

Workforce Absence Manager

Manager's User Guide

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Purpose of using Absence Manager for Attendance

The workforce Absence Manager solution is an advanced employee absent tracker to track attendance occurrences. It automates and streamlines our attendance policies so that you as the Manager can enforce organizations' rules consistently and control the costs, risks, and lost productivity associated with your employees' absenteeism. Absence Manager notifies you as the Manager when employees approach or reach designated attendance thresholds with appropriate documents via your email inbox.

What is our Attendance and Punctuality Policy?

Absence Occurrence is a failure to report to work on a scheduled day and time due to personal reasons, illness and/or family matter.

Absences related to leave of absence, Intermittent FMLA, PSL, or worker's compensation will NOT be counted as an absence occurrence.

Partial Absence Occurrence – is arriving at work late or leaving work early without written or verbal supervisory approval. Arriving at work late is defined as clocking in any time after the employee's scheduled start of shift. This also includes coming back late from a meal period.

Current Guidelines for Corrective Action

The following guidelines are to be followed for absence occurrences

5 occurrences	Verbal, Documented
6 occurrences	Written Warning
7 occurrences	Final Written Warning
8 occurrences	Termination

To be considered for disciplinary action, the absence occurrence must have occurred during the last **rolling 12-month period.** Any occurrences prior to this time frame will not be considered.

No Call No Show

When an employee does not show up to work on a scheduled shift AND does not call in, Director or Manager will add the following paycode (with zero hours) to the employee's timecard for the day that the employee did not show nor called:

Example:

Timecard | [Schedule](#) | [People](#) | [Reports](#) | [More](#) ▾

TIMECARD Name & ID

Last Saved: 12:44 Time Period

Save Actions ▾ Punch ▾ Amount ▾ Accruals ▾ Comment ▾				
		Date	Pay Code	Amount
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sat 3/21		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sun 3/22		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mon 3/23	This Day Approved	1.0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mon 3/23		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tue 3/24		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Wed 3/25		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Thu 3/26	NO CALL NO SHOW	0.0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fri 3/27		

Note: In the screenshot, "NO CALL NO SHOW" and "0.0" are circled in red. Red arrows point to "PAYCODE" above the circled text and "ZERO HOURS" above the circled "0.0".

The following guidelines are to be followed for a “No Call No Show”

- 1 NCNS Occurrence Final Written
- 2 NCNS Occurrences Termination

Repetitive Written Warnings and Final Warnings

Upon **receiving the third corrective action** for EITHER a “Written Warning” for 6 occurrences OR a “Final Written Warning” for 7 occurrences within a rolling twelve (12) month period, the employee will be subject to **termination** of employment.

Example:

An employee who received the following within a rolling twelve (12) month period:

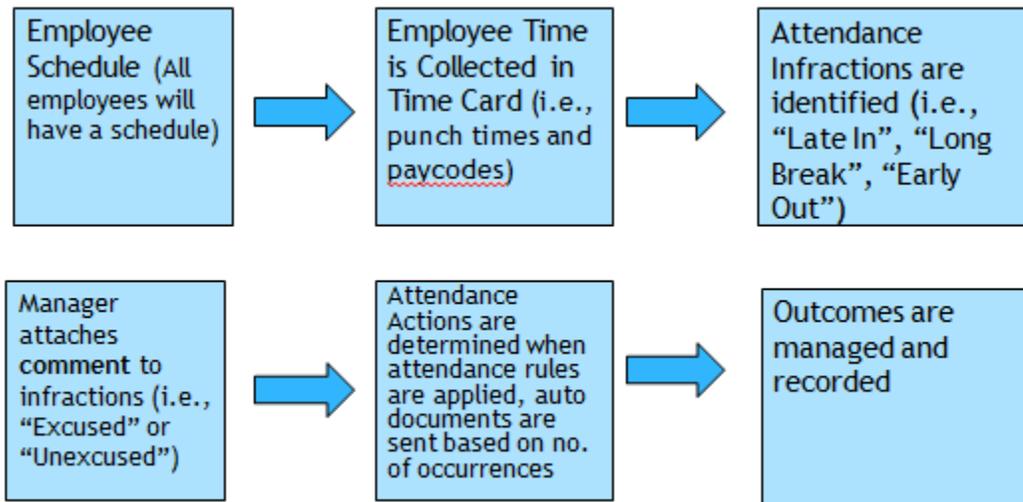
Written Warning for 6 occurrences

Final Written Warning for 7 occurrences

Final Written Warning for 7 occurrences

3 corrective actions with either a written or final written warning within a rolling twelve (12) month period = TERMINATION

How does Kronos track these occurrences?



What triggers an occurrence in Kronos?

Time Card Transactions	Attendance Event	Absence Value (Occurrence)
"Late In" infraction with comment "Unexcused".	Late In - <i>(only applies if the employee clocks in 8 minutes or later after start of scheduled shift.)</i>	0.5
"Early Out" infraction with comment "Unexcused".	Early Out - <i>(only applies if the employee clocks out 8 minutes or earlier before end of scheduled shift.)</i>	0.5
"Long Break" infraction with comment "Unexcused".	Long Break <i>(when meal period is 38 minutes or greater)</i>	0.5
Pay Code "VAC-HOL - Absent" with a schedule for that day.	Absence (A <u>full</u> shift missed, employee calls in sick for self or for an unexpected event)	1.0
Pay Code "PD PT Absent" with a schedule for that day.	Part time or Per Diem Absence (A <u>full</u> shift missed, employee calls in sick for self or for an unexpected event)	1.0
Pay Code "EXEMPT FULL OCC".	Absence (A full shift missed, employee calls in sick for self or for an unexpected event). Used for Exempt employees.	1.0
Pay Code "HALF OCC"	This paycode will trigger half (0.5) of an occurrence. Used in the event that the employee does not have enough PSL hours to cover the entire full shift that was missed.	0.5

The following table explains the types of information in the Attendance Workspace.

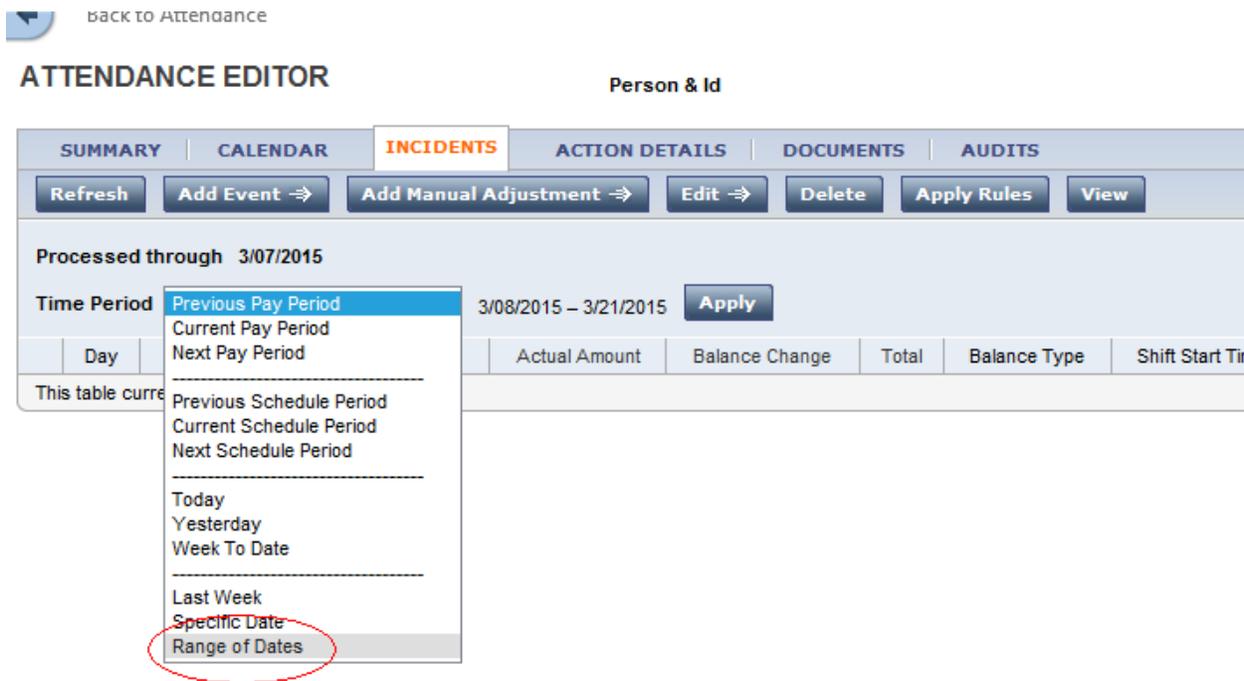
Field Name	Description
Last Applied Rule Date	The date up to which attendance policy rules were last applied.
Occurrences	The current total of the occurrences balance within the last 12 months.
Attendance Action	An activity performed by the organization to discipline or reward an employee. Example: Suspension
Action Date	The date on which the employee incurred the behavior that launched the action.
Action Recognize Date	The date on which the action was processed and recognized by the system. Example: An employee incurs PTO-Absent on 3/1/2014 which triggers the action Written Warning. The Attendance rules are applied on 3/3/2014. The Action Date is 3/1/2014 and the Action Recognize Date is 3/3/2014.
Action Status	Displays the current status of the action. This is especially important if you are responsible for monitoring disciplinary actions. Example: Initiated or Completed
Action Completed Date	The date on which the action was carried out, such as delivering a verbal warning to an employee. This is especially important if you are responsible for documenting the date on which the disciplinary action was carried out.

How to access an employee’s attendance editor to view occurrences

Select the employee’s name in the Attendance Workspace, and click on “Go To”, then select and click on “Attendance Editor”:

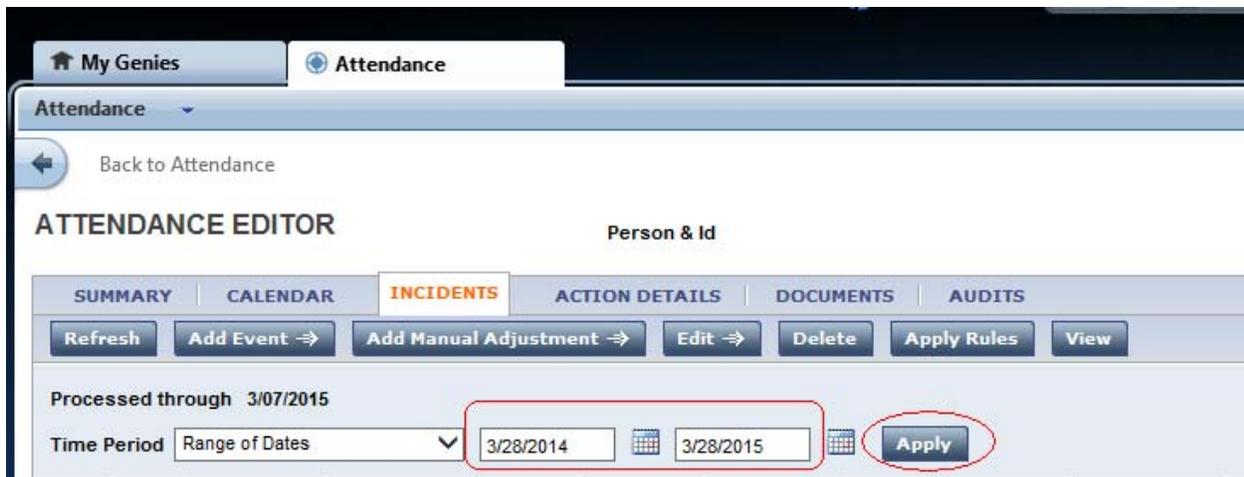


Next, click in the “Time Period” field and select “Range of Dates”:



Enter the “Range of Dates” (normally, it is practical to see the last 12 months since we are on a “rolling” 12 month policy), then click on “Apply”. This will allow you to see all of the occurrences for the last 12 months:

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Next, you will see in detail, all of the occurrences within the “Range of Dates” that you have selected:

ATTENDANCE EDITOR Person & Id

SUMMARY CALENDAR **INCIDENTS** ACTION DETAILS DOCUMENTS AUDITS

Refresh Add Event → Add Manual Adjustment → Edit → Delete Apply Rules View

Processed through 3/07/2015

Time Period Range of Dates 3/28/2014 3/28/2015 Apply

	Day	Date /	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source Policy	Per
<input type="checkbox"/>	Thu	4/24/2014	Absent							
<input type="checkbox"/>	Thu	4/24/2014	Absent Counted		1.0	1.0	Occurrences		Historical-Occurrences-Calendar Days	
<input type="checkbox"/>	Sun	8/10/2014	'Ignore Timecard Data' Marker							
<input type="checkbox"/>	Thu	12/18/2014	Absent							
<input type="checkbox"/>	Thu	12/18/2014	Absent Counted		1.0	2.0	Occurrences		Occurrences-Scheduled Days	

About the Attendance Editor

The following table explains the types of information in the Attendance Editor.

Field Name	Description
Date	The date on which the employee incurred the event, pattern or action..
Event/Pattern/Action	The attendance event, attendance pattern or attendance action that the employee incurred. Example: No Call No Show
Actual Amount	The amount of time that the employee was early or tardy. Example: 0:50 (30 mins) or 0.0833 (5 mins)
Balance Change	The number of points, occurrences that the employee incurred as a result of the attendance event, pattern or action.. Example: 0.5 or 1.0
Total	The total balance of occurrences within the last 12 months. Example: 6.0
Balance Type	The type of units that represent what the balance is tracking. Balances is based on occurrences. Example: Occurrences
Shift Start Time	The employee's scheduled shift start time. Example: 730
Source Policy	Link that provides information on the attendance policy rule that generated the attendance event, pattern or action when attendance rules were applied.

To edit or excuse an Occurrence after Payroll has Signed-Off

Check the box next to the Occurrence that you want to edit, and then click on "Edit":

ATTENDANCE EDITOR Person & Id

SUMMARY | CALENDAR | **INCIDENTS** | ACTION DETAILS | DOCUMENTS | AUDITS

Refresh Add Event → Add Manual Adjustment → **Edit →** Delete Apply Rules View

Processed through 3/07/2015

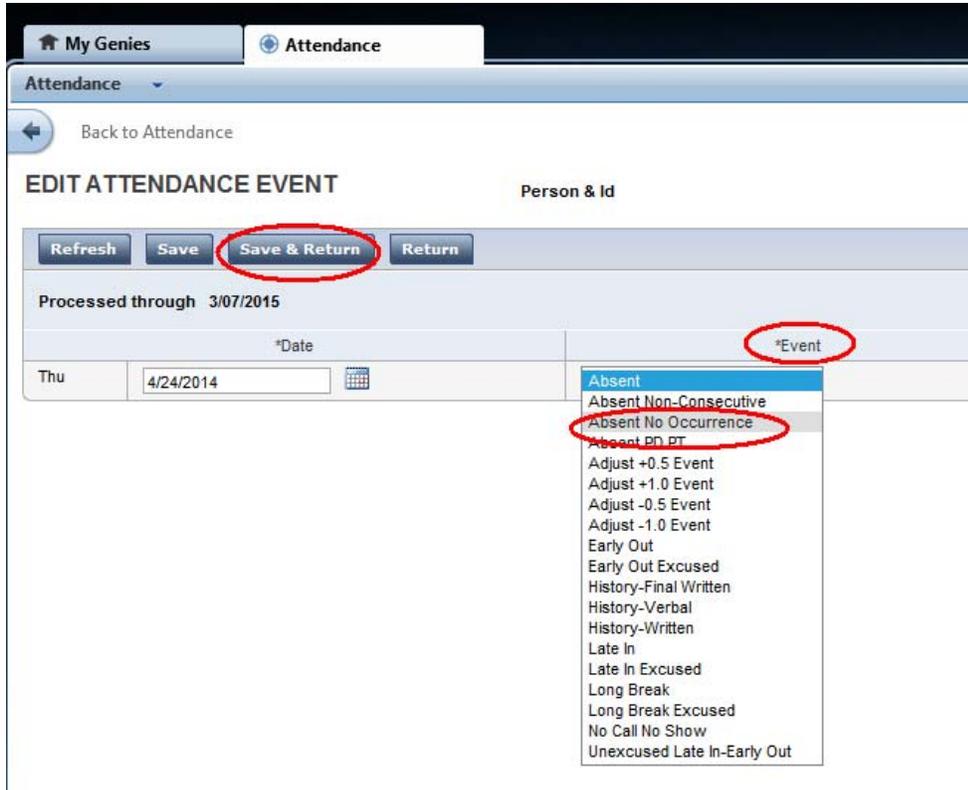
Time Period Range of Dates 3/28/2014 3/28/2015 Apply

	Day	Date /	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source Policy	P
<input checked="" type="checkbox"/>	Thu	4/24/2014	Absent							
<input type="checkbox"/>	Thu	4/24/2014	Absent Counted		1.0	1.0	Occurrences		Historical-Occurrences-Calendar Days	
<input type="checkbox"/>	Sun	8/10/2014	'Ignore Timecard Data' Marker							
<input type="checkbox"/>	Thu	12/18/2014	Absent							
<input type="checkbox"/>	Thu	12/18/2014	Absent Counted		1.0	2.0	Occurrences		Occurrences-Scheduled Days	

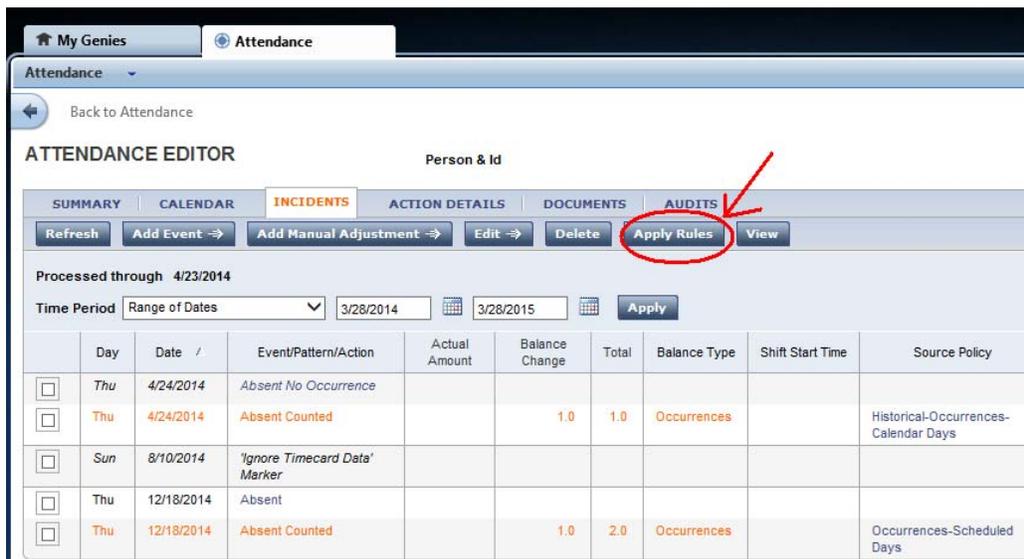
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Go to the “Event” field, and change this field to the proper event (i.e., “Absent No Occurrence” or “Late In Excused”, etc.):

Click on “Save & Return”:

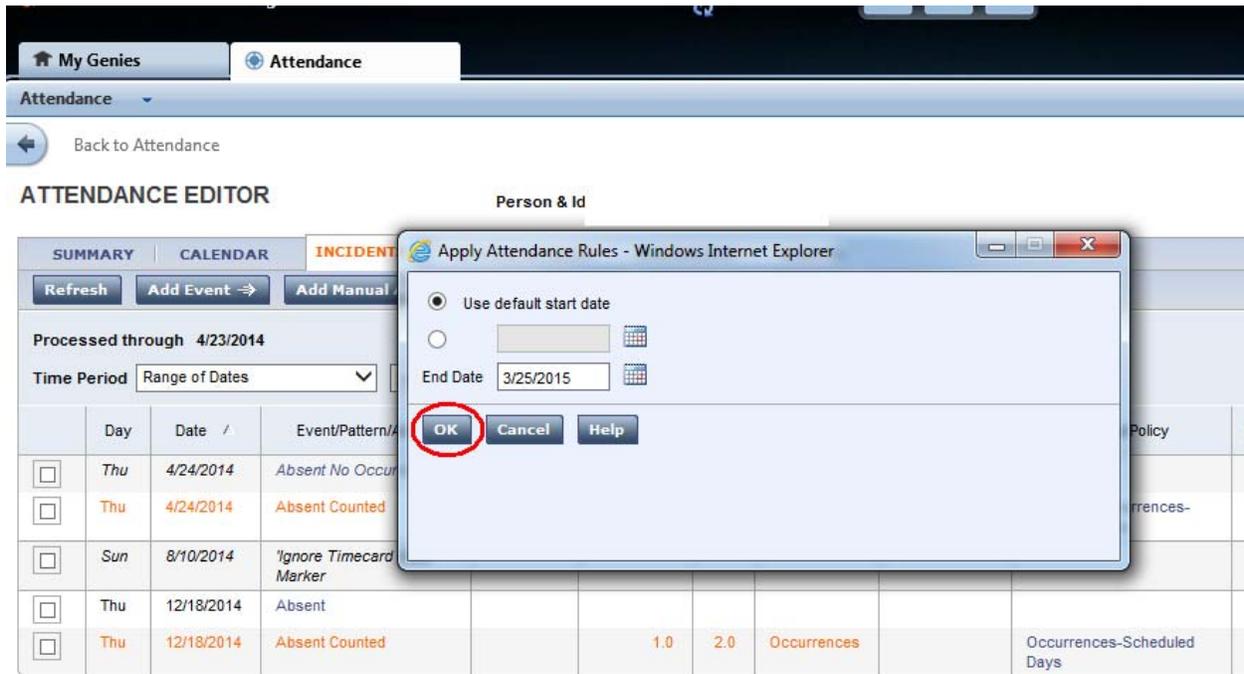


Next, click on “Apply Rules”

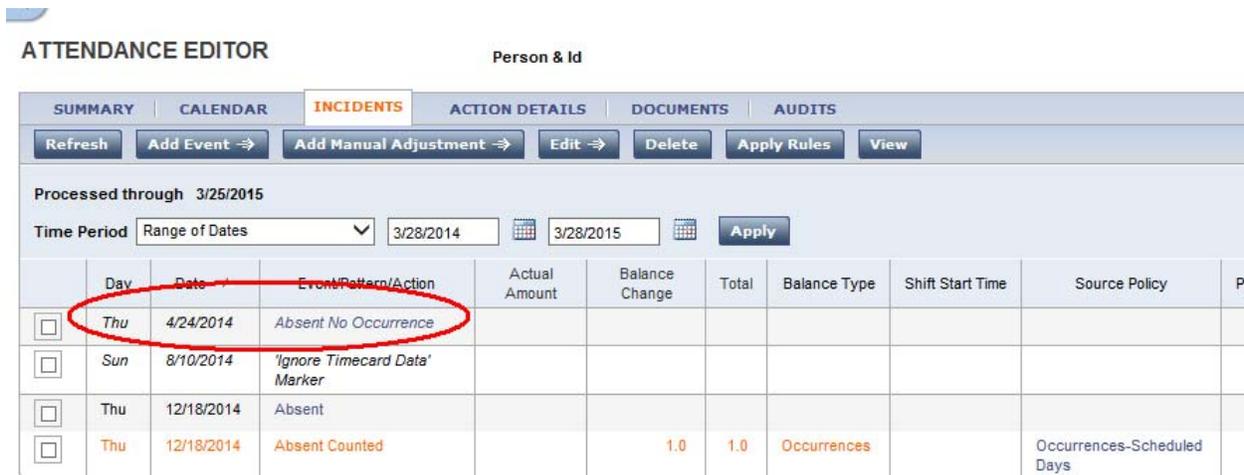


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Click "OK"



The event will change and the number of occurrence will fall off the attendance editor:



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To add an Occurrence after Payroll has Signed-Off

In the employee's attendance editor, click on "Add Event":

ATTENDANCE EDITOR Person & Id

SUMMARY | CALENDAR | **INCIDENTS** | ACTION DETAILS | DOCUMENTS | AUDITS

Refresh **Add Event →** Add Manual Adjustment → Edit → Delete Apply Rules View

Processed through 2/06/2016

Time Period Previous Pay Period 1/24/2016 – 2/06/2016 Apply

Day	Date /	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source P
This table currently contains no data.								

Next, enter the date of the occurrence, choose the Event Type (Adjust + 1.0 Event) or (Adjust + 0.5 Event) and enter the amount of the occurrence in the Event field (i.e., 1.0 or 0.5):

ADD ATTENDANCE EVENT Person & Id

Refresh Save **Save & Return** Return

Processed through 2/06/2016

	*Date	*Event	*Amount
Sat	2/06/2016	Adjust +1.0 Event	1.0

Click on Save & Return:

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Next, you should see the event that you have added:

Click on “Apply Rules”:

Back to Attendance

ATTENDANCE EDITOR

Person & Id

SUMMARY | CALENDAR | **INCIDENTS** | ACTION DETAILS | DOCUMENTS | AUDITS

Refresh | Add Event → | Add Manual Adjustment → | Edit → | Delete | **Apply Rules** | View

Processed through 2/05/2016

Time Period Previous Pay Period 1/24/2016 – 2/06/2016 Apply

	Day	Date /	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time
<input type="checkbox"/>	Sat	2/06/2016	Adjust +1.0 Event	1.0				

Click on “OK”:

Apply Attendance Rules - Windows Internet Explorer

Use default start date

End Date 3/25/2015

OK Cancel Help

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The event/occurrence will be added to the employee's attendance editor (see under the "Total" Column):

ATTENDANCE EDITOR Person & Id

SUMMARY | CALENDAR | **INCIDENTS** | ACTION DETAILS | DOCUMENTS | AUDITS

Refresh | Add Event → | Add Manual Adjustment → | Edit → | Delete | Apply Rules | View

Processed through 2/12/2016

Time Period Previous Pay Period 1/24/2016 – 2/06/2016 Apply

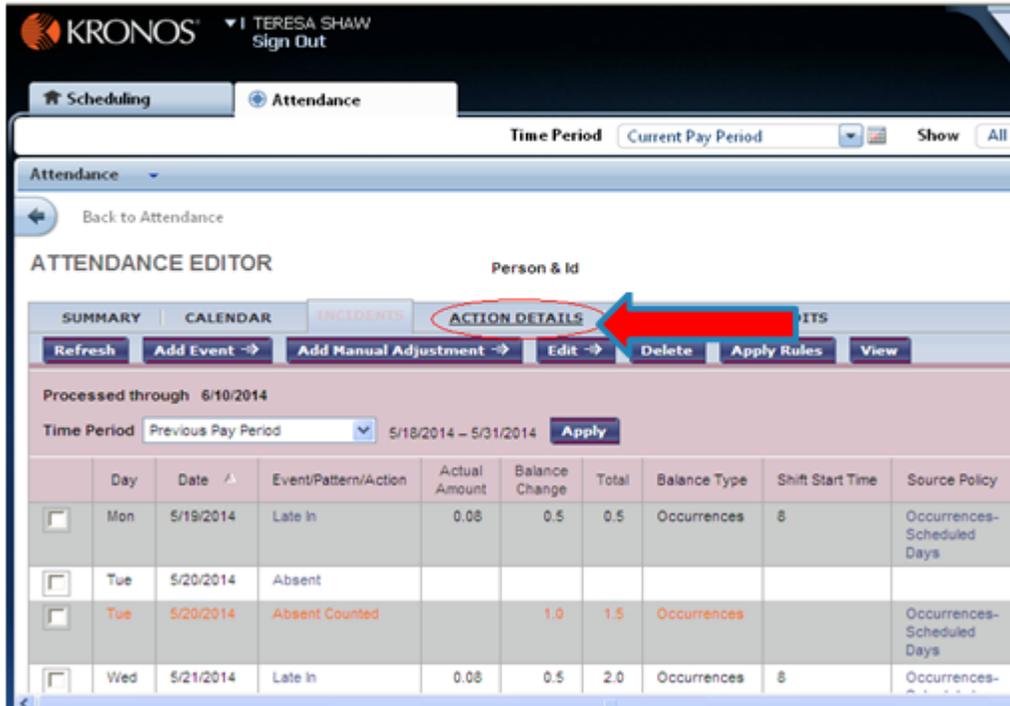
	Day	Date /	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source Policy
<input type="checkbox"/>	Sat	2/06/2016	Adjust +1.0 Event	1.0	1.0	1.0	Occurrences		Occurrences-Schedule Days

Make sure the occurrence has been added to the "Total Column"

Action Details to View Notifications for Disciplinary Actions

Click on “Action Details” to view notifications for disciplinary actions

Please note: Disciplinary notifications will also be sent to the Manager's Kronos inbox as well.



KRONOS | TERESA SHAW
Sign Out

Scheduling | Attendance

Time Period: Current Pay Period | Show | All F

Attendance

Back to Attendance

ATTENDANCE EDITOR | Person & Id

SUMMARY | CALENDAR | INCIDENTS | **ACTION DETAILS** | REPORTS

Refresh | Add Event → | Add Manual Adjustment → | Edit → | Delete | Apply Rules | View

Processed through: 6/10/2014

Time Period: Previous Pay Period | 5/18/2014 – 5/31/2014 | Apply

	Day	Date	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source Policy
<input type="checkbox"/>	Mon	5/19/2014	Late In	0.08	0.5	0.5	Occurrences	8	Occurrences-Scheduled Days
<input type="checkbox"/>	Tue	5/20/2014	Absent						
<input type="checkbox"/>	Tue	5/20/2014	Absent Counted		1.0	1.5	Occurrences		Occurrences-Scheduled Days
<input type="checkbox"/>	Wed	5/21/2014	Late In	0.08	0.5	2.0	Occurrences	8	Occurrences-

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Click on the paperclip to open the document

Person & It

Processed through 6/10/2014

Time Period Previous Pay Period 5/19/2014 - 5/31/2014 Apply

	Attendance Action		Triggered Date	Initiated Date	Current Status	Completed Date	Details	Source Policy
<input type="checkbox"/>	Approaching Discipline		5/26/2014	6/10/2014	Initiated			Balance
<input type="checkbox"/>	Verbal Documented		5/27/2014	6/10/2014	Initiated			Balance
<input type="checkbox"/>	Repetitive Action Counter		5/28/2014	6/10/2014	Initiated			Balance
<input type="checkbox"/>	Written Warning		5/28/2014	6/10/2014	Initiated			Balance

Notice of Corrective Action will open in Word



Notice of Corrective Action

Employee Name:	Date Action Issued: 5/28/2014
POSITION:	Department:
Department Director/Manager:	



Nature of Performance Concern:

- Policy/Procedure Violation: List specific policy/procedure violated:
- Unsatisfactory Job Performance:
- Behavior/Conduct Concern
- Absenteeism/Tardiness

Attendance/Punctuality Disciplinary Level

- Verbal Warning (5 occurrences)
- Written Warning (6 occurrences)
- Final Written (7 occurrences)
- Termination (8 occurrences)

No-Call/No-Show Disciplinary Level

- Final Written (1st No-Call/No-Show)
- Termination (2nd No-Call/No-Show)

5/26/2014 Approaching Discipline
 5/27/2014 Verbal Documented
 5/28/2014 Repetitive Action Counter
 5/28/2014 Written Warning

Occurrences Leading to Corrective Action:

5/19/2014	Late In	0.5	Occurrences
5/20/2014	Absent	1.0	Occurrences
5/21/2014	Late In	0.5	Occurrences
5/22/2014	Absent	1.0	Occurrences
5/23/2014	Late In	0.5	Occurrences
5/26/2014	Absent	1.0	Occurrences
5/27/2014	Late In	0.5	Occurrences

Notice of Corrective Action
 Revised: 9/13

5/28/2014	Absent	1.0	Occurrences
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Once action has been completed, click on the action and click on "Edit"

The screenshot shows the Kronos Absence Manager interface. At the top, the user is identified as TERESA SHAW with a 'Sign Out' link. The 'Attendance' tab is selected. Below the navigation bar, there are filters for 'Time Period' (Current Pay Period) and 'Show' (All Home Locations). A 'Back to Attendance' link is visible. The main section is titled 'ATTENDANCE EDITOR' and includes a 'Person & Id' field. A tabbed interface shows 'ACTION DETAILS' as the active tab. A toolbar contains buttons for 'Edit', 'Delete', 'Apply Rules', 'View', 'Regenerate', and 'Forward'. Below this, the 'Processed through' date is 6/10/2014, and the 'Time Period' is set to 'Previous Pay Period' (5/18/2014 - 5/31/2014) with an 'Apply' button. A table lists attendance actions:

	Attendance Action		Triggered Date	Initiated Date	Current Status	Completed Date	Details	Source Policy
<input type="checkbox"/>	Approaching Discipline		5/28/2014	6/10/2014	Initiated			Balance
<input type="checkbox"/>	Verbal Documented		5/27/2014	6/10/2014	Initiated			Balance
<input type="checkbox"/>	Repetitive Action Counter		5/28/2014	6/10/2014	Initiated			Balance
<input checked="" type="checkbox"/>	Written Warning		5/28/2014	6/10/2014	Initiated			Balance

Type in the completed date, add any additional comments under “Details”, and click on “Save & Return”

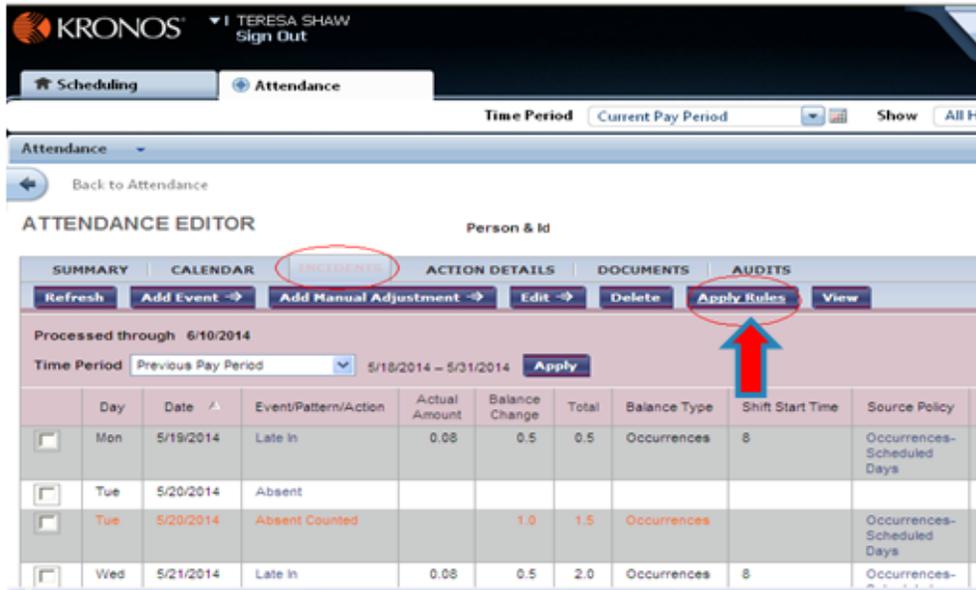
The screenshot displays the Kronos Absence Manager interface. At the top, the user is identified as TERESA SHAW with a 'Sign Out' option. The main navigation includes 'Scheduling' and 'Attendance'. The current view is 'Attendance', with a 'Time Period' set to 'Current Pay Period' and a 'Show' button. A 'Back to Attendance' link is visible. The main heading is 'EDIT ATTENDANCE ACTION' with a 'Person & Id' field. Below this are buttons for 'Refresh', 'Save', 'Save & Return', and 'Return'. A status bar indicates 'Processed through 6/10/2014'. A table lists attendance actions with the following data:

Attendance Action	Triggered Date	Initiated Date	Current Status	Completed Date	Details	Source Policy
Written Warning	5/28/2014	6/10/2014	Initiated	6/02/2014	Comment goes here	Balance

Manually Applying the Attendance Policy Rules

You can apply the attendance rules without waiting for the regularly scheduled time (Payroll Thursday).

For example, you might want to manually apply the attendance rules if you made a change to an employee's timecard and need to see attendance results/notifications right away.



The screenshot shows the Kronos Absence Manager interface. At the top, there is a navigation bar with 'Scheduling' and 'Attendance' tabs. Below this, there is a 'Time Period' dropdown set to 'Current Pay Period' and a 'Show' button. The main content area is titled 'ATTENDANCE EDITOR' and includes a 'Person & Id' field. There are several tabs: 'SUMMARY', 'CALENDAR', 'INCIDENTS', 'ACTION DETAILS', 'DOCUMENTS', and 'AUDITS'. The 'INCIDENTS' tab is active, and the 'Apply Rules' button is highlighted with a red circle and a red arrow pointing to it. Below the tabs, there is a 'Processed through' date of 6/10/2014 and a 'Time Period' dropdown set to 'Previous Pay Period' with a date range of 5/18/2014 - 5/31/2014 and an 'Apply' button. A table below shows attendance incidents for the period.

	Day	Date	Event/Pattern/Action	Actual Amount	Balance Change	Total	Balance Type	Shift Start Time	Source Policy
<input type="checkbox"/>	Mon	5/19/2014	Late In	0.08	0.5	0.5	Occurrences	8	Occurrences-Scheduled Days
<input type="checkbox"/>	Tue	5/20/2014	Absent						
<input type="checkbox"/>	Tue	5/20/2014	Absent Counted		1.0	1.5	Occurrences		Occurrences-Scheduled Days
<input type="checkbox"/>	Wed	5/21/2014	Late In	0.08	0.5	2.0	Occurrences	8	Occurrences-Scheduled Days

Click on "OK"
Then attendance results will appear

