

MSS3: Applying a Callback Rule for a Punch

Job Aid

Companies often guarantee a minimum amount of pay when employees are called back to work after completing an earlier shift or when employees are on-call to work as needed. This way, if employees are sent home after working only a short time, they are adequately compensated for coming in to work.

When an employee is called back to work, they can punch In using the Callback function key in clock or the Callback option in ESS Mobile 3.0.











The image shows the IntelliTouch 60 interface. On the left is a vertical menu with buttons: 'Callback', 'Transfer', 'My Information', and 'Request Leave'. The main area is titled 'Enter Employee Badge Number' and shows the number '328' entered. Below this is a numeric keypad with buttons for digits 1-9, 0, a decimal point, a colon, and a backspace key labeled 'BkSp'. There is also an 'Enter' key. At the bottom right is a 'Cancel' button with a red X icon.

IntelliTouch 60 Callback Function Key

The image shows the ESS Mobile 3.0 interface. At the top, it says '+ IN' and 'Begin Work Shift' with the date and time 'Jul-21 8:02pm'. Below this are two buttons: 'BACK TO WORK' and 'START NEW SHIFT'. A bell icon is shown. A dropdown menu labeled 'Callback Selection' is set to 'On Call'. Below the dropdown is a text field 'Enter Additional Notes Here' and a prompt 'Press SAVE to continue...'. At the bottom right is a 'SAVE' button.

Callback Selection in ESS Mobile 3.0

The callback style can be associated with the Punch function key to grant employees call back payment when the employee punches Out after completing the shift. On the employee's time card, the inverted exclamation mark (i) before the punch time indicates the callback punch. **Note:** In the following screenshot, OC represents the On Call pay designation to enhance pay.

| | | | | | | | | | | | |
|--|--|--|-----|---|--|--|--|-----------------------------------|--|-------|--|
| Time Card | | Current Period | | Editing Sheet | | Adjustments | | Approve | | Print | |
| Last Name | | First Name | | ID | | Badge | | Location | | Zone | |
| Abraham | | Dorothy | | 328 | | 328 | | Evergreen | | DFT | |
| Date | | Schedules | | Punches | | | | Hours | | | |
| | | Start | End | IN | | OUT | | | | | |
|   FRI 21 | |  8:00 16:30 | |  8:00 | |   16:30 | | Rg1 8:00 Sal 2.5000 OC 2:00 | | | |
|  | |  | |  21:09 | |  22:15 | | | | | |

If an employee punches without using the callback punch function key, the supervisor can apply the callback rule for the employee on their time card. In the following example, the In punch 21:54 on July 9 is identified as a callback punch and the supervisor needs to apply the callback rule for this punch.

1. Click on the clock icon (🕒) next to the In punch 21:45 and select **Alter Punch**, then 07/09/23 21:54. The **Change Transaction** dialog is displayed.

The screenshot shows the 'Time Card' interface for employee Dorothy Abraham (ID 328, Location Evergreen). The interface includes tabs for 'Time Card', 'Current Period', 'Editing Sheet', 'Adjustments', 'Approve', and 'Print'. The main table displays the employee's schedule and punches. On Sunday, July 9, there is a punch from 9:00 to 17:30. On Monday, July 10, there is a punch from 9:00 to 12:00. On Tuesday, July 11, there is a punch from 21:54 to 23:55. A context menu is open over the 21:54 punch, showing options: 'Add New Punch', 'Add GPS Registration', 'Remove Punch Transaction', and 'Alter Punch'. The 'Alter Punch' option is selected, and a date/time picker shows '07/09/23 21:54'.

| Last Name | First Name | ID | Badge | Location | Zone |
|-----------|------------|-----|-------|-----------|------|
| Abraham | Dorothy | 328 | 328 | Evergreen | DFT |

| Date | Schedules | | Punches | | Hours | Workgroup |
|--------|-----------|-------|---------|-------|------------------------------------|-----------|
| | Start | End | IN | OUT | | |
| SUN 9 | 9:00 | 17:30 | 9:00 | 17:30 | Rg1 2:01 Sal 2.2727 Wk1 8:00 | DF |
| MON 10 | 9:00 | 12:00 | | | | DF |
| TUE 11 | | | 21:54 | 23:55 | | DF |
| WED 12 | | | | | | |

Or click on the pencil icon (✎) before the In punch 21:45 and select and select **Transactions, Alter Punch**, then 07/09/23 21:54. The **Change Transaction** dialog is displayed.

The screenshot shows the 'Time Card' interface for employee Dorothy Abraham (ID 328, Location Evergreen). The interface includes tabs for 'Time Card', 'Current Period', 'Editing Sheet', and 'Adjustments'. The main table displays the employee's schedule and punches. On Sunday, July 9, there is a punch from 9:00 to 17:30. On Monday, July 10, there is a punch from 9:00 to 12:00. On Tuesday, July 11, there is a punch from 21:54 to 23:55. A context menu is open over the 21:54 punch, showing options: 'Scheduling', 'Transactions', 'Credit', 'Pay to Start/End', 'Notes/Comments', and 'Workgroup'. The 'Transactions' option is selected, and a sub-menu is open showing options: 'Add New Punch', 'Add GPS Registration', 'Remove Punch Transaction', and 'Alter Punch'. The 'Alter Punch' option is selected, and a date/time picker shows '07/09/23 21:54'.

| Last Name | First Name | ID | Badge | Location |
|-----------|------------|-----|-------|-----------|
| Abraham | Dorothy | 328 | 328 | Evergreen |

| Date | Schedules | | Punches | | Hours |
|--------|-----------|-------|---------|-------|-------|
| | Start | End | IN | OUT | |
| SUN 9 | 9:00 | 17:30 | 9:00 | 17:30 | |
| MON 10 | 9:00 | 12:00 | | | |
| TUE 11 | | | 21:54 | 23:55 | |
| WED 12 | | | | | |

2. Select a callback style in the **Callback Style** drop-down list. In this example, *On Call*. Click **Ok**.

Change Transaction

Transaction Properties

Date: 7/9/23

Time: 21:54


Transaction Alignment: A Standard Punch







Callback Style: On Call

Reason Code: No Reason Given




Notes:

Ok Cancel

3. The inverted exclamation mark () is added before the In punch 21:54. The *OC*, namely the On Call pay designation is recorded with callback worked hours.

| | | | | |
|---|----------------|---------------|---|---|
| Time Card | Current Period | Editing Sheet | Adjustments | Approve |
| Last Name | First Name | ID | Badge | Location |
| Abraham | Dorothy | 328 | 328 | Evergreen |
| Date | Schedules | | Punches | |
| | Start | End | IN | OUT |
|  SUN 9 | 9:00 | 17:30 |  9:00 |  17:30 |
| | | | | Sal 2.2727 |
| | | | | OC 2.01 |
| | | | | Wk1 8:00 |
|  | | |  21:54 |  23:55 |

Note: The callback enhanced payment varies based on your settings. In the following example, the employee is paid one hour overtime (*OT* represents Over Time pay designation) when he is called back to work even just one minute.

| | | | | | | | | | | | | | |
|---|--|----------------|--|---------------|--|---|--|---|--|-----------|--|------------|--|
| Time Card | | Current Period | | Editing Sheet | | Adjustments | | Approve | | Print | | | |
| Last Name | | First Name | | MI | | ID | | Badge | | Pay Class | | Location | |
| Amherst | | Luke | | | | 565656 | | 565656 | | CB Test | | Location 3 | |
| Date | | Schedules | | | | Punches | | | | Hours | | | |
| | | Start | | End | | IN | | OUT | | | | | |
|  THU 8 | | | | | |  12:44 | |  12:45 | | OT | | 1:00 | |