



## **Time Tracking – Frequently Asked Questions**

### **Can hourly employees clock in/out using mobile devices?**

Yes. Both Shop and NonShop (Office) hourly employees can clock in/out using the Workday Mobile App on their mobile device. Shop employees must first be connected to company Guest Wi-Fi to enable the time clock feature on the mobile app; otherwise, they must use physical time clocks.

### **Will Workday show if employees are clocked in or out?**

Only managers and certain security groups will have access to this information in Workday. Employee clock in status will no longer be visible to all employees in PLM.

### **What happens if a supervisor does not approve a timecard?**

Payroll will still process the timecard.

### **Will employees receive notifications for missed punches like in Paycom?**

Yes. After 17 hours, Workday will flag a missing punch. Employees will notify their manager, who will enter, submit, and approve the timecard correction. Employees will not complete Punch Change Requests in Workday.

### **Is Wi-Fi required for mobile clock-in for shop employees?**

Yes. Shop employees must be connected to the company Guest Wi-Fi to clock in/out on the Workday mobile app. Office hourly employees do not have this restriction.

### **Does clocking in/out on mobile apply to laptops too?**

Employees who can clock in/out on their laptop today will be able to do so in Workday as well.



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### **If employees clock-in on their phone and then walk outside or leave for a break, will they still be clocked in?**

Yes. As with time clocks, an employee will remain clocked-in until they clock out. The system will not automatically clock them out based upon their device location. Leaders are expected to communicate with their employees the expectations for being at their workstation when their shift starts.

### **Can employees clock in from the parking lot or outside the building?**

Company Guest Wi-Fi range varies by location. Employees are expected to be at their workstation at their shift start time. Leaders are expected to monitor and hold employees accountable for reporting for work on time.

### **Is there a restriction on clocking in early?**

There is no restriction or penalty for clocking in early or clocking out late. Leaders should continue to monitor early clock-ins and late clock-outs.

### **If a manager doesn't approve a timecard correction before payroll, who is responsible and how is the employee paid?**

Managers are responsible for timely approval of timecards. Workday supports retroactive corrections for up to three months, which will be processed in the next payroll. Repeated issues will be addressed by the manager's supervisor.

### **What happens to approvals if a manager is on PTO?**

Workday allows full delegation of tasks, so managers can assign approval responsibilities to others during their absence.



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### **Employee forgot to check out and can't check in.**

If an employee forgot to check out the previous day, they will be unable to check in until the check out is recorded. They should check out, then check in for their next shift and notify their manager. The manager will enter a timecard correction to correct the check out time.

### **Are employees notified if they forget to check out?**

Yes. Workday will send a notification to the employee 17 hours after a missed check in.

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### **If a worker's time zone changes, will past timecards update to reflect their new time zone?**

No. Retrospectively correcting a worker's time zone will not automatically update past time clock events.

### **An employee schedule is in central time, but the employee clocks in on their mobile app while in a different time zone. How is that reflected on their time sheet?**

The mobile device captures the punch in the local time zone (e.g., Eastern Time). However, Workday converts this time to the employee's primary time zone of record (Central Time – If CT is configured as the preferred time zone). For example, if the employee clocks in at 8:00 AM Eastern Time, the timesheet will record the punch as 7:00 AM Central Time.

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**When an hourly employee is traveling to a different time zone, how does Workday record the time zone on their timecard? Paycom is currently setup to lock the employees' clock to their home base time zone.**

The time zone for a time entry event is determined by the hierarchy in effect at the moment the event is created.

Workday determines the "Workday Time Zone" at the moment a time entry (like a clock in/out) is recorded. Workday checks for a time zone in the below specific order (hierarchy), it stops and uses the first one it finds:

- 1) Preferred Time Zone (individual user setting)
- 2) Location Time Zone (associated with the worker's primary work location)
- 3) Tenant Time Zone (organization system setting)
- 4) Local Time Zone (of physical device used to record time entry)

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**If an employee's schedule shows 8am-5pm Central time, but then they travel to the east coast and work 8am-5pm local (Eastern) time zone, what does it show on their time sheet? Does it show 8-5 because that is what they worked for that time zone, or does it show what the hours were worked according to their schedule time zone?**

Workday first determines the employee's "official" time zone by checking the hierarchy (Preferred > Location > Tenant > PST). In this example, this is Central Time.

- The employee performs work from 8 AM to 5 PM in a different physical time zone, which is Eastern Time.
- Workday processes the reported time by converting it from the physical time zone (Eastern) to the employee's official time zone of record (Central).
- This conversion is why the 8 AM to 5 PM Eastern Time work appears as 7 AM to 4 PM Central Time on the timesheet.

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**A few leaders inquired about how team members should record their time when traveling to other locations. Specifically, if a team member travels to Memphis and clocks in at Tulsa before departure, how should they clock out upon arrival in Memphis if they arrive after the facility's normal hours or if they go directly to a hotel? Since employees need Wi-Fi access to clock in and out, I didn't want to give any misinformation.**

the preferred method would be for their managers to input their time for them for that travel day.