



Time & Attendance FAQ's

THE CLOCKING APPLICATION

1. I do not want the customer service affected on my Concession Department by the staff queuing to swipe on around the till point.

- Time and Attendance is available on the till point before opening and after closing so service is unaffected
- The process is a 2 second, 2 stroke operation on the till
- We currently have 6000 users of the system and have no reports of queuing to use the application at any time.
- Most Concession departments have their own till points which will minimise how many staff need to use the application at any one time

2. As a Restaurant Concession, some of our back of house staff are not till trained and so do not have a swipe card. How can they use T & A?

- The Store Operations Admin team will allocate them a swipe card which will restrict use to T & A and they will not be able to process till transactions.
- The system is multi functional. It has large touch screen and key board colour coded buttons for processing Start Work and Home times.
- All the Concession Managers will be trained on the use of the system that they can pass on to their own staff.

3. Very few of my staff use T & A currently. How do they go about starting?

- All staff are trained at induction on how to use the clocking on application which is a simple swiping action on the till
- We will train your Concession Managers how to use the system and they should be then equipped to show the rest of their team how to swipe in.
- We will also provide the Managers with a step by step guide to support them in the training rollout.

4. We use the signing in sheets from the staff entrance at HOF Stores to compare our attendance sheets with as an audit. We find this is sufficient for us.

- We have found that hand written evidence is often not as accurate as a swiped time into the system.
- With T & A you are getting the time the member of staff is on the shop floor in your dept ready for work rather than just present in the store.

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MANAGEMENT REVIEW SCREEN

1. Our staff are salaried so we do not believe that we can deduct money from their salary for being late.
 - Lateness impacts on your depts productivity, sales and stock loss. HOF had over 66 thousand instances of lateness captured last year of a population 5 times smaller than the Concession staff.
 - Persistent lateness could be considered a disciplinary measure but generally, timekeeping improves as a direct impact of introducing a timekeeping tool.
 - Hof Managers use T & A so that we can see that they are working their contracted hours.

2. Some of my Concession Managers look after more than one Brand so will need to be able to see all their attendance times- how would this work.
 - Our access controls will allow a manager to see all the Concession staff that are set up in a 'Team' in the Store Structure. If they cover for instance Planet and Precise, this will be possible so long as the staff are in the same Team.
 - We will resolve these technical issues at store level should you elect to use T & A

3. I have a number of management vacancies – how will those branches get access to the system to review the times.
 - Due to the volume of the Concession population in HOF we have to restrict access to the Managers at present so if you have a vacancy, the clocked times of the staff will not be visible at branch level.
 - You will receive a weekly attendance record for your staff, and as long as they remember to swipe in twice a day their times will feed through accurately

4. In that case can you not give the Area Managers access so that they can review the times on their store visits?
 - Access to the T & A is determined by being set up in our Oracle HR system, which also allows use of the COPOS till and is restricted to one location. Non store based employees are not eligible to use the T & A system because of this.

5. Our contracted hours are different to House of Fraser's so how will the system work out the correct paid/ worked time?
 - The majority of Concession Companies allow a variety of paid break times, but pretty much all of them do not pay for a one hour lunch which we have factored in to the calculations.
 - This will mean a shift length of anything above 8 hours will have a 1 hour deduction made to calculate a 7 hour paid time.
 - Different assumptions have been made for part day worked hours.
 - The report that we send you will detail the daily calculated paid time, will add these up and then compare them to the contracted hours to give you a difference
 - If your staff have been absent from the branch- on holiday for example, you will be able to marry up any shortages worked with the documentation that you receive from the branch explaining the shortages.

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6. How does T & A know what our staff rotas are and therefore know what to expect the start and end times of the shifts are going to be?

- The system takes the literal swiped time – say 08:54 in and 17:36 home and translates this in to a calculated work time of 09:00 to 17:30 by taking the nearest next 15 minute block in the morning and the nearest last 15minute block for the home swipe.
- The system also has tolerances added in to the calculations to avoid a ‘clock watching’ mentality. So a start time of say 10:03 will be calculated as 10:00 and a 16:27 finish will be assumed to be 16:30.
- If you want to get greater cost benefit from the use of T & A we would recommend that your staff also swipe out for their lunch break.

7. This will not work for our Concession as the full time contract states a start time of 10 minutes before opening not 15 mins.

- Once you have access to the Management review screens, your managers will be able to see the exact swiped times for every individual as well as the calculated paid times. We have seen a major cost benefit in being able to track start times and believe that your own companies will also get added benefit from this system
- Over the space of a week, we believe that T & A will show clearly where staff are working extra hours or where they are taking advantage
- The Concession Manager will have access to any date in the past and there fore if they have been absent themselves due to holidays etc, they can still see evidence of exact working times for those periods of the rest of the team before they send in any attendance sheets to you.

PRODUCTIVITY

1. We have specific till users across our Concessions so the Productivity data will not represent everyone’s sales made.

- This is the case, however, what it will do is represent the comparisons across your Concession branches of HOF.

2. We pay our staff commission based on sales of our own branded stock that they process through our own transaction system. The staff pass on their sales to HOF staff to process through the HOF tills so the Productivity report will not show us the correct figures and therefore we are not interested in receiving the reports.

- In this case the Productivity reports will not represent accurate figures for your staff. Other Concessions do not have your facilities, and the information will be relevant for them, so please just disregard the report if it does not suit your purposes.

3. Our staff process sales for many departments not just our own Concession sales. How will the productivity figures reflect this?

- There will be 2 sales figures on the report- those processed of the Concession dept number associated with the employee and also all sales processed net of POS discount but exclusive of refunds. However, the productivity will be calculated on the full sales processed.