

Clocking Contingency Process

When to use the clocking contingency process:

- Any situation where you have an issue that is preventing *everyone* in the store from clocking in and out. This could be something like a power cut or a fault with the Kronos Touch ID terminal.
- Do **not** use this process if only one colleague is unable to clock. Issues affecting individual colleagues should be raised to your TPC who will be able to support.

Be Prepared:

- We rarely get an 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 contingency box at all times
- The paper form is available [here](#)

While you're unable to clock:

- *Firstly, try switching your Touch-ID terminal off and back on again at the mains plug socket. This usually resolves most issues, but if it doesn't then continue to the steps below.*
- Call GIS and log a ticket to have the problem investigated. 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 to your teams' timecards in STAR exactly as they appear on the paper form.
- Use the same paper form for all of your colleagues and 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 contingency ticket on the WFM Website. You can find this [here](#).

The affected days will then be stripped out of your store's clocking compliance reporting for that week, providing the following criteria has been met:

- Your TPC has received the paper copy of the form.
- The IT reference on the electronic ticket matches what is on the paper form.
- The date ranges on the electronic ticket matches what is on the paper form.
- The paper form and the electronic ticket have both been submitted before the timecard signoff deadline.