**SOP - Call Back Pay**

**Overview**
- Call-back status occurs when a supervisor requires a non-exempt employee to report back to work outside of the employee’s work schedule on less than 24 hours’ notice.
- Once called back to work, the employee is paid one and one-half (1.5) times the employee’s regular hourly rate for hours worked as call back.
- The employee is guaranteed two hours of call-back pay, even if he/she doesn’t actually work two full hours.
- If hours worked as call back continue into the employee’s scheduled work time, that time is paid at the employee’s regular hourly rate or overtime as applicable.
- Emergency travel time, defined as travel outside your normal commuting distance/time, counts toward call-back pay.
- Ordinary travel time to and from work for call-back situations does not count towards call-back pay.
- Only hours physically worked or call-back emergency travel time to work counts towards the maximum allowable hours for overtime purposes.
- An employee called back to work from “on-call” status keeps the on-call pay in addition to call-back pay.
- Exempt employees may be called back to work with short notice, but they are not eligible for call-back pay.
- Call-back is not the same as holdover time. Holdover time is hours worked beyond the schedule which require an employee to stay at work, rather than report back to work. Holdover time is paid as straight time or overtime as applicable.
- If an employee’s work schedule changes with more than 24 hours’ notice, the hours worked do not qualify for call-back pay.

**Relevant policy information**
- Local Government: [P-61 – Staff Schedules, Time Tracking, and Compensation Policy](#)
- Public Schools: [GCJ – Licensed and Classified Staff Schedules and Overtime/Compensatory Time Compensation](#)

**Step-by-step documentation**
- [Call-back work rules](#)
- [Call-back – Converting time logged as call-back to regular time worked](#)

**What employees need to know**
- The employee should log his/her time working in a call-back situation.
- If the employee doesn’t have network access to log time properly, the employee should keep track of time worked and email that information to his/her supervisor as soon as possible.
- Once the employee has logged his/her time, the supervisor will apply a work-rule transfer to apply call-back pay to the time worked.
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• Be sure to review your timecard’s **Totals** tab to make sure any call-back time has been properly entered.

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<thead>
<tr>
<th>Location</th>
<th>Job</th>
<th>Pay Code</th>
<th>Amount</th>
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</thead>
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<tr>
<td>3/47/010-120000/NA/10206/OBP</td>
<td>All Hours</td>
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<td>3/47/010-120000/NA/10206/OBP</td>
<td>Base Pay</td>
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<td>3/47/010-120000/NA/10206/OBP</td>
<td>Holiday</td>
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</tr>
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</table>

What supervisors need to know

• Depending on the employee’s ability to access Kronos during the call-back time, you may need to edit the employee’s timecard to ensure that the time is entered correctly.
• Once the correct time has been logged in the system, you must [apply a work-rule transfer](#) so that the employee is paid for the call-back time.
• If the employee was already on call, any time logged will be paid as call back automatically.
• At the end of the work week, review the employee’s timecard to make sure all time has been correctly entered.

What timekeepers need to know

• As part of your weekly audit procedures, review any call-back pay to ensure that the work rule transfer has been applied properly to the time the employee worked in a call-back situation.

Call Back time is summarized in the Totals tab for the pay period selected.