Time And Attendance Tracking For Hourly Workers

1.0 Objective & Scope

The objective of this procedure is to standardize the process for tracking and recording time and attendance for all hourly workers. This SOP ensures accurate payroll processing, compliance with applicable employment standards legislation (e.g., Employment Standards Act), and provides a clear audit trail for all time entries. The primary responsible parties are the HR Administrator and the Payroll Coordinator.

2.0 Required Systems & Software

- SwitchDesk Administration Portal (for ticket management and record keeping)
- Time and attendance software (e.g., electronic punch clock system or mobile app)
- Payroll processing system (e.g., ADP, Ceridian, or internal payroll module)
- Corporate email and calendar system (for notifications and approvals)
- Document management system (for storing signed timesheets and exception forms)

3.0 Core Guidelines & Compliance

- All hourly workers must clock in and out using the designated time tracking system at the start and end of each shift, including meal breaks.
- Manual edits to time records are strictly prohibited without documented supervisor approval and a completed Time Adjustment Request form.
- Overtime must be pre-approved by the department manager and recorded in accordance with provincial employment standards.
- Any discrepancies or missing punches must be reported to the HR Administrator within 24 hours of the shift end.
- All time records must be retained for a minimum of three years to comply with record-keeping requirements.

4.0 Step-by-Step Execution Procedure

1. At the start of each pay period, verify that all hourly workers are correctly assigned to the appropriate pay group and department in the time tracking system.
2. On each workday, instruct employees to clock in using their unique PIN or biometric identifier at the designated terminal or mobile app.
3. Monitor the time tracking dashboard in SwitchDesk for any missed punches or anomalies (e.g., early clock-outs, missing breaks) by 10:00 AM each day.
4. If a missed punch is identified, contact the employee and their supervisor to obtain the correct time and reason for the missed punch.
5. Have the employee and supervisor complete a Time Adjustment Request form, including the correct time, date, and reason for the adjustment.
6. Submit the approved Time Adjustment Request form to the Payroll Coordinator for entry into the time tracking system.

7. At the end of each pay period, run the preliminary time report and cross-reference it against the approved schedules and any submitted adjustment forms.

8. Flag any overtime hours that were not pre-approved and escalate to the department manager for resolution before finalizing payroll.

9. Once all discrepancies are resolved, approve the final time report in the time tracking system and export the data to the payroll system.

10. Archive all time records, adjustment forms, and approval emails in the document management system under the appropriate pay period folder.

5.0 Verification & Reporting

1. After payroll is processed, run a reconciliation report comparing total hours paid to total hours recorded in the time tracking system.

2. If any discrepancies are found, investigate immediately and correct the payroll entry before the next payroll run.

3. Generate a monthly attendance summary report for management, highlighting trends in absenteeism, late arrivals, and overtime usage.

4. Escalate any unresolved time disputes or pattern violations to the HR Manager for further investigation and disciplinary action if necessary.

5. Close the time tracking ticket in SwitchDesk and attach the final reconciliation report and any related correspondence to the employee's master file.