problems. Having to enter Edison twice (once to submit leave requests and another to submit time) is time consuming and it's a bug that should be fixed.3. When we go to view our time submitted, often, my screen and my supervisor's screen do now show the same information.4. We should be able so use our RACF id's instead of this strange Edison id to log on with. Every other system in the state I can use my RACF, but have to remember yet another logon for Edison.
3181. There are both pros and cons to Edison. I do enjoy being able to pull up information and change information online. There are, however, some flaws. In addition to the length of time it takes to get reimbursed for dependent care, approximately 75% of the time I try to long on to Edison, I cannot. One time, I even requested new passwords and couldn't log on to Edison with the new passwords that were emailed to me.
3182. The Edison program is very time consuming for the employee and I feel the benefits do not justify the time costs by the employees.
3183. Quite a massive undertaking- this new system. Congratulations on getting it done. I really like having all my benefits, pay stub, etc. at my fingertips. I'm certain in the long run it will save money and I support that 100%.
3184. I was exited to hear a new system was being implemented. Now I wish we had the previous back. As a supervisor, I am in & out of this thing everyday, multiple times. Approving time weekly, plus split weeks, chasing down resolutions, entries that vanish into thin air, etc. I am pushed for time, and I'm not allotted more time to work with poor excuse of a program. I can't believe the State paid multi millions for this. What a waste of productivity and the taxpayers hard earned money. Go to Wal-Mart and buy some business software that actually works or hire people to just deal with Edison on a daily basis!
3185. Edison is very hard to navigate if you want to look up travel reimbursements, or anything else where you have to have certain codes, etc. to access information. This is not information that is only priviledged to Supervisors, but more along the lines of looking at past history.

3186. I would like to know why the pay scale on overtime is \$2 less with edison than before edison!
3187. Now if the state can get less paperwork in other areas of my job. We need to get up to date with technology
3188. I have no problems with Edison and the few that we experience upon start-up were minimal and quickly corrected.
3189. Very time consuming. Not user friendly. Lose submits. Needs e-mail notification if travel claims are not approved. One person in each office should be responsible for entering all submits/approvals. No part time employees should be approvers. I submitted travel claim on 4-13 was paid 4/30, thats too long.
3190. Need to have regular maintenance windows. Keep hardware and OS up to date.
3191. The main problem I've seen and heard about from colleagues is centered around longevity pay, in particular when it occurs in December. There was a problem with it rolling into the new year. My colleagues who were affected by this problem were told that this would probably happen every year!!
3192. EDISON IS NEW SYSTEM TO MY KNOWLEDGE AND TAKE TIME LIKE MOST THING DO. TRIAL AND ERRORS
3193. EDISON SUCKS BIG TIME!!!!!!!!!!
3194. The HCM system should have been implemented one or two departments at a time starting with the smaller ones first and then moving to the larger departments after the system bugs had been worked out. Training similar to the one I have scheduled for [DATE REDACTED] should have taken place before Edison went live.
3195. I do not like the new system. I enjoyed receiving statements with my leave and sick time on it.
3196. as a timekeeper, my employees still do not pull up correctly also, I cannot view leave requests for all my employees also, no dependent information is listed for me; nor for many of our staff
3197. While there were start up issues with the HCM module, some were technical systems problems, and some were training/user problems. For the size and scope of the system change, I think implementation went fairly well.
3198. Please separate criticism of the system from criticism of the people who are implementing the system. The people are doing a difficult job under difficult circumstances.

3199. It seems that that imagined benefits & supposed cost savings of this very costly program is outweighed by the amount of time state employees are taken away from their jobs to manage Edison input. I personally spend an hour or two a week to deal w/ Edison & extrapolated over a year's time & the entire state employee population represents an enormous expense to weigh against the benefit of Edison.
3200. It takes too long for the monthly accrued leave to post to Edison.
3201. We repeatedly reported problems and they were eventually fixed. But during this time it seems we got no feed-back during the resolution period. I cannot believe a software solution was allowed to go into production with so many basic problems. There is no excuse for putting something in production that had so many issues. What happened to UAT, if it ever happened the testers did a very poor job. Why did the comptroller survey not include the contracts piece it has been 5 times as bad as the HR implementation. In private industry employees would have definitely lost their job over such a poor implementation.
3202. I feel that for the amount of money spent for this program (instead of raises to encourage state employees) that all state employees should be using the Edison program. Besides entering leave requests and time for my Division we are still doing the paper time sheets. And, if this program is to be so beneficial to the State why does not every Department/Commission use this program.
3203. System is much more time consuming for Supervisory/managerial staff than prior system. It is difficult balance rest of work tasks with the multiple times it is necessary to access this system.
3204. Edison is doing too much. Some of the prior computer programs were outdated, inefficient, and costly but everything did not need to go to Edison, some of what was old was efficient and easy to work. It seems the people in purchasing are having the most difficult time in doing their jobs. The biggest problem in purchasing was not computer problems but in processing orders timely and trying to get the best price per item.
3205. Training and implementation could have been conducted in much better way
3206. Leave requests still sometimes have to be submitted more than once to take.
3207. I think Edison is a great system. We have a person to help us get our time situated weekly. We don't know who to contact for help in personal areas such as insurance questions.
3208. Go back to mailing pay stubs.
3209. Edison is a huge program intended to handle a massive amount of information and make payroll and invoice payment much more efficient. I think that the biggest issues with Edison have been caused by the inefficient and ineffective way personnel were assigned

to receive training. I repeatedly heard complaints about personnel being assigned to the wrong types of training sessions and statements that they could not get anyone to listen to their opinions that they were not assigned to the correct sessions related to their daily job responsibilities.

3210. Why is the longevity check included in the same salary check, and thus taxed at a higher bracket?
3211. I feel me did not get adequate Training. Doing it on your own was not very helpful.
3212. I do not always have access to Edison as my job requires that I travel often. I don't have computer/internet access at all the locations where I travel.
3213. I am pleased with certain aspects of Edison, such as being able to view my annual and sick time, and viewing my paycheck.
3214. Edison has always worked fine for me. It does take more time to enter your time than the previous system so if you made it a little simpler then it would be even better.
3215. I think that the money spent on this program could have been better spent. For example pay the staff on the front lines better. We did not receive a raise, but our health benefits increase. Additional insurance options without having to go through the union. We should not have to complete split weeks. If I put down the time that I start and end daily then the program should be able to figure my time. Should be able to list our time daily. Currently still completing a paper time sheet so on I can redo it on Edison on Friday. Since going to Edison my overtime is now paid in cash and not how I elected. I have sent in three request to change this. I am worried each pay day if I will receive my pay. I do not have any confidence in this system. I am all for change and improving on how things are done if it saves time and is efficient. This program does needs improvements to become efficient.
3216. currently cannot access my account inspite of contacting the help line. It was supposedly fixed, but i still get "password invalid".
3217. It was frustrating to approve time and then find that the time wasn't approved. I had expected the system to have more options with work hours (example: off once every 2 weeks) but the system appears to be incapable of that. The system requires more time then previously between making sure you have keyed your time even though you have taken no leave and requesting leave request into the system. It also has a short period of time for approval. I personally, did not like the evaluations -that you have to be given permission to view a job plan. I do like the idea of being able to view information previously that was in the personnel file (Ex. - who I have listed for death benefits). I also think it was a good idea for the state to go to an automated system rather than mailing a paper copy of the paystub. I personally would like to see that information emailed and think that would save time if the system could just automatically email it out instead of each person having to go into the system to view the pay information.

3218. To the best of my knowledge, few if any employees are happy with Edison. I personally think that we do not get paid the same and a dollar here and a dollar there across the state from every employee might help the budget. The issue is noone really knows if they lose a quarter here or a dollar there each pay peroid. Why was longevity even brought into the equation? Good Lord we are state employees. It is not like we even make enough to begin with. I have had to ask for food stamps before if that tells you anything. So why bother the one incentive we have!
3219. The edison help line either rings busy or no one answers. You can leave a message - and I have - but no one ever calls back. The travel request and claim section is also convoluted.
3220. This program seems to be working well, for some payroll people they still do not have access to the payroll printouts. This creates a problem with doing retirement forms and supplementals.
3221. Longevity checks should be seperate from regular paycheck
3222. N/A
3223. I work unusual hours and am finding that I am spending so much time filling out a log and a weekly timesheet. It is also a pain trying to get Edison done and submitted on time. I do not work a 7.5 hour day but sometimes a 9, 10, 11 or 12 hour day. The annual leave, sick leave and overtime requests are a pain to remember to submit. I am not very happy with this system. I am not a mathemetician.
3224. As far as the HCM component, this module appears to be working with some problems. I am very concerned regarding the implementation of the purchasing component. This component has been in place since January 1, 2009 and is still not working. We have virtually NO support from the Edison people to get glitches fixed so we can operate the system. This is very frustrating. It appears that the Edison people have dropped the component on us and said "you figure out how you are going to get it working", they appear to be offering NO help in resolving any barriers that are encountered.
3225. I have appreciated having access any time of day to my record of leave time, but I find it inconvenient to have to wait 5 minutes before logging back on again. My payroll check is also unclear to read.
3226. [NAME AND DEPARTMENT REDACTED] It seem that edison is unsure of what it is doing.
3227. Employees could use more training. Management need to educate employees on Edison.
3228. The issue I have with Edison is not that I have not been paid, or I know anyone who has not been paid - it is that as a management tool, it is an utter failure. The time entry and time approval processes are confusing and non-intuitive. Employees who are currently

paid monthly must estimate where their time will be used for the last half of the month. There appears to have been little interest in employees comments before the system was purchased. If the system is inflexible, so that state policies are changed to what Edison will accept, then I don't see the point in asking for user comments after the fact.

3229. I know of no other payroll system where you enter time worked before you work it. I do not want to be identified.
3230. I believe that the Edison system was designed to be self-service by the employees. As of today, we are not using the system that way. I, as an employee, am not allowed to enter my own time due to the problems that have occurred with Edison. What is the point of having a self-service system if it is not used that way or cannot be used that way?
3231. The people in our office was told that we are not to put in any of our own time. I am not sure if they feel we are not capable or what the reason was, but we are not to put in any time. This makes it very hard to learn how to do anything concerning Edison, if the time does come when there is something we must do ourselves. With someone else putting in our time, we also have to trust that they actually know what they are doing.
3232. My supervisor cannot get in to the system today in the managerial section to review my time and has not been able to the last several times and no one seems to know what the problem is or have any interest in it getting fixed.
3233. we have to complete weekly timesheets now... that's 52 papers a year. previously we only had to turn in 26... that's 2 times the paperwork. This needs to be improved.
3234. It seems this system was not set up for an off-shift environment. Shift differentials cannot be calculated. No matter what shift, time is entered as 1st shift only, then calculated later, I suspect by HR. There is a 2nd, 3rd shift option or was, but told not to use it. FLMA leave option cannot be used and is often delayed due to HR involvement and manually having to change the leave. Exact overtime hours are only recorded on the timesheet, then shown in rounded up hours on the leave request and then it is somehow calculated in processing (this causes confusion to the employee). Processing is often slow, may take 1-2-3 days, especially on an off shift. Last 3 pay periods the system has gone down for 3 days prior to the end of pay period and time already entered and approved is sometimes lost or at the least must be rechecked for any exceptions that may have appeared before final approval before the now looming short timeline. There is an intermittent 1.0 that shows up in the approval process that is just ignored and approved and nobody really understands what it's for or about (possible shift diff?? who knows) Anyway, there are many problems still to be ironed out. It seems to limp along as well as it does, because of the manual intervention required to force it to work, hardly what one would expect from such an expensive technological undertaking.
3235. I was a new hire in February and it is now the end of April and I have yet to receive two checks with same value. I have worked the same amount of hours and have taken only minimal leave. The errors that I have dealt with have been within the calculation of hours

worked and final amount on the issued check. I have also experienced issues with the direct deposit system.

3236. It seems that the employee is spending more time looking for mistakes than ever before. Example the two months of leave time that was not added to my totals.
3237. Have personnel in my workgroup that are not under my supervision. Edison is not user friendly for employee or supervisor. Especially if a problem arises.
3238. Edison allows me to access and/or update my own personal information such as leave balance, payroll, direct deposit, benefit, 401k contributions, etc. I am very pleased to see such services are available online to employees. However, the time reporting component of the system is very time consuming and frustrating, specially for the manager service component. I spend significant amount of time each week to approve leaves and timesheets on Edison, in addition to whatever I need to do using the "old fashion" way. I think it would be more efficient to do it the old paper-work way, and then have the designated time keepers to key in our times/leaves in the Edison system. It will also save time keepers' time, per my conversation with our section's time keeper. She spent much more time than before to check everyone's time records and contact employees/supervisors to make corrections, then check them again and again. She said it would be much quicker for her entering all the times for us. Anyway, I'd love Edison if the time management part of it can be handled by our time keepers.
3239. The problem I have with Edison is submitting timesheets weekly instead of each pay period.
3240. Edison is not user friendly. There are many design flaws that if corrected could have made the system easier to use. There is one issue that comes up occasionally where a hour of time that I did not enter shows up with a code of PAYRT. Later another hour of time shows up as either removing an hour or adding an hour to balance it out using the code of RAYRT. I still get paid for the correct time, I'm just not sure why Edison adds and subtracts hours like that.
3241. The main problem with Edison is that you are never finished with it. You key in time or approve time. Then you have to constantly check and make sure that everything went through. It is so time consuming. We have just completed putting job plans on the system. It took from 10:30 am to 5:30 pm to get 7 employee's plans on the system. Two were entered and then disappeared. The process had to start all over. It is a nightmare. Our longevity pay was calculated in with our regular pay. Therefore, more taxes were taken out. One employee here received 2 longevity checks--a couple of months apart. I do believe that our leave is screwed up with it, but it is so hard to read now, no one really knows for sure. I truly do not know why the state would purchase a system that had been rejected by another state. If you know that another state had it, used it for a time, and then discarded it, that would seem to be a red flag!! It is a nightmare. Spokesmen like to say that the problem is that state employees do not like change and that it is hard to teach old dogs new tricks, but that is not true. The system takes too much time away

from our real jobs, but you have to do it to make sure that all employees are paid. All in all, the system is a living nightmare. It just should not be this way.

3242. IT IS CAUSING A MAJOR LOSS OF PRODUCTIVE WORK TIME. TIME SPENT ON PAYROLL IN MY WORK GROUP HAS INCREASED 10 TIMES.
3243. It is to my benefit to check my contact info, benefits and pay information. I love being able to access this information from work or from home. My experience has been very pleasant.
3244. Why take something (i.e. a group of tasks) that is simple and make it more convoluted and complex? Why throw-away a proven, workable method in order to experiment with a new method that is not debugged and not plainly workable and not an outright improvement to society or the work place? Why burden supervisors with more red-tape and more time-draining administrative stuff that pays no real dividends somewhere for somebody? Take a simple shopping list for grocery items that can be penciled-out very quickly and satisfactorily by a shopper and carried to the right place effectively - - then imagine how it can be Edisonized and used by everyone in that new way. Is that where we should quickly go, especially without proving that the new method is superior in one or more ways? And first is found to be not flawed?
3245. It seems that if I enter my time between 10:00 am and 2:00 pm that I end up having to enter it again, this is frustrating.
3246. Overall the system seems fine. I like the fact that our travel claims are processed much faster than with the old system. I also like being able to see my time as it is approved. The name change issue was something I think happened because it was a 'new' situation for the system, but over a couple of weeks it was resolved and I think it helped the staff learn how to do the process for that type of situation. All the staff I dealt with were very polite. I believe they were from the Edison Helpdesk and human resources (although I can't remember if they were the state human resources or the dept.'s human resources or both). I think with time, the system will continue to get better and easier for everyone involved. Thanks.
3247. I think it would be nice to be given the opportunity to be able to put our own time into the system.
3248. can't read pay check.
3249. There are too many steps to complete a task. Too many screens to review to get all required info to do the job.
3250. I have friends who work in other departments in the state who started using edison before our department did. I joked with them about being the guinea pigs because they were working the bugs out before we started using the new system...But each time one of our departments started using the system, we talked among ourselves and it seems we never

learned anything new from one departments deploying of the new system to another. Each department struggled with the same issues the others before it did.

3251. I have never had any problems with Edison. And feel that being able to look at your paycheck information is great.
3252. I disagree with placing the longevity checks in the same check as our regular payroll. it places us in a very high tax bracket. I lost over \$1000.00 to taxes due to this change. very unfair. I have also lost sick time that was not accrued. In addition, When we take annual leave and are topped out on hours, the Edison only takes your annual leave up to the pay period and then pulls it from your comp time because it drops you below your max comp. That is very unfair and is just a tactic to save the state money so that annual time eventually rolls over into the sick time which we dont get when we leave the department. I feel that if we have comp time we should be able to use it when we choose to. We built that time by working when we realy did not want to and was made to work by the department and now they are trying to regualte when we can and can not use it. Not very Fair. I do assume that is why the new Edison system was set up this way, To save the state money.
3253. Time is a major factor I key time for over 30 people. They put in so many steps that it takes forever to key time for someone and it is hard to keep up with. Also the time codes do not make sense. For example ANTOT does not mean anticipated overtime it means someone worked for another department and is being paid by that dept instead of another. These codes should make sense to the average person and not read as somehting that can be totally confused as somehting else. Also all the training does not match up to the system. We learned one thing in traing and then when the system started it was totally different. For an example of time, when we had Data Capture I keyed time for the same number of folks and once I collected the time sheets it took me about 15 miutes so we are looking at a total of 30 minutes work time in a month now, with Edison it takes me about 3 to 3.5 work days per month to do this job and time keeping is not my main job and it has realy put me in a crunch. There is just som much about this that confuses folks I am not sure if our Dept. can every have people key their own time. I also have problems with one system that controls everything we have not gotten supplies in months, travel claims take for ever for reimbursement> I do not see where this has saved the STate any time or money. It was crazy to continue on with a system when it was dropped by so many other state govt's. that should have been a clue.
3254. Edison is very time consuming;requiring checking problems and doing approvals on weekends,when working in the field, and on vacation. Supervisors have to "think" about Edison daily. It is the most stressful supervisory activity I have seen in 10 plus years of supervision.
3255. Iwould like to know why through the dental plan my statements are sent to the work place for myself and my husband inatead of my home. when I called delta dental I was informed that this is what is in their computer system. Before Edison they were sent to the home address. The HR pelple were so busy with other problems that they did not

have time to work on this problem. Also I was informed that I was not the only one with this problem. Also the longevity payments are not separate payments like they use to be. Not being separated changes several things and makes it harder. The only training I had was online training which was very inadequate for me. Also several things were different between the online program and do it live, for real. I had no hands on training or practice so a person could do it when it went live. I had to beg for help. We are blessed to have a very wonderful HR staff that goes over board to nip problems in the bud before payroll runs so we get out pay. They have helped me several times or I would not have been paid. Once annual and sick leave are keyed in they cannot be changed. You have to go through several rings to get things changed and corrected and then the original request is still on the computer. Sometimes things happen and appointments are changed or an emergency comes up you have to attend to. The system is not flexible for this. People are not always updated when changes are made and no one knows what is going on or how to do it. This includes HR personnel.

3256. When a significant amount was incorrectly withheld from my paycheck for taxes, I was a little shocked to be told a) that I should fix it myself; b) that there was no way to recover the pay until I filed my tax return; and c) that once I had entered the new information, it might or might not take effect for the next paycheck--we would just have to wait and see. I just found it unacceptable that no one could apparently guarantee me that the problem was fixed. I also was not alerted that there might be a potential problem with my pay, even though they seemed to be aware that I was part of a small group of employees whose tax information had been erased in the switch to Edison.
3257. the payroll system was working with few problems before edison Why change?
3258. A wasteful expense that will never be worth what has and will be spent on implementing this system.
3259. My position is that of supervisor so I am involved in time approval for my staff. One of the most discouraging things about Edison is the amount of time necessary to process payroll. In our earlier system, we would key less often, approving only twice each month. Now it seems like we are in Edison sometimes two or three times each week. The worker keys their time, I check repeatedly for leave requests, I review the time they have submitted on Edison against their time sheet and the record I have maintained, wait for time admin to run, pray there are no exceptions and then, maybe just maybe, approve. I truly have problems with the set up for time approval. Having the day broken down in increments is very confusing. Surely there is a better way.
3260. I want to state that it is not fair to include longevity pay with our regular check. The longevity check should be considered a separate check from our regular check. The taxes should be calculated separately from our regular check. I hope you will consider this because I like the old way of calculating my longevity check. Thank you.
3261. Personnel pay should be the first priority. I feel it is unacceptable when employees are owed money for 5 months with no explanation of when they can expect to be paid.

3262. Its rather time consuming.
3263. I think the idea of Edison is a great idea, however, the way Edison actually works is entirely another matter. We were told that Edison would save time and reduce paperwork, when in fact, it causes me, as a manager, to do more work and there is no reduction in paperwork that I can see. Everything has to be written down because Edison loses time or unapproves time or resets and if we didn't have the paper copies to rely on, then the time for my employees would be all messed up. I do not like having to check and then re-check my employees time sometimes 3 or 4 times to make it correct, when the problem is not with my employees, but with the system. It's very frustrating.
3264. I am very angry that two weeks of pay are to be withheld in July for persons whose payroll is not processed by executive branch agencies as a result of Edison implementation. It is unthinkable that the arrears issue was not obvious at a much earlier phase of the process, say, when the requirements were being developed. It works an extreme hardship, and it is cold comfort to say that it will be reimbursed upon retirement. I believe "system" issues have been used to capture a one-time windfall from all employees not on executive agency payroll processing.
3265. I am a "Time and Labor Power User" Edison was brought in with an entirely new vocabulary which was unknown by us. The initial role mapping was done with no input from the correct people. An example is, if a highway maintenance worker had run out of nails and stopped at a local hardware store to purchase some, his/her name wound up on a list of personnel who should attend Edison classes for purchasing purposes. Less than one third of our employees have a computer at work. I have facilitated classes prior to them attending an Edison class so they would be able to at least turn on the class computer. The initial training phase was a total farce with classes being cancelled without notice, the wrong addresses for the classes given in some cases, the wrong person attending the class.
3266. We have had nothing but problems with this system since it started. The people that are training us don't know what they are doing. The system is always down or something is always wrong with it. I don't like the idea of putting my longevity pay in with my regular payroll. This is the most stressed out system I have ever seen and I have to deal with it every day. I think it is a lot of money wasted and thrown away.
3267. The Calculations of Sick Leave and Annual Leave need to be up-dated each pay period for easier comparisons and accuracy. The longevity payments need to be a separate check from payroll. Flexible Benefits are not being processed as efficiently and timely as they were in the previous system.
3268. Edison is very time consuming. We are doing double work than before because we still have to maintain paper timesheets. Time administration does not always run on schedule. We are often told to submit timesheets in advance which is inconvenient because you might have to take time off and time has already been submitted. This has turned me and other supervisors into timekeepers. I think the other system where we had timekeepers was much better.

3269. I think the Travel Center component is a bit more tedious to compose than the manual record, but I am getting used to it. Of course the turn around in receipt of funds negates any compilation frustrations.
3270. My only problem has been the beneficiary issue with the savings bonds. My name is [NAME REDACTED] and I work in [DEPARTMENT REDACTED] [PHONE NUMBER REDACTED]
3271. There probably weren't many in the situation where I had an overage on annual time plus 3= days of Comp time, where my vacatooon required some usage of comp time. My calculations were that my Comp balance should be 15 hours. The difference ended up in Sick time. [NAME REDACTED]
3272. Most every time a pay period falls on a split week we are instructed to submit time for the entire week. We are even intructed to submit time on Monday when the end of the pay period is not until the latter part of the week. Isn't that called fraud and a criminal offense. I am very uncomfortable in doing this. In the very likely event that I take either annual or sick leave after time is reported changes must be made. This will cause me to report inaccurate time. There is just something wrong with reporting time other than what I have actually worked. To go back after the fact to correct inaccurate information is a waste of my supervisor's time.
3273. The system was not fully tested - too many problems that were not anticipated. Why does the amount paid not stay the same? I input time and my supervisor tells me that it is not out there!
3274. I do not enter my monthly data into Edison. Someone else does. I have had no problems with Edison. When my first travel claim was submitted, I was surprised by how soon the check was deposited into my account.
3275. I have not felt good about the implimentation of Edison during the concerns for financial well being in TN, and TN State employees; cost vs. necessity of system.
3276. I did not encounter any problems whatsoever.
3277. Before, time sheets were turned in 2 times per month...now time sheets are turned in weekly, and depending on what dates the pay period end two time sheets could be required for the same week. Time reporting seems more cumbersome than before.
3278. As far as using Edison for time and the resulting payroll (each month and leave requests), Edison seems to be working fine for me. Gliches and "exceptions" still take place and will continue to do so, in my opinion, until most people have much more experience with the system. I have only used these basic parts of Edison; for me it seems to go fine. [NAME REDACTED] Edison Super User
3279. could have received more training before

3280. Edison is time consuming and not worth all the manpower required to input information. The last two days of a pay period is guesswork because of input deadlines. Its ridiculous!
3281. Time Administration does not always run as scheduled. It would be nice if the "Leave Balance" page was printable. Some sort of a notifier would be beneficial when a supervisor has leave/ OT requests to approve as well as a way to let the employee know when their requests have been approved.
3282. I have had some problems with the travel component. The days are sometimes not in order of date. It is hard to get this fixed and sometimes you cannot.
3283. Ease of use is my biggest complaint. The screens are not constructed for easy navigation and/or access to other screens. Manager Self-Service has more problems than Employee Self-Service.
3284. TRAVEL REPORT TOO DETAILED AND ASKS FOR THE SAME INFORMATION IN DIFFERENT SECTIONS.
3285. Still unable to view employee's time under my supervision.
3286. We need to be paid every two weeks.
3287. No Comments
3288. EDISON IS NOT USER FRIENDLY, IT HAS CREATED EXTRA UNNECESSARY FOR FOR EMPLOYEE. MANY TIMES LEAVE TIME IS INCORRECT AND EMPLOYEES ARE NOT SURE HOW MUCH TIME THEY HAVE. WE HAVE TO DO OUR TIME IN THREE DIFFERENT PLACES NOW. THE AMOUNT OF TIME IT TAKES TO PUT YOUR TIME IN ALL THE DIFFERENT PLACES REQUIRED IS CRAZY. THE STATE NEEDS A SYSTEM WHERE YOU PUT TIME IN AT ONE PLACE AND THAT IS ALL. INSTEAD OF HELPING THE STATE, EDISON "HAS DRAINED THE BANK"
3289. I still think that longevity and your monthly pay check should be put on separate paychecks. I was told (by payroll)since they are put together that it puts you in a higher tax bracket so they take out more taxes on you. I feel that is not fair.
3290. For me I felt training by Edison was not very helpful. I am very grateful that my department has created workshops for hands-on training. People in my department have been great helping me with any questions or problems.
3291. Myself, I have not experienced any problems with payroll from Edison.
3292. Doing the time sheet weekly is very discouraging. Especially when there is a split week. Also,when a person will be coming in to work late the next day, you have to do a request

and speculate approximately how many hours it will be. This system is very time consuming and very discouraging. It makes a person not want to take time off whether it be for personal or medical reasons.

3293. Requesting time is a problem, when before you tell your supervisor and she approve it on your time sheet, now you have to request time and remind her to approve it before you can key your time. You also don't know how much annual or sick leave you have, before you could go into the system and there it would be, now it's not posted as the old system posted it. Also including our longevity check with our pay check, more money is taken out compare to when they were separate.
3294. I would like to see Edison keep up with leave balances in a more timely fashion. In regards, to my dept., we have trouble receiving funds, for our special needs. We also will be mired down trying to figure out how to receive money compensation for our travels throughout the state while performing our job duties.
3295. Co-workers have not been paid on schedule. Difficult to read and keep up with pay stubs and amount deposited in bank. Screens too cluttered
3296. Prior to Edison, we did our time once a pay period. With Edison, it is much more time consuming. It is like you are doing time every day. It takes one day to key the time, then the next day you have to correct any exceptions and then approve the time. I have helped an employee key their time and submitted it, then two days later, it had an exception and nothing had been taken that had been keyed. It had to be rekeyed and then wait until it cleared before it could be approved. It took a full week before it was completed. This is very frustrating and takes so much of our time. Another problem is the system is not set up to work with our pay schedule. It is weekly and we are paid bi-monthly. It is especially difficult when you have a split pay period during a week. You really do spend all week working on time.
3297. As a manager, Edison takes a great deal of time compared to the old time system. Employees still enter time before entering leave, which leads to exceptions. It seems you have to work your "time off" around the Edison system. With the increasing business in the Human Services offices, our time is valuable and Edison takes more of our time. I do like being able to look at my leave, change banking information, etc on the system.
3298. Issues with Edison not being real time and leave balances not current with pay periods. Online training is very slow and time consuming. Things Edison does well are: able to change W4 and some other personal information online.
3299. I do not like the fact that my sick and annual leave does not show the correct balance it is always at least a month or so behind. This needs to be corrected somehow.
3300. hired as something other than personnel; don't like having to take the time to enter payroll
3301. Issue One: Time Administration does not complete a lot of the time and Edison does not

let us know of the problem or when they start or finish TA. Employees are keying time one day and it is gone the next day. Edison tell's us this is all human error and it is not. Supplementals for lump sum payments are not processed in a timely manner. Employee have to wait 8 to 10 weeks to get paid for annual and comp leave when they quit. Processing attendance and leave in the old system took 2 or 3 days per pay period in order to get employees paid correctly. In Edison we only have 1 or 2 days a month that we are not having to do anything in Time Admin. Longevity and service adjustments have not been updated since the beginning of Edison and employees are not getting the correct leave accrual not service time added. This has generated more work for everyone. After six months in the system these things should be working and they are not. Simple transactions that could be entered in a minute or two now take much much longer to enter as you have to go thru several different screens in order to get all necessary information in the system. The system is cumbersome and should be streamlined. It was ridiculous to start using the HCM system without all the components working, we were in the system 6 months before HCM came on line.

3302. Many jobs in my department are not desk jobs...which makes this system cumberson...With the old system, I could help my direct reports when they were not able to approve their employees under data capture....with Edison I have no back up responsibility.
3303. I have not had to enter my timesheet on Edison, so I have not had any problems with that. I really like that I have instant access to all my paystubs, personal day account, and sick day account. I also like that I can access it from home, unlike TNKids.
3304. I believe that rather than making employee's jobs easier, it actually made them more difficult and time consuming. The payroll system has caused employees not to get paid and the new system with the benefits is just totally ridiculous. In my opinion, I don't think this system was thought thru completely. My last comment about the payroll system is that I don't agree with the way that the longevity is being combined with the total paycheck. That is cheating employees out of at least one hard earned bonus every year!!!!
3305. I find it difficult to recognize any consistency in the manner in which the time systems operates. It seems one week we are to consider entering time one way and the next week, there are different rules. This lack of pattern has made it difficult for me to make the transition. Another component has been the great deal of time I have spent in entering my time and checking my employees time for approval. Due to the vast number of codes required to enter our time correctly, it has been time consuming to confirm it has been entered correctly. Since Edison does not take into account all of the system requirements our division needs for cost recovery, we are required to continue to use our former time sheet system (which is DOS based)as well as Edison. This adds to the additional time required to enter and approve time.
3306. The section on buildings and equipment needs to be change so that when bringing up a building on the property the rooms and equipment needs to be under the building then have pointers that would sho what isin each room from the first page.

3307. The system is much more labor intensive when entering time worked. There are several screens one must access to enter time worked, leave requests, etc. The HCM module does not have accurate personal information with regards to benefits, insurance, beneficiary info, emergency contact information, etc. This is something that must be manually corrected and/or entered by the employee.
3308. I think most employees are quite capable of adding their own time to the system, but now it's put on paper, handed to someone else for them to enter. plus we have to go in and get time approved...to much going on.
3309. Not user-friendly, increased man-hours to complete payroll tasks is a disadvantage to the State, an unfair expense to the taxpayers; this expense could not be justified
3310. I feel it is ridiculous to report time worked before it has been worked. And the system is set up to confuse even the most intelligent person. You have to change things and then put in your actual time. It would be so much easier to just have a screen to put in time worked such as 8am out 11am-noon lunch out of day 4:30pm or whatever your day is .
SIMPLE.
3311. I input payroll for about 50 people who are suppose to be doing it themselves. When are the employees going to learn to do it themselves, I thought that was the whole idea.
3312. I use the Edison System to input my time and request time off only and find it easy to use. I have not explored the other areas in the system to fully grasp/understand all that is available but I think that the system is great, in that it puts my information at my fingertips. I have used other payroll systems in the past and find the Edison is pretty easy to use. Every system has some 'issues' initially but surely smooth out over time and use.
3313. Overall the Edison is simply a change from the more manual methods of doing these same HCM elements and has the potential of being more efficient but at present some issues still prevail. The fact that there is a system admin. function that must run nightly to compile changes and/or input is cumbersome in itself. At first this function ran 1-2 times a day and now has extended to a length that requires several hours overnight. Each day a user's best guess is whether it ran or not. So at first glance the way the system processes information does not seem very efficient and sporadic errors are somewhat frequent. Many weeks when a supervisor goes to approved time on Monday or at the end of a pay period the system has a 2-3 day delay due to the time admin. processing having to run. There are a number of other things that could be tweaked to make this application more efficient but too lengthy to include in these comments. The Edison system truly does need a full blown State feedback and comment system to allow user input for improvement and support. As it stands this survey is the first and only opportunity for input to what Edison's problems and success measures are to date.
3314. I have found the program simple to use and informative in providing for the input and subsequent status of pay and travel actions.

3315. I am in F&A in vendor maintenance and we have been entering vendors into Edison since the middle of August. Someone has way under estimated the man power needed to keep up with the entire state with adding/changing vendor info. We are slammed daily with calls and emails because dept's that are on do not know what to do because their training only consisted of them clicking the mouse at 100 mph. It's almost like the instructor doesn't want you to see the screen because you might ask a question. I went to the AP-1 class in December and asked a question about something to do with categories for IRS reportable vendors. The instructor said that it would be covered in AP-4. To this day they have not covered it because the dept's call us freaking out because they can not pay someone out of Edison without a category. Plus they ask us, "what is it?" I know they sent the instructor up to our floor to see what the categories are and how they work about a month ago. Why are we teaching them!?! Plus the Edison help desk gives vendors my number here to contact for anything to do with eSupplier. I have no problem talking to the vendors but I can not see anything the vendor's can so I am walking them thru it and just asking them to tell me what is on their screen. I do my best to help them because by the time the Edison Help Desk passes them around, they are extremely mad. There are some departments that have listed my name and number to call instead of the help desk. I don't mind because it will keep the vendor from getting mad. But for what I do here, the peanuts I am getting paid here are making me look at going back to my old job making a whole lot more money. I am not saying we can not make Edison work. A lot of our problems are with the interface to STARS. That's to be expected. We make Edison work on a daily basis. My problem is with the support we are not getting. [NAME, DIVISION, AND PHONE NUMBER REDACTED]
3316. The Edison system is flawed in that it is not user friendly, it is cumbersome to use and frequently requires repetitive inputs due to apparently lost data. The time required for Time and Leave approval has increase drastically in comparison to the old system.
3317. There are tooooooo many approvals, re-approvals, re-re-approvals for my liking. The system has some good points and that is it being web based but it ends there. It needs to be like the old Data Capture System that shows an error immediately so it can be corrected instead of dealing with the same issue for several days.
3318. It just seems that the way the hours and pay is broken down is harder to understand. The old way was simple and straightforward.
3319. The only problem I have with Edison is that the leave balances are not updated in a timely manner.
3320. On this date April 29, 2009, I can not locate my employees. It make it difficult to approve their leave requests and time when I can't see them. It makes creates situations that could be avoided when trying to supervise employees try supervising people when cannot see their time, leave, leave requests, etc. Also, Compensatory Time continues to be used when employees are on sick leave, the comp. time should not be used in place of sick leave.
3321. I have trouble apporving staff payroll almost every pay period. I have three employees.

They can all submit their time at the same time on the last day of the pay period and not all of them will show up for me to approve. I have to wait a whole day and sometimes until the next day for all of them to finally show up so I can approve their time.

3322. Time Admin process was unexpected and extremely ponderous. Time entry in the system is not at all in sync with organization of pay periods. This results in substantial confusion on the part of users with resulting errors. System is not intuitive at all.
3323. My biggest problem with Edison is the excessive amount of time expended just making sure all my employees get paid. This is time that could be spent in more productive pursuits. It becomes especially counter-productive when a previously submitted-and-approved leave request gets "dropped" from the system and causes an 'exception' when an employee enters their time. This situation then entails having to re-submit the leave request, re-approve the leave request, re-submit the employee's time, wait for time administration to run, and then approve the employee's time. Overall, these kinds of situations end up requiring several hours each pay period of lost productive time at work, as well as hours spent trying to resolve Edison time-reporting problems from home. It's getting old.
3324. The trainers just read the manual to us, and there was nothing more than that. We can read for ourselves. I feel that they should have come back after system start-up to refresh, and work through problems.
3325. Edison loses information too often causing the employee to re-enter their time two or three times.
3326. I enrolled in Parking Flexible Benefits. This showed up on my paycheck and in payment deposit notices, not as Parking, but as Dependent Day Care--in which I don't participate. There appears to be a disconnect in F & A between the staff handling the parking benefits program and Edison staff. When I called this to their attention, they seemed pretty unaware of the issue or how to get it resolved in Edison. Furthermore, I filed a timely request to stop the parking deductions, and the deduction was still made from my paycheck. Then I had to file a request for a refund, which I'm still not quite sure I have received. 2. Double payment of my longevity has been an aggravation. I had to take time away from my assigned tasks to try and even get a form that was correct to sign to have the funds deducted back out of my account. Though I don't know the finer points of F&A payroll timelines, I knew about this problem two or three days in advance, what appeared to me to be sufficient time for it to be corrected before the money was put into my account.3. I currently am not confident that my payroll information or my leave and attendance information are being correctly recorded and maintained in Edison. The html view of my paycheck that appears does NOT exactly match the pdf printer friendly version of Edison. For example, the html version shows the amount being deducted each paycheck to recover my longevity overpayment, but the pdf version does not. Therefore, I have to print copies of both and try to compare/reconcile them.4. It takes me longer now to complete time and attendance in Edison for the four employees that I supervise than it did before the system was initiated. On Fridays, I have to make sure their time is

keyed. On Mondays, I have to approve it--if it's ready. Today is Wednesday (7:16 p.m), and due to some processing situation, I still have not be able to approve employee time from last Friday. However, I've had to take time away from other tasks daily to keep checking on approving time. On an as needed basis, I have to log in and approve leave requests. When I approve each individual's time, I can't just go to one screen and check one box to approve. I have to go through multiple screens for each employee checking many little boxes for each one (I think probably because their time/pay is allocated over several divisions.)Additional refining of the process to cut down on some of this extra time and effort would be appreciated.⁵ I did and do believe that it is prudent for the State to pursue a computer based system for many of its business processes, so I support this concept. I also understand that there are "bugs" to work out with any new system. However, I would appreciate greater attention to concerns from both Edison and related F&A staff, for not just HCM, but also the FSCM modules. Training for HCM was not great, but thanks to what we did get and some dedicated agency super users, we've "muddled through." Procurement training for FSCM has lacked sufficient context and been woefully lacking from my vantage point. There is a disconnect between the trainers who know the system, but not the business processes. Training examples are disjointed and not reflective of both professional services and commodities procurements. It would be disconcerting for these matters to simply be attributed to "user error."

3327. I am disappointed that we must key our leave every Friday or at odd times during a split week. These causes stress because we are never really sure what our hours will be (especially if we travel and are out of town)or we never know if something will come up to cause us to be out of the office,Then how will you get it approved prior to keying your time.I just think the system is not user friendly.I dread travel going on.This makes you feel like you are a slve to the system.
3328. The increased amount of time I spend preparing my timesheets for the timekeeper is my greatest complaint. Additionally, the time I charge to projects or overhead is no longer accurate, as we have been advised to charge to no more than two projects per day because it is so time consuming for timekeepers to make multiple entries. The one change I wanted to make to my personal information I was unable to do; I must contact Edison support. I do not like the format of my paycheck stub. In short, there is nothing I like about Edison.
3329. I think at first it was hard and time consuming, but as time goes on and people understand it better I believe it has gotten easier. I don't seem to hear as many complaints as in be beginning.
3330. I have not had any other problems other than with my tax deductions.
3331. Our agency implemented an ERP system 5 plus years ago so I feel we have an advantage in many ways. Training is good and needed but more important, hands-on and day-to-day use is what it will take for everyone to achieve the level of comfort most had with the prior system. More Super Users or Power Users are recommended in all agencies because of agency to agency transfers or retirements, some key holders of knowledge can be lost

and for a small agency like ours, we did not have a trained backup.

3332. The difficulty comes prior to getting a check. Rather the problems are with entering time as well as approving time for other employees. The system is bulky, and it takes an extensive amount of time for time and leave information to show up on my screen when I know the employee entered time 5-6 hours earlier.
3333. The system appears to have problems with staying on line and input of material. Corrections to information takes an inordinate amount of time to compile. The interface is not user friendly enough and causes a waste of time and creates errors.
3334. From my experience in IT this application is the best example of forcing business units to change the very nature of the way they do business simply to meet the needs of a software package. The changes are not because there is anything wrong with the current business processes or any issue with the current IT systems in place, the changes are simply because the software that was purchased does not fit the current business practices. The most glaring is the obvious inability for the payroll system in Edison to meet the needs of a semi-monthly payroll system. To replace a real time functional system with a batch driven broken system that does not meet the needs of a semi-monthly payroll system is ludicrous.
3335. Implementation needs to be better organized and have better communication through the chain of command.
3336. I find Edison to be tedious and unpleasant. I am unsure what of any possible savings have been achieved by utilizing Edison. However, I do not believe that any software program would be significantly better.
3337. Either this is a completely crappy system or the personnel in Nashville do not know enough about their jobs to get the problems/issues resolved. I have worked with computer systems for years and know that programming issues can be overwritten if someone knows how to explain what is needed! Getting the answer "That's how Edison does it" is totally absurd! Combining longevity checks with the regular payroll check, what is the logical explanation for this, more taxes being taken? The method for charging leave is totally against what we have always been told, that we could not take leave in the same period it was earned. Now the system is automatically "rescheduling" leave. How is it legal to charge comp time when sick leave is requested? If you are sick or have a doctor's appointment you should be allowed to take sick leave and not lose any comp you have earned that week. Are the rules for taking sick leave still in place or can we also take sick leave for vacation since Edison is charging leave to whatever it wants? Are we now under a dictatorship? The way state employees are being treated certainly appears that way. Why did Tennessee purchase an overpriced program that other states had tried and eventually did away with? Must have revenue tucked away somewhere.
3338. First- it was difficult to answer the last question, as my main problem was the calculation issue and payment of longevity- (actually, my career ladder supplement was

affected as well)so 'today' is not applicable. In general- in regards to other aspects of Edison- not just the payment/benefits issues- I have many complaints-First- the Edison system in general is not 'user'/employee friendly.I am sure that some folks who are more expert in computers and are more competent may have gleaned more from these courses. but generally the system does not 'teach' well. Regarding the other courses that I have taken on line-that are required- have been no help at all- I have not 'learned' how to do other tasks of my job- there is no guidance with the training and many of the subjects and terminology are not ones that I am familiar with at all. from my perspective, there needs to be other ways to teach staff these new procedures more competently and effectively- As an example- one area that I must change is ordering- I have a timeline that must be considered- but most importantly I am not 'learning' or being 'taught' these new skills and procedures. Last, I hope that we (employees) will get information about this survey when compiled and complete.

3339. The Edison program is more time consuming than previous programs. More man hours are involved with Edison.
3340. So far I have not seen the benefits of Edison compared to the old system. The cost to the State, including training, time spent approving time, and problem corrections, far outweighs any benefits that I have noticed to date. Though personally I have not experienced some of the problems my co-workers have in regards to accumulation of leave balances, it causes me concern that the system is flawed and implemented too soon.
3341. Here are a few points I would like to make about this system:1. Why does the State of Tennessee buy a canned system that does not fit the day to day work and think they are saving money. We should use our own ITR people and let them work with someone like IBM, and design the system from the ground up. At least it would do what we need it to do even if it cost a little more in the start-up.2. The process to do anything has too many steps and time consuming. Things I could do in 10 minutes now take 30 minutes. I spend all my time correcting time errors and waiting on Ad. Min to run so I can do the next step.3. The volume of errors on leave could be solved if they had a pop-up box when you entered leave that had not been approved. You would know to immediately approve the leave request and avoid an exception.4. The expense report is so confusing to fill out it makes you crazy trying to decide it it's point to point or what ever on the miles. Field Personnel have an all day job filling out the report if they travel to several locations or cities in a day.5. We had to call our boss at home (out with surgery) to approve the leave because no one else in the office had access to some of the employees. 6. One supervisor had approved her leave for employees for months and the other day she was no longer able to see her employees and had to be reinstated.7. I was paid my longivitey again in error, I get a letter acting like I stole the money and had to pay it back or else. I offered to write a check and was told no can do, then a few days later I was allowed to pay it back. My HR people were nice enough about the mistake I don't think it was their fault. They didn't get the list like they used to with the old system to catch the error prior to payroll.
3342. I don't understand since this system took over why my checks are always a different

amount. Before this system my checks were the same each month. This is very frustrating when you live on a budget!

- 3343. My only problem with Edison is that it requires me to create and remember yet another password. I now have so many passwords that I have to keep them on a list posted beside my computer. So any semblance of security is an illusion. We need a means of accessing Edison that does not require entry of a password, such as fingerprint scanners. My password capacity has already been exceeded.
- 3344. To date I have not experienced any problems.
- 3345. Also, travel reimbursements; Edison does not calculate the "first and last" day per diems. Even a so so TRIPS program could do that!
- 3346. pure bull shit
- 3347. It is ridiculous to have top-level managers spend large portions of their day doing time entry. We paid employees to do this before....what are they doing now? Likely spending most of their time trying to resolve Edison issues. It is also absurd to expect employees who are on leave, etc., to use their personal time to log onto Edison to either enter or approve time. The system is so messed up, that no one can get used to it. Deadlines seem to change on a daily basis from one pay period to the next.
- 3348. The program is awkward and confusing to navigate. It is also difficult as a supervisor to keep up on the approval/submission of time and leave approval.
- 3349. I have entered my time and the next day it's gone and has to be rekeyed. This has happened to me as well as to my staff.
- 3350. -the database is polluted-erroneous taskgroups...-training was spotty...trainers referred questions to departments; departments referred to Edison...-My agency cannot review detailed charges to our cost center...
- 3351. With anything new, your gonna have problems the more work with it the more comfortable you get with the system and hopefully any problems your having will get worked out. Could have been a little more user friendly.
- 3352. I think Edison is a great system. I like being able to access my personal information and this is something that I had at my previous job.
- 3353. Because we are held back 2 weeks in pay, why can't time be entered a day after the last day of the pay period? If someone has to be off (for example an unexpected medical emergency on the 15th day of the month), it is a major ordeal to adjust the reported time after it has been submitted (which is usually a couple of days before the end of the pay period). Secondly, offices with a small number of employees should be able to enter their own time. Thirdly, when approving payable time, it would be more efficient to

configure the system to automatically put check marks besides the dates and have the supervisors uncheck the dates not worked. Office with many employees could save a lot of time. Lastly, if reviews are considered in this survey, they need to be streamlined. There is too much back and forth acknowledgments.

3354. I can't imagine how much money the state spent on this new system. State employees are willing to learn the system if it would work correctly. I have heard of people who have had to borrow from their supervisor to make their mortgage. Where is the backup plan for when the system does not run correctly. When this system first went live our HR staff were working sometime till Midnight to help with all the problems. There should have been a backup plan. If this system fails, we have no plan to fall back on. I not only key my own time, I am also an approver.
3355. I have very little interaction with the system. All I do is approve leave for one employee and to request leave for myself to my supervisor.
3356. The longevity lumped into the regular monthly payroll is hurting the employees that count on that money every year. By putting them together we are raised into a higher tax bracket. Some have gone in and changed their exemptions so they will get more of their money at longevity time but this (I thought was against the law). So I have not done this and don't have the right amount of longevity that was rightly due to me.
3357. We were poorly trained on the time and mileage elements of the system. My fellow managers mostly learned by trial and error and bouncing ideas off each other. It is too time consuming. Managers have too little time to do the work a time keeper/ secretary should be doing. It is also very stressful trying to ensure employees are paid in a timely manner when you do not trust the system to work properly. Issues arise with pay, insurance etc and no one knows how or why it occurred. Many staff saw nothing wrong with the old system, got paid on time and had no tax/insurance issues. They wonder why we paid a massive amount of money for this system that can't be trusted when agencies are losing positions and workloads are increasing.
3358. I prefer Edison over the old paper process. I would prefer for next tax season to be able to print my w2 at my own discretion instead of waiting for it through the mail.
3359. I haven't had any problems with Edison's HCM component. I like being able to view my paycheck online and being able to change my personal information or W-4 withholding amount or 401 K, etc., info. So far, I've been happy with this part of Edison - but get back with me in regard to the Travel/Expense claims - that could be another story! Ha!
3360. I hate the longevity pay is included in the regular pay. When I received the longevity pay stubs by mail, my take home pay was around \$2100. However with Edison, it is about \$1900 last year.
3361. I feel there are too many problems to ever be corrected. I think this was created for companies that work 9-5 Monday thur Friday. Not ones that have shift and week-end

workers. Not everyone at my facility has access to a computer. It is too time consuming, too many steps, too many screens, too many exceptions, have to repeat too many times. You should not have to enter the same thing repeatedly before it is accepted, then you have to wait overnight for it to run and sometimes it takes days for it to run and when it does you find an exception and it was what you had entered and it didn't accept it. You shouldn't have to enter the same thing over and over (I have entered the same thing up to 10 times). Payroll has become a never ending task. I feel it should be scrapped before any more money is wasted on something that will never work properly. And if this isn't bad enough.....we now have to use Edison for maintenance request and procurements. There isn't enough time in the day to do other job duties and anything Edison. It's horrible to work with. I do want to Thank You for allowing me to vent my frustrations with Edison. The state has wasted so much money on Edison that they don't have the money to pay it's employees and are having cut backs. The money could have been better used for salary increases.

3362. The system does not seem to have the ability to make simple corrections easily to errors made in inputting our time. The other problem I see with the time is that you can not change time for you have already requested it. For example when you go to a doctor's appointment you never know how long it will take. There should be a easier way to request this type of time off.
3363. I am still unable to access employees supervised by persons I supervise.
3364. I've seen my supervisor have to spend half his day just trying to get peoples time approved properly - although I personally have not had a problem, many, many more have. In NO WAY is this an improvement over the old system!
3365. In a recent attempt to get reimbursement for approved travel expenses, it took my supervisor 5 hours to finalize the approval. She returned my first request due to lack of information. When I attempted to change it, another employee's travel request pulled up and I was unable to open or find my request. It finally appeared, I made the changes and resubmitted. My supervisor was then unable to see the changes. She finally was approved and then I could not review once again and my co-workers inform popped up instead of mine.
3366. Cannot log onto my account. Not the first time this has happened. Too much hassle calling and getting set up again. Don't like the fact that it doesn't give me certain info such as names of benefit persons of life insurance. Makes me feel uncomfortable as if something happens they will say I stated no beneficiaries so as not to pay out life insurance.
3367. I know the payroll personel have worked exceding hard to make this work smoothlhy for our Department. I think the credit of not having any problems goes to them.
3368. It is hard to stop what you are doing or have a client waiting in lobby to put in leave/overtime request...then get it okayed. Then key time. All this between phone calls,

clients and having it done by a certain time. The most frustrating was my health insurance. I am glad I found out having a prescription filled and not being turned away from doctor's office or hospital.

3369. After the training I was ready to put my time in. Now our secretary puts our time in and I have to have my attendance and leave sheet in on the second day of my work week,(Wed.)with three days left of the week.
3370. I beleive the problem with edison is not training the staff enough.
3371. Timekeeping duties went from about 30 minutes per payroll period to at least an hour per day with Edison, considering the leave requests, approvals, etc., PLUS the fact that time administration doesn't even run daily to process what was entered the day before. Sometimes it has even gone unprocessed over the weekend. There have been times when I have access to employees that are not under my supervision. There have been times when inadvertently pressing the "Save" button causes a check to be sent to someone's home instead of direct deposited. The Edison system does not appear to be sophisticated enough to handle the details that are essential to payroll tasks and confidentiality standards. The process hasn't improved over the last six months, but we have grown accustomed to the problems that will arise so we anticipate them faster. The amount of money that has been spent on this system is absurd for it not to work any better than it does. I don't understand why the State of Tennessee cannot demand a better operating program as a customer of "Edison".
3372. I think this system has been implemented before too quickly, before all of the major issues were addressed. In addition, I feel that this program is a waste of time, money, and resources. There have been cases where other states have implemented the program but went back to their previous program because of the issues with Edison. There is no reason that this state should continue using a flawed program.
3373. The system is a little busy. Meaning, there are a lot of options to choose from, some of which are not available yet. But I have been able to utilize the system for everything that I need. It has more information available than any other employee systems I have used at other jobs outside the state.
3374. We expected some "teething troubles" with Edison. That's normal. But the problems that have cropped up in the past few months go well beyond "teething troubles." If the Edison Team was going to beta test the program, they might have better started with some aspect of Edison that did not impact on employee payrolls.
3375. I think the Edison HCM System for Payroll is more adequate than the Old 3270 System due to the matter that entry on the Edison is in one or two entry or it can be enter as rapaid entry consist of 2 or more date at a time.
3376. having the longevity and pay together makes the employees get less money which is unfairIt was like I only got \$200 for 2 weeks work Edison is for workers that stay in the

office,I work several counties out in the field.

3377. I wish we could only go into Edison once a week, regardless of where the 1st or the 15th of the month may fall in that week. However, it would be nice if we could figure out how we could just input our time in twice a month rather than weekly.
3378. It is more time consuming and requires more steps to accomplish the same thing.
3379. I recieved a salary increase during Decmeber, 2008 which was completed perfectly by my Departmental HR in the Edison system, which I greatly appreciated.
3380. The classes that I have attended have not been very informative and I think they need more hands on training. I hope that when financial and contracts come live that there will not be as many problems as there have been on Time Reporting.
3381. As we progress with edison I would like to have a calendar of keying days on a month to month basis.Having this information would help me to plan my time better. [NAME REDACTED]
3382. If we the workers can enter in our time and it not be changed by supers then we would be better off.
3383. With the old payroll system, I knew what my pay was going to be each pay period. That has not been the case with edison. I recently had to change my address. I changed it in edison. But, no one could give me a definite answer as to if changing my address in edison would also change it with Great West Retirement and with my Series E bonds. I was told to complete a form. I did only to receive a voice mail telling me I could change my address in edison. When I contact the lady back with my question regarding 401K and Series E boncs, she could not tell me if they would change too. I kept getting sent from one person to another. I made several calls and no one could give me a definite answer. If I need time off, I have to enter it in edison and send my supervisor an email. In the past, I only had to email my supervisor. In the past, I entered my time on my time sheet and placed it in a note book where all the time sheets were kept. Now, I do that and have to enter it into edison. Edision is time consuming, confusing and gives employees to much control.
3384. HAVE NOT RECEIVED ANY TRAINING RELATING TO EDISON. SHOULD BE ON A TWO WEEK TIME PERIOD INSTEAD OW WEEKLY. SOME WEEKS YOU HAVE TO ENTER TIME TWICE. WHEN APPLYING FOR OVER TIME WORKED, YOU CAN ONLY ENTER WHOLE NUMBERS. (IE..5 1/2 HRS OT..YOU HAVE TO ENTER 5 HRS AND GO BACK IN AND ENTER .5 HRS)
3385. As with any program, it's only as good as the people who use it. The human factor. Everyone doesn't have the same computer skills or comprehension level,add program flaws and the feeling of intimidation and Edison as a whole can be quite frustrating.

3386. We had a good working system in the past. Why change a good thing? "If it's not broke don't fix it". They don't train you enough and expect you to just run with it and know it.
3387. I have personally not had any payroll issues, but this method is very more time consuming on both employee and supervisor. I don't understand the concept that you can request leave and then not count it and it is not questioned, but if you take .1 more leave than requested, it's an exception.
3388. The system requires more of my time than the previous system did. previously spent approx. 5 to 10 minutes per pay period entering and approving time, now spend approx 30 minutes per pay period.
3389. I have not had any problems with Edison
3390. In these bad economic times of staff cuts and doing more with less due to budget cuts, we are trying to implement a new computer system that requires more staff and time to accomplish anything, don't add up. It may be that we have put too much time and money in Edison to turn around now, however, we should really the end cost compared to the final benefits, and then make a decision on getting rid of Edison.
3391. The Time and Attendance portion of the system appear to be getting better as everyone learns how to best use the system. We continue to have issues in regards to the Purchasing/Contract/Procurements sections of the system. No one seems to know the correct billing codes to use in order to pay bills, etc. One person will give you one piece of information concerning the coded, another will give another code. The information depends on who is asked. These issues are real issues. We have outstanding invoices from the Jan 1, 2009 that have yet to be paid. There are also contracts that have expired and others set to expire soon that we cannot seem to get help with in getting these into the system.
3392. Edison is much more work. I enter time for my district and EDISON is much more work. AT one time I entered time in mms and that was the last I had to do, NOW I enter in mms and have to enter leave and overtime in EDISON, what a waste on time. It has already been entered one time and I have to do it again. We were told EDISON would make our jobs easier, better. I don't think so. No way has my job been make easier. Down with EDISON
3393. This program has proven to be extremely time consuming i.e. re-entry of submitted work time due to system failure. Also unable to verify if submitted work hours have been approved by manager for payment. Unable to comprehend/print pay stub in its entirety. Unable to understand time reporting after manager has approved submitted time. Pay stub reflects different dates "paid to/from" than actual hours submitted.
3394. It is hard to get personel changes through DOHR in a timely manner. We have been waiting 10 weeks to get a chartfield error corrected for an employee. This employee was hired from another department.

3395. It seems that while it may be less work for Human Resource staff, it is more work for the rest of us. For example, before we only had to turn in time sheets twice a month, but now it is weekly. Also, there are bizarre times we have to key in our times in mid-week to reflect monthly payrolls. I am assuming this may stop once Edison becomes fully developed, but as it is, the system is harder than before.
3396. i liked having ALL my info (annual, sick,gross pay, net pay, etc.) at the place.
3397. I have only about 5 weeks experience with Edison. Please take this into consideration when reviewing my above answers (especially those related to amount of tie saved, etc.).So far my experience has been satisfactory.
3398. AS far as edison,the system is ok but needs alot of improvement, it wont let you go in and change your benificaries if needed, it may show up married and your maybe single,or widowed cant change that. your personnal information you need to be able to review and change as needed.edison is over all ok,it will just need the kinks worked out of it.change is something we dont do very well but will adjust.
3399. We got rid of a pay system that worked absoulutely fine, for one that you never know if your going to get paid or not. I'm not sure what the reasoning behind the change, but it seems EDISON has caused headaches than not. Most of my emails in a week are about EDISON. I have absouletly no confidence in this system and hope we go back to the old way it seemed like a lot less hassle.
3400. I answered just a few of these so that I could arrive at this page.
3401. Edison, has caused many hours of overtime and still we have many people who have had their benefits and payroll messed up. Because of Edison we have not been able to check benefits to verify who their provider is and they have incurred cost that they should not have. We have had many overpayments. If someone's pay does not get entered then there is no way to pay them until they wait another 15 days. This is wrong. In the old system it would have run a special run to pay them. People should not have to wait an extra 15 days to get paid. On the benefits we used to be able to enter new employees ins. and add on's and etc now we have to wait on Edison this causes delays to people's benefits and double deductions for the premiums and then taking forever to get their money back. We have gone backwards instead of forward. Edison does not do what they claimed. We had a much better handle on the old system. We are really trying to make a system work that will not do what we need it to do. How can we justify a system that takes us twice as long to work it than a system they have told us is out of date. Something is really wrong.
3402. The folk at Edison help desk cannot help when called. (or at least they could not help me with a payroll problem)They refer you to their aupervisor or want you to use your poweruser. They are, or were not, very professional.
3403. Its definitely not user friendly.It caused more paper work instead of less. It takes more

time away from other duties. The one day delay to make changes is ridiculous. The accuracy of the leave balances is certainly questionable.

3404. It appears to be unnecessary for employees that work on a 28 day cycle to have to submit six timesheets or more a month since Edison was not built with a 28 day schedule in mind. It also appears that no consideration was given to the payout of our annual bonuses. With the bonus being included in our regular check, we are now taxed at a higher rate and experience a higher insurance pay in on that one check.
3405. two people in my office had no check after waiting one month and was expected to be able to drive to work during that time, no money, no gas.
3406. In my job functions there is a cost code that I cannot apply my time to. I cannot input it manually because it is not present in my list of codes although it is present in my group's master list. This implies a certain amount of inflexibility in the system. This issue has been reported several times but nothing has been done about it. Presently the money for this activity is being pulled from other grant money.
3407. I HAVE WORKED COMP TIME AND NOT RECEIVED CREDIT FOR IT. I HAVE TRIED THREE TIMES TO GET JOB PLAN IN FOR ONE OF MY SUPERVISORS AND IT WILL NOT TAKE AND WHEN I CALLED THE HELP LINE AND WAS GIVEN A NUMBER NO ONE EVER CALLED ME BACK.
3408. It takes so much more time to process timekeeping functions thru Edison as compared to the old system we were using. There are too many steps to the Edison process.
3409. As a Director, it is time intensive to review and approve time in this computer system. Due to budget shortfalls, short staffing and increasing workloads expected of every person in each Department there is no time to go through the labor intensive process only to find that the process did not run the night before and then to have to do it again the next day sometimes two or three times to get it to show up in the system. I agree this could be start up issues but I have had many computer systems with start up issues and none have ever taken 6 months or longer or been consistent as I have noticed to be the case with EDISON.
3410. No comment
3411. I work in a [POSITION REDACTED] doing payroll [DIVISION REDACTED] [SYSTEM NAME REDACTED] for 76 employees including myself and Edison has tripled the paperwork and we have some employee's who have insurance problems that cannot seem to get resolved no matter what we do and most of our employees are not computer literate and we end up printing their check and leave balances and calling Edison help desk and if this is how the future looks for the rest of the programs that have not yet been implemented you will need more people for office work, simply to keep the rest of the work done and my opinion of this software is that it will never work efficiently

3412. I personally haven't had any issues at this time, but some aspects of it are confusing still. It also can get rather confusing when we're told not to do our time and then 10 minutes later told to send it.
3413. No comments, don't really use the system that much. Only review data, and payroll data.
3414. CANNOT FIND BENEFICIARY INFORMATION. THE SECTION HEADED BENEFICIARY DOES NOT SHOW THIS INFORMATION. IF I RECALL CORRECTLY, I HAVE FOUND THIS IN THE PAST.
3415. I like being able to access my information any time.
3416. Split pay periods cause confusion. There is not a good printable pay stub (it prints on two pages).
3417. There are issues that have to be worked through with any new, large, complex system -- particularly when extensive employee retraining or changes in long-time habits are required. To think the state could have continued to use the archaic systems Edison replaced is to be unrealistic. If people would take the training, use the help desk or consult the power users in their agencies, I think they they would quickly adapt.
3418. I love the system
3419. There are way too many steps to entering time. This system takes much longer, therefore increasing worktime for employees, which I thought was suppose to be a quicker system? This applies to all components I have been involved with Edison!
3420. The problems I have had with Edison have mainly been with the system itself. As far as I can determine, my checks have been correct. Although interpreting some of the information on the checks is difficult. Honestly, I decided that I probably couldn't get anything changed very easily, so I just assumed it was correct. Most of the problems I have had really involve the operation of the system itself. I have had trouble several times just getting logged into Edison. Then once I was logged in, several times I have been unable to get to the time and leave requests that the two employees I supervise have submitted for approval. I have confirmed with them that the time and/or leave were submitted, but Edison would not show any time or leave awaiting approval. The fact that there is such a delay between time submittal and actually being able to review and approve it is frustrating. Trying to get my supervisory group established was also a little frustrating. In general, it seems that every time we are told to do something "immediately" under penalty of being locked out of Edison or not getting paid, you can't always get the system to work "immediately". At times it has been several days later before the system would accept any input or changes. In addition, the many E-mails from the chief administrator of Edison for our Department seem to be somewhat condescending at times. He seems to take the position that the system would work fine if we were not so stupid. I truly believe that the entry process is too involved and has too many steps. The page on which time is entered could be less involved and much simpler.

Under our old system, we gave our time to one person in writing and then it was entered into the system by someone who was very knowledgeable of how the system worked. That procedure appeared to work much better.

3421. I think it is a waste to have a system by which each employee can report his own time, yet current policy negates it. At the very least, an individual should enter his own requests for leave and/or overtime. It still has to be approved by a supervisor. I do understand that this policy only applies to certain groups of employees.
3422. From my admittedly limited exposure to Edison and its rollout, it would appear that the project was much too ambitious or was created without sufficient resources. Tennessee state government is a complex organization. The HCM component is probably not the most complex part of the state's accounting and reporting systems, though. If there is as much trouble with payroll and benefits as there appears to be, revenue collection and vendor payments will probably cause huge headaches and problems for Tennessee citizens and business owners. It appears that Edison has attempted to pound too many round pegs into too few square holes.
3423. Until now I have not had too many problems entering my time into the system. I do work with the purchasing part of Edison and would therefore have more constructive views on that portion of the system. Please put me on your list to do that survey.
3424. I am a timekeeper/power user & I only received minimal classroom training. The case managers in our office received NONE. The timekeepers are responsible for training everyone, as well as approving their time in Edison. Instead of keying time twice per month, we had to key time 1 to 2 times PER WEEK, which would wind up being strung out 2-3 days each time. It is difficult to get anything else done but time. I think it is a waste of time that could be spent doing other duties.
3425. I am answering as the supervisor of the timekeeper for our unit. All of the staff time to train for the payroll side of Edison was a waste. None of the components or processes are being utilized from a staff level. Our timekeeper (which I supervise) is having to do the role of 3 people to enter time in a system designed for individuals to manage their own processes. My employees (and myself) still struggle with split weeks and how to manage schedules that are fluctuating. There are still no clear policies and time entry seems to change every payroll. There is a clear waste of staff resources and confusion level is worse now than before.
3426. I don't understand why the supervisors/managers do not have access to their employees. The sup/man may have some access however full access to key and approve and view is not always there. I personally have not been able to look at anything else on Edison other than payroll since we have started this process. I have not had the time to learn anything on travel or anything else.
3427. The program is too difficult to manage. There are too many steps to do one simple action. The functionality seems to be complicated as well.

3428. THIS PROGRAM WAS STARTED TO SOON. A LOT OF PROBLEMS NEED TO BE FIXED. THIS WOULD BE A GREAT PROGRAM IF IT COULD BE SIMPLIFIED AND MADE EASER TO USE.TO MENEY SCRENS NEEDED TO DO ONE SIMPLE TASK. GOOD LUCK WITH THIS SYSTEM I HOPE IT CAN BE WORKED OUT.
3429. The entire introduction of the system has hardly been done efficiently and a great amount of time of the professional staff has been given to the mastery of the data input
3430. #1 When Edison was presented to us it was indicated that "Several other States" used a similar product, although maybe not called Edison. Because of my duties I maintain contact with several other (non-TN) State agencies. As such I know a fairly large number of people from other States. I asked for the names of a few states who had implemented the Edison type system with the intent of seeing how these "other States" were cooping with Edison or whatever they may call their system. I am still waiting on the list of other States using Edison or an Edison like system.#2 As a Supervisor, I am called upon to approve a "-1.0 PAYRT" hour time for each of my employees. No one has either been able to advise why if I am required to approve the -1.0 hour, I don't also have to approve the +1.0 PAYRT as well.#3 The Edison online Help is pointless, because it cannot even decode some of the Edison Codes like "PAYRT". Why cannot a summary of the Edison vocabulary be developed which will allow me to see what any Edison term means to Edison.#4 In my opinion, the entire Project Edison was developed backwards, because Project Edison should have started small (some general purchasing, etc.) functions then grown into the HCM function. When your user base is 4-500 then a system as complex as Edison is manageable, but to "go live" with 35,000 State Employees, will just not work. The HCM component might have worked if it had been first used by a few of the State's smaller Departments to work out the bugs, but to put all State employees in to Edison at the same time did not show a great of planning.#5 As a "Power User", I feel the need for Edison is warranted, however, the State (whoever is backing Edison) is trying to force fundamental changes on State Government. For instance, as long as I have been an employee of the State of Tennessee, I have intuitively known that time sheet day was the same as pay day. Now with Edison, we are to enter time on a weekly basis some weeks or not on other weeks. There is no consistency with a common sense definition in Edison. Simple issues like these are made complex. In short Edison is trying to change the way the State does its business like a 500 pound gorilla.
3431. The Dept Head/ Computer Center staff here at MTMHI are extremely helpful in regard to explaining how to take courses and do whatever is needed on EDISON. The system is saving lots of manpower and thus State money and should be commended for same.
3432. To enter time data is taking more time than the previous system. I am out of the office alot doing field work and it makes me rearrange my schedule on leave day and sometimes it is very difficult to be near a computer when you need to be out in the field on that date.
3433. From my perspective, I have the most problem with the "Notify" concerning training and PE's. Also, when dealing with Edison, where one step could accomplish our goal, we

now have to go through numerous steps. It is more time consuming.

3434. The system must be able to keep annual time sick time and compensatory time separate.
3435. The old system was working fine. The only benefit that I can see from having the new system is that each person is held responsible for their time being keyed. I don't like the idea that other areas are being added, such as, the travel and the Authorizations and Invoices, but if and when they are added then I think that the training should be live and hands on as well as sending the tutorials as a backup to the training.
3436. First of all, I resent being volunteered as a power user without being asked if I was willing to serve. It made me feel like a slave who was free to being swapped among owners. Secondly, implementation couldn't have come at a worse time. Under the current economic climate, budgetary cutbacks and the voluntary buyout, State workers are dealing with a lot of additional duties with no additional pay. Implementing this system during this time has put undue stress on employees currently dealing with massive procedural changes as well as excessive workloads, such as dealing with unemployment issues which are at their highest rate since the depression. I found that management wanted Edison role mapping and training classes squeezed into days that were already too full. This oftentimes prevented time away from work for vacations, doctor visits, family functions, thereby creating resentment toward the process. Although there was training provided prior to the go live dates, oftentimes it was too far ahead of time. When faced with the live system, you felt you had forgotten what was learned. For example, I had procurement training in March but the go live date has been changed to July for our Department...four months is too long to remember the workings of such an intricate system when you've only had a few hours training. Also, I don't think the management fully appreciates that a lot of current workers are from a generation that did not grow up using computers and feel they are too close to retirement to delve in too deeply now. This creates even more work for those who are capable to perform these functions for them. In my experience, it is management who has had the most issues with learning the process. I've had an Administrator, Assistant Administrator and other management employees ask me to perform their "higher" level functions for them. As a subordinate, I feel pressure to comply whenever possible to prevent hard feelings, disagreements and perhaps even retribution. The System should have been implemented more slowly, perhaps even over a period of many years. Too much change too fast has hurt productivity and perhaps more importantly, morale. After being categorized as "non-essential" employees, no substantial pay raises in years, cumbersome procedural changes to implement the simplest of task, and crushing workloads...it is any wonder that the new system is receiving bad reviews? Employees feel like implementation is simply another political feather and it is being rushed before the administration changes...which is not beneficial to the citizens or employees...just for some personal gain by some group far removed from the day to day burden of working within a flawed system. The fact is, the system itself is indeed flawed on several fronts. However, instead of slowing down long enough to fully address these flaws before implementing the next phase, we are being pushed ahead. Furthermore, I didn't appreciate the person (from HR, I believe) on the news interview leading the public to think that State employees are complaining about

the system simply because they are unwilling or unable to change. Change is constantly part of a State employee's career...change in administration and management every few years, change in laws from the legislators that must be implemented, change constantly in working conditions and locations. Again, I feel like State employees are truly trying desperately to change their past image with the citizens only to be derailed by so called "higher-ups". Administration and management need to learn the basics..."criticize in private and praise in public". That action was not the way to gain the cooperation of employees. Too often "slot machine management" is being performed...put a coin in, pull the handle, then maybe, just maybe, things will work out better this time around. My advice is to SLOW this process down. Employees need change of this magnitude spoon fed to them...not forced down their throats. They need to feel like this is being handled methodically and not haphazardly in order to gain their confidence. Until this is done, I don't think you will get the cooperation you desire and require. I apologize for being so wordy but this is honestly the first time I've felt open to express my concerns in a forum where it might actually be heard and, hopefully, heeded. Thank you for that opportunity.

- 3437. I haven't had any problems with Edison.
- 3438. There continues to be a recurring problem with the entry of time reporting. From time to time I have been asked to enter my time even when I know I have entered the time for the period in question and have a screen print to prove it. I was told that even though I had a print of the action, it was not the system at fault and probably something I did or did not do correctly.
- 3439. I thought this system was suppose to be real time but it is not. Leave balances are hard to keep up with.I do not like that Longevity is lumped in with regular paycheck.I do not like that once you enter a leave request or a overtime reguquest, you cannot delete them only have them denied.There is a lot of useless info posted on the paycheck. I only need to see what leave I have taken and what I have left. I do not need to see the monetary value.Most of the terminology is confusing.I do not like that sometimes I have to reenter info like it have never been entered even though it is posted on view time.
- 3440. Employees mileage and time are still showing up under the incorrect supervisor and this creates delays in processing and resubmissions.
- 3441. Seems to be a typical computer program rushed to commumers before it is ready and fully tested. Employees are used as te beta testers same as with a lot of programs. Free labor to work out bugs. Not a good solution but all we got.
- 3442. feel it takes way too long to have my annual leave /sick leave totals correct in the program...
- 3443. please check on the pay status
- 3444. The system does not work well for entering travel claims. I tried several times to correctly enter my travle claim without success.

3445. I feel my job to serve the citizens of the state of Tennessee is important. It can be very discouraging to have work deadlines that determine if people have food and rent money timely, and instead of doing that I'm trying to meet Edison deadlines and deal with program issues. I really think it's unrealistic when we must report time mid week...we are trying to predict the future and if we're incorrect then more time must be wasted adjusting time. It causes me more stress!
3446. I am very angry that Edison combines my longevity with payroll and I received less in longevity this year than I received last year due to more taxes being taken out. This is something that should be fixed and not have to wait on a law from the legislature to correct it. 2. When you put information into Edison, a screen should pop up stating that Edison is uploading and any data entry at that time would be a waste of time. 3. I think the staff that are responsible for all aspects of Edison are not listening to us the users. If they would listen to us and make the suggested changes, the move from 3270 to Edison would have been better. It's like they were thinking we know what's best and we are not listening to you and don't care what you have to say or suggest. 4. If Edison cost 125 million dollars, that's 125 million too much. Actually, whatever it cost, it is too much. 5. No change is worth all of the negative talk that is coming from staff about Edison. I have not heard one positive thing about Edison.
3447. The implementation of this system has moved the employees focus to the submission of time and taken away from the time they are working on their assigned duties. I believe the Edison system is very inefficient. I have also had issues with other aspects of the system to include travel reimbursement, training approvals, and flexible account transactions. As a supervisor we have been misled to believe that we had a longer amount of time to submit reports when actually we are given less time to get reports submitted.
3448. I have no confidence in the system. Errors in the legacy system were most often operator error and could be tracked and fixed. Most were caught right away and quickly fixed. Currently, errors are system wide, Edison does not notify the agency (or employee) of the errors and they are not fixed for months. Edison does not take responsibility for the errors and blames users. Employees must now find the errors and demand correction. I have no faith that any one is paid on time or correctly. Benefits is even worse than payroll. I am now surprised if any benefits change happens correctly or even within 6 months. F&A has misrepresented the problems with Edison. These are not trivial implementation problems. Without accepting responsibility for the problems, how can we trust them to fix the problems? The 23 year old, college educated, "old dog" that works for me is just too stuck in her ways to learn the new system? I do not have enough space here to truly express my disappointment with Edison and my anger with how F&A has handled employee problems. I am not alone.
3449. The best training on Edison I received was hands on from our secretary.
3450. It seems to create more work than it saves.

3451. I was going to have to do my own time and it would have been a very difficult. I do not have time to do it every day, due to not being in the office daily. I also did not understand how to do it. Our time keeper continues to do it. It would have been in on time or some of my work would not have gotten done.
3452. I think the Edison payroll system is more time consuming that the previous payroll system. Sometimes, employees have to input time more than once in one week. In very busy offices, a centralized payroll clerk or office assistant should continue to key the time for all employees.
3453. The previous system of having an office time keeper who calculated and input time for the employees saved a lot of confusion, aggravation and time. The amount of time involved in preparing, submitting, correcting, resubmitting, then checking for accuracy in payment, etc. takes away from time available to do my job. Due to the nature of the job I perform for the state, the economic downturn has meant a considerable increase in workloads. Implementing a time consuming program like Edison (as it works presently) at the same time was poor planning and has increased the frustration level of being a state employee.
3454. The only plus that I have is the fact I can print my on copy of my payroll stub.
3455. it is to complicated, not user friendly.I avoid going into the program to even look at my pay stub.
3456. From my personal experience and experience assisting others with time entry:- Role mapping continues to be an issue. Supervisors still do not have access to all employees in many cases. If a position is vacant the approvals do not roll up to the next level of management. -Edison system seems to be built for a regular weekly or bi-weekly pay schedule rather than a bi-monthly pay schedule. This continues to cause problems with time entry and approvals due to the constantly varying schedules of staff and the varying approval schedules the Edison sends out. Split workweeks and short turn around for approvals continue to cause problems. It seems that we should adjust the payroll process to fit the system or adjust the system to fit the process.I have witnessed many dedicated staff working many extra hours to insure employees receive pay.
3457. Over my 30 year career, I have worked with a number of payroll/benefits computer software programs. Edison is no different than the others, as you are still required to type in a number of different fields in order to come up with one simple answer. That's just the nature of the beast, so to speak. Change is harder for some people than it is others, but I do understand that the COBAL system was outdated and the State of Tennessee had to move forward with a new system. That said, our biggest problem has been in determining the exact wording and /or criteria that either our Conference or F&A or Edison requires in the description area. For the most part, less normal commute miles is the culprit. Edison does not allow you to subtract less normal commute hours for an employee who leaves from home instead of leaving from their official work station. This is a very intricate policy and evidently sends red flags up for anyone who saves the State

money by not traveling to their official work station before leaving for a work destination...It is evident that "patience" and "communication" are key factors to understanding and processing the many elements of Edison's HCM components. I do feel that Edison will improve our employee's accessibility to their personal and payroll information, but we've got a long way to go before it will "save time" for our Managers, as MANY hours have been spent in self-training and follow-up to wrong or misunderstood information in implementing this program.

- 3458. its hard trying to figure which line i need to put time & leave on
- 3459. It is amazing to me that something that was allowed so many years of development could still be so fundamentally broken in so many ways. In the private sector it would have already been scrapped and the vendor sacked. I have yet to see how or why the system is any better than the old way of doing things, aside from what I imagine is the issue of compliance with Federal regulations.
- 3460. For the first time I experienced problems with a travel/expense report. When attempting to view the report submitted it was not showing up. Notified the help desk who submitted a ticket. Received a phone response with instructionsas how to resolve the problem. The form was modified and the problem was resolved.
- 3461. I do not feel the system was tested enough before go live with all the different situations that each department can have on a daily basis.
- 3462. Amount of time spent reporting my working time has quadrupled.Instead of submitting 2 time sheets a month, we are now required to complete a time sheet weekly. But this could just be ab issue in this specific office.
- 3463. Edison, in theory is like moving from a DOS system to a Windows system, which would ordinarily be good, but honestly there is so much that Edison "drops" or data that "disappears" that it is not a good system for the number of people who use it for the State of TN. It seems to have been designed for someone else and is being adapted for different purposes by the State. Anytime there has to be an adaptation, there are kinks or issues to be ironed out. It is a lot of trouble to work in Edison, but as with any program we can find work arounds or ways of dealing with it. It would just be nice to be able to come into work and have the system work without having a "work around" in place to adapt it.
- 3464. takes more time, more errors, and not enough computers and privacy.
- 3465. Cons:Employees getting longevity pay and then having to pay it back instead of the system just taking it back before the pay period. Benefits not showing on Edison system.Pros: Entering your own leave/attendance. Immediate access to your employment data. Going paperless.
- 3466. The system does not take into account how we work. It is sometimes impossible to determine if there will be a emergency in our caseload or our family that will require a

visit or leave on Friday afternoon after time has been submitted. I don't really understand how you can submit time that you have not yet worked.

3467. I don't like it that submitted leave requests can not be corrected if an error is made. As long as the request has not been approved or denied I would like to be able to make corrections rather than submitting an additional request to correct a mistake.
3468. Even though I am not a timekeeper, etc., and only have to request leave, and approve leave for employees thru Edison, it appears to be a much more complicated and time involved process. Also, I did have a problem with insurance b/c of Edison. I don't know of anyone who thinks it's a good thing. I know it has "taken over" our office - the office supervisor and timekeepers who do work in Edison daily are not doing much else; they are stressed to the max. It almost seems that whomever designed this system said "Let's just see how hard we can make this". I have worked for the state 32 years and have seen lots of change, and change is always hard, but usually will finally be okay or at least manageable. This appears to be a monster. In my opinion, there's no way it can be cost effective and time-saving, and so far has been very inaccurate. I say pitch it out with the garbage.
3469. It would be helpful if you could email all employees payroll information prior to the date of pay in lieu of paper mailings. It would also be helpful if the assigned userids were less complicated so that employees would have the ability to more readily remember the ids for purposes of logging into the system.
3470. My early and limited experience with Edison would seem to indicate it is going to, and has so far, taken a lot more time and caused much more interruption of my work. It seems someone is coming to me for time information almost every day, including requests to fill in time sheets.
3471. I don't believe people have been trained properly still. We are doing hard copy and Edison which isn't necessary. Only the timekeepers are entering time. Most employees still don't have a clue what to do. It's hard to find what you need in Edison. Paychecks sometimes don't print on the 1st try. If you don't open it up just right, you get a blank page. It is very frustrating. There should be links emailing managers that there is something waiting for them to approve. It's time consuming to check off and on throughout the day for things to approve.
3472. The HMC part of Edison is more detailed than the old way. Since I put in time for 21 people it was not as confusing for me. Those 21 people are having to enter their own time now. They were having a difficult time at first. For the most part everyone has gotten the hang of it.
3473. I appreciate the fact that this was a well intentioned attempt to modernize and simplify the basic administrative needs of state government. However, Edison has done nothing but become an extra burden on all staff from the bottom to the top. It requires constant attention and has overburdened our H&R employees who spend all of their time trying to

make sure the staff gets paid. From my vantage point, it looks like a program that was intended to reduce support staff has created an unintended need for more positions to keep up with the constant attention it requires.

- 3474. Some of the work required on Edison could be more user friendly to make everyone using this program more at ease.
- 3475. I am a field supervisor. I now have little time to assist my employees with anything. All my time is devoted to a keyboard to accomodate the Edison system. I am now a full time secretary.
- 3476. The flexible benefits portion appeals to take longer.
- 3477. I have heard of a couple of people not receiving their payroll through their automatic deposit and Edison not being able to locate where their pay went.
- 3478. It seems the rules change quite frequently on entering time, especially when holidays occur. This system seems to not work well at all for those employees that work irregular hours and days. Getting exceptions for numerous days is the norm.
- 3479. I do like following my leave balance, my service credit and seeing other information on-line. I also like the ability to print a check. There are some good points, but i don't like the state portraying the system as not having any problems when there are indeed issues.
- 3480. We never know when to put our time in. It's either friday or the middle or the end of the month. Where we use to put it in twice a month. Now we wait for an e-mail or someone to come by and tell us to put our time in. It's not consistent as a 164,000,000 dollar program shoulde be. What a waste of taxpayers money.
- 3481. I am a Human Resource employee, and I took probably 30 training classes between Payroll, HCM, and Benefits. I also participated in parallel testing with my agency, at which time numerous problems were identified for employees who were on 28 day schedules. These problems were not corrected prior to implementation, and when we questioned the Edison team about some of the issues we encountered with 28 day schedules, we were told in effect that they knew the system was not going to work for 28 day people. Under the old system, I was able to complete payroll for my entire agency (500 employees) in one day. Now I spend a full week per pay period resolving problems, or attempting too. Many of the major problems we have encountered have had nothing to do with operator error. For instance, in February we had 16 employees get paid longevity, even though they were not due longevity until October 2009. These employees had to pay this money back, totaling \$26k. In March, I had 10 employees not get longevity who were supposed to get it, and we therefore had to do supplementals to pay them. Additionally, in February, several employees did not accrue leave correctly, due to an Edison error that was just fixed 2 months later. Moreoever, I've had two employees get paid longevity in duplicate for March and April, and one employee who had an overpayment deducted from her paycheck IN FULL on two consecutive

paychecks. Our agency has had 5 employees have their insurance dropped by Edison spontaneously, and one employee had his insurance dropped in Sept., October, November, and December 2008 due to an Edison error. Our separating employees are having to wait up to 3 months to receive pay for accumulated annual and comp leave, where they used to get their lump sum payments within one pay period under the Legacy system. I am offended that Lola Potter stated that the problems with the system were operator error and that the system is only opposed by "old dogs" who don't want to learn a new system. I am 23 years old, and I've been with the State in Human Resources just over 3 years, and I'm here to tell you, indisputably and unequivocally, EDISON SUCKS!

3482. The training was very small and lacking. This system could possible be a great asset but we need to know how to use it and if we make a mistake, how to fix it without feeling bad about calling someone
3483. My opinion is that the Edison system is an adequate system, and with anything new has to have the kinks worked out. I am not sure what the pilot area for the Edison system was, but I don't think it was prepared to handle the abundance of over 4,000 users? Edison is supposed to run time Administration daily but it has not adequately been doing this. Another contributor to some of the troubles may stem from user error and not being adequately trained on the system. Not everyone is comfortable with the method of computer based training, and may not have really grasped the concepts and ability of the Edison system. A class room type setting with discussion and hands on training seems to work better for most, especially when you have people who are not as computer savvy. That type of setting was provided for the Time keepers of all departments I believe, but the employees who unfortunately never had to input their own time, were thrust into doing so without any real prior knowledge of terminology or concept of time keeping.
3484. I wish I could enter my time on a daily basis.
3485. When I check it at times it is down to where can enter time at times and having problems when having to key time multiple times a month hinder time that could be working on case and/or case management
3486. I feel that the project was a great concept, but does not work well in the real world. The time reporting aspect of Edison is actually a step back from previous ways of recording time. When the worker has to follow a step process which takes away precious time "in the case of interviews for food stamps and medicaid" it is a loss for the state in resources and income. The worker is not being productive and then the supervisor is also required to do a labor intensive process, just to log time. In previous fields in which I was employed the time clock worked great. I wonder how much money could of been saved with a state id which could of been swiped through a time clock to report time ?
3487. With cost of the program, IT personnel costs, HR personnel costs, what has really been saved with this program? The time and money put into Edison equal how much? We still do not enter our time into Edison. That is done in the office. I use Edison because I have to. All I use it for is to print a copy of my paycheck.

3488. Don't like edison
3489. The payroll groups have still not been properly set up. Employee's are not showing up under their supervisor. 2.) There are several queries that have not been loaded.3.) There is a short time frame to review entries submitted and approved for the pay period.
3490. Edison has added 25% or more to my work load and cost the state money every day requiring extra work. Edison does not serve employees, it's a demanding task master. Scrap Edison.
3491. Having to do the electronic version and the paper version time sheets is time consuming. I know this will eventually go away but I think about all the hours our agency is taking to do it as a whole and it seems wasteful. The paper backup system should go away as soon as possible. Pay periods do not match up with the weekly reporting in Edison which means you have to report more than once depending on when the pay periods don't end on a Friday--another waste of time. I just put in for annual leave for 6 days and had to do each day separately and my supervisor had to approve 6 days separately which is also time consuming. I made a mistake--I put in a Saturday and couldn't delete it. I spent time checking to see if there was a way to delete it then had to explain to my supervisor that she needed to deny that request. There should be a double check question--is this really what you want to do? Then an option to edit or delete a mistake. The online training for getting approval to pay a conference fee didn't cover why you would make the choices for how payment would be made. I did what the sample showed and it happened to be right but I wouldn't have known what to do if it had been wrong.
3492. It was confusing at first to input time during a week in which one pay period ended and another began. I like the fact that you can pull up personal information for review. Once we get used to the quirks of the new system I think it will be much better than the old.
3493. I feel that for most state employees, the system may be too complicated as far as entering travel claims and other information of such nature, other than just entering time and leave slips, etc.
3494. Employees out in the departments were given only tutorials by the Edison website and a great many did not understand what they were doing. The primary problem was that the employees were suppose to do their own time and were still getting time keepers to do it, thus they did not understand time keeping. I would like for my longevity to be separate from my regular payroll.
3495. The Edison HCM Component makes entering my time easier than the previous way.
3496. When I click on get employees, my employees do not always show up to approve their time. One employee, Edison has not been accruing his sick and annual time accordingly.
3497. From my vantage point, EDISON appears to work quite well, but I have heard that the system is not really designed to perform the tasks that it has been procured to do. One

can hear anything, but if any of this is fact, I have to wonder if we will experience problems in the future in regard to tracking our time including any leave accrual as well?

3498. The system is very time consuming and requires that I login every day to keep my employees time, exceptions, leave, etc. approved and re-approved and I receive many emails with different dates/times that certain processes can be done. It is frustrating, then HR gets mad because everything is not perfect. I am in meetings most of my days and may miss a 10:00am deadline. I receive, on average, 75 emails a day. It is not friendly to the very busy employees.
3499. I don't think that the Edison program was a good fit for Tennessee. It was designed for small town use, not for a state of our size. I don't think it was designed to handle the volume that is expected of it.
3500. The state, in all its wisdom, implemented Edison which requires all employees to be some level of a timekeeper. Edison also makes all employees do the duties that previously were assigned to Human Resources. If we make a mistake then its our fault even though it shouldn't be our job anyway. And even with us now doing these extra duties we did not get more pay for them. I doubt that Human Resources has lost any positions due to Edison and furthermore I believe that more time is now being wasted by them because of it. The best solution is not to start over but to go back to CICS to do payroll. And let all other matters go back into the hands of each Department's Human Resources Section.
3501. [NAME AND DEPARTMENT REDACTED] have received over 120 emails related to Edison. Many are written such that blame for the problems are solely that of the employee. These emails are condescending, demeaning, and vindictive in tone and content. They do not lead one to believe that the "real" problems/flaws are being addressed or ever will be. I am not an old dog and do not mind learning new technologies. As a matter of fact I would welcome new ideas that make my job easier and more cost effective to do. Edison does neither. I spend ten times as much time entering and approving time for myself and the employees I supervise than before. This takes away from the real services I am supposed to provide to Tennesseans. The constant emails are a distraction to the real work that needs to be performed. When you receive emails from an Assistant Commissioner that is/was a proponent of this system that states "HOPEFULLY, TIME ADMIN WILL BE RUNNING AT 10:00 A.M. AND 6:00 P.M." that tells me there are considerable design flaws that still haven't been fixed and likely will not be fixed. This system was not adequately designed and adapted for the specific needs for the State of TN. This system appears to be off the shelf designed for a smaller entity that pays employees weekly and should be utilized as such. The results delivered from this system are grossly inferior to whatever was paid for it. It bounds upon the realm of fraud by the company that sold TN this bill of goods.
3502. We are told that we must forgo 2 weeks pay because of Edison. Why would the state spend million and millions of dollars on a payroll system that can't process payroll in a timely manner? I have personally proposed sensible "work arounds", and basically been

told to shut up. Many people will suffer mightily when they lose 2 weeks pay. Mortgage companies don't care about Edison's problems.

3503. I am responsible for entering attendance for several employees. Because Edison cannot get us set up correctly our supervisor cannot see and approve all of our employees attendance and leave. I have to fax some of our part time to someone else to key. I key some part time and full time. Our supervisor cannot approve everyone so someone else is approving over half our employees. I have to key one person from another location (not one of our employees) because they cannot get them set up correctly. It is a lot of confusion and hassle every pay period. It is the same today as it was in the beginning. The amount of time it takes to enter time, get approvals, check exceptions is triple what it was with data capture.
3504. I would like to see all time entered in one location; not People Soft and Facility Max. Longevity checks should be separate from payroll checks; puts us in a higher tax bracket.
3505. Haven't had all the training that is needed for me to accomplish my job. Some of the training that has been done unfortunately the components needed to have an effective training session were not available. So you had a frustrating experience leaving out not really knowing what you went there to learn. I do think that when we become fully equip with the knowledge to perform what it is that we have to do and become more familiar with the workings of this program it will work just fine.
3506. No comment
3507. Flex benefit reimbursement takes a lot longer.
3508. I think the training would have been better if each department would have had trainers for Edison, and then the departmental trainers would have had classes that pertained only to that department.
3509. I feel Edison and the HCM system have given us an opportunity to have hands on access to our payroll and personnel information on a much better level than we ever had before. I like the convenience of the 24/7 access and I have experienced no problems with the process of time recording. I really think as the system matures and DOHR is able to research the effects over time they will come to realize that this type of change was needed and is a great step forward into the technology of today.
3510. There is no memory when entering your time. Every single day, I have to scroll through a gazillion account numbers to find the right ones. Why can't Edison remember the most commonly used account numbers for me, and then let me chose the account numbers that I want to use from that smaller list, while still retaining the ability to add an account number I haven't used before? Why do I have to memorize, write down or scroll through the gazillion account numbers to find the right ones? Why do we have to log onto our phone, log onto our computer, log onto three or four computer programs, fill out Edison,

and still HANDWRITE OUR STUPID TIME ON A TIME SHEET THAT WE HAVE TO SIGN AND FAX ? What is wrong with the computer doing all that for us ? Why isn't our signing onto Edison with our unique user name and unique password proof enough that we are who we say we are ? Why do we still have to bother with that stupid Timekeeping binder at the front door ? Please get the government computer and accounting offices out of the 18th century, and try to get them up to speed with the 20th century. (We are in the 21st century, by the way)

3511. There exists a requirement to enter time and attendance on a before the fact basis - this is in direct contradiction to the requirement set forth in OMB A-122, part B, section 8.
3512. Payroll through Edison is a more time consuming process. I personally have not had any errors in my benefits or payroll with Edison. However, it does require quite a bit more time to do the same tasks I used to do before Edison implementation.
3513. Edison is fine. Employess need training on how to use it. People do not want to learn new technology
3514. This system has involved double work in terms of time keeping, both completion of the paper time sheets and the time on Edison. We seem to get different instructions, pay period by pay period. For example, sometimes it's to be considered a split week, sometimes not. Also, when submitting changes for deferred compensation, there is no confirmation that they were received. It reverts to what was previously there so you're never sure it was entered. In a recent submittal of two changes, one was processed and not the other for weeks for some reason.
3515. There is little guidance to using Edison. A detailed manual with step by step instructions need to be supplied to each employee. It has been hit or miss when using Edison. To key in travel it appears that it will take numerous steps that are not well defined and we may or may not be paid for our travel.
3516. The Edison program has causes work efficiency to be degraded. This is not because it is new. Still after 6 months users who where able to finish payroll previously in approx an hour a week. Now with Edison's complexity because the system is fragmented, the time has been increased to approx an hour a day. In best of situations this is a 4 hour a week loss of actual time that can be spent effectively working critical job functions. The Edison Project in my opinion can be saved but a "back to square one" approach needs to be taken. Because I think the time to blame problems of the system as being because it is new past. Some key issues that I feel need to be addressed are as follows but not limited too: 1) Making an intuitive user interface for both employees and mangers that does not require jumping from one screen to the next; to complete one task. 2) Real Time data entry and processing with Basic error checking; would create a more streamlined user environment. 3) Auto escalating and email alerts for items that are needing approval and been in the system for more than 48 hours except on Final Payroll day. When all exceptions will be generate notifications and auto escalate up the line of management 4) Do not incorporate purchasing, or inventory, and or any other tasks to the system until the

current issues are addressed and not just made to work but actually corrected in a way that will make the system an aid to all users.

- 3517. I can't log onto the Edison system from my home computer.
- 3518. I have not experienced any problems directly with Edison performance. However, I have very serious concerns about the safety of state employees' personal information. To date, I have received no information on the security protocols that the state has in place to prevent hacking and identity theft of personal information.
- 3519. It would be more helpful to the employees if the leave time was more up to date as opposed to being two weeks behind.
- 3520. I use Edison for one purpose only, to view my pay check information.
- 3521. Every time I try to go into Edison to view my time, and print out my paystub, I am not able to get in the system. I have to call Edison to get a new code reenter, I was told that I must go in at least twice during the month by an Edison employee. which I told him that I was in the system once and this would have been my second time, but I was locked out the system.
- 3522. Please DO NOT have me to change my password periodically. I donot understand the reason for changing a password after it has been established. A password for me should only be changed if someone else has the password that doesnot need it.
- 3523. Requesting and reporting leave is way too complicated. You should be able to put in exactly what you have worked and the system should be able to calculate this for you.
- 3524. Compared to the old system, we now spend a lot more time tracking and inputing our time into the Edison system. Once Edison started, I liked it when someone else entered my time, as it freed up extra time for me to perform my primary job. It seems like about every new program that comes along, should in theory make a job easier, but most state programs end up using more and more time, which in the end, takes up more and more time away from the employees primary job.
- 3525. There is no consistency in reporting split weeks.It is impossible to schedule illness in advance to have leave approved.Travel and work schedules cannot always meet Edison requirements.It must be difficult for managers to monitor each employees reported leave.
- 3526. I have not heard one positive comment about Edison from anyone and that includes employees in other departments.
- 3527. REVENUE CURRENTLY REQUIRES SUPERVISORS (NOT TECH'S)TO ENTER THE TIME OF THE EMPLOYEES UNDER THEIR SUPERVISION. IT IS A TIME CONSUMING PROCESS THAT HAS TO BE COMPLETED ON A DAILY BASIS. MY SUPERVISOR IS FREQUENTLY UNAVAILABLE TO ASSIST US WITH

AUDIT ISSUES AS EDISON CAN'T WAIT. THE STRESS LEVELS IN OUR OFFICE WENT UP CONSIDERABLY. EMPLOYEES ARE REQUIRED TO COMPLETE SEVERAL DIFFERENT TIME REPORTS, USUALLY IN ADVANCE, BECAUSE OF THE SHORT TURNAROUND IN EDISON AND THE TIME REQUIRED TO ENTER IT. WE ARE REQUIRED TO COMPLETE OUR EXPENSE REPORTS ON TWO DIFFERENT SYSTEMS. EDISON REQUIRES US TO LIE ON OUR MILEAGE BECAUSE WE ARE REQUIRED TO USE POINT TO POINT MILEAGE EVENTHOUGH WE MAY HAVE DRIVEN FEWER MILES. SOME ASPECTS OF EDISON I LIKE VERY MUCH BUT IT IS VERY TIME CONSUMING AND RIGID.

3528. I would rather go back to the old way. This way had serious issues. I would rather key my own time.
3529. The information on our "pay Stubs" is still quiet confusing even though I have read all the info in the manual and on the information provided on the Edison on the computer
3530. I personally have not had any problems with Edison. That being said, let me explain the problems I have had as timekeeper. I have worked for the state for over 29 years and have gone through different means of processing employees' time. At my current place of employment we started out with hand filling out the PNF213 and hand carrying the payroll sheets to Nashville. That was an easier system than Edison. From the PNF213 I went to entering time used and hours worked for hourly employees.. With that added duty in addition to completing the hand written PNF213 for over 100 people was better than Edison. After that stage, we went to Data Capture, which was an easy system to use. You had leave balances available on the same screen, so you would know if someone had enough time to use for their absences. Even with distributing labor to 6 or 7 different cost centers each day was easier than Edison. Now as for Edison, since I have been in the State system a very long time, I know that new procedures/software have issues and have learned to print off everything and it's a good thing I do. Whether an employee keys their own time or I key their time, I make sure that they are approved, that leave request and/or OT requests are approved. This is a time confusming process and has consumed my day, as I have to check every single day to make sure that employees have been approved. Now, in training, which was a joke, we were told that we could use the "save for later" button to go ahead and key employees' schedules for the month, that button does not exist. We were further informed that there would be queries we could create to print off how many hours an employee works, I do not have that capability. As part of my job duties, I have to calculate hours worked for every position. Edison has made it more difficult to track and more time consuming as the printed off sheets do not indicate totals, as did Data Capture. I do not have the capability to see payable time detail for more than just a week, in training we could pull it up for the pay period. Since I have access to leave balances, I print of every single person's leave balances, audit to ensure the leave taken and accruals are correct. It's a good thing that I do. I had two employee's who were not accruing the proper amount of leave. They accrued correctly for a month or two, but then reverted back to their previous service group. Had I not had it printed off, Edison would not have believed it. After 3 months of emails of proving that Edison was wrong, this issue was resolved. I had one employee who received two longevity checks,

he has since paid it back. I feel that more would have happened if the service group problem had not been addressed. I had another employee who received a check for ZERO dollars and if it weren't for the fact that I print off timesheets and payable time details, she may have never received the proper pay. In training, they did not mention that an employee changed their amounts that were directly deposited into their savings and or checking accounts, that they would receive a paper check. Well they do and if a person has payments automatically deducted from their checking account, this could get messy. I did not like the fact that we, as timekeepers, were told that it was our responsibility to ensure that every employee has been paid, that their timesheet is correct, etc. Well, is that really fair to us? And as for only being to access paychecks via Edison is wrong. There are hundreds of employees out there that do not have computer access. At my place of work, we have computers as clerical workers, however, we have maintenance workers that do not have access to a computer. The 1 computer that is shared by 15 people is not enough. Our staff would be tied up for hours trying to access their Edison information. And, once the check is printed, it's so hard to understand. Each payday, I have 4 to 5 employees come to me to explain their check. One employee went without pay. His normal rate of pay would be around \$9 an hour, the rate of that went without pay was \$8. When I email my personnel contact, after she called some people, she emailed me back and said: A fast explanation is anytime an employee goes without pay they default and the system calculates hourly rate by number of days in the pay period. The check received on 4/15 was for 3/16-31/09 which had 12 days which is the most in a pay period so the \$8.677778 is the least amount a pay period he will ever make. Now tell me this... why is his time without pay worth less than his time he works? Will the state want the difference later on?? He has gone without pay in the past and was charged his normal rate of pay, so why the change without explanation? With dealing with the Edison program, I feel it was not taken into consideration that some state employees work weekends and holidays and compressed pay schedules and that we are paid twice a month. Also, when the system went live, the administrative cost center was charged for every employee in the "division" and not to the proper Task Group or Task Profile. After many months this was corrected, however, I noticed 2 weeks ago, more employees were in the wrong Task Groups and Profiles so that would mean my supervisor's budget is really messed up, so that took more emails to get corrected. We, as timekeepers, were informed that we need to "clean up" exceptions... we do not have that capability. I have had exceptions that date back to December, that are "low" and I would "allow" them, but after TA runs (whenever it wants to), they reappear. If I didn't care so much for my coworkers, I wouldn't spend as much time on their timesheets, balances, etc. I feel they earn their pay and they should receive it without problems. And... split weeks are a nightmare. Oh, I was informed yesterday by our area administrative assistant that we are to be printing off the payable detail screen (which I do anyway), so HA for the system being paperless. With Data capture I would print off 1 screen a pay period. There would be 2 timesheets per person, 2 data capture print screens, 2 timecards. In Edison, for 1 employee who takes leave for 1 week, there will be the Time and Attendance timesheet (which was not provided and I had to create), the Edison timesheet, the payable detail, the leave request, both paper and Edison, 6 sheets for 1 week for 1 person taking 1 day of leave. Times that by six weeks per person by 75 people.. That's 2700 sheets of paper that I file. Plus, I print off the Leave balances, so let's add 2 more sheets per person. Get the

picture. Again, paperless..HA. I have run out of room in my file cabinets.I do not enjoy working for the State of Tennessee as I once did, due to Edison and it's many, many problems. I wish I was offered the buy-out last August. My co-workers have had to take on some of my duties as I am doing something with Edison every single minute I'm at work. I know I must not be a pleasant person to work with. I go home stressed as all I do is sit behind this computer and check Edison, or email Edison or my personnel contact. I am just a small part of the State employee staff, but if other timekeepers have had the problems I have had, God Bless Them.The only thing good I can say about Edison is it has assigned us ID numbers so that social security number are no longer being emailed back and forth.I feel I am a valuable part of the work force and have stuck with the State of Tennessee through thick and thin, have worked with no pay raises, etc. If things do not approve, there will be another career employee to retire very soon as my life is too important to have Edison drag it down like I have seen it do to my personnel contact. No job is worth destroying your life.The Edison Project was a waste of taxpayer's money.I have had my say, my question is... what good will it do?The problem is not "old dogs not wanting to learn new tricks" as I am an old dog and I learn very quickly.

3531. For the amount of money and time put into this system, in my eyes it falls short. Leave balances are always a month behind, timesheets are based on weeks and not pay periods, and we are unable to job cost our time. The system is out dated and it has not even been full implemented.
3532. Training sessions should have been provided in a classroom setting with an instructor and hands-on experience.
3533. Edison's restrictions in time reporting and project reporting a supervisor's nightmare. All transparency is lost and reality of time and attendance is not properly reflected in Edison. Because of the limitations in Edison, personnel are asked to keep separate time and attendance reports outside of Edison thus creating inefficiencies. Furthermore, supervisors are spending an unreasonable amount of their time dealing with time and attendance issues instead of focused on their primary roles in state government.
3534. This is a very time consuming system. On the old system, we handled payroll twice a month. On the new system, we have to key payroll information five to six times per month. There is no regularity as to when we can complete the processing of payroll. Sometimes it is processed overnight. Sometimes several nights later. We have taken our highest paid employees, management, and turned them into payroll clerks. We can never be out on Mondays or Fridays, because those are payroll days. We have days we have to be at work, no matter what, to process payroll other than on Mondays and Fridays. I personally do not believe I can really take a vacation and forget about work for a week or two because of payroll. I will be taking my state issued computer on vacation with me to handle payroll and expense claims.
3535. Edison has actually created more work on a local level. Perhaps if Edison had actually taken the place of paper it would be better. But,instead we have gone from doing time sheets 2 times a month to sometimes 5 or six times a month, and duplicating everything

in the computer. Then, after all the extra work involved lv balances dont post (when they should actually be available)so if you are low on lv or have none you may be forced into lv without pay , even though you actually have lv that has not posted. Basically it has tripled the work involved to do a time sheet,lv doesn't post on time and there is tension and low moral in the workplace because of the stress these issues cause.

3536. In the management component 'Approve Payable Time', it would be helpful if the preset begin date would be the beginning of the current pay period; this would keep a manager from possibly missing time that needs to be approved. You should still be able to change the date if needed, however.
3537. I work a lot of overtime and it is still a little confusing how to enter my time for overtime. Other than that I have not had any problems with Edison
3538. As an approver, payroll approvers' chain often has incorrect approvers and we have been told it can't be corrected... that makes no sense in the modern world of technology. With travel the same thing, plus account codes have a habit of changing out of the blue.
3539. The navigation through Edison is difficult for persons with computer experience and I'm sure it's even more so for persons with little or no computer expertise.
3540. The use of Edison has resulted in many hours of additional work for supervisors as well as roughly 25-50% of all emails I receive. In addition, the normal timekeeping system is still in effect to back up anything logged into Edison, which only increases workload associated with payroll and provides no cost benefit to the system. Edison should work well in the future, but until it is fully trusted by all employees, it will only cost more money and time than payroll should require.
3541. I was hired after the implementation of Edison. I have not received any training for Edison, nor provided time to self train. I went through orientation for new hire in my department and submitted (paper copies)all documentation twice for direct deposit, however I was not directed to self service the info into Edison myself. I did receive an email from payroll that I needed to set the info in my profile for direct deposit. On pay day it went well, without a problem. So far, so good.
3542. It seems like the same things time have to be entered over and over again. Submitting time doesn't seem to produce a valid record and my supervisor has to re-enter basically the same information.
3543. Cash/comp does not remain steady in the system. The system does not use comp time first. Benefits and payroll need more people working so that the wait times are not so long- we don't have time to remain on hold. I am very discouraged with being told that there are not problems with the system, for once, just admit that there are problems and then fix them. Although, I entered on here that I had not had any personal knowledge affecting me. (you asked this very tricky) as a payroll person, I did have the errors affect those with the extra 401K and and deductions. Our department had many many hours of

overtime when we first went live and I don't think that anyone thought to include this in their budget. The system in NO WAY was prepared for the entire state to go live at one time (even though we asked about this and was assured it would). I have many emails from Edison stating that there are errors or unable to complete a process, so please do not inform us that there are still not problems out there. Although many of the trainers were very good, there were those who just read from the book. Many of the processes taught in the class were changed by the time we went live and we really weren't shown "real processes". As for the help desk - most of them are answering machines (we could have saved a ton of money here) as they would always have to go ask someone. OR they would tell us to contact our superuser and we were the superuser! Our liason had been very helpful in getting us answers when we would not receive a response from the help desk or when they would call us back A WEEK LATER. Another issue was class availability. Many of the classes were canceled in outlying areas due to low response and then not rescheduled for those that did want to attend. How dare does Goetz go to ask for more money for a program that was supposed to cut our work force (when all it did was create a full time Edison position) and with us being told that if we make a change it will cost us more money. It seems to me that maybe a little more research and planning should have gone into this before we bought it. Now we have committed all this money to a program that IS NOT reducing work (heck, workflow isn't even working in some of the programs) and then telling employees that we don't have money to pay you or give you a raise. Maybe they should have had some real employees in on the planning instead of someone sitting in an office that does not have their hands on the day to day processes.

- 3544. If we as a state claim to be concerned about jobs, and keep folks at work - why did we waste millions to develop a system to remove workers - or tasks ???
- 3545. Absolutely too time consuming. Takes forever to approve time and wait for it to come back from nahville. Worried regarding leave accrual. Longevity should not be with regular worked paycheck. Personal info could be jeopardized.
- 3546. I was a time recorder when the system first when up, then later this was changed so that other assigned people are inputing the data. I was concerned that all the employees in my work group were not entered at the initiation of the system. Password changes - most recent problem was the system stated to change current password. Changed the password as directed, then immediately locked out of the system.
- 3547. The process of entering time for the week is still very confusing at best, particularly when entering annual leave, etc. It is also frustrating to have to enter time both at the end of the week as well as at the end of the pay period. Entering time has become more time-consuming and less efficient for me since Edison was brought online, though I like having the ability to view things like statements and leave balances.
- 3548. Longevity should not be included on your regular paycheck. It should be issued on a separate check.

3549. I know I'm not the only State employee that is having problems due to the conversion from paper to Edison. it was not the employees fault, and they should not have to pay for it.
3550. Would like for it to be slightly easier to access. Appreciate the need for security, but the screens could be just a little bit more user friendly.
3551. Better communication is needed regarding system so to prevent unnecessary fears staff have of the unknown and to stop the rumor mill from going amuck.
3552. The system is often slow and freezes.
3553. Although I was not involved in the training, the staff that did go seem to think the trainers did not know enough about the workers jobs. In other words, the training was too general.
3554. It still seems that leave requests and some time approvals disappear sometimes, like the database is rolled backed to a prior commit status. Also, this survey seems to focus on Employee self-service and not the Manager functions. I find, overall, that the system is definately usable.
3555. Correction of errors or resolution of mtters that began during the period prior to implementation of the new Edison system have been pending far too long. I was told that both issues I have experienced with leave balances were due to Edison. The first was delayed in resolution due to employees being trained and getting the system started. The current delay in restoring annual leave occured just prior to implementation of the system. The frist was resloved more quickly using the old system.
3556. There are a lot of unanswered questions about edison. Whe I called the help desk I got off the phone more confused than when I started. The sand box's need to run just as if they are the real thing. to much is left out. Also no one has had the training that they need.
3557. I think the state could have spent the money they did on this program on the state employees since the system we had worked 100%.
3558. I BELIEVE THE SYSTEM IS WORKING ALRIGHT FOR ME. MY PAY HAS BEEN CORRECT. I APPRECIATE MR. CARL ATTKISSON CHECKING AND KEEPING MY TIME UP-TO-DATE.
3559. No comments
3560. Advantages of Edison: - more visability in payroll and benefits- i love being able to split my direct deposit into multiple accounts- i like having all of the payroll and benefits information in one place.- while i have not had to approve time in Edison (I did in the old system under a prior job), so I only have a part of the equation to share with regard to Edison, i appreciate that each person enters their own time instead of the administrative

duplication that resulted in the old system with a hard copy of time that a centralized person entered into the system. Disadvantages:- it is administratively burdensome to have to request leave time in the system prior to the time occurring in two instances: when you are sick (as there is no way to request before unless you get sick in the middle of the day so you have to bother some of the Edison Superusers to get the leave processed)and when there is an emergency- there have been times where time is submitted, but it doesn't show up. most of the time when this occurs there is not a great explanation of why it has occurred.

- 3561. I spend twice as much time entering information and re-entering it when it gets lost. Edison consumes way more of my daily work time than what it should.
- 3562. It is a good system. However, there have been occasions of Edison "dropping" entered time. This can be frustrating. I am working with our Division to implement Phase II. I have several concerns about process and adequacy of training.
- 3563. The Help Desk staff has been very "helpful"
- 3564. The survey questions do not get at the real issues - the system is cumbersome, counterintuitive and, consequently, difficult to use. Too many portions of the system are discrete and do not tie into other portions of the system in a way that would actually save time. For example, requesting and approving leave is a totally separate process from inputting and approving time sheets. This means it is very easy for a mistake to occur since leave is actually entered twice rather. It seems more logically for approved leave to automatically appear in the relevant time period for purposes of the time sheet covering that period. There also ought to be a way to select features to automatically appear on subsequent time sheets so that each timesheet doesn't have to be done each time from scratch...this is similar to the concept of having the system remember a password.This is not a simple or timesaving system. Bottom line is it takes far more time and effort from far more people to do even the simple things like enter and approve leave and enter and approve timesheets.
- 3565. Two people in our area are going to be out all next week and Edison will not allow us to go ahead and put the time in for that week.
- 3566. I still do not understand the time reporting codes. They are very confusing. There needs to be a link on the Edison home page to contact someone with Edison, when you have problems with pay, or leave balances, etc. When there is a problem(s), no one knows when it will be fixed, or by whom. I like the old system better, because I never had any problems.
- 3567. My problems with EDISON are:1. split work week and having to complete time two times in the same day/week. This can be very time consuming if we have work to complete on that date. 2.I feel it would be more beneficial to complete the previous week's time on each Monday instead of on Friday as now required. That way if any leave had to be taken or overtime worked on Friday afternoon, it would not be so hard to adjust

- Edison. 3. I would like for our checkstubs in Edison to have a running sick/annual leave total as did our past paycheckstubs.
3568. I personally believe that the problems with Edison lie in human error in keying the information into the system. The Edison system is not the cause of the error, but more than likely it is human error in entering the information into the system. And, naturally there will always be human error. It is a computer based software, but it gets the information only after someone has keyed that in. That should be explained to everyone that is having a hard time with it or trouble with it. I believe that if the persons working directly with Edison could admit on some grounds that they are too human and do make mistakes, that this would be a lot easier for all to understand.
3569. Again, my biggest problem is having to approve payable time for people who do NOT report to me. Also, there seems to be some Edison related task that must be done each day.
3570. The Edison System consumes a lot of time that should be utilized otherwise.
3571. I feel this is a tremendously useful and well-designed system but it is ripe for abuse and manipulation. I would like to hear more about online security with Edison.
3572. Edison, is a complete mess, a waste of our money
3573. It seems as though the flexible benefits reimbursement process takes longer under Edison.
3574. I prefer the previous method of receiving payroll information via U. S. mail. Printing off my payroll information at the work site can present a security issue.
3575. As with all new projects there are going to be kinks that have to be worked out as you go..... I think when Edison is totally in place for a longer time than now, it will work out all the problems/issues and will be much better than the process we were using previously.
3576. First of all I can not understand why the State chose to go with a company that has failed to produce and been kicked out of seven (7) other states (most recently Florida)for running excessively over budget. Who gives some of their employees \$40,000.00 a year raises. Money that could have been better spent saving State employee positions and other budget issues.And lastly, since when does a contractor/vendor dictate what a customer's network operations will be. I thought it was the job of the contractor/vendor to meet the needs of the customer, not the other way around as it is in this case. While I understand the need for change, I also know that not all change is needed.
3577. There are employees in my office that have experienced tremendous difficulty because they are supervisors and the system still does not show their employees in their system so that they can approve their time. After six months you would think someone, somewhere

overseeing Edison would be able to take care of this problem.

3578. With any new system there is going to be minor issues that are worked out. However, it appears the further we proceed with this; the more fatal the errors and the bigger the delays.
3579. I am trying to get a promotion to a TC and was told that although I was on the register in the old system, my scores did not generate over to this new system of pulling registers, therefore, that is why I was "allegedly" not given a letter to interview for that promotion. My score was high enough to be considered. I am very upset about this.
3580. I find it unfair to employee(s) the longevity(bonus) are included with the regular payroll calculation,thereby causing a higher tax rate. Subsequently,receipt of lesser amount of the bonus amount.
3581. Most of the issues I have experienced are related to the split week payroll, as it is not a clear or intuitive process to the user. I really like the concept and have used similiar systems based on a two week payroll that did not create as many issues or ambiguity for the average employee.
3582. After Edison's implementation six months ago, why hasn't the Bureau of TennCare allowed each employee to enter their own personal time keeping into the system. Employees going through Edison training have forgotten what they know and probably will have to be re-trained on how to enter time once they are told they can. It is being reported by the Edison Super Users each pay period that there are stilll glitches in Edison and they should not enter their own time.
3583. The system seems to be more complicated than it should be and does not allow for things that are "out of the ordinary." Additionally, I am unhappy about our longevitiy being rolled into the pay period which causes more taxes to be taken out!!!!
3584. The only complaint I have is with the training part. In some of the sessions I felt I knew more about Edision than the trainers.They could not answer most of the questions and acted like they did not want to be there.If Dept. would just let Edision complete a phase and quit trying yo tweek it would be better.
3585. Some people within my unit are still not able to approve their people. They aren't listed under their supervision. Another individual has to check to see why not under their supervision and also has to approve them. I don't like the split weeks. Seems like it would be a lot easier if we could enter it as we go along, but only has to be approved semi-monthly, like it used to be instead of every week, AND when there is a split week. And people need to be assigned to their correct supervisor for their approval instead of someone else having to do it. It has been done numerous times and then the next week the supervisor can not approve them again!
3586. So far I've only used it for entering time the only problem I have with the time sheet is on

weeks that have paid holidays - this part is confusing and not very intuitive. Other than that and the initial start-up hiccups its worked okay for me so far.

- 3587. Needed more training, or perhaps personal training in creating travel report...much too difficult and time-consuming at this point. Perhaps it will get better with experience.
- 3588. It is unusual to key your time before the time is actually worked. Example, Fridays before 10:00am and the work day end is 4:30pm
- 3589. There appears to be a lot of information available within this system. That is nice, but I rarely use any of it. My problem is that I spend much more time now than I used to recording my time and approving my employees time. On many occasions I have had to spend hours trying to figure out why I can't approve time or why my time isn't showing up to be approved by my supervisor. It is not as bad as it was during start up, I had many many problems at start up as I am sure many other people did also. Now it is just generally annoying to use because I never know when there will be a problem. I end up thinking about it way too much because I need to remember to go back to the site regularly when I am trying to approve and the site has been experiencing problems. Not to mention that I seem to get e-mails several times a week reminding me that something needs to be done on Edison. Nice looking system if somewhat unwieldy and problematic, hopefully it will improve.
- 3590. Training and lack of training materials was, and still is, totally inadequate. I spend twice the amount of time entering my pay as with the old system. I have had time drop out and had to re-enter.
- 3591. I have not experienced any problems with Edison. My pay has been deposited correctly on time, every time.
- 3592. In the past, time taken off in annual leave has been allowed for any amount as long as it was within the same pay period. All of a sudden, the rules have changed with once you get to your magic number, the system automatically takes time away from comp time accrued rather than annual leave that was requested and approved!!!
- 3593. While I haven't experienced any technical problems, I wish that Edison were more user-friendly. There is very little that is intuitive about the program. Things don't save if you click too quickly (and the program won't tell you). Entering a "0" for time on a vacation day instead of leaving it blank can cause problems. However, the paper timesheets that Edison replaces were confusing too, so it is at least an improvement over what can be before.
- 3594. I hate having to remember to do my time every week. If I do it everyday I should not have to do it again at the end of the week. I was expecting more on my longevity.
- 3595. It would be helpful if Edison could generate an email a few days before the time entry deadline to warn you that you have not entered your time. I did not get my time entered

last week due to a unexpected court appearance. Tankia Adams did send an email that day but I was not in the office to get the email and my supervisor had to enter my time.

3596. I enter my time but my SV is unable to authorize it for 1-2 days. Hence I receive multiple phone calls verifying that I entered my time. I then have to again check to see that I have done "my part". Time consuming and aggravating.
3597. I have had no problems personally with missed pay, leave, etc. that I am aware of). However, Edison is very time consuming when it works well--and I have only 2 staff plus myself to keep up with. The problems and delays with time running and the constant barrage of emails about Edison's issues often cause Edison to be the focus of my day and week.
3598. I think in time those who seem to be having trouble will appreciate this way of doing our time.... The only problem I've had was being home sick and had to get my time in that very day. I already had Edison on my home computer but really did not feel well enough to put my time in. But I guess if you want a paycheck you can make sacrifices!!!!
3599. A disaster as expected. Every time alleged improvements are made to governmental computer systems, the situation deteriorates. I suppose the system is helpful to someone somewhere, but everyone I have talked about it is totally disgusted by the whole situation.
3600. Having to print out my own payroll information (instead of getting it in the mail) and having to get time variations approved in advance were onerous at first because the required changes to habitual behaviors. But, with time, I have accommodated myself to them. I think the impact on supervisors and managers (which I am not) was much greater, both in the initial confusion and in the time pressure placed on them.
3601. Have had no problems.
3602. I live by the old saying that if it ain't broke don't fix it. I just wonder how many millions of dollars this has cost to get this running (buying the program, trips to Memphis, Nashville, etc) when everything in our department and many others was frozen such as my promotion that I've been waiting on for 16 months. I have also heard that other large companies & other states that tried it out and rejected it. This is just what I heard. I don't know for a fact but if it's true why spend this much money when the economy is so bad to begin with?
3603. Design seems cumbersome. Took too long to learn how to navigate the system.
3604. When viewing my pay info & I direct the program to show a printable version of my pay, it is no different than the previous screen. And to get all information printed on a sheet that will appear as an easily readable document for my personal files, it must be printed on 11 x 17 paper (which is normally not handled by most printers in one's home). Another issue I see is what seems to be redundant paperwork necessary to request and enter

overtime or leave. For those of us who do not enter time directly into the Edison Program, we must fill out an "Employee Attendance and Leave Authorization Form"; an "Overtime Justification Form"; an "Employee Leave Request Form"; and also enter our time daily on a "TDOT Payroll Time Sheet". Then all of this data must be assimilated by the person entering info for us in the Edison System.

- 3605. After researching the Edison product, no other government entity has adopted this product. The State of Florida sued this company for a return of its money. Tennessee will make it work
- 3606. The edison system should be eliminated as it has been in other states. It is just another way for state employees to be receiving less money for the same time worked.
- 3607. User knowledge may help the issue of operating the new Edison system that may create less error. Hopefully, after time permits the system will fall into place and everyone will get use to the change and system.
- 3608. To be honest here, Edison has created more work for me and I now spend 40% more of my time on Edison then I did before. The old sysytem for us was easier and faster. You almost have to hire another person in each department just to handle the Edison sysytem.
- 3609. Requesting time off and reporting time has taken on a whole new time-consuming dimension. I spend a lot of time on the road for state business, as does my supervisor, and it's a very difficult system to use for someone who isn't in their office 5 days a week. One Friday we were sent a e-mail asking us to approve time that night or over the weekend! If timekeeping can't be taken of during normal business hours, something is wrong with the system. Half the time when I go in to Edison to approve time, I don't know what I'm looking at. Also, if someone has approved my employee's time if I'm out of the office, there's no way to tell if the approval has taken place or if the time hasn't been entered into the system.
- 3610. YOU appeared to make this an active application when you still needed to have it in a beta testing mode. Because of that you have had more problems than if you had properly field tested this software. Some of the urgency to get material filed also seems unjustified as we are 2 weeks behind in pay. There is only limited reasons why you need to rush deadlines the same as if this was still a paper based exercise.
- 3611. Register process is not working
- 3612. I have not had any problems with the employee component in Edison except for the long time it has taken to fix our task group profiles to charge time to federal grants (which is only now being completed).As a manager who approves time for a small staff the amount of time it takes to do so compared to the previous system is much greater. I assume that managers with a much larger staff must spend an inordinate amount of time to complete the approval process when the Edison system is not running properly.

3613. Although there have been several issues with the new system, overall, it will be a good change. However, since the old payroll system was still working well to my knowledge, I think the go-live date probably should have been postponed so additional testing could have been performed. This may have (or not) prevented some of the problems that occurred.
3614. none
3615. With Edison too much personal profile on line for hackers. Not comfortable with my personal information on line. Also keying of leave has developed from 2 dates for keying leave a month to 6 times per month with short time notice.
3616. I have not heard one person speak positively of this system. On our level this system is a joke. We had a time-keeping format that was simple to use with checks and balances. This system was a waste of taxpayer money and should be scrapped. One problem is submitting a leave request. Each request of course has to be approved but if the appointment is longer than the requested time you must resubmit. Plus it makes absolutely no sense to submit time for days that haven't even been worked yet. Also, the increased tax on certain bonuses is a nice touch. It's a good way for the powers that be to stick it to us even more. It's great that you are taking more money from people who depend on it, like many of my long-tenured co-workers. Thanks for ruining a good thing...job well done.
3617. No problem with Edison, so far. However I am one of the few. Most problems appear to be training of personal in the use of Edison.
3618. It is much more difficult to figure out our leave time and benefits. The old way, it was much easier to track your pay and benefits.
3619. I utilized the hcm component as well as procurement and I am having problems with both sections. I think that the state should have left well enough alone and not spent the money on this Edison system.
3620. I have and have had several frustrations when dealing with Edison:1. The whole process is very time consuming. Previously, when dealing with time management, doing time sheets, and approving leave, I would need to spend minimal time on this. Now, with Edison, I must go into the system everyday, sometimes several times each day, to make the computer happy, and this takes away from my work duties. If a problem occurs within the system, additional time from my work duties is taken dealing with that. This makes me conclude that Edison, which was designed to save time, does not save time at all, and is an inefficient use of state employees' time.2. The procedures appear to change without warning. Just as I get used to a routine and have learned the steps, we are notified that there is a change in the procedure. Case in point...split work weeks. Previously, we were to code in and approve time twice during a split work week, and this week we were notified that we did not need to. Why? Just as I had learned my routine, the rule changed with no rationale provided. 3. Regarding "exceptions"...This is a very difficult issue to

manage. Too often I have had exceptions identified that needed to be resolved. But when the situation was examined, there was no cause for an exception to be identified. As a result, the time involved in dealing with this problem took me away from my work duties. Sometimes even after consulting the "superuser" at my work site, we were unable to resolve the problem. 4. The Edison program is not user-friendly. There are too many steps or "clicks" that must be done to simply approve an employee's time. Icons in the system that would appear to speed up the process in some instances are not useable. For example, with exceptions, the "clear all" icon to apparently correct(?) all exceptions is not active, and I do not know why.5. There appears to be too much duplication. In addition to dealing with the Edison program on the computer, I must also prepare a paper copy of the time sheet which must be turned in. This again takes time to prepare. I must also approve (sign) these paper copies of all the people I oversee. Preparing the paper time sheets suggests that others "in the know" feel that Edison has its flaws (start-up issues or not), and we need a Plan B to back us up. Is that efficient? Basically, I can understand why there would be a need to revise a time reporting system. However, the Edison program is not saving time, and, in the end, in my opinion, it is not saving money either. Dealing with it on a daily basis, sometimes several times each day, results in my getting behind in my work and affects my overall service delivery. It is an inefficient system to accomplish a gargantuan task. I believe that the flaws in the system are too deep to be corrected. The Edison program was a very expensive system to implement, took several years to prepare, but the return so far is not worth the time and money that the state put into it. Thank you for allowing me to share my opinions.

3621. The system seems set up to give the employee the short end of the stick whenever the choice is presented. It is not by coincidence that other states have rejected it. Filing travel has provided longer waits for reimbursement because 27 people have to look at it.
3622. I think when you request leave the system should dlet you input your amountof leave, and not have to wait until approval or rolling over til the next day to approve.
3623. Training: training was constantly rescheduled. Training consisted of telling us what to enter and where to click, but not how it all inter-related. Trainers had knowledge of Edison processes, but not complete grasp of our daily processes; they were asked about various scenarios regarding data entry and would have to find out from someone else and pass the information along later. Training took place 6 months before go-live. By the time of go-live, procedures and processes were changed, making training obsolete. Most learning about Edison was done on the job after go-live. Many processes in Edison are now manual, whereas in the old system the same process was automated (terminating dependents due to age, terminating coverage for non-pay, etc). There are several screens that have to be accessed in Edison in order to do the simplest of processes.
3624. It is too time consuming.
3625. There is an opportunity to improve the quality and frequency of communication between Edison and employees. Although the website exists, it can be made more user-friendly. A frequently asked question and answer can be highlighted, making it easier for

employees and demonstrate customer sensitivity.

3626. have to approve payable time more than once. to many items to remember to do.do not get paid to same as in 3270.
3627. I think being able to direct questions only to "power users" slowed the learning process, partly due to their lack of availability. Working directly with the person who was responsible for approving our time would have hastened the learning process.
3628. Each part of edison should have been fixed completely before starting a new part
3629. Work hours can be very unpredictable and it is more work to have to go back in and change time that has already been submitted. Emergency after hours calls can sometimes complicate time submission and require correction. Providing several timesheets in one week because it is between pay periods, ending a month or payperiod is tiring.
3630. In todays world of technology, a system should up-date immediately.
3631. the only issue i had with training was that there were several departments in the same class and each department seems to be doing things differently. i received a lot of information that did not pertain to us and it seemed to create some confusion. My only other issue is that we were told in training it would take up to three days to complete the process each week, but we are pushed at times to complete the entire thing in one day forcing us to complete timesheets in advance of time actually worked (we HAVE to lie). sometimes situations arise when you think you are going to work but you can't -- but there's nothing you can do about it because you were forced to enter your time and have it approved a day or more in advance.
3632. My primary concern with Edison is the amount of management and staff time it takes to enter & approve time and monitor exceptions. Additionally, I think all of the Edison screens have too much "space" on them, causing users to have to unnecessarily navigate down and over just to find and select employees, add a new line on the timesheet, etc. This just adds to the time it takes to enter and review time and leave, etc.
3633. I have worked here for 23 years and now my longevity check was reduced in the last year by \$200 because my longevity check was combined with my paycheck for the first time because of Edison. Each year this will occur while this system is used. It is unfair to penalize the workers due to a new system. Also there is tremendous pressure from HR department to get time entered and be correct almost to the point of being threatening...Sending emails that basically are threatening to the managers regarding time on the system. Managers in our office spend more time on the system then on supervision of the officers. We even received an email that if staff did not open Edison e-mails that HR would be checking and if staff did not open the e-Mails then any Edison problem would be on the staff.
3634. Because you have to enter time on paper and on the computer each week more time is

spent which take away from time spent on work related issues

3635. The main problem that I have experienced with the Edison program is with time and leave entry. The system is down far too often and is not set up in a way that is easy for many of the employees to enter their time. There was no hands on training before the start up of the system for employees to ask questions. The procedure seems to vary from department from department with no one knowing which is the correct procedure.
3636. The system is slow, cumbersome, and overly complicated for everyday use, requiring an unnecessary use of time. Our office manager originally spent much time making corrections, so now fills out the forms herself. I also find that if I want up to date information, that Edison is usually way behind in providing me with where I stand on leave for instance. Also, predicting overtime is time consuming and silly.
3637. Training was not sent to all our employees, to date our office still has someone else doing their time. How am I to learn if someone else does it. I understand it was a management decision that our employees not key in their time.
3638. I do not feel that the training provided was very good. Only having a small number of people that can actually work this program isn't doing anything but stressing them out from all the phone calls and costing our state more money because it takes more time to take care of time sheets and we still have our regular jobs to do. OH! And don't forget... we are not allowed overtime. So, you stay behind on your work load to make sure everyone's payroll goes through. Edison really needs to consider running administration on set days and times instead of changing to whatever works best for them.
3639. Only entering expenses at this time. So far, reimbursement has been quick and accurate. But the actual entry of expenses takes much more time than previous reports. And we are unable to scan backup receipts which are necessary for reimbursement in numerous cases.
3640. The instructor I had seemed to want to train on a different level of communication than most of us were prepared for. This instructor seemed to have a dictatorial and know it all attitude.
3641. I do not trust that this information will be kept confidential. I would like the comments in the report but will not allow my name to be used for fear of reprisal. I am a supervisor. It takes me hours of working with the Super User each week. Some mistakes are human error, some things are due to way Edison design is flawed such as making people request AL and/or SL in advance when people seldom know how long a MD appointment will last, since the AL and SL balances are so messed up nobody can tell unless they are a mathematician whether or not they have leave. People are afraid to take vacation due to fear of not getting paid for it. Just last week a person I supervise took a week's AL. He requested this leave far in advance and it was approved. Then when I checked for exceptions Monday of his vacation it showed that he did not request any leave yet put in his time. The super user could not find the leave request nor approval anywhere but I

have learned to keep printed copies when I approve time and/or leave and have asked those in my unit to do the same. The system has some glitch where people's time submitted "disappears", who knows where it went. There has been one person in my unit not paid for 2 weeks pay which caused another person in my unit to call me and ball me out blaming me for the problem when I had nothing to do with it. Not accruing leave I have had to take LWOP several times. This is the worse designed system, it is not user friendly, the training was ridiculous, the time frames were almost non existent from the time we were given the little training received until we were to start entering into Edison. Nobody knew what they were doing to begin with then from the beginning Edison started doing unreal things and still does. It was a waste of millions of dollars that State Employees already underpaid and over worked did not receive a raise for many years over the past 10 or so how in the world then can it be justified to spend millions on a system that does not work. Ask people to stay at the last minute until all the time sheets are faxed since Edison had one problem or another when there is no over time pay? This State Employee is very disappointed, tired of the problems, complaints and the system. Get rid of it. Then to be called Old Dogs that do not want to learn new tricks now that was uncalled for and was not a spokesperson speaking for me.

3642. I have no further comments.
3643. I experienced an interruption in longevity pay and currently experiencing problems receiving correct sick and annual accrual leave. Giving the employee access and the ability to change personal info is great at this level of operation. Errors that I have described are intolerable in light of the amount of money The State of Tennessee has paid and currently paying Peoplesoft to maintain.
3644. Altho my supervisor was lenient in granting 2 days SL in place of AL so I could take my sched vacation (2 days of AL did not show on Eidson) she has implied this will not be granted again even tho the same scenario may be in place for AL requested in June. Even tho I know I have the time--if it does not show in Eidson at June vacation then it will not be granted.
3645. THIS PROGRAM IS NOT USER FRIENDLY BUT LEAVES ONE TO LEARN FROM TRIAL AND ERROR BECAUSE OF LACK OF MORE DETAILED INFORMATION NOT GIVEN OR BY EXAMPLES NOT SHOWN.
3646. As a payroll officer, my work has almost doubled. We were constantly being told about all the great benefits with Edison but it seems most of those have gone by the wayside. We were told no more supplementals for underpayments, I am still doing supplementals. No more C-7's to correct leave balances or for terminating employees, we are still required by DOHR to process C-7's. Edison would self correct pay & leave issues when the correct data was entered or changed, Edison has been unable to do this so more supplementals and C-7's. Firefighters pay & leave would be automated if they went to a 28 day cycle, we put them on the 28 day cycle. Major issues with overtime pay and holiday pay occurred. They were never tested in the system even though we were told it would be tested first. Overpaid in Sept & Oct 2008 and there are still pay issues with 28

day cycle employees. It is working better for the overtime issues now but leave is still not calculated properly so we are still maintaining it by hand. The FLSA calculations are so complex and confusing that employees are having an extremely difficult time figuring their overtime pay. Edison is a great bi-weekly payroll system. The problem seems, it is being forced fed semi-monthly rules & data (not to mention government complex rules) and it is really not digesting it well at all. We need an appropriate semi-monthly payroll system or we need legislation to change to bi-weekly. I have one new employee that didn't get paid for his first two weeks of service, twice! The first time was human error in DOHR and then the second time, no one seems to know why his payroll was "closed" thus resulting in another non-pay issue for the same pay period. It is now resolved but took 5 weeks to get paid. One employee was on leave without pay for the whole pay period but got partially paid. Four employees that were charged twice for insurance benefits and it took months to get their refunds. One employee is still waiting for a refund from Feb. 09. One employee ended up with a wife and new insurance plan in Edison. He never married or moved. Longevity paid twice to 5 employees. A terminated employee was paid her annual leave balance again in Dec. 08. As far as I know, the state still has not recovered the money. There were major issues with military deployed employees. Getting their benefits paid correctly and bringing them back on regular payroll. There were sick leave bank issues. It seems Edison has problems with anything outside of the (REGS1)regular 37.5 work week. It is disturbing to me when someone sits before our representatives and comment that everything is working fine knowing there are issues and glitches in the system that need addressing. It really bothers me when someone speaks for the state and refers to "ole timers" & change. I am not really an "ole timer" but close and I like change when it is for the better. I was excited about Edison and how it would automate many of my duties and job requirements but now I am not convinced Edison was the route to take for state government payroll. Paperless or at least alot less, yeah right! What happened to that? I am running more reports and queries than ever before! Surely there are some great semi-monthly government payroll programs available out there somewhere.

- 3647. I don't feel we should have to do our own payroll. management or secretary should do this and we sign off on it.The system is good for everyone to be able to look at and or change info as needed, but payroll should be handled by payroll specialists.
- 3648. Put the longevity payment back the way it was so we want loose that money in taxies
- 3649. I AM THE TIMEKEEPER FOR MY DIVISION AND TO DATE AM STILL UNABLE TO ACCESS ALL OF THE EMPLOYEES I AM RESPONSIBLE FOR.
- 3650. The pay check stub is very hard to read which before I could understand it. Also the longivity pay is less and should not be put into one check but a separate.
- 3651. The system has leave balances / accruals separate from payroll.
- 3652. As an employee keying my own time I have not had a problem. However, as a manager approving time for other staff, I cannot say the same. The time it takes to address Edison

issues every week is so much more than was required with Data capture. It takes way too much time away from my other job responsibilities. It doesn't matter if you are serving the public, trying to train staff, have a District meeting related to the implementation of a new project, Edison is priority number one, whether we like it or not. It should not be this way. I can complete my responsibilities on Edison weekly without issue most of the time, but the time it takes to do so in relationship to the old system is still an issue, and will continue to be it seems. I have to say, it causes concern when I think of the day travel and other issues as well with fall into the arms of Edison. The system has been a disappointment.

3653. Splitting time reporting among multiple(5) projects(speedcharts) is cumbersome, unweildy & time consuming.2. Having to do time reporting multiple times(every week end plus anytime the pay period ends during the week) is a royal pain & time consuming. If reporting on multiple project time, have to 'guess' ahead then go back in later & redistribute time.3. Including longevity with regular pay is just WRONG.
3654. It should be Edisux instead of Edison
3655. no commits
3656. Being paid out of the wrong department after being paid correctly for 6 months. Constantly having to re-work your time/pay. Double work for a lot of employees and very time consuming. Getting paid worked much better when a secretary did the submitting.
3657. Actually, my complaint is the fact that our attendance has to be keyed every Friday. I don't have a computer at home; therefore, if an emergency comes up on Friday, then it is a terrible process trying to get leave keyed into Edison, getting your Supervisor to approve, and then keying time in Edison. This is not a good setup.
3658. Edison is not user friendly. I find myself expending much more time pursuing the entry of my personal data and that of those I supervise. I feel less confidence that my payroll and leave data is correct in this system. I had plenty of duties and responsibilities before Edison. I find myself expending a greater portion of my work time puttering around in Edison and then rechecking to if Edison has ran yet. The implementation of Edison has become a source of stress, dissatisfaction, distraction and annoyance in my daily routine.
3659. I am a young 30-something Engineer who is very computer literate and somewhat of a techno nerd. I am not an "Old head who is unwilling to change." I am a power user for my division. I found that all the training I recieved to help others use Edison was useless. When edison went live I learned that we were to do things different than we were taught such as "estimated overtime" and approving leave. I found that less than 20% of my division could use a computer and that we needed to have someone log in for people and litterally hold there hand to view edison. Edison requires us to loose about one full work day a week to address problems and concerns of our workforce. Everything is mad so difficult in Edison from time management to performance management. there are sooooo

many steps to complete a performance document that supervisors have to be contacted numerous times to tell them they are not finished and need to go complete the next step. My supervisors were so overwhelmed by the process that they have refused to do any more evaluations. Every pay day hours of work time are lost to explain strange amounts on peoples check stubs. There is so much unnecessary information on paychecks that my people panic and come running to the supervisors to complain why they are losing "\$1.50" to a number they have never heard of. I have found that Edison is very labor intensive. We were first lead to believe that edison would be used once every pay period. Then we were told edison would be used once a week. Now we get daily e-mails to update, correct, or approve something. Currently edison requires use twice daily. Once in the morning to input data/correct problems and once in the afternoon to see if the program "ran". I have experienced loss of paycheck payments, double paying longevity, dropping insurance coverage, and over all complete confusion by people in my division. Menu items are periodically moved causing a flood of calls from field offices because they cannot find where to go in the system. There is no heads up or warning when this happens. I have never experienced any computer system that has caused so much confusion and extra work. Edison has completely demoralized my division and caused untold amount of stress. I would feel very confident in saying edison has cost the State \$100,000.00 in loss productivity.

3660. Although I do not have issues with the HCM component, I have several issues with other areas of Edison. Dealing with the purchasing area has been very frustrating at times with the system not having the description of products stated clearly. Locating the correct items or service is very time consuming. Another area of concern is approvals. I know in order to maintain reasonable control over spending that approvals have to be met in a certain order. The approval system is extremely slow. Having requisition approval and then having the purchase order to be approved for the same purchase seems to be just double work. A simpler more cost effective way should be implemented. All other complaints I have are concerning contracts. There is a problem with the personnel putting contracts in place in both the old Tops system and the new Edison. I have a personal experience now, that involves a contract that expired 30 days ago. The contract was renewed with the same vendor. The person in charge of that contract put all the new contract info in the old system, but stated it was not his job to update the Edison system. After talking with 3 different managers, I got 3 different answers. I was finally forced to make an emergency purchase using a state credit card. This is not a very cost effective way to business with the tax payers money involved. At this transition point between the two systems, there should be a delegated group of personnel that does nothing but process all contract information and any other necessary actions that are needed on a day to day basis. The state of Tennessee has spent millions of dollars and too many hours of training for all state employees to have any kind of user problems at this point in time.
3661. In the first few weeks of using Edison, there were typical start-up issues like getting all the employees I supervise into the correct Department ID or being able to see an employee's leave requests after I had approved them. These issues seem to be resolved. The reason I said the system is worse now than in September is because of the days that the payroll system does not process. We are trying to input our time each week for

weekly approvals as was recommended. However, when payroll does not process for several days it makes it difficult to do weekly approvals. Also, if there is an exception it can take nearly a week before you can be assured that it is corrected when you have to wait for the system to run again. I don't know whether this is a start-up issue since it didn't develop until March. The lack of real time processing (this inputting one's time and then waiting for it to process before it can be approved) makes the Edison system less convenient than the old Data Capture System. Under the old system an employee could immediately correct an error and I could then approve the time. Now I have to wait for the corrections to be processed. I think it is just as easy for me to input my time and leave taken in Edison as it was on Data Capture. As a supervisor, I find it is more time consuming to review my employees' time. I have to go to one set of screens to see how my employees charge their time. I then have to go to another set of screens to approve the time. I have to go to still another screen to check their leave balances. Plus I have to keep up with how much leave they are taking to compare it to their balances since it is no longer all on one screen like it was in Data Capture. I now have to check for exceptions that the system creates something I didn't have to do in Data Capture. I have to go into the system multiple times during a pay period to make sure I am approving leave requests, inputting my time at least weekly, and trying to do weekly approvals so I know I am having to log into the system more than I did with Data Capture. In Edison's favor, I do like having access to information about myself that I did not have such ready access to before.

3662. i do not have to enter my time into edison so i have not experienced any problems in that area.on occasion for no reason we have trouble logging into edison and have to contact someone.basically all i do on edison is view and print my check and my time and i havent experienced any problems except for occassional log in problems
3663. The only problem I have with Edison is it is time consuming. I miss only having to fill out a time sheet 2 times a month. Now, it is at least weekly, and for this week since payday was on a Thursday, I have to do it twice. I am very busy as are most of TDOT personnel, and I don't want to have to waste my time to check what everyone gives me before and after it goes into Edison. It is also annoying that Edison does not always run at the same time..meaning, I go out on Edison the day after time is entered so that I can approve time, and it isn't there. I try again before I go home after it is supposed to have run at lunch, and it isn't there. So, sometimes, I have gone out 4 or 5 times to approve time that isn't showing. I thought Edison was supposed to run at lunch (noon) and over night but this is not always the process. I am sure that if Edison was able to track the amount of time that we are having to waste just to get time in, that you would find a typical supervisor spending 30 minutes to 1 hour a week trying to check and approve time. This used to take me 15 minutes a month maximum for both pay periods.Suggestion::::Edison should send out an email when it has run and time can be approved. It sends them out for every other click we put in on evaluations etc. [NAME, DEPARTMENT AND PHONE NUMBER REDACTED]
3664. Edison has been great. The interference at the regional level had made it more difficult by going through multiple staff to submit time.

3665. It took forever to get my employees enrolled to me under the management portion.
3666. No matter how flawed this program might be, it is believed that it cannot be allowed to fail now with amount of money already invested.
3667. Sick leave and annual leave are not entered in a timely manner.
3668. Problems are not as frequent as they were in the beginning, but just a week or so ago, there was a problem with administration running as scheduled.
3669. There are too many screens with which to work in order to enter, check and/or approve payroll in EDISON. All should be consolidated into one user friendly screen that will show time worked, leave balances and an approval area for supervisors on that screen. When approving, the supervisor must look at the approval screen, go to the screen where time is entered to observe the actual days and hours worked and frequently (with some employees) go to the leave balance screen to check balance in order to resolve leave issues.
3670. I am a timekeeper and have real concerns with Edison. First of all, having to enter all the leave requests before being able to do the actual timesheet. Sometimes, for whatever reason the leave requests don't come up to be approved. Leave requests have to be entered again for approval. Leave requests have to be filled out individually for each day of leave except for a whole week. Leave request for partial days of leave as well. Leave requests that fail to be approved will cause an exception. The timesheet has to be filled out for the whole week on Friday in order to not cause an exception on Monday. You have to put the employee has worked whether they did or not for the exception not to come up. The older system was much better because you only had to do your timesheet once each payday and now I spend a third of my time putting in leave requests, doing timesheet which has to be done every week and waiting for the program to run at the end of the day for any exceptions. You should not have to wait a day to see if you need to make corrections. The leave balances need to be updated more often. They also need to be at the bottom of the timesheet for easy access instead of having to get out of the timesheet section and go to a whole different area to see how much time an employee has before you can charge them. We still have to run part of the old system (paper copy for signatures) due to Edison not having a paper copy system for employees to sign that their time is right. The whole Edison system is hard to understand. It is not user friendly and you would need an accounting or computer programming degree to be able to use Edison (not user friendly). Some of the sections will only bring up part of the employees. I still have employees that need to be moved out of my group and have been there since Edison started last September. In my opinion, the State of Tennessee has taken a step backward instead of forward.
3671. It is not set up for getting paid twice a month, it is not set up for irregular hours.
3672. There's a reason why hitting the lowest bid isn't always the best course of action. Money shouldn't be the only driver. Incremental productivity is just as important.

3673. All the complaints to date are errors we had in the old system. People hate change and do not want to adapt or take the initiative to learn all they can about Edison; they are not self-motivated and just want the old system back because that is what they know. The purchasing portion in the old system was horrible...no, worse than horrible...no one could have figured it out. With Edison you can (if you try) figure out the process with no training. I printed out the manual and taught myself and if I ran into a problem I called my Super User". Maybe, just maybe, we have some state employees who are apathetic, but we cannot say that, can we. We can bash Edison but never should we suggest that maybe a state employee did not enter their time, and that is why they got no check. That is not Edison's responsibility and it was not the responsibility of the old system either. When does some of the problem sit on employee themselves? And my question to the state employees is: If you are so concerned about the Edison system, why don't you make constructive suggestions on how things could be made better? Sure, there are some kinks in the system but there will always be problems with servers' etc. and I think this has been exaggerated and blown way out of proportion. Edison is not perfect but I think there are many folks like myself who do not complain because we would rather figure it out than which is easier and more productive. Out of all the states that have implemented a project of this size, Tennessee has experienced the fewest problems. We should not legislators (Drama Queens) with all their posturing who are just out trying to get votes be allowed to effect or even influence the running of Edison because it is all for political gain. Naifeh was not concerned about his constituents when he got upset over the "old dog" comment by a TV reporter. He was concerned about his image. He owes Lola Potter and his constituents a public apology for his childish behavior. I know Edison has its issues and any change is a difficult adjustment but to let the small problems outweigh the great asset Edison is and will be to the State of Tennessee is a mistake.
3674. Any new implementation of a system will have certain issues. This system is a lot better than the old one, easier to navigate and find out things about benefits...how much sick/leave time you have, takes less paperwork to get things done too. I don't have any issues with the system myself.
3675. This system is NOT designed for field personnel who are not behind a desk every day. If we want to make our jobs more unproductive by spending ridiculous amounts of time doing computer work instead of our field jobs, continue with Edison. The old system, while outdated, was much more responsive to work efficiency for those who work in the field and not at a desk. F&A seems unconcerned about our problems and has demoralized field workers that care about their jobs.
3676. get rid of this system. I feel it will cost a lot of money in the future. I understand Edison has ask for additional money to figure out how to implement the stimulus money. Time keepers are having to do double the work that was required under the old system. Regardless of what the employees say about how horrible this system is, the state will continue to dump money into it.
3677. I have been paid timely and accurately since the implementation of Edison. I have the ability to view and change my payroll information on-line that was not possible in the old

system. I can access my payroll record at home or at the office. I can see all my benefit information. I can have my salary deposited at three different banks. The new system appears to be a vast improvement over the old system.

3678. I found that the classes were too generic. They did not take into consideration which department they would be teaching and did not alter the teaching material to fit the needs of the class. Too many of the procedures were not defined prior to the classes or implementation of Edison. We ended up finding out after implementation that procedures had changed. It was very frustrating to take a day in class that we used very little after implementation.
3679. I have 3 employees that I am responsible for entering time on, however 1 of these employee was off on FMLA and HR was entering her time. She returned to work in October '08 and I still can't enter her time, keep us with her leave balances, and evaluations, etc.
3680. Too much to do to enter overtime, sick or annual leave. Why does one have to go to different pages. Why does the system not have a "Save" feature. To save anything you have to "Submit." The system was designed by a computer person and not a "worker" it needs to be user friendly. Simplify the process please.
3681. I am a special school teacher and my leave balances are not entered correctly in Edison. I cannot add time accrued either.
3682. no problems at this point.
3683. I am supposed to be one of the power users for my division. I had one half day training. When Edison went live, I was told that I should be able to view all the employees in WPC, but all I have been able to view was the employees that I directly supervise. I cannot even view the one that I indirectly supervise. It is a disappointment to me as the power user at how long it is taking to correct the problem with viewing indirect supervised employees. I would have thought after six months that a lot of the glitches would be resolved. (For example: As a Power User I'm helping my supervisor. He had approved all of his employees. I had him approve them again while I was watching and it took him three different times before the approvals he did hold.) I really feel a lot of the problems are caused from not being properly trained. Being told to click on a box only gives you the concept of how it works and then 3 or 4 months later when it goes live you don't have someone or something there telling you what to click on. Now you have problems. It's not as simple as it was made out to be. Personally the only problem I'm having myself is not being able to see the employees I indirectly supervise. This can be a big problem if the supervisor between me and that employee is out sick.
3684. Password: I wish after I choose a password that it will remain and not be changed because I haven't used it lately. I can remember mine easier than the one Edison automatically chose.

3685. want longevity check on a seperate check from payroll check -keeps out more taxes on 1 check
3686. My past problems with Edison have finally been resolved, except for the problem with leave balances not being added at the time they are accrued. This is presenting a problem for me, because I have very low leave balances on both annual and sick (due to some unplanned family emergencies). I would be happy with Edison if this could be resolved.
3687. There always seems to be weekly, if not daily, flaws with this system regarding entering time and/or leave. Data can magically disappear whenever it wants to and I don't have alot of confidence in the integrity of the system. Common problems or errors are always very difficult to correct and it is always difficult to get someone that is knowledgeable enough that can help. We are constanly getting bombarded with emails regarding Edison and it makes it hard for field personnel to respond in a timely manner to the emails marked urgent. More time is spent in the office on Edison. Edison makes me nervous about having my personnel information listed for anyone to tamper with or to cause harm. I have questions regarding what happens if this system gets hacked into or the whole system crashes. All in all, it is my opinion that this system is not worth the total money spent to operate or worth all the time spent trying to make everything run smoothy & effectively.
3688. edison was a huge waste of time and money. didnt work when it was started, dont work now.
3689. None at this time
3690. As a supervisor I do not feel that I should be tasked with doing payroll.It is difficult to keep up with all of the changing deadlines along with everything else.
3691. Edison has the ability to be a good tool for us to use, however at this time, we are required to over-document that this is just one more thing to take away our time from our actual jobs. We were told in the beginning that Edison would replace the old ways of documentation that we were doing, however now it is in Addition to what we were previously doing. There is too much documentation and it is too hard to keep up with everything that you have to do as well as attempt to complete your job.
3692. Edison is far more time consuming than the previous system. A pure bureacritic nightmare system.
3693. Training was basically a rundown of what Edison could do, but never gave specific instructions on how to apply this to practical situation faced everyday in the office.2) It appears that several times a month, there are emails saying that Edison (for whatever reason) did not process time, and will be delayed.3) It takes much more time away from my job-related duties to fill out and approve time (sometimes twice a week if the 15th or last day of the month happens to fall within the week) Additionally, I must travel often as a state planner and am often not there or have no access to wireless in order to approve

my employee's time)4)I still have not received my first payment for a claim to flex benefits I submitted back in January. F&A shows where they have processed it, but it never came through in the form of reimbursement. It looks like I am out \$100 dollars unless I choose to spend a large part of my working time trying to hunt down an answer.5) We are repeatedly given dates for when components of Edison will be up and running (i.e. contracts, invoicing, etc.) only to have them postponed because "Edison isn't working."Clearly, this system was implemented without testing or getting feedback from the actual employees who use it on a daily basis. It has clearly increased frustration and reduced morale within my Department.

3694. I would like to know why every employee of Commerce and Insurance was not prepared for, and then placed on, the Edison time reporting system and taken completely off of the data capture system. Most especially when Edison is a Gov. Bredesen initiative was known to be coming. Why was C&I not prepared? How long does it take to get ready and when (specific date) will C&I transition to Edison?"Upon implementation, C & I made an agency decision to use time keepers and approvers (via paper time sheets) for entering and approving employee time in the Edison system. This decision is still in affect and employees should not be entering their own time within the Edison system (unless specific approval to do so has been granted by the HR Section). We have all (HR Staff, Time Keepers and Approvers) come a long way in learning the system and becoming more comfortable with what we can do within the system and how it works. However, there continue to be issues, as with any new system, and until we are completely comfortable with the workings of the system and are confident that everyone has been properly trained, we will continue in this manner, anticipating that eventually, employees will key their own time into the system. "3/12/2009 Shannon Parker Human Resources DirectorCommerce and Insurance How long does it take to bake a cake?
3695. like the one way of doing it. submitting paper timesheets.
3696. I have been a state employee for 20+ years. I have not experienced anything in these 20+ years that has more negatively affected the efficiency of the State of Tennessee than Edison. In my case, employees are on a 28 day, 150 hour work cycle and Edison has made it very difficult to manage time with the efficiency that we had prior to Edison. For example, we are now preparing and submitting timesheets 6 times per month as compared to 2 times per month prior to Edison. That means that timekeepers are entering time 6 times per month, supervisors are approving 6 times per month, and HR staff is reviewing 6 times per month. How efficient is this? In addition, Edison will show an exception causing the employee, timekeeper supervisors and HR staff to go into troubleshooting mode when the time was input correctly, just not in the way Edison wants to see it. There have been numerous times time has had to be guessed at because of the end of the month, or time period and the timekeeper was off, and there is no backup in place. There have been numerous times that employees have been called from their assigned duties to report to the office to fill out a timesheet so the timekeeper could meet a Edison deadline. Prior to Edison the time could have been called in and entered. With Edison there has to be a written record to review, because Edison is not accurate. Again this is occurring 6 times per month since Edison, not twice per month prior prior to

Edison. Employees like myself, timekeepers and supervisors have more important duties than "Making Edison Happy", but are forced into the mode that Edison is priority number one or we won't get paid. This is a poorly thought idea, and in these hard budget times if the State wants to save money we should fire the Edison staff, as well as anyone who supported the implementation of Edison, and go back to the old payroll system that worked fine for many years for all state employees. It says alot about Edison when any time I run into a fellow state employee Edison and the inefficiency of Edison and problems with Edison become a topic of conversation.

3697. It appears Edison was not designed to take into account the states policy and procedures. Examples would be: If an employee takes sick leave and during the same pay period works overtime the overtime negates the sick leave. Previous policy allows for the sick leave to be used and overtime accrued. The issue where longevity is included with the regular payroll check instead of a separately should never have been an issue. Currently, compensatory time is to be taken before annual leave except if the employee is within 30 days of their anniversary date. Edison does not automatically take comp time first. The only training given to many employees was the on-line training which was inadequate. In addition employees were not allotted time to take the on-line tutorial. The state did not, and does not, take into consideration that many employees unfortunately, are not computer literate.
3698. I think the previous was of reporting time was good. But I do like being able to make changes (address changes etc) myself right away
3699. the training was provided several months prior to us using the system which made it difficult when we began to use the program
3700. The Edison system appears to be an "off the shelf" system that is not user friendly, is counter-intuitive, and takes substantially more time than the previous procedure for entering and approving time.
3701. I like Edison, but there seem to be alot of problems with it such as annual and sick day's and if you are not able to keep up with the system you just loose your day's without getting them back. How can you fix that?
3702. Working for OIR, my time can be billed to a multitude of projects, all of which I need a time segment for in Edison. It has proven impossible to get some time segments added and the process/method of adding time segments (Task IDs) into Edison is untenable. I've been waiting since the first of the year for some segments. In addition, we, the personnel who bill against these time segments, cannot control the description on the tasks - which leads to wasted time trying to search for the correct one. I currently have close to 200 Task IDs to wade through. On top of that, I have to enter my time into a SPREADSHEET because Edison evidently lacks the time reports management says they need. Due to the sheer number of different billing segments I can bill to, between Edison and the spreadsheet I spend 30 minutes per day just entering time.

3703. The system is not user friendly. We spend triple the time on payroll compared to our old system. You enter time and Edison runs and the time you entered is not available, so you have to enter time again and hope that it will show up for supervisor approval. I worry that when the financial section is activated in Edison, that it will shut us down. Hopefully, I am wrong.
3704. from the beginning, my monthly salary had been reduced, it did not amount to much annually, but I did not appreciate it. No one was ever able to geive me an answer on how or why is was reduced. I made many phone calls and was passed from one person to another. finally someone gave me a complaint # and report was made, but it was never corrected and no one ever did anything about it. 6 mos later, my pay is still showing less than what i was making before edison and no one seems to care. It may only amount to a couple dollars a year, but it is still not right. I at least deserve an explanation.
3705. Edison seems to be a lot worse that the previous system and therefore, is not the user-friendly web based system we thought we were going to be using. This system takes the long way around to get to where you need to be. Everything is hard to find.
3706. I have to go back at least (2) two pay periods and make sure time that has already been approved gets re-approved due to it showing up agian as needing approval. This happens mainly with overtime pay. I do time week to week and make sure it gets approved, then I have to go back and check on time that has already been approved some times as far back as two pay periods. Don't know why this is occurring. [NAME, DEPARTMENT, AND PHONE NUMBER REDACTED]
3707. We must enter our time weekly on Edison, but still must fill out and turn in the same paper timesheet we used prior to Edison beginning. This doubles the work/time that is needed to enter our time during an already overloaded work time.
3708. It is just an inefficient, bad program. The time it takes to put in time thru Facility Max, takes three times as long as previously required and twice the paper work. The informatiom being required to enter, for each job, by each employee, can not be useful information for anyone. Example: # of hours worked in a building changing light bulbs, clearing toilets, checking temperatures, ect. The number of screens that you have to go thru to post each job, for each man, is time consuming, complicated and confusing. As of now have less time for maintenance work and projects. From what we have been told, the additional requirments to be entered, such as inventory, equipment, parts used on jobs, ect... will totally bog us down. The AA's do not have the knowledge or the time to insert all of the data that will be asked of us and will require us to become data entry people and not Administrators or Managers. This program is taking away the time that we use to have to get involved in projects and working with our employees and tenants.
3709. The Edison HCM program is set up for departments/staff who work a regular Monday - Friday 8-4:30 shift. It is not set up to handle staff who work different shifts and rotating days off. This means each persons time must be adjusted by someone each week. This is very time consuming. Also I understand that each Department made a decision about

who would be allowed to enter and approve time. Yet as a department manager I feel it is my responsibility to at least review if not approve the time of my staff. I do not have that opportunity. I have asked that it be changed but to date nothing has happened. If this is consistent with other department managers this is a mistake. Someone in Timekeeping or HR can not know what staff in another department are working. Also even when entering my personal time I have to go screen to screen to enter leave requests for my Supervisors approval and then back to the timesheet. If I want to check leave balances I have to go to a different icon under a different setting. I can manage that, but I have 15 staff in my department who do not have computers, are not computer literate and are unable to do anything for themselves in Edison. That means my Secretary has to handle the entire Edison process for each of them every payday. To answer your question, it has not made things better for this department.

3710. I think this has been more trouble than it is worth. How much money was spent on this program that does not work? WE at the bottom got nothing. Maybe that money could have been used to give us at the bottom raises. Considering my power bill, gas bill and groceries went up majorly but yet my pay stayed the same--28,000. I'm barely over the limit to qualify for the assistance that I help my client's get daily. Why did the lawmakers get a raise if we didn't!!!!!!!!!!!!!! Oh yeah, lets spend millions on Edison instead of putting food on our employees dinner table.
3711. Supervisors should not have access to employees personal information
3712. For the Wave 2 startup I have questions in just getting the everyday work done in the financial area. The Edison help desk does not seem to be able to answer most of them. It seems that someone forgot to turn on all the switches at the April 6 go live date.
3713. My biggest problem is the fact that Edison has combined our longevity check with our regular check and it is taxed alot more heavily now than in all my 25 years. With this past longevity payment of 25 years I didn't even clear 2500 which included my regular 2 week check! So I felt like I worked 2 weeks for free! This needs to be fixed.
3714. Processing information in Edison is a tedious/cumbersome process. We have to use all of our HR staff during time and labor in order to process payroll. The other HR functions are put back until T&L is finished. WE concentrated so much on T&L during annual enrollment of insurance and totally neglected that job responsibility which in turn due to the issue with Benefits Administration, that area or responsibility was chaotic and extremely unorganized and unacceptable performance as it relates to processing of the insurance and flex benefits programs. Communication with benefits during start up was an awful experience. The phone wait time was extremely long periods. The answers and feedback from the staff at the call center is most cases incorrect. Even communication with the management staff at times were incorrect. We had people that needed to go to doctors, get medical, needed dental procedures that in my opinion truly did not have insurance coverage. They were made to pay for months of insurance coverage that they truthfully did not have.

3715. The system is helpful to employees because they can check their check stubs, leave balances any time if they have access to a computer, but in entering time, it is much more time consuming than the previous system.
3716. It is very time consuming that Edison breaks a 7.5 hour day into subparts for approval. There should be a screen similar to the time entry screen that lets the supervisor approve the days entry. We should not have to enter "split" weeks - payroll does not come out for two weeks after the period ends - plenty of time for adjustments/approvals without having to enter split weeks. Edison does not reschedule time during weeks or pay periods, which means it must be done manually like the old system. It is not sensible to have an expensive system that cannot handle the every day needs of the employees and supervisors. Computers can do a lot more than Edison!!!!
3717. I was not happy with training but help has always been great when needed. Start up was slow but seems to be going well now.
3718. The main issues I have with EDISON involve the frequency of keying and the schedule of keying and approving. Having to key time twice in one week and having to rush around to get time approved for direct reports get stressful. With data capture, we dealt with time twice per month and that was it. With EDISON, we have to deal with it two or three times a week.
3719. Payroll worked much better when employees entered their time on a time card & submitted it to the payroll clerk each P/R period. The P/R clerk would then enter all time for the employee's supervisor to approve. With Edison the P/R process is dealt with daily & takes up too many hours by too many employees. I don't see how P/R can be cost effective. Also, there are numerous supervisors & managers unable to see their employees or approve time. I am not able to view employees at all facilities that I am involved with - only partial rosters. I don't appreciate the answer of "not being able to write a manual check" when someone has a problem with their paycheck & it is the fault of the Edison system. With the old system it was possible to rectify a problem before the next payroll period. Some of our employees can't afford to go without a check for 2 weeks. On two separate occasions employees could not get a manual check & had to wait until the next P/R period which caused our accountant (P/R clerk) to speak with creditors about late payments by the employee. I was personally involved with these two cases.
3720. Still cannot order office supplies.
3721. All employees are still not showing up under their appropriate timekeeper/supervisor. All queries are still not loaded.
3722. Edison has the potential to be a good program. However, more testing was needed before implementation. Also, they tried to do too much too fast and that is creating other issues. They also didn't take into account that while Edison is great for paying people who work bankers hours, some of our employees work real hours. The timekeepers need more than one day after pay period ending to key time. They don't have access to the information

they need to key in time to meet these deadlines.

3723. The training was months before Edison started. So we forgot whatever we had learned in training. I still don't know how to access my 401 k and can't find it on edison. I now have to call the bank every payday to make sure the check has been deposited. I have lost money because of how longevity is treated in Edison. I offer request time off and it disappears. My supervisor has approved my requested time off and the approval disappears. He has stood there and watched when I put in a request for time off and he never receives it on his computer. What a waste of time and money. The state is paying me to work on edison instead of working on my job.
3724. The only comment that I have is that I know leave has been entered, but for some unknown reason it does not appear to have been entered. Supervisor have said that they have approved TN Leave Requests; however, it will appear on an Exception Report as unapproved.
3725. I'm temporary part time work, I apply my time thru edison and have had no problems. I have heard supervisory issues arise while they apply time for many people, like, "this system is a dinosaur!" I don't have the same work to do on that system.
3726. It troubles me that the system was implemented in about 8 months ago, yet I still am not able to enter time, nor approve time. The way that the time is entered and approved does not appear to be user friendly, nor effecient.
3727. Having to complete weekly time sheets and also Edison weekly seems to be a waste of time since the pay is 2 times a month. This causes more problems for the supervisors who need to spend their time doing their specific jobs.
3728. I CURRNTLY HAVE NO ISSUES WITH THE SYSTEM AS FAR AS PAYROLL GOES BUT I DO KNOW OTHERS WHO HAVE HAD SERIOUS PROBLEMS LIKE NOT GETTING PAID FOR EXAMPLE THAT WOULD NOT HAVE REGULAR ACCESS TO A COMPUTER TO FILL OUT A SURVEY. I CONSIDER MYSELF TO BE ONE OF THE "LUCKY" ONES.
3729. In one hand, I have not had any problems with HCM area, on the other hand I have not had any changes with my payroll since the conversion, so I am still unsure that if I did have a payroll or benefit change that the system process would accurately update my payroll and/or benefit info. without errors that would need a manual correction but my trust issue in the Edison system will grow in time.
3730. No Comment
3731. there seems to be information that gets lost at times.
3732. My problem is incorrect data entered into the system at start-up and is still not corrected after many requests. This is a staffing problem not a system problem

3733. I personally feel that after we become more familiar with Edison and the glitches are worked out, then it will make our job as Managers a little easier.
3734. I love being able to input my time and travel from any computer as we work out of the office a lot. Now that all of the time is computerized I do not understand why the turn around has to be so fast as to when our time is due. When we were turning in hand written time reports we had a few days to turn those in before the deadlines. Now that it should be much easier, things are due much sooner, as in, the following day after a pay period ends. This is mainly just an observation not a complaint as Edison makes it much easier!
3735. It is an excellent program for this Department. Very informative and innovative.
3736. It seems like everyone spends a considerable amount more time entering and maintaining information. Not to mention weekly paper timesheets which often are twice weekly because of pay period end dates. Seems like more paper and more time wasted costs more in the long term.
3737. Don't like the system at all.
3738. As a manager, I find the time/ leave approval "setup" makes it very difficult to keep a record of employee requests for leave and reviewing employee request is burdensome. I usually approve what employees enter w/out coordinating leave requests w/ time entered. I don't know how to pull up data.
3739. The system should have tried in one or more departments before state-wide application.
3740. The only problem I have had is logging in. My user ID has "not worked" twice now. I have had to call the hot line to have this corrected. Both times the system did not recognize me as a state employee.
3741. When recording time on the input screen the screen advances past the "time reporting code" on the 3rd or 4th line. The "save" option has been removed and doesn't give the option to review before submitting for approval by supervisor.
3742. It appears that the Edison system was not completely checked out before it was implemented. I seriously doubt that all or even most problems relate to operator error on the level of employees who had no connection with the implementation of Edison. The program is really not that hard to use to input our time, so some system operations have to have glitches somewhere, it would appear to me. Overall, I think the Edison system is way too expensive and time consuming to really be better than what we were using.
3743. One of the main problems I'm having with Edison is the time I have to spend on Payroll. I went from working on payroll twice to almost every day. I think we should be allowed to key twice a month as we did originally.

3744. As a Manager that has to be in the field overseeing an Inspection team, I am not comfortable approving time when I'm not in the office to double check time of field personnel. Many times Edison is unable to run and periods of time for approvers to update/approve exception, time, and Overtime is critically short which effects my job performance times in the field inspecting/managing. Much more time is used now on payroll than before.
3745. IT'IS THE MOST CONFUSING PROGRAM WE HAVE HAD IN MY 23 YEARS WITH THE DEPARTMENT OF SAFETY
3746. Its not people friendly, I think its to much trouble and time consuming. There are to many step to find what your looking for. Our longevity checks should be searate from our pay because they take to much taxes out .
3747. I think Edison is time consuming- entering weekly or many times twice in a week!!2. I don't like to enter my time before I have actually worked the day. Time should be entered after you work your day. 3. I work in the field, but now feel I have to arrange my schedule to always make sure I am in the office on Friday to enter into Edison for the week. It seems to dictate my schedule.
3748. Tips did not process right first pay period causing 53 overpayments total of \$7,128.42. Second pay period 9 employees shorted their tips causing overdrafts and late fees total of \$2,323.96. 37 longevity over payments for the department. Several more to list, from 1/1/09 to 3/31/09 a total of \$80,835.70 in overpayments has ocured. There is just so much I could go on and on about. I was there for when the vendors were to win the contract as a Time & Labor and Payroll expert. I can tell you very little that was said could and would be done in both the presentations and the Fit/Gap sessions has or will ever be done. I have always went above and beyond to ensure my employees almost 3200 of them are paid on time and correctly. I truly hurt when this does not happen. Edison staff seem to forget we are dealing with peoples lively hood. Example being there is an issue with rehires. At first Susan Dill said that they were working on a way to work around it. Now she says it is what the system is designed to do. We were not aware this was a problem until it was to late to pay 10 of these people for on-cycle. We found the problem, one that can only be fixed by DOHR and had everyone one fixed or so we thought for off-cycle. Once off-cycle ran 3 were kicked out and were not paid. After several e-mails between [PERSONAL INDENTIFYING INFORMATION REDACTED], Jan Sylvis, DOHR and Susan Dill Ms. Sylivs stated the following: Subject: Let's wait on those 3 Folks who did not get paid for small numbers of hours worked. Be sure to get their time approved so that we can pick this up on the 4/30 payday. I have the emails. I do not care that the amounts seemed so little to her. The employees had not received any pay what so ever. I no longer have access to correct or see things as I did before in Legacy. But yet we are expected to handle most issue on a agency level. Thats not a reasonable expectation. As I said I could go on and on but Edison duty calls. I have never been one to be apposed to change. But I am against change that every pay period hurts one of my employees. Edison does not have a face to put with the hurt voice or person that all they want is to be paid right and on time. I know

the old system was just that, old. But this was not the answer. Yes some of the problems are due to the employees not being pro-active. We as an agency created a training course for employees as well as supervisors on how to manage Time and Labor and this part has gotten ALOT better. The click click training from Edison was a joke. We did some parallel testing with Edison before go live. You know what the answer for problems we ran into were?? Just over ride it, that is not a fix. A new system it will have some glitches, yes I know. But how many more employee will be just glitches before something is done about Edison?? If better testing and training would have taken place I do not think we would be in the state we are in now. After almost [PERSONAL INDENTIFYING INFORMATION REDACTED] years of being on a payroll team and enjoying my job, I have now gotten to the point I want and need out. I am grateful to have a job but that is about it. I would like to point out the the wonderful staff at DOHR Shelia Marchman, Vicky Parker, Regina Forsythe and Elissa Wilson have went above and beyond for all agencies and I don't know where we would be without them. They are the saviors in this whole nightmare, NOT EDISON. Please contact me at [PHONE NUMBER REDACTED] if you are interested in more information.

3749. For me personally, I would like to be able to enter my own time into Edison so that I do not have to guess my hours on a time sheet in advance of actually working them. However, I realize that not everyone would be able to enter their time correctly and it would probably create more problems than it is worth to do it that way, but it would be nice if it were an option.
3750. I work in IT and have been a programmer, analyst, and supervisor. I understand the importance of creating accurate business requirements before embarking on the design of a new system. When a COTS solution is purchased, the current business practices should have been documented thoroughly and considered in the modifications made to this package. It is obvious that modifications are being held to a minimum and that State employees are being asked to change their business practices to fit the software, rather than the software being modified to fit the business.
3751. We are currently no longer entering our time in Edison. We were having so many problems with it that it was decided that we would go back to the regular HRIS system.
3752. I answered the questions above has having to use Edison every day to do my work process, which again is regarding eligibility and enrollment of health insurance regarding state, teacher and local government TCRS retirees. And I also answer questions regarding Flexible Benefits. Thank you!
3753. I really did not like having my longevity put in my regular pay check.
3754. viewable/printable paycheck is horrible. go back to same format as before edison so that only relevant info regarding leave balances and pay are shown. Keep things as simple as possible.
3755. Currently Edison requires a separate leave or overtime request be sent to our supervisor;

the same one who already approves our time. This is just another red-tape step that is unnecessary since any comp-time, leave, or overtime will already show up in our time data and has to be approved by our supervisor. Why do we need to effectively get leave and time approved twice, especially when some leave (like sick leave, emergency leave, etc) must be entered in after the fact anyway. Even my supervisor does not see the need for the extra approval step.

3756. Payroll is fine. Training was greatly lacking in regards to expense reports. The tutorial was all that was given and it was insufficient and incorrect. The system seems to be great if they'd trained us in advance and had a better tutorial. The tutorials for payroll and expense reports was a very poor workmanship example.
3757. Since i have just gotten access to Edison I am not fully aware of the system and its components.
3758. With Edison, time must be submitted before it is actually accrued; therefore, the anticipated time worked may not always be accurate and results in additional corrections. Leave time must be requested on-line or discrepancies occur. A simple phone call to your supervisor that you will be late or that you are ill and will be taking a sick day no longer is sufficient.
3759. The training was a big issue for me as I feel I can be taught to work in the system. However, the training question is misleading because I did have training but it was one day, several months before the system was implemented. Even during the training there were issues that would have to be addressed later. By Sept, I didn't remember much of what we'd gone over several months prior and the booklet wasn't very helpful.
3760. There always seems to be a question as to when the program is going to run. There are very short time frames to get all approvals or a big problem results. The time this system takes is way too much as compared to other systems. The amount of time that has been taken away from people doing their regular jobs to either do requirements or to more importantly resolve problems has been excessive in my opinion. Fortunately I have not had any direct problems pertaining to me but I have seen people all around me have all kinds of problems. The training was exceptionally poor with instructors that didn't seem to know the system very well. There were many times they couldn't even answer even basic questions. This started a very poor send off to the implementation of this system.
3761. I do not like entering time on Edison prior to time being worked- this occurs when pay period ends in the middle of week. Travel codes are not reliable and makes travel entry very difficult. An alert on homepage that an Edison run has been completed would be helpful.
3762. It is often frustrating to use Edison in that the rules seem to change on a month by month basis. For example, what was considered the proper way to enter something one day is completely changed the next although I would follow the guide as it was written.

3763. I think the system is a bad system...it is not worth what they paid for it
3764. We did not start using Edison until the beginning of April 2009, and had training via computer the month prior to implementation. With a new software program as this affecting so many people and agencies, I believe training would have been more effective if it had been done by a live body, rather than via computer, so questions could have been asked and a more thorough understanding of the system acquired. The implementation of "Edison" has been much like what happened when the Board of Probation and Parole implemented the "Great Plains Fee System" software a few years ago. The difference between "Great Plains" and "Edison" was that we had absolutely no training with "Great Plains" whereas we had a semblance of training with "Edison". The best training that I have ever received with regards to new software in my 20 years with the State was back in 1992 when we went to T.O.M.I.S., when I went through several days of training on a computer and with a live person. Lastly, I do want to note that I do not know whom to contact regarding Edison related issues other than my immediate supervisor.
3765. The only thing I do not like about edison is that we do not automatically get a check stub we have to print out the check stub ourselves
3766. There are far too many steps, and what seem to be unnecessary information displayed on the screen. Too much to look at.
3767. I received very little up front training other than the teaching modules within Edison - which leave a LOT to be desired.
3768. It's a time consuming, time wasting, paper wasting system. Let's go back to just keying in 2 times a month. This system is ridiculous!
3769. Comp time is now automatically deducted when previously annual time could have been used. Ex: I have 10 hours over maximum annual leave and can take annual leave when I am within 15 hours of maximum annual leave. In previous system I could take leave for 52 hours and take all of the time as annual if it was in the same pay period. In current system I could take only 25 hours as annual and the rest would be deducted from my comp time even when it is in the same pay period.
3770. The Edison system is not designed for bi-monthly pay and a lot of the problems are split week pay periods. Two week pay periods would be much easier in the Edison program.
3771. No comment.
3772. this program requires the user to know all of the exceptions and to manage their pay without knowing how it works
3773. I would like to print my check stub from my work PC.
3774. We should have had more training. More than just the computer based training. And

more super users we could talk to.

- 3775. Being able to make my own entries regarding where to direct deposit my pay and making changes to my withholding is a great part of Edison. Also like being able to view my Flex Benefit information.
- 3776. We should have stayed with the old system, not as confusing. Never had to work weekend's or late on old system. Ask questions in classes, Edison personal didn't know the answer said they would get back to us, but never did.
- 3777. Absolutely DO NOT like having my longevity check included with my regular payroll check
- 3778. Most of my answers appear harsh, but as indicated, a lot of Edison's issues may be due to it being a new program. Due to some of the issues, as of now, I prefer the old method of turning in paper timesheets.
- 3779. Not able to adequately compare Edison to any other payroll/benefits system since Edison already was the system by October. Edison fixed an issue with receiving paycheck.
- 3780. I just wish more State Employees realized that implementing the Edison System is a major undertaking and like all system wide implementations, it takes time to work out the bugs and roadblocks that can only be realized in a Live situation. The problems I had with the HCM module took a few weeks to get corrected and while it was frustrating, I was satisfied with the resolution and understood that these things happen when not only is everyone learning a new system but also the new system has to be tweaked to comply with State laws.
- 3781. The system is overcomplicated and cumbersome. Often used pages are difficult to find and require complex searches to locate. Changing, editing a page is not consistent. You request to change a page and your options are ok or cancel. If you click ok it takes you back to the same page, if you click cancel it takes you to the page requested. It appears that Edison has great capabilities but it was not originally intended for State use and the options available demonstrate. Why were "end users" not brought into the writing of the program? It appears that we were designated as beta testers for a software package, then told to make it work. As a supervisor, the issues dealt with, are not even
- 3782. Should have been implemented in a pilot program first. Employees should have had more thorough and detailed training.
- 3783. I think it was a waste of money in these harsh economic times when the old system was working just fine
- 3784. The system takes more time. We continue to have the time sheets as before but now we also input onto Edison. Also, in my job, I am frequently out of the office on Fridays, or other days in which the computer must be accessed. I have had to make special trips to

my office, charging travel, in order to input my time onto the computer. Edison just doesn't make good common sense to me.

3785. I think it works well but entering time could be less confusing. It is hard to remember how to handle each situation - split weeks - holidays, etc. It seems there should be an online resource to consult to prevent errors in unusual situations. I would like to be able to enter my time at the end of each week instead of having to enter it in the middle of the week for split weeks. It's nice to have the electronic copy of the pay stub but again it would be nice to have a resource that would explain more about what each item means.
3786. As a manager I have problems with payroll time and personal information. Also as a manager and I am sure all departments are alike we never get our operating cost per month like we did under the old system. The last report I received was for the month of January and it took six (6) months to get it. Bottom line is we are operating with a budget but never know what our expenses are until after the fact. This is for the birds.
3787. Edison may be a good system for other depts. but I do not think it was meant for DHS. We are on pay periods not weekly. The system is too complicated for employees not use to doing their own time sheets. Also, I think our longevity checks should be separate from our regular pay check. As a whole, the Data Capture systems may have been a little outdated, but it worked fine and you had more time to complete your timesheets at the end of the pay period.
3788. I personally feel that the State's needs are too complex for the Edison System to effectively and timely manage. There are too many "glitches" in the system that if they are manually fixed will continue to cause problems down the road. The State's information system servers need to be made larger to serve the constant usage of the system. The State needs personnel in Edison who have a better understanding of creating programs and correcting programs so the system can be fixed properly via computer.
3789. I feel that too many employees have access to your personal information.
3790. Helping line staff coordinate with ??? seems impossible to identify who can fix what.
3791. My personal experience with the Edison HCM system has been completely positive. It helps, of course, that my soon-to-be wife works in the payroll call center and answers all of my questions for me. The comments I have heard directly from state employees (all from departments or agencies other than F&A) that were negative were due to the employees resisting change. If they would realize it is futile to resist the Edison system and that it is not going away and put as much energy into learning the system as they have resisting it, they would be much better off. As soon as everyone gets past the resistance phase the system will work for all of us.
3792. Upon implementing Edison our pay rates were lowered & due to the current state of the economy added to the fact that we weren't given raises this year, it's all VERY frustrating...

3793. I find it very discouraging that the longevity payment has to be combined with payroll, thereby increasing the tax bracket , and decreasing the longevity bonus. I went from having \$52 out of my 6 year bonus to having over \$100.00 taken out of my 7 year bonus - very discouraging - and my only edison complaint to date!
3794. I have not been able to verify beneficiary information via Edison. I was told it had not been entered into the system.
3795. Compared to the old system, Edison is too cumbersome. There are too many clicks to go through to reach a screen you can enter data into. Also, Edison is not able to account for all the variations in the State system. Many of our staff are not computer literate and so cannot take advantage of the information stored in Edison. I also did not like getting \$200 less in my longevity this year.
3796. For those who approve time--why do we have to click on 7 different spots to approve a normal day? Heaven forbid if the worker has used some leave. It is a pointless waste of time to have to click 30 to 40 times to approve 5 days of work. I personally don't care which pot of money a percentage of my worker's salary comes from.It is also a waste of time to have to change the date to select the portion of the month I want to look at. Just let me see the entire month!
3797. One major flaw is the entering og time weekly; the way longevity pay is combined with the regular pay check, causing it to taxed at a higher rate. Employees getting paid longevity twice. I have not received my longevity pay but I do not want to have the problems my co-workers have had. I look forward to receiving it and prefer that is given in separate checks. Lastly, my time is keyed by someone other than me, but I have to prepare it to be keyed. It is time consuming and done to often to satisfy the SYSTEM.
3798. The only concern I have is that something is protrayed to perform a certain way and it doesn't. For example, reissuance of W-2 are part of the payroll portion of Edison, I know one person who misplaced their original W-2 and went to Edison to request a re-issue. A couple weeks after not coming in the mail, the person called and found out that part of Edison doesn't work. It would have been nice to know that up front.
3799. There have been times when I tried to access my leave requests and it tells me that I am not authorized. This is frustrating when you are trying to add a leave request or check to see if a request has been approved.
3800. People don't like change, at first anyway. There's nothing wrong with the Edison system that I can see. Personally, I like it and find it very useful. As long as it stays secure I think others that are not comfortable with it will come around. Good luck.
3801. As a timekeeper, the majority of my week is now spent in Edison as compared to less than half a day every other week with the previous system. Having to input time 2 times in one week is excessive and this happens at least every other week. The actual keying of leave/overtime requests and timesheet info is not really the issue -- it is having to do it

what seems to be every other day!

3802. total mess the reimbursement system takes forever. We were told the moneys we spend on travel would be back to us in 48 hours of approvals yet it takes weeks!
3803. When I logged into Edison the second or third time, I was irritated by the difficulty of accessing the system. The required password is so much more complex than other databases, and the prompt I received when my login was denied was in no way helpful or instructive as to how I could remedy the situation.
3804. I have noticed with Edison that longevity payments are included with our regular payroll checks, which is different than before. I am not a fan of this due to the increase in taxes that are taken out.
3805. no comment
3806. I have not had any type of pay problems with Edison.
3807. Employee Self Service component - easy & user friendly. One click touch from menu screen or full screen option make it easy for user to navigate system. Training - understandable that training had to be completed in advance, but training manuals and lack of accurate information in training manuals added to implementation headaches. CBT great tools, underutilized tool. Feel effort in learning new system and supporting its launch should have been tied to job performance by management/employees for more accountability and ownership. As Help Desk representative, callers seem to range from those who truly try to embrace the change and willing to work thru start up challenges to folks who simply do not try. There is a wealth of information out there, but it seems users either do not know how to find/use references or have been directed by managers not to inquire. Empathy for remote locations where feasibility for computer access or job skills limit effectiveness of system.
3808. I don't like the different user name that Edison uses. I don't understand why the existing State user name/RACFID system was not used for Edison. It is also a bothersome inconvenience to have to manually print a copy of my check stub each payday. I like the tangibility of the paper check stub so that I can readily verify that my paycheck is being sent to my checking account correctly and that my leave benefits are being kept correctly. I also realize that this can be viewed online.
3809. Putting our longevity on the same check, causing higher tax taken out wasn't good for us.2. Supervisors can not look up annuall and sick on there employees.3. Evaluations should be put on the program just like it has been done for years, instead of us having to do it on each person.This is something you want so make it easier on us.
3810. The main issue that I have is the way that longevity is now paid. it was much better when it was received as a seperate check instead of being combined with regular pay.

3811. I feel that the State has wasted a lot of money and time on a system that was not able to handle the needs of this State. The system was not really ready to be implemented when it was, there were too many aspects that had not been worked out. Payroll was much easier when we did it by paper. I have seen no benefits to the millions of dollars we spent on it. As usual the State has bought a system that some other State has developed instead of having one developed that would actually meet the needs of the State from the beginning. They say this is cheaper but in the long run it is not when you consider all the time spent to redo it. They did not test it well and they did not train everyone who would be using it prior to it going into effect. Training should be done in person and not by a computer program. The program is a good way to work with it after training but it should be done by a person. I personally have not talked to a single person in State government (or even a person I know that works for Edison) that is happy with the system or the way it works or was implemented.
3812. HCM is clunky and ugly but once you include credit card payments, car reservations and all the other junk it will be a total disaster.
3813. It seems that more time is spent now, than before, on completing time sheet. Initially time sheets were due twice a month. Now they have been required weekly in my department.
3814. I think it was a waste of taxpayer's money to install this program. There have been many wasted hours trying to learn & work this program. I think we need to go back to the old system.
3815. I have found using Edison fairly easy after seeing the practice parts & then using the real thing. While I do find it easy to use, I do at some time have a question I need answered. But that isn't very often & it is just to be sure I'm doing the right thing. I am looking forward to learning anything else that can be done on Edison.
3816. We are still doing paper timesheets. It appears redundant and wasteful.
3817. I do not care what information is provided in a report if it will help with the current system issues and getting them addressed and resolved. However, I was devastated on 4/13/2009 and I desperately need my job and would not want anything like what occurred that day to ever happen again. The information can be used by I wish my name to remain anonymous please.
3818. It takes longer to enter labor distribution on Edison. Make the + easier to access to add a row.
3819. The procedures of our agency are expected to change to fit the Edison System instead of the Edison System meeting our needs. Too much money and time have been spent on trying to fit a square peg into a round hole.
3820. Edison would be easier to use if you were able to access all the payroll information, i.e.,

leave requests, time sheet, leave balances, for someone you supervise without having to select the different sections, select the group, select the person, etc. for each section you want to check.

3821. I would like to return to the old system of being paid.
3822. None at this time.
3823. ENTRY OF REIMBURSABLE MILEAGE IN AN EXPENSE REPORT IS OVERLY COMPLICATED AND THE TEMPLATE IS NOT RELIABLE. i.e. IT ALLOWED ME TO INPUT MILEAGE FOR ONE TRIP THEN THE COLUMN FOR MILEAGE DISAPPEARED, NOT TO BE FOUND AGAIN. FINALLY, I STARTED OVER AND A DIFFERENT VERSION OF THE TEMPLATE APPEARED WITHOUT EACH DAY OF THE MONTH LISTED. AFTER FOUR ENTRIES I HAD TO CREATE EXTRA ROWS FOR THE REMAINING ENTRIES. ALSO, AFTER EACH ROW ENTRY A SEPARATE SCREEN CAME UP WITH CHECK-OFFS, ONE OF WHICH ACCEPTED ONLY "CASH" AS THE TYPE OF REIMBURSEMENT. OVERALL A VERY FRUSTRATING EXPERIENCE.
3824. I am extremely disappointed in the decision of state officials to invest in a system that clearly has been a problem from the beginning. I personally have experienced problems with the the system since it began with the worst problem of not being able to approve payable time for the staff I manage until this very last pay period. There continues to be employees I am able to access that are not under my supervision. As I understand it, there have been and continue to be repeated requests to correct this situation to no avail. I like change, because it can bring challenges and opportunities to learn and grow. But, we had a system that worked. Why change it? I resent the comments from different people in state government, including the lady on the news that said there was nothing wrong with the system...it was just old dogs that didn't want to learn or couldn't learn new tricks. That was a bold face lie! If that were true...how, could we survive in these ever changing times and respond to the needs of the very people we serve, the citizens of the great state of Tennessee? I believe the money could have been more wisely spent. Talk about wasting taxpayer dollars. Edison is very time consuming. You have to access it every day for some reason or another. Entering time, checking for leave or overtime requests....not to mention the other things we have yet to get to. Like performance evaluations...travel and I really don't know what else. We are still required to keep paper timesheets. This system is not a timesaver, it's instead very time consuming. Our jobs require out utmost attention and concentration because there are more important matters to attend to in state government like paying people their unemployment benefits. I'm sure you've seen the stories on the news about the TDLWD. Lastly, I've always purchased products that meet my needs. This system was not purchased with that in mind. It has been one that increased our workload, working us and not working for us. We needed a system designed to meet our needs.
3825. I anticipate the day that we will enter our own time. Now that Edison is working properly, I believe we should be performing this function ourselves.

3826. This comment is not so much system- related, but procedure-related. I think there is a much larger potential for error in the way that time is entered in Edison because so many more people are entering their own time and all supervisors are approving time in the system. I thought having specified timekeepers who entered time was more efficient.
3827. I'm glad we have gone back to our other system so that we don't have to enter our time but only our leave.
3828. Much better than the old antiquated system that we had. Much more user friendly and easy to understand. The training could have been improved tremendously though.
3829. EVERY FLEXIBLE BENEFIT REFUND THAT I HAVE PROCESS HAS TAKEN LONGER THAN TEN DAYS. BEFORE REFUNDS WERE PROCESS ON TIME.
3830. This system "eats" up so much productive time of myself and co-workers!!!
3831. The breakdown on the employee paystubs are waaaaay to complicated with rates at types of pay. Simplify it and don't break out all the rates on the stub. It just causes to much confusion.
3832. As a supervisor my complaint is approving time for employees and the next day they are unapproved. Sometime it takes as many as three (3) attempts to approve time for employees. Working short on staff makes this more time consuming and takes valuable time away from assigned programs which are all under State and Federal timeframes. The program is not user friendly it takes way to much time to complete tasks that should be completed in much less time. I do not think the program was thought out and researched before implementation. As a supervisor it takes much longer to complete Annual Performance Evaluations and again they disappear into the "Big Black Hole" and must be completed again the same for Job Plans. Interim reviews must now be completed two (2) times yearly which is not necessary on excellent employees, problem employees; yes. Hiring process is much more difficult than before, registers must be pulled from Edison and processed thru Edison which takes again to long to process. My employees are concerned about the system and security of personal information. Purchasing thru the system is a "nightmare". Thank you for letting the people who work in the system tell about the problems which we experience daily. [NAME REDACTED]
3833. We are professional staff. It is not that we care to do Edison, but it requires the supervisors to spend a minimum of two hours per week helping staff key their time, then review their time and approve.
3834. In regards to the last question, I have recently had a timesheet I spent 30 or more minutes compiling disappear after submitting it, and had to do it over again. This had not happened before. I have a number of task profiles and activities that I work under, so timesheet entry is a laborious process. I highly encourage Edison to create a means of saving an employee's last timesheet in a template of sorts for the following week's timesheet so that he or she doesn't have to input all the new rows and codes every week,

which, in my case, would save a good hour or two of valuable time every month. I also am disappointed that the "Save" function of the timesheet was disabled after the first pay period just because some employees saved but forgot to submit. The "Save" function is available in the expense report on Edison, and I am fully confident that state employees can learn to submit their timesheet after saving! I also don't understand why only the immediate supervisor can approve time, and not the next up in the chain of command. This puts the burden on our H.R. staff everytime a supervisor cannot be available to approve time or a leave/overtime request, and the H.R. staff doesn't know the schedule of the employee like the supervisor-once-removed does. One positive note about Edison HCM is that once my time is entered, and assuming it's entered correctly, the system appears to tally the hours correctly, and accumulate and use leave correctly, which wasn't always the case when entered manually by timekeepers and H.R. staff. My employees now all how internet capable of using the Edison system, and while I think the system is coming along, my people in the field offices are spending somewhat more time entering their time on a weekly basis and less time doing the work they are paid to do, which is an unfortunate product of this new statewide system. This is not even including the other non-HCM aspects of Edison which will require additional time in the office.

3835. I feel the system is too complicated and the potential for mistakes and or failure of the system could cause lots of problems. For the money it cost to implement and maintain, I bet it will never pay for itself.
3836. Your Questions need to be directed to the Time keepers and People who have to enter data daily. Your survey being sent out to everyone will yield false survey results.
3837. The overtime pay scales are very confusing now!! It use to show exact dollar amount being paid per hr prem or regular, the break down of overtime confused alot of people, including me and I'm a timekeeper!!! Also leave balances are not updateing as they should.
3838. It does not make common sense to key hours worked in a day or week prior to actually working those hours or days. We're currently 6 months into this project and the amount of time spent recording my time on the job takes at least twice (probably 3 or 4 times) as long as it did prior to Edison. I see both of these issues as problems which should be addressed within Edison.
3839. I'm not sure if this issue is regarding time entry; however, that has been the major complaint. We frequently having to turn in time sheets for our time-keepers to enter -- sometimes for just 2 days. We are also having to estimate time, then do corrections.
3840. My longevity was added with my regular check, and I received my longevity pay but my regular pay went into TAXES.
3841. At this stage it is not efficient and I don't see its advantages.
3842. Jobs that require leaving one's office and at the same time responsible to approve staff

time, the system has on numerous occasions resulted in time loss or early return to approve time before a given deadline. We were under the impression once the system was in place, only weekly keying in would be required. These last pay periods have resulted in mid-week keying and approving.

3843. One of many frustrations was the lack of training. The one class that I had was NOTHING like the real system that we are using. Also, once you approve your employees time, two days later somehow it appears that you have not approved it at all. This has been EVERY payperiod.
3844. The main problem I have with Edison today is entering time. With the old system I only had to turn in my time bimonthly within 4 days of the end of the pay period. Now I have to enter my time at least once a week and many weeks twice a week (when the pay period ends during the week) and within one day of the end of the pay period. When traveling, without computer access, this is extremely difficult. That is why I answered above that I do not always have adequate access. Entering time with Edison so many times during a pay period is time consuming and sometimes it loses my entry and I have to redo it. The reason I said it was getting worse is that some things are better but the time entry seems to be getting worse. Sometimes time entry is not working for many days at a time. I used to be a software developer and I feel that Edison should have been more thoroughly tested before implementation. Edison should have sent developers here to customize the software to the state's needs. We tried to get a pay category added to report time and it took about 2 months. I personally don't believe that the Edison management personnel are willing to make the changes necessary to make Edison a success for one example it should have been set up for our pay periods and not weekly before we ever used the program. I spend much more time away from my regular work entering time and printing out proof that I entered it. This uses much more paper than the old system.
3845. There have been several times when Edison was not up or available for workers or supervisors at times close to when we had to enter time.
3846. The Edison system for personal payroll input is not difficult, but is more time consuming than previous procedures. It takes more time to navigate the computer system than it did to complete and submit a written timesheet. In addition, as a small agency and a supervisor of a large number of employees, it is terribly time consuming to approve employees time between approving leave or overtime requests and approving time reports and reconciling exceptions. Once the request is approved, the exception should automatically be removed so the supervisor can approve the employees time immediately.
3847. From my prospective the Edison payroll system is not an improvement from our old system. It takes me at least twice the amount of time to enter my timesheet and approve time than it did in the old system. That is not counting the time lost when the system has problems and my time is wasted re-entering or re-checking the system to see if something has processed.

3848. I personally don't like Edison, I am not sure about the system side so I cannot address if the problems are serious. I just think the old way was fine and why fix something that is not broke.
3849. My division must submit time into Facility Max. As an approver, it is my responsibility to approve time for my employees in FMax, wait until the data processes into Edison, and approve a second time. This process is still experiencing glitches. Recently, one of my employees over-reported his time by two hours in FMax. The time was not approved. The super user for my division backed out the extra two hours. I approved 7.5 hours for the day in FMax and 7.5 hours in Edison. There was still an exception in Edison, stating that hours work = more than scheduled hours. I was required to send an email explanation to our payroll section. The timekeeping process is time consuming. My division also requires us to print out time cards weekly and at the end of every pay period, to have signed by the employee and supervisor. Our paperwork is three times what it used to be. Some employees make copies even more frequently, for their own peace of mind.
3850. the time taken by the counselors to enter, correct and keep up with edison is interfering with the volume of work that we must do now and overtime is at a mimium. maybe this is also a typical start up problem but needs to be addressed.
3851. yes, the training for phases of EDISON is awful. No time to to internet training and the two conference call I was invloved with were very confusing.
3852. At present I am the backup timekeeper for our unit. I only enter time when when the timekeeper is off work. The problem I have is that my access rights are not set up the same way as the timekeeper's rights are. I cannot see under the management icons 1. view leave requests, 2. view overtime requests, 3. view employees leave balances., etc. My rights should be the same. Being the backup person, when I have to follow behind the regular timekeeper I don't know what he has already done without calling that person. It makes it twice as hard to complete the task as it would if my rights were the same as the regular timekeeper's. Before Edison I was the timekeeper for our unit. It took only minutes a day and an hour at the end of the pay period to handle time for our unit. Now it is basically a full time job to handle time. It would be helpful to timekeepers if there was a place in Edison that shows when time administration is completed running or shows the status of it. Much of our wasted time is spent guessing about the status and would prevent double work or unnecessary fretting about issues related to time. Edison is a terribly complicated, burdensome system that should be done away with as soon as possible.
3853. The system does not provide an option to charge time to our division's cost centers. Therefore, it is difficult to track expenditures within different budget allocations.
3854. Edison is the worst software program I've seen the state purchase in 30 plus years. I am a timekeeper and have been for years. Edison is very time consuming, I have to double check and triple check everything I enter, and I can't even see the entire screen without

scrolling up/down and side to side. There are far too many screens. I do not trust Edison because it often erases what I enter. Edison has decreased morale where I work because this deals with our paycheck and benefits! On a couple of occasions I have wondered if I should be fearful for my life in the workplace because employees were irate over loss of insurance and money owed to them by the state. Please take Edison away! The State of Tennessee has been ripped off once again.

3855. We are having to fill out time charts many more times now and the annual and sick days report is way behind. We are not putting in our own time don't think it would help if we were. It is taking many more man hours for this.
3856. go back to the old way
3857. Lots of work hours went into this and I think it is now starting to be not as much the albatross as was initially mentioned.
3858. Feel that PHOAS should be able to enter employees time, mileage for them as it comes under their duties as office assistants. State employees, especially medical providers, are having to spend too much time that seems clerical instead of time with the patients.
3859. I feel that there were major problems when each phase of Edison went/goes live. Problems were expected but there were major problems that were not anticipated. With time all of these problems have been/will be taken care of. As with any new system problems are to be expected and anyone who believes otherwise is fooling themselves. Edison still has many bugs that it is working through but these are not major issues and we are able to work around them so that noone is adversely affected. I think Edison will be beneficial to the State once all systems have gone live and all the problems have been resolved. People need to be patient and accept that they can't just snap their fingers and expect things to be perfect. The old systems were not perfect and either is this new one. The benefits of Edison (integration, etc) outweigh it's issues (user errors, slow processing, payment errors, etc)
3860. My biggest complaint about Edison is that it seems there is something that we have to do in Edison every other day. It is getting better but I spend too much time working in Edison. I do not like approving pay every week.
3861. no comment
3862. The Edison Project has been a waste of the tax payers money. Myself and other co-workers have requested time off, and our boss might not see the request for several days. Of course we get high exceptions until finally our requests can be viewed. At times you can see your annuual, comp and sick leave balances at times you can not. And it's not because the system is new and I don't want change. It's because the system is very time consuming i.e. re-entry of time worked, leave requests, because the system did not make it's run correctly. Unable to print a complete pay stub. The time it takes to get information like starting a new savings accout set up in Edison. In closing I do not know who's idea it

was to go with this Edison Project but, they should be fired or replaced as soon as possible. Check with other states that used this and see if how it did. Edison is a BIG FAILURE AND WASTE.

3863. Not user friendly, and you always have to be worried that your insurance, 401k or pay will be messed up. Evaluations are twice as hard as they used to be, didn't eliminate any paper because it still has to be printed off to be signed. This is a waste of tax payers dollars, with all the cut backs being made this was a poor use of money. Now employees have to sacrifice by positions and benefits being cut, this makes you wonder if we need new leadership. This money spent on Edison could have been put to better use than on something that just puts more stress on us.
3864. I am bothered by the fact that the computation of our taxes has changed, yet we have not been personally notified as to how our individual calculations have changed. Therefore, I don't know if my taxes are calculated accurately. They should have notified each person and let us know what the difference would be. How do we know that someone with access to the system isn't skimming a dollar or two from some people's paychecks and we just think it's because of the changes in how our taxes are calculated. In addition,
3865. On the positive side, I do have more access to my records than in the past. It has been somewhat difficult to work with in the payroll format, as it is so different. Since our agency does not allow us much input, it has little affect on me. It took longer to get my medical reimbursement money, however that may be a staffing issue.
3866. In my opinion, the Edison system takes a lot of time away from the employee's and the power user's time over useless matters, such as clearing the exceptions. As to my understanding, the exceptions take place before the employee has had a chance to input their time for a particular day. In other words, I would think it would make more sense for an employee to input their individual time at the end of the day instead of the beginning. If I understand the exception process, if an employee waits until the end of the day to enter their time, this creates an exception. Also, the requirement of keeping a paper copy of timesheets and leave requests. Was this not a reliable system before Edison was brought online? Finally, the cost of bringing Edison online. Was this system worth what it cost? I have no idea as to the cost but I would imagine it was a major burden to the State, especially at a time I think the money could have been better spent.
3867. I would like to see the accurate time show up on the 15th. This way anyone approving time would know how much actual time is out there.
3868. Since I project my working hours and leave ahead. Then later if I have to take time off, it is cumbersome like submitting a printout with the corrected hours, and have to get approval of the Supervisor. Also, the leave balance shown is not up to-date
3869. last travel claim took 4 submissions to supervisor before it went through; said duplicates of entries but that is not correct; travel claim preparation is cumbersome and timeconsuming

3870. I have not encountered any problems with Edison. Payroll and leave time balances are correct and easy locate.
3871. In one of your questions you asked if we have experienced any benefits or payroll problems. This was a yes/no question and I do not know, I do not check all my information every week I am trying to find a way to do this because of all the problems that I have been hearing be mentioned. I have started keeping a spreadsheet of my sick leave and annual time and plan to do this with my regular paychecks because of the low confidence in the system. This system seems to take up a lot of our time. We have to enter information and sometimes it does not show the next day, so you have to look every time you enter information to make sure that it showing in the system later in the week. Our bosses have to go in and approve every person individually thus taking more of their time. HR sends us emails two or three times every time it is time to enter information and then they wander the halls disrupting us to ask if we understand how to enter information. It just seems like we are wasting a lot of time that could be used more productively. One more thing is the way that you have to report vacation and sick leave, why do you have to enter this information twice? This has caused a lot of trouble in our agency. Well I am sure that you do not want to hear much more, so I will close.
3872. Although I have experienced only the one payroll problem; I have had problems with passwords and log on. Also my coworkers have experienced other issues i.e. being auto enrolled in flex benefits, haveing to alter their schedules to make Edison except their payroll in weeks with Holidays. I do feel there are some problems with Edison that will be dificult to resolve as it was designed for a company with a weekly payroll system. I do believe if all of these issues are resolved Edison with be a benefit to State Government and State Employees. However, it does require more key strokes to complete processes such as work orders, payroll and other transaction. This of course mean more work.
3873. I think the process for filling out the time sheets is confusing and cumbersome.
3874. I don't need Edison. I have programs that work perfectly fine. Edison is simply superfluous and unnecessary.
3875. State employees consider their longevity pay one of the wonderful benefits that state government jobs offer. Due to the Edison program, and the manner in which it is setup, my longevity check suffered,higher tax bracket, less money. Even though this has been addressed by TSEA,the conclusion from my understanding is deal with it. Considering the price of Edison to the State of Tennessee, one would think that this issue would have been addressed prior to implemenation of the program. Any state employee with three years receives a longevity check. Did anyone consider the fact that informing state employees through an e-mail that due to Edison being implemented, our longevity check would be affected would not be appreciated. Edison has hindered our livelihood and created complications in an already staggering economy.
3876. Edison is going to be different but, once you use it its not hard to catch on to the program.

3877. I believe that some state employees are not used to change that is why many are complaining about Edison HCM. Even though I do not key in my own time I am the backup for our payroll department and have seen both sides of Edison HCM. Edison gives each employee access to all of their information without having to contact the payroll dept. I believe that Edison is saving the state a lot of money and those savings will continue to increase and the complaints will begin to decrease if we give Project Edison HCM more time. When I first started working for the state it took me almost 18 months to completely learn the STARS system. We all need to take our time and learn the system before rewriting it off. I think that Edison has and will save a few state employees their jobs due to this budget crisis. Please continue Edison HCM. Over time it will probably be the best thing that happens to the State of TN Payroll and Insurance departments.
3878. 1st thing, I do not receive a paper check stub to my house anymore. I have to remember to go on Edison & print it off. 2nd thing, I do the ordering of supplies & when they put the ordering of supplies on Edison, it is going to be a double night mare. 3rd, keying your time is not easy. One week Edison recognizes a split week & the next it doesn't. The cost of getting Edison up & running took away from across the board raises to state employees.
3879. I like the idea of having our personal and payroll information such as paystubs, leave, overtime, etc., easily accessible online. As long as this information is completely secure and private.
3880. While my personal information has been correct, I find it frustrating to have to approve time, find that it "did not run", and have to re-approve. We are having to input time, leave, approvals, etc. way too frequently. What used to take just moments now takes a considerable part of a supervisor's time. Because it is very difficult to see leave balances, and all associated information on one screen, I don't really trust that the data is correct. When viewing the paycheck, so many items are abbreviated, and it is broken down so that you can't tell what half of it means!! The same is true for any screen you try to inquire on. When trying to change 401K information, I finally had to call the phone line to have them make changes. I don't think it should be that difficult. This system is so poor, it makes STARS and TOPS look like top-of-the-line computer systems.
3881. don't understand why Edison will inconsistently subtract one hour then add one hour, for the same day; it automatically approves one but not the other.
3882. Entered data has been lost, and must be reentered, after entering data and approving time I have received emails claiming I have not done it due to admin. not running. This is the only system I have heard of where you must input both hours worked and hours off. It would be simpler just to input leave and overtime for salaried employees. Sick leave cannot be asked for in advance (who knows when they are going to get sick) and the leave system in Edison is not set up to approve things after the fact. If you are sick on a Friday or at the end of a pay period it causes a problem. I am just dissatisfied with a very expensive system being so hard to work with during a time of reduction in work force.

3883. I do not like that our longevity pay is included with a regular paycheck and taxed higher.
3884. The system has created more work for supervisors and staff. Staff needs to be reminded often because of exceptions, to enter their time because time ends in the middle of the week, this becomes a time management issue.
3885. This Edison Project made someone a lot of money and lined the pockets of others at the expense of the state employees and the tax payers. Someone needs to investigate the people pushing this program.
3886. Edison appears to have been rushed into implementation prior to proper de-bugging. Edison also appears to be designed for weekly or bi-weekly pay periods and is not the proper system for semi-monthly pay periods.
3887. A total of 30 hours was taken from me in the beginning 9/08, but I have received 20 hours back 11/08 and still waiting on the last 10 hours. I don't think it should take over six months to fix a problem where leave was keyed incorrectly. The only thing that I have been told is that I have to wait on it to be fixed and if I go unpaid for the 10 hours I will get it back when the problem is fixed. Which I will probably not happen. It seems like no one can fix the problem or wants to do it.
3888. I feel it is a progressive step to move to a computer based (point of service) payroll and timekeeping program. I appreciate having the direct access and input. Some of the features did not make sense to me but it just takes getting familiar with the program (hopefully). The State seems to be very reluctant and a bit passive aggressive when it comes to change and processes requiring more computer skills. The biggest disappointment with the process is there were people who were negatively affected by the incompetence of human resource personnel. There is one particular coworker who should have been able to transfer to a new position - a promotion but could not because, he was told, human resource/personnel office did not know how to do the transfer in Edison. Then he eventually was stalled due to the hiring freeze and state budget issues.
3889. The only thing that is bad about Edison is when the end falls in the middle of the week and we have to input the data twice during the week. Everything else is ok.
3890. I just don't care for the whole Edison, in my opinion it was money not spent wisely. With the hole Tenn-Care problem and the state spends all this money on a computer program
3891. I am able to do my own payroll because I am the personnel person. There has been many problems. Not the right amount of training on the start and none since I have employees that have not been paid and this is very bad they work for their money and should be paid on time. We have so many that can not enter their time and that is fine I am glad to do that for them I am not saying that we did not need a new system but this is not what [DEPARTMENT REDACTED] needed I am pleased that I have learned the new program but so much should have been thought through before you start on a person payroll. The comment that this was a great program and that no one had problems and no

one had not received a check that lady needs to get off T.V. and work in the real world. We do not have enough time a ONE DAY turn around is not enough because we work different shifts and this is not enough time to key and approve payroll as a person that enters payroll I always like to check over for any mistakes that might happen I could make the changes before the last day In my opinion this was not thought through before putting into place when I look at the \$\$\$ amount it is not what we needed and the person or persons that elected to use Edison is not what we need to control our State

3892. We went from the bi-monthly paper time sheet to Edison where we have to complete a paper time sheet and enter into Edison weekly. Split weeks are the only thing that can be bothersome, but for the most part the change has been fine. I'm glad I can access and make changes to personal info rather than contacting H.R.
3893. One of my problems with Edison is the employees are not allowed to do such as imputing our own time. Also, we should know our leave balance by the end of the month, with Edison it is the 10th or 12th of the next month before it posts. This I believe cost me more comp time than it should have when I took leave in January of 2009. Another reason for this is because my annual leave balance that should have rolled on 12/01/08 did not roll until 01/31/09. Therefore I took leave that I did not have not knowing if Edison had changed my roll over date. The only good thing about the expense report is that you get your money much quicker. The rest of it is a joke. In my opinion was not designed for those of us who travel on a daily basis, example, if we leave the office to work & do not return to the office we must subtract out our commute miles. With Edison there is no way to do this. We were given no training other than the computer based. This only told you what to do if you were traveling from Memphis to Nashville, the rest we were to figure out on our own. With the money spent on Edison and the technology we have today I cannot see how it would cost that much more to have just a little class room type training, where we could walk through the program & be able to ask questions.
3894. the system is overly complicated; it is complicated further by the fact that my Dept. did not offer any training in the system except the on-line tutorial. I only found out later from a TDOT employee that class room training was available. Why did my HR person not set up classes for us? Furthermore, for the first month of Edison it would not take any of my time and would not change my password. I still have problems with my password from time to time. What was wrong with the old system?
3895. I have not experienced any problems with the Edison System, but I have heard several of my co workers mention problems. Therefore I am sceptical of the effectiveness of Edison (I don't really trust the program).
3896. I have noticed that on several occasions after I have submitted my time or leave requests that Edison has lost the information and it has taken 2-3 days to have the issue fixed, but other than that I think it works alright, but I do not use Edison except to enter my time and leave requests, so I cannot make an informed decision on how the other parts work.
3897. It would be nice to be able to correct errors regarding requested and approved annual/sick

leave when the employee has mistakenly entered the incorrect date. As the system is set up now...the employee cannot change a leave request once it has been approved if it is an incorrect date.

3898. I would prefer to have the Leave Balances and Pay on the same page to print out. (Like the old checks)
3899. I think that the response to Edison would have been better if employees were give some training in small enough classes to handle employee questions.
3900. The only problem I see with Edison is starting different components before they are ready. When this happens it creates proplems for employees and management.
3901. Bring back payroll departments. Specific questions and answers were alot easier to obtain and less risky in changing information by ones self.
3902. The implementation should have been much slower therefore lessening the impact on several key components. Like Benefits and payroll; then any issues could have been identified slower and worked out before impacting everything at once. Sometimes less is more.
3903. Personally, I feel that Edison has caused allot of problems not only with myself, but with other state employees as well. I'm all for learning new things, but I feel that the process in doing my daily job responsibilities using Edison has been twice as hard and very time consuming. I don't feel that I, as well as other employees, have been properly trained or have the necessary information/access to perform my job effectively. It's taking me longer to get my work completed due to this fact or having to wait for someone (when they are not busy) to help me or get the information I need. I feel that with this new system, Edison, that it will or has cost the state a lot more in the long run....money and the fact that people are frustrated with it are quitting/retiring.
3904. The beginning training should not have been online only.
3905. I feel like the concept to provide a more efficent way we get our pay is a good one, but with Edison nothing is simple. It takes probably three times as long to do what use to take 4-5 hours in one day. Now I spend at least 1 hour a day dealing with and checking exceptions leave request and overtime request. The majority of the people are not familiar with the workings of Edison so they make mistakes which create the exceptions. This edison system was not designed for employees that may work different schedules. It may work great for the employee that works a 8-4 Monday through Friday. For the first 4months we were not able to enter scheduled time the supervisor would have to follow-up and change scheduled time or just key the whole pay period. This problem has been corrected. The way Edison calculates long givity and holidays and overtime is so confusing the employee doesn't know whether they are getting paid right or not. Edison will calculate payable time then once you approve it it will re-calculate it and there will be exceptions on things you think you have already approved. These are some of the

"issues" we face not to mention the other areas of Edison (ie.Travel expense accounts and purchasing.)

3906. I feel the Edison system is prone to "glitches" and am uncomfortable with the idea that a glitch could occur and result in my not receiving my check. To me the pushing back of going live with everything Edison due to problems says that the system is not adequate to take care of all the state's business in the one system. I feel like the training we received was not specific enough for various situations we encounter and hesitate to contact anyone for fear of being thought inadequate.
3907. My staff and I spend a considerably greater amount of time processing payroll data in Edison than was required in the old payroll system. 2. The system was apparently designed under the assumption that every state employee charges time worked to a single administrative account. For those who must charge to multiple cost centers over the course of a pay period (or a week now under Edison), the amount of time allowed for data entry and management of exceptions is not sufficient. 3. The Time Administration process is so unpredictable that it often makes it very difficult to know whether payable time has been generated or if I or my employee has neglected to enter data appropriately. 4. The training that was provided for Edison was USELESS. The User Productivity Kit provided absolutely no accurate depiction of how the system would work once it went live, it focused on insignificant steps like collapsing a menu item, and was way too generic and did not offer specific training for issues that might be unique to a specific agency. 5. To date, reports that were previously available from the previous payroll system have not been made available in Edison. One such specific report is one that provides the amount of overtime paid during a specific period of time. I have been able to get this information provided manually once or twice, but no effort has been made to make the report available on demand. 6. It is extremely difficult to view payable time for one employee, and impossible to view that information for multiple employees simultaneously. A screen exists in the test version of Edison (which I have used personally) that provides this functionality beautifully; however, for some reason this screen has been disabled in the live version of Edison. There may be a good reason for this, but to date I have not been provided with one.7. While I agree that the old system was antiquated and needed to be replaced, the new Edison system has done a poor job of taking its place. Sure, the programming language is much more current, but there was not enough consideration given to how differently some agencies must operate from the majority of state agencies, the way that many of the interfaces with legacy systems were written is very inefficient, and the opportunity for automation of many of the necessary processes to run the interfaces was not taken. All of which make for a system that is difficult to operate as well as difficult to manage from an IT perspective.
3908. The system was not designed for one person to be entering all leave and attendance information for an office. everyone needs to be doing their own.
3909. Edison is NOT user freindly, things seem to take a lot longer than before and much more frustrating. The fee system takes longer to enter fees. The ordering gives bad descriptions and one time the item that you want is there and the next time that you look for them they

are not there. I think the whole Edison system needs an overhaul. Please bring back corporate express!!!!

3910. The system takes 24 hours to find mistakes and 24 hours to find that you have fixed them or not then pressure to approve time because the system takes 48 to work with
3911. Just last week I attended an Edison HR training session. It was a joke. The Edison staff were horrible trainers and the most unorganized group of people I have ever seen while working for the state. I would have been imbarassed if I had presented to over a hundred people in the unprofessional manner in which they spoke. The funny thing is, they weren't. In fact they seemed quite proud of the job they are failing at. I do not think the problem is that of the system necessarily, but the ones who are being paid to manage the system.
3912. Edison doesn't (or can't) adapt to the state's program of twice per month time sheet for most employees.
3913. I like Edison for payroll and time entry. I am probably more acceptable to change than most.
3914. It appears to be an effective component for reporting time. I believe that it will be more acceptable to most employees as they get used to the change.
3915. Edison is not user friendly. Too much time is spent entering time, approving time, having to go back and re-entering and/or re-approving time. Employees and supervisors spend so much more time using this system than ever; I thought the system was supposed to be real-time, but leave balances are not updated as leave is taken or accrued when it is actually accrued. It is almost impossible to make corrections once you have entered a leave request or time into the system. The HCM component's performance gives me less confidence in Edison's ability to accurately track the state's expenditures which will be particularly bad given the current economic situation. Lastly, senior management within the department say they don't know anymore about the system than the regular employees when questions are raised.
3916. A real Edison system is a "real time" system and is employee friendly, in that wages earned and paid are based on the time worked, down to the exact minute. However, this program has been altered to the point that it is punitive to the employee. Hourly wages and overtime rate of pay has decreased and also the new way that longevity pay is calculated is totally unfair. I have worked on a true Edison system on another job for the past ten years, and am paid for the time I work, plain and simple. Real time is real time.
3917. Edison is not user friendly. It is difficult to save infomration accurtately. You have to continue to re-enter information in the system before the system will accept the information. The process of putting an employee's time in the system, plus doing overtime and leave requests takes way too long. There is a short amount of time to get things entered. If the employee does not have access to a computer when they are off,

they have to rely on supervisors to get the information in for them. If no one is available, you are out of luck. The amount of money spent on Edison is ridiculous to me and a waste of taxpayer's money. This system is way too complicated to enter an employee's time in order to get paid. Why do computer programs have to be so complicated?

3918. This chosen system is not user friendly, the information should be in real time. Such as your leave balances. It does not seem research was done to find the best system for a State needs. Needed information to reserve a state vehicle is still not current. I am afraid to do my travel using the system. But we have no choice. It seems that the cheapest system is not always the best system.
3919. EDISON TAKES MORE DAYS THAN THE OLD WAY OF ENTERING TIME DID. YOU HAVE TO ENTER TIME ONCE A WEEK, YOU HAVE A DAY TO ENTER REQUEST LEAVE, A DAY TO APPROAVE IT, A DAY TO ENTER PAYABLE TIME, A DAY TO APPROVE IT, A DAY TO SEND THE APPROVED TIME IN AND THEN YOU HAVE A DAY FOR EXCEPTIONS. IF YOU ARE LUCKY THE SYSTEM WILL NOT HAVE ANY PROBLEMS WHICH IT DOES AT TIMES AND THESE 6 OR 7 DAY WILL BE ALL THAT YOU SPEND ON ENTERING TIME. THE OLD WAY TOOK ONE DAY ON OUR END ANYWAY.
3920. One of the biggest problems has been how we were taught (or not taught) to use the system-things weren't explained well I think because NO ONE was well informed re:the complexity of the program. It would be like dropping the book 'War & Peace' by Tolstoy on your desk & then being told this will answer all your questions re:the program.Also, The program reminds me of a carnival 'maze' as I have completed documents in Edison that literally disappeared.
3921. I think the reason why most of us in the Northeast Region are not having alot of problems is due to the Janet Pickel, personnel officer. She has went above and beyound trianing each of us on coding. She takes our everyday Edison problems and counsels us on the correct procedures. I give her A on her training and her guidance through Edison.
3922. Cycle is not real time. Leave balances are a month behind use. Have to input sometime twice to approve time. Evaluations are not easy when an employee is no acceptable.
3923. Have to enter the same information repeatedly. It has too many screens to enter the information. It is not user friendly. It takes too much time to get anything accomplished. Once payroll has been approved you cannot go back and un-approve to make any needed corrections.
3924. I am one of the ordering contacts for the procurement aspect of edison -- it currently takes me many hours to order what used to take only a few minutes to process -
3925. I avoid additional add ons to my file for fear of problems and do not look forward to dealing with travel claims.

3926. Rather than select or create/adjust a system that fits the employee base and needs, we have been made to use a system that does not fit our circumstances. For example, Edison is not made for semi-monthly pay, split weeks, etc. In addition we have received conflicting instructions through out the process. There is increased stress on employees and supervisors for entering time and approving it. It requires more time to use this process than the previous process.
3927. Edison is more complicated to understand as far as how the hours are broken down when the pay period splits during the week or on holidays. Also, approval deadlines complicate things when the person approving time is off work.
3928. This process is a very time consuming process, and has many faults which seem to not be able to be fixed...just have to deal with it. It seems with the money and effort invested we should not have to deal with it. The time it takes staff to enter data, fix mistakes, deal with issues is an unbelievable waste of employees time. In nearly 15 years here, with the old system I know of no payments or data entry issue that occurred in my area. Since Edison, I know of many. Thank you for the audit.
3929. 211 process, warehouse ordering issues We have 211's Purchase Orders out for items such as briefs and as of this date 05/05/09 we are completely out - this is a safety and personal hygiene issue for our folks who reside here. Some 211 orders are taking up to 2 months to get delivered due to bills are not being paid on time with the Edison system. i.e. Foot Solutions has not been paid in over 2 months at the present time they are still offering to do business with us but need to be paid in a timely manner so that we do not lose them as a supplier of shoes for our individuals. I have purchase orders that have not been delivered since 03/30/09, 04/15/09, etc. which have not been delivered as of 05/05/09 due to Edison issues with ordering in the new system. I personally am not exactly aware of the issues but I do know that we need our supplies, with the previous system it only took an average of 20 days. Office supplies that were not available through our warehouse were ordered at one point through Corporate Express over the internet in the morning and they would deliver either that afternoon or the next day which was outstanding. Now it takes anywhere from 1 week to a month to get an ink pen or a ream of copy paper. Warehouse ordering Unit of Measures for the supply warehouse are listed as each (ea) for cases (cs) on certain items but not on other items, such as if I want a case of copy paper I have to order 40 reams (rm) of paper in order to get 4 cases (cases already come as 10 reams to a case). Pens or pencils have to order 144 each to get 4 boxes which come already as a box of 12 each, briefs have to order 1 ea to actually get 1 case which a case can contain anywhere from 76, 92 or 120. It is the most confusing way of ordering supplies as I never know if I order 1 each will I actually get 1 case containing anywhere from 76 or 120 or possibly more or will I really only get 1 each. Also the item numbers and account number in Edison are very lengthy and have to be entered on every line of the order form.
3930. The means of inputting data two or more times a week to fill in a payroll form is a time consuming task. The leave request and other forms are difficult to get to because the one item needed is at the end of the line not the first i.e. the plus sign. Filling out leave request

and time sheets twice a week in some cases disrupts an orderly work flow because of the complications of logging into the system with a password that is changed too often. Make the system more user friendly or abandon it completely.

3931. With computer know how it works ok but for the staff that works for me in the maintenance field with little or no skill on a computer it gives them problems and we have to keep on top of them to enter leave and other information needed.
3932. I like the idea of having access to this data electronically and being able to have this readily available, however, it appears to have been fielded before it was ready
3933. The different parts of Edison seem to make doing or keeping up with time a longer process, key your time, key leave, approve leave, key overtime request, approve overtime, waiting for time admin to run, make a change wait for time admin again and so on....
3934. The system is not real user friendly and is not consistent with how we have traditionally kept time. It does not handle split work weeks, does not reschedule time as expected, and frequently requires that payable time be approved more than once. It has generally not made our lives easier.
3935. This will be a good system somewhere down the line. The screens are not user friendly, moving around in the database is time consuming. Comparatively it is entirely too busy for most in-experienced users. Variable schedules (not m-f 8-4:30 7.5 a day), holidays and split weeks are an issue. Employees don't like to submit time in advance which we are asked to do when there is a holiday or split week. The (not eligible for holiday pay) is the reason given why we must submit the whole week in advance during holiday weeks. Central Office/personnel approving time and submitting time for employees w/no documentation is an issue. It is often approved before we have a chance to check it and approve it. If employee enters time on Friday - time will not show to be approved until Monday but by Monday it has already been approved by Nashville or our personnel. I realize they are doing this to make sure people get paid but it is not always correct and people have no incentive to do this in a timely manner if it will be done for them. Some employees do not show under the right supervisors still and we are told some can't be fixed. Training targeted managers primarily when adm support staff are the major users and approvers caused issues in the beginning. We have trained ourselves trial and error. I spend very little time doing my own time but a lot of time going behind people and sending reminders to people to submit their time, approve someone's time, etc. At present it is requiring daily checks, etc. but we expect it to get better as people become self sufficient. My savings bonds stopped coming for 4 months when Edison started but once I contacted someone in CO they all came at once and no problems since. The Edison Help Desk has responded quickly and helped tremendously whenever there is a problem. Performance evaluations have not gotten started yet - once again managers were trained - nothing has started but adm support staff will assume this responsibility as well most likely as managers here do not have the time to sit at computers for hours at a time or to keep logging in and out and checking status of time, etc.. Once again we will learn on line if we can.

3936. The old system had a program that caught errors. These problems could be resolved and people would be paid. The new system does not have this feature. It is a big disappointment.
3937. It will be difficult for field workers to complete their time on a daily basis, when there are some days we are not in the office or if we are, it is only for a brief time. I am not sure the system would be able to handle many in it at the same time.
3938. The only problems I have had were simply the program would not allow my supervisor to approve my time a couple of times, other than that I have had no problems thus far.
3939. Throw it in the river! Can't submit unless you answer yes or no doesn't seem fair. (Politics)
3940. The treasury department had a system in place prior to Edison I found much more user friendly. I would also like to say the entering of time in Edison is redundant, confusing and on the whole an exasperating experience which makes absolutely no sense for employees paid monthly. The only thing I have ever used Edison for is to view paycheck. In regards to being able to view my paycheck and compare and contrast to prior months as well as see deductions Edison was a big improvement.
3941. Some of our supervisors are still not able to approve time for their employees. Edison is more complicated to explain overtime payments etc. and it takes much more time to enter, approve and etc.
3942. Overall, I have been very satisfied with the Edison system.
3943. Very time consuming and very difficult to meet timelines as sometimes I am out of the office. Also having to click on about 16 blocks for each day is time consuming and all I need is total hours each day. I don't need all the days broken into about 16 segments as this information, if someone needs it could be on a different reporting system. Crazy!
3944. I think it is a waste of money and time. Capital management has problems. Other states have tried it and it does not work. It takes more time than the old system. It is not employee problems. The system is down a lot due to system problems. Training is very bad. The trainers can not answer questions. No one knows how it will work. I know the program is way behind schedule. The system is not user friendly.
3945. Training was on a day that I was unable to attend, therefore I had to do the training at home on my own time, for which I was not paid. I found the tutorial to be somewhat confusing and frustrating. Hardly fair to ask someone to give up 2½ hrs. of their time for something they had no control over.
3946. Edison has given employees more access to not only see their information, but they are able to change some of it.
3947. I thought that Edison operated on real time however I have found this not to be true. As

in when exceptions are corrected it sometimes takes hours for the corrections to be made.

3948. Totally ill-planned as far as training. Very ineffective training. Had to learn what I know by trial and error. The Edison process has taken away valuable working time from my job. I have to log into Edison everyday and multiple times most days. On annual and sick leave, I have to remember to check Edison. I am a manager, and I have to constantly be reviewing my staff's requests and approve leave and overtime, if appropriate, to avoid exceptions. I hate to do this on weekends and when I am on annual and sick leave. I don't get paid for all the extra work and worry. Since Edison is down so much, I have to remember to log back in and complete the tasks that need to be done. This takes so much time. Before Edison, I could approve time, leave and overtime, for the staff I indirectly supervise in the absence of their supervisor. Now, I can't review or approve those staff whom I am responsible for indirectly. When their supervisor is absent, I am responsible for those staff, but yet I can't be responsible in Edison. This pay period is an example of the problems we experience. Since I was unable to submit my time on Friday, I was locked out of the system and someone else had to submit my time. It is extremely difficult for staff who are in the field most of the day to meet Edison's time frames. Prior to Edison I felt like I had a handle on where my staff was and what they were doing. Edison doesn't make that very easy now.
3949. There was no apparent implementation plan. This system has been problematic everywhere installed. The State should have investigated problems of others and had an implementation plan that would have resolved problems prior to installation.
3950. program has issues with saving data
3951. I enter travel claim information in Edison and it is very cumbersome. There is a problem with point to point mileage when traveling for audits. One example is when you travel 25 miles from one city to another city (point to point) and enter those cities in Edison as point to point mileage, it calculates 30 miles. Auditors have been instructed by TDOR (Nashville) management not to adjust this, which results in overpayments to employees. Several employees have received monies in excess of actual miles traveled for the last two months.
3952. I think it is burdensome and time consuming to approve time in two separate systems and have to check it twice a day and still not get them all done at the end of the pay period.
3953. The problem as I see it is in having to put our time on paper AND in Edison. Having to record it 2 different places is confusing and hard to remember-did I put it in Edison or just on my timesheet? I feel we should just put it in Edison alone.
3954. the training that I received was several months in advance of Edison coming on line and then we were given very little time to do the training. we do not understand what all it can do or how it can benefit us. we were not told as why this system was supposed to be better. we are in the dark on everything about Edison. It also does not do some of the things that the old system did. Edison should at least do the same thing just better and

easier and it does not.

3955. This is my first issue with edison. Again I feel that both the system and myself are to blame for problem.
3956. I am not very computer savvy but I feel better about it now than I did when I started. Our secretary and the edison %person % in our office, for lack of a better title are very helpful to us if needed. I sorta have trouble with the split week sometimes.
3957. My only dealings with Edison are for time entry and viewing my payroll, and I have not had any problems to this point. Although we are currently paid monthly rather than semi-monthly, it is difficult projecting the second half of the month. If the projection changes it is time consuming to get the corrections made.
3958. na
3959. Time consuming and not available after hours if one does not have access to a computer outside work. Time consuming with requesting leave, over time, etc. I do like the fact that as a Team Leader I can access leave information on employees.
3960. I supervise ten employees and to do time now is much more time consuming than ever. It never fails that one or more employee has not entered their time in Edison for the current pay period or they are absent and I have to enter their time for them. I do not feel that I received adequate training for this new system. I received very little training in regard to payroll and currently still have to hunt around for the exact way to do things. Also I have very big reservations regarding employees entering their own time. Some of them cannot even fill out a time sheet correctly. They do not know how to calculate their time and most of the time they cheat themselves out of leave. I only hope that when the time comes for the employees to start entering their own time that someone takes the time to adequately train them. I'm sure there are other supervisor's employed by the state that have several employees that they supervise, however, this new system is a nightmare compared to the old way we processed time and attendance. I received no one-on-one training for the Managing Performance portion of Edison and when I did job plans recently it was all hunt and hope you did it correctly. I do not feel that we should have to be limited on how many words we can use when we are trying to explain the job description and expectations. Some employees have to have everything in detail to assure that they have a very clear and consise understanding of what is expected of them. I beleive that all training should be more hands on and not by getting a notebook and doing it on-line. This is a very complicated system and I feel that no one was fully prepared for everything that occured and still continues to occur. I am not looking forward to doing the interim reviews for any of my staff. Now, let's back to training, recently I had an employee that was scheduled to take a training class, I received an e-mail that approval was requested for enrollment in the class. There was a link in the e-mail that I never could get to work. Eventually I went into Edison and navigated (I'm using that term loosly) through the system until I found where I thought I needed to be. I did what I thought was correct and "approved" the class. I went back into the same

window and did another search to make sure that it was gone and got the message "you currently do not have any pending learning approvals to approve or deny". Then I went into Enrollment Details and the status said Pending Approval but there was no place for me to do anything to "move" this along. I then received an e-mail that said the employee had been enrolled for the following class and gave the information for the class. At this point, even though I was confused in regard to the system saying I had approvals's pending, receiving the e-mail led me to believe that evrything was OK. We were later notified that the employee had been dropped from the class because all the approvals were not done. I was really confused at this point cause I got the e-mail that said the employee was enrolled. Again, I received an e-mail regarding this same employee and class. When I started getting the same messages, I decided to call someone and they said that I needed to choose the Financial Administrator which is why the first class was dropped. If I would have had any training at all on this or there had been something in ALL THE PAPERWORK that I had received then maybe I would have known that the first time around. However, how was I to know that I HAD TO PICK the Financial Administrator or even who to pick? I do not feel that an e-mail should be sent telling someone they have been enrolled in a class if the process was not completed successfully by everyone involved... I understand the concept involved with wanting to have a system that is automated and paperless and had it been implemented differently (like maybe a department at a time) and sufficient training done then maybe it would have been different. Overall, I think this new system is very time consuming and stinks.

3961. The problem is not with Edison, it is with those who are conducting the way it is being initiated, and letting go of the "old" way of recording time and still having to submit a timesheet! We were told that Edison was supposed to be a more accurate, faster, more automated and easier way of recording time and paying employees, but it has caused more work for we who already have a heavy workload, and the timesheets we are still being required to fill out and submit are not even condusive to Edison's way of having time recorded! With the loss and cut back of personnel, we are all having to do more with less, yet if we still have to turn in timesheets and do things the old way plus enter it in Edison, how have we saved anything, how have we automated and what's the purpose of having to enter time every week in Edison plus record it on paper twice a month? How is this cost effective? It has caused a greater workload on many because the "old way" won't be let go of! We need to stop having to turn in timesheets! Can reports not be generated through Edison to see if employees have entered their time so as to alleviate this redundancy? The supervisors who approve time in Edison know whether their employees have worked the correct amount of time to be paid and whether or not they have entered their time in Edison. Let them have that responsibility! That's why they are a "supervisor"! Let go of the old way of recording time and trust Edison! It works! Stop requiring timesheets!
3962. Travel Claims are far to difficult and complicated
3963. there is a valid reason why other states did away with Edison, i doesn't work.....
3964. there are just too many do's and don't and it is not usual friendly

3965. Financial approvals keep popping up on my groupwise that are not supposed to be there, and I am not supposed to be approving them. They are regarding procurements and travel.
3966. As stated above, entering payroll and leave information into Edison is a bit like rolling dice or playing the lottery; you might win and have the information show up the first time or you might have to keep rolling the dice (entering information) before you get lucky and the information goes from you to your director and to your HR person without having it to enter it again.
3967. It is too confusing to read your leave time. There is no paper trail unless you go in and print off the computer. It was much better when you receive a pay stub at your home address. If you are on medical leave or confine to the bed, you will have no idea of what your pay or leave amount.
3968. I very much like being able to look up all the information online in a web based format. I like being able to change my retirement contributions online. I wish the leave balances were displayed more up-to-date. For example, today is 5-4-09, but Edison still has my leave balances through 4-15-09 showing. Overall, I like the system a lot.
3969. The Edison HCM component is much better than the old time tracking method.
3970. At the prison facility I work at we still are doing the paper timesheets as well as Edison. We haven't worked out overtime across supervisors and it is just too time consuming.
3971. I know the Edison HCM people are working very hard, and that many of the problems are caused by agency employees not filling out forms correctly and managers not following up on people not doing things correctly. (NO, I don't work in the HCM group.)
3972. The Edison payroll system is very flawed. One reason I don't know if I have a problem is because I can not read my check stub. Money for regular shift, regular OT, premium OT, and comp. time are all mixed together. Money appears to be added together and then the next line it appears to be deducted. I do not understand what numbers need to be used to verify my earnings. There has to be a better way to show our earnings on our pay stubs so it can be reviewed.
3973. The issues that occurred are understandable and part of the normal start up procedure. The major problem not addressed in these questions was the difficulty with describing EDISON by Edison prior to implementation. Issues such as role mapping were not explained as to the effect. Perhaps there are not adequate words, however from my perspective it appears to have been poor research into TN by EDISON prior to implementation.
3974. We need more training on Edison and not just a CBT hands on training.....
3975. The time to enter information into Edison is extreme, and in my opinion wasteful. A

minimum of 45 to 60 minutes a week to enter time(i.e. request leave, or OT, etc.)It is also confusing trying to figure out leave balances and accruals. On the previous system each check had displayed, and easily seen leave usages as well accruals.

- 3976. the way taxes are figured on longevity-it seems the total is not as much as before
- 3977. Edison appears to have a problem with it's time and leave approval process. Although, managers were trained in the approval procedures and the system has conformation messages to aid in the approval process, it's not uncommon to be notified the following day that the approval process had failed.
- 3978. Seems to be some confusion as to when time needs to be submitted so it can be approved. I submit mine every Monday and then if it needs changing I changed it through out the week and then submit it again. Seems like as long as you submit it at the end of the pay period it would work. Maybe not.
- 3979. Would like to have longevity paid separate from regular check.
- 3980. With Edison I believe we are not getting our fair amount of Longevity pay.
- 3981. The system is not user-friendly. It is taking a lot more effort and time to use this system as compared to the previous one.
- 3982. I disagree with the decision to implement such a costly program with the state's economic situation. The system we had seemed to work fine. I think it could have been expanded upon for much less money than it has cost to implement EDISON.
- 3983. a simple training would provide more help in dealing with Edison. There are too many programs we are having to implement with little or no training. Such as Travel, P.E's, and more coming in the future.
- 3984. Location code incorrect in the accounting default page and profile number incorrect on timesheet. Have to manually change it before submitting--sometimes I forget and then have to request it to be sent back so to change to the correct codes/numbers. Request to have it changed has been sent in--but not done.
- 3985. With any new system, you are going to have problems. People need to just use the system and not be afraid of changes and eventually they will get used to it. And then they will wonder why we hadn't gone to this sooner.
- 3986. takes a very long time to correct issues. Still don't know for sure if all of my accrued time is correct. As a supervisor it takes a very long time to input, approve etc time for people under me.
- 3987. Time approval thing is the main problem. Why the system is micro managed . End of the week if time taken and worked totals to 37.5 hours why is the big thing to time approval

before taken.

3988. You get an e-mail from EDISON saying you must have your employees' time approved today, but it isn't there. After having everyone re-submit their time, you get an e-mail that the system didn't run. This makes for a lot of wasted time and upset people. Also, I find it hard to read the new payroll stub, can I take a class on that.
3989. I find Edison to be very confusing and complicated when dealing with overtime and even more so if any type of leave was taken during that week, not to mention any holidays during that same period.
3990. I only use the Edison system once or twice a week for time reporting or leave/overtime requests, so I don't have much interaction with it.
3991. I do not like the way Edison pays longevity in one check. It takes out more taxes that way.
3992. Working with Edison has been extremely time consuming. At training, we were given specific deadlines to input information, but we have seldom been able to input on these deadlines because Edison hasn't run timely or other issues Edison caused. We were informed at training that we must meet our deadlines even if on vacation or out of town, yet Edison is not held to these same standards. We are consistently having to re-enter our information or in the case of managers, re-approve our staff's time.
3993. I am a timekeeper and have to work on LONG exception lists. When I go to the employee they say they have already done that and that Edison did not keep the information they input. Also, approvers say that they have approved before but that the system did not keep their approvals.
3994. I have been a state employee for 25 years and had no problems with my time or annual, sick or comp time till Edison. I spend 10 times more of my work time on Edison now and am not able to work as I did before.. I am constantly on the computer now....
3995. Edison as far as the entering the time appears to be okay on my end. however, i am just an employee not a supervisor, therefore i do not see the problems the supervisors speak about. I think the Edison travel is the worst part. too many different screens, too easy to mess up.
3996. The system hampers and in some cases prevents the oversight of employees and their work activities, such as start and end times, accrual of overtime. It is cumbersome to view an employee's entire file. Listing employees by the first name, having to visit multiple pages instead of a single page, forcing the approver to pay attention to strings of numbers instead of what the employee activity actually was. The volume of approval links and pages forces the approver to try and get thru without really viewing the employee in detail. This agency is an organization of field staff that are flex employees that work mostly from their homes, without good oversight there is potential for failure of productivity. Before Edison time spent on Regional payroll was 3 days, after Edison a

fulltime Administrative Sec. works on the system everyday just to get the payroll done and all exceptions. Individual supervisors of work units are unable to resolve problems themselves which forces the office to fix and engages the central office to also get involved. When the system is down, and employee misses entry due to computer links, time admin issues, lack of oversight ability by supervisors, system not accepting codes, or letting an employee charge into an appropriate activity or budget, all makes for an unyielding system.

- 3997. A waste of taxpayers money and time. The training we have had does not explain how to use the software at all. All the classes were a joke.
- 3998. no comments
- 3999. The only experience I have is entering two months of expense reports, so I don't have sufficient knowledge to comment on how the system works.
- 4000. Problems have been experienced with the Travel Authorization forms. F&A has been unable to open or read attached supporting documentation. Also, training did not disclose that Default Location was a required entry. These two issues have led to numerous rejections of TA forms and required the employee to do unnecessary work that should have been resolved by F&A and not pushed back down to the employee.
- 4001. VERY DIFFICULT TO UNDERSTAND BREAKDOWN OF PAYMENT. JUST HAVE TO ASSUME THEY ARE PAYING YOU RIGHT.
- 4002. Program is not user friendly. Pay stubs are extremely difficult to understand. No training provided to employees to explain how and why things are listed so complicated on the stub.
- 4003. I believe that the majority of the problems that are experienced are from workers that just don't have a clue and do not like change. As far as I am aware, no one in this office has had a single problem with Edison and we do not spend half the day trying to figure out what is going on.
- 4004. It takes me longer to enter my time and to approve my staff's time. Training was inadequate for the level of changes being made. There is no way (that I can find) to know where in the processing cycle you are; has batch run or not? It doesn't happen as much now, but I've had leave information that I've approved disappear from the system with no explanation and have to be re-keyed.
- 4005. The web-based training component of the system has a large technical issue with respect to self-enrollment--I am not 100% sure if this is part of the HCM component. The issue presents itself when someone attempts to enroll themselves in a web-based training course through the Edison system. There is something wrong with the approval process--approvers are not able to approve which delays the enrollment process.

4006. I know that there are issues with any new program, but there was not sufficient training for this. The trainer needs to know it inside and out. Someone should have been sent out into the field from Edison to help with the transition. It just appears to be more complicated than is necessary. Simplify is the key. I am also disappointed in the cost of a new program at this time and also at the lack of privacy for my information. We have very very very little time in the offices to enter time or to do anything with this system. PROPER TRAINING is too important. Trainers for the state would be a great idea.
4007. I thought Edison was supposed to reduce the paper work, but at this time there seems to be more paper to shuffle than ever. It seems to be more work just trying to keep everything filed and up to date.
4008. Perhaps I was not trained correct, but I must go to so many screens to enter leave request, approve, then enter time, and each time I must put the employee's name in. With a busy shedule it is time comsuming.
4009. Leave accruel balances are not made available after the 15th as were done before which may result in using annual leave when sick leave should have been available but is not updated on the balance screen.
4010. All Edison has done is double the amount of time I have to spend on payroll and leave. I'm still required to turn in a leave sheet every week and pay period, which is totally redundant.
4011. I am very pleased that we now have access at any time to our personnel information
4012. This system should be set up on our Monthly payment schedule and not a weekly schedule. The weeks split by a payroll deadline make it more confusing.2. Way to many emails go out regarding deadlines. It seems every 15 days there is an urgent deadline regarding Edison and I receive multiple emails about it. If urgent deadlines are the norm and not the exception, everyone needs to accept this fact so we don't have to get 3 or 4 emails every 15 days.3. Sometimes the deadlines don't allow enough time for the required actions to happen. If I am sick the last day of the pay period, it could take a couple of days for all the approval to go through and for me to submit my time sheet.4. Overall the system has the potential to work really well. I really enjoy being able to handle my own HR.
4013. This system has been terrible to work with since it was implemented. I am a manager so I have to approve payroll. Because I do not trust this system, I also enter time for those I supervise. The system rules are constantly changing. This past week was a prime example. It was a split workweek, but this time we aren't going to treat it as one. Why the change? We can also never count on the system to be ready when we have been told to approve time. If time hasn't run, we can't approve but we are told it still needs to be done by the end of the day. This past time I tried numerous times throughout the day and even as late as nine that night from home and still did not have access to approve. Or we get an e-mail that states we have to approve within the next hour. I supervise [LOCATION

REDACTED]. I do not just sit at my desk every day and never knowing if or when the system will be available to enter or approve time makes it very difficult. Most times I can access a computer but not always. There was one time I didn't get back in quickly enough and found several of my employees had been approved to not receive pay for a holiday which they should have been paid for. The super user had been told they only had so much time to work exceptions, so felt they had no choice but to approve it. Luckily, they were able to correct it - that time. But what happens next time when I am out in the field and cannot catch it in time? I feel like I have to check things almost daily just to be sure my staff are going to get the correct pay. I spend more time on Edison related issues than I ever did with the previous system. There have been more problems with this system than there ever were with the previous system. I had one of my employees whose longevity was arbitrarily rerouted to her 401K WITHOUT her approval. No one cared - no one made it right. Another problem is that there is no back up system in place. I have no one else who works with me who can do mine for me if I am not available. I would have to call on the super user who is already totally overworked and overwhelmed by this system. We received NO useful training. The on-line training was a joke. It was good if you only need to do exactly as the examples said. However, it didn't allow for questions or for scenarios that were different than the examples. It was very ineffective. I wish the State would drop Edison and go back to the previous system. It may have been old - but at least it worked!!! And it didn't take up so much of my time that is better spent doing my job to better serve our clients. I dread the other components going live on Edison. It will be even worse and even more of my time will be spent on a system that was supposed to make things easier and more efficient but instead has made life more difficult for those of us who have to use it.

4014. In payroll split-week, to have to project the remaining week's work hours and not be able to revised hours is not a good system. I feel this time system is not up-to-date with current technology. We have a bi-monthly pay system. We should be able to key our time for the entire time period, not have to do it once/twice per week. I do like it is web-based.
4015. *I don't like the concept of Edison.*I feel that it should not be my responsibility to be a time keeper.*I feel people can cheat on this system
4016. I wish that the input of information into the Edison system would upload quicker. Now it only does it twice a day.
4017. I don't think it is right for longevity pay to be added to the regular payroll check since Edison took effect. The longevity pay is cut way down and since we haven't got a raise in awhile it makes a difference to a lot of people. I don't like having to put time in that I haven't worked yet just because it's the end of the pay period and it doesn't fall on a Friday. It seems to me that Edison is based on a weekly pay period instead of a bi-monthly pay schedule.
4018. I have serious concerns about implementing employee data entry and mileage reimbursement at this time.

4019. Gets real hard when the system doesn't run like its supposed to.
4020. I think Edison has been a big improvement over the old piecemeal system we had before. My only issue with it is that it's not being used (in my office at least) to its potential. Instead of making less hassle and paperwork by letting employees take care of routine time entry and leave requests, we are still turning in sheets of paper to a supervisor, who has someone enter it into Edison for us. I think there could be more effort to get employees to use the system and take more ownership in it.
4021. The State has wasted alot of money that could have been used else where. What has happened to the old saying, if it isn't broke don't try to fix it.
4022. I think that my Director, Denise Moran, was on top of things to make sure our payroll was done correctly. I am concerned about doing travel on Edison. In the field we had to learn Edison by tutorials on the computer. I would like to have more than tutorials on the computer when we start to do our travel on Edison. (A live person)
4023. I DONT LIKE REPORTING MY TIME EVERY FRIDAY AND FILLING OUT A TIME SHEET EVERY I TAKE OFF. I LIKE JUST PUTTING DOWN MY AND ADDING IT UP ON PAYDAY.
4024. Entering and approving time is a mess. What took most people (including supervisors) a few minutes each payperiod is now taking hours. If field personnel have to plan their entire week around when they need to be near a computer, then it is not a viable option. It is obvious that this system is designed for agencies in which their employees are in the office M-F from 8:00 to 4:30. Compared to the previous sytem, EDISON is a waste of adminstrative time.
4025. Most of my problems have been with permission settings and glitches in the system pertaining to leave approvals, travel claims and travel authorization requests. Requests look thike they have been sent when they haven't and valuable time has been wasted. The first TA's I did presented budget errors that made no sense and required a work-around with Edison's help. Then, there was no way to tell who they routed to at each level, which caused more problems. We were encouraged to contact identified Edison "helpers" in the department with issues first, and while that has sometimes been helpful, there have been several time when I would have been been better off just starting with Edison staff.I see a lot of potential with Edison if the kinks can be worked out, but it seems the start up has been rougher than necessary.
4026. I have experienced performance issues, slowness, problems with certifiactes to login, password issues, errors with screens not loading, etc, since the first day of it being in use. I reported the issues for awhile but finally just gave up. The impression that is given is "get used to it, because this is what you are going to use, bad or not"
4027. I believe Edison will over time be an asset to the state, but it is not yet ready, having to project our time for 2 or 3 weeks and any leave time during this period is not very good

for our office with county officials calling and requesting technical support at any time.

4028. Treasury no longer participates with Edison's HCM component due to the fact Treasury does not pay in arrears. This fact contributed to the problems that were experienced with the HCM component.
4029. I have had no problems.
4030. Does not work as we were told it would. Some sections are not yet working.
4031. Adding the longevity to the paycheck reduces the amount of the longevity check greatly and seems very unfair.
4032. I do wonder why the Treasury Department decided to opt out of the Edison program?
4033. The amount of taxes withheld from my paycheck were wrong for months because Edison switched me from Single to Married on my W2 Form. My Task Group Number was wrong and I had to repeatedly correct it for months each time I entered time. Mistakes in pay and health coverage are unacceptable, especially if they are not immediately corrected. Edison should be terminated.
4034. Do not have the time to go through all the log in gyrations required. Not enough information is available. The human element is gone and I am now required to do my own payroll on top of all the other duties piled on due to COA, and in only 7.5 hrs in one day. Lowly case managers keep being overwhelmed with inane duties, and all we get is "that is what you sign up for". I signed up to be a probation officer that made a difference in her kids' life, not a key punch operator or computer typist.
4035. The employee JPP process is also very cumbersome and difficult to use. Much more difficult than the previous system. Another issue is with direct reports. Our department seems to be having a very difficult time in setting up direct reports correctly. I am a director and another employee is in an overlap with my position. When my direct reports submit leave requests, Edison advises them that the other person is their supervisor. That person cannot approve leave and time and I am able to, but this is still an issue. Another thing is that we are not adequately advised when there are changes to Edison. There had been some recent changes to the way the check stub looked and now has more information or a breakdown of information. This was recently added and took a very long time to decipher what the change was and why it was made.
4036. The person in my office who checks our time sends out a notice every 2 weeks saying there is problems with EDISON and we have to go back in and re-do. I'm not sure if they have been fully trained to accomplish checking time. When I go back into my time it is always submitted as it should be
4037. I think once time has been enter, it should not be accessible by emmployees only the supervisor. Once time has been submitted and viewed by supervisor, the employee

should not be able to re-enter time.

4038. It messed up my payments to loans that I originally had deducted automatically. It nearly messed up my credit rating with Cornerstone credit union. There was no information that told me automatic deductions would change.2. The log in is difficult and I did not know that I would have to change the password so often.3. It is rather a pain to obtain receipts and I would rather not do the printing at work. I suppose we should not as a matter of policy.
4039. The only problem I have with the Edison program is I do not like the fact that they add our longevity to our payroll check. I do not think that is quite fair. Longevity is considered a bonus. I don't think that adding to our payroll check and taking half of it for taxes is much of a bonus.
4040. My experience with this software has proven great inadequacy of the system. There seems to be issues that are left unsolved because there is no "box" to submit the information. There are several applications that this software does seem to address.
4041. work as a supervisor, approving employee's time, putting in my own-takes too long to do both , as well we all have problems with putting into Edison, we are busy with health issues/patients and need a clerical person to enter/keep up with this issue.
4042. Edison is the worst thing I have seen in a long time...Everything is harder, there are too many screens for each thing that you need to do...It used to be so simple to enter time, and well, anything else too for that matter.
4043. I think there used to be, and may still be, a lot of confusion about submitting leave requests. That this needed to be done and approved by supervisor first before reporting time in order not to get an exception. So far, I have not had any problems with Edison. I do appreciate the email notifications/reminders letting us know it is time to key timesheets.
4044. Payroll calculations are somewhat confusing. It is difficult to determine sick and annual leave balances are correct, as well as if pay stub is correct. Being able to view benefits in Edison is a plus, as is the convenience of entering your time from any computer with internet access. Entering time in a way that will avoid exceptions can, at times, be confusing.
4045. Problems I am aware of appear to be more on a global level - whereas the accounting information may not be accurate. Cost center, payroll, benefit reports for the region as a whole do not appear accurate, but I am not able to get any concrete information as to why. Also certain reporting has stopped since the implementation of Edison - telephone billings, etc.
4046. Increased Frequency that time must be done each month. 2. Unable to enter the employee ID # one time and move around in the different areas (request Leave, request overtime,

approvals, view etc.). We should then be able to just click enter new record or employee ID # or something on our screen to go to and enter another employee's time etc.

4047. Longevity payments seem to be affected by the current payment calculation method. Also getting user rights issues cleared up are extremely slow. It take more time to input Time and Labor with this system. Task profiles are not assigned in a timely manner. Time and Labor does not run consistently and timekeepers are not consistently informed in a timely manner of issues concerning Time Admin resulting in duplication of inputs.
4048. No comment
4049. I HAVEN'T HAD PROBLEMS WITH THE SYSTEM
4050. longevity pay needs to be separate
4051. As a time keeper I now screenprint all time that I key. I have seen some instances where the screenprint no longer matched the screen a few hours later. I have not personally experienced, yet, a problem with my pay but do work within a few feet of someone who has. Her insurance was taken out of her pay twice in the same pay period. I feel Edison could be improved upon if they would accept input from the people who use it repeatedly on a daily basis. As it stands the whole process is time consuming, runs slowly on a regular basis and is not as "up to date" as it should be. It takes too long to get corrections/changes to show and if a nightly/weekly program was run, why wouldn't all info entered that day/week show (leave balances, time adjustments)? I feel for as much money spent on this program that it is not an improvement over the system it replaced.
4052. Edison is the most unfriendly system I have ever encountered. Once something is entered there is NO way to make any changes....even though change in life is inevitable.If we have not requested leave for a Friday, but for some reason we learn that we need to take leave that day, we have no way to make the request and get leave approved or denied before the Friday deadline. When we request leave and it has ben approved...if for some reason we learn that we only need a portion of those hours approved...there is no way to go into the system and make corrections. The supervisor's are asked to make exceptions in some cases, but they do not like doing so as they already have more duties than they should.For example,if leave is approved on any day, and 7.5 hours have been approved but for some uncontrollable circumstance only 3 of those hours are needed, there is no reason to return to work if 7.5 hours have been approved and there is no way to just get approval for 3 hours leave. We are actually using leave when we do not need to which in turn reduces our leave balance. With the old system, if needed, we could adjust our leave balance if there were any changes that needed to be made..Before anything was submitted.When we submit a request there is no way to make corrections w/this system....and we are human so mistakes will be made. Mistakes were made before, but now we are being punished for any mistakes. Once submitted, if any changes are needed or something needs adjusting, then there should be a way to resolve the issue, other than having to make an exception. Overall, this is a poorly designed system and only takes away from the time we can work, our productivity, and providing the best services for the

client.....edison takes up too much of our working time. This system is crazy and very unorganized. I know everything is going to computers these days, but the system we had before worked fine and took up less time away from work. For everyone's sake, including employees for the State of TN and any clients, I hope this system is revised, replaced, or done away with all together. Why can't we submit time sheets and travel the way we used to and have all the other services and information on the computer? Edison could still show our leave balances. The comments above are based on my experience w/edison, not the negative comments that I have heard from many other State employees. Thanks

4053. There is a "Help" link in the upper right-hand corner that has never worked. Also, when you log out, you're able to hit the back button and see the previous pages. This is a MAJOR security flaw, especially when you display the person's full SSN under the Personal Information. Some links under the Benefits informtionn give a "Not Authorized" error. These include links that I can get to by going a different path in the system. You need a user feedback system for these system flaws so they can be corrected.
4054. The process of running Time and Administration slows down processing speeds in other Edison applications. Often corrections to Time do not update until T & L has ran a couple of times.
4055. The process for entering time with educational leave is terrible. I have to request leave which requires my supervisor's approval like any other leave type, but the leave time has to be entered by a power user. Another supervisor enters my regular time (although I think I should be doing it myself), and I still have to fill out a time sheet on paper just like the old system. So, four people (me, my supervisor, his supervisor, and a power user) are involved in entering my time into Edison up to three times per pay period. This is an incredibly inefficient waste of time and resources. I also think the system of assigning "tx" numbers to projects is silly since we already have a multitude of project identifying numbers anyway. In general, the concept of an automated payroll/benefits system is a great idea, however, this particular system is terribly inefficient in my opinion.
4056. Any errors involving insurance are unacceptable. All the excess time used for individuals entering data seems a big waste of time and therefore money.
4057. Much better under Edison. Screens are a lot easier to navigate and have btter access to my own records. When I did have questions, the Edison staff has always been helpful and quick to respond.
4058. I do not understand why a persons take home pay varies every pay period. It seems like just another Rube Goldberg process to do a simple task. It takes so much more time to accomplish, and only cause mor confusion.
4059. The back bone of state government is its dedicated employees. These same dedicated employees are the first thing to go when revenue is short. At the same time if a contractor can get a state contract he and his grandchildren and great grandchildren are

set for life. This is where cutbacks will never be noticed. State employees should not have to sweat their jobs all the time.

4060. HCM is incredibly cumbersome and time consuming to use. Most of the information required must be input twice which makes no sense at all. Seems that any program where the time entered,(example: leave requests. Must be requested, then approved on another screen and then posted on yet another screen)on one screen doesn't automatically update all other screens where that information is used is an archaic and cumbersome system that is costing the state more money due to loss of staff time in having to maintain it. In short, the system is costing the state far more money to operate than it is saving. Efficiency went out the window with Edison. None of the programs of Edison are working in an efficient manner and should be scrapped and replaced with a better designed system that will actually do what the designers of Edison envisioned but have not been able to accomplish.
4061. Payroll is not really an issue any longer for me. There are other issues that need to be looked at. Such as contracts. And P card reallocation! Contracts are expiring and invoices are not getting paid. Edison is a waste of tax dollars! Rather have a raise!
4062. It seems as though we are having to do double time sheets compared to the old Host on Demand program. Also, we thought when this system was implemented ALL employees would be entering their own time. This has not been the case.
4063. The problem of trying to under stand the pay check stub.How the overtime is payed in so many different ways.trying to get other employees to understand.The traning didn't help, a lot of use had to learn as we go. The system is not set up for maintenance.
4064. I read somewhere that the edison program is actually obsolete,in terms of how old it's implementation or year it was first used. is that true?
4065. no
4066. I have a problem this morning, but, it is not edison fault. I read a memo from Ms. Rothchell on the 27th that stated that all time needed to be keyed in till the 25th and I had checked my time and it had been done. She sent another memo out on 5/1 that stated we needed to have time submitted until 4/30 and I did not read this memo until mon. 5/4 and that week was not entered. I tried to enter on this date and could not because the time had elapsed. This is the first problem I have had and it was not the systems fault. I just did not read this e-mail. The split weeks is the only thing that causes confusion in my opinion and that is not the systems fault. I like the fact that I can pull up leave balances, payrolls summary etc.
4067. I don't like working on the system and the Oracle keeps flashing up while you are still working. I also do not like my longevity check combined with my regular payroll check. I also do not like to duplicate work. With the legacy system when we entered something we knew that it would process not true with this system.

4068. Too much time is spent in Edison for timesheets. You have to submit your time for approval..then wait for it to be approved.. go back in and do your timesheet unless its a split pay period then you may be in Edison 2-3 times a week just for your timesheet whereas before.. you just turned in your timesheet.
4069. I think the whole Edison project is one of the biggest boondoggles ever perpetuated on state government. The persons making the decisions to go with this system are totally out of touch with the rank and file state workers and the jobs that they do. It is costing the license buyers that fund my agency many thousands of dollars in increased time in covering payroll issues. Workers and Supervisors are having to cut back their main duties to deal with this mess. The coming modules are even more screwed up.And, by the way, it isn't a case of not being able to teach "old dogs new tricks". The whole system is badly flawed.
4070. I think the longevity check should go back to a seperate check instead of being included in our regular check.
4071. I do not have any comments at this time still attempting to get use to edison
4072. One major flaw in the implementation was not to communicate effectively to employees that whereas those that are paid bi-monthly needed to change their way of thinking about payroll. Edison only accepts weekly payroll information.The navigation between pages is sometimes confusing. Hitting a Cancel button to continue and save your work isn't at all logical. Too many options are shown in drop downs, including some which aren't supposed to be used, and or haven't been explained. Why on the timesheet screen should salaried employees who's positions don't include shift work have otions for shift 2 and shift 3 which shouldn't be chosen.When you look at your paycheck. The teminology is unclear. Things appear which aren't payroll related, or don't seem to be. More information is here than is needed to successfully determin if the pay check is correct.The pat answer to any question about why something which should be changed can't be changed is " It would cost too much"
4073. I think the system is to rigid. Can't believe the system did not take into account Holidays during a year?? Did not take into account shift workers, or those that work Tuesday - Saturday. What a confusing system. When asked a question the Super/power user simply state.....do it this way it will all work out, and it doesn't make sense.....
4074. It would be nice to have the leave request connected to the time reported report so that the information would import when reporting time.
4075. It would be helpful if the system was real-time. Once a staff member enters their payable time, management cannot view the time until Time Admin processes. It has been my experience that Time Admin does not process on a daily basis. Also EXCEPTIONS are not true exceptions. The system could be more user friendly.. Notifying a supervisor via email when a leave request is waiting their approval would be helpful.

4076. No comments at this time.
4077. There Is not enough State employees trained to help persons with questions and having problems with EDISON. Persons picked to train should have the heart of a teacher. Things will get better with time and patience. Like everything new, it takes time to get used to.
4078. I think that the state knew that this had failed other places and therefore should not have selected it. I feel that this was done politically. And not with time and money and ease of operation considered
4079. I have used other systems similar to this at other institutions, and feel that Edison is not quite as intuitive as those systems, although there are components that are user-friendly. I am uncertain as to which challanges are modifiable; however, it appears that this system was not developed in consultation with the "end user."
4080. This system forces up to have to manipulate data (leave/OT info) in order to avoid exceptions and many hours of lost time for our power and super users as well as our supervisors. We should be able to submit our time and leave at the same time without causing these exceptions which take up many hours of staff time to resolve. The Edison system does not match with our pay period. Our pay periods have been established for many years, why was Edison not required (by contract) to work with our current systems/pay periods????I do spend more of my time completing and submitting my time now that we have Edison. It only took about 5 minutes before and now I spend about 1 hour total with Edison.
4081. The pressure of being at the office and keying your own time or not getting a paycheck....this was not a problem with the previous system.
4082. PLEASE CALL ME AT [PHONE NUMBER REDACTED] TO RESOLVE MY ISSUE.
4083. Being a new employee with the State, I don't have the previous system to compare it with, but working with other payroll systems, such as Kronus, Edison works just as well if not better. What I do have a problem with is the monotomy of having to sign in and out for lunch and breaks, record time on a clipboard and put time in Edison. That's overkill for a salaried employee!! Too much at Manager's discretion of one's time as to whether to approve or not approve comp-time, ect.
4084. I have not personally experienced any problems that I know of. I don't like having to go to Edison to look up my check. I think the system is very user unfriendly and complicated. I don't even bother with it and just hope it is correct. I do know some people who have had problems. I wish things had just been left alone. This thing has cost a lot of money and I don't see any benefits. Most of the people I know hate it even if they have not had a problem.
4085. The Edison system did not convert information from the old system correctly to Edison.

We had to work many hours to correct that information. To gather information, you must pull two to three different screens to get your results versus one page in the old system. If you approve a transaction and the system does not agree, it will kick out error messages that you do not understand in order to correct the error. Or you may approve a transaction and the system actually says it did approve it but after it says "approved" an error message kicks out and therefore the transaction really did not get approved and you have no idea why. If you are working in the system you may get bumped out for no reason while you are trying to complete something important.

4086. Edison is working out the issues which are to be expected for a conversion this large. But let's face facts. Politically I feel as thou Edison is rushing to get the system up as quickly as possible so someone can get a feather in their cap. And give us a break with the lack of training excuse. The payroll issues have been slowly resolved, but what's next ... the financial piece is a wreck. Having worked in private industry for eight years, we would have brought this system up a module at a time and not pressed on until we felt we had the module we were working on running productively. Has anyone considered the cost in lost productivity versus the rush to get this on-line. This is a huge undertaking, and once again people in high places are making unrealistic decisions on the backs of the workers. Should we convert ... yes, but I'm not so sure this was the best way to accomplish the goal.
4087. The payroll steps seem burdensome entering and approving leave and attendance compared to the old system. The ease of access to view and modify other information is great!
4088. Certain questions could not be answered as I do not currently input any payroll information. This was the decision made by administrators to ensure accuracy of our time, leave, etc. until kinks worked out of the system.
4089. potential to result in disciplinary action for employee and supervisor if employee placed in leave without pay status due to delayed leave accrual.
4090. The main issue that I have with Edison is my reports to lists. As a supervisor it is very important that this get corrected. I have some issues with employees, and I need to be able to monitor their leave and overtime requests. If that employee is not under my list, I have no access to their time.
4091. The initial training was terrible. The program should have went beta for six months before it was ever fully in service. There are still many unanswered questions and I believe the old payroll system was much better.
4092. 12-15 Edison training sessions were required of me, some on-line, some classroom. Training sessions should have been better tailored to the employee's position. Some classroom sessions failed to relate to my job, they were hurried and all we had time to do was keep up with 'clicking' through the screens. Not conducive to learning or retention.

4093. One day of training in Nashville and I'm supposed to know what to do??? What was the problem with the way things were being done? I felt very confident with my job and now Edison changes EVERYTHING!! With the economy so bad, this isn't a good time to implement a new program into the system.
4094. As a supervisor Edison has increased my time to do the same job that I was doing prior to this system being initiated. Prior to Edison I was able to schedule, approve time and leave in less than 30 minutes a month. Now it takes me several hours to complete the required duties. I have had to approve pay on weekends, uncompensated to make sure the employees that answer to me are paid on time. I feel that Edison was a good idea that was not properly vetted before being put into service. Edison does not work and should be replaced with a system that is cost effective, less time consuming, and most importantly works correctly. In my 23 years with the state of Tennessee, I never felt my pay check would not be there. I have now changed as many due dates as possible to allow additional time to transfer money from savings to cover my expenses in case Edison screws up my pay. I would like to believe that the implementation of Edison was evidence was a well thought out system, I currently believe that the purchase of this system borders on criminal. I expect lawsuits by employees for not receiving pay and other benefits required under federal and state laws. This program has generated a severe liability situation that creates more expense and lower morale by not adhering to the labor laws. With the current budget why spend more money, personnel costs and lower morale for a system that made someone a profit at the expense of quality government. I do not have the same amount of time to do what I was hired to do because Edison takes more of my allotted day than it should.
4095. More "thought" should have taken place before purchasing a computer program that would only "take care of" semi-monthly payroll. We have 3 Departments & the Legislature that are paid "once a month." Knowing this, there should have been adjustments made to this system to accommodate us before the purchase was made. Also, there needs to be an ample amount of time provided to these employees before turning them to a Semi-Monthly Payroll. As for me, I have my Budget set out and I take care of "everything" at the first of the month. Semi-monthly is going to create many problems for those of us that have a plan such as mine. I've been honest with my answers and if I've offended, well, "You asked me." :-)
4096. Although I have not experienced the specific issues asked about, I constantly see problems with approvals having to be redone over and over. I am a timekeeper and did not have all the training I should have had. And, access to people in our section is not consistent. I keep track of exceptions and approvals and once they've been taken care of, many keep showing up. None of these issues are critical, but they take time to deal with. I spend too much time on such problems. The real problems I've had have been with the requisitioning piece. It's a nightmare!
4097. It's very time consuming. My longevity check was combined with my regular pay check; as a result, I received a lower amount. Edison is time consuming, My longevity was combined with my regular paycheck.

4098. The edision tree needs to be more user friendly. The sign out button is all the way in the far right side and is hard to see. May want to reduce the page some to allow the information to be read.
4099. There are still employees who do not have adequate access to computers to enter their own information. Computers are either locked up in offices after 4:30p and on the weekends or the computer labs are locked and are locked at 4:30p during the week until 8 a the next day. Second, the purpose of Edison was to "abolish" the need for Timekeepers (only responsibility) in the Personnel Departments that enter time. Instead, it has created a "safety net" job for them while other employees are placed on RIF who do more than key time. It was also suppose to be a paperless system yet it hasn't stopped it. Employees are still having to sign in and out daily, 211's are still being generated, bills are not being paid through Accounting/Fiscal Services in a timely manner which causes vendors not to be paid in a timly manner due to agencies that are still dependent on the old system, travel claims aren't being processed timely, it is causing longevity to be paid more than once and the overtime is not being paid correctly or timely because it doesn't recognize any shifts other than the regular shift.
4100. As a supervisor, it appears that 1 day weekly is taken up with Edison time. Having to make sure that leave request have been completed rather than beind able to just make sure a leave request was completed. Having to remind everyone to be sure and do a leave request. If out for more than just one day, having to complete a request for each individual day. Having to go in and check leave for everyone. Sometimes Edison does not always update appropriately. This causes you to have to go in and manually check each time sheet for a certain period to be sure the employee has enough leave.
4101. I am timekeeper for this office. The training I received from Edison trainee was 100% useless. It was extremely confusing. I received further training by a DHS worker last fall and it was better. But, most of what I learned was by doing it and then having to re-do it!!!
4102. The system in not user friendly and overly complicated. "super users" need to be located at each office so that there is a designated go to person when input assistance is needed by the staff. Split work week issues also need to be addressed. The online training is not adequate expecially to those that do not have speakers on their computers. More hands on training is needed especailly to those that will be inputing their mileage in the near future.
4103. it seems that instead of simplifying, edison has made things more complicated. You have to keep a paper copy of your attendance in addition to entering in edison. and the way the pay periods are handed with having to deal with split weeks is much more complicated than old system.
4104. We are told to put our time in for the entire week either on a Monday or Friday. If you take time off during that week, sometimes it is difficult to resubmit your time accurately.
4105. The problem I have experienced with Edison is many times I have submitted my leave

request and time sheet but Edison did not reflect this information to our payroll dept. If this had not been caught, I would not have received the correct pay.

4106. What use to take minimal time concerning procurement now is a process that is not user friendly at all and is now a trial and error process. The training and information received in no way prepares a user to use this system. Edison should be totally scrapped and return to a useable system while not perfect is far superior to what we trying to use now.
4107. Due to my extensive work history, this is the third experience I've had with total corporate changeover of the operational database. It seems the gathering of frontal data is\was lacking prior to programming. Getting what one needs to support one's daily job duties is paramount...but has not been the result thus far. Also, having exceptions to time input causes confusion (not letting each employee input their time); timelines for input\approval need improvement. Why did we not run parellel for ~6 months?
4108. I feel the state paid to much for this system.
4109. As a supervisor, I have had to approve my staff's times more tha once for the same periods.It does not appear feasible to have to enter and approve times in the middle of weeks when that is when the 15th or last day of the month is, since we are paid for a prior period.There appears to be numerous messages from Edison telling us to wait to enter/approve times because there is some problem with Edison.Under Edison, the amount of tax withheld from longevity checks went up. I know that we will get back the increase when tax returns are filed but that is really an interest free loan to the government. In addition, the amount of our take home pay should not have changed.
4110. Edison is very time consuming and awkward. It is taking up a high level of employee and especially supervisor time to enter and approve time as well as take care of problems. (Many of which are caused by the glitches in the system not data entry errors). This is not cost effective. 2. Edison should be on the same pay period as employees. (Either change employee to weekly or every other week or else change edison to 15th and 30th. This would help some of the confusion and negate the need for double entry and approval on split weeks.3. Supervisors should be electronically notified when employees submit leave requests so that supervisors do not have to check every day.4. There are too many glitches. Approved leave requests and time disappear. (I was told by trainers this was because they were resubmitted, but this is not always the case especially on leave requests). 5. I work an alternative schedule. On holiday weeks, my schedule is different. Even after my time is entered and approved it comes up on the query as time that has not been entered.6. The system is not designed to function efficiently. There is not enough automation in the system. Supervisors have to manually check mulitple screens to verify there are no errors before approving time (the training suggested five screens as well as leave requests, overtime requests and training requests). Supervisors are not notified when empolyees have submitted time sheets or leave requests, employees and supervisors do not recive error messages for many exceptions, they only show up after the time has been approved and the system has run. It then takes another day to fix the problem. Approval does not roll up to the next level when supervisors are not

available.⁷ Employees are put in a bad position of having to remind supervisors to approve their time. Some supervisors resent this. Many supervisors wait till the last day which results in employees paychecks being delayed if there are any problems. The employee should not be put in this position.⁸ As a supervisor, I am having to go in to Edison at least once a day (generally twice). I have also been put in the position of going into the system on my own time (weekends or evenings) in order to work around Edison's schedule. I am spending way too much time on time sheets. Before Edison I only had to do this once every two weeks.⁹ Because of all the problems with the system, we are still having to submit written time sheets in addition to submitting time in Edison. ¹⁰ The idea of Edison is a good one. It just doesn't work as advertised. We need a program tailored to way the state operates and that is more automated.

4111. The system is not user friendly. The system is confusing in regards to entering in time for split weeks. The new paychecks are hard to understand. The time accrued in regards to annual leave, sick leave never match as they did before with the old system. If an employee is on vacation or out sick, the employee still has to log in and enter time. This is especially difficult for employees that have been admitted into the hospital to have access to be able to enter in time.
4112. I wish that the edison website tab on accumulated annual and sick leave had a section that tells one how many days they have accumulated instead of in hours. Also we are instructed to turn in our time to the secretary to enter into Edison, will that still be an option when we need changes entered into the Edison system? Will there be a human contact to make changes for those of us who did not receive adequate edison training.?
4113. This system has many time consuming issues. It is supposed to SAVE paper, but it has CREATED extra paper. We have to print everything we do, because we cannot depend on the system enough to trust that the info we put in will remain there. We have to print info to prove we did in fact key it in. When we were first asked about this system in the Fit/Gap meetings...every time we say a "Gap" we were pretty much told that would require a "modification" to the program and that would cost money so more than likely it couldn't be done. Why did they ask for our input if it didn't matter? Also, it was found during these meetings with staff from different agencies that the Peoplesoft program didn't even have an area to enter a Certification Number...this is highly important to State Gov't due to Civil Service hiring! So, NEOGOV had to be purchased. It is nothing but a problem. Edison is requiring State employees to spend more time completing tasks that used to take minutes....now sometimes it take 30 minutes to accomplish something that used to take 5-10 minutes at the most! NEOGOV won't even mail merge! We have to print each letter separately if we use that option on the program. Nothing is BETTER! It's just DIFFERENT. It's frustrating knowing that the State spent this much money on a system that doesn't make things better or more efficient across the board. And, look at the lay-offs and budget issues? Employees now have more work, less help due to hiring freeze and position abolishment from the Voluntary Buyout and no raise for 3 years or more! We have families to support too and our stress levels are increasing due to the work load and frustration with the system. This may be a great system for the private sector...but Gov't is soooooo different. I just don't understand. Do the people who make

decisions such as the one to change systems really know what HR, Payroll, Procurement, etc. folks do every day? Do they truly understand how the livelihood of each department and programs they support (for the people of TN) each day rely on a well established, productive, user friendly system? We are working for the people of this great state! Let's get our jobs done the most efficient way possible....And, in my view that is NOT through Edison.

4114. The problem I see in TDOT is that not everyone has a jj# to unlock any state computer an alot of them do not have any computer skills they have been using a shovel for 20 or 30 years
4115. In my opinion, Edison is not worth the money that was paid out for it.It is difficult to read especially where leaves are concerned.The longevity was combinded with my regular paycheck and it made me feel that I had been short changed on my regular pay.Thank you for the oppportunity to voice my opinion, [NAME REDACTED]
4116. It seems to me that the Edison system "goes down" too much, however, it does seem to be getting better and i have never had a paycheck delayed because of this.
4117. Today I was told that I did not fill out my payroll for last week, but I did. In addition to not saving my week of work it did not send an exception to the timekeeper so it was almost missed. If my director had not noticed I would not be receiving a check for this pay period.
4118. As stated earlier the problem I'm having has to do with the way Edison treats longevity and payroll deduction of taxes.
4119. Currently I feel that there is too much redundant keying with Edison. My Department has to input data into our sidekick program and print it off then give to supervisors and they in turn key the same information into Edison.
4120. this report only lets you respond to one issue, not the many one person has.Edison assumes everyone works 8 - 4:30, that no one is called in the night for emergencies
4121. Any issues with Edison appear, at least from my viewpoint, typical new system "start up" issues and appear to be resolved within a reasonable amount of time. The people who seem to dislike the Edison system are those that have been with the state for quite some time and just don't like change or they are not willing to adapt to change very easily. In time it should be well worth the current "headaches" or system flaws and prove to be a valuable tool that will benefit state employees for years to come.
4122. ONE PROBLEM IN EDISON IS SUPERVISER NOT BEING SET UP CORRECTLY, AND EMPLOYEES NOT ENTERING THEIR TIME WHEN THEY SHOULD.
4123. Edison has been a headache from day one. For the life of me, I can't see how it's benefits outweigh it's flaws. For what Edison has cost the State of Tennessee, every state

employee in the payroll system could have gotten a substantial raise. The Edison Project seems to be a waste of taxpayers money.

4124. I find that I and employees that I supervise spend a great deal of time trying to keep time and attendance correct, and that takes a lot of time away from productive work for the state. We only input time and attendance, when travel input starts, I expect a major problem.
4125. Although I do think with experience the system has gotten better, I feel there are inefficiencies built into the system that will not change unless the system itself is improved. For instance, the fact that some things are not "real time" like the cleaning up of exceptions, calls for several steps to be made instead of one to fix things. Also, the fact that you cannot toggle back and forth within one employee's account to see leave requests, time entry, etc. makes it more difficult to maneuver through the system.
4126. Should be able to delete a leave request if there is a change before sending to supervisor for approval.
4127. I have been sick on Friday and this seems to cause a number of problems. There are also times that I do not have access to a computer on Friday and this also causes problems. I am not comfortable with not having my AL and SL on my pay stub. I would like the AL and SL to be on the same screen with my stub.
4128. Perhaps, if there is another survey taken you may want to ask how much contact the employee has with Edison. My only contact is to go in and enter my time. So my contact with Edison is very limited. My other comment, which is more on the personal side, is that I wish my co-workers would stop complaining about the system. Yes it is dysfunctional, some people are not getting paid, and if that ever happened to me I'd complain also. But give it a year and then see if these problems continue. I do feel like the system was not ready to be instituted when it was, but the Edison crew was so ready to get it started and presented it to us as though it was the best thing since "Mom's Apple Pie", no so. Anyway Good Luck
4129. The process of entering info into the Edison system is much too complicated and too time consuming. Entering info, then waiting for the system to run and then approving the info involves too many steps. The rules seem to change daily. You can't do this because you've done that....creating an exception. Are the rules written somewhere? Why do employees appear and disappear....Sometimes you can approve time and sometimes you can't because an employee's name cannot be found. The system will not allow leave to be used when there is an overage of time. For example if an employee has a six hour overage and requests sick leave during the same period, the system automatically uses the overage before subtracting from leave balances. The use of sick or annual leave should be at the employee's discretion.
4130. I haven't had any problems with Edison. Those people who do seem not to know what they are doing because of lack of training or just can't follow directions.

4131. Information that previously had to go through HR can be accomplished quickly on Edison, address changes, etc. Easier to keep up with leave. More information easily viewed. Also I have been able to change 401 easily without conversation of a representative or paper forms.
4132. The system started with a fatal policy decision: rather than look at a new system from the perspective of the front line user, it was adopted from an existing off the shelf program. The expense account reimbursement program is particularly awkward & confusing. Bottom line: the system is not user friendly!
4133. I am very disappointed that we do not receive a pay check summary in the mail anymore. It just seems different not being able to hold it in your hands to see what your hard work has resulted in for you. Also, since I now have to do my own time as well as review and approve my subordinates time, I have lost time to accomplish my many other duties especially when we have to redo the time because it was dropped out of the system. The system has NOT made me more efficient and has added burdens to my day.
4134. I am a Supervisor with an employee who has low leave balances. Since Edison does not update leave accruals timely, I have had to look back at her previous time sheets in Edison to calculate how much leave she has to ensure that she has leave available in order to approve leave. I cannot rely on the Leave Balance screen because Edison does not update timely. Also, we do not know when Edison will update the leave accrual balances and how leave taken will be coded by Edison (anticipated sick leave vs. Edison deducting from annual leave, etc.). It makes it difficult for a supervisor to make an informed decision on leave approval and also for the employee to know how Edison will account for their leave taken. The employee and Supervisor both knew when leave would accrue under the previous HR system but not with Edison. This issue/problem needs to be resolved and corrected.
4135. I have not had a chance to explore my payroll check or my annual or sick leave on this system. I do not have any experience with this system other than keying my weekly time and requesting leave. I think the more time spent working with this system the better it seems.
4136. The split weeks are a pain and make keying time more difficult. I would recommend that the state go to bi-weekly pay and eliminate the split week problems.
4137. I feel like this new system has created another job with pressure. For example, leave requests it's awful trying to get that information in and getting approved and then if you mess up it is awful trying to get it fixed. Again, I just feel like it has just created another job task instead of it making things easier. I like the old system much better.
4138. I think Edison should have been a slow process from the beginning, Edison should have been implemented county by county, then you could see the kinks. Why do you have to continue to go in everyday to look for exceptions. It should be more "super users" in the county. Edison is causing the management staff to daily check when with data capture all

you had to do was turn in your time sheet and the timekeepers would key in the time. I think that Edison is more time consuming. Requesting time - make sure all is approved before keying in the time or exceptions will block everything. Edison at this time to me is more of a problem than a asset to the State of Tennessee. From what I am hearing that Edison is a headache. My question is: was the State of Tennessee ready for this huge project?

4139. I don't like the way that longevity is now combined with the regular pay checks. I and many others have complained that we received less money back this year because of the combination. This need to be seperated back out set up like the previous system.
4140. We have tried for MONTHS to get the "reports to" listings correct and they still aren't. It's also VERY frustrating the time that managers have to spend to get to a computer to approve leave, overtime and payable time. It was NEVER this difficult before, however, now it is too much work for an office timekeeper to handle all of edison. It was never this difficult before. This system is way too time consuming. It seems like we spend a bigger percentage of our time on this than we should have to.
4141. I feel training should have been provided if it was desired. No one in the 2 offices that I was the timekeeper for had any training. The online training was adequate, but since our computers don't have speakers, it wasn't very helpful. I learn better by "doing" anyway, so it worked out well for myself, but not for everyone.
4142. As to the answers I provided to the previous question and others...I do not know how to look at Edison to tell if I have a problem or issue...I would not know whether or not my information is correct and the only option available for an answer to these questions was yes or no. Well...no I do not have issues with Edison that I know of.
4143. Edison is made for people that get payed every week. Not for people that gets payed twice a month
4144. It would be better if the add a line to the time sheet were to the left, where it would be readily viewable, instead of scrolling all the way to the right of the screen. If you don't realize you have to scroll all the way right you don't think you have the option to add a line.
4145. While I have not experienced any particular problems with Edison, the system is not user-friendly. Compared to other online websites/managers (such as personal banking), the Edison system is more difficult to use.
4146. I would like to know why my pay check is never the same, before my check stub every two weeks were the same since we have been on Edison my stubs are different why? I called and they could not tell me why, they did not know.
4147. The processing timeline is much too short for submitting, approving, and reconciling input or resolving problems. I have direct reports for which I must approve time. These

direct reports do not always have ready access to a computer. There is little, if any, flexibility to this system and it can be disruptive to our primary goal of [DUTIES REDACTED].

4148. The biggest issue I have as well as my coworkers is the lack of transparency (software programming knowledge)of how it deducts/combines,negates any comp.time in same weeks with vacation/sick time,etc. Sometimes you must wait an another week to view it's calculations of these issues;then, it's too difficult to verify if accurate and make any corrections.Your comp time,vacation time,etc.usage should be current "week to week"!!!!.The amount of fields you must go in to view your personal info or request time off is ridiculous.
4149. System problems, such as being logged off while working currently online, inability to keep more than one screen up at a time, and having to go to many screens to check/confirm/enter information takes too much time. Current procedures require more paper rather than less.
4150. I have been and currently still am an orphan in the system. If I want or need a day off I do not know if my request will be approved. I do not show up under my supervisor, and I do not know who approves my time and often worry that my time will not be approved leaving me without a paycheck. This has been reported to the Edison staff, however, no attempts have been made to resolve the issue.
4151. By stopping the notification process to employees realized any savings to offset the cost of Edison?Having to enter two(2) steps to report leave is wastefull, this is definitely a program issue and should be solved quickly.Having access to a supervisor's employees would be nice also, this is an issue that should be solved by the supposedly overwhelmed Departmental Personnel Staff.
4152. Would like the check to print out on a whole 8 1/2 x 11 sheet, not just the small size it is now.
4153. Edison is in keeping up with the advances in information technology, and will allow human resources to use their time on other tasks.
4154. Honestly, my coworkers and I were told to not input our own time. The supervisor would do that.
4155. I have not had any problems myself with this system, but I live in fear of it. I try to have as little to do with it as possible. I initially checked my information and simply pray that I will get a check every month. The fact that we seem to have so little control over what happens to our pay with this impersonal high-techy system is frightening. I am also quite revolted that a job--a job for finance and personnel employees--should be foisted off on state employees. We have enough to manage and maintain and enough other people's jobs to do without saddling us with another in the name of savings or super-efficiency. It is simply irresponsible of the departments who should be doing this work.

4156. We are having to put time in and do time sheets entirely too often. It would be great to only do it once a week, and in theory we can, however, when you have to put your time in days in advance, there is always a chance that it will change then you scramble to fix it. This takes up too much of our time.
4157. Leave requests approved should automatically populate in the weekly entry, or at least be displayed on the entry page so it's easier to view time requested and approved. Leave balances don't show progression when different months are selected. It always shows the current time, which is always a month behind anyway. A notification to the employee when a leave request has been approved would be a nice added feature.
4158. The change in sick leave "policy" due to the system's operation of taking any rescheduled work week first then sick leave is unacceptable. Sick leave should be used for those items detailed in the employee handbook. This sudden policy change due to a switch to a computer system should not occur. This was not the same policy used under the paper timekeeping system.
4159. If you have to be off work for any length of time and don't have a home computer you cannot see your deposits or leave balances. I do not like not getting a paper printout at my home address. I realize the budget crunch but other useless areas of waste could have been done away with.
4160. Edison seems to be causing extra work instead of decreasing the work load. This comes right after a reduction in workforce...voluntary buyout. More money is taken out of our longevity due to including it in with our regular pay. State employees moral is low...we are constantly hearing about budget cuts and working with less employees, then money is spent on Edison....in my opinion, the timing was not good.
4161. system is too cumbersome
4162. Inadequate project input interfacesystem takes too long to update leave balances
4163. I feel they waste state money with Edison. Paper work increased. Checks are not readable. I think more money than time went into Edison.
4164. Edison takes up more staff than the prior system which defeats the entire purpose of Edison. Huge expense for poor return.
4165. It would be nice if the computers in all our work areas could access Edison and the internet to fill out the surveys.
4166. The problems I encountered at " go live " continue to be the same problems we have today. My employees hours disappearing, my approvals of leave requests disappearing, and going from no exceptions at the end of the payroll period, to having a number of exceptions appearing 4 days later that have to be cleared at once are all continuing issues that have not been addressed. It is also very apparent that this is a weekly time reporting

system (out of the box) and does not match our existing pay period requirements. At the end of the pay period, we have to go back 3 days into the last pay period to make sure everything is still there or the approvals are still intact. Example - email just received: Please note that you must navigate to the start date calendar and enter 4/12/2009 to be sure all dates that need approval will appear on your approval list for this pay period. (pay period starting 4/16) These are issues that should have been addressed and fixed during the testing period - which I don't believe there was a test period - and at the least been fixed shortly after the " go-live" date. None of the issues described have been corrected and what is even more concerning is that Edison continues to roll out new applications without fixing existing applications and the new applications - financials - have even more problems than the payroll system - to the extent that we are still having problems issuing POs 4 months after our go-live and this wasn't even mentioned to the press or at the Legislature's meeting. I know anything new takes time to adjust, but I have never heard moving systems into production without proper testing or gathering of requirements. This system appears to have been rolled out to meet deadlines and no thought was put into the product being rolled out. This is a shame, because if issues could have been corrected prior to go-live, I would not be wasting my lunch hour filling out this survey. I also find it very amusing that this system is considered to be under budget, or at the very least in line with the budget - what about the COUNTLESS numbers of employees working overtime, weekends, nights, etc., working on payroll - are those dollars being figured into the budget - I doubt it. No, my pay has not been affected, nor have my benefits. But, I now spend hours - weekly - on a system that used to take me 15 minutes every 2 weeks - this is not an improvement!

4167. This system is set up for a weekly pay period, and the state gets paid 2 times a month. Whom ever decided to pay the money that was spent to set this up the way it is did not think this thru. The system would work extremely well if it was set up to match our pay periods or if the state decided to change our pay periods to weekly. As you can see this is not working and until one way is changed this system will remain flawed.
4168. I have not had any problems with Edison. I know there were issues at the beginning, but they seem to be resolved. I love being able to get into Edison from home. I think Edison is a big improvement and look forward to the end of the paper sign in sheets.
4169. My only problem with the edison HCM, is the way we know receive our longevity pay, I don't like the fact that it is calculated in with our reg/pay checks.
4170. Our longevity should not be compiled with our reg. pay.
4171. One of the positives of the program was to automate and thus use fewer personnel to deal with payroll, expenses and benefits. As long as the process involves third parties re-entering data that is still processed in the old way i.e. travel expenses for the judiciary, there will always be more cost, greater lag time in processing and an added layer open to error. Using half or part of the program defeats the cost and time savings it was to provide.

4172. ERP systems are known to be problematic. It is a fact that the majority of ERP systems fail to deliver, have costly overruns and never mirror business processes. State government should not have had to conform to an ERP system, the system is supposed to conform to the State's needs. The State should have known these things well before now and planned for them. Change is always hard, but Edison has forced changes that will impair the State's efficiency for years to come.
4173. You can never see exactly how much annual or sick time you have. It is always behind.
4174. I hear complaints so often that I feel there are issues to be resolved.
4175. The system overall for payroll takes much more time and effort than the previous procedures. Also, the flexible benefits reimbursements are taking longer than ever!
4176. This system is not efficient in my opinion, I spend more time on the computer now and less time going around to all my building's making sure things are running smoothly, also it is not paperless. I have more paperwork coming across my desk now that I have to enter into Edison and then create file's to store it all.
4177. This program has not helped in way to report time. There are more problems and nuances than its worth. In fact doing timesheets two ways does not make much sense. It appears to me the State has wasted a lot of money as usual on something that did not need to be fixed.
4178. I went to college and we were taught about ERP systems and their benefits to having one central database and the reporting capabilities and efficiency behind them. Lots of the benefits are not realized through a majority of employees and higher level management get to see the real benefits of the system. Also it is important to realize that with a system as large as this maybe it was best to buy a generic module based ERP as opposed to developing internally(cheaper maybe). I am not so sure that I agree with the generic ERP and that the money spent could have went to a higher IT budget that would allow state employees to slowly replace the legacy systems with built in ASP.net web applications that interface together. Also there should have been more business analysts assigned to each agency and the implementation should never be rushed, if you have to pay more to get it done over a longer period of time then you do so, otherwise we fall into this category with user acceptance may be low because issues were not resolved prior to go live. There may be 10% issues with actual system errors but this 10% makes the employees think everything is wrong when in fact they are just not taking the time to learn the new system or adapt and they just blame it on a systematic error. A user needs to understand a web based system like this is going to be different then a local network system and not all people are familiar with basic navigations which hinders learning process but as time passes; it will get better. A small error like double clicking the change password link will cause an error and if the user doesnt understand the fact that its trying to access the change password page but clicking again reroutes to that error in a double clicking fashion. A simple thing like this could create frustration in lots of users who are simply trying to change their password after us at the helpdesk reset it (believe it or not

lots of employees double click when they shouldn't.) Having dealt with the users and also having a background in ERP solutions I would have to stick up for Edison regardless of being an employee. Sometimes a Business process should be altered to the module to not complicate things. I really think cut backs on the budget for this system is not a good idea and also believe there is no reason to stop using the system either, we have come way too far to do that. Again that opinion is not biased having worked within Edison. I think Edison has done a great job with this generic ERP but not a fan of the generics. An idea may have been to replace some workers within the agency with those who can adapt and also have incentives for those who who really become a "guru" so to speak. More direct contact between the super users and their agencies FSCM people is recommended as well. All and all there may have been a few things Edison could have done differently from the initial onset, but hindsight is always 20/20. A communication path between all agencies based on model should be set up where: I am in [DEPARTMENT AND DIVISION REDACTED] I can talk to someone in AP at f&A to share feedback. If we are moving towards creative technology why not move towards chat rooms/ web blogs(cheap) where everyone can share knowledge gained inside intranet? There is not enough transparency with ensuring users are learning everything they need to. The teachers should be the supervisors in the agencies and they should be the only ones Edison teaches. The supervisors should be the only ones teaching the employees how to use the system. If you adequately teach a supervisor how the system works he/she can then communicate to his workers how the system relates to them and oversee that they learn it. Rather than have a trainer who can read off a power point and totally separate from that agency training them. For instance you have an AP clerk, someone they don't work with at all comes over and reads a power point to them and tells them to study it and learn it compared to having someone they see everyday, respect, and obey and most importantly know a lot more about the Business process and can relate more to how the BP relates to the system and GUI interface. Just my thoughts, most recommendations would be best suited prior to go live, now that go live is done, I think for the Amount of staff Edison has and the lack of employee morale they are doing a fantastic job!

4179. I am pleased with my experiences on Edison and like having the ability to see all aspects of my personal information. (Benefits information and W-4 information, for example.) I also like the idea of making leave requests online and the ability to key my own leave. As an Internet Banking user, I find much of the Edison functionality very similar and easy to learn.
4180. Edison has increased my workload tremendously. I spend a lot of time waiting for Edison to update so that time can be approved. It's hit or miss when it comes to being able to approve time. We enter time early in the week and hope that everything will be working properly so that time can be approved on Friday. It is also very frustrating and time consuming to work through exceptions when the employee did nothing wrong(leave requests and time were entered properly). This program is not user friendly. It is unpredictable and unreliable.
4181. Accessibility issues (Repeated tries to login in required)2) Screen width (Horizontal scrolling required) is an inconvenience.3) Common to the user Task Profile IDs are not

saved as a pull down

4182. The payroll is never the same. My check amounts are different each pay period. There are a lot of information on them and, in the system that can not be explained. I do not like the system. It was a waste of money.
4183. Takes too much of manager's time to complete daily, weekly. The annual performance evaluations are all mixed up. Do not like fact I can access any one's time, esp. out of my facility.
4184. Last pay period the system kicked me out with a troublesome explanation in a pop-up. After calling IT department in our Region, they put me in the right direction. I am also concerned about the security of the site with all of my personal info. I am also observing all of the incredible amount of man hours to enter our time and to claim annual and sick leave. The last comment is about our longevity. It would not be hard for a program to be installed to keep from deducting from the payment as is being done at the moment. When longevity was paid at first, taxes were deducted at this present rate. Then it was reduced to allow more take home. Now because of Edison and some bad thinking on some uppity up, the State has gone back to the higher rate. Fix it and give me my money instead of the Feds.
4185. For some reason I am unaware of, the need for additional time keepers/data entry personnel was and sometimes still is very problematic. Although not part of my immediate area, I was aware of these difficulties, and am aware that they continue at times, requiring significant overtime. Again, we do not enter our own time; it is entered for us.
4186. It is an onerous, cumbersome system that requires a high level of computer literacy that many employees in my department do not possess.
4187. BECAUSE EDISON COMBINED YOUR PAYROLL CHECK AND YOUR LONGEVITY CHECK TOGETHER YOU WERE TAXED AT A MUCH HIGHER RATE. LONGEVITY WAS GIVEN TO STATE EMPLOYEES TO MAKE UP FOR ALL THE PAY RAISES WE DIDN'T GET OVER THE YEARS AND ALL THE 1 AND 2 PERCENT COST OF LIVING RAISES THAT DIDN'T EVEN COVER THE ACTUAL INCREASE OF COST OF LIVING AND TO HAVE IT TAXED AT SUCH A HIGH RATE BECAUSE IT WAS COMBINED WITH YOUR PAYROLL CHECK IS VERY UNFAIR FOR STATE EMPLOYEES, THE LITTLE BIT WE GAINED WAS TAKEN AWAY FROM US. GREAT FOR THE STATE SINCE TAX REVENUES ARE DOWN BUT IT REALLY HURT THE STATE EMPLOYEES. i WORKED THE LAST HALF OF THE MONTH JUST TO PAY TAXES
4188. Doing time 1-2 times a week is difficult. I am a manager and getting time approved by deadlines is difficult. Being responsible for employees leave is difficult.
4189. The primary issue in our division has been the inability to charge time to our various

federal (non-regulatory, non-EPA) cooperative programs through the United States Department of the Interior (United States Geological Survey). As a result, our monthly budget projections are showing that we are seriously undercollected for the current fiscal year since we are unable to collect the matching funds to which we are entitled for work that we have already performed under those cooperative agreements. We are currently working with our Division of Fiscal Services to resolve these issues.

4190. When staff enter requests for leave, supervisor not notified. Leave requests only show three requests, unless additional action is taken. On occasion time entered is "lost" and must be re-entered. On occasion multiple times. Time needing approval is only presented for current week and not pay period. Performance evaluation system is much more time intensive then previous.
4191. Significant systems transitions from legacy platforms to new environments always come with challenges related to culture shifts around the new processes. I do not expect that the noise around Edison is any different than what is commonly heard during transitions of this magnitude.
4192. All changes with Edison concerning your pay should have been communicated in advance.
4193. Some of the questions that I had to answer did not apply to my problem. I wish the survey had had a none of the above on some of them or does not apply since I didn't contact Edison about my problem but still had to give feed back so I said they were courtous, because I hoped they would be
4194. I like being able to pull edison up and verify my information first hand. I do not like the split weeks though as it is hard to guess what will be worked if there is a problem with the week
4195. edison is not as user friendly for the people who have to input time for multiple staff,the process is too time consuming.In my opinion the system is worse for the people who input time, so it wasn't a upgrade it was a downgrade with windows....the problems in edison are in the system itself so changes would be to expensive we should have left it on the shelf. There are many problems with this system and modifications to it should be mandatory, not optional. It takes more manpower than the previous payroll system to process time & labor. There have been several employees where I work that have not received their paychecks timely and several of these were due to systems problems that the Edison Technical team could not figure out. We still have to monitor specific employees to insure the system doesn't drop them when payroll runs. Also there is not a set back up procedure that will insure an employee gets paid if they do not get paid on pay day. The previous system allowed this to happen within 3 to 5 days after a pay day, now the employee has to wait til the next pay day. We have been told there is a procedure, but nothing is in writing and getting answers on a time schedule from F&A on how quickly an employee can get a back up pay check is non existent as they have conveyed they do not know when a check would be cut. [EMAIL ADDRESS

REDACTED]

4196. I feel that my supervisor is not accessible because of the time she has to spend on Edison. I cover for her while she is out or busy and I have had an influx of questions from other employees because she is busy with Edison. I feel mine unit is not as productive because of time wasted on Edison. Also Edison is not what we were told it would be. I was lead to believe that it would automatically do our time when we signed in in the morning. I did not know we would have to manually enter time.
4197. It is too time consuming. It takes entirely too much time to check and approve leave and time. It can take as long as 2 1/2 hours on Monday mornings to approve time and that is way too long. There is no easy/short way to do it. You have to look at too many screens to see if the info in Edison matches the time sheet.
4198. The medical reimbursement component is slow. Payments are usually made in 10 business days. With Edison it takes double the time.
4199. I began working with the State after working with another agency who used a similar kind of system. I was surprised when I began working with the State and we were still using paper timesheets. There are expected complaints and bugs to work out with any new system, but overall, I think it was a smart move to begin Edison.
4200. a computer problem that will by its self take time away after it has been enter and approved. Also i have take the training on edison there a lot of dffenance between what we was taught
4201. I think the Longivity check should be a separate check and not included with our regular pay check. Also entering time & getting a clock takes along time to resolve. The system needs to update on a more timely basis.
4202. More time consuming than the old system.
4203. When I first started using Edison, I had high hopes that maybe, in time, the bugs would be worked out of the system. Now, after many months.. it has gotten worse. Much worse. To say the least. IT IS IN NO WAY, USER FRIENDLY. The way of time being entered now has added more work and confusion. To be honest, I would be delighted to go back to the old way. There should have been much more testing involved before the purchase and release of Edison. A beta version should have been released to the employees to get familiar with, instead of rushing the and releasing a system after minimal training. Very poor planning.
4204. I still do not have some employees my "reports to" group. Previously rectified exceptions repeat themselves, some as far back as Christmas. Sometimes when I submit time for a particular week, the time duplicates itself and enters the exact same time for the following week. The pay stubs are hard to read and understand and the men are consistently asking me to decipher their pay stub to see if they received pay for

overtime worked. I sometimes receive an exception advising me that I am not eligible for holiday pay, even though I am not assigned to an administrative position. I would like to see the exceptions be more understandable. A help file such as an "F8" key, fully explaining the exception and providing specific instructions on how to resolve them would be very beneficial. The system does not prevent 28-day users from entering more, or less than 160 hours in a 28-day period, which could result in an under/overpayment. Data entry for pay purposes is a small portion of my overall duties as an employee and supervisor. However, to date, Edison takes up too much time solving issues etc.

4205. I have enjoyed the management control I have in Edison but there are so many factors to the systems that I think it sometimes falls short. It may just be end-user problems. I am hopeful that it will get better. I expected the system to run with fewer problems than have been announced since it has been used in other states. Many kinks in the system should have been worked out then but like I said before I am hopeful that it will get better.
4206. There have been times the system was not updated but there were no notification. Also, are times several employees cannot be in the system at the same time.
4207. Would like to be able to make minor adjustments to time entered or more, submitted when I realize that I have made one...so far, this is the only improvement I can see.
4208. Takes more time to process time and attendance.
4209. Movement to Edison allows the state to keep up w/ current tech advances in how its employees do business. I used a similar system in my last job and was puzzled to see a state govt. doing business in an antiquated manner. With Edison nothing should have to be submitted to Nashville by paper/fax/mail.
4210. I have experienced conversions or major system updates with past employers and have learned several new software programs. The Edison system has more problems and issues than all the others combined. At least each pay period, if not every day, a new problem presents. There seems to be no end! Other comments--in no particular order of relevance or importance: 1. State government is too big, complex, and complicated for this system. State government has too many rules, exceptions to the rules, and special circumstances to accommodate. 2. The comments made by the F&A employee on the Channel 4 news report were very inappropriate. She denied that there are any real problems with Edison and that any employees experiencing difficulties and problems are just "old dogs too stupid to learn new tricks." F&A needs to be more particular about selecting spokespersons. 3. The Edison system requires a level of computer skills and understanding that numerous state employees do not have. Many are not interested in learning and developing those skills for various reasons. Some employees are not capable of learning computer skills, and hopefully they are getting the level of assistance they need. 4. It appears that the system would work better for a business where all employees are office based; have computer and high-speed Internet access as well as the necessary

computer skills; and work a standard Monday-Friday, 8-5, schedule with minimal deviations and very limited budget/project codes. This system is not user friendly for field personnel who live and work in remote areas of the state where Internet access is not available, and whose schedules require them to work seven days a week.5. As an HR employee, I found the training provided by Edison helpful, and I learned a lot. But, when the system went live, many of the problems encountered and questions our employees asked were not covered in training! I felt knowledgeable until employees started asking questions!6. End user training on the agency level was not adequate.7. Employees now have access to a lot more information, and they need a higher level of explanation and understanding of the info presented (i.e., how and when leave balances calculate, longevity, beneficiary vs. dependent, insurance deductions, etc.).8. Edison does have real problems and issues that need to be resolved, but we also need more proactive problem solvers and fewer naysayers.

- 4211. Edison could still has some work but is workable...Longevity needs to be changed...System should have been a friendlier system - things are hidden within categories...
- 4212. The only training we were offered was on line training when we had time to do it. We are not inputing our own time even after working through the modules. I anticipate a big learning curve when the process is handed over to the employees. Whenever, that day comes.
- 4213. The time system is not set up for those in State Law Enforcement that do not work a regular schedule, 7.5 hours.....the way that longevity pay is paid out now is completely WRONG and it costs the employee more in taxes than a seperate check.....the way that leave is requested and approved, especially sick days...How do you know you are going to be sick? What was wrong with what we had?
- 4214. NOBODY SEEMS TO KNOW WHO TO CONTACT WITH PROBLEMS. WHY IS IT MY JOB TO CHASE DOWN MONEY THAT I HAVE ALREADY EARNED. I think the State should pay interest on money owed that was not paid on time. I am still owed \$82.78 from Dec 15, 2008. I didn't recieve my first week worked in Nov until Jan 15!If I owed them money they would charge me penalties and interest.
- 4215. The system is very complicated to use compared to the plain paper timesheet we used before. It is getting somewhat easier to use as time goes on, so hopefully it will get better. My leave time, both sick and annual, is incorrect. Hopefully that will get fixed. Our Timekeeper and the "power users" are aware of the problem, but don't seem to know when or how it will get fixed.
- 4216. I think the Edison HCM system is a vast improvement from the 3270 system we used previously. The old system was antiquated, and in serious need of repair. Although Edison has had some hiccups, I believe most of the issues have been minor. With time, the system will continue to improve and employees will begin to get more comfortable with a new way of doing things. A massive change like this cannot happen overnight. I

think it would be foolish to believe that this kind of large implementation could occur without any issues at all. In comparison to many other states that have implemented similar systems, Edison has fared considerably better and has taken on more than most states do. I think the Project team is to be commended for their hard work on this herculean effort.

4217. Some subordinates can see other staff information who do not report to them, including me - they can see my record. We still cannot get data from the system via query using the tool because we do not know what data resides in what fields, or even if the data exists, that we could get before. We need that for reporting purposes. For time entry and approvals - Having to wait for a batch run to see what 'took' and what 'fell out' is time consuming and confusing. Also, regarding Cash OT, the process is cumbersome and risks an employee not getting paid OT when they are authorized to get paid. It was also frustrating to not have YTD on the 12/31/2008 pay stub. The extra messages for exceptions are frustrating too since we have to go look at Edison all the time for time approval. Examples are 'Not approved for Holiday pay', they PAYPRT -1 in the list, not being able flex time when the pay day falls in the middle of the week, etc. Having to scroll right on the list/approval screens is frustrating too. Thanks for listening. This is all I can think of off the top of my head. I do like to be able to see my leave balances and personal info. By the way, when searching, you can still see other employee's id statewide in some cases.
4218. I'm a time keeper and it's very difficult to key time once a week sometimes twice a week. I think employees should be responsible to input their own time. It's hard for time keepers to gather the information when that person or people we key know how much they work. Everyone needs to be responsible for their own time, not us timekeepers.
4219. I often have difficulty logging in to Edison and have had to call the help desk five times even though I have written my password down. Also, I do not like how the overtime is calculated in Edison. The workers now make less money.
4220. I have nothing to comment about.
4221. Another problem is that we are still supposed to fill out paper timesheets in addition to input through Edison. When we move on to technology such as Edison, don't make us keep using the old system in addition to the new one. We don't have time to use both-- stick to one or the other. Edison was supposed to make our jobs easier, more time efficient. It has only caused us to do more work.
4222. The experience that happened to me involved me getting sick on the last day that time can be submitted. If it were not for the fine staff handling this problem over a Saturday, I would have not been pay for that day. From my understanding you must have your sick day approve prior to submitting your time, if not an error will occur. Having time approve prior to submitting it, might have some logical reasoning but in cases involving sick leave this process lacks logic.

4223. In my opinion, Edison generates more paperwork, rather than less, because employees still need their own personal records to keep and to enter into their own computer systems. I don't find Edison to have user-friendly abbreviations for some of the entries.
4224. The Edison program should not be used. It does not calculate leave as it should or overtime pay as it should.
4225. My biggest complaint, is that it should be like the way we did the paper system. Put in only what is not the 37.5 regular week. Also, when you may be off for something, there are too many things to request, and put into Edison. Why can't the computer put in an automatic request when you put in sick time or comp time? Why can you not put in the exact amt of time you need to request? We have to e-mail our supervisor after we request the time. Too much to remember and to do.
4226. No comments at this time.
4227. this is very time consuming on a daily schedule approving/verifying time. Sometimes the requested time shows up on a specific supervisor but not on the second supervisor. Entering time as to annual, sick etc does not always show correctly as it was entered by the person.
4228. I am from [LOCATION REDACTED], staff cannot get answers directly from personnel working here and is NOT allowed to contact anyone outside of the building for help. Also, since Edison came on line.. We are turning in our time twice a week and sometimes three times a week depending on the time of the month and which day it falls on for end of pay period. We are using WAY more paper than prior due to us having to turn in paper forms, normally two papers, one with time printed on it and one is the written and signed paper.. I'd also like to state that electronic clock in is editable and abused by management.. They are not here anywhere as often as they claim on their time cards.. And its been known that if they wish to terminate an employee, they can delete his/her hours to show they have not worked or came in late on said days just to have false proof to terminate.. We need old time stamping clocks back to prevent this madness.. And hold management to using this same system to keep it fair and honest!
4229. The comments I have are from a T&L Administrator's point of view. Entering time is the easy part of this system, what Edison does with the information is another matter. I am still waiting for February leave balances to be uploaded and this is April. That is unacceptable to me, but, there is nothing I can do about it. There should have been more input generated from the people that were actually going to be responsible for working with this system. My stress level has greatly increased since Edison went live with the HCM. I can only hope that things will get better, but I doubt it.
4230. Although I have not had any problems personally, I am the back-up time keeper for our office and have witnessed problems such as Longivity being paid twice in one year, insurance being deducted twice on one paycheck and annual leave not being added to the sick leave when its supposed to rollover. There is alot of distrust of Edison in this office.

Also, because time is being entered so often during a pay period, it disrupts the rest of my office duties.

- 4231. The main issue seems to be with the split week entering of time.
- 4232. the pay check is not user friendly. the overtime calculation i cannot understand. it is a very hard bunch of numbers to understand that involes overtime and comp time.
- 4233. too much money spent when people are getting laid off and money is short. this could have waited
- 4234. The expense report is repetitious in nature which makes it time consuming. You have to put in the location code for point to point mileage so Edison can calculate the miles and then you have to go to the description field and type in the same locations for reference. And now the "Acceptable Use Agreement" will require you, each time you log in, to put in your id and password - read the acceptable use policy and agree to accept it - and then put in your user is and password again. It seems that some of this is a little over complicated and could be simplified.
- 4235. The only issue I have with Edison is that Annual and sick leave is usually behind two weeks, and does not appear up to date. If I take a day of annual leave it does not deduct it right away. this is annoying and diffiucht to keep up with.
- 4236. I think most employees have underestimated the magnitude of this project. Much work has been involved in the development of the software and there is still more to do. I wish there had been more testing in a actual live setting with parrell software in effect but that would have involved even more overtime hours.
- 4237. I wish it were a little easier to request time off and get it keyed. I also wish we diedn't have to do time sheets every friday or in split weeks.
- 4238. Overall a good system I think. Just a couple of comments:1. difficult to change task groups when working in another county.2. long delay to update accrued leave.Otherwise I like it just fine!
- 4239. I like Edison so far. I have not had any problems.
- 4240. Submitting time has been confusing. We no longer submit time for a pay period, we submit time by weeks. We have been told to submit time in advance,which causes problems if someone has to be out. For example, last week (April 27-May 1)we were required to submit our time and approve time for our employees. I had an employee out on Friday because of sickness, but I was advised to approve his time as he had submitted it (7.5 hours regular shift 1). I'm not sure how much trouble this will be to get corrected, but it seems like it should not have had to be done this way. I believe the system would be better if you didn't have to submit your time until you had already worked the hours you report. Certainly, it does not seem appropriate to be advised to approve time as

something other than what you know to be correct.

4241. Edison was pitched as a system to create efficiencies and free up employees for other duties. I've yet to see any situation (HCM, FSCM, etc), where Edison has improved efficiency. It has created much more work for me and the others I work most closely with.
4242. If all I had to do was enter my own time into the system, I guess I would not have too much to complain about, although I have experienced problems with putting my time in and have it "disappear" on occasions. As someone who has to approve other employee's time entry, I have experienced many problems and difficulties. With any form of change there is always initial resistance, but over time you generally "get use" to the change and accept it. With Edison it only seems to get worse over time. What used to take an hour or so twice a month, now takes much more time on a daily basis and much more at the end of pay periods. It also takes away personal time on weekends or nights at home when certain situations arise that have to be handled that way, especially with the expectation that you need to constantly be checking on everything. The system seems awkward and is not user friendly. There is no consistency in going back to another page and you generally end up starting over and putting in information in over and over. Why do approval codes like "payrt & +payrt and others show up in the approval column" if they are not to be approved, why do they even show up there? Now with the addition of payment cards, another wave of complex instructions and ambiguities is upon us. It seems that eventually we will be spending all our time managing Edison.
4243. My issue, as I stated before, is with the extremely long time it took to enroll me in the Sick Leave Bank. My time was not deducted until 3/09 because "Edison would not process the new SLB members" as stated in an email I received 1/16/09 from my Department's Benefits Coordinator in Nashville through my local Personnel officer. The email also stated that no one at Edison could tell her "when it would run." For several months, no one could tell me if I was enrolled in SLB. This whole process was frustrating and in poor planning on whomever was responsible for implementing the system.
4244. Most of the issues that I've seen that are system related are related to keying and approving time. That's not really addressed here. As a manager, I've approved time one day, and had it not be there at all the next day. In the beginning, we did screen prints of this and reported it, but at this point, we just rekey it and move on. There also seems to be a problem with adding or removing folks from Edison. I terminated an employee in October, and he continued to show up on both the payable time approval page and on the exception report until late April. This was reported over and over again. Is this a systems issue or a human error issue? I really couldn't tell you, but it's a basic design flaw in an ERP system that keeps asking a supervisor to approve time for a terminated employee. I would say, that's what a lot of this comes down to, basic design flaws. All the training in the world can't correct the fact that this is a poorly designed, not very user friendly system. And the fact that the Absence/Leave process and the Time Administration process are continually being not run or seriously delayed due to issues with executing the programs clearly indicates a system issue that hasn't been resolved in

the six months the system has been live.

4245. its wayyy more paperwork and "keeping up with" than usual and expected..
4246. i feel like we have not had enough training to use edison properly some of the things take too much time like doing requisitions.edison is so much more time consuming.
4247. no comment
4248. Leave requests are entered and approved and then when it is time for time to be approved, the request is not there any more and has to be resubmitted and reapproved. This is a more cumbersome process because you enter your time and then it has to run before it can be approved. I liked the old on-line system better because you could have the time entered and immediately approve it, instead of having to keep checking back to see if the time can be approved.
4249. In an earlier comment section, I summarized the problem that I have with a second issuance of longevity pay and the questionable method of recoupment. You may use the earlier summary in your report.
4250. This project was very ambitious and considering the magnatude, I feel that more testing of the Phase I, Edison needed to be completed prior to implementation.
4251. Managers seem to have problems with approving annual leave because of complex approval process. (several entries for hours must be approved to approve one block of annual leave).
4252. I don't like the longevity being included with the regular payroll check.
4253. I do not know the reason for the 2nd longevity payment--it could have been computer error only or human error only--the individual I spoke with did not say why/how it happened. It is extremely frustrating to deal with the decreased gross pay amount for the repayment. I know it had to be repaid and was willing to write a check for the full amount, but was told that was not a welcomed option. I also do not like the fact that when pay check viewed on Edison, it shows the repayment amt, but when pay stub printed using printable version, this information not included on paystub. I am watching all the calculations carefully, but several codes listed on paystub are not known to me and I have been given no information as to what they mean. I may be being cheated out of some of my pay, but don't know it because of all the complicated codes. Another comment that I am sure has been made by thousands, is the combining of regular pay with longevity pay--the State is able to bump employees into a higher tax bracket. If you are young and have minor children, chances are you get all back, but not everyone has minor children any longer.
4254. Why would the state pay so much money for a program that someone good with a computer could probably write in a few weeks? Where are all of the employees(Finance

and Admin.) that used to do this working at now? I did not hear of any layoffs. One person in our office, twice a month could have all 14 of my co-workers time in to the old system in less than an hour. Now all fourteen of us spend probably on average 5-10 minutes a day logging in to check to see if our time is submitted or approved, entering leave requests, checking to see if the system "ran", etc. 10 minutes X 14 employees X an average of 22 working days a month = over 51 man hours per month vs. 2 hours the old way. Looks like a real money saver DON'T IT. We could have just quit sending the check stubs in the mail if the state wanted to save on postage. I bet someone in the state could have figured out a way to put our check info onto "Transportal" so we could view it there, the same way we used to look at our Sick and Annual Leave balances. Yep, sounds to me like somebody got RICH. Have a nice day!!

4255. Our training was not extensive basically an overview but we do have a contact person(s) if we have problems.
4256. The issues that have not been addressed is the ability of Supervisors being able to approve the time of their direct reports, and being able to back up their direct reports, and approve time of their direct reports, "direct reports" when they are not able to do so. Supervisors need to be able to access their Direct Reports, and the Direct Reports of their Direct Reports. In other words they need to be able to see all employees in Edison, that are directly or indirectly under their supervision. I currently can not do this in Edison, and it has been a problems since implentation, and has not been resloved to date.
4257. The grouping of the Leave, paycheck info & time reporting needs to be all in one area. They are at first hard to find. The application is not user friendly in the sence that when you make a mistake, the error messages are not detailed enough & need futher explanation from our Edison interface people. Perhaps a pop-up window with example of solution to error would help
4258. For purposes of this survey my perceptions may not be as meaningful as those of others because I am a retiree working on a 120-day(max) appointment and do not receive any benefits other than an hourly salary.
4259. Edison has not been set up, as of yet, to allow for the use of "short codes" or "grant codes". I work under several grant codes and must maintain paper timesheets to allow for tracking of grant spending. Our management asks for the summary of paper timesheets every few months. So, Edison has not really made anything easier, it has just added more work. I also spent a good portion of the first few months with an unknown supervisor who approved all time and leave. I felt that it was very irresponsible for the state to ask people to approve time and leave for people that they do not supervise. It doesn't issure appropriate tracking of state spending or emphasis employee accountability.
4260. Does the contract contain 'Language' to protect the STATE w/re to failure? Why is my YTD still incorrect after 4 months? Why did our training consist of ENTER? Why was Longivity not addressed when errors occured in November of 08? Why are the people in

the trenches prevented from addressing issues with Edison? What about taxes and y/end tax statements? You know just because we may be on the right track if we don't move we could get run over! And why (if we are) do we continue to pay for a program that just doesn't work?

4261. I feel as though this system has been forced upon us. Have trouble determining salary, over-time, holiday-pay and the abbreviation codes on paycheck stub from pay period to pay period. When there are questions, problems or concerns about the Edison program and after finally getting through to the Help desk, I have been told that they would get back with me with the correct answer.
4262. I travel almost 100% of the time one of the biggest problems we had at first was when we were in the "off the beaten path" part of the state or connectivity to the world wide web was less than adequate, this made Edison next to impossible to do. We would have to spend time on the weekends to input our Edison when the connectivity was there. Also Looking up the chain it seems that a lot of time is being spent by managers and supervisors on making sure the Edison information is entered by their employees, I am sure this time will decrease as time goes on however the opportunity cost of having time diverted could at times be high.
4263. When entering time leave requests are entered by employees and you go to approve and for whatever reason they are not there, the employee creates another and one I have gone in the second time to approve and both requests are there. This happens frequently. I also had an employee that received her longevity payment in February in error. To correct this problem she had to be shorted over the next two pay periods. In the process she was shorted \$ due to the computation of IRS tax. This is unfair to employees. I am also aware of employees whose health insurance was cancelled within Edison which could have been life threatening. These situations are not hearsay, they have affected employees that I know personally that have had to endure the repercussions of Edison. The system is slow at various times which indicates to me that when the remainder of state government agencies go on in Wave 3(July) that we will be working with a slow system.
4264. Stating Yes to current problems with Edison's HCM component today is subjective. This program requires too many clicks of the mouse; the certainty of whether you put the information in correctly is not clear. Our Super User tries her best to answer our questions, my questions, but many times the answers are ambiguous, are open to interpretation. Whether my personal issue with comp time has been resolved will be evident on future pay checks. Personally, I would like to give back the money paid me and receive my comp time as should have been done to begin with. The training module before Edison went live covered information that we, as the plain folk, do not utilize, or the codes and information given in the module were not specific to the State of Tennessee. It should have been specific to our usage. The part of the procedures for holidays, and pay periods that begin or end in the middle of a week is, what is a word for it? Having to do a double entry is more clicks; more time taken from our duties. It would be more appropriate to schedule the submission of time without the double

submissions. If there is a holiday in a pay period the system should be programmed to automatically see it and not require extra procedures. The same for beginning and ending of pay periods. Double entries are redundant. The system was not pre-tested or bugs worked out sufficiently before going live. Pressuring of the State employees to utilize a program that is not sufficiently tested and corrected was and is totally unprofessional. It is also unfair and a burden to us and the other Tax Payers of the State of Tennessee to force the purchase and use of material(s) to do not sufficiently suit our needs.

4265. We were told that the reason our check amounts are different could be due to the number of hours worked. When you are scheduled to work 37.5 hrs and you work 37.5 hours each week, there should be no change in the paycheck net amount. This needs to be resolved. Before, unless you had deduction changes, each check was the same amount for the same payperiods each month. There should be no changes just due to the new computer system. Also, Edison needs to be set up so that when you take leave in the first of the month, it is removed from your leave balance by the end of the month. It has taken up to 2 months for the leave to be taken from the leave balance.
4266. Differences in calculations of salary from previous system has never been fully explained
4267. Edison Hcm has doubled the work time required to enter time for payroll. Time is entered into Ptbmis then into Edison weekly. Before time was entered into Ptbmis twice monthly only. Longevity Pay was greatly impacted by lumping into regular pay. The money lost to higher taxes was money that could have been spent. Not everyone is lucky enough to get refunds on taxes as the remark has been made "You'll get it back when you file your taxes." Pay is never the same even though we work on a set salary. This has been explained as the way taxes are calculated. Shouldn't pay be the same when the pay is the same and deduction for ins.,401k, are the same each time. These are just a few of the problems with Edison. In a few months more of our work will be required to be entered into ptbmis, then on paper, then in Edison tripling the time required for the task. This will be a waste of valuable time. I feel the money spent on Edison could have been spent in a better way. It is not a matter of a dog not wanting to learn new tricks, the program just does not make the job any easier. More time is spent completing each task, then repeating if it didn't take the first time.
4268. I have assisted users with Edison components... The end user needs TRAINING on the different software packages in Edison. DON'T tell the user that training is available via Edison... Some users have issues with signing, THEY need Hands on training and someone who knows and can show them how to use the software...
4269. Since seven other states have aborted this system, I wonder at what point did they decide to do so. How much further do we have to go to be at that point? It has greatly increased our workload instead of decreasing our workload or our paper trails. We're now having to do twice as much. I am very dissatisfied with the Edison System. It has been nothing but a headache!!!
4270. The terminology is awkward sometimes - e.g.: why say "Fort Dearborn" instead of "Term

Life Insurance"? Who knows what Fort Dearborn is except insurance people? Too much info is missing or wrong - beneficiaries, Sick Leave Bank, to name a few. If it's not going to be tracked in Edison, why are there places where it says the info should be? Time sheet screens aren't very user-friendly. The questions in this survey don't address the issues that s the issues I've had nor the issues other people are having. Edison is awkward to use. Too many approvals. Should be able to retract a leave request. You aksed "did I receive training. I didn't "receive" any, but I did take the Computer based course.

4271. The most common issue that I was aware of was that some of our employees did not participate in the training that was offerred and therefore were not able to access their information in the system.
4272. One of the primary problems with Edison is the inability of supervisors to adequately monitor the time input by employees. Complicated calculations used for accumulating and using comp time in our department make it difficult to know if employees are inputting correct information (especially new employees). Also our changing schedules make it difficult to give prior approval for overtime and leave. I do not like having to approve time I cannot confirm. Edison should have a way of inputting arrival and departure time from work so supervisors can verify more easily. I think employees accross state government have so many varying ways they keep time that it is very difficult to have them all input in Edison exactly the same way.
4273. I travel and sometimes it is hard to get time keyed by the deadline as requested by my supervisor or superuser.
4274. I get paid semi-monthly but have to submit my time 1-2 times a week. I also do not like estimating what I will be working. If the estimation is not right it can be corrected so why can we not submit our time after we work it?
4275. There are some weeks that we have to enter our time in Edison more than once due to the pay period ending/beginning dates falling in the middle of the week. This is very annoying and takes up time that could be spent doing actual work. It would also be much more helpful if our leave dates were updated immediately after they are used/earned.
4276. 1. Leave should not have to be approved. It is crazy to require sick and annual leave approval before you can submit your time. No benefit gained by anyone. 2. Time should not have to be approved twice for a split week. We don't get paid by the week, why is the time tabulated weekly? The bi-monthly approval worked fine on previous system. 3. Edison has generated an area of contention and aggravation that did not previously exist with my supervisor. What has been gained by aggravating all the workers? It appears to be about monetary gain for a few with the many paying the price.
4277. I haven't had any travel claims yet and so don't have the experience necessary to know if the system is worse or better.

4278. It doesn't seem to be very user friendly. I think with all the technology available the money spent on Edison could have been put to better use.
4279. I have been informed that in certain areas; I would have to contact human resources office to have the issue resolved; regarding beneficiaries, personal information, etc.
4280. Need to resolve problem with expense claim point to point mileage issue as soon as possible.
4281. As a timekeeper, I received training prior to the September kick off. Since, it has been trial and error training. I find Edison to be readily accessible, easy to use, and agree that it is being made to be harder than it is. I was fortunate that I started doing our payroll April 2008; I hadn't had time to prefer one system over the other. I am by trade an Accountant, and have found Edison to be extremely simple to navigate. I feel that every pay period is better than the one before.
4282. The single most important function that in our Division that is just now trickling down is being able to see below just your immediate supervisees. As an assistant manager I can only see let alone approve my immediate supervisees not the rest of my section.
4283. I THINK A TREMENDOUS AMOUNT OF MONEY WAS SPENT, FOR A PROGRAM NOT SUITED FOR THIS STATE. IT IS PUBLIC KNOWLEDGE THAT OTHER STATES HAVE ALREADY TRASHED THIS SYSTEM....TOO MUCH OF OUR TIME IS SPENT DEALING WITH THIS INSTEAD OF ON THE ROAD WHERE WE BELONG.
4284. I would prefer to get my check stubs in the mail as we did in the past but the Edison system is not difficult to use.
4285. There is much work remaining to be done for the persons who are directly impacted by the information provided through this system. The impact on some individuals is a very grave matter.
4286. Before Edison, I dealt with time as a manager twice a month. Now it involves "nannying" Edison on a daily basis. Every day we get an email explaining what must be done in Edison today, or what has or has not run. Time worked is broken down into multiple occurrences of fractional hours for no apparent reason, so it is not possible to see that someone has worked 7.5 hours without adding up multiple occurrences of "0.08957 hours, 0.9384 hours" etc. Edison is a classical example of putting political pressure on programmers to bring something up by an arbitrary date regardless of whether it works or not. You have the mess you deserve!
4287. As a supervisor it takes four to five times longer in preparing the time sheets, than the previous system. I have to help a number of employees submit their time because it is too difficult for them to do. Also, they only received very limited training. My presence in the office is required more than before due to Edison. Edison does not run on a regular

schedule and we are constantly having to check to see current time status. Edison has made Performance Evaluations more difficult to do than the previous system. In general I am having to spend much more time doing administrative work than work in the field which is very important in my job classification.

4288. The payroll system seems to work fine but is not an easily used system for time approvals. Approval screen should be in the timesheet entry view. Takes to much time for the system to cycle leave slips and timesheet changes. Project was TOTALLY LACKING in any kind of acceptance testing or pilot. Seem to be continuing the "non-testing" approach with other components. Edison is disrupting the business instead of streamlining. Not one person I work with has good things to say about Edison. Has nothing to do with "user error". It has to do with a poorly executed project.
4289. The overall concept of Edison is good. Especially the flexibility it should provide state employees in managing their information. It just gets a little time consuming when you wait for time administration to run only to discover data that was once completed cannot be found. (I am sure this is just working the bugs out). Again overall good concept but I will always wonder if the longevity pay was truly the correct amount.
4290. Need paper document monthly mailed to employee
4291. My only issue is in the calculation and payment of longevity. It should not belumped with a regular monthly salary check. Employees are cheated when this happens.
4292. Its hard to believe that state government spent 140 million dollars for this system when the old system worked fine with people doing the job. Also that 140 million dollars might have prevented shortages in departments that are hurting for funds and losing and getting rid of employees.
4293. The amount of steps that it takes for someone to fill out timesheets or have them filled out, is archaic. To have task numbers assigned for each project depending on your unit and then approve time off and then approve it again as payable time including the day to report the time, the days after to approve the time and sometimes this process is twice a week. The biggest ordeal is the every Friday or end of week process. I get paid two times a month I should only have to go through this mess twice a month. Like I said this system is archaic, way to many steps to accomplish something and all I have tried to work with is the timesheet section. I do not look forward to working with the other sections in Edison.
4294. no comments
4295. the spacing on the computer makes is difficult - moving the bar to read the complete page- i believe the screens will become easier as they are used. maybe a different format/ just using the full screen.
4296. So far the new system has been invisible to me. If I were charged with entering my own time or using the system for leave requests, I would probably need some addition

coaching or CBT sessions to do so with comfort. My only quibble is that my user ID is unlike any other user ID I have ever been given, and I have trouble remembering it.

- 4297. One of the benefits of Edison is the ability to enter one's own time, check leave balances, view payroll information, etc. However, the system appears to be flawed in several important ways. On many occasions, time must be re-entered into the system, because it fails to "show up" in the following days. Edison is also very sensitive to input errors. Exception reports due to errors in time entry are commonplace.
- 4298. it's not accessible with screen readers
- 4299. I frankly don't understand how the system saves the State any money. My particularly problem could also lead to IRS problems with flexible benefits accounts.
- 4300. I actually have not been employed long enough to make a determination on this program or do I have anything really to compare it with.
- 4301. I feel that employees being responsible to input their own time into the system is an undue burden added to their already existing job duties and is another layer of stress to add to an already stressful job environment. It is an accident waiting to happen.
- 4302. Edison should be replaced as soon as possible.
- 4303. I do not feel that it was necessary for the Director of Personnel should have been as harsh as he was in getting us to learn the system.
- 4304. My issues with Edison do not come from payroll, but that this is system was intended to make life easier. But, instead it has created more work for individuals. The previous systems although there were a lot, allowed end users to process information faster. This system creates more steps to do the same amount of work.
- 4305. Edison has greatly increased the time that supervisors have to spend on payroll than the previous system. It appears to have greatly increased overhead versus the previous system. The system doesn't process enough and forces a significant amount of last minute time keying, and exception resolving, approvals, etc.
- 4306. Why did we pay hundreds of millions of dollars to these software consulting companies. I understand contacting them with a real problem is difficult, at best.
- 4307. Edison is a huge waste of money. The system is not user friendly. There should never be a requirement to report your time more than once per week. Trying to meet the deadlines for time entry is time consuming, frustrating and, overall, a real nuisance. Adequate training was never provided and staff have had to learn by trial and error, mostly by ERROR!!! I feel afraid to take leave when I want to because I am afraid I will miss an Edison deadline. My pay check is not always updated in a timely manner on the system and changes sporadically. The poor design of the system is certain for continued

problems and errors in payroll processing. It is such a shame to have wasted the amount of taxpayers money on such a useless tool. Having an old fashioned time punch clock would have been sufficient, easier and much more accurate. I hope comments are examined and information from them is taken into full consideration by those in charge.

4308. The in house time keep will not tell you if you need to change or update your time sheet she says it is not her job to tell us. In the past she would call and say you have 15mins to come in and turn in your time sheet. Now she tell us she will not tell us if there is a change like in the middle of the week the first is on a Wed. and you need to turn in your time sheet. She says you will not get payedit is not her job. I think it is the time keepers job to keep us up to date on reporting our time sheets.
4309. We need a hands on manual for Edison. I still don't know how to do my mileage, it's very difficult compared to my time.
4310. Understanding that there is a learning curve to be had...There have been several errors with inputing information into edision that have returned no explanation as to exactly where the problem is. This is an issue when entering several items. Also It would be nice to have a popup window or a function to tell you that your session was about to time out, and give you the option to extend the session time.
4311. MY supervisors still cannot access their employees to approve schedules and time. I have had the same employee NOT paid on two occasions in the past 4 months. I am now told that I have to complete personnel action forms to re-align my employees because Edison has the staffing pattern one way but we have used a position from a different department in a new capacity and we cannot align that employee with the proper supervisor. This is something like the 5th permutation of establishing the correct staffing patterns and getting the dynamics corrected and they still are not.
4312. The system does NOT work well for those depts/agencies that are paid on a monthly basis. Estimating one's leave for the last two weeks of the month and then having to go thru the process of getting that corrected if leave is needed is bothersome. It would be much easier to have the system assume you are at work and only report leave than to have to tell the computer each day or week that you are at work.
4313. Far to time consuming. Leave request is a double duty process. Having to report on weeks where there were NO exceptions is overkill. Reporting time should only be setup for the exceptions, i.e. annual time / sick time. Going the way of computerizing the payroll system right down to the level of each individual employee is a good concept however Edison is not the answer!
4314. Before working for the State, I was a Production Control Analyst/Computer Operations Supervisor for nearly 25 years and have been part of numerous software installs while working for companies such as IBM & Acxiom. This software is very user unfriendly in that employees are repeatedly asked to jump through hoops to accommodate Edison's flaws/quirks/poor design. Edison should be jumping to accommodate the customers (us).

I have seen many hours of personnel time wasted on trying to figure out to maneuver around Edison's flaws/shortcomings. During my time in IT, I never saw an install or upgrade cause so many problems, and I'm suprised Edison hasn't been backed out and abandoned by now. I'm apologize if this seems critical, but this is what Ive seen and experienced.

4315. I like being able to see my check stubs online (not wasting paper). I also like being able to see sick leave, adm. leave, etc...
4316. I think it would be helpful if we could enter our time daily if we choose. Also it makes it hard for overtime on fridays if you do not think you will be working overtime and already submitted the time....then end up having to work overtime but cannot request it or put in in edison on your time. I just think some things still could improve to make it work better and become more user friendly, but I have confidence that it will improve. All in all I like edison and being able to have access to the information there.
4317. None at this time.
4318. My biggest concern with Edison is the amount of time it takes compared to the previous system and the decrease in flexibility.
4319. I think edison is a good system which will make us not only accountable but informed of changes much quicker.
4320. You still have to keep a paper timesheet in order to know what your leave balance is, since there is about a 6 weeks lag for leave to update. Also, we have to estimate time for 2 weeks prior to actually working them. My pay does not appear to be the same from month to month. There are always slight differences.
4321. The major issue with Edison is the system continuously does not complete time & admin which constantly causes problems working exceptions & approving time. Exceptions tend to get worked over & over again because of this. The creates inproductivity. Once an employee's separation has been keyed the employee must wait until DOHR approves it before they can get any benefits due them i.e. 401K, insurance, etc. There is problems with queiries working correctly. There are exceptions on DOHR's report that do not appear on the agencies report, which causes an employee to not have approved time resulting in short payment on their check. We do not have the ability to change an employee from comp to cash or vice versa. You cannot easily change an employees schedule with the schedule setup. It has to go through DOHR. We don't have enought time @ the end of a pay period to work exceptions because of the time of day time & admin runs. We basically get one shot to get it right once the agency is locked out. We never hear from Edison when time admin is finished processing. It is a guessing game for the agency to run reports & hope that the process is complete.
4322. The Edison time management system would probably be more suited to a direct office environment. I work in the field 95% of the time and don't have a lap top in my vehicle.

This time management system is not a very efficient way for me to enter time or P Card info. I would be in favor of going back to the old way of doing things. Why has no information been forwarded to the State employees or the tax payers of the state about the cost of this system? By the way what did this system cost?

4323. We have not yet started the Travel Claim section of Edison and I am dreading it because I have to travel quite a bit. It appears very complicated. We have had some great support from our "Edison Gurus" who are always patient and helpful. I have gotten more comfortable with the program as I have used it.
4324. leave balances as of May 1st, not updated.
4325. We are not permitted to enter our time directly into Edison. There continue to be employees in the wrong employee groups. The former is a management decision not to permit employees to use the system EVEN THOUGH ALL EMPLOYEES HAVE BEEN TRAINED. The latter is an initial set up problem that has been reported but never corrected. To date, Edison has been a total failure because of errors, wasted time spent training, and duplicate backup systems.
4326. I do not like the fact that I accrue leave and Edison does not recognize it for weeks or even a month later; however, it can recognize leave taken immediately. It should not be the employees fault, nor should they be penalized when their accrued time is not recognized when they have accrued it. If we have earned our time, it should be available in Edison. Also the money that was spent to purchase and implement during such a time of recession is very questionable. Our state had more things that the money could have been better used for.
4327. Entering time, leave and overtime requests is much simpler than the legacy system. I find it quick and easy to understand.
4328. In my opinion the system was turned on to quickly. Also, believe you need to correct the payroll issues before adding other components, such as, travel and purchasing. I have been involved with a like system before.
4329. Edison can be helpful, but it seems to determine which leave you will use when you take a day off for whatever. For example, I needed off one day to take my daughter to have her braces removed and to pick-up her prom dress. So I asked to use annual leave time, could have used sick. Edison took all of my comp time and the remaining time from annual time. I believe an employee should have time removed from the time bank they choose.
4330. The two timekeepers I have, are not able to access any or all employees to key. In order to key time, the timekeepers have to have access to their supervisors ID's. Request have been made several times to give these timekeepers access to the employees, with no success. The Supervisors are put in a harmful position by allowing others to use their ID and having access to their personal information.

4331. Since not paid on a weekly basis, why enter time on a weekly basis. This is time consuming.
4332. We feel that our old system, that seemed maybe obsolete at the time, simply worked better, easier, and was surely less expensive for the state.
4333. For those of us on FMLA, this system poses the greatest problem in that time is not reported when accrued. It takes time to get on the system and you don't know what you have. My go-to person helps me to figure that information out. It would also help if we could see and change insurance information on the system. Due to time restraints and my FMLA status, I don't have the time to go to HR to do this so it is an impediment to not be able to utilize Edison for this purpose.
4334. The requirements for the keying/approving time administration in this program is ludicrous. Data Capture screens took 2 people two days a month to key/approve for over 100 people. Edison takes each individual, then their supervisor approves, then you act on the "red envelope" instructions that something went wrong and you have to start all over again. Some days Edison is the only thing we get done. I cannot see how any money has been saved using Edison - it certainly has paid our office less productive and caused undue stress and anger. STaff are constantly worried that even though their paycheck is visible in Edison - it doesn't mean they are paid correctly and on time. For the first time in my 30+ year career, I am calling my bank each payday to insure I've been paid. I've been personally embarrassed by how ineffective this program has been and how much time is wasted on the processing.
4335. Edison was supposed to save time and manpower but appears to be more time intensive for the employee. I still have to keep the paper copies of my time and submit them like I did before Edison came on line. Now I also have to enter my time on Edison.
4336. Edison takes too much time. I have to take time for payroll every Monday and Friday and the end of pay period. The old system took 15 min of my time twice a month. Edison 4 or 5 times that much and we we are still keeping all our old paper records. We're doing double what it used to take. We waste time signing on to approve time only to find Ed has not updated yet. We sign on later; Ed is still not ready. Very frustrating and wasteful.
4337. The system does appear to be moving very slowly when I have tried to access information on prior leave requests for an employee's time.
4338. This system is far too labor-intensive for all involved. Time entry and approval is hit or miss, plus we still have to keep paper records resulting in duplication of efforts. Edison should be scrapped!
4339. It appears that our fiscal officer has not had adequate training to work with Edison. Or the program is beyond her comprehension.

4340. I believe the system can work if they following things take place: -We(all departments) get on the same pay system. -whatever is keyed into the system was verified. This comment is referred to those that are monthly employees. -When taking annual or sick leave after time is keyed, we need to take it out the same month it was used not the next month.I recently experienced that myself in this pay period.
4341. IT IS A VERY DIFFICULT PROGRAM TO UTILIZE AND VERY DIFFICULT TO UNDERSTAND.
4342. As far as keying time on the system, I think it should have been kept on the Data Capture System. Use Edison for all other personnel items, like changing address, personal information, etc. I think trying to cram everything on one system was too much and too fast which caused a lot of problems for the system. You should have done one section at a time to make certain it was working properly FIRST, before you add something else. Edison IS NOT user friendly. When you pull up the the timesheet, it should be on one page where you see the entire sheet without have to scroll over to the "+" to add leave. You should have put the information bar which is on the left side at the TOP OF THE PAGE which would have made more room for the entire timesheet. The balances should show on the bottom of each timesheet where you can see an automatic update of your leave balance after you submit. Just make it more USER FRIENDLY. PLEASE. I do not know why I stressing because you are not going to listen to our ideas.
4343. I think Edison has added stress to everyone's work load. The pressure to process exceptions seems to put people in to a panic mode. The system should have caught the difference between my approved leave and what leave was charged.
4344. It has been time consuming to input information and work exceptions every week (or in split-weeks)as opposed to semi-monthly. Any problem I have encountered hs been quickly addressed.
4345. Please update all beneficiary information for state and 401k or any other insurance.
4346. Since the implementation of Edison , it has created much more work for me as an employee. The split work weeks and the way that we have to submit leave requests when we are trying to RWW are just a couple of examples of issues and extra work that I do not see are necessary.I also truely believe that Edison has created a atmosphere to promote falsifying time sheets due to the way the system is set up. For staff like myself that have always tried to be very accurate with time, it is a hassle and the system actually promotes and starngey enough, ENCOURAGES staff to be inaccurate when reporting time when they are trying to RWW or have a split work week. For example, on a split work week, staff are asked to complete a time sheet on a Tuesday for the remainder of the work week. How accurate is this??? Sure, we are told to change anything for the remainder of teh week but again, if you do, then you have several steps to take to change this or your supervisor gets an exception report. Edison is NOT EMPLOYEE FRIENDLY!

4347. I should be able to get to and/or report and approve the time for any employee under a supervisor that works for me.
4348. Many employees previously were not directly involved in time entry and perhaps not familiar with utilizing a PC. The learning curve probably compounded system issues. Not all departments may have taken the same approach to pre-requisite computer skills training. The implementation of the remaining systems all at once has been ambitious to say the least.
4349. I have had to rekey time as it disappears. I am a manager and have had to reapprove time as it shows as unapproved when I know it approved the time. We were instructed to NEVER approve PAYRT. Recently we were told the reason we are having so much trouble with our time is we were failig to approve PAYRT. Everytime the system fails we are sent e-mails telling up to do better. This is unacceptable when we were doing exactly as we were told. I have been promised for months to have the ability to see and approve (in the event a direct supervisor is out) the time and leave of all the people in my unit. This still has not happened. The computer "training" was a joke. All you were allowed to do was read the screen and click through the processes. I asked for better training and was told no. Now I an told I have to go to a classroom training session as it is manditory. No one will explain what certian deductions are that come out of my check. I have asked and get told they were always there, but you never saw it. The job performance portion of Edison is also a disaster. I had to reenter infomation twice to get it in the system. Again I did as I was told and then was told I did it wrong. This could be a good system, if it were implemented slowly and most od the problems were resolved prior to implementation.
4350. I do have problems understanding the deductions, etc on the actual paycheck when I view it.
4351. Reporting time every week and sometimes two times a week instead of once every 2 weeks is more cumbersome and time consuming
4352. I am tired of entering my time(on time) just to have my supervisor tell me my time is late. I then look and see that it was entered(a day earlier) correctly but my supervisor does not show it on their screen.
4353. would like to see separate entry for longevity pay so that it can be understood and reviewed more clearly. thanks
4354. The issues with stacks of supplies backing up. It is like no one in supply really understands the process or doe not have enough persons to help keep up with the demand.
4355. infomation not easy to understand as the old system. Seems like you have to look too many places.
4356. system is too slow. Kicks you out in the middle of a transaction. etc. Information is not

readily available.

4357. The staff comfortable with entering their own time should be allowed to do so. The process has taken so long with DCS that people are forgetting what to do as they could not do it for themselves.
4358. there is no way to check or verify any information regarding hours worked, wages, etc. once it is in the Edison system. The pay statements are too complicated and no one knows the formulas that are used.
4359. I would like to see longevity pay done in a different way. This pay in Edison throws the income tax through the roof!! You receive very little of the pay because most of it goes to income tax.
4360. The payroll approval process is much more time consuming than before. 2. We are paid semi-monthly but must enter payroll time at the end of each week and at the end of the pay period. 3. It takes too long to clear exceptions. 4. I cannot approve time for all people in my work unit. When supervisors are absent, it is difficult to get time for their employees approved.
4361. Perhaps review and modification of processes will help. In addition, it would save time if after the leave request is approved, that information is populated on the time summary and not have to be entered again in the system and approved.
4362. The system seems convoluted. Data entry is not easy, especially on travel reimbursements. It appears that the travel screens are designed for someone who does not do much in-state travel, where multiple trips to different destinations during a pay period are required to do the job. As someone who uses their personal vehicle for business travel, the point-to-point mileage calculations short change the employee every time. Reporting through Edison on attendance and leave takes more time now than it did under the old system.
4363. Edison works fine in certain agencies. In other agencies, DCS, the way it is handled makes it 10 times worse than the previous system and takes at least twice as much time as before. At DCS it is costing valuable time and labor computing overtime, doing entry, making corrections, etc. There were enormous errors in computation of overtime and it is confusing since the time for the pay period may stop on the 26th for the calculation of OT for April 30, for example. Here, the old system just involved the secretaries computing and entering the time and submitting the time sheets twice a month. Edison now requires weekly submission of time and each case manager does a paper copy of a time sheet and the secretaries check it and enter them into Edison in some cases and in some cases the case manager is entering their time and then print it off and give it to the secretaries who enter and approve the OT and SL and recheck to be sure it was entered correctly and then still do the paper sheets and submit them weekly by noon on Monday which is four times a month instead of two as in the old system. What was taught in Edison training went out the window for DCS when it went operational. I think it is a DCS management problem. DCS entered the computer age, but still keeps enormous files and duplicates of all kinds

of paperwork. Just doesn't make good sense.

4364. The main issue doesn't so much concern being paid, but the process in getting to that point. We have experienced continuous (weekly) problems entering time and approving time. Time can be entered, then approved, then the next day or the next week, neither are entered or just the time. We spend a lot of wasteful time, entering and re-entering time, leave, OT, etc. and then perhaps even 4-5 times during a pay period doing this. Second main issue is that people whom you are supposed to approve are still not under your approval authority. Third is that there have been many times that people you approve are there one day, and then disappear the next, only to reappear days later. Overall, I like the system, I believe it is 100% better than what we were using, but these continuous issues, make it very frustrating and time consuming. I really thought they would work themselves out, but in some instances have gotten worse.
4365. I feel that staff who have been with the State for a long period of time have fears like I did of starting something new. That can be expected but from what I've experienced with Edison things are not bad like I thought they would be. It simply takes time to get adjusted to new things. Edison is new to us and we need to stop fearing change and accept it.
4366. I think it is very bad that some employees do not get paid properly and have to wait for 2 weeks for their check. Also, I believe that we were trained but not to the fullest extent that was needed especially in the Payroll division (which I am in). Some of the problems that have come up are due to us not knowing the proper procedure and were not trained in troubleshooting. It doesn't do some things that we were told it will do and use caution when helping employees use it.
4367. In reference to the above question, I am not currently experiencing problems with Edison because our department (Treasury) is not presently having to enter our leave in Edison. We have went back to our previous time system (HRIS) which is excellent. We only enter leave when we are out and not daily for the time we are here. Edison was too time consuming and taking too much time out of our workday. We have also noticed a delay in our payments getting issued to the public which I hope will improve. And also slow payments regarding Flexible benefits.
4368. It takes me many hours per week longer to use Edison than the functions used to take. Edison is wasting my time.
4369. We were thrown into Edison with no formal training and told to read the instructions on our own. The system has flaws because every week there are thousands of entries for employees not approved and others with exceptions. It is six months into the system and we still have these exceptions and they seem to be multiplying instead of declining. This does not instill confidence in this system.
4370. Entering mileage (using personal vehicle) from point to point and then having to go back and recalculate the extra mileage and add vicinity mileage seems more complicated than

it should be. The point to point given mileage is usually not accurate.

4371. Edison support people seem to feel all problems are user error.2. Edison support people have never explained to me why a problem I was having happened.3. We are not informed when time admin. does not run when scheduled (I have called the helpdesk and asked if time admin. had ran, I was told yes then found out later that it had not)This has caused me and several co-workers to waste several hours per pay period re-submitting info and checking to see if info had been processed.4. If submitted payroll info is "lost" sometimes, what is going to happen when outside vendor payments are not processed once that phase begins? 5. As a power user I have been told several times by people I assist "I am sick of having to submit stuff over and over. I am ready to just enter it once and if it gets lost Edison support can fix it.6. Edison support first told me to bring it to their attention if we had submitted info and it got lost. The first time I brought it to their attention they asked if I had a "screen capture" of what I submitted (I did not). The next time submitted info got lost I did have a screen capture to give them. About a week after giving them the info they requested, a programmer called me and said "the problem corrected itself I don't know why it did what it did"7. We have been told this is saving paper. But it is not because we are printing out the "payable time detail" for every employee, because we do not trust the program.8. Yes sometimes there is user error, but if the Edison support group refuses to admit some of the problems are program related, or cannot explain why they happen, I will not trust any part of it to run without problems.
4372. No comments
4373. Edison is more time consuming than previous time-keeping methods, entry of job plans, etc. And when we think we have something done correctly, we find out that our information is incomplete regarding how to perform the task. And that on-line "training" was a waste of time. Didn't make any sense and took a long time.
4374. I feel that the changes made to use and calculation & use of Annual/Sick/Compensatory time made to accommodate the EDISON System are unfair and employees were not informed of them prior to implementation of the system.
4375. Thanks for this opportunity. Edison is structured much too rigidly for the state's processes in terms of entry deadlines(many of which are miscommunicated or difficult to stay on top of), too limited chain of command for approval and agonizingly frequent exceptions many of which are seemingly unavoidable with this system! Disjointed or no reliable Edison support, no visible face of Edison for assistance, user unfriendly navigation tools,unacceptably slow updates (retired folks still showing for me to approve and generating exceptions after 10 months and numerous talks with "Edison support"), commonly can't access proper employees for my approval without entering last name through statewide search, leave requests commonly not received until several days after request if at all (batches not run frequently enough), no one can explain the common -1.0 hr entry on time approval???? Due to firewall or something, I cannot access Edison remotely from home or elsewhere. Far too much of my time is wasted pooling Edison for possible pending leave requests or for disjointed time approvals, and surely there is a

better way to approve split weeks, which brings me back to my comment about it being structured too rigidly. Edison should only try to capture actual time worked every month and not be used to request/approve leave and time. It is not geared to properly/smoothly capture travel reimbursements that often involve vicinity travel in conjunction with point to point travel. This system will require far too long to fill out travel reimbursement in light of the daily nature of our work and travel and limited access to state vehicle pool.

4376. User Interface is awkward and lacking. One example; cannot request leave for a range of dates, but must request each day separately. Another example; buttons labeled incorrectly (clicking 'cancel' to go to proceed to the next screen), or process to complete portions unclear.
4377. Timetables don't work in a timely manner for approving times. 2. Errors are not easily resolved if/when resolved at all. 3. Not able to include information on individuals as needed to include on cc information. 4. SL and AL time submitted (in error) and approved without checking first with supervisor or employee - reason given was that paycheck needed to be generated and there seemed to be unknown uncoded numbers floating around???. 5. Employee must constantly check their own information or errors won't be discovered or corrected. 6. Time approval does NOT go smoothly - sometimes has to be submitted more than once before it will show up. 7. Increase in paper documentation that must be printed so we can show what was entered vs what Edison shows. 8. We now spend hours and hours working with Edison vs 15 minutes max the old way. 9. Employees who spoke up about problems with Edison villified on T.V. - 10. Credits and refunds take forever. 11. Information on payments and credits cannot be pulled up in a timely manner. 12. Employee morale has hit rock bottom. 13. Supervisors spend much of their time on Edison now instead of work.
4378. There has been a problem with accessibility for persons with vision impairment. There are problems with entering emergency leave with split work weeks involved. They need to take a strong look at Edison. Some parts are simple, but parts that should be simple are not. They get complicated.
4379. Edison takes my comp time when I take off for what should be sick leave. Overtime and sick time are 2 different things. I am forced to work over on occasion and if I have a doctor's appt. that same week, my comp time is taken. Comp time should be allowed to be accrued. I have plenty of sick time to cover my doctors appt's. because I am only allowed to take it for illness and doctor appts. I am not paid for sick if I leave my job and do not want to work over. When I do work over, I should be allowed to take it off when I want to.
4380. My telephone numbers were wrong.
4381. The "add emergency contact" information category choices for designated persons should have been a clear and immediate red flag that the program was incompletely vetted by the software developer/vendor/purchaser. No category to add one's brother or sister as an emergency contact exists, yet ridiculous categories of emergency contact such as

"deceased spouse" are included (and others like "51% child," "special decision," etc.). Who am I or Edison going to call if I have an emergency - I think one would have better luck calling "Ghostbusters" than a "deceased spouse." This is absolutely ridiculous!!!!!!!!!!!!!!2. Edison was/is clearly incompatible with the semi-monthly payroll period from the beginning, so the Edison software package should have been adapted to be compatible with our State payroll period prior to Edison purchase and implementation/deployment, or the State should have purchased a compatible software package other than Edison, or left the payroll/timekeeping system alone (no change).3. State employees were told we would receive mandatory Edison training classes we would have to attend in person. We next heard that the "trainers" were being trained on Edison, but they had too many problems in understanding/dealing with Edison themselves. Rather than developing or improving the in person Edison training class we were supposed to receive, the State devolved to a mandatory computer-based training module which had to be completed by a certain date, yet Edison system was often "down" or would not allow log-in to the training module, or would "freeze up" and/or respond so slowly that it was a waste of time to try to get through the computer-based training module.4. I personally know State employees (public health nurses) who have insufficient computer access to conduct their official job duties efficiently, let alone enter their time via Edison; on top of this, they are being required to keep their time two different ways -by the old system paper forms as well as via Edison - until or through July of this year (if this requirement is not further extended).

4382. Co-ordinators need to have more access with the benefits. There are some employees that can not understand computers, or do not own a computer. These employees can not afford a computer on their budgets. When they come to the insurance coordinators the coordinators can not see the amount of the life insurance so it can be told to the employee. Benefits Admin. needs to enter information in a timely manner so it does not effect the benefits of the employee. Coordinators need to be able to see reports showing work was done, and what needs to be done. Coordinator need to have a contact person so not to get someone different every time the call - so they do not have to start all over every time they call. There should be a phone number for coordinator only to call - so phone lines are not jammed with employees - many time you are put on hold for long long periods of time. Many coordinator have other jobs besides benefits that need their attention.
4383. The time involved with reporting time and working through any exceptions is a bit much. Having to wait on a process to run before any updates are made, makes it more difficult to process this information in a timely manner since so there are deadlines associated with time entry and approval.
4384. Two Problems: 1)I am still not able to view and approve all of the employees in my section. The approvals must be made by my supervisor which expands his workload. Numerous request have been made to correct the problem. The system apparently does not have the flexibility to make these changes. 2) Sometimes employees time must be approved numerous times. This requires supervisors check the system numerous times to make sure employees time is recorded correctly. Other managers have also reported this

problem.

4385. I think it should be easier for the approvers to find thier employees and approve. Errors don't always show up until it's too late to correct. Thats the part of the system I think needs more work. The keying in part is fine, most of those issues are the employees making mistakes.
4386. I have an employee that has accessed to the employees that I supervise instead of the employee she actually supervises. The problem ha been reported several times and has yet to be corrected.
4387. This is much more time consuming than the previous system in that we have to fool with it extensively every week rather than twice a month turning in a time sheet..
4388. It seems now with edison we have to notify more people when we are off. Not only do we go on edison we still have to nofify county directors and the county office managers too.
4389. This system was an "off-the-shelf" system that will take a great deal of "tweaking" to use successfully. It will also take a good deal of "situational acumen" on the part of the folks overseeing the production and implementation of the system.
4390. One remaining issue is the reporting of holiday time, since the hourly input box must be left blank, but that creates an error message.Email reminders when users forget to enter their time for a week would be helpful. Also, error messages when users enter leave time before requesting it would also be helpful.Also, when you check your leave balances, it has a place to enter a data and view your leave as of that time. The function does not calculate a new value, however, based on your leave accruel and time already requested. Some of the codes on timesheets are difficult to understand. Sometimes I am unable to figure out what I am being charged for.
4391. I think it causes mass confusion.It doesn.t seem right to use the taxpayers money this way. If something is'tbroke don't fix it. It was better the other way.
4392. We all need more one on one training as to which screen to navigate back and forth. Do you need to exit the whole screen or just click on something else. I know there are some people whom have trouble entering their time in Edison, or the system throws them out or doesn't recognize their password.
4393. It appears that there are weekly issues with Edison. It is my opionon that the Edison system is not adquated to meet the needs and complex procedures of the state.As we add travel and other accounting processes it appears that we will continue to have major issues.Another issue is NeoGov and attempts to hire new staff. Another issue is the amount of time that staff have to take to input data into Edison and solve exceptions.
4394. I haven't had to deal with HCM to make a comment, I will save my negative comments

for areas of Edison that I do have to deal with.

4395. I applaud the State's efforts and do appreciate the tireless work that has been invested by outside consulting in this endeavour. There were existent successful in-house tools generated by some of the larger departments (Transportation's Time Reporting System comes to mind) prior to Edison. In retrospect, I wish that the Department's had been more invested in a synthesis of processes rather than losing their best and brightest to a divested entity -- the Edison Project. Resentment and resistance has followed causing this much needed evolution to be an uphill battle rather than a team victory. This too shall pass, but at what cost?
4396. The information is not update. For ex: The vacation for the month of March 09, can see only in end of April 09.
4397. There were several instructions given us in training but then when we went live things were different. This made me feel like a fool because instructions was not like the actual program.
4398. While I have been made aware of issues with others, I have not experienced any myself, and these type of issues are to be expected with a new system.
4399. It is very time consuming to have to go in and check for leave requests when the employees are setting next to me and can just ask me. Also having to approve payroll takes up time that I could be utilizing for patient care.
4400. The user interface feels like it was designed for a mainframe system of 20 years ago. Fields are non-descriptive (e.g. REGS1). The screen is too wide for normal monitors, which requires users to scroll over to the right to add a new row. The system would be simpler if we only had to report exceptions to regularly scheduled time. It is clumsy to schedule sick time for a doctors appointment. If I schedule 2 hours but then return in 1.5 hours, I have to get my boss to deny my initial sick leave request, then enter a replacement request. The system should be able to accept minutes instead of tenths of hours.
4401. Edison is taking a large amount of my time and my staff's time. We are having to be in the office working on Edison, when we should be out in the field working with clients, or in my case working with staff. This is time that we cannot recoup by working overtime, because we are not allowed overtime unless it is an emergency situation involving a client late in the day on a friday afternoon. We never know from one time to the next when it is going to be a split week. What day we will have to stay in in order to submit time and in my case approve time and submit time. We constantly get contradictory info. from Edison about when and how to submit time and when it can be approved. I can submit time, or my staff can submit time and it never shows up as having been submitted. At times it has taken 3 submissions before time will show up for management to approve. I have had staff that were either paid twice or received their longevity twice through no fault of their own, but then treated like it was. The concept is a good one, but

the whole program seems flawed. Not the people, the program: and if it hasn't been fixed by now I wonder if it can be.

4402. The only thing I really would like to comment on is the way mileage is to be done on Edison. For people who only drive very seldom it should not be a problem, but for employees like me who have to drive out of town several days a week and in town the other days of the week, it is way too many steps. It will take forever. There has to be a way to simplify. At this point the paper filing is way easier.
4403. why would the overtime/comp earned time be left off on an estimated time instead of the actual time served to complete a state of tenn job task---no answer
4404. This system is very cumbersome. It is not very flexible because of the time deadlines that must be met weekly rather than s/m monthly.
4405. Edison is not a bad system but it is bad for State Govt. There are too many complex rules in state government that Edison is not able to handle. State government is paid bi monthly on the 15th and last day of the month. I do not believe Edison can accurately handle this. Also the way longevity is paid, the leave and attendance rules are complex. The jobs in state government have far too many exceptions that need to be written into a program that is designed to handle the private industry that has standard 9-5 jobs that are paid either once every two weeks or weekly on the exact same day. Edison requires too much overtime for employees to enter time and it requires too much overtime in order to run and process payroll. Timekeeping is too technical now and takes a college degree in order to accurately key time. Once time is entered then you have to go in and approve every day that was entered. Requests have to be keyed and approved for any time worked over standard scheduled hours and request has to be keyed and approved for any hours used for time off of those standard scheduled hours. After this at the end of the time period queries have to be run to track any hours that may not have been accepted into the system. Then a process of fixing those hours takes place. (This process can be very lengthy) After all timekeepers are locked out of editing then Central HR office has to edit and run payroll which is another lengthy process. All of this is so time consuming that the whole HR needs to be re vamped, titles changed and full time people need to do nothing else but run Time and Labor and Payroll. (now this idea is the only real way that Edison can work more successfully) but until then we cant expect this ship to run on people that are working two full time jobs (Edison and the job they had prior to Edison). Edison was supposed to make so many things easier but it actually has made many things more time consuming. Yes, Edison has gotten better. But that does not mean that it works like we were told it would work, it just means that we have learned how to get Edison to do the things that we need it to do but not without much pain and manipulation. It is a computer system and should not require so much maintenance to do daily functions. I usually at the end of the day feel like I am an IT person or that I work at a HelpDesk just because I am all day trouble shooting and fixing errors. We should be able to input data and the system should be able to interpret that data. We usually are trying to figure out why the system misread the data and how we can make it understand what we need it to in order to process information correctly

4406. I have been signed up to use FSCM to look up deposits for vendors but I have not received training from anyone on how to look up information when agencies call me.
4407. Run Times and Batch times seem to take too long and would be better if more frequent.
4408. The electronic reporting of time is a great improvement over the archaic paper system formerly in place.
4409. I do not understand why the system was changed as we did so well before Edison was implemented and now almost everything done on Edison seems to carry a myriad of problems
4410. I have people who report to me and some even after six months and training are still having a difficult time using Edison.
4411. I haven't really used the Edison system, other than to print off a pay stub that i needed, so my feedback may not be that helpful. I have had some friends with issues with regard to Flexible Benefits, which i don't participate in and those issues make me not want to participate in extra things such as that.
4412. TO EARLY TO COMMENT
4413. I think the cost and the problems should have been looked at more closely. It just looks to me like the state could have spent this money on other more important current issues like the high rate of unemployment. "If it's not broke, don't fix it"
4414. There was little training with the new system prior to start up. We all seemed to be asking each other for help or for information. There was no training during work hours.
4415. I feel that the system has some questionable aspects. Leave balances have been VERY slow to update which raises questions about time taken when the balances should have been updated. Also there have been slight fluctuations in pay amounts per pay period due (sometimes a few dollars) to the change from the previous system to Edison. A few dollars may not mean a lot to some, but to others it can mean paying a whole bill, or even having gas to be able to get to work. The reasoning for this has not been explained to us. I think it's wrong to implement a system that is/was used by other state governments and is now being sued for lost time and/or pay. Common sense would say that if other states are suing them, then there is a problem with either the system or the company. I don't feel that asking the employees of a department that doesn't allow them to enter their own time about their personal experience with Edison makes a whole lot of sense either. How can someone answer questions about using Edison when we aren't allowed to enter our own time?
4416. I feel that the idea of Edison was good, although the implementation was too quick and very overwhelming for a lot of people. There were bugs at the start up that I would like to see what the state paid out for overtime to the employees that worked day and night on

weekends to get the time entered correctly.

4417. There was nothing wrong with the state's payroll system before Edison. Edison should be replaced.
4418. THE EDISON PROGRAM COST US THE STATE WORKERS,\$300-500 DOLLARS , WHEN WE GET OUR LONGIVETY CHECKS,(ONE INSTEAD OF TWO CHECKS.
4419. My biggest complaint with the system is having to estimate how and when we are going to be spending our time for the second half of the month. It is a pain when you have to take leave of any kind after the cutoff date. We have to submit both paper time sheets and Edison time sheets - this is a waste of time. It is frustrating that you can't correct your mistakes (for example if you accidentally submit a leave request for the wrong day). Instead they just "ignore" them. There have been times I have had exceptions with no real reason or explanation for them. During the first few months I would enter my time and the system would sometimes fail to recognize it - my time wouldn't get submitted - if it hadn't been for my managers noting that a few of us hadn't submitted time (even though we had) we wouldn't have been paid.
4420. System is very hard to use for performance evals; mine disappeared after I had spent hours getting them into the system. Training is cumbersome and does not seem geared to multiple employees being signed on at one time.
4421. DCS does not allow supervisors' to approve leave requests or overtime. I hear that most departments fully use Edison. But DCS employees/supervisors are not, we do not know if it is Edison holding us back or our own Department. It is like "they" DCS workers do not have enough sense to use Edison. If they would have let us use Edison in the first place, we may have by now solved a lot of problems we have now. One other thing - we have required to repeated estimate time sheets on a weekly basis - sure creates a lot of paper work and trouble.
4422. I don't like the fact that each paycheck has not been the exact same amount. Don't understand how it could change - even a few cents difference.
4423. I hope that when the travel claim system is implemented that we receive better training than on the computer as we did in the beginning.
4424. split weeks are a mess to deal with.if you mess your time up it is so time consuming to deal with.
4425. Edison is much worse in the computing of time and payroll due to the fact that time has to roll after a period of time, where our old system was computed instantly and was able to be changed at the last minute. When time is not rolled in a timely manner as today my Supervisor is having to look at the time that I entered, as a time keeper, at home.
4426. I think the HCM portion of the system is working fine. I've been paid each pay day, on

time, and in the correct bank account.

4427. Once again I feel that there can be a way for Edison to figure out a way to make the longevity check separate. If you cannot then something is wrong. This should have been discussed before putting this system in. To me if you knew this couldn't happen we should have been notified to let us decide if we wanted this system. The government gets enough of our salary and to take that much more because Edison can't find a way to make a separate check is beyond belief.
4428. As a Supervisor I not only enter my own leave I have to enter the leave for the 10 people I supervise. So now instead of taking 2 hours a month to approve attendance and leave it takes me between half an hour and an hour a day. So much for saving time and being able to spend it with my employees.
4429. As a supervisor, EDISON requires daily interaction which takes an inordinate amount of time and results in lost productivity to the department. Our HR department broadcasts e-mails of a threatening tone when exceptions are discovered. Since I supervise employees who work throughout the state, I do not have access to their timesheet until the end of the pay period. I suppose I could have them fax them in each week, but again that takes time away from my other job duties. The most cumbersome aspect is waiting for Time Administration to run once a change has been made. Users don't know when or if Time Administration will run. You must check back periodically to see if Exceptions have been cleared or remain. The Data Capture system allowed a supervisor to enter and approve time in one sitting. I sure miss those days! While I have not been personally affected by payroll errors in EDISON, two of my employees have. I have also personally experienced bugs in the system that I have reported to EDISON Help Desk.
4430. Most of the employees that have problems with this do not have a BG #. They can not send in this survey. There are employees that can not read or write and how can they expect them to understand or enter anything into Edison. Most of the supervisors can not pull up half of their employees to approve. This system has been running long enough to have this minor problem fixed. If they can not fix this problem than how do they expect to continue with harder issues such as entering facility max, when maintenance is supposed to have this responsibility.
4431. it takes much more time and much more manpower than our previous system nothing seems to work it always seems to be down for some reason or the other it is one of the biggest waste of taxpayer money that i can imagine approving payroll used to be a simple task now it almost a full time jobi have no problem identifying myself [PERSONAL IDENTIFICATION REDACTED].
4432. Edison is not working. It should be discarded. STARS isn't perfect, however, STARS WORKS!!!!
4433. The only problem I have experienced that had the potential to directly affect my pay was regarding time entered for the final week of April 2009. It "seems" as though this

problem is resolved, however, I will not know until I actually receive pay for the time period in question. Since I function in a supervisory capacity, I have to approve time for (an) employee(s). I think most of the problems I have experienced from a supervisory standpoint are start-up related problems that can be corrected with time. One frustrating matter however, is that the Time Admin process does not always run when it is supposed to, which results in delays in approving time. I assume that this will be more regular as the system/new process ages.

4434. My main problem is that I can't tell how my pay is being calculated when I look at Edison. On printed paystubs we had previously, you could easily see how your time, pay and leave was figured. With Edison, I am left guessing and hoping that it is correct. I also don't like the procedure for putting in leave requests. Another issue is that with split week pay periods we have to submit our time twice and submit 2 paper time sheets. It just seems Edison is causing more work instead of less and I don't feel it has benefited me in any way. I much prefer the previous procedures where it was all black and white. With Edison, everything seems to be gray.
4435. i REALLY THINK THAT THE OLD PAYROLL SYSTEM WORKED REALLY GOOD. WE WORKED FOR A LONG TIME NOT TO HAVE TO DO TIME OR PAYROLL AHEAD OF TIME, BUT NOW WE HAVE TO! WHEN IT COMES TO OVERTIME AND EXPLAINING IT TO THE WORKERS, ITS ALMOST IMPOSSIBLE...THEY DO NOT UNDERSTAND. I HAD ONE DAY OF TRAINING, AND MANY MONEY QUESTIONS ONCE IT STARTED...I TOOK MY BOOKS HOME AND READ SO I MYSELF COULD FIGURE OUT THE OVERTIME ISSUES AS THE WORKERS FEEL LIKE THEY ARE BEING CHEATED AND DO NOT WANT TO WORK ANY OVERTIME. I HAVE AN ISSUE WITH HOW LONG IT TAKES TO EVERYTHING TAKEN CARE OF WHEN AN EMPLOYEE DIES, WHILE STILL EMPLOYEED WITH US, IT HAS BEEN ALMOST 4 MONTHS AND A LADY HAS STILL NOT RECEIVED HER DECEASED HUSBANDS LAST CHECK, OR BEEN PAID FOR HIS ANNUAL TIME! I HAVE MANY ISSUES BUT I WOULD BE TYPING ALL DAY
4436. This is the poorest planned and worst thought-out system I have ever seen. Edison creates far more work and problems than it's supposed to solve. A complete waste of taxpayer money and manpower.
4437. really appreciate the fast turn around of travel re-imburements
4438. I have no issues with time reporting, the new system seems to be more user friendly than multitrack. However, I found it to be quite cumbersome and nonintuitive when doing travel expense reports.
4439. I think it is time that all employees be responsible for entering their own time into the Edison database. That will be the true indicator of whether the system is user friendly for all.

4440. I want my longevity check separate from my payroll check so that I will get all of my money like last year.
4441. The system doesn't run consistently and some time it leads to supervisors having to make multiple attempts to approve time and or other issues
4442. Edison is incapable of handling our payroll cycle (monthly paid current). This was a significant oversight during the design and implementation of this system. The Edison training was worthless. The examples used during the management self service piece were poorly created, and the recommended procedures were flawed. The instructors were not familiar with the system and could not answer my questions. The Edison user interface is overly complex and unwieldy. As a professional software developer, I can tell you that this is a source of many of the negative complaints Edison has received. Edison has done a terrible job of notifications for the Flexible Benefits program. I receive multiple emails and hard-copy mail notices that are not timed to real world events. For example, I received two emails around April 23rd to notify me of deposits on March 13 and April 1. As a manager, I have found the time approval process difficult to use. Again, the primary issue is interface.
4443. The only issue I have experienced since the Edison implementation is forcing myself to get in the habit of looking at my paystub online, I continually forget to do that, and have to wait to do my checking account until I verify the amount in Edison
4444. Edison is quite possibly the biggest waste of manhours the State of Tennessee has ever seen. I work as a [POSITION REDACTED] with the TWRA. We now spend up to 15 hours per week "fooling with" Edison, taking away precious time from our real duties of patrol, law enforcement, public education, etc. A complete waste of time that I would expect at the Federal Level, not at ours.
4445. 1) The longevity pay being included with regular pay. 2) The rules are so strict, and I am always afraid that I will mess up. 3) The mileage stuff, is so difficult that I just decided that I would use my car but not charge mileage. I have a disease-narcolepsy that prevents me from using state vehicles, when I did my mileage, there were all kinds of issues, plus it was such a lengthy process. I was eventually paid after several many weeks.
4446. My main problem is getting them to get it to us. They know we have more time to do it and put it off until the very last minute. We tell them they won't get paid but they know they will. Again, if they had to do it themselves and didn't get it in they wouldn't get paid they might do better. They know if they have done it or not, and they couldn't blame anyone else if they didn't get paid - only themselves!! Somehow we have got to make them accountable for it and not be able to say it is someone else's fault. It is not the system as much but it takes a lot of time to go in and go it every week and sometimes twice a week. That shouldn't be. I thought it was to make it easier. There should be a way to not have to go out or start over for another timesheet. In Data Capture at least you could pull up a team at a time.

4447. My personal experience deals with the fact that I handle payroll for my agency. We do not input our leave into the system, we are a minimal functionality agency (thank goodness) We have had issues with insurance being double deducted from employees (still no resolution), employees insurance being dropped for no reason, flex benefits deducting .1 instead of correct amount, retirement rate changes not properly working etc.....Another issue is the timing of how Edison payroll works. Being a monthly agency, we have to project time for the whole month. With the previous system, we had a few more days to process our information - with Edison, the deadlines are much shorter and the time spent on Edison payroll is much more, not less.
4448. Edison becomes a daily problem. There are constant Edison e-mails to be read and executed. It took a job responsibility that could be managed by secretarial staff and put the responsibility on supervisors whose time is better spent that loggin on to Edison and going through countless screens to pay staff. In tight budget years, the Edison system is a huge waste of money. With staff shortages, the last thing existing staff need is to more work to accomplish less. As new services are added, ie travel, procurment, the confusion and frustration grows. Edison remains a nightmare after 6 months.
4449. Seems like we spend more time having to re-key information because you add it, then it disappears. I know our secretary has been relieved of alot of headaches due to Edison and her not having to key time sheets in. At times it seems easier to give the state time, rather than try to adjust and deal with correcting things after they have been keyed. I often feel like by putting time in before i have worked it, I am lying about my time, though believe me the State gets their hours/time worked by me. I also have done the training on travel, and the example that was given was not anything like thouse of us that work in the field will be doing or experiencing, so not of any use to me.It requires us to use point to point, but often times the miles are less than given, so i have to try to adjust, and I can to it much faster not using the Edison system.
4450. The system design may prevent certain logical solutions from ever being made. Generally agency staff were not given any feedback about how the system was really going to work. It now seems apparent that PeopleSoft software basic approaches and previous corporate solutions using the software were the basis of the design not State of Tennessee procedures or needs in the area of human resources. In addition, the standard responses from Edison staff to ANY problems were "it is your fault - you must have done it wrong". After experiencing that a few times, staff in our agency made screen prints of properly coded and entered data for time and leave. When problems were still occurring, we presented these documents to Edison staff. In one instance there were 60 pages of documentation for a single pay period in a small agency. The next instance of the Edison system dropping data and people not getting paid, where we did the same screen print routine, the Edison staff refused to accept the documentation which indicated the errors were not from data entry but from the system dropping the data. Any faith in the process of reporting errors to Edison staff vanished after that episode.
4451. Navigation in the system is not very friendly. Certain steps that would seem to be logical don't happen. for instance, having to schrol from one side of the page to the other, or

from the top to bottom of a page when entering data seems like added work that is not necessary. Having to approve 2 and 3 times a week is extra work. The old system required approval once a pay period.

4452. I know that appearances can be deceiving; but it does not appear that the time reporting component was thoroughly tested. Split week reporting does not appear to have been an included function of the HCM product; resulting in confusion and the necessity to issue differing time reporting instructions for each split week occurrence. This situation appears to be more serious than a mere start-up issue. The apparent failure of the HCM product to fully support the state's bi-monthly payroll process should have been discovered and addressed prior to implementation.
4453. I feel that this program is a waste of money!! Its ineffectient and we are not able to put in our own time. We have different days to get the time sheet in for our time keeper to put it in and on several occasion its late minute which causes problems since I have a case placed 7 hours away from my home office!!!
4454. Why have a system and continue to use paper time sheets?
4455. it needs to be streamlined.
4456. Edison is a tail trying to wag the dog. An extremely disproportionate time is required to keep Edison happy. Supervisors are expected to have all the answers, but they have their own job functions too. Some problems with Edison are: (1) Even 30 minutes of annual leave has to requested, then approved, before time can be entered. Why? If I have a flat tire, and annual leave available, I've already taken the time off before I get to work. And Edison might be shocked to find out that supervisors are here 24 hours a day, 7 days a week. (2) I can't even tell if the "search" feature is working, it certainly has never found any of the words I searched for. (3) Knock off all the cutesy titles for everything!!!!!! "Human Capital Management" is an excellent example of deliberately making something more complicated than necessary by giving it a yuppie name that hides its real meaning. Edison management should be forced to go through everything Edison and simplify their terminology. (4) Edison seems to have this attitude that all employees have nothing better to do than muddle through the voluminous instructions and videos in order to eventually find the answer to a 5 second question. (5) Edison missed a golden opportunity to help parttimers and their supervisors by not putting either a YTD (fiscal) or countdown of hours worked. The hours worked for the pay period shows on the paystub so there should be a counter so they don't work over 1500 hours. (6) Yes we have some pretty smart people in the various departments, but Edison assumes that everybody has a computer (they don't), a printer (they don't), a clue as to how to use them (they don't), a supervisor that won't jump them for doing anything besides their unit's function (they don't), and an IQ over 100 (they don't). Edison is supposed to serve, not be served. I heard that Edison is intended to intrude into more and more of our lives. If that is true, an attitude change on the part of the Edison aristocracy is imperative!!
4457. The Department spends more time entering and dealing with time sheet issues now than

prior to Edison, and until we start entering our own time, the paperwork has actually increased.

4458. Twice I have submitted my time sheet and it has not shown up correctly in Edison later--thank goodness we are still doing the paper time sheets! It did not show a rescheduled work week or time spent in areas other than my usual work. As a supervisor, it's time consuming gathering everyone's paper time sheets and then going over the time in Edison to check for problems then back over it when the Edison system has run then finally to approve it. Weeks split due to the 15th or 30th or different months in the same time period are not fun. It seems strange that some departments don't have any trouble with counting overtime but it is severely frowned upon to have OT in our department. It would be so much easier to count the OT and be able to take it off later than have to flex off in week when it is not convenient for the employee or the department.
4459. While I believe that Edison can and eventually will be an extremely valuable tool, I feel that several key issues still need to be addressed to make it better:--Usability: There are far too many cryptic codes and field names in drop down menus and on reporting pages. From the standpoint of a user who has only a small stake in fiscal matters, Edison would be much improved if it utilized plain language customized for each workgroup. The computers should be doing the lookups. To report time worked on a particular project, I want to select the name of that project from a drop down list with all my workgroup's other projects, not a code from a form where I have to guess at how the project name was truncated. I've been asked to compare task reporting elements, time and leave balances, and payments from Edison reports using extremely large excel spreadsheets with "speed codes" and other indecipherable field names. At the very least, a help system within Edison that allows users to click on specific fields via a question mark icon to get verbose definitions would be really helpful. If additional customization is just not feasible, direct links to html-based lookup tables from the appropriate Edison pages would be extremely helpful as well.--Training: Some of the online training sessions are unnecessarily repetitive. The Travel and Expense training, for example, forces users to follow the same steps multiple times before a new concept is demonstrated. Six months into the Edison rollout, our department has just now instituted a mandatory training class for time entry procedures. It has not been well-received. --Communication: Much of the communication I have received regarding EDISON consists of e-mails with URGENT in the subject line. Recently we received an e-mail threatening disciplinary action if we failed to enter time properly. As a user, I would better understand the monumental task of implementing Edison if communications provided clear explanations (again no fiscal- or Edison-specific jargon) of why problems occur. "Hey we need your help because this has happened . . ." is far preferable to "do this today or else!" And, frankly, a more balanced, calm approach to explaining Edison problems and requirements would reduce the disruptive over-the-cubicle griping that has most certainly caused a significant loss of worker productivity.--Rollout: I'm not sure what's live and what has yet to be implemented. Many modules appear to be present but report no data, even though there is data, just not in Edison. Performance Management is one example. I would have greater confidence in Edison as a whole if modules within Edison that are not live would clearly report that status.

4460. Personally speaking, Edison is a good system. I feel it saves time for everyone. Edison is like any other "new" system, it takes time to learn how to use it.
4461. I previously worked in the Treasury Department of The State of Tennessee. They had an Oracle based system that worked fantastic. It is shameful that Edison performs so poorly in comparison. I do not understand why the State would purchase something that doesn't work as well as something that they already own. Complete government waste in my opinion.
4462. The only problem I have is how our longevity is calculated. I don't think it should be added to your regular pay and taxes taken from that total. I received several hundred less because of this. They say 2 checks can't be issued.
4463. This system takes away valuable time from work hours, You have to put in time for days ahead of time and if you change your hours it is a hassle. I have not been able to print out a paystub that makes any sense, I liked the old way of having information mailed that could WAS EASY TO UNDERSTAND I do not like the idea of my personal information being posted on the web unless I choose that, I do not like having to print out my personal information at work on the common printer for anyone to see, this makes no sense to spend so much money on a system just to keep an employees time, it seemed to be not broken.....why fix it! I JUST DON'T LIKE IT!!!!!!
4464. The problem that I have is the lack of communication on how the overtime is computed. Because the system will not calculate the same as it was calculated previously, they just changed the procedure and employees were not notified.
4465. I don't understand why the state even tried this program knowing it has been unsuccessful for other states---why replace something that worked correctly for many years.
4466. I have been unable to access Edison in the past month keeps saying wrong ID Number and password. Therefore not allowing me to enter Edison
4467. Preference regarding expense reports would be, on the printable view, to show more of the information such as travel locations.
4468. payroll amounts by dept do not have all the project_id's populated and therefore give appears that not all sequences posted to project which is where the federal / state funding is determined. Do not know how it really happens in Edison because Edison to STARS crosswalk appears to override the blank projects in Edison. planning that once FSCM does go live, we will have to spend extra effort to ensure we are recovering accurate Federal funding. Will have to wait and see if the queries will actually tie together but am doubtful.
4469. I like having access to my time and personal information. I have found Edison to be a wonderful upgrade to our payroll system.

4470. do not have the time to enter my time
4471. Edison is easier to use than the old SEIS, DataCapture and Labor distribution system. Lots of help when I needed it (rare). 99% of problems were user errors.
4472. Only training was your web based training that you sent. Only been on 3 times to print paystub. Since i do not use it for anything for me it is alot of trouble just to get a paystub.
4473. Time keeping has now become more than half of my day .I keep time for 87 employees. I ask you is this time well spent when it only took 30 min. before.
4474. It is my opinion that the EDISON system is extremely technical and, hard to understand for the average state employee. While I am sure there are state employees who deal only with their specific function concerning EDISON, many, many state employees deal with a variety of issues other than trying to figure-out and understand EDISON. I feel that the EDISON system has cost the State of TN far too much money, with flaws and errors in the system still occurring and, that the 'old previous' system worked better and, was more understandable.
4475. N/A
4476. Consistency is an important component of any program. If one knows the rules and they are not changed mid-stream, the program proves to be a good one.
4477. edison is not designed for the kind of department that we have and it screws you on your pay and overtime
4478. I don't want to put my time in edison before we work it. We never know what will happen during the day or before we can get back to work the next day sickness, or any emergency can keep us away from the workplace. Edison has two weeks to get our pay in,if the system is so great we should always put our time in at the end of every day.
4479. I am the clerk, so I have much more involvement with Edison than employees, They prefer me to enter their time and attendance, just to insure it is entered correctly.
4480. Having to project you time so early in the month is very inconvenient. In our Region every month since October, we have had to make several changes.Also a couple of employees have joined the Sick Leave Bank program and have still yet to have their hours deducted from their accrued sick leave.Other than that the Edison program has many great features. I feel like our guys will keep working on it until it is a great system. Also going to a semi-monthly pay would be helpful to this problem.
4481. I am somewhat confused about the evaluations. I am not sure why they cannot be all keyed in from a central location and each state office will have the information in the correct format.

4482. I do not like the way in which comp time and sick leave are handled. If I take a sick day and have sick time, I do not expect comp time earned that week to be deducted from my sick leave. This in essence forces you to take comp time when you are ill. I think that to be an abuse of state employees.
4483. I have not personally experienced any problems with the program.
4484. The biggest problem I have noticed is that the monthly employees have to estimate what they will work on over the second half of the month. I know they are fixing by making all employees receive paychecks on a semimonthly basis (with one check held in arrears), but it seems like it must be a big problem since it is taking so long to make the switch. I would have thought there would have been more research prior to the purchase of a new system so that these problems would have been known.
4485. Sometimes early on had to approve certain things more than one time. Know entered and know followed rules yet comes back looking like I messed up. Not an operator issue.
4486. We did payroll bi-weekly before edison. We do it weekly now. All of the staff are keying there own time into edison and we have a few that are still having problems weekly and get exceptions. It takes longer to key the time into edison than it did before edison.
4487. The payroll system was suppose to create less work for the employees, but with so many more steps, it has increased the workload.
4488. The Edison system actually gives me the opportunity to monitor record keeping. Prior to that, I had no way to monitor and rarely got straight answers.
4489. I am concerned about Edison calculating longevity along with regular payroll. I am also concerned about having to key in a work week before it has been completely worked. Appears that this invites errors.
4490. regular o/t and premium o/t keep getting charged to comp time so we're not getting our pay that is due - sometimes for months. The leave balances are not current. You can put your time in Edison , and have it not show up the next day, then show up again. I can input my time, show that it was successfullyl submitted, then my supervisor can't access it. Some leave days input don't show up until a month later, while other days input at the same time showed up immediately.
4491. Edison has created more work and more paperwork for each individual employee to do. It is not a user friendly interface.
4492. Too many screens to go through.
4493. I wish I felt more comfortable with the system

4494. The only problem I have is with the military leave. Everything else seems to be okay.
4495. Find a simpler way to report time and request leave. Leave request disappear or do not hold in this system
4496. Component of losing overtime pay when taking accrued leave, would understand if current without pay; however, using accrued leave should not affect overtime. The old payroll system were much fairer to employees.
4497. I am spending 5 times more effort to document hours for my pay and my staff. It is ridiculous the extra paperwork that we are having to generate to validate the system. The pay stub is over complicated and hard to make sense of. I have a Master's Degree in accounting and I have trouble with it. It does not show my leave balances (have to go to a seperate screen).
4498. Personally, I understand how to use and manage Edison. As a Superuser, I have had great difficulty getting employees under their correct supervisor, the requests sent in to correct the "reports to" listing takes a very long time and I still have people who are wrong. Some are under their supervisor for Time and Labor, but not for Performance Management - they are under another supervisor and no one seems to know why or how to correct it??? There seems to be no flow of getting things done - everyone points fingers to someone else. Employees find the benefits section - beneficiaries, etc., hard to understand. The Performance Management does not work as it says in the "Training Component".. By trial and error - I have figured it out. But, I must train secretaries to do it for supervisors because it is so time consuming and supervisors just do not have the time to spend on this. The website that is sent to employees to review and acknowledge their Job Plans does not work...They must go into their Edison Employee Self-Service to view their job plan. It just seems there is no 1-2-3 basics consistently to complete needed items. We do the best we can, and I feel my staff at [AGENCY REDACTED] have done well. Maybe after a year or so everything will "click" and we will get it. Sometimes the threats of "going to the commissioner if "exceptions are not cleared up" is a little harsh since we are all still trying to get use to this new Edison system. Another problems with Edison as a superuser is having to go in and out so much to work on one individuals Time issues. Seems like if you are working on an individuals exceptions, time reporting, etc. you should be able to have tabs to go into each components instead of going in and out, having to put in their Edison # every time which is time consuming.Thanks for the opportunity to respond. Hope this is helpful.
4499. The most prevalent issue that comes to my mind with the Edison system, is the number of individuals who do not understand and cannot navigate the system. I have not had any issues with any aspect that I have used with the system.
4500. I have several problems with the way Edison is run. I think it is ridiculous that only our direct supervisor can approve our time. If they aren't available, we have to email someone that doesn't even know us and tell them to approve our leave requests and time. It would make so much since if our director or deputy director also had rights to approve

our time. Also, I don't like being told to enter my time before the actual day. I understand that some of this is because it is a new system but they have had enough time to work it out and we shouldn't have started using this system if it wasn't ready. I have wasted so much of the tax payers money on time using this. I also don't appreciate being threatened about putting my time in. We have received emails that have gone to the whole department threatening to put us on lists to whoever if we don't have our time entered and approved in no time. It's ridiculous to threaten us when the thing doesn't even work. Even worse then that is when I have been threatened saying my time wasn't entered and I have actually printed out the sheet that shows I did enter it. Obviously Edison didn't run right when this has happened (and it has happened to me several times and I know I'm not the only one)

4501. Edison is more time consuming than the previous system and uses valuable time that could be spent on important state work.
4502. The management of the longevity payment was completely unexpected. Many of us earmark those monies for children, home improvement, whatever. Now that these monies are included in a lump sum with your paycheck and not issued as a separate check, these monies are collectively taxed at a higher rate and subsequently, you see less of your longevity dollars. One cannot meet their financial obligations in this manner. Edison just seems to be a waste of money (as it currently operates) in that HR staff constantly work overtime reconciling problems or I should say attempting to reconcile problems. It just simply is not efficient at this juncture. And I do not like my banking account number being 'out there' in this system. Just too risky these days. This system should have been in test/production mode and not live/mode for quite some time, such as 12-18 months. Maybe the glitches would have been discovered and resolved. Sometimes you need to accept that mistakes were made, money was spent, and move on to something else and not prolong the agony. This is the only system where I know you have to enter your work hours before you actually have worked the entire week. The spokesperson for F and A named Lola Potter accused state employees (in the press) of simply being resistant to change, etc. She does not speak for me or any others that I know as we are computer oriented. We have all tried diligently to assimilate to Edison. This system is currently not user friendly nor efficient. If not eliminated, then Edison needs to be suspended and revamped. They tried to build a system tunneled for all state agencies. We do not all function exactly the same "in a small box" way by the nature of our agency missions and our sites/locations. There is no flexibility in Edison.
4503. Printouts of paycheck information are difficult to interpret and illogical especially the overtime calculations. It seems ridiculous to count overtime in two different ways as straight pay and then to multiple it by half to calculate pay. The holiday pay is also strange when it is added and then subtracted. Some deductions are also listed in a way that is difficult to interpret what they are. Longevity should be separate as it puts most employees in a different pay bracket which interferes with withholding.
4504. While I have not personally had any problems with being paid thru the new Edison HCM system, some of my employees have not been properly compensated for the overtime

they have worked, and I see no sign that they ever will be. That to me is as personal as if it had happened to me. I also disagree with the way overtime is handled in the edison hcm, as well as having to enter estimated time worked before I have worked it. I work [AGENCY REDACTED] and our time is completely unpredictable, the way the old system worked was great, and to borrow a motto from the maintenance field, "if it an't broke, don't fix it" The idea of a paperless world sounds great, and is most definitely the way to go, however the edison system simply seems to overcomplicate things. To borrow another phrase from the maintenance world, "KISS = Keep It Simple Stupid" is always the best course regardless of what you're talking about.

4505. I THINK THAT THIS PROGRAM WAS VERY COSTLY AND STILL HAVING PROBLEMS AND SOMEWHAT A WASTE OF TAX PAYER MONEY AS I AM A TAX PAYER MYSELF.
4506. The same problems exist each pay period. Our staff at Safety do an excellent job fixing the problems, but the next pay period we have the same computer errors.
4507. Edison has created more work for everyone involved from employees to management. Additional staffing should have been given to all support divisions that are responsible for the management of the system. The constant updates that must be maintained each time an employee is moved or changes responsibilities "role mapping" HR, Payroll Divisions in each agency, as well as, DOHR & Edison do not have the staff personnel required to keep up with the volume of problems created constantly by this system. Edison was to be a paperless system, that is not happening! Training was not adequate! This was a major change for most state employees, especially for those who had never entered their own time. As far as payroll issues, there have been many. Employee's not receiving longevity, payroll, then double payments being made, when employee separates it is taking 3 months for them to receive payment for leave balances.....Employee's have had their Insurance cancelled for no reason. There is no doubt the State of Tennessee needed a new system, but I do not think this was the one. There were too many components at one time. HCM and Financials were two extremely large projects running together at once. HCM should have been running smoothly before we tried to implement the Financial wave. I know there are some positives in Edison, I just haven't found them yet.)
4508. Horrible system, incompetent Edison staff at the F&A level, a "too expensive" system" and one that should have been researched more. I would like to know who was asleep at the wheel on this one. I would also like to know how to get the money I lost due to a poorly designed system AND incompetent staff -- the F&A staff member I spoke to actually said "well, you can just reconcile your loss at tax time."
4509. If time only had to be approved on the 1st and 15th it would make everyone's job a lot easier and be a good system. We approve AL, sick and over time request on daily bases. Should correct current problems before moving into others area's.
4510. The training we received for Edison should have been hands on. The computer based

training was not very clear, and some components of the training did not pertain to our job, and were a waste of time. The training we received for travel claims was a waste of time also. When we had to put in point to point miles, the cities we had to choose from were not in the system, which in turn had us stopping work to call someone who might or might not be in the office to help us with our questions. The support staff for Edison has been very helpful, but we needed training that was to the point and only pertained to the parts of Edison that we would be using. As I stated before, everything else was a waste of time.

- 4511. I have been pleased with the implementation of this new program. I realize that any new procedure takes time to learn.
- 4512. Information should be sent to all employee's on how to read their pay check. Edison calculates OT differently and staff cannot understand if they are being paid correctly for OT. Also, HR staff should have received more training for the work we were responsible for completing. I basically felt like I had to learn Edison on my own with the manuals and hands on. I do think Edison is a good system and will improve as time goes on.
- 4513. I believe that the (stability of) the EDISON HCM component is improving. I understand the issues in implementing a system of this size and nature, and the complexity involved. In my opinion some of the problems could have been better forecasted, by better understanding the users.
- 4514. Edison is a very large and complex system, and I know the typical State employee or Legislator cannot fully understand this. To my knowledge, there have been very few 'system' issues, with the vast majority of issues related to data entry and human error. There have also been errors in the way that 3rd party administrators have processed data generated by Edison which has caused some issues with Insurance. When I hear someone say "My check is wrong", the first question I want to ask is; "Did you enter your time correctly and was it approved?". I get very discouraged when I hear State employees saying there are problems with Edison, when I know that it is 99.9% likely due to human error on part of the employee or the business unit that is administering the process.
- 4515. Edison HCM appears to be a classic case of "The Tail Wagging The Dog"
- 4516. No training would be my most important issue. We have the one training session when it first implemented, if that's what you want to call it.
- 4517. I have a problem with Edison not having your annual and sick leave not up-to-date. I was told not to use any accrued leave if it is not in the Edison system even though we have accrued it.
- 4518. there are weekly issues with time input .seems inconsistent and unstable.iffy at best.
- 4519. it is more time consuming than should be ---before we kept time and turned that in once at cut off not weekly and sometimes more than one a week

4520. I am pleased with Edison.
4521. I have not encountered any problems and find it user friendly.
4522. regarding training, the most effective training were the workshops done by TDOT employees, for TDOT employees, in the JKP bldg. More questions got answered, and no one was afraid to ASK questions because we knew each other. on the other hand, the training by Edison staff or contractors held in the Tenn Tower was WAY too generic & was only good to "introduce" employees to the system. It was NOT sufficient to "use" Edison. I know this couldn't be helped, but workshops held inside our Dept helped more than anything else I've seen.
4523. I cannot say that I am experiencing any major problems at this time. I realize and understand that any new system is going to have problems and it's going to take time to get everything up and running correctly and everyone has a problem adapting to change.
4524. The only problem I have with Edison is the fact that it combins longetivity pay with the regular pay check. It takes out more taxes and feel that I have be cheated out of money that I deserve and need.Plus, the expense claim section for travel has a lot of steps to it and it can be time consuming switching between tabs.
4525. The program has worked fine thus far. I have not had any problems. The training before the program was released and the power point after the program was released made using Edison easy.
4526. I would like my longivity payment separate from my regular pay check. Most of the complains I heard was regarding longivity payment combined with regular check and the taxes are higher and don't clear much on longivity check.
4527. Edison is more time consuming than 3270. It is not real time like the old system. Edison is suppose to be paperless, it is not. We use double the paper for each pay period. It takes many more steps to input time. In Data Capture if you made a mistake you knew it right away, you could correct it and be done. In Edison you have to wait until Time Adminstration runs and check for any exceptions. Instead of moving forward electronically I feel we have gone backwards. We have to have time sheets done earlier than we should because of clearing exceptions. Edison has added more time and work to an already busy day. In the private sector I don't think an employer would use Edison because it takes more steps than any other payroll system I have used. I'm all for new programs but not the Edison program.
4528. I tried to get in an see my paycheck, but I didn't get the password right, it gave no option just to use my Social Security no to get in, so I'm S.O.Luck to see my own check.
4529. Please consider examining the time it takes for a new employee to get their username and password. To delay the setup time for direct deposit.

4530. When requesting leave time (all types) it would be helpful to be able to enter either one day at a time or all week at at one time.
4531. There are issues with the MSS for my supers that have yet to be fixed as well as the long and sometimes confusing method of pay stubs and pay view,OT etc that I spend time explaining. The amount of times I reenter time thats dropped etc.etc.etc. The restrictions imposed by security measures that I must contact multiple people to have entered.
4532. It takes 2-3 times longer to approve leave and time. I'm all for change if it makes the job easier and faster. However, this system is not easier and faster. To me it is harder to approve payable time. Have to approve up to 6 to 8 times for each day. If an employee works part of the and day and takes leave part of the day there will be at least 4 boxes to approve for that day. If part of the leave is sick and the other part is annual there will be 6 boxes to approve. Sometimes the codes on payable time are messed up. The system does not take into account working supervisors who work out in the field. If you are not near a computer or have access to one while out in the field it is difficult for the supervisor to approve time or leave.
4533. With almost 50,000 employees paid on a semi-monthly and monthly basis each month, The Edison system has been remarkably successful. There are less "no pays" in Edison than there were in the legacy system. Efforts continue to make it even more efficient and as people begin to become more educated in their use of the Edison, it will become even more productive.Frankly, I spend less time now entering my time than before and appreciate the fact that I can do so from home over the internet. Employee Self-Service is a very convenient and useful tool.
4534. I have personally experienced this yet but many people I have worked with pay checks have been incorrect. I totally disagree with Longevity being incorporated into Edison as well. With the fact that the paycheck it is an inconvienece for people having to pay money back.
4535. I feel we should be able to enter our own time in the edison system. Our time has not updated we will soon be accruing again in May and our time is not currently updated from April. Our Office Manager stresses every week about these timesheets and keeps the office stressed because of the time. You never know when you may have an emergency and have to leave and our office manager wants our time turned in that morning I don't see what the hurry is when we are not getting paid for the time period that we are in for example the time we submitted this morning will not be paid until May 15th. I just don't understand why the time has to be turned in so quickly when we are not getting paid for those weeks until 2 weeks later. Tomorrow May 1, 2009 at 8:00 clock in the morning our office manager will send email out or walk around and tell everyone to hurry and get their timesheets submitted to timekeeper promptly at 8:00 clock May 1, 2009.
4536. When I received a salary increase, something happened and my time was split between two field offices and I had to contact HR to correct. She knew exactly what happened

and corrected the issue but said that the same thing would happen everytime there was some kind of change made.

4537. TO START WITH,OVER 5 STATES HAVE HAD IT,AND SCRAPED IT,PLUS THE NAVY,THAT SHOULD HAVE SENT UP A RED FLAG,THEY ROBBED THE TAX PAYERS WHEN THEY BOUGHT THIS JUNK,ITS MADE A LOT OF HARD EXTRA WORK,WASTING PAPER,AND TIME TO ALL EMPLOYEES.IT IS NOTHING BUT A WAY THE STATE CAN GET MORE MONEY OUT OF ITS WORKERS,BY CUTTING THERE PAY,WASTING OUR TIME,ON ALL THE CHANGES,AND STEPS YOU HAVE TO GO THRU.EVERYONE IN THIS COMPLEX,AND ALL THE PEOPLE THAT I KNOW THAT WORKS FOR THE STATE HATES IT,AND KNOW ITS A RIP OFF.,AND \$134 MILLION DOLLARS IS THE WRONG PRICE TAG,TRY \$300,WHEN YOU FIGURE EVERYTHING.BUT THE WAY IT WORKS,FROM CUTTING OUR TAKE HOME PAY,ITS MAKING THE STATE GET IN WORSE SHAPE.I HAVE VENDORS OVER 10 OF THEM,THAT HAS CUT US OFF BECAUSE OF THIS SYSTEM.IT TAKE A MONTH TO GET A P.O # TO BUY SOMETHING,THEN A MONTH LATER,THE VENDOR STILL HADN,T BEEN PAID,AND CUTS YOU OFF.I USE TO LOVE MY JOB,BUT WITH THIS CRAP,IF I ONLY HAD A YEAR OR TWO IN,I WOULD FIND ANOTHER JOB.I CANNOT DO MY JOB BECAUSE OF THIS SYSTEM,AND VENDORS CALL ME EVERYDAY ABOUT IT.NOBODY WANTS TO DEAL WITH THE STATE BECAUSE OF THIS.
4538. I would like to see the time entry component improved. There should be a simpler or easier way to select or have appear the different time reporting catagories. Most of us use the same categories each week and it would be easier if the ones we used before automatically appear in the time entry section. Just provide an option for us to remove them from there if they are no longer needed.
4539. The system in slow and cumbersome in comparison to the old Data Capture system. In my opinion, we have taken an expensive step backwards. It is not a real-time system. We must wait an inordinate amount of time to review data entered and/or updated. There have been many occasions where data entered has been changed or overridden without notification. The training received did not cover the real life issues we faced interacting with Edison. We have some issues that were not covered in the training manual and the Edison Helpdesk could not help to resolve.
4540. I still do not like the fact that all our personal info is on line for any hacker to access. It is just a matter of "when" that will happen.
4541. The only complaint I have with Edison is the pay is most often different from pay check to pay check. Differnce in amounts range from cents to a couple of dollars. With the old system, my pay was always consistant.
4542. I am very uneasy with having to "project" or "estimate" time for days that have not been worked yet.

4543. I cannot understand why every paycheck is now a different amount(often just by pennies)- in the past was consistently the same. I cannot go into the system and print/view a printable copy of my pay stub.I do not like the way the longevity check is added to the payroll check for that time period. If the "old" system could do it, why can't the "new and improved" system do it?If I request a day off and submit in error, I cannot go in and edit the request.Our department is still not entering our own time, so really unable to comment on all aspects of the system - have not been allowed full access.
4544. EDISON NEEDS TO BE EASIER & TAKE LESS TIME TO ENTER.SOME OF US ARE CONSTANTLEY IN A HURRY & ITS HARD TO ENTER YOUR TIME IF YOU DONT HAVE THE TIME THE TIME TO DO IT.
4545. I have been employed by TDEC for one month and I am still unable to see my employees in order to approve leave or complete performance evaluations.
4546. Trying to report time isn't that bad, but if you work overtime and are trying to find the codes, it can be frustrating. The biggest flaw that I can see is the "checkstub" information is almost impossible to read. There are so many additions and deductions on there that you don't know what you've been paid for and what you haven't. Many times you can't tell if you have even been paid correctly.
4547. The practice of combining Longevity payments in with regular salary is grossly unfair. The combination, of course, puts one in the position of paying more taxes and cuts into the longevity payment severely, not to mention the regular salary. These two things should be paid separately. Longevity is a "Bonus" and should be paid and treated as such!Second, the practice of projecting time seems so unnecessary. We are given time frames to have time entered and then after we have met these time frames,time administration will not "run" when they say they are going to run. We go in and make changes on Monday by 10:00 a.m. Why not wait and key Monday morning first thing and not have to go in and make all these changes? Like stated above, we meet our deadline and then time administration doesn't meet their's!
4548. My biggest issue is that I see no need for it. It is not about change but the issue is why did we need it? To get rid of paper copies? That didn't happen. We have gone from two time sheets to 4. Plus our region has asked us to do an additional "time out of the office sheet" so we now have 6 to do. Was it to save time? See the above 6 sheet comment and also note that we have gone from entering our time twice a month to four times. Not to mention the NUMEROUS e-mails we get. It does not save paper or time so why did we change? Or can we get to where it does save paper and time.
4549. One of the worst parts is the constant barrage of identical emails from as many as 3 different people requiring time entry before the end of the pay period. What kind of system requires time entry for days into the future?
4550. Time reporting and time approvals take much more time for each employee than the prior system. Everyone in the Division, including the Director, spends way too much time in

this system. This may be because our Department decided to require each employee to enter their time instead of an experienced administrative employee. It seems like every month there's a different issue or a different directive on how to utilize the system. It obviously is programmed on a weekly basis and we are not paid on a weekly basis. The rules change on us each time there is a split week pay period. We are told to enter our time for the week even though we haven't worked yet. Field work, vacations, all need to be planned around Edison. We are encouraged to "find" a computer at home or on our own time so we can meet the deadlines if we are not in the office. In the old system, I could view and approve all staff in my Division except that of my Director. In Edison, I can view and approve only the three who directly report to me. Therefore, when managers and supervisors are not in the office, their manager or supervisor can not approve or enter their time for their staff. Under the old system, I could monitor premium overtime usage, leave abuse, or leave without pay for all employees in the Division (except the Director) and I can not manage this in Edison because I can only see the three employees who report directly to me. The emails we receive from Edison and our Dept. Edison contacts have a very threatening tone ("we will begin keeping lists of employees", "this is unacceptable", etc., when, in fact, the employees have been given such inconsistent guidance and training, how are they expected to work the system correctly? "Power users" have no power to change things in the system. Our paychecks are different each time. In using the old system, one timekeeper take a paper sheet provided by the employee, enter the time, super would approve, and it was done. Took the employee about five minutes, the super about five minutes, and the timekeeper about five minutes each pay period. Now, we all spend time entering, checking to see if time administrator ran, reentering if it didn't. In several instances, time just disappeared from Edison and we receive emails chastising us for not entering when we did. I was employed when we switched from the paper system to the old "3270", no drama, no issues, etc. It is very discouraging as an employee to listen to the spokesperson for the agency responsible for Edison characterize this waste of time and taxpayers' dollars as "old dogs" and their refusal to learn new tricks. As a state employee with over 27 years experience, I have learned a lot of new tricks over the years and have always been enthusiastic and maintained a positive attitude. Edison probably can be made to work better, but, at this time, it is NOT more efficient, it is not a good use of managers time, it is not a good use of taxpayers' dollars, it is not making the job easier for the employee, it gives no useful information to management in relation to anything related to management of resources. Thank you Comptroller's office for taking the time to ask real employees for their input. These comments are rambling but the survey form is not conducive to a good written essay!

4551. There are not checks and balances. It is annoying to have to keep up with other employees who can or do not key in their. I think it should go back to timekeepers being the ones who input the time.
4552. I have heard lots of complaints, but for me it has been very easy to enter my time and to access info regarding my personal data, and I am not a computer wiz. Maybe I don't use the system to the extent as other co-workers.

4553. For some reason I will unable to log into the system eventhough I had not changed by password. I contacted my supervisor and was told to contact theanother department. Everthing turned out okay.
4554. Since the financials were added, time admin takes too long to run. It originally took only 1-2 hours. Now,it starts at 10am and finishes around 3pm or later. Sometimes, there are other issues, which delays this for up to several days. I have asked the higher ups in edison if they could notify at the very least, the HR staff, or superusers, to let them know when time admin is running. Currently, the only time either are notified that time admin has finished running, is when it takes more than a day to run. This makes it harder on everyone.
4555. All my complaints are about the expense report. When you are in the middle of doing your expense report and have to pull off to either answer the phone or something the system will log you off and you lose what you put in, it needs to let you log off. It seems very time consuming and sometimes not very user friendly. Also I don't see why you need so many screens to do the report. Every few days there seems to be a new memo on it, when your at a desk trying to keep your head above water just doing normal stuff it's hard to stop and try to read and learn something new.
4556. The exceptions that are created are not easy for employees to resolve because they don't know what the codes for the exceptions mean. The leave and overtime requests are time consuming and repeatative, which make them discouraging, and employee's simple refuse to do them. The time over a 28 day schedule is not easy to enter for employees either. The fact of having to create a new line for every different type of entry is also not easy to understand. Most employees have tried to enter their own time, but could not, so now they just don't.
4557. My supervisor will approve me and then I won't be approved, or I will have to resubmitted to take time off because it doesn't take it.
4558. Compared to our last time keeping system Edison is 10x more time comsuming. I have had many complaints by employees that I oversee on time that Edison has kicked out their insurance, changed dependents, and martial status and these are very serious things that no one wants to lose. Edison is bad about kicking info that you put in out and you have to re-enter and re-enter. Just all around to me it's not a good system for time keeping it is not the best choice for our facility.
4559. I am not confident with the system. It must be checked for errors on a regular basis such as making sure time accruals are added and I don't like the combination of longevity with my pay check (it increases my tax burden).
4560. System is not especially easy to use and is time consuming. Due to the steps needed to edit one's time, it seems to encourage people to work off the clock (not be paid for time they have worked). This is in violation of labor laws and it is more than somewhat disturbing that the state would choose to use a system that seems to encourage the

underpayment of employees by making it difficult to be paid for working over scheduled time especially if the over time required is at the last minute (as is frequently the case in our office). Edison is also redundant and inefficient as it requires supervisors to check all times entered by each employee into the system for errors, necessary because this is NOT a user friendly system, in effect making 2 persons do what could/should be the work of one person, timekeeping.

4561. Since the implementation of Edison, there is always the threat hanging over you that you won't get paid if leave is not keyed and if people other than you (supervisors, power users etc.) don't get your leave approved. Suppose I'm not here on the day leave is keyed or if my supervisor is not here. I've been lead to believe I won't get a paycheck. I have worked here for state government 20 years and this threat of not getting paid was unheard of.
4562. Edison was needed to replace the old systems, for many reasons. Training was poor at best. Most of the people "teaching" are mere presenters reading from scripts and cannot go beyond hitting the enter key. This system was implemented too fast and too broadly. Several varied pilot agencies should have "worked the kinks" out; then trained users. F & A and General Services is not a good cross-section of state government's needs. The time consumed approving, waiting and re-approving by high-paid supervisors is very disturbing, my tax money is not being spent wisely. We have a person who makes a very large annual salary and is forced to spend untold hours as a "high paid" clerk in Edison. He has program knowledge that should be utilized according to salary. We have knowledgeable lower paid employees to do the clerical jobs, but are not allowed because of the structure. And trust me, I'm not afraid of loosing my job security, have plenty.
4563. I have not experienced any problems with the payroll/benefits or travel reimbursement components of EDISON; however, the accounts payable/requisition areas are the most cumbersome, time-consuming system I have ever experienced. The problems with that system does not lie with personnel or training. The system itself is the problem.
4564. Problem when entering time, after submitting. Supervisor shows a different time balances then what I have. This has happened several times. Also when doing a request for leave, sometimes it will not show up on my supervisor's approval screen. The system is not that good of a system. I think there are still a few bugs in the system which somehow need to be addressed. I don't how much the State paid for the system, but it should not have any problems once the system went on line. I did not like the fact that my longevity pay was combined with my regular pay. The taxes were combined making my longevity not to be what it should have been.
4565. It is so stupid to have us key time ahead before we even know what we are working. If we have an emergency or have to leave suddenly, it takes forever to find someone that can redo our time, which can be a huge pain in an urgent situation. Also, because the people who approve and key time don't know how to do the flex thing, I now have to take my time off in 30 min increments because the math is too complicated for some. Also, the payroll sheets have no place to sign out on break, and if you work 6 hrs with no lynch, no one here knows how to put that on the time sheets.

4566. Problems: 1) Must enter time before actual work date.2) Split week has to be enter in the middle of the week. Didn't have to do this before in old system.3) Edison should have been programmed to enter time semi-monthly, not weekly4) I can't look at any of my employees time or approve it, except the ones that reports directly to me. I'm told that Edison allows this but DHS has not been made aware on how to do this.5) Should be able to disapprove leave on timesheet, especially LWOP so a record of an employee taking off without approval which happens alot here.6) Time should not be split each day. If you work 7.5 regular hours, it should show 7.5 regular hours, not 4.321 and 3.679. incredibly idiotic programming.7) It is very difficult to go back and audit someone's time with this system or keep up with their leave balance.8)Longevity should be calculated separatly. My longevity was \$2,300 this year. I received \$1,300. I realized I received the money owed to me later when I submitted my tax return, but I shouldn't have to wait that long.9) All these e-mails from Edison are annoying and unnecessary.10) Medical flex reimbursements are much slower than they used to be. I have to assume it is because the payments now go through Edison.11) It took 4 months for me to enroll in Sick Bank.
4567. The timekeeper states that time submitted does not always "stick". I do not know if she has ever had to re-key my time because it did not "stick". State made poor responses to media about employees being "old dogs".
4568. If the Edison system was easier to use, I think it would be embraced better by the employees.
4569. Edison knows it will not work
4570. There will be problems with the start up of any system. I think one year from the start up is an excellent time to re-evaluate the system's performance.
4571. The HCM has not been a problem so far for me. I have witnessed problems such as employee timesheets routed to the wrong division or receiving a paycheck a week late. I have encountered problems with the FSCM section. Considering some of the EDISON problems that occur daily, I certainly will never trust it 100%. I do, however, understand the desire to have a unified computer system for the state department. But, I am baffled because EDISON was chosen and it is not good software. Since its inception, EDISON has consumed so much of our daily professional lives. We need to be thrilled about accomplishments such as executing a contract, successfully submitted an invoice, or keeping perfect records. But now, I observe excitement only because someone is able to accomplish a task on EDISON which misses the point of us working here. EDISON is complex, awkward software. I am familiar with software that has been custom-built for State of TN that uses our language and works the way we work. EDISON is so obviously generic and overwrought with selections and sections we don't need and will never use. I've heard quotes of \$135,000 - \$168,000 for the cost of EDISON. If that is true, evidently someone did not want to take the time and trouble to have software built for us that works for us. At those prices, it could have been done. We are all now doing two jobs, (1) what we must do daily for the state of TN and (2) what we must do to make EDISON happy. My summation is that EDISON is a thorn in our side.

4572. My only complaint about Edison regards the way in which longevity is paid. I would like a separate check to be issued for longevity rather than adding it to the regular pay.
4573. The system is totally unpredictable. Sometimes it works when its suppose to and other times it doesn't work for days. I spent an enornas amount of ime imputin and re-imputing my time when i use to spend less than two minutes. It is an incredibly broken system that is not adaptable to the state work week, holiday schedule, vacations, etc. God forbid your supervisor is absent unexpectedly and can approve your time.
4574. Am responsible for entering time for an office of 30 plus. Have encountered numerous issues regarding other peoples time (includes people on cycle hours) Deadlines are shorter and I spend a lot more time entering on weekly basis. Time Administration issues hold up exceptions. Several people had discrepancies with their hours during the conversion and they still are awaiting answers. Also, have issues with people not accruing time and waiting long periods of time for resolution.
4575. The payroll part of Edison seems to be working for me. The problem I have with Edison is the travel reimbursement entry program is cumbersome.
4576. to many steps to put in payroll.don't like having to put in requests for overtime or time off.
4577. The Edison System is a "one size fits all" type system that apparently cannot be easily customized to fit a particular application. Longevity payments have been negatively affected, leave information has not been available, small time increments (i.e. 10 or 15 minutes) cannot be accommodated by parts of the system, etc. The performance evaluation module of the system is cumbersome, illogical and, in places, indecipherable. I feel a better program, that was custom fitted to Tennessee's payroll system, could have been generated by a professor and a couple of grad students at UT for a million dollar grant.
4578. My interaction with Edison has been entering employee time. We are required to enter and work exceptions by a certian date. This makes no sense to enter it according to this time line that is given to us. Most of the time we can't do what is needed because the program hasn't run. We have had an employees time get dropped out of the system. There are too many hands on a persons time. Way to easy for time to get messed up.
4579. to find things it's confusing as a supervisor i need know were to find all programs
4580. My initial problem was that the navigation links are not descriptive. The words displayed onscreen in the links are not clearly obvious indicators of the content that they link to. I often had to click several different links to locate the screen that contained the function that I was looking for. It was hard to find one page that contained all the information that needed to be there for entering or approving time for my employees. I often could not see time that had been entered by my employees. Sometimes I could not even see the employees themselves listed under me. This led to tension and frustration among the

employees. There were fears that they would not be paid. After changing positions to a new cost center, neither my old supervisor, nor my new supervisor could see me listed under them to approve my own time. This is simply the result of bad design, nothing more. The concept of a negative pay system, where employees are presumed to be absent unless time is entered is a bad fit for state government. Employees are here each day. An absence is the exception, not the rule. A negative pay system would seem to be a better fit for a minimum wage job with high turnover employing very young, irresponsible employees that may or may not show up on a daily basis, like restaurant work. It indicates that the designers did not adequately understand the work or the work environment that Edison was intended to serve. Before ending the practice of entering our own time (our departmental timekeeper now does it), the entering and approval of time took away a significant amount of productive hours each week. That is, during the week that time could be approved. I recall there only being about a week that all time for the month could be approved, including approval of time for the two upcoming weeks that had not yet occurred. I honestly cannot imagine how our departmental timekeeper manages to do this for a department of 150 people. My guess is that she and other members of our HR staff spend all of their time now simply generating our monthly payroll, a process that required a lot less human intervention before. Also the process of handling exceptions was entirely counter-intuitive. I had to simply forward those issues on to our departmental time keeper for resolution after spending an inordinate amount of time wrestling with them myself. As a point of reference, I am one of the most computer literate persons in our department aside from our IT staff. In summary, I suspect that inadequate time was spent studying the actual practices of Tennessee state government prior to Edison's design for a project of such an enormous scale. One positive comment that I can make is that the colors chosen were nice and that it had a pleasant appearance on the screen.

4581. As a manager, approximately 75% of my work day is spent on dealing with problems/issues within Edison (time, payroll, insurance, etc). The program is not user friendly, is complicated to use and time consuming even for someone who is computer literate. When assisting an employee with a problem with payroll or insurance, answers to problems were resolved/answered in a matter of days. Now, with Edison, problems/concerns take weeks to receive an answer or fix the problem. I have one employee who is waiting on an insurance refund since Dec 08. This is truly unacceptable that an employee has to wait 5 mos on a refund. The job plan and interim review process are more time consuming and confusing for the supervisor and employee. There is absolutely nothing about Edison that is time effective or efficient for a supervisor or manager. If every employee in the state of Tennessee had a computer at their desk and were each proficient with computers, Edison might be ok, but that is just not the case. They do not have easy access to view payroll information or leave balances. Leave balances stay a month behind and viewing the information is confusing for employees. These are just a small number of problems/issues/concerns that have occurred with Edison and there are new problems that arise every day. As a HR manager, I feel that my ability to assist employees with issues/problems is gone. So many of the problems associated with Edison are left up to the employee to deal with and they get little or no assist from the Edison Help Desk. It is very frustrating to deal with Edison on a daily

basis. I have yet to find anything positive about Edison and how it is suppose to be more efficient than the old systme.

4582. Frankly, I believe this system has GREAT potential. The Edison HCM staff are wonderful. All pr officers have the potential to learn and maneuver in the system. . . most are even willing. The training that we received was just enough for us to get started but was nowhere near adequate. I have become proficient at "work arounds" (means of obtaining necessary information without access to the standard queries or reports). The problems my department has experienced are minor compared to those of other agencies but ours are as follows: 1) failure to communicate information, policy changes, and problems timely; 2) haphazard & unexplained changes to the "reports to" information in the leave requests and queries; 3) delayed time administration processes; 4) failure of the Help Desk to respond timely; 5) "disappearing" time entries or approvals; 6) longevity issues; 7) being knocked out of the system when moving from one item to another; 8) leave balances not updating timely.
4583. I am a supervisor. My employees complete their own timesheets and I forward them to our Central Office for data entry. The day that we have to forward our tunesgets to Nashville is constantly changing. My employees work in the field a great deal and are not available for unexpected deadlines to be met.
4584. i really think that more hands on training from management would have subsided fears and would have made an easier transformation from trips to edison.Ipersonally like the new edison program and espically the quick turn around in our money being returned to us. Sincerely [PERSONAL IDENTIFICATION REDACTED].
4585. Personnally, I like the portions of Edison that I have been involved in. I think it is going to be a lengthy process that employees will need time to absorb and learn. I would like to see Edison RUN more timely on days when time is entered. It is not always easy to enter information and then have to wait for the needed results.I have enjoyed being able to complete these duties from my home. I travel in my position and am not always in my base when information should be entered. I will be honest. I have not checked Edison calculations as well as I should. With the buyout taking valuable positions and extra duties being assigned, I have not had the time I need to really following my leave and pay issues. I guess I have just blindly hoped and had faith that Edison was doing it correctly.
4586. I supervise one employee who did not appear on my list of employees and could not be reached for approvals, etc., through Edison. This was only recently resolved. In fact the first time I was able to approve for him was in late April. So it took 6 months for a simple correction of matching an employee with his supervisor in Edison to take place.I had a charitable contribution suddenly appear as a deduction on my check which I did not authorize. If I had not been watching closely this contribution might have gone on indefinately. Our department people promptly got it corrected so that no more deductions would occur. It did take two paychecks to get it back, which was OK but not particularly prompt, and while the delay did not affect me financially this time there have been times when it would have been more of a problem, the amount was significant but not huge. I

believe our department's folks did the best they could on this and I appreciate that. As a supervisor Edison often generates exceptions for my employees which make no sense, like for not working on Saturday (they are not scheduled to work on Saturday). I have learned to ignore these exceptions as a nuisance and nothing more. I have found Edison to be pretty time consuming, extremely so at the beginning. Some peculiarities exist, like not being able to retract and correct a leave request if made for the wrong day or amount or kind of leave. Also, the system sometimes expresses even numbers of hours as odd fractions like 7.5 hours (one day) may be shown as 0.1700 hours worked and 0.8300 hours worked and 1.1050 hours worked and 5.3950 hours worked (this is a real example). This is very difficult to keep up with. I am sure there is some reason for this and you finally just get used to it but it looks very amateurish for a system that cost such an incredible amount of money. In the final analysis we are resourceful State employees and we will make the thing work. If some computer science student or one of our employees had just thrown this system together basically for free and it worked as well as it has I would say, that's OK, but to have paid such an enormous sum for this poor product at a time when money is tight and people are hurting is outrageous.

- 4587. I feel that Edison's features and processes were not properly tested before it was put in production. Apparently, some features and processes were not reviewed properly because they are not effective or effecient in the real world.
- 4588. I rec long and detailed e-mails regarding Edison. I spend too much time reading and trying to comply.
- 4589. I like Edison. I really like the fact that I can easily access an array of information as pertains to my employment.
- 4590. As an assigned Power User I feel responsible for making sure that all staff in this area will be paid. Even though my assignment to check for problems was ended a few pay periods ago, I still feel obligated to assist the management and my 30 fellow employees. I spend about an hour per pay period to "run through" View Time Detail, identify problems, communicate them, and follow up. I know our HR staff also has to spend time checking. It's just fortunate for HR that we haven't been able to hire anybody--they might not have time to do both Edison install and hire.
- 4591. The system is cumbersome; must refer back to instruction sheets; not very user friendly.
- 4592. The system often looses submitted time and I have to check it on a regular basis to insure that it is still there. There is no notifications of travel expense denials (I don't know if this is a human error or program error). The program is hard to navigate, especially for travel expenses and retrieving expense reports. It could be simplified more.
- 4593. It is too labor intensive.
- 4594. The only problem I have with Edison is that the system does not match our pay periods, and we have to enter time weekly or it causes exceptions. The old system

matched our pay periods and only required time to be entered on or around payday.

4595. The Edison system appear to be too complexed for what we use it for. It takes way too much time to enter all the information required.
4596. Edison has caused major frustrations. It replicates and actually creates more paperwork instead of less. Many are not computer literate and this does not help.
4597. I've heard of a great many problems with the system, but I never had a problem getting paid, and I haven't heard of anyone not getting paid. That's the main thing to me.
4598. I haven't had any problems with Edison. The print on the pay stubs is too small but I don't consider that a serious complaint.
4599. A problem with Edison is that the system does not allow employees to cancel leave time once it has been entered and approved. Much simpler before Edison. If an employee needed to cancel or change their leave date it was possible.
4600. I have only used Edison for payroll.I have problems seeing that my time has been approved.Edison is very time consuming, not only for me but for the people who need to approved my time.It's supposed to update everyday but it doesn't.A request must be made for each day or part of day you take off. If you're going to take two weeks off you must fill out 10 requests, that's kinda silly.Your time should default to reg time and not be necessary to submit it and you should only have to make a change if you take time off or something that is different than 37.5 hours a week.Maybe they should install a software suggestion box where we can make suggestions and get replies if wanted.I hope this helps.
4601. While I have not had any issues so far with my pay in Edison, I feel it is way too time consuming and NOT user friendly... I have submitted flex benefits and have not received compensation yet and with the old system, the turn around was usually within 3-5 days. It has been over 10 days now. Also while I am paid once monthly at this point I have been forewarned that is going to go to twice monthly because "the system does not allow for monthly payroll runs". That issue should have been discussed in more detail BEFORE it was considered for a replacemant. While I do not have a problem getting paid 2 times a month, the issues I have is IF and when this rolls out to us, we will be held back 2 weeks pay.. that is unacceptable in my opinion and should not happen. If I was a new employee coming on board then no problem, I would adjust but as a 10 yr plus employee I see no reason to inconvenience my creditors whom I owe most of them at the first of the month because of a bad choice of payroll systems... I feel I am losing 2 weeks of pay and can only get it back when I leave state government which at this point in time I hope that will be a very long time. All in all, I am not very happy with the Edison system.. bottom line..
4602. Not as user friendly as was hoped.
4603. Edison requires far too many man hours to work properly. Beginning with the employee,

then the supervisor and then Human Resources. For the complete time reporting of my job I estimate that 5-10% of my week is used on this including timesheet, requesting leave and overtime, and submitting my time. Then I have to worry that I've not done it right . . . so many changes I can't keep it all straight . . . and will create an exception which seems to really anger HR and maybe not get paid!

- 4604. The only problem I have had so far is that my Beneficiary information has not been added on the system.
- 4605. I do not like my longetivy pay being included in my regular paycheck.
- 4606. I think that a better training system should have been implemented before startup of system, not having to train on the computer.
- 4607. I do not have any comments at this time.
- 4608. The problems that I experienced were internal problems with SPND's HR. They did not give me the correct information so that I could my password information.Perhaps they were not given the right information?
- 4609. I am pleased with the system at this time, and recognized that any problems will work out in time.
- 4610. I am not keying my time. Repeated completion of time sheets are a waste of time. I do not understand why this is occuring
- 4611. I feel as if Edison works only if you work 8-5 Monday to Friday with no overtime, leave time, or anything out of the norm. If any problems occur, you're pretty much on your own, and told that it's a "computer problem" and nothing can be done. I feel as if Edison is an excuse for people to blame their problems on and not take the blame themselves.
- 4612. I've heard a LOT of complaints about Edison, but so far have been blessed not to have experienced any problems myself.
- 4613. Now that the pay roll component of Edison has somewhat been resolved it is time for someone to look into streamlining or making the claims component of Edison more user friendly. Many of us have to use our own vehicles on the job and make monthly mileage claims. The CBT training that I have taken is very complicated and time consuming. As supervisors that both provide technical help in the field and over the phone we don't have time to sit at a computer for several hours just to submit and approve mileage claims.
- 4614. The basic problems at the start should have not happened. They should have been anticipated. Some were basic entry issues with the program.
- 4615. It seems like once the kinks are worked out the it will be a good tool. It's very user friendly. My only complaint is that it seems as if things change from week to week on

how we are suppose to enter our time.

4616. Why doesn't Edison show all beneficiaries/dependents under insurance? No summary explanation on paychecks for information regarding hours vs. what the hours cost. It was a terrible job of Pre-Training of Edison with the lapse in time for actual Go-Live date. Edison and State should develop a user friendly training course of HCM to retrain current and new employees to enhance employee confidence in the Edison system.
4617. This has nothing to do with payroll but I would just like to say that as far as purchasing goes this system has put us back 25 years. It takes forever to get the vendors paid and to get the materials needed to do our jobs.
4618. I haven't had problems with entering my time, but have had several problems at MVM. They stated they had moved to Edison and that is where the problems were.
4619. Entering time is a lot more time consuming than the other system. I have worked out in the District office as a clerk and entered time on the old time sheets where you had to enter the information and send the paperwork to Nashville. When time sheets went over to computer, this transition was easier than what we are experiencing now. Edison tells us to have our time in the system by a certain date and time and when you go in to check your payable time status, it will not be there. Time administration will shut down and your payable time will not be in there for your supervisor to approve. It is taking more work time for us to enter our time and make sure there are no exceptions. When this program went live, I had to help with exceptions. It took a whole weekend to try and correct these exceptions. Also, with the payroll checks being generated on the computer for you to view and print, some employees do not have the skills to operate a computer. This is knowledge that I know as working as a District clerk. Some of our employees barely can write their name and some have a very strong reading disability. Training for this part of Edison was not very informative. As of today, I have printed off only 1 payroll check for myself. When I have questions, concerning my payroll or benefits, I call my agency payroll and benefits office to ask them for help and they are glad to help me if they can because they are now limited to what they have access to. I have found out that at the call centers it takes a long time to get through and when you do, they do not have the correct answer. When you went to class, the instructor went through the manual and then they would tell you that it is that simple. When you ask them a question, they would tell you that they would have to get back with you. I never heard any responses to my questions. I don't mind learning a new system when the system works half way right. That just comes with time, but don't tell me that I am not willing to learn. I am a Power User for the Financial side and another great concern I have is when the Financial side of the program [AGENCY REDACTED] and other agencies goes live statewide July 1. There are problems in getting requisitions and purchase orders in the system now. We have a strong working relationship with Purchasing and since December 1, 2008 when the first wave of Financial went live, there has only been two requisitions that have been approved. These problems will escalate because of the numerous purchases that we at TDOT have. Another concern is the vendors who we buy supplies and materials from will not get paid in a timely manner. My opinion is that both systems should be running

until the bugs are worked out of the new system.

4620. check stubs are not employee friendly are confusing. Takes a lot more time 60% or better than before, have to keep going back and checking..and checking. It is never ending.
4621. I have had problems relative to my health and dental premiums for several months. In December and January, my premiums were not deducted, so I wrote the state a check to cover the premiums. Then in March, my premiums were deducted twice. I am still trying to resolve that problem.
4622. I would like to see the comments portion of the reviews, job plans and education plans be resolved forthwith. I am able to read the interim review line but could not access the actual review to see the supervisor comments, nor am I able to input comments of my own.
4623. The training was poor. Being told to click is not training. The good thing is that using the program has been the best teacher regarding the time and attendance aspect of Edison. It is more time consuming.
4624. I like havine the information immediately available to me that the system provides. The convenience of entering my time directly on my computer is the only way to go.
4625. Edison requires more of my administrative time than the previous system. Instead of reporting my time twice each month as before, I now report my time at least six times each month with very little flexibility for my work schedule. Because of the errors which have occurred in this transition period, I also check my bank accounts at least twice each month to verify my pay deposit has been placed into my account. I have spent more time verifying my comp time, annual leave, and sick leave balances. I consider myself a hard working employee and resent the extra time I have to spend to ensure my pay and benefits are correct. In summary, I feel Edison requires more of my administrative time and leaves less time for production, which is what the citizens of Tennessee expect of me.
4626. Today I encountered a "rule" that caused an exception that was never mentioned in the training materials and took time I didn't have to research the problem.
4627. It is not fair to any employee that sick time can't be used if the employee has available comptime. Sick time is a benefit to each employee and when sick one should be able to use sick time.Also when getting close to an employees anniversary date the employee should be able to use annual leave instead of comptime when accrued leave balance is above the yearly cutoff so annual leave will not be converted to sick time.
4628. I don't like how time is requested and then if not all that time is needed, the entry cannot be voided and reentered. That becomes inconvient for Dr.'s appointments.
4629. EDISON TAKES TO MUCH TIME TO DOEDISON TO COMPLICATED

ESPECIALLY TRAVEL CLAIMS. EDISON IS NOT WORTH WHAT WE PAID FOR IT.

- 4630. You should look at E-Procurement. That's where the problems are; trying to cut a PO.
- 4631. The system is clumsy, unpredictable, inconsistent and time consuming.
- 4632. Need more supervision training on edison
- 4633. I work with appointments and registers (REQUISITIONS)every day. I have gone from one screen on the old system, to as many as 18 screens to do ONE transaction on Edison. This is not a user friendly system and it takes much longer to do my job. On more than one occasion when I have keyed an appointment on Edison, they have been on the system after I have keyed them and then a week or two later I would try to find them and "poof" they would be gone. I have had as many as 4 employees in one pay period gone and could not be found. DOHR has told me this is an Edison problem and it has taken as long as 3 weeks for Edison to get them to re-appear. I always thought when you "up-grade" a system it is more efficient. Even if there were no problems with Edison, it still takes twice as long or longer to do our jobs.
- 4634. I feel this system is geared to private business and is not very compatible with government structures.
- 4635. Only the most recent paycheck contains YTD totals in the Paycheck Summary section. I would like to request the addition of YTD totals in the Paycheck Summary section of paychecks that are prior to the most recent paycheck.
- 4636. I think the Edison program when fully operational will provide the employee with more investment control options, and provide better information to the state.
- 4637. Edison is very time-consuming. Checking and rechecking to make sure all has been keyed correctly, submitted, everything taken out that is supposed to be. Have to wait until the system runs before anything can be changed or approved. Numerous emails. Wait/go ahead. All time-consuming.
- 4638. I am a supervisor with two employees. Both these employees have not showed up under me since Edison's inception and are "lost" in the system. Timekeeper has to access and approve these employees weekly. This has never been fixed.
- 4639. The main problem I've experienced with Edison is Data Entry of my timesheet. I've had to enter my time into Edison 3 times in one day only to have it disappear with no record of me entering the data, until the 4th entry. This has happened more than once. Each time I would get confirmation from Edison stating it had been entered and submitted to my manager, only to have my manger call and say it has not been submitted to her. This requires me to re-enter it multiple times. I actually take screen prints of the Edison Screens I fill out showing I submitted my time, just to prove I've done it. I keep them for

my own future reference, should a problem with my pay come up. For someone who works in software development for a career the system is not designed very well for the job the state of Tennessee using it for. It also seems to have some major coding flaws that should have been caught in testing before it was pushed into production.

4640. the system is very time assuming because at times you have to enter time/leave slips several times before the system will take it. Also if enetering someone else's time and they have taken leave you don't know whether they have enough time or not the old system would tell you and you could fix it then instead of having to wait let it run and reenter it again and let it run etc.
4641. I really like Edison because it allows me more control over my pay and benefits. Previously time keeping was handled solely be clerical staff & we were only allowed to view information in data capture. Now I can go in & make all sorts of changes myself. Edison is also great for reducing the amount of mail received & the need to shred paycheck stubs.
4642. Must be accessed to keep information up to date. Staff is not well trained. Must continously approve leave and time and it is a problem when it does not upload timely, which seems to be a constant. I am much more tied as a supervisor to making sure staff has entered things right and spend much more time than ever before, and God forbid if I happen to be sick on a day that time is due to be completed. As far as the travel, we had little training, and that was how to enter claims, but no training for supervisors on how to review and submit claims. As far as doing interims and evaluations, we apparently will have everyone on the same cycle that will mean completing them all in the same month yearly.
4643. I would like to receive my longevity pay in a separate check. I like Edison because it is a more convenient system, for pulling up my payroll information. I can go in and see how much leave I have etc. I was skeptical at first, because it was a new system, but once I started to use it, I realized how convenient it is.
4644. I think the Edison Program is the best we have seen thus far in the timekeepingprocess.
4645. This system is much harder and complicated when entering time. Our other system was simple and took very little time away from my job. Now, I have to sit and study about it, write it out in long hand, and mess up several times before I get it right.
4646. More time is spent doing the leave and attendance function than before in Data Capture. The time constraints for keying and approving leave presents a hardship for the areas who have numerous employees. Especially since we have been given additional duties because of vacancies that will not be filled.
4647. I like that I can change my information, but there is still inforamtion that needs to be changed on my dependents that I cannot change and I have asked who I need to get help with this, but it has not helped. I still don't know how to change this information.

4648. I think the Edison training for the payroll piece was trained very well. I have not experienced any problems with that aspect of Edison. The procurement end of Edison is a different story. I would be more than happy to rate that aspect of the Edison rollout if you would choose to do another survey on the procurement section.
4649. The system involves additional steps that make entry of data and approval more time-consuming for administrative personnel. TDOC has not allowed staff to do their own data entry and continues to utilize paper records in addition to Edison so it has added to the existing workload for supervisors and timekeepers. You cannot "pull up" your staff only i.e. those you supervise, but 'pull up' personnel facility wide and even at other facilities so you have to sift through the entire list of facility employees to approve the few you supervise (or pull up individually, which again takes up more time). The same is true for cleaning up exceptions. To view time, you must go completely out of the approval screens to view time or report time and then back to approval, again eating more time if you make efforts to ensure the time is correct. Edison would probably be fine for those areas/depts. whose staff work M-F and 8-4, but with areas operating seven days per week and 24 hours per day, including overtime to cover mandatory positions, Edison is a nightmare. Even then, the page set-up and arrangement is not user friendly. The extra steps to scroll up and down and across the pages while performing necessary entry or approvals takes additional time. When Edison is "processing," there is additional wait time and if you don't wait until the "SAVED" notice disappears from your screen you can count on re-entering or re-approving that work after payroll processes. I understand the data capture system may have been outdated and in need of replacement but Edison has created additional work for timekeepers and supervisors and many of the functions and advantages touted have not materialized. The system clearly was not ready for implementation and while it may be costly for revisions to be made it is neither efficient or effective in its current form.
4650. When I was in supv position on every pay period have people that I do not know or people that are supv by me and some that supv me listed for my approval that I was not responsible for. Also, would reflect that I had not approved their time when I had. I had spoken many times to Edison point persons and state will fix but was still there next time it came up again. Very frustrating.
4651. This region started direct input into Edison in April, so the system is very new and we are unable to make a full comparison.
4652. Overall I like the system, but Edison notify me of any errors, updates or changes being made to my salary and or benefits.
4653. How can a program that operates on a weekly basis, accurately calculate a monthly and bi-monthly payroll?
4654. STATE EMPLOYEES LONGEVITY CHECK NEED TO BE A SEPARATE CHECK
4655. The problems encountered with Edison & the time & effort that is involved in resolving

them doesn't seem to be very beneficial to the state. It appears that Edison requires more personnel involvement for the day to day operations than the previous systems used. Also a number of employees aren't able to complete their daily tasks required of them for dealing with Edison related issues. It appears that Edison is more problematic than practical. How exactly is that saving the state any time or money? Not to mention the costs of purchasing & implementing Edison.

- 4656. From my experience, there seem to be start up issues with the system implementing the programs as directed. For example, one area is the Time Administration portion of the system. We often receive emails stating that TA did not/has not run due to error. If this function does not work properly, it adversely effects other functions of the system.
- 4657. I work with some who have received no checks or early longevity checks. Getting these issues corrected has been a nightmare for these people
- 4658. With any drastic change, individuals will not embrace them. eventually all this drama shall past. Keep the FAITH in what you are doing. The Edison people have been very polite and professional when I have contacted them with any issues.
- 4659. You may feel free to use any and all comments made.
- 4660. I think that the State of TN wasted money we could not afford to waste on this system. I have keyed time and my supervisor did not "get it" to approve I had over time leave and the system "lost" it.
- 4661. Takes too much time scrolling try to find your office and codes when entering sick time, annual, etc. I like the information provided but, takes way too long to enter time. I do not like the system being unable to separate longevity pay from regular payroll.
- 4662. The problem that I have with Edison is that your time has to be entered every week and sometimes twice a week if the pay period splits the week. Also due to deadlines for entering, you sometimes have to estimate leave or overtime and then go back and make a correction after the fact. I prefer the old system where we would just turn in a timesheet at the end of each pay period.
- 4663. The one problem I did have with Edison is when I did not use it for a long period of time and my password expired. But, I found out whom to contact and I got back into in a short period of time.
- 4664. having all of ones personal information stored at a government site is an open invitation to technological burglary. it is simply a question of when it will happen, what information will be fished out and how that info will be abused.many of the state employees are now forced to use a system that is beyond their mental capabilities, whether that is correlated to low education or iq. it frustrates them and takes away from the actual jobs they are hired to do.capable secretaries handling admin for a few to quite a few employees are more efficient than having each employee do it all/know it all for himherself.there is

value to having everything at one place where an employee can go directly , access, make changes if needed(but note edison won't let you change any number of entries which are entirely personal). lots of time is wasted at a keyboard on dialup, lots of time wasted browsing and searching for something, then having to call the formerly competent secretary anyway to get help figuring out what to do. instead of many admin tasks done once or twice a month as most work , bills, the rest of life is set up...edison needs weekly repetition of the same tasks virtually doubling/tripling an employees attention.there is no substitute for the old pen and paper. that has never "changed" no matter who fools people with audio-visual-computer-tech wizardry. people who can't use pen-paper, can't use them effectively are certainly more numerous today, functionally illiterate and most have weak shoulders too. a strong government can't fix a weak society or group of workers, but it requires a people of strong wills and moral character to fix the mess government is in. simple, small government with very limited functions to do what is absolutely necessary and cannot be done better by anyone but government must guide this upside down pyramid to its proper foundation. less mess, less burocrasy. isn't it ironic that government is virtually outlawing our greatest inventor Edison's lightbulb and the production of electricity from hydrocarbons but is propelling us into a dark age of green druids and red communists? Edison turned the lights on in new york making it the envy of the world. who's turning out the lights now? lastly edison is not a thinking, talking person who can look at an employee's screen with them and figure out the question and the answer. an employee needs to be able to highlight something, textbox the issue and problem, forward it and get back an email answer or a phone call.

4665. I don't know how many jobs were eliminated or how much money was saved by implementing yet another complicated computer system, but it is one more step in making me feel like a bureaucratic functionary than a public servant. The system requires us to have our time for the week in before the week even ends, then make corrections, if needed, the following week. That is not a service to us, it is a service to the system, which is obviously flawed if it cannot function without "projected" time sheets. The system functions for the good of the system, not the people it supposedly serves. Aldous Huxley ("Brave New World"), and George Orwell ("1984"), are beginning to look more like prophets every day.
4666. I like the fact I can look at my pay check, leave balance and and other personal information.
4667. Need more training.
4668. I feel that the Human Resources Dept. should have more knowledge than what I have experienced with them. More comprehensive training should have occurred before going live.
4669. Did not receive any training prior to Edison, and none as of this date. I just asked other employees to assist.
4670. Leave balances are not accurate in the system like they were when printed on the paper

pay stubs. Why can't Edison accurately keep up with this? It sometimes takes multiple attempts to get logged into the system. Information sometimes "disappears" after you enter it and it has to be re-entered.

4671. Considering the scope of the Edison project I feel it went well. I enjoy seeing my time, salary, leave balances, and benefits any time I want.
4672. This system is much too complex and difficult to use. It is very time-consuming and plagued with inconsistent and perplexing errors and anomalies. It is inefficient and wasteful of time and energy. If the other units of the program are implemented with the same problems as the HCM program it is likely that state government will be reduced to helpless immobility. The expenditure of the reported \$134 million for this system should be investigated as a case of fraud at the very highest level.
4673. It concerns me that after more than 35 yrs of working for the state and being 'trained' over and over on policy and yet when it comes to being trained on how to enter my time for payroll, all we got was a brief video. Also, we are "backing up Edison" with a paper time sheet?? that the former time keepers have to check. All employees have excess work due to the cut in budget and we now keep our time 2 ways. And what a hayday for the employee that has no intention of entering leave (in some case that they do not have). Overall, I am glad to have a job and that I work for the State of Tenn.
4674. The information provided on paychecks is very confusing to me.
4675. The Edison system is very time consuming. It has been a major headache from day 1. Having to put in leave requests for every hour off and having to wait for supervisory approval before entering one's time is a problem, especially for unexpected time off. This is just one example of how time consuming this system is. The previous system was much better. I do not know how much the state has spent on Edison, but they should ask for a refund. My coworkers and supervisor hate Edison. Bring back CICS, the old system.
4676. Entered time may show one day and disappear the next day and you have to re-enter...your supervisor can't see your time for approval
4677. Eliminate the request for leave component ahead of time or altogether.. just have time entered as was completed. Also do it twice a month and forget the every week. The stress with the exceptions and knowing when the system is gathering data is bad. Sick or vac days can happen on the last day. Several ladies in Admin staff seam to be involved alot more than is really justified if time was only needed to be entered before the pay period like the older paper method. The electronic part is good and efficient its the each week and waiting for approval of requested leave that seam unnecessary to me. It also is taking too much time of my supervisor who needs to be holding down program inspections and not tied to the Edison screen or our group will get "exceptions". I hope my comments get attention .. the rest of it seams fine and would be an improvment over the old way.

4678. While it is understood that any time a new system is implemented there are issues that will arise, there seem to be many problems still unresolved. It seems that nearly every morning when I turn the computer on, there is an email stating that problems have arisen after the system has updated over night and that they are working on resolving the problems. At times it has involved going back into the system to verify that the leave you keyed was accepted and updated. Several times the leave you keyed in is not there and you have to go back in and re input the data. Also after approving leave for other employees, when rechecking the next day to be sure the data was maintained within the system, it was no longer there and also had to be reapproved. This has resulted in much employee time spent having to do the same task multiple times to ensure that employees would get their paychecks. Had it not been for the dilligence and perseverance of power users, you would have received many more complaints about employees not getting paid. While the "old" system may have been outdated, it was much more user friendly and less time consuming. I understand the need for an electronic system, and am totally willing to adjust and implement new technology, however issuing statements aimed at state employees such as "old dogs not wanting to learn new tricks" is unprofessional and will not allow a productive and informational exchange to take place in regard to making this system work. Perhaps if implementation had taken place in increments after complete and thorough testing had been done to resolve problems, instead of going live all at once, the system would not have been taxed to such a degree. As it stands now, with as many problems that have taken place with payroll issues, keying time, approving leave, etc, any new processes that are brought on board will probably face the same detriments and could result in vendors refusing to do business with the state because of payment issues. More indepth training should be given rather than an instructor standing up in front of a class and going through a manual. When asked questions on how certain processes would flow instructors referred you to "talk to your own agencys about how that would be handled." Before any further implementation of other areas "Goes Live" it would seem wise to test in small increments to be sure the system is adequately processing before trying to implement on a large scale.
4679. INITIAL TRAINING COULD BE BETTER...2. BETTER COMMUNICATION NEEDED BETWEEN EDISON AND DEPT. REGARDING TRAINING SCHEDULE...3. EXPENSE AND TRAVEL REPORT SEEMS MORE COMPLICATED THAN NEEDS TO BE... BUT MORE PRACTICE MAY DECREASE TIME TO PREPARE AND SUBMIT...
4680. Early on (Nov. Dec.) I had an occasional problem logging on. At the time there was little or no help with forgotten ID or passwords.
4681. Time Admin. does not run on schedule. Time is entered leave/overtime is approved but it does not show on Edison. There has been instances where it has not run for 4 or 5 days, the people who run Edison are slow to notify Time Keepers that Time Admin. has not run. When it does run, sometime you only have one day to clear up any exceptions before the end of the week or pay period.As far as personal info that seems to run more smoothly.The training was inadequate. They explained Edison, but not how your job functions were to be done. The self training I find difficult because, you can only do

what they allow. On the whole Edison seems to be a waste of money time and energy. It may improve with time, but I am not looking forward to the Financial side.

4682. On two out of three occasions, I have found Edison staff not to be user friendly, and very condescending. The time entry side of Edison, which I am most familiar is very redundant. State payroll is not set up for weekly pay - don't understand relevance. Very dissatisfied with the Edison calculation of Longevity Pay. My perspective is that a lot of money and time have been put into a system - not progressed. I have taken many out of office and on-line classes, including an accounting class with testing required. Now all are not even applicable. It appears minimal research was done before unnecessary money and time were spent on these classes as well as the system itself. Overall I think the Edison system is not favorable and consistently ambivalent.
4683. My group doesn't enter our own time because there have been so many problems we still use a timekeeper. I answered "no" to training because we were advised to go on-line and use the training module which is nothing more than "enter". No questions could be answered so I don't really consider "entering" through the demo to be training. I have only dealt with the Dept. of Revune HR staff for issues and they have gone above and beyond the call of duty to help everyone in this dept. The previous "STARS" payroll system was not available to employees for viewing so in that respect Edison is better. However, for \$135 mil I expected much more in the area of data availability. I can't believe you have to go to one module to see your paystub and another to see your time/benefits. I thought you would be able to drill down to the data.
4684. The program takes too much staff time to complete. Loses critical information and is not user friendly. Also it does not update in real time which causes problems with staff keying time and supervisors approving it.
4685. i think it is waste taxpayer money. state employee could have got raise instead of a new system.
4686. The HCM side of Edison has not really been an issue. The FSCM side of Edison is a different issue. Please compile a survey for FSCM.
4687. I feel less secure with Edison managing payroll than the old way. This is because the old way was not connected through the internet which continues to be vulnerable to hacking. The old way was it's own entity separate from the internet and has been proven to be secure from hacking since it's inception 40 or 50 years ago.
4688. I find that individuals are approved by me one day, and the next day time I approved reappears. I think it would be more beneficial if the "Interim Review" sheet would be in Edison, instead of printing it separate, and then getting the reviewed to sign it and then approve that it was signed in Edison. This is double work, and we are being required to keep paper copies of something that could be kept in Edison, just like the "Job Performance Plan" is kept in Edison, and approved in Edison.

4689. The hands on training was more beneficial than the classroom type or the CBT.
4690. No
4691. Managers should make sure employees are putting time in correctly before approval.
4692. The most frustrating component of Edison is the "time admin" cycle that must occur and the length of time this cycle runs. Errors are often made by time keepers that once corrected, require the cycle to run before the change shows. A much more effective method would be to have either a "live" system or one that runs a recycle every 1 to 2 hours. It is very frustrating as a time approver to be required to continually log-on every 30 minutes to an hour to see if the cycle is complete. This is often a burden when I have back-to-back meetings of which there is no access to a computer. An e-mail notification would be a great benefit to this system; for both time admin completed cycles as well as notification of leave/OT requests that have been submitted. I would like to say I am quite satisfied with the system being web-based, to allow users access from any location. In addition, I am also pleased with the functionality to view paychecks, view time for leave balances and to be able to update personal information. The training received prior to Edison did not cover the components needed by time approvers. However, the next training was more informative, but occurred on the Edison go live date (at our request), as we had no idea how to approve leave requests or payable time. In conclusion, I would like to say the HCM portion of Edison has some issues that need to be worked out, in addition to some needed functionality added, but overall is working fairly well to be a newly implemented system.
4693. I have no trouble with nor complaints about Edison other than the user interface is rather clunky and difficult to navigate. Amend that, come to think of it I suppose that the plethora of options I was instructed not to access, such as time-reporting, is rather comical. Why are there so many options I am not supposed to "touch?" But really, so long as I get paid correctly every month, I have better things to do that obsess over Edison.
4694. Edison has ruined budgetting of my time for the year. I can only charge the budgets listed in edison. Several were missing and are still missing. I wasn't even under the right supervisor at first. It is supposed to be fixed next week with only two months left in the fiscal year. What a joke. And to add purchasing/travel/credit cards is assanine when time doesn't even work properly yet. This system may make life easier for someone in an office in Nashville, but for me it is a nightmare. It is extrememly complicated and time consuming compared to the old system. No one knows what is going on or how it is going to work but we are going to do it anyway. What kind of sense does that make?
4695. Not only are we still filling out paper timesheets, but we have someone else keying in our time. That seems to me like we are doubling our efforts. Then after someone else keys in our time, our supervisors still have to go into the system and approve the time after they have already approved it on paper. All efforts at this point are being doubled, which seems like a waste of time. It's like you don't trust us... I really am hoping that it is a

temporary thing. I do like the fact that we can view our paychecks online. I like that I don't have to have piles of paystubs sitting at my house. I also like that the flexible spending account information is being phased in to the system. :)

4696. I do not like that it takes almost a month to view current leave balances. It should be more current and able to tell you on a day to day basis what your leave balance is so you are not left guessing. Also I did not like that the longevity pay was included on our pay checks allowing taxes to be taken out of it and also moving us up a tax bracket.
4697. The only thing that needs to be corrected that I have seen is that Edison shows that I am married and I am Single. We need to be able to go in and correct information like the above or know who to contact to get it corrected. When Edison first came on board we were told to go in and look at our personal information and to let our supervisors know if there was anything incorrect. I told my supervisor and she reported it but it still has not been corrected.
4698. My only complaint is with saving my time before it is approved. I would like to be able to save my time on a week to week basis and make changes at the end of each week before I send in the time for approval. In addition, when there is a split week there seems to be some confusion when or how to enter and approve time.
4699. I don't understand why, in order for the State to move to a "streamlined, paperless system", we now have to do twice the work to enter our time.
4700. The process of entering time is always changing. Time is to be entered different ways for holidays, overtime and regular scheduled time. I have concerns that my com time was not transferred correctly and have asked the department I am to address and they could not help. I also asked what some of the abbreviations were on my pay stub and they did not know. All in all I do not think the program works properly and the fact that other states discontinued the use of Edison should speak volumes! I feel the money spent could have been better spent. Investing in such an expensive program that does not work well should not have taken the place of an employee pay increase!!!!!!!
4701. Some of the questions that are mandatory does not pertain to me. I do not enter my time in Edison.
4702. To create a modern payroll system that cannot handle processing of split weeks, demonstrates the lack of foresight and stupidity in the design of the system. Since the design that was chosen had employees entering time weekly instead of the 15th and end of month for most months, has created more work for all employees that was NOT required by the old system. For every employee, two paper timesheets a month were needed. Edison cannot say it has an environmentally friendly system, since the Department of Human Services requires a weekly paper time sheet plus a split week paper time sheet. The paper usage has tripled for employees in some months. Not to mention the extra time needed to submit leave forms and log time. We went from filling a paper time sheet twice a month to logging on to Edison at least 4 to 6 (depending on if

the 15 and last day of the month is in a split week) times a month and filling out 4 to 6 paper timesheets. We only had to email or fill out a form to take sick and/or personal time. Now we not only have to fill out request in Edison, but also send an email letting our supervisor know we have requested time for approval. Then we have to wait for it to be approved before we submit our time or management will send more emails if an exception shows up in their report. In the end, it is all of our taxpayer dollars that are being wasted so that a few people can pat themselves on the back and say they implemented a new system and that the state employees should get use to it.

- 4703. I work next to a power user and the majority of her day is dealing with Edison. There should be a longer testing period where employee's can get "on hand" training before it goes live.
- 4704. It seems silly and counterproductive that our office has had to project so much time over the past 6 months. Having said that, I don't think it should be this difficult for us to continue being paid once per month, instead of switching to semimonthly, where people will not be paid for two weeks.
- 4705. Reporting time for the first two pay periods under Edison took some extra work, but after a month or so, the process became routine. No problems now.
- 4706. seems to be very time consuming, edison does not seem to be up to date with information...leave balances, payroll, etc.
- 4707. More hands-on training should have been provided. Way too much confusion and lack of training with central office staff as well as field staff. With so many Edison errors regarding payroll, I shudder to think what will happen with travel, etc. when that is implemented. Still long delays before insurance changes are made, when it took much less time before Edison.
- 4708. I think everyone should key their own time.
- 4709. I work in human resources and encounter many problems entering employee's time, returning employee's from extended leave and processing rehires. We cannot complete many tasks due to the glitches in Edison. It is a hinderance to our process and delays an employee's time to be entered thus causing an employee to not get paid on time. The glitches put a restraint on our deadlines thus causing additonal stress in our jobs. I don't think the Edison team is working on a resolution - we do not get any status reports from them. When we do encounter a new glitch we address with them and they appear to already know about them but never communicate them to us. It is also extremely difficult to manage employee's time on a FSLA schedule when we get paid on a semi-monthly schedule. This causes many errors for employee's to enter their time, particularly on a split work week. In order to keep the process consistant and avoid many errors, I feel if we are to enter time on a weekly basis/schedule we should get paid on a weekly basis.
- 4710. I don't like that your password changes frequently and you have to call to get another one.

4711. Even though we do not enter our own time we still have to use the other areas to look at pay sheet and there have been issues getting into the system as it will not recognize password or something and it has to be reset. This is the only program where I have had problems with password.
4712. At times it seems to take a lot of time inputting information into the system. I had a very difficult time inputting the Job Performance Plans into the system and continuously ran out of space to put information. There was nobody that I new of at the time to ask questions to. It seems as though the system was not set up for the type of performance plans that we were doing on paper. As far as inputting the time into the system, it seems ridiculous to me that we may have to submit our time in the system more than one time doing the week and sometimes two days in a row. We have minus signs on some of the payable times and noone seems to know why they are there. I feel that if everything was not rushed upon us to meet a deadline to get the system up and running we would not have had as many problems that we had the first few months. It just made a lot of people frustrated with the system. The training was also rushed upon us; typical the way that the training is done around here. Hurry up and take the training and learn it own your own. Training, training and more training would have probably helped to transition to this new system; but it had to be up and running at a certain time; therefore, we had all the bugs which could have been taken care of on the front end.
4713. As I work in Benefits Administration, I see things DAILY that continue to be problems with Edison. I believe it has gotten better, however, it is no where near the place it needs to be. People call in DAILY because they do not have insurance. Everything is correct in edison but for some reason the vendor termed them due to the report they ran in Edison. This happens MONTH after MONTH to the same people. Insurance payments are Double deducted from employees paycheck. I could go on but I am sure you get the picture. Thanks
4714. None
4715. The edison work order program has alot of problems for inputting information on work orders and completing them out.
4716. Edison seemed like a good idea until we started using it. We are paid monthly, and in the beginning we had to enter our time for the entire month, which caused problems, it was difficult to enter overtime and leave time, and there were so many steps to go through that I was almost willing to take leave without pay just to avoid the hassel. I also hated how it would only update your leave balance once a month. I was so happy the day HRIS was reinstated. There was nothing wrong with HRIS in the first place, and they should have just left well enough alone. I DO like how I can see my paycheck on edison, and how i can change my information, but that is the ONLY thing I like about edison. It is extremely un-user friendly and it seems to me like the state only went with edison simply because they wanted something that looked fancy but failed to do more research on it and also failed to thoroughly test the system before going online with it. Oh, and one other problem with edison is FLEX. It now takes twice as long to have your flex

processed and the payments get completely screwed up. I hate edison. I think I would rather be locked in a hot car with leather seats in the middle of august dressed as a huge acorn with a rabid squirrel than have to use edison.

4717. The program has had less problems than one would expect for a new program. User friendly. More efficient way to handle payroll/human resource.
4718. Leave balances need to be updated quicker. Half the month is gone before leave balances are corrected.
4719. Edison has to be dealt with on a weekly basis (instead of only once each pay period)and not just by time keepers anymore but EVERYONE in state employment. Hours upon hours have been wasted trying to troubleshoot problems, calling the hotline and having to get time sheets to Super and/or Power users since no resolution could be found. I honestly feel that everyone from employees keying their own time to supervisors who have to approve leave/overtime requests and actual time worked waste an uncountalbe amount of hours dealing with Edison each week. It all comes down to the FACT that not only was implementing Edison a huge cost for the state, it is now costing valuable, payable time from all involved because instead of doing what they were hired to do - they are spending many hours dealing Edison each week just trying to get a paycheck! In otherwords, the state is having to either pay many people overtime just so they can do their job AND key their own time or, they simply don't put out as much work as they were able to before due to all of the time wasted in Edison. There is another MAJOR concern as well; supervisors are expected to know how to key leave which used to be in the hands of HR people or time keepers. This was a job in and of itself before Edison; they actually expect these employees to know how to do this - my supervisor has made some major mistakes due to her lack of knowledge in keying leave. I see that as a huge problem - only trained time keepers should be able to go into the system to make changes to other peoples' keyed time.
4720. Edison most likely cuts down on questions on insurance, sick and annual leave days, and payroll other questions, whos'answers are found in Edison.
4721. They do not run "time administration" daily so corrections entered may not be reflected in the system for several days.In the mean time you are getting notices to correct the things you already corrected but have not yet shown up on Edison. Have to go back and check multiple screens to be sure you did correct what was required. Very confusing, time consuming and extremely frustrating. Edision puts most of the responsibility on the supervisors. Employee info not entered timely usually falls back onto the supervisor to enter the data for them. Takes me 4 -5 times as long to do paydays now as in the past. Also have to spend time between paydays trying to correct the items the system says are wrong, but have already been corrected. Entering time a week at a time and then at payday is a waste of time I do not have. It all seemed to work before. Why are we having to change to suit a system when we should have a system tailored to what we do?? I think it is a good plan in theory but the application has sucked so far. Scares mr to think we are going to start putting travel into this system. The legislators haven't heard complaining

yet.

4722. Like any new system, the HCM component of Edison is going to have a few kinks, but it will all resolve in time. Overall, I think it's features are informative, attractive and easy to navigate. I, personally, am very computer literate and enjoy having all of my information centrally located in one system. Overall, I think the system is beneficial for State employees. Sometimes change is necessary in order to evolve into a better way of managing information. I think this has been accomplished with Edison and after a few system errors are fixed, it will be a very worthwhile system component.
4723. It is useful that there is one place to see all my information.
4724. I still don't like having to key in my own time and attendance. I think this should be a job for secretaries or clerks.
4725. The HCM system appears to be overly time consuming for the Approver. I have keyed notes in the daily bubble & have not been saved. Have entered & saved time and it does not appear in time sheet.
4726. In my opinion, this system has caused an increased in the amount of time spent in dealing with time, leave and other personnel issues.
4727. NC
4728. The system needs to be more user friendly, Some of the areas are just way to complicated for beginner users. As for entering time in, the window is just way to narrow and causes un-need OT to complete.
4729. I do not like having to estimate my time due to Edison's deadline for entering time.
4730. The payroll calculations, as well as most other programs I have seen, are overly complicated. I have used various programs over the years that were much simpler and accomplished the desired result. It is virtually impossible to calculate your pay check with this system. I worked several hours of overtime due to inclement weather and I still do not know if I have been paid correctly. I was taught that a set amount of money multiplied by a set amount of hours equals your pay. NOT with Edison! My figures have not matched Edisons on a couple of different occasions and no one seems to know which is correct. I gave up. In my opinion Edison is going to gridlock the whole state when go live starts, due to the overwhelming complexity and excessive checks and balances that are incorporated into it.
4731. Is it necessary to key time twice during split pay weeks? This seems to confuse many!
4732. no more than I have to do on Edison, I am satisfied.
4733. When the first computer program started I did not get to go to the training program. Not

sure why. I took over the job of doing time for the office because our secretary did not want to do it. All I had was the written instructions and name and phone numbers of personnel office to help me if I had any problems. Yes, they did know my name! However comparing the two experiences I think Edison is something that a good salesman sold the State. I did the time for 7 to 10 full time employees and about 8 part-timers. I keyed the time 2 times a month. It took about a hour. Now with Edison I do not key anyone but myself and the part timers. Because I do not do the rest of the employees I am saving time. But I also understand that other departments were having their full time employees doing their own time with the first program. It was the choice of our Director at that time. Now I key every Friday and also key at the end of the paid period. I print off a report of time keyed for the part timers for their file. So from my experience with Edison I find it complex with no reason. I find it demanding in extra time required to get the job done. The training classes were held in office builings not easy to get to. I did not hear one person yell, "I got it" in any of these classes. Most people felt as I did, it just was not user friendly. The exception list I see every week is crazy. 100's of names on the list! I am glad I do not work with those people who fix that.I may have been here for 30 years but I am not an "old dog" who cannot learn something new. Our office moved to this builing a year ago with a new processing system. Yes it has it's problems too. However I have learned how to use it.Edison I think was put together without knowledge of our needs. A program sold with out consideration of what was really needed in the name of modern computers. Trying to keep up with the "Jones". A waste of how much money?

4734. I have not experienced any problems with Edison at this time. There was alot of info to learn at the time of implementation but managment here took it very slow and after a time of becoing familiar began to let the staff start keying their own time.
4735. Edison needs to be discontinued
4736. I have to re-enter leave requests and time because it disappears. It is a lot more time consuming and I am reluctant to change anything concerning my checking account in fear that I won't get paid.
4737. I believe one of the biggest issues with the Edison system is lack of training. One example I can think of regards printing of pay stubs. When we bring up the pay stub there is the option to "view a printer ready copy" (or wording similar). When we click on this option, it does produce a printable copy of the pay stub, but the problem is if you do not notice a pop-up notification in your web browser that asks you to click to allow the pop-up, then the printer ready version will still not print out on one piece of paper. This is a minor issue, but something we were never told we would have to do to be able to print the stub.Another minor issue is the user id we are required to use. Why can't we choose our own user id?? The assigned one is very unusual to me and one I do not use for any other purpose so it is hard to remember.One thing I do like about the system is the availability of tracking our flex account spending. This allows us to precisely know what balance we have in our accounts, and also allows us to track outstanding claims for reimbursement.

4738. My experience has been typical of any new software. At my previous employer we went through a similar changeover in timekeeping--from paper to electronic and had a learning curve upfront.
4739. I don't understand the screens, change doesn't come easy to me, but i eventually catch on. I will probably venture into the other screens to really realize the full benefits Edison has to offer due to my lack of understanding to system itself
4740. There seems to be a problem with how the HCM deals with salary. Every paycheck is different by a few cents. Granted it's not much but if I work the same hours every week shouldn't I get paid the same every week. I don't have confidence in the system because of this.
4741. There are several things about this system that bother me. I am upset about losing my comp time this month. I don't think that we should have to key time so early. We key time on Wed or Thur. and then have to correct on Monday if needed. I have spent a lot of time trying to learn the system--that means many state dollars wasted because Edison couldn't figure out how it needed to be done. (the instructions changed many times) and much time taken away from my job helping people.
4742. Rightly or wrongly, the truth is I do not trust the Edison system. I did have training but only the Computer Based Training. The only thing I use Edison for right now is to print off my paycheck and leave balances. My supervisor is trying to write my job plan in Edison but is having problems knowing how to do it. While I am not entering my time into Edison myself, I do have to complete a time sheet at least once a week and sometimes two time sheets if the week contains two pay periods as this week did. I completed a time sheet for April 26-30 and a second time sheet for May 1-2. We are asked to project ahead our schedule. If I work different hours than projected, I have to file a revised time sheet. All this instead of completing one time sheet per pay period as was the case before Edison. A co-worker has to fax her time sheet to another location because Edison shows that co-worker is employed in a location other than where she works.
4743. the fact that the payroll is faster and travel claims are paid much faster that is the great part.but edison is not user friendly.it is very hard to understand and to try and find out how to get what you need when trying to find pass claims or to print them out.some things we were told about.when we had training and then in the same week we were sent a e-mail stating that is not the way we needed to fill it out.
4744. It drops the time entered every week We spend more time on pay-roll. You worry every pay-day about getting paid.On the old system we could get time entered in one day. We are dealing with edison every single day. You cannot do your regular job for having to deal with edison. The second phase will be even more time consuming.
4745. As a manager, my employee disappears from my view on the system at different times. Thus not allowing for time, leave or exception approvals to be handled in a timely

manner

4746. As a supervisor this system is taking way too much administrative time and the number of screens one has to visit to get the job accomplished is ridiculous. I am having to take away time from my other duties just for Edison so I feel as if I am not being a very productive employee/supervisor.
4747. In comparison to similar components, the Edison System is much more difficult than it should be. It should be much easier than what it has been made to be. There are way too many turns that have to be made when there should be a direct route.
4748. We in DCS are still unable to enter our own time in Edison and a secretary does it for us. Why on earth the state bought into a weekly payroll management system when none of us get paid weekly is beyond me. Not only do we now have to enter timesheets weekly instead of twice monthly as before but then, after doing that, personnel will come back and say "Oh, we need a separate sheet for Saturday and Sunday (or whatever days) because of the way the days in the month split." Major headaches and much for troublesome than the old system. Now they are entering our medical reimbursement payments in this system and is also malfunctioning very badly - delays in getting paid, payments denied that should not have been denied etc. We never had these problems before with medical reimbursement. I'm trying to be patient but it is hard.
4749. The lockout time for pay periods isn't reasonable for employees to enter their time. It should be at least 5 days after the end of a period.2. When recording and or requesting leave, you are unable to change anything once submitted, which is unreasonable.
4750. The training was not adequate for such a change in State human resource business. In addition, the underlying Peoplesoft software was not designed for use in government and is antiquated.
4751. The advantage of edison in being able to update info. instead of going directly thru HR is beneficial. There could have been better training but the trial by error has been ok.
4752. The delay in the ability to approve employees time is quite a deterrent to this system, we are forced to check this system continuously on the weekends to approve time in fear that our employees will not be compensated on time. This takes away from my personal time with my family and is time I am not compensated for.
4753. feel that more intensive training should have been given and more time spent with the new system. each time you touch it you are afraid to keying something wrong and not being paid?
4754. Edison is a PAIN! It takes me into the office and away from my clients that need me in the field. It takes me away from doing my paperwork that I have to get done to keep my job! It is tedious and ridiculous w/ all the emails and changes and notices, etc. It is not easy if you are out of office whether in field or on leave especially if it is unplanned like

for illness, esp if you do not have access @ home while on unplanned leave.

4755. It appears there are a lot more hours invested in entering & approving time than before Edison - after six months I would have expected improvement. I am familiar with Edison type systems and I would expect the input/approval process to required less resources - not more.
4756. IT & WE NEED HELP !!!!!!!
4757. I was surprised that the State bought a new system that did not provide entry for the same time period frequency that are paid. I am paid twice a month but have to enter the time weekly. Any payroll system worth its salt would recognize that there are many ways that people are paid and should allow for all of those types of entry. As a programmer, I was glad I was not part of implementing this shoddy product. The ytd data does not always appear and therefore can arouse fears that it is not accumulating correctly. The online training was laughable at best. Not having speakers I could not listen to the beginning and the 'transcript' of it stopped in the middle of sentences. It requires scrolling back and forth to get to various data, even to exit the system. It does not allow for a fraction of an hour to be entered for leave requests. It puts out data (like PAYRT or something like that) with both positive and negative numbers that confuse the actual time entries. Apparently this is some sort of work area for the programming but it really should not be shown to the user. I thought this was supposed to be a paperless system and yet we still have to enter and print out timesheets. It does not make any sense at all that my supervisor's supervisor cannot approve my time if my supervisor is gone.
4758. I like the payroll part of the Edison system. My only concern is whether this system information is safe from being seen or used by outside sources.
4759. My major complaint is having to key time every week and key it on Friday of that week instead of on Monday's. This process is more time consuming.
4760. I think the ability to access your payroll info is a definite improvement. I expect that any issues that we have are growing pains that will diminish with time and trial and error.
4761. i really would like to see the longevity check separate from our regular check, if possible, seems like there was more taxes when it was included with our regular check. and i really really hope that our longevity check does not cease because of downsizing, budget cuts, etc.
4762. Each pay period we are reminded that the glitches have not been resolved for employees to enter time. It seems the system will become even more complicated when it does become available. The longevity check should be sent as a separate check.
4763. I don't like the way Edison does our Longevity Pay. It should be a separate check than included with payroll for that period.

4764. Since we are not allowed to enter our own time, I don't feel that these answers are a fair representation of the system's performance. The majority of employees are only able to enter leave requests. This has seemed to be a smooth process.
4765. When you receive training six months before actually getting into the system it tends to impair the accuracy of the recall to do work correctly and so ends up in frustration.
4766. Edison has one major shortfall. It is not set up adequately for employees who are paid bi-monthly. The "weekly" (every Friday's) time entry deadlines and the state's overlapping "end of pay period" deadlines, which often run two days concurrently, cause aggravation and confusion for our clinical staff at the Health Dept. Many of our clinical staff do not have ready access to computers. On a good note, I really like Edison access to leave balances and other payroll information. I also like how easy it is to make changes to direct deposit info., etc. It is very nice to be able to access your own payroll information, etc., and make changes without going through Human Resources for everything.
4767. I believe the Edison system will eventually be a benefit to the State, but there are problems. The problems I or my staff have encountered have been largely due to the fact that too much of the system was pushed on to too many employees too fast. I don't believe the training was sufficient for the intended target audience. To this date, our department will not allow employees to key their own time because of the problems that have been encountered. I also take exception with the F&A staff (OIR in particular) who have continually stated this is a user problem and not a system problem. It is my perception the problems with Edison have been magnified in their severity by the lack of or refusal of F&A (OIR in particular) to acknowledge there are some flaws in the system.
4768. I feel that the program we were using before Edison was working just fine and that the state has spent a great deal of money on this program that could have been used elsewhere, like raises for employees.
4769. The training was too simplistic & it was created for a "Perfect World" scenario. There was no attempt to show how to correct anything once a mistake is made.
4770. The only issue I have with Edison is with the delay in leave balance. These balances are not posted until the 15th of the following month. In the past, leave balances were posted on the checks, so one was aware of the current balance. Overall, I think it is a very good system and ultimately reduces paper and budget.
4771. Managers cannot, at present, see the time and approval status of people they are responsible for (except those persons they immediately supervise). This leads to us being held responsible for staff mistakes and problems with the time and approval system when we have no way of knowing a problem even exists. Also, the time entry function should work like the leave approval system. When time is submitted, it should be available for approval immediately, instead of waiting for the system to "run" which is inconsistent at best. Currently repeated log ons are required to see if the system has run, if the time has been approved, and if any exceptions were created in the process. This requires a lot of

staff and management time and seems unnecessary.

4772. When you call help line, they have to get back with you or are still learning to so getting someone that can help one on one is almost impossible.
4773. I feel that this program is above the mentality of most of our employees. All these employees are good employees but this system has made their job more stressful and almost impossible to do. Eidosn has too many screens and too much to go through, no matter what you are trying to do in it...
4774. It takes too long to enter your time and get it approved. It would be difficult for me to do without a paycheck just because Edison is not working properly.
4775. EDISON IS VERY TIME CONSUMING COMPARED TO THE OLD SYSTEM, YOU HAVE TO WAIT FOR THE SYSTEM TO RUN AND I HAVE OTHER JOB RESPONSIBILITIES. THERE IS A PROBLEM WHEN YOUR INSURANCE, BENIFITS, PAY, OR LEAVE ACCRUAL IS AFFECTED.
4776. Flexible Benifits seems to take much longer to process under Edison.
4777. The Edison system tries to fit a square peg into a round hole, and it does it badly. It seems that Edison was designed for a private business and is not flexible enough to adapt to all the varied duties of state government.
4778. I think that Edison is going to be beneficial in the long run, but right now, iy's a headache.
4779. The Department of Personnel has a long history of inefficiency and unaccountability, and Edison is now compounding that with more impersonalization.
4780. When checking on my available leave hours (both sick and annual), there is a lag time that makes it a lttle difficult to compute. It may take over two weeks for leave taken or accrued to show up (e.g.,on April 14, it was still showing leave balances as of March 15. I assume that this will improve, though.
4781. This is a poor quality program that is being put in charge of the total operation of the state. As its responsibilities increase, so do the problems in getting our jobs done.
4782. Training is poor. It was implemented when the state is understaffed, because budget issues prevent filling vacancies. The training is poor at best. Staff simply to not have enough time to get up to speed at this time.
4783. I do not feel confident the information retained is completely confidential or accurate. Annaylizing the data/figures contained is difficult. The previous 3270 system was much easier. So much private data is collected in one location it makes me a wee bit uncomfortable. I see the monthly longevity payments have been removed. Good! I was

told that was just Edison's calculations but I still didn't like that. I guess what is missing is the comfort zone I used to have and hope to have again in the future. I also feel the State paid a large sum of money for a system that may not have been necessary. I understand the Edison system was tried by other States and rejected, so why did we spend a fortune to buy it? Anyway, I will adapt and learn. That's what we do.

4784. I have not experinced any payroll problems however, I would like to see Edison updated were I could make more changes myself.
4785. The person responsible for our implementation often changed her course of action or message which was very confusing.
4786. New system issues pop up monthly.
4787. Reporting time before working time is now required. Reporting leave or overtime on a day not worked "to make the system happy work." Reporting time on a split week takes twice as much time. Leave was 3.5 hours short with swapover. I am not sure if it was ever corrected. I gave up. Sometimes leave requested is submitted and does not process. Sometimes it processes twice when submitted once?
4788. THE SYSTEM HAS SOME PROBLEMS. I LIKE SOME ASPECTS OF IT BUT NOT ALL OF IT. I WOULD LIKE TO GET MY PAPER PAY STUB AS WELL AS ON THE EDISON. I KNOW OF SOME PEOPLE THAT HAVE HAD THERE PAY MESSED UP BECAUSE OF MILITARY ISSUES. STILL NEEDS TO HAVE THE BUGS IRONED OUT.
4789. Viewing of leave should be up-to-date. There is no reason you shouldn't be able to get on there and be able to see how much accumulated leave you have at the very moment
4790. Edison is not reliable. It fails to remember/retain data that is entered into it. For example, I am a manager, and approve payable time for employees. Each pay cycle I have to approve some employees's time three times before the edison system will retain it. It seems that Edison is not set up/programmed for employees that work weekends, holidays, have rotating shifts,days off, and work overtime on federal grants. What makes the system dysfunctional, is it does not retain data. I am not resistant to change as long as it is for the best. I am not computer illiterate. I'm tired of a system that does not work properly. Training was not provided period. The edison personnel told all safety employees that we would be receiving training directed to our department, it never occurred. We learned how to use edison by networking with other supervisors. It is a easy system to use, it just does not work like it should
4791. I do think that the program will get better has it ages. The only downfall I see with EDison is that if a supervisor or manager is out of the office on the day to approve payroll that they have to do it outside of the office because no one else can see the employees under their list but them.

4792. My universal life insurance policy information is not available on Edison, nor is beneficiary information available for my life insurance policy through my health insurance.
4793. flex benefits reimbursement are taken to long to process
4794. The edison pay put all your overtime and longevity pay in the same pay check which over taxes you. the overtime is less due to edison
4795. Edison adds a 1.0 hour to some days. I have to check the code to make sure it's not a co-worker's time, just an extra line to ignore. Some times one of my reports will request leave (AL) and it will be posted on the system as ASL and I'm told by HR, "It's ok, it's really AL."
4796. This is THE most time-consuming and frustrating program I've dealt with in all my yrs with the state. In Data Capture, we keyed leave twice a month and were done with it, but with Edison, we are having to do something in the L&A component EVERY day ... sometimes twice a day!!! It occasionally kicks out what we have keyed, so it has to be rekeyed, and no one has time to do this repeatedly!!! It is NOT user friendly moving from screen to screen. It also makes it VERY difficult to try to schedule any time off ... even for SL ... as we have to go in every day to make sure everything is as it's supposed to be, or approve something, etc., etc!!! I also do not like that my regular pay and my longevity were combined, which resulted in receiving far less of my longevity than in past years. The personal components of Edison are okay ... being able to go in and look at my own personal info ... but it is the time-keeping component that needs to be pitched or given a MAJOR overhaul!!! I say "bring back Data Capture".
4797. Finding it harder to flex time when needed. I don't understand why.
4798. Due to complex details needed to enter data into system, it often times seems overwhelming to ensure proper data entry in order to get properly paid
4799. As a power user and HR staff member, most of our complaints have been from ESS users who did not receive more in depth training prior to Go-Live. These are becoming far less frequent as we move forward. The more information that is provided to normal ESS users, the more they comprehend and accept the changes. Edison has it's issues, but that is to be expected with any new system, and they are getting far less serious and far less frequent as time passes. I enjoy the new system, the ease of use, and am glad we made the change.
4800. We were given no information other than that we could do a self-tutorial. I probably don't know all that I could about it. Why were we not trained as individual users? Is it because we are not in Nashville?
4801. 1) Was paid longevity Oct, 2008, like everyone else having to re-check entries, Edison moved my longevity date to Feb, 2010. Should I decide to retire this year and had I not

checked the screen, again, this would have been a big mess causing late payment. 2) Edison wipes out random days on Time causing payroll to have to go back and check to see if you were actually paid for the day(s) blanked out. 3) If you don't deal with certain things daily, you are not included in Training. The main training was how to key your time sheet 4) In the old system you could simply fix a problem and it was fixed, now with Edison there are things we can't fix and must rely on Edison. They still can't fix problems and can't answer questions. Their response is "we'll get back to you". We didn't have these problems with the old system. Why couldn't we have spent \$135 million dollars to update our old system. We could have continued to work as usual and with little training added to what we already knew. A lot of wasted time could have been saved.

4802. I personally have not experienced any problems with Edison. I am not aware of all the problems associated with the system.
4803. In my personal opinion, I feel I should not have been chosen to complete this survey. My start date was April 1, 2009, therefore, I have no experience, either good or bad, with Edison. Questions such as (*Since implementation, has the Edison HCM component required more, the same, or less of your time to maintain your individual payroll and benefit information?) DO NOT APPLY to me since I have never used anything other than Edison for inputting my time. Thanks
4804. The main problem is that only one supervisor can approve leave. If that person is out, it has to be scanned to Nashville, etc. If someone decides to take leave on Friday afternoon, his time is already entered and it's a hassle to change it. We've been told to try to avoid exceptions.
4805. Would have loved to learn more about this system - - training should have been done, even if we don't enter anything.
4806. I think there needs to be a better way of making sure that leave requests and compensatory time are in agreement with the time that is submitted for the pay period.
4807. Edison is the worst idea in state government at this time. Costs were too high & the system is faulty. It has made daily operations more complicated & time consuming than the older way. I have two degrees so it is not user error. I like the idea but not the current system. I have always been on top of all my budgets, spreadsheets & etc but now I am way behind due to the system not working correctly. Edison needs to be scratched out of the state soon or it will cost the state more to correct all its faults. Edison lacks common sense. It takes simple tasks & makes them a nightmare. It is an easy system to learn but not use. It does not work as expected.
4808. THE ONLY EXPERIENCE I HAVE HAD W/EDISON IS INPUTTING LV REQUEST & WKLY TIME. PREVIOUSLY, WE KEPT A DAILY LOG OF OUR TIME--WITH EDISON, WE STILL KEEP A DAILY LOG OF OUR TIME, PLUS HAVE TO KEY IT IN AND SUBMIT ON FRIDAYS. SEEMS NO ADVANTAGE TO ONE LIKE MYSELF WHO INPUTS TIME ONLY. I DO LIKE THE EASE OF LV REQUESTS &

ABILITY TO CHECK LV BALANCES QUICKLY--BUT COULD ALSO DO THIS ON THE OLD SYSTEM. FROM MY PERSPECTIVE, I JUST DON'T SEE AN ADVANTAGE OVER THE OLD SYSTEM; IF IT WASN'T BROKE, WHY SPEND \$\$ TO FIX IT?

4809. I have had no problems with the time part of Edison.
4810. Time will be keyed in and submitted and then when ready to approve it looks like an employee failed to key it. One employee had trouble getting it to even accept her leave request. I worked on it myself and still had problems, but finally after much of my time and hers it finally took the request. Also, it takes way to long to approve time. If you are out of work for vacation, sick etc. there is know one to use as a back up in your county like the old system. You could approve time in the old system in about 5 minutes. Edison you are in it daily doing something. Also having to approve time weely is time consuming. Too much time is wasted on approving time and working exceptions.
4811. Only use Edison to print paycheck stub
4812. I find navigating thru can be difficult. Items are not marked as I think of them. I have trouble finding my pay check stub. I find it very annoying that I always have to say save or cancel when I leave the page. My manager listed is not right, if something that simple is not correct how do I know the rest of the stuff is correct. If it doesn't mean anything then why is it there. Training would have been much more useful to have once we could log into our account.
4813. Edison is complete waste of tax payer's money!
4814. I can appreciate the initiative of making changes for the better, however I feel this Edison system is an insult to Mr. Thomas Edison's name. I have to go into the system almost daily to keep leave and attendance updated for 18 staff members including myself. It is extremely time consuming to move in and out of the system to perform one function. For example, if an employee takes 2 days of leave, the time cannot be keyed all at once, you have to key one day, save it and go back in and key the rest of the information. Perhaps if a more detailed survey was taken from the people who have to perform these functions on a regular basis, the choice for this particular system would have been different. I'll admit we needed a more updated system but Edison is just not that user friendly.
4815. I think that Edison will be better once employees learn how to navagiate around and remember their id and password to get started.
4816. timesheet does not hold/changes info. It takes too long to fill it out. Not like we have all kinds of free time
4817. I don't see any point in calling the Edison Helpdesk when locked out of the system. They called me back three days later. That is no help.

4818. I don't know how to print my paycheck without cutting off the "cents" on the righthand side. I have copied it before and printed everything, but it was too small to read. I think the whole Edison program could be fixed, but the setup is too complicated. I think it could be more user friendly.
4819. I do not have extensive experience with the HCM system before Edison. In the past, a timekeeper reported my time and benefits information and that was the extent of my involvement with HCM. Since the implementation of Edison, I have often found the system to be frustrating and inconvenient; however, I understand that the IT staff is doing everything they can to help. I think I miss the security of having an official timekeeper-- a person to whom I can go if I have problems or questions about my payroll.
4820. Not applicable.
4821. I would also like to get a paper copy of my check stub.
4822. Seems to me the employees would have benefitted from the cost of Edison, rather than the company that was and still are paid to design and troubleshoot it. The old system worked just fine as far as I could see.
4823. Doing split week entries is doubling the process. There should be a printable screen to print pay stubs. Right now you have to fool around with the margins and then it still prints on two pages. It should just print the basic information
4824. Two comments: 1. I receive so many emails about Edison that I now delete a great many of them without even reading them. From my co-workers, I hear the same. I am "Edisoned to death" so to speak. Also, the training received was not very helpful. The reason for this is that 1) it is web based and easy to click from one screen to another without paying much attention 2) there is no real hands on training. I do realize that the web based training is designed to be hands on, but it is unfortunately is not adequate to meet the needs I had.
4825. Actually, I have only been entering my own time for about 8 weeks. I only encountered one problem and that was that Edison was not working that morning. I did not know that and thought I had to change my password and really got messed up. It was fixed by the next day and all has been fine ever since. I especially like being able to see what my deposit is going to be for and how much leave time I have available.
4826. No comments
4827. Sometimes duplications occur when submitting time reported and leave requests. It would be nice if the system allowed you to delete an incorrect entry.
4828. I would like to know why our new time is not added on the 16th of the month, instead of almost a month later.

4829. I was a super user therefore I received more training than others. We then trained key employees who could assist their peers. We are paid Monthly and that has added additional issues of projecting time and correcting. If we would have known the Monthly cycle issues a few years ago we would not have implemented this system under a Monthly payroll cycle. Edison was not designed for Monthly pay. We should have been strongly encouraged to change to semi-monthly pay prior to implementation. However, we were told that the system could handle monthly pay, however it is a work around that is not good and produces many manual corrects every month.
4830. When Edison was first introduced, I felt our procedures, methods, and even our policies were change to meet Edison's needs instead of Edison being molded to meet our needs. For example, instead of Edison using one of our roadway project numbers to charge our time to, it had to create a whole new list of numbers (task profile IDs) for each one. Now for most every project I have, I have a PIN #, a PE #, a ROW #, a Const. #, a Federal #, and now a task profile ID #. The task profile ID #s are not created until a state project number is created. However a lot of work in planning and environmental is done before a project is given a state project number. Edison seems to be written for a weekly paycheck and not a bi-monthly. I also have an issue of numbers in columns not lining up with the column headers. It is also not necessary to have my hours shown to six decimal places. When notified by email through Edison, the links rarely ever work. It drives me crazy that I have to hit "Cancel" to accept the change of going to a different time reporting week. I would think one would hit "OK" to accept a change. When doing a Job Plan or Interim Review, it should not be necessary to click "Notify" the reviewer, click "Mark Available", click "Available for Review", click "Mark Review Held", click "Review Held", and the employee still has to click "Acknowledge", and supervisor lastly has to click "Complete". This makes a 2-3 step process into about a 6 step process. I understand that Edison will be changed to where only one person will be able to approve any payable time and leave requests. I see this creating some issues. My supervisor has three kids and has to take a lot of time off with sick kids and she does not have internet access at her house. I see this creating more work for the Edison people and they will have to approve time for people that they don't know if they worked the entered times or not. In Edison the training section is available; however it does not seem to be working. We still have to sign up for classes through our training coordinator. If that part of Edison is not going to be made available to the employees then it should be taken out. When approving an employee's payable time, I would like to see how all the time was entered for each day and not the times split up differently than what was entered. As in where an employee enters 7.5 hours for one day's work on one project, I may have to approve -1.0 hours, +1.0 hours, +6.0, hours, +1.5 hours. I could probably continue for hours on Edison comments; however I understand it would be difficult to create one system for all state departments. I would like it understood that I do not totally dislike Edison, feel that several adjustments are still necessary. I would also like to ask the Edison people to not become complacent and never stop looking to improve on Edison. My contact information is [PERSONAL IDENTIFICATION REDACTED].
4831. The amount of time required to complete the payroll process has increased significantly and is a step backwards. Also, the tip reporting process for entering servitors tips for

payroll has gone from a 15 minute - grand total entry process in Data Capture to a daily entry process in 2 different areas...consuming about 3 hours per pay period now. Progress should save time, not add more work that takes more time to complete.

4832. I understand with any new system unexpected problems can occur. I am discouraged at this time because I had to initiate all response on my behalf and that the issue was not resolved in a timely manner. It was a major inconvenience for me and embarrassing but it could have been a CRISIS for someone else, single with children and with less resources.
4833. The start up was too many people at one time. The computer based training was fine, but some hands on training would have been helpful. The program could be a bit more intuitive.
4834. I will be getting less longevity in August as a result of the combining of the longevity check with the regular paycheck. Also, we are all having to spend more time signing the multiple time sheets that our secretary is having to send in. Also, I'd rather get my checkstub through the mail. Also, I don't like having all my pay and personal information on the internet.
4835. I think that we should get a seperate check for our longevity as promised when the program began.
4836. I key in 32 employees time sheets and leave requests. The problem is that when it's keyed into the system the supervisor can't see it for some reason and they come back for me to re-key the information. When I go to re-key, the information is there. Why can't the supervisor see the information?When time sheets are keyed in, why does it not show all days that were keyed in on the payable time display screen?
4837. Two Questions: Why do paychecks vary by a few cents each month i.e. not consistent? How can a 20+ million enterprise such as the State of Tennessee operate without financial statements from Edison since January 5, 2009 startup date? FSCM is what should be looked at. This module of the "system" has major problems that need immediate attention and resolution. Also, there are too many "work arounds" to accomodate the system. The Grant module is a farce. Further, F&A prior procedures have gone out the window, currently I understand there is no way to pay a policy 6 (old contract payment) in the system. When trying to use promised features I was told that we couldn't use them. I could go on and on regarding financial side . I've been embarrassed trying to explain payment problems to vendors. Edison maybe a nice system but it doesn't seem to have the capability to handle governmental accounting (at least easily).
4838. time is entered (processed and saved) but disappears before approved.2. often, after time is approved, supervisors will be required to approve time again. As much as 4 times in one pay period.
4839. Edison does not have the correct amount of payout for my term life insurance. It also states that I do not have any beneficieries. This is information that should have been

accurately transferred into Edison. My concern is that if something happens to me, how much of a problem would my family have on collection the insurance.

- 4840. Users who key their time in should be able to retract TN leave request if it's not approved or leave submitted per day to change or correct, delete. The employee should be able to change their beneficiary. Just wonder if other options will be available down the road that user can update their information.
- 4841. On overtime reports you can enter whole hour digits. (i.e. for 1.5 hrs. of Over-time I can enter only one whole number 1hr.
- 4842. I think my issues were a combination of adjusting to the new system and not having enough staff to resolve the issues. CURRENT: I enjoy the ability to look on line at all aspects of my state employment. I have not had any further problems
- 4843. As I do my timesheet and have entered my time I am able to see division specific information, why is it that after the time has been submitted that I am unable to see information that permits me to confirm that I have charged my time correctly?
- 4844. I do not understand why each person is not allowed to put their own time in Edison. Why were we trained?
- 4845. Time keeping and supervisors lists are not accurate, changes are difficult get done.
- 4846. I don't understand adopting a program where it was known that it had failed in several other states. I can't imagine the man hours wasted on training, problems and the unbelievable amount of e-mails everyone had and continues to have to sort through. I don't know of anyone, and I mean anyone, that cares for Edison. It is a total failure and several suspect that there are some kickbacks somewhere.
- 4847. I feel the system could have been designed better to fit the State of Tennessee.
- 4848. I truly believe that the Edison system gives us much more control over and more hands on capability to our personnel information than we have ever had before. I appreciate being able to access my personnel information myself and quicker than working through someone else.
- 4849. we had to have our time keyed by a certain time on Friday and I was had to leave because of a sick child and come back. I could not get back into Edison to make changes and take sick leave. Everything was much better when the secretaries keyed our time and we had several days past the end of work week to fix our time. I can't believe the state spent so much money on Edison and probably took our raises away because of it and it's a worse system. Why fix something that's not broken?
- 4850. The Edison system is extremely rigid, inconsistent, and time consuming. It was mostly implemented with no training other than taking an on-line tutorial. It is just not

compatible with state government, in my opinion. One example is the absolute dictate that ALL leave requests must be approved in advance before the actual timesheet can be submitted by the employee. This simply is not always possible with issues such as sick leave and unexpected emergencies. Most of us have heard reports of Edison being tried and then abandoned by other states and institutions. It may be time to take a hard look at whether Tenn. can continue to use it given the current difficulties.

- 4851. It would be advantageous to receive some type of notification that pay has been forwarded to our respective banks. If you do not have internet banking, you do not know if your pay has been deposited.
- 4852. I do not understand, if I enter my time, why does it not show up in the system to approve. When you go back to re-enter, it shows submitted, therefore, all you do is submit again. That's crazy!
- 4853. Process of keying and approving leave, time and attendance, and overtime has a negative time impact on state staff. While the system could be modified to be made easier in its current state it is unstable and not user friendly. Time entered into the system is often deleted and approvals are randomly unapproved. The user must check a large number of boxes in order to approve one employee's time where a select all button could make that process easier. User should be able to approve multiple leave and overtime requests at one time and the system should return them to the list of employees with overtime and leave requests once approved or denied.
- 4854. I am curious to know why the amount of our paychecks is never the same even though the gross amount remains the same, as does insurance, etc. Prior to Edison, we always knew to the penny what was being deposited in our accounts without looking at the paper document.
- 4855. It caused a problem because monthly employees would have to enter their time two weeks in advance. So if something came up it was difficult to change because we were already paid for that time.
- 4856. As a supervisor, I have approved an employee's time several times in the same pay period only to have it appear on the not approved list. I have seen time submitted correctly and lost due to computer error. An employee I am responsible for was paid longevity a second time. I have went months without receiving my annual leave time and sick time. Apparently, a sick day was deducted from my balance when I had not taken any sick leave. Problems take too long to correct if they will ever be corrected at all. I am responsible for myself and six employees. Over 50 employees within the department come up under me. Some of which outrank me.
- 4857. I like it as far as changing your own information. And not having to fax a request about changing w2's and contact person.
- 4858. HCM is very time consuming. Too much going back and forth from screen to screen.

Many times I have to repeat a task over again as Edison did not process the task. The timekeeping and approvals process is too cumbersome. We would be better off with a timekeeper and back-up time keeper on each park, and not have everyone that can enter their own time. We would be better off without submitting leave requests and then having to approve, just put it on the time sheet. An email would suffice to request leave. Edison continues to have problems with the supervisor not being able to see the folks they need to approve. Edison had a year to get this correct before we went live. We are now 6 months down the road and it is still a problem. I do not believe Edison can fix the problem. We would be better off going back to Data Capture, as it was very efficient and could be audited very easily.

4859. More hands-on training classes

4860. This system has not reduce the amount of time for the state employees to record and submit their time, it has only added to the their workload, now we have to submit for future time we have not even worked because the new system needs more time to process payroll. I cannot believe we as a state paid for a new system that is already older than ten years, this software is already being replaced at several companies for being out of date. Just because you put lipstick on a pig does not change the fact that it is still a pig.

4861. Very difficult to get any kind of report based on past time entered or payroll history to verify if it is correct...are there reports?

4862. I am computer literate and comfortable with various programs, but EDISON has not been very user friendly, and the problems I have encountered have been due to the system. It has dropped time during a split week (HR double checked to see that the time was entered appropriately - it was). Requests I have entered, and submitted have had to be done more than once because the system just lost it. It takes more time and effort and has not cut down on paperwork but rather increased it. My main work (37.5 hours) is on state time and have overtime on a grant so those weeks I do overtime my timesheet must go to HR to be entered. Time must be entered weekly and for split weeks twice...not a time saver. Plus I have to watch it even more closely because I do not trust it to get everything right.

4863. As a part-time employee, the program is pretty simple and no issues have occurred for me.

4864. At startup, Edison was very frustrating and difficult to understand and use. We experienced having to key time sheets multiple times, numerous faxes to Human Resources for keying time sheets, and difficulty in resolving conflicts. Edison has become more reliable and consistent in its performance, although when a new employee starts, it still seems to take some time to establish their account in Edison. In addition, as a timekeeper, it has alleviated some of my job duties and conveyed that responsibility to each employee. Because of this transfer of responsibility, I believe accountability has declined and leaves the individual employee open to possible misrepresentation of actual time worked. Finally, the amount of paperwork does seem to have increased in that employees are having to complete weekly timesheets instead of the bi-monthly sheets as

before. This in turn has also required the keying of time/leave weekly. There are advantages and disadvantages, but overall, it seems to have promise and potential to become a valuable resource to employees.

- 4865. none
- 4866. Up stream supervisors still do not have access to the payroll of their supervisors direct reports. This causes issues if a supervisor is out during payroll approval.
- 4867. On reviewing pay checks, they do not show the leave balances on the check stubs (as they did previously). And if you look back at a check, it shows the current gross amount, instead of what the gross amount was at that time.
- 4868. I feel what use to take me 30 min a month to do is now taking 4-5 hours to do. My paycheck has been affected now my mileage check is being affected. The system is to complicated to use for some. To many things you have to put in are repeated and seem to be useless. I am a quick learner but this program is not getting any easier just more complicated
- 4869. As a SuperUser I didn't know what to expect. Now I am more comfortable with answering questions and working payable time and exception reports. I work closely with the employees and supervisors.
- 4870. As I currently understand it, the performance review process seems cumbersome. The system does not mirror the expected workflow, which then requires manual steps outside of the system for review activities.
- 4871. Time reporting can be fixed easily. More complicated details (health insurance, 401, benefits etc) are more complicated and harder to complete. The program has lots of quirks that are not explained in training. Other issues, like travel, travel reimbursement are a nightmare because of the quirks.
- 4872. We received training ages ago...It would have been more beneficial if we could start using the system after we had been trained. It makes no sense why we received training and are just now using the system for ourselves. Seems like wasted time since we will have to "relearn" the system.
- 4873. I do not understand the need of rhe change to Edison. It seems that more people have had to be employed to carry out this program. The program is confusing and it is very bothersome to have to fill out time sheets many weeks two times a week. My tax man suggested that I get more of my pay taken out for taxes for next year and I told him no way was I going to request any change within the Edison system because I might end up with no paycheck----I'll just make quarterly payments to the IRS.
- 4874. The idea of a centralized computer system with universal access for state government would be a good idea if state government operations were already central and only had to

make the transition from paper to electronic. The only criticism I can make against Edison specifically is that it assumes a level of competency regarding computers, an understanding of the payroll system and timekeeping, and a level of honesty and moral responsibility on the part of each employee using it that simply does not exist. The Career Service System ensures that people who are minimally qualified for each position are hired. While that philosophy does save money, it doesn't leave room for requiring the acceptance of additional responsibilities outside of a specific skill set. Some job descriptions do not even require that an employee be able to read and write! In addition, each employee is experiencing a high level of stress from increased workload, loss of job security, shrinking value of their paycheck, spiking increases in the cost of benefits, outside of the increased stress of trying to learn what Edison is here to accomplish and how to navigate it. I believe that the people responsible for implementing this program did not give sufficient information regarding the big picture and the desired end result of implementation. On an individual level, employees are struggling to maintain the status quo in their level of service to the state. Edison is a highly visible, very costly, easy to despise burden that unites all sections of state government and employees from every level of government.

4875. I am the agency liaison for Edison so I hear most everything. Personally I have no problems with HCM but I am a regular schedule w/ no exceptions so my payroll transactions flow effortlessly. I am aware of several problems with employees not getting their paychecks, but it is usually related to a return from extended leave or re-appointment, etc. Overall the time keeping entry system is considerably more labor intensive for our agency because we have to utilize centralized timekeeping with a few timekeepers for large facilities...this is much more labor intensive than the previous Data Capture system. I'm not sure what, if anything, can be done to remedy that situation. I realize the system is designed for employees to enter their own time, but the majority of our employees are housekeepers, psych techs, security guards, nurses, etc...that are not very computer literate. I am also a 40 year IT employee (26 w/ State) so I understand the inherent issues with implementing a system of this magnitude. The problems with FSCM seem to be much more troublesome than HCM, but that's for another survey.
4876. THE EDISON SYSTEM IS AN EFFICIENT PAYMENT SYSTEM.
4877. There are problems nearly every week simply reporting your time. It takes several attempts. Also, it is very inconvenient to have to submit time twice per week during split weeks. It should simply be done on the 1st and 15th of each month.
4878. Before a program is written for Edison, a programmer should make a concerted effort to consult with end users so that the software will provide the information that end users need to perform their jobs. In other words, in some instances, programs need to be more customized.
4879. The Edison system is a wonderful example of a good idea made extremely cumbersome in practice. In its present form, Edison requires so much time and effort from employees and supervisors that the work assigned to employees is negatively impacted. Currently, to

keep up with all the required data entry, an employee must work in the Edison system at least three mornings per week -- if all parts of the system perform correctly. However, if there is a failure within the system, work must be done every day of the week and, sometimes, both Saturday and Sunday. The Edison reporting system is also very difficult for employees that are not well-versed in computer-based activities and/or do not have access to a computer at home. Edison takes too much time away from the work that State Employees were hired to do. The taxpayers that we serve are paying for the State's accounting system rather than the services that tax dollars are meant to provide. A general feeling is emerging that we work for Edison rather than the State and Taxpayers of Tennessee.

- 4880. Reporting time and labor is too labor intensive. Employees were told that they would be able to enter their own time. Not only are we not able to enter our own time, we have to do a time sheet weekly as oppose to the twice a month.
- 4881. I am still worried about Edison although I have not personally experienced any problems. I do know of persons who have had major problems as they tried to retire. This is especially worrisome in that it affected their insurance coverage. I am hoping to retire and am very troubled by this. I hope the process will improve.
- 4882. The sick leave and accrual time are very confusing because they are not in the system in a timely manner.
- 4883. It does not appear that the people directly behind the implementation of Edison had as strong a knowledge of the new system as they should have. Although it has been better of late, there have been numerous times of data "disappearing" and conflicting instructions on how to deal with problems. It seems that we had to go way beyond our assigned "super user" in order to get help.
- 4884. The issues I am having with Edison are work related. I would like to see a survey concerning those issues. The system which is suppose to be easier and user friendly, has failed complete. It is much more complicated, and harder to use.
- 4885. The biggest general problem I see is that the system was implemented with little meaningful training for those expected to use it, with an expectation that everyone would nevertheless be capable of understanding what have been at times overly complex directions for carrying out a specific task. I have avoided and still dread trying to understand the process for filing a travel claim (just one area where the system is almost too cumbersome to comprehend). I suspect there has been a significant loss to the state of productive time, due to the enormous amount spent by people trying to work their way to some level of understanding of a difficult system to master.
- 4886. Effective March 2, 2009 I changed positions. As a result, I am required to approve travel for 7 personnel whom I supervise. To date, I am not yet entered as the 'approver'--in fact, the person who is entered as the 'approver' is not even on the State's payroll any more (i.e., she is paid through an outside contract). Edison folks have been aware of this

situation for at least a month and the situation remains.

4887. The program seems to be a tremendous waste of the State's money and does not appear to be more efficient or accurate than the previous system.
4888. I do not feel that proper training was given to our department. Everyone who has attended a class has said that they were told that the training did not pertain to Safety employees. That further training would be given in the future. However, no classes have been given. I do not feel that this program was started in the proper manner. It should have been started and tested in phases. Not just having everyone's stuff dumped into it and told "here, now use it". Everytime you have a question, no matter who you ask, the answer is always "I don't know". I am not impressed with the timekeeping part of Edison or with the Inventory part of Edison. I think it should be pulled, fixed and then retested. This should continue until the problems are resolved and it is a working system.
4889. I wish I was smart enough to enter my own time, apparently I am not and someone else does has to do that for me! What is a "SuperUser" and a "Power User"? Are they smarter than normal users? What makes them qualified to have these Edison titles? I can't see what is so great about this Edison seems like a waste of money.
4890. The Time and Labor piece of the system is not practical for monthly paid employees. No one on the Edison side seemed to understand the implications before some of the monthly paid departments rolled out with the Time and Labor functionality and found out under live conditions, that there is an unmanageable amount of projecting time and having to submit manual corrections for this functionality to be feasible for monthly paid employees. In general, there seemed to be many aspects of the system not discovered or known until it went live. There were important reports, data files and information discussed early in the planning phases of the project that seemed to be dropped and not addressed until after go-live. While I note these issues, I feel that in the end, the State has a more flexible system with a better potential to manage its needs going forward. I take exception to the general concept that problems with the system have been caused by operator error. While there has been some operator error, likely due to ineffective training, most issues seem to be attributable to oversights, unknown or unforeseen system operability and possibly non-sufficient testing in some cases. Overall assessment: Yes, there have been issues as with any major system undertaking, but in the end, the State has a viable and improved system for going forward.
4891. The system does not always keep data that has been entered and it has to be re entered alot.
4892. While I do think it is good for employees to input their own timesheets and leave requests, it takes much more of our staff's time to make sure it is in, approved and correct. Our HR dept spends so much time with Edison, that it is difficult for them to assist field staff with anything else such as personnel issues or hiring/ register issues.
4893. I'm not sure that every aspect of this particular system is compatible with the way TDOT

has to do business.

4894. As a manager, I have to approve time for the same day, same person over and over. It seems to me that I should only have to approve their time once.
4895. Can't approve time on the same day that it is entered. Can't remove a request if it was entered in error. Changes are not there when you sign back on so you have to reenter them. Training was inadequate, we all can read a manual. When you do have a problem and you call the help desk they can't assist you in finding the answer.
4896. Edison has taken so much of my time, I have duties I must perform daily and after dealing with Edison and getting all of my employees entered correctly I have little time to do anything else. We are already short staffed and this has put an extra stress factor in my job. Me being a supervisor I must do the daily chores as everyone else because of our short staff. I believe that the time went better and was less confusing when we had certain people to key our time. Edison has just added another job to our already hectic day.
4897. Supervisors and managers spend entirely too much time with Edison and are therefore not able to perform their normal task.
4898. This is time consuming, adding to our already heavy caseloads. E-mails are continuous. I can't wait to have to enter my mileage every month!!! Hopefully I can get some training....other than sent to me by computer. That was a laugh. It's very stressful. I don't know how much this program cost, but I can say in my opinion, it was a waste of good money we could use now.
4899. I can't believe the State of Tennessee bought such a mess as Edison. It's time consuming and detracts from our primary duties. Things we're doing on Edison got done very well before Edison. So, if the wheel wasn't broke why did we try to fix it. Previously a check stub told me all I needed to know. Now, I have to waste time on the computer. I can't believe somebody spent money for this when economic times are tough. You ought to ask for your money back.
4900. One of the main problems I see is always having to check and if something has kicked out after it has been entered. You can never be completely sure that something won't show up on a report.
4901. I feel that Edison is very time-consuming. It seems that everyday there are problems which appear and may or may not be resolved that day. There have been numerous problems with supervisors being able to approve time because the system just did not update. Each day Edison has to be checked to make sure everything has been input properly, and sometimes (even though we know the time was entered correctly the previous day) the input from the day before does not show up. There have been several hours wasted because the information has to be re-entered. It is my opinion that the previous system worked well, but Edison has caused a major headache for everyone

involved.

4902. Thank you for the opportunity to express my concerns and I hope the Edison system continues to improve.
4903. Monthly payroll is a nightmare in regards to Edison. You have to estimate your time 2 to 3 weeks in advance, depending how the month falls, and that is nearly impossible to get right. I never know what audit I will be working on during the next week or two as I handle several in a weeks time. Also last minute sick leave is a nightmare for the employee, the supervisor, the department's timekeeper, etc. I have no faith that Edison will ever be effective for our work. Edison employees don't even get our audits entered into the system timely so you can't charge time to them when you need to. Unless Edison employees get more efficient and the flaws are worked out of the system, I don't see Edison ever working for State Audit. Also as a supervisor, I waste too much time each week correcting things in Edison.
4904. The implementation of the Edison program has been extremely frustrating and time consuming. A large percentage of each work week is spent addressing Edison issues and it is very inconvenient if an employee is on leave the day that Edison is to be keyed. The system we had in place prior to Edison was very user-friendly and payroll for the whole office (approximately 70 people) could be completed in just a few hours (2 - 3). Now, payroll issues have to be addressed constantly (submit leave, email super, get leave approved, key time, re-key time, approve time, re-approve time after some or all has been "thrown out"). Every time an employee has to leave the office, comes in late, etc....., they have to go through several steps that involves not only themselves, but their supervisor and possibly a superuser. It angers me to think that 135 million dollars was spent on a computer system that cannot function correctly and has cost the State of Tennessee so much in unnecessary overtime. Also, the comment made on television about Edison being a "paperless" system is incorrect. Our agency requires us to keep a paper timesheet in the timekeeping book, just as we have always done. Now, we have to keep a paper timesheet AND key our time on the computer. Very inefficient, to say the least. I could go on and on about the problems encountered with Edison, however, I have an employee in front of me right now needing help keying her time because she is going home on sick leave and had stayed late earlier in the week, so now she needs assistance flexing her time.
4905. There is a lot more paper work (time sheets) involved than with the previous payroll reporting. Increased paperwork takes time away from job.
4906. It appears that Edison is unreliable, as I often enter time, and it disappears. I have used online payroll before and it was never this complicated. I believe the state has truly wasted taxpayers money.
4907. System should have been set up for both monthly/bi-monthly pay schedules. Also, supply ordering is not user-friendly and is very time consuming.
4908. I have not had any problems with Edison at this time.

4909. too many screens to have to go through.
4910. I think there is entirely too much maintenance to keep our timesheets submitted by all the dates required. Twice in one week is unreasonable. It's very inconvenient to have to constantly be trying to have all timesheet information ready for timekeepers when they are notified that the timesheets are due. Also, I don't think that asking people to project their work hours and report them as having been worked... only to find out that as the day goes on they are NOT able to work the hours they projected. Then there has to be more correspondence with the timekeeper to back track that information and take it back out of the system... I could see the potential for someone forgetting to do that... getting paid state dollars for work not done. The screens are difficult to understand all the information that is shown on them. That probably is understood by upper level time keepers..but it's hard to understand what all the detail information really means or what the different codes mean. There should be a way to make the screens able to stay up and toggle between several, rather than having to close out one screen to do a function and then get out of that screen to get into a new one. When a manager approves a leave, that information should not disappear because sometimes a manager wants to go back and review that information and then it is gone. Too many steps to pull up information on leave balances for timekeepers..this should be more streamlined. The Balances should be updated to be current...at times they have not been and it makes it difficult for employees to know how much time they can use. Especially if Edison will only take what is in the system, even though they have more time accumulated than shown.
4911. I like being able to access my information at will, however I think for all the time and money put in it has functions that waste time. My issue is reporting time with more than one day off and having to create several rows to report my time. After I report my time the information is compressed anyway. There must be a better way. I work on a job where my time is never my own and I have time constraints that make it hard sometimes to get this done quickly. I expect better results in this area.
4912. The system that we had work very well, so I don't think it should have been replaced with Edison. It has cause more work, head aches for the people trying to do their jobs. The money that was spend on the sytem could have spend in pay raises for the people that work and take care of the people with special needs.Its has all ready fail in four different states so why did you take the people tax money in Tennessee to pay for a symtem that has proven that it will not work. Money had to change hands, thats the only sensible reason I can think of.
4913. It is a a pain to do 2 timesheets a week when you are a case manager on-call and in the field each week.
4914. The system seems a bit cumbersome at times.
4915. I feel that if management relinquish control, then and let Edison run the way it was designed, then it would be a good system. Also I feel that longevity pay should not be included with our regular pay, because it causes the employee to be taxed at a higher rate.

4916. It is too complicated for regular people. The records for employee evals. are tedious. I know this isn't part of the survey but the procurement part is ridiculous there are two many steps and all of the numbering in the system is crazy. For someone who occasionally puts in request this is way to complicated to remember with out haveing to do them daily. It may end up being better in the long run but short term this system sucks. I use to teach employees how to use different types of software and would hate to have that job for this system.
4917. In my humble opinion, I feel that Edison has cost the State too much in capital expenditures. I feel that monies could have been saved to retain jobs within the State.
4918. After 7 months I still have never been able to view one of my employees.
4919. Edison provides the state with a much needed update into the 21st century. It allows for more efficient and transparent record keeping. Granted there have been and continue to be issues with the system, but overall this is a great improvement above DOS programs that were probably created in the 70's.
4920. The system is set up for everyone to enter their own time, but isn't used that way, time keepers still have to enter the time and trying to catch up with everyone to complete their time sheets is a hassell and then when changes need to be done at the last minute, if neither secretary is in we don't know what changes have been made and if someone is scheduled to be out of the office you don't have any notification about it unless you ask their supervisor.
4921. Edison is a timely procedure that hinders employees from devoting their time to their job duties thus costs the State productivity to taxpayers needs.
4922. A lot of our staff do not have the computer skills they need to use Edison. Also, the staff was not given the training that they needed to use Edison.
4923. email notification of leave request to the supervisor should be automatically generated for each request.
4924. I submitted my cigna premium while i was on leave without pay status. when i received my first pay stub back to work all premiums had been deducted causing me to not have access to this money. I was told I would receive the money on this date. However, the money was not received.
4925. It would make more sense to have edison on the time frame with which we get paid. (For example May 1 - May 15.) Rather than inputting time on a weekly basis, especially when weeks are split by pay periods. It is a hassle if you are sick (or need to be absent) at the end of the week.
4926. System is neither intuitive nor user friendly. In the case of my division, it also duplicates information required to be input into another time/travel expense recording system.

4927. Direct deposit of check and expense checks has gone flawlessly. Would be convenient if Leave Applied for would be indicated on Timesheet. Also better reporting functions for leave and attendance.
4928. Completing leave and attendance on a weekly basis is too time consuming. I had six pieces of paper to complete for Edison in April. (One for each week and one for the 15 and 30.) I will have seven pieces of paper to complete in May. Prior to Edison it was two pieces of paper. A major problem with Edison travel is with the point to point mileage. There are some points that you leave from that are not as far as the point to point says it is. This is going to cause you to be over paid, which will cause you to be taking money from the state you are not owed. The expense report on Edison is very easy to complete and your payment is very fast.
4929. There have been issues with combining longevity pay and regular salary which I feel is very unfair since we are receiving less pay and during these economic times we need as much money as we can get. I do feel this needs to be given in separate checks.
4930. I had to submit my time yesterday (because today is payday) and my supervisor will need to approve it today. I overslept and came in 1 hr late this morning. Because it seems too difficult (at least to my supervisor) to correct this, I am working through lunch. This should not have to happen. She says she usually has to wait until the next day in order for it to be available for her approval, which is past the due time for submitting it.
4931. The former system was easier to use, and I knew exactly what I was paid before payday, with the statements mailed out.
4932. You should audit the entire system. I deal with the Financial component daily. It has been a mess from its genesis. It takes more than a week to get Helpdesk tickets resolved, and it has taken a task that would previously be completed in an hour into an entire day's work. There are conference calls all week long, but every call I have been on has been a joke. The moderators never have the answer, and they always defer to the Helpdesk (which takes too long to reply).
4933. DCS did not implement the HR portion of Edison in the same manner as the training, so it was very confusing at first. Some functions were in the training, but are not permissible to our employees.
4934. I have been involved in a lot of new computer start up programs, we received the least amount of training, and there is no one in state government to ask questions. [PERSONAL IDENTIFICATION REDACTED]
4935. I do not trust that our personal information is secure in Edison. This system has names, addresses, DOB, Social Security numbers of employees and their family members. One of the fastest growing crimes in the US is identity theft; much of it by way of systems that are supposedly "secure". Also, I now keep three timesheets, every week. Keying time, printing off pay stubs for my personal record, checking my leave balances, reading the

endless e-mails from Edison, the split-week and restructuring the work-week is all too confusing and time-consuming. (Let's add surveys too.) With the time that I (and however many other state employees) spend on Edison on each week, I don't see how this system is more cost-effective or improved over the one it replaced.

4936. i am a supervisor but i can not see my employee's time sheet to approve. Someone els has to approve her time.
4937. none
4938. I do not understand why edison did not run side by side with the previous pay system. In my mind there was no reason NOT to piggyback the systems to make sure that everything was running correctly and work out any problems prior to it going live. A lot of the problems that did occur could have been avoided. That is only good business sense. I think someone is benefitting from the use of edison but it certainly is not the state employees. There was not enough accurate training prior to the start of edison. Too many people were given contradictory information, then we were left trying to see what did and did not work. Will we also be able to complete a survey for the rest of edison, not just for payroll, such as purchasing ? I think it would be very helpful for the powers that be to hear how this joke of a system is not capable of handling an entity of this size. I think it would probably work fine for smaller businesses but it just isn't set up to work for the entire state government.
4939. I have not had any problems with Edison as before the beginning of the start of the system when it used to freeze up or I could not key and save my information.
4940. For Edison to be an update system,there is room for improvement such as being able to remove your own leave request.
4941. I feel that Edison reports/check stubs are very difficult to understand. Try as I may, I never can reconcile my check. I have tried calling for help, but last time I was on hold for 45 minutes and never did get my call picked up because I couldn't wait any longer. I was a timekeeper for years with the 3270 system, and while it didn't have pretty colored pages like Edison does, it worked logically and I knew when there was a problem.
4942. Just takes a little hands on experience
4943. I think Edison was designed to lift a shoe box and then told to life a refrigerator. No wonder it broke. It needs to be redesigned.
4944. I am computer literate and find the system is not user friendly such as request for leave and etc are not listed on main menu which is a frequently used item and you have to click on time employee self service then time reporting to even find request for leave listed. I think it could be and should be more user friendly. Many state employees are not computer literate nor is use of a computer required for the jobs therefore it should be made more user friendly. User friendly to me is a system so simplified that anyone

should be able to navigate the system with ease based on lay out and prompts.

4945. Start up rushed, not planned well. Problems not anticipated well enough. Takes too long just to access the system. Needs to be simplified. Too much added responsibility to worry about my employee getting due to what I might not do correctly. Have to wait too long to approve time sometimes due to system issues outside my purview. Not explained thoroughly enough at start up. Manuals cumbersome and too long.
4946. I don't like entering my own time, it seems redundant when my supervisor still has to approve and check it before it is submitted- and we still submit paper time sheets to the supervisor each week with our work received/ completed report. The only problem I have had was when my supervisor was out and someone else did the checking/ submitting. (They forgot to click "view all" to see ALL of my leave requests for a time period. I had to show them.) I think Edison is a fairly simple program, I am not sure what problems other people are having. I have an issue with being sick, and always seem to have time off each pay period, but it takes me less than 5 minutes to submit my timesheet each week. (but I do not have varied shifts or comp time, nor do I use more leave than I have) I was shocked to see the news report that some people had not been paid- I had not heard of anything like that happening.
4947. I telephoned Edison a few months ago because my parking deduction was showing up as a deduction for dependent day care. The gentleman I spoke with was very helpful and explained that everyone's was showing up in this same category. He explained that it was a programming glitch that would be fixed. He was very helpful and the programming glitch did not affect me.
4948. The payroll is the only component I have used to date using Edison, therefore my experience has been very positive. The only problem I remember at all was the system was down at the time I was trying to work on my time sheet. In terms of training I worked through the tutorial plus the back of our head administrative assistance if I had a question.
4949. I think that putting longevity in with regular paycheck is not fair because you actually lose money
4950. No, I'm not stupid enough to give you my personal ID. Go fish. Also, please return to the previous payroll system. The state by using Edison is risking charging unappropriated funds to the wrong programs. I think the Feds might find that interesting, like, Secretary Geithner? How about Edison lifting every entry and rearranging them to days of the week not worked that way? I have witnessed this happening. This is a sham and a travesty! It is a horrendous waste of time and I sympathize with all who approve time (like supervisors) because it has made their jobs a nightmare. There are still supervisors with hundreds of employees under them (they don't even know) according to Edison. What's wrong with those who shoved this nonsense down our throats? If you bought a bill of goods, you shouldn't expect us to tell you, "Good job" because it was a very poor choice indeed.

4951. Things have different names (timesheet/sidekick/Edison), but we are still doing time the way we always have been doing them with the exception of leave. We have request leave on Edison and by e-mail through Groupwise from our supervisor.
4952. Input of Information : System will not accept it or kick it out. Routinely have to put information back into system. Managers have to constantly monitor the system. This system takes a day or two to correct itself.
4953. The system is to time consuming for managers, taking to much of their time. Data drops off at time for no reason which requires employees to redo their time. During a split workweek, employees have to enter time twice which again consume time. To many screens to access just to get data or put data in the system. Make the system real time process. Exempt employees from entering time, only exceptions to normal time such as vacation or sick leave. Until we get a better grasp of the system, develop a way of paying employees quickly if the system or users make an error in their pay.
4954. My time is keyed by a timekeeper, therefore I cannot give a complete evaluation of the system.
4955. I am not a computer guru but am computer literate. I do not feel that Edison is a user friendly software program at all. People w/o any computer background are completely lost. As an auditor I enter servitor sales/tips each nite and do find confidence in what I have entered. There are too many discrepancies...some take some do not. I also do not feel having all our personal information within it's database is a wise thing. Information I enter into Edison has been changed either 'mysteriously' or by someone who also had access. I don't feel secure with this system.
4956. As an employee for only 5 weeks, I did not feel adequately qualified to fully answer these questions.
4957. When I've submitted leave, system tells me it was successful - then it will show up as an exception. Tell me when I send it in if I've done it wrong so I can correct it then. Also, run the leave requests more frequently. Sometimes I don't know if I have to be out until the last minute and it poses a problem getting it approved in time. Don't make it so complicated. I have yet to figure out how to change my deferred comp information to another category. Find a way to present instructions more clearly - and don't make the memos so bossy. I tend to just delete when I see it's Edison comments.
4958. I personally have not had any issues with the Edison system and think it is a much better system than the old system. At my previous employer we had a system similar to Edison and all employees loved it once they got used to it and knew where everything they were looking for was located. I like that I am able to view all my benefits and make changes to my personal information any time I wish without having to go through HR which can often be more difficult.
4959. I hear a lot of complaints about the Edison system but to me it's so much better than

filling out timesheets, etc. And I can check my leave and my personnel information at any time. I'm happy that we have it and look forward to future enhancements.

4960. I am a manager and often cannot access employee records to approve time or leave requests. Someone above me has to do it. After this much time, that should not be happening. Leave accruals are not added on a regular basis and if I did not keep up with it on my own, I would have no idea how much time I have in either annual or sick. The online training for time management was okay. I've also done that training for submitting employee evaluations although we are not doing that yet. Other programs such as purchasing was put into effect before the department was ready for it and training adequately done. This should be an improvement and I'm happy to be doing some of this electronically, but I feel that it was all rolled out without enough training and checking of the system. It seems that it should all have been piloted with one group to get the problems ironed out before it went statewide--that to me has been an issue of poor planning if you want the system to be successful.
4961. System is too complicated. Takes too long to enter SL/AL, flex., etc. Our timekeeper who enters data spends MOST of her time entering this data. System should already have that employee worked 7.5 daily. Then timekeeper could just change items needing AL/SL etc. Timekeeper and supervisor would then approve time sheets.
4962. I feel that all employees should have been given the option to be able to key in there own time. Especially professional office staff.
4963. We are required to enter our time before the time worked is completed. I am not comfortable with this. I don't know what would happen if I had to leave early due to illness, etc. And of course I didn't like the way the taxes on longevity are caculated.
4964. N/A
4965. Using Edison is more time consuming.
4966. Pre-edison training was not adequate. It took actually using the system for it to make sense. I dread having to use the system for submitting travel expenses.
4967. It should not take an entire month to get reimburse from my Flex account, the excuse I got was that the system was running behind. The amount was quite substantial [\$2000], this placed me in a bad financial position; I hope this will not be the norm.
4968. As a manager it seems that I am spending a lot more time dealing with time and attendance approval and issues than before Edison. I thought the system was going to make things easier yet it seems like we are constantly getting payroll schedules and deadlines every week for when things have to be submitted and/or approved. I thought things were going to be more efficient not take more time.
4969. Some days when I am to enter my Edison, I am not at a computer and must do my Edison

when I get home after work. Entering on Thur (when it is a split work week) for the entire week is a problem because sometimes I don't know for sure what my schedule will be for Friday. And, then must go in and enter again. My longevity was less this year than last even though I had worked another year as Edison takes out soooo much. Too much confusion over whether we enter twice during a split work week, sometimes we do and sometimes we don't. Too much pressure when you are sick on a Friday as I feel I must get up out of my sick bed and enter from home. We should enter Edison on the following Mon or Tues after a work week. This makes much more sense than entering time before you actually work the time.

4970. Employees are required to turn in timesheets for data entry each week rather than at the end of a pay period as was the practice in the past. Employees seem to be spending more time dealing with timesheets than is necessary and certainly than before Edison was implemented. Sometimes when there is a split pay period, such as this week, two separate time sheets are being required to be turned in, one for 4/26-30 and another for 5/1-2. Having to do this may seem miniscule in comparison to other problems, however, it does become time consuming. In addition time is having to be turned in in the middle of the week, so if you get sick or have overtime, you have to go back and redo your time sheet, which is another time consumption activity. We are consuming a lot of extra expense pertaining to paper usage as well since time and sign in and out sheets are having to be turned in weekly rather than at the end of each pay period.
4971. There is tremendous pressure to enter time, clean up exceptions, etc. in a timely fashion. However, the system does not keep up with some of our changes as we enter information.... rather the information is stored and "supposedly" run nightly. This seems antiquated. The nightly process sometimes "loses" employee time entry, which has to be re-keyed. These errors are explained away as human error. Additionally the "nightly" runs are anything but consistent. Sometimes "time admin" does not run for several days in a row due to "issues". Early training consisted of web-based training, which did not run against the actual system. There was no way to test or work with the system before we started having to use it to do our daily work. We've been able to test things in the past, and I would think that payroll, employee leave, and accounting would be too critical to NOT test.... yet Edison seems to be a fix as you go system. While the concept of centralized accounting, payroll, etc is sound and commendable, the execution has been anything but effective.
4972. Need to address the system failure, when everyone trying to put time in, the system fails and /or locks up. Those of us who check our site page can't get on when this happens.
Thanks
4973. We used our own leave/attendance system and went back to it after a couple months with HCM. Even with training, the HCM is simply too complicated, quirky and time-consuming. While in use, I spent 20x as much time doing the Edison tasks to get the same results of what we did and what we are now using again in our department. The denials from people that this system is not up to par and it's "only a training issue" are infuriating.

4974. This system is cumbersome. the main issues I have had were input data missing not always being able to access my staff and way to many steps to applications. More often than not the problems appear to be no one knows anything. Trainers are training directly from the on-line training. Employees are being sent to train on non-job-related applications. It has also taken up to 3 1/2 months to get information changed and employee information updated.
4975. As a supervisor approving time in Edison can take a large amount of my time. Working exceptions, can be difficult. You have to fix it, hope it is correct, then wait until and time and administration reruns before you can see if the corrections works.
4976. The system is cumbersome to request leave and not user friendly. If a mistake is made entering a request for leave, the employee cannot correct it after being submitted. The request "should" be editable or deletable by the person who entered it up to the time it is approved.
4977. There was not enough training. There needs to be person to person training and not all on-line. When training is completed on-line, there is no one to ask questions during the training. There needs to be written material to look at while doing the training. Also, we should not have to key our time in twice weekly when there is a split work week. We also should not have to key our time until the Monday after the week ends. We never know if we will be out but yet must go ahead and key our time days in advance.
4978. I regularly experience "disappearing time." That is time that I enter and receive confirmation that it was entered and accepted. However, that time does not appear for approval and must be reentered by the super user. I have also experienced "disappearing staff." That is when staff's time is not visible to approve for period of time and then suddenly reappears. Both of these issues require an unacceptable amount of time to reenter time or continually check to approve.
4979. As a relatively high level supervisor, I see on-going, repetitive problems. For instance, staffing patterns - for leave and payroll approval have been wrong numerous times. On numerous occasions time must be entered and approved more than once. The amount of time and resources that are being used to prop-up this system is ridiculous. Under the old system time keepers - administrative personnel - did the bulk of the administrative work. Managers reviewed and approved. Under Edison high level management is spending huge amounts of time entering data - repetitively- to correct so-called exceptions. Does it make sense to shift task to the highest paid employees? Further, there are employees -who used to have actual mission related functions- that now spend 100% of their time "feeding" Edison!
4980. What we had was MUCH better (more dependable and user friendly)...and, probably already paid for, which is especially important in a time of an economic down-turn and buy-outs.
4981. I do not understand why we are duplicating recordkeeping because now we are preparing

multiple timekeeping records because Edison is incapable of meeting state requirements.

4982. I don't think it is better or worse, I think it will take some getting used to because anything that is new has some faults
4983. What I dislike about the Edison components is that they are all very much more detailed and time consuming processes for individuals and/or timekeepers than the previous system.
4984. I do not have the access to approve the time of the employees that report to me.
4985. I feel as time goes on and we work more with the Edison system we'll figure out any problems which may arise. If I don't know how to do something, I don't mind to ask.
4986. I think this program is terrible. We don't get statements in the mail anymore, it is difficult to understand our paystubs and because our agency is 24 hours we enter our time in before it is worked. For example, I am off Tues and Wed. I have to enter my time Monday night because it is due Thursday morning before I get to work. That means I am guessing 3 days a week EVERY week. This leads to many many corrections. I do not like Edison at all!
4987. This program does not seem to have gone through the rigorous TESTING that I would expect of a system that costs millions of dollars. I am a supervisor and am pretty darned tired of having to continually re-enter my timekeeping information and re-check my employees time since once either of these are entered THERE IS NO GUARANTEE THAT IT WILL EVER SHOW UP IN EDISON AGAIN. The timekeeping functions seem to be in the middle of a nervous breakdown over 50% of the time. I thought this would get better over time - it has not. I am not a cranky employee who cannot manage to accept change. I am a taxpayer who thinks we've some serious problems with this program. I've taken two classes about Edison. The first one was taught by a nice fellow who knew no more about what he was teaching than I did. The second class was taught by a young lady who was excellent! Though the 3270 system was cumbersome and difficult to use and Edison is more user friendly, 3270 worked most every time with no special fuss. With Edison, it's a toss up!
4988. Too many screens to get the job done.
4989. Where to start? Training that I attended was simply a reinforcement of the class materials. I felt it was a waste of time to have someone read the materials to me. Hands on experience has taught me the basics and the on-line classes helped, but a more direct approach to the actual use of Edison would be a better choice. I also feel there is need to be more information available to understand the fields of information needed to find items/descriptions of goods, services, etc. I feel Edison was not a well thought out design for all state agencies use.
4990. Very slow and down at times.

4991. Training in edison was not geared to your everyday job...Transactions are slow and sometimes the next day for someone who has numerous transaction inputs...Looking up time and correcting inputs for exceptional transactions is hard to find or correct...Using Facility Max in inputing workorders, requisition for purchases or a contract is very difficult and no classroom training given then or now...Approval of many accountable transactions is given to some else who is not the onsite supervisor...Approvals in Edison needs addressing and put in line of supervisor requests for actions.,.
4992. Edison is a slight improvement over our previous system. It does encourage employee participation and it provides access to past information. My major concern is the security of this information. Some supervisors have given access to co-worker's information because the supervisor is not skilled in internet operations. There should be careful scrutiny with regards to access of personal information. This includes internet access from hackers.
4993. I am a [POSITION REDACTED] now , and it seem that every pay period there is a new problem. Today my Region has no internet access for one. Split weeks seem to be the most problematic, if time is not entered correct at the end of a pay period the exception will not show up until the end of the week and into the next pay period. very hard tocorrect error in the past pay period.
4994. I had leave without pay deducted from my check at a rate higher than what I am paid. No one could provide an explanation to me as to why this happened - I was told that is "just Edison." I have been very disappointed with the support from within my department on getting answers and solutions.
4995. I am the time approver for for 25 and back-up time approver for an additional 35. This is a task that under the "old" system was not that big a deal. It took roughly an hour to an hour and a half. In the Edison system I must set aside a half of a day, longer depending on the number of exceptions. I must additionally set aside time on a 2nd day to approve any time that did not clear on the first day due to exceptions or what we are told are "system errors". It is very common for leave request or overtime request to "disappear" and must be reentered allowing time for time admin to run before you can approve the time. This process has become very labor intensive compared to the "old" process. As time approver for our area, I am also aware of staff members that have had issues with flex benefits; to much or to little being taken out, we have had issues that have been directly linked to Edison that have caused employees to not be paid or receive only partial payment. We have had several staff members paid in duplicate on longevity. The action to correct these problems have put some staff members into a higher tax bracket which resulted in the staff member losing money they would normally have had through no fault of their own.
4996. We have an accounting problem on one of our employees timesheet. Accounting says they don't clear that; HR says it's not their problem; Edison had previously said these kind of problems need to be rekeyed by HR. This catches all of the people who are trying to correct problems, in the middle without assistance. I would prefer to have someone in

each office encode/change the information on the office employees. Much faster and more efficient. I last contacted Edison to ask the following, "How do checks get paid for pre-registration fees on TA's?" There are two places on the TA to request that fees be paid up front, but nowhere does it tell you if the check will be direct deposited, sent directly to the vendor, etc. The person at Edison said they didn't know but would have to look it up in the manual and get back with me. That was over a month ago. This causes a delay in payment and a higher fee if not paid on time. I finally got the answer that I needed, but never received a response from Edison. I have called Edison several times, but they have never resolved any of these issues, nor did they respond. I have either figured out how to resolve the problem myself or found someone else that had previously corrected a similar problem and got the answer from them. This is too time consuming.

4997. The "training" that was provided was inadequate. First of all, I didn't get into all the training classes that I needed to get into (manager self-service). For the one class that I did attend there were many unanswered questions. There was no theory behind why we were doing certain things, just step 1, 2, 3, 4 etc. . . The examples provided in the classes were not realistic world examples, but were very simplified that would never happen in practice.
4998. I feel that the Edison program is being used to short change state employees that have been here long enough to get longevity pay. I have been here 6 years and only got \$485.00 due to it being added to by pay check so more takes were taken out of it than normal. Also I believe that it is a waste of mine and every other employee to have to do time sheets and have them submitted every week to two times a week if the pay period ends in the middle of the week. Employees are spending too much of the little amount of time that they have on this.
4999. I don't use the system much anymore. We returned to our previous leave system, which may interface with Edison, but unsure. I use it to verify paycheck only.
5000. This system should have been on a trial basis before being introduced to so many different agencies. This system seems to be getting better, but there are still Edison glitches that Edison seems to not own up to. For example: When you approve leave or payroll. You have to check and recheck the system to make sure the program saved the approval. This takes a lot of time away from our daily work. Also time admin runs and then sometimes it doesn't. There is a lot of miss communication from Edison. I hope this gets better down the road.
5001. I do not enter my time, therefore I do not have experience - good or bad - with Edison.
5002. Edison HCM seems to base its data collection of payroll/time info on a being paid every other Friday basis, it would generate less problems/exceptions if split weeks were not an issue and we just went to a paycheck every other Friday.
5003. I also work with 211's in ordering various supplies for our department. There have been issues and delays with this process as well.

5004. They need to make leave balances page printer freindly. It cuts of the hours totals.
5005. I enter time for several personnel and have had numerous instances where time submitted has dissappeared, leave adn overtime approved has disappared, and payable time disappear after approved by supervisor. Time to enter and check EDISON payroll is approximately double what the old system was, and that does not count time spent by field personnel to enter their time. Just starting purchasing on EDISON, and it looks like it will be even worse.
5006. I have worked on alot of programs and I do feel that this is not a user friendly program.
5007. Far too often records to be approved are not accessible for two or three working days. Cannot easily determine what approval status is. Inability to copy from one performance category to another.
5008. The information on employees leave and overtime should be put in an easier to read format. It is almost impossible to tell what was entered and what was paid for prior pay periods.
5009. WHILE GETTING NO TRAINING ON THE PAYROLL SYSTEM, I HAVE SEEMED TO HAVE LEARNED AND AM NOT HAVING ANY PROBLEMS, HOWEVER THE PURCHASE ORDER SYSTEM IS A DIFFERENT STORY. AND WHILE I HAVE NOT BEEN PRESSURED PERSONALLY, I DO KNOW FOLKS WHO HAVE BEEN TOLD NOT TO SPEAK BAD OF EDISON, I AM CIVIL SERVICE AND THEY ARE NOT. UPPER MANAGEMENT HAS ACTED RATHER IRRESPONSIBLY IN THE THE WAY EDISON WAS ROLLED OUT. NO ONE WAS TRAINED, AND IT HAS COST LOWER MANAGEMENT TIME IN IT'S ADMINISTRATION AND RECOVERY OF LOST ENTRIES..
5010. When choosing employees, it would be most beneficial if all employees came up at one time, not just a few. It causes a time loss when you have to continuously input the same information each time you change screens. You have to be extra careful when entering your time on your time sheet, as the week which appears to you when you first log in is never the correct one.Full screen viewing would be most helpful.
5011. Revenue should allow each person to enter their own leave requests and time then the manager can approve it when needed.
5012. To key in payroll is taking much more time since it is done on a weekly basis. There are many more things that we key in and project numbers are keyed to search to task I.D. numbers etc. Then exceptions occur and we cannot tell if a manager has approved the time or an employee has requested the time (as a timekeeper). Then we wait hours for Edison to run to clear the exceptions, in the meantime I am receiving phone calls from folks outside our unit telling me to assist in getting exceptions resolved. The exceptions have already been resolved, we are simply waiting on Edison to "run". There is a standard time for Edison to run, but often a problem comes up and Edison doesn't run on

schedule. Then the Edison payroll team sends an email to tell us to have payroll keyed in exceptionally short timeframes "by the end of the day, if possible" "clear exceptions" by mid-morning on Monday, a few hours past the entering the time. Sometimes employees are absent on the last day. Managers, supervisors, and timekeepers are spending much more time than we did on the old system and it is extremely frustrating.

5013. Why do we still have to turn in paper timesheets? My state employee spouse has had some time accrual issues and is owed time accrued. This is a problem.
5014. I am paid only one time per month. In the middle of the month I have to indicate if I will need time off near the end of the month. If I have to take a day off after I have not indicated such and the middle of the month cut off time has passed it is a hassle to get the records changed.
5015. The HELP desk @ 741-help is almost never available and the line hangs up many times after you have waited for 10 minutes, and it just hung up on me again. Pitiful.
5016. Having longevity added to a regular payroll check puts you in a higher tax bracket and you receive less money than receiving two separate checks.
5017. I am not having any horrible problems with the system, but it seems user unfriendly in many ways. The way time has to be requested is difficult, especially if you have unplanned leave. But it may get better with experience, not sure yet. The only other concern I have is that my supervisor can no longer access my time because (so we have been told) [AGENCY REDACTED]. That doesn't really make sense, but it is not a critical matter (I still got paid) just kind of concerning. I don't really feel qualified to compare this system to the old one, because in the past we were only turning in time on paper and did not have to actually key time into a system.
5018. Should not have to wait any amount of time to be able to key a person time in. Sometimes I have to complete payroll at home on the weekend because the problem runs so slow.
5019. The problem that I have is: As a Manager, I spend many times more time in the 'reconciliation of my employee's time at the end of the pay period. Edison loses time that has been previously entered, and approved. The 'Exception reports are not accurate
5020. I would like to be able to put in my own time and time off
5021. I feel that Edison is not user friendly, in my department we are not even entering our own time so it is after payroll is processed before we can find out if there are any errors, I feel my pay is being miscalculated, I feel cheated on my overtime and my leave balances, and the whole split week issue is absolutely horrible. I do not like having to also fill out a paper timesheet in addition to having a timekeeper enter my time for me. The system is inefficient, and am not happy with it. the edison help desk personnel really have their hands tied we can ask any question but there is not anything they can do, or if there is an

error we have to be penalized and made to wait to see if it can or will be corrected.
[PERSONAL IDENTIFICATION REDACTED]

5022. It is an excellent information system of the employee to keep up with dates times and benefits. The only small problems I have encountered is when everyone is on it at once and it seems to be overwhelmed. I am sure this is just temporary until all the bugs gets worked out of it. It is a great system.
5023. Overall I would say that the implementation of the Edison project has been a complete failure. With all due respect to the State Employees that have worked very hard on this project I believe that the system itself is unworkable. Our department has already abandoned the time keeping and leave components because they were not able to work for us. We addressed the issue early and often, but the system was simply not able to handle our problems. Our department also handles the flexible benefits component of Edison and it has been an absolute disaster. The new system is much, much worse than the one it replaced and it will most likely be dropped soon as well. The individual complaints I have with Edison are far to numerous to cover in this small space, but I will give a few examples. The interface is overly complicated and difficult even for advanced computer users. The system has resulted in an INCREASE in paperwork and manual steps contrary to the views of Edison management. There are key basic functionalities are NOT present in the new system that were present in a system designed 20 years ago. It is obvious that the system was not customized for the State of TN and has leftover components from old systems. Dorm email, deceased spouse as an option on Emergency Contact, things like that should be cleaned up for a client as big as the State. Additionally the system does not interface with other systems that are crucial for state business resulting in manual entry and more opportunities for errors. Finally, the response from the Edison management has been very discouraging. I feel that instead of admitting problems they instead try to place the blame on State employees. Many people brought up the issues before it went live and were told that they would be addressed and they simply were not. It is clear now that the system is simply incapable of dealing with the problems and they will never be resolved. I fear that the state will continue to throw good money after bad with the continuation of the Edison project. Other states have been forced to abandon similar systems and I fear there will be no other choice in the long run for the State of Tennessee. Thank you for the chance to speak my mind in an anonymous forum.
5024. I have not experienced any problems, and have persons available to answer questions
5025. I am a 120 day retiree
5026. I was contacted by a client who stated they found my home telephone number on the state website for employees. I went into edison to fix the problem to change my number and Edison has not changed the issues. I contacted the help desk and they could not fix the problem either. I contacted my human resources point of contact and the problem could not be fixed at their level either.

5027. As a start, I support the State in its effort to become more "electronically" operational. Unless something big happens, Edison is not the tool for that to happen. Administrative time has increased 200-300%, with no identifiable benefit. As an employee I spend twice the time to enter time. As a supervisor (of 12) I now spend 2-3 hours per pay period to approve time vs 1/4 to 1/2 hr previous. Before I could tell when they went to work, when they stopped, what they did, where they were, all in one glance at one sheet. To do that now would take 5-6 hours. Partially due to the Edison approval page seriously lacking in information for the supervisor. The continual Edison errors showing up frustrate employees. The Edison group does not tell you when time admin isn't running as scheduled, so you as an employee or a supervisor try to fix a problem that doesn't exist. This payperiod in my case, Edison deleted my time for the week of 20-24th. An employee I supervise cannot enter his time for April 16 & 17. Edison will not let him. Leave requests disappear after approval, which causes an "exception." If the software worked consistently, the system ran consistently, the system was adapted to be more "worker" friendly especially for supervisors then I could give it more time. Right now the State has bought an albatross. We are now entering the "purchasing" modules with State employees having "0" confidence in the HCM modules. You asked the question "Is it better now than when it started" I had to answer yes. Considering how poor it was when it started, anything but an improvement would have resulted in the State shutting down. This program has been one of the biggest "moral busters" I have seen the State come up with.
5028. I FEEL THAT IT IS A WASTE OF OUR STATE MONEY AND IT IS JUST TO MUCH OF A PROBLEM.
5029. The biggest problem is approving leave. The "reports to" groupings are inaccessible to key managers; employees appear and disappear; much of the responsibility rests on our HR staff as managers often cannot access their employees. Supervisory groupings are often incorrect and almost impossible to get corrected.
5030. I am in Fiscal & responses reflect knowledge of dept. My time is easy to enter but I correct many errors for the dept. Systems should have been run parallel to test and correct.
5031. When approving employees time and leave the system often has bad days or something and we can not see or approve time even though we go talk to our employee and see that they have entered their time.
5032. One thing is the longevity check which is complied with our pay which in turn more taxes are taken out but teachers can receive a separate check for their longevity. Supervisors are always losing their employees on their report to list and never seems to be resolved. Since Edison went live in Sept., I only had 3 pay checks that were the exact amount (this does not include the similus) when in the old system, the pay was always the same. Edison is way to time consuming, I spend about 75-85% of my time weekly dealing with Edison in one way or another. Payable report and exception reports are received on the morning that supervisors approve which does not even give them time

to approve their employees. Have to scroll through thousands of names just to find the employees in your district which is takes over an hour or more. The last payable report had over 49, 600 some names on it to scroll through. On split work weeks, one week Edison will send out an email requesting that we key the entire week and then the next split work week we do not to. Not consistent. Position numbers in Edison is difficult to tell where employees are located. The old position number had the county number included in the position number which would identify where that employee is located. In Edison, the eighth digit number has no identifying number to locate the employee. The accrual of annual and sick leave is not shown on Edison until the last day which is difficult sometimes to know exactly what your balances are. Need supervisors approving for each other when one is out of the office or on leave. Currently, when a supervisor is out, super users have to approve for that supervisor. This week I had over approximately 75 extra employees to approve due to out of pocket supervisors. This of course, does not count going into Edison to correct any exceptions. The training that I attended I had asked if we were to key on Monday the previous week and the supervisors can approve on Tuesday after time admin runs and was told yes, that is correct. In fact, we are to key on Friday and supervisors approve on Monday. This creates a problem due to the employee keying on Friday for Friday and then that time has to be changed for whatever reason, which means if the employee is gone, supervisor out of pocket, I need to do the keying, do the leave request (because employee had to leave and forgot to do so) and then turn around and approve that leave. Or the employee worked over and was off on Monday, which means, another redo on Edison time sheet, put in the leave request and approve the leave request. Why would an employee need to complete another Edison security form when for example, the dept number had changed. It seems if you have clearance before for that employee, you should still have clearance. But no, had to complete another security form. Forms on Edison is not user friendly. For example, when you tab over to put in the new employee's birth date, it takes exactly to the left margin of that box and you need to move it over a few spaces by using the space bar. Also, when you submit a security form and a few days later they change the form on the system, you need to complete another security form on that same employee because they had changed something on the form. Another time consuming factor. In the old system, we only had 2 sign-in sheets per pay period. In Edison, we have one sign-in sheet for each week. Instead of two sign-in sheets per month, we have 5-6 sign- sheets per month now. I cannot even begin to say anything regarding the register process. I do know that we now have to requisition a register first, which have way to many steps to go through, then pull the register. In Edison, you cannot get a preview register which is what most supervisors requested to see how far down they would like to go. Also, when we pulled a register in the old system, you had a choice of county only, region, grand division or statewide. In Edison, you only have region, grand division and statewide. In about 98% of requested registers are for county only. Currently, we do not have that option which would mean that more interview letters will need to be sent out. You would think that would have been the first thing that they would do. Exceptions are shown when there is no exception for over a week and then one day it is gone even though there was not a problem to begin with. Also, holidays shows up as a low exception, why? Currently, I cannot take a Friday or a Monday off due to the Edison timeframe of keying and approving. Even though Edison states that you can key or approve from anywhere there is a computer but not everyone

has a computer at home or access to a computer. Which brings up another comment. We are not to use state computers for personal use but yet they want us to key or approve from home on our personal computer. On the approval screen in Edison, why do we have to have some many boxes to check. I counted 34 boxes to check for one day, talk about time consuming. Can you imagine that many boxes for each day. We were told that if anyone is on FMLA, new employee's first sign-in sheet, separating employee's last sign-in sheet etc, to scan to HR for keying and approving. This is done, but their names will appear on the payable report as not being worked. I cannot tell you how many times a name appears on the payable report for employees who have resigned over six months ago, but they appear on that report. Also, names would appear on the payable report that has been approved but the report is stating they have not. For example, I had approved 23 employees one time and on the report it showed 10 of that 23 had not been approved. Time consuming. If we are to keep Edison, why can't we key twice weekly like we did in Data Capture. Currently, we have our employees key their own time, but they are so busy that sometimes I think timekeepers are the way to go.

- 5033. Payment of mileage reimbursement is very slow and cumbersome. Input of time sheet can be cumbersome. Example, if your're out of the office at the end of the week and don't get your time in on time, we may chance not being paid.
- 5034. I believe the intentions were right when going to Edison. However, I feel it was a waste of tax payer's money and at the cost of State Employees raises and losing jobs. The old time system was better because you knew what you were being paid. My paycheck is different every time even though my hours remain the same. It is harder to understand the break-down of time/leave balances & usage in Edison.
- 5035. When Edison was implemented there was no consistency in the amount of my paycheck even though I was salaried and worked my normal hours, it was different every single month.
- 5036. The system is flawed. What used to take minutes (timesheets) now is a never ending problem. We do six timesheets a month now! I had to stop working two counties away in order to get "my time" in. The system did not calculate my leave on several occasions. I don't know if it is right now or not. I would like to still get a paper check stub or at least a pay stub that was in the same format as the old ones. Nobody knows how to read them now. You have to call HR because the coding is different to find out what a deduction is. The system doesn't update real time, so when you put in a leave requests you don't know if it is entered or not. You have to check the next day or if you make any changes to your benefits. You have to assume that the system took them, which is a bad assumption. What used to take minutes before Edison, now takes days. Terrible inefficient. Everyone jokes about the system. Everyone says that our full time job is Edison. Nothing comes before Edison, etc... I say scrap it. The system might work for someone who works in the office all day, but for anyone else it is a failure. Leaving your mission to do Edison is a waste of everyones time and tax payer money.
- 5037. Created double entry on Expense Reports. Concerned about the security of the system.

5038. There is no flexibility with Edison, once the requests are entered, we can't go back and change them. Doing time every week compare to biweekly is inconvenient. If the system is down on a payday, we could end up not getting paid.
5039. I don't like the fact of having to enter information with a split week. I also do not like the longevity payment being entered with the regular paycheck. You can determine if the correct deductions were taken out. From what I have seen of the mileage when we do start entering this, it is going to be a nightmare. Insurance premiums are not always paid correctly, therefore insurance is being stopped and recipient does not know this. There are just too many flaws on this system that should have been worked out prior to implementation. The State is wasting much more money on this system than the prior system. I have not had specific problems, but know those who have and it is just a train wreck waiting to happen.
5040. This time keeping system was tried by other states and found to have serious problems based on available information. It has not and does not perform properly, negatively affecting worker morale and requiring vast amounts of employee time to constantly work on the timekeeping system to re-enter and approve time on multiple occasions. This is a large waste of taxpayer dollars to maintain.
5041. It seems as though some of the issues experienced could have been prevented with more extensive unit testing and thorough quality assurance testing.
5042. recieved many calls from businesses within my member's district who have had delayed payment from the state because of Edison and are in serious financial trouble making their own payroll and business operations.
5043. My biggest complaint is that it is cumbersome to use and not convenient. Also, passwords expire and you can't log into the system when you need to and end up having to call help desk for a new password. Very inconvenient.
5044. This system is a waste of time and money. There is ten times more paperwork. the moron that introduced the program should be incarcerated.
5045. Most problems in program design have never been corrected even though we were told that corrections would be made. When asked why, we receive a response that programming adjustments are too costly. The amount of time that is required to input basic work hours reporting and approvals far exceed past efforts. Important Department responsibilities are not being carried out due to the hours being spent in dealing with Edison requirements.
5046. The amount of Net Pay on View Paycheck was different from the amount on my bank statement. I called Central Office Paid Section and it was clearly explained that a certain amount went to my checking account and a certain amount went to savings. That was correct and added up to the total of net pay on Edison View Paycheck. Staff very helpful.

5047. It is not easy and is sometimes impossible to access information from prior months. The system is not yet user friendly. I spend much more time now on time sheets than before. Stress has gone up since Edison came online.
5048. If this system is so wonderful, I do not understand why it cannot keep up with current leave and sick time. Our time is input daily and yet we will have to wait for accurate accrual times.
5049. The Edison system has been confusing and very complex. It is such a hassle to go in and out of Edison so much in requesting leave. If you are out on a day in which time is to be keyed I am aware that you are able to key your time at home if you have access to a computer but I choose not to since it is so confusing. Also I do not like the manner in which it keeps up with your annual and sick time. When do you accumulate time? It does not appear to be the same each month. Also time used is not deducted in the same month so you are never sure on how much leave you have unless you keep up with it on paper. Also I am very displeased in the manner in which I received my longevity pay. It appears that with your regular pay and longevity you receive a lot less?????
5050. The Edison system takes longer to complete any task. It is not user friendly.
5051. The old system individual would key time in system and then another person would check time behind them and then send to supervisor to approve. With this new system I feel the supervisor is spending a lot of state time worrying with Edison and employees are spending a lot more time on Edison. I feel like now the supervisor and employees are working for Edison instead of for the state. I don't know if this is saving time for the state or not???
5052. System does not update-check is very confusing to busy-longevity added in regular check is a joke-exceptions difficult to fix-when approving employees time dates are not there to approve due to someone else had approved that was not supervisor of my employee-to many people can go into the system and see anything on employees-to much time is spent keying time every week and sometimes 2 times a week.
5053. I am concerned that in the short term we have used Edison there seem to be an alarming # of errors
5054. I have used computerized time management systems in past employment settings where I used them as an employee and as a director. Edison is a vast improvement from my previous experiences. I have one BIG complaint- why has the state continued to rely on paper? The previous system was used for years and apparently employees were comfortable with it, but we were required to continue to use paper long after implementation, although paper was supposed to be phased out. If we are going to continue to use paper with Edison- scrap Edison. A lot of time is being wasted doing both.
5055. I was on sick leave the day I should have keyed time, and now I don't know what to do. I

did leave a voice my for my timekeeper.

5056. I hope whoever is taking care of my longevity overpayment knows what they are doing. I was told they are very good at their job. It has been a hassel trying to keep up with my checking. I never did understand why one check could not be cancelled and another one issued. I was told it had to do with taxes. So, next year what can I expect to see on my W2 form?
5057. Requires a great deal of the supervisor's and/or approver's time which was not involved in time keeping prior to Edison. This may decrease somewhat when time can be entered and approved on schedule without the "time manger" run problems.
5058. The system should be canned and start over with anything else THE HR PEOPLE WE DEAL WITH EITHER DONT KNOW WHAT THERE DOING OR DONT CARE
5059. We are still having to do a paper timesheet. This is only way that payroll can be sure that the time is correct, so now I do the paper as well as in Edison
5060. My Edison training was through the tutorial which was not a good learning tool. The Edison system is definately confusing. After taking this survey, I apparently need to go in every pay period and check my status information as well as all past pay periods. All aspects of the Edison System I have used involves more time that is taken from my normal job responsibilities. I don't know if this system will ever pay for itself considering the time involved in using this system by state employees.I dread the day I have to use it for travel reimbursement; in fact, I've used out of pocket money for postal service and refuse to go into Edison for reimbursement because it's so confusing.
5061. I feel that having to submit time as often as we do is too time consuming and should be done less frequently to allow more time for on the job tasks.
5062. Edison has become an anticipatory system. The deadline demands are ridiculous. For a system that is supposed to be closer, tougher, quicker...it sure takes a lot of lead time. Why does time have to be entered and approved on such tight schedules??? With such an effective dragnet, time should run up til the minute before the check is cut. It has to be entered and approved before the end of the pay period...for the check to be cut two weeks later???
5063. Maybe we aren't seeing all of the benefits of edison, but I haven't seen where entering leave requests is beneficial when you still have to submit a written leave sheet. Performance evaluations, there's nothing noted on them, but you are required to acknowledge that one has been reviewed.I think the data to be reviewed should be in the system. The only benefit I have received from edison is being able to check leave balances. Maybe there is more benefits than I'm aware, but based on what I've seen, I think the money spent on the system could have been better used elsewhere.(Sorry)
5064. Created financial hardship when I did not receive more money from my longevity check.

It sh/h been made separately. Three mos. later received an over pmt (Longevity). Partial Pay.

- 5065. why when I hired on I showed married and my husband as benificary to the life insurence and a emergy phone list 3 AND NAME ,WHEN i WENT ON LINE IT SHOWED NOTHING ON ANY ONE OF THESE ITEMS LISTED
- 5066. I have had no problems with Edison. It took a oouple of weeks to get use to it since ot was a change, but now it's no problem.
- 5067. The Edison software is byzantine. It is not user frienly or time saving. Computer systems should be designed to make work faster and easier, Edison 'makes' more work and guarantees to keep the Dept. of Personnel fully staffed and probably working overtime for some time to come. Thank goodness the Edison staff got pay raises!
- 5068. There is too much repetetive checking that has to be done. You can approve time and then after admin runs it may show it was never approved. It is a constant battle to keep checking two or three times a day to make sure everyone is paid. The longevity is not fair. To receive less money than the year before is wrong. It should continue to be a separate check as in the past. Edison seems designed to cheat you any way it can.
- 5069. It was my understanding that the change to Edison would make the timekeeping process more streamlined and would reduce paper. Since the implementation of this program, the number of actual timesheets that I fill out has increased (more paper) and the schedule in which time sheets are due continues to change from week to week, making the process more confusing than what seems necessary.
- 5070. The input process for time keeping requires more in office time than I have spent in the past.
- 5071. It seems like we are working for Edison instead of Edison working for us because of the constant barrage of EMAIL about Edison deadlines,"exceptions",split or not split work weeks,etc.
- 5072. I do system payments for the schools and Eidson and created 100x more work to get these processed.
- 5073. For the time sheets and payrolls, should have more explanations so that we know what they mean
- 5074. I would request that Military Leave be added to the user and supervisor level. It makes it somewhat difficult to keep up with this. Edison is not user friendly to employees in the Guard. Thanks
- 5075. Have not been officially moved to Edison yet, but dreading it b/c not sure how to put time in.

5076. Not given enough CBT time need backup with hands on live training.
5077. Lesson Learn could be providing test scripts of all payroll types and payment types thru the system; then let the users' of those types how to enter their time would have been helpful. I believe many (including me) became confuse because the new payroll rules were not explain before implementation. For example: A week with comp and leave. Also a practice may not have been feasible but I believe it would have practicable.
5078. The required submission of time for partial weeks is confusing-better if it were whole weeks or bimonthly. When approving, I do not like to see one hour missing from the total time submitted for the period-ie 36.5 instead of 37.5. Plus, sometimes after approving, the same person shows up as unapproved or even later after missing a report as unapproved. This makes the system seem quirky.
5079. I have to bill my time to multiple agencies/projects. To do this, Task Profiles need to exist in Edison. Only a small portion of the needed Task Profiles have been entered into the system (in mid December 2008). No new Task Profiles have been added since. Because of this, I have to fill out an Excel spreadsheet for my manger detailing my time/billing (extra non-productive work outside of Edison system).
5080. The State use to pay a secretary to enter my time at a secretary's pay grade now they pay me at a CM 2's pay grade to do that. How much econonmical sense does that make. Do you know how much non custodial services we could have provided the families of abused and neglected children, or put into finding forever homes for custodial children whith the money the State paid for this stupid program. Or how about day care money for low income families. Good grief this list could go on forever, but the damage is done, the system is "paid for" or at least marked to be paid for in the red column on our State accounting ledger. (Pretty much everything on that ledger is in the red right now, so what's an extra 135 million dollars?
5081. CHOOSING THE CORRECT DEPARTMENT CODES FOR THE TIME SHEET WAS SKETCHY AT FIRST. ESPECIALLY WHEN WE EUC CAME INTO EFFECT. WE NOW HAVE TO INPUT A DIFFERENT CODE FOR REGULAR WORK DONE & A DIFFERENT CODE FOR EUC WORK DONE. TIME
5082. The payroll problems seem to have been corrected.
5083. I enter time for 24 employees...it has been horrible trying to keep annual and sick leave balances correct. It never matches! What I enter and what they enter is so easy to get wrong...even when they start entering their own it is going to be so difficult. If I think it's hard now just wait until they do their own and wait weeks to try to balance and find the errors.
5084. Seems like my paychecks are smaller since edison started
5085. My first date of employment was March 2, 2009. When I viewed my check stub on-line

as soon as it available, I quickly realized that I had only been paid for 1 week with health, dental and life insurance taken out. I received an email saying I would receive the difference in the form of a paper check on payday. I received the supplemental check late afternoon on payday and realized that insurance, dental and life had been deducted again. After several days and emails, I was told that I would receive a refund mailed to my home in 7-10 days. I never received the check and was given a ticket number by my HR department for Edison. They did not call like I was told they would, so I gave them a call. I was told one amount would be refunded and then received a call a few days later for clarification. I was told the refund would be on the April payroll check. When the stubs for April were available, I noticed that I was paid the supplemental amount again and no refund for the insurance. Received a call saying that check would be cancelled and reissued. Then received another call saying that if the check was cancelled, it would interfere with my insurance and that I would receive the overpayment amount. I was informed that I had several options on how to repay the overage. However, all taxes and amounts have to be calculated by hand and I am not sure how much longer this will take to resolve. I was also told my W-2 would be recalculated before year end, but I have concerns about that as well.

5086. I have not had any performance problems with the Edison program. My "beef" if you will, is that we were told on the front end that this would be a much more efficient time saving program to help us in submitting and processing our time sheets. Previously we were submitting a time sheet twice a month--one on the 16th of the month and one on the first day of the month. Now we must submit weekly time sheets (computer and paper copies and sometimes twice a week, depending on how the first and the fifteenth of the month fall. This computes to most months submitting 6 time sheets rather than the 2 we submitted in the past. Is this really more efficient when one considers our time spent generating the time sheets and the paper costs? Compound this if you supervise several employees who are scattered throughout the region. Furthermore we receive countless e-mails regarding Edison (ie reminders of deadlines, etc), so many in fact, that staff seems to ignore them. Regarding the training, I attended the "group" training last year before the system was up and running. The training was very general but OK. I later attended the training for supervisors which was taught by local HR staff; it was more beneficial for me. The training classes were small and we had the use of the computers for the training. Because I learn more from "hands on" training this second training was more beneficial to me. I could have really benefited from attending training for the Performance Management piece of the program but it was not offered here. As a result I really struggled with entering the JPPs for my staff as well as completing the whole process. If a co-worker had not helped me I would probably still be struggling with the program. I will say the one time I had trouble re-entering the program I phoned the Edison Help Desk and was given prompt and courteous service. The person was nice and helpful without being condescending; she quickly assisted in issuing me a new "password" which then allowed me to re-enter the program.
5087. When you doing time it should be set up so you can error down,up and tab to a different area, in stead of using the mouse to click everywhere.

5088. Regarding our specific team, it is very difficult to predict time spent on various duties two weeks in advance. Also, it is my understanding that adjustments are time-consuming and thus, costly. 2. Leave balances are not retained concurrent with usage and accruals. I do not have a clear understanding of why the system cannot update leave balances each night when the system is updated. 3. Time entry is cumbersome. Is it possible to show time entry in a monthly calendar form to help ensure completeness and accuracy and allow managers to view all time and leave concurrently?
5089. I thought this was supposed to be up to date on my leave balances and it is the same as before. But before i could get close now it's back to guessing to figure it out. I am afraid to change my bank because i won't get a paycheck. It actually takes more of my longevity check because i am taxed on the amount of the whole not the parts, so i lose money every year. The stubs are confusing and it takes hours to figure if my pay is correct or not.
5090. On Channel 4 news there was this lady from F&A. and she was blaming us " the employee " for not trying to learn the new system, I really need her to correct this statment on the same news channel, because we have done everything we can to work with this new program, and it's a shame just to sit in her office and blame us, without even asking what was the issues are. My personal opinion about the whole thing is, that was not the right timing to buy a new program, while we are suffering from Economy,
5091. no comments
5092. I have worked for the state in different capacities, but currently work as secretary. Edison is a great self-sufficient system when and if works properly. We are not a Monday - Friday 8:00 - 5:00 facility. This creates many problems for us in getting in time. I key an approve all leave/overtime requestes for approximately 70 people. I also key time. The time frame we have for getting time in does not accommodate our facility. We only have one day to complete time. Our day dont' end until 12:00 pm. This creates problems in getting your time in accurately and on time. Also, Time Management creates all sorts of problem because you never know when or if it is going to run. I work hard for the staff that I keep time for and edison takes excessive amounts of time due to the way you have to go in and out of sections and changing dates continuously. The management of supervisors groups are almost impossible. I have to go to another area just to key time for the same 14 people that I haven't had in my group from day 1. The way our hiring system works it is almost impossible to keep the people you need in your group. The design of Edison does not seem to be as user friendly or time efficient as it could be. On the other side if Edison performed as designed and was more user friendly and not so time consuming it would be great to have access to all the individual information that edison contains.
5093. I DO NOT wish to include any personal identifying information nor have anyone know what information I have provided
5094. Edison does not comply with current TCA leave laws and also does not comply with current leave policies of the State of Tennessee.

5095. Our department is supportive of Edison, but we had to really fight to get an existing system to feed information into Edison that was vital to our system's survival. Several other components are similar, and the interfaces have to continue to be developed to make the systems talk with each other. That is one critical area where I see emphasis needs to continue to be applied. Reporting capabilities are also very limited at this time, and it makes management very difficult when you can't get the information out that you need.
5096. I am a manager with 12 people reporting to me. Previous to Edison, I entered everyone's time. It took less than 30 minutes per pay period. Now everyone enters their own time and I have to wait for them to do so before I can approve it in Edison. Not very efficient. When someone wants to take any leave, I have to wait for them to enter the leave request or just stumble upon it while logged into Edison (which I generally have to do several times during my shift). Edison calculates leave and OT within the same week differently than the old system. That confuses a lot of my employees. It also calculates paid OT differently. Another point of confusion. It apparently can not calculate shift or schedule premiums - they have to be calculated into our base salary by someone from HR. Edison's handling of holiday schedules still confuse employees even after 6 months. Employees taking FMLA time require an intervention by HR - the old system did not. I find the system to be highly inefficient and cumbersome to use.
5097. I don't like the fact with Edison more taxes are taken out of our longevity pay.
5098. I never had a problem with payroll for years until Edison so I don't see how it has helped but make mistakes and more work for employees
5099. Due to an Edison error so I was told I was paid twice in Feb. since that time I have had money taken out of my check that I asked could I get the money back I was told NO Edison would not take it. So I lost \$1,100 that Edison took from me.
5100. I have not had much experience with the payroll entering at this time. However, I do not like the way the check stubs are printed. It is very confusing to determine wages for the time that is worked if you have overtime and how the comp time is calculated. The previous system had a much better way of showing O.T., comp time, deductions, and days accrued for sick, annual and comp.
5101. There should have been more one on one training. Parts of the training program were very confusing and made Edison seem to be harder to learn than it actually was.
5102. You're asking for comments now? I think it's a little late. This system is supposed to be an upgrade from the old system. My question to you is who is this system for. State Employee or who? Experience should show that new technology is not always the way to go. Some times you need to wait and find a system that has been tested and proven to work. My personal opinion is that this system has been forced on the State of Tennessee and its employees. One of the major issues is that the money and personnel need to fix the system/modify Edison to work the way the state of Tennessee operated was not available,

from the beginning. Next thing I saw was that they brought in inexperienced people off the street, who had little or no experience. These people did not have the knowledge of knowing how the state does business. Which in my opinion is the reason its not working.

- 5103. As of this date 05/03/2009 Edison is not fully operatable for Managers.
- 5104. I think once we can get into a routine things will be better. We can't get into a routine because something seems to go wrong every pay period that keeps us from going in and entering or approving time on any kind of schedule.
- 5105. We are using lots a paper to generate time sheets.
- 5106. This is a much better system to keep a track record personnaly of my employment time and pay. It createsownership and provide time efficiencyof information needed.
- 5107. Having to make sure your time is entered each week instead of at the end of the pay period
- 5108. I would like for the longevity checks to be separate from our payroll checks like they were before Edison, so that so much taxes will not come out of our checks when our longevity is due, which is what is happening now with payroll & longevity being combined.
- 5109. I have to do this twice a week. I use to only have to enter time sheets every two weeks. Everytime I do it there is an exception that shows up and my supervisor says that I have entered my time properly. I am realy uncomfortable with all of my personal info being all on line. Also, having to scan in p-card reciepts is going to be a huge problem, I am going to have to take time from the field to drive an hour+ to scan them in and scan the receipts in. That is none productive and is going to cost the agency and stae more money than the old way of turning in p-card paper work. Think of all of the fuel of all of us having to drive all that way. All that time taken away from the true job that I am supposed to be doing. This is a horibble system and makes absolutly no sense. Everything is taking longer to do than the old way. Also, I have to put in time twice a week verses every two weeks. This system has made and will continue to make me a less productive employee because I have to spend more time on all of my "paper work" now then I did with the old system. And that time will only grow as new editions to edison are implemented. Edison needs to be dropped right now and lets go back to the way that worked. Why did the state fix something that was not broke? I hope that this system investigated very completly because if it is it will be discovered how unproductive it makes employees. Not to mention that insane amount of money that was dumped into it. Discouraged about the whole system and how it has taken a one day deal and turned it into 2-3 day. Especially when we start scanning in p-card receipts and I will have to drive an hour+ to a scanner. That will be unproductive and cost the state money in fuel.
- 5110. The training I received was on in alignment with what the system can do or with what I have been given access to do or changed from the time I was given training to the time

the system went live. For example, I was taught that I could run queries through the HCM module which has been taken offline because I was told from Edison personnel that "too many people were running queries" which is what the module was for! To this day, I cannot run ad hoc reports for my department. The reports that they have built that are supposed to mimic the reports we got from 3270 do not have the same information on them. It's hard to identify overlaps. There is not a cross walk from the fields and prompts. For instance, what is now the service anniversary date? There is a lot of good things that this system can do. When you contact Edison staff, a lot of times you are given the run-around, they don't LISTEN to the question and they pass you off to someone else as soon as they can instead of trying to figure it out. I have noticed that some are going above and beyond now and some are still useless and giving Edison a bad name.

- 5111. Annual/Sick leave balances consistently stay weeks behind.
- 5112. The time reporting is going very well for me. The travel expense portion is much better than the previous system!
- 5113. As an individual user, I have not had any personal problems with Edison, but Treasury only used Edison for the first 3 mos. for timekeeping and then thankfully reverted back to HRIS. From a program administration standpoint, Edison has not been pleasant. The majority of my work days are spent researching and trying to correct errors that Edison has led to or caused. The system does not seem to be streamlined. Since different people only have access to certain parts, you have to figure out the exact person who can see what you are needing and then communicate with a few others who can see the other parts and change any entries in trying to fix whatever problem has arose. Since no one can see the complete picture, it has exponentially increased the amount of time to even determine if a problem was corrected, because again you have to talk to each person who can see each particular part and compile those to get a resolution. There also does not appear to be internal controls or quality assurance. Again from a program standpoint major things have gone wrong or have been completed incorrectly and have gone undetected for months at a time sometimes not appearing until a participant self-reports. Edison was aware of these issues/needs in the design process, but the controls are not there in live system. Since our program administrators cannot see anything related to our plan in the workings of Edison we are at the mercy of Edison and Benefits Administration to inform us of any issues, to correct those issues, and to pull reports with the correct parameters. This has been a long, labor intensive, and time intensive start up process. And at the rate we keep discovering major issues in Edison concerning our program, I don't believe that problems will not continue. With such a large and expensive Edison system, we are still relying on a tremendous amount of manual interventions in order to make the system work either as planned or as needed to complete the job. I just believe that so many programs state wide have become much more cumbersome than before and do not have any hopes of improving. Sure people will get used to entering their time, but there are such larger program issues where we are told by Edison staff that Edison can't handle and we do without even though it was a promised feature of Edison go-live and programs that now require a large amount of manual input

and intervention and are thus more susceptible to errors.

5114. I think it is only reasonable for each employee to get a printed copy of his check stub each pay period so he can keep up with his pay and benefits i.e. vacation time, sick days, etc. many are not computer literate enough to get it off of the computer. There ought to be NO reason whatsoever to deny employees access to a printed copy of paychecks. And I have to print mine off at home because I can't get the computer at work to print it off the correct size. I would be willing to pay the postage to get a printed copy, but why should I have to?
5115. The login and password procedures are ridiculous. I've had to call the help desk on several occasions about password issues. It took me thirty minutes to pick an acceptable password.
5116. I think the Edison system will be very helpful once everyone receives training and has access to use it. Hands on is the best way of learning how to use the system to its fullest. I do think they need to work on personal information that has been put in Edison incorrectly. Overall I think change is wonderful.
5117. It really costs me a lot more in taxes to have my longevity added to my reg. paycheck. This is the thing that I detest the most about Edison. I depend on my longevity for many things, so I hate it when my longevity is less than what I received in the past few years.
5118. I have not had any personal problem with the system but I have noticed there are so many different functions to this system to be learned. Most of this material that is to be learned is online for you to review and implement, which can be a little frustrating at times if you do not totally understand it. I know it is a difficult task for the trainers to come to the field to train and that it is easier to place the learning material online. I feel I learn better if I have hands on of an actual system rather than a testing system which does not address all the problems that may occur when using the system.
5119. The split work weeks are somewhat confusing - it seems like extra work. And if you have rescheduled, regular, and any kind of leave in one week - that can become complicated.
5120. Being able to log in and perform functions remotely is helpful to me in regards to time management. I have no first-hand knowledge of problems related to entry or maintenance of data for other persons because I don't have the capability to enter or update information for anyone other than myself. In the performance of my job duties, however, I do have access to and need to view information related to others. I cannot say whether missing and/or incorrect information is an Edison issue or due to human error. I suspect it may be both. Although it is becoming easier for me to navigate in Edison and find the information I need, it would be helpful to have some internal explanation and/or training in regards to interpretation of the data.
5121. There was no training. The calculation of overtime, comp time, and longevity does not

benefit the employee. You state the state has been calculating in error for years but where is the evidence. We are told continuously not to complain because this is system we will use. Longevity payment is a joke. I have been employed for over 20 years and this process has been very discouraging.

5122. My experience with Edison is to obtain information about which benefits I have and how much personal and sick time I have accrued. I don't expect that to change since my department doesn't use Edison for it's payroll function.
5123. Overall, I feel that some time of upgrade was needed for the financial processes for TDOT, however, I'm not sure if Edison was the correct one. All applications take more time and is not very efficient. Training is a joke and noone can answer questions that you may have. After the system went into place. It went smoother than expected, no one has lost a check in our region, yet. Financials are next. It will be utter chaos. I feel adequate training and having an onsite Edison Guru would be helpful.
5124. The only complaint I would submit is that it is obviously a much larger system designed to do far more than what we need it for which therefore makes it a bit cumbersome to maneuver through
5125. (1)Reported time and leave balances are slow to post to the web.(2)Pay stub PDF DATES are modified after being posted on the web.(3)I have to check employees time daily because sometimes entered data doesn't show up in a timely manner. Edison is very time consuming! It was several months before being able to approve my employees time. Edison is still better than what we had before.
5126. no comment
5127. I think a lot of the problems stem from the fact that unto recently, most people entering their own time didnt get any/enough training.
5128. I did not like the fact that changes to the way comptime/overtime are calculated was not communicated until the system was implemented and questions were asked. The same for longevity pay.
5129. I believe that the Edison system will eventually be adequately functional, but the implementation of it has been extremely poor. Training was very poor, and complaints and inquiries have been dealt with in a dismissive manner. I'm also concerned that at a time after the buy-out, when most departments are seriously short-handed, supervisors are taking much more of their time dealing with Edison-related glitches. As a person who also works with vendors, I'm concerned about the number of hoops they are having to jump through, sometimes without much advance warning.
5130. very poor system. not user friendly.
5131. The training we recieved at the beginning was sketchy, the person(s)at my worksite that

were the "supertrainers" and whatever other cute names you gave them to identify them as the people we were to contact with problems here as lost - and continue to be - as we are. So far I have only had two checks that were the same as they should have been for that time period. I have been to other Edison training where the instructor was teaching at a college level and the participants were at the first grade level. I also noted that there were no evaluations for any of the Edison training like there is for all other training given to state employees. If we evaluate training we have to pay for from other contractors why do we not for Edison trainers. I am also very unhappy about the longevity payment issue. It may pay off in the long run but it seems like we are being jipped out of something that is supposed to be a financial pat on the back. Considering the state of the economy this is a HUGE mistake for the taxpayer and the already depressed employee.

5132. The timesheet due dates do not match payroll dates. This causes multiple timesheets to have to be done almost every week. Also, because of this we are asked to "estimate" work hours much too often.
5133. Dates timesheets are to be submitted vary so much they're hard to keep up with. At times we're told to submit twice in the same week.
5134. It is so much more time consuming, having to turn in/log in your time 5-6 times a month as opposed to only twice a month before Edison. It's also confusing to most employees, trying to remember when to turn their time sheets in (sometimes for only 1 day, even though they weren't scheduled to work that day. Very aggravating at times - I hope it gets better as it goes along.
5135. We are now doing twice the work keeping up with time. We do written forms and transfer info into Edison which takes extra time. We have been told to contact supervisor to ask if we can put leave in the Edison system, then wait for her to get back to us, then read the e-mail giving permission, then go into Edison and then send e-mail to supervisor asking for her approval...It is foolish. I do not like estimating time I am going to work each Friday. It makes no sense to put it in and then have to go in on Monday and change it if the hours differ...I feel like I am not being truthful on time reporting...there should be an easier way. It just seems like we have made things more difficult, not better...Why can't there be a system to put down our work times and then let the computer calculate our hours...
5136. I'm not sure what type of agency Edison was set up for but I can't imagine it was for us. State employees work many different shifts, 7 days a week, and we work most holidays at many of our work places. It seems none of this was taken into account in the set up of Edison. Staff is constantly having to go in and "tweak" the Edison system, often we do Edison twice in one week and then in a similar week (month ending in the middle of the week) we do not. It seems to change back and forth with no clear direction. This leaves employees in a waiting game to figure out what to do. We are still completing a paper timesheet so how is this helping. We are now actually doing twice the payroll requirement as before. I have worked in the past at another State facility where time was recorded and payroll done by scanning your hand. This was totally accurate for time

keeping and a very simple process. There were no exceptions due to lost time cards and no employee could "fudge". Edison is very expensive, and as a tax payer as well as a State of Tennessee employee, I am quite disappointed in the system which is too expensive, too inefficient, and too difficult. It was the wrong system and now we are trying to force it to work and it's doing a poor job. It is not an example of being a good steward of hard earned tax payers' money.

5137. The old system was much simpler, turn your time into a timekeeper and they would enter it for you and you could get out and start doing work. EDISON is very time consuming. This new system puts more burden on field people, those who travel across the state. I would like to see us go back to the old system, it worked well.
5138. I have been in Information Technology for 30 years. No new system has ever been put in production without some problems being discovered. Tracking problems discovered and working to correct them is expected activity in the development of any new process. In fact, quickly responding to difficulties encountered is one of the most challenging and therefore interesting aspects of new system implementation. Never having worked for government before now does not put my conclusion in question, if you think new software can be adopted without difficulties just ask the DoD or the IRS.
5139. The system was designed to fit the needs and meet the rules established by DOHR and F&A. In some cases there have been processing issues (longevity payments and holiday pay) but overall I feel the system is working as designed. One major problem I see is that DOHR and F&A changed some policies when they implemented the system and even now...6 months later they have not communicated those policy changes to State employees. Therefore, employees feel the system is doing it wrong but they are basing that assumption on old policies. DOHR and F&A need to provide mass communication on the change in overtime pay, the change in when employees can use Annual Leave vs Comp Leave, the change in employees taking leave and working overtime in the same week and any other policy items that are now different. Edison is getting blamed when really it is a lack of understanding. We can't expect employees to know if they are not told.
5140. I still haven't received my time
5141. There seem to be problems that cause delays in work being processed, that in turn causes more work (such as people calling repeatedly) because of the time delays. Which in turn causes the public to constantly be calling with complaints. More work required just to key in items that was a simple procedure before. Supervisors have much more work keying absences (whether it's annual or sick)
5142. I haven't had a problem with it, even when I was able to log in the info myself; however, it is disturbing how long it takes comp time and leave to show up. Makes it confusing.
5143. This system has cost the state more than \$130 million. No state or private company has ever implemented Edison successfully. I asked senior IT staff why we think it will work

in TN when no one else has been successful. I was told we "believe" it will work because the Governor says it will work. In my experience Edison is slower, more labor intensive, more prone to error and more difficult to manage than the old system. I've personally experienced several payment errors and inconsistencies with Edison (e.g., over paid flexible benefits, slow pay of flexible benefits, notices of flexible benefit payments that were not deposited and unexplained variation in my pay check). I have no faith in this system. I expect the next administration to abandon the system and the \$130 million plus investment to be a complete loss for TN.

- 5144. One area I have found to be a little confusing is the requesting of leave before hand and then not having to use the leave. Another area is keying the correct time on the incorrect day and trying to resolve the problem.
- 5145. The system works adqueately.
- 5146. My congratulations to the entire Edison team for pulling-off a very complex accounting system transition with a no major problems.
- 5147. My main problem with Edison is lack of training. The computer training presentation is not suffiencient. There should be at least one live person in each office that has had training that can answer questions like: I drive a state vehicle, do I need to put in miles when completing an expense report?. Having to learn as you input real data is frustrating and a lowers morale. Especially since Edison was presented as a user friendly application. I consider myself computer literate and a person who catches on pretty quickly; however this system makes my head hurt. Little consideration was given to the many older state employees who are not computer literate enough to understand the training and how hard it would be for them to enter data. Finally, I don't like going into check anything on Edison because I'm afraid if I go to a page and hit a button I may not get paid again.
- 5148. difficult system to manuever in; very time consuming process requiring multiple steps.
- 5149. I do have complaints about the work I do each day with Edison. There is a customer service area for all employees that we perform each day. When using the Edison program it was taking 3 times longer to perform the job. The department's supervisor, managers, assistant director and director came up with an idea that has cut performing the task back to less time than it has ever taken.The other complaint I have is in our department there are certain forms that were handled by one person and that person keyed the information into one system and the information needed for the other system was transferred over automatically. Also with Edison the form now has to be keyed in by one person in one division and then copied and sent to another division. The other person in another division receives the form and keys it into another system. Before Edison the other system transferred the information to another system automatically. Therefore, only one person performed the task that now takes 2 people and 2 divisions. Also there is the likelihood of more mistakes being made when 2 people are keying in information that was keyed by 1 person before Edison. Sending the same info to another division to

process has also created problems. Forms are misplaced and having to be sent again, which takes a longer amount of time for both divisions under Edison. Since Edison, it now takes longer to look up the information to answer employee questions when they come to our office or call our office. Therefore employees have to wait longer for their call and questions to be answered.

5150. I still don't believe those who designed the program had a full concept of what our department was about and how it operates at all levels not just in Nashville. That is why we have experienced set-backs and delays.

5151. IT TAKES LONGER TO DO

5152. Edison is a very flawed system that is taking more time and human effort to resolve issues that should have never occurred. Edison is costing more money than if we had kept SEIS and just had it brought up to date with what is needed.

5153. An employee should not have to take money out of their 401k to pay bills because I was told that I had to wait a month to get another paycheck.

5154. I do my time & supervise two others. My main problem is that Edison is very clumsy, slow, and user-unfriendly. I spend about 2 hours per pay period entering & checking time, b4 was 15 min.

5155. The payroll portion of Edison is very time consuming. Depending on the pay period we may be required to submit time on hard copy three times for entry in Edison.

5156. I work in payroll. We have had people who were terminated for several pay periods to pop up with a full check for the pay period out of the blue. We have had 11 people be paid longevity twice within the same fiscal year. Within our institution I think travel is going extremely well; cashiering is going well; and payables and inventory needs a lot of improvement.

5157. It would be nice to have training from someone instead of written directions to figure out on your own.

5158. Edison is designed for everyone to do their own time and they should do their own. Takes too long to key in time/request/approve. Doing payroll too often in one week is time consuming. Should be design to do it only twice a month. Too much personal information in the system.

5159. For the past two months, my payroll and travel information have gone to someone in HR instead of my supervisor for approval. My department HR person erroneously changed this some ago and cannot seem to get it corrected. This delays my travel claims.

5160. No one knew Edison, internally when implemented. Training and implementation should have been directed at one or two dept. at a time covering all components. Not all depts.

Never taught in a way to understand why, it's all point and click. Expense reports were a disaster first time. Edison calculated point to point milage incorrectly. Paid employees too much. Mgmt says F/A would look at point to point milage. Manage a group of professionals who complete their work in a correct & professional manner. Don't tell them to ignore something that is not correct.

5161. I looked at my paycheck stub for April 30, 2009 and see that the State of Tennessee still has not posted the correction regarding the second longevity payment that was on my paycheck for February 27, 2009. (My Year to Date Total should be \$11,768.00 but it is still showing as \$14,768.00.) I signed a form (Method of Repayment Authorization) on February 27, 2009 and gave a check for \$2,026.29 on Monday, March 2, 2009 for the overpayment of net pay. My bank, SunTrust, processed the check on March 4, 2009. I have asked several times and no one can tell me when the State of Tennessee will post the correction to my paycheck stub or if there will be any type of documentation showing that the monies were returned for the overpayment of net pay on February 27, 2009.
5162. Software package is not 21st century i.e. special maintenance programs have to be run to update data. Data should be updated when entered and correctable at that point and time frame. System is not interfaced with Department of Health accounts receivable software and creates additional workload of data entry. The "Peoples Software package" is not user friendly.
5163. The system is constantly down or problems occur with approval of personnel. A pilot study should have been run to work out quirks. Since I investigated, I found several other States have already ditched the system.
5164. The system in which my time is entered in Edison for each payperiod is much more time consuming and inconvenient than previously.
5165. I am the time keeper for this office. Since Edison was started, this office has hired two new employees. Because of Edison, they did not receive their first paycheck when they were supposed to. I told our new people to be sure and watch for the first pay stub to go on line so that they could view their check. The stubs did not appear. I called several times the last week of the payperiod letting our Personnel Analyst know that the checks were not there. She called our main Human Resource office in [AGENCY REDACTED] and they spoke with Edison Personnel. We were told not to worry, the check would be there, they still did not get their first check. It was pretty bad especially for one person, single mom with three children. The FMD and I gave her a personal loan to pay bills until she could get her check. The single mom worked about 7 weeks before her first check was sent to her. I feel that this was unexcusable since so much effort and calls were made before time for the check to show. Data Capture worked so well. I cannot understand how Edison is saving the State any money when the overtime has doubled, at least for some of our staff, to make sure that everyone in our district gets paid. We could have sent out a lot of paystubs for the amount of the cost of Edison! My opinion is that the State should demand their money back and tell Ms. Potter that there are some "old dogs" that are very capable of learning new tricks, if the tricks are worth learning. Tricks

are supposed to be fun, Edison is not. It is not hard to key leave by any matter, the system just has so many bugs to work out that it is not worth it.

5166. They take too long to run the administration time. They are suppose to run it twice a day but it seems like they are having problems getting it to run to process our time. It seems like they are having an awful lot of problems with it. Another thing is I don't understand the payroll and how to read it. You think that they could make it more simplified for people to read and understand what is being taken out of our pay. It seems to me that it is too complicated and hard to understand what is going on. I'm not even sure if what is being taken out of my payroll is correct. As far as taxes and insurance. I wished we could have stayed with the old system but just been allowed to have keyed in our own time instead of having someone do it for us. Not too long ago I did online training about travel claims. It was awful. I didn't understand anything at all. With the payroll I understood some of it. I didn't have too much trouble keying in my time. But like I said I am having trouble understanding what is being taken out of my pay. It seems to be a lot more complicated than when we received our payroll stubs in the mail. The information on the payroll stubs was easy to understand. This seems to be more complicated and I don't understand why. How's come it can't just look like our payroll stubs did? Now the next section that we will be dealing with is the travel claim and the training just blew me away. I was very lost and frustrated about time I got done with the online training. It seems like you have to go through the training sessions several times before you even get a little bit of grasp of what is going on. From the time that you do the training until the time that you actual are put online, there is a big time span between the two so you forget what you have learned if you have learned anything and then you have to go back through the training again. As soon as you do the training, we should be able to use the system right away. There shouldn't be such a long time lapse between the training and then actually using the system. The travel claims section seems to be a lot more complicated than the payroll section. I am worried about if the sections as we go along are going to keep getting more complicated. And there is so much to remember. I will have to be honest and say that I don't like this system. I wish we could go back to the old system it was so much easier and less time consuming.
5167. I do not care for the Edison system. I call my bank now to make sure my deposit is there. I feel uneasy about the whole thing.
5168. We should enter time at the end of each pay period. Not weekly. This will be a source of continuing problems unless it is changed. Sometimes you can not request leave beforehand, as in sick leave. Edison should not require you to request leave before it is taken. This should be treated as an administrative issue for supervisors to handle.
5169. Some of the problem I had in the past with Edison got corrected.
5170. It's designed to take extra money from our checks /// Checks are different in amount of money on matching pay periods///
5171. Edison is to cumbersome in the way it is designed, streamlining the system needs to be

looked at. Problems that have occurred with other folks need to be resolved quicker.

5172. The biggest difference in Edison and Data Capture is that the employees are responsible for inputting their own time. Previously our administrative staff took care of this for us. I am a supervisor, and to my knowledge, none of the people I supervise, nor myself, have had any issues with incorrect payroll. We have the advantage of having an administrative staff that is extremely knowledgeable and helpful when questions arise about inputting time. The biggest opportunity for improvement that has effected me personally is that time administration does not always run when expected. Split pay weeks are also very time consuming in that I have to spend twice as much time checking and approving timesheets. This is actually no different from Data Capture except now the supervisors have more to do with employee time where previously administrative staff took care of it. It is just a shift in responsibility. Actually, I don't believe anyone in my group has even had an exception since the first month of EDISON implementation.
5173. There should be a quicker turn around for payroll issues that were keyed incorrectly after the error is caught. True enough we should be careful about how we key in the info, but we are only human. We should not have to wait months on end to have an issue in pay corrected. We depend on our paychecks to be correct and the matter resolved quickly if they are incorrect just as our clients rely on us to correct an issue if their correct benefit amount is not issued.
5174. no comments
5175. This system takes longer to do, has changed hire dates, Leave balances have changed and then changed back making it hard to trust the correctness of the system. Several of my employees that work under my supervision has had problems such as insurance being canceled and also be terminated. Increased the time it takes to do such simple jobs as placing work orders. Procedures that are complicated for the average worker to do and remember.
5176. I believe there are problems when employees are instructed to enter time at a standard 7.5 when that is not what we worked - i am a flex schedule and meet some offenders on weekends but was instructed not to enter weekend time, not that i get shorted because i also don't list the day i leave early to flex off my time
5177. My beneficiary info has not gone over in the system I was wondering if this is something to occur in a later stage. I think some follow up training is needed if they want staff to fully use the system such as changing W-2 information. With recent tax changes I and others would like to monitor and change amounts coming out so that we do not have to pay more taxes when submitting IRS info. next April.
5178. There are bugs in the system. While these may be expected at startup, one would also expect that they would be resolved over a period of time. This has not always been the case as some issues persist. For example, why are blocks of time arbitrarily divided into fractional (83% & 17%) components? When approving time for supervised employees, a

7.5 hour workday appears in EDISON as 6.225 & 1.275 hour components. The Task Profile IDs for employees have been, and still are erroneous. One employee in our section is currently not supervising anyone, but has 40+ people from other groups and sections listed under her. One other issue that consistently affects everyone is that the system does not process time reported according to the advertised schedule (10 AM & 6 PM?). This creates a crisis of sorts on a regular basis. It would be nice to eliminate some of these bugs. On the positive side, it is beneficial to be able to look at personal & payroll type information on demand.

- 5179. Due to the complications in entering time and exceptions it appears that the state is spending more money in paying overtime to time keepers. The old system you put the time in and that was it, now people are spending time figuring out how to clear exceptions waiting on the system to run sometimes for several days.
- 5180. We are still learning how to use Edison with time this may be a very good program.
- 5181. As a member of the [AGENCY REDACTED] am a resource for my fellow employees whenever they have Edison problems. I know of people who were paid their longevity pay twice, had problems getting their insurance premiums paid and entered into Edison while they were on a Leave of Absence, have had their time approved by employees in a different Division, had incorrect balances on the sick/annual days. Many employees have access to employees that they do not report to and we have asked on more than one occasion to correct this and have had no luck in doing so. We still must maintain a paper timesheet, so entering time into Edison created additional work without saving work.
- 5182. To my knowledge, our local office has not experienced any specific problems with Edison.
- 5183. Edison was designed to allow employees to enter their own time into Edison, six months later employees are not allowed to do this. It makes no sense to have to enter and approve time on a "pay day". Time should be entered and approved the day after pay day.
- 5184. I understand that many people have experienced glitches with the payment and accounting portion of Edison. These glitches have made work much more difficult and complicated for our accountants and administrative staff. I believe that there are some personnel transactions that are less efficient with Edison as well. All of these issues take a great deal of time to learn to work through and cause delays in processing necessary work as well as backing up other duties because the information from Edison is necessary for completion of assignments.
- 5185. more training is needed
- 5186. Causes more work for Evaluations. IE: cut and paste, steps involved in entering JPP's, Intrinsic, & Evaluations. The notification of when Evaluations are due is helpful.

5187. There are several duties we have to perform like expense reports that are not shown on the cbt
5188. I am extremely unhappy with the way the regular pay is put in the same check as the longevity pay. My longevity pay for 30 years,(\$3000.00) was taxed \$1100.00. That was in excess of 33%.
5189. The system is counter intuitive and cumbersome to use from the screen design and layout to the ability to view multiple screens simultaneously. For example, I can approve time off but cannot see these approvals in the same screen as the time sheet when it is time to approve time for a pay period. Some errors like miskeying a number should appear immediately not a day or two later on an error report. Approving time for 6 supervisees without problems or questions takes about 30 minutes - if there are problems or errors - at least one hour up to half a day can be involved. The previous system of reviewing, questioning and signing timesheets to about 15 minutes of less. In 12 years of approving time thru the paper system, I do not recall having any problems that required investigation and redocumentation of time accounting by an employee. Finally, two different employees have reported that the system overpaid them for longevity and that Edison was unaware that this error occurred. The employee had to contact Edison to inform them and then work out a repayment plan with Edison. How many other employees have had this happen and have not reported it or not realized there was an overpayment? Ultimately, the system will probably pick up the error but this should not be happening.
5190. With money being so short, how can the cost of this monster system be justified.
5191. I personally do not understand what all of the concern is regarding Edison. It has been my experience that Edison works as well as you want it to work. If one is trapped into the dilemma of "Oh that is too hard, or it just doesn't work" then it will always have critics and detractors. I personally think it works just great and find it a great convenience. I like being able to depend upon myself to make sure things are input correctly because if something does go wrong I have no one to blame but myself.
5192. It is by far more efficient and easier and swifter to get the job done.
5193. I feel that if I do not get paid for leave that wI have available wI should not have to wait two or more weeks to receive funds. I feel that a check should be made out immediately to make it right. unfortunately I live paycheck to paycheck.
5194. When Edison started we were told that it would be alot faster and easier than the old system, but that was a complete fabrication. Not only does each job require more steps but it is alot harder to understand because of all the different wording. When we started doing payroll on Edison there were glitches but you would think that they would be getting better but they are not. The Time Admin Run is supposed to run every night, but it has gotten so bad that it only runs once a week. We can put in someones leave request and the supervisor will go in to approve it and it will not be there. Edison has kicked it

out so we have to put it in again and sometimes we have to do that two or three more times just to get leave approved. I am for change, BUT if the new system does not work correctly then we need to go back to the old system(At least it worked.) We did not have to worry if our paycheck actually made it to our checking account.

5195. With the HCM module it takes longer for transactions to work. For instance we may enter a TN Job Change for a demotion, but the information is not updated totally.
5196. IT PUT MORE WORK ON COUNSELORS AND TOOK IT OFF THE SECRETARIES. THAT IS TIME WE DO NOT HAVE TO DO EDISON.
5197. In our particular work environment, it is difficult to key time when you have customers staring at you. The computers we key time on are the same ones that we ring up customers on and this can pose a problem on a busy day when your time is due. If you don't ever get time to do it, it has to be keyed from home which is another issue. The training component helps to an extent, but when you get back to the actual site, the same screens or options are not there. There is way too much personal information available on it as well. I do not feel safe on this system at all. This system seems to take a lot longer than our old system to key time and travel and everything else. And if the system is down, you're just out of luck. We also use the Edison travel part and Inovah program and they are a nightmare as well. I have had more migraines since this whole system was implemented than I have had in my whole life. I am hoping surveys for those programs are soon to follow...
5198. I am in supervision and one of the employees expense claims is not showing up to me for approval as of the past three working days, this has been reported to the help desk. Overall seems to be a good system for what we use it for, time and expense claims.
5199. I want to know why employees have to do their own payroll. We have enough to do without added stress, not knowing if we are getting it right.
5200. The Edison program was supposed to eliminate pay problems and make employees jobs easier. Instead,time has to be entered weekly. There is still the chance that you won't get paid because the system is not capturing the information correctly. Super-users have had a lot of training. Most of us,however,have had no training beyond the initial pre-launch of the program. Even if the program had no major problems, staff training is too inadequate to promote a pay system that state employees have confidence in. I personally check with my bank each payday because I'm afraid that I won't be paid. I agree with my co-workers in that we wish that the state would eliminate this program and return to what we previously used. At least we had access to someone who was well-trained to specifically handle pay problems.
5201. The questions in this survey seem to have a very negative slant. It is obvious by the way the questions are worded that some people have had some problems with the system which is normal with a system this large. However, you are leading respondents down the road of negativity. Does the average State employee know what "Edison HCM

component" means and can they judge the performance of the whole system. How would they judge if a problem was caused by a computer programming error or human error. How would they know if someone did or did not do their work in a timely manner. You did not ask what kind of training employees received. Was it self-taught on-line computer training or classroom training. I believe how helpful the training would be determined by how best an individual learns. I am assuming an employee would have to have been around for 25 or 30 years (or longer) to compare this system with the old payroll system. How many of them are here to make that comparison? The most negative and laughable question and possible answer was that things were so serious that "The issues appear to be fatal flaws that show that the system is broken beyond repair and should be replaced". All of the old systems were outdated, could not be maintained and needed replacing; I would think you would be trying to obtain State employee's buy-in on the new system, not lead them to think we can go back to the "old ways". In his economy would we scratch all the work that's been done and money already spent! Is that really what the Governor and Legislature would want to do? I don't think so.

5202. I am a supervisor and have to approve my employees' time. Edison worked fine for a few weeks when the system was first implemented but it seems to be more difficult to get this accomplished now. Managers above me are going in and approving time before I get the chance to look at it and make sure it is correct and he says that he has to approve it because Nashville is forcing him to. Also, there are times my assistant put time/leave request into the system and I go in to approve and it's not there and we have to re-submit. The system in theory is very good and has a lot of good selling points but thus far it has not lived up to the functionality that was promised. It is great to be able to go in and review your time and check and all other features Edison offers but it has been a nightmare to make sure my folks get paid. None of my staff have missed a paycheck or any time but I feel that this is due to my assistant and myself being very diligent at entering time daily and going back in at the end of the time period and re-checking everyone's time to assure everything is correct and there have been several times where it has not been correct. The old system was plain and basic but we didn't have to worry about employees getting paid. I think Edison is costing us more time to assure everything and leaving us less time to do other aspects of our jobs. Edison is usually the first thing I look at when I get to work and the last thing I peek at before I leave. It wasn't like that with the old system. You put the time in and you were done. If something was wrong it was keyed incorrectly, not the system. I would prefer we go back to the old system until the bugs are worked out of Edison.
5203. It is quite cumbersome, and I am not working on the program other than to enter in leave and overtime requests. When I was keying my own time I didn't have any trouble. However, comparing it to when we would fill out a 2-week time sheet prior to Edison, that seemed way more efficient. I do like many aspects of the program, access to the pay and benefit information. Just not sure the problems with this program are all to blame on the programmers/implementation team, but most are. Edison reminds me of the Aviation Information Management System. When rolled out, bugs needed to be worked out, but the users saw it as a failed deployment and rejected the program rather than constructively working to improve the program (change is bad/easier to do the old way mentality). More

testing on Edison should have been conducted before implementation.

5204. In theory this is a good idea. However, for the everyday use of staff it is not practical and seems to take much of our work time, time that would be spent on doing our jobs.
5205. I have not experienced any problems to date with the exception of just learning to properly navigate the system. I believe this may be the problem many others are having, just getting used to a new system, especially if they are not technically inclined. Actually, I prefer this as I believe it protects us from identity theft better than the old mailing system.
5206. The biggest problem I see is that the system was set up for someone who sits in front of a computer all day and not for someone like me who is expected to be out doing field work most of the time.
5207. The Edison program, in my experience, is not user friendly and I am thankful I do not have to enter time, as we were first told we would. I still spend more time than I should dealing with time sheets, my own and those that I supervise. The form we have to fill out to send in with our day sheets does not go hand in hand with the way our time really is worked. This makes me very uncomfortable, as if I am lying on the form. Having to fill out my time twice is overkill, as is doing the form for the end of a week, end of a pay period. It feels as if that is all we do. I feel sorry, yet thankful, for the people who enter our time. They have other job responsibilities.
5208. A major concern that I have with Edison is that it contains so much of our personal information (including social security numbers, bank account numbers, names of family members, addresses, phone numbers, etc.). It is only a matter of time before this information is breached. This would not only cause all of us much trouble and aggravation, but would also cost the state a lot of money in liability for not securing it better. In my mind, it is not a question of "if" but "when".
5209. I found the initial training to be more confusing than the actual system. I think it could have been broken down differently. I'm concerned about the issues with payroll, time admin. running, etc., although they have not impacted me personally.
5210. I guess the only problem I have is that my education info is still not enter yet in edison. Don't know if its the system or the staff. My big problem I have is that my boss can't enter me in edison because I am reported in a different department. My boss have to call someone else to enter me in on the payroll
5211. At first it was difficult to sign on to Edison and the help desk was always busy. It took an enormous amount of time to talk with anyone about signing on. The help in our facility was great but, when they could not help and referred us to the helpdesk, the wait was still enormous. Since the sign on problem has been corrected, I have had no more difficulty accessing my personal information.

5212. Although I have been trained on how to view my paystub. I am not able to do it without calling the help desk each time. That may have less to do with the system itself and more to do with the fact that some of us are not as computer literate as others. I do find the staff on the help line to be patient, kind, and helpful.
5213. no
5214. Travel Expense input is requires significantly more time for employees under Edison. Our office has been paid monthly for many years. At the worst possible time for many employees, our office must change to semi-monthly pay. It is difficult to understand why this was not a problem under the old system, but creates so many problems under Edison. Everyone was aware of the monthly pay system from the beginning.
5215. The problem that I have encountered with Edison was that for some reason even after I had entered my time Edison sent an exception that my time was not in the system. I was not in that day so when I came in the next day and tried to re-enter my time I could not because it was on the 17th of that month. The payroll person had to go in the system and put me in the system for working on a Saturday in order for me to be paid.
5216. It is not user friendly, time consuming much more complicated than old systems.
5217. it is very difficult to project the hours we are going to work before we work them. it was much easier before edison!
5218. Flex Benefits use to take 7 days or so and it is now taking 2+weeks to be reimbursed due to the system.
5219. My problem with Edison is the entering in the time and travel authorities. There are too many steps and screens that we must go through to enter this. I would think that we should be able to enter everything on one screen and not these multiple tabs that must be clicked everytime we enter time and especially travel authorities. I do like the fact that with Edison my expense checks come a lot faster but in my opinion this is the only perk that I see to Edison.
5220. The Treasury Dept. does not enter out time and attendance in Edison. However, our payroll checks come through the Edison system.
5221. N/A
5222. As of this date I have not had any significant problems or concerns regarding the Edison system. I think the problems that have been experienced are mainly due to the newness of the system and any "bugs" will be worked out with time. Overall I think the system will be very good.
5223. Please note that some questions should be answered N/A because Treasury no longer uses Edison to report time. Edison was not designed well for those of us who are paid

monthly. We had to approve our times in advance and then complete leave correction forms after the fact. For monthly-paid employees, the functionality was poor. I also disliked the fact that our leave balances were not updated the day after inputting leave; it caused a lot of confusion about actual balances. As a supervisor, the approval process was unfriendly and time-consuming. Everything took 24 hours to update which was a nightmare at cutoff dates. Two problems that were inconvenient but later fixed were the constant exceptions (with holidays) and employees not showing up under their correct supervisor.

5224. The system takes up way too much of timekeeper, supervisor, manager and director's time. Having to enter time every week and/or twice a week is burdensome. Then the manager, director and higher have to approve leave and time two or three times a week.
5225. I do not like having to enter my time before the week is finished. I would like to enter on the following Monday instead of Friday. I have not been given information on who to contact for problems or questions.
5226. The system requires an inordinate amount of time almost on a daily basis. Time/Leave Requests/Leave has to be entered, then you have to wait for Time Admin. to run, then it has to be approved. Then you have to wait to be sure it's been approved. It's very cumbersome. It's not reasonable to expect executives to find time in their day to sit at a computer and approve time. The window of time to get the time entry and approval done is very, very short. Many times I have entered info that for some reason does not show up. I have to continually go into the system to find out if data I have entered is in the system. I have to check and re-check. If you are not vigilant about checking the dates, you can be looking at the wrong week. The system is not intuitive in any way. Nothing about it makes any reasonable sense.
5227. The largest problem I see is that we are having to approve the same time multiple times. Once it is entered and approved if something is changed anywhere the entire week has to be reapproved. I have to multiple times go back to the start of the pay period and approve days I have approved two, three or even four times before it takes. The processing does not run twice a day so it is impossible to tell what has been approved or not. The system has potential and will surpass the old 3270 but a lot of programming kinks need to be worked out to eliminate the upward delegating of responsibilities and waste of time approving the same time multiple times.
5228. I WISH EDISON YOUR LEAVE IS MORE UPDATE THAN IT IS NOW. PAPER SYSTEM HAD OUR TIME WHEN POSE TO INSTEAD OF 3+ WEEKS OUT. SINCE EDISON IT SEEMS WE COULD GO ON EVERY 2 WKS GETTING PAID INSTEAD OF BIMONTHLY, SINCE THE ECONOMY IS SO BAD.
5229. Edison was much more complicated than I expected. The training prior to start up was not sufficient. It was on Edison and there was no one person to contact when I had problems. There should have been state wide training done by individuals instead of the program itself. It makes a complicated job even more complicated. I have had problems

with submitting data and then have to resubmit then the previously submitted data showing up. Also, there is no room for error. If I make a mistake and submit the wrong date, I cannot change it myself. The manager has to disapprove that error and then I have to resubmit the correct data which is problematic. I do not like Edison.

5230. I am not able to check on the status or progress of a submitted Flex Reimbursement Payment.
5231. lack of adequate computer support for this to be easily accessed by all staff seems to be a problem at our institution
5232. I approve several employees time, and numerous times I have approved their time, only to find out later that their time needed to be approved (again!) Edison just seems to lose the approvals. Also, the system should be more responsive and quicker to update the data input into it. There seems to be a problem with Edison not updating properly every pay period, and information must be re-entered to be correct. With such short time frames to enter the data (and approve) for each pay period, I'm surprised more mistakes aren't made!
5233. I am a rehire as of 12/15/08. I have over 5 years prior service. A request to have my service credits and to change my leave earnings balance was submitted on 01/16/09, and as of today, 05/01/09, I am still considered an employee with 4 months of service. I am being cheated out of my annual leave as well as delaying any future longevity pay I am eligible. [PERSONAL IDENTIFICATION REDACTED]
5234. I understand that new software typically has start up issues, but the time it has taken to correct the problems with Edison seem to be excessive.
5235. Unable to read assigned pages and print others. So much information is not accessible at my level. I should only be shown those pages which I have access to so that it unclutters the indexes.
5236. Week after week there is always some kind of problem with Edison. I don't like the Edison program and most likely never will.
5237. n/a
5238. I like my pay check in hand, or at least a copy. I don't feel secure with the paperwork of this system.
5239. I am discouraged that Edison has actually decreased the amount of time employees have for approving requests from subordinates. I was hopeful we would gain ease and relieve pressure with an automated system.
5240. With the State of Tennessee budget being in short fall. Why did they spend \$135 million dollars on Edison to update a system that was already working? State employees haven't had a decent raise in years, then they spend this much money on something that don't

work!

5241. Very complex project with challenging implementation. Continue to have minor issues, but overall, Edison is an improvement over previous. Most staff in department appear committed to learning how to make the system work for their needs.
5242. This is very time consuming for a manager. It appears that a clerical function is placed on managers which takes them away from the reason they are hired to problem solve and manage. More and more is placed on managers that are clerical functions which keep the manager tied to the PC rather than out managing and dealing with higher level issues. I am sure that Edison is meant to make things more effective and efficient however that is not necessarily the case with supervisors and managers.
5243. It used to take my 15-30 to check payroll for a pay period now it takes hours as I am also the timekeeper for our section. Go back to the old system it worked and this is a not working and it takes too much pay out of an employee's longevity.
5244. I feel the State's expectations of the system were a bit flawed. Most State employees have been here a long time (in some cases too long), and the process of accepting change is much the same as the grieving process. This seems to have been completely ignored by many agencies. Also, many people were not adequately trained, including upper management, and because of that I think there were some problems that could have been avoided. But, as they say, live and learn. I am very happy with the implementation of this particular module and feel it was absolutely a success.
5245. When sick leave bank is paid, the system provides insufficient detail; one really can't tell what dates are being paid, and also despite the holding period I got my first work check after returning months before I got my sick leave bank pay, even though all the requisite forms were properly completed.
5246. Other than the payroll system I believe that the training was insufficient on benefits and check routing changes. It should also have email notification for leave requests.
5247. I am a backup time keeper. This system is complex and confusing compared to the old way. It has created more paper not less. The system drops keyed in information. The system loses people. When you call Edison help line it is useless. They have never resolved any question that I have asked. The employees that work for me have a difficult time getting and understanding their paycheck. I have taken weeks to get their overtime fixed. I as a supervisor spend most of my work time on Edison payroll problems and employee complaints about Edison. The program does not follow state guidelines for time accrual. It has taken weeks past the normal dates for accrual. The problems seem endless with no help from Edison or higher management. I feel as a taxpayer that this has been a huge waste of money. Thanks for your concern.
5248. The old system was much better. It took about two hours to complete all time sheets and now it takes two hours per day, and longer on due dates. It appears to be a big waste of

money. In a time when we are cutting folks we keep buying new toys.

5249. I felt more comfortable with the time sheets I felt I was more aware of my time and leave, sick , annual etc and it was more to date. I do not like the edison program.
5250. the system should user friendly , "clock in clock out", pay sent to bank
5251. To date, I have not experienced any problems with Edison. However, I have not been faced with an emergency situation in which I may need to alter my time on an afternoon after I submitted my time that morning. In addition, I am scheduled to work the same hours each day and therefore do not have to make changes due to fluctuating work hours.
5252. More man hours are required to submit time when compared to the old system. I am not just talking about the person that submits the time, but all the levels of supervision that is required to approve it and the time that is required to coordinate the approval between these people to assure that all time, leave, etc. has been approved and is in the system properly. It appears that the only true way to prevent exceptions is to submit time well in advance of actually working it and to make corrections if changes need to be made later. It appears that we are taking a lot of extra time from our work day to force the system to work when it should be working on its own. This leads me to believe that the Edison system is not a very well designed system.
5253. Much ado about very little from people who cannot deal with change.
5254. I work with many different levels of IT and this is the worst computer program I have ever had the opportunity to work with in my job. The program is difficult to manipulate and the instructions given to complete time vary from month to month. Several months went by before the system ever had our schedules correct. The overtime entry is extremely frustrating in that you cannot simply enter your hours worked for the day but must calculate all of your days and enter your overtime at the end of your work week. For employees that remain in the office doing an 8 to 5 job that is an easy enough task. However, for those employees like myself who work an abnormal schedule and frequently are called out to work at different times and dates it is extremely frustrating to have to take time from your already hectic work day to figure your time and nine times out of ten have your supervisor come back to tell you the system is giving an exception and you need to re-do your time once again. Also frustrating is that if the due date for time entry comes while I am off work, I must scramble to find a computer to enter my time. If I am out of town this could take some time to access a system I feel safe enough to enter my time. While the system has not been hacked as of yet, I feel that the ease of access employees have in getting to the site from the web is only a matter of time until my personal information is in the hands of someone that will misuse it. Also going in to have my supervisor to approve overtime and leave request through the computer system is extremely frustrating as I have to wait for her to approve the time before I can enter it. I have run into this problem numerous times when I work overtime at the end of my week and the time to report is ending. I can only hope that next time the state chooses a program they will take the time to study it and test it before putting it in place. With each

implementation of Edison including fiscal, training and payroll the problems increase exponentially. I also find it insulting that every time the Edison system is brought up in the public the problems are blamed on the employees not wanting to change and "teaching an old dog new tricks" was a comment used by the public information officer was inexcusable. I have no problem with change and welcome any program that will streamline a system and improve the ability of the state to better serve its citizens and employees. However, the system you have put in place is embarrassingly inadequate and extremely problematic. I can only hope that the system will be terminated and a better replacement chosen as I do not see the problems with this system ever being truly resolved.

5255. It does not match our needs perfectly and I heard that it would probably never be able to completely. I had hoped that it would and even be more.
5256. IT NEEDS TO BE DONE AWAY WITH - the previous way worked just fine.....why fix what is not broken!
5257. preparing expense reports are not user friendly-it appears the entire system needs to be streamlined
5258. get to many e-mails from our personnel department about time entries; manage exceptions and approving time. for the month of April I have received 20 e-mails regarding Edison. Also seems to be more paper work generated by Edison. Where as before we would have 2 sheets of paper per person per month we now have up to 6 sheets per month that our field personnel are recording their time on.
5259. Edison had no clue on how to handle [PERSONAL IDENTIFICATION REDACTED]. The 28 day cycle and/or 150 hour concept was not addressed prior to implementing the Go Live. There were many problems that had to be addressed from cycle to cycle and are still ongoing. There have been employees on a particular cycle that did not receive their overtime because Edison did not recognize that the employee had completed their required 150 hours. As a [POSITION REDACTED], I have had to jump many hurdles with Edison. First of all, my workload has quadrupled with the entry of time into Edison. Our agency requires that the timekeeper key in time and not the employees. Since Edison has been implemented, employee time sheets must be keyed in on each Monday and then on the particular payday. So that means time sheets are keyed in 6 times per month, sometimes more depending on the way the calendar falls. Where as with Data Capture, time sheet entry had to be keyed into the system twice per month (15th & 31st). Timekeeping was so much simpler prior to Edison!The software is very user unfriendly. Click, collapse, click, click, click, etcâ€¦ seems as though you can not manipulate yourself through the pages.One of the biggest issues is longevity pay procedures. Under the old system there was a flat 20% withholding tax (plus FICA) taken out of the longevity check itself for tax purposes. Now the regular payroll check and longevity check is being thrown together and this causes the withholding taxes to be must higher.My overall score for Edison on a scale from 1-10 (10 being position) is "0" - very unsatisfied.

5260. Time that is entered into Edison, disappears from the system.
5261. my experience has been - no one seems to know who to contact for problem resolution. those that I must deal with do not want me to contact Edison.
5262. Just do not have the confidence that my pay will be in my account when it should be, and/or that pay/leave amounts will be correct. Seems we have to come along behind and check, previous notices about problems cause us to have some uncertainty/worry that we did not have before Edison. Would like to have earned/accrued leave days available for use after the 15th of month earned--now cannot be used until 1st day of next month. Would like longevity check to be separate and avoid additional taxes; do not like longevity amount being added in with regular paycheck--regardless of law. That should be changed! I miss the convenience of always receiving a pay statement that I kept for reference--instead of having to log on to check pay/leave amount. I realize Edison saves personnel and mailing expense--and that I have to accept changes, some good/some bad, as the cost of progress. As a former computer programmer, I recognize problems are to be expected, and will be resolved--and respect the complicated programming Edison must entail.
5263. My problem with Edison is that it was never designed to work with a monthly pay schedule. Having to estimate my time for half of a month and trying to adjust it to actual is a nightmare. Whoever made the decision to try to make this work made the wrong decision. If our office could convert to semi-monthly pay, I would have very few issues with Edison, might even like it.
5264. The whole process looks cumbersome and at times overwhelming which is not unusual with new start up. Hopefully people will get used to the operation of the system. And things will surely get better. Change always poses a problem, especially if you have been used to a particular way of doing things for long.
5265. Some of the hours appear to fluctuate oddly, with no apparent explanation. There is a charge code associated with the fluctuations. The changes modify the hours about 1 to 1.5 hours, on occasion. It has not impacted pay, however, I do wonder what is causing the code and if there will be a future adjustment based on this issue. Pay has been constant with no issues.
5266. I have one employee who is working out of class. He reports to me, yet I can not approve his time, can not see the procurements that he enters, it as if he does not exist. I have to rely on others to do this and it hinders me in some ways in supervising him.
5267. I'm wondering how much longer we'll have problems with time administration running. There still seem to be frequent delays.
5268. It would be nice to have all components of the system active-IE-mileage.
5269. Let me start by saying that I think Edison is really good in some aspects. I like being able

to update my personal info without filling out a 201 form and sending it to HR. I like being able to check the status of a performance document. And there are plenty other good things about Edison. However, Edison time entry stinks. First, it seems like we have to input time, manage time, approve time everyday of the week. Why not input time once a pay period like we have always done. It would definitely save some time. Second, why do they use meaningless numbers (to us) for the different projects? With a PE number we can backtrack easily to the job we worked on. The new project id numbers tell me nothing. Also, I work with seldomly used projects and the new project id number is never in there. I am supposed to let you know about the project so you can create a number for the job. That is aggravating. The old way, I entered the PE number and everything was just fine... Once again, I dont want to sound like I'm bashing Edison altogether. I just would like to see some changes made to time entry.

5270. I had hoped that it was merely start-up issues, but it's not. Even if it will work as it is supposed to, I will be spending a lot more time on time and payroll issues than should be necessary. It is taking away from my time to perform my normal workload and this is causing me problems.
5271. I haven't had any problems
5272. I only go in to look at my payroll check.
5273. I was not able to view my current paycheck just now, in printer friendly format, because of run time error.I received this random survey in a mailbox that does not receive a paycheck, contrary to what the survey instructions indicate.Timing of admin runs have been inconsistent; just seems like one thing and another all the time.
5274. I LIKE THE COMPONENTS OF: VIEWING OF PAYCHECK, LEAVE BALANCES, RETIREMENTSCALE, ETC. THE COMPONET FOR REPORTING TIME IS WAY TOO DIFFICULT, & TIME CONSUMING.
5275. Two issues; 1. I've wanted to increase the sum taken out of my paycheck for my 401, I've heard several employees warn me that it will have the affect of getting my check in the mail, and/or cause other problems within my benefits. I just got the impression it's better not to change anything because it may affect my benefit information. 2. I took Edison classes that 90% of it didn't involve my work. I felt this ws a waste of everyone's time and money. I felt we took the Edison classes to early, by the time we actually start actually performing within Edison, we'll need some "refreshers". The instructors were good, just, most of it went too fast. I see this as a problem possibly with the employee that did the initial role mapping.
5276. I believe this system is nothing but a big waste of time. Things were just fine the way they were prior to Edison. Edison has been nothing but a BIG HEADACHE!!!!
5277. I'm sure there are a few technical issues that have come and gone/exist from the beginning but my concern is the time and restrictive nature with entering time and

keeping records. We are now keeping additional paper work/documentation along with the records we were already keeping. Doesn't make sense. It seems to be a developing co-dependent relationship with a system almost like a controlling person. Supervision seems more restricted in time dealing with employees' time keeping issues. Bring back the time clock. Better still if we must have it; an electronic time clock; an employee could use a pin number and/or ssn to make sure it's a valid entry and record every coming and going entry as it occurs.

5278. I have been a supporter of Edison months before going live. I have fully expected some problems as you would with any new system. It was hard to stay personal on these questions/issues since I am in a field that sees and hears many Human Resources and Payroll problems. I continue to stay positive.
5279. A waste of \$135,000,000. Old system was fine. Edison should be abandoned and the money saved used for payroll.
5280. The problems I have occur as a manager approving another's time. I've had approved lines on an employees time sheet that disappeared overnight and had to be reapproved. I have to enter time and check it repeatedly to ensure that it gets done. I have had to do this from home on occasion. I believe this is a PeopleSoft issue and will not change. I have heard that Metro has some of the same issues. So I do not anticipate that this will go away.
5281. Edison has become very time consuming for staff responsible for exceptions and approval, especially with split work weeks. Pay check information is so detailed no one can tell if it is correct or not.
5282. The "training" was an on line tutorial. At DHS we barely have time to get our work done much less try to process something this serious on our own. Our clients are treated with much more consideration than we are. When families first program was changing every single recipient was given a face to face explanation. We were thrown into Edison and because our supervisors did not even understand how to work it, we lost the ability to flex hours and had to use leave.
5283. This system may work fine for people that have a desk job, but it doesn't work very well for field people. Field personnel must go to a designated place to enter their time. This designated place may be 20-50 miles from their assigned work station. The time it takes to travel to the designated station to enter data results in less time to actually complete scheduled tasks of the job. This travel also increases the mileage put on state vehicles and increases the cost of fuel. When Edison payment card entries go live, especially weekly entries, field personnel will have less and less time to actually complete their scheduled tasks. The addition of contractual purchasing and weekly entry of payment card purchases are sure to create overwhelming burdens on field personnel to the point of projects not being completed on time or not at all.
5284. Difficulty in printing complete paycheck information even using printer friendly option.

No response from Edison help group when system would not allow log in for 4 days. Automated response only. Central Office is inputting time for our unit until "bugs" are worked out. This has meant an increase in the number of time sheets required to be submitted and to approve/obtain from employees. (employees who travel every day for their job duties)

5285. My only complaint is that the system does not accurately figure leave and that the tax bracket for longevity is messed up.
5286. I can't comprehend implementing any software before it has been thoroughly tested and error-proofed. Also, it appears that not all business practices were considered before reaching the decision to go with this software. The kinds of issues that have been experienced would never have been if the proper management of business practices were all considered as well as proper testing and debugging before going live. This system was to provide a better, cleaner work flow and in my opinion it has done the opposite. I'm spending more time entering leave requests, overtime requests, entering my time and making sure that everything is correct. Basically, I'm spending twice the amount of time handling my records than as before edison. People make mistakes but mistakes of this magnitude is absolutely absurd, especially given how crucial the payroll and compensation of the states employees are.
5287. If you work in a station after 5:00pm you can't get help. Long response time when putting in trouble ticket
5288. My comment is that we should have a separate check for our longevity. I feel it should not be taxed with our regular paycheck. We are being taxed double for one big check when it should be separate.
5289. I have spent many hours trying to help staff who are not able to resolve edison issues on their own. I have edison on speed dial now for this purpose. I work with people who have had tragic results in their personal lives because of payroll issues that never happened before. There is one man in particular who is rude beyond belief when we call for help. He actually told a close coworker that a couple of hundred bucks wasn't that big a deal; it wasn't like she would starve without it. I was listening- I heard him speak these words. Is anyone calculating all the time wasted on edison? Well, like now for instance? Time keepers who used to be secretaries, people like me who spend hours trying to help coworkers, the loss of productivity not just in my office but throughout the state? How about the people we do business with, like WalMart? People are ashamed to try to shop for the people we serve because we don't know if they will say "sorry the state hasn't paid their bill yet." This system is profoundly unsuited to meet the needs of Tennessee State Employees and the people we serve.
5290. I personally have gone from spending 1/4 hour twice a month on payroll to spending 1/4 hour 4-6 times a month on payroll. I fail to see the benefit.
5291. I have only basic use with Edison (reporting time and travel claims) so I don't have

experience with a lot of Edison's functions (contracts, approval of time, ordering, etc). That being said, my opinion is very limited on Edison's current condition.

5292. One of the problems with Edison is the necessity of an identification number that is different from the login information into NOVELLE. I call this a problem because we have to remember our Novelle login and password (which expires every 90 days) and we have to remember our Edison login and password (which expires about every 90 days). All of this is on top of any other logins and passwords that we have with the state and outside of the state.
5293. For those who spend their day in an office, I'm sure the problems with Edison are small, but for those who work in the field more than in an office, too much time must be spent going to and from places with computers and waiting to enter information then returning later to check to see if the information went through. Then even having to return the next day to check on or approve time and information re-entered. At times, the information is lost, at other times it is jumbled or even changed altogether. It started out that way and still continues today even though it has been questioned more than once.
5294. My criticism is based on the lack of the ability to approve leave of employees (until very recently), to determine current leave balance, to have real time request and entries (not have to wait for the system to "run". The entry of leave request, approval of leave/time, the required entry of projected time (the remaining week of a split week) are all based on a staff that in at a desk at all time. It does not consider that employees/supervisors are also field employees who are available for Edison input at limited times. Often these times do not correspond to the Edison schedule.
5295. There does seem to be a problem with some time types and the payment of some individuals.
5296. Why am I not allowed to enter my own time? I would feel much better about the system if I had control . . .
5297. n/a
5298. I CANNOT ACCESS EDISON ON MY HOME COMPUTER.
5299. Poor Communication. System too complicated for many of the State Employees to utilize fully. Poor training. It does have some components that are improvement, like online pay stubs.
5300. Human Resources seems to have an issue with scanning the timesheets timely. Then the problem is directed at me to resolve.
5301. The software seems to be okay. It's the implementation that did not go as well as it should have. This was due to inexperienced state staff. Help was offered by experienced staff and was turned down.

5302. Our group has been unable to receive overlapping access to employee. So that if someone is out for an extended period of time a problem may arise. Currently a person from outside our groups has access to all of our accounts but no one in our group has that comprehensive access.
5303. I would like to be able to input my own hours instead of turning in time sheets to others as much as I am required to. The process is confusing as to when they are due and what days we are to turn them in. We usually have to turn them in prior to week's end meaning we have to guess what we will work for the next day or two, then, on the following work day, have to re-do a timesheet to make the corrections.
5304. The part of Edison I like best is that I can make changes to things like my W-4, beneficiaries, etc. without having to catch up with a person and submit forms, sometimes more than once. Also, having access to my leave balances allows me to make plans for things such as out patient surgeries or arrange for overtime to ensure I have the available time for something.
5305. Edison is a Joke, If the way it was before Edison was not broken why fix it.
5306. Most problems I have had are related to entering leave requests and getting exceptions.
5307. No comments at this time.
5308. I think that the amount of processing has increased and the average person cannot see any positive results of using this system. It appears to be convoluted.
5309. In my experienc the problems I see are the users. Several have a bad attitude overall about Edison and are just not computer literate. They also tend to forget to enter their time on a timely basis.
5310. It would have been nice if someone had asked the employees, that would actually be using Edison, what they need to function on a daily basis. I am not opposed to change, even though some think of us as old dogs not wanting to learn new tricks, but what I am opposed to is a half functioning system that does not save me time but adds to my workload. Perhaps it would be helpful if the Edison team would ask each agency what they need to operate and what they can do to help them to make the transition a smooth one.
5311. Edison does not accomodate those that get paid monthly very well. I don't like the part of estimating my time and then having to go back and correct it.
5312. Edison requires staff and management to spend a minimum of three times the amount of time entering data than the old system. Quite often, weekly, data that is placed into Edison is lost or has to be re-entered. Although it was supposed to be a paperless system, Edison requires printing almost every action taken to ensure accuracy. This was never required by previous systems. I have over 20 years experience in information systems and have

never encountered an application with the problems experienced with this one.

5313. Edison uses more time and effort than it can ever or been meant to save. it is frustrating and hard to nagivate an no one knows how to navigate. the so called "experts" who have been working for years on this program do not even know why it does what it does or how to fix it when it makes a error. the time spent checking for errors and correcting errors could be better used doing our real jobs.
5314. edison is great if you sit at a computer with a fast connection but for field personnel that have dial up, it is the worst idea ever! many problems on a regular basis.
5315. Learning Edison's quirks, i.e., wait until the "saved" quits flashing (top, right-hand corner) before clicking on the OK button, for example, or your information may not be saved.Also, "time runs" are not happening as often as they used to so you have to wait a day or so before you can approve payable time.
5316. The training I received prior to Edison's implementation was too broad.As a supervisor, I needed the timekeeper's training. There are people that report to me that know more about Edison than I do; yet I am approving their time based on what they tell me is correct. It has been six months and I still don't have a firm grasp, nor do the timekeepers, as to what time Edison will decide to take from my employees. The employees will take sick time, yet Edison will take their comp. time instead. Traditionally, comp. time can be taken when the employee's wants to. Sick time can only be taken when they are sick, but Edison chooses to take the employee's more flexible comp. time. I have 10 people who report to me and I can't give them an answer as to why Edison has the right to take their comp. time and not their sick time. More importantly, I have no way of predicting what Edison will take, when filling out our in house timesheets. Payable Time Detail occurs after the time has been submitted for the time period. Consequently, our in-house records never match the Edison totals of Annual, Sick and Comp. time. It is hard to rely on Edison for the correct totals, since it seem to always be wrong.
5317. People just have to get use to doing things a new way and everything will be okay - employee's complaints are do to them not wanting to change
5318. At this time I am not respondible for entering my own time. I believe it would be a challenge. The biggest problem with the system for me has been the change to combine longevity pay to the regular pay. I do not know of a single person who has a preference for this arrangement. In my opinion this survey did not allow me choices of expression in some places to accurately indicate my concerns or give the answers I really desire. I feel that this slants toward Edison.
5319. I supervise six employees. One of my employees is still not accruing her leave accurately. She began employment with the State Sept. 08.
5320. I have kept a copy of all e-mails addressing Edison "how -to's". These have been very helpful as a reference to look back on.

5321. It is suppose to be a paperless system, but it is not. We still complete the apperwork and enter it into the system.
5322. The training was less than appropriate. By the time we actually implemented Edison I did not remember what was in the online training. There were so many bugs in the system that we wondered if it would ever work properly. But after these past months, it seems to be working fine. So far it has been quick and quite efficient. I would suggest actual training sessions instead of the online web training.
5323. At start-up I had several problems with the getting my password set so I could enter the system. The individuals I spoke with were very helpful, and although the issue turned out to be somewhat complicated and time-consuming, they were helpful and worked with me until the problem was fixed. I personally have not had problems with this system, and I do think as everyone works with it more any issues can be resolved. The staff I have spoken with were helpful and courteous. Overall, and despite problems I have heard others mention, I think that, in time, the system can be beneficial, although it seems that it will be a lengthy process to achieve that end.
5324. system seems more cumbersome than the prior reporting method.
5325. It is hard to enter time worked. It is confusing and a lot harder than just filling out a time sheet. If you want to work only 1/2 hour over you still have to request one hour. If you need to go to the dr. and you get back sooner than anticipated you can not go back to work since Edison is now in charge of time worked instead of supervisors. It has made already over worked employees have to work a lot harder to get paid instead of just having a time keeper do it. If Edison was suppose to save paper then why did the creator of the document make it two pages where the second page prints blank? That takes another extra second we don't have to tell the printer to only print the one page. Everything we needed to know and have access to before was on our time sheet and printed in a way that could be read and understood. Now leave isn't on the pay stub and you have to look it up every week.
5326. No comment.
5327. Payments for the flex benefits are slow. Also, it is hard to track what the payments are for (ie. travel expense or flex benefits).
5328. The system is not user frienly. It is not for the benefit of employees, it's strickly for the employer to benefit in the most finanacial way.
5329. I do not feel that I am qualified to comment on this system as I have not used it very much.
5330. I sincerely believe the necessary research that should have been done prior to accepting Edison that would have determined if in fact the Edison system was in the best interest of the state failed miserbly!!Further, the lack of informed training as to exactly how the

Edison system is to be utilized in order for me to properly perform my job duties and responsibilities has personally left me with an extreme intense empty feeling of inadequacy as to whether I will be able to perform my job effectively and with confidence in the immediate future especially after the Edison system has been "completely" implemented!!!

5331. Edison has increased my work as timekeeper. I have much more paper work and spend a lot more time entering time. I am expected to be here on days time has to be entered and that could be as many days as six or more days a month verses two the old way. Then it has to be checked for exceptions and often they occur when everything was enter correctly. Or it may not show as an exception today and then tomorrow when it is checked it will be on the list. Not sure where information goes sometimes. One of our employees was terminated at the beginning of Edison which caused him to be delayed in receiving his pay and also his insurance was canceled. Edison does not stay current with leave balance which can cause an employee to show up on the AWOL list and when this occurs they must answer to people in higher positions which does not sound good when promotions are in review even though they had enough time they were flagged as being AWOL. Continous flags can cause verbal warnings and even a write up if not explained to person who is questioning the matter. I think Edison would probbably work fine if everyone kept their on time but for timekeepers it is a LOT more work and papers to keep up with. Having a Task Profile Number (project number) makes it harder for the people to keep mieage and time in line because their timesheet does not reflect any familial numbers. Often they are not on the list because they have to be requested and it is hard to remember to do that. When a job is assisgned to a unit it should automaticly be put on Edison so time can be charged to it.
5332. This has to be the worse product I have used. It was implemented way to early. I understand there are going to be issues with new products, but this should not be to the point that it effect people's lives. The procurement is by far the worst. The concept of Edison and how it works sounds good, but when the failures of the product effect the entire state including the tax payers, that should say it all. It's to the point that vendors are threating to stop their serivices to us due to debts not getting paid. If this happens then the data center WILL shut down and the entire state will shut down. This will effect not only the state employes but the welfare of our disable, children and elderly than can't get any benefits. This needs to be address immeadiatly...Every day in Edison something changes. If they fix one thing something else is messed up. One minute time or Purchase Order are there and works and the next time you do the exact same thing you get an error or the pervious entry is gone. I spend a lot of time re-keying on a daily bases. Contracts are expiring due to not being able to get keyed in without Edison errors and the same is happening with trying to pay our vendors that provide service to our mainframe system.This project needs a serious overhaul.
5333. Edison has complicated life for everyone from human resources down to each employee who has to enter their time into it. It has resulted in important matters like FMLA being delayed by months to miscalculation of time and leave, to taking up lots of valuable time submitting and re-submitting leave requests and time sheets in order to make the system

happy. The changes made intended to improve the system only further muddle the waters with what we're supposed to correct edison's many problems. Over-all, edison seems to be an expensive waste of time and resources.

5334. Updates do not run on time. Not showing accrued time until after the end of the current month. I do not agree with combining regular pay & longevity pay together as this makes the Federal tax amount higher.
5335. Edison has turned every level of State employee into a data-entry clerk, chained to their PC. Edison's inflexible time entry schedule and inability to process mid-week pay period breaks makes things even worse. This is a system I would have expected to see in the 1970's, not in the current era of technology.
5336. system too labor intense; my paycheck is dependent on another "approving" leave in the system/"in timely manner", which does not always happen before deadline. why wasn't a barcode/scan card system utilized which is more accurate without being labor intense?
5337. I feel that we needed to have more training but our agency felt different
5338. I prefer having personal responsibility for reporting time and having the access to view leave requests, pay stubs, etc. as needed. Information is easily accessible. For individuals who work a straight 7.5 hour day - the system is simple, however, it can be confusing if the length of the work day is altered in any way. This is not necessarily an issue with Edison, but how time is computed in general.
5339. This appears to be yet another system the state purchased without all the information of how it would work for government. My understanding is that this worked in the private sector, which oft times does not equate with government. Though it has not affected me personally, this system appears to have lost the annual and sick leave balances of some. It is also my understanding that problems with Edison is also the hold up in our region being able to fill vital empty positions. The only thing I do like about Edison is that it makes the payment system paperless. I believe it could hold potential for management of employees but that has yet to be worked out and proven effective.
5340. The 1st and 2nd training sessions we had were very detailed, and would have been successful, if the Edison program had been consistent and not changed every other day.
5341. The flex forms are taking entirely too long to process. The longevity check should not be put with your regular work check.
5342. I am very pleased with Edison. I think it is working well.
5343. Edison is very cumbersome. There are too many windows that have to be accessed separately in order for me to get the information I need to approve time. It is taking me at least 3-5 times longer than before to approve time. I don't see where it has improved anything or has saved the state any time or money.

5344. Edison will cheat employees out of pay for travelling in their own vehicles.
5345. My biggest concern is my money. When you expect to get one amount, and then it's less than what you're used to getting. Especially our longevity. I looked at one of my checks and compared it to the same time last year. That's what I'm looking at.
5346. The only direct input into the Edison system that I have had is preparing travel claims. I took the travel training. It has been difficult to learn all the special rules of Edison in this area. After 6 months, I believe I have learned this section.
5347. [PERSONAL IDENTIFICATION REDACTED]
5348. This system seems ill conceived, more appropriate for a general business than for a government operation. Edison has a tremendous array of "features" that are useless to the average employee and the features that are used are overly cumbersome and inefficient. Before Edison time reporting was a two time a month task, now it has to be done 6 times. There does not seem to have been very much research done in the system design phase to determine what the state actually needed in the system. Looks like a "round peg in a square hole" A simple example of this developer blindness is apparent in the user name assigned to each employee. Each employee already had a RACF (a/k/a DH#) number that could have been used as the user name rather than a series of letters and numbers that are cumbersome to remember and use. As a tax payer, I think the developer and the company responsible should be investigated for contractor fraud.
5349. It was thrown at us with little or no training. We learned by trial and error. Which we wasted not hours but days of state time.
5350. I like the fact that I personally have access to my information without having to rely on someone else.
5351. What used to be a clerical function has now been elevated so that assistant commissioners, attorneys, division directors etc. are all spending time each day entering and reentering data into Edison.
5352. It would be nice to be able to change a deposit account without having a check mailed to you...being able to put a date on when the change could be implemented, similar to address changes, would be better than the shock of no deposit and a paper check in the mail box, which is what I experienced.
5353. Each week I have to request overtime, request leave, if any, enter my time--sometimes enter time twice per week if split week---takes too much time & is too much trouble. Still have to also fill out paper form, which is an additional task to do.
5354. I like the fact that I can see or change my personal information, deductions and paycheck on line whenever I wish or need to do so.

5355. The change from monthly to semi-monthly pay period will cause us to experience a month with only half a paycheck. Although we have been forewarned to prepare for this, that does little to diminish the hardship.
5356. I haven't used Edison all that much. All I've done is enter time, make leave requests and lookup some info on my insurance benefits. So, I may not be the best person to ask.
5357. To difficult to use
5358. I am still not used to the format of the edison areas. Very hard to read, and remember how much time you've used.I like the old way, was very easy to read a running tab on your pay stub.
5359. I spend more time out of my with Edison than I did with Data Capture.
5360. As an approver of time for my direct reports I find that I continually have to approve the same time. I do not know if it is because of processing or other issues.
5361. I input my time and many times it disappears. I have had to re-enter my time many times before it would show up in the system. I have followed the training, Edison help desk, my supervisor, and others. The employees I manage have the same trouble, enter time, it disappears, re-enter it, part of it will show up, sometimes all of it will, other time it vanishes. This needs to be fixed.
5362. The display (printer-friendly or not) is jammed with too much information.--Total lines too small to notice.Twice the work for split weeks. More time and personal processing--not individual employee.Glossery of all codes should be accessible.
5363. I cannot complain about the calculations, but I submit the computer system itself is flawed in that it is one more example of the self-service approach to every problem, which the state government moves relentlessly toward. More and more daily time is required of a state employee to sit at his desk and type data into a computer instead of being able to work at the job he was hired to do. The time and money saved by firing the former experts at personnel, who did their work very efficiently, are more than wasted by the hours spent by non-experts tapping away at their own keyboards in a non-efficient way every single day. After typing away at one computer-screen form or another I have no real assurance I am even doing it correctly. I also think if a state employee is not worth a 42 cent stamp so as to receive a copy of his paycheck once a month, we have missed the point of what government for the people is all about. This approach of computers being the answer to every problem seems ingrained in the unquestioned thinking of nearly all policy makers who are supposed to serve the citizens of Tennessee.
5364. To the extent this system was implemented to increase efficieny, this undertaking is a failure.
5365. The main problem has been Time Management not getting updated by the deadline for us

to approve payments.

5366. I was very dissatisfied when my longevity pay was included with my regular pay and this caused me to have to pay a much higher tax on my regular earnings. Then to have a second longevity pay issued in error and to have to be punished for months as they try to correct their error. They knew that the problem was there days before the pay was actually deposited into my checking account. They should have been able to resolve the problem by doing an immediate correction, rather than trying to do a follow up correction. They should have been able to reprocess pay for those who got the extra longevity pay and the longevity pay should never have actually been deposited since they had time to fix it. I would also like to say that Edison is very time consuming for administration in comparison with the old method.
5367. When I print my paystub it is cut off on the right side, this needs to be fixed, If I actually need my paystubs, such as to apply for a loan they are not acceptable as when printed the amounts on the right side of the paystubs are left off.
5368. Longevity should be paid separately, not added to regular payroll.
5369. There are a large number of employees withing our division who do not have state email or have limited access to computers, also several secretaries still have difficulty in recording time which requires the assistance of more experienced secretaries being pulled away from their jobs. Purchasing items from local vendors is sometimes a problem as edison does not keep the payment schedule making it hard to maintain materials readily available for the clients we serve.
5370. We went from a system that required entry twice a month and took only a few minutes each time to a system that requires four to six minimal entries each month that takes longer than all work with the old system. It now takes longer to request one hour off than it use to take to fill out my timw for an enire half month. Not what I would call progress.
5371. While the previous system was antiquated, it was reliable. The new system takes more time from more people to get timesheet information entered. The checks and balances seem to be more complicated than necessary.
5372. There is nothing user friendly about Edison. The system is unfair to those without access to a computer, and also unfair to those with a computer who have not had extensive training for Edison. I believe the money spent on this program would have better served State tax payers in other ways.
5373. no
5374. I have not personally had any problems. However, as stated, I do not input my payroll info. We do our timesheetes on an Excel worksheet which is entered into Edison by someone else.

5375. password issues are a constant problem..i have had to be reset by the help desk each payroll period. i continue to try to be pro-active but it is frustrating.
5376. It continues to take a very long time for employees to be corrected in Edison, who are currently reporting under the wrong supervisor. We live in the 21st century, it should not take weeks or longer to fix this reporting issue. It creates chaos every pay period for leave requests to be approved or denied, not to mention payable time approvals when their supervisor cannot see their employees.
5377. I have no problem with my pay being correct. I have an issue with previous information being carried over in Edison in a lump total.
5378. I Do not like printing a copy of my check stub and go to the printer and find another employee reading it. This has happened, was never a problem with it being mailed to my home address.. The old system was never broken and did not need replacement. If Edison is so fine why has other states dumped it?
5379. No comment(s).
5380. CHECK STUB IS HARD TO READ - I DON'T KNOW HOW MUCH LEAVE I HAVE,ALSO LONGEVITY LUMPED IN WITH PAYROLL, HOW MUCH WAS IT? WAS TAX 30%? TOO HIGH!!!
5381. Longevity is paid with regular pay which leads to high taxes taken out. My longevity was probably \$50.00 short of what it would have been had it not been combined with my pay. I've tried on several occasions to get my comp time straightened out but it hasn't been in 6 months.
5382. Edison has promise. The iniatial training was more informative than the follow-up. The start-up apparently was different than the training. Any additional training has been more trail and error and sharing of informaiton among employees. The agency operation does not appear to fit the design of Edison and it is time consuming. The approval process and not running information on the time period, creates problems, especially if you are away from the office.The personal information is inaccurate and apparently is difficult for HR to correct.The small issues drive you cray tring to resolve. The notification process apparently works when it wants to or someone forgot that part.
5383. Am still required to fill out an Employee Attendance & Leave Authorization Form which needs to be turned into Supervisor for approval. Seems quicker & easier to enter this myself into Edison for approval.
5384. I would like longevity to be issued in a separate check.
5385. I don't think that Edison is user friendly. There are components that were not tailored to TN State Govn't. and we have been told they cannot be. It appears that the state spend a WHOLE lot of money for a system that is not user friendly and more time consuming

than they old system.

5386. The time that is now required to approve leave and overtime requests as well as payroll for the employees I manage is ridiculous. This is not a user friendly system at all. I have known two people in my own office that did not get their first paycheck when they started working here for several weeks due to problems with Edison. This is embarassing for those of us who have invested so much of our time with state service. As for my own paycheck, it is never the same amount. It always varies by a few cents or dollars even though my basic deductions never change. Yes Ms. Potter, you can teach old dogs new tricks... I work in department that serves the neediest of the citizens to the best of our ability in the face of too few staff; ever decreasing morale and too little pay. Edison is just another kick in the pants.
5387. The training that we received from Edison personel was not helpful or useful in anyway. All we were told to do was click here and we would pick it up later when the system came on line. We as in employees taught oursevels with alot of trial and error. This took alot of time do as well as our work load increasing. Edison has not saved the state time or money. The system as with anthing new takes time to ajust too, but while we are doing more work with less people we as in state employees allways seem to adopt to what ever we must to get the job done. Thank you for taking the time to look at my complaint.
5388. I have not had a problem with Edison. I just think the state is spending a lot more money to get the same job done. When Datacapture was in use only the time keeper and the supervisor had to deal with it. Now that we have Edison the employee keys, then the supervisor looks over it, then that supervisor's supervisor looks over it, and sometimes HR people have to get involved because of the problems with exceptions..... More time more money!!
5389. The problems I have seen thus far are manageable. Still, I see the same myopia in researching the system and whether it would fit our needs as I have seen with other systems such as the State Parks 'HMS Portfolio' and MVM 'Fleet Focus (aka M5)'.At what point do we learn to address these issues before buying a system?
5390. none at this time
5391. none.
5392. I did not like how disfunctional the insurance issues were. I enrolled and it did not show that I was for 4 months and then money was deducted from my check in one lump payment. If I was living pay check to pay check that could have been a problem. 2. Longevity - I don't think it is fair that the longevity and the regular pay are paid together because the longevity is now being taxed at the higher rate.
5393. ALL I CAN SAY WITH OUR OLD 3270 WE NEV ER HAD ANY PROBLEMS. WE COULD NOT READILY FIX.

5394. I feel the edison system requires double or maybe triple the work for employees. We are still required to sign in and out on a "Paper sheet" and record that time accurately, then enter the same amount of time, into edison.. and if we wish to take an annual or sick leave day, we must make the request on edison and group wise.. this in no way saves time! Also if you have already "entered your time for the week", early in the morning, and an emergency alters your schedule...it can not be simply changed. This is a major issue for most employees who have children, or sick family members, and may need to leave immediately. We must then have to not only worry about our current emergency, but also worry if we are going to be paid correctly. And lastly.....any corrections that need to be made concerning our pay checks by either being over paid or under paid are never done in a timely manner. We would like to be advised on the "timeliness standard" for making these corrections.
5395. This system is not user-friendly. It is difficult to use and confusing. There was no training provided. I had to teach myself how to use. I have experienced log on problems and sometimes get kicked out while entering information.
5396. Edison time management has made payroll more complicated and time consuming. The system does not work very well for Tennessee State Government. The old process was better for employees and the check stub had all the information on it that we needed. With Edison some employees can't even see their check stub unless someone else gets the information for them.
5397. It is inconvenient to have to request leave and it not be flexible (example: the old system if we asked for 7 1/2 hrs off and then only took 4 we could count 4 hrs off not have to do the entire 7 1/2---I don't always know if the doctor appointment will last 1 hr 3 hrs or 7 hrs, so I don't want to request 7 1/2 hrs off and then the dr take 1 hr and next time request 1 hr and be gone 3--there should be more flexibility).....state employees are worked to death and Edison is just another thing we have to make time to do--what was wrong with having a time keeper.....I just don't like the system. You are asking for trouble--since it is web based and it contains all state employees ss#'s they could become public (maybe by accident but still it could happen just like the time state employees w2's went to wrong employees--mistakes do happen).....As far as training for edison I am not saying I didn't get trained but I sure can't remember what I learned if I was trained.....
5398. As a DCS employee it is very frustrating to know that Edison is available, but instead we are all scrambling multiple times a week to get timesheets into time keepers. I would much rather enter my own time. I am also unclear who to contact about password difficulties.
5399. My supervisor can not approve my time.
5400. Please quit switching between doing the time for split weeks and not doing the time for split weeks. You confuse the issue. Why are we still doing paper time sheets? Seems like a waste of paper.

5401. Thus far, I am pleased with Edison. The only issue I have had to date, is the fact that such technology is available and being used, however, our accrual ratesf or sick and annual leave are almost an entire month behind. I have not had any travel to enter into Edison, however, I'm sure if there are issues that they too can be resolved. Edison will only be as good as the information it receives. Pay attention to what you enter into it and everything will be okay, just be patient. As I said earlier, the only issue at this point is the accrual rates being a little slow, but hey, it too will get better.
5402. Burdensome, Time Consuming
5403. Too time consuming. Parts are not logical. The system needs to run daily in order to process the input of info--very seldom runs daily.
5404. Very time consuming to be required to enter time on split weeks twice. Alot of supervisory time spent just managing Edison to approve time, approve leave requests and work exceptions. Also required at times to anticipate work schedule for week which causes alot of adjustments to be made when work schedule changes or off due to sickness.
5405. I am a secretary for the State and I enter time for 71 employees. It takes me 10 times longer to enter time in this system than before. I have had to work long nights and weekends to work around the Edison schedule. When entering time, it is slow alot and it kicks you out of the system for no reason. When entering overtime and leave requests, that the employee is suppose to enter which the secretaries have to do, it will say it's accepted but yet when the exceptions come up, they are on there saying no leave or overtime request entered. This Edison system is not made for a facility that is open 24 hours a day, 7 days a week.
5406. Edison is very cumbersome. Much more time is being spent on entering and submitting data decreasing efficiency. Many times Edison would not submit the data after all that time was spent entering. I would do a screen print to prove I entered or approved time because later reports would show it had not been done.Flex payments are way behind and hurting employees that need those funds reimbursed. It takes more time to enter the claims for reimbursement than with the old system, and there are fewer controls and documentation available with Edison.I have had several complaints on lack of controls. An inquiry only role should be set up for all systems to provide appropriate access to data for state and internal audit departments.
5407. As a whole, it seems that the State of Tennessee has been forced to adapt itself to a system as opposed to having a system adapted/ designed to fit the State. The Edison system appears to be better suited to businesses that are set up on a bi-weekly payroll rather that bi-monthly as is the State of Tennessee. This causes split-pay weeks nearly every pay period so that time is having to be entered more than once a week. For example, this past pay period, time had to be entered on Thursday for the end of the pay period and then again on Friday for one day that was also the end of the week. At the initial implementation of Edison, time could be entered daily and saved, then submitted at

the end of the week. That option doesn't seem to be available now. There have been times where I time entered for a given week and Edison lost the time so I had to resubmit it. As a supervisor, I have had to try and find a computer access to approve time on my days off because the system won't allow a back-up approver at my regional office. That was never an issue with our old system. Rarely a week passes that Edison doesn't go down for at least part of a day so time can't be entered or processed. I have very serious reservations trusting the Edison system to the other aspects of my personal information and benefits data if time recording for payroll causes this much of a strain on it.

- 5408. There has been mass confusion among employees (and to some degree there still is) regarding input of time, leave requests, etc. Training for both employees and supervisors was very poor. Implementation of Edison has resulted in an horrendous amount of time having to be spent by supervisors to try to work with a system that is massively confusing, is not dependable, and is frustrating ad infinitum. The money spent on this system, in my opinion, was a terrible waste of the taxpayers' money. The time accounting system we had was infinitely simpler and less time consuming.
- 5409. I AM VERY UNCOMFORTABLE WITH KEYING MY TIME BEFORE IT IS WORKED. THAT IS A PERFECT EXAMPLE OF FRAUD. THE RULES CHANGE FOR EDISON EVERY TIME THERE IS A SPLIT WEEK.
- 5410. THE PROBLEMM I EXPERIENCE IS WHEN YOU ARE OUT UNEXPECT AND THE SYSTEM IS HARD FOR YOU TO GO IN THE FOLLOWING DAYS AND PLACE YOUR TIME IN
- 5411. It is a terrible system
- 5412. There seems to be problem in Edison of accepting COMP Overtime and being able to use that COMP Overtime for Leave in any week other than when it was accrued.
- 5413. The program is not user friendly. does not show current leave balances and the pay stub is hard to understand. Plus, the longevity check should not be included in the normal pay check for that month.
- 5414. The amount of money spent on Edison during a time like this and the lack of training given to employees and a clear understanding of the program has not be well excepted with employees. Some feel that because of this program they are not reciving their full pay. I have a degree in accounting and uderstand what you are doing with this program but the average empolyee is lost to this. Someones needs to talk and train in person to explain what is going on.
- 5415. Edison requires three times as much work time as the previous time reporting system used at DCS. This is only for my reporting of time, it also requires constant email/reminders from human resources, time keeper approval person and TL. The sick leave, annual leave request system is not practical either. I feel the system has taken away time that I could have devoted to achieving permanency for the children we serve.

5416. Do Not Like This Program At All ///
5417. As I noted above I have someone enter my time but I see many problems with Edison with the people that have direct contact with the program. I think that the money spent on replacing our old system could have been used in a much better way than revamping a system that wasn't broken. If anything the old system could have been upgraded to fix what little problems that existed. And I especially have a problem with the fact that Edison combines your longevity with your regular pay instead of 2 checks as it was in the past. This only takes away more money in taxes to an already under paid state employee. It seems research on Edison was very little if any just in my humble opinion.
5418. EDISON HAS REALLY MADE TRAVEL CLAIMS FAST. DON'T HAVE TO WAIT MORE THAT 2 TO 4 DAYS. BIG IMPROVEMENT.
5419. There are issues with travel expense claims, not addressed by this survey.
5420. I'm of the opinion that we moved forward into a more modern way of doing payroll and personnel. I've not yet experienced any problems with Edison, and feel that we have resources available here in our office to help if I do. I like being able to pull up my paycheck online and being able to view my leave balances and other information. It makes me feel more involved in tracking my time and leave.
5421. time keyed in Edison sometimes just disappears for no reason....sometimes screens go away.....you are timed out of edison to much....Time and Administration is very time consuming and requires attention on weekends....benefits has been a nightmare.....employees have waited to long for coverage and been deducted the incorrect amount for their premiums..dependents have been erased and then some dependents have been added back after removal due to non-eligible age.
5422. I really worry going forward if I become ill again or have to be hospitalized that my spouse will be able to overcome the issues with my payroll and pay our bills.
5423. I am very concerned with Longevity pay issues with regard to withholding tax and combining that service payment with a salary payment. No satisfactory response has been given from the work department level or from the Edison management level. I would also like to know if those paid monthly would benefit from change to a bi-monthly pay period.
5424. this new system is cumbersome and i do not see why we did away with the old system. this system appears to be costing a significant amt of money that the state just does not have at this time
5425. We were told that if we did not approve time and exceptions our manager would get an email and be able to do so. However, my manager can not see my employees time. We are being told that if we are on vacation we are responsible for going into a public library to use a computer so we can approve time. That's makes no sense. What if we are in the

hospital??? Numerous times I have gone in and approved time only to check it a day later and see that the time is no longer approved. I also don't understand why a leave request can be seen and approved immediately but time must run overnight to be seen and approved. IF IT RUNS!! I have been reporting it for months but my employees and I are still in the wrong Taskgroup. I understand that a new system takes some time, but this was delayed a year... you would think most of the bugs would have been worked out in that time. Many times we were told one thing only to be told later that it would not be that way. Shoddy work like this is what gives State workers a bad name.

5426. It doesn't appear to be very "user friendly". Although I have not experienced many problems, it seems like it should be much more simplified.
5427. I find these questions to be slightly misleading. Questions that imply issues with the system are leading. Questions that refer to a "typical" start up would likely require people, like myself, who have not been through other start ups to have multiple experiences with this type of thing to know what's typical. I for one, have only had a couple problems, and they were created by me because I didn't submit my time by the deadline and because I incorrectly entered my time another. I find the handwringing about this whole process and the subsequent audit to be a grande waste of time. Logging my time into 3270 previous to Edison was a nightmare. My password would reset, I didn't understand any of the clues and cues and required someone standing over my shoulder watching and checking what I was doing. This process and system is lightyears better than what I was forced to use previously.
5428. When filling out weekly work schedules, I still think there is a better way to do it on a split week; the 15th falls on a Wednesday; I think a 2nd or 3rd drop down line should be used like we use for annual or sick leave; are we still looking at putting our mileage on Edison System; if so the procedure you presently have chosen is too complicated and needs to be simplified somewhat.
5429. I personally have not had any paycheck issues with Edison since start-up.
5430. If the training was more thoroughly I believe it would have been good. The trainers seemed to be slow and not up to speed themselves. They could not answer some of the questions.
5431. In dealing with the timelines given to enter, approve and then Time and Labor can go in and approve is too short of a time period. Since Time Admin has to run before you can tell if the problem is fixed, it creates a headache in trying to go in and resolve all the exceptions.
5432. This survey doesn't appear to be designed to capture the relevant information from end users. Rather, it appears to be designed to show that as long as employees are getting paid, the amount of time and effort required to enter time, leave requests, and overtime requests is not important. The relevant issues are that Edison is unreliable and the time required for entering and approving time, leave requests, and overtime requests is

excessive. The Edison system frequently experiences breakdowns, causing employees to have to wait for Edison to work out its problems before time can be entered / approved, yet employees are expected to adhere to strict deadlines for time entry. Managers can only approve time for staff reporting directly to them, but cannot approve the time for employees who report to supervisors who report to the managers. I have great concerns about the reliability of Edison when considering that Edison is apparently being envisioned as a system to be used for many more facets of state government. To use such an unreliable system to control everything is asking for a huge breakdown in the future. I also have to wonder about the security of such an unreliable system. I am personally convinced that the State of Tennessee spent so much money on Edison that those responsible for acquiring and implementing Edison are unwilling to admit that the State of Tennessee wasted taxpayer money on a system previously rejected by entities in other states.

- 5433. Inputting the full week's hours when the pay period falls in the middle of the week. I would prefer to enter time only after the day of work is completed and not in advance in the case of unforeseen circumstance. 2. When leave has to be approved before entered it is an inconvenience because when I called in sick, I had to log onto Edison to submit sick leave request. Then I had to wait and log on later once hours were approved to submit time when I was home with a sick child and did not have time to keep fooling around on the computer.
- 5434. It is ridiculous that you have to wait 5 minutes after changing your password. This should not be.
- 5435. Instead of a new improved system, it appears that a lot of overtime is being spent "fixing" Edison problems. It seems the system was not properly tested to make sure it worked effectively prior to implementation.
- 5436. I do not like the way they have added our Longevity pay to our pay check. I think they should be separate pays as before.
- 5437. I only use Edison to input my time. Edison is a vast improvement over the previous system. However, it does have a quirky user interface that can be confusing. For instance, once you have submitted your time, you have to wait until the "saved" icon disappears from the screen before you can navigate away from the page---otherwise, if you click on another link too soon, your data is not actually saved. In addition, when entering multiple kinds of time within a week (e.g., regular, annual leave, sick leave, etc.), entering a "0.0" results in an error--you have to leave the space blank if a particular type of time is not used. These quirks make the Edison user interface awkward but not unusable, and as I said earlier, Edison is a vast improvement over the prior system.
- 5438. I work out in one of the regional offices. We only received web training.
- 5439. It is very time consuming; takes more time for everyone than it did to turn in our time the old way.

5440. The system was not designed with respect to staff paid monthly.
5441. There are too many steps to process certain necessary procedures in the area of job performance management. Training is not adequate. When our department was using Edison for payroll purposes, the supervisors had a hard approving payable time. Also, I am a supervisor and when I would click on the "get employees" button, everyone but my own employees would come up....sometimes everyone in the whole department would pop up.
5442. The time approval process is quite lengthy, and eats up a lot of my time, compared with the ease of approvals in Data Capture. During the first few months especially, it appeared that things would be entered to Edison, and then disappear, necessitating re-entry. Sometimes the exceptions don't appear to make sense - these seem to resolve themselves usually after Time Administration runs, but I have had to work with our agency HRO to resolve. There have also been times when things appear to be entered correctly, but they don't "take" in the system. As far as just time entry goes, it is easier to enter time using Edison than it was in Data Capture, since time and labor are on the same screen. And to my knowledge, I've been paid correctly, and my direct deposit has always been on time. My main complaint is with the Flex Benefits module, and I'm guessing most of the problems aren't system related, but human error, although that may be in part to some slowness or lack of ease of use within Edison on the part of BA. I've had two claims paid incorrectly, and the last one paid showed no detail breakdown on Edison, so I can't reconcile it to my claim, and the total amounts do not match. And the turnaround time for flex payments is painfully slow, as compared to the prior system/process.
5443. Our time keepers have to spend way too much of their time putting in leave and attendance each pay period. That has never changed from the beginning of Edison until now.
5444. Treasury no longer uses Edison's HCM component. Treasury pays currently not in arrears so the HCM component did not work for us.
5445. I believe the Longevity pay should NOT be included with your regular pay. More is taken out of your paycheck. Too much time is spent on entering time worked and leave requests. Having to run two systems because Edison is 'paperless'. We have to run two time systems to get employees signatures. Have to wait a day for supervisors to approve time. Hard to figure out what is current on your check stub (if you can get it to print). It's yearly and not monthly. Only update balances once every 2 weeks (leave, sick etc). They are never current. The System is not user friendly for non-degree folks. Was implemented by accountants, etc. The groups are not right and have never been right. I still don't have all my employees in my group. Someone else is doing their time. Worry from one pay period to the next if I will get a full check. Have I done it right? Is the big question. Don't like the fact that sometimes we have to fill out the week, when it hasn't been worked yet, because we have to turn in the time by a certain date. We have to deal with 2/3 different time periods when filling out time sheets. This can be very confusing. Flipping back and forth entering leave request then time, from page to page is very time consuming. If it's

not broke don't fix it. The old system was working fine. This Edison System does not fit our needs.

5446. There should have been more individual training provided before the system was put into effect. The system should have been thoroughly checked out and investigated before it was purchased.
5447. At this point in using the Edison system, I have experienced minimal problems. However, I must admit that I find the system incredibly heavy handed in the entering of information, especially when it comes to time and leave entry. I spend much more time in Edison entering time than I ever did entering time on paper hardcopy. For a system which was implemented to improve efficiency, I find it to be extremely inefficient. Because of this inefficiency, I feel the implementation of the Edison system to have been a waste of state money.
5448. Edison is not friendly to anyone who works a non-traditional workday. I am subject to call out and may, due to crashes at or near the end of a shift, have to stay out longer than my scheduled shift. In addition, grant overtime is available and we have to submit overtime requests to work the grants. If for some reason our overtime is cancelled (which frequently occurs - especially construction overtime) an exception is created in Edison, which must be resolved. The concept of Edison is a good one, if it can be modified to accomodate people or agencies that work outside the scope of what the designers envisioned and created. From a pragmatic point of view, it is not user friendly and good people are worrying about being paid and consequently paying their bills.
5449. I have had trouble on occasion entering time, particularly on split weeks.
5450. I have called the help desk several times concerning a problem with being able to stay logged in the system. To date, it has not been resolved. There are times when I can log in, do one thing,(ex. print a page) and then get kicked completely out. Basically, I have to log in for every one thing I do. Secondly, the system response time is rediculously slow. This is one reaso it takes so much longer to perform tasks. I can't see why a new, technically updated system is 10 times slower than the old one. Another issue is how the system is laid out. In my job, I check for compliance with all personell actions. The information is very scattered, and some of it is not even there, or if it is, I have not found it. We still rely on the SEIS system to view an employee's job history, because it did not go over into the Edison system, and the new job history that IS in Edison does not provide nearly the same information, and it is scattered across different pages, unlike the ONE page we used in SEIS. It simply is not designed well for the type of work that I do, and I feel like I am working kind of blindly when I can not get the same data that I used to have access to. I don't feel like it does a good job of keeping records, there is WAY too much allowance for errors, and we spend more time checking for errors and having to fix everything on the back end, where we used to could catch things before the transaction went through. Therefore, if we don't catch some little thing that may be incorrect, it is "out there" in the employee's record. They blame much of the problems on Human error, but the system ALLOWS human error, and there are too many components that any one

thing can mess up a person's pay, or job record. It is over complicated, and that is NOT because I can't "learn" the system, but because of poor design. It does not function like it needs to, at least for my job. My job went from a transaction "processor" to an "error catcher", which leaves little time for doing what I should be doing. A new system should be designed around the work, and the worker, to improve functionality and efficiency. This system is just "here", and we have to change every smooth running process, to work around it. We accommodate the system instead of it accommodating us. That is not functional, or efficient, and poor design.

5451. In my personal opinion i feel that Edison takes much more time to navigate than the old system also in the past employees were able to go to their HR. office for help with insurance and other benefits issues now we have to call Benefits Administration for any problems we have and you are on hold for long periods of time. Edison was supposed to be a paperless system and we have more paper now than ever before. With Edison you have to look at several different screens for information that used to be provided all on one screen. As you know alot of people that work for State Government are not familiar with computers and are not comfortable using the Edison system. I'm sure i can sit here all day and tell you problems with Edison but i think you get the picture.
5452. i like Edison. I like being able to view all my information.
5453. The program in theory is good, but in my opinion, it is not worth the money that has been put into it. I feel the program could have been simpler and more user friendly. Especially in the budget crisis, it's careless spending at this point.
5454. Edison is not user friendly. It takes more personnel work time to accomplish getting employees time entered and approved. It has been difficult to get employees that you supervise where you can see them on your screens. To enter a person's vacation you have to go in and individually enter each day separate. It is easy to miss approving someones time the way the system is set up and it is not user friendly for people who work non traditional schedules.
5455. I like that you can see your paystub & print it off your self. Also it is easy to correct mistakes.
5456. In regards to longevity pay: I feel that this be a separate check to our regular check, for you to combine the checks look like we are making this much money all the time.
5457. Need to provide on-site training, the training you take on the Edison site is not adequate to help fill out the forms needed. If you call for help, 3 out of 4 people that are supposed to help you know less than us. It takes a while to find someone who knows what to do for your particular problem. Overall, I think once we get more familiar with the system it will be fine.
5458. My experience is primarily just viewing my own information.

5459. I am concerned about employees who may not be truthful on entering their time.
5460. There was no training in the areas of true use. The tutorial was in no way related to our uses.
5461. we needed more training before edison
5462. For me this system has been very user friendly and easy to understand.
5463. THE CHANGES TO THE CLOCK IN PROTOCOL..IT SEEMS TO CHANGE EVERY MONTH...CLOCK IN EVERY FRIDAY...CLOCK IN ON PAY END DATES..THEN IT CHANGES TO SOMETHING ELSE..WE NEED A STANDARD CLOCK IN SCHEDULE THAT DOESN'T CHANGE EVERYTIME WE HAVE TO KEY IN PAY..
5464. My department will probably need to retrain employees on system due to information being input into system by someone else. Employees only use system currently to check attendance and leave.
5465. Edison does not keep current leave and accrual balances up to date. Supervisor's never know the sick and annual leave balances for myself or employees that I supervise. We are still having to complete paper time sheets and submit them to our human resources department. Not just one time sheet but 2-3 per month depending on the pay period. Time sheets are completed weekly and sometime 2 times a week and the supervisor has to sign the time sheet and initial each week. Then we also have to project time on the timesheets and if an employee works different times than projected then we have to email HR and also go into edison to approve. I spend approximately 3-4 times more time on time reporting since edison was implemented. I am all about technology but there needs to be a choice between paper and computer!!! Not both. Also job evaluations have to be entered by management instead of having the secretaries complete the format and then the Managers meeting with employees and complete the job evaluation. The managers have to type in the job plans and evaluations for each job classification in their department. This is not good time management nor cost efficient use of Management or Executive level employees. Also there is no way to alert the supervisor when an employee enters a leave or overtime form so the supervisors has to check edison every day to see what has been submitted, this on top of personnel cuts and job requirement expansion. I really think the state needs to get up to speed with technology, but there are enough IT people who work for the state that they could have developed a better system and the cost would already be allocated (in their salary).
5466. I can key in my time but my supervisors want let me. They are messing up on my time. I think it need to be put out if a person wants to key their on time let them and help show them how to do it. More so if they are a supervisor of a shift.
5467. The biggest problem I have incurred with Edison is disappearing time. Many times, I have keyed my time, my supervisor approved it, but it will say that it hasn't been keyed at all. Several times I have had to key time twice. I have also witnessed this problem in

approving other employees' time (I am a power user)

5468. This system was to save time and be more effecint but to date it is taking more time and is not hitting the target dates for the various programs.
5469. Combining longevity payments with the payroll check resulted in lower take home amount from the longevity payment. It would have been nice to know the take home amount would be calculated differently before the longevity was paid. Also, net pay calculations for the payperiod continues to be inconsistent each payperiod it varies by a few cents.
5470. the one problem i have is alot of unnecessary clicking from one place to another,wasting time.
5471. The main problem I have had so far is getting the pay stub to print.Our current system is wonderful and I know that I and others worry if Edison canlive up to it.
5472. We have had employees to not get paid. No one associated with edison seemed to take concern. There should be no excuse for someone not to get paid. If they are not paid, a paper check should be overnighted. I do like the ability to look at my information. When it works it is good. When it does not it is beyond bad. Also you have to key time too often.
5473. I have encountered two problems with Edison as a new employee. First, even though I has my paperwork submitted in a timely manner, my health and dental insurance, flex medical account and 401-K deductions were not reflected on my first paycheck. This resulted in a double deduction on my second paycheck for the insurance coverages, an increased monthly deduction for my flex medical account and most dissapointing and frustrating, a loss of the \$50 match from the state on my first pay check. Second, I had an unauthorized deduction for the optional state employee life insurance policy.
5474. The timekeeping component must be checked several times before the payroll cycle is complete, even after approvals have been completed to ensure there are no exceptions and everyone is approved to be paid. The old system would allow keying of information and approval. Once the approval process was complete you did not have to go back and recheck to ensure the information had been processed.
5475. I don't think it is a good idea to add the longevity pay to each pay check, we will be getting cheated out of some of the money.
5476. Sometimes when I approve pay for an employee it does not take in Edison. Have to re-submit. The time frame to submit time has tripled.
5477. The personal information in Edison is too accessible to anyone with a computer and some employees have had access to fellow employees personal banking and other pertinent information. I do like viewing my own information but I feel that this program was too

costly during a tight budget period for our state. I also feel it is too time consuming and creates duplicity in time-keeping records. Who has time every Friday to enter time and work information - and why is it necessary?

5478. The calculation of pay is so impossibly complicated that one does not know if the amounts are correct or not. There is no easy step in place to check on these calculation to ensure their correctness. Our HR dept. says to "call Edison."
5479. I think the system is working as well as can be expected from implementing so many components of the system in such a short amount of time. I believe as the core users become familiar with how to use the system, the problems will decrease. I also feel there are business processes that could be implemented with the enhanced functionality of the system that would streamline the lag time of processing transactions and allow the system to work more efficiently and effectively.
5480. My error occurred in using the correct descriptive for overtime that I was requesting.
5481. I feel that Edison is not fair. Ie. it doesn't update leave balances as soon as it should so if you have time but edison is not showing it, you can't take off. also having to key in you time a day here or 3 days there is too much and if you mess up your time or are off or OT. it is an act of congress to get the time fixed and corrected. if you change something (w-4) we are worried, will edison take it. will edison take too much than I put in? and if it does that money is not coming back. we are scared to do anything in edison for the reason that it may mess it up
5482. Edison has continually proved unreliable and takes up a large portion of my work time to correct problems. Other work duties have suffered because of the amount of time we spend on Edison. I have been required to work on time I was not scheduled to approve and key time and work on other issues. This program is not flexible, does not work, and does not work with our schedules. Not enough people are listed as approvers and issues continue to remain unresolved. Almost everyone in my work unit works different schedules and it is impossible for me to meet the Edison deadlines without working when I am supposed to be off!
5483. The one plus side is updatng personal information and is good...Supervisors have to spend a huge amount of time in the office now than in the field where needed. Too many approvals are required. It's too time consuming. Too many spot checks are required. The overtime pay and the number of hours and explanation is very confusing. Time has to be entered the day before now and that goes against the rules and causes the amount of work time to be guessed at.I could go on, but won't. The program sux, but not as bad as [PERSONAL IDENTIFICATION REDACTED]
5484. Having all aspects of employee pay and benefits at my fingertips is a convenience that I really appreciate.I do not work in payroll, but from my end, I am not aware of any problems with the system

5485. I can not understand how a 21st Century accounting system can not reverse an accounting entry. Such as the double paying of longevity.
5486. I have not had any problem with Edison, however, I hope not to have any, I am on a budget, and cannot afford to miss payroll in my account.
5487. As a timekeeper, sometimes it is trouble getting request like education leave, fmla, profile ID's in on time.
5488. My biggest problem with Edison is that it is not user friendly at all. You have to go to numerous screens to see the exact information you need to see and this is very time consuming. I spend a lot of time verifying that information is correct and that it has been approved or processed. As a timekeeper I have to switch between the payable summary screen and the detail screen in order to make sure payable time has been approved by employees supervisors. You cannot go to the next employee without going back to the summary screen first and then going back to the detail screen. Also, some of our employees still have problems navigating which screen they need to be on without help. I am not getting as many exceptions and having to input information repeatedly as when it first began, so that is better.
5489. Edison is a lot more time consuming than previous system. Staff does not have time to go in several times a day on this system. It is very stressful and very complicated. Check stubs are harder to understand. Longevity check came with regular pay check. I cannot believe that the State paid as much money as they did for this system.
5490. Workers just need to have more training on the system and I think things will be ok. It is just hard right not to find what you are looking for such as leave balances and things but that will come with more use.
5491. With reference to the HCM component only, I find Edison to be hugely cumbersome; and that aspect - in itself - is probably a fatal design flaw. By 'cumbersome' I refer to the number of clicks, screens, or boxes to check required to accomplish an action. Further, the perverse need to scroll far to the left or far to the right takes pertinent information away from the eye and makes it more likely to be missed or outright ignored. As a [POSITION REDACTED], I had better control over my subordinates' time and attendance under the previous [EQUIPMENT NAME REDACTED] system, and now find myself driven back to penciled notes on a calendar. After six months of Edison HCM, I still haven't found out how to go back and look at past leave requests that I've approved for an employee. When the payroll cycle runs, and an exception occurs, I've no way to correct it, save to trust that it's only a matter of timing and that it will self-correct whenever the next cycle runs. As for employee performance evaluations, after the first attempt (of a couple hours' work, which the HR office described as 'wrong' and deleted), I will wait until I absolutely have to work on them again and others have discovered adequate work-arounds.
5492. The only problem I have to date is the continuous need to complete time to our time

keepers. Sometimes we do it for a week, sometimes for two weeks, sometimes only for a couple of days-it really does not make any sense concerning the simplicity of entering time. but it always is time consuming and definitely irritating! Though, I know it enables us to be paid, but the system should be simpler.

5493. You never know when edison will run or if what you have put in will be there when it is done. You never know what exceptions you will have. You can clear everything up and then edison will run and you have more. You even get exceptions for days that are not worked. Time keepers should be allowed to see what lv request have been submitted and approved for each person.
5494. Although the travel claim and reimbursement portion of the system has not yet become active, we have undergone training for this new part of the Edison system. From all appearances, the implementation of this portion of the system will again result in a significantly greater amount of staff time spent of inputting travel claim information for reimbursement, as compared to the old system. The new system is more complex, requires significantly greater number of steps to complete a successful documentation of a transaction than the old system, and does not provide any noticeable advantage for efficiency of staff and supervisor/manager time spent inputting and reviewing data in the system. To the contrary, it appears it will be an additional further time inefficiency that will take away time spent on core program areas. In regards to the initiation of this system, countless hours of training have been completed and implemented to implement this system. However, the training provided, which has all been computer based tutorials, has been cursory and minimal at best. The lack of interaction with a knowledgeable person has been a significant detriment to the ability to understand the system and how to address particular situations with the system and, in my opinion, has contributed significantly to the problems occurring in implementation of the system. Overall, I feel the Edison system is a failing system and that the amount of time spent in the effort to implement this program has been monumental. It is my perspective that the system has significantly reduced the efficiency of state employees work functions in my program. I find that many tasks accomplished on Edison appear to take more time than the methods in which the tasks were previously performed, that the training to get users familiar with use of the system and competent takes more time and effort than are desirable and that the implementation of this system is not an efficient use of state government resources and employees time.
5495. I would rather have a paycheck stub mailed to me
5496. In my experience Edison could have been a good thing. But on the front end of this new program we were told not to be negative. And any suggestions that we might have given were taken as negative even though that was not the intent. I have worded in HR for over 30 years and been through more than a few changes. From righting all the information on people on a card to the current system. This has by far been the most confusing and the hardest system to get use to. We spend more time approving and reapproving, than we ever did. Information is much harder to look up on an employee. Were there use to be one page that you could go to and find all the information on an employee. Now there are

5 or more. The customer service we use to have has now gone out the window. You can enter and reenter information over and over on the same person and this system will not stop you. And while some issues might be operator error I agree, but not to the extent that the Edison staff would want to think. Everyone, in the beginning was looking forward to the new system. And I feel now that this system has not held up to my expectation.

5497. In the old system, an employee could enter his time and if there were a problem, an error message would pop up immediately. The problem could then be corrected and the supervisor could approve the time and you were finished. Now after an employee enters his time, he must wait hours (or sometimes days) for Time Administration to run and see if there are any errors. If there are errors, then he is working with that another day or so, and then finally the supervisor can approve. Instead of working on time for a short period of time twice a month, you are now sometimes working in the system for several days. In the insurance area of Edison, it only shows the life insurance included with the health insurance. It does not show the term and Universal life insurance coverage amounts.
5498. The workload required to input significant data in the system detracts from my available time to perform my major duties. I have noticed this because in recent years many more reporting and documentation requirements have drained much of my time from primary duties. TNKIDS, for example, requires me to spend significant time recording events of my work with clients as opposed to previous times when secretarial assistance was available. Net result: I am diverting more and more time away from my primary task of working with clients.
5499. There are more problems with Edison than just people not getting paid and not getting leave time. It can take up a lot of time just to approve time. I liked the other system better due to the fact that it wouldn't take two days for time to be approved. But that is just me.
5500. the system was designed for individual timekeeping. it is very time consuming for timekeepers.
5501. too time consuming
5502. It's good to have this system. Although it is very hard to navigate, with a little time we will get used to it enough to be a very useful product of our daily work lives. Thanks!
5503. It would be great if we are going to keep this system if we could pull up our W-2 forms instead of having to wait so long to receive them in regular mail. It was my understanding this was touted to be a "PAPERLESS" system, but yet we still have to wait for a piece of paper to arrive at the end of the year? Makes no sense to me. Personally, I would rather not even have the paperless option because there are too many chances for important things to get lost out there in cyberspace and it's nice to have a paper trail. I don't trust a computer with much because they have minds of their own and are stupid.

5504. The Edison system is a good example of a how to roll out a application before the bugs are worked out. In addition, when adding modules like the Cashier system it caused the system to crash. Also, during the Cashier module roll out only the training server setup was used and the production server information was never provided. This left State Parks and other Agencies that use CREDIT card transactions with NO way to recover from this roll out. There for thousands of dollars of revenue will go missing as a result. Edison group did notice a day later and immediately provided a reinstallation instruction set; however, they were unable to transfer any batched information from the training server to the production server loosing all of those transactions. Now moving on to Travel. The Travel module was rolled out to soon also. Currently, if you have travel to submit and do so outside of your designated time period it is gone. That's right all of your travel expenses will not show up. In addition, after the last day of the month Edison will purge all non submitted travel. This requires anyone that did not save for later do redo their travel request. Those that did submit prior to the end of the month lost all records. Edison is aware of this issue and ensures us that by June 1st, 2009 it will be resolved. Now lets move on to the Manager's Approval process: From time to time when a manager wants to approve his employee's time, leave, and or travel expenses, the process shows another manager as the approving manager for that employee. Then when they access it again the next day, their name will appear as the manager. Edison group does not have and answer for this issue. Also, the manager can only approve when Edison indicates the manager as the manager for the approval process. Moving on to Job Performance: This has been a very funny inside joke. When it was first rolled out it did not work. The manager could submit a performance plan and it would be gone the very next day. So the manager would naturally start over and once he saved it two performance plans would appear. In some cases up to four plans would appear for one employee with no way to remove the unwanted duplicate plans. Edison has corrected this issue and it is working better now. The employee can now acknowledge and approve the plan after a online review with the supervisor and or manager. In closing, the Edison group needs to test before rolling out. In addition, the Edison group needs to validate all new roll outs prior to rolling any module out to avoid further issues and reduce compliants. If I were to change one thing about Edison, it would be the screen layouts. It is evident that no one asked state employee's what is needed in a best fit work flow that could have made Edison a winner instead of the dead horse on life support that it is today. In short Edison Sucks.
5505. The problem that we are experiencing is if a supervisor is not available to approve their employee's time, it is rolling up to the regional manager for approval instead of the park manager.
5506. The only problem I've seen is entering time on Friday when your unsure what you may have to do before the end of the day or in not able to come in at all
5507. The Neo-Gov componet of the new system is causing huge problems with trying to pull register and get positions filled. Also trying to get employees on register so that they can be promoted. 2) The time and labor portion requires constant babysitting. Under the old system we dedicated about 6 to 8 days a month to time and labor, now we spend a lot of

time each day, and a lot of weekend working on time and labor.3)The time and labor system deadlines do not take into account the 24/7 operation of state government. 4)Although mentioned in every meeting I attended, the Edison systems does not take into account that not all employees have access to computers at work. Some of our employees make such small salaries that computers in the home are a real luxury, meaning most do not have access. Some employees have very low reading skills because of educational limits or are from another country and have a difficult time with some of the English language and directions. Through all of this DHR has been a light in a time of darkness. Working tirelessly to provide incredible service. I can't be as positive for Payroll, Benefits or the Edison Help Desk.

- 5508. On more than one occasion, Edison has dropped, deleted, or somehow completely removed my worked time from my timesheet after time was submitted, and I have had to go back and re-enter it at the last minute.
- 5509. Extremely time-consuming; cumbersome; not user-friendly. Too many steps involved in all aspects of system. Administrative time has doubled or tripled (at least) for most employees.
- 5510. My only concern is our information being accessed by internet.
- 5511. Edison is difficult to manage as an employee of the Comptroller's office who is paid monthly. The system does not seem designed to handle monthly payroll.
- 5512. system may work in future but requires every employee to do just about everything different from before long learning curve i think people are just learning absolutely what they have to learn to survive the start of edison i know of no one that likes the system
- 5513. I would like to add dependents and more information on 401k and insurance.
- 5514. I think training is the key to Edison. We did not receive enough training therefore we are experiencing more problems, spending more time trying to understand Edison. I feel if one person and Supervisor from Out Of State and In State receive better training the system would be great.
- 5515. This system sucks. Any 16 year old in a computer lab could write a better program. I can not believe we paid any money for Edison. It matters not what you think of your system, if the people that are trying to use it can't or after 6 months it continues to have issues then it is useless. [PERSONAL IDENTIFICATION REDACTED]
- 5516. The flex benefit system does not appear to be working properly. There are multiple notifications of reimbursement requests being approved emailed to you, often months apart. They provide so little detail it takes work to identify which request was approved as often the amounts don't match and it is not indicated which kind of reimbursement it is, such as dependent childcare, medical or travel. It also seems as if the entire flex benefit system could be done without having to mail or fax in your claims. It would seem

one could make a claim in edison and upload the supporting documents to attach to the claim. Regarding reporting employee time, the time it takes for me to report my time has tripled. Although the system is not that complicated, it requires considerable more time than the previous method. There is much more discussion between my supervisor and myself. The Edison trainings have been minimally helpful. Much more is accomplished from the tutorials at your desk as we have been trained on things prior to the system being finished and therefore your questions cannot be properly answered. Also, the training is not for how edison will work for TN but just how edison works without the trainers aware of the state processes and what will change and what will remain the same nor how the responsibilities will be distributed.

5517. How is an employee going to enter their own time & leave if they are not in the office??? I can't see every single person across the state being completely honest about their time & leave. Is there any concern about that at all?
5518. It is very cumbersome to put time in and/or to check and see if it's altered by Edison. Checking comp time and sick leave with the lag in processing is particularly difficult.
5519. I am not going to provide any personal identifying information because I could lose my job and during a Recession/Depression having a job is very important.
5520. in time i will know more
5521. I don't mind keying in my own time, however, the process seems very time consuming when having to wait for exceptions to be approved or for time to appear for approval. I know without our power users it would be mass chaos. I cannot express how wonderful they are. I get the best support from them, however I wonder if this is only knowledge they have had to acquire themselves and not given from the Central Office. Answers are hard to come by for them sometimes and I know this is not their only job responsibility.
5522. I view the system as cumbersome and inconvenient. It is also very time consuming. I do not believe that it could be cost effective, as it has required enormous amounts of time from staff. It is the ultimate "Big Brother."
5523. Everything I have to do in Edison appears to be more complicated and time consuming.
5524. The system is not fully automated at this point. We are still having to fax timesheets into Central Office at this date.
5525. I BELIEVE THE SYSTEM IS VERY BENEFICIAL, IN THEORY. THERE ARE SOME MATTERS THOUGH THAT HAVE PLAGUED THE VIABILITY OF EDISON. WHETHER OR NOT THESE ARE ISSUES THAT CAN BE HASHED OUT OVER TIME IS SOMETHING THAT CONCERNS ME DEEPLY. I BELIEVE THERE NEEDS TO BE AN EMAIL BACKUP SYSTEM THAT CAN BE UTILIZED TO ENSURE THE PROPER INPUT OF TIME, EVEN IF THE SYSTEM IS DOWN FOR SOME REASON. REGARDLESS, THERE NEEDS TO BE A WAY TO MAKE ALL

STATE EMPLOYEES FEEL SECURE WITH THEIR TIME AND ATTENDANCE ENTRIES. WE NEED TO BE ABLE TO TRUST AND HOLD ACCOUNTABLE THE ENTITY THAT ULTIMATELY DETERMINES HOW MUCH, AND IF WE GET PAID AND/OR DUELY COMPENSTATED.

5526. the program dose not work. [PERSONAL IDENTIFICATION REDACTED]
5527. I like to try and make up leave i have requested off. This creates a problem in trying to get the leave in system correct. If not for our person who checks on the leave to help with the system i would not be able to key it in for a pay check. You must not forget to key in each Friday morning and this is just a mess if you have to change it if there is a emergency. Too restrictive
5528. Will get emails saying that I had not put in my time when I know I did. When I check my account I find that my time was entered. I get error reports that say I entered my time in error, when I check my account I find that my time was entered correctly. I get duplicat notifications of deposits concerning my travel claims and medical reimbursement accounts. There are cost centers that I had in the old system that I do not have in Edison. There is federal money in these accounts that I can not tap into for state reimbursement. The system takes a lot of time to work with, seems to constantly need my attention to check mistakes that supposidly made.
5529. what is there left to say!....low bid....nothing will ever be fixed!
5530. I have used a very small amount of the transactions and capability of Edison, but what I have used, has worked fine.
5531. I hope there is a follow-up survey from the management side of the HCM module regarding managing employee time entry/leave requests/etc.
5532. I generally feel that Edison personel are not at all helpful and try to intimidate. An example follows:From: TDEC EdisonTo: BG-EVERYONEDate: 4/15/2009 2:25 PMSubject: Spilt week and time entry deadlines URGENT PLEASE READ Employees: The deadline for employees to have ALL time entered for the pay period April 1-15, 2009 is tomorrow April 16, 2009. Please note that this is a split week with April 13-15 falling in the 1st pay period and April 16-18 falling in the 2nd pay period. This entire week must be entered for pay to calculate properly. If changes need to be made to time entered for April 16-18, this can be done by the employee during the 2nd pay period.Supervisors: Deadline for approving all time is end of business day April 17, 2009In the near future a process will be in place to report those employees who fail to enter their time by the established deadline. This information will be sent to the employee's Senior Director or Regional Manager and proper action will be taken.Thank you, Edison Management This is totally inappropriate. It is wrong to enter your time for the future.There are numerous scenarios that could cause real problems. Some examples include: sickness, injury, or death may cause an employee to not be able to correct their time the following week. Perhaps they forget or the one they enters their time forgets. If it

does'ny get corrected, are they subject to disciplinary action or termination even. It could be considered fraud. It is actually fraudulent to enter time before it is actually worked. It is probably illegal and it is a matter of time before it brings trouble to the State. The current policy of having the normal deadline for recording your time on the same day that you work it is just ridiculous and will surely cause problems in the future. Simple things like working unexpected overtime or having to leave early presents a burden to the employee and added problems (even threats of disciplinary action from Edison management). I cannot see any reason that the deadline could not be the following day at the least. Edison needs some major re-thinking and re-working. Someone needs to tighten up the smug people who are in charge at Edison.

5533. There are many serious issues with Edison. The main ones I have seen first hand involve the way the system functions and how it is being managed in C&I. Edison (patroll) is not real time. This is a huge flaw. This is 2009 not 1970. C&I has the timekeepers enter the time. We are still using paper time sheets. Our Personnel people spend an enormous amount of time checking the work and making sure everything is entered correctly. The information on the payroll stub is confusing. The amount may be correct but there are so many unknown codes you really do not know what is there. Edison sometimes gives execeptions when there is no reason. These seem to work themselves out. I do not know how. In order to make sure we get approval on the cutoff date time has to be entered before it is worked. (Edison is not in real time.)The individual employees need to be entering their own time. C&I was way behind in getting people up to speed and they still are.
5534. did we spend 140+ on this new program, if so why are trying to fix something that is not broken, and why wasn't state employees given better and more benefits to take care of our famiy's, we do pay taxes also.
5535. The Edison System should be modified so it works with our semi-monthly payroll schedule.
5536. The product is difficult to work with. The rollout was poorly timed. The "training" was a joke. Having to re-enter time and leave is an ongoing problem. Someone should be held responsible for this mess. Goetz does not get my vote of confidence.
5537. I am aware of no issues in my Department's division with HCM.
5538. Supvisor did not provide the training needed for everyone and only chosen few got training. If that is the case everywhere then it makes it hard on users. Even though you may understand computers all persons need some training good assistances.
5539. none of us understand why time cannot bekeyed in at the end of each week insteadof having to key split weeks and keying in time before you actually work the hours.
5540. As a backup approver, I am constantly having to go back and approve persons who were approved earlier by their supervisor. Somehow, the system deletes the previous approver

and then I have to go back in and make corrections. The timeline that we are given to go out and make the corrections often times the system logs itself off.

5541. The Edison payroll system is incredibly labor intensive. Far more than the previous system. Not only are the individual employees required to spend more time entering their time, but supervisors spend more time approving payroll and in our department we now have 2 HR people devoted to Edison payroll. These two people have spent untold hours (scheduled and overtime) try to make this system work for us. I thought a computer system ought to make things simpler, faster and less complicated. This system has only created more work and hassle for the employees of the state. This system is not user-friendly and I fear for employees who do not have good computer skills. This system was not designed with the end user in mind. I do not believe any of these issues can be fixed as the system matures. If the payroll system is as difficult to use and makes as many mistakes as it has, what is going to happen when the state starts paying outside vendors with this system? I don't believe private companies will continue to do business with the state if they are not paid appropriately.
5542. It seems to me (I am an IT tech) that the system should have been introduced in parallel to the old system, not an abrupt replacement. Also, a system that requires updating once or twice a day is a step backward from current standards of real time input. A new system of this magnitude would seem to be better placed on a mainframe rather than a server based system. Perhaps the servers are not adequate in size and/or power?
5543. Edison should have been tested in the fields prior to going to full implementation. Maybe some of the problems could have been addressed during this testing period. I really like the Edison system because it gives the employee control of their time.
5544. It is a waste of time. Employees are not entering our time into the system. We have time keepers assigned. Most weeks, two time sheets have to be submitted. Instead of signing off on one, supervisors have to review two for each employee weekly. I have had all required training and I am not sure I could correctly enter my own time into the system without errors. To me, it is very time consuming for the employee but mostly of all our time keepers at this stage.
5545. The modules such as travel are very complicated. Seems like could be simplified. Is this program really meant for a state government use or has it been adapted?
5546. Training: We were trained on the use of Edison but then were told that the procedures that we learned would not be used for our department. Time approval: I spend several hours a week approving time that I previously only spent 15 to 20 minutes. Also I have to approve time multiple times. The system seems to "lose" time that has previously been approved. There are some good things that Edison is able to do however I am hesitant to try these due to my experience thus far. I am concerned with going live with the payable accounts portion based upon the payroll experience. I think that testing it along side the existing program would be beneficial in order to work out the problems prior to going live.

5547. This new system certainly didn't streamline things but added so many headaches and things that are difficult to resolve. I understand a need for checks and balances in the system but with the blending of MMS which we had just gotten used to and all the necessary people to sign off on the leave or time sheets, it's impossible to be more efficient than before. I never made it on a list for training, but when the system started up I called a power user close by to help me. With his notebook he tried to get me started and the books didn't have the same text as what we were to do. I was lucky I had not wasted days in training to do a process that had changed before it was initiated. So many steps in completing a task is a big waste of time for so many. We are left thinking the work is completed to find out the next day it was deleted, or didn't download and has to be input again. We are scheduled to take on a whole new area with purchasing. We attended an accounting class that is required to be able to pay bills. I believe over 90% of the people taking the class here in Region II failed it. Some who had taken college accounting. The contract instructor was the "worst". Talked mostly about her pending back surgery and her children. She caused more indecisiveness than positives. Most of the people participating knew basic accounting and then failed the test after listening to her ramble. I have not heard of the scheduled retest or training. If the purchasing process is as complex as the other parts of Edison we will need to hire people instead of cutting back. The logging in to view the paystub, for people who are not real computer savvy is hard even with others assisting them and then when they get to another computer they can't check alone. Changing the password is a nightmare--- we all get shut out and have to call Edison to get put back in the system. Supervisors end up having to pull up the employees info and print it because they don't have a computer at home, and that messes with confidentiality. Some computer nerd must have designed this system for his own group. It doesn't work in the real world.
5548. There is a huge sense of dread as we have not yet had to key the info in yet. There are coworkers who have been paid more than 2 weeks late, persons who have had to get loans to cover bills until they got the problems straightened out and this is a very scary fact. We spend 3 times as long doing the timesheets, projected time sheets, and revised timesheets. It is a huge waste of time and paper. Such comments as "the hardest part of my job is trying to make sure I get paid" comes from persons who have a college degree and above. Since I have not entered my own time yet, I am not qualified to comment on that part as a personal experience.
5549. I am an FS 1. Sometimes workers randomly do not appear on the list of employees when approving payable time.
5550. THE SYSTEM STILL DOES NOT HAVE MY SUPERVISOR RIGHT. AND THE SYSTEM IS VERY HACKABLE THE TIP PORTION IS VERY SLOW AND TIME CONSUMING AND TAKES SEVERAL INPUT TO MAKE SURE DATA STAYS THEIR IF THIS PART DOES NOT WORK WELL JUST HOW WELL DOES THE REST OF THE SYSTEM WORK.
5551. I just think and believe that Edison should be more User-Friendly and have more empathetic, and caring people to navigate others through the system. Most workers are

knowledgeable, but sometimes misguided.

5552. Edison is a much more cumbersome system than Data Capture. I have keyed and approved in both systems. Also, Edison doesn't always run when it is supposed to and therefore, the data is not updated. I have had issues with approvals disappearing and time being shown as not submitted when it was. Don't feel like I can rely on Edison.
5553. I need to know the rule of over-time and leave time. Do you get leave time if you have over-time?
5554. The old system was not broken. It should have been left alone. The Edison system has not saved time or money for the people who do the jobs within state government.
5555. managers group should automatically show up under that manager, when it comes to approval, not have to scan over the entire organization staff.
5556. I THINK THAT WE SHOULD BE ABLE TO USE ALL OF THE COMPONENTS OF THE PEOPLESOFT SOFTWARE SPECIFICALLY THE TASK MANAGEMENT PORTTION. I BELIEVE IT WOULD GIVE SUPERVISOR, MANAGERS, AND THOSE IN THE HIERARCHY A BETTER SENSE OF WHAT WE DO AND HOW WE MANAGE OUR TIME.
5557. I have previous PeopleSoft experience, so the system has not provided any challenges personally for myself. I think 85% of the incurred problems have been operator error and lack of knowledge of how the system works.
5558. In the past 33 years I have never had a problem receiving correct pay when it was due. With Edison, I received Long-evity when it was not due. We were not offered the opportunity to repay the overpayment with a personal nor cashier's check. According to the repayment agreement, net income is not currently being calculated correctly.
5559. My name is [PERSONAL IDENTIFICATION REDACTED] I am a supervisor in Safety. The Edison concept is great. I believe the problems we have experienced and are currently experiencing in safety come directly from a lack of communication between Edison staff and the safety end user. I also believe the Edison system is over complicated in most areas. I believe it could be simplified greatly for end-users. I also believe the online training provided is wholly inadequate given the importance of getting a paycheck. I believe more hands on and classroom training is required. Thank you for your time. If you need to contact me please call me at the number provided above. I am not interested in being anonymous.
5560. All the benefits of having a new system have not materialized, in fact, it has created more problems and duplicated work.
5561. I do not feel that individual employees should fill out their own time. I do not feel there was enough training.

5562. Help desk is only moderately helpful. System quirks are a little more frequent than average start ups. Training for use of Edison is a misnomer in that it was more of just showing what system could do as opposed to actually teaching.
5563. I feel it is difficult to use/understand and to maneuver to different areas to perform work related tasks.
5564. Answering the time questions because it is mandatory when we don't use the time aspect is misleading. We still use our own time sheets not Edison. It appears that Flex benefits take longer to process as well. It took more than three weeks to process my last dependent care request.
5565. System failed to send out a new w-2 after two attempts for a reissue for W-2 form. Called Edison help desk and was assisted promptly.
5566. Work history begins with Edison's start up. I have been assured that this won't cause any problems when I'm ready to retire. But, as we all know things happen and it is a concern for me.
5567. I work at a satellite office and would like to enter my time on-line; however, our department requests that I continue to send in paper timesheets to a timekeeper. As a result, I don't feel like I'm fully utilizing the system. A couple of problems that I have experienced are the following: in the advanced leave request area the information presented on my page does not match my actual leave requests and includes incorrect information and I don't have a scanner to scan in travel documents to send with my travel claims.
5568. The system needs to be more User Friendly. 2. Managers/Directors should be allowed to have access to all of their personnel's personal information such as Leave Balances. This is how I keep track of all my personnel's accrued leave and not just my shift supervisor's.
5569. It now takes me up to three hours a week to deal with Time and Attendance. Before Edison I would only spend 30 minutes total on Time and Attendance due a pay period. It is a constant, check and re-check, to approve leave and time, verify that action processed, too many screens, etc.
5570. The Edison system has added time and stress to everyone's job, not just the staff in our department who are responsible for keeping track of it. I wonder how much money has been spent if you count the lost hours--millions? I think making something more complicated does not always improve it. We did just fine with paper time sheets. I have heard that other states chucked the system so I am wondering why we chose it.
5571. From the perspective of a 'typical' employee, the Edison system seems understandable and relatively straightforward. There seem to be issues with the system 'saving' data once it is entered, and quite a few unexpected exceptions popping up. The time it takes to correct these errors adds up and takes away from our regular duties. I imagine most of

these issues can be addressed, but I hope they are resolved soon!

5572. Since time is entered on a weekly basis I do not understand why leave balances are still only updated once per month instead of weekly.
5573. Edison had many problems when it was first implemented. My main complaint is the lack of training that was given to employees in the field. Most individuals were told to use the online tutorials to learn how to use Edison. Nothing takes the place of hands on training and being able to ask questions to individuals who are familiar with the system. Only our direct supervisor and secretary were send to training courses. Considering the importance and complexity of Edison more training should have been given to individuals in the field. Apparently Edison was supposed to save the state money, why couldn't some of that money been used on training. It was handed to us and we were told we had to start using it.
5574. I do not like the taxing process for the longevity checks.
5575. As a supervisor, I have not been set up to approve time as of yet. Also, I was to complete computer based training for some documents that I have never used in my job, which was a waste of time, until you actually start accesssing and completing work in Edison, you area not going to remember all the aspects of the training module.
5576. I beleive Edison has taken what was once smiple things and made them hard and more time comsuming one of which is the timesheet. There is nothing wrong with improving the way we do something just make sure it's an improvement and this was not.
5577. If we have Edison what is the point ofthe I-3 report if we are already doing a timesheet? Triple reporting seems a bit excessive.
5578. I do not beleive that most of the perceived problems lie in the Edison program itself, but more so within the Departmental handling of the program.I can't understand why individual employees are not allowed to used the system as intended ... other than the fact that management does not have the mental capacity to perform the functions that they are required to do within the program.We are submitting three times the paperwork reporting ATT & LV than before the system start up. Instead of using the Leave Request system within Edison, we are using Groupwise.The only thing I really use Edison for is to print out a copy of my pay stub.
5579. Edison is a great idea and it is about time something like this was implemented. However, it is cumbersome and confusing to maneuver around from page to page. It could be more user friendly. [PERSONAL IDENTIFICATION REDACTED]
5580. I have experienced and had those I supervise experience the following which is very frustrating.Enter time for approval and it never show up on my supervisors approval list. This occurs all the time.I have had the same experince with those I supervise. They have entered their time and when I go to approve it is not there and it has been two to three

days sometimes since they entered the time. Other issues it is not user friendly, I spent more time approving and reentering information than ever with the old system and it was antiquated. I don't believe we should go back to the old system however it was as outdated as it was much easier to get through. The system needs to be streamlined as not to use so much of my work time and off time correcting problems and entering data.

5581. It appears that Edison HCM and FPL were brought on before they were ready for Go Live. Edison is difficult to work through on a normal day, let alone a busy one, because there are so many more steps that must be completed in order to accomplish the same task in SEIS. The prevailing feeling is due to Edison going live even though it was not ready for service. An example of this is the fact that many people inside of Edison and in the HR world have worked 60-hour weeks or more at times just to make sure people were paid and had the roles they needed to do their jobs. Another component of HCM was supposed to be hiring, but because Edison cannot function as the state needs for hiring NEOGOV was purchased. NEOGOV has proven to be even worse than HCM. It truly appears that whoever decided to buy this program had no real concept of what the procedures are to hire a state employee. It is true we need a new computer system because the old Legacy system is not comprehensive enough for the way we work today. However the new system takes more time and has more steps than the legacy system it is replacing. In conclusion, I am not averse to change; I am not an "Old Dog". I am ready and willing to embrace change in fact, before I joined the state I was a [POSITION REDACTED] helping to train personnel on the new [EQUIPMENT REDACTED] system that DOD bought. I know that some people are resistant to new concepts and ideas but most of the people I work with are not. We are just resistant to what we know to be a flawed system.
5582. It seems that there is always a problem with Edison. It's always showing an exception with in fact most of the time there is not one. It takes much longer now to do time than it did now and more paperwork.
5583. Edison has reduced efficiency and is very labor intensive
5584. I feel that there needed to be a much broader class for those who were not able to attend training, this could eliminate a lot of problems.
5585. In the Edison Help Desk, Benefits Help Line, and Payroll Help Lines. They have not responded to customer's problems in the manner that would indicate they regarded them as "their" problems. These Help Lines have not as rule followed up with employee nor departments to let them know the status or resolution on their complaint. I believe that this has improved in the last week or two. They need to be aware that employees of the State are their customers and providing professional timely services to them is the reason for their existence. As a system Edison is much better than what the State has used in the past, but it's one failing is that it is not as responsive in correcting errors as the past system. Telling an employee that they will get a correction on their pay in their next check (two plus weeks away) has created a lot of stress and unhappiness with the system. That is the primary problem with the system.

5586. The only problem I have seen or heard about is time being submitted not going to the correct approver.
5587. I don't know why it is necessary for this to be done weekly. Why not biweekly as before? I don't care for separate lines for leave time & having to request leave. If I have to be out, I've always told my supervisor in advance or on the day it occurred.
5588. No
5589. it is my understanding that 3 states(including fla.)had edison before us and discarded it as unworkable. it is basically a full time job keeping up with it. and forget the 15th and end of the month when you have to split up the week and enter each part separately. i don't have time to keep track of all this. and if you request leave time etc. and your boss approves it you must wait 24 hours for it to go through in order to do your regular time. and they constantly are asking for your week to be done in advance so how do you keep track if it's correct....things change..you have a sick day or even better a doctor's appt. is cancelled yet you can't get that time back..and this cost \$135 million dollars? incredible.
5590. The video training was not very helpful. The training seems to be, if you want to be paid, learn it as you go. I have tried to go to the help section, for answers to questions, but I can not this section to open up.
5591. Entering time on a weekly basis when we're paid semi-monthly makes more work. Also, if a pay period ends on a day other than Friday, it seems silly to have to guess if you might be sick later in the week.
5592. I feel that edison's performance as of today 5/6/09 is ok but if it doesn't go away it is a shame that the people that work her has to put up with it. Thank you for asking
5593. We are a small agency and I have one staff person whose time is almost completely taken up with Edison HCM. We had to buy that staff person a laptop and cell phone so Edison could be keyed and/or monitored from home on holidays and weekends because of the many system problems. I can't being to imagine how the large agencies are coping.
5594. The Edison system has added a lot more work to my already busy schedule. The old timekeeping system was a lot more simple, and much easier. I did not encounter any problems with Data Capture.....it worked!
5595. The whole purpose of edison, I thought was to go paperless but we still deal with paper time information. The print off Edison is terrible. It does not print the whole information. Also putting longevity on one check is real bad ideal. We don't make enough money as it is.
5596. I feel that Edison is too time consuming. It was supposed to "streamline" the process of time reporting, however, I now spend at LEAST twice as much time working on time entry as before and have to keep coming back to check that my time actually STAYED

submitted. I have began to print out the page when I submit time so that I can prove that I actually did input my time.

5597. Would there be any advantages to break down the payroll computer run by divisions?
5598. My opinion the Edison system is 100% better then the old system(s). Edison is user friendly, response time is excellent. With any new system, everyone should expect some initial problems. Change is difficult, the longer employees have worked in the old system, the more difficult time they have to the change at hand. I began my employment less than 6 months before Edison, I find Edison to be a WONDERFUL tool. Keep up the good work and thank you for asking!!!!
5599. I do not like being told different ways to input data from day to day. It seems to change every month. Especially for split weeks. I do not like entering time for days in advance. This system was a good idea, but has been nothing but problems since it was implemented. I spend a lot more time with this system than I ever had to spend with our previous method of entering time.
5600. The issue with the calculation of longevity is ridiculous! I received a 46% cut in my longevity pay which is unacceptable. The only answer I received was "it was suppose to have been done like this all along", meaning before Edison began. I think that is just an excuse because they don't know how to fix it! Regarding the leave and attendance input, it is OK, but you have to continuously scroll back and forth on the screen because all of the data will not fit on your screen. This is a small thing but still irritating and time consuming! Also, having to wait until time administration runs before certain things show up is also aggravating. On a positive note, the convenience of having the capability of looking up your personal information and change it yourself (i.e. address, beneficiary, etc.) is a nice feature of the system.
5601. I think Edison will be a tremendous asset to all when the bugs are worked out. It would have been better had the application been rolled out to smaller user groups so that problems could have been worked out on smaller scale. Classroom training would have been beneficial.
5602. There is no way to correct your own mistakes when entering time. There seems to be a problem separating longevity pay costing employees more in taxes and problems separating the amount if they have it earmarked for savings or some special purchase/project. I am glad I can make changes in address/personal information without filing out a form and depending on someone else to do it for me. My training was self-directed by computer; not as effective as hands-on would have been.
5603. This system does not seem designed for a bimonthly payroll program. Excessive amounts of time spent keying time and approving. There seem to be flaws in the system regarding getting time approved.
5604. After working for 28 years and having my payroll cut and longevity cut by taxes because

the system will not calculate them individually. This is totally wrong! This needs to be corrected NOW! [PERSONAL IDENTIFICATION REDACTED]

5605. Your program was an attempt to fix something that wasn't broke. It is confusing, time consuming, and the help desk people don't seem to know what they are doing or how to address a problem. For example, the travel expense claim form takes 4 to 5 times longer to fill out and waste a lot of time that state government seems to think we have a lot of for some reason. Who in state government got 'kick backs' for buying into this farce!
5606. I am not sure my annual leave/sick leave is correct as reported. Also, when the pay period ends during the week, it requires much more than it should. We should only have to do one entry per week regardless- our paper trail continues- we submit both thru Edison and turn in paper payroll sheet- more training would be helpful on entering special codes when doing an inservice, etc.- I do my very best to comply but the fear of doing something incorrectly and not receiving a paycheck is nerve racking! No one would intentionally do anything that would jeopardize their income.
5607. The system appears to be somewhat better once one has worked within the system on a regular basis. I think the training should have been more detailed and offered more than 1 time. I think it is very important for the staff who have a lot of knowledge regarding Edison to really extend patience with those who may be having a hard time with the transition. I also recommend training as new sections open up for employees to work in within the system. Overall, I think it is a good database and I enjoy the access to my own personal information. I think once people become familiar with Edison, they will agree that it is nice to have access to all it offers
5608. I think Edison is too complicated and confusing. Edison will slow our department down to a stand still. KEEP IT SIMPLE !!!!!!!
5609. Each compartment/segment of Edison is very detailed. I can eventually find my way around. It's just frustrating to have to hunt for it. There could be some not as fortunate as myself and they might be a little more intimidated and thus not like the system.
5610. I am over accounting/payroll. The system does not appear to be able to handle insurance payments for out-of-ordinary situations such as 120 day employees (took insurance when the person was retired) and person returning from workers comp (took 2 insurance payments leaving the employee only \$100 in his paycheck). Worst for me is the horrible, horrible reports. I need overtime reports for management. The only report from which I can get the data requires a lot of manipulation, and the POT/HOT -- who came up with that fiasco? Both give hours, so if you are not careful, you will report double the overtime hours. We also STILL cannot get payroll journal entries. At the recent payroll meeting, the Edison team was puzzled as to why we even need them. The implementation team should have had someone with a fiscal background who would have had a clue what kind of payroll information and reports we need. I cannot comment too much from an HR standpoint, but from a payroll/fiscal standpoint, this system is years behind others I have worked with - 10 years ago!

5611. One problem I have a unexpected absent from work I do not have access to a computer at home to enter my leave request or to submit my time. I understand that if it happens on the last day to be approved this would/could prevent me from getting paid.
5612. I still do not feel good about all of this information being out there for anyone to see. I know that does happen!
5613. When one considers that Edison was SUPPOSED to have "gone live" more than a year before it did, it "boggles the mind" as to how flawed the system actually is/was!
5614. The user interface is confusing. It needs to be more streamlined. Easier to use. I am computer savy and it is confusing at times to me.
5615. I know that additional positions were approved for different operational areas affected by Edison due to the increase in workloads as a result of the new system. These positions may not have all been filled due to the hiring freeze, but the increase in the workload as a result of Edison is still there. Approving the creation of all of these positions (70-100, perhaps more) should tell someone that the new system is not as effective as what we had previously. While I have not had a personal issue with my pay, it is very frustrating to try to get someone paid, and not be able to get them their money once I have it in the system, and have to tell them that they must wait for the next pay date to receive their pay. We should be able to easily cut them a check between pay dates. It is also frustrating, and your questions did not address this, that it is more difficult to see the data that is available in Edison. You must click many more screens to see what used to be more consolidated. It takes more time to manuver within the system. The system is less flexible in that once you have a role you can see everything attached to that role. It will not usually allow for gradiation of capabilities, or if a document workflows through the process, you can not have a similar variation that should workflow differently. This system does not have guards built into the system to restrict data manipulation which increases potential errors. Someone with access can appoint an employee without approvals. The system is not very intuitive and requires detailed training to work within. (The training was usually a walk through and at a rather fast pace) I will say, however, that the Edison employees on the front line have worked very hard to make a system that does not fully meet our needs, functional. For Edison to better meet our needs, we should change the laws regarding our pay, leave accrual and application toward retirement, etc. It does not appear that this system is designed for a civil service environment.
5616. The Edison system I believe will be workable and will get better. The big problem with staff is the long length of time it takes to resolve a personal time problem
5617. Now we are on Wave III, we are having difficulties getting and/or knowing which training is necessary or required. Our local training Coordinator is not as proactive as I would like, but with such a large agency, that is probably expected.
5618. Our personnel department is experiencing extreme difficulties with this system. I have no dealings with the system personally except to check my pay stub.

5619. I feel this could be a very good system however they have over complicated the system with how information is entered by the everyday user. To many steps to make one simple entry. Also on the performance documents we did not receive training on how this was to be done just told to do it. I received direction from several different supervisors and every answer was different and you think you have completed all the steps only to get an email a couple months later saying you still have something to do. It is a very frustrating system. I think there should be away to prevent our longevity checks from being lumped together with our regular pay check to prevent the additional taxes being taken. I also can not understand why paycheck to paycheck it is not consistently the same amount as it was before. We have only begun to use the travel claim part of Edison and it has the same problems of being over complicated. It uses way to much of our time on this system when we could be completing other required tasks.
5620. Edison should be able to calculate appropriate overtime without worker having to modify scheduled time.
5621. It's frustrating to key in information regarding timesheets such as leave request, approval of time sheet for employees, etc. and be told the next day or 2 days later that it never happened or that the system is down and I will have to go back and redo everything again. I have to be conscious of when I take leave because Edison has to be completed. I REALLY would like my Regional Supervisor to be able to be my back up because right now we only have 1 person for hundreds of employees and she just can't keep up.
5622. i do not understand about when leave balances are updated on edison
5623. It would be nice if we could view one pay period at a time in the payable time detail, instead of having to go week by week. Given that we "have no expectation of privacy" on our state computers and our computers can be remotely accessed, it makes me uneasy that my bank account number and social aren't scrambled. However, I do like that it is so easy to update our personal information like an address. Sometimes Edison says I'm not authorized to do something that I should be able to do. I don't know why. Thanks!
5624. System should allow posting of time for entire payperiod on one page. Someone should look at USDA's system for ideas on efficiency and simplicity.
5625. I don't appreciate not having been notified that my longevity would be on my regular check. This should have been mentioned before Edison started.
5626. the points for leave verses points for working are different and is really hard to keep straight and understand and get keyed right. it seems impossible to get comp / cash switches to take on edison even after 3 months asking it. supervisors get annoyed/angry if we have leave and overtime, etc that might cause exceptions if we don't get to work a straight 7.5 hr every single day week.
5627. I am a timekeeper. I am seeing problems from this system that are not necessarily with the Edison programming. Employees went from turning in 2 timesheets per month to

now turning in 6. This is not saving paper. Many times corrected ones have to be done because all the time is projected time. Our employees are not always at their desks, they are out in the field. So short notice of when time sheets are due is not always realistic. In addition, each department and each region in those departments having different deadlines. The MANY emails my employees get pertaining to deadlines is confusing and they end up just deleting them and waiting for me to tell them what they really need to know.

5628. I think over all Edison is good for me.
5629. No problems that haven't been addressed. Edison is another part of our completely automated future.
5630. When I reported my pay isseu to TDOT personnel, they didn't know how to handle the problem. They contacted Edison poeple but the Edison people never contacted me. You should never do so many changes without at least contacting the individual. I still would like a play by play detail of all the changes. Also an old fashioned "I'm sorry" would have better than nothing but some forwarded email from personnel saying "I don't know how it happened".
5631. like all start up programs there will be problems that will dissolve as we get more comfortable with it
5632. I would like to know about Edison changing the withholding amount and saying the State had been doing it wrong for many years. I just heard a brief news story about it.
5633. I still have to turn in a paper time sheet this seems redundant.2. I have to enter my time more frequently than I use to have to turn in the paper time sheets. Weekly time entries and sometimes twice in one week is a bit much. However, entering time is much easier now and I love being able to do it from home when necessary.
5634. As an employee who frequently travels and has to enter their own time I have been dissatisfied with the amount of time spent requesting leave/overtime. This can take valuable time that needs to be spent performing job duties as well as my supervisors time whom has to approve these requests. It seems as if a simple request for leave/OT has been made difficult. When doing expense claims it is ridiculous that employees have to enter the location code for different cities then turn around and spend more time imputting the SAME locations in the detail box explaining what is going on. I think the location codes explain what point A to B is without having to input the same information in the detail box.
5635. I am unaware of the problems that have existed with this program from the begining of it's implementation, so my experience has not been a negative one. With the changes that have been taking place currently, the process has been an easy or smooth one. I have no complaints.

5636. Edison is down frequently & supervisors have to rush to enter time sometimes. It appears we have to wait on the system more than the system waits on us.
5637. I've entered time on a daily basis only to be notified by HR that nothing is showing. I've approved time for subordinates only to have them underpaid. HR verified it was an Edison problem, but it still took two months to get the latest one paid.
5638. One negative I see is with the old system we completed a timesheet form (one sheet of paper) for each pay period. Now we complete a paper time sheet weekly. That is twice the amount of paper. There really does not appear to be a need for a paper record to be prepared at all.
5639. At a time when the State's economy is so poor, I have NO idea why a plan like this was adopted. The taxpayers of TN should only know how many additional hours state employees have wasted in attempting to remedy and clear problems within the Edison system. I question the State's objectives in moving to a more difficult payroll, benefits, and travel system. I haven't entered any of my travel items yet because of the time that it takes to prepare a report correctly. Kudos to Channel 4 for reporting this incredibly messed up system.
5640. The main problem I have is when entering data is the system timing out too quickly. If you are entering and have to do something else, it will time out and you have to start all over again.
5641. I enjoy being able to pull my time, benefits, etc. up at anytime. It is beneficial to be able to make my own changes when necessary. The only problems in our office is with management being able to approve the leave, but I believe that will work itself out in the future.
5642. Most regular employees or older employees do not have access to computers outside of work and it is really a hassle to have key time on Fridays, if you have to miss work on that day if you do not have a computer at home it is impossible.
5643. More time is spent trying to figure out what "Edison" is wanting in regards to payroll. Every time I do not work my 7.5, I am afraid I have created an exception. When, it comes to keying time I am afraid to put anything but 7.5, for fear that I will not get paid. In my opinion too much time and money has been spent on a system that is not working. This "old dog" is willing to learn new tricks but this system is clearly not working.
5644. The Edison component that allows potential employees to access the correct site has been troubled. It is improving. It also takes a lot of time to get employee wages corrected as well. Specifically I refer to the horrid system for hiring medical personnel; the long period of register closing and the difficulty of HR personnel to obtain info on register applicant status. Thank you for asking.
5645. the acronyms used and items listed on the earnings statement are not clearly defined and I

have been unable to find an explanation Overall I like the convenience of being able to track and make changes to my benefits and compensation. I just feel the system needs to be fine toned

5646. Time reporting has gone from twice a month to six to seven times a month with no realized benefit to the state or employees. Also Edison needs to be programed to account for 28 day / 150 hour work schedules. Many components of Edison are not current such as sick leave bank and annual leave rollover amount and date. Most fellow employees are very concerned of incorrect pay amounts and annual leave balances. Online pay receipt is a good feature.
5647. The system is the easiest to navigate through and do time recording for payroll I've had to work with.
5648. Only issue that is annoying is that when you request leave time, the supervisor is not notified, making it really a process of emailing back and forth and then submitting it all on edison
5649. It appears the system was relatively untested in day to day issues. A system was developed and Tennessee must now adjust to the system limitations instead of developing a system to meet the needs of the state. Many functions in Edison have no relevance. Basic needs like ability of a supervisor to see and, if needed, step in as an approver for those thaty supervise were omitted.
5650. The program does not take my leave request.... and I've put my time worked in and it doesn't take that...I spend hours on this trying to record my working time when I should be attending to my duties as a State Employee...
5651. I like having access to my time/payroll/deductions etc. at any time. It is a little bothersome to have to remember to submit time at the end of pay periods and end of each week. Our secretary is excellent though, she reminds all of us when it is time to submit. However, this is a small price for the ease of access to my payroll information. It's so much better than having to seedule a meeting to have anything changed. I think it is great!
5652. Edison is so much more complicated than our old data capture system.
5653. I think Edison is easy to use and a big improvement over the old system.
5654. I do not like the fact that Human Services still requires paper files be maintained despite online Edison availability. Also do not like it that Edison timesheet has to be entered sometimes days in advance rather than on Friday.
5655. The question concerning whether the problems I encountered were programming errors or human errors does not allow sufficient flexibility for me to answer accurately. I "Request[ed] Duplicate W-2" twice via Edison. The system took my information both

times but did not inform me that the module hadn't been activated at that time, i.e., the system acted like the module worked when in fact it didn't (twice) - since it hadn't been activated at that time. After the second time, the issue was resolved promptly with a phone call.

5656. Having my annual leave not calculating correctly and not being able to get this addressed or changed has been very frustrating. I feel at times that it is not even being addressed and that I am not "important", so it is a priority of any kind.
5657. In my opinion Edison has created more work and hoops to jump through than the previous system. you are required to submit time that has not actually occurred and then go back to fix it if it's not accurate. like this pay period ends on the 30th and Friday is the 1st but you are suppose to go ahead and key Friday and approve the work week but it's another pay period and you key the time prior to the date as to what you think will happen, which everyone knows that something can come up. Also, you have people in your Edison account that don't work with you b/c the mapping isn't correct. the other side of Edison for travel is equally more time consuming and you have to jump through several hoops to get it through the process and then watch to see if it gets approved or sent back so you are constantly in the system trying to see where your travel claim is in the process. Not to mention that you have to include the taxes from hotels in other states, which most hotels have at least 3 taxes. So if you don't have that information you have to go out and find it....and if you don't include all the taxes you don't (from what I've been told) get that reimbursement for that expense. The chain of command isn't the way it should work.
5658. The system is not intuitive and is difficult to use in many areas. I believe it could have been designed better to make things easier. I cannot figure out how to do some things having to do with personnel issues and no one around me can tell or show me how to do it, not even the one or two people who have accomplished the tasks--they don't seem to know how it finally worked.
5659. I have worked in a systems environment for over twenty years and have been instrumental in testing/implementing several new systems. I must say, this has been my worse experience. To be in the 21st century, this system is definately not what was anticipated. Ninety percent of what was automated in the old system is not manual in the new system. That is most of the problems. The more user intervention, the higher the error rate. Our workload increased tremendously because of all the manual processes. I really don't think the people on the team totally looked at the big picture, or they were not equipped to do what they were assigned.
5660. There have been numerous problems with payroll. I don't think there should be any futher advancement with the system until all the current problems are resolved and the system has run smooth for several months.
5661. I would like to be able to view my annual leave and sick leave hours that are available.

5662. Sending an e-mailed link for staff to "learn" Edison was a flaw method in the start up. Employees deserved and needed to have a formal classroom instruction with a facilitator teaching Edison for questioning and given opportunities for personal explanations in small groups. All employees can not learn with computers. Seasoned state employees can not simply learn from an e-mail link by order to comply. This was not well thought out by management.
5663. I worry that someone will be able to view my personal information.
5664. Some problems with Edison for me and possibly others has more to do with being electronically challenged rather than the system itself. The better I get the better the system.
5665. The Edison concept is great.I think the system is too advanced for the training that was given.
5666. I receive email bulletins almost daily concerning something needed for Edison, i.e., on 4/16 I received notice of MANDATORY class on 'time-entry' procedures. On 4/27, another message about time-entry procedure. On 4/30, email message that we must sign Acceptable Use Policy immediately! Could not open the page to comply. On 5/1, another email stating that, ooops, we didn't get the policy page available yet, it will be delayed until some time in the future! And, I am constantly getting messages that my time has not been entered or has not been approved, when I have never failed to enter the time and my supervisor has always approved it on time. It would seem to me that the Edison system is far from being an acceptable tool. From my own experience in attempting to understand and to work thru these procedures, I can appreciate the problems that many state employees are experiencing. It is certainly not a very user-friendly program!
5667. Our agency is still utilizing timekeepers to enter time, which in itself is a barrier. This requires employees to turn in numerous paper copies (a projected time sheet then a revised time sheet). Due to critical time entry deadlines, employees are stressed over getting these time sheets turned in to the timekeepers. I think it would be much more beneficial to just go forward with allowing employees to enter their time themselves. This would save a lot of time for us since we would only be entering the actual hours worked versus having to project your time, which is very difficult in a field such as Children's Services when workers are on-call and deal with unexpected crisis on an unpredictable basis.
5668. In my opinion the system is a bad design. It is not that there are not any flaws that cannot eventually be corrected; it is the fact that system is inefficient. In Treasury we had our own in-house software that was used prior to Edison. Disregard that Treasury is paid only once a month and Edison was not set-up to handle it and disregard that our own in-house system was a negative input (we only entered leave when we were out)vs. Edison that was a positive input (entered both time when we were here and out). It literally takes twice as much time (and that is after training and learning curve) if not more to look up the info I need, especially as a manager of other employees. Even if all the flaws that are

being reported are completely fixed I dread the thought of going back to Edison from our in-house system. The best case scenario would be to have our in-house system modified to allow for positive input (if that is what the state prefers) and use it state wide. Even if our in-house system has to create an upload file into Edison to make payments.

5669. Entering time is the biggest issue I have... I really believe that the old way was really good. I don't see why we can't just enter time straight into mms or Edison, have everyone in one program! The switching back and forth is just nerve racking! We now have to do twice the work. Most people have no job to do, but clerks have a lot more work to do other than Edison. As I can see, we should have stayed the way it was. Another issue I have is Overtime and Long. The way they are calculated, People feel like they are being cheated, as they look at the old way of being paid their pay is less. and it is holding more taxes out since long. is paid in one check. In our counties we have a lot of employees who do not have access to computers at home or at their county lots, They don't understand the leave, because it doesn't keep up to date.. one spot it says of today's date and the next spot says the date of the last payday!
5670. None
5671. I don't think it was right that employees who rec'd their longevity in 2008 prior to Edison rec'd more of their longevity because their longevity was not added to their regular paycheck as it is now done. I think if this had to happen it should have begun at the beginning of a Fiscal year. Working with Edison is complicated. No longer do we have Service Anniv. Dates and groups. There is not a history record that shows all information necessary to process some transactions. There are so many more steps to complete a transaction. You are now required to go through so many screens. We were told that Edison would require less paperwork. Not so. The SEIS system was far less complicated. I had no problems checking on a transaction entered and also no problems getting needed reports. Longevity reports don't show up until well into the month that longevity is due. Usually more time is needed prior to the due month so that anyone on the report that is not due can be removed and also anyone due longevity and not on the report can be added. Employees cannot understand why they are paid less for overtime. Some employees don't even go into Edison because they are "afraid to mess with it". I'm sure these employees do not have an e-mail address and won't be included in a survey.
5672. This system was not ready to be used, And not have a back up plan in place. that just don't cut it!!!!
5673. I'm not happy with what appears to be an additional increase in taxes, longevity is paid out.
5674. I really like Edison. The only thing I don't really understand is why we still have to complete a paper timesheet as well as enter time in Edison. It seems like duplicate work. Also, if you enter a leave request and change your mind and do not take it there should be a way the individual employee can go in and change the request.

5675. We were told many things in training that do not work with the real system. 1) Second-level supervisors aren't able to view/approve time when the direct supervisor isn't available, OR when the direct supervisor resigns. 2) We were told there would be more time to submit/approve timesheets than with the legacy system, but there is actually less time on the local level, and with Edison we have to wait for TA to run before approving. 3) TA does not run daily as we were told in training that it would- there are several days when it's scheduled not to run for processing, and there are additional days each pay period that it fails to run appropriately. 4) Automatic notifications from Edison provide links that are not usable. 5) Reviewers don't have access to review performance documents in the system. 6) Training coordinators are unable to view rosters, which makes it difficult to find a list of people you've enrolled in a class. There are also frustrating quirks with the website, some of which are: 1) When the window isn't maximized, the "sign out" option is hidden, with no horizontal scrollbar. 2) Certain search screens such as "Report Time > Timesheet" and "Approve Payable Time," are case sensitive with no option to change it. 3) You must click "Get Employees" instead of simply hitting "Enter" on the keyboard. 4) When searching by last name on some screens such as report LV/OT requests, it matches the whole field, so you have to enter the entire last name rather than the first few characters, and it is case sensitive; it would be much more user-friendly if all search screens were NOT case sensitive, and if they searched "begins with." 5) When you approve one LV/OT request and you're taken back to the list of requests, you have to search again rather than return to an updated list. 6) Only one sub-menu can be expanded at once. It would be a little more user-friendly if they would stay open until you choose to collapse them, rather than immediately upon expanding another section. 7) It would be more convenient if the "start date" for approving time defaulted to the beginning of the pay period, and we should have the option to change the "end date" as well.
5676. Our Department as a whole stopped using Edison to enter leave because we were having to spend an inordinate amount of time using the system as compared to our own leave system that each person enters their leave and is a straight forward and user friendly system. Edison seems to take up too much of the employees time that could be spent doing their job. Edison is cumbersome and not user friendly.
5677. I just wish I could get the matter of my OT from cash back to comp resolved. It has been 5 months and I still don't know what the problem is. I have been given the run around on who, how or why the change was made in the first place, who to contact and the procedure to change it back. As of today, I have no idea if the problem has been solved.
5678. It appears to me that Edison is a bi-wkly program and not Semi-Monthly. When the pay period ends anyday other than Friday I am having to submit time and approve my workers twice each week. It appears that it could be set to accomadate being paid twice a month.
5679. I feel that the training was not helpful because it was just a one hour traing before it went live.

5680. Edison is better than the paper forms and quicker for me as I travel across the state and I like just entering the data via the computer.
5681. Expense reimbursement rejected more than once for unknown reasons. Repeated resubmissions without any changes finally worked. There was no other alternatives since there were no errors to correct.
5682. I think Edison is a great program and I understand that everything will be compiled into one system-which is great. My only problem, and it's not really a problem, is that it's so much information that I don't know where everything is. Is it possible to get a search icon in Edison so that it could provide the users with some assistance if they are unable to locate something.
5683. May be it could be a little more user friendly. There are a multitude of components but, if that what it takes then that's what it takes.
5684. I think your dollar amount should be consistant each payday like under the other system. Having to turn in time sheets every week instead of bi-monthly is confusing.
5685. From a timekeeper perspective, the previous system of time reporting was preferable - once at the end of the week and done. Now with split weeks, we are sometimes entering time twice weekly. Though the amount of time spent entering the time is not burdensome, getting the time sheets completed and signed by all parties can be problematic when doing this more than once weekly. Contrary to reports by Lola Potter on Channel 4 when she so rudely and without warrant referred to state employees as "old dogs not wanting to learn a new system", paper time sheets are still being utilized in the department where I am employed. We are also having to frequently "project time" - at times up to two days in advance. This necessitates corrections/e-mails when unforeseen events occur. Leave balances are not up-to-date as promised during the training I attended. Leave accrual does not typically show up until three weeks after the fact. We were at one time told (at a departmental level and not through training)that you could not use leave even though it had been accrued until it actually appeared in Edison, and then later told you could use it. It was also reported during the training I attended that leave could be keyed daily; however, we have been instructed not to do this. So, it seems a lot of erroneous/contradictory information has been given. Finally, although I have not directly encountered problems with my pay or leave accrual, I have indirectly as my husband is a state employee who has had issues with both pay and leave accrual (through no fault of any employee in the department where he is employed). Both issues were without question related to Edison system flaw, with both taking greater than two months to resolve and only after several e-mails and follow-up on his part. Without his persistence, I seriously doubt these obvious Edison errors would have been corrected - cheating him of overtime duly earned and the accrual of two days of annual leave and one day of sick leave.
5686. I think Edison is fine. It is the way payroll and benefits are presented and some of the parameters.

5687. It is extremely difficult to track my annual, comp time and sick time at the present. I am not sure that all data is correct as early Edison payroll problems made keeping up with totals. The old 'system' made tracking very simple. As an employee nearing retirement correct totals are very, very important. I also want by longevity sent as a separate check as it is my annual double payment on the house loan.
5688. I believe the Edison software has major issues in regard to the coding that was done to make this software State useable . . . since it started out as a package for private industry. I'm not sure if these coding issues can be resolved, without breaking something else along the way. But when you key time and leave in the system, multiple times, and it consistently throws that information out, causing people to show up on the exception report and rekey and rekey that same information, it's not time efficient and it's very frustrating! I believe most of us in this office have a good working knowledge of this software for the user end, but Edison arbitrarily tossing information out and changing what's been keyed is unacceptable.
5689. I would really like to have the benefit of entering my own time rather than completing a time sheet, signing it, and then turning it over to someone else to enter. I think the system is user friendly and I feel 100% confident that I can use it accurately. I like the prospect of being able to enter my time from any computer regardless of whether I am sitting in my regular work office, an alternate work office, or my home.
5690. The system has caused too many problems w/ reporting time. You have to do a time sheet sometimes 2-3 times a week due to Edison. You have to do a time sheet every week, instead of every other. The system is not user friendly and I got more information about my paycheck in the old format (hours of OT, how much I was paid per hour, all hours of leave), all was on the same page. Edison has made things more difficult in an already difficult job.
5691. I put my time in. It disappears. I put leave requests in. They sometimes disappear. It takes a lot of my supervisor's time. EVERY DAY.
5692. I manage a State Park and in peak season I have 40 employees. At best I have been able to view and approve only 7 employees at my park. I have sent in numerous emails and made too many to count phone calls and still, 6 months into this program, I cannot do my job as a Park Manager. Before Edison I was a back up payroll person and I have been to Power User schools as well as time keepers schools for Edison and still I cannot do my job. I have one clerk who has been to no Edison schools and she is able to access every employee on the park and enter and view time and she can approve some people's time and she is not even a supervisor. [PERSONAL IDENTIFICATION REDACTED]
5693. The only problems I have had is having to re-enter my time or leave on several occasions because I would find out days after Submitting that my info was gone.
5694. I think the system is fairly easy to use, as far as entering time goes. I am not certain that particular information has been recorded accurately

5695. The old systems were inefficient and wasted paper and time. There will always be glitches with a start-up of any new system and that is the case with Edison.
5696. The global concept of Edison is a flawed idea. Total consolidation of statewide data into and through a single point of control, management, and access is fraught with jeopardy. No program or computer is immune to problems. What does the cost-benefit analysis indicate about State investment into development of Edison (and ongoing cost of fixes) compared to risk?
5697. Edison is not user-friendly at all. Too many screens to go through. Very time consuming. The problems with Edison need to be corrected. The Financial Wave should be put on hold until the HCM issues are resolved. The training is very inadequate and needs to be revamped. I would suggest having departmental group trainings on-site in addition to downtown classroom training.
5698. Need a wireless card for state issued laptop to do timesheet entry and leave requests.
5699. I feel like we should still be on the pay period reporting instead of the weekly reporting.
5700. the only answer anyone can give me is that they're working on it. no one can tell me who is working on it, or how to get in touch with anyone who might know something more than "they're working on it"
5701. I like most of Edison; I would feel more comfortable with the system if I had received more-in-depth training.
5702. The Edison modules should be more suited to government use. There are choices like "dorm room" for phone number location, which is inappropriate. You can also choose to have your deceased spouse be your emergency contact.
5703. I am having to submit timesheets weekly whereas before I only had to submit leave requests when needed.
5704. There is a difference in the amounts paid on corresponding checks on Edison. This was not the case prior to Edison.
5705. It can be very time consuming. You spend much more time checking and approving employees time. I do not see this aspect getting any better.
5706. I HAVE NOT REALLY HAD A PROBLEM WITH EDISON AS WE DON'T ENTER OUR OWN TIME. THE ONLY THING THAT HAS RAISED AN EYEBROW IS THAT THE CHECK AMOUNTS ARE VARYING BY \$1 TO \$2, SOMETIMES NOT THAT MUCH. I DON'T UNDERSTAND WHY THAT IS HAPPENING. IF SOMEONE WOULD ADDRESS IT AND EXPLAIN IT I MIGHT COULD UNDERSTAND IT.

5707. As a supervisor, I have had 2 employees who were not paid 1 pay period. It took too long for them to receive their paychecks.
5708. My concern at this point is that my longevity will be included with my regular monthly check. This is not fair at all because I will get less money with it being combined. This is our "bonus" and we should get a separate check from our payroll check.
5709. I work part time for Gap, Inc. Gap, Inc. uses a similar payroll system. I love the Gap, Inc. system. I'm glad the State of Tennessee finally moved into the 21st century.
5710. I believe this system would be better if we were paid every 2 weeks rather than bi monthly. And i also tihnk that our longevety should not be added into our regular pay check that we should recive it as we have in the past, in a seperate check. There are still a few issues that need to be worked out.
5711. I have not had any major problems or errors to date. What I really like the most is being able to see all the information about my payroll, pay time, benefits, etc. That is really nice. But on the down side, this split work week is really a nightmare. There should be some way to keep it a weekly input since we are held back a payperiod, this really puts us in a bind trying to key time twice in one week. There should be a more simple way.
5712. This system is very frustrating. I particularly resent the emails that state I have 2 hours to enter something in Edison. I have had to make special trips to the office to enter time, just to find that the system is down. It takes up work time to complete and I am constantly afraid my pay won't be deposited. And despite completing Edison every week, I STILL have to do paper timesheets. This is a waste of time and resources.
5713. While supervising staff members who work in the field, it is difficult to have all of the data ready for approval in the time sheet component. It is also difficult to approve time and leave requests when the turn around time is very short such as at the end of the month or near the end of a pay period. Ending a pay period in the middle of the week has been excedingly difficult for some of my employees to grasp. Sometimes previously approved time is mistakenly changed by the employee which causes exceptions that can not be cleared by myself or our local personnel office. I find that leave balances are not kept current (sick and annual). This is a difficult situation to monitor if an employee is close to a zero balance and needs to request leave.
5714. As a DVOP I have very little input variations and therefore have had no problems as of this date, but I am concerned about the upcoming travel entry requirements and would like some specific training on this feature.
5715. Of all the "computer programs" I use on a daily basis, Edison is by far the most cumbersome and time consuming. I spend about an hour a day on Time Management. I even have to check it when I'm away from the office, at home or on vacation. The run time is not consistent and I have to check it several times a day. There are constant e-mails to check the payable time. It takes a lot of time to figure out the source of some

exceptions and how time such as overtime and leave is counted. You have to scroll back and forth, up and down, tab to tab more than on other programs to find necessary information. Requests and Payable time have to be approved over and over before it "takes". When an approval has been entered it is difficult to tell if the approval is being processed and sometimes I can't tell at all. In my department, there is no way to tell how much time an employee spends on the different types of work they do on a particular project. It only shows that they are working on a project but not what part of the project. I know I sound like someone who does not like change but I do like any change that is helpful. I have worked here over 25 years, before computers, and I welcome any change that will make my job better. I seriously doubt that anything will be done about the Edison problems because I have heard that the State has spent too much on it to change to a better system.

5716. Edison is a mess. In the first 2-3 months I had both employees and data entries disappear a number of times. It has not happened since that time. I am hopeful that problems its many issues can be resolved in the near future. I know this process has had many problems and there has been much frustration by all involved. I have felt, however, that Edison staff have on occasion made snide remarks - placing blame solely on the users. I have on several occasions wanted to respond in kind. I would like to hear the Edison staff just one time take some of the responsibility for this mess.
5717. the program is not user friendly.2.Screens are not based on a priority of use-ie most commonly used easily accessible.3.Entering data is not in a logical sequential fashion.4. Manager screens are overly complex and confusing.
5718. Edison has greatly increased the amount of time required by the employee, the supervisor, and the timekeeper. In order for overtime/compensatory time to be allowed when worked, some adequate number of hours must be entered into Edison each week for approval regardless of whether overtime is anticipated. Timesheets are submitted several times more often for Edison (approximately 5-6 times per month) than for the previous system (twice per month). So that those entering the reports will have time to enter many employees' information, (in addition to their other duties) we need to submit our time sheets at least a half day prior to completing the hours. This requires estimates which may be inaccurate and could result in hours being charged to the wrong project. Edison "locks" information and makes corrections difficult. Charges to specific project numbers are subdivided by types of funding, and must be added to compare to hours submitted. Prior to Edison, I submitted my time reports, and little subsequent attention was needed. Now, I am involved with frequent detailed clarifications and corrections.
5719. Please explain what "ADMHS" (Adm Health Services Leave) is and how, what for & when it should be used! Not able to find this information in Edison help/search or from our help source! Thank You!
5720. As an individual you can view a screen and most of the time it is correct or will get corrected with system maturity. To view data from a block of employees for management purposes, the BOE reports are not available. This places a burden by not

having the old data (payroll) or the new data (Edison)for planning processes.I am not convinced that state programmers can support Edison properly because changes might create problems that are unforeseen - so you tend to not change any programming for improvement because it could impact the status quo.

5721. Edison is down often without any notice to users. When this happens it states that you user name and password are incorrect. You can spend lots of time trying to fix this while the whole time the system is just having problems. I would think an email or just a notice on the site could warn of possible down time. This might be helpful not only during the down time, but also to plan for it. Also if you put in for time off and it is approved, but something changes and you need to cancel that off time, there is no way to do it. On the other hand Edison is nice when you would like to see what your totals are for comp, sick, annual or any other types of paid time off.Thank you
5722. My major concern at this point in time is what will Edison do if the system happens to be hacked into? Will that stop me from getting paid, mess with my information so that it is incorrect and I lose leave time or benefits? There is a lot of personal information in Edison that I do not want anyone to get ahold of. Hacking is something that happens; you cannot guarantee that this will NEVER happen. What security's are in place to prevent this from happening?
5723. The user interface for entering time and attendance is not at all user-friendly. I have had to spend a great deal of time when I should have been doing my own work showing people how to enter their time instead. A number of them still cannot do it on their own in spite of having been walked through the process step by step every week over the past six months. When so many people are unable to complete the simplest and most necessary tasks without assistance, I think that says there is a serious problem with the system itself. I have also seen a number of problems caused by the need to wait for leave and overtime requests to be approved before submitting time. If a request remains unapproved and the worker overlooks it, they most likely won't realize that their time has not been submitted correctly. Since such a problem is likely to happen at the last minute, it is a real cause for concern. I think it would be better if the system allowed people to enter their time, saved that information pending approval of their leave and overtime, then finished processing it without further action on the employee's part once the requests are approved. Surely there is some way to set it up so that the steps do not absolutely have to be done in one particular order.I was excited about this system before it came out because I thought nothing could be worse than Data Capture. Frankly, it seems like Data Capture all over again, only worse, because now instead of one person (the timekeeper) having to deal with using such a non-user-friendly system, everyone does. The user interface, which is what I thought needed an overhaul even more than everything else, is almost exactly the same if you ignore the fact that it looks pretty. Also, instead of being able to approve time in one step, the supervisors have to go in and approve leave and overtime, then wait for employees to submit their time, and only THEN can they give their final approval. Extra steps often cause unnecessary complications, and this is no exception.

5724. The system is terribly flawed. Currently, Comptroller employees have to estimate their hours worked and projects on which they will work for the last two and a half to three weeks of the month. The system was created without any regard whatsoever to the needs of our office. Either that, or there was a deliberate decision taken to ignore our needs and force us to a bi-monthly pay cycle, as I am now given to understand will occur - creating a possible financial hardship to many. Further, it is evident that, as is often the case in large organizations, the decision-makers failed to request useful, meaningful input from those that would have to actually use system on a daily/weekly basis. Instead, the decision was made to spend an exorbitant amount of money on a system that may well be fatally flawed. As a result, the system is unduly cumbersome and, for several months and in direct contradiction of the statements of the State's representatives on television, our office had to maintain paper timesheets for several months in addition to keeping track of our time on Edison. We were told that, for billing purposes, Edison could not be relied upon and this necessitated the use of the paper timesheets. A simple process that used to take a matter of minutes can now take significantly longer. Also, we have noted that, on those occasions when someone in our office has applied for and received permission to take sick leave for a doctor's appointment, if that person then works over the allotted 7.5 hours a day for the remainder of the week, the comp time thus earned will be used for the doctor's appointment automatically, saving some or all of the sick leave. Comp time and sick leave are obviously not the same and cannot be used interchangeably. This should never have been allowed to occur. As a result, I have given special instructions to our junior auditors for when they are working in the field with me. If they have a doctor's appointment during the week, they are to let me know. Then, even if we are working on a fraud investigation involving 100s of thousands of dollars, I will ensure that they do not earn comp time that they cannot use at their discretion. Simply put, once their 7.5 hours are done, they will not work any longer. If we are at a town hall, police station, sheriff's office, DA's office, TBI office, etc., actively investigating a misappropriation, they can read a book or a magazine or newspaper. But, they are not to earn comp time that they cannot use at their discretion. You can imagine what kind of impression of professionalism this creates with the local police departments, sheriff's department's, TBI agents, local district attorney generals, and FBI agents with whom we work regularly. Nonetheless, I will not have my people performing work on overtime/comp time that they are then required to use on a doctor's appointment. I won't take advantage of them that way. If I won't look out for my junior auditors, who will? In short, if these kind of surveys had been sent out and opinions solicited before implementation of the system, a great deal of money and time could have been saved and frustration prevented. Now, it's too late - the horse is out of the barn, so to speak. To solicit our opinions AFTER implementation is, frankly, somewhat insulting. It's done now, who really cares what we think? If our opinions actually mattered, they would have been solicited more than a year ago, PRIOR to implementation.
5725. The TA and expense reports are much easier to submit with the Edison system. The process for approval is much quicker.
5726. It is difficult to answer many of these questions because my department still does not enter our own time or use the travel reimbursement portion of Edison.

5727. Everything about Edison was expected with any new system. The training was pretty good but as for the training for travel it not as clear as it could have been. Still not sure when the \$ goes into my account. All I could find was paid. Would like some kind of notification that tells me that the monies were deposited in my account.
5728. I'm still getting inconsistent information about split weeks regarding when to enter my time for the week.
5729. HCM (People Soft) is only a small part of the problems experienced in Edison. Facility Max is the main problem that this division is experiencing. Requisitions cannot be processed, work orders cannot get processed timely, asset management is non-existent, and inventory management is non-existent. Tenant work orders cannot be processed. Purchasing cannot get a requisition through Edison, expiring contracts cannot be processed in Edison for re-procurement, Contracts that are available have no funds attached to them and a multitude of other issues.
5730. None positive or negative.
5731. Today was the first issue that I've had with Edison. I had requested sick leave for a doctor's appointment last week. It had not been approved when I went in to complete my time sheet on Friday. I was at a meeting all day on Friday and didn't get a chance to go back into the system. This morning the system had already finalized time for last week and would not allow me to go back and submit the 2.0 hours of sick leave.
5732. Payment card reports should be made easier.
5733. Regardless of what has been said, this new system relies on Internet access and is not always accessible. I do not (and don't intend to) subscribe to an Internet Provider Service. When I travel (for my job), Internet service is not always provided, and (so far as I know)only the next level of management has access to my time approval- and that person is sometimes unavailable to report or approve my time. The previous system worked!
5734. As a NEW employee, of less than 6 weeks, I felt that most of the survey questions DID NOT APPLY to me. Even though, I did not mind completing this survey, it would have been advantageous for some responses to reflect new employees, especially, since you chose my email address for cooperation/completion.--Thanks!
5735. Why does the system go by weeks when we are paid bi-monthly? There are times that I have to enter my time two or three times during a pay-period instead of just once under the old system (that means I may have to enter my time 5 times in a month).My supervisor has had to ask me to "resend" my time because it wasn't showing up for her to approve. This not only wastes my time, but also hers.No one has been able to explain to me how to enter multiple days of leave with only one request. If I take a week off, I have to enter 5 daily leave requests.When viewing leave requests I can only see three at a time. If I take my hypothetical week off I have to input five, but can only see three. That makes no sense.The data input page does not fit my monitor. I have to continually scroll

up and down and over and back. Another waste of time. Because of my on-call situation ... if I get called in over the weekend and that Saturday has already been submitted, I have to add those hours to Sunday (while making notes that the time was actually worked on Saturday) and it throws my actual hours off. This is not good. I spend extra time retrieving and printing a hard copy of my pay stub to keep for my personal records. The system seems to be antiquated. It operates like payroll systems from over ten years ago.

5736. After Edison overpaid this employee the repayment after taxes are recalculated is costing this employee about 100 dollars out of pocket, which F&A says I will receive back when I file my taxes next year. Thanks, Hope you enjoy the loan.
5737. Edison is not a stable IT system. On several occasions information has been input and checked a day later, only to be found missing a day later. Edison should operate in real time. Not like it currently operates with time administration batching changes that take 3-6 hours to upload. I hope the state has a performance bond which can be used with the vendors responsible for selling/implementing the Edison system.
5738. My primary complaint is how burdensome and time consuming it has become to deal with entering, approving time, scanning time sheets, etc.
5739. From an HR perspective, there are a couple of exceptions that we can not get rid of. For Example, Verify Holiday Eligibility. There is not a way to "allow" this low level exception. The response that we received from Edison is that they are working on it. Most of the problems that we experience come from the facilities and I believe that this is because they are operating 24/7. There has been a delay in employees that have separated receiving their 401 K.
5740. In Edison, we have to do payroll weekly. When a pay period ends in a split week, we may have to do payroll on Thursday and then do payroll again on Friday. Often, we are required to quickly key payroll in, and then the system will not run for days. I am still having to re-enter leave, overtime requests even though I can see that I have already done them. Doing payroll in Edison takes much longer than the other way we were doing it. The amount of paperwork had doubled perhaps even tripled. We have to print the payroll detail sheets and then there is a timecard report that we run as well. It does not make sense to turn in overtime for a week when the employee is planning to take it off. This process requires a leave and overtime request and approval. Since the employee will take it off, there is really no overtime involved. There are too many different screens in Edison also. It seems that countless time is being spent bouncing around the different screens. Overall, I think this is a very inefficient system.
5741. Edison makes it almost impossible to help when there is money involved. Edison is unable to see money paid and will double deduct. There are so many screens to view which takes longer. More people required to do the job. More manual work has to be done with Edison.
5742. There do seem to be some problems with buying products through Edison but that is not

part of my job.

5743. I receive multiple emails that can at times be confusing. To me that causes more stress regarding the Edison system making it seem confusing
5744. This new system adds more work for the timekeepers. It also allows for the timekeepers to be sued because the time keepers are entering and approving all leave and overtime requests and the final time. With the old system this wasn't happening. Edison is also very time consuming where when you have more than one job responsibility and you are bogged down with during Edison all day your other responsibility are left undone.
5745. As stated above, there appears to be miscalculations in my leave time. Also, I don't why the correct amount isn't being deducted for my Chapter 13. This is presenting a hardship on me.
5746. The system apparently does not recognize up or down the chain. Therefore I can only approve time etc for the three personnel I directly supervise. I cannot approve time for other personnel who report to the three people I directly supervise.
5747. I miss getting a pay stub on paper.
5748. Too time consuming for employees and supervisors as compared to the previous system. For those of us who have out of the office responsibilities, it is much more difficult to stay up with Edison requirements. Implementing the purchasing Edison module is a large undertaking that should not be attempted. I believe change is good when change is needed. In this case, my opinion, change is for the worse.
5749. The payroll reports that come out of Edison are useless and many times incorrect. The Edison system paid 700 employees longevity which they were not due and to date has no employee accounts receivable set up to account for the overpayment. The Edison staff were aware of the system's overpayment before payday but did not correct the problem before the funds were sent to the employees bank account. Decisions were made on the front end when setting up Edison that affect employees pay in a negative manner. The calculation of overtime is something that only a lawyer could love. We are now doing timesheets weekly instead of semi monthly and I would be willing to bet that when we are audited a number of the timesheets will be missing or incorrect.
5750. I do not like to put my time in before I actually work as required when the month ends on Thursday and you want the complete week (thru Friday's work day) submitted in Edison by end of work day on Thursday. The system needs to be where we can submit each day.
5751. In regards to accounting: There are issues in which things are needed for individuals, but they can't get them because Edison hasn't been "paying out". I think that this can potentially be a serious problem.
5752. Most of the problems have been with the timing on entering and approving time. For

instance, my supervisor can approve my time but he can't approve a leave request. He must submit an email to someone in Edison to get it approved so that it will show up for him to approve my time.

5753. I accept that Edison is new and there are some pains that come along with a new system. However, as a manager I spend a very large amount of time going back and forth with Edison to key the T&A, approve the T&A, approve leave requests prior to keying T&A, etc. I have a major issue when there is a split week and we as asked to key T&A prior to the end of the week. T&A is normally approved on Monday; however, there have been times when it could not be approved until Wednesday/Thursday because something didn't happen in Edison when it should have. I know any assignment before me is all in a days work; however, I more pressing things to do than go back and forth with Edison, every week, a couple times a week to do what I did in the old system twice each month.
5754. longevity paid twice. Don't understand how this occurred or how it was resolved.cash for comp time vs comp time-still trying to track down correct numbersannual leave was used for sick leave when I have plenty of sick leave.The lack of continuity from paychecks is disturbing. I understand the amount taken out for insurance will be different from the 2nd paycheck of the month. My paycheck varies paycheck to paycheck. I have no clue why.
5755. Since I am on monthly pay basis, not a big problem, but I suppose if I had a problem I would contact the AOC as before.
5756. I am in charge of doing the payroll and orders for the food service dept at [AGENCY REDACTED].this new system takes me approx 20 hours extra per week due to the lack of training we received with the start up of this program.Thanks [NAME REDACTED]
5757. It started off bad for me when my longevity was decreased due to merging with Edison.Second the system is not user friendly. I feel like I'm hunting and elusive animal each time I need to do a specific task. I wish I had been warned that we would be logged out of the Job Performance section after x amount of minutes. I lost several JPP's that day.Our administration sends far too many e-mails each week in regards to Edison. I practically have to set aside a block of time each week just to read thru the Edison information as they interpret it.
5758. The system is cumbersome, consumes a LOT more time than the old system did, produces more room for making errors, is frustratingly complex for a supervisor to use to approve overtime requests, leave requests and time worked. It also requires deadlines be met and doesn't take into account the changing work schedules of people on rotating shifts who might end their 37.5 hour week on the weekend when the supervisor was not on duty. Many employees don't have access to a computer at work OR at home every day. Supervisors should not have to log in at home and approve time and attendance unless they get paid for doing so. Time entered and approved frequently gets lost in the system. So do requests for overtime and annual or sick leave. I've approved OT and leave requests for employees, only to have them disappear from the system later. No employees are currently being evaluated as far as performance, yet supervisors had to

enter job plans on all their employees last November. That was an absolute and totally idiotic plan. Even employees on probation are not being evaluated at this time. No one knows when or if that component of the system will work. Entries of time and requests for annual, sick or comp time require a HUGE amount of attention and entries to accomplish what the old paper form did on one sheet of paper. Supervisors no longer know what they are approving. The screens are too wide and cluttered up with totally unnecessary detail about other components that aren't even functional and may never be. All the codes used to enter time are confusing. I could go on and on, but I'd like to kick the butt of the idiots who paid \$135 million dollars for this piece of junk. I'd also like to know whose pockets got lined when the contract was awarded.

5759. Seeing as how this system has been live for quite some time now, the same errors should not be existing repetitively. Time/Admin should run consistently. Coming in on a Monday after a section's time was completely entered on Friday or before and not being able to approve time because there was "an error", is not how a payroll system should be ran. This process should run twice a day, as we were told it would. If there is a problem, it will and can be corrected instead of seeing an exception one day, correcting the issue, then two days later the exception is still there simply because time/admin didn't run to clear it. Regular workers, other than timekeepers, were not asked to take a class of training. I realize that training takes time, and money. But I also realize that there are people who do NOT benefit from learning from those that did receive training, but need to hear from an actual teacher. I'm tired of not being notified that things aren't wrong, or not being notified when there was a problem with the system, or that time/admin didn't run. There needs to be a faster way to let timekeepers know, such as putting a note on the Edison page itself. Anytime there is an email sent to "some" timekeepers, perhaps it should flag the mainpage of Edison, only for those that have time approving permissions, so that we could at least see when there is an issue. That is a simple coding process, and should not be difficult. We work for the great state of Tennessee, and have bought a flawed system, but instead of working quirks out, we have got an "as is" system, with no support whatsoever in actually fixing issues that are blatantly wrong. I've been a timekeeper/approver since the system went live and even though requests have been made repetitively, I still haven't been added to the list of emails that go out with status updates. I realize the state is big and we have a lot of people that do a lot of work, but there really does feel as though there are no boundaries in place for information to be passed through.
5760. The Edison program is a tremendous drain on time with the entry and approval of time assigned to staff, supervision and management. Items which are approved re-surface in exceptions as not being approved. Management level cannot see all the people for whom they have responsibility.
5761. I feel the e-mail that was sent to employees regarding disciplinary actions against employees that make habitual mistakes was unwarranted. If the state had made good on the promise of "hands-on" training that habitual mistakes would not be made. I feel that the state did not research HCM programs effectively before contracting Edison. There are other updated HCM systems that are working within other state institutions,

such as IRIS.

5762. I still can't get to the employees under the employees I supervise.
5763. Entering time is much more time consuming than our previous system. My training was not well done and I basically learned to enter my time via trial and error and askin others around me for assistance. I also from time to time have exceptions that have to be managed. Fortunatley all of these issues have been resolved.
5764. Statements are difficult to read and understand. Have had to enter time more than once on several occasions, as have staff I supervise. Multiple times, some kind of administrative leave has shown up for approval, that was never entered.
5765. I like the fact that I can look at my record at any time and check on the status of my 401K,ect..
5766. OK so far
5767. see descriptiopn of the Treasury Dept Flex problem above.
5768. The major Edison problem is more with the cashiering side of it, not the payroll/benefits side. If my department did not have such great HR staff, there are tons of us that would not get paid. Not b/c we are incompetent but b/c the system is rather confusing and the amount of time that you are given to enter your time into the system at the end of the pay period is very short. Also, there have been several times that I have submitted my time and then my supervisor did not show it on his side and HR had to fix it. Again, if we did not have such great HR staff, many of us would not be paid. I think you guys should consider doing a survey for the iNovah/cashiering side of Edison..TOTAL disaster.
5769. I feel that there should have been some hands on classroom training so that questions could have been asked at the time of learning and what to do when things did not happen the way they were suppose to happen.
5770. why would the state acquire a system which put more responsibility and work on middle managers, when the old system utilized clerical/secretarial staff to perform those duties allowing managers to manage and be productive.
5771. Too cumbersome, takes too much time away from the work I was hired to do to complete and check that it is accurate or even if it shows up, takes time from regular work to make sure check was written and to compare with last payment that everything is accurate and actually paid, gets in the way of job productivity. All the numbers do not whos up on my printed materials indicating payment information (even with the printer friendly version) and have to hand-write in the last 2 to 4 numbers in all areas.
5772. One issue I had was when it (I discovered and complained) was discovered that the system did not pay me for some overtime I had worked ,took a sick day and flexed my

time out for the sick day (in the same pay period)It took two months to get this corrected. I don't think I ever got paid for the overtime. The system should be able to tell when it is charging for the same time more than once and prevent this from happening. Also whenever a mistake is made and identified it should not take two months or more to get it corrected. The correction should be shown at the least within the next pay period. Before Edison I knew exactly what I made and could calculate what I would make when I worked overtime. I can no longer do this and no one in HR can explain to me how to. I have a problem with this.

5773. I personally have not had any problems with the system. As I have only worked for the State of Tennessee since Dec. 22, 2008, I have no knowledge of the system that was used in the past.
5774. The system should have been explained to evryone involved, related to payroll, evaluations, etc. The training only takes you only thru thinks that you are directly involed in. I was trained as a back-up for my boss downtown, and unable to open the program I was trained on.
5775. The comments from the representative from F&A in the Ch. 4 news story were insulting and inaccurate. I've had 2 employees in my office that did not get paychecks since the start of Edison. I can only imagine how many more didn't get paychecks. I'm sure this is a time saver for some people but as a manager, it requires much more time than the previous system to do time sheets and approve payroll. Having to individually click on 30+ boxes for each employee is stupid. Please add a Click All button...
5776. recently changed from one bank to another for direct deposit and experienced no disruption; April 15th was last deposit in old bank and Apr 30th direct deposit was in the new bank; transition was very timely and went smoothly.
5777. I would like to know the schedule for approving time. We keep getting different date. When this happen, it appears as if you forgot to approve time. Approving time two or three time in one pay period is the problem I have with Edison.
5778. I have an employee that keyed her time,however,it was not "picked up"by Edison,and I had to rekey it.As a supervisor,I spend much more time with the Edison program,than I did with the prior payroll system.Also,I do not like the fact that supervisors cannot key for other supervisors if they are on leave.I don't understand why a system where we key "weekly",was chosen,when the majority of state employees are paid bi-monthly.Having to key split pay periods is very cumbersome,and time consuming.I find myself spending much more time in Edison,then I did with the prior payroll system.I really dread when we start using this system for Performance Evaluations.
5779. Too many training classes. Can't keep up!! Then after training, told to perform differently.
5780. It was my understanding that Edison was designed to make things more efficient. How

can something that takes quadruple the time (and that a low estimate) be more efficient. This is not to mention the extra ongoing expense of a system that never works.

5781. The check stub the employees receive should be more simple. Our employees can not understand the stubs. I, as a manager, can not explain it because I do not understand myself. Also, we sometimes have a problem getting employees to come in during for emergency situations if they were off sick in that week. Example : they were sick on Monday and a storm comes in on the following Sat.. It replaces their sick day instead of any extra pay. They were never paid 1.5 time until 40 hrs had been worked, but they did get straight time for the Sat. work. It was not considered using sick or annual for overtime until you had your weekly hrs in. They told us this was changed because Edison program could not calculate this.
5782. I spend much more time reviewing and approving payroll than under the old system.
5783. I work for the Fire Academy and I enter my own time and expenses. I really like Edison, but it is redundant to still have to send in a paper timesheet and a paper expense report to the Academy. Although Edison is easier to use and takes me less time to complete, I am still having to submit the paper versions which takes more time and ends up costing the State more in payroll because I am having to do both.
5784. Currently we are not using the payroll feature - we get paid monthly and this system was too cumbersome to try and figure out whether you would be here the last half of the month. When we did this we would spend at least 2 hours or more just trying to figure out the work hours - and getting overtime approved then entering it once approved. I don't understand why it needed to be approved..Your supervisor has to approve all time regardless if it is overtime or not. We should only have to report overtime, vacation time, and sick time other than that we are here working...
5785. As stated above, I experienced a hardship with the Sick Bank. I was out sick when they were scheduled to take my 1 day donation. (October). They have not taken it out yet. Also, I did not get a paycheck for a whole pay period which caused me over \$260.00 in late in addition to the payments. this also brought my credit rating down.
5786. Edison is not set up for the Department of Safety employees who do not work normal 8 hour days. Also I have lost pay in my overtime rating that was not there with the old 3270 program. I have been explain this numerous times and still do not understand how my overtime rate changed between systems. The department of safety needs a different system that is not set up for a straight 40 hour week.
5787. I don't trust the data I am entering is anonymous.
5788. What concerns me is Edison already has the component for compiling a State income tax. Why do we need that unless someone is planning on having a State income tax?
5789. To much money tied up in the system. Folks don't want to hear about problems

5790. My major difficulty has been with the training modules. The audio cuts in and out, making it frustrating to get through the modules. If you turn off the audio, you miss content. And trust me, you can't make it through more than a minute or two without muting the audio. One simply can't be expected to learn Edison properly with that situation. And it has been an ongoing problem.
5791. My biggest complaint with the system is the collective amount of time required by supervisors and managers and timekeepers to input, check, approve, review, and clean up any exceptions in the payroll component. In TDOT, where we are required to input time on a weekly and then pay period basis and where numerous employees are out on a project and not near a computer coupled with the frequent times that Edison does not "run" properly, there is an unnecessary amount of time spent on checking the status of time input. One look at the TDOT Edison Calendar demonstrates the inordinate amount of time needed to satisfy all the deadlines. When the system does not run properly and there becomes a tight deadline situation due to the system malfunction, the supervisors, employees and timekeepers are stuck with having to deal with the issues "under the gun". This continual fight to keep up gets frustrating and lowers morale and lowers credibility of the claim that Edison was created to make things work more efficiently.
5792. Edison is a very cumbersome system, what used to take minutes now takes hours. The simple task of reporting time is neither intuitive nor efficient since everything is identified by the TX number, which we have never used before to identify anything. Educational leave is also much harder to coordinate since only the 'power users' can approve the leave requests for it. The resulting delay in the approval of the educational time often creates exceptions in the system that are not really a problem. In short, Edison is garbage, I wish you guys had taken the time to really investigate the problems with this software before putting it out there for the masses.
5793. We were informed that Edison would handle monthly payroll, while technically true that it does, the method in which it is implemented is not truly handling monthly pay, since we have to forecast and then have timekeepers make any changes for half the month which occur. As a result, our business methodology is being changed which will cause hardship in this down economic time upon many of our employees.
5794. It is a good system that is comprehensive and all inclusive.
5795. I actually think Edison is a good system and love being able to have access to payroll history and benefit, time management components, etc. I think it gives each employee more self responsibility and that in itself seems to be the problem. Some want to put forth no effort and have others take care of their responsibilities. Edison is a fair system that works for the employees that are willing to put forth a little effort and learn the system.
5796. As a supervisor, I find Edison time consuming and much more complicated than the old system. Having to enter and approve leave weekly adds twice the workload. I am forever experiencing exceptions that do not exist and constantly waited for them to be cleared. What you key today, may very well be gone tomorrow. I feel the State of Tennessee spent

way too much for this system, to only cause more work on already overworked employees. To pay millions of dollars for a system not even set to our time periods is ridiculous. The only good thing I see about Edison is that we can view paychecks. I would think a website for that could have been done at a lot last cost. As an employee of fiscal services, I certainly dread the start of the financial portion of Edison. If it is as time consuming as HCM, we need to keep the system we have now, which works fine.

5797. Screen layout and features are "clunky", e.g., adding another line of hours type in time reporting requires scrolling to the right and clicking a tiny button. Designed by committee, right?
5798. The performance management (documents) component is cumbersome.
5799. I don't think the central problems with Edison are it not doing what it needs to do, but the fact that the design is not at all user friendly. It is neither logical nor intuitive, and the rules seem to change randomly from week to week. This makes it inordinately time-consuming and frustrating. In addition, the training we received apparently was on another system, because many of the conveniences we were promised never happened. To make matters worse, the attitude from HR has been that all the users are idiots and all errors user errors. While they may be user errors, they are ultimately due to the poor system design which makes errors extremely likely.
5800. takes to much time². hard to do when doing field work³. with the economy like it is - a complete waste of money, at this time
5801. This system was said to make HR related things easier for staff. Well I am not in HR, but for me it seems I do more time sheets (some have even had to be done when there was no time to report), I never had to fax time before and I miss the mailed payroll notice.
5802. You can contact me [PERSONAL IDENTIFICATION REDACTED].
5803. The HCM component as you have proposed it in this questionnaire is only one part of Edison. The real problems with Edison is in purchasing and procurement. The state has made too many assumptions that field offices and staffs and employees are computer literate. Installation of support devices should have been done in a much more timely manner and training should have been much more extensive. So much time is spent trying to navigate within edison that other work is being neglected. Many employees including myself have been so demoralized by trying to do what is required in Edison that we would retire if we could. We are now performing jobs that others were doing and it makes you wonder what are they doing now. Are our jobs more complicated and theirs less?
5804. It's nice to be able to access my time/leave/etc. from any computer (especially from my home). I'm really satisfied with the ease of the program.
5805. Is there any reason why the learning components haven't been populated yet. As much

Edison training as we have had, one would think that it would be good to use this at least as a test component.

5806. The system may show me that my time has been submitted successfully, but my supervisor is unable to see it to approve. HR has had to re-do and approve my time at least 4 times in the last 6 months.
5807. There was no real training for Edison. The ESS and MSS were not helpful. It took a very long time for us managers to have access to our groups---our "Reports To". I had an instance where my time keyed was "lost" but no one had an explanation as to why. We have asked repeatedly for us in DHS to have access to our "dynamic grouping", but to no avail. We have no way to approve time, etc. when our employees are out other than to give the job to our superusers and powerusers who are greatly overworked. Perhaps if adequate training had been given in the beginning, many problems could have been avoided. While it's true that I have not had a problem with my own pay and time, I am responsible for many other employees and some of their experiences have been horrible. For instance, the longevity debacle happened for three individuals in my area. We are hearing that the travel component for Edison is a nightmare. Please consider adequate training for this component before implementation. The main thing that needs to happen asap is the dynamic grouping piece needs to be put into place, as promised. That will enable supervisors and managers to do their jobs in Edison.
5808. With DCS, we are not allowed to show flex time with Edison. We have to request leave for any day that does not equal 7.5 and request overtime for any time over 7.5. This seems to be setting this system up to fail from overload. The program is very difficult to understand. The pre-Edison training was not helpful due to so many people having problems that required too much of the trainer's individual help. Since our dept had time keepers enter time for so long after training, it would have been helpful to have a refresher course before the staff began entering their own time.
5809. Edison is a complex system and appears to at times have a mind of its own. There are instances where data has been entered into the system and it is nowhere to be found the next day and must be reentered. There are also instances where data cannot be entered no matter how many times the person entering tries to do so.
5810. The only problem I truly experience, is that all time as well as leave requests can be entered correctly prior to pay day, but the day of or after I'll get an e-mail saying someone is missing time or their time don't match their leave request. Sometime that can be nerve recking when you have to reenter time two and three time for the same person or people. What can we do to correct that problem.
5811. I think it is very wasteful that I can't put my own time-sheet into the system. Most departments allow this, but mine is one that makes me write it out on paper and give it to my secretary. This is a waste of paper and time, when I could do it myself. I have often felt that the only reason my department isn't allowed to do this is to give some of our secretaries something to do. Whatever the reason, I don't like having to go in and check

that someone else entered my time correctly when I could just have easily entered the time myself.

5812. It seemed to me that many of the problems I encountered were the result of human errors in data entry. These could have been easily avoided if care had been taken in the entry process. Also, as I was trying to deal with the issues, I was treated nicely, but moved from dept. to dept. It was almost as if no one knew who was responsible for what. I'm still waiting on the resolution to my problem - I was overcharged almost \$200. This happened over 4 months ago. I guarantee that the government wouldn't have waited that long to get money back from me if I had made a mistake. That's frustrating. However, I will also say that the program seems to be running much better now. I like the new fee expense entry program. It's good.
5813. More paperwork is being used as well as the fax machine. Staff are faxing timesheets in which is an extra cost.
5814. Generally, the whole system is workable, but it is NOT user friendly. Entering my time is okay, but I approve time for one employee, & I'm still not sure if I'm doing it right. I had a glitch in approving time last pay period that the guru's had to fix. Plus, I hope it saves time somewhere up the line, but my approval takes longer in Edison than it did in the old system.
5815. In my opinion, Edison is not a cost saving program. Seems like everytime we turn around, we are asked to complete our leave. I DO NOT FEEL WE SHOULD BE ASKED TO COMPLETE OUR LEAVE PRIOR TO WORKING THAT DAY. WE ARE ASKED TO DO THIS ROUTINELY. THIS IS VERY WRONG!
5816. The only complaint is when the time stuff isn't run in Edison. You are getting notes to enter and approve time in a timely manner but the system won't let you. Hopefully this will get ironed out as the system matures.
5817. Some of the problems we have had appear to be start up issues. But our fiscal office enters most of our data. We have had to go in and make sure our profiles are set up correctly. I was helping a couple of people who had problems, but I didn't have any trouble in setting up my profile on Edison. A call to the Edison help desk, fixed the problems. One problem I noticed. When I checked my profile, I tried to check out my beneficiaries and this information was not on Edison. I was told by my personnel director that the information was not on Edison, but my records would show this information and I shouldn't worry. So some of the problem is training and communication.
5818. The system is far too complicated for what it is supposed to do. Too much unneeded information appears on the screens, there are too many fields to check/change, there is too much going back and forward to see what you need to see, entries disappear, terms have been changed for no good reason (why not just call things what they used to be called?), and the printable paycheck is a joke. My biggest complaint is that there is no "fail-safe"

in place to prevent someone in Administration from keying in someone else's data under my name - which is exactly what happened. Corrections should require name and social verification, not just go by ID#.

5819. This system was supposed to save time and reduce paper, We are still having to do paper time sheets in our department due to the nature of our beast. That is not the issue. I myself am spending 3 to 5 times more time behind the computer approving time than I did with the old system. I have approved the same employees time 4 different times this pay period. Every time that time administration runs, it un-approves time that has previously been approved. There are no changes made to the time and the employees are locked out. One would think that once it was approved, it would stay approved, but that's not the case. I like the time sheet pages for the entry of the time worked. I like being able to access the system anywhere internet access is available. I do not like the fact when an entry is made you have to wait for time administration to run to see if it is correct.
5820. The Edison System in itself is not that bad. The problem is the deadlines imposed on employees and the fact that we constantly have to "project" our time. We then have to make corrections. This makes it very difficult to deal with week after week. For those of us that work in the social work field and are on call, there is no way to accurately "project" our time. We never know from day to day or hour to hour for that matter what will happen and how long it will take to make sure a child is safe. The other problem that has been noted is that our longevity is now lumped in with our paycheck. That drastically decreases the amount of "take home" longevity employees get and increases the amount of "taxes" that are paid out.
5821. I don't like so much of my personal information potentially accessible to hackers.
5822. Please do not put part time employees in the approval chain of time or travel
5823. I just feel that two longevity checks should have been caught before being mailed out. It is touch to get a check for \$47.71 for two weeks, after you put \$400.00 in savings and insurance comes out. Thanks
5824. My complaints with the Edison system are the forced password requirements and resetting of the password as well as an inability to change beneficiary information without having to get paper documents notarized and entered by hand. I understand the security component of Edison but I would rather have the option to retain a password with no format requirement for a longer period of time (calendar year perhaps) with the understanding that I'm less protected.
5825. This system seemed to have been implemented prior to being customized for our Government. It has made us less efficient than the old system and we are still regularly being notified of issues where there were problems with payroll or annual leave balances being handled correctly.
5826. The Edison system is too complicated for most Corrections employees which causes

more work for supervisors.

5827. The system's errors seem to be due mainly to user error. There have been system errors, but the individuals working on them seem to resolve them in a timely manner. If everyone makes the effort to get trained and read their reports, these errors should be resolved before any pay/ benefits are effected from my experiences.
5828. Any training I have had with Edison has been worthless.
5829. The only component of Edison that I like is that I'm able to view and print my paycheck stubs at any time. I believe that the scales and/or conversions that Edison use to determine pay should be fixed so that there is more consistency.
5830. Our Division has to be flexible. Edison is not. Edison was advertised as a time saver. It's not. The implementation of this one component has more than tripled the time necessary to complete the same task.
5831. none
5832. Who ever put in the data for your ethnic background does not do a real good job at it nor the educational background. Why did I get training on the fleet Edison? Will I be operating a garage for the state, also?
5833. Our leave balances are almost a month behind. It should match our leave balances per pay period. It is time consuming to have to request leave through your supervisor and through EDISON. We are also having to turn in our time in to the office supervisor every week instead of every two weeks which has caused delays for me to get to my other counties.
5834. I have not had any problems with Edison but I do feel that there was a lot of money spent on the system that was not needed especially due to the current economic times especially since just months after the system was introduced the state had to accept millions of dollars from the Feds so avoid state layoffs. The money that was spent for the system could have been better used.
5835. It is very helpful to be able to view and print my pay statements when I need it. It is also a great way to find out needed information.
5836. Confusion may be caused by filing compensatory time earned, sick leave or annual leave used in the same week.
5837. The current system is a clunky mess that forces me to spend more time per pay period worrying about inputting and verifying that my time still remains and that managers have approved my leave/overtime requests so I can input my time. I am a person that is comfortable with new technology and enjoys new programs and yet this system does nothing but make me grind my teeth in frustration. I am far from being an old dog that

can't learn new tricks.

5838. Although I've had no problems with my personal information, I am a secretary/timekeeper and have experienced a lot of problems in my job related Edison duties. The biggest problem is that the timekeeping groups still aren't right. I personally have 17 employees missing out of the 69 that should be in my group. In order to enter time for which I am responsible I have to log in and out of Edison as 5 different people. I know this is against the computer usage policies but it's simply the only way that we can get our job done. The supervisors groups aren't right either with evening and night shift people being in the day shift supervisor's group. And some staff members are assigned to different buildings all together. The timekeeper should also be able to view the payable time summary and personal information such as address and telephone information for the employees for whom they keep time. Also, and this is a biggie, the timekeeper should be able to approve time due to the fact that the supervisors for every shift are not always available when payable time suddenly pops up and we are informed that it must be approved immediately, nor do they understand the complicated manner in which the time is broken down. In some cases you can have 10 to 15 different lines in the payable time summary for one day. Currently we have people across campus randomly approving time for people they've never seen before. The "super user" for our facility is great and a tremendous help but our problems are out of his hands. As for actually entering time, the Edison system, although not hard, is much more confusing than the old Data Capture system. You have to go in and out of different windows to see such things as leave balances, whether or not a leave request or overtime request has been entered, approve a leave request or overtime request, to see a previous week "everything we do requires a different window and this is even more confusing when you're logging in and out as 5 different people to get to the different people for which you are responsible. Then there are the exceptions. I personally entered and approved a leave request four times last pay period for the same 2 days off for a person and kept getting an exception saying that the request wasn't there. It's a system where you have to "hold your mouth right" as you're entering information and pray that the information is still there the next time you go in. I would like to think that if the state is willing to pay \$135 million for a system that they would at least make the underpaid state employees' lives a little easier. This isn't the case with this system in it's current form. I also resent the comments made by Lola Potter "that we're a bunch of old dogs who refuse to learn new tricks". I have had ½ day of training which was essentially going through the timekeeping tutorial which I could have done on my own. This training did not cover the day to day situations that happen in a facility the size of this one which requires that people be on duty 24/7 and have a lot of variation in the hours and days that they are required to work. I personally am 47 years old and have had quite a bit of computer experience. I am an exception, most people over 40 years old did not "grow up" around computers. They don't know the first thing about logging in and setting up passwords "much less how to enter time. And even if they had the knowledge, there's not enough time in the day to take care of the people who live here and spend hours trying to enter their time. The same goes for the supervisors, their first priority is to the people who live here "they must ensure that they are taken care of every minute of the day and most don't have the time to sit in front of a computer and sort through the numerous screens to approve the

time for all of their employees and the employees who are in their group that work a totally different shift or in a totally different building. Someone needs to realize that not everyone lives in front of a computer and that the Edison system is definitely not going to solve the problems of the world " actually from where I sit, it's creating a whole new set of problems.

5839. I have been totally frustrated with the Benefits side of HCM. Especially getting consistent correct information from BA worker's in Nashville. The state's BA is too large and complicated to use inexperienced people to give advice and input the benefits info into the system. We need information that we can count on to be true.
5840. There does not seem to be a way to change a leave request after it is initially entered.
5841. We get too many of the same emails from different people. It seems like a waste of time. We should only get one email from one person not the same email from 4 different people each time.
5842. The time keeper in put my time. We are required regularly to turn in our time in advance to working the days. Then after it has been entered by the timekeeper, and we turn in a corrected copy, it cannot be altered in the system to correct. For example: I turned in my time sheet early as required filling in for the days I had not yet worked. I ended up calling in sick the last day of the month. When I gave trhe corrected time sheet to the time keeper she stated she was locked out of the system and could not enter it . She advised me to put the sick day on the next time sheet. I do not feel this is right, as the dates are not accurate to reflex the day I did not work.
5843. THE EDISON SYSTEM USES A MORE FAMILIAR GUI INTERFACE THAN THE ARCHAIC DATA ENTRY CICS SCREEN, BUT EDISON IS A LITTLE MORE TEDIOUS WITH THE JOB TASK ASSIGNMENTS. MY DEPT CAN REQUIRE UP TO 7 DIFFERENT JOB TASK ASSIGNMENTS IN EACH WEEK. SEARCHING THEM OUT EVERY WEEK TO CREATE ROWS EVERY WEEK IS TEDIOUS. IF EDISON COULD REMEMBER THE JOB TASK ASSIGNMENT ROWS OF EACH USER FROM WEEK TO WEEK, THE USER COULD SIMPLY LEAVE THEM BLANK IF THEY DO NOT APPLY TO THE WEEK BEING SUBMITTED.
5844. The help desk have a bad attitude one time I was getting help from help desk could not get log on the lady said that I need to back to school and learn how to type. That is no way to talk to anyone trying to learn a new system, but the problem was not my typing it was in my computer. this lady need to learn that it could be problem and not the person trying to use the system she need more traning herself
5845. Our department is paid monthly,,we have had a problem "projecting" our job assignments for the whole month so that this info can be entered into Edison,,However, I hear that we will soon be getting paid twice a month, so this should help alleviate some of this particular problem,,Thank you

5846. I am a clerk for a TDOT District. I have to enter leave/o.t. requests for 76 people into Edison every day. I also have to enter time not only for myself, but for eleven other people who work out of the district office and garage once a week. This system has doubled my work load. It has not decreased paper work, but increased it (due to the amount of leave requests I receive from the district employees). In addition to this added load, now I have to assist fellow employees with logging into the system and printing out their paychecks because they are computer illiterate and they have no where else to turn for help. This means I have to stop what I am doing and help them. The old payroll system was much easier not only to navigate through, but it was more user friendly and employee friendly. I also have had issues with time and leave requests "dissappear" (and I know without a doubt that I had entered them). I have one employee who has had trouble with his medical insurance premium for the last three months. Each time we called B & A or the Edison Help Desk, they would promise that it would be resolved by the next month, only to find out it would have to continue into the next month. This employee now owes two months on his premium. This has been one of the most stressful programs to use and I really dread when we have to order and pay for supplies through Edison. As a [POSITION REDACTED], I would suggest hiring another person to help in the district offices so there will be a total of three people in the office as opposed to two people being in the office. We have to have a knowledge of family medical leave, workman's compensation, property damage, guardrail damage, medical and life insurance, numerous contracts, edison payroll, site manager, MMS, answer numerous phone lines and monitor radio traffic and assist employees with computer usage. And the list goes on and on. We really need help on the "lower levels" to maintain our quality of work if you expect Edison to "be all it can be" within the [AGENCY REDACTED].
5847. Entering time is very time consuming. First you enter the time, then you have to wait for Manager to approve to see the payable time. then you have to print paycheck and make sure it's in the bank. then you have to check leave balances whenever they are ready, not sure when that happens.
5848. My longevity was due in January of 2009, since my hire date is 1/7/1990, and historically was paid the last period of January. I was inaccurately told in February it was not payable until March. In March, Edison staff told me my longevity eligibility date had been changed to March. The eligibility date has been corrected in Edison, but the payment issue has not been resolved. In late March, I was told to expect payment mid April check. Payment not recieved as of April 30 check (per Edison) I am also not happy that the longevity will be calculated as overtime, resulting in a substantial increase in taxes paid. [NAME REDACTED]
5849. This system is extremely frustrating. There are times when things are entered correctly, but then change on their own; other times when I cannot get the name of my employee to approve, but have five others who are not under me for approval.
5850. Certainly, modernization has taken place with payroll and for some adjusted to the old fashioned way of just being able to say, $1+1=2$, this is how much I should have been paid, those days are over with it with Edison breaking it down so detailed that some

people don't know if they are receiving the correct pay. In general, with a little computer literacy, I think Edison has programs in place to help understand but it helps to have a person break the info down to individuals in a human customer service kind of way that they can understand and ask questions and have them answered immediately. The problem is the lack of trained personnel who have the time to do this.

5851. MY EXPERIENCE HAS ONLY BEEN WITH REPORTING TIME SHEETS, HOWEVER, IN THE FUTURE I WILL BE KEYING MORE DETAIL INFORMATION SO I AM WAITING TO SEE HOW THAT WORKS.
5852. As a former programmer, I can fully state that Edison is State of the Art for 1995. That's no exaggeration either.
5853. Negatives-Flexible Benefits issues; expense/payment notification issues; Positives-online employee info/self service;
5854. Not sure if I was entering my pay into Edison if it would be trouble free.
5855. Time can be entered and the system will take the time out. The check stub is confusing and no one can explain what any of the codes mean. The lack of training. Watching a computer do the work is one thing, but we needed someone we could ask questions to.
5856. Edison is not user friendly, problems occur and entries must be submitted over and over to try to get them corrected. No one knows why these glitches appear. Both systems should have been run together to get the bugs out. Edison is not compatible to any system the state has, therefore it's no GOOD...How many more systems do we have to learn in order to perform our various jobs. Dealing with EDISON on a daily basis leaves me very little time to perform my other duties...I am so far behind just like every other department!!!
5857. Our department has only been on Edison for a very brief period. I am extremely pleased with the expense claims and the timely accurate payment of such claims. (this could not be said with the old system). I do not understand why we can be allowed to enter expenses and yet not be allowed to enter our own time. This is a nightmare as we have to estimate time. Then we have to submit our paper record for a partial [eriod and then turn right around and submit another for the whole period. This is ridiculous. I resent the fact that we are not trusted enough to submit and enter our own time. This is not rocket science.
5858. my division as a unit, have several problems that were suppose to be taken care of after the system was implemented, not being able to see employees in order to be able to approve their time. we have employees reporting to an empty position, and their supervisor can't approve their time or see their leave or overtime. it is being approved in the commissioner's office, i believe. we have tried to get this resolved, but to no avail, so far. we have employees approving their supervisor's time, and so on.

5859. Edison is too time consuming and deadline demanding when workers and supervisors are trying to get the benefits to the customers. Entirely too much time is being spent on Edison when our time should be more customer oriented. This system should be more for clerical that are familiar with timekeeping and posting time than with the workers/supervisors who have to pull out of their work to satisfy the deallines when the clerical/timekeeper could be doing it and not interrumping us. This system has been a nightmare and was not evualated enough to see that there are more flaws with it than can be fixed. State employees have been made to take on this task when it could have been kept with the timekeepers. This has been a waste of the state's money and could have been used to help other projects in the state government. This system should have been evaluated before implementation with the other states that had it and got rid of it.
5860. Annual leave generated the last day of the month prevents an employee from taking it before the employee's anniverary date. If the employee is above the annual leave max, that accrued annual leave is lost to sick without any control over usage by the employee. If an employee has compensatory time, annual leave is rolled to sick while compensatory time is used during the anniversary month.
5861. I like the fact that we can print our current and past pay-stubs whenever we want. Its better for the environment.
5862. When an employee forgets to enter time for a day it does not appear on the report unless it is an entire week. There should be a way to notify employees and supervisors when time was not entered for a day and a report that shows all days without time entered that could be viewed on a daily basis.
5863. The system went in too fast, problem were not figured out first, the system was just placed into service. Reminds me of Microsoft products, lots of bugs, lots of problems resolving issues. and the worst part is you get that person in Edison stating "we will have somebody get back to you", WHEN??
5864. Edison time entry has increased the amount of time & paperwork necessary to complete the process. Expense entry is difficult due to conflicting software (Sidekick) currently in use.
5865. The system is not user friendly. If a mistake is entered into the system it is difficult to find. The data entered does not roll as often as we were told it would. The system does not like Alternative Work Schedules.
5866. We have to submit time too often. The system is ok but is very time consuming compared to our previous system.
5867. The Edison system is much more time consuming and not accurate. I do not feel I am an "old dog, not wanting to learn new tricks", but a state employee that is tired of "wonderful great" new systems provided to us that are not cost efficient and flawed when received. Is new always better? Seems not in this case.

5868. Where I work does not have enough computers or offices.(both are very out dated)
5869. First, these comments are on events that I have personally observed or have occurred to me. Second, I am not sure exactly what you are meaning when you say the HCM component. The questions do not relate to the HCM component in my Edison. I went to check to make sure and I could not even access 50% of the selections under the HCM tree. Therefore, I will illustrate my overall experience with Edison.To start with, the Edison that I experienced in the initial training is greatly different from the Edison that I have been working with. I will begin comments with me as an employee. And, let me state that Edison exceptions are feared by all employees, both for the additional work with Edison that they generate as well as the wrath of supervisors and Edison power users. The current Edison discourages me from entering my time on a daily basis. Edison wants only the entire week, Sunday to Saturday, to be entered at one time. If you leave any day that has a work schedule blank, then Edison will generate an exception. No one inputs their actual hours worked if they work over 7.5 hours in a day, because of the requirement for requesting overtime and the exception that Edison will generate. If someone gets sick and has to leave work or does not come to work, then they don't or can't enter a leave request to be approved before leave is taken. Edison generates and exception. If the pay period occurs in the middle of a week, then the employee must enter time for days that have yet to be worked or an Edison exception is generated. Since September 16, 2008, split weeks have occurred seven (7) of the fifteen (15) pay periods. Split weeks will occur twelve (12) of the remaining sixteen (16) pay periods in 2009. And, only fourteen (14) pay periods of the twenty-four (24) pay periods in 2010 will be split weeks. I see this as a continuing problem with the program or a programming error/mistake. Daily time entry would make more sense.I have entered my leave requests into Edison. They always show up in my portion of Edison as submitted. However, my supervisor sometimes does not receive them to approve. I have had to resubmit them several times before my supervisor ever receives them. This as well as Edison exceptions is why I never submit overtime requests. And, I know that I am not the only one to not submit an overtime request. I have even submitted my time, which showed as submitted on my Edison, and my supervisor has not received it in Edison. The above happens at least once or twice a month as me the employee.From the beginning, the task code that I was assigned to was incorrect. And, I could not even search to find the correct code. Then Edison assigned me to another one and that was also incorrect. It is nice to know that I am considered supplies. I have had a family member dropped off of my insurance. I have received longevity payment before it was due and was asked to repay it or have my pay garnished. It also appears that the paycheck that we print out is for the pay period that just ended instead of the previous pay period. Are we going to be shorted a paycheck by Edison or the State of Tennessee?Now I will discuss Edison as a manager/supervisor. I have personally witnessed the time and leave request incidents above as a manager, because, I haven't received the submittals or requests. And, yes I have asked them to resubmit it several times. Sometimes, it shows up immediately. Another time, it will take a day to show up on my management screen, even the leave request. This is especially disturbing considering that the employee cannot enter their time until the leave request is approved or an Edison exception occurs. Also, my employee was assigned to an incorrect code. And, when we found an appropriate code

for her to change it to, then it didn't show up as that code in my management portion of Edison. This was also fixed by Edison to another incorrect code. I have more to mention, but I am running out of time. Let me just conclude with this instance. I was recently reprimanded for not checking to see if my employee submitted their entire week during a split week. They had not submitted time for May 1st, but I could not see that in my management section when I approved their time at the end of the day on April 30th. Apparently, that caused an Edison exception. I was informed that I could have seen that if I had gone to the Edison page where I am able to enter their time for them if they are unable to enter their own time. Well excuse me for assuming that since Edison only lets me approve time from the last pay period to the day I am approving time, April 30th, that I should have to go to the employee's time entry sheet to see if they have submitted time for the whole week or not. Edison did not give me the exception before I approved the time. I don't know why it would give me an exception after I approved the time. Now is this a programming error/mistake or an approval mistake by me? I know that I was not trained to go to the employee's time entry sheet to see if the employee had submitted work time before actually working it as Edison requires. I personally would call this a major programming problem. I have several more management issues that I would discuss, but I don't have the time to illustrate them.

5870. I only enter time for myself and one other person so I haven't experienced the problems that some people have. I know my supervisor spends a lot more of his time managing exceptions and this takes time away from his regular work.
5871. why? we're told better system and more involvement from the use. I don't want any more responsibilities or any more computer assignments. who picked the user name? I write mine down on my desk so I can enter the system every time. What kind of security is that? It is a painful task to enter my time. I wait until the last moment hoping I can avoid the pain. With this push, I spend about half of my time on the computer doing tasks that I'd rather not do altogether. Edison and the department's database control my life! My "production" is about 1/4 of what it used to be before this push and other dept. initiatives. Is this a real service to tax payers? Complain, for what? We're in the back seat and have no input to the direction or destination. Where did the combination for regular paycheck and annual service payment come to play? It doesn't mean much to the wealthy, but it does to us grunts.
5872. I think this was a waste of the State's money. All this program has done is created more work for the employees. When trying to place a supply order there is some many steps that you have to go through to order supplies. Alos keying the time every day is a waste of time when you can do it all at the end of the pay period. Again I think this was a waste of the State's money but what else is new, they have to waste it on something.
5873. EDISON IS THE PERFECT WAY FOR PEOPLE BE DISHONEST IN THEIR TIME REPORTING. I HAVE SEEN EVIDENCE OF THIS.
5874. It is good to have electronic pay roll system.

5875. As an employee, entry to work time data (leave, hours worked, etc.) takes considerably longer than with the previous system. The previous system in our department was paper based, a time keeper entered the data for all employees and supervisors reviewed the computerized data and approved time. Leave requests were approved by supervisors. If things came up that required changes in the request there was not a problem with changes; "exceptions" were not a problem. Edison requires requests be made and approved prior to entry of data. These approvals must be made prior to time being entered if an "exception" is to be avoided. Edison needs to be "real-time" so as to avoid excessive waits between leave requests, leave approvals, time entries, and final approvals. The system needs "tending" to all the time. This is true for employees and supervisors alike. Administrators push employees to enter time data by various dates and times (remember requests must be approved before time is taken and entered and things get complicated if changes occur). Sometimes administrators want time entered before the day (or days) is (are) actually worked. When we do inspections in the regulated community, we call this "data falsification." We are being asked to fill-in forms (electronically) before the fact. I supervise employees. I have one I cannot "see" despite informing system administrators of the problem. My supervisor can "see" and approve this employee's time. And I have an employee who can "see" my time. They are either unable to fix the problem, or it simply can't be done. I quit asking for anyone to fix it. It seems to be a waste of time. My group simply tries to work around these issues because we have work to do and spending more time complaining about it does no good anyway. In short, we spend more time on reporting time, trying to report time, sometimes reporting it again (because it doesn't show up as either entered or approved) than we did with the previous system.
5876. I am an accountant and work with the output of the payroll system in the general ledger system. The data going to the G/L in our department has been incorrect as to labor distribution and payroll liabilities. We have been reviewing and reallocating as necessary each bi-weekly payroll distribution since go live. We are only through December. No one seems to know how to correct the distribution of amounts held in trust (servitor tips paid by credit card in state park restaurants). Payments to employees are charged to labor expense rather than to the trust account on the balance sheet and must be corrected by journal entry for each pay period.
5877. Before, the payroll could be done in 1 minute or less per employee timesheet, Now it takes 4 to 5 minutes every day to login input the time, view the time Etc. With 20 or more employees I am worried every payday that some of my unit will not receive all of their pay. That means even on Saturdays and Sundays I review all my units payroll to make sure it stays approved. I do this on my own and do not turn in overtime. Edison is the worst system I have ever seen. Too much time wasted in Edison.
5878. Edison went 'live' before it should have. The departments were more concerned with meeting a deadline than providing a well tested product.
5879. The concept of Edison was good, but I did not have any idea that it was going to be so time consuming. Plus when having to key time twice in one week due to split work

weeks is ridiculous. As a traveling supervisor, I do not have time to do all that has to be done in Edison.

5880. I would like 2 separate checks for longevity.
5881. There have been numerous problems with payroll and longevity including persons not receiving paychecks for several payperiods and people getting paid twice for longevity and then being asked to pay back more than they received in the first place. There are numerous supervisors who still cannot access their employees. There are also cases where time has been entered and approved only later to be told that the time had not ever been entered or approved - the system is actually undoing proper entries and creating additional errors. I majorly fear the point where travel claims will also be run through Edison. My Division has lost untold numbers of hours in dealing with this complex and unworkable system. For 135 million dollars you would think that the state would have something that worked and was more user friendly. We have effectively been told to lie to keep the system running - told to go ahead and enter the hours through the end of the week on split weeks. We are constantly given conflicting information - told to do something one way and then a reversal within just a week or two.
5882. payroll report is difficult to size for printing puposes
5883. The thing I like is the ability to view benefit information such as insurance, deductions, leave balances, etc. The thing I do not like is how complicated it is to enter time and the fact that time must be entered at the end of the pay period or end of the week so if you are on leave, you need to enter it from a home computer, etc. The old system allowed a couple of days after the end of the pay period to enter time which didn't put you under as much pressure. I also don't like the fact that you must enter leave request and have them approved before you can enter your time. It's very time consuming and we're very busy right now with the demands of our jobs. Everyone is short staffed and this systems seems to take a lot more time for everyone involved.
5884. The system ignores the needs of personnel who do not work a regular 7.5 or 8 hour workday. Time input cutoffs for emergency response personnel sometimes precedes the end of the pay period. 2) Although all required information has been entered into Edison, seasonal personnel (my personal knowledge) were not paid for 6 weeks, then received one check which put them in a higher tax bracket. Personnel were held responsible for a system error beyond their control. Some even incurred late fees for bills that they could not pay on time.
5885. a high number of employees in our division do not have and can not afford a computer, it might help still issue a paper check or print out , to make them feel they are still up-date with their information
5886. I feel that a bunch of falsifying will occur when we have to start maintaining our leave ourselves.

5887. Life insurance beneficiary is not correct or not updated.
5888. Edison cost a lot of money. It is not user friendly and has cost the state a lot of overtime in paying secretaries to put time in!!!! Get rid of it and give state employees a raise!!!!
5889. system loses data (i.e. time entered to be approved) system times us out of the system without processing input system is in general more trouble than it is worth
5890. There are too many screens to have to go to to do payroll functions. There is a different screen to enter time, for leave requests, overtime requests and to approve requests and to look at your time and check. If you want to check and see someone's leave balances, there's yet another screen for that. Seems very time consuming to have to flip so many times to different screens to simply get time entered.
5891. As someone that approves time for my staff, I wish that Edison had a "real time" component instead of having to wait for the system to run back up processing each night. Even with this, there have been numerous times when my employee's time is not available for me to review and/or approve and in some of these cases I have had to rely on my Department HR Director to approve my staff's time. I don't have personal knowledge of the expense report area of Edison, but for those in my Department that have been using this, I have heard of numerous issues with this part of the application. In particular, the inability to see a complete report in one viewing leads to a lengthy approval process for the Department's field supervisors since apparently only one line at a time can be seen and approved.
5892. Edison training courses were developed too far in advance of go-live, and as a result did not include system changes that were made after the training was developed. The training classes were not updated for system changes. There was no real world testing of the system prior to go-live. As a result, problems that could have been discovered and corrected prior to go-live were not discovered. The problems were then encountered by the users at go-live, causing confusion and frustration on the part of the users. Many State central services agency business processes were not changed to adapt to the new system. Instead, the system was modified with "work-arounds" which did not allow the state to take advantage of some of the system efficiencies. Edison management refused and still refuses to recognize or admit any problems in the system or in the implementation of the system. Users are made to feel like all problems were caused by user error, or inability of the user to change.
5893. I hate this program
5894. I don't have any comment regarding Edison. I have been using it for a very short period of time.
5895. I have had a lot of problems with this system. My supervisor has not been able to assist me with this. I have spent a lot of time on it. It is discouraging. It is a lot more difficult than the other.

5896. The time adjustment is very confusing; PCOT, RCOT, UPOT etc.2) Still no Dependent & Beneficiary or Health Care Coverage listed.3) Accrual balances are confusing and reported different for Annual/Sick/Comp
5897. I am a timekeeper for 30+ employees. I have never in my 18+ years of service experienced something so hard to deal with. I have no problem with change, as a matter of fact, I was excited that we were going to something different.....BUT.....the amount of time that it takes just to insure proper pay for employees is simply unbelievable. Also, the fact that I am held responsible for time that I have no control over doesn't seem quite right. Even as we speak, I have employee time that cannot be keyed due to errors that I have no control over.....Prior Period Access Restriction, time that was keyed properly, but now doesn't show in the system.....key, approve request just to have an exception show up and the system apparently doesn't recognize the request because T & A seems to only run when it wants. I also have employees that have not received pay for days that we know were keyed.....I have an employee that received only a 45 paycheck because time was "lost".....but if you call the Edison Helpline, that doesn't happen, it's the timekeepers fault. Also, the system apparently isn't designed to recognize 7 day work weeks.....weekends and holidays. I have to check and double check time for Sat. and Sundays and especially Holiday's worked, because it doesn't like to hold....Again, it's the timekeepers fault for not keying it properly according to Edison Helpline.....the system could not possibly do this.....I am very frustrated to the point I am looking for another position. I have multiple job responsibilities and I have never had to work so hard in my life just to attempt to complete all task. Edison takes so much time each day, that I have to work on it at home on my own time.....and we are not allowed overtime. I can't possibly see how this system is saving the state any money.....not only is it creating payroll problem, which indeed cause bad employee moral and sometimes a hostile work environment, but it takes time away from other state business.
5898. NO COMMENT -BUT THEN AGAIN I DONT IMPUT TIME YET
5899. I have had no personal issues with the Edison system. The on-line tutorials were very helpful.
5900. From the employees perspective, the Edison project seems to be an effort to force a solution within a system that was poorly designed and implemented in the first place. We routinely receive threatening emails stating that we will be disciplined if we don't do exactly what we are told. This is the exact text of an email I received on 4/15: "In the near future a process will be in place to report those employees who fail to enter their time by the established deadline. This information will be sent to the employee's Senior Director or Regional Manager and proper action will be taken."We routinely receive email from Asst. Commissioner Larry Lance written in all CAPS. In email parlance, this is akin to yelling and is in very poor taste. Why wasn't Edison implemented on a pilot basis in one of the smaller departments so that the kinks could be worked out. We have heard that in other states this Edison program was purchased and discarded because it did not work...it seems like a giant waste of money. And, once all the information is centralized,

how hard will it be for hackers or cyber terrorists to disrupt the system?

5901. ok for me, no problems so far
5902. Have only been working w/ the state for 6 weeks. Have little experience with Edison, so far.
5903. On the positive side, the process for claiming and approving travel is wonderful and represents a major improvement from our previous system. We received excellent training from our Administrative Department. The trainer created an extremely helpful powerpoint to use. She has provided ongoing support, is responsive and has answered any questions we have had. The system is fairly easy to use and claims have been paid quickly and correctly. The system for entering time appears to now be going smoothly; however, it appears that the additional time this system requires would indicate that it may not be as economical as the previous system. Problems with the processing of pay, including compensatory and overtime present very serious concerns. Employees need to know exactly which pay periods should reflect their compensatory/overtime pay so that they can monitor for accuracy. No one has been able to explain this system (for example, on which paycheck would compensatory/overtime pay show up for a split week?, what constitutes a split week?, what is the calendar for pay periods?). As an employee that is experiencing problems with monitoring my own pay, and have found errors, I am deeply concerned for those who understand this less than I do and wonder how many errors have been undetected. The prior payroll system was very reliable. I experienced zero problems with my pay during the past 20+ years. Dealing with the problems of this system has required a great deal of additional work time.
5904. Edison seems to be at a level of complexity far above that of the typical state employee. And it is one thing to enter time on a computer, but some of the other things such as purchasing, etc. will even be more difficult. I am a supervisor, and am supposed to approve time, leave, and other things of the employees I supervise. However, due to time constraints and other factors, our payroll clerk is still heavily involved in doing that (which actually doesn't improve things). Also, for a while I was approving someone's time that I not only didn't supervise, I haven't even met them!! Everyone was seemingly doing what it took just to get through the system. And some of our clerical folks, who have important tasks in other areas, have had to drop those tasks to focus on Edison. And, to cap things off, to spend 135 million dollars on a project such as this, when the economy is in the shape it is in, seems poorly thought out, to say the least.
5905. it is set up for weekly pay not twice a month and is not set up for irregular hours
5906. As I stated earlier in the above question, this program is not adequate for the Visually Impaired. The training is very hard to go through and time consuming. What I mean is that the screens are very difficult to follow. You are going all over the screen and it doesn't give you enough time to read the items. In my payroll group there are four of us and due to our supervisor's retirement we have no one to approve our time and leave in our division in a timely manner. Our Assistant Director or our Director should have

approval authority for the entire division. This program is costing the taxpayers large amounts of unnecessary monies.

5907. Training was inadequate. At one meeting I received written notice that all employees would get a training CD. This did not happen. I was given the link for the computer based self training. But then I was told to pursue this between regular work tasks. Some the courses were listed at requiring several hours. I never completed any of the modules to my satisfaction. When I started entering time, I generated many exceptions because I was not adequately trained. I also have no experience manipulating these huge databases, and found the terminology confusing.
5908. I HAVE NO PROBLEM WITH EDISON.
5909. Would it matter, come on now, I have been with the state long enough to know that the money taken from employee's to uplift bureaucrat. is something that will not change. Is this survey for the State employee's to let off steam!!!!!! It makes me so mad to think that all this money in a system that has taken jobs of many.
5910. No comment
5911. I sometimes find it confusing to put overtime and flextime.
5912. I am a timekeeper for my department. I have found the system very easy & our HR staff very well trained and helpful. The helpdesk people are not helpful.
5913. I don't want anything identifying myself for fear of reprisal.
5914. The problem I have I can put my password in it may work a few times but then it says invalid password. I have to call to reset my password. It would help if somehow we could retrieve a new password somehow without calling Edison. Maybe through our e-mails.
5915. This system is not user friendly. The training was grossly inadequate. We are scared to death of the purchasing system. I work for TDOT [POSITION REDACTED]. I have had several clerical staff personell tell me "I used to do a few hours of payroll work on paydays,,now I have to do a couple of hours of payroll work everyday".
5916. I dislike using Edison. I find find it to be cumbersome & user unfriendly. Seems like we're trying to shoe-horn ourselves into something that's just never going to fit.
5917. The issue I have with Edison is that we seem to be inputing information constantly whether as an employee or manager. The previous system was a onetime input for each pay period
5918. I think the ideal of the split week is just silly. It is confusing, and 95% of this office does not know whether to fill in the time for the whole week or just up to the day of the split week. It is simply silly to me. Also, why do we have to fill out a timesheet and do

- Edison. That's more work for us and it is tedious. If we have Edison now, we need to drop the timesheet.
5919. The system never runs right. I have had to re-enter time and review things several times due to the system.
5920. The amount of time it takes to enter employees leave has gone from 2 days to 7 days a month. Weekly keying in payable time then mid weekly if the pay period ends before Friday. Then approving leave requests is daily. Then you have to check for exceptions. We should be able to enter payable time before 10:00am then approve after 2:00pm and check for exceptions all in one day, but have a 3 day time frame to get entered.
5921. I was employed on 03/16/2009. I am not currently qualified to answer questions concerning Edison.
5922. Completing a paper time sheet every week is creating an enormous amount of paper. I would love to see the time sheet eliminated and entries made directly into Edison.
5923. What makes me think that Edison is not an improvement to the old way of reporting time is that we in DOE Oversight still have to fill out the old timesheets in addition to reporting our time in Edison. I also find it annoying that after we submit a leave request we have to wait until the request is approved before we can enter that leave in the time report. It is too easy to take a couple of hours off early in the time period and forget to enter the time if the supervisor does not approve the leave in a timely manner.
5924. I am a time keeper. Edison is very time consuming. It takes me 4 times as long to enter time than it did in 3270. The time has to be checked and rechecked several times for correctness. Also, not enough time is given for time keepers to enter employee's time and make the necessary corrections; one day is not enough.
5925. While not happening to me personally, I had three new employees added on March 1. When they were due to be paid on March 31, we discovered that Edison had "lost" two of them. It took numerous calls and e-mails before they were finally paid two days late.
5926. How much is the system really saving, considering all state employees have to input data, work through exceptions, resolve errors etc. when it would be faster, less errors, increase individual productivity if one person input Edison for the Division
5927. The people who choose Edison do nothing but this daily. The program I use daily in my job takes time for an individual to learn. There are problems that arise daily---that we have to be fixed---computer systems are good, but the bottom line is you do not bother with a person's pay check. I have been in other business's and a computer program made mistakes on the payroll---we had to rerun the entire payroll at our expense because the money was due to them.
5928. a lot of people don't like the idea of changes, especially when it comes to them having to

do it. There are some people in my department who have always had someone do something for them and they are they ones having the most difficulty.

5929. Some aspects of the system will not perform in any function as we were told they would in the beginning. After it was implemented and problems were discovered, then we were told "Oh that function will never work".
5930. Edison is not employee friendly.
5931. I thought this system was suppose to be easier but we still have to keep our time records the old way and the new way. How did this help save time or money?
5932. I am very happy with the overall ability for Edison to be able to handle the vastly diverse state payroll. I say this because the original purchased Peoplesoft program is not designed to handle our complicated and diverse payroll rules in the state. I will also comment that additional staff should be added to properly address Benefits Administration embarrassing issues and the abundant pessimism they cause among state employees with their glaring mistakes. In addition, I suggest someone begins looking into vendor payments they will see a whole new list of problems...best of luck to you!
5933. The State of Tennessee knew that the system failed in other states (Florida) yet Governor Bredesen wanted the system. 150 million dollars on a faulty system is not a good use of taxpayers money.
5934. My answers are only in regard to my experience with the payroll component of Edison. I have not experienced any problems - but have not made any personal account changes, passed-thru my longevity date, or other events that seem to have caused others problems.
5935. Printer friendly printouts of checks does not show number past decimal (i.e. 1000.00 prints as 1000.. Therefore I must copy the amount least than a dollar onto the printout.
5936. Need to be able to input time when off on annual leave ahead of the leave so if pay cycles ends during time off that someone else does not have to enter time for you. Also need to be able to remove approved leave request if plans change. The leave time request need to populate automatically on the time sheet. Input of leave on leave request should take care of time sheet for you. Should be able to submit time in advance if necessary since there are times that computer access could be limited at time to input. Codes for travel need to be slimlined. We don't need codes for the entire US. Any place that we have offices needs to be in the system so that we do not have to upload maps to get mileage correct.
5937. I know there have been some issues with longevity pay. I believe the Edison staff will be able to correct these and other problems that may arise.
5938. Seems Edison was forced to start before it was ready, and before empolyees were ready.
5939. I felt the antiquated system we had certainly needed to be overhauled and felt this could

be an asset to state government. As a 36 year employee of state government, I have never been opposed to change as change is always good. However, the Edison system has changed that feeling. I don't feel additional money should be put into a system that may not be fixable in lieu of budget cuts and position cuts. The new applicant system Neo.gov is still not working correctly and is much more time consuming than the previous system. I feel I am pretty computer literate, but this is ridiculous.

5940. Edison Payroll required massive time by Supervisors to input, check, approve time and leave. Then Payable time must be approved weekly.2) All employees have to be assigned JJ numbers to access Edison. This requires lost time when CADD Operators have to move aside and all employees access to Workstations.3) Training on the Edison system has been at a minimum. Most things had to be learned by trial and error. This is an expensive system to trip and stumble along to find out how it works. 4) The contact people for questions were always met with the comments of "I will check with Nashville". This is a very frustrating way to implement a program.5) Payroll amounts should be the same for each payday on any given month unless overtime is worked. This does not seem to be the case.6) Longevity pay is a massive concern. It seems that its being paid as a standard payroll which places employees in higher tax brackets creating less take home pay. While some may not see this as a problem, someone on a budget does have problems with it.7) What is the real cost of this program when you consider how much additional time is taken to just take care of the Edison Issues on payroll. A time keeper, Supervisors spend many hours a week only on Edison Issues. The old system was as simple as filling out a time sheet twice a month. Edison is daily interactions by multiple levels of supervisors and time keepers.8) Task Profiles are required for each project per any Unit working on that project. This takes time to track when you work on multiple projects weekly. I keep a separate list of all Task Profiles for each project a field office will utilize. This takes a lot of my time but helps minimize the time utilized by the field office. It cannot wait for them to check the profiles themselves in order to ensure that an active profile is available since they may start the project on or just before a pay cycle. It would have to be charged to a Unit Overhead number if the Task Profile was not requested ahead of time.9) Supervisors are required to approve time in Edison per the breakdown of pay by Edison. This shows different amounts of time charged to different things. This should not fall under a Supervisor since the only thing that is inputted is a daily time per project for an employee. How does a Supervisor know if the time breakdown for State/Federal funds are correct? 10) How much money was spent on initial training of employees? How much of this cost was budgeted to Edison? How much was taken from individual Unit training accounts? 11) Where is all the paper savings when time sheets are turned in weekly. This causes 3 separate time sheets on many pay periods. Each of these are printed and filed. 12) Edison is on again and off again for processing payroll. It was indicated that this system would process nightly on the startup. It seems that it won't even process weekly. Time tables are sent out demanding that items be entered and approved for the system but the system frequently fails to run. This causes Supervisors to be at a desk constantly to wait on Edison to process. How is this any savings when Supervisors state wide are waiting constantly on a system to run? I have to skip other activities that need my attention just to be here when and if Edison will run.

5941. A project of this size was not adequately tested nor a parallel period observed before the "GoLive" became a reality. The fear that was created prior to the "GoLive" could have been prevented by a 2 to 3 pay period parallel period. This period would have also addressed any training issues and resolved most of the assignment problems that occurred. The end of year problems was obviously not tested prior to Dec 2008.
5942. More time is spent completing time weekly and on some occasions twice in a week. When before time was completed twice a month,easy with less time spent.
5943. Someone needs to fix how employees request leave. It does not make sense that you have to enter each day separately.
5944. I have found that some parts of this program seem to be more complicated that it needs to be. I also have placed information in the system and by the next day it has disappeared. However I am willing to give it time.
5945. I have been at two different companies that have implemented PeopleSoft. Edison is a private label version.The product is good for the financial departments but the workflow modules for the product are inherently flawed. The shortcomings become much more visible when the amount of approvals increases and/or there is a seperation of functions (keying, approving, entereing, cutting checks.)The successful implementations I have seen have used third party software and proprietary systems to collect, approve and enter time on a daily basis. These products then load the data into the PeopleSoft databases so that the financial department(s)can use the reporting tools.No organiation of considerable size has continously used the workflow programs of the Edison system as it is inopposite to efficient and effective approval. Even in TN government, the departments that have the least problems with the system DO NOT follow the program as documented but by-pass the systems by having people key and approve time rather than using the system as designed.It is unavoidable not to deduce that the system, if used as documented, is in breach of implied warranty and probably an express warranty assuming due diligence in the contract negotiation.This is an inherent design flaw, not a proramming error. Keying time itself is a problem unavoidably plagued by human error. Rather than automate time keeping, the system is inherently relying upon heaps of compounded human intervention.There can be no cure of this defect by Edison and we should not be paying for fixing a broken system. Rather, we should get at least \$60 million back to substitute another payroll capturing system that is truly automated with streamlined processes.Salaried time should not be keyed. It should be calculated.Time should not be entered each week, but rather calculated from electronic entry of web-based time clocks and smart time cards used on network-enabled time clocks.Leave should be approved on the fly from the employees time sheet. If approved in advance, it should be calculated automatically without the employee or another person having to create a new time sheet in the absence of the person on leave.Only exceptions to normal time need be reported and processed. The rest is unproductive paperwork and process that does not meet its redeeming quality of preventing fraudulent time reporting.Just thoughts from someone that has implemented two of these systems.

5946. I need more training and or info on the insurance screens. I am having a problem finding information that I had access to in the old system.
5947. To the best of my knowledge the old system worked. I know paperless is great but I think that could have been worked out for a lot less than 135 million dollars.
5948. The only complaint I have with Edison is the way that Longevity payments are disbursed. Combined payments caused me to be taxed at a very high rate. I would like to see the return of separate payroll and longevity checks.
5949. The cost of this system does not create a savings over the method previously used to record time and track leave and other personnel issues.
5950. The stark white back ground is painful to look at, even with a glare guard, to adjust the contrast to make it tolerable makes other work too hard to see making it impossible to toggle between tasks. Having to use the mouse in some sections and the keyboard in others is just plain stupid, it makes keying time inefficient and time consuming the new system was supposed to be better and faster, in reality it takes 3 times longer. When keying time for others I have never successfully found an employee when searching by name. The lag time waiting for a page to save...losing time and leave requests...adding the longevity pay to a regular check rather than having it separate so it calculates the tax differently was even more annoying since it was intentional...it just doesn't see with all of the time and money put into this system that it was actually thought through or produced very professionally, it seems to have been made by programmers FOR programmers, the issues are not just from getting used to a new system it is trying to get used to a new poorly written and executed system. At the end of the day it is simply not user friendly and is very inefficient.
5951. Edison is a much better system than we had before with more timely information. The Edison team has done an extraordinary job implementing this massive system. However, there is a disconnect of communications after implementation as to who you need to contact.
5952. I like submitting my timesheet electronically, but I do not like the way our sick and annual time is not accurate at ALL given times.
5953. Prefer having keying more automated. Prefer having paystub sent automatically to my chosen email address. The bottom line is I have always been paid on time and in the correct amount since Edison started. I can live with it being more work for me in terms of keying, but I don't like it. I have had one keying error and our local person took care of it the next day on the exceptions list.
5954. I was spending at least 20 mins. a day entering my time, checking for errors, etc. I felt like this took time away from me being able to do my job in a timely manner. I was very happy when we stopped using Edison as our time keeping system and returned to using our old system.

5955. Roll over waiting a day or more for completion. Better if roll over immediately.
5956. Although I believe that employees selected are committed to the Edison Project implementation, the knowledge and skill set needed to communicate the state's interest were not realized. This short coming resulted in a product that may not every work to its full potential.
5957. This system is a step forward. It is much better than the previous system. It is misguided to think a system like this could come up without a few startup blips.
5958. Everything seems to take twice as long to complete in Edison. As a supervisor I feel disconnected with employee time once I approve it. Travel claims are much more difficult. Seems like we spent an awful lot of money on this project at a time when we are losing positions and have insufficient revenue to provide needed services to people.
5959. Edison is time consuming and inefficient. It has not lived up to its promised value and functionality. Future applications in Edison appear to be even more cumbersome and not user friendly. The implimentation of Edison has been a catastrophe. It has only been through the hard work and long hours of staff members that anyone has gotten paid. Edison has major structural flaws that does not accomodate the diverse work performed by State of Tennessee workers. Major problems in Edison consumed and continue to consume the Edison staff's time. Leaving relatively minor problems to be left for another day (or never).
5960. the problem i have had with edison is when you make a mistake in requesting leave, you can't go back into leave request to correct it yourself, you have to ask you supppervisor to deny that leave request and you have to rekey another leave request with the correct information.
5961. While access to personal information has improved, getting any data changed (that is not part of the self-service menu) is quite difficult.
5962. The log-in system is unwieldy. The ID is not one I would have chosen. The password has to be changed too often & the requirement to use symbols makes it hard for me to remember my password. Not having my vacation & sick-leave balances on the "paycheck" is irritating.
5963. This overall program is massive. We knew it would take some time. The largest problems are with changes in business processes that have still not been addressed. As administrators and clerical personnel we now have responsibility for processes we have never done before. Training on a computer program is one thing and training in new responsibilities is another. The later never took place.
5964. separate regular pay from longevity pay for tax purpose.
5965. With so many departments (All State government) coming up at the same time, I think it

would have worked better if some of the smaller Depts. would have gone first and all the initial problems with Edison corrected before larger depts. we added. I do not understand why this large of a project could not have been implemented across the State in phases, and then we would not have had all the problems we had because most of them would have been worked out with smaller agencies before it went live in the larger depts.

5966. Several instances in which I have submitted my time, 2 days later my supervisor was still unable to approve it.
5967. Excellent improvement in time keeping!!
5968. The system is taking a lot of time to go through "startup pains." Losing data, downtime, shifting deadlines, and EXCEPTIONS are still issues 6 months into the process. In the meantime, professional staff are spending literally hours a week dealing with the issues that arise on a weekly basis.
5969. The old time input system took 15 minutes every 2 weeks. Edison now takes up a third of my time (doing timesheets every week, approval, etc.). It appears to be more integrated than the old system but more time-oriented.
5970. It is more work for senior management than previous methods. Also our HR staff has more responsibilities and less time. Resources are slim.
5971. Edison is a slightly better payroll system. However, I do believe that more should have been done to prepare employees for it's use. The training that we received really didn't do much to educate for when it was launched. Edison is the type of program that I would consider a learn-as-you-go program. We have run into problems in my office that were not covered in training or emails that were sent out that we were able to manage on our own and figure out. Over all it's a slightly better payment system.
5972. I am all for change if it is for the better but I cannot see Edison being better or more cost effective. Everything we are doing in Edison is harder and takes more time. Even after rewriting the purchasing manual for T.D.O.T. there will be nothing easier or faster than the current way we doing it. I personally know of three people that have lost insurance because of it and two of them it put A great amount of stress on them and their families. I like to see the state of Tennessee be A leader in all areas possible but after many states have tried this system and said it was just A black hole why are we following suit?. I do not believe the cost of 135 mill. is a true cost. Did they figure in all of the travel time, the lost time on the job for training, the over time to try to catch up the extra computers needed the rewriting of manuals for T.D.O.T., the extra training for T.D.O.T.. Many people do not have computers at home or don't even know how to use them so we have to take time away from our jobs for them to use state computers and to assist them, plus this is time away from them doing their jobs. Everyone is still printing off their paycheck stubs so there is no money savings in this. If we are followers and not leaders than I guess this is the route we should take and let other states be the leaders.

5973. Many man hours are being expended to audit and correct the numerous accounting errors for every monthly pay period. When HCM endeavors to correct payroll errors, defaults create more accounting errors resulting in extra corrections.
5974. The only issue I have is that it takes a little longer for me to enter my time but once it is done it is wonderful. I have not had any major issues with it, KNOCK ON WOOD!
5975. When we receive requests for projected time sheets, it in turn creates the need for a revision since I frequently cannot project my future schedule. I frequently do not work a regular 8:00-4:30 schedule, so this presents a definite inconvenience and a concern that the revision will not then be entered timely by all parties that must then process that second time sheet. It just seems like a more convenient way of doing this would be to turn in a time sheet once the week is over so that time would be recorded accurately and ust once. Hope that makes sense. [NAME REDACTED]
5976. I'm always on the exception list for some reason or the other. The check stub design is not user friendly when reading totals. I don't think the system was adequately tested before going live because some of these problems would have been caught.
5977. I have used a system that was friendlier than Edison. Changes in time was performed at the time of entry and you could see the change. REPORT EXPRESS by Automated Preipherals Inc. Time is in minutes, why can you not enter it in Edison in minutes?
5978. It is ridiculous to have gone from an exception based system to one where an employee has to have all worked time entered before a check will cut. It is not kosher to be so nonchalant about employees having to wait for pay because of system errors. Also, what disturbs me most is that Edison staff seem to have no idea why certain errors occur or how to prevent them in the future.
5979. edison has worked just fine for me
5980. We spend more time putting employee time in now because we do it weekly instead of at the end of each pay period. Employee time is to be put in each Friday instead of the following Monday after when you actually know how many hours you have worked on Friday.
5981. slow screen transitions; while submitting time data may not be written properly or at all if process of going from one screen to another is too fast
5982. My brush with Edison is to input my personal time, of which I can say I do not have any problems at all. In fact, I kind of like the Edison time reporting a lot. In the beginning, I would sometimes omit some reporting procedures; that would affect my supervisor's approval process, but those problems seem to have gone away. As I see it; occasionally there seems to be a system timeline problem between inputting time and the approval process.

5983. I have been trained on reporting travel and while I have not officially started to use it, it appears to be very complicated and will take a large amount of time.
5984. The Edison system is far more time consuming than we were lead to believe. Memos regarding the keying in of time (such as for a splite week) are often confusing and contradictory. Changing passwords for the system is a difficult and iffy process.
5985. I think that the printing of the payroll should be different because its cut off at the end and its kind of complicated to read once printed.
5986. Edsion was a drastic change. Some of the problems that occurred could have been prevented with better training and with simple, easy to understand communications. We were bombarded with so many email notifications on Edison that individuals got to where they didn't even read them since the majority of the emails didn't provide complete information or make sense. In the mandatory training class I attended, our training instructor (who was a pleasant lady) could not answer the majority of questions asked during training and didn't seem to be able to answer questions that deviated from the training manual. In addition, we didn't cover all of the material in the training session so we were left to read take the Edison manual and figure it out by trial and error which resulted in mostly error, wasted time and resulting extreme frustration. Another Edison related item that doesn't seem appropriate pertains to turning in time sheets before the pay period has ended. It appears the processing requirements of Edison are driving the employees and it should be the other way around.I also have problems with the appearance of the paystub. Something that used to be simple and easy to read is now busy looking and hard to read. I also dislike having to go to another place in Edison to find leave balances. All said, I know it is difficult to implement something especially when it is radically different, but I feel Edison could have been implemented more smoothly through clearer communications, better training materials and more detailed hand's on training.
5987. None
5988. this system is so unsecured i would not access system at home. Also the paycheck part of system is confusing.Also I know a fellow worker whose pay was messed up royally. I have had entries disapear.
5989. Submitting data for travel approval and reimbursement is extremely frustrating. Submitting information online in theory is a good idea, but in-class training should have been provided due to little details that need to be known in order to submit out-of-state travel and/or reimbursement correctly. The time it's taken to fix errors in Edison, re-submit travel/reimbursements has not only delayed people getting paid, but has also delayed the approval process for out of state travel. Not to mention taken time out of my day that I don't have to deal with problems in Edison. One of the biggest problems is that nobody really knows what to tell you and when you call for help. People are not on the same page and you hear different things from different people on how to do things and what needs to be done to fix the problem. In addition to the above, when you submit

travel and have to attach a document indicating approval, you must select "save as" before you can attach the document. When you do that it creates a identification number for that claim. Then when you acutally submit the form it creates an additional identification #, thus duplicating the same form.2. Another inconvenience is that Edison has put an enormous amount of extra work on executive level individuals to approve time/travel/reimbursement. I understand that they did so in the past and must continue to, but it seems as though several extra layers have been added to the approval process. This inconveniences people when these particular individuals (some of which travel very often)are out of town and away from a computer. People who acutally need to have access to this information to better understand and/or fix problems when they occur are unable to do so. 3. A new employee was somehow entered into Edison 2 seperate times. After noticing the error and contacting someone we were told that she could not be deleted from the system and to just use the first entry. That error should be able to be corrected. Creates confusion.

5990. I think the payroll checks are sometimeshard to understand. There is so much more that is there than before. I reallylike getting my check stub in the mail. It was a lot shorter.

5991. LEAVE REPORTING. TIME REPORTING

5992. Although I have heard of employees having problems with incorrect paychecks, benefits, etc. in regard to Edison, we have had no difficult with that. The difficulty I notice the most is this: In the old system you entered the time and attendance once, usually the day after payday. In the new system, we enter the time and attendance every Friday, and every payday. It's so much more work than the old system. Also, for an example of another issued: one Friday I had requested Annual Leave on Friday, but it turned out I was sick that day so requested the Annual leave be changed to Sick Leave. But, because the information had already been processed on Friday, it was not changed-thus I had to use a Annual instead of Sick Leave day. Another problem I see, is that what happens if on a Friday or a Payday afternoon, you get sick and have to leave, you can't go back and take sick leave, as the time adm. has already run. The State could lose money here, if the time is just forgotten and never entered. I just think we should be able to do the time the day after paydays, so that you always know how much leave individuals have used on the last day of payday. Also, if the time could be entered on Monday's for the previous week, instead of Friday. Then, again, you would know how much leave people have taken. In addition, with Edison I see my supervisor using more time doing Edison, approving leave, entering leave, approving time, than she ever has in the past system. I just think that unless a way is found for Edison to better serve the employees, it is just too time consuming.

5993. Entering time and not see it appear because time administration is running when it was entered should not be happening. Having pay periods end in the middle of weeks is awkward and troublesome. Locking supervisors out of time approval 3 or 4 days after the end of a pay period is too restrictive. The system is relatively inflexible when employees are away from work and not able to enter time. Are we expected to enter time from home computers or public computers? Should others have to enter time for employees when

they are on vacation or extended leave? We still have some employees assigned to the wrong work unit- correct information was provided to Edison last year before it went live and the error still has not been corrected.

5994. I like using Edison. The more I use it the more comfortable I am with it. It is not complicated and I feel it is very effective when used properly.
5995. I think Edison is the best thing happen to state government,easily to follow I really enjoyed working in Edison.
5996. Things like insurance coverage and correct amount of pay have the potential to disappear. Edison does not appear to be very reliable.
5997. It would be helpful if the Dept of Human Services would set a routine for the days we key our time. For instance, we keyed on April 15th. This was for the week of April 12th - 18th. The time was anticipated for the 16th - 18th and could be corrected if necessary by the COB 4/18. The morning of April 30, we didn't have an email from HR, but the Edison calendar indicated we should key through the 30th on the the 30th, and key 5/1 on Friday. Our supervisor asks us to key and turn in our time sheets by 10am on keying day, so that is what I had done. At 10:05 we received an email from HR saying we are not treating this week as a split week, key on Friday "as usual". We don't have a "usual" routine. I double checked the calendar and found that it was updated with the new information. It would be great to key only on Friday. That way, we wouldn't have to waste time waiting out what to do this week. I would think weshould have a procedure/routine figured out by now.
5998. I have used many payroll programs over the course of my career at different companies. Edison is actually easier to use when compared with 95% of the ones I have used in the past.
5999. One of the major problems is the time it takes to complete the time reporting and approval process and the number of screens employees as well as supervisors and managers have to navigate through to ensure everything is correct. Another problem is the reporting of time when the pay period ends in the middle of a work week and the inclusion of the entire week in the time submission. There should also be some edits built into Edison when leave requests have been submitted and not approved prior to submitting the time sheet. It stands to reason the system could prevent an employee from submitting their timesheet when there is a pending leave request. The exception notificate should appear on the front end instead of the back end. Another thing I find bothersome is there is no exception when you have a submitted, approved leave request and actually take the time off, but neglect to include that day on your timesheet. Some supervisors have 15 to 20 or more employees for which they are responsible for approving time and in our agency there has been such a concern for ensuring staff were paid, these instances may have easliy been overlooked when wholesale approval was done by support staff. I know there are agencies who are still using the paper timesheets for their staff having all paper timesheets submitted to one person to enter all leave

requests and timesheets for the entire agency because it's much easier to train one person as opposed to an entire staff. Most employees do not know their leave balances, mine has been changed twice to match what Edison has as opposed to the totals I have maintained. Some of the Edison applications are not functional, but appear to work. One instance was the requesting of a duplicate W2. When I did not receive mine I went through Edison to get another. When I didn't receive one, two weeks later I called the Edison help line only to be told that service was not functional, but I when I submitted my request I received message saying my request had been submitted. Why would any system allow you to complete a non-functional item. Edison problems with the running of the Time and Administration process is a big issue, especially when the process is down at the end of a pay cycle. Lastly, the training provided by Edison for has been lacking to say the least. Most of the training consists of the trainer reading through the manual word for word and those in attendance spend most of their time trying keep up with the trainer clicking through to "try it" mode which prevents them from lessoning and learning. One instructor in one of my classes made the statement, don't take notes, just listen.

- 6000. Not happy with the way longevity is paid. Spending way too much time on Edison-- probably twice as much time as on the other database. Not very user friendly (lots of screens to work with). I think there should be a notification for supervisors when they have a leave or overtime request to approve.
- 6001. Human resource personnel in our department are not prepared to assist when problems arise.
- 6002. What once took our secretary 30 minutes per pay period now takes 4 to 5 hours per pay period to do payroll compared to the old system.(8 employees)
- 6003. It seems that there is a lack of understanding and trust in the Edison system at the management level. Currently, hard copies of leave and attendance and travel authorizations are done first and then keyed into Edison. At the employee level, training for Edison was done after the implementation dates and employees are trying to learn the system as they go instead of being prepared before implementation. Edison seems to be designed for a standard business that has a standard work week for employees that have everyday access from an office. Not all departments/divisions work standard work weeks or have access on a daily basis. This creates exceptions in the Edison system that may or may not be understood how to resolve.
- 6004. When we ask for any type of leave, the supervisors can immediately see and approve our requests. We can input our time using the approved leave right after a supervisor approves the leave request. The situation is different when we input our time in order to be paid. Supervisors have to wait until after one of the two regularly scheduled updates take place before they can see and approve our payable time. If a leave request could be transmitted and acted upon instantaneously, it seems that the inputting of payable time could work that way as well. The delay causes the problems that I have listed elsewhere in this survey. If it was not for computer-illiterate and mean-spirited supervisors, Edison itself would be great. I love being able to access and change my personal information. I

had turned in several personal information data change requests to the proper people before Edison, but my information was never changed. It was only after Edison went live and I was able to update my personal information myself that the State had my correct information. This benefit has been totally negated by supervisors who refuse to think before they criticize.

6005. with Edison it seems our time is 1 month behind in getting it posted, whereas before, we accrued on the 16th or so, so we got our time more efficiently instead of waiting for a month to have it posted.
6006. I just dont' trust Edison to do anything right after the mix -up with my longetivy pay. Anything could go wrong because I'm not sure if there is a real person double checking things in Edison.
6007. i will never know if payroll/time are correct -- will just go along with what is on-line. before i could ask a 'real' person if i had problems/quesions
6008. The entire Edison program has been a complete disaster since it began. And the worst is yet to come. It should be scrapped immediately. The Edison system takes much, much more time to do routine paperwork than the old system. Under the old system, I could process the employee timesheets in a few minutes. Now I have to go back, through Edison, for hours to process them. Even after I approve timesheets, the next day, Edison will have more time to be approved. I have to re-approve timesheets at least three times to get them right. Every two weeks, I have to re-approve timesheets on the "lockout" date from my home computer, for an hour or two, late into the night. I am a final approver, so I have to check 125 timesheets every two weeks. Many of them have problems, so I have to adjust times submitted, submit leave requests for the employee, submit comp time requests for the employee, then approve the requests. Even though I am not, necessarily, that employee's immediate supervisor, I have to approve things I should not be responsible for approving, just to satisfy the requirements of Edison. However, none of this is nearly as screwed up as purchasing will be. Purchasing, in Edison, has the potential to be the biggest FUBAR in the history of Tennessee. There has been NO training. The little self-training is a joke. Even with proper training, we do not have the equipment required to process bills. This system is designed for people who sit in offices. IT IS NOT DESIGNED FOR FIELD PERSONNEL. We have many employees whose main job is land management. They spend the majority of their time on tractors and bulldozers. That is what they are paid to do. They do not have access to scanners and computers in the field. Yet, Edison will now require that they scan any receipts into a computer file, enter purchases and attach the scanned files, and submit them for approval. Since they don't have computers in the field, they have to travel to an "Edison hub" to do this. And now, we have been told that they must do this ONCE A WEEK. What a joke. This is a complete disaster. If this is continued, we will not be able to have our field people do the jobs they were hired to perform. Additionally, I am responsible for approving large purchases. Under the old system, the immediate supervisor had that responsibility. Here's a specific example: A Wildlife Management Area manager purchased several tons of gravel to use on a WMA road. In the old days,

his immediate supervisor would approve the purchase. Now, under Edison, the purchase comes to me for approval. His immediate supervisor does not even know about the purchase unless I tell him. Yet, that supervisor is responsible for adhering to a budget. How is the supervisor supposed to keep track of expenditures when he has been cut out of the loop by Edison? I'll tell you. HE CAN'T. This entire system is designed for people who spend eight hours a day in a cubicle. It is a waste of taxpayer dollars to try to force it to fit field personnel, because it won't. I have had to spend an entire day with an employee, just to get an expense claim entered. Twice. And we had to get three or four other people in our Nashville Central Office involved in conference calls to solve the problem, in addition to Edison Help Desk personnel. This was a complete waste of time to accomplish a task that took twenty minutes in the old days. We still have one person who has been trying to enter an expense claim for two weeks now, AND HAS NOT BEEN ABLE TO ENTER IT YET. Under the old system, we had experts at data entry. Our field personnel could send in paper versions of everything. Time sheets, expense claims, purchases, receipts, etc. and the data entry experts knew how to enter them properly. Now, under Edison, the responsibility of data entry has been transferred from the experts to people with absolutely no expertise. Edison has assumed that a bulldozer operator is qualified to be a data entry expert. That is as ludicrous as expecting an Edison expert to drive a bulldozer. Let's see how long a computer geek can drive a bulldozer before he runs over his own foot. The whole premise of expecting field people to do an office job is flawed to the core. ESPECIALLY WHEN THEY HAVE LITTLE, MINIMAL, OR NO TRAINING. I don't want to throw out the baby with the bathwater. I want to throw out the baby, the bathwater, the bathtub, the soap, the towel, and the rubber duck.

- 6009. I have had no problem with this system; however, I am a salaried employee.
- 6010. I think Edison should be setup with current Rules and Regs not what is to be someday or some year from now. this isn't fair to employees.
- 6011. I don't like the fact that I can't correct leave requests that are submitted with errors in dates or times.
- 6012. Too many screens to go through to process requests. Paper forms should not be used also. Duplication of work.
- 6013. I HAVE NOT EXPERIENCE ANY PROBLEM WITH
- 6014. The Edison HCM component has several helpful features for employees, such as information screens that can be accessed for viewing/updating and time entry. However, the system does not seem to be programmer friendly and does not react well to attempted changes. Instead of purchasing an existing system with well-known, documented problems in other states, I believe it would have been more feasible for state planners to create a database unique to Tennessee's needs. Edison continues to cost a great deal of money and the system does not function as it should, even though only one component has been implemented to date. For employees who depend on information in this system,

it is scary to imagine what will happen when additional components are added. Some specifics:

1. Entered leave requests disappear
2. Entered time disappears
3. Employees disappear from supervisors' lists
4. Supervisors cannot access their employees' timesheets
5. Supervisors can access their employees' names, but cannot access approvable leave requests
6. Timekeeping changes sometimes take days to reflect in the system
7. Monthly accrual of leave is very confusing; we can't figure out when employees actually accrue annual/sick leave
8. Edison makes leave balance adjustments that we cannot identify
9. Receiving the longevity payment with a regular paycheck is terrible; they should be paid separately so employees get maximum benefit of the bonus
10. Sometimes things happen that we were told would not happen
- 10A. For example: The supervisor shown on an employee's job info screen will be the supervisor of record on everything Edison. Reality: Not true. Just today, the supervisor on the employee's job info screen is not the supervisor of record for approval of leave requests and timesheets
- 10B. It only matters what is keyed in on the timesheet, not the amount of leave requested/approved. For example: This week, the system recognized a leave request (4.0 off) for more time than was keyed in for that day (2.3 off)
11. Because Edison has not shown reliability up to this point, those of us working with the system every day feel the need to check, recheck and recheck data again, to see if the system has changed anything since the last time we checked
12. Training on Edison components should not only teach how the new system works, but what is different from the old system and how they are integrated
13. Trainers usually only know information about the new system and are not familiar with databases currently in use
14. Some trainers are private employees and do not know about state government practices.

6015. I believe many of the issues I had initially were just training issues. The front end training was adequate, but at times it did not make sense due to not being familiar working in the system everyday. After working in the system for a few weeks, it was advantageous for me to go back through the training and practice in the areas I was having issues in. The other issue I consistently dealt with was getting different employees in my approval line that were not under my direct supervision. This seems to be getting better in the past few weeks. [NAME REDACTED]
6016. The time factor involved with approving employees' time in Edison is considerably increased. There are little glitches in the system that no one can explain why they happen (ex. I had to approve two employees three times in Edison before the system processed them--this led to the approvals being made at the last possible moment before the cutoff (so I wasn't sure that it would process but it did). The comments about state employees being "old dogs" not wanting to change was very demeaning. Most of us weren't avidly opposed to Edison, we just couldn't get clear answers from them--Edison group would send out spreadsheets or schedules to fill out but if you needed clarification you couldn't find anyone who would give a definitive explanation (once we made a stab at what we thought they wanted then we would get a response such as "this is not right, you need to redo, this isn't what we needed").
6017. I can live with Edison as long as: 1) I get paid correctly and on time; 2) my vacation and sick time accumulate properly; and 3) I am provided sufficient guidance on how to enter

occurrences in an understandable maner that doesn't change frequently. The training that I received was useless. I have yet to see a payroll period transpire that several of the supervisors up the chain have not complained about needless problems encountered in trying to approve their subordinates' time being reported. I assume that you are already aware of these issues and that you are addressing them. As I am not responsible for approving any subordinates' time, I have fortunately been spared all the frustrations encountered by those who do have to deal with the inconsistency of processing payroll. From my observations, the state received about 10% of the value paid for this inept program.

- 6018. The EDISON Helpdesk desparately needs HELP! Most of the time when you call the person on the help desk has no clue what you are talking about! THEY NEED TRAINING!
- 6019. Edison is extremely time consuming and takes valuable time away from work for employees
- 6020. I still don't understand all the computations on my pay check.I also don't like that we have to change the way we do our jobs so that our performance reports can be done on Edison. It seems that instead of Edison helping us we have to change to help Edison.
- 6021. I have had problems entering leave requests that disappeared. Also I don't see how this saves paper (not getting a stub) since we print copies of what we enter for our records.
- 6022. As a state employee are ot paid adequately, so to combine our longiviety pay with payroll is just unfair.
- 6023. I was payed a second longevity check. My years of service time was affected but later fixed. Time was took for annual leave and the same time was took again using my comp. So far never has been resolved.
- 6024. The system is extremely user UNFRIENDLY. e.g. having to enter each and every day seperately for a vacation or sick period and not being able to enter in blocks. There are too many steps to complete most of the time reporting or requests. Also, our department continues to require us to also submit the paper requests/reports we used before this sytem went into effect. This has completely eliminated any idea or hope of streamlining this process or ever becoming paperless. It has, actually, created much more work for all involved than before it was implemented. Edison has been a huge disappointment overall.
- 6025. I am a DGA employee and do not use edison for my payroll
- 6026. The payroll system requires much more time and effort than the previous one. Combining longevity with employees regular pay costs employees more in tax. The check stub is very hard to decipher. I have entered my time more than once only to have it disappear and have to enter it again. Once I was unable to get the system to accept my time and

went to a supervisor for help. She could not enter it either.

6027. Again, oversight is important to me. For instance, I monitor my e-banking regularly and can note discrepancies quickly, to my satisfaction. Also, I have spent [literally] hours of time in attempt to manage my Travel expenses; whereby it was only minutes using the previous system. This is time that would have been better spent conducting State business. I doubt that the State envisioned or anticipated this loss of Man-hours when they chose to convert.
6028. One size does not fit all. Just because you keyed your time in...does not mean that it is still keyed in minutes, hours, or days later. The old legacy system may have been a bit outdated but it was far easier to use and more dependable. Training has been a joke. In order to effectively train, it would have been beneficial for the trainers to be comfortable and familiar with the old system.
6029. events overriding one another causing loss of coverage in a certain benefit or delays in enrollment in certain benefit; processes that could be or should be automated but have to be done manually
6030. EDISON is no good
6031. I liked it better on the old payroll system. In my opinion, why do we need HR if we're doing all the work ourselves. Again, it's just my opinion.
6032. There needs to be a more defined schedule of when to key our time. One time there is a split week and the next there is not.
6033. I, personally, have not had any problems with Edison.
6034. Our Department submits info into Edison on a weekly basis. Depending on when the pay period falls, it seems we are constantly having to get into Edison to submit our time, check on Exceptions, or nag employees who haven't submitted their time accurate
6035. There are just too many steps to remember.
6036. My biggest "aggravation" with Edison is that it seems to be we are "constantly" doing our time. Before we only had to do a timesheet twice a month. Now we have to key our time every week and twice a week if payday makes a split work week. I also find it is difficult to keep up with if leave balances are correct. I also have gone thru the travel training and think it has been made entirely too complicated. It seems you have too many steps to accomplish minor things.
6037. I think the Edison system is great! I love having instant access to benefits info and payroll information, right at my fingertips!
6038. no

6039. I believe the system might be useful but employees were inadequately trained i.e. we received e-mail training and were to self teach ourselves. If we had questions our supervisors were not prepared to answer them. So many employees were told to check with edison staff or to re-do teh training that a lot of people, at least at my work site felt so put off by teh system. I believe there needs to be more intensive training on how to use the system as the system itself is very confussing. I am not sure if this was State wide or just with the Board of Probation and Paroles alone but I know there were a lot of phone calls from thsi office and this officer to the help desk because we were completely unprepared by uper management and the training division.
6040. I enjoy the new edison and think it is and was a very neat idea ..more advanced,quicker and easier way to report payroll changes ..and undestand your payroll.
6041. The Edison package is set up for private businesses who are paid every two weeks. Since the state's payroll scheduling is either semi-monthly or monthly, it appears that it may not have been the best fit. I am not sure that enough research or analysis was done to identify issues before they became big problems.
6042. I think Edison is a good step forward. Our payroll system has needed updating for many years. The problems (from media and other employees) appear to be those found in any new system and will eventually be worked out.
6043. I feel like Edison was started before the state was ready for it. Our annual and sick time is not longer accured on the 15th of the month which in some people cases leave them on leave without pay status- when they actually do have leave but Edison is not reconizing it. The evaluation part of Edison has too many steps to it. I don't like that you can not add to a job plan when one is in place- you have to create a new one. I think we should be able to type in the interium review into Edison and send it to our employees electronically. I do not like how often we have to enter time into Edison and approve time. Before we did time sheets for a half a month at a time now we do 1-2 timesheets a week. This is a waste of time and paper. I think we should be able to request time off more then just one day at a time. There should be an option to let you select several days to a week off at one time. It is time consuming to select one day at a time to request off when you want a week. I would like to receive notification via email or notification on my page when a employee does request time off instead of having to go to that page daily to see if anyone has requested time off. I think T & L should run daily so exceptions can be cleared off before the day time has to be approved. I think we should be able to approve time at the end of a pay period not weekly or sometimes daily. There is no way to take out a day off requested once submitted. I like that I can get on Edison from any computer anywhere. I like how you can see all your paycheck amounts from one page. I like how you can go back and look at previous timesheets but would like to see more details on this page.
6044. I do NOT like how EDISON combines my longevity and payroll check into one sum. I am taxed at a higher rate and I receive less money. The old system provided me with two separate checks. I strongly disapprove the EDISON system way with this issue.

6045. There is always a learning curve to a new system. After 25 years I never had a handle on the old legacy payroll system...however I was never surveyed about it. Edison requires the employee and manager to be responsible for their time.
6046. It is too slow for a computer system. When info is submitted it may take hours to a day for the info to return to me for approval.
6047. I would have like to have been taught how is the income determine, rather than a memo explaining it. I am an hands-on person and memos are often confusing to me. I do not understand how my income is divided in some many differate hourly rate.
6048. I think the State was taken in an did not know of problems with Edison. I have heard of many problems and I am not the only one who was overpaid on there longevity. Mistakes in wages and benefits are very serious and should not be tolerated. The old system in the 30 years I have worked never failed to pay wages or benefits or make deductions. This is inexcusable. Either it was not tested adequately or the state was sold software that was defective. The State needs to realize they are using state employees as guinea pigs for a new system that does not work reliably. I can understand startup errors but this is a continueing problem. Running Time and Administration is a constant problem. I understand the software and the new equipment required amounted to over 140 millionn dollars. I don't know who made the decisions concerning Edison but there needs to be an investigation.
6049. I have had fairly good success with Edison but find from a manager's prospective one has to be very careful and also it can take a lot of time. I also had very good hands on training.
6050. It's wrong the way the system put the regular paychecks and longevity pay together and it is said that the system CANNOT separate them. I believe the state has paid way too much for this system for it not to be able to separate two paychecks paid in the same month.
6051. I believe that we were fine before Edison. I think it is ridiculous that we pay as much as we do for Edison. We have had so many problems with Edison especially now that we have to order our supplies off of Edison. I haven't experienced any payroll problems as of yet with the Edison program but I do know some coworkers who have.
6052. Please see the comment above in the previous question about criticizing the performance. I cannot answer from personal experiences most of these questions simply because I am not a supervisor, so I have no responsibility in this system at this time except to make sure my personal information is correct. I do not enter my own time.
6053. None
6054. Edison works better regarding entering leave and time, unless there are changes to be made at the last minute. Then it can pose a problem or when staff does not enter their

time at the last minute and Edison is malfunction or time is not running until a certain time. I approve leave for 3 staff and it has been very harrowing when I know I am going to be on leave when the pay period ends and time has not been entered. Travel claims are too complicated to enter, but the return time in receiving your check is much improved. There are pros and cons. I believe that Edison will eventually be much easier for state employees once we have more experience with it. I would like to comment that the training, online was the only available to my staff, was a total waste of time. When you are dealing with an individual's paycheck, training should be hands on and very informative and have feedback available as you begin using this system.

6055. The State needs to reconcile the accounting system with Edison so that they both operate on the same time schedule. I have used a similar system with a previous employer, and it was far more efficient, but the system was set up to report weekly, and we were paid bi-weekly. The current system is trying to force a monthly pay cycle (with bi-monthly pay) into a system that is set up for weekly reporting. Either change the Edison system to match the accounting system, or switch the accounting system to pay every 2-weeks with reporting on a weekly basis. That would alleviate a lot of confusion, and needless reporting.
6056. keep going it's getting better each day
6057. I HATE EDISON. IT STINKS AND IT IS NOT FRIENDLY AND IT HAS MESSED A LOT OF PEOPLES STUFF UP. DO AWAY WITH IT
6058. In theory the concept of Edison is Good, but with all the work being piled up on staff currently there is no way the local staff has the time to do time sheets and there job responsibilities with everybody being short staffed and talk of workforce reductions there is just so much each employee can do and still provide high quality services that each of us provide to local tennesseans on a daily basis. With everything being electronic there is more chance for mistake and less ability to correct it once the mistake is made. If you wish to continue Edison and correct its problems you will end up spending so much money that it will become a burden instead of a solution the evidence for this is the number of states that have tried the same thing only later to cut it, because its cost where way to high. If you this committee decides to proceed with Edison my advice would be to talk with those at the local level and not the regional or state level for your best insight will come from those in the trenches doing all the work not directors who never leave nashville or who never worked in the trenches of the local level.
6059. Nothing is perfect! The only two things I dislike is the longevity being combined with the regular paycheck and the way the edison system calculates your time when you work over and take leave the same week/pay period.
6060. you can add anything i have stated.
6061. A serious short coming: I cannot "see" the time etc of the staff that work for my managers/supervisors to approve their time if the manager/supervisor is out. The

personnel manager then has to look at their time and approve it. This overburdens the personnel manager and creates a single point of failure, should the personnel manager be sick or leave.

6062. Edison will be a good program once the glitches get worked out. It's a change from years of doing it on paper, when you can change things readily with no problem and not have to wait to do other functions, as with Eidson, it's a process and can be frustrating. But with change there will always be problems; you just have to learn all you can about each process, and that will come with time. However, that doesn't excuse the problems that occur that has nothing to do with us.
6063. I feel this survey is biased and unfair. In my division most people do not have access to email. Their problems will not be included in this survey.2. Emailing this on a Friday and expecting an answer the next Tuesday appears to be a deliberate effort by the state and/ or Edison to NOT compile accurate information. Some of us have actual work to do each day and cannot make this survey a priority.3. Dump Edison. Go back to the old payroll system, please.
6064. The time and leave request do not work properly. Half the time you will enter your leave and then it's gone like you didn't do it. Thanks!
6065. Edison did not do parallel runs between the old system and the new. They also did not validate the accounting information before go-live. The result was massive errors in where payroll costs were charged in STARS. In fact, the accounting structure for the department was not finalized prior to go-live. TDEC has been manually correcting payroll issues for October, November, December, January, February and it looks to be continuous. This involves thousands of lines of payroll expenses that have to be reviewed and corrected. Correcting JV's have to be done for every pay period. Any change to an employee's record kicks the accounting back to the original. So corrections will be required every pay period because it is not always the same people. This is time intensive and costs hundreds of hours of time.
6066. I wish the time balance could be adjusted quicker.
6067. I find it very disappointing that the state spent \$130 million(?) to replace 30+ year old technology with a system that is user hostile, requires more staff to maintain and administer, requires considerably more time to use, and does not operate in real-time. There was a clear track record of poor performance by this system in other states, but we chose it nevertheless. In my opinion, we should have been concerned when (1)only two vendors responded to the RFP and(2)neither could meet the requirements for the applicant services component. I consider this administration as one that is lead by smart, competent people. That is why it is hard for me to understand how we were lead down this path! In my opinion, the advantages gained from this system are far outweighed by how ponderous and cumbersome it is. It will remain that way, even after the remaining systems problems (and they seem to be numerous) are resolved.

6068. extremely complicated for purchasing and payment card for rare purchases and/or once a month payment card entries.
6069. Need a means to approve payroll the day after pay day (since it is two weeks behind anyway);2. Too many training clases for staff who do not work in areas. For example, if we must continue to prepare the very same paper documents, why not have Fiscal or Personnel take these documents and submit through Edison (we are performing double work);3. Have held up travel claim reimbursements for four weeks and counting;4. Takes longer to receive deposits and mail. Approximately 10 day backlog.5. Deposits are no longer validated on the actual application from consumer; validated on an attached blank document which easily gets lost.
6070. Edison seems to be extremely more time consuming for those inputting time. It also seems to be wasting a great deal of paper (money and time) as we have to create time sheets as many as 8 times a month.
6071. The old system was exactly that, old and outdated. The state was behind in modern technology and needed an over-all face lift. The generation of state employees that did not grow up with computer literacy may have had the greatest challenge during the conversion; hence, human error. Once Edison is settled and people trained in their areas of expertice, Edison will be a great asset to the state. Thank you.
6072. It is not saving paper it is using much more than before because people save a hard copy.
6073. I especially like keeping my time on Edison rather than on hard copy.
6074. I do not understand calculation of edison, it is confusing, with the split weeks & most of the time I do not no if my pay is correct or not, especially with O.T. included.
6075. I do not like the fact that throughout the payperiod timekeepers are continually working exceptions all the way up to the deadline. You never know when you are through. On the time and labor side it's definitely created more work. We were continually told this system would make less work not create more. Although I've not experienced a major problem myself there are definitely some serious issues out there.
6076. I like having the payroll system online where I can check various components (leave status, comp time, etc.) at any time.
6077. I feel that Edison will be a good system once everyone gets used to it. However, the implementation and training of employees could have been handled much better than it was. Everything has felt very rushed. And for our agency in particular, the special schedules that the troopers use were barely, if at all, taken into consideration when Edison was being implemented.
6078. Would be much better if the system updated, in all aspects of Edison, immediatly rather than thru a batch process. Also, a number of times it appears entered information

occasionally seems to disappear and has to be reentered.

6079. I DON'T FEEL THAT IT IS FAIR TO THE EMPLOYEES WHO STILL RECEIVE A PAPER CHECK THAT THEY DO NOT RECEIVE THEIR PAY UNTIL 1 -2 DAYS AFTER THE PAYDATE...IN SOME CASES THIS CAUSES SEVERE FINANCIAL PROBLEMS -- IF YOU ARE TO GET PAID ON THE 15TH AND 30TH EVERYONE SHOULD HAVE THEIR PAY ON THAT DAY AND NOT 1-2 DAYS LATER AND IN SOME INSTANCES EVEN LONGER
6080. The deadline for time entry at the end of a pay period is unreasonable for statewide inspectors who don't always have computer access.
6081. The system is too labor-intensive---needs a "check all" button so that every day does not have to be marked separately. This is especially true for those employees who may charge time to multiple program codes daily. Also, the system should allow real-time update. Since time administration doesn't run but twice a day, it takes too long to approve time where exceptions are concerned or where someone forgets to enter a leave or OT request. Real-time update would make the system much more efficient.
6082. It was unfortunate that the state let an employee and their family suffer to to an Edison problem. With the roll out of Edison, problems should have been anticipated and prepared for. I do not feel that they were.
6083. It is not user friendly. It takes too long to get to information you need.
6084. An extra ordinary amount of time was spent by my staff entering information and reentering information. Many staff members had to work weekends and late hours to make sure all the time was entered so that everybody would get paid. The program has been working better lately.
6085. Having been directly involved in planning and implementing the PeopleSoft system at another large company without this volume of issues I hear about, it is my opinion that most of the problems encountered are related to implementation and configuration choices made at the State level. The software is a stable and mature product, and is highly configurable. I found the online tutorial end-user training to enter my time more than sufficient. My pay information from the prior system converted over without any issues.
6086. I personally have not had any problems with Edison. I like it.
6087. In my opinion, the biggest drawback to Edison is that it is too time consuming, having to key, review & approve (particularly from a supervisor's point of view) so often, each week. When there is a split week, it requires the same, twice per week. It seems one is constantly having to go in & key, review and approve.
6088. I find it completely irresponsible for a survey to imply that the option for replacing the

system is available. Our legacy system can no longer be maintained and implementing a new and different system would be both costly and time consuming. As with any new system, factors that aid success include proper training, continuous communication, and an understanding of individual duties and responsibilities. These factors must be a focus for each agency within this State. Ownership of and responsibility for these factors lies with each agency. Given the wide range of policies, laws, and regulations applicable to various groups of employees, this system does a remarkable job of processing employee pay and benefits. To have accomplished as huge of a task as bringing this system online successfully, as the Edison team has done, deserves gratitude and thanks rather than the undermining and negative witch hunt being imposed by this investigation. I cannot help but wonder how much smoother the transition to this system could have been if our legislative body would have been supportive of this effort.

6089. Some of the self service stuff is hard to find, such as longevity, sick leave etc. It is not under the heading that one would expect to find it. **Do really like the fact that you can change direct deposit information and the ability to add additional accounts for pay to be split, etc. That is much better than previous payroll procedures.
6090. None
6091. Having to submit time in advance and out of schedule with payroll runs is confusing and needs to be resolved.
6092. I am indifferent towards Edison in most ways, however I believe the negative payscale is a mistake this type of work environment. State employees are salaried workers, working here long term, not hourly teenagers who don't show up half the time. It would be better to use a positive pay plan, assuming employees WILL be at work rather than deal with all of the employees not getting paid. In my office alone, I have come so close to not getting paid simply because my supervisor was too busy to approve it, and another worker with Edison access was able to catch it. Secondly, fear is setting since Edison is used better on the 2x month paychecks. Who is going to explain to my landlord, utility companies, banks and other bill collectors that I am down half a paycheck? Who is going to pay that? B/c I certainly won't be able to. I'm a single income household that is barely getting by on the pennies that is my secretary pay and any change in my check causes a sickening domino effect for the month. Then to have to worry about if Director Big Bucks will remember to approve my time so I can get paid?? Thank you Edison, but no thanks. If it ain't broke it shouldn't have been fixed. Maybe we could have saved some jobs if we hadn't wasted the millions here, or maybe we could have provided raises to the people who worked hard to deserve them. Edison=Epic failure.
6093. The only complaint I have with this system is I feel like it generates more paper usage and therefore generates more waste and cost. In the past we sent in time prior to the end of the pay period. Now we send them in at least weekly. This particular week we had to send in our time twice. This used a minimum of 4 pieces of paper. If we had sent in our time like in the past it would have been maybe 3...one piece for each sign in and out sheet and one "total" sheet or cover sheet. I know one piece of paper does not sound like much

but considering how many people the state employs, it adds up. We also now have to send in our request for time off, again generating more paper waste. I do however like the fact Edison cuts the need for mailing a paper check. I can see where the cost of sending in so many pieces of paper might offset the cost of mailing and printing the checks. But the cost of the paper is a burden on the county budget. I also feel like using all this paper is harmful to our environment as it creates waste. Even though we recycle our paper this still puts a burden on the environment due to the recycling process. My "team" is spread across different counties. Each time our time sheets are due we fax them to our team leader who then in turn faxes them to our time keeper. Here again creating waste and costâ€wasted paper and the cost of using the fax. Again this adds to the burden on our environment. This also takes a considerable amount of time for our TL. She has to collect them and then resend them. I think the idea of Edison is fantastic and I am sure the "bugs" will be worked out right now those of us who do not enter our own time are still creating a large financial and environmental burden. In a time where our state is in a budget crunch and trying not to cut jobs I feel we need to do what we can to cut costs everywhereâ€including wasted paper and time. The time our TL spends processing time she could be doing other things.

- 6094. Edison HCM seems to work but with problems that continue to popup, Under the old system in TDOT I would spend about five minutes each morning recording employees time on the daily attendance cards and thirty minutes maximum on the bi-monthly time entry for over 35 employees. Under the Edison HCM payroll it takes about 20 minutes each morning to enter the leave request along with the daily attendance cards. Since they want time entered weekly you spend several hours under the new system. It is this time consumption which is causing most of us a problem and with the other systems such as fleet and purchasing as well as payment coming in July if we are going to experience the same problems I feel that it will be very hard to get our jobs done in a timely manner.
- 6095. We have had to work some issues out but that is to be expected. Overall, I believe this component of Edison is better than the former timekeeping method.
- 6096. There needs to be a better way to submit leave requests. A form similar to our paper form we used to use would be very helpful.
- 6097. I receive emails from TDEC Edison staff fairly regularly that the Edison system is not working or is not running properly. As a supervisor, I have to log into Edison fairly frequently to approve leave and time. It takes a lot of my time.
- 6098. I THINK THE OVERTIME CALCULATION METHOD NEEDS TO BE EXPLAINED. IT IS NOT CLEAR AND NOBODY HAS EXPLAINED WHY THERE ARE SO MANY LINES FOR THE TWO DIFFERENT TYPES OF OT. THE CALCULATIONS DO ADD UP, BUT IT DOESN'T MAKE SENSE.
- 6099. The screen to enter time runs off the page. The system runs in batch and you do not know when to check it to see if you have errors and correct them wasting time. The interface is not user friendly. You cannot delete leave requests if you make a mistake.

6100. I would like to suggest to allow users of Edison to correct a mistake they may have entered on the Edison system.
6101. The Edison project appears to not have been thought through enough prior to imposing go live on employees unprepared. The edison team doesn't know STARS buisness practices thus crosswalks of process and procedures can not be implemented to help with the transition. This makes things fatal because employees are afraid and discouraged feeling that they cannot do their same jobs that they have been doing successfully for years. Edison either needs to be scapped or posponded until ready. Please help us!! This is terrible.
6102. It appears that Edison must rule our lives. It is Edison this, Edison that. We can't even leave early, even if we are vomiting in our cube, unless we have submitted our leave request in dear old Edison. It is pretty sad when the first thing you think of when you wake up and call in sick is "oh no, I can't be sick - I haven't put in my Edison request" It is crazy. And it used to be some of the higher ups in this particular district didn't trust the time keepers to do their own time, even though they were keying everyone else's time, and our time keeper had to get another county's time keeper to do her time and vise versa. now, the whole entire thousands upon thousands of state workers are doing their own time - with no paper trail and no accountabilty!! And talk about time consuming - I know supervisors are overwhelmed with having to approve leave requests, etc. Speaking of leave - I think it should update our leave balances more quickly. They are so out of date it is hard to tell how much leave you have.
6103. I work with Time and Administration and each month there are problems. We have yet to have one month go by that hasn't been something wrong with someone. I can approve someones time one day and they will reappear the next day as if I've never approved time. Exceptions do not show up in a timely matter. I am also in charge of ordering supplies for our office. This is absoulty ridiculous!! You have no clue if you are ordering the correct item or not. You can't do a search so why have a search option there if it is not useable. With my experiance with Edison thus far I would have nothing good to say about it. It has only caused more problems and lots of my time wasted when I have plenty of real work that needs to be done.
6104. it seems that there are plenty of controls built into this system regarding travel but nothing built in to assist the user as in automatically computing per diems based on travel location
6105. When your supervisor is out all week and has not approved leave for the week, you can not do your leave without getting an exception.
6106. I like the system myself. Think it is fairly easy to operate. Some of the codes to use are difficult to figure out, but overall, I like the system.
6107. There is no place to check if overtime has been changed from comp time to cash and vice versa. My HR person did not get mine changed and I missed out on a large number or

comp hours and still have no way to verify that he has correctly processed my request. There should be a place that shows if an employee is on time or cash.

- 6108. Purchasing of office supplies seems to be confusing and a lot to do for a few items.
- 6109. I recently received a travel and expense check, but I had no way of knowing when I would get it because Edison doesn't show that yet. Also, it doesn't have the annual and sick time reported correctly
- 6110. I think this survey is full of leading questions and it disgusts me. People are resistant to change and will complain no matter what it involves. I'd love to see someone suggest a better, cheaper alternative to the Edison implementation.
- 6111. I believe the State was at a critical juncture in data management including pay/benefits. Something had to be done. However, I am very discouraged at the amount of employee and supervisor time this system takes. Start-up issues are one thing, but the amount of time necessary on the part of employees all across the state for this system to work is grossly inefficient and a waste of taxpayer money. If we go another six months and are still experiencing difficulty in entering and approving time, then the State should demand a refund.
- 6112. The premise of Edison is great--to bring all the functions under one system. From a person in the field office that cover 7 counties, it is distressing to have deadlines within the same day and I have no knowledge of until I return to the office. Then my timesheet is late and creates problems for my supervisor. Also it seems to take more time than it is worth because we are still doing paper timesheets in case Edison dysfunctions as well.
- 6113. We have always had training on any other system we have had. All we had on edison was going through a tutorial. The tutorial didn't really help as it wasn't attune to what I would be entering.
- 6114. We had training one time months before it cm eout.It is very confusing and very intimidating.
- 6115. Enter time and find out a couple days later from supervisor that time entered didn't take.
- 6116. Since the beginning of Edison I have had several problems regarding money taken from my pay. My wages were garnished because there are 2 other people with the same name as me working for the State. This I'm sure was a human error, but to have it corrected in repaid in Edison was a problem. My BCBS had also been paid twice for Jan. & Feb. and I am still waiting for my money back. The call center is of no help whatsoever. After waiting on hold for a very long time, I was put on hold again and then told they would have to call me back (which they never did). Apparently Edison is not a program that is easy to read to find answers. I have a feeling the users on the "help" lines don't really know what to do. Money was also taken out of my check in March to pay for BCBS leaving me with a zero amount paycheck. I did receive that money back. As far as the

time goes, I think the program allows for more people to cheat on their time than before. Who checks the time keeper's time to see if his/her leaves have been deducted. From what I understand, supervisors can check, but once they have approved the time. what is stopping the time keeper from changing his/her time? Some people don't have paper backup, how would you or an auditor be able to check something like this? Personally, I think too much money was spent on a program that isn't going to work for our needs. Millions of dollars spent on this program, while benefits are being taken away left and right. I am happy I have my job and hope this is not a way to weed out people for upcoming lay-offs. I also think some of the questions were not yes & no questions. Some could have required an explanation (for me anyway). One last thing, will it ever be compatible with a MAC? I can't check my email or put in my time from home.

6117. Short turn around for entering end of pay period time is sometimes a problem. I work out in the field and often out of town and do not have access to a computer - must get some agency to let me borrow one. This can be stressful.
6118. I only have to enter my own time, not approve others' time. The system is adequate for that task.
6119. A WEEK DOES NOT SEEM TO PASS WITHOUT SOME KIND OF SCREW UP OR OTHER REQUIRING MANY MAN HOURS TO STRAIGHTEN OUT
6120. This system appears to be taking advantage of stat employees. Our longevity is being combined with our regular pay resulting in more taxes being paid , yet certain state employees such as those with higher education still get a separate check. I understand the state spent millions on the edison implementation and this at a time when state employees are unable to obtain raises and there has been talk of possible layoffs. This was not an appropriate time to start edison.
6121. I am a secretary/timekeeper responsible for doing the time for approximately 60 employees. I haven't had a lot of problem with the system. The only thing that bothers me is that everyone we need is not on our list and hasn't been since the beginning. Also, when there is payable time, I have to get someone else to log in for me to approve the timesheets that I am responsible for. Even the Director of the department that I work in does not have all of the employees under her name to approve that we need. We still have to have someone else log us in to complete this and sometimes this is needed to do immediately and we can't get to everyone any other way. Myself, I do not have a lot of problems with Edison. I think in most ways it is easier to enter time.
6122. see statements listed above. All the information is accurate. The State is continuing to loose money every day for a system that has currentlly cost millions of dollars and should have been scrapped 6 months ago. The problems are becoming more complicated and our jobs are for the employees of the State of Tennessee. How can we provide accurate service for our employees when we are working on Edison problems 37.5 hours a week. Our employees are suffering and Edison states the problem is fixed but I have over 400 employees where the problems are not fixed. These employees that are being

affected are employees who protect and serve the citizens of the State of Tennessee. How can they concentrate on their job of protection when everyone must have an income and with Edison, they don't know if they are getting one or not. It is sad to know that what we had wasn't broken but what we got doesn't work. I am sure all comments are going to be stores with no resolutions, however, maybe the news media are asking the wrong people the wrong questions !

- 6123. Edison is not user friendly. Errors are easily made. I get angry when my money is not there or part of it is missing. Bill collectors do not care that Edison messed up all they see are \$ signs.
- 6124. Edison does not seem user friendly. There seem to be a lot of little quirks that were not included in the training, that require a call to my department contact in order to resolve. She knows the quirks because she entered timesheets for 150 people before we started entering our own timesheets. It just seems like it could be very simple, but is isn't.
- 6125. Consecutive days leave requests MUST be requested for each day, instead of as a group of days. Inconvenient at worst. The system does have one component that is quite helpful: Edison is idiot proof. If someone still can't use it after two or three times of being shown how to do the same task, Edison proves who the idiots are.
- 6126. Edison does not pay what data capture used to pay. It should not be the decision of the system to make me flex my time if I work overtime and take leave. Also the longevity is paid on the same check as the regular pay and it is taxed more because of that. It freezes up all the time and takes a long time to "process".
- 6127. I travel with my job and the system dictates my schedule a little because the need to input my time and if I am sick I still have to come in to do my time. The systme is not very flexible if your schedule has to change at the last minute.
- 6128. I'm glad Edison was implemented, because I feel I have more control over my own information. I wish our agency would allow us to do more with Edison. There are several functions we are not allowed to use. I think it would make it simpler for everyone--less paperwork, less hassle--if we were allowed to input more of our own information.
- 6129. Why would the state invest time and money in a system that other states have had problems with?
- 6130. Edison is somewhat time consuming, specifically because our department enters time weekly, in addition to entering time on the 15th and the 30th. So thats at least 6 times per month.
- 6131. Employee Time was approved incorrcetly in my name without notation of who submitted approval. When asking for an explanation the Poweruser in my division remark was "That was one of the flaws of Edison" and shrugged it off as unimportant. I called the

help desk for assistance in this issue, have not received an answer to date.

6132. Training was non-productive. Materials were inadequate; trainers were unprepared for basic staff questions about the functionality of the system. Very unorganized and not helpful at all. Longevity changes are of course disappointing, but if this change had to occur then some temporary measure should have been done with this system that would have not implemented this change until the first of the year. It's unfair that someone in August 2008 got their higher longevity, but someone in October got the lower amount. This should have been a uniform change starting in January 2009. Spilt weeks are ridiculous and constantly confusing. The constant e-mails about how to process your time gets extremely annoying. Why is this system not capable of handling time the way that we actually get paid- bimonthly/monthly? Why do we have to submit our time weekly instead of bi-monthly/monthly? When we have to submit our time prior to working it etc. Leave requests: If I'm asking for a week off why do I have to request day by day. There should be a function that allows you to request a whole week off at a time. Only my supervisor and the designated department person can approve my leave. Why can't my director who is also above me approve my leave? My director is going to know more about my attendance than some designated department rep person. I enjoy the convenience of being able to look information up and to have other things more accessible to me. The bank function is nice; updating personal info is also very convenient. There are some nice functions to this system, but overall it does not outweigh the inconvenience and the frustration that this system has caused. And no way has it demonstrated that it's been a sound financial investment for the state. I personally don't understand how this much money could be invested in a system that can't handle some basic functions like the ones that I have listed above. I'm perplexed why we didn't try to obtain a system that was more of a custom fit to the State of Tennessee needs or at least one that was easier to make changes to.
6133. As with any new system, there will be problems. Because of the complexity of this system, glitches are bound to happen. However, it seems to be too complex. The State may be trying to capture too much information to the point that it is bogged down with too many details that still have major bugs in the steps. It is too complex and NOT user friendly at all.
6134. It seems to be very user friendly and once the bugs are worked out will be much better for the State.
6135. We are not allowed to enter our own time so we have to fill out a time sheet every 3 to 6 days, seems to be wasteful of paper and time.
6136. It took me a few minutes to understand what "Edison HCM" even meant.
6137. My 2nd Edison training was provided by internal administrative professional staff, not Edison staff, and was much more helpful than the boiler-plate curriculum of the first session. Internal administrative pro staff spend inordinate amounts of time reconciling and correcting Edison entries made by all the individual employees. This survey needs to

be weighted where these administrative staff's comments count for more than other individual responses.

6138. I work occasional week ends and worked the last week end of September when Edison debuted and Edison has yet to add 7.5 hours comp to my comp leave balance and I have gone round and round on this for 8 months now
6139. Even though we don't enter our own time, the procedures affect us, and the procedures are flawed. We are paid twice monthly, but time has to be submitted weekly. What kind of sense does that make? As well, my supervisor is spending too much time on Edison and when that is the case, he is not available for the duties only a supervisor can fulfill.
6140. It seems to be more time consuming than the previous system
6141. Kicking out direct deposits to paper form sent in the mail-continues to be an issue.
6142. The "batch processing" of time/leave entry makes for slow and sometimes confusing time keeping at the end of the pay periods.
6143. Under the old payroll system I could check and approve my employee's time in half an hour. I now spend at least 5 hours to check and approve time. This is not a step forward as a new system should be. Having to wait on batch updates are counterproductive. This was a step back in time instead of moving to the future. The Edison system was not adequately tested to go statewide before implementation. The system was riddled with errors when it started up and continues to make new errors.
6144. I do not like the fact that we do not get a printed pay stub any more. The way Edison shows our time annual and sick is not clear.
6145. I cannot print my earnings period. The system does not make the form in a printable format. I have not had a pay stub since Edison began and I really do not like that.
6146. n/a
6147. The Inova component has many very good aspects. I would, however, enjoy seeing the system be fine-tuned - perhaps have programming do a hands-on in some of the actual work environments.
6148. The system can sometimes be hard to navigate and it may take some time to find what you are looking for.
6149. I have not received my longevity pay for this year and based on comments I have heard I am concerned that my net pay will be less.
6150. So far, it has worked great. No problems or complaints.

6151. Extremely difficult to determine if monthly overtime payment(s) are accurate?
6152. The OT CalcLNG in reference to longevity if you do have overtime is confusing and made me look like I had overtime (when I did not) when I had to show my pay stub for child support issues and I could not explain it.
6153. I think that it was a HUGE mistake to roll out the HCM component with so many flaws; these should have been worked out beforehand. Problems with Reports To groups and trees that are still here. Complaints/reports of problems go into a black hole; it would be nice to know and be kept apprised of the status of these. PLEASE delay roll out of the financial component until HCM is fixed.
6154. None
6155. Seems problems are being resolved.
6156. I've not had much experience in Edison HCM. Only to view/print pay stubs, personal info, etc. I found it to be user friendly. I like the idea of being able to change/modify my own information.
6157. This system is not set up for our type of payroll. Time input should not be this time consuming and hard. Things that were told and promised in the beginning are not accurate.
6158. One of the main problems that I have had with Edison is that Time and Labor Admin does not run many times when it was scheduled to run, which causes exceptions to take longer to clear up.
6159. One of the things that really upset me about Edison was having my longevity check combined with my regular check. So far edison seems no different than the previous system. We have to turn in our hours worked to supervisor who then turns them in to the timekeeper who puts them into edison. I don't see how this is different aside from not getting a paper copy of a pay stub.
6160. The entire system could be a whole lot simpler. Remember, you are not dealing with a lot of M.I.T. graduates.
6161. The system is not user friendly
6162. I don't feel as there was proper planning and /or checking to see if this system would work for the State needs, the people in charge don't seem to have the answers for problems .
6163. Handwritten timesheets are submitted to the supervisor sometimes prior to the end of the time period. I do not take the time to check transactions in Edison to confirm that they are right; probably should, but I am busy.

6164. Good job, please keep going
6165. I FEEL EDISON IS TOO TIME CONSUMING AND DIFFICULT AT TIMES TO COMPLETE.
6166. High quality, reliable employees have worked long hours to prop up and correct numerous and recurring payroll issues. They have spent hundreds of hours in marginally effective training. Employees have been over paid, not paid and underpaid. They have been advised to wait for the corrections. In return, the administration has essentially labeled them as "old dogs." Jan Sylvis has told them they should retire if they don't like it. Interesting "leadership" on a \$100,000,000 project. The real problems lay ahead with the rest of the system.
6167. The Longevity Bill is not receiving the attention from the legislator that it merits. All employees need to have their longevity checks calculated separately from their pay checks.
6168. Based on my experience I feel the new payroll and benefits system is far superior to the old legacy system.
6169. SOMEHOW, THIS SYSTEM HAS CAUSED MY TAKE HOME PAY TO BE LESS THAN IT USALLY IS
6170. Edison has not been tailored to the specific needs of each individual department within the state of TN.
6171. The training was useless because the system did every thing for you there was not much hands on learning.
6172. I have a question about why my longevity was included in my payroll. It is my understanding that this did impact the amount of tax assessed and caused me to receive less. This may not be an Edison issue, but sharing anyway
6173. I would like to enter time semi-monthly instead of weekly. I don't like that if we make an error on leave request we can not delete it.
6174. As being part of Management, we have to approve payable time on Mondays unless a split week. There have been numerous times when we cannot approve time due to something not running timely. This does cause some issues.
6175. You would think that a company as big as Edison would have their act together before they sold the program. It seems that every new thing that we start takes for ever to get going. You would think that after six months that pay roll would be figured out.
6176. Weekly time recording while paid twice monthly is not a good mix. That was the advantage of the old system and should not be hard to implement in Edison. I supervise

12 and most of my problems are related to this 1 thing. Other problems that do happen but are simple to fix are employee forgetting to submit a leave request before submitting time or a flex worker correctly entering time.

6177. I keep getting kicked out. You put time in and it disappears. Entering time 4 to 8 times a month is excessive.
6178. There has been several different phases on EDISON such as payroll, Performance Evaluations and F-Max (maintenance request). None of them where and are still not working like they should and we keep adding new things to do. I am not sure where the problem is at but they are still not working properly as designed. It apperars that it has to be done the hard way which make the change more difficult than it should.
6179. My problem of my supervisor not approving my time seems to be a simple fix. I can't understand why they don't simply change it. The person that approves my time currently is 3 hours away and I have no interaction with them. To ask for leave time I have to contact my supervisor get permission then do the request in Edison. which then the person who approves it contacts my actual supervisor and gets permission from them. Seems like a huge waste of time, productivity, and completely undermines the whole point of Edison.
6180. The program is not very user frendly.Other states have tryed it and it did not work.It is a waste of time and money.
6181. I like being able to directly access my pay/benefits information whenever I choose. However, it seems we have to key leave more times in most months than should be necessary.
6182. The system seems to go down on regular intervals. We spend extra time getting time keyed in only to have the system down for a couple of days before time can be approved.
6183. I only see the end result of the payroll component and thus, don't know the time and labor savings that may occur. I'm a lifetime employee and as such, slow to change and accept drastic change to a system that, to me, has worked well in the past.I guess I have 'old dog new tricks' syndrome.
6184. As far as entering my own time, no problems. But, I am a timekeeper and entery time for 25 employees. I do have issues with that aspect of Edison. I received some training several months before start up, but just in the last month or so have been given more responsibility for entering time, working exceptions and approving payable time. Of course I'm backed up by the regional HR staff. There are a number of things that we seem to be expected to learn as we go. I can't understand why it is taking so long for our employees to begin entering their own time.
6185. I don't do too much with Edison - only my personal payroll. I have heard many many many complaints about the system's performance but once I got used to the system, it

seems okay. I like being able to view past paychecks and access personal information without having to go to the HR division.

6186. N/A
6187. I personally have had no problems with the Edison payroll system and find the ability to diversify my funds to direct deposits in up to three institutions a wonderful asset to the system.
6188. I haven't had any problems with EDISON. I'm paid on time and haven't had any pay errors. My reimbursements for daycare expenses (Flexible Benefits) are without error....even though it takes awhile to receive the payment. I haven't had any issues with travel reimbursements either. Overall, I'm really satisfied with EDISON and don't understand what the fuss is about.
6189. Edison system has been very helpful
6190. I wish these changes would have be done later when money was not such an issue. From what I understand, implementing Edison cost \$135 million. Much rather have raises then this!
6191. I think this entire project is a waste of money and time. The old system worked fine, never had any problems with payroll, or any HR issue. Now Edison causes problems with scheduling, purchasing, takes a majoority of my supervisors time, before payroll took virtually no time out of my schedule (or my supervisor's). Even purchasing tires for my assigned vehicle has been problematic. If my unit did not have an executive secretary who went above and beyond this would take up an unacceptable amount of time for everyone in my unit. As it stands, our exec secretary is making sure things run in an acceptable manner. Also, Edison has hampered our agencies investigative ability; and has actually slowed criminal investigations by making it very difficult to obtain operational funds. Finally, I take personal offense to being called an "old dog" by the F&A PIO. I have 13+ years of State service, and feel qualified to say that this system is flawed; and do not appreciate the input of my fellow employees being trivialized in such an offensive manner.
6192. direct supervisor can still not approve time
6193. Entered Beneficiary info but system does not save information.Claims take a long time to process
6194. Personally, I haven't encountered any problems in viewing information on edison. I haven't had any expirience in entering information.
6195. Edison has not improved efficiency in any way. I spend more time working with the employees time, leave requests, performance evaluations, and other things than I ever did before. In my opinion the State of Tennessee wasted their money when they

implemented this system. I'm sure it's made the payroll offices work a lot better, seeing as how we have to do everything on our end now.

6196. The Edison system is highly flawed. I do not appreciate being called an old dog that can't learn new tricks. I learn very quickly. The Edison system is not user friendly, I have noticed a reduction in my paycheck, and it has added one more chore to an already extremely hectic job. What is the point of paying someone who is supposed to be the time keeper when we are all in charge of keeping our own time? It has also added to the chaos of the admin secretary/timekeeper's job as she has to go behind each employee to make sure their time was done correctly.
6197. Some aspects of Edison that are not used as often; such as, Travel, overtime, and Comp Time are still unfamiliar to me. I will have problems when/if I have to utilize these areas.
6198. Having to enter your time in the system then having to have someone approve it and always having: the system is up, the system is down, the system did not run, everybody knows everyone's personal information. I think it/is, it/was, a waste of tax payer's money. There was nothing wrong with the old system. Maybe some equipment needed replacing but not the system.
6199. None.
6200. Entering time on the system and later finding that it has disappeared is disappointing. The amount is increased mileage and personnel time required to enter information in the system is greatly increased over the system used in the past. An employee should not have to audit every stub to see if it was handled properly and the employee's time and pay handled correctly.
6201. always concern about hitting enter, for fear of causing an exception. this gets confusion. Like with longevity I was confused about how to break down longevity and regular pay, not sure it was calculated correctly.
6202. There are more issues than have been asked about on this survey. Such as, I have trouble accessing the employees whom I supervise sometimes. They will appear under supervisors located in other cities.
6203. Every week there seems to be something new that comes up. Such as last Friday some employees were unable to enter their time into EDISON because the boxes were grayed out. Sometimes we enter on split weeks and sometimes we don't. I can't approve time when needed because time admin hasn't run. Time admin seems to never run when it is suppose to and when it does it seems to take a long time. I did not have any problems with the old system, with EDISON I call the bank every pay day to make sure that I check was deposited.
6204. no problem with edison HCM component. i hope/think all benefits and compensation have been correct. i haven't gotten any overdrafts from the bank anyway. my problem is

that the way in which we have to enter weekley time to our time keeper, many times twice a week, ex. last week Mon-thurs, then again on friday, pain in rear, especially since we have to keep up with our AL/SL now. I have always trusted my time keeper to do this and i guess i was just a little spoiled:) I also looked forward to my pay stub coming in the mail, now I honestly don't even look in edison, i just trust that it has been deposited. maybe i am just a little to trusting. also, i use to just email my superisor when i needed off, now i must email her and request in edison. seems very redundant. Just seems like things were more simple the old way.

- 6205. Edison is a big time consuming waste of money. Another example of how the state will spend more money on a less effective system.
- 6206. The time involved is so much more than with our previous system creating more work load.
- 6207. Edison can be time consuming for an employee who has never before had to enter their time and or travel. Ex I have access to a computer; however, a lot of state employees do not and to enter their time or expenses they have to get to a computer they can use and take the time to enter the information which takes them away from their work
- 6208. My comment is for the persons responsible for the emails that go out statewide. When writing emails please be aware of your audience and understand that not all members of that audience are in your area and are not aware of the things that you know. Be mindful of the tone used in the emails to prevent errors. Review email etiquette 101 and be mindful of the various groups of people who use Edison.
- 6209. I handle the personnel/payroll, timekeeping and benefits segment of Edison for our department. I have not personally experienced problems with my own personnel/payroll or benefits, but I have experienced problems dealing with the personnel, payroll, benefits and timekeeping for our department. It takes a tremendous amount of time to verify the payroll and benefits in Edison. We have the minimal functionality for timekeeping (thank goodness) because I would probably have to just move into the office if I had to verify the time entries on a weekly basis. Whenever an employee has an erroneous deduction on their payroll for a benefit, it takes forever to get cleared up. Also, whenever we have a problem or question regarding benefits, we have no idea who we are communicating with by email. As insurance preparers, we need to know there is a point of contact in Ben. Admin. I have experienced some time and labor issues that do not seem to make any sense. We are told that this new system will decrease the amount of paperwork, but I do not see that happening because I have to make copies of whatever I enter since I don't trust the system enough to process as it should. Lastly, the task profile that is associated with the distribution of payroll costs is a fiasco. In the legacy system, each position was tied directly to a cost center. If a personnel transaction occurred you did not have to worry about the cost center changing and the cost being charged to the wrong cost center. With the Edison system, that is definitely not the case! The departments were given specific instructions to set up task profiles and task groups for the department. We followed their instructions but are not happy with the results. The

instructions were to set up task profiles but a minimal number of task groups which serve as the default to the task profile. Because of the way Edison is configured, now whenever there is even the smallest personnel transaction, Edison changes the individual task profile to the default task group which is not the correct cost center. Therefore, if there was a personnel change for someone whose payroll was funded by local county or even federal funding, then Edison would change the task profile to default to the task group which is not associated with that individual task profile (cost center). As a result, payroll costs are being charged to the wrong task profile (cost center). Now we have to send a list every month of any personnel changes to the Edison folks in accounting to have them correct the task profile before payroll calculates. This is very time consuming. I would think that the state is losing a lot of money because payroll/travel costs are not charged to the correct task profile (cost center) especially if a department had a lot of federal funded or local county funded positions. We have asked the Edison folks to allow us to add more task groups so that we would not have to make the corrections every month, but they will not allow any additional task groups. There was a meeting with all the departments regarding this issue a couple of months ago and the problem still is not resolved.

- 6210. I seems to take more time to do an Edison Project.
- 6211. Despite the startup difficulties, edison is a vast improvement over the previous patchwork system.
- 6212. Our longevity check should be a separte check. I DO NOT like the way it is handled now.
- 6213. The longivity needs to be seperated into 2 checks like it used to be. With the 2 combined it takes your reg. pay to get the longivity.
- 6214. First, a few good things about your system. You can view your payroll, leave and attendance hours, and keep your with your individual personal data. Why does it have so many steps to do "one" entry. Why cant your systems request and approve on the same page. What with the idea of putting an ID number in the system for every step. "Think about it"! You only should put the number in once, and pull up each person information. The process is time consuming and not productive. Also we have to sign out in advance for cut-off days. Which only lead to a whole lot of errors. And if you make an error you can't correct it or delete it. You just have to leave the in-correct information out there.
- 6215. I think it works fine, obviously there are some start-up glitches which comes with seeing how everything is done versus how the program was originally set-up. I worked for BEC, and we used Edison. I found it to be very functional, however, I think one of the big things that I see is that people do not accept change, and are not "comoputer" friendly. Lots of the older staff members meet technology with resistance. I feel that once everyone accepts that this is here to stay and is more comfortable with the way it works versus "the way it has always been" it will work itself out. I think it is very helpful to utilize as much online information as possible...no loss of paperwork, altering

paperwork etc. As well, once individuals take responsibility themselves for checking their time etc. it will work just fine...errors will be caught in advance. As well, I believe in a whole, or at least in my environment if they had the "swipe" in capabilities with IDs that would possible eliminate any human errors. We had that it and it was very successful...as management we even were able to catch individuals signing in for each other etc. based on where they swiped etc. [NAME REDACTED]

6216. I feel that having to put my time in Edison, LADS, paper timesheet and then into the 670 from our surveys takes up a lot of time that could be better spent. Also I find it more difficult to understand my leave time as well as my payroll deductions.
6217. HAVING MY LONGEVITY INCLUDED IN MY PAY AND NOT COME SEPARATELY I REALLY DO NOT LIKE.
6218. The HCM system in particular is very frustrating - it seems to accept or not various attempts to enter time with no rhyme or reason. The ability to see leave credits as they are accrued in live time would be a VAST improvement. Current balances are at least one if not two pay periods behind. Training for other aspects of Edison show further inconsistencies - what you are being trained is not necessarily the final product to be used and is therefore outdated and unhelpful.
6219. I didn't worry as much with 3270 as to whether or not I was going to get paid and that all information would be correct. It has to constantly be monitored so the system does not kick you out.
6220. I do not like having to project my time for the remaining 2 1/2 to 3 weeks of the month. Almost every month my schedule changes from what I have already projected. It is very inconvenient.
6221. Overall the system seems to be working.
6222. I've looked up this programs performance record online and have discovered that most states\ agencies that have bought this program have dropped it after only a few years. I recommend you research a bit better. Improvements are fine but look before you leap.
6223. As managers, we must approve and reapprove time, as the modules sometimes do not update properly. The system is very time consuming. Having used PeopleSoft at a previous employment, I am aware of it's shortcomings. As workers lose patience with the system, it encourages people to input what is convenient (regular hours worked), rather than what is fact (annual days, sick leave, overtime). There is no reason to have leaves approved and then have to approve the time as well. Only exceptions to a work period (leaves or overtimes) should be done every payperiod. Regular time does not need to be entered, if there are no changes from the regular 37.5 hour week.
6224. I entered time and attendance using the CICS mainframe process for the first six months of employment at the State. In my opinion, the HCM method is much more intuitive and

extremely user friendly. It is a welcome improvement over the previous process.

6225. The system does not work well for employees paid monthly. To make the system work requires "gerry-rigging" your reported time. For example, if you are sick or have to take off after the "estimated" time due, you must say you were sick a day in the next month when you were actually at work. I think this affects the accountability of the system and the ability to adequately supervise time reported. Also, Edison still lists my hire date as one when I was not employed by the State. I did have a several year break in service, but the date does not reflect my 16 years with the state. I did receive the correct longevity payment so I assume the correct time is somewhere in the system.
6226. My experiences with this component are 2 fold, one on an individual level and two from a Human Resources Administrative level. From the individual level, I have not had any problems. From an HR level, having to correct errors, assist with training, ensuring that all exceptions are managed and payable time is approved, it leaves a lot to be desired. I trained the staff in my office so that they would have a better understanding of how the T&L system works. The CBT training for ESS was not helpful to them. The class room training sessions that I attended were not consistent in their answers to questions asked, and most trainers appeared to be in a hurry to rush through the material and not take time to answer questions. I understand that this is a new system, and that there is and will be start up issues, but the amount of time that it takes each pay period for myself and other supervisors is astronomical. It is time spent that the employees don't have.
6227. I feel edison is a gross waste of time and state funds. We are continually hearing about cutting back and conserving yet this garbage system was shoved at us. You never know what to expect from one week to the next about inputting time.
6228. The split work week remains a problem. In my opinion it might be helped by either being paid weekly or every two weeks.
6229. My comp time each month loses 42.7 hours for several days, then it reappears. I have copies on each week of my benefits.
6230. Prior to offering new services through edison, conduct more live testing. Little to no live testing was conducted, to the best of my knowledge, prior to starting edison. 2. Start new services with small segments first. Maybe through the live testing program. Then introduce the services to the masses.3. Change the training program. Good training allows employees to "play" with the system that they will be using. The edison training that was provided only allowed employees to enter pre-determined information. The training did not allow employees the flexibility and freedom that is required to truly learn the system.
6231. The problem with the time runs interfering with approvals. The problem with some of our supervisors not being able to view their employees time so that they can approve after 6 months. And our manager should be able to view all his employees' time.

6232. Problems I have encountered with Edison: Hard to figure out if overtime is being paid correctly. Since I personally don't enter my time I don't log into Edison on a regular basis, so my password could and will expire without my knowledge and I will be lock out of Edison. Can't charge correct time to a project since Edison has not been authorized to allow our group to be charging on that tx number so time spend on project will be placed on other projects. It's to easy to accidently charge time to awol instead of regl time. Instructions given on steps to take to correctly do Eevaluations where only half explained and thru Edison Evaluations or Iterims take up more time now.
6233. Treasury does not use the leave system part of edison anymore, but when we did it was not good, very time consuming as a manager and employee.
6234. The calculation of overtime is so complex that it is very difficult to understand. I also do not agree with some of the determiation calculations, such as the "future payment" statements.
6235. Taxed at a higer level on longevity pay since it is now received in our paycheck since being paid through Edison System. I was shocked by the deduction amount. I know this was done to help save the State money by writing one check but it is unfair to State employees. I feel we should be able to access/change more personal information. I don't understand why we are no longer allowed to fax/mail in employment applications. We are very busy and don't have a lot of time to apply through Edison while at work.
6236. It appears a great deal of time is wasted in comparison with the old system. Especially where it consumes a lot more of the administrative staff's time making sure things get done or resolved.
6237. The problems with the HCM module appear to be more caused by the procedures and how we're using the system rather than the system. We're entering time weekly instead of by pay period, and still doing paper time sheets.
6238. I supervise five employees. Only 3 are listed in Edison as mine. The other two are with another supervisor. Attempts to straighten this out have been numerous but unsuccessful
6239. As everyone is aware the system is not designed for monthly payrolls which seems rather weak for such an expensive and supposedly advanced system. The software does not appear to be customized for the state operations. It appears to be off-the-shelf without any input from the users of the information. Furthermore, the travel reporting system is very cumbersome. Reporting travel based upon random points rather that by address, such as a mapquest application, is not very accurate, and many of the point to point calculations are not correct on the system. I have encountered numerous point to point mileage calculations which are more that the distance between the points. The time it requires to report travel under the Edison system is longer for the empoloyee that the previous reporting system. Much of that time is determining points that will not overcharege that state for the travel. The deletion of data on the travel application has also caused problems requiring the data to be re-entered. Overall the system's applications appear

antiquated and the layout of the options are not very user friendly.

6240. This is very time consuming and costly. I feel the state has again wasted money that could have been placed into to man hours. I do not like filling out 6 time sheets instead of 2 bi-weekly
6241. System needs realtime leave balance updates or at least weekly updates. It is getting better. I think with time and working out problems this system will be better than the paper system that we had.
6242. I feel a system was purchased that did not meet the needs of our state. I feel very uncomfortable having to submit time before I actually work the time. Split work weeks are a nightmare.
6243. When Edison first came on line (there are still some problems regarding who can approve who), Supervisors and timekeepers could/can not approve/enter their people due to Edison has them under someone else. Also, you can enter someone's time and you go back in the next day and it's not there. I have entered someone's time up to 3 times before it would appear for approval. Alot of the exceptions on payroll were because of this problem. Also having to adjust the scheduled work hours every week on some staff. There are also too many steps (9) to enter time, especially when a person has leave and overtime. This program is too complicated to be time effective.
6244. Add Edison to another list of user unfriendly system's that are muddled through each day to get your job done. No, it's not impossible to work in, but it seems since it was just implemented in 2008, and not 1988, it seems it would have been made more time-efficient.
6245. One problem that I've had is: after I've submitted my time for the week, even though it is confirmed and shows that it's been confirmed, my supervisor will show that I've never submitted. And when I go back to the screen to submit again, it's ridiculous, because it clearly shows below that it has submitted and shows the itemized week's details.
6246. Edison system, in my opinion, was not the best fit for the state of TN. May have been the cheapest, but definitely not the best. Edison Management Team is a large part of the problem. There are individuals that made decisions on system configuration without input from the most qualified subject matter experts of the legacy systems. Edison refused to customize to agency business needs claiming it would be too costly. They tried to make the system more like the old. We're talking about HCM I know however, you wait and see how messed up Financials will be with the 3rd go live waive. Grants processing in Edison will be the worse nightmare of all! Consider yourselves forewarned. The project suite for the Edison System was designed for capital projects (like TDOT Roadway Projects) Not Grant Projects. It will be impossible for the system to accurately process, track, and report, federal dollars tied to grants, in terms of time/labor distribution. Especially, at the subrecipient level. "The functionality for this is just not there". Work arounds/crosswalks to make it work will be more time consuming and costly than the old

system. The majority of Consultants who helped configure financials, as well as HCM, have left Edison for other state jobs, or left the state altogether. They viewed Edison as (The Sinking Titanic) and refused to go down with the ship. These facts can be verified anyone who has left the project. I'm shocked that the Governor, allowed Edison to carry on with go live. Was he kept in the dark? or was he deceived? Virtually, everyone left on the Edison team are new and non-experts, and are clueless about the legacy systems and can't possibly teach Edison to agencies effectively. They are just puppets carrying out orders. "What a shame, and what a waste of tax payer dollars.

- 6247. None of the accounting codes match our office
- 6248. Edison is much easier then I expected , due to negative comments which circulated.
- 6249. I have not experienced any problems with Edison in regards to my time and my pay. However, I also have to approve time and am constantly having issues with the time for my staff.
- 6250. Keep personal:I would like for the "save" button to return to the timesheet. This was useful to keep up with my time. I do not like to keep resubmitting when changes happen with the work week.
- 6251. Someone - "UP HIGH" should check out every phase of Edison and compile a handbook with easy-to-understand instructions on each person's responsibility, such as employee, timekeepers, approvers etc.
- 6252. None
- 6253. As a timekeeper, I feel it is imperative to have realtime update information. Waiting for time admin to run is ridiculous.
- 6254. Most state employees are not opposed to change, but give us something that works correctly and give more and complete training. In the sessions I attended, the instructor every other statement, was but the State of Tennessee is not going to use this feature. Why teach it if it is not beneficial to your job.
- 6255. Environment is not conducive to negative comments regarding Edison. The Edison people interviewed on TV as much as said that the people who had complaints were backward or didn't know what they were talking about! People in office are having problems with AL & SL not being correct - problems with insurance payments not being met although taken out of paycheck, tremendous amount of time is being spent on timesheets, timesheet info is not being reflected in a timely manner, must often resubmit 'lost' timesheet info, ect...and if we say anything, the people that are responsible for Edison make us look like we don't know what we are talking about -
- 6256. I PERSONALLY THINK EDISON IS A BIG WASTE OF TIME AND MONEY ON THE STATE'S PART AND THAT MONEY COULD HAVE BEEN USED FOR MUCH

MORE NEEDED THINGS. NOTHING WAS WRONG WITH THE OLD SYSTEM AS FAR AS I CAN TELL. IT IS A LOT MORE TIME CONSUMING FOR THE TIMEKEEPERS.

- 6257. The HCM part was difficult. The payment of invoices part of this is impossible.
- 6258. it takes to much time to do anything with this system. When it is started I think the State will shut down.
- 6259. Time had to be entered multiple times. Times entered are not what appears to be approved. Moving the ending of the first time period in Feb from the 14th to the 15th is a programming problem. The flexible benefits component is not correct. The transportation component currently comes out of dependent/child care. Twice in March, data was submitted by multiple people in one whole section (print screens for proof) but did not show up for supervisor approval. The online training prior to Edison launch bears no resemblance to the components actually rolled out. Staff are pressured to enter all data and approve all data, and 25% of the time Edison doesn't run on schedule. A supervisee and his wife (both State employees) did not get paid for a month (2 pay periods) and their insurance and 401(k)'s were not paid. When the head of Edison gets on the TV news and states that "you can't teach old dogs new tricks," it is demoralizing, especially when many of the people using Edison are experts and have still had trouble with Edison. The online training module required prior to Edison launch should have looked like the Edison that was launched. It was a waste of time.
- 6260. The time that it takes for "Time Admin" to run (payroll), takes entirely too long.
- 6261. The amount of time to enter, approve and modify time is at a minimum 3 times more difficult and time consuming. There continues to be times when doing the job is simply not possible because the system won't cooperate.
- 6262. I have 2 complaints: 1) I do not like our long geivity and our regular pay check put together 2) when I try to print off my pay check it does not print the whole check, it cuts it off on the side.
- 6263. Between entering my own time and "trying" to apporve the time of those employees I'm responsible for, it's taking more than double the amount of time as before. Many times something isn't working on Edison's side and I end up having to check back multiple times daily until it's working again and I can then complete my work, not to mention sometimes having to complete it twice because Edison didn't capture changes the first time. It is VERY frustrating. How I long for the days of 3270 !!!!!!!!!!!
- 6264. I am also involved in the Accounting portion (Inovah) and We have been since the first wave. The REAL problem is not "systems issues", but a lack of concern or training by Edison Personnel. We've (TDFI) had a "cashiering issue" that took NUMEROUS e-mails (with screenshots of the problem) and it took at least a month before ANYONE at Edison would come to view the problem 1st hand. Once here, and viewing the problem

for themselves, it was readily agreed, that it was a software issue, and it is now being addressed. This may be the main problem. There will always be "teething" problems, but I feel Edison prefers to label an issue "user error" rather than investigate to verify. I would recommend a "SWAT Team" for Edison. This team could be used to go out to sites and observe the problems 1st hand. If it is a "user error", it can be identified and corrected "on-site". If it is a "systems error", then likewise it can be seen and addressed. Edison cannot operate "remotely", some "hands-on" and direct involvement training will be required!!

6265. I HAVE TROUBLE ACCESSING AND I HAVE SEEN ONLY 3 TO 4 OF MY CHECK STUBS. DON'T EVEN KNOW IF I HAVE SICK OR ANNUAL LEAVE AND NOT EVEN SURE I'M BEING PAID.
6266. With the state in a so called budget crisis, why spend 100 plus million dollars on system to replace a system that worked fine without the problems that are being experienced now. Also, instead of listing overtime pay and hours in 1 simple line, its broken into several different lines that don't make a bit of sense. Edison is a big waste of money.
6267. very good system.
6268. I miss getting a letter in the mail so I remember to put my pay in my check book. The training on the computer didnt help at all but my supervisor came and showed me what to do and that helped. The computer training we received by e-mail seemed to be more look at us, we did this program, we are proud of ourselves, instead of actually giving training that helped. My viedo did not even work correctly and it was easy to walk through what to do when it was popping up the next go here screen but the real system does not do that. I think you should have persons who are not comfortable with computers (as we think differently than persons who understand computers) have imput on what would help them the most. I feel the more computer educated persons making the programs do not realize that some basics are not known by other. Also I do not like putting my time in by noon and guessing when my out time will be. I still do not know if all my annual leave time and sick leave hours and comp time was pulled over correctly or not but I know it is probally close if not correct. I have a hard time on some fridays getting back to the office to put my time in by "the close of the business day" if that is considered 4:30pm or does it mean my close of the business day which may be after this time. I can do the edison system but hope it is not one of the things that keeps chainging over and over again as I have work to do and do not like having to worry about my pay check being there. I honestly have not checked anything on my paycheck to see if it is correct as I can pay my bills with what I have received and I am happy to have a job close to my home. I hope that this program does in the long run save money for the state but the state has to pay me more to do my time than they use to. I am getting faster though. Eventhough it may have cut cost in one area I wonder if the same amount of work is getting done by others or not. I hope the travel system saves time but I have my doubts unless the training is improved.
6269. I have no problems, because I have not entered my time. This is because the fewer the

people entering data the faster the problem can get fixed. It has been eight months that the payroll part has been up and running and still our Personnel and selected user are the only ones that enter the payroll data.

6270. The problems I had were just the normal problems of a new system and getting to know it. I can access alot more personalinformation on Edison
6271. As Timekeeper, I experienced limited access to my staff. I could not see all timesheets until recentally. In beginning I had problems seeing leave balances and having system saving imputed data.
6272. In regard to the following question which appears on this survey, I believe the correct answer was omitted from the list of possible choices. Question: From your perspective, do you think the problems experienced with the Edison HCM component are typical start-up matters or more serious?Correct answer: The issues are a result of a poorly designed program which provides an awkward, cumbersome user interface and employs outdated data processing methodologies. These design deficiencies result in considerable aggravation and frustration for the users and time-wasting and money-wasting inefficiencies for State government. Apparently, the system employs batch processing data entry (outdated) as opposed to real-time data entry (up to date). In batch processing, data entered into the system does not go directly into the database. Instead, the data goes into a holding file. Later, a program is executed to post the data collected in the holding file to the actual database. This is a methodology which has little place, if any, in modern database management systems.Indications are that Edison was designed by mainframe professionals. By mainframe professionals, I mean programmers/analysts/administrators who have spent years working with mainframe systems and have never fully made the transition to PC/LAN computing and have therefore, failed to learn to appreciate its advantages. They believe that the programs and methodologies used in the mainframe world are just fine because that is what they are used to, and besides, that's the way things have always been done. They believe this in spite of the fact that the mainframe way of doing many things is "primitive" in comparison to that of modern systems in the PC/LAN world. Furthermore, indications are that the persons who evaluated and approved this "off the shelf" set of applications for purchase by the State were mainframe professionals. As an information technology professional and a former PC/LAN database management system programmer/analyst, it is difficult for me to imagine that anyone with a firm IT background in PC/LAN computing systems familiar with current database applications could have approved and recommended Edison for statewide implementation. I have also worked as a systems analyst on a mainframe system and been a user of numerous mainframe programs.I have taken Edison training courses in the classroom and online. The training pertained to inventory management and purchasing. While participating in the training, I found Edison's functionality weaknesses and poor design to be constant distractions from the subject matter at hand.Thank you for conducting this survey and allowing me to participate.
6273. For TDEC employees, especially the Division of Air Pollution Control, another Task Profile code needs to be automatically populated along with EN0000277. The other code

needed is EN00002963, which we have to populate manually.

6274. The system is set up for weekly calculating and keying and since paid twice monthly this creates more work and payment adjustments. What is the rush since after the pay period ends, we are not paid for at least 15 days?
6275. When we first started using Edison, we were told that Time Admin would be run twice daily and we are doing good to get it run twice weekly. I have constant exceptions on my time and sick and annual leave. It is bothersome to have exceptions on my time almost every week.
6276. Terminated employee should be Inactive exactly on the day of termination. Three/ four months prior terminated employees are still getting pay checks thru Direct Deposit. Which is ridiculous.
6277. It is very difficult to have to key your leave on Friday for the week or sometimes twice a week. You end up having to work over on Friday and this time is lost or you need or want to reschedule time and cannot as it has already been submitted early that morning. You should only have to key once per pay period. Having to request leave before hand does not seem right as half the time this leave is taken and then requested. Edison would work much smoother if you did not have to do this. Leave has to be approved verbally by the supervisor to be off anyway.
6278. We have had a great group to help us and explain any questions, our HR person and another keyer who taught the others, they really latched on to this process and they are really to be commended. It hasn't been easy for them with all they have had to deal with but they have done a great job.
6279. I feel that the whole process was too complex for people who were not used to keeping their own time. I also did not like having to report time for the entire month in the second week of the month. If you had to take leave it made it much more cumbersome than before.
6280. This survey is bogus! It only deals with payroll and not the Edison program as a whole. Of course, we know it will be pushed through no matter how bad it works. As for the HCM part, we are all afraid to make changes of any kind, even to take out more for 401K or taxes. We have witnessed first hand, NOT HEARSAY, people who didn't get paid when they made the slightest of changes and that terrifies us. But that wasn't on the questions. I suspect to make this survey look good. No one can explain to me why the state of Tennessee is so arrogant to think we can make a system work when at least 4 other states have scratched the program. To the common folk, it looks like someone is pocketing money while pushing this mess on us to make it work. I dare them to come down to our level and see if it's old dogs not wanting to learn new tricks, or if it is what it truly is, a Private Sector program that is not meant for government use. The wellknown longevity problem is stupid and the many other problems I just really don't have enough time or space to list are not worth the hassles. Of course they weren't included on this

survey. So what do my comments matter? You all want the results to look good. But in the end, Edison will still be more problems and cost more money than it's worth. As I said, Edison will be pushed through no matter how problematic it is.

6281. The problems I have seen are with data coming out of the Edison HCM component. In my accounting work in allotment 345.70 some staff have been charged to a different allotment code in error. There have been numerous employees that have been charged to wrong cost centers after interfacing with STARS. Also some employees have been charged 79% to one cost and 21% to another cost center neither of which the employees work in. This issue seems to have baffled the Edison Team who we have been told have been working on the problems. Some program areas have not been separated out like they should be. Monthly expenditure reports that go field supervisors are totally inaccurate in regard to salaries and benefits. We are slowly going through each payroll on STARS and determining what corrections need to be made. Some have been submitted to F&A Accounts but we are told we may have to do cost center corrections the rest of the fiscal year as some problems may not ever get corrected in Edison. Initially the Edison structure was not correctly set up. Neither the front line fiscal directors nor senior accountants had any input on the front end. Additional location codes have been added which should have been set up on the front end. This has helped some. We have a long ways to go before I will be comfortable with Edison data that is interfaced with STARS. We are not scheduled to go live with the Edison financial component until 7/1/09.
6282. Edison is a better program than the old system. As with all change, it is hard. However, those who are working closely with Edison should have had time to work the system and still feel the security of the old system. Totally deleting one program and giving individuals another that does not work right everytime is bad for moral, and it allows individuals to degrade the new program.
6283. no
6284. In Edison the system is workable and some problems will occur. That's with any system out here today. Nothing is a 100% but give the new system Edison a try.
6285. While I have not personally experienced any issues in HCM, I have spoken personally with individuals that had issues with late payment, inaccurate payments, etc. However, the procurement and financials and logistics phase is another situation. It is very obvious that a thorough due diligence of the purchasing and accounting processes was not taken into consideration in adopting and modifying the Peoplesoft Modules. At this point in time, the limited resources from the current Edison staff are far from adequate to handle mounting issues.
6286. I do not feel that the Edison system is user friendly. It is very difficult to navigate in my opinion.
6287. I feel Edison is user friendly not ENTRY FRIENDLY.

6288. I think that Edison is a quick efficient way to turn in my work hours and check on my benefits. It saves use of paper and delivery of mail. I guess it's all good unless the computer system goes down.
6289. Current problems relate to the choice by our department/agency to have "centralized timekeepers" enter our time into the system rather than let each individual enter their own time. Supervisors don't have access to what's entered into Edison by the timekeepers to check for errors before the paychecks are generated and the leave balances adjusted. Under the old system, supervisors had to go in and approve what had been entered by the timekeepers so that they could check for any entry errors/problems and get them corrected before the paychecks were issued and leave balances adjusted. If we're going to continue to have a centralized timekeeping system, then I think the old system was better than the new for catching mistakes before they were processed on through.
6290. THE MAIN PROBLEM I HAVE IS OUR TIME ACCRUED EACH MONTH. IT USUALLY TAKES A MONTH FOR THIS TO SHOW UP ON EDISON AFTER IT IS ACCRUED. THIS NEEDS TO BE REMEDIED SO BALANCES WILL APPEAR CORRECTLY IN A TIMELY MANNER.
6291. I spent too much time managing leave for employees.
6292. When Edison was initially implemented in September 2009, we were given the opportunity to go in daily and save. Now we do not have that option. I preferred to have that option so, I could keep up with it on a daily basis. Thank You.
6293. Personally, I feel like Edison takes up more time than I had to spend on data capture. It is a complicated system even for people who are computer literate and there are some key pieces that seem to be missing. an example is that I should not have to check Edison every day for leave requests, it should notify me if my employees put a request out there. Minor things like that would have made it more convenient. What I used to spend about 30 minutes doing every 2 weeks now takes me almost half a day.
6294. I feel the system was not properly field tested before it was implemented. There have been too many changes and adjustments made. The emails alone have been tremendous. The training was not sufficient and was too late.
6295. Training was very poor. Trainers flew through the information not really teaching, just reading material; the written material you take back with you is cumbersome and not very helpful; follow-up training would be very useful to answer questions that no one seems to know on a local level. Next time, use instructors who know how to teach.
6296. There appear to be a problem when trying to print previous check stubs. Also I feel that I should be able to print out my W2 for tax purposes instead of having them mailed taking a chance for it to get into the wrong hands. It seem more secure to me. I also feel that anything pertaining to my personal information I should be able to have access to it on Edison.

6297. I believe the problems with Edison could be resolved if the appropriate staff were involved to fix the system & were dedicated to do so.
6298. The most recent problem I have encountered was needing supplies that were delayed due to ordering problems through Edison.
6299. staff submit time one day, it is approved and gone the next day. time has to be re-submitted
6300. I can perform the necessary task in Edison however, I would also like to know and understand what I am doing. Some how I get the job done but I do not truly know why some of the function I do that I just do not know why I did it.
6301. Rescheduling of overtime is a huge problem. It is very difficult to guess how much will be put in sick and annual leave taken. Not only that the amounts that are taken from comp makes no sense. Sometimes they take 1.2 when you have overtime of 3.0 and put it towards your leave. Explain that! How can we know how our comp will be used by Edison? I spend twice as much time in Edison as I did the old system. The timekeepers are in Edison several days a week and spend time making sure my time is correct.
6302. We are having to project time, sometimes two or three days ahead of time, so time can be entered. This is difficult because of the nature of the work we do. We do not know how long a meeting, home visit, etc. will last. There ends up being a lot of going back and making corrections. This seems redundant and a waste of valuable time!
6303. As with anything new there will always be problems. I have not as of this date had any problems with the HCM portion of Edison. I also understand that the Travel Claim part works very well. But there is always something that just doesn't fit. The part that I work with is the Procurement Module. Before we went live we went downtown for "training" it was not useful training, it was an introduction to the different parts of the system, not how to use them and certainly not in the way we must use it. The system is not user friendly. It is cumbersome to move around in. If you have started to enter information and realize you need other information that you will need to go to another screen to find, you can not pause what you are doing and go back to it when you have your info. You lose all you had already entered. There are so many steps to doing anything, you also spend a lot of time searching. There are search tools, a lot of them have choices i.e. "begins with" "contains" "=", etc. We pretty much just use the contains one, but the default is begins with, so each time you have to change that out. Now that might not sound like such a hard thing, it isn't hard, but it interrupts the flow of things. It is difficult to set up a pattern of how to do things. To issue a purchase order in the past took only a few minutes, now it takes 30 minutes or more. We want to do our jobs, but it is very difficult with the new system. F&A has given some workshops that were helpful, but at times you feel as if you are drowning.
6304. LACK OF ADEQUATE TRAINING TO EMPLOYEES

6305. I have been treated so great since my hire. It is a fabulous to have immediate access to bennifits and such. I love the ease of requesting time off, and look forward to being able to complete my own time. Our manager [NAME REDACTED] is a wiz at helping us and makes sure we are current and trained. Thanks for all you do to keep us modernized.
6306. Edison is a purchased application with generic features and processing meant to apply to a wide audience. This, generally, requires more adaptation by customers.
6307. I have been involved with about three other computer start-ups over the last 20 or so years with another agency. They have all been similiar in that they were implemented with high expectations and all fell short of those expectations. Programmers worked to fix what problems they could and users altered their 'way of doing business' to compensate for the other shortcomings. When it was all said and done, the systems worked better than the one it replaced and business continued.
6308. My beneficiaries are not on file through Edison, and I am not allowed to go in and update information. As far as training is concerned, there was no classroom instruction at all by the appropriate persons. The only training I received was the self-training on the computer.
6309. I fail to understand the rationale behind being forced to use this System. I was perfectly ok with the old system that everyone was already very familiar and, for the most part, trouble free.
6310. Edison would not let me enter/see my beneficiary for my life insurance/benefits.
6311. I would like my longevity check to be separate from my regular pay check. It our timesheets, our Task Profile ID has some SA00000009 numbers that we are not suppose to use in our search list; it would be better that these not be included if we shouldn't use them. When we put in a Sick Leave (SL)and then our appointment gets cancelled, we can't cancel it in EDISON; it is just out there. It seems as long as we put in the correct time, that this doesn't hurt our paycheck.Otherwise, good job!
6312. I and other people I work with would rather have our longevity checks separate from our pay checks.
6313. I have not made any complaints. Any problems (accepstions)that have occured have been handled by my spervisor and my time keeper promptly.
6314. My only frustration with the Edison system has been that we were provided training prior to implementation, and since have not been entering our own time into the system. I would prefer that the training would have been completed at the time the system was implemented, knowing that it was working or would work correctly, so that additional training would not be needed to cover everything we learned in the first round.
6315. Start up issues are to be expected and it would be unfair not to allow for that. However,

this program could not exist without computers and that "dependency" itself is an issue. The split week is also very confusing and at times annoying.

6316. Edison is a good system to encourage employees to take personal responsibility for leave, attendance and benefits. However, some items are labor intensive such as split work weeks which require entry and approval of time twice in the same week. Another item which needs to be addressed is the lack of back up systems for approval. County supervisors should share access for employees so that approval can be completed should one of the managers be on leave. The same holds true for FMD1s. Although training was received prior to Edison, it was an online training and there was no followup to initial training which would provide a refresher for problem areas. As we move forward to performance management and travel reimbursement, supply orders, etc. we need to make sure that Edison is programmed to handle these items efficiently.
6317. The staff should be able to set defaults like first shift and change it when necessary. The computer has sometimes changes shifts and program assignments after I have approved them for an employee and I was told I did it wrong.
6318. I wish you had asked questions about the financial part, as well. It's even worse. Reports are not coming out timely, and when they do, they're not accurate. Financial data is difficult, if not impossible, to reconcile, and not always accurate. The biggest single problem with Edison is that a lot of the people developing the system are not at all familiar with state government, and have no idea how it works. Government cannot be run like a business, since we are not in the business to make a profit, and when times are tough, our services are even more needed by the public. Trying to take a software product that was developed for private industry and making government fit it, was a poor judgement call, in my opinion.
6319. I feel this takes much more time than the previous system to present time and attendance to clerical. It requires submission of paperwork much more frequently than 2 X per month. I also feel there is way too much personal information on the system.
6320. This program was not well thought out and the old system was alot better. Waste of money!!!!
6321. More hassles than benefits. Constant chaos.
6322. The money spent on this system could have been saved. We purchase many people software without completing a total research. We had a system in place that has proven to benefit every employee from administration to the janitor.
6323. My own personal information goes in easily. To input information as a time keeper is another matter. It takes a great deal longer to do the time sheets now than it used to - probably double the time.
6324. In my experience with Edison, it is refreshing to be able to go on and check your

insurance coverage and accrued time... Other than that, Edison isn't any more advanced than doing the timesheets on paper.

6325. The financial part is really terrible. It takes so long to get anything done, whereas in the old system it was just a matter of keying it 1 time. The consultants that were supposed to train us did not know anything about state bookkeeping or the old system. Since April 6, 2009 I have only gotten a couple of jobs completed, mainly because the process is so long it's very hard to remember which steps are next. I don't see many state employees learning this system for what they are paid.
6326. The "classroom" training offered on the Edison system was fairly useless. Nothing was covered there that couldn't have been learned from just going to the training website. Please consider having useful training for future Edison releases.
6327. I spend a lot more critical time approving leave, time sheets, performance evaluations, etc. than under the old system. Approving time as much as two or three times a week instead of bi-monthly just to have EDISON lose it and then I get to do it all over again. When will this cease?
6328. I believe that the approval process needs to be changed to end of pay period instead of each Friday of pay period. The every week approval puts a huge burden on a director/supervisor who is so busy, especially during legislation, that they do not have a minute to do anything but legislation is a problem in my office. If the director/supervisor had to approve leave requests on last day of pay period and then approve timesheets on day they were due at end of pay period, it would be much easier and less stressful.
6329. It takes a lot of time for our unit's timekeeper to get data entered the system for our employees. Once in the system I do not have a problem with doing my approval. Therefore system does work but maybe as time goes will get better in the future.
6330. It takes more time, even after 6 months, to enter time and leave requests than it did before. I can't really see any of the real detail in my benefits-there's only a list-so it's not all that helpful
6331. There was, and likely still is, a condition where it does not follow published guidelines for when annual leave can be used before compensatory leave. In one pay period the system changed my input annual leave to comp leave. This change caused me to have excess annual leave on my anniversary date which was rolled to sick leave.
6332. Longevity pay should be separated from regular pay check.
6333. I feel that the split week procedure is cumbersome and creates problems. Having to deal with reporting process twice in one week is invasive to my work flow. Once a week is fine- every Friday- puts my employees in a pattern and can be dealt with, but the split week is difficult especially if I have employees that have been off. Since we get paid semi-monthly, I feel like this should have been accommodated when setting up a system.

Other than that, I like Edison. I hope the next phases accommodate our real needs more closely, rather than us having to "tweak" the system to accommodate the systems needs.

6334. I feel the Edison timekeeping was brought up too fast. They knew there were problems but still went live. They should have phased the small departments in first then brought in the large departments one at a time. Also, they need an indicator (pop-up notice) on the timekeeping portion to let you know if all fields are not entered or are incorrect. Why do we need to fill in hours worked? Can we just enter the leave taken or overtime hours? We spend more time on this system than we did data capture. I really thought this system would be better and more user friendly and most of all less time consuming. I hope they consider phasing in the purchasing portion/financial segments of Edison by department instead of bringing everyone up at one time. Also, I do not see how Neo-Gov in Human Resources has improved service to current state employees or potential employees.
6335. Training has been a big issue in that I do not feel there was any direct training prior to or after the implementation other than the CBT which did not allow for direct question and answer time.
6336. other complaints should be dealt with
6337. I use the system to view my payroll account for the most part. If I feel an error was made, I will consult with the person that is keying the information and try to resolve it on the local level.
6338. EDISON SHOULD HAVE HAD A TRAIL RUN BEFORE BEING IMPLICATED. IT HAS THROWN EVERYTHING OFF. I DO THE ORDERING FOR MY DEPARTMENT AND WE CAN'T ORDER ANY SUPPLIES BECAUSE EDISON IS NOT WORKING.
6339. I supervise two co-workers and I have never been able to approve their time. I've reported it numerous times and still have no resolution.
6340. Initially it seemed everyone was in a quandary about the system instead of giving it time to become familiar and work out the kinks. It seems now people who have to work with the system have settled in with it.
6341. With Edison I can take care of my personal items, i.e., taxes, change of address, insurance, etc., myself without going to someone else who may forget to fax info or put in the wrong info after I leave their desk. And, travel is paid quicker.....
6342. The Comptroller's Office is paid current which can cause a majority of the issues identified.
6343. I believe most new systems come with a learning curve. In time as we become familiar with the program, I believe this system will meet the needs of all state employees.

6344. It would be best to go bsck to 2 weeks time entry instead of weekly....this will minimize errors.
6345. Because Edison appears to be a program originally written for persons who were paid weekly and now has been poorly adapted to a work force that is paid monthly or bi-monthly, we are required to submit time for days in advance of the days actually worked. For many months after implementation, the "R" groups which delineated the employees that I supervise were grossly in error. According to Edison, I was supervised by someone in another department in another city of our state. Periodically, my time inputs and time inputs by employees that I supervise will disappear from Edison and will need to be resubmitted. Additionally, my time inputs and those by employees that I supervise are divided into numerous codes which are undeciperable. In general, I spend more time inputting time and leave and correcting errors in Edison than I did in the previous system.
6346. I believe we spend more time doing time in Edison than we did prior to having Edison. Also, we can view our own personal information but cannot change some of it.
6347. I did my training via email instructions on how to get in the Edison's system and enjoyed the process. I think it was well planned and executed so that doing the reviews was an easy process.
6348. The Leave Balance is never current. It seems to be about 2-3 weeks behind reality. It is inconvenient as employees need to keep record of time taken and adjust leave balances to know what time is available at any given point in time.Our Department will not allow employees to enter our own time. We did all the training and are not permitted to use the system? We still are required to produce a hard copy time sheet and submit it to the new 'time clerk' who enters the time. The time is then approved by the office manager. It seems like Edison has created this new job in our office. Also, the office manager is very stressed out about Edison and often times complains and rants about its' inaccuracy of assigned employees to the group and lack of flexibility and the failure of those in charge to acknowledge the problems of the end user until the problem is exposed at their level.Personally, I have updated bank information and the change occurred accurately within one pay period which I think is a good response time.
6349. I have been completly satisfied with edison. It has been very user friendly and i have not encountered any problems with the system.
6350. I WISH THEY WOULD SEPERATE THE LONGEVITY CHECKS IT SEEMED TO SHORTEN MINE BY AT LEAST \$200.00
6351. So that all state employees are on the same system, I feel that monthly paid employees should convert to bi-monthly pay periods.
6352. None
6353. The issues with Edison are ongoing, and very infrequently do you hear of their resolve.

Employees come up under different supervisors, and we are told to just approve them all or someone may not get paid. Is that really effective? Approve them all? Definitely not the management style I have learned with my 3 degrees. It has been discussed that this system has been used by other states, under a different system name (not Edison) - and that those states abandoned the system due to problems, please research that (research really should have been completed before hand); if that is the case, the state needs to reconsider its decision in using Edison.

6354. I did not like the longevity being one lump sum with my regular pay it was all taxed at a higher rate.
6355. The Edison system started without adequate reports being available for use by management and accounting. These reports are not available now.
6356. the only advance training i received was the confusing training on the computer. have had no personal training and have had to muddle my own way thru the processes. no one has any answers and do not appear willing to help. feel isolated with no one to turn to. did not know there was a complaint resolution process. Edison takes away a lot of valuable work time. i have no trust in my limited knowledge of the system nor of anyone else's.
6357. Edison takes so much more time, both as employee and as supervisor, than the old system. The almost constant threatenings of "Lockout" (even though payday may be nearly 2 weeks away), and "Exceptions" that must be resolved now. There are complicated processes to have to go through for the Performance Evaluations and Interim Reviews. Only one supervisor-level up from an employee can see that employee's time, so if an employee is on vacation, or they are in the hospital, and their one supervisor fails to put in their time, the employee might not get paid (there needs to be someone overseeing that each employee has time entered, and notify someone "in charge" of that office so each employee will get the pay they worked for).
6358. it took a while to find the right person to resolve my particular problem, but once i did, the resolution was fairly swift.
6359. It would be nice to have a layout of pay, and how it is actually calculated. It's difficult to know if it's right or wrong.
6360. As a supervisor of more than 15 state employees, the Edison system is so cumbersome and user unfriendly that the time management/ approval process that previously took 2 man-days per month now takes a minimum of 8 man-days. I am no longer able to actually supervise my employees because I no longer work for the state--I work for Edison! The program is fatally flawed generating exceptions where there are none; sometimes after all exceptions have been cleared. The advance training was a joke because the rules for entering time and requesting leave or overtime change so often that no one could possibly keep up with them. And the approval process for managers is a total nightmare! A manager should be able to access an employee's time, leave requests and overtime requests as well as earned leave balances from one window and not have to

re-open another window for each piece of information, then scroll through 250 names to locate the 15-20 employees he supervises (arranged alphabetically by FIRST name- half of my employees are not known by their first name!) and then re-open the approval window and again scroll through 250 names to re-locate the employee you are trying to approve, only to have to close it again to locate another bit of info by the same absurd, time-consuming and illogical process and then try to return to the approval window. The Edison program does not capture the information I need to evaluate what my employees are doing. I need to know the specific hours of the day or night that my employees are working- not just the total hours worked or taken as leave. I think Edison might work if all employees worked mon.- fri., 7.5 hours every day and only performed the same routine tasks daily. The program cannot work for field employees and their managers who work very irregular hours, weekends and holidays and seldom have a workweek that is exactly 37.5 hours and perform a myriad of tasks, each of which has to be coded to a particular budget. I resent the responses from Edison that their system is working fine and it is the employees that do not enter the information correctly and the statement that "the problem is in trying to teach old dogs new tricks." My employees have struggled with conflicting instructions and inconsistencies (the exact same input from different employees in the same job classification generates exceptions for some and no exceptions for others when the data have been entered correctly in each case.) The actual costs in time for my employees to enter their data would be less than pre-Edison IF Edison actually worked like it was supposed to; However it does not work for my employees and the time costs for the manager's approval has increased to a level that prevents me from doing the other duties I am tasked with in my position. Edison should be scrapped!

6361. Edison needs to be improved. Some features need to be adjusted; such as the supervisor's time approval. Only a few days automatically come up instead of the entire pay period. There was a time I missed approving a day because I was approving only what came up and not using the manual adjustment for the entire pay period. More time after the pay period ends to input and approve time would be appreciated. Time entered sometimes disappears and must be entered again. This has occurred to my co-workers several times. One time Edison rejected all of my time and sent a message "Time rejected by Edison" after my manager had approved all of my time. If a mechanism was in place to solicit and review input and periodically make slight adjustments to the program it would be appreciated.
6362. THE SYSTEM LISTS NO BENEFICIARIES FOR ME AND I HAVE NO IDEA HOW TO GET THIS CORRECTED TO LIST MY CHILDREN AS MY BENEFICIARIES
6363. The only trouble I have with Edison is when I have to report a holiday or annual day, I am out so little, that I have to ask a supervisor to help. I just can't remember how to do it. In time, if I take enough days off, I will get better at it.
6364. In TDOT the timekeeper system is used. I attended 3 classes for supv.training but do not enter any time. I still submit on paper. When my employees have questions its difficult to stay well informed till after the fact. The other problem I have is with evaluations of my employees. What used to take a small amount of time on the old system unless you had

an employee that you had problems with now is a major process with Edison that takes a lot of unnecessary time and steps to complete. I was never trained directly on doing evaluations.

- 6365. Publicizing and making clear the contact info and protocol for handling problems would be helpful.
- 6366. I think everyone had gotten so used to the paper check/stub that they did not want to change. Everything new requires getting used to. Everybody does not accept change well.
- 6367. I just think it was easier the other way. Old fashion time cards. I'm sure it was harder on someone else, this just seems like a waste of money in a time when the State is in financial crisis.
- 6368. There are several employees that are not computer literate. Of course, there are pc's and clerks to help them; much of this was not necessary with the old system. One big negative difference is the lack of a home delivered paystub.
- 6369. I now spend far more time taking care of basic supervisor responsibilities in Edison than prior to Edison. Time for approval appears, then disappears, then appears again. We have been asked to approve time before it is actually worked because our time has to be in and approved so quickly at the end of pay periods because. I am not someone who just doesn't like change and is having a hard time with technology. It is a system that is not working properly and should have been tested more thoroughly before implementation. We should not be moving on to other Edison applications before fixing this one.
- 6370. The time-keeping component is not very functional for a correctional organization. Overtime and schedule changes are common however the process of reporting overtime and schedule changes in Edison are cumbersome.
- 6371. Ordering supplies through Edison is one of the biggest mistakes the State has made. I do wish that the State would go to another way of ordering supplies. Training is no good for supplies. It does not help at all.
- 6372. At times change is good, but I feel this system still has flaws that should have been worked out prior to implementation. In the HR portion, you input information that gets lost or disappears for no reason. There has been times that I was entering information and clicked on "OK" to proceed with the next bit of information and it places me at the beginning where it wants you to find or add new value. I have to proceed to do the whole transaction over because it didn't take. This in itself can be very time consuming. Instead of being a "paperless system", it has created mass amounts of paper in relation to the fear you won't be able to find what was inputted, you print copies of the screens you do prior to saving so you have backup in the event of an error. Maybe in time it will become a user friendly system but the way I feel right now, I doubt it. I am an individual that isn't afraid of change but when you dread working in Edison it consumes your whole day because you are worrying if you can retrieve what you have done or if it has even

been done correctly. The legacy system was a lot more user friendly because everything was confined to one screen in comparison to Edison you have to do may be three or four screens to complete one transaction. The training manuals are of some help at times but it would have been nice to have some kind of refresher training after the Go-Live date. Personally, I haven't encountered a problem with my time sheet, payroll or benefits, but there a lot of people who have. It has been noticed in the timekeeping portion, sometimes it appears that it won't let an employee use their anticipated leave accrual in the pay period. The system will show w/o even though they have time to use. Also, another problem we are encountering is with benefits for our employees. I hope the remedy tickets that benefits is implementing will help resolve some of the issues because it is on a daily basis people are contacting our office with problems. I'm not sure what the remedy to this is but hopefully all of the problems will be taken care within the next few years. As the old saying goes, "if ain't broke, don't fix it." At this point, this is how I'm feeling: Legacy may have been outdated, but it worked.

6373. I find it hard to navigate.

6374. Having to file a request for your sick time after you have taken it doesn't make much sense. I don't know how you would know ahead of time.

6375. we do not have a problem with new systems that are better or makes our jobs easier but this is not true with edison.every job that will be done in edison is harder,takes longer,creates more work and is more complicated.how can it save money by creating more work for all individuals involved.the purchasing manual for T.D.O.T. even had to be rewrote because it was no way that it would work,it still is going to cause more work even after this. the 135 mill. that they claim it has costed is no way that small. how long will it take to recoup this amount if it really is saving money?they cannot be figuring all the overtime that is being worked already because of edison or that will be worked due to it.What is the true cost of edison? how can it be better if it is not easier and creates more work and costs more than the current system.I was told that F.&A. loves it because they will be able to audit without leaving their desk and that they wre extremely happy over this.so is this really just all about what F.&A. wants?How many bids was recieved for this systems?Maybe this should be looked at.How easy is it for employees to see their paychecks? How many job descriptions say a employee must be able to use a computer just to see how much they get paid?How much time is wasted on employees having to come in to use computers that do not have one at home? Can we legally tell them that they have to do this on their own time? Could this be a problem with the A.C.L.U.? How many states threw this system out after attempting to make it work? Are we just paying edison to perfect the system for the next state that wants to try it? How many more jobs will be created because of it? I already know of one. How many more employees will not be able to get by because they have to pay their own insurance because of it being cancelled.When you have to approve time two or three times for it to go through how much time is wasted on this? We are not able to fill vacant slots because of edison,some of these are even supervisor slots.What amount of extra work is created becuse of this? Maybe this is how they think it is saving money by not filling slots.

6376. It seems that we can not get our over time or leave time approved within the time frame we would like to either use the time or apply the overtime to our time sheet. Supervisors can't approve it (i.e.) till on a Monday and we requested it on a thursday or a Friay, etc. there are times we can't always take the time off (overtime)always within the same work fram, but this system MAKES us take it off and it's not always possible....
6377. I was looking forward to changing to a Web based program because they are generally easier to work with, but this one has serious problems.
6378. Training could have been better
6379. The cost of the system itself and the cost of fixing the "start up issues" are coming to the state at a bad time.
6380. Training for particular parts of Edison should take place more closely to the time of the go live date to have any benefit.
6381. Edison has decreased my productivity. Under the old system it usually took two mandays a month to do my reports in addition to the employees that I supervise. Now it takes four to six mandays a month.
6382. In may opinion Edison was supposed to be better and faster. It is not you have to do more screens and sometimes it getas confusing. But also sometimes even after waiting go the system to process to complete your entry is in never never land just like you never entered it. Also I feel unsure about making any kind of change to personal information in fear I will not be paid or I will loose insurance benifits. As far as entering time the system is more time comsuming but it works as is but I will not feel sure of changing any information or having it changed.
6383. My department didn't start Edison until February. I answered the questions as if I started in September.
6384. In my opinion, we were given minimal training, then presented with a system which is pretty inflexible and basically told "this is how it's going to be, so deal with it". Any time I have had a problem our HR staff has just reiterated that "it's Edison, nothing we can do about it" and I, as a layperson, have no idea of that's true or not.
6385. UNDERSTANDING NEW AGE TECHNOLOGY, EDISON WAS A GREAT IDEA FOR COMPUTER SAVVY INDIVIDUALS BUT SOMETIMES CHANGE IS HARD FOR INDIVIDUALS AT MY PLACE OF EMPLOYMENT. STATE WORKERS BELIVE EDISON WAS A JOKE, WASTE OF MONEY, AND HAS STOLEN FROM THE LONGEVITY THAT PEOPLE LOOK FORWARD TO. PLEASE RECONSIDER THIS MASSIVE UPSET WITH EDISON, PEOPLE'S PAY IS CRUCIAL DURING THIS TIME OF RECESSION, OH YEAH STOP EMPLOYEES FROM STEALING TIME IF THEY SCAN IN ON A REAL COMPUTER INSTEAD OF WRITING TIME AND LEAVING(PEOPLE HAVE DONE IT FOR YEARS AND STILL HAVE A JOB

THEY JUST PAY BACK THE STATE)IS THAT NOT STEALING? I WISH WHOEVER VOTED FOR EDISON RESEARCHED THE PROGRAM BEFORE TAKING HARD EARNED MONEY AND THROWING IT OUT!!!!INVEST IN REAL EDUCATED INDIVIDUALS THAT KNOW HOW TO DO CORRECT PAYROLL. ALSO STOP CHEATING EMPLOYEES.

6386. Everything seems too be working fine and going well for me. Thank you
6387. The sub-categories of Edison need to be simplified. As they are, it is difficult to directly choose "Report Time" or to see what time/leave balances are.
6388. Because the system has so many components, introducing them one at a time while people are learning to use them might be less confusing. In other workds, only seeing those choices on the menu might be less intimidating.
6389. I don't like having to submit time before I have worked it. I don't like what I have heard about people who have changed something in Edison in one pay period and not getting a check. I know the people that this has happened to, so I don't think they are being untruthful. I don't like submitting time sometimes two or three times before it appears to be approved as I have had to do a few times. I also don't like that I know when I want to schedule some time off but can't because it is more than 6 months away. In my previous jobs, it has always been encouraged to ask for time off as far in advance as possible.
6390. too many steps involved to do one transaction for posting employees work time and overtime. [POSITION REDACTED] are not getting shift diff and extra paperwork has to be done after each pay period and sent to Nashville. the system is too slow, I keep time for 244 employees Too many screens have to be involved when leave requested and for overtime, it seems they could all be on the timesheet screen, there is a lot of empty space on that screen, Leave balances should be on the timesheet screen so they can be seen while entering time instead of going to another screen. Too many steps involved
6391. I do not like he way we report our time. If you ahve to make changes there's always issues.
6392. I would have expected to get more use out of Edison, but I very rarely have any reason to even log on. I don't know if it really is serving the purpose that it was/is intended for. With all of the money that was spent on the system, it would seem that we should be using it more.
6393. Working with the system has been frustrating. As a supervisor, I do not always have access to the time reporting of my staff for validation and approval. Time entered in the system disappears and has to be re-entered. Frequent calls on this issue merited little results.
6394. Old system summarized the entire Pay Group on 1 screen. It was easier to see mistakes & easier to view & approve the time. Edison combines Longevity & regular Pay Check,

which makes for more deductions & less money going to the employee. Personal information is not possible for employee to correct or submit for change. Also would like Leave Balance to show on Timesheet (like before) instead of listed separately. Since time is entered weekly instead of by Pay Period, it is more difficult to know exact balances on a timely basis.

6395. A multi-gazillion dollar system, and it can't even conform to the state's existing payroll periods? Dual entry of vacation and sick time, once on the timesheet and the same info on an approval page? Balderdash !!!
6396. I know that change is always inevitable, but it just seems to me that the old way was working just fine. Why, why, why are we spending millions of dollars for a new system when there are employees in danger of losing their jobs? On the other hand I can see the use of a system where things are much more integrated and related and it streamlines our data into one system and place.
6397. I think the system will be very useful once the kinks are worked out and employees become comfortable using it.
6398. The concept of Edison is good but there are major problems. Edison doesn't seem to suit our payroll system. Split weeks are a problem, the entire process for getting time keyed for fmla people is difficult and time consuming. Another problem is when a supervisor is out of the office it is hard to find someone who can check and approve their unit's time. It would be good if a user could set up different work groups on Edison so they would not have to key in individual id numbers to pull up time.
6399. I have worked in Federal government and in the private sector and as a 25 year State employee it saddens me to see the State spend this much money on a system that is so user unfriendly. Myself and my whole staff have had to turn all our attentions from the task at hand to pushing the electronic paper. We literally have no time to do what is we are here to do for all of the time we must spend on Edison. This was a grave error that we must own up to and rectify by dumping this system.
6400. Waste of money, waste of time, the program is not efficient. State employees may have the opportunity for a raise if so much money wasn't wasted on this project!
6401. Would be helpful if we had the ability to change the username and password needed to log in to something we prefer, instead of being required to use the random username and password provided to us.
6402. I used to do time, once every two weeks. Now it is weekly. This takes time. It is more if the 1st and 15th fall in the middle of the week. As stated above, in an effort to save the State overtime the system will re-schedule non-traditional work week employees (Law enforcement required to work a 28 day cycle.) and not pay the overtime when annual leave was taken in the cycle. However, the promise that the annual would be credited back has been broken as far as I am concerned and no one at Edison wants to correct the

error. Also, I have noticed that my immediate supervisor spends more time on Edison than he does supervising. With other components to be added such as travel. I have no confidence that when I travel that I will be reimbursed before in a timely manner. (Before the interest hits my credit card.) As stated in the instructions, I am not supposed to include things that I have heard from other people, but I do not understand why the State would spend that much taxpayer dollars on a program that other states abandoned within the first year. I feel that this system takes up more time and is reducing productivity.

6403. My informed understanding is that Edison employees were given a \$1000 bonus for HCM to come up on time. I've been a systems professional with the State for more than a quarter century and never received such a bonus. This is not fair. Not only that, but I believe this prompted Edison to come up despite problems that should have delayed implementation. The data collection done by Edison was miserable. Edison staff did not have adequate meetings with my agency about our needs. I question why the State spent 135 million dollars on this awful system. And why were we told over and over in Edison meetings that Commissioner Goetz insisted Edison come up with as few revisions as possible. Why was Commissioner Goetz so resistant to modifying Edison to ensure a comfortable fit with Tennessee State government's business practices? I did not report any problems in my pay or leave calculations. What I do complain about is how this system is so labor intensive and that leave data I've keyed for employees reporting to me has disappeared over and over, so that I've had to key this leave over and over. And why do bogus time details subtracting one hour keep recurring? I've seen hundreds of these minus one hour records. Also, why did Edison not do adequate planning to replace social security numbers in State of Tennessee systems, such as those for payroll, security, etcetera, systems with Edison ID numbers?
6404. I feel that the staff members in our Dept that are helping us with Edison are a big help - they give us good guidance
6405. I wish there was a better way of handling exceptions. I don't see the need to have to request leave/overtime in Edison and then have to wait for approval in order to key the time sheet. However, I am optimistic that with time, Edison will improve.
6406. I have personally had no problems. It was made confusing at first, but no longer for the sections that I use. For others, they are still quite confused, and some do not seem to be able to master portions of it.
6407. I would rather have my pay stub mailed to my residence. I do not like Edison because someone could hack the system and change the locations checks are deposited.
6408. We are spending several hours a week just to ensure time sheets are completed and entered in a timely manner. This takes time away from our actual work.
6409. Charge numbers for different jobs seem to be hard to get the use of. We do work for many different sections in the state and often have to use our own overhead number for this work because we can not use the correct one. It makes it look like we are not doing

any work. I worry about the effects if it is a federal job and it was not properly charged. Having to put my time on paper and give it to someone so they can enter it is crazy. We are being treated like stupid children. Having to put your time in more often than before every pay period is a waste of time. We are being forced to put our time in the morning of the end of the pay period and the end of the week, and sometimes like this week we have to turn our time sheets in this morning (Thursday) for the end of this month and have Friday for the end of the week all this morning. I am being forced to lie on this because I don't know what I'll be working on tomorrow. *sure they tell us to resubmit but who does?

6410. In my opinion the implementation of Edison was premature. Prior to statewide implementation, Edison should have been made available to a few small departments for testing purposes. There should have been a transition period where Edison was used while the old system was still in use so issues could be addressed and 'bugs' could be worked out. There appears to be little or no ability to customize Edison to specific needs which may arise within a department or statewide. I am referring to the way in which we are now being compensated for longevity. Employees are receiving less in longevity than they did the year before Edison was implemented. (This does not effect me directly but is another example of the restrictions within Edison. - There is also an issue with timekeeping for individuals who are not on the standard 37.5 or 40 hour a week work schedule.)
6411. I manage several employees. Between entering my own (which I did not do prior to Edison) and approving employee time and leave- I am spending a lot more time on timesheet related functions post Edison. Also, the fast turn around time required to get timesheets approved and having to do it in stages (leave requests prior to timesheet and only after the system has run) makes it very inefficient and difficult to get done.
6412. Edison appears to change direct deposits and information such as flex pay without prompting. Entering insurance information is not timely and negatively impacted me in obtaining emergency health care and paying double premiums from pay. Mileage checks are lost with address changes, and direct deposits stopped without changes.
6413. Filling out and approving expense reports takes significantly more time than the previous way. It is extremely cumbersome and time consuming particularly when they keep changing how you are to do it.
6414. It's ridiculous to have to turn timesheets in at least weekly, sometimes more often. It's also silly to have to "project time" and turn in your timesheet before the actual day worked. The current timesheets make it difficult for those with flexible hours to accurately demonstrate that they performed duties then left, then returned.
6415. Anything but intuitiveDesigned to induce mistakesDoes not appear to be an appropriate program for the task - it appears to be an off the shelf program designed for a small or medium sized private business, slightly altered and sold to the state.

6416. I have no comment at this time....
6417. I would like to see a current balance of leave (annual and sick) available from week to week. Since we submit our time that way, it looks like it could calculate that instead of once monthly.
6418. The Ediston system is designed for weekly or bi-weekly pay schedules. It is not designed for semi-monthly pay and will continue to have problems unless the pay periods are adjusted to fit the system.
6419. I would like to see the longiveitive pay on a separted check as before
6420. The old 3270 system was held together with baling wire, so a new system was needed. Payroll has not been a problem for me personally; I enjoy the transparency and being able to look at information without having to contact HR. It has been an adjustment, but my power and super users have been accessible and helpful. The travel component does not receive the same accolades, though it is improving.
6421. At this time I don't have any problems with Edison.
6422. I think that Edison has double everyone's work in every way. State workers would have preferred to get raises rather than the State spending so much money on a system that has too many problem. The training for anything concerning Edison was absolutely useless. All we did was hit enter all day long. I have a very intelligent supervisor that has figured out and showed us everything we are doing in Edison. If it wasn't for him we would be in a mess. The people in purchasing have had a lot of training and they are still having so many problems entering the information into Edison. The payment cards are going to be a nightmare. There is no way our employees that are out in the field can possible enter and scan their receipts in the short amount of time required. They do not have scanners and computers. The Edison system might be great for a company where everyone sits at a desk and has access to scanners and computers. But for our Agency it does not and will never work efficently and has only made the workload double.
6423. As a program person, it requires me to be reminded by additional staff to go into the system and input my time where previously that was completed by administrative staff. If I was not reminded I would not get paid. Then, I have to take additional time to input it into the system.
6424. It appears that the Public Defenders Conference was not adequately prepared to put the system in effect. There was to many changes by the conference on matters that should have been resolved prior to use.
6425. Since I do not make that much money and rely on certain checks to pay certain bills I think that all checks should be seperate. You guys are taking to much tax out when you combine them and thats not good when I rely on my longevtitiy to pay for my car insurance every year. You guys made this system for us surely you can go in and tweek

the system to make it where it will fix that for us without cost to the state.

6426. I had very little time on the previous system to compare it to Edison. I'm not sure my experience with Edison is all that involved either. I see that it seems easy to use, and I like that everything is all in one place. However, I have seen a few places that improvement could be sought. i.e. Edison puts reimbursements and bonuses on your regular check instead of a separate one.
6427. Time reporting is inconsistent and does not allow an efficient approval process. When managers or supervisors are unable to approve time, the next level of organization should be able to review and approve those subordinates. The "reports to" groups remain inaccurate after six months operation.
6428. I would like to see the leave time section be more user friendly.
6429. Prior to Edison being implemented, employees were told that Edison could be set up to provide payroll on a monthly basis without any problems. Now we are being told that is not the case and we are going to be changing from a monthly payroll to bi-weekly. This may not be an issue for me but there are others that this will cause a huge problem for. Edison has not fulfilled its promises.
6430. The only significant issue I have had with Edison is that the information I have entered, such as time/leave reporting, is not updating into Edison at all times, and I have had to re-enter the data on several occasions. Frequent checks are necessary to make sure the data is actually entered. At times, it also takes an unusually long time for Edison to update. The same circumstance has happened when approving employees' time. I suppose that it has to do with when our data is being entered relative to the administrators running Edison Time Administration. I don't know if there is a future solution to this problem or not.
6431. I like the convenience of Edison. If I am out sick at home, I can log on and turn in my time.
6432. I liked the previous system much better. Too in depth to try to figure overtime, longevity, etc. I really dislike this system.
6433. With all the "budget problems" the state was and is currently having, I don't understand why they invested in something that has FAILED so miserably in other states.... Edison is ALWAYS broken or having issues. I still don't know how the other prior system was broken?
6434. The manner in which these questions were rewritten does not provide an accurate way to convey one's feelings about Edison. I could not nuance my answers & they will probably appear inconsistent. I do not hate Edison but I certainly would not choose Edison if given a choice. I am not at all comfortable with what's on my check, and personal information does not seem organized logically. The two bright, competent women in our office who manage the process appear to win the war with courage, and in a timely fashion. I would

say it is stressful for them, and extracts more energy than something like that should. This observer does not view Edison as user friendly, or state of the art. I am sorry for the people that must deal with Edison on a more intimate level than do I.

6435. Concern with Annual Evaluations procedures
6436. An example of ongoing concerns on Edison is that my immediate supervisor could not approve unit timesheets after pay day for nearly 5 1/2 months after Edison began. An assistant director or power user had to do it. Sometimes I do a request for leave and it seems to disappear and I have to input it again. Nearly every week our HR department sends an email about the high number of exceptions that need to be cleared up agency wide. It takes too long for comp time leave balance to get updated. I zeroed out my comp leave on April 6, 2009 and it still shows as 15.9 comp ending balance on balance as of 04/30/09 when I access it on May 1. When I ask about this, I am told that it should zero out with first May pay check. I know I have used all of my comp time but system does not reflect it. Edison seems to keep track of annual leave and sick leave more on time. Recent email from HR reflected: You may view new Leave Balances on the following dates: May 9/ May 23 / June 9 / June 24. Why is this feature available so sporadically? Our old system Data Capture kept up to date balances after a pay day. Why can't the new system do that also? On a positive note, my two power users are great and can show and train me one on one when I have problems. My two power users are very knowledgeable and are patient about the system and can explain processes in a very pleasant manner.
6437. No comment
6438. I stated I had no training - that's not exactly true. There was training available but the modules were awful. I tried several times to access but became frustrated and quit. The travel module was just as bad.
6439. I prefer to receive my monthly checks in the mail and a separate one for longevity payment! If this is implemented to save money for the state, I'm sure it is costing more in the long run. In the end, we will regret having every single thing we do put online which is subject to problems, whether glitches, shutdowns or computer error.
6440. Leave time added on the 15th instead of the 30th or 31st.
6441. Hate it!
6442. Commerce and Insurance continues to require submission of paper time sheets and does not allow employees to enter their own time. It would save everyone a lot of time and paperwork if we were allowed to use Edison as was intended. Overall, Edison has created more work for us--not less. However, this is largely due to the way C&I has chosen to implement it.
6443. It does not appear that the transition to Edison was well thought out, which is not an

Edison issue but rather a planning and implementation issue which caused extra work initially.

6444. Thus far i have had to repeatidly dig up old leave and attendance records to fix problems. On one occasion 4 months worth. I have been under payed on overtime and comptime and am scared to begin looking at sick and anual leave. The checks are extreamly hard to understand with +and- symbols only to complicat things. I have a difficult time concentrating on my job and all that it requires when I look at my pay check and see mistaked over and over weather it is due to computers or people. I am doing a job and having to babbysit whoever is in charge of making sure I get payed properly. Before this job I had a business and was constantly having to run people down to get payed for a job they asked me to do. I have to tell you this is bringing back alot of bad memories. IF THE HORSE HAS A BROKE FOOT SHOOT IT.
6445. I am very pleased to be able to access my personal business as well as monitor it.
6446. We have been instructed to continue to keep both the paper time sheets and do Edison electronically. If the Edison system were more reliable, we would not have to do double work which is time consuming.
6447. In the Department that I work in, we are still filling out a paper timesheet and taking it to our supervisors for approval and an approved time keeper enters our time. I feel as though this does not utilize the capability of Edison and provides yet another piece of paper to go from desk to desk.
6448. Difficult program to navigate-Preferred old 3270
6449. A minor annoyance, but the Edison system has lost leave information that I entered. My timekeeper added it in for me, again. Then BOTH entries showed up.
6450. At TRC our super users are awesome! They are very helpful, encouraging, and available.
6451. leaves need to be kept up to date and entered more timely.
6452. Compensatory time, annual time, and sick leave are not computed in a timely manner.
6453. Changes are good when they are being made to upgrade or fix. In most ways Edison fixed and upgraded, but made some areas worse.
6454. I have worked for the state for many years and have felt very confident with each job I have held. With Edison I am very unsure and inadequate. This program never leaves me feeling I have done everything correctly. Many times I have entered time and it can't be recovered. I sometimes am lost in the system. Weekends are not a good time for deadlines. Admin does not run I find myself wondering if I have not done my job correctly. This program has caused stress almost daily and we have nothing solid to hold on to. I prefer letting the old system take charge and not spend so much on a program

trying to get our time entered and approved. Just not happy and it is NOT that I am dumb and don't accept new ideas. At my job I really don't have time to take to keep going back to do time sheets and approvals again and again. Thank you.

6455. I takes at least an extra hour of work to complete Edison every payday. I don't have time for this extra duty. I am waiting for the time when I am on an emergency and cannot enter my time. Then What?
6456. I am having serious problems in other modules of Edison. I cannot see any of my employees in Manager Self Service. Also the only thing you can enter in interim reviews is the date. Also, I have had submitted time disappear and show up on the following week. I made the proper people aware of these issues at the implementation of Edison last fall, but the problems have not been fixed (I still cannot get to my employees).
6457. So far I have no issues or problems with Edison.
6458. One of my main concerns with the HCM module has been the lack of any kind of consolidated manual for end users. When we need to perform some kind of transaction, we must figure out which one of the many training manuals we need to consult in order to accomplish it. The training manuals are almost useless because they don't really explain the transactions very well. They show only step by step processes of how to do only one thing. They don't explain other transactions that might need to be done or what paperwork needs to be completed or submitted also. I worry that employees who are hired in a few years to do HCM work in the agencies will have no way to know what to do or how to do it. One time in a payroll training meeting last year, I asked Patrice Steinhart if/when they were going to issue an agency payroll manual. She replied, "not that I know of. We haven't even thought of that."
6459. I know of others having problems with payroll but not myself, however I am having problems getting reports that I need. I have issues with the staff that put this together getting bonuses for getting part done quickly which to me means short cuts and problems.
6460. Today's issue has to do with a link to my job performance plan. It doesn't link me to anything except a bunch of letters and symbols. I cannot view the plan. This has resulted in having 2 emails and 2 different conversations just within my department to see what I am to do next. I am told several others have experienced the same thing.
6461. The training disc we received was nothing like the real thing, it was totally different. So when we went live we had to learn the system all over again which took longer to learn. We had the learning disc for over a month which ending up being a waste of time and money. If it was more like the real thing, more interacting it would have made the transition a lot better.
6462. You can't print out a timesheet per employee that shows what was input. Not being able to see one full pay period on one screen for an employee is very tedious.. Having to input time each fri instead of once at the end of the pay period is very inconvenient. I'm sure it

has to do with trying to allow the people who reconcile payroll ample time to do so since they don't seem to be able to stick to a set schedule for running the updates.

6463. The data entry fields are presented in weekly segments. Pay periods often fall into three different weekly segments, necessitating data entry three separate times during the pay period - rather than just once a pay period.² Supervisors are unable to see a 'calendar view' of an employee's time for a complete pay period, and approve it all at once. Again, it must be done weekly. When the pay period ends in the middle of the week, it means that another pay period will have to be dealt with yet again during the week - to complete the week.³ In order for a supervisor to see whether leave for an employee was approved, while he is approving leave for any particular week, the supervisor must get out of the data entry field, and search the leave field. Very disrupting.⁴ There is no 'logical' way for a supervisor to be able to determine whether he has completed approving time for all employees, unless a 'hard copy' is meticulously kept.⁵ The complete page you are viewing most often cannot be seen without 'handling' the margins and tabbing over. Very unhandy. Also, initially deceptive.⁶ Because of run times going 'over' expected times, there is no consistency in when to expect Time Admin. to run.⁷ For some reason, time can be entered several times before 'it takes.' Why? Once we submit time, we cannot find it the next day. Bottom line, nothing about this system is intuitive or simple. Rather it's very counter-intuitive and cumbersome. I don't see how it can ever be a timesaver or productive.
6464. Upon implementation of Edison, longevity pay was included in the same check as the 2nd semi-monthly check. As a result, more taxes were taken out and my longevity was less than it should have been if it had been in a separate check.
6465. I do enjoy having access to my information myself, and whenever I desire without bothering another staff member or HR. My only criticism is that some of the interfacing is not very intuitive.
6466. The planning and education of the rollout for Edison did not happen. On a roll out of this size- resources needed to be put in place to make the transition. It would have never happened like it did in the private sector.
6467. I feel since I am more familiar with the program, it is a lot better than the previous way time is entered and has info that we can view without having to contact someone to get this same info.
6468. Edison has increased my work. It appears to have saved the state in human resources personnel at the expense of the workers. It has been tedious and cumbersome for me to include time and attendance through Edison as a new task added to my current workload. Remembering to key partial weeks is something new to remember to do outside of my work area.
6469. I am concerned about the ability of the system to maintain without loss or fail my sick, annual and comp time amounts. I personally have not experienced this problem but it is a

concern I have.

6470. The sick , annual, and comp time are not updated to the same pay cycle. The "balance as of" dates are always different. I newly enrolled in the sick bank and it still does not reflect in EDISON. As it currently stands EDISON creates more work involved in reporting time. We should be moving past these barriers and it seems we are stuck doing triplicate work.
6471. It does seem that we spend more time reportig time than before.
6472. None at this time.
6473. Split weeks are a nuisance, especially for those whose vaired schedules make predicting the rest of the week difficult.
6474. I have not enter information on Edison related to payroll, except for sick leave or annual leave. I had the training, but it seems that other people can do a better job than me. It is ridiculous that until this point I have not had a chance to enter my time on Edison.
6475. Edison is the biggest mistake the state has ever made and I think the state needs to go back to the old way of paying us. The old way was GREAT and WONDERFUL!! I will allow the state to deduct the cost of the paper and envelope and stamp from my pay check each time if they will just go back to the old way, because I'm tired of getting screwed out of my over time pay and my longevity(119.00). I work hard for my money and they can give me all the excuses that they what to, but all they're doing is shoveling a lot of crap to cover up the fact that they are stealing my money. You don't go from making \$24.03 per hour to \$14 per hour. Edison is a mistake and I want them to be dropped like a bad habit, so that they can't steal any more of my money. Thank you!
6476. JUST KEEP IN MIND I AM JUST A VIEWER OF MY STATUS,NOT ONE THAT ENTERS ANY INFORMATION.
6477. The edison calender should default back to the beginning of the pay period before approving payable time.2. Edison should default to the correct time code depending on the leave you select.
6478. Received word today of an exception in my time reporting. Error message states reported hours less than scheduled hours. The date of the error was Saturday 4/27/09. Scheduled hours showed 0.0 hrs. I did not report any hours worked on that date. It looks like the system created an error for me.
6479. Our managers and supervisors are spending more time dealing with Edison than perform they job responsibilities, employees are not getting paid timely, flexible benefits are not being paid timely. We have more overpayments than the previous system every encountered. We have had employees that were not paid and we could not get them paid for 15 days. In our previous system we could keep up with part-time hours in the edison

system we have to manually calculate the hours. It is taking much longer to get reimbursement benefits from the flexible benefits. Bankruptcy payments are not being paid timely in the courts. This system has taken us backwards instead of into the future. The Edison is not meant for a large corporation such as a government entity that requires hands on for agencies. This system needs to be replaced due to the amount of overtime being paid in our agencies. What about all the overtime or comp being paid for the Edison staff? Another issue is the NeoGov component of Edison. NeoGov requires 10 different screens. The bottom line is Edison is not working and cannot be fixed properly. It is too costly and requires so much time that employees are not performing their duties timely. We have had more retirements in the last six months since Edison has been implemented.

6480. I also have a witness that watched me save my field day work that i keyed in and it did not save it. they thought that it was an itr problem since it kept bringing up gateway
6481. It this present time I am happy with its performance.
6482. The system is not designed to adapt to the organizational needs of the state payroll system. There is a lot of cost involved in this payroll and benefits system, but there is no flexibility. It seems to have been designed for another organizations' needs and cannot be changed to fit our needs. The system seems very efficient when it comes to payroll and travel if you jump through hoops to adapt your time input to fit the system's parameters.
6483. If someone's only job was to enter time into Edison- it might be manageable. When entering time, job plans, etc is only a fraction of what you do, this system is not user friendly nor very "time efficient". I believe these systems should make our jobs easier and this one definitely does not.
6484. The only training received was on-line training at your own pace. We are presently still trying to correct cost centers/task groups that where incorrect or not present from the beginning. This is not helpful in the present budget crisis when you have federal funding (although small) not showing up and therefore you are in the red.You have to be extremely careful when adding timesheet codes. One slip of the mouse or mouse wheel can create problems.Keying time into the sytem as an employee is easy but as a manager, I waste a considerable amount of time trying to approve time that is not showing up because of problems with processing.The only postive about the system is that you do not have to be in the office to submit time or approve your employees time.
6485. I don't think anything was wrong with the old 3270. I never had anything wrong with my pay or leave.
6486. The biggest problem I see is that some managers are STILL not able to view and approve their employees and the task falls on a Administrative staff person to make management approvals for Division Managers.We were told that approvals would also climb the "ladder" and now we have been told that this will NEVER happen.Time Administration is not reliable at all.

6487. Filing expense claims is very time consuming. It takes me twice as long to complete than previously. Too many steps to follow. Training is a joke. At first, classes were scheduled and then cancelled. The only option was to go online.
6488. in my opinion, edison will not work. this system is designed for office personnel, not feild personnel. feild employees do not have the equipment or proper training for this system. this causes more paperwork and much more unproductive working time
6489. The employees who received training for Edison prior to startup, did much better using the Edison system than those employees who did not receive Edison training. In addition, EVERY time I have contacted the Edison Help Desk (many times over the past 6 months), the person answering my call does not have a clue or an answer to my problem. This has also been the experience of our staff.
6490. There are some issues with the program itself, such as components not being accessible. Some of the issues, however, are user error issues, where people either do not comprehend, and need additional training, or it is a system that is confusing to them. I personally have worked with a similar system in the past, and as such, have had a minimal amount of problems. However, I do know of others that have had considerable trouble with the system, both with the operation and input, as well as accessibility (being able to access components). My concern is that this is the same system that, not one, but several, states have implemented and gotten rid of. I believe that this system is not fully capable of handling the information that the State of Tennessee is trying to make accessible to it's employees.
6491. Edison needs to be more forgiving when time is approved. The system should let you unapprove time if a mistake is made and not make your approval check final.
6492. The biggest problem I have with Edison is trying to keep up with annual and sick time leave for employees in this office. Also, it is hard to try to read my check stub. I also don't like the fact that my longevity and payroll check are now one check.
6493. I dont understand how the state can try to use something that other states have used and due to problems stop using it seems to be a waste of money instead of turning our time in twice a month we have to come in off our jobs we are doing and turn time in 4 or more times a month
6494. The practice of including regular payroll with the yearly longevity bonus is preposterous. It's totally unacceptable that the amount of one's take home pay should be so adversely impacted purely due to a computer system in place. This element alone is grounds to eliminate Edison so far as I'm concerned, or at best to go back to the drawing boards to rectify such an unfair circumstance. 2) Keying time on a weekly basis is tedious and frankly, a nuisance. It would seem much more logical to synchronize this practice with the semi-monthly pay periods. 3) The unavailability of immediate information speaks volumes to the "currency" of the Edison system. Surely any 21st century computer system "worth it's salt" should be able to provide immediate data. Ex. one's daily leave

balances should be readily available. This is certainly the case if automated information is accessed pertaining to banks accounts, credit card accounts, etc. From all appearances, Edison was antiquated at the time it was brought on board, and can only become more so with the passage of time.

6495. Edison doesn't seem so bad, but there are at least hours a day when nothing can get done, due to Edison being down, or filenet being down... I also don't like the fact that it shows i have no benifactor for my life insurance and 401k's. One of them shows I have them but the others dont' and when I log in there to update/change it tells me I am not allowed. If I am not, then who is?
6496. I have gone from reporting time twice per month to every week twice per week. I cannot go on vacation because I might miss a time reporting deadline. I do not get to claim overtime or comp time anymore. I feel like I am being swindled out of my pay because of a system that cannot handle the pay reporting issues. I think it is wasteful to have to report time twice a week.
6497. Hate the system. With everything else that state office management is piling on, it just takes too much time to put all this stuff on. It leaves me feeling way too much pressure--especially when things don't work the way they should.
6498. I don't like Edison, I think it was a waste of money. When you enter your OT and leave request, sometimes you have to enter them 3 or 4 times. You look and make sure they are approved and you go in there the next day and they don't appear. You get an email from your Power User telling you to get your time in and the the Time Administration doesn't run for 2 weeks but yet you have to get it in. What's the point???? I think entering time every week is a waste of time. It takes a whole lot more to enter the time now than it did before.
6499. I am also timekeyer supervisor for approximately 350 state employees and have experienced numerous problems with the leave and attendance portion of Edison. My personal opinion is that Edison should not have been implemented state-wide at one time; instead, it should have been implemented one department at a time, work out the "bugs", then proceed to other departments.
6500. I am still learning the system as I continue to enter my time,leave requests and corrections. Also, I made a change to my 401K contributions which wasn't immediately accepted. It seems this was due to the payroll period date when I made the change. I waited until the next pay period to make the contribution change which was accepted by the system.
6501. I do feel that Edison is easier for me rather than having to submit a time sheet. I can also keep tabs on my pay. There is a lot of good information available to me through Edison.
6502. This is a large and complex systems. Many of my issues are with system design and function. The training and prep has been less than it could have been, but the true

concern I have is with the system design itself.

6503. Edison has simply created more work; paper time sheets must be submitted and approved; we also have to approve leave and submit time in Edison. We are doing the same thing twice. Job plans are done on paper and again in Edison. In trying to input job plans in Edison, I was taken to an unexpected screen a few times and could not recover the data I had input. I don't like the fact that we are losing money on our longevity because of Edison.
6504. my division has ~30 employees all over the state and many in remote areas with no access to computers or broadband. This has proved difficult and burdensome in getting their time in as needed.
6505. The program is not user friendly. If you enter something in the system, you can not change it, and the travel section is crazy.
6506. I just want the admin run time corrected so that payroll can be completed as soon as possible. Also, it takes considerable more time to complete payroll process than the old system.
6507. I have not had any issues with my own pay, but as a supervisor who has to approve time I find the system to be cumbersome and time-consuming. It takes too much time to approve anything, we often have to go in multiple times each pay period, esp if it is a split week, and sometimes employees do not even show up in the system for approval, even if they have entered their time. And we have to keep paper copies of time sheets, which defeats the purpose of having an online, paperless system. Also, I have requested for people who joined my team in January to be moved in Edison so I can approve their time and leave and that has not been done yet. Their old supervisors need to approve everything for them. So my employees need to get two people to approve their time and leave each pay period, one supervisor in Edison and one outside Edison. This is ridiculous. There is no reason a large part of the work day should be consumed with approving time and leave. And once we have to start entering travel, I fear that I will never be reimbursed. I have already run into issues getting signed up for training through Edison, so I have no reason to believe that anything else is going to work. I think the state got cheated when they bought this system. And as long as we are forced to go with the lowest bid for everything, we will never get quality products.
6508. it takes too much time to use edison to order parts or pay bills and it takes too long to get a purchase order number.
6509. training was useless. no one to answer questions. system is awkward to use. no one will take these comments seriously
6510. Our administrative staff now spends between 2-3 days per week having to key in time sheets. Our staff are required to put in multiple time sheets and revisions for the same pay period. Our staff do not have "office jobs" and it is very inconvenient for them to have to

arrange to put in between 4 and 6 time sheets for a two week pay period

6511. I feel that Edison will eventually be a much better system than our previous software. However, it seems to me that certain components of the system are being made harder than they should be and it would be much easier to "all" employees and managers if you were able to see easily each persons actual time worked. From a managers standpoint it seems sometimes impossible to get all of my employees time in front of me via Edison to approve it. I don't like the extra steps to look at their time and sometimes it is hard to tell what has been approved and what needs approving. Just a thought... but it would be great to see all of their entered time on one screen and also what needs approved. Please contact me if you want suggestions or a tester because I would be glad to help.
6512. The greatest problem as a supervisor is that I have never been able to access my direct reports to approve their time, etc. I have always had a list of 1 to 24 other employees from across the state who are not my direct reports. I have contacted the persons who were listed as the appropriate contacts to resolve the problem at least 6 times over the past several months but the problem has been resolved. My name is [NAME REDACTED] and my correct list of direct reports should be [NAME REDACTED], [NAME REDACTED], and [NAME REDACTED].
6513. Concerning the old system...."If it ain't broke, don't fix it." I find no advantages to me personally with the Edison system.
6514. There is much needed desire for additional and personalized training.in other words be more specific and detailed in the training process instead of having to learn of mistakes after they have been entered.
6515. The computer training was helpful in submitting time but was no help at all when it was time to approve time for my employees. We were told we would have "hands on" training with computer stations but no training was given. My employees complain they are still having to submit their time multiple times for me to receive it. This makes it a very cumbersome system. It seems to loose data frequently.
6516. I have problems with the basic design of Edison. When I approve an employees leave, I have to wait until the next batch administrative run before that employees time shows up to approve. That means I can not approve all of my employees at the same time. This takes more of my time to do than I feel is necessary. For this reason, I rated the new system as not as efficient as the old data capture system.
6517. I believe the main problem is we really dont have the staff that can explain the questions we have for Edison. They do not know what is going on themselves. The system is time consuming.
6518. It is frustrating that I have spent numerous hours on training and reading e-mails concerning Edison. It is also frustrating that I have to submit requests for time off and my monthly hours not only to Edison, but to my supervisors. They should receive

notification of "leave requests" always. It would be more efficient to only have to deal with this ONCE. I also do not like entering time weekly. We get paid on the 15th and 30th therefore we should only have to deal with entering time on the 15th and 30th.

6519. I have been pleased with Edison's HCM.
6520. I like the ability to make my own changes of personal information like address, direct deposit etc. This system is not difficult to me. The complaints I have heard are from persons who do not work on a computer daily.
6521. I am unclear as to what they are taking out of my paycheck. I see things that I have never been told about. The way it adds and subtracts overtime is unusual to me.
6522. I feel you should be able to go in and correct any mistakes you have made without being told to wait till you can go in and make necessary corrections. I did not have this problem with our other system. I know this does not happen on all mistakes, but on some you wait until you are told to go back in to make these changes.
6523. Longevity pay/ Should be "PAID" in a separate check. Leave accrual updated at the end of each month; not mid-month of the next month.
6524. Continual training & refresher courses might be helpful.
6525. A published list should be provided to each state employee, indicating a contact name and phone number for problems in certain areas such as: 1. Payroll - corrections 2. Benefits - corrections 3. Leave Balances - corrections 4. Payroll - changes 5. Benefit - changes 6. Leave Balance - changes Further, there still appears to be redundant systems that do not interface with each other. Corrections/changes made by employees on Edison do not necessarily appear in the areas, programs or benefits needed. To be a viable system, if an individual updates Edison, they should expect this change to take place across the board. Confidence in the system would be enhanced if acknowledgements are sent to employees informing them that their changes have been received and processed.
6526. I find the system fairly easy to use. I like being able to go back and look at past records.
6527. I find it interesting that we have gone to a "paperless" system, but there is always a rush to get everyone's time submitted and approved, even to the point of sending out threatening e-mails ("you will be locked out of the system...") that make it all sound like we are in crisis mode. In a system like this, shouldn't processing of payroll be as simple as an electronic batch run that can be reviewed and finalized in a couple of days? Does this "crisis mode" approach mean there are problems on the processing end that have not been successfully addressed?
6528. I hope these surveys make someone come to light regarding Edison. I hate having to pull up and print out semi-monthly three pages in order to check my pay check and my time. It was so much easier getting a pay stub in the mail twice a month, which always matched

every other month versus what I have to do now. None of my pay checks have ever been the same since being on Edison. I also did not like getting my longevity in my pay check as it made more taxes being taken out. My date of hire changed unknown to me until it was time to get my longevity, then I had to call and find out where my longevity check was. They then told me my date had been changed for two months later. The next thing is to try to purchase something for the individuals we work for cannot get done because bills are not being paid. This system is totally flawed and needs to be taken away and back to the old system. In the state of the TN economy, who would have thought it necessary to spend the kind of money that was spent on Edison. Several states have had this system and have dumped it. I suggest Tennessee do the same. I hope these surveys do not fall on deaf ears!!

6529. The fee collection system requires more time to enter information
6530. I believe that as long as the state had to prepare for the implementation of Edison there was very poor planning. If we could have had on site training once we went live I believe it would have been more helpful than the classroom training where all we did was walk through a model. Also, the help desk has not been very helpful. Whenever there is a problem more often than not they do not know how to resolve it.
6531. Send an e-mail and I will respond, then I can vocalize factual answers before whoever needs to know. I don't like Edison in general. It was a waste of tax payer's money. But there is no going back now, is there? I don't think those with serious concerns and have complained to Edison staff were included in this survey.
6532. It takes too long for Edison to bring up the search page for the Task Profile ID and then waaaaay too long to search for a specific Task Profile ID. It can take me up to 2 hours to enter my time for the week.
6533. It takes up much more time to get leave keyed and approved in Edison as compared to the old payroll system. 1. I don't appreciate having to key leave for my employees once or twice a week depending on when the pay period ends. I think we should only have to key and approve leave twice a month, once for each pay period. 2. We approve payable time, then someone advises that "the system didn't run" and we have to go in and approve payable time again, and still our employees will hit the exception list because Edison does not reflect that leave was approved. I've approved leave sometimes as many as 3 or 4 times only to have the information disappear and my employees hit an error list.[NAME & DEPARTMENT REDACTED]
6534. I am not sure if I will have problem with insurance due to missing month's payment yet. I feel me being shorted on my check is a whole lot more important to me than to whoever is working on it. I would reimburse me immediately then work on getting books straight.
6535. in the beginning i thought edison was silly. i have heard of several people who have had their time or pay messed up because of it, but at the same time i do think that it was a good idea because you can keep track of how much time you have and check your pay.

there's the good and the bad to edison.

6536. I noticed my pay was off by a few dollars for some months. I chose to leave it alone since co-workers were having more serious pay issues and the system seemed overwhelmed.
6537. We complete more time sheets with the Edison system than with the previous one. It would appear that unless you are specifically adding in or subtracting time that a time sheet should not even be required.
6538. SYSTEM DOES NOT AND WILL NOT WORK. YOU TOOK A SYSTEM THAT WORKED WELL AND BROKE IT. AN EMPLOYEE SHOULD NOT HAVE TO BE WORRIED ABOUT GETTING PAID , LOSING INSURANCE, OR LEAVE BALANCES. THESE ARE VERY SERIOUS MATTERS AND THE EMPLOYER SHOULD DO WHATS BEST FOR ITS EMPLOYEES , WHICH WOULD BE TO DROP THE USE OF THE NON WORKING EDISON SYSTEM. IT WAS SUPPOSED TO MAKE THE EASIER AND IT HAS TENFOLD CREATED MORE PROBLEMS THAN IT COULD EVER FIX. WHAT EVER HAPPENED TO GOOD CUSTOMER SERVICE AND BEING ABLE TO PICK UP A PHONE A GETTING AN ISSUE RESOLVED. INSTEAD WE GET SNIPPY EMAILS AND NO RESULTS.
6539. This is not a user friendly system-too many steps-not easy to adapt to this system-each button you pick brings up more buttons to select and then more when after a while, you forget what you were trying to do in the first place
6540. Sometimes I have to submit and/or approve payable hours several times before it will be viewable and/or approved on the system.
6541. Total waste of taxpayers money.
6542. Too many problems with the calculations, need more training.
6543. I think Edison is a decent program. It's better than the program used on my second job, which is also web based. The fact that lots of web based training was provided is important. That was not provided to me with other web based programs for payroll I have had to use in other jobs, and that training makes a huge difference.I have not had any issues with Edison. I enter time and travel expenses in Edison. I have taken the training online and have been able to enter my information accordingly with no major issues. There has been a learning curve, yes, but I feel that if people have a major problem with Edison, it is because they are not taking the time to thoroughly complete the available training. The web based training is comprehensive and easy for me to understand.My only critique of Edison is that sometimes it seems sluggish. Perhaps that is because it is such a large program, or because of the large numbers of people using it at any one time. I think the state should upgrade their equipment to top of the line stuff to prevent this.
6544. The problem with Edison is not the system, but how the system was implemented.

6545. The HCM component is complicated and time consuming. Entering information takes a considerable amount of time compared to the previous system. Daily work suffers due to the complexity of the system and the limitation on when to enter and approve leave.
6546. EDison is way to time consuming for all employees. Data Capture was much easier, faster, & easier to work with. it's works much better that there are timekeepers who key the employees time sheet. Keying every Friday is way too time consuming for employees as well as supervisors. Split workweeks are a nightmare. A former employee last worked in December, 2008 and still to this date, 5/01/09, has not received the check for her Annual Leave. What's the problem? This should never happen. Employees do not like Edison.
6547. You sometimes have to wait hours to gain access. As the system becomes more fully implemented, it could get worse. This puts a damper on productivity.
6548. I have heard complaints about Edison, but my personal experience is positive because it allows me to check my own time, request leave, change personal information, etc.
6549. I do not like the way that our longevity is being paid in one check. It put me in a higher tax bracket and in turn, Edison is taking more taxes out of the check.
6550. We currently have to estimate our time for two weeks each month. All of my problems have been due to changes that have to be made to the estimated time for sick or annual leave and these changes are not made on a current basis.
6551. Split longevity into seperate check to ease tax issue.
6552. Defferent departments use the system in different ways ,there should more specific or broader training to cover the different ways departments use the system.
6553. The biggest problem I have had with Edison is lack of training. The only training I have had to enter my payroll is the tutorials that we do on line at work. In a busy office it is impossible to concentrate for half an hour on a computer lesson. Also, some of the training we'll be getting later may be held in Nashville. It seems more practical to have the training sessions in the individual regions to cut down on inconvenience for the employees and cost to the state government. Those training sessions should also be held by a skilled instuctor, not someone talking very fast through a power point presentation.
6554. I had trouble understanding my check. (ie how time was calculated) When I tried to get clarification was told I only needed to worry about the dollar amount. Please note this was by support staff who were trained to help.
6555. I manage a staff of 8 employees and I am responsible to approve their time. Every time I gather the time reports I see anomolies that no one seems to be able to explain. I see employees with negative hours; others with too many reported hours; and, some with too few hours. When I brought it up with HR and with my manager I found that everyone

seems to be experiencing the same or similar issues. I've been told to ignore it until Edison processes but it doesn't give me confidence in Edison. I have been a system manager in private industry and I have never seen a system rolled-out with issues of this magnitude. I also wonder why other agencies and even other states would accept Edison in this condition. In short i feel it is a "crap shoot" nearly every time I approve time reports. This should not be.

- 6556. The system is far too complicated and there are so many screens to go to just to accomplish the task.
- 6557. I have only used Edison for two months, and although it has worked for me thus far. I don't feel as though this short amount of time allows me to make an adequate evaluation of the program.
- 6558. I am concerned that one day I won't get a paycheck, for whatever reason. Computer crash, system crash, virus??!!
- 6559. Implementing this system seems like fixing something that was not broken...in that I mean that the previous process seemed much more easier. By having to access a computer daily/weekly it makes it much more difficult to ensure my time is entered in lieu of simply providing a written time report twice per month.
- 6560. I think the biggest issue with Edison is the duplication of work effort. In many instances, a task is performed both manually and in Edison. This, may ease with time, however ROI will be extended.
- 6561. Can only see direct reports. Roll up from vacant supervisor's positions does not work. I would like to be able to drill down to all supervisors and staff under me.
- 6562. While the issues I had (disenrolled from health insurance) were annoying, the process to get them corrected went smoothly. I was able to get reimbursed by my pharmacy for the additional amount we had to pay for prescriptions. I believe my case was somewhat unique due to having a family status change happen during 2008.
- 6563. As a manager I cannot view or approve any employees except the ones I directly supervise. There have been many times that I have needed access to other units under my indirect supervision to approve when the direct supervisor is on leave. We need backup in place. Classroom training would have been beneficial on a program this large and having this much impact on all state employees. I think that there are still questions that the field has and we sometimes have no one to answer them.
- 6564. For as efficient a program as Edison was made out that it would be, why are we told to enter and submit time, sometimes up to a week ahead of time for approval? Then, if for some reason I have to take off or work overtime, It all has to be re-submitted, exceptions made, re-approved etc... (all kinds of crap). I just thought the whole purpose of "E" was to make things easier and faster. I just don't see why "time" isn't entered at the logical

time. It's what used to be known as "common sense." I guess it's because when it comes to "government," logic and common sense are not recognized. Get tired of all the e-mails. Seems like there's at least one every day. "Do this; do that; don't do this; don't do that." The "E" People in Nashville (or wherever you're at) just seem to be freaking out all the time about something that hasn't even happened yet. Quit projecting so much.

- 6565. The major problem in the was being dropped from the medical coverage 3 or 4 months straight.
- 6566. Input in to the system is relatively easy but sometimes the access is a problem because of so many users trying to input at the same time.
- 6567. System appears to be unwieldy, especially for supervisors who approve time.
- 6568. Edison system requires a lot more time to key in time, request leave, etc. than the previous system did. I do not like having to go online to view my paycheck. I prefer receiving my paycheck stub in the mail. The leave balances are always out of sync.
- 6569. I believe that DCS underestimates the capabilities of the DCS employees. I would prefer to complete my own time and not have someone else put the time in for me. I would be able to complete it on a daily basis then which I believe is supposed to be the point of the system, but now it falls on me to rely on someone else to complete it for me. The pain of having to have my supervisor approve the time before it is entered into the computer. It would be more efficient if we could enter by a certain time and then have the supervisors approve it by a time.
- 6570. O.K. Edison, I thought at the beginning sounded like a good idea, BUT I have found it to be a true inconvenience due to the simple fact that I must stop any work I'm doing to go back into Edison to resubmit my time over and over. I really can't see that as an improvement to keeping my time easier...it's far more bothersome.
- 6571. The major problem I am experiencing is the fact the the rollover is not happening. Currently employees under my supervision are having to be approved by a supervisor in my office since there is a vacant position in the org chart that prevents me from viewing their time and leave submittals. Also the short approval times have caused difficulties but no problems as of yet.
- 6572. There are personal information listed on the Edison system that should not be revealed and should be kept a private matter such as "Smoker" "Non Smoker". This is personal and should not be listed. This information should only be the knowledge of a physician.
- 6573. Sometimes it is difficult determining why an exception has occurred or why you can't view time that an employee has keyed, but doesn't appear in Manager Self Serve.
- 6574. I realize there may be initial flaws in Edison, but one of the true flaws was in design and the redundancy in how the system was initially designed...for example, today is May 1st,

but also Friday...so I have to turn in my time today..yesterday was the end of a pay period...I had to turn in my time yesterday as well. Again, I know you guys have had plenty of gripes and system implementation is very difficult, but there should have been more research/analysis in the beginning to avoid this problem..it may be too late to correct it..? The last gripe is the longevity lump check ... but you're probably well aware of that one. thanks for listening/reading.

6575. This system is more cumbersome to use than the previous system we used to report our time. More possibility for errors.
6576. I have always be a flexible employee who has always accepted changes in a positive manner and has been willing to learn new things but Edison so far has been the worse thing I beleive I have ever tried to work with. It is time consuming and takes away from service delivery. I never have had payroll issues until Edison and then it took 2 months to return to normal.
6577. There are more issues with the FSCM phase of Edison, than the HCM phase.
6578. I haven't had any problems with Edison as of yet. I key time for over 30 people and so far it has worked for me. The only thing I don't like is the split weeks when people have to turn in two timesheets a week. Sometimes it's a hassle. Other than that, I have had no problems with Edison.
6579. The only other thing that I have noticed since going to edison it the amount of your paycheck. Before going to Edison, on payday you would always know what your paycheck was and you could go ahead and write it down in your checking account as your deposit if you have direct deposit. Now you cannot do that because your check is never the same. You have to make sure that you can go into edison and look at your paycheck so you can see what your check is and write it down. Even if it is just a few pennies different. The other thing that I don't particularly like is not being able to get your check stub through the mail. it makes it really hard on an employee if they don't have access to a computer at home and they need to look at some of their personnel information.
6580. I am a time keeper. With the data capture system, we entered time twice a month. With Edison, I spend at least an hour per day doing something in Edison, checking exceptions, checking payable time, etc., because on occasion, time I know I entered and approved doesn't show up as being entered after time and administration processes. We were told time and administration would process each night, but that doesn't appear to happen. Split work weeks are even worse and require much more time. I am a 32 year employee and received less in my longevity check on March 31st as a result of it being lumped with my March 31st payroll check and more taxes were withheld. I strongly feel this should be changed and longevity paid by separate check. I feel my job with DCS is now just a time keeper more than 50% of the time. The hype before Edison was that it would be a much better system, and perhaps it is, but it is a much more time consuming system. Another thing is that too much time elapsed between Edison training and actually

working in Edison. I received Edison training in early August and it was end of October before I was able to key time for my work group because HR had to key time until then. I still don't understand the delay in DCS employees being allowed to key their own time. Other Departments have been doing it since it's inception or thereabouts, and still DCS does not allow each employee to key their own time after six months. Is this ever going to happen?. Thank you for giving me this opportunity to participate in this survey and for giving my comments.

6581. The only issue I would consider to be a problem is completing our time sheets prior to the day they are due and completing two in one week, when the pay period changes in the middle of the week. Overall, I like doing my leave time on line and look forward to doing the whole process on line.
6582. The system needs to have a default so as to not pay cash time when it should be comp time. I know I entered it on tn comp but it didn't show when I returned to check it after my pay check had been issued and It was noted we had been paid cash when it should have been comp
6583. As you say, it's been 6 months and still there are simple issues that have not been fixed to do with timekeeping; people in the wrong payroll groups. I wouldn't advise anyone to take on this system, it's been such a long drawn out process and the training was inadequate. Nobody seemed to know what they were doing...Each day we would enter something on payroll we would not know what the outcome would be. As i say, now it is running more smoothly but I have never seen anything take this long.
6584. Edison is a HUGE mistake and should be scrapped. It has affected too many aspects of the department in a very negative way. Increasing the workload of some areas three-fold, not including the tremendous amounts of time it now takes to perform the simplest of functions, probably costing the State millions of extra dollars in wasted time and performance during this crisis in the fiscal budget. Edison is a huge FAILURE. An opinion shared by every employee I have spoken to.
6585. I think that the Edison program needs to change in the fact that we are having to fill out our time sheets before the end of the week sometimes ahead of when we actually worked. Sometimes you have to take leave that you weren't expecting and then have to readjust time sheet. This part of the program needs some work.
6586. The resolution of the approval process is still not resolved after several attempts.
6587. There is a problem with setting up the correct employee with the correct supervisor. While the employee's time can be approved and the employee paid, the supervisor has to see another supervisor to look up employee leave requests, check leave balances, etc, when deciding if employee can have time off. Some have been resolved quickly, some have been a problem for several months (staff get shuffled to cover retirements as positions are not being filled).

6588. time keepers are still keying time for office. I do not understand why the system is not being used the way it is set up, each employee needs to key their own time, that is the only way that employees will learn how to use the system. Some employee in our office do not even know how to get into Edison simply because they do not have to, even to check on benefits/payroll etc. System is user friendly and each employee should be familiar with Edison. Thank you for having this survey.
6589. Edison is way too complicated and time consuming. It seems like everyone in the state now works for edison, rather than edison working for us. I takes at least 4 times as long to just to enter time and leave than the previous system. Supervisors spend even more time, just on payroll. The other modules are even more complicated.
6590. The only problem I've experienced is difficulty logging in on numerous occasions.
6591. although i like the paperless route that edison offers, including the potential the program offers (although i don't take advantage of them at this point, and may never), i'm not certain that the expense of edison is worth it. i'm confident that the person/organization that sold edison to the state is making, or has made, more than he should have. where could the money that's been spent, and will be spent, could have been spent better? many places.
6592. Time reporting in the Edison system is a major problem. An employee should not be expected to "anticipate" time worked in advance. Time sheets sometimes have to be completed prior to the end of the pay period.
6593. I know we are public employees that are paid by taxpayers, but I don't like the Edison payroll system as far as having to access our paystubs online and not having them sent to us. I have not filed a travel claim yet, but just setting up the criteria to have my travel claims process was a challenge, the instructions sent to me were not accurate. If I had followed them to the letter, there would have been problems. Fortunately, I was familiar enough with the terminology that I figured out how to do it without assistance. But it was awkward.
6594. Edison would be great IF it was properly set up with more time/input from the USERS "IN THE BEGINNING". As it appears, it was set up by NON-USERS & are now trying to fix on the fly which is messing up individual's time/pay. Mistakes take too long to correct. Individuals should not be adversely affected by no fault of their own-especially with pay/longivity, etc.The 3270 system was much easier to use with built in keying functions. It should have been kept/improved enstead of this octopus.
6595. The system never records all of the time. My staff enters it- it is not there. we do it again and still not there. Days later it disappears and we have to do it again. Way too much time for something that should be so simple.
6596. It takes mor time and work on the front level as our time has to be entered in two separate formats (weekly time sheet and online through Edison. And then on split weeks two

times a week

6597. This had so much potential and I was initially excited to see how things would change. There are things about the time entry process that don't make any sense, and make the process much harder than it needs to be. Plus, much of the training that was given was later found to be wrong, or not relevant to our department. Why does our time have to be entered weekly? Why aren't supervisors emailed when there is time to be approved? Why are there still so many errors?
6598. I am in a chapter 13 bankruptcy plan. Under the previous payroll system my payments were never late to the trustee's office. My payments since the end of January have consistently been late, by as much as 3.5 to 5 weeks. At times my account has been posted as delinquent due to the delay. I am in the final month of my bankruptcy plan, and am afraid that my case will be dismissed or my discharge will be unduly delayed. I have twice contacted the toll free number to inquire about the delay, and both times have been told that it is due to Edison. I think longevity computation is a problem, my longevity was less than I expected based on the amount I received last year. Edison is consuming a lot of the secretarial staff's time and costing a lot of over time, but it is also disrupting the day to day operations that are facilitated by secretarial staff. I do not think the problem is with the secretarial staff, but with Edison. The secretary in my work area is very competent, and has been a time keeper for more than 20 years under other systems. I have never seen as much trouble with a time keeping system as I have with this one. Other components of Edison do not appear to be functioning appropriately. In my work area we are concerned about being able to obtain supplies due to problems with the purchasing component. I think Edison is a monumental waste of money, and that it will continue to waste money due to the man power required to try to make it work.
6599. The basic concept of Edison is a tremendous advancement from the previous system; however, it is not without it's vulnerabilities. The Edison team, should further developments be considered may find it wise to debug their system prior to implementation. The payroll aspect seems to be working well and is user friendly. As a supervisor, I find no difficulty in entering time, leave, and approving. For those who may not be so skillful with computers, the system may be daunting. At this point, I'm not confident to give an opinion on the travel expense and the performance document portion of the system. I have noticed an astounding turn around for employees to receive their reimbursements. I would prefer to have longevity to be on a separate check. I had a difficult time in resolving the overpayment of longevity recently and still feel uncertain that my tax liability has not been jeopardized. I have no complaints with our HR though sometimes I feel that they do not have a grasp of the program components. Though unaware of the financial aspect, I am sure that in the long run, the system will prove to be most cost effective when compared to the previous system.
6600. I still have people on my assignment that are not in my departmental region. I key leave for the people on my assignment, except for the ones who are not in my region.
6601. what happened to having a time keeper? we are required to clock a card enter time in

edison and still fill out a paper copy so the supervisor can check and confirm what has been entered into edison that is 3 times that time is recorded is all this required or what?

6602. I experienced no problems with the previous system, nor did the general group of state employees colleagues with whom I work. So why invest precious fiscal resources in the design and implementation of a new system when so many other areas of state government and public services for citizens go lacking. I do't feel Edison was a wise fiscal decision for the state.
6603. none at this time
6604. I was one of the ones who got 2 longevity checks and when you have worked 29 years, that is serious. It is hard to see or understand your check stub. If it were not for our HR person I would not have known about my overpayment even though I am considered computer savy.
6605. Edison takes more time and causes us to use more paper. We use to key time twice a month now sometimes we key time at least 4 times and sometimes as much as 6 times. A real waste of time.
6606. In prior system you could block the hours off requested (I.E. May 18 through May 29 Annual time for total 67.5 hour plus one day holiday. Now have to put data in on daily basis, reopen window, insert same info, wastes a lot of time. When request time off 4 to 6 weeks in advance and have no schedule to refer to then not sure if need to request 7.5 hours for 5 day work week or the 9.5/9.0 hours for the 4 day work week. Once aware of schedule you may have to re-input the data, on a daily basis, to coincide with work hours scheduled.
6607. I personally have not experienced any problems with Edsison, but have heard of situations with co-workers where they have not been getting paid or not getting paid the correct amount.
6608. i think that one fundamental problem with edison is that it does not understand the state's pay periods. edison strictly and stubbornly thinks in terms of weeks (sunday-saturday), and bases its pay period cutoff dates accordingly. the state, however, pays based on what day of the month it is (1st and 15th basically), regardless of what day of the week that might fall on (aside from weekends). this confuses edison to no end, and causes "split-weeks" and overtime to be paid awkwardly, oftentimes shoving all of your overtime pay into the NEXT pay period, simply because payday did not occur on a friday, the way edison likes it.
6609. Adequate training was needed before the go date. PeopleSoft trainers should have had state employees that knew our needs interpreting the PeopleSoft scripts. I would have liked to have had a chart or explanation of "if this is what you did in the old system, this is where you can find that info in the new system and this is what it will look like."

6610. AT THE PRESENT TIME, I AM STILL WAITING ON TRAVEL PAY THAT WAS SUBMITTED 2 WEEKS AGO. NO ONE CAN TELL ME ANYTHING AS TO WHERE IT IS IN THE PROCESS. PLUS THE PERFORMANCE PLAN/EVALUATION AREA IS TOO COMPLICATED.
6611. My biggest issue with Edison is the amount of time it takes to enter and approve payroll. In the old system, we had a timekeeper who entered all the time twice a month. With Edison, we must enter time at least once and sometimes twice a week. I also receive multiple emails with Edison instructions each week. Compared to the old system, Edison takes far more time for me to complete payroll.
6612. I enrolled in the parking Flexible Benefits and under Edison it shows the money as Child and Dependant Care. I have 2 kids in daycare and pay a lot for it, but every penny of it so far has been with after-tax dollars. To date no one has been able to tell me how Edison putting it in the Dependant Care category is going to affect my taxes next year.
6613. The main issue is when to submit timesheet. We have been told at the end of each week and then if partial week to submit then told to wait til the end of the week. This is the only issue as this back and forth of information becomes confusing
6614. This system does not work well for employees who are not in an office daily, and who do not have access to a computer either at work or at home. I supervise and am aware of several employees who aren't able to access this system to print thier pay stubs or view thier leave balance. Many employees in the TDOT maintenance division have never been trained how to login and check thier info, and some have no access to a computer at thier work location or thier home. I feel it is wrong to not mail this info to them with thier paycheck, and not provide them with training or resources to do it otherwise. Another problem I am experiencing is the short time allowed to get the time input. Today is a prime example, I have about six employees who are unsure of how long they will have to work today. They must estimate thier time for today, send it to our timekeeper, and then if they work something differently, call in tomorrow and have it corrected. The old system would allow 2, 3, or 4 days to get that time in. The new system lends itself to fraud much more, because employees are tempted to write down an estimated time, and not follow up to get it changed if the time worked doesn't actually match what was submitted. Why can't the time be entered (at least) the day after the pay period.
6615. The terminology and abbreviations used can be disconcerting. I have called and asked where something is or what this means and have had good explanations.
6616. Navigation is a huge problem with the system--it takes too long to get to a particular screen. The information is there--you just have to figure out where it might be and after numerous "clicks" you may or may not get the information you need. Also we received so many manuals it makes it difficult and confusing to determine which one to consult and where to start to try to find out how to perform a particular function. We basically are now performing DOHR functions in addition to our own jobs. We received no

incentives or extra pay to attempt to perform these numerous tasks. Training was too far in advance of the numerous rescheduled start-up dates. I was excited in the beginning to learn a new system, but after using the system I feel overwhelmed. I am bombarded daily with new queries and directives and changes and additions from every division of DOHR. Dealing with Edison issues consumes most of my day. I feel I should be on DOHR's payroll. The concept of "self-service" was enticing, however, not at all an accurate description of this system. Changing employees' addresses, W-4's, etc. were the least of my duties. I'm trying to keep an open mind about this system but every day brings new challenges and requirements. A system change of this magnitude could have and should have been instituted in much smaller increments over a longer period of time.

6617. The number of time sheets that need to be filled out is RIDICULOUS for DMHDD
6618. From my perspective, I view the roll out and implementation of the HCM component of Edison a success considering the scope of the effort and number of employees involved.
6619. Issue 1: System isn't very responsive, meaning if you apply for leave and something changes and you don't take leave it is a major hassle to fix the problem. There should be some provision where the supervisor can cancel the leave within the office. Issue #2: Is there a reason the system can't be time reported by exception only. Meaning you are considered to have worked a normal week or two weeks without having to input time weekly? If you are sick, take leave or work overtime then you enter that into the system as an exception. Seems to me it would reduce the amount of work and errors. Supervisors are responsible for making sure subordinates work the required hours as it is, surely we trust them to validate time unless there is an exception.
6620. I have experienced few problems. Some errors were on my part with data entry. Some errors appear to be start-up glitches that seem to have been fixed. My jitters with EDISON are due in part to lack of experience on my part.
6621. The T.C.A.'s are not falling in line with the Edison Policies on the way leave is accrued and the way comp time is deducted. If you are within two days of your maximum leave then you are able to use annual leave and not have a deduction made on your comp leave. This needs to be looked into. The way the longevity and salary is taxed is not fair either. This should not be lumped into one paycheck and then be taxed at the higher bonus rate that it is being taxed at. This day and time that extra money that went into taxes could have been used at the grocery store or at the gas pumps - especially since it will be a while before any state employee receives a salary increase.
6622. Did no one test the system before implementation? I don't think you could have come up with a more complicated system if you had tried to.
6623. Everything about Edison is complicated and confusing. The pay check stub is very confusing the way different components such as earnings, leave, time accruals are all hard to understand. The way overtime is coded and paid, no one that I know of understands it. This whole system which is supposed to be "People Soft" is stressful and

time consuming. In this day of computers and software there has to be something simpler out there. It was a huge waste of tax dollars.

6624. I understand that state govt. must move away from 3270 based programs as obsolescence will become an issue. I embrace change(positive) and modernization in the work force. However, the Edison program as currently configured, will result in less efficiency(requires too many screen changes for routine work) and is far too "fussy" (see HR exceptions) for most front end users. Even the people who this system was made to benefit most (budget and management) express their doubts (privately) about this system. Having said that, I am determined to ease implementation and learn the system to the best of my ability.
6625. afraid that the system will at some point have a serious problem that will effect all employees pay for pay period
6626. The old system of data capture was much more user friendly and there was no where as much time spent on it weekly. The only good part of Edison is the travel expense claim portion, and that is due to the qucik turn around of payment.
6627. I am in management. The training for Edison was very lacking. Basically I had to train myself by taking the online course numersous times to get any type of knowledge at all. My super user was basically no help at all. Even though our Edison personnel tried to be very helpful, I still was not completely comfortable with the assistance provided. I had no formal training at all when when our division was told that in less than a week we would have to start filing an approving travel expenses. I had to spend numerous hours online to get a grasp of how this should be accomplished. I also found out that in traveling from Memphis to Nashville overnight and back to Memphis the next day took over 35 minutes and over 125 differenct clicks on Edison to accomplish. This was done in the on line training template.
6628. I have heard of several people who have had problems with Edison, that I am afraid to change anything, because I'm afraid I might not get paid, I just keep waiting for them to work through the kinks in the system.
6629. I thank the system works ok. But the other way was a lot easery for me. The Edison system just created another job for me, before I did not do my or my Employees time. This takes up time (every week) that I could spend on all my other responsibilities. I wonder how much state time is used when added together for everyone doing the job that one person use to do.
6630. I attended 5 classes on Edison. The classes did not offer anymore detail than the do it yourself online classes. The teachers seemed lacking in knowledge of the product they were discussing. They could only follow the manual line by line. They were not prepared to answer questions that covered every day situations at work. Our department had invested alot of resources in equipment for the payroll section of this product but yet only a small percentage of employees actually enter there own time in. Many still use

paper to write down time and then someone else will key in the their time into Edison. However I do believe they are required to submit for time off through Edison.

6631. Supervisors do not have correct employees still as of today under them to approve their time. Some supervisors have the entire unit under them and should have none. Leave requests disappear after being entered and approved.
6632. I do not believe that the Edison implementation team held the vendor accountable to deliver what the state outlined in the RFP process. They were too interested in getting something implemented rather than considering the longterm effects. The old payroll and time and leave system had much greater functionality, intergration and user friendliness than the new Edison system.
6633. Like I said before I am very upset on the amount of money that was taken out of my logentivity check. I have never gotten such a small amount.
6634. I'm with the [DEPARTMENT REDACTED] The sole use of Edison is to view the monthly payroll page and to retrieve the various employee numbers needed to fill out various and sundry forms.
6635. I have had some issues of the system not recognizing my password, and I would have to wait for a new password to be sent to me before i could go in and do whatever i was needing to do. I don't have time to spend to wait on this process. If i don't have time to do this during my work day, I can't access this from home. I preferred getting the statements in the mail as i did not have to take time away from my duties to look up how much my paycheck was going to be. I especially disagree with longevity being included in the normal paycheck cycle.
6636. Because to date, leaders of the Edison team have not taken any discussions or critical concerns or remarks seriously from State employees. Even further, it has been stated that the Edison Team were not either aware of certain problems or they completely denied any such instance has happened. It seems that reasoning for the system not being utilized properly has been placed on State employees for not wanting change or being resistance to it. These statements are demeaning and untruthful. Further, the "training" that I have received has been nothing more than an individual say "click here", now "click here", now "click here". I do not consider this training.
6637. I see no reason to have training meetings with open disscussion concerning edison short comeings when legitimate issues brought up are never addressed.
6638. The implementation of the Edison system on Sept 16, 2009 was not a smooth transition. I anticipated it with expected start up problems, but was blown out of the water with all the initial issues. These were departmental and system functionality issues. The very first problem was every state employee where asked to log in and verify their user Id and passwords. This seemed to lock the system AND many employees couldn't log in at all needing the helpdesks assistance.The department only had a few dynamic groups;

therefore, making it very difficult for processing time. Only a few people had access to the correct people. The report to groups weren't correct. Supervisors couldn't view/access their employees and many employees couldn't access themselves. The few in the department who could access had to enter and process time for employees. Once the report to groups were fixed it helped, but Edison is a linear system (employee to supervisor to super user). Our department is so large it has been hard to manage the time process with only a few having access to employees. If the employee is out and the supervisor is out, then ONLY a super user can enter time, work exceptions, and approve payable time. With enlarging the dynamic groups and allowing other supervisor's access to multiple dynamic groups, they can then back each other up and not depend so much on the super user. The HR division in our depart weren't told they could have more dynamic groups in Edison until later in December. ALL This fuss could have been elevated should the communication of Edison System with the various agency been better. The Edison system "undones" actions taken by employees and supervisors. Time keyed gets kicked out. Payable time approved, gets unapproved. This is a system problem not employee problem. I have personally observed supervisors work an exception, allow TA to run, approve payable time and then after another TA run the payable time is out there again needing to be approved EVEN though payable time details SHOWS the supervisor approved the payable time. This happens with keying time as well. The whole time sheet will appear as if it had not been keyed. OR a particular row will be removed OR the TRC will be removed. This generates an exception and therefore more work for the employee/supervisor/super user. Split weeks "have to be handled delicately. Edison system doesn't seem to be able to process split weeks very well. When an employee goes back in on the latter half of the split week, those days have been dropped off the screen and unavailable to the employee, supervisor and superuser leaving these days to be manually fixed by HR. Thus our agency solution to key the week as a whole week, having to get employees to key "unworked" hours. Automatic Rescheduling functionality doesn't work. When employee works overtime and takes leave in the same week, the systems functionality (which we paid for) doesn't work. Edison Helpdesk advising employees to NEVER adjust the top row (scheduled hours) of a timesheet. They advise employees to never reschedule their week. This is an option our dept allows for employees to reschedule their work week instead of taking leave. In order to reschedule the work week, you MUST change the scheduled work hours row. Edison Helpdesk being worked by employees who don't seem to know time and labor rules and don't seem to know how to troubleshoot Edison as they should. They just take your complaint and file a ticket. When they do try to help over the phone, more often than not, they give wrong advice. Exceptions. The reason for an exception is many times left up to interpretation and requires research to figure out why the exception exists. Can Edison just provide reasons that we can use? Or better point us to the problem? Example: Saturday exceptions usually mean some things wrong with the time sheet for that week, but the exception reason is "not enough time reported" or something ambiguous. We have to research the problem and figure it out adding to the time we work in Edison. The actual day of the exception should be Tuesday, but the exception shows up on Saturday. OR exceptions not generating at all, but after review of the timesheet, and exception should have generated. Exceptions take a lot of time to clear (how much I am not sure). Supervisors think they can just click a box and make it go away and this is not true.

Usually, an action needs to be taken on the timesheet. The only exception I know that can be cleared by checking a box is holiday no-pay. (But really requires an action on the supervisor to verify no pay for sure). You worked to clear an exception, you know time admin has run, yet the same exception is still pending. You allow Time admin to run again. Still exception has not cleared. I found that we also have to "resubmit" the timesheet. It seems that the timesheet has to be resorted or regenerated for Edison to apply the actions taken to clear the exception. Still having problem with multiple leave requests for the same day. Edison seems to only view one leave request at a time per TA run. When an employee requests the wrong leave or for some reason enters 2 or more of the same requests for the same day, it takes Edison several TA runs to clear the pending exception. This makes it very long tedious process to clear exceptions. PRAISES - - I do like the Step Down proces in Edison. It has been very sucessful. I also like the fact that I have been paid each pay period and I still have my benefits, but I know this to not be the case for all state employees not just do to keying error.

- 6639. I was a timekeeper with the previous system. I will say keying time is a whole lot easier now than it was before. I like being able to look up my on information. I do wish that didn't have so many ways to go in and look at the same information.
- 6640. I would prefer longevity not be included with our regular paycheck due to taxes.
- 6641. I am responsible for pulling requisitions and because half the steps of the requisitions do not work properly it is very time consuming as we must produce a table of names and address before we can merge our letters to applicants..on every requisition. I do not understand why it does not work the way it was supposed to in our brief training. Also the training was in general directions and not specific to our jobs. We need training by staff that know what we will be doing with the proceses. We need training on the JPP/PE piece also. Everyone is guessing how to complete this.
- 6642. System is reliable and will overcome startup problems. However, it is cumbersome and time consuming in relation to its predecessor.
- 6643. Some employees are not computer orientated. There are cases where employees have to obtain assistance from other employees to access their information even after receiving training.
- 6644. The length of time that it takes to make a correction is an issue. When there needs to be changes with employees under a specific supervisor, it can take weeks/months to get corrected. This is very frustrating when the supervisor is trying to get the staff approved and in their system.
- 6645. this is supposed to be a paperless system. I still have to use and submit to my supervisor the same forms I used prior to Edison 'in case the system loses it we'll have a backup'. Any issues with Edison require printing screens and mailing them to Edison. It is supposed to be less work - I spend 3x the amount of time doing my time as I used to with the previous system. Most of the system is useless to me as no data has been loaded in it

for me to review.

6646. I am a [POSITION REDACTED] with 26 years of HR experience, all in State Government. I have learned the Edison system and work with it daily. I have encountered employees within our department of 3,000, that have not been paid on time, not been paid at the correct amount, been overpaid, had benefits deducted incorrectly, and had time and labor errors in Edison that have placed employees on LWOP status when in fact they had leave to cover their absence. The problem with this system is not that staff are old dogs learning new tricks, or resistant to change, but that it is a system that is not working with a large state government such as ours. The system has too many glitches that cannot be explained by staff working in Edison. My concern is that these errors affect our employees' livelihood in many cases. It is unacceptable for an employee's pay to be incorrect due to a new system's glitches, and for us not to be able to give them any other explanation but that. Nor verify what caused the problem or when it will be corrected. Working in the Edison system and receiving the constant emails generated about Edison issues is very time consuming on employees that are already short staffed and stretched very thin. This system is not better than the "legacy" system. It takes much more time to perform tasks in Edison, numerous screens must be accessed in order to find the simplest of information, and it has not reduced paper usage as one must print screens in order to "prove" a task was performed for backup when Edison "loses" the action. We as an HR office were very excited and optimistic about the Edison system and the promises it made. However, the promises have not been lived up to by the system and we just hope that we can catch all errors and work out the glitches Edison has caused before each payday comes around.
6647. I think that it is silly to have a system that reports errors for submitting time in advance of working those days but requires submitting time in advance in order for payroll to process in a timely matter. There seems to be a problem with design in this case.
6648. Time entering deadlines are much shorter. Having to enter time more frequently. More time spent keying employees time and more paperwork involved. Getting employees acclimated to sending in their time every week and again when there is a split week. Issues take longer to resolve. Some employees not receiving accumulated time. Paycheck (breakdown) hard to decipher. Exceptions stay on too long. Annual and Sick Leave balances are not current.
6649. My only problem with Edison is that I have to project at least a couple of weeks of my work schedule. I believe that once my work schedule is changed to bi-monthly, most of my issues will take care of themselves. I know that approving Edison is much more complex than using Edison.
6650. Edison has made entering time very time consuming. Plus I have no trust in this system. There are too any "GLITCHES". You can key your time worked and hit submit--but after Edison has ran--your time is not there--but your time sheet says "submitted". This also happens when you approve time. You approve time and then after Edison runs the employee's time is not approved. GLITCH-- and then you have to approve again. I am

afraid to make any changes --because of possible cancelation of insurance etc...I have no trust in this system. I know this survey states go by my own experience but, I work closely with a director of payroll and insurance--and I know Edison has canceled insurance and not paid employee's thier salary. Lola Potter should be ashamed of herself for getting on TV and basicly stating state employee's are lazy and stupid. From what I understand, this program was made for private industry and for getting paid every two weeks. Most state employee's get paid twice a month. I have no problem learning new things but Edison should have run side by side with the old system for at least a year to work out all the glitches and kinks. AND THERE SEEMS TO BE ALOT OF GLITCHES. I hate to say it but I hold my breath every time I key my time. I dread taking leave of any kind because keying anything other than a regular work week seems to cause a problem. They can make this program sound great on TV during interviews but they are ignoring very serious problems.

- 6651. When entering any leave or anything different from the regular shift hours worked, I usually ask for help to make sure that I have entered the information corretly before I hit the submit button. I am not comfortable, and afraid of making errors.
- 6652. is not user friendly
- 6653. A slightly longer period in which to approve entered time and resolve exceptions might help curb the end-of-pay-period panic that seems to rise up every couple of weeks.
- 6654. Anyone familiar with a Windows based program, should be able to navigate through Edison with little difficulty. Mileage is great on Edison, pay is so much faster!
- 6655. The training I received before implementation had no bearing on my particular job. I didn't know any more at the end of the day than at the beginning. If it weren't for a 20 minute quick "how to" by our time keeper, I would have had no idea how to enter my time. Fortunately, I have not personally experienced a problem with my check or time beyond having to re-enter information multiple times.
- 6656. Edison seems to be a bit more complicated than necessary, but I am willing to make the adjustments to learn how to use it effectively. I have made aware that there are so many things that can create an exception and cause a malfunction that I am reluctant to make any entry into Edison without clearing it first with my Edison support person.
- 6657. The time reporting aspect has turned our technical and management staff into highly paid clerical workers. As a result technical and managerial productivity has dropped by at least 20 percent. We continue to keep our clerical staff, but they are now very under utilized. It appears that the implementation of Edison was not thought through sufficiently on the front end. Our division continues to keep two sets of records for both time and financials. The records then must be reconciled at the end of the month so charges can be accurately accounted for and billed appropriately. Until Edison components can be made to be responsive to our division's requirements, it can be summed up in two words, burdensome and incomplete.

6658. One of my concerns with the Edison program is how the program receives information. I have entered my time and it has not allowed my supervisor to approve or it has not shown time as being entered. I have not missed any pay or benefits due to this problem, but I am concerned about the speed I will receive services such as mileage reimbursements if this problem continues.
6659. There should be a groups set up so that Time Approvers can access a specific list that has only their assigned employees. We have been told that this will happen, but it has not as of yet.
6660. N/A
6661. If someone is not getting paid due to flaws in Edison there should be back up systems to help those employees so they don't fall behind at no fault of their own.
6662. I don't use the system often enough to be familiar with every page and aspect of it. I do have trouble accessing it with my ID and password. The few times I have accessed Edison, I have had to get help from our personnel or from the Edison Help line. I have put off confirming my email because now I have to contact the Help line to change my password. It seems very cumbersome.
6663. I personally have not had any problems with my time or paycheck but at my place of employment, there have been many who have.
6664. I have always disliked being paid twice a month where the pay day is on different days of the week instead of being paid every week or every other week on the same day. Edison just makes me like it even less. We were entering our time in Edison sometimes twice in the same week, but now we just go ahead and enter for the whole week even if it is going to be on the current and next pay periods. We are also taking screenshots of what we enter and e-mailing them to a mailbox for our department. That seems to indicate to me that there isn't a lot of confidence in Edison keeping our time accurately. But as far as I know my time is ok. The times I have wanted to check my leave balances or request time to be off it always takes time to figure out where to go in the system to do that. It seems like that would be easy to spot since it too is related to time and attendance.
6665. I have personally never had a pay period that the Edison time that I entered matched the Edison time that my supervisor reviewed for approval. I would have printouts of the entered times and it would be different from what the supervisor pulled up.
6666. The Edison system does not fit well in this environment. It has created a less efficient use of employees' time.
6667. We need better training. the training we got has a lot of stuff that some people do not do. this is very confusing. Like the training for ordering supplies the majority of the class has to do with stuff that fiscal would do not me.

6668. The training I received was "blanket" and the intrinsics were not covered. When I have an error occur, the proper input was communicated to me through our Office Edison designated contact people. All misunderstandings and errors were alleviated through their further explanations of the intrinsics. Overall I find it more convenient to do my own time online. Thank you.
6669. it would be better if we could look at our list of leave that we actually took, not what was entered....
6670. The main problems are three-fold. As a [POSITION REDACTED] the amount of time that is devoted to Edison is far beyond what used to be required. Having to do time weekly and sometimes more if there is a split week is very time consuming. 2nd; Trying to get people under the right supervisor is almost impossible. We have been trying for months with several with no success. This despite sending in requests for corrections to be made multiple times. 3rd and most troubling is with overlapping positions. It seems that we are being asked to assign workers to specific supervisors just because they are in an overlapping position. It is ridiculous to try and comply with what Edison needs when we have units and workers who do many different tasks. Workers cannot be assigned to specific supervisors just because Edison wants them to be that way. It's no way to run a business. Edison should be working for us not the other way around
6671. My comments are based on my own personal experience as a caseworker and I do not expect everyone to share my opinion. I think change is always going to be challenging in a large organization such as state government, and it is impossible to please everyone all the time. There are always going to be bugs to be worked out and adjustments to be made where people and computer programs are concerned. I personally have not had any problems with Edison and I enjoy being able to access payroll and benefits information online which was previously not possible. However, it should be pointed out that I am not in a management position and my position does not require me to claim any kind of travel or mileage. I can definitely see how Edison could get complicated for those individuals.
6672. I have lost count of the number of times that I have had to resubmit time because it just goes away. It's not only me. My employees have the same issue. Another chronic problem since day 1 is when I go to approve my employee's time, it won't show up for days sometime. I look at their input and I see where they have correctly submitted it. I have complained time and time again but it still isn't fixed. Another problem is sometimes when I go to approve their time, they don't come up but people above me come up for approval, such as commissioners and asst. commissioners. I don't think it was meant for me to approve the commissioner's time. This still isn't fixed. There was nothing wrong with the old system and we should go back to it. With the current lack of budget, it seems totally counterintuitive that millions are being spent by HR fixing problems every week for a system that other states either dropped or decided not to adopt. Another issue: We supposedly had an Edison "power user" here. This person went to all the start-up meetings and training and even had the "power user" sign on her door. When implementation started and things didn't go smoothly, I would go to ask her questions and as soon as I said I had an Edison issue her exact words were "No, no, no. Go as HR" and

this was all she would answer. If these people were supposed to be the experts at this, what good are they if they don't even want to attempt to help? A note, not long after this she took her power used sign down and is of no help regarding edison. Another issue: What gives me the right to go and change my employee's time without ever having to let them know or even make them aware? This feature is totally wrong and doesn't have any type of check with your employee. One last comment: I saw the feature on channel 4 a few weeks back and tell Nola Potter that did she ever consider the fact that maybe this doesn't work and that state employees aren't a bunch of old horses? Her arrogance regarding edison would be laughable if we didn't have to use this awful system every day.

6673. Do not like how the accrual of leave shows up. Should not have to use comp before sick. Do not like having longevity and payroll check on the same check.
6674. The system has issues holding information keyed, such as leave requests. The system doesn't recognize the leave request/OT request and it has to be keyed into the system or approved several times.
6675. I think the biggest issue with Edison is the change it has imposed and the lack of acceptance. There are employees who have been doing business the same way for 10 plus years and they are very resistant to change. Some may remember the TIS implementation or if further back bringing STARS on line. These as with any implementation can be problematic. The difference here is the scale of the implementation. With additional training, and a positive attitude the issues identified can become opportunities for growth. That is not to say there are not some systematic issues, but most systematic issues are due to data problems. Either the issue should have been identified earlier in the process to mitigate the impact of said problem, or more careful data-entry and review process should be implemented.
6676. I did not have much of a problem with entering my time once I understood the way to do it and the same in regard to entering my expenses (travel).
6677. It takes time away from my now heavily overloaded work load. It is a burden on me. Using Edison adds to my work load. Tennessee should do away with this Edison crap!
6678. I am just wondering how long the rollout will take to reach the point where we stop filling out paper timesheets? It seems like the system is ready and we're still having to use both processes. I think the paper timesheets are wasteful and create double work for the timekeepers.
6679. The benefits are not correct. The dependents are not accurate and nothing seems that will change on that part.
6680. I have just a few issues that I think need to be addressed that I have had to deal with personally. The first is in regards to the leave requests. I have only requested one day off in the past 4 months & I filled out my request at least three weeks before. I submitted the request & it was taken. However, the system never sent it to my supervisor for approval. I

was told that it "lost the request". When I went in again to fill out the leave request & put the date in, the comments that I had typed in before appeared in the comment section. (I had searched the leave requests before resubmitting the request & it was not there.) My concern is that it lost the request but somehow retained my comments!?! Another issue is that I feel the integrity of the time reported is awful! The system will not just take what you work when you work. But, you have to "lie/fudge" your hours (when you work any overtime)for that whole week in order for the system to accept your hours/time. Instead of the system working for me & figuring out my hours (regular versus overtime), I have to work the system?!***I have only worked overtime during 1 week in the past 9 months*** How come my pay checks are not for the same amount for every end of the month check & the same amount for every middle of the month check? Seems to me, that with all things being equal (salaried employee, no overtime, no leave without pay, no increase in deductions)the same the amount that is deposited into my checking account should be the same. But, it hasn't & it's not just off by a few pennies (like before EDISON) but, off as much as \$8. I understand that these may not be considered as big of issues as others may have experienced. But, these are the issues that I have dealt with that I feel need to be addressed, answered & fixed.

6681. I am a new temp.employee and because of the lag between get my access codes to the edison system and getting computer access I forgot my passwords, now I cannot find a help line number 741-4357 does not work. As a consequence of not getting access I have been unable to view my last two payroll statements.
6682. my only problem is the time frame if you are off or your supervisor is off and you can not get your leave approved and then you have a problem with exceptions, and when you have to put your time in before the day i over and you can not know for sure you will be here.
6683. I think that Edison will eventually be a very good system for state government once all of the kinks are worked out. I have no serious concerns or problems with Edison.
6684. If you could get the state departments to honestly measure the average amount of their total weekly manhours has increased in the management of payroll/benefits since the implementation of Edison it would unacceptable by any standards. The majority of employees are not fighting/resisting a new system, however, in today's technical world, they expect a much better designed and user friendly system than the product delivered. Also, as tax paying citizens, you would expect a new system, to reduce, not increase the labor cost of maintaining a system.
6685. It is hard to comment on Edison when we are not putting in our own time just yet. All I use it for is to review payroll and benefits.
6686. Edison HCM is needlessly complex. It was not designed from the users perspective. There are many opportunities for error and I have not seen the system improved since it was implemented.2. I have approved employee leave and overtime requests many times only to find out that they were were not captured in the system and had to be approved

again.

6687. Other HCM components, such as ELM, as poorly designed and virutally useless. Resultls of almost every Edison actions are unpredictable.Training poorly done. No attempt to deal with real stuff (sandbox generally unaccessible).
6688. I feel edison is a functional system that does what it was intended to do. The only problems I hear about are from the older employees that I think are timid when it comes to doing everything on a computer. I personally like the system.
6689. We receive numerous emails reagrding time- sometimes several in a day.Working on our time has become a full time job. Things worked just as well when we turned it in to the time keepers.I have asked what happens if there is a family emergency and my time needs to entered . I was told I should key and submit from my home. Believe me - if i am called to go out of state due to afmil emergency my time is not something I will be thinking about!
6690. I do not use edison that much yet. Only for my time and looking up my info.
6691. the other system was not broken so why fix it???? especially with all the expense of running people all over the state for additional training....waste of money....someone did a great sales job on someone....there are so many other things related that are being included like performance evaluations and maintenance work orders etc, not to mention procurements of supplies; the whole thing is overwhelming and i am sure a very expensive program...the money could have been better spent or better yet, not spent at all...I thought times were hard...or at least that is what I keep hearing...
6692. The system seems unstable, the to become paperless is not, the information that I can access is not up to date
6693. I do like the online nature of the system thereby having the information available at any time. However, it makes no sense to me to provide requests for time off in Edison and have that approved only to have your timekeeper also do the same thing. It is redundant and a waste of time to do both.
6694. We cannot get in to see beneficiaries and benefits that are blank.
6695. The payroll checks are hard to understand as we were used to a certain payroll check that we could understand that gave a clear picture of our AL, SL, and CL totals. It also was easy to ready regarding payments for overtime and deductions. The new method is almost impossible to read and keep up with.
6696. I my opinion, there were way too many problems at system initiation. There were too many fundamental processes which didn't function properly. There seemed to be a lack of adequate familiarity with the system. I don't understand why it takes so long to correct problems and why do new problems keep surfacing? I just think the initiation of the

service was not administered well at all. I am confident, though, that eventually Edison will be a major asset.

6697. I think that it would be an additional burden if we were required to enter our own time.

6698. N/A

6699. Trainings on Edison do not seem to be dept. specific. Trainings are just click,click, click on the computer and are held long before beginning a new phase. Training is not fresh on mind.

6700. Only problem that I have if you change any info other than thats all ready on there will you not get pay.

6701. Do not understand future travel expense reports.

6702. Time administration frequently doesn't run correctly. We aren't notified by Edison in a timely manner so in a few instances I've been seen as the culprit when exceptions continue to show in my area.

6703. Overpriced and underperforming. This is typical big government abuse of the taxpayer.

6704. Although from an interface standpoint whereby Edison is an improvement over its predecessor, Edison takes far more time to use in performing the same functions. Compared to other like applications, Edison is very poor in every way.

6705. The system is down alot. The codes and the manner in which you have tp enter them are overlly complecated.

6706. In the rural HD's not all staff have access to a computer or have any training,, the ones who have training take care of the ones who do not, it puts a burden on the one responsible, It takes a long time to go in and put time, approve time, do performance eevaluations, and interim evaluations and now they tell us we will be doing travel also..when would you like us to see patients? We are expected to do the job of the nurses and the nutritionist with less staff and now do the office supervisor's work ... maybe we need a longer work day...

6707. Insurance companies were rude and seemed unwilling to help resolve issues. It appeared the State had told them to do as they were told and force us to go to them for help. This resulted in a stoppage of needed meds. I blame the rediculous state demand for total control that could have led to personal injuries. The State needss to lighten up and help folks.

6708. The only problem I have with it is when we accrue our annual and sick time it is taking longer for it to show up on our paycheck, but at the same time if you keep up with it yourself there is not a problem.

6709. I would like to know how much it costs to conduct a survey of this nature and what purpose it serves. The new system seems to work for me. I think the people that are struggling have not embraced the system, taken advantage of training, or attempted to adapt new business practices that are more in line with the new system.
6710. My longevity pay was transferred to my 401K account without my consent and not at my anniversary date. I was then told that this could not be rectified, and I was asked to sign an agreement for the state to recoup the money that erroneously went into the 401K from my salary checks. I did not want any of my compensation to go to the 401K.
6711. When time is entered into the system by employees, it takes too long for the time to get into the system for supervisors to approve employees time.
6712. Edison concept is great, but the system is handicapped and not user-friendly.
6713. Regarding start-up problems. The limitations for time entry are serious for employees who are paid monthly, concurrent to the period worked. Last month our office had to estimate hours worked for well over 50% of the month. I understand (from division management, management services, and from the comptroller) that this is due to differences between practices enacted for the State of Tennessee that could not be resolved with the software. I also understand that the steps to resolve the incompatibility will negatively impact employees during a time of great economic difficulty, especially switching to pay in arrears. Another issue that has negatively impacted me is a situation where I work overtime (for compensatory time) during the same week as I use sick leave (especially for a doctor's appointment). Edison forces the comp time earned to be offset against the sick leave used. The two types of leave do not have equal value to employees. Sick leave has specific restricted use, while comp time may be used at any time that it does not negatively impact the office. The net effect has been the defacto loss of advantages for working for the state.
6714. I keep hearing my supervisor say he can't see my time has been entered when I see submitted. I invite him to view it on my computer in order to prove I have completed the task. Several times an employee of mine, after I have approved the time, loses the approval.
6715. The system added man hours and paperwork
6716. The process of entering time into the Edison system tends to be time consuming. The system is not as user friendly as it could be.
6717. I did write something, but then thought better of it!
6718. Edison system is flawed. I feel that it has had 6 months to work out the kinks and has failed to do so. I still have problems with my time. I feel that the state has wasted billions of dollars on a system that is not able to do what is needed.

6719. My only issue with the HCM component is that when time is entered for a week or pay period end, the time is not shown at the supervisory level; it is taking up to 2 or 3 days to batch or interface. I have ended up making copies of the submit screen to verify that time was entered and submitted. My only other comment is that along with entering time on Edison, we also have to complete a manual tracking log of time taken and submit that every pay period end date. So, work is being duplicated.
6720. HCM is not the biggest problem. The FSCM is a complete disaster. You don't hear about it because it primarily involves the Fiscal Units in the departments but when bills are not paid, travel is not paid, grants are not handled timely, deposits cannot be made timely, you will be hearing about it. PLEASE look into this before it becomes a greater problem than HCM could ever be as far as completing the state's primary function of service to the taxpayer's of Tennessee. If I was not afraid of retribution, I would have expressed my concerns weeks ago, but I trust you will not identify me. For the sake of all the dedicated state employees working in Fiscal divisions in state government, please look deeply into this. DO NOT take F & A's word on anything pertaining to EDISON. go into the other departments and let them tell/show you what a mess this FSCM is in. If you don't, then when wave 3 is added, this will come crashing down....It is too much at one time...the modules should have been downloaded periodically giving the agencies time to adjust to each phase of Edison and not have it all downloaded at one time....year end closing will be complete chaos.
6721. We need more training as we progress with Edison on pay and purchasing.
6722. I can not comprehend how overtime is calculated in Edison
6723. Manage a rather large contingency of employees, and we have spent large amounts of labor on time and leave administration.
6724. Our Childrens Services HR is still trying to cling to a paper system and we are printing out two timesheets during some weeks depending on how the pay period falls. I was doing much less paperwork under the old pay system. The same with JPP/PEs, we're likely to have to complete old cycle this year and then repeat for Edison in December. Again more paper than before, so I'm not sure what the change is supposed to accomplish.
6725. March 2009 was a disastrous time with Edison. Things had to be done without much notice. Then, change this, never mind that, hold off until we can find an answer, attach this, no don't attach that, do as you have in the past. What are we really doing?
6726. My first paycheck after the startup of Edison was sent to me in the mail instead of direct deposit. Had I been out of town that could have been a major problem.
6727. system down long wait for service Have to change password
6728. It is taking too long to have task profile ids set up. We have no feedback as to when they

are set up. We have to keep checking to see if they have been set up. It takes at least 24 hours. I spend at least 30% of my time working in Edison. It has slowed me down instead of making me more efficient.

6729. With Edison, it is more difficult and time consuming to utilize earned comp time. With previous system, if a person worked 10 hours over in a week, they could adjust their schedule to work shorter hours to equal out. Now, the extra hours must be entered, and then a request for comp time must be submitted and approved to take the time off.
6730. There have been multiple occurrences of time submittal not being available for approval by the supervisor until re-entry. After this happened on multiple occurrences, I began taking screen capture pictures for moral support and to prove to the [POSITION REDACTED] the information had in fact been entered. On an average of once per month, data entries are lost apparently into the galactic bit bucket. I was angered with the news report that the only problems were "with old dogs refusing to learn new tricks". This was very insulting to me as I build and repair computers as a hobby. I have 15 years experience in computer hardware and software applications and I learn new tricks every chance I get. The public information liaison's refusal to accept reality infuriated those of us who have experienced multiple data entry problems. I would also like to add, until the current system is functioning flawlessly, no additional components should be added. Edison was way too costly for state workers to experience the current number of reported problems.
6731. Edison does not show current leave balances as did the previous state system. Annual Lv and Sick Lv are not current (2-weeks behind) and only Comp Lv is current. I believe this could be fixed without much problem.
6732. I do not key my own time. I work very odd hours, so I do not have an 8-4:30 day. Estimating time, turning it in I have forgotten most of the training because I don't use it. I am also unhappy about the way longiviety is paid with the amount of taxes being deducted. I also feel that turning time in every week plus the estimating, plus doing time on the 15/30 or 31st is a time waster. I am often in the field and am not near a computer to key or check anything.
6733. There are clearly problems with the program and it would be much easier to tolerate those problems if Edison staff would acknowledge them instead of blaming them on the employees. Previous to Edison I spent very little time dealing with timekeeping and payroll- now it is several hours every week. The program is inflexible- Datacapture may have been old and outdated but at least it was flexible enough to work within our work structure- when can we go back. With all of the dynamic groups and R groups we deal with it takes an act of Congress to shift responsibilities within the work group. Overall very dissatisfied with the HCM part of this. I'm very concerned that future elements will be equally inflexible and make our jobs more difficult. Please- either fix it or get rid of it. Do not go live on anything else unless we have the "bugs" worked out of it.
6734. While I have only experienced a couple of issues with the new system, I know of many

others in my office and other offices who have experienced worse problems and ongoing situations such as a supervisor showing 500 or more employees to approve time for and most not even being their own employees. I believe that with a system that cost the State of Tennessee as much as this one did there should have been no issues with it at all when it was implemented and certainly not the type of issues that employees and supervisors have experienced.

6735. I would prefer to still receive my pay check stub in the mail twice monthly instead of printing them off when they are available.
6736. EDISON problems seem to occur at different levels. As this is a start-up I accept the insignificant inconveniences, identify them, ask for assistance and wait for solutions or resolutions. I would not count these as problems as I would failure to have a scheduled wage payment or an overtime amount missed or an insurance premium missed. I have experienced none of those issues, thankfully.
6737. There are aspects that are made more difficult through Edison. Steps should have been taken to reduce # of steps req for eac action.
6738. The system does not appear to be easily compatible with our bi-monthly pay system. Employees do not understand keying split work weeks, which causes much more work for me at the end of a pay period, as have to go in and correct the mistakes. I was appalled that a system of this importance was given insufficient training at start-up. That inadequacy has contributed to the confusion that employees have with the system. Having to key in time before it has actually been worked has created problems for me as I have to go in and fix time sheet in many instances.
6739. Based on the cost of the Edison project, the length of time it took to go live, and the fact the system is supposedly based upon industry "best practices", Edison has been a huge disappointment...It's unbelievable a system of this magnitude is incapable of handling multiple pay cycles (once a month vs. twice a month). I also find it offensive that we have been asked to change the way we do business to accommodate Edison as opposed to a software being brought in to compliment business practices that work best for our office...In no way can I believe, Edison is based on "best practices". Obviously, other installations of this software are not in a governmental, non-profit environment...No transactions are easy in Edison...I can only hope with time and future system enhancements Edison will become a productivity enhancer instead of a detriment to the most basic of business functions.
6740. My pay check was automatically deducted from January to March without me signing up for any new benefits. Working with HCM consist of daily issues including payroll, entering new hires, changing status. We were told it would save paper, manpower, work and help sort a lot of HR work but it is the total opposit of everything said. More paper are used, more steps are taken and due to the state practicing Micro management, this program creates more stress, work and paper being printed for each employee who uses it.

6741. I feel edison makes the previous way of keeping time much much harder for all involved. I am now signing 2 time sheets plus keying edison. If I need sick leave i cannot key my time until it is approved and this is not always possible since when you are sick you are not working to key leave. the supervisor has to pray every week that it takes everything. my longevity was much less because of it being payed as part of my regular pay check which it is NOT. it was taxed to death and that takes away a benefit I have worked 15 years for. I do like being able to look at my leave balances. I do not like how hard it makes it for my scheduling changes to be addressed. and I am constantly signing forms regarding time worked. If we do travel on this it will be a nightmare!!!
6742. I am uncomfortable "estimating" time worked just so a timesheet can be turned in. Additionally, having to turn in 2 - 3 timesheets a week is a big waste of time.
6743. I have not had any problems but I am always here. Perhaps if I were out more and had to change hrly times, I might be of more help to you in this survey.
6744. I like the Edison system it has given me a chance to plan my bills better by seeing what is taken out of my pay check.
6745. Approval of overtime/leave time requests should be instantanious. To have to wait for the system to register them only 2 times per day delays the approval of timesheets and causes exception errors.
6746. this survey is good however you need to survey manangers and supervisors about the hardship this system has put on them to approve time and keep it up to date. there are a lot of manhours being wasted because of a flawed system.
6747. The only issues I have had with Edison are problems with the system retaining reported time and/or leave requests.
6748. Although I have not personally experienced problems with either entrance of my own time, I have experiences problems as a manager of of subordinates time. I am very familiar with continued problems with Edison that do not seem to be going away and the only explation we get is _"its the system again" or "edison is being evil today". Most of the above questions only relate to entering information and not the management of information entered. I know that there are multiple instances of where I have entered the correct information (approved payable time and leave requests and exceptions) only to have our Edison super user come back and say there are exceptions as the information was not entered. I have then gone back and re-entered the information only to find it still did not "take". Now I go in almost daily and check to see if what I entered the day before actually "took" or not. This is such an expensive waste of my time.In addition and most recently, Edison significantly shorted a staff members salary and it took several weeks and much "ado" to get this employee properly paid. In the meantime he could not pay his house mortgage. These errors (which were systemic) should not be happening and when they do, they should be much easier and moree quickly resolved without having to get Commissioners or Deputy Commissioners involved to get it done.This is supposed to be

a paperless system; however, the only way (it seems) to prove that the issue is with the system and not the employee is to ask every employee to make a paper copy of all transactions they do. What kind of paperless system is this!!In addition, the process of sending letters to applicants for vacant positions is much more laborious as what used to take 20 minutes now takes about 3 hours. I answered the above questions honestly and if just looking at the answers it would seem that everything is "hunky-dorie", but the questions do not get at the root of the problem or address other issues so I am not satisfied with the format of this survey as it does seem skewed to get positive responses about the system. It has been jokingly said "we come to work, we take care of Edison" and then it is lunch time. While that is an exaggeration, it does smack of some truth. What about the "time out" feature that does not allow you enough time to get the job done and then erases all that you have done and then you have to do it over. What's up with this?

6749. I have become disenchanted with Edison. It appears that this program was sold to the state without full disclosure of the potential for massive problems and costly time consuming "fixes." Edison has been a trial and error, learn as you go process. It should have been a well thought out pre-tested before implementation process. It really bothers me that as poorly trained users we are presented as being the problem behind obviously incompetent software! How can anyone be trained in advance for problems that have not been identified or arise later in the learning curve? I suggest that a true and fair test for Edison would be to have each State Legislator use it for HCM and Reimbursement.
6750. Our agency does not use the system properly, the only interaction we have is when entering leave requests. Other than that we are required to fill out paper time sheets and turn them into supervisors. Seems like we are under-using the system.
6751. The abbreviations used on the printed paychecks are very difficult to understand. Also, I do not like the Longevity pay being included in the same paycheck information. I would prefer the Longevity information to be in a separate grid.
6752. Edison if working gen. isn't that bad. Just probs starting up and getting the understanding. Prob that I am having is on comp time not being reflected on date submitted. Has been causing probs in approving. Also, have submitted leave and get the okay it was submitted and then it not be in the system. Causes probs with the managers approving if it hasn't shown up. Alot of employees that I supervise still are not comfortable with a computer and therefore is harder to submit. Would like an info sheet of all times abbreviated ie comp, request comp to make it easier to know what the system is needing for a request. Also, do not like the way to enter job plans and interims. Again those who are not into computers, this makes harder for managers to assist and more timely than being able to put on paper or have the option of doing on computer. The information and instructions were not clear and most have had to learn by trial and error. Hope and would like if continues using this system, that more clear instructions and a guide would be instituted and be understandable.
6753. None of us have had enough training. We will need extensive training before travel claims can be done on edison, or this will be a nightmare!

6754. could be easier to use, more simple
6755. The way Edison is set up regarding requesting overtime, it's somewhat easy for an employee to get overtime and not actually work it. It really depends on the supervisor approval.
6756. the other payroll was easier, with edison the break down of classes of pmt is too much,
6757. I feel that we are loosing productivity by shifing the data entry duties from clerical personel to field staff and supervisors.
6758. The issue of concern is not addressed by this survey; that is, the burden for payroll processing has been shifted from that of fiscal, administration, or HR to operational areas. Operating supervisory personnel are now burdened with what was previously handled by one of the aforementioned areas (which is where it belongs). What previously required comparatively limited time approving time and attendance in the paper environment now takes considerable more time because of the shift in responsibility. Operating personnel time is diluted with HR/payroll/administrative responsibilities of entering payroll.
6759. Most of the Edison problems I have encountered have to do with the entering of time more so than actual payroll. I have had way too many instances of having to RE-enter my time because it dropped my time after it was submitted. Also I have had my timesheet dropped after it was approved so I have had to RE-enter time AGAIN. It's very time consuming to enter my time and submit my time only to turn around a few days later and have to resubmit the same timesheet because it no longer shows up as submitted!
6760. No further complaints.
6761. It would much better if the system was implemented the same way across all of the state. We are six months into the process and still are unable to enter time ourselves. Also the time to turn in your time sheets is to limited.
6762. We have not had access to a number of Edison components in our Division so an evaluation of the overall system is not possible.
6763. I have to approve time for 3 employees', and if we wait until payday to put in our time, it cannot be approved until the next day.
6764. I like many of the features of Edison, especially logging in at home and having the leave balances. I believe it will only get better once they fix all the glitches.
6765. needed just some insight on what I was doing on Edison. nothing to go on but the system program example that was given to me. the issues I had was just start up issues but getting to work with it more it gets better....
6766. The delay in updating leave balances is very frustrating.

6767. easier access
6768. it appears that the tax rate is higher, since the longevity bonus is included with the regular pay check. Meaning, you actually receive less money from the longevity pay now.
6769. I do not like getting an e-mail at the last mint. telling me that I have to have my time turned in or it be my days off and an e-mail is sent out saying time sheets are due and your out of work b/c it is you days off
6770. I would like to see the "Report Manager" work. This would be helpful, if the system informed you when there were items from your employees that needed attention - Leave Requests, time that needed approval. It would also be nice if the system held the information you approved. When writing Job Performance Plan and other things that require time it would be helpful if the system allowed you to save your document during the process and not timing you out. Then you have to start the process over again. They also do not need to limit the writing space to 1325 letter. It is hard enough trying to write a JP without having to shorten it into a lanaguge you can't remember, when the intent of what was written gets cold a year later when it is time to do the review.
6771. seperate paychecks for regular pay and longevity pay.
6772. As a member of the internal audit staff, I have been asked to work on two projects that are a direct result of Edison related problems. The excessive time Edison requires for line by line approval of items and the Flexible Benefits process is being changed because of the huge backlog which is only growing and requiring more resources people to try to keep up.
6773. Edison is very labor intensive when it's not working which is much of the time. Many times my time or the person that I supervise's time gets lost or just parts of the week get lost, it takes time to resolve these matters, not only for me but for my help person in the Agency. I went throught the tutorial for payment cards and have pages of notes - I'm not looking forward to that. I have a scanner, but not many others have one. There is a payment of a significant amount of money pending for a contract that ended in mid March. We haven't figured out how to get the contractor paid because the contract ended before Edison, but the invoice came after Edison. I'm getting calls from the contractor - can't hardly blame him - he needs his money for the work completed. I wonder if the state is losing money with this or making money and also is the employee losing or making any money. My time would be better spent doing the job I was hired to do. I understand the concept, but this system is a dud in my opinion.
6774. need separate checks for longivety
6775. Edison is, by far, better than the previous system. Implementing a system of this magnitude takes a great deal of flexibility and of course, there are going to be growing pains. However, having a tool that is web-based, intuitive, and multi-teard is fantastic. I like Edison and look forward to learning and utilizing some of the other features.

6776. I was very concerned about my health insurance being canceled, and even more concerned that no one in the Edison group understood why. Also, they were not able to tell me if the problem had been corrected or whether the issue would be a re-curring issue.
6777. Edison takes about 6 hours per month for 5 employees under my supervision. You much check - recheck - view - review - approve - reapprove.
6778. There are 12 workers in our county and I am supposed to have access in Edison for all of them. I only have access to 10 but my group has 2700 people in it.
6779. The steps are too long or too many windows just to enter information. This is why people don't care for it.. Simplicity is nowhere to be found...
6780. Total wast of money!!!!!!!!!!!!
6781. Edison is so much better than those old paper timesheets. There are always a few bugs in a system roll out, but seem to be clearing up. I think some people just do not like change.
6782. I think the time keepers should be the ones answering these questions as they are the ones seeing and experiencing the most problems with things like exceptions and returns.
Thanks
6783. being paid monthly is not reconized by Edison. Exceptions by indiviual are not a concern to Edison.
6784. The system has unexpected times that it does not run properly. There is no notification that it has not run or when it will run again. Being a new user, I am always skeptical that I am the problem, which has not turned out to be the case. It would be very helpful, when Edison does not run properly as scheduled if an email would be sent to all users.Thank you.
6785. The state should have provided better training on Edison than what employees received. One week before Edison going live and an on-line tutorial was not enough info for state employess
6786. It is great to be able to complete your time no matter where your are!!!!
6787. In addition to my explanation above, there are many issues that I see that are human related. Not Edison related. The overall lack of committment to make sure tasks are done in a timely manner contributes greatly. The statement "good enough for government work" is commonplace (and that's not a compliment). The problems would be cut in half if the staff responsible for entering data (especially billing) was held accountable for their work.
6788. The longevity issue is a big problem in calculating tax inforamtion at the end of year.

The IRS will assume I received the monies reported when I only received 1/2 of the pay amount. This needs to be corrected before December 31, 2009. If I had to give the money back, then it should not be reported on my time sheet.

6789. My erroneous longevity payment is still showing on Edison even though I paid back the money in March and it is now May.
6790. My problems with Edison were resolved and are expected minor adjustments needed with implementing any new system. I do feel that the supervisors tasks in Edison are extremely cumbersome and need to be streamlined for efficiency. There is no reason it should require so many step to review and approve time for subordinates.
6791. We have had several individuals not receive full payment of their checks on multiple occassions. It is also not up to date on leave balances.
6792. Edison is something new to all of us and it takes time to figure it out. Yes there are flaws but I am sure with more training and communication the problem can be solved. I think all employee should have the right to put in there on time, and time off request. Some things should be personnel to us. This program gives you a chance to change your insurance if you like without someone else knowing your business.
6793. The weekly submission of time is a hinderance as time has to be keyed by a certain day, and if leave has to be taken after it has been keyed, it creates extra work. While our employees are not keying their own time - our timekeepers do this - I would hope this is not in the future plans. Keying of one's own time is not efficient use of my work time. Having the timekeeper between the supervisor and the employee also promotes honesty. Taking leave and signing of time sheets used to be simple.....it no longer is this way. Leave balances are always a month behind even though keying of time sheets is done weekly. The performance documents are also very busy and not easy to follow. Many e-mails come to the employee after a document has been completed, but the links do not always work. Having to do the interim on paper and still complete the screens in Edison is busy work. It should either be a paper interim or all in Edison. Currently, the date is the only thing in Edison, but the employee gets an e-mail telling them the interim is there. There are just too many steps that have to be made to complete a job plan or interim - it should be simpler. Re-tying of job plans when supervisors change is also a waste of valuable supervisor time. Computerization of payroll, benefits, performance evals, etc. is a good idea, but this program (Edison) is not user friendly in many areas especially for some of my employees who do not have computer skills nor access to a computer on a daily basis. Employees spend too much time navigating the system to accomplish minor things. As a supervisor I now spend twice as much time approving leave as I did with simple e-mails/calls, or leave requests. Edison has not made my job as a supervisor easier - it has made it more complicated and impractical.
6794. The concerns I have relate the amount of time it takes me to approve time. On Friday 1st thing I log in an approve leave requests. Then by 10am my employees have entered their time as I require them. At 1030 I go back in and review timesheets to ensure that they

have all been entered and try to prevent exceptions. On Monday, if time admin has run, I go in and approve them. I spend twice the amount of time I used to. I do like not having split weeks though. It is not all bad and there are many features that make it easier for me as an employee to review my financial resources with the state. It is a new system and everyone needs to allow for kinks to be resolved. Patience is a must.

6795. The system should be a on-line real time system and not a batch processing system. Time delay of getting data updated makes this system much like the old system.
6796. At DCS our timekeeper are still entering time for staff. We are really not using any major functions of Edison except to enter time and someone else does it for us. I do not feel that I can adequately assess the quality of the program as I am not familiar enough with it to determine as I am unable to use it most of the time. I fear that once I am required to use it there will be major hurdles or challenges in doing so. As everyone knows, state workers have more than enough to do. Putting up with a difficult system to manage HR issues is a major barrier to completing job responsibilities. I am very concerned that once I am responsible for approving each of my employee's time each week, plus at the end of pay periods that fall during the week, I will be completely bogged down with Edison, and lose time to ensure quality services for children and families. I hope they fix the system before managers are required to use the Edison system in our agency.
6797. It is difficult to know whether or not an error has been made with the deductions from my check. Our previous system was more reader friendly. In the past I only had to turn in two times sheets a month, now I have to turn in between four to six time sheets, and have been warned via e-mail that I should go into Edison frequently to check for errors (again not sure what to look for). I'm spending a lot more time, and having to keep up with a lot more paper than before. Also having to keep up with yet another password (that has to be changed to frequently for my taste).
6798. When Edison started they provided instruction books, which if we went by the book, Edison did not agree with the project. It seems Edison was setting the program as it went along. They (Edison) had their own program and when they came to the state it was more like trial and error.
6799. My contact with Edison as a user is that Edison timesheet is functional but entering my timesheet and checking leave balances are the bulk of my activity in Edison. As a programmer having to interface with Edison, however, it appears that the interface design is clumsy and not well designed. We are not sure how this design developed and our Edison "experts" are vague in their explanations. It seems the interface has not been proven on the Edison side and they want us to write the [DEPARTMENT REDACTED]-side interface based on their unproven interface. Current design has us sending massive amounts of data even though only a few data elements are required. If we want to pass 50 characters of info to Edison, Megabytes of data is sent instead. We are concerned that communication resources may be strained if you have thousands of users each send megabytes of data when only a date or quantity is needed. [DEPARTMENT

REDACTED] had to build our side of the interface to Edison. We were the first to build a working departmental interface to the Edison system. The Edison team consistently blamed us for interface failure and at first we believed we were wrong but through much debugging we tracked the problems down to the Edison-side interface. It had never been proven. We then had to tell them what to do to fix the problem. The Edison-team has been somewhat silent and vague in their answers after this happened. Also, they have asked us to sign off on the interface when we have not proven anything works yet. We have refused this request last I knew. I am not the key developer involved in this but we have had many conversations here regarding "what were THEY thinking?" We can't come up with any reasonable explanation for why the Edison interface is designed this way.

6800. edison is not user friendly

6801. None

6802. Although my personal leave information (which is very cut and dried) has been correct as a agency power user I have witnessed many, many issues with Edison. I spend a great deal of my time trying to help employees understand error (exceptions) and how to resolve them. Many times employees have entered their time and task profile IDs only to have it disappear as if it has never been entered. Some employees have had this happen multiple times in one pay period. This has also happened in the approval process. Personally, I have approved leave for my employees, only to have to go back two or three times in order to for the approval to be accepted. Regarding training, most employees were trained by taking the computer based training. They did not have the opportunity to have face to face interaction with an instructor in order to ask questions or be given explanations.

6803. The the problems I have had are as follows: 1. After approving time, the approved time has disappeared and had to be reentered. 2. My leave requests have disappeared so that my supervisor could not approve them.

6804. Submitting overtime request general accepts one day at time vice multiple days or for the week. 2. The pay system should be designed to display and accept only the days of a pay period during so called split weeks. 3. Performance document creation is a little tricky for the beginner.

6805. The system is cumbersome and over burdensome, particularly for supervisors who must key not only their own time, but approve all those they supervise. Depending on the computer literacy of their staff, this can take hours and hours per week! Some supervisors even feel unable to take annual leave because of their requirement to oversee the keying of their staff. I find this unfair to supervisors. Additionally, the system erases important information that requires the keyers and supervisors to constantly monitor it. This takes more time. At a time when positions have been frozen employees should not be burdened with a payroll system that takes as much time as Edison.

6806. I don't like having longevity checks put in with regular paychecks. Too much taken out in taxes - not a good idea! Should be considered as a bonus, therefore should be separate check. I liked getting a written paystub. Too hard to fix mistake on timesheet if one is made when putting in time.
6807. This system requires all personnel to spend more time entering payroll than the previous system did.
6808. For those that have to keep timesheets on employees, the Edison Project has at least tripled their work. My subordinates have to make timesheets and record time for others. Because of the way Edison is set up, they spend at LEAST 3 TIMES as much time creating and completing those records. With position reductions, this creates an unacceptable work load.
6809. I don't like that your leave balance is no longer on the paycheck and that you have to look in Edison all the time which takes FOREVER if you can find the right screen. Nothing is at your fingertips like on the old check. I tried to get a change in my payroll deduction and had to call several different places and took an act of congress almost to get it completed!!! It is a pain and one that we do not have time for. Thank you
6810. The point to point part of the expense reports has major problems. Also, you can only choose one default location on the expense reports.
6811. Previously, time was accrued as of 16th of the month; now, apparently, the system accrues at the end of the month. I feel this causes problems for those who have very little time.
6812. The system is somewhat inconvenient with short time frames to complete actions. It is also inconvenient for the managers of supervisory staff to be unable to approve leave requests and time sheets of the supervisor's staff, as ultimately the manager is responsible for those staff members. Edison should be modified to allow this action. In addition, it is too difficult to correct errors on approved leave requests or time sheets. It is easy for the submitter or the approver to make an inadvertent mistake, and allowances should be made to correct these errors. It is confusing to have a day broken down into many small segments, such as .25 hour and 1.7 hours when the individual has been present or absent for the entire day. The only time we need segments of a day is when the individual has been absent for part of the day.
6813. At a time when the state is in a fiscal crisis, I find it disheartening they would implement a multi-million dollar system that has problems, instead of trying to maintain employment for people who have given the state 100%. I also think Edison is not the answer, as far as billing goes. If every task and user is tied to an Edison Speedchart number, WHY can't OIR billing come from Edison and NOT have to be compiled and verified by staff??????
6814. All the info. doesn't seem to be added yet. Beneficiaries is just one thing I will mention

that needs to be updated and I can't get in to do.

6815. I feel that the way that Edison works is archaic, its not in real time. I also feel that it was a mistake for our Department to not allow employees to input their own time, which created a huge burden on timekeepers as well as HR staff. Edison takes more time and requires more steps than the old system, which is burdensome on already overworked staff due to the buy-outs which left us shorthanded. Add to that the fact that it is something you have to do every week and not twice a month as with the previous system. Edison is outdated and not suited for governemnt payroll, and all of the other areas they are trying to use it for.
6816. My job basically effects that of nearly 1,800 employees & therefore I must manage my time wisely. I don't mind change & can adapt to it; however, when it takes me 3 TIMES as long to do a transaction then it use to then I have concerns. Not only are the transactions taking longer to complete, we are having to go back & CORRECT PROBLEMS that are being created by Edison. While we've discovered insurance premiums being deducted TWICE, one of our biggest problems has been with the paying of longevity. Nearly 400 of our employees had their longevity due date "bumped up" as a result of the new system. My unit has, (& will continue), to spend hours correcting this problem in order to get our employees their longevity pay on their respective due dates. Anytime we even mention at Edison workshops the problems we're experiencing with the system, it seems to all fall back, (with the help of the Department of Human Resources), on the employees themselves blaming us for not properly performing our job duties. Personally, I think this survey is another waste of taxpayer time & money, given it's being overseen by the Comptroller of our own state! We've should have spent our valuable money to bring in "consultants" from outside the state in order to maybe giving us an unbiased opinion. I'm sure my co-workers here at the Department of Safety know what I mean from the previous sentence. Remember the Kroll Report?
6817. I am satisfied with the resolution regarding the off-schedule longevity payment. I am hopeful it will not occur again.
6818. when printing out my payroll statement it cutes of the cents.
6819. Trouble decifering how Edison calculated compensatory time vs. leave time. It appears to be erratic.
6820. i don't understand why the pay is different each period.
6821. There should be back-up in the county office to approve leave or time for others, in the event someone is on leave. Keying leave requests and approving time after hours from my personal computer should be against time and labor guidelines. Starting a massive program like Edison without training is ludicrous! Edison is never ending, there is always something that has to be done. One week it's key as split week, the next time don't key as split week. Time is too valueable to be spending so much time on leave and attendance, when we should be focused on getting the job done.

6822. I've heard a lot of complaints about the system, but our office manager enters the all the data, so I personally have not experienced the issues others have. Our office manager states she has had to spend what she considers an inordinate amount of time making sure the information submitted is accepted and processed correctly. The system is more cumbersome than what we had before.
6823. Edison was presented and trained for individuals for performances it can not perform in reality. Very disappointing to discover your training out shines what the system can do. Things that was put into the training does not actual work that way for the system performance. The system does not do what it presented to be able to do.
6824. Information that should have been put into the system with all the other information dealing with my insurance matters instead of taking several months to get it straighten out. The payroll system before edison was consitent with my paycheck amount. Edison payroll system is not consitent with my paycheck amounts are different each pay period. My monthly pay is the same, i also have the same amount of deductions but my paycheck is off everytime.
6825. The initial training was inadequate. My staff and I had to learn to use Edison through trial and error.
6826. I think that the State could have found a program that was more user friendly and was faster and less teidous. Edison was a mistake!
6827. At this point, we have been warned not to touch (don't open) our payroll information because doing so might cause us not to get a pay check. The staff should not have to be left to guess about if we are going to get a paycheck at the end of the month. We have switched back to our old time-keeping system and don't use Edison. Our paychecks are calculated for us without the risk of touching Edison. But overall I would say the user-interface in Eidson needs to mature about 8 more years (maybe 3 more interface overhalls) before it becomes good. I hope there are plans to improve the 'clunky' and non-intuitive nature of the software. There is potention for it to be a good tool. And there are nice 'features' but overall it is less than impressive.
6828. The time-reporting screen should be rearranged to avoid having to hide the menu bar every time you open it.2) Employees paid semi-monthly should be able to enter their time semi-monthly instead of every week and partial week.
6829. View paychecks does not match the employees paycheck, when trying to discuss questions. I can not see all the screens needed to assist employees with payroll issues, I have to call the call center. The paycheck stubs have more information than the employee needs to see, causing confusion on their part as to how to calculate the items on the stub. It takes me a few trys to figure it as well, so I can explain it to the employee. It takes longer to figure out issues due to having to look alot of different places to get an answer to an employees question. Edison staff wants employees to do alot of their personal items like changing dedcutions, direct depoists, and other information

themselves, but alot of employees don't have access to a computer, don't feel comfortable doing it themselves, or don't know how or are not capable of doing this themselves, which creates problems because it causes errors and can cause them to have to wait for a corrected paycheck. Employees are complaining about loosing alot of their longevity due to increase taxes since it is on the same check. Edison staff explained that it has to be 25%, so the employee is paying the correct amount of taxes. But this is not true due to when combined, it throws the employee into a higher tax bracket on the tax tables which could and does take out more than the 25% than if it was done seperately and taxed at the bonus rate. Employees have lost at least half or more of their longevity or it has taken their regular salary due to the increase of taxes, therefore only giving them their longevity.

6830. This refers to above question - we now have centralized data entry people who input our time. (In the beginning, it took so much time to input payroll, and many timekeepers made errors.) So that I'm not experiencing current problems with this component. This system is extremely time and labor intensive. Time keeping must be done daily now. Any increment of overtime or sick time must be "approved", which the system does not always recognize and kicks timekeeping entry out on exception report. It takes at least 3 times as long to report time as it did on the previous system. The training is poor. On-line training does not apply to my daily work. In the timekeeping session I attended downtown, the instructor zipped through the class and didn't seem interested. Spent majority of time explaining how to code time for special projects, which is not applicable to our facility. Couldn't explain how to input time when people worked 12 hour shifts. (I noted this on the evaluation form) When we went live, the set-up was incomplete. I could not "get employees" for my timekeeping group. This was not resolved in a timely manner, took months. The components aren't being implemented timely. Keep having to slip the date to later. Our supply orders held up months because of this. System is intricate; requires too many steps to accomplish the simplest task. It is written more on a programmer level, than an administrative employee's level. As a citizen and state employee, I contend million+ dollars could have been utilized in a more prudent fashion. State employees are terribly underpaid and the cost of our benefits keeps rising. The system is a virtual nightmare. Why would a salaried employee's paycheck be inconsistent? It should be the same amount month after month. All that I've written is from my personal experience. PLEASE NOTE: some of the questions were not applicable, but this survey made us answer them anyway. Did Edison design it?
6831. It is better than the old system, but not as good as it should be. It is already outdated and there should have been better systems out there.
6832. I miss the paper check verification of the direct deposit as I forget to check Edison at times.
6833. Calculations of longevity cost me over \$300!!!!!!
6834. once i learned how to enter my time, the problems were gone

6835. My main problem is that i cannot access the two employees that i supervise. They started in October, 2008 and I still cannot approve their leave or time. My contact from Edison was that they were very far behind and i should not keep calling them. i hate making our local person have to do all the work regarding these two employees. Otherwise, i don't think the system is all that bad. Our dept didn't receive any training except online and since we knew other departments went to hands on training, we felt like we didn't get enough information to be able to key.
6836. Inadequate training for employees. I have reviewed twice the future online trg for upcoming travel and have a degree in this-and have requested trg on it with no resolution-it will be my problem. Trg for HCM section was a joke.The system requires leave to be requested in advance. Which is understandable. Issues arose when I was at hospital and didn't know how much leave I would need to take. And it requires the employee to have a pc at home to make the request if they get sick-my home pc has virtually no security and been hacked into the server system. I conduct no sensitive business on it. My secretary doesn't have a pc at home-she can't afford it on what she gets paid. The system should be able to handle when real life issues arise such as at the hospital and not place this additional burden on the employee to get to a pc somewhere to request leave. A telephone call would suffice with prior system to the office. I can't wait to receive my longevity payment this month. When this system was contracted-it should have been recognized that David Manning spent yrs negotiating with the IRS for that payment to be placed in a lower separate 20% tax bracket with less withholding taken from it. I knew immediately when I saw it would be combined with regular pay in one payment that employees were then deprived of money all for the convenience of the Edison system. Once this began occurring and employees realized they were getting shorted-the Edison response was too bad. They get paid so little with no cost of living in how many yrs-longevity is all they get.In addition, the fact that the system won't recognize end of the month or bi-monthly payroll cut-offs and we have to do split weeks-the software should have been adjusted prior to us contracting with the vendor plus the fact that it doesn't recognize holidays should have been adjusted within the software. I have been thru startups in the private sector with issues and never seen anything so ridiculous as this.
6837. I really thought the training was very poor. Any question we had was basically answered by "we will have to get back to you on that" or "that is a departmental decision". We never had any follow up to the questions we had brought up in class. There were several classes that were scheduled for a whole day that were completed in 30 minutes. I think the state was taken for a ride on the training portion. I think that a lot of our problems was that we had no clear leadership from our department until it was too late. They did not pass any information from CO to the facilities. We were told that they were not being passed anything from Edison. I suppose if everyone was entering their own time then the system may save time. But our department is still using timekeepers because our folks do not have time throughout the day to enter their own time. You really need to send out another survey regarding the financial component! That is another story!
6838. Given that we are in a computer age, it only seems logical that the state will follow suit; it's reasonable to expect some discomfort and setback--this is the price of progress, so

Edison is a step in the right direction.

6839. Because time is entered daily, it sometimes is difficult to flex out the time. For instance, I may have taken sick leave on one day, and then had to work over the next but am unable to flex it out. Instead, it is taken out as sick. Additionally, I do not like having to change my password so often- three times in six months, and having to use the unusual characters, like @, !, etc, make it hard to remember the password.
6840. The only complaint that I have is that we are not able to enter our own Educational Leave. All other leave we can enter ourselves. It is just a hassle to have to e-mail one of the Edison power users to put the time in for us.
6841. Since Edison has been installed and the longevity comes in my payroll check my taxes more than doubled. I received less this year than last year. I feel the State needs to return to the prior way of doing time and paying longevity. The State is having budget problems but they paid \$135 million for this system. The children in custody have no money for their needs. State employees aren't getting raises and the list goes on and on. If I am having money issues at home I don't go out and spend a dollar let alone a big lump sum that could be used in an area that really needs it. Also this time takes up more of my time that I could be using more wisely on what my job is about "CHILDREN". Prior to Edison we did our time twice a month and the support staff entered. Now it is everyday of every week and it takes more of my time as well as our support staff. Our time could be used more wisely than it is with this "Monster". In my opinion this was a waste of money as well as a waste of employees time.
6842. I work shifts and on 2nd and mostly all 3rd shift at the present...so being able to go in and access my time and pay is just great. I have not at present experienced a problem, but if I do then I would email or perhaps call on days. There are alot of us on shifts here, so it is appreciated.
6843. As a point of reference, I thought I might offer up this information. Prior to working here at the State, I was in banking for 26 years. The financial institution that I was employed by over 10 years ago had technology (timekeeping, expense reporting, travel planning, etc.) that was far more advanced than the State's current Edison system,...that was 10 years ago, and handled about 90,000 employees,...nationwide. The system was quick and easy to use. I never needed training to use it. I would have to say that it has been about 20 years since I have used as cumbersome and slow a system as Edison, but then again, technology 20 years ago was not as advanced as it is expected to be today. It is taking up too much of our time, especially time we really can't afford to waste.
6844. Edison recalculates OT and leave and does not notify us. My supervisor may authorize OT and then Edison takes it away. Having lost OT hours worked with no way to get it back, I am now very unwilling to put in the extra effort. It is so hard to take leave or work OT I just stick to 7.5 even when working over could save the State money for lodging and per diem. Edison has turned me in to the stereotypical State employee. Also, why do supervisors have to approve time when Edison is going to recalculate it anyway? That is

redundancy in effort...I thought Edison was more efficient. The system is very unfriendly to users. TDOT has had an online time/payroll and travel claim system for years that was VERY VERY easy and efficient and provided great accountability. Why not model that system?

6845. As a supervisor, the major problem that I have is that payable time seems to sometimes "drop" after it has been entered and approved so this causes me to have to repeat work that I have already done. I spend much more time dealing with Edison than I ever did in our old payroll system. Also, it is impossible to follow the calendar that we are supposed to adhere to with the dates that certain things are to be taken care of when time administration does not run for a week. There are many times that I am not made aware of when time admin is going to run and once again this causes more work by having to log in and check Edison multiple times. There were many things that I was not told about this system before it was implemented. One of those being that my longevity would be included in a regular paycheck instead of being a separate check of its own. Needless to say, the taxes were much more than normal and I was told that it would all work out when I filed my income taxes next January. I have my doubts about that, but I guess we will see. I do feel that something this important should have been relayed to employees before it actually happened. For several years everyone was told that the new system would be so much easier and efficient when in reality it is much more time consuming and aggravating. Overall, I think that the system has major flaws and it does not seem to be tailored to our needs and it is such a shame considering how much this system cost.
6846. As an employee and supervisor, I have not entered any time into Edison on myself or any employees. Although required to complete training, I have been told that I cannot even complete my own personal time sheets for submission to the HR person for keying. This will result in a training issues in the future. Note that I do allow because of the training my own employees to complete and submit their personal time sheets to HR. In addition, paper time sheets of employees are being requested every week, if not twice a week, in some cases. Consequently, I do have concern with the amount of paper being generated each week with the paper submission of employees' timesheets to the HR person within my facility i.e., agency. Since we are in an Economic Crisis, we should find ways to reduce this noticeable larger volume of paper in this area. Also, finding ways to allow all employees access to computers on-the- job, therefore Edison, have been challenging. The pressure presented recently to get JPP's into Edison and completed in a very short period of time, not allowing for much formal review with the employees, but just to get it done. Overrides of formal reviews were being done in order to get it done and to show up as completed in Edison.
6847. I think with the budget crisis within the State of Tennessee, money should not have been spent on this program.
6848. The training that I attended prior to Go-live and the parallel testing was not reality. At Go-live, nothing work as we had been trained so it was a re-training process to learn the system. Working with HR sytem, most of the employees in our department have experienced some type of "glitch" from not accruing time, cancellation of insurance, not

receiving longevity pay, receiving duplicate longevity payment, and the list goes on, which have all resulted in more work for the HR staff instead of an even steady flow. Not receiving support from the higher authorities in state government has been a slap in the face. I am not an "old dog" and did attend 30-40 training sessions with the Edison team, and the software just isn't working. I believe removing the keying capability for the insurance preparers was a HUGE mistake because now we have to rely on someone else to make all changes and have to repeatedly submit work to BA for changes in insurance coverage instead of keying the information ourselves. Some changes that needed immediate attention have taken from 6 weeks to 6 months for changes to be made. Instead of Edison correcting problems with pay, accrual of time, etc. the HR & Payroll staff must still supply the same paperwork to DOHR for manual processing. Obtaining all the back-up documentation in the Edison system is cumbersome to find and then, once again, you have to rely on someone else to correct the problem.

6849. Pulling up reports on Edison is a little more time consuming, but overall is very informative. I do miss the convenience of getting the hard copy, but the change is all contributed to a sign of the times and technology.
6850. To date, the problems I have encountered with Edison have all been routine, start-up problems. The only thing that I can identify that might have improved the implementation is the quality of the training provided. I am a manager level employee and in many cases, the live training that I participated in was simply someone reading a manual to me. If this is the training plan, please just provide the manual to me and I will read it. In some of the computer-based training, the training module instructions did not correlate to the "live" version of Edison. An example of this is the performance management training. Despite my dissatisfaction with the training, I am very satisfied with Edison. I think it is user-friendly and the benefit of standardizing processes across the state is tremendous.
6851. This system is a cumbersome burden on all state employees, especially managers. Staff may key in their own leave but it is ultimately up to the supervisor to make sure it is correct. Supervisors feel they cannot be off on certain days due to Edison time frames.
6852. As a supervisor, I feel like I spend more time being the time keeper of the 10 state employees I supervise assuring their time is keyed correctly, etc. than doing the job the State of Tennessee pays me to do. With a BS Degree in Nursing, being the "time keeper" for staff just does not seem to fit. Oh, I will do the job because I want my staff to get paid because they are hard workers and none of us are working for our health. I also feel very uncomfortable at times checking time etc because if I do something incorrect then staff will not be paid and it becomes my fault. With my duties of dealing with multi programs, supervising 10 State Employees not to mention the DGA and County Employees I supervise (thank the Lord they do not have to do EDISON), when a major disaster/emergency like the Swine Flu (H1N1 Flu) outbreak occurs then what becomes my priority?
6853. The computer age is finally here ! I could use a more one on one training on this system,

when I need help putting something in Edison,I get someone to walk me through it. I somewhat understand what to do the next time, in other words I'm ok with this system....

6854. Human Services Systems area is still required to complete their timesheet (no paper savings) in addition to completing Edison (no time savings). Everyone is involved with the system instead of selected timekeepers under the old way. Received this message on April 8, "Time admin has not run since Monday, April 6th at midnight. It will not run again until payroll calculate and absence management (leave balances updates with accrual and usage) are completed. The next time admin will be at 10 am Friday, April 10th." It appears that there are existing bugs that cause delays in the process. Also, the procurement module has issues with the Edison item numbers.
6855. After time has been approved, the employee can go back and change it. I have to go back and check payable time for two or three days after the pay period to make sure that it is still approved, even on my days off. Waiting for the payroll to run is ridiculous.
6856. No one in my offices was trained on Edison and we did not have a time keeper. We were told to do a computer tutorial but did not have time or staff to spend the time it would take to complete it.
6857. I have experienced no problems working with Edison. It is not 'worse', it is just 'different'.
6858. I only submit my time in Edison, so I'm not responsible for approving anybody else's time or completing any other managerial responsibilities. The first problem I have is with split work weeks. I wish we could either enter our time at the end of the week or at the end of a pay period. Without receiving email reminders I have a hard time remembering to enter my time on a split work week, because all the training indicated we would enter our time at the end of a work week. Additionally, submitting our time using Edison and then submitting a time sheet is repetitive and inefficient. I realize the time sheet is currently necessary due to the relatively new system. I would just like to either submit a time sheet or submit my time in Edison.
6859. The survey does not address the problem with Edison. The issues with Edison payroll are due to placing time keeping responsibilities on the management and employees rather than leaving these responsibilities under HR. Additionally the program does not effectively notify you of the issues in payroll or when and employees time is not incorrect. The supervisor has to check the exceptions report to see the issue and by the time it is resolved the system may have locked them out due to the time constraints in approving hours. The other issue is the amount of time employees are spending to fill out and submit the time for payroll. The expense side of Edison is very labor intensive and the amount of time it takes to fill out an expense and approve them is using valuable resources which are needed in other areas. The system went live without having all the cities in the system for travel claims so when we run across a city which has not been loaded we have to call Edison help desk and get it loaded. Additionally the mileage is not accurate, they figure our city to city mileage based on the most direct route which takes

you down two lane roads through every town and over every mountain even though interstate would be the safest and quickest route. The most direct route is not always the most judicious method to travel and the employees safety and time are worth something. The system is an administrative nightmare and very labor intensive at a time the state has cut positions and I have not seen any cost savings and in fact have found that additional positions have been needed to accomplish the billings and time keeping where I would have expected a streamlined system which would have allowed us to more effectively do our jobs with less employees rather than more.

6860. This system is not, and has not been a wise investment by the State!! It is "NEVER" a wise decision to purchase a system that has previously had great potential for failure when tested by other States and/or entities!! It is also not wise to purchase a system that has to be developed by the State that is purchasing it, and not already be close to being developed and compatible to the State's system that was already in-place, sufficient and successful. This system has only added to the workload of Supervisors and Mid-Level Managers, and has greatly increased the workload of those persons that were already responsible for time keeper duties. I feel that taxpayer dollars have been totally wasted on this system!!
6861. Edison has taken more of my time than the way we did the time before is my only complaint. It takes time to get use to doing things different. I have heard of problems but not experienced any. I suspect as we roll out other aspects there will be the learning curve. [POSITION REDACTED]
6862. Edison itself seems easy to use and accurate. My only question about time reporting is that in addition to Edison, I also have to report my time worked on two printed paper time sheets. Seems a little wasteful and repetitious, especially when we have a sophisticated electronic means of entering time.
6863. SINCE THE NEW EDISON SYSTEM WAS IMPLEMENTED I FEEL THERE ARE TOO MANY STEPS INVOLVED AND I CAN NOT GET THE HANG OF ADEQUATELY ENTERING MY TIME. I FEEL THAT THE OLD SYSTEM IS LESS COMPLICATED.
6864. Timekeeping in Edison is cumbersome with semi-monthly payroll and split-work weeks. I think many of the problems people are having could be reduced, if not eliminated, by switching to bi-weekly payroll.
6865. I'm a manager and with this system I feel as if I'm doing more personnel work with this system. I spend more time now than I did in the past on this part of my job because of Edison.
6866. I review my statement one time per month. My password expires approximately every 60 days. I have to go to the hassle of getting a temporary password then convert it to a permanent password. You cannot do this on weekends. My assistant does not have to do this--she has kept the same password she programmed early on. Should not have to do

this so often.

6867. The training we received from Edison Personnel was very general about the system, incorrect to state policy, and incorrect in the procedures. The only Training that helped us survive Edison was the Training done by our the [DEPARTMENT REDACTED] personnel. I am not against change or a new computer system that works. Edison was not tested thoroughly and the STATE has had to work the flaws out for the EDISON contractor. I don't know who agreed to this RFP proposal to accept a system off the shelf not meeting our current system but that was very WRONG!!! The Edison trainers were not prepared could not answer questions but all agreed to get back with us - but didn't. The Edison trainers were just meeting their contractor obligations just to get paid... Some of the [POSITION REDACTED] have received 2 to 3 times additional work for them to the point they have difficulty get their normal jobs complete. The sad part is we have been told from day 1 that payroll is the easy part! We have serious concerns about July 1 and purchasing products and services to keep [DEPARTMENT REDACTED] operational. As of last week the Dept. of General Services, Purchasing Division has processed only two requisitions for the Wave one agencies starting December 1st. Purchasing has had to work the other files in TOPS, BID, Award and assign a Edison Purchase order or Contract number just to purchase for the Wave 1 agencies. Wave one agencies have told us it takes 2 to 3 times as long to do the same job in purchasing and about 3 times as long to pay for an item. With the volume of [DEPARTMENT REDACTED] we do not have the personnel to keep us with this new demand of time requirements. When [DEPARTMENT REDACTED] come on July 1st and all agencies must process in Edison which does not work yet, what are we going to do on complicated contracts and one-time purchases without TOPS to use for a backup system of purchasing? We have spoke with the Wave one agencies and they are overrun with problems and the answer is well Edison won't allow you to do it that way. Purchasing from Statewide contract should be the simplest method available and it has been for 20 years, but with Edison we must enter a requisition, approvals, financial screens, approval, purchase order approvals etc... (the system was suppose to improve things not increase the time required to process) Everything in the Edison Procurement increases the amount of time and complex methods to make a simple purchase before Edison. We have attended pre-bids in GS purchasing and vendor/contractors have stated they have not been paid for up to 3 to 4 months because when Edison uploaded vendors some did not get lost and products were delivered but agencies could not pay. THE GENERAL CONVERSATION IS NO ONE IS ABLE TO SPEAK OUT ABOUT THE REAL EDISON AND ALL OF THE PROBLEMS BUT, WHEN THE VENDORS DO NOT GET PAID SOMEONE WILL FINALLY PAY ATTENTION FROM THE MEDIA WHEN THEY START TO CALL... VENDOR WILL FINALLY REFUSE TO SHIP AND CUT THE STATE OFF. The vendors also are having difficulty getting registered, and want to know when they will get trained. (GS Purchasing answer was the script answer we have all been directed to say: all things new are challenging) If a company was paying for the installation of a major computer program and this is the service they received EDISON would not be paid for their services.

6868. The program does not save me time. Too many steps just to take a day off.

6869. I think the intentions were good for all departments to use the same system, but I feel Edison was a huge mistake and not the answer. To spend millions on a system that is canned software and does a very poor job of conforming to the previous methods used by the State of TN.
6870. The system is extremely time consuming and I am on edge daily, wondering if an Edison task has to be completed that day. There is no regularity to the amount of attention that it requires. We are constantly admonished to prevent "exceptions". The process of requesting time off, for whatever reason, before the key date and needing the request to be approved before time is submitted, is flawed. The time we gave to put into the system is enormous compared to the old way of using time sheets. We are covered over with work and the time spent on Edison makes it harder to serve the public.
6871. System needs to update quickerI don't like the travel or performance evaluation procedures.
6872. Very poor trainning - computer only - no face to face training. Instructions can change several times
6873. My comments does not pertain to any difficulties encountered in the functions/operations of Edison; however, there is a great degree of dissatisfaction the inclusion of longevity pay with regular pay for obvious reasons.
6874. I have a degree in Computer Science and I find the System is not very user friendly. Also the Pay Check stubs are impossible to figure out and that is coming from someone with a minor in Mathmatics. Usually to figure if my Overtime is correct I calculate my pay manually and compare the results. The Pay Check stubs print fonts are too small to read without a microscope and the other half of the page is blank.
6875. IT SUCKS! WHEN I RECIEVED LONGEVITY FOR 24 YRS., I HAD 22 HRS. OVERTIME, CHECK WAS \$4510 AND I RECIEVED \$2700. SO IF YOU TAKEE AWAY LONGEVITY I GOT \$300 FOR A PAYCHECK AND 22 HRS. OVERTIME. THIS IS ABSURD.
6876. Overtime calculation by edison is incomprehensible and at the least difficult to understand.Paycheck is less with edison than pre edison.Longevity payment is far less than last year.At a cost of 130 million dollars staff could have been given a raise and a program that was more competent could have been instituted for less money.The program needs to be easier to understand and use. The State need to get the taxpayers money back.The system is far too complicated for a staff whom is not accustomed to the technology edison employs it is not user friendly.
6877. I changed my tax withholding and EDISON acknowledged the change and there was comment "at a higher rate." Of course I was not happy to see this.
6878. It's funny that Edison is suppose to save the state money and the employees time but It is

actually more time consuming than the old system was. Instead of being able to perform our jobs, especially when you work in the field, we have to come in on paydays and Fridays for at least half the day to approve the timesheets of people that are under our supervision. And when payday occurs on a day other than Friday, that is two days a week we spend approving time instead of doing the jobs we were hired to do!

6879. I question the accuracy of the system. I have personally watched people enter their time only to be told later that they never submitted it.
6880. This system takes up more of my time, is overly complicated, and is unwieldy
6881. n/a
6882. The state spent an exorbitant amount of money on a system that does not FIT our needs. We seem to have had money to spare when it came to Edison. State should reconsider and take second low bid, find one that fits us. System works better if you do NOT SPLIT the weeks just key on Friday. Edison is constantly changing procedures and we get the feeling we should have been aware without being advised. Split the week one time - don't split it the next - its enough to make you dizzy. We have to key before the actual time is worked and then have to try to fix it if we didn't guess right but sometimes can't obtain access to re-key because system won't let you in. As supervisors we constantly lose our employees or have employees put under us who are not ours. I just approve my employee's time, I don't understand the language. I think this system is set up to up to short change employees i.e. overtime computation and longevity issues. The screen doesn't fit the computers. I do like keying my time online but I wish the system worked better and fit our needs. I needed to ask a question about my paycheck and called the appropriate number but they didn't know the answer, luckily it was a minor problem but I would think they could answer our questions. We are not old dogs trying to learn a new system. We have dealt with many new systems competently.
6883. I don't work in Edison much. I just look at my time and leave balances. I am hearing from my co-workers that they have experienced a lot of problems with Edison.
6884. There is little accountability with the Edison system. If leave balances, payroll information, or other matters are in error, there is no easy way to make corrections. It is common to have to enter information more than once in order for it to go into the system. Although I have not begun to use the travel portion of Edison yet, it looks incredibly and unnecessarily complex. I dread this step. The "old" system was perfectly functional, and I can see no reason that Edison was needed to replace what was working.
6885. It seems as if Edison was written for someone else & the State is being made to change to meet Edison as opposed to the other way around. My payperiod is a semi-monthly, yet now I have to turn in timesheets every week. Why could, or more importantly why WASN'T Edison changed to meet the State BEFORE it was launched!?!
6886. I prefer to enter my own time. The only issue I may have is that when you request time

off either annual/sick/OT, it takes a while for super to approve.

6887. I just want to note that the first training I had was the self-training modual in Edison - it was not training from our HR dept. Our HR dept. has done an excellent job.
6888. Better training would have been nice.I did not have 'hands on' training.
6889. The current system has increased our paperwork. We are submitting paperwork 2-3 times more frequently a month.
6890. Managers should have complete authority to approve leave requests and payable time for their employees without arbitrary pre-approval by timekeepers.
6891. Keying time into Edison for an atypical week is really a challenge, i.e. weeks in which there is overtime, annual leave, and or sick leave. I have yet to key any of these "challenging weeks" correctly without help from our Administrative Secretary in the office. Split weeks are also really a pain to enter, having to enter time essentially twice on those weeks.
6892. Management and workers are spending way too much time completing paperwork to be entered by secretary's in our Department. My understanding was that we were to be entering our own time / attendance once this system was started.
6893. SYSTEM NOT SET FOR TWICE MONTHLY INTERVALS....TIME IS SUBMITTED EACH WEEK INSTEAD OF SUBMITTING TWICE MONTH. LEAVE REQUESTS ISSUES
6894. I do not like the fact that due to Edison being implemented, we no longer receive payroll stubs: making us log into Edison to check pay status. 2. I do not like having to tell, in advance, when I will need a sick day, or leave early if sick. It is understood that is has always been that way with annual leave, but you never know when you will be sick. It is not logical to expect advance notice using sick time. 3. I know several co-workers that have had major errors in their payroll since Edison's implementation with insurance, longevity, etc. 4. I am very displeased with the fact that Edison has come up with its own way of paying overtime, which takes money away depending on service time, at more than \$1/hour.
6895. I like the accessibility of up-to-date information that Edison provides.
6896. The only positive thing about Edison is that changes can be more easily made (bank, beneficiary, etc.) I prefer the old method of timekeeping, with time entered and approved immediatly, errors were more easiilty corrected, and results showed immediatly, not a day or 2 later.
6897. The Edison program would have been more successful if there had been adequate, HANDS ON TRAINING, for all staff provided PRIOR to its implementation. To expect

thousands of rank and file employees to transition into this or any other system without such is in my opinion a complete and total failure on the part of those who were in charge or aware of its impending implementation. There is no excuse for such conduct.

6898. With Edison you feel like you always have to come to work even when there is an emergency that you really should attend to because you have not requested the leave in advance. Also on the days you are to key leave it can take hours to approve workers time and this takes away from doing our job. When there have been complaints in the past we see newspaper articles from payroll saying you can't teach a old dog new tricks so we just need to learn the new system. This system was suppose to be able to help the staff but it takes more time to key into this systems and that takes the workers away from doing the job they were hired to do.
6899. I think Edison was a waste of state time and money
6900. It is very inconvenient to have to enter your time sometimes 2 times in one week just because the way the pay period falls. For example in January date 12 Mon. to 15 Thursday to time was submitted and then the same week the time was due for Friday 16 because that ended the week. Also when you make a mistake in entering the time off you want in adding up the hours there is not a way for one to go in and correct it, the employee has to go to the power user/time keeper to override the error.
6901. I would like to know why there is not a backup person in our office to submit time if our supervisor is out. Our regional supervisor does not have this capability; therefore, we still have to submit paper forms to be faxed to Nashville for entry. We were to have timekeepers; however, their systems were never setup correctly. I like entering my own time but we were told we would not have to do this. I still cannot access many pages that I should have access too. I can't do a printable copy of my paycheck from my office computer. I have to do a screen shot or print it at home.
6902. To many steps, back and forth, to enter data, like travel.
6903. I'm not sure what you mean by training. If you mean a formal classroom, then no, I did not receive any training for time. The only 'training' I had was the self taught courses. I have no idea whether the errors are normal or human error because no one is explaining exactly how they occur. If it was human error, certainly no one is accepting responsibility. As far as problems and how critical they are, any time an employee's paycheck is incorrect through no fault of their own, I consider this a serious error and it seems our payroll division has little to no compassion in dealing with these situations. In fact, when I tried to contact F & A payroll, my call was not returned at all. All the person did was to call my agency's payroll division to report that I had called them.
6904. I would like to have the information about my pay come to me rather than just having access to find out my pay. For several months, I didn't even know how much I was getting paid because I was just so busy that I could not remember to go in and find out.

6905. Due to my commute distance, I was offered, and accepted, a modified work week (4 day work week). After doing this for a little over a month, I was informed that the modified work week was cancelled due to Edison's inability to handle the modified work schedule.
6906. I am a [POSITION REDACTED] with 30 years experience. This is absolutely the worst system we have ever experienced. The training was awful and the implementation was too quick. The areas of issues are all so serious in nature that it has negatively impacted our operation. The new procedures are slower and involve more staff time than before.
6907. Edison is set up for weekly or bi weekly and not for bi monthly. You are suppose to get your Overtime or leave approved ahead of time but if your out sick or the supervisor is out then no one is around to approve it and when you key your time it presents an exception and thats a no no
6908. On the question that asks about comparison with previous systems: the automated time clocks were much simpler to use and did not rely on rememering to enter time taken. You just entered it as you took it. It did not rely on the honor system and therefore was more objective. Supervisor now must ask everyone if they've put in their time and some people forget. It would be easy to take time for which you had not requested leave for those who are less than honest.
6909. I have talked with employee were Edison take away your regular pay and only pay longevity pay during your anniversary. Pay checks are not the same each pay period. Edison takes up a lot of your time when using it. Not friendly.
6910. the way time is entered is a step back from progress. When time must be entered on a Friday morning, we have no idea if we will be leaving early that afternoon. I think we should be entering actual time as it occurs. Not what we expect it to be. Also, the way we have to manipulate our overtime and sick time is ridiculous. We should enter the time as what it is, and the system should be intelligent enough to calculate that time appropriately.
6911. THE LEAVE BALANCES COMPONENT NEEDS TO REFLECT DAILY CHANGES MADE TO EMPLOYEES USE OF LEAVE BE IT SICK,ANNUAL,COMPENSATORY,OR OTHER TIME.EMPLOYEES ARE UNABLE TO CORRECTLY DETERMINE IF THEY HAVE LEAVE TIME AS IT IS NOW. ANOTHER THING IS THAT WHEN YOU REQUEST LEAVE TIME YOU ARE NOT ABLE TO REMOVE IT IF YOU CHANGE YOUR PLANS OR MISTAKENLY PUT IN THE WRONG TYPE OF LEAVE, WRONG DATES OR ANY TYPE OF ERRORS THAT MAY OCCUR IN THE INOPUT OF REQUESTS. THIS CAUSES CONFUSION FOR THE EMPLOYEE AND THE MANAGEMENT PERSONNEL AS WELL.
6912. as a time keeper, the split weeks, projected time, and paperwork is a nightmare! It takes 3 tims as long to enter time in the Edison system
6913. There should be a way to include flex time for program directors. Directors do not

receive comp time so there is no where to account for this in Edison. Also, there should be a way to retract time submitted into the system. For example, if one requests time off for an appointment and puts it in Edison, there is no way to retract the request if the appointment is canceled. The approver just has to deny the request.

6914. The system is so massive and so cumbersome. It used to take me 15 minutes on Time and Labor. Now, I am checking on time, waiting for time to run, double checking my leave, retirement service, benefits to make sure it's all in the system every month.
6915. When Edison was first introduced it was stated that the system would allow for other states' income taxes to be withheld on employees living in other states. Later it was said that because not everyone wanted this done, it could not be done for anyone. It would seem that a system this elaborate could be designed to withhold state income taxes on those employees who wish to have those taxes withheld.
6916. The most common problem I have with using Edison is lack of reliable internet service. I only have a dial-up service and it is slow at best when it even works. The next problem I have is sometimes when I key or approve time and submit and everything seems ok and the next day or two it actually did not work. There seems to be some problem with processing. Today I checked and time I had approved last week needed approval ... just as though I never approved it.
6917. Time Administration continues to have problems when they try to run it. There are times that an employee keys their time, and by the next day the system has deleted it. The employee has to start over again.
6918. It is ridiculous to do paper time sheets every week (or more frequently) and then key in leave, approve leave, input time, and approve time. Much more work! Also, the travel component is extremely hard to navigate!
6919. I cannot view, report or approve time for everyone in my work group.
6920. There are times when I cannot enter my time or request time off. I get a message stating I am not authorized for this.
6921. Edison is a daily challenge...if it is up...there is always something different to learn from the way that we were told the day before.
6922. 1.) Cannot understand why we have to enter time before the day or even the week is finished. It seems to cause more problems trying to fix after the fact. Granted in an office setting that this may work, but in a construction field setting things change constantly. We have also been told because of audit reasons not to falsify documents and that is exactly what we are doing by turning in our times before we work. 2.) Why are the regional calendars different than the Edison calendars? As stated above if we were allowed to follow the Edison calendar made it may work better, but we are receiving emails from Regional level demanding our time being put in earlier.

6923. The system we used before Edison was much more time efficient and less confusing, I feel like Edison is a waste of employee time and money.
6924. I really love being able to view my leave balance and being able to access the system from my home computer. I do not like doing timesheets weekly. I would prefer to do them twice a month by my pay schedule.
6925. Did not like the way longivity was added to paycheck, lost money doing it that way. Takes much longer to perform the duties of a supervisor.
6926. Have experienced problems of the system not posting my time and having to resubmit twice. Exceptions popping up even after the time had been posted and approved in the proper manner. system seems to be unresponsive at times when it comes to posting the end of the week reports, we receive emails about having to approve time at a later date since Edison is being updated.
6927. Our personnel department is great about answering questions and helping us with any problems that might arise. There seems to be systemic problems.
6928. I don't think that Edison is a bad program. I do think that it should have been deployed after considerable testing before people's paychecks were affected. Just because my problem didn't keep me from paying my bills doesn't excuse not getting paid. I also believe that prior testing would have alleviated a considerable amount of frustration and scurrying around to "make things fit". I also don't appreciate that state officials lied to the media about the problems being experienced.
6929. I like the old saying of not putting all your eggs in one basket. Under the old system, payroll was one system, accounts receivable, TOPS (procurement and accounts payable), Risk Management (which is insurance on structures on the park) POST (which is the inventory system of all park owned items). Now with all our eggs in one basket, when Edison goes DOWN, all systems (payroll, insurance, leave balances, and in the near future, procurement, facilities management, and any other "phase" that is soon to be initiated) will also be DOWN.
6930. So far, I find accessing payroll, leave etc. easy with Edison. I would like to enter my own time instead of filling out time sheets every Friday and on the 15th and 30th, if they don't happen to fall on a Friday. It seems to defeat the purpose of Edison to have someone else entering time other than the employee.
6931. I hope that someone has made lots of money implementing this system because it has caused a lot of grief on the part of the people out in the field. It has the potential to allow more lying, cheating, and dishonesty on being honest on actual time worked than any previous system ever thought about.
6932. I don't have a good basis to compare the old system to Edison. I also have not done any kind of analysis to confirm that Edison is keeping track of information correctly and have

been leaving to faith the fact that it is. There is always a period of degraded performance when a system or process is changed before any improvement can be realized, however, I also recognize the potential that the Edison system offers.

6933. It is obvious that Edison was not properly thought out and wasn't tested enough (or at all) before it went live. It is downhill from there. If users had tested this system on the front end it would have eliminated some of the structure problems that were overlooked prior to release. "All the kings horses and all the kings men couldn't put Edison together again."
6934. I think Edison has caused a lot of problems for employees and needs to be changed back to the way our payroll was done.
6935. I work in IT. I can safely say that if I produced a deliverable as badly designed, developed, and implemented as Edison, there would be serious consequences. In my tenure with the State, I have never seen a program go live with such obvious deficits. It went in late...and STILL had obvious errors that could have been caught in testing. Information-At-A-Glance design methodology was not followed. Internal time reporting codes are overused on the user interface. Time reporting is not exception-based. BASIC web form principles routinely violated (ie. need to scroll excessively to the right and down). Data elements are cramped and poorly positioned. Certain commonplace and known scenarios were not anticipated (ie. longevity pay, non-standard work schedules). The method of handling leave is overly complicated. If a supervisor is out...an administrative assistant approves your time, not the next ranking supervisor. The top-ranking supervisor can't even see the data for his or her subordinate's direct reports. Every time a supervisor wants to do certain tasks, they have to click a button to pull up their staff first...which means they should have automated that function since it ALWAYS needs to be done. Unless items are entered in the exact sequence and manner that Edison expects, it throws exceptions (programmers could have AND SHOULD HAVE easily have prevented this...they should stop blaming it on the users). Production level changes were migrated in during the middle of the work day (should be evenings and weekends ONLY). Instead of twice-monthly reporting, it's now weekly...twice a week if the first or the fifteenth occurs during the week (cumulatively, it is actually taking up MORE time to do time reporting now). None of this should be much of a surprise. Visit any Peoplesoft shop, and you will hear similar stories. It DOES NOT customize to an organization's needs well. The private sector learned this lesson years ago. It should not have been used.
6936. It seems like we have to take 10 steps to do one thing.
6937. I have not seen a component of this system that has worked correctly. We shouldn't have spent all of this money that the state didn't have on a system that didn't work in several other states. I have had many fellow employees with payroll issues that have caused them stress and hardships. I know another individual that was somehow "fired" in the system and all of her time was used. Our timekeeper are constantly having issues have to reduce time because edison changes what they have put in for no reason. I also think that we

should be able to use our annual time instead of our com. time always going in and then all of our annual time rolling over into sick. I feel that this is just another way the state is trying to screw us out of OUR money. I think that the people that decided to put all of our money into this should be fired. We now have a new system that doesn't work and the individuals that we are suppose the be caring for are the ones paying the price.

6938. I have worked with other payroll software programs and I have found Edison to be user friendly.
6939. I don't like edison. I am on a thin client that doesn't work very well.
6940. Should be able to enter a set schedule as opposed to the generic one. When State Holidays are granted employees should not be penalized because of regular days off that equal more than the allotted time Edison enters when an employee would have normally worked more than those hours on a typical work day.
6941. This system is not user-friendly. It is labor consuming and costly. One has to use multiple screens when ordering supplies for the office, and then the same screens must be utilized for approval of the order. The time taken for these actions outweighs any benefit that the system may provide.
6942. This is absolutely the worst system I can imagine. I waste more time trying to approve time, approve leave, approve milage. This system needs to work for us rather than us working for it. You cannot tell why exceptions occur or how to resolve them. Names of employees appear or disappear seemingly for no reason. Timekeeping should be a clerical function not a program function. Under the old system I might spend 15 minutes a month with payroll issues. Now it can be as many as 15 hours a month. This system is nearly impossible to use and even worse to understand. On the Edison home page is a link for overtime. No one in this agency is allowed o/t. But everyone in this agency uses leave so why do I have to do several clicks to get to a leave screen. This is just 1 simple example of how little thought went into this. If you will take Edison to the local landfill I will pay the bill.
6943. The payment structure is so complicated that one would have a hard time deciding if they are being paid too much or too little. There does not seem to be any clear cut answers on this.
6944. The computer pre training for Edison was a joke, the majority of the information we had to wade through was not even applicable to the everyday worker. I need to know how to enter time, make sure it's right, know what to do if it isn't. That's it.
6945. the most common porblem I have is how long it takes for Edison to do TimeAdmin runs. It was my understanding that time would run twice a day, but it seems that at this point a few times a week it may not run for two or three days. This generates exceptions that need to be addressed.

6946. I have been very pleased with the system. I have had very few problems and everyone has been very helpful.
6947. No comment.
6948. I would like to see the system fixed to where my hourly rate is fixed and the longevity paid separately like it was previously.
6949. In my personal opinion Edison is much more time consuming than the previous system. To me Edison is a constant, with the old system you keyed the leave on the 15th and 30th and you were done. Having to constantly remind employees to key their leave and having to go behind them to check it is time consuming. Also Edison is slow in updating leave balances. Employees are constantly asking me to figure their leave balances (it is confusing to most employees). I also don't like my longevity and regular pay being put on the same check. However there are some things I do like about Edison: Being able to update my personal information, changing direct deposit etc. without having to go to personnel.
6950. The training consisted of going thru the tutorial online. We should have actually been able to perform the duties. Most of the stuff we learned in class didn't apply. You had to add steps , leave out steps, Edison and General Services didn't have the same steps. The Edison people and General Services gave different answers to the same question. When you asked a question to the Edison people in class the standard answer was "I'll get back to you on that." Which might take 2 months and the answer is simply to submit your question to the Help Desk after already waiting for the two months. Questions were not answered in timely fashion if at all. Your information is lost and you have to reenter time, leave , etc two or three times in one pay period.
6951. Time sheets take longer, and there always seem to be exceptions, or do not show up for my supervisor to approve. On several occasions I have had to re-enter my time. This takes a lot of my time and my supervisors time.
6952. State employees did not get a raise or receive the rest of the promised compression pay. To top that you combine payroll with our longevity taking more money from state employees. Money that is also supposed to be a benefit to state employees.
6953. The evaluation system is inadequate presently. I have to print off whatever input then pass that on to the employee. What is the use of Edison when I should be able to interact with that employee thru the Edison system.
6954. Edison is a great system. I look forward to its flawless 100% implementation.
6955. EDISON TAKES AWAY ENTIRELY TOO MUCH OF VALUABLE WORK TIME TO SERVICE OUR PATIENTS. IT IS A COMPLICATED PROGRAM AND I CAN'T SEE THAT IT IS A BENEFIT TO US.

6956. this may be a very good program if put in effect in a timely manner with proper training. One paper handled to many times to complete one process. I do not enjoy working on or with edison.
6957. need to have longevity at a different paycheck.
6958. THE PREVIOUS SYSTEM WAS MUCH SIMPLIER. ONLY THE GOOD LORD KNOWS HOW MUCH OF THE TAXPAYERS MONEY HAS BEEN WASTED ON THIS SYSTEM SINCE IT'S INCEPTION. THERE WAS NOT ENOUGH THOUGHT AND DRY RUNS PERFORMED ON THIS SYSTEM PRIOR TO USE. THIS IS TYPICAL OF THE PRESENT ADMINISTRATION AND THE USUAL WAY THEY OPERATE. THE PROBLEMS THAT THE SYSTEM HAS CAUSED HAS BEEN PUT SQUARELY ON THE BACKS OF THE PEOPLE WHO ARE REQUIRED TO USE IT. IT IS NOT A FRIENDLY USER SYSTEM AND REQUIRES MANY MORE MAN HOURS AND EXPENSE TO OPERATE.
6959. While I believe that Edison can be made to work satisfactorily, the "paperless" system requires me to complete two pieces of paper where I used to complete one; and, to also enter the information on-line -- effectively making one-step become three. Also, what used to be handled by clerical staff is now the responsibility of management; and, that it not a good use of my time or tax dollars that are paying my salary. Beginning December 2008, I have one employee that was transferred to me from another supervisor housed in the same building in which I am housed. Not only is this individual still not listed in my Edison group, he is no longer listed in his previous supervisor's group, but in that of third supervisor in another DHS division. Numerous phone calls and e-mails have been sent in an attempt to resolve this. Again, this is not a good use of state manpower or tax \$\$\$. Also, it greatly increases the risk of this individual's time not being approved correctly because it has to be approved by the "super user." Yes -- I am frustrated with this system. However, I certainly would rather see us hang in there and make Edison work than to spend another \$134,000,000+ to implement another system that will come with many of the same headaches.
6960. I have been doing my own time input for a short time (previously input by supervisor). I have not noticed a print function as yet. I would like to be able to easily print a paper record for my files.
6961. My supervisor is still not able to approve time for me...I am "orphaned" in the system and someone I don't even know has to approve my time.
6962. In the mid-90's I was a IT/PeopleSoft Admin/Prog/Analyst/Proj-Director for a large financial Peoplesoft conversion from the mainframe environment. What I am seeing and hearing here at the state of tenn., is parallel to what I encountered in the late 90's. People see change as a threat to their comfort zone. It is a big change from the mainframe environment to client-server. They are going to complain, because there is a steep learning curve. Some people will comprehend it, some will not. Generally, the older employees have the most difficult in comprehending the new environment. Very

understandable...This change that encompasses both the user-side and the technical-side, as to how we do our business processes and workflows.....must be understood. It is a long road. New software, new way of doing your processes, new way for IT personnel from legacy applications.

6963. When changes within state government occur on a grand scale, as with Edison, it should be regarded as two steps forward and one step back.
6964. Direct Reports have not been correct since the start up of Edison. In fact, my direct reports have changed for each pay period. Training for users has been inadequate. I believe the system to have many problem.
6965. When you began a new program you have to work out the kinks out so that the program will work 100%. Edison is better now than when the program was first initiated. The problem I have encountered is signing on the Edison system. It drops your password but it was corrected immediately. I rate it a 8 on a scale of 10.
6966. Edison has created too many problems and extra work on everyone. The delay in flex payments has caused financial problems for most everyone.
6967. It's been a problem from the beginning for the correct employees to show up in the supervisor's approval list. After numerous requests, the necessary changes still haven't happened. Other employee status and/or time changes (i.e. FMLA, SLB, etc.) aren't happening in a timely manner.
6968. It does not conform to our time needs. Situations which may arise associated with approval for sick leave are not worker friendly. Much has to be done from home where an employee may not be compensated. The program is broad in order to fit other organizations. A program could have been designed for the State of TN. The TN program could have been tested on small Divisions within state gov. and the bugs worked out. (maybe even cheaper).
6969. leave request could be improved. having to set multiple days off in a row, one at a time is silly. this software should allow for time entry like the time reporting piece.
6970. Why does the system make changes that are incorrect? For example: On April 24th 2009 a leave request was entered and shows the correct Manager's name to approve. Now on May 4th 2009 an overtime request was entered for the same person and their Manager's name has been changed incorrectly to someone in a different department.
6971. In talking with other state employees, Edison is light yrs advanced to the previous system. If you do not think so, in 6 months, just try and take it away and you will have state employees really complaining. I have worked over 35 yrs for the state. When I started, we still had typewriters, with carbon paper and a memograph machine with messy ink and single line telephone. A system this size will have some problems. We had that with a statewide offender information system. We are at the point that state

employees complaint I hear most is when Edison is not functioning and work cannot be done because it is all on the system. They want the system back up so they can use it. With this in mind state employees are adapting.

6972. The only thing I don't understand is the calculation of the overtime and the longevity payments. No one can explain the way this is being done.
6973. It takes longer to complete employees time reporting than previous and it takes additional time to change requested time off if, you want to cancel/change the original date and time.
6974. EDISON seems to be a good tool however I think it a little hard to find the link you need to perform certain tasks ex: setting up payroll deduction for credit union membership is not clearly defined.
6975. Edison is more labor intensive than data capture was, more staff time is needed to complete .leave time appears and disappeared at random from staff. pay stubs are more difficult to interpret than the others were. the performance evaluation part is not very user friendly . I believe that at this time the system need much improvement thank you Captain Michael Parris
6976. The system is laborious, redundant, and complicated. There is no manual you can refer to. There is no help line to talk to.
6977. Program doesn't seem to be as user friendly as I thought it was going to be. It seems to be a little more complex than I thought it would be. Navigation within the program can be trying at times.
6978. Hopefully it is saving a lot of paper, environmentally friendlier, and also saving some money as well. Retired employees do not continue to have access to their accounts which was unfortunate during tax season, regarding 401K and retirement. That might need to be considered.
6979. I find that Edison somewhat doubles the work for everyone involved. Rather than simply sign off on a time sheet, you are constantly reminded of when you can/can't enter your time, people that have done it incorrectly, and sometimes you even get more than one email on the exact same subject because the initial email was confusing or contained errors. I would just think that by this point, the instructions wouldn't be as unclear, and almost to the point of bothersome, as they were when Edison was first put into place.
6980. The way the longevity is calculated you receive less than the previous year. You should receive more each year.
6981. I supervise one individual. Since the inception of EDISON, I have been unable to access his timesheet to approve his time. When I hit the "Get Employees" button, instead of my one employee, several persons show up, none of them my employee. If I try to insert my

employee's ID number and pull him up that way, his name comes up, but will not link to his records when I click on the name. I have notified everybody I know to notify about this situation. Initially, I notified EDISON contacts daily, but was informed to stop such constant notifications. Now I simply notify my supervisor on a weekly or bi-weekly basis to make sure my employee gets paid.

6982. It is a step back to wait for submitted changes to go through "Time Administration". This is very time consuming. There should be a way to change time once it has been approved. Surely someone in the Edison system can correct the error. It is extremely frustrating to have approval period shortened due to a Holiday, yet the paycheck information is available several days before the pay date. These are some of the major flaws that make this system inflexible.
6983. While my time information is entered into the Edison system by our Human resources personnel, I still have to fill out the time sheet and turn it in. This process interferes with my primary responsibilities and it is like an approaching tornado when you get a call to get two time sheets {especially when a split pay week occurs} done and turned in ASAP. You have to shut down what you are doing to take care of it immediately.
6984. Some items inside Edison are difficult to find. For instance, a couple of weeks ago, I was required to change my password. The following week I could not remember my new password and tried to have it e-mailed to me. Edison said I was not set up for this though when I first logged in to Edison in September, I had submitted by e-mail address, etc. I asked for help on this when I called re: my password. There was a multi-step process to get to the page to click on the check box so I could have e-mails sent to me in the event I forget my password again. Another concern regarding Edison is its affect on employee's who are paid monthly. As monthly employees, we must have our time for the entire month entered by the 15th. If we get sick or take leave after this date, it creates a hassle for our time administrators. Why would the state spend millions to implement a system that cannot accomodate current practices?
6985. The only problem I see is that we are not allowed to input or change our information as we were trained on. We still rely on paper time sheets and cannot update addresses and phone numbers.
6986. The scheduled and reported hours submitted and approved in one payperiod will not be the same after time management processes 4 or 5 days later. It wil either drop a few days of your scheduled or reported hours which means you end up with a high exception for the next payperiod until Edison corrects the problem because you are locked out.
6987. A lot of the steps are repetative and are unnecessary. Very time consuming and confusing especially for the computer challenged individuals. Too many steps for requesting leave.
6988. I Think all Departments should have been consulted and given a preview that the system would work correctly before the state agreed to purchase the program

6989. i prefer the edison system it is easier to track
6990. Our longevity check should still be a separate paycheck. There is too much tax being put on it when it's combined into 1 check.
6991. I personally, knock on wood, have had no issues with my payroll or benefits. However, as payroll officer, and sometimes benefits coordinator, I have had numerous problems with Edison. Employees have been overpaid, underpaid, & overcharged for insurance premiums. Leave balances, service anniversary dates, and longevity due dates have been incorrect. Longevity payments have been duplicated. Retiring employees have waited months for their lump sum payments as opposed to 2 to 4 weeks the old way. Edison rejected payroll on another retiring employee resulting in a large overpayment on her last check. Another employee is still waiting (4 months now) to get insurance refunds due because Benefits failed to cancel his insurance as requested. Savings bonds were not issued for 2 to 3 months and the sick leave bank donation did not process correctly. The list is so long, I can hardly keep up. My 2 biggest complaints is the time consuming process of Time and Labor and Benefits Processing. It takes 10 times longer to process in Edison. In Data Capture, once you entered time, the change was immediate. There was no long drawn out process of Time Admin over and over and over; every time a simple change was made. There was no Payable Time Detail that is sometimes so confusing with all the entries, it takes forever to decipher! I've had problems with Edison erroneously reprocessing time, resulting in cash deductions from employees pay checks. And the payroll register and paycheck summaries, Oh my Gosh!! They have too much detail. Benefits is really messed up with no direct contact per Agency. Too many errors, too many people involved in one process. It is so frustrating to have to explain your continuing "unsolved" problem to someone new every time you call, (And get a different answer as to what needs to be done. The Benefits Administration seriously needs to go back to having a direct contact per agency. We're paperless? That is a joke! I have more paper work now than I've ever had. DOHR still request all the same manual back-up as they ever did and I can understand why, because once something is corrected in Edison, there is no tracking record that I can see. As I said, the list goes on and on. I was extremely excited when I was called into my first Edison meeting. I was thrilled at what I was told Edison would do. I thought it was going to be great! But, it has been my biggest nightmare and disappointment in my entire state career. I didn't think I was going to make it the first few months. I never know from one pay period to another what is going to be wrong. I no longer have the confidence that my agency's payroll is correct, no matter how much I check it, and every pay period there is an issue with running time adm or absence mgmt. And our pay checks are seldom the same. At least in Legacy, we knew exactly how much our check would be each pay day. We did not have to constantly look for errors or worry about it. Has Edison improved? Somewhat, as far as employees learning how to enter their time and supervisors approving it in a timely manner. I am learning more about how to spot errors and problems. Will it ever be perfect and error free? Absolutely not!! Edison HCM seems to work for the average Monday-Friday 7.5 to 8 hour a day employees, but anything else is too risky. I cringe to think how many errors have still gone unnoticed. I think that the State has too many exceptions to the rules and regulations and too many different processes for Edison to ever handle it all

accurately. They tried to integrate too many systems into one and it just isn't working. I think the Edison team did a heck of a sale job (and I believe they tried to make it work) but, I pity the ones that bought it and the employees that must deal with it!! And I'm one that could hardly wait for this wonderful system. Now, along with thousands of other state employees, I pray it goes away.

6992. One error I have noted in Edison is that it does not allocate comp time use according to DHR rules and regulations. The rules state that an employee can use leave time for the entire pay period if the employee's annual leave time is within 2 days of the max accrual. I had a situation where at the beginning of the pay period I had reached the max accrual and took time off. When I was paid for the period, annual leave was used only to the point where annual leave was not within 2 days of the max accrual and then comp time was used to make up the additional time taken during the pay period, though I did not key my time this way. This error needs to be fixed.
6993. What limited training we were offered was only general and did not address issues we face on a daily basis.
6994. I am being told that the Edison system is not being actually used correctly but being worked around to solve issues. Since I intend to be a state employee for a lot of years, I would like to see the system to be used as intended and all problems in all areas be resolved such as the Financial Module. We can not get any accurate reports out of it. Also our staffing pattern is not reflected correctly in Edison!
6995. It is difficult for me to truly evaluate this Edison system since I do not enter my data.
6996. The system has potential to be good and useful, but the interface is not very user-friendly or intuitive, which is obvious from the amount of time involved in training a user to perform even the simplest of functions.
6997. Con: Edison requires more time used to report time or submit for leaves, since we have to record in Edison as well as keep up with previously used system of time sheets and e-mail requests for SL and AL. Con 2: Can't submit request for Leave into Edison before the day of annual leave, because if there is a change of plans and you come into work after all, the Edison system still deletes from your leave time. Pro Edison: Easier to access Leave time balances and can access pay stub information without adding to the government budget of mailing them.
6998. Need more training in all areas of Edison.
6999. Any issues I have are usually brought about by my errors in keying. My only complaint is the inordinate length of time necessary to enter staff time, i.e., entering leave approvals, changing timesheet, etc.
7000. Loses time inputted on a fairly regular basis.

7001. The program is very flawed ... We are told since we work for safety and work off a 28 day cycle that alot of things do not apply to us. But it seems as if they need to make the system workfor us too..
7002. Constant time approvals make it seem as if we are baby sitting the time keeping system.
7003. Longivity pay should be paid as a seperate check.
7004. In the old system when it was down you knew it. With Edison you can do all your work and it will not take it. No warning that the system is down.With the old system it took about 2 hours to do the time. Now it take several hours and takes up so much of our time each day. I believe this has been a mistake and a waste of our money.There must be a much better way, but Edison is not the way.Edison I believe was a mistake. But I must say, "Whoever the sales person was they must have been great, \$\$\$,\$\$\$ in their pocket, and money out of mine.Not happy.\$134,000,000.00+
7005. For most DCS employees, designated timekeepers key in time; however, this requires that we provide time sheets to them in advance. The process is very inconvenient - especially when the end of the pay period falls during the middle of a week. Additionally, I consider having to update projected time sheets a waste of my time. While I see the advantages of Edison, I am very irritated at the amount of work that has to go into getting my time done. The numerous deadlines and pressure to get time sheets in negates (in my opinion) many of its advantages. In addition, I dislike that the leave balance is not updated on a weekly basis. It would be far more convenient when completing time to be able to log in and TRUST that the leave balance is correct as of that particular day.
7006. I've worked in IT for over 20 years, and cannot believe that the State has just accepted/implemented a brand new system that relies so heavily on batch processes. With the advances in technology, the State should have invested in a system that provides real-time updates. Would save alot of time when mgrs are approving time/leave.
7007. This a very complicated system that is subject to mistakes by the employee.
7008. I haven't had any issues with Edison personally, but I'm not approving time for anyone. The complaints I've heard generally have to do with issues that stem from approving time.
7009. A fellow employee had comp time taken out by edison even though the comp time was maxed out so it was charged against the annual.It took 4 wks and many calls to get it corrected and even then the credit appeared on annual instead of comp. I have not had time to do a complete audit of my pay ...but wonder how edison will respond to any discrepiencies I find.(and I just know I will find some!)It is also very difficult to check for errors unlike the old pay stub where it was all on one page .You should make apage where everything appears on one page just like the old pay stub summary.
7010. Edison was not well thought out and employees across the board have suffered. The plan

and those involved were flawed and someone or some group needs to be brought to accountability for this fiasco

7011. The system works wonderfully. I know of no one who has experienced any problems in my division. The travel reimbursements are much more efficient than the old system.
7012. I do, when needed, work overtime. I do not like the fact that my pay is now based on a 40-hour week and not the 37.5-hour work week. This has cut the amount of money I receive for overtime considerably. I understand this is a legal issue, but before Edison, overtime was based on the 37.5-hour work week that some state employees are working. I think it was commented in the literature, that it was an outdated system to use the 37.5-hour work week to base overtime, but to me, and state workers like me, our our pay checks are not reflecting "being up to date". As for the training, it was from the computer and self taught. I also do not like the fact that the YTD is erased from the previous check, I understand the concept of it always coming forward, but I want to be able to look at each month for comparison, and if I happened to not get it to a file, when I go back to make a copy the YTD is not on. Also, information on my profile is inaccurate, I cannot change this. My supervisor told me to go to the person who enters data and have them do it. Is this the plan? Where is the privacy here?
7013. I would just like for our paychecks and longevity pay to be separated the way it was before Edison. Also, it seems unfair to change the way our overtime is calculated after doing this way forever. These are my only issues so far with the program.
7014. I think the employees should do their own time and stop using what the department has used in the past. We are duplicating and sometimes triplicating work, because the department will not let go of its old ways.
7015. I have not had any problems with Edison. I do not like the fact that our longevity check will be with our regular pay because I will be receiving this soon and I think it should be a separate check so that we will receive more of it. If not getting a separate longevity pay is due to Edison then a way to have a separate check needs to be resolved within the Edison program.
7016. W-4 form was changed to exempt status. No one can seem to verify why. I had to go into the self-serve option and change it back to non-exempt on the tax portion.
7017. System is not dependable. Still have too many "miss-fires" and have to do too much double checking to make sure time is accepted or approved. Having to wait for time administration to run before exceptions can be addressed is cumbersome.
7018. Check with the two states that have used Edison to see how they felt about the program? Was it good or bad? What were the problems if any? Are they still using Edison or not? Why?
7019. The biggest problem in my section is you input data and it will just disappear - usually

around a pay day when you have short cutoff times. Also this system takes more of each individuals time than the old system.

7020. I would like to see this survey offered again after Payables is installed.2) This system takes 3 times longer to enter payroll than the old way. It also takes much more time and materials. We are on our third printer since switching over due to the times sheets now being 2 and 3 pages long.3) Aren't we committing fraud by projecting what our field employees will do all day on the 15th and 31st. We do not get the actual Daily Work Reports until the following day showing how much time was spend on each activity. We have to guess that they will do and how much time will be spent on it - what happens if it storms at 3:00? We don't have time to get in new paperwork from the field and change 60 time sheets by 4:00. This is incorrect and not legal reporting. We need the 2 extra days as we had before to correctly enter and verify the time sheets AFTER the work is done...we only have about a half a day now. Any work done after 4:00 must now be manually entered by hand in BOTH systems, MMS and Edison....again more extra work.4) This system was designed for each person to enter their own time. My co-worker and I enter time for approximately 60 employees as well as the overtime sheets and leave request. This is additional work for us - we are the TIMEKEEPERS, not the employee.5) If you gave \$135 million for a computer system, don't you think it should be able to give you live, up to the date, available leave hours instead of having to wait days and days to view the correct hours?6) I have never worked overtime until Edison came on board - now we have to work overtime and some Saturdays just to keep the invoices paid, mowing contracts entered, Edison payroll, leaves and overtime entered, employee problems handled, workerman comp claim completed, entrance and driveway permits handled and all my original job assignments. With Edison Payroll now taking up 90% of my time(as we have to meet at least 4 deadlines a month whereas it was 2, who's work comes first? What will happen when Payables is implemented? I only have two hands and would not sleep well on a cot.
7021. There have been problems with employees insurance in the past and some have been solved. There is still a few that the employees are having to be billed for more than one month at a time and it does take a larger portion of their pay check which some cannot afford so much being taken out all at once. Also, in the past employees haven't always been enrolled in the programs that they ask for. Over time this has been resolved in most cases. We can't always tell if the employee has dependents covered because of not being able to see the benefit screens and that is somewhat frustrating.The employee will ask a question and we cannot give them an answer without contacting Administration Benefits because of this. I know, in all honesty, that we are all just learning the system and there will be problems for awhile. These are some of the things that I feel aren't working right now. I don't think that it is fair for the employee for us to tell them that they need their paperwork in and then find out that they have 3 or 4 months and pay a larger amount because they weren't in the system through no fault of their own. Some of the employees are a one income household and that puts a strain on their resources. Hopefully this will be taken care of in the future and it will not be such a burden. Some have had to wait and their salary isn't a lot for even 2 months of the premiums to be taken all at once.

7022. Very unsympathetic to the fact that someone's mortgage payment could not be paid because insurance was deducted 2 times and had to wait until next pay period for resolution.
7023. I think the system has caused a great duplication in work. Not only does the information have to be input into Edison but another hard copy has to be prepared and maintained. In addition, it has not reduced the number staff persons needed to complete the task. The administrative persons in our office still have to do some of the work even though each person has to do the main entry. Payroll has not been an issue and that has been good.
7024. The main problem I have had with Edison is not able to access the individual(s) that I need to key. there are still two people in my group that I am unable to enter their time.
7025. I have not determined yet how this system is helpful.
7026. I have had problems adjusting to the new system. I find the inconsistency in messages you receive when you submit time (It seems like you chose "OK" to return and not save in one window and in another instance you chose "OK" to continue and save), the failure of the system to function in real time and the lack of validation when you enter time directly (it wasn't flagged when I requested leave for 2008).
7027. i love edison and enjoy knowing i have more control over my payroll and have been able to keep better track of my pay
7028. I have not experienced any problems with edison mainly because my time is being entered in by my supervisor. That single act I believe eliminates errors. Many offices have older workers not familiar with computers and I'm sure that makes it a nightmare for payroll.
7029. I find it belittling to get an edison red envelope alert for current days duties . And alarming when things are not going the way they expect it to go because I expect my money to be in the bank without having to worry about bills I have sent out to be paid..... I find myself spending much more time in edison trying to get it correct and doing timesheets than I EVER have. And truly feel cheated when I receive my longevity and they justify the amount being short by old standards by saying it all legal.
7030. I received training on edison about 4 weeks prior to implementation and had the training in the afternoon. The time lapse cause some difficulties for me. Had I not had 1 on 1 instructions, I would have been completely lost.
7031. The actions that we, as employees, were told would be part of the "attraction" of Edison have not been implemented. We are supposed to be able to change some of our personal information and this is not possible. Also when entering leave requests, if there is a change that needs to be made, this is impossible. A new request has to be done and this is a waste.

7032. My office does not work in this part of Edison because we have a Human Resource Office which is separate from the Fiscal Office. We only work in Procurement and Accounts Payable.
7033. 1.Edison has trippled the amount of times you have to do payroll in 1 month. It went from twice per month to six. 2.You can not understand your paycheck.3.The time frame given to do payroll is sometimes ridiculous.4. Edison combines your regular pay check with your Longevity bonus pay and this make you fall in a higher tax bracet. Therefore,Edison is hurting the employees in stead of helping them,taking more from us and leaving us with less of our bonus. 5.I have asked for my hire date to be corrected several times and it has not heppened yet.6.Edison experiences problems often and the systems do not run properly.7.I can see employees from Middle TN, East TN and other areas but I can't see all the employees the area where I am suppose to be back up timekeeper.8.I am been locked out of employees that I am the timekeeper for whioh make it impossible to do my job.It is my opinion that Edison is one the worst investments the State of TN could have done,especially considering the cost and the fact that State Employees have not had a raise in 4-5 years.
7034. As an HR professional the Edison system has some glaring flaws which are very glaring. However technology is a wonderful thing. In terms of support I have found the Edison Help staff led informed on the systems process than me. That is a highly unusual situation.
7035. I believe that the majority of the Edison system works and will get better as more users becomes familiar with the screens and capability of the system.2. I believe that many employees do not read or follow the instructions provided in training.
7036. Edison is time consuming and confusing especially when it has to be done twice weekly. Have to double check to see if time has been approved and there are times when the time did not register.
7037. It seems that an electronic system should take less time than the previous system but seems to take as much if not more time to complete. It took until about a couple weeks ago that my direct supervisor could view my time. Every pay period we receive an email explaining the small amount of time for approval -- this should be better for an electronic system.
7038. Our old system was antiquated so comparing the old to the new is invalid.2) The logic Edison uses seems backwards or opposite of most computer systems. For example, to advance you hit cancel but to go back you hit ok. This makes absolutely no sense at all. You should cancel to go back and hit ok to go forward so the question needs to be rephrased or something. Negative logic is not easily dealt with by the masses. I suggest following established style-guides.3) Edison fills some areas but we still have to submit it. We are constantly asked to put our time in ahead of time and we are flooded with exception reports before we even reach the end of the pay period. If you take a day off you didn't plan, this causes complications but if you don't take a day that is already

approved that's even worse. It doesn't make sense to have to enter time ahead of time, no one really knows what is going to happen tomorrow. Again, this is backwards - time should go in after the fact not before. An alternative would be have to all of our time submitted as per our work schedule then we make the necessary adjustments "afterward". That way we wouldn't have to do anything except the exceptions.4) Some of the survey questions are somewhat restraining and don't offer enough options to fully explain the situation so I feel like I am having to answer a question with an invalid answer. For example, Edison is better than our old system and yet I feel it is totally unacceptable in its current implementation. None of the answers are even close.

7039. My issues with Edison are not the submission of time but with the Job Plan and Accounting portions. The accounting portion is a great problem for our office in that we serve the public all day Monday-Friday and we will not be able to provide the good service that we currently do. The procedures that we must change for Edison requires will triple the time it takes us to assist a customer. Therefore, at the end of the day we will have lost many customers due to the length of their visit to our office.
7040. Prior to Edison leave and attendance for a group of 85 people could be completed in an hour without problems later. Edison it takes three days and still can not get the problems solved within the time frame. This is a problem for supervisors, they have to work every pay period day before and couple days after just to get their group paid, they can not even think about taking off during pay period, it is a huge uncalled for problem.
7041. It seems like since the State has went to Edison, it is all supervisors do is work on the computer doing Edison stuff, and reading e-mails about Edison.
7042. Viewing information in Edison is clumsy and segmented. In approving time and leave requests... the data is in different places instead of consolidated. Data entered sometimes disappears into space.
7043. The screens in which the employee enters time and/or makes requests for leave is very user-friendly. The approval screens for overtime and leave are difficult in that not enough information is available on the screen to make an informed decision as to whether or not to approve (i.e. what are leave balances available to the employee and have they selected comp before annual. Are there any comments in re why overtime is being requested?) Also, the time approval screen is confusing, and it is difficult to determine what I am approving from the spreadsheet given.
7044. The reporting concept is excellent and very pragmatic. The Edison product seems a little archaic and doesn't perform to the level of expectations. For instance, the product should provide instant results from time entry calculations instead of making occasional 'runs'; reports on time by task profile aren't being produced; the screens are not at all user friendly, particularly for supervising time management. If Edison proves to be an improvement it will be entirely due to the commitment of state employees to persevere through the weaknesses of the Edison product.

7045. We only began utilizing Edison recently by submitting Travel Expense reports in March 2009 so my time has been limited on the Edison System. The Travel & Expense Center has some availability for enhanced improvements. We have to enter data on several tabbed screens why not on one screen as Sidekick allows. Also if majority of payment types are Cash why not default this option to only add an entry if not cash. Several areas should also default such as Accounting Defaults without entering each time you enter system. Another area is the Default Location since system should recognize employees by their ID and have this as an automatic entry associated with employee id without having to input this entry on each monthly report. To print final submitted report print feature very difficult to locate on screen. Also this printed report don't show travel location and very limited information from what was entered. Printed report should be improved. In comparison, Sidekick printed report shows all entered information.
7046. I've heard a lot of people complaining about Edison. I have not had any problems with Edison and find it very easy to use.
7047. it is impossible to order parts for equipment and get things fixed
7048. Edison is ungainly in operation. The system requires that users "search for" needed inputs. Needed input operations are counterintuitive. It is difficult to estimate how inputs to the system will be interpreted, reverse polish notation. The requirement for input of "future time worked" would appear to be a violation of legitimate accounting practices. The inputs that I make are "not yet" viewable by my supervisor or his program manager. Errors that I make have routinely been reported to my division's director on the day after the operation was due. Delays caused by errors in the Edison System apparently do not signify. It is a very discouraging situation. I am very surprised that the state did not select a more workable system. The initial implementation delays should have been a warning of things to come. The system may evolve into something more workable but I don't believe in evolution. So far Edison has made a monkey out of TN.
7049. Would prefer more training. Had almost none. Edison needs a forward to the supervisor procedure, so when an employee requests leave, the supervisor should be notified. Need to keep yearly leave in history or at least a year from the last time a change is made.
7050. this system is complicated and not flexible and it takes an unbelievable amount of valuable time from work that could best be used helping the citizens of the state...it requires too much redundant work...it is not user-friendly nor intuitive
7051. I had tried to correct a few items under the personal information, and some of the info it would not take, so I will have to call the benefits section and see if they can help me change a few items. (i.e. Education status, life insurance info_
7052. We have had lots of problems with the benefits side with overpayments, underpayments, etc... Also we have been receiving lots of mail for employees at the institution not their mailing addresses. I think this system will be okay when all the kinks are finally worked out. It just seems like there are some many problems and they are so time consuming it's

hard to keep your work load somewhat caught up. To me the system has doubled if not tripled out work loads, it would be great if it worked correctly.

7053. I manage over 60 employees, however I do not have access to only my DTs 2. I am going to manage these staff should I not be able to monitor there time in Edison? I have also had staff that have missed over time and where told that they did not know when they would get because Edison was so messed up. Now it is very hard to get the staff to work when you need them because they don't know when they will get there pay. One staff person received her longity twice. She was required to pay it back immediately, however others have had to wait for there's because Edison had messed up there hire date. Almost every day I have staff person come and tell that they have no insurance because Edison had canceled it. Others have been seperated from the state when they tried to get into there account and was told that they received papers to seperate them from the state so that was why they could not get in to there account. When the staff ask me about a problem I cannot even pull it up and look at because the way the system is set up. I personal think it is the worse system the state has ever had.
7054. I am a keyer for my section. My issues are that we seem to do nothing but key in time. I am always asking for a time sheet. I have actually had to key and send time in up to 3 times in one week. I key for 21 people located in 3 counties. We are on such a time constranint I feel Supervisors have no control over the time that is put down. They try but it's almost impossible. When this started we were all supposed to key our own time also request overtime and leave. That has never happened in this area. I keyed time in this Monday for last week, will key again on Friday morning for this week and again on Monday morning for only 2 days May 1st and 2nd. It seems that's all we do now is time. I'm not saying this is happening with the workers I key for but I can certainly see how people could certainly not be honest with their time. I believe the State is loosing boat loads of money because of this. This happens when we have to estimate time. Not everyone is going to say oh I didn't work that extra half hour after all so please take it out of Edison. I'm very lucky to work with good Supervisors and workers who will make these changes but your talking about thousands of employee's and I don't think they are all honest. Sad but true. You can't use flex time during split weeks like we used to. That is an issue. Well I have much more that could be said but hopefully this is constructive criticism. I hope this will be helpful.
7055. I think the government could have spent the 135 million in a better manner. DCS needs money to provide services to our families, our sources are near depletion.
7056. Send it back it don't work!
7057. Edison made the news about how much money in postage this system saves. Never accounting for the additional manpower...I would say the manpower hours in our department is five times what it used to be. Travel claims....cities not listed...no training. Travel authorizations are impossible. The people that used this system had very little training. Others had daily conference calls and 6 months of training. Taxpayers are really paying exta, not less because of this system. I do not have my direct reports on

edison. everytime they try to fix them they screw something else up.

7058. It is very time consuming. Doubled up the work. It is not easy for a lot of people to understand and use.
7059. Moving from an outdated legacy, green-screen system to an integrated, Windows-based system that supports electronic workflow as well as document imaging is a progressive move forward for the State and in my opinion should be well supported. As with any new system, there are areas needing improvement. From a manager perspective, there are a couple of systematic issues I have encountered that need focus which would help make the time approval process more efficient and less frustrating: 1. The time it takes to run labor cycles is too long. Payroll cycles run about twice a day, taking several hours each time. As a result, the system is not 'real time.' For example, for an employee that enters time at 1:00pm, the manager cannot generally approve until after 6:00. This creates inefficiencies because the manager may have to check payable time multiple times before time is approved. (This is unlike the leave system where an employee's leave request is available immediately to be approved.) Similarly, if an exception is generated, it cannot be resolved until it shows up after the cycle run. As a manager, I am touching the payroll system multiple times before time is approved. Because of exceptions and the system rescheduling, the same hours may have to be approved three or more times within the pay period. This may not be a problem for managers whose employees use only one task profile, but it is problematic for employees who break their time out across several task profiles. Making the system 'real time' would help. 2. Both from an employee and manager standpoint, it would be more efficient, particularly if one charges time to multiple task profiles, for the task profiles to be listed by description (on the main timesheet screen) instead of long strings of numbers. The descriptions are available, but one has to go to a second screen to look them up. From an approver standpoint, it would be more efficient if the approver could see these same descriptions for the employee's time. Currently, I only have program numbers to approve by instead of task profiles (or descriptions). Overall, I think the system is good and has great potential; there just needs to be continued efforts to make the processes more efficient (i.e., reduce the number of system touchpoints in approving time and in ensuring that people get paid.)
7060. Within my unit, we work some overtime. And if we take any time off (sick or annual) in the same week, Edison re-schedules the overtime. We have no idea how Edison is going to use the time. So every pay period our amount of leave is inaccurate. The Leave Balance/Service Credits information is usually two weeks behind. So that is no help. With the automatic rescheduling of time it uses my overtime to cover any sick leave that I take, but I cannot use my sick leave for pleasure. So it's punishing me for being a team player and giving up some of my time to work over when the work load is heavy. Edison has been royal pain. A waste of tax payers money. How many hours (months) of overtime have been spent trying to make this program work?
7061. Very complicated, but things are improving.

7062. Do not think that we should have to calculate 2 days in advance what the employee will do. This makes triple work and not professional. Example: Have to turn in our time sheets on 4/29 and 4/30 and 5/1. This is done all the time.
7063. My problems are with the expense reports. It does not seem that Edison has all point to point cities on the system. It takes 24 hours to add it to the system.
7064. Time is now completed weekly and at the end of pay periods. Too much time in system / working on time.
7065. A training session is needed before the implementation process. The website training is not that informative. The problems arise when you work overtime or a partial day.
7066. Longevity is not lump sum and now taxed! Leave and hours worked are questionable once entered. Seems as if there is too much room for error, and we are not being justifiably compensated!
7067. A lot of your questions request a yes or no response. The problems may actually be between Yes and No. This leaves the survey with incomplete conclusions in some areas. 1. Not knowing what the original problems were with our timekeepers doesn't help me understand why we are using so many manhours on Edison. It seems that Edison is requiring many manhours with every employee versus a few man hours with a small group of timekeepers. 2. Spending so much on an unproven program doesn't appear fiscally responsible when we are told that the state funds are already so far in the red. 3. It appears that with this new system numerous emails are being generated and sent out to remind each employee to do this or that task by a deadline. I spend a great deal of time trying to read and filter Edison emails each day. Much more time devoted to this than I ever had to do with just making sure my time was right with the timekeeper. 4. I personally was not made aware of what the overall problems were and what this system was supposed to correct with our timekeepers. 5. With that said I also do not understand how tying up every employee hours each week is more cost effective than full time jobs for a comparatively small number of timekeepers each week. Millions of dollars and hours versus hiring a few extra timekeepers to help with any overload due to cutbacks/retirements. Employees on my level were not told of the goal of Edison, but it is certainly impacting many of us.
7068. The prior system was easier and faster to use.
7069. We do not key our time directly so we are having to do multiple paper time sheets every week. Deductions are not clear. Check amounts keep changing.
7070. As a supervisor, I often have difficulty viewing and approving my subordinate's time and leave requests. The time will be submitted properly, but will not show up for my approval, occasionally for as much as two days after submission. Annoying, because I keep having to ask are you sure you put your time in or did you put your time in? It annoys her as well. My supervisor experiences the same problem. And then there are the

emails from time management saying to approve the time I can't see. It's a pain.

7071. As a supervisor who approves time, it appears that the system is unnecessarily time-consuming. Also, setting up timekeeping on a weekly basis when payroll is calculated on a semi-monthly basis creates problems.
7072. The only problem that I have is the inconsistency of my paycheck. Sometimes I have 3 cents more and then at the end of the month 7 cents less or next payroll 1.00 less. I don't understand the inconsistency of the payroll amount. I get paid the same each bi-weekly. Is this normal for this system?
7073. When FSA began using Edison for reimbursement of medical and dependent care expenses, there was a long delay (about 5 weeks) from the point I submitted the reimbursement until payment was made. That continued until this month (April) and the process seems to be going much smoother.
7074. I find it inexplicable that the State of TN was not able to modify the Edison timekeeping system to match the semi-monthly pay system of most of its employees. Utilizing a weekly reporting system makes no sense for employees whose pay periods are not defined by weeks and recurring "split-week" issues seem to be here to stay. In addition, I am confused as to why I have to enter the hours for my last day of a pay period at least a day before I work them. With one-day turn around in processing and approval, why is the timing as slow as when timesheets were keyed in by other staff and then sent downtown?
7075. Employees not assigned to me are still showing up as my employees.
7076. It would be much better if the system has been set up on a bimonthly pay period. Also, there are too many screens you have to go to. You should be able to go to one screen and put in your time and be able to see if it's approved or what.
7077. I do not feel the computer based training for Edison was adequate. I feel the Edison project is a major undertaking and some small glitches would be expected. But since the Edison was involving an entire state of employees it should have had more than just computer based training and some of the glitches have been large. I do not have confidence in the Edison system yet.
7078. We need more training to use properly
7079. Individual managers are not able to access employees who they are responsible for. Re mapping has been submitted over and over for the past 6 months and nothing has changed. This system has challenged everyone involved and we have seen no improvements. The exceptions list are corrected and then the next day the same exceptions appear again involving paid time, overtime, leave sick leave and comp time. The short of it is what pre Edison took 2 hours now take 8 to 16 hours including weekends if the pay period falls on them or a holiday. Previous to Edison one person

accomplished time keeping for the section now it takes everyone thus multiplying the time used in Edison by the number of employees in the section. Edison has not helped.

7080. The only issues I have are that the training was so far in advance of the actual time that I started using Edison. The training should have been a week before I started doing my own time. Other than that, I enjoy not having to send in a paper timesheet. This is almost the same as the paper timesheet without the paper.
7081. The idea of just the one system and not another to choose from is a little annoying. It's not nice to force things on employees. Would have been better to have had a choice, especially when it's my money being taken because of the computer's calculation. I don't make enough of it for you to take. NOT VERY HAPPY WITH YOU
7082. All that we do on Edison is view the information....
7083. The start up was too much too soon. Learning on line isn't the most ideal way to learn for everyone. Perhaps having programs written for TN needs and conducting training one department at a time perhaps would have been a better approach. I feel overwhelmed and many programs don't even work. A canned program like EDISON is a "One size fits all" which we are finding doesn't fit Tennessee. Take into consideration all of the Edison we had to learn from HCM, Entering time, evaluations, FAXMAX, requisitions, PO's. Everyone had to learn all of these simultaneously. It is hard to grasp some changes much less everything changing. I have taken so much training on line not yet used that I know I have forgotten much of it. Change is inevitable and we must keep up with the technology but we have to do everything manually and on EDISON because policies have not been changed. So EDISON adds to one's work load and frustration.
7084. I am leaning favorable towards system but it is still too early for me to give it a complete thumbs up.
7085. I HAVE VERY LITTLE CONTACT WITH THE EDISON PROGRAM. I PULL IT UP TO VIEW MY CHECK STUB AND MY LEAVE. OTHER THAN THAT I COULD NOT COMMENT ONE WAY OR THE OTHER. SO FAR THE INFORMATION HAS BEEN CORRECT TO MY KNOWLEDGE.
7086. I am currently not having problems with Edison, but that is partially because I am not entering or approving the time. In my position I have experienced response from our time keeper designee relative to exceptions that occur due to the 7 day work-week and flexible shifts. I have experienced difficulty with the response to travel claims for employees who work under me. It appears to have been several months before they were re-imbursed and many have expressed reluctance to travel if they are not reimbursed more expeditiously. The implementation of the system seems to have taken precedent over many of our day to day functions and this did have an impact on the hiring and retaining of employees.
7087. The system can be cumbersome and actually requires more work than the previous

system. We were not told in advance of issues and usually just learned of them by trial and error.

7088. The main problem I am facing is procuring equipment and supplies required for the individuals we serve as many of the companies are not getting paid, I am having to utilize mt therapy assistants to chace down the problems with payments so we can order supplies, we have had pronblems getting mealtime equipment, bathing equipment, Helmets (for client protection), splinting supplies, and on and on.
7089. With entering time in the old system nothing was required to do if you did not have any changes from your normal schedule. With Edison you have to have positive input on all of your time.
7090. When entereing leave - Edison would on ly allow 5 entries. This was a problem for split weeks.
7091. The Grant Component training held in Nashville Mar 12, 2009 prior to rollout was awful. Classroom loud, instructor did not have control of the class, numerous disruptions.
7092. The screens are too small and require moving the bar up and down and back and forth. It is annoying. It takes much too much time. The paycheck format is confusing; the previous format was easier to understand and read.
7093. I do not like having to report my time on Friday morning before I know how long I might work that day. Thanks!
7094. I thought the reason for implementing Edison was to cut down on paper. It seems that there is more paper with Edison.
7095. I LOST 3 DAYS OF ANNUAL LEAVE THAT SHOULD HAVE BEEN FOR BEREAVEMENT LEAVE. I USUALLY TRANSFER SOME OF MY ANNUAL LEAVE EACH YEAR TO SICK LEAVE FOR RETIREMENT PURPOSES.
7096. I have no comment to make.
7097. THE ONLY PROBLEMS I HAVE COME INTO CONTACT WITH IS THE FACT THAT YOU CAN'T UPDATE YOU APPLICATION WITH THE STATE AND CAN'T LOOK AT SPECIFIC JOB DESCRIPTIONS EVER SINCE EDISON HAS COME ONLINE
7098. There are some things I think were odd choices, but I am getting used to them. Having to add lines to add different kinds of hours, having to not enter holiday hours, having to enter whole weeks instead of pay periods... these are not what I would have chosen. But once I have gotten used to them, they are okay.
7099. None

7100. Please get my checks to me not deposited in an account that I had to finally find after 4 weeks.
7101. I don't like the format of our check. It does not show the leave bal, and that is inconvenient.
7102. Have problems with purchasing items that are needed to do our work.
7103. If Edison updated itself more frequently (every 3 hours would be good) it would be easier to input time and get it approved. Twice a day and sometimes not even then is not enough. Especially if you have something come up near the end of a pay period. I believe this would solve alot of TDOT's field personel problems.
7104. before Edison, the process of entering and approving employee time was less time consuming and without mistakes/exceptions. now depending on how many people you supervise,you spend hours trying to correct and approve staff time for a pay period.
7105. From the article that was in our area newspaper (about the cost of the program) it appears to me that this was a huge waste of money that the state of Tennessee does not have. I would think people's jobs are more important. This system is very intricate and difficult and in my personal opinion, totally unnecessary.
7106. Task ID searches are slow. Leave balances are not current.
7107. Personal info not brought over (emergency contact, education beneficiary info, marital status still showing as married and I've been divorced since 1982. Beneficiary dropped from my bonds. I should not have to deal with that problem, since I never requested nor signed anything to change the bond beneficiary. I have not gone in and tried to add or change any information on Edison, mainly because I feel that should have been done by personnel or whoever was in charge of this great idea, and also because I don't trust much of anything to do with the "project". Getting help from our HR person is a joke. As for training, I attended the session in Nashville and that was completely useless. What we did there in training did not work at all in the office. The commands we could do there, you could not do when returning to your computer. The Edison manual was a waste of paper. Speaking of which, it takes 3 to 4 pieces of paper whereas before it only took 1. You have to enter time two to three or more times before it shows up on the Supervisor's screen for approval! This is a problem that should have already been fixed. The whole Edison Project is entirely too time consuming, not to mention the expense of the original purchase..add in all the overtime pay that has been paid out, just so employees can receive their pay. I'm sure there is several topics I've missed, but figure you are tired of this one! Just discovered when I went to print this for my on information, it only prints the first three pages (I really was only interested in printing my comments, so there you go, can't even get this survey to work for me) I could go on and on but I really need to get to work and earn my pay instead of this, but I really, really wanted to speak my piece on this. My thoughts and recommendation for the "EDISON PROJECT" toss it in the Cumberland River (I'll even come and help and not even request any overtime!) There

should have been much better research. Someone should have gotten a clue, when a number of other states tried it and junked it!!!!

7108. I do not like the fact that if Edison does not have the capability to calculate leave balances in accordance with existing Personnel Policies, the Personnel Policies have to change.
7109. Entering time weekly and in advance to the pay period ended is very inconvenient
7110. When you submit your time and it takes up to 3 days before your supervisor can see it to approve it. It should only take 24 hours.
7111. So far I Have not had in problems with edison I have worked with a similar time keeping program. Only like we are doing now you sign in and out on your computer instead of writing in and out on a sign in sheet at the supervisor desk.
7112. Why? do you have to request leave then enter leave? this should be done by the system. Edison appears to be user friendly but it is more work for for under paid over work employees.
7113. As a non supervisor, non purchasing agent, and non traveler, I am probably the least in contact with edison. My only concern is time once a week. My answers will be very different than some others, please keep this in mind when you have compiled these answers. For example you might have 70% that are fine with the system and have no problems to speak of. These may all be like me, very little contact with edison. 20% may be on the fence about edison, and only 10% may be unhappy. This 10% however may be the ones who approve 90% of everything that is done on edison. These are the ones that need to be happy with the system. A general survey like this may not so it like it that.
7114. Employee is allowed to key own time instead of a timekeeper so we could get the experience we need.
7115. Edison has increased the workload, especially in area of performance evaluations done by managers. We now have to complete them on paper and enter them into Edison.
7116. The way that overtime is calculation in Edison is a joke. Plus the way longevity is calculated will screw me out of money because it will put me in a higher tax bracket
7117. Since the conversion, I don't know how many days of sick or annual leave that I have and nobody can give me the correct answer. I joined the sick bank in the fall and the time didn't come out of Edison for 3 or 4 months.
7118. I feel the system in good in that each employee can key their own time which frees up other staff. However, we are required to key more than once a week, and we never know if we should key part of the week or all of the week. It requires you to key time in advance, which may need to be changed. It does not allow for you to key leave requests

and then key your time sheet without leave approval by the supervisor. This is extremely inconvenient and time restricting to employee and supervisor when the supervisor is out of the office. Many employees do not have access to computers away from work, especially if there is an emergency and the employee does not have access to a computer in a hospital or any other area. Not everyone has a lap top they can take with them. Today for instance, we don't know whether or not to key this week, Monday through Thursday at the end of the month, or to key Monday through Friday and then change Friday leave if we need to. Our Supervisor has been out of the office all week and may not have had access to a computer half way around the country if he were on vacation to approve any leave taken by employees Monday through Thursday. This system is too confining. If you have to e-mail all employees each pay period to tell them how to key their leave, there is something wrong with the system.

7119. I find Edison considerably more labor-intensive than the previous system, especially for supervisors/managers. In addition to maintaining a paper sign-in sheet, an employee must now enter their time & leave on Edison. Previously, we maintained only the paper sign-in sheet. Then once a pay period one timekeeper would enter everyone's time on the electronic system. Edison seems to require daily attention, especially for managers who must check daily for leave requests, work exceptions, etc. And that's not to mention the follow up the super-users must do. It's all very distracting and I don't see the equivalent benefit. Having said this, I would prefer the option of entering my time and leave daily, instead of only at the end of the week. That way I could enter time and leave at the end of the day when it's fresh on my mind, instead of having to retrieve my paper sign-in sheet at the end of the week to review the details. I am not at all opposed to an electronic timekeeping system. But at this point, Edison seems rather cumbersome.² I do not like the fact that there are times when I am forced to enter my time in advance of the date &/or time, instead of entering it after I have actually worked or taken leave for those hours. One example is the split work week. This practice makes me very uncomfortable. 3. I do not like the fact that I cannot delete/cancel a leave request before my supervisor approves it.⁴ I like being able to access Edison and enter my time from home.⁵ The pay and benefits statement on Edison is very detailed. Once you get the hang of reading it, it is quite informative.
7120. We never know when accrual takes place. I am needing to know for sick leave.
7121. I believe in the long run the Edison system will be beneficial to employees who are willing to adapt to change and take responsibility for their own actions in order to get paid and manage their benefit information. There is nothing wrong in my opinion in asking an employee to confirm they were at worked. This is no different than punching a time clock if an employer required that.
7122. I think Edison is more time consuming than Data Capture was. We have to enter weekly instead of by pay period. Also, split weeks can be complicated. If you have to be out on a Friday, it is an ordeal to be sure to get your leave request in Edison, get it approved before you submit, etc. If you have a dr.'s appt. later in the day on Friday, you have to wait until you are back to know the exact time you were off before entering the request

into Edison. Then you have a short period of time to get it approved and submitted. Also, I don't like having to submit on Friday morning, even if you plan to be here all day, because you don't know what might happen and then have to resubmit later. This is not time efficient. Edison seems to intrude on our work time much more than Data Capture. There are very tight turnaround times for corrections, approvals, etc. Also, where is the accountability? You are keying your own time with no one else seeing it except your supervisor and if they are a traveling supervisor, they aren't here to know if they are accurate or not. Everyone is on their honor.

- 7123. The calculation of longevity on one check instead of two makes us pay more in taxes and is harder to understand.
- 7124. Edison is the most User UNFRIENDLY system I have ever used. The training was almost non-existent. On-line training is complicated at times. Basically it is not type system to be used by individuals with limited computer skills. Even though someone else enters my time, I still do not understand time reports when I go into Edison. The system is just NOT user friendly.
- 7125. If you have functionality in your interface and the decision is made to remove that functionality, communicate the change and the necessity for that change to your user community. Direct communication with your users will help prevent a loss of confidence in the product.
- 7126. The Edison program has involved employees in the process of total quality management.
- 7127. It is too time consuming to have to enter time in Edison and also do a paper time sheet.
- 7128. Spending more time in Edison Time and Labor managing overtime and leave requests; approving overtime, leave and payable time; checking MMS(Maintenance Management System) download; comparing overtime and leave in MMS with overtime and leave requests in Edison to minimize exceptions. I am learning all the little things that involve exceptions like daily work schedule exceeded and how to deal with Holidays. I stress to employees under my supervision, the importance of comparing leave and overtime in MMS with Edison leave and overtime requests before MMS downloads. Then Edison is down a couple of days and this kinda overrides my employees' motivation of getting it done quickly.
- 7129. Edison had started out pretty good, employee were getting use to using it. After DEC everything has been going downhill, its a scary thing to be unsure if you are going to get paid on time and correctly.
- 7130. There is alot of time spent on approving time and pay that wasn't there with the old way. I also completed two job plans this week which took me five hours to complete and that with copy/paste. Was not a friendly user. I have not had any problems with payroll.
- 7131. Edison is fine with me. I haven't had any problems as of yet.

7132. One of the big issues is the constant approval of time and leave of employees. Once you do approval for a period, then it is suddenly out there again. There is a lot of time wasted checking and rechecking to see if the action you have taken has been processed by the system.
7133. Travel reporting is too difficult. The automatic mileage calculator is not correct and shortens the employee. The way to compensate for the difference is complicated.
7134. Edison system is still very new for me and I will definitely need more time to familiarize myself with all the components of the system.
7135. While I have no real issues with Edison, it is disappointing that some features have not been corrected that are very much needed for supervisor.(1) As of today Managers and Supervisor can not view all of their employees time and leave request to approve them.(2) Manager and Supervisors can not input data into the Performance Evaluations Section of Edison because some of the employees they supervised are not listed or the Report to Supervisor slot is vacant.(3) All Power users do not have access to all employees timesheets, just in case the employee or supervisor did not have access to a computer (out of town or whatever) (4) The training we were given by Edison Staff was excellent (my opinion) but when we received training from TDEC staff most everything was different. No one really seemed to be on the same page about how things are to be done. For instance: What causes an exception. We are told that if an employee enters his/her time before a leave or overtime request is approved this will cause an exception. However, employees a few in this office often follow the opposite and have no exceptions. Personally, I think it would have been a much easier process if the original 3270 timekeepers would have continued to enter time for employees and allow employees to enter their leave and over time request. (1) This would have involved training to a smaller number of employees. (2) Cut down on the number of errors made by employees entering time. (3) Time submitted in a timely fashion. Fewer exceptions, telephone calls, frustrations, negative information from employees who really may not have wanted to enter time from the beginning.
7136. Edison appears to be written for possibly a manufacturing environment. I became a state government employee after many years in the corporate world. Government and corporations operate very differently. It is puzzling to me that the decision was made to spend so much money on a platform not specifically targeted for government application. Edison does not like the way the state of TN does business as regards HSC related topics.
7137. Payroll should have been left the way it was. Too much time is being spent on Edison.
7138. I've had numerous problems with logging into Edison, the amount of time being on hold to solve these problems takes away from the services I could be providing to our clients. It is very time consuming to report my time each week before which ever day Edison chooses to run admin.(it doesn't always run as scheduled). Filing my travel claim was extremely difficult and had to be corrected several times. It is obvious that staff have NOT had sufficient training. I have had to assist numerous staff with Edison, as the

computer set up is in the office in which I work, and I have had absolutely NO TRAINING! I have been contacted while at my home, either on a scheduled day or sick day, by a time keeper asking me to log into Edison and request the time I am using. I find this very disturbing, especially when I am sick and being bothered with Edison issues!

7139. My experience with Edison is I have to have my supervisor log me in to the program in order to enter time for the people in my group. As stated above it has been six months and Edison have not got my group set up. Edison and my HR department have been contacted several times. I hope this will be worked out soon as my supervisor is not always in the office due to traveling.
7140. I have worked in other company's that had more major start up problems than have been with Edison.
7141. I don't like the fact that a mistake in Edison can cause me a great financial trauma when I had no responsibility or part in it. I would like to change banks for my automatic deposit but am afraid Edison will create a problem for me.
7142. I enter my time and it will show up for that day, then the next day it disappears like it was never entered. I think purchasing this system is the WORST WASTE OF MONEY the State has EVER done. With money so tight it should be criminal for people to waste time and money on a system like this.
7143. It is a definite asset to be able to view payroll, leave, and benefit information at will without having to rely on someone to pull that information for you.
7144. I FEEL THAT THE LEAVE BALANCES COULD BE REPORTED IN A MORE TIMELY MANNER.
7145. This system has added extra work especially for supervisors. Instead of approving time semi monthly it is every at least four and sometimes six times per month. It is also more complicated to correct problems with this system than the old one because there is less of a window of opportunity to make corrections. I don't feel like enough research was done prior to starting this program to and it was started before the bugs were worked out and I don't believe they will ever be completely fixed.
7146. I had great hope for the Edison system but I've been greatly disappointed. Instead of streamlining the payroll process Edison has resulted in numerous problems, errors and an excessive amount of time to enter and approve time.
7147. I am not sure if this is for me. But, I order supplies and make payment upon receiving. This system has so many steps involved, that it literally takes me longer than ever to get a bill paid. It is not a friendly system. too, too, may steps compared to TOPS!!!!
7148. This system is so labor intensive, I rarely have time to attempt to learn how to use it. I

feel you would never be able to properly operate this system unless you were a full time Edison operator that had no other job inside the state to complete. Which is definitely not my situation....

- 7149. entering and approving time on edison is a nightmare, i spend much more time with edison than i ever did with the old method, it is time that i need to spend on my work. if i take leave, sometimes i must work on edison at home without compensation, to make sure that my staff gets their time approved and they get paid on time.
- 7150. Edison's problems are contractor and system problems. They should be resolved or a new contractor found.
- 7151. Edison is not very people friendly. It is not compatible with the entries I make in the training of state employees. I enroll someone they may be on the roster when I got to put in the grades and they may not. The system will not let me drop any learners and when I record grades and attendance and save them, go back and make sure they are there, guess what the grades are not recorded, Grades and attendance for the last 3 months have disappeared and attempts to re enter them have not been successful. I have attempted many times to re enter them with no success. The time it takes to enter these names and attendance and grades in the system is enormous. There are not enough hours in the day or work week to get everything entered and reentered plus teach the classes. Something has to be done about this. There have been problems ever since the system started. Please help or go back to the old system. The monies spent on the Edison project could have given the state employees a much needed pay increase instead of the headache that Edison has provided us with.
- 7152. I don't like having to enter time before the day or week is over. I would prefer to fill in after the end of the week.
- 7153. Edison's HCM component is not a production ready application. It's attributes reflect it's leadership's focus.
- 7154. Edison is a waste of tax payers' money. Monies spent for this program could have been better spent instead of wasted on a incompetent program!
- 7155. If we are going to have to continue entering our time at the end of every week and again at the end of a pay period (which sometimes requires entering data 2 times a week), then I think it would be better to convert to getting paid every two weeks instead of semi-monthly. In addition, my division within TBI requires that I turn in a paper sheet every week, which is redundant and time consuming.
- 7156. This program has been excellent. Two previous sign in issues were pleasantly addressed and solved quickly.
- 7157. The time reporting component is counter-intuitive, difficult to use, and wastes much time of workers and supervisors. Exceptions occur in some instances where identical entries

have previously been accepted. The need to enter leave requests and then wait for approvals creates confusion and double work, sometimes triple work. I am not opposed to the concept of creating an electronic payroll system, but Edison has been a time-consuming and wasteful effort toward that goal. It is a frustrating and unworkable system.

7158. I do not have any issues with Edison and find it baffling that others are experiencing so many problems. If one simply follows the instructions given, there should not be any issues. However some employees just do things their own way which result in errors. The only issue that I do have is the longevity checks being included with our regular pay. I have not gotten one yet but I am due one this year. It makes more sense to me to have bonus check separate from your regular paycheck. That is the main thing that I would like changed.
7159. Don't trust it. A very bad system for management. Have not seen any benefit to justify the change from previous system. Someone was sold a bag of tricks!!!
7160. formula for login userid is not sound. Anyone who was born on a special day (like Jan 1 or July 4) people remember their birthday can log in easily as that user and change his password. Unless there is some kind of hidden measure to protect it.
7161. Unlike others, everything I have went to Edison to have accomplished; i.e. W4 changes, Direct Deposit have gone off without any cliches. Honestly I was in awe at the speed in which when changing my Direct Deposit information I was expecting a delay, but immediately it went into effect my next pay period. I was expecting a check, but it didn't happen, instead it was direct deposited into my new account. Change scares people, but as the system matures, I believe adaptability will become the norm.
7162. with proper training all edison problems can be solved
7163. Edison is too time consumig and it takes payroll to long to run when you are trying to work out exceptions. Also the taskgroup on certain employees continues to be changed which causes a problem with timekeeping.
7164. I feel that we are keeping a dual timekeeping system, entering time both in Edison and on paper, and we are asked to look into a crystal ball and enter time several days in advance of the actual work dates. So far I have not had any discrepancies in anticipated and actual time worked, but such discrepancies are likely to be inevitable over time.
7165. The only real problem with the Edison system that I see is when there is a 'Split Workweek'. The way time is entered in the Edison System is confusing to most. As timekeeper, I understand it; however, as workers enter their time, it is confusing to them and they always have questions. It is hard for them to understand entering the whole week on a split pay period. Of course, at the present time, all that is dealt with in the Edison System is the Payroll part. When other options are available, other problems may arise.

7166. In this department we have minimal functionality. Employees are no longer required to input time. We are using our previous payroll system to input exceptions
7167. I dont like the fact that deadlines are given for time entry on split pay weeks. If the pay period ends on a certain day and i work till the days end, why do i have to project my hours for that day. This is only a concern when the pay period ends during the middle of the week. And who designed the program to be displayed in widescreen format. I do not know anyone in my area that has a widescreen monitor. Changing the screen display to 75% to display the entire width of the page is ignorant. Who can read at 75%? To much scrolling left,right,up, and down to accomplish anything.
7168. In the Financial Institutions Dept, there has been a lot of trouble in the completeion of travel authorizations.
7169. I dislike having to prepare a time sheet for MON thru FRI each week and also for the mid and end of month time periods. I think some "big brain" at Edison should have sold the State on paying the employees every two weeks - fill out and submit time sheets weekly, get paid every two weeks on Friday - end of discussion. It would have meant filling out timesheets and paying employees 26 times per year as opposed to 24 under the old system, but then you would not be filling out time sheets 70 +/- times per year. Edison already tracks pay on an hourly basis, what difference would it have made if employees were paid that pay every two weeks (26 times per year) verses 24 times per year as paid in the past? It seems like a bunch of "make work" for no particular good reason to me.
7170. Excessive processing times and/or unpredictable processing times of Edison processes seems to be a problem.
7171. Prior to Edison's go live, I was employed at a different location in a different position. I moved to this position on July 1, 2008. My current position and location were not listed until probably January. It has taken until this month for me to view my employees time, performance, etc. (I did not have a MSS tab until February).Two of my employees directly supervise 6 of the technicians under my purvue. Now that my Manager Self Service is finally correct, the staff they supervise are not missing from their Manager Self Service. We still cannot complete job plans and performance evaluations through Edison because the staff are not properly allocated.Also, while I have had no issues with my longevity check, my initial start date is incorrect in Edison. I was employed with the state, left (twice) and came back. My last rehire date is shown as my initial hire date. I am concerned that this will effect my retirement eligibility as I was informed that the "old system" had my correct initial hire date but that it would not likely be corrected in Edison.
7172. I am not sure that Edison made anything any simplier for anyone let alone save the state any money. Looks like payroll and leave balances could be combined on one page so as 2 sheets of paper do not have to be printed if we keep a paper trail of our information. Was enough money saved on postage to absorp the cost of paper to print 2 sheets as opposed to the 1 sheet we received by mail? Why were monthly salaries not the same as

previous monthly salaries, a few cents each month equals significant pay over time. I find the system is confusing and making copies is not the least easy. Annual and Sick Leave balances are very confusing as they are also behind time making it difficult to know where you stand on your time. I preferred our previous system much better than Edison.

7173. The system is very labor intensive. What used to take 2 minutes to complete or approve now takes a good chunk of time. Screens don't show all information of an employee whether time or expenses. Screen navigation is frustrating. Approval language is confusing (ok vs cancel). Time entry is done by bits and pieces since you can't pull it up by pay period. Employees forget to go to previous week or next week. It is not a user friendly system at all.
7174. I enjoy having access to certain information (such as leave and pay check info) ...
7175. When Edison was announced I thought it was going to be great. After training I was concerned. Now, I think it's the worst thing the State could have bought. It has caused more work instead of less. With the recession and possible layoffs the State was/is trying to cut back on expenses, but with the implementation of Edison a lot of overtime had to be issued. It loses information and Edison staff don't want to admit it. Their only response is it must have been a user error. Also, I don't understand why longevity can't be in 2 checks. It's a computer program, just write a new program, surely if the old system could do it a newer system could also. Employees are not happy with the large amount of taxes being taken out of their checks.
7176. Edison is not user-friendly. Entirely too many screens to click on. Afraid to change any personal information (i.e., W-2, withdrawals, etc.) because too many people have had problems. Edison never told anyone that if they changed any information, that they would receive a paper check instead of a direct deposit. Time admin never runs when it is supposed to. Edison never lets us know that time admin did not run or if the system is down. It makes deadlines hard to meet when it does not run correctly. Edison should have set the system up where supervisors would receive a pop-up message when they have leave/overtime requests to approve. Employees should receive a pop-up when they have not entered their time or have an exception or not enough hours entered for the week. Report to's or dynamic groups are still not right. When I check payable time, some employees have not entered their time and when I contact them they say they have entered it and it doesn't show up the next day. Edison training was not helpful at all. EDISON NEVER TAKES THE BLAME FOR ANY PROBLEMS!!!!!!!
7177. Edison is not user friendly. Time-consuming and cumbersome compared to previous system. Many steps involved.
7178. As a 30 plus year State Employee I personally feel that my pay check and longevity check added together made a big difference in my income when these checks were added together. And I did not see my payroll check at all with this conversion. I don't like this part of Edison when adding these to checks together. I don't understand the purpose.

7179. If there are so many "exceptions" pay period after pay period, the current warning to alert employees to errors is obviously insufficient. Thank goodness, our unit has an excellent timekeeper (Mary Caldwell) who double checks our entries to catch errors.
7180. EDISON Is a WASTE OF MONEY WE SPENT 3 MILLION ON A PROJECT that COULD HAVE BEEN USED TO BUY NEW PATROL CARS WEAPONS and PUT TROOPERS WHERE THEY WANT TO GO IT HAS CASUES SOME GOOD PEOPLE TO RETIRE ITS AWFULL AND I DON:T LIKE IT
7181. The system is too clunky. When you enter sick leave or annual time you have to do the subtraction, the program should do that. When you enter time, you have to remember to not enter a zero. Split weeks are confusing, the system should be able to split the weeks and all I should have to do is enter my time for each day.
7182. Wrong hire date.
7183. I can't keep track of annual/sick leave b/c there is a delay in when the system is updated.
7184. I think it is a good system that will eventually tie all the state departments into one system instead of many different systems as it is now; i.e AS400 for patient receivables, STARS for vendor payments; INFOPAC for phone bills. Eventually I'll get all the information I need from one source
7185. I do not like to have to enter my time when I am on vacation or out sick. Originally, there was supposed to be a designated person to enter the time, like we had before. I know of another dept. that has a designated person, so why don't we?
7186. The HCM component seems to be more efficient than the FSCM module.
7187. the access which is needed as a time keeper has not been implemented therefore it makes checking time longer and looking up each individual ID number instead of a group which would be much less time consuming
7188. What took 15-20 minutes a pay period to do in Data Capture now is an ongoing daily ritual with Edison. Data "disappears" once submitted, exceptions occur that don't match the individual data entered, supervisors can't approve those they supervise, & the list goes on... There is so much checking & re-checking that a duplication of effort is created so huge that a good portion of every workday is consumed by it.
7189. I have not experienced a problem with edison.
7190. Edison requires much more administrative time than the old system. This is time that could be used on regular workload.
7191. Approval of payroll takes too much supervisory time.

7192. My issues had to do with personal information (beneficiaries and education level). I do not know if the information was incorrect to begin with or if it was not correctly entered in Edison.
7193. Physical training of staff using the HCM is advisable in some area thereafter use computer training to refresh there memory since the HCM takes little bit of time to kick off. My personal experience regarding my back payment of insurance deductable (overpay) that should have been refund back to me since the year of 2008, part of it has been refund but the remaining is still pending. Thanks.
7194. Having come from a dataprocessing background, it is difficult to imagine going from computer based training which was not accurate to live "you don't get paid if this isn't correct" input rather than having at least a user wide beta test to start identifying problems. The first few pay periods were a nightmare from this supervisor's standpoint. I was having to log on weekends and evenings to correct mistakes. Time entries were disappearing we continue to have one hour entries that randomly appear to pop up. Payroll was done by the employee filling out a sheet and a time keeper entering in the time. The supervisor approved it and it was done. We still have the manual time sheet but have now added this individual data entry aspect that requires approval of overtime and leave and now forces the supervisor to spend hours trying to eliminate exceptions. This week alone, I was unable to access time to approve anything for over four days. I am not in a position to designate a day to work on Edison issues and the thought of adding more components to this system that is clearly not working as envisioned is terrifying. The bill payment process has gotten to the point where we are unable to tell someone when they will get a check. Between the computer based training and the hours spent here and at home addressing Edison issues I have wasted hours upon hours. Now, that said, it is getting better, I am not spending four or five hours a week trying to work with Edison. I probably spend half as much time now. Great improvement, but ten times what I spent before on payroll. When I see someone from the state tell the news media that Edison is not a problem, I am both embarassed that we are lying to the media, and terrified that those people involved with the implementation of Edison don't have a clue regarding the amount of extra work it has generated. Until the payroll module is fixed, we should not consider adding on any other modules.
7195. The system is extremely complicated and it definitely takes away with regular routine of the day .
7196. With the money crunch we are in , why did the state spend so much money on a program that wasn't truly tested. Several states have given up on the system; yet, Tennessee decides to spend the money that could have been used to give state employees a well deserved raise. The millions of dollars wasted on this system - could have been put to better use. In theory - Edison is a good program - in REALITY - it has too many problems that should have been tested and resovled before we spent a penny.
7197. The training modules are good, but the "stutter" of the sound was very distracting. The system does not support the format well. The information was good, but hard to stick to

the end.

7198. I have not personally had any problems with Edison. Feel it is easy to work with for myself but only have regular shift work. Don't really like having to gather info for myself but getting better at it as time goes on.
7199. I would rather receive a paper copy of my pay sheet in the mail than have to log onto Edison to find the information.
7200. Only training I received on Edison was the Training module and I felt that training was very difficult to understand and did not benefit me.
7201. I don't always work a 7.5 hour day and time has to go in every Friday and the end of each pay period. I don't like to guess.
7202. with all of the other tasks we are required to do daily, the addition of keeping up with edison and all of the emails is time consuming.
7203. I like having the information at my visible anytime I need it. But I didn't seem to receive the tax cut that was promised by the Federal Government. That's the only issue that I need to address. Otherwise I am pleased with the services.
7204. I like being able to access my payroll information at any time, and to print my paycheck stub in advance. The mail sometimes brought them after payday. Edison is extremely time consuming. Previously I could give my time to my assistant and it would be entered and I could sign the form. Now it literally takes hours per month to keep up Edison entries and also submit a paper timesheet. It is a real pain to have to meet these Friday and split week deadlines. If you are traveling or out of the office it becomes a real problem. The proposed program for entering travel expense claims in Edison needs much further revisions. The built-in distances between cities is basically from city limit to city limit and never reflects the true distance to a destination, which is typically from DHS office to DHS office. Therefore, nearly every entry will require the additional line and explanations, etc. This program is much too complicated to navigate, many errors will occur leading to even further delay in getting reimbursements, and will take even more time from the work day. I already feel like I work two hours and spend the rest of the day reporting on it.
7205. my manager still cannot view my time and I have an employee I no longer supervise under "performance management"
7206. I think that this is much more complicated than the previous method of reimbursement and I do not like it.
7207. Our Department wisely abandoned Edison time reporting. The Edison experience is what happens you determine to implement a system on date certain, regardless of testing results or of overall readiness.

7208. I am a power user and we continue to have supervisors without direct access to time and labor functions for the employees they supervise. We were told Time Administration was supposed to run two times each day to update all requests and approvals. Updates and approvals are frequently delayed since Time Administration does not run that often. This creates confusion between employees and supervisors who have followed the procedure that is dependent on Time Administration updates. We are paid semi-monthly, Edison calculates on a weekly paid system. Whenever we have a pay period that has a split week, it always causes problems. Maybe it would help to change our payroll to every two weeks. I would really like to see the Edison system work like it was intended to work as do my fellow workers. Employees like having the ability to view their personnel information, payroll, insurance benefits, etc. I think our employees are quite capable of using the system and entering the information accurately. However, I believe there are some glitches beyond the employee's control that need to be improved before we will see that level of success.
7209. I HAVE YET TO UNDERSTAND HOW LONGEVITY PAY WAS TAKEN OUT OF MY CHECK. I WOULD HOPE THAT SAFEGUARDS ARE IN PLACE TO MAKE SURE THIS DOES NOT HAPPEN AGAIN. TO ME THIS WAS AN UNACCEPTABLE OCCURANCE AND HAS SERIOUSLY DAMAGED MY FAITH IN EDISON.
7210. As a former programmer/analyst, I believe that the system has not been tested thoroughly enough to be implemented in a state-wide basis. That is the reason for so many errors. Also, I believe that the system should send an email to your default email address when you get paid with a link to your paystub. Also, I believe that your leave time should be showed on your check stub like it was before.
7211. I have a problem with so much personal information including especially payroll and benefits, being on the computer, in spite of all the reported safety components.
7212. I don't think you should still have to submit the paper L&A and I think all employees should be putting in their own time, instead of the timekeeper. Also, when a leave request is submitted, I think you should be able to submit that time in the system at the same time rather than having to wait until the request has been approved.
7213. While I don't have a lot of direct access with the HCM component, my HR Director has had substantial problems with our department being a monthly department. Edison was not fully prepared to handle our needs. I also wonder how much money the state is spending every time a change in the program is made. This system was supposed to adapt to the state's needs and instead we are having to adapt to it. The trainers for classes only know how Edison works, they do not understand the "theory" behind the business and therefore can not comprehend the questions that are asked and don't understand the complexity of the issues we face.
7214. I was the first person in our department to submit a travel reimbursement request in Edison. I submitted it on April 6, 2009, and had the money in my account on April 8.

That is such an improvement to the previous system! Thanks!

7215. Check stubs are very difficult to read. Unable to know if your overtime is correct or not. Don't like longevity to be included in regular payroll check. Unable to work overtime and have SL in same wk as in we have been able to do in the past. Too short of time frame to key time and make necessary changes.
7216. For about the first 4 1/2 months of edison, none of my supervisors could find me on their employees, the only way I ended up getting paid was that after the deadline passed for a supervisor to approve my time, my profile would finally show up in one of the super power user who I met only once. Just last week none of my supervisor's employees showed up including me, so none of our time could be approved last week. I really feel that this program should have either been worked on more and tested more thoroughly before "go live"
7217. I feel that the edison system is a complete waste of valuable state workers time. Before, we printed out a sheet with our time and submitted it to Nashville. Now, we are told a different way to submit our time each week and spend large portions of our day resolving issues pertaining to edison.
7218. Through my dealings with Edison I feel that it was just not ready. There were too many questions unanswered.
7219. They should have left things alone.. They could have updated the data capture system. Instead they spend hundreds of thousand of dollars for Edison. They could have give us a raise.
7220. Edison is too time consuming for both employees and supervisors and managers. There seems to continue constant questions from employees concerning use of the system. It is difficult for employees and managers to figure out if leave time and comp time have been calculated correctly by Edison. We are constantly told to keep our time updated on our time sheet in Edison and keep our employees' time/leave/comp approvals up to date. This is difficult when Edison administration only runs on specific dates and then sometimes when it does run, an exception will still show up that has no basis to show up. Example: An exception will continue to show up even though correct time is on the time sheet and all leave requests have been submitted and approved and time administration has run. All in all, the system is extremely cumbersome to use. One is having to constantly go from screen to screen to check employees' timesheet, leave, etc.
7221. I think the concept of Edison is good. However, it is the opposite of what I hoped for i.e.... it is an administrative burden. For example, at least twice a month time is entered and disappears. I know that this not human error because when I submit time it says "successfully submitted" it then goes back to the timesheet and lists that each day is submitted. Time administration will run and my supervisor will go in to approve and the time is no longer there. I then have to re-enter time thus doubling my administrative time. In addition, my supervisor is still blindly approving time for someone that does

not work here. We have requested several times for this to be corrected and the response is "it is an Edison thing and that employees everywhere are having to do it and to just keep blindly approving their time". My supervisor feels that this is an audit finding and contradicts all of our policies. Last, I repeatedly have to come in on my days off to make sure the system is working correctly because I feel under pressure that it is dysfunctional and our employees will not get paid. Under the old system, the payroll process would take me a couple of hours twice a month. Now Edison dictates my day because I am checking and re-checking. In short, rather than reaching the objective of efficient use of our employee's time, creating a user friendly inter-active system and bringing us up to speed with the private sector Edison has done the exact opposite in my opinion. It is broken and has never worked as we had initially hoped for when we were first informed of Project Edison.

7222. I suspect future problems with entering time, requesting leave, and mileage reimbursement due to time constraints.
7223. My basic complaint with Edison would be the merging of the longevity pay in with a regular payroll check; these should be two separate checks as they were before Edison.
7224. The process is very time consuming!!! Many times!!! when I try to log in it will not accept my password and I can just leave the system, reenter and it will take it. I have had to reset my password numerous times. When I call the help desk I am told just reset the password. At one point I had to reset every time I went into the system. Due to issues others have had I call the bank every pay period to see if my check has arrived and I have to check the Edison system to see if I was paid correctly with nothing extra removed or if I was charged double for benefits and if my leave balances are correct. TIME CONSUMING!!! When I request leave it gets approved but many times it has disappeared and I have had to request again, there have been times when my leave was approved but it was not by my supervisor??? There have been times my request dates have been duplicated??? does it hurt anything?? not up to this point but if things can appear and disappear by themselves it sets the system up for problems. I have to submit my time every week now.. that is okay but some times I have to submit time before the end of the pay period... Many times schedules change and I take leave or I travel to other places,so a correction has to be done.. The amount of time the time keeper spends is "unreal" fixing our changes to the work week. I understand computers are suppose to be "better" but honestly I have come to trust the human with a pencil more. I have be insulted by reading things such as... the complaints about Edison are by state employees who are "old dogs who can not learn new tricks" I think I have done pretty well "learning" with no training other than a tutorial on line which was as confusing as could possibly be...
7225. I feel that Edison is geared more for the private sector than for local government agencies. Edison is too complicated for some employees of local government agencies. These employees are not stupid but have no formal education with computer systems.
7226. It takes much longer to input and review time than the previous system.

7227. Edison is experience growing start up issues but it may be due to not having enough employees knowing the system well enough in order to correct issues as they arise. Also employees are being penalized for the state's mistakes. That should not occur. If the state messes up, it should be the state's burden, not the employee's.
7228. I have used a wide variety of software since PCs came into existence in the early 1980s. Most software developed for broad personnel usage is made so that the user can intuitively navigate the program. This is not the case with Edison. There is little that the user can intuitively follow and some portions of the software simply make no sense. Normally software developers select sample groups to work with a program and rely on their feedback for improvements prior to public release. This program appears to have had few if any test groups used in it's development. The software has potential but in my view is not ready for public release. If this is an ongoing project and feedback is utilized for continued development, it might be a good product in another 2-3 years.
7229. My problem is with travel. Home visits.I took the training, but the training centered on out of area traveling or out of state. The training didn't appear to cover, what we are being directed to do now, as far as point to point local travel.
7230. I am having to spend a lot more time in the Edison system every pay period because of system errors. Myself and other staff members submit time and the next day they show up on an exception report as not having submitted time. I have approved time and it comes back the next day as unapproved. It is things like this that take up an enormous amount of time redoing things that have already been done. So employees and approvers are taking time away from their normal job activities to redo edison. This is a great waste of time.
7231. With the portion of Edison that I use, I have not experienced any problems.
7232. The only training was online training and personal traing would have been
7233. So far I enjoy working in Edison as I am able to enter my time, print my own paycheck and make changes to personal changes. Everything is capable in one system.
7234. Tennessee Wildlife employees are different than most state employees. Many of us work at home and are required to use our personal computers. Some of us do not have access to high-speed internet at our homes and can not enter our time etc. untill late at night or very early in the morning. There are concerns about virus attacking our personal computers and being forced to replace/repair at our own expense. This is wrong.When creditcard purchases go on computer agency employee production will be cut even furthur. In short...this system is not increasing production for the employees of the Tennessee Wildlife Resources Agency that work in the field all across the state.
7235. The Edison user interface needs to be less cluttered and less confusing. It is difficult to keep track of what you are accessing and how the site flows. A lot of guesswork is required to access your information. Allow user names to not have so many numbers. It

is very difficult to remember your username. Also, please consider providing an option to remove bank account bank account #'s on the printable paychecks.

7236. As person who approves employees time, it is frustrating to have to keep approving OT or leave requests over and over again. The system seems to lose approvals sometimes and then you have an exception to deal with that you didn't know was there.
7237. WHEN ACCESSING CURRENT SICK LEAVE AND ANNUAL LEAVE IT IS CONFUSING DUE TO IT NOT SHOWING UP TILL NEXT PAY PERIOD. WHEN PUTTING IN LEAVE TIME IF NOT TAKEN OR RETURNED EARLIER YOU CAN NOT GO BACK AND ADJUST YOUR TIME FOR REQUEST IN EDISON
7238. Edison should have implemented the new system as a pilot project with several agencies rather than all agencies. This would have allowed some of the major problems to be resolved before implementing statewide, and could have produced better training material. The terminology is new and is like learning a new language, therefore not all employees understand what they need to do, nor should they, since the State employees alot of labor and trade employees (the keyboard along is a learning process for some employees.
7239. This system is not user friendly. No one seems to know how to work this system when we reach a point they have not worked with yet. like a change in pay scale. that was a mess and took forever to fix. we should be able to enter time as we work it in the way we work it. not have to minipulate the system to get it entered. its way too sensitive.
7240. The system seems to be more in line with a small office with five or less employees,I have experienced several problems with staff assigned to me in order to be paid.It would seem the department is too large for the system.
7241. I don't have a lot to do on Edison. I'm not sure I'm the right person for this survey. I only check payroll and see if my information is correct.
7242. I feel the system takes time away from the worker that would otherwise be used to do their job. And right now time is very important due to the all the intake we are experiencing. Some of the questions given in this survey did not give options that would have better said what I needed said.
7243. Our use is minimal and I only use it to look at my paystub online. It was straightforward to setup my check to be direct deposit.
7244. I have found that some of the training confusing and in working with Edison it has taken me longer to become familiar with the procedures to function competently in some of the Edison functions (mainly the job performance review, job plans and the interim review.
7245. Edison has created more work. We have to complete our time sheets in advance twice weekly sometimes and then again if there are any changes. This has created a lot of extra

work and wastes a lot of paper and time.

7246. My approved mileage as well as the approved mileage of my staff has yet to be completely processed though Edison shows all requests as "approved". I called Edison help desk to no avail. It has been almost 2 weeks now. Edison was suppose to process mileage within 2-3 business days.
7247. There are still problems with negative pay (PYRT), HOI NP, Edison not Running as scheduled, Time approval for approvers (the submitted time is not shown the next day for approval), Increase in time wasted for approvers at the computer (very time consuming), Mandays for specific projects are not able to be coded properly due to Edison. The real nightmare will be with purchasing in getting purchases allocated to the correct budget, as I have already seen with the payment cards. Expense accounts are now time consuming and complicated.
7248. It's difficult to be confident about Edison at this time, given the problems that have been reported and the relatively short period it has been operating. For example, I have heard about problems with longevity, but my anniversary date has not arrived, yet.
7249. The training I was given prior to implementation did not match the actual experience of the program when it went live, probably due to the fact that the Trainers were not properly trained and that was probably due to the fact that many changes occurred between training and implementation. (This is not the fault of the Trainers who did an excellent job, but were given inadequate tools.)I think many of these problems might go away if the State would switch to a biweekly payroll period instead of the present bi-monthly period. It appears to me that a lot of the problems are due to complications arising out of the bi-monthly payroll period. However, that being said, the problems of the Edison system not being able to subtract correctly is annoying at best. If I enter a request for 10 hours leave, and then later say I only took 5 hours leave, I should not be receiving an error message telling me that I "requested leave is less than what I took"! which then forces me to go back into the system and enter a second (or 3rd or 4th in some cases) leave request for 9 hours or 12 or 24!I have never entered time under the old system, so I have nothing to compare Edison with. HOWEVER, I have worked for attorneys for 25 years prior to working for the State, and entered time for them under similar systems, including entering time for each client (in some cases 25 or more for one day's time entry), and I can unequivocally state that Edison is the worse timekeeping system I have ever seen.
7250. It seems that it has not saved very much time at this point. We are now doing things twice. Maybe it will eliminate some things in the future.
7251. From my standpoint, converting to Edison has gone very smoothly--for a state project! I like being able to take care of time issues from out in the field, at home, wherever the case may be.
7252. It is unclear whether this survey includes time and attendance. Do you really think that

survey takers will understand what the "HCM component" encompasses? I fortunately have been paid correctly. I even received my longevity. But I could write a book on problems with time and attendance. And the powers to be at F&A can continue saying it is the fault of state employees. But I personally can follow directions and use software packages. This one doesn't work.

7253. Edison is a very complicated system to learn. It is not user friendly. It take lots of steps to acheive a simple goal.

7254. My first password for Edison sums up my thoughts on the system - "100%shit".

7255. Ordering supplies is horrible. Not everyone in state government has access to a computer, so therefore not able to access if not at work.

7256. For several pay periods, my supervisor has approved my time over and over before it would show up approved. Edison is not user friendly in many ways.As a power user, I was given general training before the implementation of Edison. It was very inadquate. Edison people are always changing the way we do things because the old way is not working.

7257. At times not being able to log into the system.

7258. Edison is extremely time consuming and often has to be entered multiple times to have it "just so". It is a poorly designed system that is not user friendly nor does it do everything it was described to do.

7259. Edison is extremely slow when trying to add time to the system, especially when you have multiple jobs that require different line items you must query job numbers for first. It's also very cumbersome to charge everything to Administration time because nobody has been able to add the new job codes to Edison for us to charge time to. It's also difficult to project my time for the last two weeks of the month because I get paid monthly. I feel compelled to show up to work if I'm sick because it's too much of an imposition to request changes to my time that has already been turned in for my paycheck. I most certainly don't want to risk not getting paid, so I'd rather show up to work sick than attempt to take leave and make changes. I like having accurate leave balances and I'm 100% certain mine are incorrect right now on Edison. Thank goodness we're running duplicate time keeping with or paper time sheets or I would never feel assured my leave was correct.

7260. i made changes to my personal info but it has not updated on my check stub

7261. No comment

7262. I am new and just have not had any problems with edison.

7263. even though the register is closed ibnformation needs to be updated on a weekly basis for

jobs.

7264. combining longevity pay with regular pay - possibly raising the tax burden is a problem
7265. One department states that all the utility companies are wanting payments or suggesting shutting off services to bldgs - then there are the Designer and Consultants that have not received payments in 2-3 months or more - then it takes at least 2 days of key personnels time to enter items into programs to resolve these issues - then there are the numerous times some folks enter items into Edison that just "disappear" somewhere. This is a waste of time. This is not just employee error! Someone bit off more than they can chew with this program. If I were all these utility companies and Designers & Consultants - I'd make the state pay the 10% fee for all invoices not paid within the states 45 day period (and they are well within their right to request this money).
7266. I miss getting my paystub in the mail. I don't like turning in my scheduled work time every week or more often depending on the pay period because most weeks it has to be turned in prior to the end of that week. I have to write out my work week hours on a time distribution and leave report because my computer is not set up to do it. This week I will have to turn one sheet in today 4-29-2009 for the week of 4-27-2009 thru 4-30-2009 and then I'll turn another sheet in on Monday for one day 5-1-2009. If something unexpected occurs, I have to get the office supervisor to call somebody to fix it. I always checked my pay stub for correctness on sick and annual balances. Now we are responsible to calculate it. As a public health nurse, I have enough to do without adding time keeping to my duties. I had rather punch a time card at the door! It's impossible to know when to turn in a sheet without the office supervisor to remind me. I would never have guessed to turn in a time sheet for one day (5-1-2009)
7267. Problems will occur with any new system. Resent fact that Edison personnel have publicly blamed employees for errors and have embarrassed employees when all that was necessary was to admit that there were problems and that they were being addressed.
7268. Under my personal information Edison indicates that I am married; I am not. It indicates that I have no military experience. I have 20 years. I am not sure where the person got this information that input data but they need to be correct.
7269. Implementation of the system seems to be the biggest problem. Employees weren't offered training other than the online instruction. "Superuser" as contact has been more of a problem than a help. Questions go unanswered or referred to others who respond negatively or condescendingly. I work with many computer applications and Edison isn't a bad program. It is odd that we would take a real time system and modify it to run as a batch system. The batching process does seem to create more administrative work than the old system. Instead of reporting semi monthly we are reporting up to six times per month, weekly and with the traditional payroll cutoffs. The attitudes of management and the lack of answers to questions have been the biggest problems I have encountered with Edison.

7270. It is imperative for State government to be integrated working under the old system was not integrated or efficient, however, this Edison system does not seem to be the product for TN State government either. It has been my experience that things should be more efficient. If an integrated system like and updated version of the AS400 system was used, where data would be input into the system and reports could be ran from there things would be seamless. It just does not seem the old system or this new system is the most efficient or economic way of getting the job done!
7271. THE TIME FOR EDISON TO "ROLL" IS CAUSING COMPLICATIONS AT THE END OF THE PAY PERIOD. WE HAVE SUCH A SHORT TIME TO ENTER TIME AND IF SOMEONE LEAVES THAT DAY, WE HAVE TO WAIT FOR THE ROLL TIME BEFORE WE CAN APPROVE THE CHANGED TIMESHEET.
7272. You implemented a system and no thought was given to our department and the differences in our schedules and the way we work. It takes twice as long and is not dependable.
7273. Edison is cheating people out of their money. People actually made more money and hour before Edison. And by joining your pay roll check and longevity together only put people in a different tax bracket. Therefore more taxes are taken. There are times when Edison will not allow you to enter anything or it will be down state wide. People are having to spend more time on Edison therefore more time is being spent on the computer. I just think that Edison is not good.
7274. Edison makes it much more difficult in the leave request area...especially on mgt. I would also prefer a paper checkstub...can't tell if I'm being cheated or not w/this new system.
7275. No comments.
7276. Due to Edison's deployment deficiencies (timing, training, etc), our section is currently utilizing a select few 'dedicated timekeepers' to perform the data entry for all the other workers in the section. Edison has yet to become a 'do-it-yourself' system for us. It does not strike me as very user-friendly or intuitive either.
7277. Edison's time keeping and payroll system is seriously flawed, especially for those agencies that pay monthly. There appear to be two major reasons for this. The first is that it requires you to enter the time you work each day. If the system worked on an exception basis, that is, if it assumed that everyone worked their assigned hours UNLESS they indicated otherwise, it would not only be much more efficient, but also would have eliminated a number of problems that Treasury staff experienced. The second issue was that the system seems incapable of running payroll for different pay types independently. This forced Treasury staff to have to enter their time into Edison as much as two weeks ahead of when they were to be paid in order to ensure that the system processed payroll correctly. Not surprisingly, this caused Treasury's Edison administrator's to have to enter numerous time consuming corrections. Both of these problems eventually led Treasury to abandon Edison's timekeeping functionality entirely and return to our older, but

considerably more efficient HR application. While the employee self-service features of Edison are very beneficial, many of the data-entry screens and their related processes (e.g. entering and approving time) are generally badly implemented. They are both confusing and inefficient, which is why there seems to be a need for so many training classes. This problem exists, not because this is a "new system" with the inherent problems that new systems have, but rather because many of these data entry screens and processes are simply badly engineered. Having worked in IS for 30 years and having designed and developed numerous applications, I feel I am particularly well qualified to assess this. Admittedly, none of the applications I've developed were as complex as Peoplesoft's ERP system, but even so, they were always designed to be as intuitive as possible, so that a minimum of training in their use was needed. They were also designed to complement the tasks and processes that the staff performed, rather than to expect staff to significantly modify the way they work in order to accommodate the system, the way that Edison has. Edison has also had its fair share of processing and integration issues, but these are, I think, easily rectified over time. The "user friendliness" of the system and the fact that it has made many business processes more, rather than less, complicated to perform are more intransigent issues that I do not think are easily solved. I believe these two problems account for many, if not most, of the complaints lodged against this system and have led to justifiable concerns about whether taxpayer monies were well spent on this project.

- 7278. There has got to be an easier way to prepare and submit travel claims.
- 7279. Here at our correctional facility we have a very hard working person inputting in the time and she does a very good job and there are signs that tell you how to call the help desk, so no I guess its really who is running the software that may be the problem if there is any.
- 7280. It seems that almost every payroll period there is another problem with Edison. It is common for us as supervisors to not be able to approve time until the end of a pay period instead of being able to approve by the week. For some reason the system will not update the hours that have been entered by the employees or us until the end of the pay period.
- 7281. I have used other programs where employees entered their own time. It is simple and straightforward to do this. Edison has too many errors.
- 7282. always have a problem with exceptions
- 7283. I don't believe the problems/issues that I am personally experiencing is a flaw in the Edison program but with our HR division. We are required by our HR to still process paper time sheets rather than use Edison as it was intended, keying time/leave and approving same within Edison. More than 6 months into Edison, I estimate I have handled approximately 5,000 paper time sheets for a staff of less than 120; I also spend 5 to 7 hours per week working with these time sheets and finding it necessary to set aside my responsibilities and duties to my supervisor and staff. Since Edison's payroll schedule does not match the State of Tennessee's payroll schedule, some weeks are considered

"split" and require a second wave of the full number of paper time sheets. This division has not been given any opportunity to progress into the beneficial use of Edison and there is no indication that our HR division will allow any such progress in the near future. However, our HR division has earned an outrageous amount of overtime pay for the HR staff who insisted they needed to key the time/leave of approximately 5000 DCS workers instead of letting our staff either key their own time or allowing timekeepers to key time/leave for their office personnel.

7284. I have to spend more and more of my time I used to spend in the field working on other problems and dealing with the public. Now I am approving leave requests/ overtime requests, managing exceptions. When I approve employees payable time I have to do each days time instead of the whole pay period. The complaints I get from employees payable time detail is ,its to hard to understand. It will have a positive number of hours and then a negative number of hours so you really don't know what you're getting paid. I hours I spend on payrole has increased by 75% and we have not got into procurement yet.
7285. When you call to discuss a problem you are told Edison people do things different and see if it resolves itself. I discovered the error in my comp time months ago and have not heard anything but it takes time. I guess a year or two, or until you give up and just loose out.
7286. We where told to complete training before the roll out. When it rolled out, we were not allowed to use it for months. Our local person did all the input while the bugs were being worked out. It made things better for us, but the training was pretty useless after so long. Edison is not that hard to use, but the new look and feel of a new system takes a little adjusting.
7287. The problems I experience with HCM is as an approver. While a person's time was correctly entered on the timesheet, the payable time showing for me to approve is incorrect with no logical explanation. That results in the office timekeeper, myself and the dept's HR staff having to spend extra time to ensure everyone is paid correctly. In addition, the deadlines for timesheet submission and approval are unrealistic. Rather than entering time and approving it once a pay period, we are required to enter and approve weekly. Further, timesheets have to be approved and turned in the HR before COB on the last day of the pay period. That means if someone's work time changes (e.g. someone leaves work sick in the afternoon), a corrected handwritten timesheet has to be prepared and sent to HR so they can then correct the time in the system. So far, Edison seems to be very inefficient given the extra staff time needed to ensure payroll accuracy. I believe the only reason my staff has not experienced significant errors in their payroll is because of the overtime worked by our HR staff to prevent errors.
7288. The training was very poor. An online training about something as serious as payroll, just seems unthinkable. It was practically a non-training. Then there was very little follow-up to make me feel more confident.
7289. It used to be easier and less time-consuming to do timesheets, find mistakes, keep track

of which staff were doing what projects, how much time staff was spending on a given project, etc. Now it is pretty much impossible to do that, so why bother? Surely it's a lot more time consuming and costly than previously, or surely the previous method could have been slightly modified to make it faster, without such a ridiculous expenditure like Edison. Timesheets never used to be a big deal; now it seems that everything centers around when timesheets are due and when they have to be checked. We're more restrained by Edison, thereby interfering with our normal jobs. Edison certainly hasn't helped productivity.

7290. We should have stayed with the old adage "If it's not broke, don't fix it." There was nothing wrong with what we were doing about timekeeping before. It was easier to keep up with and we didn't have the problems of losing our leave, the mess with longevity pay and loss of insurance coverage. All these millions of \$\$ spent on something we did not need has helped make the budget the way it is. Money would have been better spent on raises and keeping everyone on the payroll.
7291. It appeared the system was too complicated for the average person to quickly learn. Training was offered then we were instructed not to use it but let someone else key time in. During this process we have spent far too much time working on submission of time when that time could have been better spent doing our job.
7292. I think that with all things new I have just not gotten comfortable with Edison. I think more training is needed and not computer training. Training with people so questions can be asked and answered.
7293. I am having more problems with Edison financials, procurement and travel than with HCM. However, with respect to all areas of Edison, the training was not adequate. I don't consider the training that I had "training". It was more like a demo on people soft. The training needed to be tailored to specific areas of job responsibilities. It also would have been good if the training compared the old system functions to the new (Edison) system functions. Communication was also a big issue. There was a lack of it, not enough information sharing, explanation of new processes, or definition of new terminology. I went through a process of role mapping that to this day, I do not know what the end product was determined to be. I feel that I have wasted a lot of unnecessary time on Edison. I have been going in circles.
7294. The Edison system is completely inflexible in certain things. For example, if you are out sick (which you can't plan for being sick) during the time period for when you have to enter your time, you may not be able to get in without a huge hassle. This almost happened to me personally but I had someone else enter my time last minute. There should be some flexibility for getting your time in besides the day after or ending day of the pay period. Additionally, I have had problems with attaching documents to the travel authorization module. Therefore, F&A was not able to view my attached documents and it slowed the process for approval considerably.
7295. I did have the privilege to attend three training sessions on EDISON before

implementation. two of the three I could not get logged in, and everyone else that could(which were only a few) worked the senerios, the rest of us just set there. The third class I logged in and had three transactions and only one worked! There are supposedly meetings on issues, but we are never updated on results/ solutions. And most of the time only find out changes, improvements when we run up on something. Training is "we'll show you one time" and thn they're gone and employees are left still asking each other how and what... There are times we are woking an get shut down / kicked out. when more than one screen is up, then seems time kicks out even faster! Employees can enter things, and the next day they are gone.. no where to be found. You know that you know and supervisors watch and the items entered one day is gone to computer heaven because they are never to be found. Of course, these are not EDISON errors- we are told we make these errors. I am afraid to say , but that is not true!!! Yes, we have been in EDISON for 6 months, but there are still many issues I personally don't know how to do or where to go for help.. everyone is always in meetings, or just laughs and acts like I am just as lost as they are. Directors say on tv, in BIG meetings that things are good- but behind closed doors- it is a totally different story- they don't even act like there is hope. but we have to keepon pushing because so much \$\$\$ has been spent.

7296. Edison is a very handy tool for looking our pay history and information. The problem I see with Edison is that it should have been set up in such a way that the last week's time would not have to be entered until this week. In other words, the timekeeper must put in Friday's time before it is even worked. This causes problems with having to correct time if one has to work later than scheduled or leave earlier than scheduled. It seems like everything is in a rush on Friday. And then, if we are not here on Friday because of illness, this causes reporting problems because of having to request time before it is taken.
7297. I THINK MY PROBLEM WAS COMPUTER ERROR FOR THE MOST PART. THE PEOPLE WHO WORK WITH EDISON HAVE BEEN NICE. IT IS NOT THEIR FAULT AND I HAVE NO COMPLAINTS ABOUT THEM. I JUST WISH THESE MATTERS COULD HAVE BEEN CORRECTED BEFORE MY PAY WAS AFFECTED. WE CONSTANTLY GET E-MAILS KEEPING US INFORMED OF THE GLITCHES THAT EDISON EXPERIENCES DAILY.
7298. This system has resulted in numerous hours being spent dealing with Edison issues that could have been spent working in the field. Agents have had difficulty receiving overtime and lost leave balances. Requests for Confidential Funds are running a month behind, where those funds could be recieved in less than a week before. This negatively affects investigations being conducted in the field.
7299. Edison is very time consuming,you alway have to wait on administraiton to run,there are exceptions from no where,that no one can clear up. You may approve time one day and have to approve the very next day because it did not work....I think we really got screwed with this program..
7300. Quite often the system is so slow that I cannot enter my time into the timesheet. I have to

wait a few hours and try again. Other times I can't even log into the system.

7301. THE ONLY PROBLEM I HAVE WITH THE PROGRAM TO DATE IS THE NECESSITY TO KEEP HITTING THE EXPAND BUTTON EVERY TIME YOU GO TO A SCREEN TO INPUT INFO. THE PROGRAM NEEDED TO BE UPDATE SO THAT ONE ONLY NEEDS TO EXPAND THE SCREEN ONCE UPON ENTERING IT.
7302. The down time of associated with the Edison is problematic. I'm not sure why the delays occur processing reported time.
7303. The system was too complicated for the training that was given; it is not a user friendly system. There were too many problems that became apparent when it went "live"....too many mistakes made in pay checks for employees.
7304. they said that we who did not get their time accrued fir Feb. until the end of April was because of the 28 day schedule we where on. The end of the month is the end of the month and the twenty eight day cycle should not be the problem.
7305. Inadequate training.
7306. I think the system is poorly designed and programmed. It is not user-friendly and it takes too many steps to do simple tasks. The whole process of entering and approving time is way too time consuming. It would make much more sense for salaried employees to just enter leave and comp time rather than time worked. The drop-down box for the pay code is so narrow that you can not tell what some of the codes are and there are other drop-down boxes that are too narrow also. It is a waste of taxpayers money to have spent so much money on this program when the program causes state workers to spend spend 2-3 times more time entering and approving time sheets.
7307. Longevity should be a separate check
7308. Some simple tips by email could have helped (for example in doing the job plans--direct reference to the manual pages via email tip). Some tips like this.
7309. My insurance was not deducted from my payroll check in October. I mailed a check to Nashville, which cleared the bank in 5 days. After going to the pharmacy in Nov. I was informed that I was not covered. I was told to call the Edison helpdesk where it was acknowledged that payment had been received and the problem would be fixed. I continued to show as inelligible for benefits for 6 more months, and would have to make phone calls on a weekly basis. As a single mother of two children this has been a nightmare. After I finally broke down into tears at work, my supervisor sent many e-mails and made phone calls to try and find someone to help me since the Edison helpdesk would/could not help and the issue was resolved about 2 or 3 weeks later. Due to the problems with my insurance, I was unable to get medication for myself and my children on several occasions because I couldn't afford it, and other occasions I had to pay out of

pocket and then fortunatly the pharmacy would reimburse me when the issue was resolved, if I could get it ran through before I was AGAIN kicked out of the system. I had to continually reassure my doctor and my children's pediatrician that I did have insurance and that it was just a systems issue to keep from being turned over to the collection agency. I have been highly disappointed in this system and that is putting it lightly.

7310. why is it that the longevity and payroll checks are combined causing more money to be taken out for taxes? To me that's taking money from state employees that really need it.
7311. I thought that Edison payroll was to be run in parallel with the "old" payroll system for the first few months to identify problems. To my knowledge, this was not done. I think it would have helped to identify some of the problems sooner if this had been done. I would also like to suggest that the screen we enter time on have a desription of the Task Profile ID because some weeks I have to enter more than 10 lines of Task Profile Ids. It takes a long time to search through the ids each day to determine which Task Profile ID number belongs to which project. Why not use the Rule Element 1 box since it isn't being used for anything else? This would save time and prevent so many searches.
7312. I think Edison has the potential to be very good, but as of now it is lacking. I think changes in Edison would require groups of people to talk with one another to discuss issues, and each of the issues should be dealt with independently.
7313. I am the time keeper for the Unit that I work in. When Edison began, we were told that Edison would cut back the amount of paper work that we would use. In my experience, the paper work that is involved with time keeping has more than tripled. I have not been able to do my work as the time keeper because half the time I can not access the time management component. This in turn increase my managers work load because he not only has to do his work, but mine as well. When the time keeping was done on the TOMIS system, while we did have to do a small amount of paper work, it is nothing compared to the total amount of time wasted on constantly having to correct the issues that occur with Edison. I would estimate that the amount of time that my Manager has been spending on Edison relative to the amount of time he had to spend on the TOMIS system is around three times more. This is because of the fact that he is having to check it not only at work, but he is also having to go back and double check it at HOME. If I had the option, I would gladly go back to the old system.
7314. There has been numerous occasions that I have entered an employee's time sheet and the time that I had just keyed into the system disappeared as though I had never keyed it at all. I have entered numerous leave requests and the leave requests have also disappeared. I key FMLA for employee's throughout our department, it is very time consuming when you have keyed employee's leave time into Edison and then the employee's name comes out on the Exception Report. I have also had issues with an employee's leave not being deducted from their leave balance. Which in turn causes me to have to send a manual correction to DOHR to correct the leave. I never use to have problems like this with Data Capture. Since Edison has been on line I have not been able to print my check stub off of

Edison. Our checks stubs are very hard to read and understand. The way that Benefits Administration is set up now it is very difficult to answer simple questions for employees. Also, when an employee goes out on leave without pay we should still be able to change the employee's collection method on their insurance like we did in TIS without having to send the Leave Without Pay Insurance Options Form to Benefits Administration. In my opinion, Edison is not user friendly. It has added a lot of time consuming steps to the job that I have to do on a daily basis. Duties that I did not have to do in Data Capture, TIS or SEIS.

7315. Have only been employed by [DEPARTMENT REDACTED] for a little over a month (starting March 2009), so my answers are not representative of the employees that have used the old and new system.
7316. The only thing I hate about the whole situation is the way my longevity is calculated. It is unfair, after all the years of hard work I've put in faithfully, that more of my money is being taken from me. How can you change the rules in the middle of the game when it affects the players? I expect the state to live up to their end of the deal. Hey, I show up to work on time.
7317. I feel that State employees were not given relative useful training prior to or after implementation phases of the system. Less than a year ago we went through a facility wide new system implementation (health care management system) and while there were start-up problems, it was a cake-walk compared to the issues I've been made aware of and have experienced with Edison. I think if Tennessee can recoup funds from the vendor on this purchase, we should.
7318. In some weeks, approvals of time entered into the system are not recorded, necessitating re-approvals, sometimes more than once.
7319. I am all for change for the better. I believe Edison as a whole will be better, eventually. As technology is changing so fast these days, does Edison have the technology of change built in or will this system be out dated before full implementation is complete and will the State always be in a state of implementation? No answer is required, I know the answer, but is Edison able to grow and change as technology changes for the next 20 years? I know the answer to that to now that I have posed it. I will be retired in 15 years anyway, and it is not relevant for the short term. Thanks for letting me share my concerns, even if they never get addressed. Staffer...
7320. It amazes me that that our state government would (a) pay so much for a payroll system with obvious flaws; (b) not ask the individuals to whom the monies would be directed their input; and (c) utilize a payroll system that was rejected by other states because of its flaws. This system is time consuming, expensive, inaccurate, cost ineffective and produces more stress on employees by having them constantly in conflict about leave balances, longevity, insurance, pay rates etc. The same people who were calculating payroll now have the additional burden of being the recipients of the frustrations, anger and stress of the employees those errors affect and having to correct continual mistakes

not of their making. All the while waiting on those individuals who handle the edison payroll system to input and correct the errors, these individuals take their time and give cryptic and/or no explanation. This puts the employee in an even more precarious situation. Just exactly what was accomplished by implementing this payroll system? The money used for this could have saved jobs and programs that were cut to put this in place.

7321. The computer training provided before Edison was implemented was totally inadequate. Hands-on training in small groups would have been much better. There should be at least 3 people at each office, other than the MGR. and Timekeeper, trained by the Edison trainers on the use of the system. Only full time permanent personnel should be on Edison. Edison does not allow corrections to certain problems, and that is unacceptable. Unacceptable!
7322. I think that this system is awful. It is slow, incorrect alot of the time, my leave balances are hardly ever correct, if ever, time is harder to enter into the system, alot of the time you have to go back and re-enter it a few days later because the system has lost it, just goes into cyber space, the whole system sometimes crashes, more than any normal operationing system. I think that this system is the most awful one that I have been in contact with, I'm sure that it's not the last one out there, so let's replace it with something that actually works and that we can be trained on.
7323. As with any new system or implementation you have a learning curve. I think this has been especially difficult for some state employees because they have used the same system for 10, 20 or 30+ years but the system is definitely more user friendly and better to use.
7324. EDISON IS NOT AT ALL WHAT WAS DESCRIBED TO ME BEFORE IT STARTED. I HAVE TO CALL TO GET A PASSWORD ALMOST EVERY TIME I LOG ON.
7325. There needs to be a better way (more time allowed) for entry of times during a "split week" (covering two pay periods.) Example: Apr 26-May2, 2009 [1]The days in the first pay period should still be accessible to enter time adjustments even after pay period ends since the weekly calculation for OT/leaves depend on them being accurate. [2]It is not possible for workers to enter time for Fri that week when they are away from office all day on Friday. [3] NEITHER the times for Mon-Thur Apr 27-30 NOR for Fri May 1 could be entered on Mon May 4. It all had to be changed by a supervisor...If a supervisor is on duty that day.
7326. I personally have not incountered any major problems with Edison at this time but I do have a few co-workers that have. I hope they can fix everything but I'm not really confident that this system can function 100% the way we need it to.
7327. Sometimes when trying to input Monday's time the system will skip back to the Sunday input screen after you start trying to input your Monday' timesheet.As I stated before not happy with losing one half of my longevity pay.

7328. I use to spend 10-15 hours a month taking a hard copy of my reports to the office. Now it takes less than 15 minutes to enter my time.
7329. edison is viewer frendly not very entry frendly.more time consuming.
7330. The system should be able to be updated with issues that everyone is experiencing such as receipts not showing all the pertinent audit information, etc.
7331. Can't understand how Edison calculates(taxes) Longevity payment.
7332. I think Edison is efficient and helpful. Like anything time is needed for people to adjust and learn the system.
7333. Prior to Edison going "live" employees usually had between 3 and 5 days to have time sheets completed and turned in to time keepers. The timekeepers keyed everyone's time, then it got approved by a designated person. DCS still utilizes time keepers; however, that piece is really irrelevant to my concerns, as the same situations are possible regardless of who enters the time into Edison.1. NOW, leave has to be keyed by time keepers (in DCS) before the end of the day on Friday (for those working M-F), before the end of the last day of the pay period, or earlier if the time keeper will not be in the office at either of those other two times. This instruction also comes under threats (which I understand are not so much threats as points off fact) of not getting paid if it is not done. On top of that, the entry deadlines were moved farther up in order for it all to be done early enough for supervisors to approve all their subordinates' time before day's end.2. Supervisors have been told they must approve all leave on the designated days prior to their leaving for the day. Additionally, if they have to stay beyond their normal work hours to do so, they will not be compensated for the extra time. I believe this is illegal if they are not salaried, and if not illegal at least unethical.3. With the requirement to enter leave and attendance into Edison prior to the completion of the work day or work week, comes a second serious concern. It seems to me there is an issue of submitting what could be considered "falsified" attendance information. Time has to be entered by employees and approved by supervisors in Edison and employees and supervisors have to physically sign a leave and attendance form. Since these have to be done before work is completed, I believe that to be a serious case of falsifying government records, regardless of what I have been told. I have been told that since there is an option to correct information the next work day, this is not an issue. However, if someone's time is entered and approved, that person has to leave urgently and unexpectedly, and does not return to work the following work day to submit corrections that leaves falsified records. Edison is extremely burdensome and stressful. It is not more efficient, or easier on employees. I do not understand how this system can be considered "better". The computer-based training for Edison, states the system is named after the great inventor. If I were he, I would be rolling over in my grave at the thought that someone gave my name to something that makes situations more stressful, complicated and far less efficient and than they were prior to its existence, not to mention the fact it has parts that are viewed by some as illegal. I cannot begin to tell you how much the whole Edison project cost. I can tell you that leaving it the way it is in order to save face, pretend everything is fine and there are no problems with it, or to save

the expense of making changes, are not acceptable to me. Unfortunately, I am probably one of very few to actually pass my complaints and concerns on, in writing, to someone who is supposed to do something with them. Perhaps as part of this survey, more people will provide the same complaints. Documents in the system print at a very small font, regardless of efforts to change them including, pay statements, job plans and flex benefits' statements. Money is still being spent on mailing at least 2 flexible benefits statements per claim. This makes no sense for several reasons, they are too small to read, we can track it within Edison, and expense notifications are sent to employees electronically. Such electronic notices should be sent to each employee every pay period. I haven't found 1 good thing about it yet, short of saving trees and postage on pay statements. My supervisor had to reschedule the my interim performance evaluation because he was unable to see on the form spelling errors prior to printing the actual form. This required him to take extra time to make corrections and run it past his supervisor before being able to come back to me. This is proving, in my opinion, to be one of the biggest waste of taxes yet. The web site is very difficult to navigate and requires the screen resolution setting on computers to be set to a specific setting. This makes it more difficult to deal with for those who have to change it each time. The computer based training also requires it. In short, I HATE this system, and hope Mr. Edison has a very forgiving soul for those who named this after him. Thank you for the opportunity to provide this feedback. I just hope it is really used and not dismissed after collecting it; under the auspices that you were only asked/told to collect the information.

7334. Several times our time did not show up for the supervisor to approve after it had been submitted. This has occurred on more than 2-3 occasions. It takes much more time than before/more steps.
7335. I work with the [DEPARTMENT REDACTED]. I have very limited experience with computers. The training on line was very confusing and of very little use. The tape quality was poor and hard to understand. The biggest issue I have is the time taken away from us that would be more beneficial in the field. We are to begin entering travel on July 1st. From the best that I can tell there are 52 steps to enter 1 days travel on Edison. This will use more of our time that we should be in the field. I much prefer the old system but I'm retiring in August so I guess I can muddle thru 4 more months of it.
7336. I do not believe that the travel component should be added until it can be trialed out with a small number of employees instead of the whole state at once.
7337. It is nice having time input, leave balances, benefits, etc. on one system.
7338. AN exceptional tool
7339. I can not log in I am not sure if it is my user id or password or both, I would like a new id and password so I can do my own time
7340. Any "bugs" should have been worked out before implementation.

7341. Many times we have re-entered information 2 or 3 times over a period of several days because we are not notified when Edison is suppose to run time mgmt. but for some reason it does not run. This has caused many employees and/or supervisors to spend several hours redoing work that may not need to be redone. Sometimes info is submitted, time admin. does run but the info does not update and we have to submit it a second time. In the past submitting payroll took an hour on payday, now it sometimes takes several hours. Anytime problems were brought to the attention of Edison helpdesk we were treated like it was always "user error" even if we knew we followed the correct steps.
7342. In almost 32 years of state employment I have never seen a more time consuming process than the Edison system. I still keep a paper timesheet and transfer the data to the system. Everyone I have contact with does something similar. This is double work and not cost effective. The Travel Administration Training was unbelievably hard.
7343. The system that was upposed to run twice a day now runs on some other schedule. Sometimes having problems apparently for days/ and is not run. But for us the user it always seems that we are supposed to now enter something within a day, our deadlines are tight and always changing. Basically it's rush rush for us but not when edison doesn't do it's job.
7344. I currently have no way to tell if my Annual Leave or Sick Leave totals are correct. In the previous system, we had checks and balances on those items. I don't trust the Edison System to correctly calculate my leave balances.
7345. I have difficulty with the self training that we are required to do.
7346. My problem with Edison was the website (cookie) connection I had would require me to get a new password every time I entered Edison. It was recently corrected after getting an exceptional person that understood what must have been going on. Technical expert! Some in my office thought it was me, as did I. Otherwise - all Edison contacts have been polite and helpful.
7347. I am also an approver. From time to time my staff ends up on someone else's workload after being properly identified on mine. This is not only annoying but troublesome, in that I have to attempt to find that person to make sure their time and travel expenses have been approved.
7348. When the HCM module reaches a stable point, it would be good to solicit suggestions on improving the user interface. Several minor things could be changed that would make the user experience less kludgy.
7349. Questions asked to my power user are quickly addressed, with no problems to my time sheet or pay. However, this process seems to be very time consuming as a whole, with everyone spending more time at their desk addressing time and approval.....making some expensive time-keepers.

7350. It is very clear the edison system does not address different scheduled work hours. Appears to only be designed to handle 37.5 work week schedules. Overtime and holiday work does not seem to have been well designed into the program. Gliches with leave balances should be easily resolved.
7351. As a supervisor I continue to have to log into my account for the secretary to have access to time entry. She still has not been given access to the persons in our department.
7352. The system is always late updating the leave balances. You do not know for sure what the correct leave balance is unless you subtract what has been used from the balance showing. It seems the balances are not corrected until 2 weeks after each pay period by then you are into another pay period and need to know the correct balances. It seems each pay period there is always some reason why the time did not run or there was a problem with running the time. There is always some kind of problem every month and we have been on this system for 7 months now.
7353. This system is combersome, it does not have the checks and balances needed, amd the timing is ridiculous. We have less time to get done what has to be done, and it takes twice the time to do it then it did before, and we have four times less oppurtunity to correct any errors (before we had at least four warrants runs a pay period now we have one off cycle and this pay day loan that is made up. So I have less time to do more work, which if it is not done at an exact moment in time could mess up a whole lot more then what I am working on. This system is not just costing you in errors and time to fix "human error" caused by the lack of functionality of the system, but also in the health and well being of your state workers. This system is frustrating and stressful to work in. I am a very positive person. I started off trying to give it the benefit of the doudt. I was told it was horrible, I even make the comment "give it a little while and we will be wondering how we ever made it before Edison" because that is how it usually is with a new system. You hate it at first then once the bugs start getting worked out and the flow is figured out you find the new system is a whole lot better then what you initially thought. I am struggling to remember my own words, because when working with this system it seems like the longer we have it the worse it gets. Imagine the frustration of working on something and thinking it is done to find that you missed an internal timeing loop and you have to do it all over again. Or working on stacks of paper work to find that what looks that is being approved is not, since the system reverts it back to something else, so what is approved is not what shows in the system, and then you are told this is how the system works. So you have to go back in a change it again after already changing it. But it does not stop there you have to watch it until it goes through a final processing because it can be kicked out and and changed again, and yes it has happened to me. When you actually care about people getting paid, that is extremely stressful and frustrating. There is also no catches in this system I will say they are working on this. When you have several thousand people working on a contributing to the entering and processing of time and HR transactions not to have catches is asking for trouble and "human error" will be multiplied exponentially. I wil reinverate it is imperative to have catches when working with that many people. This system I believe is awsome for companies that fit a basic mold, and that has a central HR (where HR, payroll and benefits are basically one entity).We as a state have

too many policy and things that have to be done a certain way. We have too many amendments and procedures that need to be followed for this system as it currently is to be a good fit for us. The good news is that this is a web based system so modifications can be made, the bad news is the modifications that need to be made will probably cost way more then we are willing or able to spend as a state government.

7354. TO many areas to choose from on the type of work you do. When you work over time it's hard to understand the way you're paid.
7355. THE FACT THAT OUR HR CAN NO LONGER ACCESS TO MAKE SIMPLE CHANGES HAS SLOWED THINGS FOR ME IN GETTING THINGS DONE IN A TIMELY FASHION. GIVING THIS ACCESS BACK TO HR WOULD BE GREAT.
7356. I really like Edison. However, I feel that the training was not affective at all.
7357. Edison needs to be more user friendly
7358. The problems I have encountered with Edison have mostly resulted from not receiving training.
7359. 90 to 95% of the issues that I see on a daily basis are human errors, and I normally contact people to fix these errors. The issues that do exist, we are told they are being worked on in regards to employees that have two sets of leave balances in the system from previous employment, and not showing the correct balances, to Insurance issues where until the past month were not being resolved. Up until arround Mid March, Insurance Issues were not being looked at, period. Numerous employee refunds did not start to take place until around Mid March. Also, employees that were not paid a check who did not receive a check on a certain payday, had to wait until the next On-Cycle (payday processing) before they could get paid. It was not until around April 12 that Edison/F&A Payroll came up with the payday loans to actually process a check to the employee for the missing funds...but would have to sign a promissary note to repay the funds back to the state when their next paycheck is issued because it will be included.
7360. As with any new system it took a while to learn all of the correct steps, and I am still learning, but overall in my opinion the system is very good. Much, much better than the old system, CICS.
7361. I enter my own time but am not part of the approval process. Mine deals only with the entry portion. I didn't know until edison came on line I could have money split between my bank accounts which was a plus to me.
7362. For employees like myself, entering time using Edison involved a dramatic increase in the amount of HR-related material I had to know and juggle on an ongoing basis. I find it intimidating to be risking my compensation on my ability to understand and process HR materials when I am an IT staffer.

7363. No paper trail is hard to believe!!!!
7364. The system should run time administration every single night. It appears that the system can not handle the amount of data it has to process.
7365. It does not appear to be the panacea that was expected. I speak however, from the standpoint of a user; certainly it may be just the ticket for accounting, and perhaps it has saved the state some dollars...I doubt it.
7366. This program is not complicated in the least! It is change, and to some people, change is always bad. This program should eliminate need for some secretaries that only jobs are to answer phones.
7367. This system is a huge waste of money for the State of Tennessee. It is an incredible waste of my time as an employee as well as our support staff. In retrospect money would have been better spent somewhere else. I have to enter time way to many times into a system that is not very user friendly. Good luck but issues will persist in its present form of entry and use overall.
7368. The payment system was fine I have experienced problems with the annual leave and sick day not being correct. I haven't checked lately to see if I have had anymore problems, I don't believe I have. The HCM is the only part of Edison I use however I have helped Leasing with inputting information into their system and it has too many steps that have to be completed before rent can be paid to Lessor's. Because of the steps that must be taken to assure payment it is very time consuming and leaves more room for errors. If the procedure to input information could be shortened it would be faster and more reliable with less room for errors to be made. I believe that personnel from departments that use this on a regular basis in order to perform their job should have been consulted so that it could have been made more user friendly and more efficient. I found that entering time is actually more efficient than the old system where it was filled out on paper along with your social security number and passed thru several hands so this is more secure.
7369. I think that in the long run if the current problems with Edison can be ironed out it will be a valuable and much more efficient system. In my opinion, one of the main problems is the online training modules. They are not well done; thus, people are not learning and understanding Edison as well as they could with good training. I think that the lack of quality training with the system is a big reason that there have been so many problems and difficulties experienced or perceived.
7370. Once the bugs are worked out, and system acts as it was designed to perform the situation should right itself.
7371. I do not like that time entered has to roll overnight before it can be approved by the supervisor. I also have never used any system other than Edison where you have to wait 5 minutes before you log in again after a password change. All other systems I have ever used the change was immediate!!! Several employees in my agency have had problems

with Edison that I have tried to help them resolve. One could not get paid for an MVM fuel reimbursement and travel claims because their change of address entered in Edison did not roll properly in STARS. It took a LONG time to get that issue resolved. My division has also worked with two employees in our agency who have travel claims pre-noting in STARS because they changed their bank information. We are having these expense checks sent to our agency to give to these employees since the systems will not properly process the payments into their bank accounts. We also have a lot of vendor additions and changes we send to F&A every week to process. It takes longer than it should to process these. We have to go in every day to check to see if they have been entered in Edison and STARS. F&A should notify the agencies when the change has been made. We have missed paying vendors on time because the vendor changes or additions have not been entered timely by F&A. I dread when our agency goes live with the FSCM module of Edison. I think we will also have many issues and problems with that module when we go-live on July 1. I don't know that the training I received on the FSCM module will be very helpful once we go live.

7372. I do not see how Edison can be considered better in any way. It looks like we have bought older technology than we had. Our old system we could enter the time and when done everything was there. Now it takes 4 times as long as it did or longer and often the time is not there the next day. On the old system I just had to turn in the hours I worked each day, the time keeper entered it and approved it. Now I have to enter the time, if we have to work any over time you first have to request the overtime and wait on it to get approved, and then put your time in. Then the supervisor has to ok any leave or over time request, then approve the time. Several steps to every part of this. Its far from just entering the data, you have several screens took the data. Numerous times I have oked someone's time and then get called to ok it before the deadline. Weekly schedule has to be planned around Edison. It's my understanding that we went to Edison to save \$50,000.00 a year. If we paid over 135 million for this, how long will it take to break even?? I am for anything that will reduce paper work and allow me to be more efficient with my time. I am not as stated in the Tennessean, that state employees do not like change. Change for the good is great. Edison is not change for the good.
7373. Edison has taken some adjustment time but overall I think it has been a good system and easy to use.
7374. in December of 2008, I wanted to put in a request for another payroll deduction into Edison, but did not due to the problems I had heard reported. I went ahead & did the payroll deduction in early April 2009, and experienced no problems.
7375. Why does some of the data in Edison yet changing. No one seems to know how to ask for a change to be requested or done.
7376. I haven't experienced any problems with the HCM component. If there were any issues, my office management took care of it. My pay has been accurate and without delay every pay period. The advantage of Edison HCM component over the legacy system is the ability to view pay statements online and also the ability to view and update address,

direct deposit and other vital information. Now, Edison's FSCM component is a totally different story.

7377. I do not like the way the Edison program calculates time. To view your paycheck, it is hard to understand how you are paid and what you are being paid for let alone what your costs are withheld every month. There are moneys that are paid to you and then subtracted in the same pay period. Very confusing. The program does allow you to feel secure about if you are going to get paid for your time worked. The program does not allow you to feel secure if your balance and leave are correct from month to month. Example: At start up of Edison all employees were notified to double check their leave balances with Edison's leave balances. In doing so I noticed that my balances were not correct. This does not make me feel secure about my time. Another Example: Every week I get E-mails that say these are employees whose time has not been approved. Not a way to feel secure about getting paid.
7378. Training was minimal. Communication has been non-existent. I approve time and leave for 12 people and each pay period I must go back to the beginning of the pay period to be sure that time I had previously approved has not "mysteriously" become unapproved. Usually this has occurred with more than one employee. Or it may take days after an employee has entered time for me to be able to see it to approve it. Where the Flexible Benefits reimbursements used to take 1.5-2 weeks, they now take 3-4 weeks. A woman I work with (but do not supervise) did miss 2 paychecks early on. I hope you will do a follow-up survey on the myriad problems that have been experienced in the use of the finance module. **THAT HAS BEEN A NIGHTMARE!**
7379. It is not efficient for leave balances to be updated as of two weeks prior to the current date. That makes no sense. Edison can be a headache.
7380. I think that Edison is the most worthless, pointless waste of money that the state has ever made. It's like they pay a group of people to sit around and make up programs just to spend money and the programs work for crap. If you want to spend my taxpayer money then pay me the last 1/3 of the raise that was SET ASIDE FOR US but ended up being used for other crap like Edison. Edison and Facility Max are the most confusing crappy programs I have ever worked with. The training they give you doesn't even match what you use them for. It seems like it was purposely made that way because if you can't understand how to use it then you don't and because you don't the state saves money because nothing gets done.
7381. I am still having problems running reports on time and labor. Often the reports fail. When corresponding with the help desk, they use report numbers. The report selection panel does not have report numbers, only report names, so when I get a response I need to guess which report they are responding to. This uses up time because I must usually run multiple reports before I find the one they are responding to. Obviously, I am having multiple reports fail to process correctly. When I need information on a single employee or position, I must run a report that returns all records. Some of these reports are over 2,000 pages. This is a waste of paper, and more importantly, my time since I must flip

through 2,000 pages to find the one record I need whether via a screen pdf copy or a printed copy. Selection criteria need to be expanded to include single employees and/or positions. If possible, getting data on a department number would be helpful. The people on the help desk are courteous. But the work load must be high because it can take a month before I get a response that an issue is being addressed. I want Edison to succeed. In my opinion, more resources are needed at this time to address resolution of reporting errors and to generate more useful reports, especially now that we have some experience on where the issues and deficiencies exist. None of these deficiencies justify replacing Edison, but they need to be addressed to assure efficient use of State resources (its people) and to rehabilitate the reputation of Edison. [NAME REDACTED]

7382. Edison help desk not very helpful, they just send you to someone else if you can reach them.
7383. I believe that this project fell behind schedule and that some of the due diligence that needed to be done was sacrificed as not to slip the completion date again.
7384. I have two employees that I directly supervise and I still do not have authorization to approve their time, much less view their time to see if it is being accurately submitted.
7385. I do not like having to key my time every week. To have every employee do this wastes a lot of time each week when we cannot keep up with the workload we already have. Also, every time you have a leave request you are taking up additional time to key that request into Edison. This takes away from time needed to do my job. Since I still have to fill out the paper time sheet for my supervisor every day as well as email all leave requests anyway like we have always done, it is just additional/duplicate work to also have to enter everything into Edison. I feel that having the administrative secretary, who previously was our timekeeper, in the office complete this weekly task would be more efficient. The person who keyed all of our time before should continue to do it in my opinion. By moving that job duty onto every worker, you have added work to our already overworked weeks, and removed it from her so now she has all of the additional free time that moving this job task to each individual worker relieved her of.
7386. Time entered into Edison has to frequently be re-entered and re-approved each week. It didn't do this to me in the beginning. Now, it seems to do it more often than not. It somehow seems to "disappear" as if the time had never been entered in the first place. It is also highly inconvenient when someone is not readily available to re-enter or re-approve time and the system shows no signs that your supervisor never received your time. It says "submitted" but never shows up on their screen until you re-send it once or twice. It's definitely much more work and feels like you constantly have to stay on top of Edison. I am very good with computers and pick up on computer-related things quickly, but this system doesn't seem very user friendly. It's pretty simple to enter your time, and that part just takes a minute. It's the hassle the system causes that takes time since you have to do everything on Edison's time frame, and even when you do so, the time doesn't always go through. I still print the pay stubs for myself and another employee for our records. I don't see how this system saves on paper. I do like that I can log into Edison

from home. That's about the only real positive I've experienced so far.

7387. Accured time is never correct or current
7388. I wonder why anyone would buy a program that had batch run requirements. That stuff left the world last century
7389. Even after all the traning, Edison does not seem to work as it should. It is not user frendly. Too much time is needed to perform routine task (entering time, leave request, etc). I don't feel comfortable that Edison processes all requests as it should.
7390. For those of us that have irregular work schedules(work holidays, varied hours and accrue comp time)the system is confussing. If I work on a holiday I have to put in for overtime even if I don't work more than the 30 hrs. required. I have officers that work for me that are having problems accessing the site. They are having to drive to locations to enter their time. These people work out of their houses and do not come to an office everyday or sometimes even in a month. We don't provide them with computers or internet access. They use their personal computers if they have them. Rural west Tn doesn't have good highspped internet. For those of us that come to the office more regular have computer access and highspped internet still are not without problems. Thanks for asking
7391. In DOHR we are in contact with employees of all state agencies. Time & Labor - once an employee enters their time, the time admin process has to run. This process is currently taking approx 5 hours to run. If there are any errors, corrections have to be made and then the time admin process has to run again before the time can be aprproved by a supervisor. Extremely time consuming. Time entered disappears. Once time is approved there is a risk of the time reprocessing, requiring additional approvals that could effect an employees pay or leave balances. There are queries in which agencies are to use to prevent this but the queries are not accurate and errors that weren't there during the payroll process will appear after the deadline, too late. Approx 6-8 days per pay period are spent processing the time and attendance/payroll and resolving issues. In the past, it was 3 days. Comm Goetz told the Legislature that prior to Edison we processed approx 70 warrants per pay period. What he failed to mention was that they were for all different reasons (travel claims, longevity payments, deaceased beneficiary payments, etc.) and not jsut payroll. Deceiving statement! Our official record is the payable time detail page can have numerous pages for one day of time submitted. Also, this page can be different than the actual timesheet an employee views. This is due to the system flexing out leave and overtime on the detail page that an employee doesn't see on the timesheet. Also, leave adjustments from previous payperiods can process in a later pay period causing time entered to change and sometimes causing an employee to be without pay. Try explaining this to an upset employee!HR - New employees entered have multiple records and since there are no edits much of the information is incorrect. Part of this is employees learning but the system does change information for no apparent reason. It is up to agencies and three levels of staff at DOHR to try and identify and correct the information. Multiple records are generated for new employees causing issues with benefits and payroll. This is

due to there being multiple ways a new employee can be entered into the system. Any transaction in which the position data differs from the employee data, a manual override has to be processed. We process approx 17,000 transactions per month and this incorporates at least half of these transactions. This is after time is spent finding the differences. If not found and corrected, the employee history will reflect incorrect information, such as their job title, full/part time status, civil service status, etc. Historical records require pulling information from at least four different screens. HR staff have a very low confidence that the employment records are accurate. Benefits - I personally have contacted the hotline in which I was on hold for 45 minutes. Almost daily we receive calls/e-mails from disgruntled employees due to their insurance, 401K, and other benefits being incorrect, canceled for no reason or issues with the premiums. Payroll - Employee checks are inconsistent and incorrect. It is very time consuming to try and figure out why and often requires Director level assistance. This is due to the difficulty in reading a paycheck by HR and payroll staff. Money may be saved by not mailing out check stubs but when we have to print the checks for review and the minimum for semi-monthly employees is five pages and have seen as many as eighteen, not sure how we are saving money. If this is to be a paperless system, why have paper orders doubled or tripled (ex: TDOT) since Edison? When a change is made in the system, it causes an employees pay to be converted from salary to an hourly rate. There are several employees that have been paid at a rate higher than their actual salary. These are the ones that were caught by very attentive small agencies. Scary as to how many employees have been overpaid or underpaid due to the rate that have not been caught. Another employee issue that we have had are garnishments being taken out of an employee's check but not issued to the appropriate agency. Two examples of this include an employee under bankruptcy that money for six months had been taken from her but not paid to the court and she was in danger of her bankruptcy being revoked. Another employee's child support was taken from her check but not issued to the the father of the child and law enforcement actually came to her office to arrest her. Overtime - Recommend a review of overtime worked by supervisors, HR staff, and payroll staff in all agencies. These employees are reporting to work early, staying late in the evenings, working weekends and holidays. This is cash overtime being paid, as well as those that are only eligible for comp but have reached the max accrual (480 hours) and now are being paid cash. The majority of these employees never worked overtime before. Combined system - Employees of DOHR and other agencies have to send e-mails to the Edison Time and Labor staff, HR staff, F&A payroll staff, and F&A benefits staff of every change that is made in the system. Also, when the off cycle payroll runs, a spreadsheet has to be sent advising payroll who, how many hours, and sometimes the dollar amount of what to pay. An advantage to this sytem was suppose to be that it combined all units as one. If so, why is all this manual calculating and e-mailing required to make the system work? Edison is complicated and cubmersome and lacks employee confidence that information is accurate. This is six months in and several issues the Edison staff can't even explain why....so not sure why their expectations of us are so high!

7392. I really like the way the new system works right now

7393. My only usage of edison is printing my pay stub.As for the question "How would you compare the performance of the Edison HCM component with that of the previous payroll and benefits system?" I can't answer that honestly because I had no access to the previous payroll system.
7394. My biggest complaint is that we are required to key our time on Fridays instead of Mondays.
7395. I am a supervisor and am responsible for approving the time and leave of 8 people. The system makes it very hard to get this done in a timley manner as t/a does not run, or the updates didnt go thru, exceptions still run rampid for days that we dont even work, such as saturdays. We can approve time and then t/a didnt update even though it ran and we have exceptions. same gory circle every month. i have had one employee that almost lost her home due to edison not releasing the payments. They were taken from her check but not released to the creditor.
7396. To be fair, there are some positives of the new system. The biggest advantages include: reducing paper and expense by eliminating mailing, being able to adjust the amount deducted from your paycheck into the Deferred Comp Program, and being able to quickly see your leave balances. All of this works well.In trying to provide an adequate picture of my experience, here are some items that have been less than ideal. (Please consider that what I list below is not simply the usual problems with a new system or a lack of experience with using computers). At times our division works off of different cost centers and cost centers that existed prior to Edison have been included in the system. However, as we have taken on new grants and contracts we have need for additional cost centers to be added to Edison, and to date, none of these have been added, so we have yet to be able to charge our time to any of these new grants/contracts. This delay could potentially cost the state money for we must have those entered in order to charge our time to outside grants. I don't know if this is an Edison problem or a problem as a result of a person not entering this info into Edison.For entering time, Edison seems to work well. However, portions are "clunky" and in order to approve time (which I do for other employees) I must visit several different parts including OT and leave requests, the exceptions page, the actual timesheet, payable time summary, etc. It needs one page where one can enter the time, see the payable time, and view any errors/exceptions. Without exaggeration, I estimate this takes five times longer that with the old system where there were two pages to review. In addition, when I go to "approve payable time" in Edison, I cannot see any of the cost centers and I must go to the page for each employee as though I am entering his/her time to ensure the appropriate cost centers were used (for those that are listed in Edison, but again many cost centers still are not entered). Virtually every month we have been asked to review our time from previous months to ensure Edison is calculating it correctly. We must review a spreadsheet, add the hours for each cost center and then check this against what we entered in Edison. Just in April we had to review time and cost centers from December and January. This should be fixed by now.As I wrote, I supervise a few people. As requested I completed the training on writing and submitting job plans. The online training indicates that I can write the plan and then enter my supervisor's name and he/she will be notified and can then

approve the job plans for the employees who I supervise. When I did this in Edison, this function did not work. I called to inquire why and was told that it does not work and that I should print the job plans and have my supervisor review a hardcopy, but there was no indication that the problem would be solved and it seemed to me those in charge were content to live with this problem. The most frustrating component of Edison relates to the way TDEC handles notices. We regularly receive notes in all bold type, red font, with capital letters and marked urgent. It seems that every note they send is marked urgent, and at times they will send an urgent note during the afternoon with the mandate that something "must" be attended to by the following day. This is not reasonable considering some staff may be afield that day or have taken an annual day. In my experience, the notes are unprofessional and contain a tone that would be inappropriate for the State to send to the public.

7397. My comment would be that sometimes you can enter you information and somehow it doesn't pick up the information .
7398. THE EDISON SYSTEM IS HARD TO NAVAGATE ESPECIALLY FOR OLDER STATE EMPLOYEES WHO HAVE LIMITED COMPUTER EXPERIENCE.
7399. There seems to be too much information to be managed effectively by the typical employee. It is easy to overlook things that may be important.
7400. The software is not user friendly. We are a very busy office and limited staff to do the job.
7401. Any issues I've had were because I didn't understand not because of the system.
7402. We currently have employees in our employee pool that do not report to me and also one of my employees is listed under someone elses pool of employees. This issue should have been resolved months ago but it has not. We have to try to track time each month for someone that doesn't even work in our area.
7403. Especially in light of the current ecomic climate I don't understand why the money was spent on this program when jobs are on the line. To my knowledge the system that was being used was working fine. The main thing was saving money on postage . I could have been handed my payroll verification or received it via E-mail. And it is time - consuming to use Edison . We have gone from entering our time twice a month to at least once a week and sometimes twice a week.
7404. The Edison interface is very cumbersome and slow. Many of the functions are exposed that a user should not input and these cause problems and confusion. Outside of being being out of date with modern web development, the system has taken me from 2 to 3 minutes every pay period to as much as 10 to 30 minutes a pay period to do the same job. As a state contractor for over a year, It took less time to do the same job. This is more parallel to the current system, since I had to input all my own time and go through approval.

7405. Total columns do not add up, longevity is showing in total, but not paid... OT rate is not on printout as correct amount.
7406. Takes MUCH more time for managers - taking away from their other responsibilities. Is not worth the cost!! Will never be of benefit to employees overall. Will benefit contractors and outsiders more.
7407. The state seems to purchase bad systems. The TennCare system, Board of Probation and Parole Fee System are other examples. The state signs contracts with the contractors to install and run these systems. Contractors know once they get in they can milk the state for more money and they do. The tax payer is the loser on the Edison system and the other systems.
7408. As far as I am concerned, it is a very good program. I know others have had issues with it. Personally, I have not experienced any.
7409. Too much time is being taken with inputting, checking exceptions and payables. We spend on an average of 2 hours everyday on this. We are redoing these things daily because the system isn't working as it should.
7410. I honestly do not know where to begin. This has been such a frustrating process and it is so much more than just "growing pains". I have experiences both on a personal level and as a manager. When I left my Edison training class I thought this was going to be great. I told my staff we had nothing to fear (Trust me the rumors were pretty bad and most of us were concerned). While you do expect some bumps along the way this has been a nightmare and my training did not prepare me for the obstacles we have encountered. In fact, I feel that my training set me up to fail as it was so far from what we actually experienced. For me personally I was over paid my longevity. No one knew what to tell us and one admin person even told me to just look at it like a "no interest loan". Now tell me if I receive ~\$950 in cash but I am asked to pay back \$1500 how is that a no interest loan? Finally after weeks of worrying I was told I could write a check for the ~\$950 or have \$100 taken for the next 15 paychecks. I was able to write the check. Some were not and the state is going to get more back from the person than it gave to them. Also why are the longevity checks now combined with our payroll? I received less for 15 years of service than I did for 11 or 12 years because of taxes! What is even more frustrating is that it does not have to be this way and is not this way for ALL state employees (higher education). As a manager the problems are ever present. I have staff on my employee list that are not under my direction and staff who are, appearing on others' lists. Numerous corrective e-mails were sent over the past months and it is just now fixed for our time keeper but not in my system. I have staff that have had their date of hire changed and we were told that it is due to time off without pay when the employee has not even had time off! When "corrected" the date was still incorrect and more calls were required. I have staff who have still not had sick leave bank time subtracted for annual enrollment and can get no answers as to whether or not they are technically still enrolled. While they may have been told "Yes" ,but since the day was never subtracted and can not be used for fear if it is, it will drop them below the required number of days

needed when someone gets around to finally subtracting it. Every pay period I have to prompt my staff to check their leave balances to ensure they are correct as days seem to be able to disappear and reappear at the system's whim. I have staff that put in for sick leave but the system takes comp first. I know it should be comp before annual but if they request sick time then sick time should be entered, deducted and not overridden. The purchasing system is fatally flawed and I am not talking about running low on paperclips or pens. There is equipment we need for health and safety but can not get it because "the check is in the mail" or rather it is somewhere is Edison. Companies do not want to send us new mats when after 5 months we still have not paid \$25,000.00 for the products the mats go on. We can not get protective equipment from a vendor (the only vendor) because we have not paid our bills! We find orders that are in the system and show they have been processed but yet, after a month there are no supplies and therapies are impacted. Even those who are over purchasing tell us they have no idea what else to tell us to do! HELP! I do not wish to be caustic, but honestly, do "you" have a clue how this system is negatively impacting peoples lives? I was so hopeful at first even to the point of being a "cheerleader". Now I only wish this system would go away before we put another dollar or man hour into it.

- 7411. Having to enter time more than once, just today, as a matter of fact. Also, when you want to change the week you are looking at, you must press cancel instead of okay. This is not logical computer or any program. It should be just be OKAY. Cancel would mean to stay where you are.
- 7412. It is more time consuming than just writing your time down and someone else taking care of inputing the information.
- 7413. If I make a mistake but pressed the submit button I would like to correct it right away (delete) and submit the correct information. Getting kicked out of Edison when inserting time or getting the flashing processing glass and not able to enter information. Due to the hours we work we are a lot of times out of our supervisors office hours, causing her have to call on Monday morning (once again we are on the road) and are not able to respond until later in the morning. It is causing my supervisor a lot of extra work, plain to the system not functioning. I really think a system should not have the employee have to count the hours until 37.5 hours are reached to insert the time, if we worked over. I would just love to see a more stable system.
- 7414. No comment at this time.
- 7415. I understand how Edison calculates the time within the system, although I disagree with the lost overtime wages that Edison dictates. Example: I actually worked 16.0 hours overtime during a weekly pay period. My pay stub for that weekly pay period gives me 7.5 hours overtime, since I take 8.5 hours comp time during the same weekly pay period, which leaves an Edison total of 7.5 hours overtime pay. The total calculation for this one pay period, if I do not work and additional overtime or take any additional leave time, which I will not receive overtime pay is 8.5 hours. This is an approximate gross wage loss of \$283.23 for this one weekly pay period. The Edison system will give you back

any Comp, Sick or Annual time that you take, if you have any overtime during the same pay week and will not pay you your earned overtime accrued after your normal work schedule. I do not believe this practice is the appropriate way to award a dedicated employee. Overtime is hours worked outside of your regular work schedule, which is not worked by choice. If I take a day off Comp, Annual or if I am out Sick and I get a call from the help desk at midnight to work an issue, I will not get paid for MY after hours time for being a good employee and getting up in the middle of the night to support the State of Tennessee. I can not speak for everyone, but I do not work overtime for the money. I work overtime because there is a need or requirement to fulfill a specific function for a State agency or OIR. I work overtime out of loyalty and a desire to do my best to accomplish goals. I would prefer to work my standard regularly scheduled 7.5 hours per day and go home. I do understand this is a major cost saving to the State of Tennessee. I also believe this pay policy seriously jeopardizes employee moral and the commitment of an employee to serve the State to the best of their ability.

7416. The time reporting on a holiday week is so darn confusing! Why can't the gray area with the 7.5 hours indicate to the user that it acknowledges the employee was awarded time off with pay. It isn't very clear, and I doubt myself every time I hit submit, particularly with the wording that goes with the submit button.
7417. As a scientist working for the State, I have worked with many new computer programs over the years that controlled scientific equipment as well as information systems responsible for reporting laboratory data. I helped to develop and implement some of these programs to meet the needs of my agency, so I am not opposed to new ways of doing things. In fact, I usually embrace them. However, Edison is constantly in a state of flux--it seems like we are instructed with a fix one pay period, only to be told the polar opposite the next. My employees have had information VANISH that I or my assistant WATCHED them submit on their timesheet. And by vanish, I mean we have actually approved submitted time only to have it show up as an exception days later. This is only one of the issues I have seen happen. We get angry e-mails from Commissioner's Office staff, who I am sure are frustrated, but the anger is directed in the wrong direction, since Edison sometimes deletes or destroys information, even from previously submitted and approved PAY PERIODS. I am willing and eager to make this system work, however I feel that the rules of submitting time, approving time, etc. change frequently. I think that some of the issues may arise from employees entering information when Time Admin is running, and since that has frequently changed or run longer than we are aware of or not at all, it might be beneficial to lock out new entries until Time Admin completes. Employees are also suspicious of negative values for things that they don't even input, like the PAYRT code. If things like that were explained, it might help in making some employees, who are less computer savvy, feel more comfortable and not like that it was an actual deduction from pay or time. Thank you for the opportunity to comment.
7418. I am a new re-hire to the State. I have been back for a month, but still have not been able to obtain a password to obtain access to Edison. I do not know if this is a State or Edison issue, but employees should have access prior to receiving their first payroll check to be able to ensure accuracy.

7419. The training modul is not very user friendly, nor is the system itself.
7420. It is harder to keep up with your leave balance on Edison than the previous way.
7421. Problems with the system were related to learning the system...exploring the system and "updating" caused a check to be mailed before "continuing" direct deposit; easy navigation required use even after the introduction training via Edison; occasionally, I enter overtime the night of accrual based on not knowing how long clinics would last and my supervisor had to approve them prior to entering info on time sheet - I had exceptions before I realized the posting of all time had to be done after approvals - there does not seem to be a "complete and hold" to allow daily posting of regular hours. The more I use the system, the easier it is to navigate.
7422. It seems difficult to understand how something that took me 15 minutes every two weeks to accomplish, now takes 2 hours every two weeks and this is more efficient. Also, if the costs of the Edison program to the STATE (\$135,000,000.00) and it is saving the STATE \$500,000 per year, how is something that will take 270 years to pay for itself more viable???
7423. The question regarding previous training should indicate the type of training received. It was mandatory to take on-line training which was somewhat helpful but it would have been better to have personal training soon after implementation. I just recently finished training; however, most of the questions I had were answered over time. Also, the question about comparing the performance of Edison to the previous system is unfair to ask. My time was entered by a timekeeper so I can't honestly compare the two systems. I had to answer to complete the survey so I chose the "middle of the road" answer.
7424. We are not able to enter information in Edison and when we contact HR to have the information entered they are not helpful and do not seem to fix the problem.
7425. Edison is, as several other states have found, unworkable.
7426. Overall we think it's better, however, with several time consuming issues such as entering leave requests. Entries must be made for each day instead of a week at a time. Also, the daily batch running can be deceiving on exceptions.
7427. The Edison System seems to be counter-intuitive to the EndUser; interaction with the system is cumbersome and not User Friendly. The issues with Edison go well beyond the idea of Opposition to New System. Problems with Subordinate Listings appearing under differing Mngrs each pay period OR StateTag items being hindered within Purchase thus preventing Resource Allocation - these issues point to Architectural and Data Processing problems which are greater than a 'maturation' fix.
7428. I think it is a shame that we have half staffed offices, working under extreme pressure because so many Tennesseans have lost their jobs, and the state in all it's struggle to "save" money goes out and buys a system that other states say do not work and got rid of.

This money could have been used to adequately staff our offices and given a little back to the dedicated people who strive to do our jobs and HELP the people of TN....and the "so called" Service Center is included in this complaint as none of the clients will use it as it has a 30 min. to 1 hour waiting time for calls. We are a fairly large county and do not have 1 full time supervisor. All that money could have been used much more wisely for better competencies in the field offices.

7429. We were advised to bade this survey only on issues we have experienced ourself- but I have co-workers that have had much more serious problems than I have. Not just rumours but actual people that I have been helping to resolve payroll issues. It makes no sense that we went from a sysytem that time keepers could do payroll in 30 minutes- to a system that takes days. I have worked in the private sector with a system like Edison and it worked wonderfully- but Edison seems like a disaster that continues to get worse and we start each new program - Purchasing, Fleet Focus etc.
7430. This is the worst excuse for programming I have ever seen. It was clearly not ready to deploy. And to have a state representative invalidating employee's concerns on the news by lying about Edison's performance does not help morale. How can we justify this program is saving us money when we are spending three times as much time to input our time as we did before?
7431. Keying leave in Edison is fine, but we are doing more work than before Edison. Travel expenses are much worse and more complicated than previously and much more time consuming, at this time. Not sure yet how other Edison work will be.
7432. -Longevity pay should not be included with the salary for that pay period as it increases the amount of taxes taken out.-One of my new employees was not charged for insurance. He had to pay for it in cash. Then it was deducted from his check and he is S
7433. It would be better if you only have to enter your time twice a month at the end of each pay period. It does not make sense to do it every week. The old system is better.
7434. I think instead of "standing up" for edison, you go forward with a plan that works -- if edison can't be "modified" and used effectively, you should cut it out now -- before you spend time, resources and lots of money on a lost cause. From my personal experience, Edison, in fact, makes mistakes. I am very aware of other co-workers who were also "missing" money.
7435. I'm not really sure why the system was derived and the employees are still unable to key time and things of that nature. I thought that was one of the advantages of the system, to move forward. In all fairness, I believe we are at the same as before.
7436. With prior Peoplesoft experience,I know the system could have been set up to be more friendly. Also the implementation team could have been more prepared and better trained to correct their mistakes.

7437. As area timekeeper, I find it difficult to reconcile the old paper timesheets with the way Edison calculates the annual, comp, and sick time. Why must Edison take comp time first? It's difficult to calculate the tenths of hours of annual time when planning any future time off when the Time Adm doesn't run when scheduled. I feel I'm always at least 2 weeks behind when requesting time off because the leave balances are not up-to-date.
7438. I actually work in the HR Office and have experienced and witnessed many payroll, service credit, longevity, etc. problems.
7439. Management staff are spending too much time on matters clerical staff handled prior to Edison.
7440. Flexible benefits is a mess
7441. It takes up more time than it did the old way . Now I have less time to do what I need to.
7442. I changed from family to single coverage on my insurance last fall. The paperwork was completed and turned in to my insurance officer in a timely manner. My insurance officer sent the paperwork to F&A. She had to send it again because a "human" lost it. I called F&A myself and talked with an individual that was operating a "call center" She wasn't sure and stated that I would have a check in 2 weeks. Two weeks later I called again. I was told that there was not a note on the computer that I had previously called. (That was upsetting) I was once again told that I would get a check in 2 weeks. I gave up and then I received my check today. This was reimbursement for an overcharge in my insurance premiums at the end of December and the end of January. I think it took too long. You can blame human error but the fact is, these things were not happening before the humans in F&A started using Edison. Also, I did not feel that those individuals that went before the Legislature were being totally honest. Yes, everyone has received their pay, but I know for a fact that 2 individuals in my Department did not get theirs until the next pay check. There was no 1-2 day turnaround system. There have been many occasions that I have approved time for my employees, only to have it "disappear" and I would have to re-approve the time. The system does not run regularly and sometimes data that has been entered into the system is lost.
7443. Additional monthly insurance benefits are coming out of employee's paychecks. It is somewhat confusing for people that aren't familiar with the Edison website to find where they need to go to search for leave and benefits. Longevity checks are added to the semi-monthly paycheck when in DataCapture they were separate. DataCapture was much more simplier to key time and get leave totals. Approving leave and payable time as separate actions is redundant. Sometimes after payable time runs, the next day some employees are missing and unable to be approved if in fact payable actually ran the previous night. I personally don't like the fact that you have to be so specific on searching for employees. The button could be utilized for faster searching methods.
7444. While I have not experienced any problems with Edison personally, I work in an area that

is responsible for processing and handling payroll related issues and I have seen problems caused by the system, but exacerbated by the unwillingness of F&A to do whatever is necessary to ensure the employee receives his/her proper pay. On at least one occasion an employee's longevity payment, which should automatically be added to the payroll (no timesheet approval, or other approval necessary), was not present at the time of review of the payroll register (available several days before actual payments go into employee's accounts). When F&A Payroll was made aware of the issue, the response was we don't process longevity through off-line payroll, so the employee will just have to wait until the next month to receive their longevity payment. While this is technically a bonus, many state employees know when their longevity is due and count on this payment to cover their bills. Ultimately F&A did process the longevity payments in the current pay period, but only after numerous requests and discussions. On another occasion many state employees received longevity payments when they were not due. F&A immediately notified payroll offices of the problem, but although policy allows employees to write a check to make reimbursement for overpayments, F&A strongly requested that employees not write checks to reimburse, but allow them to withhold a certain amount from the employee's future payments until the overage was repaid. Why? Because the process of applying and check against an overpayment was difficult and time consuming for them and they weren't sure that if the employee wrote a check if the employee's payroll calculations at year-end for W-2 purposes would be correct. Again F&A finally relented and allowed agencies to accept checks from employees to reimburse the overpayment, but again only after many agencies and employees complained that they did not trust the system to withhold the proper amount. These are examples of problems caused by a new system that are not unexpected, but they could be handled differently if there was the same compassion given by F&A to the employees' situation as agency HR Offices try and give to their employees. I do not doubt that with large scale system implementations such as Edison that there are going to be issues. I also think that the replacement of the old systems was long overdue and that Edison can be a suitable replacement. There is going to be a learning curve and in some cases it will be steeper for some than it is for others, but if there is not a willingness from the system owners to "bend over backwards" to ensure employees do not suffer.

7445. Edison I feel is a way for the state government to take more money from us in taxes and that's not fair they combined our regular pay checks with our longevity so they can take more money from us the state is already the lowest paying government job and they come up with this Edison junk because someone in an office doesn't want to do their job we have to so why couldn't they. It's not fair that they are talking about breaking the longevity up into parts doing the year if this is true because of Edison please take Edison and send it back to cyberspace where it came from. BECAUSE IT SUCKS.
7446. The all or nothing security to the HCM areas are inadequate and have created more work and more room for errors because the work has to be processed by two separate departments with physical pieces of paper being transferred between departments on a daily basis. Not to mention the time spent making copies in case documentation is lost there are back-ups. The second major concern that we face is a lack of controls and reconciliations between expense and the different areas that are running payments through

the expense module.

7447. Is not very user friendly. When keying in time, too many steps to accomplish the task. Abbreviations used on time summary pages leave you clueless most of the time. System does not behave consistently. Performs partial tasks on its own for no reason like approving time or partial time when you didn't tell it to like someone else did it. Repeatedly shows one hour of time was already approved when you go in to approve it. Also, needs to have something in place for out of the ordinary direct deposits like longevity. It is so stupid that the longevity isn't done separately so the employee isn't just giving back part of it in taxes. I expect when the travel reimbursements are converted over it will be the same issue with that.
7448. It would be nice if our department had access to more functions.
7449. The main problem that I have with Edison is the combination of the regular check and longevity. I received less this past year than I have ever received.
7450. IT IS TOO TIME CONSUMING. FUNCTIONS SOME TIMES MUST BE REPEATED B-4 THE SYSTEM ACCEPTS ENTRIES.
7451. This has been one of the hardest systems I have ever encountered. I am still not sure if I am accurately doing what I need to be doing
7452. We have been given conflicting instructions on how to use the HCm component. In addition, it appears that entering payroll on a weekly basis is in contradiction to the actual pay period. We have had difficulty getting employees in the correct category for approval.
7453. I'm not able to query information needed by management. Edison staff is not able to provide me with timely resolution to my query questions.
7454. As I do not enter my own time this is done for me, I can say the only thing that See Is Time Is Late To Be Accured.The System Is Late Or Slow To Me.
7455. The timekeeping system has become very tedious and time consuming. I am not at all enthusiastic about using the system. I use it simply because it is what I am required to do to get things done.
7456. I really like being able to print off my own pay stubs (especially the past ones.
7457. I DON NOT wish to include any personal identifying information: I believe it would have been more beneficial to implement this program incrementally i.e. timekeeping first, allowing individuals to become familiar with procedures.
7458. I am a programmer, and the functionality of this system is confusing at best. There should be more defaults built into the system. The user should not have to change the

same data week after week(example is Task Profile ID). Under Time Reporting Code default to Shift 1 regular. The spacing on the screen is too busy. My guess is the system was designed to please the finance group with no thought of the end user. Although I have not experienced issues that could not be resolved, I find the system just a chore to use. I was hoping for a system that would be easier to use. It has a great deal of information in it, but 99% of it I don't use. The time reporting function which I use 99% of the time needs an end user upgrade. Make it easier. Entering a zero into a field should not cause exceptions.It would be nice if you could see the entire pay period and update that way. Days in other time periods should not be shown.

7459. With the current financial crisis this state is experiencing I think going to Edison was a waste of money. I feel there were many other things that this money could have been used for.
7460. Employees are still not allowed to enter our own time into Edison. This involves us having to do time sheets a minimum of once per week - and often more than that as pay periods end and revisions have to be done from time predictions. This is a waste of time and a waste of paper and ink as all of these are printed off!
7461. This system still remains foreign to me and most people I work with. I still don't understand simple things like, reading my pay stub. I feel cheated every time I look at my pay stub and my leave balances as well. We receive hands on training for most tasks that we perform in our job but, to this date, all I have received is on-line training for this system. This is an extremely important subject(pay and leave) and so far no one has been able to explain Edison to me to the point I feel comfortable about my pay and leave balances. As employees our paycheck should be the last thing that we have to worry about at the end of a shift.
7462. Edison is very frustrating to me in that I input my time, Time Administration runs and what I have entered disappears. I do not know that until our Regional personnel office contacts me and tells me I have no time entered for a certain date and that I must enter it again by the end of the day so it will be there for Time Administration to run and check my time. I have experienced this multiple times.The next issue is that I am a Manager to my section and until just recently had no access to anyone in my office except to those whom I directly supervise. If a supervisor that I manage was out on a Friday or payday, the only person who could approve payable time for his employees was in our Regional personnel office! That has been somewhat corrected. I can approve payable time but I cannot approve leave/OT requests if a Sv. is out because I do not have access to all our section for that and neither does our time keeper. That has NOT BEEN CORRECTED! Since I do not have that right, many Exceptions are created and must be resolved by our Regional personnel office!Also, I have had an employee enter leave request, I have approved it, they enter time, I approve it and then find out the next day that it all has disappeared into thin air! I have way to much work to do than to have to log into Edison several times a day to check and see if Time Management has run and that now I need to approve payable time. It should be set up to run each day at a specific time so that we will know to get all leave/OT requests approved prior to it running so that after it runs,

our employees can enter their payable time and I can, at that time, approve it. That way, at most, I'm on there 2 times per day! Paydays and Fridays were alot less complicated before Edison!

7463. We did our time on the computer before Edison.Only now, we know how much our pay checks are.
7464. Scrap edison and go back to the old system. Edison is too costly and not as good as what we had before.....Somebody made a lot of money off of TN with the sale of this HCM component.....No wonder TN is BROKE...
7465. Pay longevity by separate check2. Allow more days to submit unpredictable sick time
7466. For employees who are paid semi-monthly (the majority), the business of "split weeks" is burdensome. We generally work Monday through Friday, regardless of the dates. It would make more sense to simply enter the time as it is worked, without reference to the day of the month. That would simplify things for employees and supervisors.
7467. One of my biggest problems with Edison is having to key my time BEFORE I do the work. Every week, Edison has to be keyed before the end of the day and on split-work weeks, time has to be keyed days in advance. I feel like I'm lying every time I do this and if things change before the end of the time period and I need to take leave or work over, it's too much of a hassle to change Edison. I also do not like the fact that my longevity pay is lumped in with my regular check. I have heard the reason Edison is doing this, but it doesn't make sense because at the end of the year, we still have to pay taxes on it, no matter how it is given to us up front. The "check stubs" are also difficult to read, especially the section on overtime worked. Leave is difficult to request - if I plan to take an entire week of leave, I have to request it for each day instead of just once for the entire week. In doing this, I sometimes request leave for the same day twice and cannot correct it. Instructions that come out from Edison on a regular basis are sometimes confusing. For example: sometimes we are told to key a split-work week twice and sometimes, we are told that one time will do it.
7468. I don't like the payroll system of bi-monthly. I would like to see how many hours each statement to know whether or not there are no problems. Every statement is different and I can't figure out whether the accounting is correct. I think bi-monthly is archaic.
7469. EVERYONE'S PAY RATE IS LESS THAN BEFORE DUE TO THE WAY INFORMATION IS ENTERED INTO EDISON. YOU HAVE TO GO INTO TOO MANY DIFFERENT WINDOWS TO GET ONE THING ACCOMPLISHED. THE TRAINING IS NOTHING LIKE THE LIVE VERSION. GET TOO MANY EXCEPTIONS ON A DAILY BASIS. SUPERVISORS SHOULD BE THE ONLY ONES TO ENTER THEIR EMPLOYEES TIMES IN ORDER TO KEEP DOWN THE EXCEPTIONS. YOU HAVE TO WAIT FOR A LONG PERIOD OF TIME FOR AN EXCEPTION TO CLEAR BEFORE YOU CAN CONTINUE WITH APPROVALS. YOU HAVE TO WAIT UNTIL THE DAY AFTER THE PAY PERIOD TO APPROVE

THE TIME WHERE AS BEFORE YOU COULD APPROVE TIME IN ADVANCE.

7470. I have not had any problems myself.
7471. I am very concerned that after 6 months there are problems that existed day 1 that have yet to be resolved for employees in this and other departments. For example, there continues to be employees that Edison has listed the incorrect supervisor. The inability to resolve this simple problem results in confusion, delay and frustration for the approval of time and leave requests. This is not a matter of teaching old dogs new tricks, as has been suggested by Edison. While we all expect some growing pains with a new system, the responsibility for resolution of day 1 problems must be placed on Edison.
7472. THE EDISON SYSTEM IS A WEAK VERSION OF A 1960's STYLE PAYROLL SYSTEM. IT IS BATCH ORIENTED WITH THE WEB FRONT END REPLACING AN 80 COLUMN CARD PUNCH MACHINE, BUT THE PROCESSING APPEARS STILL BATCH ORIENTED PAYROLL. THE PROBLEMS SEEM TO BE BASIC AND A PERSON WOULD WONDER WHY THEY EXIST IN A SYSTEM THAT APPEARS TO BE SO OLD OR IS USING AN APPROACH THAT IS OLD. THE AMOUNT OF EFFORT IS THREEFOLD WHAT IT WAS WITH THE PREVIOUS SYSTEM AND PAPER TIMESHEETS ARE STILL REQUIRED BECAUSE THE MANAGEMENT DOES NOT TRUST EDISON. THE STATEMENTS MADE BY THE STATE PERSONNEL DEFENDING EDISON WERE INSULTING AND NOT NECESSARILY TRUE.
7473. The YTD totals should remain on each paycheck. For instance, the YTD totals for December 31st could be used to compute federal taxes; however, they were erased when the January 15th payroll figures were available. If the December 31st paycheck had not been printed before that time, the YTD figures were no longer available.
7474. In at least two instances a link has been provided to answer a supposed question or problem. The link takes you no where. It is a dead end. Also trying to get travel approved to a mandatory meeting approved is a big headache.
7475. There is absolutely no guidance as to how we may be handling the FMLA reporting issue, after June 1, when we will be entering all our own time directly into the system. I fear that I may miss a paycheck, as did a good friend of mine (EDISON's error....and NOT HEARSAY), and not be corrected in a timely manner. There is no way that I believe that our identity in this survey cannot easily be accessed, if it is wanted. I am reluctant to mention any indirect pressures not to make complaints about this system. This system was extremely expensive! AND contracted out to ANOTHER STATE! State jobs are in jeopardy, due to budgetary problems. The State's own media spokesperson (specifically seen on television) for Edison was not truthful, creditable, and appeared inept, when questioned about this program and the serious problems impacting lives of State employees.
7476. it takes much longer to do any thing. pay is full of exceptions and errors. is not as accurate

as old system As to evaluations of employees the intrum reviews can not be done because system will not do interum reviews. Some employees cant even be found on the evaluation system. Every employee is listed by first name not last name. I supevise apx. 20 people, when i call up employees to approve time edison brings up 350. Mainteneace and procurment edison system is absolutly worthless.

7477. i hate edison i like receiving my paycheck stubs. i have problems understanding what is on my pay stub. i wish we could go back to the old way of getting our pay checks edison is very-very hard to understand. i hate it.
7478. I can't understand tne section on how many hrs. of sick and annual time I have. In other words, I don't know how to read it. Thanks
7479. Mighty EXPENSIVE program! Requires much more personnel time in processing time (Fridays and Mondays, as well as the 15th and 30/31st each month). The only savings I have been able to determine is on envelopes and postage!
7480. The problems that I am having with Edison is that when I enter the time in the system somehow the information gets kicked back out when the HR workers goes in to verify that the information had been entered. What can you do about that.
7481. the system is clunky and the training repetitive
7482. The system should have been fielded by a one person in each Department -- a worker at the lowest level and then at each level of management. This would give all levels the opportunity to get the "kinks out" before allowing so many to use the system.
7483. I have been doing the time sheet and another person is entering it in the system. I have gone in and checked occasionally and all seemed kosher. I didn't like the way that the longevity was computed.
7484. I do not like the fact that if I am unable to key my own time, whoever else keys has access to all of my payroll/benefits information. This was an issue at start up and still an issue if I take unanticipated leave.2. Not being able to key time, without causing an exception, until leave requests are approved is a flaw, in my opinion, and creates unnecessary work/stress in having to check multiple times to see if leave is approved before keying time. Sometimes, the employee and manager schedule in office do not coincide.3. I do like being able to access my leave balances and view paychecks, however, I would like to see leave balances updated sooner.
7485. The fact that some people are being found under someone else instead of their supervisor is a problem.
7486. Edison is not a user-friendly system. Many, many times you can click on a screen to enter informtion, but the system will take you back to the beginning of the Edison program, so you have to go through the entire process again, and again, and again. The

system loses information that has been keyed into it, so you are duplicating your work. Since the state is short-handed, employees have better things to do than to keep repeating work that has already entered. The old payroll system may have been "antiquated", but it worked. I shudder to even think about using Edison to pay vendors providing services and supplies to the State of Tennessee. It's bad enough to have upset employees; I can't imagine telling a vendor that, "Sorry, we're having a glitch with our Edison program system. You'll get paid sometime." These problems are occurring with all state agencies, not just one or two of them. Edison also does not recognize that some state agencies, like TDOT, THP, etc., don't work Monday-Friday, 8:00 a.m. until 4:30 p.m., and don't take the state holidays when they are shown in Edison.

7487. The only problem that I am experiencing now with Edison is not having the capability to increase the font size - I have visual problems - I could work faster if I did not have to strain to see the small font - Most software (In house or purchased) has a way to change the preferences for individual users. I am not interested in changing any of the other settings, just the font size so that I can SEE - especially in Employee Self-Service. Thank You
7488. Much more time consuming than previous system. Requires more paperwork. Don't like not getting pay stub at home in mail. Constant changes re deadlines and days to submit time. Too many emails and instructions to read and remember re Edison compared to practically none with old system.
7489. This system is overly complicated and attempts to accomplish too many tasks. The system needs to be a payroll/timekeeping management tool only.
7490. It seems that this system has serious problems in it. Calculation of expense claims, the personal use of my management and myself when taking sick and annual leave. Under old system, we filed a period report for sick & annual twice monthly, now weekly and when pay period hits twice weekly. Duplication in filing expense reports.
7491. I've used various computer systems since the mid 80s. Edison's start-up has been no worse than any other with which I've been involved and better than some. Most of the complaints I've heard come from people with poor computer skills or from those who are highly resistant to changes of any kind. There's room for improvement but that should resolve itself in time.
7492. I did receive training before Edison, but only self training on the computer. I would like to have had training with someone so that I could ask questions and also would like to have contact information so that if I had questions at a later time I would know who to ask. I did have an issue with Edison when Edison first began at that time and I did not know who to contact. The time I reported was changed somehow and compensatory time was not calculated correctly. At that time I did not know how to enter time with the rules 1, and ect. That is how I got paid overtime in Oct 2008. I did not want overtime pay I wanted compensatory time.

7493. I don't know how the problem occurred, but the resolution was too lengthy. I called the Edison Help desk, and was told to contact Benefits Admin. Someone at Benefits Admin. told me to call my Dept.'s payroll person. When I talked with her, she told me she would call Benefits to take care of it; and also suggested I call them again. I did that, and Benefits Admin. told me they had not received the written request from my Dept., which I was told had been sent to them twice. Instead of the Benefits Admin. person looking into it and talking with the payroll person in my Dept. to handle it, she continued to tell me she didn't have the form and I should call my Dept.'s payroll person again and ask her to send it again. I felt I should not have had to be the go-between to keep trying to resolve this; the two offices in Nashville should have done all of this. My Dept. payroll person was very helpful; the Edison Benefits Admin. person was not.
7494. The training from my perspective did not meet my needs. I learn better from face to face contact. It is difficult for me to learn and retain by reading instructions. Reading comprehension is one of my weaknesses. Training on travel claims was not designed to fit our department. Our supervisor has had to spend too much time (cost) trying to assist us with this task. This process has been frustrating to say the least. It is also very time consuming given the current work load. The "rules" seem to change regarding when to submit time sheets. The source is outside this office but I'm not certain where. I like having easy access to the information. I also appreciate all the hard work others have obviously put into this project. I hope it is worth it! At this point, I'm not sure.
7495. Though not personally experienced...I know several co-workers who were NOT PAID. Two did not receive any check and two did not receive their OT pay. Also, I've heard from reliable sources, employees in bankruptcy are having a big problem. Edison is withholding the payment, but NOT PAYING THE COURT! I am VERY WORRIED. I have filed for bankruptcy, and I'm terrified Edison will not do it correctly. I can't afford to make the payment myself, if Edison withholds the payment. Also, I am afraid of not being paid. * And, most disgusting of all...it takes 6 months for an error to be corrected. This is COMPLETELY UNACCEPTABLE and INEXCUSABLE. Do you know what nonpayment does to an employee? It ruins their life. I know this from a coworker, that I loaned money to, so she could pay her rent. And the state didn't even compensate her for NSF charges, or ruined credit. HORRIBLE! I do not have faith in Edison; nor the state to take care of their employees.
7496. I am one of the "Super Users" for my Department. I feel the system could have been better managed in the beginning if it had been implemented in small cluster groups first. If this had been done, many of the problems experienced could have been addressed before full implementation. Our Department has implemented all employees to key their own leave "as the system was intended. Can you say that other Departments are having ALL employees key their time into Edison "probably not. This shows that Departments had to find ways to adjust to Edison without causing mass problems. Yes, there were problems in the beginning because many staff members never dealt with entering time. There were problems with entering the information correctly, submitting leave/overtime requests, rescheduling, etc. Holidays and split workweeks also caused problems for many "it seemed the Edison system did not know how to handle these. It

appears this system was designed for time to be entered weekly or every two weeks. Many times when a split work week occurs, problems occur when the first half of the split work week just simply disappears from the system. This is unacceptable. In the very beginning it was said over and over and over again that the "Managers" were to be held accountable for their staff. Some managers take it seriously, but others do not. Managers have ALWAYS counted on timekeepers to handle details such as these. Many were resistant in the beginning. Many did not want to be bothered or have to deal with it. I am happy to say that several Managers have finally come on board and do their tasks. But I am concerned that some just blankly approve Payable Time without actually double checking what staff members entered. Many still do not understand what they are doing in the system. Some check "approve" and never verify anything. How can you expect Managers to ascertain accuracy without a "paper" timesheet completed by the employee? How do you know what a staff member entered on their Edison time sheet is correct without this verification? We keep paper timesheets in the unit. I know it is intended that the system create a paperless environment "but it hasn't. What if an employee is out and cannot key their time???" How is the Manager supposed to key in the employee's time worked without this verification? If an employee leaves State Government "that is another problem. It takes months to get them off the Edison system. I have personally been involved in two such cases. This is extremely frustrating to see these staff members on the exception report month, after month, after month. If you ask me if Edison is a good system "I would have to say no. I feel it is overrun with flaws. Here are a few of the problems that I see: (1) If a Manager is not conscientious in double checking what an employee enters, it is easy for a staff member to falsely enter incorrect time worked. I personally believe, in some cases, employees could enter anything they want and a Manager would approve it and not have a clue it was incorrect. (2) We were originally told that the system would "automatically" reschedule a workweek. It does not! This must be manually done by employees. (3) Entered time has simply just "disappeared" from the timesheet when split workweeks occur. This happens randomly with no explanation. (4) Time Admin doesn't always run as scheduled. Tight timeframes occur because of these delays. Many times no notification is sent out when there are Time Admin delays. (5) Edison can be time consuming and is not user friendly. Exceptions could be avoided if "error" prompts popped up when employees entered something incorrectly. You have to correct the error before 10:00AM and wait until around 2:30PM to see if the issue was resolved. (6) It can be difficult to set up employees where the Manager can view them. This is particularly a problem with overlapped employees. (7) There is not a good back up plan when a Manager is not available to do their Edison tasks. Super Users continue to monitor things and double check behind staff and managers. Managers are supposed to be accountable "but we are still looking over their shoulders in many instances. Managers and employees are told they can enter their time from anywhere at any time. Many do not feel if they are sick or on vacation that they should have to deal with Edison. Thank you for your time. I hope the comments I have supplied above are helpful.

7497. This could be a more user-friendly system. Ideas from the field would be great! Simple things need to be changed example, names not in all caps. Also would be helpful if the names were alphabetical by last name instead of first name. Little changes would make

me like Edison better. I am a power user too and when searching I have to remember if your name is in all caps or not. Nobody seems to care about the little changes.

7498. I and my staff currently use Edison to only view, but not enter, our payroll info. That is fairly easy but we have trouble checking leave balances and do not believe they are always right. Leave balances should be added to the pay stub info. I see much difficulty when we begin entering our own time and attendance info as no one has taken into account the fact that ours and most offices are on very poor performing dial up internet access, with only one telephone line. The unacceptably slow internet access ties up the one line for very long periods and blocks general phone communication and frequent emergency communication. I and three staff members use the one computer and line and even the time for all to view our paychecks and leave balances is unacceptably long when our one business line must be kept open as much as possible for the function of the Division mission. I also do not believe that some of my employees will ever be able to routinely enter and manage Edison information without someone explaining every keystroke. Some simply cannot grasp or understand computer functions and have to currently be shown key by key instructions for every data entry stroke now when we fill out time sheets to be submitted for entry by others. I like the idea of Edison and its functions, but it will not be feasible until good internet service is made accessible to every office and every office has more than one computer.
7499. I have not experienced any issues on the HCM side. My checks have all been correct, as well as my benefits.
7500. Role mapping needs work. If someone is off their approvals is not routed to next person in approval process.
7501. Went to training for timekeepers. Trainer told us information that was WRONG!! That wrong information caused Exceptions! Trainers should know what they are talking about!
7502. none
7503. The program was overwhelming due to different codes, and different rules to have to remember as well as trying to learn to enter your time. Our office charges to projects and our project numbers had not even been entered into the system. I had to send a excel spread sheet to add our projects. Also, we are still having to forward project numbers to add. The designated power user was not prepared to help my office, I had to assist on a regular basis. Due to time administration, approving employees' time is time consuming because of submitted time disappearing then asking the employee to re-submit, checking it again. Closer to payday it is even worse. Some employee's still require weekly assistance. On the other hand, I will say that some employee's do not require assistance and are having no problems. The employees' I supervise do not use overtime or have schedule changes. So I really can't relate to how other supervisors' are dealing with that issue. Maybe if training was taught by Unit instead of agencies/departments it might have been easier.

7504. Training should be designed with each department. The online training is designed for all agencies this adds to the confusion of an already complicated process.
7505. ONCE TIME HAS BEEN KEYED THE WAIT PERIOD FOR IT TO CYCLE THRU IS QUITE LENGTHY. TIME SHOULD BE CYCLED A MINIMUM OF 3 TIMES PER DAY THIS WOULD GIVE APPROVERS MORE TIME FOR CLEARING ANY EXCEPTIONS/CORRECTIONS. ALSO, INPUTTING TIME WEEKLY IS USING ALOT OF TIME THAT COULD BE SPENT WORKING ON OTHER ISSUES. IF A PAY PERIOD ENDS IN THE MIDDLE OF THE WEEK THEN THERE IS MORE TIME SPENT KEYING TIME INTO EDISON. AND ONE MORE THING, FOR PEOPLE WHO HAVE TO COMPLETE LEAVE & ATTENDANCE SHEETS FOR TIME KEYERS THERE ARE TIMES THAT TWO TIME SHEETS ARE USED IN ONE WEEK. GOING TO SEMI MONTHLY TIME KEYING WOULD BE ENVIRONMENTALLY MORE SOUND.
7506. My only concern is that there is very few persons in the Department of Children's Services that are currently using Edison and with the slowness of our network at times, I am worried how it will be once everyone is entering their own time into Edison.
7507. The payroll process takes much longer than before edison, as a manager previously only 2 employees were necessary to complete the process now there are 5 employees that enter and approve payroll making it much more complicated and open for errors. Now, not only do I have to approve the employees I directly supervise I have to check to make sure my supervisors have approved the employees they supervise. Sometimes they are off work, on vacation etc. Very, very frustrating and time consuming! Previously I approved all 22 employees and could finish approving payroll in 10 minutes and I was sure that everything was correct such as leave time was properly taken, there was no overtime or comp time approved that wasn't absolutely necessary. Now I devote probably an hour per day every day I work checking and rechecking and making sure the other approvers I supervise are doing the same. And to be quite honest There is a much greater chance with edison that employees time could be entered and approved incorrectly. With edison I never feel comfortable after the payroll is approved that everything was correct. Before edison I was always comfortable after approving payroll that everything was done correctly.
7508. my comments are more of the procedural. I see no benefit for keying and approving time any less frequently than once a pay period. Other than that, the training in Edison is not a reliable source of training. Training needs to be specific examples with problems that must be resolved. Just clicking and listening to the instructor read the course materials is not training. HOWEVER, some things in Edison make more sense, iNovah, albeit there is no resource for technical issues associated with the software, it is all trial and error.
7509. There have been pay periods where time was entered and approved by our supervisor but when it comes time for HR to do payroll the entries disappear.
7510. Training was minimal. People who are not as computer literate as most younger

employees has had problems as a result and some are still intimidated by their limitations when using the system.

7511. This system has serious problems. It loses entered data on a regular basis. The people who actually use it had little feedback prior to its implementation. The number of people that are having problems with proper time entry would indicate a problem with the interface. Now threats of being reported to senior management are leveled for the showing up on an exceptions list. An actual e-mail for example: Employees: The deadline for employees to have ALL time entered for the pay period April 1-15, 2009 is tomorrow April 16, 2009. Please note that this is a split week with April 13-15 falling in the 1st pay period and April 16-18 falling in the 2nd pay period. This entire week must be entered for pay to calculate properly. If changes need to be made to time entered for April 16-18, this can be done by the employee during the 2nd pay period. Supervisors: Deadline for approving all time is end of business day April 17, 2009. In the near future a process will be in place to report those employees who fail to enter their time by the established deadline. This information will be sent to the employee's Senior Director or Regional Manager and proper action will be taken. Thank you, Edison Management. Yet the employees deal with times when the system is down, did not run properly or loses data and there is never an acknowledgement that there are problems with the system. I am aware that they are clearly under scrutiny and that their mistakes are there for everyone to see, however, before creating these type of reports shouldn't they first correct the current problems instead? There is also the issue of the encouragement of the entry of time data before it is worked. This is an open invitation to fraud. The database should assist in the doing of business not drive the way we do business. Also at issue is the handling of longevity. These checks are required to be issued by separate check, yet for some reason the new Edison system is exempt from following these state rules 1120-4.15 Longevity which states in part "Longevity is paid in a separate check on the payday at the end of the month next following the completion of a creditable year of State service which constitutes the employee's longevity anniversary date." We hold industry and the citizens of this state accountable to state rules with the force of law should we not do the same within state government? It may not seem important to whoever is implementing this program but it is to the employees it effects and this is difference in how taxes are withheld which penalizes the state employee. This should be corrected immediately. This system has shown numerous problems with its implementation. I doubt it will be corrected because the people in charge of implementing this do not want to hear that there are problems with the system they wish to blame the user. This is not a productive attitude and like it or not that is the attitude that a majority of users feel is the attitude of those implementing this system.
7512. edison 'losing' employees -you go to pull up a time sheet or maybe someone's current address and edison can't locate the employee. But an hour later you try again and there they are. Or how you can enter a leave request, but when you go to approve it, it vanishes. A lot of this initially was a matter of getting each individual the proper level of access. But even with those cleared up, these occurrences continue to happen. Or how edison likes to just randomly kick you out of whatever page you're on and might return you the 'My page' or bac to the log-in screen.

7513. Edison is a complete failure and a waste of taxpayer money. Cut bait and go back to the old way of doing things.
7514. Edison failed to properly test the HCM component. Some of the problems we have encountered could have been avoided with proper pre-startup testing. Staff were not properly trained especially those in our Human Resource section. Those at the top have made some really bad decisions on implementing the HCM component. I hope they have learned from their mistakes and will make better decisions before implementing future Edison components.
7515. Last week I turned in a time sheet on Wednesday to calculate the time I was going to work, then I turned in another one on Thursday to show what I really worked, then I turned in another one on Monday to show what I worked on Friday. This takes a lot of time. It takes my time to prepare the document and have it signed by my supervisor. It takes my supervisor's time to review all of her workers time and approve it or correct it. It takes the secretary's time to enter and reenter and enter the time three times in a weeks time. It takes the human resources's time to stay on top of everyone about doing their time like they are suppose to.
7516. The previous system had customizations, edits and reporting that had been developed over time and which kept mistakes to a minimum while providing required data quickly and easily. Edison is essentially "out of the box" in that very little customization was included. This has made workflow slow down, reporting difficult, and with no editing safeguards, data entry errors abound. Additionally, new components coming online appear sometimes to affect those already running, which is not uncommon with systems like this but can cause temporary issues. Day to day it can be frustrating, but long term it should be fine if these issues are addressed.
7517. We are not allowed to enter our own time yet. The HR dept does this for usI would like the chance to enter my own time. I do like the fact that I can look at my check before I get it.
7518. I can't change the spelling of my beneficiary's last name, even though we share the same last name.
7519. If you do your time and forget to request leave to be off and your boss knows your going to be off and you have time to be off would you be payed or would you get zero time? I would hate not getting payed and getting zero time just because I forgot to request leave. I know it is my responsibility but I may forget sometimes. This could be a great thing I just want to make sure I will be payed without mistake.
7520. The training for Edison was inadequate and did not prepare us for all of the problems that have occured. The system isn't user friendly. Even after completing the on-line training course, it is difficult to log into the system and actually find or enter the needed information. Travel claims are much more difficult to submit. Employees do not trust Edison to keep their financial information secure and to ensure they are paid accurately

and timely. It is very discouraging to receive e-mails from human resources warning us to review our paychecks to verify that our insurance premiums are being deducted. Co-workers have unknowingly gone without insurance coverage because the Edison system failed to deduct their insurance premiums from their paychecks. The old system required less time and effort and was accurate, unlike Edison. A huge amount of money has been wasted on a payroll system that cannot be trusted.

7521. Edison is supposed to have a help desk that you can call if you need something. I know someone that has a ticket from the help desk from last November and still has not been answered. As far as training, all they tell you to do is click this or click that and when you go live you don't know what to do. The training is basically worthless. The help desk is even more worthless. They have no idea what is going on much less how to help someone. What used to take a few minutes to do now takes days. I thought this was supposed to save us money, instead they are having to pay overtime so we can get work done and we still can't catch up. It seems Edison has caused more work with less people. Makes sense to me!
7522. Not the Payroll and Benefits as much as the ELM--it is a nightmare
7523. I am very concerned with my personal and work information being made available for possible hackers to enter the program and steal identity information. This is a problem we hear about often through the media, etc.; I feel it is a very real concern and possibility since the types of businesses and governments that have already been compromised. The type of problems that have affected me are still occurring, and it takes at least one additional running of the program to clear any errors regarding my time. My supervisor has told me that my time has been approved prior to me receiving notice of being on the Not Approved list. I feel it is a result of either the way the program is written or someone changing information already entered.
7524. when printing off the check stub,the cent amount is cut off..... this needs to be corrected.
7525. I think Edison was not well enough tested to maturity before it was brought into production. Too many problems have occurred after implementation that should have been resolved beforehand.
7526. It seems instruction for split work-weeks are different every time. It is not consistent which is very confusing.
7527. I think it is a waste of time to continue to do paper timesheets in addition to Edison. I do understand having a back up but this is not efficient and a good use of time.
7528. as usual the state has given us a system to use that causes more problems than is necessary...we're paid semi-monthly and edison is set up for weekly pay periods...on split weeks you have to key your time before the week is even over (how ridiculous)and then on friday you have to key it again...and heaven forbid that you should put in a leave request and then have to use a different amount of leave then you have to put in another

leave request for the exact amount of leave!!!! double trouble for you and your supervisor!!!also, including longevity on your regular paycheck decreased the amount expected to receive because it was heavily taxed and we were not previously notified of the change. when you're planning on receiving a certain amount and then you receive a lot less it really hurts your budget.

7529. I think that Edison has a lot of good ideas that if put together properly could be a significant tool for us to use. Unfortunately, I think that there are some bugs to be worked out in the system. Not being a part of the dynamics in creating the program I can't say if Edison has the capability to make the changes that will make this system more functional for us. For our small park we are having a problem with Employees who have a flexible schedule it keeps throwing out exceptions. We had an employee who didn't receive his Longevity pay until months after it was due to him, which threw him in a financial strait because his furnace went out at home and he couldn't get it fixed until he was paid for his longevity. I know that there are other problems but I can't recall them right now.
7530. Inadequate training (once again) for this new system. Too many rumors and no leadership from upper management on how the new system would ACTUALLY operate.
7531. When all the components are together, I believe it will be a wonderful program. The majority of people are always anxious using something new and as always, practice makes perfect. Start of anything always has its ups and down and will always be down when it's inconvenient. I suggest a desk manual available on "how to's" or common problems available at our desks just for backup and so as to not clutter up the help line when it can be solved by looking in a book. Thanks for providing this survey. I think you will solve many problems just by this simple action and will be beneficial for all.
7532. I have not had any problems with my own payroll, but know of others who have and it is still not resolved. My greatest complaint personally is the effect the Edison Project has had negatively toward job registers and Sick Leave Bank. I have a friend who has been trying to get on the register for at least 6 months and could be working by now. Another friend turned in her paperwork by the August deadline for the Sick Bank and by the time, it was processed, she lost 2 months of pay. I think it is a shame that so much time and emphasis had to be placed on a payroll system that other states adopted and have already abandoned that employees and/or potential employees had to suffer financially. I certainly hope that more effort is put into insuring that the Edison for travel reimbursement so that we do not have the problems and delays that have occurred for many employees with the payroll.
7533. Problems to me include: On several occasions I have had to enter my time multiple times before it accepted the actual entry. (I was a timekeeper for approx 12 years on the old system for multiple people), - I still don't fully understand all the screens/functions on this Edison. I am especially not happy with the size of the screens and if you change the size, it no longer functions correctly. I liked receiving my check in the mail. Instead of just one piece of paper and a stamp, I now end up printing my stub a couple of times and

then I try to be sure to print my leave out as well so that is another piece of paper - if less paper is a goal for the system, it has failed miserably on that issue. I don't like printing my checkstub on group printers - no privacy in regard to your information on the screen or printer. I also hate not having my leave balances print on my check stub for the time period that the check is generated for as it was in the old system. Also, there are no print options for most of the screens and if you do a print key it is not legible or chops off half the information, especially on leave balances and other benefits screens. When the check does print it is so very tiny you need a magnifying glass to read the biggest part of it, and it is not formatted the same as the screen you use to look at it, so comparison to what is on the screen is difficult. Many folks that work for the state are over forty and their eyesight is not that great anymore, so tiny, tiny print is very annoying. You have the whole page to print on and only use about half of it, even tinier than on the screen, if you can imagine that! Also, the labeling of the information on the check is very hard to determine what the actual money is supposed to be for or how it was used. Another issue I have is that it is very difficult to determine your leave balances. On the old system we had a chart that showed the Major Portion of the Month and you could use it to actually determine when you would accrue leave. I have not been able to locate anything that gives that information within this system, so you just have to guess about how much leave you have at any given time. Another terrible thing is that the longevity is lumped in with your regular earnings and taxed at the kajillionaire's rate. I made a hundred dollars more this year but actually got home with less than last year. Also, I haven't really figured out how to pre-request sick leave to get it approved before you take it. I do however, like the fact that each person is responsible for keying in their own time, but that may be just from having been the one that keyed it for so many folks for so long. I think it has maybe given everyone a better appreciation of what was involved in that - a royal pain in the backside! Thanks for letting me share.

7534. In the beginning of working in Edison, I couldn't locate all of my submitted leave requests for multiple days.
7535. There was much, much confusion in the beginning, in spite of the training that was provided. Our dept. choose for time keepers to enter time sheets. Time sheets were to be submitted each Friday (paper), and Time Adm. would run at 12:00 noon and 12:00 midnight. This would allow for exceptions, approvals, etc. to be completed on Monday. For the month of April there are seven time sheets for each person in the dept. Time Adm is not running as told in the beginning. It did not run for 6 days last week, so why the entry on Friday? Paperless? We are not paperless, yet. I was given training on Edison Financials and have not understood why till yet. The trainer was too fast and assumed too much. Implementation of Travel Expense Reports on Edison was terrible. We were given a 1/2 day notice on how to enter, approval, submit, etc. with maybe 50 more e-mails of instructions. Is this going to continue for the duration of Edison roll-outs or programs going "Live". Edison was not prepared to handle the way Expense Reports are to be submitted and guidelines were thrown out the window. No formal training, only CBT was offered. Lots and lots of confusion. March expense reports were rejected by F & A after we had already submitted to F & A for approval and payment. Benefit section of Edison is great. Time Report entry and keeping up with what is approved, not

approved, needs approving, needs approving after corrections, need re-submitting, needs corrections is confusing and time consuming. Entering Time Sheets twice monthly, approving and maintaining changes was not as time consuming as Edison. I have not really saved any time or paper. Edison has to be monitored each day to assure time is accurate for payroll, therefore, more time is spent on Edison. My personal benefits and payroll check has not been affected negatively by Edison.

7536. In my opinion, Edison is a waste of time. It has only created extra work for time keepers & supervisors. The way the leave requests are handled is redundant. Having to enter leave requests prior to taking has caused problems because the requests can not be changed once entered.
7537. taxing on combined paycheck and longevity is significant to me
7538. The section manager still does not have rights to enter/approve time for everyone in his section. 2) Anxiety by subordinates often results from time and labor not running as scheduled. Publishing the last run time would be helpful to those keying/double-checking their payroll information.
7539. The following often causes problems for the timekeeper: time sheets are not given to the timekeeper in a timely manner, timekeeper have to make phone calls to or send emails to find out why a time sheet was not given to them, faxed time sheets are not always clear, supervisor or employee not available for signatures, careless errors, and employees questions why sometimes 2 time sheets are needed in a given week or why sometimes a timesheet has to be projected. I think every employee should key their own time and let the timekeeper only be a backup. Our department still has the timekeeper to key everyone's time sheet. It also requires the employee to give the timekeeper a paper time sheet.
7540. There is a lot of pressure to turn time sheets in for the week or the payroll period before the week or period is over. When working unpredictable overtime this always results in corrections later. This seems absurd that someone needs this information before the week or period is over. If they want to make estimates they could easily do that by looking at last week's or last month's payroll. The inefficiency of this seems to be a waste of our precious tax-payer dollars. It also adds another layer of stress to the employee.
7541. The old system was a lot better than the current one. When asking about the codes on the paystub, no one knows. Longevity came in a separate check under the old system. Now, it is comprised into one check, causing more taxes to be taken out. I have watched my supervisor re-approve my time (3) separate times for the same pay period. There was not enough training for the entire system. Online tutorials are helpful but you can't ask a computer a question when one arises.
7542. I think the state could have used all the money it spent on this in better ways. It should have checked into how other states felt about Edison and used better judgement. Think

about how much a raise would have helped all the people making 1500.00 a month (before anything is taken out. Edison system doesn't help put food in a child's mouth, clothing on his back and shelter over his head. Wake up!!!

7543. There are several issues. * The aggressive time line of implementation. They were not prepared for the impact. * We have had an emergency add to staff approved since last Sept and can't get a listing out of Edison. * Forcing time to come from comp to balance a week, even if it is truly sick. Sick can only be used for sick. Comp can be used for annual. If you have a balance in Sick that just doesn't seem right.* The generic training. Training should be customized. The majority don't need to know most of the detail levels that were in the CBL. A little cheat sheet would have been nice.* On the paycheck display they really don't have a help for some of the items. It appears that some are there in error.* It would be nice to be able to customize what is allowed on the main screen. * The password requirements should be the same as our other systems(Capitalized and special char requirement).* The nice item was the change in withhold taxes. Made the change in the system and it was there the next pay cycle.
7544. I HAVE WONDERED WHY MY PAYCHECK IS NEVER THE SAME AMOUNT SINCE EDISON.2. IT IS HARD TO TELL FROM THE SCREENS JUST WHAT IS BEING DEDUCTED FROM PAYCHECK3. I DO NOT LIKE THAT MY LONGEVITY CHECK WAS ADDED TO MY REGULAR PAYCHECK THUS REDUCING MY NET LONGEVITY AMOUNT (DUE TO TAXES DEDUCTED)4. I AM RETIRING THIS YEAR AND AM CONCERNED ABOUT RELYING ON SOMEONE TO KEY MY TERMINAL LEAVE INTO EDISON AND CONCERNED ABOUT ACCURACY/TIMLINESS ONCE I START RECEIVING MY RETIREMENT CHECK. I HOP ALL THE 'BUGS' ARE WORKED OUT BY THEN.
7545. N/A
7546. The system seems to not be able to handle changing days off or working weekends. We do not get weekends or holiday off. Therefore, we loss time and holiday comp time
7547. We entered the 21st century with Edison and it's about time -- we had to move to an on-line payroll system. It seems to me that people just need to be patient and respectful. I love the system, and am glad it was implemented.
7548. the leave request component is very time consuming and difficult; what used to take me a minute or so to request leave time now requires computer access, waiting for the proper screens to show up,entering the request and then making sure that the system kept the request. I recently discovered that Edison had the same leave requests entered more than once. What does this do to my leave balance?????? I also spend a lot of time each day approving or disapproving leave for the people that I manage. The process is too complicated for busy employees. This doesn't mean that "old dogs don't want to learn new tricks"; it means that Edison has vastly complicated the working environment of my assigned job.

7549. Takes much more time than the SIES-have to print everything therefore 10 times more paperwork because instead of information being on one screen, you have ten screens. If you don't print everything, it might not be there tomorrow and you have no proof that you did it or what you did. Time and Labor can't be coded right, we have to enter something and let Nashville change it. Employees on leave come into the office and say "please don't make any changes in Edison because I need my paycheck and benefits and I'm afraid it will get messed up." Changes in "reports to and dynamic groups" are taking months to process making it difficult for enter their time, etc. Some employees don't have computer access and knowledge to use the computer therefore someone else has to do their information for them. It's a good thing that some of us old dogs like new tricks because we get new ones every day with Edison. I could go on and on but I realize that we have the system and we need to make it work.
7550. I am required to turn in a signed copy of my leave every week, sometimes 2X a week, depending on when the 1st and 15th fall. When you travel as I do for my job, this is an irritant. With the old system, a signed leave sheet was only required twice a month. If the system is supposed to save paper and resources it is clearly not working. The person who enters my leave into the system is spending a whole lot of time doing it for myself and others.
7551. My only issues have been with the accuracy and timeliness of Flex Benefits Reimbursement requests.
7552. Training for this program was provided on the computer without audio. The silent movie had no subtitles and I never understood the plot. We have had to pick up and assume our way through whole system.
7553. The way overtime is calculated is very difficult to understand and I do not know if iam being paid the right amount.
7554. I have had no problems with the system. I like having my pay stubs on file and being able to check leave balances, etc. from my computer at home and well as at work. I know that others have had some issues, but I have had no trouble at all.
7555. I think the complaints about Edison are overexaggerated. I log in to Edison many times a day and have never experience password problems, time entry problems, etc. The majority of complaints are due to user errors or user change issues. Edison is significantly better than Data Capture. I have well experienced with computers and I needed a training manual every time I keyed my time into Data Capture. I had no idea what I was doing half of the time. Edison has been much easier to pick up from a user standpoint.
7556. Currently, employees do not see their maximum annual leave hours when reviewing their leave balances. It would help to have that information available in Edison.
7557. I feel like we as employees and citizens of the State of Tennessee were sold a bill of goods...I do not feel that Edison and/or NEOgov are better than the system that we have

been working with for year and years... Yes, our system was old, but IT WORKED. You know the old adage: "If it ain't broke, don't fix it". I personally do not see a problem with our old system... My employees never missed a paycheck/got cut from their insurance/or recieved longevity payments 2 or 3 months concurrent - WITH THE OLD 3270 system.. but you better believe it is happening with EDISON. I feel that the money already spent on this system (that probably would work in the public sector)should have been used to upgrade our existing system. Millions of dollars spent and I don't see it working any better. I am VERY concerned about the upcoming Financials segment being implemented...I truly dread the day we "go live".

7558. The only problem I have is, I don't like the way the overtime hours are taken when leave is taken during the same week, (sat-sun). I think the choice should be left to the employees, after all the employee earned the time, and should be able to use the time whichever way they see fit.
7559. The system seems unorganized. Every week we receive emails with a list of individuals not approved or who have not submitted time. The list is very long and not even in alphebetical order. Entering time by computer seems preferable to the old system, whereby I faxed in time sheets every fortnight.
7560. I am not against change. My job requires that I daily switch plans and allow for maximum flexibility, however, the amount of time it is taking my suuport staff to get into Edison and make requests, copies of leave and whatever else is intrusive of productivity. The old system worked just fine and the time keeper was not so distraught. Everyone is upset where I work. What is the return policy on this system and the personnel that implemented it????
7561. I recongnize there have been some start-up issues with the Edison program, but feel they are minimal within my Department and most have had to do with how the Department set-up thier roll mapping. I feel once everyone has accepted the change and the "bugs" have been fixed a majority of state employees will be more comfortable with the new system than they were with Data Capture (which needed to be replaced some time ago).
7562. An extreme duplication of things. Must constantly go back and check payroll, check leave balances, etc. to see if I have been compensated correctly. Takes more time from my regular duties.
7563. I do not work directly with HR so I no history as to how the efficient the new system is to work with. But as an employee, it is certainly more convenient to go on line to submit changes and view paychecks as well as benefit information. That being said, the peoplesoft inventory system has been a nightmare. The training received was useless because nothing has gone as taught. There are system delays; inventory retrieval, tracking, and viewing are sub-standard; reports are nonexistent because information is either not in the system or can't be retrieved or located. A process that used to take minutes can now take up to an hour. HCM may be an improvement but the additional software purchased has been less than promised or what we had. We have been far less

productive and have been unable to help our customers because of system inadequacy.

7564. Pay is continually wrong and noone seems to be willing to do anything about it. The same system has been taken out of state governments across the nation but Tennessee for some reason is wanting to stick with the program. The program is cheating people out of their money that didn't happen before with the old system.
7565. i cannot believe this system has not already been scrapped... the outrageous cost for such a poorly performing program is unacceptable
7566. I believe that new systems are great if they save the employee time and save the State money. Unfortunately Edison seems to take longer and therefore takes time away from an employee being productive. Also the training seemed to be directed to the backend of the process and not to the employees on the frontline that was going to be imputing the data. We are spending more time on administrative duties, ie Edison, than before.
7567. Like all aspects of Edison, more training would have made the transition so much easier
7568. As a supervisor I not only enter my time but approve others. The inability to adapt the system to fit departmental functions is unacceptable. It being a computer system but not capable to autofil fields is unacceptable. The following is unacceptable: clicking to multiple screens to obtain and/or approve requests; not user friendly to develop reports for supervisor; lack of consistent time admin run period; continuous computer errors; fields that are not used by department should not be visible; increased time spent visiting different screens to obtain information; increased time to complete timesheet; does not function adequately for weekend work schedules or split weeks. For a computer time management system, this is a step backwards instead of forwards.
7569. I do not like entering time before it is earned. This could lead to abuse. Edison e-mails lead staff to enter time for Friday by noon. I rarely know what time I will get to leave, but record 7.5 each Friday because I have to enter it by noon.
7570. The "graphics" of the Edison site are horrible. Many of the entries/links are poorly named or poorly abbreviated, and other details are poorly designed (for example, the "pay stub" that I print out from the website is cumbersome to read). For HR people who regularly enter employees' data into the system, maybe they're used to the format of the website, but for people like me, who just access Edison once a month to check our paycheck deposits, etc., the "look" of the website is confusing. Additionally, when I was checking on my longevity pay back in February, I found the longevity listing to be difficult to understand -- as I recall, longevity appears to be listed pro rata per month even though it's actually paid only once a year. That doesn't make sense to me. I fully support the use of a computer-based (paperless) payroll system, but Edison is a lousy one.
7571. 1.Edison does not do off shift well, or much beyond mon through fridays day shift.
2.Edison has problems with overtime and holidays, usually shortchanging the employee who worked those hours.
3.Edison short changes the annual bonus taking more in taxes

than the previous system.4.Edison has double paid several employees their annual bonuses.5.Those who work in the purchasing and procurement have reported repeated problems with Edison.If I bought an accounting or tax program for my pc at home and it didn't do the job. I would be back at the store demanding a refund of the money. Yet we are told that these are just bugs that will be fixed in time. The State has put a system in place that is not up to the task at hand. The person in charge of Edison tells the governor that there have been no problems at the budget meeting!**I WOULD BE WANTING MY MONEY BACK!**

7572. I prefer not to include any personal identifying information here. I am afraid of any repercussions that may occur.
7573. i hope whomever got the kickback for implementing edison is enjoying their spoils. Because **OBVIOUSLY** they didnt review the implementing information at all. these problems arent growing pains just a pain in the a%\$!
7574. It may be helpful to ensure that all employees are provided the Edison Helpdesk phone number in a conspicuous location.
7575. Organizational Structures have been submitted and resubmitted without change since June 2008. Staff spend more time than before resolving basic time entry issues and routine time entry. Initial training was seriously inadequate as resolutions to exceptions, how to resolve problems, etc. was not sufficiently covered nor emphasized. Insufficient checks and balances in time entry and Edison displays are not user friendly and easily understood. Time and accounting codes awaiting resolution since inception. The software navigation is not intuitive and poorly supported. Navigation could be much simpler. Time run delays are frequent and insufficient time for staff to enter time occurs often.
7576. no comment
7577. The program is not printer friendly
7578. We have 2 computers for 7 nurses to do our work and Edison. In inputting time off you can not view what you are inputting unless you go back and forth between screens. There is not a private area to view our pay stubs for accuracy of pay and deductions. Sometimes Edison comes up, sometimes it does not. Sometimes it recognizes our user and password, sometimes it does not at work or at home. For some reason, several of us have more problems logging on at home. At the beginning of operation it seemed easier to view accrued time for vacation/sick time and now it seems we have more steps/harder to just view time accrued. If a mistake is made in inputting a request for time off or used sick time there is no way for us to correct it ourselves, managers/site person have to do it, needless utilization of their time. (Of course we should not make mistakes, but they do happen.)
7579. Since I travel most of the week with my job, it is inconvenient to have to come by the

office to key leave or to have to always check e-mails from home to see when it needs to be keyed.

7580. health insurance paid to wrong insurance company. straightened out as far as I can tell with the insurance company but YTD amount is still wrong on my paycheck (amount still showing in BCBS and I don't have BCBS) Benefits told me to talk to Payroll, Payroll told me to talk to Benefits. Hasn't been fixed to date.
7581. I am time keeper for our division and enter time for other staff. My only problem with Edison is sometimes the info entered is not recorded due to technical difficulties. This is not a constant problem but occurs more often than it should. I think Edison is a positive step forward for the State and should be continued.
7582. I feel like the training was awful. If you go to a class and click on everything that is already planned out, you will not learn how to actually use the system. I do not like the way that Edison staff claim that every problem we have had is because of user error. There are definitely problems with the system, and I think it would help if they would own up to their mistakes. I think the old system we had worked fine and there was no need to waste money on this system. They say we are paperless, but that is not true. There are way too many screens to click on when doing anything in Edison. It is not user friendly.
7583. I have to put in too much time in Edison. Time that I do not have. Edison is always having problems that I can not fix or no one else can.
7584. Edison had a lot of issues when it started up. I see some improvement now but there are still issues that can be addressed: The annual and sick time not being current. With people keeping their own time it would be helpful to timekeepers, Personnel staff, probably Edison staff and the employee their selves to be able to view time that is real time. If time is taken off it should reflect that then or at least in a few days of that event. The pay checks are hard to read and follow as far as what is being taken out. The fact that timekeepers are having to key or check behind employees more often which is taking up time that we use to spend on work. More paperwork since time has to be keyed more often. And during training we were told that there would be more time when it came to keying time, yet the day after the end of a pay period it has to be done...what happen to not being rushed but yet we have more to do?
7585. If Edison could update more than twice a day would assist in approving and correcting information timely.
7586. the only issue I have: We have to report time before it is actually worked. IE: We have to submit timesheet on Friday before we actually work all of Friday.
7587. I know that it is putting more pressure on the supervisors because of the weekly requirements of being available to ensure that leave request have all been approved by the deadline to enter the time. Those having to enter and approve the data are pretty much

tied to their workstations on Fridays and nearly impossible for them to request leave themselves on those days.

7588. I would like to, but I want to remain in my job.
7589. It seems to me that more people are spending more time to try to manage and input time than the old system. Things are needing to be done over because the system for whatever reason has not stored the changes when time is entered or approved.
7590. May need to input time more than once. Periodically receive information that the system has had issues and the employee (I) will need to re-enter the time. Program is not "real" time. The director may not have an indication of my entered time until later in the day or the following day.
7591. workers for the state, I believe, try their very best to provide good service for our clients, it is a real morale downer not to get a raise or to feel like you might get laid off
7592. Edison HCM module seems to work fine for me, from the little that I have heard, I think most problems associated with the Edison HCM module are related to the Agencies HR staff not knowing what the Edison system does or can do.
7593. Would much prefer putting in own time info as opposed to having timekeepers do it; also, the inputting of data on a weekly basis seems archaic and redundant not to mention the issue of having a separate time sheet for "pieces" of time depending on when the end of the month falls.
7594. Our Region is still having timekeepers key in and HR approves, therefore I have not keyed my own or approved those I supervise. I have both good and bad of this system. For the time and money spent on this project, I hope it works out for us.
7595. I believe that after all the check systems are done that Edison will be much easier and quicker system. It just takes time.
7596. The video training was very insufficient for such important matters to the employee. 2. Unable to access beneficiary information. How can an employee be assured that someone hasn't made a mistake and listed someone other than those individuals/individual you have designated to receive the funds or coverage? 3. The Edison generated payroll stub, while containing important information, is much more complicated to understand than those issued before Edison. Also, previous check stub very clearly stated regular hourly and overtime pay rates. The older style stub also showed annual and sick leave balances while Edison does not. 4. Due to implementation of Edison, calculation of hourly wage for overtime has been changed. While the present way to calculate overtime is not illegal it still costs the employee money. It affected the employee in money received on their payroll check while also affecting the amount of payable monies upon retirement. I also wish to bring to your attention that including longevity monies with the regular payroll check concerns many employees due to the amount of taxes being deducted

reducing their immediate net pay. Majority of employees rely on this compensation for the extras that they normally can't afford at other times of the year. 5. While I am personally not effected by this, I do have first hand knowledge that some employees in the Maintenance Division do not have the computer skills necessary to obtain information from the Edison program. Also, I do not think those employees have a computer located inside their facility. The employees do have access to computers located in our office which is adjacent to theirs. They need help accessing Edison in order to review certain items of intrest to them (pay stub, insurance, etc.). If this information was provided to those employees in paper form, as in the past, these problems would not exist. 6. By observing these problems, referenced in number 5 above, I believe that many State Employees have very little or no training on computers. I could give a two year old child a \$100 bill but the child has no clue or concept of money. So by assigning some employees a JJ# and a password does not make them computer literate. Give some consideration to the fact that you will not receive surveys from some employees that were notified. Check to see how many e-mails were not even opened. I'm betting many were not, due to the facts stated above. 7. Folks, while the survey is a good idea you already know how employees feel about Edison. This is the first survey of this type that I have heard of in 30+ years of service. I've answered your questions, now answer mine. How many complaints, through the years, did you receive pior to Edison concerning the same issues?

7597. It appears that an off the shelf product was purchased and asked to do more complex transactions than it was designed for.
7598. My time off is completly out of date. Currently showing to much time off for Jan and does not show time taken later in the year.
7599. I'm really not quite sure why the state went to the Edison system. Supposedly, it was to replace an outdated system. To date its seems to be more trouble than it's worth. With everything having to go through Edison first, its slows down the process of obtaining needed supplies and material. This is also true of payroll. I was supposed to be able to enter my own time. But I was informed that it will still have to be forwarded to headquarters for someone else to do. If the system has been live since Sept.; why aren't some of the kinks worked out by now? Payroll is one issue, not to mention purchasing, travel, etc. I think Edison is a bigger problem than it seems to be WORTH.
7600. No problem, but an observation. If one has an appt. outside the office, but does not know how long it will take, one has to enter a "guess-a-ment". Your supervisor approves the request. After the appt. (or at time key day) there is no way to go back and adjust the request to the exact time used. Therefore, the time requested and the time keyed as actually used, does not always match. What happens at audit time?
7601. You never know what to expect when it comes to reviewing and approved time. Data has been lost. Time Admin rarely runs and this delays the approval process. Really screwed up.

7602. policy change in flexing/ rescheduling sick leave with overtime, effective September 16,2008
7603. Edison requires a home address and/or mailing address. My home address is different from my mailing address. This info is listed correctly in Edison; however, all mailings are being sent to my home address instead of the proper mailing address.
7604. The system is way to picky. If you make one minor error it cause you not to get paid or your benefits to be screwed up. It is more trouble than it is worth!
7605. When I am looking up timesheet information for acceptable task profile codes to charge time to, I will wait more than 20 minutes of "Processing" before finally getting kicked out of Edison for inactivity.
7606. It is impossible to read the pay check stub provided by Edison. The way your pay, annual, and sick leave are calculated is impossible to understand. I have no idea anymore how much annual or sick leave I have or if it is being calculated correctly. My pay has decreased on several checks since Edison when into effect and I can't figure out why and no one can tell me why. I would like to know why the old system was replaced? The check stubs that we received were plain and simple and easy to ready. If someone could explain the pay check stub to me put out by Edison maybe I would be more content with the system. The amount of time we spend and have spent on Edison take away from the time we can provide prompt assistant to our customers. I believe Edison is a total disaster and should have never been implemented in the first place.
7607. Edison is duplicating attendance and expense report functions and not eliminating previous functions. Extra work is cutting into time needed to perform other duties.
7608. The training was point and click, and not with simulated live date, causing the process to be trial and error. Apparantly the system will not let the HR staff correct problem causing a multitude of exception list to scroll through taking up valuable time for the supervisors as well as the employees. This has not improved in six months. The system is to labor intensive, it appears the system is incapable of handling the work load.
7609. I believe Edison I like any else that is new. It takes a while to work out the kinks. However, I am looking forward to it become fully functioning and satisfying everyone's needs. I am only doing the minimum on it but hope to become proficient in time.
7610. As I earlier answered, I am having no problems with using Edison, and I am very satisfied.
7611. THIS IS A JOKE WHEN IT TAKE'S EVERY DAY OF THE WEEK TO DO YOUR TIME SHEET AND IT MAY BE THERE THE NEXT DAY AND IT MAY NOT. MY SUPERVISER CAN APPROVE MY TIME ONE DAY AND YOU CAN CHECK IT THE NEXT AND IT WILL BE GONE.WHY SHOULD WE HAVE TO SPEND (5) DAYS A WEEK TO DO OUR TIME SHEET'S WHEN THE OLD WAY TOOK US

ABOUT (5) MINUTES TO DO.WHY SHOULD THE STATE OF TENNESSEE SPEND ALL THIS MONEY ON THE BIGGEST JOKE EVER WHEN WE COULD USE THAT MONEY FOR RAISES?

7612. We are not allowed to enter our own time.
7613. Do not include my identity. I think they took an easy system and made it really difficult. They excluded the Admin/Secretaries as insignificant. Power Users were picked by job title and not by capabilities. The training shows you how to do something but when you actually have to do it, you have no idea of the codes to use as they used a generic. More practice time, like input real items and asking questions to clarify would have been more helpful.
7614. The people who implemented the system and the people who now support the system were not trained well enough it seems.
7615. Edison is not saving time, it costs a great deal of time. The cost of time working in Edison takes away from completing the tasks we are assigned to do.² We are still required to complete paper time sheets in addition to entering time into Edison.³ The expense claim forms in Edison was not created for State employees that travel daily for the State. It was created for one trip submittals. While we are making it work, it is time consuming. One positive note is that the expense reimbursement checks are usually paid within a week of submittal.
7616. Sometime when the first week of the pay period is approved upon the week ending, at the end of the second week when the system is accessed, the first week is not approved and must be approved again. I think that when the system is down for processing, you should be blocked(notified that the system is down) and not allow entries into the system.
7617. I feel the system should have been tested more or reviewed more to see if it meets our needs. There's a way too much confusion and problems with the system. Information is slow in appearing in the system, at times it's a day or more before an entry shows up.
7618. NOT APPLICABLE
7619. To clarify, the training I received prior to Edison implementation was the on-line training. I have had no other training, and have not felt that I needed any. I have never contacted Edison staff, but not because I was cautioned not to. I haven't needed any help. The only things that have come up--and I did not identify them as "issues", was that I did not understand that for a restructured work week--when I work late one day and take that time off later in the week--I needed to request overtime for the time exceeding 7.5 that day. I am aware of that now, so it's no issue. I haven't had problems.
7620. THE SYSTEM IS VERY COMPLICATED WITH ALL THE DIFFERENT CODES
7621. As an approver, I would like to see something done about the employee's who disappear

from my list and the ones that suddenly appear and you don't know who they belong to. With respect to mileage I would like there to be a better way to monitor mileage to assure that it is correct and a way to see who you have already approved since they come in at different times.

7622. Edison is NOT a user-friendly system. As a Power User for this department some of the things I have encountered during this six month period are:1) In the beginning Edison created more paper than the old system, while this has slowly diminished with maturity, the workload has increased.2) On several occasions when report time/leave requests/overtime requests were either entered and/or approved into Edison, the entry would never show as being entered and/or approved after the 12-24 hours processing period. 3) On several occasions when an employee's leave request and report time are approved during the same time period, an exception will appear. 4) Edison HCM does take up more time with the processing of payroll than the old system. More time is spent verifying employees who have entered their time/leave request/overtime request and verifying the employees report time/leave requests/overtime request been approved by their supervisors.5) Edison does not reconcile leave/overtime requests with the report time entry in the same processing time frame 6) Edison has increased the number of hours and employees to complete the semi-monthly payroll with the short time constraints given employees and supervisors.Edison, HCM portion, should have been setup as a real-time processing system. This would decrease the number of exceptions, which in turn would decrease the amount of entries to be verified, which in turn would decrease the amount of time and employees needed for the completion of payroll.
7623. Regarding the question on how long it took to resolve my insurance, I feel it would have taken longer to resolve had I not forced the issue when I discovered I had been disenrolled just before I left to go on vacation.I've also had a few instances where information that was entered into Edison did not save and had to be reentered.
7624. In my time working in state government I have never spent so much time on the computer dealing with administrative issues than I have had to since Edison came along. It seems as though every time you log onto to groupwise you have a message from Edison or your Agency Personnel Department telling you that you have to check Edison in order to get your time sheet in, check your leave and or sick balances, exc. because Edison messed it up.The old way of doing things seem to work much better and was less stressful because you knew when these administrative forms were due and you could plan your time around that. With Edison I am constantly burdensomed with items to do or check in the system when my time needs to be spent in the field doing my job and helping the people of this state. This cant be done when you are constantly overloaded with having to deal with this system and work on its time frame everyday.
7625. I will be glad when this Edison project is over and we can go back to the way it was.It is disappointing a large part of our time is spent on this system. We work out the field and it is difficult to get In State and Out of State travel approved. The p-card system speaks for itself.(Time consuming) We must apologize to the taxpayer.

7626. This system is set up for regular employees who work 9 to 5 monday through friday. Not Dept. of Safety employees who work numerous irregular hours and different rotating days of the week. As most know, it is not working for regular employees and it is definetly not working well for Safety employees.
7627. The Financials modules have many more issues than the HCM module and are more critical to government operations from the perspective of impact on non-State personnel.
7628. The system does not calculate the same taxes on the same gross every time ...it can vary up to near \$30 a check but usually its couple of dollars or so
7629. Every other month or so my overtime is entered incorrectly and it takes a pay-peroid or two to correct the situation.
7630. none
7631. I would like our longevity to come on a separate check instead of combined with our regular bimonthly check.
7632. I like Edison mostly because I can check on any of my pay and benefit information antime myself. I found using it a bit difficult at first because it was new to me but it didn't take long to learn my way around it. The only thing I can say that I'd like to change about it is to choose my own userid because the one that was assigned is a bit long and difficult to remember so I have to keep it written down. Otherwise, it's fantastic! Thanks for this oppourtunity to provide feedback.
7633. still don't understand the travel claim process/leave accrual process
7634. training is not very good training needs to be more hands on and more than just a few hours or 1 to 2 days.lack of access to certin areas that i need as a supervisor.need more time to fix things in time management. training, training, training
7635. I think the biggest problems with Edison in the lack of consistancy and directions are not specific. For example, Edison says you may manually reschedule your work week if you have to flex time...up until 2 pay periods ago, we were not allowed to use the feature, we were required to request overtime and then submit a leave request and that the system would "wash" the data. Every entry is a potential for error so why complicate things. Also, the manuals skip around, there should have been instruction list on how the individual departments would like to have you complete a task since they don't always want you to follow the manual. Better still, why let agencies pick and choose what they use or do not use, that just breeds confusion when State employees talk among themselves. One person does it one way and the other a different way and then neither knows which is correct.
7636. Continually drops time entries. Fortunately I know not to trust this system, so I check.

7637. Edison contains information that is not correct. (For example: contact information, supervisor, person that you supervise is not correct, etc. etc.)(I do not wish to include any personal identifying information in this comment.)
7638. I like Edison and think that the problems that we have had would be normal. The only real problem that I have is I supervise employees who work out of the office and Edison deadlines hinder productivity and can be costly for them to come to the office just to do time or expenses. But over time we will be able to manage that better.
7639. In my opinion, Edison requires MORE time to use, it is NOT "user friendly" and it has created more problems that need MORE time and attention. I am so disappointed with the "product". It's difficult to negotiate through the screens and HRIS was much easier with regard to payroll and reporting time.
7640. Two observations: 1. In its present operational design, the Edison HCM system appears rather top heavy, or perhaps "upside down" with regard to administrative tasks necessary to its functioning. That is, the system places more of the routine task burden on management than on administrative support personnel. That aspect of the system does not seem very efficient or cost-effective. 2. Ideally, any information utility should be configured to be a good and complete servant, which is to say that it both literally and figuratively waits upon its master's instruction and directives. Edison HCM is, of course, meant to be such a servant, but in its present operational design, it appears that the servant dictates to the master, regarding its demands for input, and the completion of its tasks. This arrangement appears to be backward, and, consequently, somewhat inefficient.
7641. This program has been a total disaster from the beginning up until the present. There is no redeeming quality of this program.
7642. The overall success of Edison has been barely adequate when compared to the older Legacy system for T&L. The new Edison system requires approximately 4 man hours for each agency supervisor to review, work exceptions, and approve their employees time and labor data each pay period. This adds up to 8 hours a month for a supervisor with 4 to 5 employees. This is one work day a month lost to T&L admin if everything works correctly. On occasion T&L Time Admin errors out or is very slow (up to 6 hrs to successfully run) and it prevents supervisors from being able to approve time & labor and ensure their corrections have made it through the full approval process due to the system delays. They have to drive in from remote areas "again" the next day hoping Time Admin ran successfully. This system is a time waster...for a field supervisor. The system works fairly well if glitches/gremlins/or systemic errors do not occur. Also, Edison training was inadequate to prepare the user for go live in many functional areas. The training was navigational at best with no depth regarding what a operator should do once they're on the correct screen. If you get this system where it works correctly I'm all for it. If you can't let's shoot the engineer and get a system that works. We're wasting an unbelievable amount of time and resources with Edison as it has not ceased to malfunction or a near daily basis.

7643. Some information under Personal Information is incomplete. Perhaps this is just another stage that over time will be corrected.
7644. One issue Edison staff are currently working on is an audit weakness. As the system currently works, if an agency's time and labor administrator approves or disapproves time on behalf of a supervisor, the supervisor's ID appears in the records--both in those that show on the Edison screens and in the database behind the system. The problem that creates should be obvious, and once explained to top-level staff in the Department of Personnel, appears to have received some attention. It is as yet unresolved. It continues to be the case that when the time and labor agency administrator approves in place of a supervisor, the TLAA's ID does not appear in any record as having done so. Instead, the supervisor's name appears. Edison staff had some difficulty replicating the problem, but has now at least done that, but the actual problem remains unresolved. It appears that whether it occurs depends on how roles are mapped for the agency.
7645. It takes too much time away from our real work, its a big waste
7646. I see two major problems: 1) Edison is weekly, we are paid bi-monthly. As a result, we often have to enter mid week when pay period ends mid week 2) It is confusing to enter leave requests. Directions keep changing. For example, we no longer submit them ourselves; we now must go through secretarial staff
7647. It would be easier just to enter time and not have to go to another screen to enter leave and overtime. One screen would be sufficient. It is just redundant to enter time and the reason annual leave, sick, comp then to leave this screen to go to another to enter the same thing.
7648. So many areas have been affected, not just employee's but also the people we sure. Do you travel claims, billing not being completed and numerous other issues.
7649. No comment.
7650. I am a timekeeper and I would like to say that when it comes to entering the time on the timesheet it takes about as long as it did in Data Capture. However, the timekeeping process does take longer since the leave/OT requests have to be entered and approved. From the timekeeper stand point it is easier to enter/approve the leave/OT request myself than for staff to enter their request and get their supervisor to approve it, because I would spend a lot more time viewing them to see if they had been entered/approved. It would be easier on the timekeeper if they had access to everyone they keep time on. It would also be nice to have the "Save for Later" button back on the timesheet then the timekeeper could work on timesheets during the week if they wanted to. Since time has to be entered every Monday, I feel that I can't take a week off work because I have to be here to enter time. I know someone else could enter it for me, but I don't think that is fair to ask anyone else to do it. When I went to the timekeeping class, we were told that we would have more time to enter the time than what we had with Data Capture. This is not true. We have the 1st and the 16th and that is it. I hope the Edison system will improve

with time. It is a system that takes a lot of time and has to be "babied".

7651. No comments
7652. When entering vacation time you have to do one data at a time instead of a range of dates.
7653. For an employee paid twice monthly, having to send in time weekly does not seem like the best method.
7654. To the best of my knowledge, we as legislative branch employees were told that the new system would not change our monthly pay cycle. This was supposed to be taken into consideration prior to the purchase of Edison. Now we are being told that Edison will not accommodate the needs of employees who are paid monthly and we will now have to be paid twice a month as the majority of state employees. This will without a doubt cause undo hardship on some legislative employees when two weeks of their pay is withheld. If continued monthly pay was a requirement of the system before purchase, why do we have to suffer because the vendor did not meet the specifications?
7655. I am very concerned that this system was implemented so that we could efficiently enter our own time, and after this duration, we still cannot. This has made it so that rather than submitting 2 timesheets per month, I must submit 6 paper timesheets. The people who enter time are taxed beyond belief with data entry that was meant for the individual employees to complete. Furthermore, I am frustrated that in order for all of this to be keyed in, I must submit the time before I've worked it. That means I must estimate time I may need off - how can I estimate if I may be ill one day? This system would be GREAT if we could use it as intended, where we each electronically enter our own time. As it stands, it is cumbersome and time-consuming, and has made our timekeeping much LESS efficient.
7656. Edison seems fine it is how it was introduced. The state has been using Edison since September but we have just started entering it ourselves but our timekeepers still are responsible. On top of that our HR dept. screams for our time sheets a day to two days in advance, which makes it hard on everyone one especially the time keepers. Definitely needed a better way to implement Edison.
7657. I am hoping that this system will always be supported, because with the features that it has, will keep people in touch with what's going on around them.
7658. I have only been employed here 1 month so I don't have any experience before Edison. Per my experience it has worked just fine.
7659. I'm glad time is being entered because if left to each employee it would be a recipe for disaster. Many are simply incapable of learning the skills needed for this.
7660. Since this is an open question and does not appear to be strictly for the HCM module, I

will comment on the FSCM. We are continually having problems getting requisitions/POs out of the system in order to pay invoices for vendor contracts. We are also experiencing problem with creating new contracts. As far as I know, not one new contract has come out of Edison. I personally have 2 new software contracts that are way past due and one that is just recently past due. This will eventually impact/stop state processing if these problem are not addressed and corrected soon.

- 7661. you never know when the system will run or not
- 7662. I feel like staff are trying hard to make Edison work, but the "bugs" were not eliminated before implementation.
- 7663. The initiation has effected the payroll tax deduction, more taxes are being taken from longevity.
- 7664. The system is inefficient and takes much more of my time up. In addition, it is quirky and gives random, unexplained errors. One has to keep checking Edison to make sure there are no inaccuracies.
- 7665. The procedures for entering travel expense claims should be more user friendly. It is not intuitive. It is cumbersome.
- 7666. most of the problems are entering time sheets and having to re-enter the request for time off because the computer or something is taking the actual time off and then when you go to look at it-it is not there
- 7667. being responsible for my own payroll, was not in my job description. i not only don't have adequate time to do my own time keeping, but now have huge pressure knowing i might not receive pay timely or correctly...payroll should be my employer's responsibility.
- 7668. I don't think that the longevity pay should be included into my paycheck. It should be a separate check.
- 7669. Is not user friendly
- 7670. It is not accurate. It takes for ever for leave to be implemented into the account at the correct time. The system is not user friendly. No one understands why some things are implemented the way they are. It is a very M-F/9-5 application. It is no good for people who work over time or miss a day of work. To assume some one will be working 7.5 hours a day and then change it all the time. I almost never work 7.5 hours. I have much over time and comp time through out each week yet i don't see it in my pay half the time.
- 7671. We need to be able to approve leave requests, Over time, and payable time for those supervisory groups under us when a supervisor is unavailable to perform this task. We've asked for this from the beginning and still do not have that access. We also need to make sure that our groups are correct. They were correct and then "something" ran and some of

the groups were incorrect! We have a person in one of our reports group that no one even knows who this person is or where they work. We can request the correction or change but get no feedback that our request is really even being considered or worked on for correction. It is frustrating.

7672. My brain does not work in the manner anticipated or expected by Edison. Fields and dropdowns that I think should be there are not. The system seems entirely more complicated than what I would have expected. From my perspective, I think it is painful. However, I previously did not have to have as much personal involvement in these matters. Travel seems to be a bigger hassle.
7673. Every component of Edison that I have had personal experience with is poorly designed and hard to use, even when it is working properly (which is all too infrequently). Edison has dramatically increased the time I must spend on routine tasks, taking time away from the critical service I provide to the people of Tennessee. And for those who say that critics of Edison simply aren't proficient enough to use it properly, for what it is worth, I have a doctorate from [SCHOOL REDACTED] and work daily with advanced information technology. The problem is not us...it is Edison.
7674. Since I am a part of the Edison team, I was more familiar with the system. I identified the error in the payroll processing and informed Edison (my Supervisor who informed the HCM Edison team) and the F&A payroll individual who told me I didn't have an error. That individual did not know what to look for and how to realize that an error had occurred; from the result of my problem she learned better how to do her job and a process was impleted by Edison HCM to prevent the error from happening in the future.
7675. The training that we recieved was very basic. It gave examples of how to enter your time if you just worked a 7.5 hr day and did the same task. We have experienced problems because we have people that work 7.5 day split doing 5 different task and then work overtime with a sick day in the middle of the week. We were not trained on how to enter that.
7676. Travel requests appear to be handled much more efficiently on Edison; the turnaround time has been very much improved from the old system. Expense claims also appear to be more efficient with Edison. Viewing and printing paychecks through Edison eliminates the chance for mishandling mail and potentially allowing confidential information to be received by others. Also, moving away from SSN and using an Employee ID is much more secure. Overall I see great potential and benefits to the new system.
7677. Too much time required from everyone to use this system and I am not convinced it is commpletely accurate. Previous system was much more user friendly and seemed to be more accurate. My paychecks didn't vary all the time like they do now. Still can't figure that one out....
7678. Edison does not do what it is supposed to do. It has saved some paper but wastes a lot of

time and has not simplified any aspect of our daily routines. It seems as though Edison is a very rudimentary product that is asked to do more than it can handle or will ever handle. Consolidation of HCM is a good concept but it is poorly executed in the use of Edison.

7679. I think the concept is great. However, it needs to be more worker friendly. It is not always conducive to easily entering your time or your evaluations and Job plans.
7680. It is my experience that over the past 30 years we have had useless training on insignificant matters but on important workplace changes (like Edison) we get little to none. Edison puts needless pressure on supervisors to approve, review, etc. employees time to the point that they spend hours of time on it when they don't have time to give! IT makes it much harder to take leave in emergency situations because you know it puts extra work on other people. Plus the threat of not getting a paycheck if something goes wrong. I have personally been in a serious hospital situation with families members during the last 6 weeks, trying to key my time on a laptop in the hospital hoping I can get a connection...then not being able to and no one in my office available to key for me....it is needlessly complicated! It is unfair that supervisors are using vacation time to key and approve from home! It is open to fraud! I can see how a lot of employees would not have access to computers to do their time in emergency situations. (and they do occur) Not all change is good!
7681. From every point of access to Edison, hard copy must be done and then Edison. MVM Dispatch for cars, reimbursement on travel, payroll, comp time, vacation, everything. And if you are on the road and can't get to computer to complete Edison, you want get paid.
7682. I do not wish to have any personal identifying information revealed in the report. However, here are my comments. This is a very labor intensive program when it comes to entering, verifying, and approving employee's requested and unrequested leave time. It is also labor intensive for employees. Currently the paper process (completing time sheet) is still being used in addition to putting and approving the leave time in Edison. Therefore, the time verification processes is being performed twice and taking twice the time.
7683. Time entry is a confusing mess! One set of rules for this week and another set of rules for next. Emails flying all over the place. "Do this today do this tomorrow, etc.". Time reporting needs serious help!
7684. We have to keep track of our hours and travel using a system called "Side Kick," and then we have to use Edison to file out expense reports and the reports do not agree. We had no formal training on Edison for this and we find out something new each time we make a travel claim. In our job we go to a lot of off the beaten track places. When we have an off the beaten track place we have to call someone in Nashville. These people in Nashville do not have a very good idea of the geography of Tennessee. Edison reminds me of when we kept our travel by travel claim sheet and we filled them in daily and at the end of the month we had to reduce them in ink for approval. I worked for the state prior to

coming to work for the [DEPARTMENT REDACTED] and left for 3 years. The year and a half I had at the [DEPARTMENT REDACTED] does not show up on my state time. I have inquired about this and have never got an answer about this.

7685. As one of probably 90% of state employees, we would like to see the Longevity Check issued separate. Combining the Longevity Check is entirely too much taxes, and state employees cannot afford to lose more taxes.
7686. This system should have resolved the split week issue. This is cumbersome and honestly ridiculous - having to key a partial week and then the next day key remainder of week. Also, the online training was not helpful in regard to the actual use of Edison. I think too much money was invested in this system for it not to be more efficient and effective.
7687. We are now having to fill out timesheets every other day. This is a big waste of time and paper. CBT does not help. Having longevity affected for just those at the end of the year was just wrong. Longevity is supposed to be a bonus but somehow it was made to be just part of our regular pay that then affected more taxes being taken out. Pure crap.
7688. I am very grateful to everyone that made it possible to introduce Edison in the State of Tennessee.
7689. BEFORE YOU TAKE SOMEONES MONEY OUT THEIR CHECK, THEY SHOULD BE NOTIFIED WHY THIS IS HAPPENING, AND WHEN IT WILL HAPPEN.
7690. I feel like with anything else hopefully it will get better. In the beginning I felt scared but feel more comfortable with it now. There are still problems but with time I hope will get better. Just too many people telling you different things.
7691. I think that for my part it is better than what we used before. This way we can put down the time we spend on individual projects. Any time you have something new it takes time to get used to doing it when you are used to doing something the old way. After some time you get use to it and things get easier.
7692. The Leave Balance are not up to date, that is a problem sometimes.
7693. Time reporting issues are common, leave staff enters for approval seems to just disappear. When keying time, Edison is not user friendly in allowing you to move from one area to another. You have to keep entering information to get to your staff info. It is very time consuming.
7694. I wish there were better training provided for employees who utilize Edison.
7695. I am a supervisor and I spend way, way too much time dealing with this system. Submitting time at least weekly (and often more than that) is a waste of time for my staff and approving on that basis is a waste of time for me.

7696. Time Administration needs to run on a regular basis. There seems to be some problem in effecting this.
7697. The training was ineffectual and I learned mostly from trial and error and figuring the system out for myself. I did have satisfactory guidance from my own work unit, a team effort. There was a lack of communication from Edison or perhaps better called hit-and-miss communication with one person finding out the answer to a question and sharing it with others rather than Edison sharing the answers with everyone, system-wide. The Edison system takes up a seriously increased amount of my time over the old system. Despite being "an old dog who doesn't want to learn new tricks," I feel that I have very competently succeeded in learning the time and labor functions of Edison.
7698. I believe that Edison would work for a small company. I have worked for the State for 25 years during which time we have gone from paper to the 3270 electronic time and attendance and now to Edison. The instructors who presented the 3270 were hand-on and very helpful and knew how their system worked and how it would work for us. It is hard for some to adjust to change, but most State employee's who are "old dogs" once given proper instructions adjust to the change. The Edison instructors were not very beneficial to most based on them reading the instructions and advising us to just "point and click enter". When asked specific questions, the Edison instructors were unsure on how to answer and would contact someone for a response. The response was often that for Edison to change a specific field it would cost more money. When I contact the Edison HELP line, they also have to call me back with an answer. The State is too diverse with many different needs that we have been informed Edison cannot perform. This leads me to believe that prior study should have been completed on what department's specific needs are and how we could benefit by using Edison. Is the system broke? I don't know. Will it work for State government, not with the system constantly being "down" or with the instructions/help given to employees at this time.
7699. the paper time sheets were so much easier. it took less time and no problems. The job plans are not easy to do (enter or complete.)
7700. the payroll issues were resolved by reverting back to the previous time keep
7701. I feel that it is completely ridiculous that I can not enter my own time. I'm an adult and an educated state employee. I should be able to enter my own time and use this system as it was designed otherwise WHY BOTHER!
7702. There needs to be a way to correct a mistake made when entering time. The way the system is now if I make a mistake I have to contact my supervisor to correct it.
7703. It is very discouraging to be in a position where you are to help state employees with problems that they are having and can't because you don't know why the problem is there in the first place. There is nothing that the employee has done, although problems that arises they assume that it is something that the employee has done, not what EDISON has done. It use to be you could see where the problem was and how to correct it, NOT

ANYMORE. Thanks EDISON. EDISON is not better for State employees, it just causes more work and more problems. I can understand having some bugs with a new system, but when one bug leads to another, and another, and another, shouldn't that make a light go off, HEY THIS SYSTEM IS NOT WORKING. Bring back the old forget the new. I guess I'm one of those old dogs that can't learn new things. I'm all for new things if it helps state employees.

- 7704. The time approval appears to periodically change data that has been submitted. We need better training prior to implementation of other modules such as travel claims.
- 7705. I have to approve time for several employees and the main problem I am having is knowing when the system has update the information input by these employees. It is hard to know if time approval is up to date at any given date.
- 7706. Some of our park employees cannot access edison. Therefore they cannot verify their paystubs any longer. Supervisors now have to print their leave balances to ensure they are correct.
- 7707. The Edison staff have been very helpful, kind and patient and have cleared any problem I have encountered. I am told when I make a mistake in Edison, that it cannot be corrected.
- 7708. Classes should have been held on every process of Edison to be implemented. Online class is not sufficient, no one is available to ask questions. When I attended timekeeping class for 8 hrs. I was repeatedly told Safety was a different animal and they could not answer questions. Things should be implemented one at a time. We went live on April 6th with Expense, TA's, P Cards and purchasing with no classroom teaching. This has been a very time consuming task and cause me to get behind on my regular work load. I deal with Edison more than 2 hours everyday. I was already extremely busy and now my work load has almost doubled. It would have been easier to learn one thing at a time.
- 7709. Putting employees with their respective supervisors should not have been a problem, but it was. Being able to correct errors in time or leave input is difficult. What are all these exceptions? I enrolled in the sick leave bank just prior to implementation, but it isn't showing in Edison and my time hasn't been deducted. I have been assured that I am enrolled, but that has me worried.
- 7710. Too many emails and not consistent on split weeks. I don't like the idea that if in case I have an emergency, I will have to have my leave approved prior when I should have all my attention on the emergency. I feel it is too time consuming.
- 7711. Edison requires too much time that could be used doing other work for our Dept. and its customers. It is way too cumbersome in all applications. God help us when we add the other the components. I have had the training for the supply procurement and it looks like it will be a nightmare as well as the Performance Evaluations. I don't like anything at all about the entire program.

7712. The biggest problem I have had is logging in. I have had to change my pass word a couple of times. The help desk was very kind and patient.
7713. I am a returning employee to state government. I have 21 years in service and never experienced the problems with my pay check as I have in my short time of returning to work. I am very uneasy about my paycheck and it seems the amount varies each time.
7714. I fell like Edison would work if the employees would just pay attention and give it a chance
7715. I welcome any new technical change and progress, but not at the expense of the employees, where they can be kicked out of the system, and not have health coverage, and left to pay the costs alone, not be paid and not recieve some sort of check to help them. When the payment systems fails the employees should not be the ones that pays for an error that they played not part in or had any control over.
7716. not at this time
7717. More time consuming to report leave,the way the system is set up - employees receive less of their longevity money due to the way the money is taxed
7718. To clarify in regards to training, the only training received was on-line classes. 2. Edison is more geared to staff that would be in an office all of the time, and not staff that is only in the office occassionaly. 3. Edison takes too much time for approvers and supervisors.
7719. Edison is more time consuming than time saving. It seems we are spending more time in a system that is supposed to reduce time and paperwork.
7720. Under the old 3270 system when entering or checking an employees time, you knew instantly if the time was entered correctly. Now you have to wait and check over a 2-3 day period for any corrections. Countless manhours are being lost to a complicated system.
7721. More notice and training should have been given before implementing the changes to edison concerning expense checks issued.
7722. Good money is being wasted as personnel try to keep working and adapting to the Edison System. People have worked many, many hours overtime at our office and in the HR department downtown. It has caused much strees, many tears and headaches. This is not because we are opposed to change, it is because this system will not do what it needs to do.The old system was much better, in 33 years I have never known of anyone not getting paid. The first time was with Edison. Working with Edison also has taken hours and hours away from our otherduties. We do not have the luxury of having a full time timekeeper.Some staff based at our office; we cannot even key their time sheets, it has to be faxed to someone else to key.The more people it goes to the higher possibility of information being keyed wrong. WE cannot key timesheets with Family Medical Leave.

They have to be faxed elsewhere. There is no code for FMLA.

7723. Because any technology is better than working in the world of paper that we had previously - welcome Edison. However, I wish that the staff that designed Edison had listened more closely to the needs of the customers. I know that had that happened some more of the problems with the system being dealt with daily would have been fewer.
7724. Most of the problems I have experienced have been in longevity being paid twice and I think that is being worked on. Garnishments and child support not being paid timely.
7725. Leave Balances seem to be a problem. Don't seem to get them in on time so you never are sure when you accrue. Had some issues with leave requests not showing when they were entered.
7726. I have had no experience with Edison HCM.I am very grateful for our regional staff help & faith in this system.
7727. Personally not in regards to payroll issues but in other areas of Edison I feel as though its been shoved down our throats. No one took the time to think ahead of potential problems and resolutions. Edison personnel are not always on the same page with their help and training.Helpdesk is a joke!The training was NOT training it was only exposure to something called Edison. I have been a state employee for over thirty years and at no time during those thirty plus years have I felt so out of control and stupid as I do with Edison. If only Thomas Edison could experience this he would say it was NOT A BRIGHT IDEA.
7728. Longevity / Payroll in one check is a solid rip-off.Payroll amounts on semi monthly checkshave a different balance each pay period
7729. the old system worked just fine and has for decades, why change
7730. In the one instance in which I required assistance, I had to call the OIR Integrated Help desk to get the phone number for the Edison Help Desk and then the call went unanswered (it was after 4:30pm). Worse, the automated call attendant answered the call, but gave no indication of normal operational hours, and the I sat on hold for 15-20 minutes before abadonging my efforts to receive assistance Edison HRM outside normal State work hours (8-4:30). My call was answered promptly the next morning during normal business hours, and my problem was resolved. However, I required timely assistance the previous evening.
7731. I am paid monthly and I like it that way. I am concerned that our pay is being considered being changed to semi-monthly as I am not sure how that will impact my financial status. I know that some payment dates can be changed but not all of them and most will require a lot of time and effort.
7732. As far as my own use goes, I like being able to enter my own time. It is no more time

consuming than my experience with the old payroll system. At TWRA we kept up with our time in both the DoHR Data Capture system and our own Semi Monthly Activity Report (SMAR) system for federal funds purposes. Now we only use Edison and no longer need to use the SMAR system. But as far as being a supervisor and a payroll approver for my staff, it takes more of my work time using Edison HCM than it did with the DoHR Data Capture system for time keeping. Having said that it only takes about 1 hour more each week.

7733. re: the job performance portion. There seems to be a glitch where the employees I supervise are unable to "accept" their job plans even though they are entered correctly, they received the email notification and they show on MY screens as in progress.
7734. I do not like that longevity pay is included in the payroll check and not a separate check.
7735. Since the adoption of Edison payroll takes twice as long to process. The pretty regular system failures cause for time crunches when it comes to time being entered or approved. The system does not take into account that sometimes approvers take time off from work and often leads to people having to log in from home during their personal time to insure that their employees get paid. The system has many flaws in how it is administered which really need to be addressed.
7736. I have no comment at this time.
7737. N/A
7738. It is strange to report hours of time worked and leave hours in advance (before we have actually worked the hours or taken leave).
7739. Unreliable, Drops information that has been submitted, Payroll function unavailable for days at a time, Unrealistic timelines are imposed. Memos are sent out stating to do something today regarding payroll and the system is down until the next day. This system seems to be centered around employees who work Monday thru Friday 7.5 hours daily with weekends and Holidays off and does not consider those who work irregular hours, weekends, and Holidays. In many cases it is necessary to work at home after hours or weekends to meet a deadline that has been imposed. Exceptions that you requested to be removed by Edison staff that they created as long ago as Jan. are still showing up. They expect us to correct our mistakes immediately. It is like do as I say and not as I do.
7740. The system we had been using worked well. I am always open to change if it really improves the quality of care or life. This system and its many problems interfere with my work.
7741. In using the new system it has HUGHLY increased the time that I spend doing time sheets and entering time. I know I have to do it on a daily basis and before I only had to do it once in a pay period. I am currently requesting and entering my time for approval, but I am also entering my staff's time too. They have entirely too much to do to spend time

doing this themselves. My staff and I find it difficult to follow how are time is being charged out and how we are getting overtime. The system is not user friendly.

7742. If you forget your password, it is difficult to access the information to retrieve it.
7743. The system should have been designed to do your leave on Monday when you can see the whole week instead of having staff project what times they are going to work. It has just made much more cheating to occur as I have seen staff coomplete their entire week on Tuesday or Wednesday and then not work what they said they were going to work.
7744. Edison takes so long to go through the steps (if someone is sick, on vacation or out of the office it stops and just sit there) that bills are not being paid and people have cut-off working for the State. This, I think, will lead to a down gradeing of the State's credit rating as it will be recorded as non-payment of bills.
7745. I have had no problems with this system.
7746. I think the system would have been much better if it were not set up as a batch type system. There is no reason our entering time shouldn't be real time. When one of my employees enter their time, I should be able to immediately go into the system and approve that time; however, I have to wait overnight. I have had to wait as long as a week before I could approve it.
7747. The amount of time in staff hours which result due to the duplication of constantly projecting and then revising time sheets borders on the ridiculous. I have wondered if the state has taken time to project the cost of the system in terms of man hours.
7748. I find it difficult to read/understand my payroll statement. And don't feel I should have to told to check every month to make sure that Edison hasn't done such things as deduct my insurance twice - which has happened to a coworker. It is a faulty system when I have to doubt that a high dollar computer system can't do its job correctly.
7749. Working with Edison is a nightmare. It is not user friendly and requires excessive amount of time to complete adminstrative tasks that could be done in 10%-25% of the time with prior systems. It is difficult to check your information in Edison and you can easily create unknown errors by accidently hitting a button without your knowledge. I do not believe the system can be fixed. We waste so much time doing adminstrative work instead of work beneficial to the taxpayer's of our state.
7750. Edison just adds to the reports we have to do. It is no time saver. I had no problem with the old system. Edison to me is just another report created to supply someone data in a manner they wish to get. I see few benefits to the rank & file employee.
7751. no comment
7752. I am concerned about my ss#, salary and banking information's security on Edison.

7753. The old system was a much simpler and faster way of entering payroll for employees and Board members. We still have to fill out paper time sheets, and make copies of them, then it takes a very long time to key in some of the information for the Board members. I could do it the old way in half the time and be on to something else. I have worked for the state for many years and do not like to see on TV that state employees do not like to learn different or newer things. But with this system you are paying the employee and getting half as much done in a day because they are spending so much time on Edison. If an employee is working with other aspects of Edison it may take one or two days just to get supplies ordered, or travel put in for Board members and employees. I think the Government could save a lot of money if they would get a random sampling of employees to try out new ideas that are going to effect the whole state in one way or another. Weather it be the work they do, or the money that the state is paying out for something that might not work for our Great state. Sometimes the worker bees know more about things than they are given credit for. It is a shame that the average state worker has no real voice in anything that goes on with the government or our jobs.
7754. I, like most do not like change, therefore since this is change I am not sure that I like it. I don't use it much as i don't input the information. I do like looking at the time information and having it available to me at all times. I know that it is still a work in progress.
7755. Edison has been sufficient and moderately easy to use for general purposes. As for an ERP system, the interface and usability could be improved.
7756. I have found that the leave balances for annual and sick leave are not updated in a timely way.
7757. This program is so complicated to use I never feel comfortable entering time and leave with out someone looking behind me. I even have problems entering my own time and do not feel comfortable doing so without someone checking it 1st. There are always exceptions that must be worked every week and I have to help getting those resolved. This system is just too complicated and complex and takes time every day out of my schedule that I should be working on other things. I spend on average 1 hr per day on Edison on my time or helping employees with their time. That is a lot of time I could be spending more wisely.
7758. Continuously having to go back and enter or approve leave requests and payable time although time has been entered previously. Received training before implementation, however, either too much information was given that now I have no access to and now makes it confusing or too little was given that I now am uncertain how to do.
7759. We used to report time twice monthly- now we may be required to report time up to 7 times in a month as we did in April. I also don' like the format they use for our payroll printouts. They are difficult to read, especially trying to figure out what overtime was paid for. The main complaint I have is really criminal in nature. I have spent years maintaining my leave ballances so I would have what I might need for leave purposes. By

some arbitrary decision that was made, if I have to work overtime on Monday and have a dr. appt or get sick on Wednesday I have to use my overtime/comptime that I accrued on Monday instead of the sick leave that was saved for that purpose. This even goes against the written policy that states comp time cannot be used in the same week that it is accrued. But since that benefits the state and not the employee then I guess it' ok. Sick leave and comp or annual leave are not equal. When one leaves state employment you are paid cash for unused comp and annual leave, not sick leave. The state is stealing from us when this happens. It has gotten to where if I have a scheduled dr. appt. or am sick early in the week, then I make sure I do not work over later in the week. Or if I have accrued comp time early in the week and get sick later in the week then I come in when I'm sick rather than forfeit several hours of paid comp time. This is a serious flaw that needs correcting.

7760. Expense vouchers are cumbersome to complete. Having a separate line for each expense increases the time needed to complete a report. There sure be a fail safe feature that would prevent an individual from losing data from a report by hitting a wrong key.
7761. I feel that this should have had its flaws worked out before changing it all over. I did know people that has gotten things messed up. I have not had any problems. I do feel it could be more user friendly and less tedious.
7762. I personally think that Edison could work in some areas of State Government. However, not everything should be given to Edison. I handle travel claims. I was not notified of how to do the work except a trial test. I learned nothing. No one in my building could answer my questions. Our Data Manager, who was given authority over everyone else, is very arrogant and self centered. He controls all the computers and expect everyone else to know or learn what he is getting paid to do. It is not all Edison's fault, it is the people they chose to be in charge. Again, payroll should be on Edison. I am in Staff Development and see that many of our employees are not getting paid on time and have trouble receiving their checks. I cannot make it without my check on time. Rent, car payments, food, etc. is expected on time. If my check is late, who pays the late fees? I personally feel that Edison has too much information on us. I do not appreciate all of my personal business being on a computer including my income taxes, etc. Please provide me info where has Edison worked in any other state. I do not want to complain or make anyone uncomfortable, however, I am using Edison plenty in all of my duties and it is very complicated.
7763. With Edison I have to estimate my time for two weeks or more every month. Our department is going to start holding back two weeks pay which should remove this issue. This has been the largest issue I have had with Edison. It was surprising that this was not addressed before Edison was implemented. Also, it would be nice if Edison gave employees the capability to retract a leave request once it has been submitted. After submitting, if I realize I made an error, I have to contact my supervisor and ask him to delete the request. There may be a way to delete that I am not aware of.
7764. I like being able to look up leave time to see how much I have used or have left.

7765. part of the amount paid is cut off and you don't see the whole picture. the pay rate per hour is not so clear and broken down for understanding. the sick hour time frame is not broken down clearly either.
7766. I do not like the layout of the payroll information sheet. It is difficult to figure out what is what where before the layout of our pay stub was very easy to read and understand. Also, I have had reason to need verification of my employment. Because I didn't have a pay stub that was not generated from a computer by myself, I had to work to get additional documents to prove my employment and income.
7767. Entering time sheet was much easier in the Stars system. It only took 5-7 minutes to enter time and hope it gets to your supervisor to approve and if not then it has to be re-entered.
7768. I still have employees that I must approve time for that I cannot view in Edison. I still have employees that do not have the proper scheduled hours listed in Edison, which causes issues at times. My utmost concern in Edison is that of overtime eligibility for 28 day cycle employees who take leave at any time during the 28 day pay period. As a supervisor of both non 28 day and 28 day employees, I can easily contrast the difference. If a non 28 day employee takes any leave in a given week and then works overtime, the leave time for that week is deducted and the overtime fills the void, becoming regular hours worked. I fully support and agree with this principle. However, if a 28 day employee takes 37.5 hours of leave during the first week of the 28 day cycle, and then three weeks later in the last week of that cycle is forced to work a 75 hour work week, that employee gains no overtime pay for that period and the leave time is simply re-credited. Again, there is no issue with crediting leave back that is taken during the same week of overtime, but reaching back over a 4 week period for 28 day employees seems not only excessive, but possibly illegal.
7769. I don't have a problem with payroll but I do have a problem with evaluations, job plans, etc. Nothing has been right yet.
7770. I am a manager who enters/approves her employees leave/overtime requests. Our time is entered by a timekeeper. 1) Employees question why they aren't allowed to enter their own time. 2) As a manager, I would rather enter/approve all leave at the end of a pay period rather than at the end of each week and at the end of the pay period. When you enter/approve leave so many times during the pay period, it takes up more of your work time. 3) There doesn't seem to be any set schedule for the EDISON batch runs so I don't know when leave I have entered is ready for approval.
7771. I have contacted the "help desk" on several occasions and they knew very little, but did call me back after getting more information. The first call concerned getting my 1040 tax statement and after getting it interpreting the information that was stated differently than previous years. My second concern is about receipt of expense payment notifications months after they have been submitted and paid (Jan - April) were received in April. Third, the inability to submit leave taken after the second week of the month without it being an exception is absolutely ridiculous. The system is not user friendly, this does not

mean that it is difficult to use. Example, when entering leave and after it is submitted, you are taken back to the first screen and it appears that what you submitted was not completed or entered and it may not show as submitted until the next day. Thirty years on the old system and I never had a problem.

7772. HAVE TO APPROVE TIME OVER AND OVER DAY IN AND DAY OUT. ALSO HAVE TO CHECK EDISON DAILY TO SEE IF TIME IS APPROVED AND NO EXCEPTIONS ARE SHOWN CURRENT. ALSO WITH PERFORMANCE REPORTS HAVE DO EDISON AND FOLLOW UP WITH PAPER COPIES, HOW DOES TWO PROCESSES SAVE TIME.
7773. If employies are to use this program they should be well trained:All answers should be a phone call away should they have problems.Some problems need fast attition and should not be put on hold;
7774. Edison should be set up to allow employees to start and stop Savings Bonds deductions at will and an employee should be able to designate a co-owner on the bonds.
7775. I have not made any changes with my personal information with Edison, although I put in my own attendance info. I don't feel that I am a good candidate for this survey with true horror stories I hear. In June, I should get my longevity check which I dread, because I know there are several problems with that, and I hope that I won't have those problems. I do not like the fact that my bank account number is shown on my check. I don't feel that is necessary in case something goes wrong, and it is seen by others who may use that information.
7776. The amount of time involved in dealing with Edison is taking employees away from their daily work. Edison causes stress everytime you enter information. The deadlines and the emails make it seem like you are having to deal with Edison on a continual basis.
7777. Despite the fact that I personally havae not had any problems, I do know for a fact that at least one person, [INITIALS REDACTED]., was terminated from Edison and had to wait to receive her paycheck through no fault of her own.
7778. It is working fine, as far as I know and deal with Edison.
7779. It took months get get all of my employees under the correct supervisor and I had to go through many different people to get the problem resolved. All of my employees are under me now but I know others that were fine but now have a new employee that they are having to approve leave for even though its not their employee. Sometimes an employee will not be on the list but was moved to another department on edison. I am afraid when we go live on finacials because of so much trouble to just pay someone.
7780. There are things that I enjoy about Edison. I like having all my pay statements on line to view and print as I need. However, I also not only now have to enter my time in Edison, but still have to complete a paper time sheet that has to be turned in. I feel that I'm

needing to duplicate work instead of cutting down on the tasks that I need to complete. I also had a problem with Edison changing my mailing address after the system came online. When I first check the system all my information was correct. However, a month later my address had just changed. This makes me feel as though I need to continuously check my personal information to insure that Edison does not change anything else.

- 7781. Implementation of Edison has presented a huge headache to supervisors and staff. At the very time when the [POSITION REDACTED] units have unprecedented workload, we have to focus on Edison. If the taxpayers, claimants and employers knew that, they would be rightly disgusted.
- 7782. I do not like that when you enter time you have to use ok or cancel and the correct option is cancel. that is not the way we are trained to use computers- the correct choice should be OK. Cancel should take you out of the current screen not advance to the next.
- 7783. As a time approver, this system takes too long to get payroll approved and is very unforgiving. It does not run daily. Request for leave and overtime are cumbersome. Training was by self study only.
- 7784. Time reporting process is an issue for me. I feel that any leave time that I may want to use must be scheduled around the keying and/or approval of Edison. Time administration still does not run as scheduled so if my scheduled leave does not coincide with Edison's availability to enter or approve time, then it's my responsibility to logon during my 'personal' hours so as an exception is not created. Or worse, a report generated to my manager and director that I have not completed my job responsibilities. It seems that the entering/approval of time could be more of a set process rather than a hit or miss process as it sometimes is now. Also, the mass emails are time-consuming and annoying.
- 7785. The Travel claim area is not as good as trips -- is this not to save time and money in the long run... Does not even fill in per deim amounts...
- 7786. The Edison program provides more information than previously.
- 7787. I have not had problems with entering my weekly time. The errors that I encountered had something to do with I had been coded as a part-time employee.
- 7788. The state should have continued to operate both Edison and the old system until all the bugs (computer and otherwise)were corrected. The old system was tested for one year before it was implemented and went online.
- 7789. I have experienced problems with Edison since the "go live" date. I supervise employees and have been unable to view work time, leave requests, overtime requests, etc. until recently. I have made departmental contacts and Edison staff aware of these problems repeatedly. However, until recently, no assistance was provided and I failed to receive responses to many of my contacts. Departmental leadership instructs employees to enter time worked prior to working the time. Such entry of time not yet worked is falsification.

I supervise an employee that has experienced problems and issues with longevity payment. Longevity was paid twice for this person due to a problem with Edison, and then the employee was expected to pay the full amount back to the state, even though taxes had been deducted from the payment. This situation is not the fault of the employee but it is the employee that is inconvenienced. The Edison program is much more labor intensive than the old time reporting system. Edison does not appear to work well with pay periods such as those of the state. As a supervisor, I spend much more time entering time into Edison and checking employees time, leave requests that I am now able to view. The old system appears to be much more user friendly. I certainly do not recall experiencing these problems with the previous system.

7790. The Edison system is not designed for all state agencies. With the agencies that have to work overtime for emergencies, the system is not appropriate because overtime cannot be estimated. Also, when the Edison system was brought about employees were not notified about their longevity pay being affected. This past year my longevity paycheck was less than the year prior because of combining the longevity in with paycheck, the taxes were held out but the point is that most people know what they were going to receive by how in the past they were paid. The longevity paycheck, to me appeared to be unfair because, I was not scheduled to receive my longevity until the end of the year, and others who had already received theirs for the year got the amount on the higher paid to them. If this was going to have changed, this should have been done in a manner that would have been fair for all state employees and should have been explained prior to the change instead of the employees finding out when they received their paycheck.
7791. I don't use Edison much but when I do, I am very happy with the information I have right at my fingertips. I don't have to ask for help from our HR Dept and I don't have to keep the records at home in a filing cabinet. I also feel that many employees may have given Edison 'a bad name'. Sometimes change is very hard for people to grasp. So, if one person has a negative attitude about Edison, their attitude can spread very rapidly to others. I am a supervisor and have called the HELP line several times to assist my employees with having their passwords reset. Every time I've called, I've reached a LIVE person quickly and they've been very helpful. I know the Edison staff have worked very hard to make the system available to us. As with any new system, I believe the kinks will be worked out in time. [NAME & PHONE NUMBER REDACTED]
7792. see above comments about Edison
7793. I think all computers should have access to the Edison system if we are required to input information.
7794. I'm not actually sure who to contact with regard to complaints about the system. In discussion with designated Edison Power Users, I get the feeling that the Edison people would not address the problems any ways. As a manager, I've noticed that my employees have submitted their time and I've approved the time/leave. However, it "disappears" from Edison a bit too frequently. This requires a resubmittal of the information. In one instance the employee had to submit and I approved the time for one week on three

separate occasions. Another time, the majority of my staff "lost" the same day in Edison so all of them had to resubmit and and I had to reapprove the time. Also, one would think once you have moved to a new pay period that information in the previous pay periods would be complete. However, I check previous pay periods regularly (usually one month back) to see if anything comes up as unapproved or waiting for approval. And I've had to approve time and leave from previous pay periods. It is also frustrating dealing with "exceptions" because we are bombarded with e-mails to fix the exceptions (someone doesn't have leave approved or doesn't have time approved). I generally have already dealt with the issues, but Edison hasn't "run" yet so I get hassled by our "timekeeper" about matters I've already addressed. I will say that I spend more time as a supervisor on these administrative duties than I did before Edison. As an employee, I've also have experienced problems. I've become aware that the amounts in pay checks are not consistent. Since the start date of Edison, I have 14 paychecks that I can view. Six of those checks have amounts that are not repeated (one check amount differs due to longevity and one check amount differs because of change in withholding tax). The eight remaining checks are divided equally into 4 grouping of specific check amounts. Other employees have also noticed this problem.

7795. Edison GREATLY increases workload. A system should not require you to key time for one day over and over again, step after step--wait for the system to update etc. As more programs are implemented on Edison, the less time there will be to do our ACTUAL work. We are already seeing this in our department. The public is not being offered services as quickly and efficiently as before. This slow down in service will continue to increase with more Edison implementations. This system has created a lot more work on every level for every employee who's job requires them to use it and will continue to do so as more programs are brought online.
7796. I would like for someone to explain exactly how and when leave is accrued on Edison. It is very difficult to keep up with it.
7797. I have not personally had any trouble with payroll in Edison. The turn-around time on reimbursement of travel expenses is awesome.
7798. I just got access to approve leave for the employees I supervise in the last few days and I'm still not sure that I have access to approve leave or time for all those I supervise. This would have seemed to me to be something simple and easy to correct, but apparently not since it's taken so long to be resolved, if it is resolved.