

# Frequently Asked Questions

## How does the Kronos system work?

- *Kronos helps organizations automate the process of collecting time and attendance information and calculating employee pay. Kronos is a web-based technology that provides multiple access points for employees and managers.*

## Will any other processes change in conjunction with the Kronos system?

- *The major change employees will notice is the elimination of paper timesheets. Employees currently punching in/out at time clocks will use new Kronos time clocks along with their City of Williston badge. Employees that were previously using electronic timecards will now use their City of Williston badge to:*
  - ✓ *Scan in when they arrive to work,*
  - ✓ *Scan out when they leave work,*
  - ✓ *Scan out for meal breaks,*
  - ✓ *Scan in at the end of meal breaks,*
  - ✓ *Scan in/Scan out any time they are leaving the building for non-work-related items.*

## Will employees still have timesheets?

- *Yes. Each employee will still have an individual timesheet, but these will be electronic within the Kronos system.*

## Who needs to swipe-in and out each day?


- *All non-exempt hourly employees must clock in and out each day for payroll purposes.*

## How will non-exempt employees be able to swipe-in and out?

- *Most non-exempt employees will swipe in and out at time clocks located near their work area with ID badge. Some employees with remote work locations may clock into Kronos at their computers. Finally, a limited number of non-exempt employees who travel to various locations each day to perform their jobs will access the Kronos system through specially designated mobile device.*

## When an employee swipes-in/out, how will they know if their swipe was accepted?

- *The Kronos system will provide visual and auditory signals in the form of a green light and beep as each swipe is successfully made.*



## Will everyone get a new badge to swipe in with?

- *If you already have an employee ID badge from Human Resources, you will not receive a new one as part of the Kronos project. However, if you do not currently have a City of Williston ID badge from Human Resources, you should contact Josilyn Bean at [josilynbean@ci.williston.nd.us](mailto:josilynbean@ci.williston.nd.us) or 701-577-6368.*

## What if I forget or lose my badge?

- *[KronosHelp@ci.williston.nd.us](mailto:KronosHelp@ci.williston.nd.us) can clock you in. Remember, there may be a grace period during the implementation phase of Kronos, however, you will be responsible for your own time. In some cases, forgetting or losing your badge may delay your pay by one pay cycle. You will want to keep your badge with you at all times during working hours and should immediately notify Human Resources if it is lost.*

## What happens if an employee forgets to clock in or out?

- *If you forget to clock in or out, notify [KronosHelp@ci.williston.nd.us](mailto:KronosHelp@ci.williston.nd.us) and Kronos Support will insert your time on the timesheet.*

## What if an employee comes in early or leaves late?

- *It needs to be clear why you are coming in early or leaving late. Did your supervisor ask you to? Was it approved overtime? Or, do you come in early to miss traffic or ride share? Schedules are set by the department and should be followed.*

## How do you clock in or out if you are asked to run a work-related errand before or after work?


- *The employee should be paid for that time. That time should be reported to your supervisor for entry into the Kronos system.*

## How does it work if you run work-related errands around your lunch break?

- *The employee should be paid for that time. That time should be reported to your supervisor for entry into the Kronos system.*

## Some employees are required to go to training or work out of the office. What should employees do about clocking in and/or out when these situations arise?

- *These activities are prescheduled and will have prior approval from your supervisor. That being the case, the employee's timesheet will be appropriately updated by the supervisor or Kronos Support to reflect the time taken for the activity.*



### What about breaks?

- *Employees are allowed two 15-minute paid breaks per day. Anything beyond the two 15-minute paid breaks is unpaid time. The employee should scan out for non-work-related matters (i.e.: personal errands, picking or dropping off kids, etc.). The employee will clock back in when they return. Time away for non-work-related matters, beyond the paid breaks, is unpaid. In some instances, employee time away for non-work-related matters may be paid based upon employee leave availability.*

### Do you clock out for smoke breaks?

- *Employees are allowed two 15-minute paid breaks per day. Anything beyond the two 15-minute paid breaks is unpaid time. It is expected employees will not split up their breaks into smaller increments.*

### What if I have to leave in the middle of the day, but come back to work?

- *Clock in and out each time you come and go. You will swipe at the time clock a minimum of four times for that day.*

### What if I'm called back to work?

- *Clock in when you come back. Your supervisor will be able to code time correctly.*

### Can the "swipe" cards/badges be transferred between locations?

- *Yes. Employees will be able to use any City of Williston time clocks at the various locations.*

### Can someone else punch in or out for me if I have to start my day at a different location?

- *No, employees may use their badge at any location. Allowing another employee to punch in or out with your badge may result in disciplinary action up to and including termination.*

### Will Kronos determine if I am late? Will there be a grace period?

- *Yes. Kronos will determine if you are late based on the schedule and pay rules provided by your department. Time is recorded to the minute. For example, if you clock in at 8:07am you will be paid beginning at 8:07am.*

### If I arrive late for work, can I just work through lunch to make up my time?

- *Designated lunch breaks are determined by each department. As a general rule, the City of Williston does not allow employees to make up time during their lunch break.*



**What happens if we have to work on a day our facility is closed?**

- *Employees should follow the process currently in place. If it is not possible to clock in and/or out because a facility is closed, employees should contact [KronosHelp@ci.williston.nd.us](mailto:KronosHelp@ci.williston.nd.us) to inform them of their work hours.*

**How will employee schedules be entered into the Kronos system?**

- *Schedules have been entered in the Kronos system based on what was reported by your department.*

**Will the supervisor be able to check on employee's time?**

- *Yes, they will be able to see your time on a daily basis.*

**Will supervisors continue to approve employee timesheets?**

- *Yes.*

**Will the Kronos system change how overtime is monitored and handled?**

- *No, overtime will still have to be approved.*

**Does the Kronos system automatically approve my overtime?**

- *No. The system will show it, but the overtime is not credited unless your supervisor approves it.*

**Since the system calculates minute-for-minute, can I get overtime for clocking in early or out late every day?**


- *Yes. However, all overtime must be approved.*

**Will the timesheet editing process be eliminated?**

- *No. Edits to employee timesheets will continue to be made as necessary; however, these edits will take place electronically within the Kronos system by authorized staff.*

**Will paper paychecks be eliminated?**

- *No, this is not changing. Direct deposit is the preferred method of payment. However, for those employees that wish to receive a paper paycheck, they will continue to receive one.*



**If I've been receiving a paper check, will I still receive it at my building?**

- *No, employees will need to pick up their checks at City Hall (2<sup>nd</sup> Floor). Checks will be available after 8:00 a.m. on payday.*

**Will the time clock be able to provide a printout of an employee's timesheet for their review?**

- *No. Employees will be able to review their own timesheets at the time clock. If an employee would like a printout of their timesheet, their supervisor will be able to print a hard copy.*

**How will I be able to check on how much vacation or sick time I have left?**

- *All accruals will be updated every pay period and you can check them any time you need to. If you punch in at a time clock, those numbers will be available right on the time clock. If you punch in on a computer, you will be able to check your time on the computer.*

**Will the employees receive training on how to swipe-in and out at a time clock?**

- *Yes. Anyone swiping in and/or out via a time clock will receive a quick-reference handout. The process is VERY simple and straightforward.*

**Has the training schedule been set yet?**

- *No. We will be offering short sessions at various times for employees to receive training. Stay tuned for more information.*

**What happens if I am supposed to clock in and/or out on my desktop, the server or network is down, and I cannot log on?**

- *If you are unable to clock in and/or out, notify [KronosHelp@ci.williston.nd.us](mailto:KronosHelp@ci.williston.nd.us) and Kronos Support will insert your time on the timesheet. In the event of power failure, document your time and see your supervisor.*

**What will happen to the time clocks if there is a power failure?**

- *In the event of a power failure, the Kronos time clocks come with a battery backup that will enable swipes to be accepted for up to three days. Once power has been restored, the swipes made at each time clock will be uploaded to the Kronos system.*

**What if I need help?**

- [KronosHelp@ci.williston.nd.us](mailto:KronosHelp@ci.williston.nd.us)