Resolution Guide: TKT-2024-003

Category: Labor Management

Priority: Medium

Issue Description:

Labor Management System (LMS) not calculating incentive pay correctly for warehouse workers. Employee ID 5547 worked 8.5 hours but system shows 0 incentive hours despite exceeding standard productivity rates.

Step-by-Step Resolution Guide:

Step 1: Issue resolved by refreshing labor standards cache: 1) Cleared LMS calculation cache via admin console 2) Re-ran payroll calculation job for affected pay period 3) Verified employee productivity metrics against updated standards 4) Confirmed incentive calculations now showing correctly.

Step 2: Standard procedure for cache-related calculation issues.

Resolved by Team: L1-Support

Resolution Time: 1.58 hours