


# Frontline Time & Attendance Application –

## Q&A Electronic Timekeeping

- **Why are we transitioning to a new system?**
  - Rochester Community Schools employs approximately 600 hourly staff. Collecting and entering employee timesheets is a labor-intensive manual process that can produce clerical errors. Upgrading to an automated timekeeping system will help the department to operate more efficiently and accurately, as time entries capture data, and calculations are automatic.
  
- **Will we get paid from the exact minute we clock in and out, or will it round up or down?**
  - The timekeeping system is configured to round seven (7) minutes before, and seven (7) minutes after the assigned start time.
  - Clocking in up to seven (7) minutes early will round to your scheduled start time, and clocking out late (within seven (7) minutes of your scheduled end time will round back to your scheduled end time.
  
- **Why is there a rounding rule?**
  - Sometimes it is not possible for an employee to clock in (or out) at his/her exact assigned start time. Time clock punch rounding is the process of rounding the time clock punches to give the employees a grace period when starting or ending work.
  
- **My schedule is inaccurate in the Time & Attendance and/or the Absence Management System.**
  - If your typical daily schedule changes please notify Patricia Radcliffe at [pradcliffe@rochester.k12.mi.us](mailto:pradcliffe@rochester.k12.mi.us).
  - If you are also working an additional temporary position those hours will not be loaded to your daily schedule. You may receive a warning when clocking in stating that you are clocking outside of your typical schedule. This message is normal and you do not need to worry about it.
  
- **What happens if we forget to log in or out- how will we correct this? Is there a time limit?**
  - Time exception logs will be available in the main office. You will be required to record any expected corrections/adjustments within the current pay period so that your supervisor can approve the exception.
  
- **What happens if we lose our card?**
  - You are still required to clock in/out using the Time and Attendance system. Please use your cell phone or computer and clock in through the Frontline Time and Attendance website – [www.veritime.aesoponline.com](http://www.veritime.aesoponline.com)
  - Submit a work order using the School Dude Work Order System to obtain a new card.
  
- **When will we begin using this system?**
  - We anticipate a February, 2019 implementation date.
  
- **If we are absent and take a sick day, how is this recorded since we won't be logging in or out that day?**
  - Time & Attendance and Absence Management share data. When you record your absence in Absence Management the data will populate in your timesheet with your regularly scheduled hours.

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- **Is there a person we are supposed to notify if we are held up in traffic on the way to work?**
  - Your current notification process will not change when we begin utilizing electronic time keeping.
  - When you arrive at your building clock in as you normally would.
- **How does it work when we walk in the school and get stopped along the way by a co-worker before we have a chance to punch in?**
  - There are alternative methods of clocking in/out. If you feel you will be held up by a co-worker you can use your cell phone to clock in through the Frontline Time and Attendance website – [www.veritime.aesoponline.com](http://www.veritime.aesoponline.com)
  - If you are held up, you will need to complete the time exception log in the main office.
- **How many minutes can we punch in before our shift actually starts? Or before our shift finishes?**
  - Clocking in early (within 7 minutes of your start time) will round to your scheduled start time and clocking out late (within 7 minutes of your end time) will round back to your scheduled end time.
- **At my building the parking lot is located on the opposite end of where the Clock Kiosk is located.**
  - Adjustments will need to be made in order to accommodate this new process. You may find it easier to utilize one of the other options for clocking in and out.
- **What if we have an appointment and I am leaving early because I didn't take my break to do so? Is it ok to scan my card and leave?**
  - You are expected to clock in when you arrive and out at the end of your day. If you have made arrangements with your building principals to work an adjusted schedule you should complete an entry on the *Time Exception Log* so changes can be made in Time and Attendance.
- **What if we are late, does that go against us? Even if you don't take our break to catch up on those minutes late.**
  - You will be compensated for the number of hours you work. Break periods are designed to be relief periods and as a general rule should not be added to the beginning or end of a work schedule. If you have made arrangements with your building principals to work an adjusted schedule you should complete an entry on the *Time Exception Log* so changes can be made in Time and Attendance.
- **Where can I go for more information?**
  - We encourage you to login to the Time & Attendance application and utilize the Help Resources icon  which can be found near the top right of your screen. Many articles and videos are available for your assistance.
  - Visit the RCS Website > Departments > Human Resources > Current RCS Employees for custom “How To” guides and links to useful information.
  - Email Leisa York Walker [lyorkwalker@rochester.k12.mi.us](mailto:lyorkwalker@rochester.k12.mi.us) or Jennifer Arsenault [jarsenault@rochester.k12.mi.us](mailto:jarsenault@rochester.k12.mi.us) for assistance and questions.