FACILITIES MANAGEMENT

FM Manager/Supervisor
Time and Attendance Training
Time and Attendance Training

- Subjects Covered in this Unit
  - Attendance and Timekeeping Policies
  - Kronos Training
    - Intro
    - Logging In
    - Kronos Tabs, Buttons, Actions
    - FM Reconcile Timecard
    - Employee Timecards in Kronos
    - Addressing Timecard Exceptions in Kronos
    - Cancelling Auto Deduction in Kronos
  - COMPASS Absence Management
  - Suggested Daily Routine
  - Addressing Data Issues
    - PAN Form
  - Metrics and Reports
Attendance and Timekeeping Policies

- Policies provide guidance that help managers address attendance behaviors (WHEN and WHY)
- Kronos and COMPASS provide the manager with an electronic system in which to track attendance behaviors (WHERE)
- HR provided Attendance Policy training on the when and why
- Kronos and COMPASS have been developed and configured to assist in Where attendance behavior is documented
- This training provides the HOW
Attendance and Timekeeping Policies

• University Services Attendance Policy 1999
  • Defines acceptable and unacceptable usage of sick leave
  • Allows managers to establish work rules regarding tardiness

• FM Time Keeping System Policy 2011
  • Establishes Kronos as the time keeping system
  • Requires employee schedules (start and stop by day of the week) to be documented
  • Employees use their U card to swipe in/out; no buddy punching
  • 6 minute window before/after scheduled shift start/stop times in which employees are expected to swipe in/out (see Kronos Time Keeping Exception slide for info on when employees work off schedule)
  • Swipes outside of expectations are coded as exceptions and must be addressed
  • Employees must be ready to work, in uniform if applicable, at the start of their shift
  • Unpaid break is automatically deducted from the employees time on the clock
    • Automatically deducted after 5 consecutive hours of work
    • Manager’s may cancel this deduction if employee doesn’t take a break
  • COMPASS is still official time card for payroll and must be completed daily
Kronos Intro

- **What is Kronos?**
  - Kronos is a time clock solution that tracks employees attendance (daily punches). Nearly 6,000 U of MN employees are currently using Kronos in 9 different departments across the U of MN.
  - Kronos is FM's time stamp system for all non v-class, hourly employees. It will provide managers important data to help address staffing opportunities and employee attendance behaviors.

- **NOTES:**
  - Only Civil Service and P&A have the responsibility to address attendance behaviors with potential disciplinary actions. Therefore, only Civil Service and P&A managers/supervisors will be granted access to timecards in Kronos.
  - In COMPASS, employees may have a trade or AFSCME supervisor however, in Kronos, employees are rolled up to the first civil service or P&A manager in their chain of command.
  - The Kronos reporting structure is similar to PBES structure.
Kronos Intro – Logging In

Access Kronos via a link on the FACM webpage in the employee tab.

User Name:  x.500 (case sensitive)
Password: Enter password provided

You will be prompted to change your password after your first log in.

NOTE: Passwords are case sensitive and must be at least 6 characters in length. Suggest use of x.500 password
Kronos Intro – Tabs, Buttons, Actions

Default view for all FM Managers is FM Reconcile Timecard

1. General Tab – provided to all users (required); no functionality has been built into this tab. My Genies Tab – Two views exist, majority of FM will utilize only FM Reconcile Timecard
2. Timecard | People | Reports buttons – once an employee is selected, click one of these buttons to launch different actions. FM will utilize Timecard almost exclusively.
3. Actions, Punch, Amount, Approvals – these buttons are provided to all managers and they provide users with quick ways to perform certain tasks. Right clicking on the mouse when in certain fields of the timecard also provide many of these similar choices.
4. Show – select this and scroll to locate your name (similar to COMPASS timecards) Time Period – Select the time period (2 weeks) you wish to view or enter in a specific date.
Kronos –FM Reconcile Timecard

Upon logging in, FM Managers will see the FM Reconcile Timecard view, no employees will be shown

1. Scroll to locate your name (similar to COMPASS timecards).

2. Time Period – Defaults to Current pay period. You can select other periods as necessary
Kronos –FM Reconcile Timecard

After selecting your name and the appropriate time period, you will see a list of the employees who report to you.
Majority of FM employees work a consistent schedule (i.e. M-F, 7a-3:30p or 5:00p-1:30a). Employees are expected to swipe in/out per their schedule. If they swipe outside of scheduled expectations than their swipe will be an exception and identified on the FM Reconcile Timecard by a black checkmark.
1. Select the employees with schedule exceptions (black checkmark)

- Hold the control key down and click on all the employees who have schedule exceptions (black checkmark in Early/Late In, Early/Late Out, Missed a Punch)

2. Select the Timecard button to open the employees timecards.
Kronos – Employee Timecard

1. Name & ID
2. Time Period
3. In and Out times
4. Shifts
5. Daily hours
6. Cumulative hours
7. Totals & Schedule
8. Account
9. Pay Code
10. Amount
11. Comments
1. Timecards for the chosen employees are shown one at a time (in this example, there were 3 employees highlighted with exceptions and timecard record 1 of 3 is currently shown)

2. Days of the week.

3. Multiple In and Out columns exist to address employees who must swipe out and back in (i.e. for break)

4. The shift column displays the hours between the In punch and the Out punch. Will equal daily column for employees who don’t swipe in/out for break or who don’t leave and return in the middle of the shift

5. The daily column displays the hours actually worked by the employee that day.

6. The cumulative column displays the cumulative hours worked during the time period selected (for the above Timecard this is the Current Pay Period).

7. The Totals & Schedule column list account, paycode and wage information that is not used by FM. The right side of this tab shows the employees schedule.

8. The Accurals tab is not used in FM

9. The Audits tab provides the user with a complete list of all actions taken on the timecard

10. The Comments tab provides a complete list of all the comments added to this timecard during the period selected.

11. When there is unsaved information the title of the form is orange. Clicking on save will change this to black.
Kronos - Addressing Timecard Exceptions

All exceptions (red boxes and red text fields) must be addressed by the manager. The type of exception determines which steps are required to properly review and address.

- A red outline around an In or Out punch means the employee swiped outside of expectations. Managers are to address punch exceptions in Kronos.
- A box completely filled in with red means that an In punch is missing a corresponding Out punch or vice versa. Managers are to address punch exceptions in Kronos.
- A green outline around any field means the exception has been marked as reviewed.
- A red outline around a Date means the employee hasn’t swiped in for a scheduled shift and is considered absent. Managers are to address absences in COMPASS

The document icon next to the punch times indicates that a comment has been added to this punch. All exceptions should have this icon as all exceptions must be reviewed.
Addressing Timecard Exceptions in Kronos

How to Code Punch Exceptions

1. A red outline or red box in any of the punch in or out fields signifies a Punch Exception. Hover the mouse over the exception and a popup box will appear.

2. In the column with the exception, check the punch time, if it is accurate, skip to step 3. If not, directly enter in the correct punch time as applicable. If this eliminates the exception, then the process stops, otherwise continue.

3. Right Click anywhere in the field with the exception and select “Add Comment”.

4. Select either FM- OCCURRENCE OR FM-NON-OCCURRENCE.

5. In the Note section, if this exception is an FM-OCCURRENCE, list the number (1st, 2nd or 3rd) this occurrence is over the last six months. Click OK

6. Click Save back on the timecard to commit the changes to the database. You must click save or changes will be lost.
Addressing Timecard Exceptions in Kronos

How to Mark Exceptions as Reviewed

1. Find the comment that has been reviewed (identified by an icon in the field)

2. Right click on the punch exception that has been reviewed and commented on.

3. Select Mark as Reviewed

4. Reviewed exception is not highlight in green

5. Save

Review of the FM Reconcile Timecard shows employees exception is now a green checkmark
Cancelling Auto Deductions in Kronos

- Majority of FM employees qualify/take a 30 minute unpaid break after 5 hours of consecutive work (length of break varies per employees schedule).
- To assist managers on the timecard, rules were established to auto deduct the break period from employees Kronos timecards.
- There are instances where a break wasn’t taken and the auto deduction needs to be canceled.
- Example: An employee, scheduled to work 10:30am – 7pm was on actually on the clock from 10:30am – 4:30pm (6 hrs). You authorized them to work through the break as they were pre-approved to leave work early therefore the auto deduction must be cancelled. Looking at the employees timecard, the total for the day (daily) shows only 5 ½ hours as 30 min’s was auto deducted.
Cancelling Auto Deductions in Kronos

- To delete the auto deduction, right click in the either the in or the out punch for the day and select Edit Punch.

- In the Edit Punch pop up box, Cancel Deduction Field, scroll down and select All.

- Click OK to return to the timecard

- On Timecard click Save and the auto deduction is removed to list 6 hours worked for the day.
Kronos Time Keeping Exceptions

- Punch Rounding
  - Normal punches before and after a scheduled shift will round up or down to the scheduled start/end times if punch is within the 6 minute window before/after the shift.
  - All other punches will not round, punches will record actual times
    - Includes students who do not have schedules (majority of students during school year do not have standard, repeatable schedule)
    - Includes employees who work on non scheduled days or who are called back

- Auto deductions for meal breaks
  - Does not apply to students
  - Students who take an unpaid break must punch out for the break and back in after break is completed (punches times will not round up/down).
COMPASS Absence Management

How to code absences in COMPASS

- Manager’s are expected to review their employees usage of NOPAY, SICK, COMP or VACATION time and code it properly per the attendance policy.
  - If the usage is considered a NON-OCCURRENCE then no further action is required as approved absences will not be tracked.
  - If the usage is considered an OCCURRENCE then it must be properly coded in COMPASS on the employees labor timecard (NOTE: employees who take less than a full day of sick leave, vacation, or no pay will have swiped in and out for the day. They either arrived late or left early and therefore are not ‘absent’ and their punch exception is to be managed in KRONOS)

- The timecard approval form to the right shows an employee who was absent the entire day due to Sickness. The manager determines this is an occurrence per the attendance policy and must code it properly in COMPASS.
COMPASS Absence Management
How to code absences in COMPASS

- Coding the absence in COMPASS requires the manager to access the employees daily timecard for the day/absence which is considered an Occurrence (timecards in COMPASS and Kronos lock on Wednesdays of payroll close at 4pm, changes must be made by then)
- Locate the WO which will be classified as an Occurrence, click in the empty text field in the Task Code Column

Either click the task code button at the top which will auto enter the only available task code (1111 for FM Occurrence) or enter in 1111. In comments, enter 1st, 2nd or 3rd Occurrence.

- Click Save and Approve
Suggested Daily Routine

- Perform existing shift start activities
- Shortly after shift start:
  - Log into Kronos and review employee punch exceptions, add comments and, if applicable, notes
  - Log into COMPASS and review absences. Add task codes as applicable.
  - Mark exception as reviewed. Save work
Exercises

1. LOG INTO Kronos
2. Locate the view for the manager you were assigned
3. Identify the employees with exceptions
4. Open their time cards
5. Address the exceptions per the guidance on your worksheet
6. Save

Instructor lead portion of the training
1. Log into COMPASS (FM TEST)
2. Open the Supervisor Labor Approval Form
3. Find the employee whose absence is considered an occurrence
4. Open the employees daily timecard and add the task code 1111
5. Save the timecard
Addressing Kronos Issues

- **Employee Data in Kronos**
  - Employee data in Kronos is pulled from other computer databases (COMPASS, PeopleSoft) on a daily basis
  - If there is a problem with data (employee schedules or reporting relationship) then fill out a PAN form to get it corrected in the source file
  - **NOTE:** the PAN form is used by several departments and therefore there will be numerous schedules to choose from. All Kronos schedules will begin with FM-. Examples of Kronos schedules are below:
    - FM-1030A-7P MON-FRI = Monday thru Friday with a start time of 1030am and end time of 7:00 pm
    - FM-12A-12P SAT-MON 1P-5P TUE = Saturday thru Monday with a start time of noon and end time of midnight and then on Tuesday, a start time of 1:00pm and end time of 5:00 pm
    - If a schedule does not exist on the PAN form for your employee then please contact ??

- If the timeclocks or the Kronos application aren’t working properly then contact the help desk (5-1830) to report the issue
Metrics – Hours Variance

- Metric: Hours Variance

  \[
  \text{Hours Variance} = \frac{|\text{Total # of hours ‘clocked in’ (kronos)}|}{|\text{Total # of hours entered against non-benefit WOs in Compass}|} - 1
  \]

- Employees are swiped in when they are at work and therefore it is expected that there is equal time put against non-benefit WOs in COMPASS.

- Goal is to have variance near zero. Corrections should be made to either COMPASS Labor Timecards or Kronos Timecards when there is a discrepancy.

- Report: Hours Variance
  - Lists Supervisors score with ability to drill into each employees daily times in Kronos and COMPASS
  - This report also shows where the employee swiped in at
Metrics – Punch Exceptions

• Metric: Punch Exceptions

Punch Exceptions = # of exceptions with comments

# of exceptions

• Anytime there is a swipe outside of expectations it is listed as an exception and managers/supervisors are to mark these as FM-NON OCCURRENCE or FM-OCCURRENCE

• Goal is to have all exceptions in Kronos coded. If they are not coded then it is difficult to accurately track employees attendance behaviors.

• Report: Punch Exceptions
  • Lists supervisors totals and score with ability to drill into specifics
Reports – Attendance Report

- A data report which lists all employees attendance exceptions:
  - If employee had swipe exceptions in Kronos
  - If employee used Vacation, Sick Leave or Comp time in COMPASS
  - KRONOS exceptions also will list the comment against the exception
  - COMPASS exceptions will only list information if the absence was considered an OCCURRENCE (all others are assumed non-occurrences).
Clock Demonstration