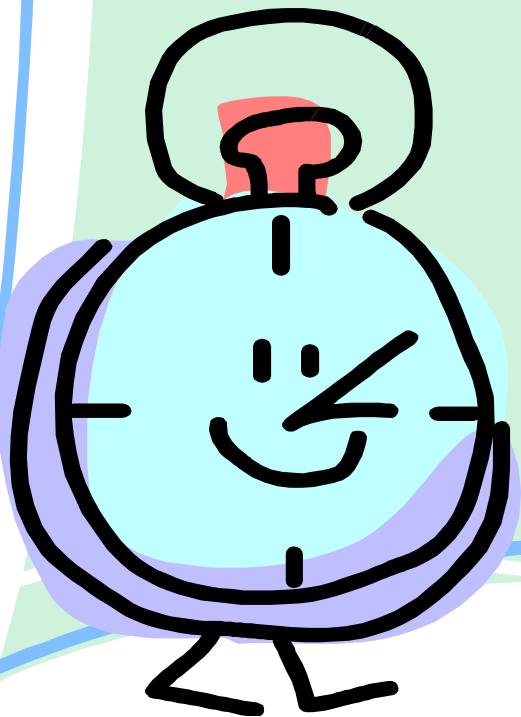# Getting Started with Kronos

A Guide for Facility Employees

Table of Contents

## *Overview of Kronos iSeries Employee*

Kronos iSeries Employee is a tool for recording time worked and leave used. This document provides you with features you will use with the Employee Module.

As a facility employee, your hours will automatically be entered into Kronos when you clock in and out. You will be able to review your entries as well as view your current leave balances. Your timekeeper and manager will be able to review, change, and approve your timecard electronically. Because this is a web-based program, you will be able to access Kronos anywhere there is internet service, even from home.

The options and features available to you depend on what has been selected by your management and system administrator. The display is customized according to your business needs, and attendance policies and your access profiles.

Logging Into Kronos

1. Starting Kronos is as simple opening a browser window, and locating Kronos under your Favorites > DHHS Links.
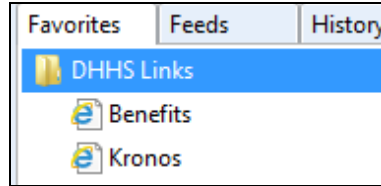
If you are not at a DHHS facility, you can access Kronos from any computer with internet access by typing the following web address: www.dhhs.ne.gov/kronos.

Result: The DHHS Kronos home page will display. The main body of the Kronos home page will provide login links, give you important messages, and tips and tricks. There are also links under the Training Documents section to the training manual and other reference materials.

2. Select Facility Employee Login.

3. Enter your User ID (this will be your employee ID number – please contact HR if you do not know this number).

- o If this is your first time logging on, leave the password field blank and you will be prompted to enter a new password.

- o If this is not your first time logging on, enter your previously selected password.

4. Click the **Blue Sign In Icon** (or press Enter on your keyboard).

Result: The *Timecard Inquiry* screen is displayed.

Time Limit

Once you have signed on, the system monitors your session for activity. If after 30 minutes, Kronos detects no activity, such as saving data or navigating to another program, the system logs you off automatically. After this "time out," the system will return you to the logon screen when you next attempt an operation.
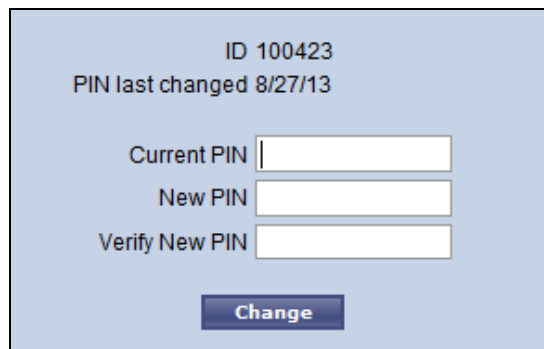
Changing Your Password

You can change your password at any time by clicking the My Profile link in the top right-hand corner of your Kronos screen, then select Change Password.

When the Change Password dialog box opens, your user ID appears automatically.

To change your password:

1. Enter your current password.

2. Enter your new password in the New Password field. The new password must meet the following requirements:

    o Must be between eight (8) and ten (10) characters
    o Must not repeat any character sequentially more than two (2) times
    o Must contain at least three (3) of the following four:
        ▪ At least one (1) uppercase character
        ▪ At least one (1) lowercase character
        ▪ At least one (1) numeric character
        ▪ At least one (1) symbol. Acceptable symbols are #, $, underscore (_), @
    o Must change at least every 90 days
    o Cannot repeat any of the passwords used during the previous 365 days

3. Confirm your new password in the Verify New Password field.
4. Click **Change**.

    Result: Your New Password has been set.

Understanding the Display

The Kronos window consists of three sections.

- Kronos system options – in the upper right-hand of the page
- Navigation bar - across the top of the page
- Workspace - main area in which all tasks are performed

The Kronos system options contain:
- a **Log Off** option
- **Home** to return to the main menu from any screen
- **My Profile** to change password and other defaults
- system **Help** menu

Navigation Bar

Workspace

Within the workspace is a header that contains:

- Your employee name & employee number
- Current Pay Period (Time Period)
- System messages, such as error messages or approval notices

The workspace also includes such items as drop-down lists, and viewing options.

Views in Kronos

Timecard Inquiry

The *Timecard Inquiry* view will appear by default upon entering Kronos.

Select

Provides options to select all or clear all time records.

Actions > Breakdown

Displays behind the scenes pay codes and total hours for each record(s) selected. Will report hours such as overtime or shift differential.

Actions > Exceptions

Highlights any timecard exceptions. They will require corrections.

View > Show Rounded Time

Updates the times to reflect the rounded times of each clock in and out time.

View > Hide/Show Comments

Shows (or hides) comment lines for all time records. A **"C"** will appear in the Notes column when there are comments.

View > Employee Defaults

Shows the employee's details and default settings.

Accrual View

This view displays a screen that shows balances for accruable pay codes. The header will include such information as Hire Date, Supervisor, Job Code, etc.

Return:

Takes you back to the Timecard Inquiry View.

Show Calendar:

Displays a calendar view of leave hours used.

Pay Code:

Shows the type of leave being accrued.

Accrual Code:

Shows the code that is used by type of leave being accrued.

Accrued Ineligible:

Shows the hours the employee has earned that are not yet available to use. These hours become available in the next pay period per DHHS policy. These are calculated as time is entered in Kronos.

Carried Forward:

Shows the number of hours carried forward after the year-end accrual posting. The year-end accrual posting is done after the last pay date of the year.

Accrued Eligible:

Shows the hours the employee has available to use in this accruing pay code since the year-end accrual posting.

Hours Taken:

Shows the total number of hours that the employee has used since the year-end accrual posting.

Remaining Balance:

Shows the total number of hours in this pay code that the employee has left to use in the current pay period. (Carried Forward + Accrued Eligible - Hours Taken = Remaining Balance.) Comp time balances will not calculate real time. Balance will come from NIS after payroll.

Balance As Of:

Shows the date on which the balances on this detail line are calculated. In other words, the values of the accrual fields on this date were used to calculate the balance that displays on this detail line. This is always going to default to the current date.

Tier:

Shows the tier the employee is on as of the date shown. The tier is automatically calculated based on your adjusted service date.

Time Records

Time Records

For non-exempt employees, time worked each day is automatically entered into Kronos when you follow your normal clock in and out procedures. Punches are entered as of the exact time you clock in or out. If you miss a punch or notice an incorrect time, please contact your timekeeper or supervisor as soon as possible so they can make any necessary corrections to your timecard.

NOTE: Kronos follows a 7 minute rounding rule. This means hours worked are calculated based on <u>quarter-hour increments</u>. For example, if your punch time is 14:53, it will be rounded up to 15:00. If your punch time is 14:52 is will round down to 14:45.

Result: Total hours for the date will appear in the **Punch Hours** field.

Timecard Inquiry | Accruals

Timecard Inquiry   Name & ID/Badge BUNNY, BUGS 11111 / 11111
Position to date [   ] [📅] [Go]   Time Period 12/19/11 0:00 - 1/01/12 23:59

Select ▾   Actions ▾   View ▾

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours	Approval Level	Notes
☒	Monday	12/19/11	6:30	15:00	8.00		1	8.00		0	A
☒	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00		0	A
☒	Wednesday	12/21/11	6:30	15:00	8.00		1	8.00		0	A

The Pay Code Hours Breakdown will display at the bottom of the screen. This is where you will see all work hours, paid leave hours, shift differential and overtime. You will only see Pay Code Breakdowns in the current pay period.

	Pay Code Hours Breakdown	
BAS: 40.00		

NOTE: For exempt employees, a standard 40 hours will automatically be generated on your timecard each week. You only need to report leave time to your timekeeper and supervisor. They will enter this on your timecard when it occurs.

Leave Time Records

When you are paid or unpaid leave, a leave request form must be submitted to your timekeeper or supervisor. They will enter this leave time on your timecard.

NOTE: Please see the Kronos website for a complete listing of pay codes.

Timecard Inquiry

Name & ID/Badge BUNNY, BUGS 11111 / 11111

Position to date [   ] [📅] [Go]

Time Period 12/19/11 0:00 - 1/01/12 23:59

Select ▼   Actions ▼   View ▼

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours
X	Monday	12/19/11	6:30	15:00	8.00		1	8.00	
X	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00	
X	Wednesday	12/21/11	6:30	15:00	8.00		1	8.00	
X	Thursday	12/22/11	0:00		8.00	VAC	1	8.00	
X	Friday	12/23/11	0:00		8.00	VAC	1	8.00	

The **Pay Code Hours Breakdown** will display at the bottom of the screen for the current pay period. It will provide a breakdown of the hours used for each pay code along with the total hours in the pay period.

	Pay Code Hours Breakdown						Breakdown: 34.00		Total: 34.00
BAS: 26.00	VAC: 8.00								

Editing a Time Record

Occasionally there may be an instance where it is necessary to edit a time record. When this occurs, please contact your timekeeper or supervisor. You may have to submit a signed request for this adjustment depending on the procedures at your facility. Once approved by your supervisor, the request will be sent to payroll for processing.

NOTE: Timecard adjustments will generally appear on your next regular paycheck. They may occasionally take one to two pay periods to be processed depending on time constraints.

Comments on a Time Record

Occasionally it will be necessary for a comment to be made on your timecard. For example; specifying if the hours were voluntary overtime (VOT), mandatory overtime (MOT), or what sick leave was used for – employee doctor, family doctor, child at home sick. When a comment is entered, you will see a '**C'** in the Notes column.

Timecard Inquiry Name & ID/Badge BUNNY, BUGS 11111 / 11111

Position to date [ ] Go Time Period 12/19/11 0:00 - 1/01/12 23:59

Select ▾   Actions ▾   View ▾

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours	Approval Level	Notes
x	Monday	12/19/11	6:30	15:00	8.00		1	8.00		0	A
x	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00		0	A
x	Wednesday	12/21/11	6:30	18:00	11.00		1	11.00		0	A C
x	Thursday	12/22/11	0:00		8.00	VAC	1	8.00		0	C
x	Friday	12/23/11	0:00		8.00	VAC	1	8.00		0	C

1. To view the comments, select **View**, **Hide/Show Comments.**

Timecard Inquiry

Position to date [ ] Go

Select ▾   Actions ▾   View ▾

	Day	Actu In Da		
x	Monday	12/19/1	Show rounded time	
x	Tuesday	12/20/1	Hide/Show Comments	
			Employee defaults	

Result: Comments lines will appear below each record.

Timecard Inquiry Name & ID/Badge BUNNY, BUGS 11111 / 11111

Position to date [ ] Go Time Period 12/19/11 0:00 - 1/01/12 23:59

Select ▾   Actions ▾   View ▾

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours	Approval Level	Notes
x	Monday	12/19/11	6:30	15:00	8.00		1	8.00		0	A
		Comments-Employee									
x	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00		0	A
		Comments-Employee									
x	Wednesday	12/21/11	6:30	18:00	11.00		1	11.00		0	A C
		Comments-Employee									
		Comments-Timecard	MOT								
x	Thursday	12/22/11	0:00		8.00	VAC	1	8.00		0	C
		Comments-Employee									
		Comments-Timecard	Annual vacation								

2. Selecting the **View**, **Hide/Show Comments** option again will hide the comments field.

Time Record Approvals

After your hours for the pay period are reviewed, your timekeeper and/or supervisor will approve them. Until then, the Approval Level will remain at '0'.

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours	Approval Level
x	Monday	12/19/11	6:30	15:00	8.00		1	8.00		0
x	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00		0
x	Wednesday	12/21/11	6:30	18:00	11.00		1	11.00		0
x	Thursday	12/22/11	0:00		8.00	VAC	1	8.00		0
x	Friday	12/23/11	0:00		8.00	VAC	1	8.00		0
x	Monday	12/26/11	6:30	15:00	8.00		1	8.00		0
x	Tuesday	12/27/11	6:30	15:00	8.00		1	8.00		0
x	Wednesday	12/28/11	6:30	15:00	8.00		1	8.00		0
x	Thursday	12/29/11	6:30	15:00	8.00		1	8.00		0
x	Friday	12/30/11	6:30	15:00	8.00		1	8.00		0

Timecard — Name & ID/Badge BUNNY, BUGS 11111 / 11111 — Time Period 12/19/11 0:00 - 1/01/12 23:59 — Position to date — Go — Return Select ▼ Actions ▼ New View ▼ Punch ▼ Options ▼

When your Timekeeper approves the timecard they will change from 0 to 1.

When your Supervisor approves the records they will change from 1 to 2 or 3.

Final approval from Payroll will change the Approval Level to a 4.

Time Cards

Viewing Historical Timecards

Periodically you may want to view a pay period prior to the current pay period. Records can only be viewed from the date you started using Kronos.

1. Click on the dates in the Time Period

2. Type your applicable **Date Range** (example is 03012008 to 03102008). The date range does not have to correspond with a pay period. If you wanted to view Jan. thru June, you would type 01/01/XX-06/30/XX. Time is not required.

3. Select **Save** (or) Press **Enter** on your keyboard.

Result: The *Timecard Inquiry View* will display with your designated Date Range. All time worked and leave used records for your date range will also display.

4. Clicking **Home** will exit the historic records and return you to the current pay period dates.

Displaying Future Pay Periods

Occasionally you may want to view time records for a future pay period. Example: You are going on vacation for the next two weeks and want to verify these hours have been added to your timecard.

1. Click on the dates in the Time Period

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours
Timecard Inquiry					Name & ID/Badge BUNNY, BUGS 11111 / 11111				
Position to date			Go		Time Period 12/19/11 0:00 - 1/01/12 23:59				
Select ▾ Actions ▾ View ▾									
x	Monday	12/19/11	6:30	15:00	8.00		1	8.00	
x	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00	
x	Wednesday	12/21/11	6:30	18:00	11.00		1	11.00	

2. Type your applicable future **Date Range**. The date range does not have to correspond with a pay period. Time is not required.

Timecard Inquiry

Save   Return

DATE RANGE FOR TIMECARD DISPLAY

From Date/Time 3/10/12 / 0:00   To Date/Time 3/23/12 / 23:59

Result: The *Timecard Inquiry View* will display the dates you entered. All dates outside of the current pay period will have a red '**O**' in the Actual In Time column.

	Day	Actual In Date	Actual In Time	Actual Out Time	Punch Hours	Pay Code	Shift Code	Shift Hours	Scheduled Hours	Approval Level	Notes
Timecard Inquiry					Name & ID/Badge BUNNY, BUGS 11111 / 11111						
Position to date			Go		Time Period 12/19/11 0:00 - 2/01/12 23:59						
Select ▾ Actions ▾ View ▾											
x	Monday	12/19/11	6:30	15:00	8.00		1	8.00		0	A
x	Tuesday	12/20/11	6:30	15:00	8.00		1	8.00		0	A
x	Wednesday	12/21/11	6:30	18:00	11.00		1	11.00		0	A C
x	Thursday	12/22/11	0:00		8.00	VAC	1	8.00		0	C
x	Friday	12/23/11	0:00		8.00	VAC	1	8.00		0	C
x	Monday	12/26/11	6:30	15:00	8.00		1	8.00		0	A
x	Tuesday	12/27/11	6:30	15:00	8.00		1	8.00		0	A
x	Wednesday	12/28/11	6:30	15:00	8.00		1	8.00		0	A
x	Thursday	12/29/11	6:30	15:00	8.00		1	8.00		0	A
x	Friday	12/30/11	6:30	15:00	8.00		1	8.00		0	A
x	Thursday	1/05/12	0:00 O		4.00	VAC	1	4.00		0	
x	Friday	1/06/12	0:00 O		4.00	VAC	1	4.00		0	

Exiting Kronos

1. Exit KRONOS by clicking **Log Off** in the upper right hand corner of the screen.
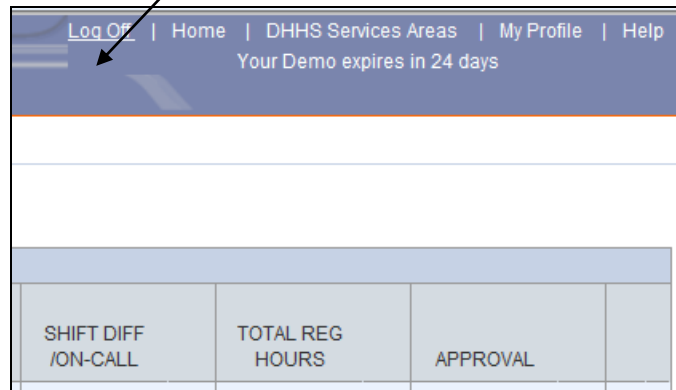
Result: The *Log On* screen will display.

2. Close the browser window and you will now be fully exited from Kronos.

Appendix A

Kronos Employee Usage Responsibilities

1. Non-exempt employees must get supervisory approval before working overtime.
2. All full-time employees must account for 40 hours each workweek, or 80 hours in a pay period for 8/80 employees.
3. All employees must have supervisory approval to use any type of leave.
4. All employees are responsible for submitting all leave requests in a timely fashion according to facility specific policies. Employees are responsible to ensure they have enough accrued time available to cover the hours used.
5. Absences must be used in quarter-hour increments only and must be reported to the closest quarter-hour.
6. Employees are not allowed to use a combination of work time and paid leave time to receive more than 40 hours of pay in a workweek. Leave usage must be reduced so the work hours plus leave usage does not exceed 40 hours. For 8/80 employees, they cannot receive more than 80 hours of pay in a 2 week pay period.
7. Employees must provide substantiating evidence, which includes medical facts, when using sick leave for longer than three consecutive days. This documentation must be provided to the supervisor.
8. Employees must provide substantiating evidence for military leave or civil leave to their supervisor. Substantiating evidence would be items such as military orders or jury duty notices.
9. Employees are not allowed to give out their Kronos user ID and PIN without approval from their supervisor, Human Resources and Development or IS&T.

Appendix C

Glossary of Payroll Terms

WORK DAY:
A 24-hour period of time beginning at midnight and ending at 11:59 p.m.

BUSINESS DAY:
Business days are Mondays, Tuesdays, Wednesdays, Thursdays, and Fridays.

WORKWEEK:
The work week is defined as a seven consecutive day period of time. The workweek for Service Area and Central Office employees begins on Monday at 12:00 a.m. and ends Sunday at 11:59 p.m.

ACTUAL HOURS WORKED:
Refers to hours physically worked. Non-exempt employees are only eligible for overtime when they physically work more than 40 hours in a workweek. For 8/80 employees, they are only eligible for overtime on any hours worked over 8 hours in a day, or 80 worked hours in a pay period. Leave hours including vacation, sick, comp time used are not considered actual hours worked. Holiday leave hours are counted as actual hours worked while hours worked on the holiday are not considered actual hours worked. This is due to a provision in the NAPE employee contract.

EXEMPT VERSUS NON-EXEMPT STATUS:
Exempt status refers to employees **ineligible** under the Fair Labor Standards Act to earn overtime pay for working more than 40 hours in a workweek. Non-exempt status refers to employees **eligible** under the Fair Labor Standards Act to earn overtime pay for working more than 40 hours in a workweek. NOTE: non-exempt employees must have prior supervisory approval to work more than 40 hours in a week. If a supervisor does not allow overtime, it does not mean the employee is exempt. It means the supervisor is not allowing the non-exempt employee to work more than 40 hours in a week.

FTE (full-time equivalent):
Refers to how an employee's hours worked each week compare to a full-time employee. An employee working 40 hours per week is considered full-time so her FTE would be 1.0. An employee working 20 hours per week is considered half-time so his FTE would be 0.50.

OVERTIME:
Overtime is defined as any actual hours worked beyond 40 in a week either in cash or accumulated as compensatory time earned. Overtime hours are compensated at time-and-one-half. Only non-exempt employees are eligible to earn overtime. Kronos will automatically calculate overtime hours for non-exempt employees.

PRIOR APPROVAL OF OVERTIME:
Non-exempt employees must receive prior approval to work overtime unless it is an emergency situation. If an emergency situation arises, the employee shall notify the supervisor as soon as possible that they worked beyond their normal schedule.

ADJUSTED TIME:
Adjusted time is available for supervisors to utilize if they know an employee has worked extra hours prior to the conclusion of the workweek, and the supervisor is able to allow the employee the opportunity to reduce their work hours in the remainder of the workweek to avoid overtime expenses. For example, if an employee works 10 hours on Monday, the supervisor may ask the employee to come in two hours late or leave two hours early later in the same week to ensure the hours even out to 40 for the week.
If the hours cannot be adjusted within the workweek, the actual hours worked beyond 40 are then calculated as overtime at time-and-one-half for any non-exempt employees.
Supervisors may also allow employees to adjust their time to reduce leave usage. For example, if an employee needs 2 hours off for a doctor's appointment, the supervisor could allow the employee to work an extra 2 hours sometime during the week so the employee does not have to use 2 hours of sick leave.
Employees may not have 40 hours or more of work in a workweek AND use leave time that same week. If an employee works extra hours in a week and also uses vacation or sick leave the same week, the vacation or sick leave hours must be reduced to avoid having more than 40 hours of pay in a week. For example, an employee works 9 hours per day Monday through Thursday and then takes a planned vacation day on Friday. Since the employee already had 36 hours of work through Thursday, they will only need to use 4 hours of vacation on Friday to account for their 40 hours that week. The employee would not be allowed to use a full 8 hours of vacation on Friday as that would amount to a vacation payout of 4 hours which is prohibited. Employees and supervisors are responsible for ensuring that no more than 40 hours are recorded each week unless the employee is approved to physically work more than 40 hours in the week and receive overtime for those hours.
In any adjusted time situations, the adjustment of hours MUST take place within the same workweek.

QUARTER-HOUR INCREMENTS AND ROUNDED TIME:
Employees must report work and leave time in quarter-hour increments rather than in actual minutes.

15 minutes	=	0.25 hours
30 minutes	=	0.50 hours
45 minutes	=	0.75 hours
60 minutes	=	1.00 hours

Since time must be recorded in quarter-hour increments, employees will need to round their work and leave time to the closest quarter-hour. For example:

7:53 A.M. – 8:07 A.M.	=	8:00 A.M.
8:08 A.M. – 8:22 A.M.	=	8:15 A.M.
8:23 A.M. – 8:37 A.M.	=	8:30 A.M.
8:38 A.M. – 8:52 A.M.	=	8:45 A.M.
8:53 A.M. – 9:07 A.M.	=	9:00 A.M.

HOLIDAYS NOT WORKED:
Holiday hours paid but not worked are counted as actual hours worked when calculating overtime. Example, a non-exempt employee receives 8 hours of holiday pay for the 4th of July (Tuesday) and works 10 hours on Monday, 8 hours on Wednesday, 8 hours on Thursday, and 8 hours on Friday. The 8 hours of holiday pay received for the 4th of July are counted in with the rest of this employee's work hours to total 42 actual hours worked for the week. The employee will then receive either compensatory time or pay at time-and-one-half for the 2 hours worked beyond 40 in the workweek.
Exception: If you are a member of the "E" bargaining unit, talk to your HR representative about holiday pay.

WORK ON A HOLIDAY:
Permanent non-exempt employees will be compensated at time-and-one-half for any hours worked on a holiday that are their normally scheduled hours. These hours do NOT count towards the 40 hours of actual work for overtime purposes since they are already being paid at time-and-one-half.
Permanent non-exempt employees working beyond their normally scheduled hours on a holiday will be compensated at two times their normal hourly rate. For example, a regular 8 a.m. to 5 p.m. employee who instead works 8 a.m. to 7 p.m. on the holiday will have 8 hours paid at time-and-one-half and 2 hours paid at two times. These hours also do NOT count towards the 40 hours of actual work for overtime calculation purposes since they are being paid at two times the employee's regular rate of pay.
Exception: If you are a member of the "E" bargaining unit, talk to your HR representative about holiday pay.

ON-CALL HOURS:
On-call refers to the non-work hours that an employee is designated as waiting to be engaged in work, or a ready-to-work status. Non-exempt employees receive 8% of their normal hourly wage for all hours in this status. It is the supervisor's responsibility to identify in writing to the employee when they are assigned to be in an on-call status. If no formal notice is given and there is no restriction on the employee's movement, then the employee is not considered to be on-call.

On-call hours begin at the time the employee leaves work and end at the time the employee returns to work. For an employee working an 8 a.m. to 5 p.m. shift, they would be in an on-call status from 5 p.m. to 8 a.m. the next day for a total of 15 hours on-call pay on weekdays. Employees will receive 24 hours of on-call pay for weekend days and holidays if they do not work on those days.

On-call hours plus worked hours on a weekday should never exceed 23 hours for employees with a 1-hour lunch break or 23.5 hours for an employee with a ½-hour lunch break. On-call hours plus worked hours should never exceed 24 hours on weekend days.

ON-CALL PHONE HOURS:
On-call phone hours refers to time that an employee in a designated on-call status spends on job related phone calls at home or outside normal work hours. These calls do not require the employee to leave their home. Hours spent on phone calls while in an on-call status are paid as regular work time. Employees will use the OCP (on-call phone) pay code in Kronos to report these hours.

Employees should keep track of the amount of time spent on job related phone calls as home while they are on call. If the total amount of calls handled do not total 15 minutes, the time spent on all calls should be rounded to 15 minutes (0.25 hours). Time spent on phone calls is then deducted from the total time the employee is actually on-call. Employees cannot receive on-call pay and on-call phone pay for the same time period.

CALL-BACK HOURS (for NAPE-contract covered non-exempt employees only):
Call-back hours refers to time worked when an employee is required to leave their home or other non-work related activity (e.g. grocery shopping) to respond to a job-related assignment. If the employee is called back to their normal work location, the call back pay would start at the time the employee reaches their work site and end when they leave the worksite to return home. If the employee is called out to a location other than their normal worksite to respond to agency business, the call back pay will start at the time the employee leave their residence and conclude when they return to their residence. The time actually spent on the call-back situation is referred to as call back hours actually worked. These hours will be coded in Kronos using pay type CLB.

Per the NAPE employee contract, employees are guaranteed a minimum of 2 hours of pay when they are called back to work. The remainder of the 2 hours that is not actually worked is referred to as call back hours not worked or as **call back entitlement pay**. That means that an employee who is called back to work and works less than 2 hours will receive pay for the remaining two hours at a straight time rate. For example, if an employee is called back to work and works 30 minutes, the 30 minutes would be coded as CLB for call back worked. The remaining 90 minutes of the 2-hour time frame would be coded as CBE for call back entitlement. These 90 minutes will be paid at a straight time rate.   If an employee is called back and works more than two hours, all hours will be compensated as call back worked. No call back entitlement pay would be given in this situation.

Call back hours worked do count towards the employee's 40 hours of work in a week. If call back hours worked cause the employee to exceed 40 hours physically worked in a week, the hours over 40 would be compensable at a time-and-one-half rate. Call back entitlement hours do not count towards overtime hours.

Calls received after an employee leaves work but before the employee arrives home are not considered call-backs. These are considered contiguous to the normal working shift so time spent on such calls should be recorded as normal work time in Kronos.

Employees are entitled to the two hour minimum each time they are called back to work unless the call back occurs within the first two hour call back period.   For example, an employee is called back to work at 8 p.m. and works until 8:45 p.m. This would count as 0.75 hours call back worked and 1.25 hours call back entitlement. However, the employees is called back again at 9:45 p.m. and works until 10:30 p.m. Since the second call occurred within the 2-hour call back time frame of the first call, they do not start over with another two hour minimum period. They would get call back hours worked for both shifts totaling 1.5 hours worked. They would then get 0.50 hours of call back entitlement pay rather than getting 1.25 hours for each instance. If the second call back occurred more than 2 hours later, the two hour rule would start over. For example, employee is called back for a second time at 11 p.m. and works until 11:45 p.m. In this case, the employee would get 0.75 hours call back worked and 1.25 hours call back entitlement for the first call at 8 p.m. They would then get another 0.75 hours of call back worked and 1.25 hours call back entitlement for the second call at 11 p.m. In short, there must be a break between the first two hour guaranteed time and the second call back for a new two hour guaranteed time to begin.

Any questions about call back situations should be directed to Human Resources.