Timecards, Attendance, Schedules, Breaks, and Leaves
Introduction

This component of training is going to go over:

• Your responsibilities for reviewing and correcting employee’s timecards
• The no fault attendance policy and the employee’s expectations
• Your responsibilities for creating schedules
• Employee meals and break requirements and your responsibilities
• What to do when an employee requests a leave of absence
Timecards

In this section we are going to review the timecard feature in ADP:

• The employee’s responsibility
• Your expectations for managing the time clock feature
• The types of errors you may have to correct
• How to make corrections to errors with timecards
• Approving timecards
• How to enter notes for corrections
• Your expectations for Payroll
• How to enter vacation and sick time
Hourly Employees

By law and Wireless Lifestyle policy, we must pay hourly employees for all time worked.

• If, for example, an employee gets overtime, even if unapproved by the manager, we must pay the employee for that time worked. You cannot change an employee’s time, unless it is to correct an exception, a missed or incorrect punch.

All hourly employees must record their time worked. The clock in and out procedure is designed to record each employee’s time accurately. They must clock in at the beginning of their shift, clock out for lunch, clock back in from lunch and clock out at the end of their shift.
Employee’s Responsibilities

All hourly employees are expected to:

• Clock in at beginning of shift - Daily
• Clock out for Lunch - Daily
• Clock back in from Lunch - Daily
• Clock out at the end of the shift – Daily
• Inform their immediate supervisor by email of errors in clocking in/out
Employee’s Responsibilities

All hourly employees are expected to:

• Use the transfer feature when working at different locations

• Not work off the clock
  – No employee may work off the clock, if they are performing any work for Wireless Lifestyle, they must be clocked in. No exceptions. The employee should clock in as the very first thing they do when they get to work and clock out as the very last thing they do for the day.
Store Manager Responsibilities

As a manager of others, it is your responsibility:

• To ensure that your employees are clocking in and out for each shift
• To ensure that your employees clock out and in from lunch
• To ensure all vacation and sick times are entered on time and coded correctly

Following this process will ensure payroll runs smoothly and you and your employees get paid on time and accurately.
Store Manager Responsibilities

There are several things you as a manager have to do on a regular basis to ensure that the time management system is up to date and accurate:

• Daily review your employee’s timecards and make edits and corrections as necessary
• Daily Approve your employee’s timecards once you are certain the times are correct
• Weekly review that employees timed in and out for the entire week to ensure that the employee has clocked in and out for all of their scheduled worked days
  – For example: If the employee was scheduled Monday, Tuesday, Thursday, Friday and Saturday but only clocks in for Monday, Tuesday, Friday and Saturday, there is a day missing that you need to account for with the employee.
Store Manager Responsibilities

• At least 2 weeks in advance; enter and post schedules for all employees so they know their expectations for working
• Enter and properly code Vacation and Sick Time as necessary
• Approve your employee’s time off requests
• Enter your own time daily – be accurate!
Timecard Exceptions

There are several exceptions or errors that have to be corrected on a regular basis:

- Timecard is missing supervisor’s approval
- Timecard is missing hours
- Timecard is missing an in or out punch
- Employee has clocked out early or late
- Number of hours in the schedule does not match the number of hours worked
Exceptions

• Exceptions should be reviewed and corrected each day you are in the store.

• You can access the Timecard Exceptions on the Timecard Manager Screen by selecting View By Type.

• In the example in the next few slides, we are looking at the exception for missing an out punch.
Exceptions by type

Pay Period:  ○ Current  ○ Next

<table>
<thead>
<tr>
<th>Count</th>
<th>Exceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2414</td>
<td>Supervisor Approval Required</td>
</tr>
<tr>
<td>12</td>
<td>Missing Out Punch</td>
</tr>
<tr>
<td>5</td>
<td>Worked fewer hours than scheduled</td>
</tr>
<tr>
<td>1</td>
<td>Clocked in Late</td>
</tr>
<tr>
<td>319</td>
<td>Unscheduled day or shift</td>
</tr>
<tr>
<td>37</td>
<td>Worked different Department</td>
</tr>
<tr>
<td>534</td>
<td>Overtime hours found</td>
</tr>
<tr>
<td>18</td>
<td>Worked more hours than scheduled</td>
</tr>
</tbody>
</table>

Back to: Home

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From the Time & Attendance menu, select Timecards.
Click the Timecard Manager link
Store Manager Responsibilities

Typically, you are correcting errors from the current pay period. However, you can select a time frame from the *Pay Date Range* menu on the *Timecard Manager* to review other pay periods.

- Click the search icon (next to the Find button) to select an employee.

> Details on next slide.
### Timecards

**Filter:** Corp (1 of 13) **Crane, Margaret (0F4009395)**

**Pay Date Range:** Previous Pay Period

<table>
<thead>
<tr>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Daily Totals</th>
<th>Out Type</th>
<th>Earnings Code</th>
<th>Department</th>
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<th>Local</th>
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</thead>
<tbody>
<tr>
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<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/31/2012</td>
<td>12:00 AM</td>
<td>08:00 AM</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/01/2012</td>
<td>12:00 AM</td>
<td>08:00 AM</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/04/2012</td>
<td>12:00 AM</td>
<td>08:00 AM</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/05/2012</td>
<td>12:00 AM</td>
<td>08:00 AM</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
<td>000WHS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Correction Example

Exceptions, times that have errors that need corrected, have a red stop sign icon on the status field. This is your visual indicator that a problem needs to be addressed.

In the example on the next slide the employee clocked in at 8:03 and left for lunch at 12:24. The employee returned from lunch at 1:26 but did not clock out.

If the employee has e-mailed you that they forgot to clock out and confirms that they need you to correct/add the clock out punch at 5:00pm, you can enter the time correction into the clock out field.
## Timecards

<table>
<thead>
<tr>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>Notes</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/14/2012</td>
<td>01:39 PM</td>
<td>04:58 PM</td>
<td>3.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/15/2012</td>
<td>08:09 AM</td>
<td>12:34 PM</td>
<td>4.25</td>
<td>Lunch Punch</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>01:34 PM</td>
<td>04:54 PM</td>
<td>3.50</td>
<td></td>
<td></td>
<td>Lunch Punch</td>
<td></td>
<td></td>
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<tr>
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<td></td>
</tr>
<tr>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>06/18/2012</td>
<td>08:03 AM</td>
<td>12:24 PM</td>
<td>4.50</td>
<td>Lunch Punch</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/19/2012</td>
<td></td>
<td></td>
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<tr>
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<td></td>
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<td></td>
</tr>
<tr>
<td>06/24/2012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Note: Time Out for Monday is 4.50 hours.*
Military Time

The ADP system works with military time for entering an employee’s time. Please use the conversion chart when entering time for ease of entry.
<table>
<thead>
<tr>
<th>Military Time</th>
<th>12 Hour Time</th>
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<td>12:00 AM</td>
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<tr>
<td>01:00</td>
<td>01:00 AM</td>
</tr>
<tr>
<td>02:00</td>
<td>02:00 AM</td>
</tr>
<tr>
<td>03:00</td>
<td>03:00 AM</td>
</tr>
<tr>
<td>04:00</td>
<td>04:00 AM</td>
</tr>
<tr>
<td>05:00</td>
<td>05:00 AM</td>
</tr>
<tr>
<td>06:00</td>
<td>06:00 AM</td>
</tr>
<tr>
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<td>07:00 AM</td>
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</tr>
<tr>
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<td>09:00 AM</td>
</tr>
<tr>
<td>10:00</td>
<td>10:00 AM</td>
</tr>
<tr>
<td>11:00</td>
<td>11:00 AM</td>
</tr>
<tr>
<td>12:00</td>
<td>12:00 PM</td>
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<tr>
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<tr>
<td>15:00</td>
<td>03:00 PM</td>
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<td>16:00</td>
<td>04:00 PM</td>
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<td>22:00</td>
<td>10:00 PM</td>
</tr>
<tr>
<td>23:00</td>
<td>11:00 PM</td>
</tr>
</tbody>
</table>
Correcting Time

In the example we need to enter the employee’s time as 5PM. (5PM=1700). The colon (:) between the time is not necessary when entering time in military time. If entering standard time, make sure the AM and PM designations are correct.

Once the time has been entered click the Save button. The system will automatically round the employee’s time once it has completed the calculations.
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun</td>
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<td></td>
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</tr>
<tr>
<td></td>
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<td>12:24 PM</td>
</tr>
<tr>
<td></td>
<td>06/18/2012</td>
<td>01:26 PM</td>
<td>4.50</td>
</tr>
<tr>
<td></td>
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<td>01:26 PM</td>
<td>1700</td>
</tr>
<tr>
<td></td>
<td>06/19/2012</td>
<td>08:04 AM</td>
<td>17:00</td>
</tr>
<tr>
<td></td>
<td>06/19/2012</td>
<td>01:31 PM</td>
<td></td>
</tr>
<tr>
<td></td>
<td>06/20/2012</td>
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<tr>
<td></td>
<td>06/21/2012</td>
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</tr>
<tr>
<td></td>
<td>06/22/2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>06/23/2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>06/24/2012</td>
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</table>

Time In: 06/17/2012, 06/18/2012, 06/18/2012, 06/19/2012, 06/19/2012, 06/20/2012, 06/21/2012, 06/22/2012, 06/23/2012, 06/24/2012

Time Out: 06/17/2012, 06/18/2012, 06/18/2012, 06/19/2012, 06/19/2012, 06/21/2012, 06/22/2012, 06/23/2012, 06/24/2012

Total Hours: 52.07
For any correction that is made, notes need to be entered. Click on the post it note icon to open the notes field.

- Notes can be viewed by anyone with access to the employee’s records (including the employee). They may not be edited by the employee, only by you.

- Notes should reflect the reason for the change or edit to the employee’s time. For example: Received e-mail notification that the employee forgot to clock out at 5PM yesterday. Corrected error.

- Once you are finished entering Notes, click the Done button.
## Access to Notes

### Timecards

<table>
<thead>
<tr>
<th>Supervisor Approval</th>
<th>Date In</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Daily Totals</th>
<th>Out Type</th>
<th>Earnings Code</th>
<th>Department</th>
<th>Market</th>
<th>Location</th>
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</thead>
<tbody>
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<tr>
<td>□</td>
<td>06/11/2012</td>
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<td>05:00 PM</td>
<td>3.00</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>□</td>
<td>06/12/2012</td>
<td>08:05 AM</td>
<td>12:10 PM</td>
<td>4.25</td>
<td>Lunch Punch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□</td>
<td>06/12/2012</td>
<td>01:10 PM</td>
<td>05:00 PM</td>
<td>3.75</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>□</td>
<td>06/13/2012</td>
<td>08:06 AM</td>
<td>12:11 PM</td>
<td>4.25</td>
<td>Lunch Punch</td>
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<td></td>
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</tr>
<tr>
<td>□</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
Approvals

• Once you have verified that an employee’s time is correct you must approve the time.

• Unapproved time has a yellow triangle with an exclamation point in the status field. This is your visual indicator that the time appears correct but has not yet been approved.

• To Approve, clock on the Approve box next to the status field for the employee whose time you wish to approve.
# Approval Process

Welcome, Richard Stultz

You are here: Home > Timecard Exceptions > Supervisor Approval Required

**Supervisor Approval Required - at least 50 Exceptions**

**Pay Date Range:** Current Pay Period

---

<table>
<thead>
<tr>
<th>Status</th>
<th>Solution Approve</th>
<th>Name</th>
<th>Department</th>
<th>Earnings Code</th>
<th>Time</th>
<th>Hours</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>niels (QF4007930)</td>
<td>CAPTEK</td>
<td>VACON</td>
<td>06/14 12:00 AM-08:00 AM</td>
<td>8.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐</td>
<td>Acosta, Carlos (QF4009115)</td>
<td>000ONT</td>
<td>VACON</td>
<td>06/13 12:00 AM-09:15 AM</td>
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<td></td>
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<td>000ONT</td>
<td>VACON</td>
<td>06/14 12:00 AM-08:00 AM</td>
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<td>☐</td>
<td>Acosta, Carlos (QF4009115)</td>
<td>000ONT</td>
<td>VACON</td>
<td>06/15 12:00 AM-09:00 AM</td>
<td>9.00</td>
<td></td>
</tr>
</tbody>
</table>
Approval Process

- Once you are done, click the *Save* button.

- The system saves your approval and the icon changes from a yellow triangle to a green square with a check. This is your visual indicator that the employee’s time for that day is up to date, accurate and approved.
Payroll Expectations

The Pay date for Wireless Lifestyle is every two weeks on Friday.

• Payroll must be complete, accurate, and finalized by you no later than the Monday before the pay date at 10:00 AM.

• In order to ensure that payroll is completed on time, any discrepancies found after the deadline on payroll Monday are removed and researched afterwards.

• Meaning if there is an error or exception that does not get cleared up by the deadline on Monday before payday, that time is removed and someone is not getting paid for the work that they did on this current pay period.

• Be timely – to ensure you and your team are paid properly.
Approving Time Off Requests

• All employees can request time off through the ADP system.
• If they request time off you will get an e-mail notification as well as a notification in ADP.
• Once you receive notification, log into ADP and go to *Time & Attendance* and select *Home*. 
Welcome to WL

We know you have a busy life, so we've made it easy for you to manage your time and money. Here's a few tips to help you:

- **Time & Attendance**: Track your hours and get paid accurately.
- **Recruiting**: Find your next great opportunity.
- **Reports**: Keep up with your progress.

**Important Info Regarding Direct Deposits**

Please note - when making changes to your direct deposit accounts it will take at least 1 paycheck for your bank to verify this new information and you will receive a live check until it is.

**Enrolling in 401K online**
If you have been here for one year you can now enroll in our 401K plan online. Learn how here.

**Money Network Customer Service**
If you are missing your Money Network card that your paycheck was deposited onto please call 1-888-913-0900.

**KS-MO-IL Employee Information Guide**
**CA Employee Information Guide**

**401K Site Instructions**
Learn how to access your 401K account online.

**WL INTRANET**
Click link to go directly to the WL intranet site to find lots of useful info.

**Wireless Lifestyle University**

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**Spotlight**

**Core Values**
Integrity: Uncompromising HONESTY in every action and decision EVERYTIME. Even when it compromises another one of our core values. Customer Focus: A retail organization with the customers needs at the core of all decisions!! Exceeding Expectations: 100% is only a good start!! Growth: Actions and decisions that drive measurable improvement both personal and company. Respect: Each other, our customers, our partners and our company policies. Optimism: We always believe we can WIN. Seek opportunities in every challenge.

**Best way to contact HR**
Kim Rawlings HR Director 913-596-1920 Ext 174
Richard Stultz HR Manager 913-596-1920 Ext 179
Erin Fogarty HR Assistant 913-596-1920 Ext 144

**Contact for payroll related issues**
payroll@wlexpress.com

**FYI:** We deduct benefit deductions one month in advance for premiums due on the 1st of the month.

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**Message Center at a Glance**

Notice: Commission paychecks are always paid on the last banking day of the month. For the month of June this is June 30th. If you have questions about your commission due please speak with your District Manager.

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**Events**

**Paycheck Announcement**
In our ongoing efforts to improve the way you receive your paychecks we have added another level of service to distributing your paycheck to you. If you do not currently receive your pay through direct deposit you will now be setup to receive your pay through a Visa Paycard. Your Money Network card will arrive via Fedex at your store before your second payday. Once you receive your card you will need to call the 811 listed to activate your card. You may find more info about the Money Network on the intranet in the HR folder.
Home Screen

• On the *Home* screen clock on the *Time Off Request* Folder.

• Active Requests which need your attention will have a red exclamation point next to them. Click on the Request. This brings up a link.

• Click on the *Time Off Request* link to bring up the *Request Screen*. 
Colin Austin created a request for time off. The Review By Date of **6/19/2012** has passed without the initial reviewer taking action.

Please proceed to **Time Off Request** and review request 3 as soon as possible.
Request Screen

- On the *Time Off Request* screen, you need to review the employee’s request.

- The left side of the screen is detailed information about the time off request; status, requestor, request date, description and comments. On the right side of the screen you can see the employee’s vacation and sick balance, if any.

- At the bottom of the screen are your options for the request, either approve or deny.

- Once you are done click the *Approve Request* button. If you approve the time, the hours and earnings code are automatically entered into the ADP system for the dates requested and no further steps on your part are required.
## Time Off Request

<table>
<thead>
<tr>
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<tbody>
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</tr>
<tr>
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</tr>
<tr>
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<tr>
<td>Requester Comments:</td>
<td>This is a test, had this been a real request, additional information would be here</td>
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### Accruals

<table>
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<tr>
<th>Accrual Description</th>
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<tbody>
<tr>
<td>Salary Vacation</td>
<td>Hours</td>
<td>VACTON (Vacation)</td>
<td>22.80</td>
<td>0.00</td>
<td>0.00</td>
<td>SALARY VAC</td>
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<tr>
<td>Sick</td>
<td>Hours</td>
<td>SICK (Sick)</td>
<td>9.20</td>
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### Request Details

<table>
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<tr>
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<th>Earnings Code</th>
<th>Start Time</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, October 18, 2012</td>
<td>--</td>
<td>--</td>
<td>Vacation</td>
<td>12:00 AM</td>
<td>8.00</td>
</tr>
<tr>
<td>Friday, October 19, 2012</td>
<td>--</td>
<td>--</td>
<td>Vacation</td>
<td>12:00 AM</td>
<td>8.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approve</th>
<th>Deny</th>
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<th>Schedule Hours</th>
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<tbody>
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<td></td>
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<td>--</td>
<td>--</td>
<td>Vacation</td>
<td>12:00 AM</td>
<td>8.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Friday, October 19, 2012</td>
<td>--</td>
<td>--</td>
<td>Vacation</td>
<td>12:00 AM</td>
<td>8.00</td>
</tr>
</tbody>
</table>

[Approve Request] [Cancel Request]
Approval

• With either an approval or denial or the time, a message gets sent back to the employee with the status of their request.

• If you are denying the time, please go to the employee and explain why the time is being denied.
Manual Time Off Requests

• If an employee does not use the ADP system to request time off, for example; they call in sick, you can still manually enter the time in the system.

• This requires a few extra steps.
Sick

- As we do not generally know when someone is sick, an employee is expected to notify their immediate supervisor as soon as practical and as stated in the Attendance Policy. You are required to enter your employee’s sick time hours into ADP for the sick time taken and ensure that the time is coded properly.

- For hourly employees, when entering vacation time manually, you have to put in a clock in time as well as a clock out time for the system to recognize the number of hours. You must also enter the Earnings Code (sick).

<table>
<thead>
<tr>
<th>Date In</th>
<th>Time In</th>
<th>Time Out</th>
<th>Hours</th>
<th>Daily Totals</th>
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<th>Earnings Code</th>
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<tbody>
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<td>08/20/2012</td>
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<tr>
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<td>8.75</td>
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<tr>
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<td>06:10 PM</td>
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</tr>
<tr>
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</tr>
<tr>
<td>08/25/2012</td>
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<td>04:00 PM</td>
<td>8.00</td>
<td>8.00</td>
<td>SICK</td>
<td></td>
</tr>
</tbody>
</table>
Attendance

In this section we are going to review the attendance policy and:

• Define the “No Fault” Attendance Policy
• Review the employee’s expectations for calling in
• Define No Call/No Show
• Define Absences and Tardy
• Review Attendance tracking and disciplinary action for failure to meet attendance expectations
No Fault Attendance Policy

Wireless Lifestyle depends heavily upon its employees for our mutual success, therefore, the Company expects employees to arrive timely to work, ready to work when the workday begins, and maintain a good attendance record.

Absence or tardiness creates the necessity of delaying work or transferring work to others. Excessive time away from work adversely affects job performance. For these reasons and more, all employees are expected to be prompt and work as scheduled.

Wireless Lifestyle enforces a “no fault” Attendance Policy. This means any time an employee is not at work as scheduled, with the exception of pre-approved time off or a leave of absence; they are considered to have violated the attendance requirements.
Examples

Here are some examples of violations of the No Fault Attendance policy:

• Employee arrives 15 minutes late to work due to a flat tire.
• Employee misses a day of work due to being sick.
• Employee arrives 30 minutes late to work due to an accident on the road.
• Employee misses a day of work due to a sick child.
Calling In

For each day the employee is going to be absent or late, they should notify their immediate supervisor as far in advance as possible but no later than:

- 2 hours prior to their scheduled shift.

Employees should notify you and give the expected date/time of their expected return to work. If they are unable to report their absence personally, it is their responsibility to have someone else contact you within the specified timeframe.

- Failure to follow call-in procedures is considered No Call/No Show and is a violation of company policy.
No Call No Show

- It is considered a No Call/No Show when the employee fails to follow call-in procedures and does not report to work at the scheduled start time.
- The first offense of No Call/No Show is a violation of company policy and is addressed with a Final Written Notice.
- The second violation of No Call/No Show will terminate the employee.
- New employees within their first 90 days of employment are terminated for one No Call/No Show.

Job abandonment occurs when an employee walks off the job without approval or permission from management; OR if an employee has two (2) consecutive scheduled work days of No Call/No Show. If an employee abandons their job, the employee is deemed to have voluntarily quit and their employment is terminated immediately.
Occurrence of Absence

One occurrence of absence includes any incident of not reporting to work as scheduled. One (1) missed work day up to three (3) consecutive missed work days is considered one attendance occurrence. Each absence equals one (1) occurrence point against their attendance record.

For example: An employee is scheduled to work Monday, Wednesday, Thursday and Friday:

- The employee calls in sick on Wednesday only, it would be considered 1 occurrence point.
- The employee calls in sick Monday, Wednesday and Thursday (3 consecutive work days) it would be considered 1 occurrence point.
Tardy

Employees are considered tardy when:

- They report to work late after their scheduled start time up to half of their scheduled shift time. Anything over half of the scheduled shift time is considered a full occurrence.

- They leave work before their scheduled shift end time (unless mandated by management).

Any instance of tardiness counts as $\frac{1}{2}$ an occurrence point against their attendance record.
Occurrence System

Excessive absenteeism or a pattern of absenteeism is subject to disciplinary action. Your employees position is subject to termination based on their total attendance record in a Rolling 6 month period.

If the employee gets 3 Occurrence Points in 6 months:
- It results in a Verbal Warning (or next level of disciplinary action)

If the employee gets 4 Occurrence Points in 6 months:
- It results in a Written Warning (or next level of disciplinary action)

If the employee gets 5 Occurrence Points in 6 months:
- It results in a Final Written Warning (or next level of disciplinary action)

If an employee gets 6 Occurrence Points in 6 months:
- It results in Termination of Employment
Example of Rolling 6 months

- Tardy on January 1\textsuperscript{st} \(\frac{1}{2}\) occurrence
- Missed day on March 3\textsuperscript{rd} 1 occurrence
- Tardy on May 5\textsuperscript{th} \(\frac{1}{2}\) occurrence
- Tardy on June 8\textsuperscript{th} \(\frac{1}{2}\) occurrence

At this point the employee has 2 \(\frac{1}{2}\) occurrences. If they can go until July 2\textsuperscript{nd} (6 months from the first occurrence) that \(\frac{1}{2}\) occurrence will no longer be counted against the employee’s attendance record.
Attendance and Schedules

The attendance program is dependent on the employee having a correct schedule in ADP. It is going to be your responsibility to make sure that every employee’s schedule is entered, up to date, and current in ADP for the attendance system to function properly.
Reviewing Attendance

- To view the attendance record for your employees in ADP go to the *Time & Attendance* tab and select *My Employees*. This brings up a new screen.

- On the new screen, search for the employee you wish to review by typing their name in the search field and clicking the *Find* button or click the forward and back arrows until you find the employee you want to review.

- Click on the *Attendance* tab at the top of the screen.
### Timecard at a Glance

<table>
<thead>
<tr>
<th>Mon 9/17</th>
<th>Tue 9/18</th>
<th>Wed 9/19</th>
<th>Thu 9/20</th>
<th>Fri 9/21</th>
<th>Sat 9/22</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09:05 AM</td>
<td>09:05 AM</td>
<td>09:23 AM</td>
<td>08:22 AM</td>
<td>09:02 AM</td>
<td></td>
</tr>
<tr>
<td>05:52 PM</td>
<td>06:31 PM</td>
<td>05:28 PM</td>
<td>06:06 PM</td>
<td>06:00 PM</td>
<td></td>
</tr>
<tr>
<td>Schedule</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09:30 AM</td>
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<td>09:00 AM</td>
<td>09:00 AM</td>
<td>09:00 AM</td>
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</tr>
<tr>
<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
</tr>
<tr>
<td>Actual</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08:57 AM</td>
<td></td>
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<td>Schedule</td>
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</tr>
<tr>
<td>09:00 AM</td>
<td>09:00 AM</td>
<td>09:00 AM</td>
<td>09:00 AM</td>
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<tr>
<td>06:00 PM</td>
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<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
<td>06:00 PM</td>
</tr>
</tbody>
</table>

### Payroll Summary

- One or more warnings on this timecard
- Employee Approval Required

#### Earnings Code

<table>
<thead>
<tr>
<th>Earnings Code</th>
<th>Hours</th>
<th>Dollars</th>
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</thead>
<tbody>
<tr>
<td>Overtime</td>
<td>2.68</td>
<td>66.41</td>
</tr>
</tbody>
</table>
Reviewing Attendance

- On the new screen, select the *Attendance Exceptions* on the left side of the screen. This brings up the Exceptions for the employee.

- The new screen shows the Tracking Code or reason the employee has received attendance points (Late In or Early Out) as well as the number of points for each reason and a total number of points the employee has for the last 6 months. Corrective action for attendance is based on the total number of points in the last 6 months.
Reviewing Attendance

• Click on the Points link to display additional information. This opens a new screen.
Reviewing Attendance

- The new screen displays the date of the occurrence, how late or early the employee was, and how many points were added to the employee’s attendance record.

- Clicking on the *Excused* box removes the points for that occurrence. The system updates once a day so you may not see the points removed immediately.

- The points are assigned based on the schedule in ADP and the times the employee clocks in and out. If the point should not have been assigned to the employee, (management asked the employee to come in late or leave early, the employee’s schedule was changed with management approval, the change was known to management and approved prior, etc.) you can click the *Excused* box for that day/time and then click the *Submit* button. Alternately, the schedule for the employee can be adjusted to reflect the expectations of the company. You cannot excuse attendance points or change an employee’s schedule to remove points from the employee’s attendance unless the change was for business needs.
Schedules

In this section we are going to review the schedules in ADP:

• The schedule requirements
• Scheduling for Meal Breaks
• Making changes to the Schedule
• Set Schedules for stores
Schedule Requirements

• You need to have adequate staff in the store to be able to serve our customers.
• The schedule needs to be set at least 2 weeks in advance and be available for all employees to review.
Schedules and Meal Breaks

When building the schedules for your team, you need to ensure that you build in a 1 hour lunch/dinner break.

- For ex. 9am-6pm schedule – enter 9am-1pm and 2pm – 6pm. The 1pm-2pm timeframe is the meal break.

The lunch plan field must be blank because this field automatically takes out an hour for lunch. We want to strongly encourage employees to take their meal break, however if they do happen to work through their lunch, we must pay the employee for all of their time worked.
Adding a Schedule

• To add a schedule for an employee go to Time & Attendance and click on Schedules.

• On the schedule screen, click on the day you want the schedule for the employee.

• At the top of the screen, enter the time range for the schedule. Click Apply and Submit when done.

• Do Not enter a lunch plan.
# Adding a Schedule

Enter changes and apply them or delete the selected schedule.

## Schedules:
- **New**

## Quick Shifts:
- **01 09:00 AM - 06:00 PM**

### In:
- 09/21/2012

### Out:
- 09/21/2012

### Hours:

### Earnings Code:

### Lunch:

## Department:

## Market:

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>crane, m (qf40099395)</td>
<td>40.00</td>
<td>07:30 AM - 11:30 AM</td>
<td>12:30 PM - 04:30 PM</td>
<td>New</td>
<td>New</td>
<td>07:30 AM - 11:30 AM</td>
<td>12:30 PM - 04:30 PM</td>
</tr>
<tr>
<td>deree, g (qf4009410)</td>
<td>40.00</td>
<td>09:00 AM - 01:00 PM</td>
<td>02:00 PM - 06:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>02:00 PM - 06:00 PM</td>
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<tr>
<td>dobrowa, a (qf40008337)</td>
<td>0.00</td>
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<td>New</td>
<td>New</td>
<td>New</td>
<td>New</td>
<td>New</td>
</tr>
<tr>
<td>flogarly, e (qf4009409)</td>
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<td>09:00 AM - 01:00 PM</td>
<td>02:00 PM - 06:00 PM</td>
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<td>09:00 AM - 01:00 PM</td>
<td>02:00 PM - 06:00 PM</td>
</tr>
<tr>
<td>fink, c (qf4009486)</td>
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<td>08:30 AM - 12:30 PM</td>
<td>01:30 PM - 05:30 PM</td>
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<td>New</td>
<td>08:30 AM - 12:30 PM</td>
<td>01:30 PM - 05:30 PM</td>
</tr>
<tr>
<td>hererra, a (qf4009483)</td>
<td>40.00</td>
<td>08:00 AM - 12:00 PM</td>
<td>01:00 PM - 05:00 PM</td>
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<td>08:00 AM - 12:00 PM</td>
<td>01:00 PM - 05:00 PM</td>
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<tr>
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<td>01:00 PM - 05:00 PM</td>
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<td>08:30 AM - 12:30 PM</td>
<td>01:00 PM - 05:00 PM</td>
</tr>
<tr>
<td>lorn, j (qf4000412)</td>
<td>40.00</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
</tr>
</tbody>
</table>
Changes to the Schedule

If we make a business decision to send an employee home early or approve an employee to come in late, the schedule must be adjusted to reflect our expectations.

• For example, business is slow and you send an employee home at 5PM instead of 6PM. You would have to manually adjust the schedule to reflect the correct end of shift time; otherwise it will count as tardy under the attendance policy.
Modify a Schedule

• To modify an existing schedule, click on the day in question.

• At the top of the screen, make adjustments to the time as necessary.

• Click *Apply* and *Submit* when done.
Modifying a Schedule

Enter changes and apply them or delete the selected schedule.

<table>
<thead>
<tr>
<th>Schedules:</th>
<th>In: 09:00 AM - 01:00 PM</th>
<th>Out: 09/21/2012</th>
<th>Hours: 4.00</th>
<th>Earnings Code:</th>
<th>Lunch Plan:</th>
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</thead>
<tbody>
<tr>
<td>Department:</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Market:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Quick Shifts: 01 09:00 AM - 06:00 PM

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Crane, M (QF40069395)</td>
<td>07:30 AM - 11:30 AM</td>
<td>New</td>
<td>New</td>
<td>07:30 AM - 11:30 AM</td>
<td>07:30 AM - 11:30 AM</td>
<td>07:30 AM - 11:30 AM</td>
<td>07:30 AM - 11:30 AM</td>
</tr>
<tr>
<td>DeRee, G (QF40069410)</td>
<td>08:00 AM - 01:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
</tr>
<tr>
<td>Dobrucki, A (QF40069337)</td>
<td>08:00 AM - 01:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
</tr>
<tr>
<td>Fogarty, E (QF40069404)</td>
<td>08:00 AM - 01:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
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<tr>
<td>Funk, C (QF40069486)</td>
<td>08:00 AM - 01:00 PM</td>
<td>New</td>
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<td>09:00 AM - 01:00 PM</td>
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<td>09:00 AM - 01:00 PM</td>
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<tr>
<td>Herrera, A (QF40069483)</td>
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<td>New</td>
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<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
</tr>
<tr>
<td>King, A (QF40069139)</td>
<td>08:00 AM - 01:00 PM</td>
<td>New</td>
<td>New</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
<td>09:00 AM - 01:00 PM</td>
</tr>
</tbody>
</table>
Employees Scheduled Alone

• No employee should be scheduled to work alone for more than 3 hours.

• If, due to circumstances beyond your control, an employee has to be by themselves, you need to make every effort to get relief to them for meals and breaks. Notify and work with your DM to deal with any staffing shortage requiring employees to be alone in the store for more than three hours.
Breaks

In this section we are going to review the Break requirements for employees:

• Meal Breaks
• Rest Breaks
• Expectations while on breaks
Breaks

Rest periods and meal periods are scheduled by each employee’s manager to ensure that the employee’s position and duties are covered.

Rest and meal periods are intended to provide employees an opportunity for rest and relaxation.

Accordingly, they should be taken away from employee work areas, and employees are not permitted to perform any duties during such periods.
Meal Breaks

• All meal breaks are unpaid and the employee must clock out for meal breaks.
• Meal breaks are generally given towards middle of shift.
• A one hour meal break is built into an employee’s 9 hour schedule. (9 total hours for the day minus 1 hour for meals equals 8 hours in a day)
• California requires a 30 minute meal break for every 5 hours worked.
• You are responsible to ensure meals/breaks are taken which will assist you in monitoring overtime for the week.
• Employees may not intentionally work through a meal break.
• Employees may not skip their meal break in order to leave early.
• Employees must be completely relieved of duty while on their meal break. They may not perform any work off the clock.
Rest Breaks

• All hourly employees receive two 15 minute paid rest breaks. (one given during the first ½ and one during the last ½ of the scheduled shift)
• When breaks are taken is based on business need. You cannot guarantee that breaks will happen at the same time each day.
• Employees are relieved of duty during break and should be off the sales floor.
• Smoking should occur only during breaks and/or meals – please follow state laws for your state.
Meal & Rest Breaks

All meal and rest breaks should be taken off of the sales floor, away from customers and/or away from the store. Employees may not take a break on the sales floor.

All violations of this policy AND the law may result in disciplinary action up to and including termination.

To be in compliance, you must:
• Follow the meal and rest break policy
• Ensure employees take their breaks
• Managers may not require employees to work during meals and breaks, employees must be relieved of all duties.
Leaves

In this section we are going to review the Leave options for employees:

• What leaves are
• The types of leave available
• The qualifications for leaves
• The process for leaves
• Requirements for continuation of benefits while on leave
Leaves of Absence

Wireless Lifestyle recognizes that there are times when family and medical issues necessitate time away from work. Wireless Lifestyle provides leave if the employee is eligible under state and federal leave laws. Wireless Lifestyle also provides Personal Leave for some other circumstances.
Leave Requests

Types of Leaves:

- FMLA / CFRA (CA)
- Non-FMLA Medical
- Military
- Maternity
- Personal leave
Events that may qualify for Leave

- Birth, adoption or foster care of a child
- Serious health condition of employee
- Care for the serious health condition of a spouse, child or parent of employee
- Care for Member of Armed Forces
- Military Duty
- Maternity Leave
- Jury Duty
- Bereavement
Employees off Work

If an employee is going to be away from work for more than three (3) days for any of the reasons outlined above, contact the Human Resources department to determine if the employee qualifies for a leave of absence.

We do not want to wait, for example, until payroll to find out an employee has been gone for a week due to illness.
Leave Process

There are several steps you need to take in you believe an employee may be eligible for leave:

- Notify Human Resources once you identify that an employee may qualify for a leave.
- Human Resources will send the appropriate form to the employee.
- All leave requests will be reviewed and approved by Human Resources.
- The employee and manager will be notified as to the approval status.
- If not approved, time off will count as unapproved absences - follow the attendance policy in these situations.
Maintaining Health Benefits while out on Leave

Any leave longer than 2 weeks may cause some disruption in the continuation of benefits. In order to prevent that:

- The employee is required to pay the employee’s portion of the monthly premium.
- Employees must submit payment to the Payroll Department.
- If payments are not made within 30 days of due date the benefits may be canceled.
- If a cancelation of benefits occurs, the employee may be eligible to re-enroll upon return to work.
Leave Expectations

• You are going to receive many requests for leave or time off.

• Knowing which ones you can approve and which ones require Human Resources involvement is a part of your job.
When in doubt…. contact Human Resources at hr@wlexpress.com
Please notify your trainer that you are done with this section of the training and take the Timecards, Attendance, Schedules, Breaks and Leaves Quiz!