Clocking In & Out Fall Back Form

It is important and a legislative requirement that we keep accurate records of our colleagues worked time. This form should only be used in an event where colleagues cannot clock in / out using the Kronos box. These clocks should be entered into the STAR application once the system is available and before signing off timecards.

** The Duty Manager needs to contact I.T Service Desk and raise a ticket at the time the issue is discovered.

** Once completed, please refer to the Help & Support section on the WFM website for further processing instructions.

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When to use this form:

Whenever a colleague cannot clock directly on the Kronos box. For example:
- If you have a power-cut and your Kronos Terminal is not powered
- If your Kronos Terminal has a fault and you are waiting for it to be repaired by I.T
- If there is a problem with the Biometrics pad on the Kronos Terminal

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I.T Ticket Reference: ……………………………………

Region Number: ……………………………………

Store Number: ……………………………………

Week Number: ……………………………………

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Date	Colleague Name	Clock in time	Clock out time	Colleague Signature	Added to System (tick)

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