RIGHT FIRST TIME PAY:
WHAT DO YOU NEED HELP WITH?

- Clocking and Editing Clocks
- Timecard Signoff
- Cross-Region Shifts
- Colleague Portal
- Processing IGNITE

Dixons Carphone

RIGHT FIRST TIME PAY:

CLOCKING AND EDITING CLOCKS

- How are edited clocks measured?
- What is the best practise for clocking and editing clocks?
- What do I do if… ?
- How do I enrol a colleague on the Kronos Touch-ID Terminal?
- What if my colleague can’t use their fingerprint to clock?
- What is the fallback process in case of a system issue or power failure?

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CLOCKING & EDITED CLOCKS:

HOW ARE EDITED CLOCKS MEASURED?

When a colleague clocks in and out, these become their original clocks.
If either of these clocks are altered to create a shorter shift than the original clocks by the colleague, these will be considered as reduced shifts and non-compliant.

Examples of non-compliance:

Example 1:
Delaying start time

Colleague scheduled to start at 9:00am → Colleague clocks in at 8:30pm → GM amends punch to 9:00am in STAR → Original clock is now edited & reduced by 30 minutes → ⚠ Colleague will not be paid for 30 minutes of worked time

Example 2:
Bringing finish time forward

Colleague scheduled to finish at 4:30pm → Colleague clocks out at 5:30pm → GM amends punch to 4:30pm in STAR → Original clock is now edited & reduced by 60 minutes → ⚠ Colleague will not be paid for 60 minutes of worked time

Example 3:
Removing a clock to reduce time worked

Colleague clocks in and out when they start and finish → GM deletes one of the original clocks → GM enters a later start or earlier finish time instead → Original clocked time is now reduced → ⚠ Colleague will not be paid for some of their worked time

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CLOCKS & EDITED CLOCKS:

WHAT IS BEST PRACTICE?

CLOCKING IN / CLOCKING OUT

- Brief ALL your colleagues on their responsibilities to clock accurately when they start and finish work. Help them understand why it's important and that it ensures they will be paid correctly
- Keep a Supervisor Card somewhere safe in your store so you can immediately enrol any new starters (This should always happen on a new colleague's 1st day in store)

MANAGING COLLEAGUE CONDUCT

- You as the GM are responsible for setting the correct clocking culture in your store.
- Colleagues who repeatedly forget to clock or who clock for time they haven't worked should be given any required coaching, and then if necessary should be managed through the company capability & conduct process (Your RM will be able support with this)

EDITING OF CLOCKS

- When editing a clock, do this by amending the original clock for the colleague
- Make sure you're clear on what causes an edit to be non-compliant examples If you are unsure please contact your Regional WFM Lead for additional support.
- Before you sign off your timecards, first refer to your timecard screen on the WFM website to check for any non-compliant edited clocks - this will allow you to amend them back for they impact your compliance score.

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CLOCKING & EDITED CLOCKS:

WHAT DO I DO IF… ?

? My colleague forgot to clock in when they arrived

Ask your colleague to clock in as soon as they realise, then edit the clock in STAR to their actual start time – remember there is no penalty if you edit a shift to lengthen time worked

? My colleague clocked out and then stayed late to serve a customer

Ask your colleague to clock out again when they are done working and then delete the middle punch (this is will ensure the most accurate record is kept).

? My colleague clocked in when they arrived in store but didn’t start work until half an hour later

This is incorrect colleague behaviour and you should address this with the colleague. In this instance you should edit the clock in STAR to shorten the shift (this will show on your compliance reporting) – make sure you have added a comment to the punch for auditing purposes. Also make sure the colleague knows that you have shortened the shift and why and that you are able to evidence this conversation if needed.

? My colleague clocked in and started working before their scheduled start time but I didn’t ask them to

Again this is incorrect colleague behaviour and should be addressed, however in this instance the colleague has actually worked the time and should be paid for it. Leave the clock as is, but make sure the colleague knows not to do it again.

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CLOCKING & EDITED CLOCKS:

COLLEAGUE ENROLLMENT

To be able to clock in and out for their shifts colleagues first need to be enrolled on the Kronos Touch-ID terminal. Instructions on how to enrol a colleague can be found in the STAR handbook on this site. Click here to view.

If your store is missing the Supervisor card needed for the enrolment process, you can get another one from your TPC.

If you're getting an error message during the enrolment process:

- First make sure you are using the correct prefix to enrol your colleagues ("100" for 5-digit payroll numbers, "10" for 6- or 7-digit numbers)
- If you're still getting an error, contact your TPC who will escalate this for you.

If your colleague has a physical limitation that stops them being able to enrol or clock (a skin condition for example), you should raise this with your Regional Manager who will give authorisation for the colleague to clock without biometrics. Your TPC will process the request and explain the process for the colleague to follow when clocking for their shifts

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CLOCKING & EDITED CLOCKS:
FALLBACK PROCESS

BE PREPARED!

- We rarely get advance warning that things are going to stop working so make sure you print a few copies of the paper clocking sheet and keep these in your fallback box at all times.
- The paper form is available on the WFM website under *Fallback* in the *Help & Support* section

DURING FALLBACK

- Call GIS and log a ticket to have the problem looked into. Record the IT ticket number on the paper form, along with your region number, store number and the current week number.
- Place the paper form in an easily accessible place (ideally near your Kronos Touch-ID terminal) and have your colleagues record their start and finish times on the sheet.
- Each day, manually add the clocks into the Kronos application exactly as they appear on the paper form.
- Use the same paper form for all affected days in a single week. If the issue rolls over into additional weeks, use a new form for each new week.

WHEN YOU'RE BACK UP AND RUNNING (OR AT THE END OF THE WEEK)

- Email a photo or scanned copy of the paper form to your TPC who will collate and archive it.
- Raise a fallback ticket on the WFM Website. You can find this under the Workflow section in the menu on the left hand side of the site.
- The affected days will then be stripped out of your store's clocking compliance reporting for that week.
- Be sure to raise the ticket and email the paper form before the 3pm signoff deadline on Monday.

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RIGHT FIRST TIME PAY:

TIMECARD SIGNOFF

- What is the best practise for timecard signoff
- What do I do if… ?
- What reports exist and where can I find them?

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TIMECARD SIGNOFF:
WHAT IS BEST PRACTICE?

GOOD PLANNING

- Make sure you have a trained second-user in your store who can signoff timecards in your absence. Your TPC will be able to authorise and request STAR access for them
- Good accurate scheduling will mean you have fewer exceptions and they'll be easier to handle.
- When scheduling, also make sure either you or your second user are scheduled to work on signoff day
- Handle exceptions daily and you will have less to do on signoff day
- Remember – signoff deadline is now 3pm on Mondays, so you have 4 extra hours to get this done!
- Check the Timecard Report on the WFM website before signoff, so you can fix any non-compliant edited clocks before it's too.
- Check the Timecard Report again after signoff to make sure all your timecards are correctly showing as signed off

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TIMECARD SIGNOFF:

WHAT DO I DO IF… ?

I don’t know how to process something?

Log into the WFM Website and select Right First Time Pay from the menu on the left – then select Timecard Signoff. Select the colleague with the affected timecard and click the help button on the right-hand side – this will easily help you find the information you need, and if not will allow you to raise a ticket for additional support.

I get an error message and the system won’t let the timecard be signed off?

Follow the process above and raise a ticket for additional support

Due to unforeseen circumstances neither me nor my second user are in store on signoff day?

Your RM has access to a report that will highlight if there are no STAR users in any branches on signoff day, and will be able to request support from your TPC to sign off your timecards.

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RIGHT FIRST TIME PAY:

WHAT REPORTS EXIST AND WHERE CAN I FIND THEM?

- I am a GM
- I am an RM or a WFM Lead

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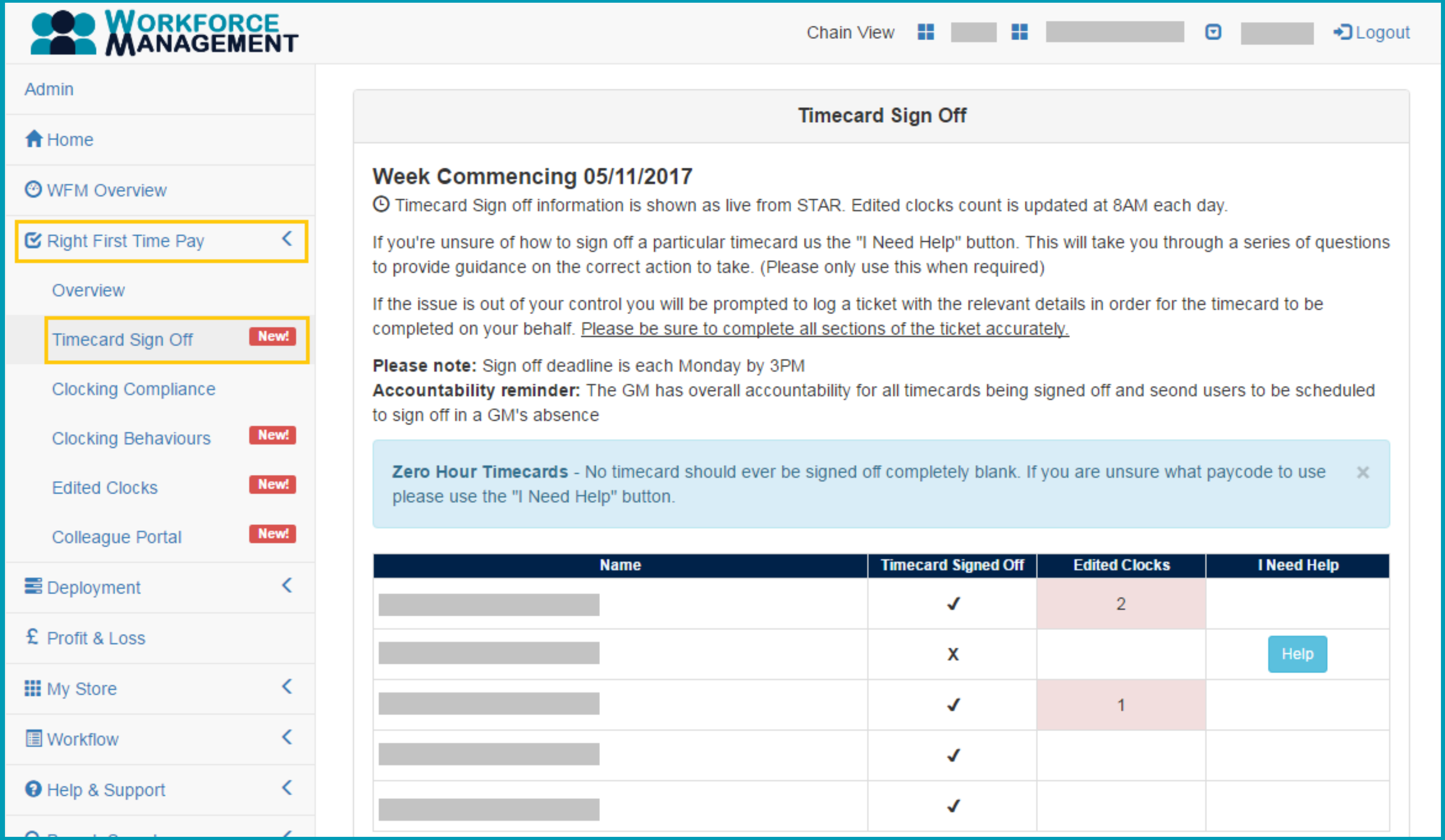
TIMECARD SIGNOFF

GM REPORT VIEW

NEW Reporting on the WFM website

- ✓ Live view of timecard sign of for your store colleagues
- ✓ I need help button for timecards you cannot sign off and need support
- ✓ Supporting accurate time card sign off by highlighting edited clocks – pre sign off


WORKFORCE MANAGEMENT
Chain View
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Logout
Admin
Home
WFM Overview
Right First Time Pay
Overview
Timecard Sign Off New!
Clocking Compliance
Clocking Behaviours New!
Edited Clocks New!
Colleague Portal New!
Deployment
Profit & Loss
My Store
Workflow
Help & Support

Timecard Sign Off

Week Commencing 05/11/2017

Timecard Sign off information is shown as live from STAR. Edited clocks count is updated at 8AM each day.

If you're unsure of how to sign off a particular timecard us the "I Need Help" button. This will take you through a series of questions to provide guidance on the correct action to take. (Please only use this when required)

If the issue is out of your control you will be prompted to log a ticket with the relevant details in order for the timecard to be completed on your behalf. Please be sure to complete all sections of the ticket accurately.

Please note: Sign off deadline is each Monday by 3PM
Accountability reminder: The GM has overall accountability for all timecards being signed off and seond users to be scheduled to sign off in a GM's absence

Zero Hour Timecards - No timecard should ever be signed off completely blank. If you are unsure what paycode to use please use the "I Need Help" button.

Name	Timecard Signed Off	Edited Clocks	I Need Help
[redacted]	✓	2	
[redacted]	X		Help
[redacted]	✓	1	
[redacted]	✓		
[redacted]	✓		

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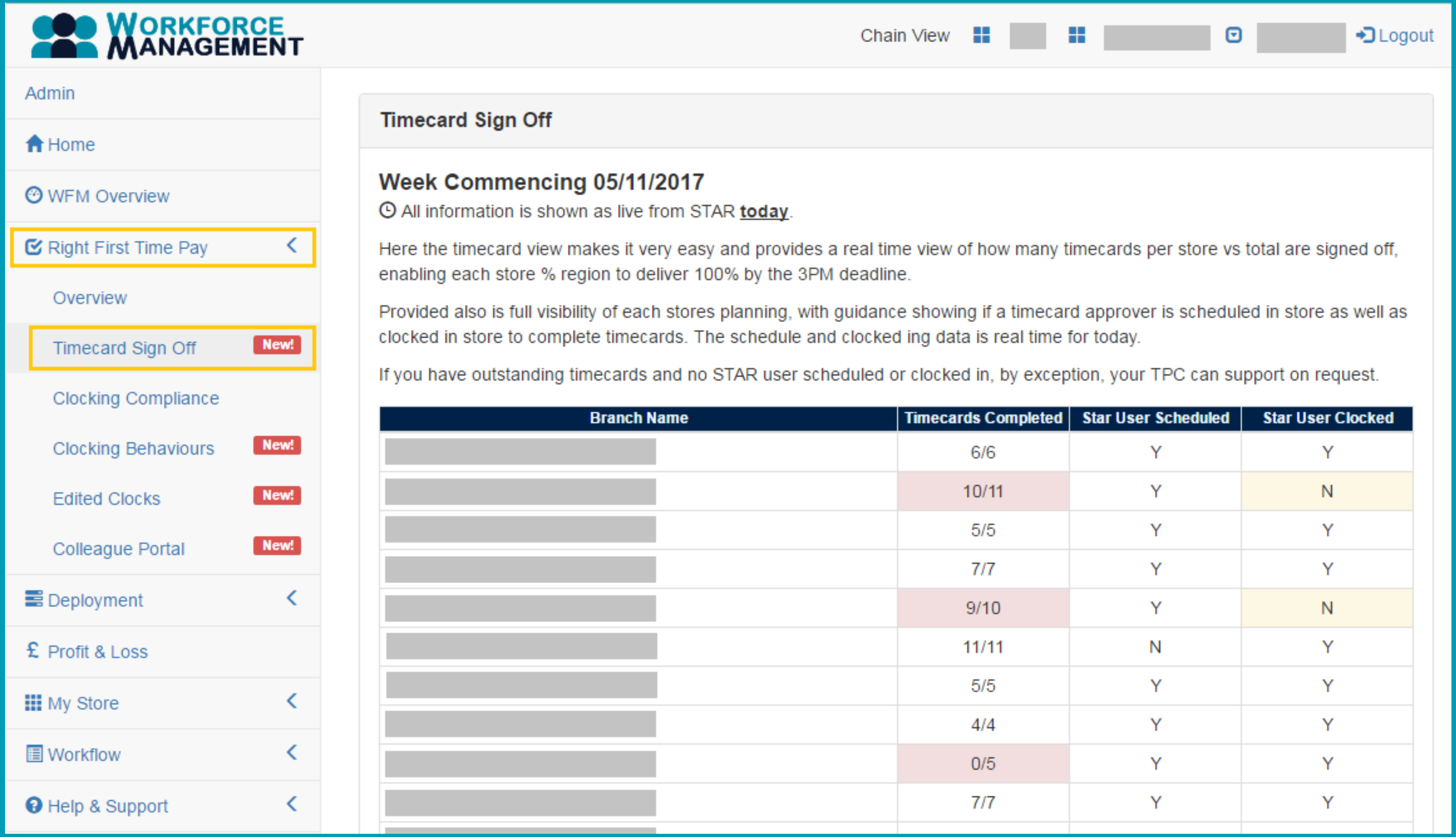
TIMECARD SIGNOFF

RM & WFM LEAD VIEW

NEW Reporting on the WFM website

- ✓ Regional Timecard Sign off - Live
- ✓ Highlights where you don't have a STAR user scheduled
- ✓ Highlights if a STAR user has not clocked in


WORKFORCE MANAGEMENT
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[redacted]
[redacted]
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Overview
Timecard Sign Off New!
Clocking Compliance
Clocking Behaviours New!
Edited Clocks New!
Colleague Portal New!
Deployment
Profit & Loss
My Store
Workflow
Help & Support

Timecard Sign Off

Week Commencing 05/11/2017

All information is shown as live from STAR **today**.

Here the timecard view makes it very easy and provides a real time view of how many timecards per store vs total are signed off, enabling each store % region to deliver 100% by the 3PM deadline.

Provided also is full visibility of each stores planning, with guidance showing if a timecard approver is scheduled in store as well as clocked in store to complete timecards. The schedule and clocked ing data is real time for today.

If you have outstanding timecards and no STAR user scheduled or clocked in, by exception, your TPC can support on request.

Branch Name	Timecards Completed	Star User Scheduled	Star User Clocked
[redacted]	6/6	Y	Y
[redacted]	10/11	Y	N
[redacted]	5/5	Y	Y
[redacted]	7/7	Y	Y
[redacted]	9/10	Y	N
[redacted]	11/11	N	Y
[redacted]	5/5	Y	Y
[redacted]	4/4	Y	Y
[redacted]	0/5	Y	Y
[redacted]	7/7	Y	Y

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RIGHT FIRST TIME PAY:

CROSS REGION SHIFTS

- How does it work?
- Where is the form?
- How do I fill in the form?

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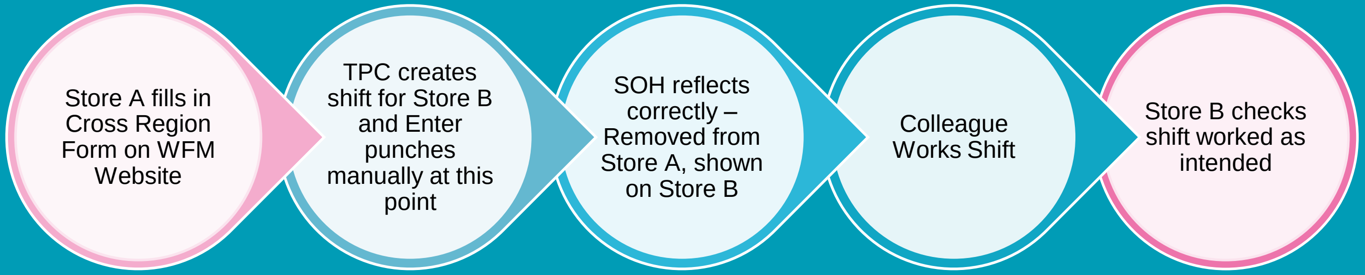
CROSS REGION SHIFTS

HOW DOES IT WORK?

NEW PROCESS

- ✓ **You can now raise cross region shifts** (and cross chain)
- ✓ Simple form on the website – pick colleague, day, times (can do multiple shifts on same form)
- ✓ TPCs will support and deal with the rest of the process from here
- ✓ SOH reported correctly in both stores
- ✓ **Colleague paid right first time**



Store A fills in Cross Region Form on WFM Website

TPC creates shift for Store B and Enter punches manually at this point

SOH reflects correctly – Removed from Store A, shown on Store B

Colleague Works Shift

Store B checks shift worked as intended

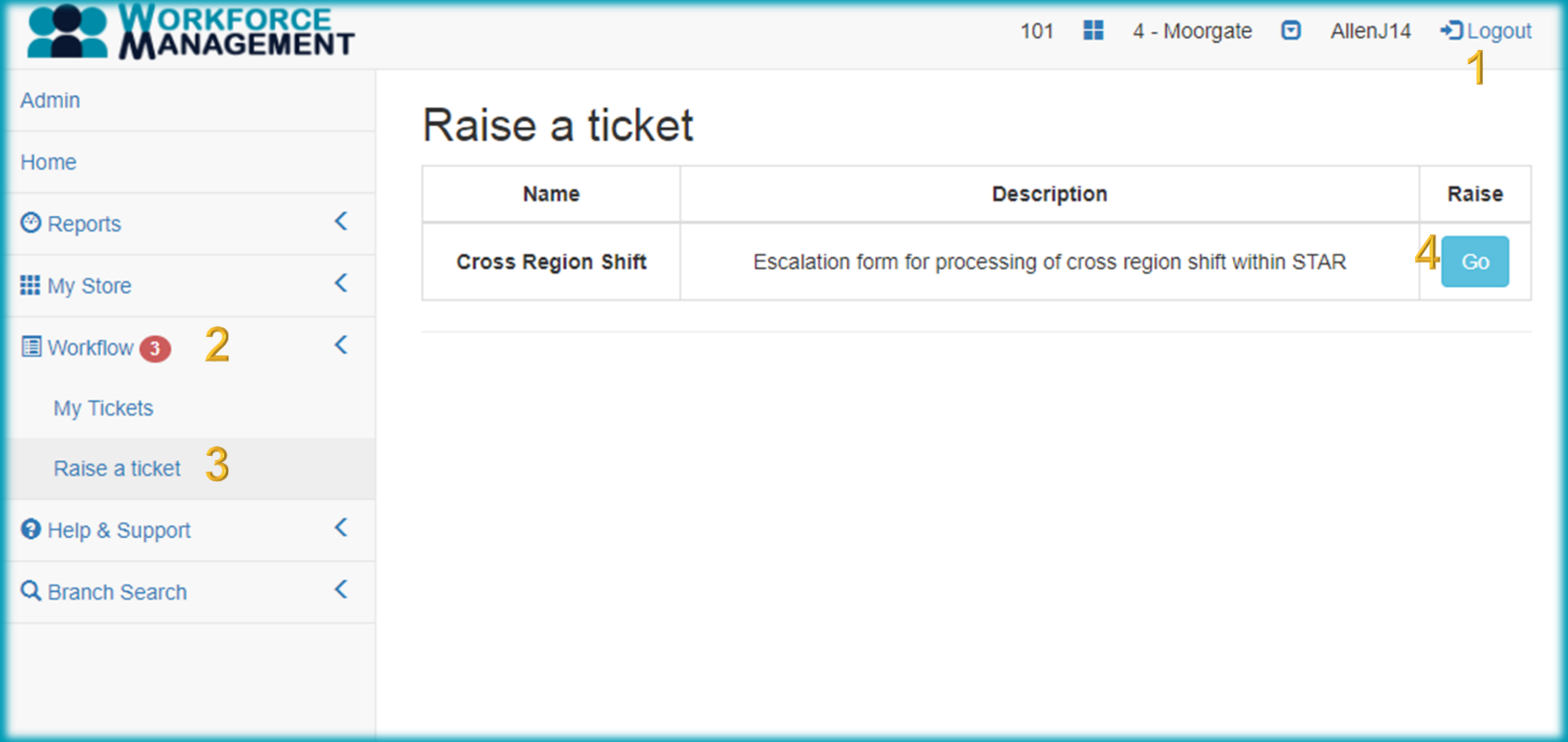
- *You should aim to fill in the form on the WFM website as soon as the shift has been agreed.*

PLEASE NOTE: If you raise the from after the timecard has been signed off you will need to raise an inaccurate pay form to your TPC so please do this before sign off.

CROSS REGION SHIFTS

WHERE IS THE FORM?

1. Log into the WFM website
2. Click *Workflow* in the menu on the left.
3. Click *Raise a ticket*
4. Click *Go*



WORKFORCE MANAGEMENT
101
4 - Moorgate
AllenJ14
Logout
1
Admin
Home
Reports
My Store
Workflow 3
2
My Tickets
Raise a ticket
3
Help & Support
Branch Search
4
Go

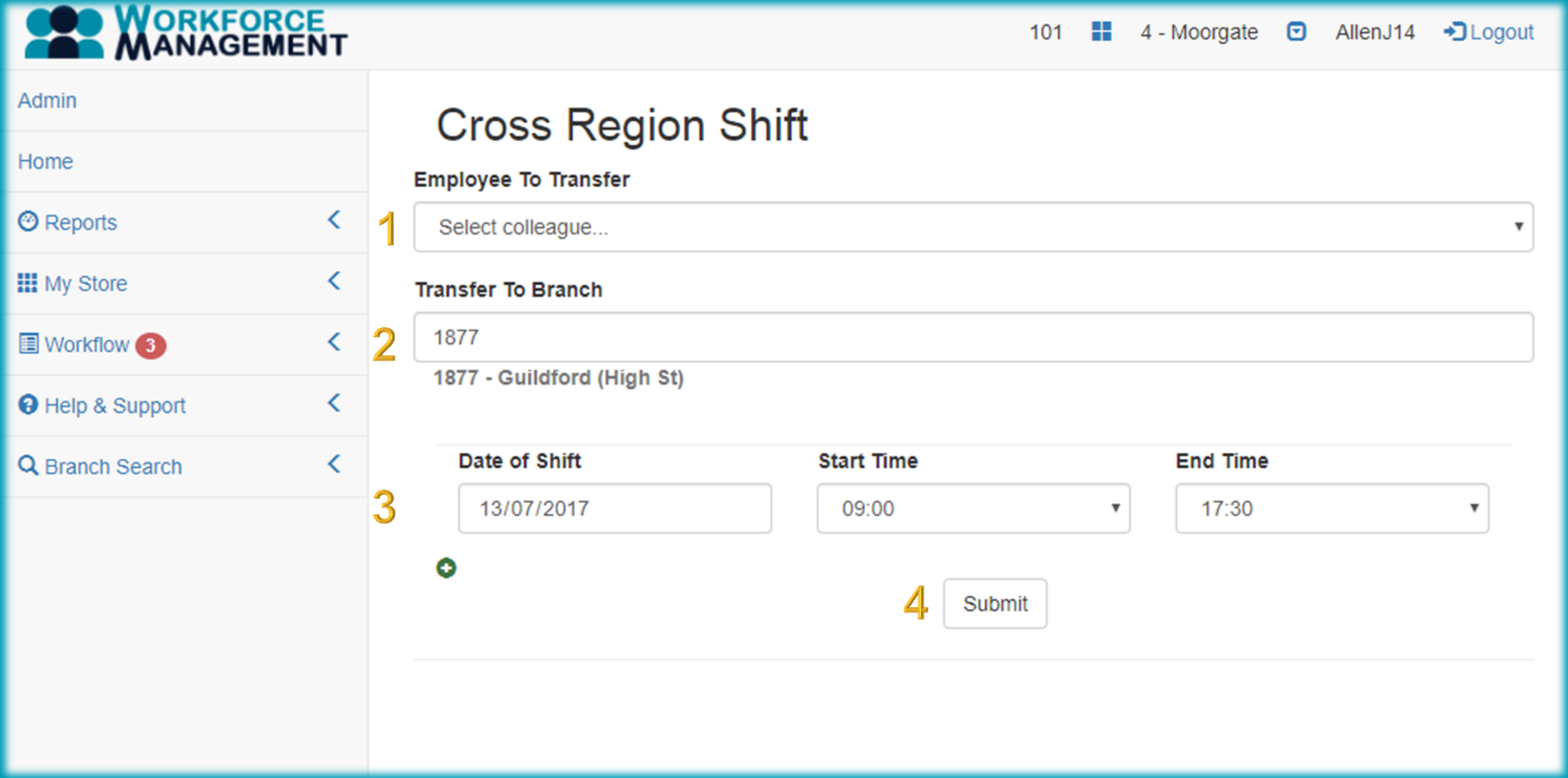
Raise a ticket

Name	Description	Raise
Cross Region Shift	Escalation form for processing of cross region shift within STAR	Go

CROSS REGION SHIFTS

HOW DO I FILL IN THE FORM?

1. Select the colleague being transferred from the dropdown list
2. Type in the branch number your sending cover to in the next field.
3. Enter the shift information (click the plus button if the colleague is covering more than once that week)
4. Click *Submit*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4 - Moorgate
AllenJ14
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Workflow 3
Help & Support
Branch Search
1
2
3
4
Submit

Cross Region Shift

Employee To Transfer: Select colleague...

Transfer To Branch: 1877

1877 - Guildford (High St)

Date of Shift	Start Time	End Time
13/07/2017	09:00	17:30

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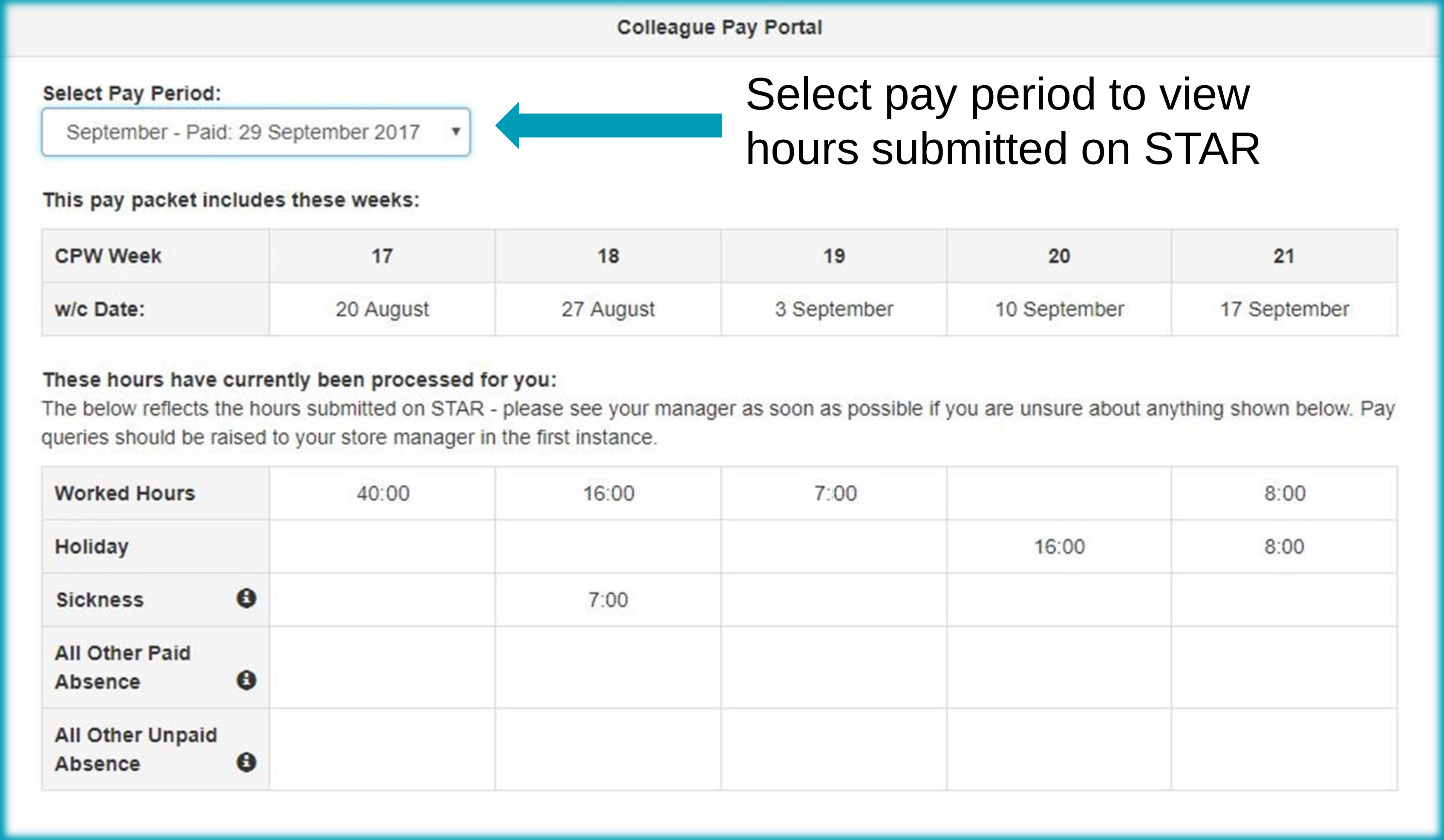
RIGHT FIRST TIME PAY:
COLLEAGUE PORTAL

Colleague Submitted Hours View

- This provides your colleagues with a view of exactly how many hours are signed off for their timecards each week
- This is a live view so as soon as the timecard is signed off this displays immediately for your colleague
- Pay queries should still be directed to HRSC via the usual process
- **PLEASE NOTE** – This is currently only live for colleagues on our Part Time payroll



Colleague Pay Portal

Select Pay Period:

September - Paid: 29 September 2017 ▾

Select pay period to view hours submitted on STAR

This pay packet includes these weeks:

CPW Week	**17**	**18**	**19**	**20**	**21**
w/c Date:	20 August	27 August	3 September	10 September	17 September

These hours have currently been processed for you:

The below reflects the hours submitted on STAR - please see your manager as soon as possible if you are unsure about anything shown below. Pay queries should be raised to your store manager in the first instance.

Worked Hours	40:00	16:00	7:00		8:00
Holiday				16:00	8:00
Sickness ℹ		7:00			
All Other Paid Absence ℹ					
All Other Unpaid Absence ℹ					

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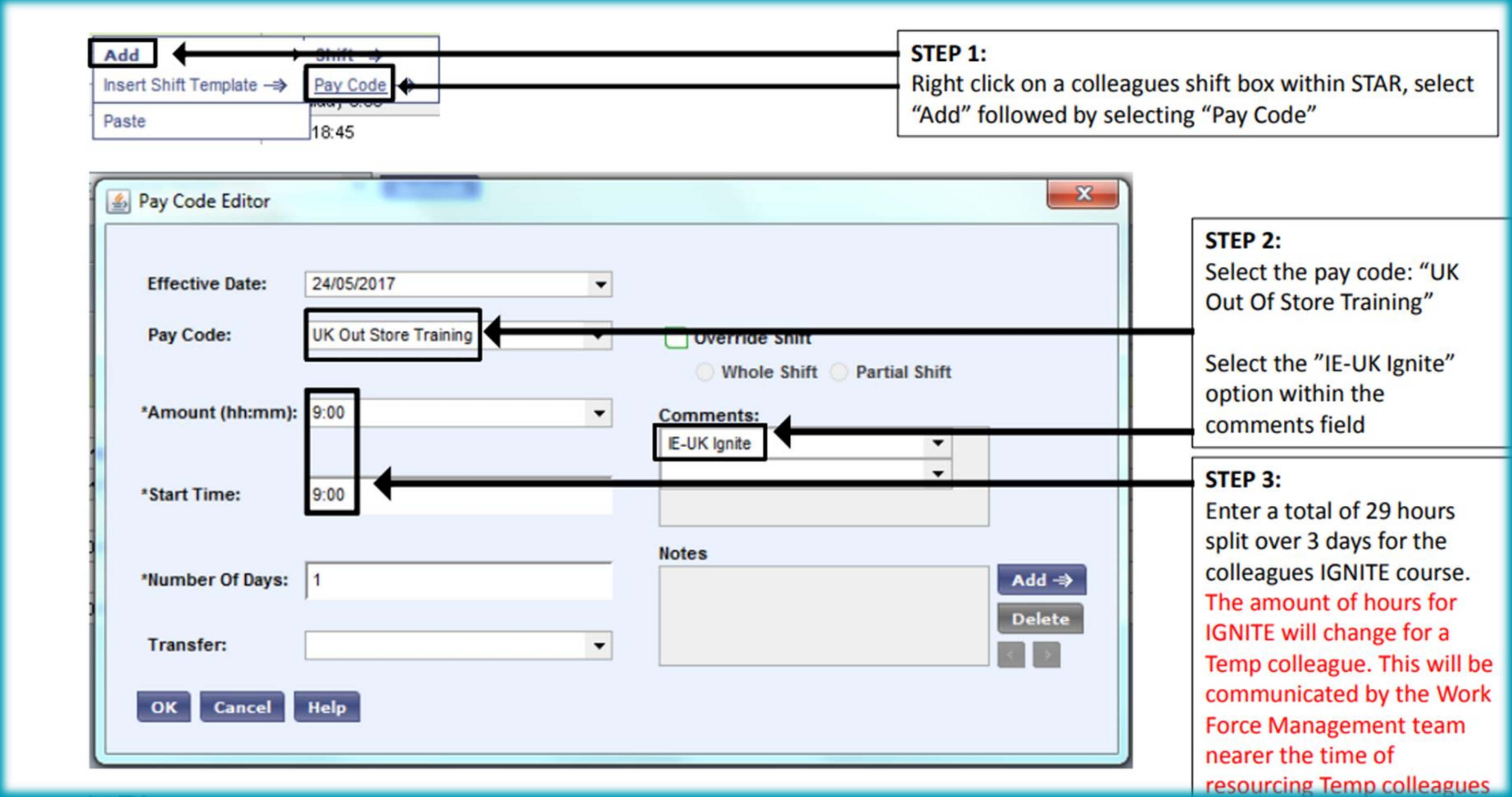
RIGHT FIRST TIME PAY:

PROCESSING IGNITE

Processing IGNITE hours on STAR

- You **MUST** follow the below process to credit the hours back for your colleague on IGNITE training
- If their Ignite dates have changed to a different week - sign them off as approved unpaid leave for their contract hours until their course starts.
- You will only be reimbursed for the hours the colleague attended. If your colleague only attends part of IGNITE, their schedule must be updated as the store will only receive credit for the amount of hours the IGNITE team confirm the colleague was there for.


Add
Shift
Insert Shift Template
Pay Code
Paste
18:45
Pay Code Editor
Override Shift
Whole Shift
Partial Shift
Notes
Add
Delete
OK
Cancel
Help

Effective Date: 24/05/2017

Pay Code: UK Out Store Training

*Amount (hh:mm): 9:00

*Start Time: 9:00

*Number Of Days: 1

Transfer:

Comments: IE-UK Ignite

STEP 1:
Right click on a colleagues shift box within STAR, select "Add" followed by selecting "Pay Code"

STEP 2:
Select the pay code: "UK Out Of Store Training"

Select the "IE-UK Ignite" option within the comments field

STEP 3:
Enter a total of 29 hours split over 3 days for the colleagues IGNITE course. The amount of hours for IGNITE will change for a Temp colleague. This will be communicated by the Work Force Management team nearer the time of resourcing Temp colleagues

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