

Issue communicated below resolved effective 5/1/2015

TO: Timekeepers, CSS HR/APS First Contact Team, CSS-IT Service Desk

Please see below for a communication that went out this afternoon to a targeted list that includes all Non-Exempt 'real-time' employees using CalTime and to the Supervisors/Delegates of those employees.

TIMEKEEPERS: Please review the original communication as provided below. Additional instructions for Timekeepers on how to edit the false missed punch errors that are occurring for employees with split shifts are as follows:

To correct this type of false missed punch, please follow the steps below for HTML or RDP access

1. HTML Access (Supervisors and employees are advised to login to CalTime via HTML)

- a. Enter or Adjust time in the "In punch" field and "out punch" field by simply editing the time in those fields based on the employees actual work schedule
- b. Click save at the top left of the timecard

2. RDP Access (typically used by timekeeper's)

- a. Double click on the field that contains the time that has been incorrectly flagged as an outpunch (a window will appear with a list of drop down options)
- b. Go to the "Override" field and to the right click on "In Punch"
- c. Click "Ok" (Time will not adjust until you click save on the timecard)
- d. Click save at top left of timecard

NOTE: We did not add any additional instructions (other than what was noted above) to the employee or supervisor communication as we felt it would cause confusion. Our "missed punch" metrics tracked daily indicates that real-time employees know to contact their supervisor, and supervisors themselves know how to correct missedpunches.

----- Forwarded message -----

From: **CalTime** <caltime@berkeley.edu>

Date: Thu, Mar 12, 2015 at 3:55 PM

Subject: Important Information: Missed Punch False Error Report in CalTime

To:

To Berkeley employees:

Some non-exempt 'real-time' employees (those required to report in real time when they start/stop work) and their supervisors may have noticed a falsemissed punch error that appears on the CalTime timecard when the employee actually did punch in and out correctly. We believe that this only impacts employees working multiple short shifts within the same day. This is a known technical issue with CalTime with a solution being determined to prevent this error from occurring. The CalTime team will notify you once the issue has been resolved.

WHAT YOU NEED TO KNOW:

The current miss-interpretation of the punches typically occurs when there is greater than 4.5 hours of time between the end of a shift and the beginning of the next shift in which the CalTime system

thinks a punch from a meal break is missing. This error may be common for real-time employees with split shifts that are greater than 4.5 hours apart.

For Example: An employee punches 'in' at 7:00am and 'out' at 8:00am, then punches 'in' again at 1:00pm and 'out' at 2:00pm. The 'out' punch at 8:00am is seen as an 'out' for a meal break, and no 'in' from the meal break occurred within 4.5 hours.

Currently if two shift segments are within 4.5 hours of each other (or less) then the punches line up correctly in CalTime, and no error is recorded.

WHAT YOU SHOULD DO:

FOR EMPLOYEES:

If a missed punch error appears on the timecard, the 'real-time' employee should notify their Supervisor immediately in order to have them edit the punch in CalTime.

FOR SUPERVISORS:

Supervisors of real-time employees should continue to review time-cards and correct missed punches throughout the pay period. To quickly find your employees with missed punches (and to fix them, as necessary), use the Timecard Exception Genie. You can [find instructions here](#).

If you have any questions, please submit a ticket to caltime@berkeley.edu or call the Help Desk at [510-664-9000](tel:510-664-9000), option 5 for CalTime.

We appreciate your patience as we work to resolve this issue.

Thank you,

The CalTime Team