Call-back work rules

Apply the call-back work rule if the employee has already logged the time worked but wasn’t on call
If an employee has to perform call-back work and wasn’t already on call, the supervisor will need to edit the timecard to apply the call-back work rule to the time worked under call-back conditions.

1. Log into the time and attendance system and then open the employee’s timecard.
2. If necessary, use the context selector or date range indicator (in the upper-right corner of the timecard) to navigate to be able to view the date the employee worked call-back time.
3. Click into the Transfer column for the row that contains the call-back time worked.
4. Select Search from the dropdown menu.
5. When the Transfer window opens, click on the Work Rule tab.
6. Scroll down the list to find On Call-Call Back. Click to select it, and then click on the Apply command to close the Transfer window.
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7. Click on the **Save** command.

8. If the changes don’t show up right away, click on the **Refresh** command.

9. The timecard now shows the On Call-Call Back work rule applied to the time worked.

10. The **Totals** tab also shows information about call-back pay.

Note: once you have applied the on call-call back work rule once, it will show up automatically when you click into a cell in the Transfer column, which saves you a step in the process!

What if the employee worked less than 2 hours of call-back time?
The system automatically adds “Call Back Guarantee” to meet the guaranteed 2-hour minimum. It displays on the timecard itself and in the Totals tab at the bottom.

- How the 2-hour minimum looks on the timecard:

<table>
<thead>
<tr>
<th>Date</th>
<th>Schedule</th>
<th>In</th>
<th>Out</th>
<th>Transfer</th>
<th>Pay Code</th>
<th>Amount</th>
<th>Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sat 5/25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sun 5/26</td>
<td></td>
<td>5:20PM</td>
<td>6:52PM</td>
<td>• On Call-Call Back</td>
<td></td>
<td></td>
<td>2:00</td>
</tr>
</tbody>
</table>

The total time in the shift rounds up to 2 hours.
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- How to the 2-hour minimum looks on the Totals tab:

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Hours</td>
<td>42:30</td>
</tr>
<tr>
<td>Base Pay</td>
<td>34:30</td>
</tr>
<tr>
<td>Call Back</td>
<td>1:30</td>
</tr>
<tr>
<td>Call Back Guarantee</td>
<td>0:30</td>
</tr>
</tbody>
</table>

Applying the call-back work rule if the employee didn’t log the time worked and wasn’t already on call
If an employee has to perform call-back work and wasn’t able to log his/her time, the supervisor will have to do two things:

1. Edit the timecard to add in the time worked
2. Apply the call-back work rule to that time worked

Note: the employee should submit information about time worked in writing/email.

1. Log into the time and attendance system and then open the employee’s timecard.
2. If necessary, use the context selector or date range indicator to navigate to be able to view the date the employee worked call-back time.
3. Click on the plus sign to the left of the date that the time was worked to add a new row for that day.
4. Enter employee’s time worked in the In and Out columns.
5. Click into the Transfer column and select Search from the dropdown menu.
6. When the Transfer window opens, click on the Work Rule tab.
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7. Scroll down the list to find On Call-Call Back. Click to select it, and then click on the Apply command to close the Transfer window.

8. Click on the Save command.

9. If the changes don’t show up right away, click on the Refresh command.

10. The timecard now shows the time worked and the On Call-Call Back work rule applied.

The Totals tab at the bottom of the timecard also contains summary information about the call-back time.