Overview:

The Fiscal Accountability Rule 10.13 - Time and Attendance establishes the time and attendance rule for the City and County of Denver. The Fiscal Accountability Rule (FAR) and this procedure complies with Federal and State laws that regulate employee pay as well as the Career Service Rules, Executive Orders, or any additional directives that relate to time and attendance recordkeeping.

This document is designed to be read alongside Fiscal Accountability Rule 10.13 – Time and Attendance. The sections are divided by Employee Responsibilities and Supervisor Responsibilities and are then further categorized by Time Tracking, and Submissions and Approvals. After reading the FAR, this procedure, and your agency’s/department’s procedure, contact your supervisor with any questions. Supervisors and employees may also contact the Controller’s Office, Payroll Division in regards to this procedure and associated FAR.

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Definitions

Employee – For the purpose of this rule an employee is an individual who works for the City and County of Denver (Career Service, Non-Career Service, appointees and elected officials).

Exception Hours - Paid or unpaid time that is outside of regular work hours and/or salary. Exception hours include, but are not limited to: paid time off, sick and vacation, overtime, shift differential, snow removal, jury duty, family medical leave, leave without pay, workers’ compensation, etc.

Kronos 4500 Terminal – A Kronos data collection terminal used to view and manage your own information including the following: Request Time Off, and View Approval Timecard, Exceptions, and Schedules.

Leave of Absence – Employees who are approved to be absent from work due to various reasons such as: Family Medical Leave (FMLA), military, personal, workers’ compensation, parental leave and/or interactive process, etc.

Pay Period - A predefined period of time for which an employee is paid his/her wages each payroll cycle. All City employees are paid on a bi-weekly basis.

Punch - The exact time an employee clocks in or out for a shift at a Kronos 4500 Terminal using an assigned badge.

Standard Workweek – In accordance with Fair Labor Standard Act (FLSA), a standard workweek is considered 40 hours per week. Career Service Rule 9 – Pay Administration describes allowances for special work schedules.

Telephone Time Entry (TTE) - A method of time tracking utilizing a telephone.

Timecard – Where your hours worked and/or exception hours are tracked.

Timestamp - Similar to a punch, employees can record the start and end of the work day using a computer that is connected to the City network or an authorized telephone. Employees may also be required to record timestamps for unpaid breaks.

Work Schedule - The employee’s daily scheduled start and end time.
Section 1 – Employee Time Tracking Responsibilities

Your timecard is a legal document where any misrepresentation or falsification of time and attendance information is time card fraud. Every employee must track his/her hours worked and/or exception hours following the Fiscal Accountability Rule 10.13 - Time and Attendance, this procedure, and any coordinating agency/department procedures.

1. When will I track my time?

Discuss with your supervisor what is required by the agency/department. Every non-exempt employee is required to clock in at the start of his/her work shift and clock out at the end of his/her work shift. Every employee must complete his/her timecard by the end of his/her last shift of the pay period, no later than the Saturday of the end of the pay period.

2. What is considered early/late arrival/departure?

Discuss with your supervisor the attendance, reporting, and call-in policy of your agency. Every non-exempt employee may not clock in more than 7 minutes before the scheduled start time without authorization from his/her supervisor. Conversely, a non-exempt employee must not clock out more than 7 minutes after the scheduled end time without authorization from his/her supervisor/manager.

3. Do I, as a non-exempt employee, clock out for my unpaid break?

Generally, if you have access to clock in/out for your unpaid break (i.e. lunch), you will be required to do so.

4. Where do I track my time worked and/or exception hours?

Your supervisor/manager will inform you of which timecard entry method you will use:

A. Kronos online utilizing a networked city computer designated by your supervisor;
B. Kronos 4500 Terminals designated by your supervisor; and/or
C. Telephones approved for Telephone Time Entry by your supervisor (wireless devices are not provided by the Controller’s Office, Payroll Division).

5. How do I correct mistakes on my timecards?

When a mistake occurs on a timecard (i.e. incorrect leave information is entered, you forget to record a punch, or the punch is recorded in the wrong place, etc), you should work with your supervisor to correct the error as soon as it is detected to avoid any inaccuracies or delays in pay or leave balances.

6. What training materials are available to me?

The Learning Library for Employees and New Employee Help webpage has online tutorials and quick reference guides addressing common questions in regards to tracking your time.
Section 2 – Employee Submissions Responsibilities

For information regarding the Career Service Rule 10 – Paid Leave, visit the Office of Human Resources Rules and Policies webpage. You shall request time off in advance of using the exception hours. How you request the time off is based on the timecard entry method designated by your supervisor.

1. How do I create a time off request?

   Instructions on creating a time off request is included in the tutorials in the Learning Library for Employees. If you use Telephone Time Entry as your only timecard entry method, you must work with your supervisor to add the exception hours directly to your timecard.

2. How will I know when my supervisor has processed my time off request?

   Return to the My Time Off Request work area within Kronos and choose the range of dates that your time off request falls. Click on the request and choose Details to see if your request has been processed.

3. How do I cancel or modify a time off request, once it has been approved by my supervisor?

   You will discuss the change with your supervisor.

4. How are exception hours entered if I am out unexpectedly?

   Discuss with your supervisor the expected notification procedures required by the agency/department. After your supervisor is notified, he/she will then enter your exception hours on your timecard. It is your responsibility to verify these hours after returning from the unexpected absence.

5. How do I track my time when I’m out for an extended amount of time?

   Contact the Office of Human Resources (OHR) when you are going out on an extended leave or will need to take time off intermittently for a particular circumstance. OHR will notify you if you meet the criteria required for an extended or intermittent leave and will assist you with the process. Once the case is approved, the Controller’s Office, Payroll Division will track your exception time on your timecard. You or your supervisor will email the Controller’s Office, Payroll Division with the dates, times, and type of leave you would like to use in each instance. The Controller’s Office, Payroll Division must receive this email the Friday prior to the end of the pay period.

   For additional information about extended and intermittent leave, refer to Career Service Rule 10 – Paid Leave and/or Career Service Rule 11 – Unpaid and Extended Leave.
Section 3 – Employee Approval Responsibilities

When you approve your timecard, you are verifying that the time and attendance information is accurate and does not contain any misrepresentations or falsifications. The approval is notifying your supervisor that the timecard is ready for payroll processing. If you have the access to do so, you shall approve your timecard by the Saturday of the end of the pay period.

1. Before I approve my timecard, what should I check?
   You should check that all hours worked and/or exception hours are reported in the body of the timecard in accordance with the FAR, this procedure, Career Service Rules, and the policy of your agency/department. If any information is missing, you should not approve your timecard until the supervisor/manager has made the corrections.

2. How do I approve my timecard?
   Instructions on how to approve a timecard are located in the Learning Library for Employees. If you use Telephone Time Entry as your only timecard method, you will not be able to review or approve your timecard on your own. Supervisors can print a timecard detail report that lists all start and end times recorded for the range of dates specified for review.

3. When is it appropriate for me not to approve a timecard?
   A. When time is incorrect or missing. In this case you must contact your supervisor as soon as the error is detected to avoid any inaccuracies or delays in pay or leave balances.
   B. If you use Telephone Time Entry as your only timecard entry method.
   C. If you are away from work on an approved leave of absence or because of an unexpected absence at the end of the pay period.

4. Why would I not be able to approve my timecard?
   If you are attempting to approve your timecard after the pay period has closed, you will not be able to approve your timecard for that pay period.

5. If I forget to approve my timecard, what will I be paid?
   If you do not approve your timecard, the supervisor still has the responsibility to approve your timecard. Should your supervisor be unable to approve, you will be paid based on the information in the timecard. Review your timecard even if the pay period is closed and work with your supervisor if you find any errors.
Section 4 – Supervisor/Manager Timecard Responsibilities

Supervisors/managers have a very important role in the verifying and approving of employees’ time and attendance records. Not only is the timecard a legal document, but it affects employee’s earnings and other employee benefits that are connected to the employee’s pay.

1. What should I provide a new employee to prepare him/her for tracking work hours and/or exception hours on his/her timecard?

   You should discuss your agency's/department’s policies of time and attendance with every employee. You must ensure that the agency’s/department’s policies are not more lenient than the Fiscal Rule 10.13 – Time and Attendance and this procedure and that the employee has the tools necessary to adhere to the rule, procedure, and agency/department policy.

2. What can I offer to a non-exempt employee to track his/her hours?

   Executive directors/agency heads must decide which time tracking method works best for individual employees as long as the method is not more generous than the FAR and this procedure, and is consistently applied. The three methods with restrictions include:

   A. Kronos online is available to employees with a network ID.

   B. Kronos 4500 terminal is available to employees whose work location is close to a terminal. To register a badge to record punches at the Kronos 4500 terminal, contact the Controller’s Office, Payroll Division. You must notify the employee which terminal(s) he/she is designated to use. As part of the bi-weekly review and reconcile, ensure that the employee is only using those designated terminals by reviewing the audit trail.

   C. Telephone time entry is available to employees who are not stationed near a network connected computer or a Kronos 4500 terminal. You must submit a completed Telephone Time Entry Designation Form to the Controller’s Office, Payroll Division to activate telephone time entry. You must notify the employee which telephone(s) he/she is designated to use. As part of the bi-weekly review and reconcile, ensure that the employee is only using those designated telephones by reviewing the audit trail.

3. When should I edit an employee’s timecard?

   You are encouraged to review timecards throughout the pay period and should edit an employee’s timecard only when there is an error present or exception hours need to be entered or altered. Most common errors are missed punches; the Reconciling Timecards Quick Reference includes instructions on correcting missed punches without overriding existing punches and can be found on the Reference Guide webpage for managers.

4. How should I enter an employee’s work schedule?

   To update an employee’s permanent schedule, complete and submit a Time & Attendance Change Form to the Controller’s Office, Payroll Division.
5. **What types of training materials are available to me?**

The [Learning Library for Supervisors](#) has online tutorials addressing common questions in regards to verifying and approving employees’ time. You may also contact the [Controller’s Office, Payroll Division](#) to discuss training options.
Section 5 – Supervisor/Manager Submissions Responsibilities

As a supervisor/manager, you have the responsibility of approving or rejecting time off requests from your employees.

1. **How do I know when a time off request has been submitted?**
   
   You will receive a notification through your City email account, after the employee has submitted a time off request.

2. **How do I process a time off request?**
   
   View the online tutorial at the [Learning Library for Supervisors](#) for step-by-step instructions.

3. **How long do I have to respond to an employee’s time off request?**
   
   Though you can approve or reject a request up until the first day the leave would start, best practices dictate to respond to the request in a timely manner.

4. **How do I modify approved time off requests?**
   
   You may modify or delete approved time off through the Schedule Editor work area if the pay period has not yet closed. Visit the [Learning Library for Supervisors](#) for step-by-step instructions. You will need to complete and submit a [Time & Attendance Change Form](#) if the pay period has already closed on the leave that needs to be modified.

5. **How do I enter time for an employee taking a leave of absence?**
   
   Once you are aware that an employee is going on leave or will need to take time off intermittently for a particular circumstance, contact the Office of Human Resources (OHR). Once the leave case is approved by OHR, the Controller’s Office, Payroll Division will enter the exception time on the employee’s timecard. You or your employee will email the [Controller’s Office, Payroll Division](#) with the dates, times, and type of exception to use in each instance. The Controller’s Office, Payroll Division must receive this email the Friday prior to the end of the pay period. The Controller’s Office, Payroll Division enters the exception time to ensure compliance with all rules and regulations surrounding leave cases and relies on you to notify them in a timely manner to ensure timely and accurate pay, and leave accounting. You should still reconcile and approve the employee’s timecard at the end of each pay period. If any leave time is missing or needs editing, contact the [Controller’s Office, Payroll Division](#).

For additional information about extended and intermittent leave, refer to [Career Service Rule 10 – Paid Leave](#) and/or [Career Service Rule 11 – Unpaid and Extended Leave](#).
Section 6 - Supervisor/Manager Approval Responsibilities

When you approve your employees’ timecards, you are verifying that the time and attendance information is accurate and does not contain any misrepresentations or falsifications. The approval is notifying the Controller’s Office, Payroll Division that the timecard is ready for payroll processing.

1. When should I approve my employee timecards?
   You must approve your employees’ timecards by 10:00 a.m. on the Monday following the end of the pay period. If an employee has not yet approved his/her timecard, reach out to the employee to find out why the approval is missing prior to the Monday morning deadline. If the timecard is accurate and complete to the best of your knowledge, it is acceptable to approve the timecard without the employee’s approval to avoid missing the deadline.

2. How do I know if the employee has approved his/her timecard?
   If there is a tab at the bottom of the employee’s timecard labeled SIGN-OFFS, REQUESTS & APPROVALS, click on the title to open. You can then review who has approved the timecard. If there is not a tab labeled SIGN-OFFS, REQUESTS & APPROVALS, then no one has approved the timecard yet.

3. How can I provide a copy of the timecard to employees without Kronos online or Kronos 4500 Terminal access?
   Run the Timecard Detail report; additionally, there are many reports available. The Quick Reference Guide webpage for managers has instructions on how to run reports.

4. How do I approve employees’ timecards?
   Instructions on how to approve your employees’ timecards is located in the Learning Library for Supervisors.

5. How do I edit timecards from a pay period that has already closed?
   As soon as you find, or are notified of a mistake on a past pay period timecard (i.e. incorrect leave information was entered, the employee forgot to record a punch, or the punch is recorded in the wrong place, etc), you must complete a Time & Attendance Change Form describing how to fix the error, and send to the Controller’s Office, Payroll Division.

6. How do I know if the pay period is closed?
   The pay period closes the Monday following the end of the pay period at 10:00 a.m. You can also tell if the pay period is closed by reviewing the SIGN-OFFS, REQUESTS & APPROVALS tab at the bottom of the timecard. Here, you can see if sign-off by payroll has occurred.

7. How do I administer timecards when I am on leave?
   You must delegate authority to another supervisor/manager within the department or agency when it is not possible to reconcile and approve employee timecards by the deadline. The Quick Reference Guide webpage for managers has instructions on how to delegate authority.