Dual jobs – troubleshooting time issues

When working through issues with how employee time is logged for the pay period, always rely on the timecard itself, because the Totals tab isn’t as accurate as it is for normal employees. Why is that?

- As far as the system knows, the employee only has one job.
- It tries to assign any time logged to the job schedule closest to that time, but that may not always be the right decision.

This documentation reviews how to resolve three main types of issues:

- Missed punches
- Time logged outside the schedule
- Additional time worked for either position

Missed punches

Depending on when/where the missed punches occurred, you will need to pay close attention to how you add them in.

- Verify time that should have been entered with the employee and supervisor.
- Make sure you add the missed punches to the correct part of the daily schedule/correct job.
  - If the missed punch conforms to the schedule, you should be able to add it in without any further consequences to the timecard.
  - If the missed punch is outside of the normal schedule, you may need to edit the employee’s schedule for that day so that the system realizes which position should be charged for the time. See the following section, Time logged outside the normal schedule, for further information.

Time logged outside the normal schedule

If an employee logs time outside the normal schedule/what Kronos considers outside the normal schedule, the system may not assign the time to the correct job. This can happen for several different reasons:

1. The employee’s jobs are scheduled right after each other.
2. The employee logs a continuous block of time for the day.
3. The time logged is so far outside the normal schedule that the system doesn’t know what to do with it.

Scenario 1: the employee’s jobs are right after each other, and the employee clocks into the second job before its scheduled start time.

For example, an employee’s first job runs from 9:30 am - 2:30 pm, and the second job runs from 2:30 – 5:30 pm.

If the employee clocks out of the first job and then clocks back in for the second job before it is scheduled to start, the system may not assign the time to the correct jobs.

Resolution: The easiest way to avoid this scenario is to clock into the second job right after the job is scheduled to start. In this scenario, the employee could clock in any time after 2:30 pm.
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Scenario 2: The employee logs a continuous block of time for the day, rather than clocking in/out for each job.
Because the employee didn’t log time according to the schedule, the system assumes that all of the time worked is charged to the first job, rather than being split between the two positions. In the screenshot below, the total hours for the day are defaulting to the first job.

Resolution: Verify the time worked for each job first, and then proceed according to the options below.

Option 1: The employee just forgot to clock in/out for each job:
• Edit the punches so that the time is broken up appropriately in each. This may require adding a line to the timecard to account for the additional punches. In the screenshot below, the system now credits each job for the correct number of hours.

Option 2: The employee only worked for the first job:
• The employee may need to request leave to cover time for the second job, unless they make up the hours missed later in the same pay period.
• Resolving this issue for the first job will depend on how much time the employee works in the first job the remainder of the week.
  o If the employee ends up only working their regular number of hours for the week as a whole: nothing further needs to be done for the first job.
  o If the employee ends up working over their schedule in that job: the timekeeper will need to move the appropriate amount of time to create a straight time payment or an overtime payment, depending on the hours worked. Review the Move Amounts documentation for step-by-step directions.

Scenario 3: The employee logs time that’s so far outside their normal schedule, the system doesn’t know what to do with it.
For example, an employee is asked to work at an evening event when they normally only work in the mornings.
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Generally speaking, if the system can’t use the employee’s schedule to assign time, it will assign the time to the primary job. If you do not see information in the Transfer column for a block of time, that means it has been assigned to the primary job. For example, in the below screenshot, the employee’s 8-10:30 pm shift on January 6 is assigned to the primary job.

<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>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 1/06</td>
<td>9:30AM-2:30PM</td>
<td>9:30AM</td>
<td>2:30PM</td>
<td></td>
<td></td>
<td>5:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2:30PM-5:30PM</td>
<td>2:31PM</td>
<td>5:33PM</td>
<td>.111400/NA/20024/1BP</td>
<td></td>
<td>3.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tue 1/07</td>
<td>9:30AM-2:30PM</td>
<td>9:25AM</td>
<td>2:25PM</td>
<td></td>
<td></td>
<td>2.39</td>
<td>10:30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2:30PM-5:30PM</td>
<td>2:32PM</td>
<td>5:32PM</td>
<td>.111400/NA/20024/1BP</td>
<td></td>
<td>3.00</td>
<td>8.00</td>
<td></td>
</tr>
</tbody>
</table>

Resolution: click into the Transfer column and complete a labor level transfer for the secondary job, so that the time is charged appropriately.

Note: because you have done this transfer manually, it will show up in black text instead of the purple text shown on the ones created by logging time against the regular schedule.

Processing and paying for additional time worked
The most important thing to remember here is to go by what the timecard itself says and NOT rely on the Totals tab. Because of the complexities of dual job time logging, the system will not necessarily calculate and charge time to the right job!

If an employee works additional time in a week:
1. Determine the amount of time logged in each position by reviewing the timecard.
2. Write down how much time the employee accumulated in each position, and proceed according to the below options:

Option 1: The employee worked over in one job and the regular schedule in the other:
- The employee should receive straight time pay or overtime pay for the one job, depending on the amount of time worked. Review the Move Amounts documentation for step-by-step directions.
- No impact to the other job.

Option 2: The employee worked over in one job and under in the other:
- The employee should receive straight time pay or overtime pay for the one job, depending on the amount of time worked. Review the Move Amounts documentation for step-by-step directions.
- The employee must use leave to fill the gap in their other job.
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- The process for requesting leave varies depending on whether it is the primary or secondary job. Review the leave process directions.

Option 3: The employee worked over in both jobs but didn’t exceed 40 hours total for the pay period:
The employee receives straight time pay for the appropriate number of hours for each position.
  - If necessary, use the Move Amounts directions to adjust the Base Pay lines in the Totals tab to reflect the amount of time worked in each position.
    - Remember that the system is likely to charge more time than it should to the primary job.
  - Use the Move Amounts directions to edit the straight time pay line.
    - You may need to do only a labor level transfer.
    - You may need to move amounts to a different job AND do a labor level transfer.

Option 4: The employee worked over in both jobs and exceeded 40 hours total for the pay period:
If the employee worked more than 40 hours combined, the circumstances of the additional time worked will dictate which job gets straight time pay and which job gets overtime pay.
  - If necessary, use the Move Amounts directions to adjust the Base Pay lines in the Totals tab to reflect the amount of time worked in each position.
    - Remember that the system is likely to charge more time than it should to the primary job.
  - Once you know what each job should receive, use the Move Amounts directions to create or modify the existing payments listed in the Totals tab.
    - You may need to do only a labor level transfer.
    - You may need to move amounts to a different job AND do a labor level transfer.
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Case studies

Scenario 1: How the system calculates time when an employee works beyond their schedule.  
Primary job: 1BP position, scheduled from 2-6 pm (20 hours total per week)  
Secondary job: 0BP position, scheduled from 8:05 am – 12:05 pm (20 hours total per week)

According to time logged on timecard itself:
- 24.5 hours in 0BP (secondary) position
- 20 hours in 1BP (primary) position
- 44.5 total hours for the week

According to Totals tab, the system does not distribute the time worked and overtime correctly:
- 24 hours in 0BP position, 30 minutes OT
- 16 hours in 1BP position, 4 hours OT

How to fix:
- Move 4 Base Pay hours from 0BP to 1BP and complete labor level transfer
- Move 4 OT hours from 1BP to 0BP and complete labor level transfer
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Scenario 2: How the system calculates time when an employee works beyond their schedule in one job and is short in the other.

Primary job: 2BP, scheduled from 2 pm – 6 pm (20 hours total per week)
Secondary job: 0BP, scheduled from 12 pm – 2 pm (10 hours total per week)

According to time on timecard itself:
- 10.25 in 0BP (secondary) position
- 19.75 in 2BP (primary) position
- 30 total hours for the week

As far as the system is concerned, this employee reached the required 30 hours for the week, and no additional work needs to be done. In reality, the employee is short time worked in the primary job and worked over the regular schedule in the secondary job.

How to fix
- Have employee submit a 15-minute personal leave request for the for the primary job.
  - That will get the employee to 20 hours for that position.
- Review how the 15 minutes of straight time earned in the secondary position is being charged, and if necessary, use the move amounts process to charge to the correct job.