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Teamwork Onboarding Timeline

Last Modified on 05/21/2025 11:48 am MDT

Onboarding Timeline

The below timeline is the preferred onboarding schedule to ensure implementation goes smoothly. It articulates the necessary meetings, checkpoints, and deliverables to make your success a certainty. Please let your implementation specialist know if you have any questions or concerns. The timeline may be subject to delay in the event that deliverables / training are not completed, as each training builds upon the last!

Training Format

Training for Teamwork is provided through several different avenues. We have a self-guided onboarding experience baked into the lightbulb within the application, comprehensive support articles within our knowledge base, and 1-on-1 training with a dedicated specialist via Zoom. Please join Zoom meetings from a computer (not a phone), with good wifi, minimal background noise, and screen sharing capabilities.

Going Live

As soon as you've had your welcome call you can begin scheduling and managing time punches. The timeline for tips and payroll integrations is a bit more specific. We will align on a Go Live date for your account (or pilot location if you are a multi-unit operator). The Go Live date must be the first day of a pay cycle. A schedule should be published in Teamwork for the week of your Go Live.

Training Schedule

Account Configuration & Intro to Teamwork (45 minute Zoom, 1-on-1)

Requirements: POS / Payroll integrations are activated
who: Account administrator(s)
what: General account configuration, walkthrough of Teamwork Self-Onboarding module, tips discussion, and next steps.
when: 4 to 10 days before Go Live Date

Scheduling and Timekeeping (Self-Led Tutorials - Teamwork U)

Requirements: A successful welcome call and some employees to schedule.
who: Managers who build schedules and edit/approve time punches, an administrator.
what: Scheduling, employee invitation, labor forecasting, and timekeeping.
when: Completed before Go Live Date

Tips (60 minute Zoom, 1-on-1)

Requirements: Tips rules have been delivered, and time punches are approved up to day of tips call
who: Managers who edit/approve time punches and run tips, an Administrator
what: Editing and approving time punches, running tips
when: ~1 to 3 days after Go Live Date
Deadline: 4 days after Go Live Date
Please note that missed meetings or deadlines can lead to implementation delays. Such delays will require manual submission of tips and payroll data for your first pay cycle, using data from the POS.

Payroll (60 minute Zoom, 1-on-1)

Requirements: All time punches have been approved, and tips have been allocated.
who: HR, or whomever is processing payroll.
what: We will test the payroll data, ensuring the chosen method for submission is proven successful in advance of the actual payroll submission. when: Anytime after Onboard #2 and ahead of the payroll deadline.
When: Anytime after Onboard #2 and ahead of your payroll deadline.
Deadline: One day Before your Payroll provider's deadline for submission
Please note that missed meetings or deadlines will lead to implementation delays. Such delays may require manual submission of tips and payroll data for your first pay cycle, using data from the POS.

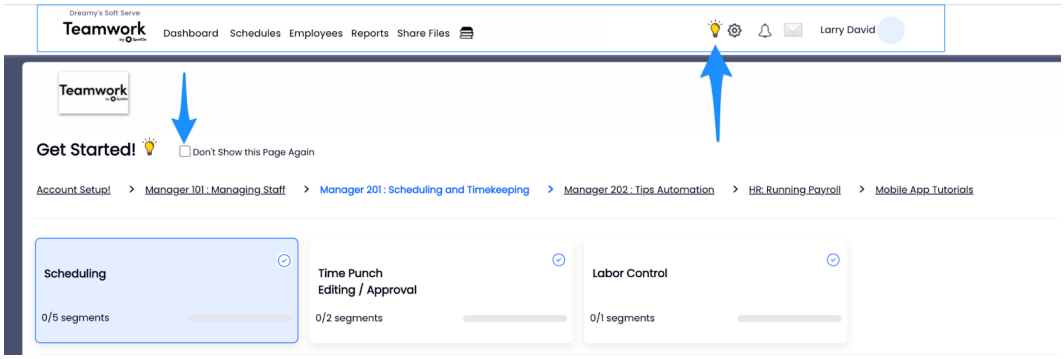
Additional Resources

We provide a number of resources to provide proactive support and insights about our software and its features. You can search our comprehensive knowledge base to learn how features work. Our knowledge base is also embedded within the application for easy access. You can call it up by clicking the “?” icon in the bottom right of your view!

You can also contact Support:

- Through our widget: the "Contact" tab, or the "Contact Us" link on support.dolceclock.com
- By email: teamworksupport@spoton.com
- By phone (emergencies only) at (877) 814-4102, option 7

When you first login, the system will provide you with a self-guided onboarding experience that can always be accessed from the lightbulb (even if you choose "Don't Show This Page Again"). The lightbulb lives in the top toolbar, along with your primary navigational pages.



Why SpotOn?

Because business is personal.

Introduction to Teamwork

Last Modified on 07/17/2025 2:42 pm MDT

Before you begin

Before you jump into Teamwork, there are a few helpful things to know:

- Teamwork is primarily a web-based application that works in your web browser, so you do not need to download or install any software on your computer. Teamwork works well in most modern browsers, but is optimized for Google Chrome and Safari.
  - In addition to accessing Teamwork via a browser, we provide a free mobile application for managers and employees alike.
  - This same app can be configured as a clock-in station!
- Teamwork used to be called Dolce Software. You may still see us referenced as Dolce in various 3rd party marketplaces. (*And if we missed a spot in our support articles, please let us know!)*
- We provide a number of resources to provide help and insights about our software and its features:
  - You can search our knowledge base to learn how features work.
  - You can also contact Support:
    - Through our widget: the "Contact" tab, or the "Contact Us" link on support.dolceclock.com
    - By email: teamworksupport@spoton.com
    - By phone (emergencies only) at 877-814-4102 ext 7
    - The knowledge base is embedded and accessible within the product at all times by clicking the "?" icon in the bottom right of your view!

Setup your account

If your account was set up on your behalf by a Teamwork representative, and you do not know your company's URL, don't worry. Navigate to our find your URL page and enter your e-mail or phone number.

You can edit and customize your profile by clicking your name in the top right, then **Profile**. Because a Teamwork user could be an employee, a manager, or a company administrator, your experience will be shaped by your permissions. An administrator will have the ability to make broad edits, but an employee may only be able to view their own schedule. You can learn more about managing employee permissions here.

What is Teamwork?

Meet the software that has made legacy systems and scheduling apps obsolete.

Teamwork is a labor management suite that is optimized for restaurants. We are a product within the greater SpotOn ecosystem used for scheduling employees, forecasting labor costs, managing time punches, automating tip distribution, and streamlining processes around payroll *(to name a few functions)*.

In addition to our deep integration into SpotOn Point of Sale, we continue to support integrations with many cloud-based POS providers. And thanks to robust API integrations with leading payroll providers, you can be sure your systems are speaking to one another. Our solution integrates POS through Payroll in order to drive efficiencies, streamline workflows, and provide the best-in-class labor management tool for your restaurant.

Built by restaurateurs for restaurateurs.

Our passion is helping restaurants.

6 Scheduling Tips from Adalina in Chicago

Scheduling used to mean spending hours in a stuffy back office. With the right labor management solution, that's no longer the case.

For **managers** and **administrators**, Teamwork provides:

- Actionable insights into your labor costs
- Comparisons between scheduled vs. actual labor
- Budgeting controls
- Easy scheduling
- Fully automated tip distribution
- Announcements to staff
- Shared file repositories
- A comprehensive logbook
- Shift prep reports
- Compliance rules for your jurisdiction
- ***and more...***

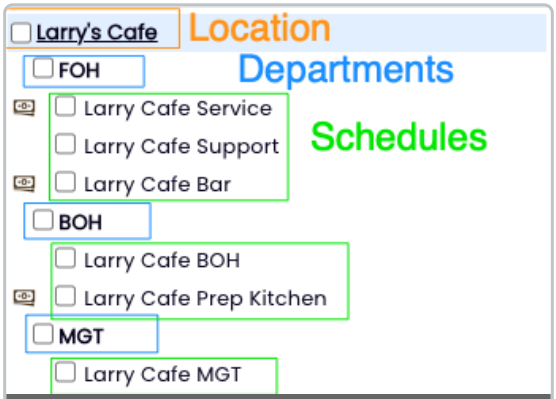
For **employees**, Teamwork provides a comprehensive app for:

- Viewing schedules
- Shift Trades and Swaps
- Availability management
- Messaging
- Time Off Requests
- Automated Push Notifications
- Tips Visibility

This product was originally developed for multi-unit restaurant groups. So it provides much deeper functionality surrounding challenges like shared employees, scheduling across units, aggregating overtime, and more. Thankfully, even for a single location restaurant, you will benefit from the robust product that is used for groups with 100+ locations.

How is Teamwork structured?

It goes a little like this. Within your **company**, you can have as many **locations** as needed. Those locations house your **departments** (FOH, BOH, MGT, etc.), and **schedules** (server, bar, support, etc.). The schedules can be published independently of one another, and contain their own unique labor analytics.



Larry's has five schedules within one location.

Within each schedule, you have **roles** (Prep Cook, Line Cook, Dishwasher) that are assigned to your **employees.** Your employees can have any number of unique **roles** and **wages** necessary. These wages roll up to your labor costs compared to sales - scheduled and actual - each hour, day, and week for accurate, real-time reporting.

Then, we take each of your locations, and fit them into **pay groups**. These pay groups drive unique calculations for overtime, underage break requirements, **California Meal Breaks**, **NY Spread of Hours** penalties, and more. They will also group your employees' hours, tips, and wages accordingly. In this way, we can accommodate groups with locations in many different jurisdictions!

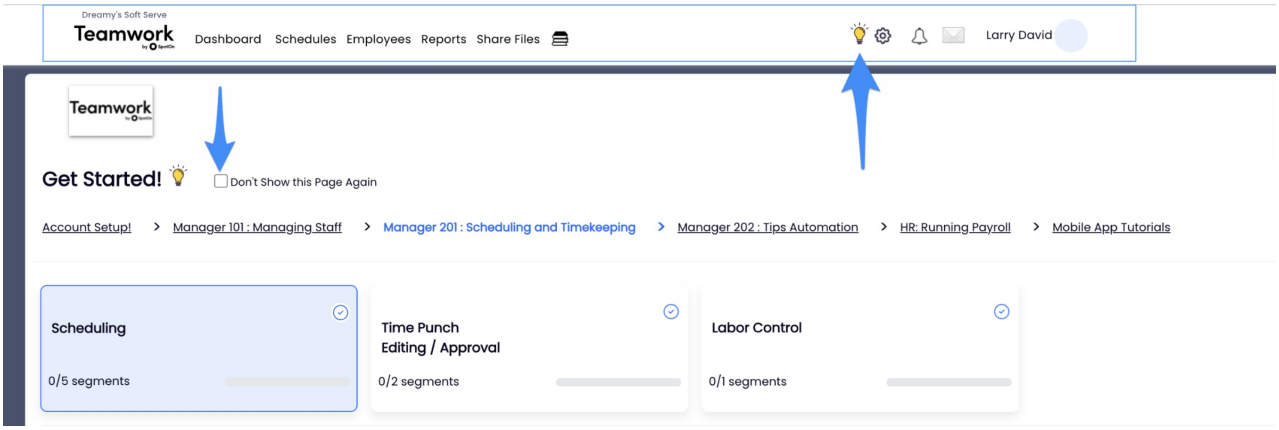
Due to the added layer of potentially important payroll calculations, if you ever need to make adjustments to your structure, our support team is more than happy to assist you! 😌

Get oriented in the app

Here's a quick guide to navigating the Teamwork web application.

When you first login, the system will provide you with a self-guided onboarding experience that can always be accessed from the lightbulb (even if you choose "Don't Show This Page Again")

The lightbulb lives in the **top toolbar**, along with your primary navigational pages. On every page in the app, you'll see the same navigation bar across the top.



1. Working from left to right, **Dashboard** is filled with helpful widgets that you can drag and drop according to your priorities. This is where you will monitor employee requests, view shift prep reports, gain insight into payroll approval, and more.
2. Next, **Schedules** will be where you write, publish, and manage schedules for your staff. In addition to a handful of ways to view and print your schedules, this page is filled with robust analytics updated in real-time.
3. The **Employees** tab is where you will manage your roster. It shows you your employees by schedule, allows you to adjust e-mail, phone numbers, send invites, and keep your roster current. This will be your jumping off point for all user

management.

4. From **Reports** you can generate and export your payroll data with one click, observe tips distribution, and access 40+ powerful reports, gaining continual insight into your business. Many of these reports are configurable to be e-mailed to you on a daily and weekly basis.
5. **Share Files** is where you can access and configure file repositories. Teamwork supports integrations with Dropbox, Google Drive, in addition to hosting your files for you directly. You can house company policies, menus, anything you need to be accessible to your staff.
6. The **Logbook** icon is where you will access your comprehensive history on logbook entries.
7. The **lightbulb** icon will contain your curated, self-guided implementation resources. Our team is always hard at work providing relevant and accessible content to ensure that our incoming users derive the most value from Teamwork.
8. Within the **gearwheel** you will find the deeper gears in the system. It is important to remember that not all users will have access to these potentially sensitive configurations - only users with the appropriate permissions can navigate to these options. See them outlined below:

- **Gearwheel Menu Options**
  - General Settings
  - Roles / Groups Settings
  - Logbook Pro Settings
  - Reminders, Certifications & Custom
  - Wage Settings / Rules
  - Holiday / Premium Wages
  - Tip Templates / Settings
  - Analytics / Publishing Settings
  - Accrual Policies PTO / Sick
  - Alert Notification Settings
  - Blackout Request-Off Dates
  - Late / No-Show / Term Scorecards
  - Quick Links / Dashboard Widgets
  - Global / Shift Prompts
  - Payroll Mapping
  - POS Mapping
  - Importing

- Payments / Billing

What's Next?

Get Everything In It's Place for scheduling. Review additional articles. Enjoy, and don't hesitate to reach out.

You built your business on hard work, integrity, and treating customers with respect. You deserve a partner who shares those values. At the end of the day, Teamwork can be many things for your business. From simple scheduling, to comprehensive payroll management, our product and our teams are here to support you.

Your business is our business.

SpotOn was built to help businesses compete and win with intuitive software, point-of-sale, and payment solutions. Learn more here.

Everything In It's Place

Last Modified on 06/13/2024 4:57 pm MDT

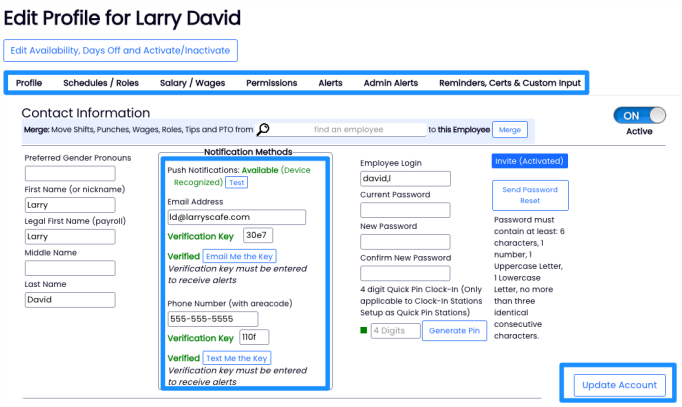
Mise En Place

We at Teamwork want to make sure you have everything dialed in before you begin scheduling. You're welcome to cut right to the chase with our Scheduling Overview, but we want to empower you to make any adjustments to employees, roles, schedule sections, settings, and alerts, so your Teamwork account begins to feel like an extension of your business: with everything in its right place.

Employees

Thanks to the depth of Teamwork's integrations with leading cloud-based POS and payroll systems, you may have already worked with a Teamwork specialist to import your employees from a parent data set. If you are running Teamwork **unintegrated as a standalone**, you are welcome to reach out to teamworksupport@spoton.com to import your roster, or you can add employees directly into Teamwork. If your Teamwork account is integrated with your POS or payroll, Teamwork will re-sync automatically for new employees every 15 minutes. You can also force the sync in real time!

For each tab within the user's profile, we have a comprehensive article to walk you through the how and why. Of primary concern for scheduling, note the Schedules / Roles tab. You'll want to ensure your employees have the correct role, and show up on the right schedules!



Outlining each tab from left to right:

1. Profile
2. Schedules / roles
3. Salary / Wages

4. Permissions
5. Alerts
6. Admin Alerts (only displays for managers and administrators)
7. Reminders, Certs & Custom Input
8. Manager Notes (only displays for non-administrators)

Part two of aligning your schedule with your team is managing availability and time off requests. Once invited, your employees will begin inputting requests for time off. The process of approving them is simple and can be done from the dashboard or mobile app. You can input known availability or approved time off on behalf of your staff, as well.

Additionally, you have the ability to block dates from time off requests, to ensure proper coverage.

Admin Alerts

Teamwork has robust automated alerting for everything from an employee entering overtime to warning you when their certifications are set to expire. You can configure **your** alerts to be sent via e-mail, push notification, or display on your dashboard.

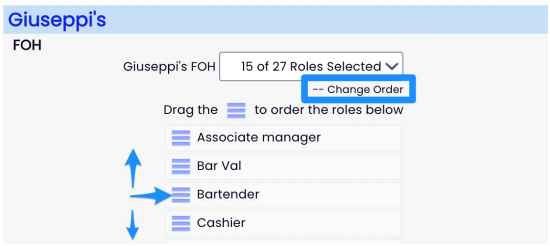
This has the potential to be a lot of information! Maybe it's all relevant to you, and you want them all **on**. Or perhaps, you're just hoping to receive select reports via e-mail each morning. Either way, we suggest taking time to configure your admin alerts so it doesn't feel like we're spamming you 😬 . If you're on PTO, or hoping to mute them, you can toggle this switch from the Admin Alerts section in your profile. 😎

And when you're ready to turn them back on, any customizations you made will be saved!

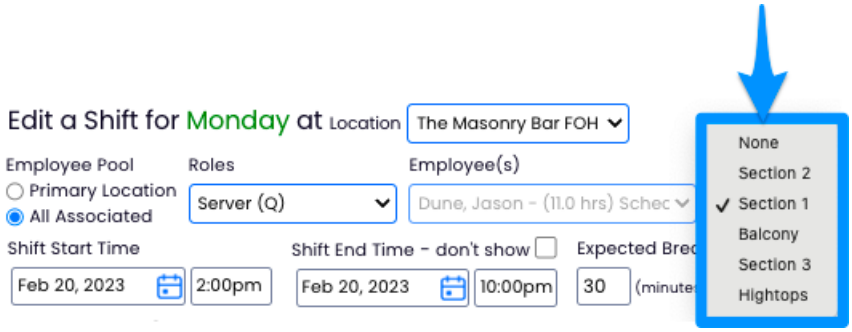
Role and Schedule Groups

From the Gearwheel ⚙ navigate to Roles / Group Settings to add, configure, or edit your roles. You can also sync roles in from your POS or Payroll, and assign them to the appropriate schedule. By assigning a new role to a schedule, you are determining the **mapping** for future employees assigned to that role.

You can change the order that the roles will display on the schedule page. Our default is alphabetical, but you have the control to determine where your roles should land.



Teamwork facilitates schedule tags, or sections as well. A good example of this in the FOH would be for the section an employee would work, if they're a closer, or if they're 1st cut. In the BOH, you may want to schedule everyone as a Line Cook, but specify their station: saute, grill, salad, hot line, etc.



When assigned, the section will display to your employees, as well any unique shift notes. See the below example. **Server** is the role, while **Section 1** lets your employees know where they will be working.

With your employees and roles configured in the way that you need, you're in a great position to write your schedules.

Your business is our business.

SpotOn was built to help businesses compete and win with intuitive software, point-

of-sale, and payment solutions. Learn more here.

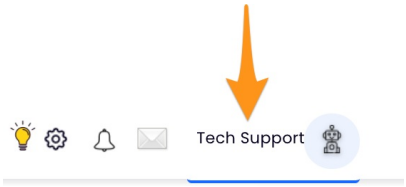
Configuring Your Admin Alerts

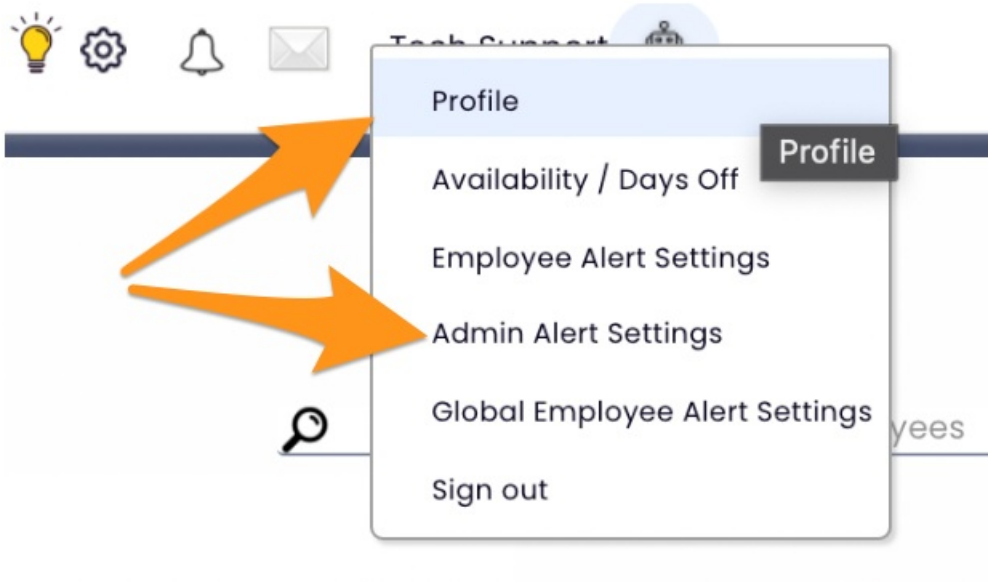
Last Modified on 10/09/2023 1:33 pm MDT

Teamwork has robust alerting. Administrators (managers with any level of permission) can define how system alerts are delivered, ie. by email, text, push notification, or dashboard. Because our system has the potential to send you **a lot of information**, we want to be sure you are confident customizing these!

Settings are customizable per user.

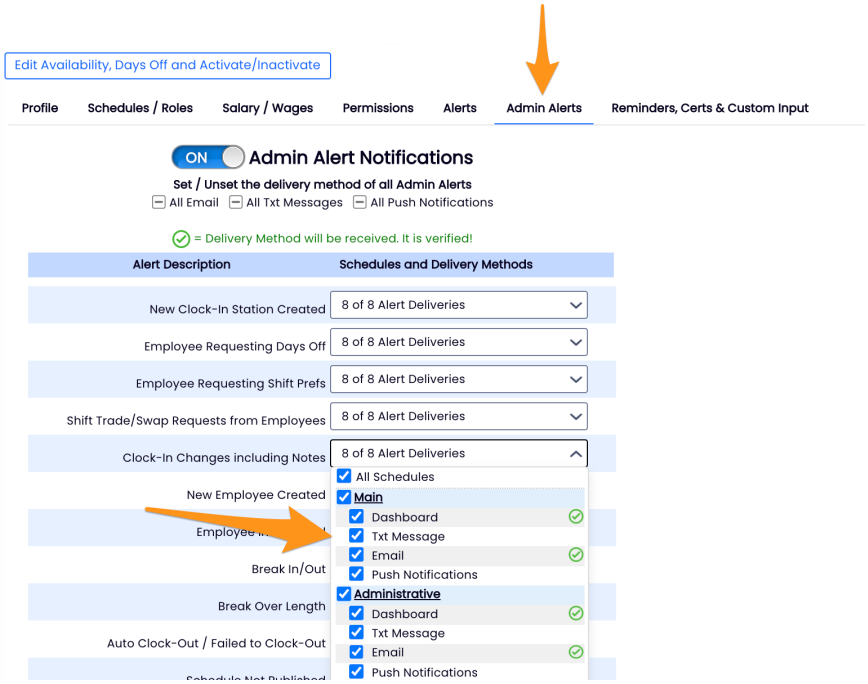
Go to user's profile settings:



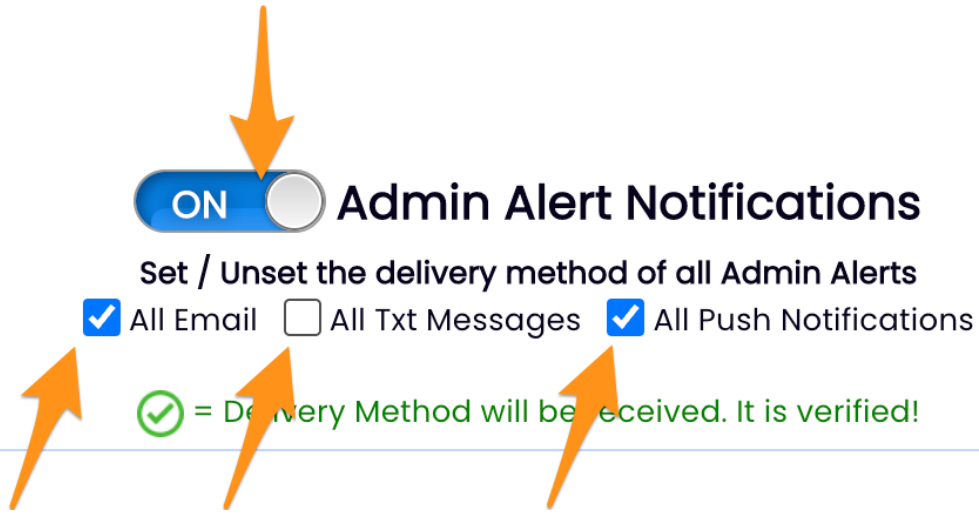


Select **Admin Alerts**

For each alert type, select the delivery methods desired.

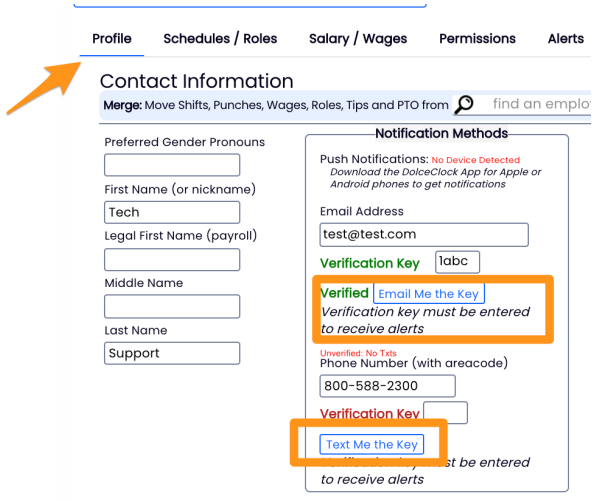


You can make bulk adjustments to the delivery method, or turn them off entirely to silence. (When you turn them back on, any customizations will be preserved!)



Phone and Email must be verified to receive text or email.

If un-verified, press "Email / Text Me the Key" to receive a verification code.


Profile
Schedules / Roles
Salary / Wages
Permissions
Alerts
Contact Information
Merge: Move Shifts, Punches, Wages, Roles, Tips and PTO from
find an emplo
Preferred Gender Pronouns
First Name (or nickname)
Tech
Legal First Name (payroll)
Middle Name
Last Name
Support
Notification Methods
Push Notifications: No Device Detected
Download the DolceClock App for Apple or Android phones to get notifications
Email Address
test@test.com
Verification Key
1abc
Verified
Email Me the Key
Verification key must be entered to receive alerts
Unverified: No Txts
Phone Number (with areacode)
800-588-2300
Verification Key
Text Me the Key
to receive alerts

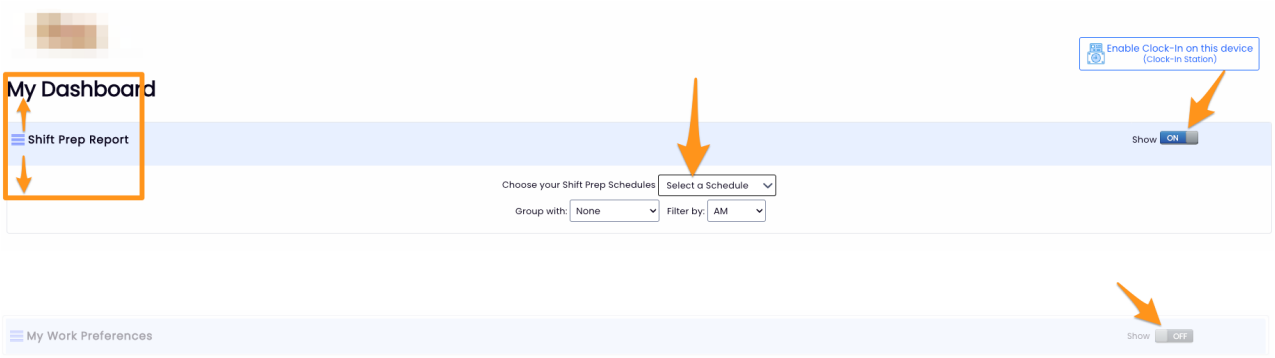
Customizing Your Dashboard

Last Modified on 10/09/2023 1:33 pm MDT

From the top toolbar, go to Dashboard

Dashboard components may be customized

- Drag any section to order the page
- Populate any segment by selecting schedules and dates
- Hide any section that is not necessary (can later be retrieved from the bottom of the dashboard)



Manage Availability & Time-Off

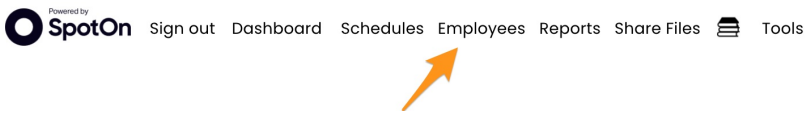
Last Modified on 10/03/2023 11:51 pm MDT

Employees can submit requests of Availability and Time Off for manager approval or Managers can enter known Availability and Time Off on behalf of the employee.

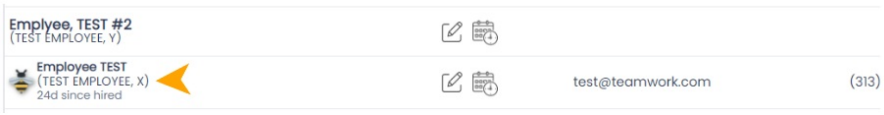
Availability

(regular week to week pattern of employee availability)

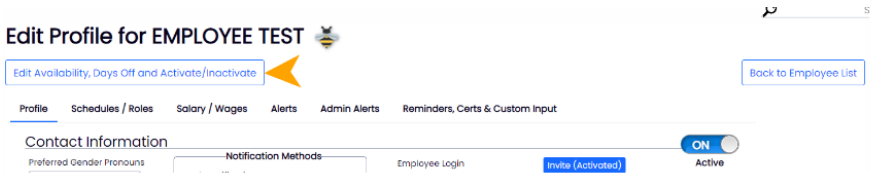
1. From the main Toolbar please select **Employees.**



2. Find and select employee.



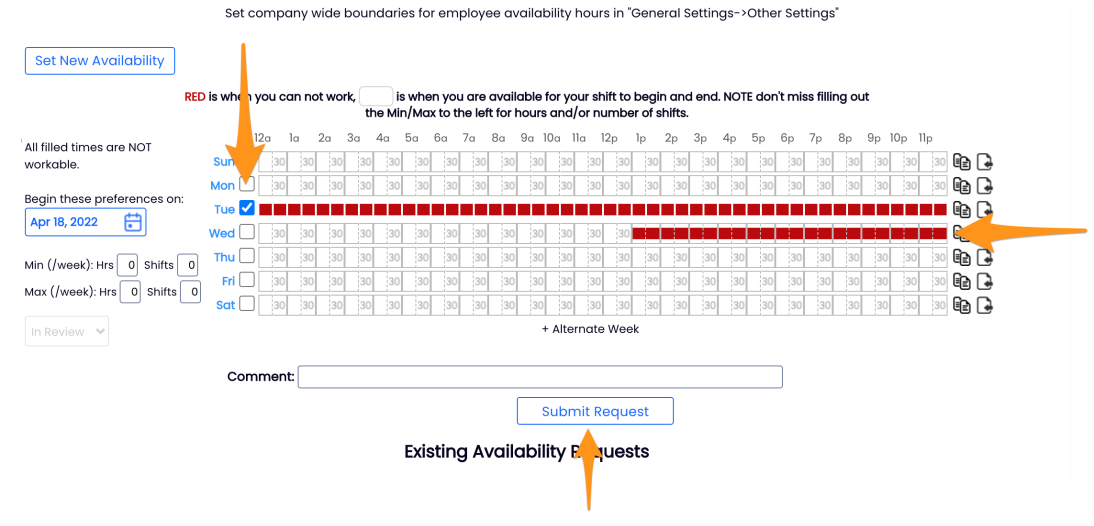
3. Click on "**Edit Availability, Days Off and Activate/inactivate"** button.



Alternately you can navigate directly to this section of their profile by clicking the employees name from schedules, or the calendar icon from the employee's page. f

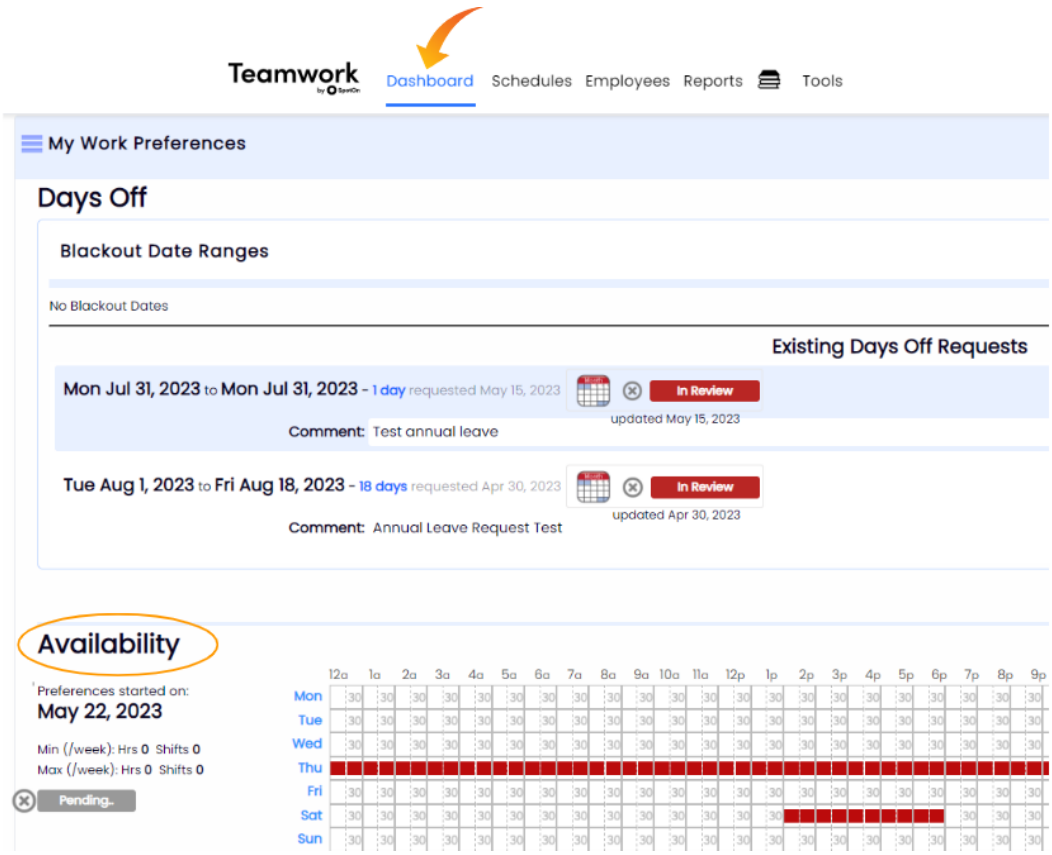
4. Select employee's **Availability** tab, and select **Set New Availability.**

5. Select the days or partial days that the employee can **NOT** work, and **Submit Request.**



6. Final Step: **Approve** and **Save!**

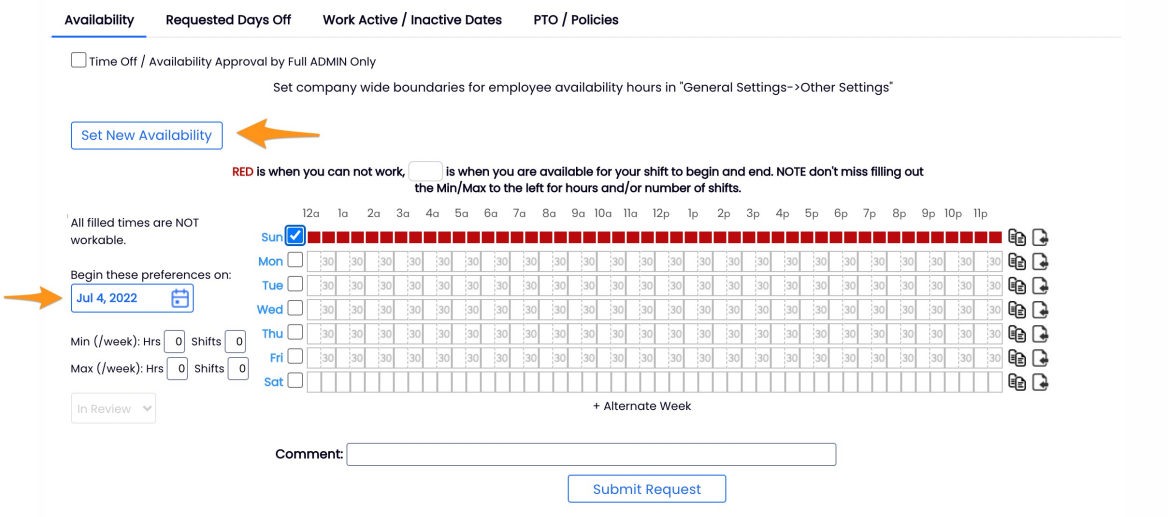
An employee can request availability for a manager's approval. View the Employee Requests section of your Dashboard as shown below (or Mobile App) to see pending employee requests.



Future Availability

Future availability can be submitted as well (for instance if an employee's availability will change seasonally..)

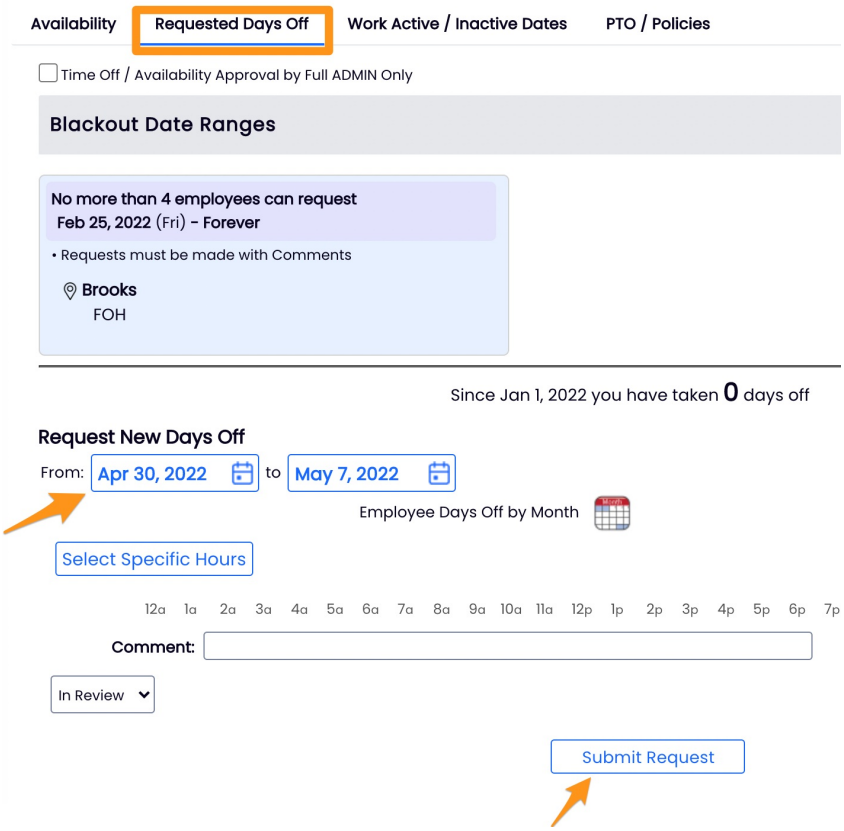
Select **Set New Availability**, and select the applicable **start date** for the new availability



Time-Off

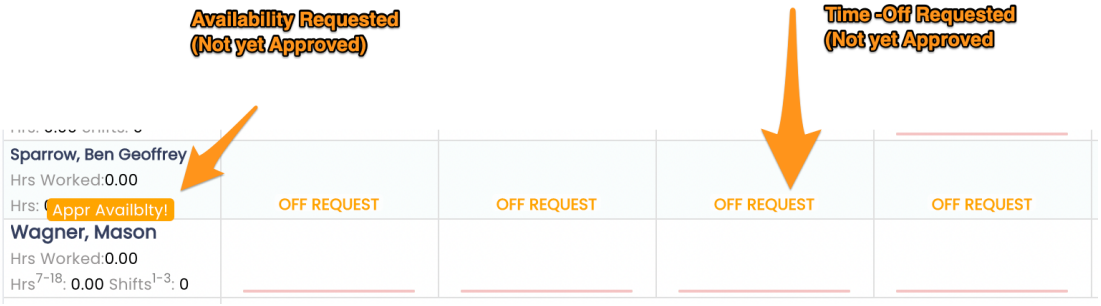
(a day off or a time-period off, that is an exception to employee's regular pattern of availability)

1. Select the **Requested Days Off** tab
2. Select the **dates**, **Submit Request** and **Approve/Save**



Visual Flags on the Schedule

Unapproved or **Pending requests** are flagged on the schedule as shown. Click the flags to approve or deny.



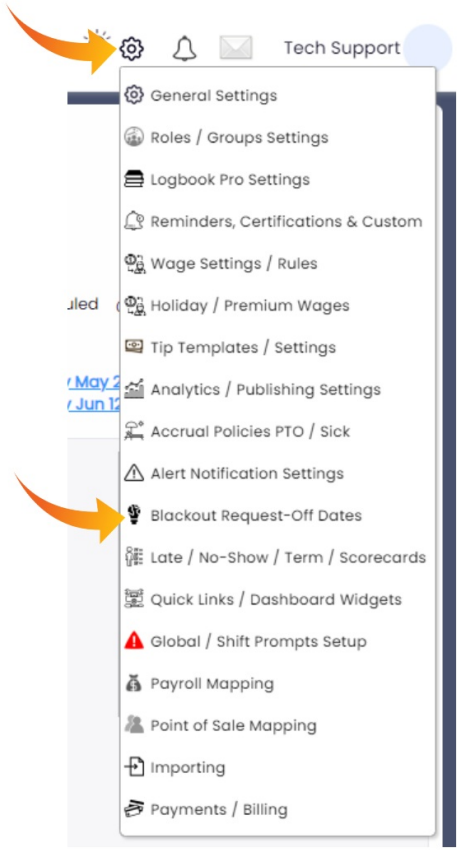
Blocking dates from requests, see: https://support.dolceclock.com/help/blocking-dates-

from-time-off-requests

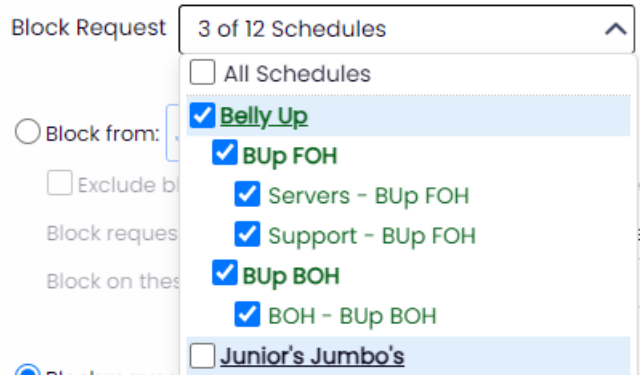
Blocking Dates from Time Off Requests

Last Modified on 10/09/2023 1:50 pm MDT

From the Gear Menu, go to **Blackout Request-Off Dates:**

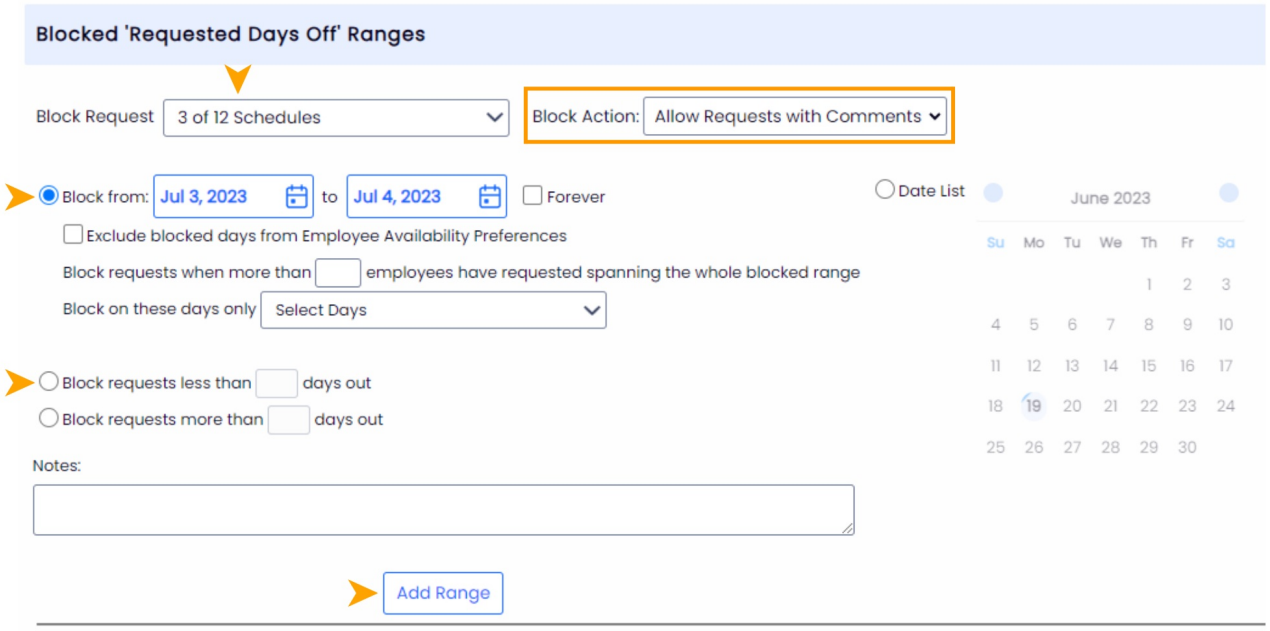


Choose the Departments that the block applies to:

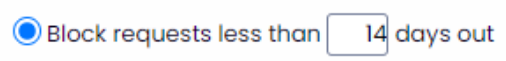


Choose dates to block, and press **Add Range**

*NOTE: The **Block Action dropdown** allows you to **Allow Requests with Comments**, (employees will be met with a warning that the time period is blocked; they are still able to request, but the request will be tagged), OR, **not allow requests at all**.*



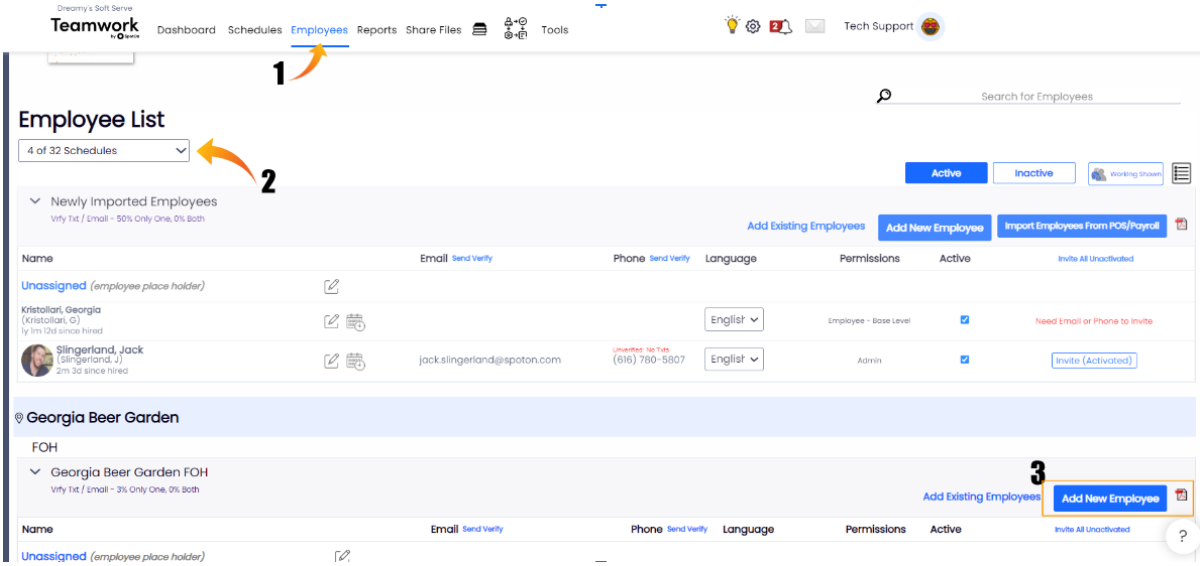
If you want requests to always be at least 14-Days out, you can choose the **Block requests less than** option, and add a range:



Add New Employee

Last Modified on 10/03/2023 11:49 pm MDT

1. From the **Menu Bar** select **Employees**
2. Be sure you can view the intended Location or Department
3. From the intended Location, select **Add New Employee**



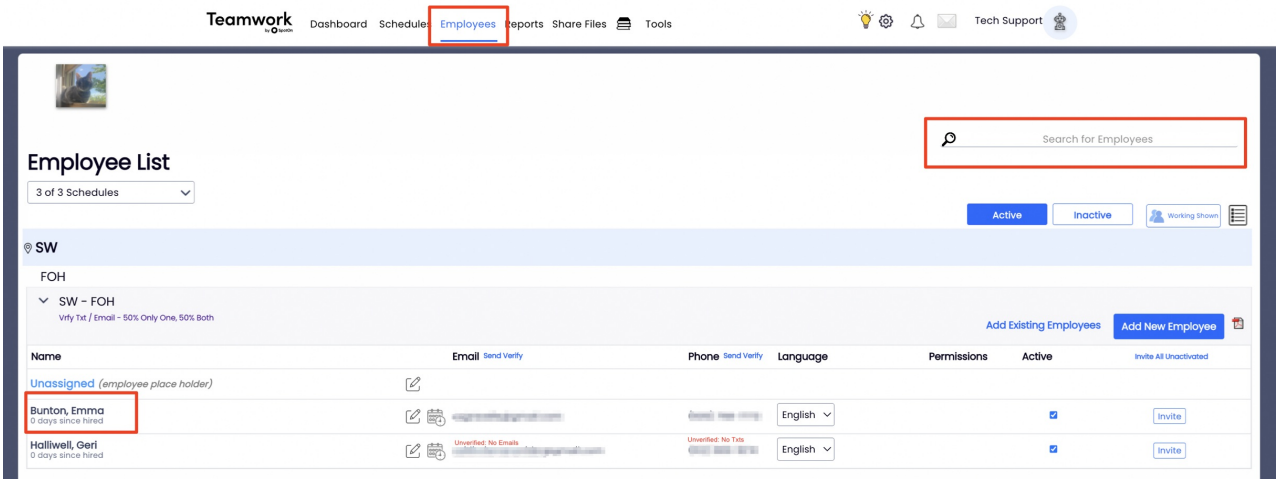
For details on the next step, view Managing Employee Profile Settings

Manage Employee Profile Settings

Last Modified on 10/03/2023 11:50 pm MDT

From the **Top Toolbar**, select **Employees**

Either search for the **Employee's Name,** or click on the **Employee** from the Employee List



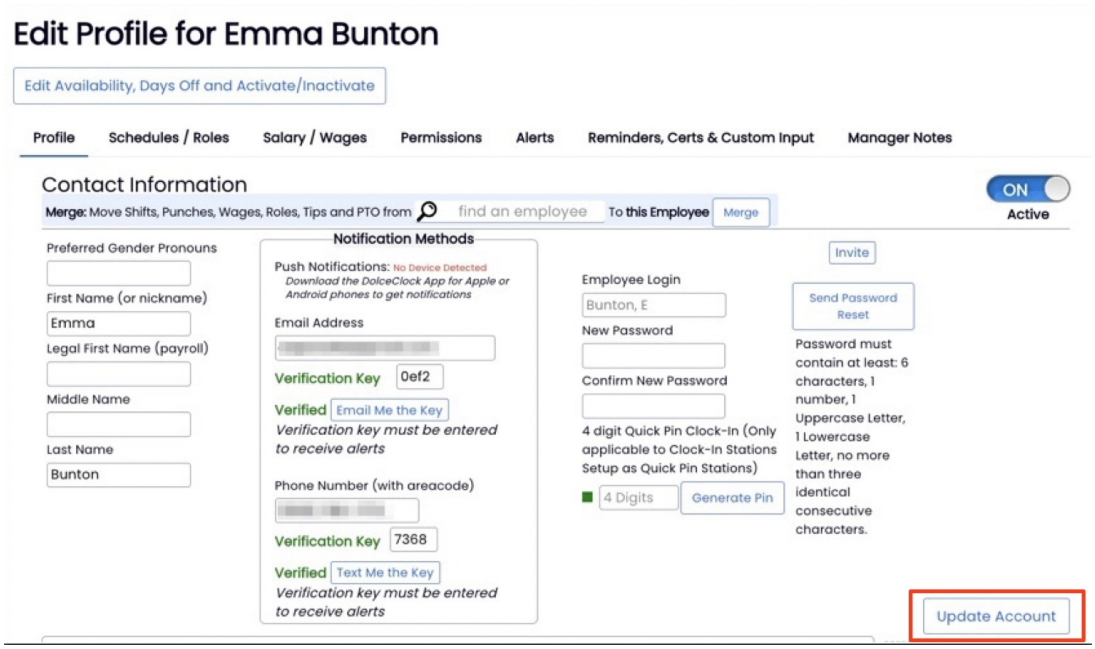
Select the **Profile Tab**

In **Contact Information**, name, email, and mobile phone are critical, however if you source employee information externally you may need to update the source.

For example, if you pull employee information from your Payroll Provider, you may need to update contact info within the payroll account

Employees enter their own **Verification Keys**, **Password,** and **Preferences**

Be sure to press **Update Account** when done

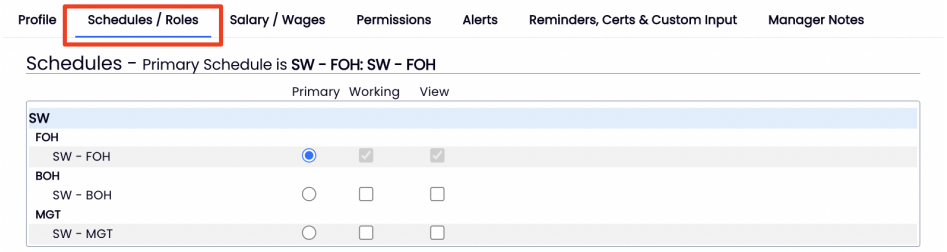


Edit schedules/locations by clicking **Schedules / Roles**

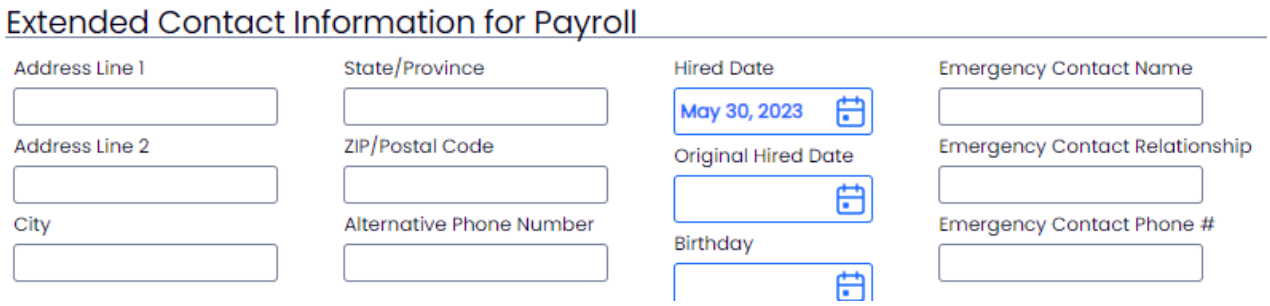
Select **Working** for any location that employee can appear on the schedule.

Note: One of the working locations must be chosen as Primary

Selecting **"View"** allows an employee to view this location's schedule, but cannot work at this location



Companies that require Extended Profile Information can ask employees to fill out the final section.

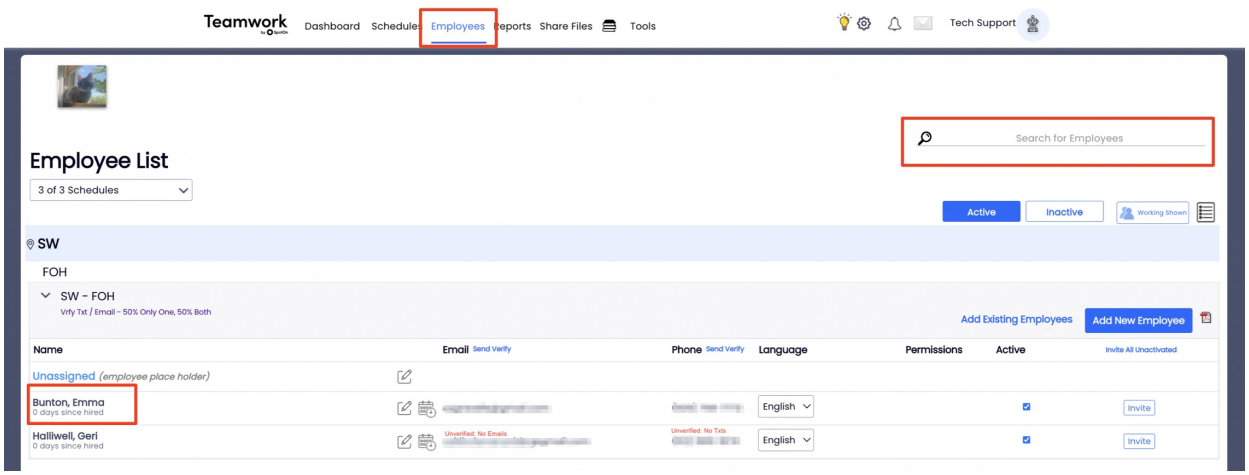


For the next step in setting up an employee, see Managing Employee Role Settings

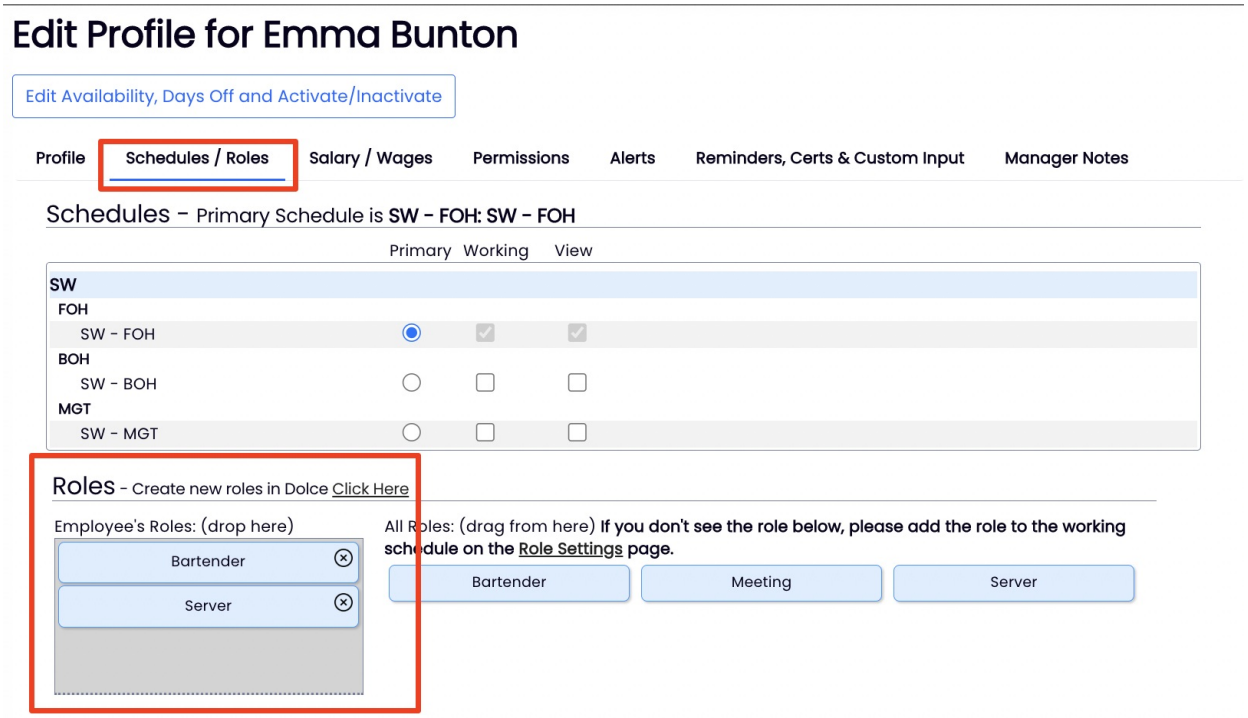
Manage Employee Role Settings

Last Modified on 09/30/2024 1:55 pm MDT

From the Menu Bar, go to **Employees**. Either search for the employee using the search bar in the top right of this page or click on their name from the displayed list of employees.



Select the **Schedules / Roles** tab within the employee's profile. To add a Role, simply drag the Role from the *All Roles* section into the grey box of the *Employee's Roles* section. There is no limit to the number of roles you can assign to an employee.



Roles can be added on-the-fly from the schedule page, by holding down the SHIFT key to

"force paste" a shift onto an employee's schedule with a qualifying / new role.

For a complete discussion on roles, including creating and 'bulk' adding, watch the video Roles Explained

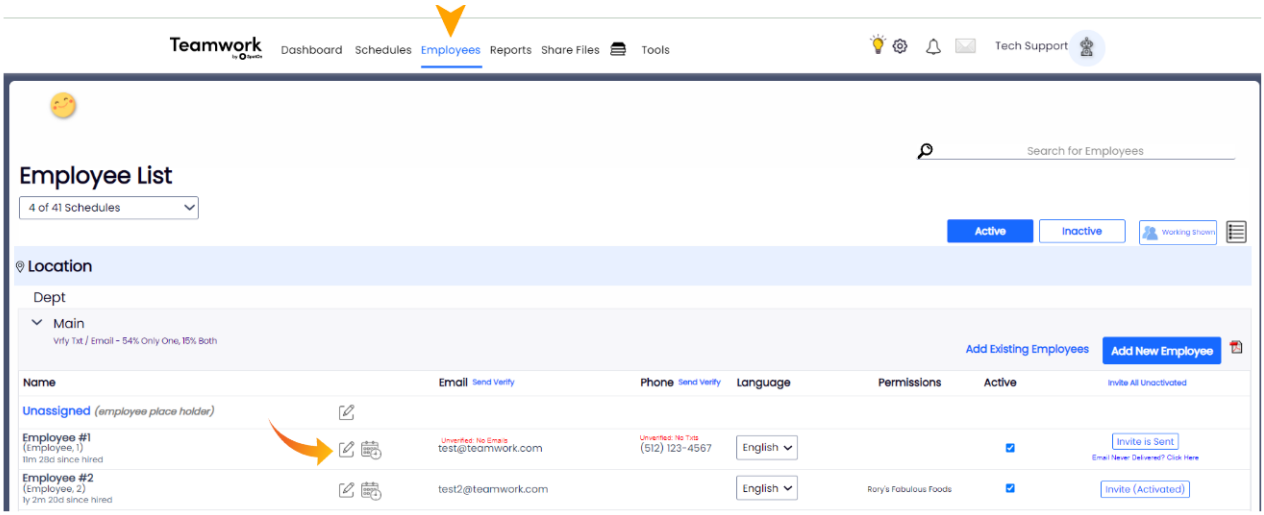
To continue employee setup, see Manage Employee Wage Settings

Manage Employee Permission Settings

Last Modified on 11/01/2024 10:39 am MDT

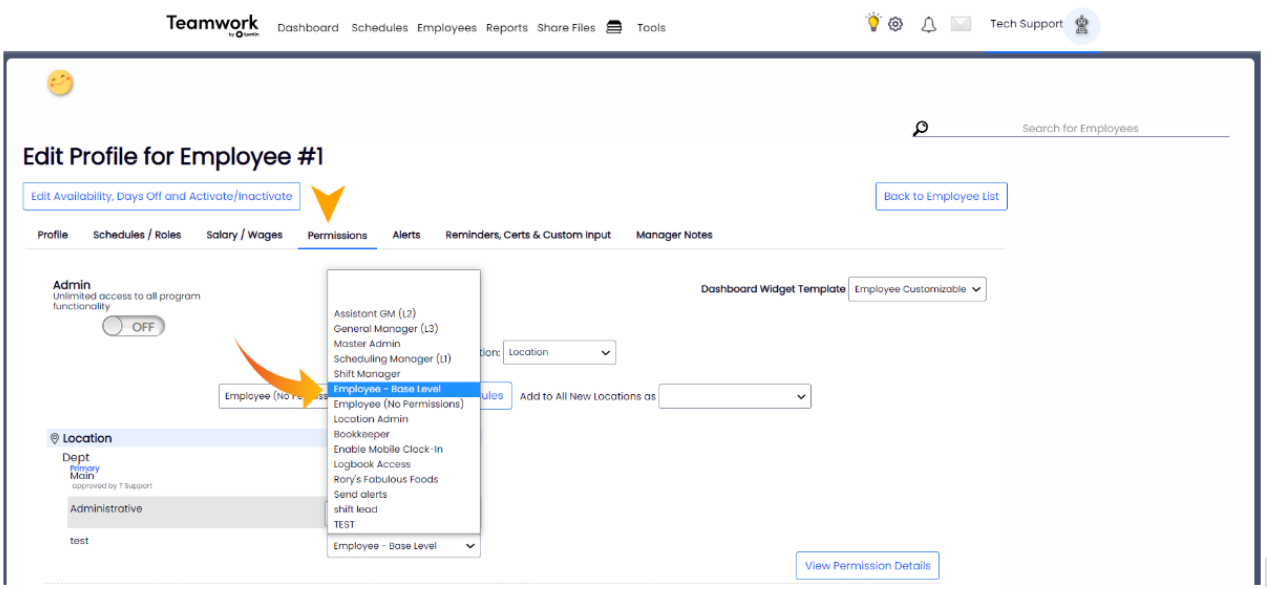
Teamwork provides robust possibilities to assign specific permission levels, by schedule.

From the main Toolbar click Employees. Press **Edit** Employee, and select the **Permissions Tab**

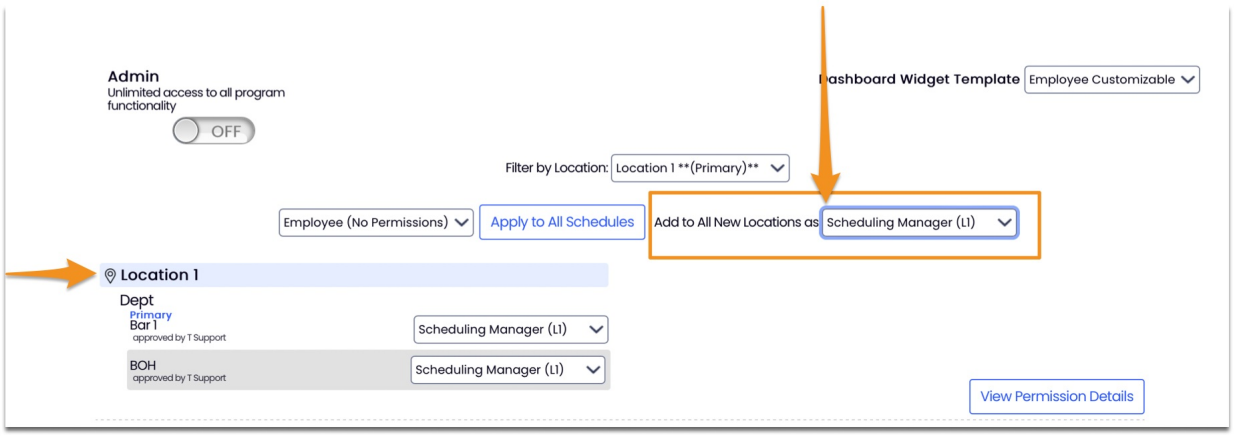


From the dropdown menus, choose a **Permission Level** for each schedule required (Permissions are **Location** specific and **Schedule** specific!)

Scroll to the lower portion of the page to see definitions.

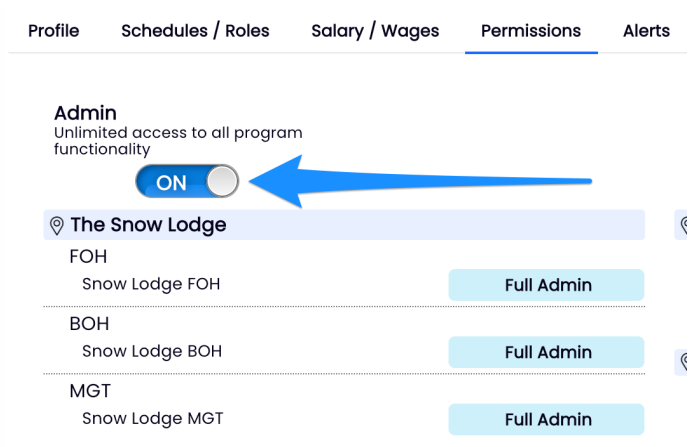


To Permission an Manager for ALL FUTURE SCHEDULES that may be ADDED to a given Location, make the following selection to "Add to All New Locations as"



You may create custom permission levels in system settings. Creating Permission Templates

To create a FULL SYSTEM ADMINISTRATOR with UNLIMITED PERMISSION, use the the Admin "SWITCH".


Profile
Schedules / Roles
Salary / Wages
Permissions
Alerts
Admin
Unlimited access to all program functionality
ON
The Snow Lodge
FOH
Snow Lodge FOH
Full Admin
BOH
Snow Lodge BOH
Full Admin
MGT
Snow Lodge MGT
Full Admin

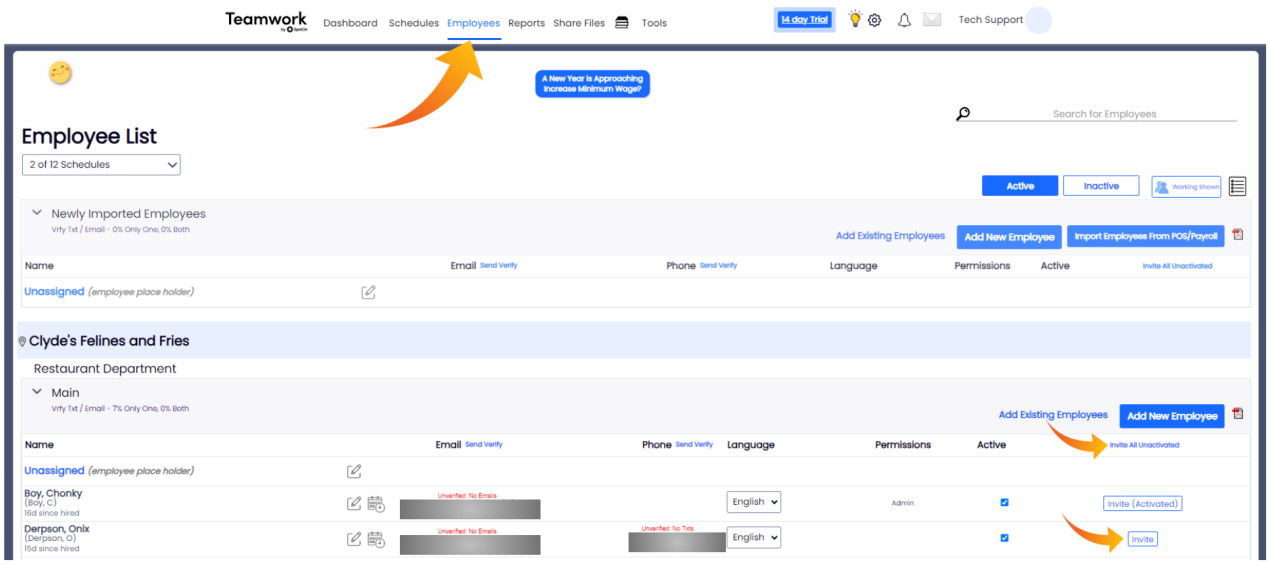
Invite Employees

Last Modified on 10/03/2023 11:50 pm MDT

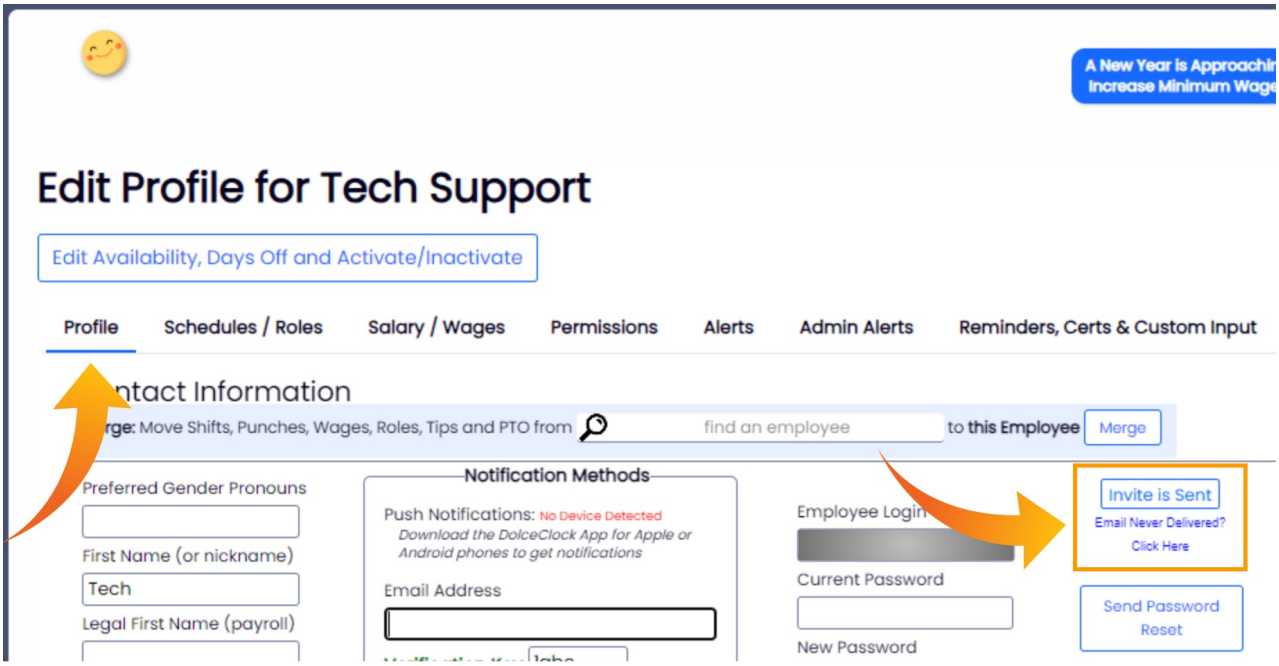
When you **INVITE** employees to activate their Teamwork accounts, they will immediately receive an INVITE email or INVITE text message that welcomes them into the system and guides them through a brief training tour.

To invite an employee, from the Main Toolbar click on **Employees**

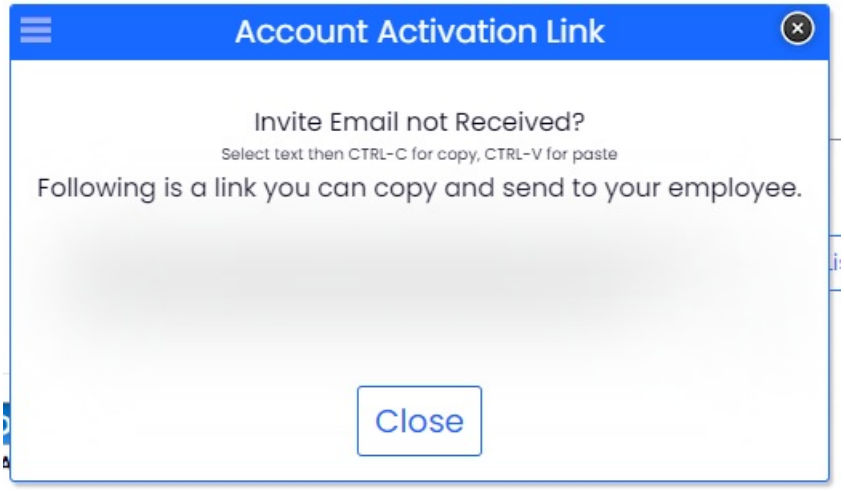
1. Before inviting an employee, be sure phone number or email address has been added, ideally both. Invite emails and messages will not be sent to employees that lack both contact methods.
    - To add a bulk list of email addresses or phone numbers, send the list in Excel to support@dolcesoftware.com and we'll add it for you.
2. Press **Invite** or **Invite All Unactivated** as shown below:



- If the email became trapped, not received, or trapped as spam, there is a link that you can manually cut and paste into a personal email to the employee. Navigate to the employee's profile tab and click the button with the text **Email Never Delivered? Click Here.**



- A window will appear with a link that can be directly sent to the employee's email address:



- Even without a welcome email, an employee can simply log in to Teamwork with a password that you as an administrator create and provide. Passwords are updated in the employee's Profile Settings

Email & Phone Verification: Employees will be asked to confirm their email / mobile information. You can see that status of whether or not contact information has been Verified by navigating to the **Employees** page. **EMPLOYEES WILL NOT RECEIVE EMAILS OR TEXT IF UNVERIFIED**

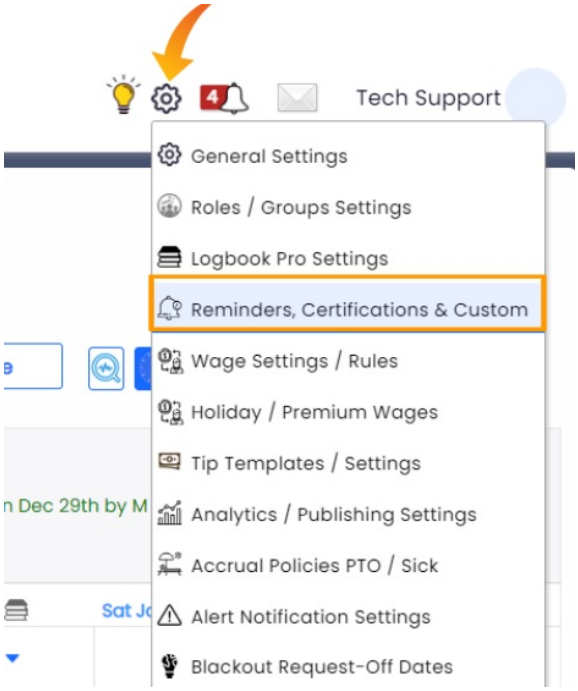
- To SEND a message to all employees to Verify their text or email, navigate to the Employees page and click the **Send Verify** button; the button will send to all unverified in a schedule / location

Employee Certifications and Reminders

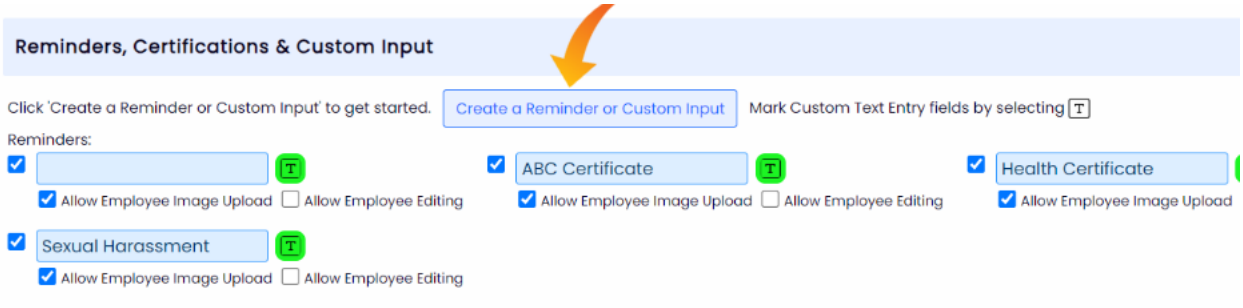
Last Modified on 01/10/2024 2:37 pm MST

Creating a Certification or Reminder

1. From the **Gearwheel Menu**, go to **Reminders, Certifications & Custom**



2. From the Certification page, press **Create a Reminder or Custom Input** to add custom reminders as shown in the image below:

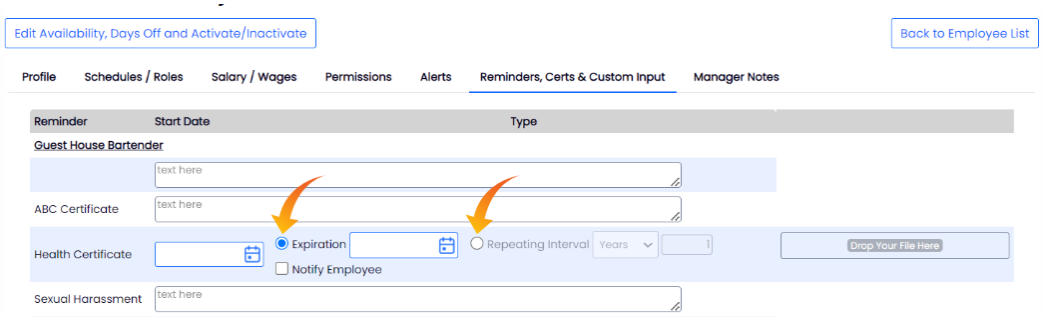


3. Add certifications to the appropriate locations or departments:

Applying Certification Date or Anniversary to Employees

1. Go to the employee profile, and select their **Reminders, Certs & Custom Input** tab.

2. Enter Certification Start Date, and Expiration Date. Or, in the event of an Anniversary, use the Interval as the entry.

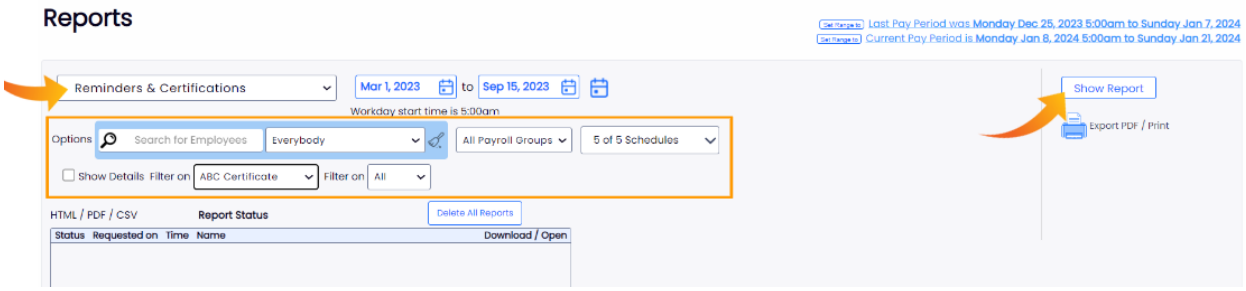


Viewing Approaching Dates and Receiving Alerts

Running a Report

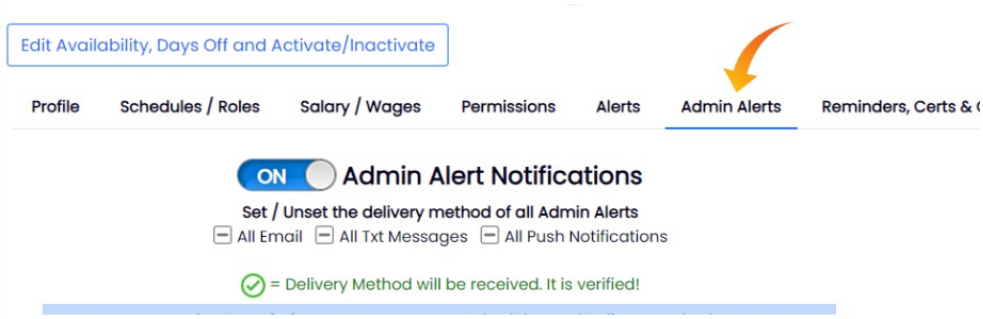
From **Reports**, Select **Reminders and Certifications**

Enter dates and criteria for search, and **Show Report**

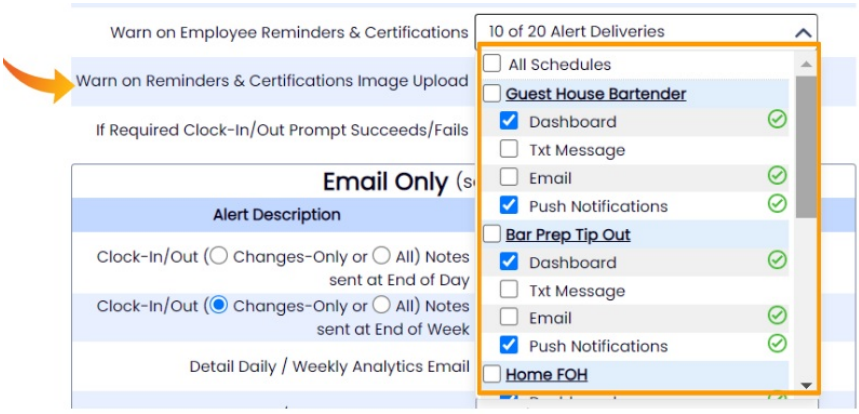


Setting Alerts

To set alerts for approaching expirations, go to a manager's **Admin Alerts**



Choose preference for Dashboard, Text, or Email

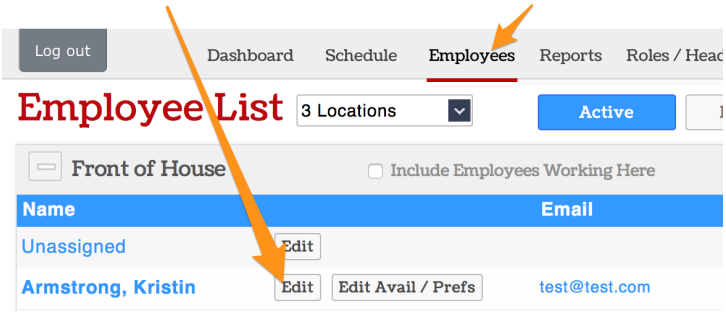


Entering "Tipped" Wages

Last Modified on 01/06/2017 10:43 pm MST

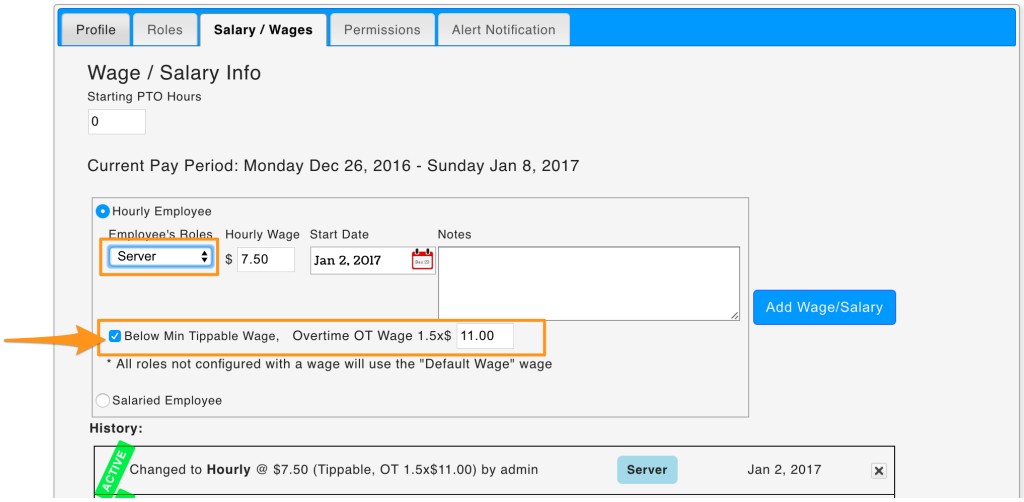
From the Menu Bar go to **Employees**

Select **Edit** to access an employees settings



Selct the **Salary / Wages** Tab

To enter **Tipped Wage** (below minimum wage), check the **"Below Min Tippable Wage"** checkbox when entering a wage



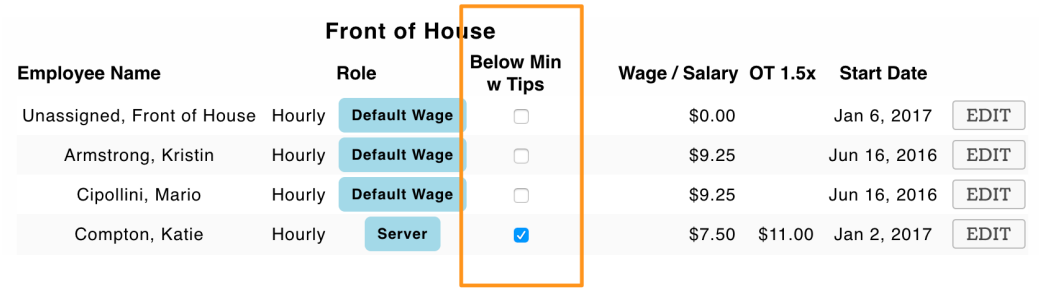
For New York and states which tie Overtime to minimum wage, enter the override calculation (in this case $11.00), as shown in the preceding image

To rapidly designate all Tipped Wages in a company

Choose **Reports** from the main toolbar

Select and Show the **Wage Report**

To apply Tipped designation, under the "Below Min w Tips" column, check all Tipped Wages



Front of House

Employee Name	Role		Below Min w Tips	Wage / Salary	OT 1.5x	Start Date	
Unassigned, Front of House	Hourly	Default Wage	☐	$0.00		Jan 6, 2017	EDIT
Armstrong, Kristin	Hourly	Default Wage	☐	$9.25		Jun 16, 2016	EDIT
Cipollini, Mario	Hourly	Default Wage	☐	$9.25		Jun 16, 2016	EDIT
Compton, Katie	Hourly	Server	☑	$7.50	$11.00	Jan 2, 2017	EDIT

To raise Tipped Wage floor globally, see Raising Minimum Wage and Minimum Tipped Wage

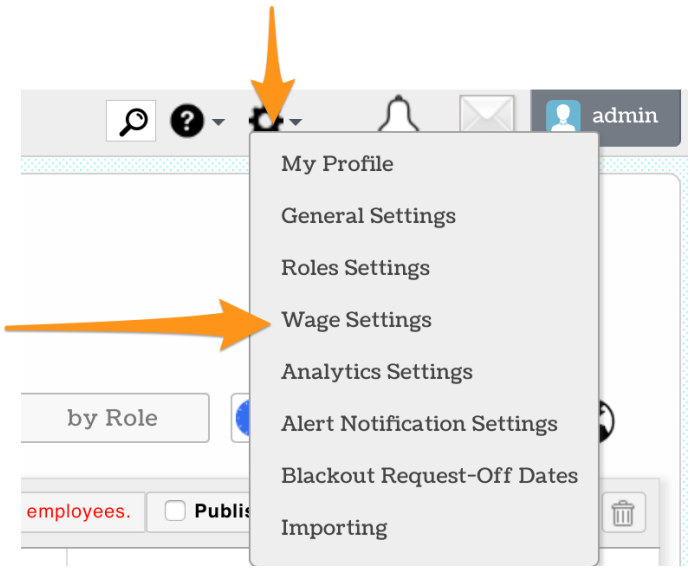
Raising Minimum Wage, Regular and Tipped

Last Modified on 06/19/2025 1:29 pm MDT

It is simple to apply a new minimum wage, for both Regular and Tipped wages, with a single entry.

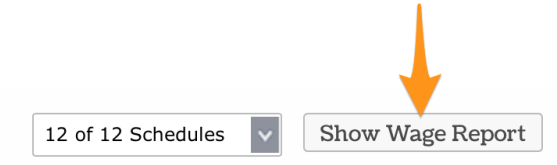
From the Gearwheel Menu go to **Wage Settings.**

(if you do not see this option, seek assistance of a Full Admin)

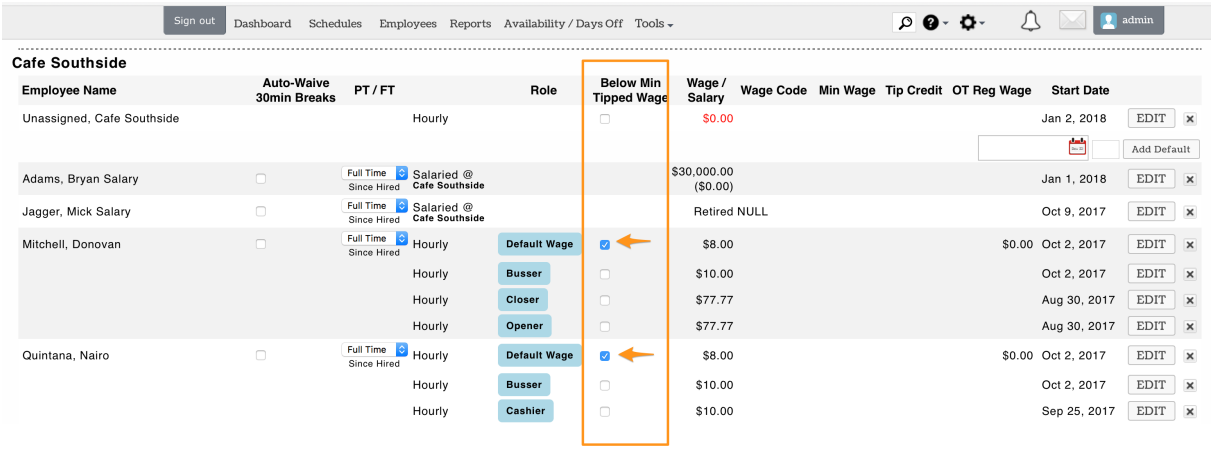


FIRST STEP **Critical** Confirm that all Tipped Wages are properly designated, as shown below. (Any wage that is below the Minimum Wage, because it is augmented with tips, known as a "Tipped Wage" must be designated as such). **If you are RAISING minimum wage, this confirmation applies to the EXISTING minimum wage, not the pending increase.**

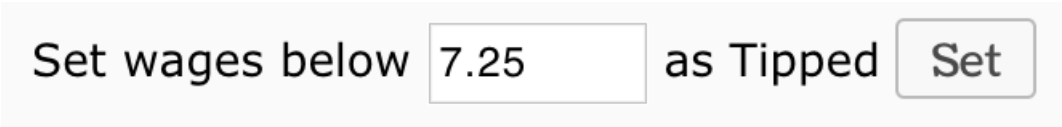
1. Press **Show Wage Report** - showing ALL schedules



2. Verify that all Tipped Wages are "Checked"

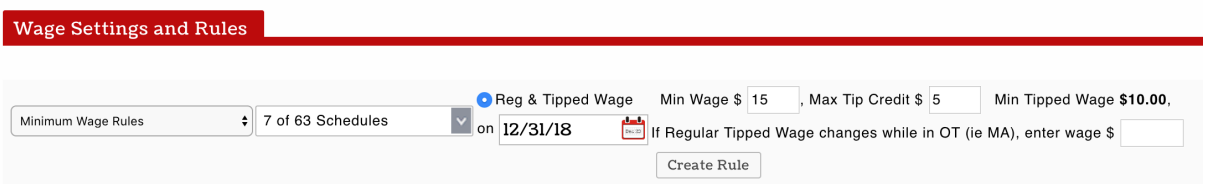


Or "bulk-check" Tipped Wages with the tool above the wage Report



Second Step: Entering Minimum Wage Rules

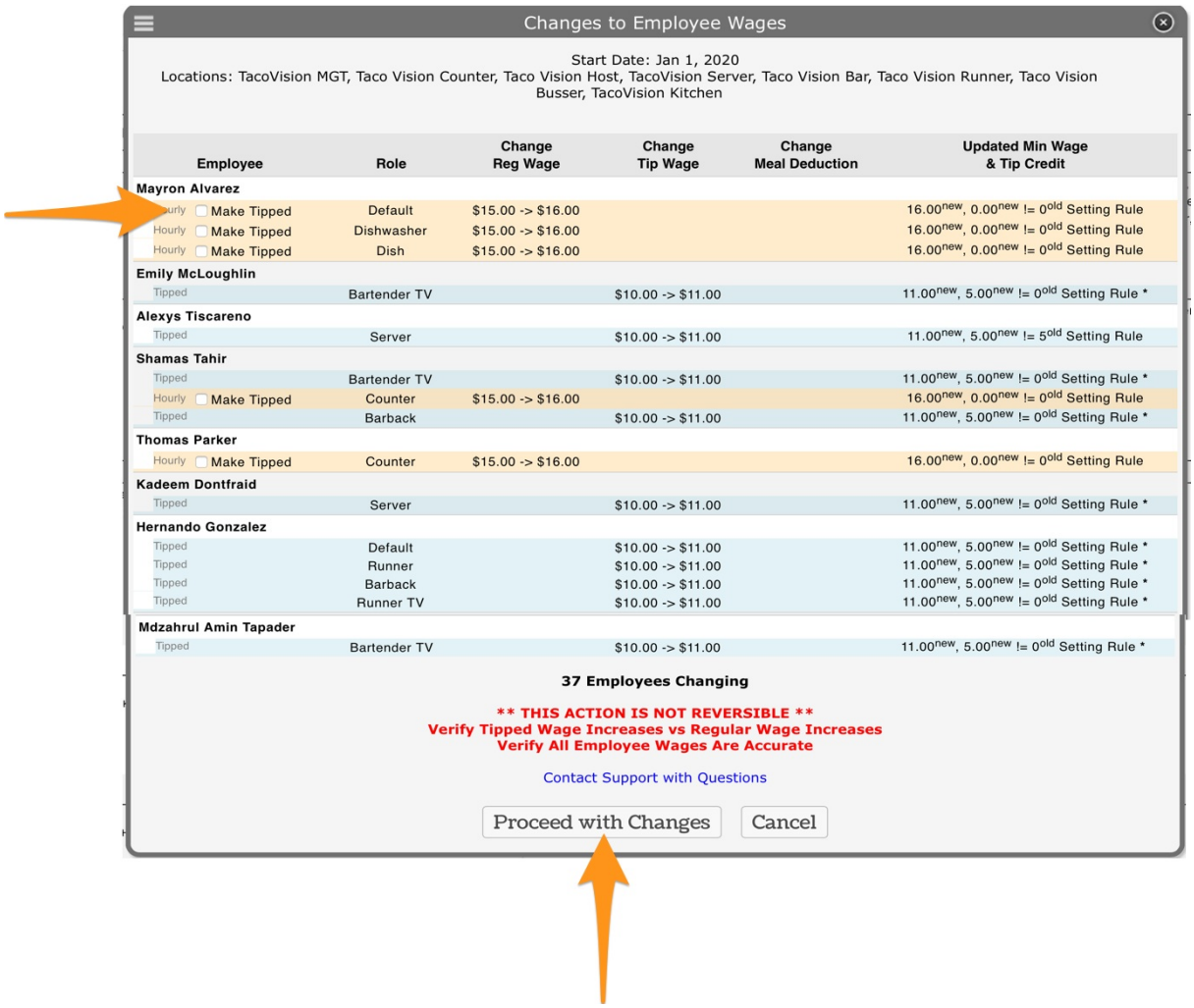
1. Using the Wage Settings Tool, select **Minimum Wage Settings** from the tool dropdown list (see arrow below). Select schedules, enter start date, minimum wage, and max tip credit. Press **Create Rule**



2. Review changes carefully before confirming with the **Proceed with Changes** button

Notes:

- Regular Wage changes are shown in Orange, in the Reg Wage column
- Tipped Wage changes are shown in Blue, in the Tipped Wage column
- If any Tipped Wages are mistakenly shown as Regular Wages (in orange), check the "Make Tipped" checkbox, indicated below.



All wages will be updated, and future wages will auto-populate wage rules.

NOTE: Spread Penalty Rates must be increased in General Settings > Wage Settings

If you have questions about this process, or about the best way to setup wages (with defaults or roles etc.), please email teamworkssupport@spoton.com, and we are happy to assist you.

To update Spread of Hours, see: http://support.dolceclock.com/help/setting-spread-of-hours-soh-parameters

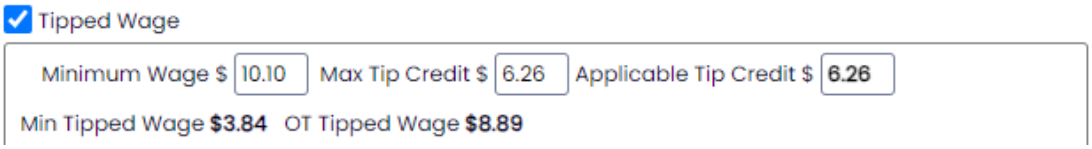
Resolving Tipped-Wage Payroll Warning

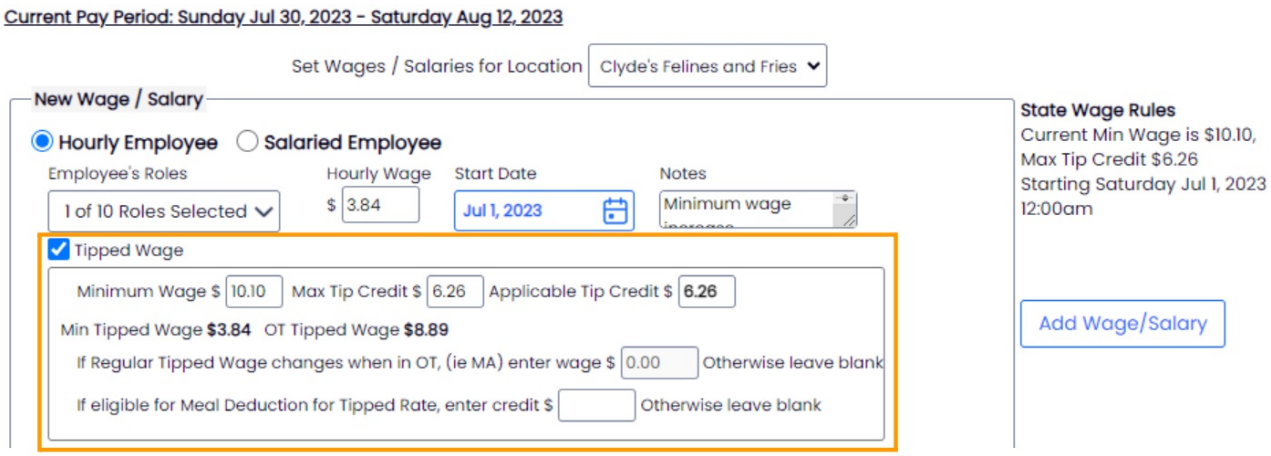
Last Modified on 04/16/2024 11:23 pm MDT

If Tipped Wage Rules have been established, then Tipped Wages must be properly configured.

If a Payroll Warning asks you to Resolve / Add Rule to a Tipped Wage, take the following steps.

Re-enter the wage (dating to start of pay period), and be sure that Tipped Wage fields populate automatically from existing Rule upon entry of the wage.





If the Tipped Wage data does not populate upon re-entry of the wage, please reach teamworksupport@spoton.com

If you need to update more than a few records, re-apply the Wage Rule across the company, and all wage rules will be updated with a single entry. See: http://support.dolceclock.com/help/entering-and-updating-minimum-and-tipped-wage-rules

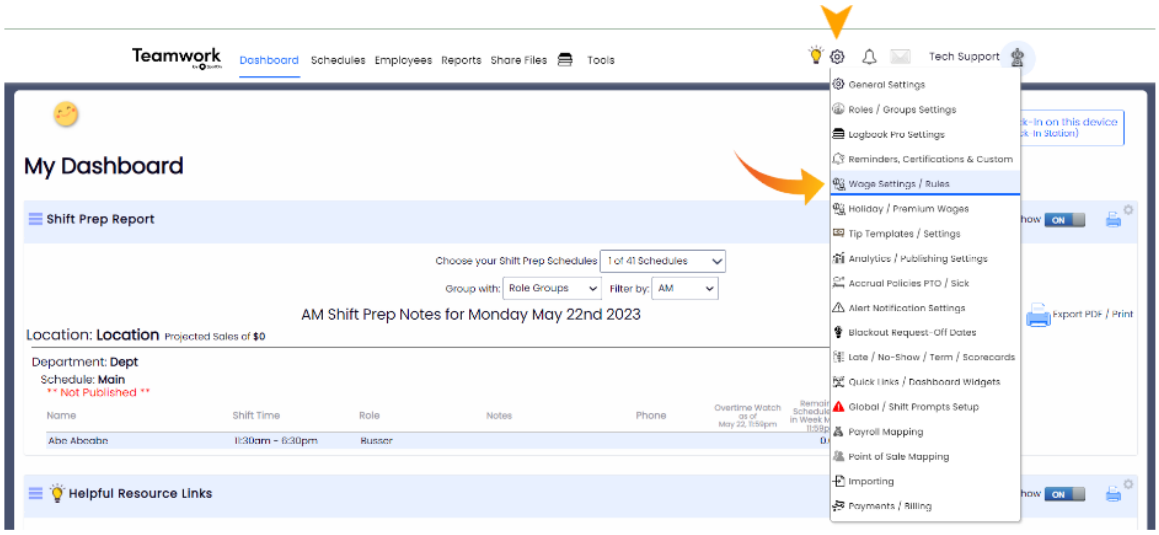
Entering and Updating Minimum and Tipped Wage Rules

Last Modified on 09/29/2023 10:55 am MDT

It is simple to apply a new minimum wage, for both Regular and Tipped wages, with a single entry.

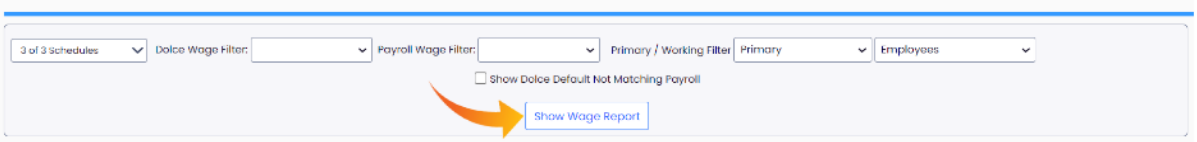
From the Gearwheel Menu go to **Wage Settings.**

Note: If you do not see this option, seek assistance of a full Admin user.



FIRST STEP **Critical** Confirm that all Tipped Wages are properly designated, as shown below. (Any wage that is below the Minimum Wage, because it is augmented with tips, known as a "Tipped Wage" must be designated as such). **If you are RAISING minimum wage, this confirmation applies to the EXISTING minimum wage, not the pending increase.**

1. Press **Show Wage Report** - showing ALL schedules

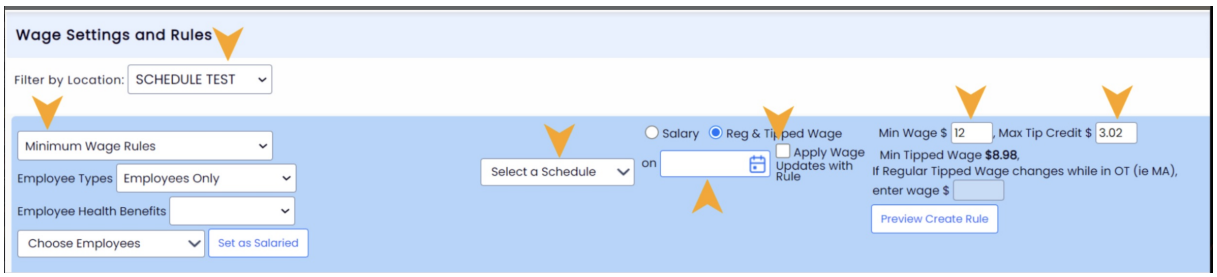


2. Verify that all Tipped Wages are "Checked"

Or "bulk-check" Tipped Wages with the tool above the wage Report

Second Step: Entering Minimum Wage Rules

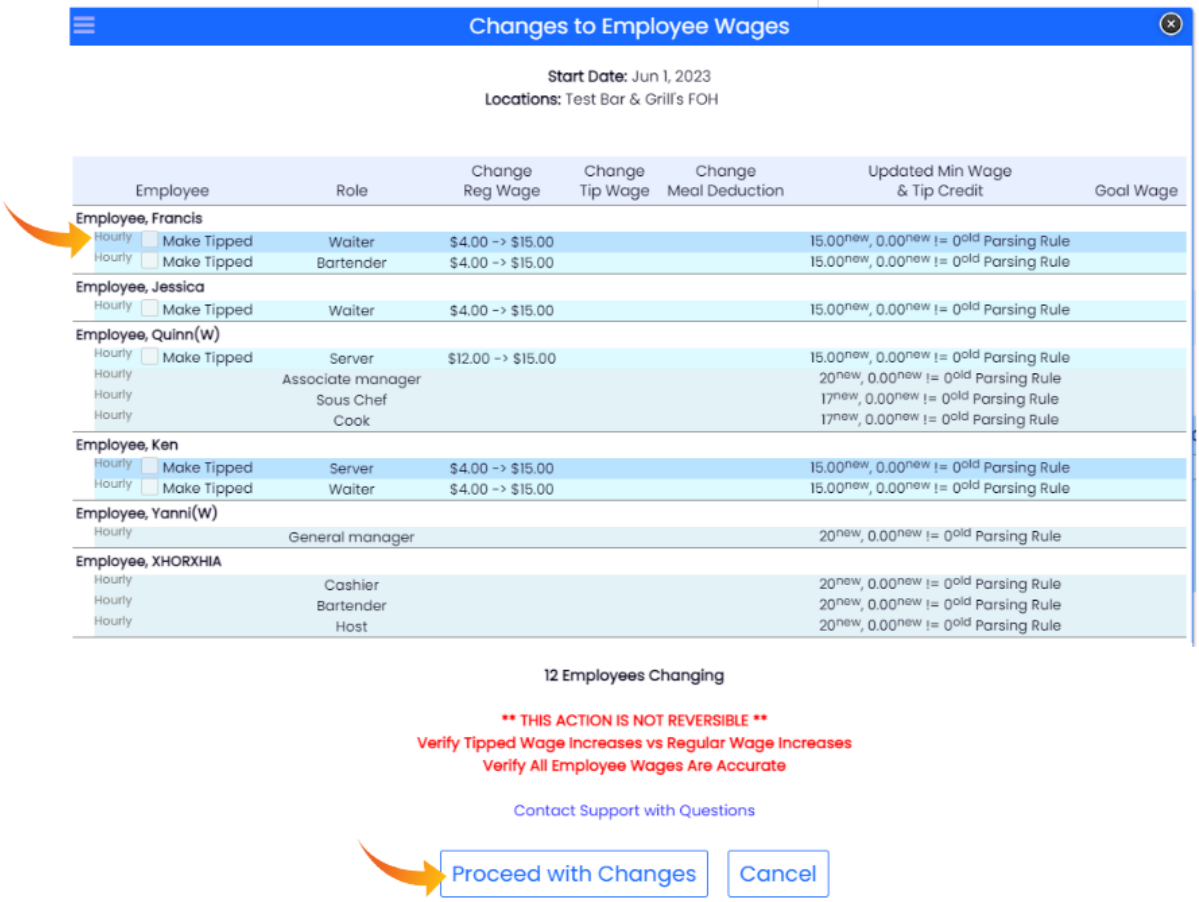
1. Using the Wage Settings Tool, select **Minimum Wage Rules** from the tool dropdown list as shown in the picture below. Select schedules, enter start date, minimum wage, and maximum tip credit.
2. If your goal is to increase wages while updating the wage rule, check **Apply Wage Updates with Rule.**
3. Press **Preview Create Rule.**



4. Review changes carefully before confirming with the **Proceed with Changes** button.

Notes:

- If any Tipped Wages (wages below minimum) are mistakenly shown as Regular Wages, check the "Make Tipped" checkbox, indicated below.



All wages will be updated (if **Apply Wage Updates with Rule** was selected) , and future wages will auto-populate wage rules.

Note: Spread Penalty Rates must be increased in General Settings > Wage Settings

If you have questions about this process, or about the best way to setup wages (with defaults or roles etc.), please email support@dolcesoftware.com, and we are happy to assist you.

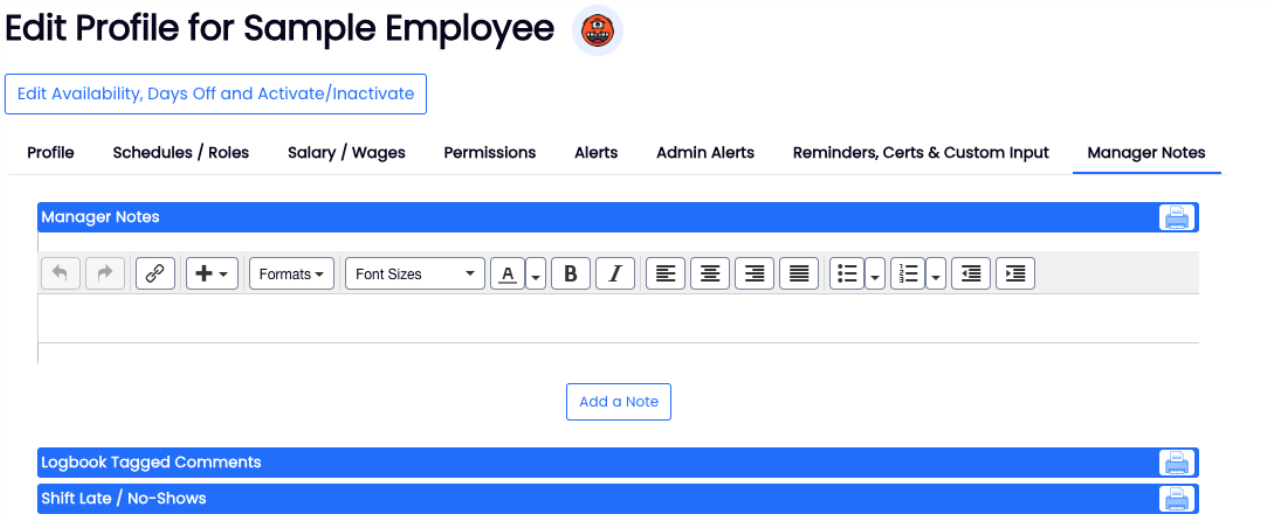
To update Spread of Hours, see: http://support.dolceclock.com/help/setting-spread-of-hours-soh-parameters

Manager Notes

Last Modified on 10/03/2023 11:51 pm MDT

From within the Employee Profile, the "Manager Notes" tab allows for free-form entry that is not visible to the employee. You can leave notes on how well they've done, any issues that need to be logged, etc.

Additionally, any tagged logbook notes, lates and no-shows will display in this section of their profile.



Schedule Views

Last Modified on 11/06/2023 1:39 pm MST

Teamwork has a handful of different ways to view your schedule. You may hope to see it by employee, by time, by role, or some combination of those 3. This video will walk you through configuring your views. We do encourage the "By Employee" view when you're writing your schedule for the first time.

Scheduling Overview

Last Modified on 11/06/2023 1:16 pm MST

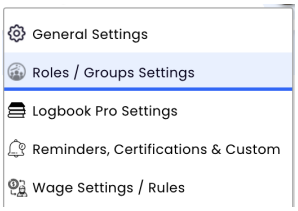
Schedule Sections & Groups

Last Modified on 10/09/2023 1:35 pm MDT

Schedule Sections & Groups

SpotOn Teamwork allows for the creation of Schedule Sections and Groups. They are easy to set up and use! When scheduling, managers will now be able to choose from a defined list of sections, reserving the shift notes field for other freeform notes to their employees. And the employees will have clarity on what to expect for their shift.

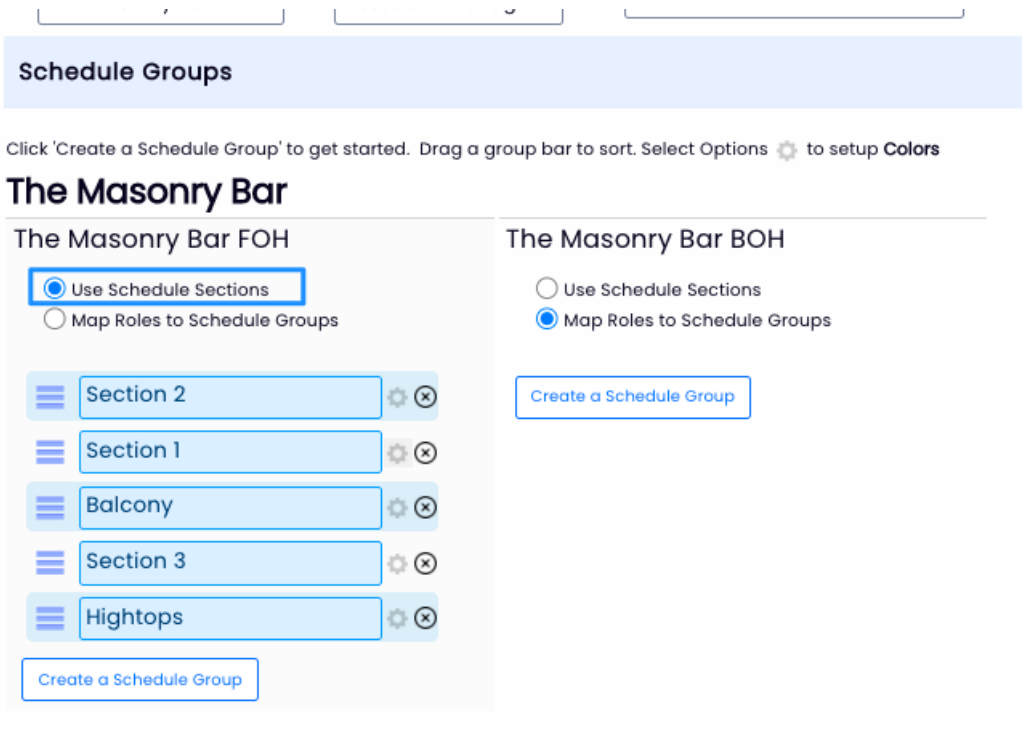
From the Gearwheel, navigate to **Roles / Groups Settings**



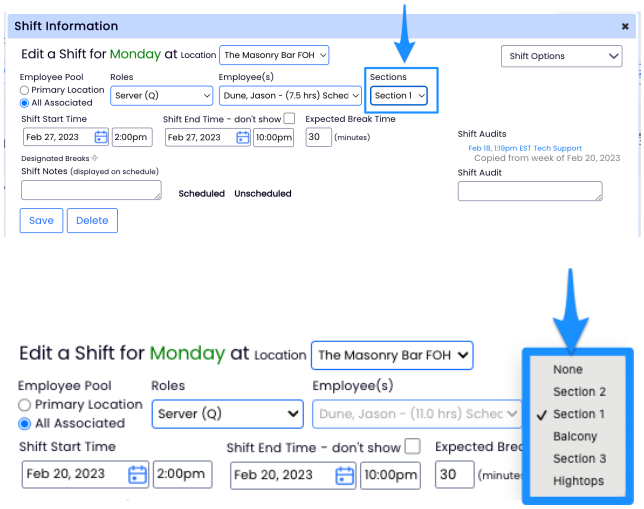
Scroll down to **Schedule Groups** (below roles) where you will see the ability to "Create a Schedule Group" under each of your schedules.

1. Schedule Sections

To add **Section** tags to your shifts, you will want to select the top option "**Use Schedule Sections**." Then add whichever sections you need for your schedules. NOTE: You can drag them into the intended order.



You will see these options available in the Sections drop down menu when you go to create a shift.

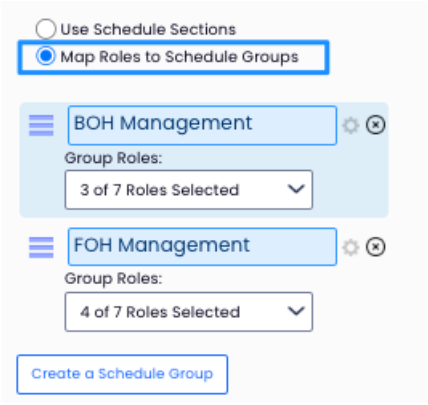


This level of detail will help managers to write a nuanced schedule, as well as set clear expectations for your employees.

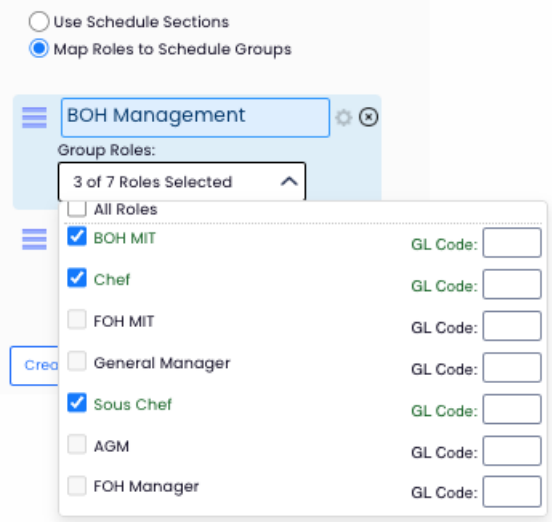
Section tags will show in the mobile app as well as **Shift Prep report**. We suggest grouping by Role for Section clarity. https://support.dolceclock.com/help/shift-prep-report

2. Schedule Groups

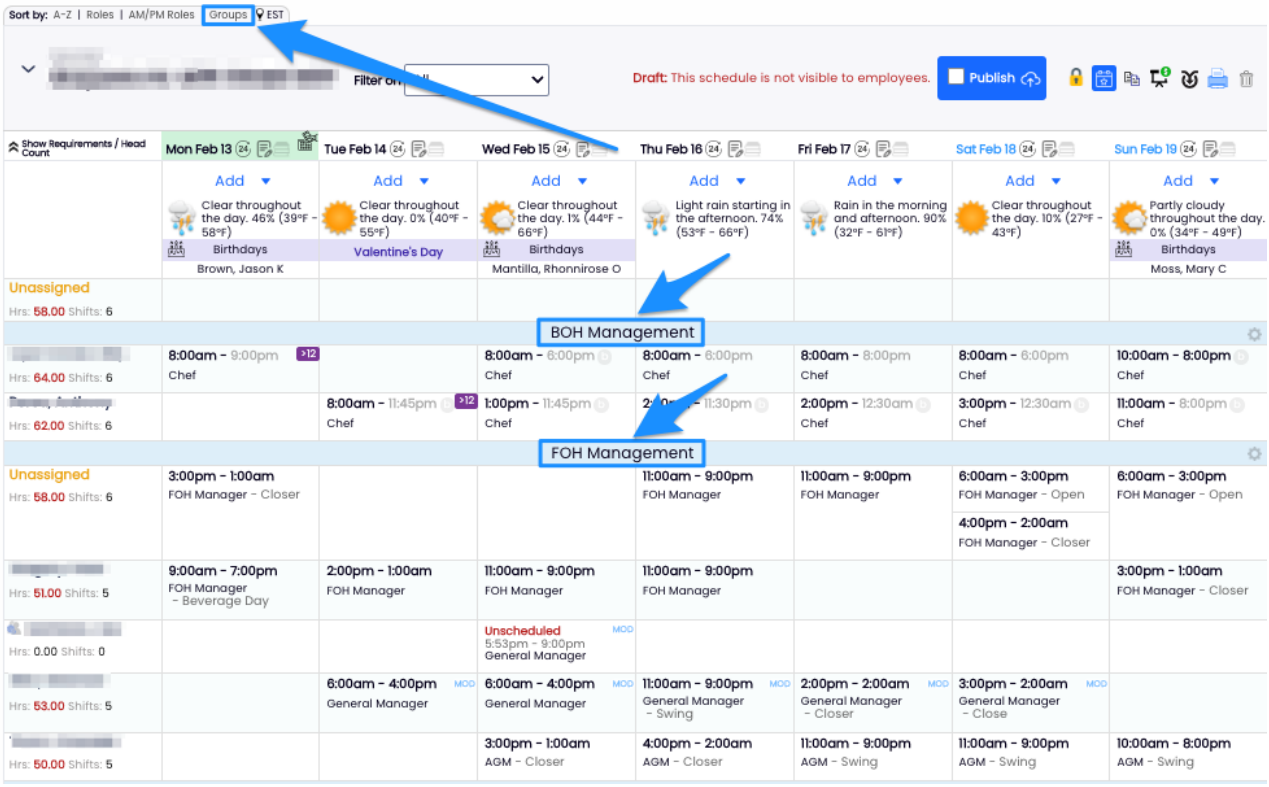
We think of Schedule Sections as a more detailed, micro distinction of a scheduled shift. On the flip side of the coin, we have **Schedule Groups** - a macro grouping of roles. To set up **Schedule Groups**, select the second option "**Map Roles to Schedule Groups**". Create as many groups as you need by clicking "**Create a Schedule Group**". NOTE: You can drag them into the intended order.



Then you have the opportunity to select which roles should roll up into the group.



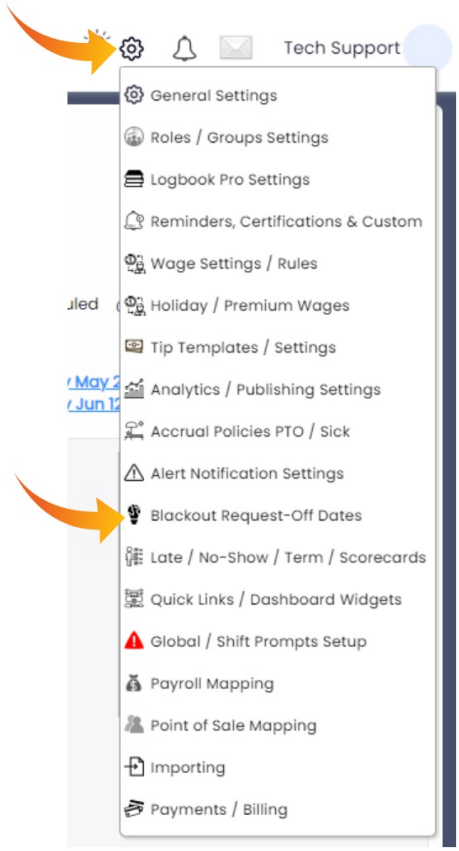
On the schedules, you have the ability to sort by: "**Groups**", and you can will see each group bannered.



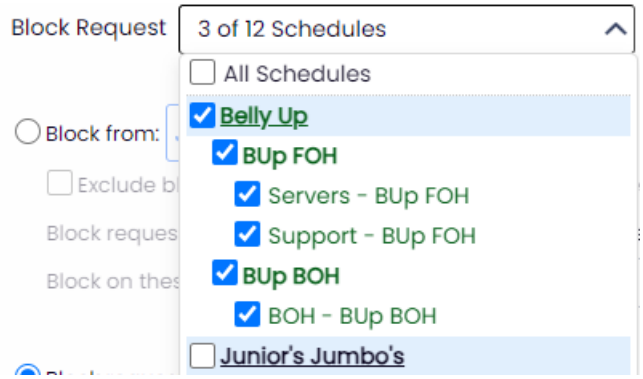
Blocking Dates from Time Off Requests

Last Modified on 10/09/2023 1:36 pm MDT

From the Gear Menu, go to **Blackout Request-Off Dates:**

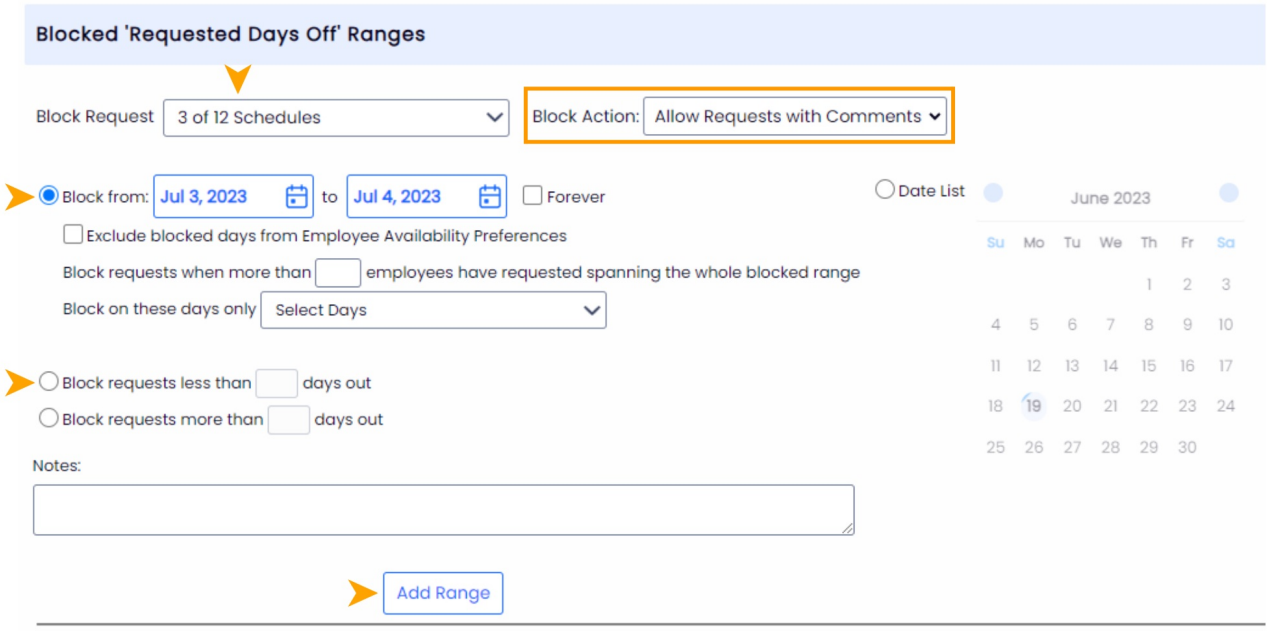


Choose the Departments that the block applies to:

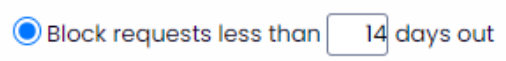


Choose dates to block, and press **Add Range**

*NOTE: The **Block Action dropdown** allows you to **Allow Requests with Comments**, (employees will be met with a warning that the time period is blocked; they are still able to request, but the request will be tagged), OR, **not allow requests at all**.*



If you want requests to always be at least 14-Days out, you can choose the **Block requests less than** option, and add a range:



Blackout Dates

Last Modified on 11/06/2023 1:14 pm MST

Mother's Day? Halloween? New Year's? Maybe you want to put a cap on time off requests for these days. Maybe you don't want time off requests coming for dates during the next 10 days because you're working on the schedule. This video walks you through setting the parameters.

Enforce Early/Unscheduled Clock-In

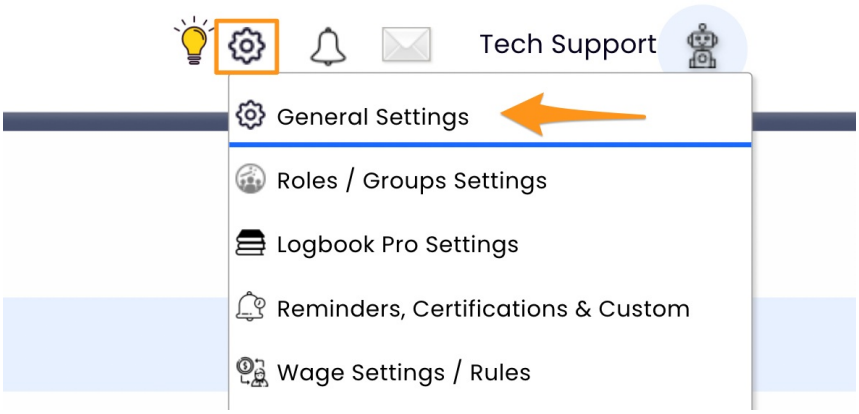
Last Modified on 10/24/2023 11:34 am MDT

PLEASE NOTE THAT YOU MUST BE USING EITHER A TEAMWORK CLOCK-IN STATION OR INTEGRATED CLOCK-IN TO USE THESE SETTINGS. If you location does not currently have integrated clock-in activated, please contact Teamwork Support to have the setting activated.

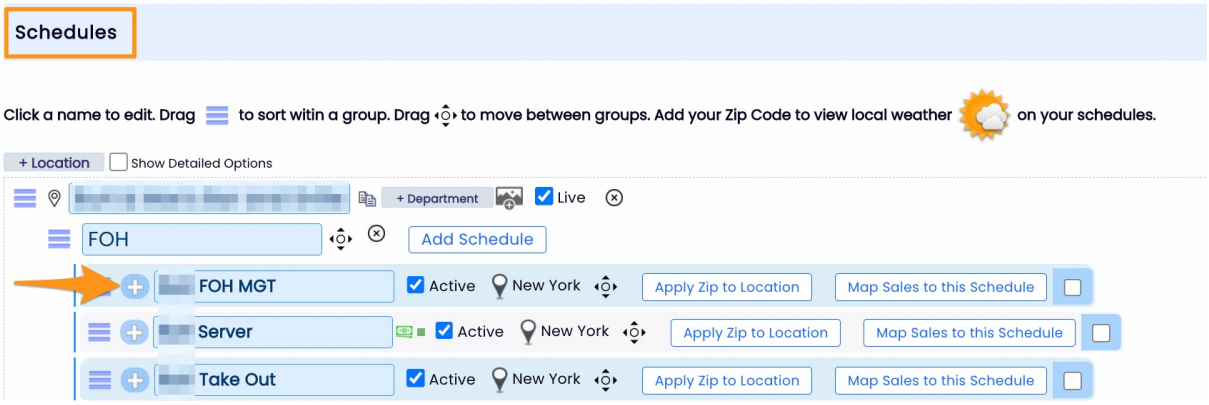
FOR TOAST USERS, PLEASE SEE: https://support.dolceclock.com/help/toast-enforce-clock-in-to-schedule

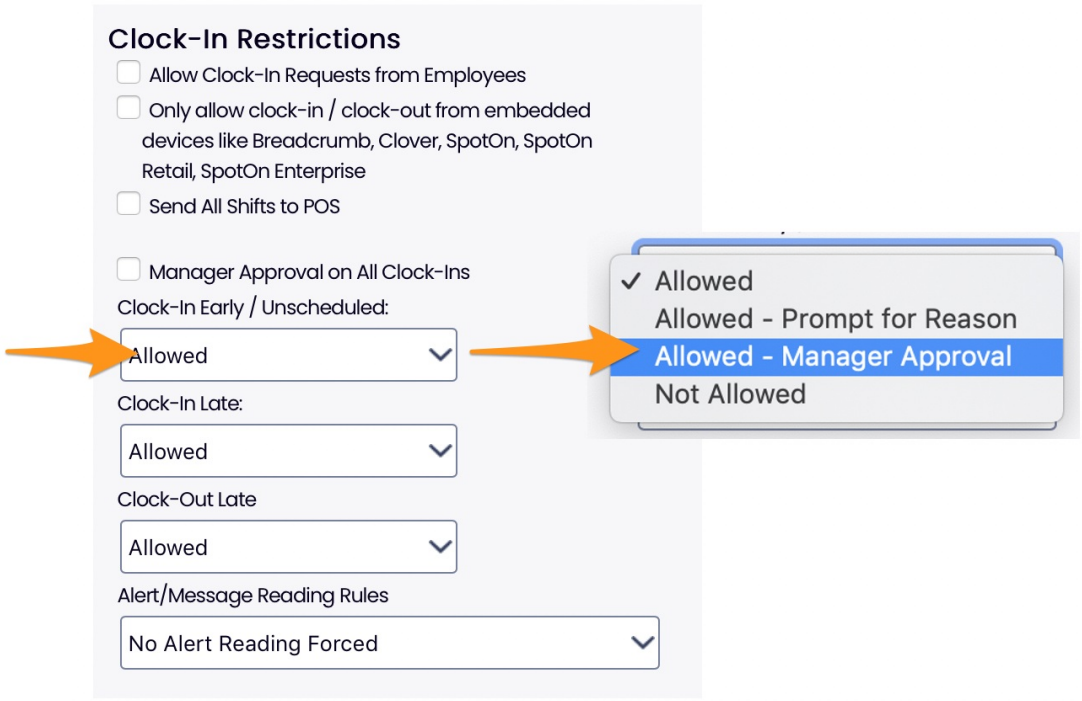
Early/Unscheduled behavior can be set individually for each Location/Department.

From the gearwheel Icon select **General Settings.**



1. Scroll to **Schedules** section at the top of the **Settings Screen**
2. Open a Location's Settings by Pressing **"+"**
3. Make Your Selection(s) from the **Dropdown Menu(s)** under **Clock-In Restrictions**





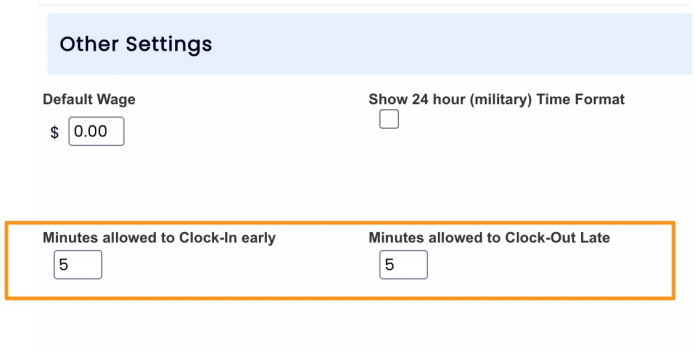
Options Described for limiting "early" or "unscheduled" clock-ins.

1. **Allowed with Force Prompt.** Employee is allowed to clock-in early or unscheduled, but when clock-in is attempted, they are advised that they are early, and prompted for a reason/permission. Their response become attached to the Time Punch Notes. *This is the DEFAULT setting.
2. **Allowed with Manager Approval (Suggested).** Employee is only able to clock-in early or unscheduled if a manager authorizes when prompted at the clock-in station.
3. **Not Allowed.**

Defining EARLY (Default allows 5 minutes early, but this number can be customized)

To define Early for your company:

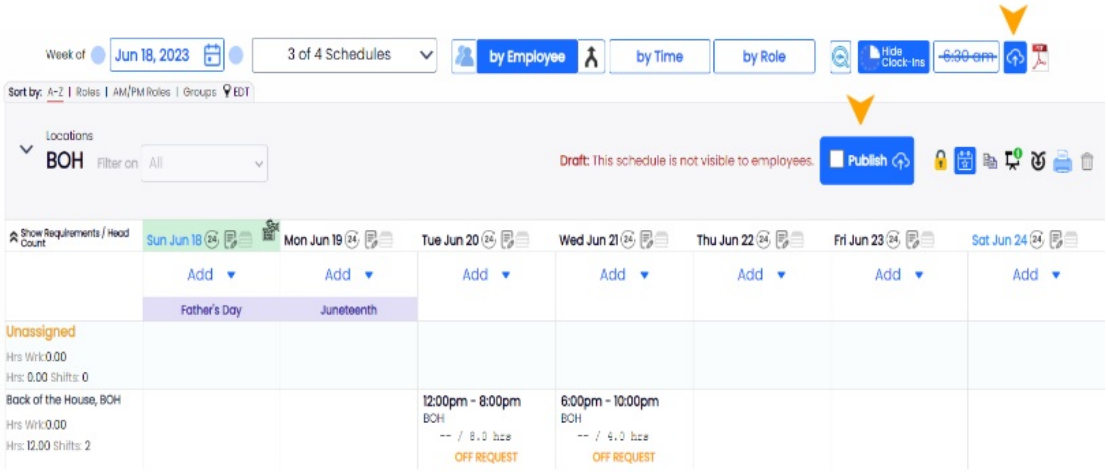
1. Scroll to **Other Settings**
2. Set **Minutes allowed to Clock-In early/late**


Other Settings
Default Wage
$ 0.00
Show 24 hour (military) Time Format
Minutes allowed to Clock-In early
5
Minutes allowed to Clock-Out Late
5

Publish Schedules

Last Modified on 10/09/2023 1:37 pm MDT

Check the Publish checkbox to publish an individual schedule, or use the Global Publish to publish multiple schedules simultaneously, as shown below.

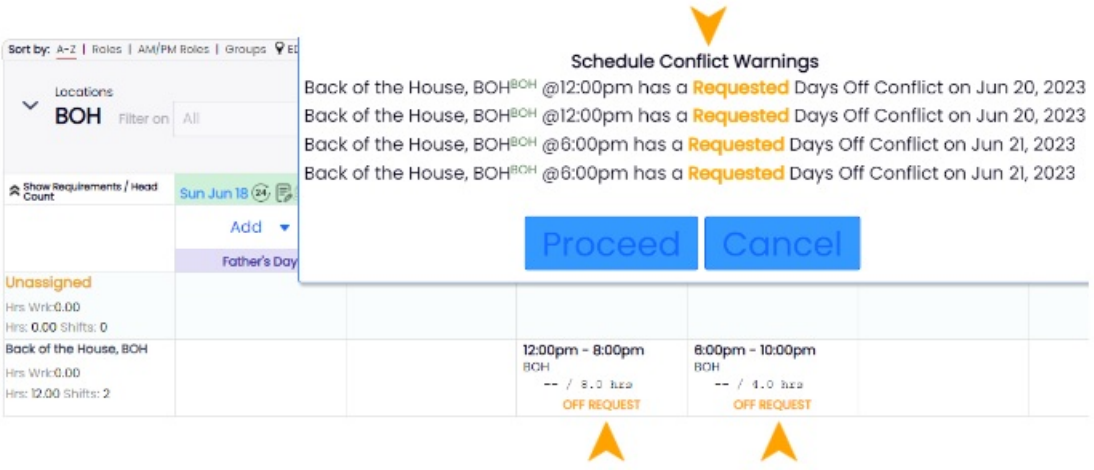


Notes:

- After a schedule has been published, changes to the schedule are tracked.
- Employees are notified when a schedule is published (according to their personal alert settings)

Warning Notifications:

- Upon publishing, you are warned if any scheduled shifts conflict with employee availability, or pending availability requests.



Entering Projected Sales

Last Modified on 10/09/2023 1:48 pm MDT

Teamwork makes it incredibly easy to input sales projections. When sales projections are populated, you will get a clear picture of your forecasted labor costs based on the schedules you build. We provide four methods of getting these projections in.

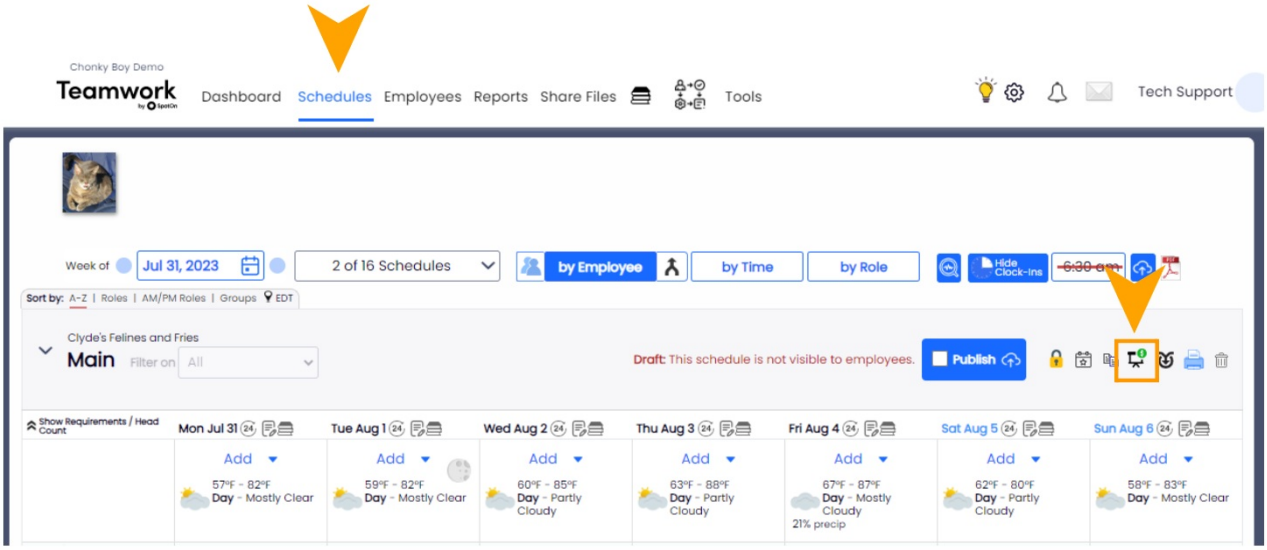
The Setup

Designate one schedule per location as the point of entry for projections. Other schedules can be mapped to the same sales projection and actual numbers in General Settings > Schedule Settings. Please reach out to Teamwork Support if you need assistance with mapping sales.

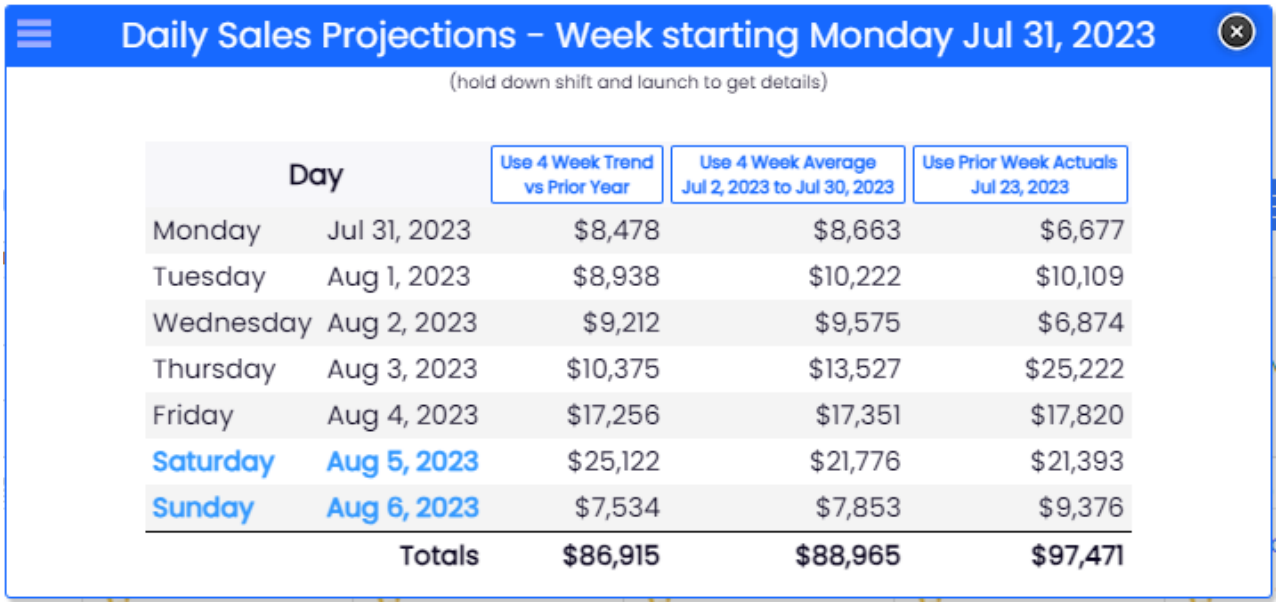
This article shows four methods to input projection (or sales) data.

1. Daily Sales Projections Per Week

The newest method to add sales projections for the week is highly efficient, and presents comprehensive optionality for your sales forecast calculation. From the schedule view, click on the sales forecast icon.



From here, Teamwork gives you the ability to add a week's worth of sales projections with **one click.** The three columns correspond with three separate calculations.

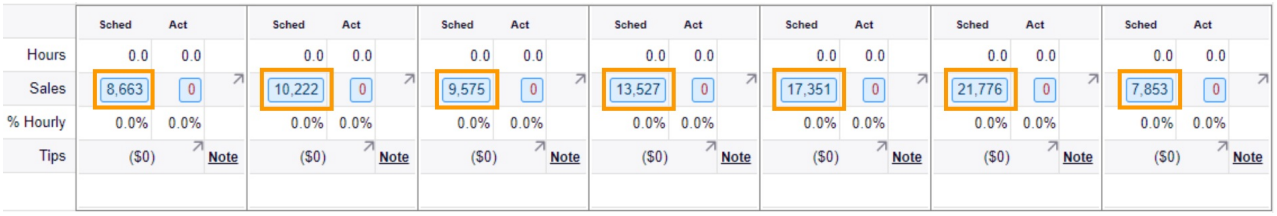


Day		Use 4 Week Trend vs Prior Year	Use 4 Week Average Jul 2, 2023 to Jul 30, 2023	Use Prior Week Actuals Jul 23, 2023
Monday	Jul 31, 2023	$8,478	$8,663	$6,677
Tuesday	Aug 1, 2023	$8,938	$10,222	$10,109
Wednesday	Aug 2, 2023	$9,212	$9,575	$6,874
Thursday	Aug 3, 2023	$10,375	$13,527	$25,222
Friday	Aug 4, 2023	$17,256	$17,351	$17,820
Saturday	Aug 5, 2023	$25,122	$21,776	$21,393
Sunday	Aug 6, 2023	$7,534	$7,853	$9,376
	Totals	$86,915	$88,965	$97,471

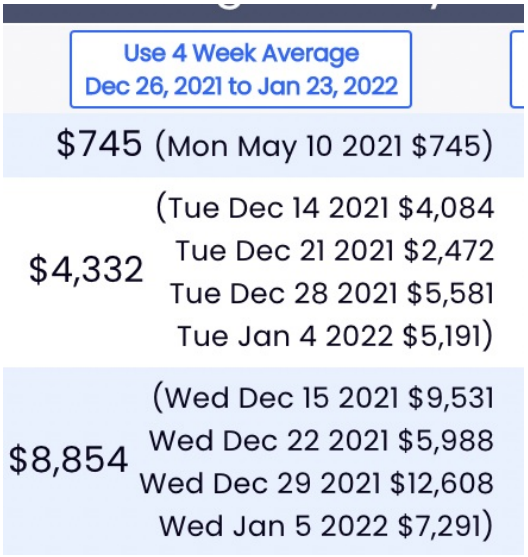
Click one of the three buttons to populate projections based on the following:

1. **Use 4 Week Trend vs Prior Year** applies Teamwork's algorithm. We observe year-over-year data and apply the trend (+/-) to your projections
2. **Use 4 Week Average** is a straight average of the previous four weeks of sales.
3. **Use Prior Week Actuals** will take the previous weeks sales figures as this week's projection.

Now your projections are in place for the entirety of the week!

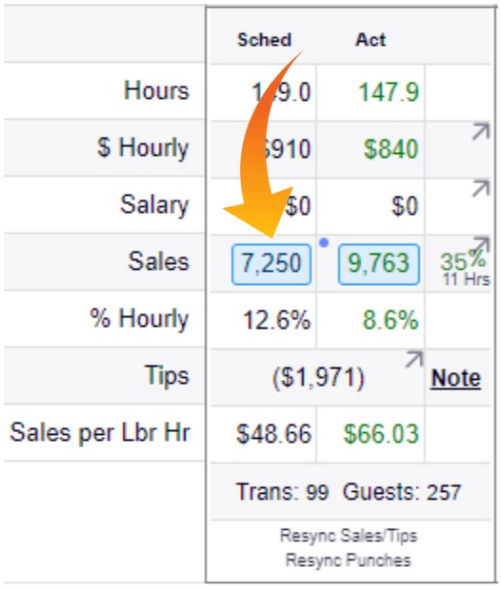


NOTE: If you hold down **SHIFT** on your keyboard, before clicking the icon, it presents you the figures from the previous weeks that are included in the calculation!

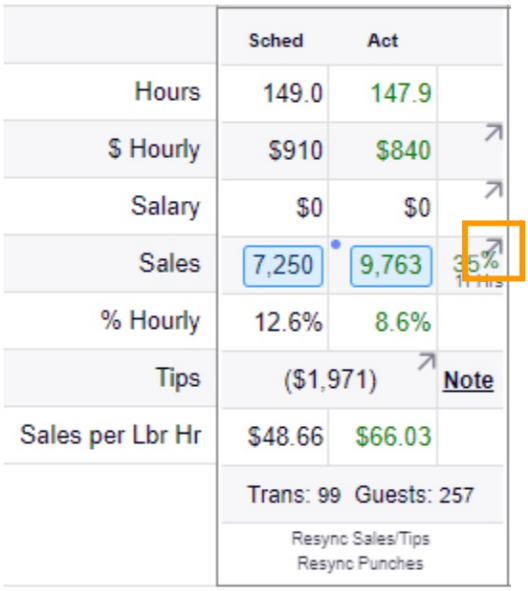


2. Manual Entry of Projections by Day

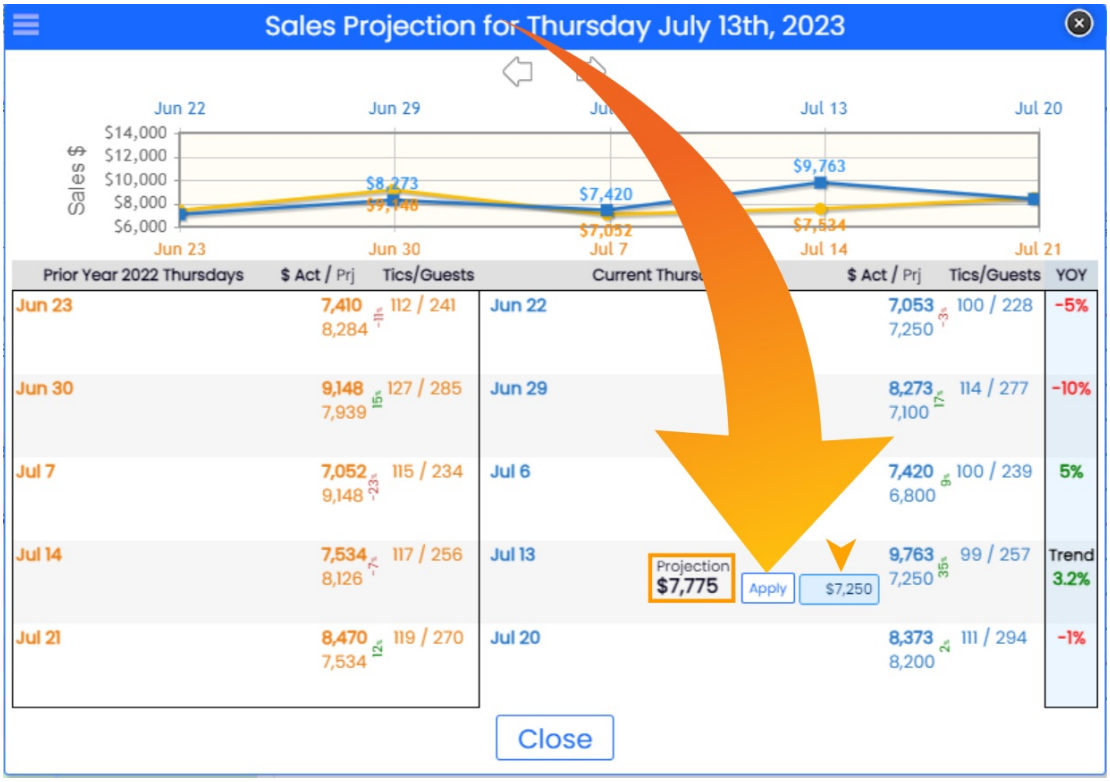
At the bottom of a schedule, enter a sales projection in the field indicated below. Actual sales can be synced to your cloud-based POS, or entered manually.



To view sales history and trend data, click the arrow in the cell to the right of the actual sales in the *Sales* column, as shown below:

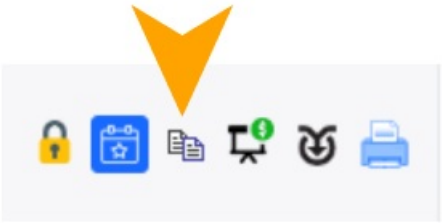


You will see prior days, for instance the prior five Thursdays, and their same-day year-over-year comparisons. Click **Apply** to use the software's projection based on trend data, or type in a sales projection into the field shown below

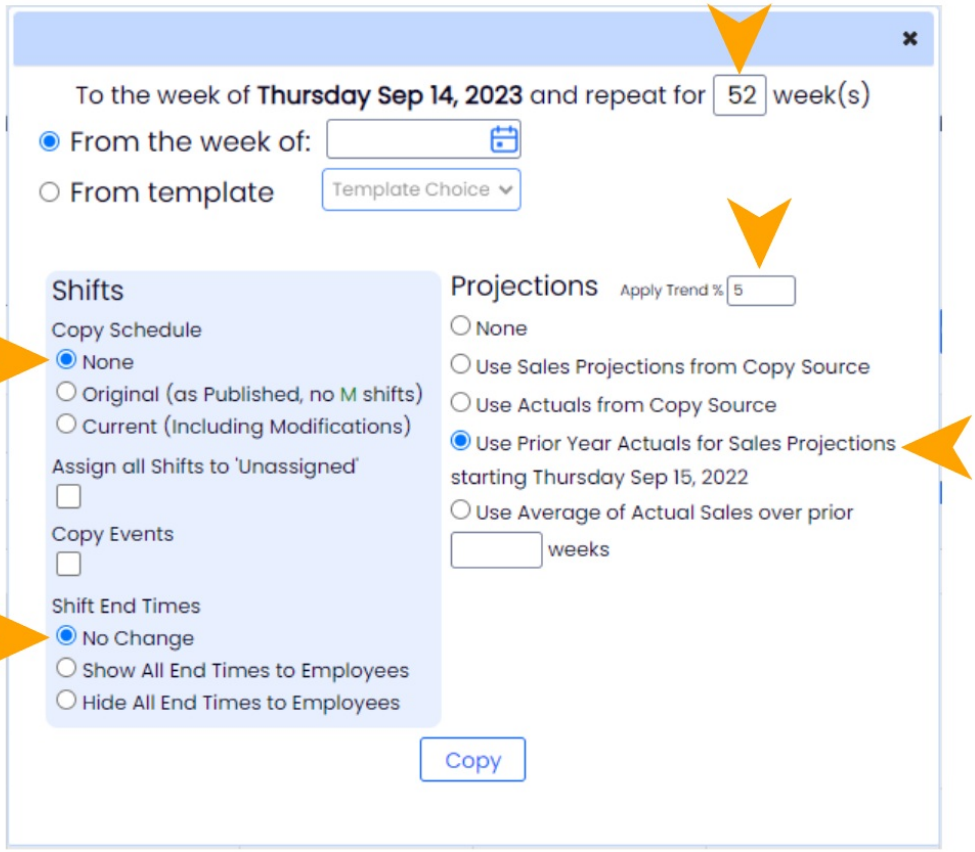


3. Bulk entry of projections based on prior year or prior periods.

From the source schedule, click the copy icon (same icon that is used to copy schedules forward) .

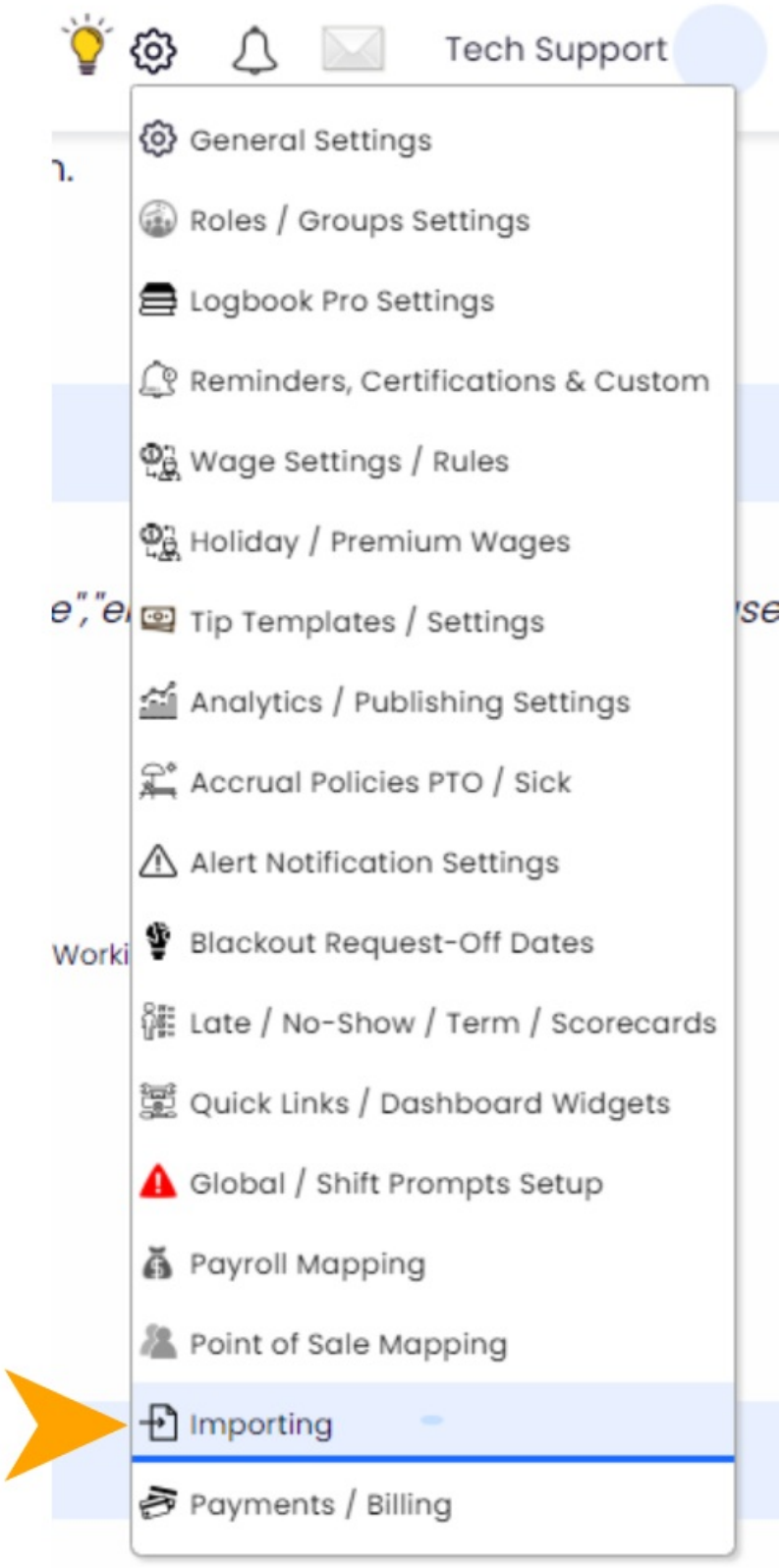


In the example shown below, sales projections based on prior year actual sales +5% will be copied forward for 52 weeks. Note that we have selected "None" for schedule-copy (left arrow)



4. Import Sales Projections

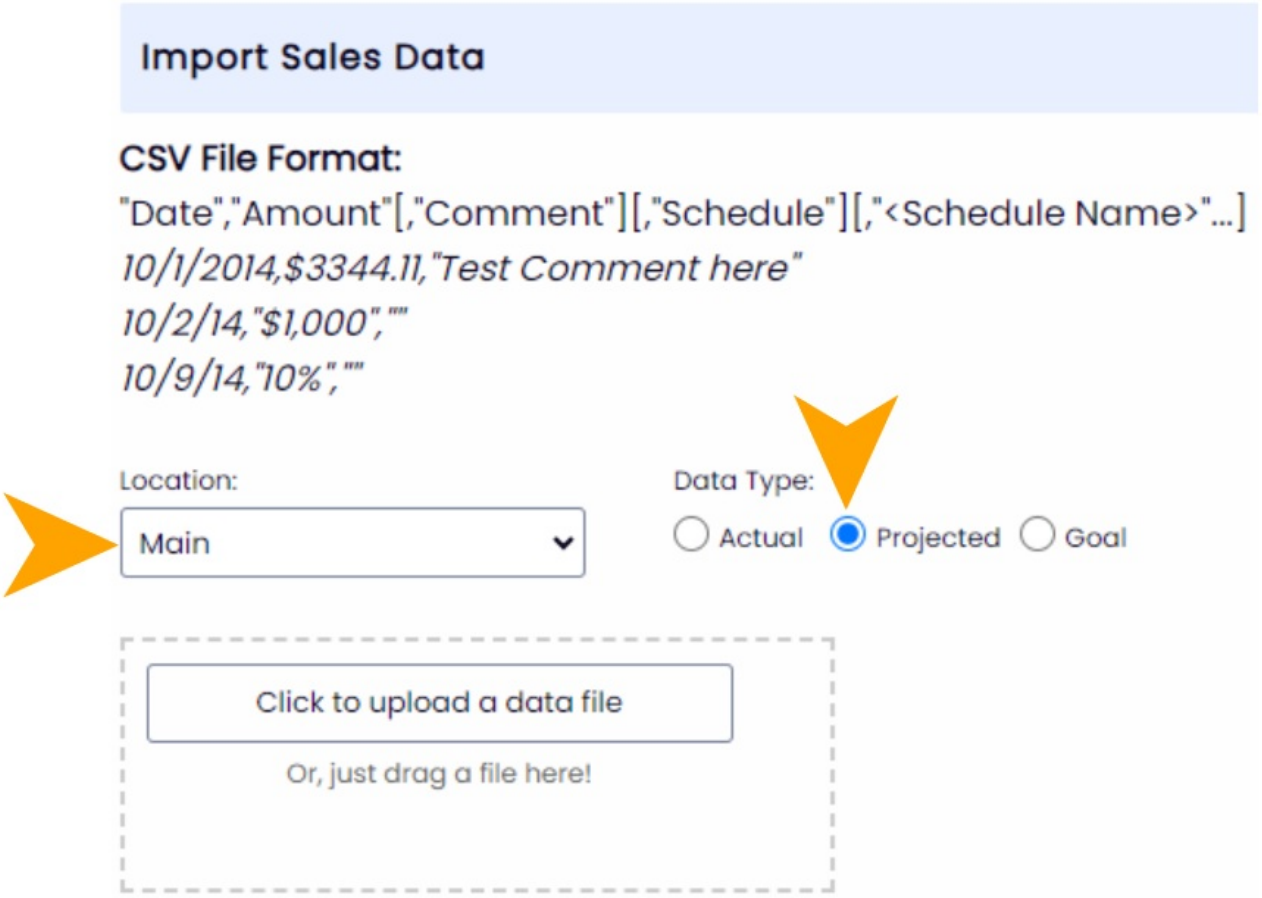
From the Gearwheel Menu > Importing



Scroll to **Import Sales Data**

Import a CSV file with a column for both Date and Amount . See settings in the example

below.



Format Example

	A	B
1	Date	Amount
2	9/16/19	5000

Teamwork Tips & Daycheck Overview

Last Modified on 11/06/2025 12:30 pm MST

IOS Teamwork Mobile App QR Code

Last Modified on 11/13/2025 1:16 pm MST

DOWNLOAD IOS App from the Apple App Store.

SCAN ME

Android Teamwork Mobile App QR Code

Last Modified on 11/13/2025 1:13 pm MST

Download the SpotOn Teamwork Android App from Google Play

SCAN ME

Employee Essential Tour

Last Modified on 09/30/2023 1:11 am MDT

Welcome to SpotOn Teamwork's Scheduling and Timekeeping Application!

Please take a few minutes to complete the **Employee Tour**

1. Find Your Company & Login
2. Mobile Setup
3. Profile, Email, & Text Setup
4. View Schedules
5. Availability & Time Off Requests
6. Shift Swaps, Offers, and Requests
7. Review Hours Worked
8. Configure Alerts

Find Your Company | Logging In

Last Modified on 11/13/2025 1:17 pm MST

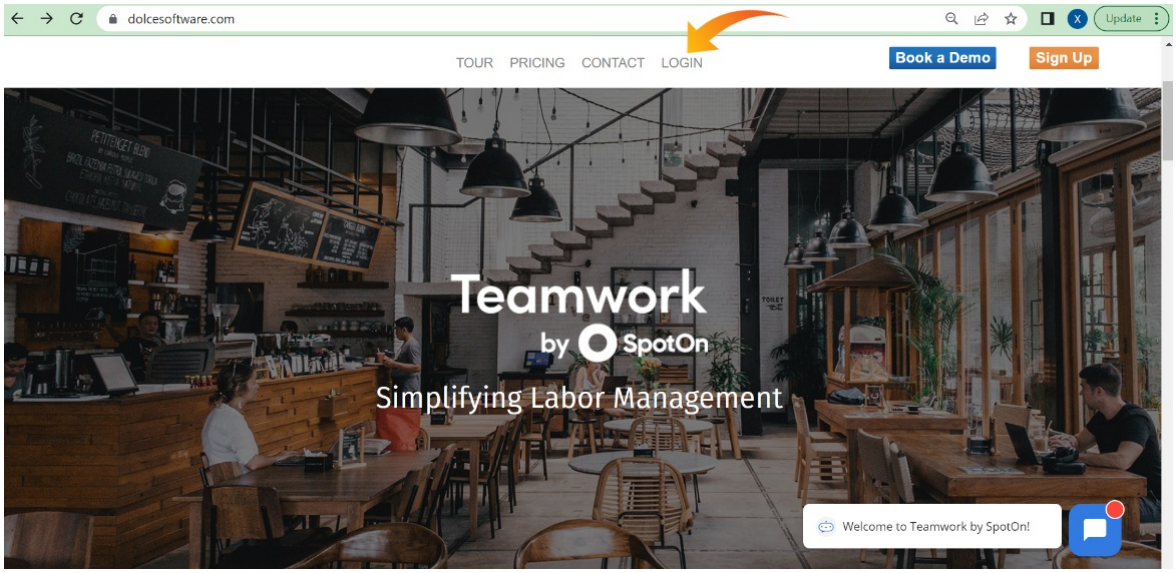
TOUR

Desktop example:

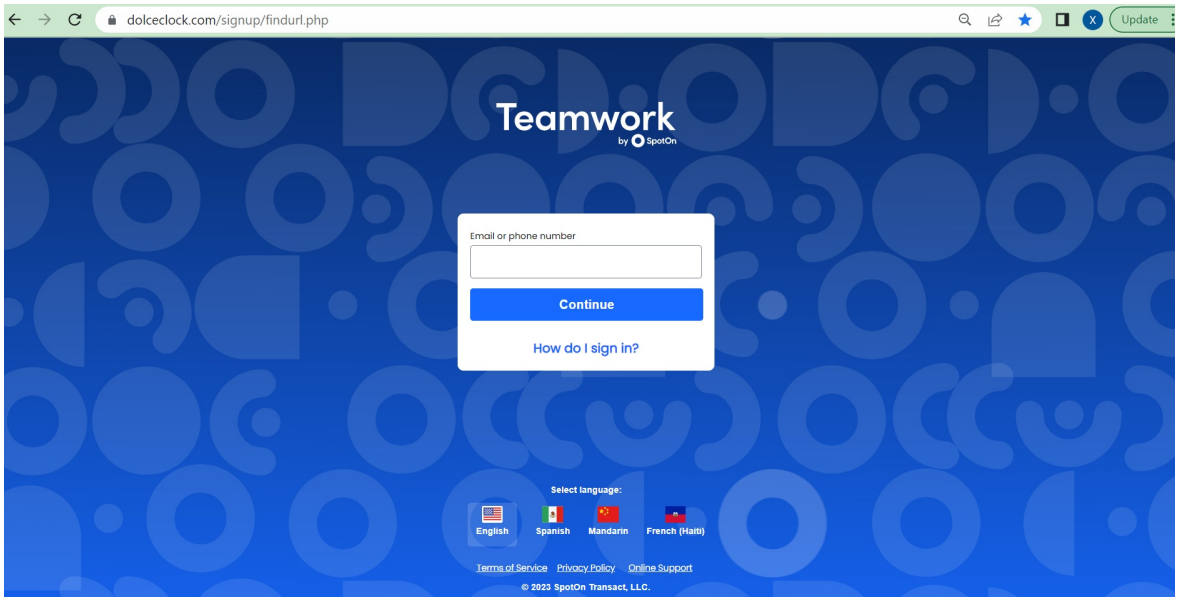
1. Log into any browser with a URL (internet address) provided by your employer.

Example: *company.dolceclock.com*

OR, if you do not know your company's URL, go to: dolcesoftware.com and press: **Login.**

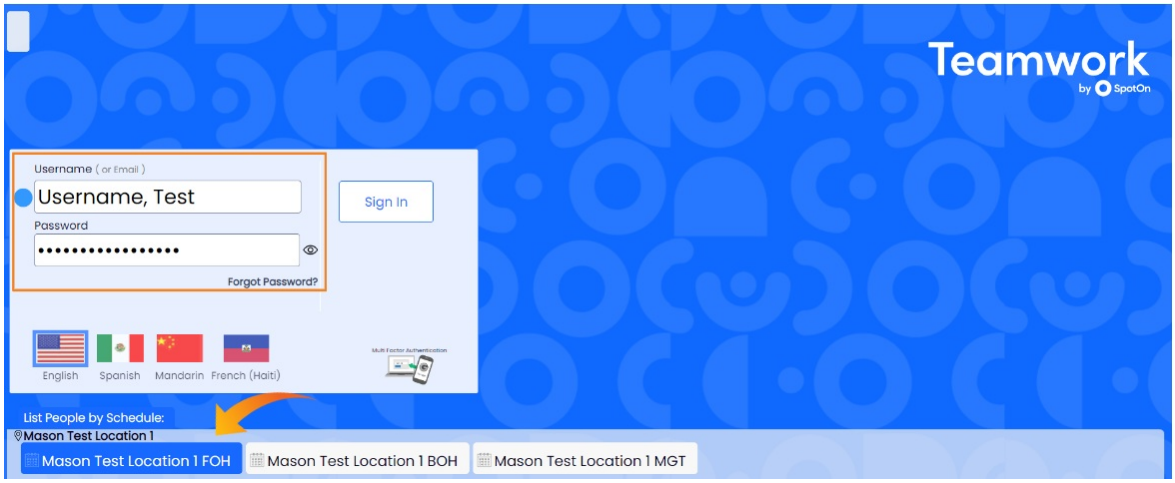


2. Please enter your email address or phone number to find your company(s).



3. From your company's Log-In screen,

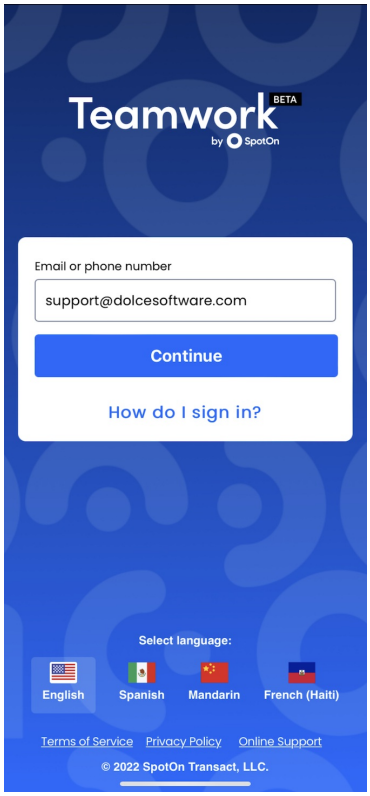
   First, select your **Primary Location** tab and then type your ***username/email*** and your ***password*** to Sign In.



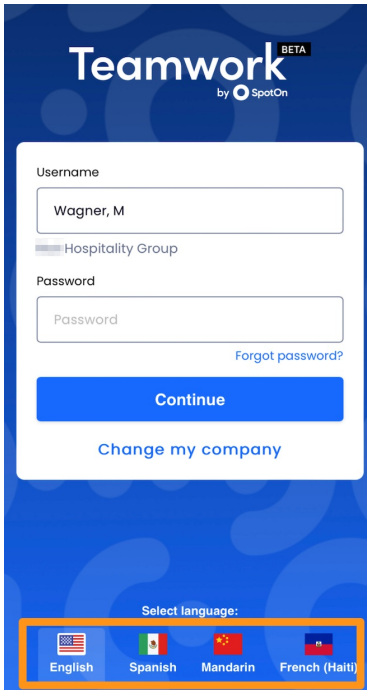
Mobile example:

1. You can download SpotOn Teamwork from the iOS App Store or Google Play for free!

2. Enter your e-mail address or phone number to locate your company.



3. Then login with your username and password. Easy!



Note: You can change your language anytime you login.

Mobile Setup

Last Modified on 12/24/2023 1:41 pm MST

TOUR

Follow the links below to download the SpotOn Teamwork mobile app:

DOWNLOAD IOS App from the Apple App Store.

Download on the App Store

Download Teamwork Software **Android App** from Google Play

ANDROID APP ON Google Play

Or search for **"SpotOn Teamwork"**

If you spot the following icon, you've found the correct app.

Profile, Email, & Text Setup

Last Modified on 05/19/2023 3:45 pm MDT

View Your Schedules

Last Modified on 11/06/2023 1:32 pm MST

Availability & Time Off Requests

Last Modified on 05/19/2023 3:45 pm MDT

Shift Swaps, Offers, and Requests

Last Modified on 05/19/2023 3:47 pm MDT

Shift Swaps, Offers & Requests are Easy!

Review Hours Worked

Last Modified on 09/30/2023 1:08 am MDT

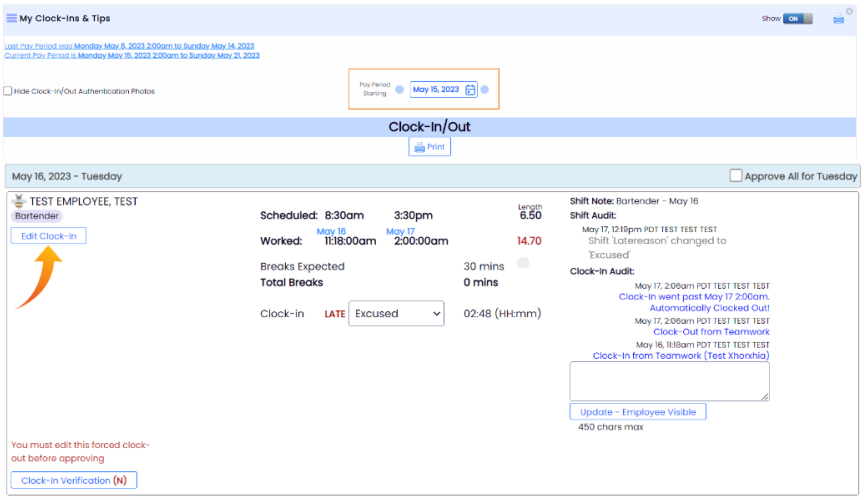
TOUR

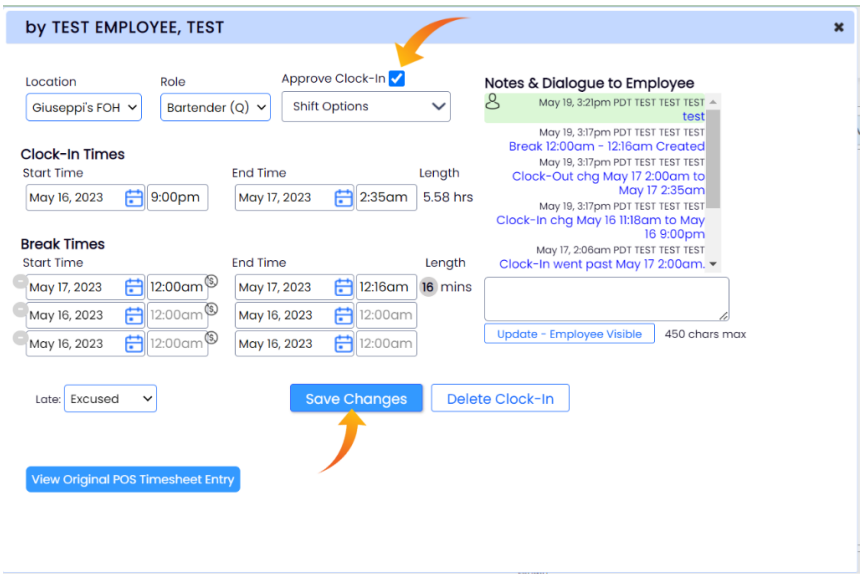
Review Hours Worked

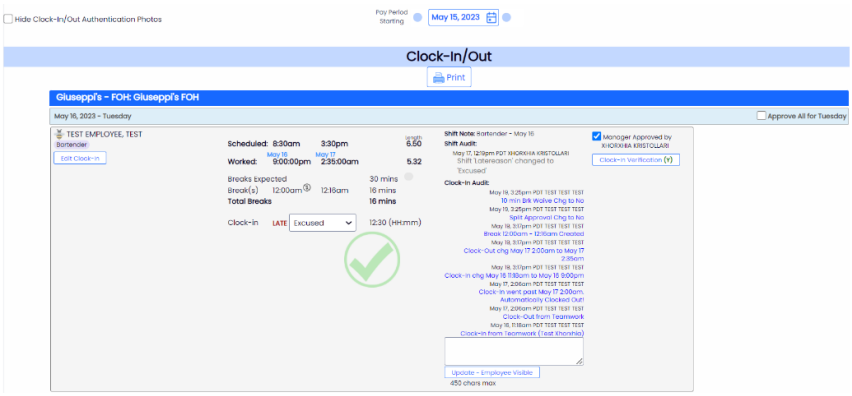
Desktop example:

Go to Dashboard from the main toolbar > Scroll to **My Clock-Ins & Tips.**

- View all punches, break times, manager approval, and comments for each punch in **Clock-In/O**
- You can edit your clock-In/out and your break times by clicking Edit Clock-In button.
- Approve your working hours by clicking Approve Clock-In checkbox and Save Changes.
- Use the date selector to view time punch activity from prior pay periods.

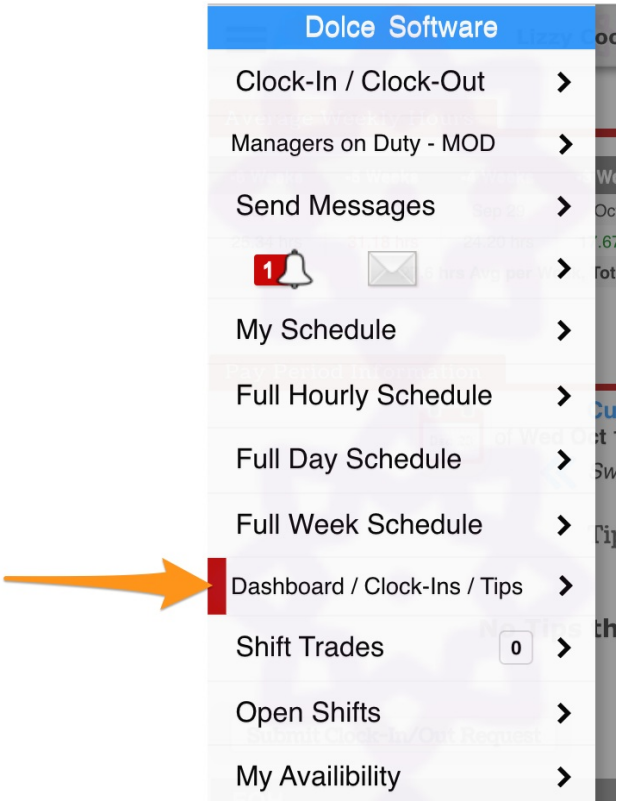






Mobile example:

Choose **Clock-Ins / Tips**



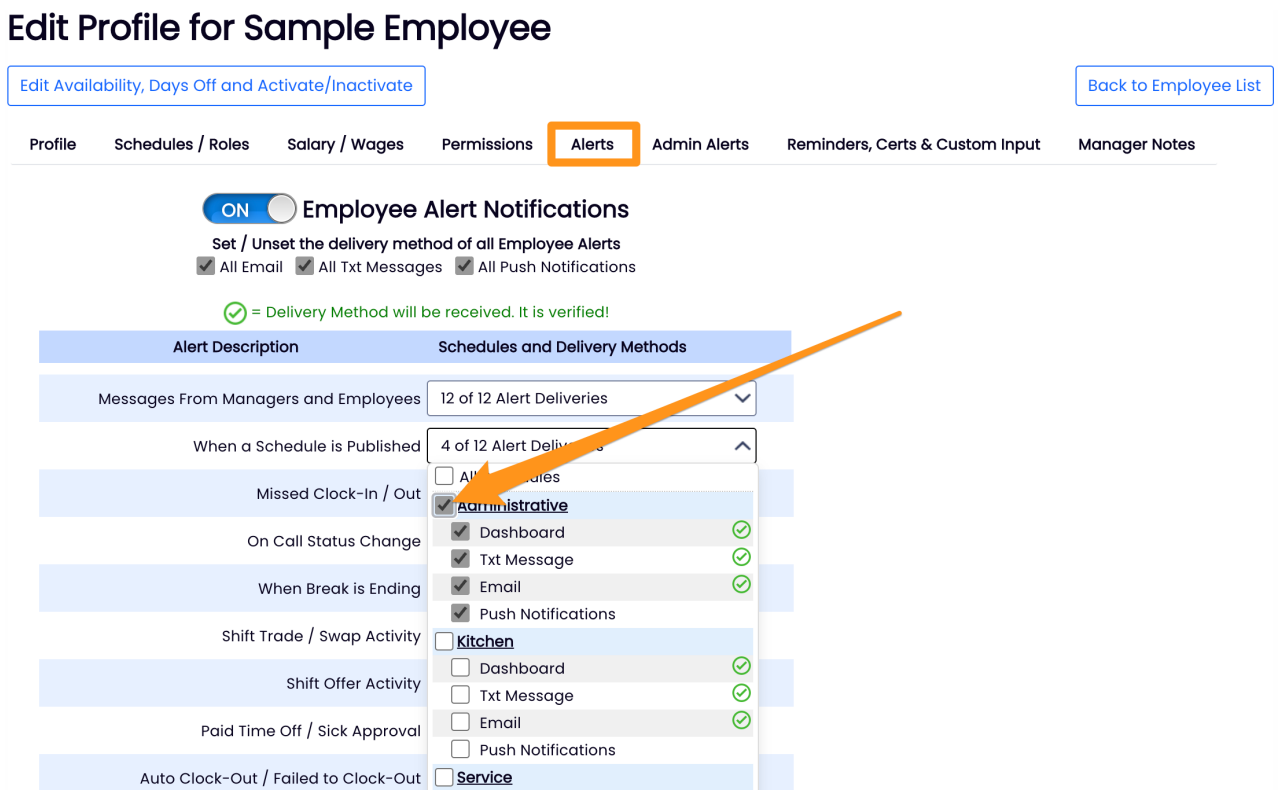
Configuring Alerts [subscribe and unsubscribe]

Last Modified on 10/27/2023 1:17 pm MDT

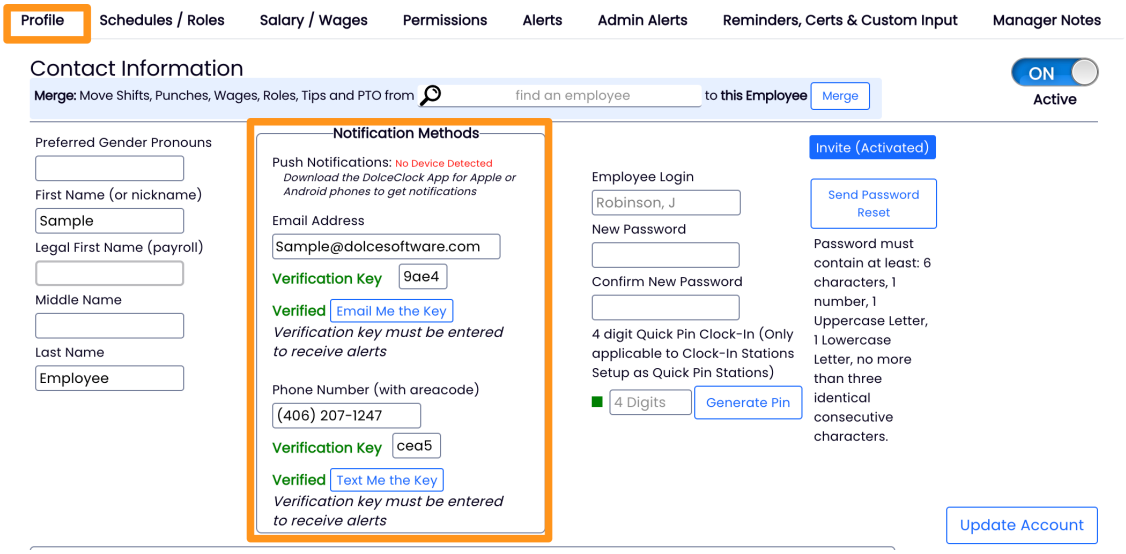
To turn OFF / ON specific types of Alerts.

Click on the **Alerts** tab in the **Employee Profile**

Use the **Drop Down Menus** to check and uncheck your preferences



Notification Methods must be verified from the **Employee Profile** in order to receive **Text** and **Email** alerts.

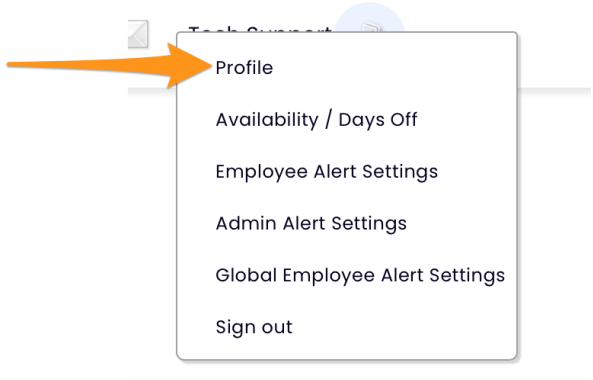


https://dolcesoftware.knowledgeowl.com/help/text-messages-alerts-and-push-notifications

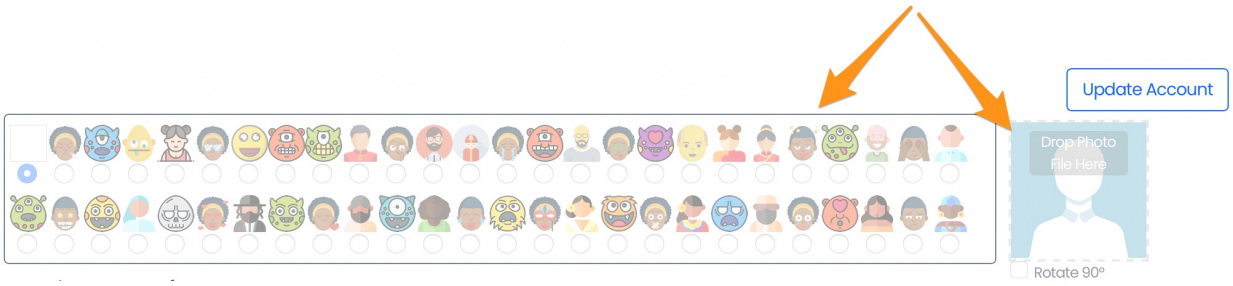
Adding Personal Photo or Avatar

Last Modified on 07/20/2022 9:54 pm MDT

Avatars can be added from Profile settings, on Desktop or Mobile.



Click Avatar choice, or upload photo as shown, and press **Update Account**.



NOTE: If photo upload is not visible, and ADMIN may need to engage the option in General Settings > Other Settings:

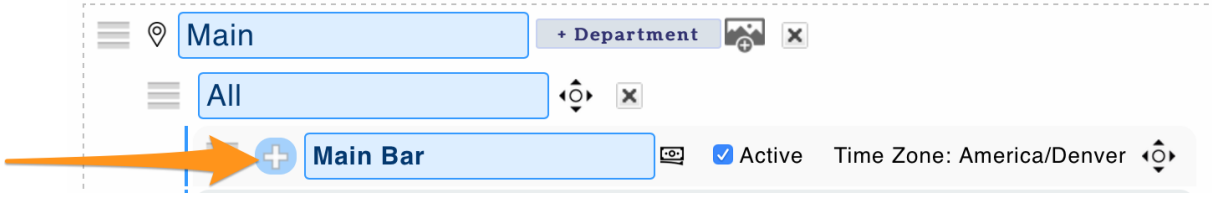
Employee Validation of Manager Time Punch Edits

Last Modified on 10/12/2022 4:49 pm MDT

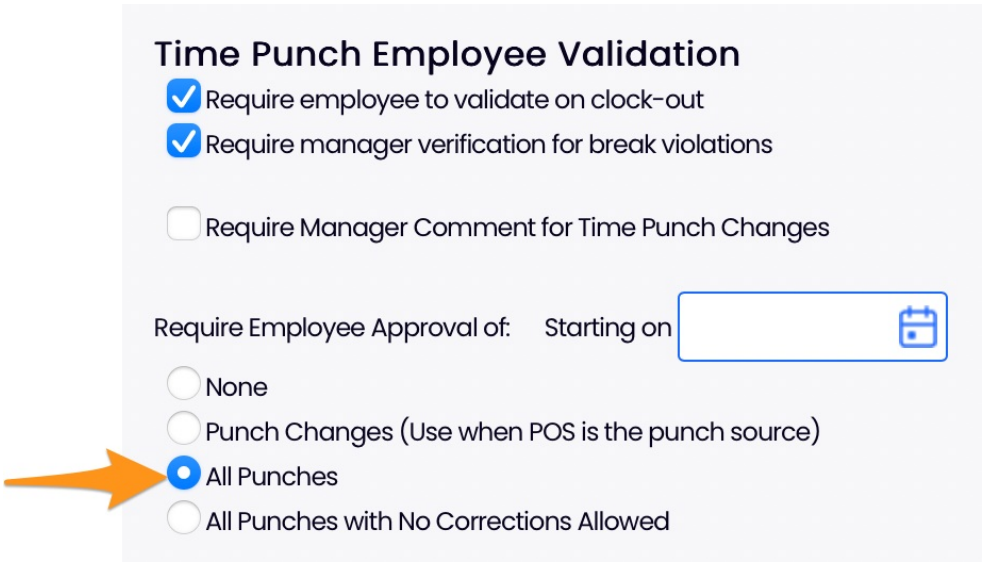
Turning On Validation of Punch Edits

This article pertains to a setting where time punches originate from the POS, and only EDITS require employee validation.

From the **Settings** page, scroll to **Locations**. Select the "+" next to a location/schedule to expand settings options.

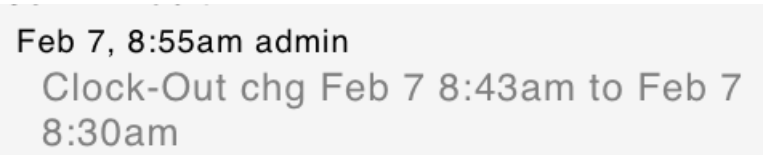


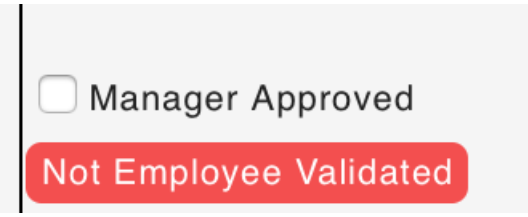
To require employees to re-validate their time punch in the event that a manager edits the punch, select "Require Employee Approval of All Punches"



Employee Validation

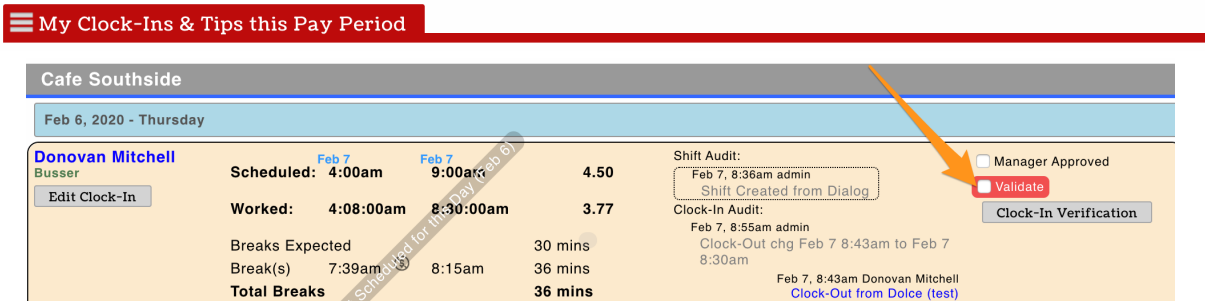
In the event a manager changes any component of the time punch, or if the manager adds a time-punch, then the employee status will be set to **NOT** validated.



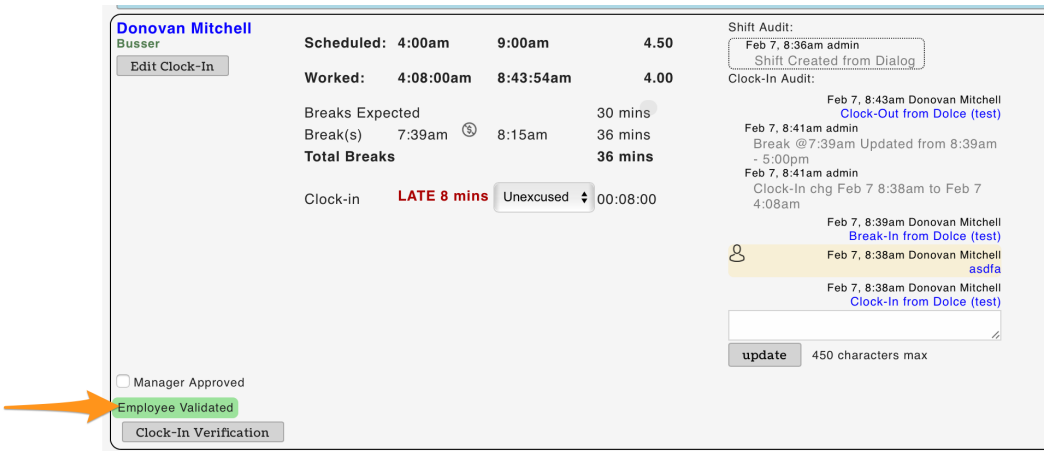


Opportunities for Employees to Re-Validate

Employees can validate from their dashboard:

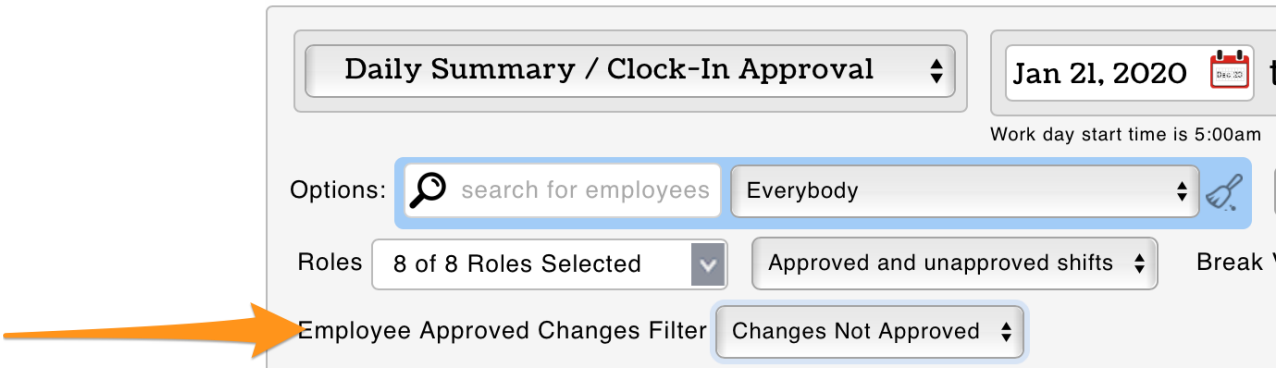


Manager's will see approval status from Daily Summary / Approval reports



Reporting

The Daily Summary Report can be set to filter on any punches that are not employee validated, ie for the pay-period.


Daily Summary / Clock-In Approval
Jan 21, 2020
Work day start time is 5:00am
Options:
search for employees
Everybody
Roles
8 of 8 Roles Selected
Approved and unapproved shifts
Break
Employee Approved Changes Filter
Changes Not Approved

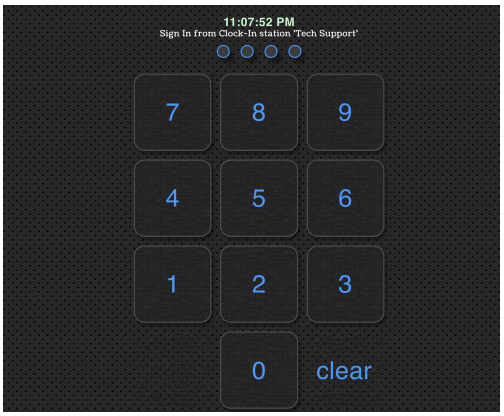
Clocking Into SpotOn Teamwork Using Quick Pin

Last Modified on 11/05/2024 12:06 am MST

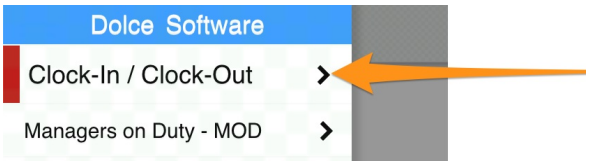
Launch SpotOn Teamwork Classic App

NOTE: If the device has not been setup for clock-in, see: https://support.dolceclock.com/help/setting-clock-in-devices

Type In 4 or 6 digit PIN (provided by employer)

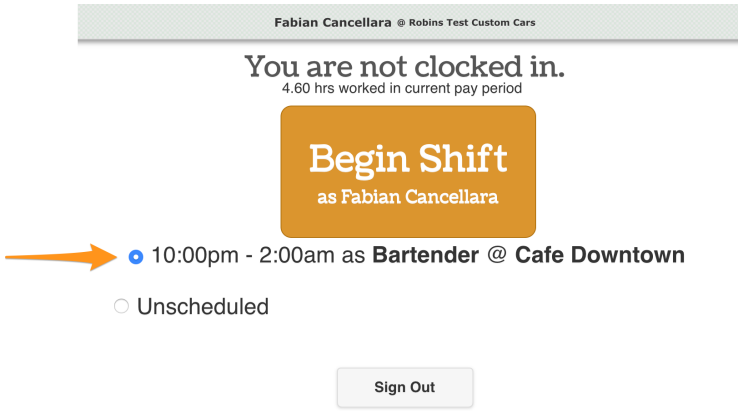


From the Left Menu > Clock-In / Clock-Out

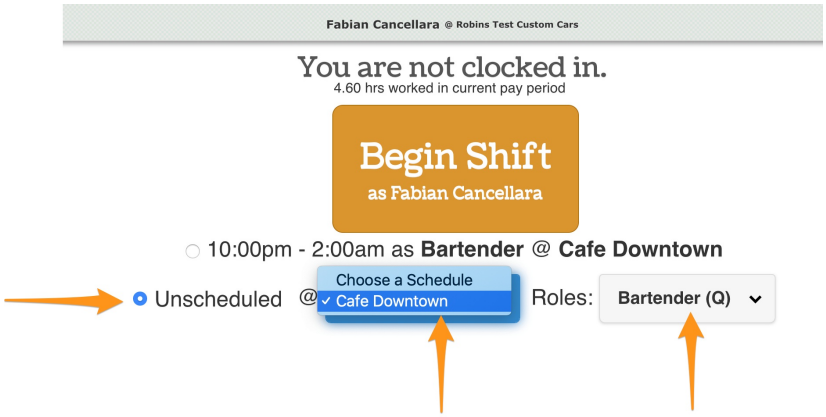


Clock-In

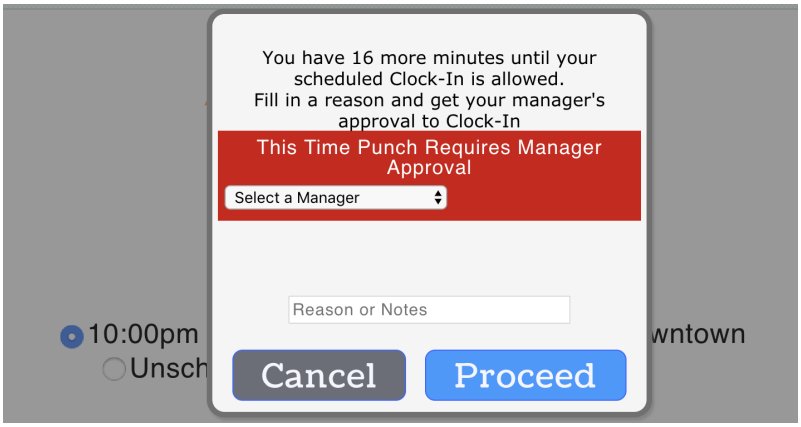
1. If you are scheduled for a shift, the app will show expected Time / Location / Role. Select **Begin Shift**



If you are clocking in for a DIFFERENT or UNSCHEDULED shift, select **Unschedule**, and choose **Location** / **Role**

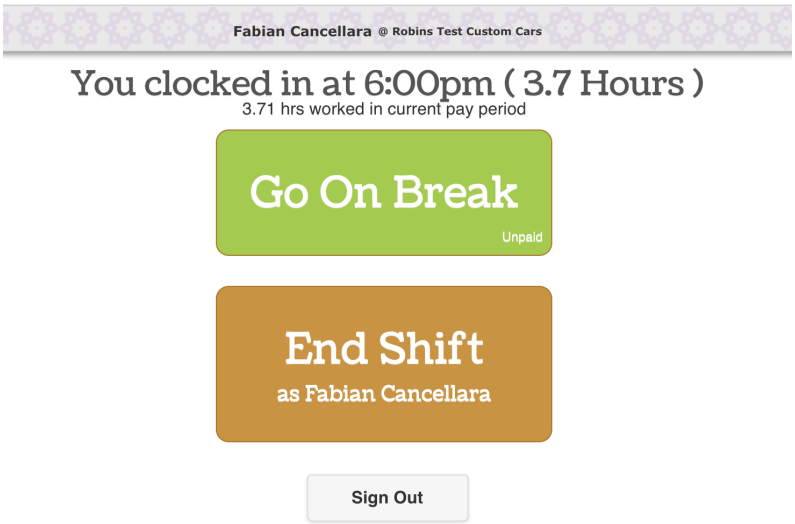


b. If your company requires authorization for an early or unscheduled clock-in, a manager must approve before proceeding.



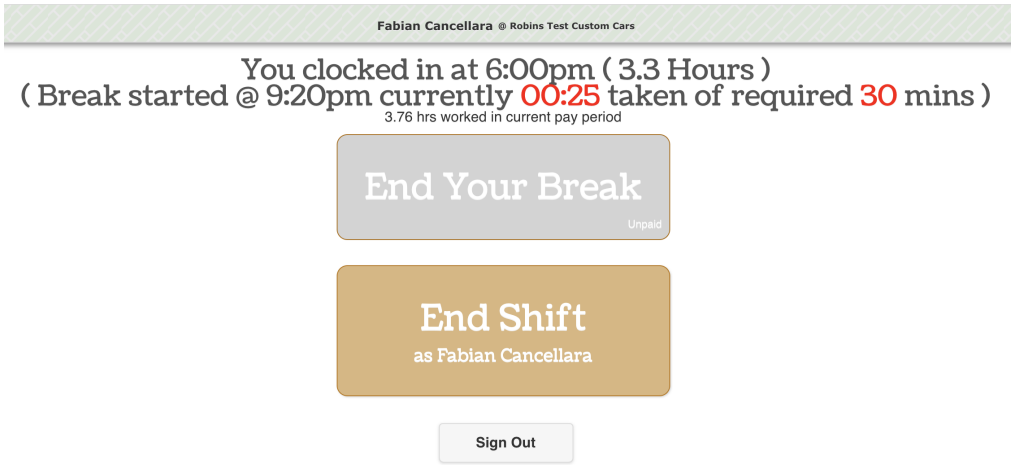
Taking a Break

1. Use the Go On Break button



2. Ending Break: Select **End Your Break**

NOTE: If you are required to take a specified break length, the system will prevent ending the break early

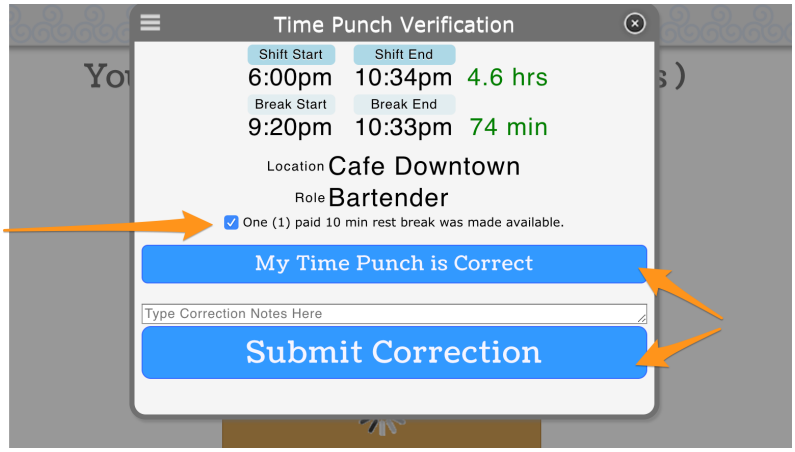


Clock-Out (End Shift)

1. Select **End Shift**

a. If your company requires your time punch to be Validated

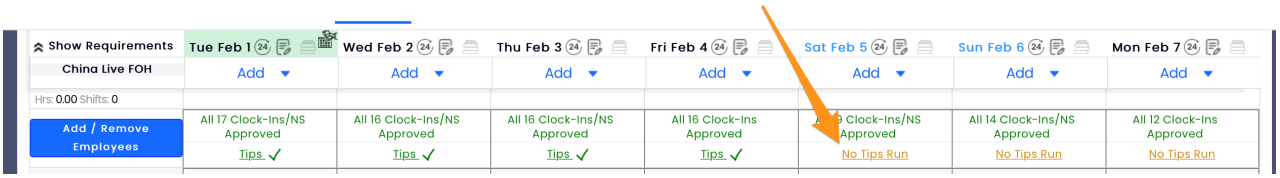
- Review Time Punch and Break
- If correct, select **My Time Punch is Correct**
- If incorrect, Type Correction Notes and **Submit Correction**
- If you claim a labor violation, you may be prompted to have a manager sign-off



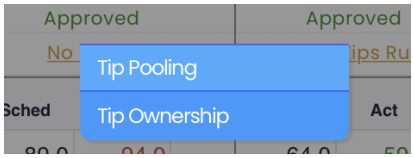
China Live Running Tips

Last Modified on 02/15/2022 10:58 pm MST

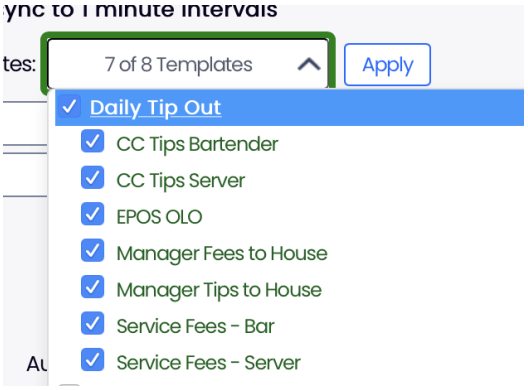
Tips are accessed at the bottom of the FOH schedule, **No Tips Run button** (or **Tips** for a day already run, to review or edit)



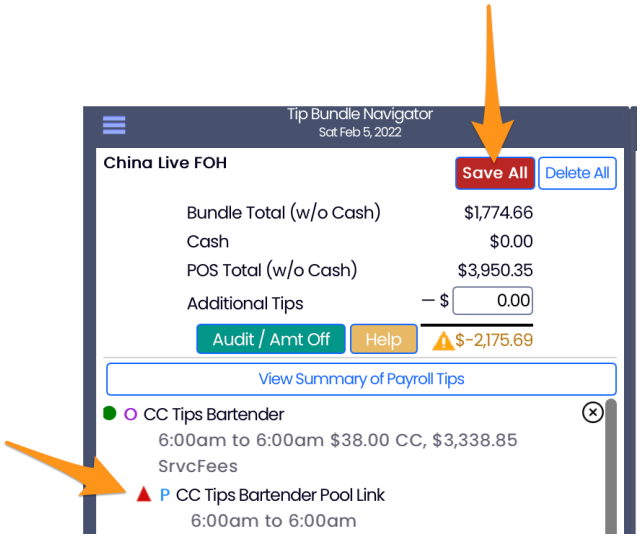
Press either Pooling or Ownership when prompted, it doesn't matter which:



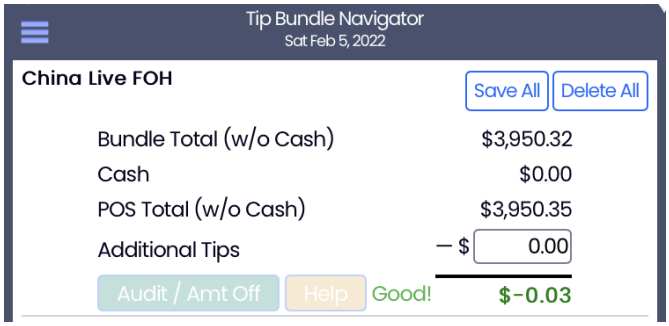
Select any / all of the Daily Tip Out templates, and press Apply



Press **Save All** to convert the unsaved red triangles to become saved

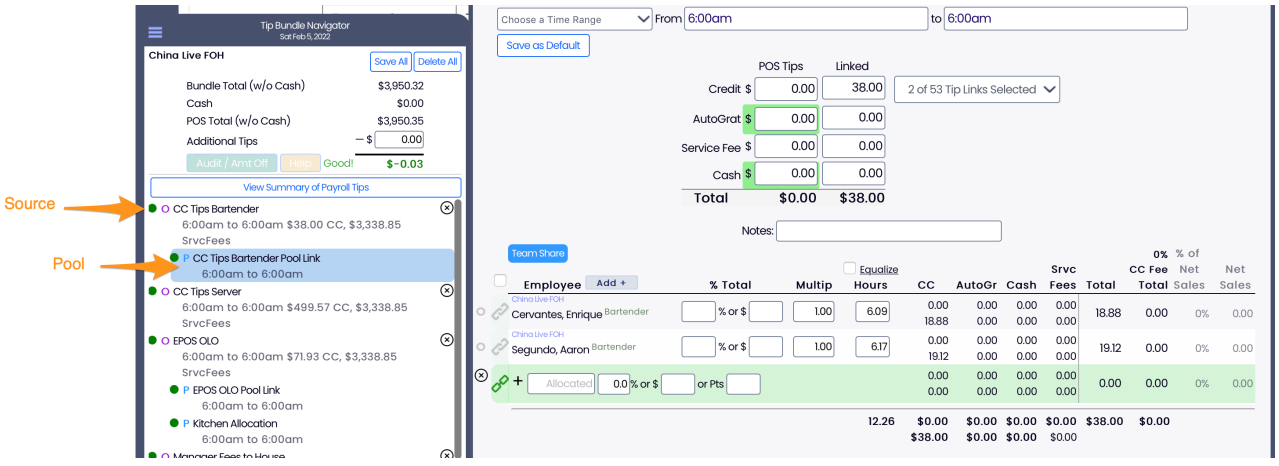


After saving, if all tips in the POS have been assigned, then the day will show as balanced



Click on the outdented or "Parent" bundles to view Source Tips

Click on indented or "Child" bundles to view Pools

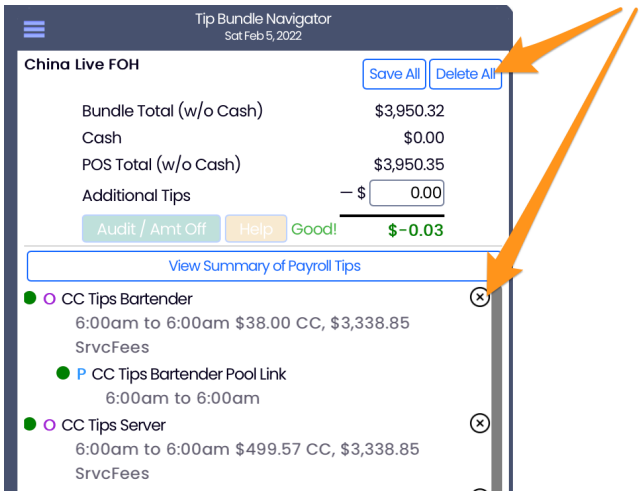


For Servers, the Parent bundle will show tip-outs to each position (grey rows)

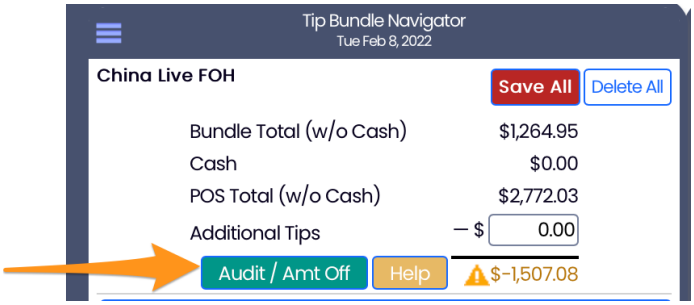
The Child bundles show downstream pools

- Note that if there are fewer than 3 bussers, tips % will reduce by share accordingly

If there are changes to time punches, roles, or source tips, then tips must be deleted and re-run. All tips can be deleted with Delete All, or individual bundles can be deleted with the X, as shown below,

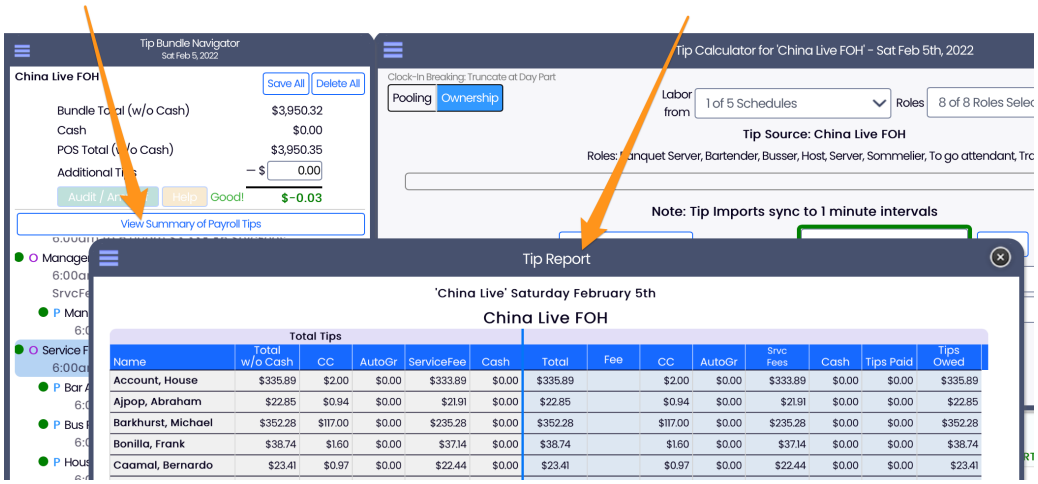


If the day does not balance, the **Audit** button shows all source tips, and can provide clues.



The View Summary of Payroll Tips button will present a report of tips that will be applied to payroll

- Note: House Account represent tips or fees held by the restaurant for payment or distribution outside of Dolce



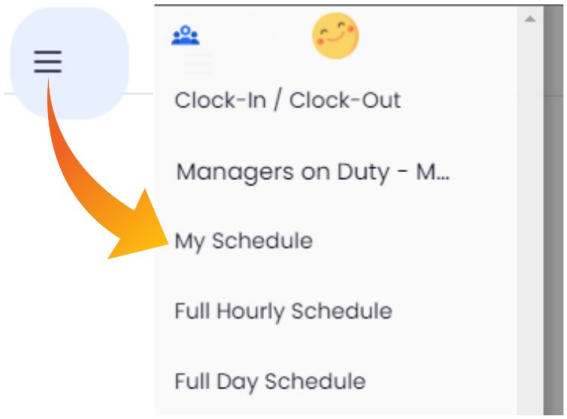
If you are unable to balance a day, please email support@dolcesoftware.com

Shift Trades & Swaps

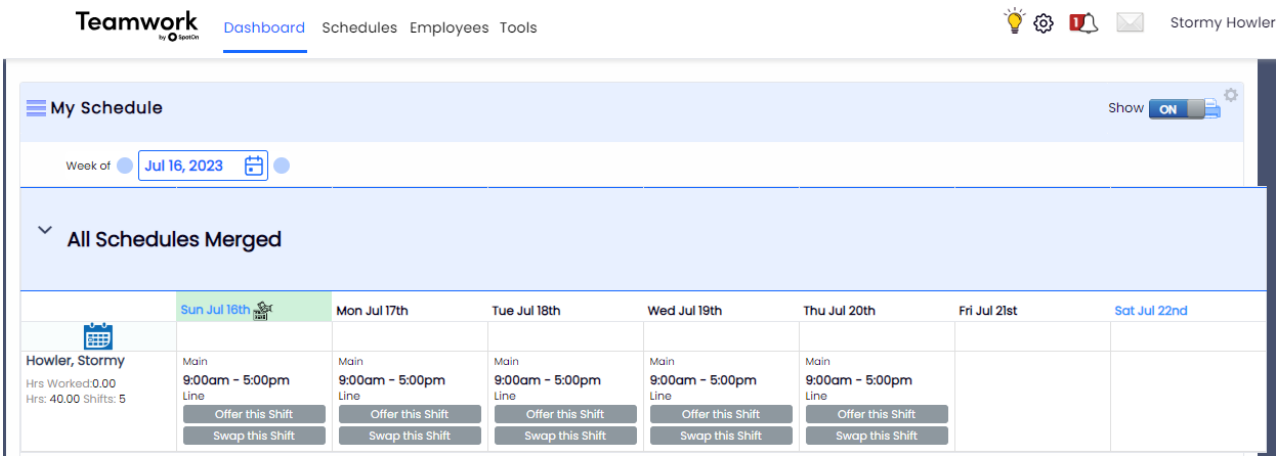
Last Modified on 10/03/2023 11:33 pm MDT

After a schedule has been published, employees are able to view their shifts on mobile or desktop, and may release shifts for other employees to cover, or requests a direct swap with a select employee.

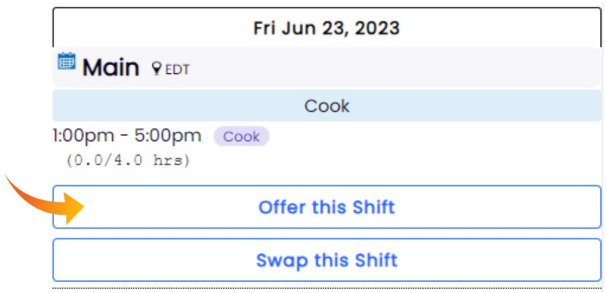
Employees view shifts from mobile dashboard:



Or from the full site dashboard:



To release a shift for other employees to pick up, employee should press **Offer this Shift.**

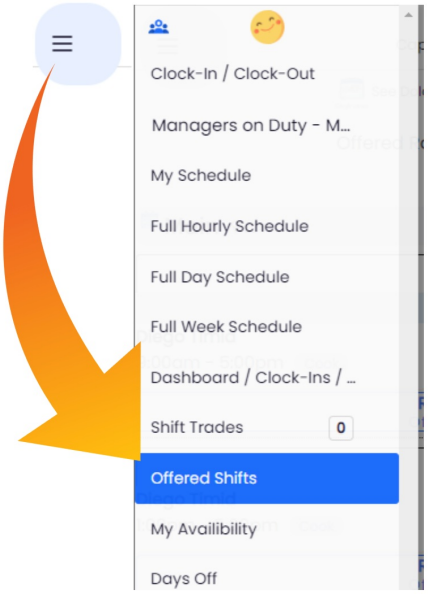


This prompts a pop up for the employee to list an *optional* reason for trading the shift. Click **Offer.**

- The status of the shift changes to **Offered**, and the offer can be canceled by pressing the cancel button (prior to its acceptance and approval)

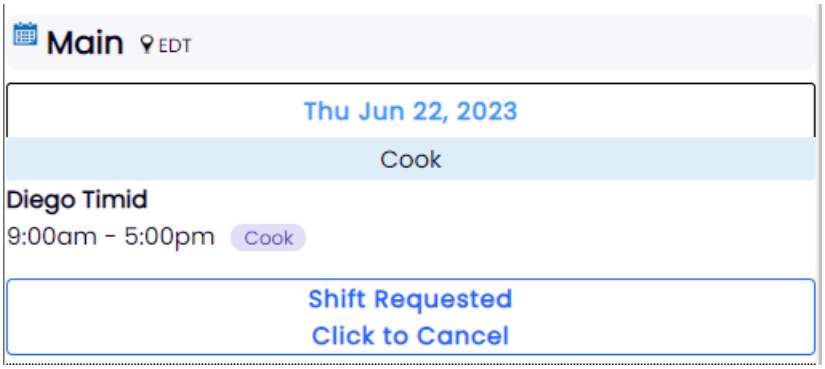
Employees will (in accordance with their alert settings) be notified when a shift is released.

They can view offered shifts on mobile or desktop (dashboard):



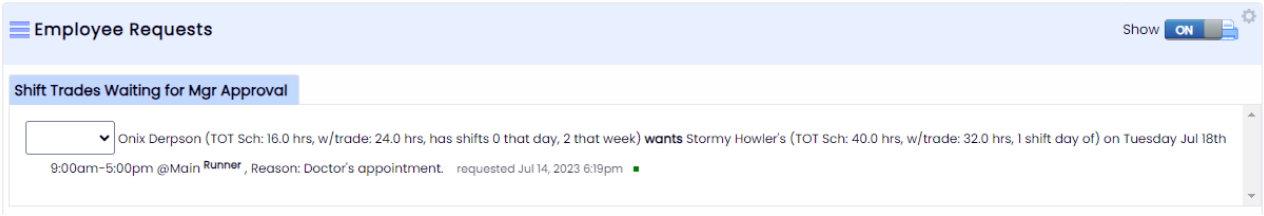
- Employees are able to press **Request** (if they are qualified for the Role)

- The status changes, and employees are able to Cancel the request (prior to its acceptance and approval)

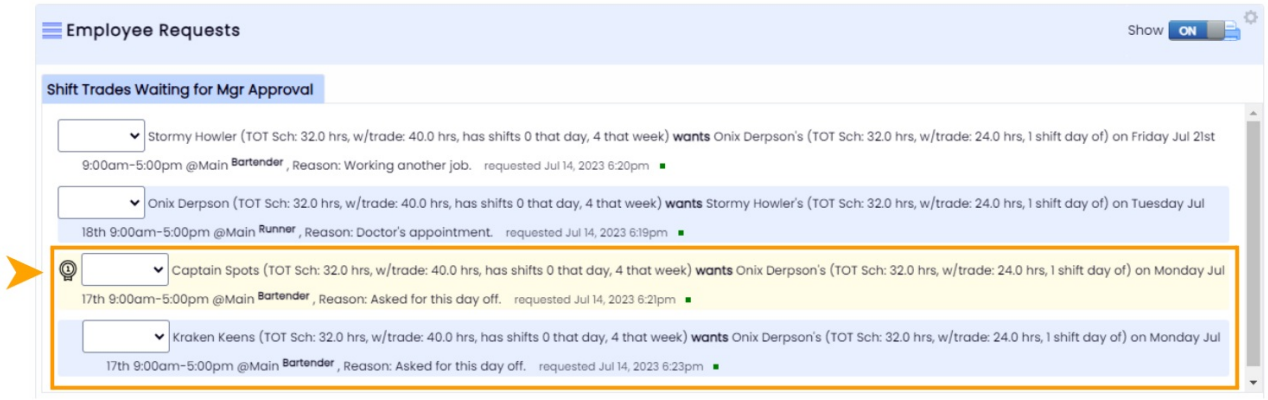


Swaps and Trades awaiting Manager approval can be found on the Dashboard (Desktop), or mobile menu

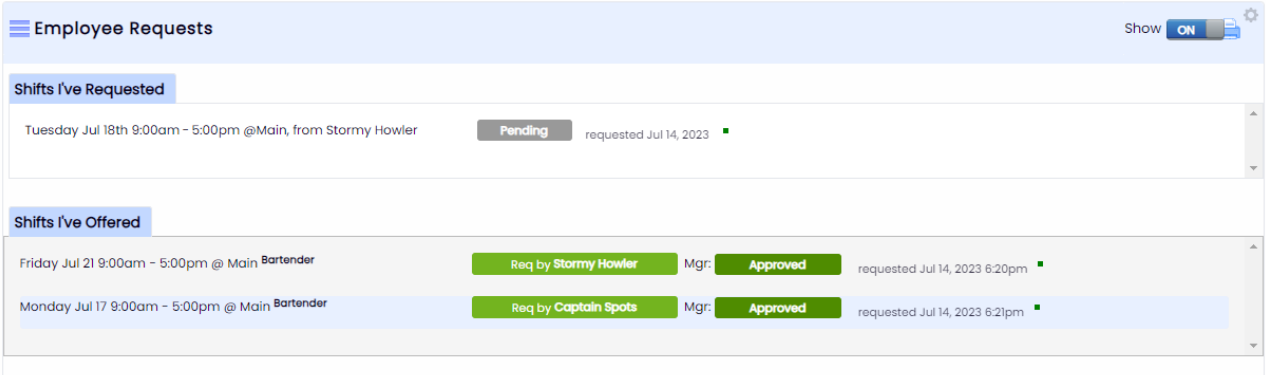
- Managers can view theoretical potential hours / overtime effects of a trade
- Manager can Approve or Deny from the dropdown menu
- Upon approval or denial, an alert is sent to all affected parties, and the schedule is updated.



If multiple requests are made for the same shift, a manager is able to see all requests, with time stamps of requests, along with aging color indicators, and an icon showing which request came in first (see below). Upon confirming a trade with one employee, the others will be automatically denied and notified.

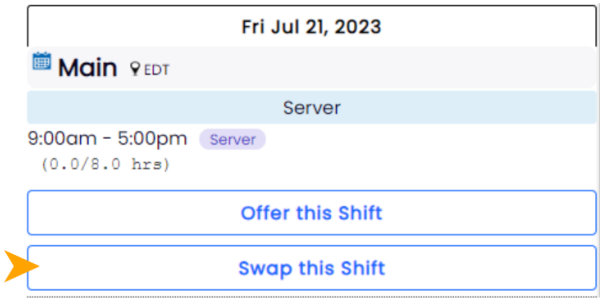


Employees are able to see the Status of their proposed activity on their mobile / dashboard.



Direct Swaps

- Employees can initiate a direct swap with another employee, as to not release a shift to the entire staff. In this workflow, the 2nd employee is notified, and upon agreement, the swap is sent to manager(s) for approval.



Please see shift swap/trade overview: Shift Swaps, Offers, and Requests

Mina Group Training

Last Modified on 08/15/2023 9:58 am MDT

Manager Resources

What is Teamwork?

[Placeholder for intro video]

Teamwork is a Labor Center:

- Scheduling, Employee App
- Timekeeping
- Budgeting & Labor Control
- Tips Distribution
- Payroll Prep

What does Teamwork Integrate With

Alahoa

- Pull Employee Data from ADP
- Pull Sales & Tips From R365

Toast & Spoton

- Pull Sales & Tips from POS

Permission Workflow

Admin > GMs

GMs > All Else

Issues

* PROBLEMS: Who applies Permissions (peter suggests GMs)

* Cant find employee: Ask **Palani** to activate

High Level Overview

- General navigation

Scheduling

Scheduling How-To Overview

https://support.dolceclock.com/help/scheduling-overview

Copy Schedule forward from prior week or template

https://support.dolceclock.com/help/scheduling-copy-forward-from-prior-week-or-template

Adding Events to Schedules

https://support.dolceclock.com/help/adding-calendar-events-and-shift-prep-notes

Adding Weather to Schedules

https://support.dolceclock.com/help/adding-weather-to-schedules

Adding Sales Projections to Schedules

https://support.dolceclock.com/help/entering-projected-sales

Publish Schedules

https://support.dolceclock.com/help/publish-schedules

Activating / Inactivating Employees

Assigning Permissions

Editing Employees

Assigning employees to primary and working schedules

https://support.dolceclock.com/help/assigning-employees-to-primary-and-working-schedules

Assigning Roles to Employees, individually and bulk

https://support.dolceclock.com/help/assigning-roles

Adding working locations and roles to employees

https://support.dolceclock.com/help/adding-working-locations-and-roles-to-employees

Inviting Employees to Activate Account / Download App

https://support.dolceclock.com/help/invite-employees

MOD Manager on Duty Designation

https://support.dolceclock.com/help/mod-manager-on-duty-designation

Inactivating Employees

https://support.dolceclock.com/help/inactivate-reactivate-employees

Availability & Time-Off

Entering / Approving employee Availability & Time-Off

https://support.dolceclock.com/help/manage-availability-time-off

Blocking Dates from Requests Off

https://support.dolceclock.com/help/blocking-dates-from-time-off-requests

Printing Schedules

Weekly

https://support.dolceclock.com/help/printing-schedules

Single Day - Shift Prep

https://support.dolceclock.com/help/shift-prep-report

Setting Up Clock-In

Enable Clock-In Device:

https://support.dolceclock.com/help/setting-clock-in-devices

Clocking-In to the Teamwork App

https://support.dolceclock.com/help/clocking-in-to-the-dolce-app

Enforce Early/Unscheduled Clock-In: https://support.dolceclock.com/help/force-restriction-options-for-early-clock-in

Geofence Clock-In:

https://support.dolceclock.com/help/geofence-setup

Permission Mobile Clock-In: https://support.dolceclock.com/help/mobile-clock-in-adding-permission

Custom prompt at Clock-In:

https://support.dolceclock.com/help/custom-prompt-at-clock-in-or-clock-out

Personal Settings

Customizing admin / manager alerts (i.e. text and email alerts)

https://support.dolceclock.com/help/admin-alerts

Managing Employee Shift Trades

Overview

https://support.dolceclock.com/help/manage-shift-trades-swaps

Editing & Approving Time Punches

Editing & Adding Punches (Video)

https://support.dolceclock.com/help/edit-time-punches

Adding Time Punches

https://support.dolceclock.com/help/add-time-punches

Approving Punches

https://support.dolceclock.com/help/approving-time-punches

Time Punch Common Questions

https://support.dolceclock.com/help/time-punches-common-questions

Auto Punch for Salary Employees

https://support.dolceclock.com/help/auto-time-punch-for-salary

Turning on Setting to allow for Employee Punch Requests

https://support.dolceclock.com/help/employee-punch-requests-settings

Manager Approval of Time Punch Requests

https://support.dolceclock.com/help/manager-approval-of-employee-time-punch-request

Employee Punch Requests (Employee Training Resource)

https://support.dolceclock.com/help/employee-time-punch-request

Tips

Troubleshooting POS Imbalance

https://support.dolceclock.com/help/tips-troubleshoot-imbalance-with-pos

Manager Approval of Payroll

Assigning Managers to Approve Payroll

https://support.dolceclock.com/help/assigning-managers-to-approve-payroll

Manager Approval of Payroll

https://support.dolceclock.com/help/manager-approval-of-payroll

Secondary / Final Approval of Payroll

https://support.dolceclock.com/help/final-approval-of-payroll

Payroll Routines - Best Practices

https://support.dolceclock.com/help/payroll-preparation-best-practices

Employee Wages

Using California Break Law tracking and control

California Break Rules in Teamwork

https://support.dolceclock.com/help/california-break-rules

Using Employee Validation & Managing Break Violations

https://support.dolceclock.com/help/time-punch-validation-with-california-break-laws

Labor Compliance Overview

https://support.dolceclock.com/help/labor-compliance-and-time-punch-validation-overview

Manager and Employee Alerts for Approaching Mandatory Break

https://support.dolceclock.com/help/break-approaching-alerts-for-managers-and-staff

Logbook Setup & Use

- Logbook Overview

https://support.dolceclock.com/help/logbook-overview

- Logbook Setup

https://support.dolceclock.com/help/logbook-setup

- Logbook Entry

https://support.dolceclock.com/help/logbook-use

- Logbook Troubleshooting Email Non-Receipt

https://support.dolceclock.com/help/logbook-troubleshooting-email-non-receipt

Tips

Sandbox...

Dashboard

Other Modules

Employee Certifications

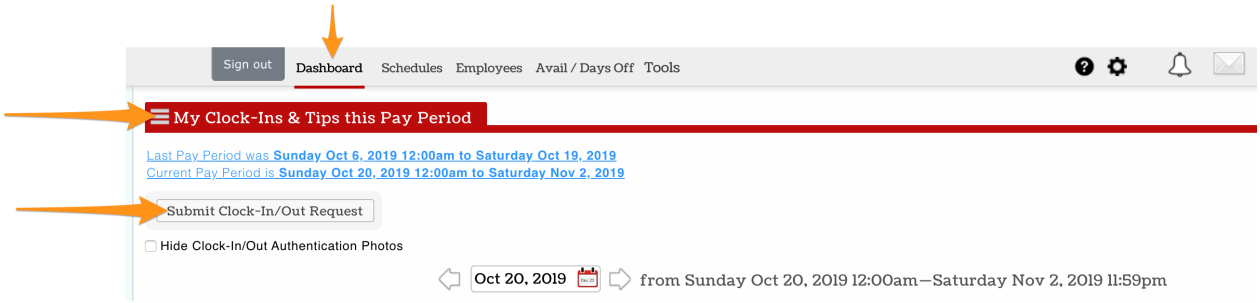
Manager Notes (Employee Review)

Employee Time Punch Request

Last Modified on 10/24/2019 12:09 am MDT

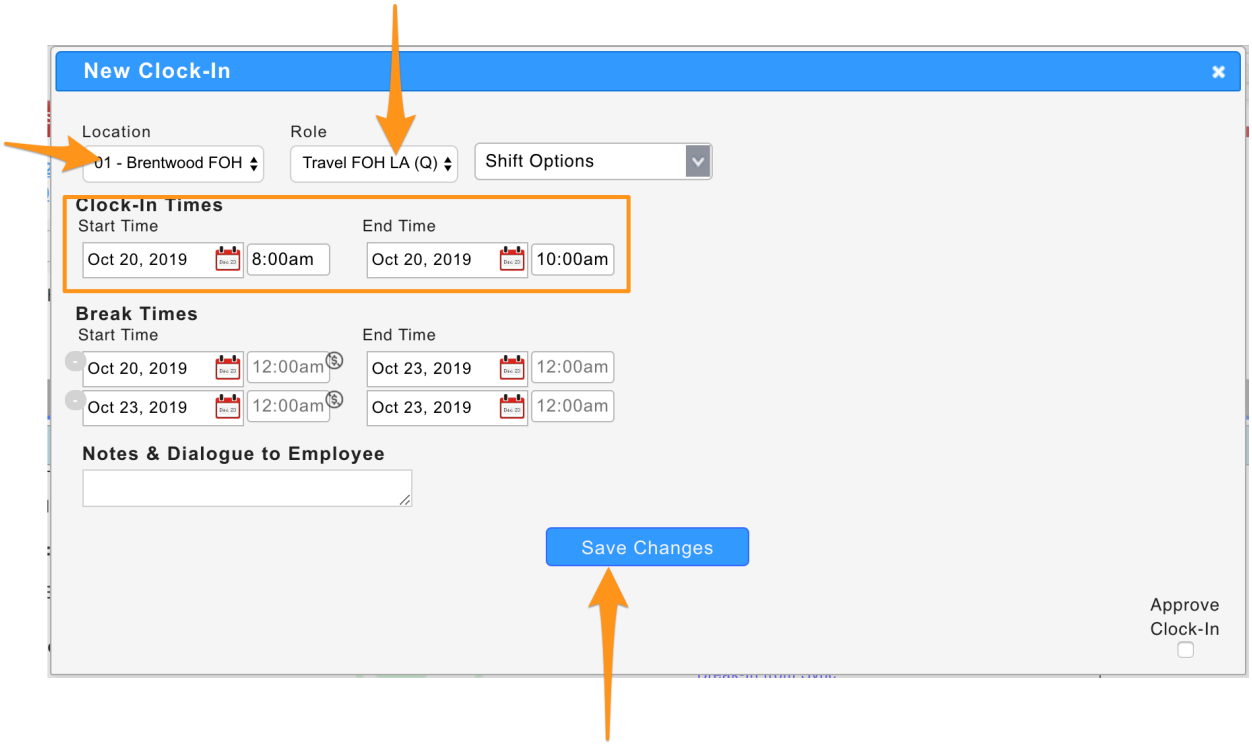
Desktop

- From the Main Toolbar, go to **Dashboard**
- Scroll to **My Clock-Ins**
- Select **Submit Clock-In/Out Request**



Enter the following

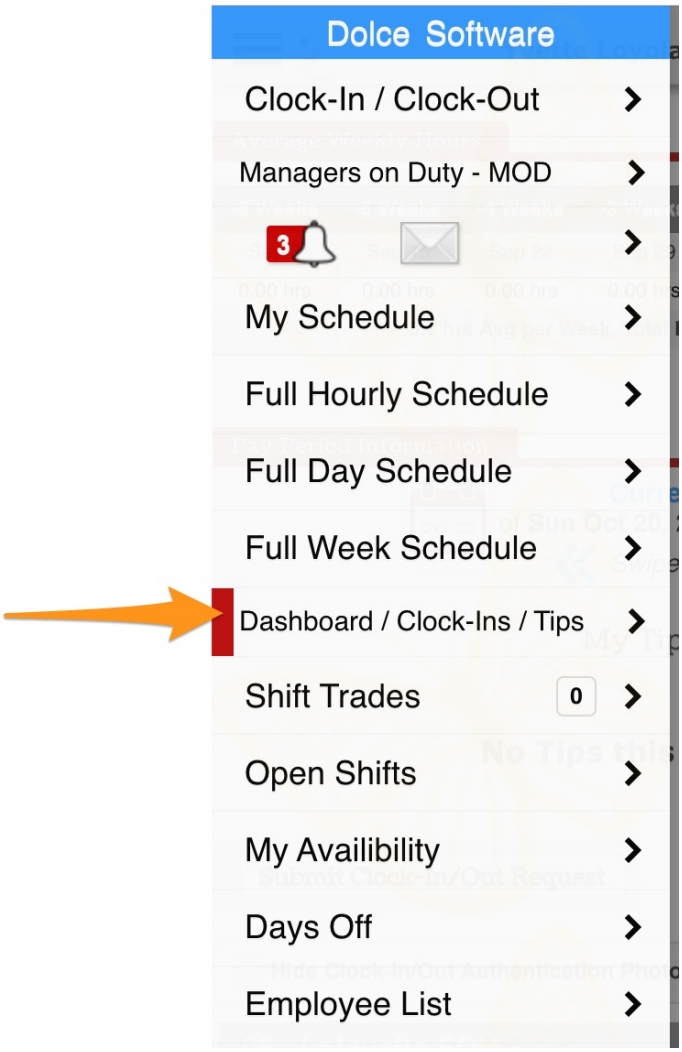
- Location (Primary)
- Role, ie "Travel FOH LA"
- Start and End Time
- Press **Save Changes**



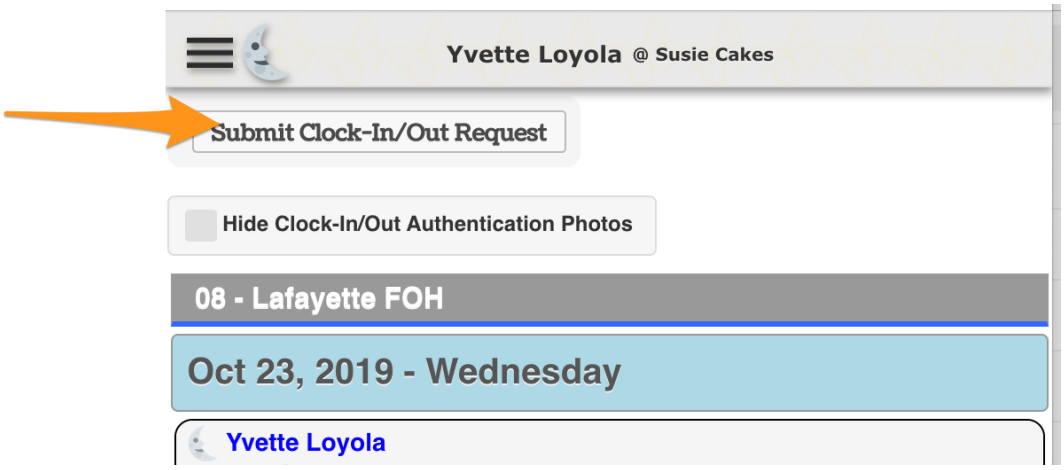
NOTE: If the Role you need is not visible, request a manager or ADMIN to provide the Role.

Mobile

The process is initiated from **Dashboard / Clock-Ins / Tips**



Press the **Submit Clock**-In button and proceed as above



Reviewing Hours Worked Video

Last Modified on 10/30/2019 2:37 pm MDT

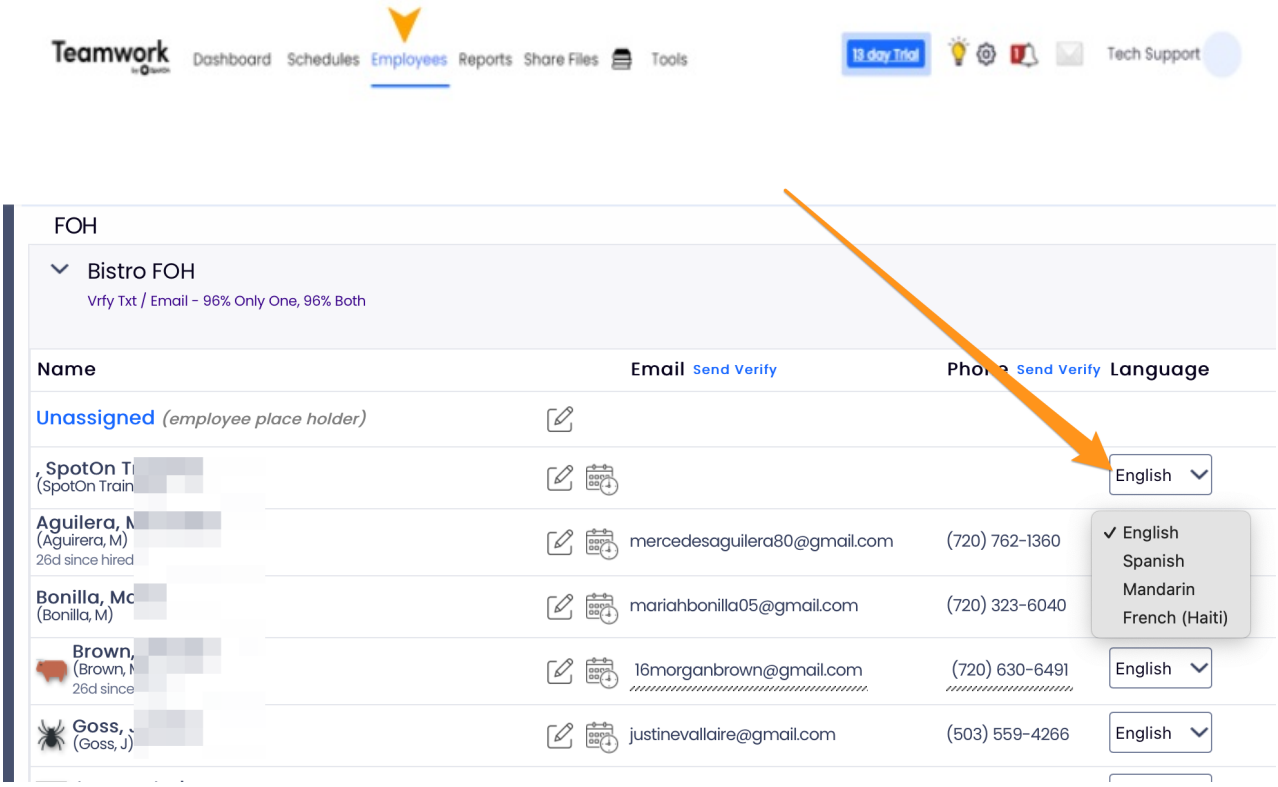
Setting Language Preferences

Last Modified on 06/16/2023 12:41 pm MDT

Teamwork provides language support for Spanish, Mandarin, French (Haiti)

Critical functions, i.e., clock in/out (app), employee invites, and others are translated.

To pre-set language for an employee, from the top toolbar go to **Employees.** Select from the language dropdown as shown below.



Modified Shifts

Last Modified on 06/06/2023 7:52 am MDT

How to view edits made to a schedule?

From the schedule view, the "M" shown below indicates a shift has been Modified.

Clicking on the shift will show the audit trail of changes. In the example below, the shift was created after the schedule was published.

Pressing the SHOW DELETED PUNCHES toggle will reveal deleted shifts:

Pasted_Image_5_26_23__6_22_AM.png

Deleted shifts look as shown below. Clicking the shift / audit trail will show who made the delete and when.

Viewing Your Pay

Last Modified on 11/06/2023 1:31 pm MST

Teamwork is not a payroll processor, so we do not house paystubs.

Employees whose employers utilize SpotOn Teamwork use our system to pass paydata to their payroll company of choice. We'd recommend asking your manager or employer for specifics if you have any additional questions!

You **are** able to review your hours worked, wages, and tips where applicable (pre-taxes) within your Teamwork mobile application and desktop:

https://support.dolceclock.com/help/review-hours-worked

How to View Tips Detail as an Employee

Last Modified on 03/19/2024 5:28 pm MDT

Notes:

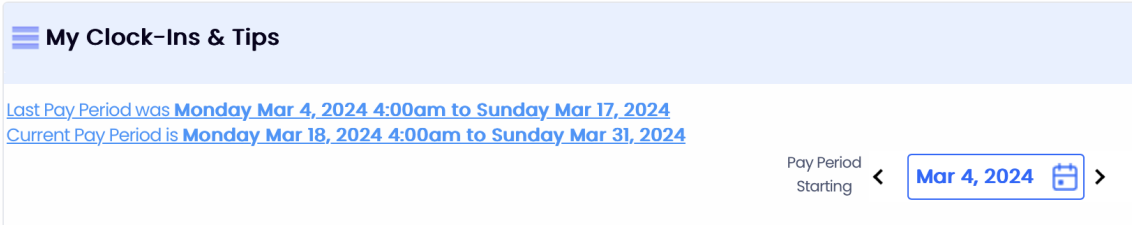
Viewing tips detail requires that tips rules have been "run" by a manager.

The range of detail that is visible varies by location and tips rules.

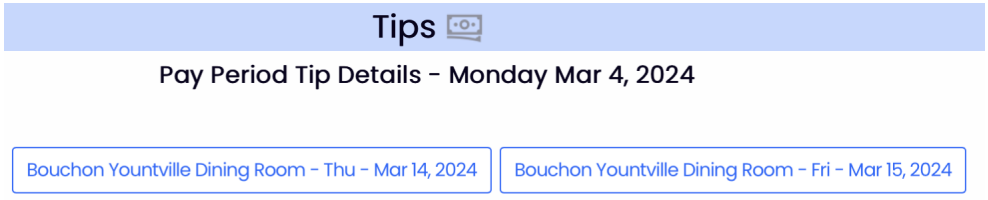
From Desktop

1. Click **Dashboard** from the top toolbar

2. **Scroll to My Clock-Ins and Tips**, and select the **date/workweek** you wish to review

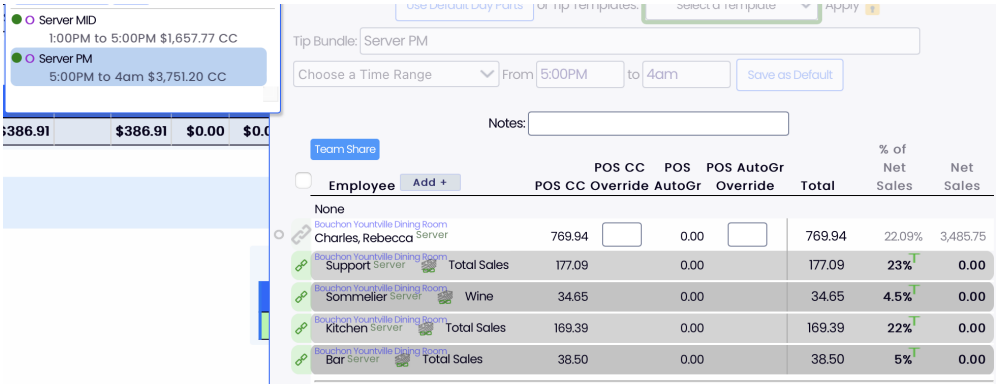


3. Scroll to Tips section, and **select a date**



4. Select Tip "Bundle" (based on restaurant rules)

Tips detail will be shown, and varies depending upon whether being viewed by a direct or indirect tips earner. The example shown below if from the perspective of a direct tip earner who tips a % of tips to various support pools:



The amount and % tipped to support pools are shown above in the grey rows.

From Mobile

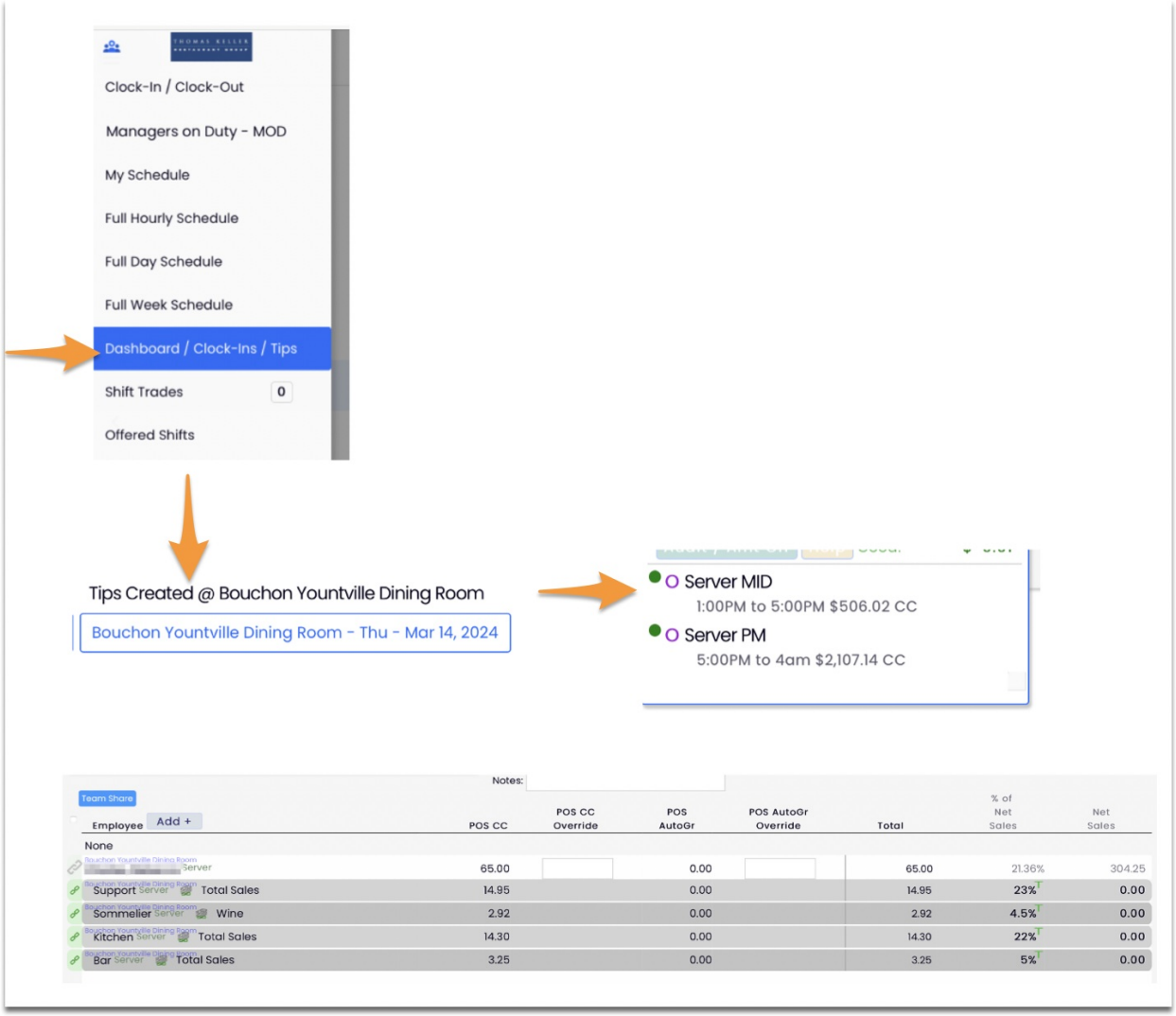
From the Teamwork Classic App (the new Teamwork App does not yet provide this function)

1. Press **Dashboard / Tips** from side menu

2. Select **Date**

3. Select Tip "Bundle" (based on restaurant rules)

Tips detail will be shown, and varies depending upon whether being viewed by a direct or indirect tips earner. The example shown below if from the perspective of a direct tip earner who tips a % of tips to various support pools:



The amount and % tipped to support pools are shown above in the grey rows.

On some mobile devices, the screen may need to be turned horizontally for the image to show clearly. The new mobile version will provide an easier to read visual. If viewing is difficult on mobile, see the preceding section on viewing from desktop.

Scheduling Overview

Last Modified on 11/06/2023 1:16 pm MST

Schedule Copy from Prior Week or Template

Last Modified on 04/25/2019 7:01 am MDT

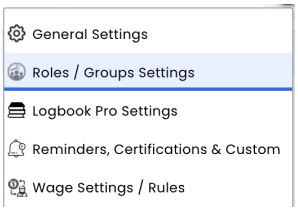
Schedule Sections & Groups

Last Modified on 10/09/2023 1:35 pm MDT

Schedule Sections & Groups

SpotOn Teamwork allows for the creation of Schedule Sections and Groups. They are easy to set up and use! When scheduling, managers will now be able to choose from a defined list of sections, reserving the shift notes field for other freeform notes to their employees. And the employees will have clarity on what to expect for their shift.

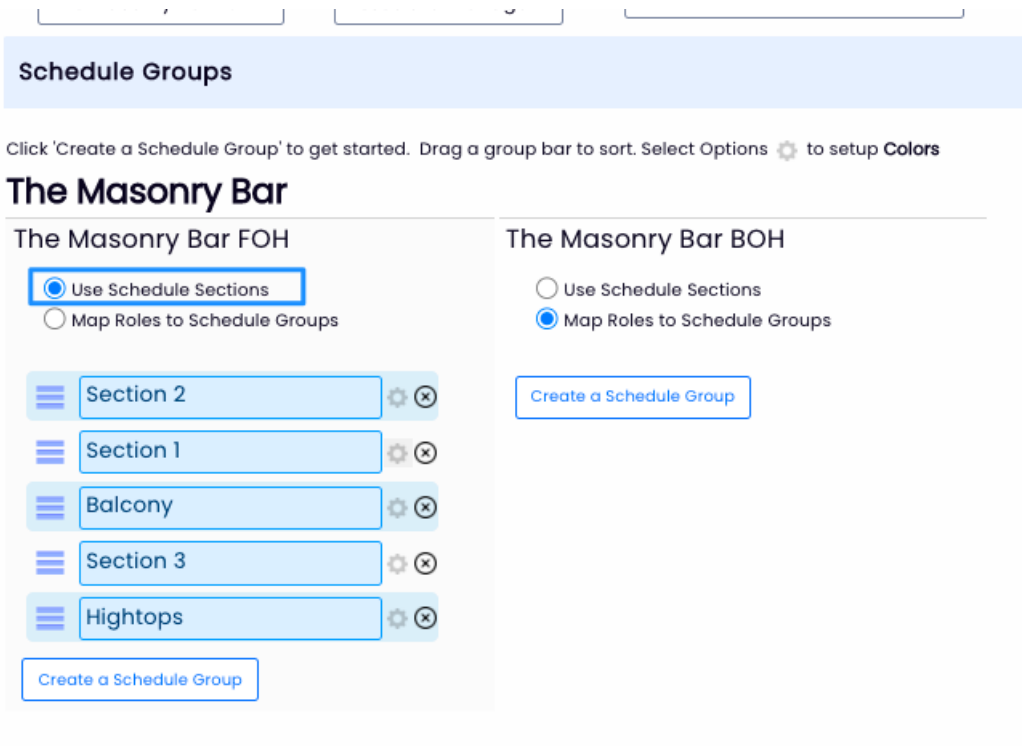
From the Gearwheel, navigate to **Roles / Groups Settings**



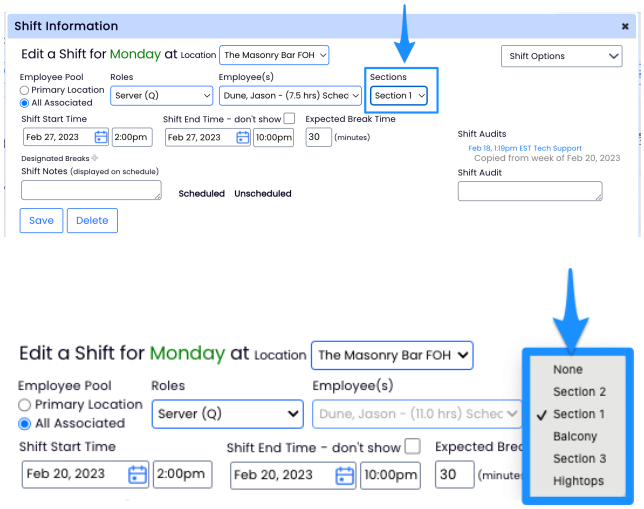
Scroll down to **Schedule Groups** (below roles) where you will see the ability to "Create a Schedule Group" under each of your schedules.

1. Schedule Sections

To add **Section** tags to your shifts, you will want to select the top option "**Use Schedule Sections**." Then add whichever sections you need for your schedules. NOTE: You can drag them into the intended order.



You will see these options available in the Sections drop down menu when you go to create a shift.

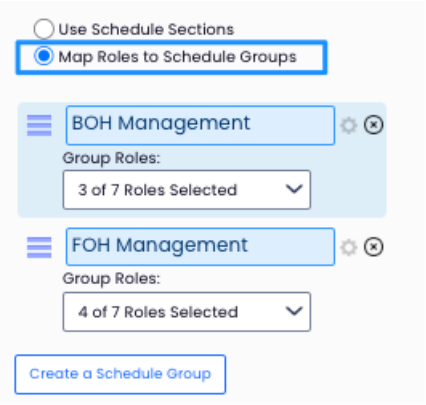


This level of detail will help managers to write a nuanced schedule, as well as set clear expectations for your employees.

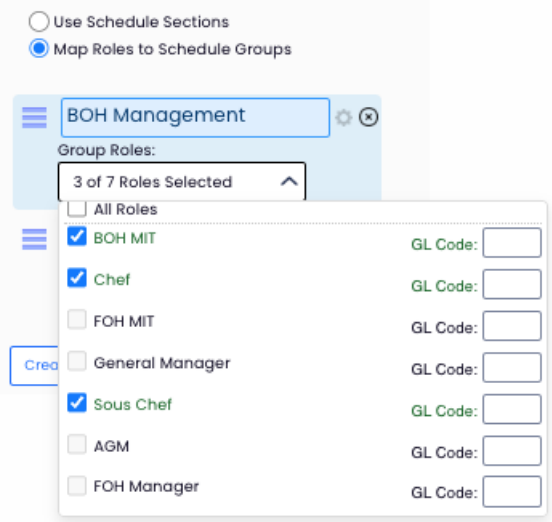
Section tags will show in the mobile app as well as **Shift Prep report**. We suggest grouping by Role for Section clarity. https://support.dolceclock.com/help/shift-prep-report

2. Schedule Groups

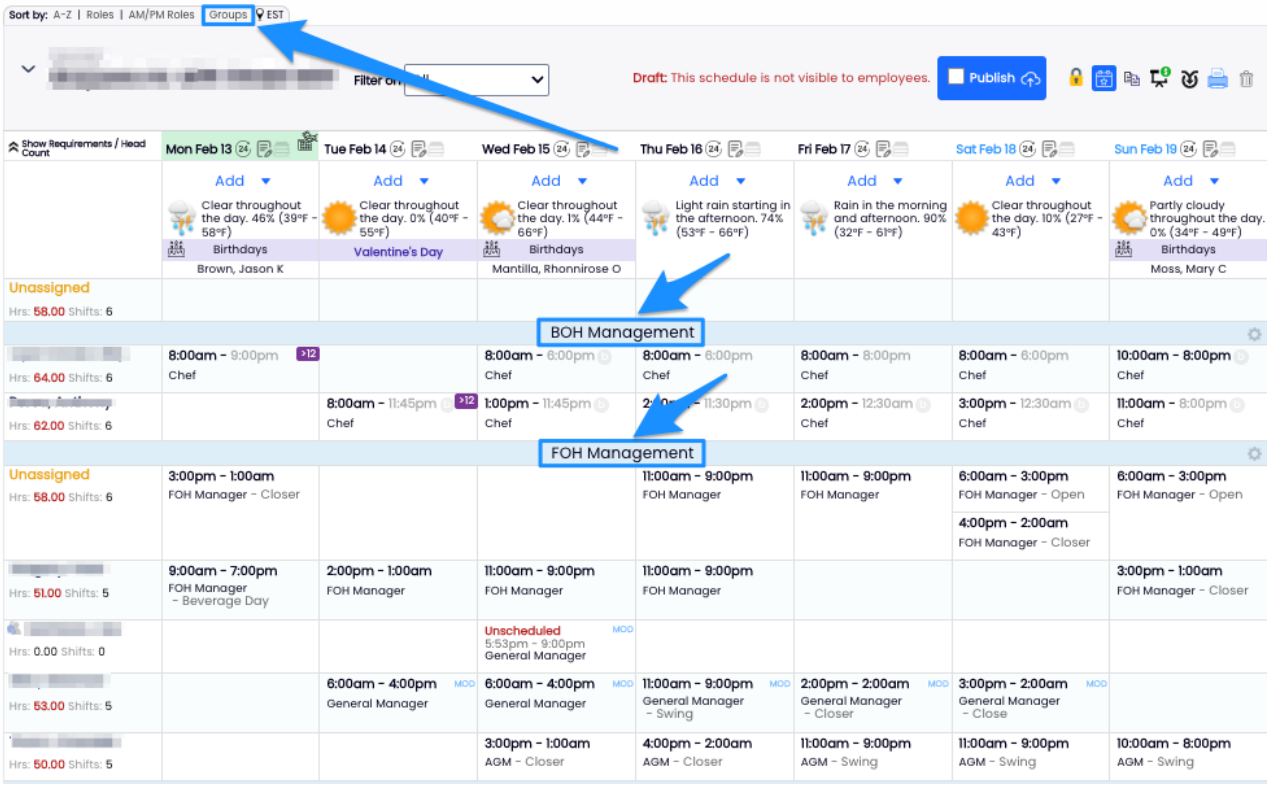
We think of Schedule Sections as a more detailed, micro distinction of a scheduled shift. On the flip side of the coin, we have **Schedule Groups** - a macro grouping of roles. To set up **Schedule Groups**, select the second option "**Map Roles to Schedule Groups**". Create as many groups as you need by clicking "**Create a Schedule Group**". NOTE: You can drag them into the intended order.



Then you have the opportunity to select which roles should roll up into the group.



On the schedules, you have the ability to sort by: "**Groups**", and you can will see each group bannered.



Entering Projected Sales

Last Modified on 10/09/2023 1:48 pm MDT

Teamwork makes it incredibly easy to input sales projections. When sales projections are populated, you will get a clear picture of your forecasted labor costs based on the schedules you build. We provide four methods of getting these projections in.

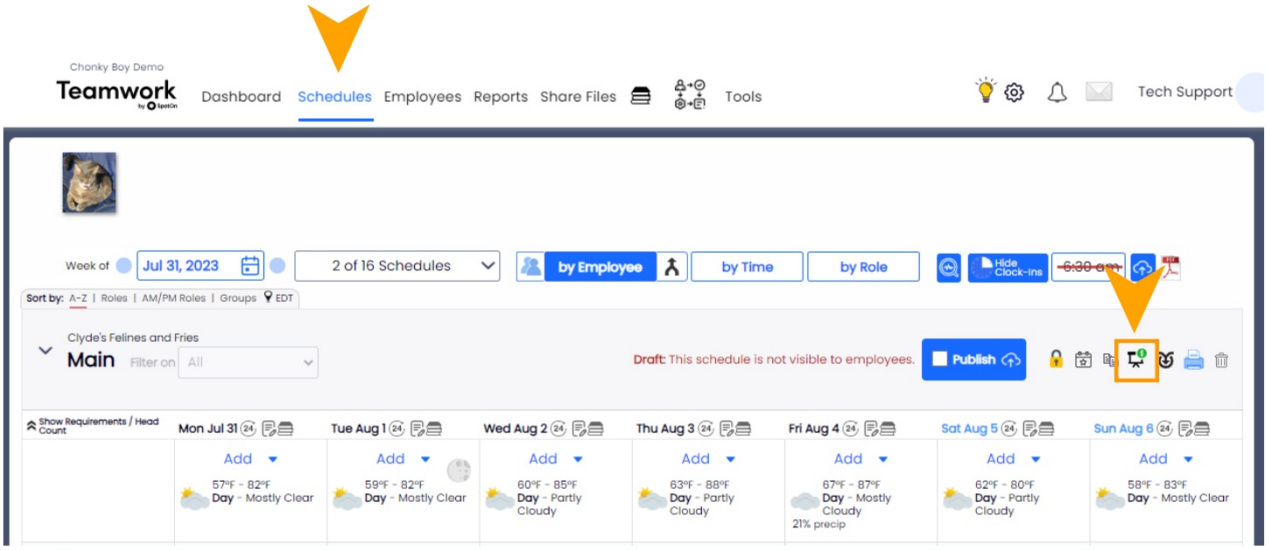
The Setup

Designate one schedule per location as the point of entry for projections. Other schedules can be mapped to the same sales projection and actual numbers in General Settings > Schedule Settings. Please reach out to Teamwork Support if you need assistance with mapping sales.

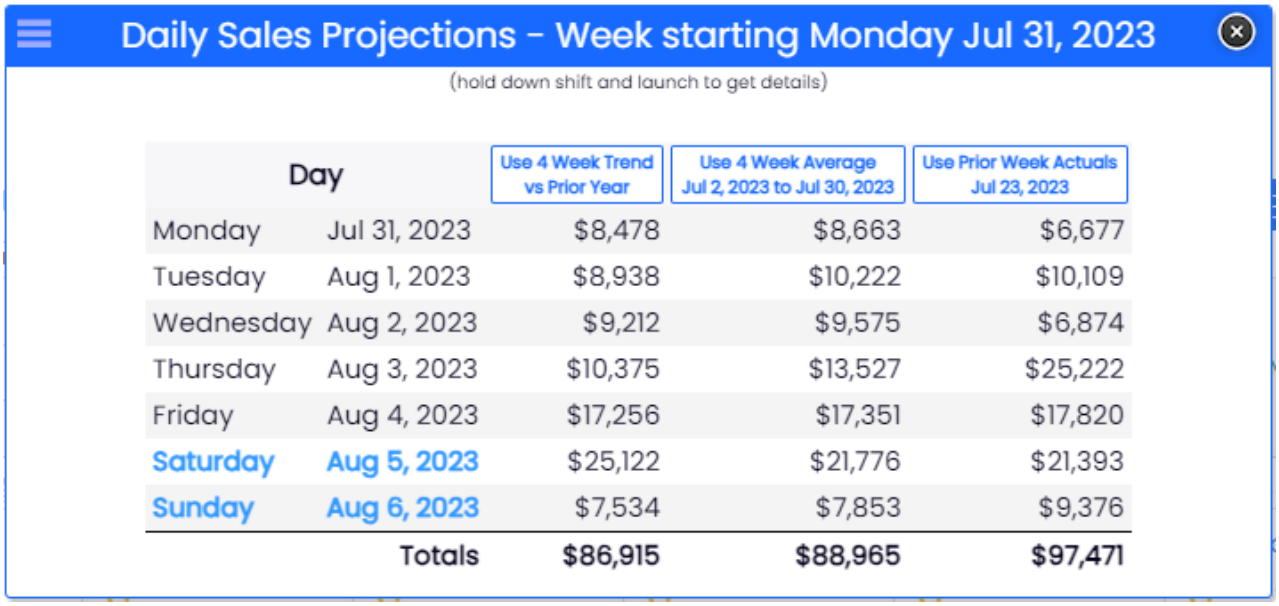
This article shows four methods to input projection (or sales) data.

1. Daily Sales Projections Per Week

The newest method to add sales projections for the week is highly efficient, and presents comprehensive optionality for your sales forecast calculation. From the schedule view, click on the sales forecast icon.



From here, Teamwork gives you the ability to add a week's worth of sales projections with **one click.** The three columns correspond with three separate calculations.

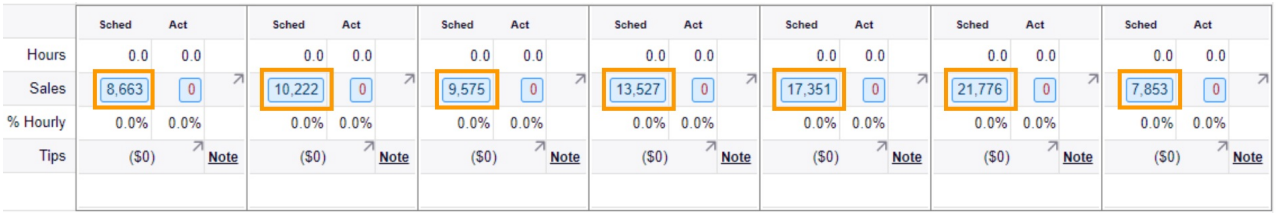


Day		Use 4 Week Trend vs Prior Year	Use 4 Week Average Jul 2, 2023 to Jul 30, 2023	Use Prior Week Actuals Jul 23, 2023
Monday	Jul 31, 2023	$8,478	$8,663	$6,677
Tuesday	Aug 1, 2023	$8,938	$10,222	$10,109
Wednesday	Aug 2, 2023	$9,212	$9,575	$6,874
Thursday	Aug 3, 2023	$10,375	$13,527	$25,222
Friday	Aug 4, 2023	$17,256	$17,351	$17,820
Saturday	Aug 5, 2023	$25,122	$21,776	$21,393
Sunday	Aug 6, 2023	$7,534	$7,853	$9,376
	Totals	$86,915	$88,965	$97,471

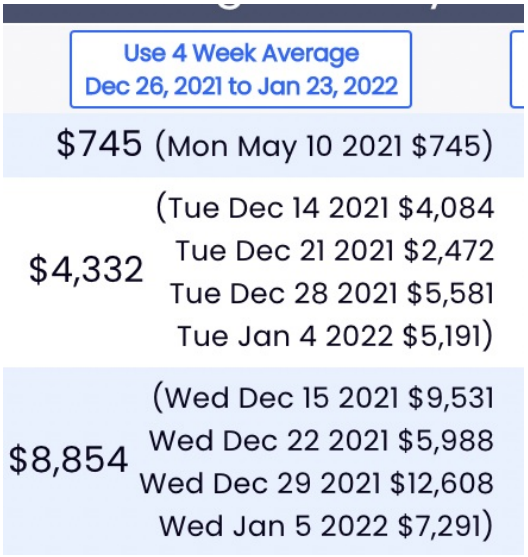
Click one of the three buttons to populate projections based on the following:

1. **Use 4 Week Trend vs Prior Year** applies Teamwork's algorithm. We observe year-over-year data and apply the trend (+/-) to your projections
2. **Use 4 Week Average** is a straight average of the previous four weeks of sales.
3. **Use Prior Week Actuals** will take the previous weeks sales figures as this week's projection.

Now your projections are in place for the entirety of the week!

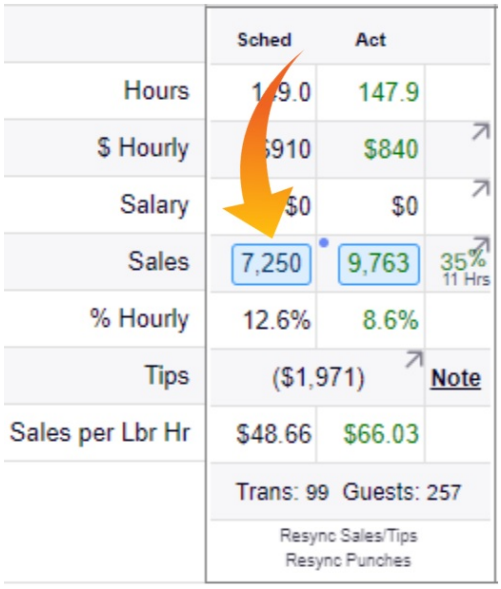


NOTE: If you hold down **SHIFT** on your keyboard, before clicking the icon, it presents you the figures from the previous weeks that are included in the calculation!

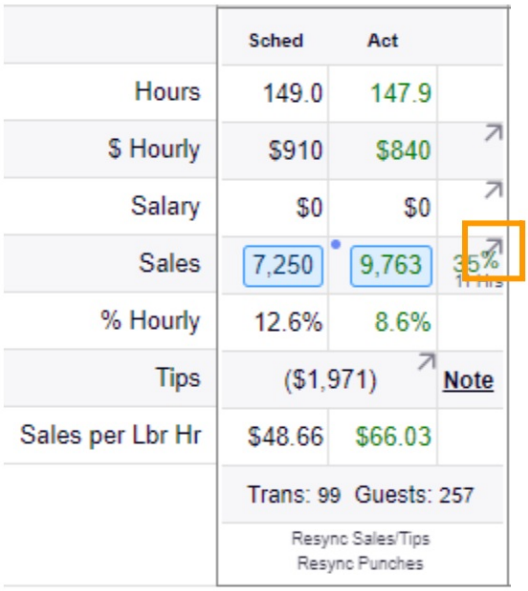


2. Manual Entry of Projections by Day

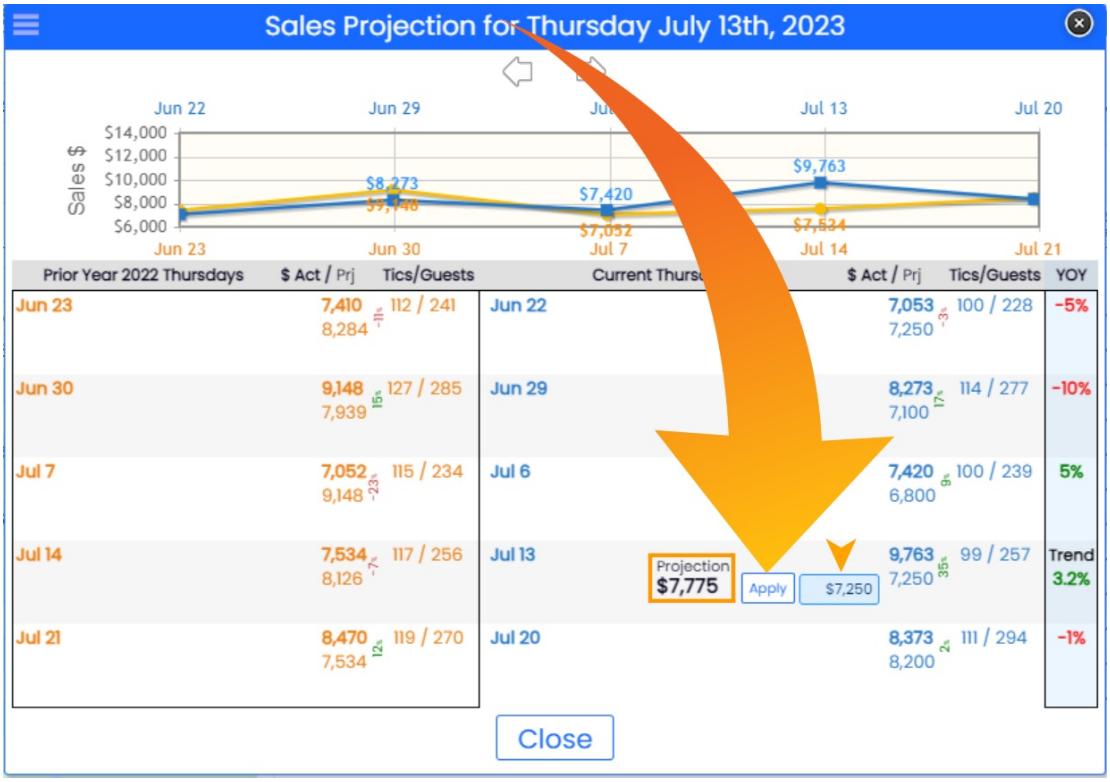
At the bottom of a schedule, enter a sales projection in the field indicated below. Actual sales can be synced to your cloud-based POS, or entered manually.



To view sales history and trend data, click the arrow in the cell to the right of the actual sales in the *Sales* column, as shown below:

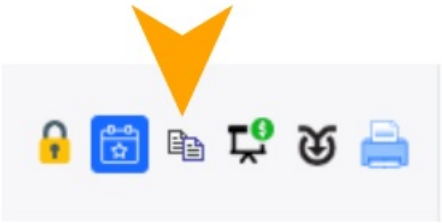


You will see prior days, for instance the prior five Thursdays, and their same-day year-over-year comparisons. Click **Apply** to use the software's projection based on trend data, or type in a sales projection into the field shown below

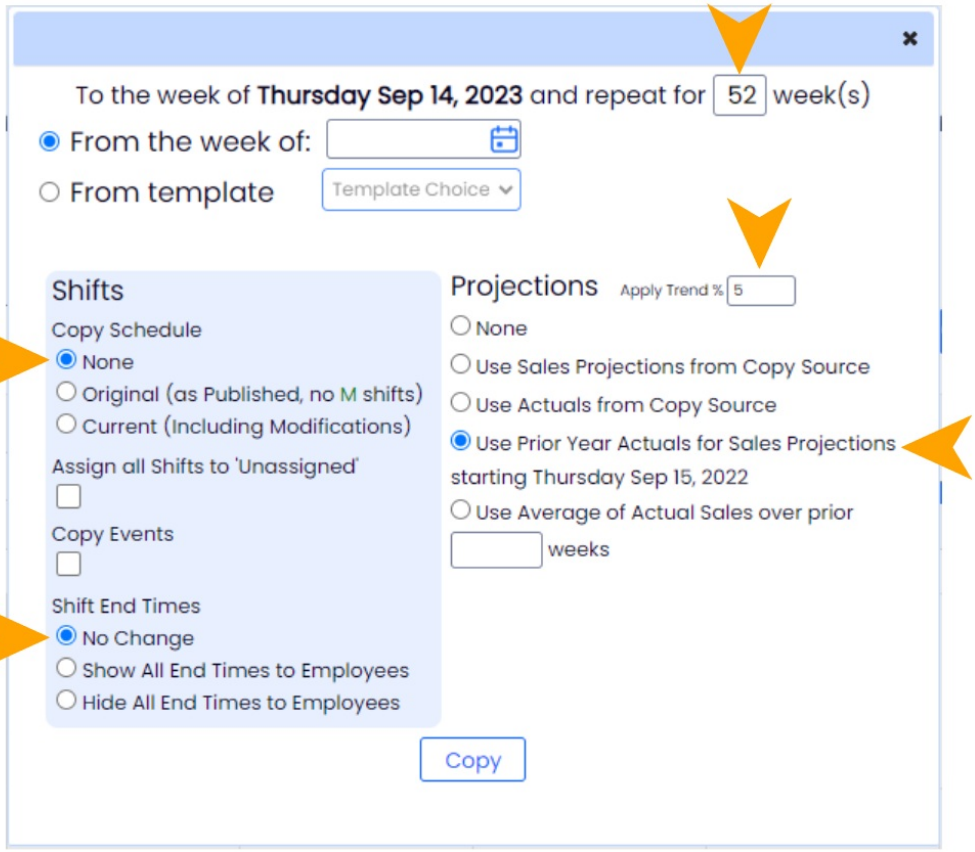


3. Bulk entry of projections based on prior year or prior periods.

From the source schedule, click the copy icon (same icon that is used to copy schedules forward) .

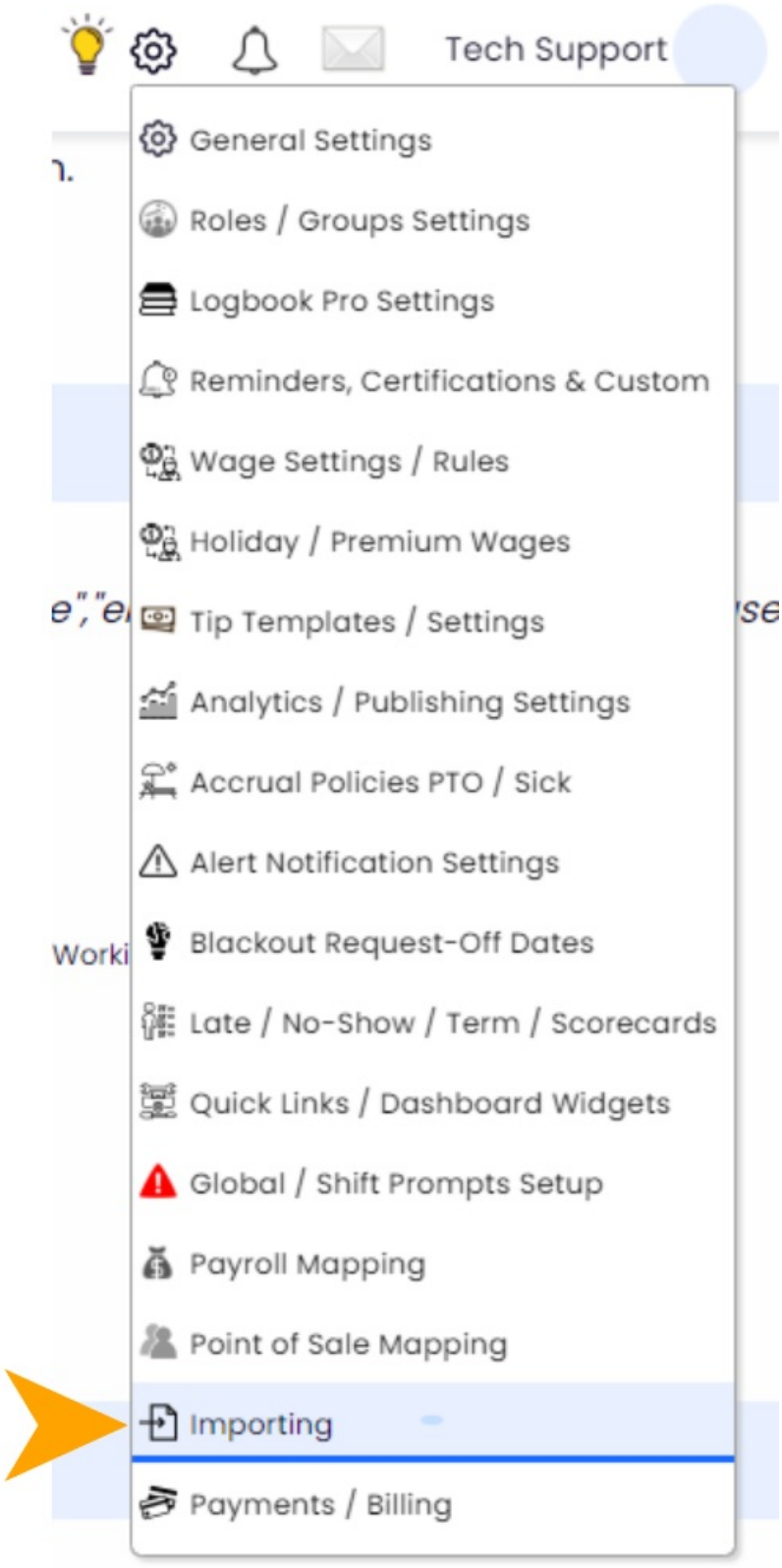


In the example shown below, sales projections based on prior year actual sales +5% will be copied forward for 52 weeks. Note that we have selected "None" for schedule-copy (left arrow)



4. Import Sales Projections

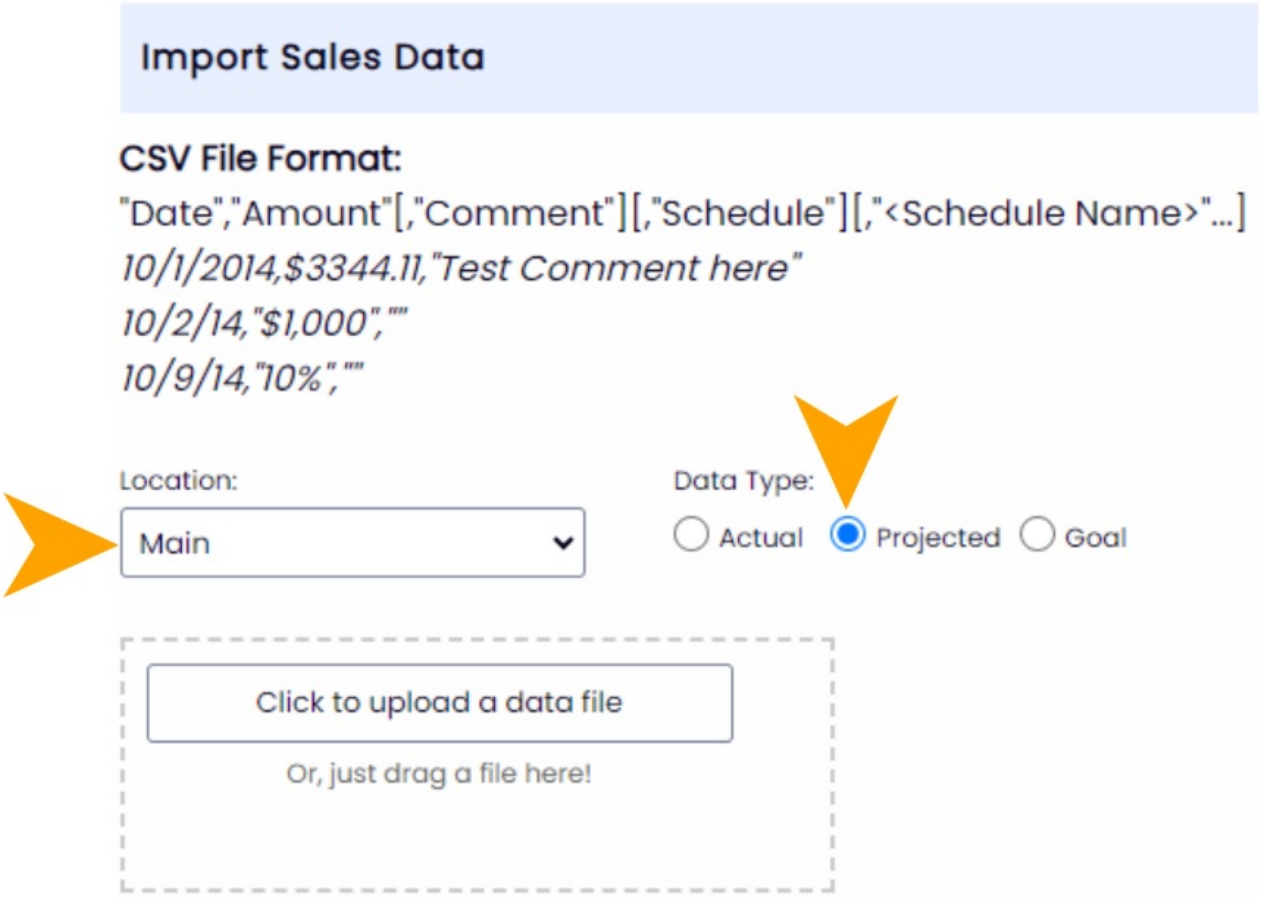
From the Gearwheel Menu > Importing



Scroll to **Import Sales Data**

Import a CSV file with a column for both Date and Amount . See settings in the example

below.



Format Example

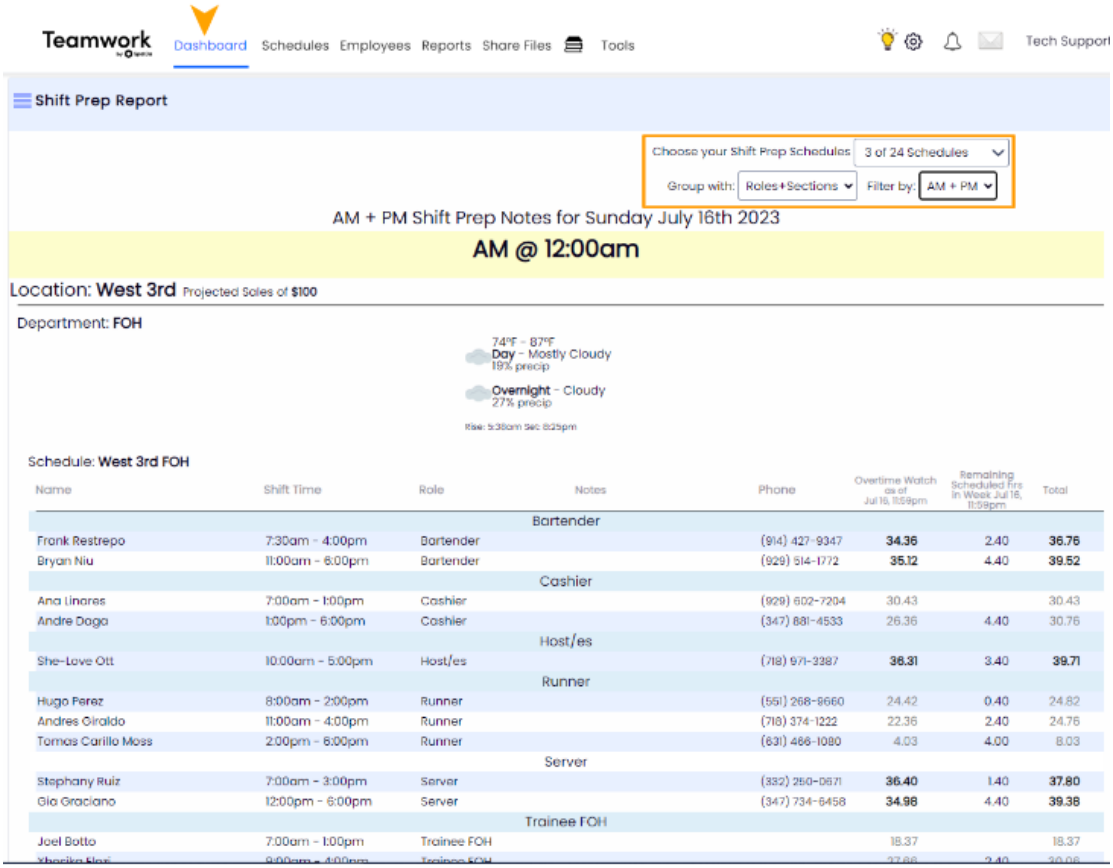
	A	B
1	Date	Amount
2	9/16/19	5000

Shift Prep Report

Last Modified on 07/16/2023 11:46 am MDT

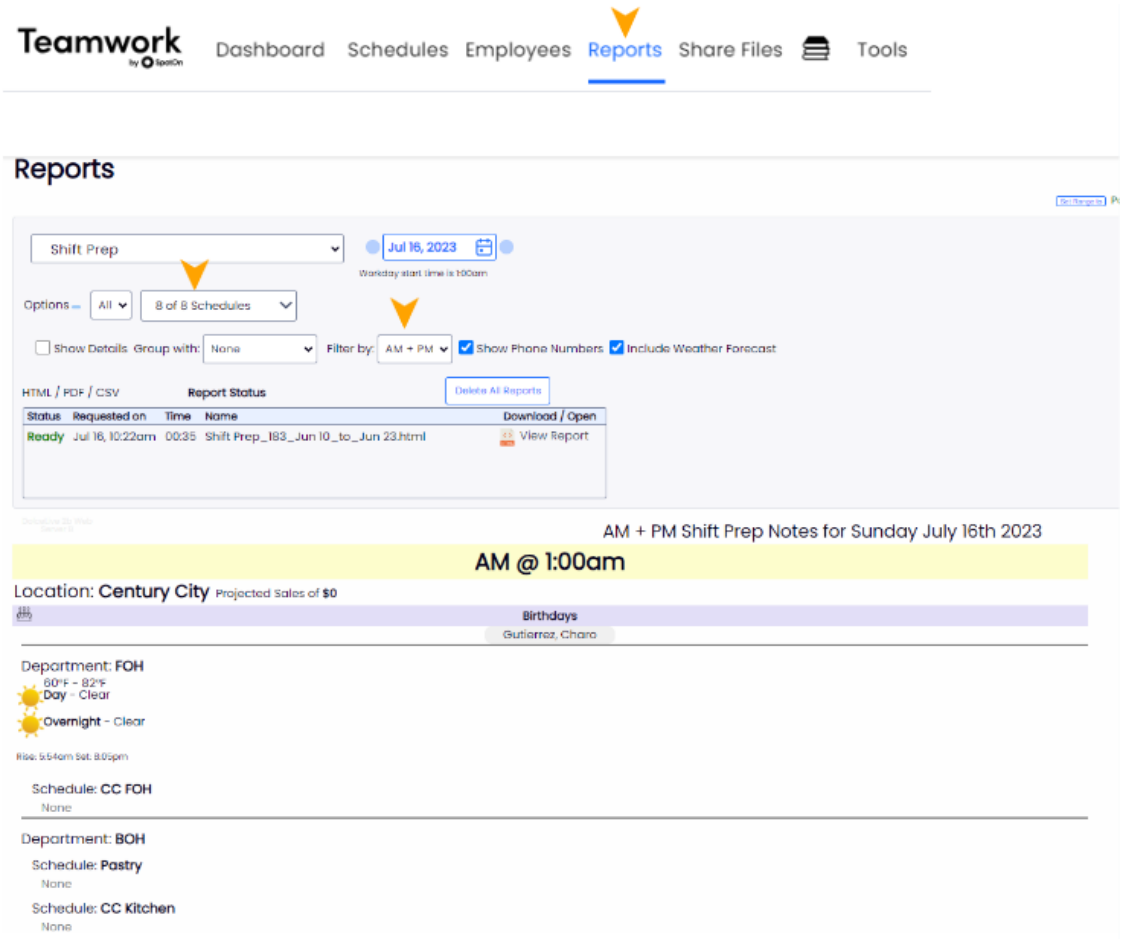
View and print a **Shift Prep Report** with OT status and Shift Prep Notes from your **Dashboard** or **Reports**.

Report will appear after selecting Schedules / Roles / AM + PM selections

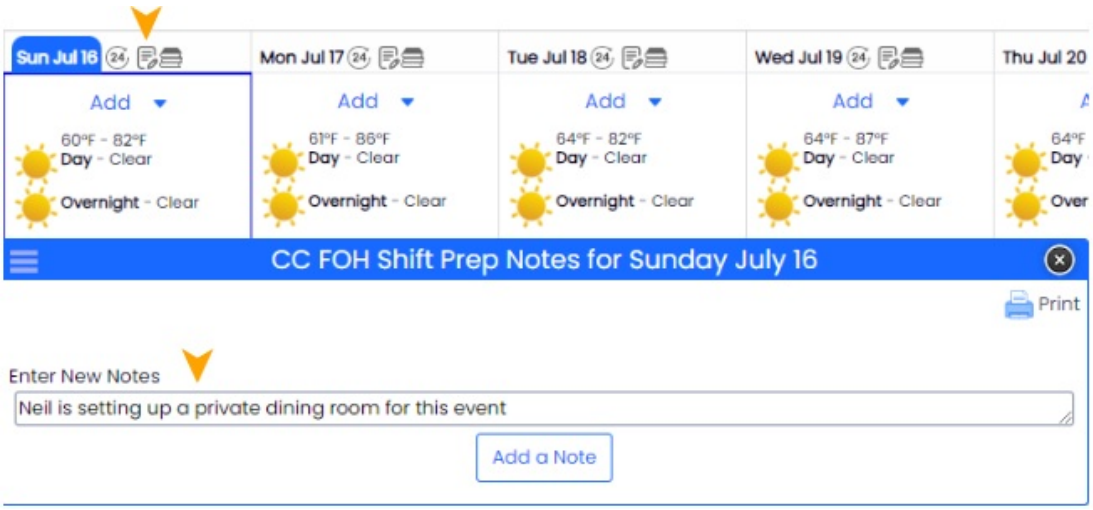


Print with PDF Export icon

Alternatively, run the report from **Reports > Shift Prep**



Enter Shift Prep Notes from the Schedule (which will appear on the Shift Prep Report)

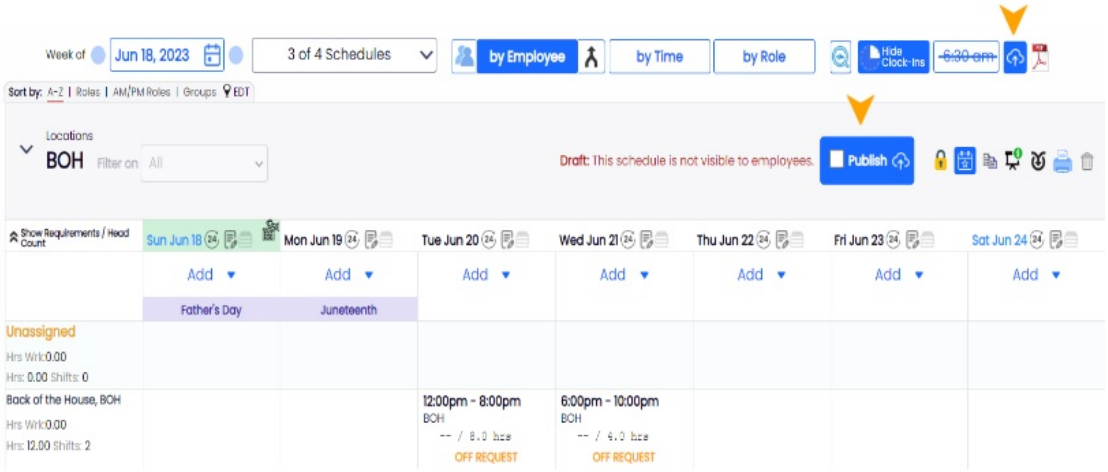


For adding Calendar Events, see: https://support.dolceclock.com/help/adding-calendar-events-and-shift-prep-notes

Publish Schedules

Last Modified on 10/09/2023 1:37 pm MDT

Check the Publish checkbox to publish an individual schedule, or use the Global Publish to publish multiple schedules simultaneously, as shown below.

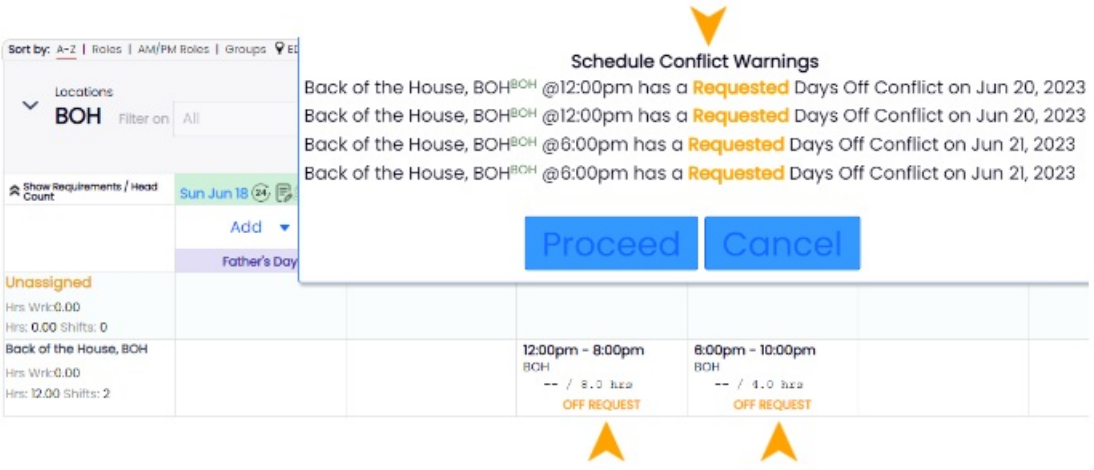


Notes:

- After a schedule has been published, changes to the schedule are tracked.
- Employees are notified when a schedule is published (according to their personal alert settings)

Warning Notifications:

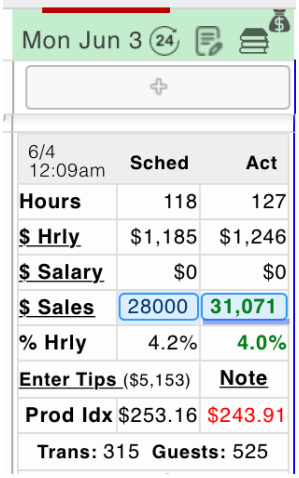
- Upon publishing, you are warned if any scheduled shifts conflict with employee availability, or pending availability requests.



Viewing Daily Sales and Labor Costs

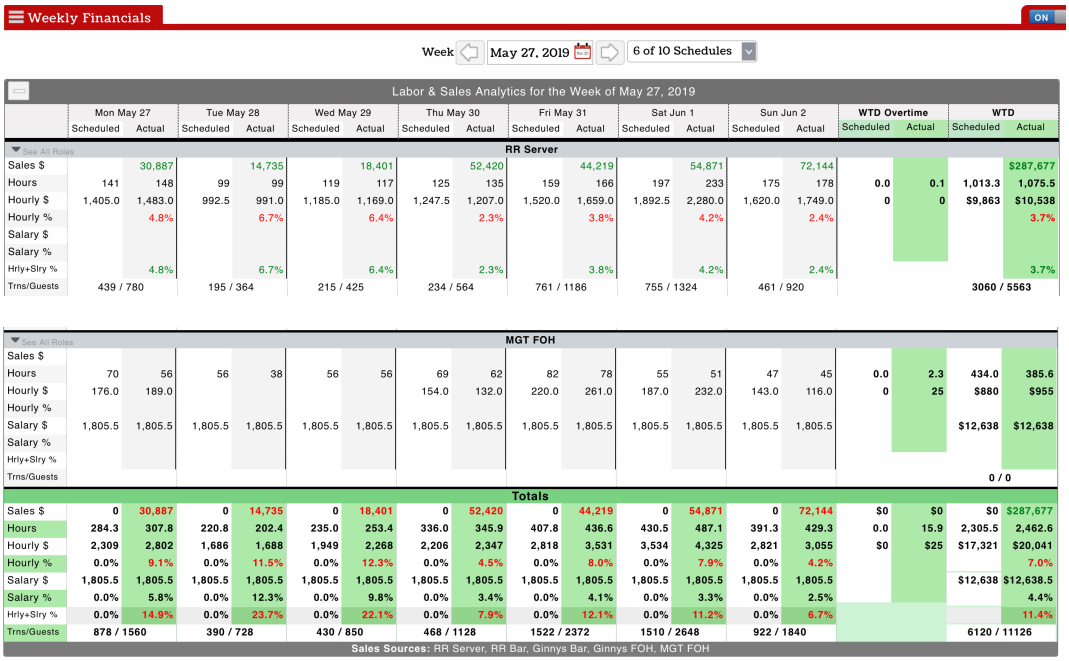
Last Modified on 06/04/2019 12:11 am MDT

View Daily sales and labor for an **individual schedule**, from the Schedule view, underneath each day



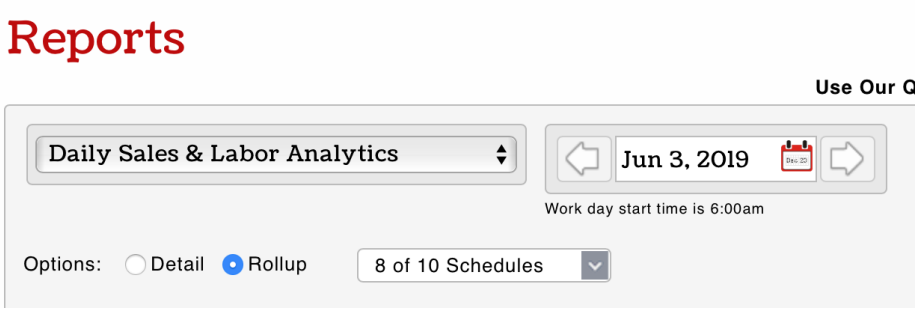
View Daily sales and labor for **multiple or combined schedules and department**, from the Dashboard.

Go to Dashboard > Weekly Financials. Select Date and Schedules. You will see individual schedule analytics by day and schedule(s) total day at the bottom.



View a Daily **REPORT** - to rollup **any number of schedules / departments**

Go to Reports > Daily Sales & Labor Analytics > Rollup. Select Date and Schedules.



You will view Location and Department totals by day. If you wish view Schedule totals, run the "Detail" report instead of the "Rollup"

New York Total of 8 Schedules

Sales	Labor Hours	$ Hourly	% Hourly	% Salary	% Tip
$31,071 Net Sales	**527.1** Hours	**$4,989** Hourly Wages	**16.06%** Percent of Sales	**10.3%** Percent of Sales	**16.6%** Percent of Sales
10.97% gain over $28,000 projected	**9.6 hours over** 517.5 projected	**$302 over** $4,687 projected	0.68% under 16.74% projected		
8.00 % down from $33,900 prior year	0.0 prior year	$0 prior year	0.00% prior year	0.00% prior year	14.2% prior year

Overtime Watch

OT / Week Hrs	0.0
OT / Week $	$0

New York: FOH Total

Sales	Labor Hours	$ Hourly	% Hourly	% Salary	% Tip
$31,071 Net Sales	**320.0** Hours	**$2,413** Hourly Wages	**7.77%** Percent of Sales	**5.8%** Percent of Sales	**16.6%** Percent of Sales
10.97% gain over $28,000 projected	1.5 hours under 321.5 projected	**$124 over** $2,289 projected	0.41% under 8.18% projected		
8.00 % down from $33,900 prior year	0.0 prior year	$0 prior year	0.00% prior year	0.00% prior year	14.2% prior year

Overtime Watch

OT / Week Hrs	0.0
OT / Week $	$0

New York: BOH Total

Sales	Labor Hours	$ Hourly	% Hourly	% Salary	% Tip

Prevent Publishing Schedules that Exceed Budget

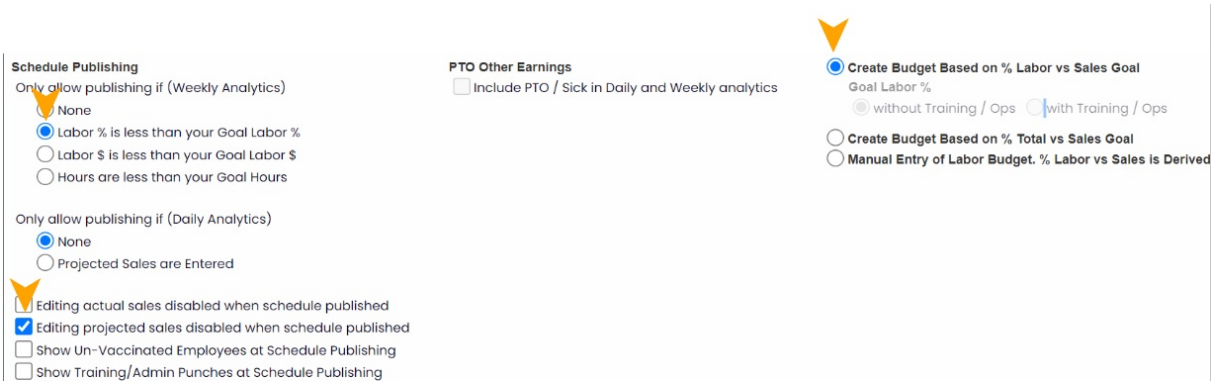
Last Modified on 07/16/2023 1:13 pm MDT

Using Percent Labor vs Sales as Labor Control

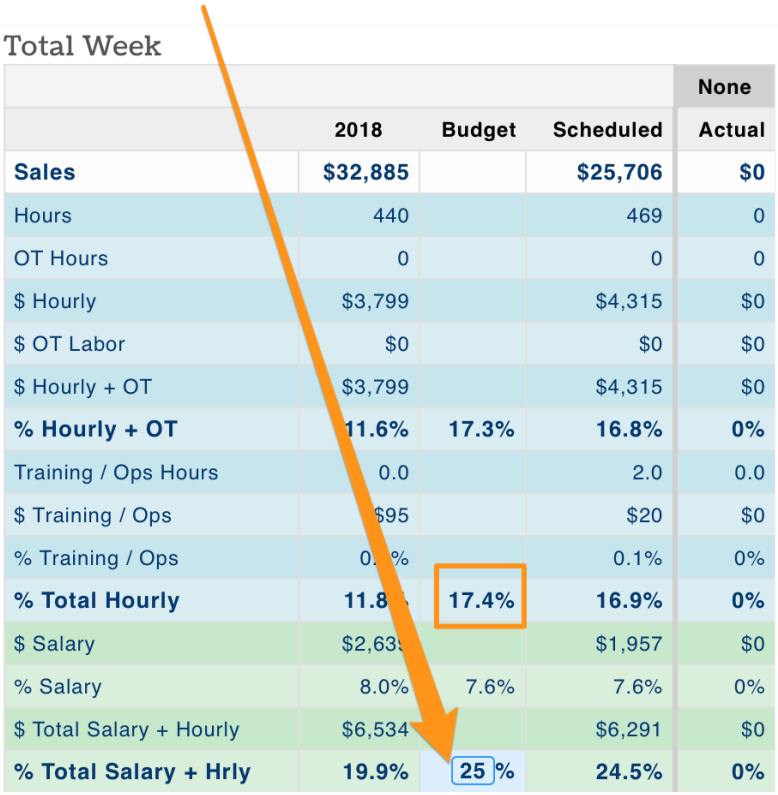
1. Enter sales projections: https://support.dolceclock.com/help/entering-projected-sales

2. Sent analytics controls:

- Gearwheel Menu > **Analytics Settings**
- Check the settings shown below, and **Save** Settings



- For a given schedule, in the Weekly analytics table, enter the % Labor Target in the Budget column as shown below.
    - The table will back out fixed salary labor, and show the max Hourly labor % (see outlined number below)
    - As a manager builds a schedule, they will see the total hourly labor they've scheduled alongside the budgeted %
    - If the Schedule exceeds the labor target, manager will be unable to publish the schedule. (providing the Analytics constraints shown above are engaged)

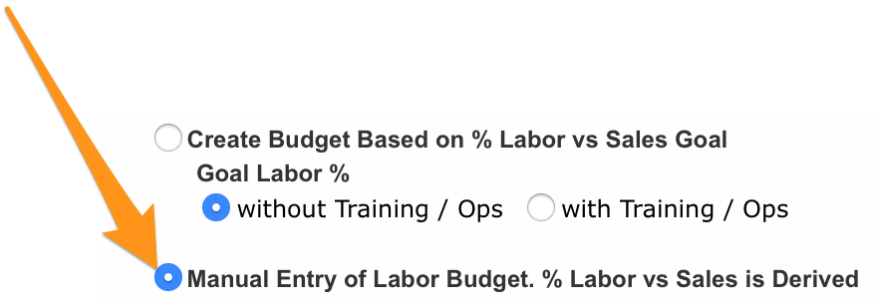


NOTE: When you add a Budget %, you'll be prompted to carry forward the % target for the next 13 weeks.

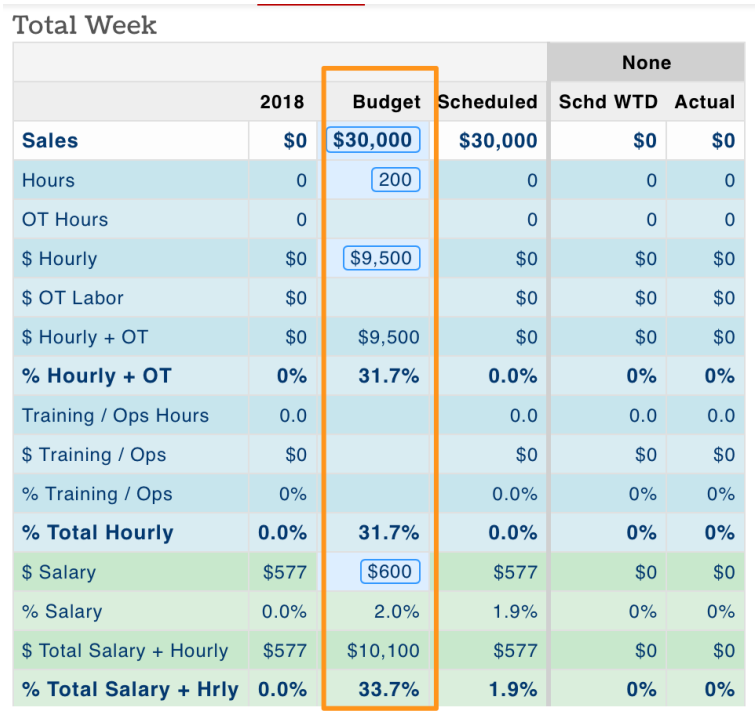
Using Hours or Labor Dollars as Labor Control

From Gearwheel Menu > Analytics Settings

- Change the labor control as shown below, and **Save** Settings



- You are now able to populate Budget variables other than % labor



Total Week

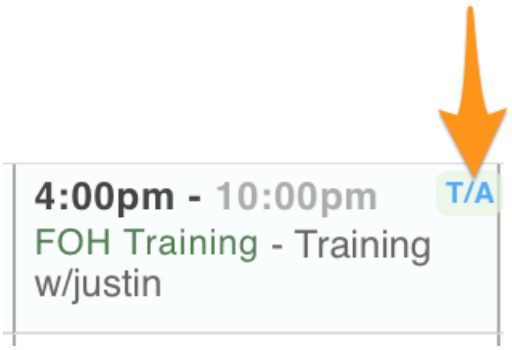
				None	
	2018	Budget	Scheduled	Schd WTD	Actual
Sales	**$0**	**$30,000**	**$30,000**	**$0**	**$0**
Hours	0	200	0	0	0
OT Hours	0		0	0	0
$ Hourly	$0	$9,500	$0	$0	$0
$ OT Labor	$0		$0	$0	$0
$ Hourly + OT	$0	$9,500	$0	$0	$0
% Hourly + OT	**0%**	**31.7%**	**0.0%**	**0%**	**0%**
Training / Ops Hours	0.0		0.0	0.0	0.0
$ Training / Ops	$0		$0	$0	$0
% Training / Ops	0%		0.0%	0%	0%
% Total Hourly	**0.0%**	**31.7%**	**0.0%**	**0%**	**0%**
$ Salary	$577	$600	$577	$0	$0
% Salary	0.0%	2.0%	1.9%	0%	0%
$ Total Salary + Hourly	$577	$10,100	$577	$0	$0
% Total Salary + Hrly	**0.0%**	**33.7%**	**1.9%**	**0%**	**0%**

- If you'd like to prevent publishing a schedule if Labor Dollars or Hours exceeds the budgeted column, email support@dolcesoftware.com to engage the setting.
- If you'd like to upload annual budgets via spreadsheets, email support@dolcesoftware.com and we'll guide you through the import process.

Classifying Training Hours for Analytics or Payroll

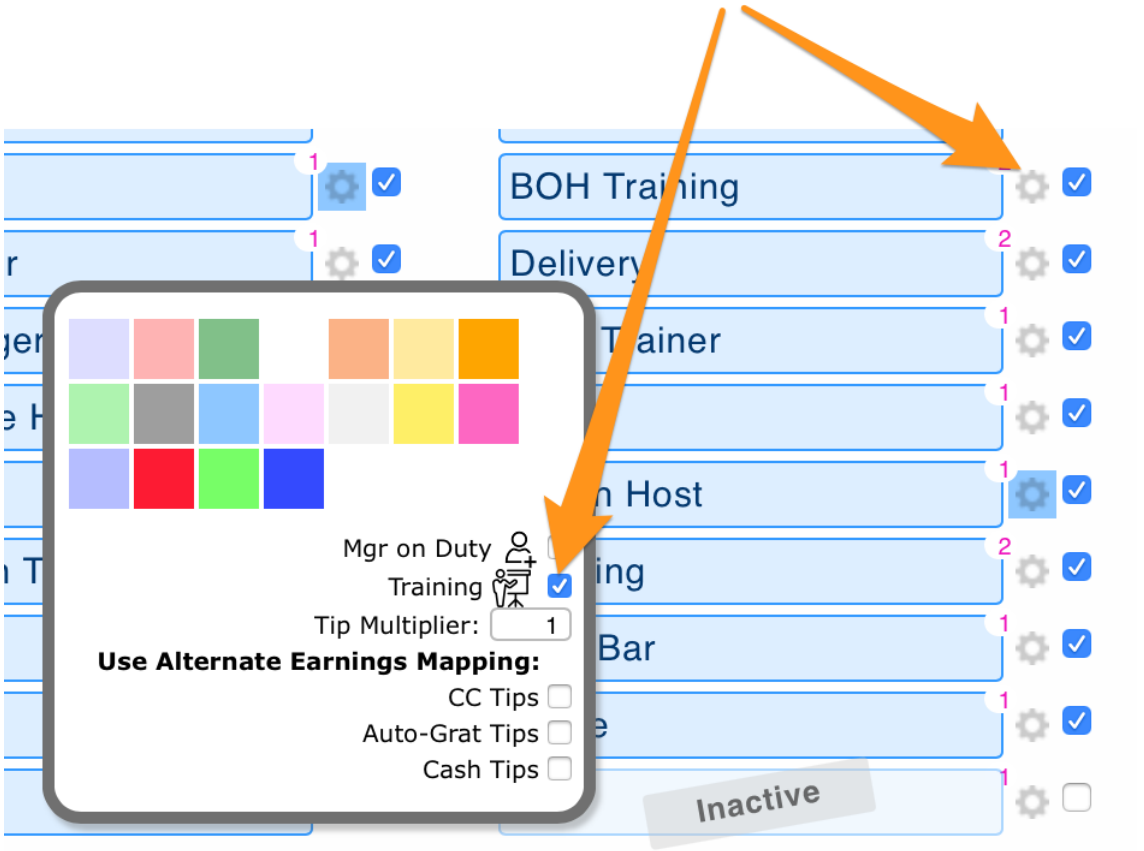
Last Modified on 12/24/2023 2:51 pm MST

Shifts and Punches can be designated as Training / Admin. The designation is displayed with T/A, as shown below

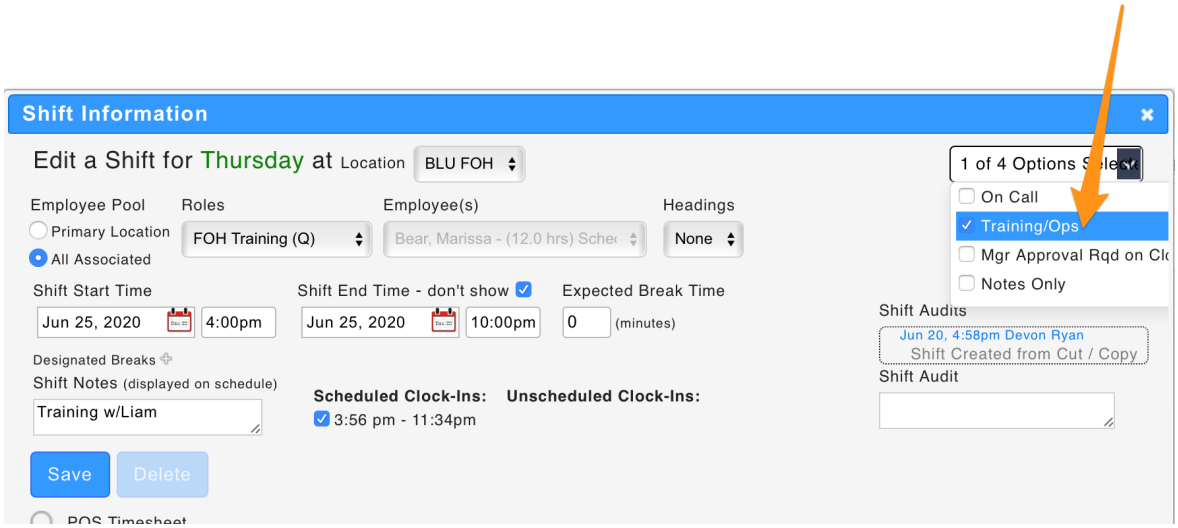


Do designate a ROLE as a Training Role (so that all shifts and punches with this role always carry the T/A designation)

- Go to Gearwheel Menu > Roles Settings
- Use the Gearwheel of an individual Role to open the role's options, and check the "Training" checkbox

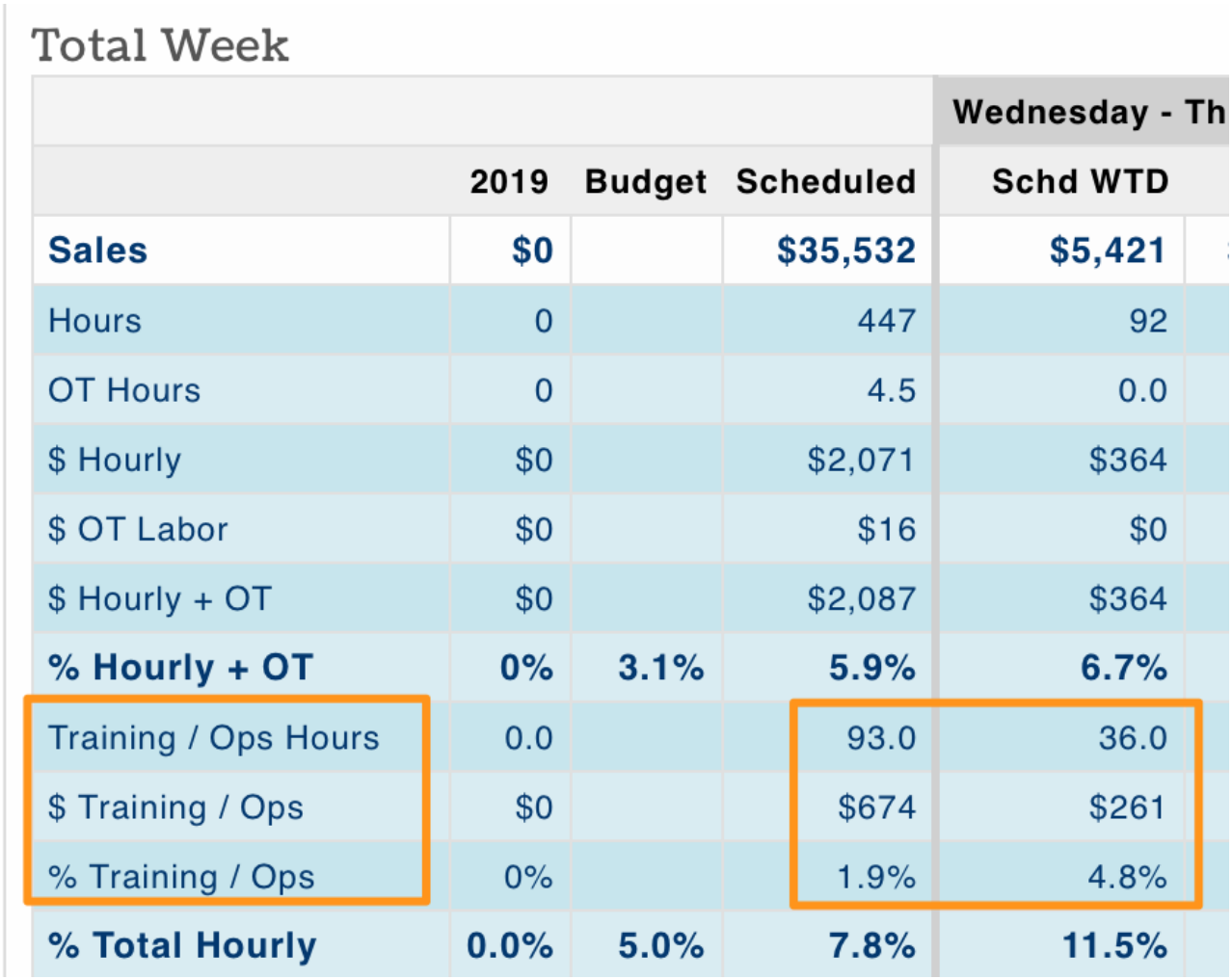


You can also designate any shift for punch, regardless of role, as T/A from the shift dialogue box



Shifts with the T/A designation will be removed from ordinary hourly analytics, and placed in the rows called Training / Ops, as shown below.

NOTE: T/A shifts can also be isolated in payroll. Confirm with a Teamwork specialist to apply payroll settings.



Total Week

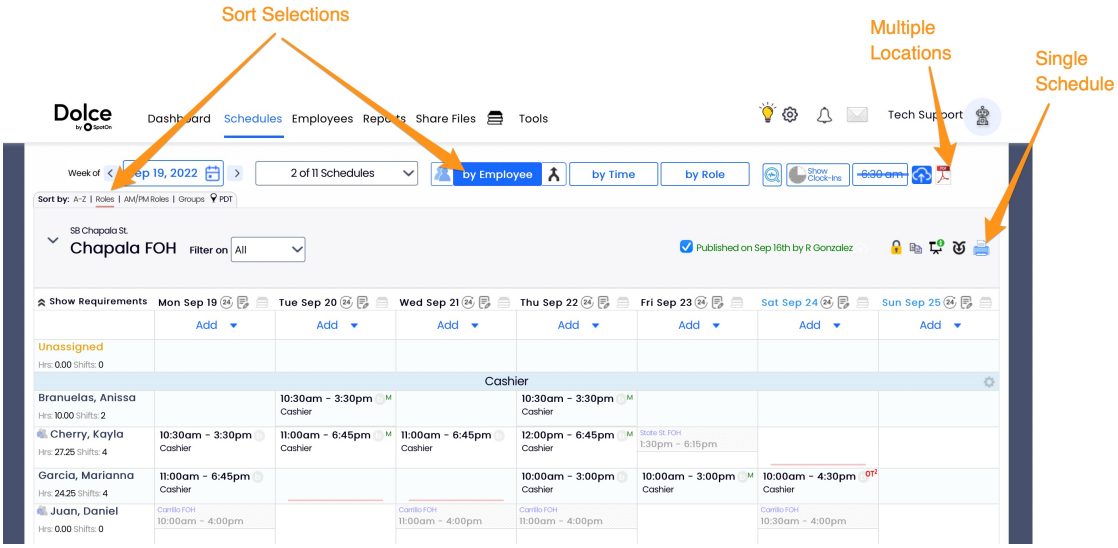
				Wednesday - Th
	2019	Budget	Scheduled	Schd WTD
Sales	**$0**		**$35,532**	**$5,421**
Hours	0		447	92
OT Hours	0		4.5	0.0
$ Hourly	$0		$2,071	$364
$ OT Labor	$0		$16	$0
$ Hourly + OT	$0		$2,087	$364
% Hourly + OT	**0%**	**3.1%**	**5.9%**	**6.7%**
Training / Ops Hours	0.0		93.0	36.0
$ Training / Ops	$0		$674	$261
% Training / Ops	0%		1.9%	4.8%
% Total Hourly	**0.0%**	**5.0%**	**7.8%**	**11.5%**

Printing Schedules

Last Modified on 06/20/2023 11:27 am MDT

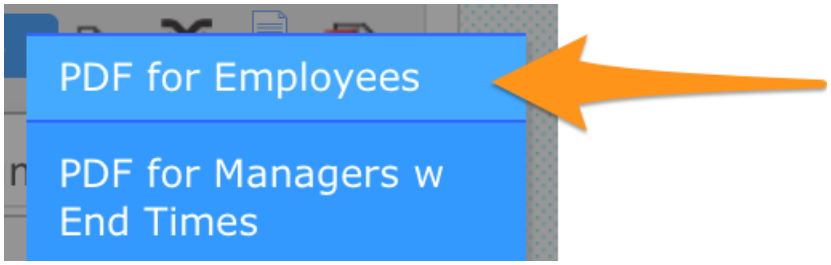
Press the PRINT icon to create a printable PDF

- Choose either the icon for a single schedule or multiple locations' schedules
- Choose your sort settings - they will carry over into the print view



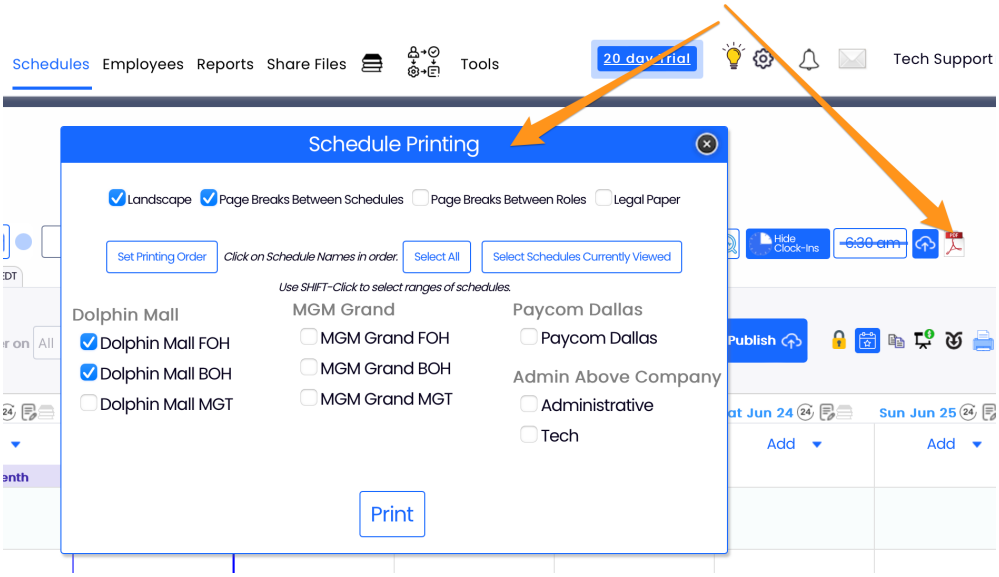
When prompted, choose for Employees or for Managers

- If you have hidden end-times for shifts, then you have the option of printing a schedule with or without end times.



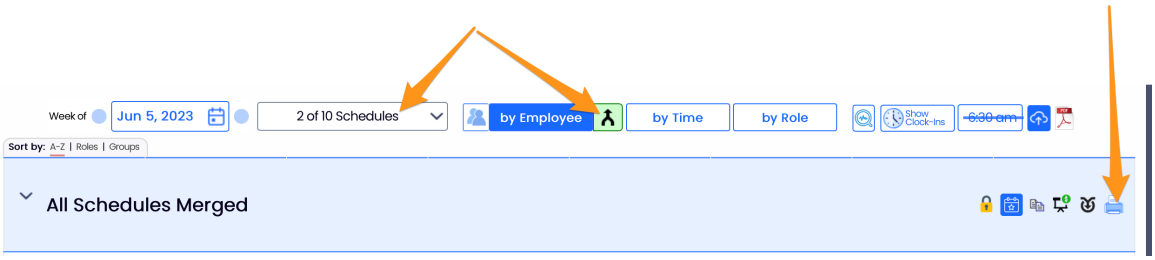
Printing multiple schedules at once

- The muti-location-print function allows a number of options in terms of formatting



Merging schedules to print combined schedules

- From BY EMPLOYEE schedule type, select the intended locations, merge, and print:



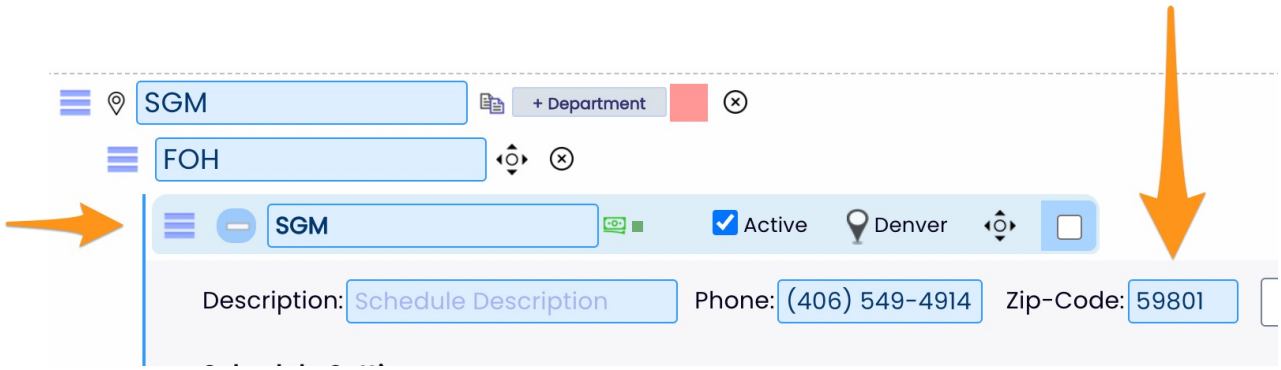
To print a Daily Roster, see: https://support.dolceclock.com/help/shift-prep-report

Adding Weather to Schedules

Last Modified on 09/30/2023 1:02 am MDT

Gearwheel Menu > General Settings

Expand the settings for a given schedule, and add a zip code as shown below.



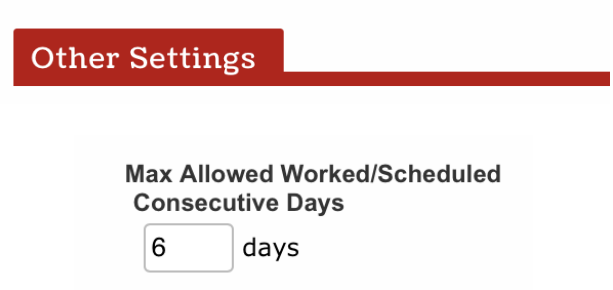
Save All Changes

Enforce Multi-Day Limit on Shifts

Last Modified on 12/24/2023 2:47 pm MST

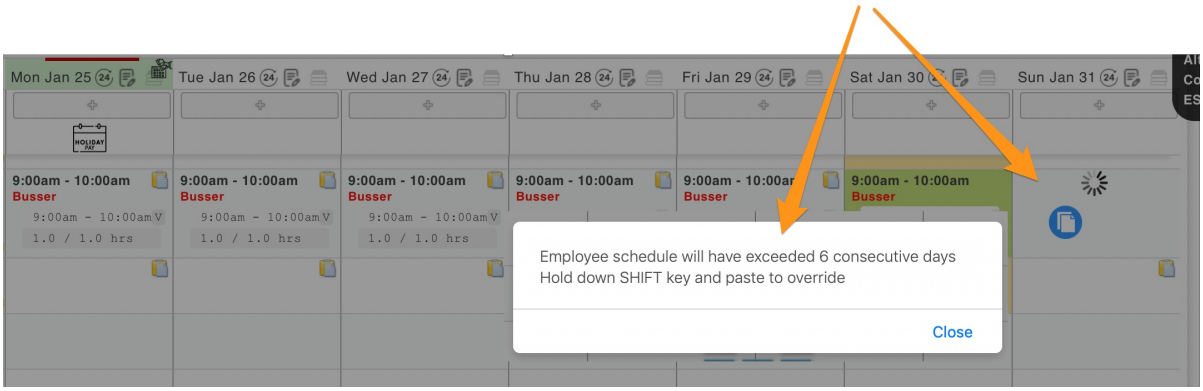
Set set a restriction on maximum allowed consecutive days, go to the Gearwheel Menu from the top tool bar.

In the Other Settings section, enter your Max Days Allowed as follows, and save your settings

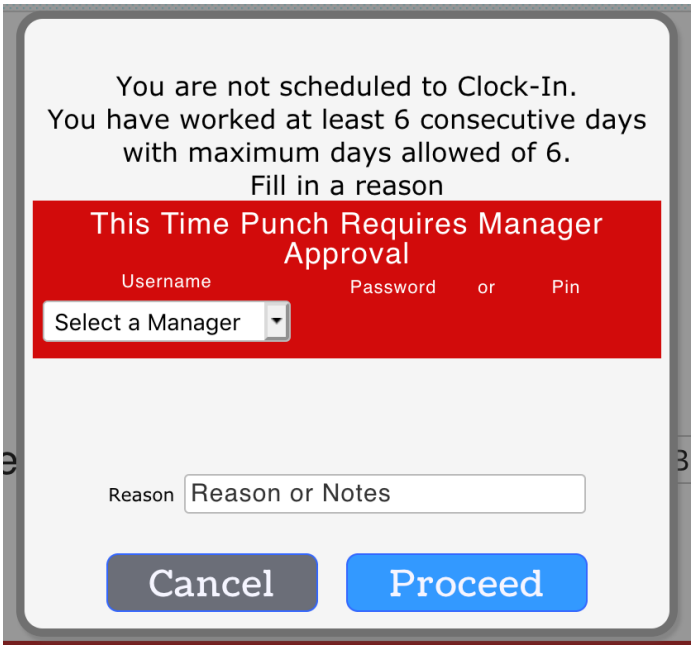


In the preceding example, an employee will be unable to work 7 consecutive days.

If a manager attempts to schedule an employee for seven consecutive days, using the copy / paste of a shift, the action will produce a block, as shown below. The block may be overridden.



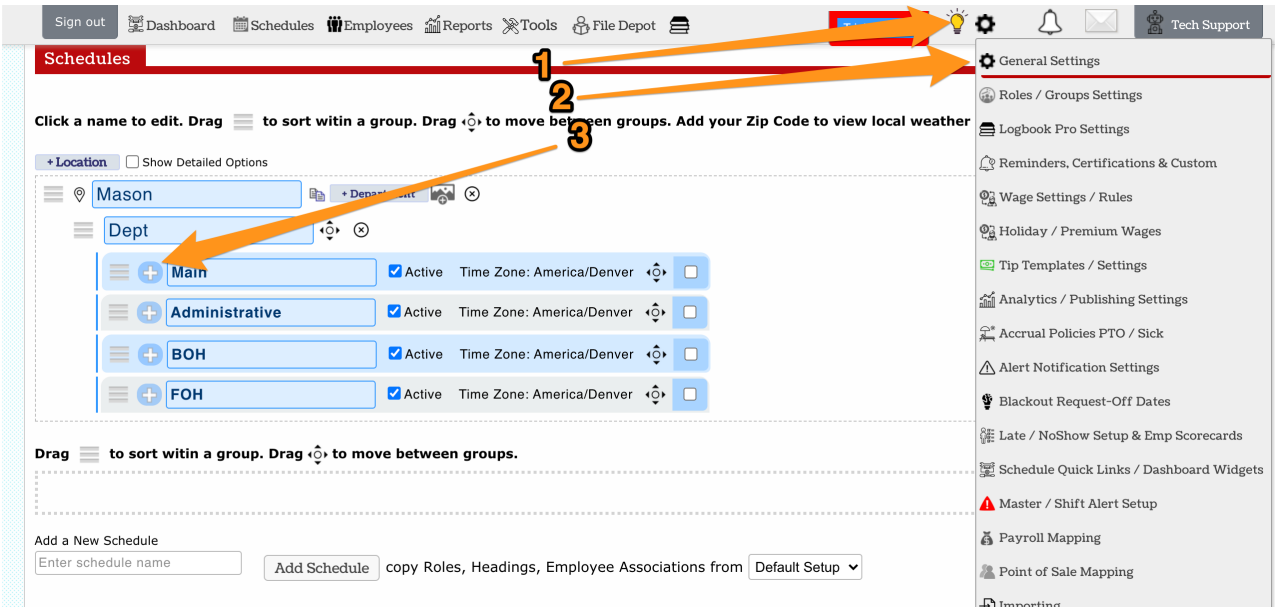
If an employee attempts to clock in (using the Teamwork App), they will be blocked from clocking in, without a manager override.


You are not scheduled to Clock-In.
You have worked at least 6 consecutive days with maximum days allowed of 6.
Fill in a reason
This Time Punch Requires Manager Approval
Username
Password
or
Pin
Select a Manager
Reason
Reason or Notes
Cancel
Proceed

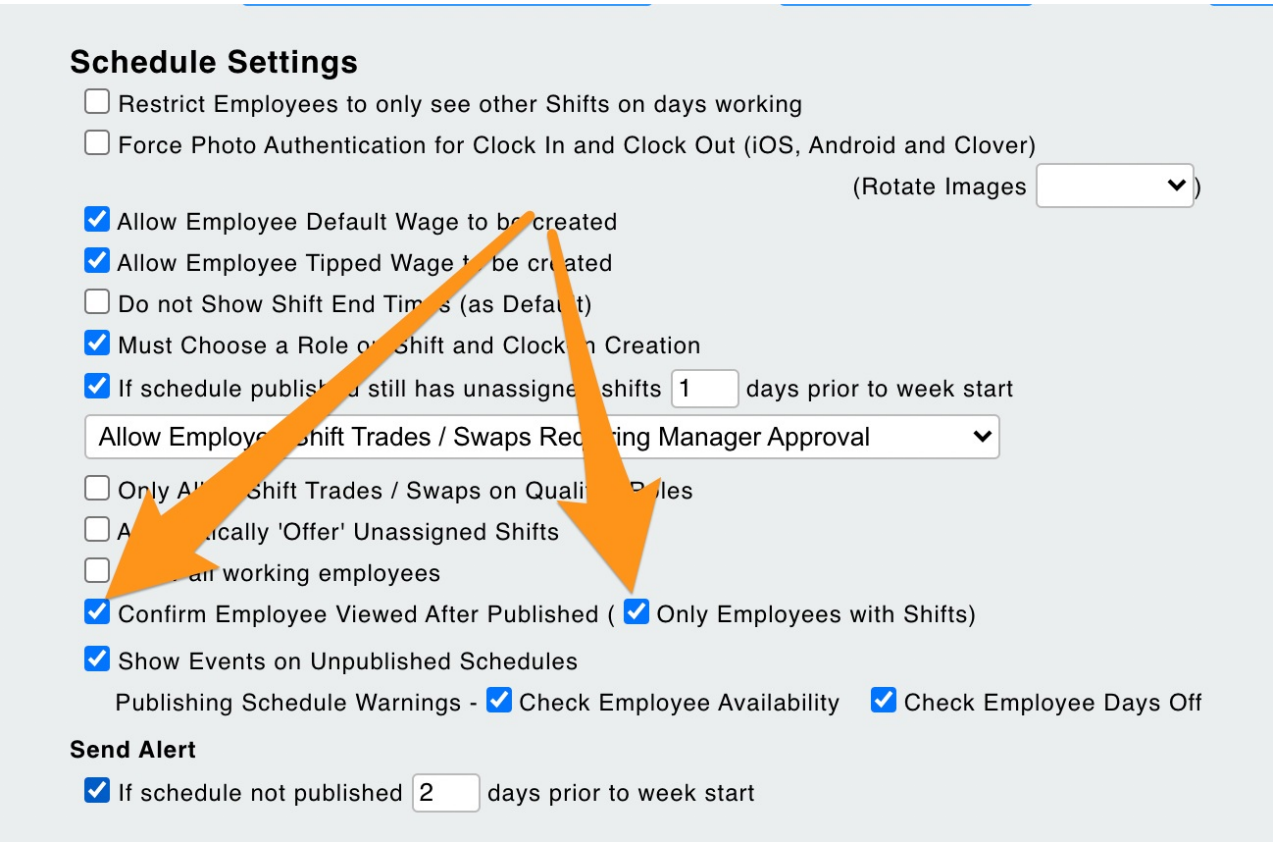
Confirm Employees View Published Schedule

Last Modified on 12/24/2023 2:44 pm MST

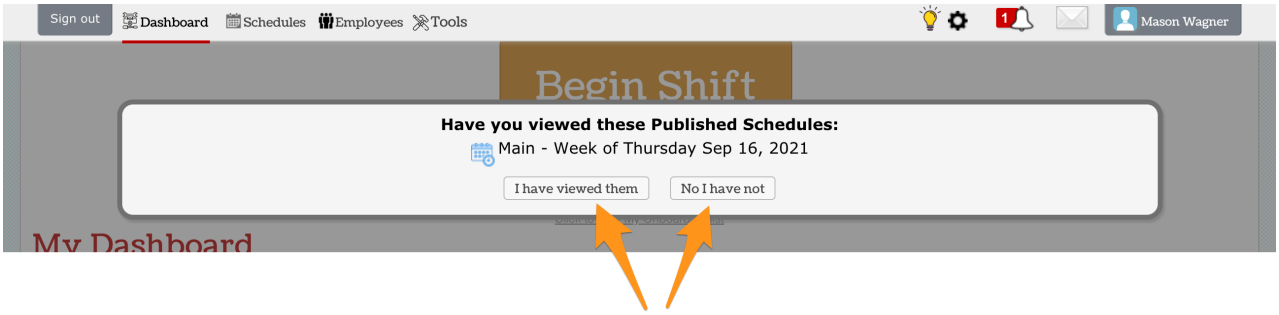
Within Teamwork's schedule settings, you can require employees to confirm that they have seen a published schedule. First navigate to schedule settings.



Next, check this box. Note there is an option to exclude employees without any shifts in the published schedule.



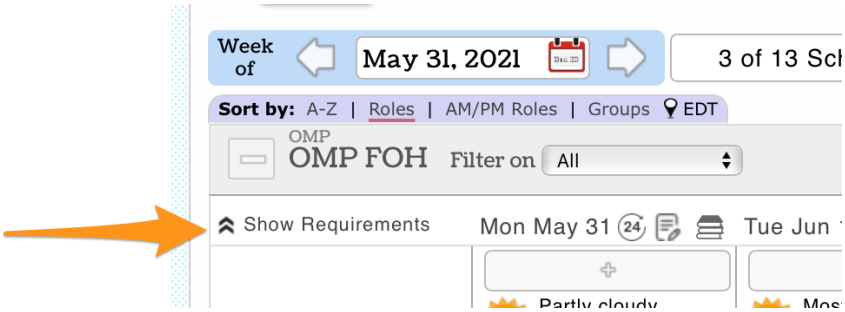
Now, when an employee signs into Teamwork (either from the mobile app or computer), they will be prompted for the below options. If they click "I have viewed them," the warning will not reappear. If they click "No I have not," they will be prompted with the same alert the next time they log in.



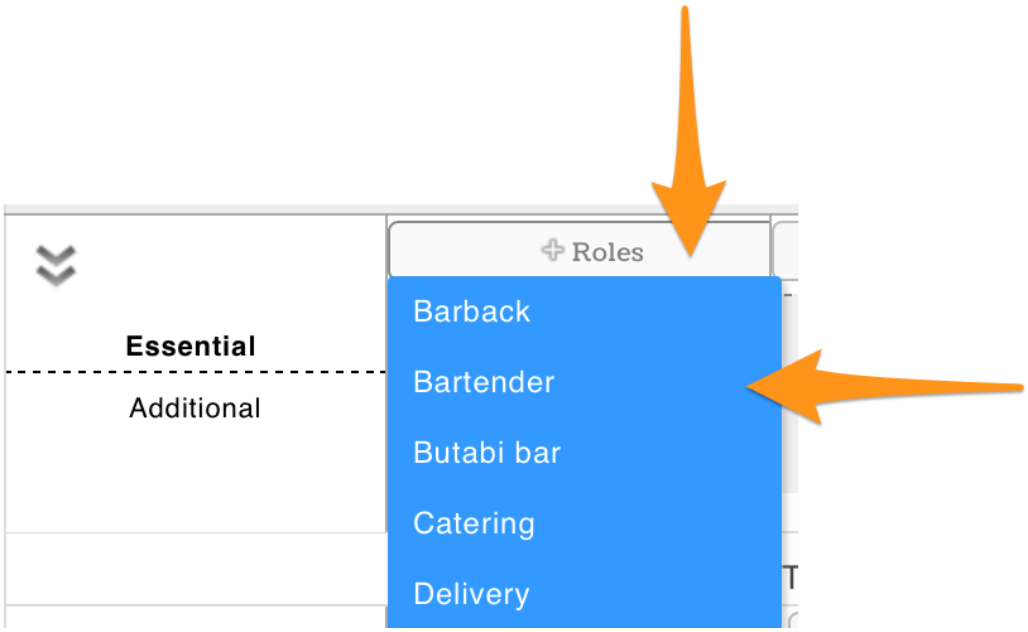
Setting Staff Coverage

Last Modified on 06/06/2021 11:26 am MDT

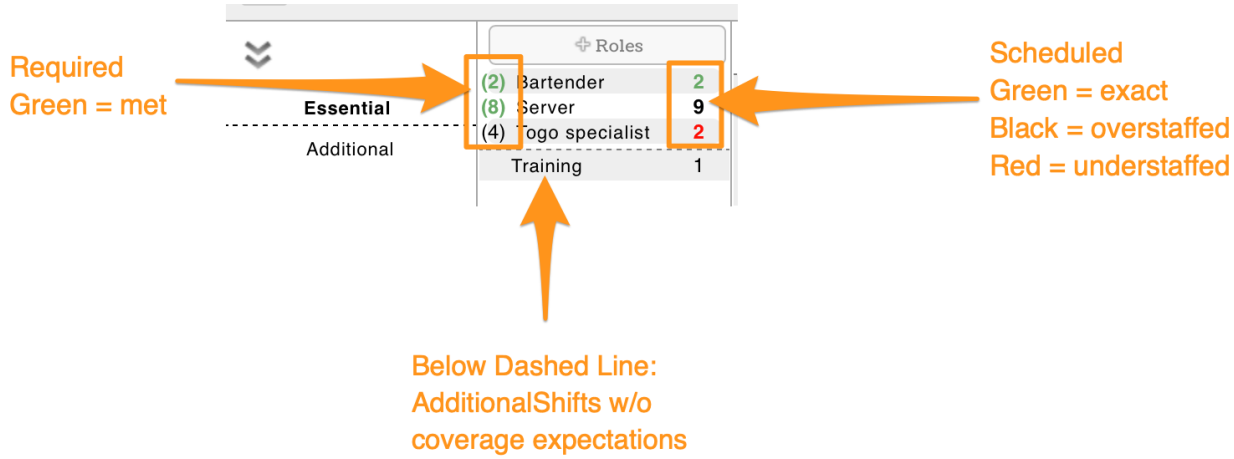
To set Staffing Pars or Coverage Requirements, from any schedule, press **Show Requirements**



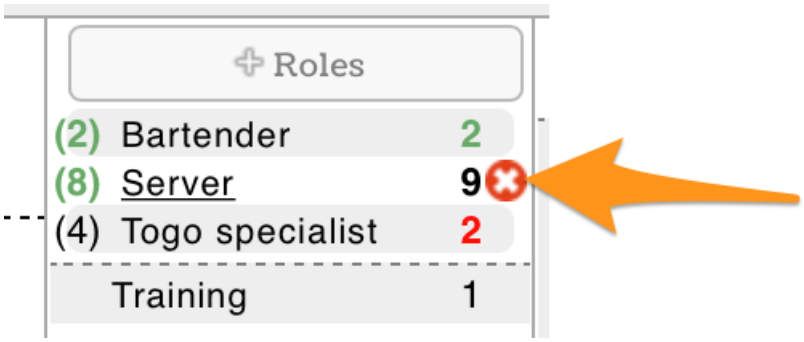
Use the +Roles dropdown to add coverage requirements. Click a role 1x for the number of employees required. i.e. if you need 2 Bartenders, click Bartender role 2x.



You will see coverage requirements on the left of the role, and actually scheduled to the right of the role, as shown below. Note the color keys described below.



To reduce coverage by one count, press the red **Delete** button that appears when your curser hovers at the spot shown below.



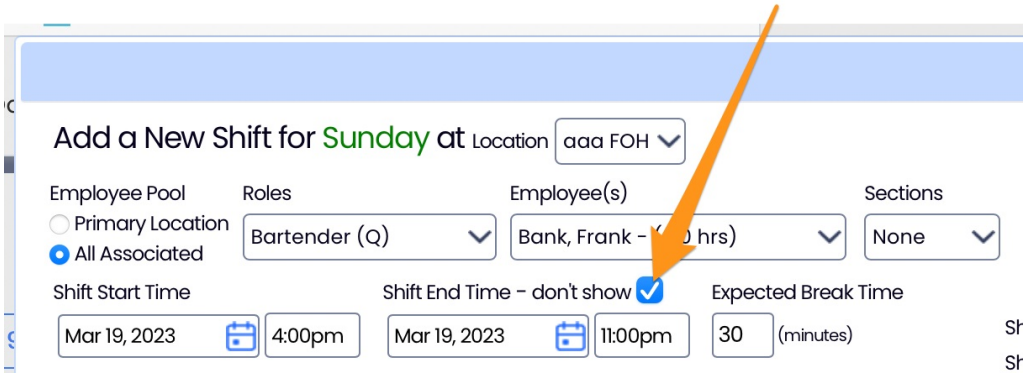
NOTE: Coverage will copy forward with a schedule

Hide Shift End Times

Last Modified on 10/20/2023 12:30 pm MDT

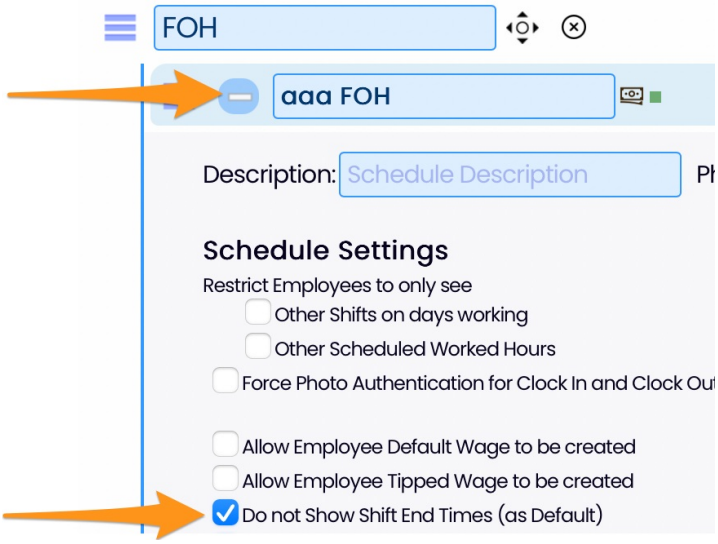
If an out time is desired to be hidden, and instead show EOB (End of Business), check the Don't Show checkbox shown below in the Shift Dialogue.

Note that an end time is still entered, so that labor forecasts can be calculated. It is recommended that the best estimate be entered as the out time.



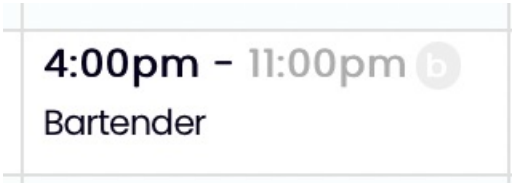
To make hiding end times DEFAULT behavior for a given schedule:

- from Gearwheel menu > General Settings
- Expand Schedule Settings and select the Don't Show Shift End Times checkbox shown below



Employees will see EOB

Managers will see the out time in grey



The Print Schedule dialogue provide options for printing with or without end times.

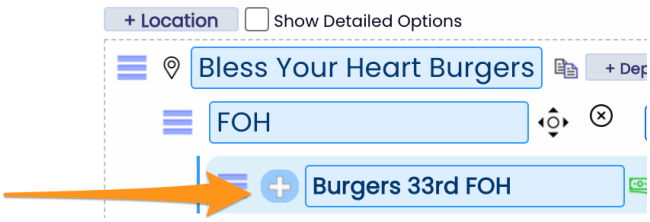
Shift Trade Swap Additional Settings

Last Modified on 05/05/2022 7:41 am MDT

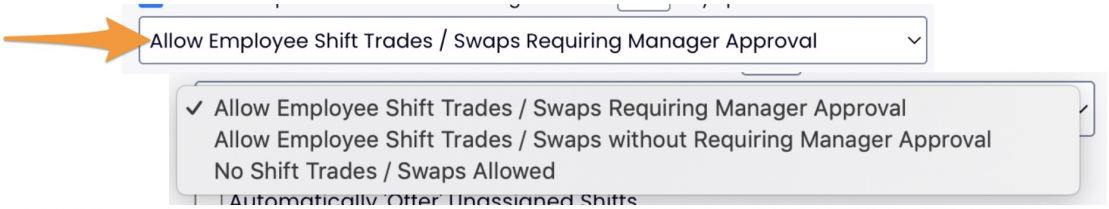
Shift Trade / Swap additional settings are able to be *per schedule*.

From the gearwheel menu > **General Settings**

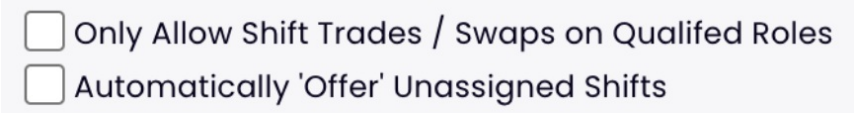
Open additional schedule settings with the "+" shown below



The dropdown menu below allows you to both disable Shift Trades, or not require manager approval



The following settings filter available shifts by qualification, and auto-offer unassigned shifts



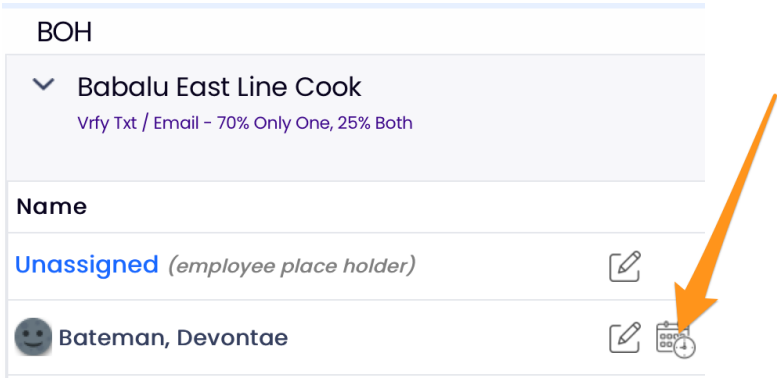
Time Off Request and Approval

Last Modified on 12/06/2022 1:17 pm MST

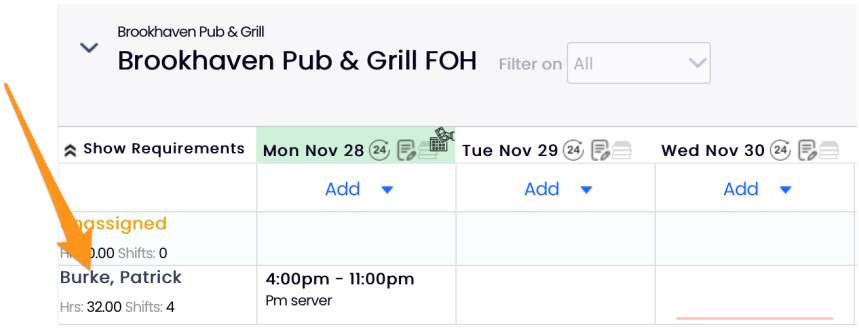
The following describes employee time off, irrespective of the use of PTO, which is a separate module in Teamwork.

Manager Adding of Time Off (on behalf of an employee)

From The Employee Page select the Calendar

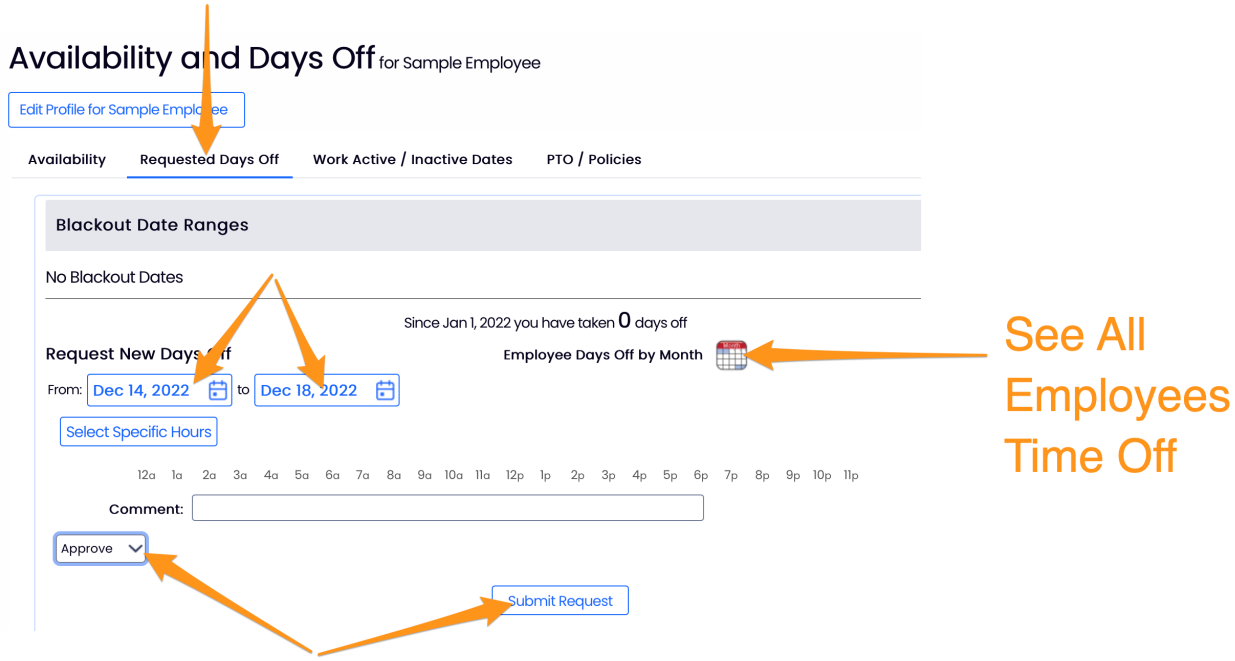


OR, From the Schedule click the employee name

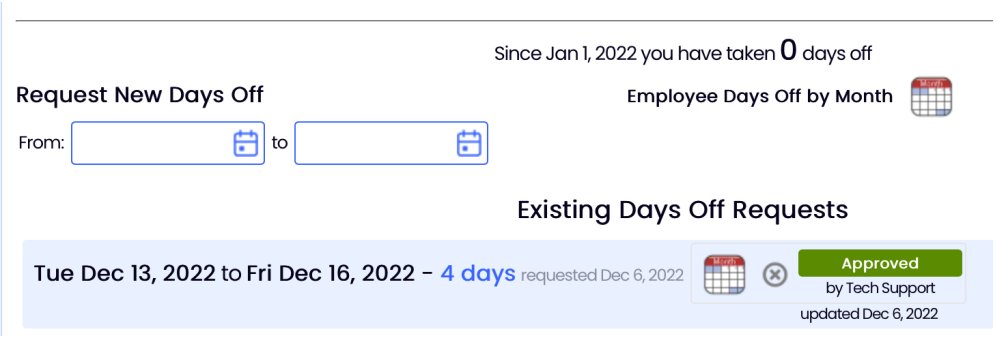


Click **Request Days Off** tab

1. Enter Dates
2. Submit Request
3. Approve / Save
4. NOTE: The See All Employees icon will how all requested and approved time off for the schedule(s) selected in the dropdown when you click the calendar.

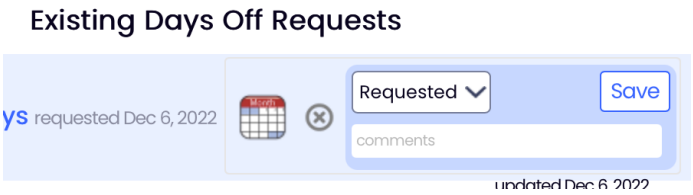


After the time off has been approved, it will show with the **Approved** indication below:



An employee can request off from Mobile or Desktop.

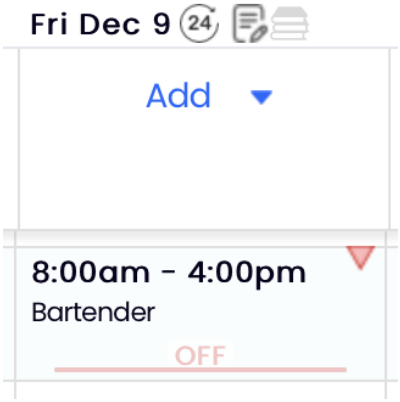
A Manager can approve from their dashboard, mobile, or from the same screen as shown above.



Time off will show in the schedule view with a red flag.

- A manager will be unable to PASTE a shift which conflicts with availability. (note overriding is possible by holding down SHIFT + Paste)
- If a schedule is published which has a schedule conflict, the manager will be warned

prior to completing the publish action.



To block certain days from time off request, see: https://support.dolceclock.com/help/blocking-dates-from-time-off-requests

To view requests off on the Dashboard, and set email / push notify alerts, see: https://support.dolceclock.com/help/admin-alerts

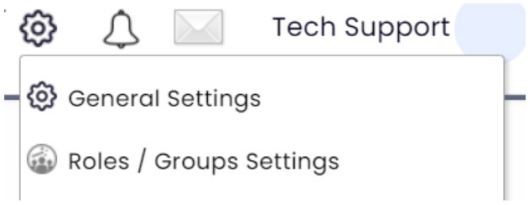
For a PTO overview, see: https://support.dolceclock.com/help/pto-overview

MOD Manager On Duty Designation

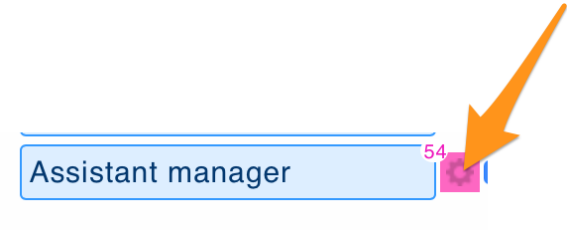
Last Modified on 12/24/2023 2:43 pm MST

Teamwork can make a **Manager On Duty** (MOD) designation based on Role

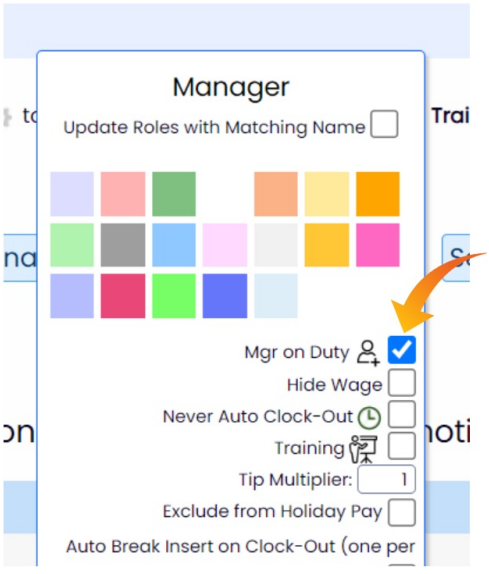
From the Gearwheel, go to **Role Settings**



Click the Gearwheel associated with a Role



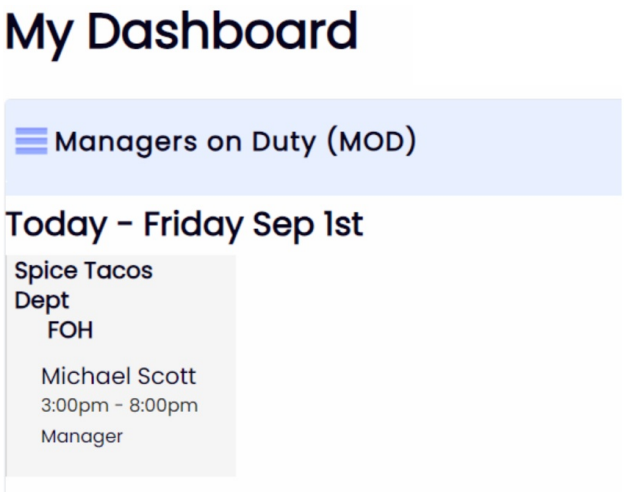
Check the **Mgr on Duty** checkbox.



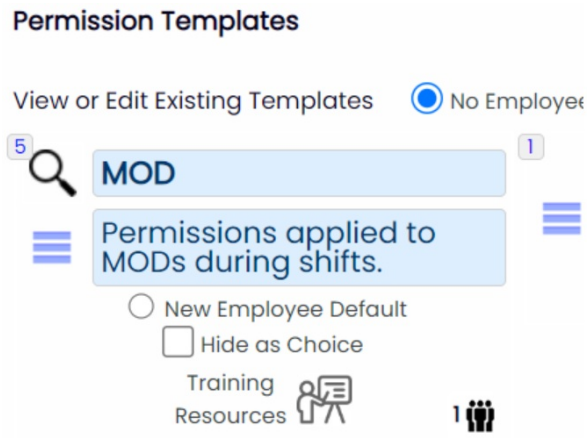
Employee's working this role will carry MOD status.

The MOD status is visible on the schedule

All employees can see on their dashboard or mobile who the MODs are for the current day, and their contact information.



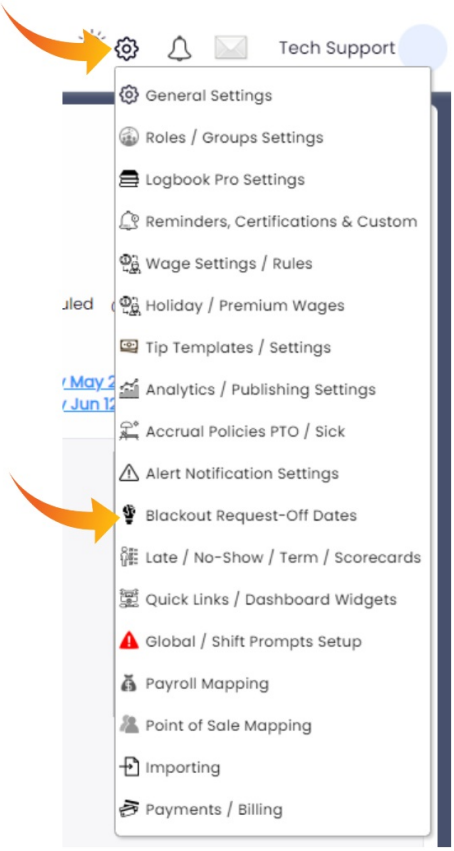
You can assign custom permissions to employees while they are working in an MOD capacity from Permissions Settings (Gearwheel Menu > General Settings > Permission Templates)



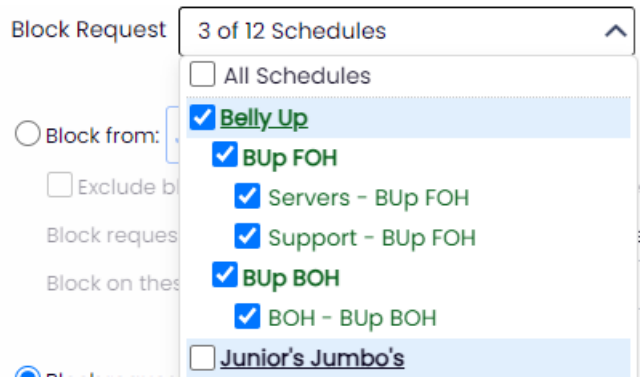
Blocking Dates from Time Off Requests

Last Modified on 10/09/2023 1:50 pm MDT

From the Gear Menu, go to **Blackout Request-Off Dates:**

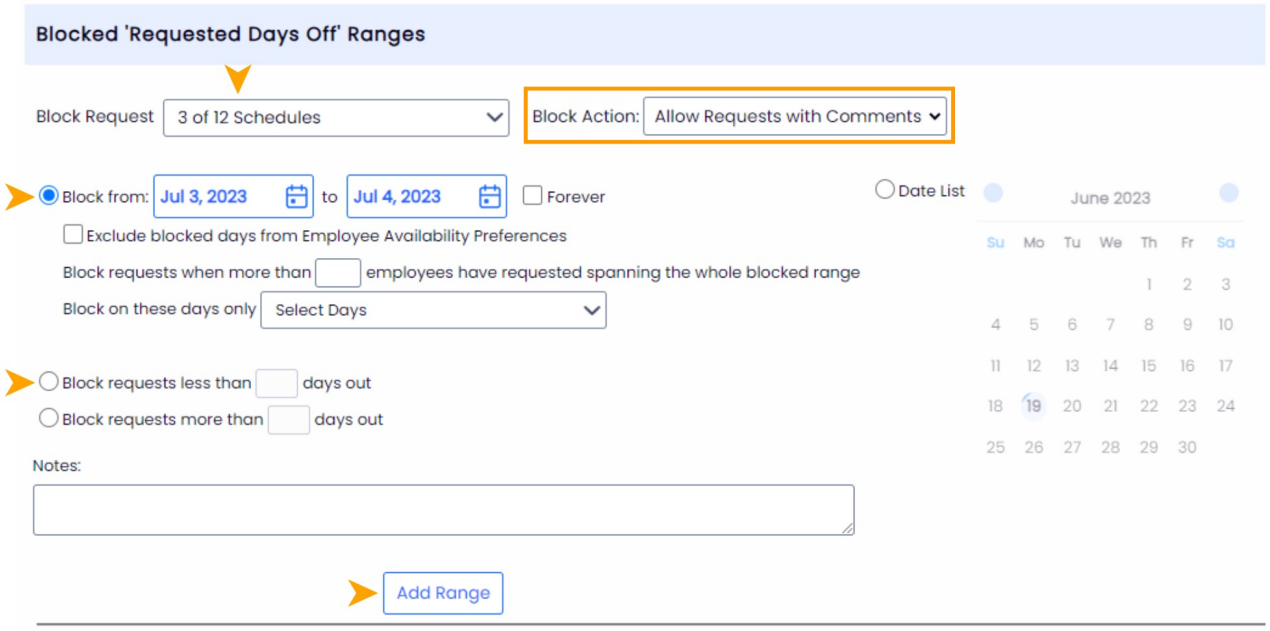


Choose the Departments that the block applies to:

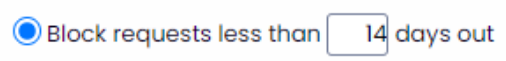


Choose dates to block, and press **Add Range**

*NOTE: The **Block Action dropdown** allows you to **Allow Requests with Comments**, (employees will be met with a warning that the time period is blocked; they are still able to request, but the request will be tagged), OR, **not allow requests at all**.*



If you want requests to always be at least 14-Days out, you can choose the **Block requests less than** option, and add a range:

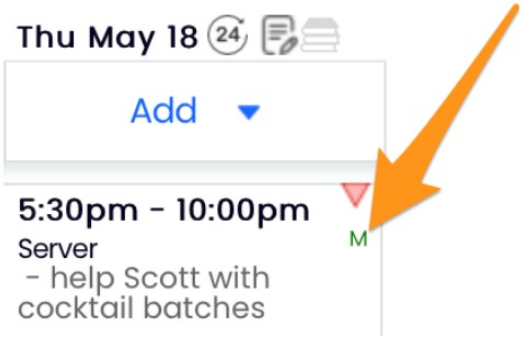


How to identify a modified shift on a published schedule

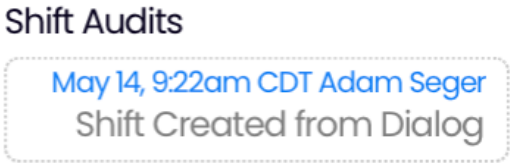
Last Modified on 05/31/2023 12:00 pm MDT

How to identify a modified shift on a published schedule?

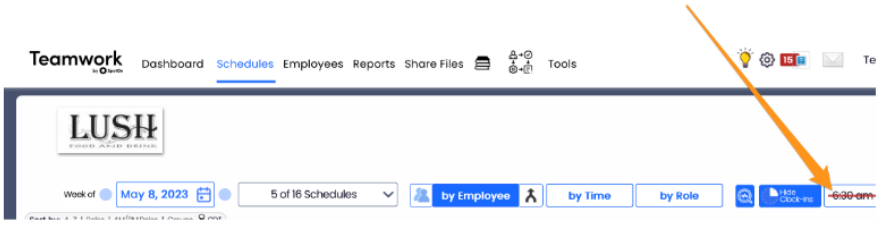
In schedule view in Teamwork, when you look at the shifts, the "M" shown below indicates a shift has been Modified



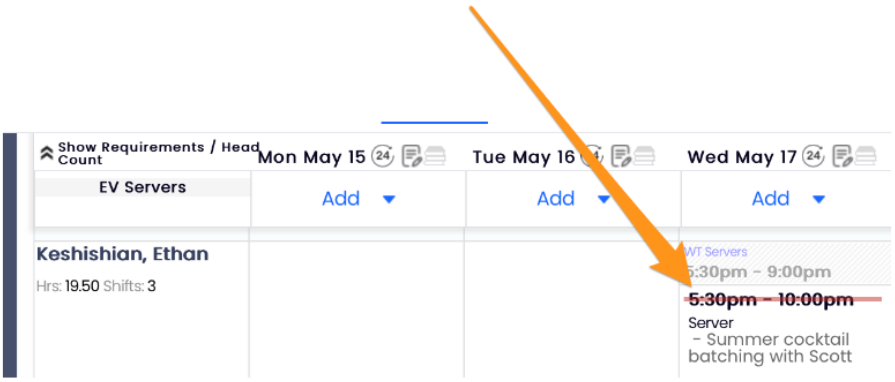
Clicking on the shift will show the audit trail of changes. In the example below, the shift was created after the schedule was published.



Pressing the SHOW DELETED PUNCHES toggle will reveal deleted shifts:



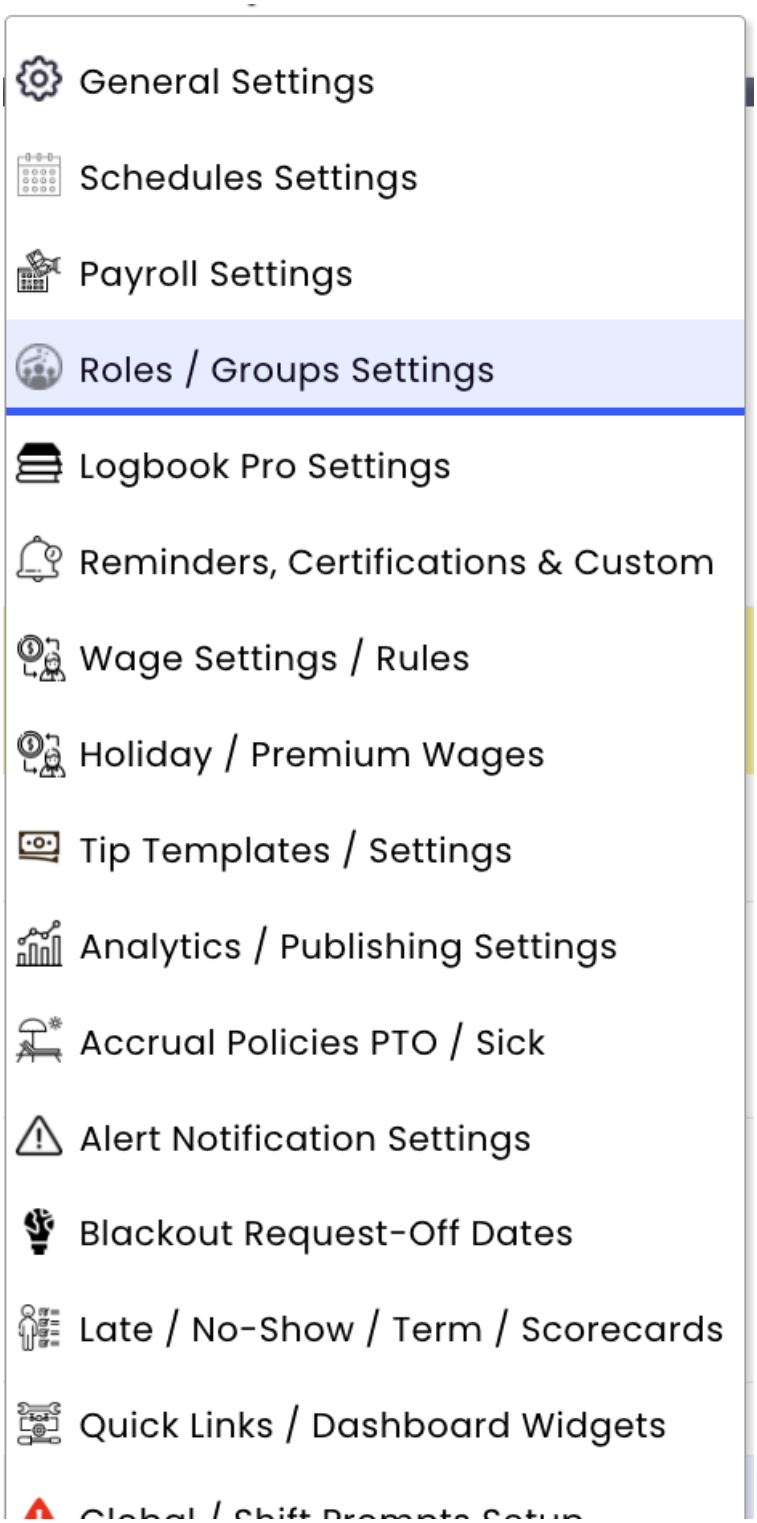
Deleted shifts look as shown below. Clicking the shift / audit trail will show who made the delete and when.

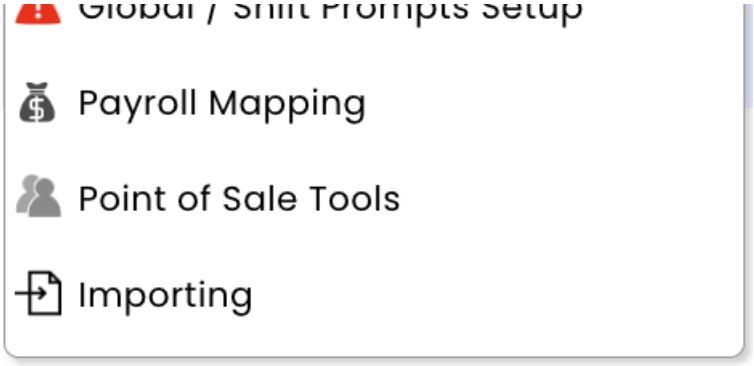

Show Requirements / Head Count
Mon May 15
Tue May 16
Wed May 17
EV Servers
Add
Add
Add
Keshishian, Ethan
Hrs: 19.50 Shifts: 3
WT Servers
5:30pm ~ 9:00pm
5:30pm ~ 10:00pm
Server
- Summer cocktail batching with Scott

Set Order Roles and Heading

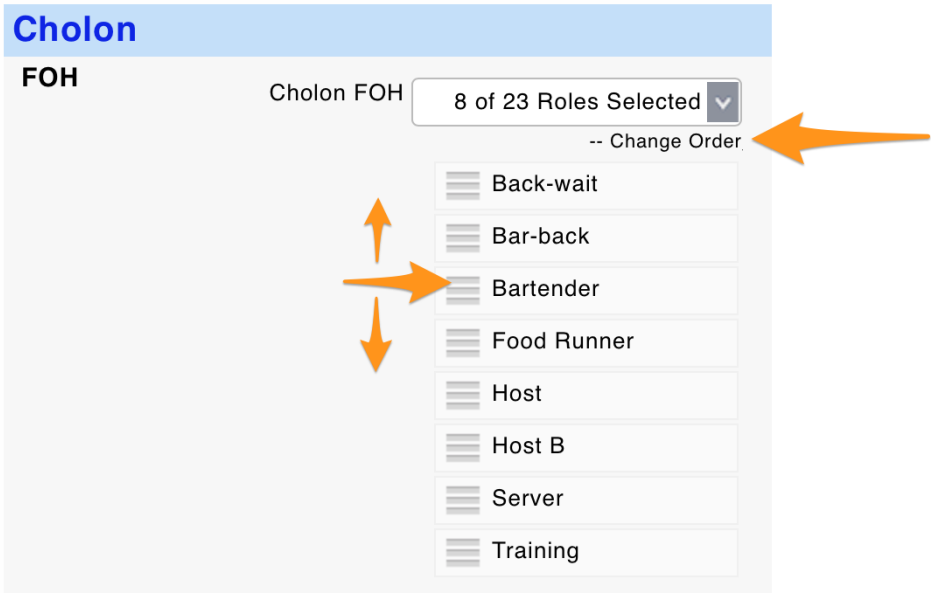
Last Modified on 10/29/2025 1:05 pm MDT

Gearwheel Menu > Roles / Headings

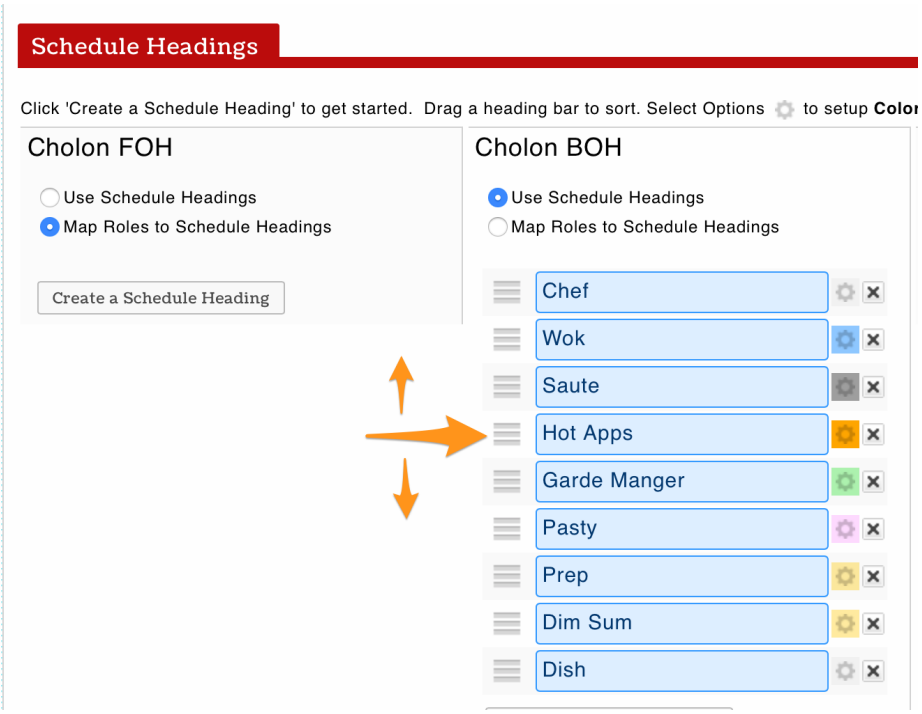




Sort Roles as shown by clicking "Change Order". The order here will be reflected on the schedule page as well.



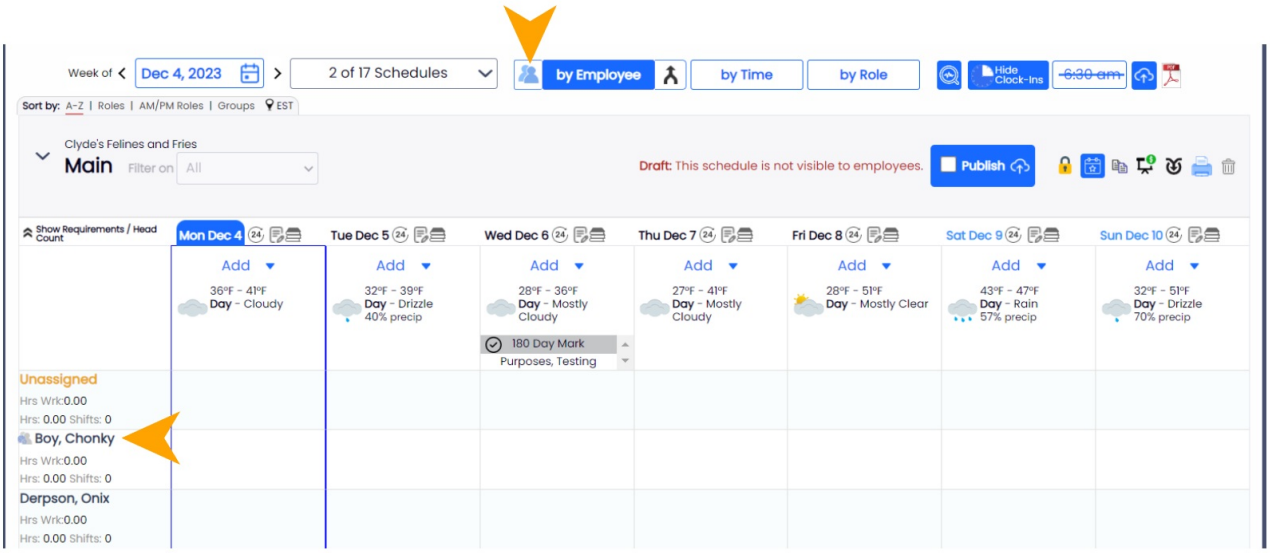
Sort Schedule groups as shown, as well!


Schedule Headings
Click 'Create a Schedule Heading' to get started. Drag a heading bar to sort. Select Options to setup Color
Cholon FOH
Use Schedule Headings
Map Roles to Schedule Headings
Create a Schedule Heading
Cholon BOH
Use Schedule Headings
Map Roles to Schedule Headings
Chef
Wok
Saute
Hot Apps
Garde Manger
Pasty
Prep
Dim Sum
Dish

Viewing Working Employees in Schedule

Last Modified on 12/04/2023 5:36 pm MST

To view employees in a schedule that is a secondary or working location (i.e. not the employees' primary location), press the **Show / Hide Working Employees Icon** as shown below. It will turn blue when engaged, and you'll see secondary employees in the schedule.

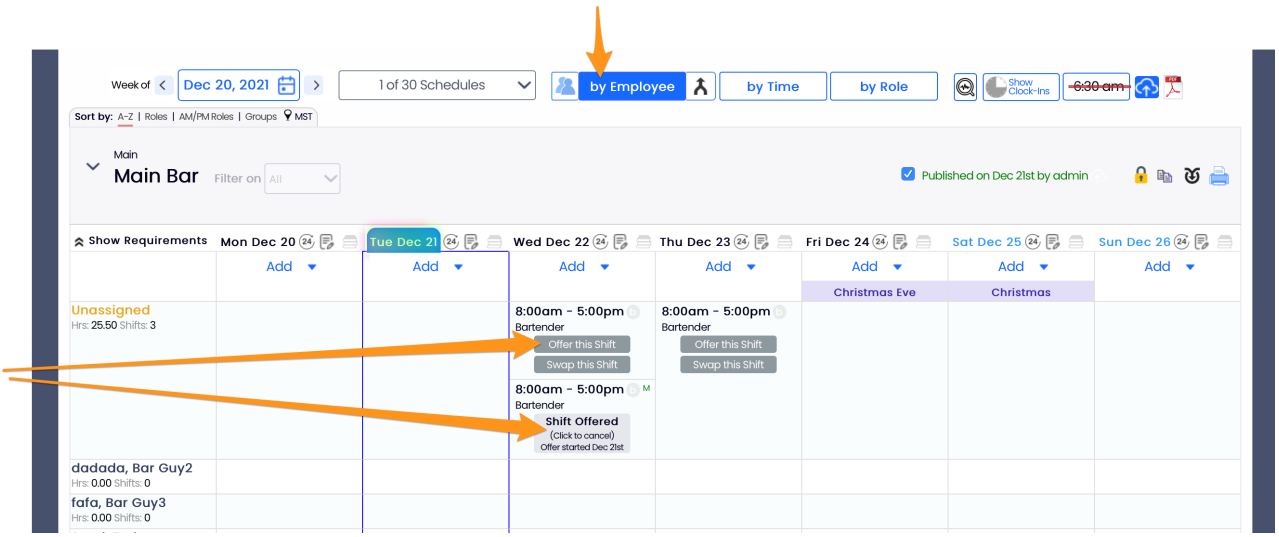


Releasing Unassigned or House Shifts for Pick Up

Last Modified on 12/21/2021 7:44 pm MST

From the BY EMPLOYEE schedule type, use the first row as a placeholder for any unassigned or house shifts.

To release shifts for pick-up, publish schedule, and select "Offer the Shift" as shown below.



Upon request, managers will receive notifications per their personal settings, and requests will be visible from the schedule, as well as the dashboard.

Upon APPROVAL of a pick-up by a manager, the schedule will be updated, and employee(s) will be notified.

Adding Calendar Events and Shift Prep Notes [legacy]

Last Modified on 10/04/2023 12:23 am MDT

Timekeeping Overview

Last Modified on 09/28/2023 4:40 pm MDT

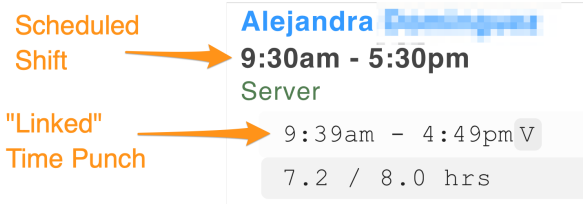
Editing and Adding Time Punches

Last Modified on 11/08/2022 4:24 pm MST

Troubleshooting Time Punches Not Linked with Shifts

Last Modified on 12/24/2023 1:38 pm MST

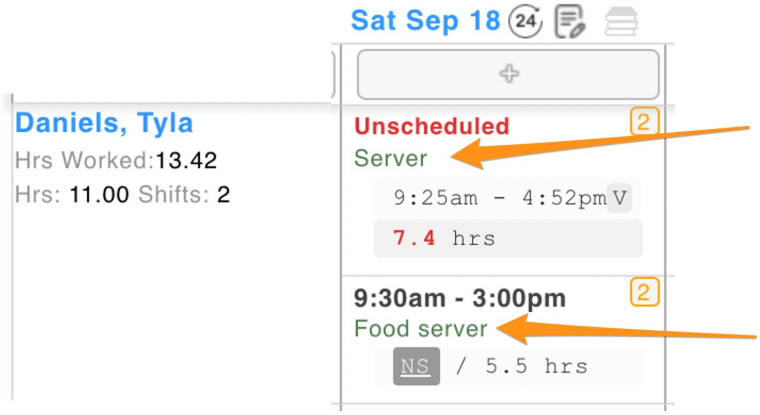
Time Punches "link" or "couple" with their corresponding shifts when a time-punch has the same ROLE as the shift, and the same DAY-PART (ie morning vs evening)



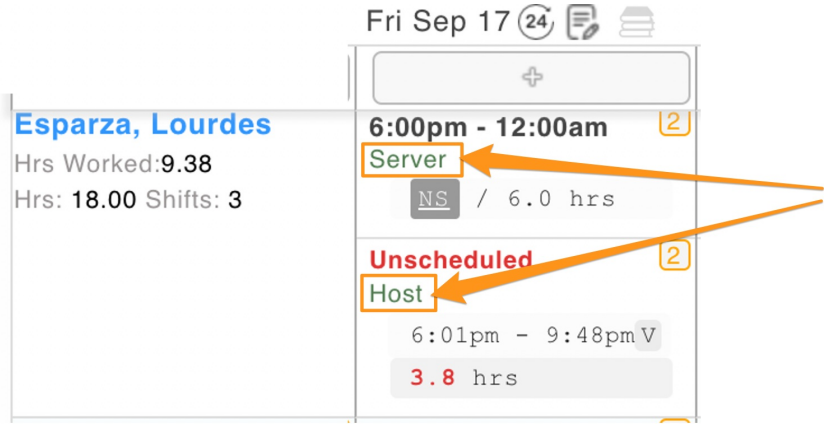
On certain occasions, a time punch will not "link" with a shift. Several examples are shown below.

In the following example, the Role selected at clock-in, in this case from the POS, does not match the scheduled shift. See "Food Server" vs "Server".

- The solution is to re-name the role in the POS, or delete the role in the POS if it is unintended / duplicitous. Alternatively, the Teamwork Role could be re-named, but this could affect other locations within the account.

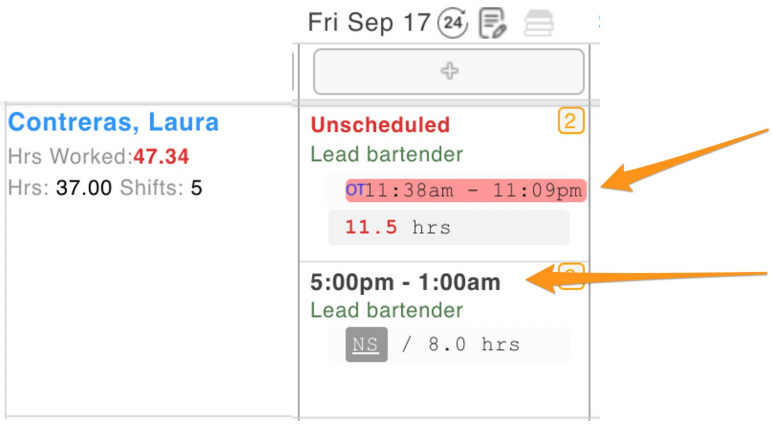


In the following case, the Role selected at clock-in "Host" is either intentionally different from the shift "Server", or selected in error. A manager should verify the actual role worked, to ensure correct pay / tips / analytics, and edit if necessary.

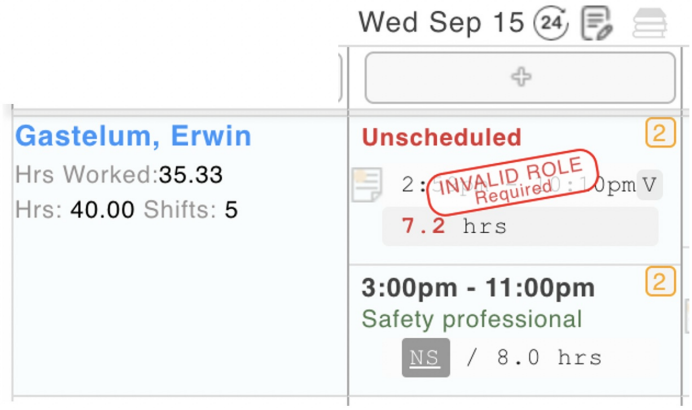


In the following case, the Shift is scheduled for the evening, 5:00 PM, and the Punch begins in the morning, 11:38am

- The tolerance for how much time difference triggers a link can be customized, please discuss with a Teamwork representative

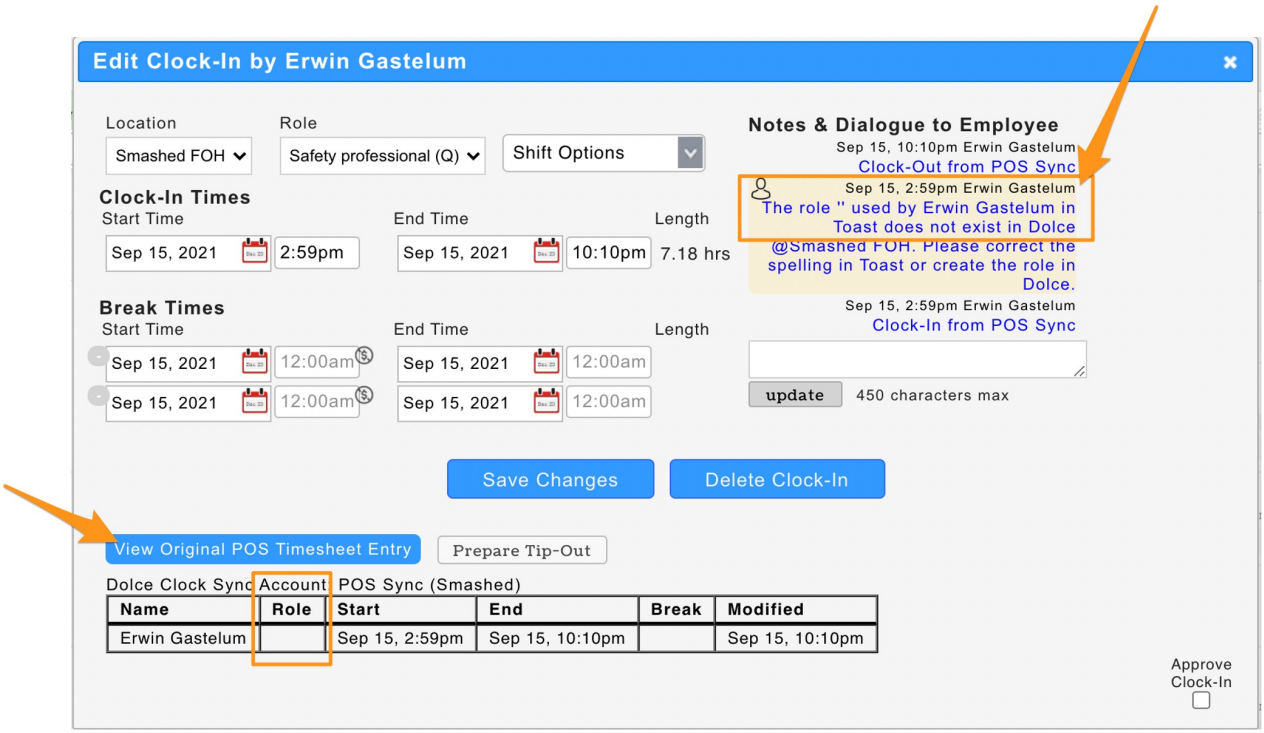


In the following example, a Role was either not selected at clock-in, or a Role was selected that does not exist in Teamwork



Clicking on the time punch reveals further detail.

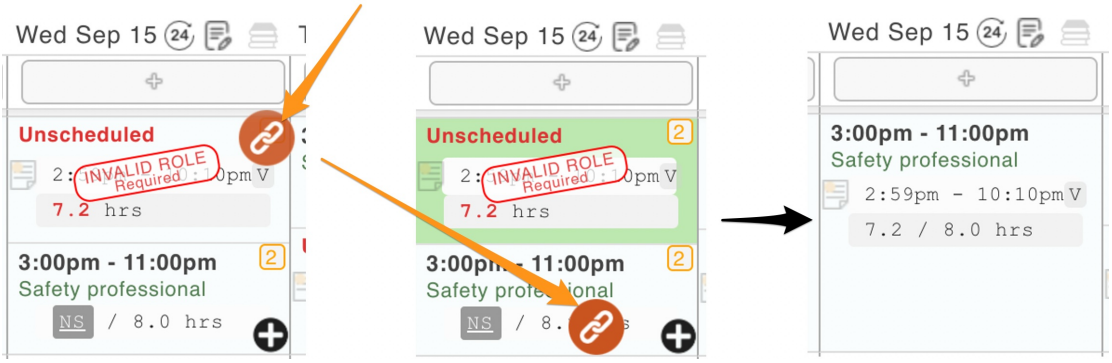
- The Shift Notes advise that No Role "" was selected at clock-in
  - If the "**View Original POS Timesheet Entry**" button is pressed as shown below, we can see realtime data about the punch in the POS. This data affirms that **no role** was selected at clock-in
  - The absence of a role usually indicates that the employee has not yet been setup with a role in the POS



Linking a punch with its shift:

1. Using the LINK icon

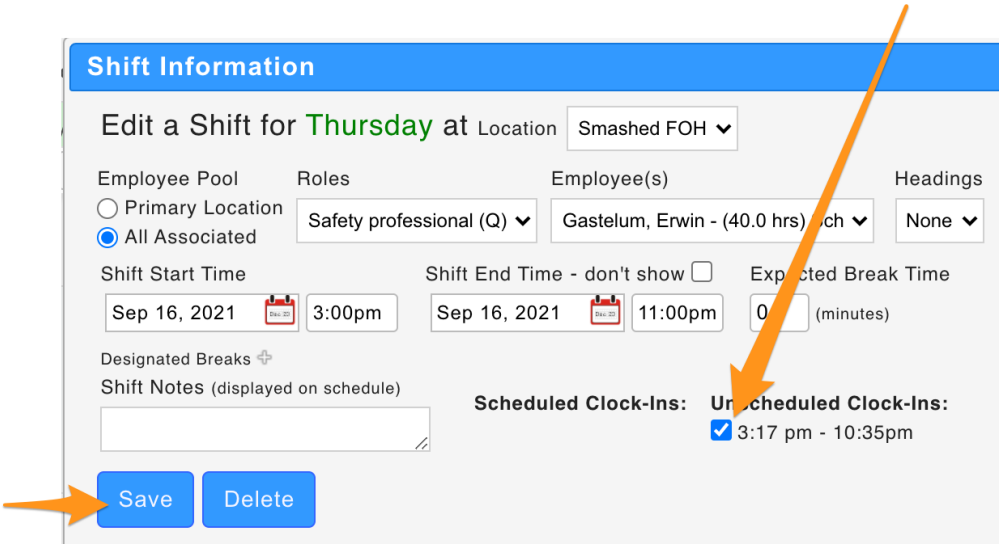
- Hover over the Unscheduled Time Punch to reveal a **LINK ICON** as shown below. Click the LINK.
- "Paste" the LINK on top of the Shift, as shown below
- Wait a moment, and Voila! The Shift and Punch will link



NOTE: With this technique, the Role in the Shift is used

2. Editing a Shift to manually link or unlink a punch

- Click the SHIFT to edit / open the shift dialogue box
- Time Punches can be linked or unlinked as shown below. Press SAVE to complete a change.



Prompting Employee to Clock-In to the Schedule Shift

The Teamwork App will always prompt an employee to clock into the scheduled Shift

The following POS systems have varying methods of revealing the intended Teamwork Shift at clock-in, and additionally, allow methods for enforcing against early clock-in

- SpotOn
- Toast
- Upserve

- Clover
- Revel

Contact teamworksupport@spoton.com to engage this setting

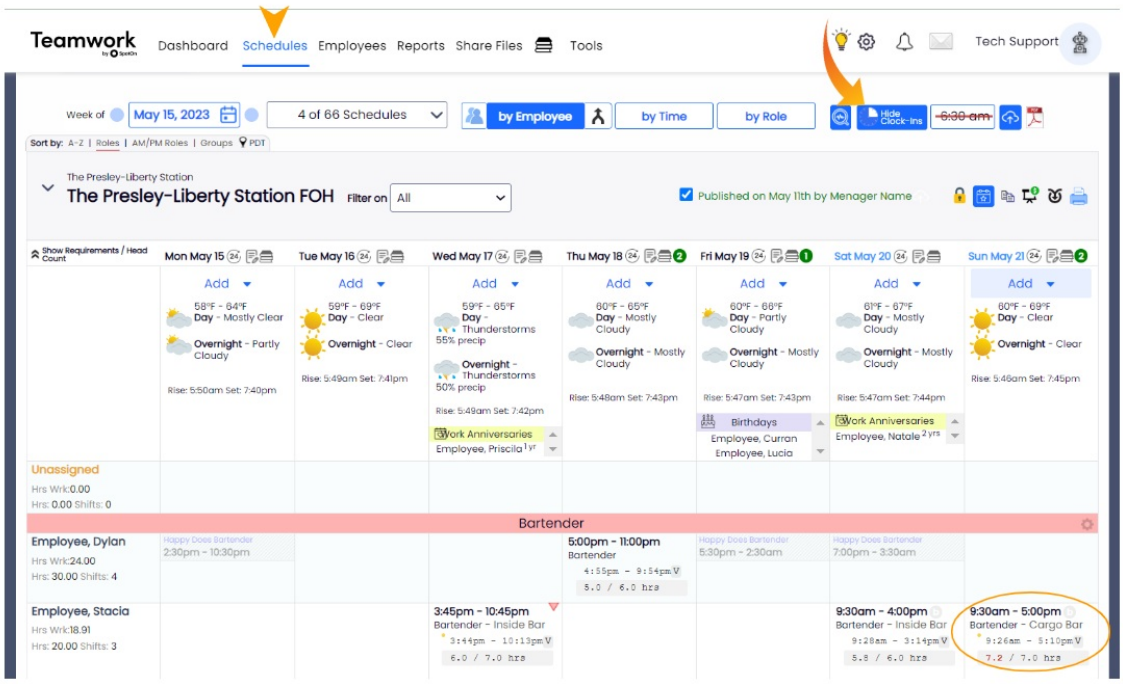
Editing and Adding Time Punches

Last Modified on 10/03/2023 11:34 pm MDT

Editing Time-Punches

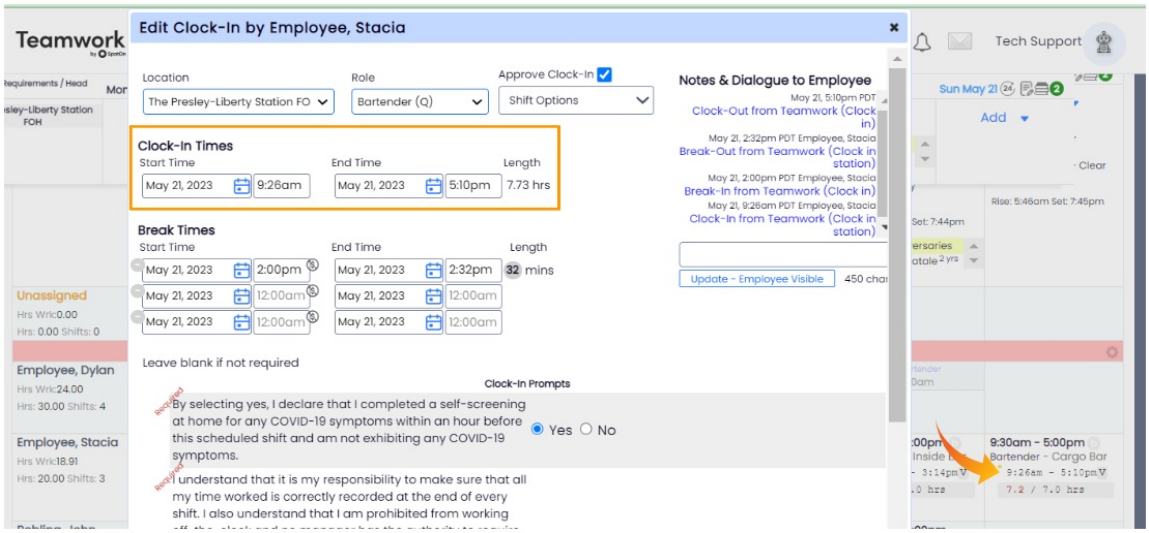
1. From any **Schedule** view, reveal time-punches on the schedule by pressing the **Time-Punch icon**, it will turn blue.

Time punches become visible, below the Scheduled Shift.



You will see hours worked vs. scheduled below the time punch. Hours worked will turn Red if they exceed the scheduled shift duration.

2. To edit a punch, click on it and a **Clock-In Edit** window will open. You may edit start and end times, add a break time, and message the employee. **Save Changes** when finished.



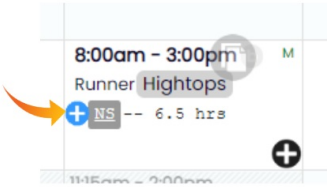
Adding Time Punches

Two methods are shown below to create a time-punch.

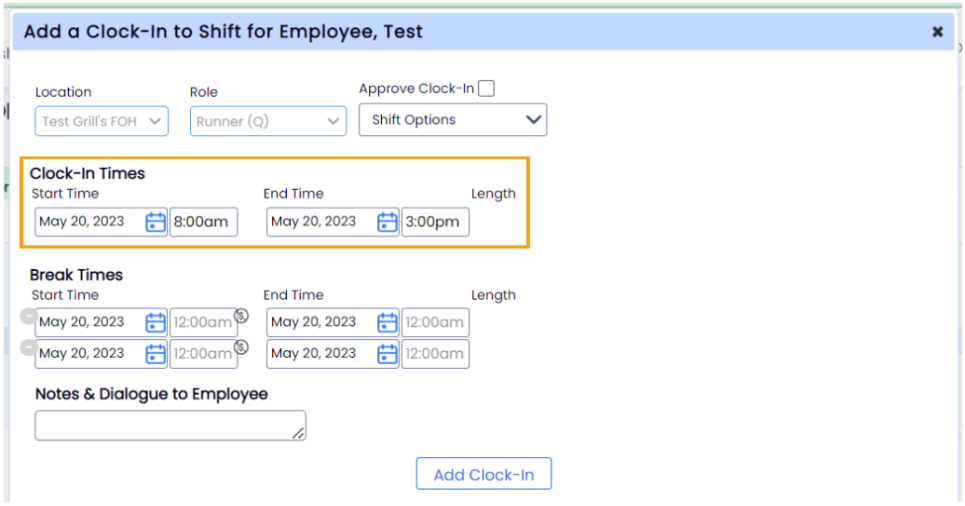
1. Add a Time-Punch an existing shift
2. Add an unscheduled Time-Punch

Adding Time-Punches to an existing shift:

1. Drag curser over the time punch "NS" (No Show), and click the "**+**" that appears to add a time punch to the shift.

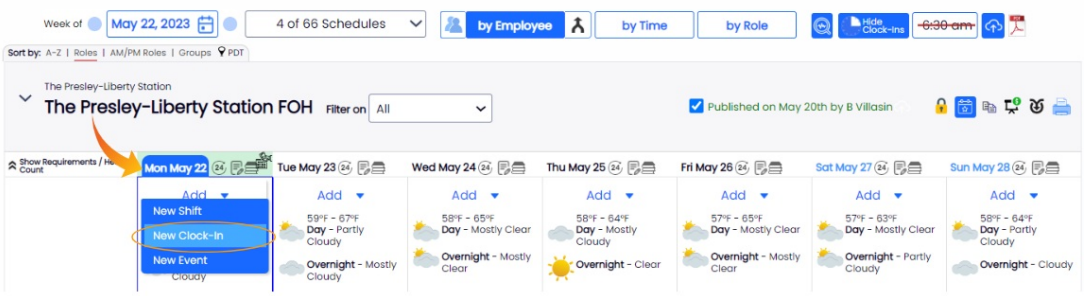


2. At the **Clock-In Edit** window that will open, the time punch will match the shift as a default. You may edit start and end times, add a break time, and message the employee. Press **"Add Clock-In"** when finished.

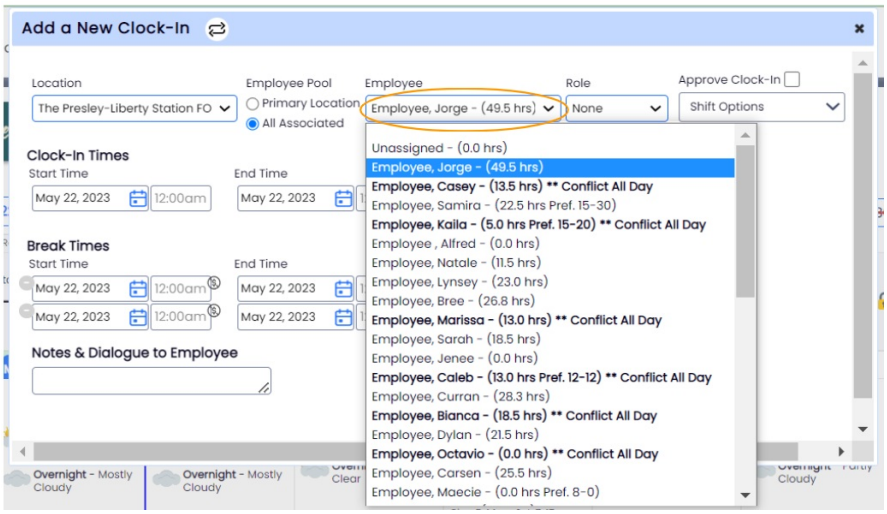


Adding an Unscheduled Time-Punch:

1. From any **Schedule** view, press the "**Add**" above the day you wish to add a time-punch. From the drop-down menu, choose **New Clock-In.**



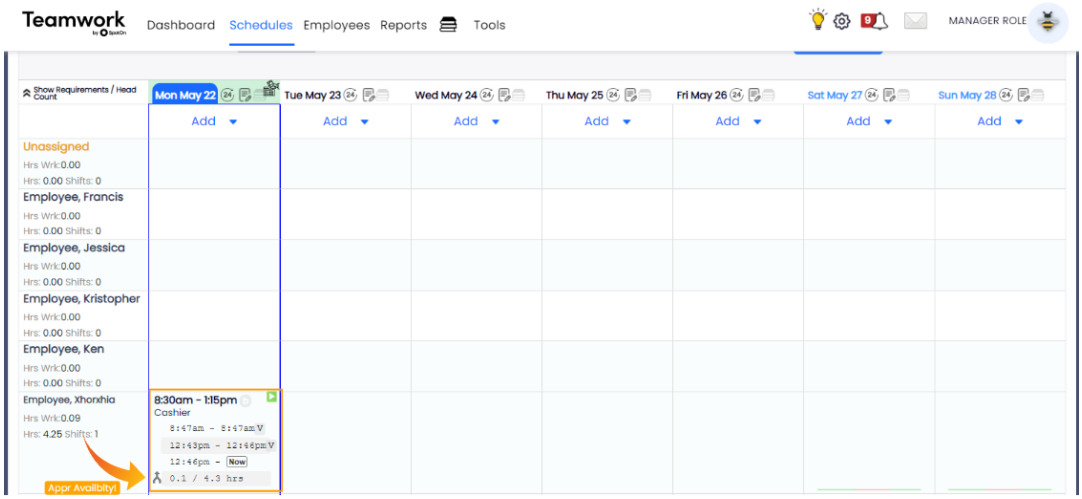
3. The **Add a new Clock-In** window will open. First, select an employee from the dropdown list and enter shift and break times as needed. Press **"Add Clock-In"** when finished.



Important Notes*

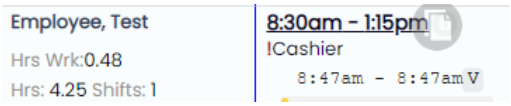
If you see multiple time punches below a shift, it indicates that employees are clocking IN and OUT instead of using **"Break"** option.

- Please ask employees to use the break feature to make things cleaner going forward.
- To fix existing, please use the "**Merge**" button shown below. Then, when you approve the punches, the results will be cleaner and make more sense.



A red "!" indicates an employee is not qualified for a Role.

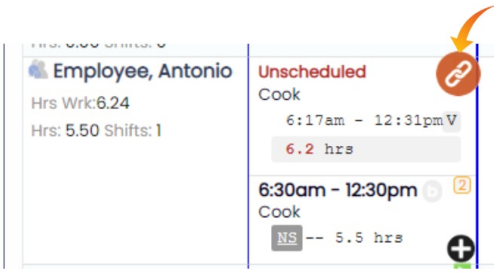
- Add the role from their Profile > Schedules & Roles tab



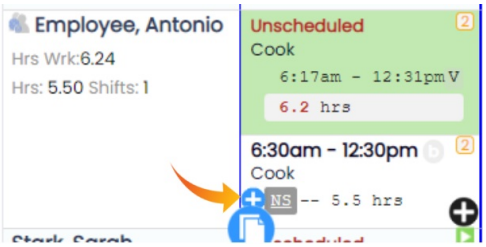
A Time-Punch can show up as "Unscheduled" even when a Shift exists (if the timing exceeds matching thresholds).

To **Link** a Punch with its Shift:

- Hover over the Unscheduled Punch and press the LINK icon as shown below.



- To Paste/Link to the shift, hover over the "+" shown below, and click to paste.



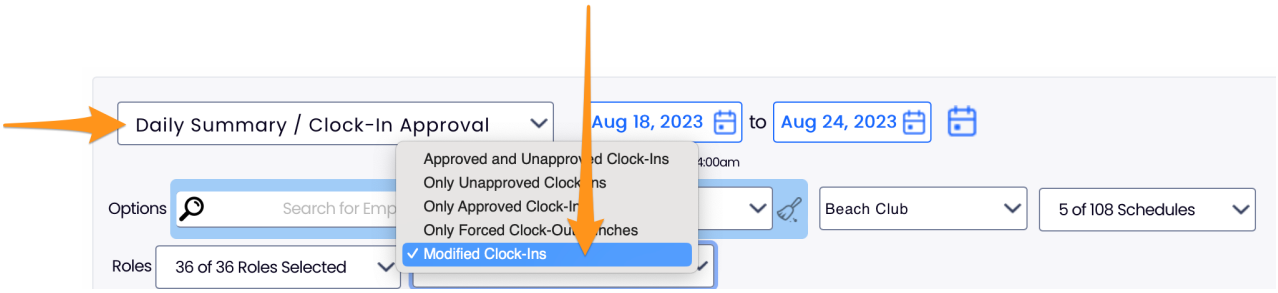
Modified Time Punch Reporting

Last Modified on 08/31/2023 5:34 pm MDT

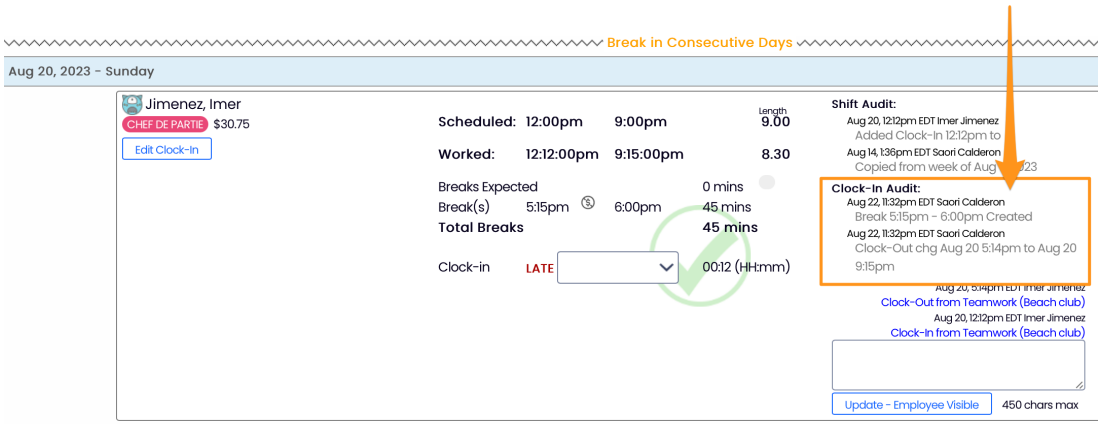
To view detail on any time punch edits, including what was changed, by what manager, when when:

From the top Tool Bar click on Reports

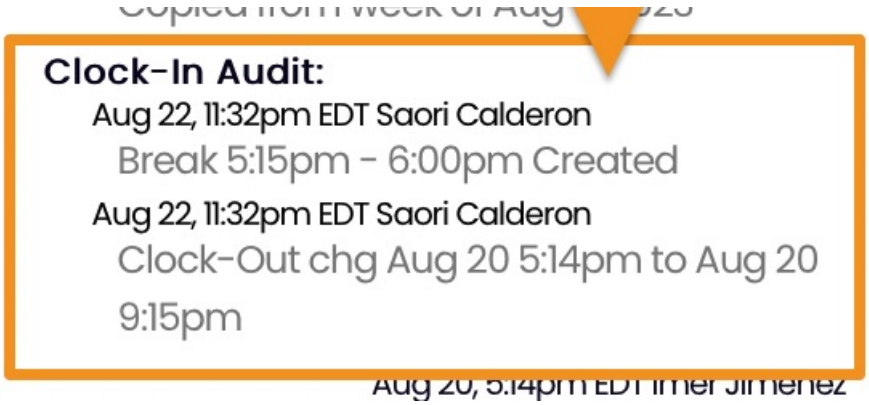
Run the screen report of the Daily Summary, filtered on **Modified Clock-Ins**, as shown below



The notes under Clock-In Audit will detail punch edits



Examples include additions of breaks, adjustment of start time, end time, and role


Clock-In Audit:
Aug 22, 11:32pm EDT Saori Calderon
Break 5:15pm - 6:00pm Created
Aug 22, 11:32pm EDT Saori Calderon
Clock-Out chg Aug 20 5:14pm to Aug 20 9:15pm

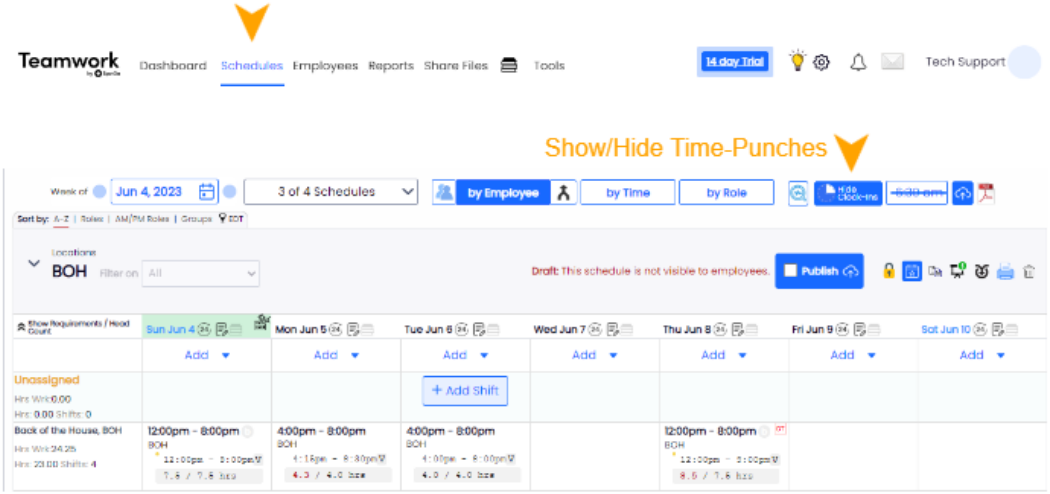
Add Time-Punches

Last Modified on 06/15/2023 4:24 pm MDT

Two methods are shown below to create a time-punch. First, to an Existing Shift. Second, an Unscheduled Time-Punch

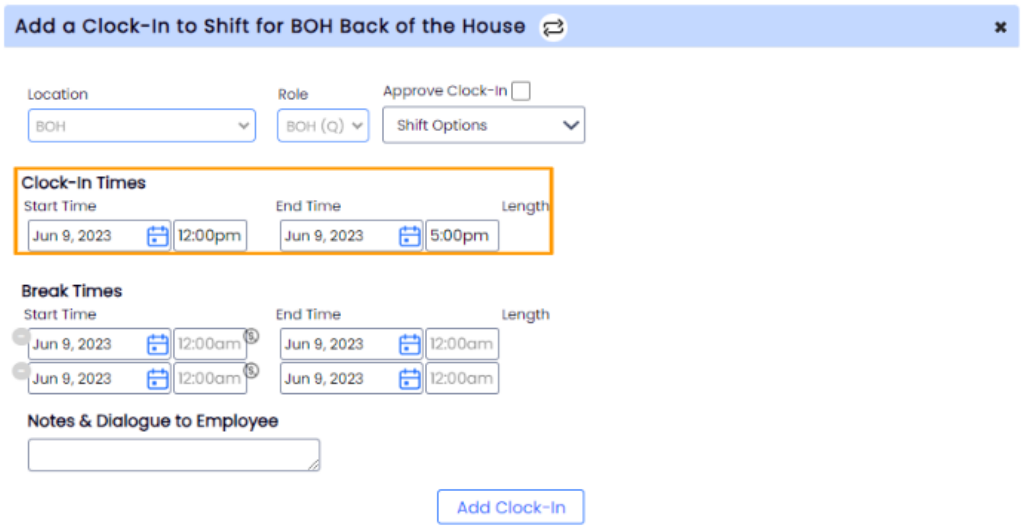
Adding Time-Punches to an Existing Shift

1. From any **SCHEDULE** view, reveal time-punches on the schedule by pressing the **Time-Punch icon**, it will turn blue.



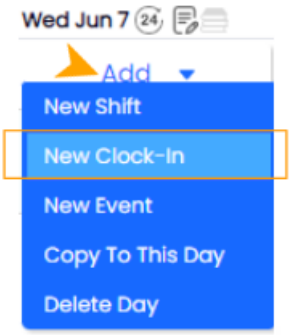
2. Drag curser over the time punch area (shown in orange), and click the " **+**" that appears to add a time punch to the shift

3. The **Clock-In Edit Window** will open. The time punch will match the shift as a default. You may edit start and stop times, add a break time, and message the employee. **Save Changes** when finished.

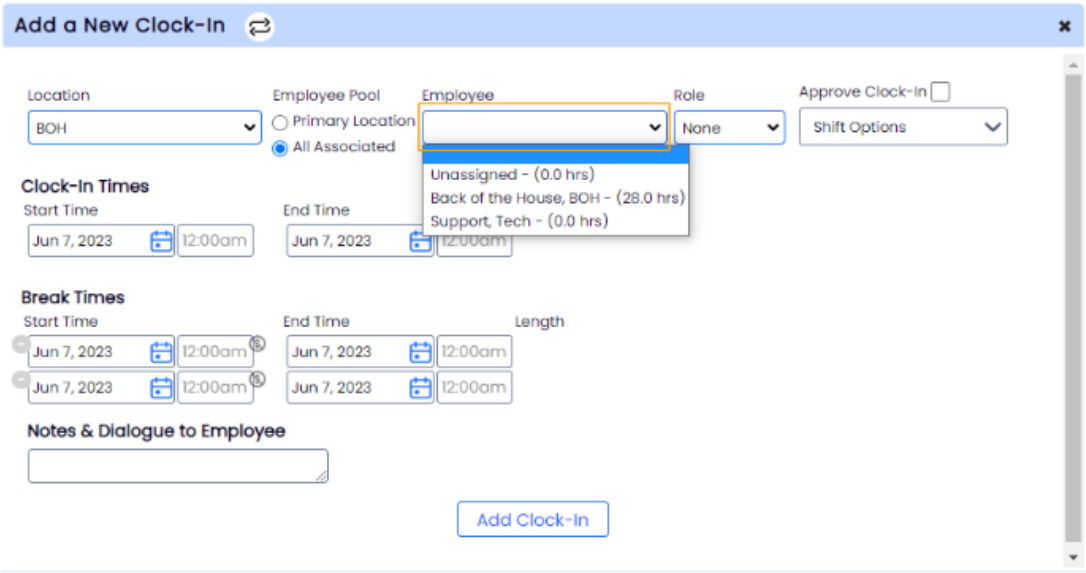


Adding and Unschedule Time-Punch

1. From any **SCHEDULE** view, press the "**Add**" above the day you wish to add a time-punch. From the Menu, choose **New Clock-In**



3. The **Clock-In Edit Window** will open. Select an Employee from the dropdown list. Enter shift and break times.


Add a New Clock-In
Location
BOH
Employee Pool
Primary Location
All Associated
Employee
Role
None
Approve Clock-In
Shift Options
Unassigned - (0.0 hrs)
Back of the House, BOH - (28.0 hrs)
Support, Tech - (0.0 hrs)
Clock-In Times
Start Time
Jun 7, 2023
12:00am
End Time
Jun 7, 2023
12:00am
Break Times
Start Time
End Time
Length
Jun 7, 2023
12:00am
Jun 7, 2023
12:00am
Jun 7, 2023
12:00am
Jun 7, 2023
12:00am
Notes & Dialogue to Employee
Add Clock-In

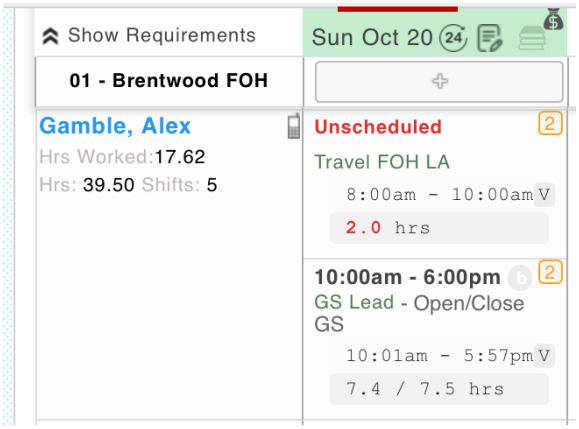
Manager Approval of Employee Time Punch Request

Last Modified on 10/24/2019 12:26 am MDT

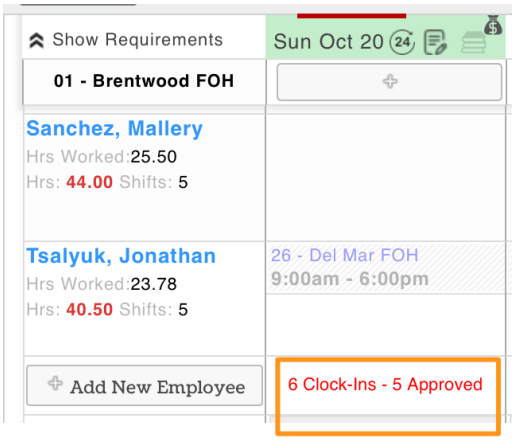
Employees are able to submit time-punch requests: https://support.dolceclock.com/help/employee-time-punch-request (if company settings allow)

Managers approve or deny the requests as follows:

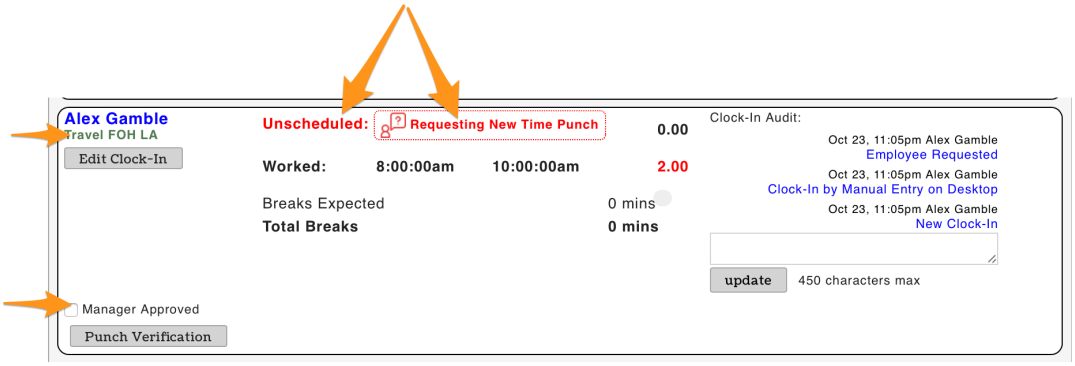
- Requests show in the schedule, but will not flow into payroll unless approved



- The Link for Approving time punches will be un-resolved (RED) until any Punch Requests have been approved or denied.
- Pess the Punch Approval link as shown below



- The time punch requiring approval shows the employee request , as shown below.



- Press **Manager Approved** to approve the requested punch, or alternatively, edit the clock-in and proceed.

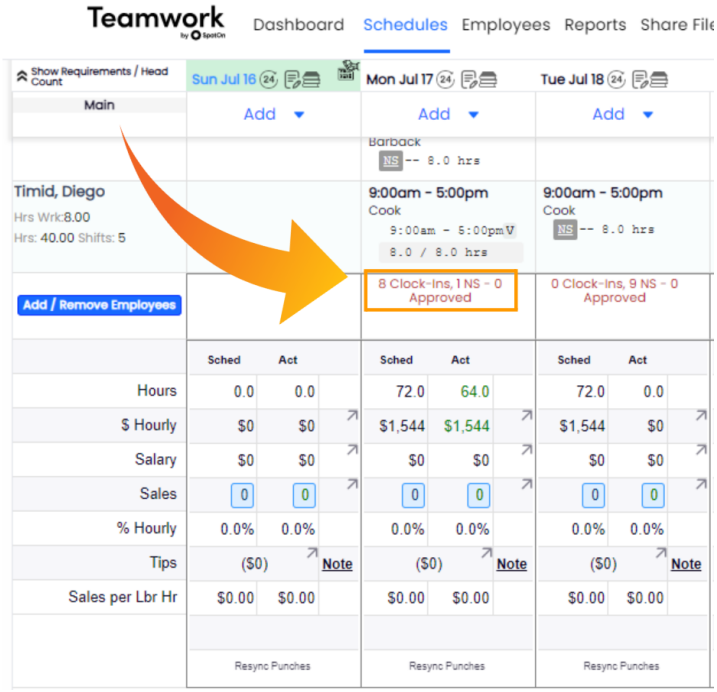
NOTE: To delete the requested punch, press "Edit Clock-In" and Delete

Approving Time Punches

Last Modified on 10/03/2023 11:34 pm MDT

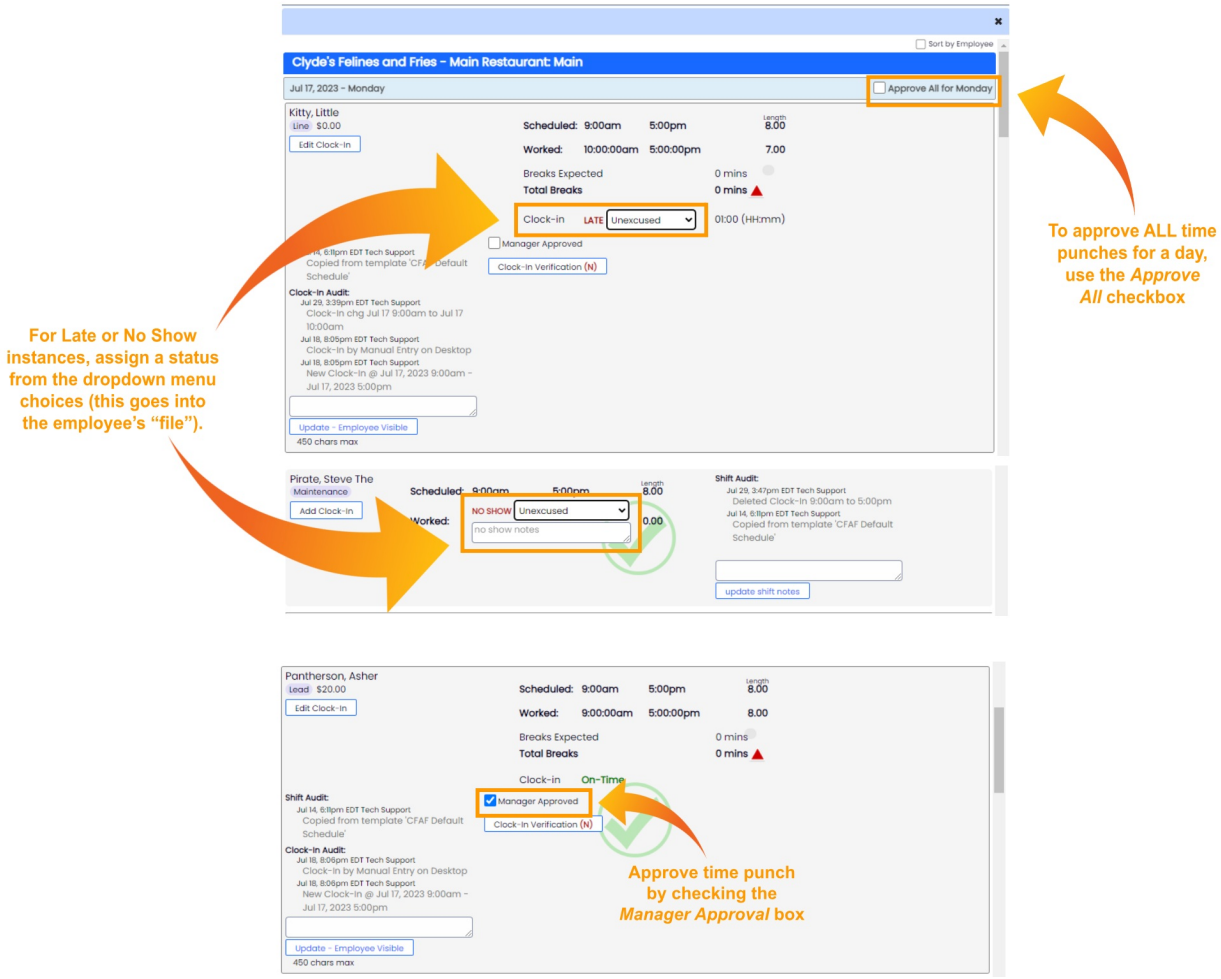
Time punches are approved at the bottom of each schedule. For example, if you have a "FOH" schedule, you will approve those time punches from the link from the bottom of the FOH schedule as shown below.

At the bottom of the schedule, press the **Approval Link** as shown below

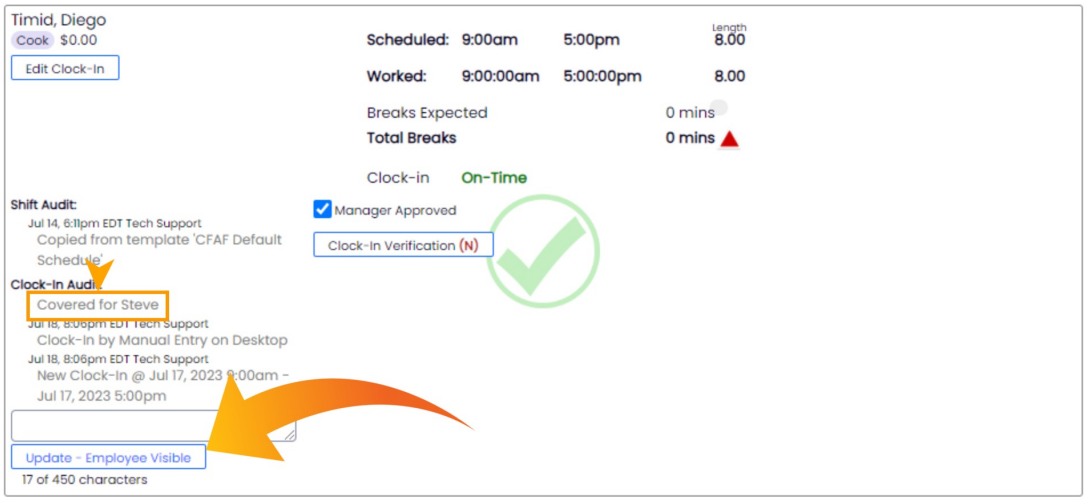


From the **Daily Summary** pop-up, you can observe all time punches, relative to their scheduled shifts.

- Check the **Manager Approved** checkbox for each punch to approve. Alternatively, you can check the **Approve All** option at the top of the window. Both methods are shown below.
- You must qualify a NO SHOW shift for it to be approved. This means you must select from the dropdown "Excused", "Unexcused", etc., or add a missing time punch.
- If an employee is marked as LATE, you should also qualify its status, ie "Excused", "Unexcused", etc.

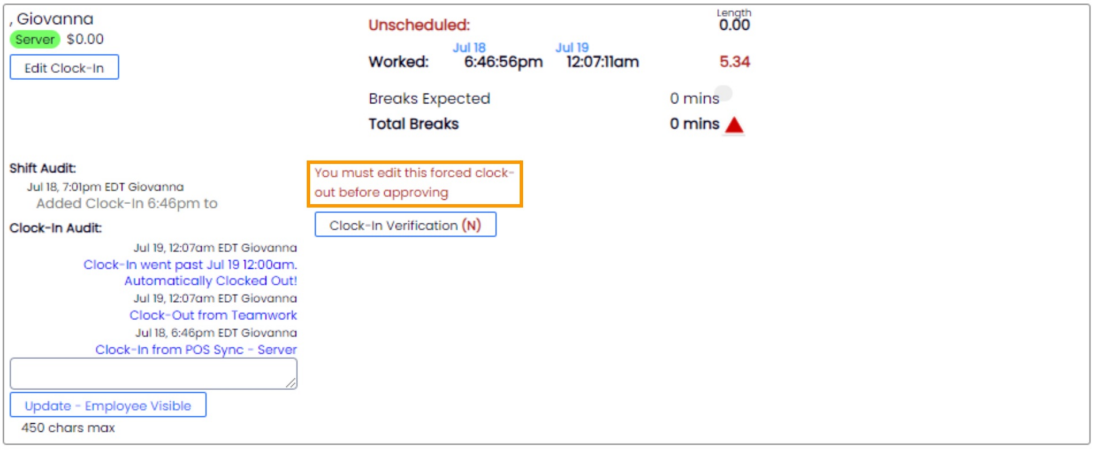


If you would like to add a **Comment** to this punch, visible to other admins AND the employee, use the comment window shown below and press **Update - Employee Visible**.

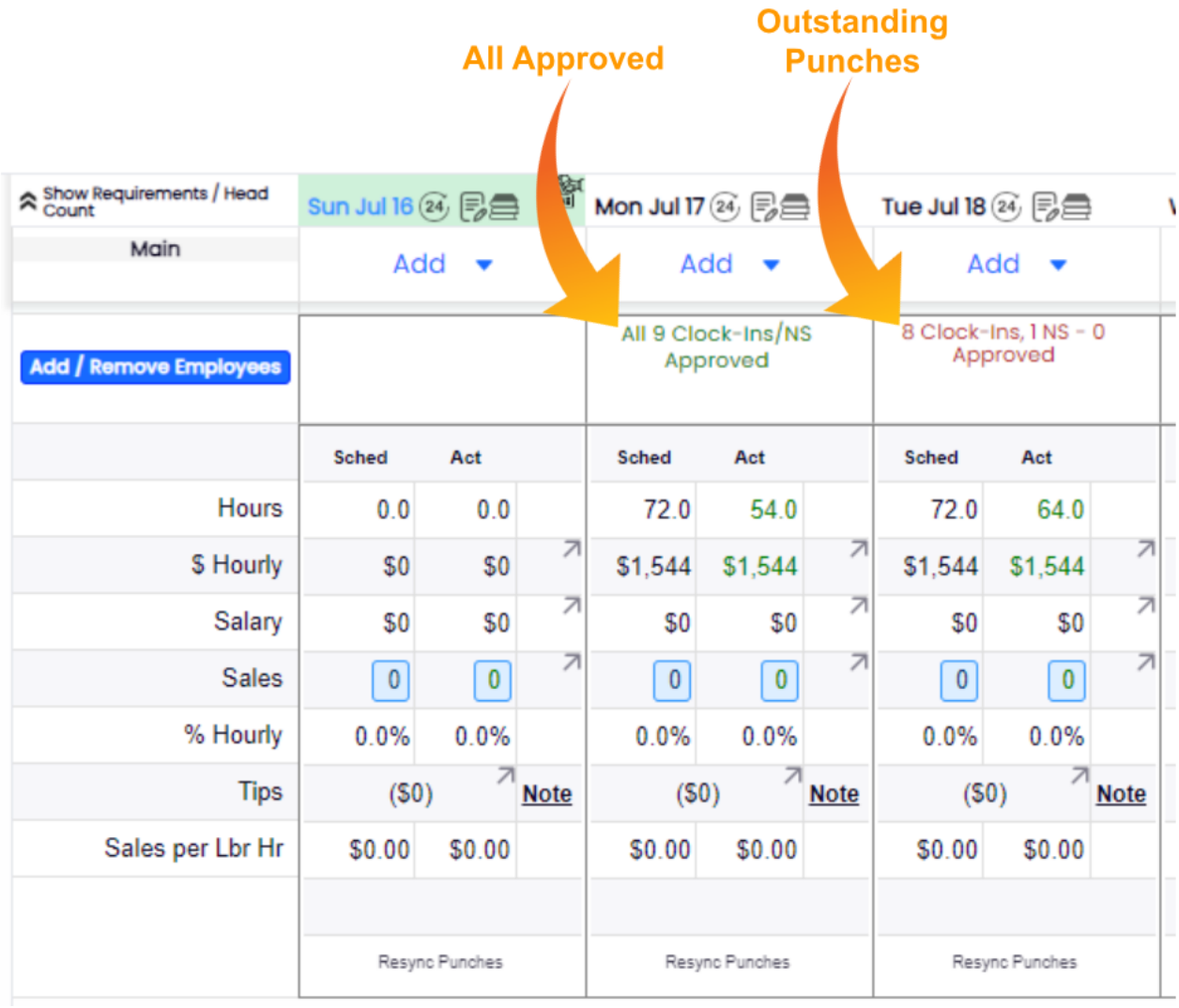


Certain events, such as a Force-Clock-Out, require the punch to be edited before it can be approve. Similarly, a break longer than 1 hour or an employee comment will force you

to check that you're aware before punch can be approved.



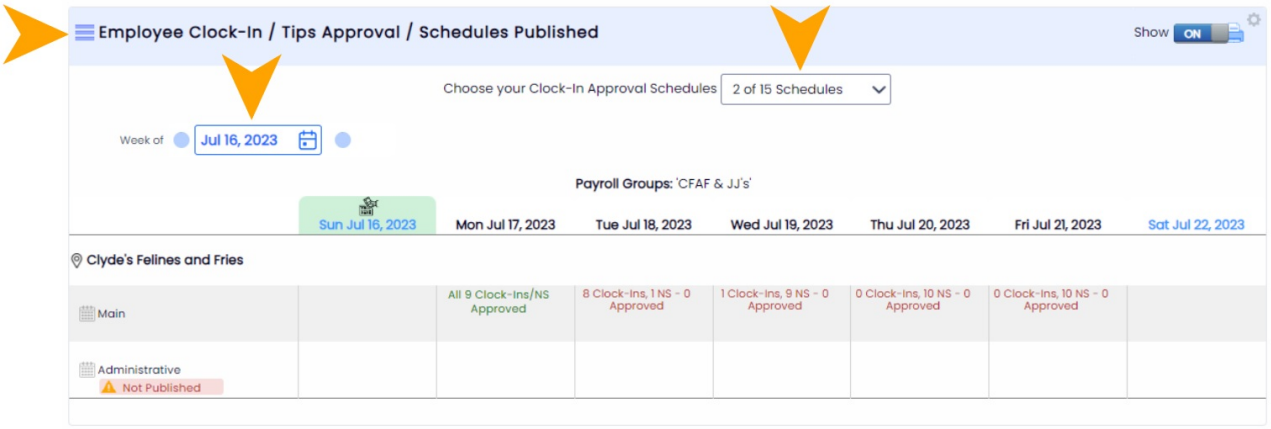
When all punches and no-shows have been approved, the day's time clock approvals link "**Turns Green**". Thus, any links that remain red are days that require further attention.



Related Notes

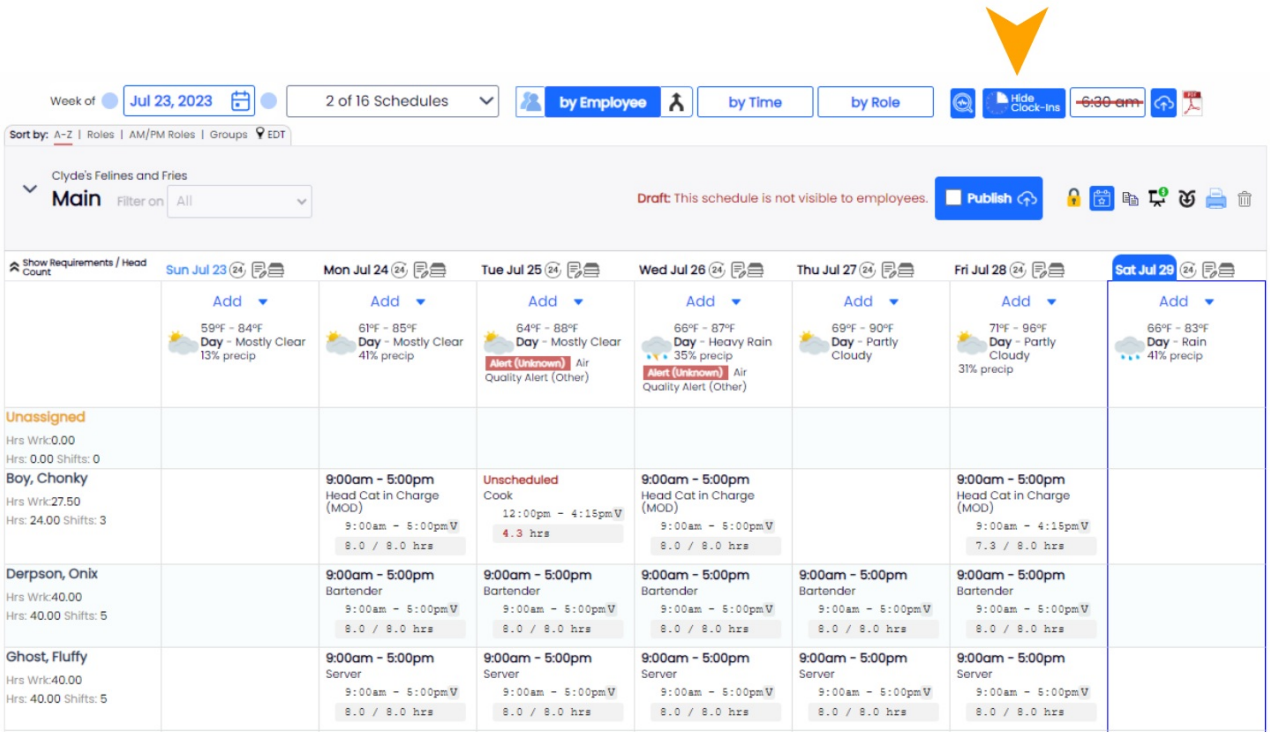
Viewing Approvals from the Dashboard

- Go to the **Dashboard** from the top toolbar
- Scroll to the segment titled **Employee Clock-In / Tips Approval / Schedules Published**
- Select **Schedules** and **Date** to reveal the **approval status** for any number of locations and schedules for the workweek. You can observe the approval status of all schedules on all days of the work week. You can click on any red or green link to open the time punch approvals.

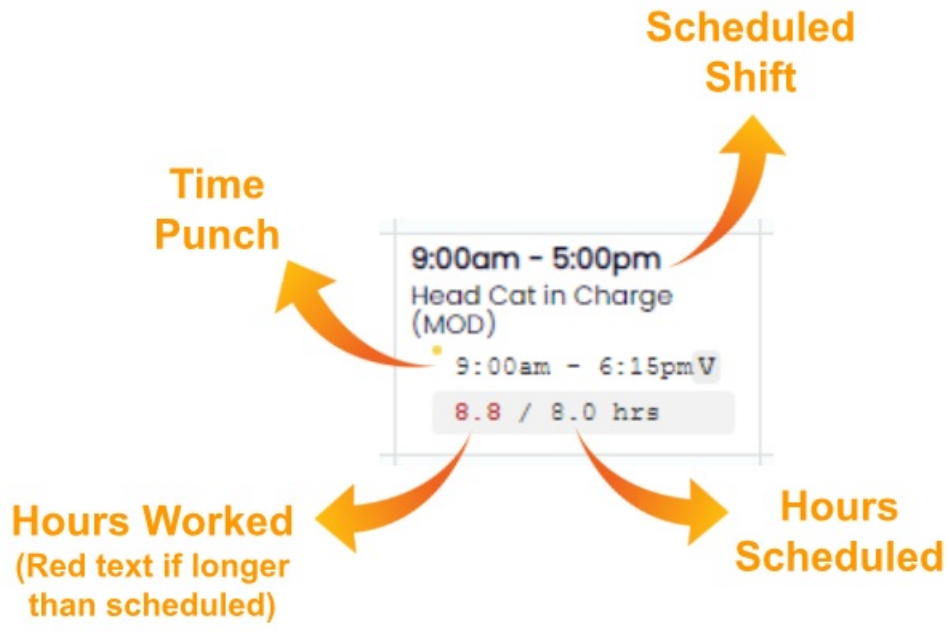


Viewing Time Punches from the Schedule

Press the **View / Hide Clock-Ins Button** to expose (or hide) time punches in the schedule.



You can see the following comparative data, between the scheduled shift, and the corresponding time punch



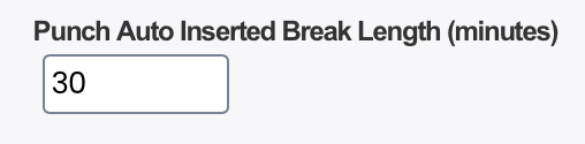
Auto Add Breaks to Time Punches

Last Modified on 03/16/2023 3:44 pm MDT

This feature is NOT recommended unless a company has a union or other contract where the automated addition of a break is contractually agreed to between a business and its employees.

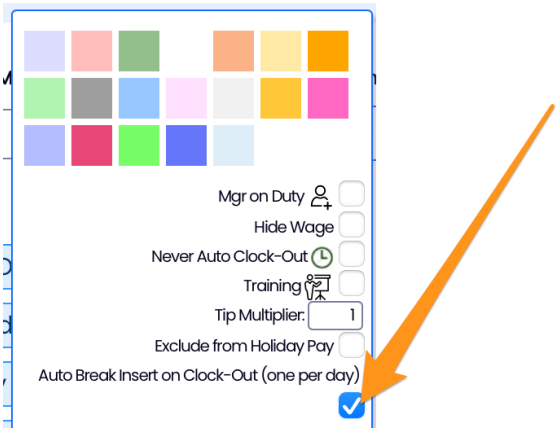
To engage automated breaks, take the following steps:

1. In the applicable Pay Group (from gearwheel menu > general settings), enter the break length desired and press SAVE SETTINGS



2. Indicate which ROLES should utilize the automated the break addition.

- From Gearwheel Menu > Role Settings, use the gearwheel menu associated with an applicable role, and select



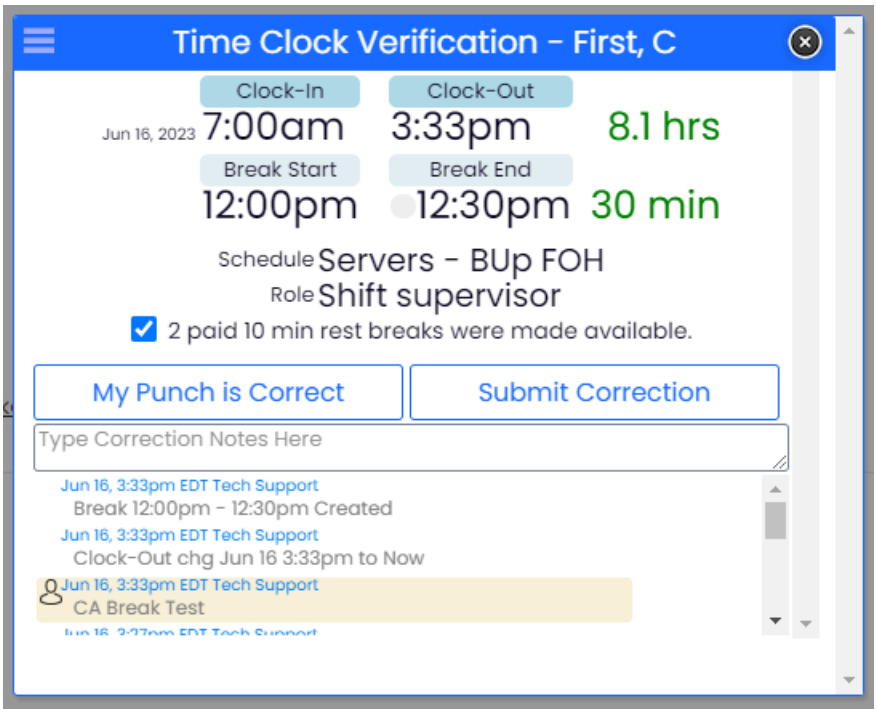
NOTE: The feature adds one break per day, not multiple

NOTE: Users should monitor time punches and verify that settings are applying breaks as expected

Time Punch Validation with California Break Laws

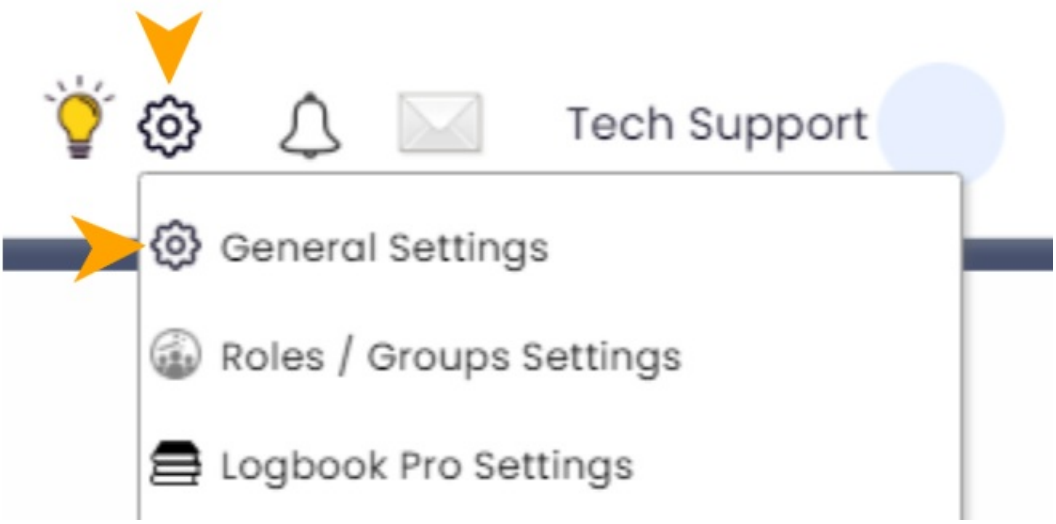
Last Modified on 10/03/2023 11:35 pm MDT

Employers are able to track break compliance as well as capture employee validations of time punches and rest/discretionary breaks, upon clock out.



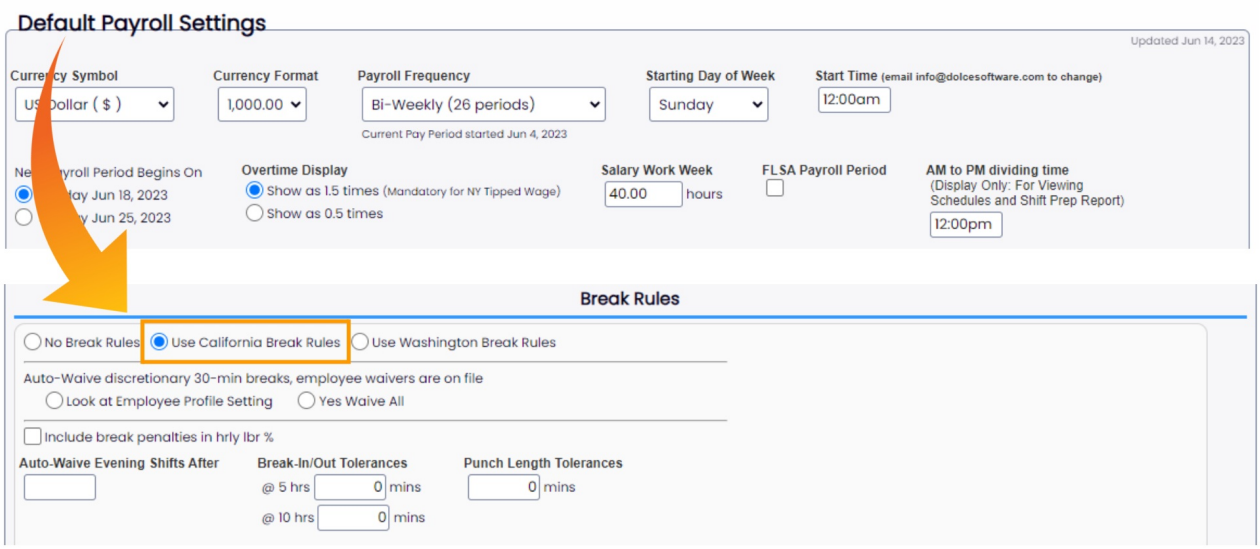
To Activate California Break Tracking:

Click on the Gearwheel icon at the top of any Teamwork page. Click on **General Settings.**

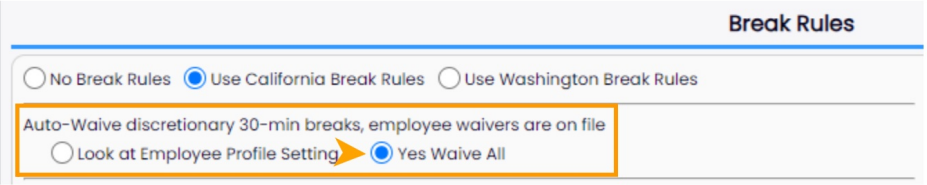


Scroll to **Default Payroll Settings** and then to the **Break Rules** section.

Scroll to **Other Settings.** Check **Use California Break Rules**, and Save All Changes

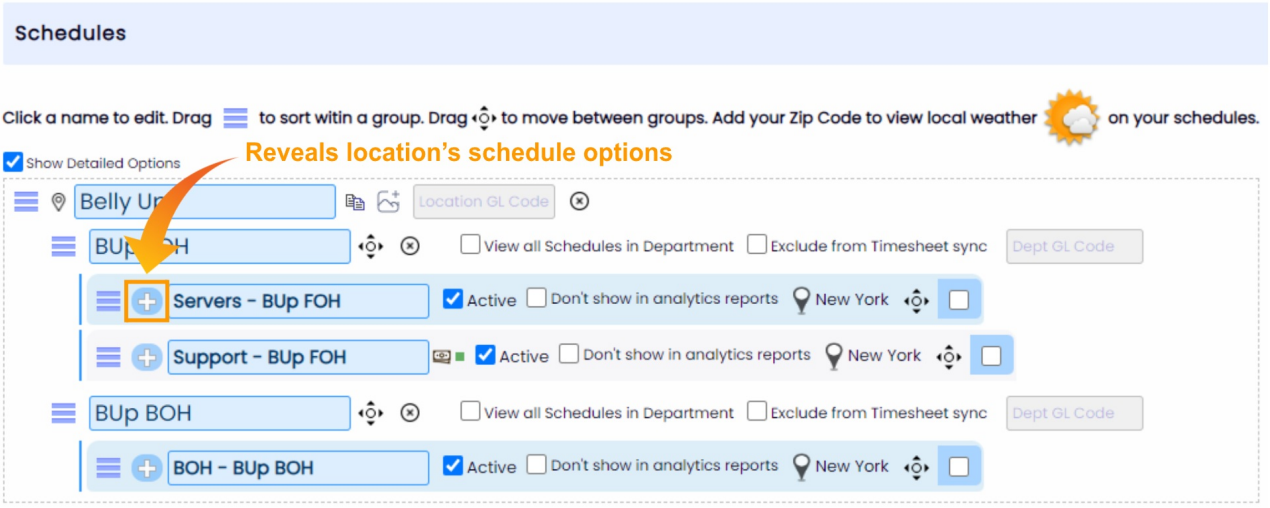


Additionally, if an employer has **WRITTEN AUTHORIZATION** on file from **ALL EMPLOYEES** that their discretionary 30-min breaks are waived (i.e. shift length is greater than 5 hours, but less than 6 hours), then the **Auto-Waive discretionary 30-min breaks, employee waivers are on file** option can be set to **Yes Waive All**. This selection removes the discretionary break from the time punch validation, and assumes that there is NO violation.

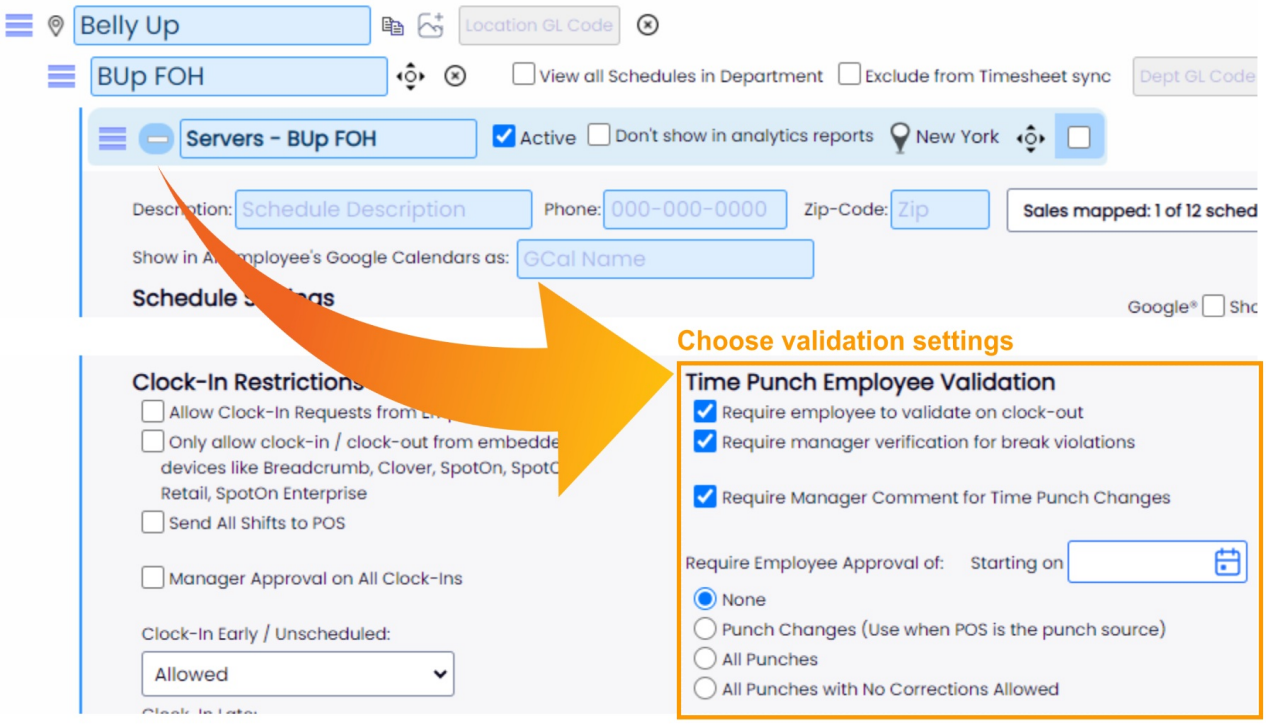


Next choose the preferred behavior settings PER LOCATION or DEPARTMENT

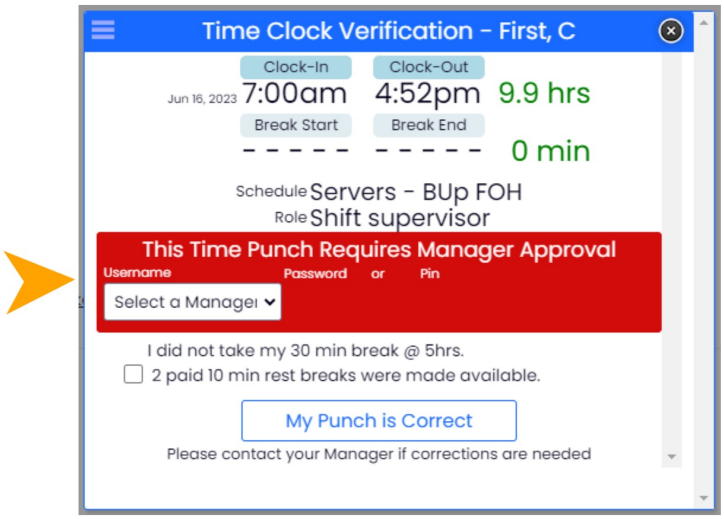
From the **General Settings** page, scroll to **Schedules**. Click the **+** icon to the left of the location / schedule name to bring up the **Schedule Settings** for that specific schedule.



Scroll to the **Time Punch Employee Validation** section and check **Require Employee Validation on Clock-Out** to require employees to verify the accuracy of their time punch and confirm that mandatory breaks were made available upon clock-out. **IT IS RECOMMENDED THAT YOU CHECK THIS**. If this is not checked, employees must take the initiative to validate time-punch accuracy from their dashboard, prior to the end of the payroll period.

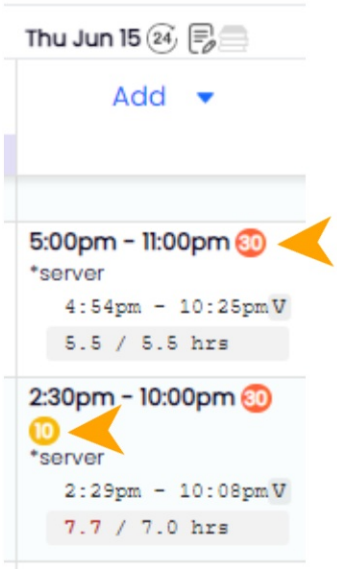


Optional: Check **Require manager verification for break violation** (see previous image). If this options is checked, when an employee indicates that they were NOT offered mandatory breaks, they must find a manager to approve and proceed with the entry! This actively engages management to be constantly aware of potential break violations in real-time. The manager must enter their credentials into the time-punch verification to indicate that they were made aware of the violation!



Monitoring Violations

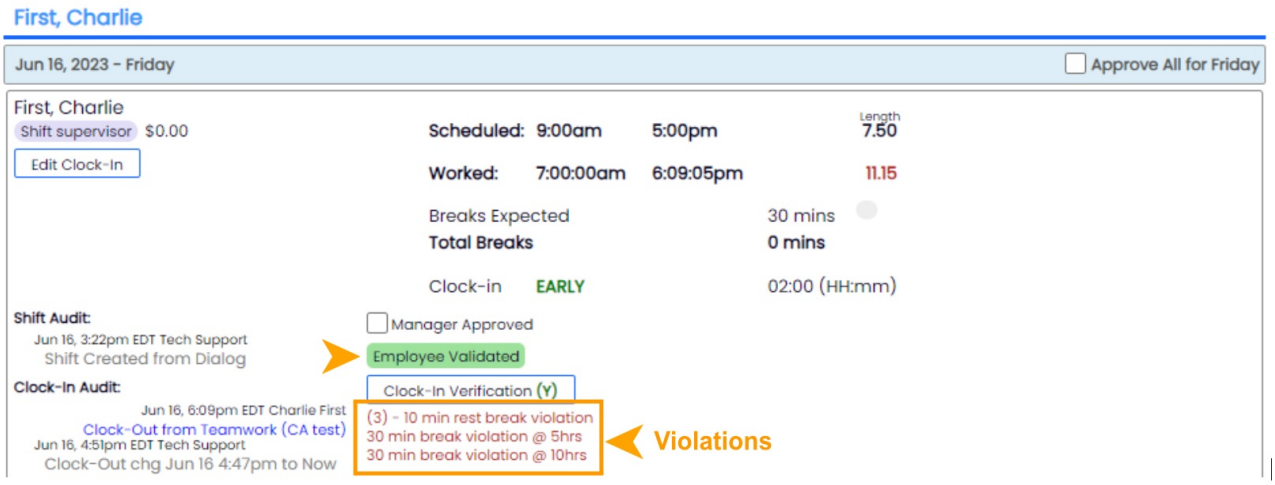
Managers can spot violations right from the schedule view:



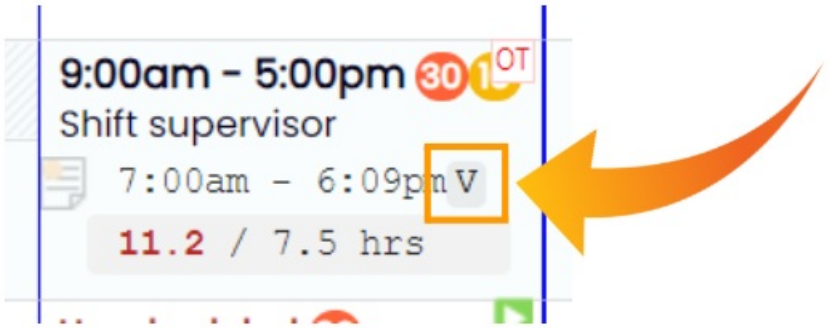
Managers Can View Validation Statuses and Details from the Daily Summary

From the schedule page punch verification hyperlink or daily summary report, managers can see:

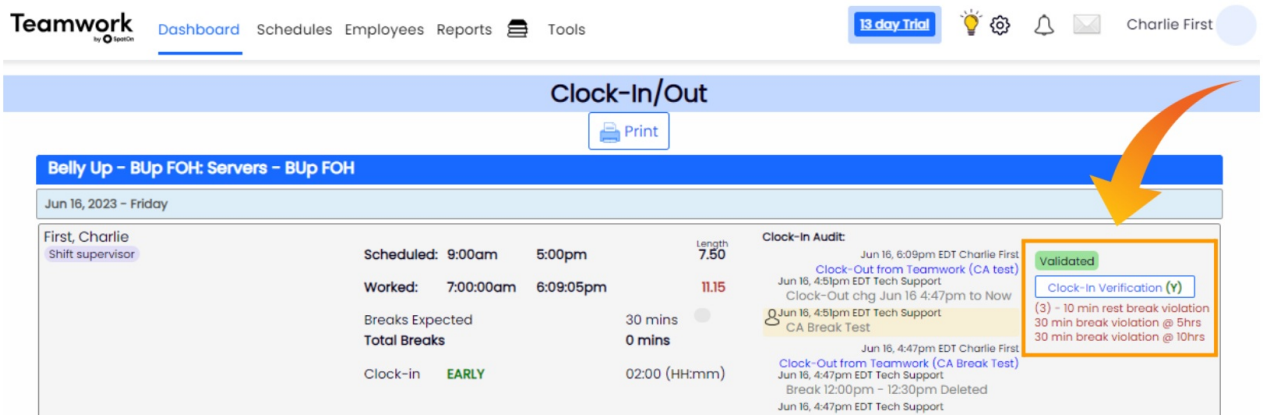
- If employee has "validated" their time punch
- If there is a break violation (30-min / or 10-min)
- The time punch detail can be viewed by pressing the **Clock-In Verification** button



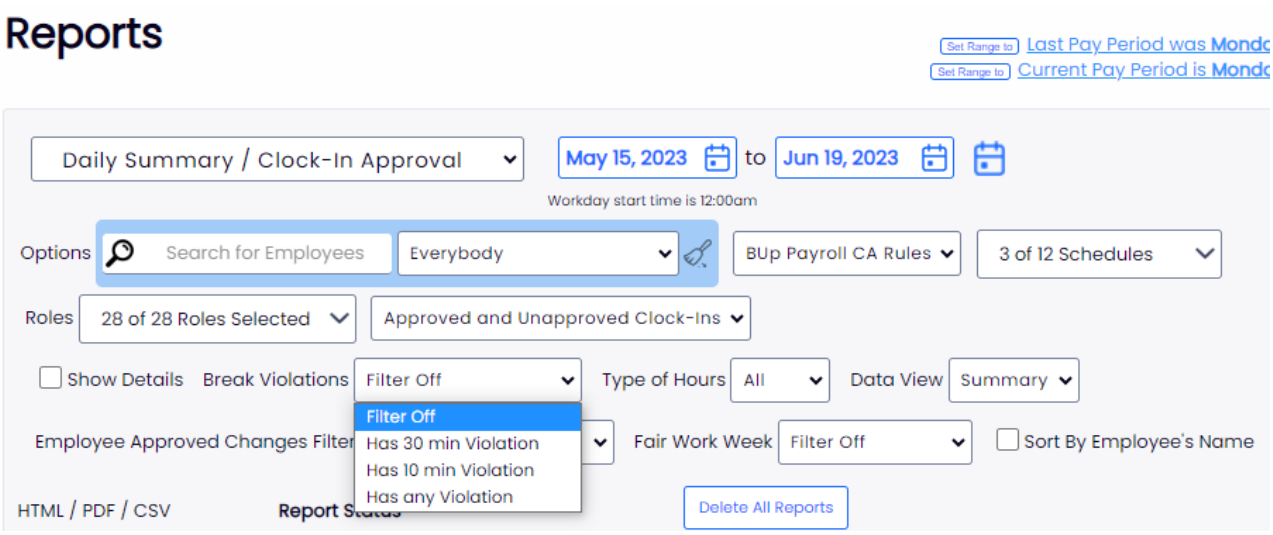
Additionally, the **Punch Verification** can be opened from the schedule, by clicking on the "**V**" that is located within the cell containing the Shift and the Time Punch.



Employees are likewise able to view their punch validations from their dashboard, and if any violations exist.



The Daily Summary Report can be filtered on break violations across a time period, or a location or employee.



The constant status-awareness available to employers and employees is intended to reduce the possibility of break rule non-compliance.

Other behavioral note:

> If an employer **edits** a time punch that has been previously **validated**, its status is changed to **not-validated**

Break violations in Payroll Reports

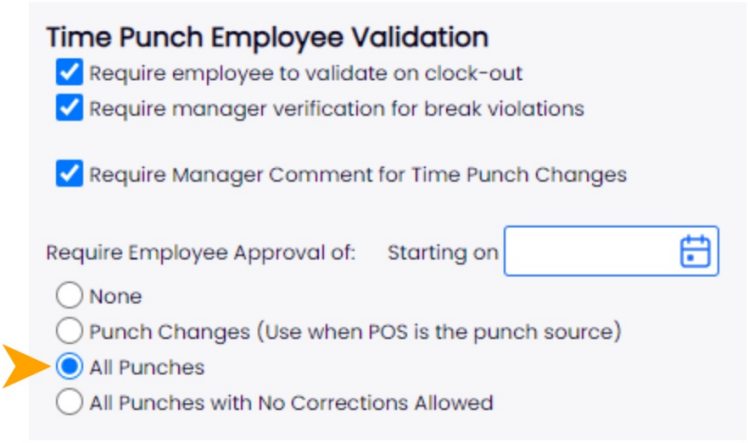
> Break violations show in payroll, in a Break Violation column. Note that there is a maximum of two possible violations per day: one for 30-min break violations, and one for 10-min break violations.

Hourly Employees

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D/PS/SS	Total Hours	Wages	Break Issues
First, Charlie	Servers - BUp FOH		Base	$0.00	8.00				$0.00	Total 5 30min 2 10min 3
First, Charlie	Servers - BUp FOH		Overtime	$0.00		3.15			$0.00	
First, Charlie	**Employee Total**				**8.00**	**3.15**		**11.15**	**$0.00**	**Total 5 30min 2 10min 3**

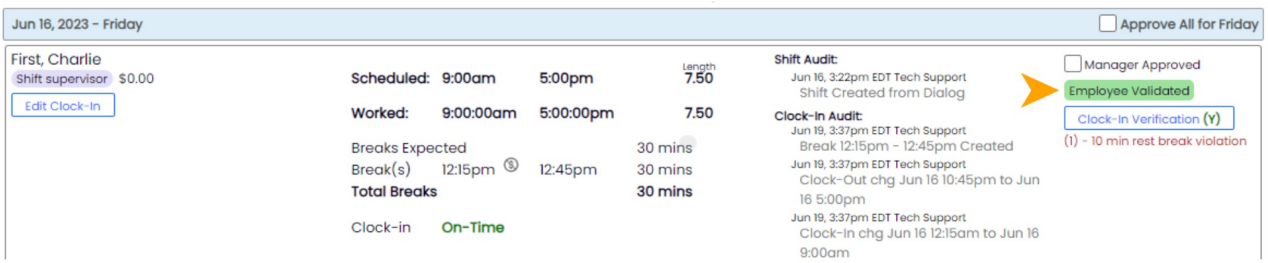
NOTE: There is also an option to require a re-validation of a time punch that has been edited by a manager, found in the schedule settings.

To engage, select "Require Employee Approval of All Punches"



Employees will be prompted to validate the manger's edit upon their next clock-in, or can validate from their dashboard.

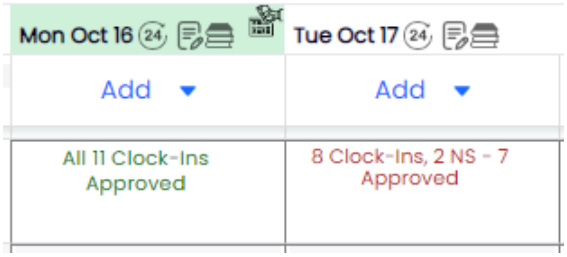
Manager's will see approval status from Daily Summary / Approval reports



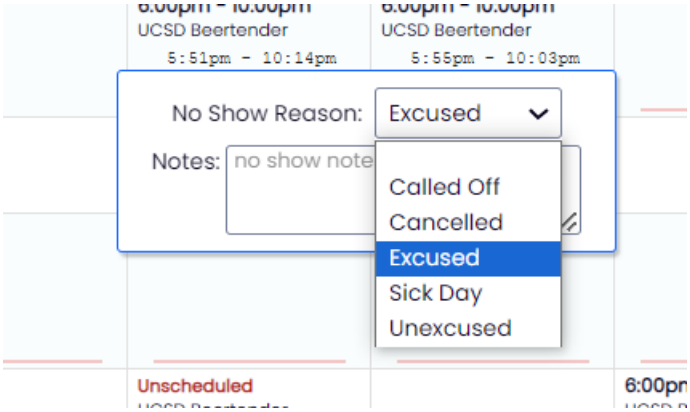
Assigning a Status to Late and No Show

Last Modified on 10/21/2023 2:20 pm MDT

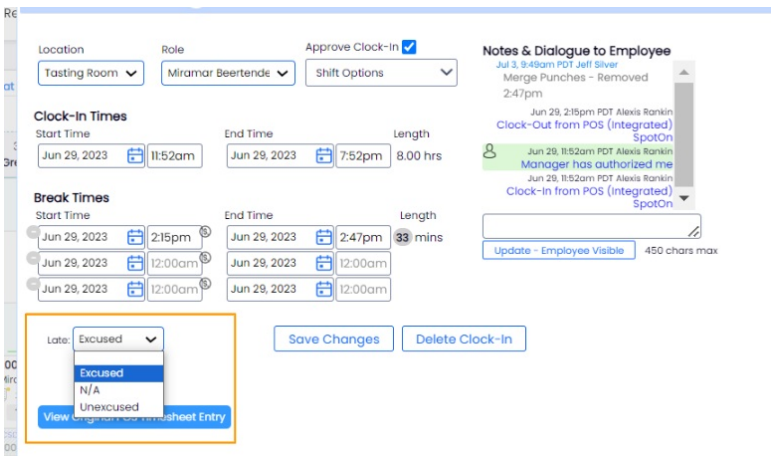
"No Show" Shifts must be assigned a **Status** in order for **All Clock-Ins** to be Approved



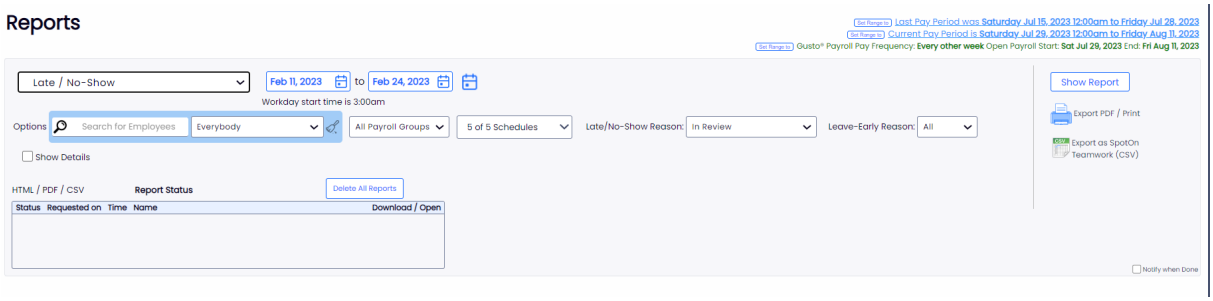
Assign Status from the Dropdown Menu in any **Daily Summary View**



"Late" designations can also be qualified. This is helpful for employee files / record keeping.



To view summary reports, from the Menu Bar choose **Reports**, select the **Late / No Show Report** and filter accordingly



Enforce Early/Unscheduled Clock-In

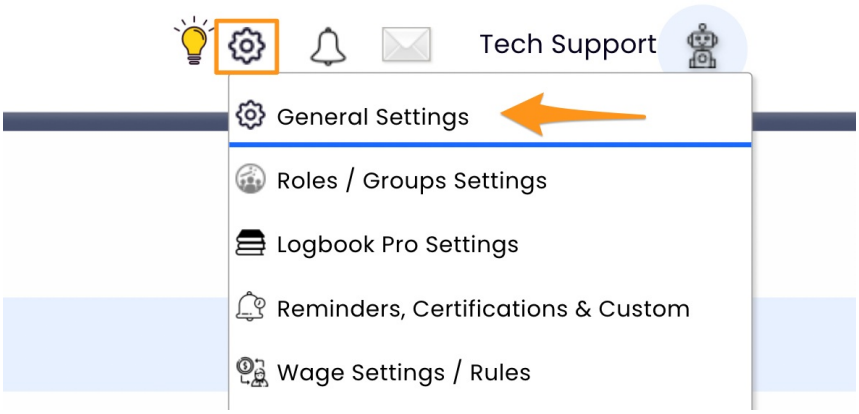
Last Modified on 10/24/2023 11:34 am MDT

PLEASE NOTE THAT YOU MUST BE USING EITHER A TEAMWORK CLOCK-IN STATION OR INTEGRATED CLOCK-IN TO USE THESE SETTINGS. If you location does not currently have integrated clock-in activated, please contact Teamwork Support to have the setting activated.

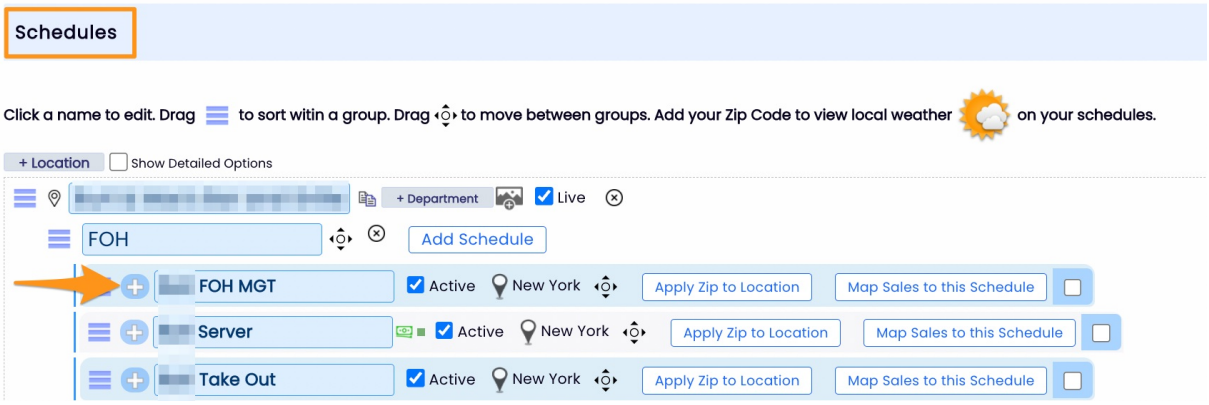
FOR TOAST USERS, PLEASE SEE: https://support.dolceclock.com/help/toast-enforce-clock-in-to-schedule

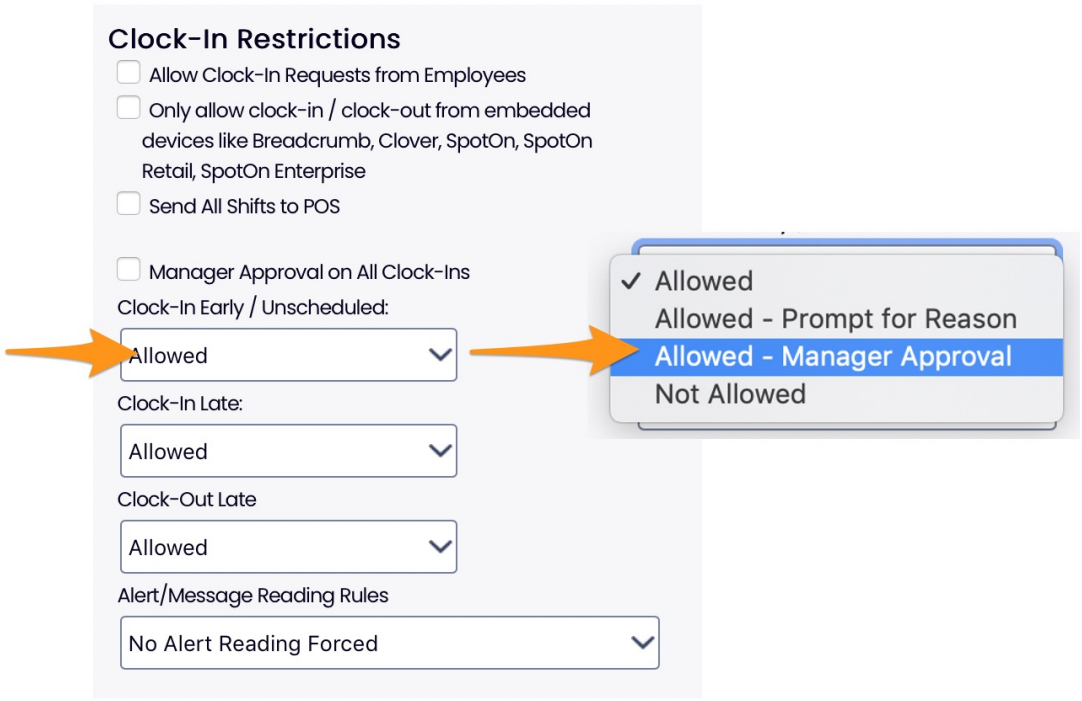
Early/Unscheduled behavior can be set individually for each Location/Department.

From the gearwheel Icon select **General Settings.**



1. Scroll to **Schedules** section at the top of the **Settings Screen**
2. Open a Location's Settings by Pressing **"+"**
3. Make Your Selection(s) from the **Dropdown Menu(s)** under **Clock-In Restrictions**





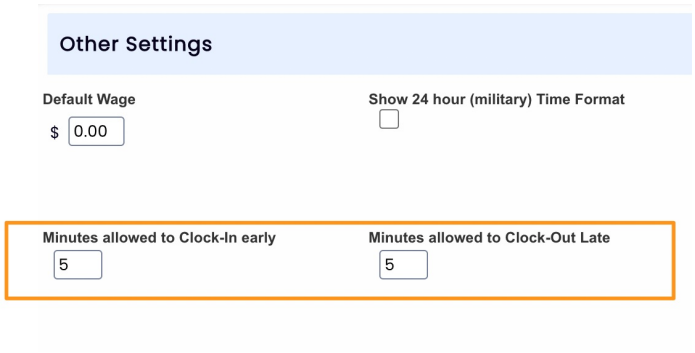
Options Described for limiting "early" or "unscheduled" clock-ins.

1. **Allowed with Force Prompt.** Employee is allowed to clock-in early or unscheduled, but when clock-in is attempted, they are advised that they are early, and prompted for a reason/permission. Their response become attached to the Time Punch Notes. *This is the DEFAULT setting.
2. **Allowed with Manager Approval (Suggested).** Employee is only able to clock-in early or unscheduled if a manager authorizes when prompted at the clock-in station.
3. **Not Allowed.**

Defining EARLY (Default allows 5 minutes early, but this number can be customized)

To define Early for your company:

1. Scroll to **Other Settings**
2. Set **Minutes allowed to Clock-In early/late**


Other Settings
Default Wage
$ 0.00
Show 24 hour (military) Time Format
Minutes allowed to Clock-In early
5
Minutes allowed to Clock-Out Late
5

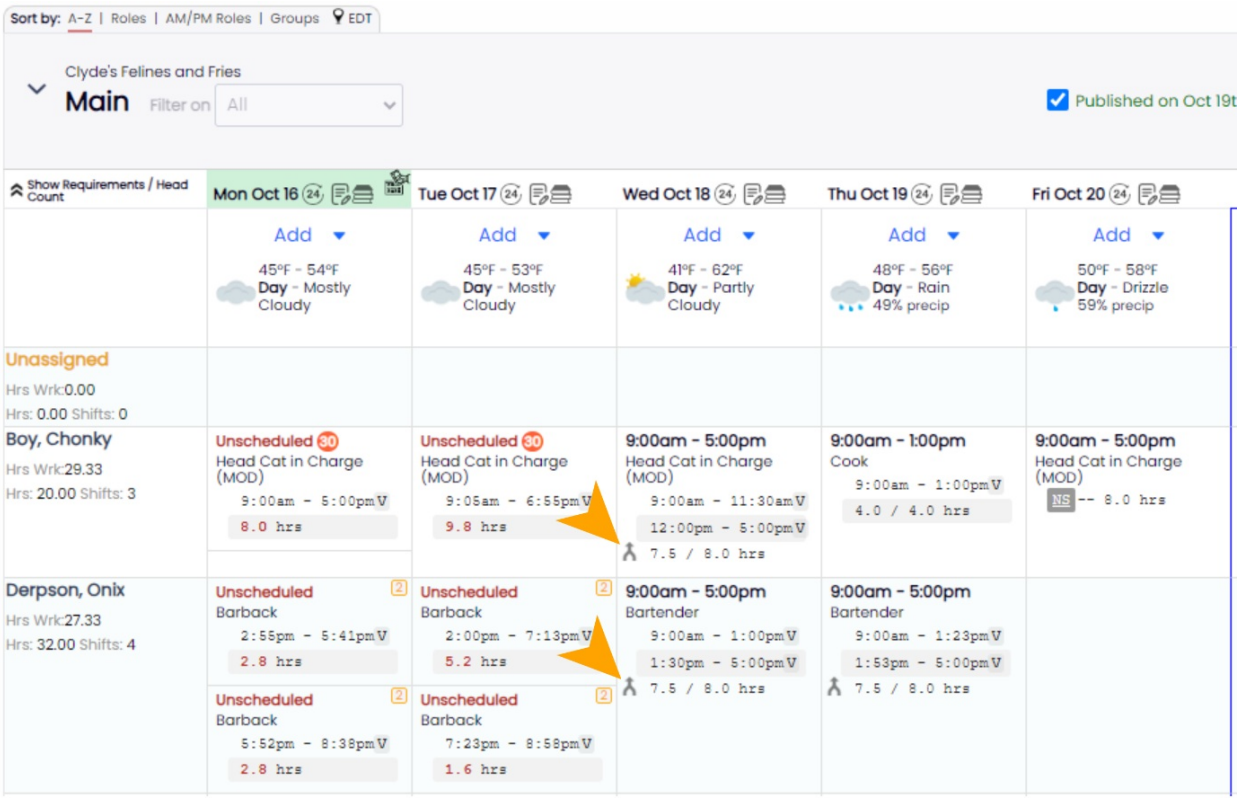
Time Punches Common Questions

Last Modified on 10/21/2023 2:12 pm MDT

Three Common Q&A

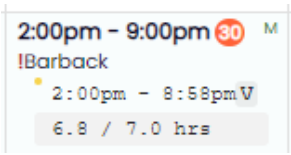
1. If you see multiple time punches below a shift, it indicates that employees are clocking IN and OUT instead of using GO ON BREAK

- Please ask employees to use the break feature to make things cleaner going forward
- To fix existing split time punches, please use the MERGE button shown below. Then, when you APPROVE the punches, the results will be cleaner and make more sense.



2. A red "!" indicates an employee is not qualified for a Role.

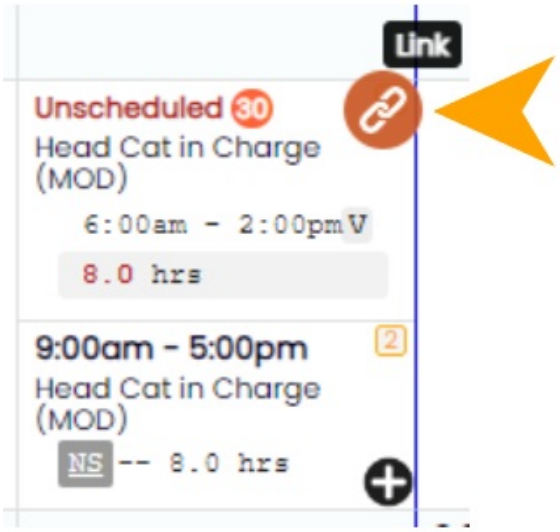
- Add the role from their Profile > Schedules & Roles tab



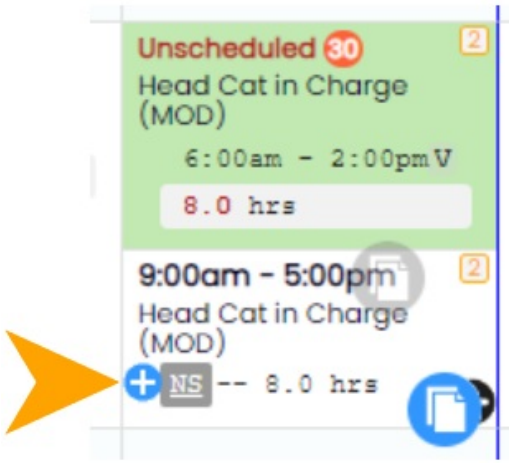
3. A Time-Punch can show up as "Unscheduled" even when a Shift exists (if the timing exceeds matching thresholds).

To LINK a Punch with its corresponding Shift:

- Hover over the Unscheduled Punch and press the LINK icon



- To Paste/Link to the shift, hover over the "**+**" shown below, and click to paste.



Timekeeping Overview [legacy]

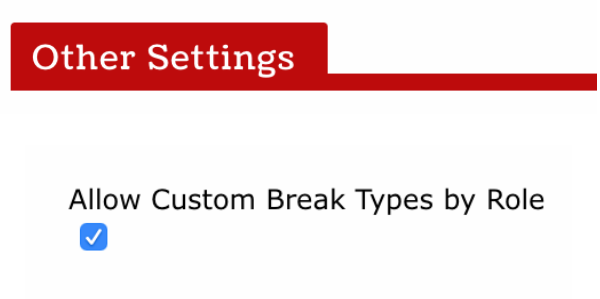
Last Modified on 10/04/2023 12:20 am MDT

Adding Break Types Per Role

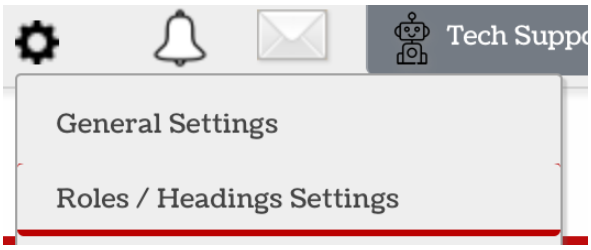
Last Modified on 09/25/2019 1:55 pm MDT

Use the following steps to setup additional Break types, ie **Paid Standar Breaks** and **10-Minute Paid Rest Breaks** assigned by Role

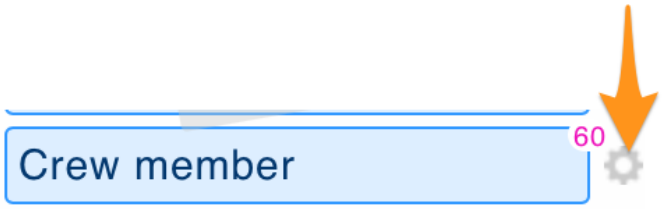
General Settings > under Other Settings, check **Allow Custom Break Types** and Save



Gearwheel Menu > **Roles**



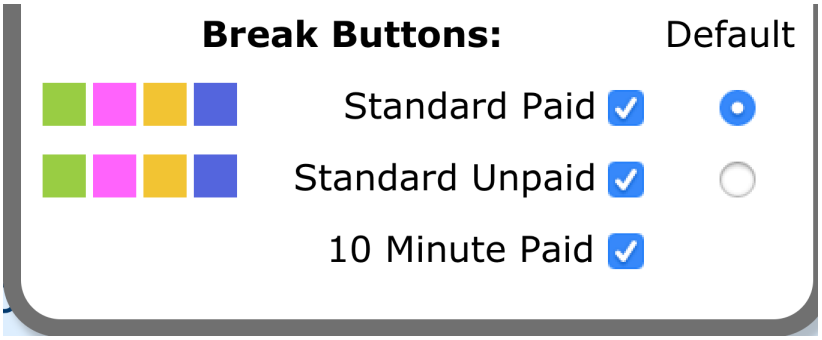
Select a Role's Gearwheel to access break options for that role



Check the Breaks you'd like available for employees working this role

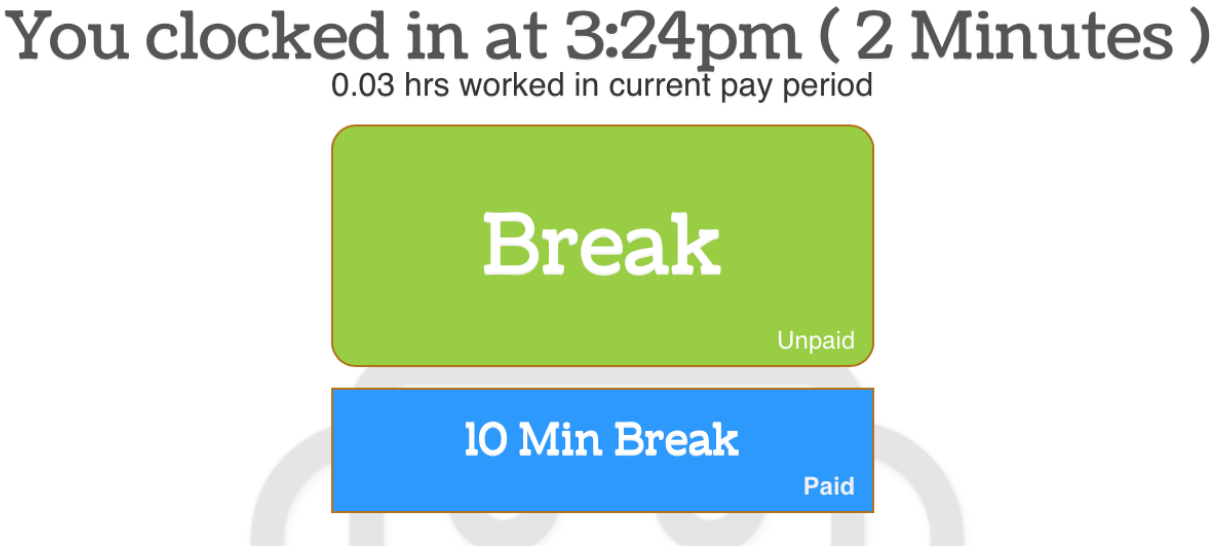
NOTE: Default will affect scheduled analytics expectations

NOTE: You can customize the color(s) of the Standard Break buttons by selecting a color. The 10-Minute-Paid is automatically a unique blue color.

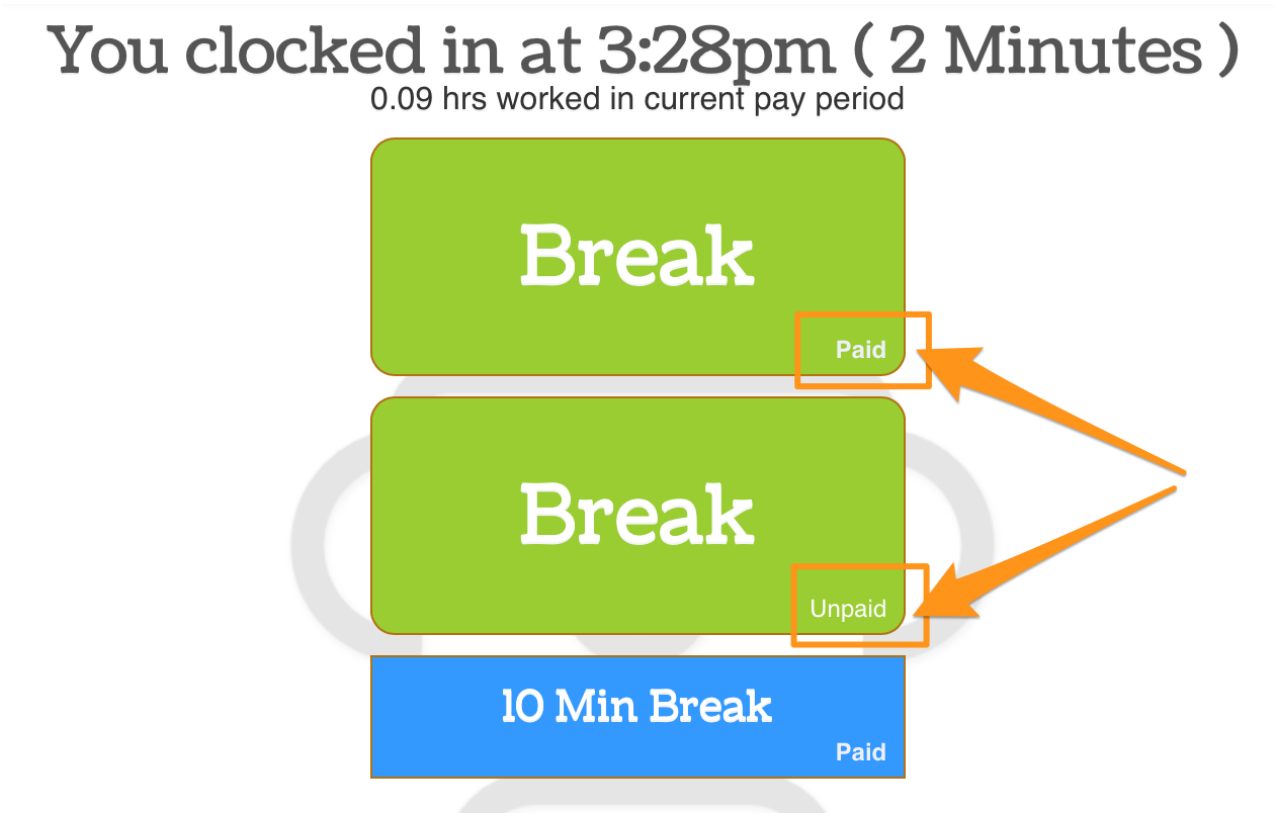


When an employee clocks out for a break, they will be presented with the applicable options

The following example shows a 10-Min Rest Break in addition to a standard unpaid meal break

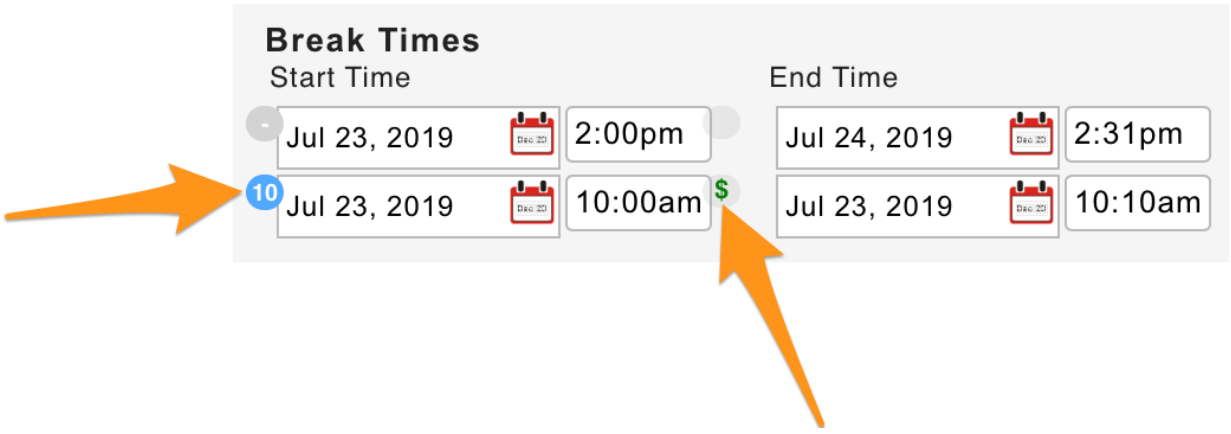


The following example shows options for both Paid and Unpaid standard meal breaks

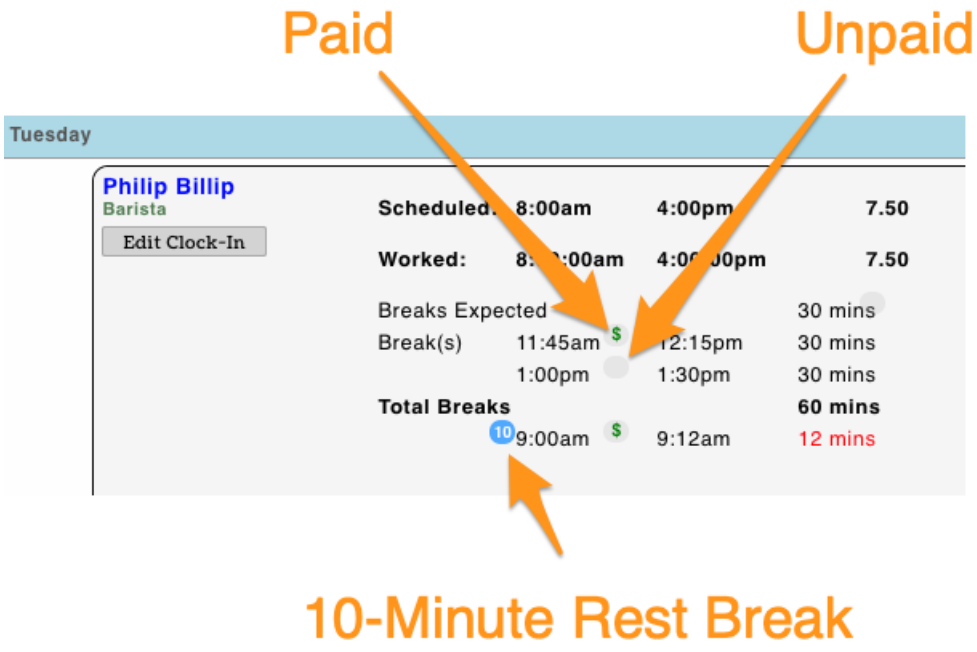


When [manager] is editing a break, you can add or edit breaks and designate the break type.

The "**10**" shown below indicated a 10-Minute-Rest Break, and the "**$**" shown below indicates a Paid Break. Both may be toggled on or off.



Accordingly, Time Punch detail in the Daily Summary Report have indicators showing break type and paid status



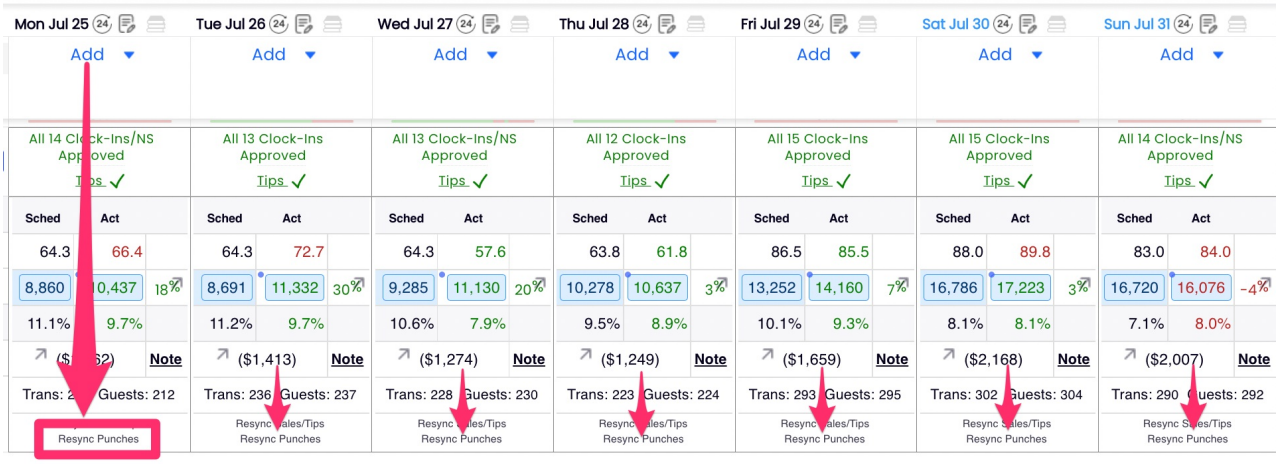
Analytics and Payroll will conform accordingly

NOTE: Overtime calculations include Paid Breaks

Resync Punches with POS

Last Modified on 12/24/2023 1:35 pm MST

When you source time data from the POS, same day edits to time punches will automatically flow into Teamwork. We keep a live sync for 24 hours by default. If you make time punch edits in the POS outside of the live sync window with Teamwork, you can resync those changes by scrolling to the bottom of the schedule, and clicking "Resync Punches"



This action will resync punches for the entirety of the location (all schedules, not just the one you click from) for that business day.

It will require the punch be manager re-approved, if a change has been made.

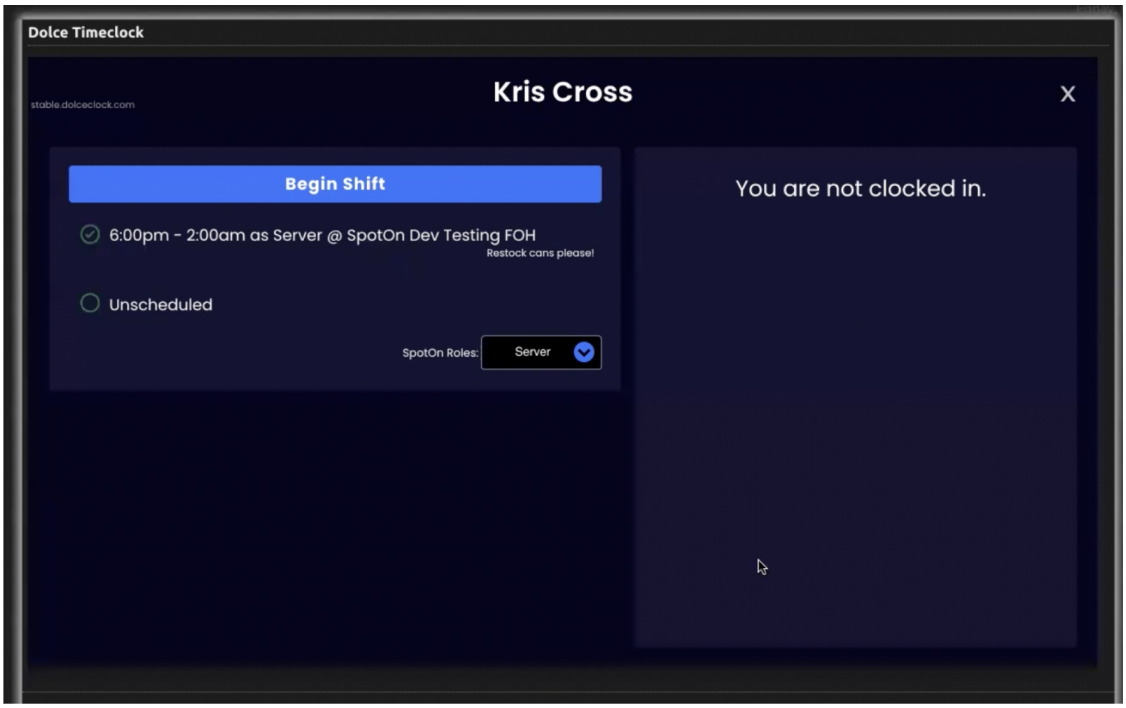
IMPORTANT: Tip bundles are not dynamically updated with edits made to time punches. If this edit has a direct impact on the tip distribution, you will need to delete and rerun tips.

Integrated Clock In for Spoton RPOS - Turning On or Off

Last Modified on 12/20/2024 9:43 am MST

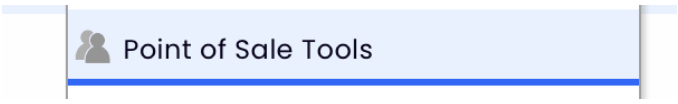
Turning On Integrated Clock-In pushes the shift in Teamwork into the POS, prompting an employee to clock-in to the correct time and role, and allows for schedule enforcement to be engaged.

See: https://support.dolceclock.com/help/spoton-integrated-clock-in for more detail on integrated functionality.



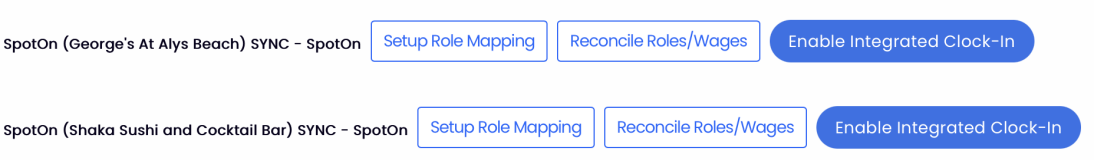
To Turn on Integrated (or turn off)

From the gearwheel menu select Point of Sale Tools



Next click **Enable Integrated Clock-In**

POS Tools



It is recommended to restart POS terminals when this function is engaged or disengaged.

Related Settings

Turn on Schedule Enforcement to control early clock-in: https://support.dolceclock.com/help/force-restriction-options-for-early-clock-in

For Compliance and Custom Prompts, please engage your Teamwork specialist to engage settings. teamworksupport@spoton.com

Running Tip Templates

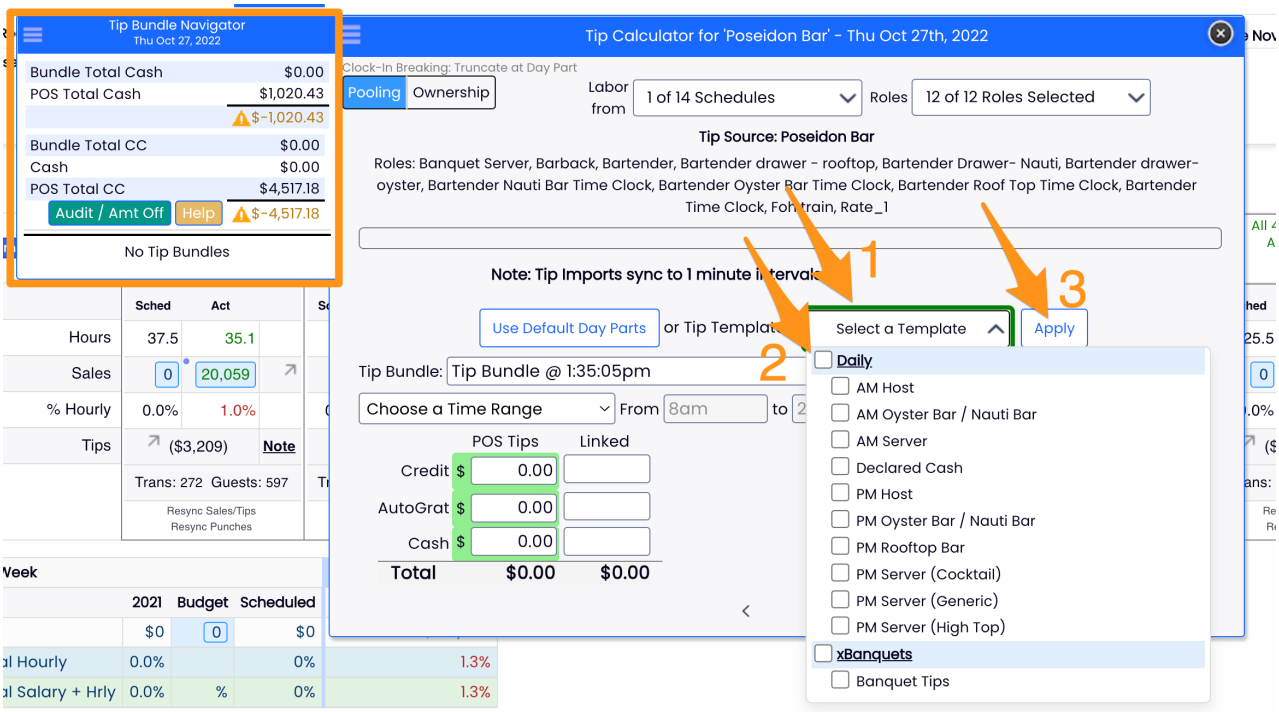
Last Modified on 03/14/2023 8:15 pm MDT

Here is a step-by-step guide for running tip templates in a complex environment!

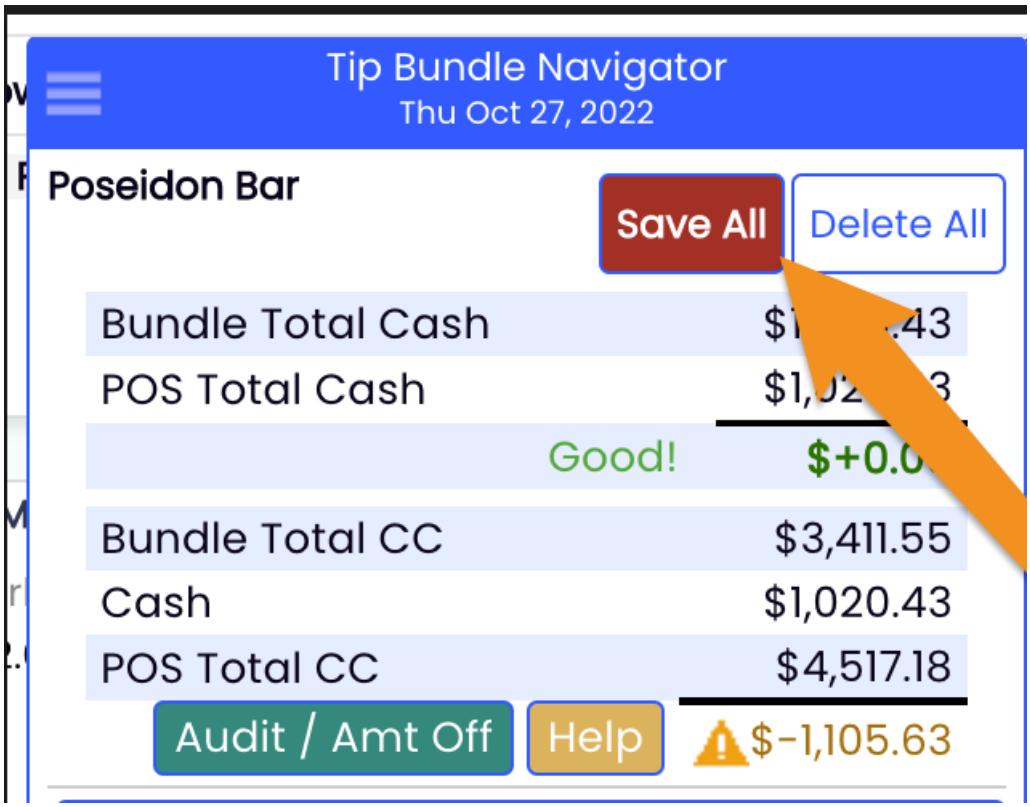
Clock-ins should be approved before running tips. Please refer to the video for Time Punch Approval if you need a refresher!

Select No Tips Run after turning the time punches green.

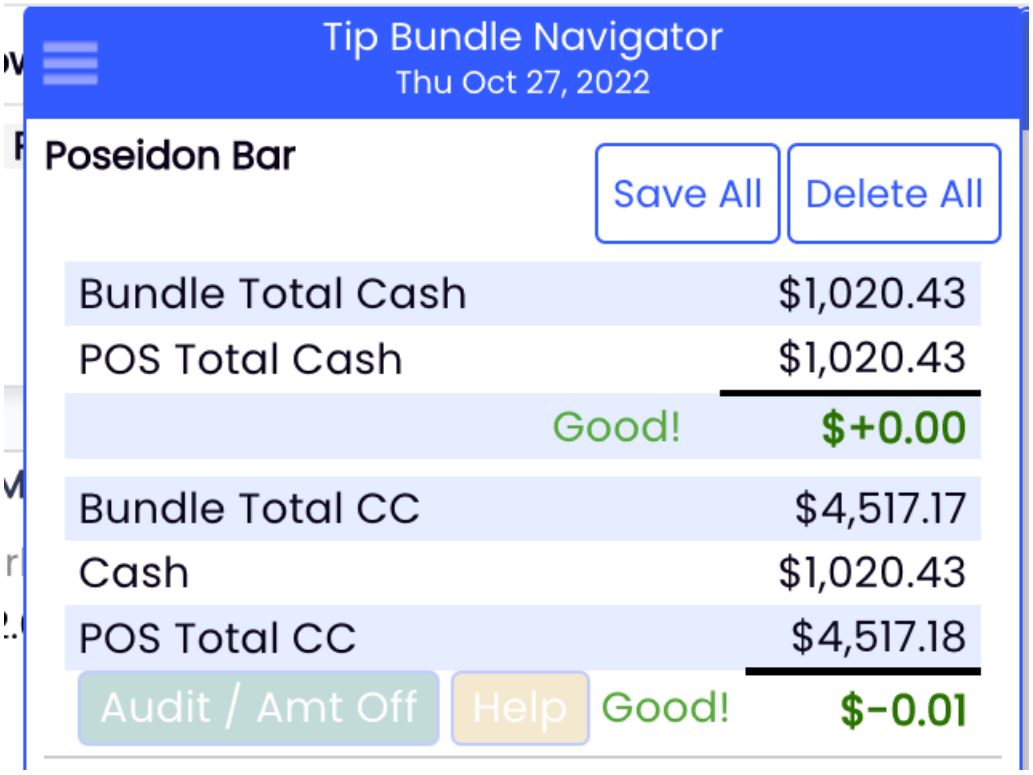
In the top left corner, the Tip Bundle Navigator will show the POS Total. From the Tip Template dropdown menu, Select First and then select Apply



After the template(s) have been run, the total will be distributed to the employees based on the rules you have set up. **DON'T FORGET TO CLICK SAVE ALL**



THE GOAL NOW IS TO SEE THAT WE BALANCE AGAINST THE POS TOTALS LIKE BELOW:



Notes:

- *If you make an edit to a time punch after running tips, you have to rerun the templates that would be affected.*
    - *Another way of understanding this : tip bundles are not dynamically updated when time punches are adjusted!*
    - *You would need to DELETE the individual bundle, or DELETE ALL up top, and then rerun the templates!*
- *If you need to troubleshoot an imbalance, regard the following resource:* *TROUBLESHOOTING TIPS IMBALANCE*

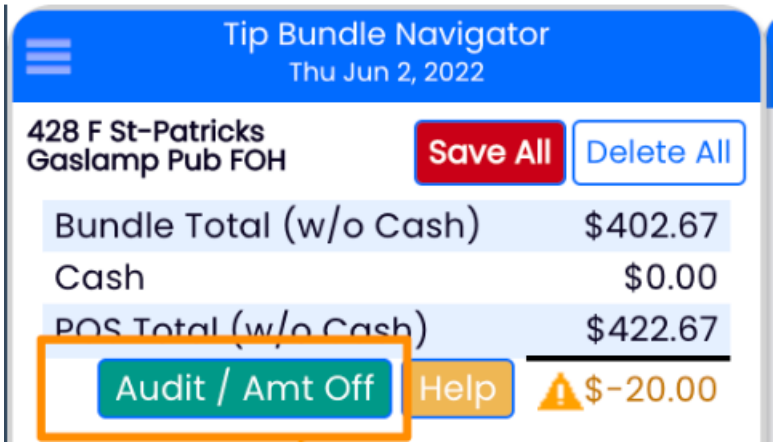
Audit / Amount Off Tool

Last Modified on 12/12/2022 1:19 pm MST

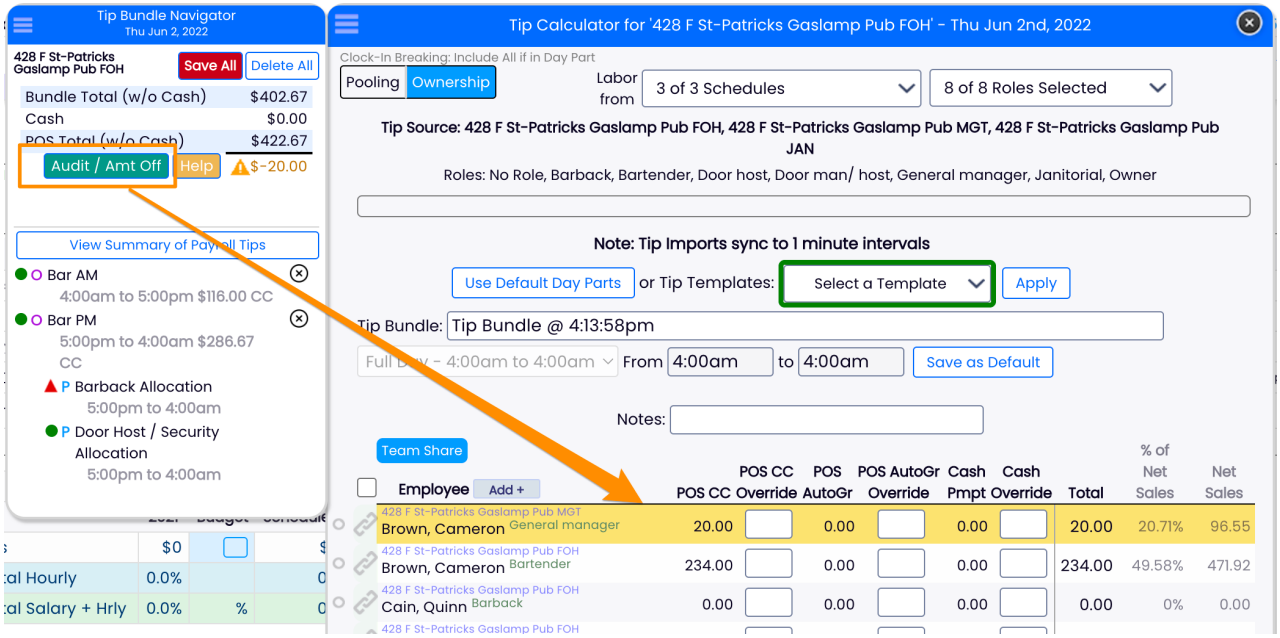
Look for Tips that don't have a Rule or Template

In the following example, we're looking for $20.00

Press the **AUDIT** button, to view all tips from the POS



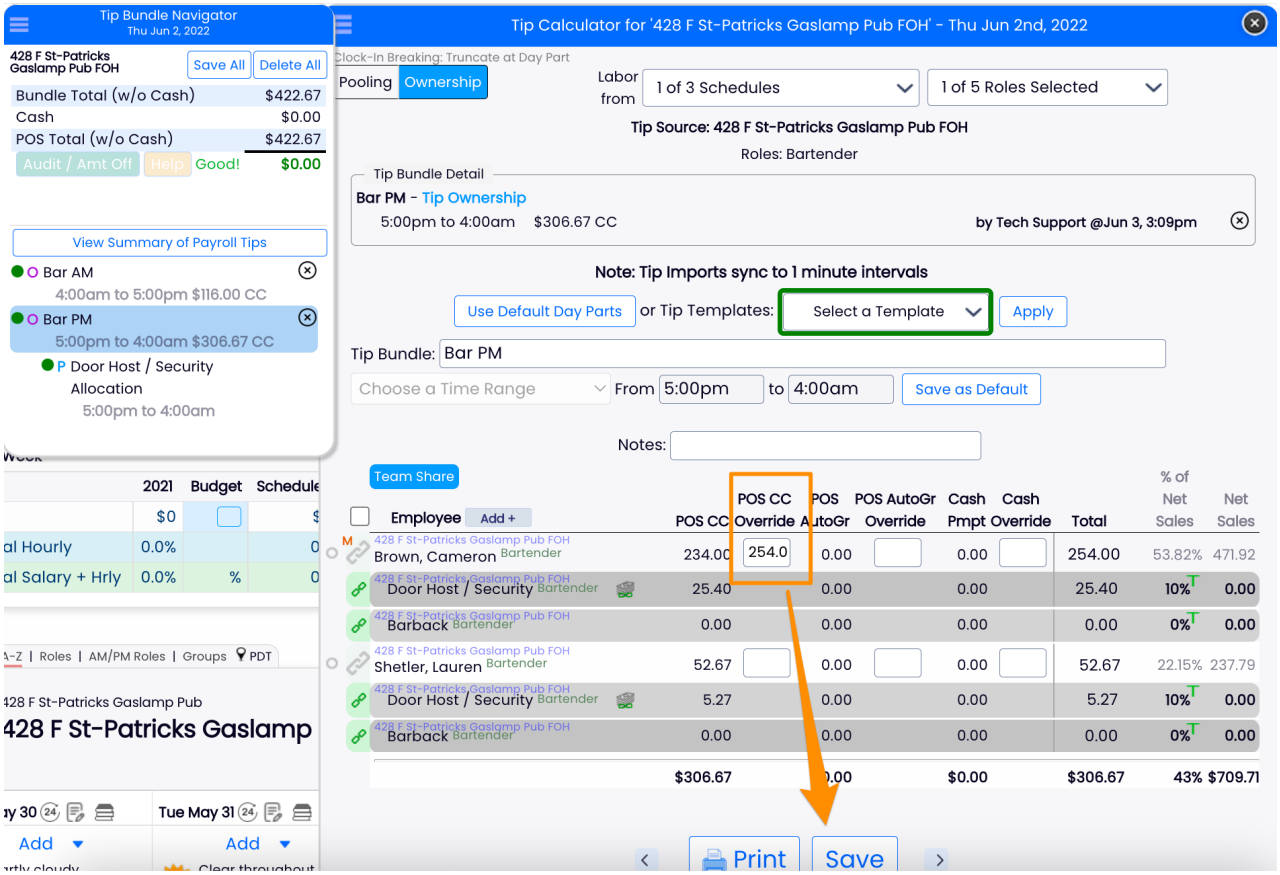
In this example, we see General Manager tips, which may not have a rule set.



To resolve, here are some possible solutions:

1. Add a rule for General Manager in existing or new tips templates.
2. E-mail the issue and goal to support@dolcesoftware.com
3. If this event is atypical and you just need a one-off solution, **add** the missing amount

manually to an existing tips bundle and save (see below).



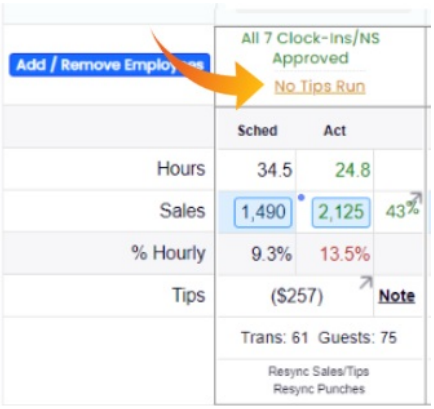
NOTE: *When overriding the current tip amount of $234, you must add the missing amount to it. $234 + $20 = $254*

Using the Tip Calculator

Last Modified on 10/03/2023 11:31 pm MDT

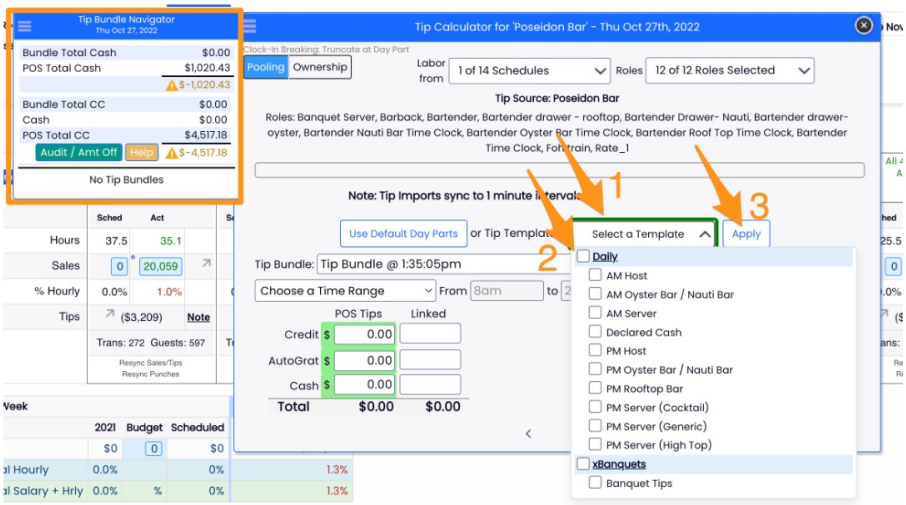
The tip calculator provides a simple way to allocate tips and add them to your payroll report.

To open the tip calculator, from the schedule, on the intended day, select **No Tips Run** after turning the time punches green.

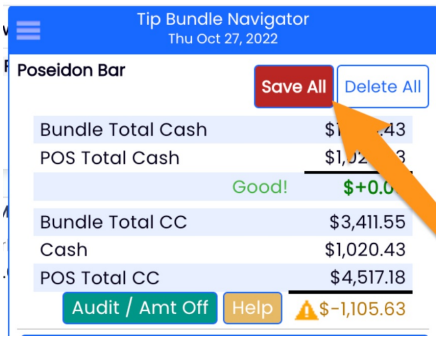


Entering time and tip amounts:

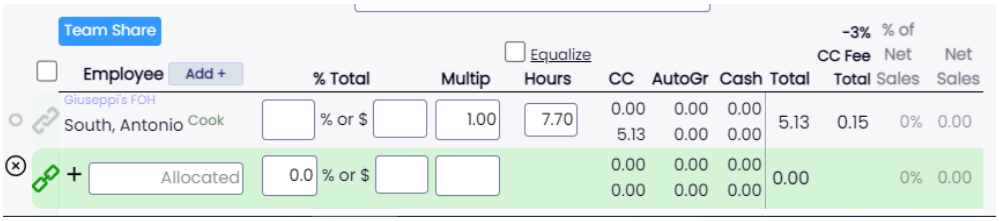
1. In the top left corner, the Tip Bundle Navigator will show the POS Total. From the Tip Template dropdown menu, select the template and then select Apply.



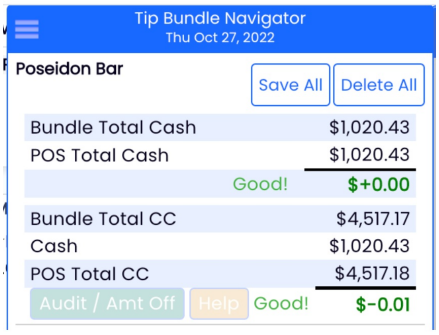
After the template(s) have been run, the total will be distributed to the employees based on the rules you have set up. Don't forget to click **Save all** button.



1. Use the "Allocated" line to remove a percentage of the tip total (i.e. if a certain percentage of the total will go towards an entry in another department). In the example below, 10% of the tip amount is pulled from the present pool.
2. Make any adjustments to Hours, or use the "Multiplier" fields to use a "Point" allocation. If you would like to exclusively use "Points" and disregard hours, then enter "1" into the hours fields.



The goal now is to see that we balance against the POS totals like below:

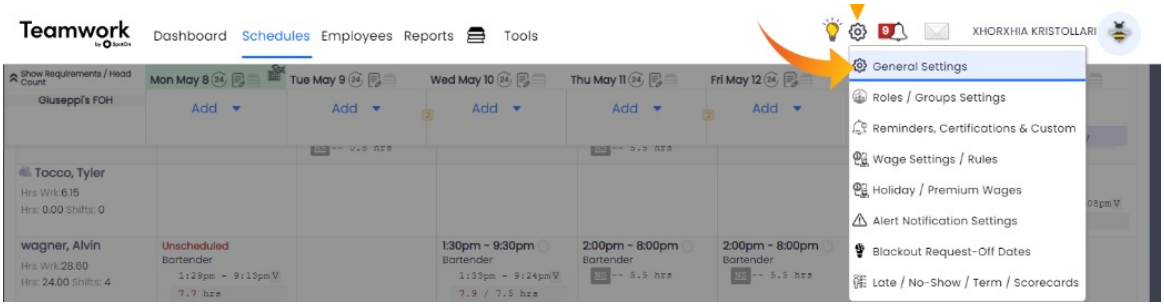


Note: You may make multiple tip entries per day, and edit or delete entries.

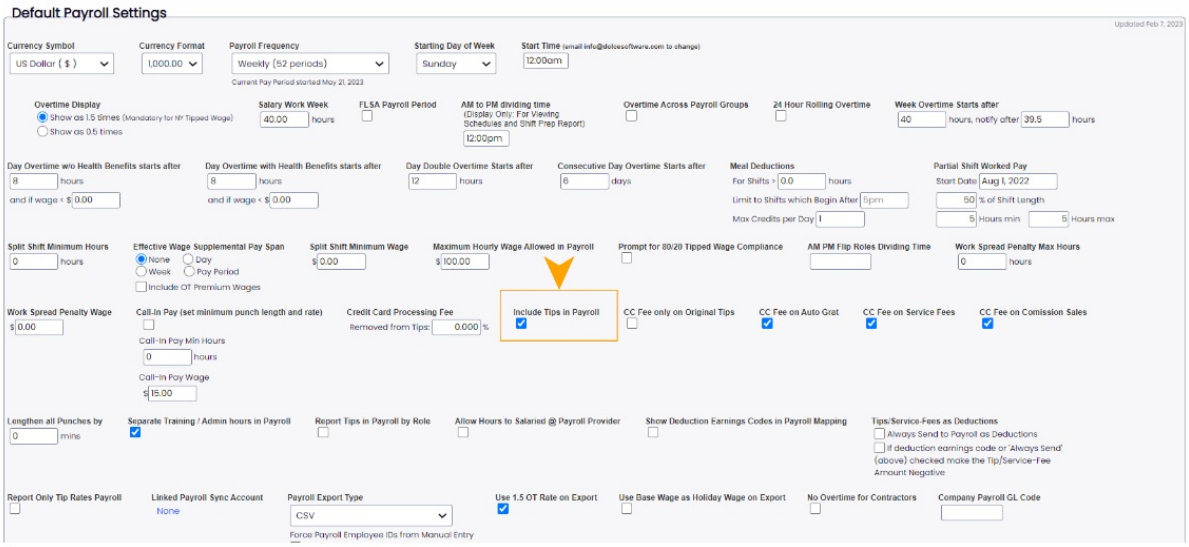
Note: Employees' own tip amounts will be visible from their dashboard.

Set tips to carry into your Payroll Report

1. From the gearwheel menu, go to **General Settings.**

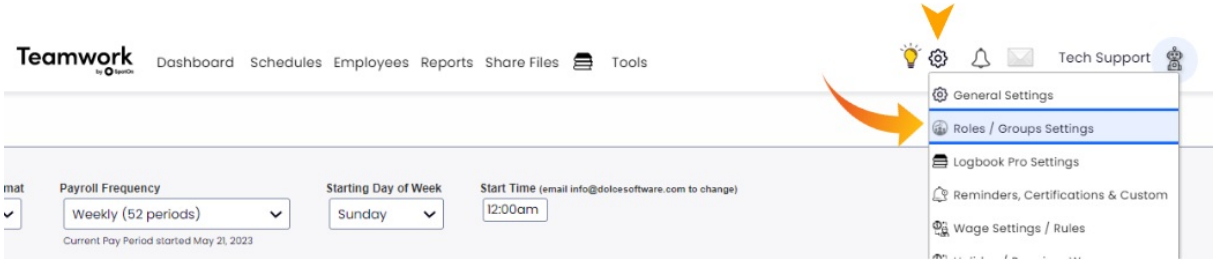


2. Scroll to Default Payroll Settings section, and check **Include Tips in Payroll** check box.

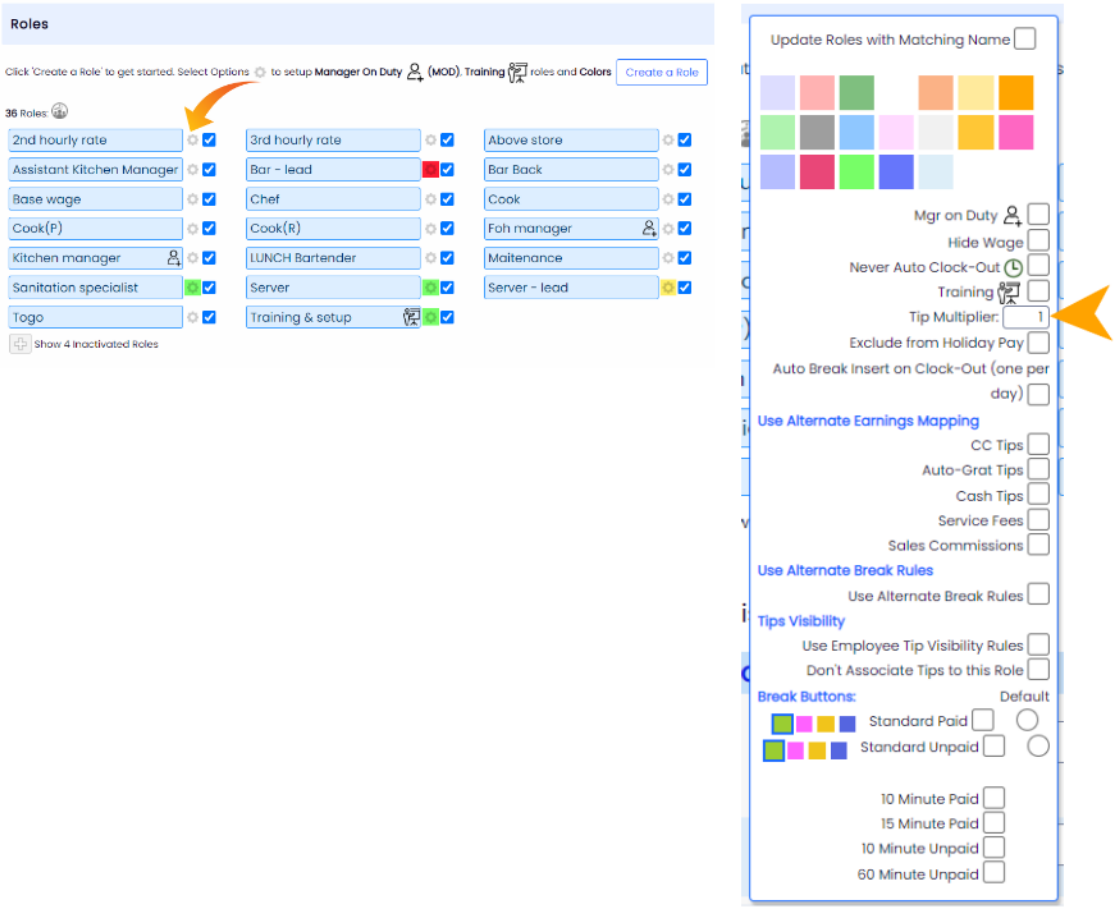


Set default Point Values for Roles

1. From the gearwheel menu go to **Roles / Group Settings** as shown below.



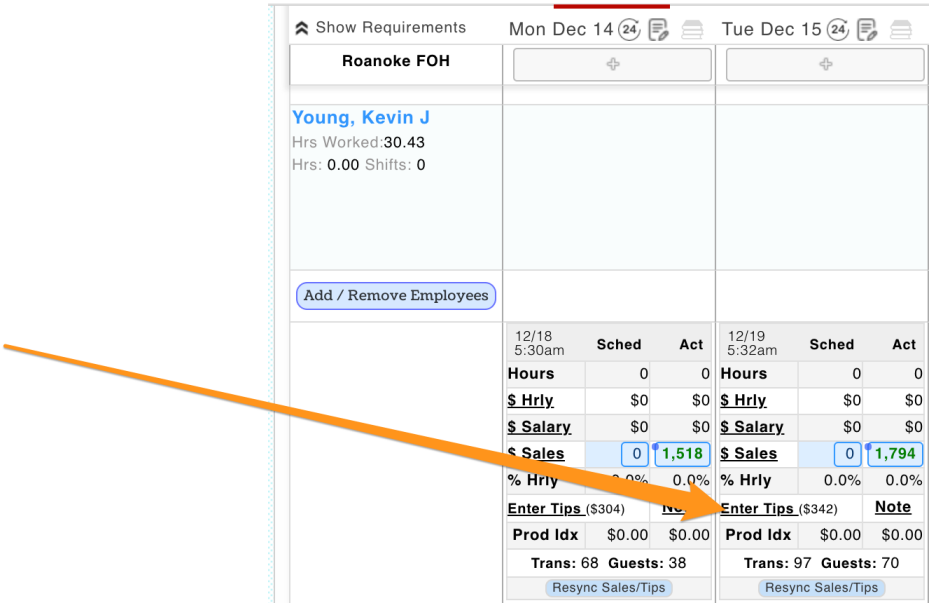
2. Press the settings gearwheel next to a Role, and enter a default tip multiplier unique to the Role.


Roles
Click 'Create a Role' to get started. Select Options to setup Manager On Duty (MOD), Training roles and Colors
Create a Role
36 Roles
2nd hourly rate
3rd hourly rate
Above store
Assistant Kitchen Manager
Bar - lead
Bar Back
Base wage
Chef
Cook
Cook(P)
Cook(R)
Foh manager
Kitchen manager
LUNCH Bartender
Maitenance
Sanitation specialist
Server
Server - lead
Togo
Training & setup
Show 4 Inactivated Roles
Update Roles with Matching Name
Mgr on Duty
Hide Wage
Never Auto Clock-Out
Training
Tip Multiplier: 1
Exclude from Holiday Pay
Auto Break Insert on Clock-Out (one per day)
Use Alternate Earnings Mapping
CC Tips
Auto-Grat Tips
Cash Tips
Service Fees
Sales Commissions
Use Alternate Break Rules
Use Alternate Break Rules
Tips Visibility
Use Employee Tip Visibility Rules
Don't Associate Tips to this Role
Break Buttons:
Default
Standard Paid
Standard Unpaid
10 Minute Paid
15 Minute Paid
10 Minute Unpaid
60 Minute Unpaid

Running Declared Tips

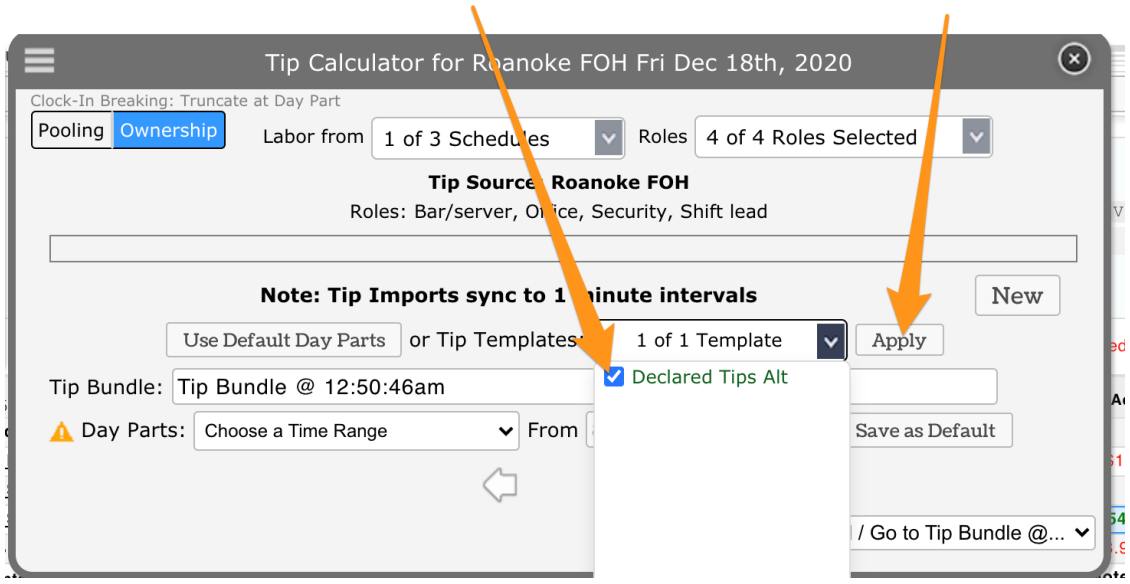
Last Modified on 12/22/2020 5:13 am MST

From the Schedule linked to Tips, select **Enter Tips** for a given day, as shown below:



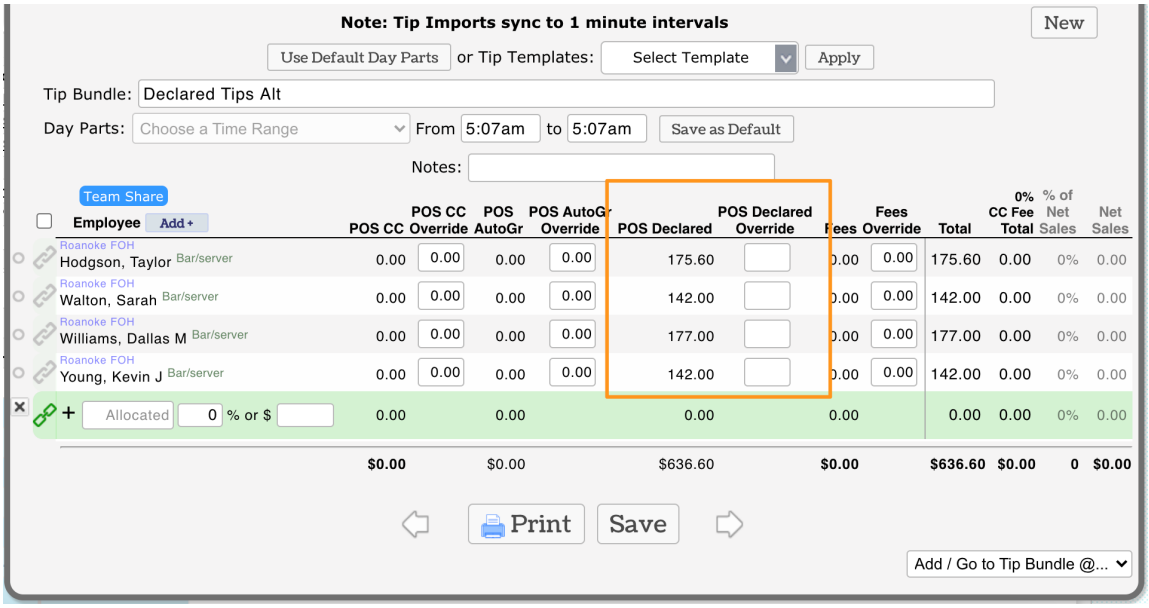
The Tips Calculator will open.

From the Template Dropdown Menu, Select **Declared Tips**, and press **Apply**

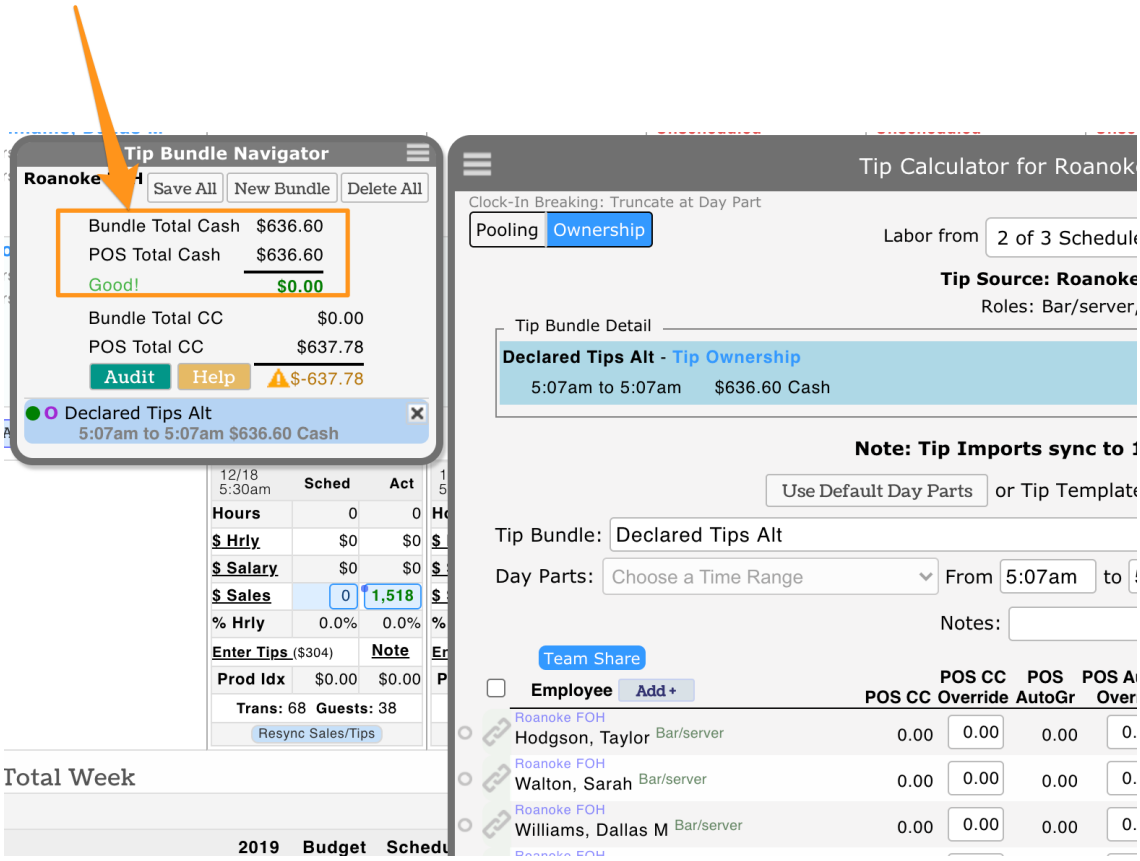


The column "POS Declared" will show the Tips each employee declared.

- Adjust any tips numbers by entering an override in the adjacent section, and press Save underneath the tips data.



Verify tips in the the Audit tool in the Navigator dialogue box as shown below. Look for POS Cash to match with bundle cash. If the two numbers do not match, please reach support@dolcesoftware.com


Tip Bundle Navigator
Save All
New Bundle
Delete All
Bundle Total Cash $636.60
POS Total Cash $636.60
Good! $0.00
Bundle Total CC $0.00
POS Total CC $637.78
Audit
Help
$-637.78
Declared Tips Alt
5:07am to 5:07am $636.60 Cash
Tip Calculator for Roanok
Clock-In Breaking: Truncate at Day Part
Pooling
Ownership
Labor from
Tip Source: Roanoke
Roles: Bar/server
Tip Bundle Detail
Declared Tips Alt - Tip Ownership
5:07am to 5:07am $636.60 Cash
Note: Tip Imports sync to
Use Default Day Parts
or Tip Templat
Tip Bundle: Declared Tips Alt
Day Parts: Choose a Time Range
From 5:07am
to
Notes:
Team Share
Employee
Add +
POS CC
POS CC Override
POS AutoGr
Roanoke FOH
Hodgson, Taylor Bar/server
Walton, Sarah Bar/server
Williams, Dallas M Bar/server
12/18 5:30am
Sched
Act
Hours
$ Hrly
$ Salary
$ Sales
% Hrly
Enter Tips ($304)
Note
Prod Idx
Trans: 68 Guests: 38
Resync Sales/Tips
Total Week
2019 Budget

Troubleshooting Tips Imbalance with POS

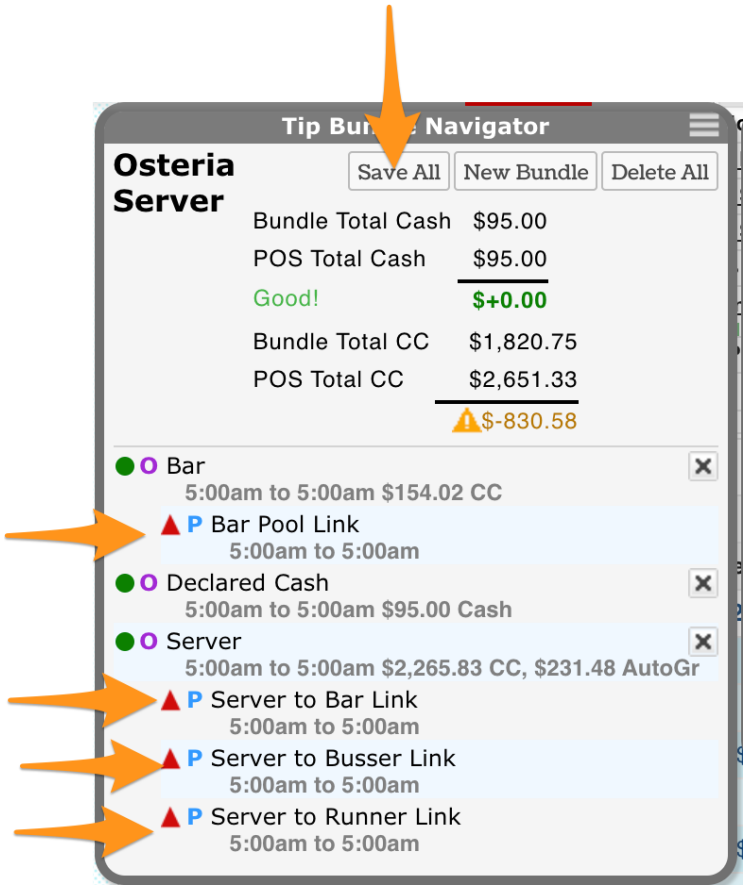
Last Modified on 12/24/2023 2:35 pm MST

If Bundle Totals do not match the POS Totals, review the following troubleshooting tips:

Check for Unsaved Bundles

An Unsaved Bundle is indicated by RED TRIANGLES (see below).

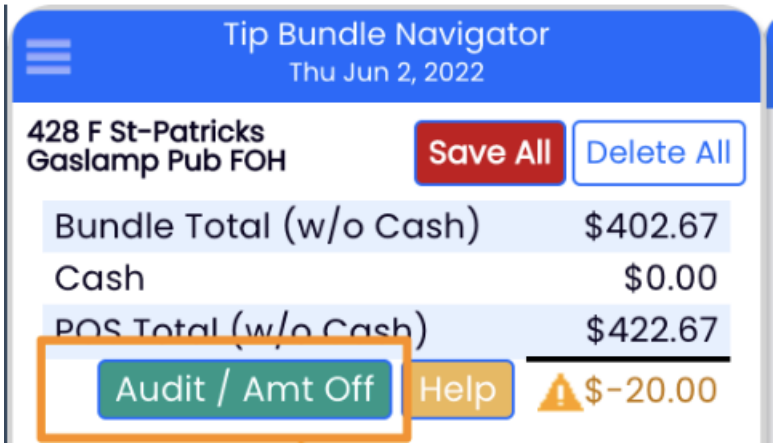
1. Resolve: Either Save bundles individually, or **SAVE ALL** as shown below



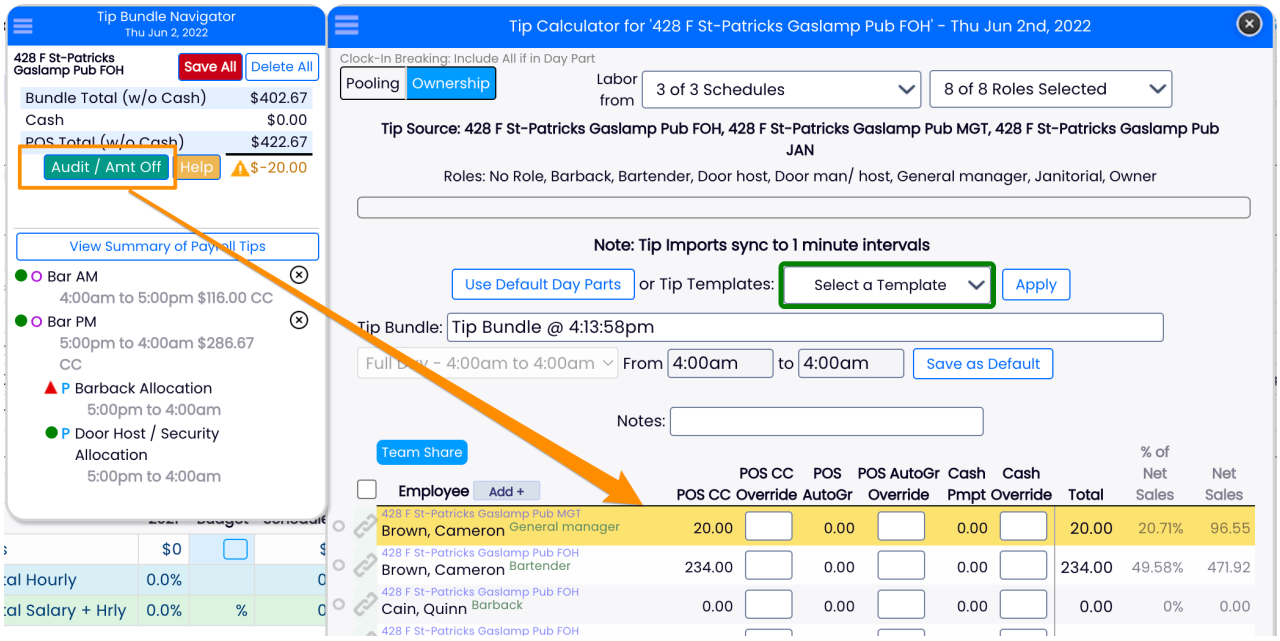
Look for Tips that don't have a Rule or Template

In the following example, we're looking for $20.00

Press the **AUDIT** button, to view all tips from the POS

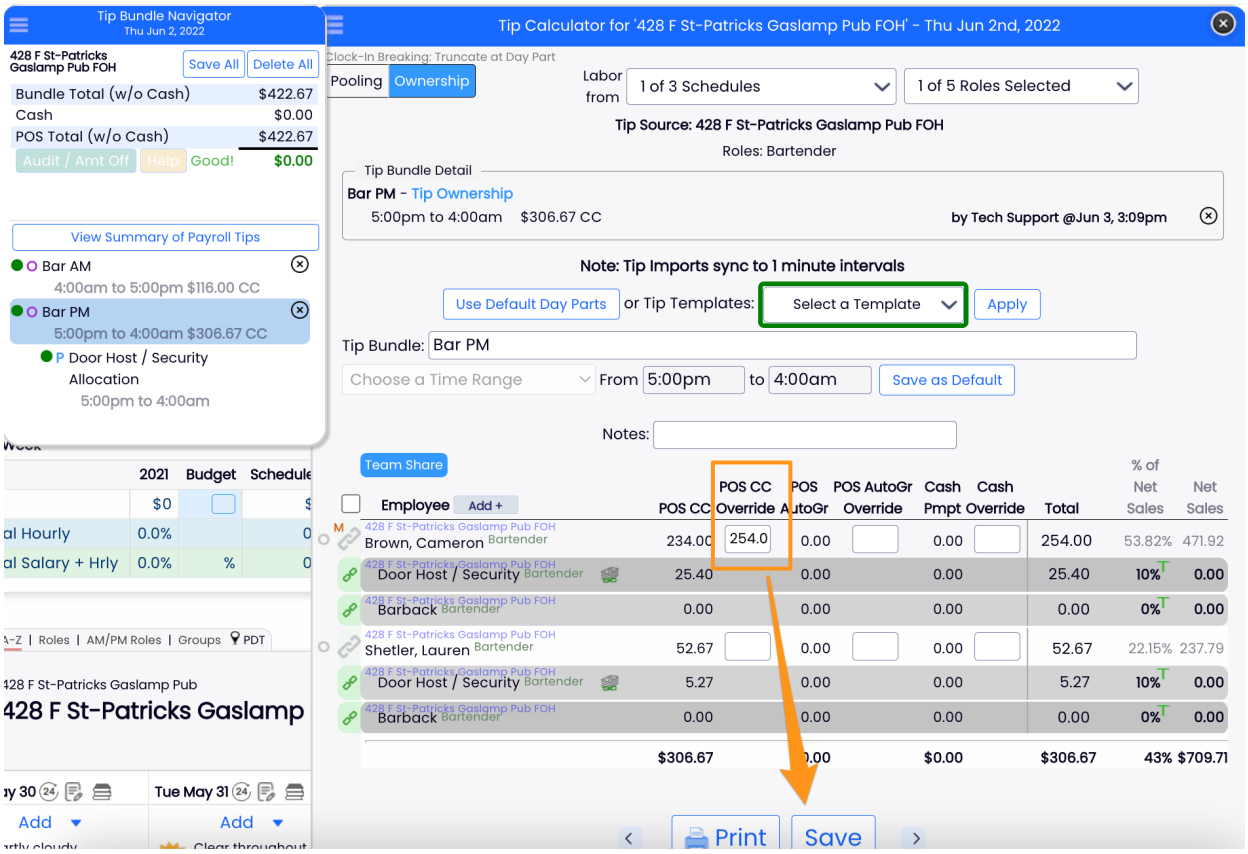


In this example, we see General Manager tips, which may not have a rule set.



To resolve, here are some possible solutions:

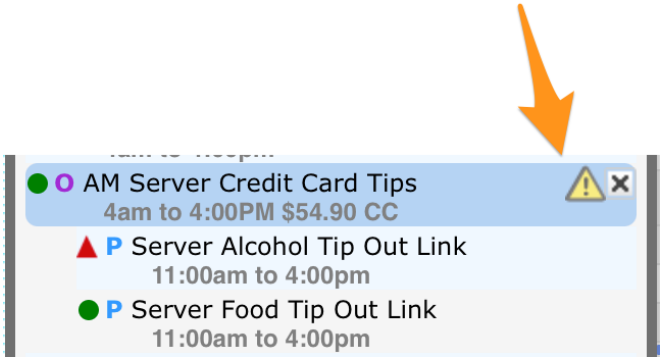
1. Add a rule for General Manager in existing or new tips templates.
2. E-mail the issue and goal to teamworksupport@spoton.com
3. If this event is atypical and you just need a one-off solution, **add** the missing amount manually to an existing tips bundle and save (see below).



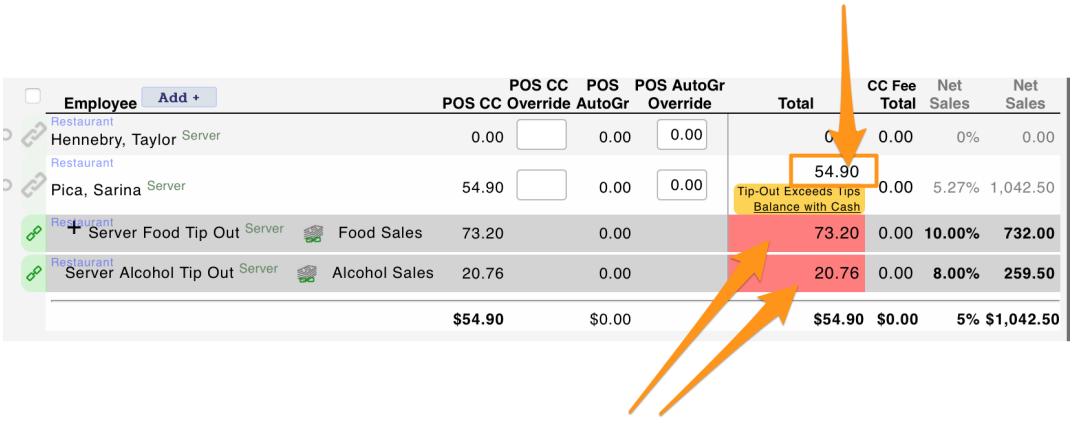
NOTE: *When overriding the current tip amount of $234, you must add the missing amount to it. $234 + $20 = $254*

Look for other Teamwork Warnings

OVERTIP Warning: See the following symbol. Click on this bundle to see more detail



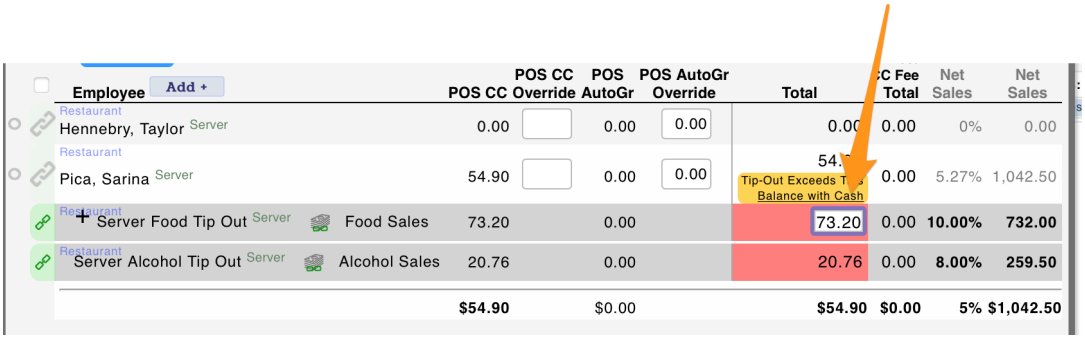
In this case, there are not enough credit tips to tip-out support based on the tips rules. (perhaps the server received the majority of tips in cash..)



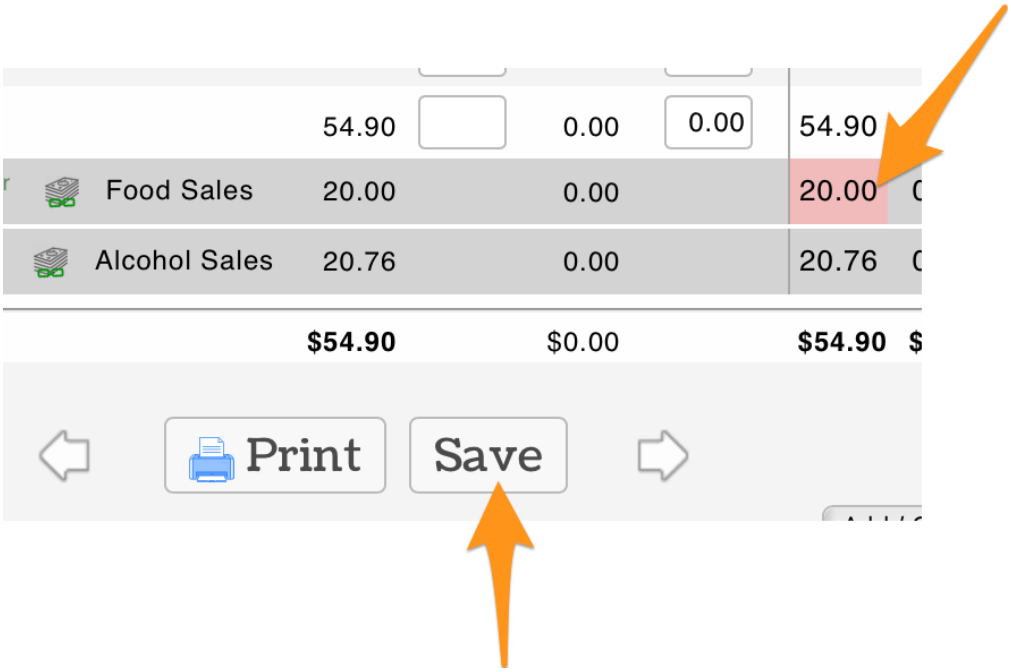
Solution #1: Let the over-tip-out exist, if you know that the server has sufficient tips from other days in the pay period compensate for this day of deficient cc tips.

Solution #2: Adjust the tip-out

Click on the tip-out number as shown, to edit it:



Next enter a new value, which falls within tipping parameters, and press Save


54.90
0.00
0.00
54.90
Food Sales
20.00
0.00
20.00
Alcohol Sales
20.76
0.00
20.76
$54.90
$0.00
$54.90
Print
Save

Tips Templates: Pool by Day-Part

Last Modified on 11/01/2023 11:50 am MDT

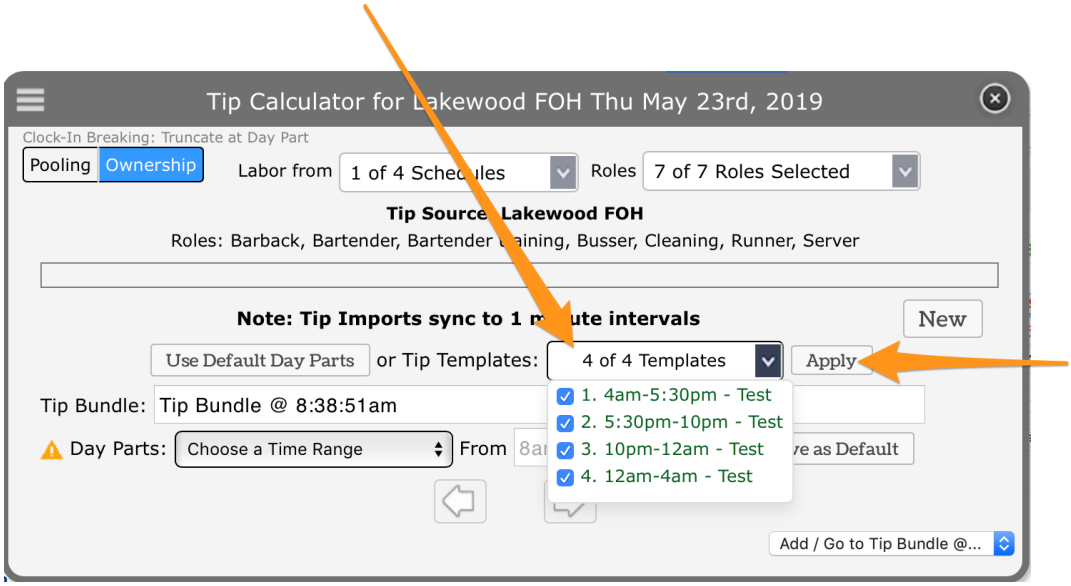
Teamwork will setup your initial Tips Templates, and show you how to modify / create new templates for future use.

Note: Before running tips, verify that you have edited and approved all time punches for the day.

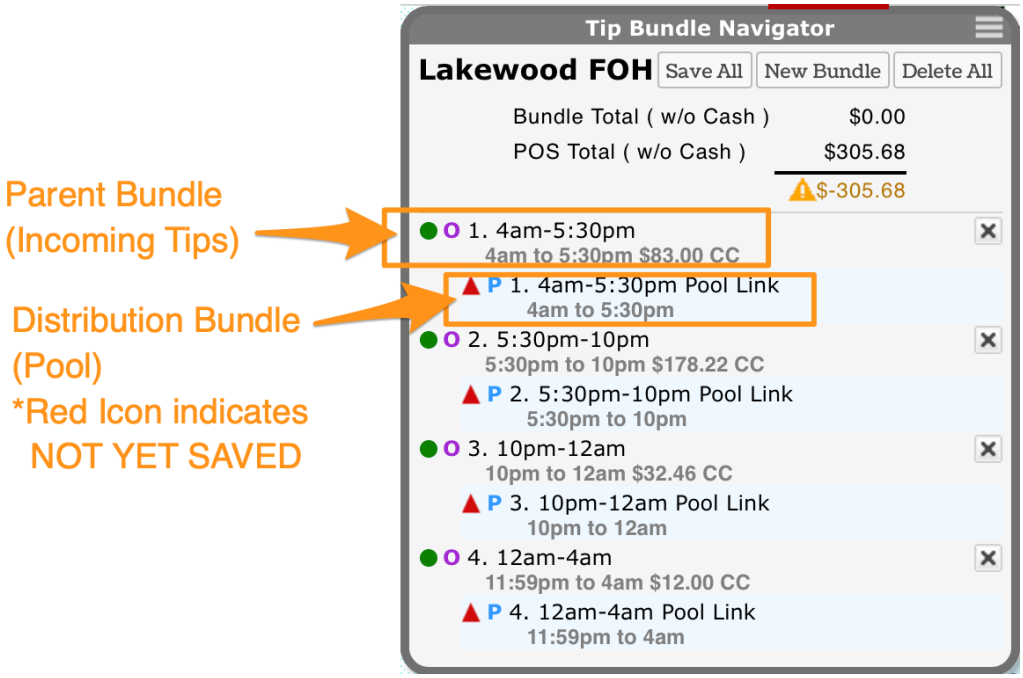
From the schedule view, click **No Tips Run:**

From the Tips Calculator, open the **Template Selection Dropdown Menu** as shown below.

Select the templates you wish to run, and press **Apply**

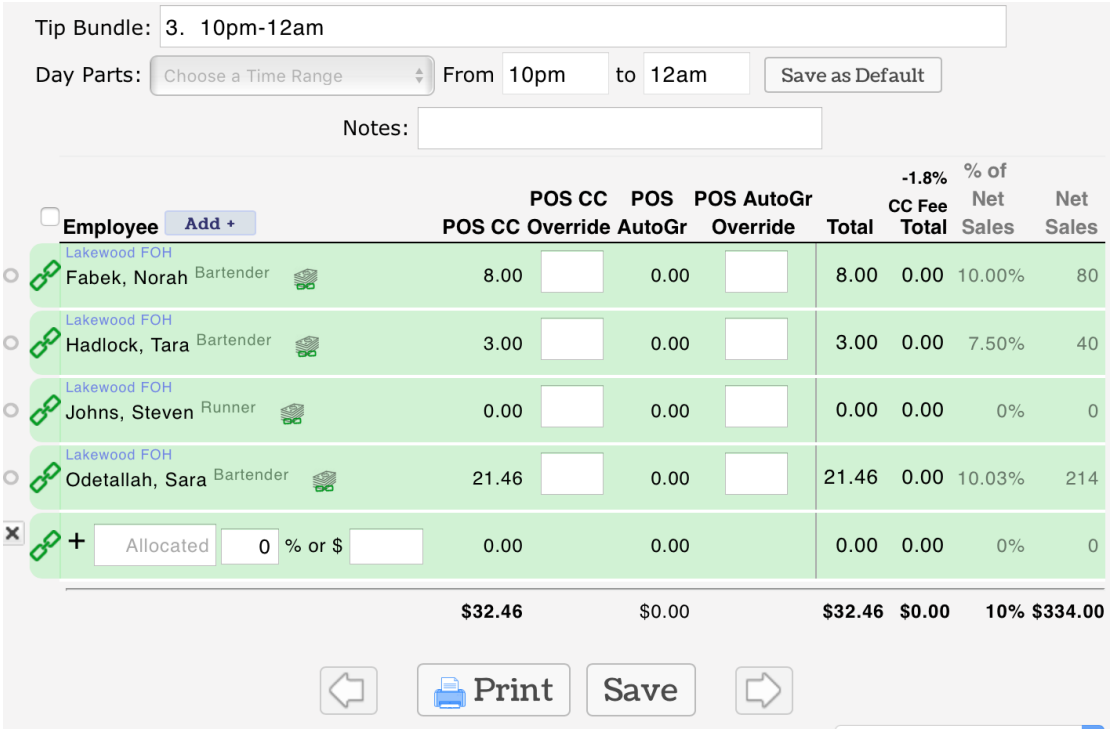


In the **Tips Navigator**, you can view the Tips Bundles that were generated by the templates --- the components that comprise your Tips Distribution. See the difference below between a Parent Bundle and downstream Pool.

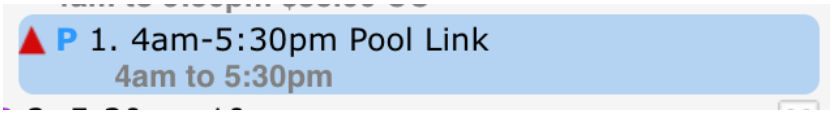


Clock on a "Parent Bundle" as indicated above (any Outdented row) .

The Parent Bundle reveals the Tips SOURCE. For instance, below, Tara Hadlock rang in $3.00, while Sara Odetallah rang in $21.46 in Tips between 10pm and 12am. All rows are "Linked", meaning they will flow into a downstream Tips Pool.



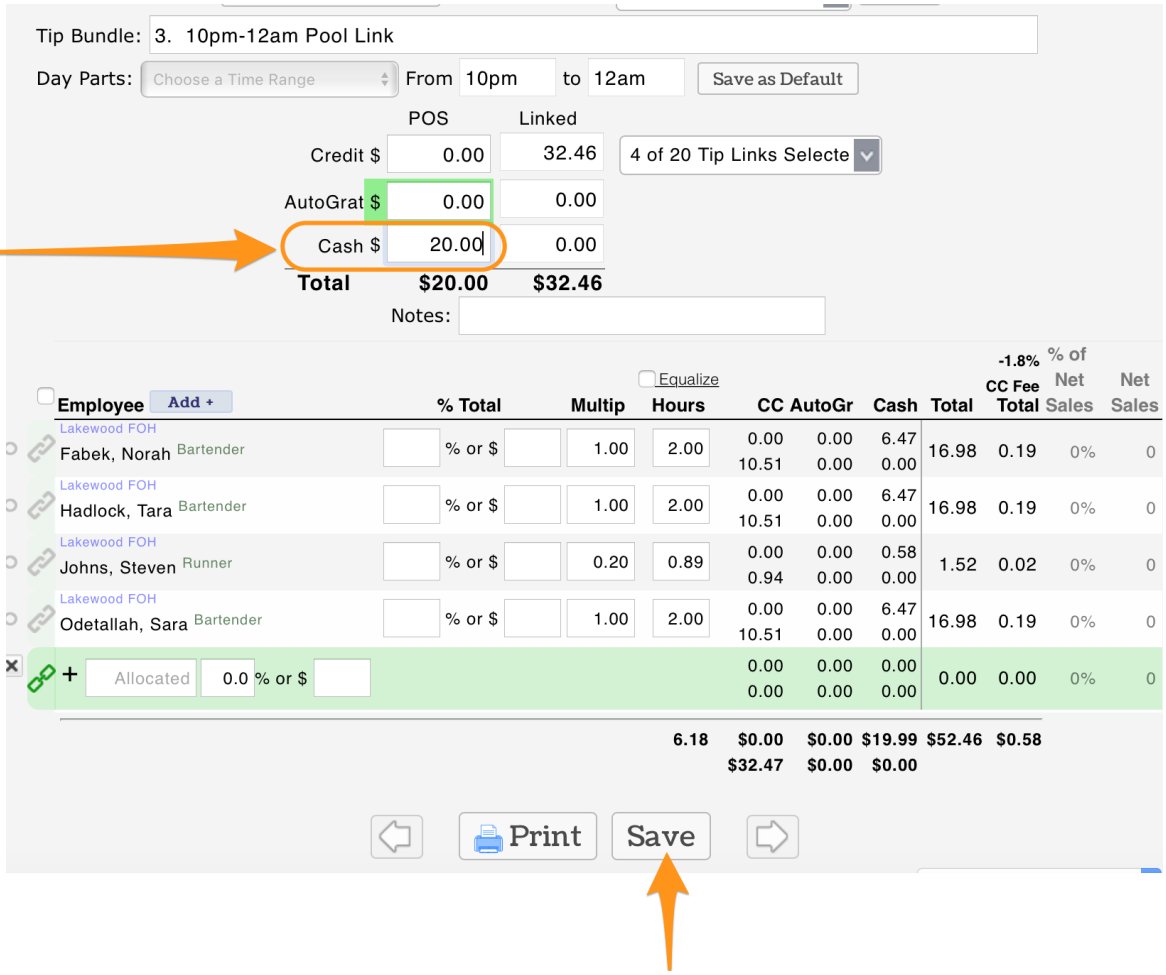
Next, from the navigator, click on the indented downstream bundle, to see the Tips Pool



The Tips Pool shows the distribution of the Tips that we observed in the preceding bundle.

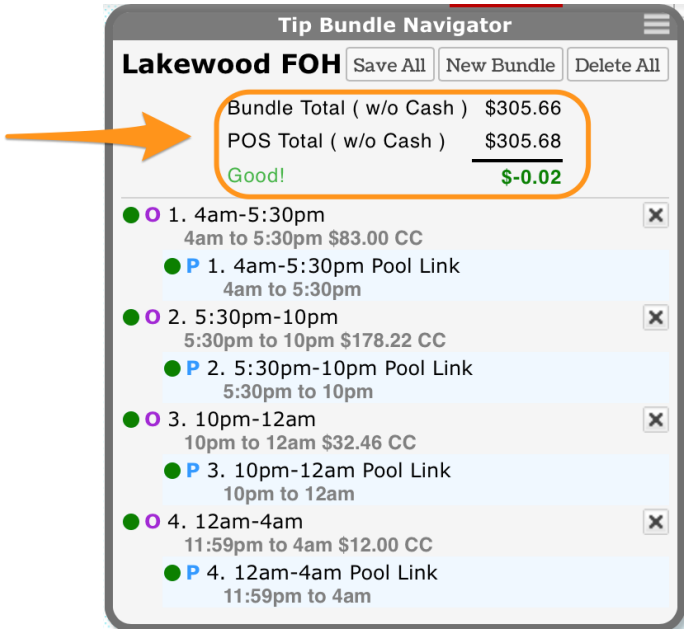
In the Tips Pool, you will see each employee's Hours, Multiplier (Point weighting) and resulting Credit / Auto-Gratuity / Cash. At this point you can add Cash manually where indicated, or override any field, including Hours or Points. When complete Press SAVE

NOTE: Editing the Hours in a Tips Pool does not change the employee's time punch.



After Saving All pools, all indicators should be Green Circles as shown below (which indicates they are saved).

Tips must Balance against the POS Total (within a few cents) as shown below.



If you cannot get tips to balance against the POS, email details to support@dolcesoftware.com

NOTE: Tips may be opened, edited and re-saved

NOTE: If you change time punches, Tips must be re-run

Prior to running payroll, the Tips REPORT should be used for a final audit against the POS for the entire pay period.

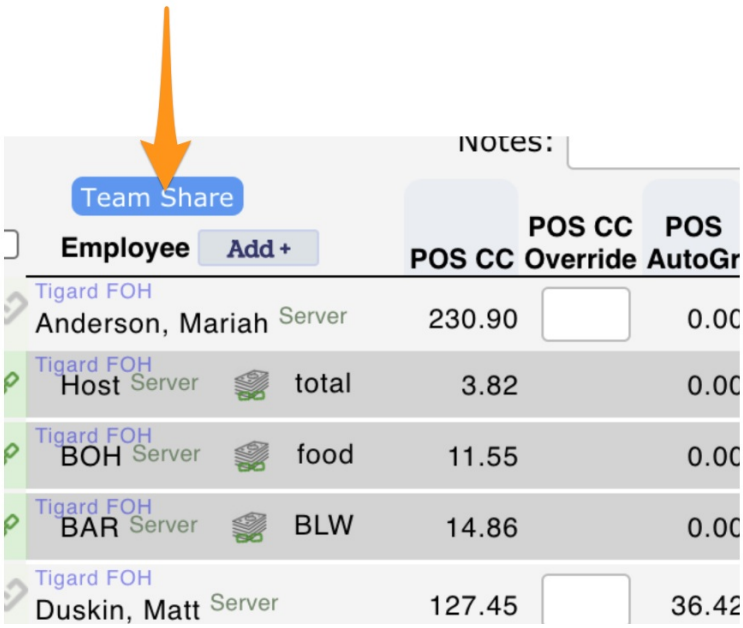
Tips Team Share

Last Modified on 10/16/2022 9:36 pm MDT

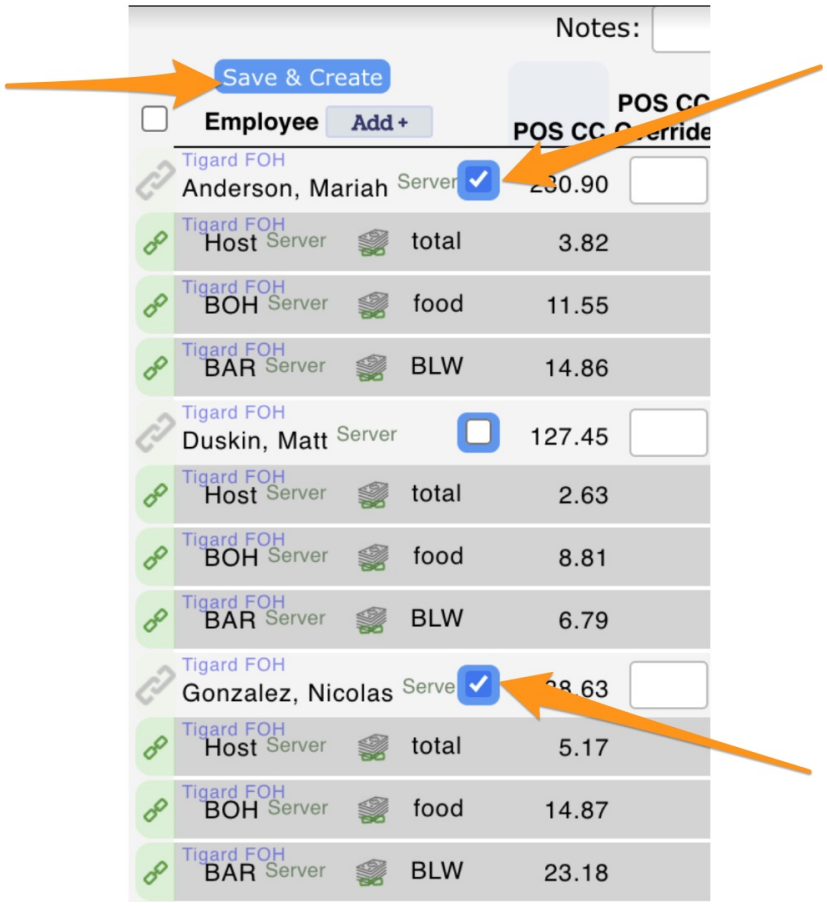
If two or more employees wish to combine their tip outs and split, see the following steps:

1. Run Tips per normal. Then Open Tip Bundle where you wish to create a team.

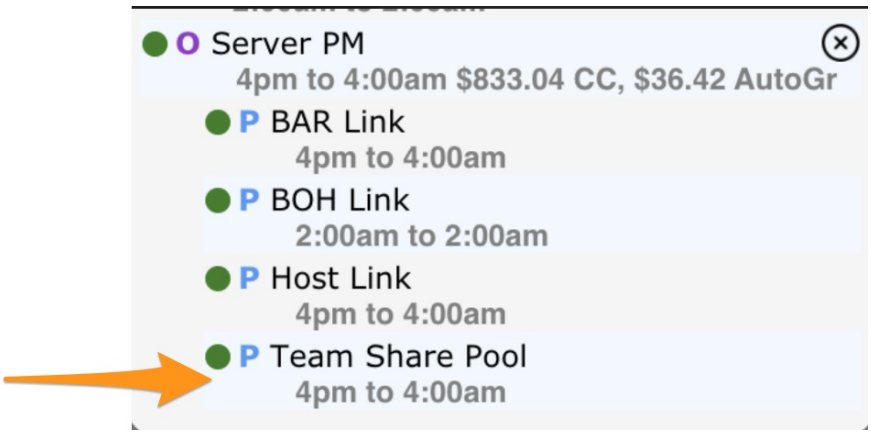
2. Press Team Share



3. Check the employees who will share, then Save & Create



4. Click Save All in the tips Navigator. You'll see the Team Share Pool

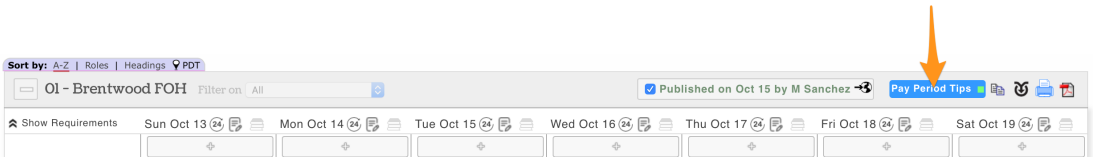


Run Tips for Pay Period

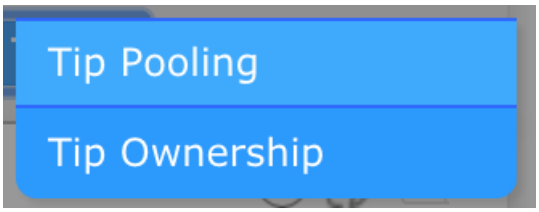
Last Modified on 10/24/2019 7:16 am MDT

Initiate the Tips pool from the Schedule (ie FOH), for week that falls within the pay period.

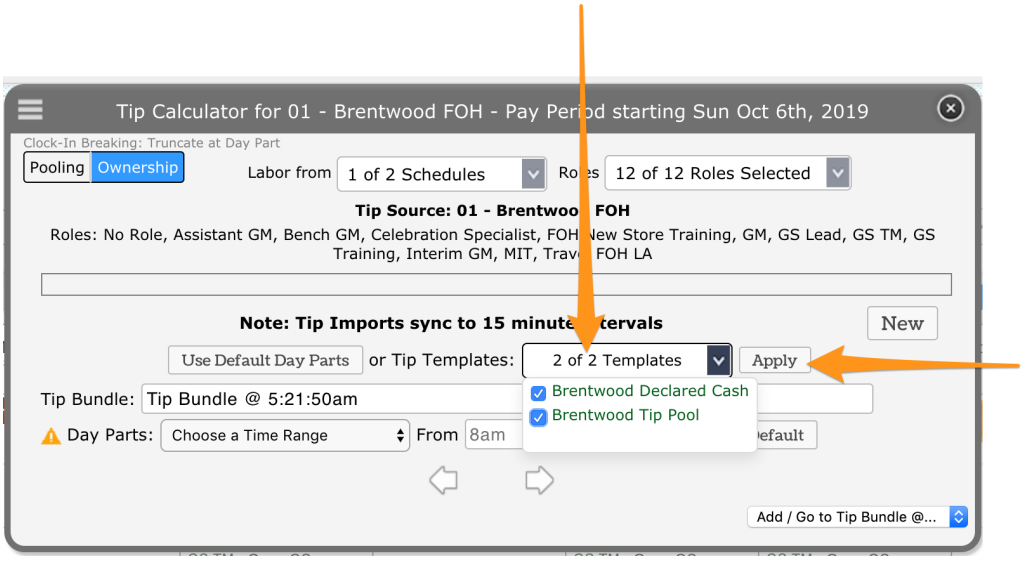
Select **Pay Period Tips** as shown below



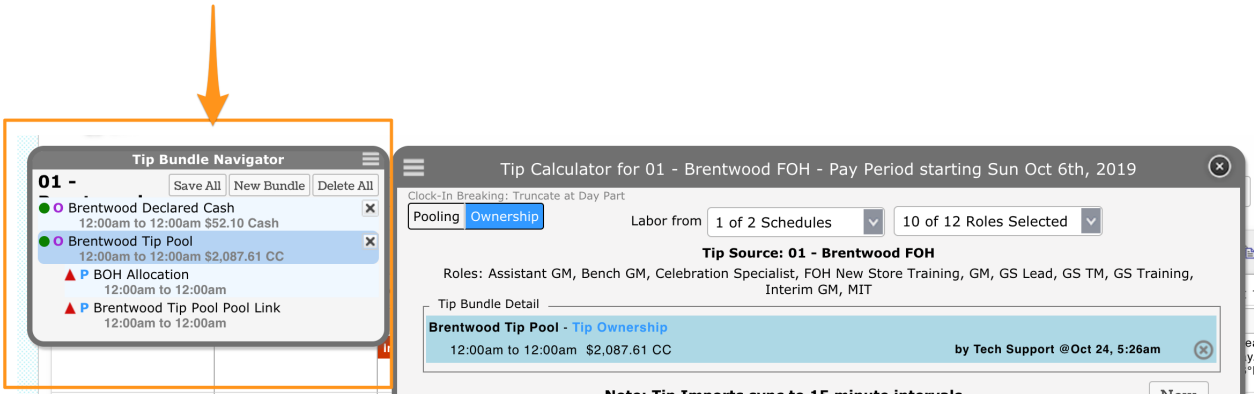
When prompted, select **Tip Pooling**



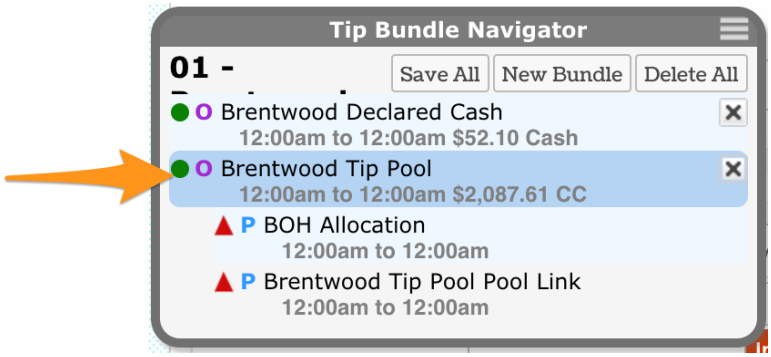
From the Template dropdown menu, select both **Tip Pool** and **Declared Cash**, and press **Apply**



After the Templates have run, you will see the following in the **Tips Navigator** window

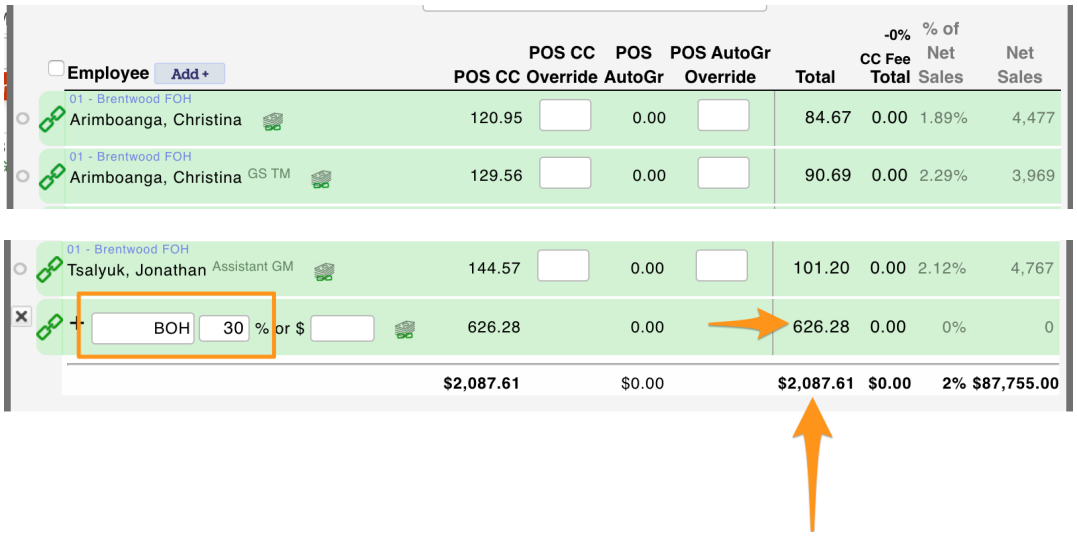


From the Navigator, select **Tip Pool** (the outdented row as shown below)

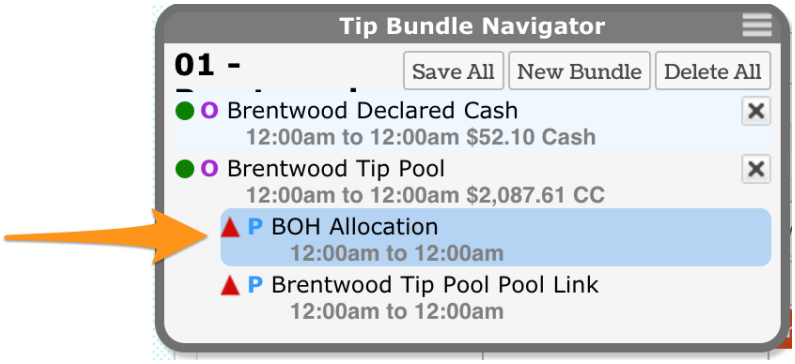


You will see all source tips gathered from the pay period (this is NOT the pool)

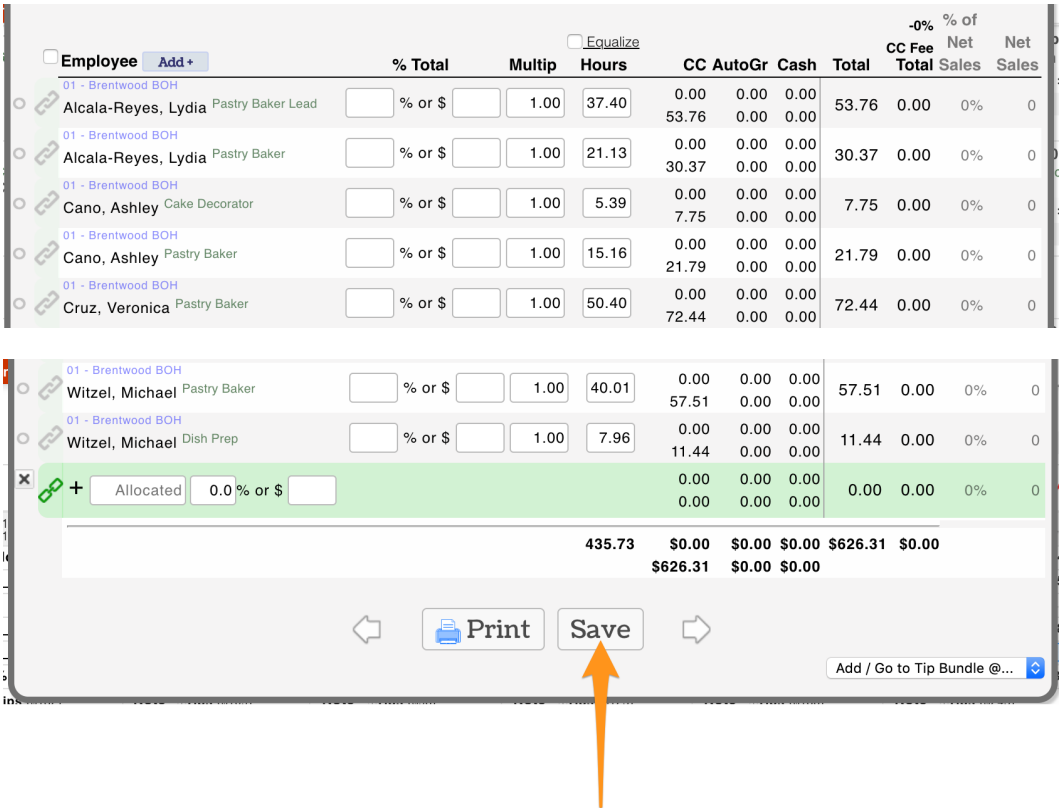
- Observe the Total at the bottom. This number should be audited against the POS
- Observe the allocation that will go to another department (ie BOH)
- If the Total needs to be adjusted, use the override fields and SAVE, or contact support@dolcesoftware.com for assistance



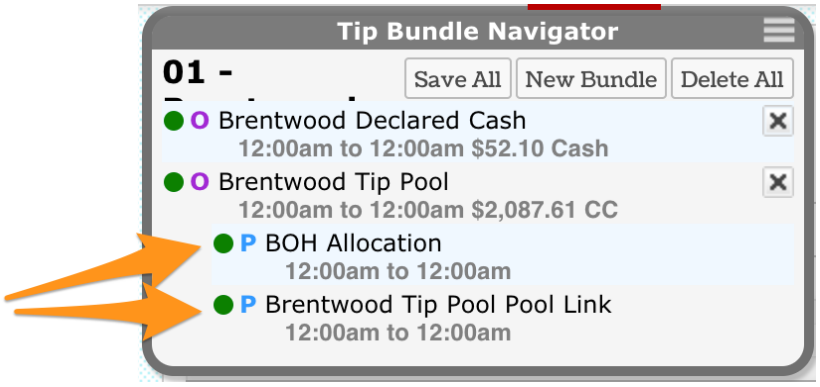
Next click either of the Pools (the indented rows with Red Triangles - indicating an un-saved status)



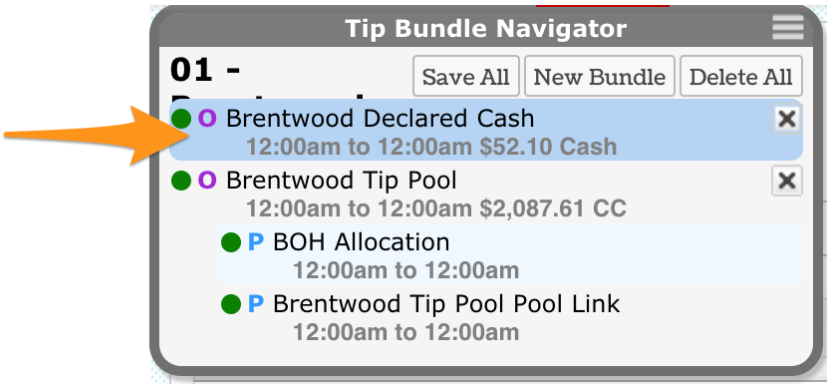
Observe each pool and **Save**



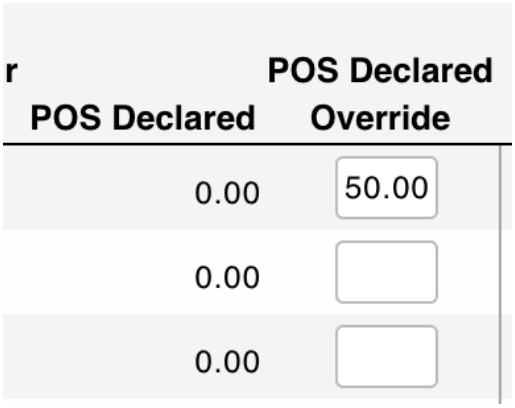
You will now see that the **Red Triangles** have converted to **Green Circles**, indicating that all pools are saved.



To observe Declared Cash, click the row **Declared Cash**

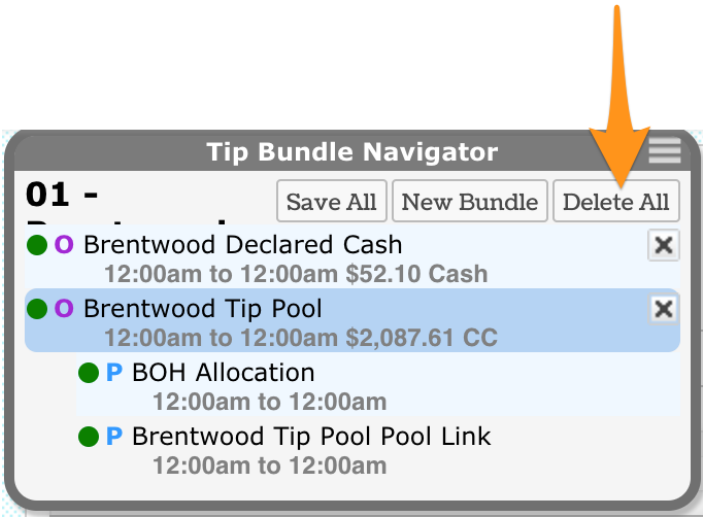


Observe the POS Declared column. Use the override field and Save if an adjustment needs to be made.



NOTE: To view or edit tips at a future time, do NOT re-run the template, simply click on the saved tips from the Tips Navigator.

NOTE: Tips should be run after all time punches have been corrected and approved. If time punches change, then Tip Bundles must be deleted and re-run.


Tip Bundle Navigator
01 -
Save All
New Bundle
Delete All
O Brentwood Declared Cash
12:00am to 12:00am $52.10 Cash
O Brentwood Tip Pool
12:00am to 12:00am $2,087.61 CC
P BOH Allocation
12:00am to 12:00am
P Brentwood Tip Pool Pool Link
12:00am to 12:00am

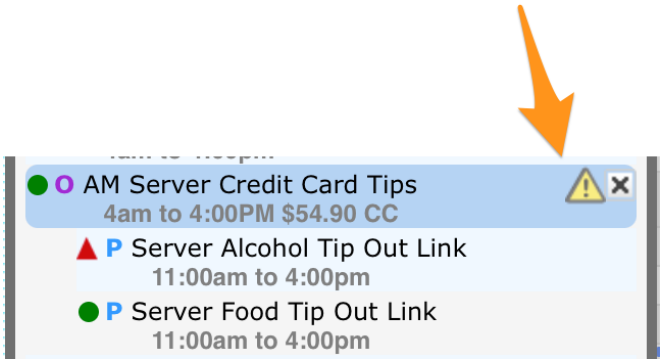
Tip-Out Exceeds Tips Warning

Last Modified on 12/06/2022 11:56 am MST

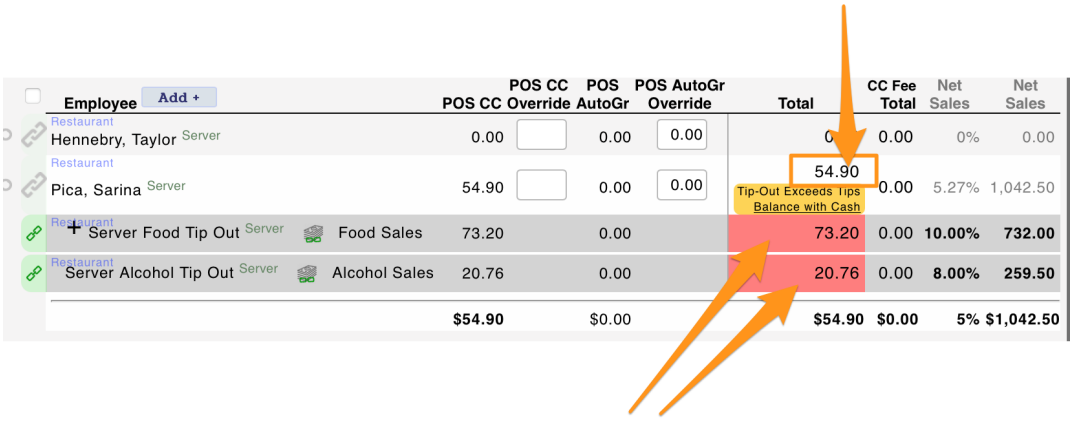
If the employee tips out exceed the tip rules you will see the following warning and the following options exist:

Tip-Out Exceeds Tips

OVERTIP Warning: See the following symbol. Click on this bundle to see more detail



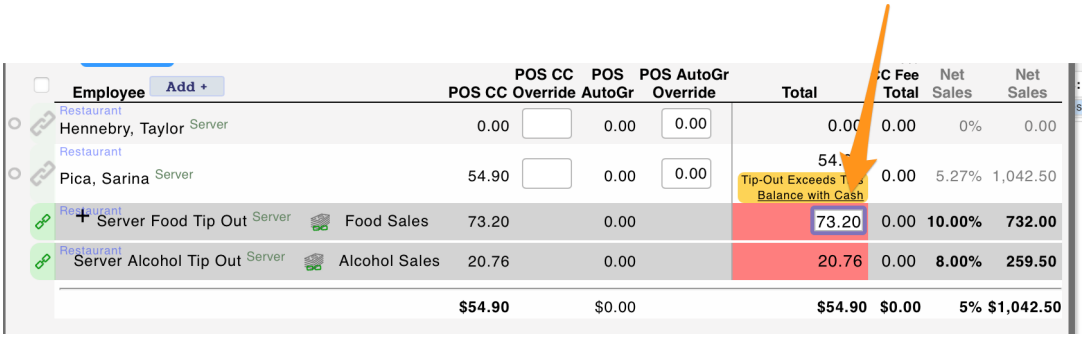
In this case, there are not enough credit tips to tip-out support based on the tips rules. (perhaps the server received the majority of tips in cash..)



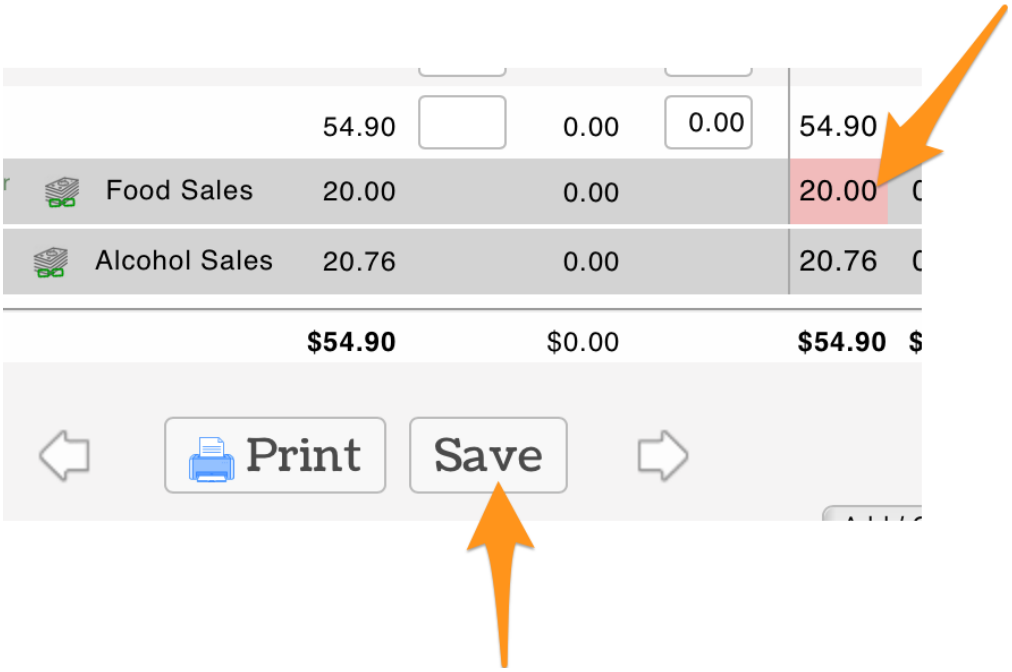
Solution #1: Let the over-tip-out exist, if you know that the server has sufficient tips from other days in the pay period compensate for this day of deficient cc tips.

Solution #2: Adjust the tip-out

Click on the tip-out number as shown, to edit it:



Next enter a new value, which falls within tipping parameters, and press Save



Tips by Day-Part Options

Last Modified on 06/02/2022 5:32 am MDT

A common example of grouping tips by Day-Part would be having both an AM and a PM pool or tip-out. The following options are available.

For the following example, the division between AM and PM service is 4:00pm. (*this division can be set as desired, and, any number of Day-Parts can be setup*)

Truncate on Day-Part

With "Truncate" mode, if a shift spans both day parts, then the employee participates in both day-parts.

Intelligent Day-Parts

With "Intelligent" mode, *All* hours and tips are placed into the day-part where the *majority* of the shift was worked. Note that with this option, a double shift requires two separate shifts.

Notes

- The preceding example can apply to both the source of tips and the allocating or pooling of tips. The two can function independent of each other.
- Source tips are based on ticket open time.
- Thresholds of time worked may be applied to pools. For example, "employee must

work in a day-part for 15 minutes to participate in the pool"

Additional Controls

- Use of AM Roles and PM Roles adds additional options / control
- Use of AM and PM ring-in codes, i.e. "AM Bar" and "PM Bar" offers additional options / control

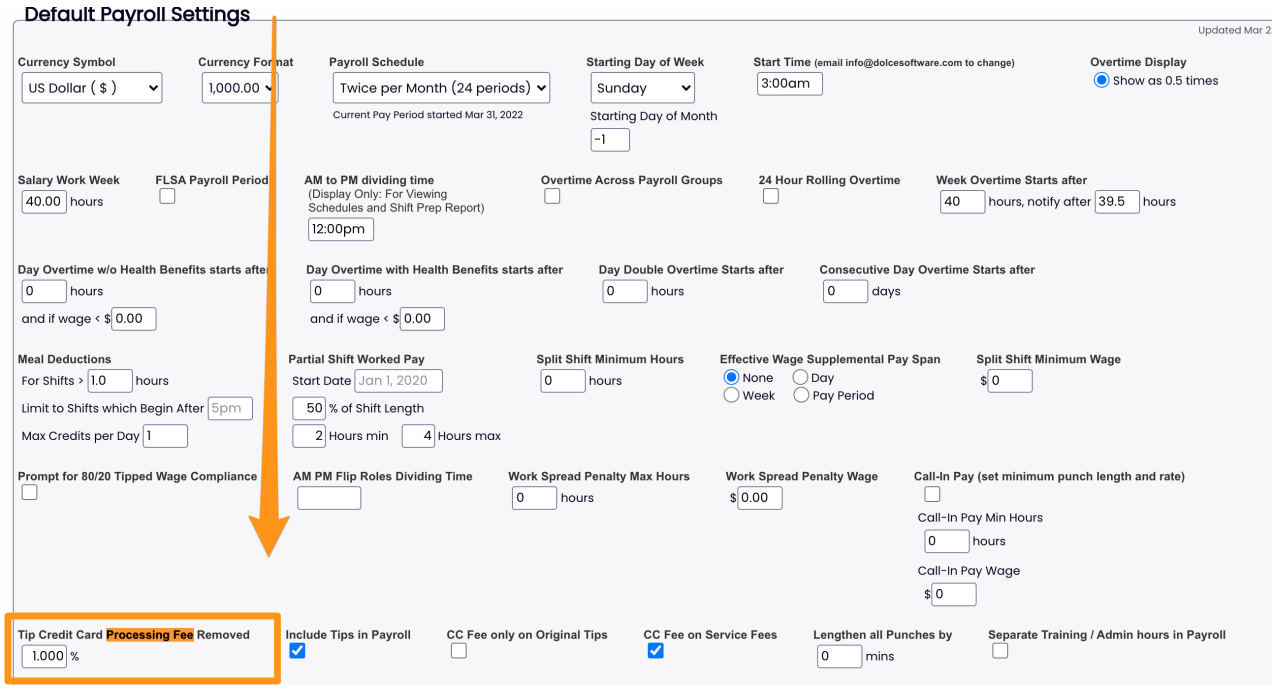
Removing Credit Card Fee from Tips

Last Modified on 04/13/2022 2:48 pm MDT

Gearwheel Menu > General Settings > Scroll to Payroll Settings

Enter% > Press **Save Payroll Options**

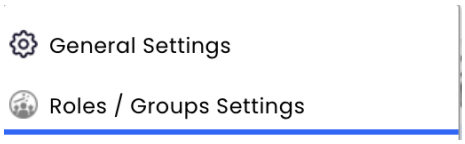
NOTE: Existing Tip Bundles won't be affected. Only future bundles.



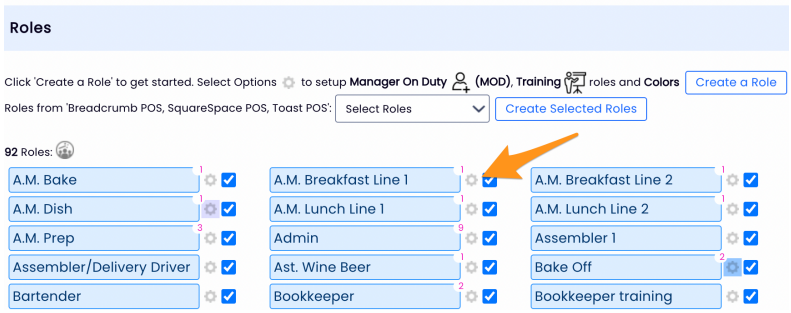
Tips Adding Point Values to Roles

Last Modified on 04/13/2022 3:55 pm MDT

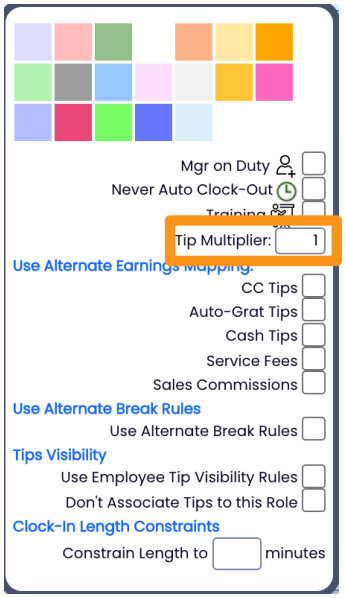
Gearwheel Menu > Roles / Headings Settings



Click the Gearwheel for the Role as shown below



Enter the Tips Point Value in the **Tip Multiplier** field

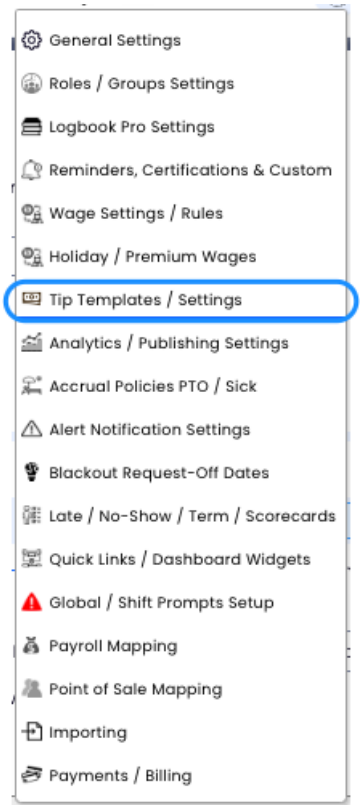


Updating Roles in Tip Templates

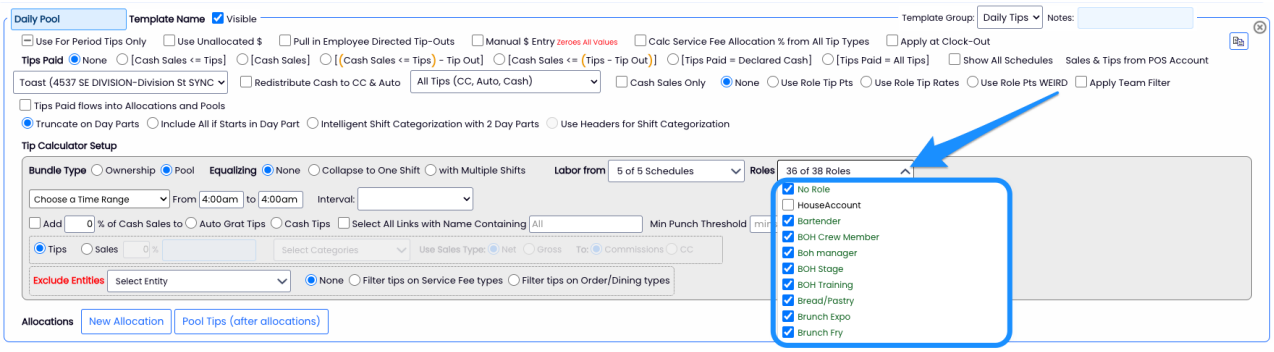
Last Modified on 11/01/2023 10:02 am MDT

To change the roles that are eligible in a tip template, navigate to **Tip Templates / Settings** from the Gearwheel menu.

Be advised that there are many sensitive settings on this page. It is only accessible to administrators with the appropriate permissions. If you have any questions about what a checkbox may do, or how to update your tip templates, please contact teamworksupport@spoton.com



Locate the tip template you'd like to adjust and click on the "Roles" drop down menu.



Select additional roles, and deselect the roles you may no longer need. These roles will determine who is tip eligible for this particular template. So if you had an AM and a PM pool, you could theoretically have different roles receiving tips for each day part.

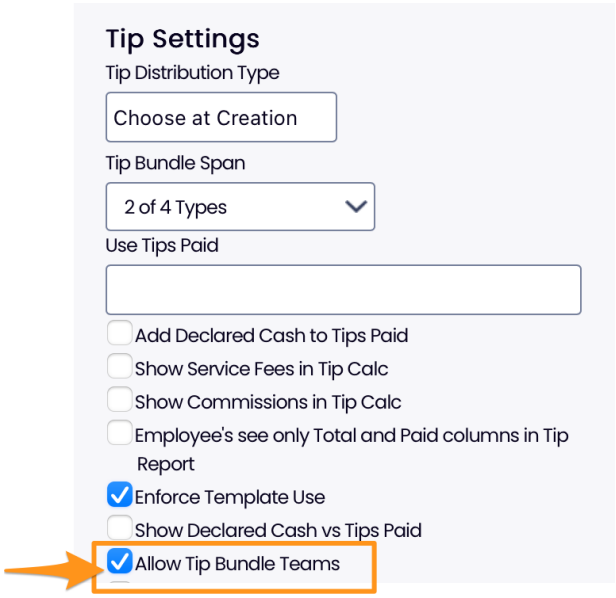
Building Teams in Teamwork

Last Modified on 09/27/2023 11:45 pm MDT

Use case examples:

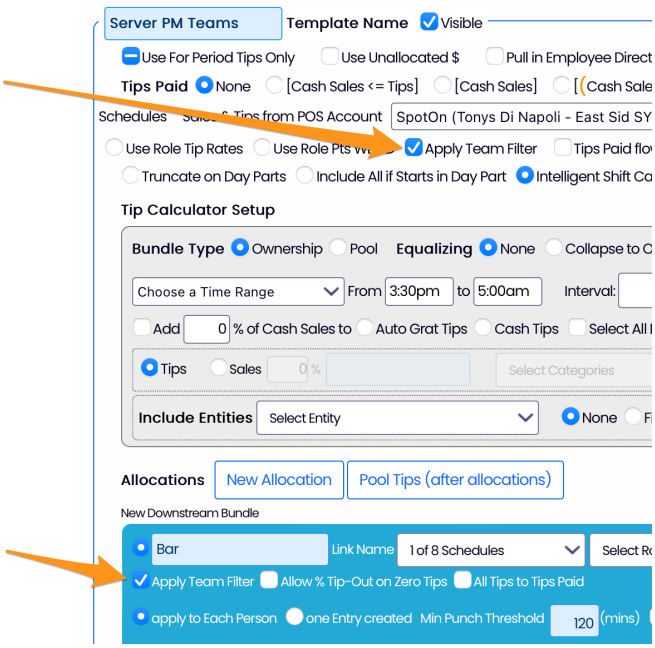
- Servers working in Teams that are determined ad hoc
- Servers tipping a specific Bar, ie Service Bar or Main Bar, determined ad hoc

The Teams function is engaged in Gearwheel Menu > General Settings > Schedule Settings (the schedule where tips are run from)



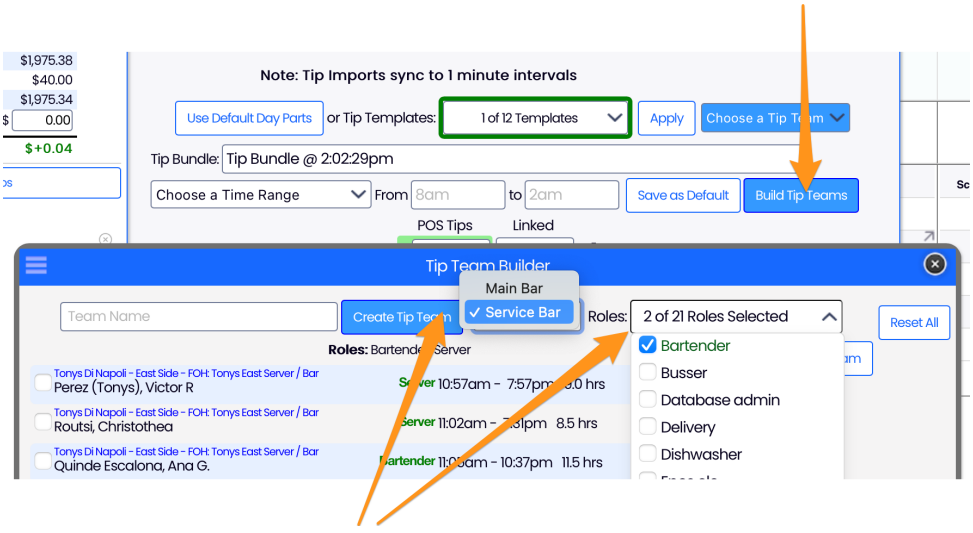
Tip Template Setup

- Check the Apply Team Filter checkbox for the groups where where the Team Filter should apply
- In the example below, Servers will be able to be tip out specific bartender teams
- Tip outs that should NOT be tied to a filter can simply be left unchecked

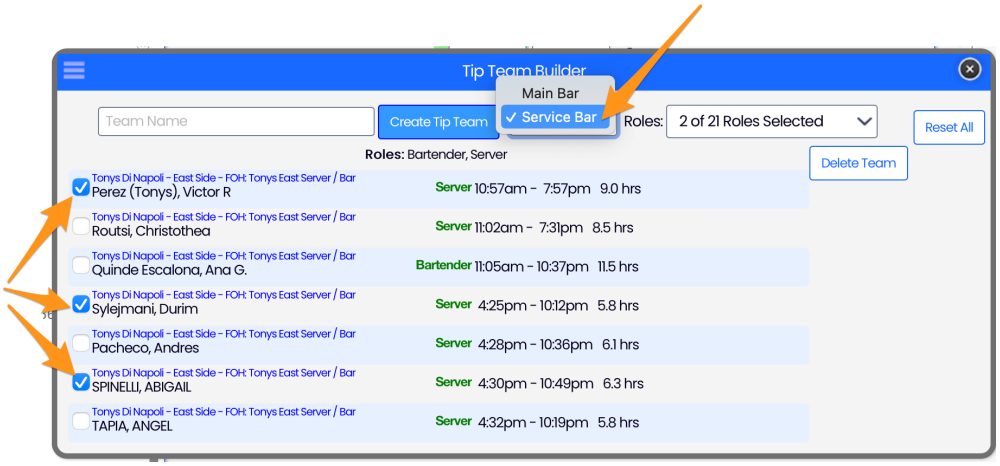


From the Run Tips module, define Team Names as follows

- Press Build **Tips Teams**
- Create team names and press **Create Tip Team**
- Select the Roles which are to be included in creating teams, in this case Servers and Bartenders, as shown below
- NOTE: Once created, the team+role definitions are saved and can be re-used without re-creating

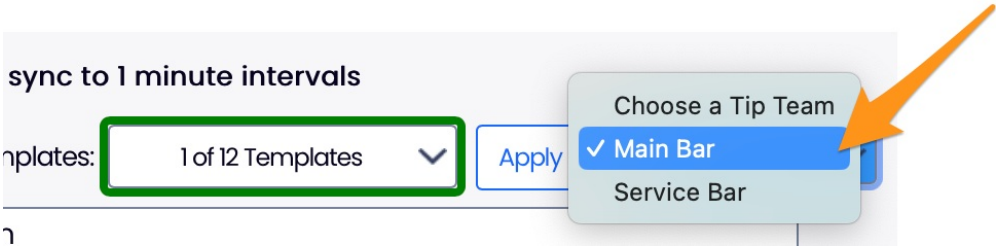


Once team names + roles have been defined, employees can be assigned to the various teams



To run tips, select the Template as normal, but choose a Team prior to running the template

- In the example below, the server template would be run two times, one for Main Bar, and one for Service Bar



Tips Point Weight Applied to Employee

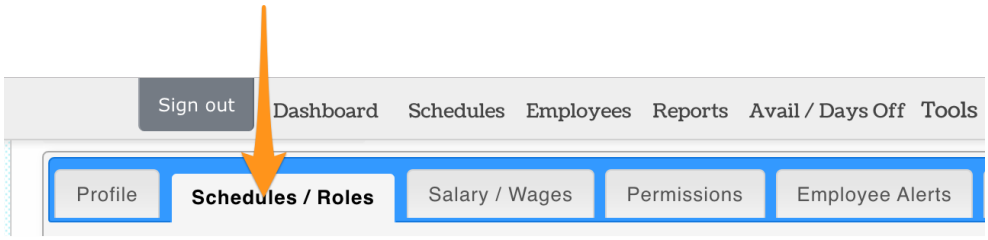
Last Modified on 12/24/2023 1:51 pm MST

Tips Point-Weight is generally defined by Role, but Teamwork provides the ability to customize points by employee. Two methods are shown below.

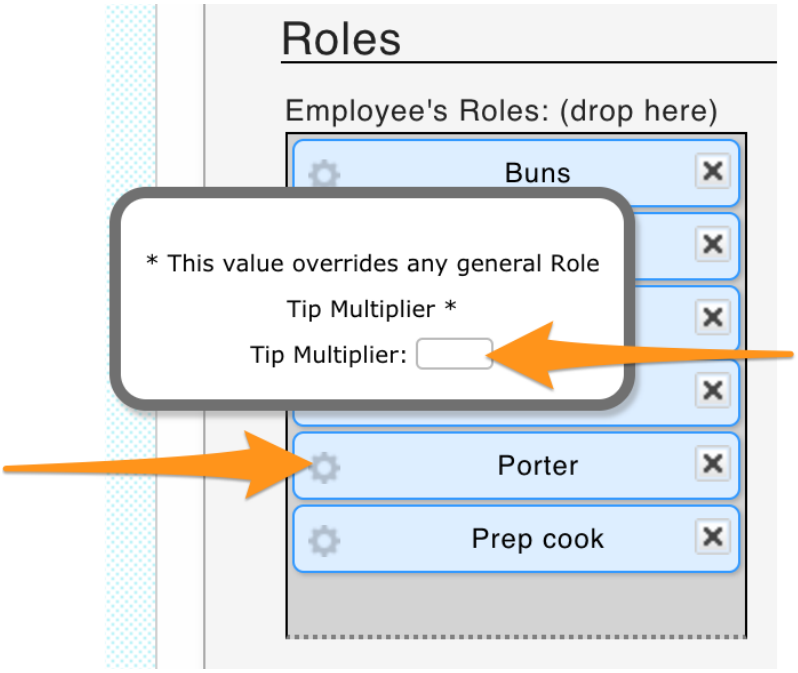
Assigning Custom Role Points per Employee

Apply a Point-Weight per ***by employee,*** which will override role-point defaults, as follows:

1. Edit Employee > Schedules & Roles Tab > Scroll to bottom half of page to view roles.



2. Points are assigned by Role. Clock on the a Role's gearwheel menu, and enter a point value.

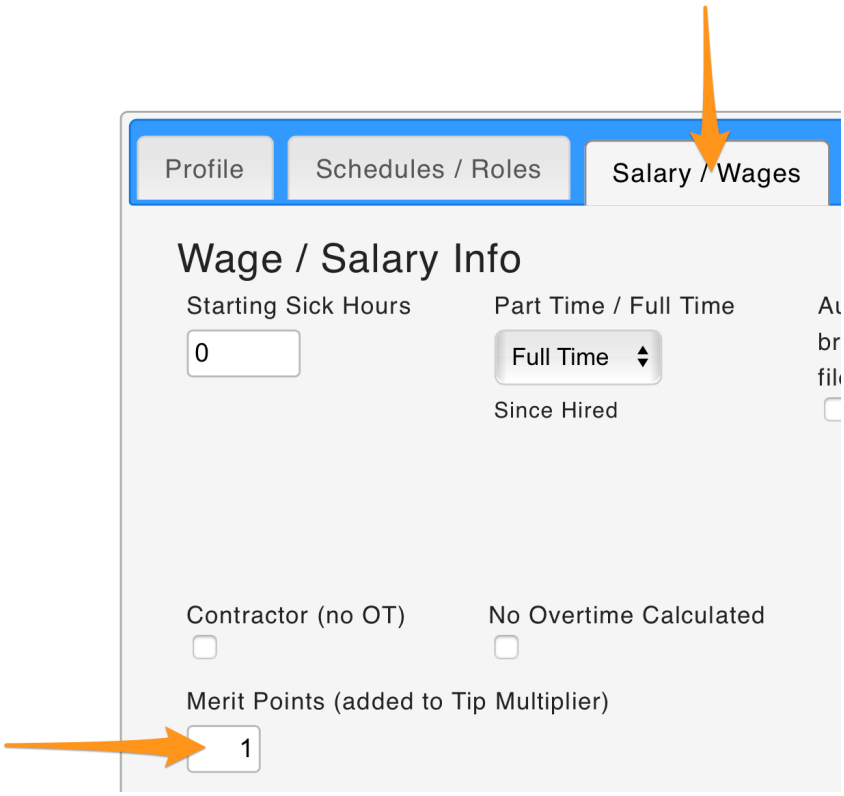


NOTE: Point entries will not change *prior* tip-outs, but will effect *subsequent* tip-outs.

Assigning Merit Points per Employee

Merit Points can be added to an employee from their Salary / Wages tab as shown below.

Merit points will be **added** onto the existing point values of a given pool. i.e. If a point value would otherwise be 1, and a merit value of 1 is given to an employee, then their point value in a pool would be 2.



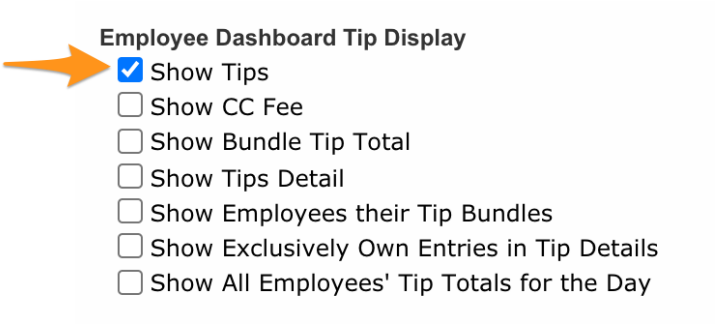
Managing Employee Tips View Options

Last Modified on 07/15/2022 1:26 pm MDT

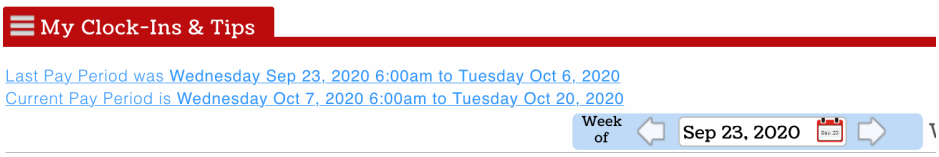
To set Tips Exposure options for employees

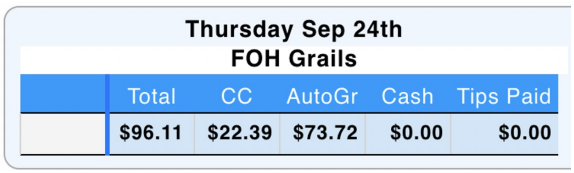
- Go to the Gearwheel Menu > General Settings
- Scroll to Other Settings

Option #1 > **Show Tips**

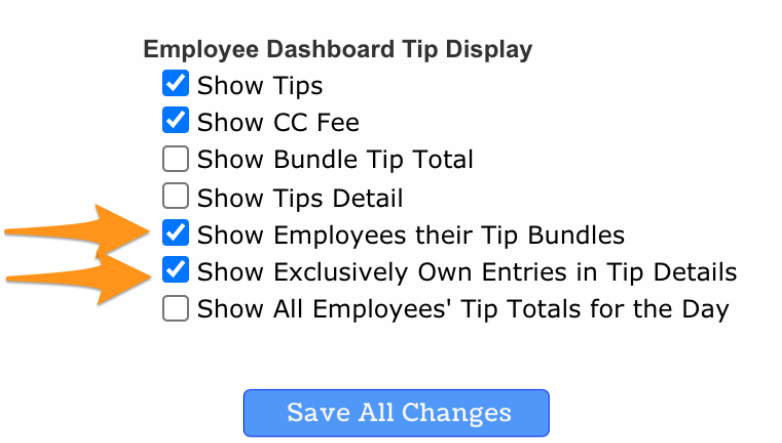


From their Dashboard, an employee can see their personal Tips Total for each day



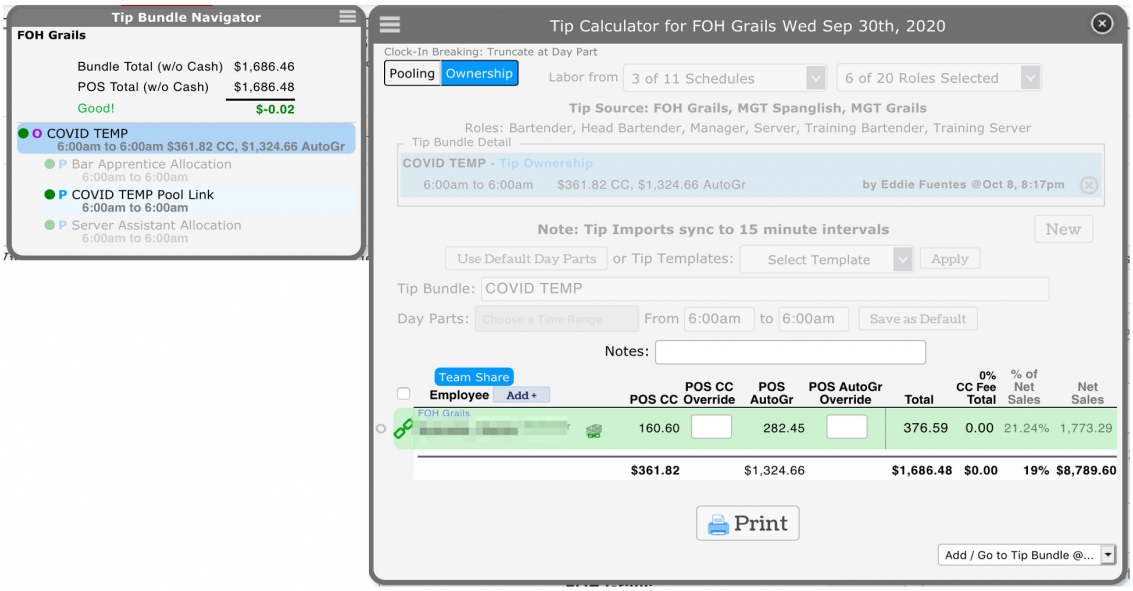


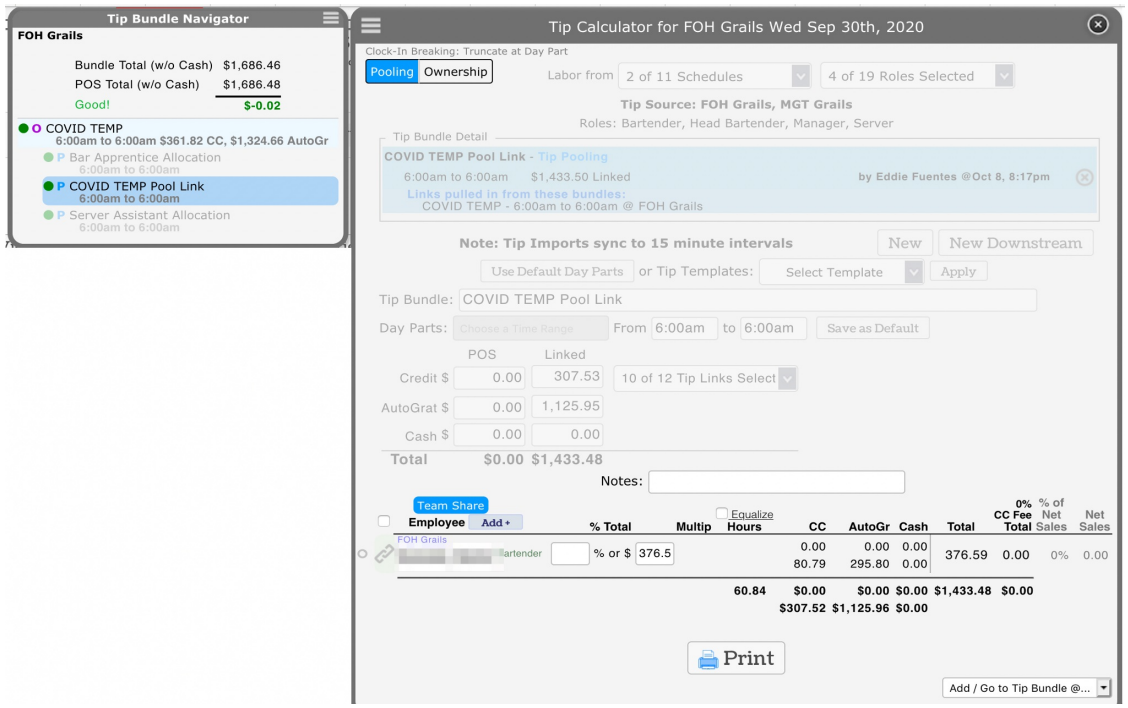
Option #2 > **Show Tips + Show Tips Detail + Show Exclusively Own Tip Detail**



From their Dashboard, employees can select each day and view additional tips detail

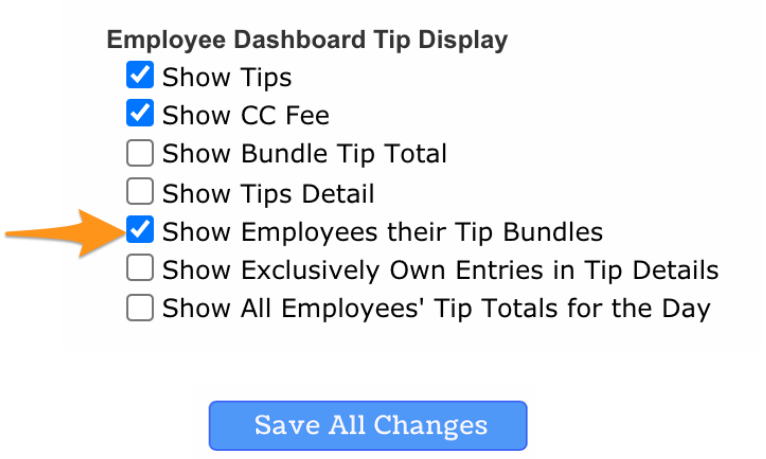
- Employees can click on individual tips bundles from the Tip Bundle Navigator
- Employees will be able to view their contributions to pools. their tip-out, and the tips they receive
- Employees can NOT view other employees tips





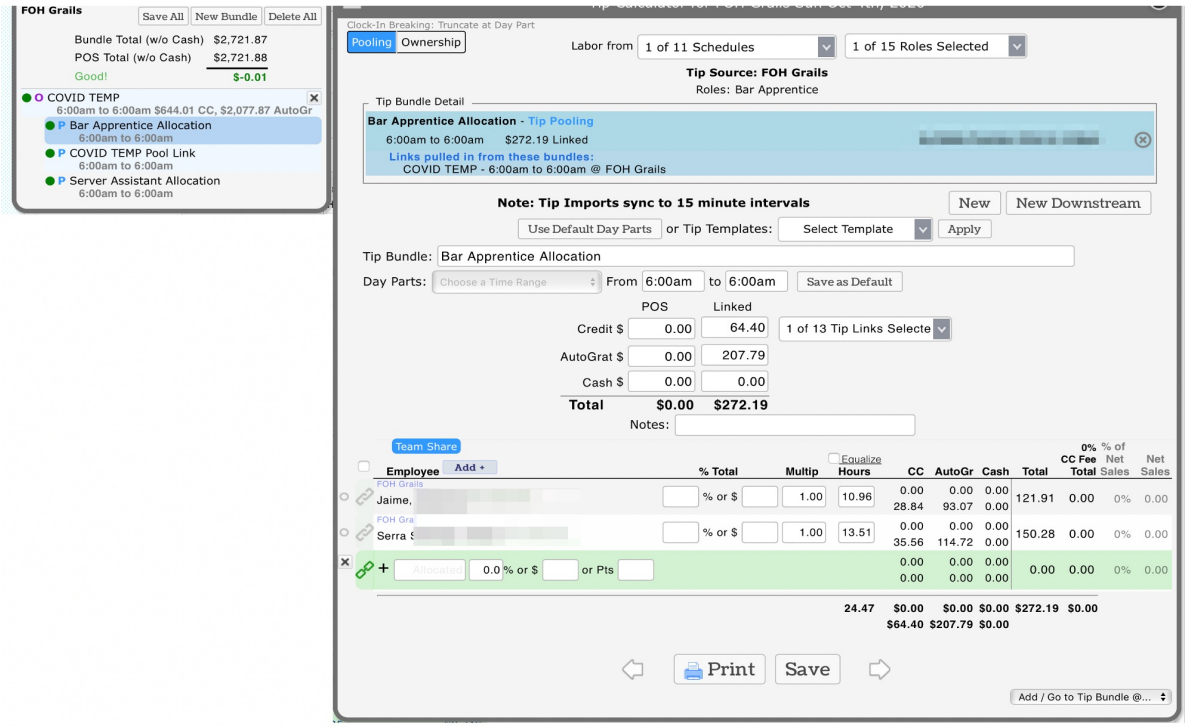
Option #3 > **Show Tips + Show Tips Detail**

(Show exclusively own tip detail is UNCHECKED)



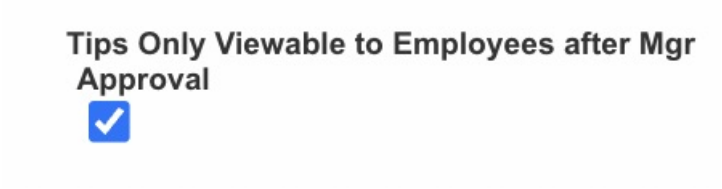
Tips bundles are opened from the dashboard as in Option#2 above

- Employees have complete visibility to all tips activity, including the contributions to pools and tips received by all employees.
- Employee view is essentially what a manager sees, but employees cannot adjust or save any data.



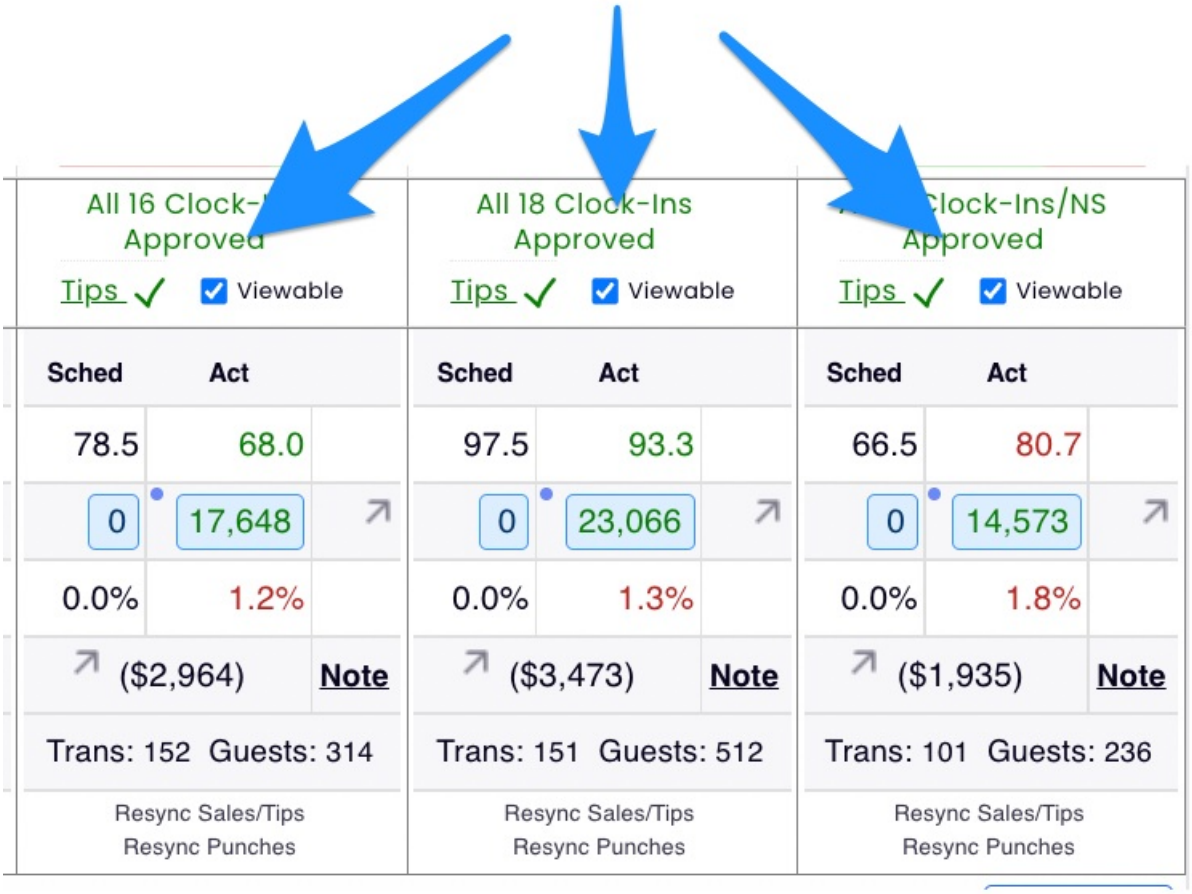
Allowing Managers To Decide When Tips are Viewable to Employees:

- Go to the Gearwheel Menu > General Settings
- Other Settings > check the box below



Once checked, it gives the manager the ability to decide when tips are viewable. This is a

valuable tool. It will ensure that employees don't accidentally see tips while the distribution is incomplete. This checkbox becomes available at the bottom of each day after tips have been balanced . Once "Viewable" is checked, the employees can access the tip templates based on the above options you have set.

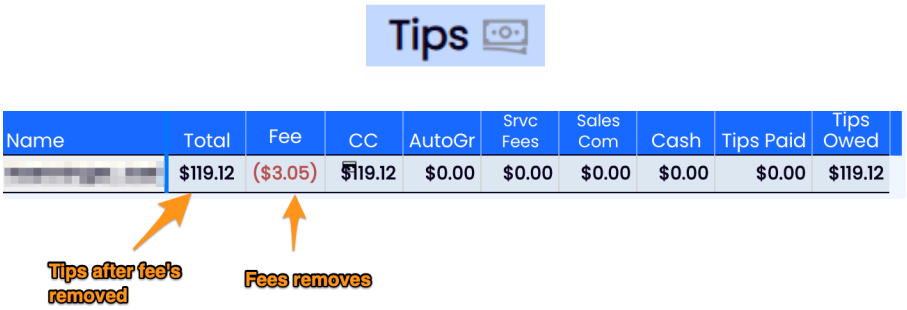


Employee View of Tips Bundles

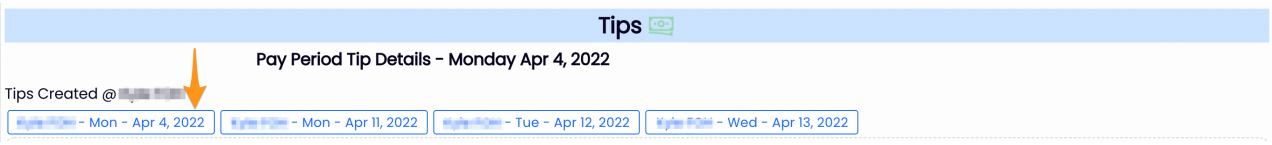
Last Modified on 09/24/2023 1:52 pm MDT

From Desktop

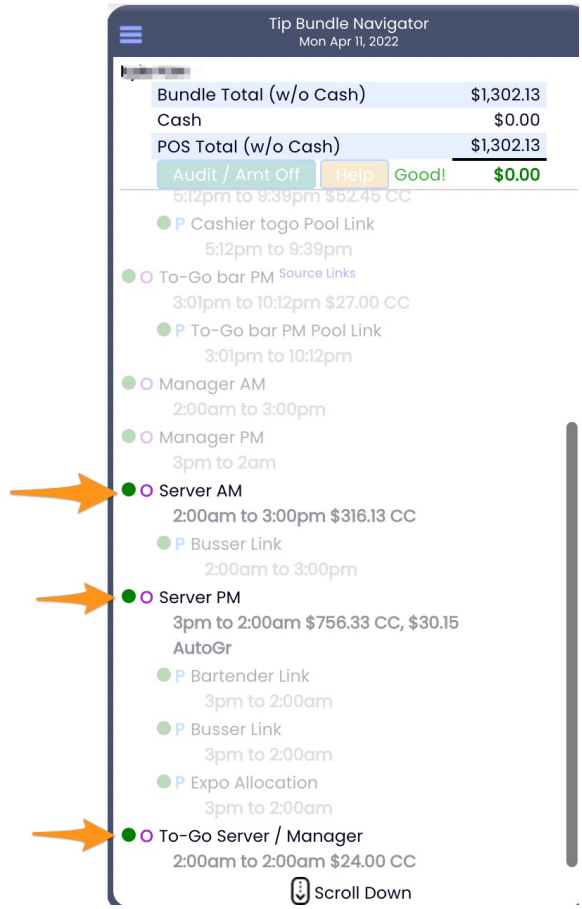
Click on **Dashboard** from the top toolbar and scroll to the **Tips** section of the **My Clock-Ins & Tips** to view summary data.



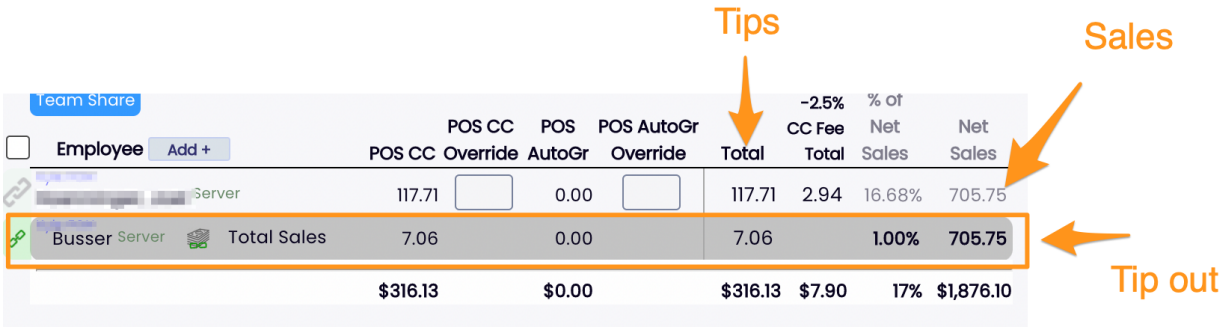
To see tips bundle details, click on a Tips Date as shown below



You are able to click on **BOLD** tips bundles where you have activity

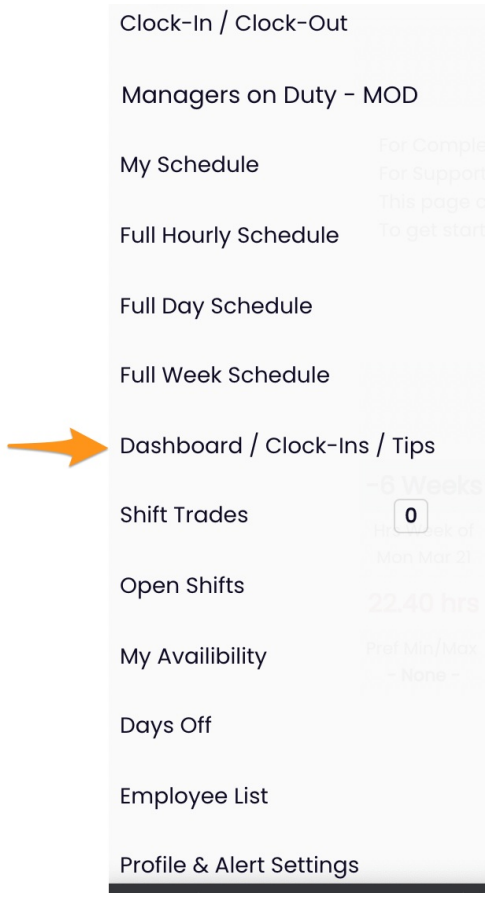


Tips detail shows tips, sales, and tip-out

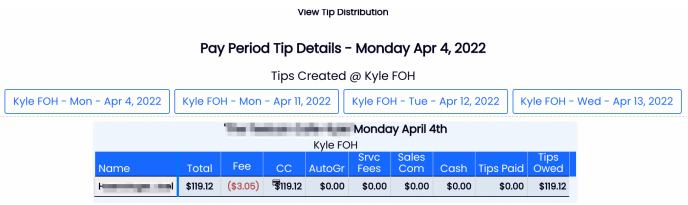


From Mobile

Click the menu as shown below:



The tips detail explained above is viewable / clickable



To see dates in and prior pay period, use the date selector above.

Equalized Tip Options

Last Modified on 12/23/2025 1:06 pm MST

Equalized tip settings allow you to distribute pooled tips equally among team members, regardless of the hours each person worked during their shift.

What Are Equalized Tips?

By default, tip pools divide tips based on hours worked—someone who worked longer receives a larger share. **Equalized** settings override this behavior so everyone in the pool receives the same amount.

Example:
Two bartenders share a tip pool worth $100.

- Bartender A worked 7 hours
- Bartender B worked 6.5 hours

Setting	Bartender A Receives	Bartender B Receives
Standard (by hours)	~$53.85	~$46.15
Equalized	$50.00	$50.00

Equalize vs. Equalize No Collapse

There are two equalized options to choose from, and the difference matters when employees work multiple shifts in the same day.

Equalize (Standard)

When an employee clocks out and clocks back in for a second shift, the system **collapses** both shifts into a single entry in the pool. That employee receives the same share as someone who worked just one shift.

Example:
A server works a lunch shift, clocks out, then clocks back in for dinner. With standard Equalize, both shifts count as one pool entry. If another server only worked dinner, both servers receive equal shares.

Equalize No Collapse

This setting treats each shift as a **separate entry** in the pool. An employee who works two shifts will have two entries and receive twice the share of someone who worked one shift.

Example:
Using the same scenario above—one server works lunch and dinner (two shifts), another server works only dinner (one shift). The tip pool is $150.

Setting	Server A (2 shifts)	Server B (1 shift)
Equalize	$75.00	$75.00
Equalize No Collapse	$100.00	$50.00

Where to Find These Settings

Equalized options appear in two places within your Tip Templates/Settings page:

1. **High-Level Settings** — For primary tip pooling scenarios
2. **Tip-Outs and Pools After Tip-Outs** — For scenarios where tipped employees (like servers) tip out support staff (like bussers or barbacks) who then pool those tips equally

When to Use Each Setting

Scenario	Recommended Setting
All pool members should split tips evenly, regardless of hours	Equalize
Employees working double shifts should receive extra for their additional work	Equalize No Collapse
You want tips divided proportionally by hours worked	Leave Equalize settings off

Need Help?

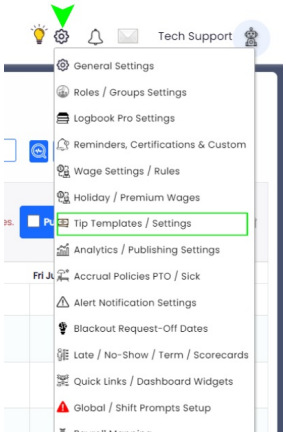
If you're unsure which equalized setting is right for your restaurant, contact our support team for guidance on configuring your tip templates.

Employee Directed Tip-Out

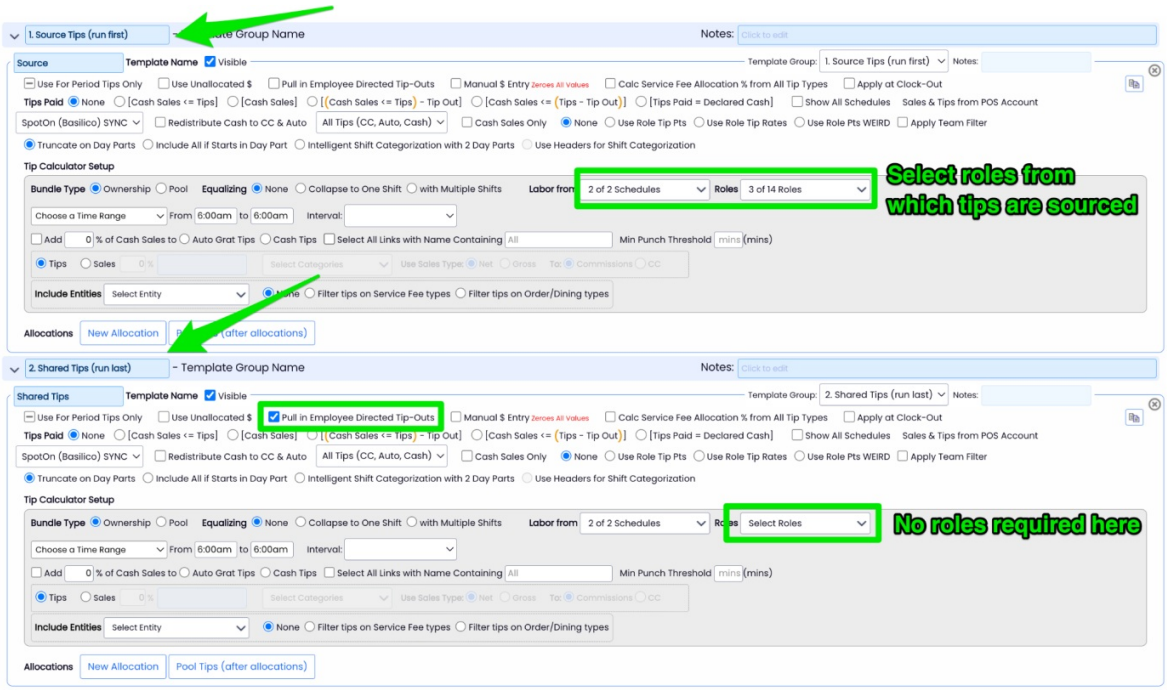
Last Modified on 11/01/2023 11:51 am MDT

To allow employees to allocate their tips manually at the end of a shift, here's how we accomplish this –– in its simplest form –– with Teamwork.

First, from the Gearwheel menu select "Tip Templates/Settings":

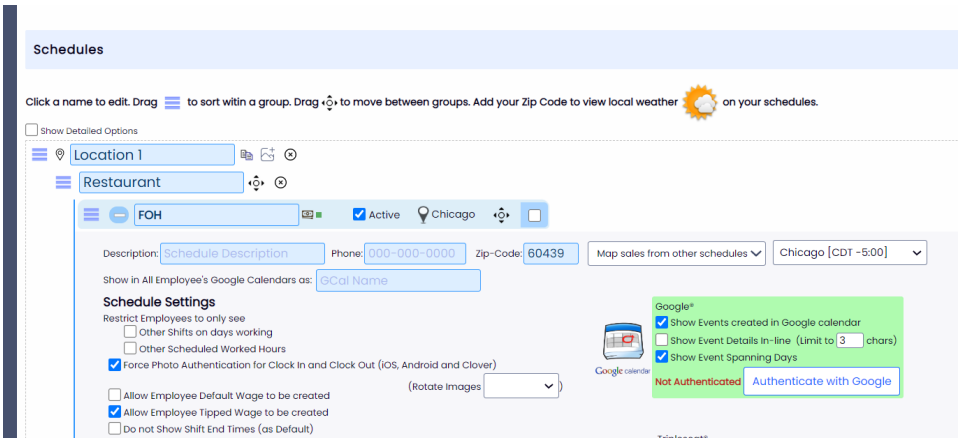


Create two templates, and designate each to a separate template group. Best practice here is to create a Sourced Tip template group as well as a Shared Tips template group. You will want to test and run tips by running Sourced Tips first and Shared tips second, so you name one template group **"Source Tips (run first)"** and **"Shared Tips (run second)."**

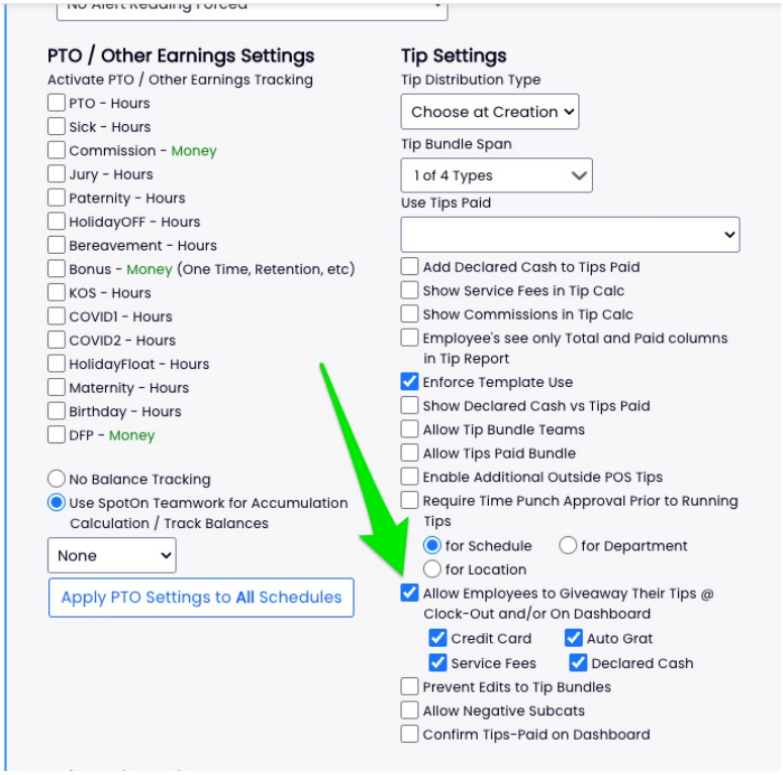


You'll see here that you must select the correct roles — from the correct schedules — from which you'll be sourcing tips. However, in your shared tips template, it is not necessary to select roles.

The most important thing you'll need to do in that Shared Tips template is to select **"Pull in Employee Directed Tip-Outs."** The last thing you'll need to do is go under Gearwheel > General Settings, scroll down to schedule section.



Choose the correct schedule and press that (+) button to go to schedule settings, scroll down and select "Allow Employees to Giveaway Their Tips @ Clock-Out and/or On Dashboard."



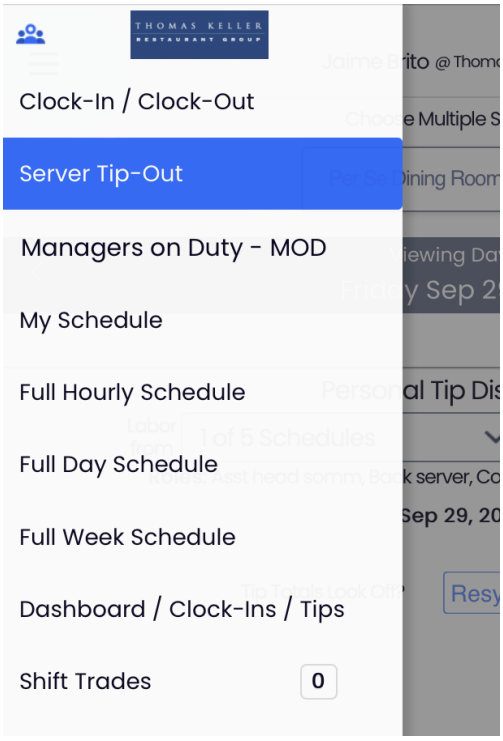
Employee Guide to Self Directed Tips to Other Employees

Last Modified on 12/15/2023 11:37 am MST

Employees are able to tip other employees discretionary amounts (providing company administrators have engaged self-directed tips settings), from the Teamwork App, Teamwork Desktop, or from POS Clock-Out if using SpotOn or other integrated clock-in POS.

From the Teamwork App:

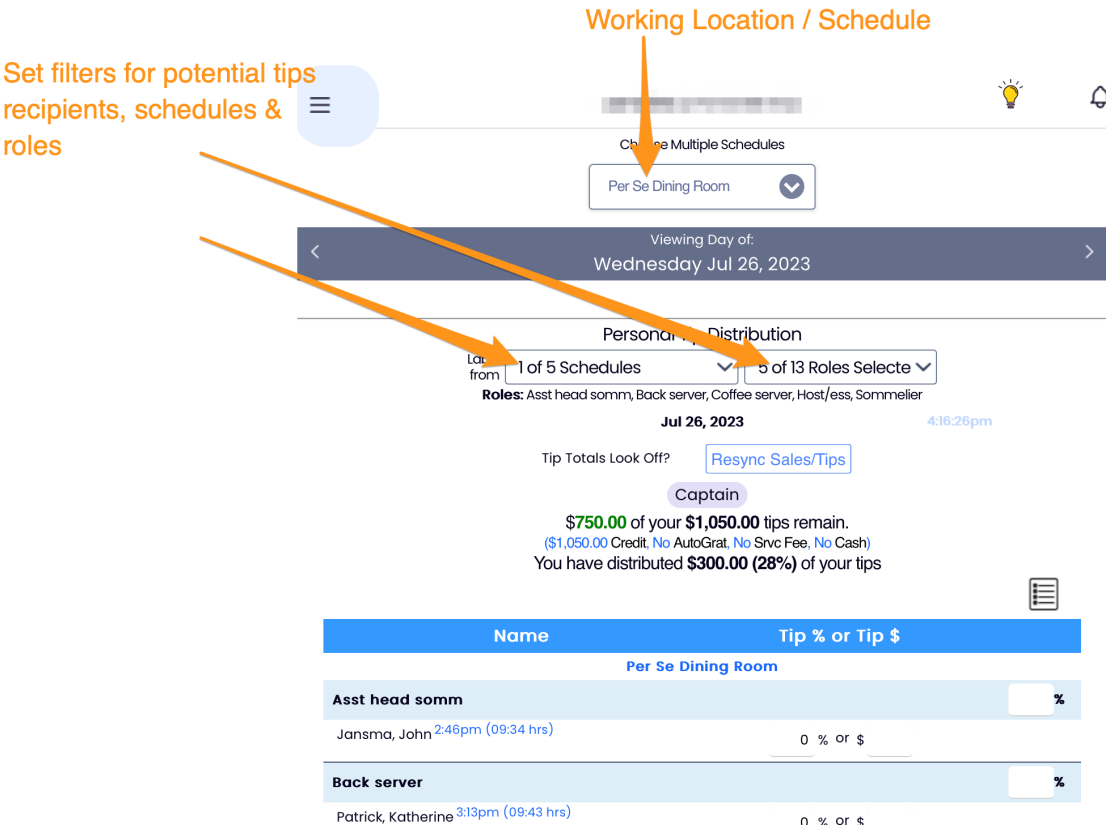
From Mobile Menu, select **Server Tip Out**



1. Set (My) location

2. Set the schedules and roles of the employees who I may wish to tip

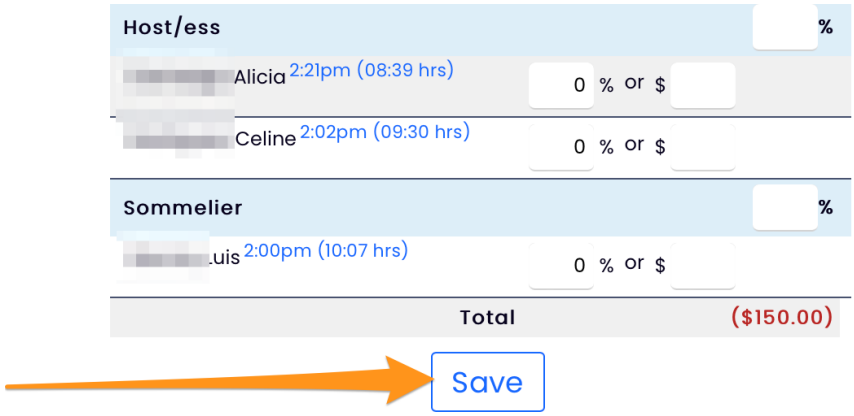
> *Note: Teamwork will remember filtering choices as a starting point on subsequent days*



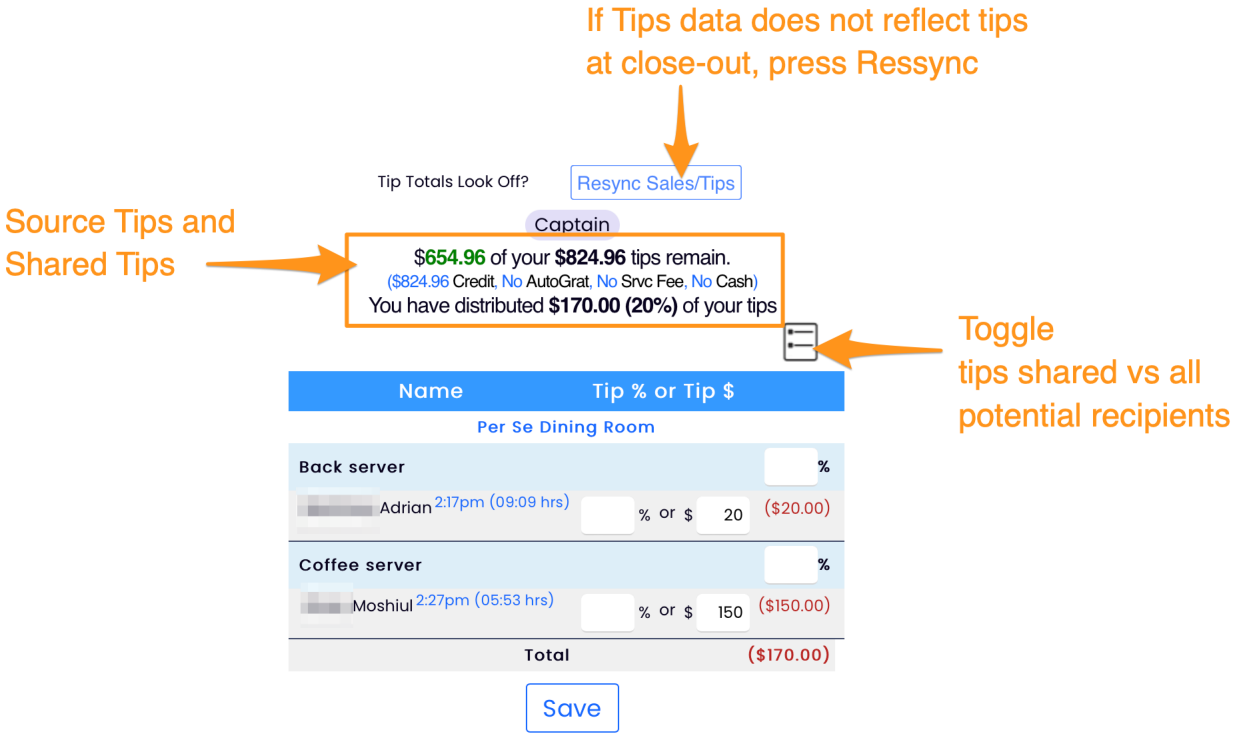
Note: If your tip totals look off, be sure to click the Resync Sales / Tips button prior to completing the next step. If you had worked two roles in one day, you will need to scroll down the page to reach the second role's tip share.

3. Enter tips to be shared

4. Click **Save** (at the bottom of the tip-out view)



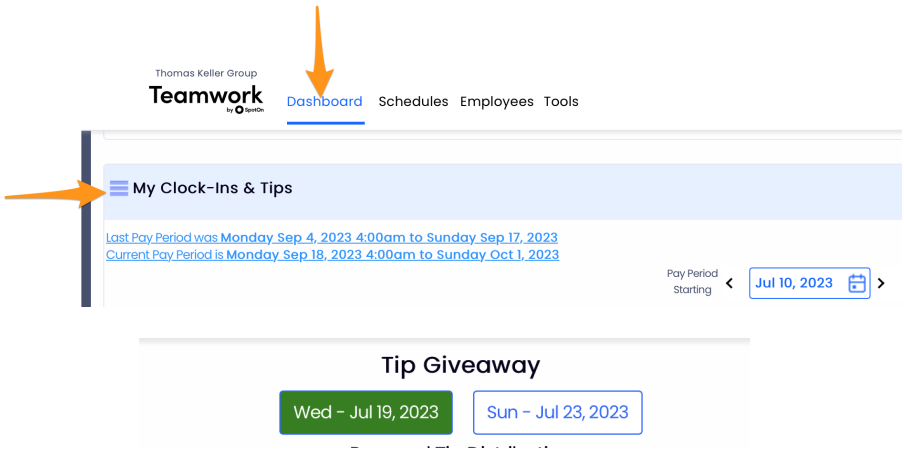
NOTE the following controls and functions:



Note: ***You must click the Save button at the bottom of the page to save all adjustments.***

From Desktop:

From the top toolbar > Dashboard > Scroll to Clock-Ins & Tips > Tip Giveaway > Select Date



From POS:

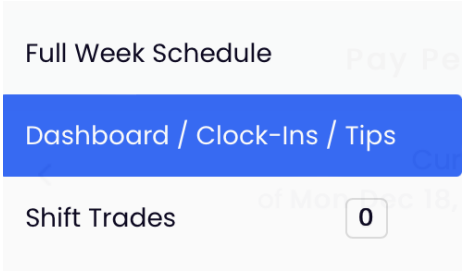
For Spoton or other POS integrated to Teamwork at clock-in / out, the Tips Share module will appear at clock-out. Follow the steps under App.

Employee View Tips Detail and Self Directed Tips

Last Modified on 12/20/2023 12:50 am MST

From Mobile

- Click Dashboard / Clock-Ins / Tips

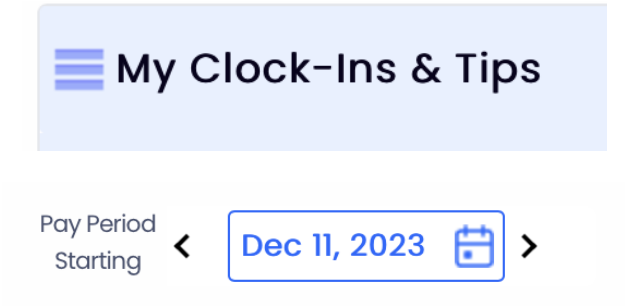


From Desktop

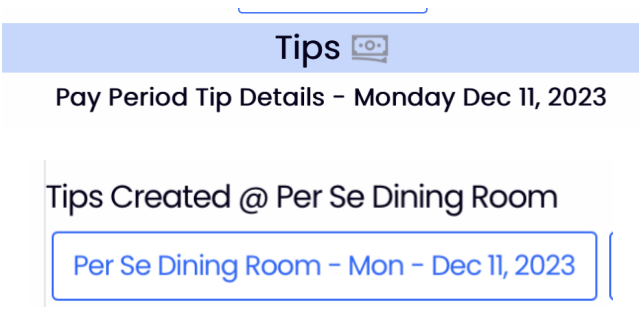
- Click DASHBOARD from the top toolbar

Scroll to Tips

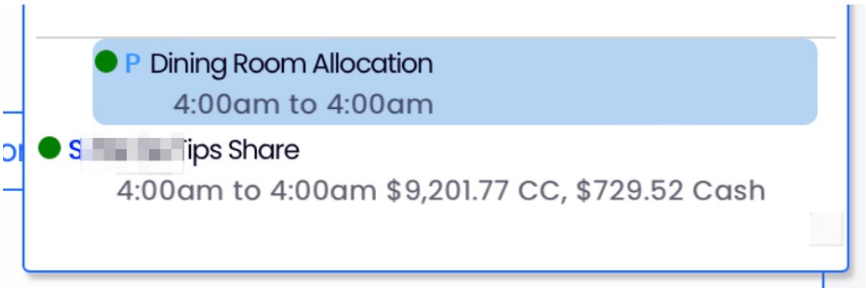
Set date to the pay period of interest

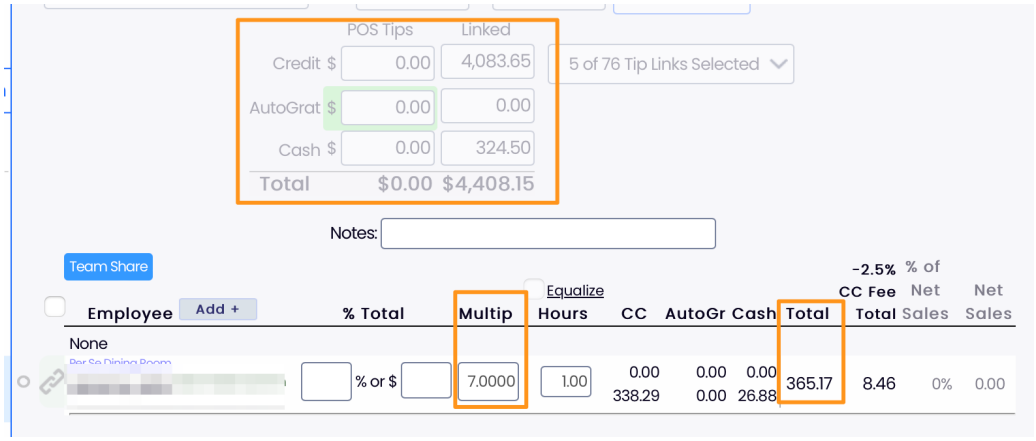


Click Date for Tips Detail, i.e. Dec 11, 2023 shown below

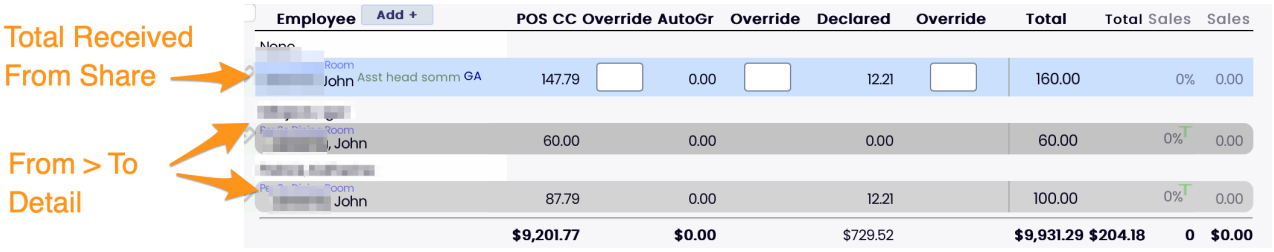


The Green Dot with "Dining Room Allocation" will show pool detail, including pool totals, employee points / hours / total.





The Green Dot with Tips Share will show discretionary tips share detail



NOTE:

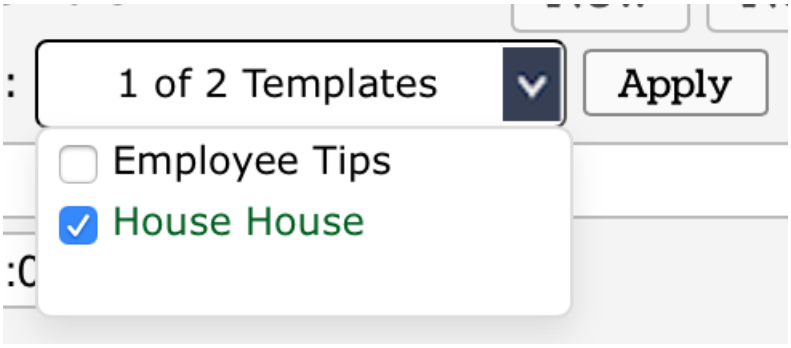
On Mobile View, user may need to rotate screen to landscape view, and enlarge image.

Assigning Tips from an POS Event Ring In

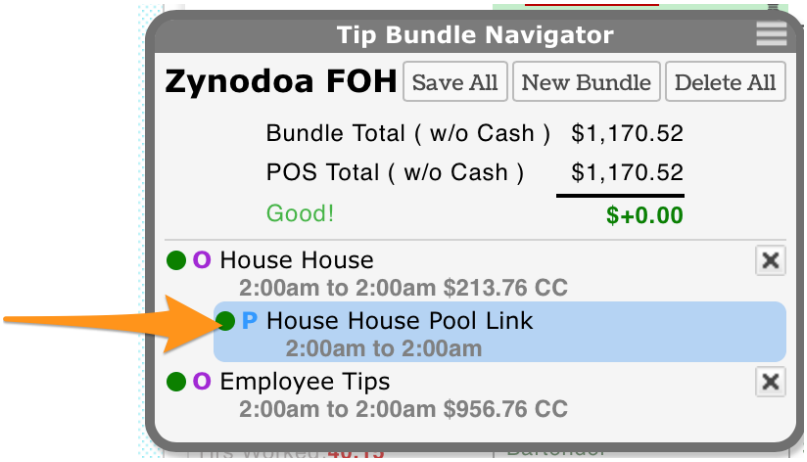
Last Modified on 12/24/2023 1:47 pm MST

Coordinate with your Teamwork specialist or reach out to teamworksupport@spoton.com to create a custom Tips Template which ties to a POS Ring In, such as "BEO" or "Event" or "House".

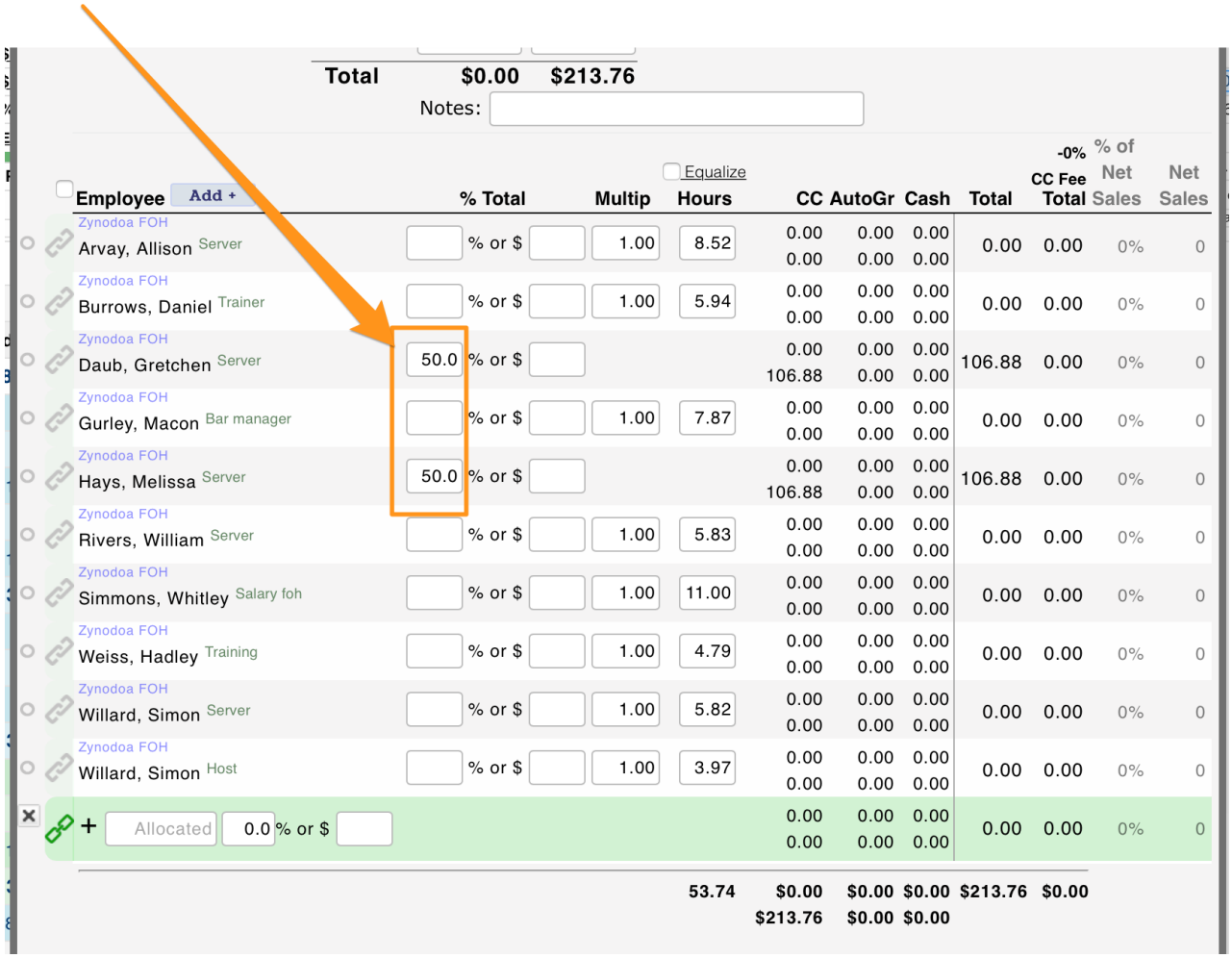
1. From the Tip Calculator, Apply the custom template.



2. From the Navigator window, click the indented Pool



3. Use the first % column or the second $ column to apply the tips to the proper recipients. (The Multiplier (points) or Hours columns may also be used to shape the pool)



	Total		**$0.00**	**$213.76**										
	Notes:													
	Employee Add +		**% Total**		**Multip**	**Hours** (Equalize)	**CC**	**AutoGr**	**Cash**	**Total**	-0% **CC Fee Total**	**% of Net Sales**	**Net Sales**	
	Zynodoa FOH Arvay, Allison Server		% or $		1.00	8.52	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Burrows, Daniel Trainer		% or $		1.00	5.94	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Daub, Gretchen Server	50.0	% or $				0.00 106.88	0.00 0.00	0.00 0.00	106.88	0.00	0%	0	
	Zynodoa FOH Gurley, Macon Bar manager		% or $		1.00	7.87	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Hays, Melissa Server	50.0	% or $				0.00 106.88	0.00 0.00	0.00 0.00	106.88	0.00	0%	0	
	Zynodoa FOH Rivers, William Server		% or $		1.00	5.83	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Simmons, Whitley Salary foh		% or $		1.00	11.00	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Weiss, Hadley Training		% or $		1.00	4.79	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Willard, Simon Server		% or $		1.00	5.82	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	Zynodoa FOH Willard, Simon Host		% or $		1.00	3.97	0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
	+ Allocated	0.0	% or $				0.00 0.00	0.00 0.00	0.00 0.00	0.00	0.00	0%	0	
						53.74	**$0.00** **$213.76**	**$0.00** **$0.00**	**$0.00** **$0.00**	**$213.76**	**$0.00**			

Run Tips for Pay Period Ikes

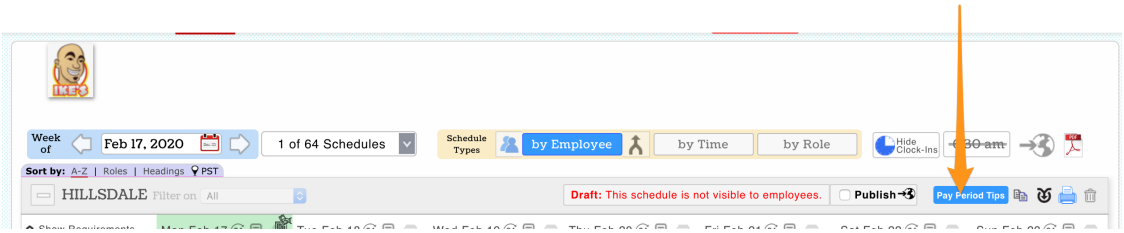
Last Modified on 03/01/2020 2:27 pm MST

Running Tips

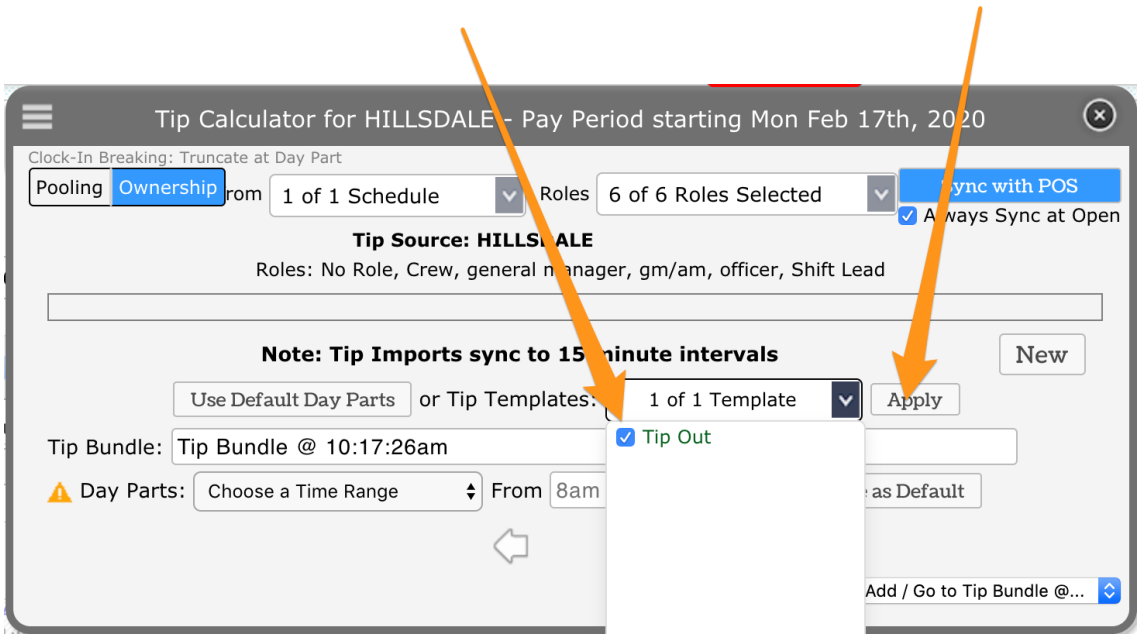
Tips should be run after all time punches for a complete pay period have been finalized.

Initiate the Tips pool from the Schedule (ie FOH), for week that falls within the pay period.

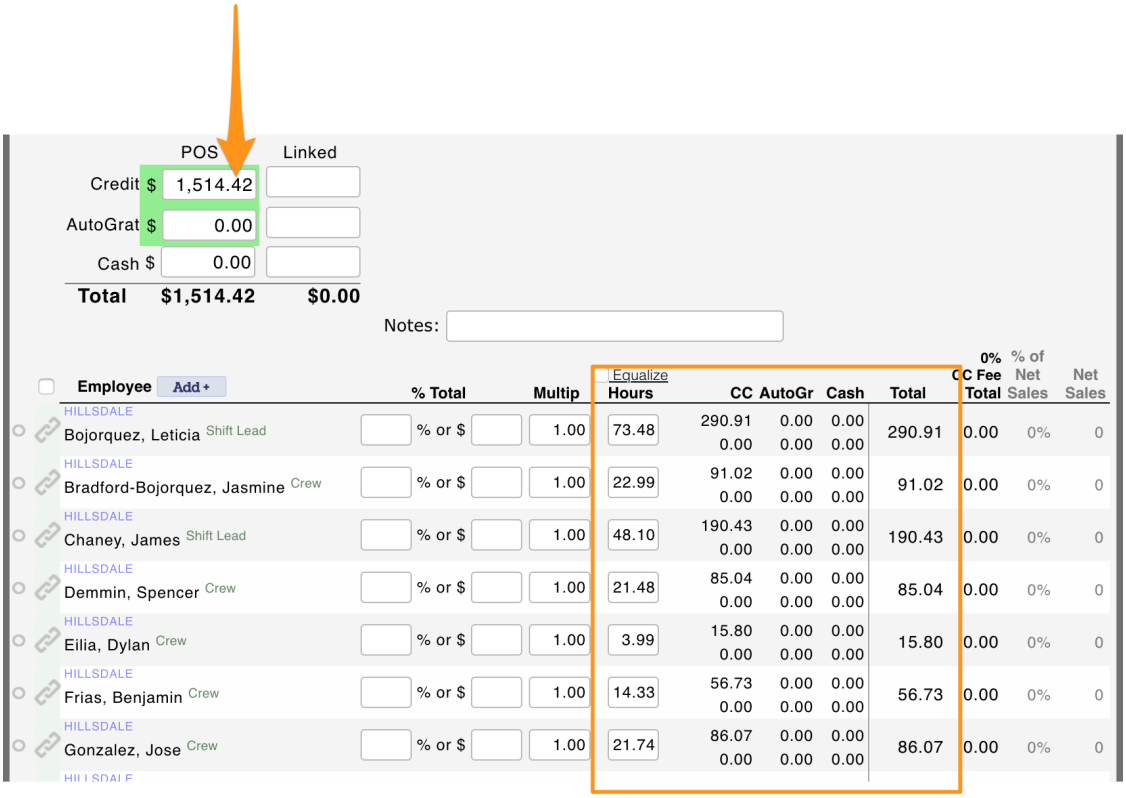
Select **Pay Period Tips** as shown below.



From the Template dropdown menu, select both **Tip Out**, and press **Apply**

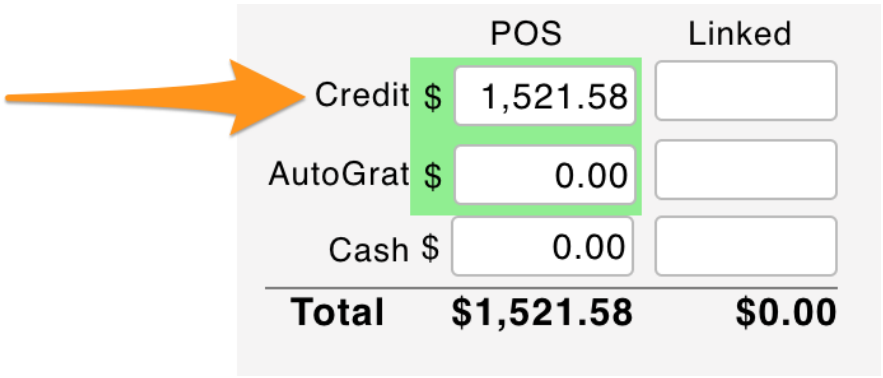


You will observe the **Credit Tips** from the POS, and the hours and portion for each employee, as shown below.

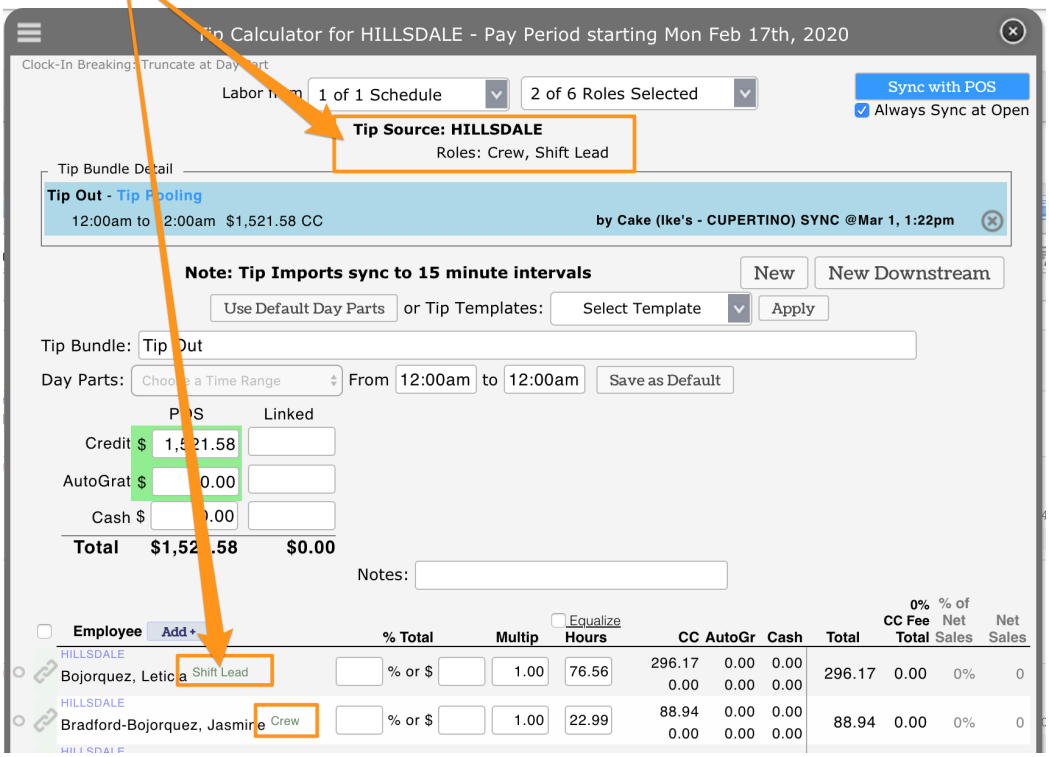


IMPORTANT NOTES

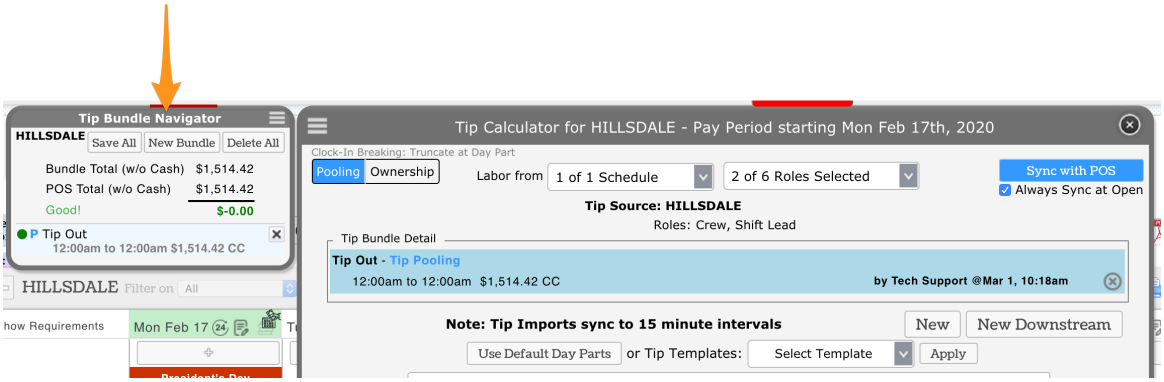
- **CHECK the accurate Tips Total for the period from CAKE POS and override Dolce's number if Cake's number is different, or if Dolce shows 0.00.** (The accuracy of this number is being reviewed by the technical teams in the coming week.). After entering the number, press **SAVE** at the bottom of the Tips window.



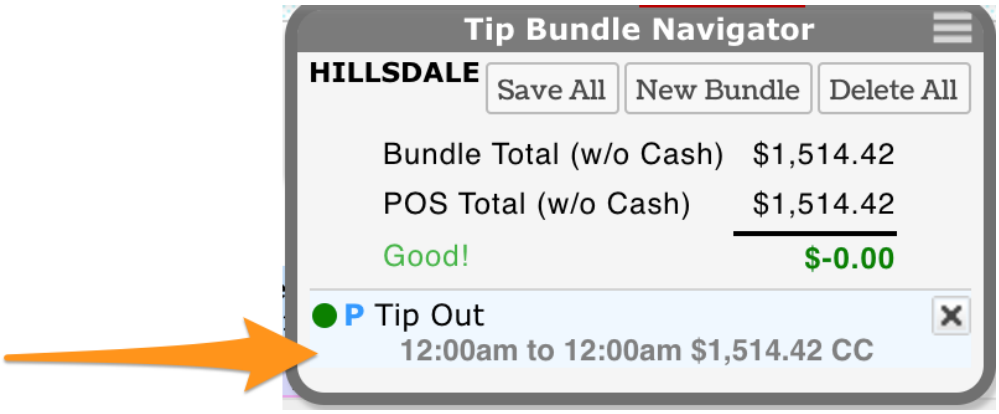
- Review the ROLES that tips are being distributed to, along with a review of the complete tip-out data. If the proper roles are not being included / excluded, please reach out to your lead contact for Dolce.



After the Templates have run, you will see the following in the **Tips Navigator** window

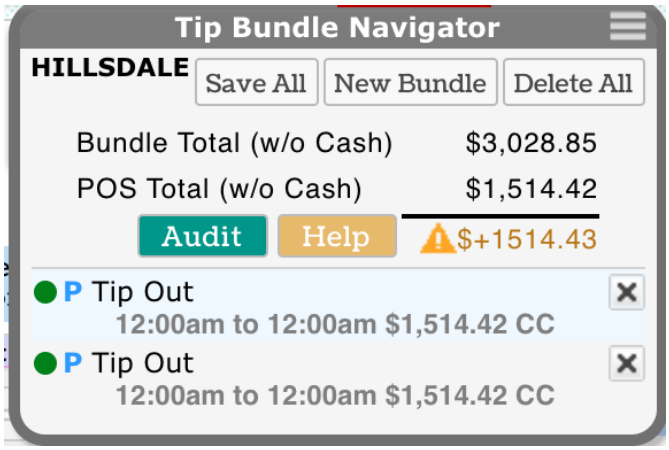


The Green Circle indicates the saved Tips Bundle. This saved activity flows into payroll



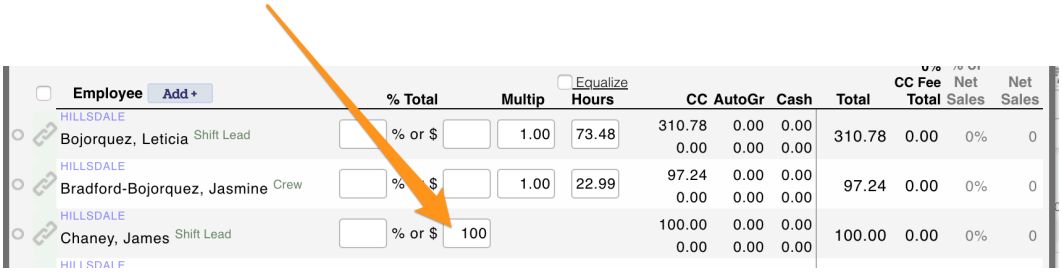
IMPORTANT NOTES

- To recall or edit Tips detail, click the saved bundles, ie the green circle "Tip Out" from the navigator.
- If time punches are edited (after having created a tip-out), then tips must be **RE-RUN**. Delete the existing tip-out from the navigator, and re-run the template. *Remember to verify the Credit Tips Total each time you run tips.*
- You should NOT see two bundles, ie two green circle rows. *This indicates that tips have been run twice, and that double tips are reporting to payroll. Example below:*



Tips protocols for employees terminated with an early paycheck:

1. On the day the employee is terminated, run tips to observe the terminated empolyee's tips total. Make note of the number, as you will provide it to HR and use it again in Step 2 below. Delete the tips bundle that was created.
2. When tips are run at the end of the pay period, override the terminated employee's tips with the tips from Step 1 above, and press SAVE at the bottom of the tips bundle. In the following example, James tips are overridden with $100. This removes the $100 that James received at the early termination date from the tips pool.



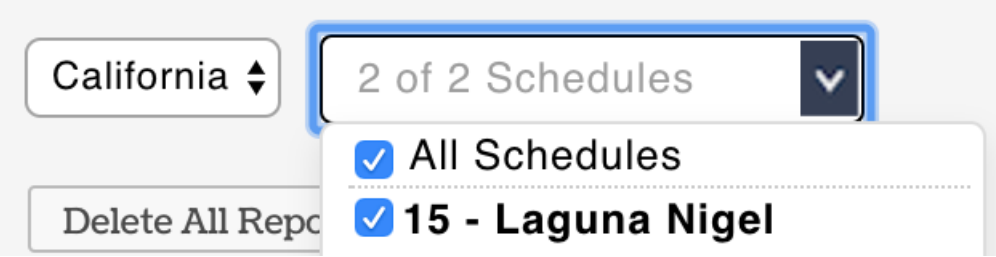
Manager Approval of Payroll

Last Modified on 10/24/2019 7:48 am MDT

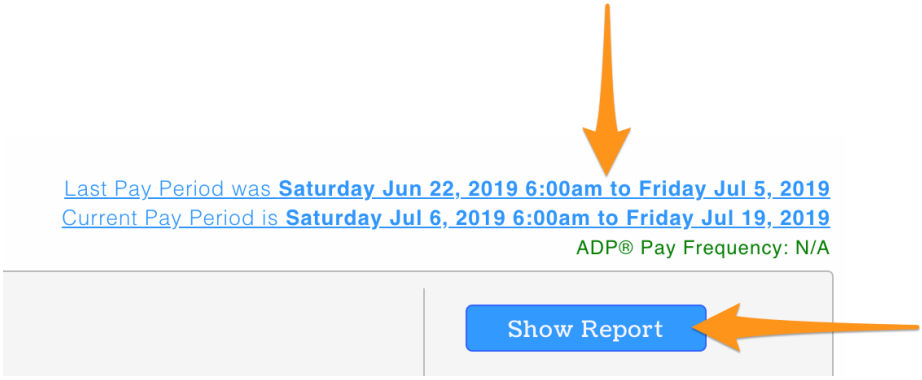
Prior to Approving Payroll, a manager should verify the following:

1. All Time Punches are Approved.
    - For Editing Punches, see: https://support.dolceclock.com/help/edit-time-punches
    - For Approving Punches, see: https://support.dolceclock.com/help/approving-time-punches
2. Tips are reviewed and audited against the POS (if applicable)
    - Use Reports > Employee Tips for the pay period. Compare Total against POS for the pay period.
3. Review Payroll Report
    - Main Toolbar > Reports > **Payroll**

      Select the Payroll Group and Locations (Schedules)



      Select the Payroll Date Range, and **Show Report**



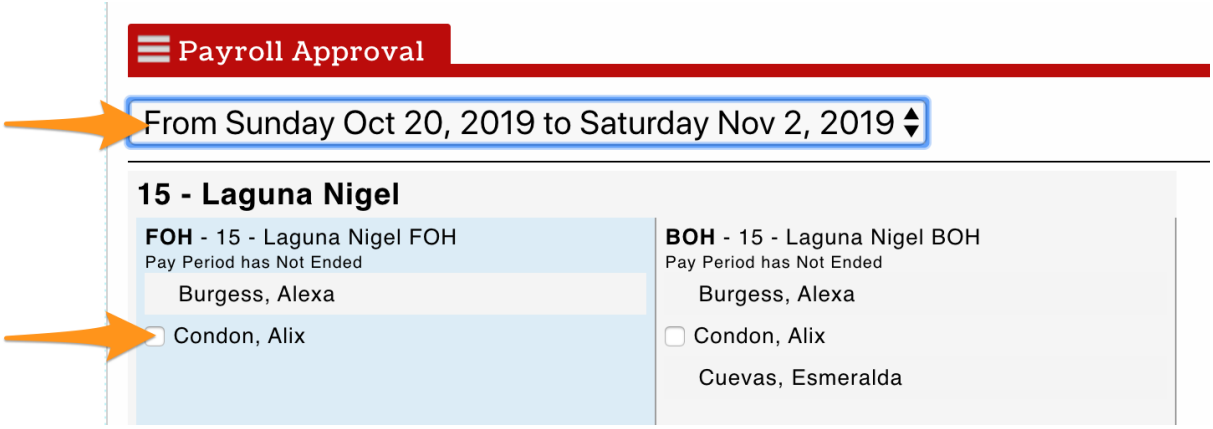
      Review Hours, Wages, and Other Earning

      Review Payroll Warning at the top of the report. Resolve those that apply, and coordinate with HR for warnings that exceed managerial control (i.e. Payroll

Mapping)

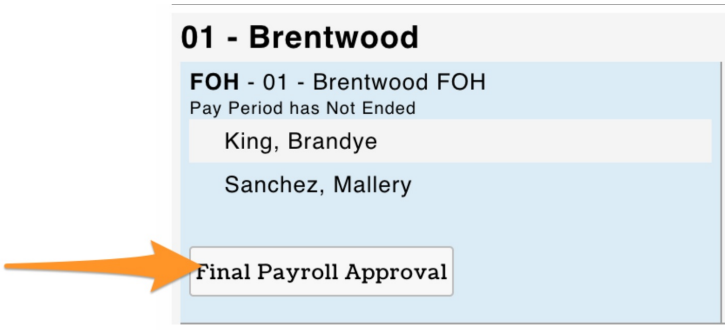
If all is in order, **Approve Payroll** as follows:

1. Main Toolbar > **Dashboard**
2. Scroll to Payroll Approval
3. Choose the Date Range for the prior payroll period as shown below
4. Preliminary Sign Off:
    - Designated managers have a check box next to their name for any schedule they are required to approve
    - NOTE: Payroll cannot be approved if all time punches and No-Show shifts have not been approved. A links provided so that unapproved punches can be addressed.



5. Final Sign Off:

- Designated managers should observe that preliminary sign-offs are complete, and select **Final Payroll Approval**

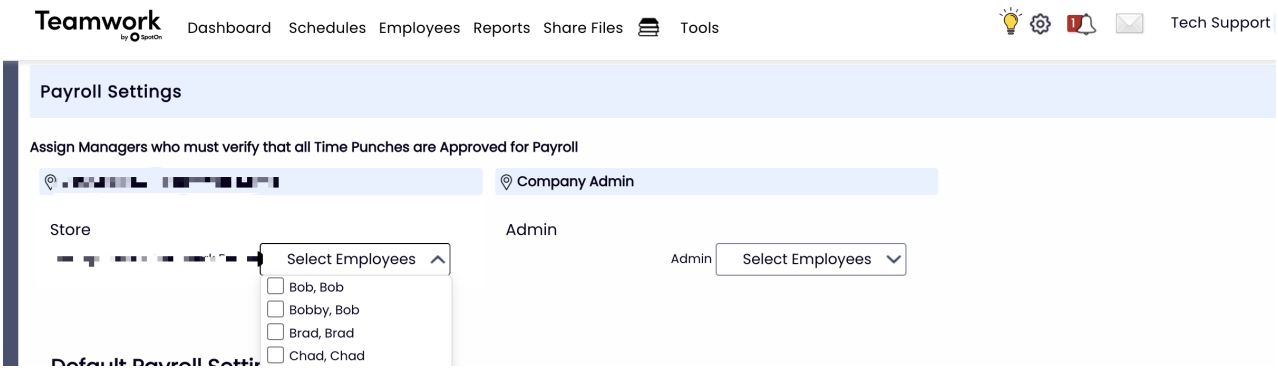


Assigning Managers to Approve Payroll

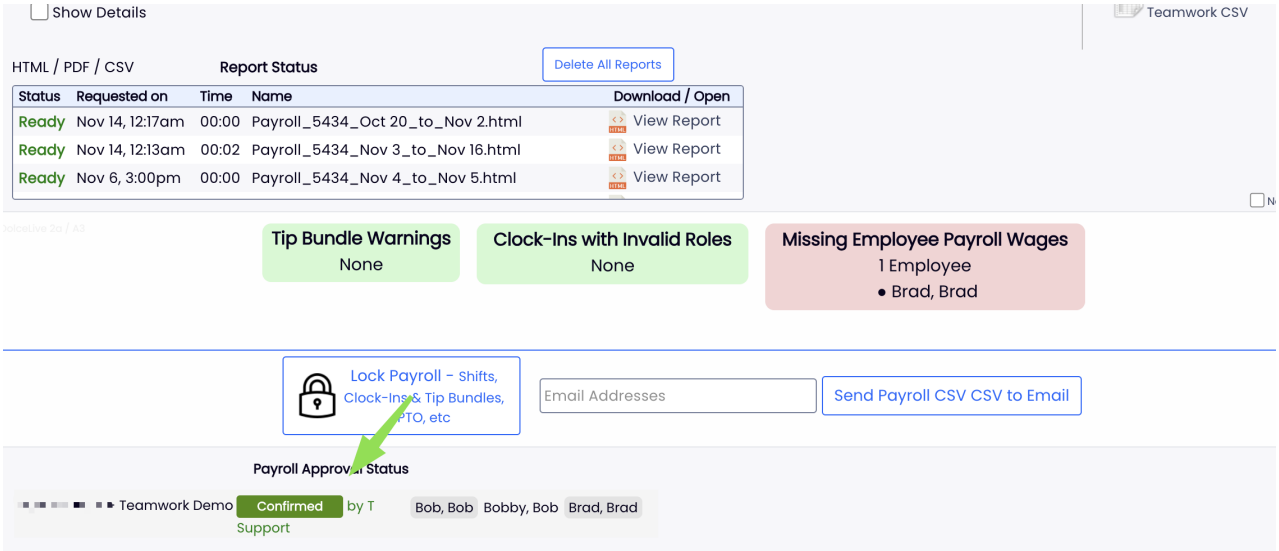
Last Modified on 11/13/2024 11:19 pm MST

Gearwheel Menu > Payroll Settings > **Assign Managers....**

- Check the name(s) of any manager(s) who you intend to approve that a location's labor data is ready for payroll. Ie time-punches, tips, wages, etc.
- Manager approval is *per schedule*
- NOTE: The system will not allow a manager to approve payroll if they have not approved all punches or no-shows.



Manager sign-off is visible when running the payroll report. It is a visual indicator only, which does not actually prevent payroll from being run.



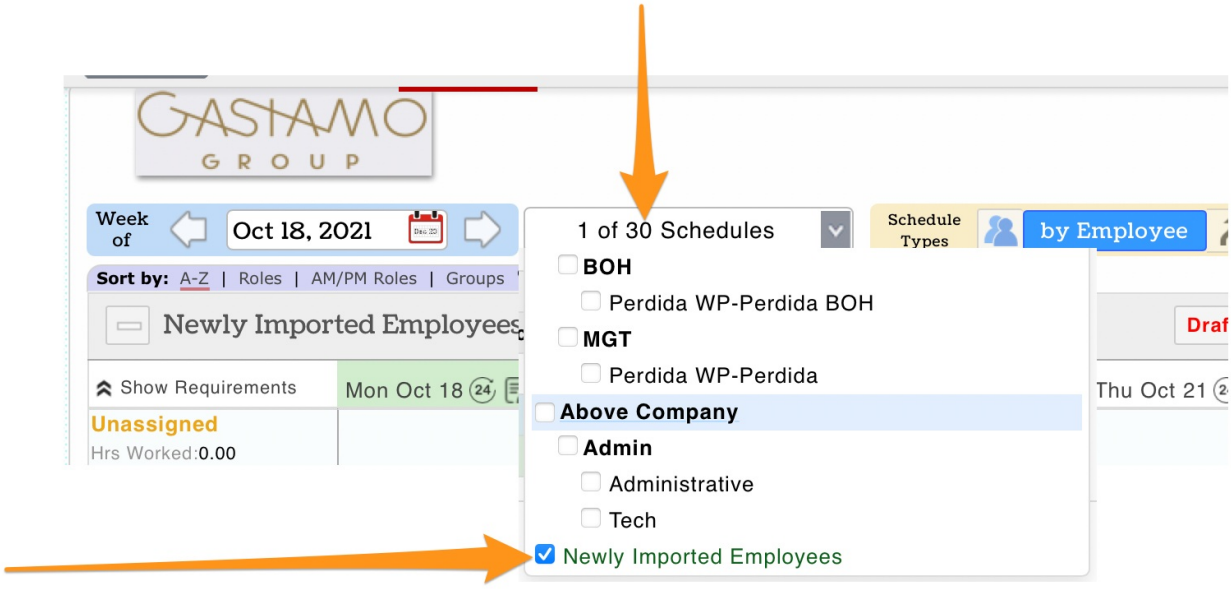
Correcting Punch Exists in Newly Imported

Last Modified on 12/24/2023 1:56 pm MST

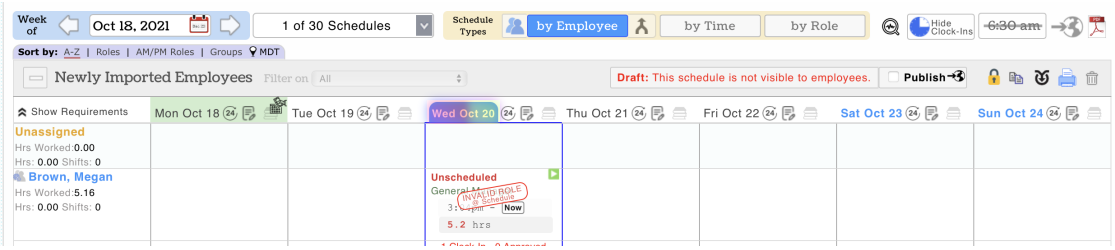
This error occurs when Teamwork does not have enough information to place a time punch into a schedule. This can situation results when either of the following occur:

- A time punch from the POS did not contain a role
- An employee is not assigned to a schedule
- A salary manager or owner is not properly setup to have their POS clock-ins ignored

To location the offending time punch, go to the Schedules page, and open the schedule titled "Newly Imported"



Look in the applicable workweeks until the punch(es) are located



To correct for an Hourly employee

- Edit the employee, and from their Schedules & Roles Tab, verify they are assigned to the correct schedule(s) with the intended role(s). Remove (uncheck) "Newly Imported" as a Working location
- Return to the schedule, and EDIT the time punch. Adjust its Location, then Role, and SAVE

To correct for a Salary / Unintended Admin or Owner

- Delete the time punch (Edit > Delete)
- Edit the Salary Employee. (Requires an ADMIN)
    1. Set Employee as Salary
    2. Check "Salary-Auto-Clock"

    https://support.dolceclock.com/help/adding-salary-wages

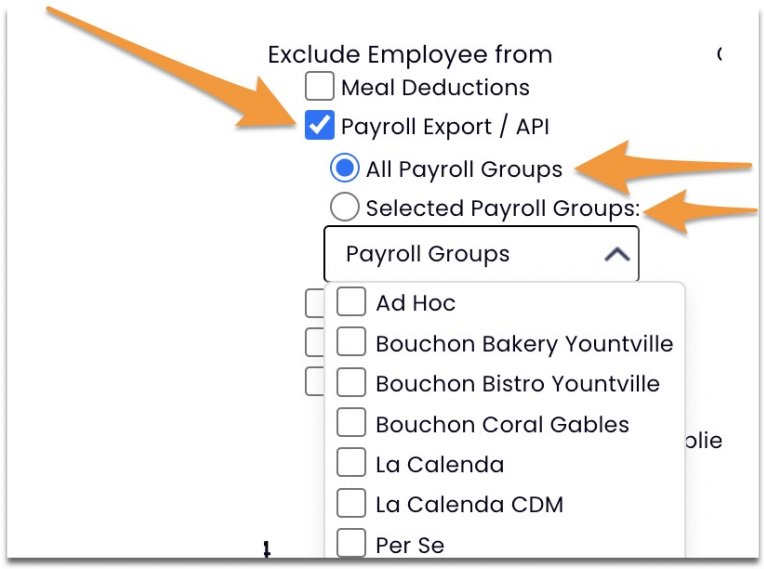
Exclude Employee from Payroll Export

Last Modified on 08/09/2024 12:00 pm MDT

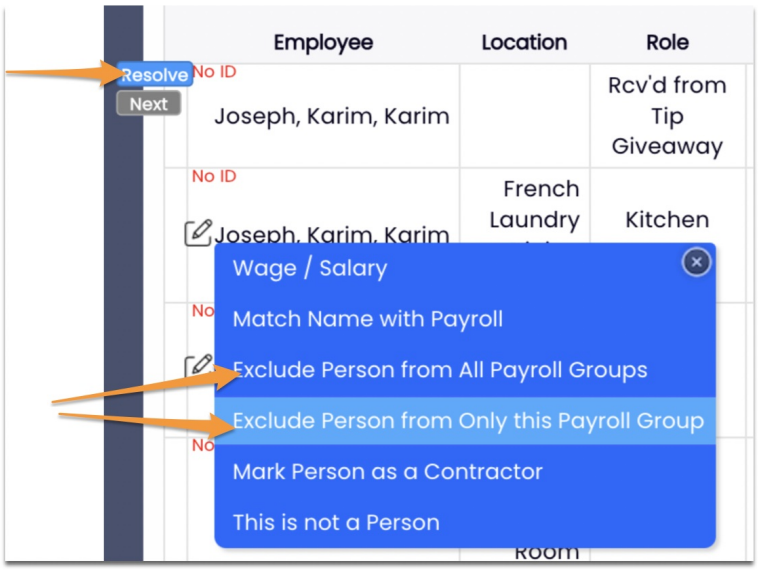
You can exclude employee from payroll using one of the following methods.

From Employee's Salary / Wage Tab, Check "Exclude from Payroll Export"

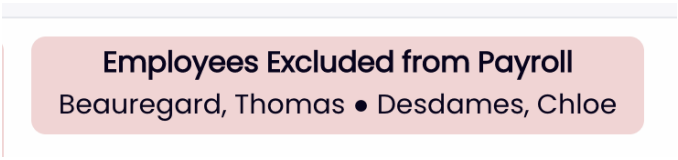
NOTE: Where multiple locations or pay-groups exist, employee can be excluded from ALL pay-roups, or only select pay-groups, as shown below:



From the Payroll Report, in the event employee doesn't have a payroll ID, you can press **Resolve** next to their name, and **Exclude** from **All** or **Current** pay-groups.



When you run the payroll report, you'll be warned about any employees who are excluded from the payroll output.



To re-add an employee to the payroll export, you can quick-add as shown below from the payroll report, or uncheck the exclusion from the employee's wage tab.

NOTE: If the motivation for excluding employee from the payroll output is because they are Salary, not Hourly, please set them as a Salary employee, and you will not need to

apply an exclusion. Even if you don't enter actual salaries for tracking, you can configure an employee as Salary with a zero wage. See:

Setting Salary Status: https://support.dolceclock.com/help/adding-salary-wages

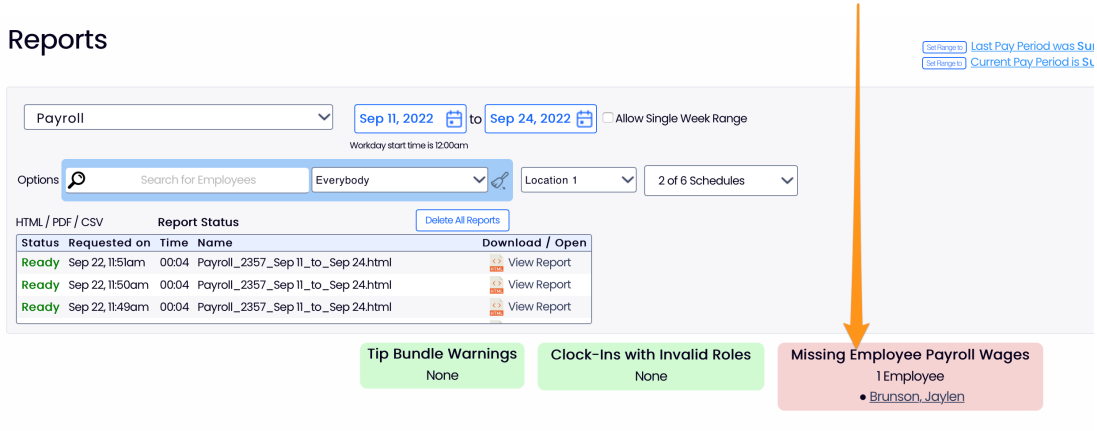
Excluding Salary employee from time-keeping: https://support.dolceclock.com/help/auto-time-punch-for-salary

Adding Wages from the Payroll Report

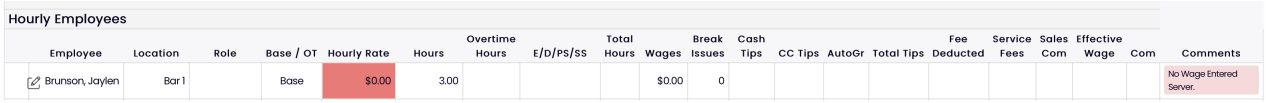
Last Modified on 12/24/2023 1:49 pm MST

Wages can be added or edited directly from the Payroll Report

When payroll is run, a warning is shown for missing wages.

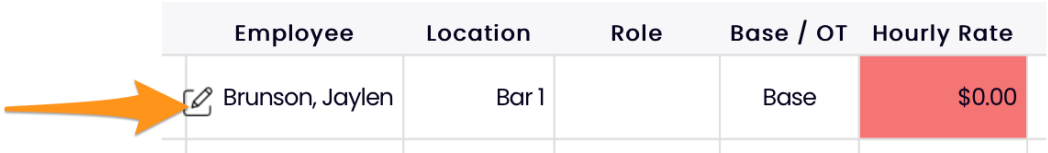


Scrolling into the payroll report, missing wages are highlighted

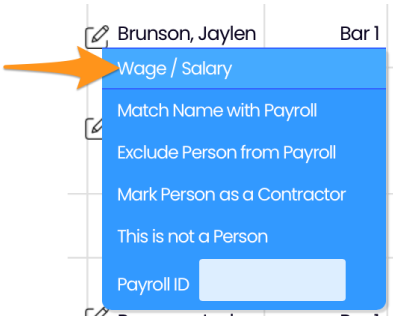


and the COMMENT off to the right specifies the role that needs a wage:

To add the wage, click the EDIT icon

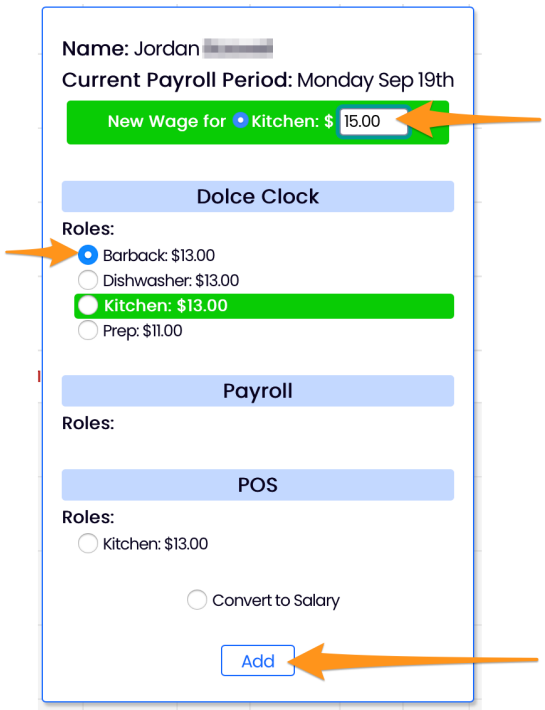


Choose **Wage / Salary**

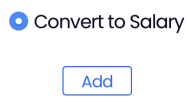


Enter the wage as shown. Or, click an existing wage from either Teamwork / POS / Payroll wage references, to auto-populate the wage field.

Press **Add** to complete



To move an employee from the Hourly portion of payroll to the Salary classification, select **Convert to Salary** and **Add**



Notes:

- Any wage can be updated, not only those flagged as "missing".
- The wage is dated to the start of the payroll period. To select an alternative date, the wage must be added from the employee's wage tab.
- To enter an actual salary amount, use the employee's wage tab to add.

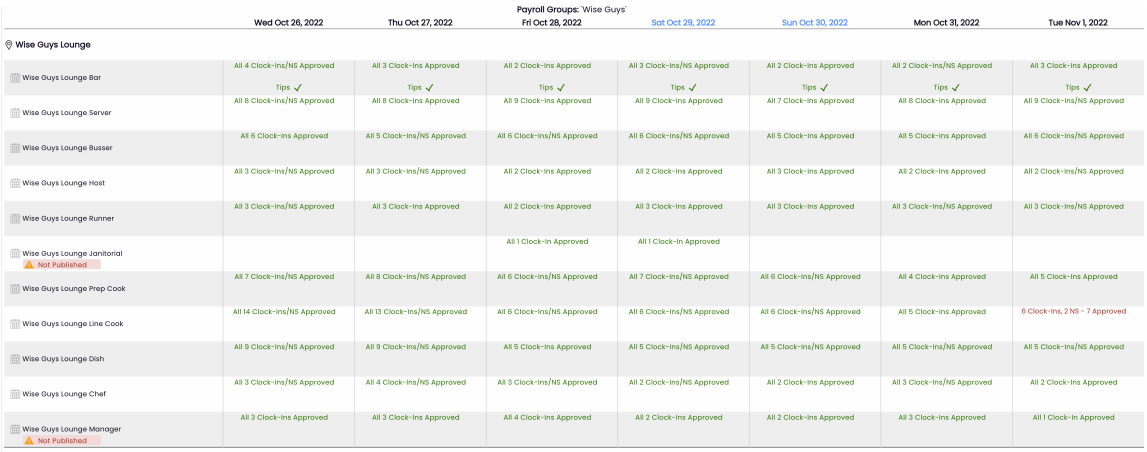
Payroll Preparation Best Practices

Last Modified on 12/24/2023 2:56 pm MST

During the Payroll Period

Edit and Approve time punches, ideally on a daily basis.

- Editing & Adding Punches: https://support.dolceclock.com/help/edit-time-punches
- Approving Punches: https://support.dolceclock.com/help/approving-time-punches
- Track approvals on your dashboard throughout the pay period to verify managers are approving punches daily using the **Employee Clock-In / Tips Approval / Schedules Published** module.

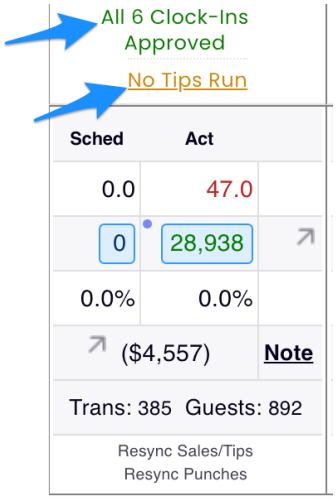


Payroll Groups: 'Wise Guys'

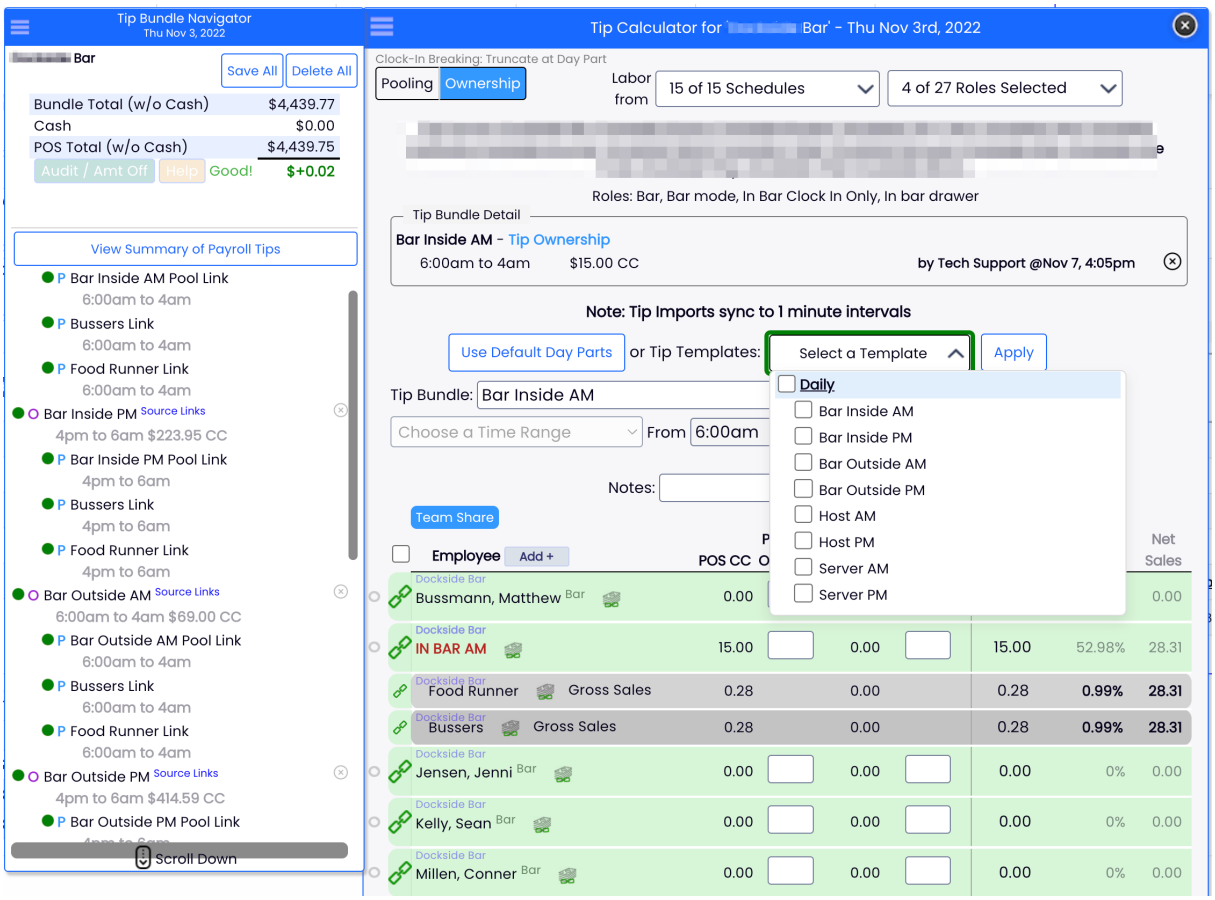
	Wed Oct 26, 2022	Thu Oct 27, 2022	Fri Oct 28, 2022	Sat Oct 29, 2022	Sun Oct 30, 2022	Mon Oct 31, 2022	Tue Nov 1, 2022
Wise Guys Lounge							
Wise Guys Lounge Bar	All 4 Clock-ins/NS Approved Tips ✓	All 3 Clock-ins Approved Tips ✓	All 2 Clock-ins Approved Tips ✓	All 3 Clock-ins/NS Approved Tips ✓	All 2 Clock-ins Approved Tips ✓	All 2 Clock-ins/NS Approved Tips ✓	All 3 Clock-ins Approved Tips ✓
Wise Guys Lounge Server	All 8 Clock-ins/NS Approved	All 8 Clock-ins Approved	All 9 Clock-ins Approved	All 9 Clock-ins Approved	All 7 Clock-ins Approved	All 8 Clock-ins Approved	All 9 Clock-ins/NS Approved
Wise Guys Lounge Busser	All 6 Clock-ins Approved	All 5 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 5 Clock-ins Approved	All 5 Clock-ins Approved	All 6 Clock-ins/NS Approved
Wise Guys Lounge Host	All 3 Clock-ins/NS Approved	All 3 Clock-ins/NS Approved	All 2 Clock-ins Approved	All 2 Clock-ins Approved	All 3 Clock-ins Approved	All 2 Clock-ins Approved	All 2 Clock-ins/NS Approved
Wise Guys Lounge Runner	All 3 Clock-ins/NS Approved	All 3 Clock-ins Approved	All 2 Clock-ins Approved	All 3 Clock-ins Approved	All 3 Clock-ins Approved	All 3 Clock-ins/NS Approved	All 3 Clock-ins/NS Approved
Wise Guys Lounge Janitorial Not Published			All 1 Clock-in Approved	All 1 Clock-in Approved			
Wise Guys Lounge Prep Cook	All 7 Clock-ins/NS Approved	All 8 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 7 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 4 Clock-ins Approved	All 5 Clock-ins Approved
Wise Guys Lounge Line Cook	All 14 Clock-ins/NS Approved	All 13 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 6 Clock-ins/NS Approved	All 5 Clock-ins Approved	6 Clock-ins, 2 NS - 7 Approved
Wise Guys Lounge Dish	All 9 Clock-ins/NS Approved	All 9 Clock-ins/NS Approved	All 5 Clock-ins Approved	All 5 Clock-ins/NS Approved	All 5 Clock-ins/NS Approved	All 5 Clock-ins/NS Approved	All 5 Clock-ins/NS Approved
Wise Guys Lounge Chef	All 3 Clock-ins/NS Approved	All 4 Clock-ins/NS Approved	All 3 Clock-ins/NS Approved	All 2 Clock-ins/NS Approved	All 2 Clock-ins Approved	All 3 Clock-ins/NS Approved	All 2 Clock-ins Approved
Wise Guys Lounge Manager Not Published	All 3 Clock-ins Approved	All 3 Clock-ins Approved	All 4 Clock-ins Approved	All 2 Clock-ins Approved	All 2 Clock-ins Approved	All 3 Clock-ins Approved	All 1 Clock-in Approved

Create a Tip-Out for each day (or other frequency if applicable) after time punches have been approved.

- Verify all Clock-Ins approve
    - Open Tips Calculator, according to your method (ie Day / Week / Period)
    - Click "No Tips Run" to open the tip calculator.



- Run Templates setup for your business, verify and save tip bundles, and confirm tips match the POS audit in the Tip Bundle Navigator (https://support.dolceclock.com/help/running-tip-templates)



  - If time punches are edited AFTER a tip-out has been completed, potentially affected tips must be deleted and re-run.

Enter PTO / Other Earnings, as setup for your company.

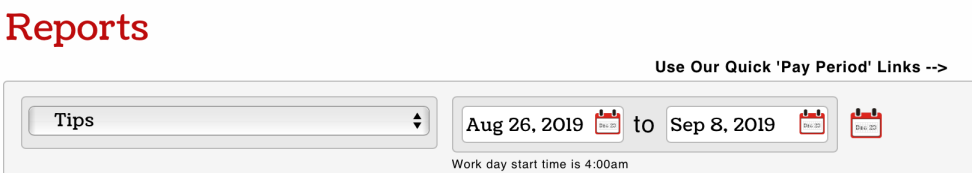
Verification Steps / Running Payroll

Manager Sign-Off of Payroll (forces verification that all time-punches have been approved)

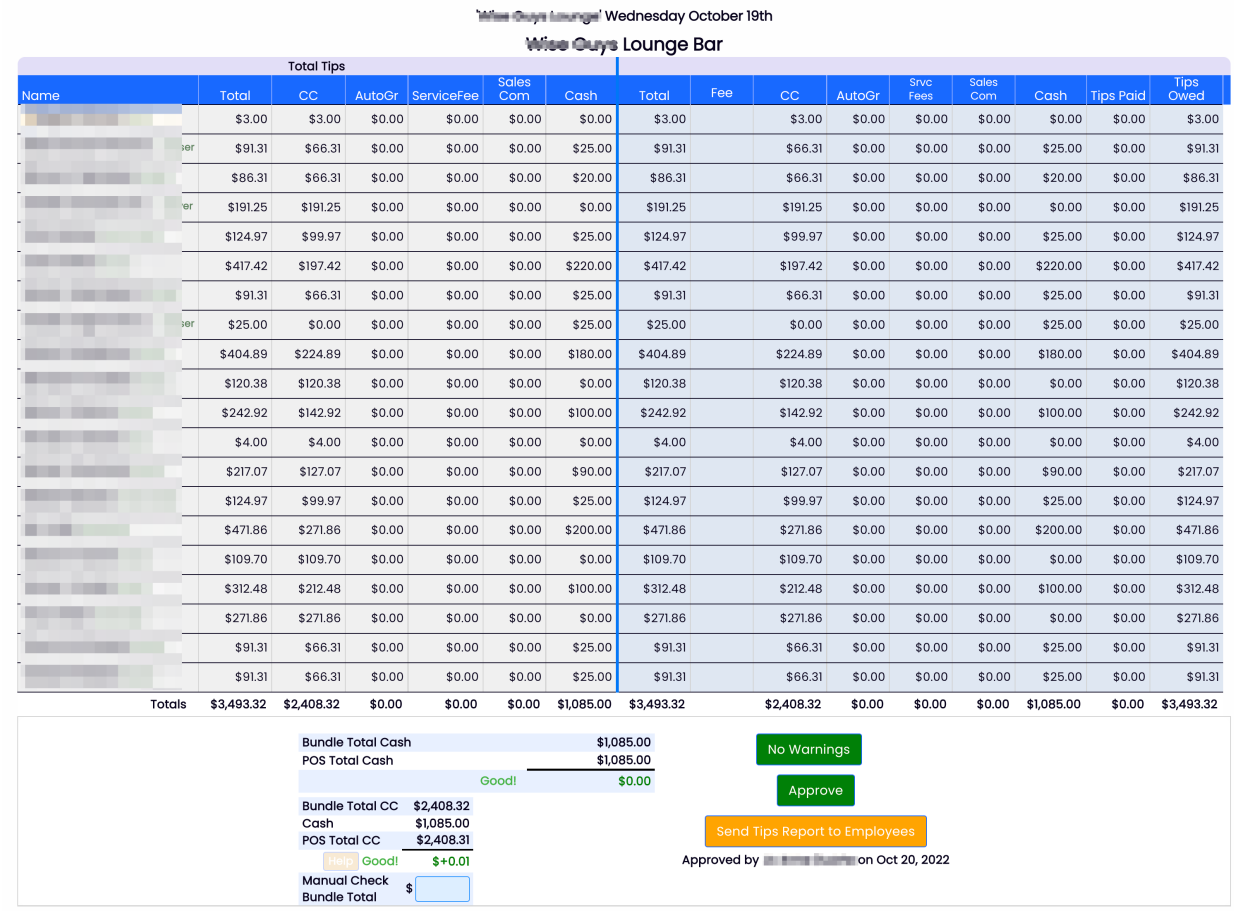
- Assigning Managers to Approve Payroll: Add Preliminary and Final Approval of payroll to intended permission templates
- Manager Approval of Payroll: https://support.dolceclock.com/help/manager-approval-of-payroll-7564b01

Verify that Total Tips match POS records

- From Reports > Tips > Select Payroll Period and applicable schedules



- Verify that Tips are run for every day, and that each day is balanced



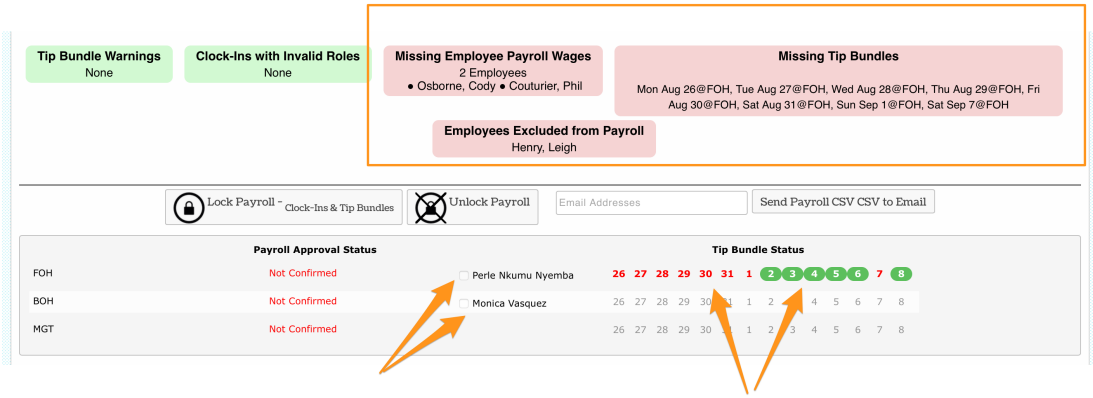
- At the bottom of the report, compare Total Tips, ie Credit Card and Auto Gratuity (and Cash if Applicable) with the POS for the same date range. If tips don't match, audit one day at a time until the unbalanced day is discovered. Email teamworksupport@spoton.com for assistance.

Review Wages Use Reports > Wage Report, or the Gearwheel Menu > Wage Settings.

- Review wages, and update any desired.
    - When adding wages, back wage the the either the start of the pay period, or choose an intentional date for a raise. For hourly wages, see: https://support.dolceclock.com/help/adding-hourly-wages
    - If syncing wages with POS or Payroll, seek specific wage protocols from Teamwork for your company.

Review Screen Preview of Payroll / Run Payroll

- Reports > Payroll
    - Review and resolve all warnings in pink. Check statuses of manager sign-off, and tips complete for each day (as shown below). Contact teamworksupport@spoton.com if you are unable to resolve an issue.



- Review payroll screen report, attentive to hours, overtime, roles, break violations, and other earnings. If all is in order, proceed to next steps.
    - Download a CSV for your payroll processor (based on custom template for your company), or, if using an integrated payroll provider, press the applicable button to push payroll to the provider.

- After payroll data has been input into the payroll processor, audit screen totals against totals in the payroll system, ie Reg Hours / OT Hours / Tips, etc.

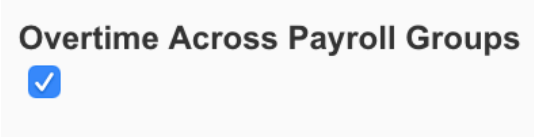
Hourly Employees				1,300.72	1.28		1,302.00	$14,514.90	0	$20.00	$2,803.64	$197.22	$3,020.86	$0.00		$0.00
Totals Including Salary Employees				1,369.78	1.28	0	1,371.06	$18,130.28	0	$20.00	$2,803.64	$197.22	$3,020.86	$0.00		$0.00

- If payroll is deemed to be complete, Lock Payroll (button is located at the top of the payroll report near the warnings and statuses.

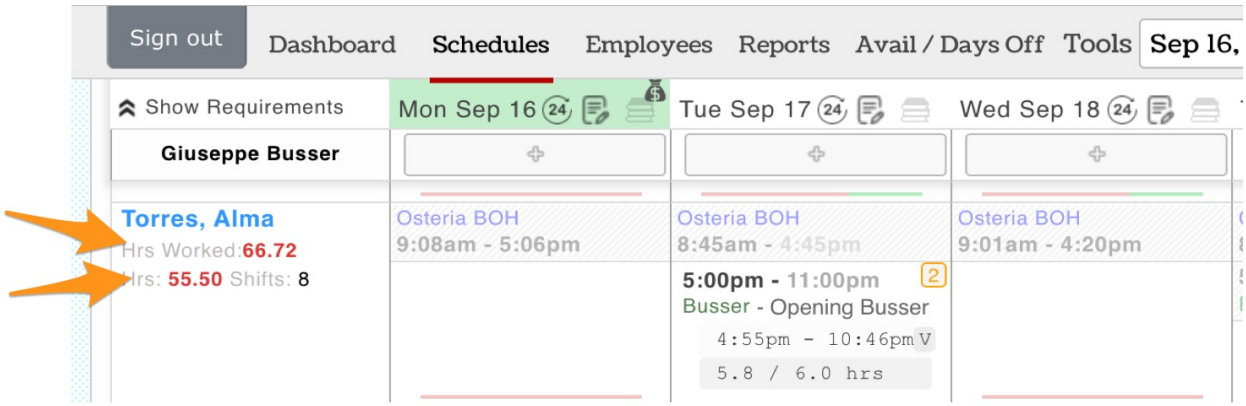
Aggregate Overtime Across Locations and Business Entities

Last Modified on 09/22/2019 12:33 pm MDT

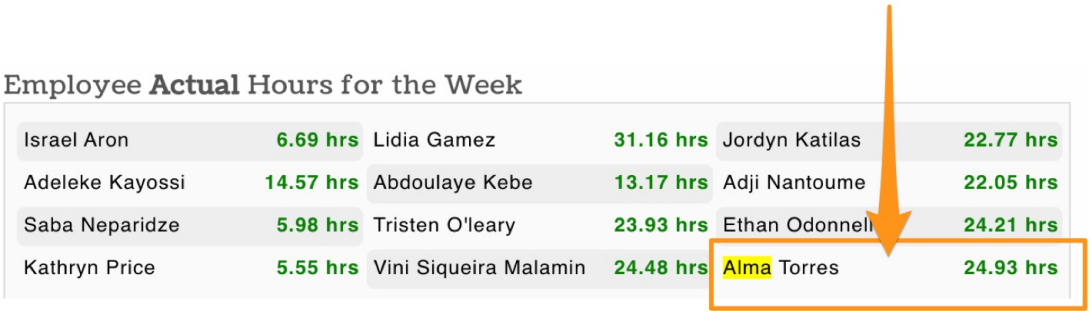
To aggregate hours across Payroll Groups, go to General Settings > Payroll Settings, and check the following option, and Save Payroll Settings.



In the following example, Torres, Alma works two locations in two payroll groups. With the overtime combined, Alma's TOTAL hours scheduled and worked are reflected in all schedules where she resides, so all scheduling managers are able to observe the employee's combined total hours.



NOTE: The hours shown underneath a schedule will show the hours worked in a single schedule:



For payroll, overtime is allocated *proportionately* across locations, and proportionately across roles and wage-rates worked. (Overtime is *not* sequential, it does not occur on

the final day at the final rate worked…)

Example: If an employee works 75% of their time at Location 1, and 25% of their time at Location 2, overtime is allocated accordingly 75% to Location 1 and 25% to Location 2.

In the Torres example from above, the employee only has 24.93 hours at Location Guiseppe, but because here combined hours across locations are 66.75, she is allocated the proportionate share (9.98 hours) of the total overtime. Note that her hours were also worked in two different roles at two different rates, so her overtime is sub-allocated once again proportionately to the roles/rates worked.

Hourly Employees

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D	Total Hours
Torres, Alma	Giuseppe Busser	Busser	Tipped Base		11.35			
Torres, Alma	Giuseppe Busser	Busser	Tipped Overtime			7.58		
Torres, Alma	Giuseppe Busser	Polisher	Base		3.60			
Torres, Alma	Giuseppe Busser	Polisher	Overtime			2.40		
Torres, Alma	Giuseppe Busser	Busser						
Torres, Alma	**Employee Total**				**14.95**	**9.98**		**24.93**
	Hourly Employees				**14.95**	**9.98**		**24.93**

Retention Bonus Setup and Use

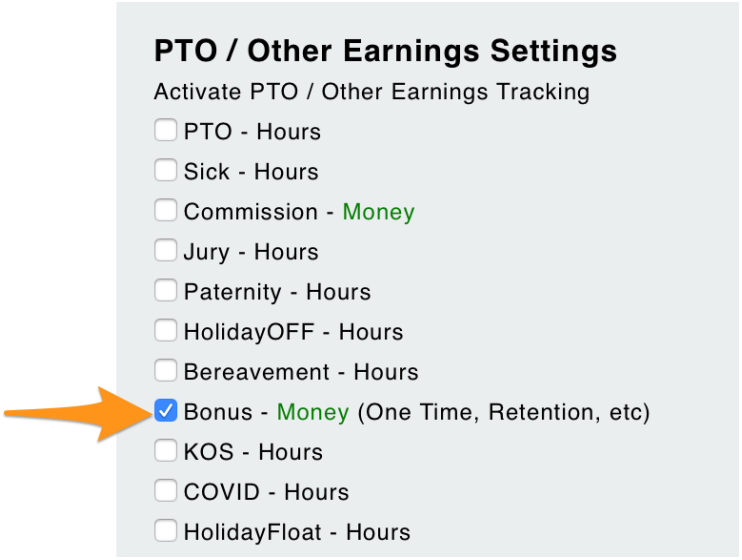
Last Modified on 12/24/2023 1:49 pm MST

Enabling Retention Bonuses

Gearwheel Menu > General Settings

Expand Schedule Settings as shown below, by clicking the "+" as shown below.

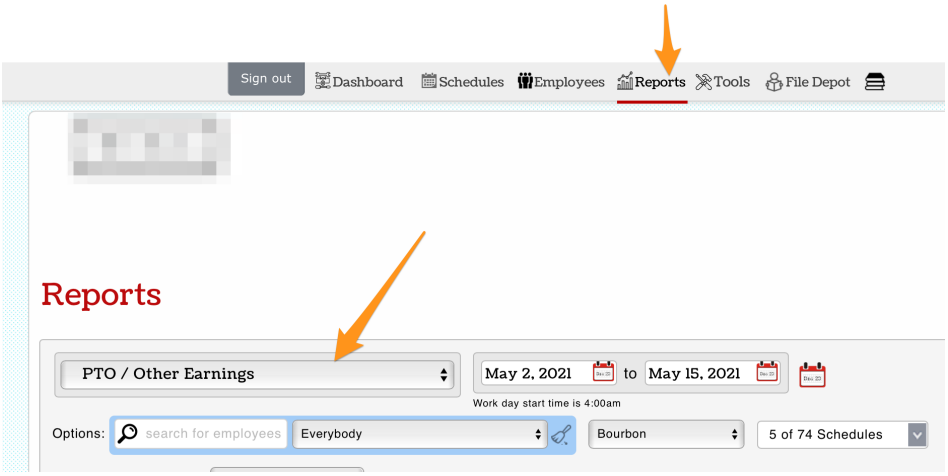
Under the **PTO Other Earnings Checklist**, check the **Bonus** option



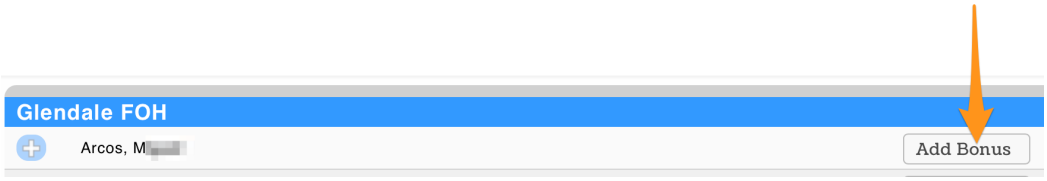
Repeat for all schedules where retention bonuses should be enabled.

Applying a Retention Bonus

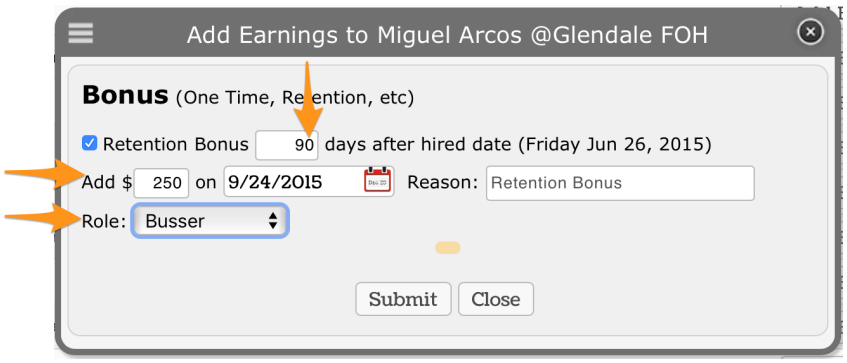
From the main toolbar, go to Reports >PTO / Other Earnings > Show Report



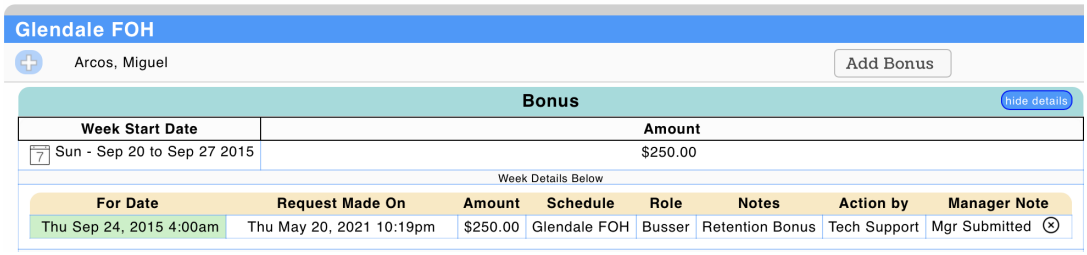
Press **Add Bonus** for the applicable employee



Populate the retention bonus parameters, ie. how many days after the Hire Date that the bonus is applied, the bonus amount, and the role for payroll GL associations, and press **Submit**



You may enter multiple retention bonuses. All pending bonuses will appear, associated with the employee.



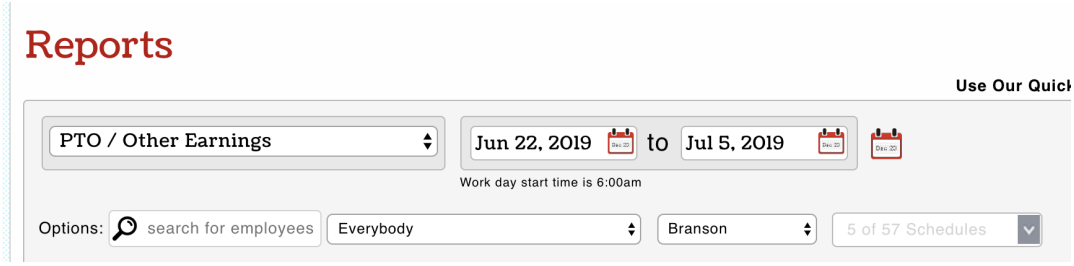
When payroll is run, scheduled retention bonuses will populate at the scheduled dates.

NOTE: Be sure to add the applicable earnings code to your Payroll Processor, and verify that a Teamwork payroll specialist has mapped Retention Bonuses to the applicable earnings code.

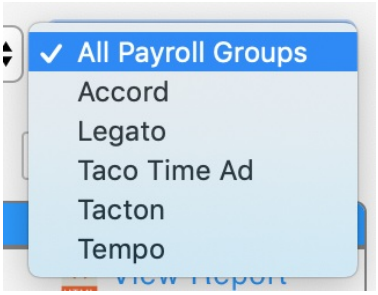
Applying Other Earnings

Last Modified on 09/23/2019 5:37 pm MDT

Reports > **PTO / Other Earnings**



Filter on intended payroll group, and press **Show Report**



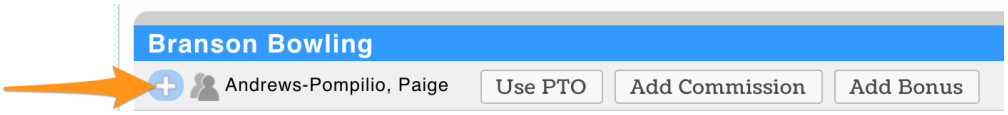
Initiate activity from an employee's Primary or intended department for Other Earnings use (i.e. Commission, Bonus, PTO etc.).

Use the **USE** or **ADD** buttons to produce Other Earnings for a given date

Enter AMOUNT or HOURS, Applicable Date, and Role if applicable.

Other Earnings will flow into the payroll output.

Expand employee's Other Earnings history with "+"



Payroll Error Punch Exists in Newly Imported

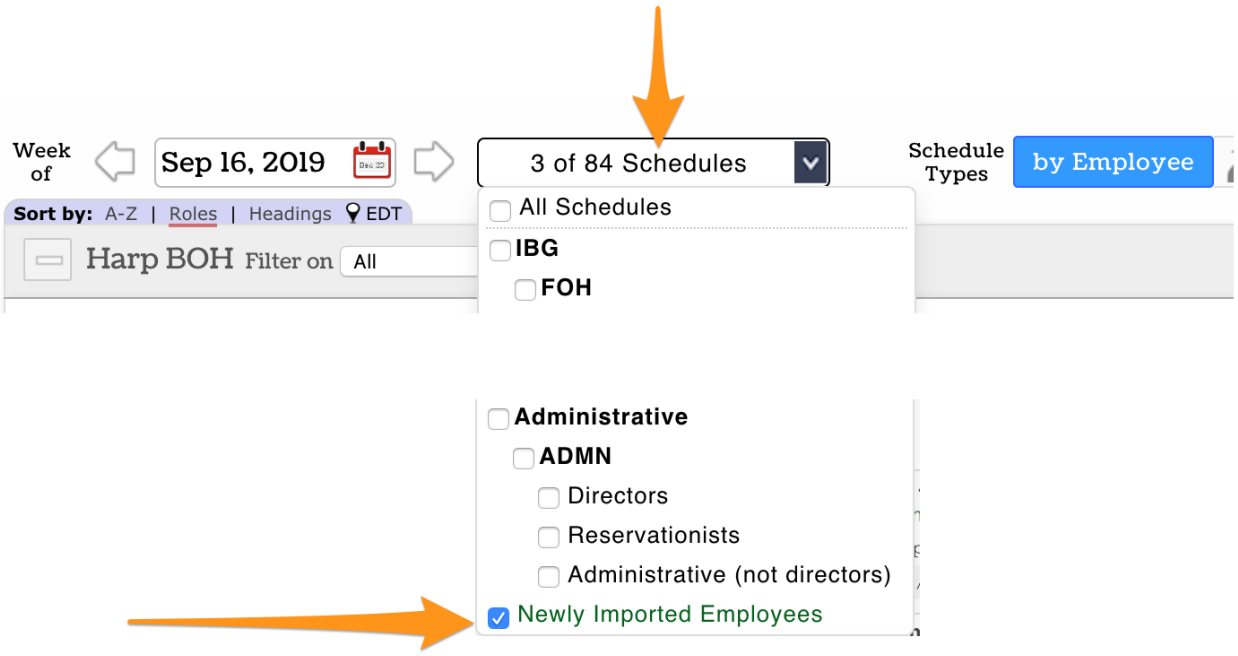
Last Modified on 12/24/2023 1:45 pm MST

This error arises in certain situations, namely when an employee clocks into the POS system either without a Role, or with a Role not setup in Teamwork. Without Role data, Teamwork can lack the information necessary to place the punch in the proper schedule or department.

To Resolve:

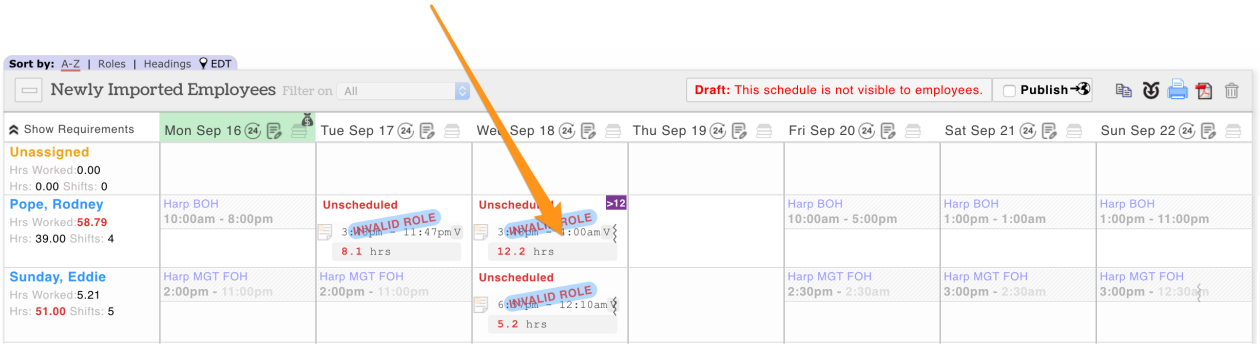
1. From the Main Toolbar > Go to **Schedules**

- Set the Date Picker to one of your payroll weeks.
- From the Schedule Dropdown selector (shown below), select **Newly Imported** at the bottom.

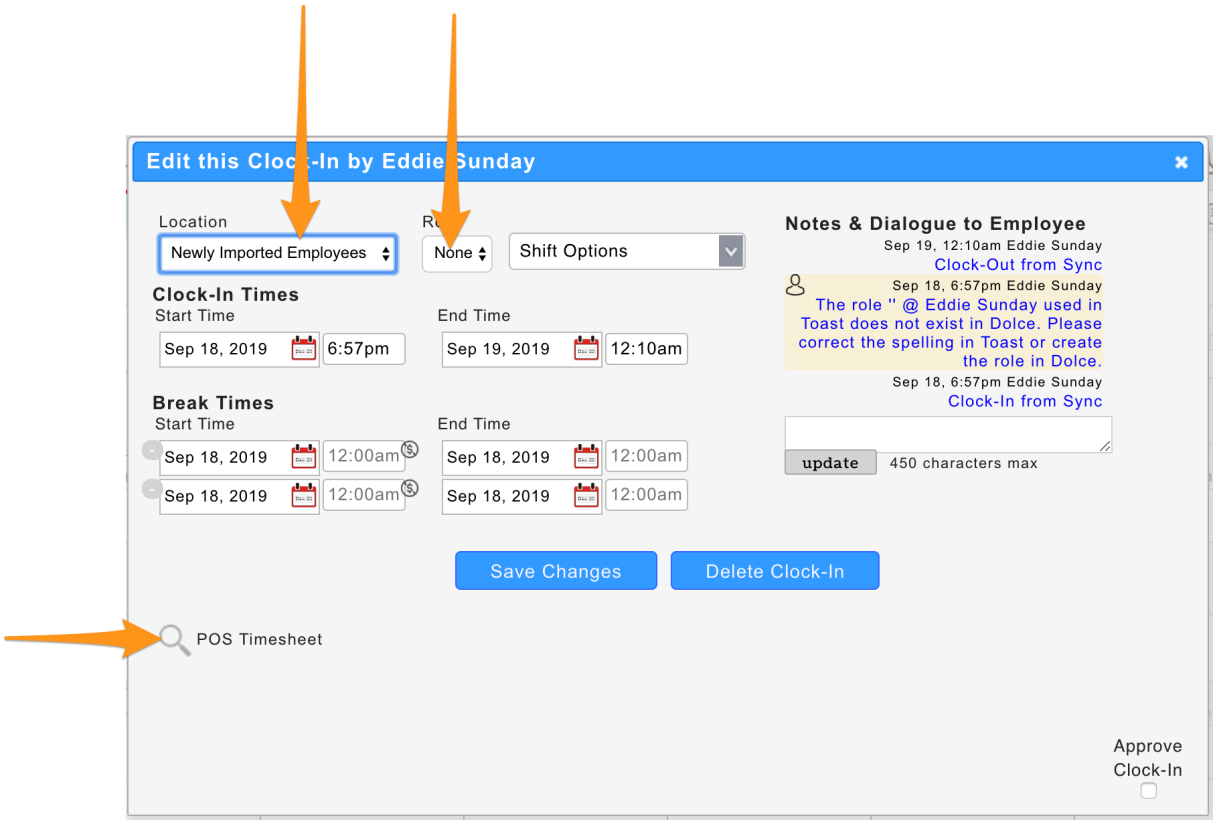


Any punches found in the Newly Imported schedule must be edited and assigned

- Click on the punch to edit



- Assign the Punch a Location and a Role, and press Save Changes



NOTE: If the appropriate location / role choices do not exist, you must edit the employee, and add the locations or roles to their profile. https://support.dolceclock.com/help/adding-working-locations-and-roles-to-employees

NOTE: press **POS Timesheet** as shown above to see complete data on the punch from the POS.

NOTE: If the updated punch could influence the outcome of **Tips** for the day, then Tips must be re-run.

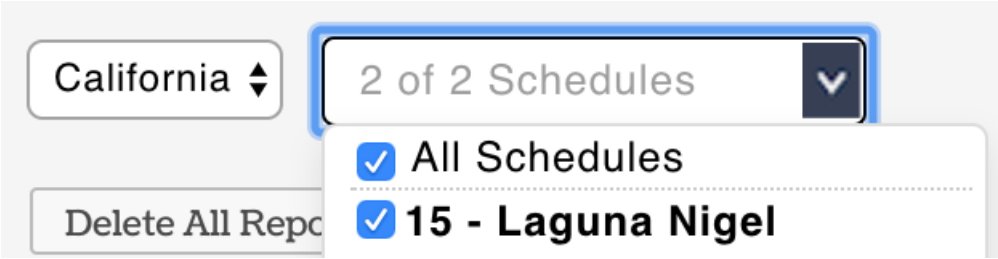
Final Approval of Payroll

Last Modified on 10/24/2019 7:34 am MDT

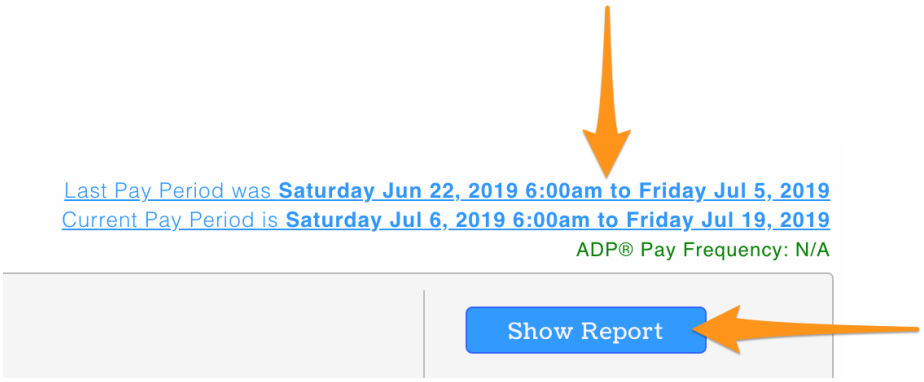
Prior to Approving Payroll, a manager should verify the following:

1. All Time Punches are Approved.
    - For Editing Punches, see: https://support.dolceclock.com/help/edit-time-punches
    - For Approving Punches, see: https://support.dolceclock.com/help/approving-time-punches
2. Tips are reviewed and audited against the POS (if applicable)
    - Use Reports > Employee Tips for the pay period. Compare Total against POS for the pay period.
3. Review Payroll Report
    - Main Toolbar > Reports > **Payroll**

      Select the Payroll Group and Locations (Schedules)



      Select the Payroll Date Range, and **Show Report**



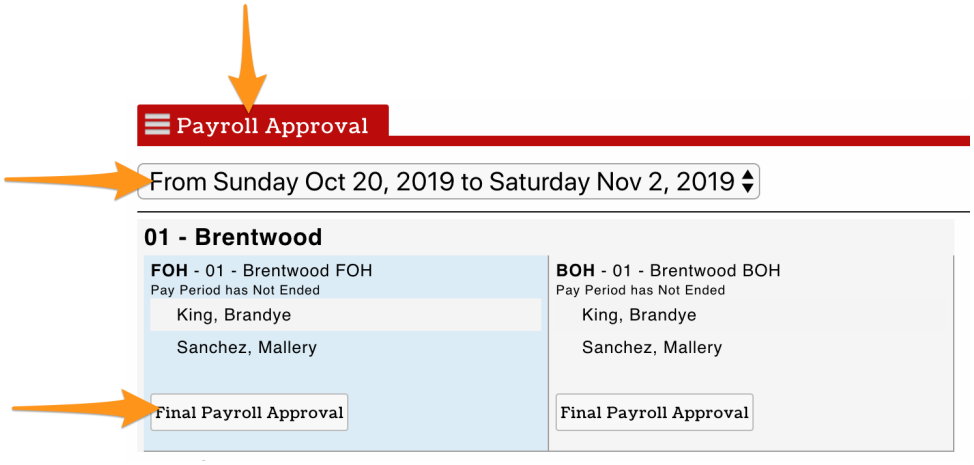
      Review Hours, Wages, and Other Earning

      Review Payroll Warning at the top of the report. Resolve those that apply, and coordinate with HR for warnings that exceed managerial control (i.e. Payroll

Mapping)

If all is in order, **Approve Payroll** as follows:

1. Main Toolbar > **Dashboard**
2. Scroll to Payroll Approval
3. Choose the Date Range for the prior payroll period as shown below
4. Observe Manager Sign-Offs
    - NOTE: Managers can not sign-off if all time punches and No-Show shifts have not been approved. A link is provided so that unapproved punches can be addressed.
5. If all is in order, press **Final Payroll Approval**

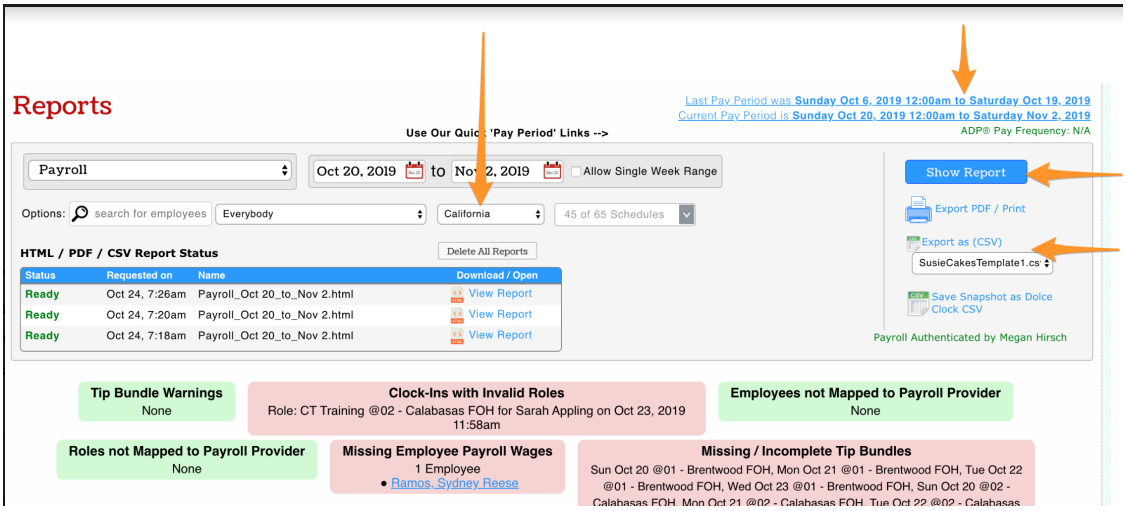


Running Payroll SC

Last Modified on 10/29/2019 5:45 pm MDT

Reports > Select the Pay Group (CA or TX) > Select Date Range

- Show Report for screen review
- Export for CSV to upload to ADP (in a few pay periods we'll use the "Submit Payroll to ADP button"



Review Warnings

- Invalid Role - manager has not corrected an erroneous Role (from an invalid role in Toast POS)
- Missing Wage - either no wage is in ADP, or first-shift predates the wage start date. If the wage is corrected in ADP, it will flow into Dolce.

Review Sign-Offs

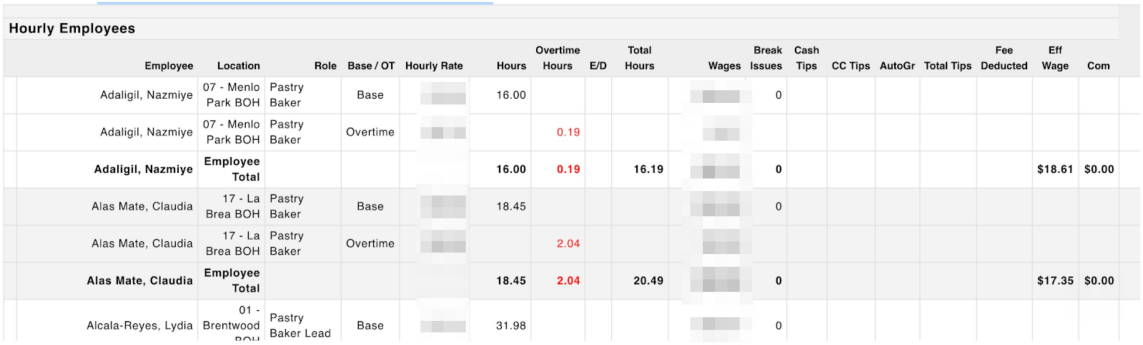
- Check-offs are Prelim Approval
- Not Confirmed / Confirmed is Final Approval

Payroll Approval Status

01 - Brentwood BOH	Not Confirmed	King, Brandye	Sanchez, Mallery	
01 - Brentwood FOH	Not Confirmed	King, Brandye	Sanchez, Mallery	
02 - Calabasas BOH	Not Confirmed	King, Brandye	Lebeau, Christina	
02 - Calabasas FOH	Not Confirmed	King, Brandye	Lebeau, Christina	
03 - Newport Beach BOH	Not Confirmed	Burgess, Alexa	Kendall, Scott	
03 - Newport Beach FOH	Not Confirmed	Burgess, Alexa	Kendall, Scott	
04 - Manhattan Beach BOH	Not Confirmed	Burgess, Alexa	Rigney, Adam	Zilinskas, Laima

Review Payroll Report

- View wages, break violations etc.



Hourly Employees

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D	Total Hours	Wages	Break Issues	Cash Tips	CC Tips	AutoGr	Total Tips	Fee Deducted	Eff Wage	Com
Adaligil, Nazmiye	07 - Menlo Park BOH	Pastry Baker	Base		16.00					0							
Adaligil, Nazmiye	07 - Menlo Park BOH	Pastry Baker	Overtime			0.19											
Adaligil, Nazmiye	**Employee Total**				**16.00**	**0.19**		**16.19**		**0**						**$18.61**	**$0.00**
Alas Mate, Claudia	17 - La Brea BOH	Pastry Baker	Base		18.45					0							
Alas Mate, Claudia	17 - La Brea BOH	Pastry Baker	Overtime			2.04											
Alas Mate, Claudia	**Employee Total**				**18.45**	**2.04**		**20.49**		**0**						**$17.35**	**$0.00**
Alcala-Reyes, Lydia	01 - Brentwood	Pastry Baker Lead	Base		31.98					0							

Submit to ADP

- Export CSV File
- Upload to ADP
- AUDIT: Compare column totals in ADP (ie “Total Hours”) against Dolce screen report totals.

Other Topics

Travel Role / Wage Missing

Edit Employee

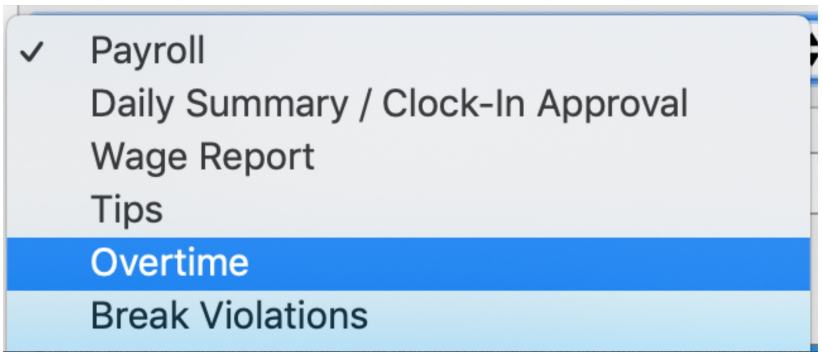
- From Schedules and Roles Tab, add the Travel Role
- From the Wages Tab, add the Role-Specific Wage, Date to the beginning of pay period, and Save.

Wage Review

Gearwheel Menu > Wage Settings > Report (from bottom of screen)

- View Dolce wages, secondary wages, and adp wages
- Make global changes, ie min wage / travel pay etc. Dolce will assist.

Overtime / Break Violation Reports (Reports Dropdown Menu)

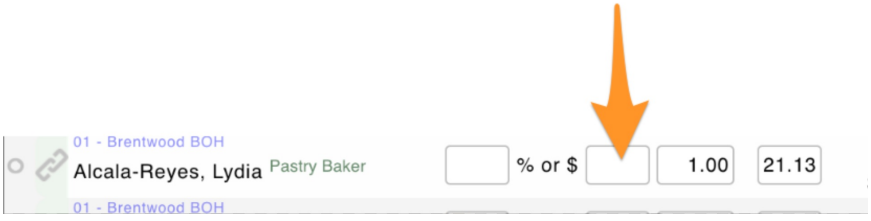


Employee Termination Mid-Pay Cycle

- Run Payroll Screen Report, and enter data manual into ADP for terminated employee.
- Exclude the employee from the regular end-of-payroll export

https://support.dolceclock.com/help/exclude-employee-from-payroll-export

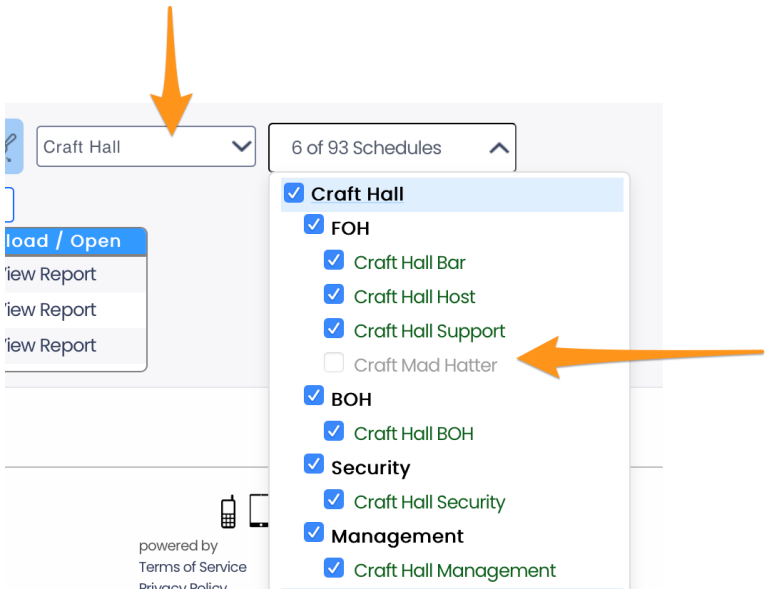
- If tips need to be calculated and payed
  - Run the Tips per standard procedures, and note the employee portion due. Manually enter into ADP
  - Do not save this mid-period tip-out - delete any part of it that shows.
  - When Tips are run at the end of the pay period, enter the amount paid to the terminated employee in the $ field shown below. The remainder of the pool will balance accordingly.



Add a Schedule to a Payroll Group

Last Modified on 12/07/2021 11:16 am MST

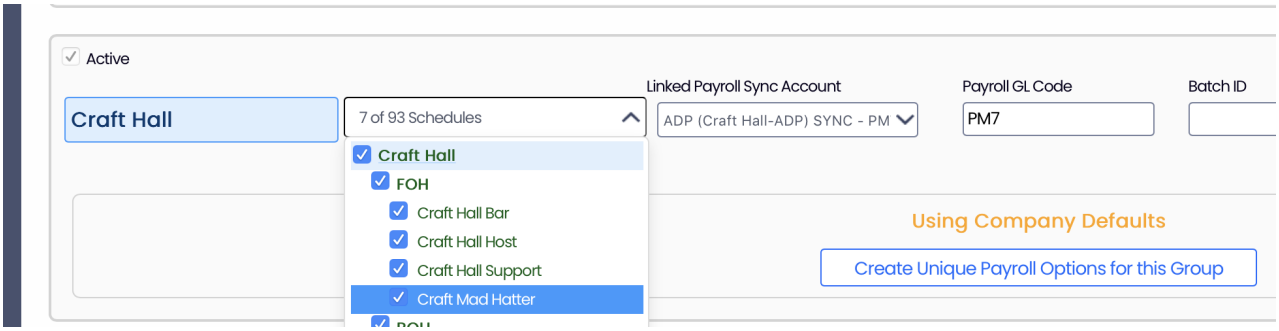
When a schedule is missing from a pay-group, or needs to be added to a pay-group (as shown below), take the following steps to add.



From the Gearwheel Menu > General Settings

Scroll to Pay Groups

Add the Schedule to the intended Group



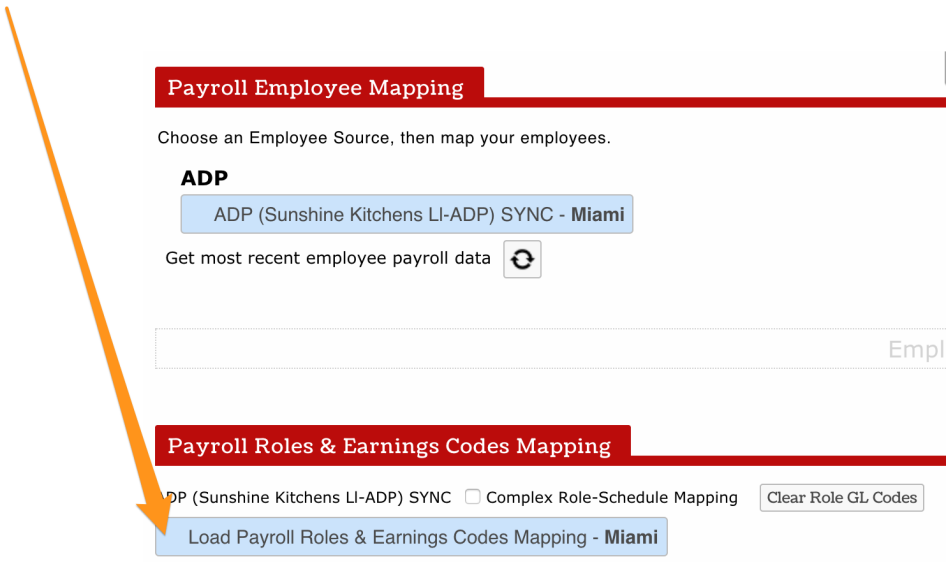
Mapping Payroll Departments and Earnings Codes

Last Modified on 12/24/2023 2:44 pm MST

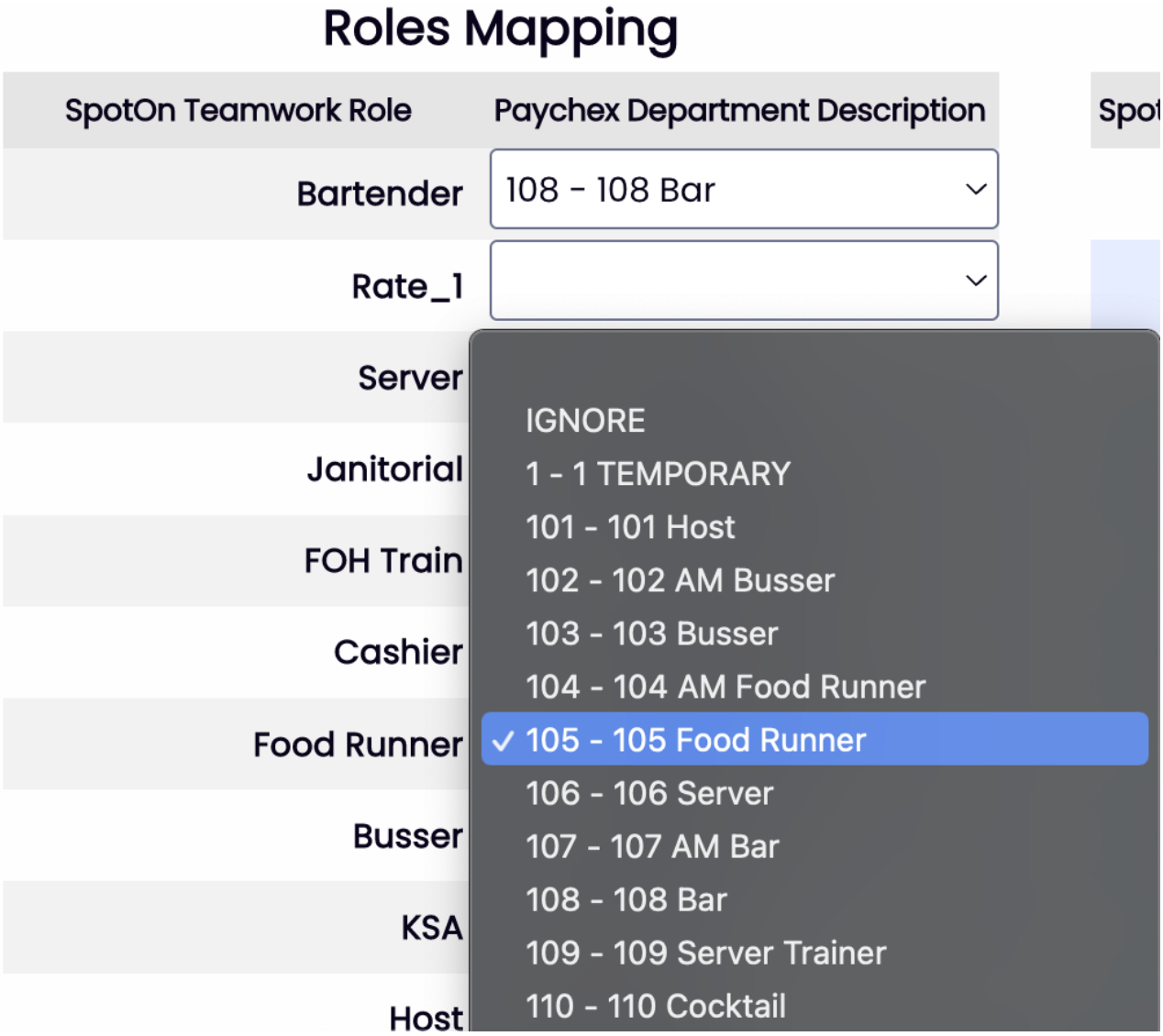
When utilizing Teamwork in tandem with a payroll integration, it is essential to map roles / departments and earnings codes with your payroll provider. This task ensures that our data points are landing in the correct columns, with the correct reporting when exporting to payroll. We have one of the most nuanced, detailed, and accurate modules for payroll mapping. See below!

From the Gearwheel Menu > Payroll Mapping

- Under "Payroll Roles & Earnings Codes Mapping", click the Pay-Entity (as shown below)



- Map the **Roles** in Teamwork (left) with corresponding payroll department codes (using dropdown menus)



- Map **Earnings Codes** in the same manner

Payroll Earnings Codes Mapping

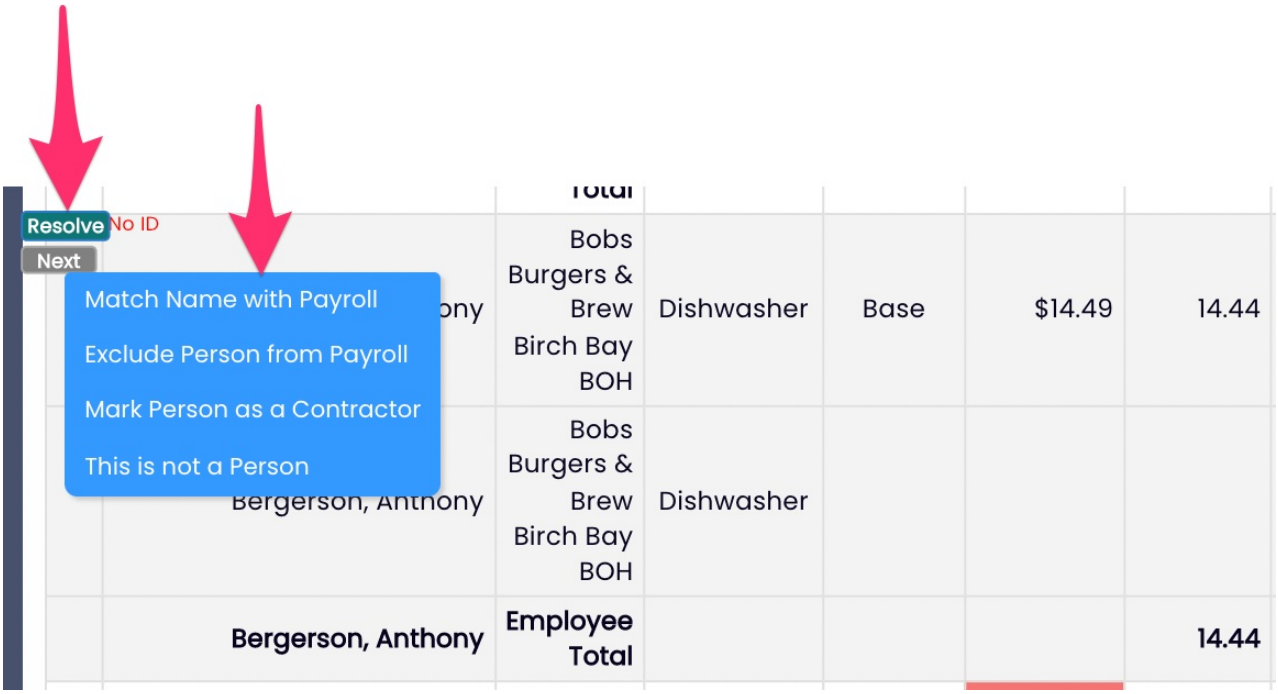
SpotOn Teamwork Payroll Type		Paychex Earnings Code Description
Salary		
1099 Contractor		No Match for set Earnings Code '1099'. Please Re-Select
Regular Hourly	REGULAR - Hourly - Use for	
Regular Overtime	REGULAR - TipOT - Use for ı	
Regular Double Overtime		No Match for set Earnings Code 'OVT'. Please Re-Select
Tipped Wage Hourly	REGULAR - Hourly - Use for	
Tipped Wage Overtime	SUPPLEMENTAL - TipOT Cal	
Tipped Wage Double Overtime		No Match for set Earnings Code 'OTTIP'. Please Re-Select
Training Hourly	REGULAR - Hourly - Use for	
Training OT	REGULAR - TipOT - Use for ı	
Credit Card Tips	TIPS - Tips - Use for cash ti	
Cash Tips	TIPS - Tips - Use for cash ti	
Auto-Gratuity Tips	TIPS - Tips - Use for cash ti	

Mapping Employees with Payroll

Last Modified on 12/24/2023 9:59 am MST

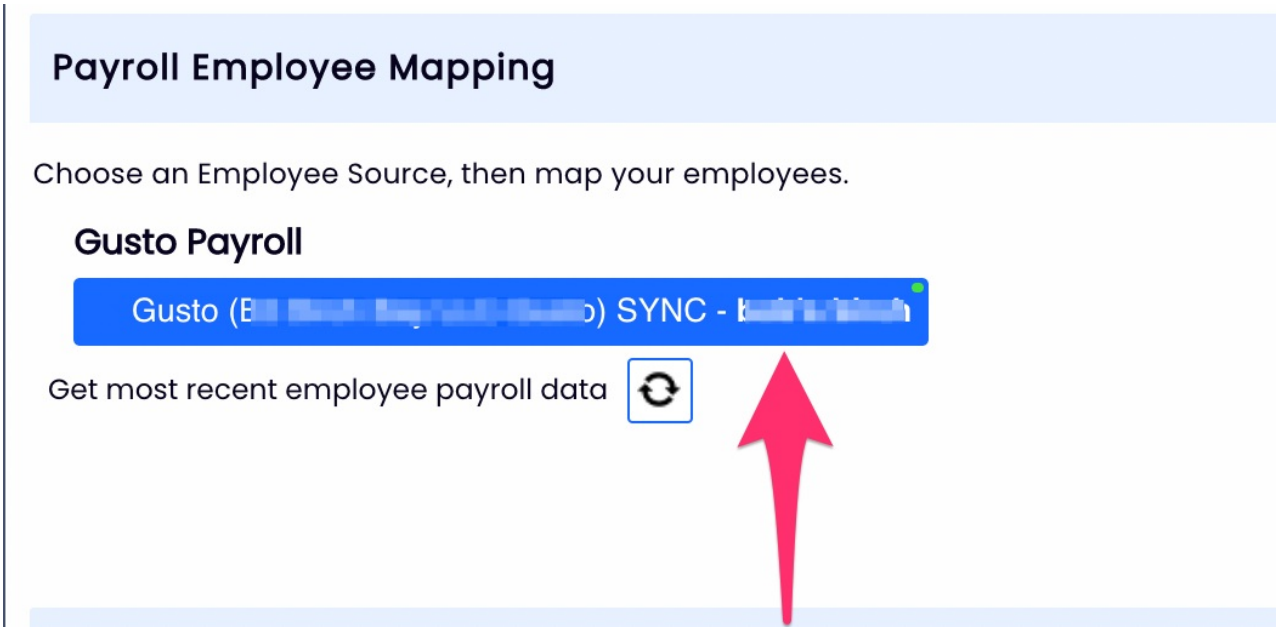
When you are finalizing payroll, you may encounter this warning:

It is easily resolved. Click on "Show First Missing Employee," and you will be delivered to your new hire. Click the "Resolve" button to the top left of their payroll line items.

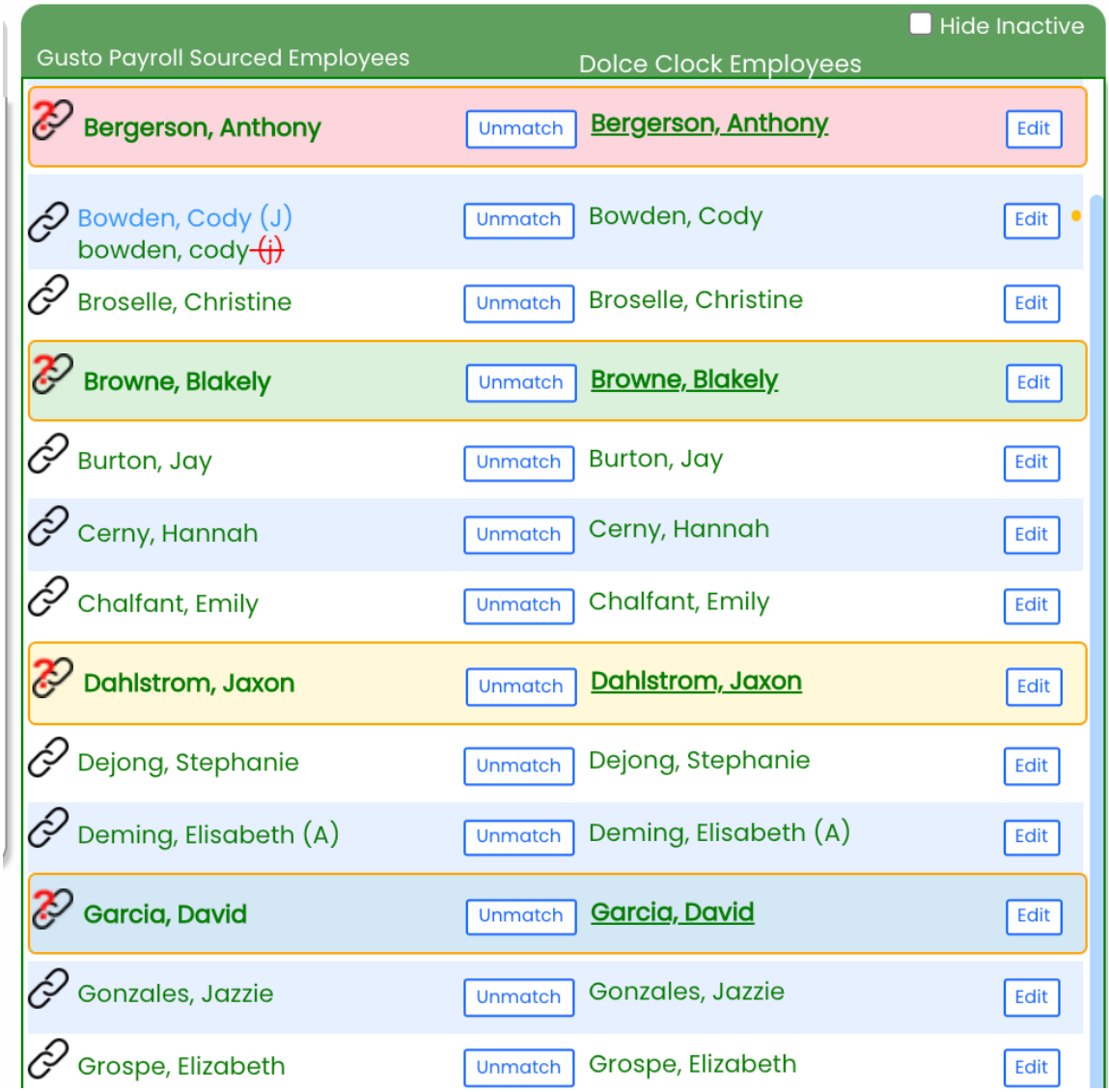


Provided the employee is a real person and their data should be carried into the payroll export, click "Match Name with Payroll"

This will deliver you to Payroll Mapping, which can also be accessed from Gear Wheel > Payroll Mapping (4th option from the bottom of the gearwheel menu). Click the below payroll sync account to access the employee mapping module.

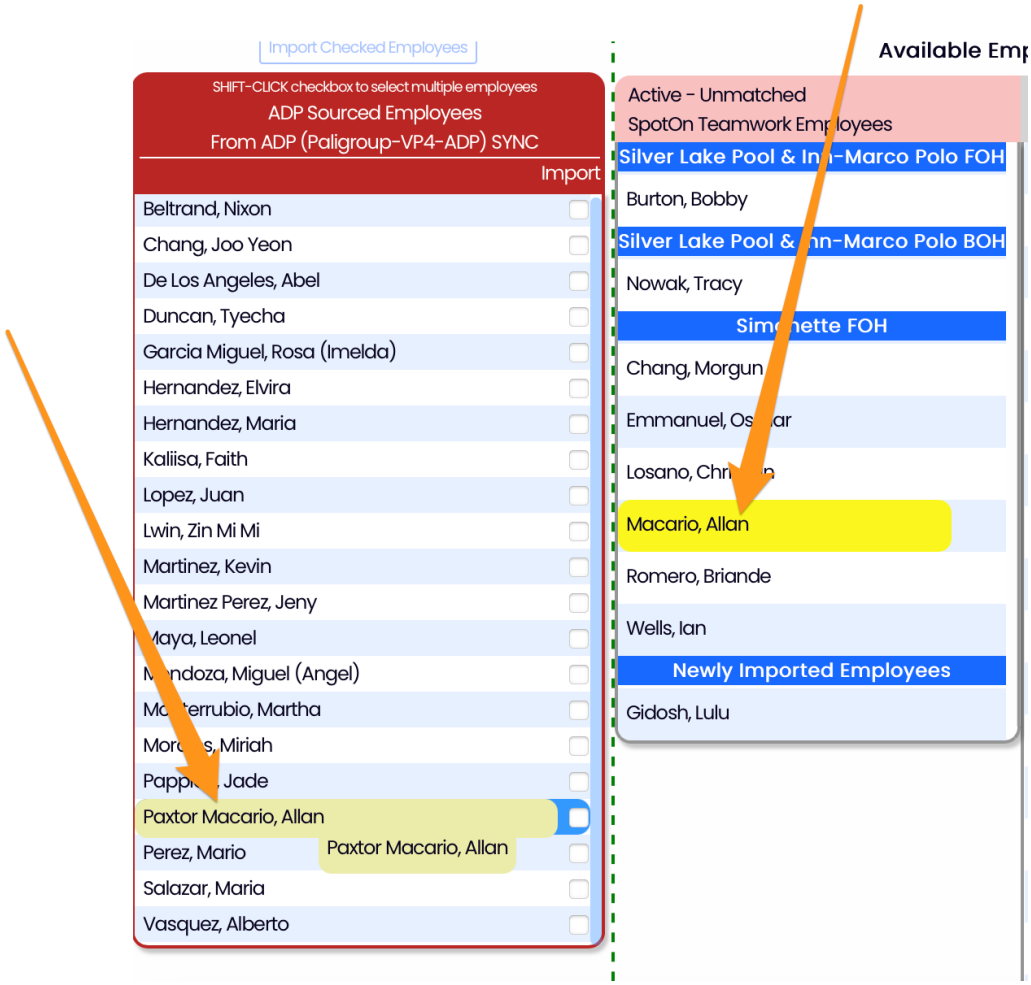


Verify that the names in the green column, Payroll vs Teamwork are matched properly:

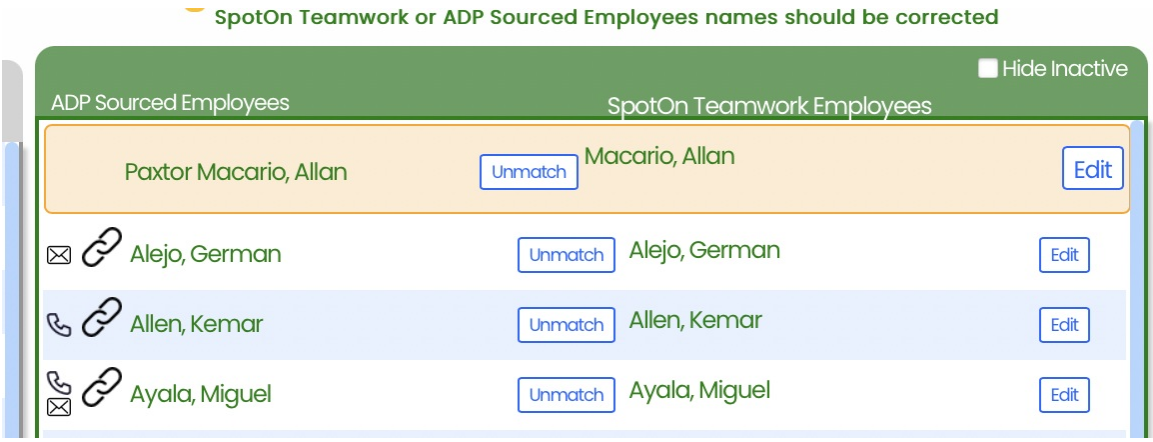


If the name spelling in payroll is not exactly the same as the name spelling in Teamwork, then a manual match is required. See below:

- Click the Payroll name in the red column, then match it by clicking on the corresponding Teamwork name in the Pink column



- You'll now see the names matched



- Click "Complete Employee Mapping" to finalize.

When you re-run your payroll report, you'll see that the warning has resolved.

If you don't happen to see a corresponding account for an employee that has hours in Teamwork, please verify that they have been fully set up and onboarded into your payroll provider.

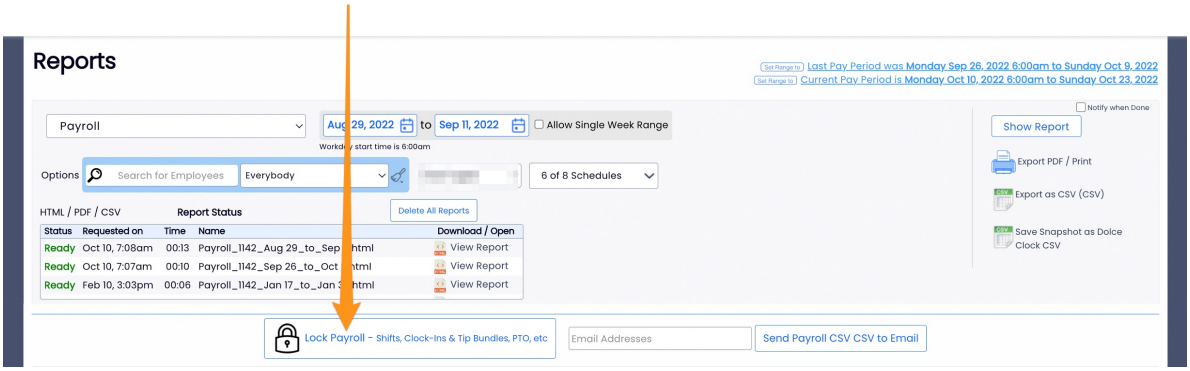
If you have any questions, you are always welcome to reach out to teamworksupport@spoton.com for assistance.

Lock or Unlock Payroll from Further Edits

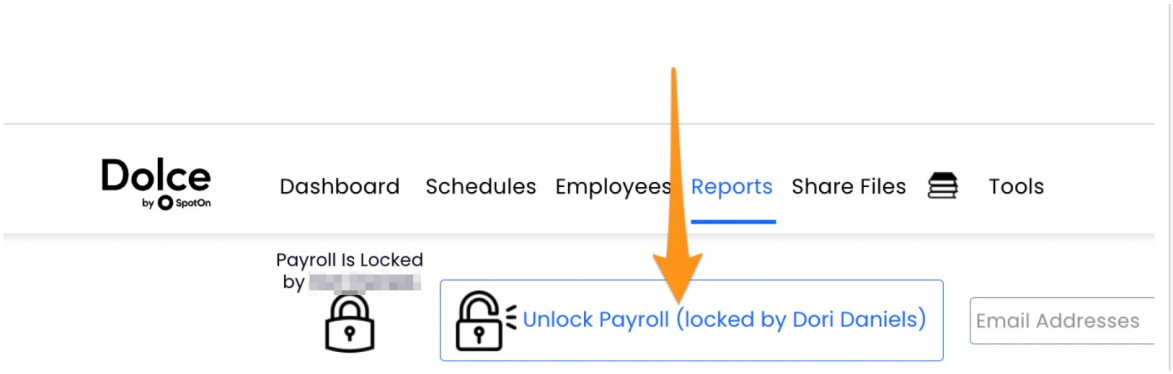
Last Modified on 10/10/2022 8:16 am MDT

To LOCK Payroll

- Run Payroll by Pressing **SHOW REPORT** of **Export as CSV**
- Press **Lock Payroll**
- After locking, employee time data and tips will no longer be editable



If you need to UNLOCK Payroll, simply repeat the running of the payroll report, and press **Unlock Payroll**

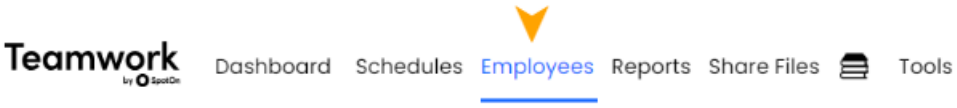


Manage Salaries

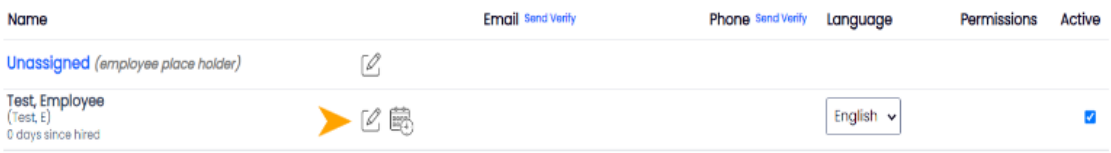
Last Modified on 10/09/2023 1:42 pm MDT

To Enter a Salary:

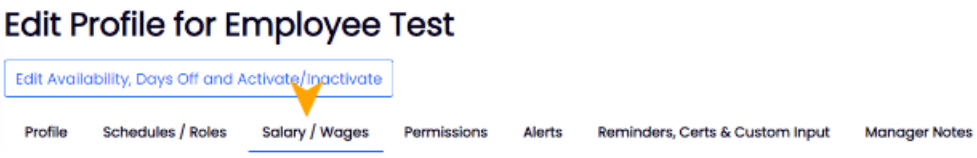
Go to **Employees** in the Menu Bar



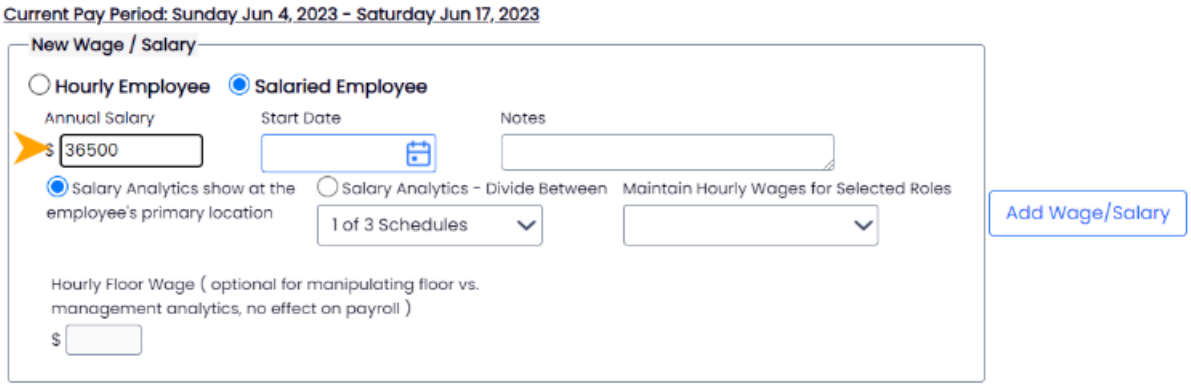
Find the employee in the list and click **Edit**



Select the **Salary / Wages** tab



Enter **Annual Salary**, **Start Date**, press **Add Wage/Salary Button**



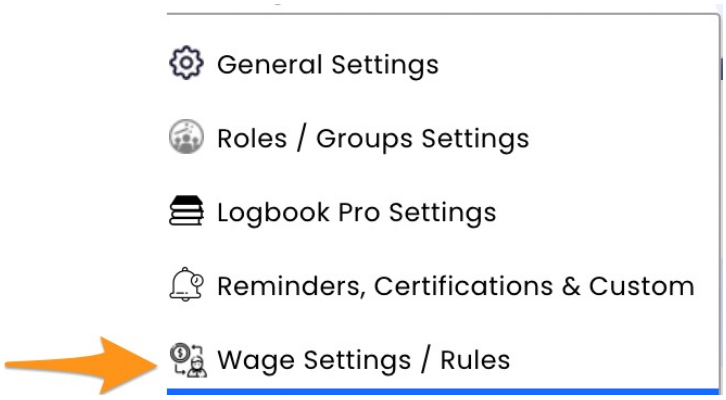
Enter **Annual Salary**, **Start Date**, press **Add Wage/Salary Button**

Related Article: Salaries and Analytics

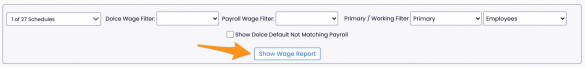
View All Wages

Last Modified on 06/16/2023 3:04 pm MDT

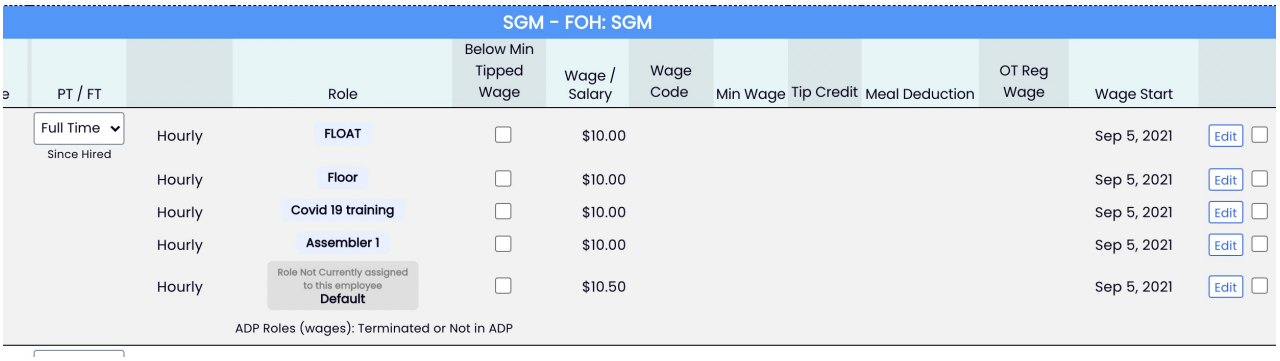
From the Gearwheel Menu go to **Wage Settings**



Press **Show Wage Report** - showing ALL schedules



Press **EDIT** to edit an employees wages

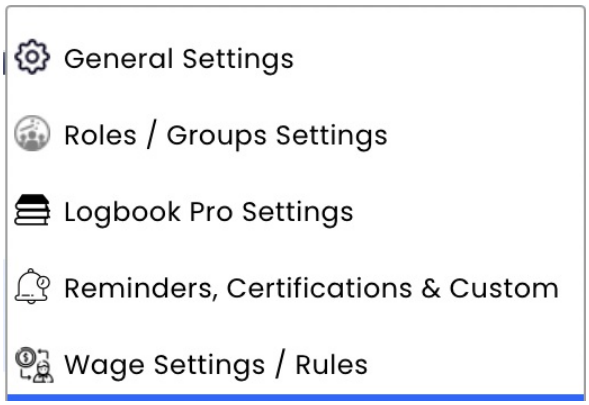


Global Wage Entry

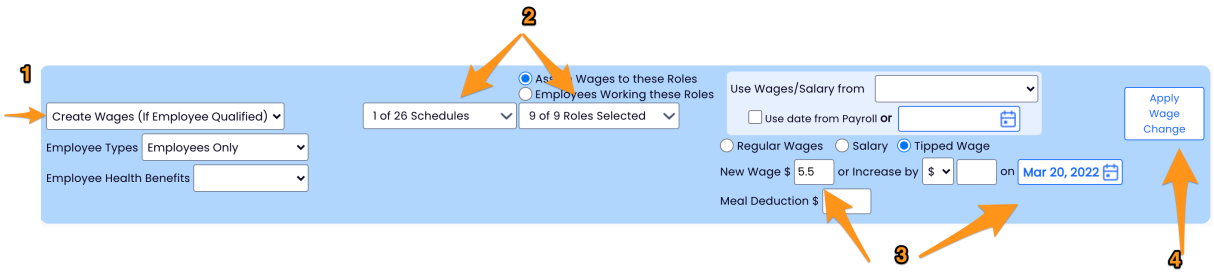
Last Modified on 11/14/2022 2:29 pm MST

Prior to Creating Wages, be sure Wage Rules have been entered: https://support.dolceclock.com/help/entering-and-updating-minimum-and-tipped-wage-rules

From the Gearwheel Menu go to **Wage Settings**



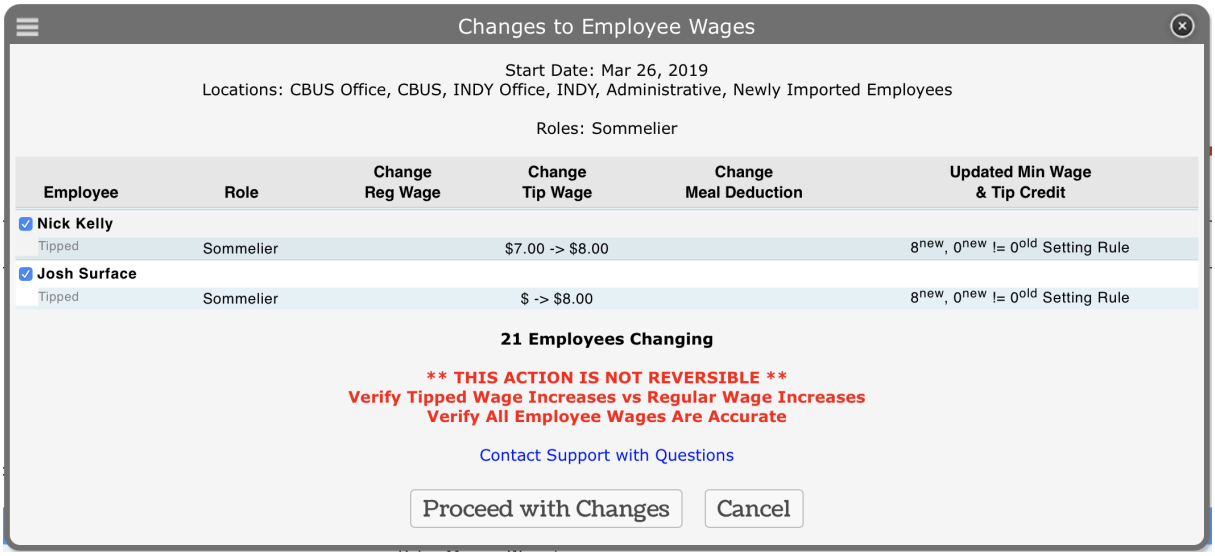
1. Using the Wage Settings Tool, select **Create Wages** from the tool dropdown list.



2. Select Schedules and Role(s) for wage to apply to. Selecting ALL schedules is recommended to ensure all employees are considered, regardless of their Primary identity.
3. Enter Wage / Tipped or Regular / and Date. Note that Dates cannot be entered prior to the start of the prior payroll period. If an earlier date is required, contact support@dolcesoftware.com
4. Press the Apply Wage Change button

   REVIEW all potential changes

Uncheck any employees who should to whom the wage should not apply. Press **Proceed with Changes** to commit wages



If you have questions about this process, or about the best way to setup wages (with defaults or roles etc.), please email support@dolcesoftware.com, and we are happy to assist you.

Roles and Wages Split by Location: Configuring Employees

Last Modified on 12/24/2023 1:48 pm MST

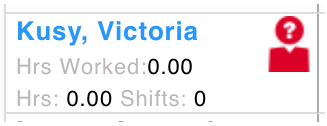
Adding a New Employee to a Location

1. First search to see if employee exists in the company. If employee already exists, apply Working Location status to the desired schedules.
2. Enter employee into the POS. Two important notes: **use the exact name spelling, with complete first and last names** and **assign intended roles.**

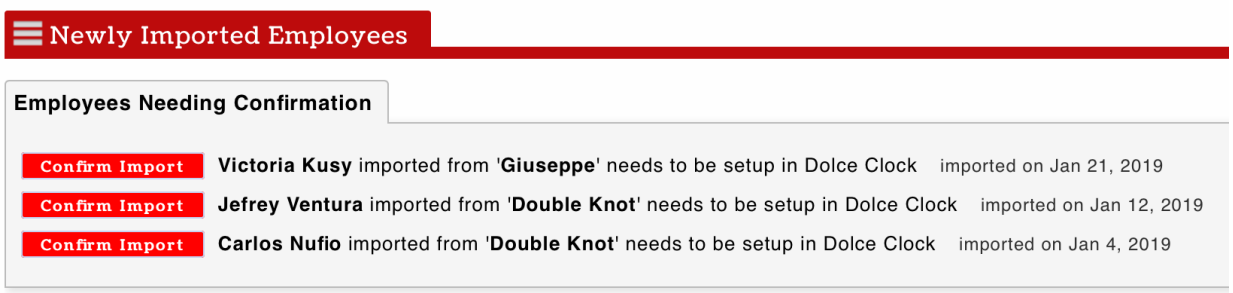
"Confirming" Employee

Teamwork will prompt you to "Confirm" an employee - which is to verify that the employee does not already exist in the company / Teamwork.

On the Schedule, employees needing confirmation will show the following symbol

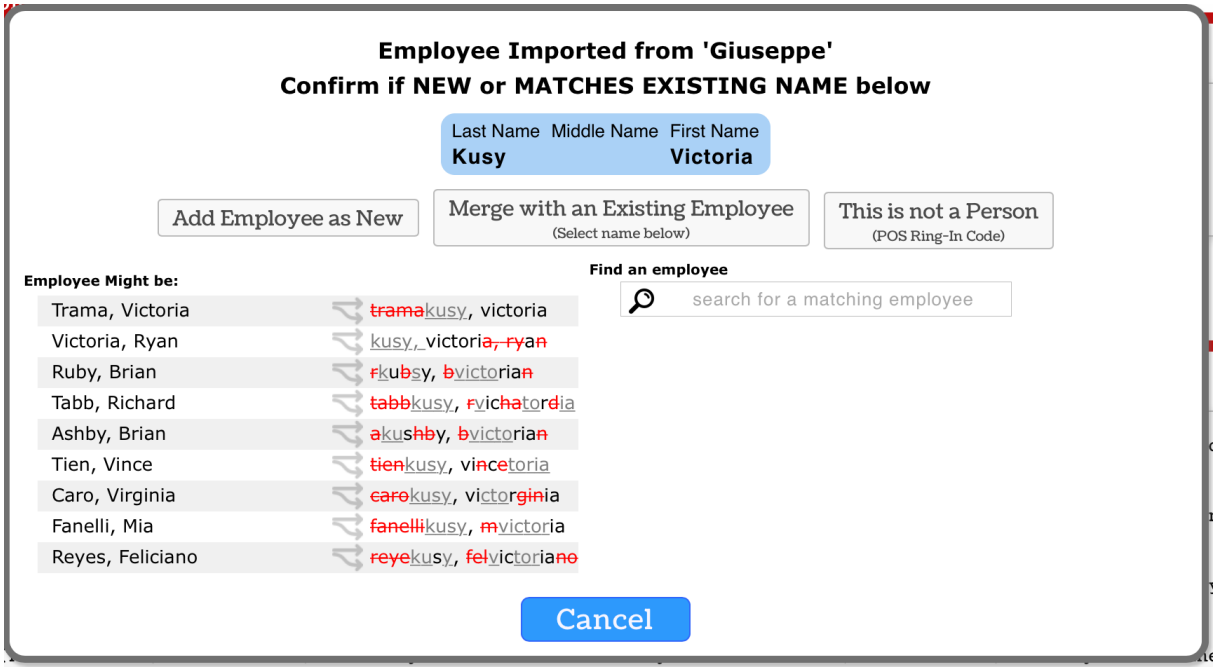


From the Dashboard, employees are listed

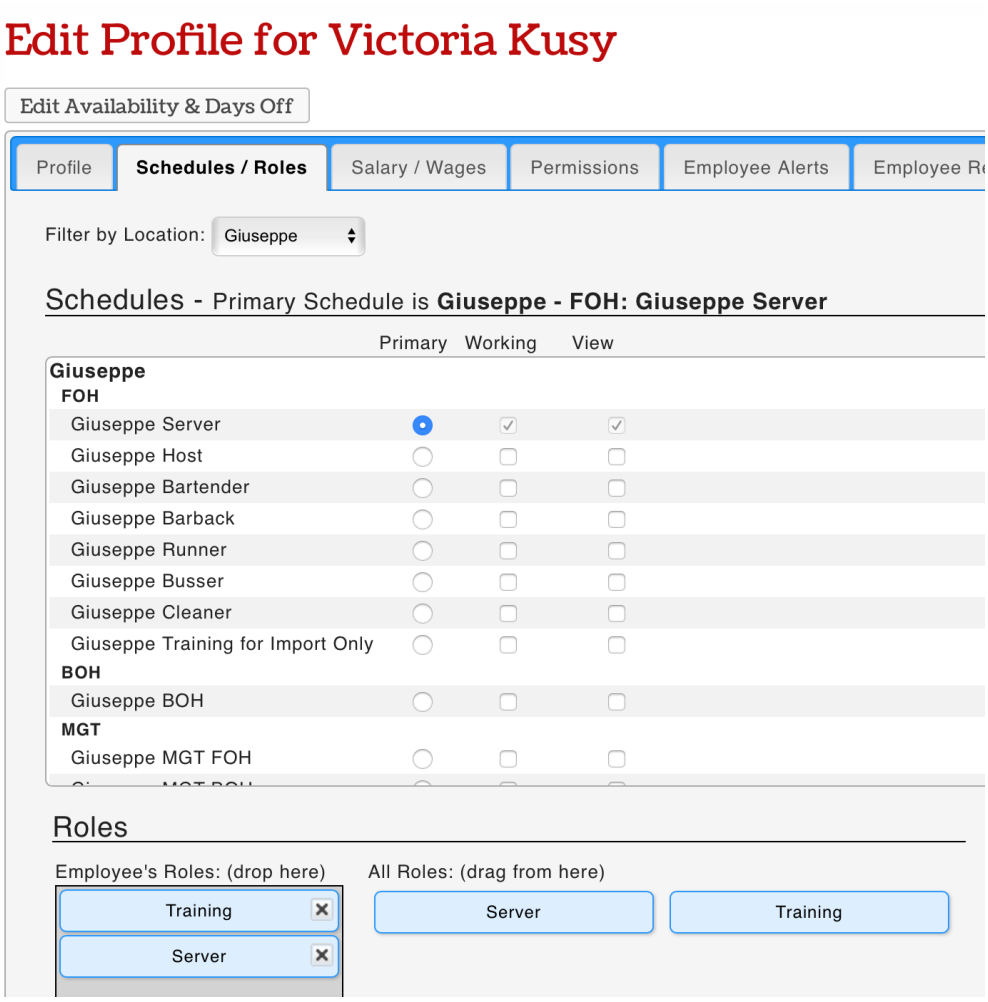


To "Confirm" an employee

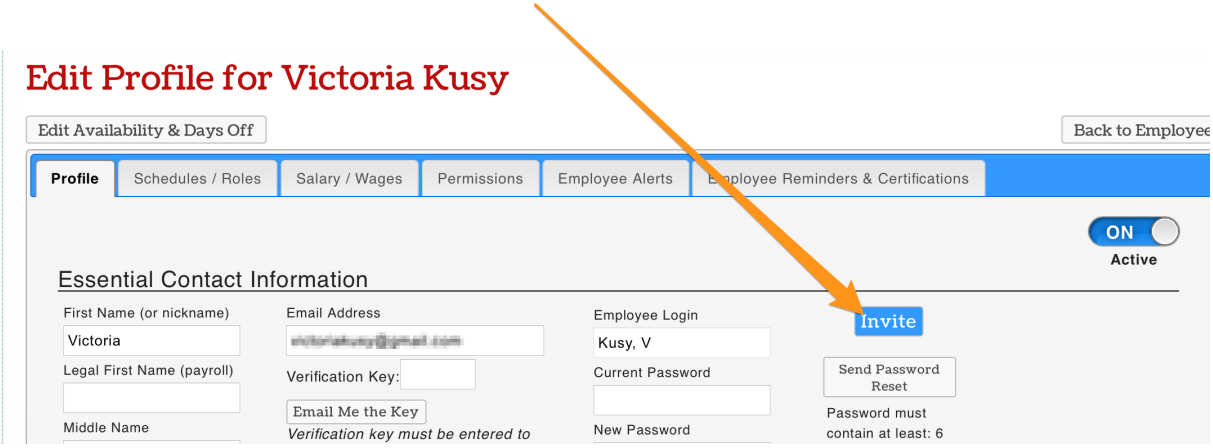
1. Press the **Confirm** link
2. You will be prompted to review possible matches, or or add as new.



3. After **Confirming**, you will be directed to the verify the employees schedules and roles.



4. Lastly, from the employee's Profile tab, verify phone and email, and INVITE.

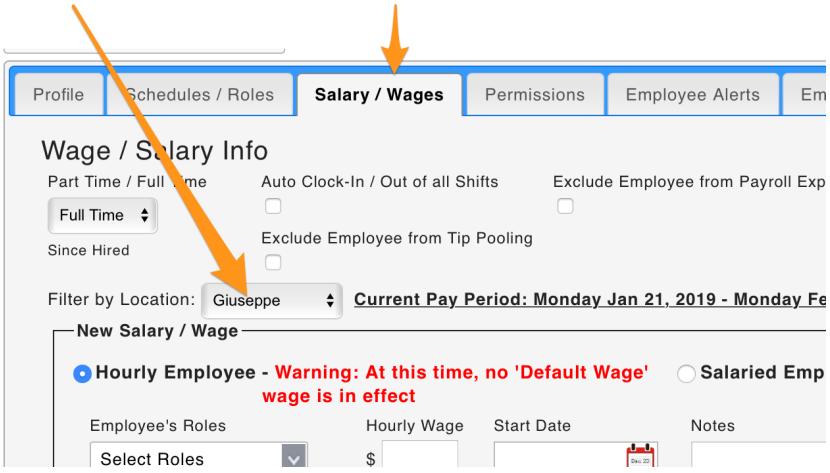


Editing Wages

Wages and roles are unique between locations.

When applying wages or roles, begin by using the **Location Filter**.

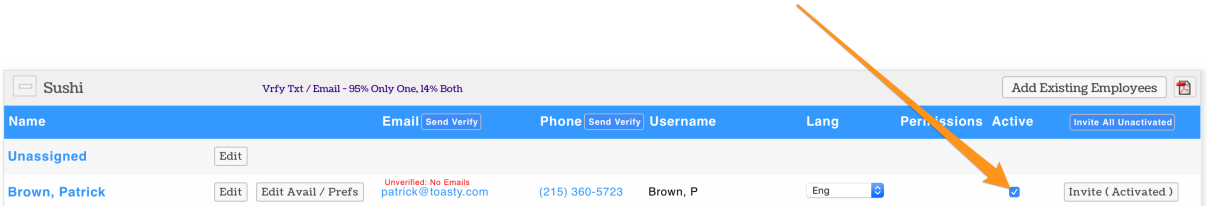
Then apply wages per usual.



Removing Employees

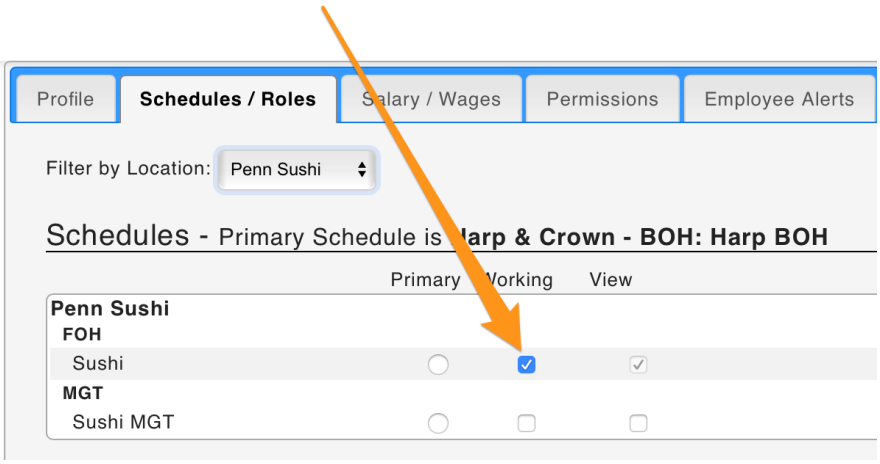
If employee only works a single location

Inactivate from the Employee Page, or employee's Profile tab



If employee works your location as a Secondary or Working location

From the employee's Schedule Tab, UNCHECK your working/viewing location checkboxes



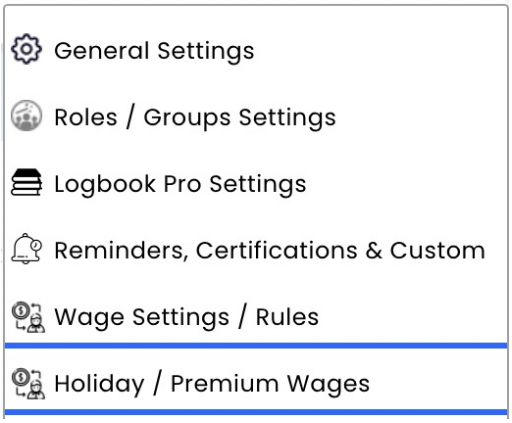
If your location is the employee's Primary location, but the employee additionally works at other locations

Contact HR / Full Admin, to remove employee from the company, or re-assign a new Primary Location

Holiday Pay

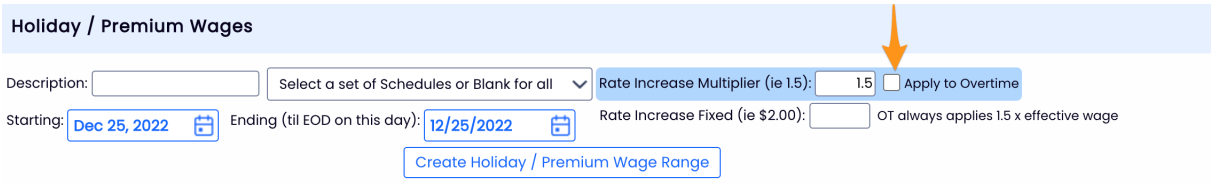
Last Modified on 06/13/2024 6:06 am MDT

1. Gearwheel Menu > Holiday / Premium Wages



2. Enter Holiday Date(s) and Rate of Wage Multiple (ie 1.5) and **Save**

- If your policy is to pay the premium rate *on top* of overtime rates, check "Apply to Overtime"
- OVERTIME OFFSET NOTE: if you do NOT pay OT on top of OT, Teamwork will offset OT hours proportionately applied to the holiday. For instance, if an employee has 1hr of overtime proportionately applied to Thanksgiving Day, and worked 8 hours on Thanksgiving Day, instead of receiving 7 hours of regular + 1 hour of OT, they would receive 8 hours of Holiday Pay.



3. Adjust payroll mapping, *if a unique earnings code is required for payroll.* i.e. if using an API payroll integration, map Holiday Hours from Gearwheel Menu > Payroll Mapping. If using a custom CSV output, reach out to teamworksupport@spoton.com how you'd like your payroll report to be adjusted, ie special holiday earnings codes etc.

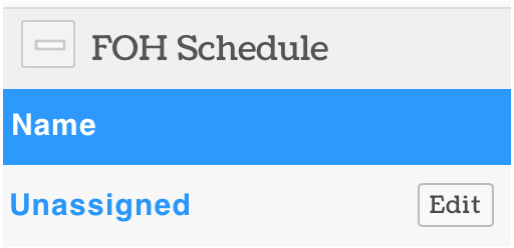
4. Verify Payroll Data in Payroll. If you use unique earnings codes for Holiday Hours, verify that OT is not being doubled by both systems.

Adding Wages to Unassigned

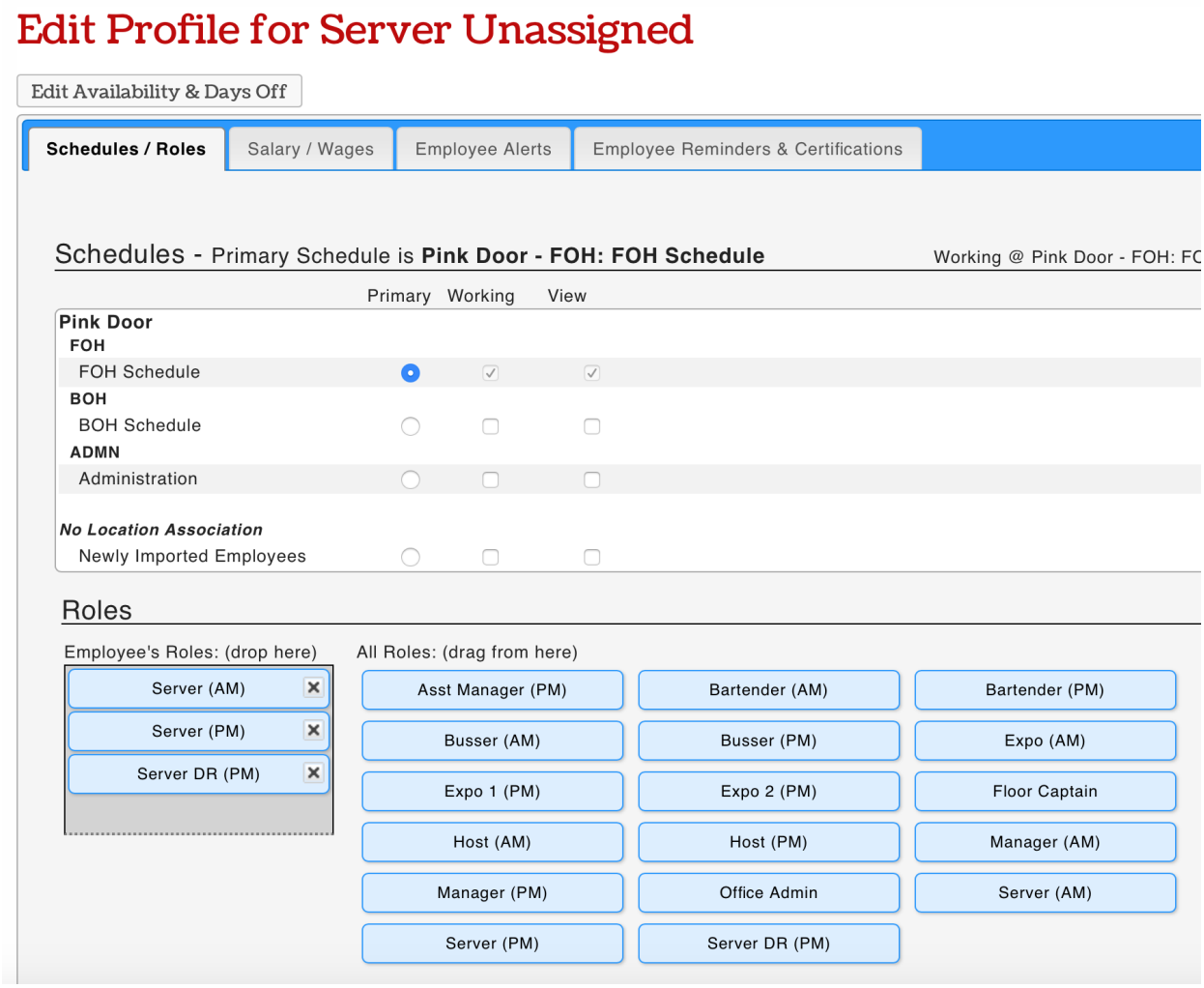
Last Modified on 02/16/2020 1:31 pm MST

Assigning wage rates to UNASSIGNED shifts allows you to consider labor analytics for schedules even when shifts have not been applied to specific employees. To assign wages to Unassigned (for each schedule) take the following steps

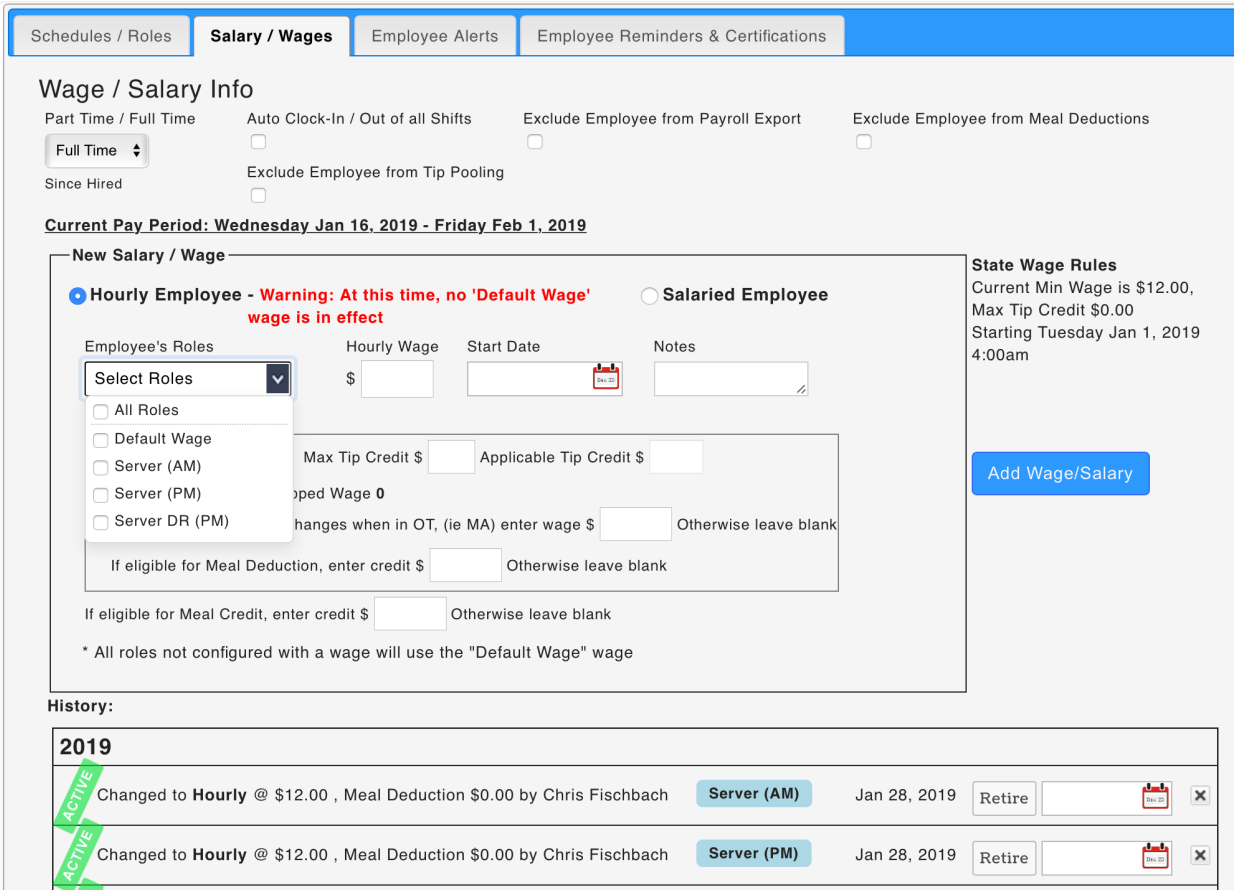
From Employees page > Edit Unassigned (the top employee row in every schedule/roster)



From the Schedules / Roles Tab, drag all ROLES into the Active (grey) box, for which you may want to assign a role specific wage



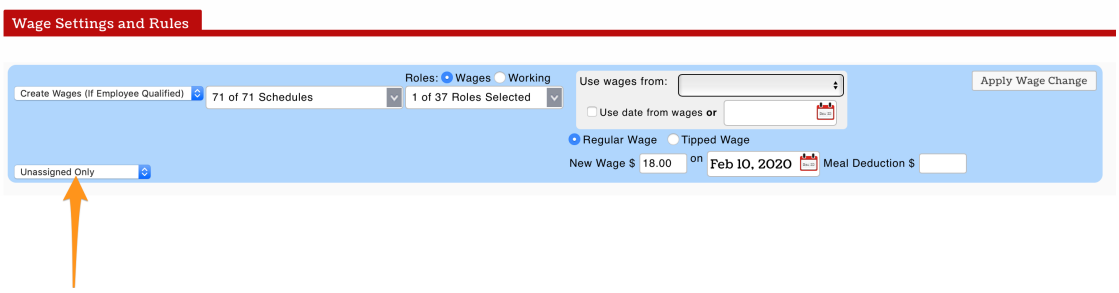
From the Wages Tab, set role-specific wages where applicable, and/or apply a Default wage, which will provide a wage for ALL Roles which do not have a role-specific wage



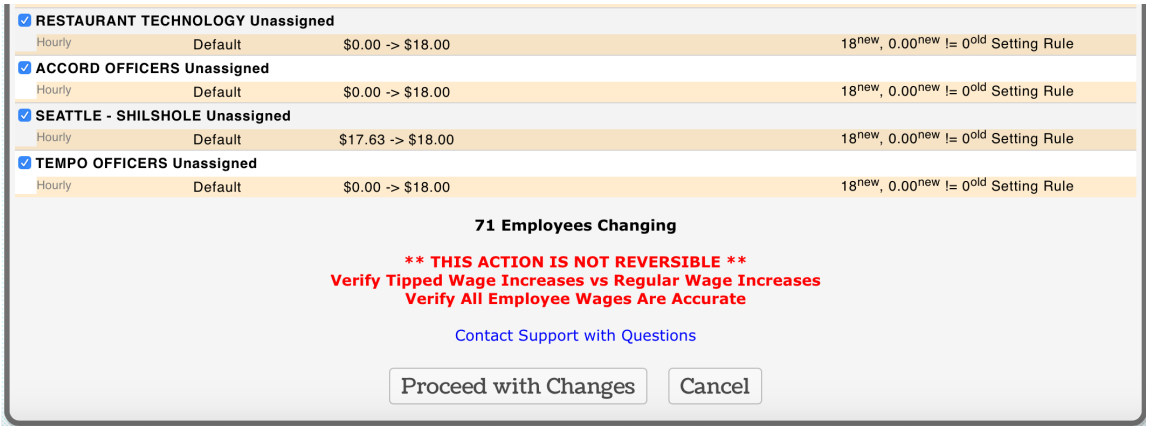
NOTE: Be sure to Date the wage to the start of the week/period for which you are seeking analytics

To BULK assign Unassigned wage (for multiple schedules or locations)

- Gearwheel Menu > Wage Settings
- Use CREATE WAGES, and select Unassigned as shown below
- Select Roles, or Default from the Roles Dropdown
- Enter wage and starting date (as early as start of the prior pay-period)
- Press **Apply Wage Changes**.



- You will have a preview screen to review. To finalize, press **Proceed with Changes**.

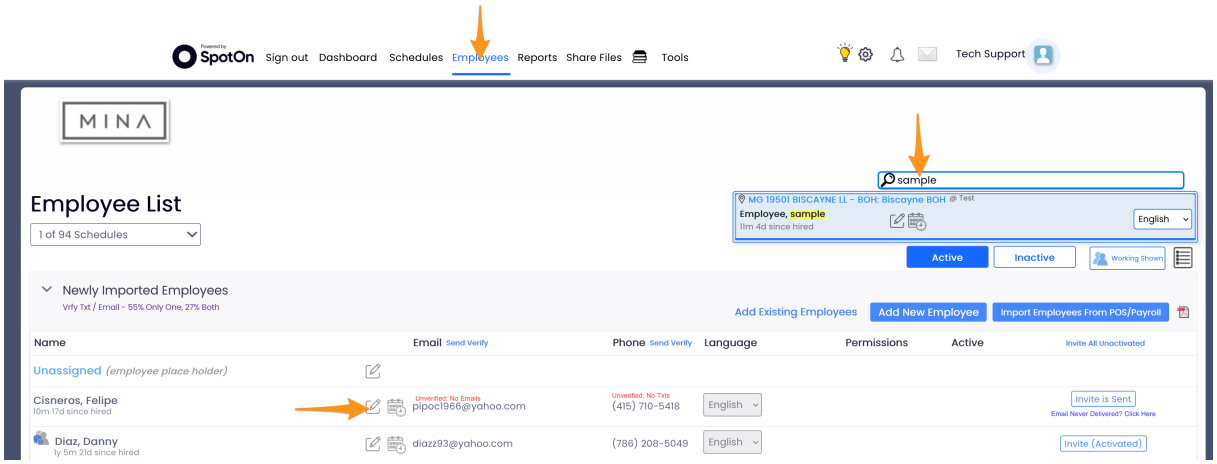


Manage Employee Wage Settings

Last Modified on 10/03/2023 3:03 pm MDT

From the Menu Bar go to **Employees**

Use the search field as shown below, or edit an employee from the list.



Select the **Salary / Wages** Tab

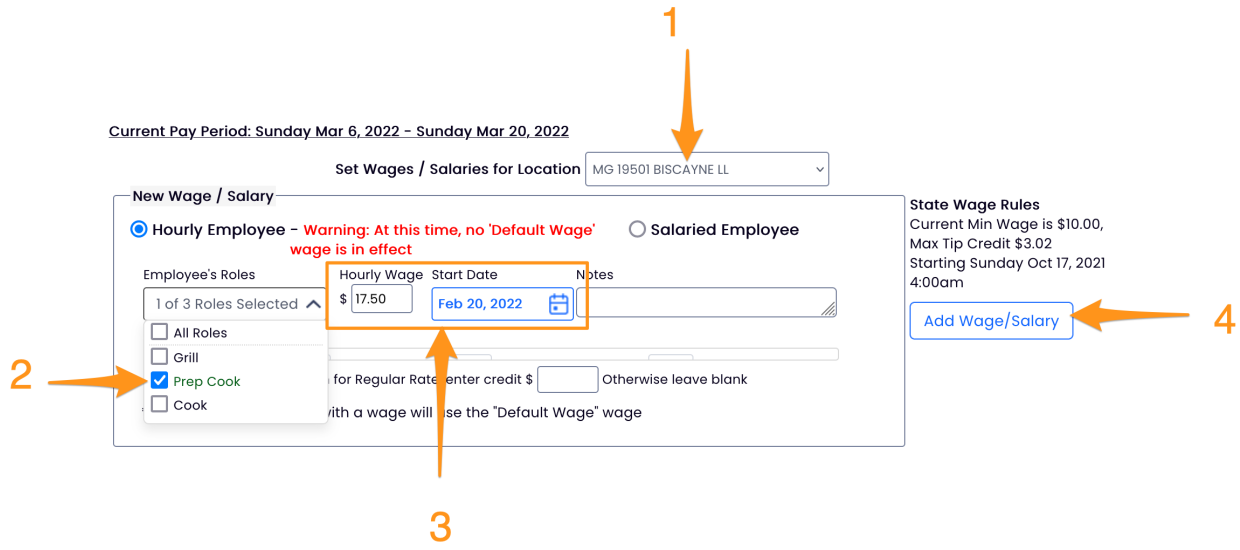
In addition to the essential functionality of maintaining wages for your employees, this tab allows you to Exclude Employee from Payroll Export, Contractor Employee Setup and Use, exclude an employee from the tip pool, and more.

Thankfully, Teamwork will also be able to sync wages from other systems using the Sync Wages to POS tool and add wages on the fly from within our payroll report.

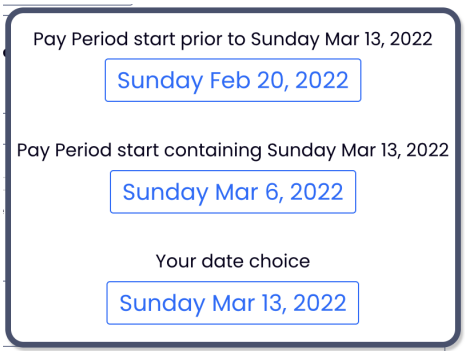
Enter Role Specific Wages as shown below

1. If multiple locations exist, choose location

2. Choose role(s)
3. Enter WAGE and Start Date (ie beginning of pay period)
4. Add Wage



NOTE on Date: *When entering a date, the system will prompt you do confirm wage start date, with start of pay period shown.*



To run a report on all employees' wages, go to **Reports** > **Wage Report**

For global selection designation of Tipped wages, see Entering "Tipped" Wages

To raise the Minimum Wage floor globally, see Raising Minimum Wage and Minimum Tipped Wage

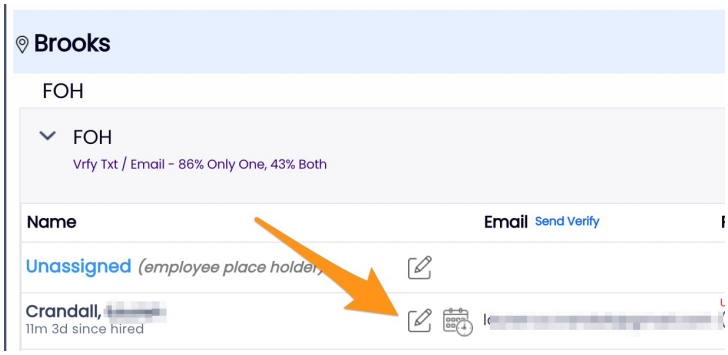
Adding Salaries

Last Modified on 04/13/2022 4:30 pm MDT

NOTE: Only FULL ADMIN can enter salaries.

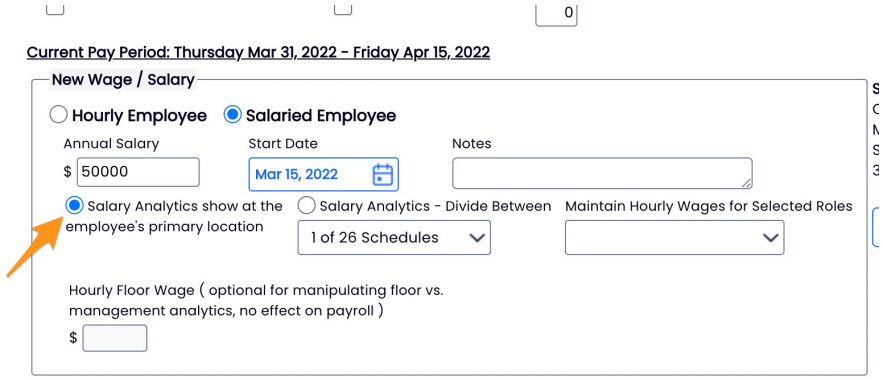
From the Menu Bar go to **Employees**

Select **Edit** to access an employees settings



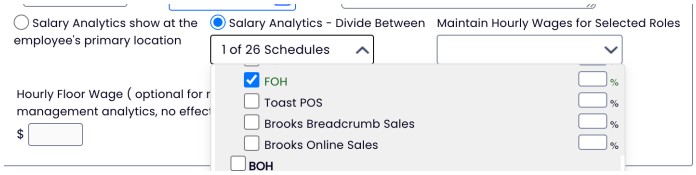
Select the **Salary / Wages** Tab

Check the Salaried Option, Enter Salary, and Start Date



Press the **Add Wage/Salary** button to complete.

NOTE: You have the option to apply the salary analytics to a department other than the employee's primary schedule.



To run a report on all employees' wages, go to **Reports** > **Wage Report**

For global selection designation of Tipped wages, see Entering "Tipped" Wages

Nevada Overtime

Last Modified on 05/17/2023 10:55 pm MDT

Employers that pay their employees (who earn less that 1.5 minimum wage, or specified wage rate if qualified health benefits are offered) must pay employees Daily Overtime for time worked over eight hours in a workday or forty hours in a week.

Note: Nevada Revised Statutes section 608.0126 defines "workday" as "a period of 24 consecutive hours which begins when the employee begins work." This is different from the typical twenty-four-hour period in a calendar day.

Example:

In the following example, an employee works two 8-hour shifts on consecutive days.

The shifts result in 1 hour of overtime, because the first hour of day#2 falls into the 24 hour span which began at 2pm on shift#1.

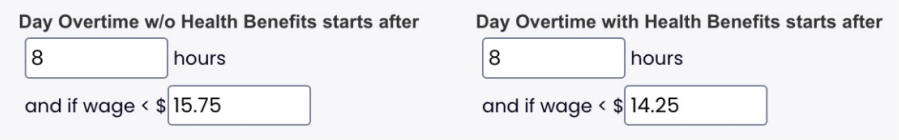
8:00 AM		
9:00 AM		
10:00 AM		
11:00 AM		
12:00 PM		
1:00 PM		1
2:00 PM	1	2
3:00 PM	2	3
4:00 PM	3	4
5:00 PM	4	5
6:00 PM	5	6
7:00 PM	6	7
8:00 PM	7	8
9:00 PM	8	
10:00 PM		
11:00 PM		
12:00 AM		

Note that if in day#2 that 9 hours were worked, the day would not result in overtime, because the same hour cannot contribute to overtime 2x.

Minimum Wage Settings: https://support.dolceclock.com/help/entering-and-updating-minimum-and-tipped-wage-rules

Nevada OT Settings:

From the gearwheel, scroll to pay-group settings. Set / update according to state minimum wage requirements:



Qualified Health Benefits can be indicated on an employee's Wage Settings tab:

References

https://www.leg.state.nv.us/nrs/nrs-608.html#NRS608Sec018

NRS 608.0126 "Workday" defined. "Workday" means a period of 24 consecutive hours which begins when the employee begins work.

(Added to NRS by 1985, 578)

NRS 608.018 Compensation for overtime: Requirement; exceptions.

1. An employer shall pay 1 1/2 times an employee's regular wage rate whenever an employee who receives compensation for employment at a rate less than 1 1/2 times the minimum rate set forth in NRS 608.250 works:

(a) More than 40 hours in any scheduled week of work; or

(b) More than 8 hours in any workday unless by mutual agreement the employee works a scheduled 10 hours per day for 4 calendar days within any scheduled week of work.

2. An employer shall pay 1 1/2 times an employee's regular wage rate whenever an employee who receives compensation for employment at a rate not less than 1 1/2 times the minimum rate set forth in NRS 608.250 works more than 40 hours in any scheduled week of work.

3. The provisions of subsections 1 and 2 do not apply to:

(a) Employees who are not covered by the minimum wage provisions of Section 16 of Article 15 of the Nevada Constitution;

(b) Outside buyers;

(c) Employees in a retail or service business if their regular rate is more than 1 1/2 times the minimum wage, and more than half their compensation for a representative

period comes from commissions on goods or services, with the representative period being, to the extent allowed pursuant to federal law, not less than 1 month;

(d) Employees who are employed in bona fide executive, administrative or professional capacities;

(e) Employees covered by collective bargaining agreements which provide otherwise for overtime;

(f) Drivers, drivers' helpers, loaders and mechanics for motor carriers subject to the Motor Carrier Act of 1935, as amended;

(g) Employees of a railroad;

(h) Employees of a carrier by air;

(i) Drivers or drivers' helpers making local deliveries and paid on a trip-rate basis or other delivery payment plan;

(j) Drivers of taxicabs or limousines;

(k) Agricultural employees;

(l) Employees of business enterprises having a gross sales volume of less than $250,000 per year;

(m) Any salesperson or mechanic primarily engaged in selling or servicing automobiles, trucks or farm equipment;

(n) A mechanic or worker for any hours to which the provisions of subsection 3 or 4 of NRS 338.020 apply;

(o) A domestic worker who resides in the household where he or she works if the domestic worker and his or her employer agree in writing to exempt the domestic worker from the requirements of subsections 1 and 2; and

(p) A domestic service employee who resides in the household where he or she works if the domestic service employee and his or her employer agree in writing to exempt the domestic service employee from the requirements of subsections 1 and 2.

4. Any regulation of the Director of the Department of Health and Human Services concerning the payment of overtime to a home care employee adopted pursuant to NRS 608.670 prevails over the general provisions of this section.

5. As used in this section:

(a) "Domestic worker" has the meaning ascribed to it in NRS 613.620.

(b) "Home care employee" has the meaning ascribed to it in NRS 608.530.

(Added to NRS by 1975, 1583; A 1977, 1373; 1985, 578; 2003, 1742; 2005, 2520; 2009, 2493; 2017, 3886, 4178; 2019, 3746; 2021, 3659)

Goal Wage Overview

Last Modified on 07/12/2024 9:53 am MDT

Teamwork offers the ability to setup Goal wages for employees. If an employee's combined wages and tips for a given role do not achieve the goal, then supplemental pay is calculated to augment wages to the intended goal.

The supplement can be set to calculate by day, or by a span of time such as the pay period.

Example of Calculate by Day vs Calculate by Week

Calculate By Day ($10 is owed as supplemental pay)

	Hours	Wage	Goal Wage	Tips	Owed
Monday	1	5.00	15.00	20.00	-
Tuesday	1	5.00	15.00	-	10.00

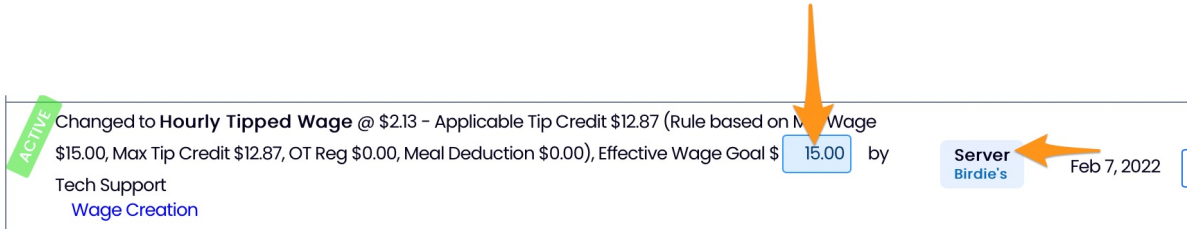
Calculate By Week (No supplemental pay is owed, because Monday's tips are suffient to offset Tuesday's shortfall)

	Hours	Wage	Goal Wage	Tips	Owed
Monday	1	5.00	15.00	20.00	
Tuesday	1	5.00	15.00	-	
Total	2	10.00	30.00	20.00	-

Note on the option to "Include OT" option shown above

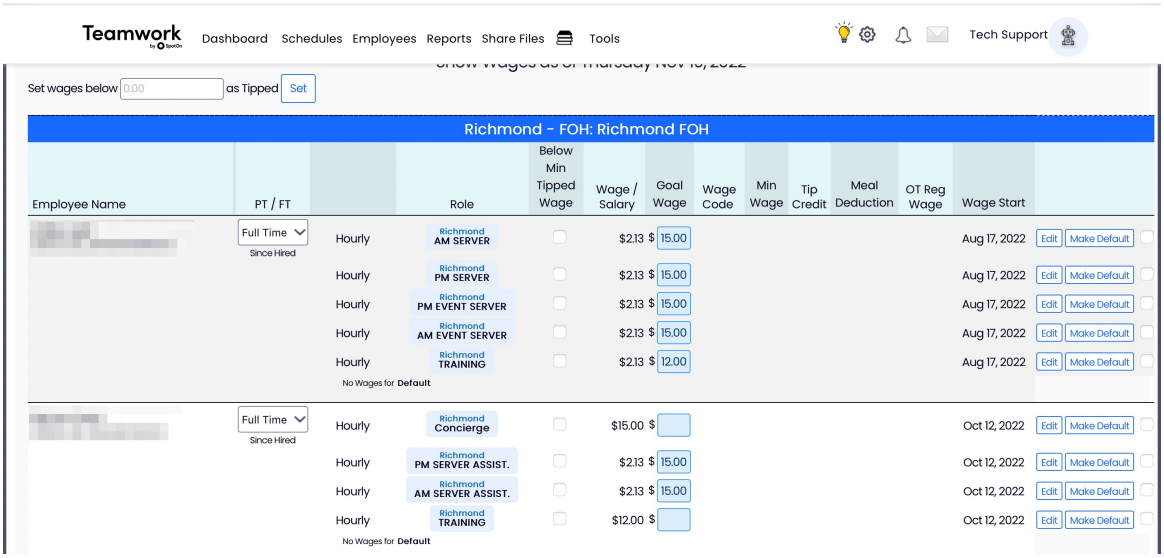
If the Goal wage were $15 as shown above, and the employee is in overtime, does the goal wage remain $15? Or does the business which to make the goal wage the Overtime Rate of $22.50? If so, then the "Include OT" setting should be checked.

Goal wages can be entered, specific to each role / wage an employee works.

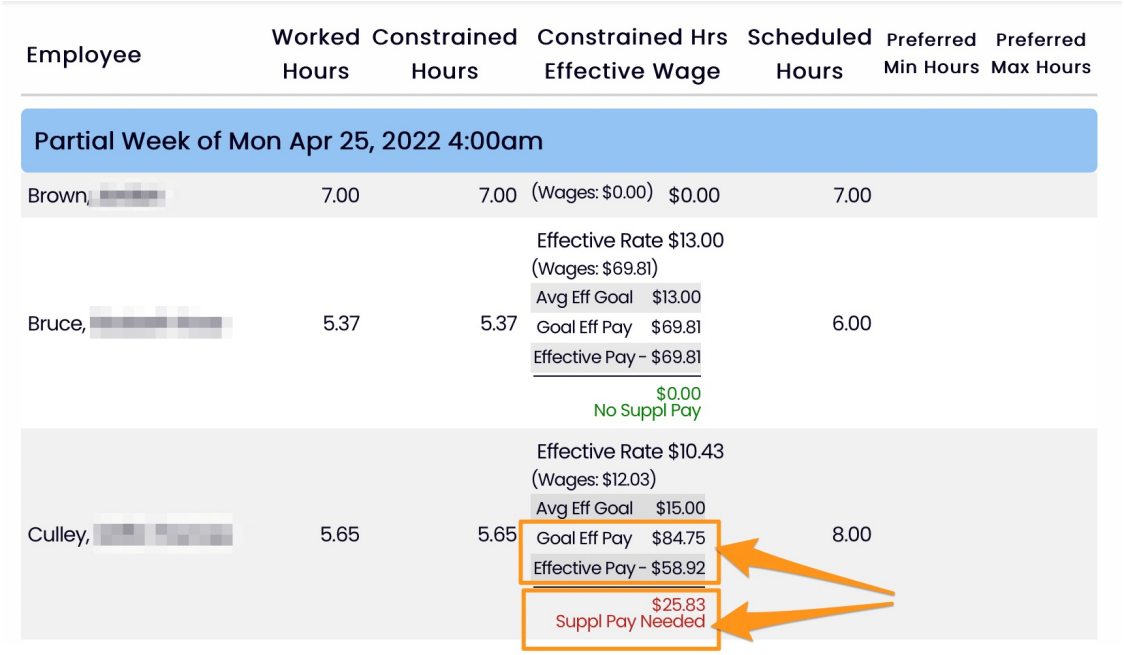


Goal wages can also be viewed en-masse, and edited, by running the wage report from

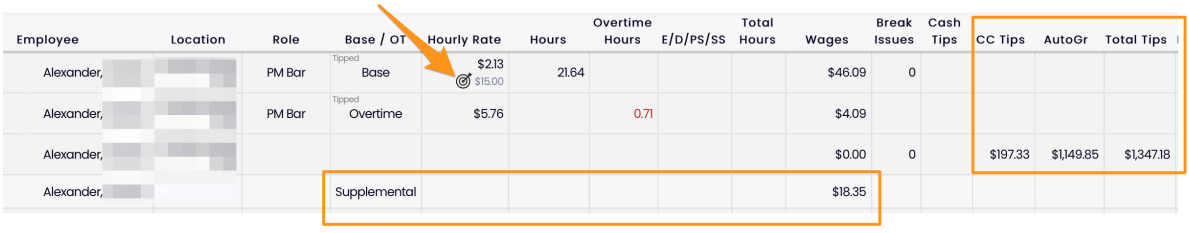
Gearwheel Menu > Wage Settings:



Summary reporting allows administrators to observe the goal and supplement by day or period.



The payroll output contains the regular wage, the target wage, tips, and supplement pay.



IMPORTANT Payroll Note: An earnings code must be established in the payroll processor, such as "Supplemental Pay", so that the supplemental pay has a landing spot in payroll.

email support@dolcesoftware.com for assistance with setup

Sync Wages From POS

Last Modified on 12/24/2023 9:52 am MST

Teamwork can be set to import POS wages at the time an employee is added, and imports to Teamwork.

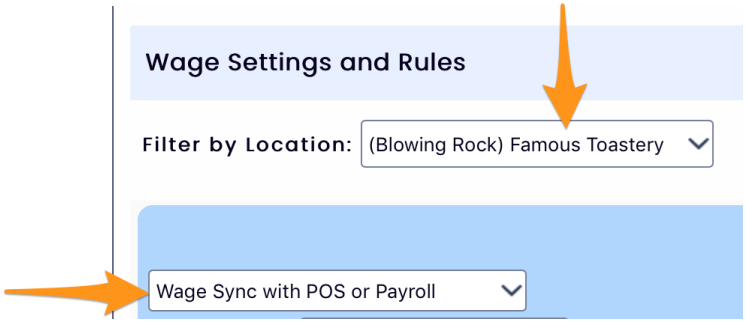
When wages are added to the POS *after* the initial import, Teamwork does not retrieve the wage, because most POS systems are not date intelligent with respect to wages. In Teamwork, all wages must have a start date.

If you'd like to use the POS for wage additions, the following two choices exist:

1. Sync Wages with with POS [commonly done prior to running payroll]:

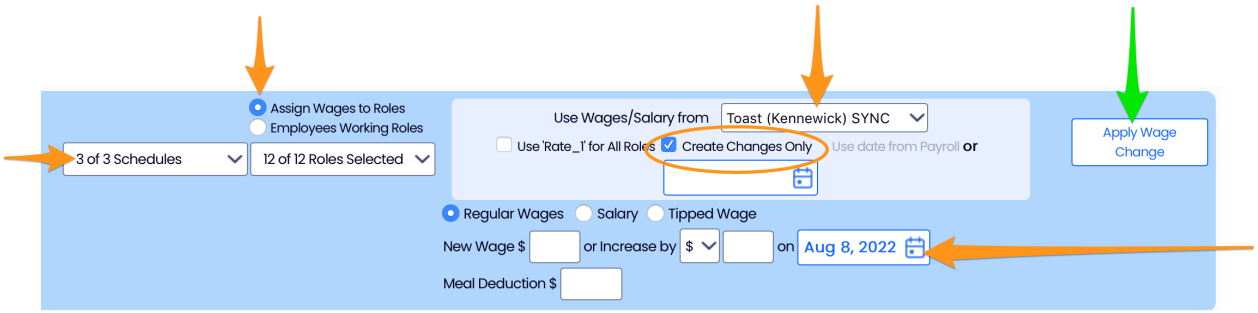
From the gearwheel menu > Wage Settings

Filter on a Location if applicable, and choose **Wage Sync with POS or Payroll** as shown below



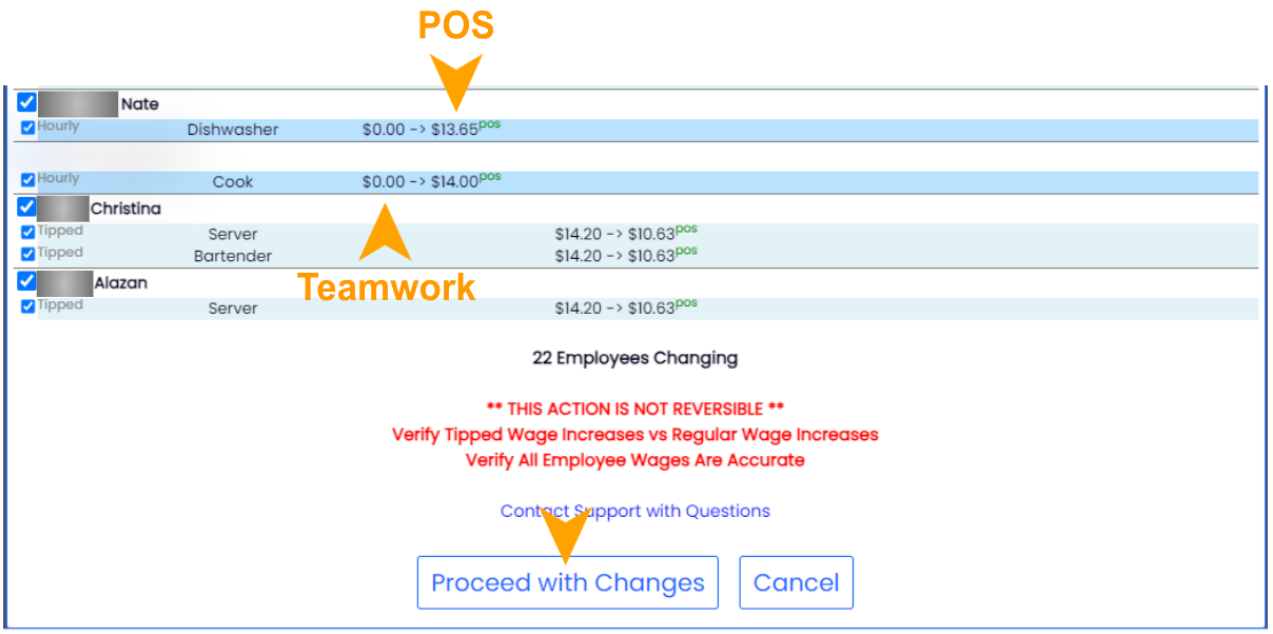
Populate the following settings:

- Select Assign Wages to these Roles
- Choose which POS account you are syncing
- Check "Create Changed Only" to update only wages that are new or that have changed
- Using the date field shown, enter the effective date, i.e., start of the pay period
- Press **Apply Wage Change**



The resulting preview will show any potential wage changes to match Teamwork to the POS

- If the change is not desired for a particular employee, uncheck the checkbox shown for the employee
- Press Proceed with Changes to add the proposed wage changes



2. Alternate Method: Prompt for Date

An alternative method is to engage a setting which imports all POS wages and prompts an admin to apply a start date to all wages, as they import, from the Teamwork Dashboard. If you'd like to engage this method, please email us at teamworksupport@spoton.com

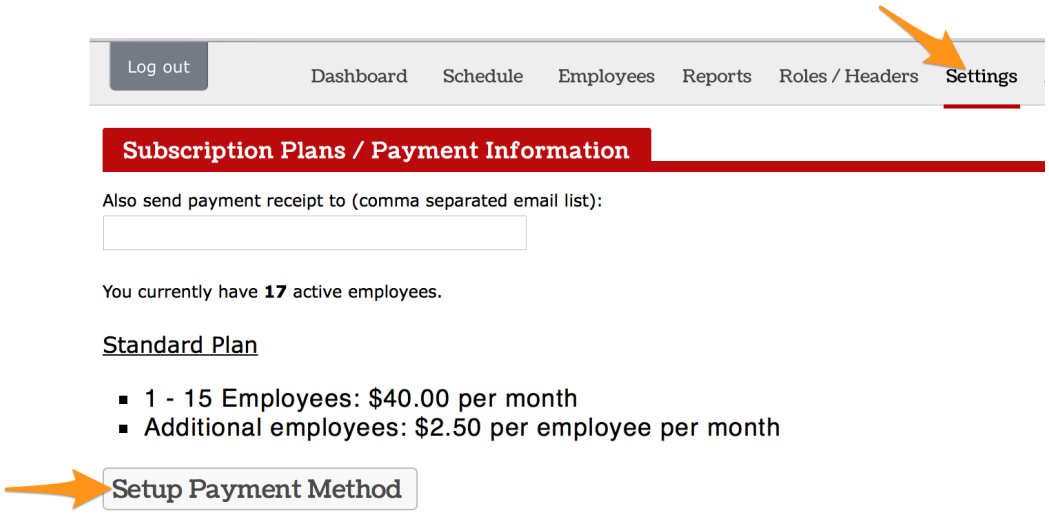
Subscription & Payment

Last Modified on 10/18/2020 1:27 pm MDT

Click on **Settings** from the **Menu Bar**

Under **Subscription Plans / Payment Information**, press **Setup Payment Method** to enter Credit Card information

You will be billed monthly, based on the number of Active Employees in your company. There is no long term contract.



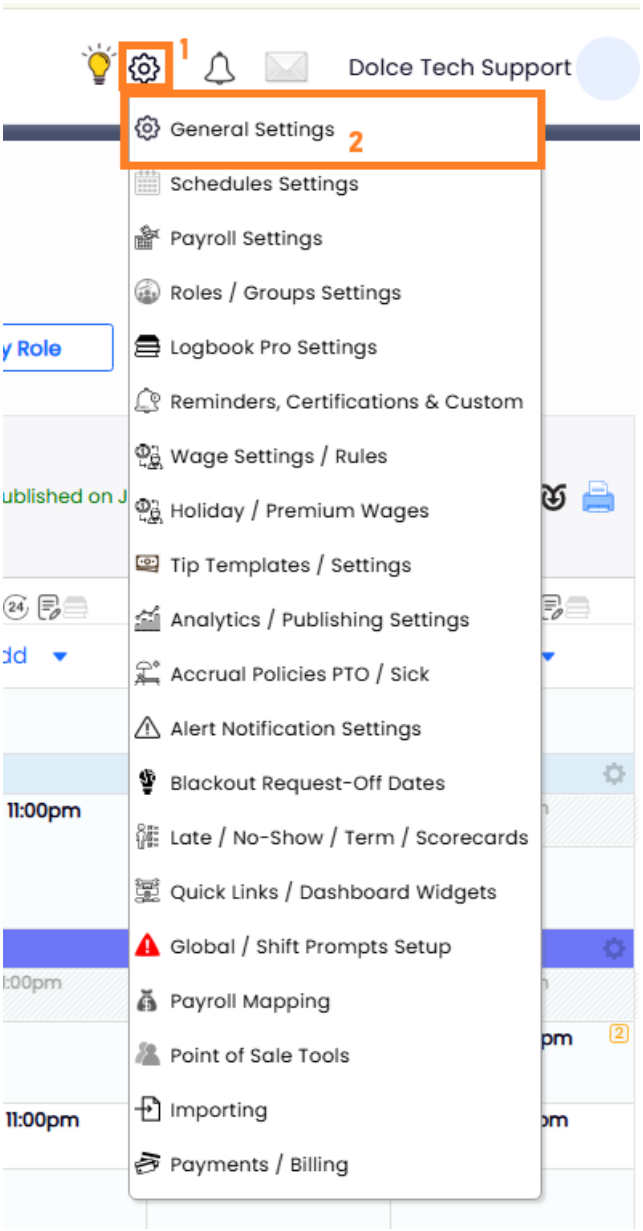
Remember at the bottom of the page

Company Logo & Name

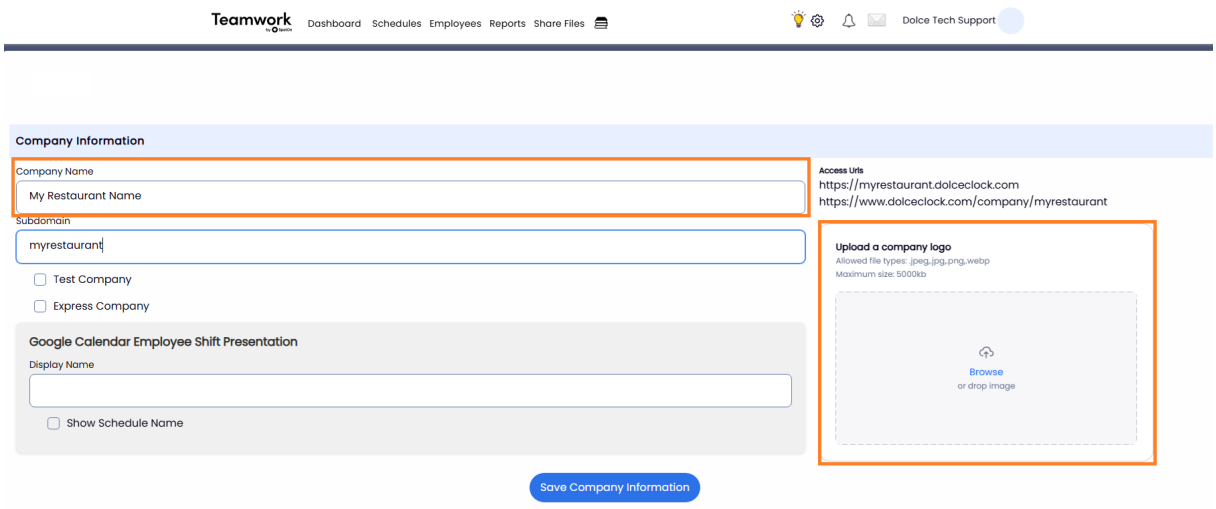
Last Modified on 01/21/2026 12:53 pm MST

To change your company name and logo in Teamwork, please follow the steps below.

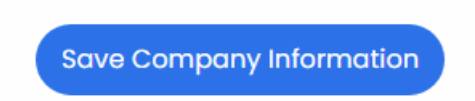
Go to **General Settings** from the **Gear Wheel** in the top right.



Under **Company Information**, use the **Company Name** to change your Teamwork Account name and **Upload a company logo** to upload the logo of your business.



Remember to click **Save Company Information** at the bottom of the page to save all the changes.



Configure Locations

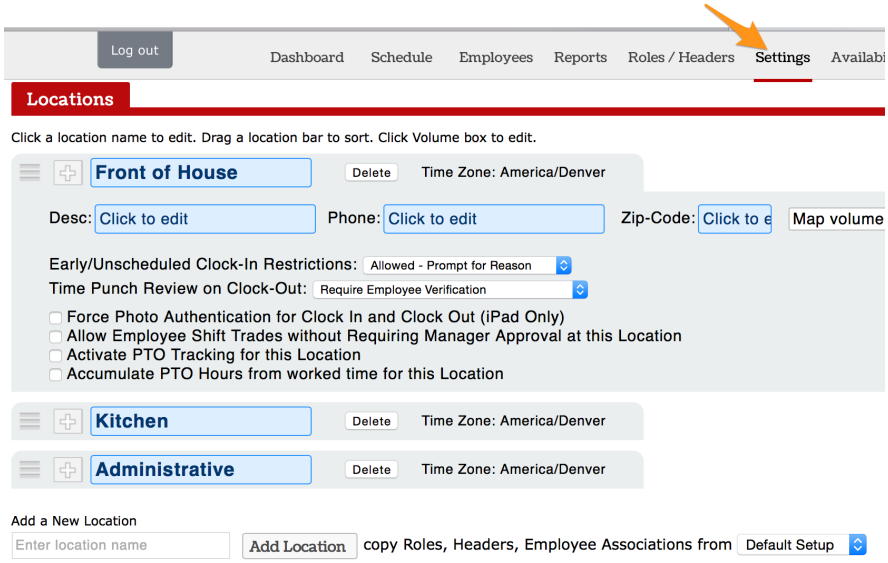
Last Modified on 01/28/2016 2:36 pm MST

Create multiple Locations or Departments, such as Front-of-House, Kitchen, and Southside Location

Use separate locations for anywhere that you want a separate schedule, or separate analytics

Go to **Settings**, **Locations**

> Note that you can expand the Location by pressing "**+**" to see additional location-specific settings



Remember

at the bottom of the page

See the following video for a detailed tutorial on Locations

Integrate Breadcrumb / Upserve

Last Modified on 12/24/2023 2:46 pm MST

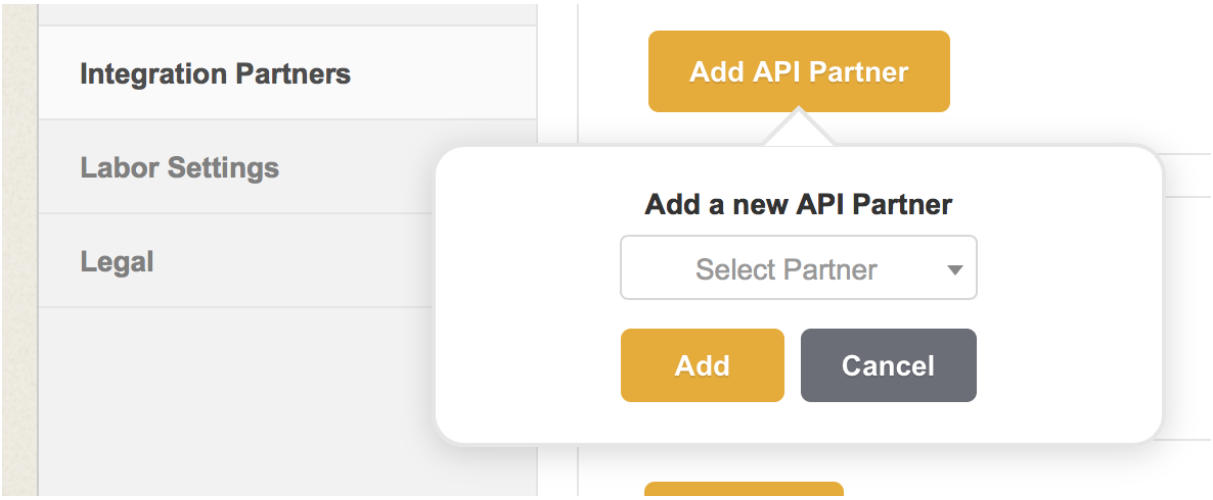
We'll set your company up for you!

Employees / Roles / Wages / Dayparts / Sales History / Real-Time Sale Sync / Real-Time End-to-End Gratuities-to-Payroll

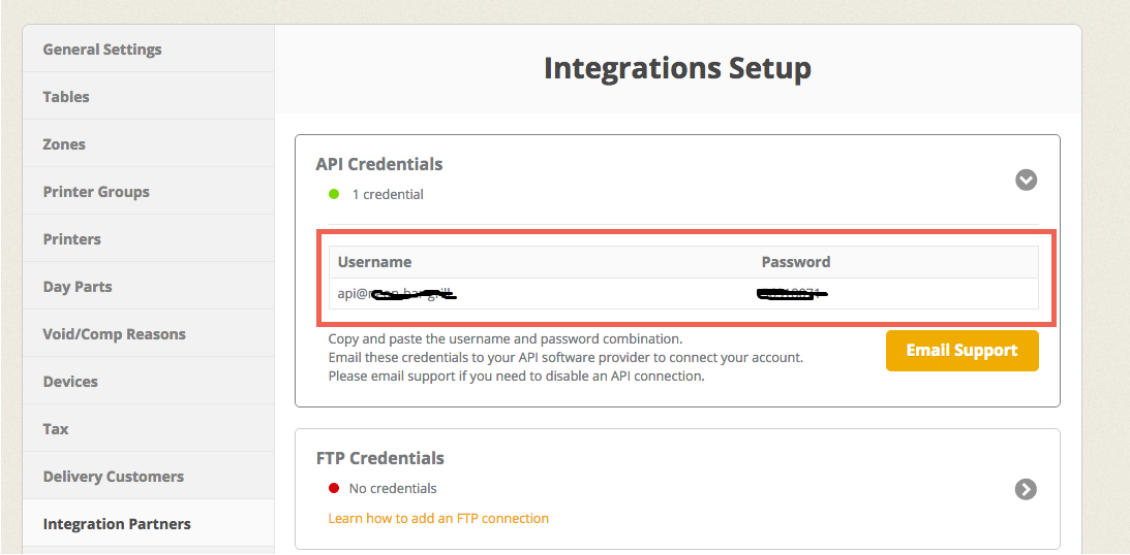
We'll contact you within 48 hours to confirm company setup, and guide you through use of integration of your POS with scheduling, clock-in, and labor analytics

To integrate your system, please follow these steps

1. From you Breadcrumb HQ, go to **Settings** > **Integration Partners**
2. Click on the "**Add a new API Partner**" button, and Select **Dolce** from the dropdown (Teamwork was formerly called Dolce Software)



3. Email the Username & Password to: teamworksupport@spoton.com

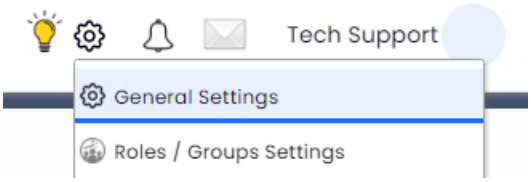


Additionally, if you have any questions, please contact us at: teamworksupport@spoton.com

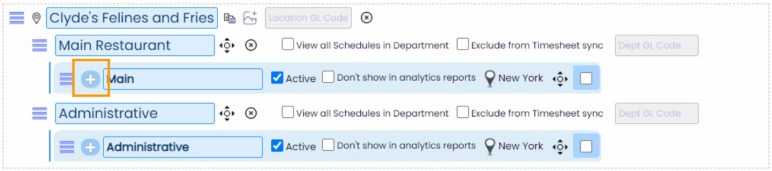
Setup Force-Read Alerts for a location

Last Modified on 10/22/2023 12:23 pm MDT

From the main toolbar, click on the Gearwheel icon and navigate to the **General Settings** page.

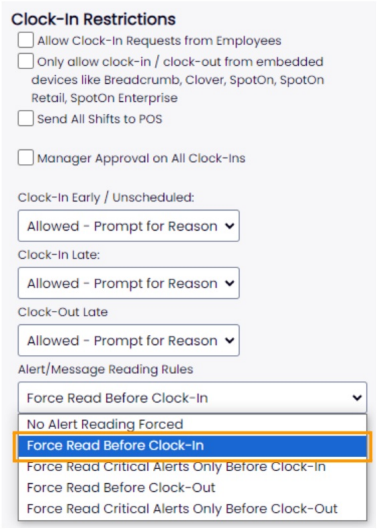


Scroll down to the **Schedules** section. Choose the preferred schedule and click the **"+"** icon to the left of the schedule's name to open that specific schedule's settings



Scroll down to the **Clock-In Restrictions** section and select your preferred **Alert / Message Reading Rules** for this schedule:

- *No Alert Reading Enforced*
- *Force Read Before Clock-In*
- *Force Read Critical Alerts Only Before Clock-In*
- *Force Read Before Clock-Out*
- *Force Read Critical Alerts Only Before Clock-Out.*

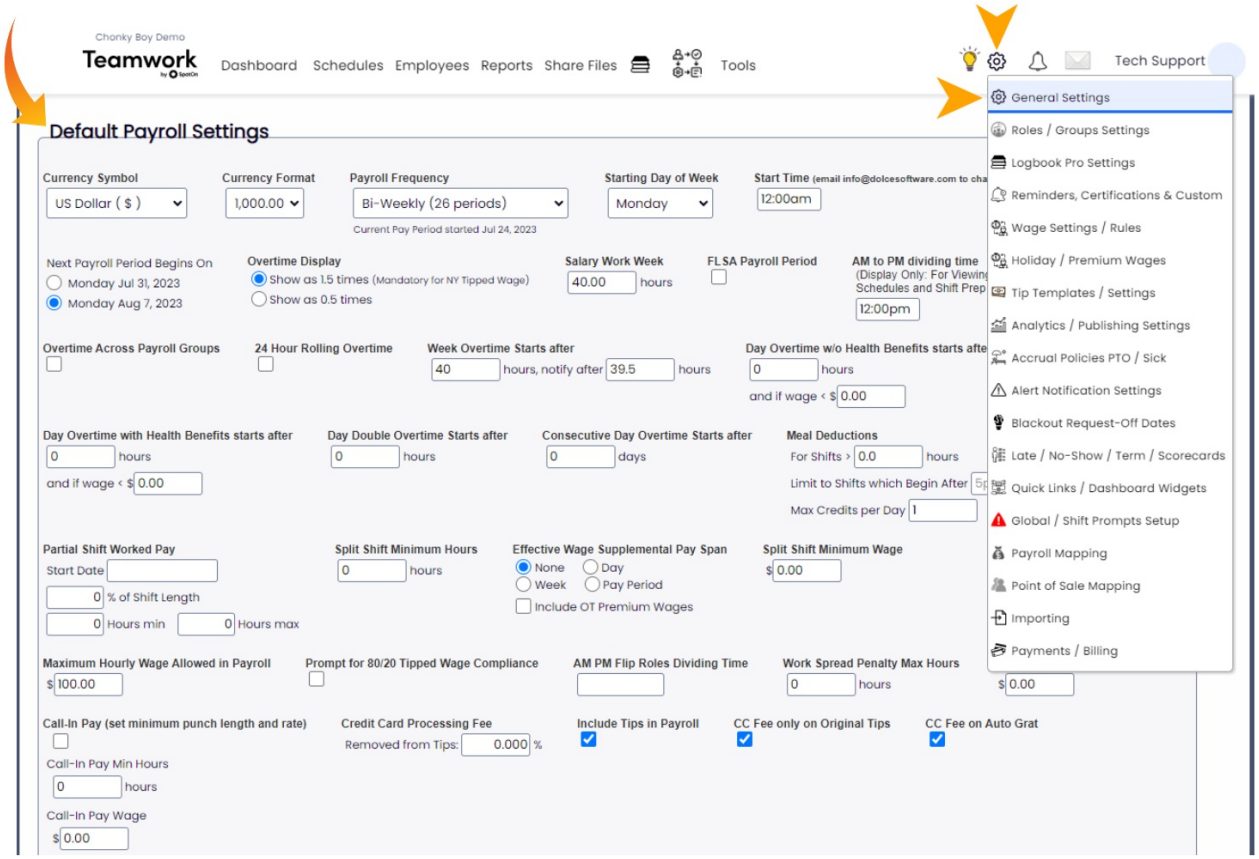

Clock-In Restrictions
Allow Clock-In Requests from Employees
Only allow clock-in / clock-out from embedded devices like Breadcrumb, Clover, SpotOn, SpotOn Retail, SpotOn Enterprise
Send All Shifts to POS
Manager Approval on All Clock-Ins
Clock-In Early / Unscheduled:
Allowed - Prompt for Reason
Clock-In Late:
Allowed - Prompt for Reason
Clock-Out Late
Allowed - Prompt for Reason
Alert/Message Reading Rules
Force Read Before Clock-In
No Alert Reading Forced
Force Read Before Clock-In
Force Read Critical Alerts Only Before Clock-In
Force Read Before Clock-Out
Force Read Critical Alerts Only Before Clock-Out

Payroll Settings

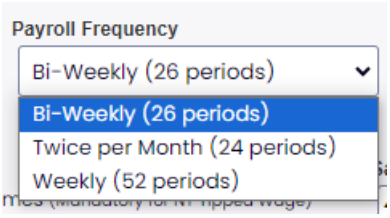
Last Modified on 07/30/2023 11:24 am MDT

It is important to enter your Payroll Settings before you actively use the software.

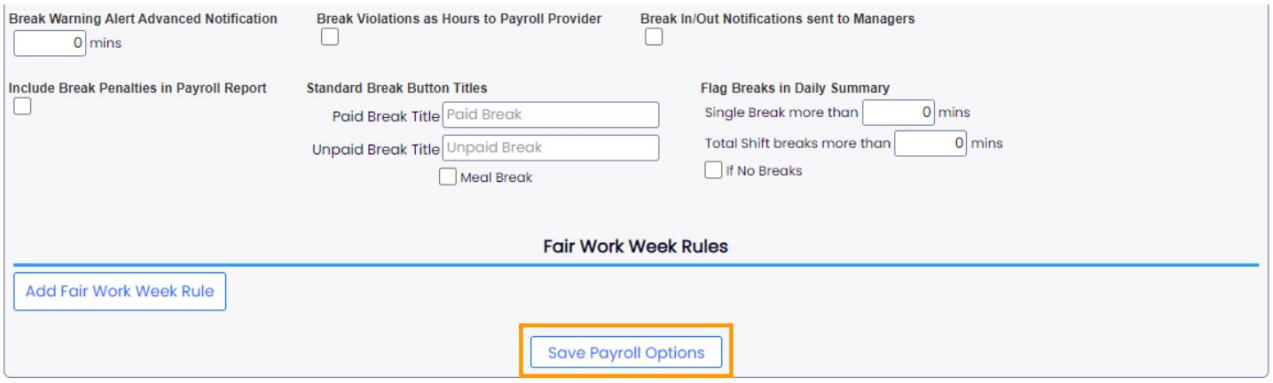
Click the **Gearwheel** icon at the top of any Teamwork page. Click on **General Settings** and scroll down to **Default Payroll Settings.**



Choose **Bi-Weekly**, **Semi-Monthly**, or **Weekly** payroll frequency. Provide entries for all related fields and for any overtime settings that pertain to your state.



Remember to click Save Payroll Options at the bottom of the Default Payroll Settings section after making any adjustments to payroll settings:



The following video provides further detail.

Permission Templates

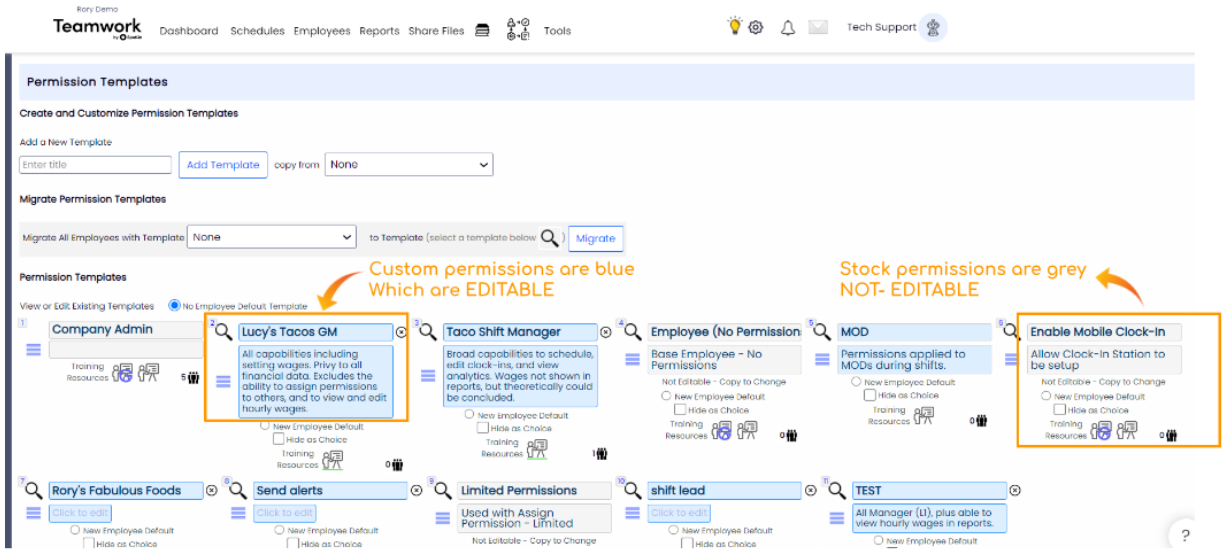
Last Modified on 07/13/2023 9:18 am MDT

In addition to using Teamwork's existing permission levels, (Manage Employee Permission Settings), you can create custom permission templates.

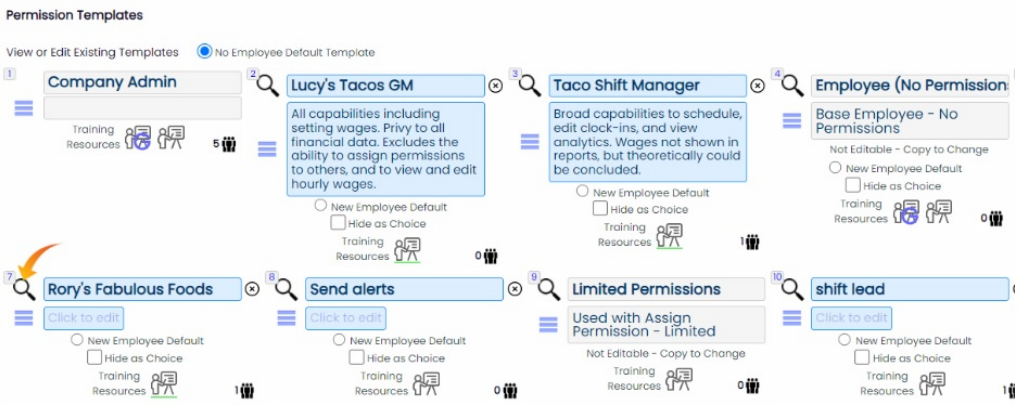
From the **Main Toolbar** > **Gearwheel Menu** > **General Settings**.

Scroll to **Permission Templates**

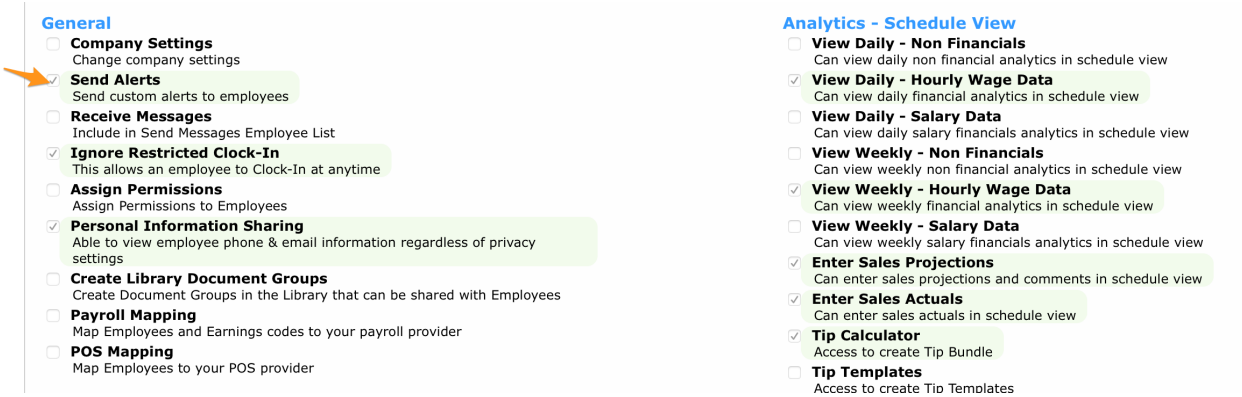
You will see Stock Permissions in grey, and Custom Permissions (if any have been created) in blue.



If you click the View icon, you will be able to see all the individual permissions associates with the selected template.



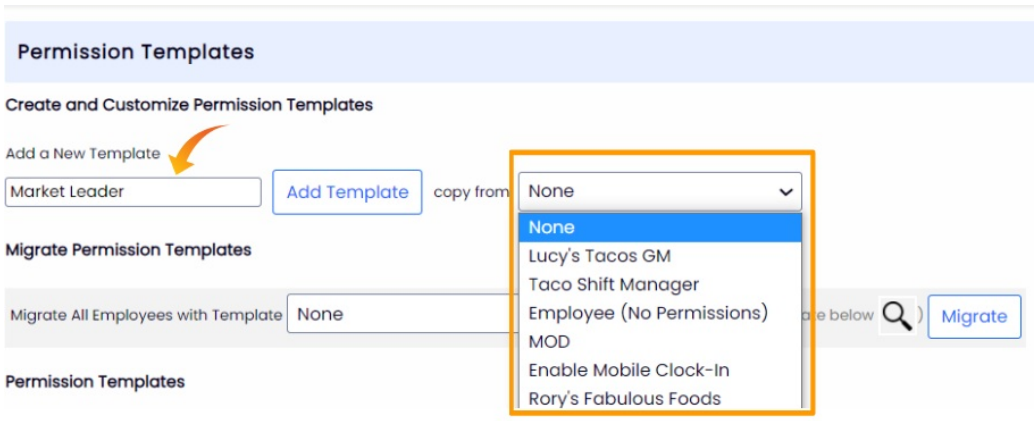
Scroll down to see the bank of permissions --- those that are checked are associated with the selected permission template.



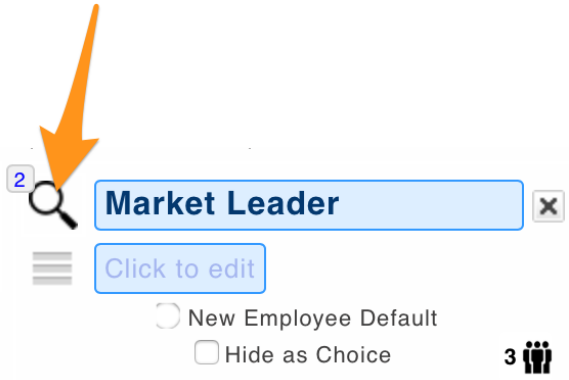
You cannot modify the grey stock permissions.

You can create Custom Permissions, which are editable

1. Type the Title of your new template
2. Use the "Copy From" dropdown to base the template on a preexisting template
3. Press "Add Template"

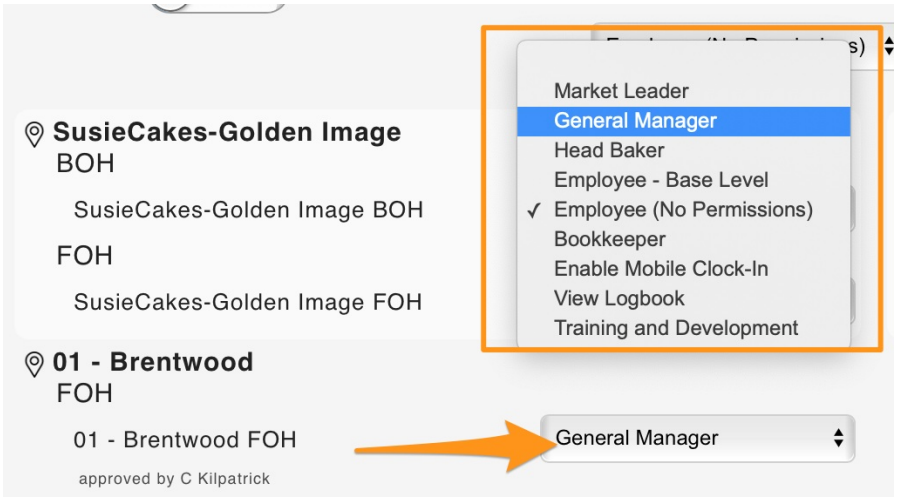


4. Now you are able to select the custom template you've created

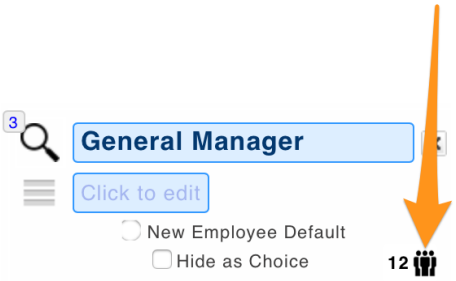


5. Select and deselect the permissions to suit modify your custom template

6. Now your custom template will appear as a choice when assigning permissions to employees

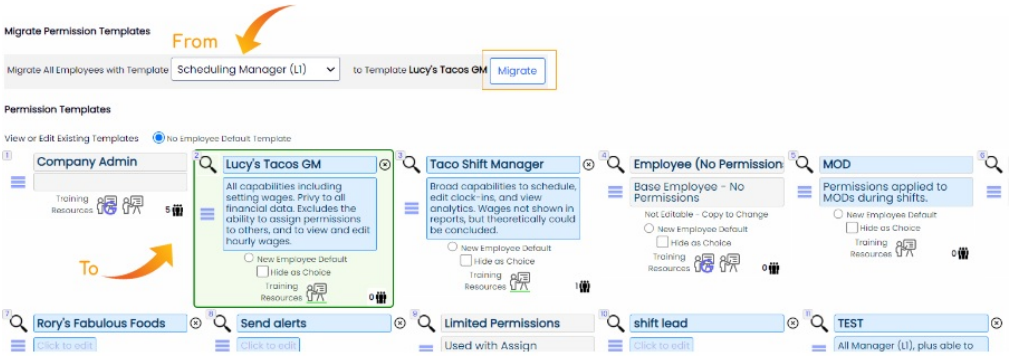


To see which employees have a permission, click on the people icon

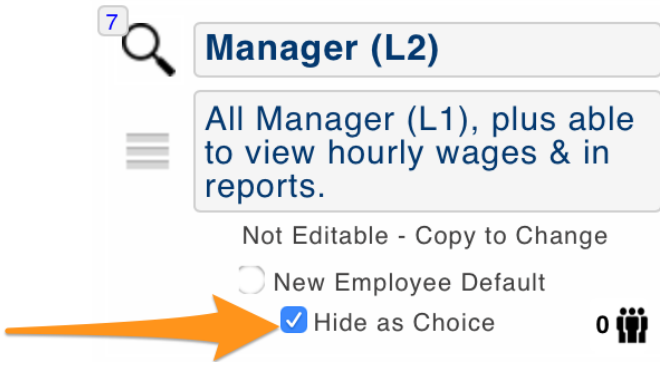


Employee	Schedules
Cuevas, Esmeralda	03 - Newport Beach BOH, 15 - Laguna Niguel BOH
Friedman, Emily	01 - Brentwood BOH, 30 - Downtown LA BOH
Medrano, Veronica	19 - Dallas BOH
Rizzo, Peter	06 - Chestnut BOH, 24 - Fremont BOH, 27 - Laurel Village BOH

To migrate employees from one template to a new template (for instance if you want to migrate employees to a custom template), select the template to migrate FROM, and TO, as shown below, and press **Migrate**



To block a template from accidentally being used, select "Hide as Choice"

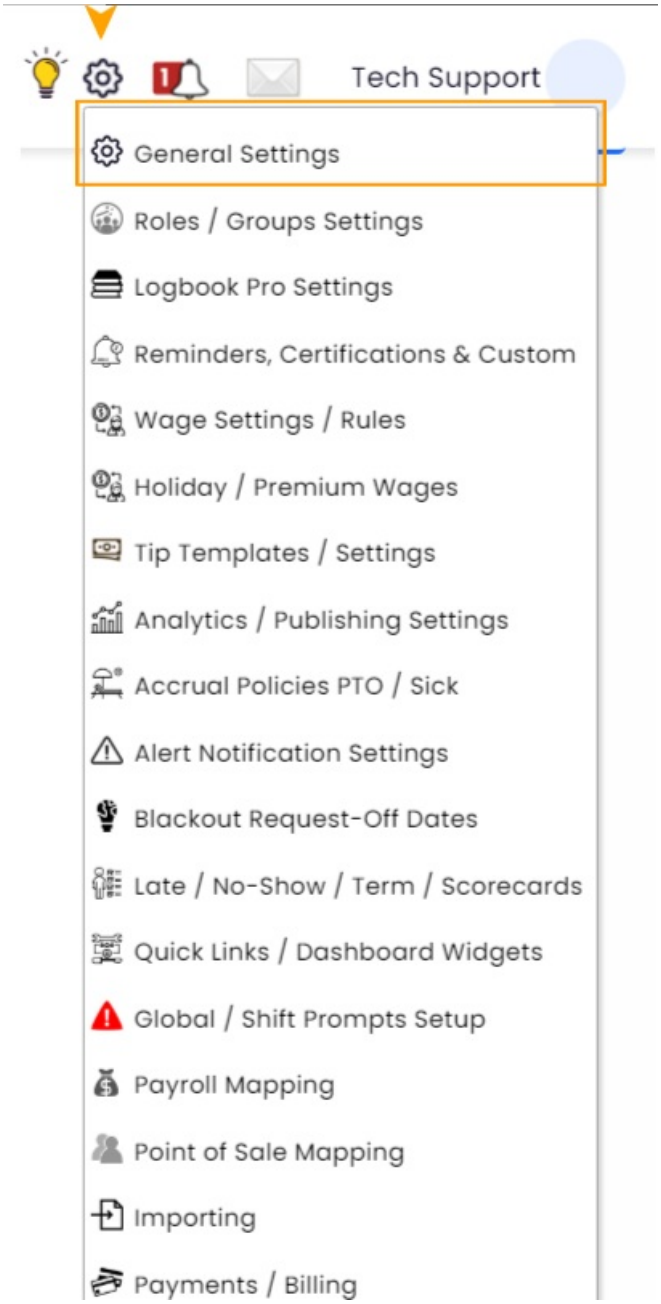


POS (Point of Sale) Sync

Last Modified on 12/24/2023 2:46 pm MST

Teamwork will import Sales Data from your Point of Sale System for real-time data syncing.

Go to **General Settings** from the **Gearwheel** in the top right.



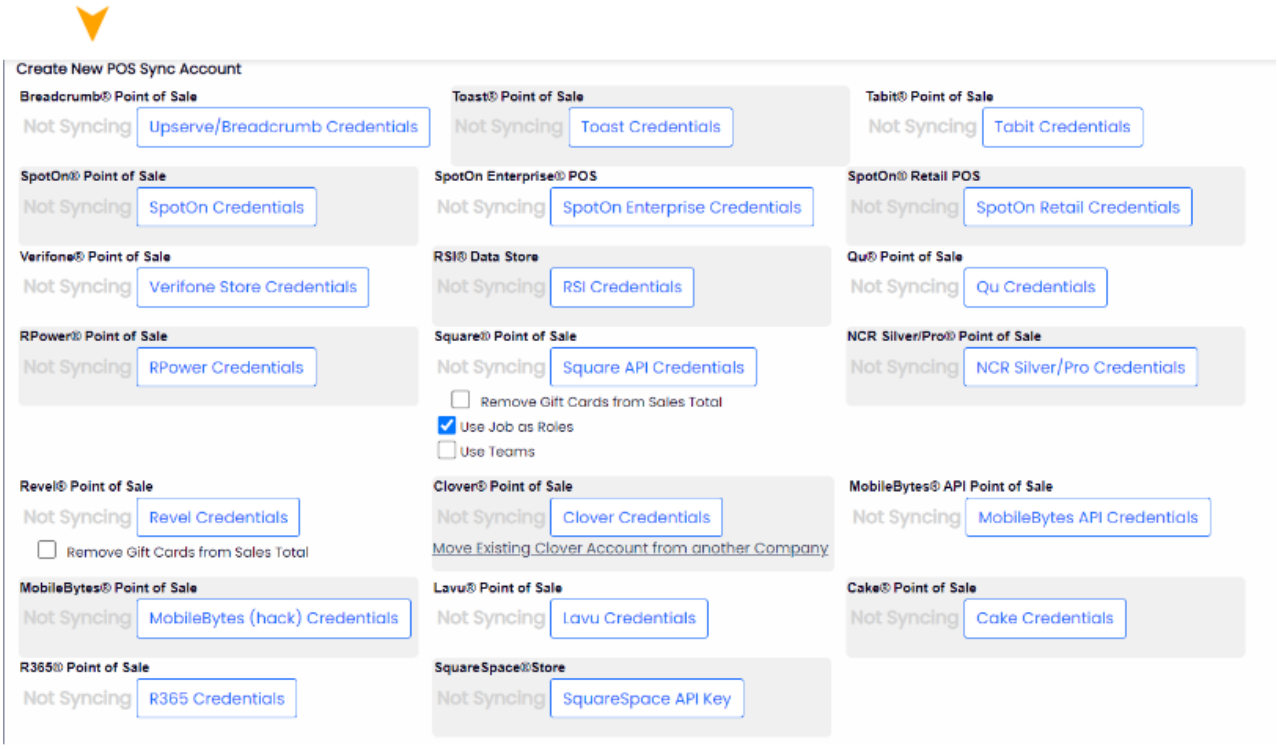
Scroll to **Create New POS Sync Account**

Find your Point of Sale System, and enter your credentials

Be sure to indicate your preference of **NET SALES** or **GROSS SALES** for your analytics

If you don't see your Point of Sale system listed, please contact us, teamworksupport@spoton.com

If you have questions related to mapping departments or locations, please contact us, teamworksupport@spoton.com



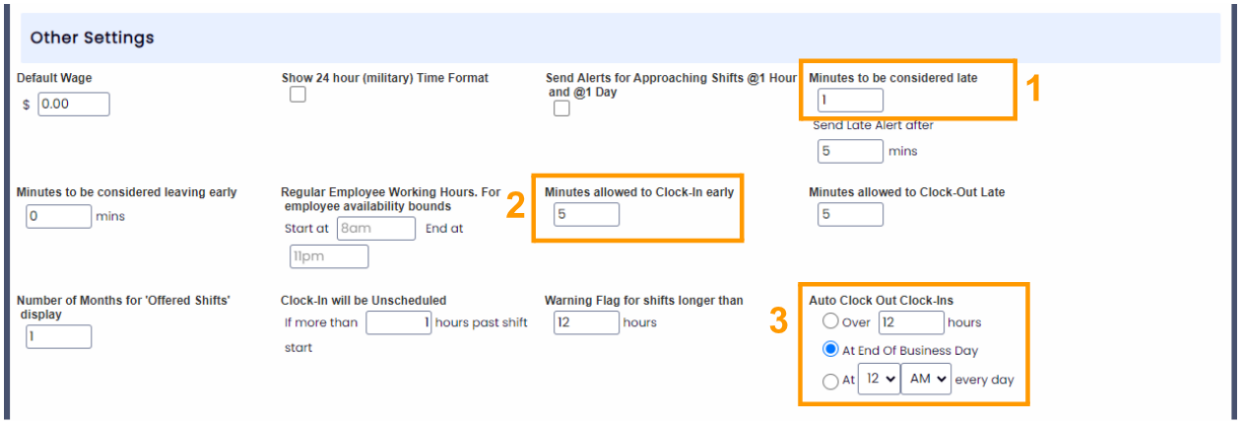
Remember at the bottom of the page

Other Settings, Early & Late Clock-In, Break Defaults, Etc.

Last Modified on 10/03/2023 11:46 pm MDT

Important Other Settings Upon Initial Setup

From the **Main Menu Bar**, click the **Gearwheel** icon and then **General Settings**. Scroll to **Other Settings** at the bottom of the page.



1. **Minutes to be considered late**

   Clock-In records and employee files will track late arrivals according to this value.

2. **Minutes allowed to Clock-In early**

   If an employee Clocks-In prior to this allowance, they are either, warned and prompted for a reason (default behavior), or blocked. Behavior may be set per location. See Location Settings

3. **Auto Clock Out Clock-Ins**

   If an employee forgets to cock-out, the system will auto-clock them out, and generate a message to manager that the time punch requires adjustment. There are three available options to determine when to auto clock-out an employee:

   - Over **n** hours - set this value to auto clock-out employees with time punches longer than **n** hours
   - At End of Business Day - will auto clock-out employees at the location's set end of business day
   - A **x AM / PM** every day - set this value to custom time that will auto-clock out

employees

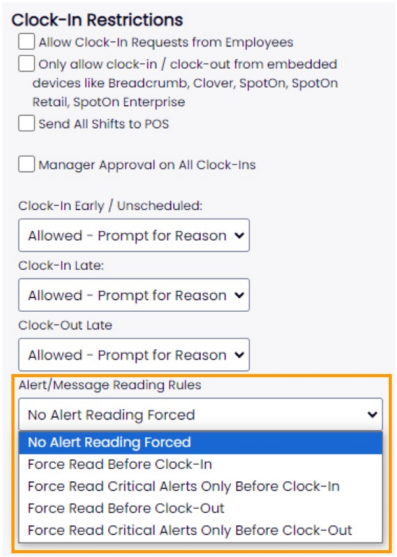
Remember to click Save All Changes at the bottom of the General Settings page after adjustments.

Clock-In Restrictions

Alerts / Message Reading Rules (dropdown menu)

From the **Main Menu Bar**, click the **Gearwheel** icon and then **General Settings**. Scroll to the **Schedules** section. Open the **Schedule Settings** for a specific schedule by clicking the **+** icon to the left of the name of the schedule and scroll to the **Clock-In Restrictions** section.

Teamwork generates system alerts (i.e. "Your Shift Trade is Approved"), as well as Managerial Messages (i.e. "Openers, remember to prepare extra product for today's function").



By default, Teamwork requires that messages be read before clock-in is allowed. You may change the behavior in this dropdown.

Note: Use the Break Settings for states or companies that require breaks of certain lengths per shifts over [x] hours

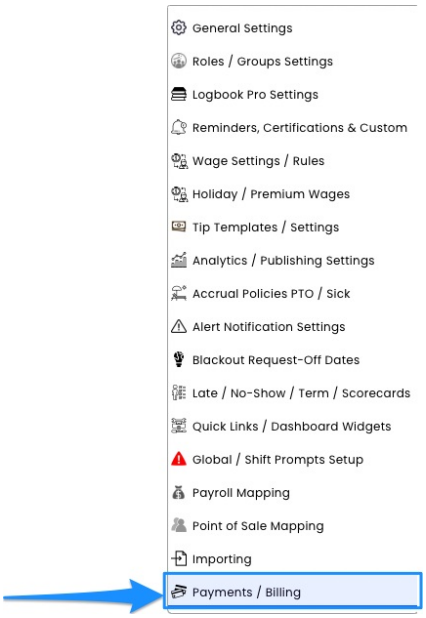
Remember to click Save All Changes at the bottom of the General Settings page.

Save All Changes

Entering Payment

Last Modified on 07/13/2023 9:23 am MDT

Go to Gearwheel Menu > **Payments / Billing**



Press the button to add payment

Enter Credit Card information. You will be charged monthly.

You will have the possibility to setup payment methods for different Locations (Payroll Groups)

Enter Credit Card information. You will be charged monthly.

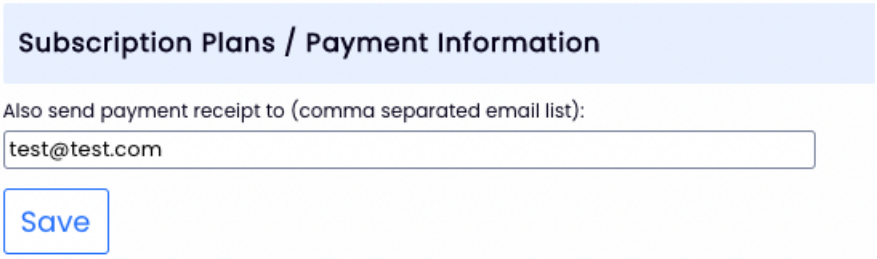
NOTES:

This page will also show you your company's billing history

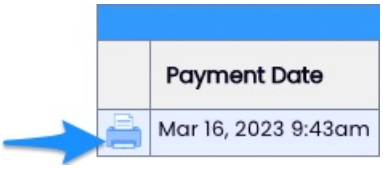
Payment History

	Payment Date	Payroll Group	Last 4 of CC/ACH	Active Employee Count	Flat Rate	Amount Charged	Processing Notes	Dolce Notes
	Mar 16, 2023 9:43am			49		$196.00 ✓		
	Mar 16, 2023 9:43am			69		$276.00 ✓		
	Mar 16, 2023 9:43am			7		$28.00 ✓		
	Mar 16, 2023 9:43am			3		$12.00 ✓		
	Mar 16, 2023 9:43am			34		$136.00 ✓		
	Mar 16, 2023 9:43am			65		$260.00 ✓		
	Mar 16, 2023 9:43am			7		$28.00 ✓		
	Mar 16, 2023 9:43am			1		$4.00 ✓		
	Mar 16, 2023 9:43am			29		$116.00 ✓		

Monthly invoices will be sent to email addresses entered into the billing screen, as shown below:



To Print a Billing Invoice, press the Print icon by the date of payment.



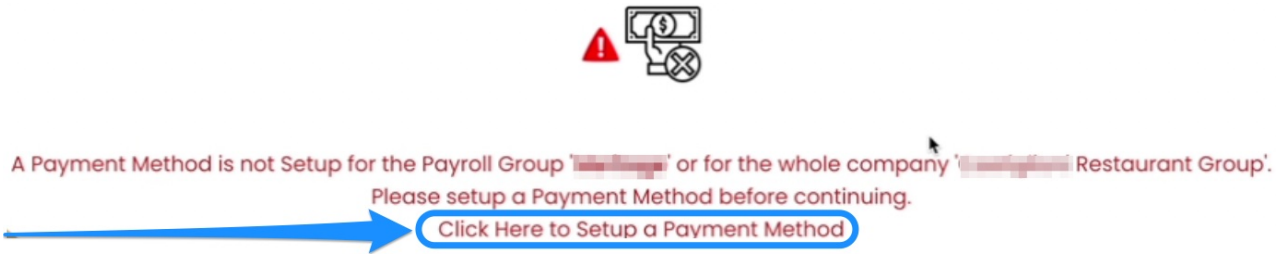
Trial Expiration

We know things can slip through the cracks. If your trial expires, and there is still not a payment method associated with the applicable paygroup, Teamwork will not prevent you from accessing your account. The system **will** prevent:

1. The publication of schedules within the affected paygroups

2. Running a payroll report for the affected paygroups

And you will be presented with the following message, and a link to the Payments / Billing page.



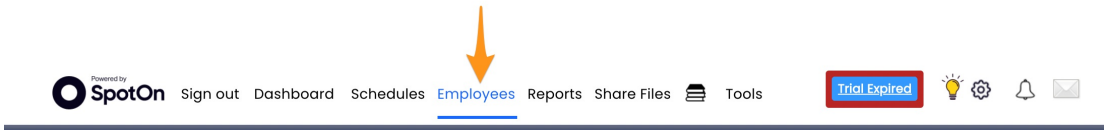
Assigning a Primary Location to a Newly Imported Employee

Last Modified on 12/24/2023 2:52 pm MST

When importing an employee from the POS, in the event that there is not sufficient information to place the employee into a specific location or department, Teamwork places the employee in a roster called "Newly Imported Employees".

The employee must be assigned a Primary Location.

Go to **Employees** from the top toolbar.

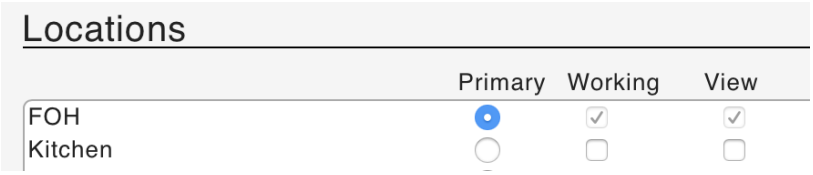


From the Employee List dropdown selector

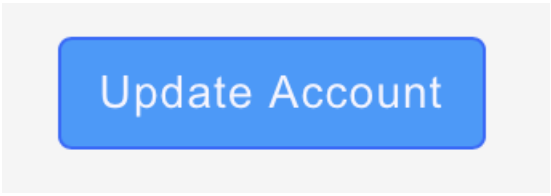
Check the Location called "Newly Imported Employees" to make it viewable.

Scroll to the Newly Imported Employee roster, locate the employee, and press the edit icon:

From the employee's Profile tab, scroll down until you see "Locations", and indicate a Primary (and additional working if desired) Location(s).



To complete, press



Remember to add phone, email, and Role data, to new employees, and INVITE them into they system.

http://support.dolceclock.com/help/invite-employees

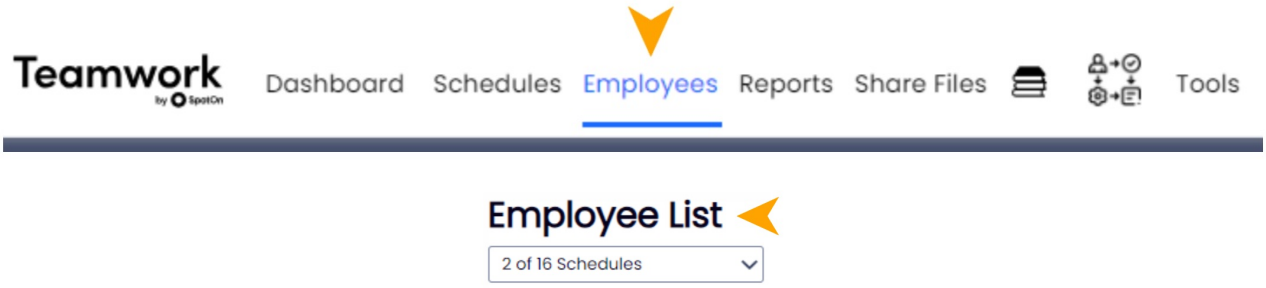
Adding Working Locations and Roles to Employees

Last Modified on 10/22/2023 11:01 am MDT

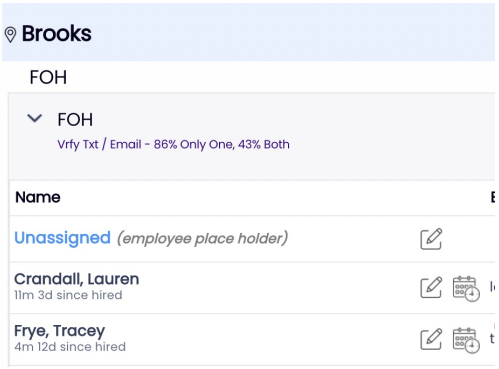
Viewing Employees

From the Main Toolbar go to **Employees**

Expose available Schedules from the dropdown selector shown below

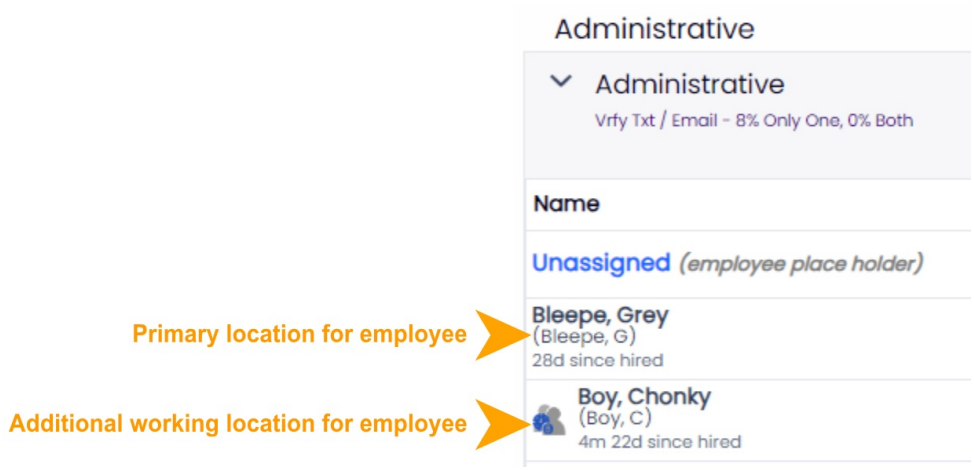


Employees will appear grouped with schedules / locations where they are able to work



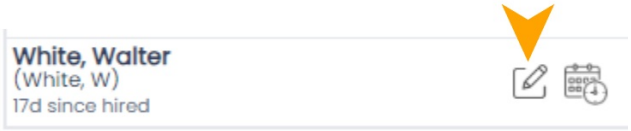
In addition to their one **Primary** location / schedule, and any number of additional **Working** locations / schedules.

The icon above indicates the displayed location is an Additional working location for the employee (as opposed to employee's Primary identity)

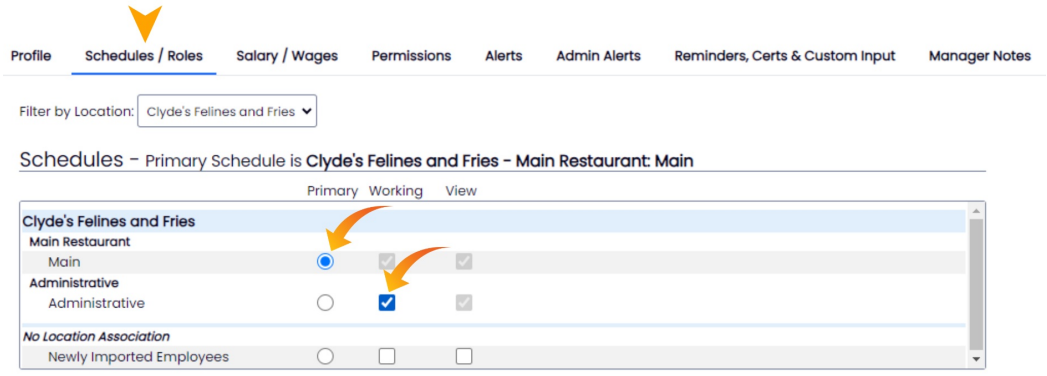


Configuring Employee's Primary / Working Locations

1. Press the **EDIT** (pencil icon) to the right of the name of the employee. This will bring you to the employee's profile.

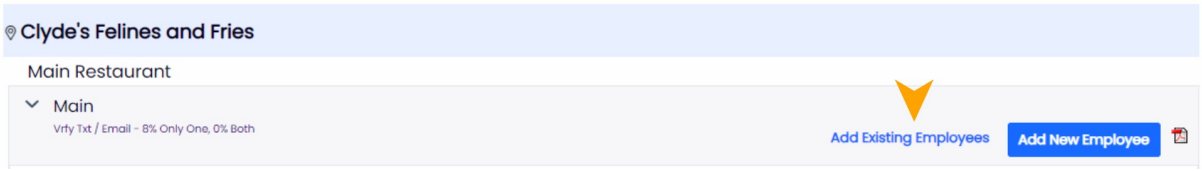


2. Navigate to the **Schedules / Roles** tab of the employee's profile. Check one Primary and any number of additional Working schedules.

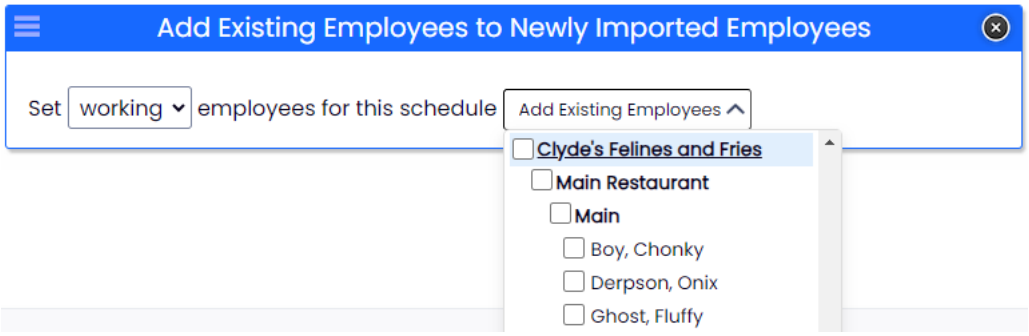


Working Location Quick-Add / Remove

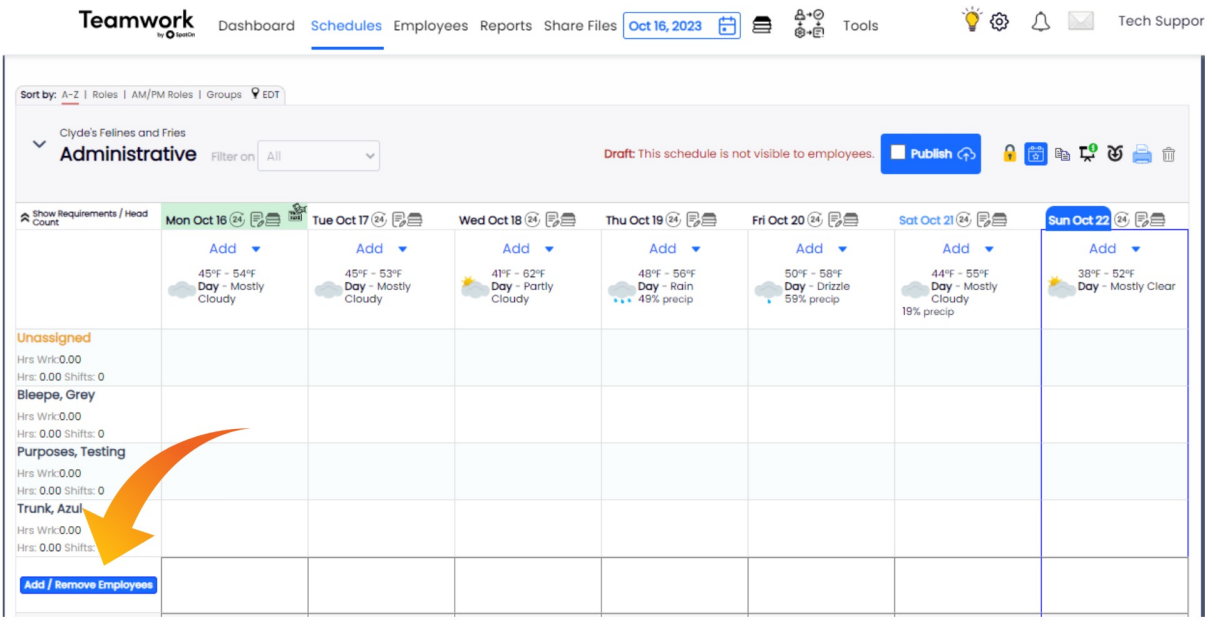
1. From the **Employees** Page, display the schedule you want to add an employee to, and press **Add Existing Employee**.



2. From the Dropdown list, find the employee from their Primary location, and check the box to the left of their name to add.

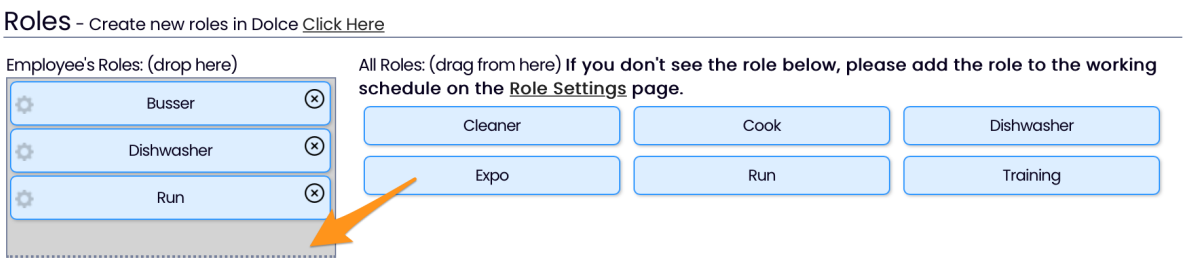


Quick Add / Remove from a location can also be taken from the Schedule (sorted in the By Employee schedule type)



Adding Roles to Employee

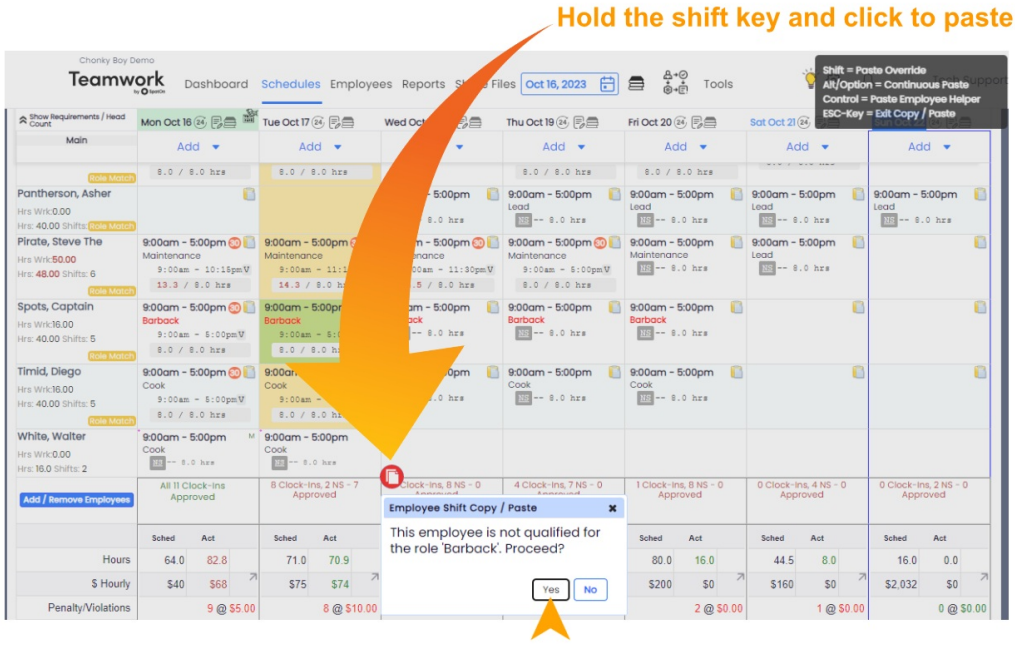
1. From the employee's profile, click on the **Schedules / Roles** tab and scroll down until the *Roles* section is visible.
2. Move any desired roles from the *All Roles* section into the grey *Employee's Roles* box.



Adding Roles to an Employee from the Schedule METHOD #1

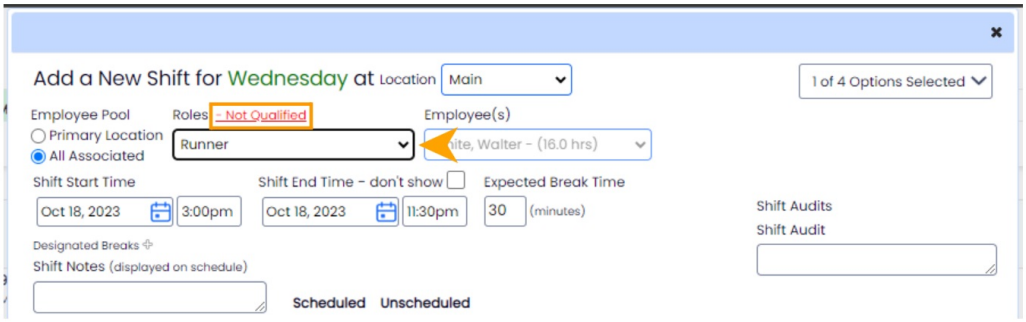
The system disallows the copying or pasting of a shift to an employee who lacks role qualification to work that shift.

To override and qualify the employee for the role, hold down SHIFT when pasting the [new role] shift



Adding Roles to Employee from the Schedule METHOD #2

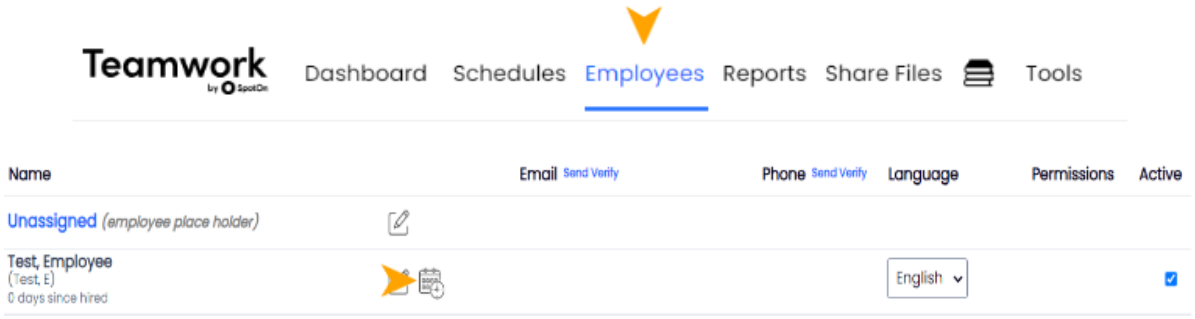
When adding or editing a shift, select the unqualified role from the role dropdown list. Then click the red **- Not Qualified** link, and follow the prompts.


Add a New Shift for Wednesday at Location Main
1 of 4 Options Selected
Employee Pool
Primary Location
All Associated
Roles - Not Qualified
Runner
Employee(s)
ite, Walter - (16.0 hrs)
Shift Start Time
Oct 18, 2023
3:00pm
Shift End Time - don't show
Oct 18, 2023
11:30pm
Expected Break Time
30
(minutes)
Shift Audits
Shift Audit
Designated Breaks
Shift Notes (displayed on schedule)
Scheduled
Unscheduled

Adjusting Employee Reactivation Date

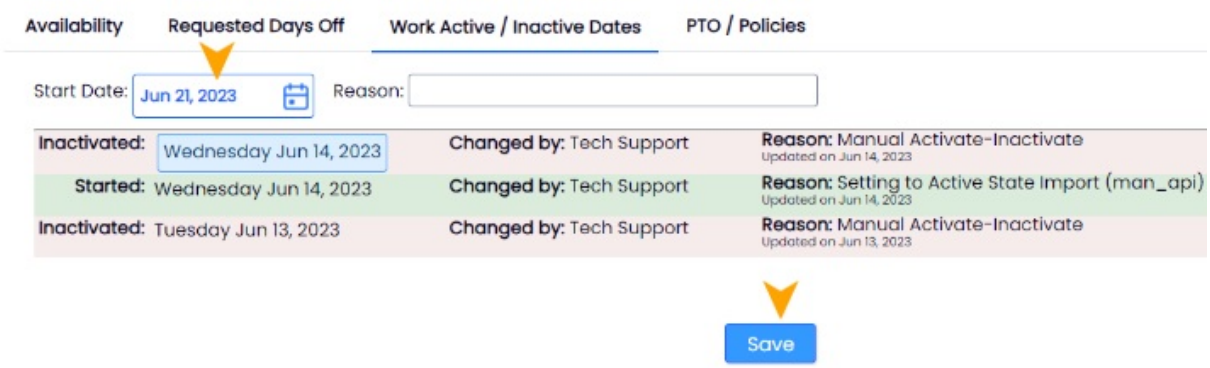
Last Modified on 09/06/2023 8:27 am MDT

1. Click on employee name from the Schedule, or Availability Icon from the Employee page as shown below



2. Delete the Activation by pressing the "X"

3. Add the correct Activation Date and SAVE

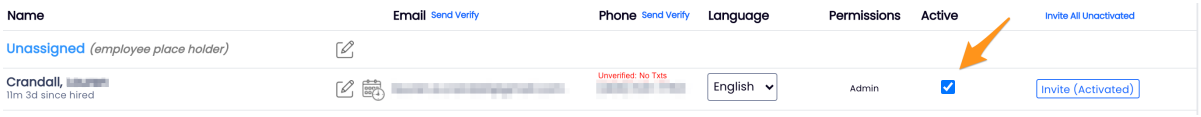

Availability
Requested Days Off
Work Active / Inactive Dates
PTO / Policies
Start Date:
Jun 21, 2023
Reason:
Inactivated:
Wednesday Jun 14, 2023
Changed by: Tech Support
Reason: Manual Activate-Inactivate
Updated on Jun 14, 2023
Started:
Wednesday Jun 14, 2023
Changed by: Tech Support
Reason: Setting to Active State Import (man_api)
Updated on Jun 14, 2023
Inactivated:
Tuesday Jun 13, 2023
Changed by: Tech Support
Reason: Manual Activate-Inactivate
Updated on Jun 13, 2023
Save

Inactivate & Reactivate Employees

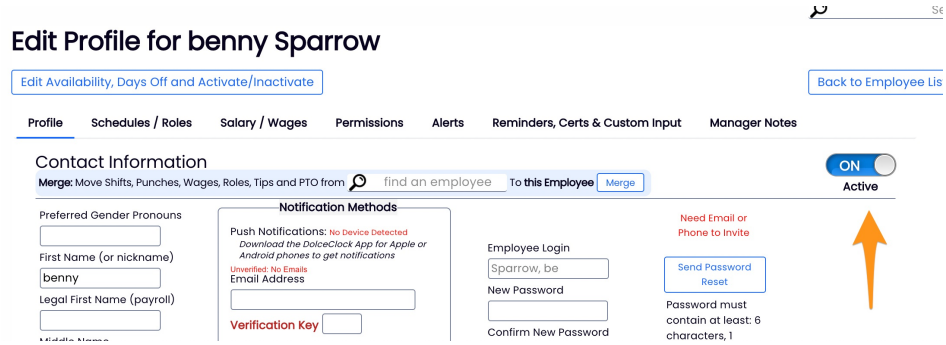
Last Modified on 09/24/2023 2:18 pm MDT

Three methods to inactivate an employee

1. From the **Employees** Page: Uncheck the Active checkbox



2. From an employee's Profile tab: Toggle the **Active** switch to **OFF**

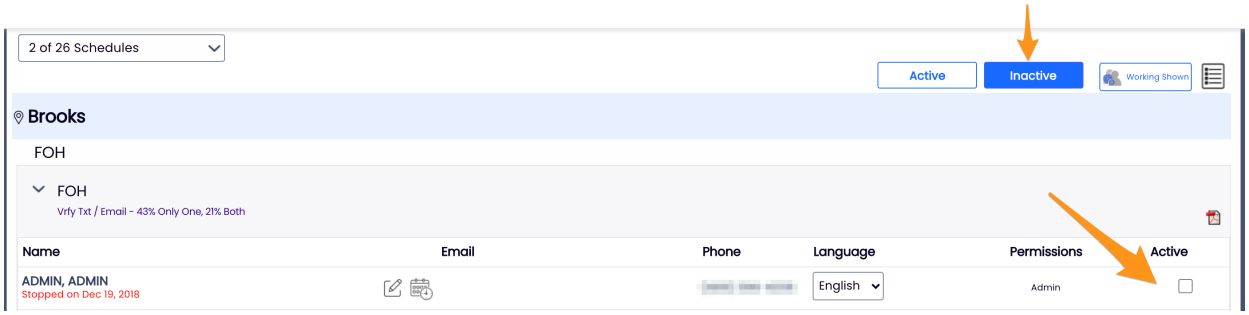


3. From employee's **Availability & Preferences** settings: Click the **Work Active / Inactive Dates** tab

The **Work Active / Inactive Dates** tab allows you to set a custom calendar date for inactivation in the future. You can also add a *Reason* and *Terms* of the inactivation. Click **Save** at the bottom of this page to save the inactivation.

Reactivating Employees

From the **Employees** page, select the **Inactive** roster as shown below, and check the **Active Checkbox** for the employee you wish to activate.



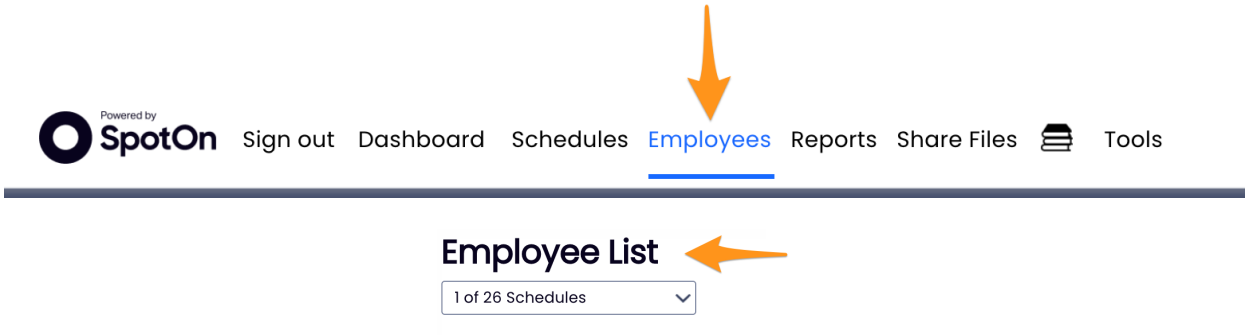
NOTE: If your settings look to Payroll or POS for activation / inactivation, the preceding selections may not apply

Assigning Employees to Primary and Working Schedules

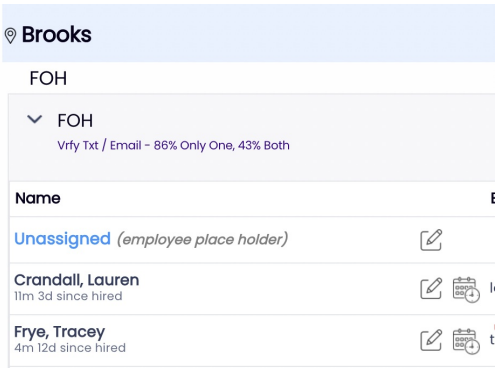
Last Modified on 08/02/2022 7:30 am MDT

From the Main Toolbar go to **Employees**

Expose available Schedules from the dropdown selector shown below

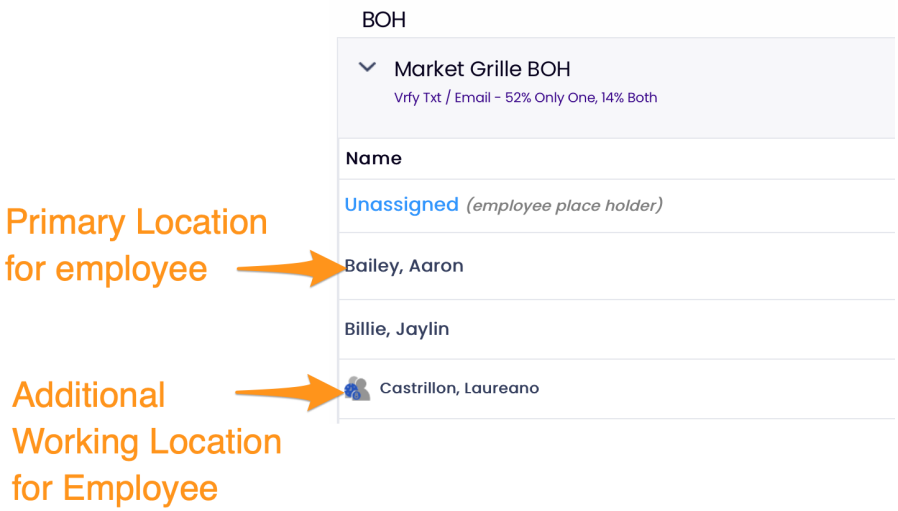


Employees will appear grouped with schedules / locations where they are able to work



In addition to their one **Primary** location / schedule, and any number of additional **Working** locations / schedules.

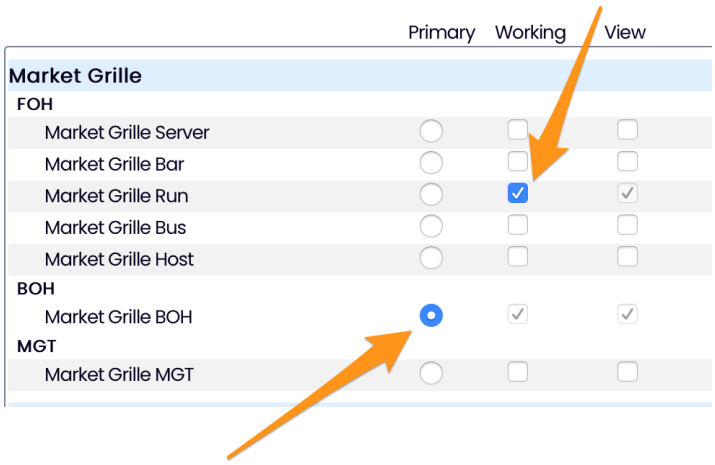
indicates an Additional working location (as opposed to employee's Primary identity)



Configuring Employee's Primary / Working Locations

1. Press **EDIT**

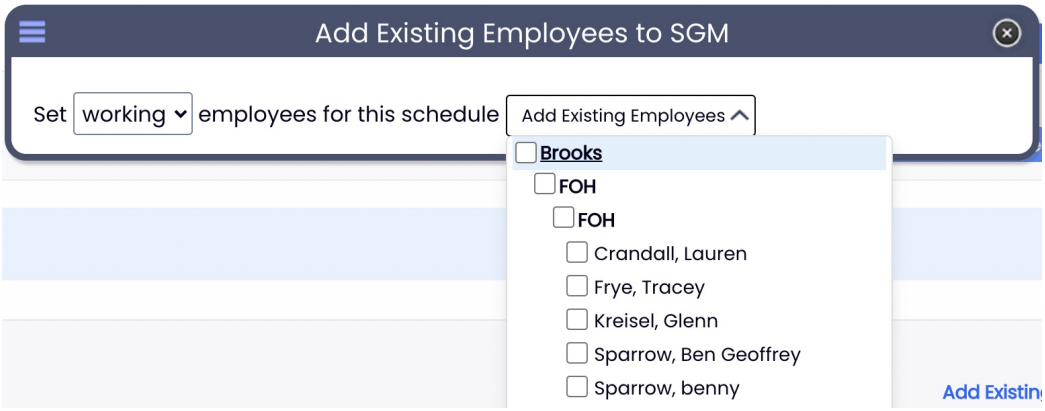
2. Check one Primary and any number of additional Working schedules



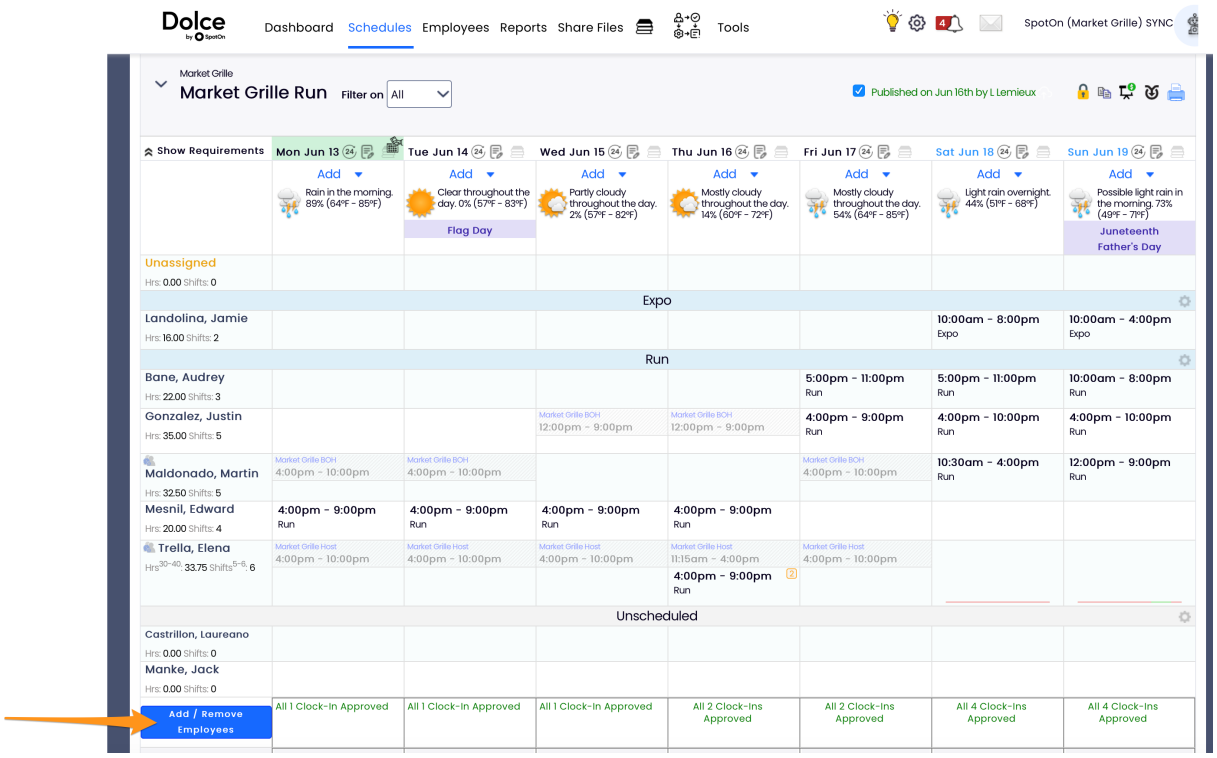
Working Location Quick-Add / Remove

1. From **Employees** Page, find the schedule you want to add an employee to, and press **Add Existing Employee**

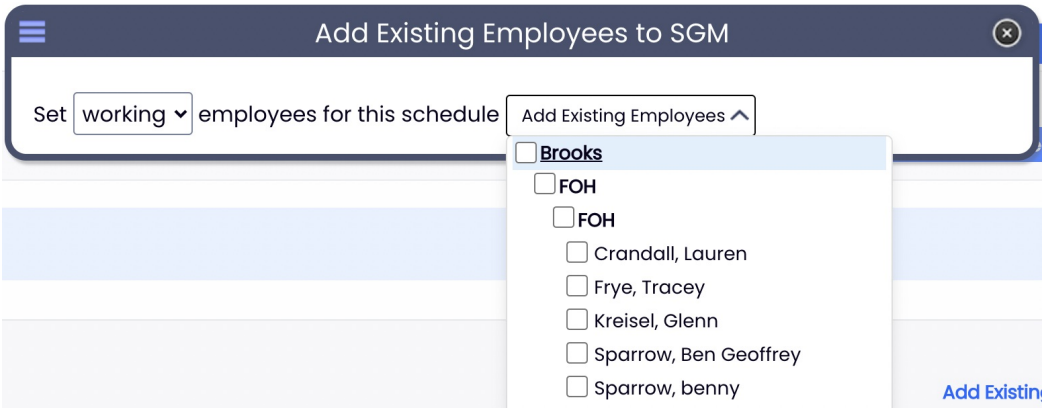
2. From the Dropdown list, find employee from their Primary location, and check to add.



Quick Add / Remove from a location can also be taken from the Schedule (sorted in the By Employee schedule type)



- From the Dropdown list, find employee from their Primary location, and check to add.


Add Existing Employees to SGM
Set working employees for this schedule
Add Existing Employees
Brooks
FOH
FOH
Crandall, Lauren
Frye, Tracey
Kreisel, Glenn
Sparrow, Ben Geoffrey
Sparrow, benny
Add Existin

Confirming Employee Import from POS or Payroll

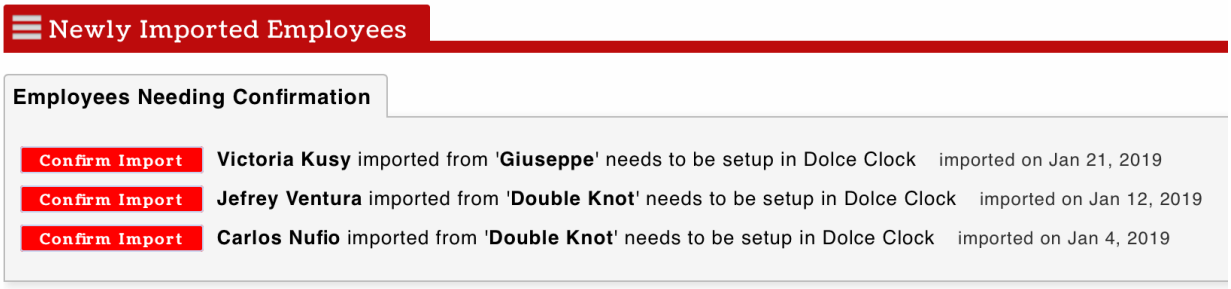
Last Modified on 12/24/2023 1:37 pm MST

Confirming Employees

Teamwork will prompt you to "Confirm" an employee - which is to verify that the employee does not already exist in the company / Teamwork, and provides an opportunity to specify which location(s) / schedule(s) and roles the employee can work.

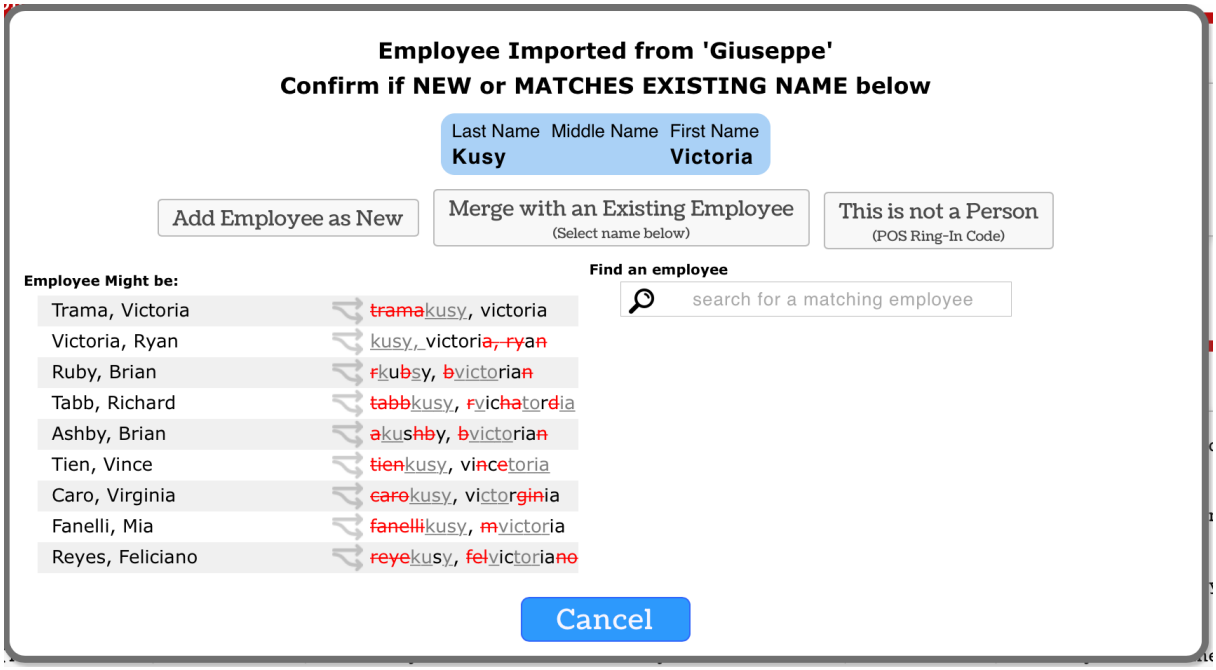
On the Schedule, employees needing confirmation will show the following button

From the Dashboard, employees needing confirmation are also listed listed:

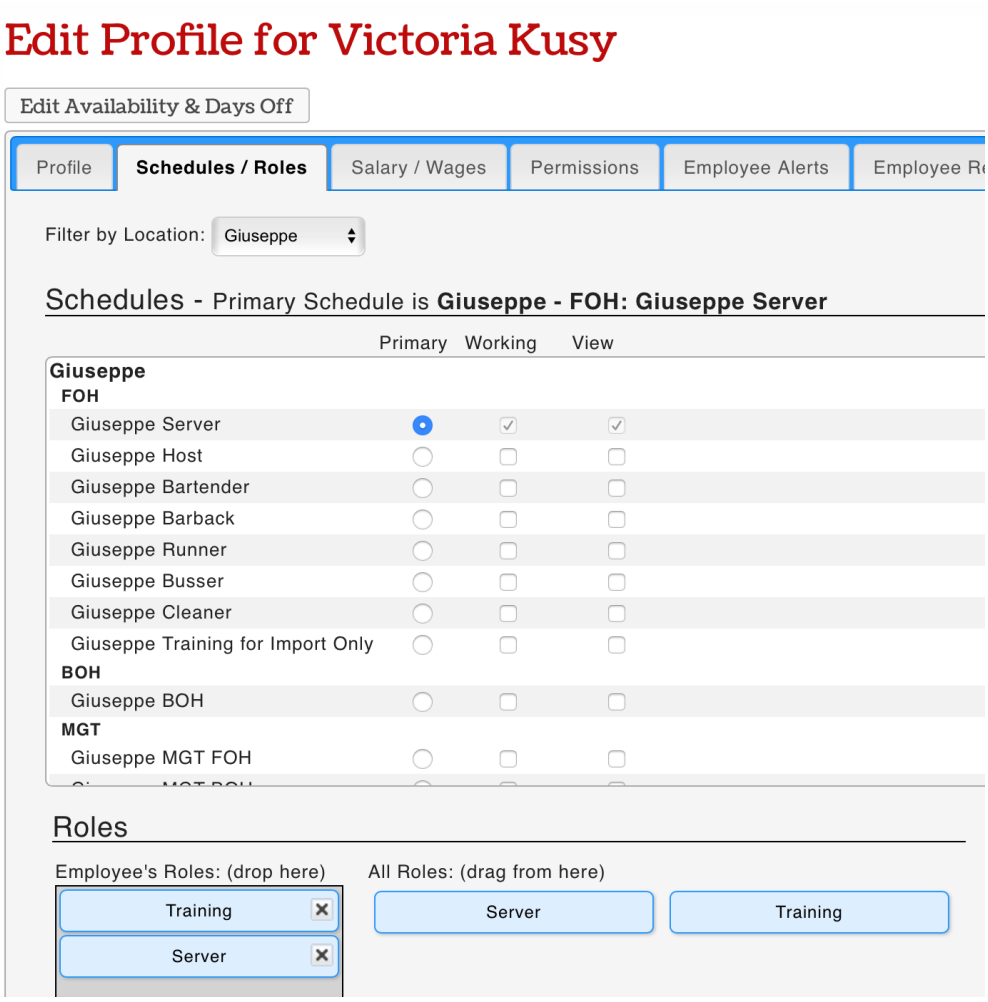


To "Confirm" an employee

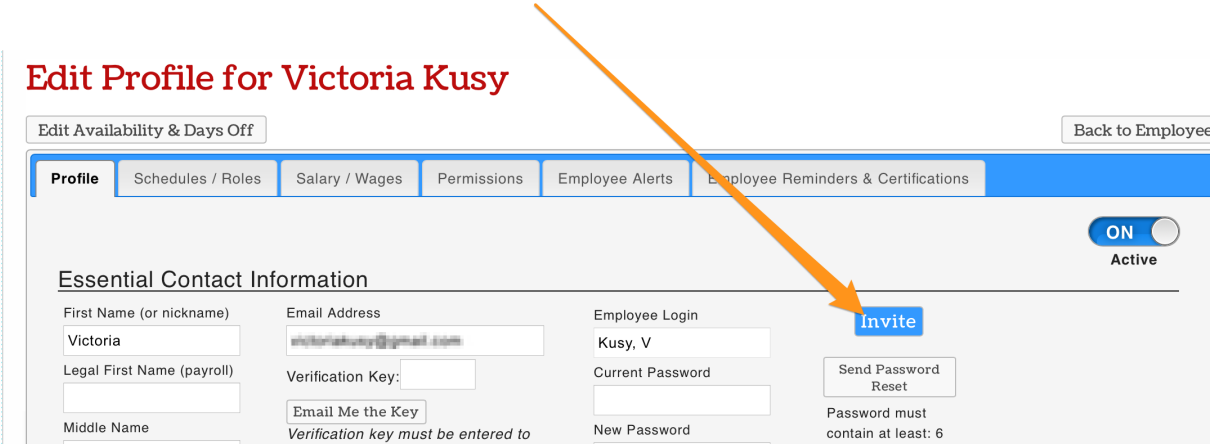
1. Press the **Confirm** button
2. You will be prompted to review possible matches and **Merge**, or or **Add as New**.



3. After **Confirming**, you will be directed to the verify the employees schedules and roles.



4. Lastly, from the employee's Profile tab, verify phone and email, and INVITE.

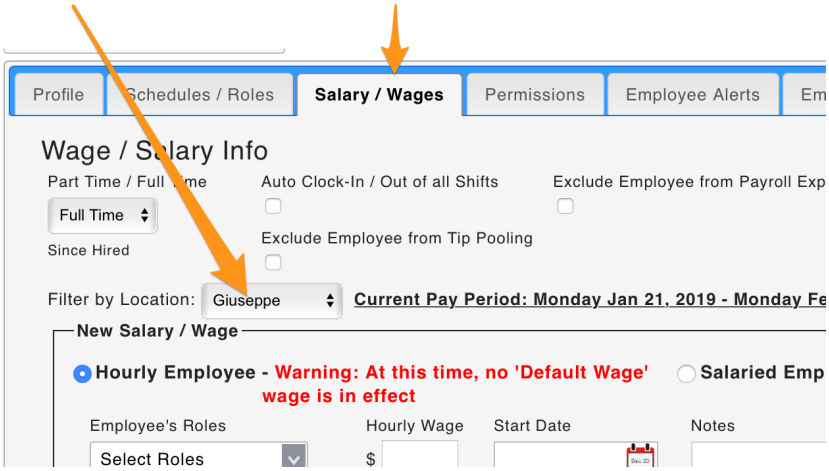


Editing Wages

Wages and roles are unique between locations.

When applying wages or roles, begin by using the **Location Filter**.

Then apply wages per usual.



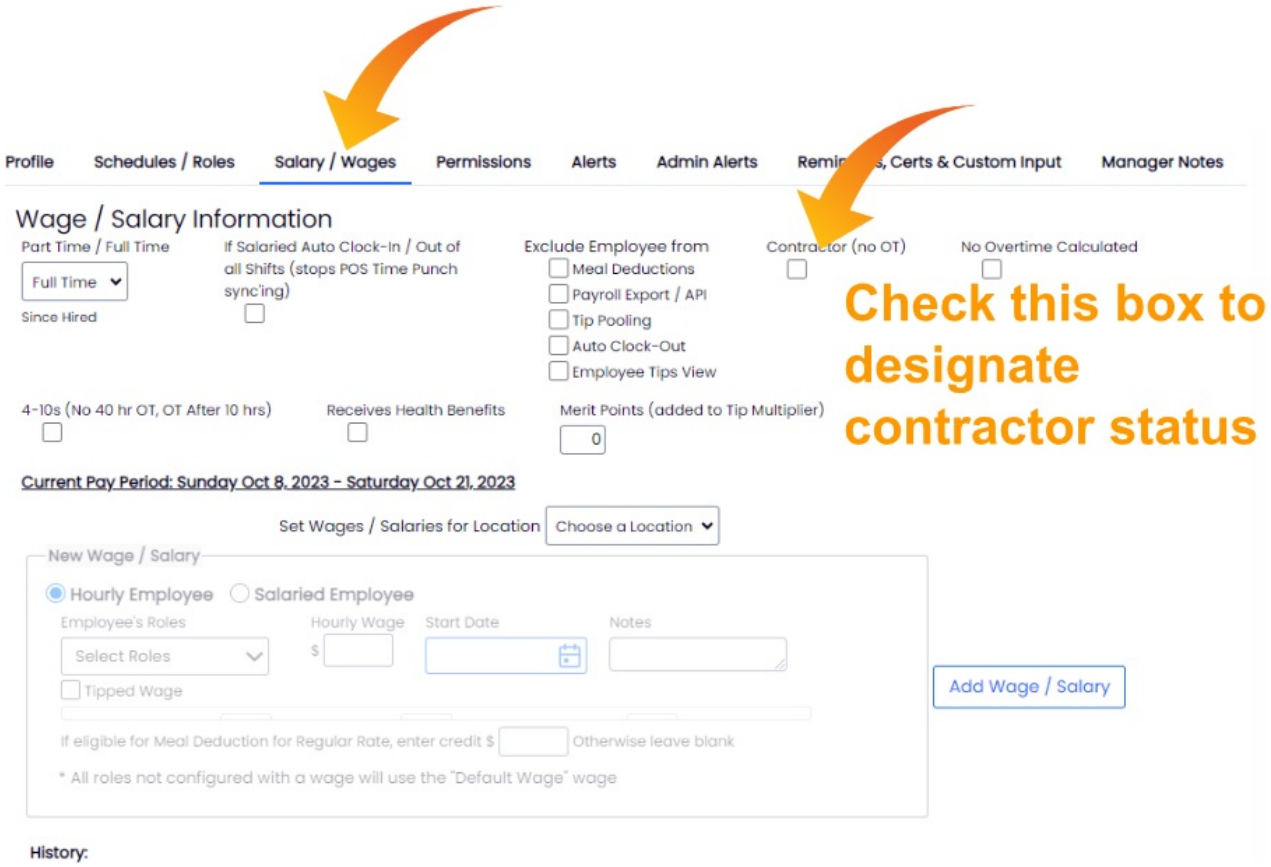
Contractor Employee Setup and Use

Last Modified on 10/20/2023 12:30 pm MDT

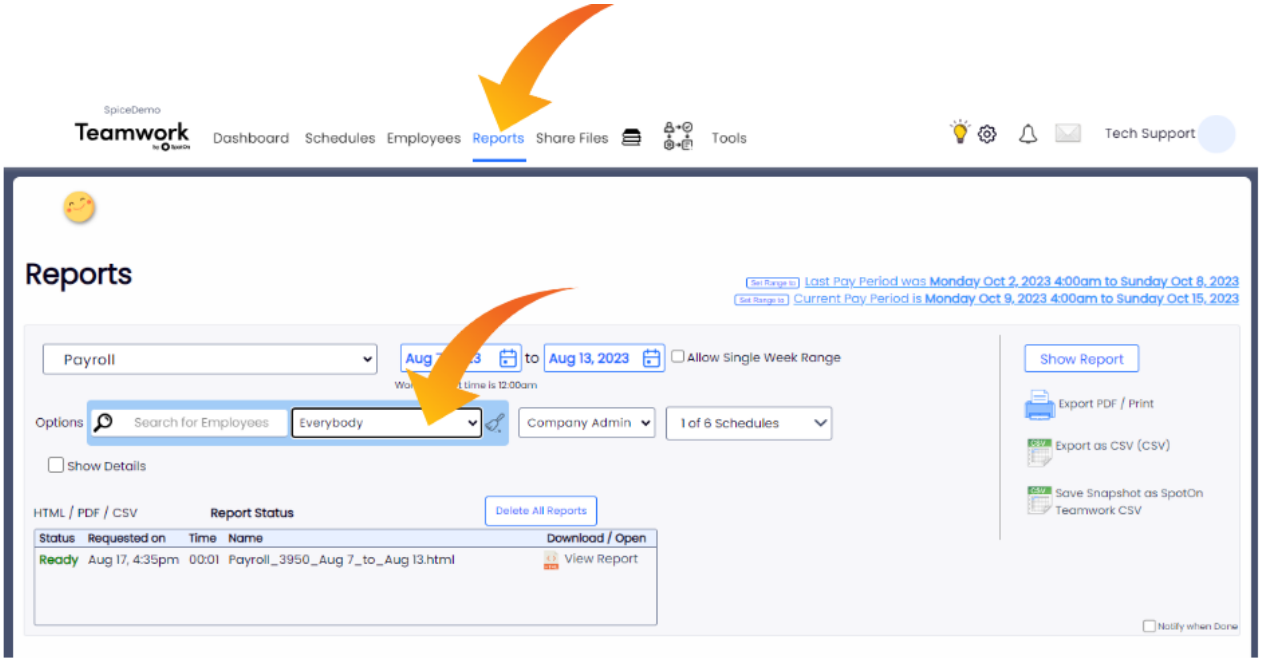
Teamwork provides functionality to handle Contractor / 1099 employees. This include functionality to exclude from overtime, as well as unique payroll reporting options specifically for contractors.

Step #1: Designate Contractor Status

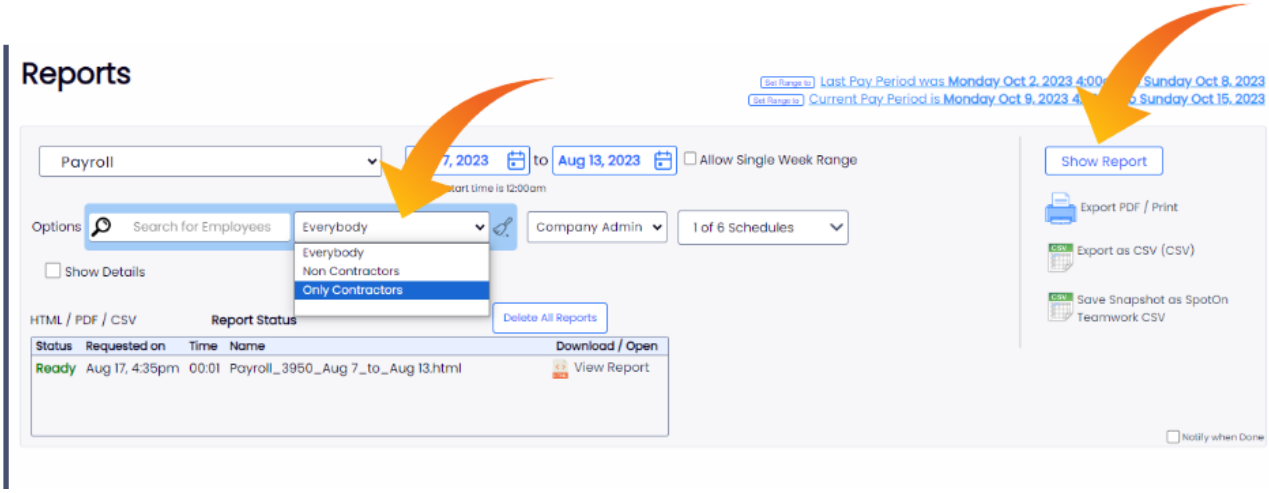
Navigate to the Salary / Wages tab in the employee's profile that you'd like to designate as a contractor.
Here you can see the relevant setting.



Now, when you are in Payroll Reports, from the drop down menu next to "Options", you can key up reports that are specific to your Contract labor. The applicable options are 1) Everybody, 2) Non-Contractors, and 3) Contractors. These options will help you send the exact data you need to payroll.



Be sure to select the applicable option before clicking "Show Report"

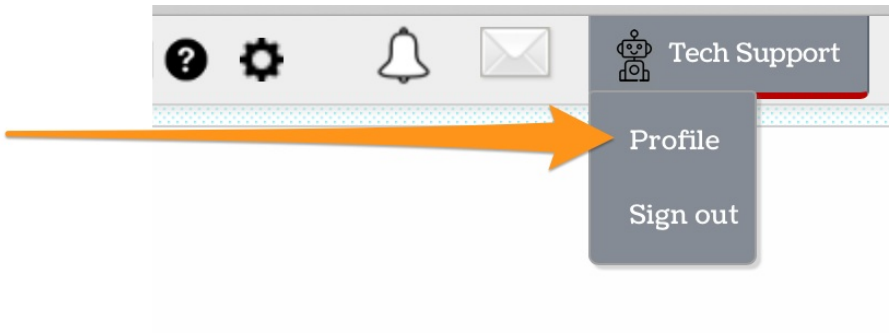


As always, your feedback is essential to us at Teamwork. If you have any additional questions, please don't hesitate to reach us at teamworksupport@spoton.com

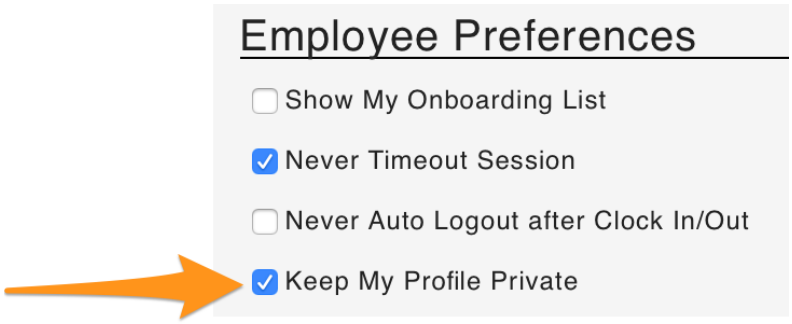
Setting Employee Profile Data to Private (Individually)

Last Modified on 10/16/2019 3:59 pm MDT

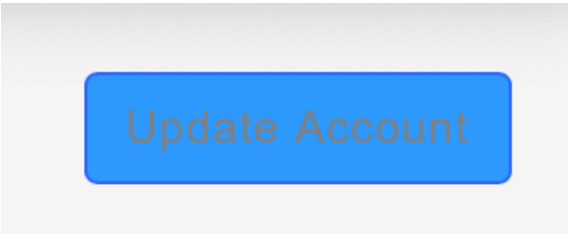
Click on Profile from Desktop or Mobile



Check **Keep My Profile Private**



Save by clicking **Update Account**



To set ALL EMPLOYEES to PRIVATE with a global setting,
see: https://support.dolceclock.com/help/make-employee-profile-data-private-globally

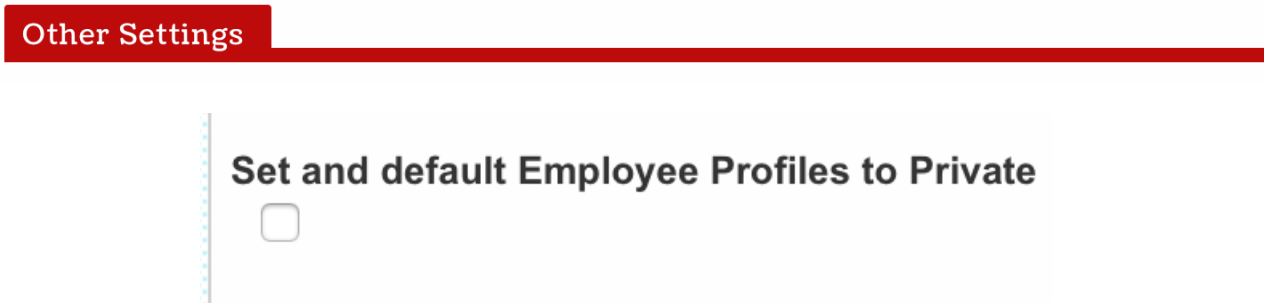
Make Employee Profile Data Private Globally

Last Modified on 10/16/2019 3:59 pm MDT

Gearwheel Menu > **General Settings**

,Scroll to **Other Settings** and check **Set Profiles to Private**

Press **Save All Changes**

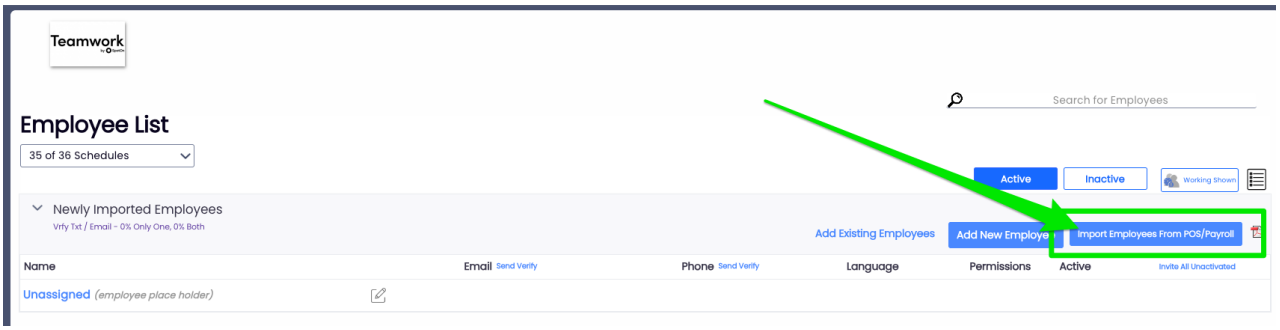


Employee Import from POS Force Sync

Last Modified on 10/03/2023 4:13 pm MDT

If your company is set to import employee from POS, the sync occurs approximately every 15 minutes.

To force an immediate sync, go to Employees from the main tool bar, and click the following:

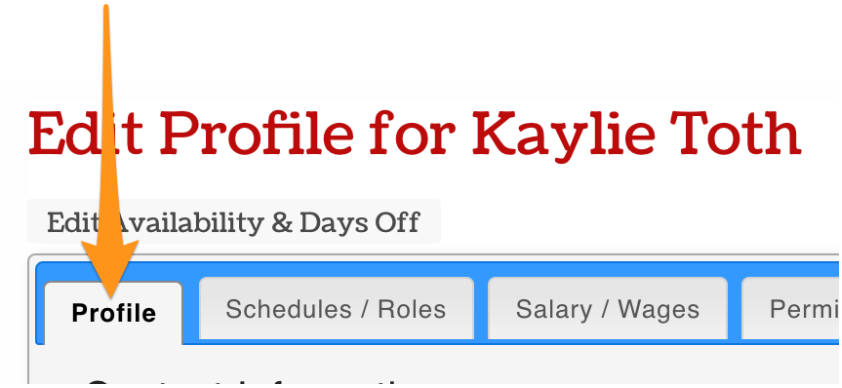


Refresh the screen.

Enable or Disable Two Step Login

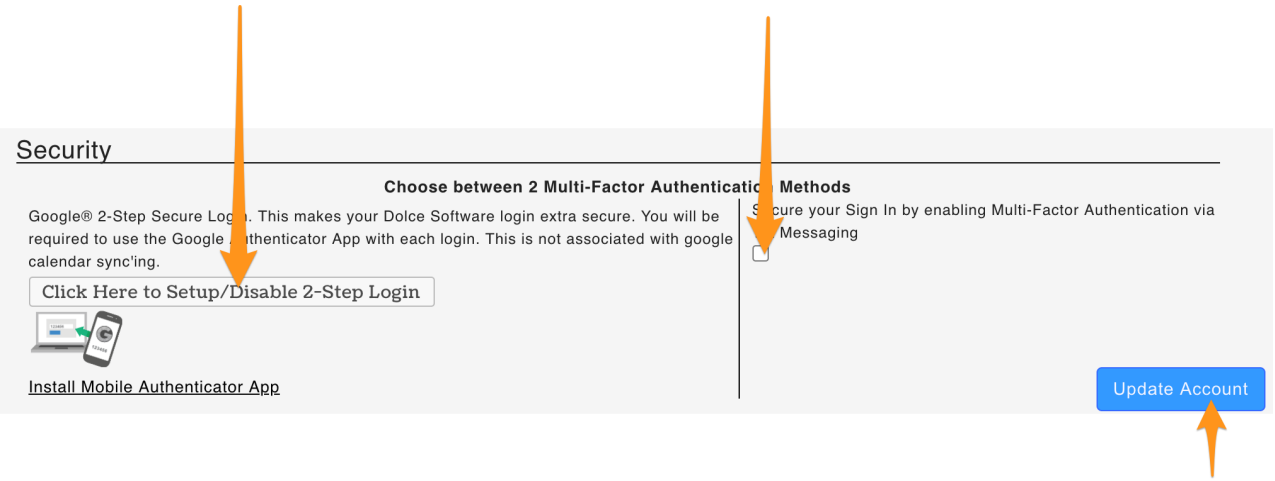
Last Modified on 09/16/2020 10:38 am MDT

Go to employee Profile Tab

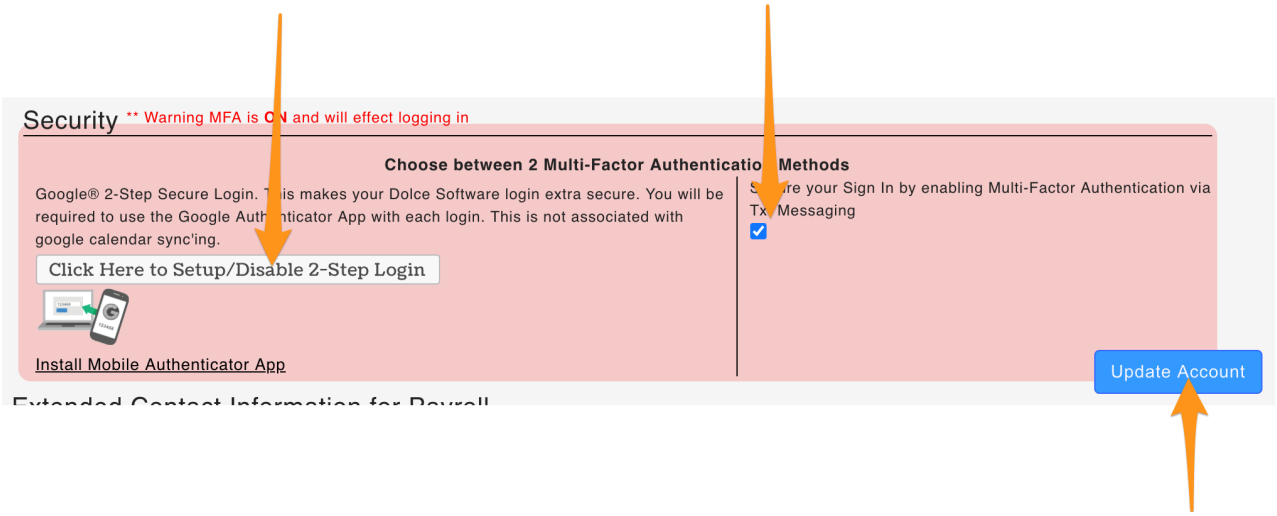


Scroll to **Security**

There are two methods available for multi-factor authentication: use either **Google** authentication or **Text** authentication. Complete by pressing **Update Account**.



To turn OFF your own Two-Step authentication, or if you are a manager, to turn off an employee's authentication, deselect the method used, and **Update Account**.

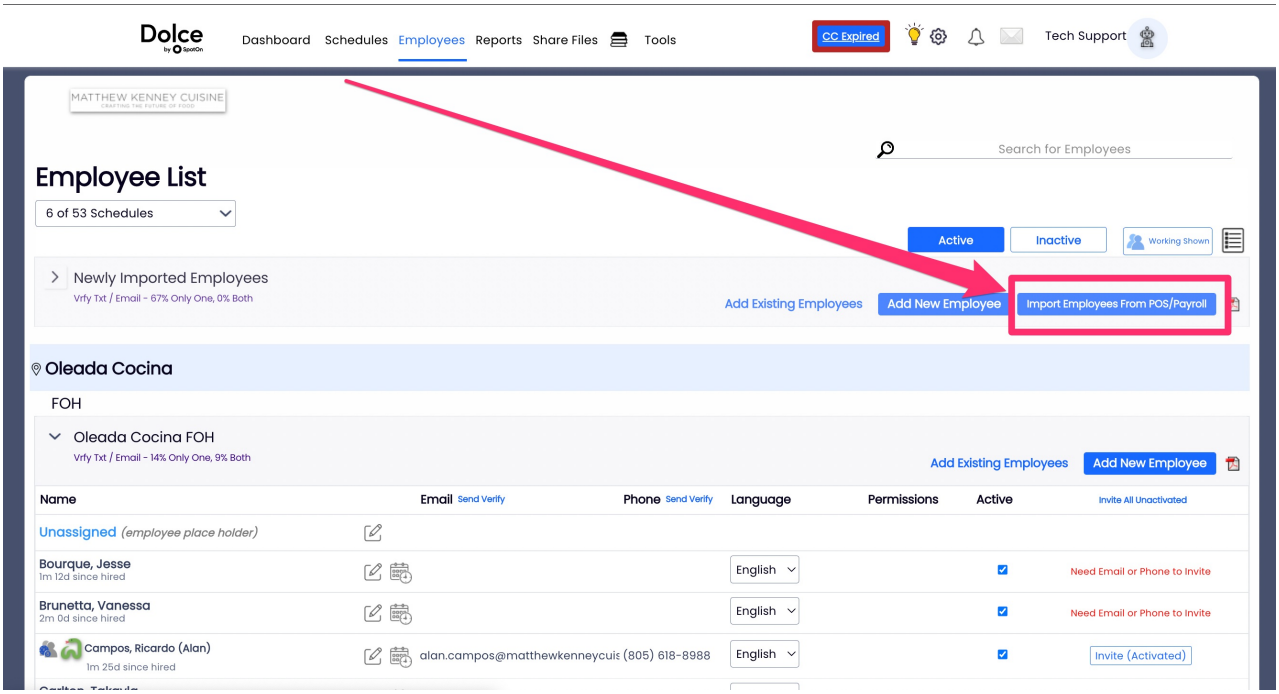

Security
** Warning MFA is ON and will effect logging in
Choose between 2 Multi-Factor Authentication Methods
Google® 2-Step Secure Login. This makes your Dolce Software login extra secure. You will be required to use the Google Authenticator App with each login. This is not associated with google calendar sync'ing.
Click Here to Setup/Disable 2-Step Login
Install Mobile Authenticator App
Secure your Sign In by enabling Multi-Factor Authentication via Tx. Messaging
Update Account

Resync Employees with POS

Last Modified on 12/24/2023 10:00 am MST

Thanks to Teamwork's comprehensive integrations, in most circumstances, your employees are added to our system automatically. You have the opportunity to sync employees into Teamwork from one of our payroll integrations, or from your Point of Sale.

Teamwork will resync for new hires automatically every 15 minutes when pulling from the POS. When pulling from Payroll, we tend to resync based on actions taken in that system. However, you can always force a resync from the Employee Roster by clicking "Import Employees from POS / Payroll"

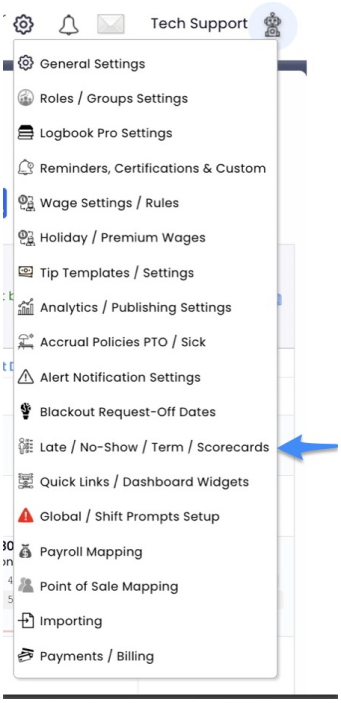


Refresh your browser.

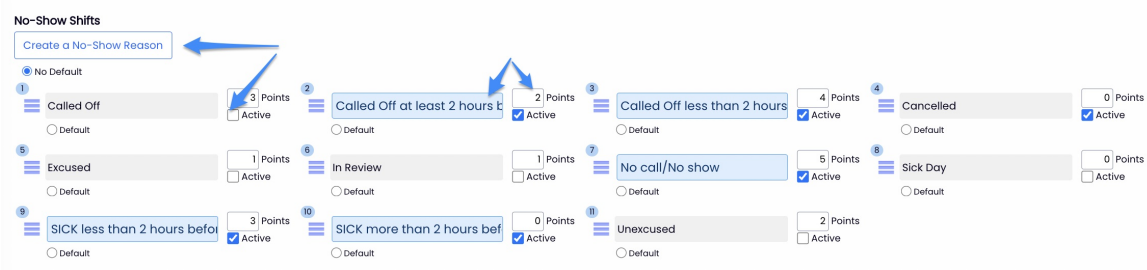
Employee Scorecard Setup

Last Modified on 10/20/2023 12:30 pm MDT

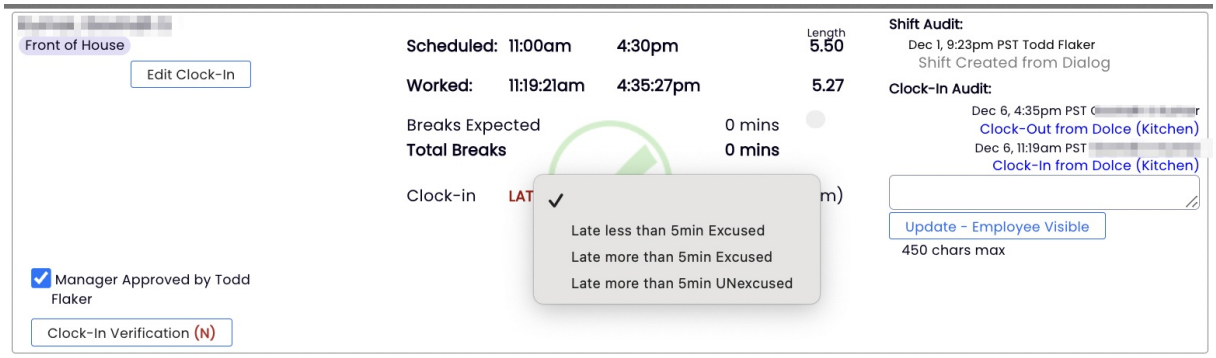
From the Gearwheel Menu go to **Late / No-Show / Term / Scorecards**



1. From here you can click, "Create a No-Show Reason," title the reason, activate and inactivate a reason, and assign points to different reasons.

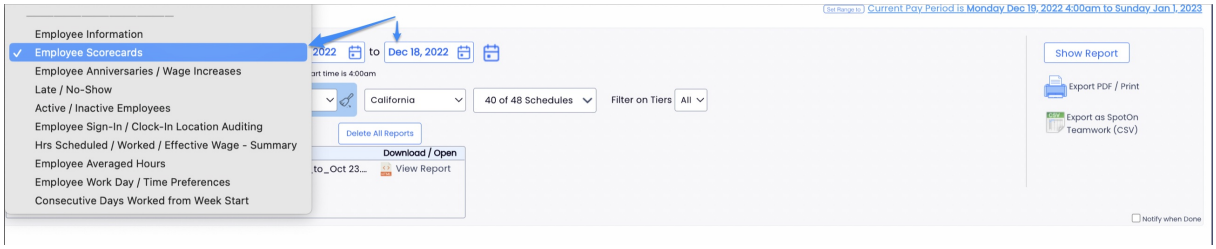


2. These options will become available for managers to select when they are editing and approving time punches.



3. To view Employee Scorecards go to reports from the top toolbar.

   Select Employee Scorecards, select your date range and schedules, then click show report.



If you have questions about this process, please email support@dolcesoftware.com, and we are happy to assist you.

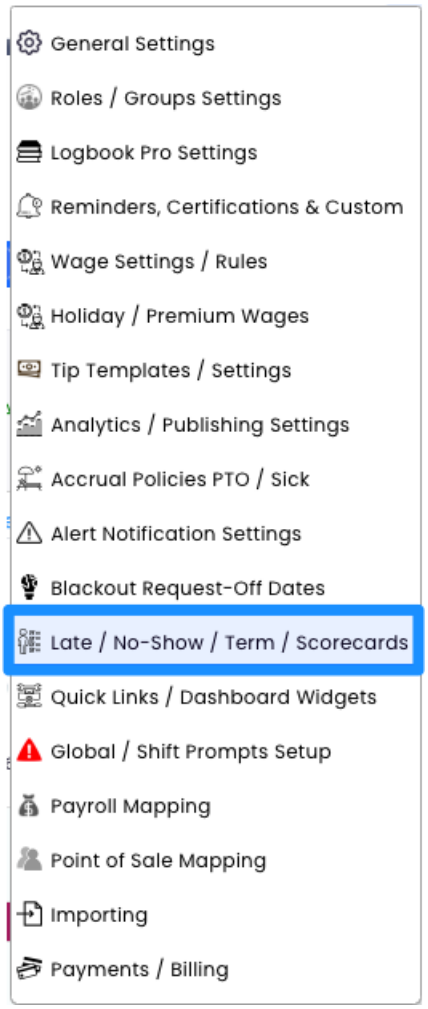
Customizing Late, No Show, Termination Reasons

Last Modified on 02/15/2024 2:53 pm MST

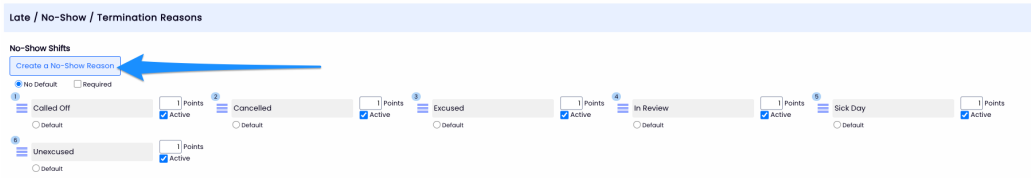
Customizing Late, No Show, Termination Reasons

In Teamwork you can create custom reasons for when an employee is late, no shows a shift, or is terminated. There are stock reasons that come standard in every account, but there may be scenarios where you'd like to cultivate a broader set of options for your managers.

Navigate to the menu option **Late / No-Show / Term / Scorecards** from the Gearwheel menu.

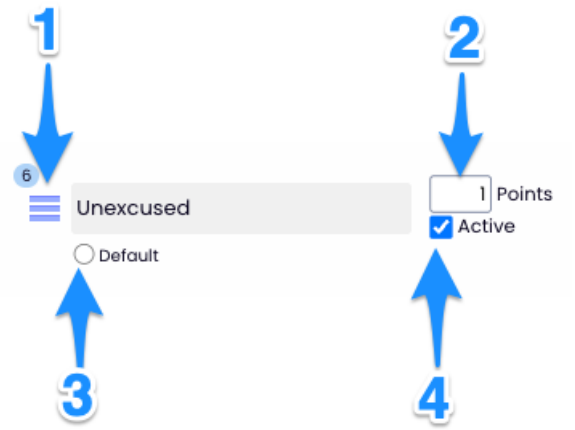


Create a new reason under each "reason type"



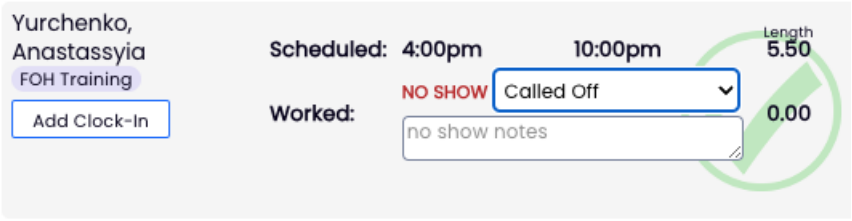
Refer to the following key for settings on each individual reason:

1. This icon allows you to drag and drop the reasons to change their order
2. The point associated with the reason can impact the Employee Scorecard report
3. If default is selected, this will be the default reason whenever an employee no-shows
4. Active determines if this reason will show up in the drop down menu associated

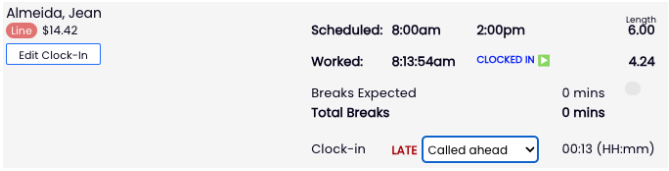


Note the following examples:

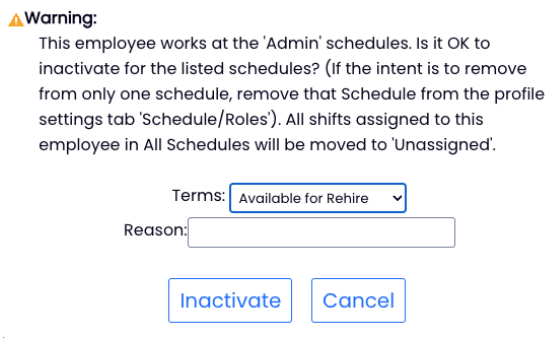
1. **No show -** *display in the daily summary*



2. **Late Reasons -** *display in the daily summary*



3. **Termination Reasons -** *display when you inactivate an employee*



Employee List Bulk Actions

Last Modified on 03/04/2024 12:19 pm MST

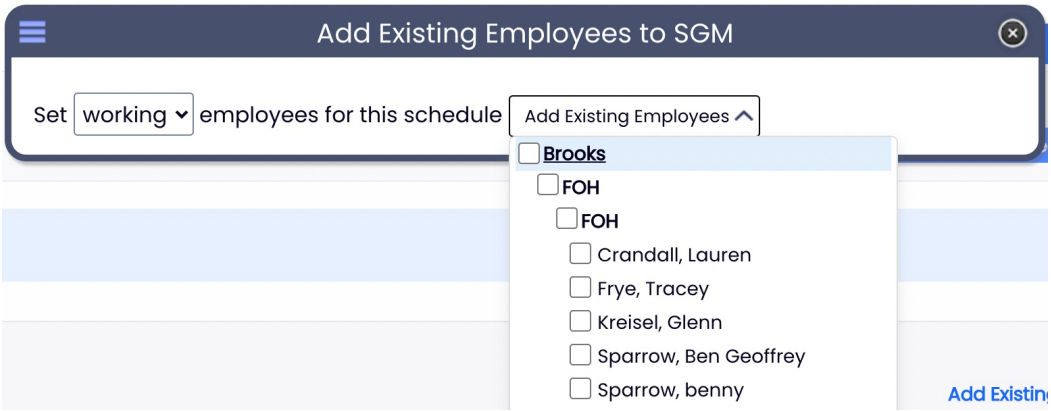
This article will contain instructional guides on essential bulk functions in Teamwork!

1. Moving employees from one schedule to another en masse
2. Assigning / un-assigning roles from employees en masse

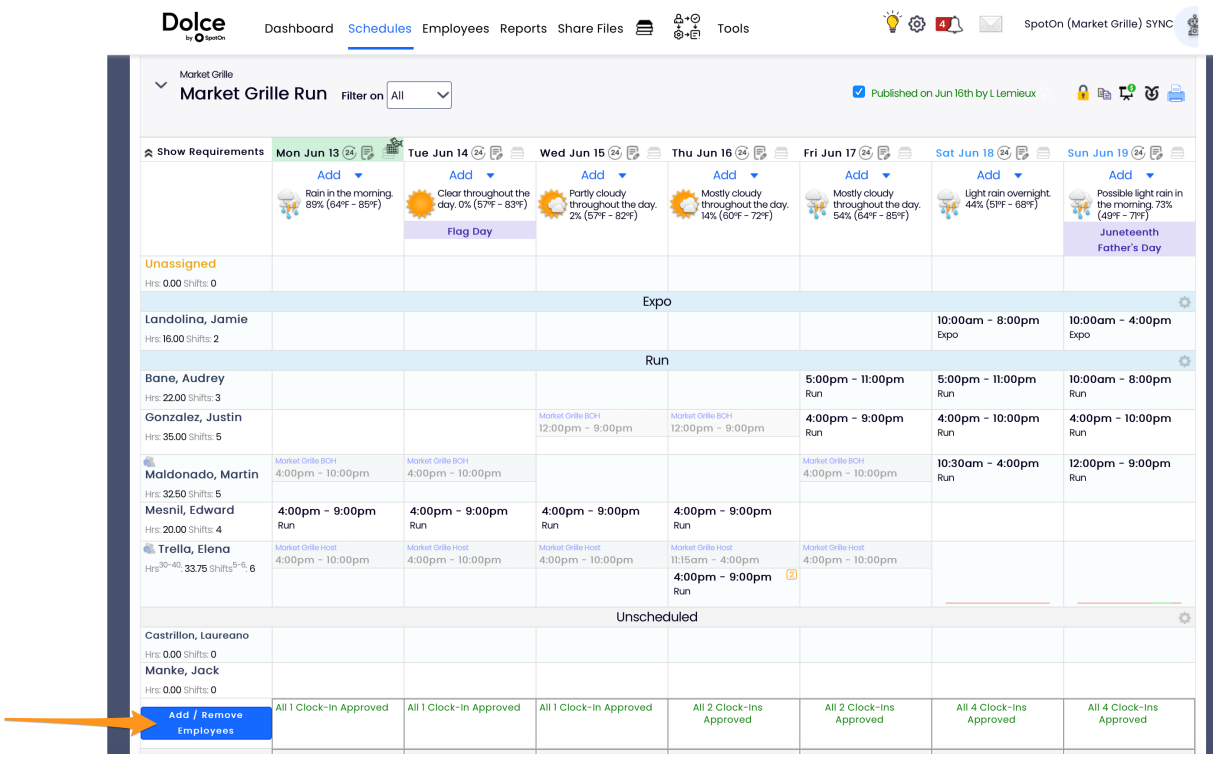
Working Location Quick-Add / Remove

1. From **Employees** Page, find the schedule you want to add the employee(s) to, and press **Add Existing Employee**

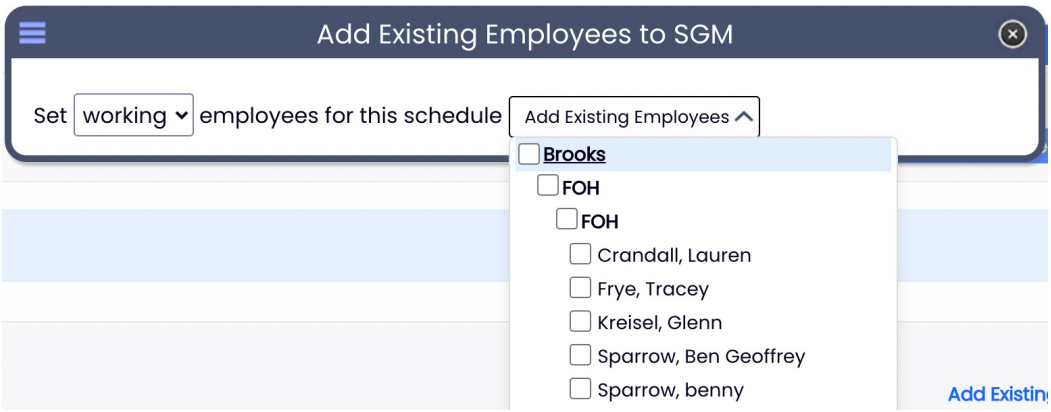
2. From the Dropdown list, find employee from their Primary location, and check to add. Check as many employees as needed!



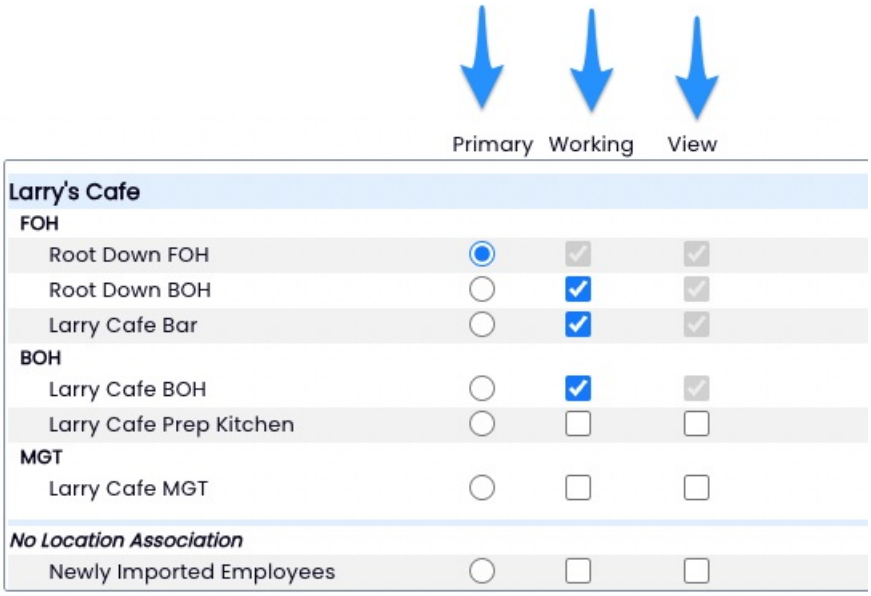
Quick Add / Remove from a location can also be taken from the Schedule (sorted in the By Employee schedule type)



- From the Dropdown list, find employee from their Primary location, and check to add.



- You can bulk assign employees to a schedule as "working", "primary," or "viewing", which corresponds directly to the Schedules / Roles section of the employee's profile.

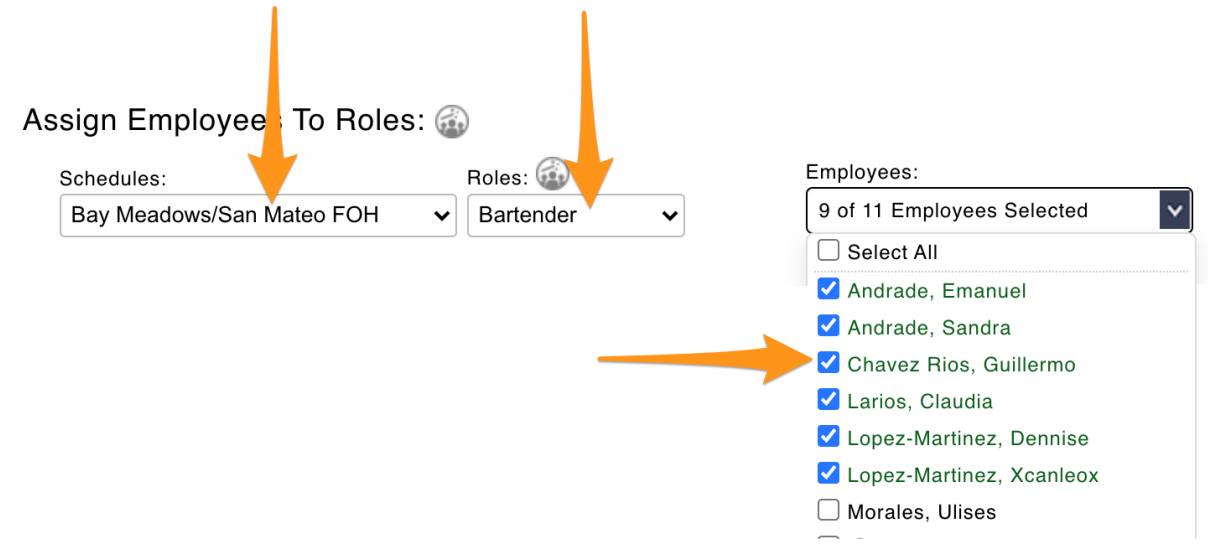


To bulk add roles to any / all employees

From the gearwheel menu > **Roles / Group Settings**

Scroll to **Assign Employees to Roles**

Select the Schedule and Role for your bulk qualification, and then check and uncheck names as applicable.



NOTES

If you do not see a name, then you need to go back to the initial step above, and add the employee to the applicable schedule

If an employee in the list is inactive, it is not necessary to "uncheck" their qualification

Why does Semi-Monthly payroll force the use of 0.5x Overtime Reporting?

Last Modified on 05/22/2023 3:45 pm MDT

Teamwork limits users to 0.5 overtime reporting with Semi-Monthly payroll accounting.

If you use Bi-Weekly payroll, you have the choice between 0.5 and 1.5.

Semi-monthly overtime calculation is complex, and proper accounting is often overlooked. **Teamwork** has built a system which is intended to provide proper accounting not only for straightforward single-location, single-wage scenarios, but also multi-location and multi-wage scenarios.

When semi-monthly pay cycles are used, it is likely that the start of a pay cycle, i.e the 1st or 16th of a month, will fall mid-way through a workweek. It is advised (universally from what we've seen) that overtime is calculated only when the week is concluded. Thus, overtime for the partial week will be paid in the *FOLLOWING* pay period. Many scenarios can arise which make accounting fickle. By using a *half-time overtime method*, all instances can be solved. This means that if an employee has 40 regular hours and 10 overtime hours, then they would be paid as follows: 50 hours of regular pay + 10 hours of half pay. This may seem like the same thing as 40 hours of regular pay + 10 hours of 1.5 pay, but I will provide an example below which shows how the "1.5 x pay" method cannot hold up. While I've created an example of an unlikely schedule, it is to illustrate that an accounting system should theoretically handle any situation.

In the following example

- In the first pay period – the 1st through the 15th, the five hours of overtime accrued by the 15th of the month cannot yet be calculated. However, the employee needs to be paid for the 45 hours that they've worked.
- In the second pay period, the 16th through the 31st, the 10 hours of overtime from the first pay period are now calculated and paid. All ten hours cannot be counted at a 1.5 x rate, because this would be duplicitous to the five hours already paid the 1st through the 15th.
- Paying a regular wage for all hours, and then an additional overtime wage of 0.5 x the overtime hours solves this, in addition to all scenarios of properly weighting multi-wage, double-time, multi-location, pay-raise instances.

								Week				
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total	Regular	OT		
	4th	5th	6th	7th	8th	9th	10th					
hrs worked								*0*	*0*	*0*	Hours Paid	OT Paid
	11th	12th	13th	14th	15th	16th	17th				1st - 15th	1st - 15th
hrs worked	*5*	*10*	*10*	*10*	*10*	*5*		*50*	*40*	*10*	*45*	*0*
	18th	19th	20th	21st	22nd	23rd	24th					
hrs worked			*2*					*2*	*2*	*0*	Hours Paid	OT Paid
	25th	26th	27th	28th	29th	30th	31st				16th - 31st	16th - 31st
hrs worked			*2*					*2*	*2*	*0*	*4*	*10*

Following is an article which references the FLSA method of using 0.5. The case scenario is different than ours, but the mentality is the same.

https://www.opm.gov/policy-data-oversight/pay-leave/pay-administration/fact-sheets/how-to-compute-flsa-overtime-pay/

If you wish to have things align in a more straightforward manner, please consider a bi-weekly payroll. All overtime/paychecks/pay periods align. The 1.5 method can be employed.

To setup 0.5x overtime in your system, you must create the payroll item type for OT as 0.5x.

California Break Rules

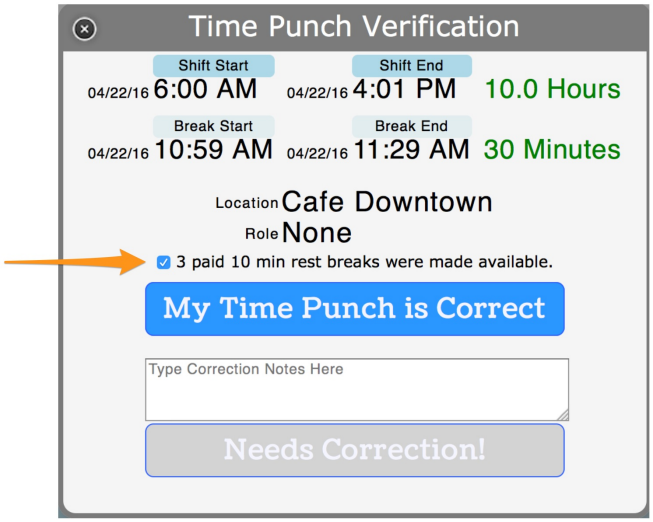
Last Modified on 12/22/2023 10:53 am MST

California Break Rules

10-Minute Break Requirements

Employees must be *offered* one paid 10-minute rest break for a shift greater than 3.5 hours, a second break after 6 hours, and a third break after 10 hours.

- Upon Clock-Out, employees affirm that 10-min Break(s) were made available.



- NOTE: Employees are not required to *take the break* to satisfy the requirement, rather, it must be acknowledged that the break(s) were *offered*.
- NOTE: An employee must actively *uncheck* the checkbox to claim a break violation.
- NOTE: Employees do not clock-out for the 10-minute paid break(s).

30-Minute Break Requirements

Employees must take an uninterrupted, 30-minute meal break for shifts exceeding 5 hours in length. A second break is required for shifts exceeding 12 hours.

- Breaks must begin **by the end of the 5th / 10th hour**.
- 30-Minute breaks can be unpaid
- Employees must clock-out for 30-minute breaks.

Waiving 30-Minute Breaks

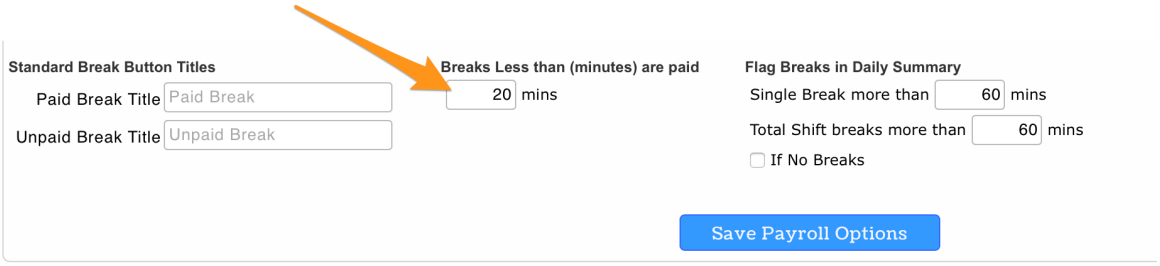
- For shifts less than 6 hours, the 30-minute break can be waived by the employee (at clock-out).
- Employers can waive individual or all discretionary 30-minute breaks if employee(s) signatures are on file.

Setting Breaks Less Than a Set Time to be Paid Breaks

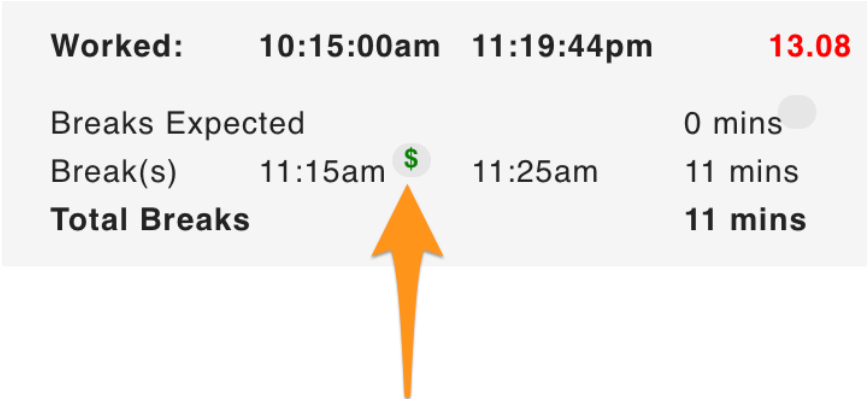
Last Modified on 10/10/2019 10:35 pm MDT

Gearwheel Menu > General Settings > Payroll Settings

Enter a "**Less than**" value as shown below, and **Save Payroll Options**



When reviewing time punches in the Daily Summary view, the "**$**" symbol indicates that the break is set to **Paid.** See below:



Calculating Semi-Monthly Overtime

Last Modified on 12/24/2023 2:54 pm MST

Step 1: Calculation of Overtime

Overtime is considered over the course of a workweek. https://www.dol.gov/agencies/whd/overtime. In states where overtime may come from multiple measurements, ie 40 hour OT, 8 hour OT, 12 hour OT or 6-day+ consecutive OT, overtime need not be "pyramided" but rather use the greatest of the various means of potential overtime.

Step 2: Calculation of Overtime Rate

Overtime pay is based on the employee's **regular rate of pay**. https://www.dol.gov/agencies/whd/fact-sheets/56a-regular-rate., which the employer must calculate. With the exception of flat-rate bonus payments, the regular rate is the average hourly rate calculated by dividing the total pay for employment (except the statutory exclusions) in any workweek by the total number of hours actually worked. The California Supreme Court decision in *Alvarado v. Dart Container Corporation of California* provides that overtime pay attributable to an employer's "flat-sum" bonus (i.e., a bonus amount that is not dependent on the number of hours worked by an employee) should be calculated by dividing the amount of the bonus by only the total number of non-overtime hours rather than by all hours worked.

The regular rate can be calculated by dividing total regular wages by total hours worked. Alternatively, the same results are produced by applying overtime proportionately to hours worked at various jobs and their corresponding wage rates. Regardless of the method, overtime rates cannot be accurately calculated until a workweek is complete.

Step 3: Adjustments for Semi-Monthly Overtime

When semi-monthly pay cycles are used, it is likely that the start of a pay cycle, ie the 1st or 16th of a month, will fall mid-way through a workweek. Being that overtime can not be calculated util a workweek is complete, overtime for an incomplete workweek is calculated and paid on the ensuing pay period.

Teamwork automates the calculation of overtime for complete workweeks, and the pay-out of overtime on ensuing pay periods. ***Note that base pay is always paid in the period earned. Only the overtime premium is paid on an ensuing workweek where applicable.***

For un understanding of why .5x overtime is useful in a multi-rate environment, see: https://support.dolceclock.com/help/why-does-semi-monthly-payroll-force-the-use-of-05x-overtime-reporting

Setting Spread of Hours (SOH) parameters

Last Modified on 01/08/2024 12:58 pm MST

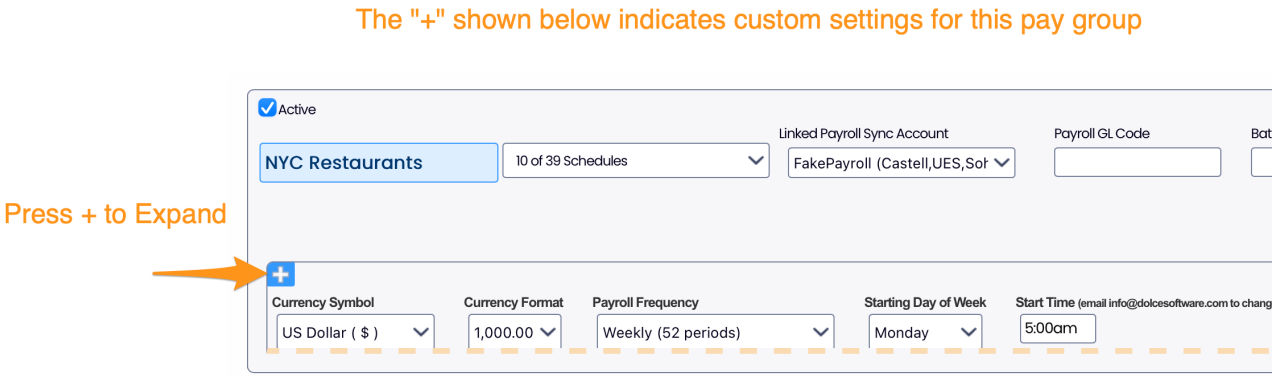
From the Gearwheel Menu > General Settings

Under Payroll Settings, enter Spread of Hours range and penalty rate.

Press

If pay-groups point to the **DEFAULT** payroll settings, then this section is where the update is made.

If pay groups are **CUSTOM**, indicated by the + below, then. the adjustment must be made in the custom pay-group settings:



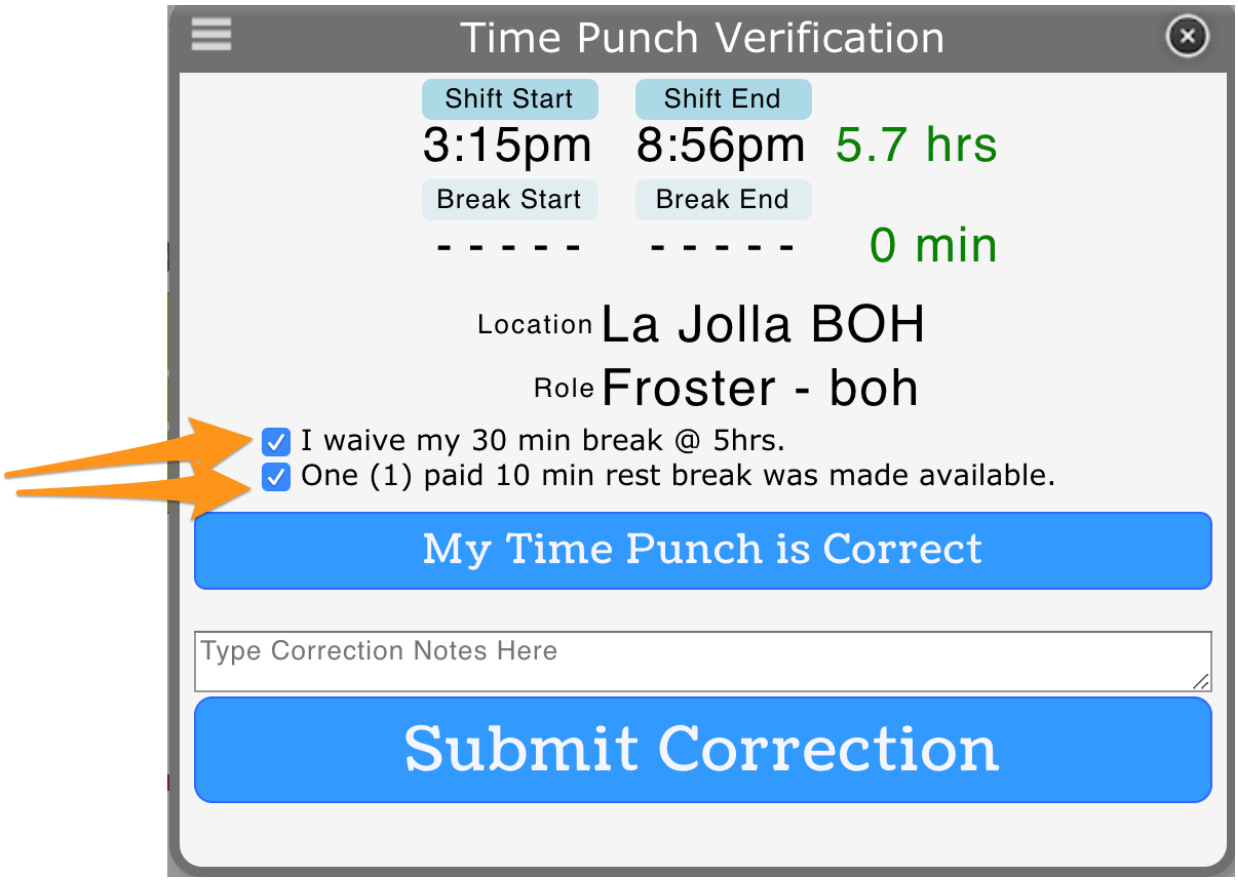
California Clock Out Discretionary Validations

Last Modified on 12/24/2023 2:00 pm MST

Teamwork can be set to require employee validations of their time punch, and provide employees an opportunity to waive or not waive discretionary meal or rest breaks.

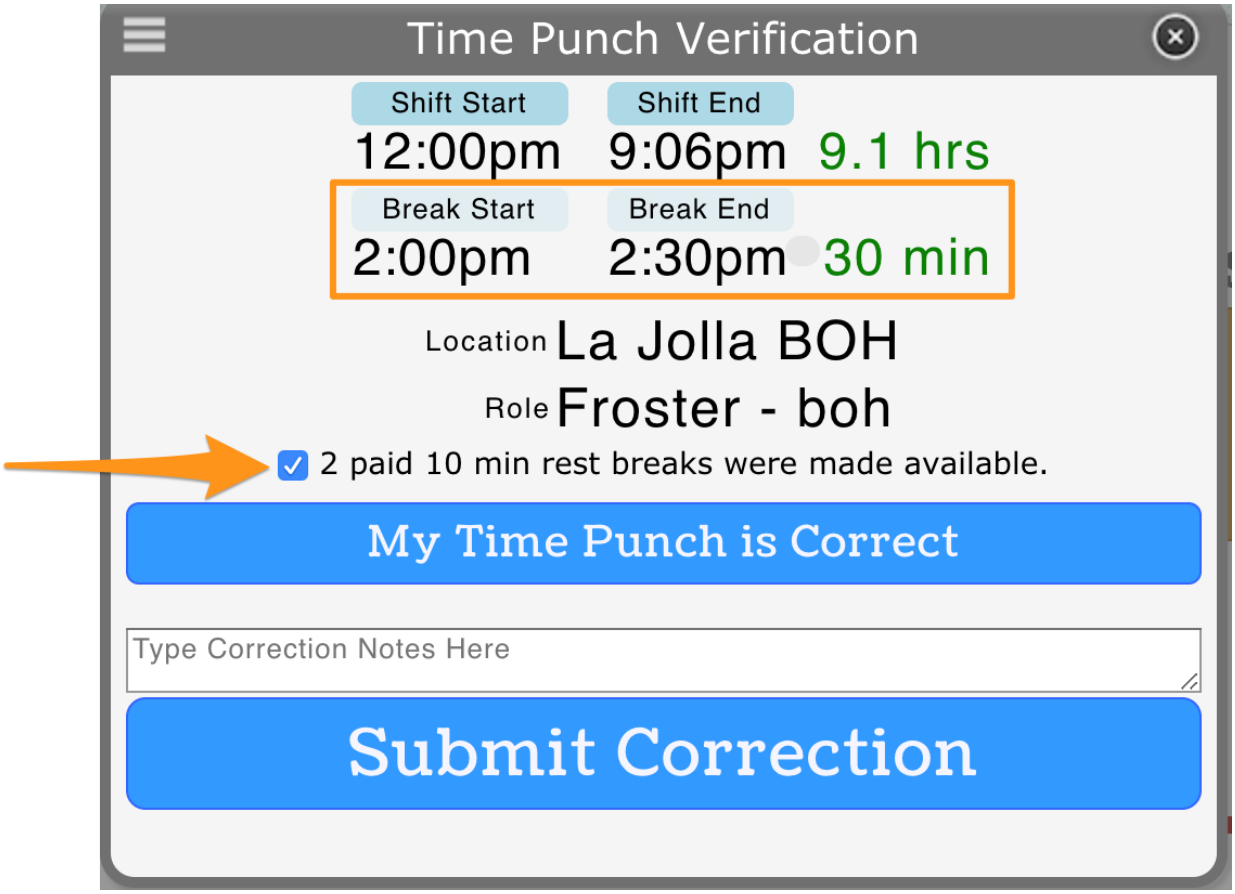
In the following example, the shift length is between 5 and 6 hours long, so the 30-minute meal break is discretionary, and may be waived. If an employee chooses NOT to waive the discretionary break, they can un-check the [30-min] checkbox shown below, on clock-out.

For a shift < 6 hours, one 10-minute paid break must be made available. If a break was NOT made available, the employee can un-check the [10-min] checkbox shown below.



In the following example, the meal break is satisfied, and due to the shift length, two 10-minute rest breaks should have been offered. If the employee was not offered two 10-

minute rest breaks, they may uncheck the checkbox shown below



To complete the clock-out, the employee should press "My Time Punch is Correct".

Alternatively, the employee could type an explanation of why the punch is incorrect in the "Type Correction Notes Here" section, and press "Submit Correction".

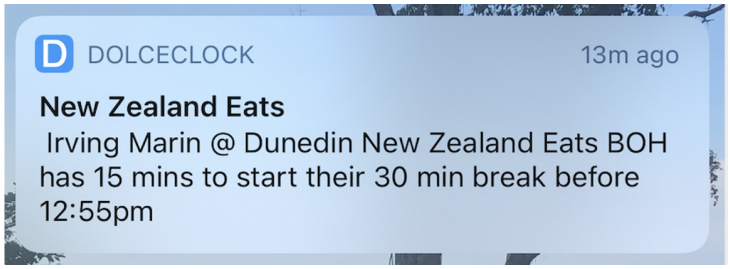
Break Approaching Alerts for Managers and Staff

Last Modified on 12/24/2023 1:45 pm MST

Break Approaching Alerts

In states where Meal Breaks must begin by the end of the 5th hour, i.e. California, Break Approaching warnings can be sent to managers and employees.

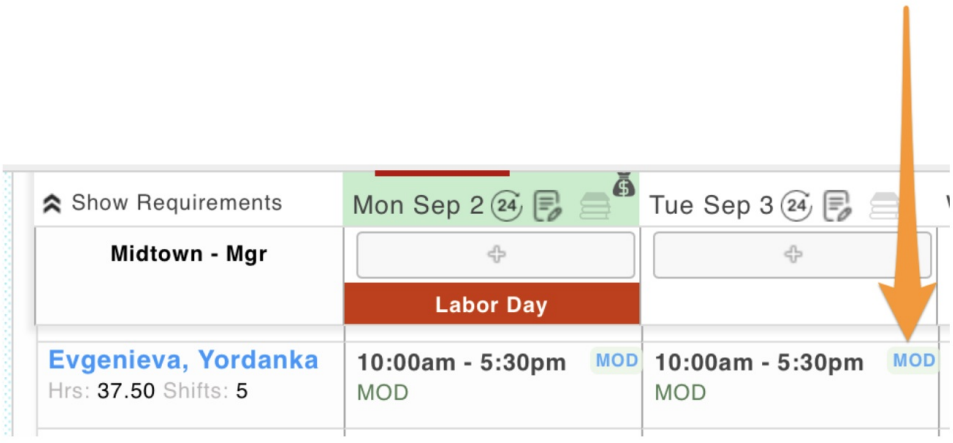
Managers will receive two alerts warning of an approaching break, the first at 15+/- minutes prior to the required break start , and a second warning at 5+/- minutes.



Setting Alerts for Managers

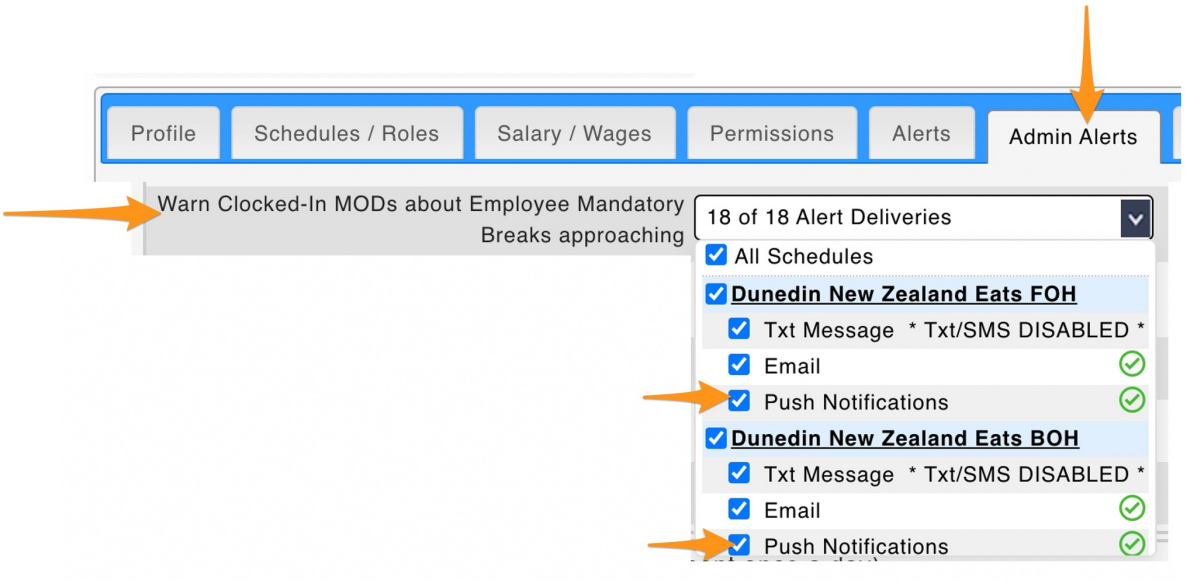
Break Alerts are sent to *working* managers only. Teamwork uses Manager on Duty (**MOD**) status to ascertain which managers are working and and should receive alerts. Any Role can be configured to have MOD status: https://support.dolceclock.com/help/mod-manager-on-duty-designation

MODs have scheduled shifts, with a visible MOD tag.

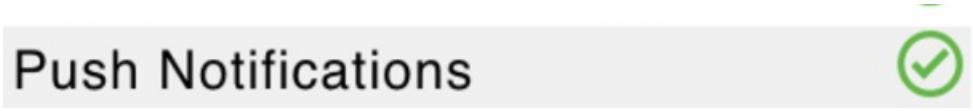


Managers can configure their alert settings, and elect to receive Break Alerts. **Push Notifications** are the best form of alert: https://support.dolceclock.com/help/admin-

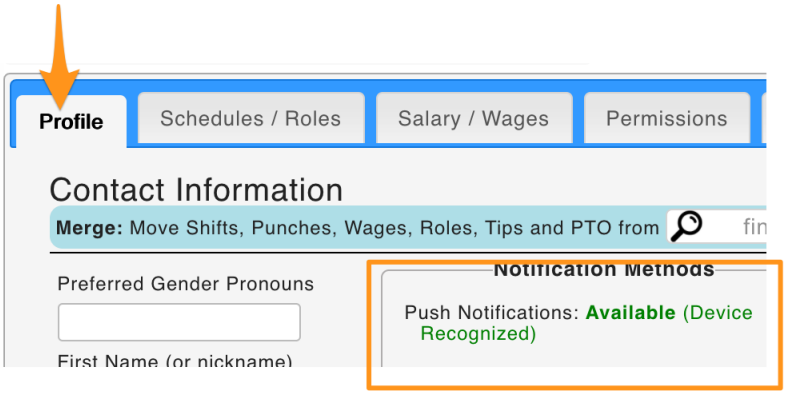
alerts



NOTE: Teamwork confirms with a green checkmark that the manager has set their mobile device to allow for push notifications



An employee's Profile tab also shows confirmation that an employee has set their device for push notifications



Employee Alerts

Employees will automatically receive alerts pertaining to their own approaching breaks.

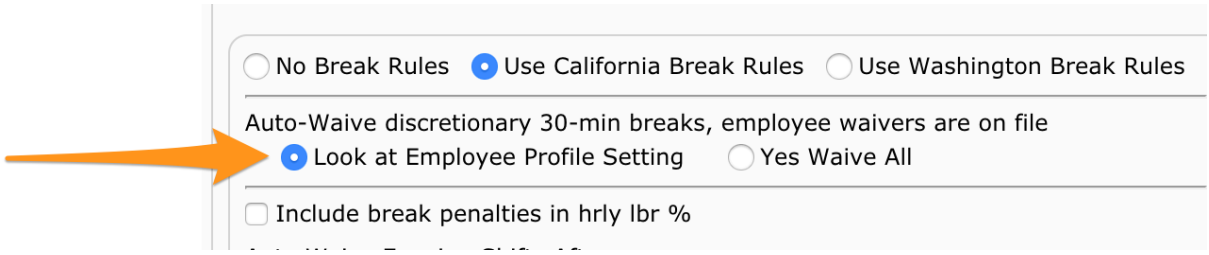
Inputing signed waivers for California discretionary breaks

Last Modified on 01/29/2022 3:09 pm MST

To turn on the company SETTING to allow for individual waivers:

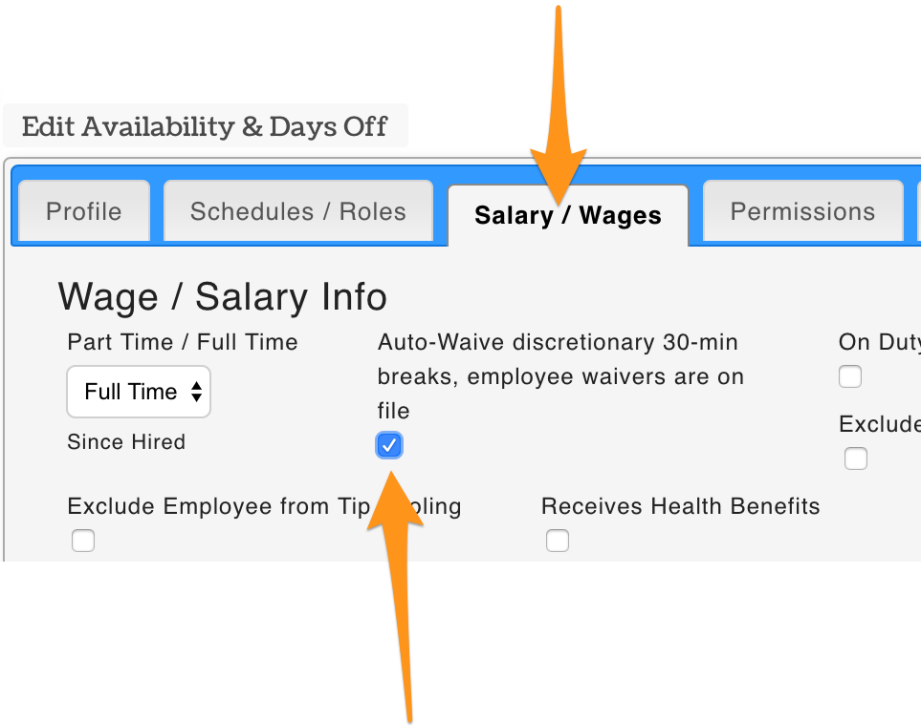
Gearwheel Menu > General Settings > Payroll Setting

- In the Payroll Group that applies to California, select "Look at Employee Profile Settings" as shown below, and then press **Save Settings**
- Alternatively, select "Yes Waive All" if all employees have signed a waiver.



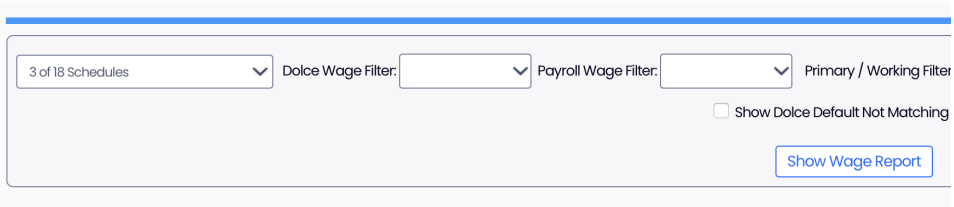
Setting an individual employee status to waive discretionary breaks:

- From an employee's Salary / Wages tab, check "Auto-Waive" checkbox shown below

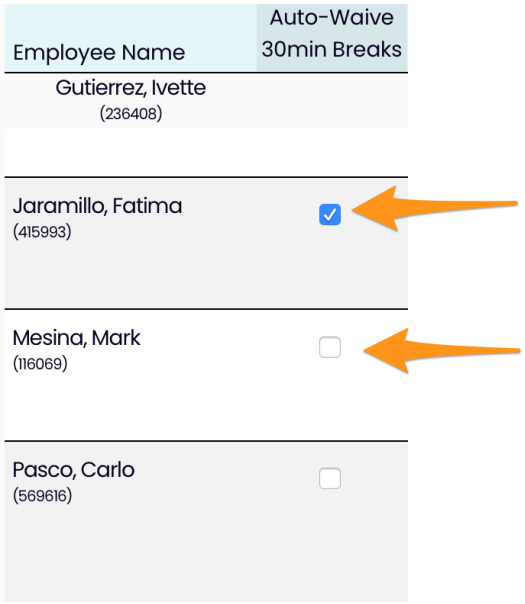


Bulk Apply Waiver Status

From the Gearwheel Menu > Wage Settings > Choose Schedules and press **Show Wage Report**



Check the waiver check-box for employees who have signed a waiver.

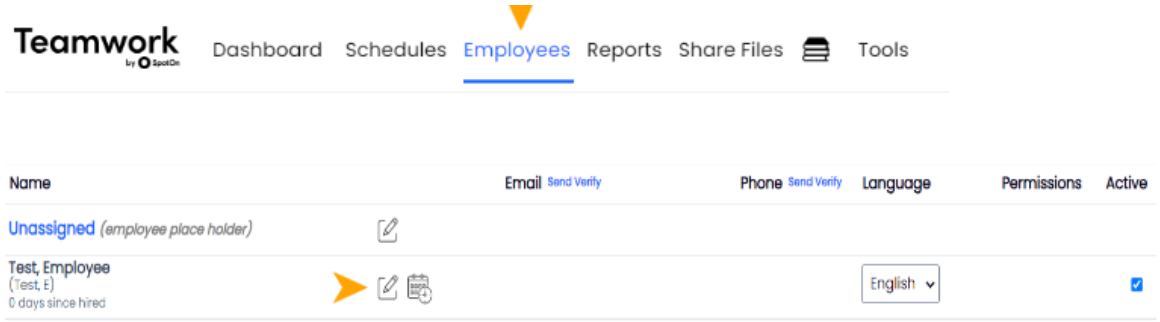


For an overview of California break regulations, see:
https://support.dolceclock.com/help/california-break-rules

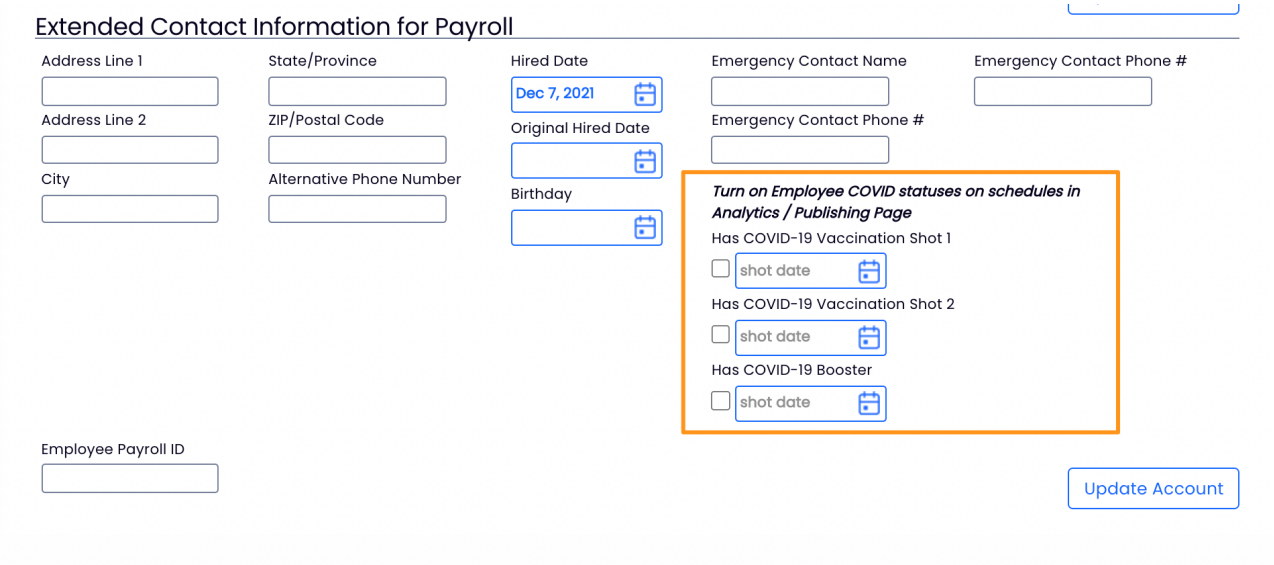
COVID-19 Vaccination and Booster Tracking

Last Modified on 12/24/2023 2:00 pm MST

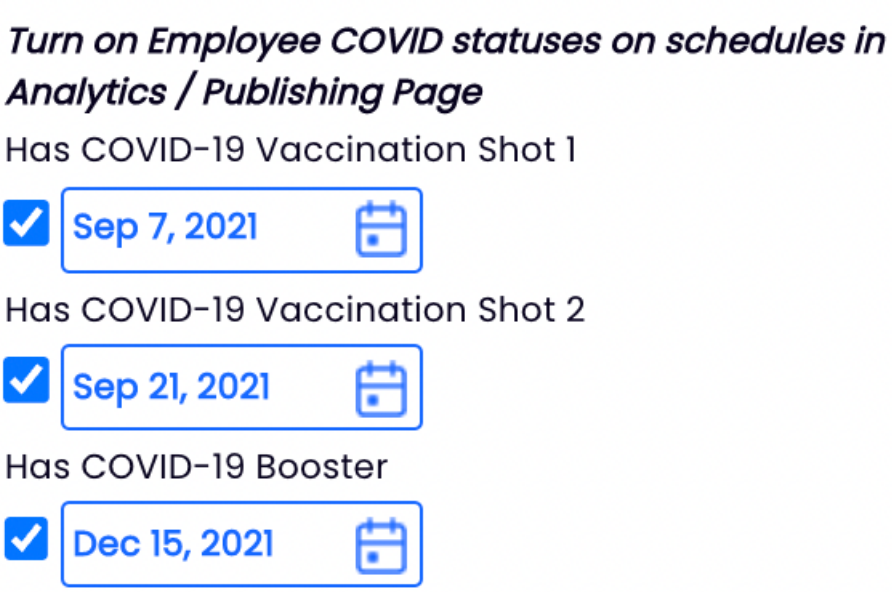
In Teamwork, you can track an employee's COVID-19 vaccination status. Navigate to their profile from the employee list.



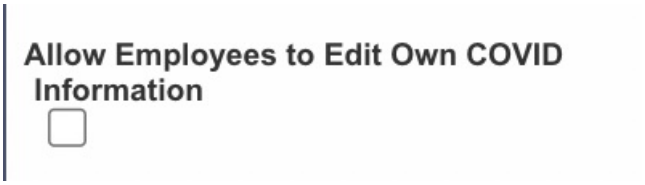
From their main profile, scroll down until you see "Extended Contact Information for Payroll," and the applicable COVID status fields.



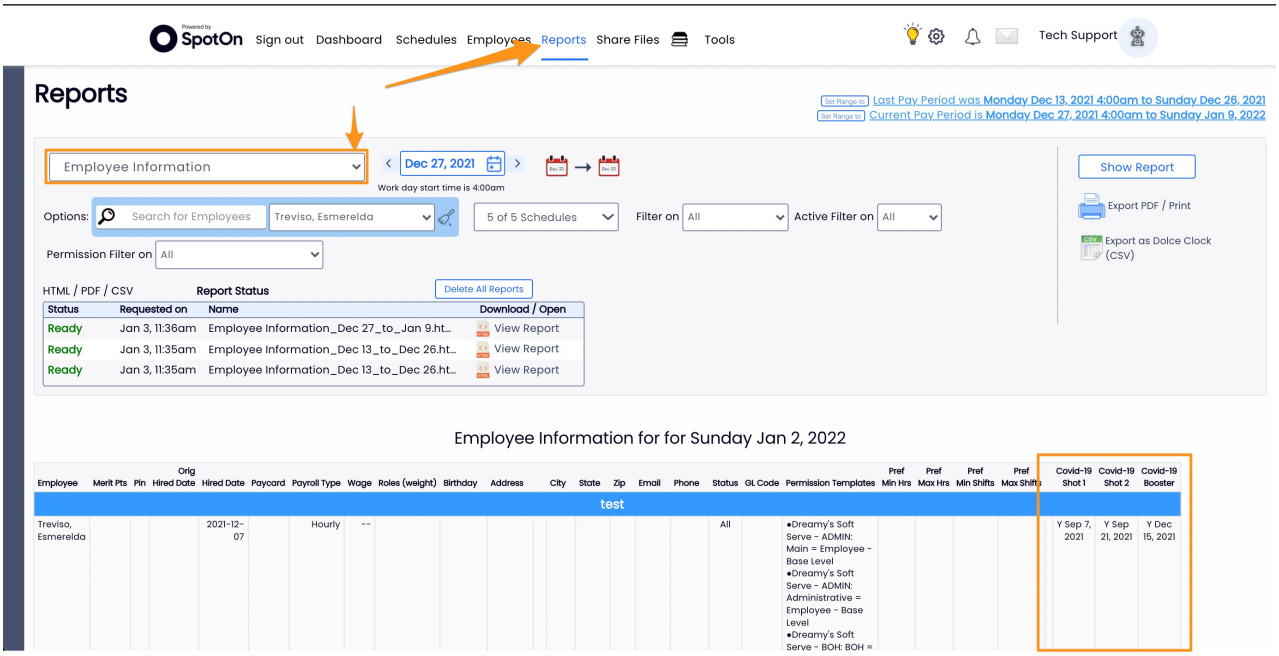
You can add the dates of vaccination, or just check the box associated with Shot 1, Shot 2, and Booster as indication that they have received these shots.



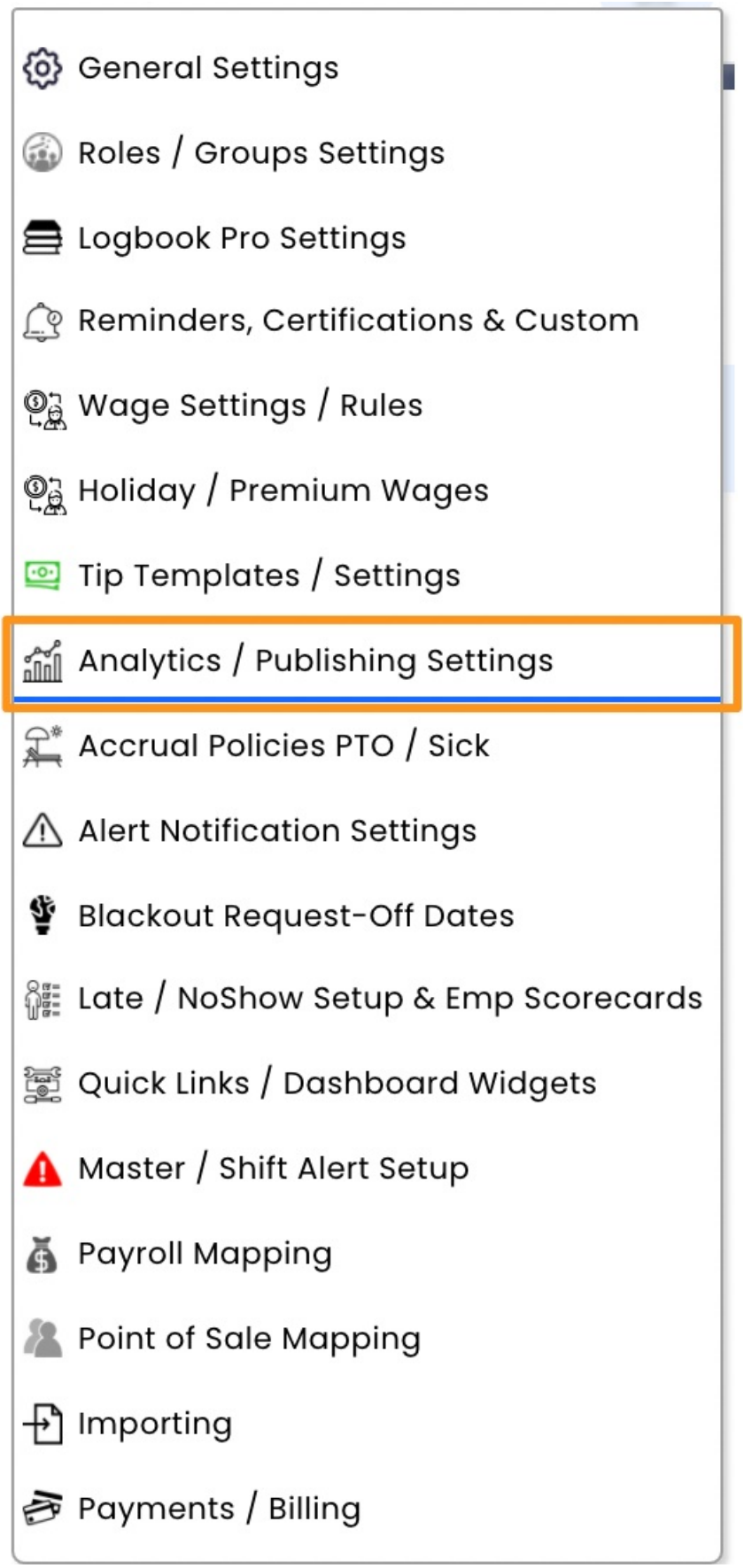
These fields are only editable by a Company Admin or Manager, unless the setting for employee's to edit their own is activated (General Settings > Other Settings > Check the box below > Save All Changes)



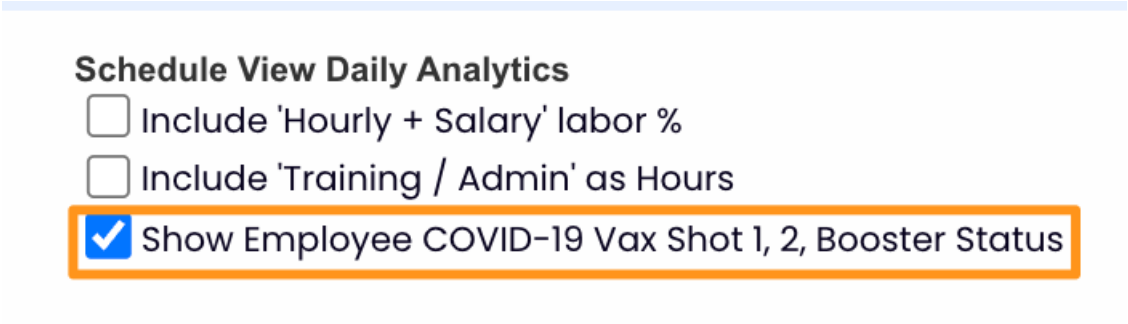
You can then pull an "Employee Information" Report for specific employees, or all employees, and will see columns associated with each of the above fields.



In order to activate Vaccination Status in the schedule view, navigate to "Analytics / Publishing Settings" from the Gearwheel menu.

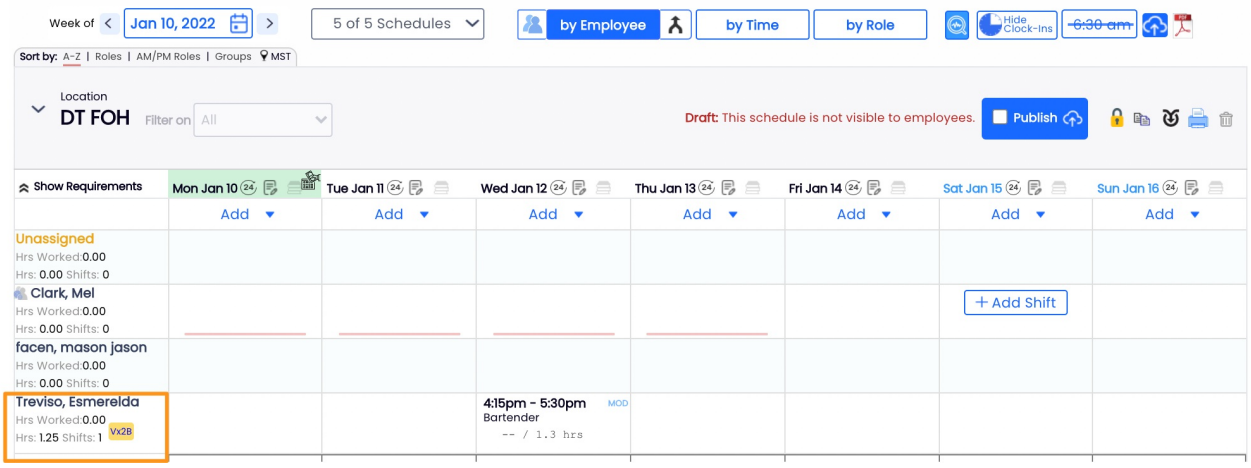

General Settings
Roles / Groups Settings
Logbook Pro Settings
Reminders, Certifications & Custom
Wage Settings / Rules
Holiday / Premium Wages
Tip Templates / Settings
Analytics / Publishing Settings
Accrual Policies PTO / Sick
Alert Notification Settings
Blackout Request-Off Dates
Late / NoShow Setup & Emp Scorecards
Quick Links / Dashboard Widgets
Master / Shift Alert Setup
Payroll Mapping
Point of Sale Mapping
Importing
Payments / Billing

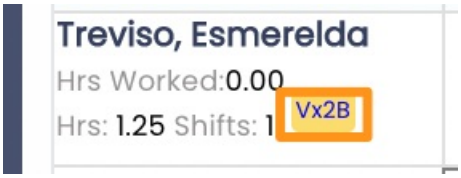
Check the box "Show Employee COVID-19..." under "Schedule View Daily Analytics"



Click "Save All Changes"

Once complete, you will see an employee's vaccination status in the "By Employee" schedule type and in the schedule analytics below.





Vx : 1 Vaccination

Vx2: 2 Vaccinations

Vx2B: 2 Vaccinations + Booster

Split Shift Premium California

Last Modified on 12/24/2023 1:54 pm MST

For California Split Shift, see: https://www.dir.ca.gov/dlse/Split_Shift.htm

California Summary

(excerpts from preceding article)

Split Shift Defined

Workers who earn the minimum wage per hour are entitled to additional pay known as a "split shift premium" when their schedule includes a split shift. The premium is equal to one hour of pay at the rate of the minimum wage.

An employee who is paid more than minimum wage may also be due a split shift premium, however, the greater the wage the lower the premium will be.

A split shift is a work schedule that is interrupted by non-paid and non-working time periods established by the employer. The time period between shifts needs to be longer than a bona fide meal period and needs to be within the same workday. The break between shifts cannot be a meal or rest break and must be to the benefit of the employer. If an employee requests the break for their own convenience, then it is not a split shift. An example of a split shift is a restaurant worker whose schedule is to work from 10:00 a.m. to 1:30 p.m. and return at 4:00 p.m. to work the dinner shift.

Split Shift Premium
The split shift premium is one hour at the state minimum wage, or the local minimum wage if there is one, whichever is greater. Any money earned over and above the state, or local, minimum wage will be credited towards the employer's obligation to pay the split shift premium. See example:

> *My regular workday includes a split shift, however, I make $12 per hour and minimum wage is currently $11 per hour. I work six total hours in a workday, so am I entitled to a split shift premium?"*
>
> Yes, because you work six hours, and the minimum wage for your workday that includes a split shift is $77 (6 hours times $11 plus an additional $11 for the split shift premium). If you are only paid $72 (6 hours times $12), you are due $5 ($77 - $72 = $5) differential for working a split shift.
>
> Split shift has no impact or effect on overtime. See the FAQ on overtime for what constitutes overtime in California.

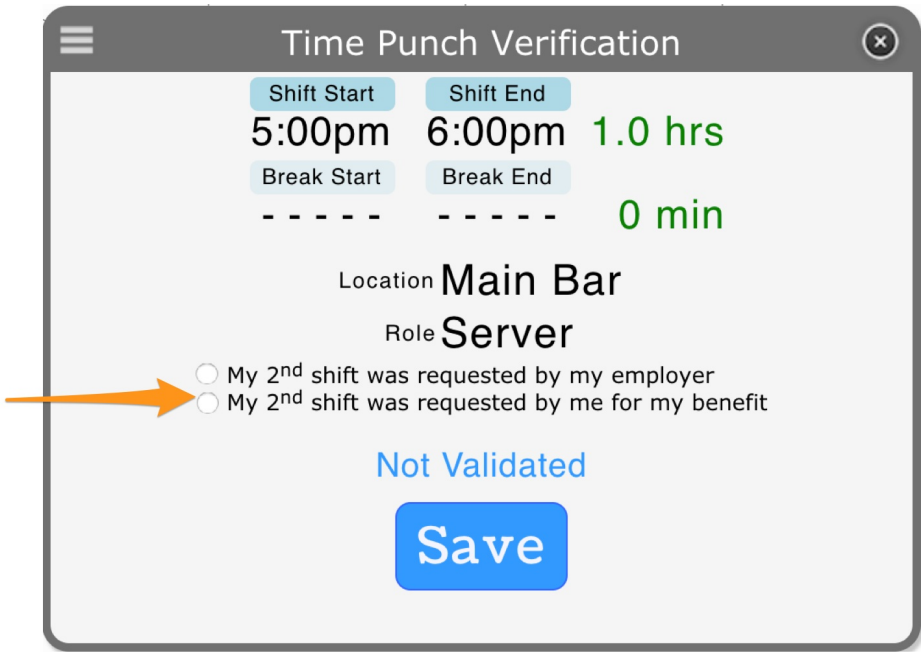
Turning On Split Shift Tracking

1. Gearwheel Menu > General Settings > Payroll Settings (for the applicable Pay Group)
    - Entering a Split Shift value will engage tracking. You must complete by pressing **Save Payroll Options**
    -

2. Minimum Wage Rules must be entered (and updated): https://support.dolceclock.com/help/entering-and-updating-minimum-and-tipped-wage-rules

Employer Benefit vs. Employee Benefit

- Split Shift penalties are applied solely in instances where split shifts are created for the benefit of the employer.
- If Employee Validation is engaged, the employee is prompted at clock-out to state the beneficiary of the Split Shift:

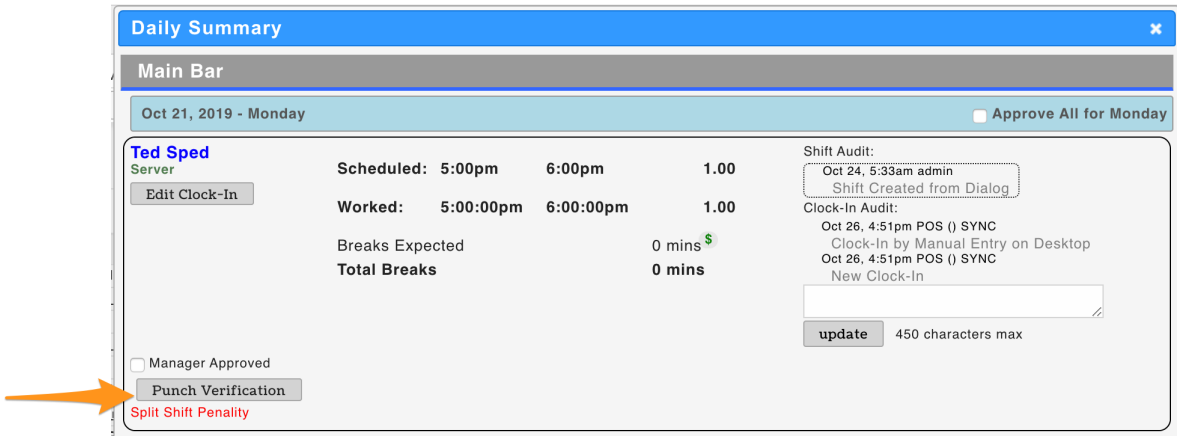


- In cases where time punches are not subject to employee validation, ie. if the time punch is imported from a Point of Sale system, **Teamwork defaults the selection that the Split Shift is for the benefit of the Employer**.
- **Employees must clock out of the first shift and into a second shift to qualify for a Split Shift. If the employee chooses an extended *BREAK*, then Teamwork defaults**

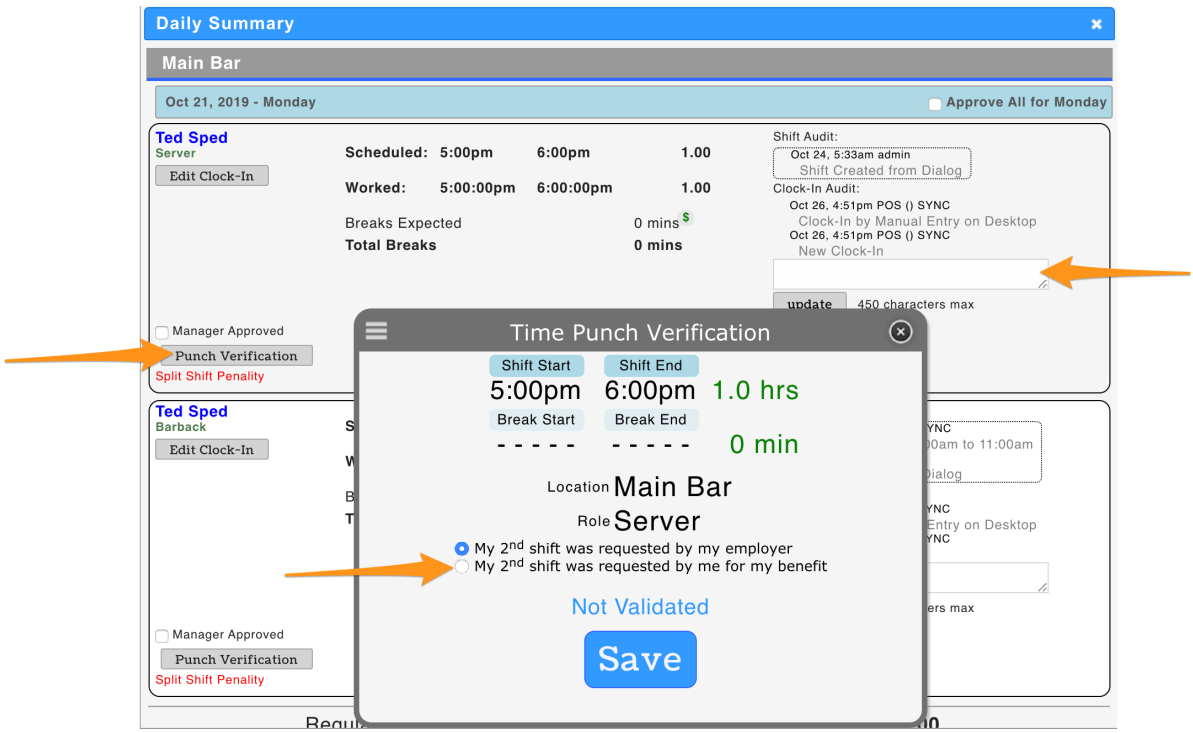
that the extended break is for the benefit of the Employee.

Viewing and editing Split Shift Penalties

- From the Daily Summary view of time-punches, Teamwork will flag time punches that have triggered a penalty.



- Editing the Beneficiary: A qualified manager can edit the Beneficiary by selecting **Punch Verification** as shown below, changing the designation, and saving. The manager can provide justification in the Employer / Employee communication log shown below.
- NOTE: Employee validations are UN-validated upon a manager's changing of the Beneficiary status.



Split Shift Premiums in Payroll

- Split Shift Premiums are automatically calculated and show in the payroll report, and can flow into applicable payroll integrations and custom payroll exports.
- Split Shifts can be tracked and calculated across multiple wages and locations.

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D	Total Hours	Wages	I
Sped, Ted	Main Bar		Base	$12.00	5.48				$65.76	
Sped, Ted	Main Bar		Split Shift Penalties				$28.21		$0.00	
Sped, Ted	Main Bar	Server	Base	$14.00	1.00				$14.00	

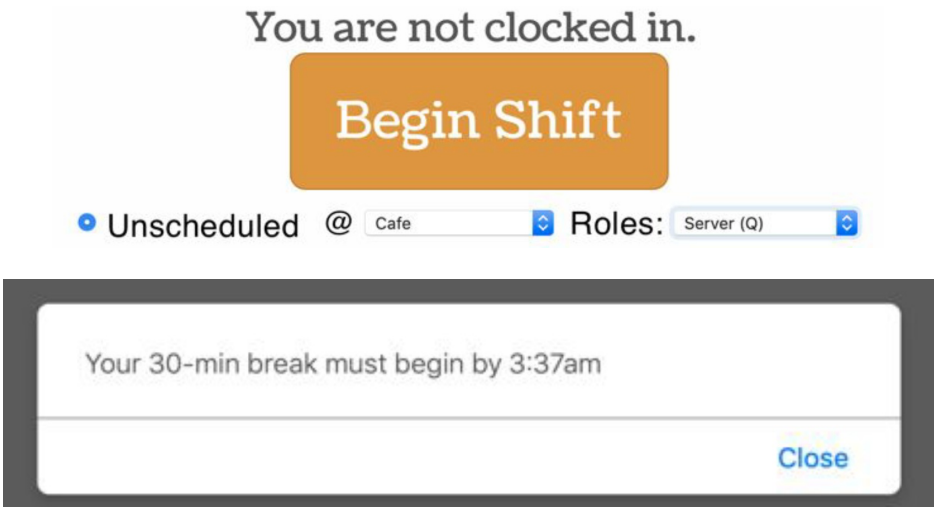
Labor Compliance and Time Punch Validation Overview

Last Modified on 12/24/2023 10:05 am MST

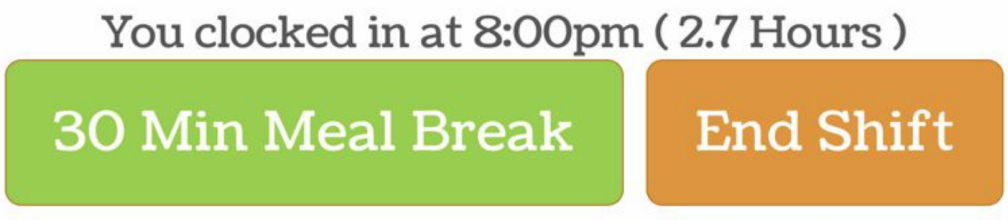
Break Compliance

Teamwork tracks and helps to control Meal Break and Rest Break compliance.

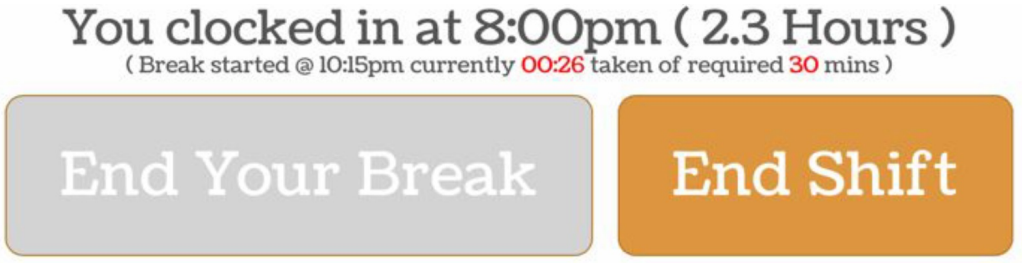
Informing Break Start Time: Using California as an example, Teamwork advises the employee upon clock-in when the required 30-minute break must begin by (i.e. end of the 5th hour). Alerts can also be sent advising of approaching break start.



Teamwork tracks a Meal Break as an event outside of regular start / end of shift, which allows enforcement and tracking opportunities:

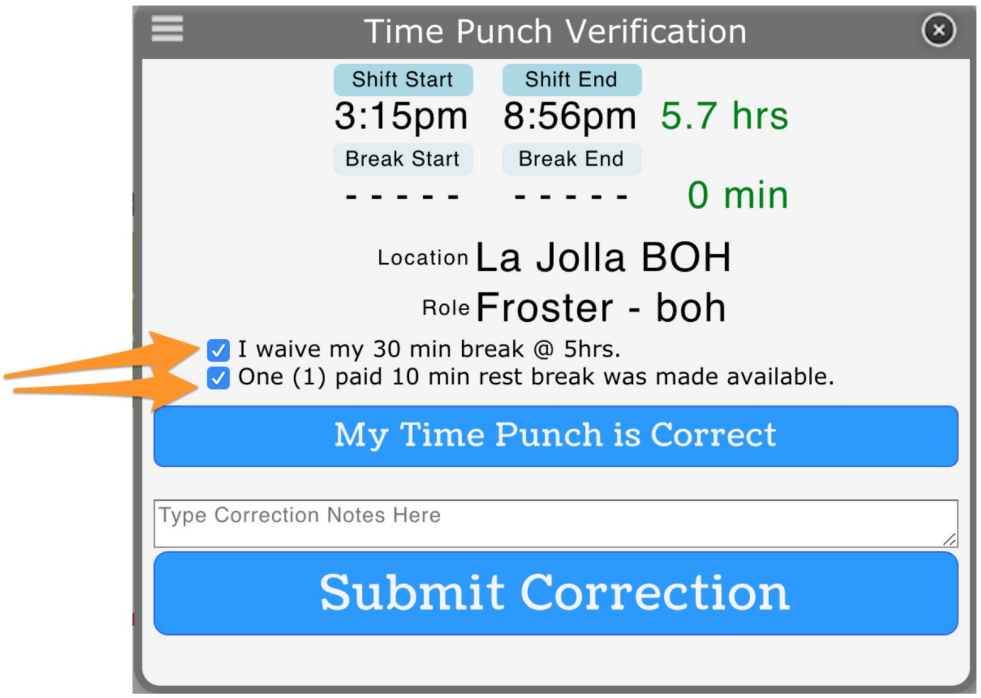


Enforcing full break duration: Early return from a required 30-minute break can be blocked. In the following example, the employee is prevented from returning from break

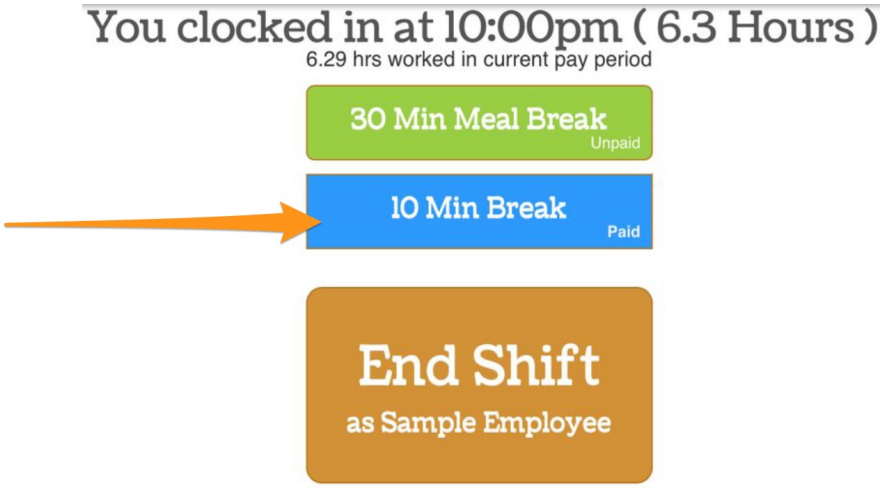


Validating Rest and Discretionary Breaks: Upon clock-out, employees **Validate** their time punch, and can attest to other break related questions

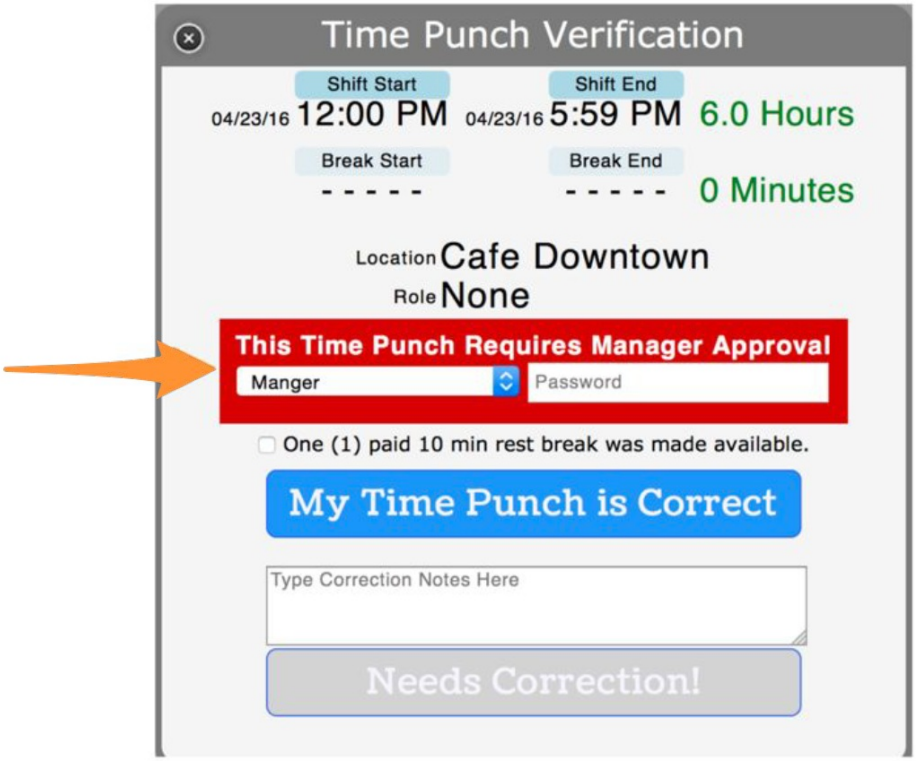
- Teamwork will prompt for verifications that required Rest Breaks have been made available.
    - If certain Breaks are discretionary (ie California shift length between 5-6 hours), a prompt is provided to waive.



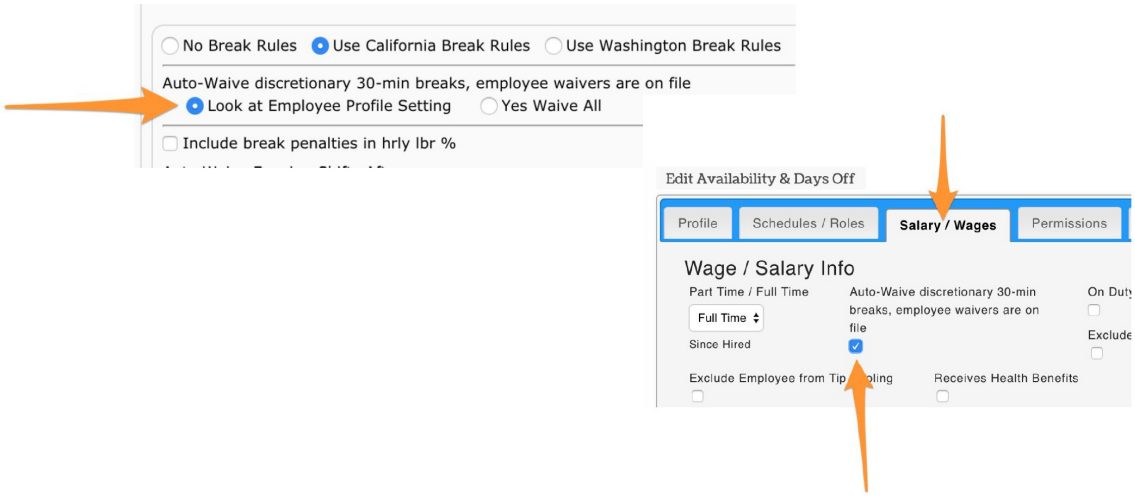
Alternatively, Rest Breaks can be specifically tracked through the use of a **Rest Break** clock-in/out buttons



Correcting negative compliance behavior: Teamwork can be set to prompt for manager sign-off when a labor violation exists, at the time an employee clocks out.

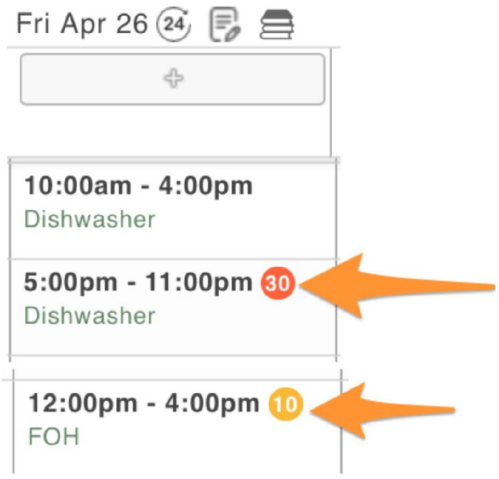


Break Waivers: Waivers for discretionary breaks can be entered globally or per employee.



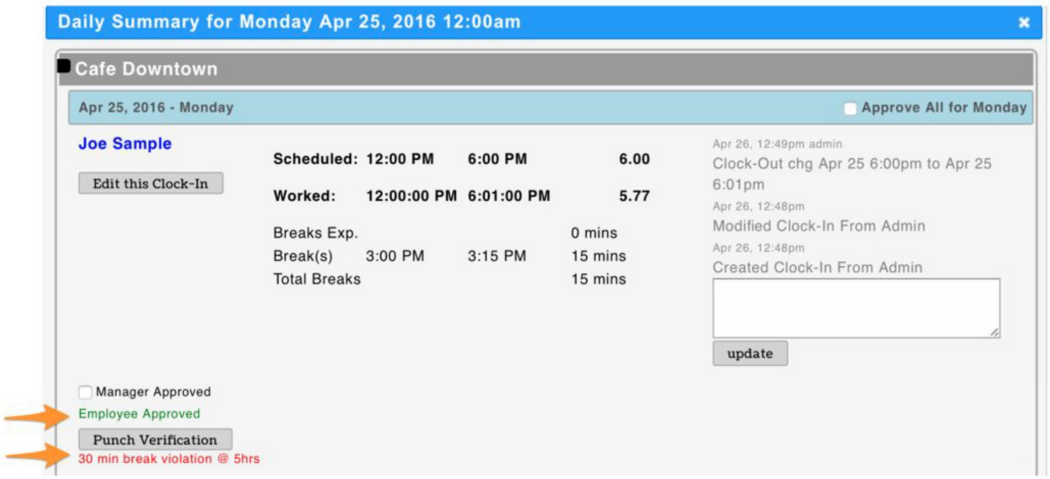
Reporting of Break Violations and Payroll Reporting

Schedule View: Managers are able to spot violations from the schedule / time-punch view.

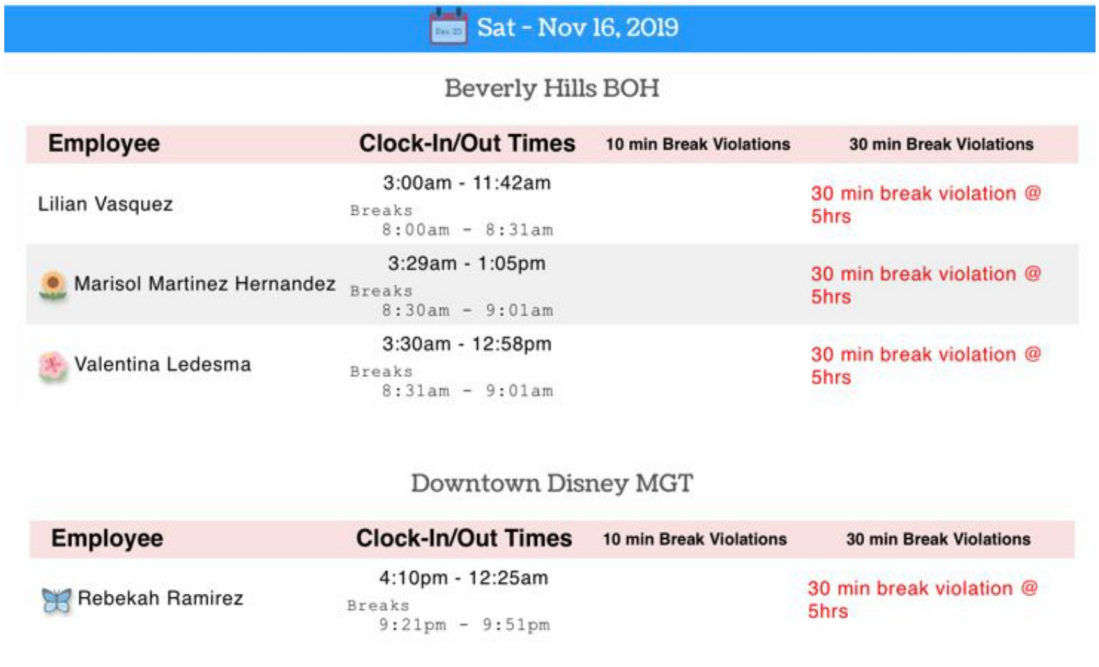


Time Card Summary View: Managers can view time punches with break data, and violation / validation statuses. Employees can likewise view their time card summaries, and dialogue with employer. Dialogue remain tied to the audit history of the punch.

NOTE: Spreadsheet summaries report archival data for any date range.



Report / Email-Report: A break violation report is emailed nightly to admin, and can be run manually for any employee over any date range.

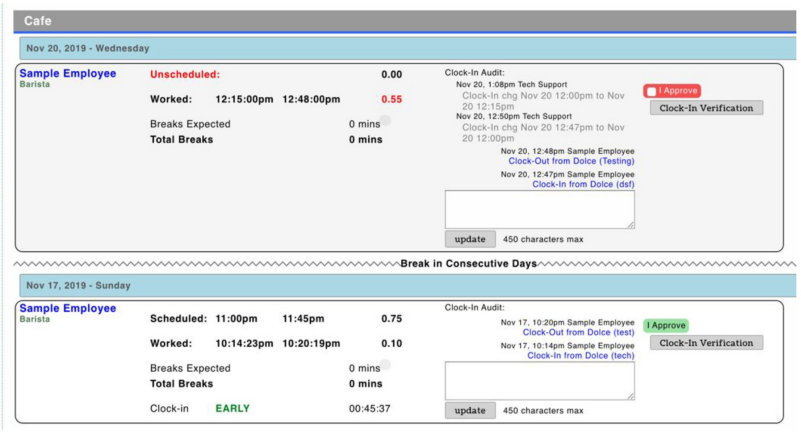


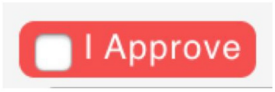
Payroll: Break violations and state-specific penalties are applied to payroll reporting, and mapped to designated payroll codes. Process requires no manual computations or entry.

Time Punch Validation and Re-Validation

Employees validate time punches at clock-out. If a manager edits any component of the time punch, it becomes invalidated.

Re-Validation: Employees can re-validate punches from their dashboard or mobile





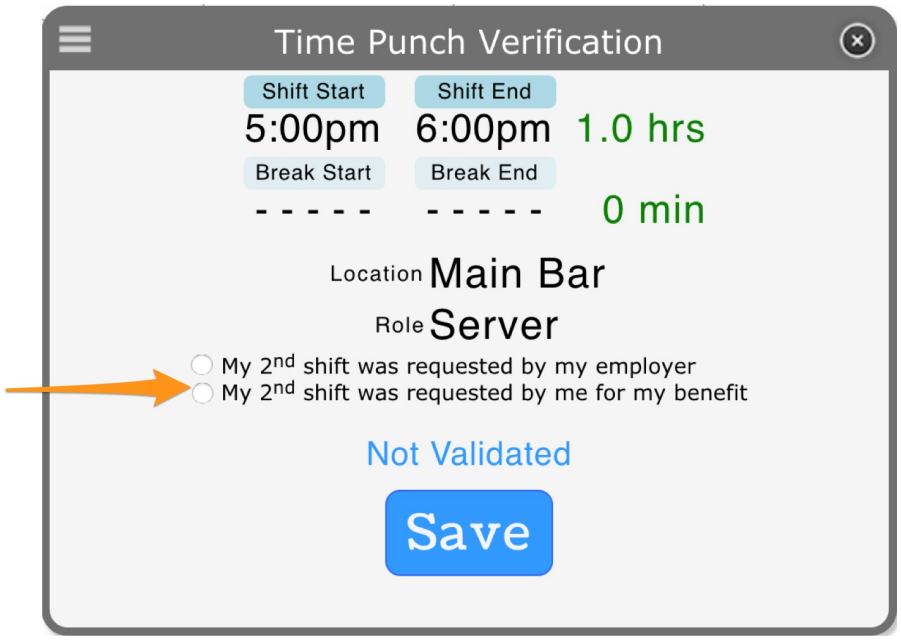
Re-Validation on Clock-In: Employees will be prompted upon clock-in for a shift to validation any unvalidated time punches.

Split Shift Premium

Split Shift Defined: Workers who earn the minimum wage per hour are entitled to additional pay known as a "split shift premium" when their schedule includes a split shift. Any money earned over and above the state, or local, minimum wage will be credited towards the employer's obligation to pay the split shift premium.

Determining Employer or Employee Benefit:

- Split Shift penalties are applied solely in instances where split shifts are created for the benefit of the employer.
    - In the punch validation (at clock-out), the employee is prompted to state the beneficiary of the Split Shift:



Split Shift Premiums in Payroll:

- Split Shift Premiums are automatically calculated and show in the payroll report, and can flow into applicable payroll integrations and custom payroll exports.
    - Split Shifts can be tracked and calculated across multiple wages and locations.

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D	Total Hours	Wages
Sped, Ted	Main Bar		Base	$12.00	5.48				$65.76
Sped, Ted	Main Bar		Split Shift Penalties				$28.21		$0.00
Sped, Ted	Main Bar	Server	Base	$14.00	1.00				$14.00

Spread of Hours

Teamwork tracks and reports Spread of Hours violations

Complex Overtime Rules

Teamwork tracks 40hr, 8hr, 12hr, 6-day consecutive, and rolling-24 overtime. OT is applied proportionately across roles, wages, and locations worked. Reporting provides visual understanding of overtime source.

Saturday Nov 30, 2019 1:30am

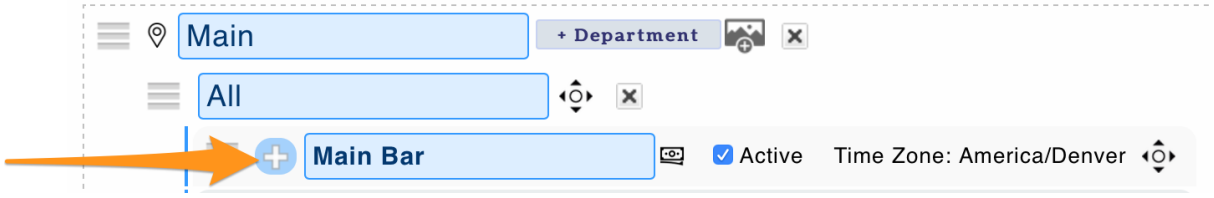
Name	OT	OT WTD	OTDT	OTDT WTD	Schedule - Role	Hrs Worked	Hrs Worked WTD
Agraz, Mara	1.48	3.42			Newport Beach BOH - Froster - boh	9.48	35.42
Albanes Juarez, Jaime Ernesto	0.23	3.33			LA Commissary Cupcake - Production kitchen associate	8.23	43.33
Albanes Juarez, Jose	0.22	3.55			LA Commissary Cupcake - Production kitchen associate	8.22	43.53
Ambrosio, Gumersindo	1.36	6.25			Newport Beach BOH - Baker - boh	9.36	38.25
Asencio, Oscar	0.48	1.62			LA Commissary Cupcake - Production kitchen associate	8.48	33.60
Barajas, Daniel	0.27	0.28			La Jolla BOH - Baker in Training	8.27	31.73
Becerra, Natalie	0.72	1.94			Americana MGT - Bakery manager	8.72	25.94
Brennan, Corinne	1.28	6.07			Westlake MGT - Bakery manager	9.28	30.07
Brewer, Annabelle	0.15	0.15			Beverly Hills Cupcakes - Bakery associate - foh	8.15	28.79
Bustamante, Anabela	0.59	0.60			Grove BOH - Froster - boh	8.59	16.60

Time Punch Validation

Last Modified on 02/07/2020 9:25 am MST

Turning On Validation

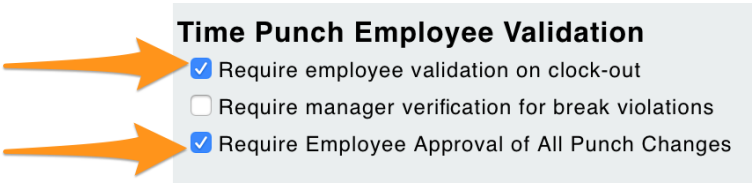
From the **Settings** page, scroll to **Locations**. Select the "+" next to a location/schedule to expand settings options.



Check **Require Employee Validation on Clock-Out,** to require employees to validate the accuracy of their time punch, and confirm that mandatory breaks were made available, upon clock-out (if applicable).

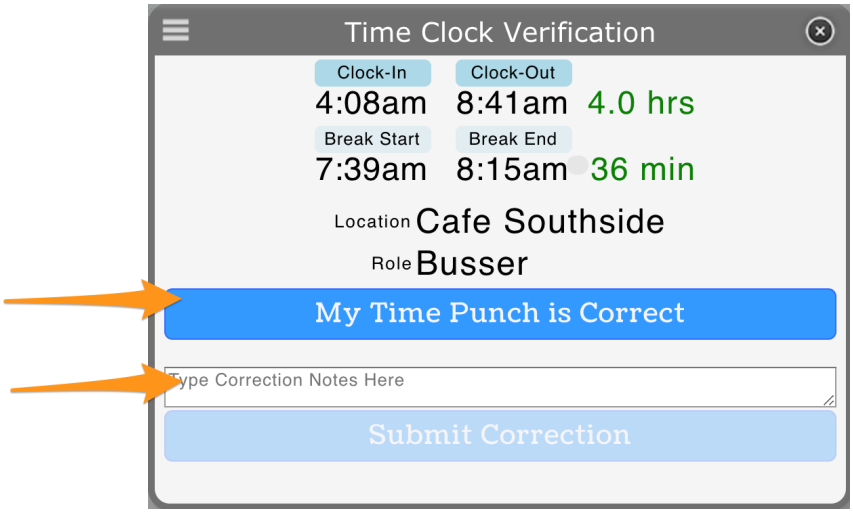
To require employees to re-validate their time punch in the event that a manager edits the punch, select "Require Employee Approval of All Punch Changes".

Save All Changes

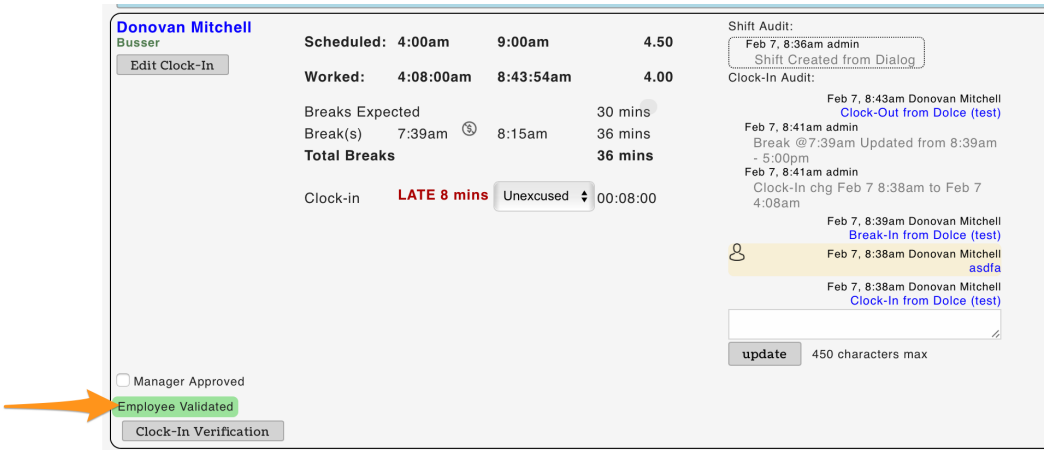


Employee Validation

Upon clock-out, employees are prompted to validate punch and break data, or submit a suggested correction.

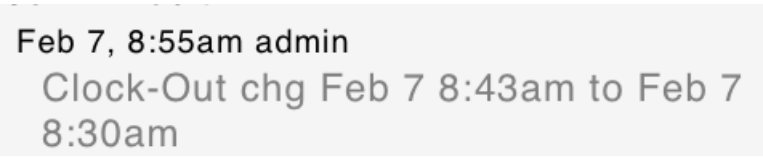


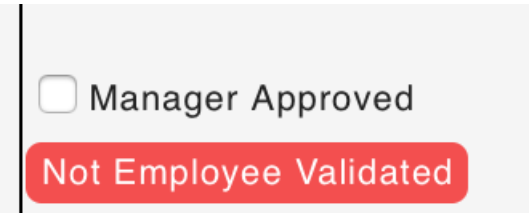
Manager's will see approval status from Daily Summary / Approval reports



Revalidation

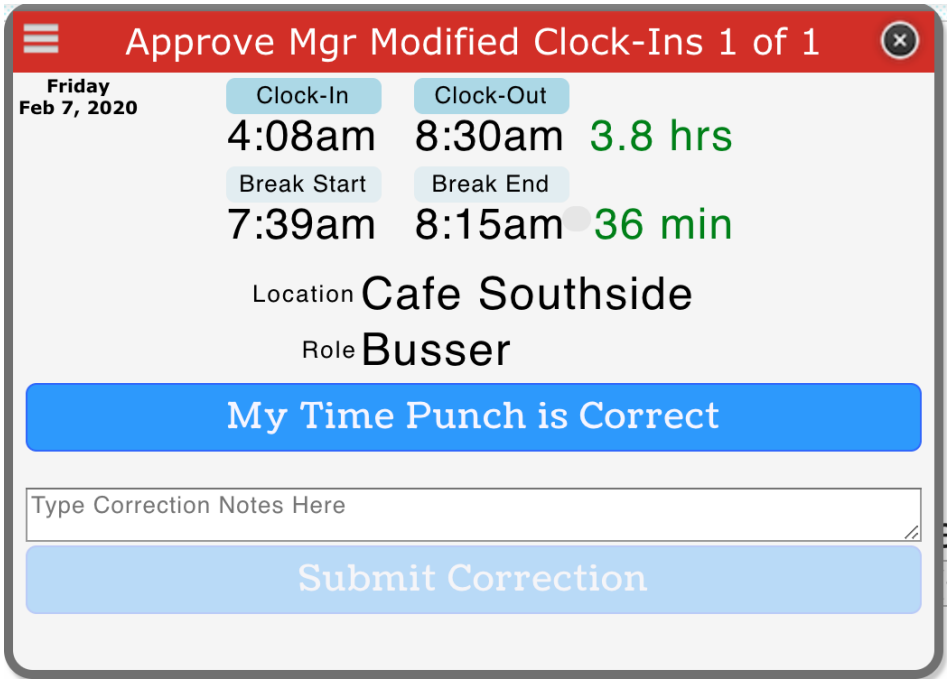
If revalidation is set as required (shown above) - then, in the event a manager changes any component of the time punch, or if the manager adds a time-punch, then the employee status will be set to **NOT** validated.



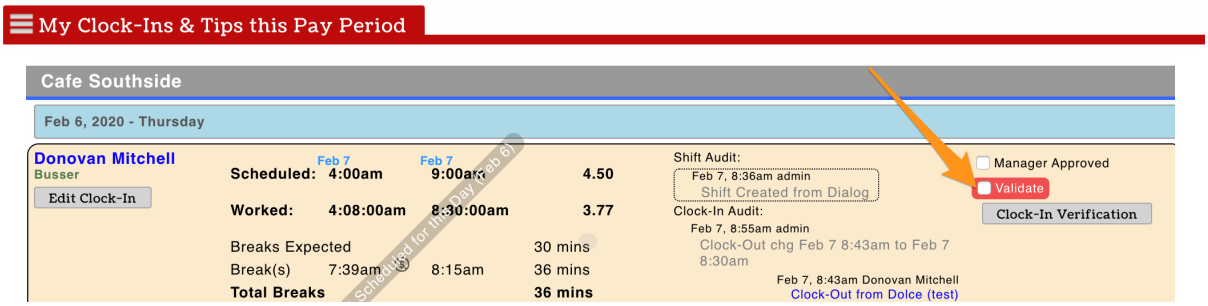


Opportunities for Employees to Re-Validate

1. Upon their next clock-in, employees will be prompted to re-validate any modified / unvalidated punches prior be being able to "Begin Shift". The employee can either confirm the modified punch, or can type in their suggested correction.

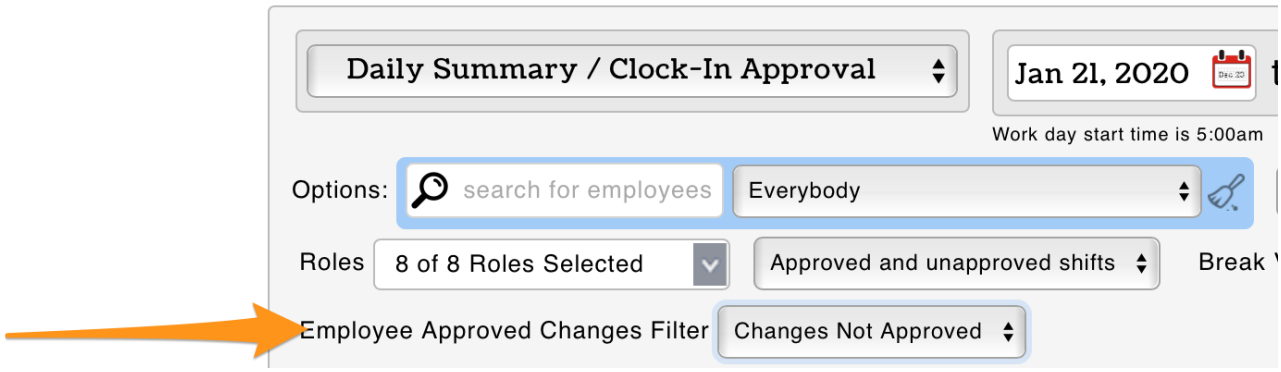


2. Alternatively, employees can also re-validate from their dashboard:



Reporting

The Daily Summary Report can be set to filter on any punches that are not employee validated, ie for the pay-period.


Daily Summary / Clock-In Approval
Jan 21, 2020
Work day start time is 5:00am
Options:
search for employees
Everybody
Roles
8 of 8 Roles Selected
Approved and unapproved shifts
Break
Employee Approved Changes Filter
Changes Not Approved

Partial Shift Reporting Pay California

Last Modified on 12/24/2023 2:01 pm MST

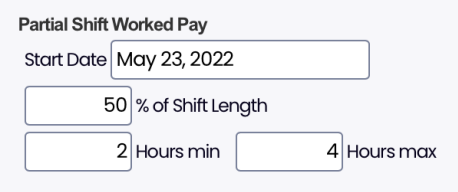
The following summarizes requirements for California operators to assure thresholds for pay in the event a scheduled shift is cut short or called off. See: https://www.dir.ca.gov/dlse/faq_reportingtimepay.htm

Q. What is "reporting time pay?"

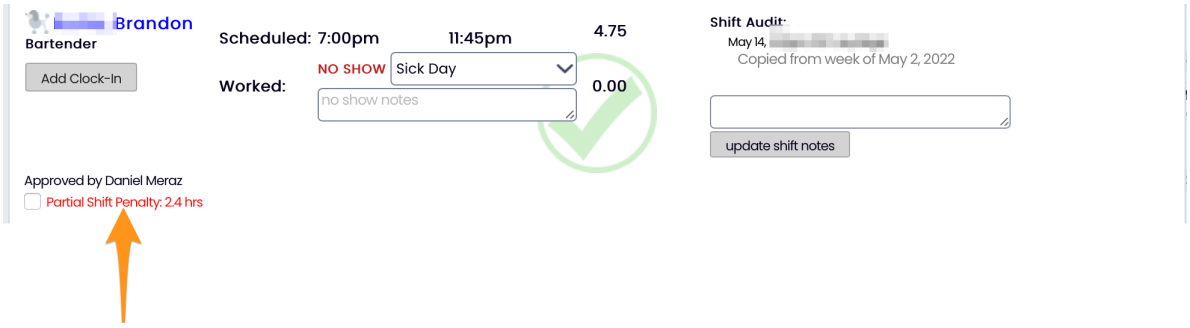
A. "Reporting time pay" is a form of wages that compensate employees who are scheduled to report to work but who are not put to work or furnished with less than half of their usual or scheduled day's work because of inadequate scheduling or lack of proper notice by the employer. The provisions of the law regarding reporting time pay are as follows:

1. Each workday an employee is required to report to work, but is not put to work or is furnished with less than half of his or her usual or scheduled day's work, he or she must be paid for half the usual or scheduled day's work, but in no event for less than two hours nor more than four hours, at his or her regular rate of pay.
2. If an employee is required to report to work a second time in any one workday and is furnished less than two hours of work on the second reporting, he or she must be paid for two hours at his or her regular rate of pay.

To tun on Partial Shift / Reporting Time Pay, enter the data-points in the Pay Group that contains the target location. For Start Date, enter the date that you wish to begin applying this feature. Remember to SAVE SETTINGS when editing pay-group settings.



In the Daily Summary views, Teamwork flags a potential penalty, as shown below. If the cause for the Partial Shift flag is due to the employee's initiative to call off or cut short a shift, or if the penalty does not apply for another exempt reason, then the flag should be left unchecked. If a penalty should be applied, then the checkbox should be set. Whether the penalty is applied or not, managers are encouraged to use the Shift Audit Notes, shown below, to keep the shift circumstances documented. *NOTE: Managers should be aware that the flag may present in the event an employee clocked into a different role, leaving the scheduled shift to present as a No-Show. To remedy, users are advised to update the role in the originally scheduled shift, and link the unscheduled punch.*

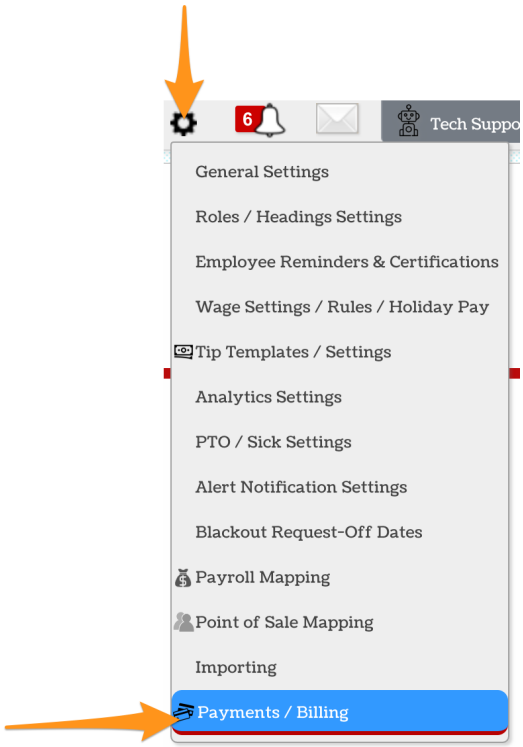


Penalties flow into payroll, and should be mapped to payroll provider.

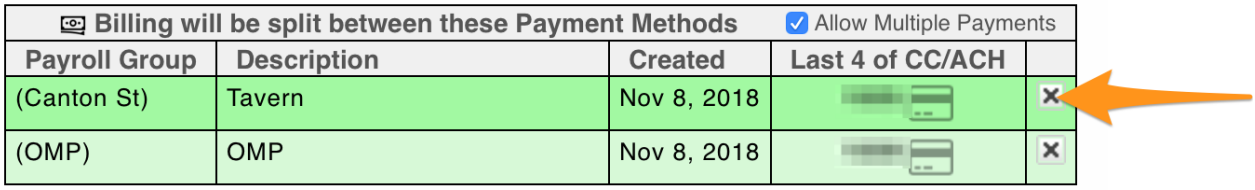
Updating Payment

Last Modified on 04/16/2024 6:21 pm MDT

Go to Gearwheel Menu > **Payments / Billing**



Delete an existing payment method using the "**X**" as shown below



To Add a new payment method, use the **Add** button shown below

You will have the possibility to setup payment methods for different Locations (Payroll Groups)

Enter Credit Card information. You will be charged monthly.

NOTES:

Visit this page to view billing history:

Payment History						
Payment Date	Payroll Group	Last 4 of CC/ACH	Active Employee Count	Flat Rate	Amount Charged	Comments
May 12, 2019 3:11am		9558				** Payment Method Added **

To pay by ACH, you will have the following option appear after initial credit card entry:

Add Credit Card Payment Method or Add Bank ACH Payment Method

Monthly invoices will be sent to email addresses entered into the billing screen, as shown below:

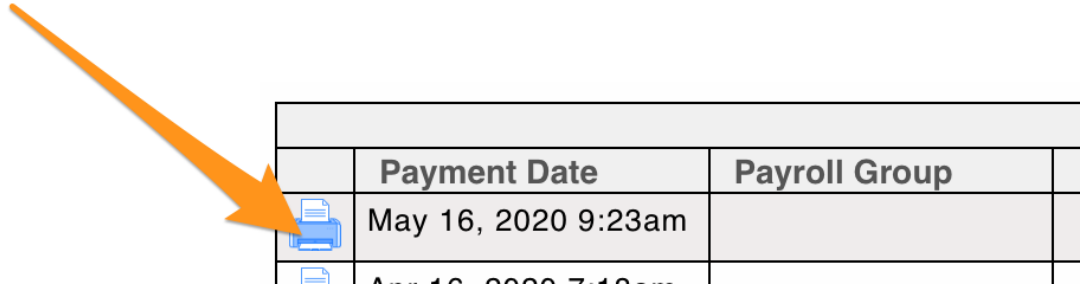
Subscription Plans / Payment Information

Also send payment receipt to (comma separated email list):

test@dolce.com

Save

To Print a Billing Invoice, press the Print icon by the date of payment.

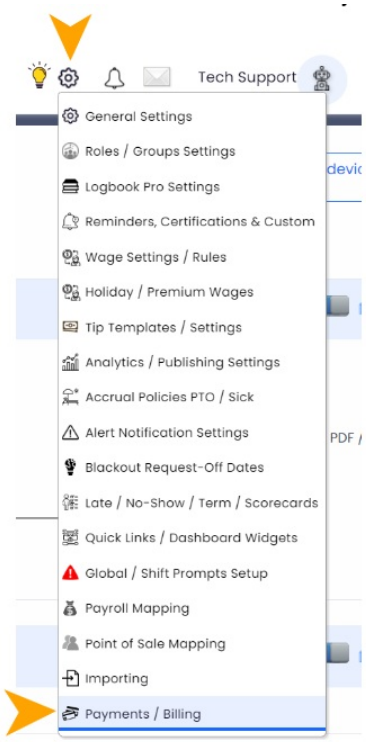

Payment Date
Payroll Group
May 16, 2020 9:23am

Print or Email Billing Invoices

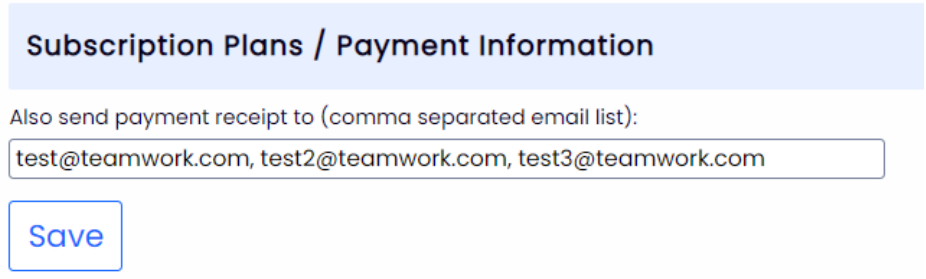
Last Modified on 05/19/2023 12:25 pm MDT

Print or Email Billing Invoices

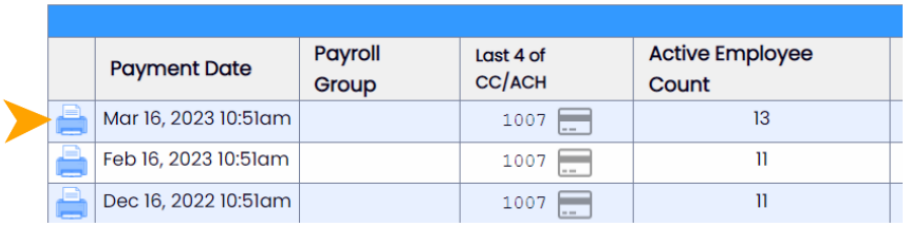
Go to Gearwheel Menu >Payments / Billing



Monthly invoices will be sent to email addresses entered into the billing screen, as shown below:



To Print a Billing Invoice, press the Print icon by the date of payment as shown below:



	Payment Date	Payroll Group	Last 4 of CC/ACH	Active Employee Count
	Mar 16, 2023 10:51am		1007	13
	Feb 16, 2023 10:51am		1007	11
	Dec 16, 2022 10:51am		1007	11

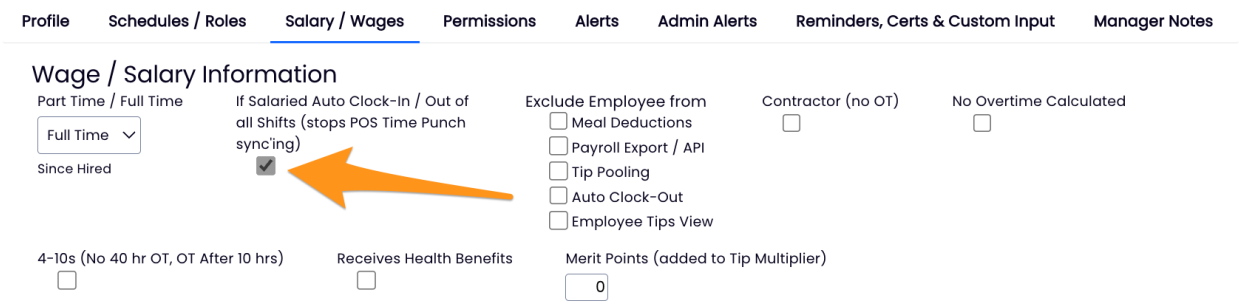
Note: Payments cover the calendar month in which they are billed.

Auto Time Punch for Salary

Last Modified on 02/16/2023 10:42 am MST

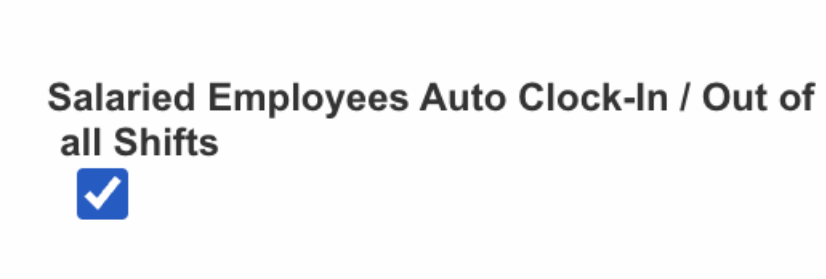
To set individually

- Edit Employee;
- From Salary / Wage Tab, check **Auto Clock-In**



To set globally:

- Gearwheel > General Settings > Other Settings
- Make the following selection and SAVE



NOTE: Engaging this feature will match time punches to scheduled shifts.

NOTE: Engaging this feature will not affect prior punches, but will auto-clock going forward.

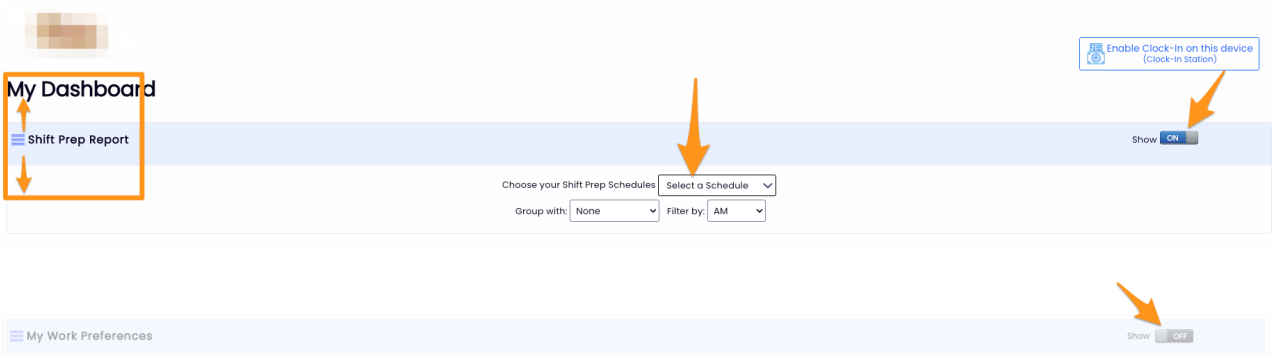
Customizing Your Dashboard

Last Modified on 10/09/2023 1:33 pm MDT

From the top toolbar, go to Dashboard

Dashboard components may be customized

- Drag any section to order the page
- Populate any segment by selecting schedules and dates
- Hide any section that is not necessary (can later be retrieved from the bottom of the dashboard)

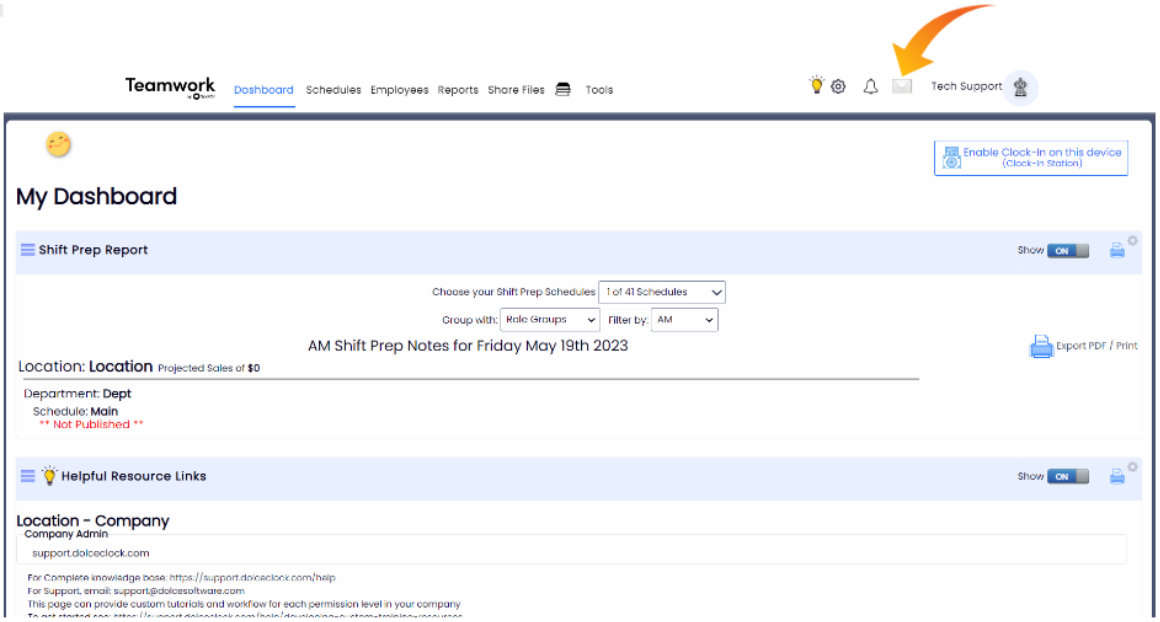


Sending Messages / Alerts / Announcements

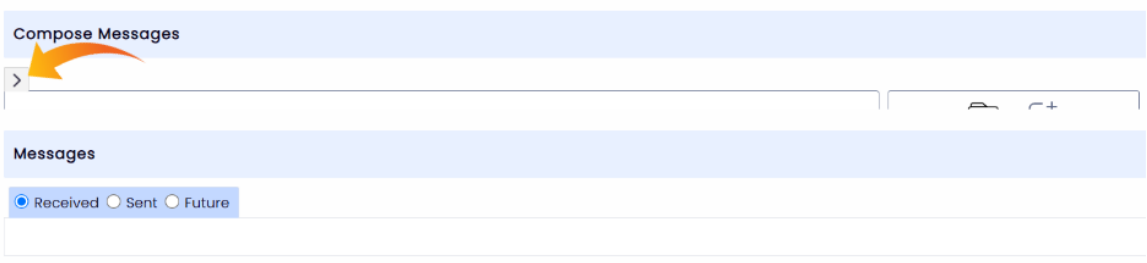
Last Modified on 05/19/2023 2:53 pm MDT

Desktop example:

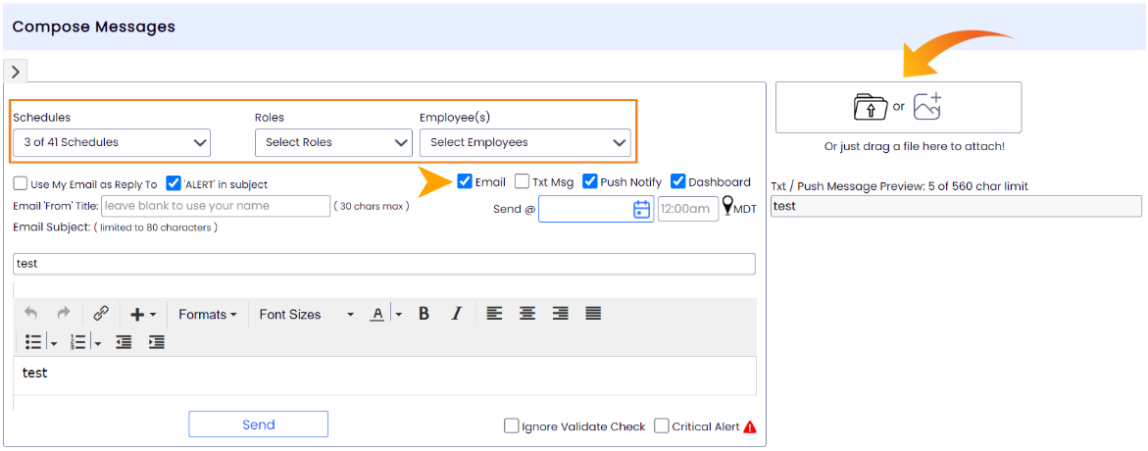
Press the Message Icon from the main toolbar as shown below:



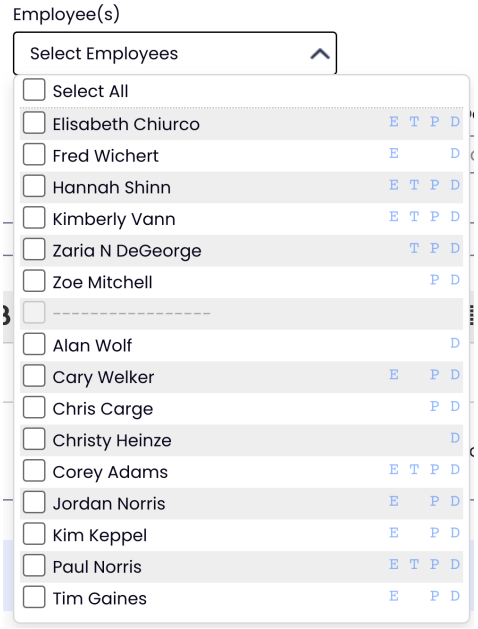
Open messaging options.



Filter on Schedule / Roles / Employees, and check Email / Text / Dashboard options. Then click Send.

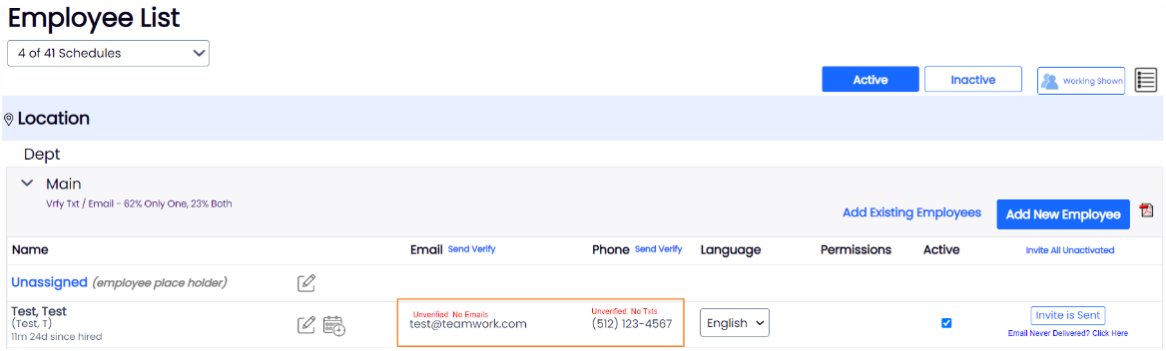


When you open the employee drop-down menu, you will notice there is an **E T P D** that corresponds with their account. That is a visual into which alert methods they have set-up. ***Email, Text, Push Notification, and Dashboard***

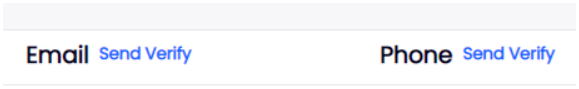


IMPORTANT NOTE:

From the Employee Page, any email or phone that have the UNVERIFIED warning will **NOT** receive messages until verified.

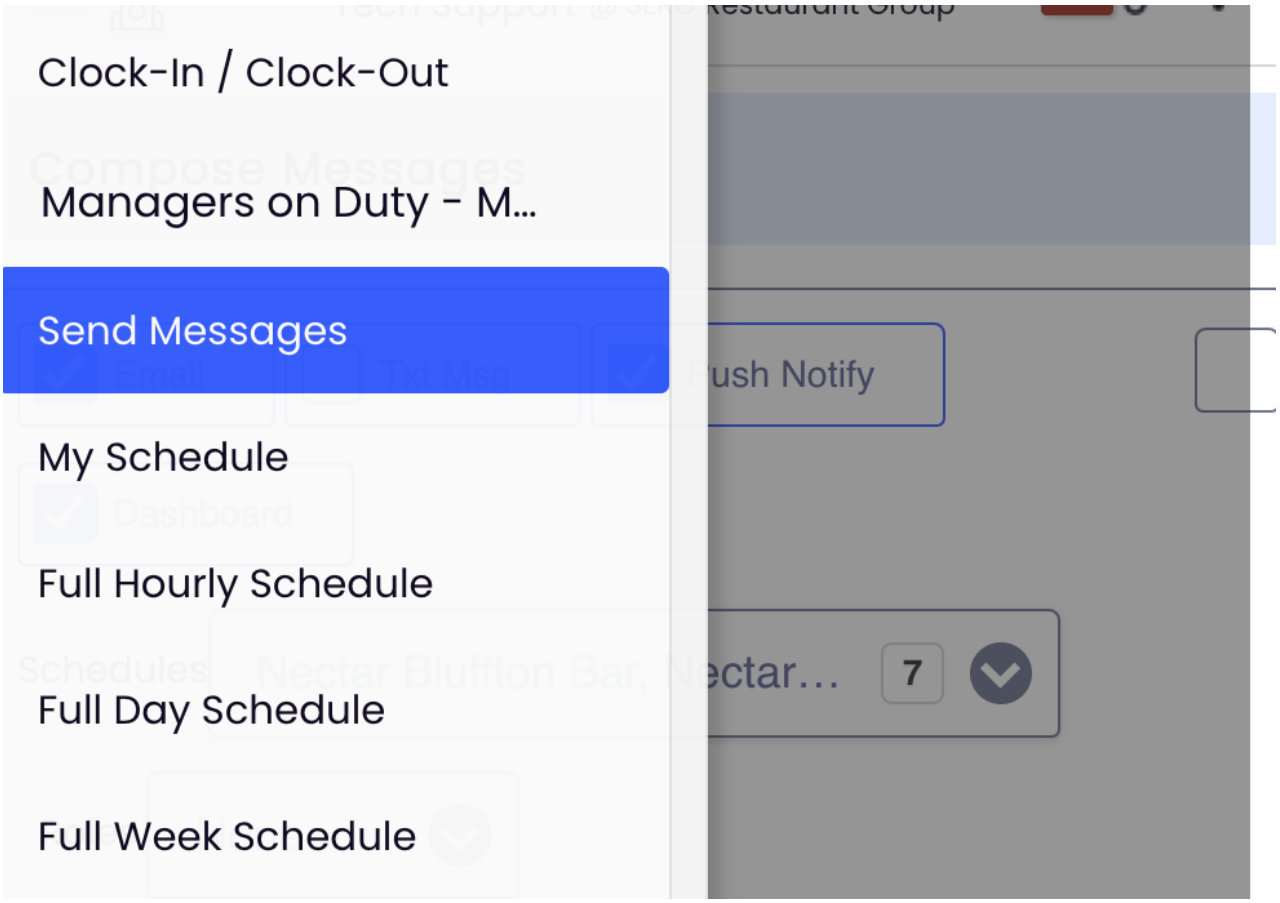


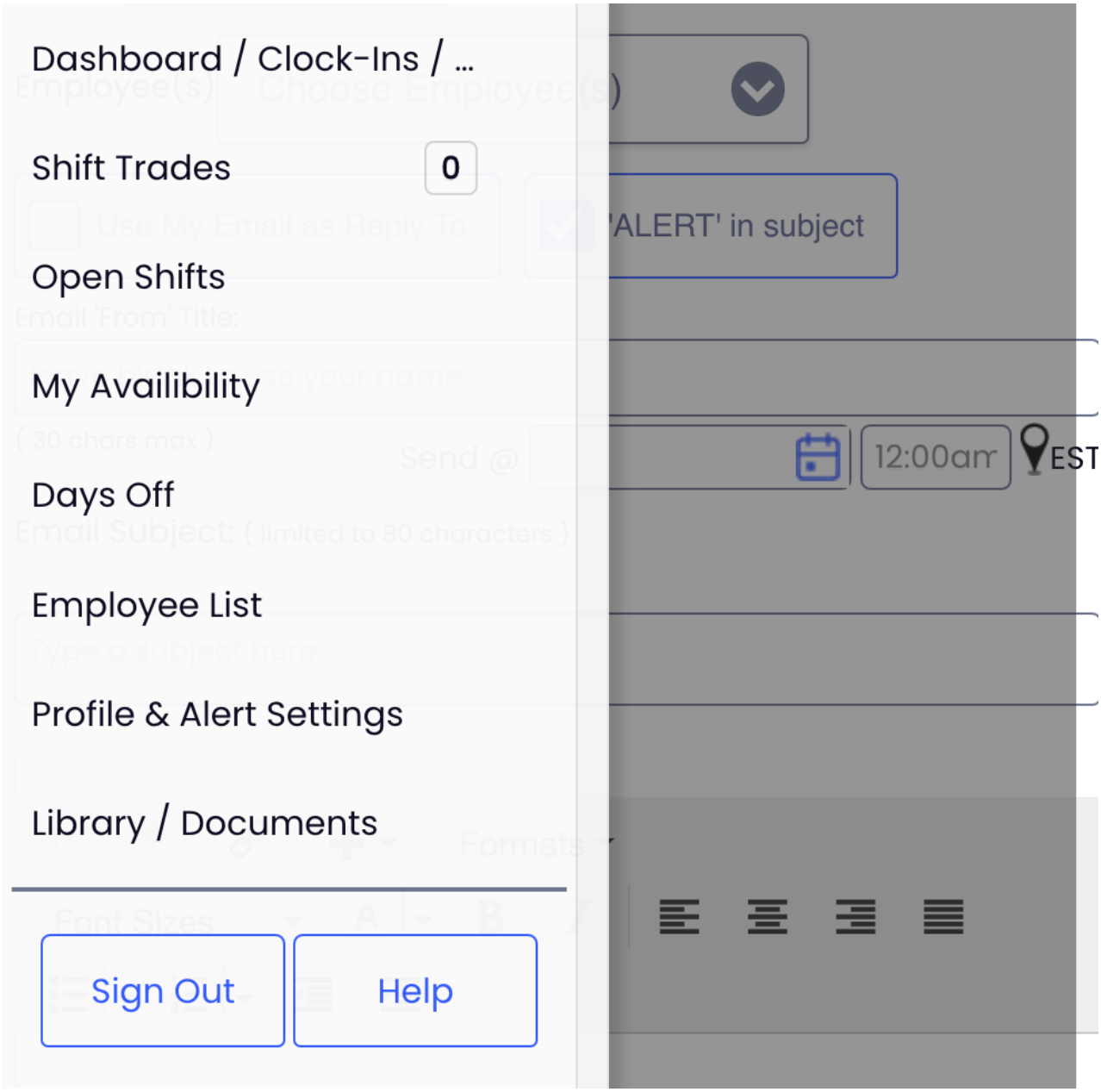
To send employees a request to confirm their number or email, each schedule contains SEND VERIFY buttons. Press to send requests.



Mobile example:

The "Send Messages" option is in the left menu




Dashboard / Clock-Ins / ...
Shift Trades
0
Open Shifts
My Availibility
Days Off
Employee List
Profile & Alert Settings
Library / Documents
Sign Out
Help
'ALERT' in subject
12:00am
EST

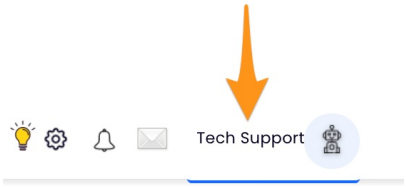
Admin Alerts

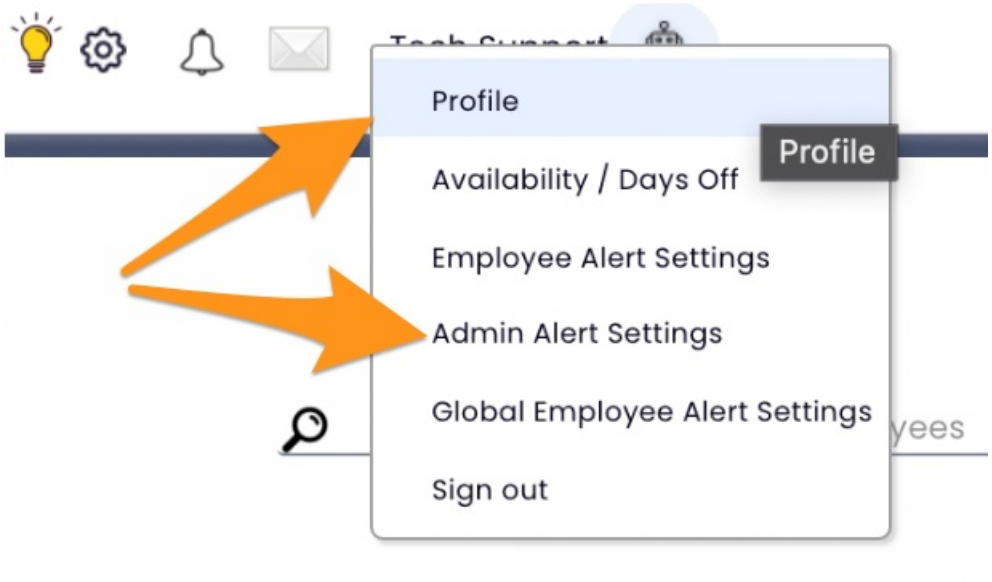
Last Modified on 10/09/2023 1:33 pm MDT

Teamwork has robust alerting. Administrators (managers with any level of permission) can define how system alerts are delivered, ie. by email, text, push notification, or dashboard. Because our system has the potential to send you **a lot of information**, we want to be sure you are confident customizing these!

Settings are customizable per user.

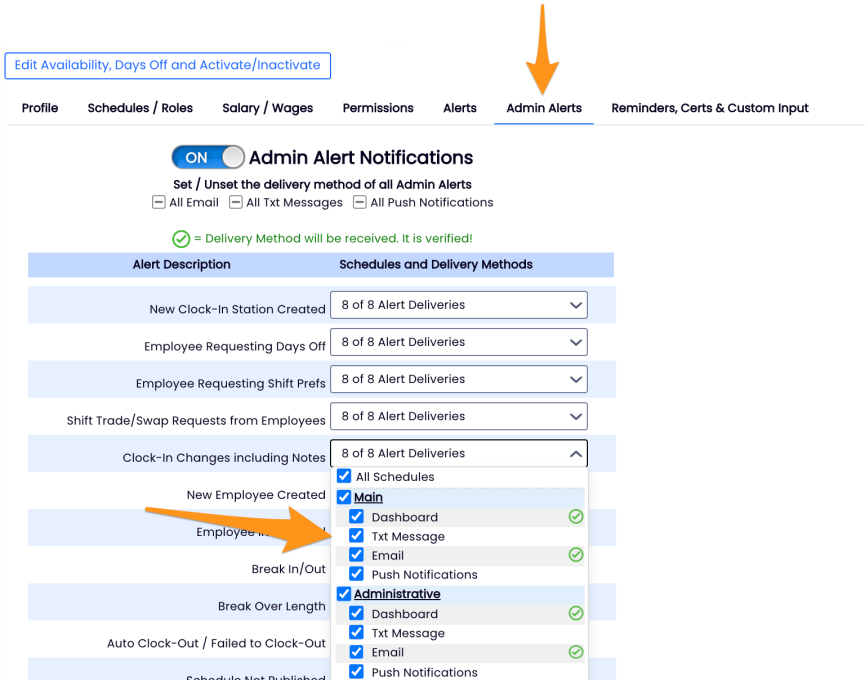
Go to user's profile settings:



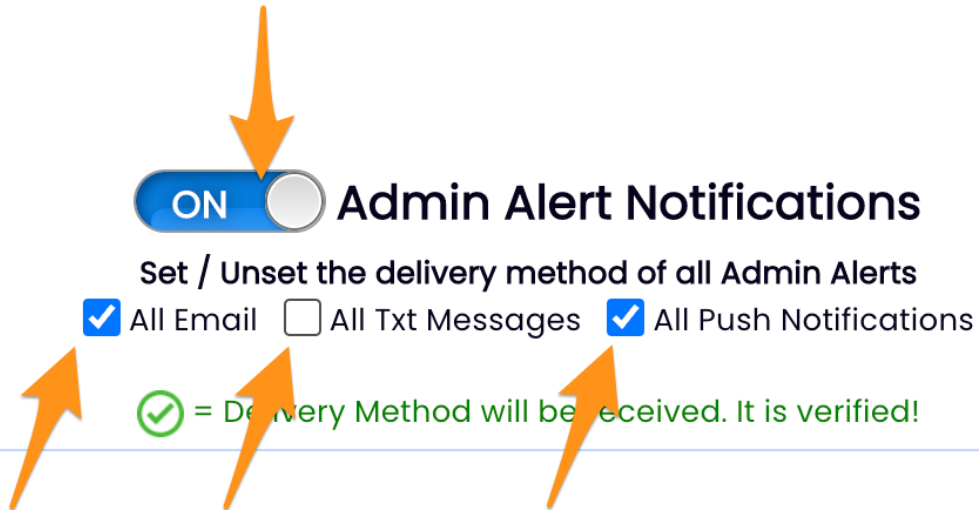


Select **Admin Alerts**

For each alert type, select the delivery methods desired.

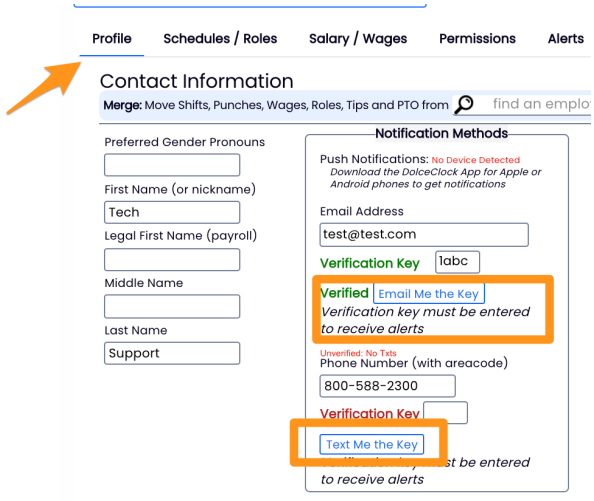


You can make bulk adjustments to the delivery method, or turn them off entirely to silence. (When you turn them back on, any customizations will be preserved!)



Phone and Email must be verified to receive text or email.

If un-verified, press "Email / Text Me the Key" to receive a verification code.


Profile
Schedules / Roles
Salary / Wages
Permissions
Alerts
Contact Information
Merge: Move Shifts, Punches, Wages, Roles, Tips and PTO from
find an emplo
Preferred Gender Pronouns
First Name (or nickname)
Tech
Legal First Name (payroll)
Middle Name
Last Name
Support
Notification Methods
Push Notifications: No Device Detected
Download the DolceClock App for Apple or Android phones to get notifications
Email Address
test@test.com
Verification Key
1abc
Verified
Email Me the Key
Verification key must be entered to receive alerts
Unverified: No Txts
Phone Number (with areacode)
800-588-2300
Verification Key
Text Me the Key
to receive alerts

Automated Reports

Last Modified on 10/03/2023 11:56 pm MDT

Teamwork has robust alerting. Administrators (managers with any level of permission) can define how system alerts are delivered, ie. by email, text, push notification, or dashboard. Because our system has the potential to send you **a lot of information**, we want to be sure you are confident customizing these!

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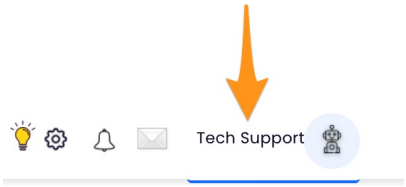
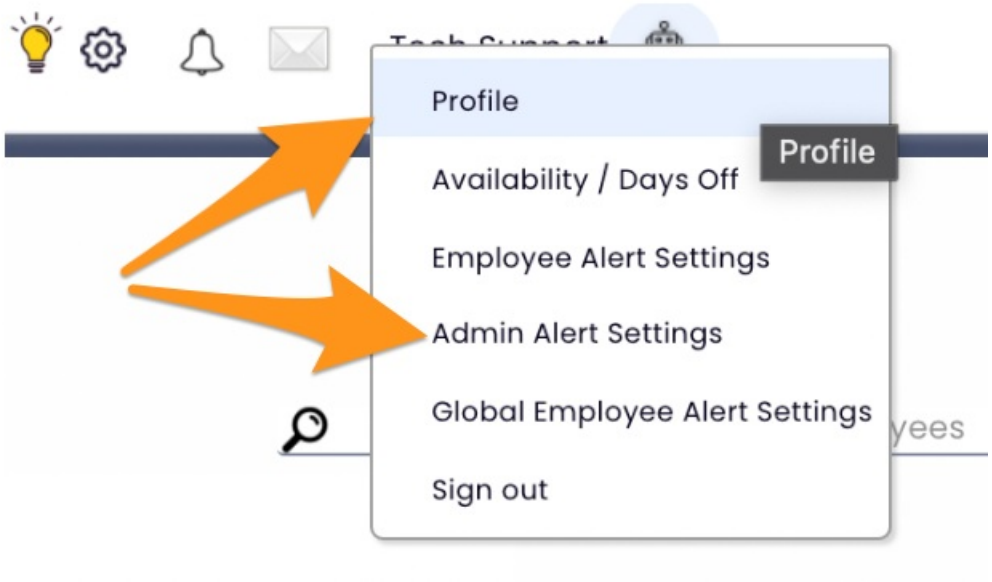
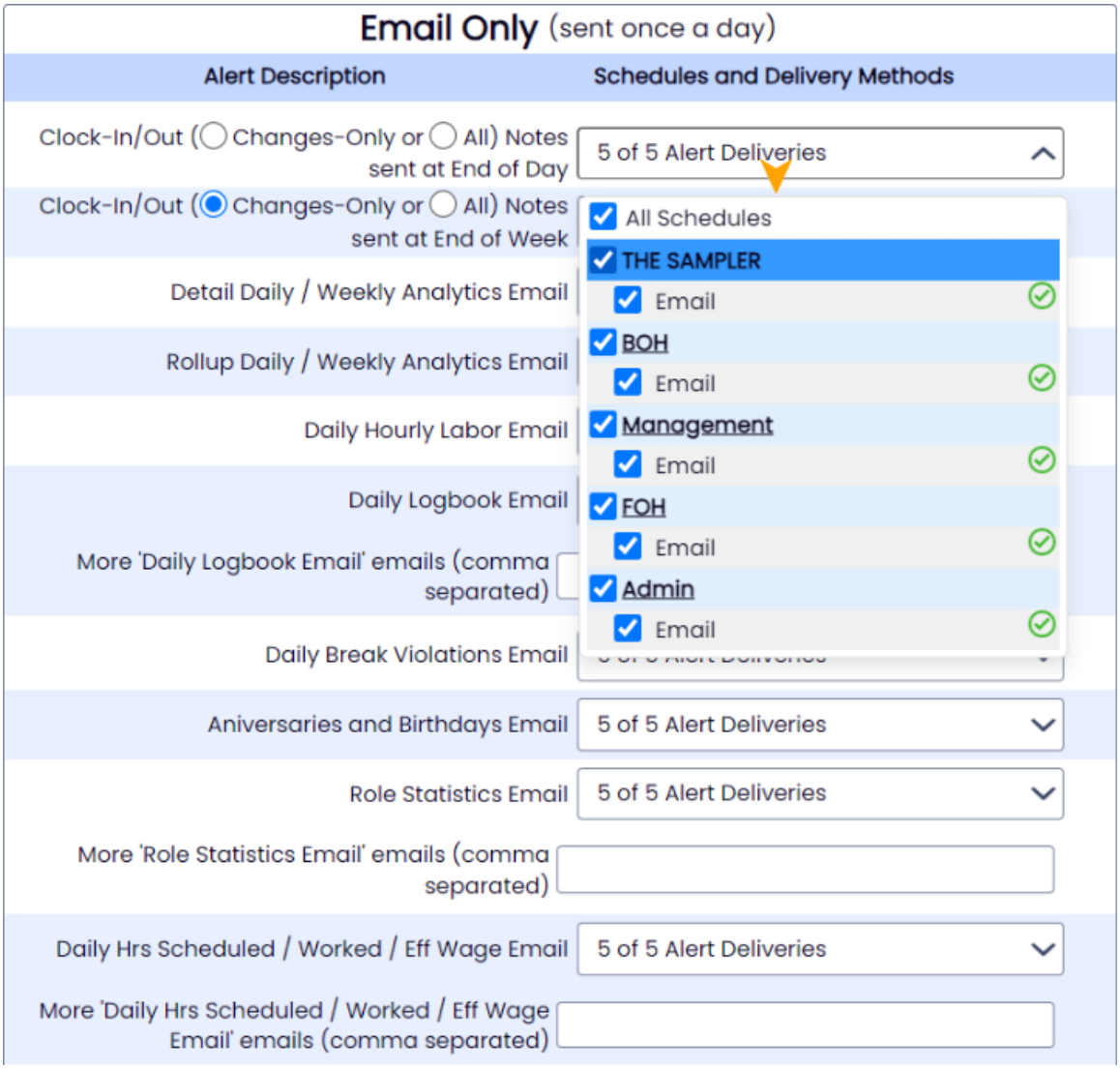


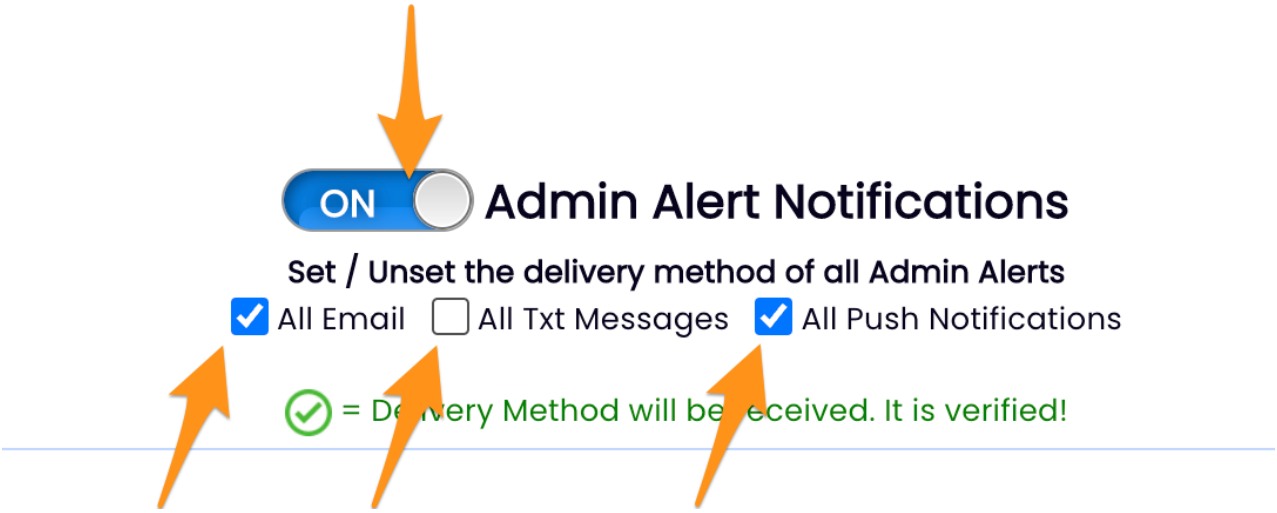


Select **Admin Alerts**

For each alert type, select the delivery methods desired.



You can make bulk adjustments to the delivery method, or turn them off entirely to silence. (When you turn them back on, any customizations will be preserved!)



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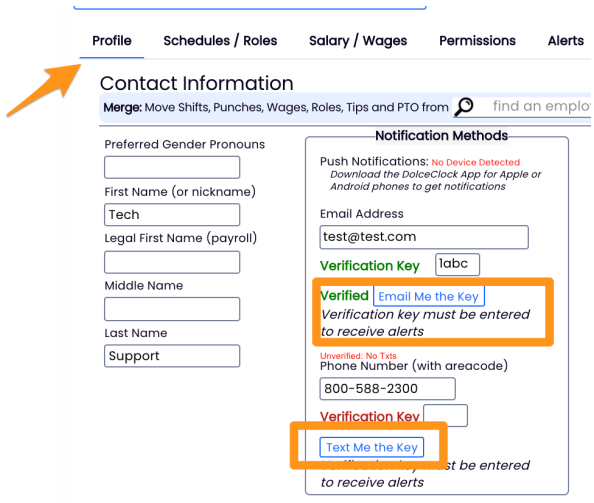
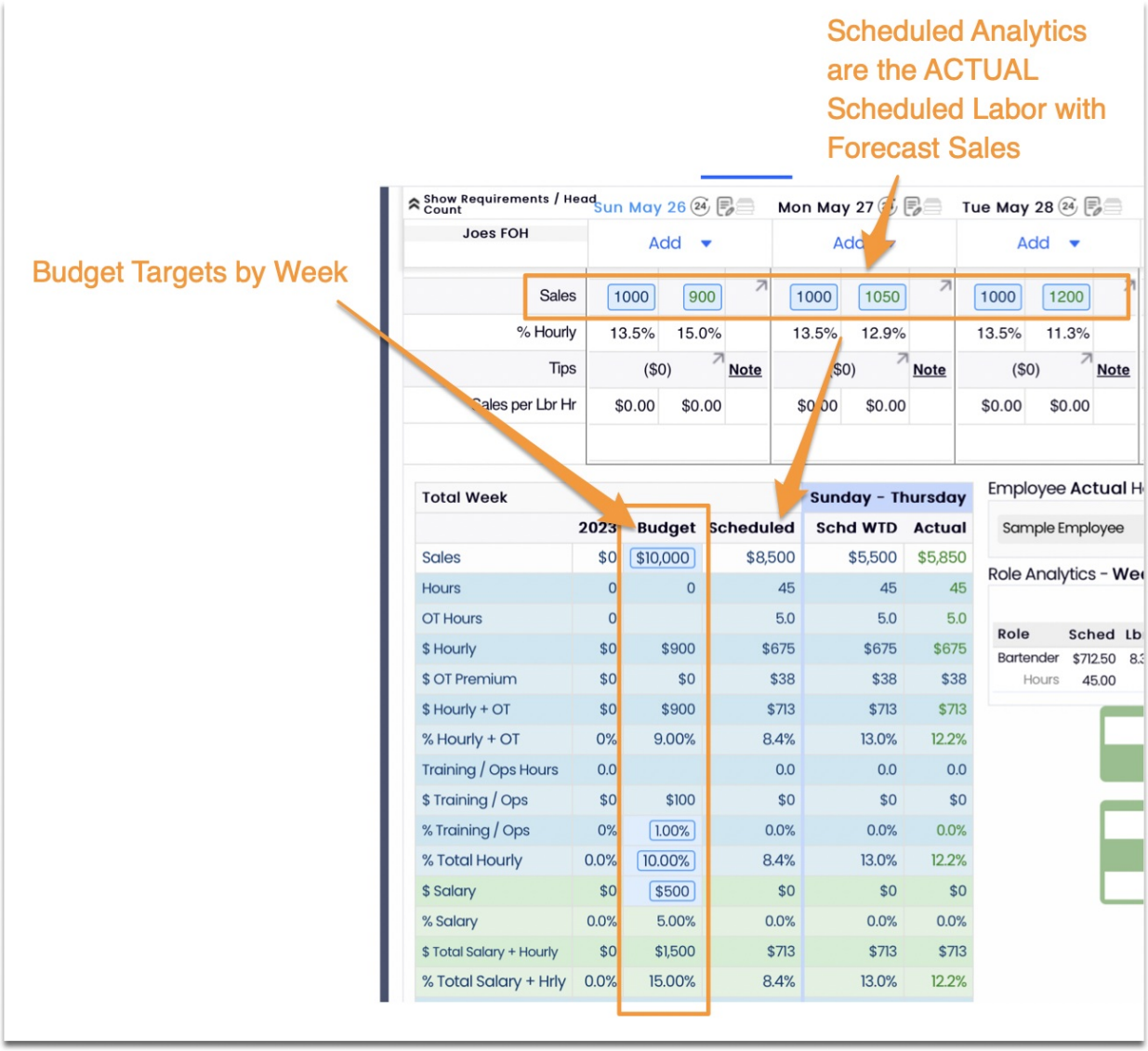


Add Annual Budgets

Last Modified on 05/13/2025 6:09 pm MDT

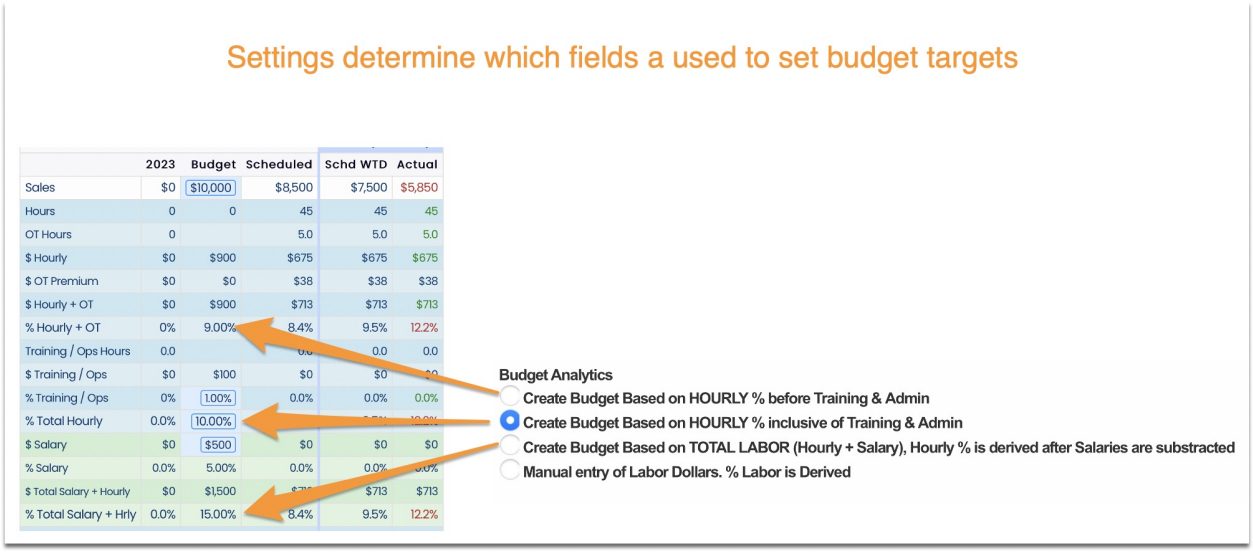
Budget data populates the Budget column shown below, and provide goals or targets for scheduling. Budget data is often entered for an entire year. The Schedule column reflects a re-forecast sales number, and reflects labor scheduled.



First- determine which fields should be used to set targets (the remaining fields will be computed). Settings are applied using gearwheel menu > **Analytics Settings** > Save

For example, the most common setting configuration, shown below, expects a business to peg an Hourly Labor % target. Salary Dollars can be entered if desired, so that total labor shows.

Regardless of which control is desired, a sales forecast is essential.



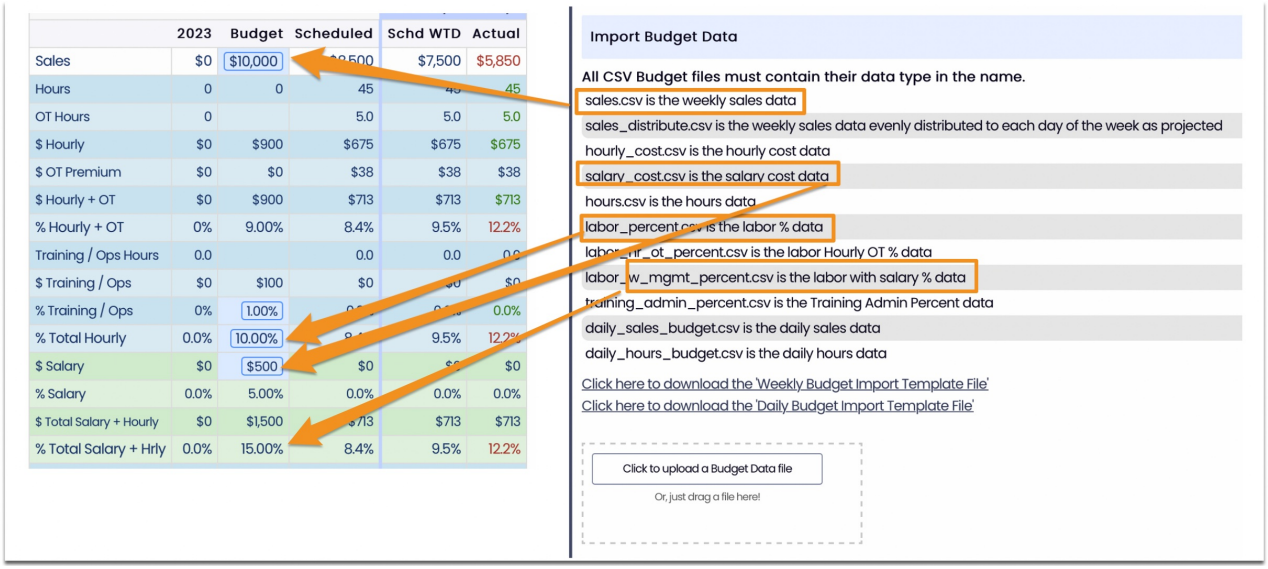
	2023	Budget	Scheduled	Schd WTD	Actual
Sales	$0	$10,000	$8,500	$7,500	$5,850
Hours	0	0	45	45	45
OT Hours	0		5.0	5.0	5.0
$ Hourly	$0	$900	$675	$675	$675
$ OT Premium	$0	$0	$38	$38	$38
$ Hourly + OT	$0	$900	$713	$713	$713
% Hourly + OT	0%	9.00%	8.4%	9.5%	12.2%
Training / Ops Hours	0.0			0.0	0.0
$ Training / Ops	$0	$100	$0	$0	
% Training / Ops	0%	1.00%	0.0%	0.0%	0.0%
% Total Hourly	0.0%	10.00%			
$ Salary	$0	$500	$0	$0	$0
% Salary	0.0%	5.00%	0.0%	0.0%	
$ Total Salary + Hourly	$0	$1,500		$713	$713
% Total Salary + Hrly	0.0%	15.00%	8.4%	9.5%	12.2%

NOTE: If the analytic choices are different than shown above, ask a Teamwork representative to use engineering resources to turn on the ***New Budget Analytics*** *feature flag for the intended site.*

To upload annual budget data, go to the Gearwheel Menu > Import, and scroll down to **Import Budget Data**

Following are the CSV worksheet NAMES that will target intended budget fields. The most common are highlighted below.

Click the "Click Here" links shown below to download the template format. (please use CHROME browser for this procedure)



	2023	Budget	Scheduled	Schd WTD	Actual
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Hours	0	0	45		45
OT Hours	0		5.0	5.0	5.0
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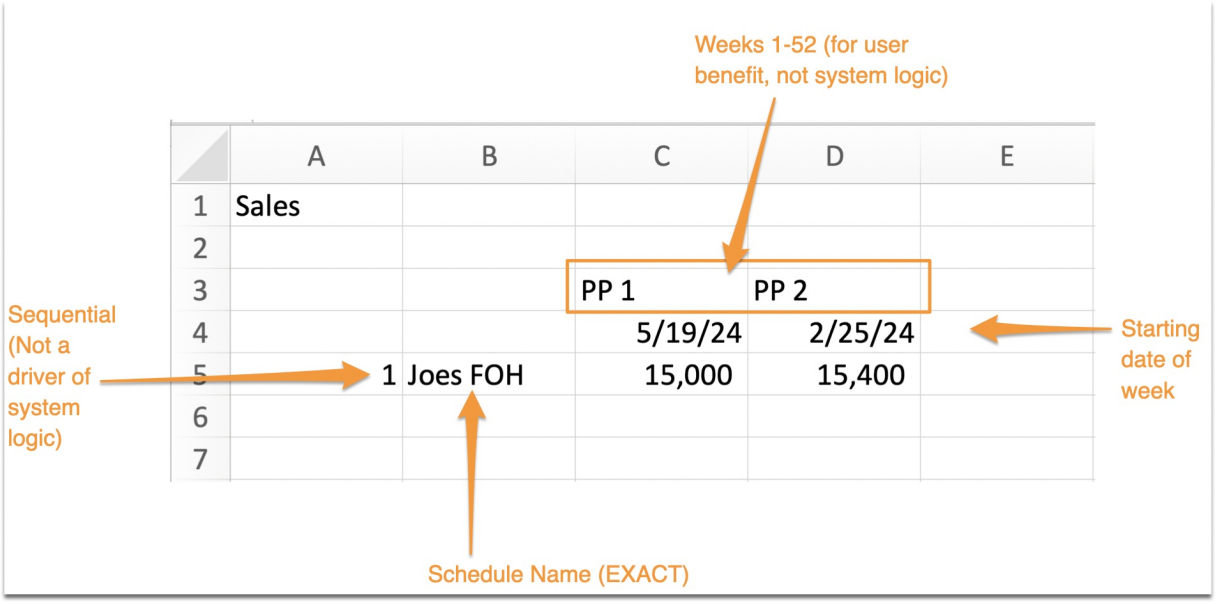
$ OT Premium	$0	$0	$38	$38	$38
$ Hourly + OT	$0	$900	$713	$713	$713
% Hourly + OT	0%	9.00%	8.4%	9.5%	12.2%
Training / Ops Hours	0.0		0.0	0.0	
$ Training / Ops	$0	$100	$0		$0
% Training / Ops	0%	1.00%			0.0%
% Total Hourly	0.0%	10.00%		9.5%	12.2%
$ Salary	$0	$500		$0	$0
% Salary	0.0%	5.00%	0.0%	0.0%	0.0%
$ Total Salary + Hourly	$0	$1,500		$713	$713
% Total Salary + Hrly	0.0%	15.00%	8.4%	9.5%	12.2%

Fill out template and upload, listing the Schedule(s)which house sales and budget data in Column B. Column A is internal and does not affect the import. Period# with dates reflecting the start of the workweek should populate rows 3 and 4.

Upload file when complete



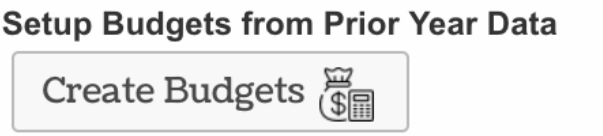
NOTES:

- Data points should be Total Weekly Budget for the given period. (Exception: There is a format available for importing sales forecasts daily instead of weekly)
- Only one data type (i.e. Labor Hours) can populate a single CSV file.
- The file name must be exactly as shown in the import list above, to indicate which data point are being uploaded.
- Sales do not need to be entered for every schedule, rather, only the top level schedule which is mapped to the other schedules in a location.

Entering Budgets from the Gearwheel Menu > Analytics Page, from prior year data.

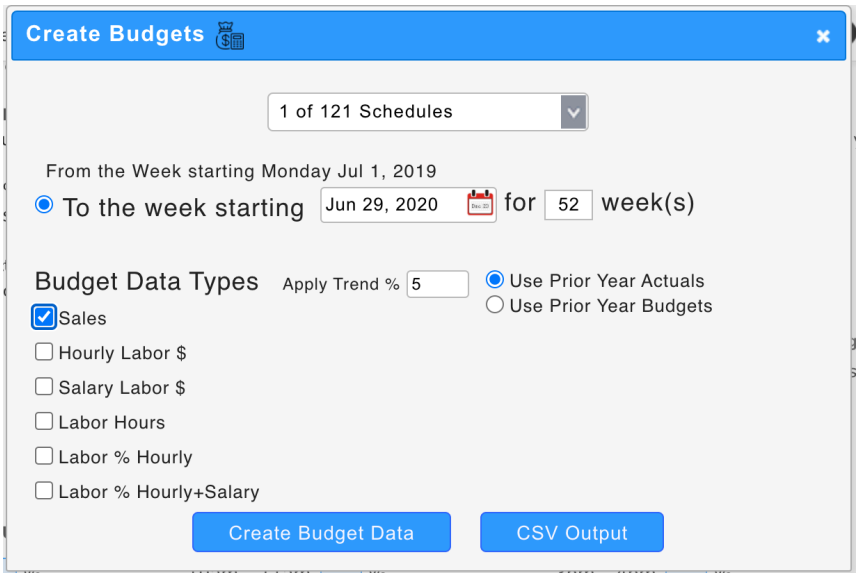
Alternatively, Budget data can be based on prior year's Budget or Sales data.

Go to the Gearwheel Menu > Analytics, and press **Create Budgets**

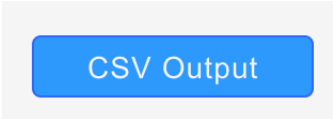


Make the following selections:

1. Select schedule(s) for which you are applying your budgets
2. Select the [future] date which begins the start of your budget period, and the #weeks you wish to apply the budget to
3. Select the Budget Data Type
4. Select Prior Year Actuals or Prior Year Budget, and apply a % trend if desired, i.e. 5 or -5
5. Press Create Budget Data



To download a prior year's budget or actual data, select the date into the past as desired, select the data type, and press CSV Output.



Typical entries and budgeting methods are shown in this document. If you'd like assistance with setup of an alternative format, such as using labor dollars and labor hours as targets, reach a Teamwork specialist.

If you have any issue uploading budgets, please reach teamworksupport@spoton.com, and include the CSV file you are trying to uplaod.

Merge Duplicate Employee Records

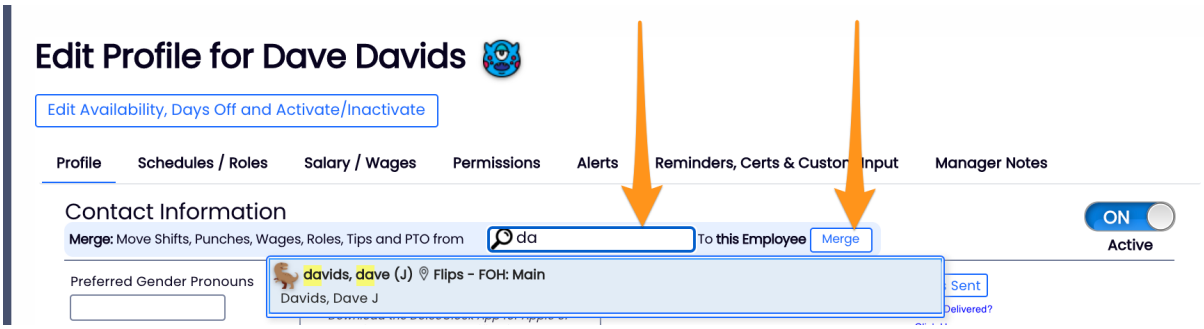
Last Modified on 05/03/2022 9:45 am MDT

A FULL ADMIN has access to the following MERGE tool.

1. Open / Edit the employee name that you will keep, ie the version that the employee has activated or used.

2. In the Merge Section, type the name of the duplicate name, ie "Dave Davids, as shown below, and select as the name pop up.

3. Press MERGE



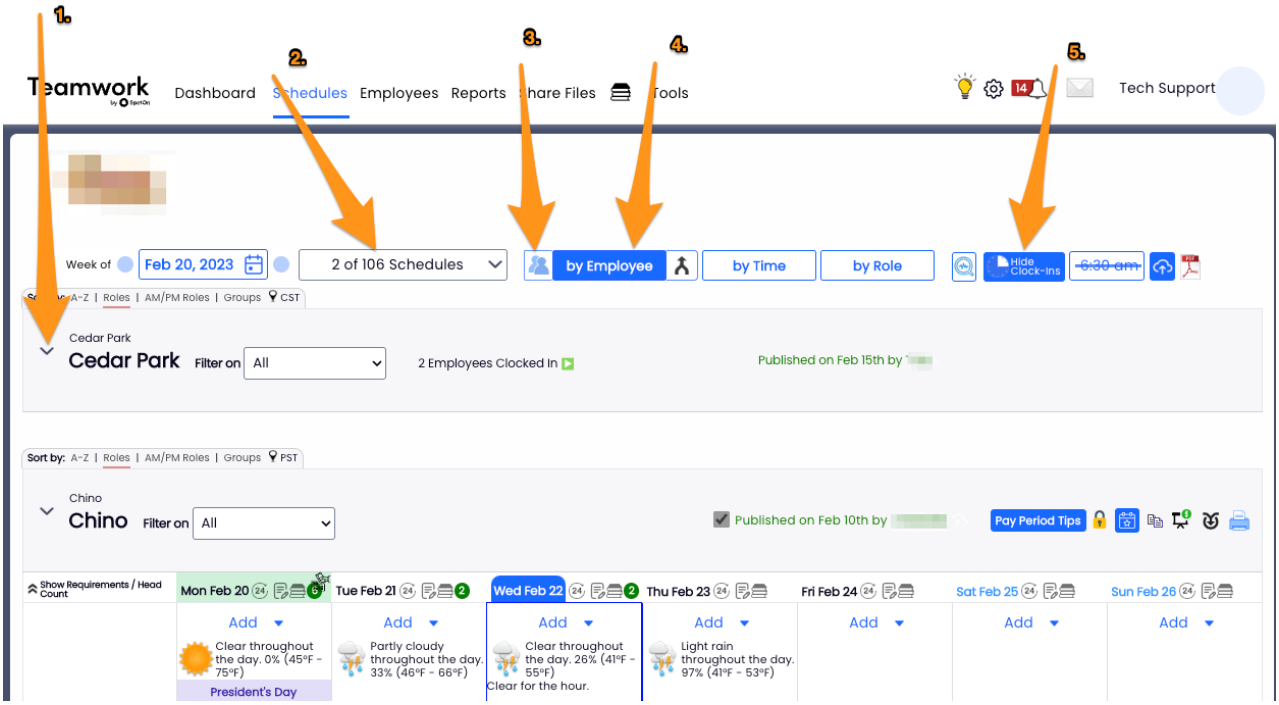
YOU MUST BE SO CAREFUL WITH THIS TOOL. IT MERGES THE ENTIRE HISTORY AND ALL DATA OF THE TWO RECORDS. THERE IS NO UNDO!

Managers Unable to Perform Manager Level Functions

Last Modified on 02/22/2023 4:33 pm MST

Common Causes:

1. **Login**: After a permission is assigned, employee must login fresh to enable their permissions.
2. **Screen Selections** not set
    1. Location "Quick-Collapse" hides schedule.
    2. Schedule Selector loads visible schedules.
    3. Working / Secondary toggle is not engaged (grey=off, blue=on). When the selector is on, then secondary / working / borrowed employees are visible.
    4. By Employee schedule type is required to see employees on the left side of the schedule. In this view Cut / Copy / Paste icons are engaged.
    5. Show Clock-Ins is toggle makes time punches visible and editable.



Text Messages, Alerts, and Push Notifications

Last Modified on 12/24/2023 1:36 pm MST

Messaging and Alert Delivery Included with Regular Subscription Fees

Messages from Management to Staff can be sent via

- Text Message
- Push Notifications
- Email

System Generated Alerts (i.e. schedule is published, shift trade available, employee entering overtime) are sent via

- Push Notifications
- Email

Text Alerts Replaced by Push Notifications & Surcharge Options

Teamwork has developed dozens of System Alerts, potentially generating hundreds and thousands of messages per day across a company. In order to keep alerts from increasing user fees, Teamwork developed delivery via Push Notifications through the mobile App, so that Alerts could continue to be delivered without an increase in costs.

- **Messaging Exception:** Messages from Management to Staff can still be sent via Text
- **Surcharge Option:** If companies would like to continue the use of Text delivery for System Alerts, the fee is an additional $1 per employee per month. Please reach out to teamworksupport@spoton.com to engage this surcharge.

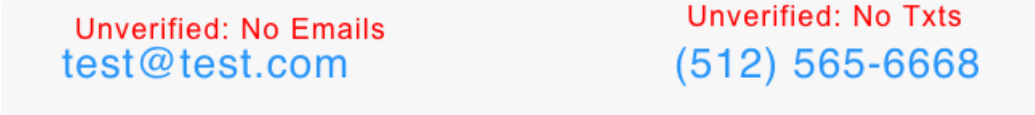
Engaging Push Notifications

Simply download the Teamwork App and login. IOS and Android are supported.

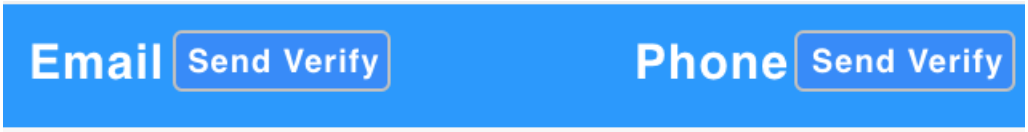
Troubleshooting Non Receipt of Text Messages from Managers

Employees must VERIFY their phone number to receive Text Messages from Managers. You can view the status of verifications as shown below:

From the Employee Page, any email or phone that have the UNVERIFIED warning will NOT receive messages until verified.



To send employees a request to confirm their number / email, each schedule contains SEND VERIFY buttons. Press to send requests.



Sending Messages

See: https://support.dolceclock.com/help/sending-messages

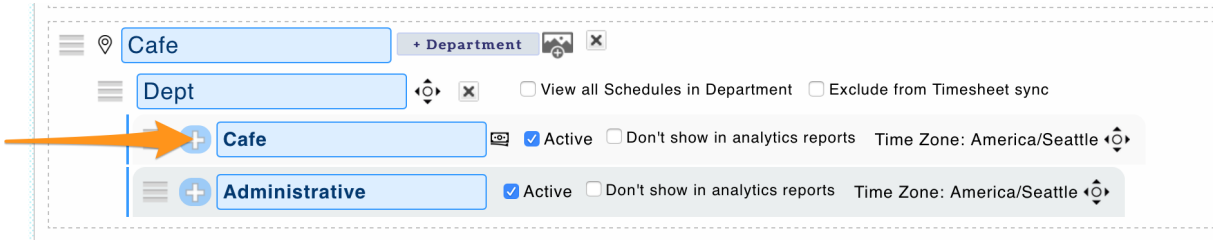
Employee Punch Requests Settings

Last Modified on 11/22/2019 12:31 am MST

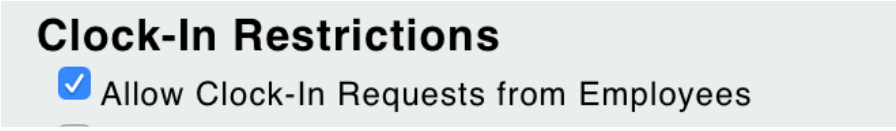
To engage the setting that allows employees to request a time punch:

Go to: Gearwheel Menu > General Settings > Schedule Settings

1. press "+" to expand location/schedule settings



2. Check the following setting



NOTE: the setting is schedule specific, so it must be checked for all schedules where you intend for the setting to be available for employees.

For Employee Requests, see: https://support.dolceclock.com/help/employee-time-punch-request

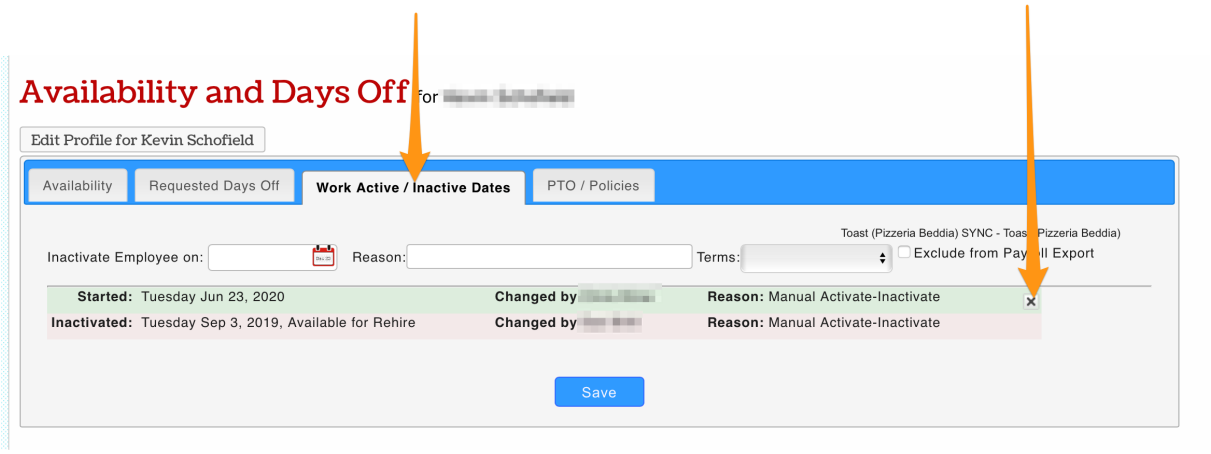
For Manager Approval of Requests, see: https://support.dolceclock.com/help/manager-approval-of-employee-time-punch-request

Employee Start Date Modification

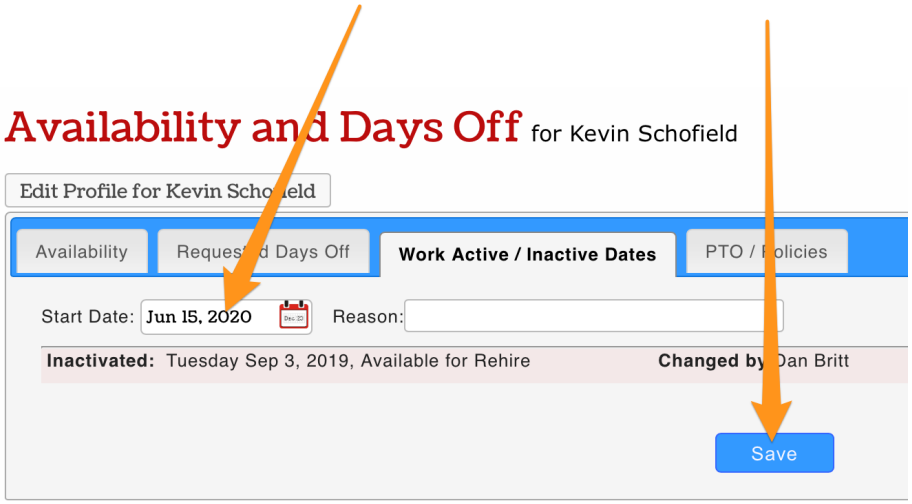
Last Modified on 06/23/2020 2:14 pm MDT

If an employee's Start Date needs to be moved back, in order to add shifts or time punches *prior* to the Start Date, take the following steps:

1. Go to an Employee's Time off & Availability
2. Click the **Work Active / Inactive** tab, and remove the existing Start date by clicking the **X** as shown below



3. Enter a new, back-dated Start Date, and Save



Running a Payroll Report

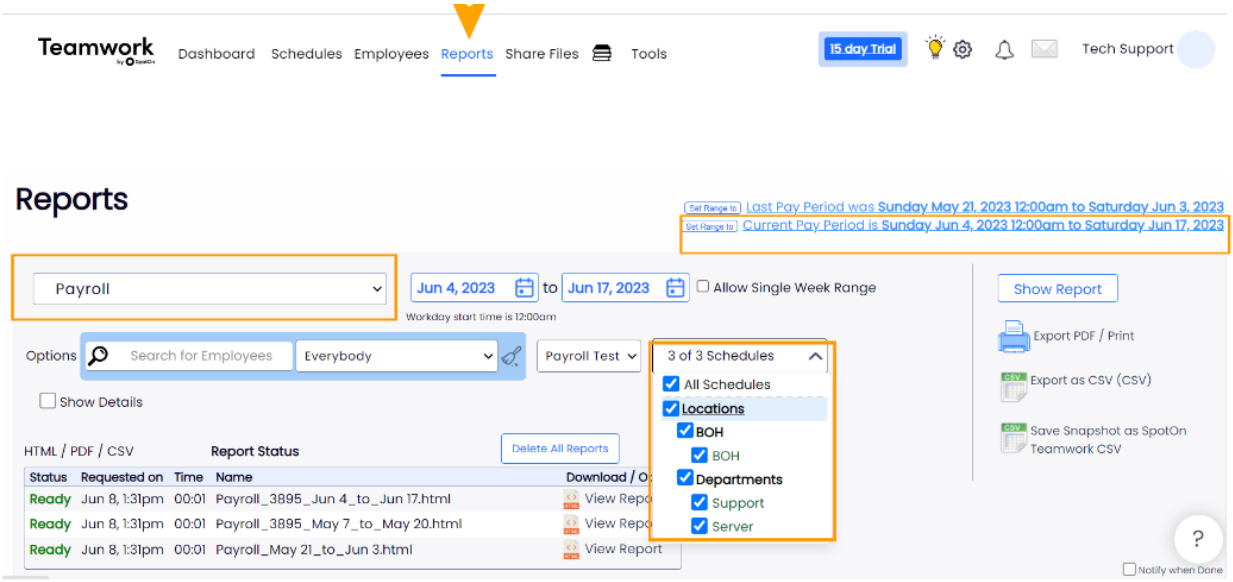
Last Modified on 05/28/2024 9:03 pm MDT

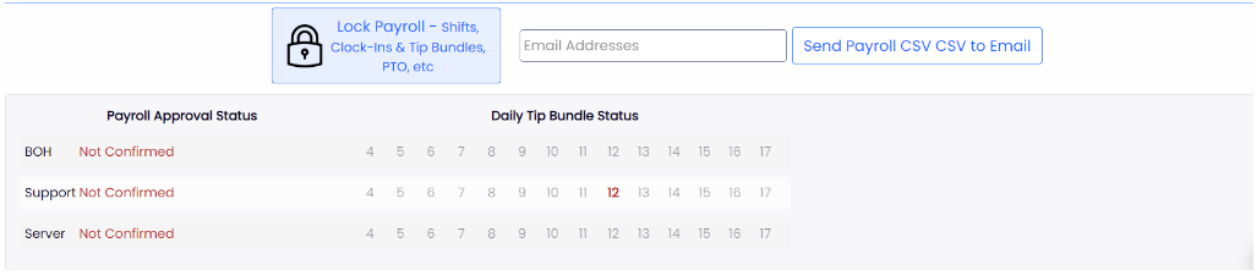
To Run a Payroll Report

1. From the main toolbar, go to **Reports**
2. Select **Payroll Report** from the dropdown menu
3. Choose a **Payroll Period (date range)**
4. Select **All** / Intended Locations

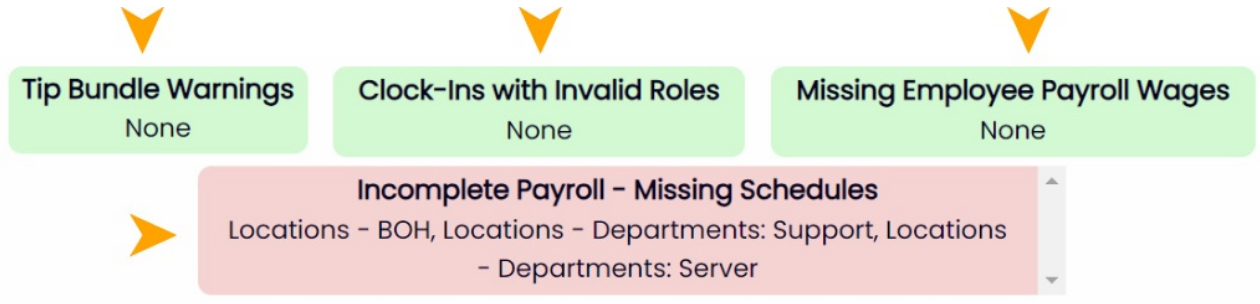
   Press **Show Report** (off to the right)!

You will see a screen report. You can download a CSV file or a PDF by using the links on the right side of the page underneath the "Show Report" button.





After running the Payroll report, you will be shown any concerns that the system has in red while everything in green detected no concerns.



Payroll Approval Status

Payroll **(Payroll Test)** for everybody Sunday Jun 4, 2023 to Saturday Jun 17, 2023

Employee	Location	Annual Rate	Clocked-In Hrs	Wages	Break Issues	Cash Tips	CC Tips	AutoGr	Total Tips	Fee Deducted	Service Fee	Sales Com	Effective Wage	Com	Comments
Salaried Employees															
	Sub Total		0	$0.00		$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		

Hourly Employees

Employee	Location	Role	Base / OT	Hourly Rate	Hours	Overtime Hours	E/D/PS/SS	Total Hours	Wages	Break Issues	Cash Tips	CC Tips	AutoGr	Total Tips	Fee Deducted	Service Fees	Sales Com	Effective Wage	Com	Comments
Totals Including Salary Employees					0.00	0	SOH 0 Meal 0 Brk 0@0	0.00	$0.00	Total 0	$0.00 ($0.00)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00			

The Essential Administrator Tour

Last Modified on 07/14/2023 4:40 pm MDT

1. Teamwork Software Overview
2. Essential Settings Quick Start
3. Roles Setup & Use
4. Configure Employees
5. Scheduling Overview
6. Timekeeping Overview

Essential Settings Quick Start [legacy]

Last Modified on 10/03/2023 11:47 pm MDT

Assigning Roles

Last Modified on 09/11/2021 11:18 am MDT

Adding Roles to Employees - Two Methods (individual & bulk add)

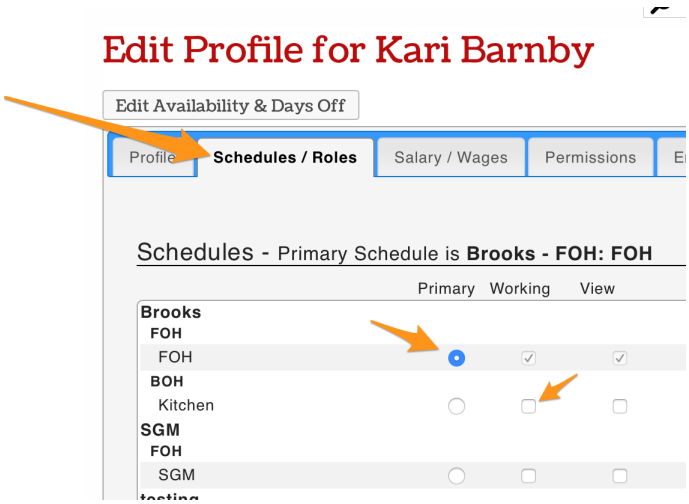
Before adding Roles, verify employee(s) have been added to the applicable schedule(s)

See: https://support.dolceclock.com/help/assigning-employees-to-primary-and-working-schedules

To add role(s) to an individual employee

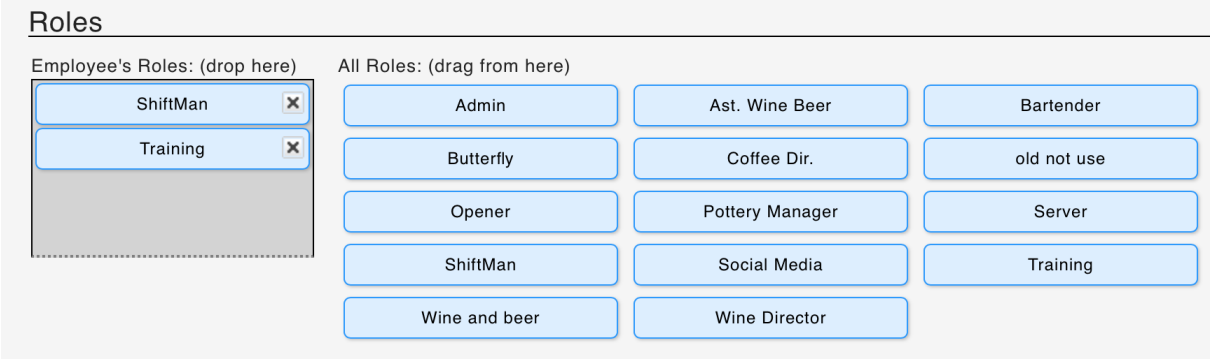
Click **Employees** from the main Toolbar

Press **Edit** button next to employee name > Click the **Schedules / Roles** tab



Scroll beneath schedule selector to apply roles.

Assign Roles by dragging roles into grey box. Assign unlimited roles.

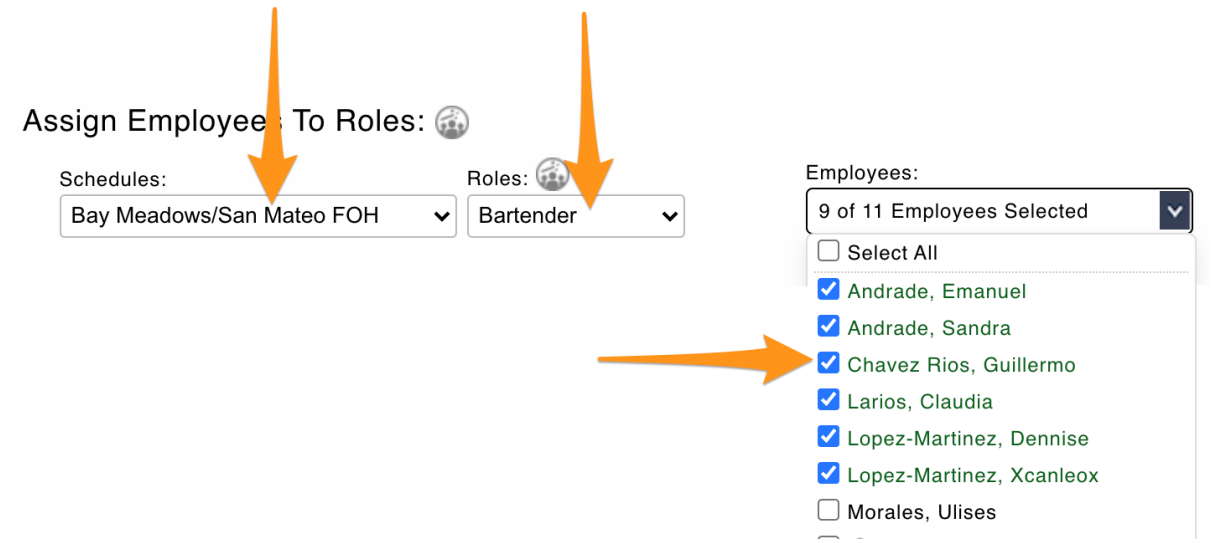


To bulk add roles to any / all employees

From the gearwheel menu > **Roles / Group Settings**

Scroll to **Assign Employees to Roles**

Select the Schedule and Role for your bulk qualification, and then check and uncheck names as applicable.



NOTES

If you do not see a name, then you need to go back to the initial step above, and add the employee to the applicable schedule

If an employee in the list is inactive, it is not necessary to "uncheck" their qualification

Roles Setup and Use [legacy]

Last Modified on 10/05/2023 6:44 am MDT

Configure Employees [legacy]

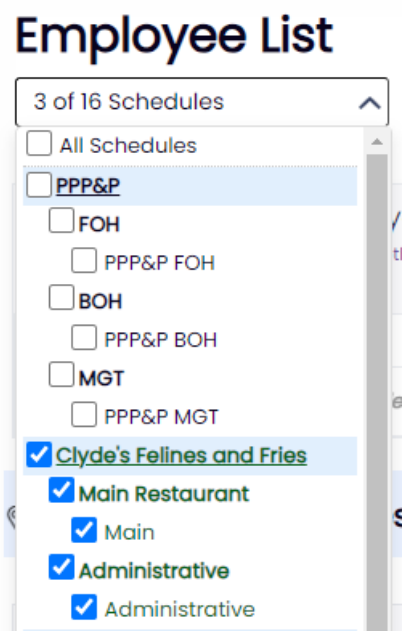
Last Modified on 10/03/2023 11:30 pm MDT

Roster Clean-Up

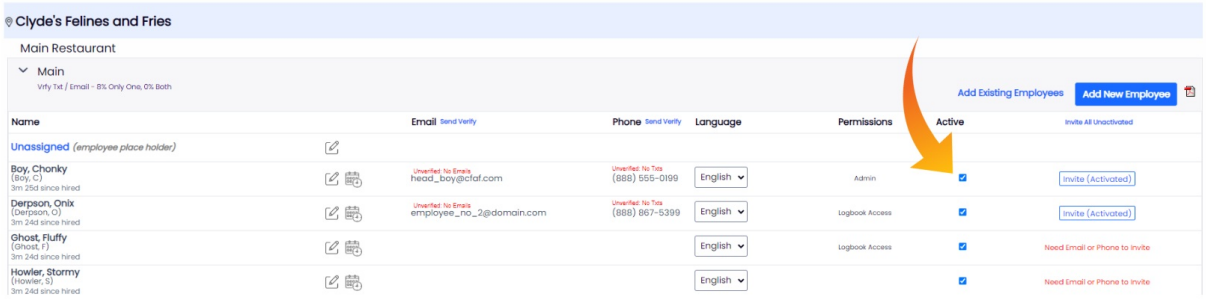
Last Modified on 09/24/2023 2:59 pm MDT

Click **Employees** from the Toolbar.

Make employees visible by opening the Schedules dropdown list shown below, and selecting relevant schedules.

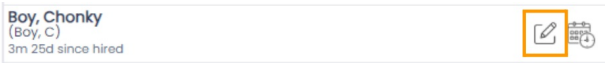


Remove Inactive employees, by unchecking the Active checkbox.

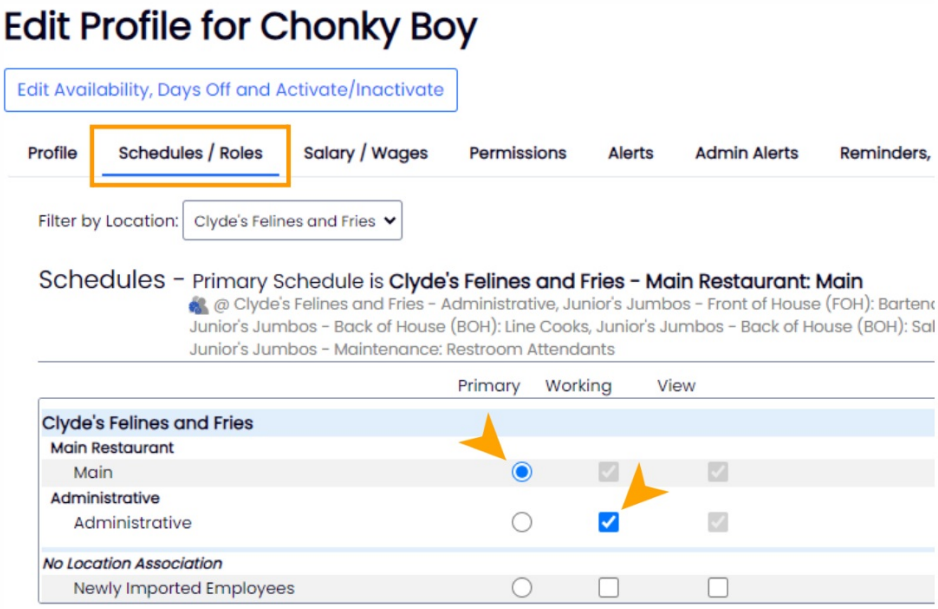


If an employee is in the incorrect Primary Schedule, or if the employee works multiple schedules:

Click the **Edit** button next to the employee's name.

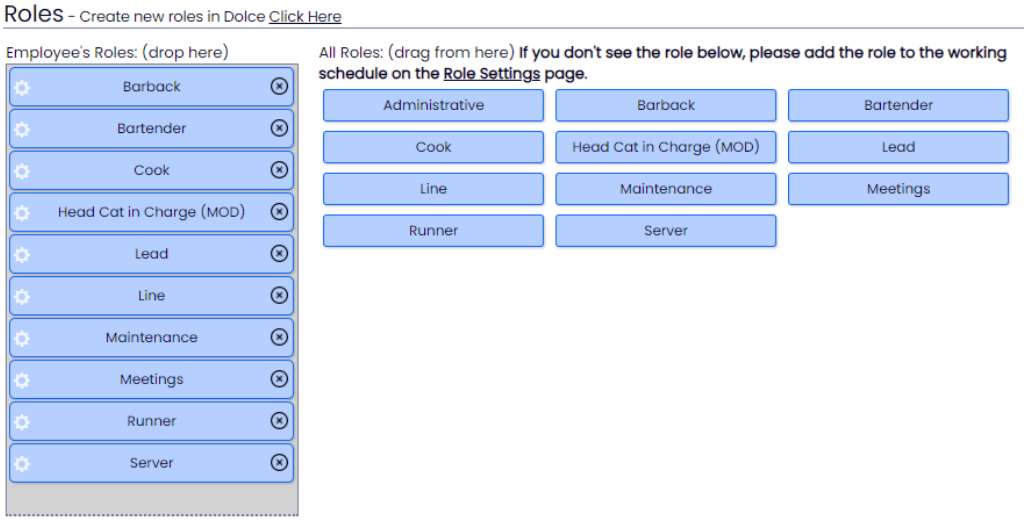


Click on the **Schedules / Roles** tab. Assign the employee one **Primary Schedule** - as shown below. Assign the employee one or more additional **Working Schedules** if applicable - as shown below.

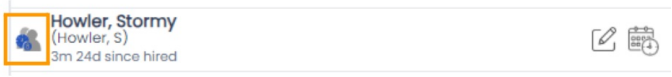


Scroll beneath schedule selector to apply roles.

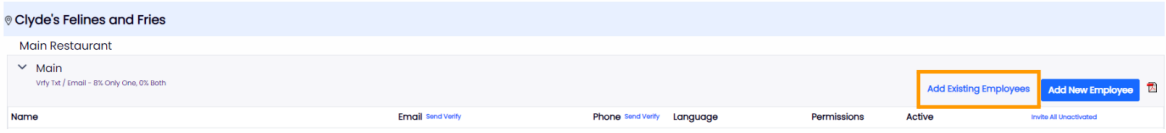
Assign Roles by clicking and dragging a role from the *All Roles* section into the gray *Employee's Roles* box. Note: You are able to assign unlimited roles.



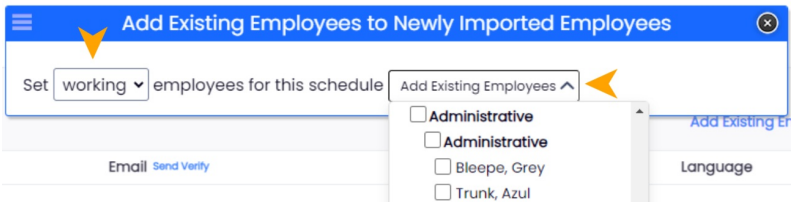
Note: the grey People icon indicates an employee's **additional working location**



Bulk add employees from other Primary departments by selecting **Add Existing Employees.**



Check the names of employees to add them to the location (as a primary, additional working, or view access location).



Paid Breaks Setup

Last Modified on 08/21/2024 3:35 pm MDT

Adding paid break options involves engaging Custom Breaks in general settings, and configuring roles that can use the custom break types.

Gearwheel Menu > General Settings > Scroll to Other Settings

Check the the following option, SAVE, and login fresh

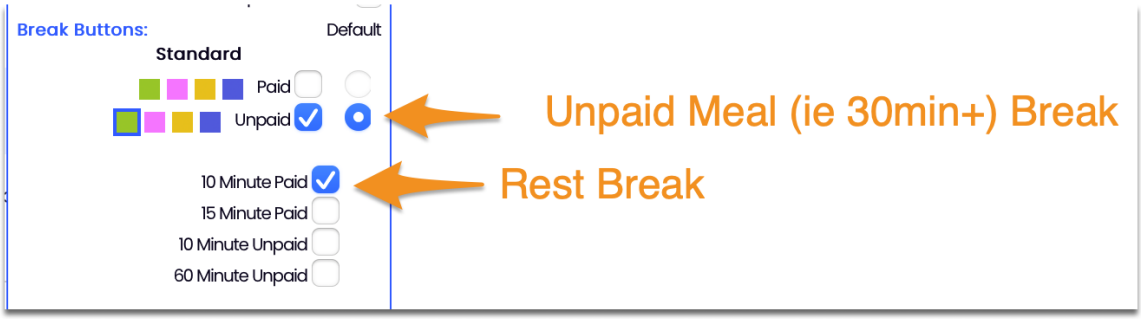
WTIH THE ABOVE SETTING, BREAKS CAN BE SET OR UN-SET AS PAID

To provide break options for employees when clocking in/out for breaks, see the following section on setting breaks by role:

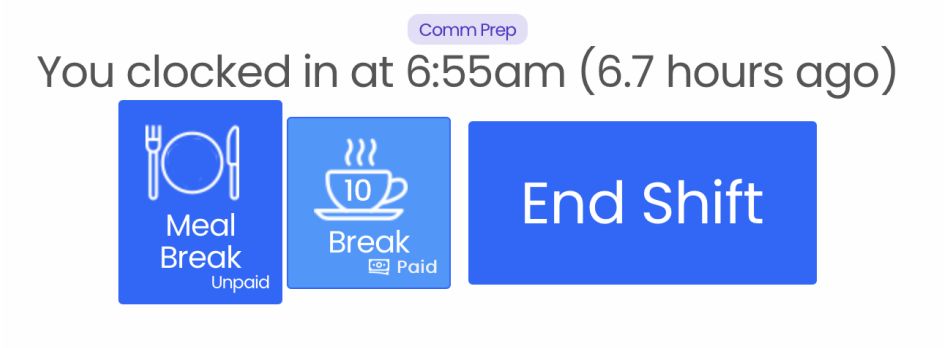
From Gearwheel Menu > Role Settings

Edit a Role that should have additional break types, such as Paid

Set Default Behavior for Meal and Rest Breaks. The example shown below would allow for UNPAID Meal Breaks, and Paid 10-Minute Rest Breaks. This must be done for any role that uses multiple break options.

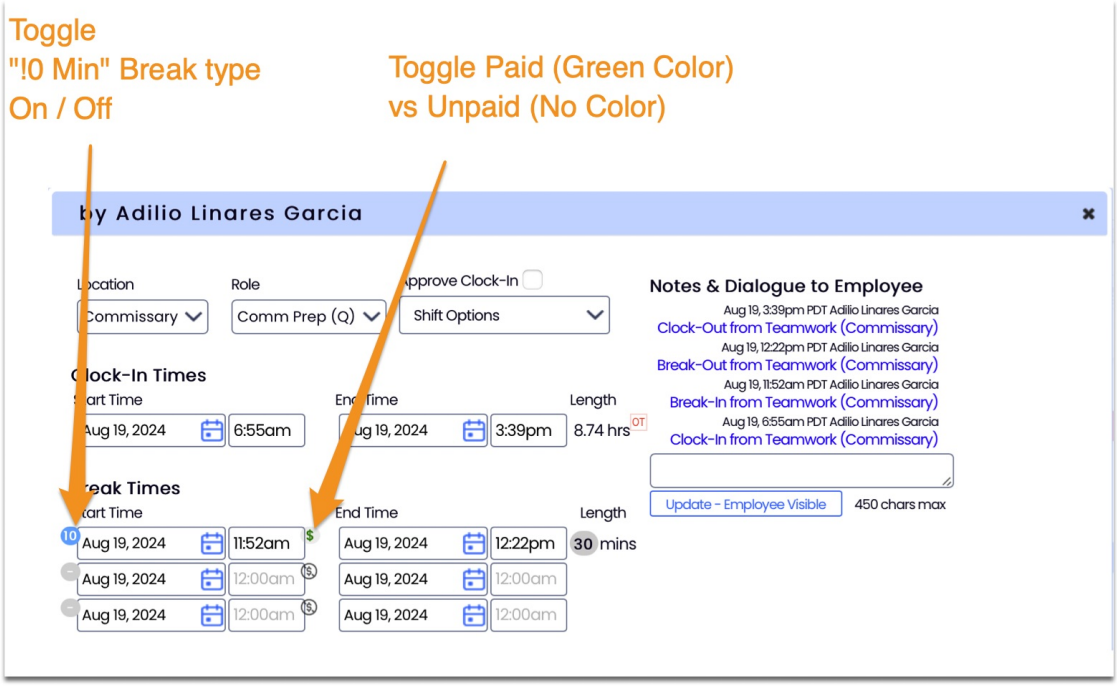


Break Buttons will appear for both types of breaks (when using the Teamwork App or POS "Integrated Clock-In". Employees should select the intended break type.

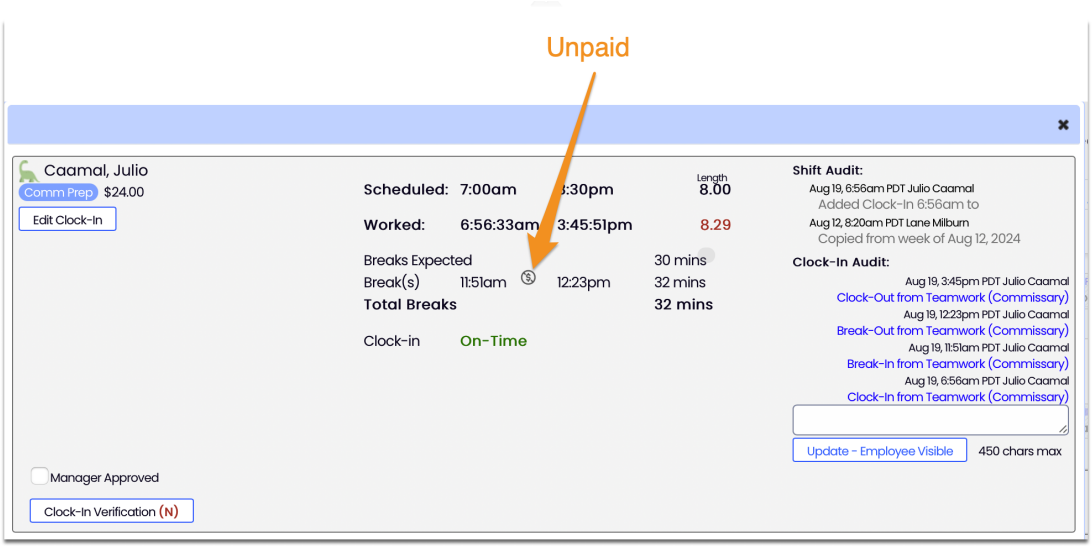


Editing Break Type and Paid Status

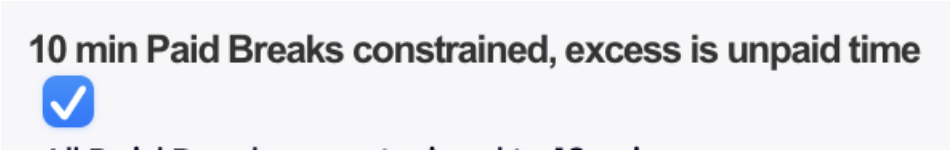
When adding or editing breaks, the Type (10min Type vs Meal Type) can be toggled, as well as the Paid vs Unpaid status, as shown below.



The status also shows in the Daily Summary view of time punches.



Limiting paid portion to 10-min: Work with a Teamwork Specialist teamworksupport@spoton.com to configure.



NOTE on rest break compliance

Teamwork default behavior for California rest break compliance involves capturing attestations on clock-out that rest breaks were "Made Available". While capturing 10-minute breaks may be desired, compliance is driven from the mentioned attestations.

Weighted Average Wage for Overtime Computation

Last Modified on 03/26/2024 5:27 pm MDT

Teamwork's payroll output allocates overtime with a method consistent with FLSA overtime requirements. https://www.dol.gov/agencies/whd/fact-sheets/23-flsa-overtime-pay

The overtime wage can be a source of confusion to both employers and employees. The rate used for overtime may align with the role / rate being worked when overtime occurs. To adhere to federal requirements, overtime must be paid using a weighted average, or allocated proportionately across **all** roles and wage rates worked in a workweek.

> Where an employee in a single workweek works at two or more different types of work for which different straight-time rates have been established, the regular rate for that week is the weighted average of such rates. That is, the earnings from all such rates are added together and this total is then divided by the total number of hours worked at all jobs. In addition, section 7(g)(2) of the FLSA allows, under specified conditions, the computation of overtime pay based on one and one-half times the hourly rate in effect when the overtime work is performed. The requirements for computing overtime pay pursuant to section 7(g)(2) are prescribed in 29 CFR 778.415 through 778.421 .

There are two paths to finding a weighted overtime average, which are identical in their conclusion. Examples are shown below:

	Hours
Hours Worked at Rate 1 **($10)**	21
Hours worked at Rate 2 **($20)**	21
Total Hours	42
Overtime Hours	2

Method One	**Hours**		**OT Rate**	**OT Wages**
Use Blended Overtime Rate ($15 x 1.5 = $22.50)	2	x	$ 22.50	**$ 45.00**

Method Two
Distribute the overtime proportionately
across the hours and wages worked

	Hours		**OT Rate**	**OT Wages**
50% OT to Rate 1	1	x	$ 15.00	$ 15.00
50% OT to Rate 2	1	x	$ 30.00	$ 30.00
Total Overtime				**$ 45.00**

Teamwork uses Method Two shown above, which allocates overtime proportionately to the hours and wage rates worked by an employee, **regardless of the role being worked when overtime occurs.**

Note: Teamwork does NOT factor Gratuities and Services fees in the calculation of regular pay for overtime calculations at this time. Merchant's should ascertain with legal and accounting professionals if gratuities and services fees should be included in overtime calculations, and verify that the payroll processor provides the computation, or that the necessary manual steps are taken.

Managing Employee Time-Off & Availability Requests (Mobile)

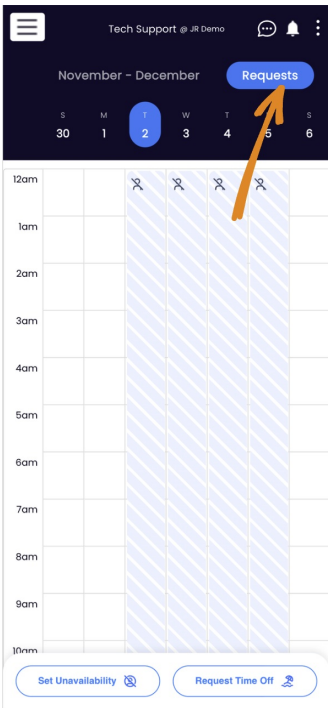
Last Modified on 12/02/2025 3:13 pm MST

Managing Employee Time-Off & Availability Requests (Mobile)

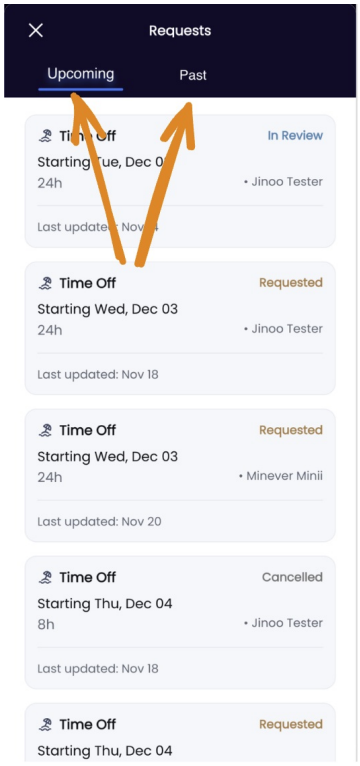
Managers can now review, approve, and decline employee requests directly from the mobile app. This makes responding to availability and time-off changes faster and easier—no desktop required.

Accessing Requests

1. Open the **Teamwork** app.
2. Tap **Time Off & Availability**.
3. Tap **Requests.**



4. Managers will see **all employee requests for the locations they manage.** **Employees** only see their own requests.
5. Requests are grouped into:
    - **Upcoming** (anything dated today or later)
    - **Past** (anything dated before today)



Types of Requests

The mobile experience supports both request types:

Unavailability Requests

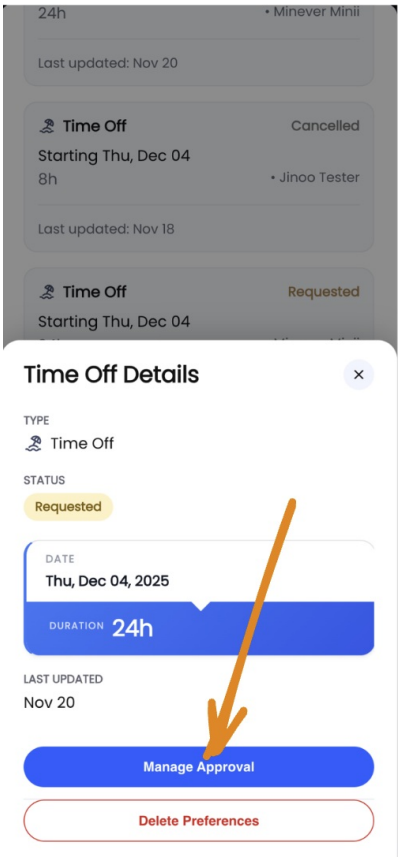
Recurring weekly availability preferences.
Example: “Unavailable every Monday from 2pm to 8pm starting Nov 24.”

Time-Off Requests

One-time exceptions to normal availability.
Example: “I need Dec 8–10 off” or “I need 2pm–5pm off on Friday.”

Reviewing a Request

1. Tap any request from the list.
2. You’ll see the employee’s details, dates, times, and comments (if provided).
3. Tap **Manage Approval** to take action.



Available Manager Actions

When managing a request, you’ll see the following options:

- **In Review** – Marks the request as pending. (Rarely used but available.)
- **Approve** – Confirms the request.
- **Deny** – Declines the request. Optionally add a note.
- **Cancel** – Cancels an already-approved request (when needed).

After selecting an action, tap **Save Changes**.

You'll be returned to the request list once the update is submitted.

Editing Existing Requests

Managers can re-open any past decision and make changes as long as the start date isn't in the past.

For example:

- Switch a denied request to approved
- Update a pending request
- Add or revise manager comments

Just tap the request → **Manage Approval** → choose a new status → **Save Changes**.

Please note you can only edit an **Upcoming request and any **Past** requests are memorialized.

What Managers See

From the main grid, managers will see:

- Their **own** availability and time-off (just like employees)
- All **incoming employee requests** in "**Requests**"
- **Real-time** statuses reflecting any approvals, denials, or changes

---

Current Limitations

Filtering options are intentionally simple for now.
At this time, managers **cannot** filter by:

- Only their own requests
- Specific locations
- Specific employees

More granular filtering is planned for a future update.

Related: How Employees Submit Requests

Employees can:

- Set preferred minimum/maximum weekly hours
- Block off unavailable days or time blocks
- Submit one-time time-off requests
- Add optional comments for their manager

Once submitted, managers are notified via app or email and can approve or deny the request. Employees are alerted when a decision is made.

Need Help?

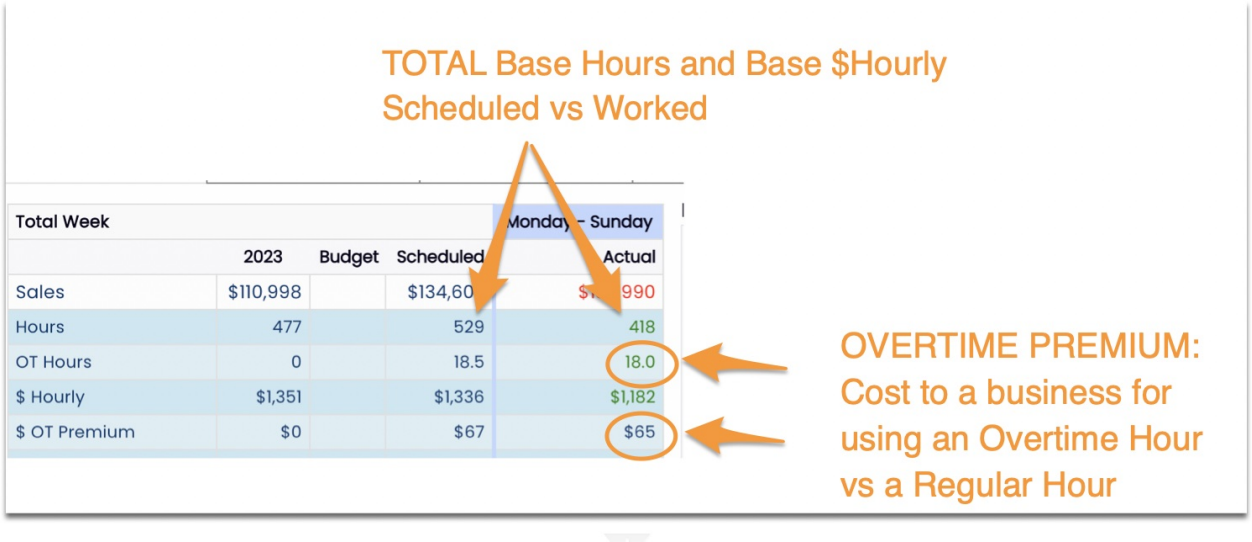
If you have questions or feedback, we're here to help.
Reach out to Support anytime as we continue improving the mobile management experience at support@spoton.com

Overtime Premium - Understanding Overtime Analytics

Last Modified on 08/09/2024 12:48 pm MDT

Teamwork shows employers the cost of using an Overtime Hour vs a Regular Hour as a distinguished metric from using more or fewer total hours than expected.

See below: the business used 18 hours of overtime, with a payroll cost of $195.00. **The cost to an employer for using Overtime vs Regular Hours is $65, the "Overtime Premium".** The cost of the "regular" portion of the 18 hours reports on the HOURS and Hours$, so the employer can contemplate total hours and dollars scheduled vs worked.

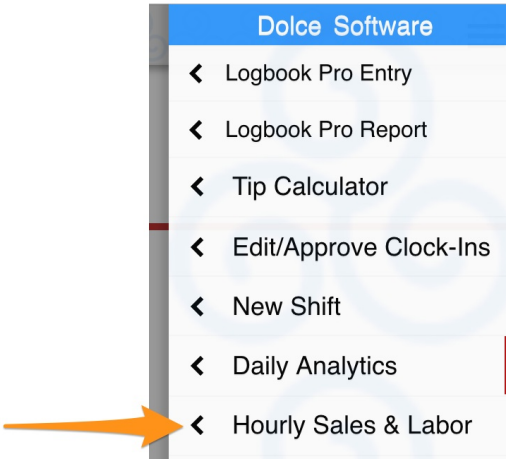


The Overtime Premium also shows as a "layer" on top of the week, rather than being assigned to a specific day. This recognizes that an extra shift which put someone into overtime could have been worked at any point in the workweek. Assigning all OT to the final day(s) of the workweek can lead to misleading conclusions.

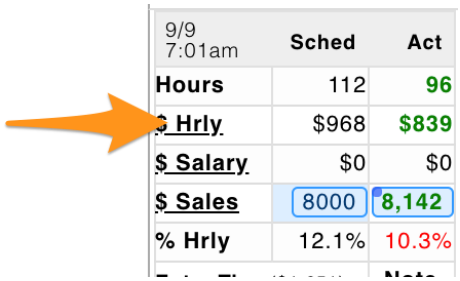
Viewing Hourly Labor Analytics

Last Modified on 09/09/2019 4:07 pm MDT

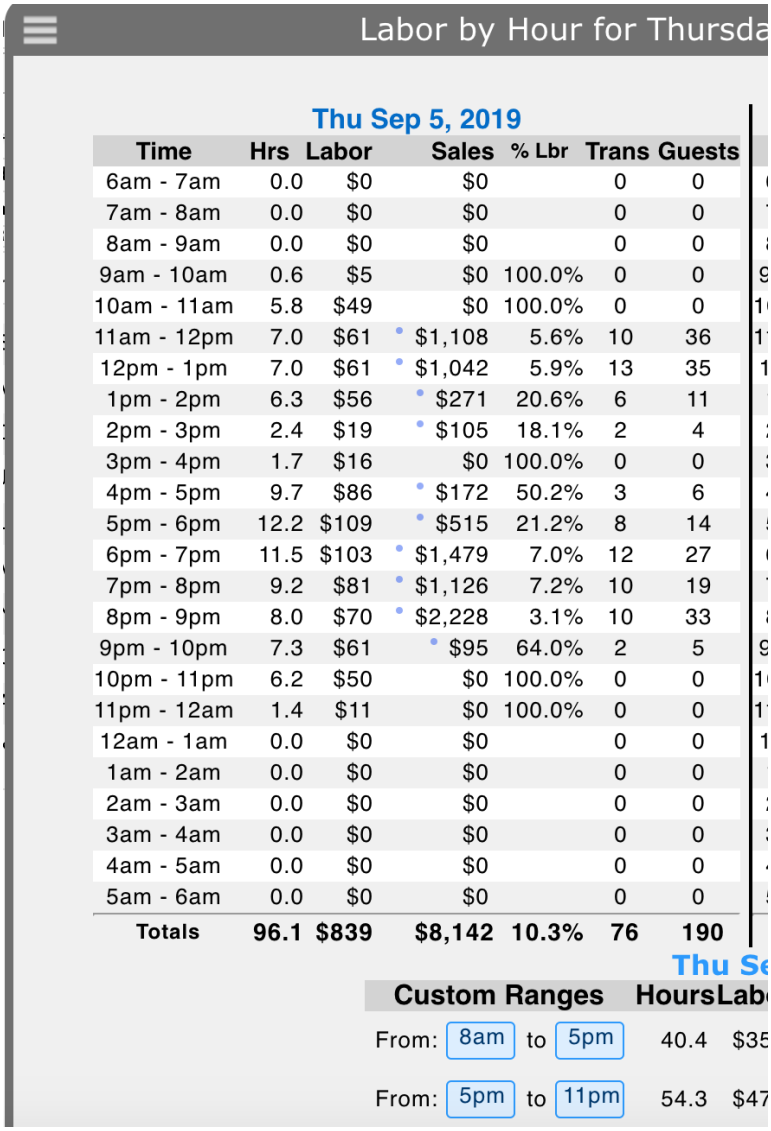
From Mobile, press **Hourly Sales & Labor**



From the Desktop, in the Schedule view, press **$ Hrly**



View Hourly Sales and Labor



From Reports

Notes:

- Sales are based on closed checks
- Timing is based on ticket open time.

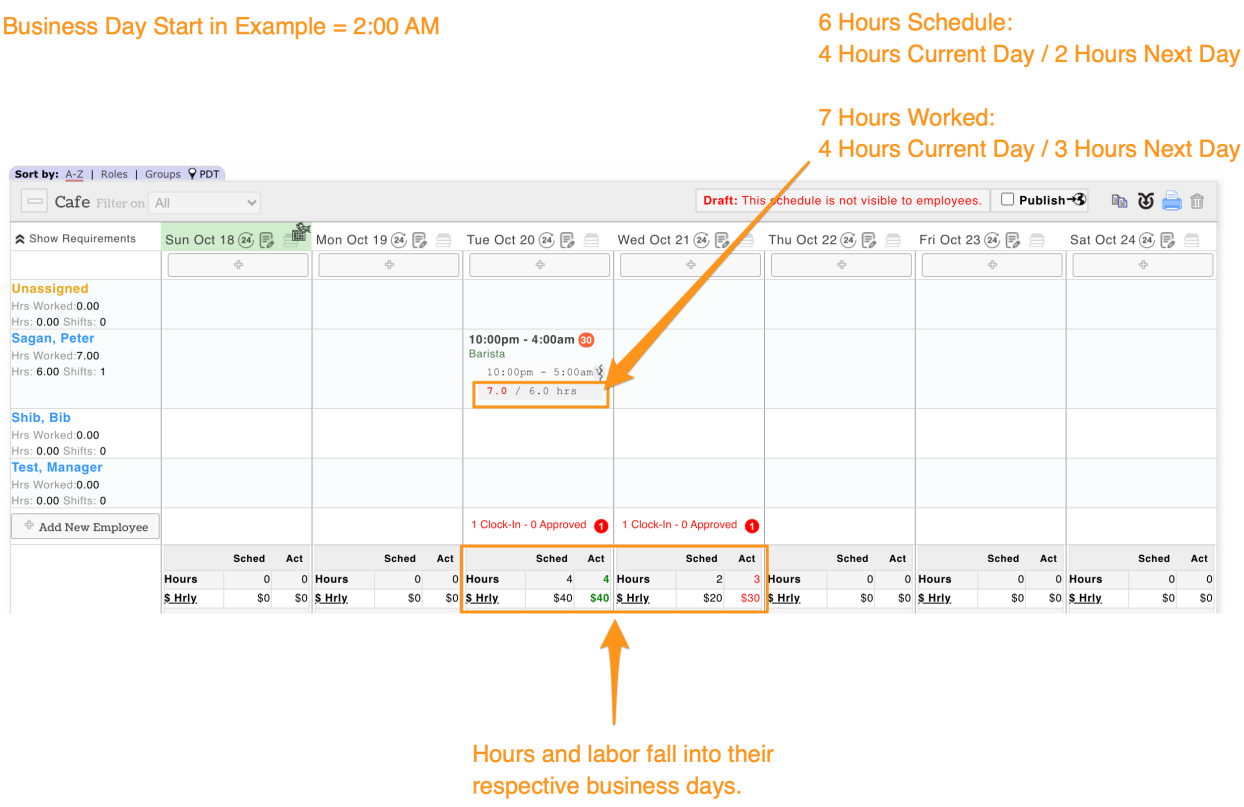
Shift Hours Versus Hours in the Business Day

Last Modified on 12/24/2023 2:47 pm MST

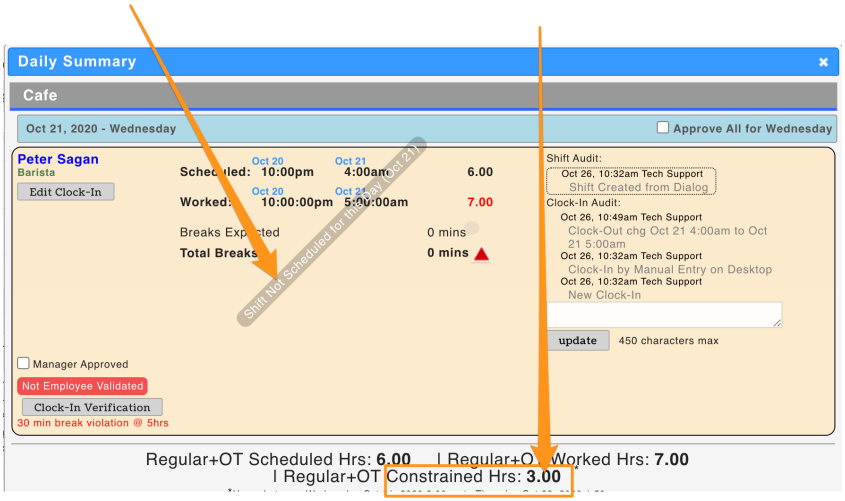
Scheduled and worked hours, for analytics and payroll, will always align with the boundaries of **the defined business day**.

Because the length of a shift or a time punch may span across two business days, a day's total hours may reflect a *portion* of a shift or as punch.

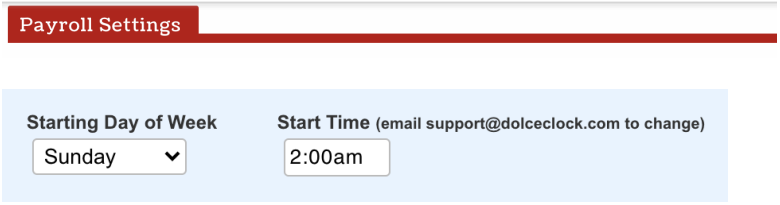
In the example below, portions of a single shift fall into two different business days:



When approving time punches, Teamwork redundantly shows a shift / punch activity on the the day that the shift / punch crosses into:



Start of Business Day is a Payroll Setting, per Pay-Group:

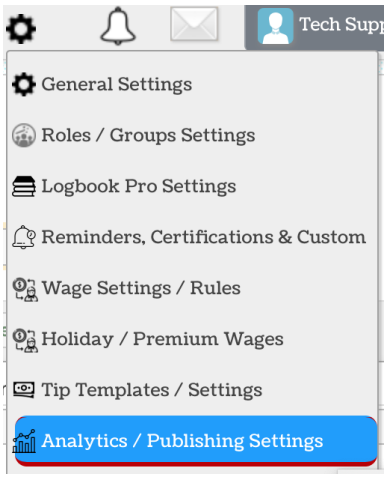


Adding Taxes & Benefits to Labor Analytics

Last Modified on 12/24/2023 1:48 pm MST

Teamwork allows you to add estimated taxes and benefits to your labor analytics.

1. From the Gearwheel Menu > Analytics



2. In the Taxes and Benefits% field, enter the % addition to your labor that you estimate for taxes and benefits. Typically this is 13%-21%. Click **Save All Changes** to complete.

After the entry has been made, an additional band in schedule analytics and reporting

shows the labor augmented with estimated taxes and benefits:

Total Week

				Sunday - Saturday
	2018	Budget	Scheduled	Actual
Sales	**$7,630**		**$ 29,500**	**$ 28,295**
Hours	429		411	419
OT Hours	0		0.0	0.0
$ Hourly	$3,845		$3,861	$3,962
$ OT Premium	$0		$0	$0
$ Hourly + OT	$3,845		$3,861	$3,962
% Hourly + OT	**50.4%**	**0**	**13.1%**	**14.0%**
Training / Ops Hours	0.0		6.0	6.9
$ Training / Ops	$424		$65	$73
% Training / Ops	5.6%		0.2%	0.3%
% Total Hourly	**56.0%**	**0**	**13.3%**	**14.3%**
$ Salary	$2,639		$1,957	$1,978
% Salary	34.6%	0%	6.6%	7.0%
$ Total Salary + Hourly	$6,909		$5,882	$6,013
% Total Salary + Hrly	**90.6%**	**0 %**	**19.9%**	**21.3%**
$ Tax & Benefits	$898	$0	$765	$782
% Total + Tax & Ben	**102.3%**	**0.0%**	**22.5%**	**24.0%**
Productivity Index	$17.77		$71.86	$67.60

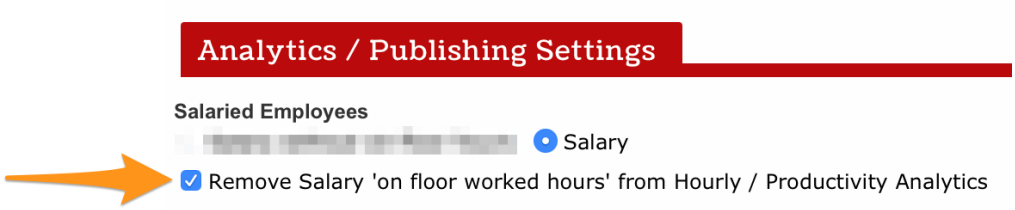
Transactions:1,330 Guests:453 — Week 2018 Transactions:279 Guests:142

Remove Salary Hours from Analytics

Last Modified on 04/28/2021 6:30 pm MDT

Gearwheel Menu > Analytics

To remove Salary HOURS from Projected vs Actual Hours, engage the "Remove Salary Hours" setting shown below.



Complete by **Save All Changes**

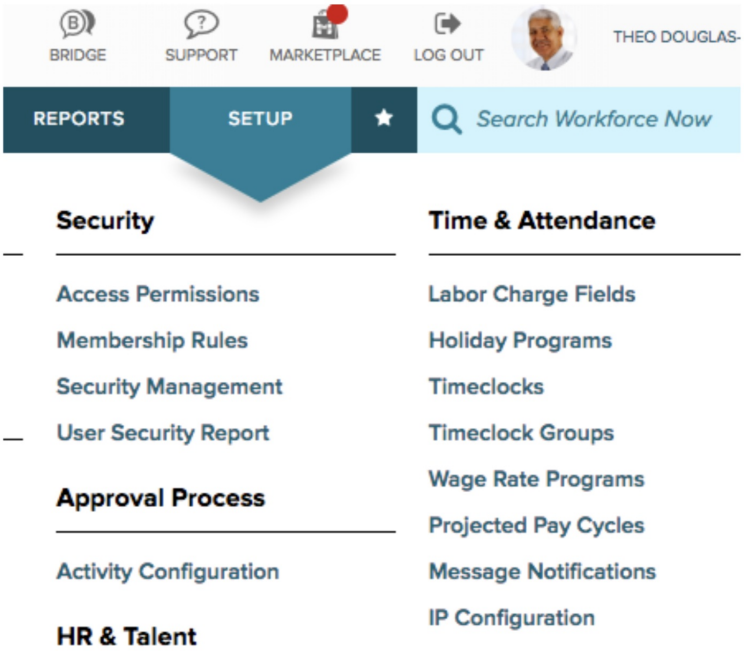
ADP WFN Critical Account Settings for SpotOn Teamwork

Last Modified on 12/24/2023 9:50 am MST

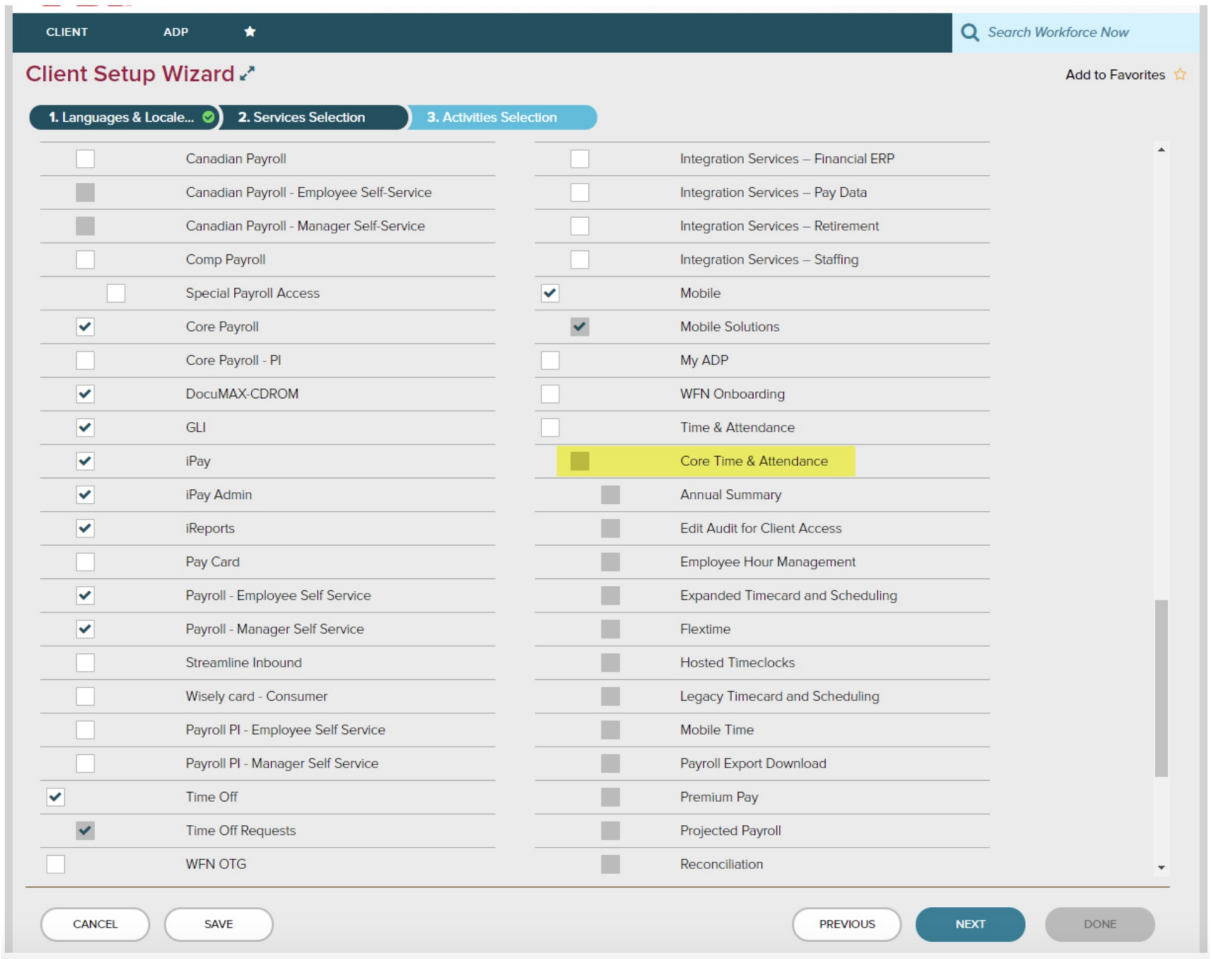
There are certain settings that must be turned on for ADP accept a payroll upload. Please see that the following steps are taken prior to our sample upload. Requires an ADP specialist.

1. Time & Attendance settings must be turned on. (doesn't meant that you are using or paying for Time & Attendance, but just a setting that must be engaged..)

Find out if Time & Attendance is on by go to SETUP -> and see if you have the Time & Attendance menu item



Here's the screenshot on how to turn on the Core Time & Attendance – you'll need to call ADP to turn it on. The screenshot represent the Client Setup Wizard utility which the ADP associates use to setup clients. If unable to resolve this step, please email teamworksupport@spoton.com.



2. Key Settings must be applied:

WFN Pre-Account setup needs to manually be done once for each WFN account:

1. Client must have a Memo Code of 5 added to the mentioned path (setup-> tools-> validation table -> paydata-> Memo). Note it should be added in the below format only. Eg:- Code : 5, description : TIPS.
2. Client must have a Hours & Earnings Code of T created (Setup -> Tools - Validation Tables -> paydata-> Hours & Earnings Code).Note it should be added in the below format only. Eg:- Code : T, Description : Tips, Type : Earnings, and Default Field Number : 3.

ADP Purchasing the Run Connector

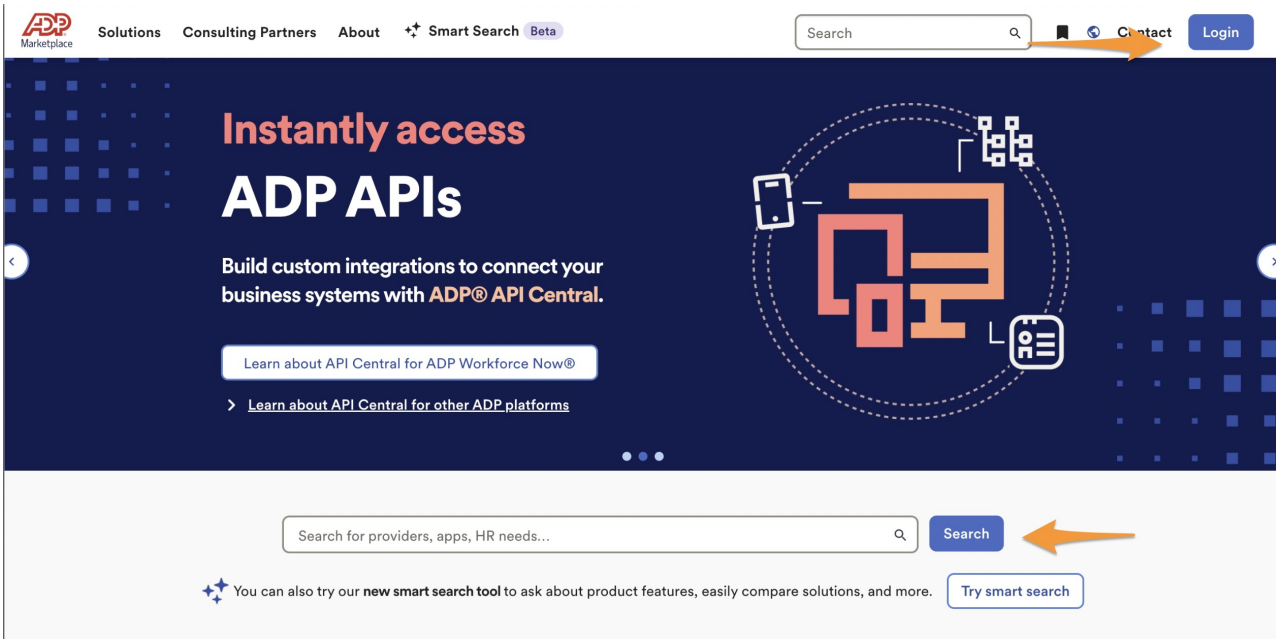
Last Modified on 04/25/2025 2:58 pm MDT

Purchasing the ADP Run® Connector

Two important notes before you begin:

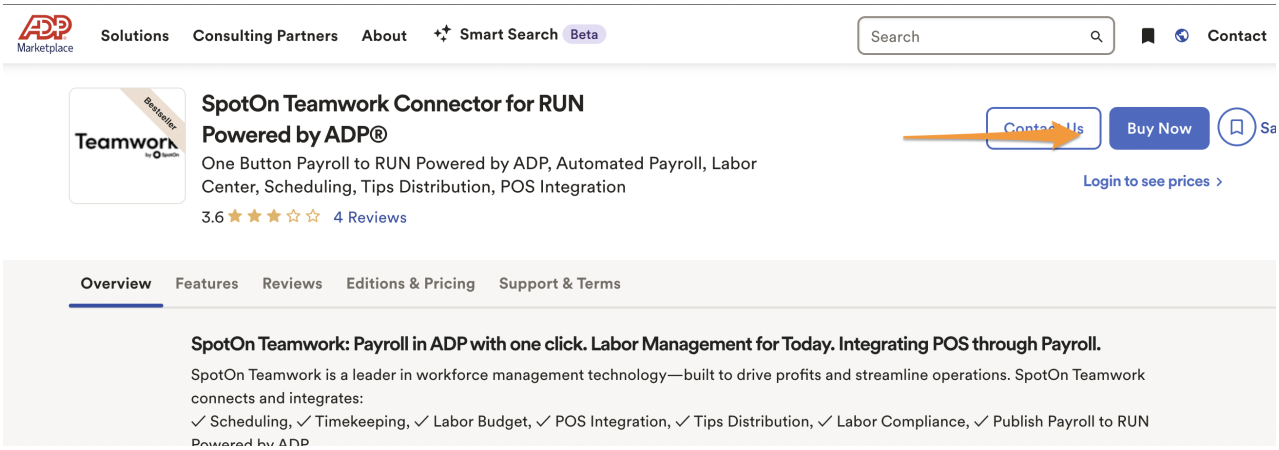
- If multiple Run accounts are being synced, please refer to the article for Preparing Multi-Unit ADP Run Accounts for ADP App Marketplace and complete those steps BEFORE the steps in this article.
- All of the below steps must completed, if you stop after clicking "place order," you will not be able to use the connector.

1. Go to apps.adp.com and use your run credentials to login; or navigate to the ADP App Marketplace via your RUN account.

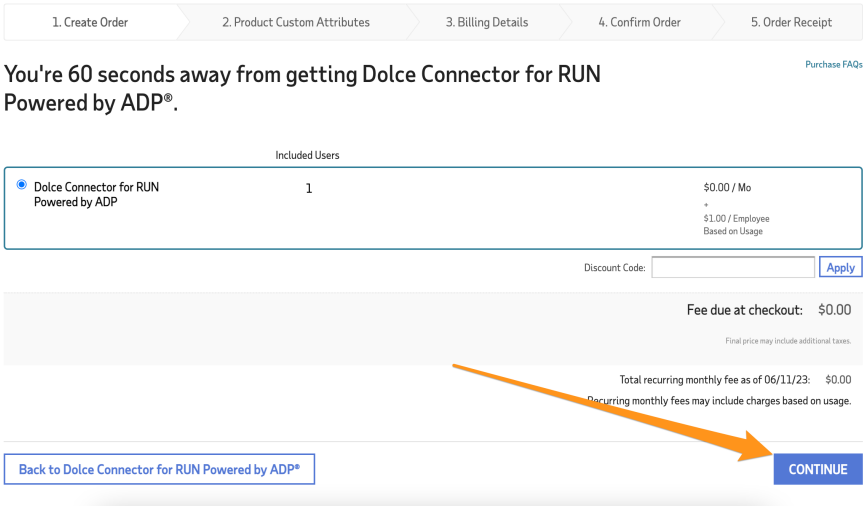


2. Using the search bar, navigate to the SpotOn Teamwork Connector for ADP Run Marketplace Listing.

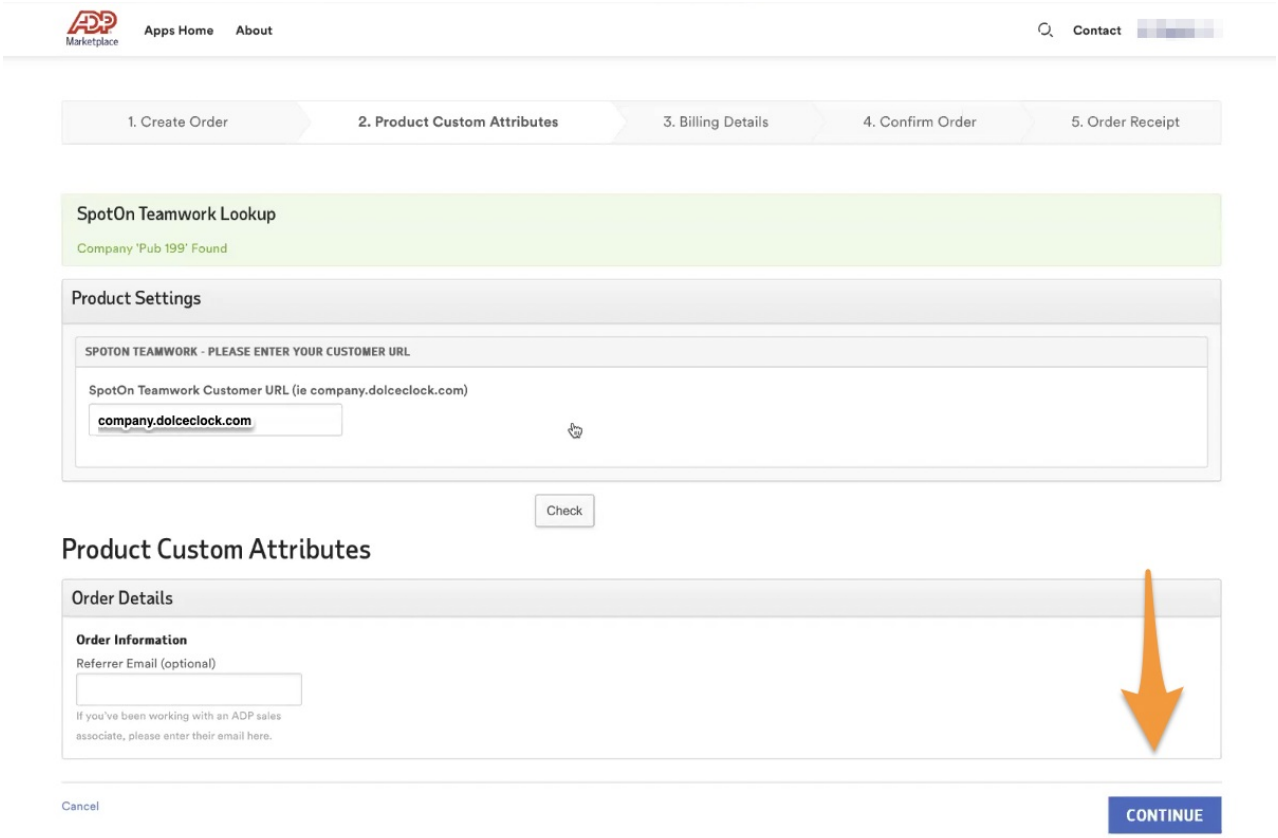
3. Click "Buy Now."



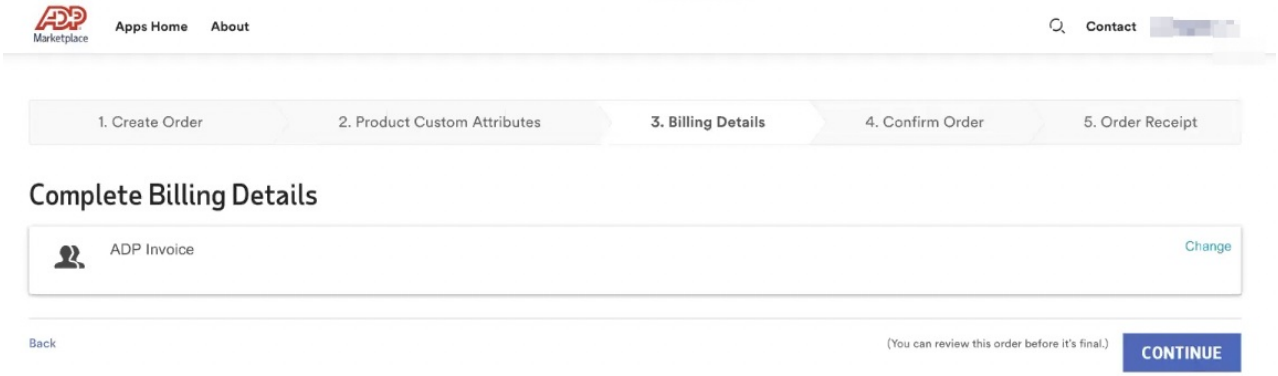
4.Then click "continue."



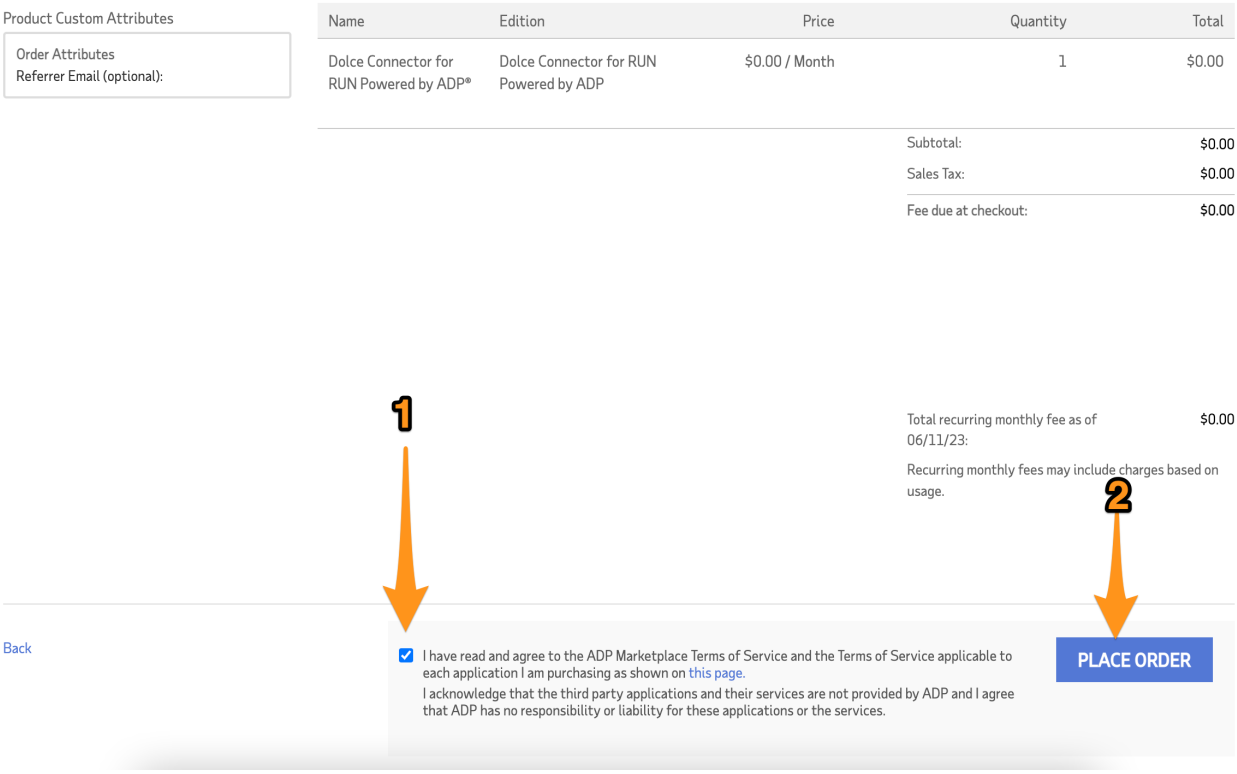
5. You will be prompted to enter your CUSTOM WEB ADDRESS (ie company.dolceclock.com), if you are unsure of your web address, you can find it at the top of the general settings page of your Teamwork account (gearwheel > "general settings"). Enter your full custom web address, and then click "continue."



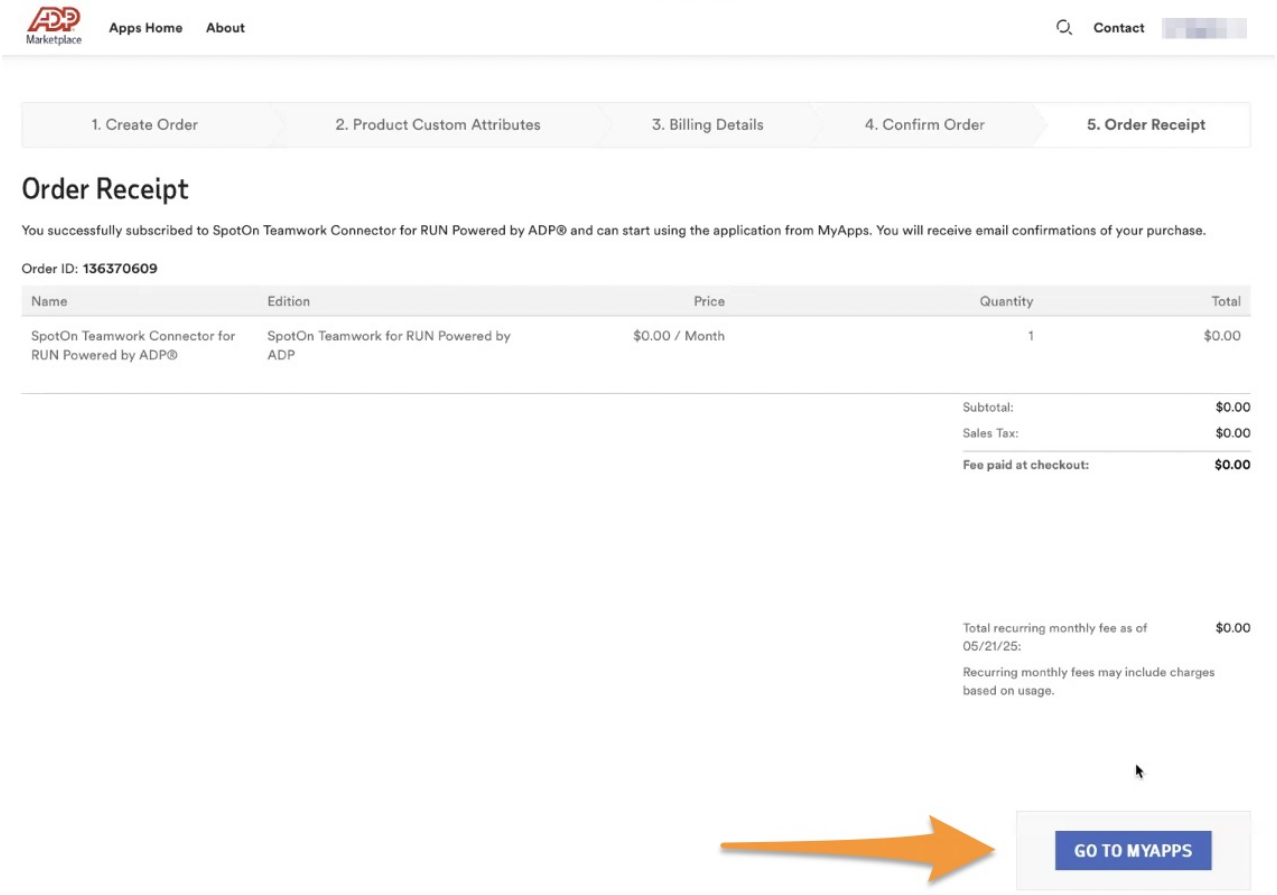
6. Click "continue."



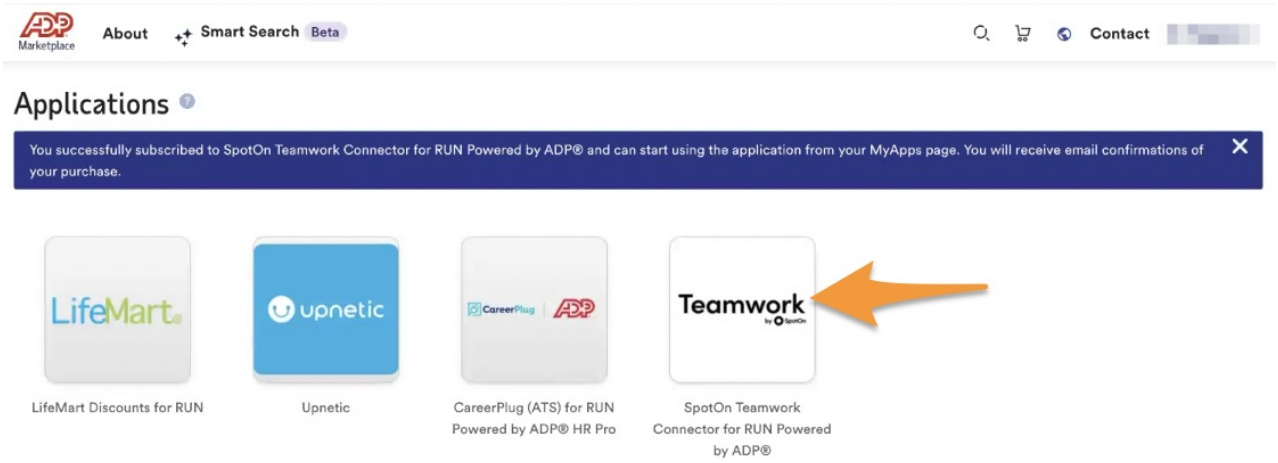
7. Agree to terms, and Place Order!



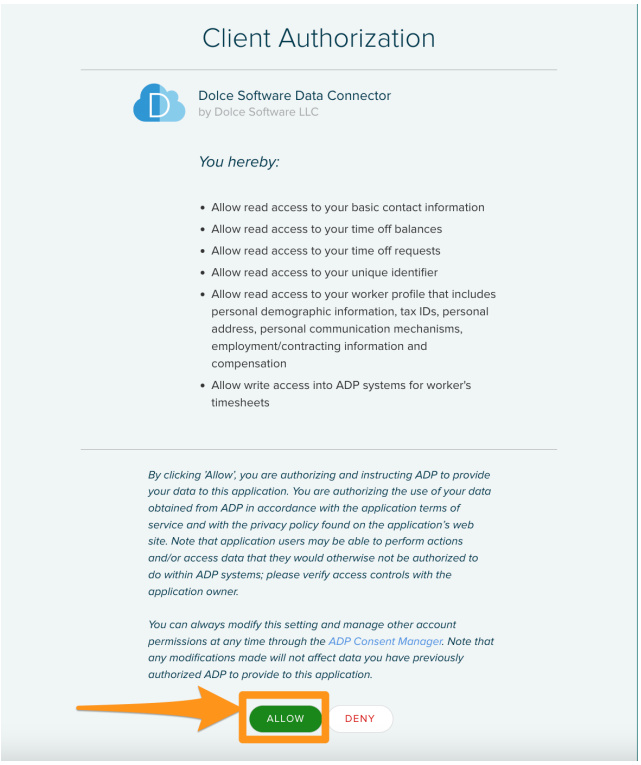
8. **Go to MYAPPS**!



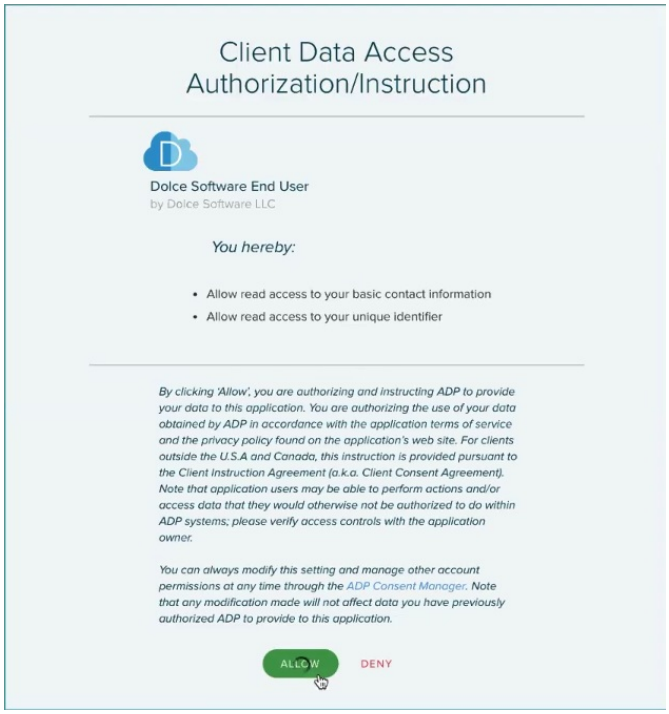
9. You will see your current apps, click on the SpotOn Teamwork App.



10. You will be redirected to ADP's Consent Manager, click "Allow," then click "Contnue."



11. ADP's Consent Manager will prompt you again, click "Allow."



You are connected. Well done! Please email teamworksupport@spoton.com and let us know that you are ready to configure your first payroll.

NOTE: If multiple Run accounts are being synced, the above steps need to be taken for each account. Please refer to the article for Preparing Multi-Unit ADP Run Accounts for ADP App Marketplace

ADP® Teamwork Onboarding Process

Last Modified on 07/30/2023 12:26 pm MDT

General Overview

Teamwork provides a Labor Center -- an efficient platform for managing scheduling, timekeeping, tips, and Point of Sale integration. Teamwork can be setup for single or multi-unit establishments very quickly, by extracting data from ADP through its API. Information including employee profiles, IDs and wages, and location, department, and job codes are all transferred through the cloud. The training and onboard process for a store is efficient as well (typically two hours for a location). Payroll uploads through a file for through the API (cloud), and is tested prior to going live.

Teamwork offers staggering possibilities for integrating multi-locations, multi-EINs, and multi-POS systems.

Process

1. Introductions

- Teamwork should be introduced to point person(s) for the company, i.e.. heads of operations / implementation / and HR, as well as ADP® point person(s), including an implementation specialist.

2. Coordination of payroll setup Teamwork should be invited to meeting including key decision makers and implementation specialist to discuss the following:

- Establishing structure of Locations, Departments, Job Codes, and Cost Centers. Teamwork should be included from the onset in how a company will be setup.
- Establishing how primary and secondary wages will be handled. Teamwork will inform the team of options of how Teamwork can sync and interact with ADP wages, and client can choose a workflow.
- Establishing PTO and Other Earnings flow. Teamwork will inform the team of options of how Teamwork can be used for PTO and Other Earnings, and client can choose a workflow.
- Establish other pertinent payroll expectations including the handling of Tips, Tipped Hours, Break Violations, Semi-Monthly Overtime, and other miscellaneous data.

3. Establish Timeline Teamwork to inform client in detail of process, and establish dates relative to the Go-Live date for the following events:

- Data extraction, from both ADP and POS. *Very little data is entered into Teamwork manually. Teamwork will extract data from other systems once they are setup.*
- Operations training and assembly of training resources.
- Onboard pilot location (if multi-unit)
- Onboard all locations
- Test Payroll
- Go Live

The parties should establish communication expectations - ie. who should be included and copied on what level of questions or progress.

Because Teamwork extracts data from other systems once complete, Teamwork's presence in onboarding becomes more visible after company data has been extracted.

Variations

Implementation of systems is not required to be in lockstep. For many reasons, there may be motivation to implement Teamwork or ADP first.

Initial data extraction can come from ADP or from the client's Point of Sale, then synced with the other system.

Important Notes

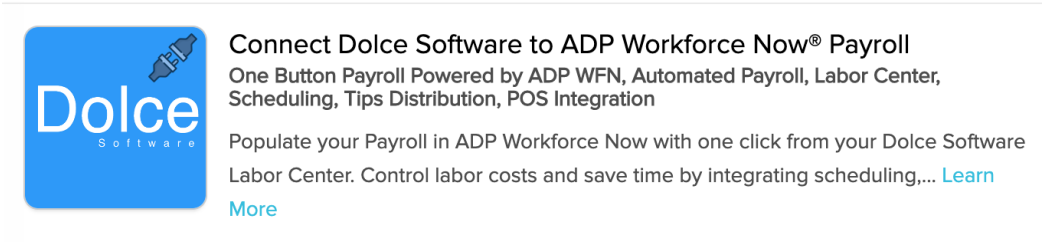
Teamwork functions as the timekeeper of record, and offsets the need for ADP Time & Attendance.

Teamwork integrates with leading cloud-based point-of-sale systems, but not all / legacy systems.

ADP Purchasing the Workforce Now Connector

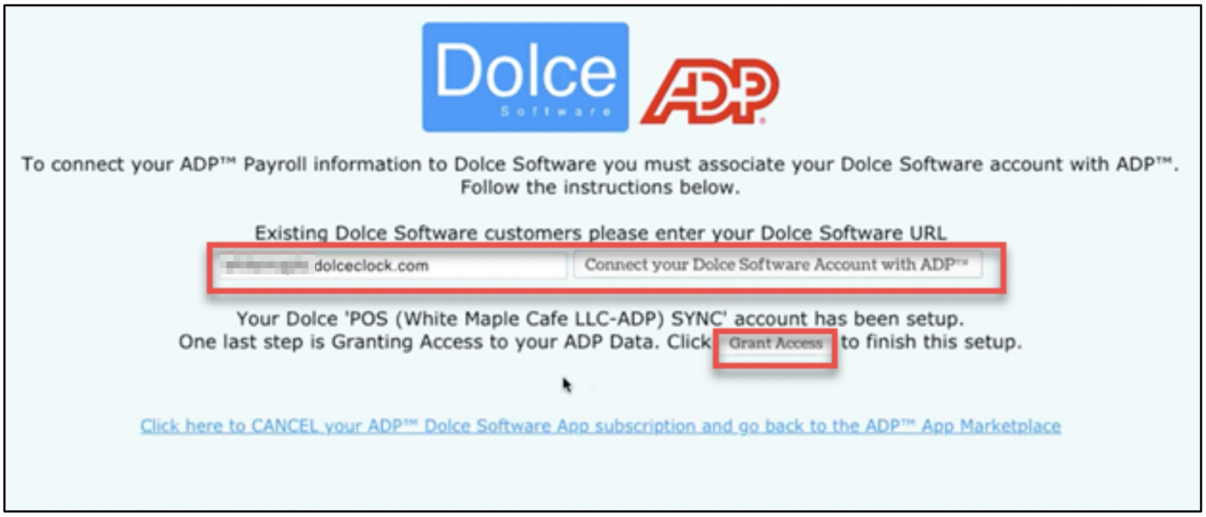
Last Modified on 12/24/2023 2:42 pm MST

1. Go to apps.adp.com
2. Login with your Workforce Now credentials
3. Search for Dolce, Select the **Dolce Connector for Workforce Now** and purchase.

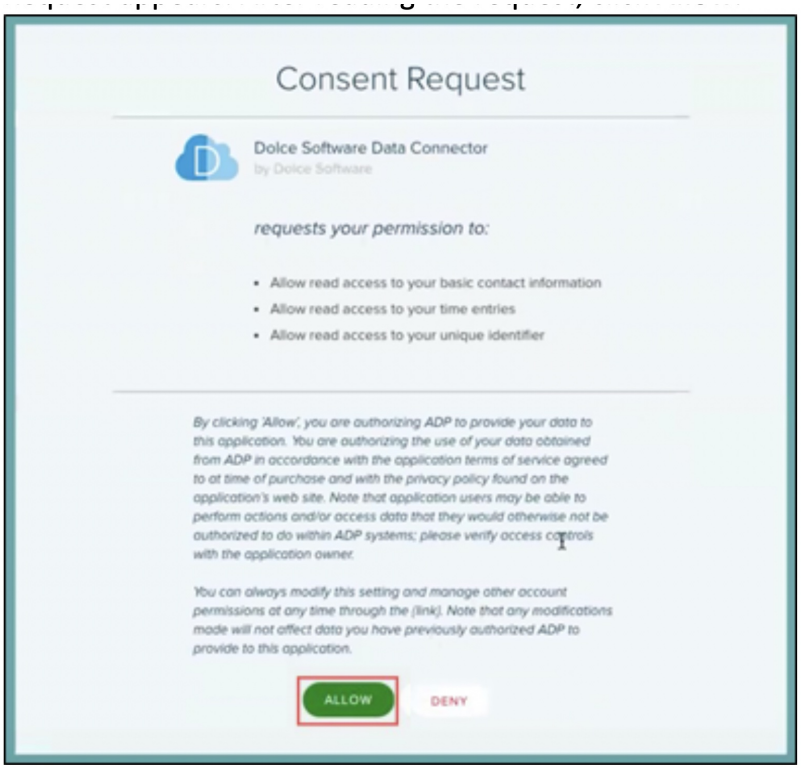


Note: Teamwork was formerly called Dolce Software

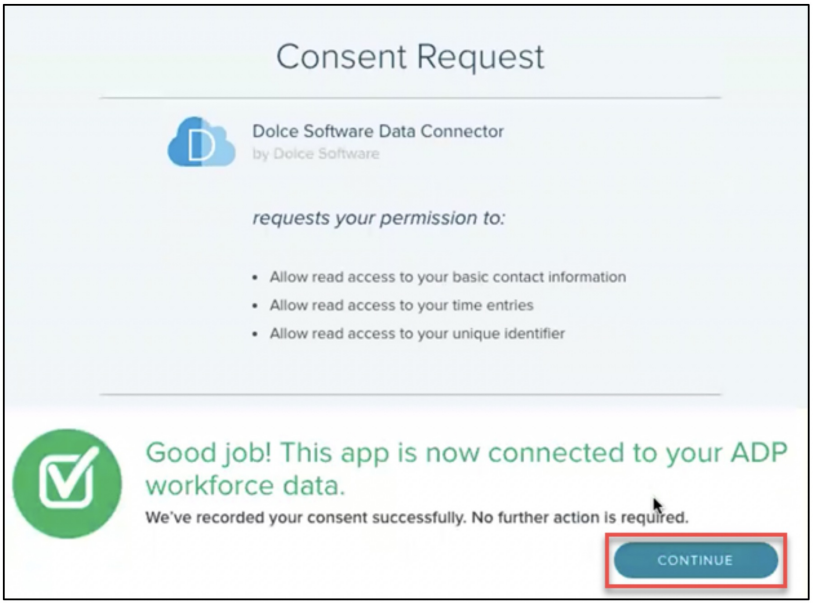
4. Follow prompts for approval and permissions.
5. When prompted, enter your Teamwork URL, **Connect**, then **Grant Access**



6. Click **Allow**



7. Click **Continue**



8. You should see a message that you are connected. Please email teamworksupport@spoton.com, and let us now that you are ready to configure your first payroll.

Your Dolce Software account is now connected to ADP™! You are done, thank you.

Click here to login to Dolce Software and start your ADP Payroll Mapping

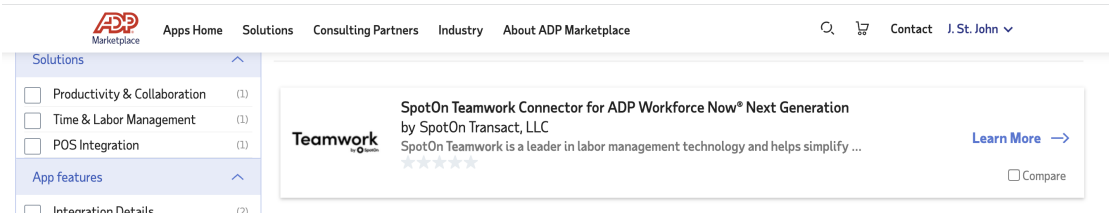
ADP Purchasing the Next Gen Connector

Last Modified on 12/24/2023 1:53 pm MST

Go to apps.adp.com

Login with your Workforce Now Next Gen credentials

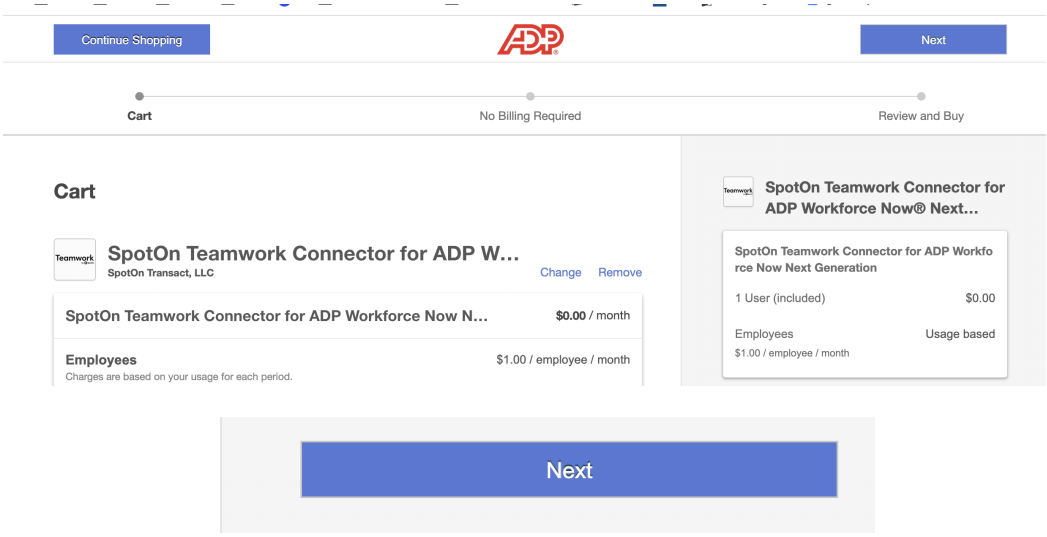
Search for Teamwork, Select the **Teamwork Connector for Workforce Now**

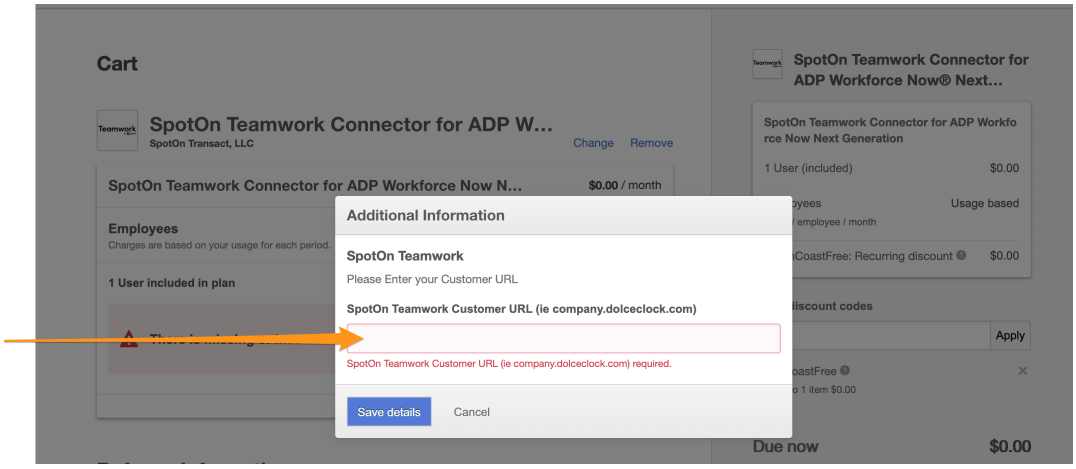


Press **Buy Now**

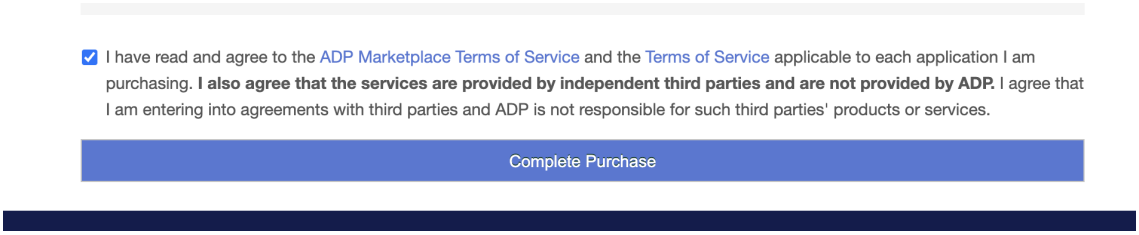
Input your Teamwork URL, ie "companyname.dolceclock.com" when prompted, and click **Next**

(if you don't see a place to enter your URL, press **Next**, and you will be prompted)

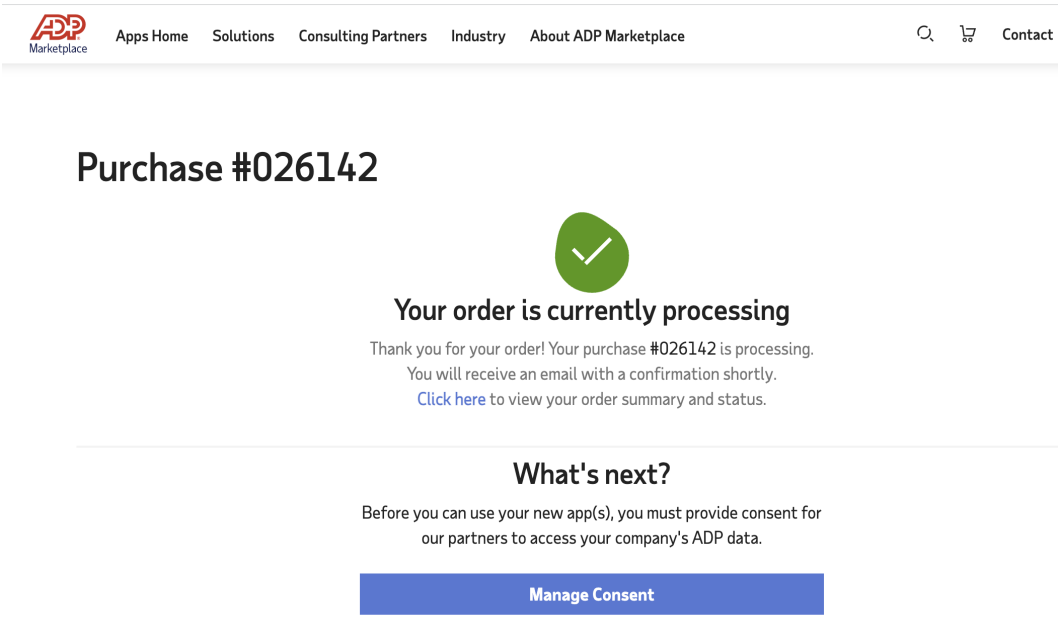




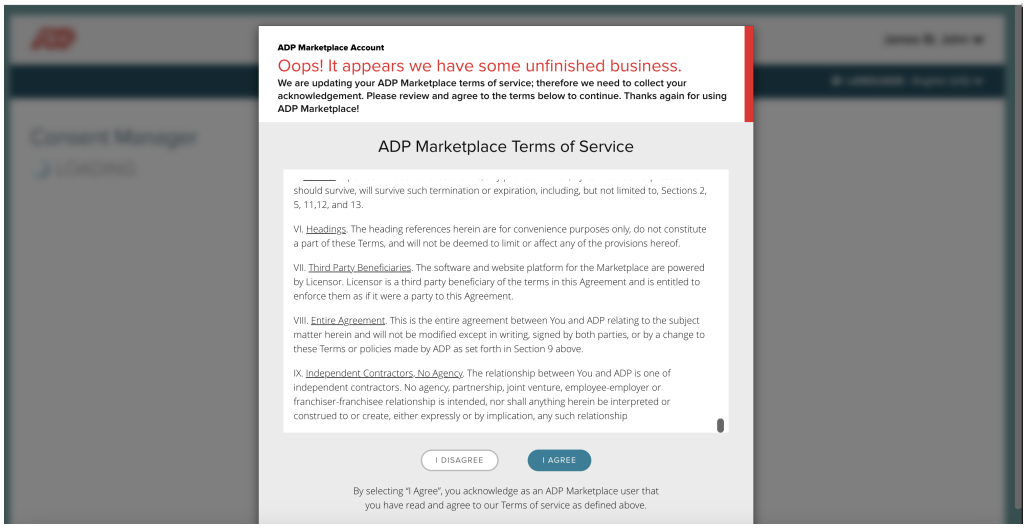
Check the Terms and Complete Purchase



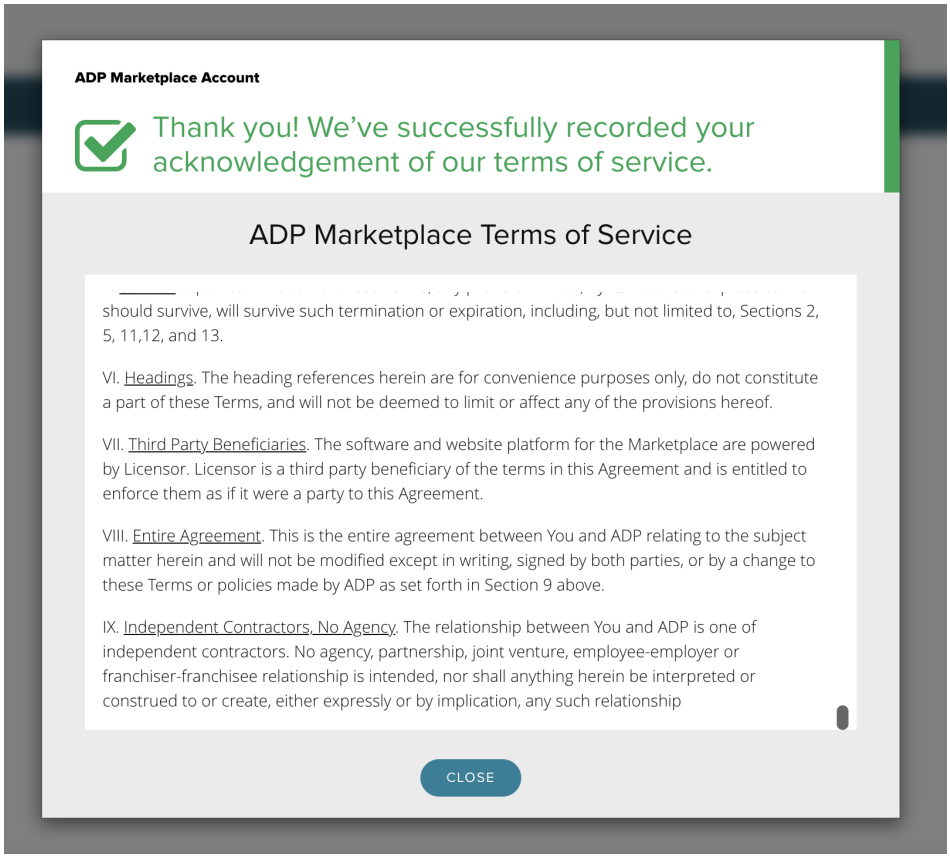
Press Manage Consent



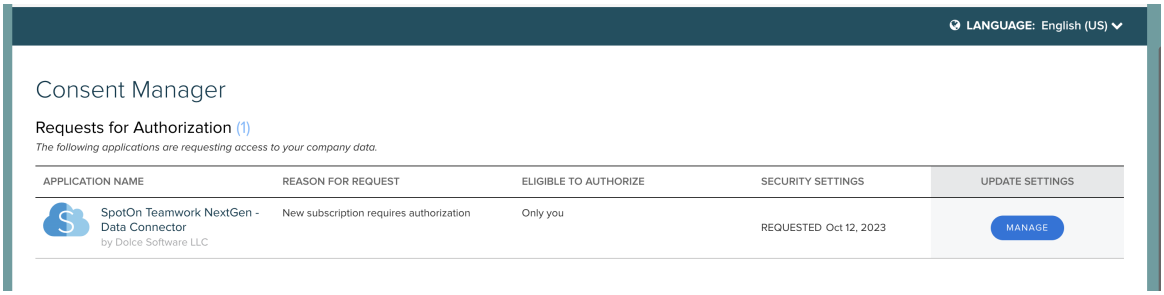
Read / Scroll to the bottom of the terms and press **Agree**



Press **Close**

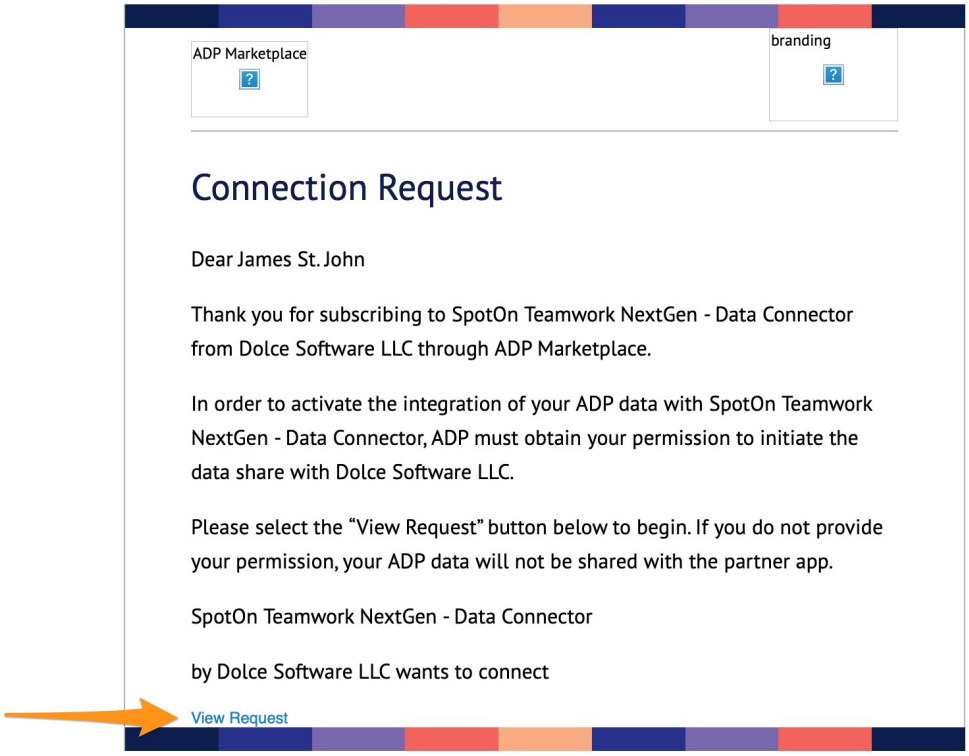


You'll see the following:



Last Step: Look for an email from ADP to confirm the connection request

Press **View Request** as shown below, and compete



Please reach out to your Teamwork specialist, or teamworksupport@spoton.com, and advise that you've completed your ADP Workforce Now Next Gen connection. A specialist will assist with initial configuration.

A Teamwork specialist will also advise if your data can be pushed through the api / cloud at this time, or if a CSV will be used for upload, until pending api development completion.

Adding ADP Wisely Integration to Teamwork

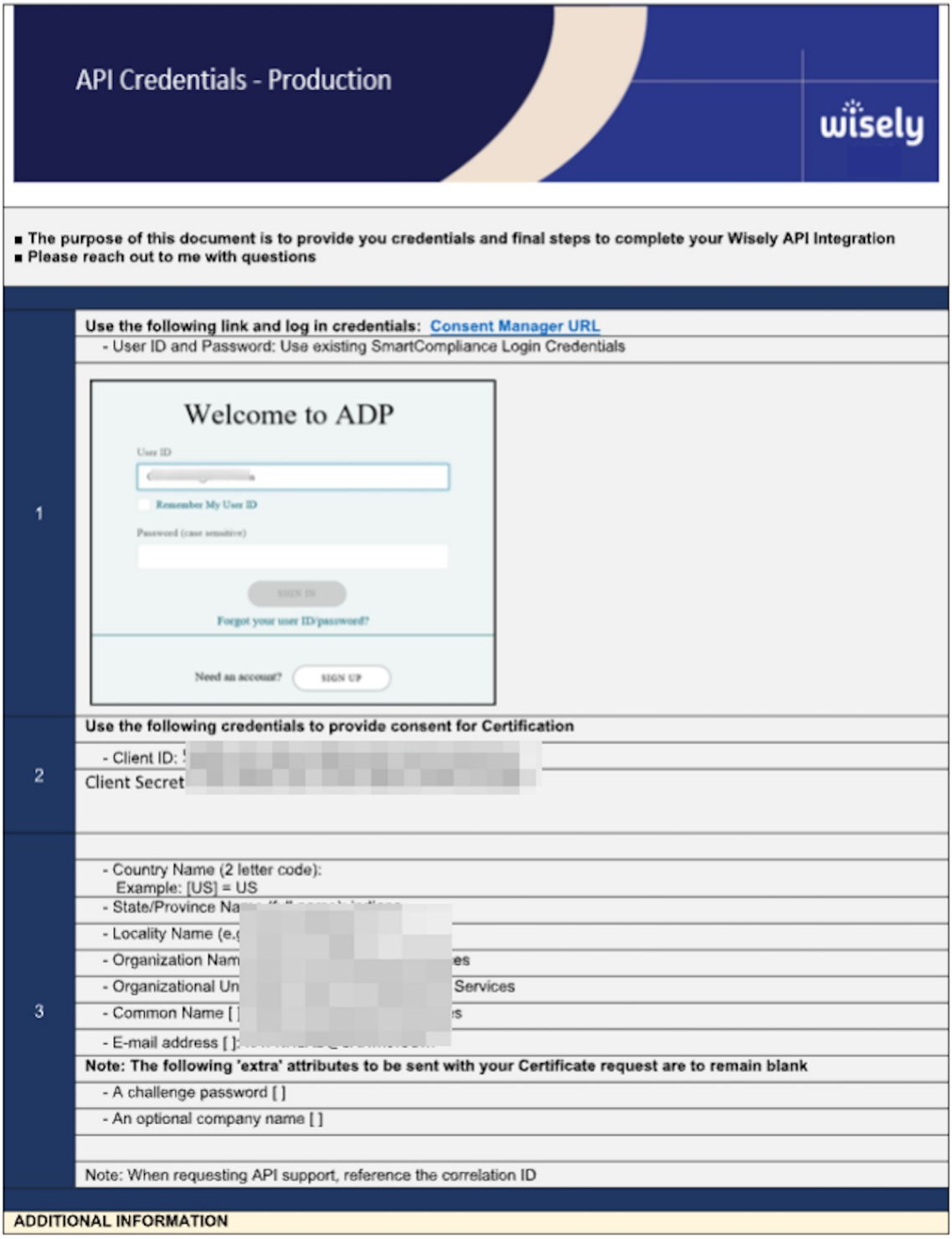
Last Modified on 02/20/2024 5:19 pm MST

To Connect Wisely to Teamwork, please take the following actions:

1. Create a Wisely Account with ADP / Wisely.

2. Wisely needs to generate API credentials for partner integrations, and then provide Teamwork with the following document. (Please request this document be populated and submit to your Teamwork specialist, or dolcesupport@spoton.com.

The general contact information we have on file is: wiselypay@adp.com, 866-317-8183



3. After the Teamwork engineering team inputs the credentials provided, they will advise next steps for completing implementation and testing.

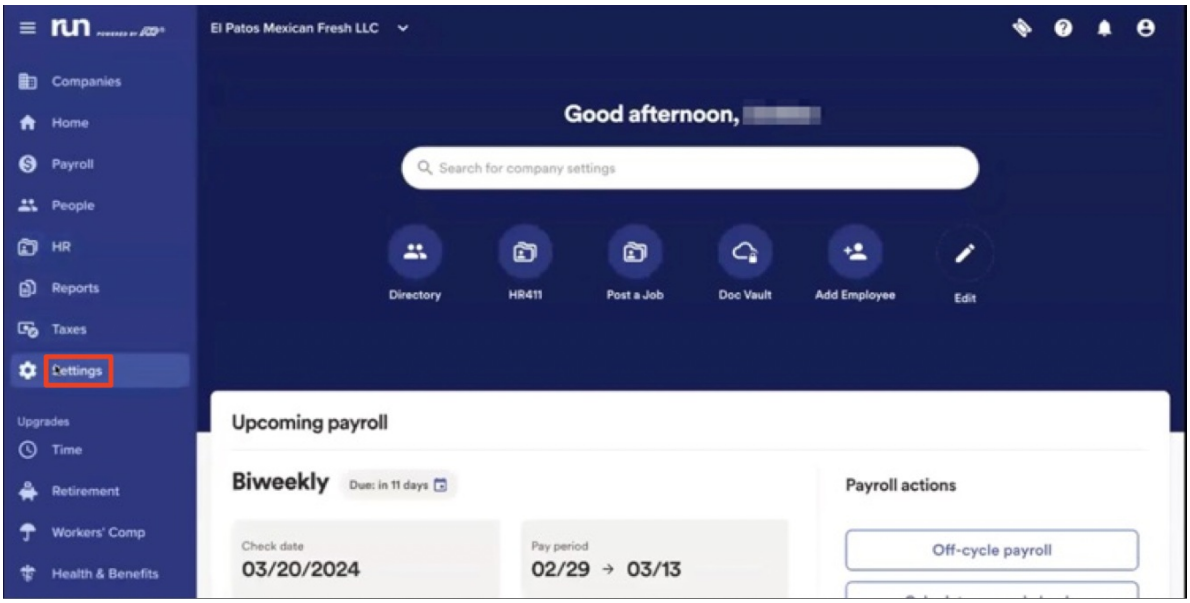
Preparing Multi-Unit ADP Run Accounts for ADP App Marketplace

Last Modified on 03/26/2024 1:38 pm MDT

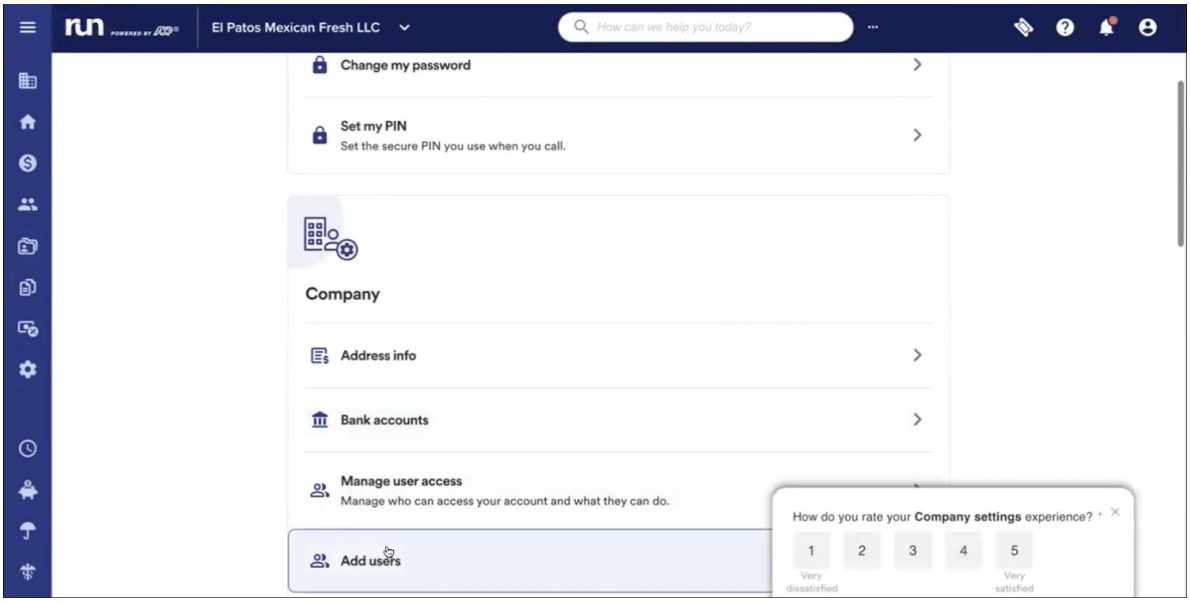
For use of the ADP App Marketplace, a **New Username** must be setup for each location / sub-account

Registering a New Username in RUN

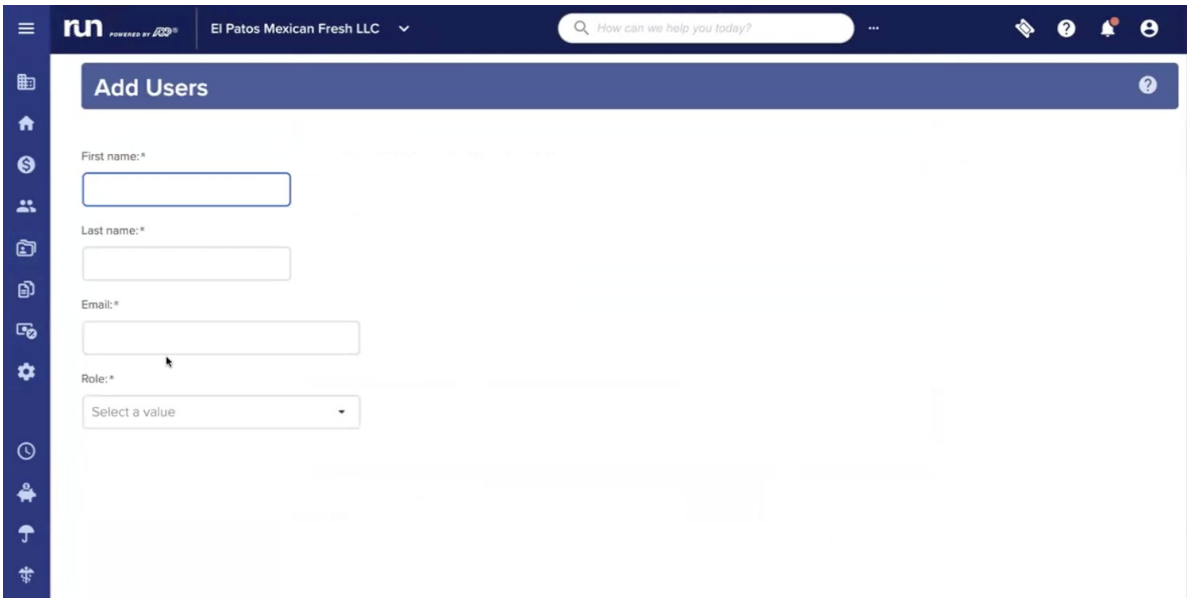
1. In RUN go to Settings



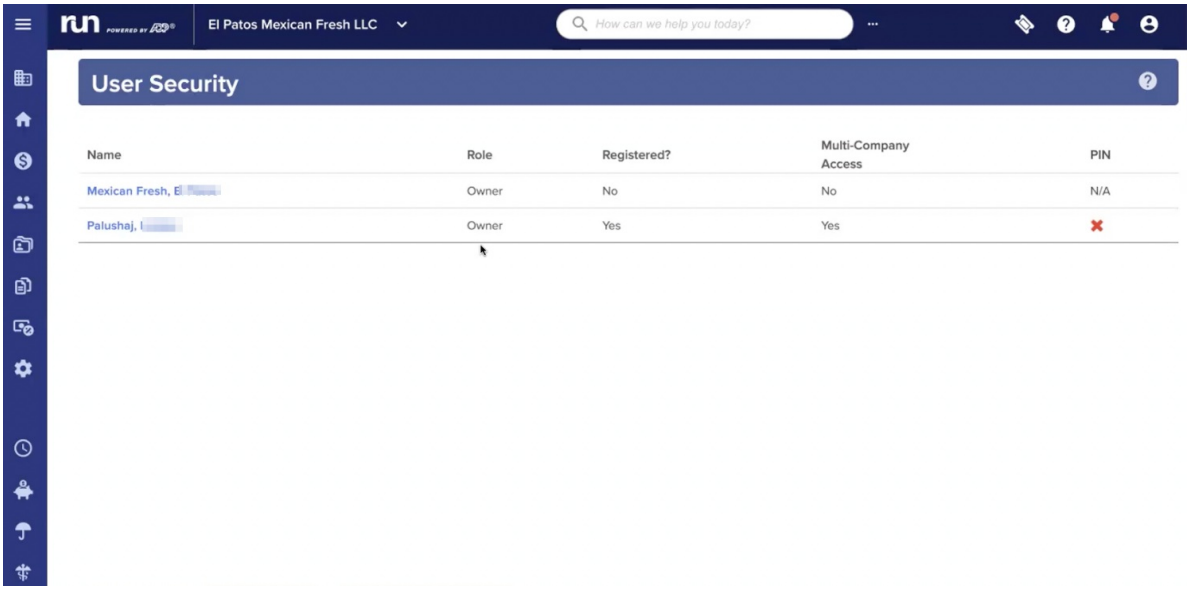
1. Click Add User



1. Put in the name, role (Owner or Payroll Admin), and email
    1. ***Different email & phone number required for each user***
2. Make note of the temp user id and password, this will also be emailed to the client if a real email address is used.

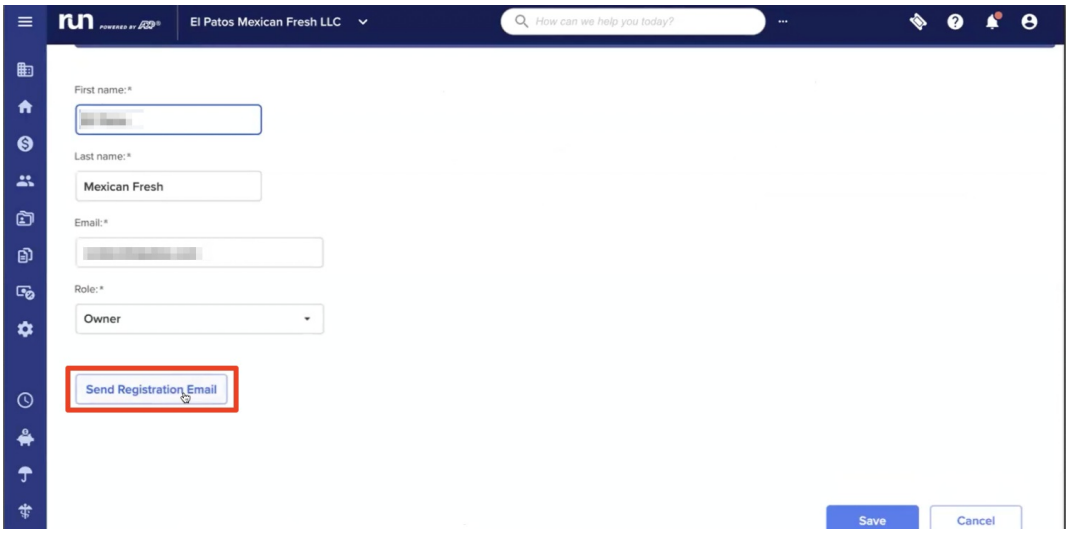


3. Click "Save," in the bottom right corner, then click on the user created



4. Click, "send registration email," then go follow the instructions from the email to complete registration.

1.



Have the client close out of the browser completely

2. Go to apps.adp.com, and login in the top right corner
3. Client can now go into the marketplace, suggest logging out in the upper right and logging back in to ensure they are logged in with the new and correct User ID

ADP WFN Wage Sync to Teamwork Default Method

Last Modified on 12/24/2023 2:38 pm MST

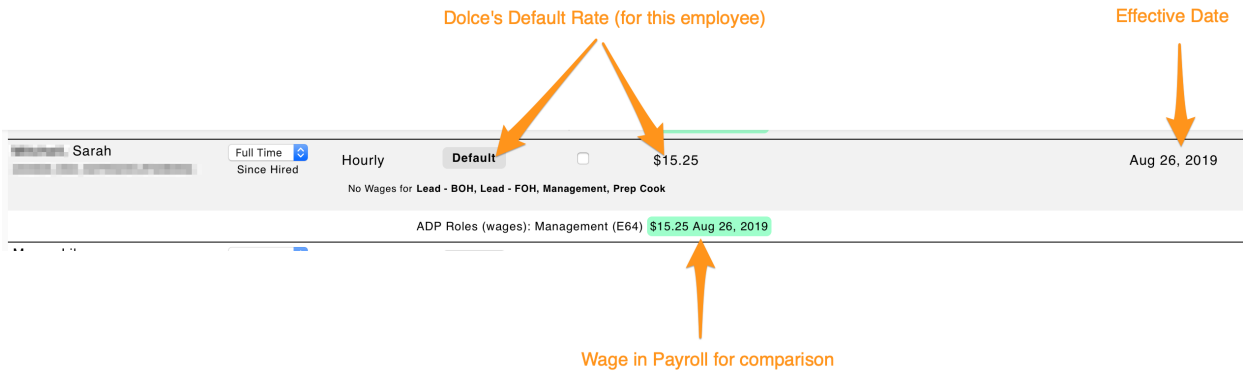
With this method of wage synchronization

- Employee's ADP's Rate1 will populate the employee's "Default Rate" in Teamwork. This wage will apply to all Roles worked, unless an exception has been setup.
- Secondary wages will be set in Teamwork. (ADP secondary rates are abstract, ie "Rate2, Rate3" whereas secondary wages in Teamwork will be seen as Role Specific.

Viewing / Setting Wages in Teamwork

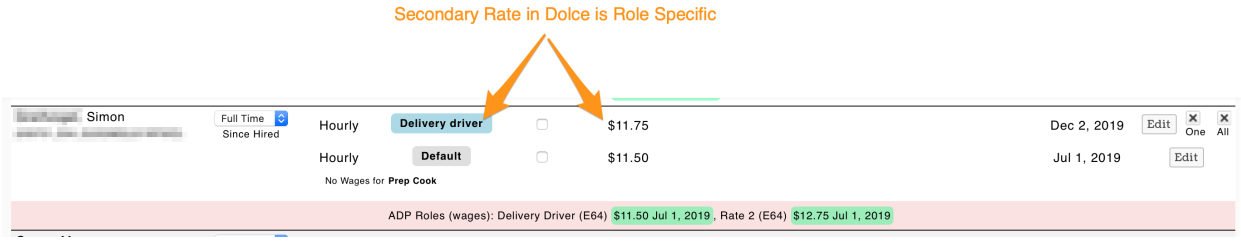
From the Gearwheel Menu > Wage Settings > **Show Wage Report** (bottom of screen)

You will observe all employee's Default Rates in comparison to ADP's Rate1



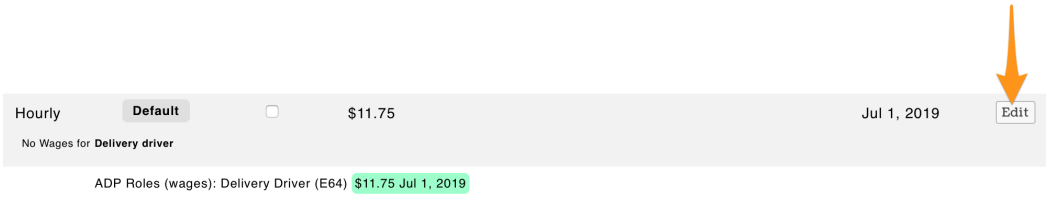
Secondary Rates in Teamwork are Role Specific, as shown below

- Secondary Rates must be manually entered into Teamwork (because Payroll wages are not Role specific)
- We recommend that you do not create role specific wages in Teamwork that are redundant to the Default Wage. In other words, secondary wages should only exist when they are an exception to the employee's Default.

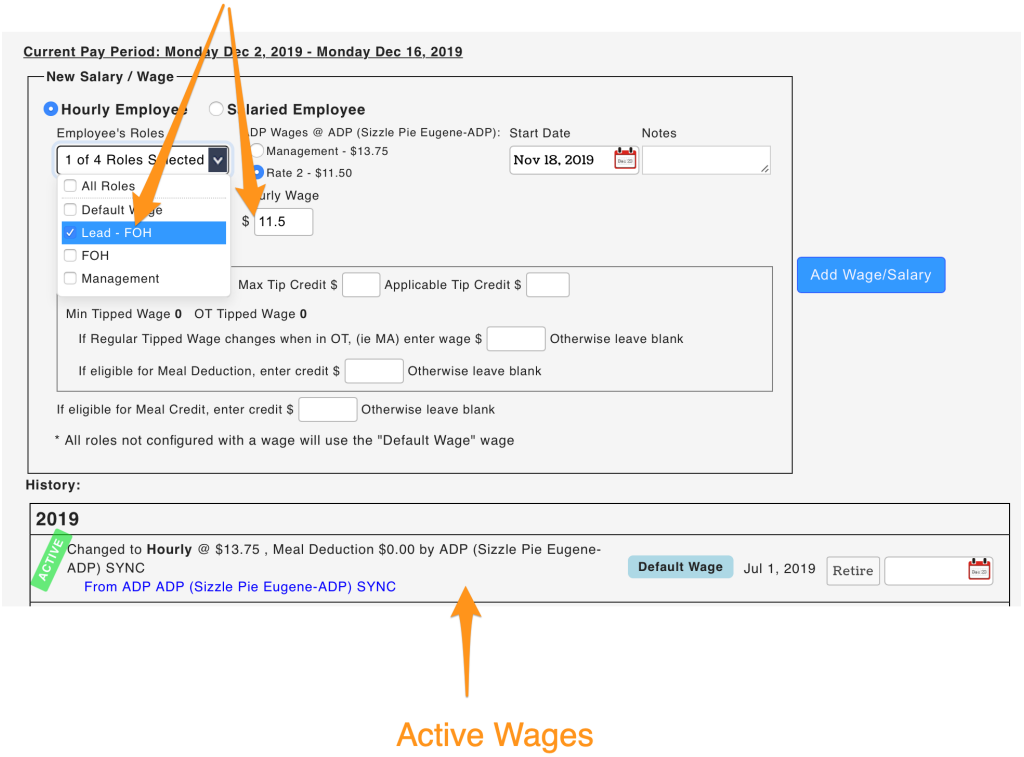


Entering a Role Specific Wage

- Press **Edit** to go to employee's Wage Settings



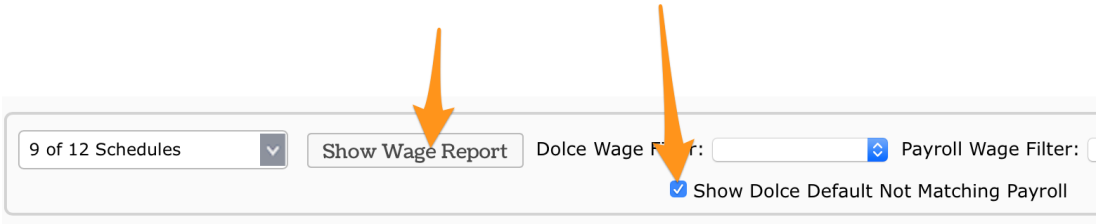
- Select the Role and enter the role specific wage
- Enter effective date, ie start of pay period, and press **Add Wage / Salary**
- Active wages can be seen underneath wage entry window, see below



- NOTE: Secondary rates do not need to be maintained in ADP

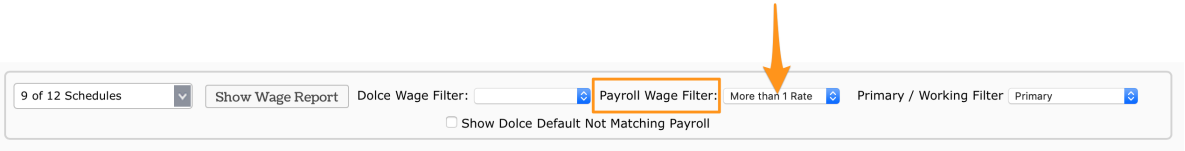
Audit #1: Verify TEAMWORK Defaults match ADP Rate1

- From Wage Settings, select "**Show TEAMWORK Default Not Matching Payrol**l" and run the report.
- If an exception is found, enter role specific wages so that payroll will be accurate, and contact us at teamworksupport@spoton.com so that we can connect on sync settings.

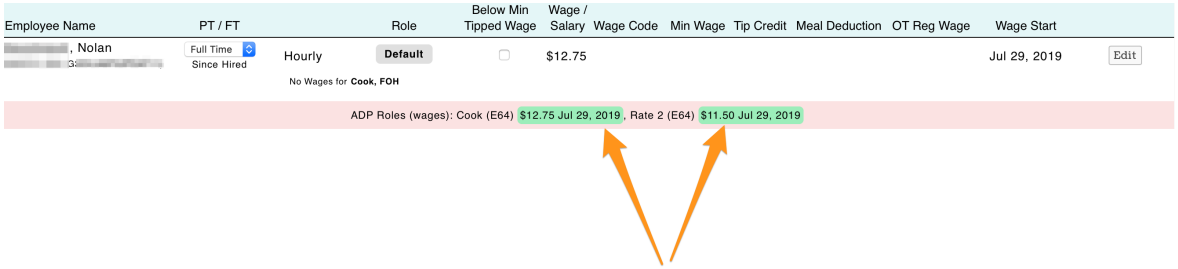


Audit #2: Review Multiple Rates in ADP vs Multiple Rates in TEAMWORK

- From Wage Settings, select **Payroll** Wage Filter: **More than 1 Rate** and Show Report



- If you see multiple rates in ADP, but do not see multiple TEAMWORK wages, proceed with adding the necessary Role Specific wage in TEAMWORK

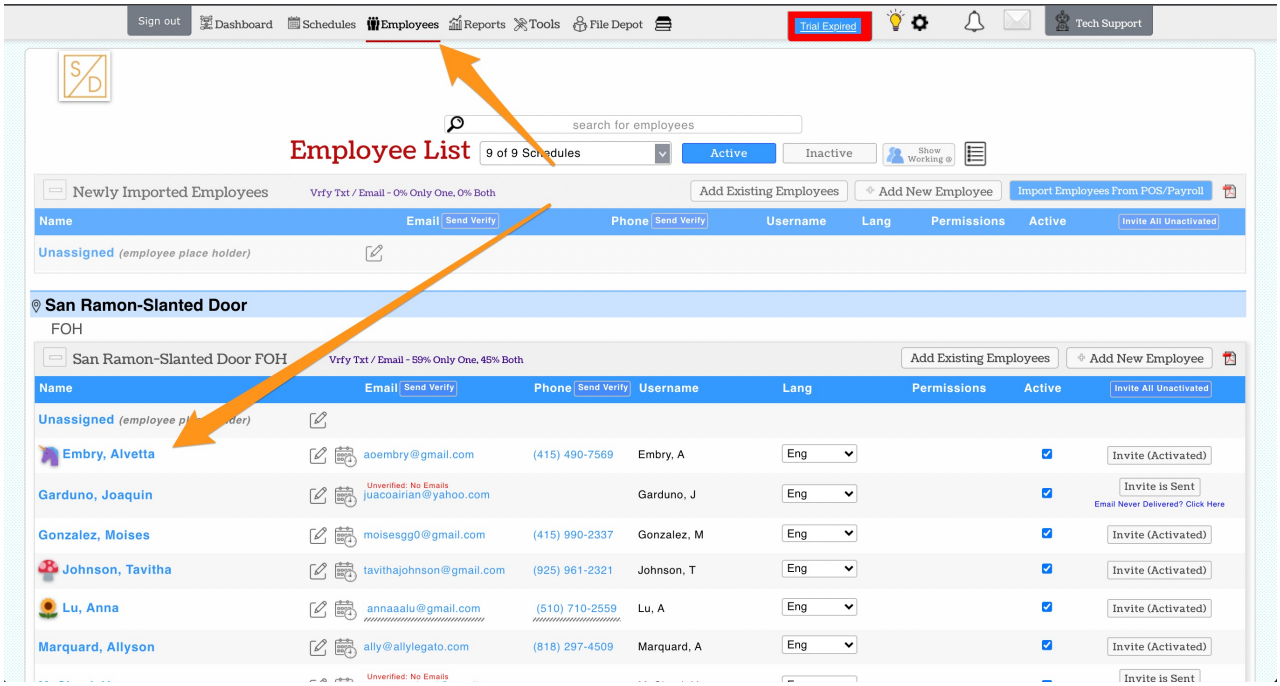


NOTE: When running payroll, you will see all wages in both the screen report and/or CSV file. Wages should be observed before finalizing payroll upload.

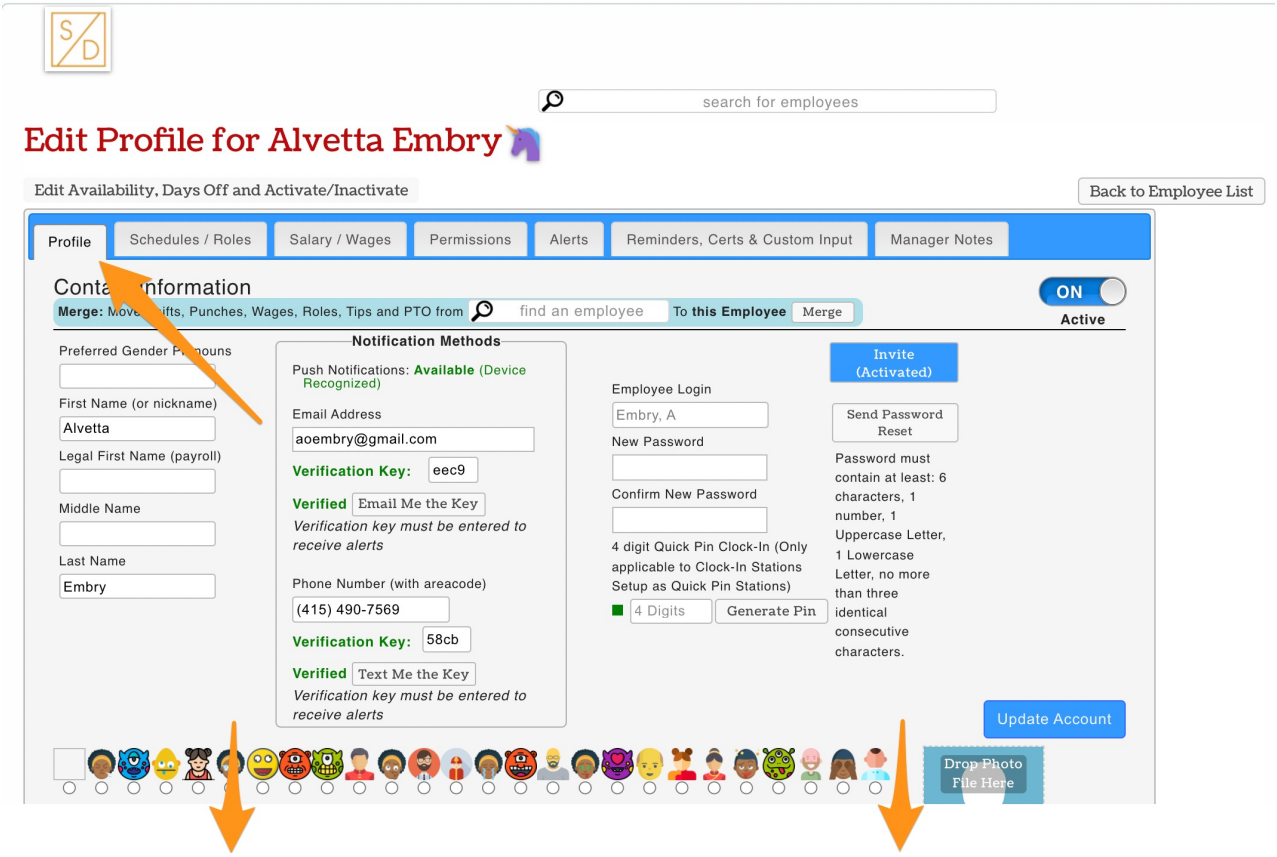
Adding Employee Wisely ID in Teamwork

Last Modified on 12/24/2023 9:45 am MST

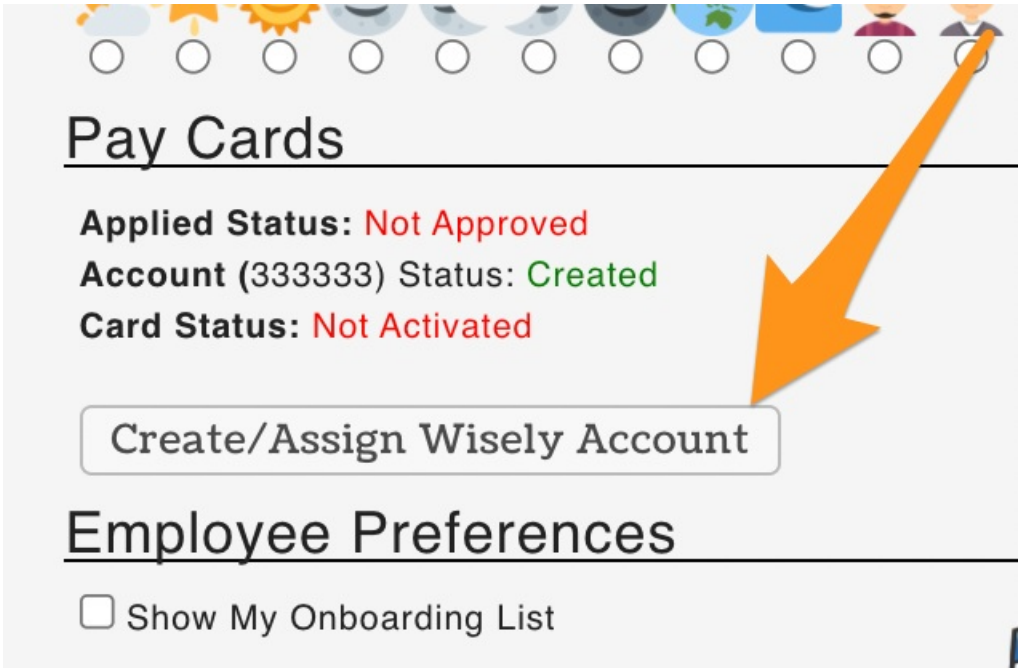
During the Wisely integration process, you must assign cards to your employees within their Teamwork profile. In order to do so, navigate to the Employee roster from the top toolbar, and click on the intended employee.



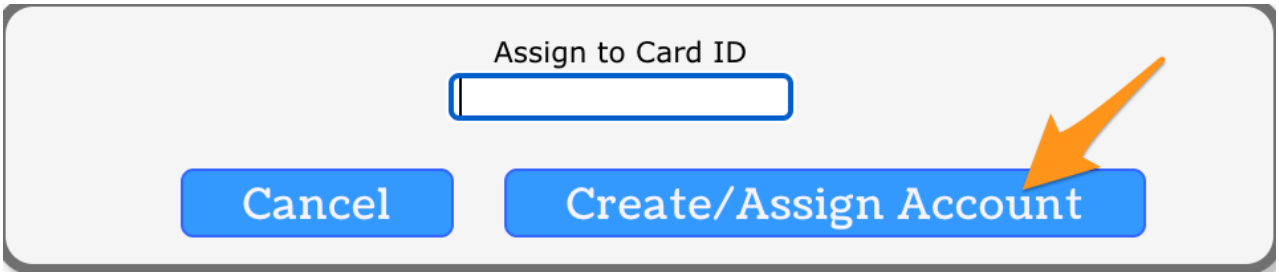
From their main profile tab, scroll down until you see the Pay Cards settings



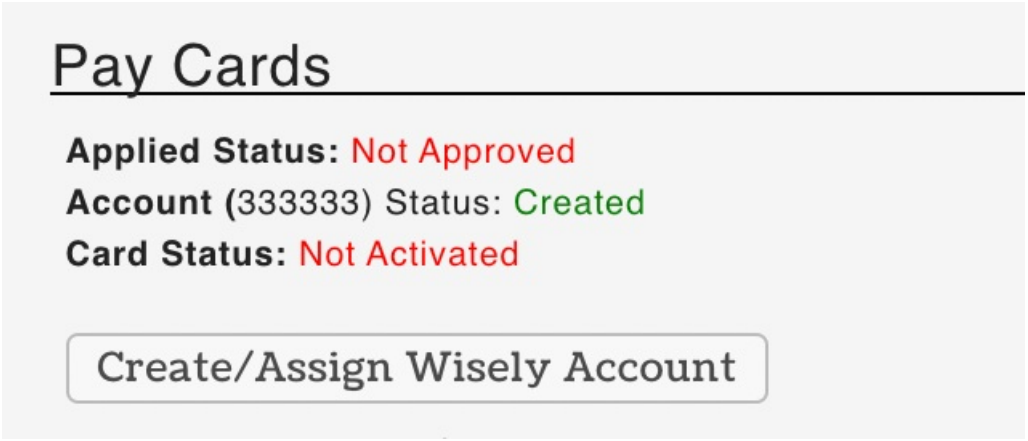
Click "Create/Assign Wisely Account"



And now, type in the 16 digit card number and click Create / Assign Wisely Account!



You will then see the appropriate update to the status, here.



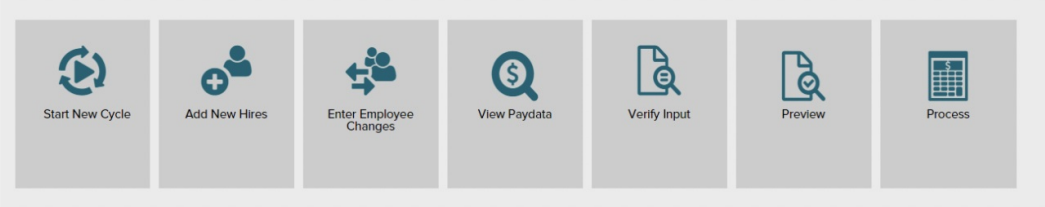
ADP Start New Pay Cycle

Last Modified on 12/24/2023 9:53 am MST

It is essential to start a new cycle in ADP before you are able to submit through Teamwork. If a new cycle has not been started, you will receive a warning from the Teamwork payroll report. Starting a new cycle is very easy - please observe the following description from ADP.

Overview of the Icons in the Workforce Now Payroll Cycle

The icons in the following graphic correspond to the six steps identified in the Workforce Now payroll cycle:



The following table describes the purpose of each of these icons:

Icon	Description
Start New Cycle	Clears all temporary information from previous pay periods and advances the cycle to the next pay period. Once the cycle has been started, the icon reads Cycle Started and it is grayed out. You cannot start a new cycle unless the previous cycle is complete and there is no active user lock for the company. You must also accept the payroll before you start a new cycle. **Note:** A schedule must exist in order to start a new cycle.

MINDBODY Purchase Guide

Last Modified on 12/24/2023 2:36 pm MST

Teamwork's (Formerly Dolce Software)

MINDBODY Connector for RUN Powered by ADP®

Purchase Guide

A Teamwork representative will meet with you via conference, and walk you through the following steps for purchasing and using the MINDBODY Connector! Please email teamworksupport@spoton.com with a time that works for you. See the note below for multi-unit operators prior to setting your onboard appointment.

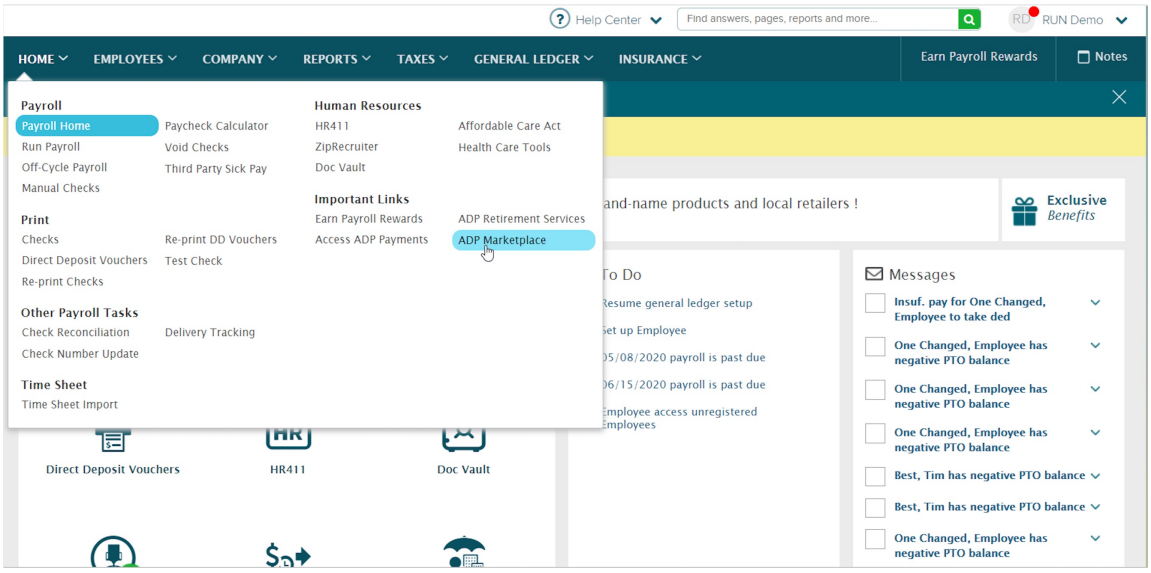
Important note for users with Mult-Unit Access: If you have access to multiple locations or business units with the same User Credentials, i.e. if the same username can be used to access multiple accounts, you will need to establish a unique admin login for each business unit. Please see: https://support.dolceclock.com/help/preparing-multi-unit-adp-run-accounts-for-adp-app-marketplace

If you experience technical issues with this step, please email: MINDBODY_Support@adp.com

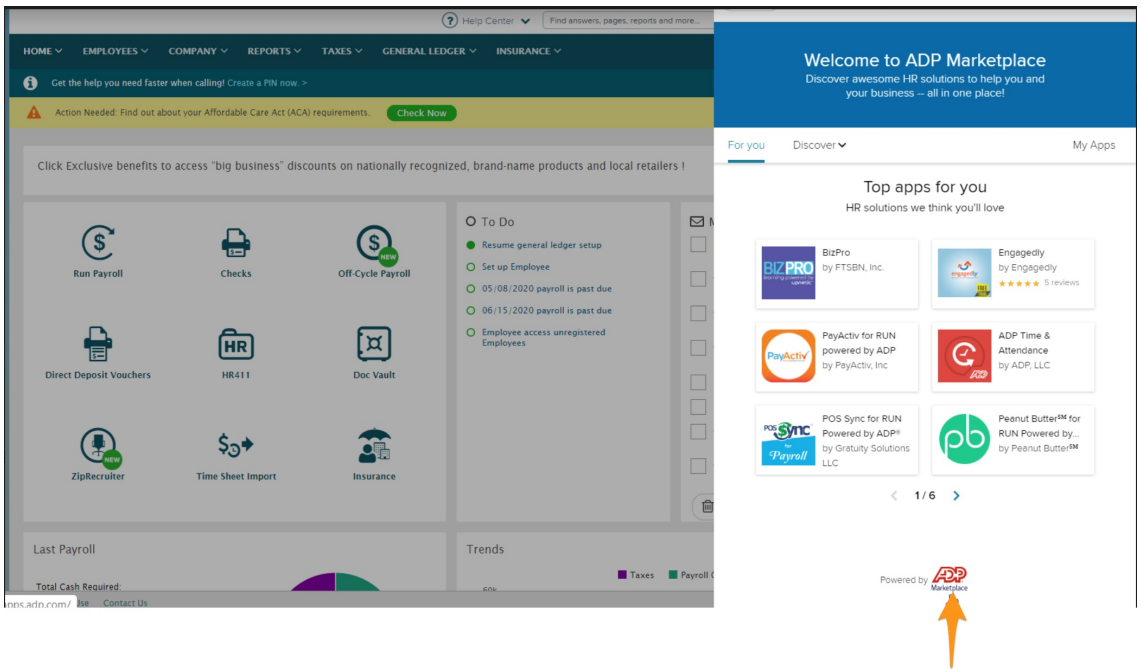
This step must be complete before setting up the MINDBODY Connector.

Steps to Purchase the MINDBODY Connector on ADP Marketplace

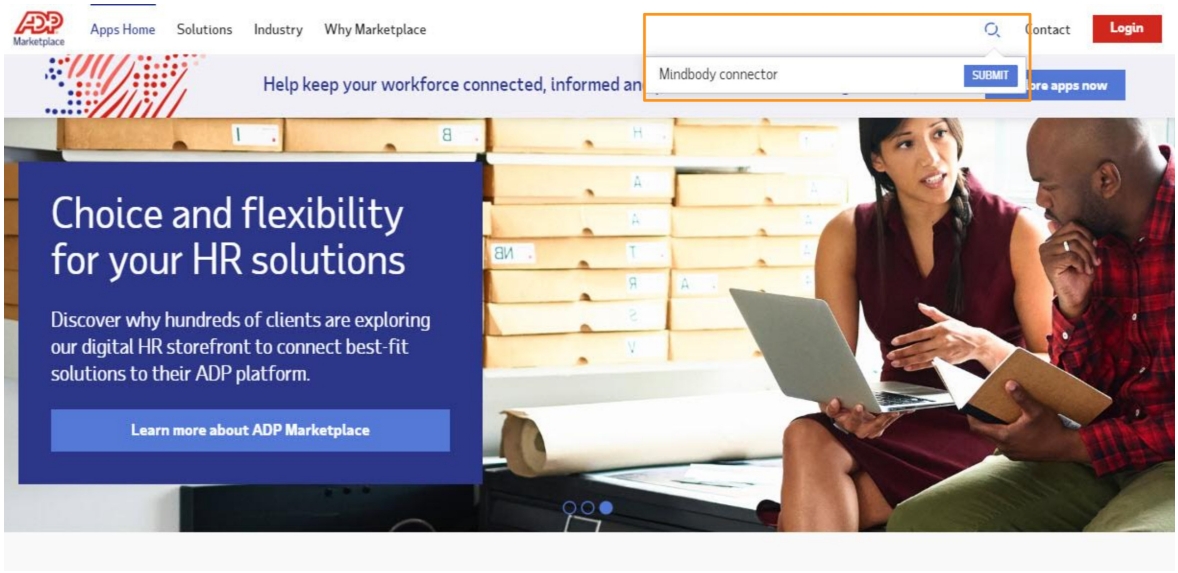
1. Once logged in to RUN, go to the Home tab and click on **ADP Marketplace.**



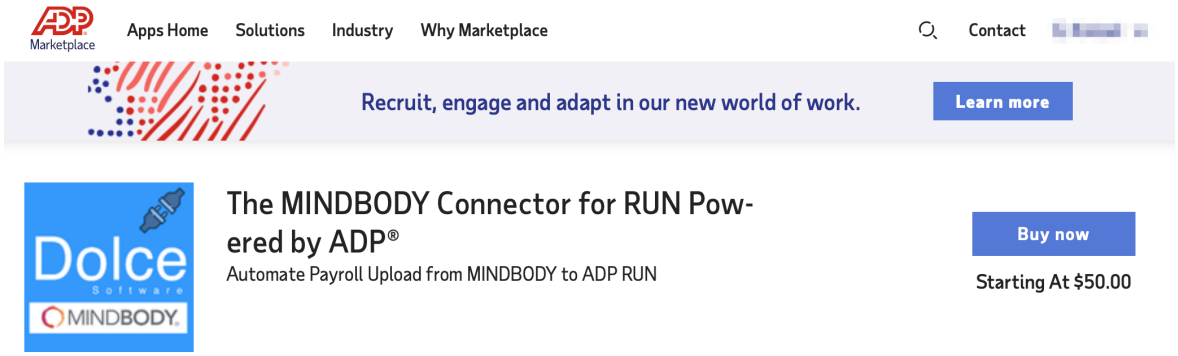
2. This will open ADP Marketplace in RUN. Click on the ADP Marketplace logo at the bottom of the page.



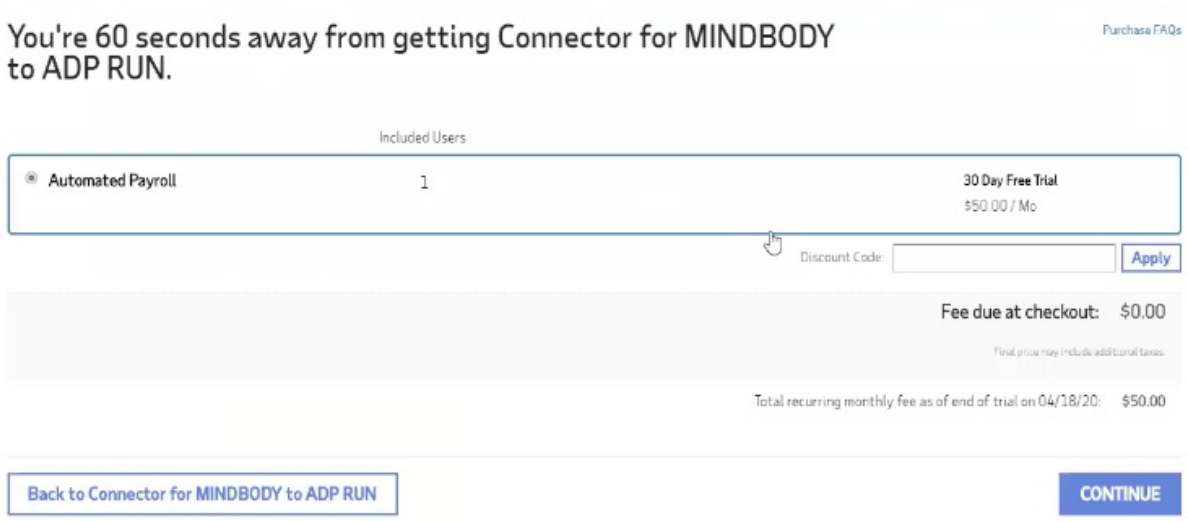
3. Once on the homepage of ADP Marketplace, use the search bar to search the MINDBODY connector



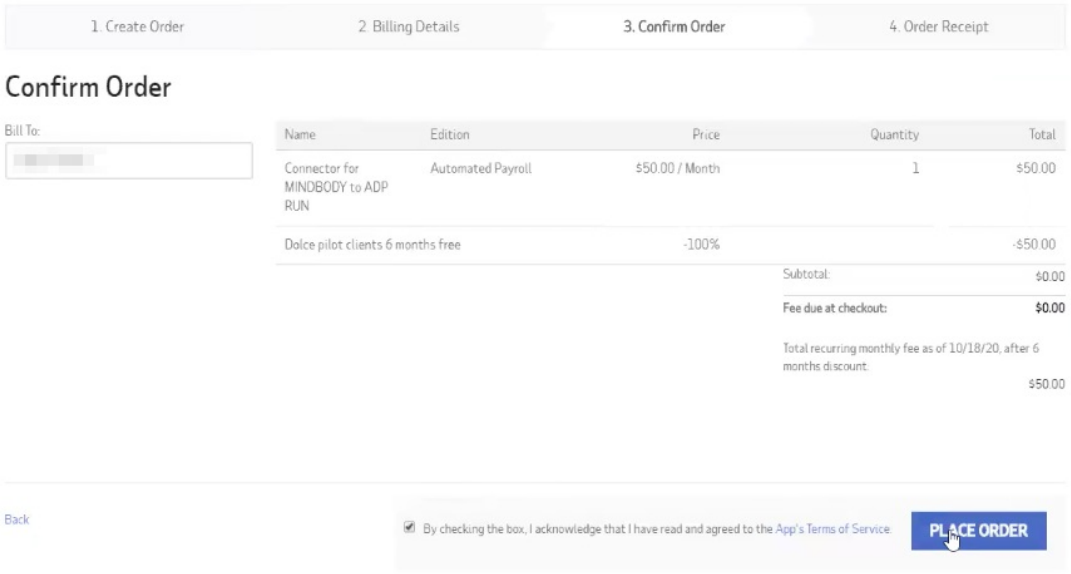
4. Select the MINDBODY Connector for RUN Powered by ADP®. Once on the listing click Buy Now.



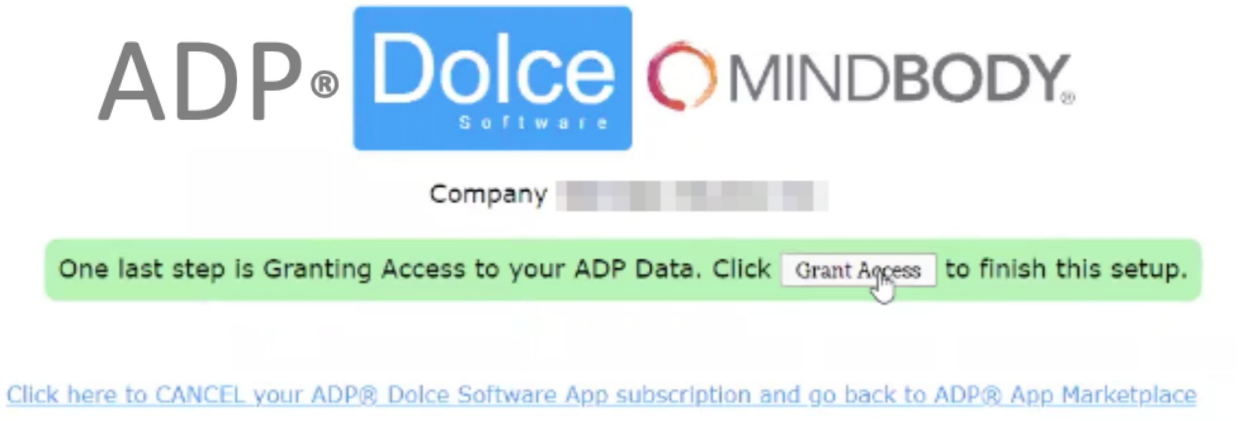
5. Select your payment method: ADP Invoice or a credit card. If using a credit card, enter all information requested then, click **Continue**.



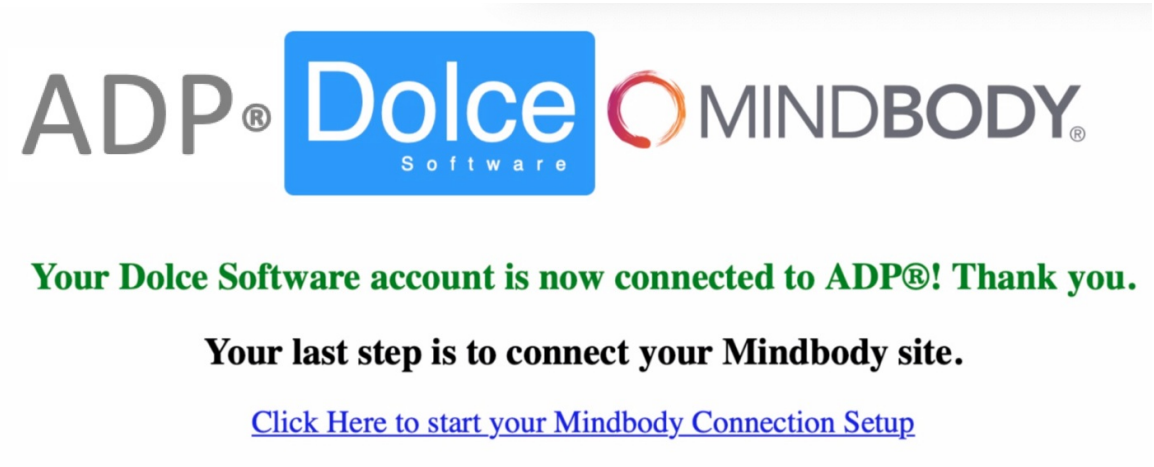
6. On the Confirm Order page, review the order to confirm it is correct. Click the check box to acknowledge and agree to the Terms & Conditions. When you are finished, click **Place Order**.



7. On the Order Receipt page that opens, click **Grant Access**.

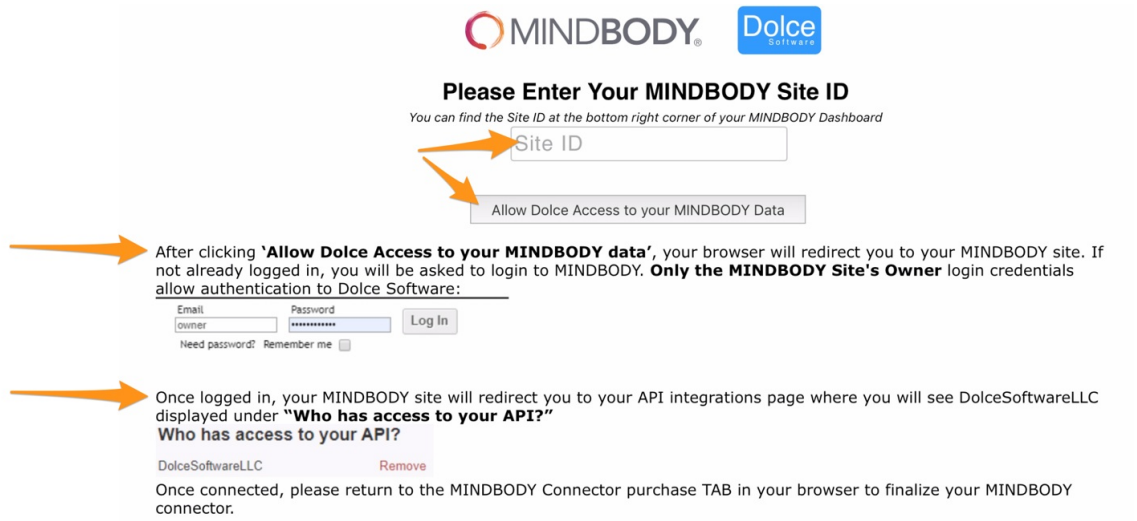


You'll see confirmation connection and a click through to the next step.



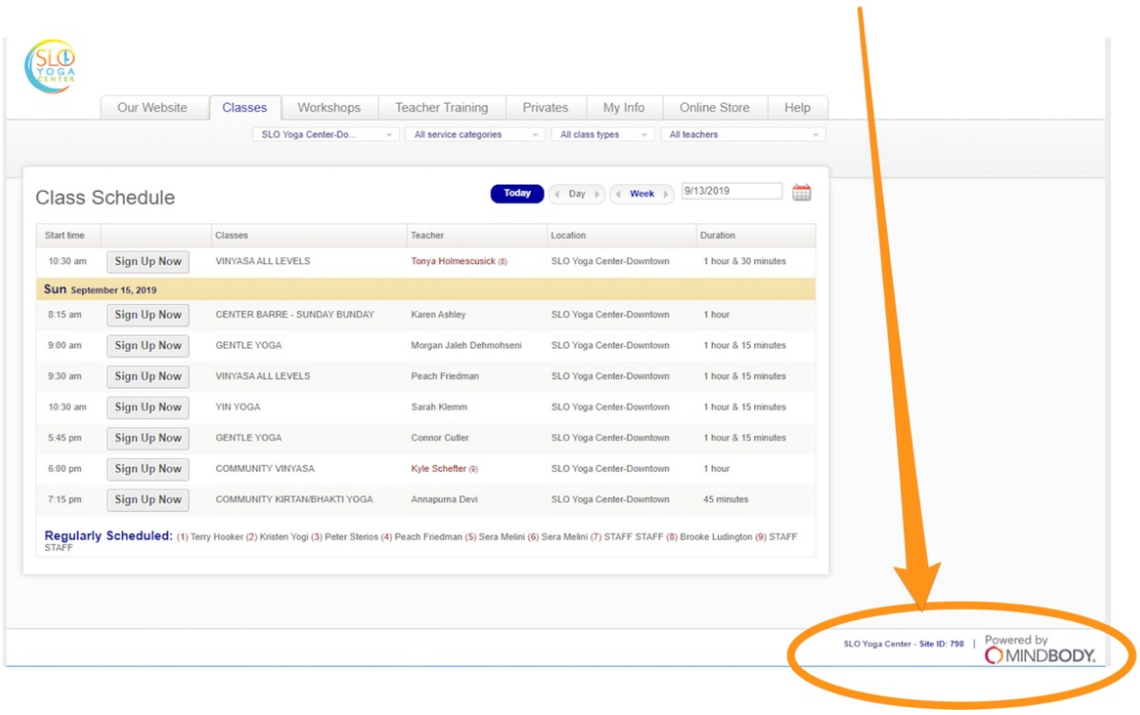
8. Next, enter your MINDBODY Site ID into Teamwork, and click **Allow Access to MINDBODY data**. Shown below.

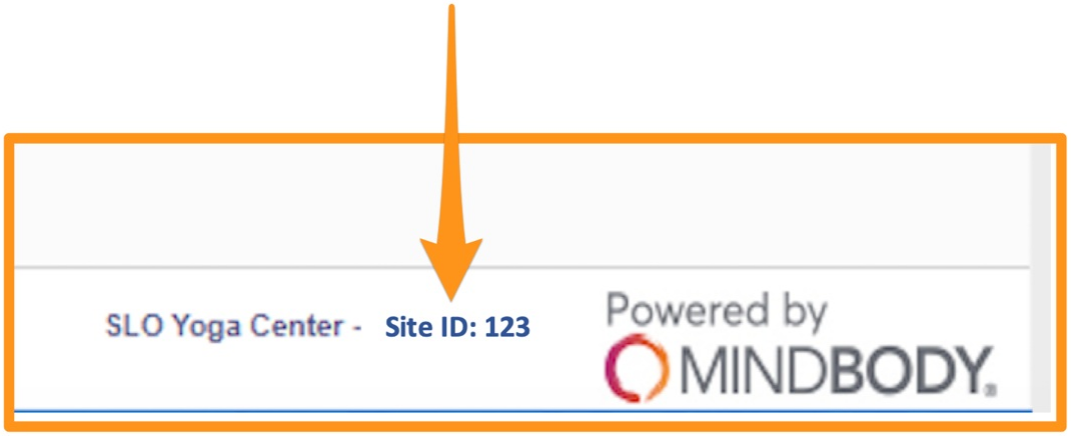
NOTE: After clicking the **Allow Access** button, see the steps shown below the **Allow Access** button which show the necessary approval step from the MINDBODY site.



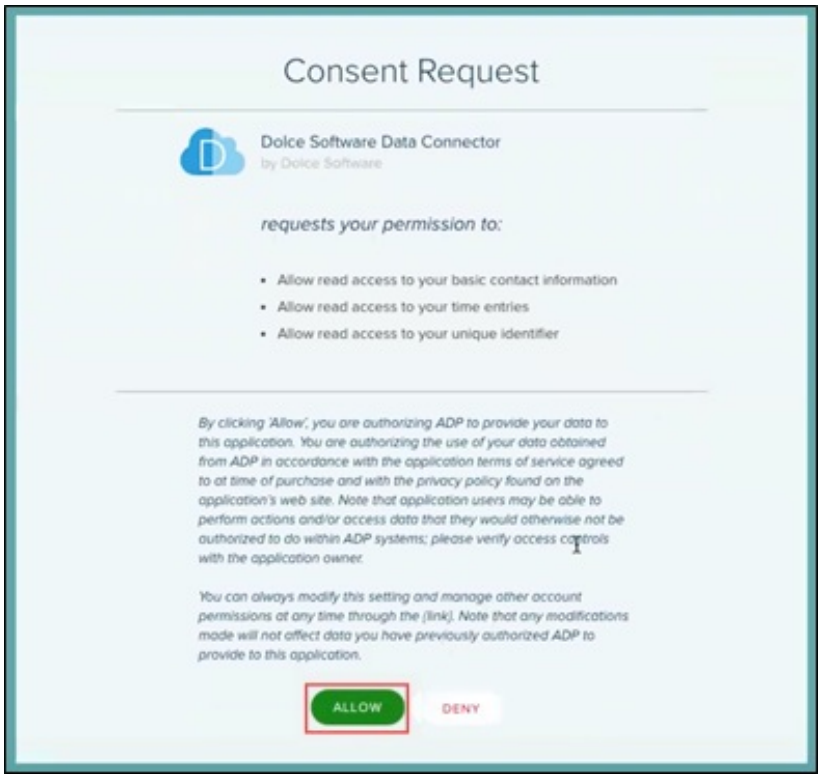
8.a Finding your MINDBODY Site ID

The SiteID is always visible in the bottom right of any screen in the MINDBODY web software.

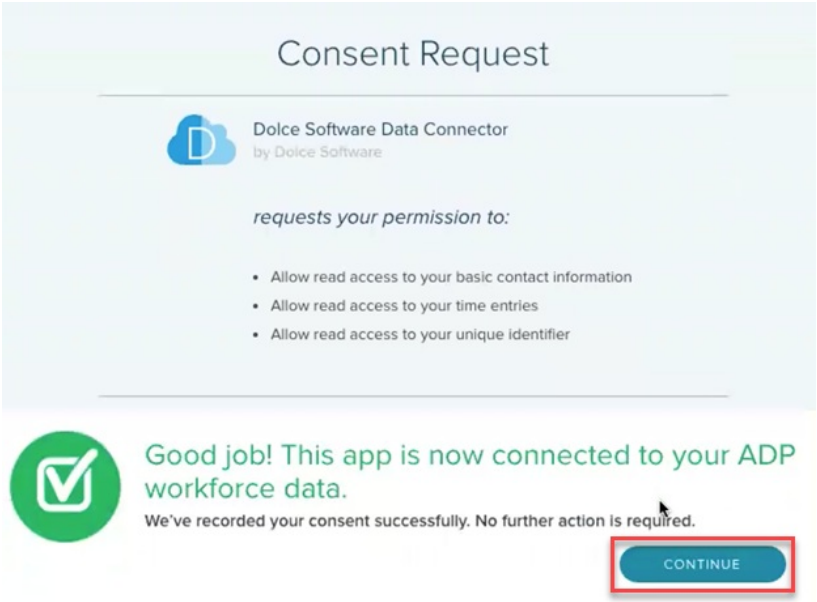




9. A Dolce Consent Request appears. After reading the request, click **Allow**.



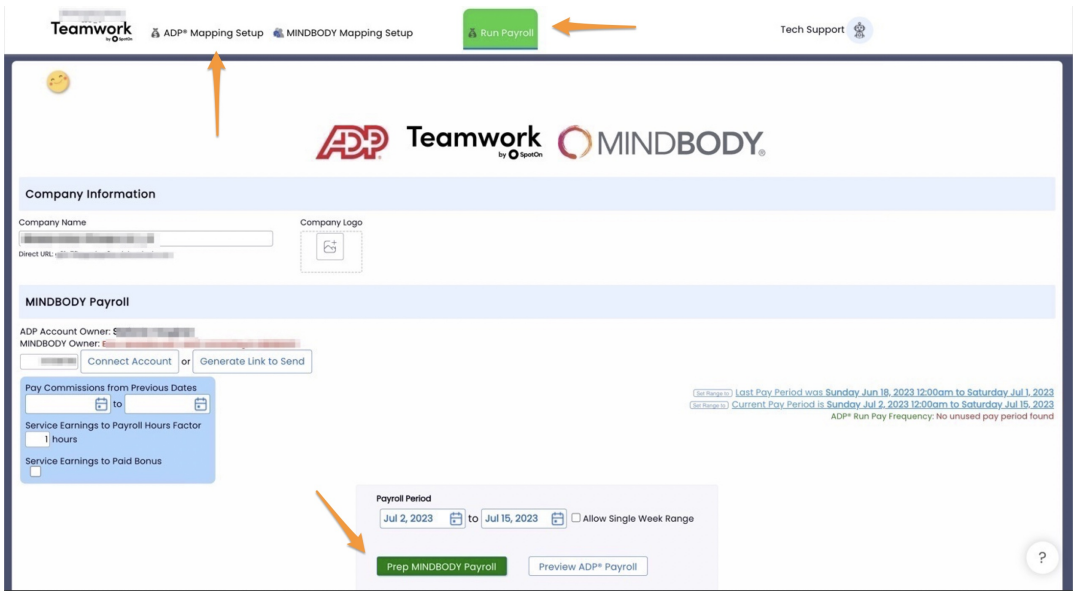
10. A confirmation message appears. Click **Continue**.



11. You'll be taken to a MINDBODY / RUN initial configuration screen

Map RUN employees to MINDBODY employees as follows:

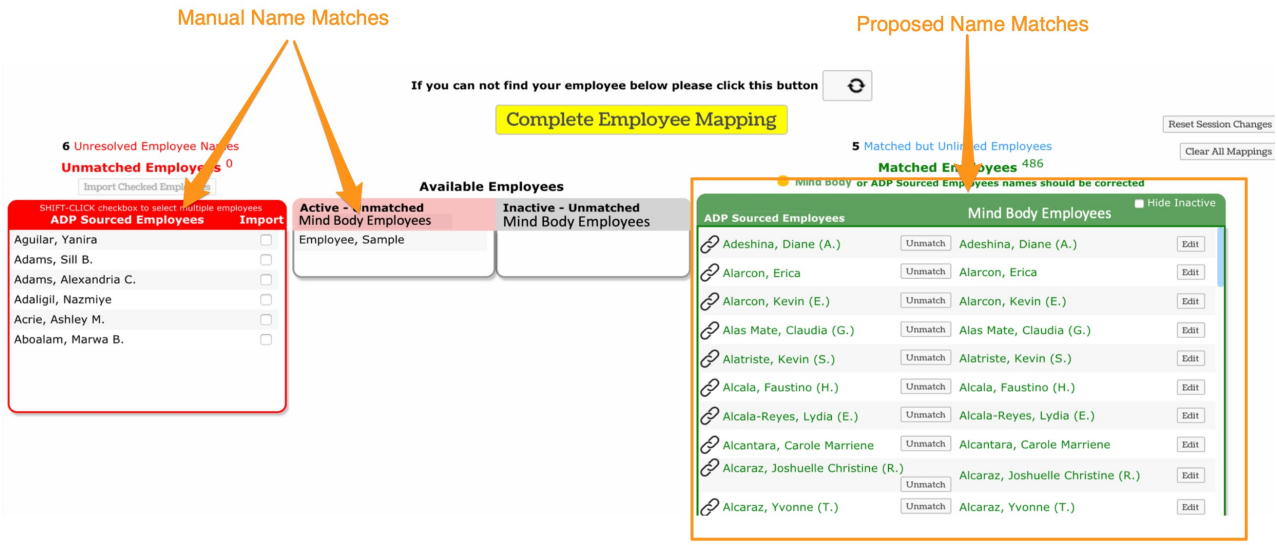
- Click **Run Payroll** from the top toolbar, then click **Prep MINDBODY Payroll**
- After running **Prep MINDBODY payroll** go to **ADP Mapping Setup** from the top toolbar, and click on the ADP account, it will look like a blue rectangle



- Then, verify that the **Proposed Name Matches** shown below (RUN vs MINDBODY®) are accurate. If any name assumptions are incorrect, press **Unmatch**
- In the **Manual Match Names** section shown below, click the RUN name (red column),

then click on the corresponding MINDBODY name (pink column)

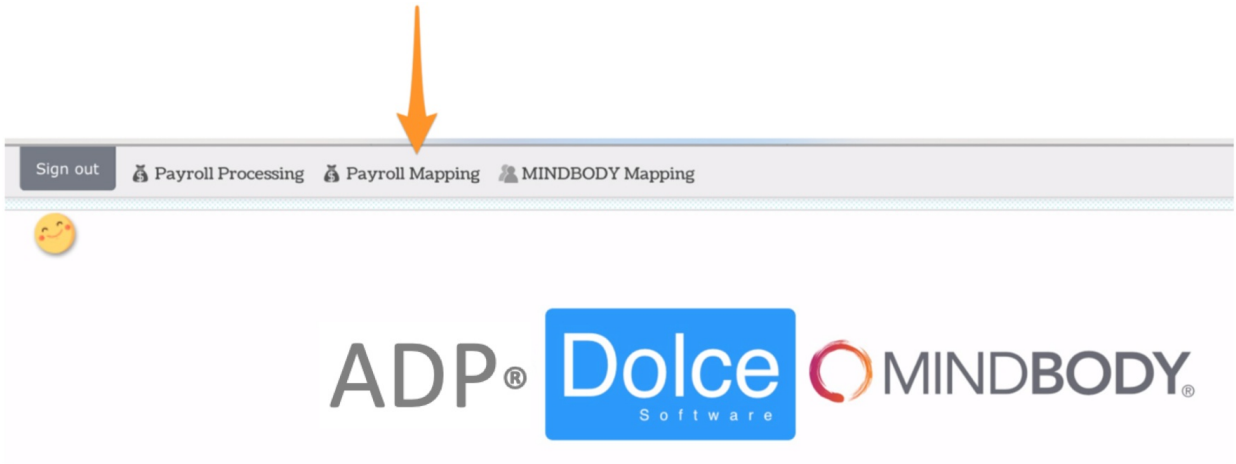
- Click the yellow **Complete Employee Mapping** button to complete the name matching confirmation process.



NOTE: You can return to the name matching screen anytime from the Main Toolbar as shown below.

- **Mapping Earnings Codes:** Scroll down to Role and Earnings Code Mapping, and map Roles and Earnings Codes using dropdown choices.
    - If no departments exist in RUN, no mapping selection is necessary.

NOTE: You can return to the name matching screen anytime (for instance if you add a new earnings code in the future) from the Main Toolbar as shown below.



Your initial configuration is complete.

Upload Payroll - Click Here

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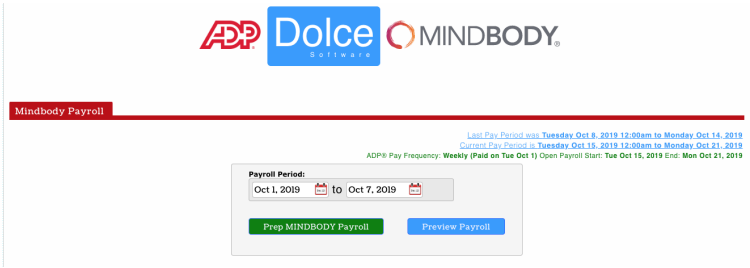
MINDBODY Uploading Payroll

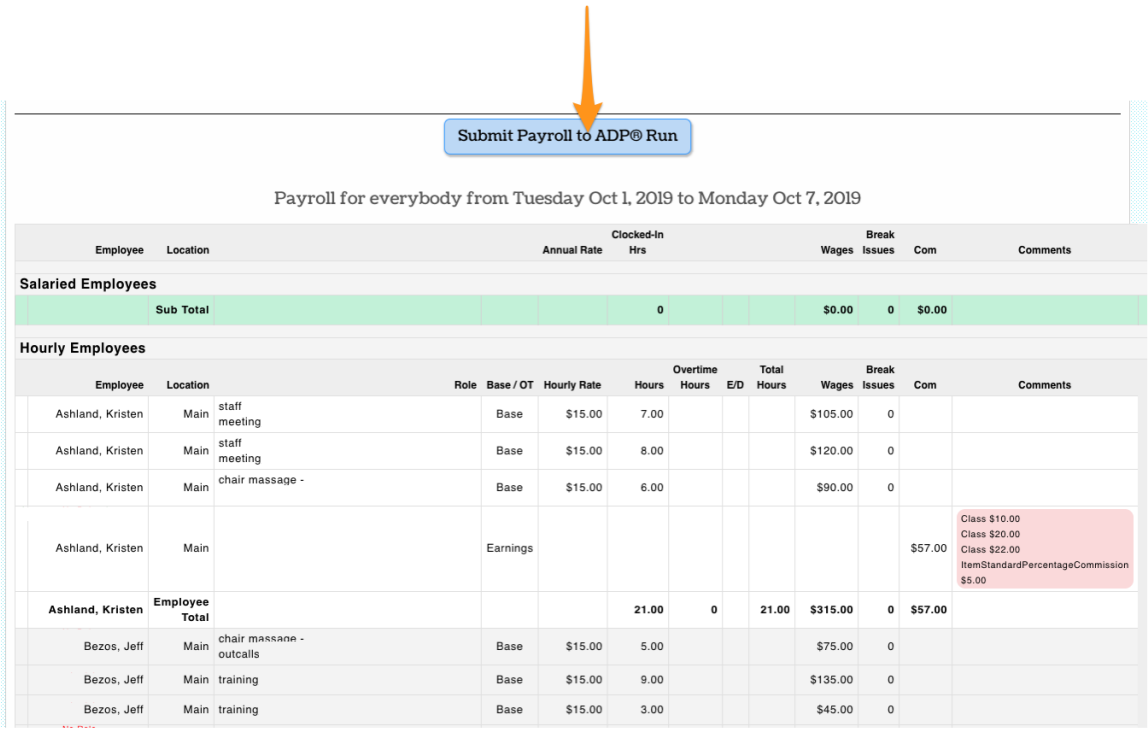
Last Modified on 12/24/2023 2:02 pm MST

Uploading Payroll through the MINDBODY Connector for RUN Powered by ADP®

1. Login instructions will be emailed to you after you've completed your initial setup.
2. Login as described in the instructional email, and reset your password as indicated.
3. Press **Prep MINDBODY Payroll.**
4. Upon completion of the import from MINDBODY, press **Preview Payroll**



1. Review the screen preview, and if all is in order, press the **Submit Payroll** button



Employee	Location	Role	Base / OT	Hourly Rate	Clocked-In Hrs	Overtime Hours	E/D	Total Hours	Wages	Break Issues	Com	Comments
Salaried Employees												
Sub Total					**0**				**$0.00**	**0**	**$0.00**	
Hourly Employees												
Ashland, Kristen	Main	staff meeting	Base	$15.00	7.00				$105.00	0		
Ashland, Kristen	Main	staff meeting	Base	$15.00	8.00				$120.00	0		
Ashland, Kristen	Main	chair massage -	Base	$15.00	6.00				$90.00	0		
Ashland, Kristen	Main		Earnings								$57.00	Class $10.00 Class $20.00 Class $22.00 ItemStandardPercentageCommission $5.00
Ashland, Kristen	**Employee Total**				**21.00**	**0**		**21.00**	**$315.00**	**0**	**$57.00**	
Bezos, Jeff	Main	chair massage - outcalls	Base	$15.00	5.00				$75.00	0		
Bezos, Jeff	Main	training	Base	$15.00	9.00				$135.00	0		
Bezos, Jeff	Main	training	Base	$15.00	3.00				$45.00	0		

2. You will see the following message, and your payroll can now be opened and reviewed in RUN prior to publishing checks.

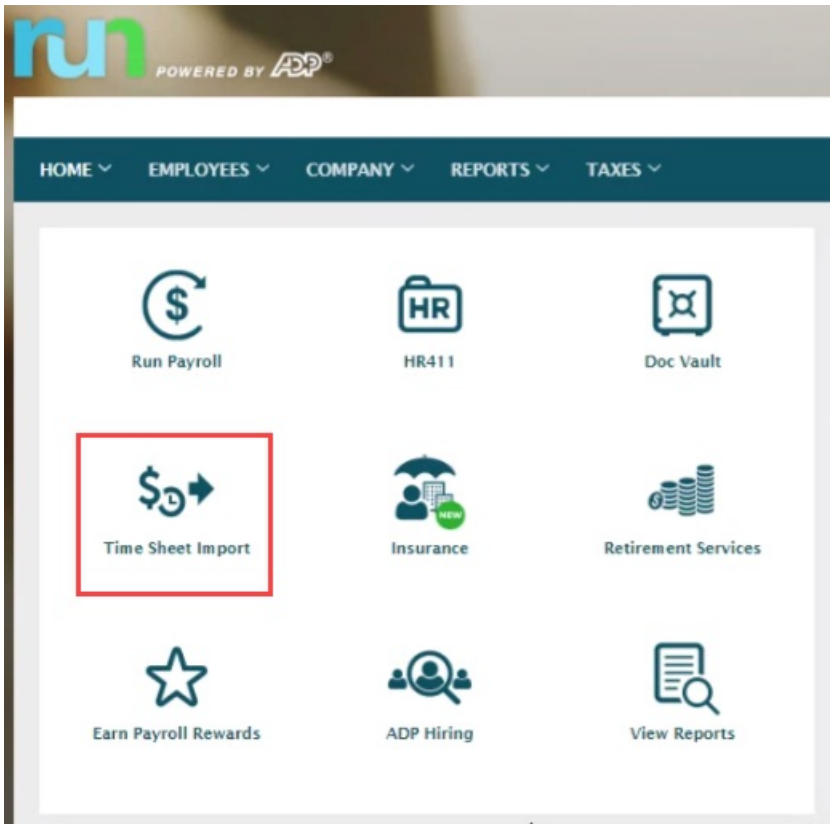
Payroll Sent

*If you see **Error**, please email teamworksupport@spoton.com, state your name, company, and a callback number

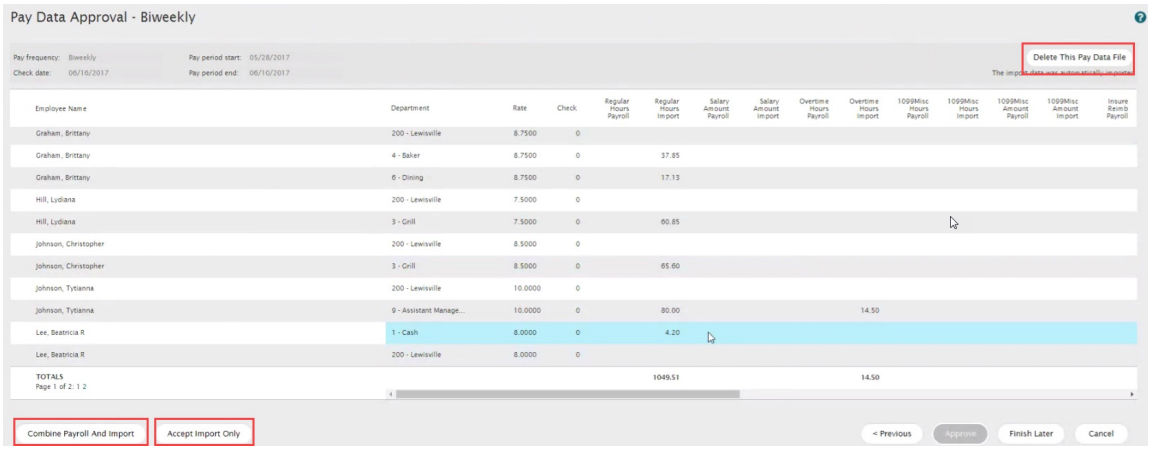
Time Sheet Import

Log into RUN

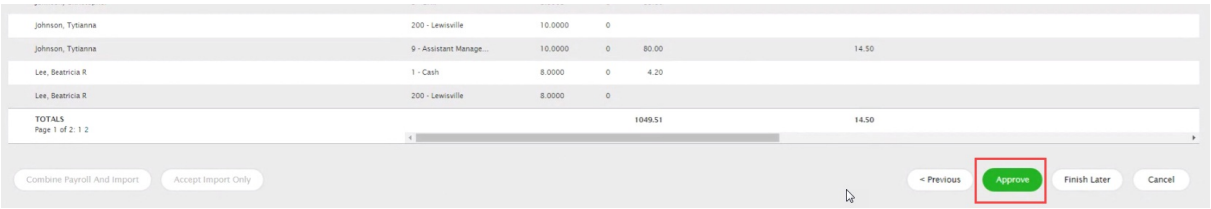
1. After submitting payroll data, access your RUN account and click **Time Sheet Import** to view and approve the imported time and attendance data.



   - The Pay Data Approval page appears; this is the "Import" screen. **Note that you will have an opportunity to amend the data that you are importing at a later point in this process.**



2. Review the time sheet import data and verify that the data is correct. The Imported columns list any data to be imported; the Payroll columns list any hours that were generated in RUN automatically or entered in the Payroll Worksheet.
    - **Note** that salary information is not imported from the MINDBODY Connector App; it is already stored in RUN.
    - If an employee's data does not appear in the import, return to the MINDBODY Connector App to ensure the employee is mapped correctly.
    - [insert how to access the mapping screen]
    - If the payroll data displayed is incorrect, make necessary changes within the POS and return to the MINDBODY Connector App to re-prep and submit the payroll data.
    - [insert how to access the prep screen]
3. Do one of the following:
    - To combine the Regular Hours Imported and the Regular Hours Payroll for all employees, click Combine Payroll and Import. Use this option if you have entered data manually into RUN and want to maintain that data along with adding the data from the import.
    - To use only the Regular Hours Imported and not the Regular Hours Payroll, click Accept Import Only.
    - If you imported the wrong time sheet import file or need to make a change, click Delete this Pay Data File to delete the file and go back to the Pay Data Import page. Note that you will need to re-prep and re-submit to payroll from the MIDNBODY Connector app to generate a new Import report.
4. Click **Approve** to open the Payroll Worksheet for this payroll. (You will still have the opportunity to amend the wage and rate of an employee prior to running payroll.) At this point, you will not be able to go back to delete the time sheet import.



- The data displayed in the grid includes imported data, plus any data that was already entered for this payroll or that was generated automatically. If there are employees who are paid in this pay frequency but are not set up in your time and attendance system, they will be included in the Payroll Worksheet.

5. Make any necessary changes, and continue processing your payroll.

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MINDBODY Resources

Last Modified on 12/24/2023 10:02 am MST

Resources

Purchase Guide for the MINDBODY Connector

Uploading Payroll from MINDBODY to ADP RUN

Teamwork (Dolce) MINDBODY FAQ

MINDBODY FAQ

Last Modified on 12/24/2023 9:55 am MST

Q: What other setup must I complete to use the MINDBODY Connector for RUN Powered by ADP® other than purchasing the connector and syncing the accounts?

Pay rates, including Hourly Rates and Class Rates should be entered / updated / current in MindBody. Salary data should be current in RUN.

Q: My business has more than one location, can I still use the MINDBODY Connector? Is there any additional setup required?

Yes, you can use the Dolce Software Connector for RUN Powered by ADP® . However there are some steps that must be completed before you purchase the the Dolce Software Connector and complete the initial setup. For more information on connecting multiple locations, please see the following article: https://support.dolceclock.com/help/preparing-multi-unit-adp-run-accounts-for-adp-app-marketplace

Q: With regards to multi-unit businesses, will I be charged per location?

Yes, you will be charged per location.

Q: Do pay rates in MindBody need to match the pay rates in RUN?

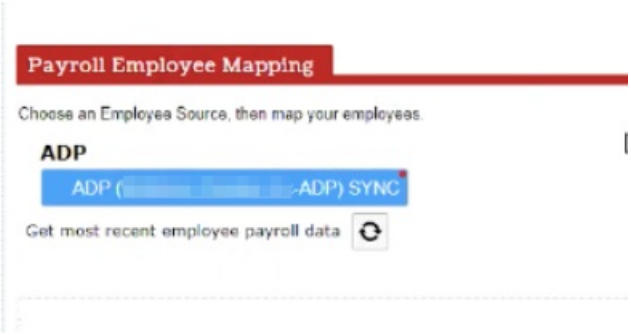
No, Teamwork will provide the pay rate data sourced from MindBody. All you need to do is verify that the pay rates in MindBody are accurate. Note: Salary data must be accurate in RUN. Teamwork does not push salary.

Q: What if employee names are spelled differently in MindBody than RUN?

Even if names are spelled with differences, you will have the opportunity to make sure employee's names from MindBody and RUN are mapped (or matched) correctly when you complete the employee mapping in Teamwork. See #11 in the purchase article: https://support.dolceclock.com/help/mindbody-purchase-guide

Q: Help, I accidentally mapped (or matched) the wrong employee names! How do undo this?

In Teamwork, go to "Payroll Mapping Setup," then click on the sync account



then click Unmatch:

complete correct matching as shown in #11 in the purchase article:
https://support.dolceclock.com/help/mindbody-purchase-guide

Q: My office manager is paid by salary and I have not entered this information in MindBody. Do I need to add salary information to MindBody?

No, you do not need to add salary information to MindBody. You will combine the pay data sourced from MindBody with the salary data in RUN when you import payroll.

Q: Can I set up my account to automate the payroll process while I am on vacation?

No, payroll must always be submitted and verified by an authorized administrator.

Q: What pay period options do I have?

Teamwork will match the pay period frequency set in your RUN account. Note for semi-monthly pay periods this means that pay periods will go from the 1st of the month through the 15th, and the 16th through the end of the month. The pay frequency in Teamwork cannot be different from the pay frequency set in RUN.

Q: Can I use override rates? Is it possible to edit pay data after it has been imported to RUN?

Yes, you can edit the pay data once it has been imported to RUN.

SpotOn Teamwork Gusto Payroll Resources

Last Modified on 05/28/2024 8:56 pm MDT

SpotOn Teamwork <> Gusto Payroll Resources

We are glad to assist you in the transition to SpotOn Teamwork's integration with Gusto payroll. On July 1, Gusto will be updating their API, causing the direct integration between SpotOn Restaurant point-of-sale and Gusto to no longer function. Here are the resources to ensure you have a successful transition.

Take these steps in the order that they're outlined here and you'll find success! You can always reach out to us at teamworksupport@spoton.com to assist.

1. Logging in to Teamwork
2. Authenticating with Gusto
3. Mapping Employees
4. Mapping Earnings Codes
5. Wage Best Practices
6. Exporting Payroll
7. FAQ - Common Scenarios with the Gusto Integration

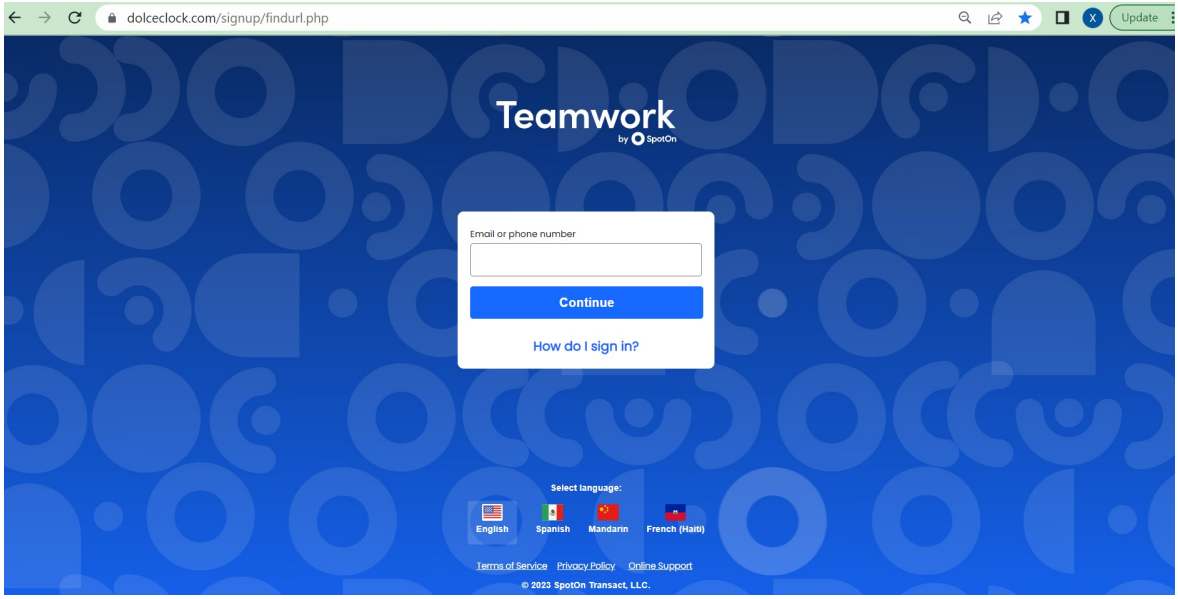
Logging into Teamwork

Last Modified on 05/27/2024 8:18 pm MDT

Log into any browser (Google Chrome preferred) with the custom URL provided by your Teamwork specialist.

Example: *company.dolceclock.com*

OR, if you do not know your company's URL, go to: https://www.dolceclock.com/signup/findurl.php and enter your email address or phone number to find your company(s)



From your company's Log-In screen,

> Type your ***username/email*** and your ***password*** to Sign In. Your Teamwork username / password combination.

Teamwork
by SpotOn
Username (or Email)
Username, Test
Password
Forgot Password?
Sign In
English
Spanish
Mandarin
French (Haiti)
List People by Schedule:
Mason Test Location 1
Mason Test Location 1 FOH
Mason Test Location 1 BOH
Mason Test Location 1 MGT

Authenticating With Gusto

Last Modified on 05/27/2024 8:17 pm MDT

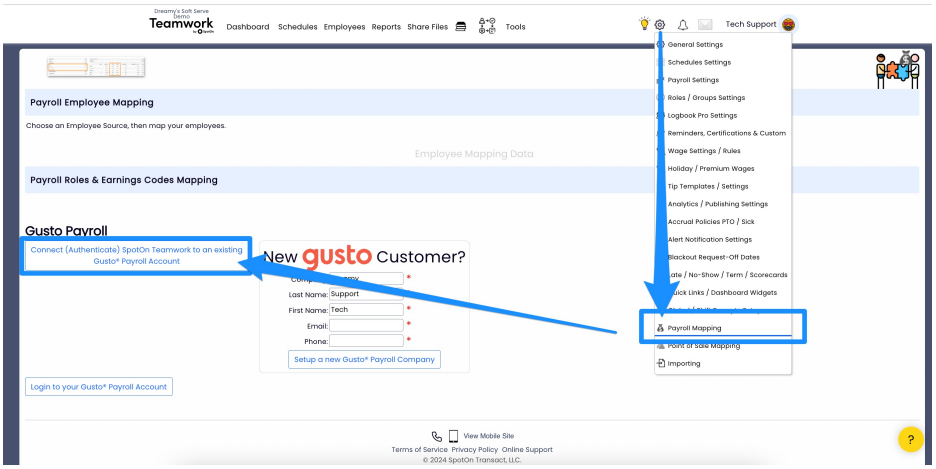
The process to link your Teamwork account with your Gusto account is completed in two steps. We will

1. **Authenticate**
    - Simply put, this step just means logging in to your Gusto account from Teamwork, and allowing the two systems to speak to one another
2. **Assigning the Gusto account to the Paygroup** .
    - Paygroup is Teamwork terminology. In short, we allow multiple locations to coexist within the same Teamwork account. Even if you only have one restaurant, you will need to assign that restaurant to the Gusto account.

Let's get started!

Authenticate

1. From the Gearwheel Menu, go to **Payroll Mapping**
2. Scroll to **Gusto Payroll** at the bottom of the page
3. Click **Connect Teamwork to an Existing Gusto Account** .



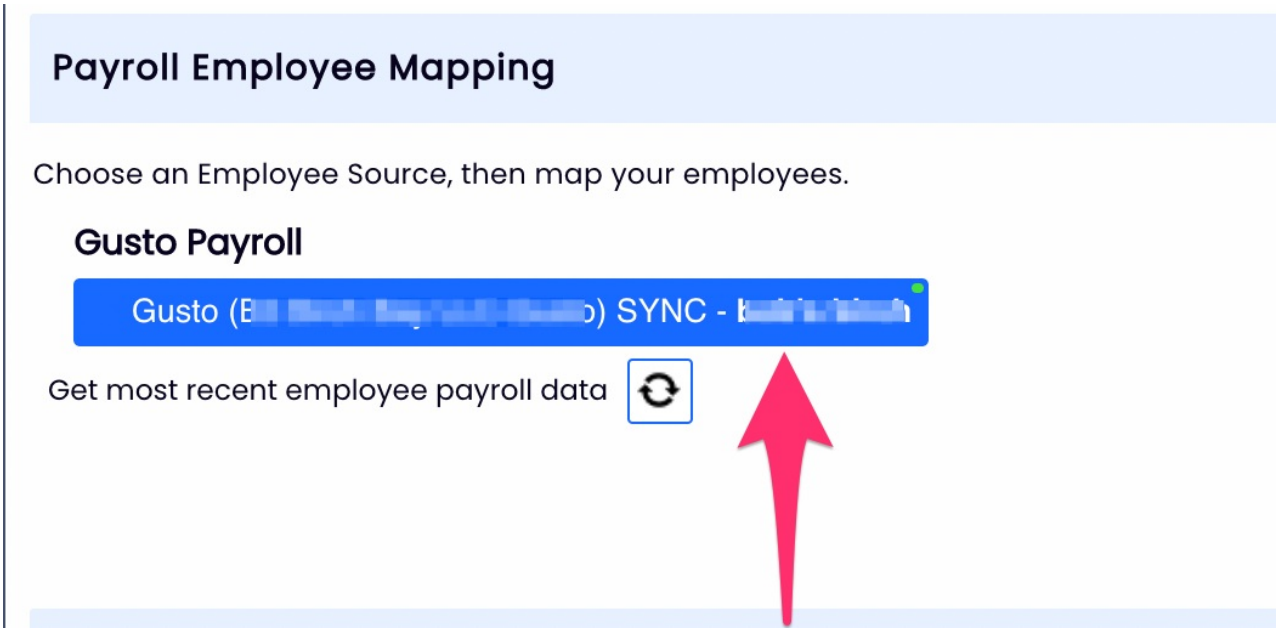
Follow the prompt to login to Gusto, and upon completion, you'll see a message that you've successfully connected to your Gusto account.

GREAT WORK! Now you're ready to map employees and earnings codes. Exciting, right?

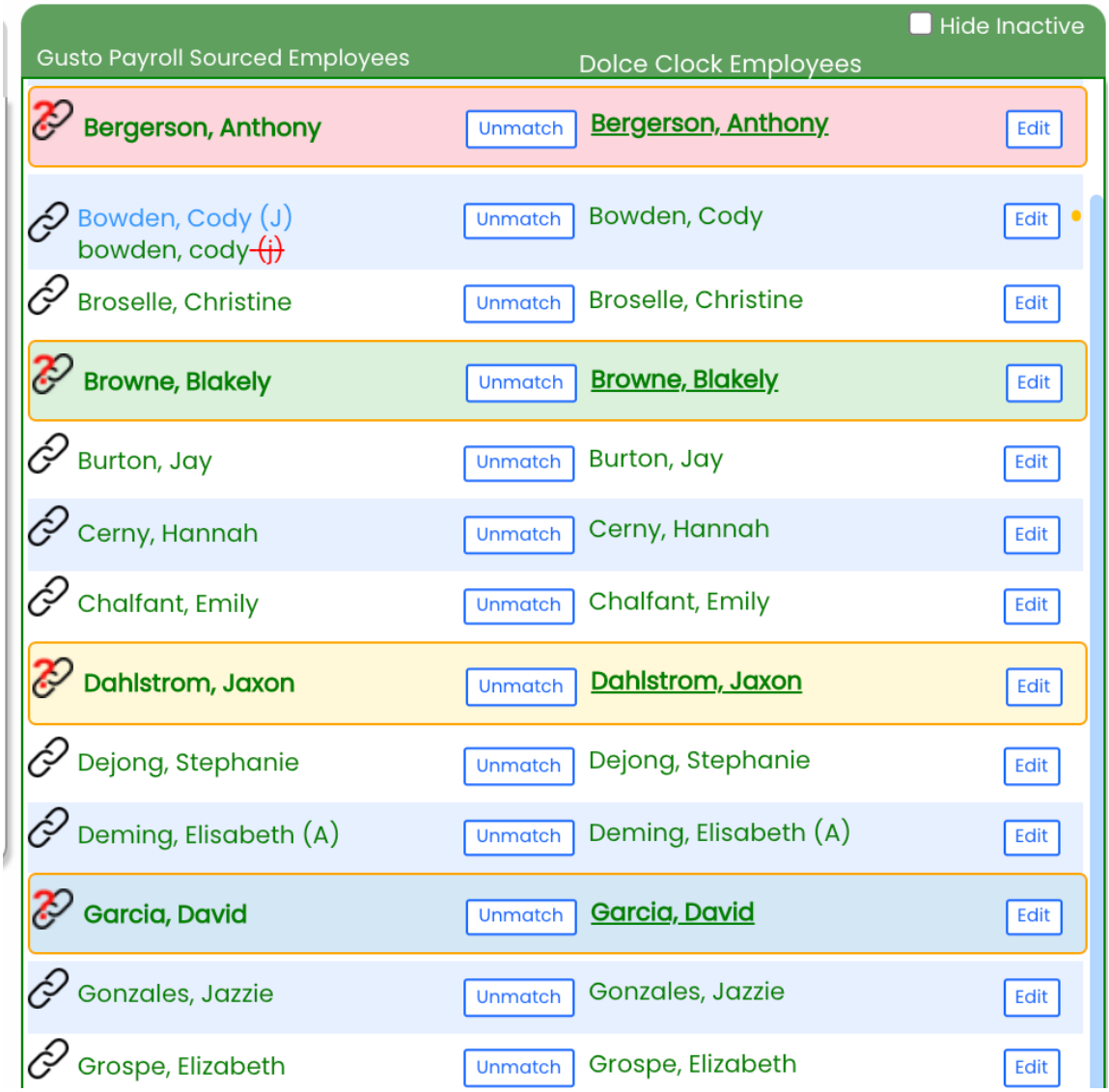
Mapping Employees

Last Modified on 05/27/2024 8:18 pm MDT

In Payroll Mapping, click the below payroll sync account to access the employee mapping module.



The green section to the right are the proposed matches. Verify that the employee records from Gusto are matched properly with their counterpart in Teamwork.



If the name spelling in payroll is not exactly the same as the name spelling in Teamwork, then a manual match is required. See below:

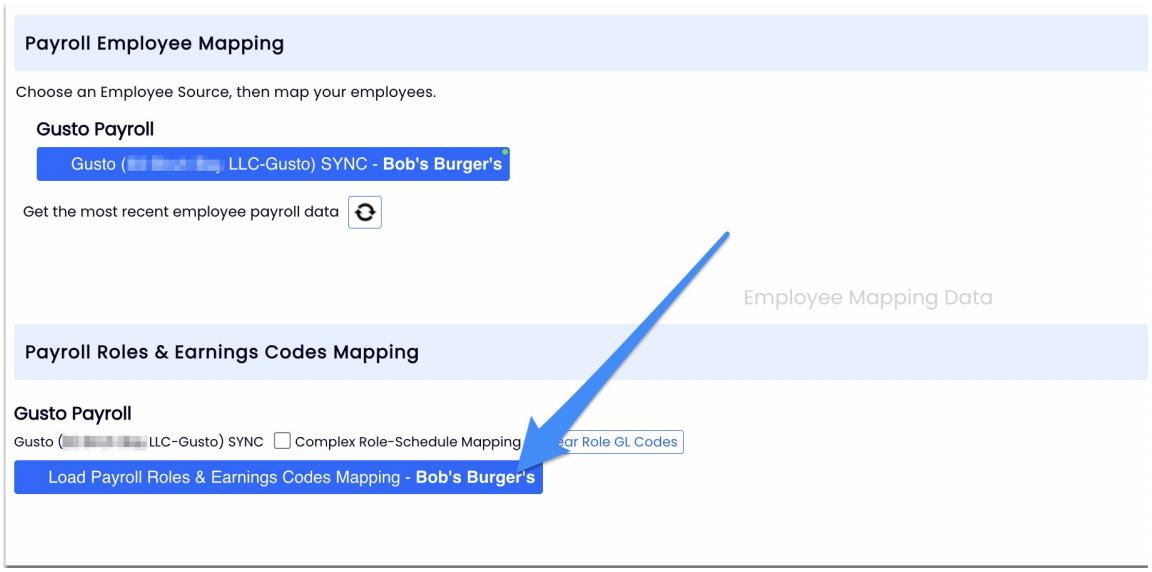
- Click the Payroll name in the red column, then match it by clicking on the corresponding Teamwork name in the Pink column
- You'll now see the names matched
- Click "Complete Employee Mapping" to finalize.

If you don't happen to see a corresponding account for an employee that has hours in Teamwork, please verify that they have been fully set up and onboarded into your payroll provider.

Mapping Earning Codes

Last Modified on 05/28/2024 12:42 pm MDT

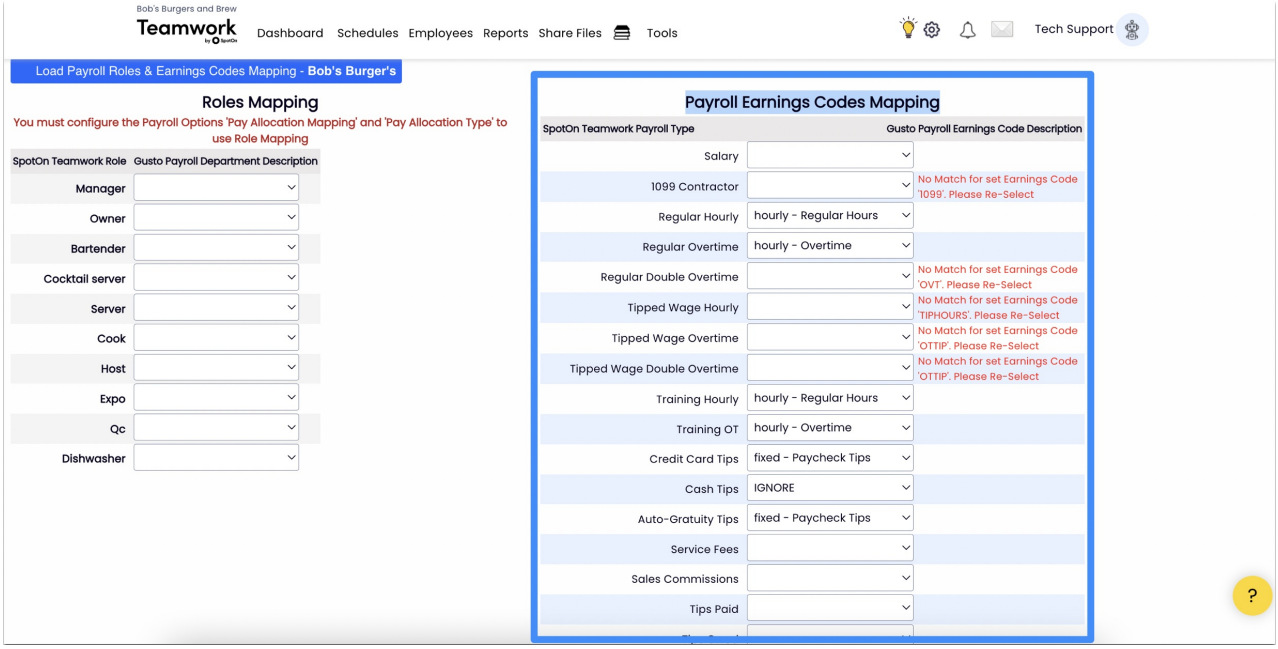
When utilizing Teamwork to export paydata to Gusto, it is essential to map the Teamwork earning type to the earnings codes in Gusto that you'd like that data to be associated with. This task ensures that our data points are landing in the correct columns, with the correct reporting when exporting to payroll. Teamwork has one of the most nuanced, detailed, and accurate modules for payroll mapping. See below!

1. From the **Gearwheel Menu > Payroll Mapping**
2. Under "**Payroll Roles & Earnings Codes Mapping**", click the Payroll Entity (as shown below)
    - 

3. Teamwork presents the ability to map your roles to your payroll departments. The cool thing about Gusto, is **you don't need to map them**! Whatever role your employee worked / has hours for will carry over to. So let's focus on the section that says "**Payroll Earnings Codes Mapping**"
4. Correspond each earning type in the **Teamwork** column, with the appropriate earning code in the **Gusto** column, by opening the drop down menu and selecting the earning code.
    - This happens automatically for Gusto customers, but we think it's a **really really good idea** to double check it!
    - You may see a text warning "No Match for set Earnings Codes xxxxxx". You can

ignore this if the earning time doesn't apply to you. A good example: if you're Montana, there are no tipped wages. So you wouldn't need to map this!

5. Once complete, you're good to go! There's no save button!



" style="width: 600px;" controls>Your browser does not support HTML5 video.

Wage Management Best Practices | Gusto

Last Modified on 05/28/2024 8:35 pm MDT

Teamwork <> Gusto Wage Management

Hourly Employees

When exporting payroll from Teamwork, it's important to note that the Teamwork wage will override what is in Gusto. In that sense, Teamwork becomes the **source of truth** for what your employees will get paid, and subsequently **all wage changes** should be made in Teamwork!

Thankfully, we provide a handful of easy ways to update wages. And to start you off on the right foot, all wages that were assigned in SpotOn have been imported to Teamwork automatically.

For future hourly wage adjustments, please regard the following resources:

1. Manage Employee Wage Settings: for one off, individual wage adjustments
2. Adding Wages from the Payroll Report: for wage adjustments made directly from the payroll report
3. Global Wage Entry: for bulk wage changes, a wage change for everyone working a specific role, minimum wage changes, etc.
4. Sync Wages From POS: for importing wages from SpotOn. This tool is great if you'd like to maintain / drive wage changes from the POS

*Note : If wages are different between Teamwork and Gusto, you may observe something called an **alt-wage** (alternate wage) populate in Gusto. This is harmless, and just an indicator that the Teamwork wage persisted.*

Salaried Employees

For **salaried employees**, please note that the salary should be configured and pre-populated in Gusto. We strongly recommend that all salaried employees are excluded from the payroll export. This is easily done and ensures cleanliness of the data.

You can assign a salary to an employee very easily, if you'd like to understand your sales vs. labor analytics inclusive of salaries!

Gusto Payroll Integration

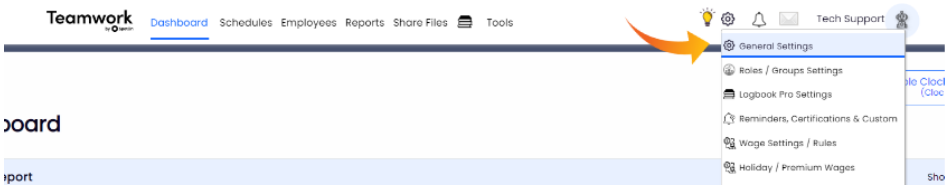
Last Modified on 10/09/2023 2:30 pm MDT

Teamwork's payroll integration with Gusto allows Teamwork users to push pay-data from Teamwork to Gusto through the cloud. Teamwork assembles a complete payroll, including multi-roles and wages, overtime allocated across wage rates and locations, tips, and labor compliance. All data is pushed to Gusto payroll with a click, saving users the time and errors associated with the manual input of pay-data. Teamwork can pull time punches from leading POS systems, or from Teamwork's timekeeping app.

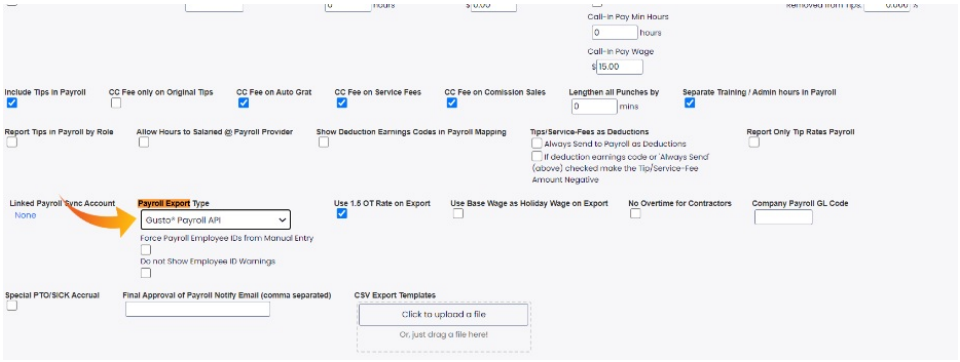
Creating a New Gusto Account or Connecting to an Existing Gusto Account

1. Set Gusto as the payroll provider in Payroll Settings

- From the Gearwheel Menu, go to **General Settings**



- Scroll to **Payroll Settings**
- From the dropdown menu titled **Payroll Export Type,** select **Gusto.** Then press **Save payroll Options**



2. Create a Gusto Account or Connect to an Existing Gusto Account

- From the Gearwheel Menu, go to **Payroll Mapping**
- Scroll to **Gusto Payroll**
- To setup a NEW Gusto account, Fill out your company information in the section titled **"New Gusto Customer?"**, and press **Setup a New Gusto Payroll Company.** Follow

the prompts.

- To connect to an existing Gusto account, press **Connect Teamwork to an Existing Gusto Account**. Follow the prompts, and upon completion, you'll see a message that you've successfully connected to your Gusto account.

3. To Log into Gusto from Teamwork

- From the Gearwheel Menu go to Payroll Mapping and scroll to Gusto Payroll.
- Press the button, **Login to your Existing Gusto Account**, and follow the prompts.

Initial Payroll Settings for Single vs Multiple Gusto Accounts

1. Setting Teamwork to Integrate with a single Gusto Account

- From the Gearwheel Menu, go to **General Settings.**
- Scroll to **Payroll Settings**, until you see the section beginning "**Use Payroll Groupings...**"

- If a Payroll Group is already setup for your location, use the corresponding dropdown menu titled **Linked Payroll Sync Account**, and select the Gusto account that corresponds with your business.
- If a Payroll group is not already setup, press the button titled **Create a New Payroll Group**. When your new group appears, type a name for the location (in the blue title box), then, from the corresponding **Schedule Dropdown** menu, check the schedules that belong to this location, and lastly, use the corresponding dropdown menu titled **Linked Payroll Sync Account**, and select the Gusto account that corresponds with your business.

2. Setting Teamwork to Integrate with multiple Gusto Accounts

- Teamwork allows the setup of multiple locations and multiple Gusto accounts. For multiple accounts, simply repeat the preceding instructions in step #1 above, paying careful attention to choosing the correct Gusto Account for each location.
- Repeat this step for any number of locations you wish to add.

Pushing Payroll Data from Teamwork to Gusto

1. Run a Screen Preview of Payroll in Teamwork

- From the main toolbar, select **Reports**
  - From the report dropdown menu, choose **Payroll**
  - Populate the pay period date fields
  - Press **Show Report**
  - Review the payroll. If you have no further time, role, or wage data to update, proceed to step two below

2. Push Payroll to Gusto

- Press the button **Submit Payroll to Gusto Payroll**
  - When you log into Gusto, and press Run Regular Payroll, you'll see employee pay-data populated from the Data sent by Teamwork. Make any desired edits or additions, and complete steps to finalize payroll in Gusto.

Understanding Data that Syncs between Teamwork and Gusto

1. Gusto to Teamwork

- Employee names for employee matching purposes.

2. Teamwork to Gusto

- Payroll Data, i.e. Reg Hours, Overtime Hours, Wages per specific Roles, Tips Credit, Tips Cash, Compliance, i.e. Break Violations.

Troubleshooting Issues

If you see the warning "Employees not Mapped to Payroll Provider [on Teamwork's Screen Payroll Report Preview], take the following steps:

- From the Gearwheel Menu in the Main Toolbar, select Payroll Mapping
- Under the heading Employee Mapping, press the button containing your Company's name
- Teamwork will show names matched between between Teamwork and Gusto in the columns with a green heading, titled Matched Employees. If the name matching between systems is correct, press the yellow button Complete Employee Mapping.
- If name spelling is significantly different between Teamwork and Gusto, you'll need to manually match the names. Press the name of the employee in Gusto (in the red column, "Payroll Name" with the name of the employee in the pink column, "Teamwork Name". Then press the yellow button Complete Employee Mapping.
- If a name match does NOT exist in the red column, "Payroll Name", then the employee is either not entered or active in Gusto Payroll. Please correct in Gusto, and return to this module for name matching.

If you see a warning "Employee Wage Missing", the payroll preview will highlight the missing employee/role/wage

- Enter the wage as shown in the following link, https://support.dolceclock.com/help/adding-hourly-wages, and rerun the payroll preview.

If you see any other warning when running payroll, please email: support@dolcesoftware.com

Clarification of Terms between Teamwork and Gusto

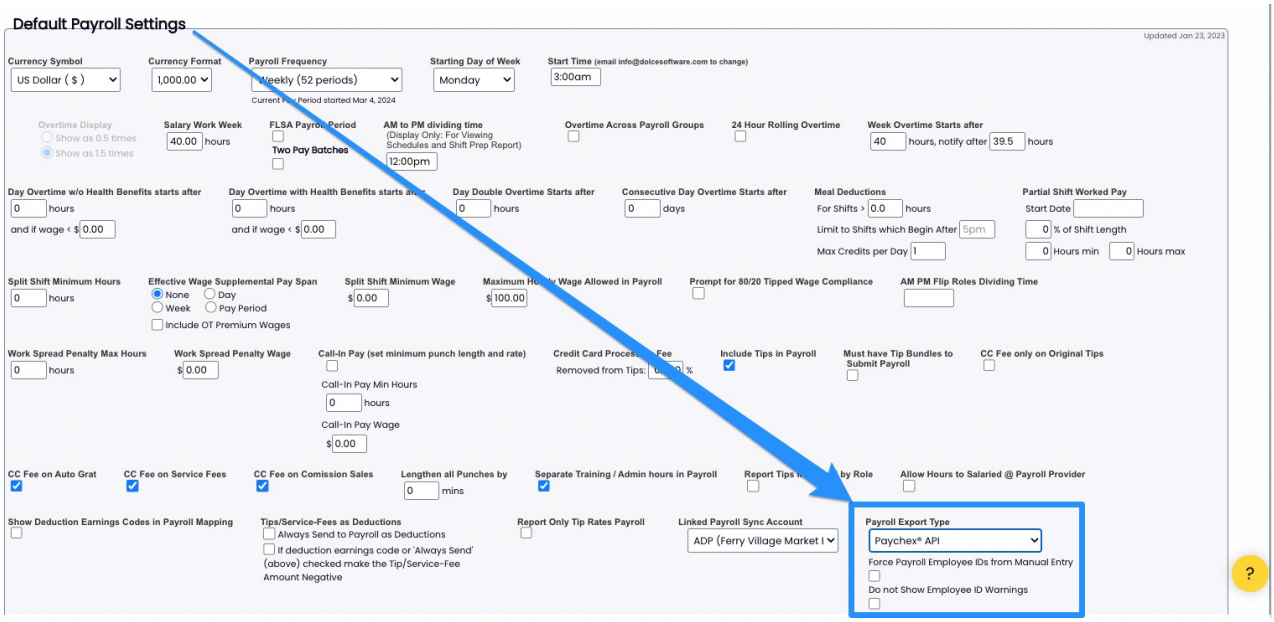
- **Role** in Teamwork is equivalent to **Job** in Gusto

Integrating Paychex to Teamwork

Last Modified on 02/05/2026 9:27 am MST

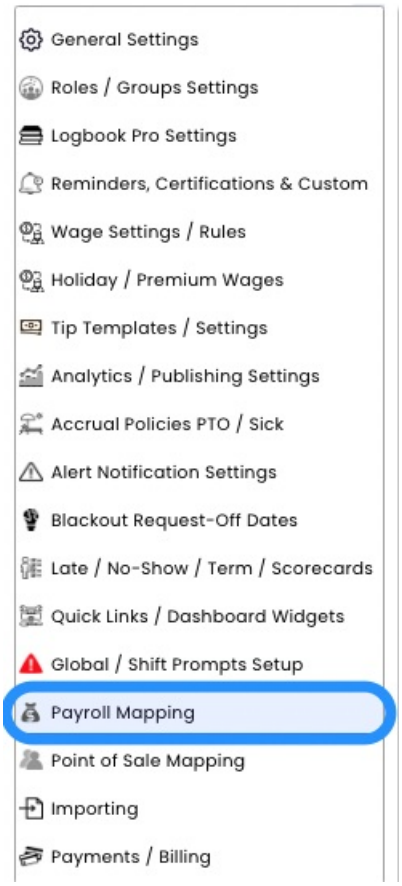
Initiate Integration

In Teamwork, navigate to General Settings from the Gearwheel Menu ⚙ >> scroll to Default Payroll Settings >> change the Payroll Export Type to "Paychex API".



Be sure to click Save Payroll Options at the bottom.

Then navigate to "Payroll Mapping" from the Gearwheel Menu ⚙

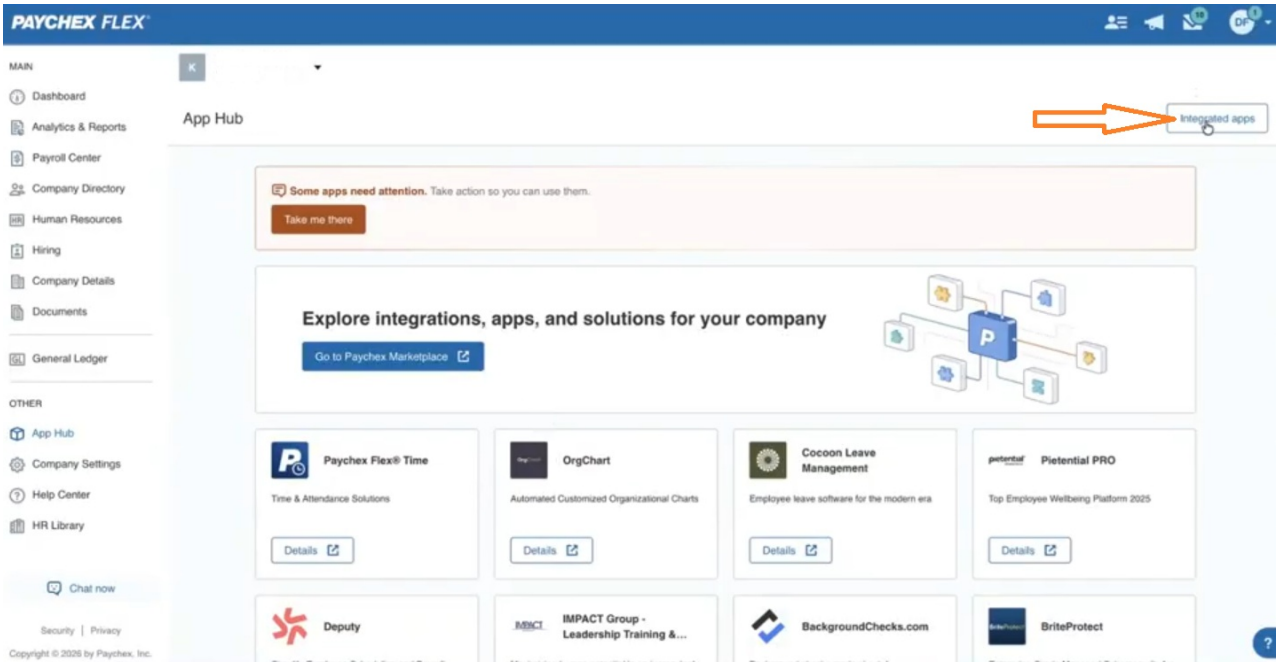


Enter your Paychex Company ID here, then click "Link to Paychex"

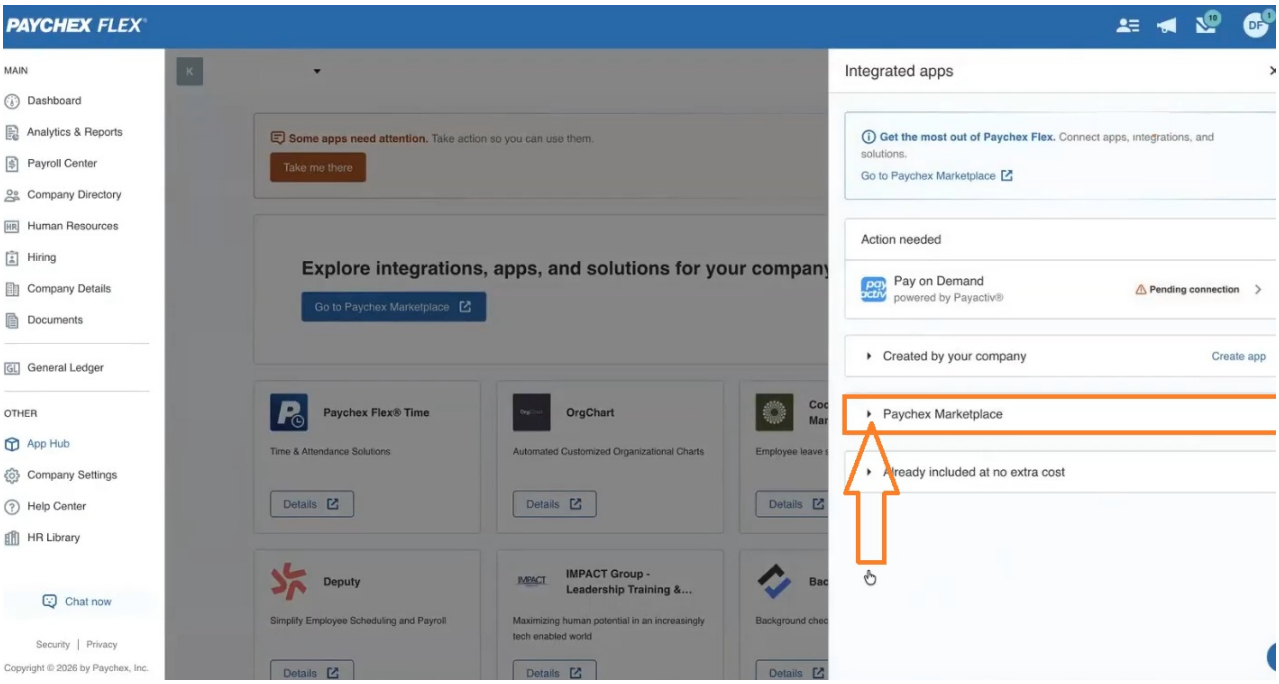
Granting Access

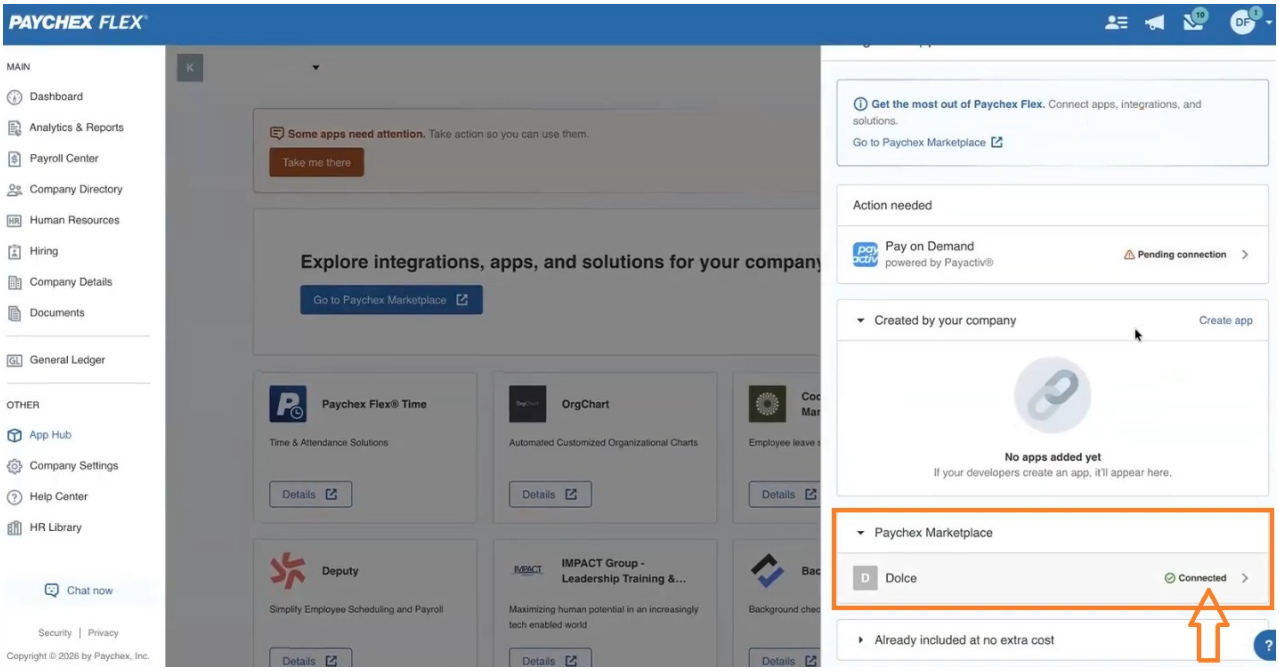
Upon confirmation from Teamwork that the integration has been added, access must be granted by a Flex user with Super Admin rights or higher who has access to **App Hub** in Paychex.

Log in to you Paychex account, and then under **App Hub** menu click **Integrated Apps** as shown below:

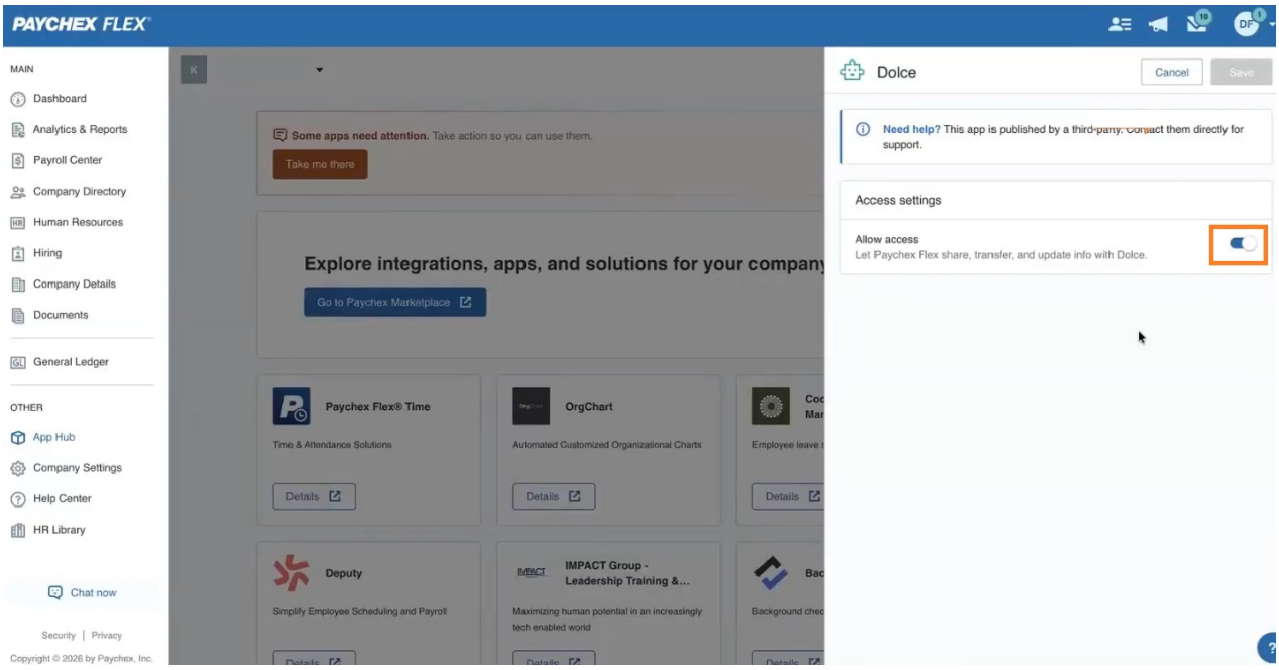


Once the right menu is visible, click **Paychex Marketplace** and then the **Dolce App** underneath it (Teamwork used to be called "Dolce Software")





Make sure that **Allow Access** under access settings is checked **on** as indicated below. If it's not, please check it and hit the **Save** button.



Finally, please email teamworksupport@spoton.com that the steps to grant access have been complete.

Adding a Paylocity Integration

Last Modified on 12/22/2022 2:19 pm MST

paylocity.com | 800.520.2687 | 1400 American Lane | Schaumburg, IL 60173

Marketplace Guide : *Request a Vendor Integration*

Use Paylocity Marketplace to complete the Paylocity Automated Data Exchange (PADE-API) Form.

1. Log in to HR & Payroll and select Marketplace.

2. Select the Name to view information about the selected vendor integration.

3. Select Begin Integration to access, complete, and sign the PADE form.

   • View and acknowledge the associated fees.

   • Select Continue to open DocuSign.

   • Select Start to begin the process.

   • Complete applicable fields.

   • Enter any additional information in the Briefly Describe Your Request window.

   • Review the Terms & Conditions.

   • Complete the Signature fields.

   • Sign the document.

   • Select Finish to submit the request to Paylocity.

Important Information

• Integrations occur at the individual company level. Company Set users log into a

single company in the Company Set to request integrations for the Company Set.

• Email service@paylocity.com for assistance with this process.

• If the PADE-API Form is improperly completed, this request may be rejected and cause

additional turnaround time. The signature on the PADE-API Form must be a certified digital

or wet signature of an authorized Paylocity contact.

Payroll CSV Format Examples

Last Modified on 10/20/2023 12:29 pm MDT

Following are 3 general payroll template formats. Heading and earnings code can be customized per merchant needs.

Please submit formatting requests based on format type 1, 2 or 3, or related questions to teamworksupport@spoton.com

All custom formats should be tested to merchants at least one week ahead of payroll deadline.

Format 1

	A	B	C	D	E	F	G
1	Emp ID	Name	E/D	Hours	Rate	Amount	Dept
2	2903	Last, First	REG	40	15		0EP17
3	2903	Last, First	OT	10.31	15		0EP17
4	2903	Last, First	CCTIP			1903.98	0EP17
5	2903	Last, First	SOH			30	0EP17
6	3112	Last, First	TIPREG	32.5	10		0EP20
7	3112	Last, First	CASHTIP			210.25	0EP20
8							
9							

Format 2

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Emp ID	Name	Hours	OT Hours	Rate	HOURS1 CODE	HOURS1	AMOUNT1 CODE	AMOUNT1	AMOUNT2 CODE	AMOUNT2	AMOUNT3 CODE	AMOUNT3	Dept
2	2903	Last, First	40		15									0EP17
3	2903	Last, First		10.31	15									0EP17
4	2903	Last, First								CCTIP	1903.98			0EP17
5	2903	Last, First						SOH	30					0EP17
6	3112	Last, First			10	TIPREG	32.5							0EP20
7	3112	Last, First										CASHTIP	210.25	0EP20

Format 3

	A	B	C	D	E	F	G	H	I	J	K
1	Emp ID	Name	Hours	OT Hours	TIPREG	TIPOT	Rate	SOH	CC Tips	CASHTIP	Dept
2	2903	Last, First	40				15				0EP17
3	2903	Last, First		10.31			15				0EP17
4	2903	Last, First							1903.98		0EP17
5	2903	Last, First						30			0EP17
6	3112	Last, First			32.5		10				0EP20
7	3112	Last, First								210.25	0EP20

Earnings Codes and Column Headings can be customized.

Other data sets include Week Start - End Dates, PTO related fields, Commission related fields, Custom Tips & Service Fee fields, Sales fields.

Headings and Employee Names can be shown or hidden as desired.

Departments and Cost Centers can include individually or combinations of Location, Department, and Position (role).

Teamwork will ingest Payroll IDs.

Gusto Payroll - Adding an Admin User

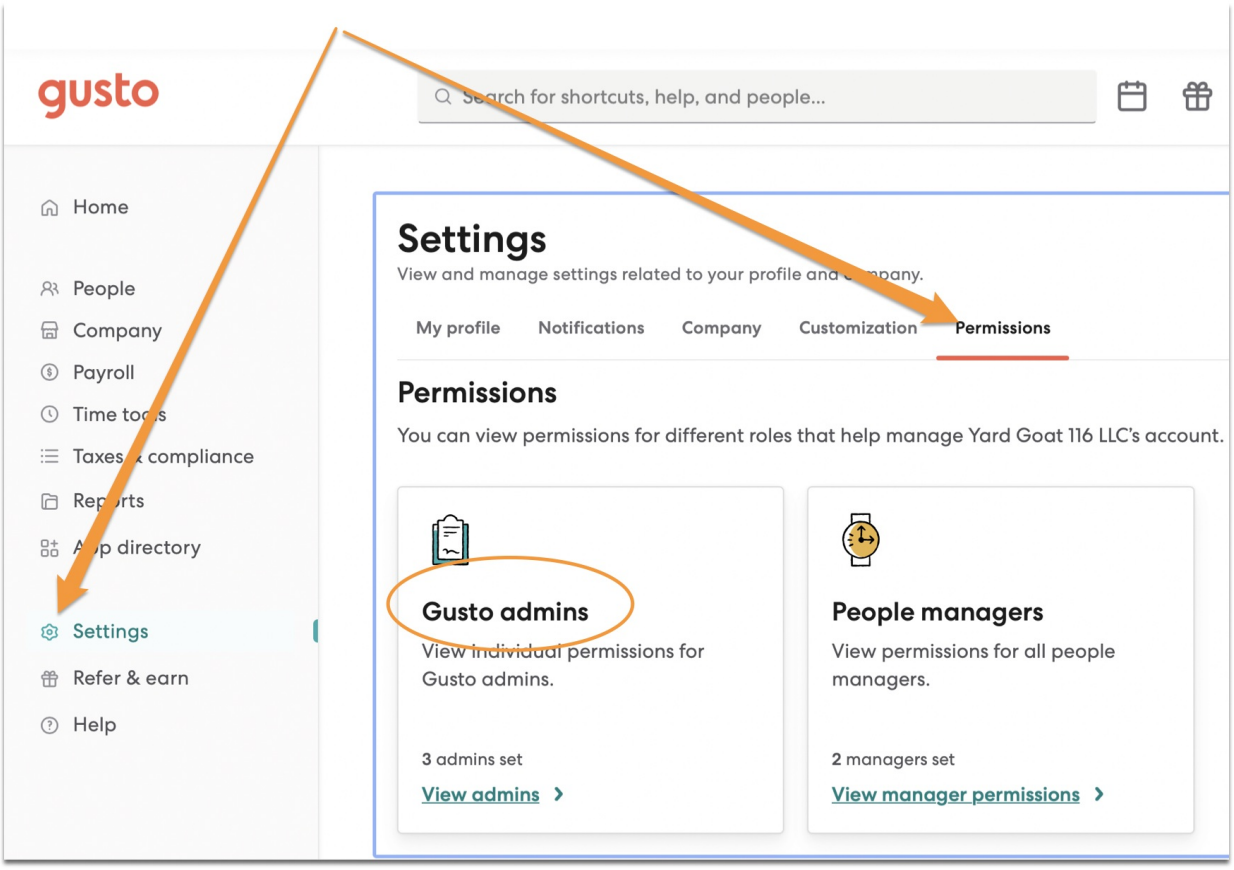
Last Modified on 04/25/2024 9:04 am MDT

From the side menu click **Settings** > next click the **Permissions Tab**

When the Permission tab opens, click **View Admins**

From the Admins page, people and permissions can be added.

NOTE: Only the Primary Admin on the Gusto Account can manager admins.



Spoton Integrated Clock-In

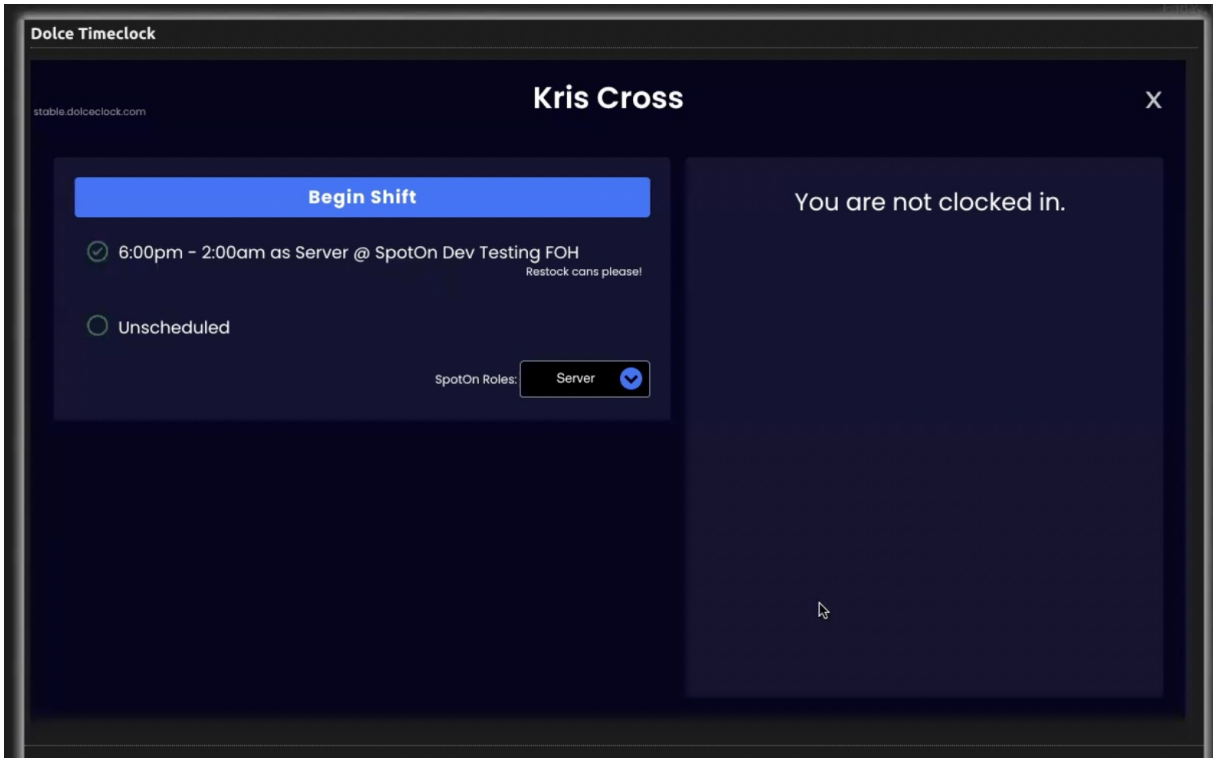
Last Modified on 12/24/2023 10:24 am MST

Clocking-In to SpotOn with Labor Integration

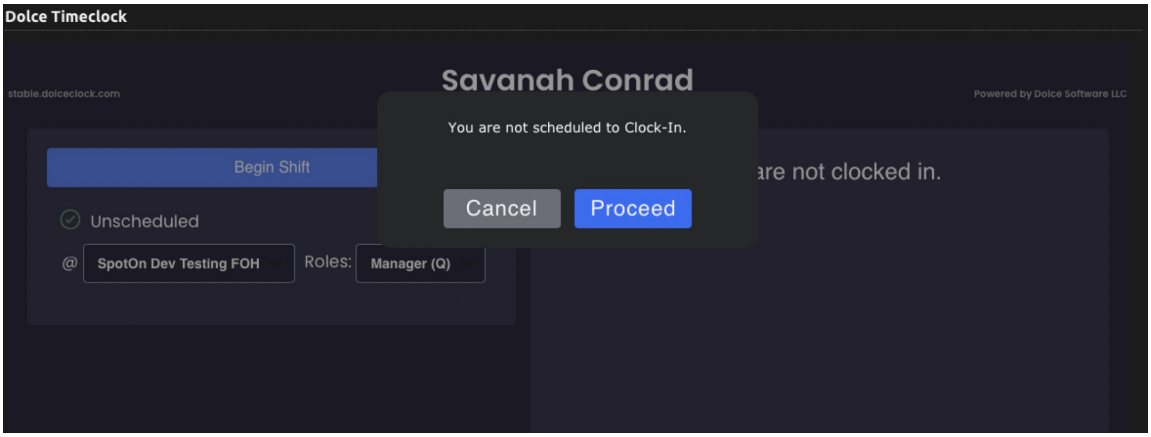
Clock-In

After PIN-In / or pressing the POS Clock-In / Out / Break buttons, a 2nd screen will pop up with additional choices, ie schedule enforcement, compliance questions etc. (this can take 3 seconds)

Employee is able to clock-in to a scheduled shift with the **Begin Shift** button, or, could select a different Schedule / Role to clock in to. *Note: IF there is a role discrepancy between Teamwork and SpotOn, the employee is able to select the role they have in the POS*

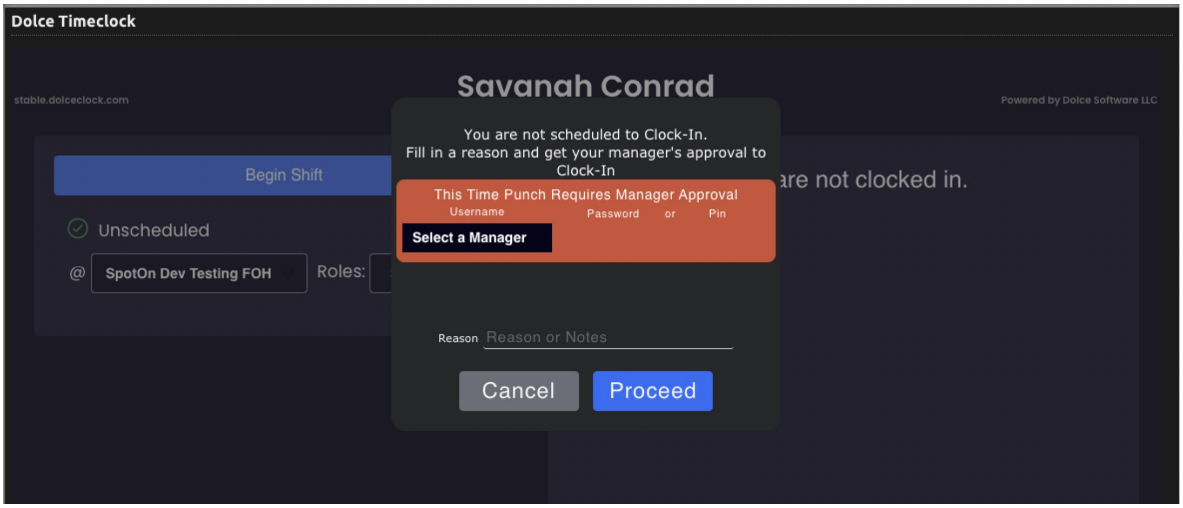


If employee is EARLY or UNSCHEDULED, and no enforcement is in place, the employee may elect to proceed.

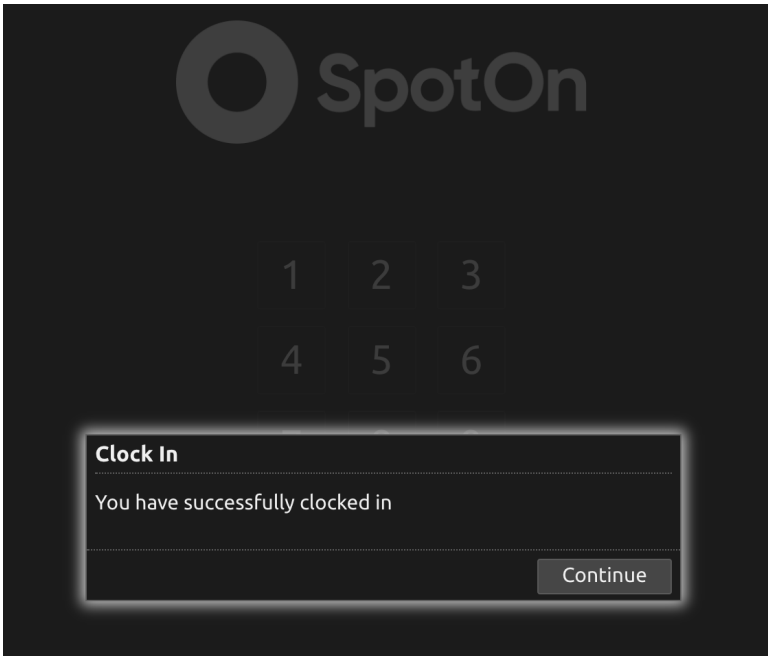


If company restricts early Clock-In, employee is be prompted to have a Manager authorize the Clock-In, with either full password or PIN.

- Password refers to Manager's TEAMWORK password.
- PIN refers to Manager's TEAMWORK PIN (which can be verified or updated in employee's PROFILE settings.



Upon successfully clocking in, the user will either be taken to the POS / Order screen, or if user is "Clock-In/Out Only", then the user will see the following confirmation. If the user does not successfully login, see troubleshooting below.



Breaks

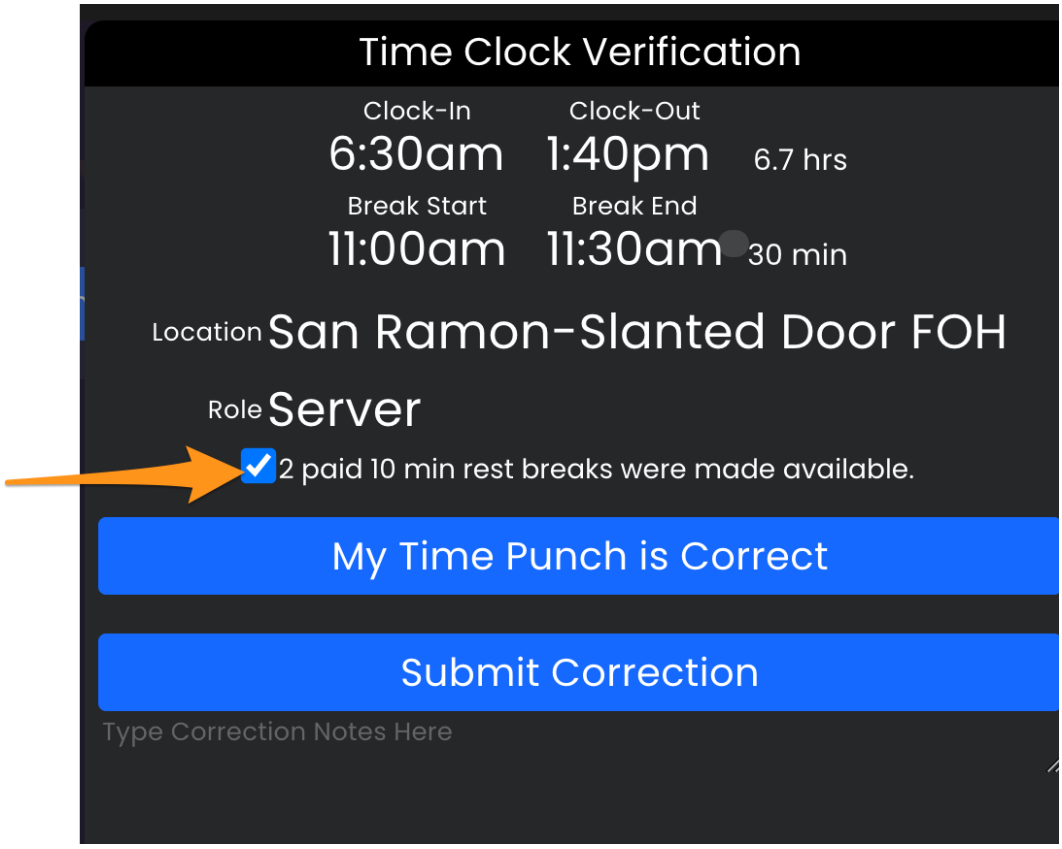
Employees should initiate using the **BREAK** button in SpotOn rather than **Clock Out**. Employees should **ALWAYS WAIT FOR THE 2nd SCREEN**

NOTE: For states that require 30-minute breaks, employees may be prevented from returning from break until 30-minutes has been taken. Managers may override.

Clock-Out

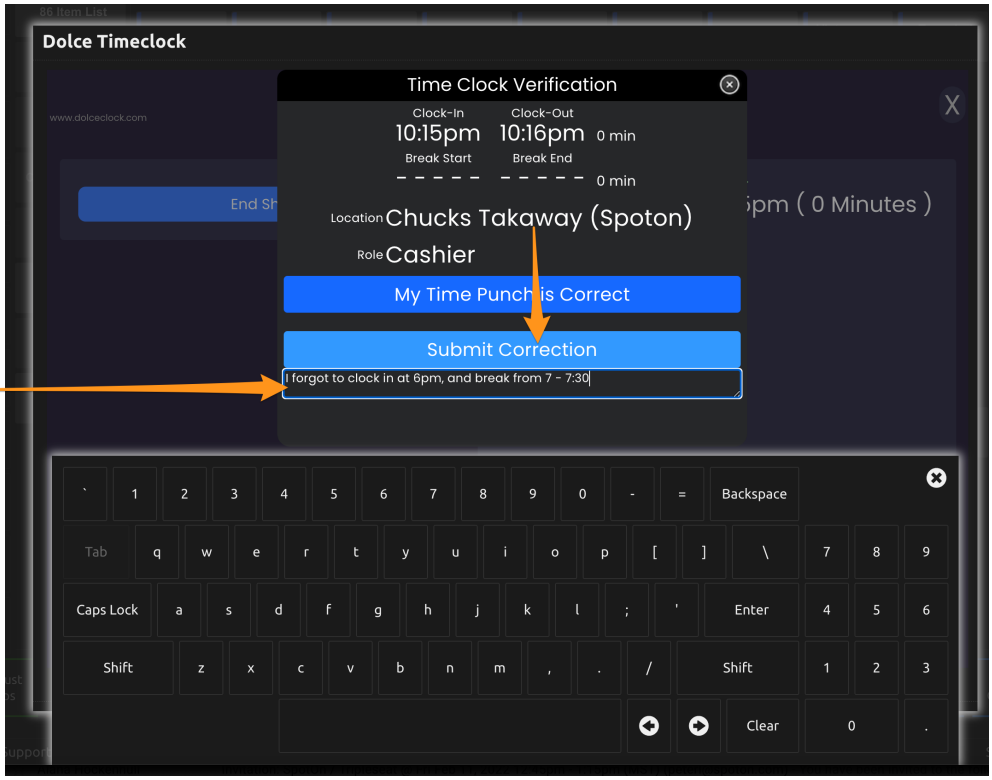
1. Upon Clock-Out, **WAIT for the 2nd Screen**. Employee may be prompted to Enter Tips, Validate Breaks or your Time Punch, or enter other Company specific data.

The following screen show how an employee would attest to, or uncheck the attestation, which represents that 10-minute paid rest breaks were made available.

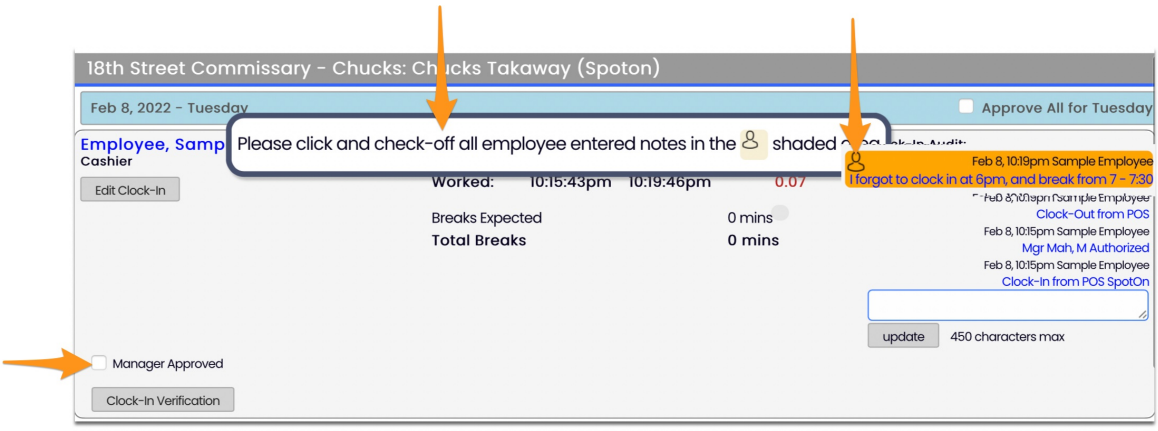


Submitting Clock-Out Corrections

- Employees can enter clock-in correction notes in the text field shown below the Submit Correction button.
- After entering correction notes, press **Submit Correction**



- A manager is unable to approve the time punch until they've acknowledged the employee comment, by clicking on the comment icon as shown below. Managers can press Edit Clock In to make suggested changes, and / or enter comments in the dialogue box below employee comments.
- Employees can view time punches on their app / dashboard, including change history, and manager dialogue.



Troubleshooting

If the user is unable to successfully login, and upon trying again the screen provides only an option that says "CONTINUE", the culprit is likely a Role mismatch between SpotOn and

Teamwork. Please check role qualification in both Teamwork and SpotOn, and the spelling of the Role name. If an adjustment to the role is required, please reach teamworksupport@spoton.com

Related Settings

Turn on Schedule Enforcement to control early clock-in: https://support.dolceclock.com/help/force-restriction-options-for-early-clock-in

For Compliance and Custom Prompts, please engage your Teamwork specialist to engage settings. teamworksupport@spoton.com

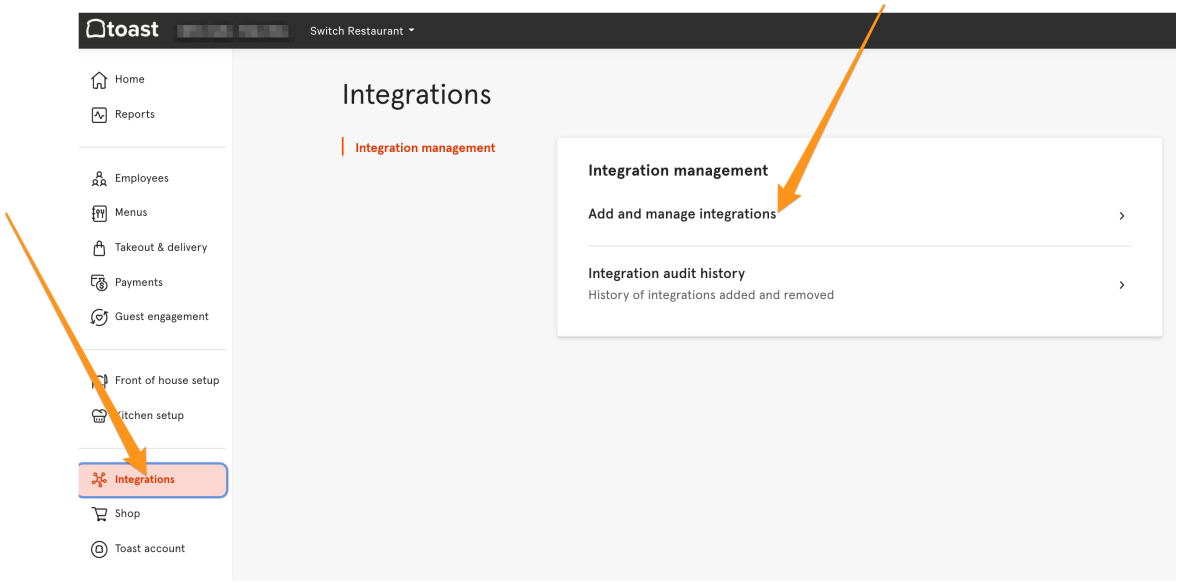
Setting up Toast Integration with Teamwork

Last Modified on 12/24/2023 2:41 pm MST

Toast Partner Connect - Setting up Integrations with Toast

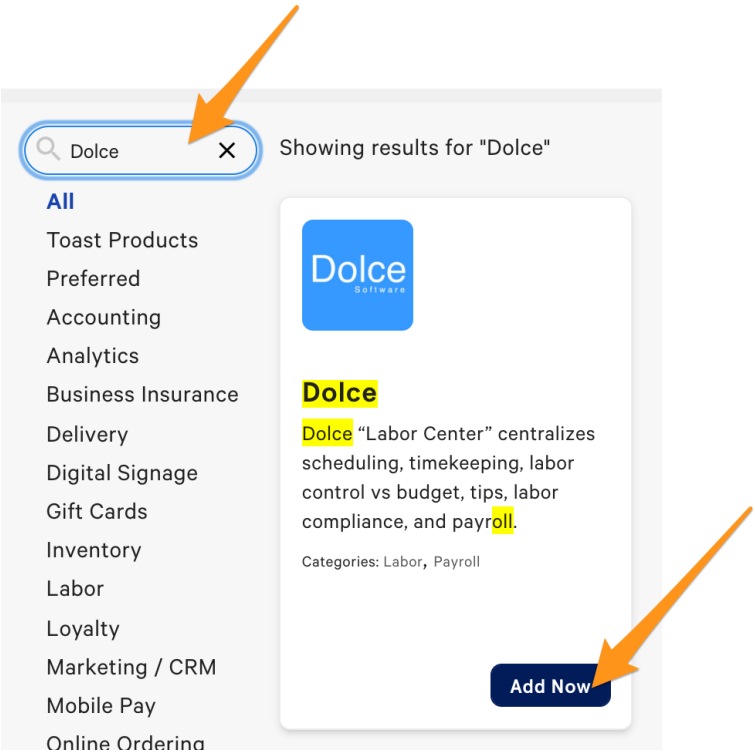
To Add Teamwork as an Integration:

1. Log into your Toast back-end. From left menu click **Integrations**. Click Add and **Manage Integrations**.



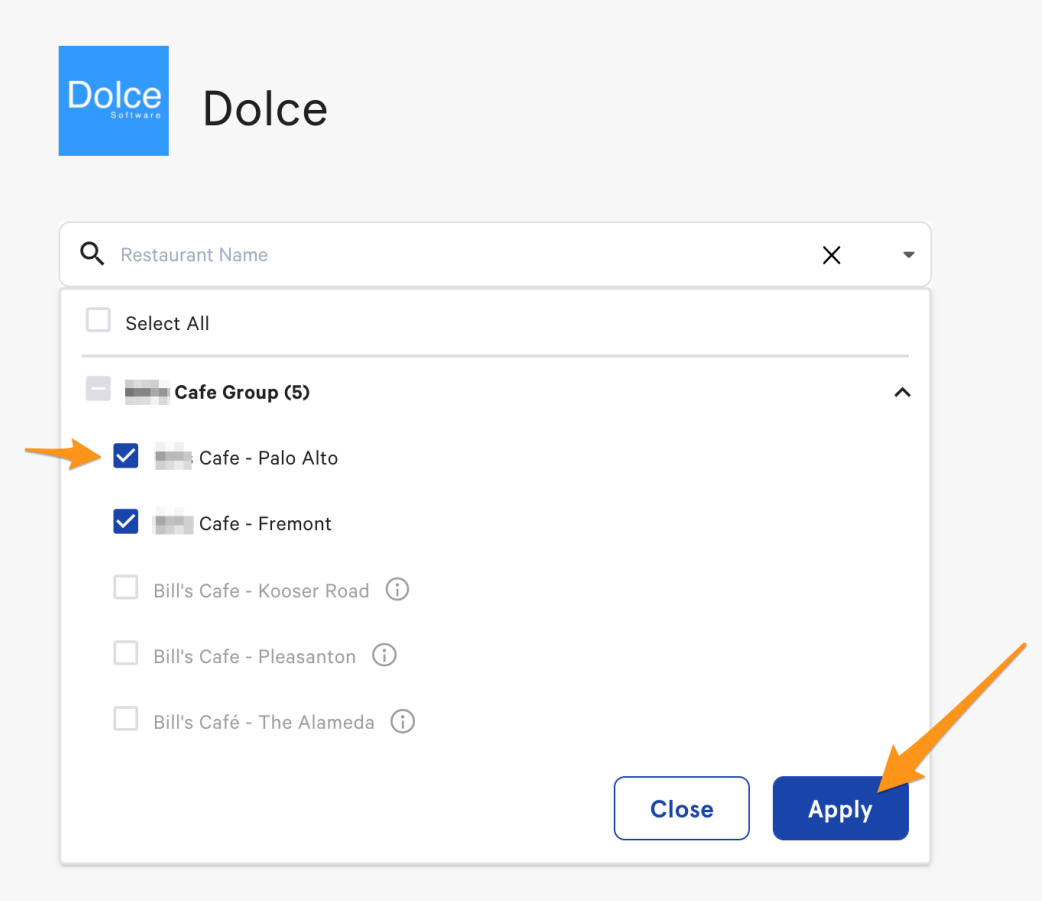
2. Click **Add More Integrations**

3. Search for **Dolce** and click **Add Now**



Note: Teamwork was formerly called Dolce Software

4. Select applicable locations, and click **Apply**



What is Toast Partner Connect?

Toast Partner Connect is our integration management portal. You're able to browse and discover all partners with integrations to Toast, add any of these integrations to your restaurant with the click of a button, and more. **This feature is currently available for restaurants with 1-9 locations. If you have more than 9 locations, read below for information on setting up integrations with Toast.**

Does it Cost Anything?

In order to use most Toast API integrations, Toast Customers need to pay $25 per month per location for the Toast Partner Integration subscription. This subscription unlocks unlimited access to our Integration Marketplace, 50+ best-in-class restaurant technology solutions that can integrate directly with your Toast POS. Your subscription fee remains flat whether you add one or fifty integrations.

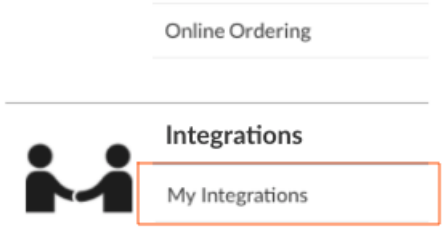
Can Anyone Add Integrations?

While anyone can *see* the Partner Connect Portal, you must have the ***Manage Integrations*** permission in order to add the Integrations module or connect to Partners.

Activating the Partner Connect Portal

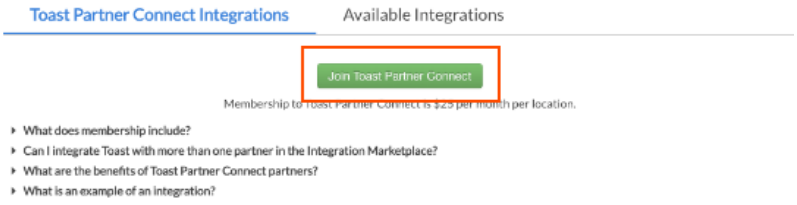
To activate the Partner Connect Portal and start adding Integrations to Toast:

1. On Toast's back-end, scroll down to Integrations and select ***My Integrations***

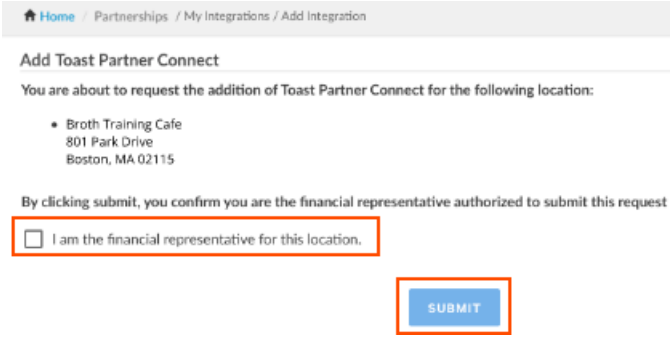


2. Select ***Join Toast Partner Connect***.

Have questions before signing up? See a small FAQ listed under the join button.



4. Confirm the location that you're adding Toast Partner Connect to and check the box ***I am the financial representative for this location***



5. Select ***Submit***

6. The finance contact on Toast's file will receive a Toast Order form via email within 48 hours. Once this form is filled out and returned, Toast Partner connect will be ready to go!

Managing Integrations in the Partner Connect Portal

Once your Partner Integration subscription has been confirmed, the My Integrations page will look a little different.

Related Articles

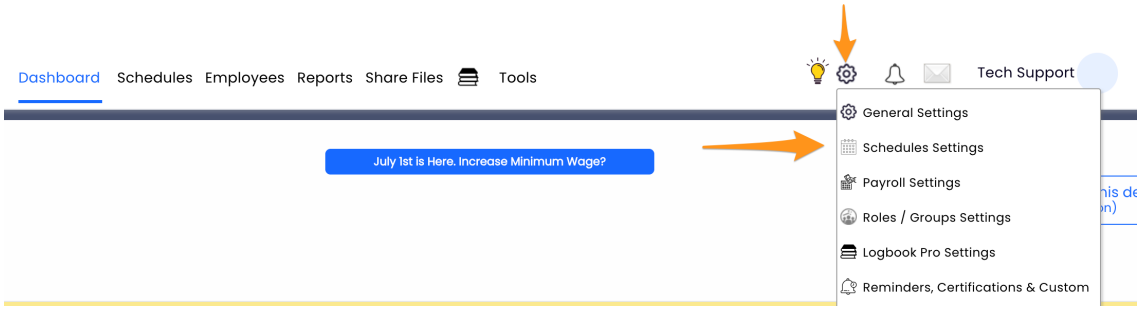
- Enforcing Scheduling/Time Clock Rules with Integration Partners

Toast Enforce Clock-In to Schedule

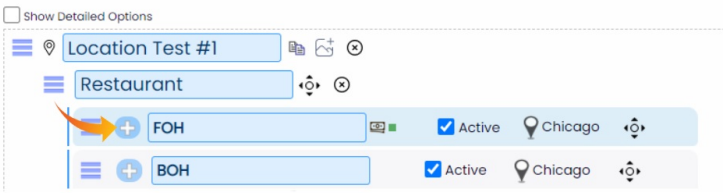
Last Modified on 07/15/2025 10:08 am MDT

In Teamwork: Settings

From the main page please select Gearwheel Menu > Schedule Settings as shown below:

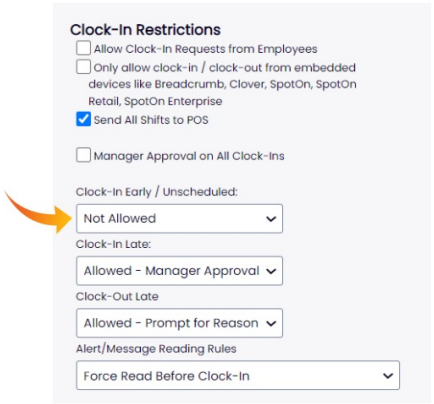


1. For each schedule/location that overlaps with Toast clock-in, Expand Location settings by pressing "+" as shown:



2. Check the box to "Send all Shifts to POS"

3. Choose **Not Allowed** for Clock-In Early/Unscheduled Restrictions



3. Turn on Toast Settings as explained below and reboot all POS terminals. (Good to do

end/start of business day)

In TOAST: Settings

https://central.toasttab.com/s/article/Enforcing-Scheduling-Time-Clock-Rules-with-Integration-Partners-1492745815961

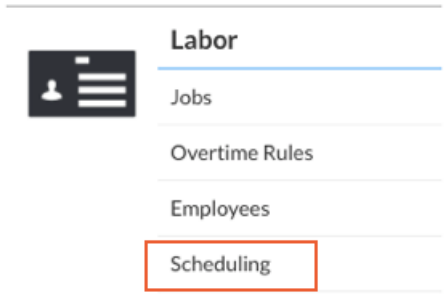
The Following Article is from Toast Resources (per the link above)

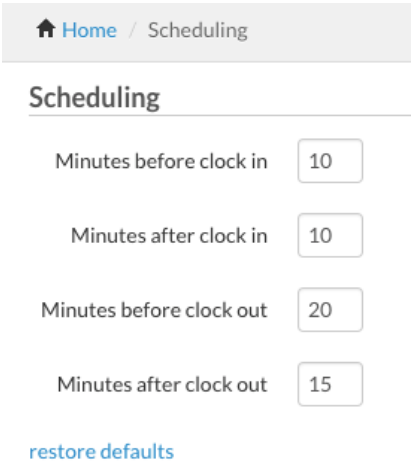
Restaurants that integrate with one of Toast's approved labor management partners have the ability to enforce scheduling rules for clocking in and clocking out.

FEB 26, 2019•CUSTOMER KNOWLEDGE ARTICLE

1. Navigate to *UI Options* under *Other Setup.* Scroll to *Time Clock* and set the *Enforce Scheduling* option to *Yes.*

2. The remaining configurations are found in the *Scheduling* section under *Labor.*





The amount of minutes entered into the fields create a time window around the start and stop time of your employee's scheduled shifts. Manager approval (passcode or swipe card) will be required if an employee attempts to clock in or out of their shift outside of the designated time windows. The shifts that are scheduled in your labor management software will be displayed on the configurations page.

Date	User	Job	In	Out
1/18	Employee	BAR CLOCK	1/18/17 4:00 PM	1/18/17 9:00 PM
1/19	Employee	PREP COOK	1/19/17 2:00 AM	1/19/17 10:00 AM
1/19	Employee	PREP COOK	1/19/17 3:00 AM	1/19/17 10:00 AM
1/19	Employee	PREP COOK	1/19/17 3:00 AM	1/19/17 10:00 AM

For example, an employee that is scheduled a 4pm shift will require manager approval if they attempt to clock in before 3:50pm or after 4:10pm. This gives them a 20 minute window to clock in for their shift, without needing approval.

If the shift is scheduled to end at 9pm, manager approval would be required if the employee attempts to clock out before 8:40pm or after 9:15pm. The employee has a 35 minute window to clock out without manager approval.

For more information on existing labor scheduling partners, visit pos.toasttab.com/integrations or reach out to your Toast representative.

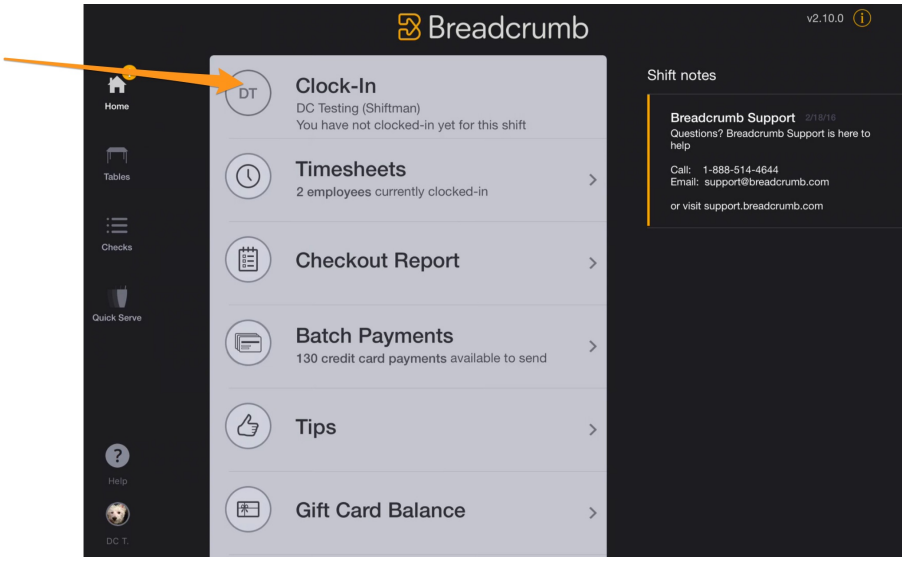
Clocking In to Breadcrumb POS

Last Modified on 12/24/2023 1:52 pm MST

Clocking-In to Breadcrumb POS with Teamwork Integration

Clock-In

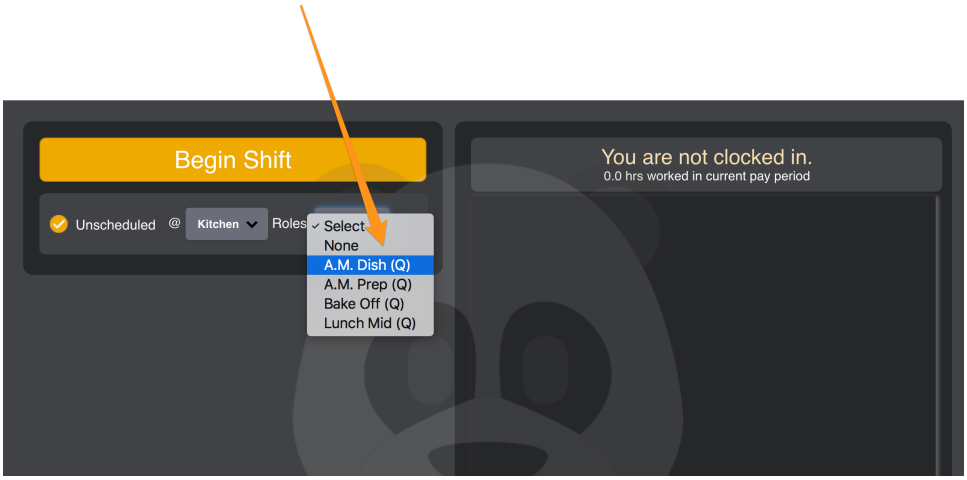
1. Initiate Clock-In through Breadcrumb



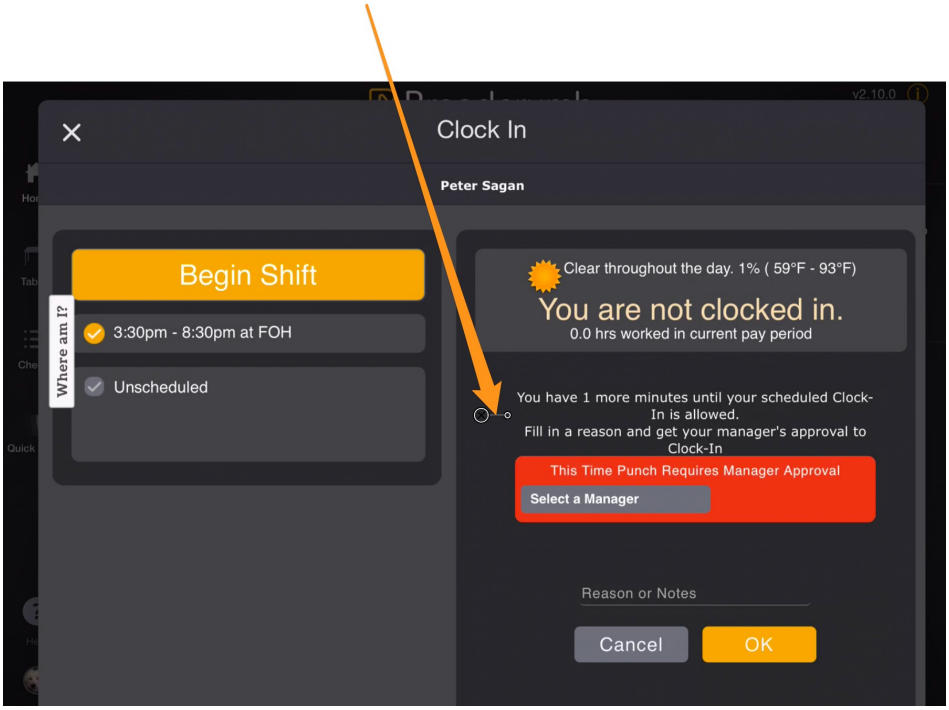
2. **WAIT for a 2nd Screen**, (this can take 3 seconds) which confirms your Shift / Time / Role, and press **Begin Shift.**

You should verify that you were allowed to clock-in without restriction.

3. If you are clocking in EARLY or UNSCHEDULED, you will be prompted to enter your LOCATION / ROLE



4. If your company restricts early Clock-In, you may be prompted to have a Manager authorize the Clock-In



Breaks

1. Clock-Out for a BREAK rather than End Shift. Again, **ALWAYS WAIT FOR THE 2nd SCREEN**

   NOTE: For states that require 30-minute breaks, you may be prevented from returning from break until 30-minutes has been taken.

Clock-Out

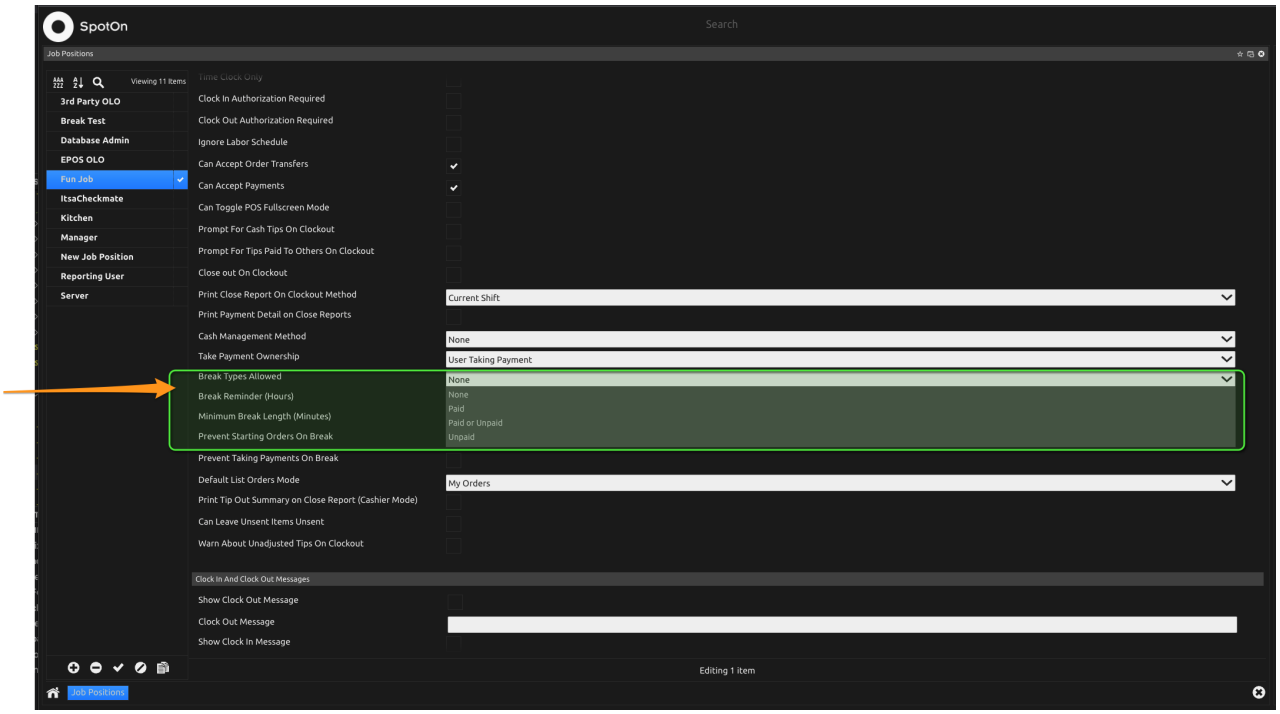
1. Upon Clock-Out, **WAIT for the 2nd Screen**. You may be prompted to Enter Tips, Validate Breaks or your Time Punch, or enter other Company specific data.

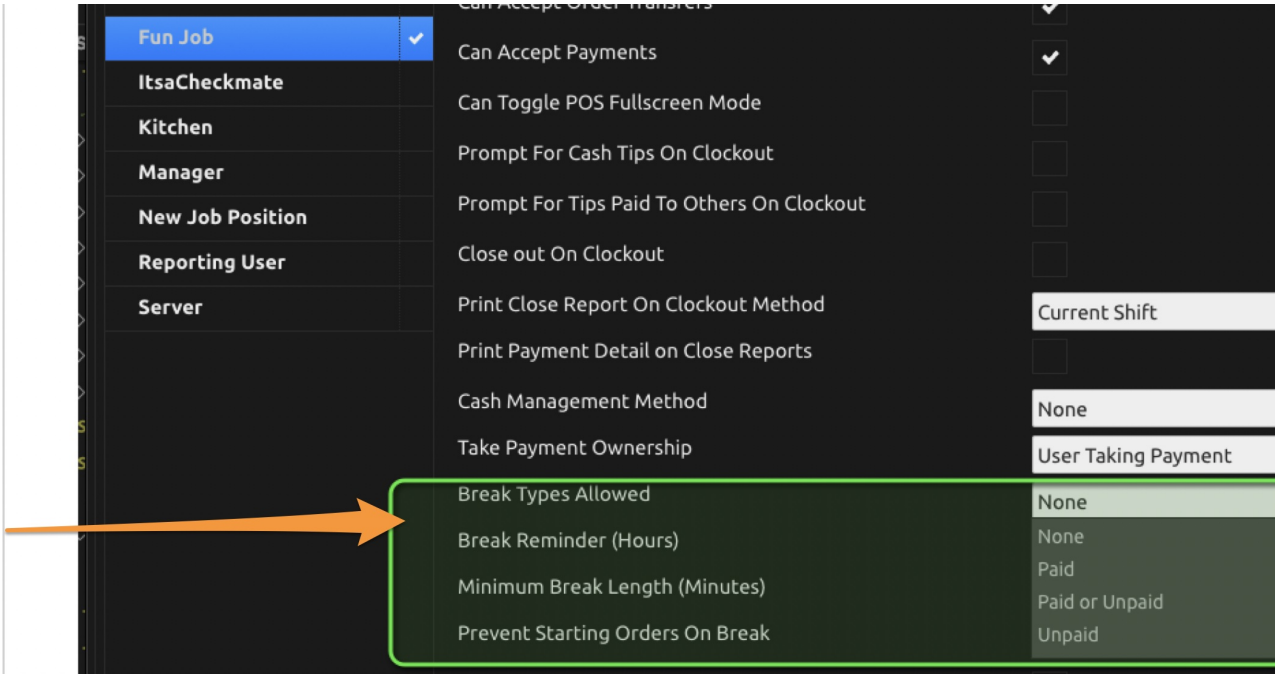
Spoton Integrated Clock-In Resolving Breaks

Last Modified on 10/05/2021 1:45 pm MDT

To make breaks available as an option in Spoton, breaks must be made available, by Role.

Use the "Break Types Allowed" pulldown on the Job Position. Example below:




Fun Job
ItsaCheckmate
Kitchen
Manager
New Job Position
Reporting User
Server
Can Accept Payments
Can Toggle POS Fullscreen Mode
Prompt For Cash Tips On Clockout
Prompt For Tips Paid To Others On Clockout
Close out On Clockout
Print Close Report On Clockout Method
Current Shift
Print Payment Detail on Close Reports
Cash Management Method
None
Take Payment Ownership
User Taking Payment
Break Types Allowed
None
Break Reminder (Hours)
None
Paid
Minimum Break Length (Minutes)
Paid or Unpaid
Prevent Starting Orders On Break
Unpaid

Toast Delivery Services (Doordash) Update

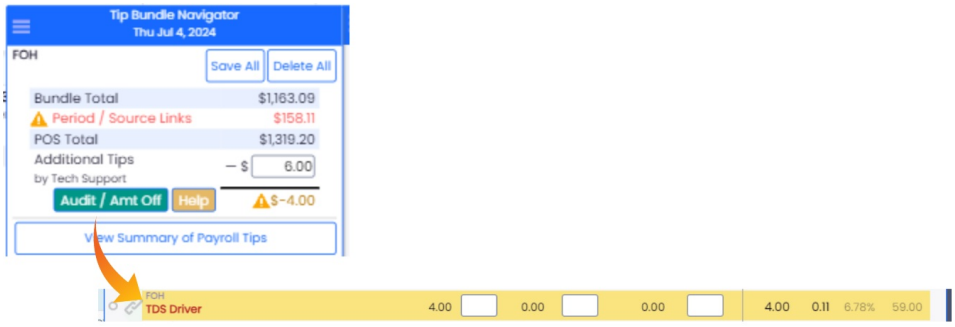
Last Modified on 07/09/2024 5:19 pm MDT

Update Tip Distribution from Doordash Entity to TDS Driver Entity

Toast POS recently updated the way that Doordash delivery driver tips are reported. **Delivery by Doordash** tips (or simply Doordash) tips will now appear in Teamwork in red as **TDS Driver** (Toast Delivery Services Driver).

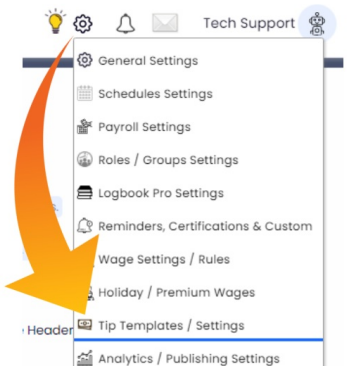
This change in how Toast reports Doordash delivery tips to Teamwork may cause discrepancies when balancing tips in the form of unallocated tips.

> See the following support article detailing troubleshooting for tip imbalances: https://support.dolceclock.com/help/troubleshooting-tips-imbalance-with-pos

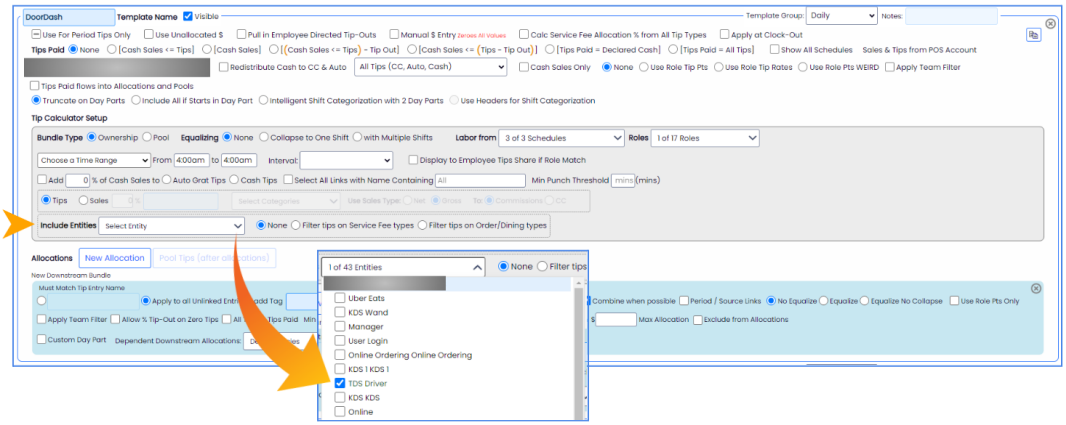


Should you see unallocated tips with a source of **TDS Driver**, please complete the following steps to ensure that your **TDS Driver** tips are configured in the correct templates. Please note you may need full admin permissions or location admin with tip template access to complete these adjustments.

1. Log into Teamwork. Click the Gearhwheel Icon and then click Tip Templates.

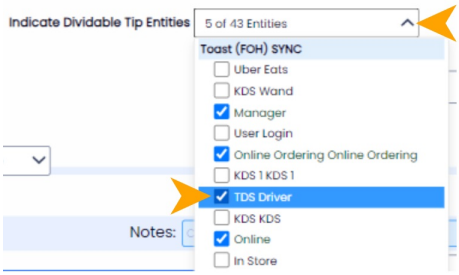


2. Scroll down to the applicable tip template that picks up Doordash tips.
3. Click the Include Entities dropdown in the Tip Calculator Setup section and ensure that the **TDS Driver** is selected. *Complete this step for every tip template that includes Doordash or TDS Driver tips.*



NOTES:

If you have templates that are split into two, based on a day part (AM / PM or Lunch / Dinner), you must ensure the **TDS Driver** entity is selected for each template that distributes Doordash tips. Additionally, mark the new **TDS Driver** entity as dividable at the top of the Tip Templates page.



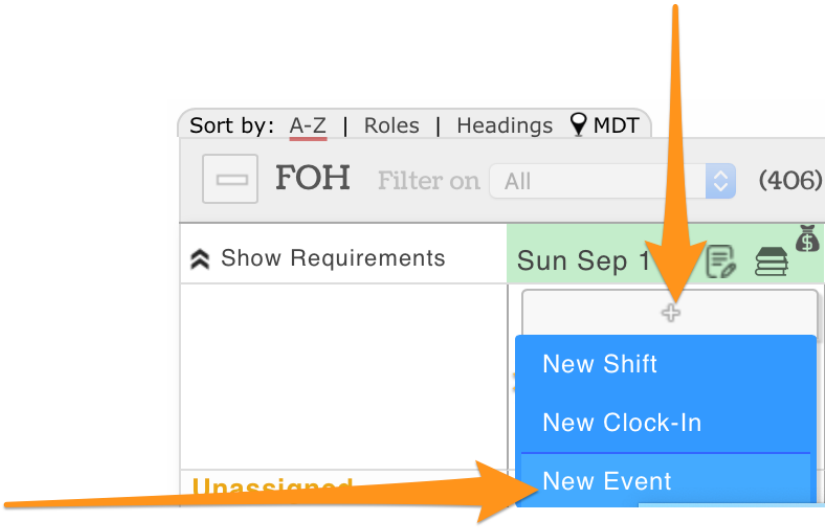
Once you have ensured that the new **TDS Driver** entity is included in the correct templates, re-run tips on each affected day and audit the distribution closely to ensure the day is distributed properly.

If you require additional assistance with configuring templates or currently do not have a tip template that distributes Doordash tips, please email us at teamworksupport@spoton.com.

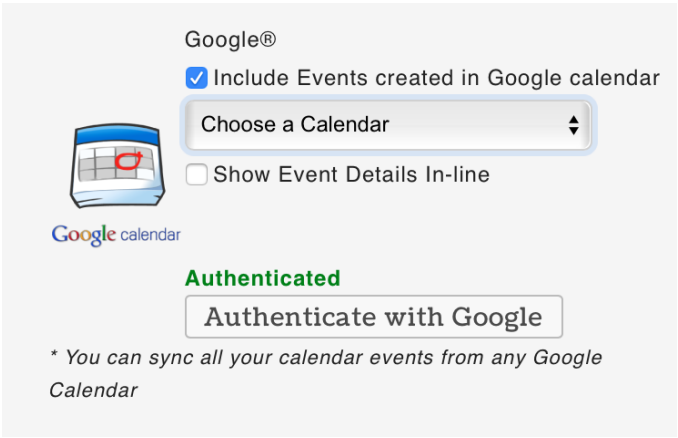
Syncing SpotOn Teamwork Events with Google Calendar

Last Modified on 12/24/2023 2:58 pm MST

From the Schedule page, the "**+**" below any date, and choose **New Event**



From the Events window that opens, Authenticate Goole Calendar and make calendar selections from the dropdown list.

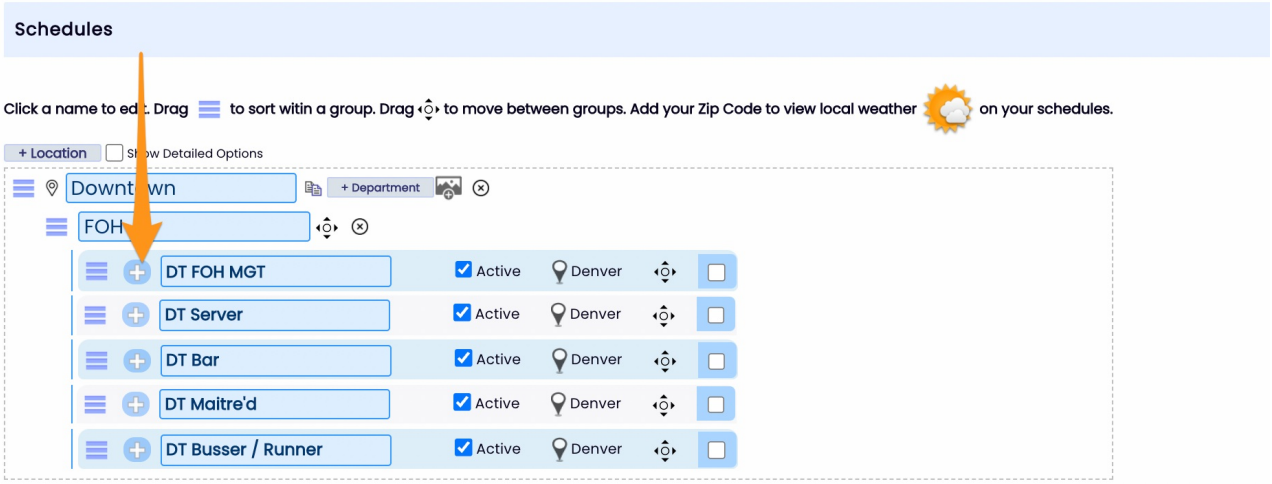


Integrating Tripleseat with a Teamwork Schedule

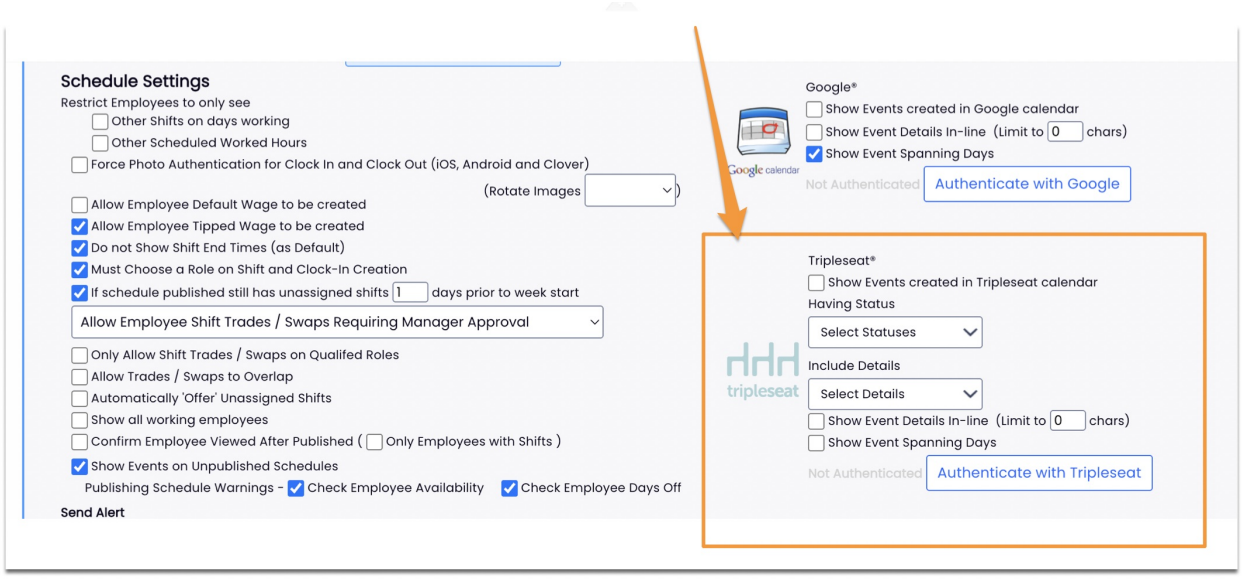
Last Modified on 06/19/2025 2:19 pm MDT

Teamwork now offers an integration with Tripleseat®, the leading restaurant event management software. You can associate your schedules in Teamwork with rooms from your Tripleseat® account for real-time event updates.

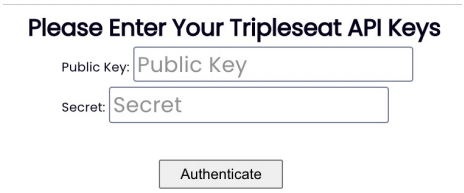
Navigate to schedule settings from the Gearwheel > General Settings. Click the plus sign on the schedule you'd like integrated with Tripleseat®.



Below the Google calendar authentication and sync settings, you will see the Tripleseat® settings.

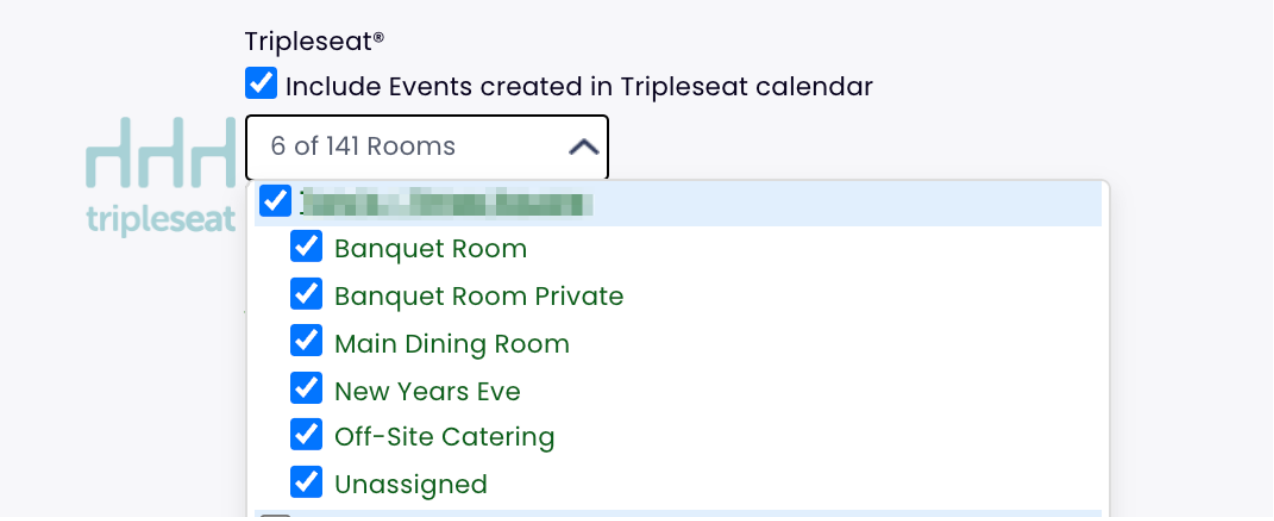


When you click "Authenticate with Tripleseat," you will be prompted with the following screen.



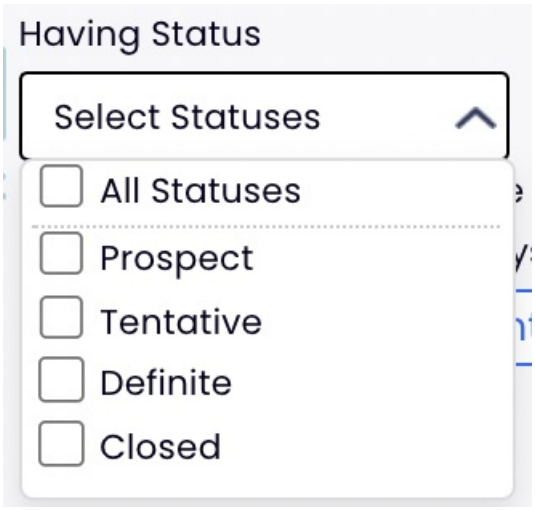
"You'll need to attain your Tripleseat account's public token and secret key. This can be found by logging in to your Tripleseat account and going to *Settings -> Tripleseat API*. If you don't have access to this area, you'll have to request it from the customer admin." (https://support.tripleseat.com/hc/en-us/articles/205820987-API-Authentication)

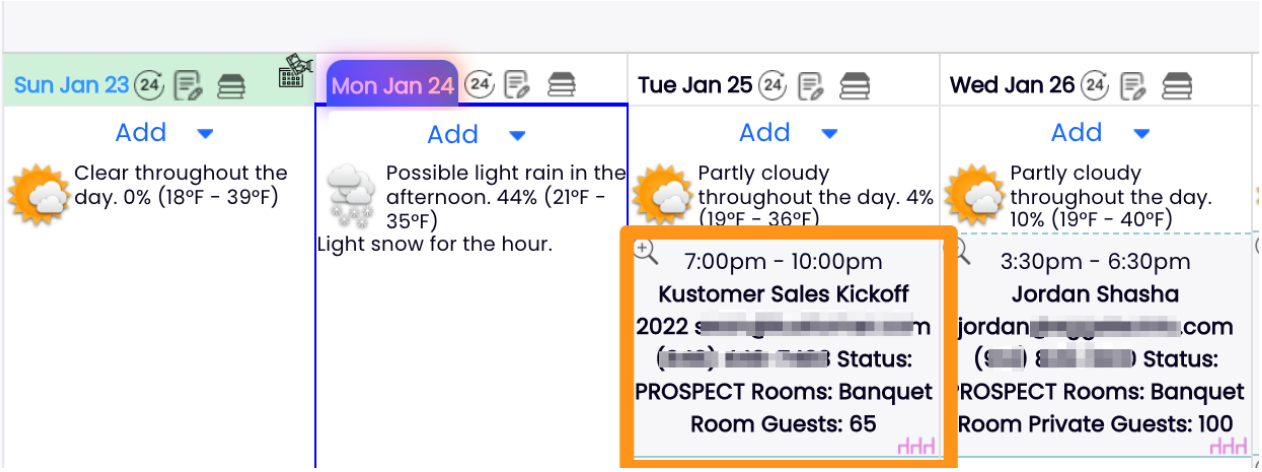
When you enter these credentials, you will have opened a real-time sync with Teamwork. You can then choose exactly which "rooms" apply to this Teamwork schedule.



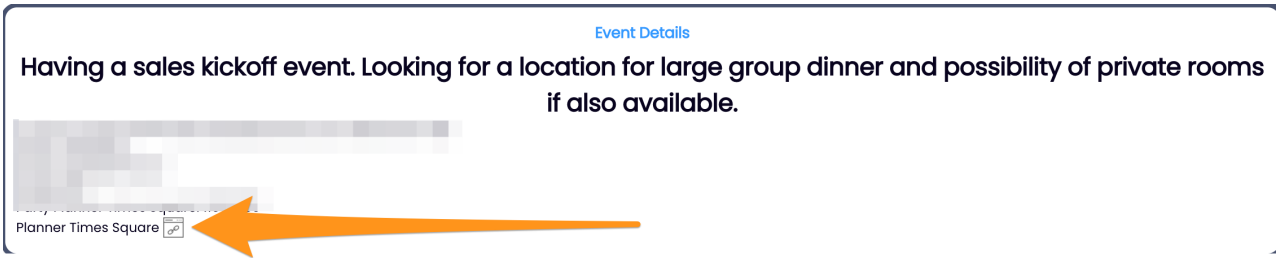
And now, from the schedule view, you'll be able to see your TripleSeat® events populate (and update in real time.)

You can use the following filter to determine which events populate the calendar.





You can even click on the event name to reveal details, and a subsequent link directly to your TripleSeat® account!



If you need any assistance setting up this integration, reach out to support@dolcesoftware.com and a representative will be with you ASAP.

FTP/SFTP Labor File Transfer to External Server

Last Modified on 02/12/2025 11:34 am MST

Initiate FTP file out of Teamwork

Teamwork allows you to transfer labor files via FTP or SFTP to a designated external server. The files follow one of five standard formats and are not intended to replace a payroll export file. **Tip data cannot be sent at this time**.

FTP files are sent daily for seamless data integration and a lookback period of up to 21 days can be set to capture retroactive changes to timecards and roles. At this time, labor data can only be transferred to one external server, not multiple.

Key Features

- Secure FTP and SFTP transfer options
- Automatic daily file transfers at designated time
- Five predefined file format templates
- Secure authentication via FTP credentials
- Optional directory specification for organized file placement
- One file is sent per paygroup with a corresponding paygroup ID

Setup Requirements

To enable FTP labor file transfers, work with your IT administrator to gather the following information:

1. **Protocol Type** – Choose between FTP or SFTP for secure transmission.
2. **Server URL** – The address of your external server.
3. **FTP User and Password** – Credentials for authentication.
4. **Directory (if applicable)** – Specify a target folder if needed.

File Format Options

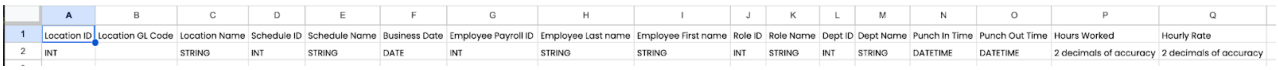
You can select from five standardized file formats to ensure consistency and compatibility with your system. Custom file formatting is not available at this time.

Here is a breakdown of the labor Export types:

1. **CTUIT** - Formatted to work with CTUIT Software
2. **Restaurant365** - Series of 4 files per paygroup formatted to work with R365
3. **Mirus** - Formatted to work with Mirus
4. **Scheduled Hours** **Teamwork FTP Template - Template_Scheduled Hours.csv**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Location ID	Location GL	Location Name	Schedule ID	Schedule Name	Business Date	Employee Payroll ID	Employee Last name	Employee First name	Role ID	Role Name	Dept ID	Dept Name	Scheduled Start Time	Scheduled End Time	Hours Scheduled	Hourly Rate
2	INT		STRING	INT	STRING	DATE	INT	STRING	STRING	INT	STRING	INT	STRING	DATETIME	DATETIME	2 decimals of accuracy	2 decimals of accuracy
3	1294072		Bishop Ranch - Left Bank BOH		Bishop Ranch-Left Bank BOH	MM/DD/YYYY	8760	Alamilla	Fernanda	6125	Cook	BOH	1189577	MM/DD/YYYY hh:mm:ss AM/PM	MM/DD/YYYY hh:mm:ss AM/PM	7	19

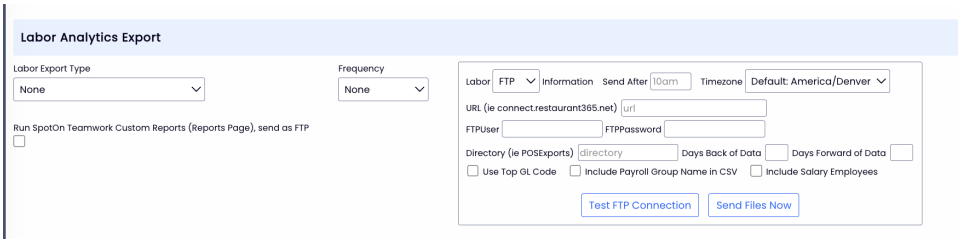
5. **Worked Hours (General Template)** **Teamwork FTP Template - General Template_Worked Hours.csv**



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Location ID	Location GL Code	Location Name	Schedule ID	Schedule Name	Business Date	Employee Payroll ID	Employee Last name	Employee First name	Role ID	Role Name	Dept ID	Dept Name	Punch In Time	Punch Out Time	Hours Worked	Hourly Rate
2	INT		STRING	INT	STRING	DATE	INT	STRING	STRING	INT	STRING	INT	STRING	DATETIME	DATETIME	2 decimals of accuracy	2 decimals of accuracy

How to Get Started

Teamwork users permissioned as Full Admin can configure FTP file transfer directly into the software by going to **Gearwheel > General Settings > Labor Analytics.**



1. Gather your server and authentication details outlined in this article.
2. Select your preferred file format.
3. Verify the connection buy using 'Test FTP Connection'
4. Click 'Send Files Now' and test the first file transfer. File send can take up to 20 minutes.
5. Enjoy automated daily file transfers!

Troubleshooting

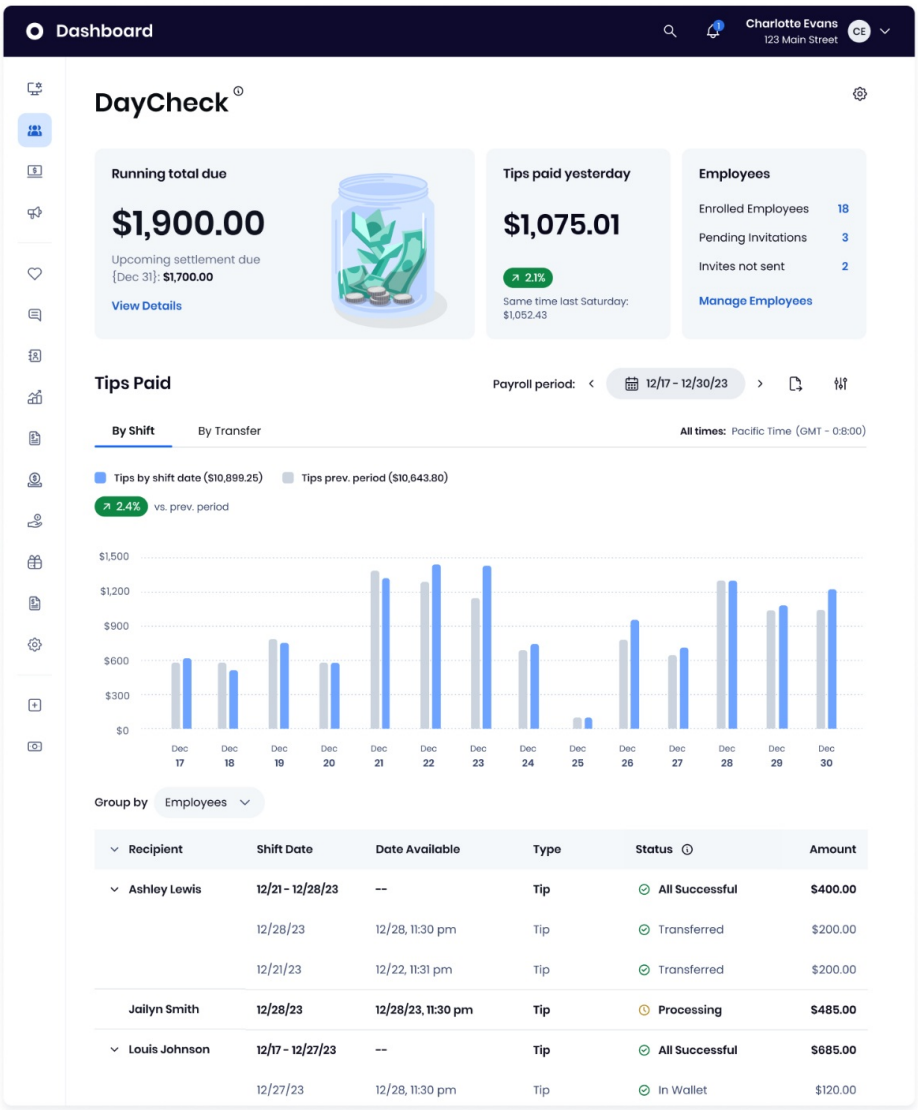
If you encounter issues with the FTP labor file transfer process, try the following troubleshooting steps:

1. **Check Credentials:** Ensure that the FTP username and password are correct. Incorrect credentials will prevent a successful transfer.
2. **Verify Server URL:** Double-check that the server URL is entered correctly. If the server is unreachable, transfers will fail.
3. **Confirm Directory Path:** If you specified a directory for file placement, ensure it exists and that the FTP user has the proper permissions to write to that folder.
4. **Test FTP Connection:** Use an FTP client to test the connection to the external server. This will help verify that the server is accessible and accepting connections.
5. **Inspect Transfer Logs:** Check for any error messages in the transfer logs within Teamwork (below where credentials are entered). These logs can provide insight into what may be causing the failure and verify if the file is sent from our side.
6. **Firewall and Network Issues:** Verify that any firewalls or network restrictions are not blocking the FTP/SFTP connection between Teamwork and the external server, sometimes our IP addresses must be whitelisted.
7. **Contact Support:** If the issue persists, reach out to Teamworksupport@spoton.com for assistance with resolving the problem.

DayCheck by SpotOn

Last Modified on 08/05/2025 1:04 pm MDT

DayCheck is SpotOn's new Earned Wage Access (EWA) solution that gives employees access to their money sooner. The goal of DayCheck is to help with employee's financial security and our client's hiring and retention by offering a flexible way for restaurant employees to access their already earned pay in real time, as opposed to waiting for funds on payday.



Benefits for Employees

DayCheck offers pay flexibility and increased frequency reduces financial stress for employees, helps them avoid expensive payday loans, and improves their financial

stability.

Benefits for Employers and Restaurants

Offering DayCheck differentiates owners and managers when hiring and retaining employees. DayCheck simplifies the tip-out process for restaurants that only use case, creating operational efficiencies - less trips to the bank!

DayCheck Features

DayCheck's features for Employers and Restaurants:

> **A Merchant Dashboard** - DayCheck's home is the SpotOn Dashboard, offering full visibility and reconciliation.
> **Cash stays intact** - There's no paycard escrow account requiring deposits for owners who need to pay out funds, SpotOn funds or "floats" the tips paid out to employees, settling with the business on a schedule that fits each business's needs.
> **Seamless Teamwork Integration** - Teamwork handles the tip distribution rules and can be configured to assist in reporting employee's paid and owed tips to payroll.

DayCheck's features for Employees:

> **A Digital Wallet** - Employees will access DayCheck through a mobile app for easy enrollment, tracking tips, and transferring tips.
> **Flexible payout options** - Employees can choose to automatically receive their tips or on demand.
> **Fast Transfers** - Employees can elect to have their funds move instantly to their own debit cards.

Pricing and Fees

Client Fees

> **$0 - it's free to the client!**
> **$0 in escrow / business account**

There is no cost to employers for signing up for or offering their employees DayCheck. DayCheck also doesn't require any funds in an escrow account or business account - SpotOn advances the early tip payout and settles the account with the business at a later date.

DayCheck is currently only offered to Teamwork clients who utilize SpotOn processing. Standard Teamwork pricing still applies to the client but there is no additional charge for integrating DayCheck with the client's Teamwork account.

Employee Fees

> **$0 for standard transfer of funds**
> **$0.95 - $2.95 for fast transfer of funds**

The DayCheck **standard transfer** is a 3-day transfer, which costs the employee $0. Once the employee initiates a standard transfer, it takes about 3 days for the money from DayCheck to appear in their personal account.

Fast transfers allow the employee to transfer money from DayCheck to their account in minutes for a small fee. Fast transfers cost 1% of the transfer amount, with a minimum fee of $0.95 to a maximum of $2.95.

Limitations:

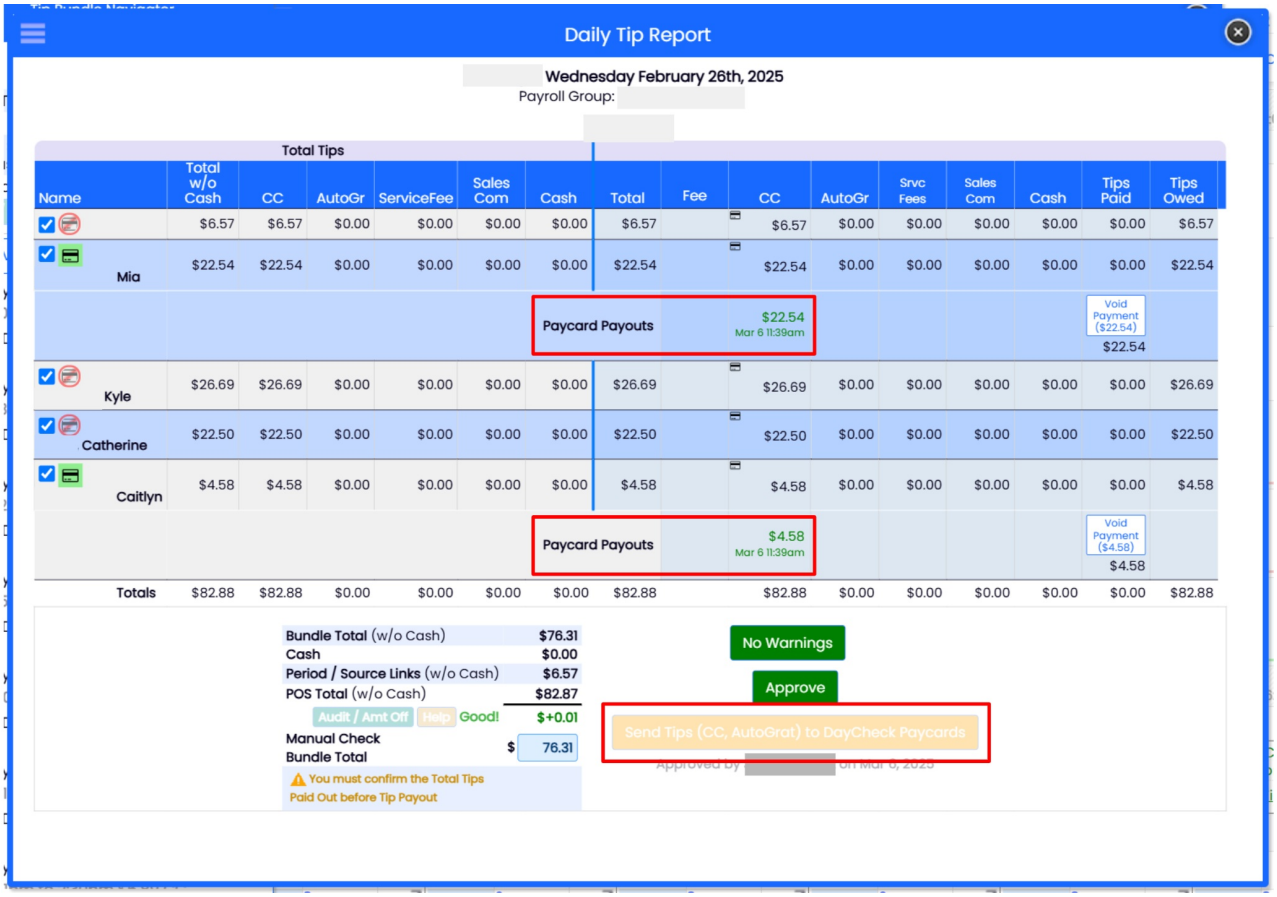
- Employees can only have 1 standard (free) transfer at a time.
    - They must wait the 3 days for the standard transfer before initiating another standard transfer.
- Employees can have any number of fast transfers at a time, as long as the transfers meet the minimum transfer amount and they pay the associated fee.
- To transfer money out of DayCheck, employees must transfer a minimum of $25. This limitation affects both fast and standard transfers.

- Amounts of less than $25 cannot be transferred, any amounts above $25 can be transferred.

Teamwork Integration

DayCheck is currently only offered to SpotOn clients utilizing Teamwork. Once the client is configured to integrate with DayCheck in Teamwork, the process to send tips is quite simple - taking only seconds to complete.

Clients will run and balance tips as they normally do on a daily basis. Once the tips are balanced, they'll click the View Summary of Payroll Tips button in the Tip Bundle Calculator, verify the bundle total, and click the orange **Send Tips to DayCheck Paycards** button. This will bring up a summary window of the employees and the amounts to be paid out. The client simply clicks Pay Employees and the funds will be sent to DayCheck.



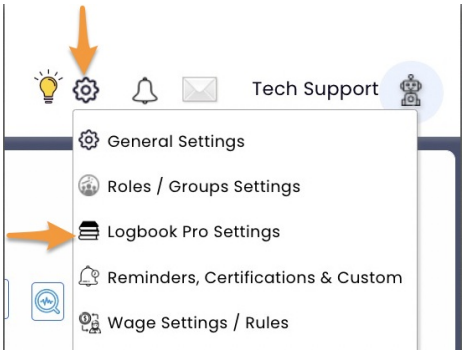
Logbook Pro Setup and Use

Last Modified on 07/31/2023 5:14 pm MDT

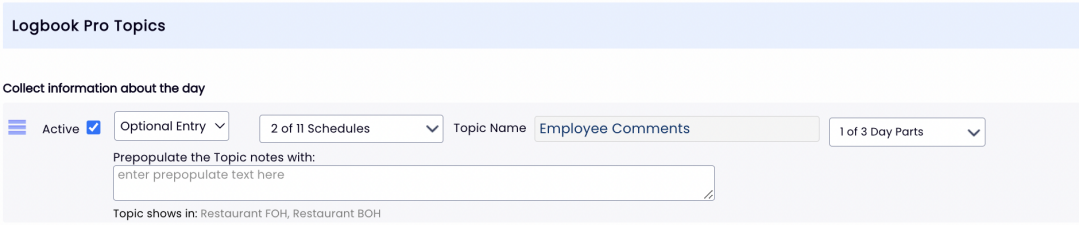
Logbook Setup

From the Gearwheel Menu > Logbook Pro Settings

(Requires permission levels: Admin, Location Admin, or Custom)

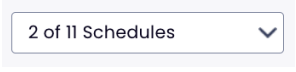


Setup Logbook Topics (Topics will appear as Form Headings when filling out Shift Reports)



Select either optional or required entry.

Select which schedules Topics apply to, i.e. FOH / BOH...

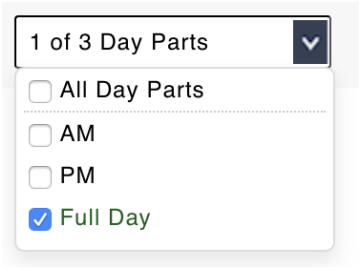


NOTE: Multiple schedules can share the same Topic. Comments will be consolidated when Logbook Report is viewed / emailed. Or, a Topic can be applied to a single schedule, i.e. *Kitchen Notes* could be applied to **BOH**, and would

then visible for entry when submitting Shift Notes to the **BOH**.

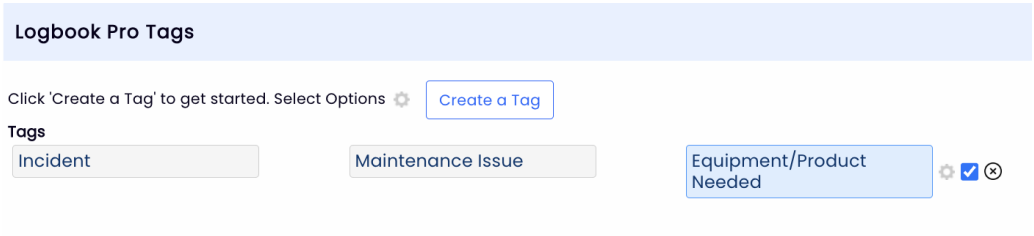
NOTE: All Topics will roll up into a single report, viewable to the degree viewing permissions allow.

Select which Day Parts Topics apply to. If only a single Shift Report per day is applicable, choose Full Day. If multiple shifts will report per day, choose AM and PM. Or blend all three.



Setup Logbook Tags

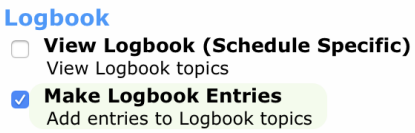
NOTE: Tags can be applied to any Logbook Entry, and then used for filtered reporting.



Permission Setup

Permission to ENTER Shift Notes

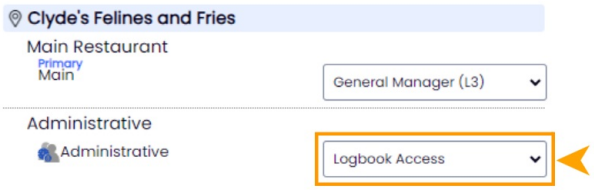
- Automatically given to Admins, Managers L1 / L2 / L3, Shift Managers & MODs
- This Permission can be added to custom templates



Permission to VIEW Logbook Reports

- Automatically given to Admins, Manager L3
- This Permission can be added to custom templates

- NOTE: For a manager to view a complete Logbook Report from all Departments / Schedules, they must have the *View Logbook* Permission applied for all locations where they are not already a manager. The *View Logbook* permission can be applied to an individual from their *Permissions* tab in their Employee Profile, as shown below:

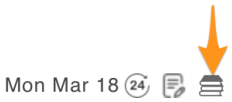


Logbook Use

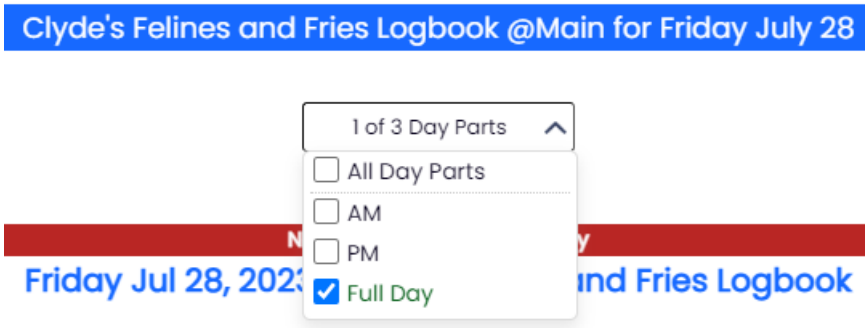
Entering Shift Notes

Desktop

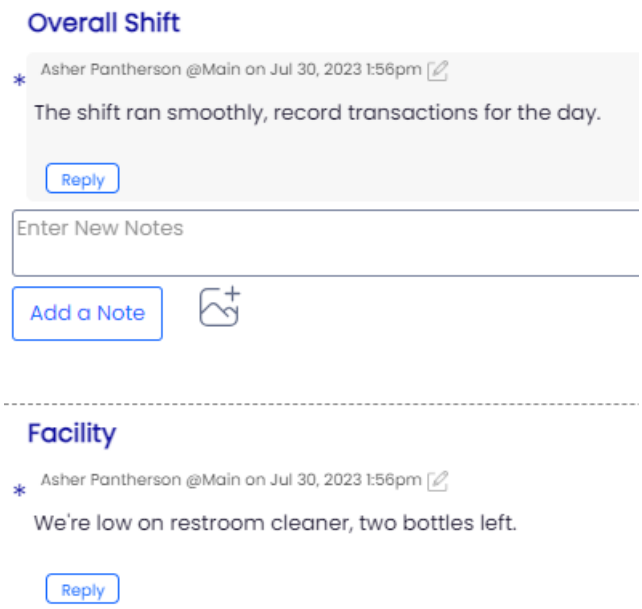
1. From the Schedule (where user's permission resides) click the Logbook icon that corresponds with the applicable date



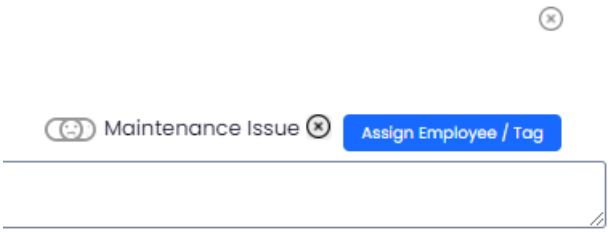
2. In the Logbook entry window, select the Day-Part



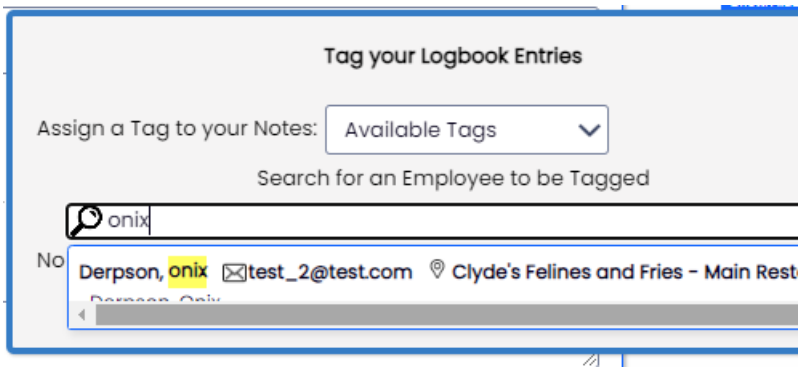
3. Enter Shift Notes under all applicable Topics



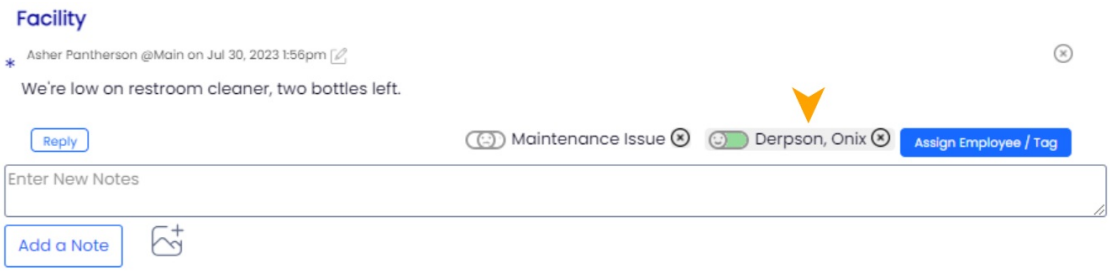
4. Enter Tags (if applicable)



EMPLOYEE Tags: By Tagging an employee, the note becomes part of the searchable file of an employee.

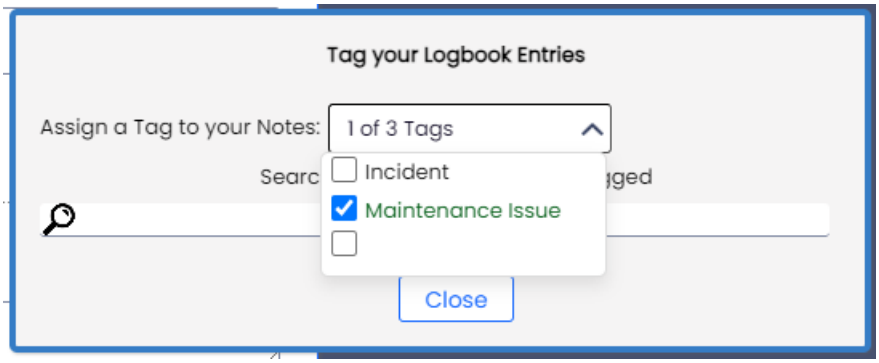


Tag will appear alongside the note



GENERAL Tags (as setup in Logbook Settings, or on the fly) can be used filtering in reports

Choose Tag from dropdown list in the Tags dialogue box



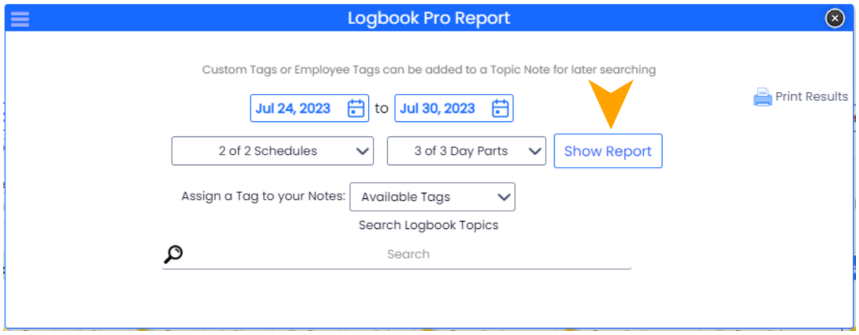
Tag will appear alongside the note

Mobile

Notes to be updated shortly

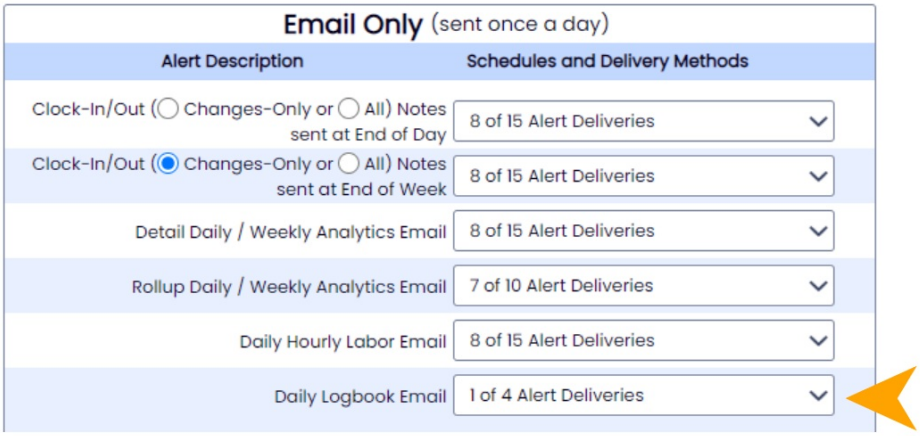
Viewing Logbook Reports

From the Main Toolbar, click the Logbook Icon, set filters and **Show Report**



A Logbook Report will be Emailed daily (in keeping with Permission settings)

NOTE: Email reports can be turned OFF in an employee's Admin Alerts tab within their Employee Profile



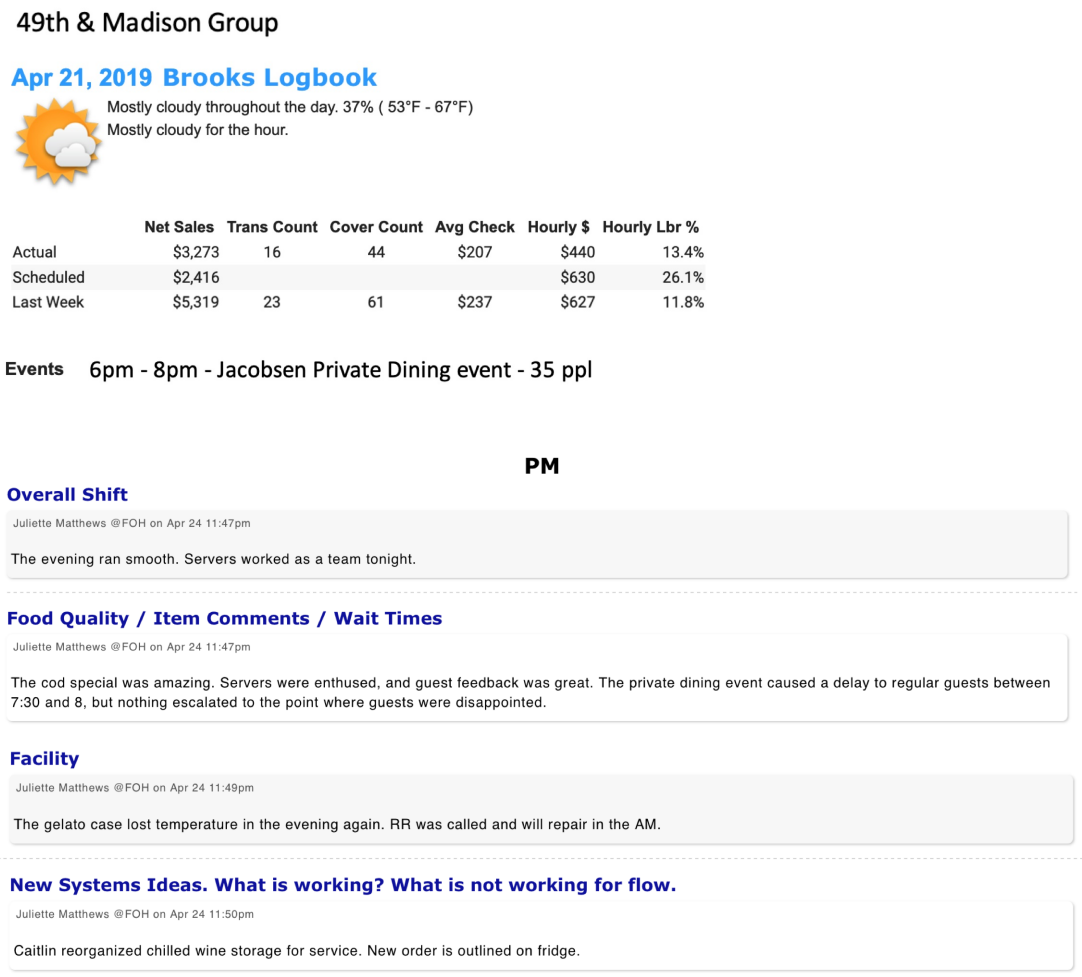
Logbook Overview

Last Modified on 04/25/2019 12:14 am MDT

Create custom Logbook topics which can be applied to departments and locations, for single or multiple day-parts. Create custom Tags for filtered searches, i.e. outstanding maintenance items or incidents.

Tag employees for positive or negative comments, which are stored in Employee File.

Specify permissions for Logbook entry, viewing , and daily email.



49th & Madison Group

Apr 21, 2019 Brooks Logbook

Mostly cloudy throughout the day. 37% (53°F - 67°F)
Mostly cloudy for the hour.

	Net Sales	Trans Count	Cover Count	Avg Check	Hourly $	Hourly Lbr %
Actual	$3,273	16	44	$207	$440	13.4%
Scheduled	$2,416				$630	26.1%
Last Week	$5,319	23	61	$237	$627	11.8%

Events 6pm - 8pm - Jacobsen Private Dining event - 35 ppl

PM

Overall Shift

Juliette Matthews @FOH on Apr 24 11:47pm

The evening ran smooth. Servers worked as a team tonight.

Food Quality / Item Comments / Wait Times

Juliette Matthews @FOH on Apr 24 11:47pm

The cod special was amazing. Servers were enthused, and guest feedback was great. The private dining event caused a delay to regular guests between 7:30 and 8, but nothing escalated to the point where guests were disappointed.

Facility

Juliette Matthews @FOH on Apr 24 11:49pm

The gelato case lost temperature in the evening again. RR was called and will repair in the AM.

New Systems Ideas. What is working? What is not working for flow.

Juliette Matthews @FOH on Apr 24 11:50pm

Caitlin reorganized chilled wine storage for service. New order is outlined on fridge.

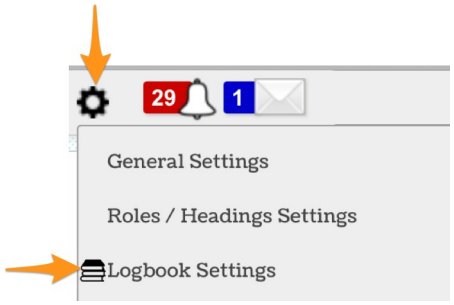
Logbook Setup

Last Modified on 04/24/2019 11:33 pm MDT

Logbook Setup

From the Gearwheel Menu > Logbook Settings

(Requires permission levels: Admin, Location Admin, or Custom)



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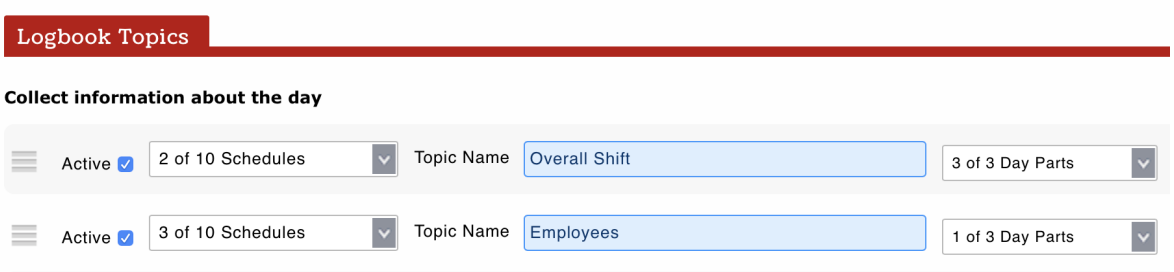

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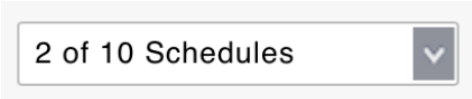

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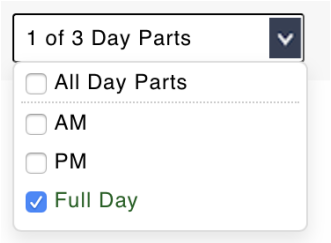
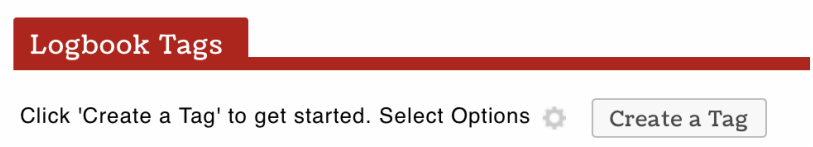


Setup Logbook Tags

NOTE: Tags can be applied to any Logbook Entry, and then used for filtered reporting.



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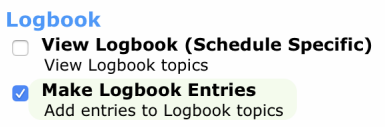

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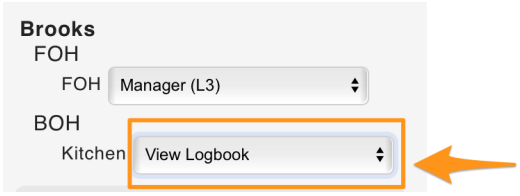
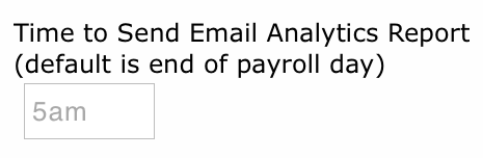


Logbook Report Send Time

The Time of the daily Logbook email report can be set in General Settings > Other Settings



Logbook Use

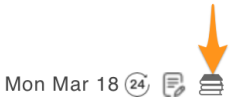
Last Modified on 08/19/2022 2:49 pm MDT

Logbook Use

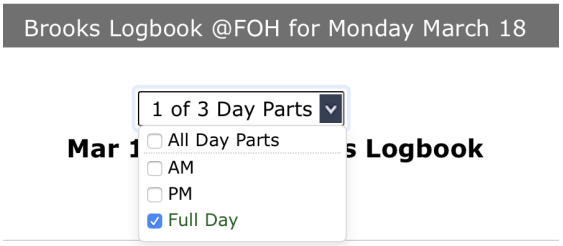
Entering Shift Notes

Desktop

1. From the Schedule (where user's permission resides) clock the Logbook icon that corresponds with the applicable date



2. In the Logbook entry window, select the Day-Part



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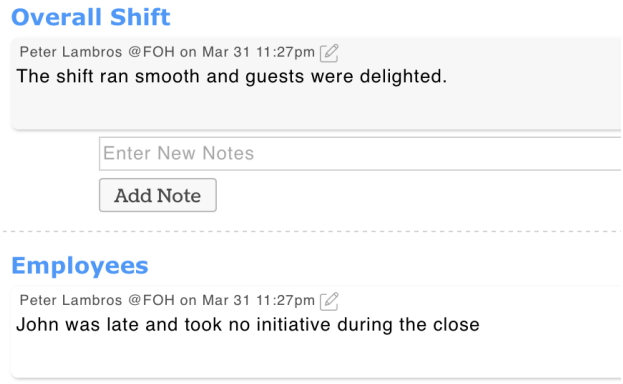

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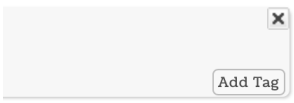
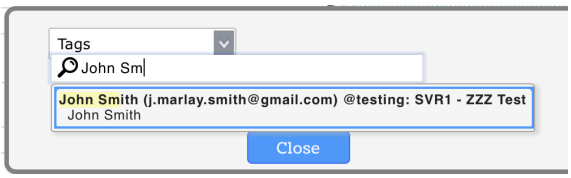
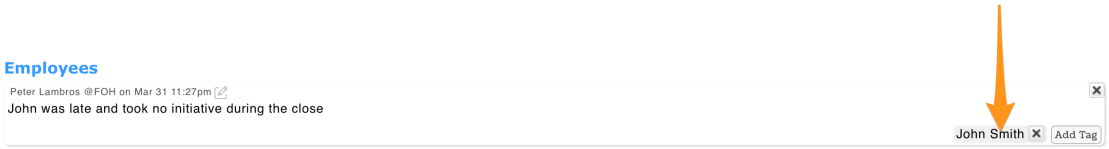


EMPLOYEE Tags: By Tagging an employee, the note becomes part of the searchable file of an employee.

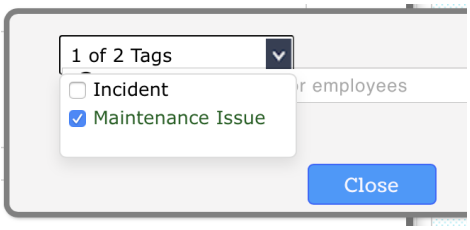


Tag will appear alongside the note



GENERAL Tags (as setup in Logbook Settings, or on the fly) can be used filtering in reports

Choose Tag from dropdown list in the Tags dialogue box



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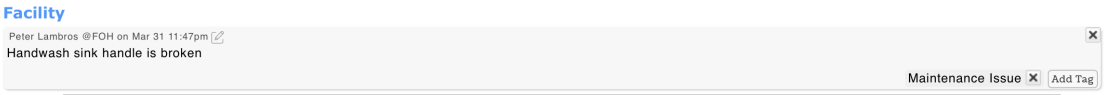
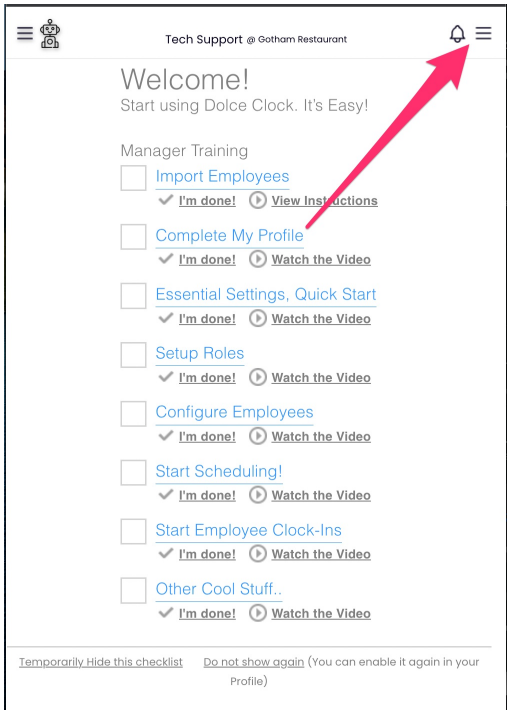
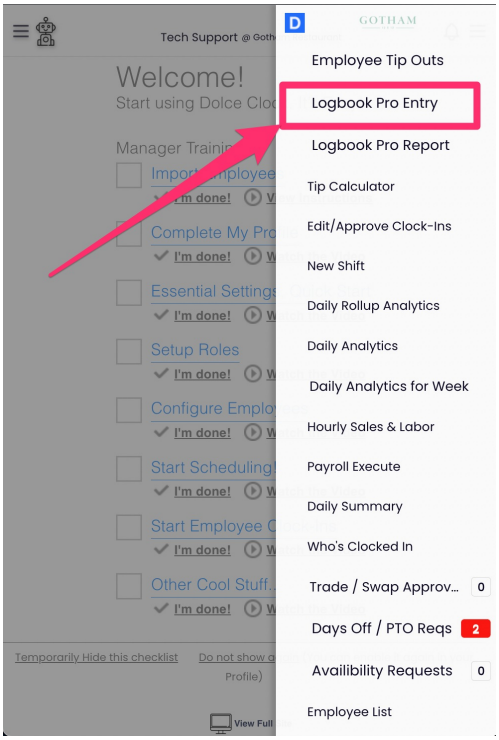


Mobile

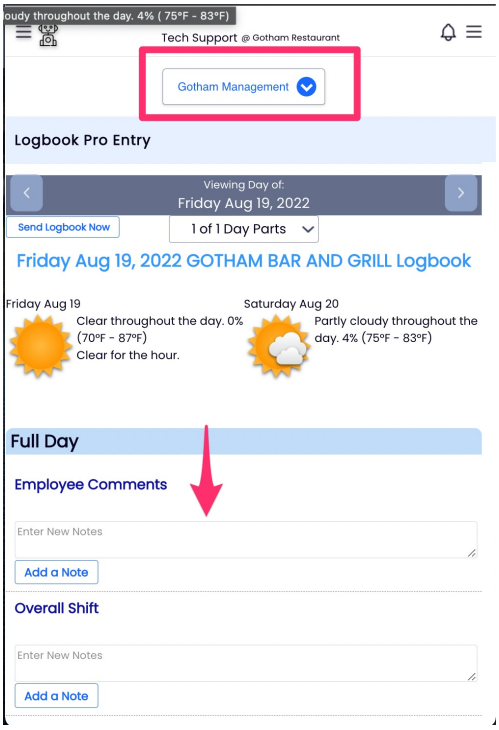
Click on the ADMIN menu in the top right corner



Click on Logbook Pro Entry

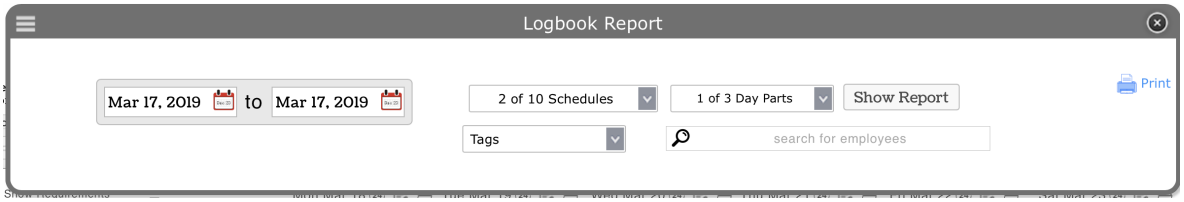


Select the appropriate schedule, and enter notes:



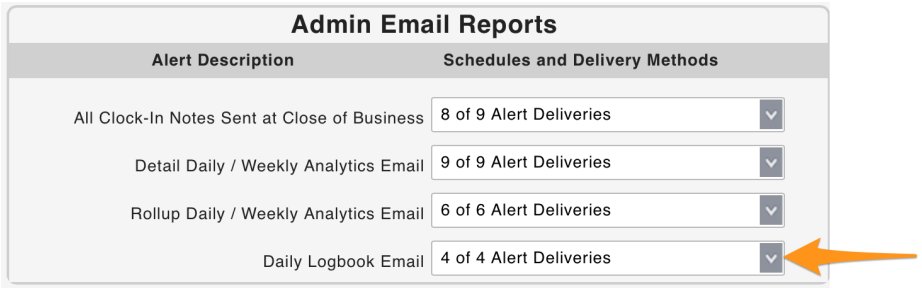
Viewing Logbook Reports

From the Main Toolbar, click the Logbook Icon, set filters and **Show Report**



A Logbook Report will be Emailed daily (in keeping with Permission settings)

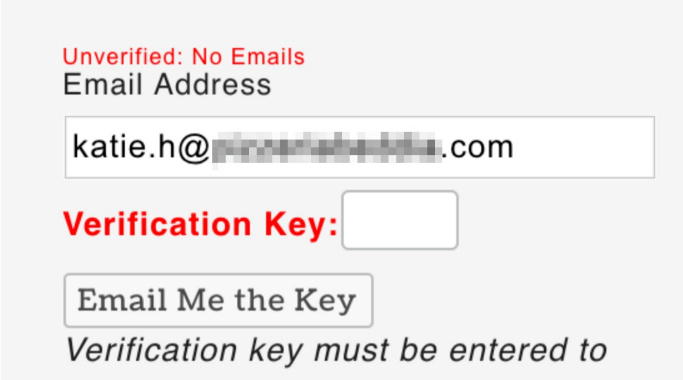
NOTE: Email reports can be turned OFF in an employee's Admin Alerts settings



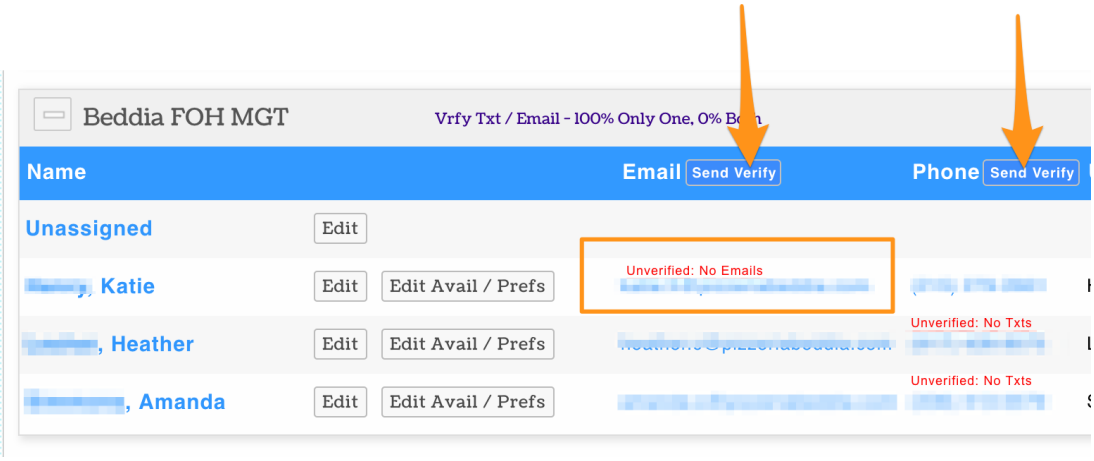
Logbook Troubleshooting Email Non Receipt

Last Modified on 12/24/2023 2:36 pm MST

1. Verifying Email Addresses Potential recipients must have verified their email address, or re-verified it it the address changes. From an employee's profile page, they can press "Email Me the Key" to create a verification email.

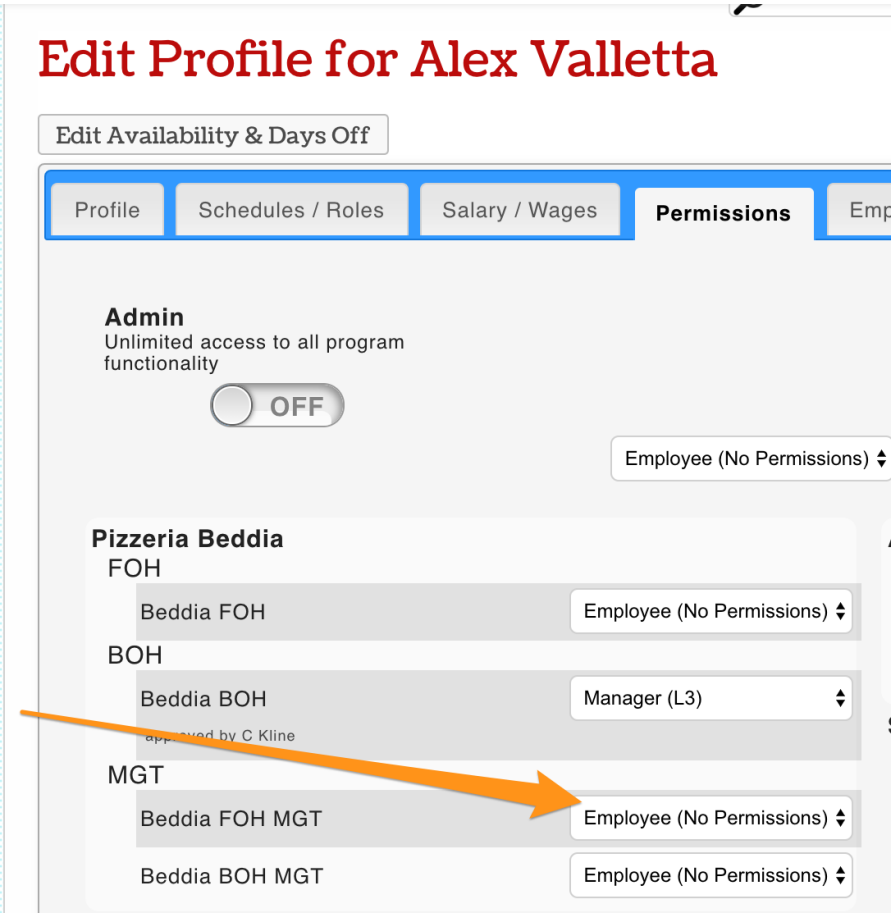


From the Employee Page, you can see at a glance the status of all email or mobile numbers, that are UN-Verified, as showed below with Red warnings. Pressing the "Send Verify" buttons will ping everyone in a department to verify their address or mobile numbers.

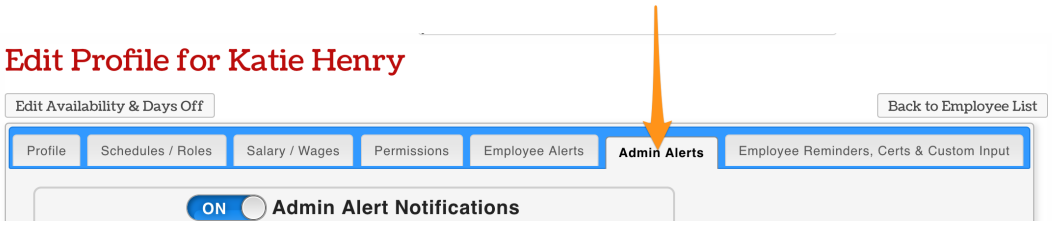


2. Permissions Intended Logbook recipients must have permission to receive logbook entries FOR THE SCHEDULE WHERE THE LOGBOOK ENTRIES ARE MADE. A manager of a given schedule with a permission L2 or above (or a full admin) will automatically have the required permission. If you look at Alex' permissions below, Alex has NO permission for Beddia FOH MGT - which is the schedule where the logbook entries are made. Alex should be give the permission level called "View Logbook". While the setup requires some steps,

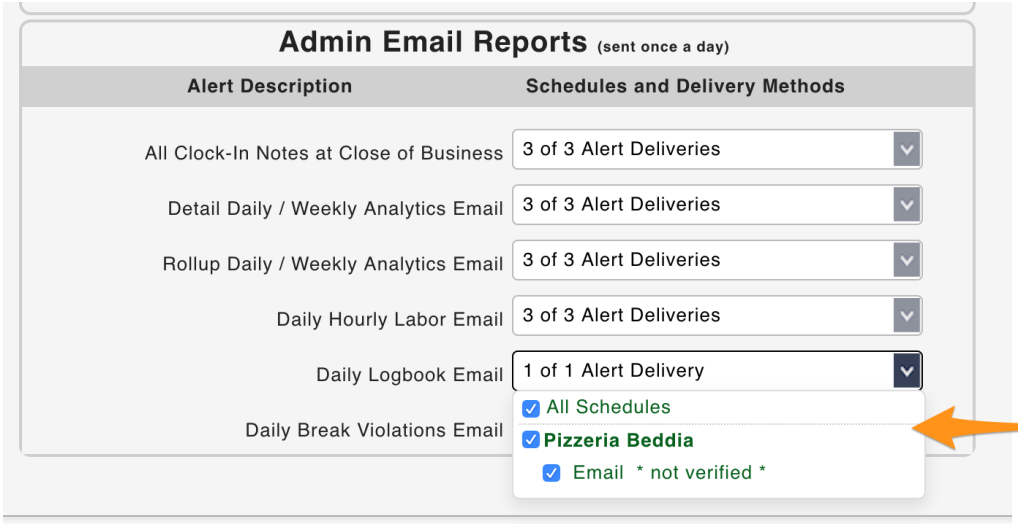
it allows for limitless permutations of who can write and view where...



3. Admin Alerts Once permissioned, you can verify that an alert is turned on for an employee under their 'Admin Alerts'

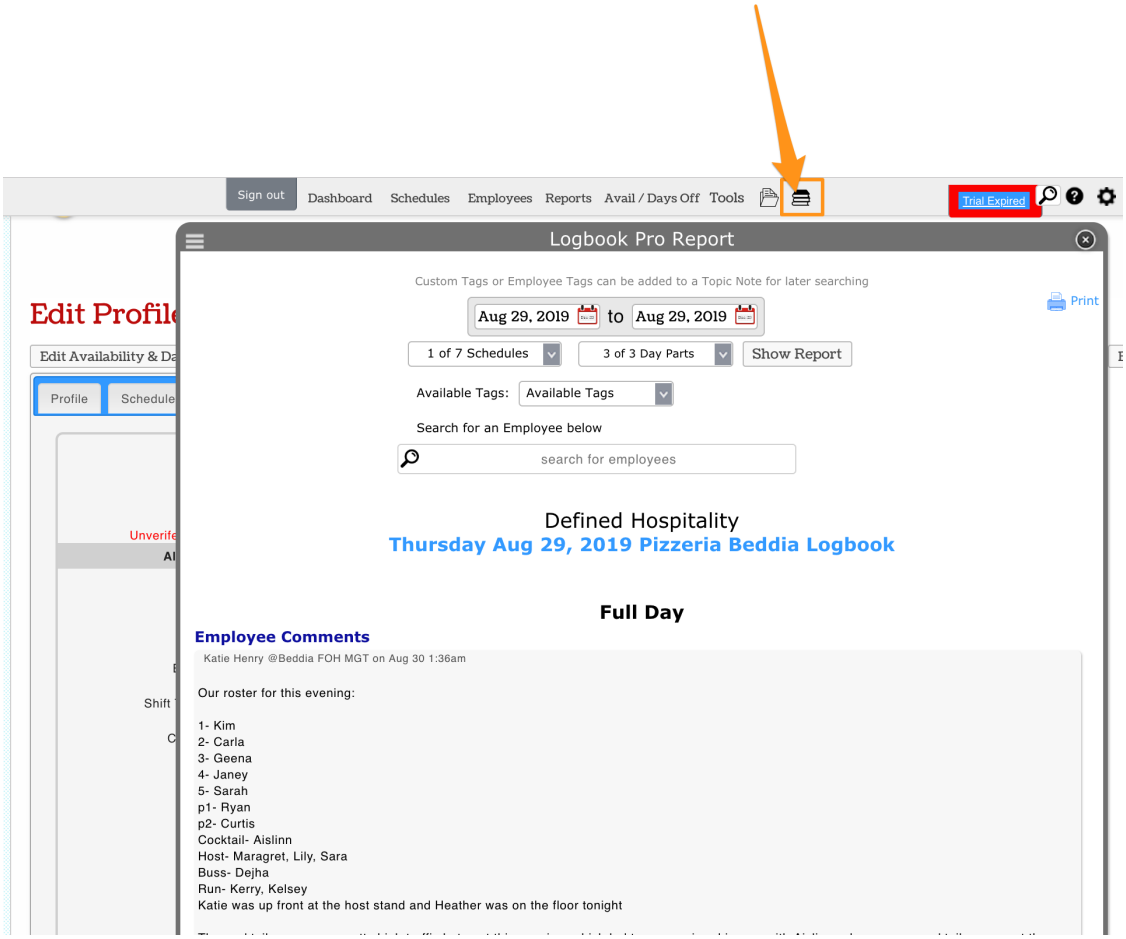


The Admin Email Alerts are ON by default



4. Spam If an email message is not received, a user is encouraged to look in their spam folder and clear Teamwork emails.

Viewing the Report Manually If a user has missed the logbook email, or wishes to view any logbook entry from history, use the logbook icon from the toolbar, or in mobile, View Logbook from the admin menu



The following articles provide complete Logbook detail:

Logbook Overview: https://support.dolceclock.com/help/logbook-overview

Logbook Setup: https://support.dolceclock.com/help/logbook-setup

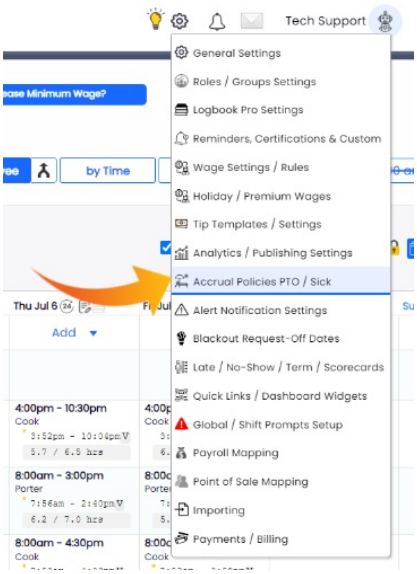
Logbook Entry: https://support.dolceclock.com/help/logbook-use

PTO Overview

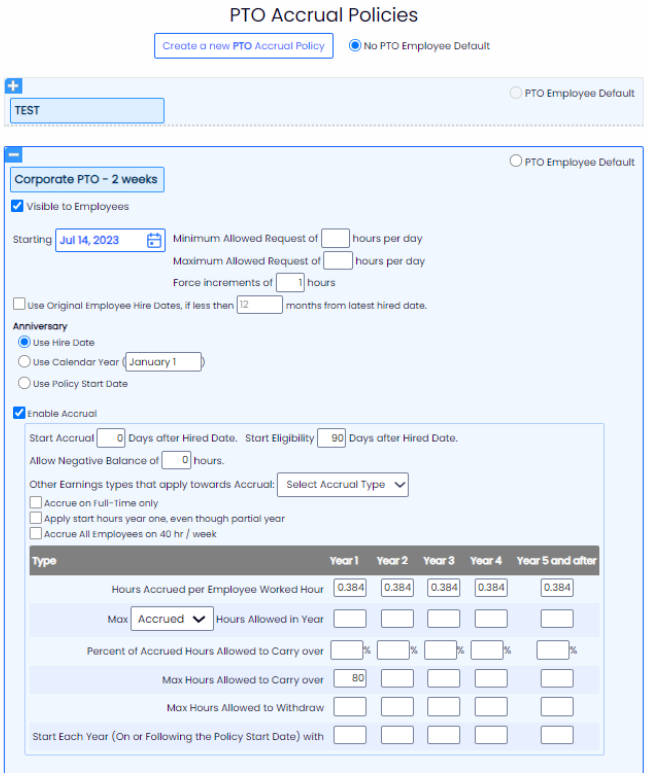
Last Modified on 07/14/2023 7:33 am MDT

Creating PTO Policies

Gearwheel Menu > **Accrual Policies PTO / Sick**



Create policies and fill in policy data.



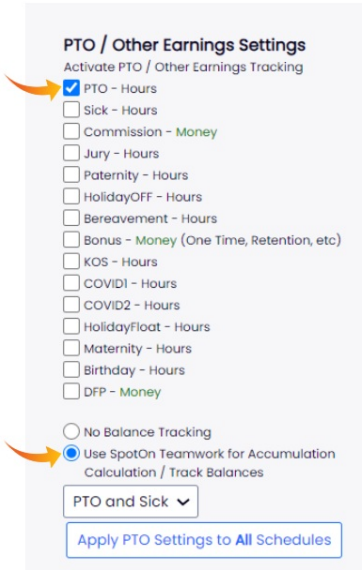
Activate Select Locations / Departments for PTO or Other Earnings Use

Gearwheel Menu > **General Settings** > Scroll to **Locations**

For each location that you want to implement PTO tracking

Use the "**+**" sign to reveal location options

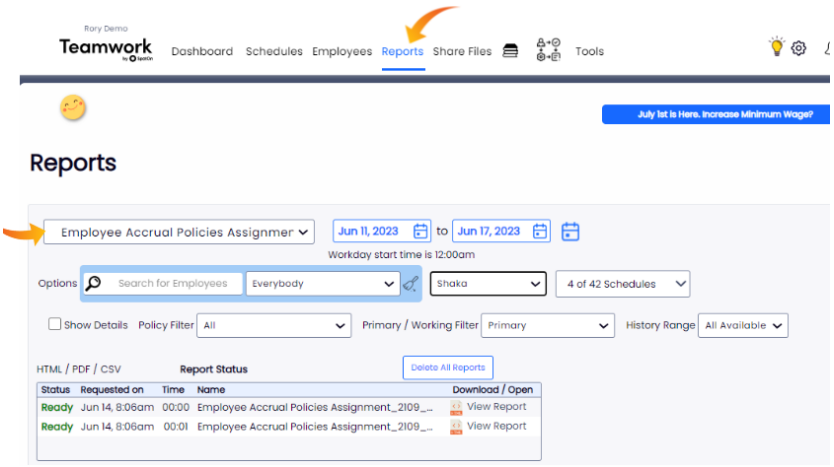
1. Check Activate **PTO Tracking**. The ability to manually add and request use of PTO is now engaged.
2. If you are using Teamwork to track accumulate hours, select **Use SpotOn Teamwork for Accumulation Calculation / Track Balances,** and select PTO from the dropdown menu.



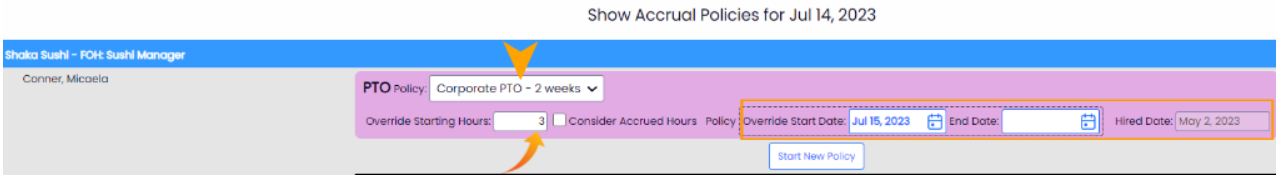
Assign employees policies, hire date, and policy start date.

NOTE: Teamwork is provide initial import. Please provide an excel roster of employee balances.

Reports > **Employee Accrual Policies Assignment**

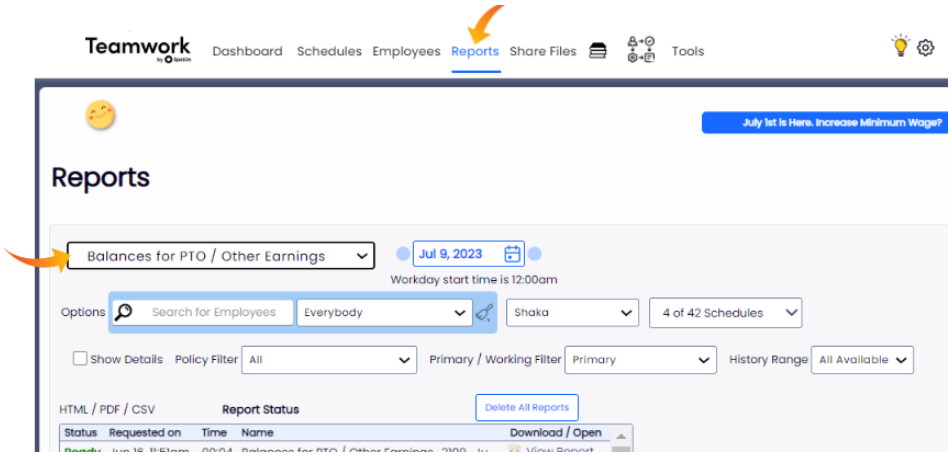


Assign Policy, Start Hours, and Policy Start Date. (Hire date will populate from Payroll import if applicable)

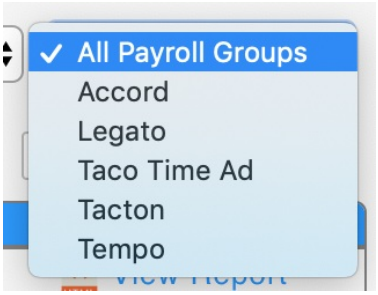


Viewing Balances and Applying PTO

Reports > **Balances for PTO / Other Earnings**



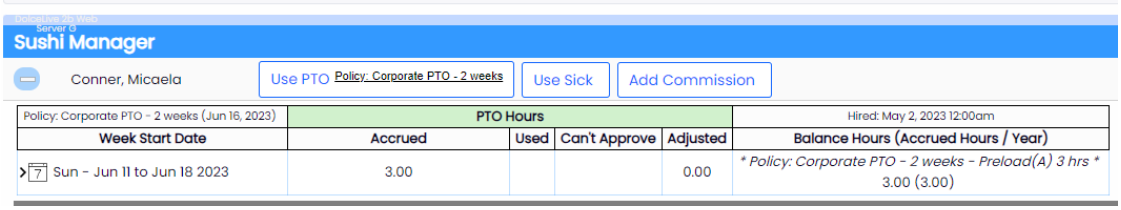
Filter on intended payroll group, and press **Show Report**



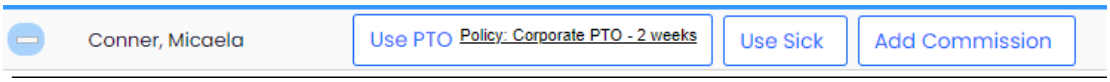
Initiate activity from an employee's Primary or intended department for PTO use.

Expand employee history with "+"

Observe accumulation and balances of PTO and Other Earnings



Use the **USE** or **ADD** buttons to produce PTO / Other Earnings for a given date



Enter Hours PTO, Applicable Date, and Role (for assigning the applicable wage used for PTO), and **Submit**.

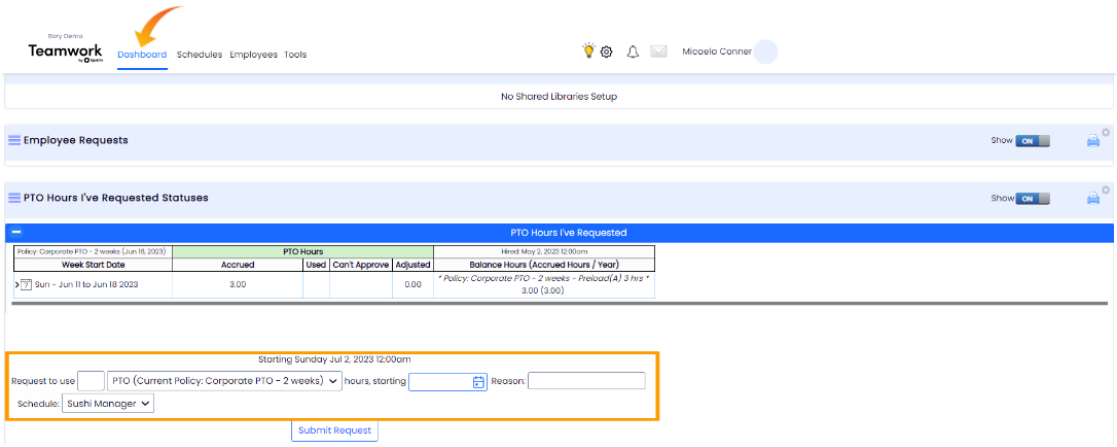
NOTE: The action will be blocked if insufficient PTO is available for use.

PTO will flow into the payroll output.

Workflow with **EMPLOYEE** initiating PTO use

From their Dashboard, employee can view balance and make request.

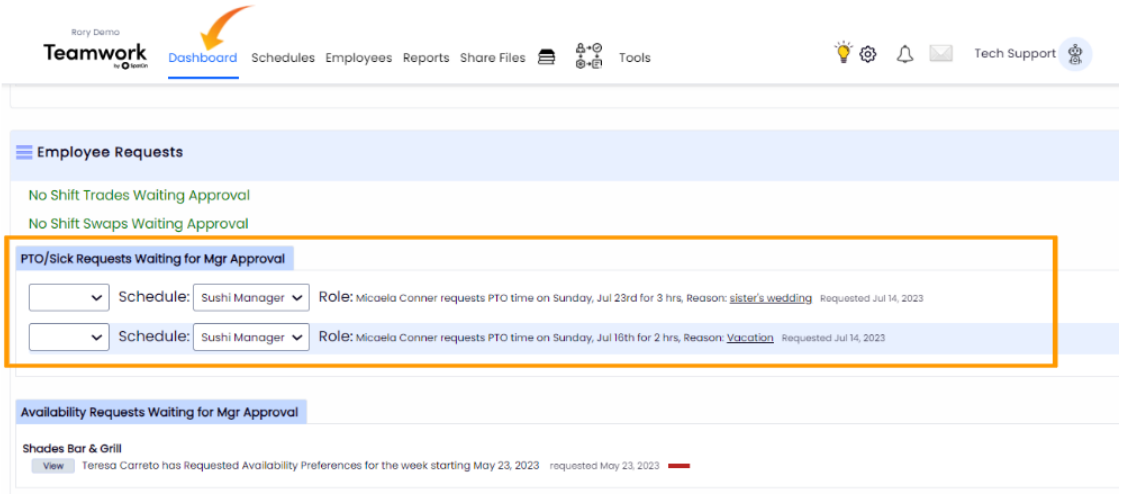
NOTE: Employee request will be blocked if it exceeds available balance.



Manager Approval of employee request

From **Dashboard**, manager can view and approve PTO requests

NOTE: Select schedule and rates for proper payroll mapping

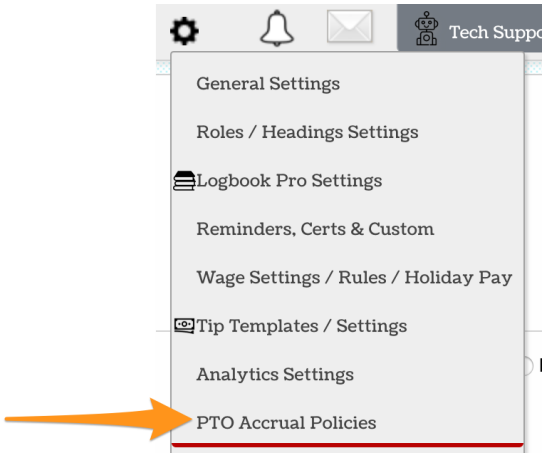


PTO Creating Policies

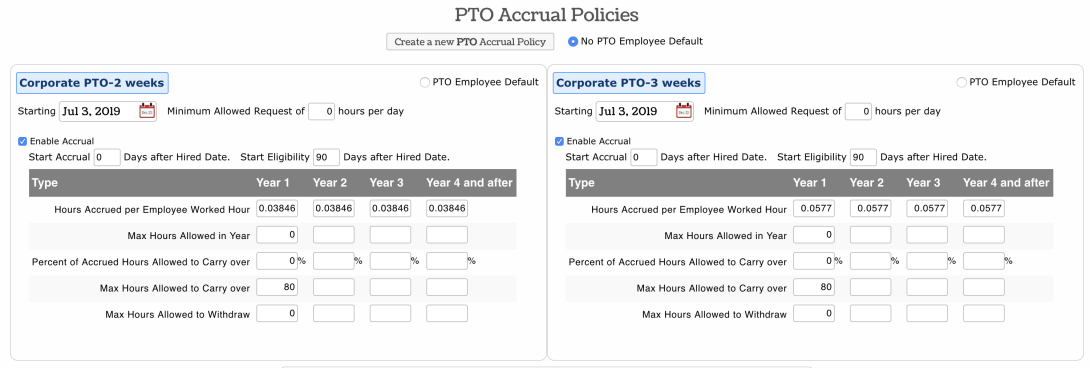
Last Modified on 12/24/2023 9:56 am MST

Creating PTO Policies

Gearwheel Menu > PTO Accrual Policies



Create policies and fill in policy data.



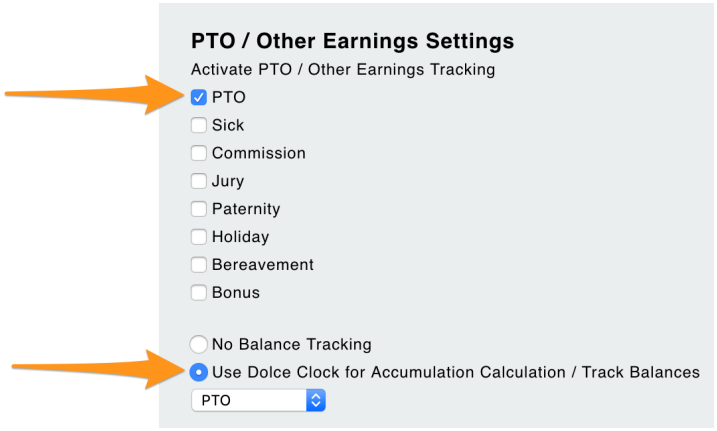
Activate Select Locations / Departments for PTO or Other Earnings Use

Gearwheel Menu > **General Settings** > Scroll to **Locations**

For each location that you want to implement PTO tracking

Use the "**+**" sign to reveal location options

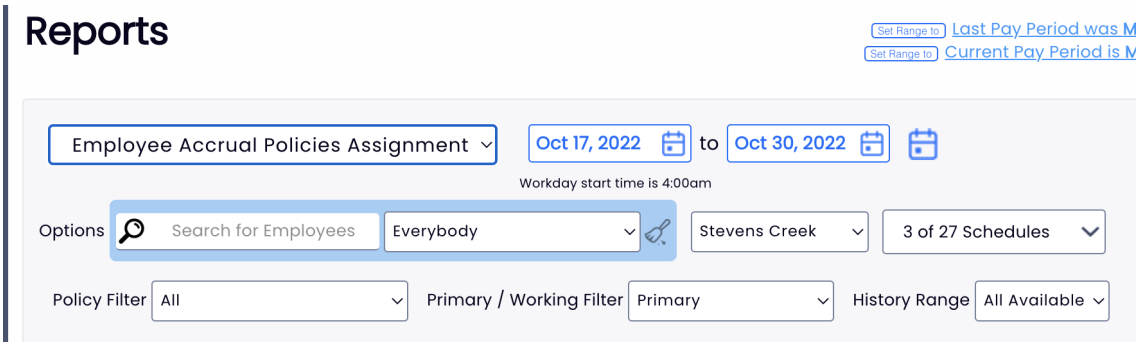
1. Check Activate **PTO Tracking**. The ability to manually add and request use of PTO is now engaged.
2. If you are using Teamwork to track accumulate hours, select **Use Teamwork for Accumulation,** and select PTO from the dropdown menu.



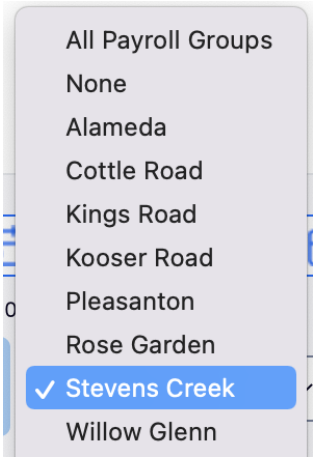
PTO Assigning Policies to Employees

Last Modified on 07/14/2023 8:00 am MDT

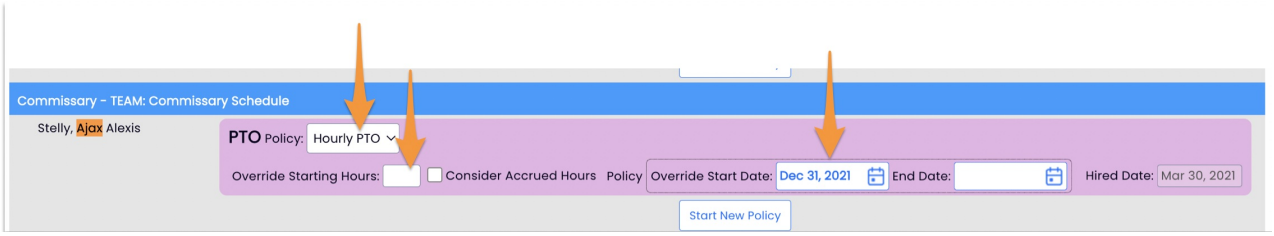
Reports > **Employee Accrual Policies Assignment**



Filter on intended payroll group, and press **Show Report**



Assign Policy, Start Hours, and Policy Start Date. (Hire date will populate from Payroll import if applicable)



NOTE: Teamwork is provide initial import. Please provide an excel roster of employee balances.

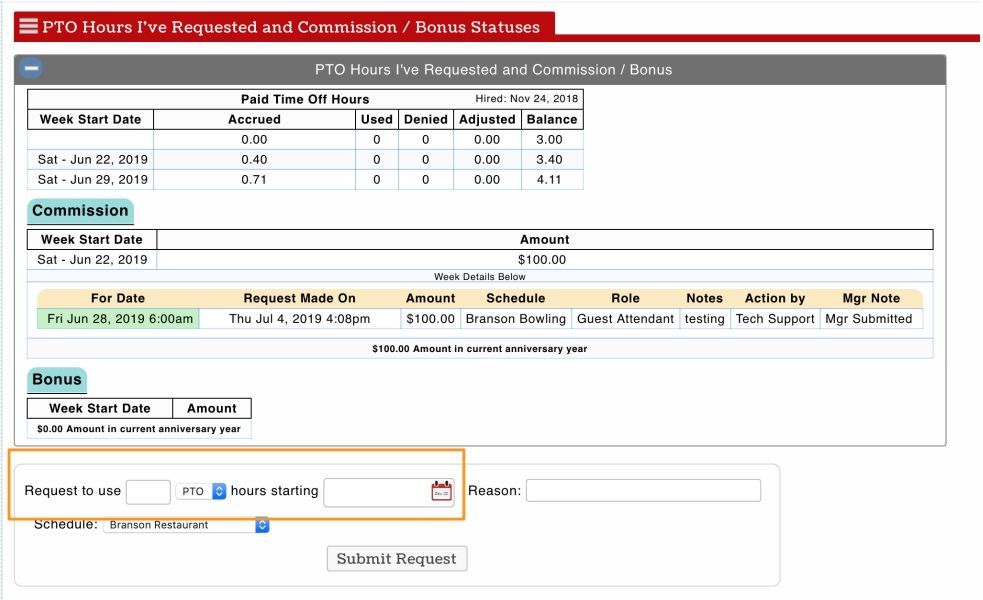
PTO Viewing Balances and Applying PTO

Last Modified on 02/12/2021 4:56 pm MST

Workflow with **EMPLOYEE** initiating PTO Request

From their Dashboard, employee can view balance and make request.

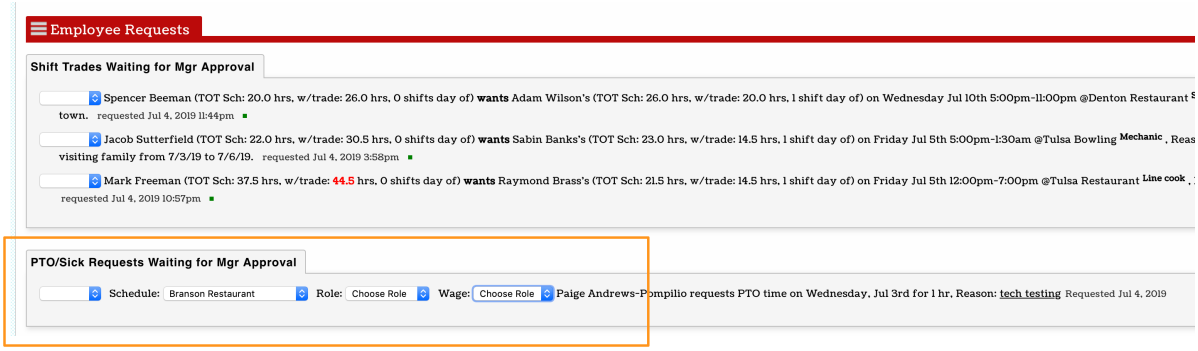
NOTE: Employee request will be blocked if it exceeds available balance.



Manager Approval of employee request

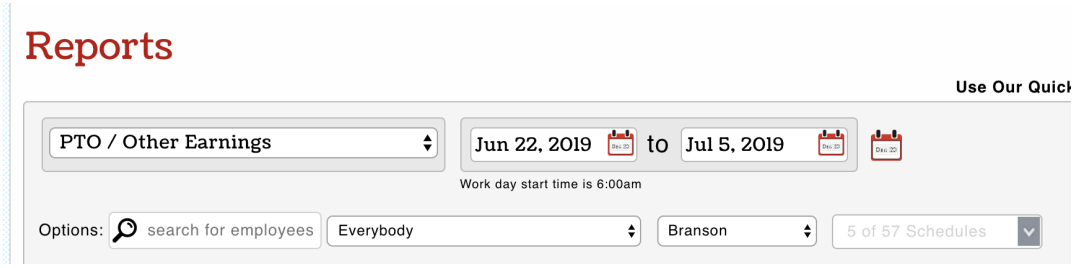
From **Dashboard**, manager can view and approve PTO requests

NOTE: Select schedule and rates for proper payroll mapping

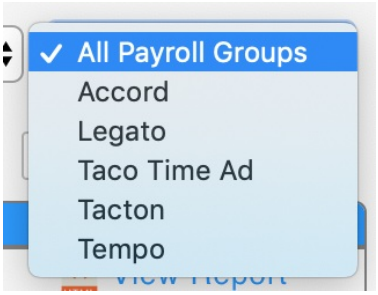


Workflow with **Manager** initiating the entry of PTO for an employee

Reports > **PTO / Other Earnings**

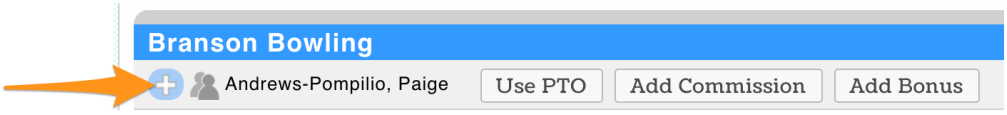


Filter on intended payroll group, and press **Show Report**

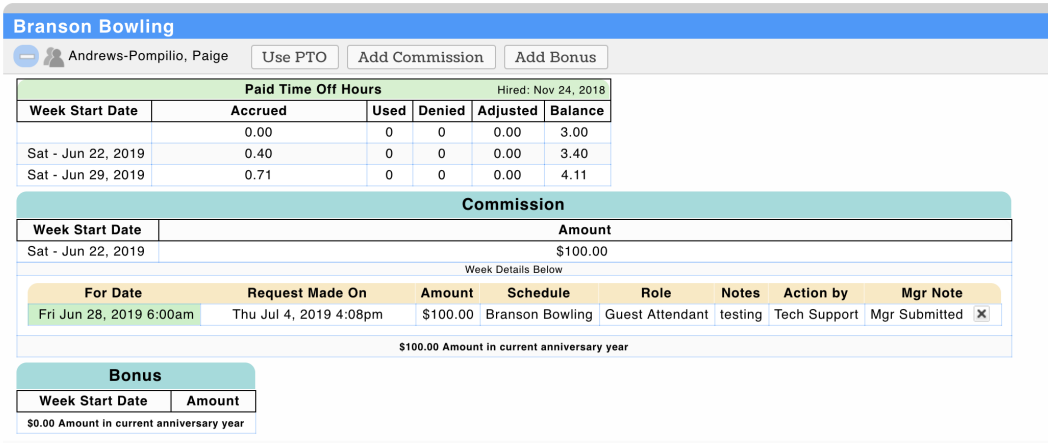


Initiate activity from an employee's Primary or intended department for PTO use.

Expand employee history with "+"



Observe accumulation and balances of PTO and Other Earnings



Use the **USE** or **ADD** buttons to produce PTO / Other Earnings for a given date

Enter Hours PTO, Applicable Date, and Role (for assigning the applicable wage used for PTO), and **Submit**.

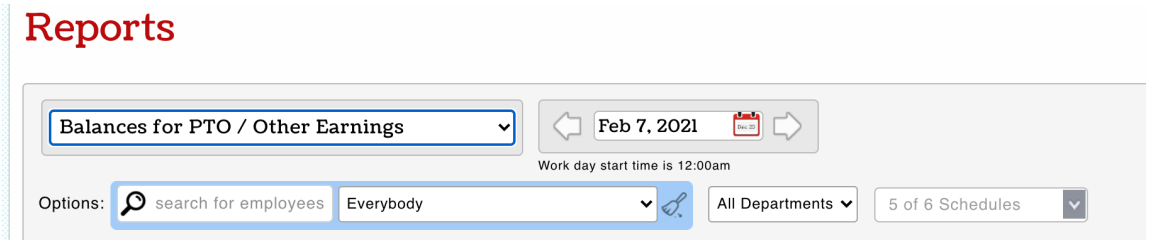
NOTE: The action will be blocked if insufficient PTO is available for use.

PTO will flow into the payroll output.

Workflow for Checking or Exporting Balances

Reports > Balances for PTO / Other Earnings

- Enter the Date for the "as-of" date
- Filter as desired
- Run Screen Report or Export as CSV



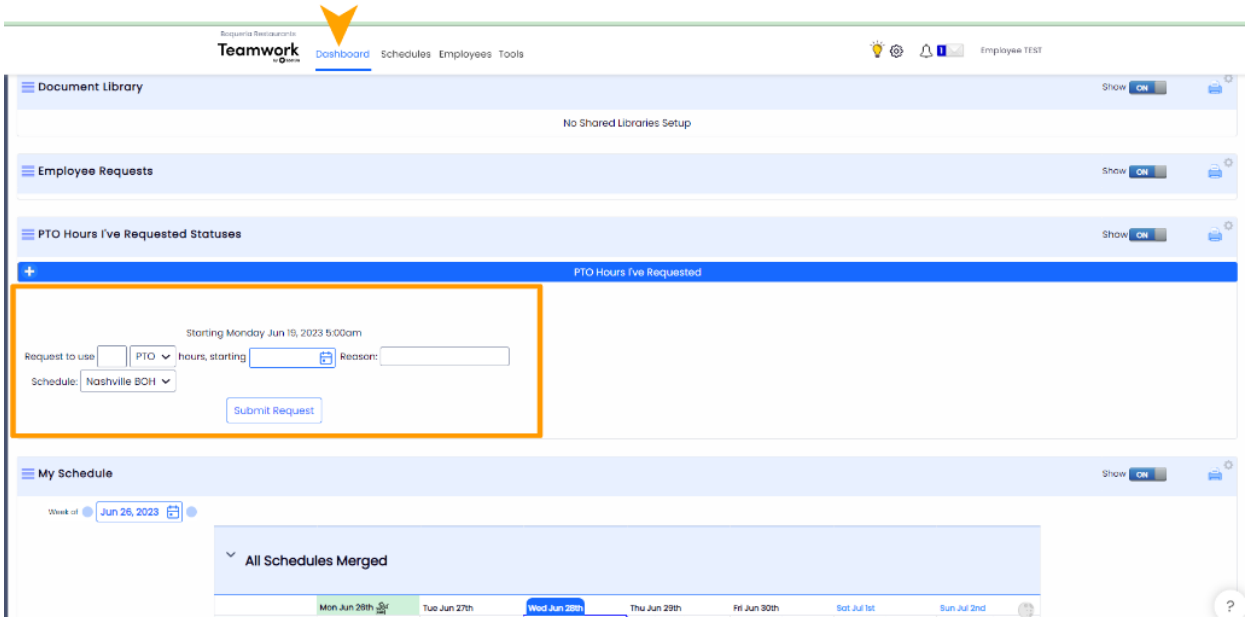
NOTE: PTO detail or assignment of hours used use can be initiated from this report, just as it can from the PTO report shown above.

PTO Employee View and Requests

Last Modified on 06/28/2023 12:50 pm MDT

Once they are logged into their Teamwork account, from the **Dashboard** on **PTO Hours I've Requested Statuses** section, employees can view balance and make request.

NOTE: Employee request will be blocked if it exceeds available balance.



Managers will approve or deny PTO request.

NOTE: Employees must still make an independent request to for time off from the schedule, using the Time-Off request function in Teamwork.

Setting Clock-In Devices

Last Modified on 07/27/2023 9:12 am MDT

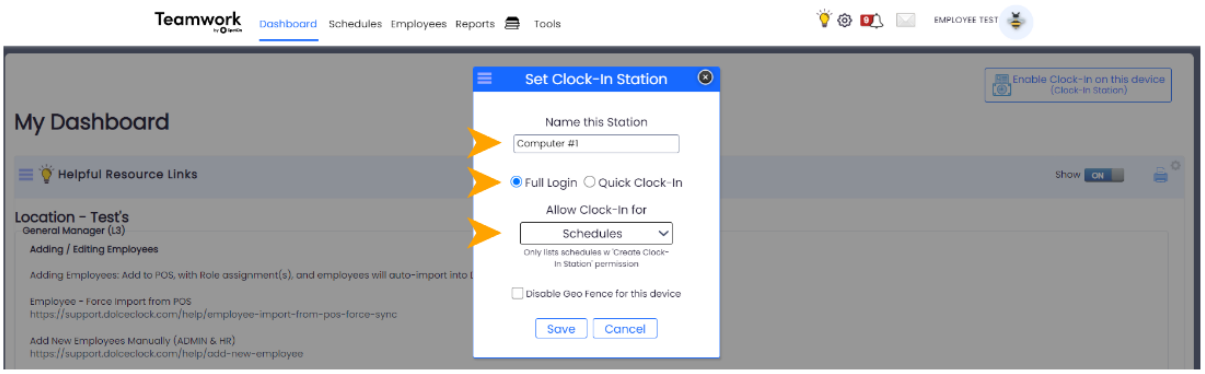
Designate a Desktop Device (i.e. computer/laptop)

Log-In to your company

1. Go to your **Dashboard** from the toolbar
2. Press **"Enable Clock In on this device"**

3. Enter Station Name & Select Options

   - Full Login is standard. Quick Login for quick 4-Pin clock in/out that matches POS.
   - If device will be used for only a single location or department, specify the department. Otherwise leave as "Any Location"



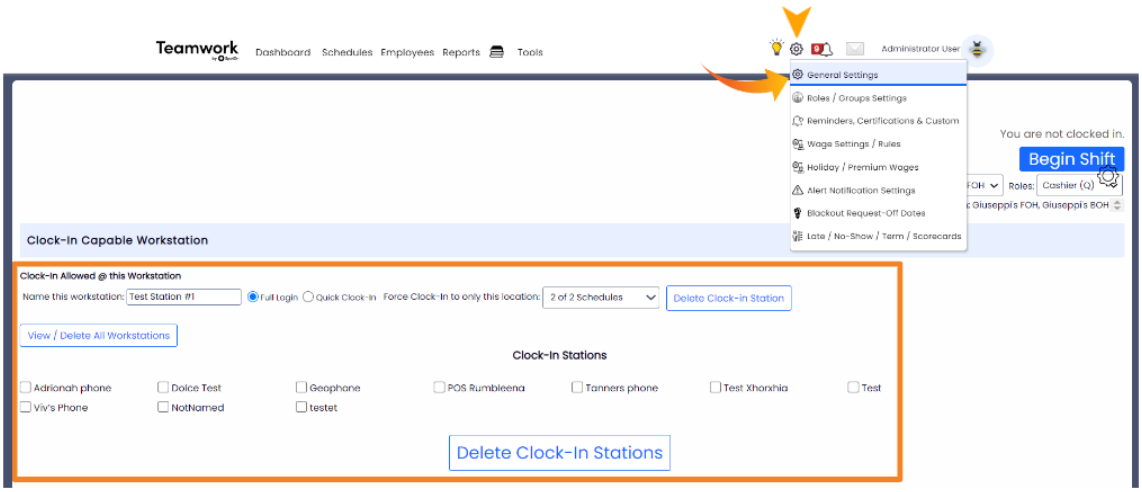
Note: Only Administrators or Managers with permission may designate a device a clock-station.

If you need to give temporary permission to an employee to setup a station, please email us at: info@dolcesofware.com

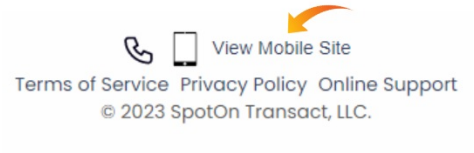
Common How-To's

To manage Clock-In Capable Workstations:

1. An user with administrative permissions is able to log in, and choose the ***Gearwheel Icon*** as shown below.
2. Scroll to ***"Clock-In Capable Workstations"*** section and view or delete all clock-in stations configured in this workstation.
3. Administrator user can also re-add workstations with an updated designation of locations.



To use a mobile device or tablet which is too old to support the Teamwork Application, login to the account from a mobile Browser. Once logged in, scroll to the bottom of the page, and press ***View Mobile Site*** *to attain the tablet User Interface. Tip: Bookmark the page for ease of use.*



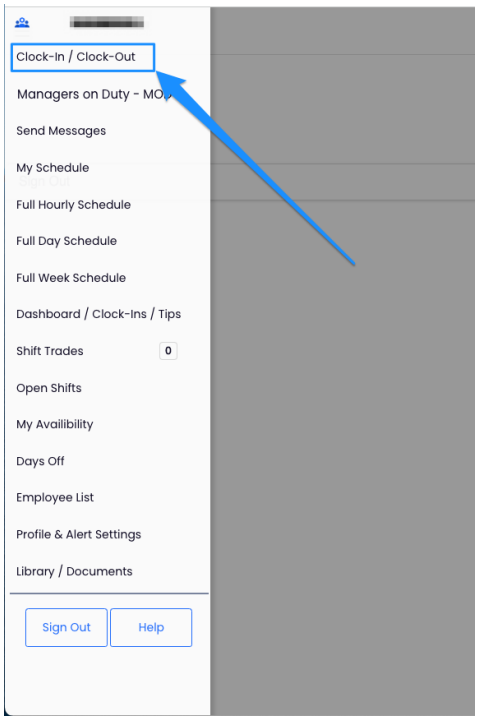
Designate a Mobile Device (i.e. iPad or other tablet)

Download SpotOn Teamwork App

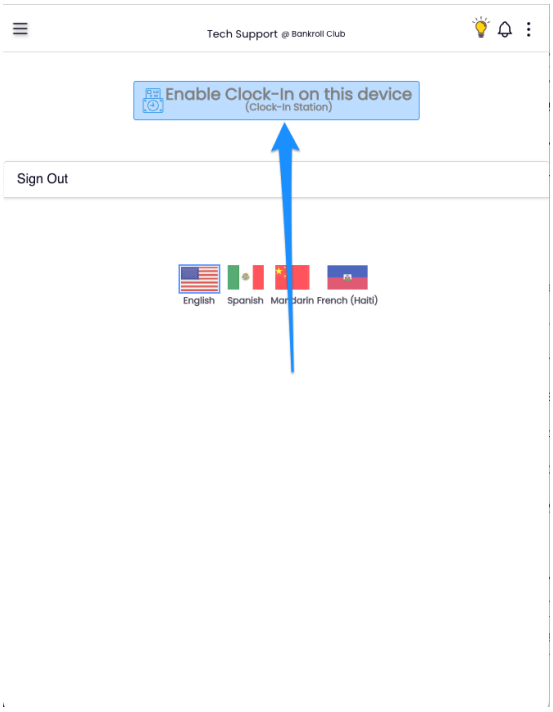
Find your company using your personal email address that is associated with your Teamwork Software profile

Log-In to the App as an Administrator

1. Press **Clock-In / Clock-Out** from the **Menu Bar**



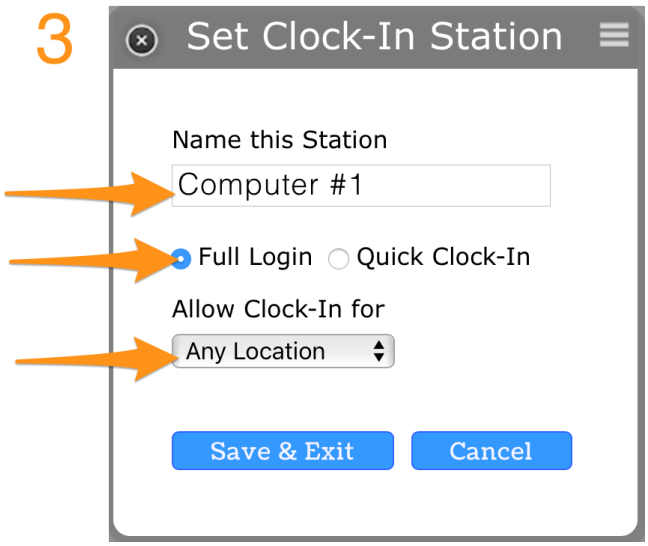
2. Press **Enable clock-in on this device**



3. Enter Name & Settings

- Full Login requires username and password.
- Quick Login for quick 4-Pin clock in/out that matches POS.

- If device will be used for only a single location or department, specifiy the department.



Note: Only Administrators or Managers with Permission may designate a device a clock-station

If you need to give temporary permission to an employee to setup a station, please email us at dolcesupport@spoton.com

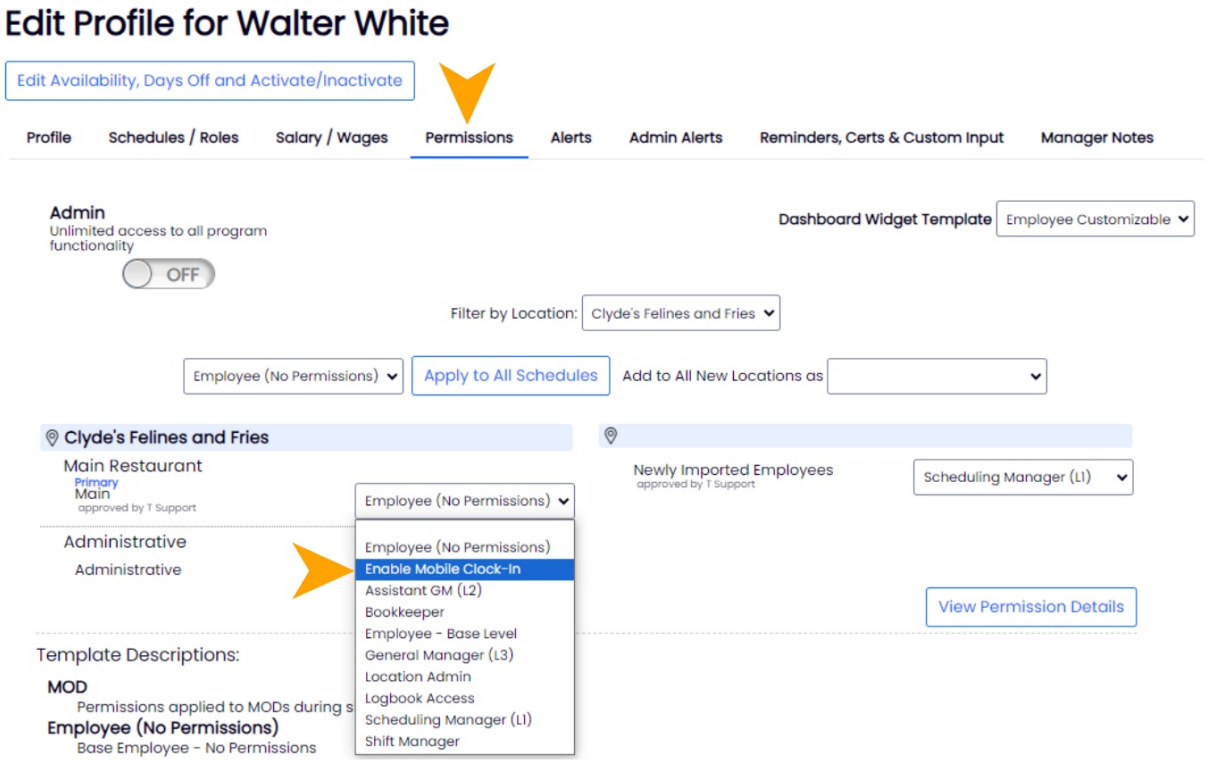
https://dolcesoftware.knowledgeowl.com/help/photo-authentication

Mobile Clock-In, Adding Permission

Last Modified on 10/21/2023 2:28 pm MDT

All standard manager permissions include the ability to enable a clock-in device.

To add mobile clock-in permission to a base-level employee, go to the employee's profile and click on the Permissions Tab. Assign the **Enable Mobile Clock-In** permission template to the employee's primary location.



Adding a Schedule to Clock-In Device

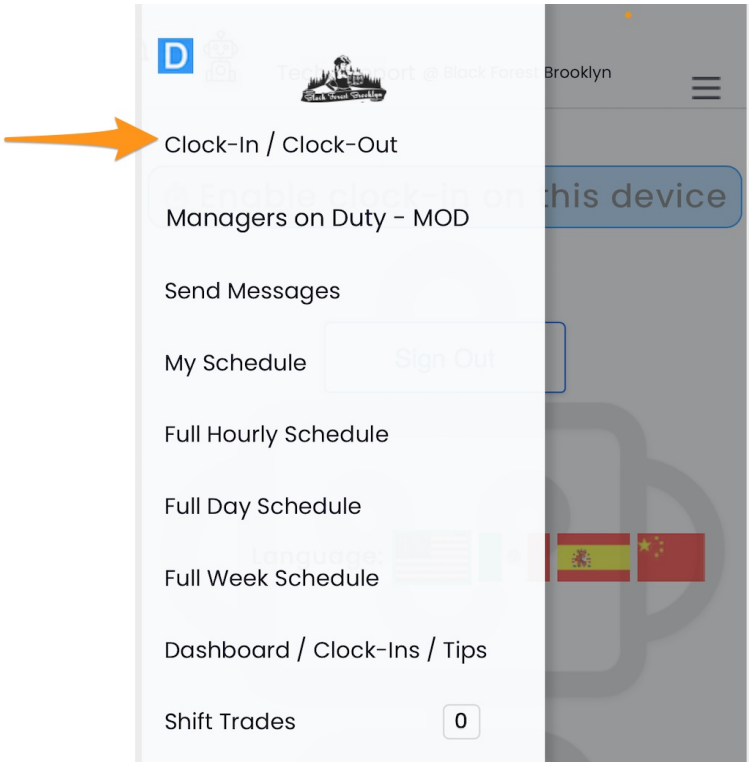
Last Modified on 12/24/2023 2:51 pm MST

To add a schedule to a clock-in device, it is necessary to delete and re-enable clock-in, per the steps outlined below.

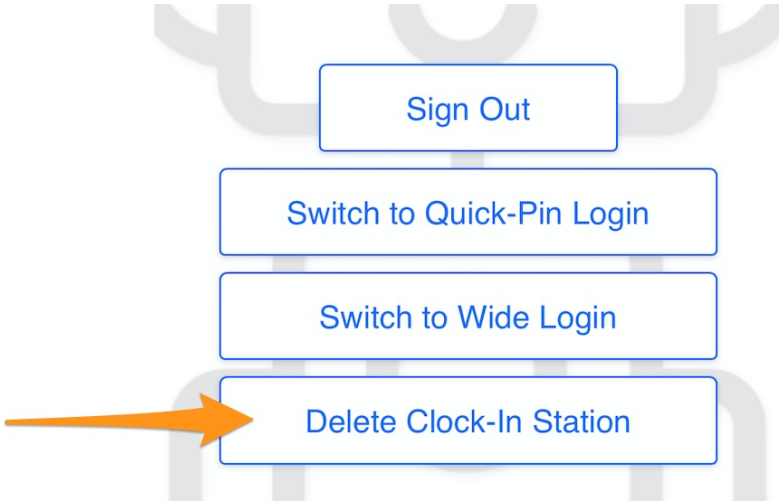
This action must be taken by a manager / admin who has permission to add clock-in devices for ALL LOCATIONS / SCHEDULES that are going to use the clock station.

Log-In to the Teamwork App on the device

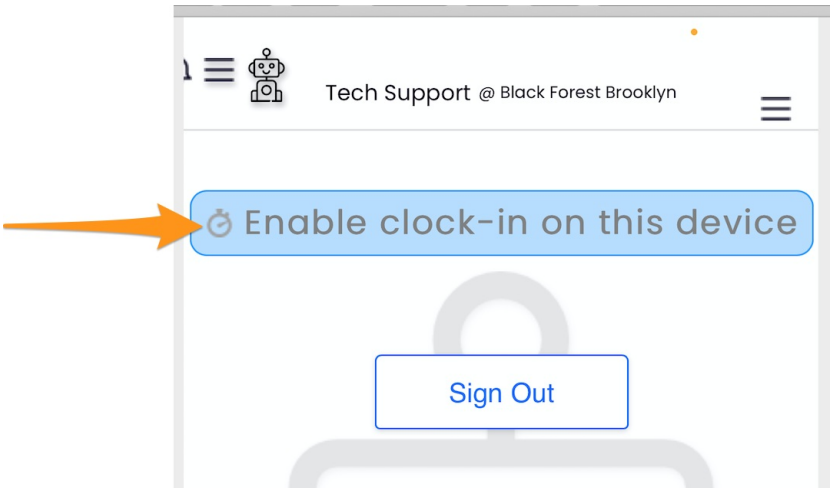
Press **Clock-In / Clock-Out** from the **Menu Bar**



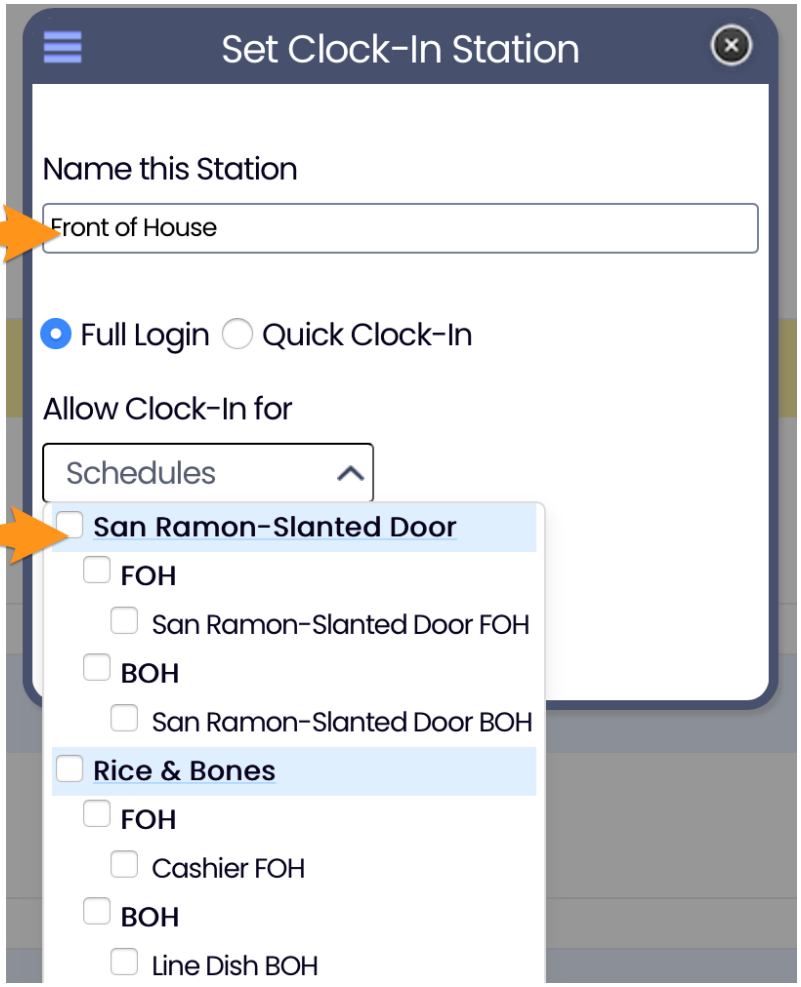
Press **Delete Clock-In Station**



Press **Enable Clock-In on this Device**

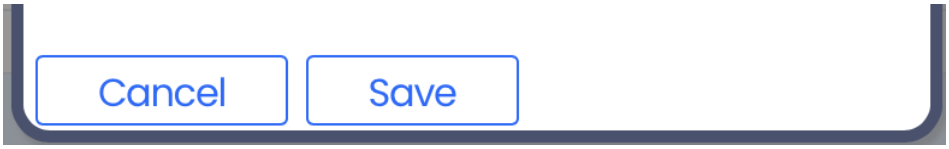


Name the Station, and select all Schedules that should be able to clock-in from this device



Select either **Full Login** (full password) or **Quick Clock-In** (4-Pin) as desired

Complete by pressing **SAVE** at the bottom

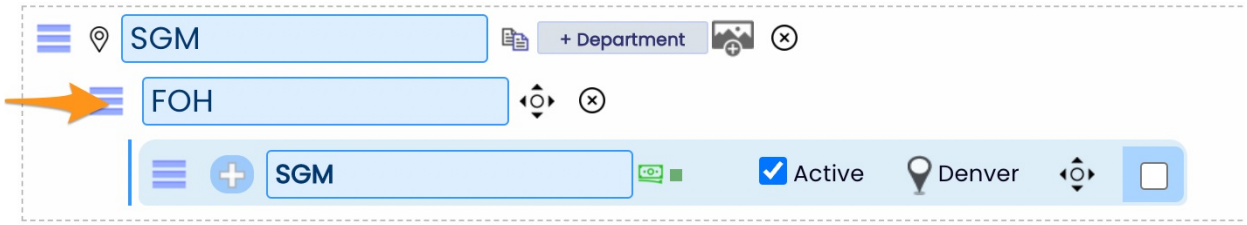


Geofence Setup

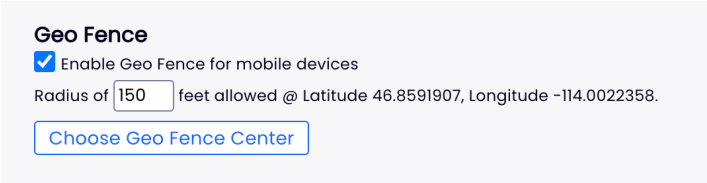
Last Modified on 04/13/2022 1:57 pm MDT

From the Gearwheel Menu > **General Settings**

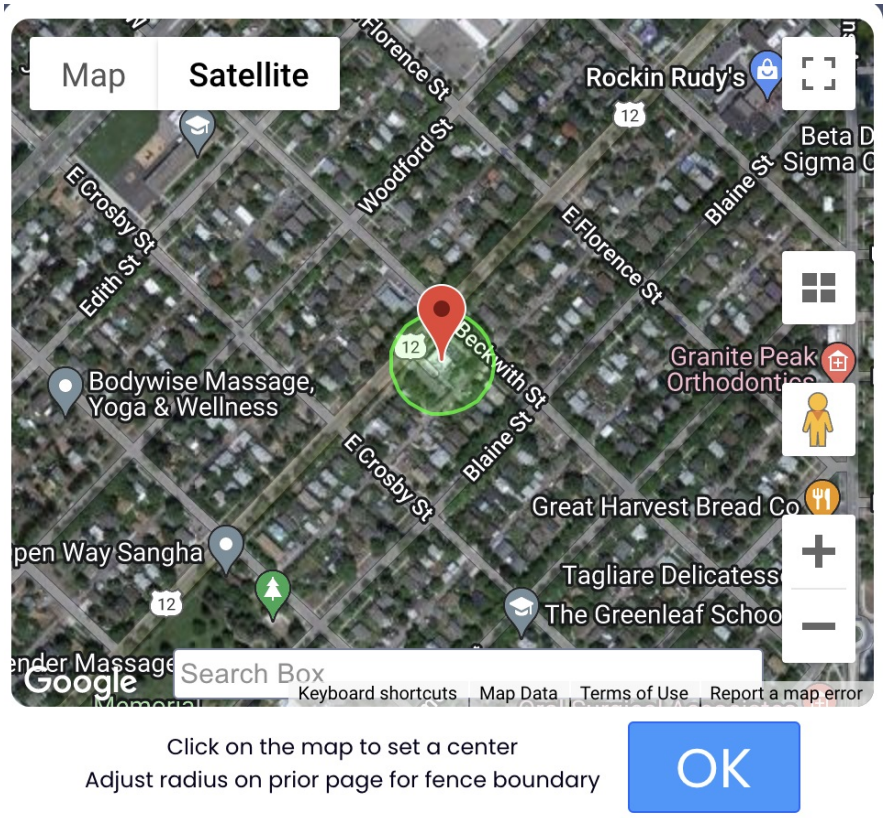
Scroll to Schedules. Find the intended schedule for the Geo Fence. Click " **+** " to expand location settings.



Enable the Geo Fence and provide a radius (feet allowed) input. Next use the **Choose Geo Fence Center** to locate on map.



From the map, enter business address to location, and set location.



Click on the map to set a center
Adjust radius on prior page for fence boundary

OK

Geo Fence NOTE: If mobile signals are weak indoors resulting in unrecognized location, employees should connect to local WiFi.

Setting a Mobile Device for Employee Clock In

Last Modified on 04/10/2024 11:56 am MDT

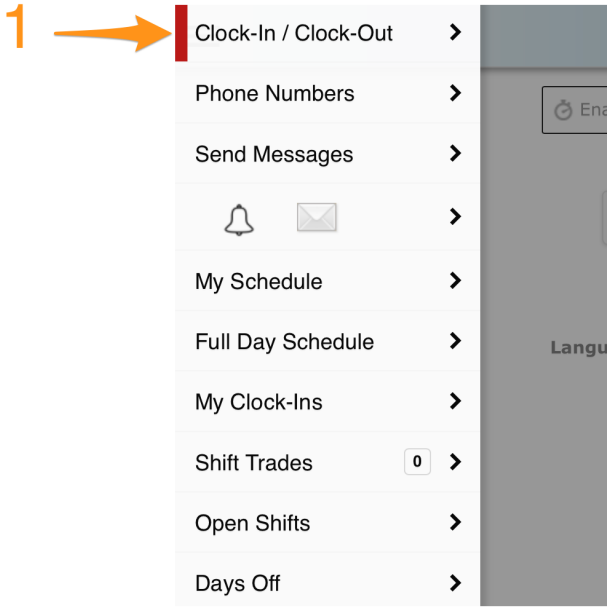
Designate a Mobile Device (i.e. phone, ipad or other tablet)

Download Teamwork App

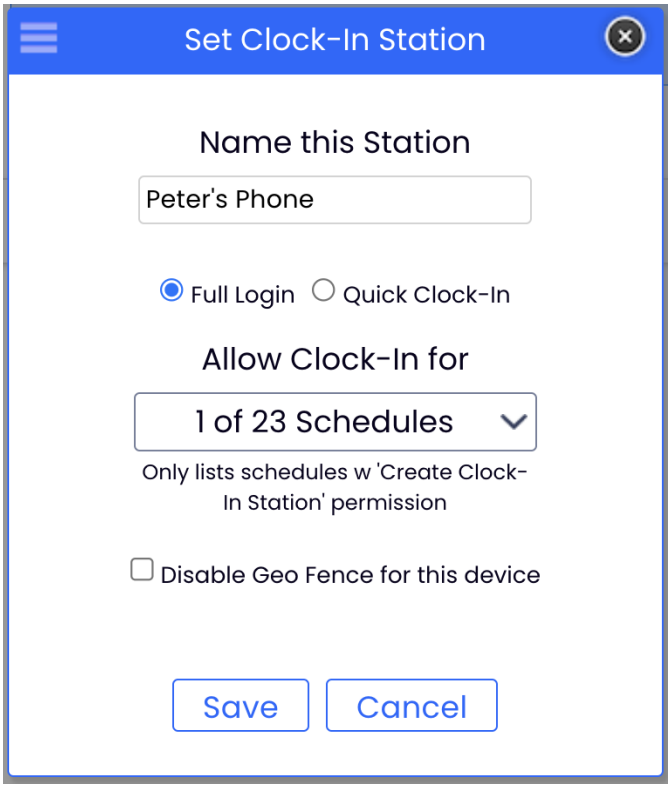
Find your company using your personal email address that is associated with your Teamwork profile

Log-In to the App

1. Press **Clock-In / Clock-Out** from the **Menu Bar**



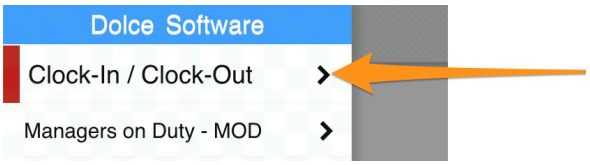
2. Press **Click Enable Clock-In on this Device**



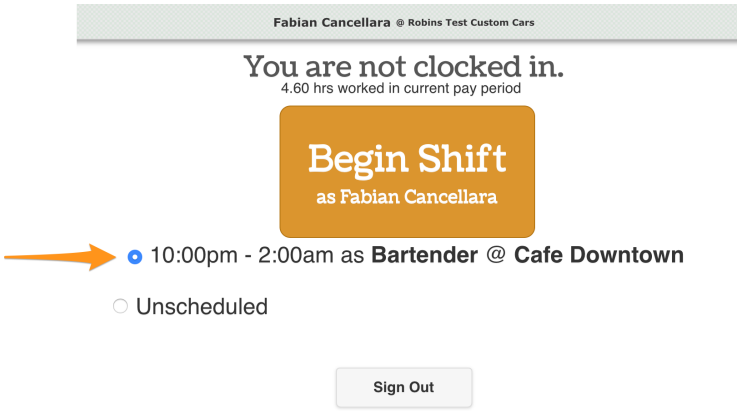
3. Name the Station, i.e. "Peter's Phone"
4. Select "Full Login," or, "Quick Clock-In"
5. Select the schedule(s), (for employee mobile clock-in, select your own schedule) from the drop-down
6. Press Save & Exit

Clocking-In

1. From the Left Menu > Clock-In / Clock-Out



2. If you are scheduled for a shift, the app will show expected Time / Location / Role. Select **Begin Shift**



If you are clocking in for a DIFFERENT or UNSCHEDULED shift, select **Unschedule**, and choose **Location** / **Role**

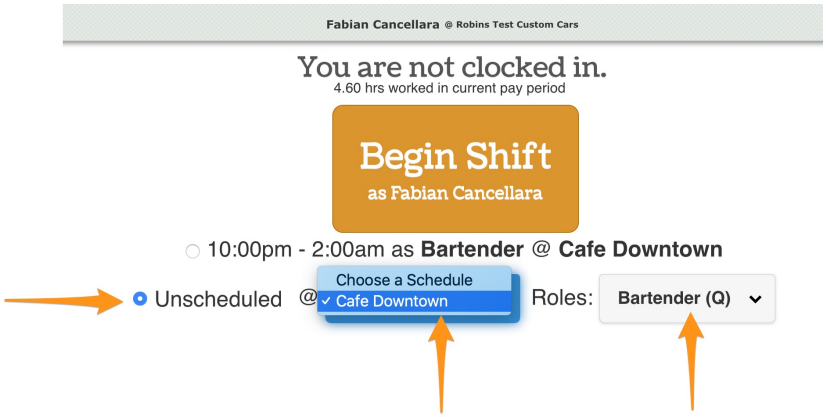


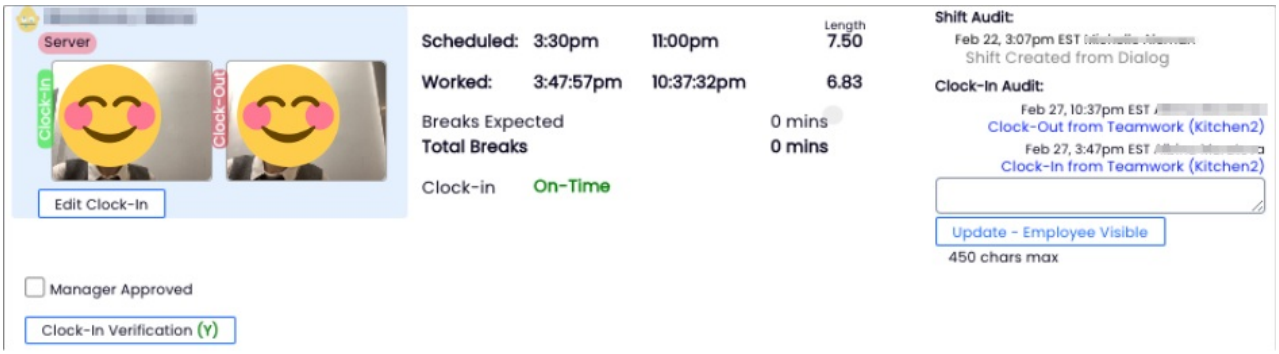
Photo Authentication

Last Modified on 09/06/2023 8:27 am MDT

Overview

When photo authentication is on, SpotOn Teamwork will capture a photo at all moments of engagement with the time clock; clock-in, out, and break activity. This feature is only available when you are using SpotOn Teamwork clock-in stations (not when employees are clocking in on the POS). The photos will be automatically attached to the time cards themselves. That way, when managers are editing and approving time punches, they can ensure:

1. There were no buddy punches
2. The employee was dressed and ready for work

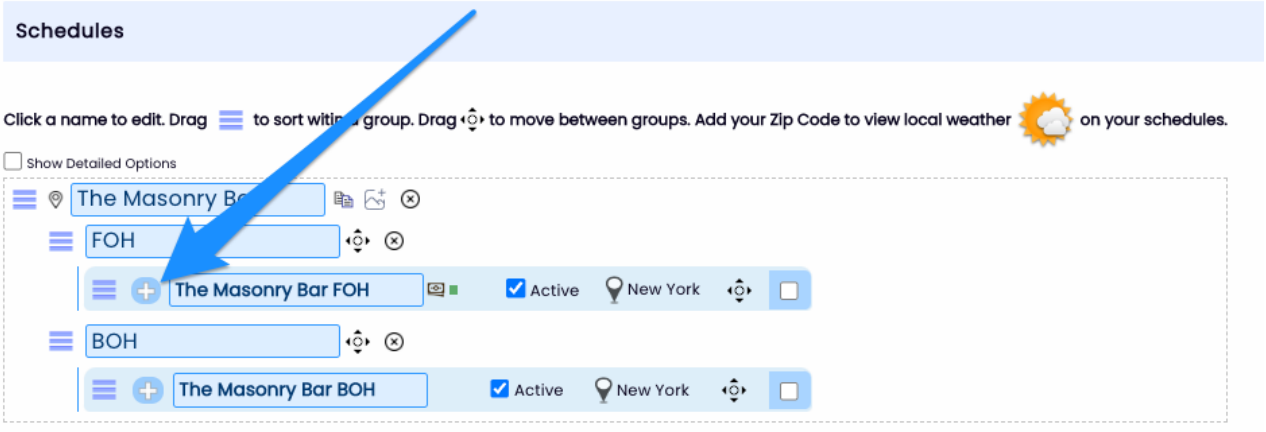


Configuration

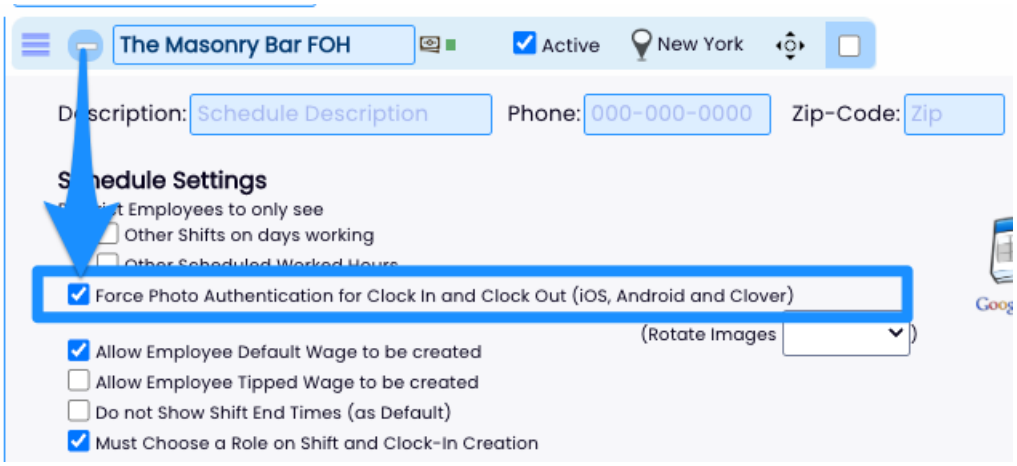
First you must provision a tablet / mobile device / desktop as a clock-in station as detailed in the following support article: https://support.dolceclock.com/help/setting-clock-in-devices

Once the Clock-In Station is set up, you are ready to turn on photo authentication.

Navigate to General Settings from the Gearwheel menu, and open schedule settings by clicking the plus (+) sign next to the applicable schedules.



Check the box to "Force Photo Authentication..."



NOTE: Once engaged, it is important to make sure the app installed on your device has the correct access to the devices Camera.

Delete and Re-Add Clock-In Device

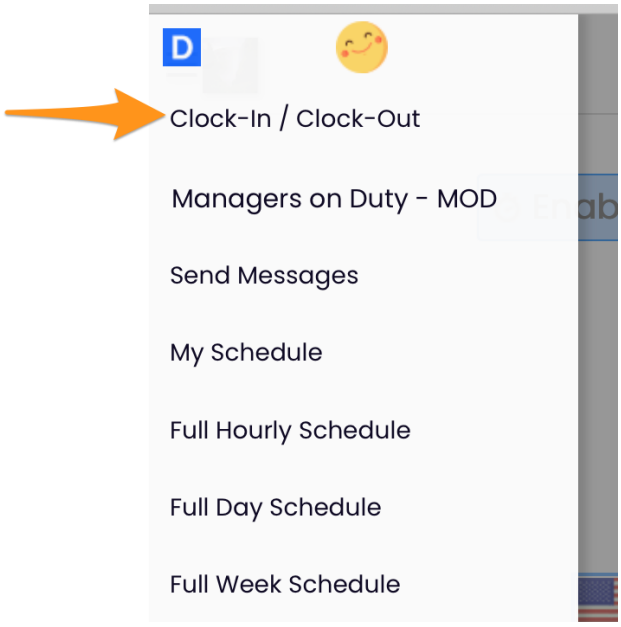
Last Modified on 12/24/2023 2:20 pm MST

When clock-in station is missing certain schedules at a location (i.e. "Our Bussers can't clock-in"), timekeeping should be deleted and re-added using the following steps:

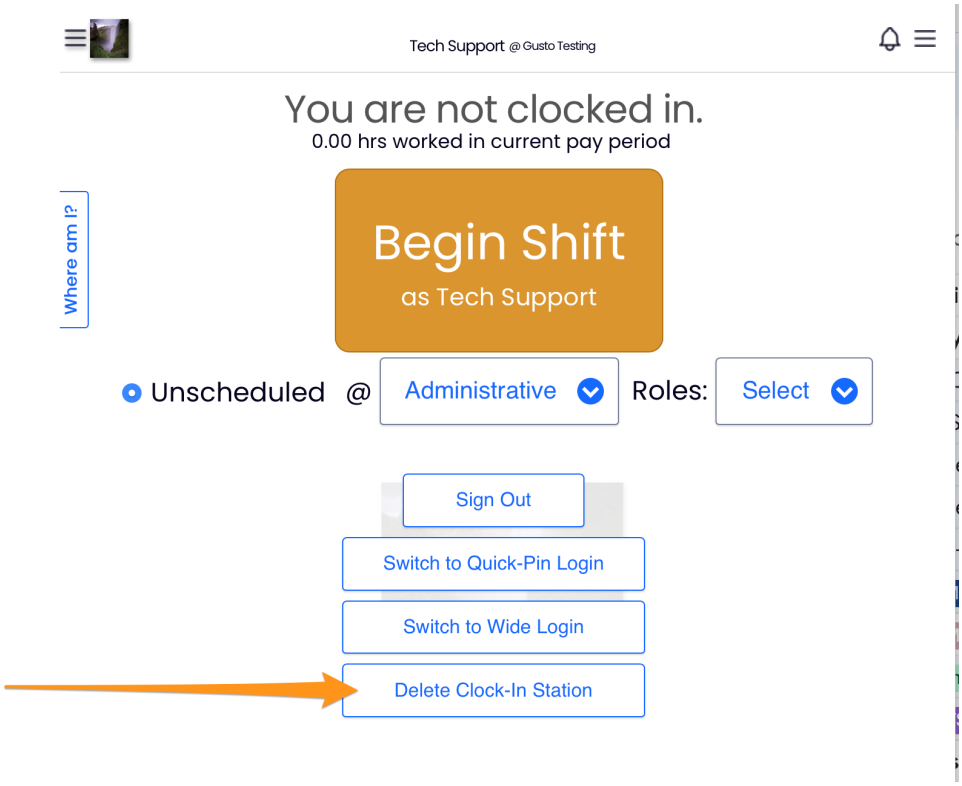
NOTE: This action must be taken by a full admin, or a a manager who has management authority for all schedules at a given location.

1. Delete existing Clock-Station

- Log-In to the App
- Click Clock-In / Out, to arrive at the Clock-In screen

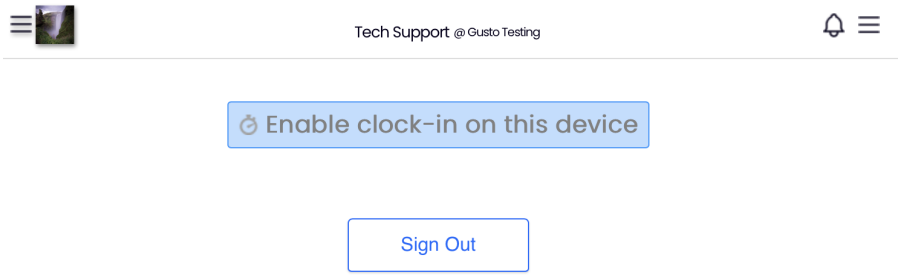


- Press **Delete Clock-Station**



2. Re-Enable Clock-In

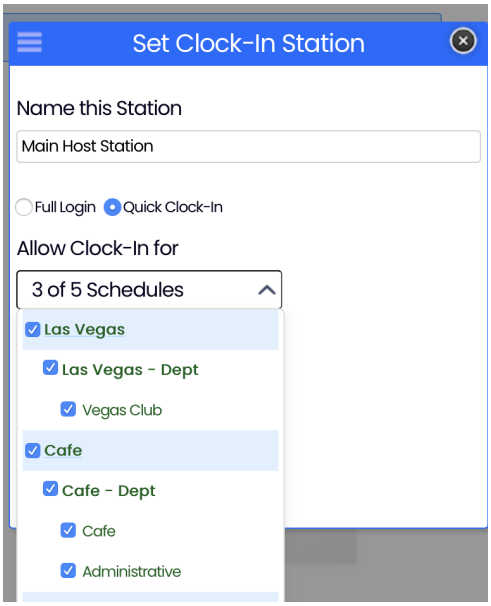
- Press **Enable Clock-In** button



3. Enter Name & Settings

- Name the station
- Select **Quick Login** for quick 4-Pin
- **Specify the schedules** [Allow Clock-In for dropdown] which can use this device for clock-in (usually all schedules for one location)
- Press **SAVE**

- Log out

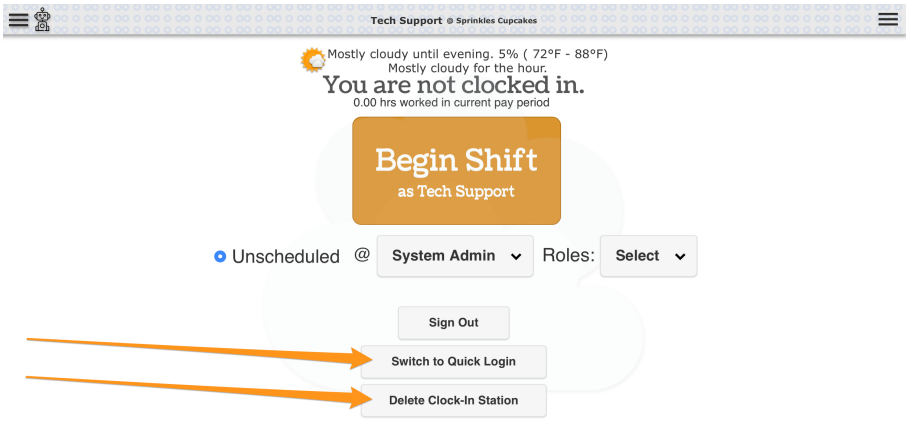


If you need to give temporary permission to an employee to setup a station, please email us at teamworksupport@spoton.com

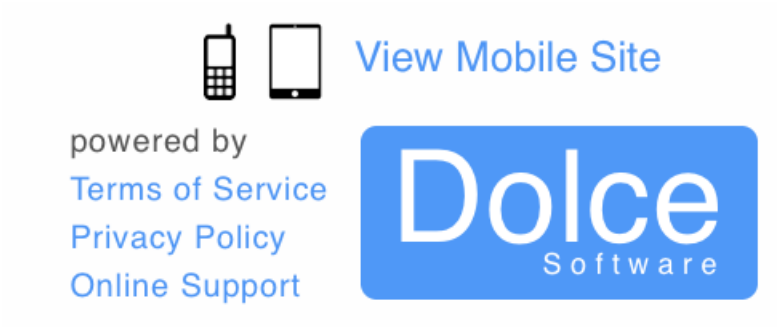
Common How-To's

To change to **QUICK LOGIN** after a clock-station has been setup, an Admin is able to log in, and press **Switch to Quick Login** as shown below.

To change which locations the clock-station applies to, an admin is able to log in, **Delete Clock Station** as shown below, then re-add with an updated designation of locations



To use a mobile device or tablet which is too old to support the Teamwork App (formerly Dolce), login to the account from a mobile Browser. Once logged in, scroll to the bottom of the page, and press **View Mobile Site** to attain the tablet User Interface. Bookmark the page for ease of use.



Custom Prompt at Clock-In or Clock-Out

Last Modified on 11/07/2022 2:35 pm MST

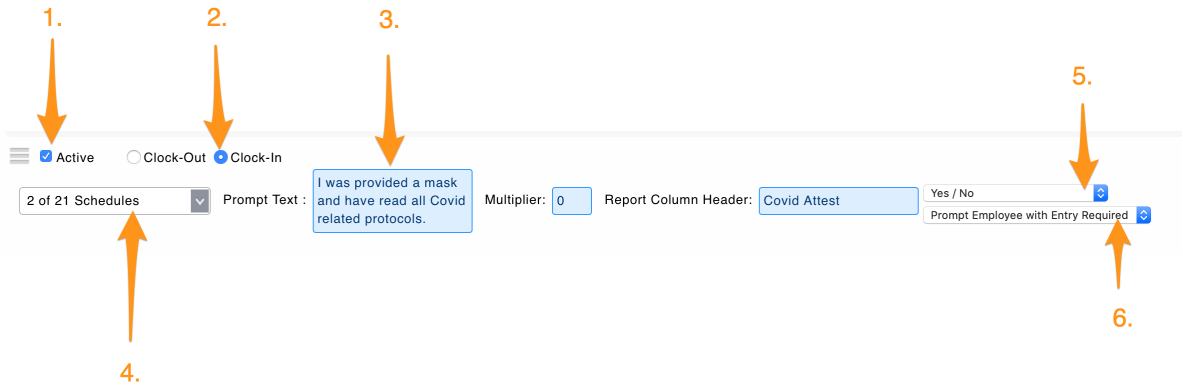
Gearwheel Menu > General Settings

Scroll to **Employee Data Collection**

Add prompt by entering your custom name, and press **Add Prompt**

Configure the custom prompt as shown below:

1. Make prompt Active
2. Select whether prompt is for Clock-In or Clock-Out
3. Enter text for the prompt
4. Select the schedules that the prompt applies to
5. Select the value you are seeking, i.e. yes/no, text, or numeric
6. Select if entry is required or not



Setting a Tablet as a Clock-In Device

Last Modified on 03/27/2024 11:24 am MDT

Set a Tablet for Clock-In (i.e. iPad or other tablet)

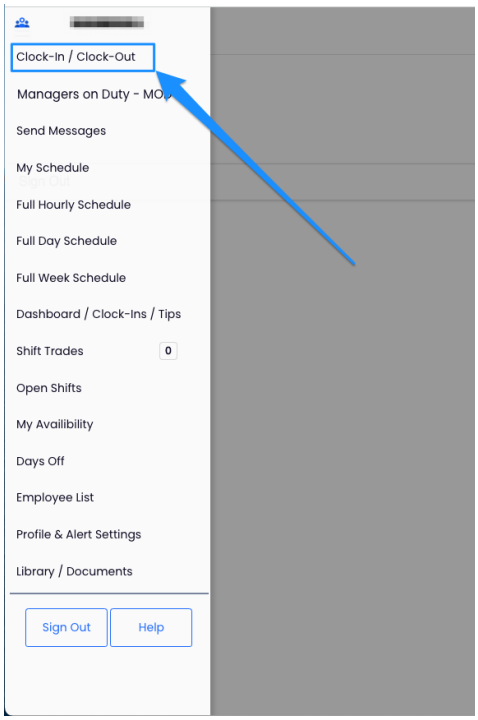
This action must be taken by an ADMIN, or manager, who is active in Teamwork, with permissions to set a clock-in device at the intended location.

Download SpotOn Teamwork **Classic** App

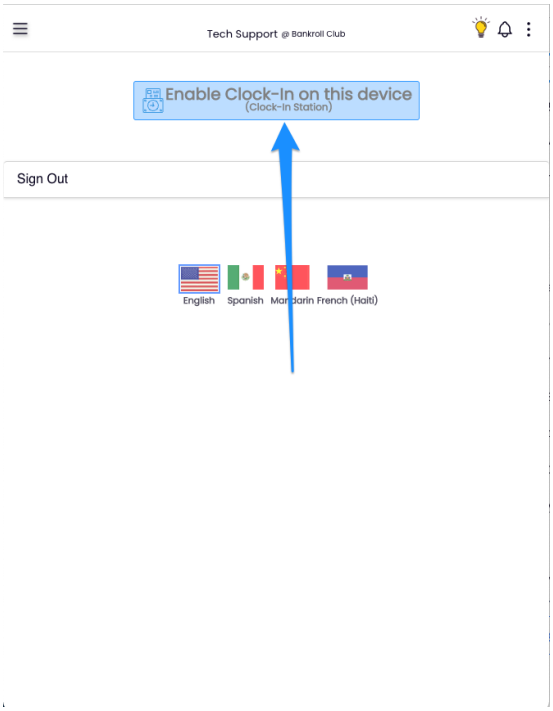
Open App. Then find your company using your personal email address or phone number that is associated with your Teamwork profile

Log-In to the App

1. Press **Clock-In / Clock-Out** from the **Menu Bar**

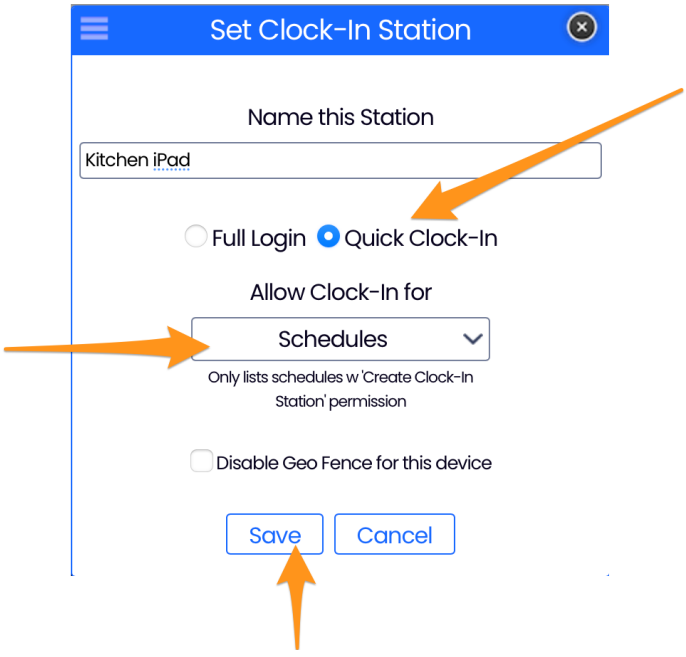


2. Press **Enable clock-in on this device**



3. Enter Name & Settings

- Check the setting for **Quick Login** for quick 4-Pin clock in/out that matches POS.
- If device will be used for only a single location or department, select the location and department from the "Allow Clock-In for" dropdown



NOTES:

Employee PINs can be viewed / added / edited from their profile page.

HOW TO Clock-In: https://support.dolceclock.com/help/clock-in-using-quick-pin

If a user need to give temporary permission to an employee to setup a station, please email us at dolcesupport@spoton.com

For photo taken with clock-in, see: https://dolcesoftware.knowledgeowl.com/help/photo-authentication

Employee Satisfaction Survey

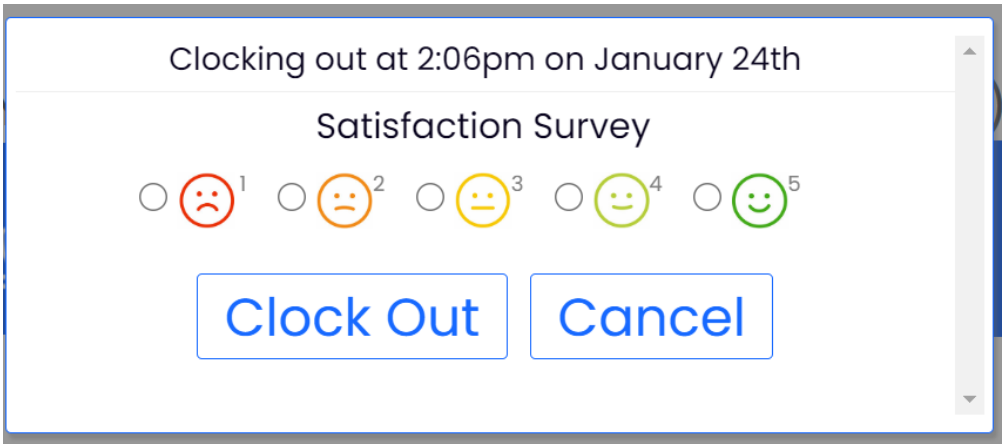
Last Modified on 04/24/2024 10:01 am MDT

Employee Satisfaction Survey

On Teamwork, our satisfaction survey functions like a custom prompt that is presented to employees upon clock-out. This functionality is only available to users with Integrated clock-in stations, or clocking in and out directly to Teamwork clock-in devices.

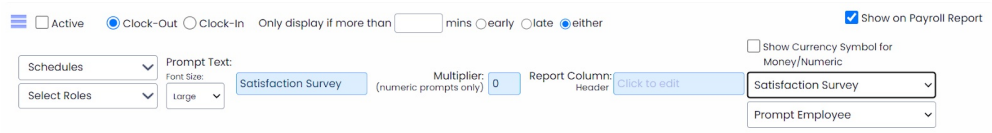
Learn more about Integrated clock-in:

- https://support.dolceclock.com/help/spoton-integrated-clock-in
- https://support.dolceclock.com/help/setting-clock-in-devices

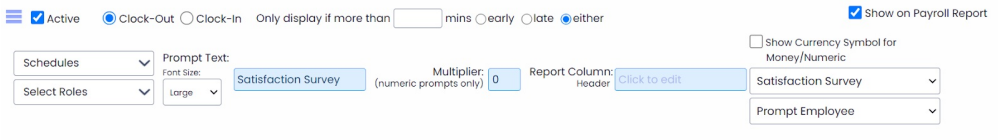


To configure your employee satisfaction survey:

1. Navigate to Gearwheel > Gen settings > Employee Data Collection
2. Select Satisfaction Survey from the dropdown menu
3. Select the Schedules and Roles that should receive the prompt:



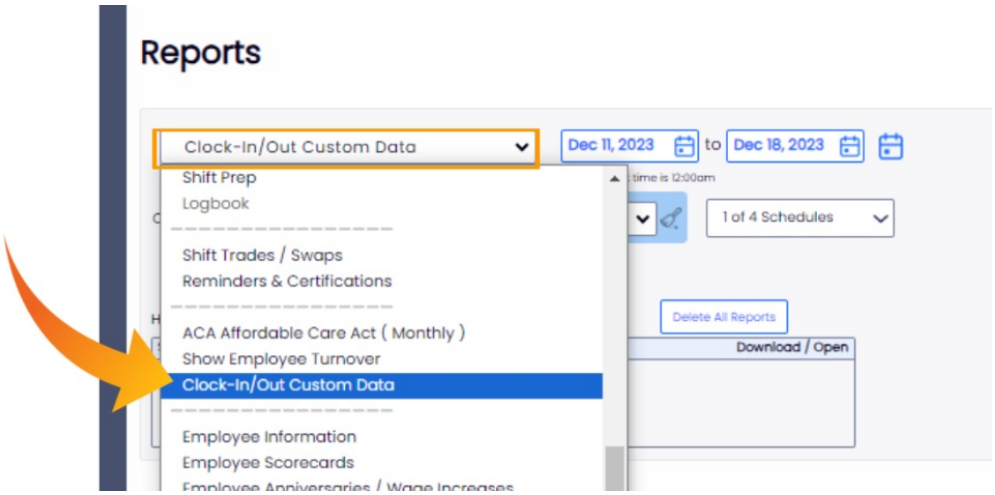
4. Then, mark the prompt as ‘Active’



Viewing Employee Satisfaction Survey Results

From Reports

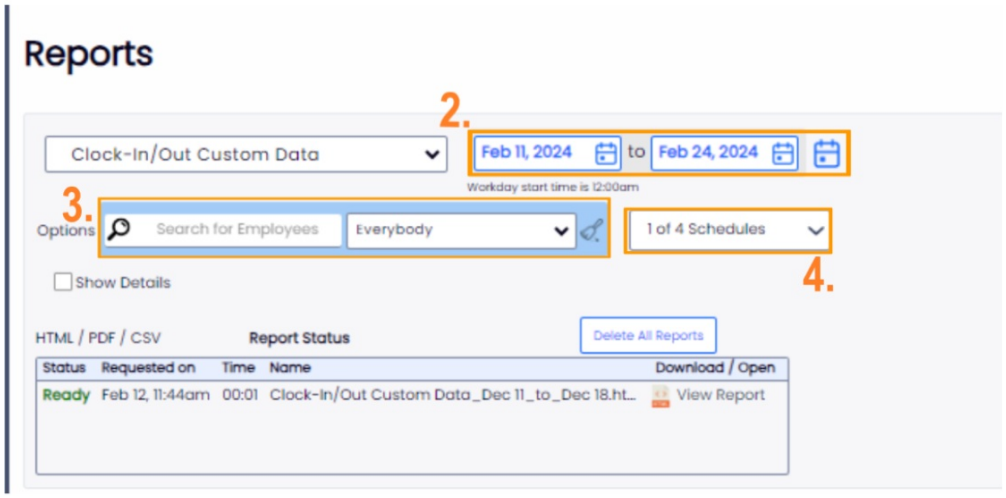
1. Select Clock-in/Out Custom Data from the drop down menu



2. Set the date range

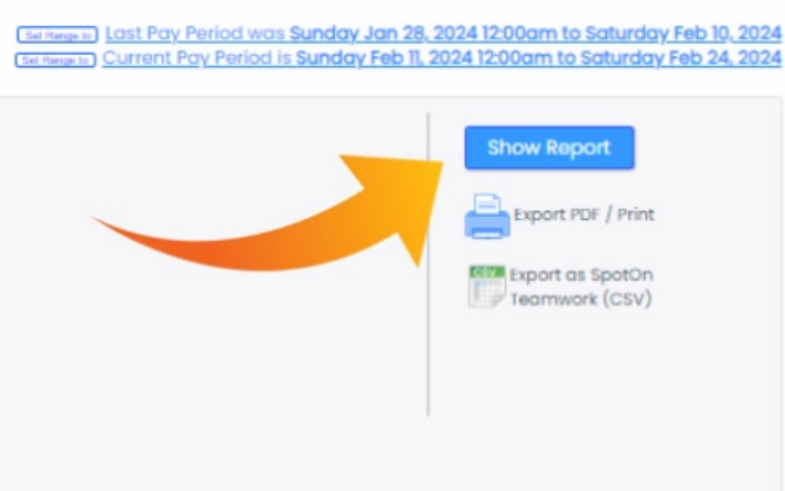
3. Search for employee by name via the search field or select the name of the employees’ from the drop down menu

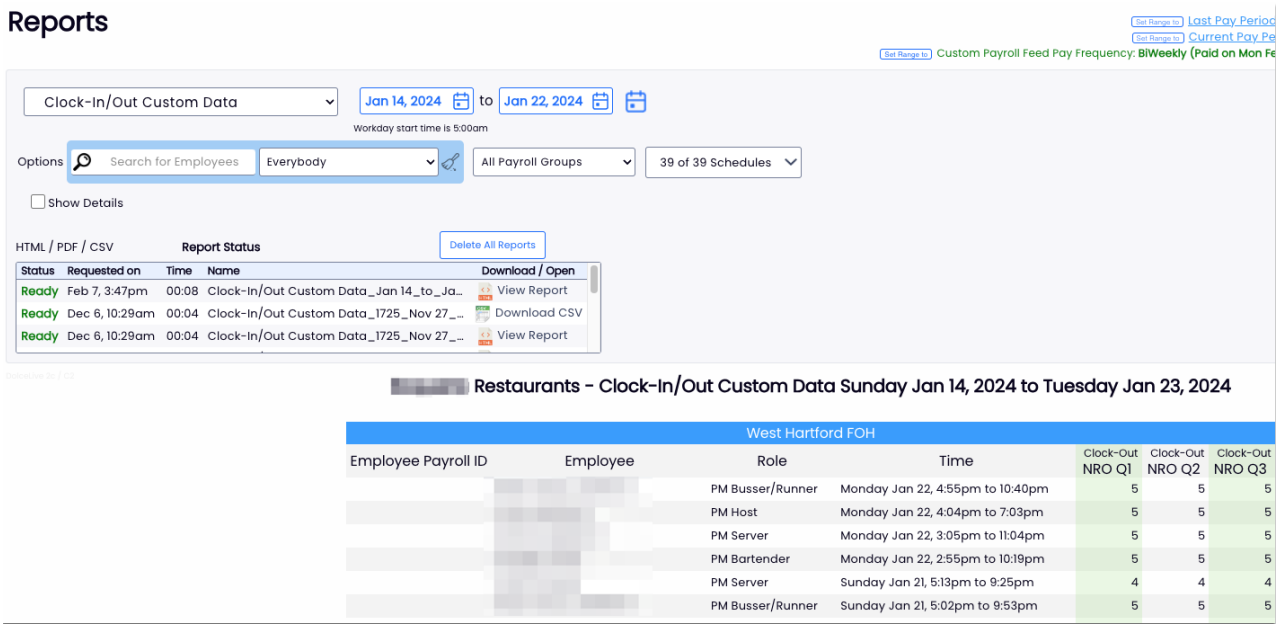
4. Select the Schedules you want to run the report on



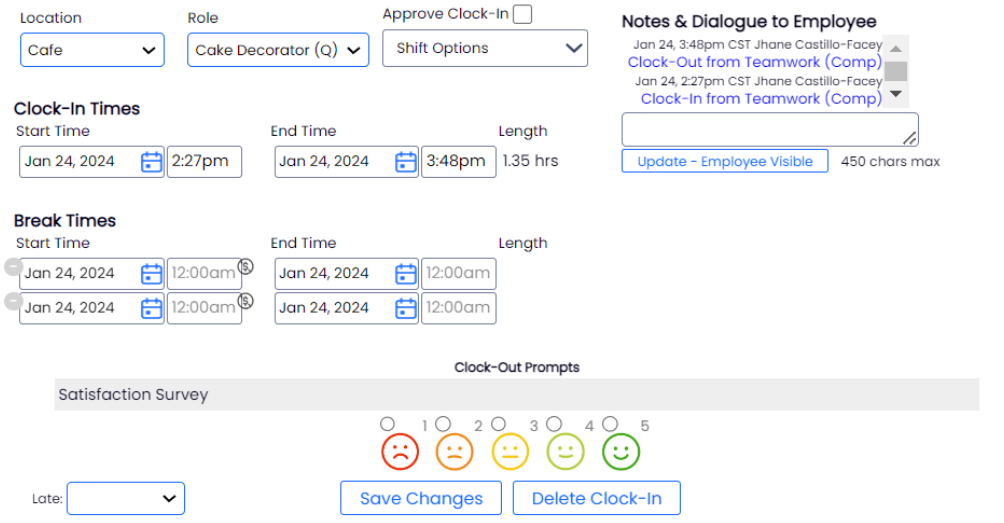
5. Press 'Show Report' to generate your report

6. You can export this report via .csv as well.





You can also view the Satisfaction Survey response by viewing a shift of an employee who has clocked out.



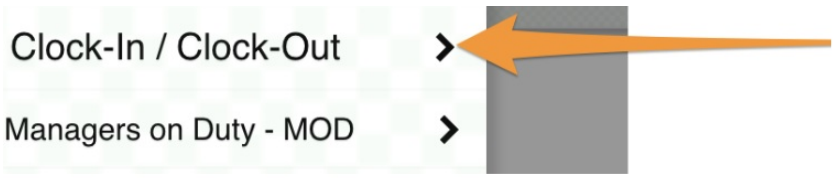
Clock-In to Teamwork App on Mobile Phone

Last Modified on 11/05/2024 12:12 am MST

Enable Phone for Clock-In (Requires Permission from a System Administrator).
See: https://support.dolceclock.com/help/setting-a-mobile-device-for-employee-clock-in

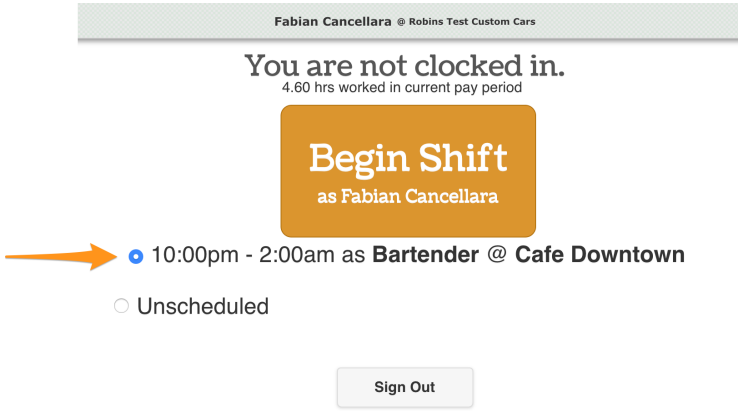
Launch SpotOn Teamwork **Classic** App

From the Left Menu > Clock-In / Clock-Out

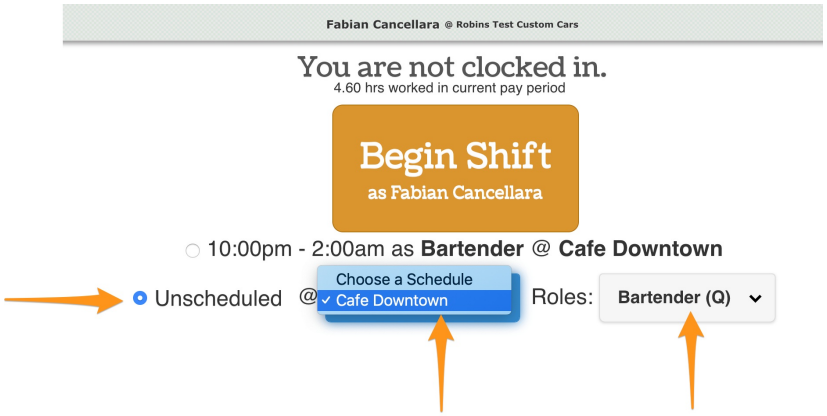


Clock-In

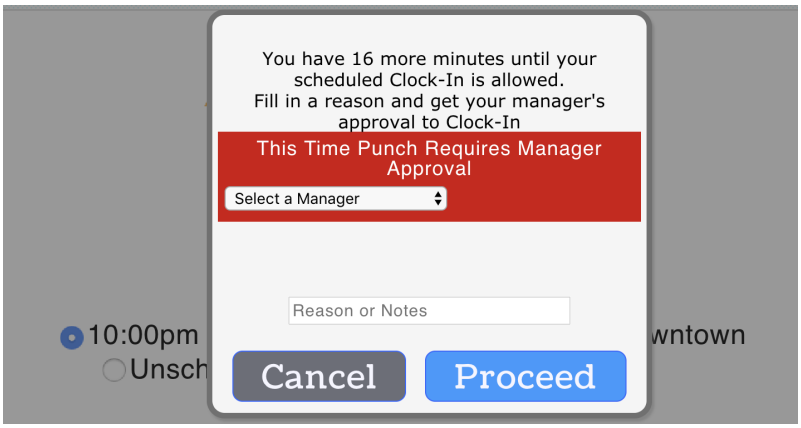
1. If you are scheduled for a shift, the app will show expected Time / Location / Role. Select **Begin Shift**



If you are clocking in for a DIFFERENT or UNSCHEDULED shift, select **Unschedule**, and choose **Location** / **Role**

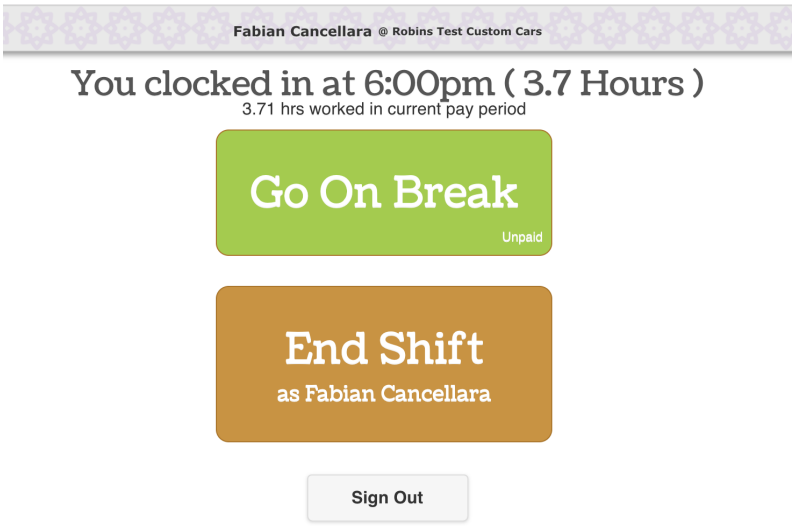


b. If your company requires authorization for an early or unscheduled clock-in, a manager must approve before proceeding.



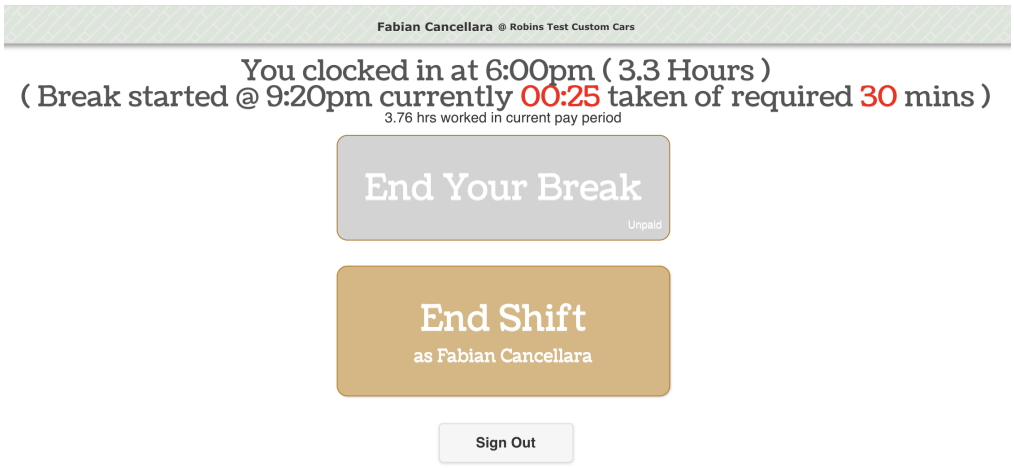
Taking a Break

1. Use the Go On Break button



2. Ending Break: Select **End Your Break**

   NOTE: If you are required to take a specified break length, the system will prevent ending the break early

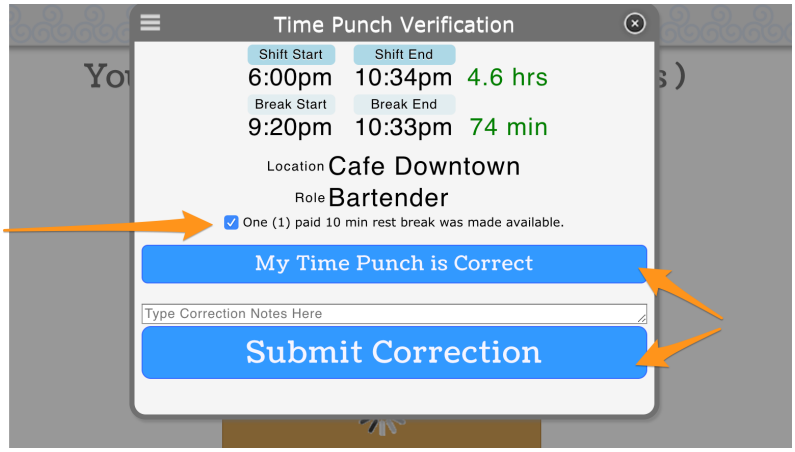


Clock-Out (End Shift)

1. Select **End Shift**

a. If your company requires your time punch to be Validated

- Review Time Punch and Break
- If correct, select **My Time Punch is Correct**
- If incorrect, Type Correction Notes and **Submit Correction**
- If you claim a labor violation, you may be prompted to have a manager sign-off



Share Files Feature

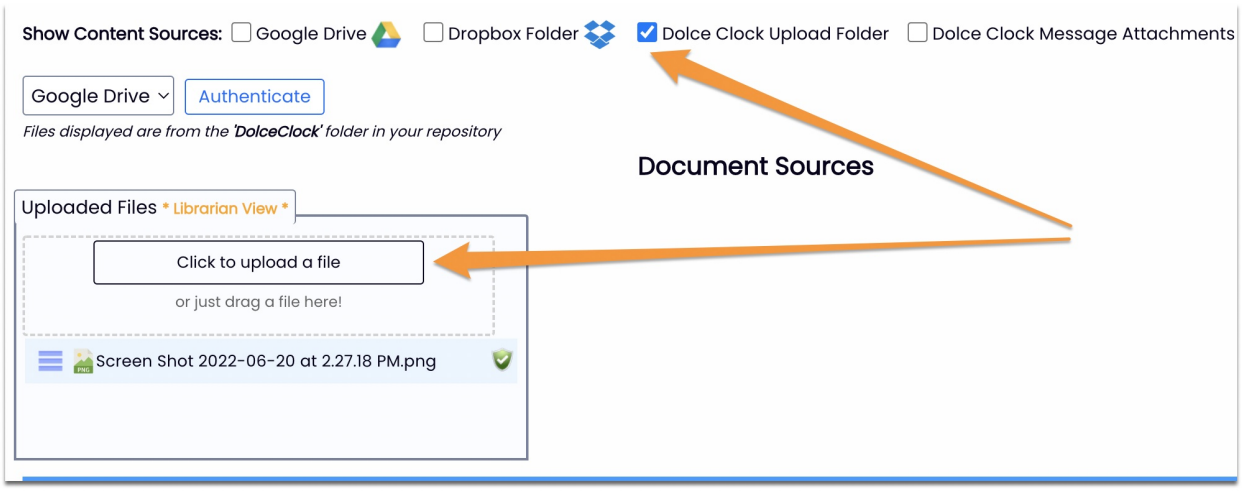
Last Modified on 12/24/2023 1:59 pm MST

Teamwork's Share Files feature is a great way to share training documents, menus, and other internal documents with your employees based on role.

1. Start by navigating to the file share feature by going to the top toolbar > Share Files

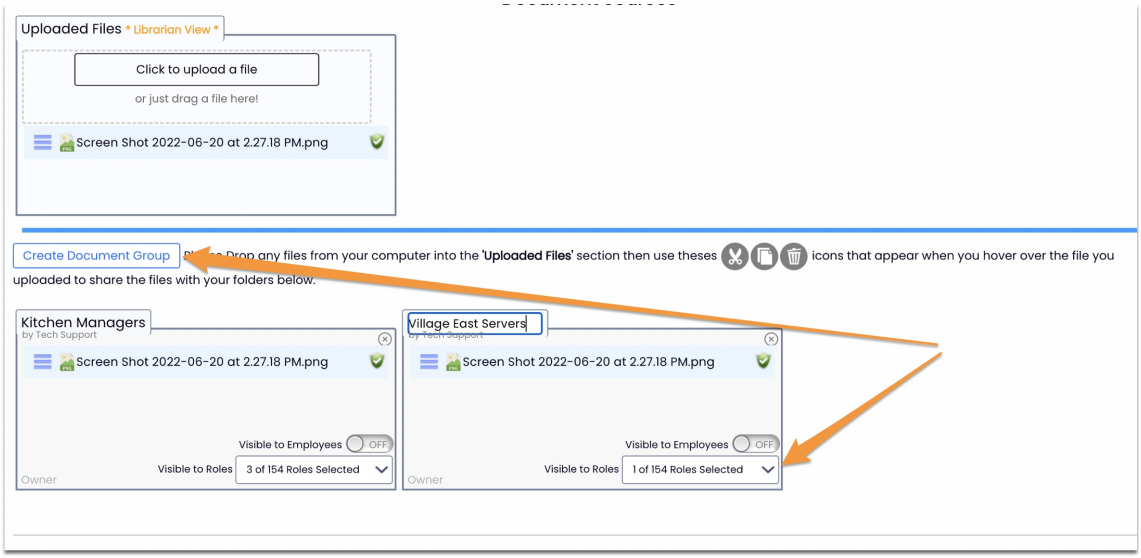
2. Select a document source

Check the box next to your desired document source. You can link to a Google drive, a Dropbox folder, or simply upload a file from your computer. Connect as many document sources as needed.

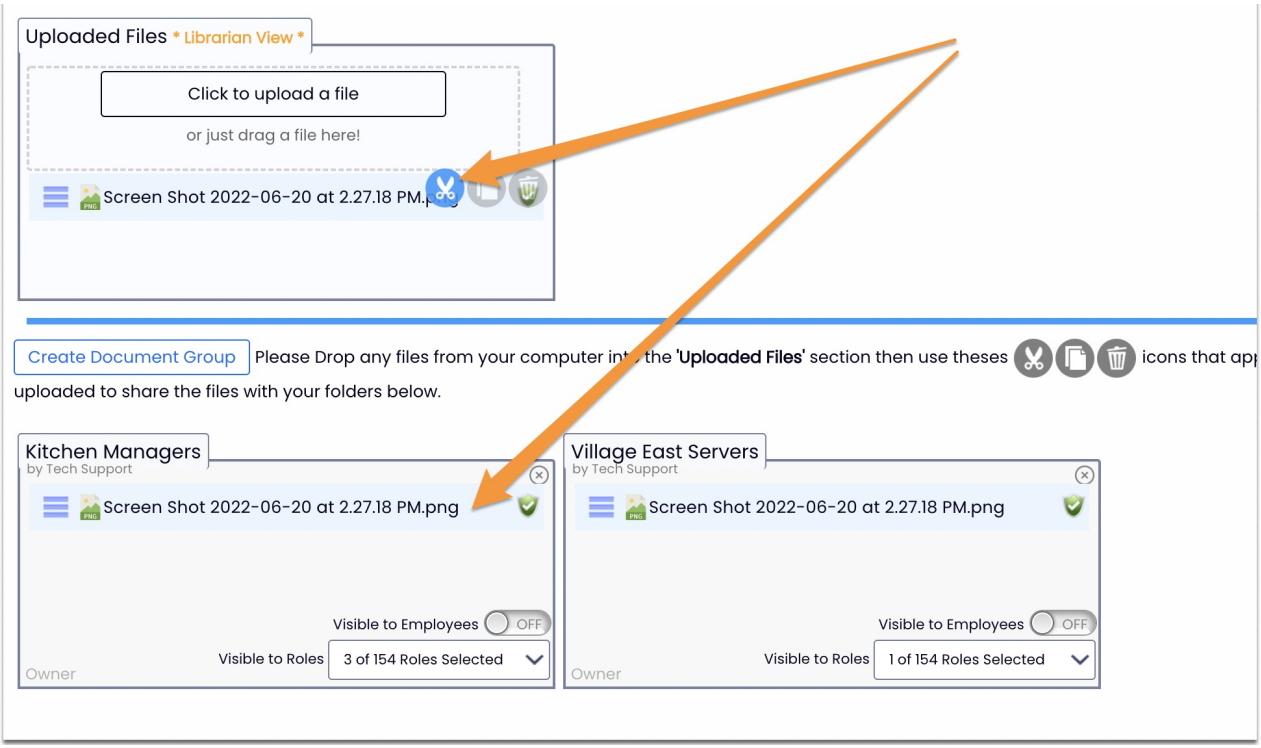


3. Create Employee groups and share files

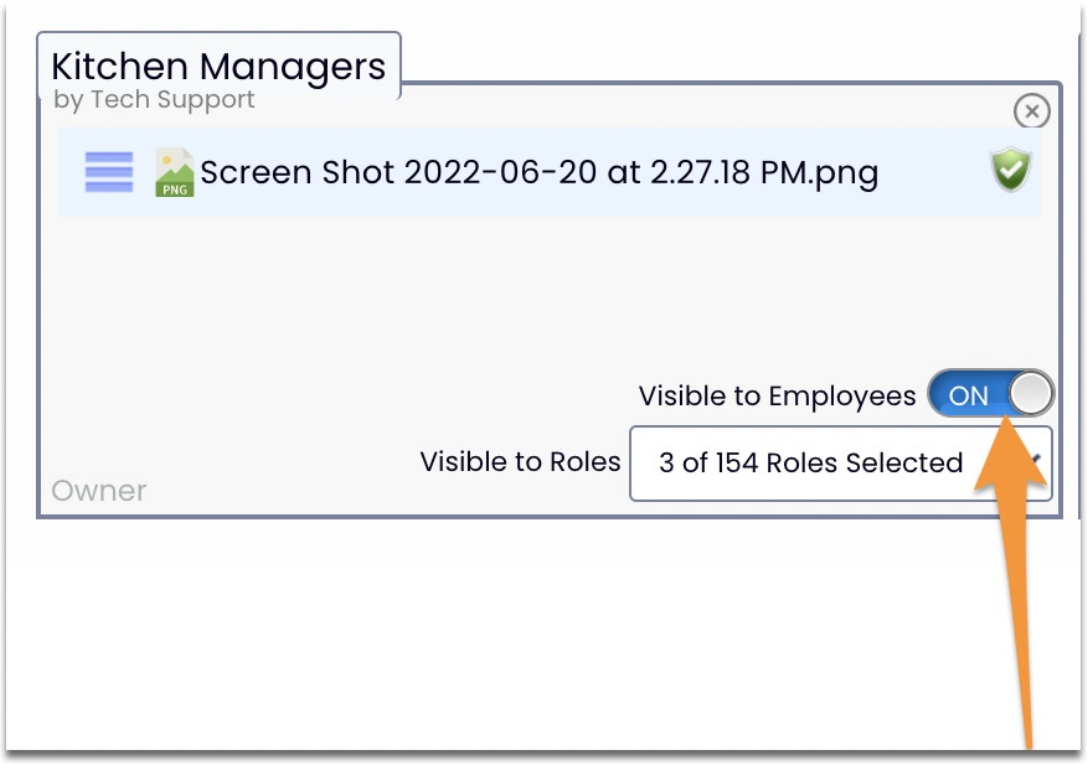
Create a new document group and select the desired roles you want to include in the group from the role drop down.



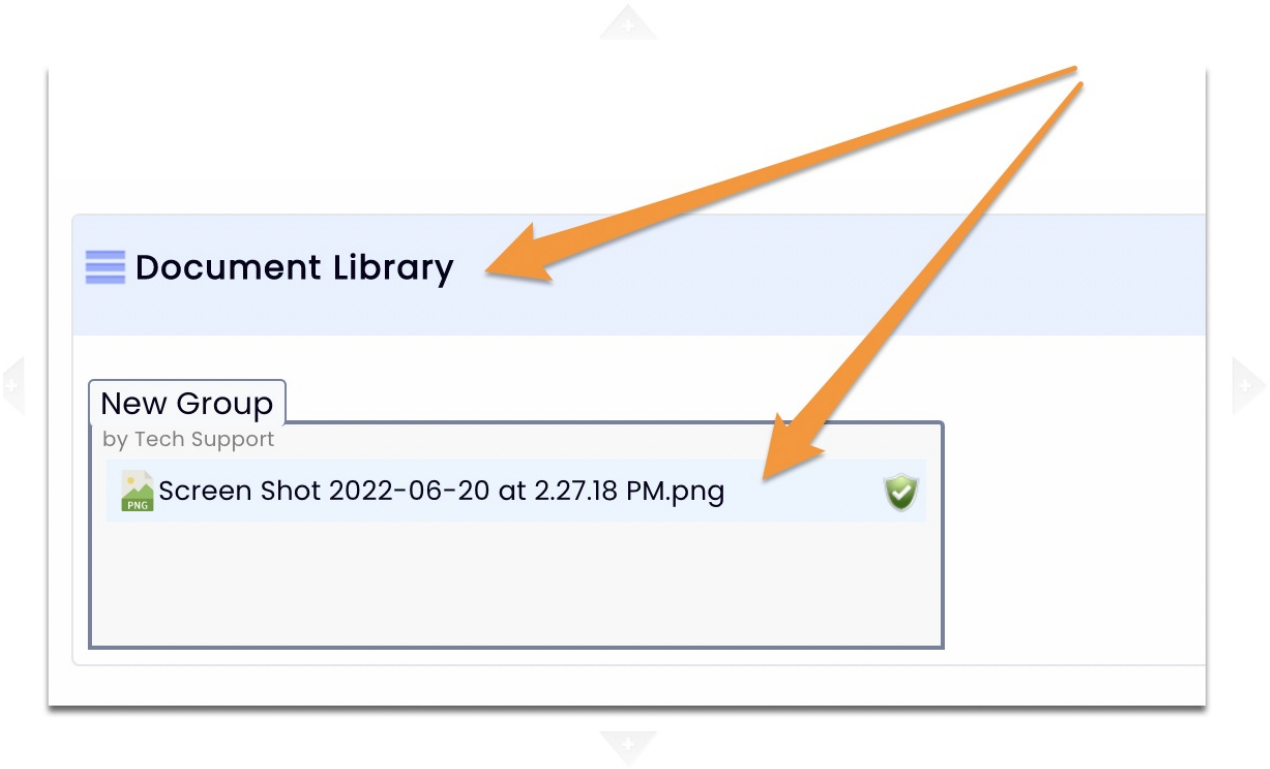
Use the Cut and Copy buttons to drag and drop your files into the desired groups.



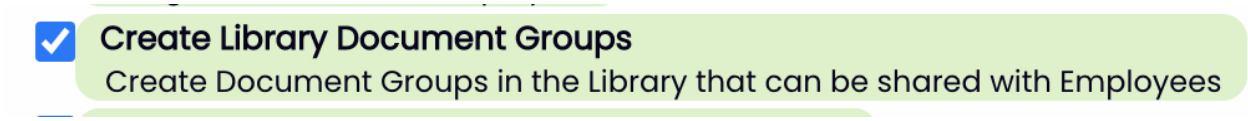
4. Make the document cabinet you created visible to your employee group.



Employees can download the files shared with them by going to Dashboard > Share File header.



NOTE: This feature will only be accessible to employees who have the following permission assigned under General:



If you do not have access please reach out to your manager or Teamwork account Admin to request access.

Two-Way Messaging in SpotOn Teamwork

Last Modified on 02/04/2026 11:00 pm MST

Overview

Two-Way Messaging is a built-in communication feature in SpotOn Teamwork that allows managers, supervisors, and staff to send direct messages to each other without leaving the app. Whether you need to coordinate a last-minute shift change, check in with a team member, or communicate with your entire kitchen crew, Two-Way Messaging keeps all your work conversations in one secure, organized place.

Key Benefits

- **No personal phone numbers required** — Keep your personal contact information private while staying connected with your team
- **All work communication in one place** — No more scattered text threads, group chats, or missed messages across multiple apps
- **Real-time notifications** — Receive push notifications on your mobile device so you never miss an important message
- **Works on any device** — Access your messages from desktop, tablet, or mobile with a consistent, responsive experience
- **Built-in safety features** — Report inappropriate messages and block users to maintain a professional, respectful workplace

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Disabling Two-Way Messaging

If your location would like to disable the Two-Way Messaging feature, please contact teamworksupport@spoton.com to request this change.

Getting Started

Accessing Two-Way Messaging

Once Two-Way Messaging is enabled for your location, you'll see a new messaging icon

in the top navigation toolbar, located next to the gear (settings) icon.

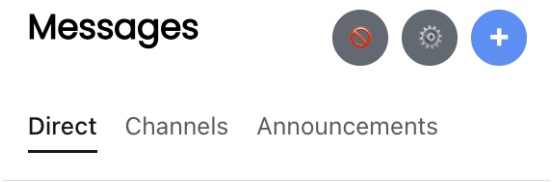
On Desktop: Click the messaging icon in the top right corner of your Teamwork dashboard.

On Mobile: Tap the messaging icon in the top navigation bar of the Teamwork app.

Understanding the Messaging Interface

When you open Two-Way Messaging, you'll see three tabs:

- **Direct** — Your one-on-one and group message threads
- **Channels** — Coming soon: Pre-configured groups based on role, department, or location
- **Announcements** — Coming soon: One-way broadcast messages (currently accessible via the envelope icon)



> **Note:** The Channels and Announcements tabs display a "coming soon" indicator and will be available in a future release.

Sending Messages

Starting a New Conversation

1. Click or tap the **+ (plus)** button in the messaging panel
2. Search for the employee(s) you want to message by typing their name
3. Select one or more recipients from the search results
4. Type your message in the text field
5. Press **Send** to deliver your message

> **Tip:** You can add multiple people to a single conversation to create a group thread. For

> example, select your entire kitchen team to coordinate shift coverage all at once.

Replying to Messages

When someone sends you a message:

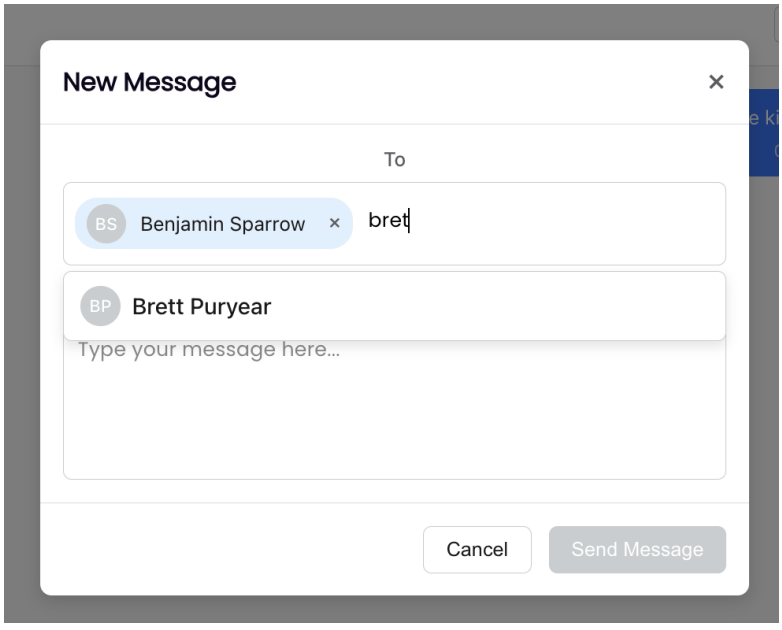
1. You'll receive a push notification on your mobile device (if notifications are enabled)
2. Open the messaging panel to see your unread threads (highlighted for easy identification)
3. Click or tap on the conversation to open it
4. Type your reply and press **Send**

Group Conversations

Creating Group Messages

When you add two or more recipients to a conversation, it automatically becomes a group thread. This is perfect for coordinating with specific teams or groups of employees.

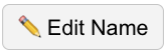
> **Important:** The system prevents duplicate conversations with the same participants. If you've already messaged the same group of people, you'll be directed to your existing thread rather than creating a new one.



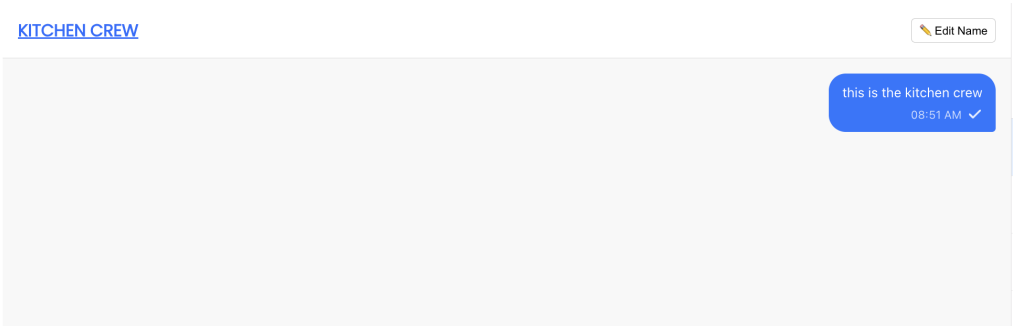
Naming Group Conversations

To make it easier to find and organize your group conversations, you can give them custom names:

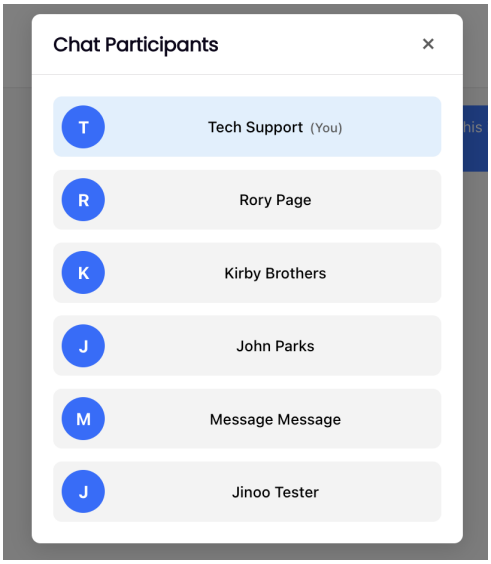
1. Open the group conversation you want to rename
2. Look for the option to change the group name (visible in the thread header or details)



3. Enter a descriptive name (e.g., "Kitchen Crew", "Saturday Shift", "Management Team")
4. Save your changes



Once named, your group will display its custom name in your message list, making it easy to identify at a glance. You can still see the full list of participants by viewing the thread details.



Notifications

Push Notifications

Two-Way Messaging sends push notifications to your mobile device when you receive a new message. These notifications include:

- The sender's name or group name
- A preview of the message content
- The message type (DM, Group, or Announcement)

Tapping the notification opens the Teamwork app directly to that conversation.

Unread Message Indicators

Threads with unread messages are highlighted in your message list so you can quickly see which conversations need your attention. The unread indicator clears once you open and view the thread.

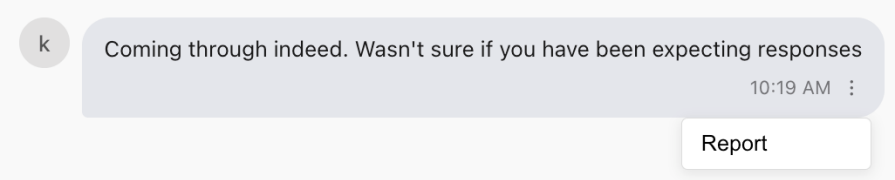
Safety Features

SpotOn Teamwork is committed to maintaining a safe, professional communication environment. Two-Way Messaging includes built-in content moderation tools to help protect all users.

Reporting a Message

If you receive a message that violates workplace standards or makes you uncomfortable, you can report it:

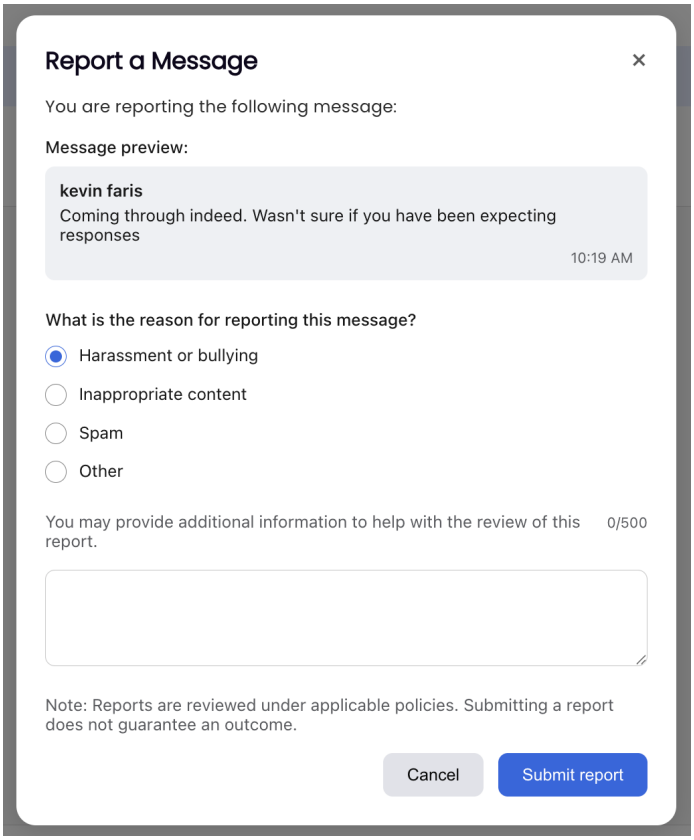
1. Long-press (mobile) or click the menu icon on the message you want to report



2. Select **Report Message**
3. Choose a reason for your report:

- Harassment or bullying
- Inappropriate content
- Spam
- Other (with option to add details)

4. Optionally add additional context to explain your concern
5. Submit your report

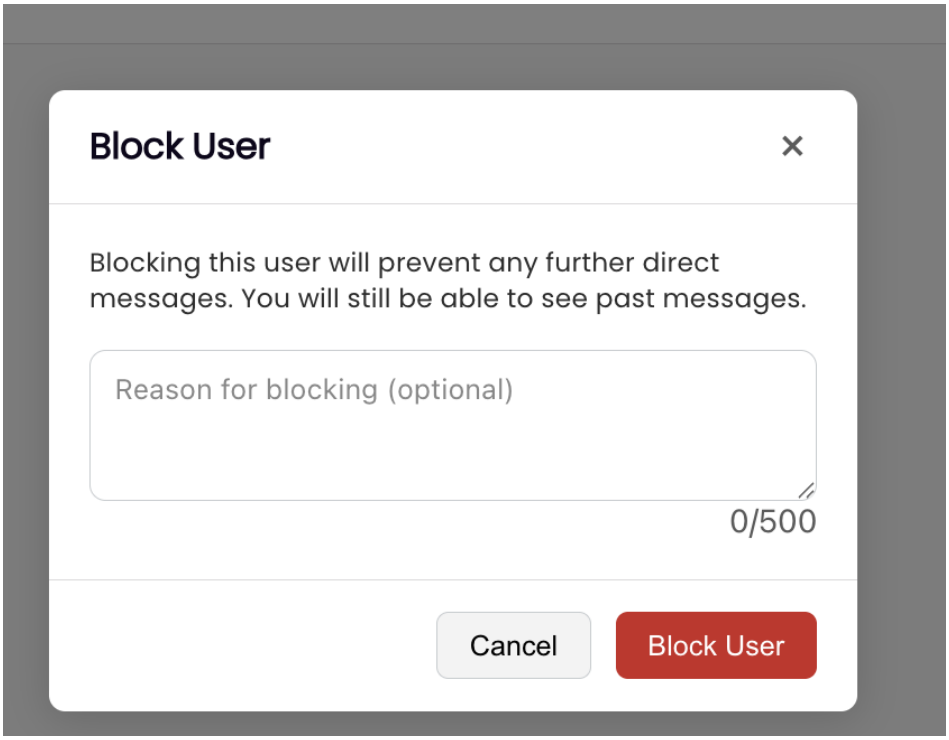


You'll see a confirmation that your report has been submitted. Reported messages are reviewed by your company administrators, and you'll see an indicator on the message showing it has been reported.

Blocking a User

If you no longer wish to receive messages from a specific person, you can block them:

1. Navigate to a message from the user you want to block
2. Select the **Block User** option
3. Confirm your decision when prompted



What happens when you block someone:

- They will no longer be able to send you direct messages
- You can still see your past message history with them
- You can unblock them at any time if you change your mind

Unblocking a User

To unblock someone you've previously blocked:

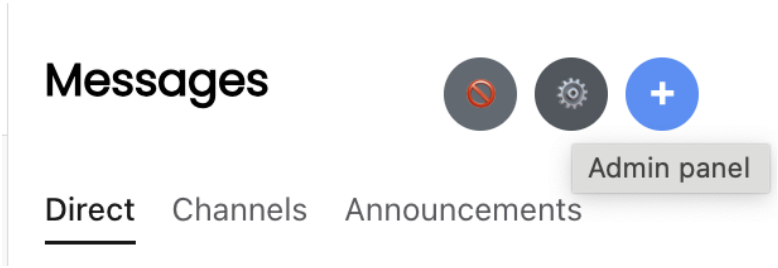
1. Go to your blocked users list (in Settings)
2. Find the user you want to unblock
3. Tap or click to unblock them

For Administrators

Company administrators have access to additional tools to help maintain a safe and professional messaging environment.

Accessing the Admin Panel

1. Click the gear (settings) icon in the top navigation
2. Navigate to the Two-Way Messaging admin section
3. Here you'll find tools to review reports and monitor blocks



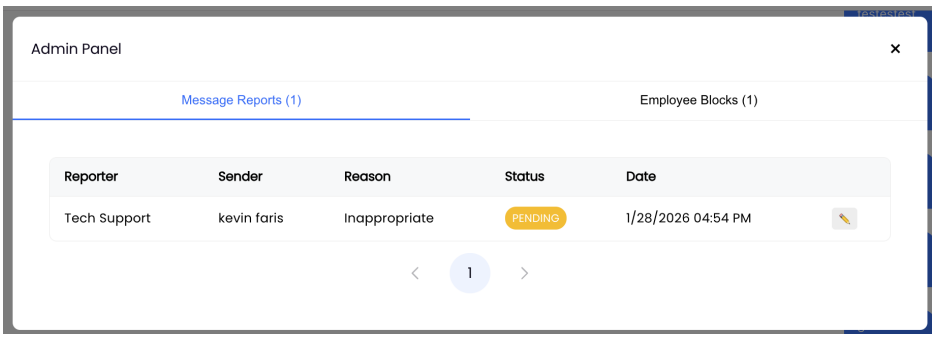
Reviewing Message Reports

The admin panel displays a list of all reported messages with the following information:

- **Status** — Pending, Dismissed, or Resolved
- **Reason** — The category selected by the reporter
- **Message preview** — The content of the reported message
- **Additional context** — Any notes provided by the reporter

Actions you can take:

- **Dismiss** — If the report doesn't warrant action
- **Resolve** — Mark as handled after taking appropriate action
- **Add notes** — Document your review for other administrators
- **Delete** - Delete the offensive message



Monitoring Employee Blocks

Administrators can view a list of all employee blocks in the admin panel. While no action is required for blocks (they happen automatically when an employee chooses to block someone), this visibility allows administrators to identify potential workplace issues that may need attention or intervention.

Quick Reference

Action	How To
Access Messaging	Click/tap messaging icon in top navigation
Start New Conversation	Click + button → Search for recipient(s) → Type message → Send
Name a Group	Open group thread → Edit group name → Save
Report a Message	Long-press/click message → Report Message → Select reason → Submit
Block a User	Navigate to their message → Block User → Confirm
Unblock a User	Settings → Blocked Users → Select user → Unblock
Admin: Review Reports	Gear icon → Two-Way Messaging Admin → Message Reports

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Frequently Asked Questions

Who can I message?

You can message any employee at your location(s) who has access to Teamwork. Managers can message staff, staff can message each other, and staff can initiate conversations with managers. The feature is designed to keep all work-related communication accessible to everyone on the team.

Will I need to share my personal phone number?

No. Two-Way Messaging works entirely within the Teamwork app, so you can communicate with your team without exchanging personal contact information.

Can I message multiple people at once?

Yes! When starting a new conversation, simply select multiple recipients to create a

group thread. You can also name the group for easy reference.

What happens when I block someone?

When you block a user, they can no longer send you direct messages. You'll still be able to see your past conversation history, and you can unblock them at any time. Blocking does not affect scheduled shifts or other Teamwork functionality.

Can my employer see my messages?

Administrators have access to review reported messages as part of the content moderation process. Regular message content is not monitored unless a report is filed.

Why can't I create a new thread with someone I've already messaged?

To keep conversations organized, the system prevents duplicate threads with the same participants. If you've already messaged someone (or a specific group of people), you'll be directed to your existing conversation.

What are Channels and Announcements?

These features are coming soon. Channels will provide pre-configured group conversations based on roles, departments, or locations. Announcements will allow managers to send one-way broadcast messages to teams. In the meantime, you can use the existing Announcements feature via the envelope icon.

Need Help?

If you encounter any issues with Two-Way Messaging or have questions not covered in this guide, please contact your manager or reach out to SpotOn Support for assistance.

Employee time punch from POS not populating

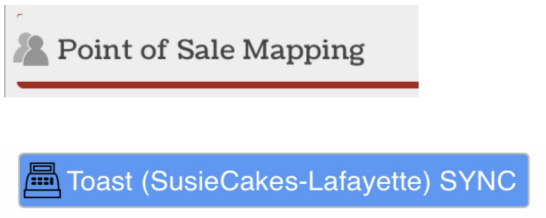
Last Modified on 12/24/2023 1:39 pm MST

In the event that time sync with a POS has been established, but there is an employee whose punches are not populating, it could the caused by a duplicate record.

In the following example, Michael Lawson has time punches not showing in Teamwork at location Lafayette.

To Troubleshoot:

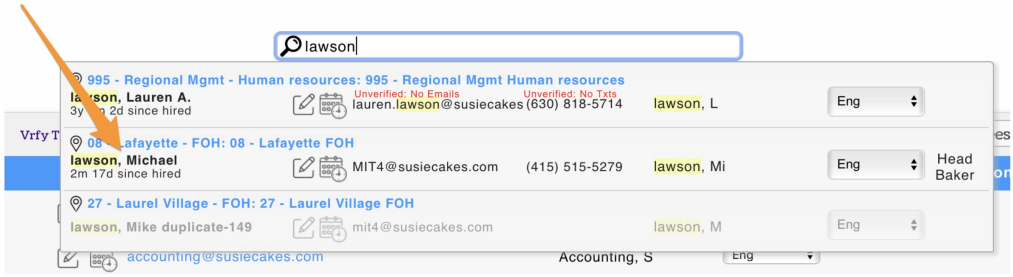
Go to gearwheel menu > POS mapping > Applicable Location (in this example, Lafayette)



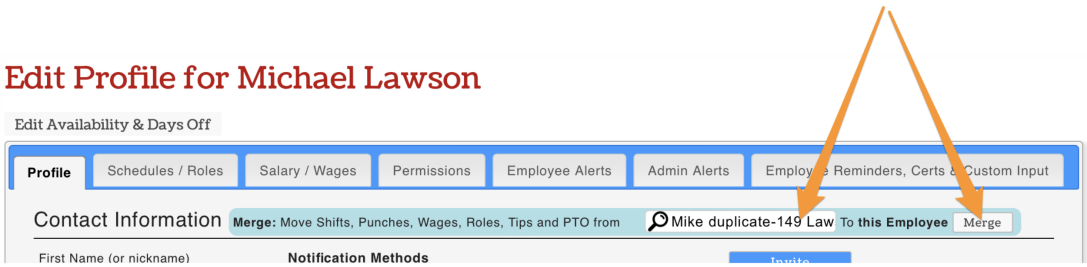
Michael in the POS, left side, is mapped to an old duplicate record in Teamwork

One possibility is to fix it right here, but we're going to try to re-merge the two records, in case there is any data associated with the duplicate, it may flow into the new record we are keeping.

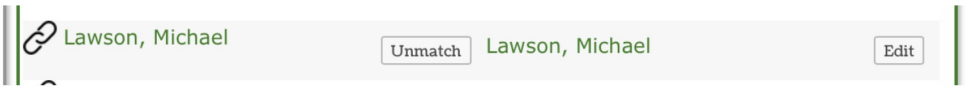
Go next to to Employees, and find the good Michael Lawson record



Open Lawson, find the duplicate, and Merge



Go back to Point of Sale mapping, and double check.

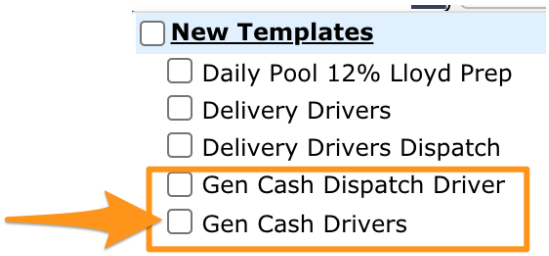


The merge resolved the issue.

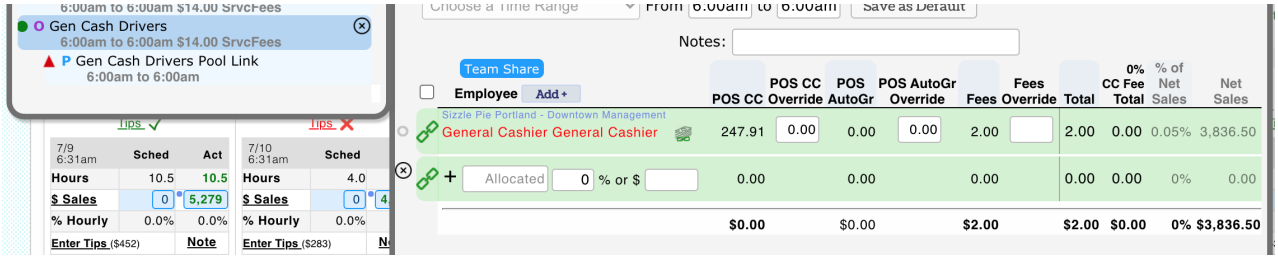
Resolving General Cashier Cash Tips

Last Modified on 07/20/2021 4:33 pm MDT

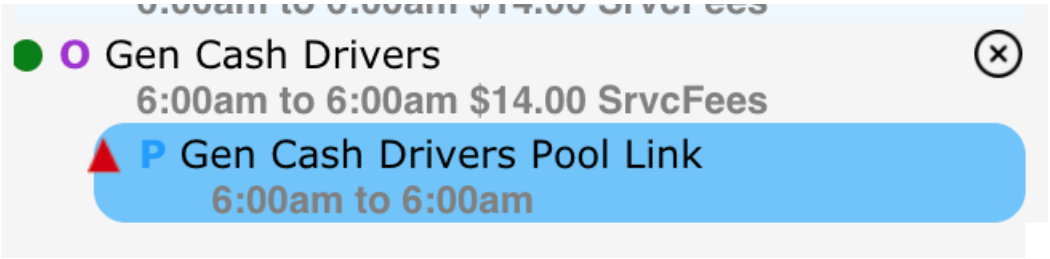
Run both the following templates:



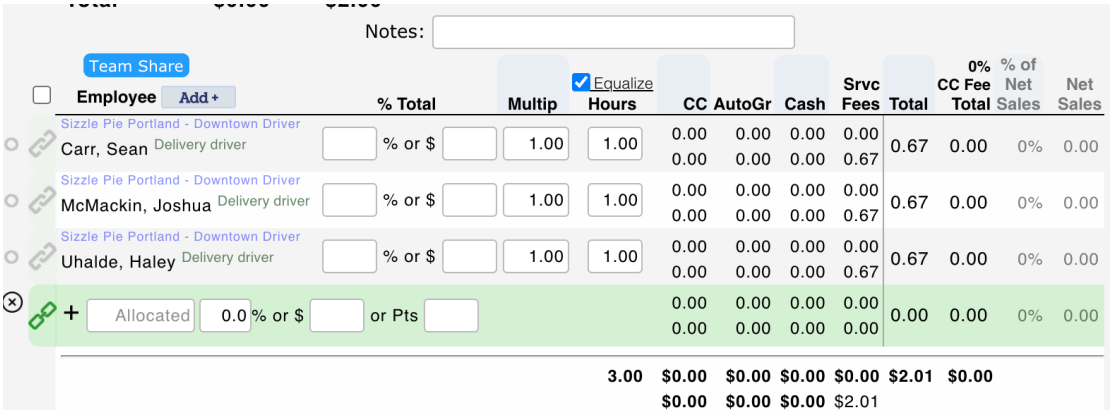
Bundle activity will generate as shown below:



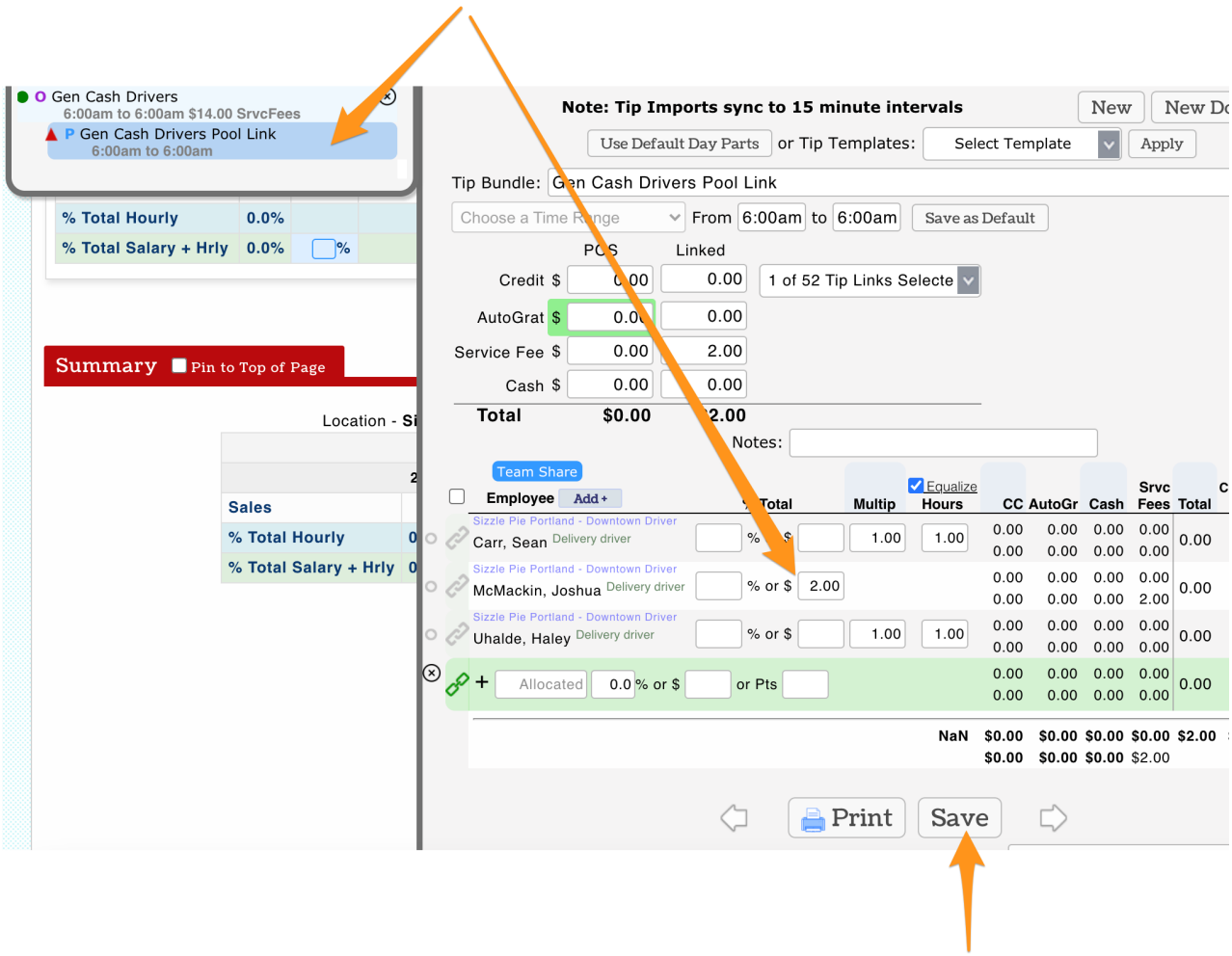
To see tips assignment, press Pool Link



The tips will be divided amongst Delivery Drivers



If you know which Driver should specifically receive the tips, use the override fields as shown below, and then press SAVE at the bottom.

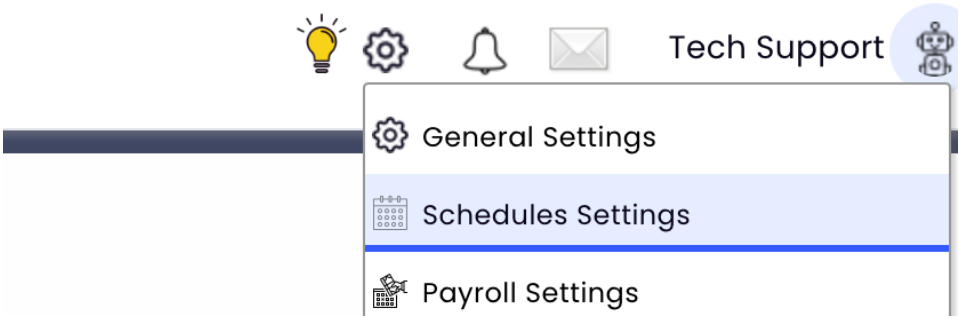


NOTE: A template which has been run, which splits the tips across drivers, can later be edited to assign the tips to a specific driver, and re-saved.

Table One Entering Department for Payroll Export

Last Modified on 05/16/2024 5:05 pm MDT

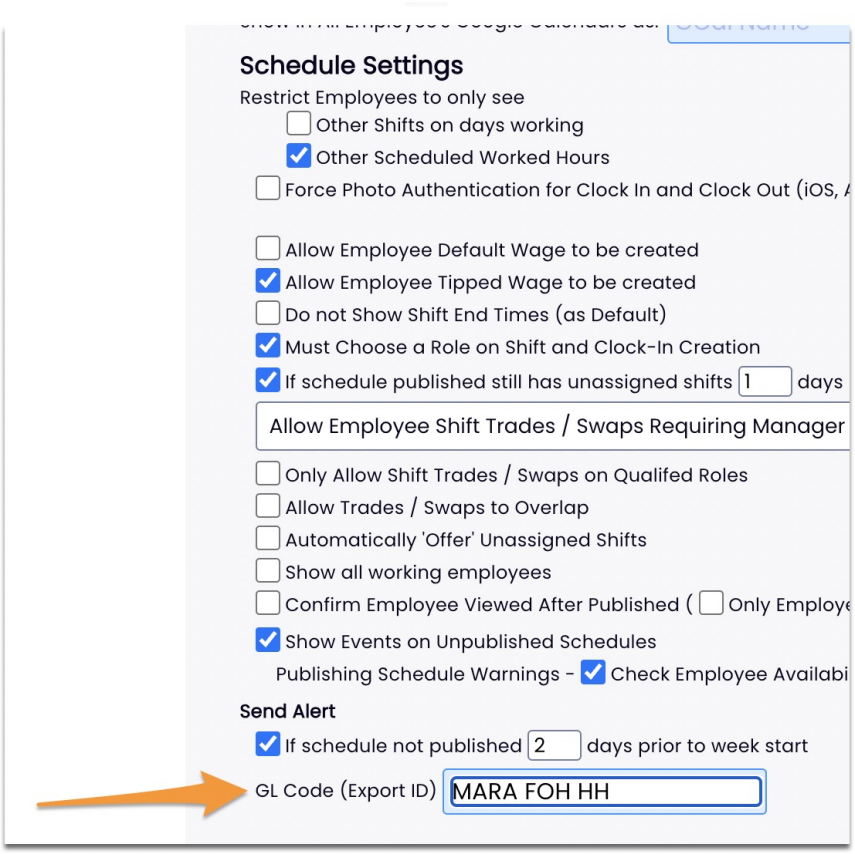
Go to Schedule Settings from the Gearwheel Menu



Every Schedule can have a Department Association

Expand Schedule Settings using the "+"

Enter the Department ID as shown below



The Department will populate in the CSV Payroll Output.

If the department does not populate, please email your support representative or support@dolcesoftware.com.

Payroll Preparation for Managers Fork In The Road

Last Modified on 09/22/2020 11:36 pm MDT

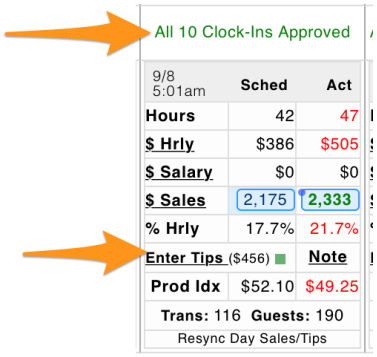
During the Payroll Period

Edit and Approve time punches, ideally on a daily basis.

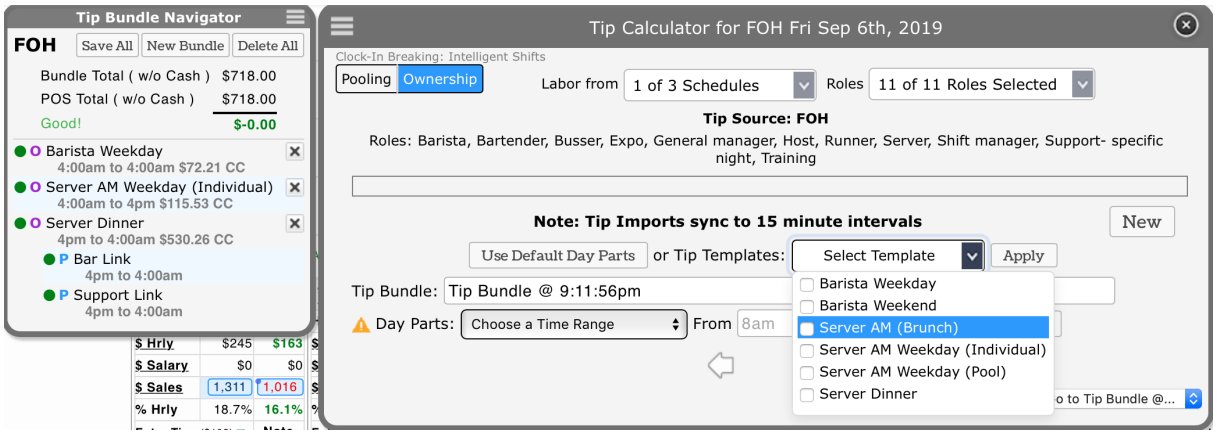
- Editing & Adding Punches: https://support.dolceclock.com/help/edit-time-punches
- Approving Punches: https://support.dolceclock.com/help/approving-time-punches

Create a Tip-Out for each day (or other frequency if applicable) after time punches have been approved.

- Verify all Clock-Ins approve
  - Open Tips Calculator, according to your method (ie Day / Week / Period)



- Run Templates setup for your business, verify and save tip bundles, and confirm tips match the POS audit in the Tip Bundle Navigator

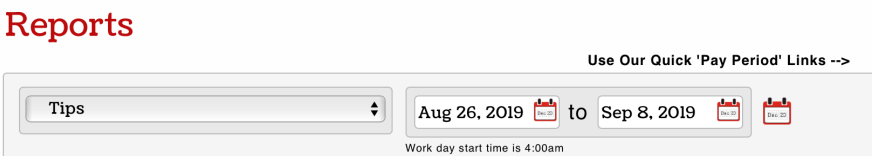


  - If time punches are edited AFTER a tip-out has been completed, potentially affected tips must be deleted and re-run.

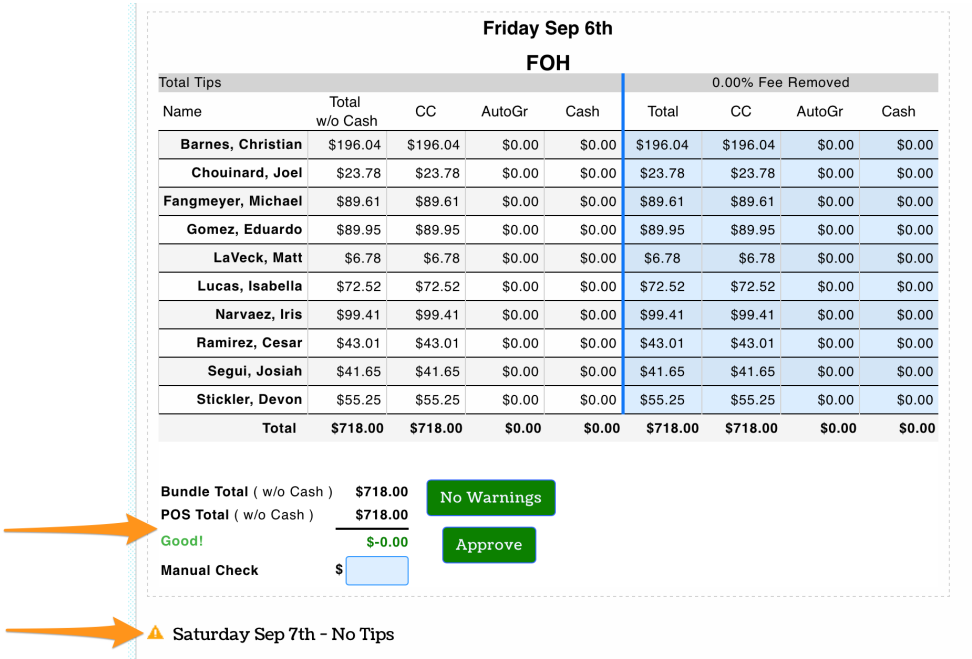
Verification Steps for Running Payroll

1. **Verify all time punches are approved.** All indicators underneath each day in each schedule should be "green" as shown below.
    -

2. **Verify Tips are balanced for each day and tie to the POS**
    - Go to Reports from the Main Toolbar
    - Select **Tips**, enter the date range for the pay period, and Show Report



    - - Verify that Tips are run for every day, and that each day is balanced



    - - At the bottom of the report, compare Total Tips, ie Credit Card and Auto Gratuity (and Cash if Applicable) with the POS for the same date range.
        - NOTE: For Upserve, run the Sales Report. Subtract cash from the Tips Total. This number should tie to Credit Card Tips in Dolce
        - If tips don't match, audit one day at a time until the unbalanced day is discovered. Email support@dolcesoftware.com for assistance.

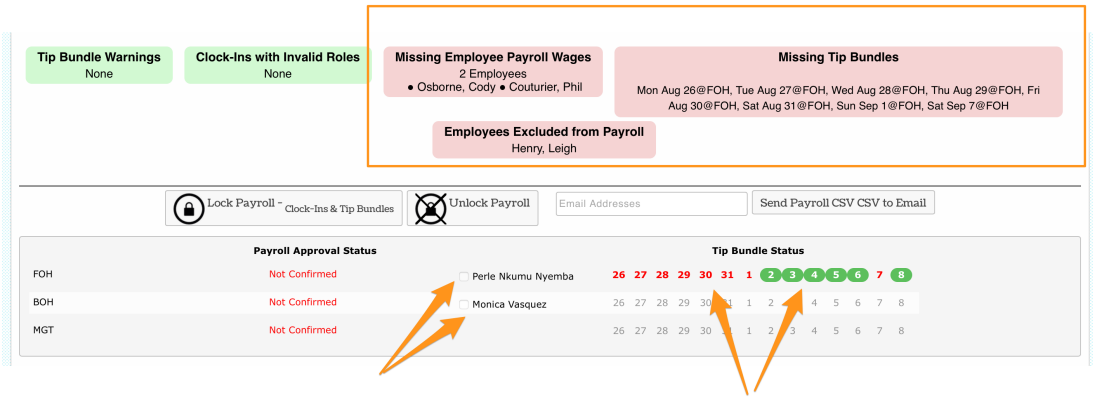
Payments

	Payment	Tip	Total	Tip Charge Withholdings	Number of Payments
Cash	$1,889.34	$29.88	$1,919.22	$0.00	20
AmEx	$1,842.15	$345.26	$2,187.41	$0.00	11
Discover	$176.75	$17.00	$193.75	$0.00	3
MasterCard	$1,918.25	$334.99	$2,253.24	$0.00	16
Visa	$8,894.88	$1,518.15	$10,413.03	$0.00	94
V/MC/D Subtotal	$10,989.88	$1,870.14	$12,860.02	$0.00	113
Credit Total	$12,832.03	$2,215.40	$15,047.43	$0.00	124
Other	$326.01	$5.00	$331.01	$0.00	5
Tenders Total	$326.01	$5.00	$331.01	$0.00	5
Total	**$15,047.38**	**$2,250.28**	**$17,297.66**	**$0.00**	**149**

$2,250.28 - 29.88

3. **Review the Payroll Report**

- Go to Reports from the main toolbar, and select Payroll
- Review pink warnings and resolve any missing wages or tips. HR will resolve warnings related to employee or role IDs.

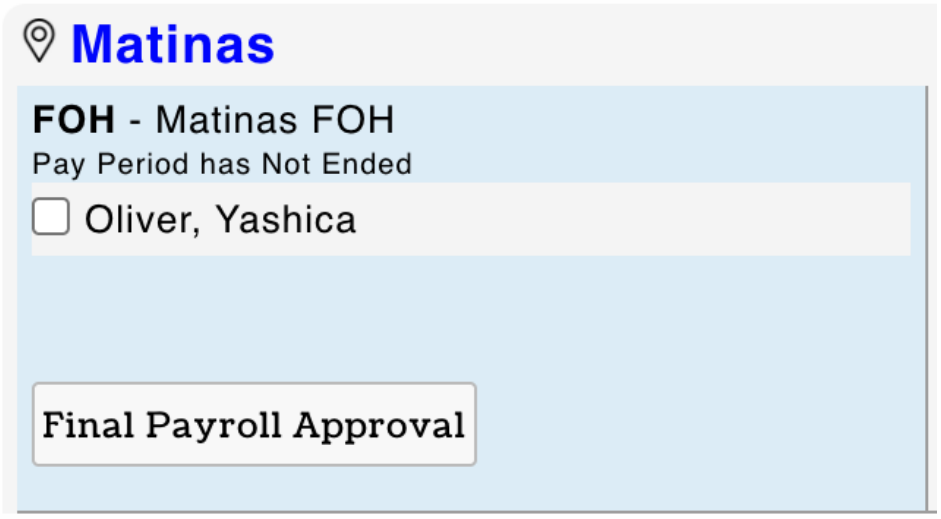


- To enter a wage see the following: https://support.dolceclock.com/help/adding-hourly-wages. When adding wages, back wage the the either the start of the pay period, or choose an intentional date for a raise.
- Scroll down to see complete payroll report, Review hours and wage rates for any errors or issues.

4. **Manager Sign-Off of Payroll**

- To approve payroll, go to Dashboard > **Payroll Approval**:
  - Select the applicable Date Range
  - Check the box to approve as shown next to your [manager] name.

- NOTE: Manager can NOT approve if there are time punches that have not been approved (clock blue link to view), OR if the payroll period has not ended.
- If you are the FINAL approver of payroll, press **Final Payroll Approval**



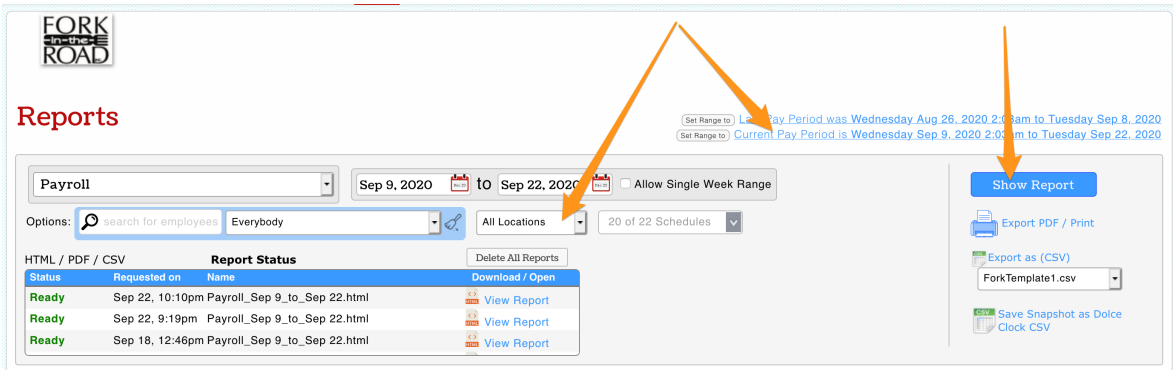
Running Payroll Steps for HR Fork In The Road

Last Modified on 06/15/2023 2:56 pm MDT

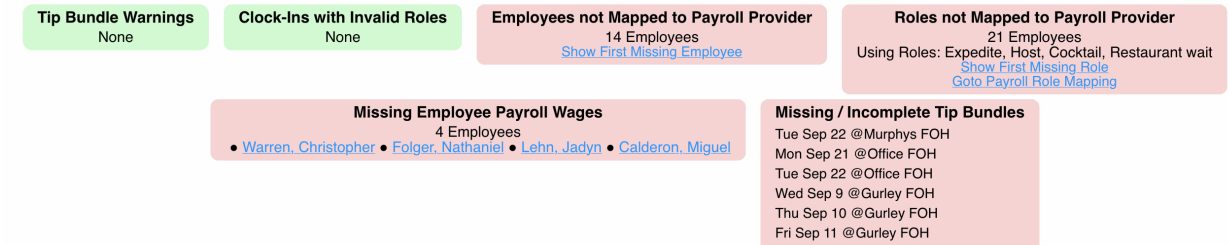
Verification Steps / Running Payroll

From the main toolbar, Select **Reports**. From the reports dropdown list, choose Payroll.

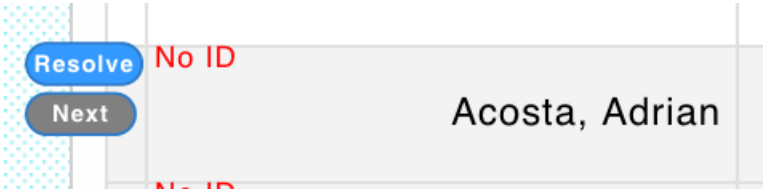
Select All Locations, the correct payroll period, and press **Show Report** to view the payroll preview



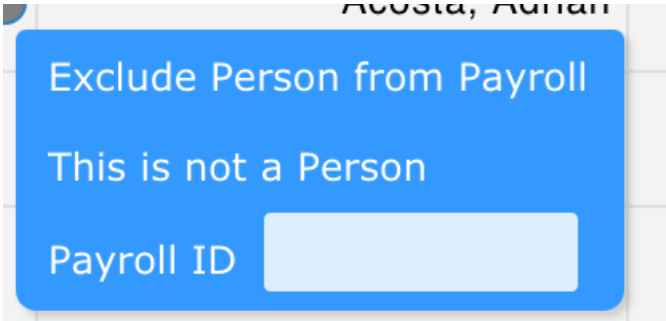
Review and resolve all warnings in pink:



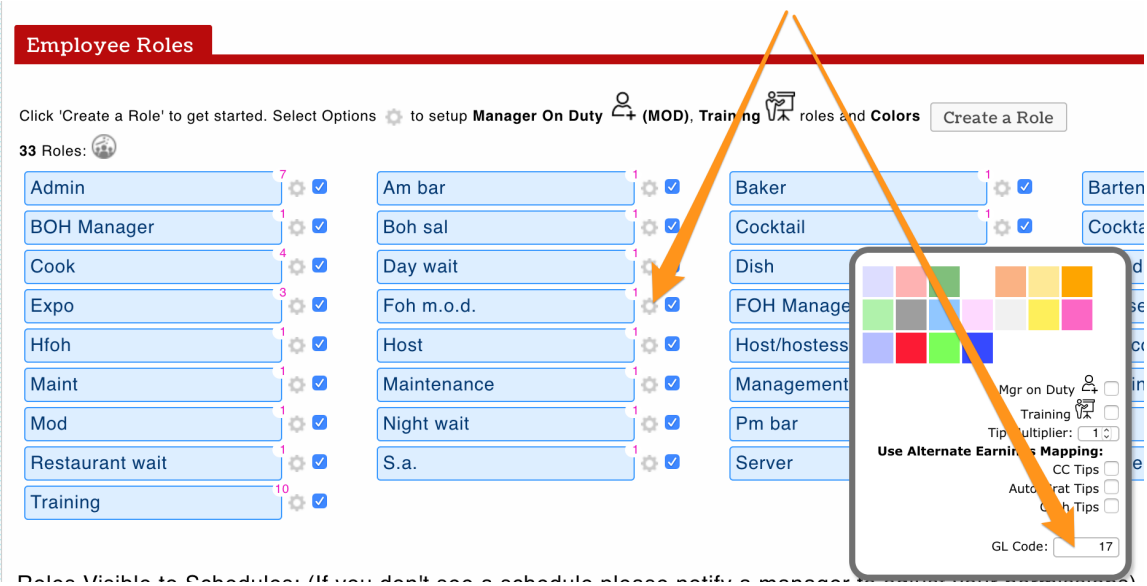
- If an employee is missing an ID, press **Resolve**



Enter an ID in the field provided



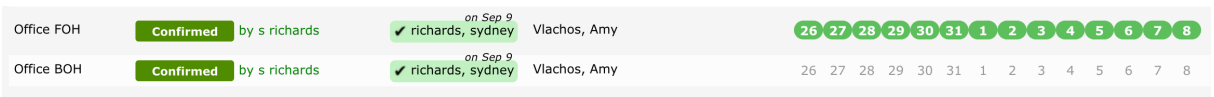
- If a Role is not mapped
  - From the main toolbar, go the the Gearwheel Menu > **Roles / Heading Settings**
  - Click the gearwheel menu for any Role to enter its GL code



- If wages are missing, request store manager to enter, OR, enter wages as follows https://support.dolceclock.com/help/adding-hourly-wages. When adding wages, back wage the the either the start of the pay period, or choose an intentional date for a raise.

Review manager sign offs:

- Checkmarks indicate preliminary approvals by various managers
- The CONFIRMED stamp indicates final payroll approval
- Note: A manager is required to approve all time punches in order to sign-off on payroll.

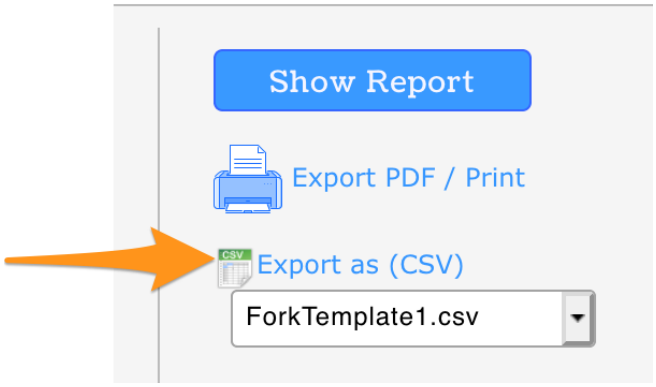


Review payroll screen report:

- The screen report will shows hours, overtime, roles, break violations, and other earnings. If all is in order, proceed to next steps.

Download a CSV

- Use the Export as shown below



- After payroll data has been input into the payroll processor, audit screen totals against totals in the payroll system, ie Reg Hours / OT Hours / Tips, etc.

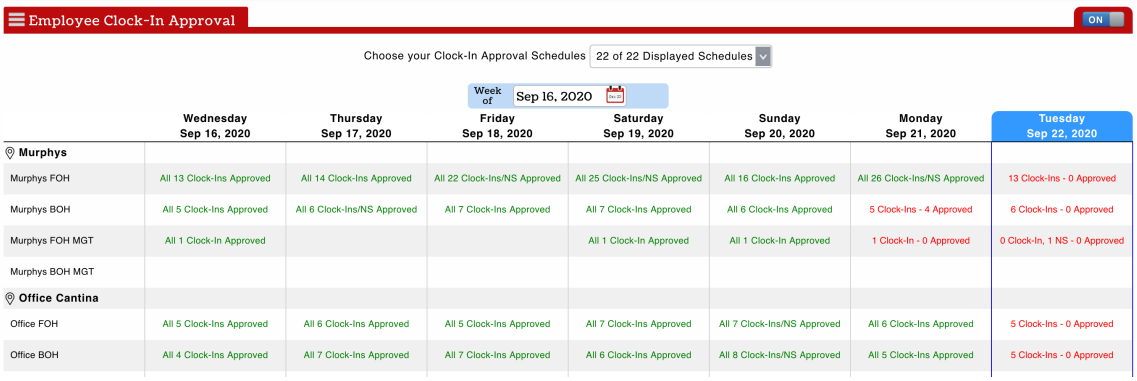
Hourly Employees			1,300.72	1.28		1,302.00	$14,514.90	0	$20.00	$2,803.64	$197.22	$3,020.86	$0.00	$0.00
Totals Including Salary Employees			1,369.78	1.28	0	1,371.06	$18,130.28	0	$20.00	$2,803.64	$197.22	$3,020.86	$0.00	$0.00

- If payroll is deemed to be complete, Lock Payroll (button is located at the top of the payroll report near the warnings and statuses.

Other Audits

Time punch approval during the pay period:

> Track that managers are editing and approving time punches on a daily basis. From your Dashboard, scroll to Employee Clock-In Approval. Select Schedules and Dates

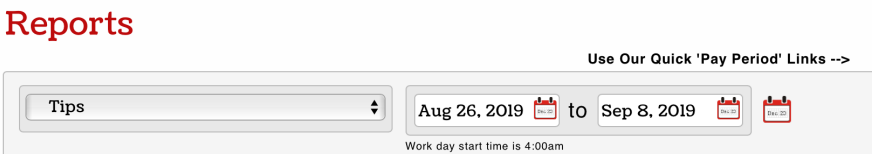


	Wednesday Sep 16, 2020	Thursday Sep 17, 2020	Friday Sep 18, 2020	Saturday Sep 19, 2020	Sunday Sep 20, 2020	Monday Sep 21, 2020	Tuesday Sep 22, 2020
Murphys							
Murphys FOH	All 13 Clock-Ins Approved	All 14 Clock-Ins Approved	All 22 Clock-Ins/NS Approved	All 25 Clock-Ins/NS Approved	All 16 Clock-Ins Approved	All 26 Clock-Ins/NS Approved	13 Clock-Ins - 0 Approved
Murphys BOH	All 5 Clock-Ins Approved	All 6 Clock-Ins/NS Approved	All 7 Clock-Ins Approved	All 7 Clock-Ins Approved	All 6 Clock-Ins Approved	5 Clock-Ins - 4 Approved	6 Clock-Ins - 0 Approved
Murphys FOH MGT	All 1 Clock-In Approved			All 1 Clock-In Approved	All 1 Clock-In Approved	1 Clock-In - 0 Approved	0 Clock-In, 1 NS - 0 Approved
Murphys BOH MGT							
Office Cantina							
Office FOH	All 5 Clock-Ins Approved	All 6 Clock-Ins Approved	All 5 Clock-Ins Approved	All 7 Clock-Ins Approved	All 7 Clock-Ins/NS Approved	All 6 Clock-Ins Approved	5 Clock-Ins - 0 Approved
Office BOH	All 4 Clock-Ins Approved	All 7 Clock-Ins Approved	All 7 Clock-Ins Approved	All 6 Clock-Ins Approved	All 8 Clock-Ins/NS Approved	All 5 Clock-Ins Approved	5 Clock-Ins - 0 Approved

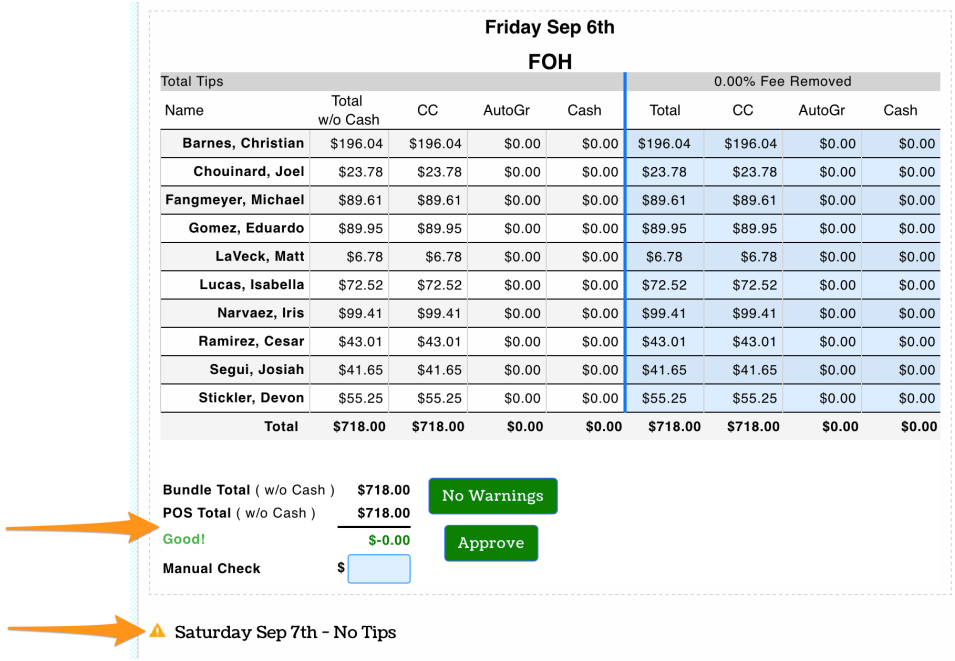
Tips

Managers should audit tips totals vs the POS for the pay period. HR may want to audit additionally. Take the following steps

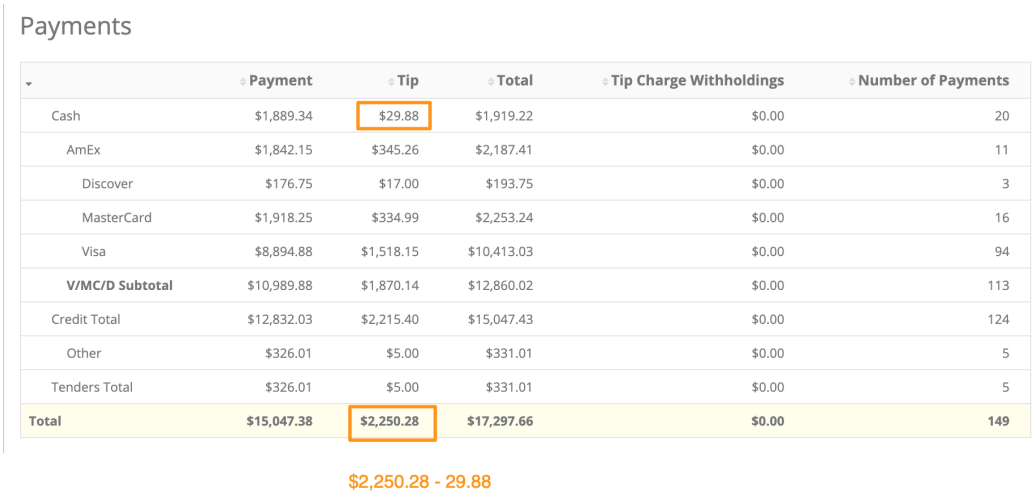
1. **Verify Tips are balanced for each day and tie to the POS**
    - Go to Reports from the Main Toolbar
    - Select **Tips**, enter the date range for the pay period, and Show Report



    - ▪ Verify that Tips are run for every day, and that each day is balanced



-
    - At the bottom of the report, compare Total Tips, ie Credit Card and Auto Gratuity (and Cash if Applicable) with the POS for the same date range.
    - NOTE: For Upserve, run the Sales Report. Subtract cash from the Tips Total. This number should tie to Credit Card Tips in Teamwork
    - If tips don't match, audit one day at a time until the unbalanced day is discovered. Email support@dolcesoftware.com for assistance.



Payments

	Payment	Tip	Total	Tip Charge Withholdings	Number of Payments
Cash	$1,889.34	$29.88	$1,919.22	$0.00	20
AmEx	$1,842.15	$345.26	$2,187.41	$0.00	11
Discover	$176.75	$17.00	$193.75	$0.00	3
MasterCard	$1,918.25	$334.99	$2,253.24	$0.00	16
Visa	$8,894.88	$1,518.15	$10,413.03	$0.00	94
V/MC/D Subtotal	$10,989.88	$1,870.14	$12,860.02	$0.00	113
Credit Total	$12,832.03	$2,215.40	$15,047.43	$0.00	124
Other	$326.01	$5.00	$331.01	$0.00	5
Tenders Total	$326.01	$5.00	$331.01	$0.00	5
Total	**$15,047.38**	**$2,250.28**	**$17,297.66**	**$0.00**	**149**

$2,250.28 - 29.88

Wage Review

- From the gearwheel menu, go to Wage Settings. From this screen you can run a report that allows you to view all wage rates.

Manager Best Practices and Payroll Prep:

- See: https://support.dolceclock.com/help/payroll-preparation-for-managers-fork-in-the-road

Support

- Contact: support@dolcesoftware.com if you are unable to resolve an issue.

Playabowls Resources

Last Modified on 11/04/2020 3:02 pm MST

Manager Resources

Scheduling

- Scheduling How-To Overview
- https://support.dolceclock.com/help/scheduling-overview
- Copy Schedule forward from prior week or template
- https://support.dolceclock.com/help/scheduling-copy-forward-from-prior-week-or-template
- Adding Events to Schedules
- https://support.dolceclock.com/help/adding-calendar-events-and-shift-prep-notes
- Adding Weather to Schedules
- https://support.dolceclock.com/help/adding-weather-to-schedules
- Adding Sales Projections to Schedules
- https://support.dolceclock.com/help/entering-projected-sales
- Publish Schedules
- https://support.dolceclock.com/help/publish-schedules
- Printing Schedules
- https://support.dolceclock.com/help/printing-schedules

Editing & Approving Time Punches

- Editing & Adding Punches
- https://support.dolceclock.com/help/edit-time-punches
- Approving Punches
- https://support.dolceclock.com/help/approving-time-punches
- Time Punch Common Questions
- https://support.dolceclock.com/help/time-punches-common-questions
- Auto Punch for Salary Employees **Requires ADMIN
- https://support.dolceclock.com/help/auto-time-punch-for-salary
- Turning on Setting to allow for Employee Punch Requests
- https://support.dolceclock.com/help/employee-punch-requests-settings
- Manager Approval of Time Punch Requests
- https://support.dolceclock.com/help/manager-approval-of-employee-time-

punch-request

- Employee Punch Requests (Employee Training Resource)
- https://support.dolceclock.com/help/employee-time-punch-request

Tips

- Running daily Tips, auditing tips before payroll, and creating Tips Templates
- https://support.dolceclock.com/help/playabowls-tips
- Troubleshooting POS Imbalance
- https://support.dolceclock.com/help/tips-troubleshoot-imbalance-with-pos

Employee Availability & Time-Off

- Entering / Approving employee Availability & Time-Off
- https://support.dolceclock.com/help/manage-availability-time-off
- Blocking Dates from Requests Off
- https://support.dolceclock.com/help/blocking-dates-from-time-off-requests

Managing Employee Shift Trades

- Overview
- https://support.dolceclock.com/help/manage-shift-trades-swaps

Personal Alert Settings

- Customizing admin / manager alerts (ie text and email alerts)
- https://support.dolceclock.com/help/admin-alerts

Manager Approval of Payroll

- Before signing approving payroll, verify all punches are approved, all tips are run, and view the payroll report, Reports > Payroll > Show Report, and view report for accuracy.
- Manager Approval of Payroll
- https://support.dolceclock.com/help/manager-approval-of-payroll
- Secondary / Final Approval of Payroll
- https://support.dolceclock.com/help/final-approval-of-payroll

Payroll Routines - Best Practices

- https://support.dolceclock.com/help/payroll-preparation-best-practices

Editing Employees

- Employee - Force Import from POS
- https://support.dolceclock.com/help/employee-import-from-pos-force-sync
- Adding working locations and roles to employees
- https://support.dolceclock.com/help/adding-working-locations-and-roles-to-employees
- Assigning employees to primary and working schedules
- https://support.dolceclock.com/help/assigning-employees-to-primary-and-working-schedules
- Inviting Employees to Activate Account / Download App
- https://support.dolceclock.com/help/invite-employees
- Inactivating Employees. **Inactivates from all locations**
- https://support.dolceclock.com/help/inactivate-reactivate-employees

Corporate / HR Resources

Employee Edits - Corporate

- Assigning Permissions
- https://support.dolceclock.com/help/manage-employee-permission-settings
- Custom Permission Setup
- https://support.dolceclock.com/help/permission-templates
- Inactivating Employees
- https://support.dolceclock.com/help/inactivate-reactivate-employees
- Manager Approval of Payroll
    - Assigning Managers to Approve Payroll
    - https://support.dolceclock.com/help/assigning-managers-to-approve-payroll
- Add New Employees Manually
- https://support.dolceclock.com/help/add-new-employee

Employee Wages

- Adding Hourly Wages
- https://support.dolceclock.com/help/adding-hourly-wages
- Adding Salaries
- https://support.dolceclock.com/help/adding-salary-wages
- Setting up wage rules
- https://support.dolceclock.com/help/entering-and-updating-minimum-and-

tipped-wage-rules

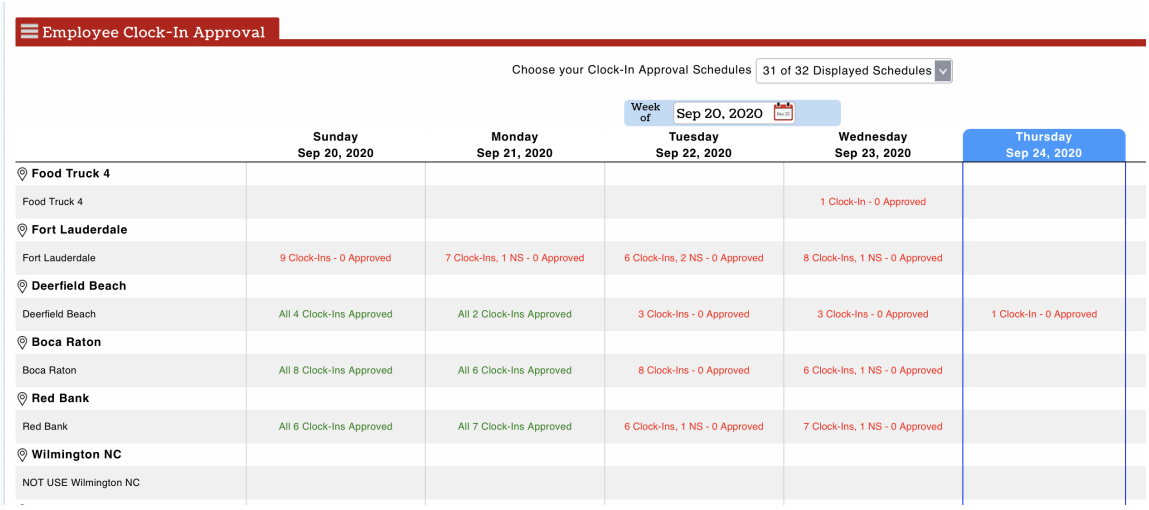
- Creating global wage entries
- https://support.dolceclock.com/help/global-wage-entry
- Entering wages for Unassigned shifts
- https://support.dolceclock.com/help/adding-wages-to-unassigned
- Classifying training hours for analytics or payroll
- https://support.dolceclock.com/help/classifying-training-hours-for-analytics-or-payroll

Sync Settings

- Confirming an Employee Import from POS or Payroll
- https://support.dolceclock.com/help/confirming-employee-import-from-pos-or-payroll

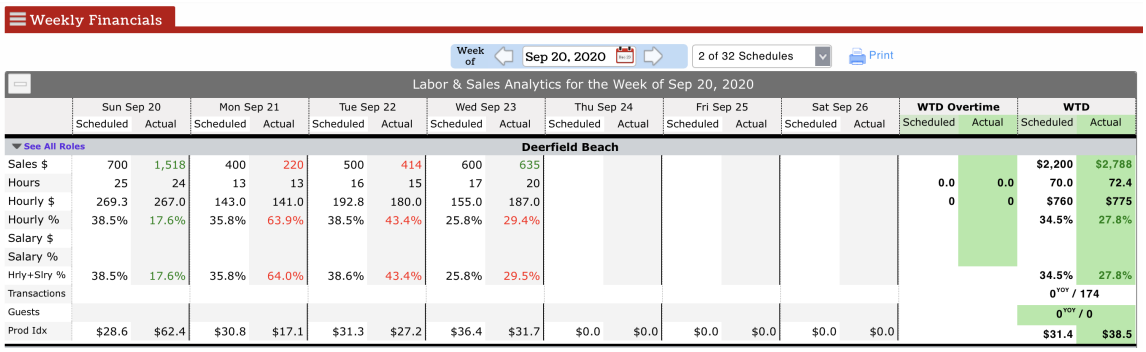
Dashboard - Key Indicators

- Employee Clock-In Approval
  - An essential Best Practice in Dolce is the daily approval of time punches by managers. This dashboard report shows a GREEN indicator for locations that have approved punches, and a RED indicator for locations that have not approved punches. All punches should be GREEN within a day for best results.



	Sunday Sep 20, 2020	Monday Sep 21, 2020	Tuesday Sep 22, 2020	Wednesday Sep 23, 2020	Thursday Sep 24, 2020
Food Truck 4					
Food Truck 4				1 Clock-In - 0 Approved	
Fort Lauderdale					
Fort Lauderdale	9 Clock-Ins - 0 Approved	7 Clock-Ins, 1 NS - 0 Approved	6 Clock-Ins, 2 NS - 0 Approved	8 Clock-Ins, 1 NS - 0 Approved	
Deerfield Beach					
Deerfield Beach	All 4 Clock-Ins Approved	All 2 Clock-Ins Approved	3 Clock-Ins - 0 Approved	3 Clock-Ins - 0 Approved	1 Clock-In - 0 Approved
Boca Raton					
Boca Raton	All 8 Clock-Ins Approved	All 6 Clock-Ins Approved	8 Clock-Ins - 0 Approved	6 Clock-Ins, 1 NS - 0 Approved	
Red Bank					
Red Bank	All 6 Clock-Ins Approved	All 7 Clock-Ins Approved	6 Clock-Ins, 1 NS - 0 Approved	7 Clock-Ins, 1 NS - 0 Approved	
Wilmington NC					
NOT USE Wilmington NC					

- Weekly Financials - shows week to date scheduled vs actual performance, by store



- Other dashboard modules can be arranged in order of personal priority, or hidden.

Running Payroll

- Go to Reports >Payroll
- Choose the EIN and preview the Screen Report
- Resolve all PINK WARNINGS
- Validate Manager Sign-Off
- Push payroll to ADP
- Audit column totals Dolce vs ADP
- Lock Payroll from further edits

Adding a New Location

- From the Clover POS at the new location, Sign Up for the Dolce App
  - TIP: When initial employees are added to Clover, please use both First AND LAST names.
  - TIP: If FOH and BOH or any other Roles are used for scheduling, please create those roles in Clover, and assign them to relevant employees.
- Email support@dolcesoftware.com and advise us of the new store sign up, as we'll make adjustments on our end particular to your company.
  - NOTE: Advise Dolce if the new location should be grouped with Corporate, and existing Dolce franchise user, or a New independent account.
  - Advise us who the lead contact for the new store is, and who the corporate trainer is, so we can be sure both are invited into the system.
- When the new location prepares its first payroll, it should do so 48 hours ahead of the payroll deadline, to allow time for any questions, setup, or support issues. Dolce does not assure support for an initial payroll attempted on its due date.

Support

- support@dolcesoftware.com

- 833-396-4335 for text support

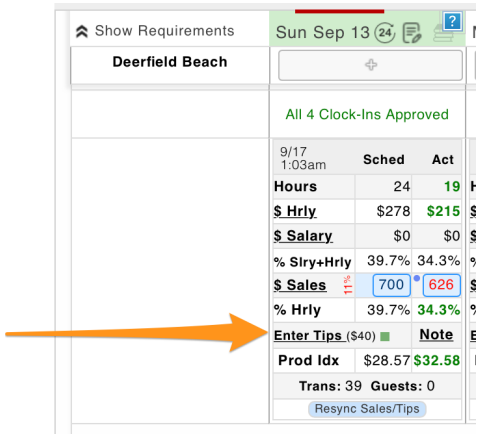
Playabowls Tips

Last Modified on 09/24/2020 12:07 am MDT

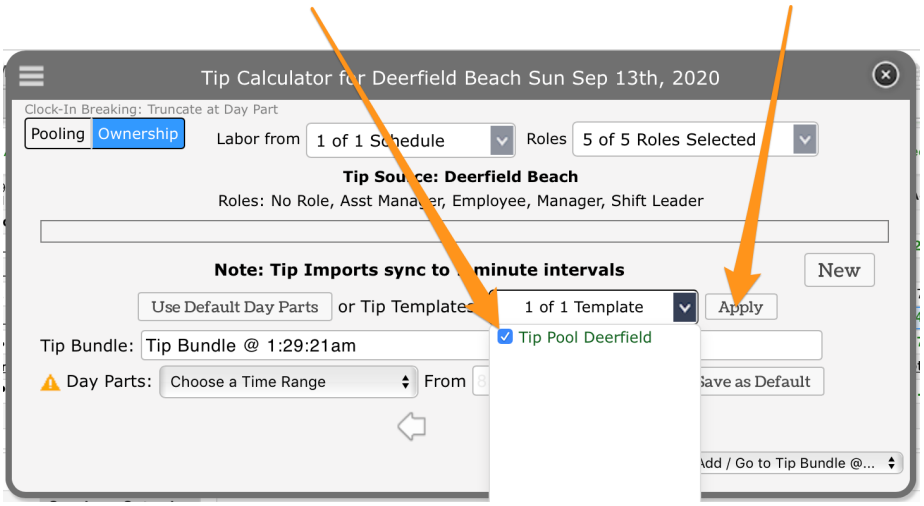
Running Daily Tips

Tips can be pulled from the POS each day and pooled

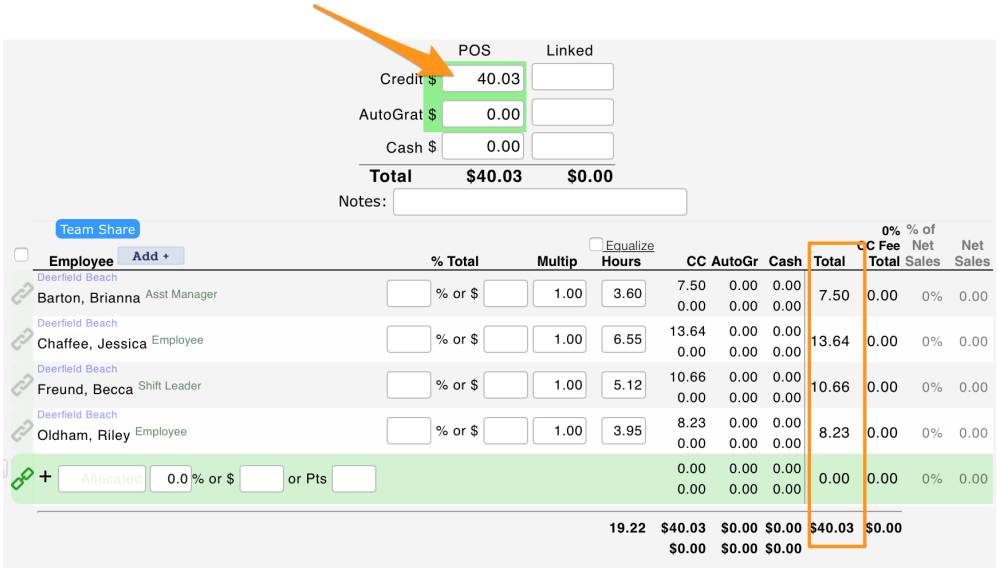
- Edit and approve time punches prior to running tips.
- Underneath the analytics each day is a button, **Enter Tips**, shown below. To begin a tip-out, press the button.



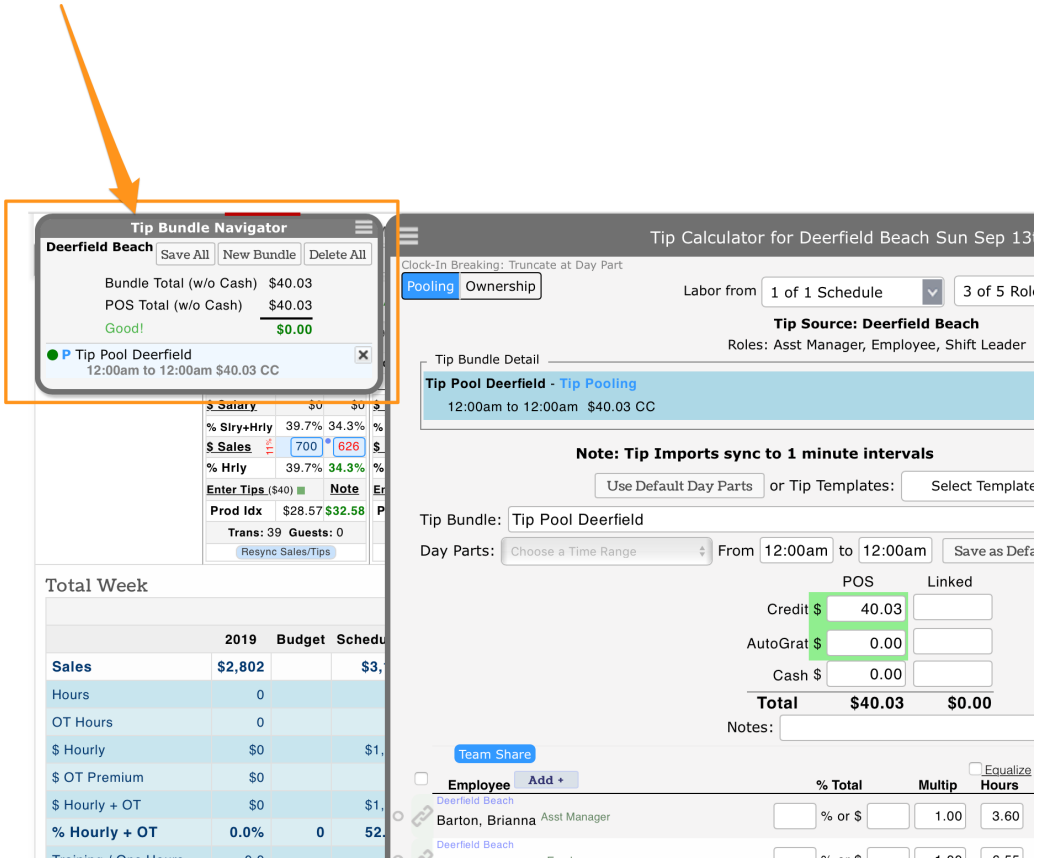
- From the Template Dropdown, shown below, select the **Tip Pool**, and press **Apply**



- View the Tip-Out, where you can see Tips pulled from Clover, and the Tips Pool including employees and hours worked, as shown below.



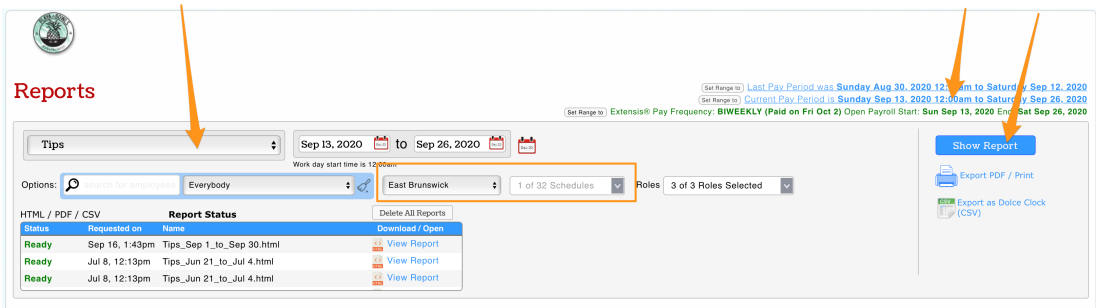
- The small window shown below, the Tips Navigator, shows saved activity, and verifies if tips match the POS.
    - If the pool (above) reveals errors in time card such a time or role, DELETE the activity from the Navigator (see Delete All in the navigator window shown below). Make time punch edits, then re-run tips.
    - If the pool does not match the POS "Good!", please email details to support@dolcesoftware.com



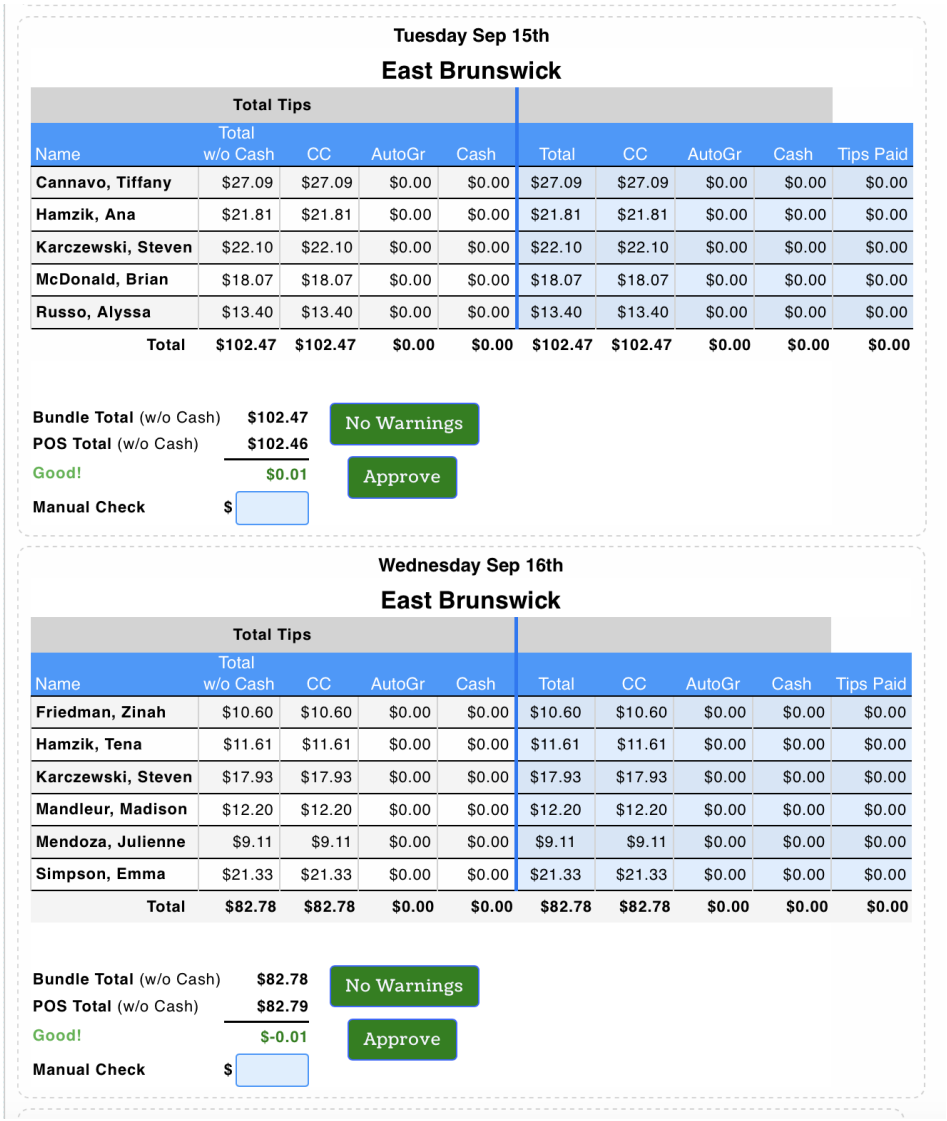
Tips Audit / Verification for Payroll

Before executing payroll, perform the following audit:

- From the main toolbar at the top of the screen, select Reports, then Tips
- Select the pay period as shown, and press **Show Report**



- Verify tips for every day in the pay period have been run, and balance "Good!".
- Totals at the bottom of the report can be checked against the POS for the pay period.



Tuesday Sep 15th

East Brunswick

	Total Tips								
Name	Total w/o Cash	CC	AutoGr	Cash	Total	CC	AutoGr	Cash	Tips Paid
Cannavo, Tiffany	$27.09	$27.09	$0.00	$0.00	$27.09	$27.09	$0.00	$0.00	$0.00
Hamzik, Ana	$21.81	$21.81	$0.00	$0.00	$21.81	$21.81	$0.00	$0.00	$0.00
Karczewski, Steven	$22.10	$22.10	$0.00	$0.00	$22.10	$22.10	$0.00	$0.00	$0.00
McDonald, Brian	$18.07	$18.07	$0.00	$0.00	$18.07	$18.07	$0.00	$0.00	$0.00
Russo, Alyssa	$13.40	$13.40	$0.00	$0.00	$13.40	$13.40	$0.00	$0.00	$0.00
Total	$102.47	$102.47	$0.00	$0.00	$102.47	$102.47	$0.00	$0.00	$0.00

Bundle Total (w/o Cash) $102.47
POS Total (w/o Cash) $102.46
Good! $0.01
Manual Check $

No Warnings
Approve

Wednesday Sep 16th

East Brunswick

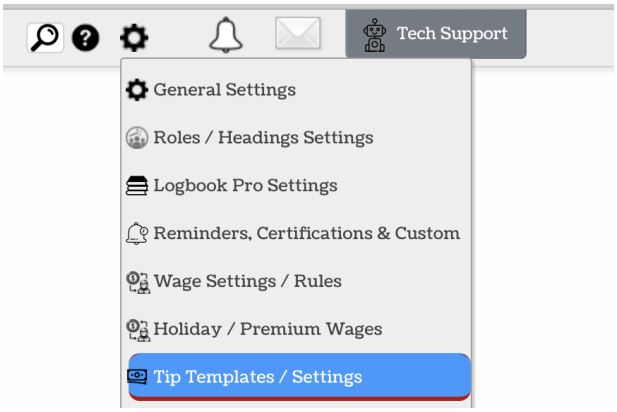
	Total Tips								
Name	Total w/o Cash	CC	AutoGr	Cash	Total	CC	AutoGr	Cash	Tips Paid
Friedman, Zinah	$10.60	$10.60	$0.00	$0.00	$10.60	$10.60	$0.00	$0.00	$0.00
Hamzik, Tena	$11.61	$11.61	$0.00	$0.00	$11.61	$11.61	$0.00	$0.00	$0.00
Karczewski, Steven	$17.93	$17.93	$0.00	$0.00	$17.93	$17.93	$0.00	$0.00	$0.00
Mandleur, Madison	$12.20	$12.20	$0.00	$0.00	$12.20	$12.20	$0.00	$0.00	$0.00
Mendoza, Julienne	$9.11	$9.11	$0.00	$0.00	$9.11	$9.11	$0.00	$0.00	$0.00
Simpson, Emma	$21.33	$21.33	$0.00	$0.00	$21.33	$21.33	$0.00	$0.00	$0.00
Total	$82.78	$82.78	$0.00	$0.00	$82.78	$82.78	$0.00	$0.00	$0.00

Bundle Total (w/o Cash) $82.78
POS Total (w/o Cash) $82.79
Good! $-0.01
Manual Check $

No Warnings
Approve

Adding or Editing the Tips Template

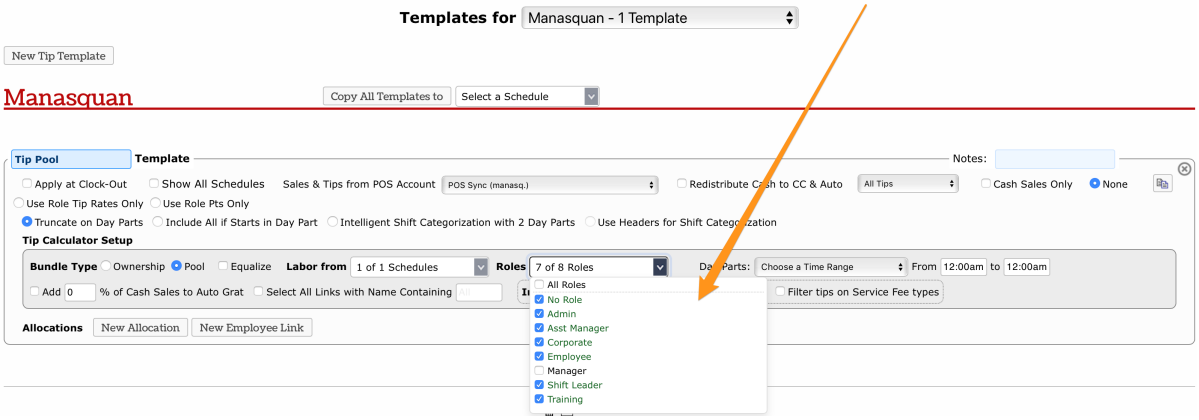
From the Gearwheel Menu, go to Tips Templates



- A Tips Template can be created or edited. Settings should like like the following

example.

- Note that ROLES included in the tip-out can be selected.

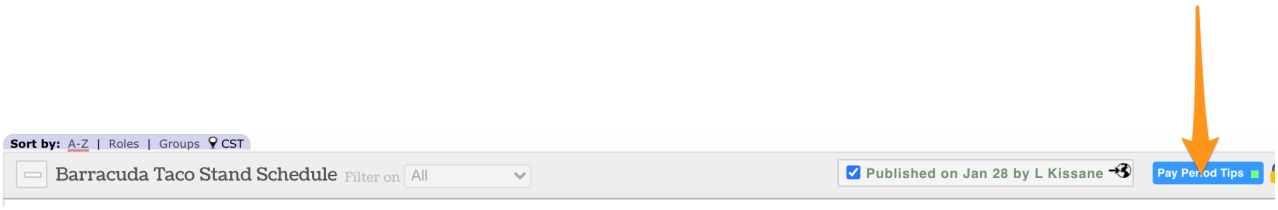


Barracuda Period Tips

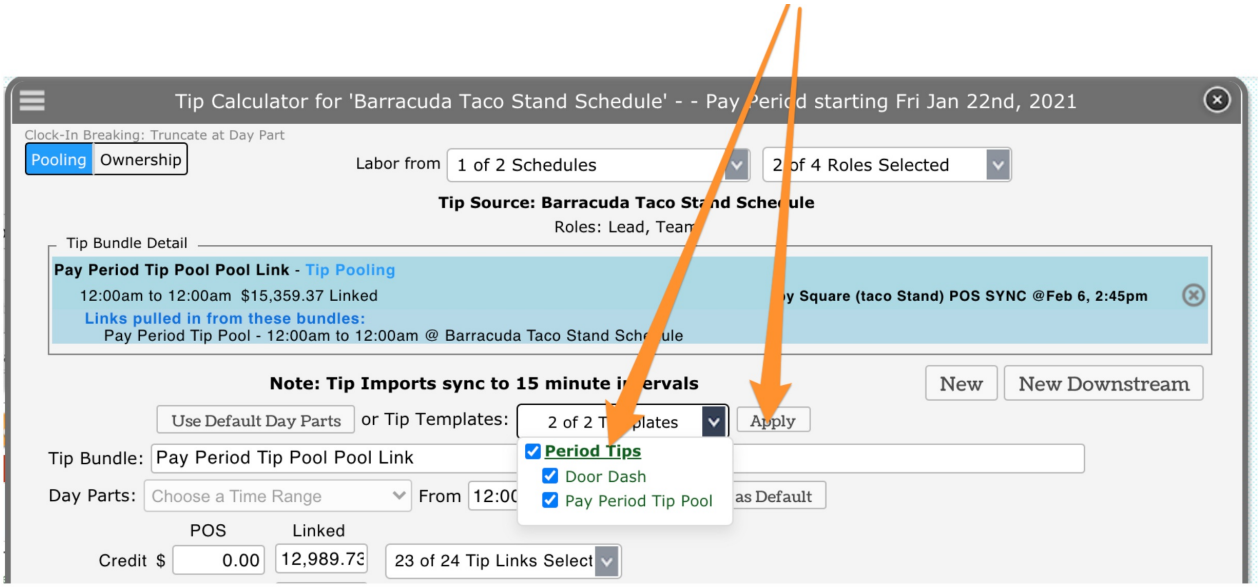
Last Modified on 02/06/2021 2:01 pm MST

Using Pay Period 1.22.2021 as an example

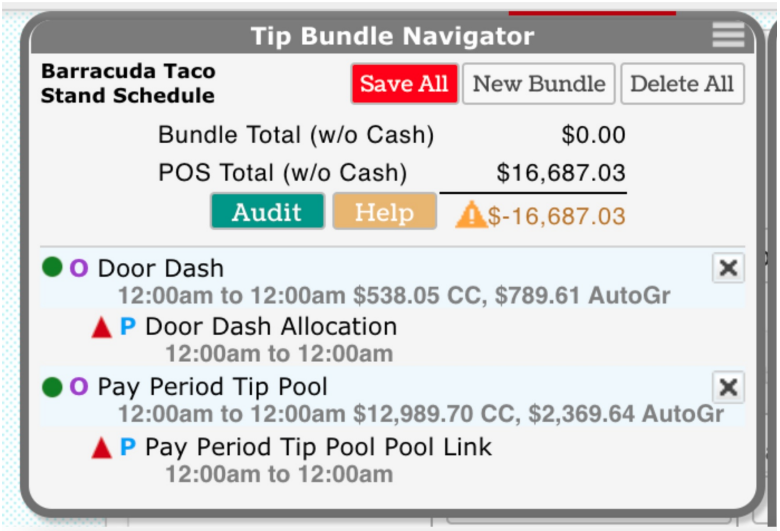
Select **Pay Period Tips** from the Schedule



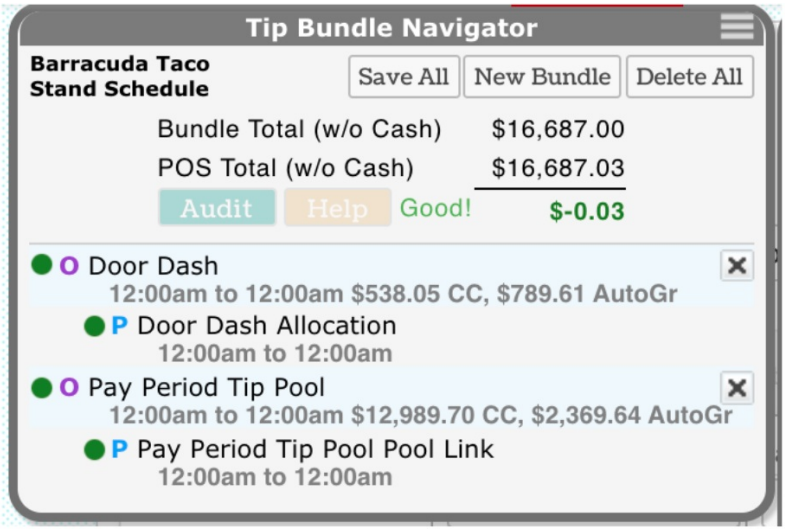
Select both templates as shown below and press Apply



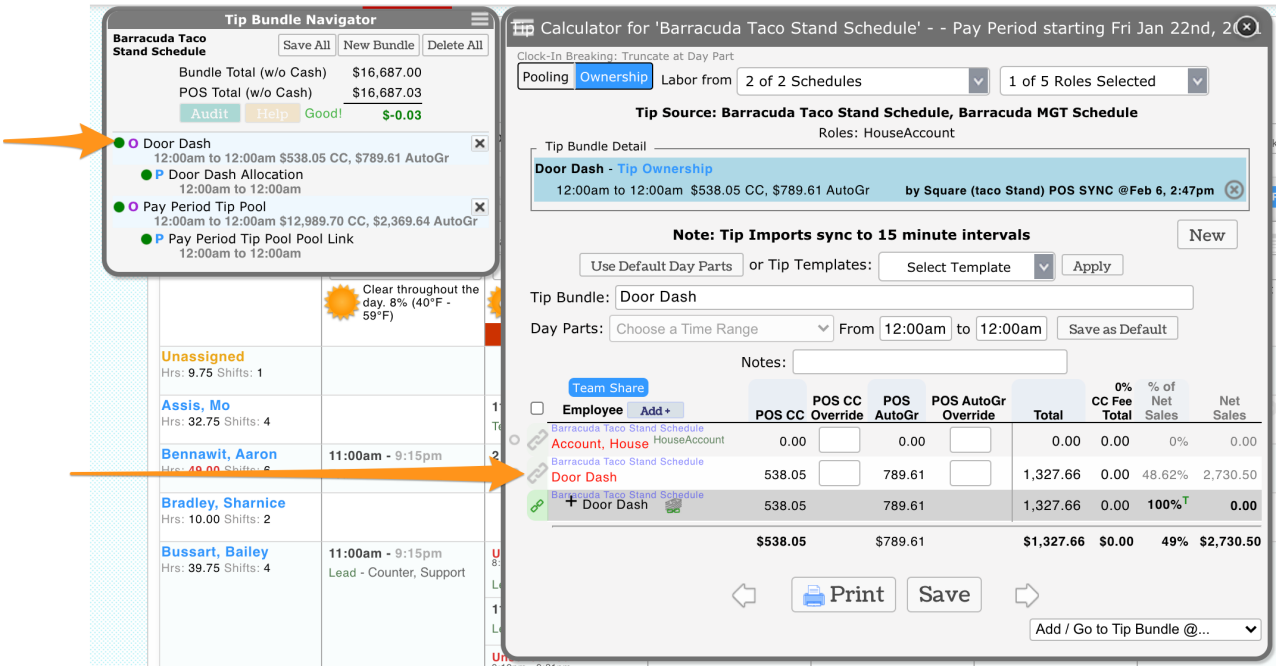
Press **Save All**, and then the red triangles will turn green to show the saved status



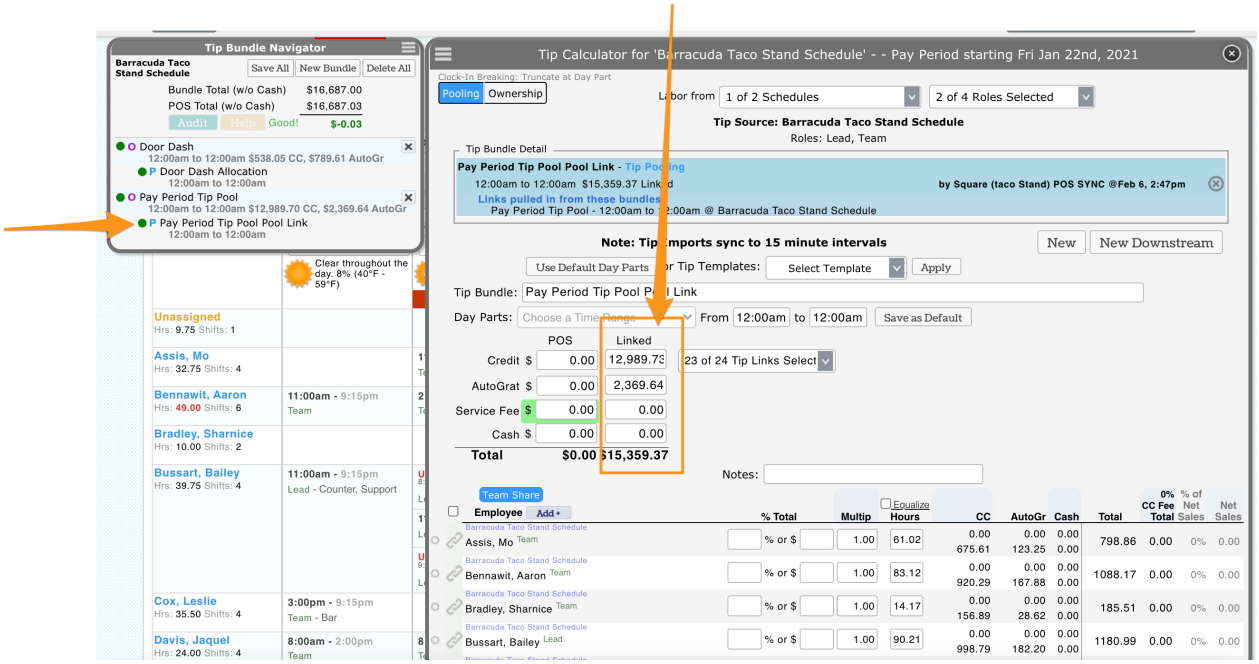
Saved looks like this, with dolce balancing against the POS



You'll see $1,327 from doordash, which is kept for the House



And $15,359 in the employee pool



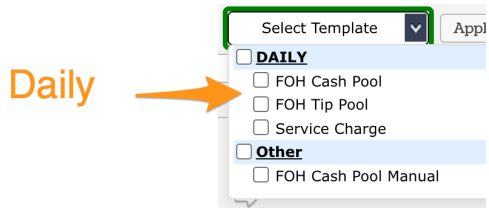
Slanted Door Tips Overview

Last Modified on 10/10/2021 10:21 pm MDT

San Ramon

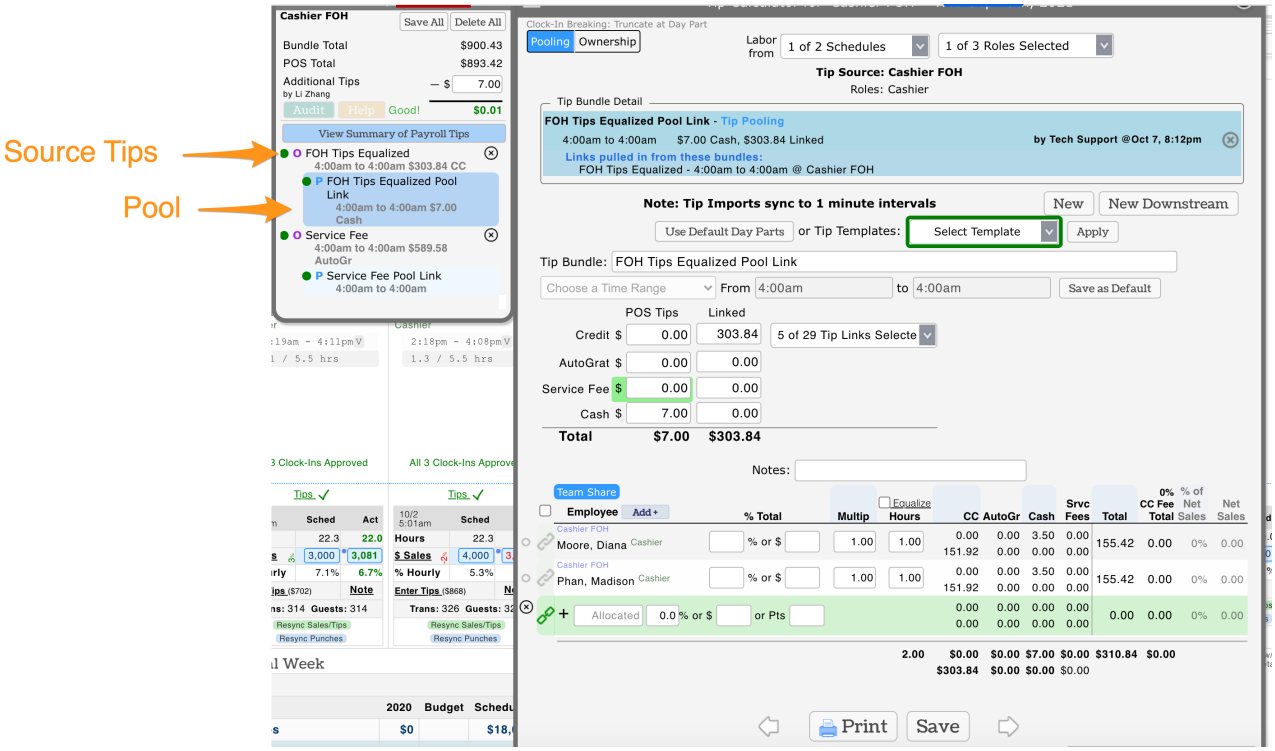
The following templates can be run daily.

- After templates are run, remember to SAVE ALL from the navigator window. Red triangles represent un-saved activity.



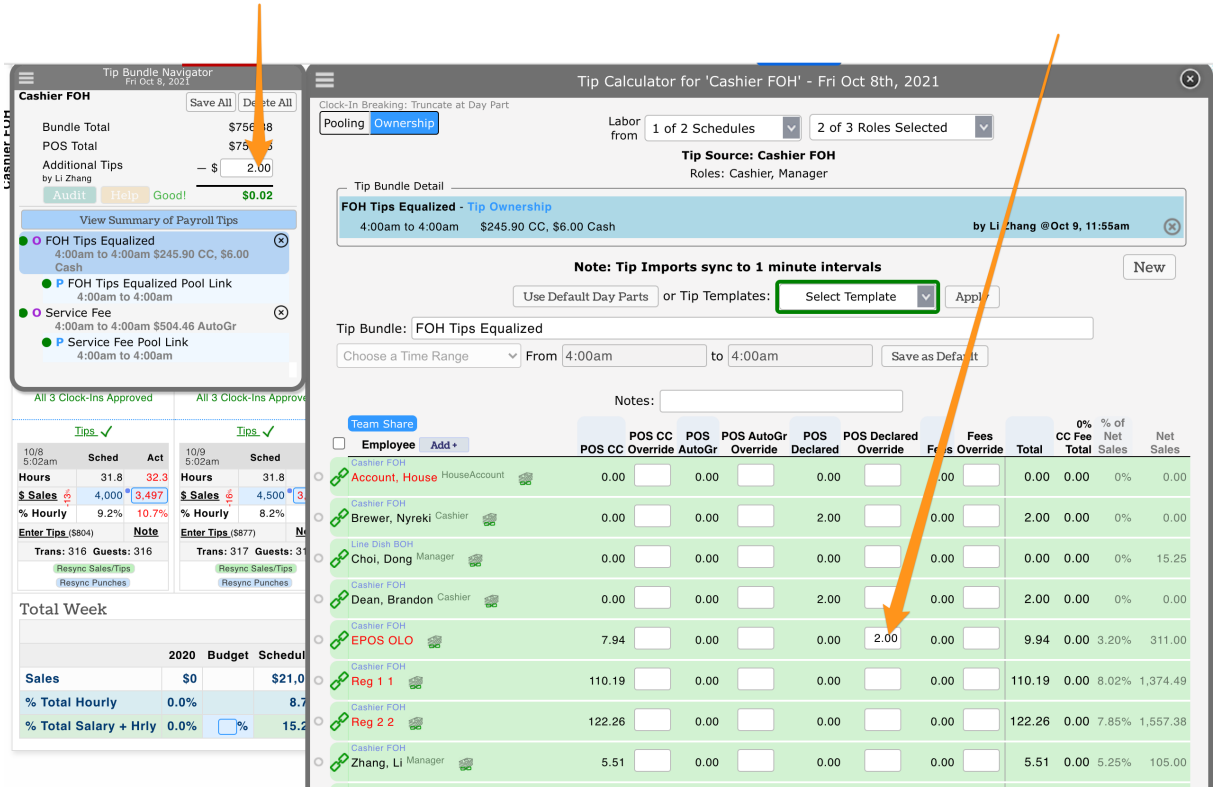
When templates have two levels, outdented and indented, the outdented shows SOURCE TIPS, and the indented is the POOL.

- The pool may be adjusted as needed, i.e. if a different point value than a default role setting is desired. Press SAVE at the bottom of the window after and edit.



To add additional cash to cash already declared, use the **override** field as shown, and SAVE.

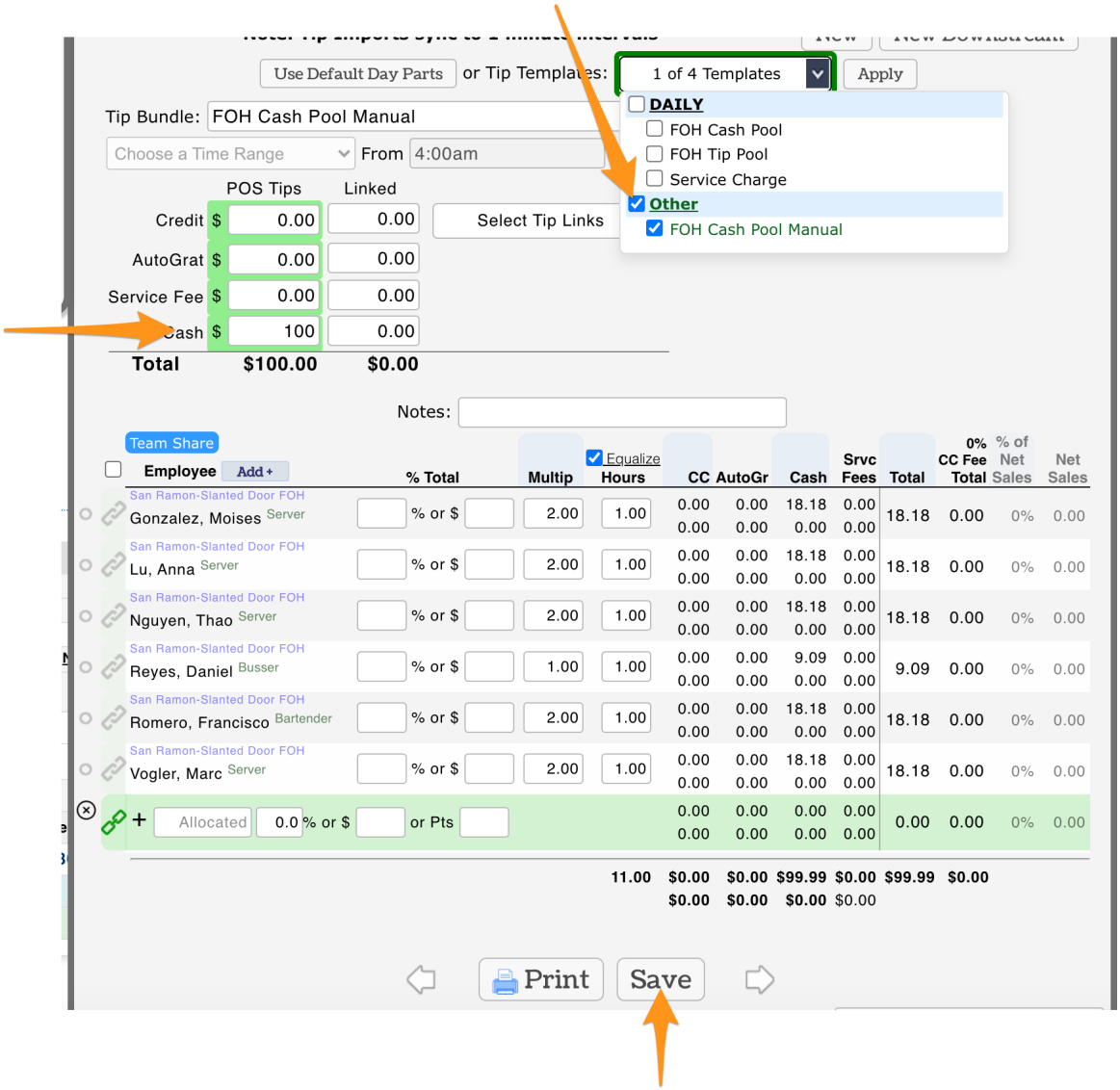
- Use the "Additional Tips" field in the navigator to confirm the amount of additional tips added. The day must balance.



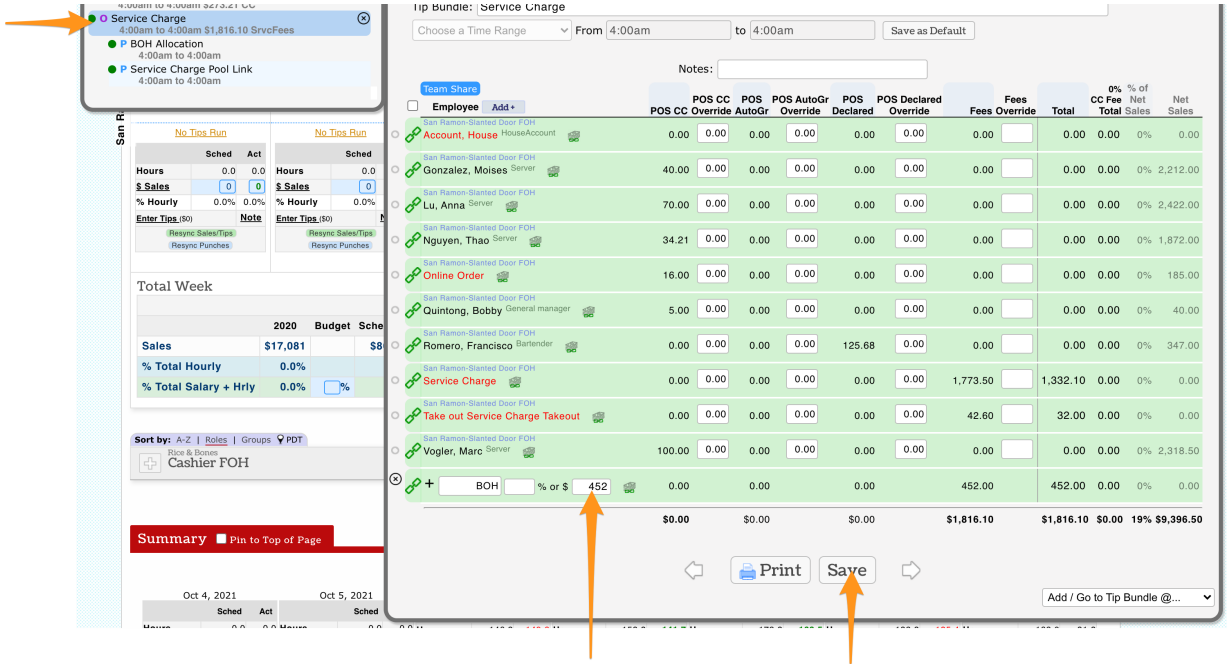
The CASH POOL will not produce any results if NO declared cash has been entered.

To enter cash manually when NO cash has been declared, run the "Cash Pool Manual"

- Enter the cash amount as shown below, and SAVE

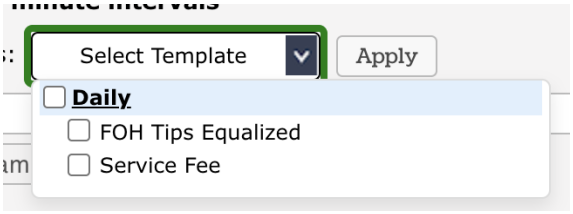


If additional cash is input for San Ramon, the Service Charge to BOH must be overridden, with the updated tip-out amount, as shown below, and SAVE.

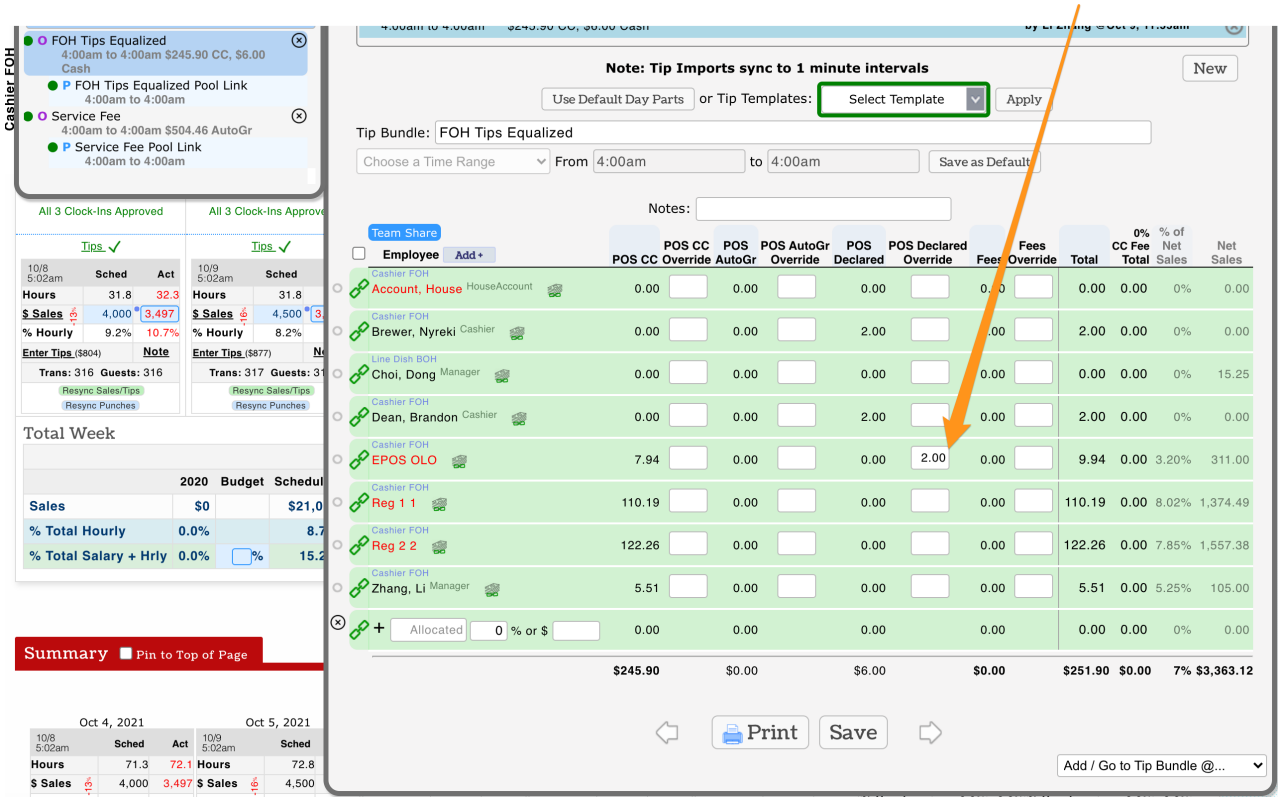


Rice & Bones

Both templates shown below should be run daily



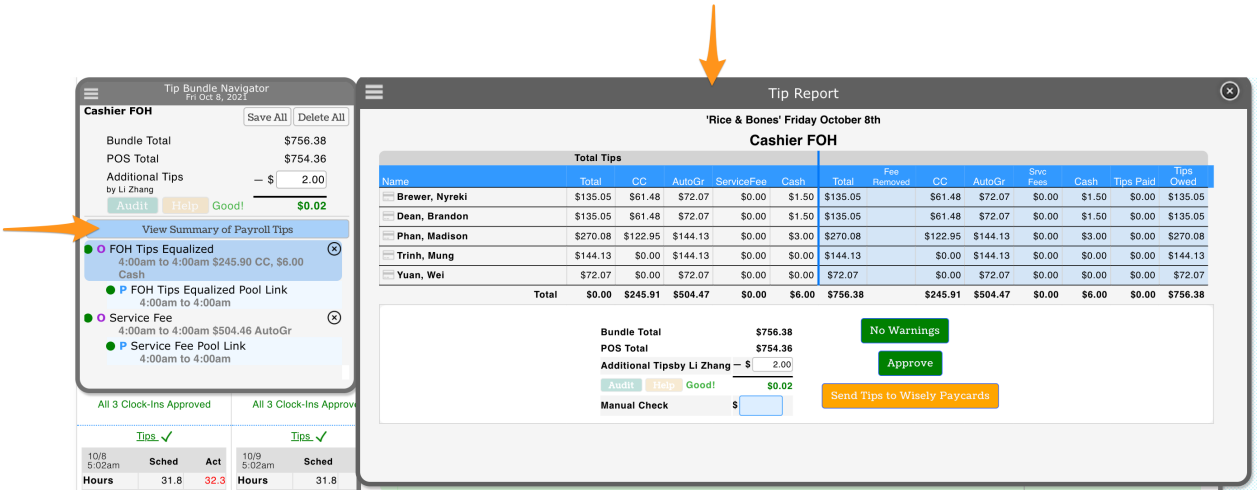
Additional cash, can be entered into the "FOH Tips pool", as shown below, and Save.



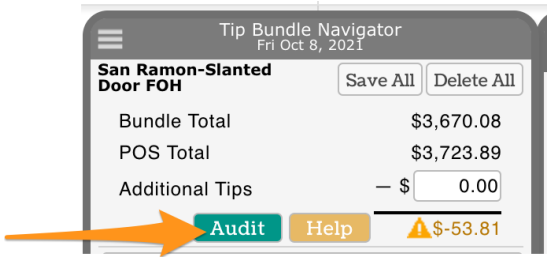
Auditing Notes

To see the final results of the day's tip-out, press the **View Summary of Payroll Tips** button

The Tips Report (Report >Tips) can provide a daily summary and period summary of tips for the pay period.



If a day's tips do not balance vs the POS, press the AUDIT button, and source tips will be listed, to provide clues for an explanation.



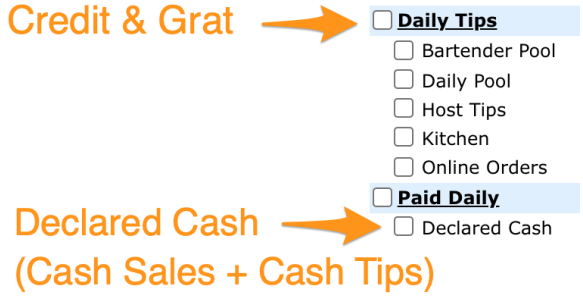
If you are unable to resolve a tips imbalance, reach out to us at supprt@dolcesoftware.com

Gustazo Tips Process

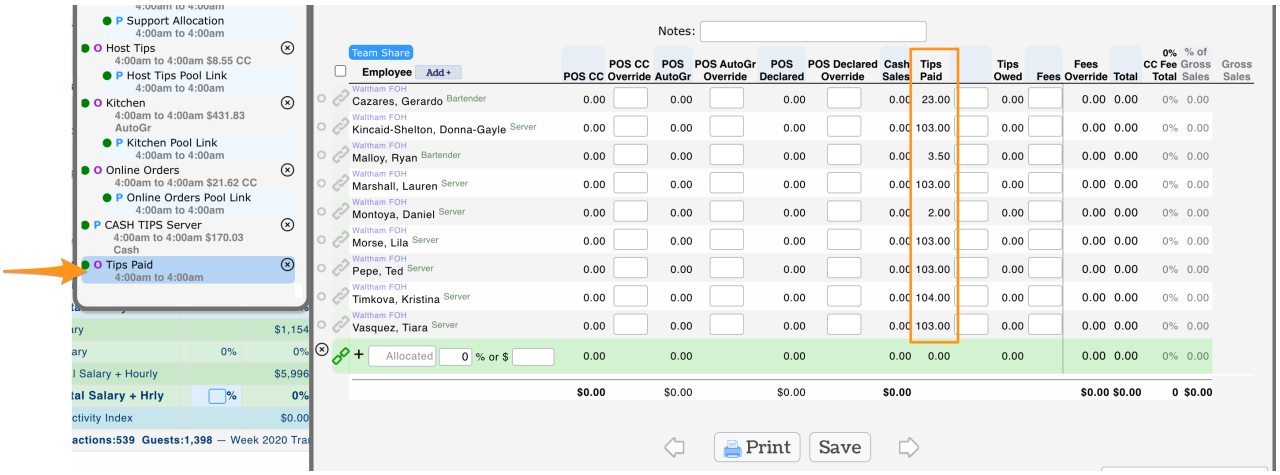
Last Modified on 10/12/2021 8:53 pm MDT

Waltham

Run the following templates daily



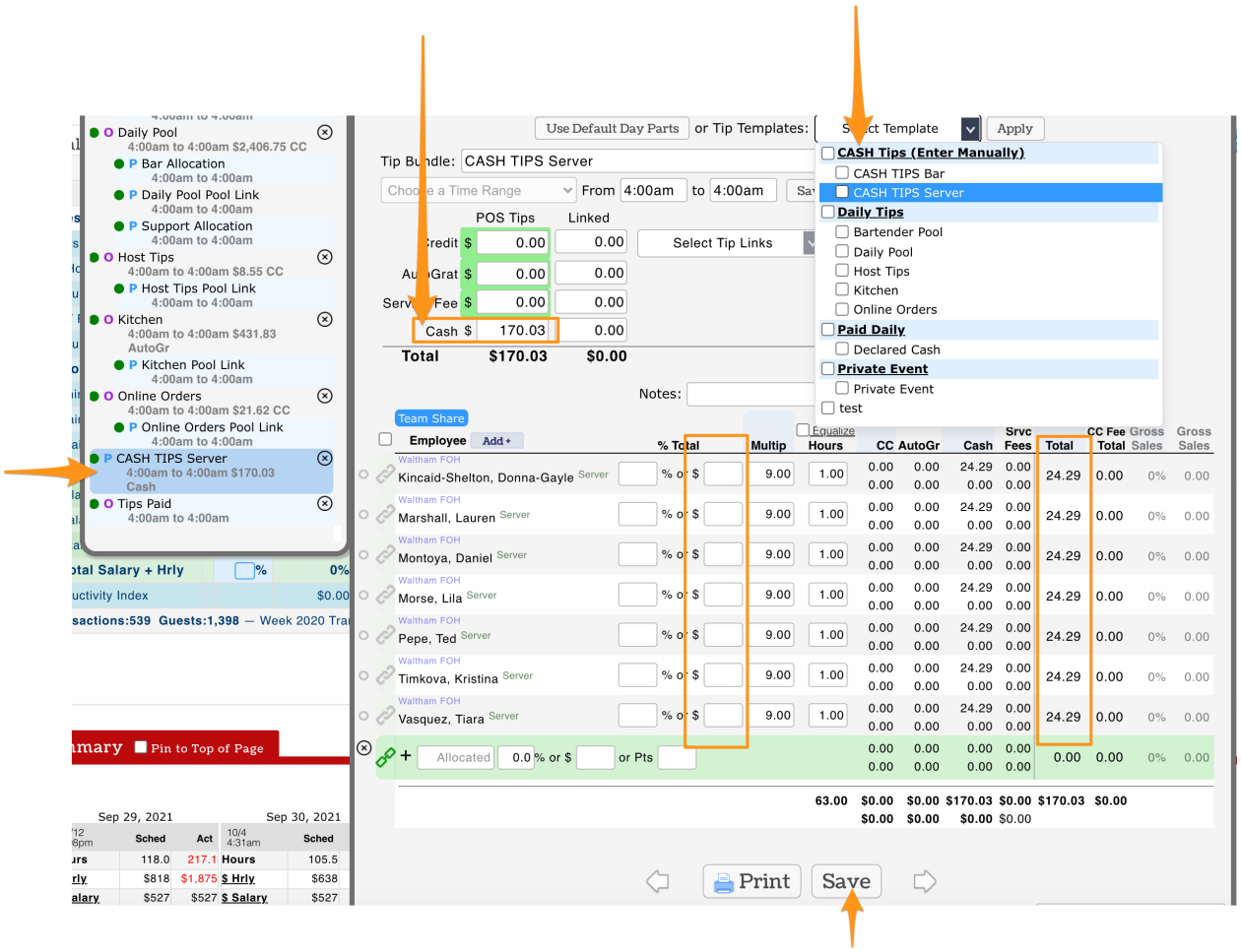
The **Declared Cash** bundle will show as**Tips Paid** in the navigator. Declared amounts can be viewed and overwritten (+Save).



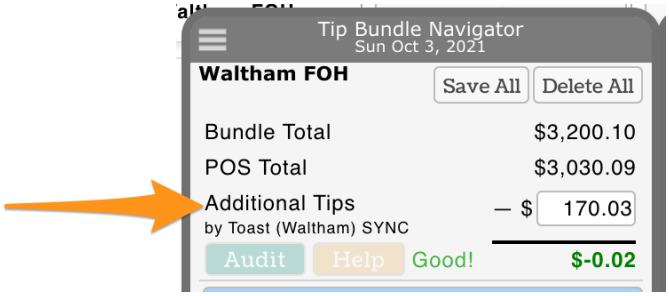
Manual Input of Cash Tips

- The employee cash declaration is cash SALES + TIPS.
- It is essential to input into system how much cash = TIPS
- Use the **Cash Tips Bar** and **Cash Tips Server Templates** to make the respective cash entries.
    - Run each template individually.
    - After pressing APPLY, enter the Cash amount as shown below. and SAVE.
    - Tips are equalized, but may be allocated specifically, by using the $ fields outlined below. +SAVE

- **It is essential to make this entry of Cash Tips for payroll to be accurate.**
- If you view and edit cash tips amounts per person, remember to SAVE when finished, at the bottom of the window.



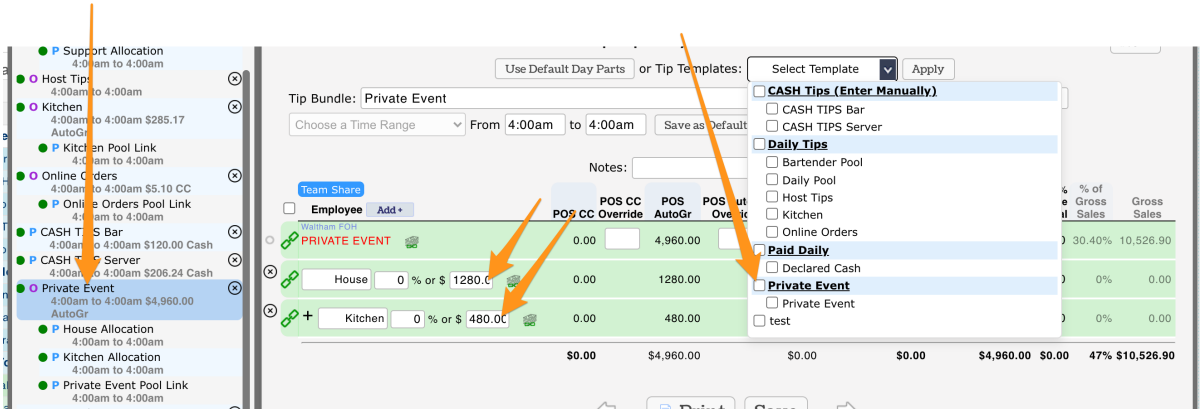
To ensure the day is balanced vs. the POS, enter the total amount of cash tips that were manually added, as shown below.



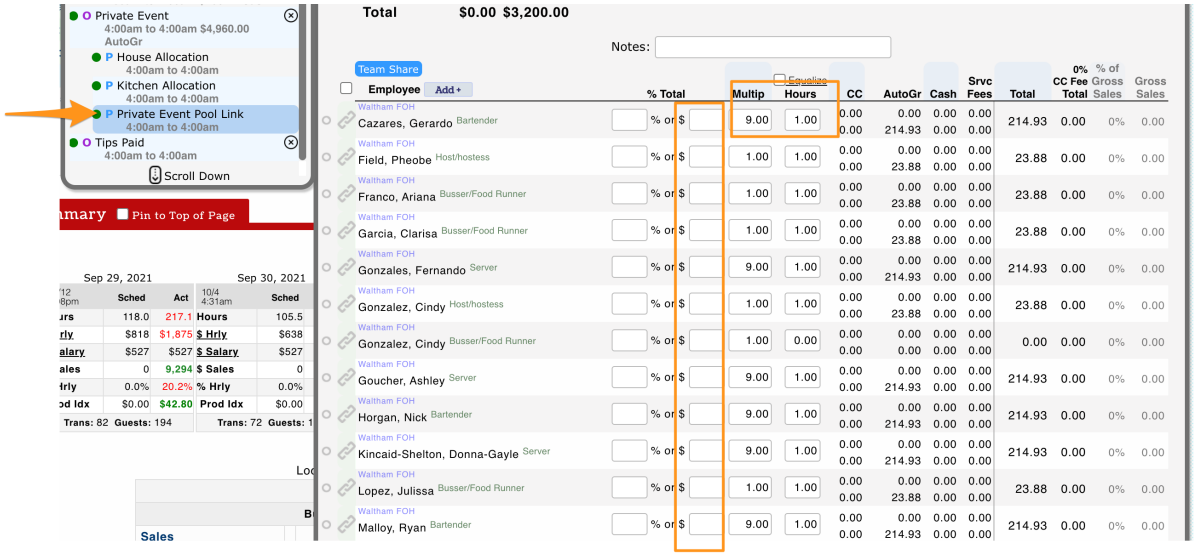
To preview Total Tips vs Tips Paid vs Tips Owed that will flow to payroll, press the **View Summary** button shown below.

Private Events

- Run the Private Event Template
- Use the fields shown below to specify how much $$ should go to the Kitchen and how much $$ should be held back by the restaurant for manual distribution. +SAVE at the bottom of the window.



Review the sub-pools, in particular the Private Event Pool Link. All potential FOH recipients show in the pool. Use the $$ Fields, or the Points and Hours fields to allocate the gratuity more specifically. +SAVE at the bottom of the window.

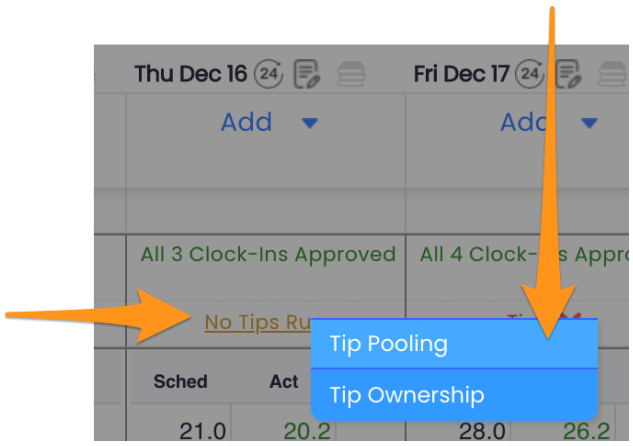

Private Event
4:00am to 4:00am $4,960.00
AutoGr
House Allocation
4:00am to 4:00am
Kitchen Allocation
4:00am to 4:00am
Private Event Pool Link
4:00am to 4:00am
Tips Paid
4:00am to 4:00am
Scroll Down
Pin to Top of Page
Sep 29, 2021
Sep 30, 2021
Sales
Total $0.00 $3,200.00
Notes:
Team Share
Equalize
Employee
Add +
% Total
Multip
Hours
CC
AutoGr
Cash
Srvc Fees
Total
0% CC Fee Total
% of Gross Sales
Gross Sales
Waltham FOH
Cazares, Gerardo Bartender
Field, Pheobe Host/hostess
Franco, Ariana Busser/Food Runner
Garcia, Clarisa Busser/Food Runner
Gonzales, Fernando Server
Gonzalez, Cindy Host/hostess
Gonzalez, Cindy Busser/Food Runner
Goucher, Ashley Server
Horgan, Nick Bartender
Kincaid-Shelton, Donna-Gayle Server
Lopez, Julissa Busser/Food Runner
Malloy, Ryan Bartender

Beansprouts Tips Pools

Last Modified on 12/21/2021 7:00 pm MST

Creating Tips Pools

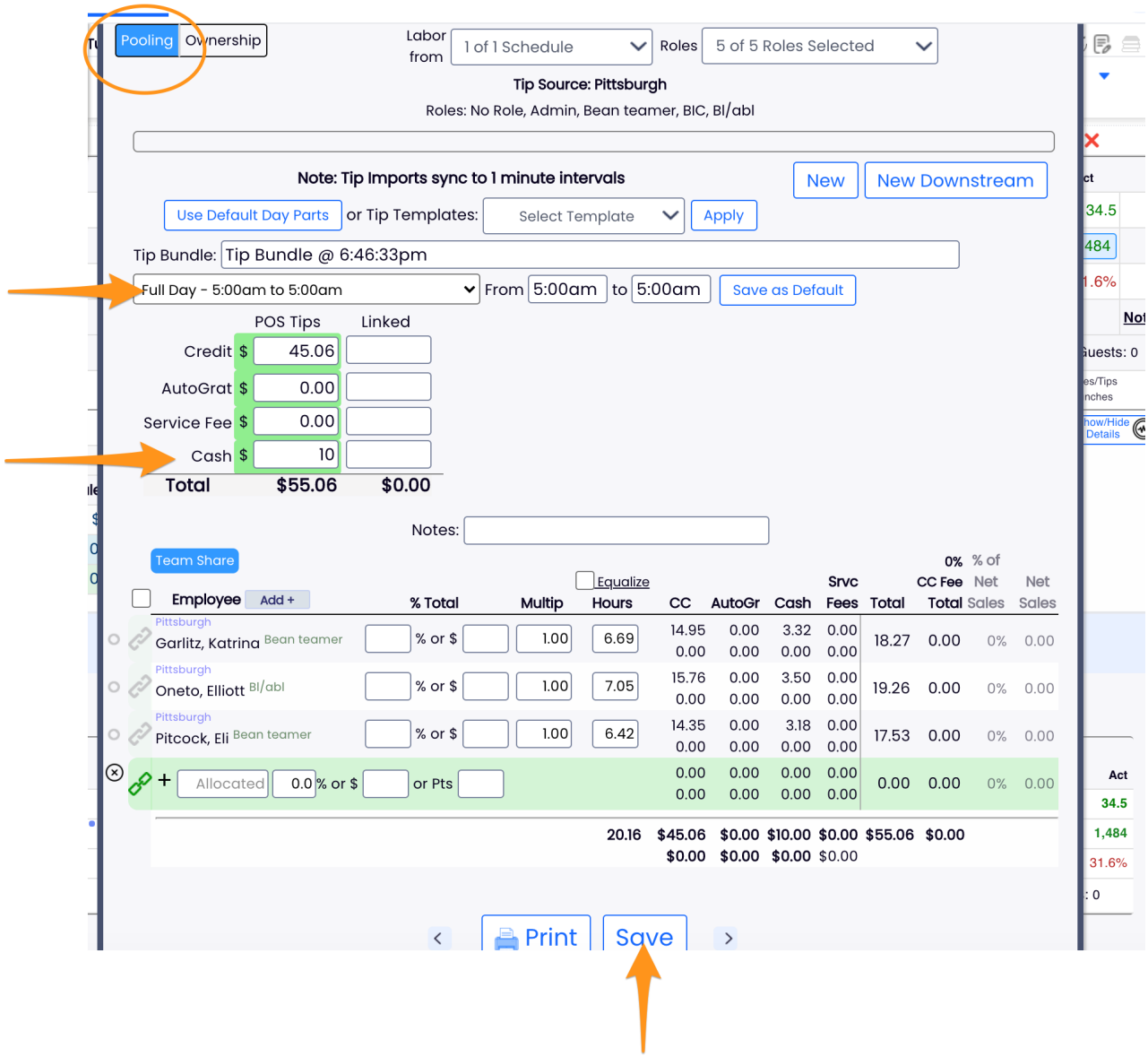
Underneath the analytics of a given day, press No Tips Run > Tip Pooling



Be sure Pooling is showing in BLUE as shown circled below.

Each of the following steps coincides with the arrows shown below

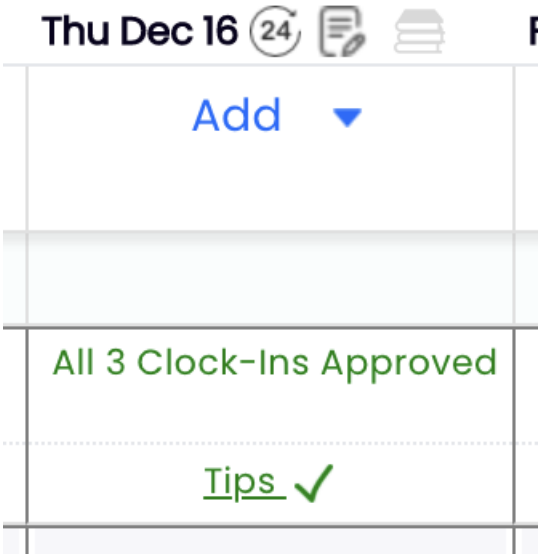
1. Choose FULL DAY for the time frame
2. Enter Cash if there are additional cash tips. (Credit tips populate automatically)
3. Press SAVE at the bottom, as shown



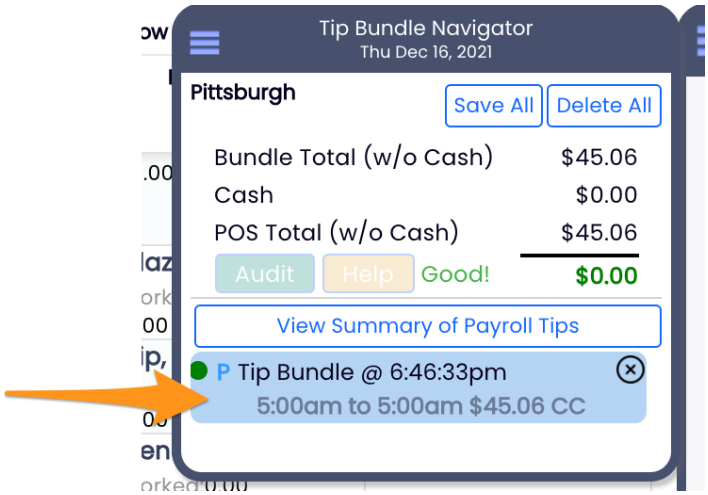
NOTES

To Edit the results, you can zero out Hours or Points for an employee, and SAVE.

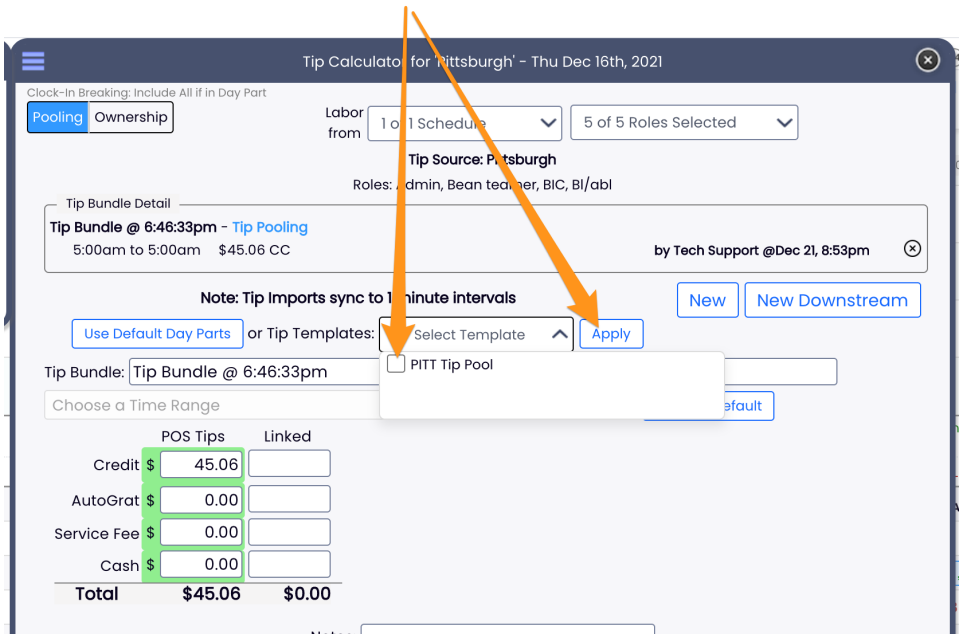
When the tips window is closed, the day will show a green checkmark, as shown below. Clicking the checkmark re-opens the tips window, and allows tips to be edited further.



To Edit tips further, ie add cash or recipients etc, click the Saved Bundle (green dot row, showed below), make edits, and SAVE.



Running tips can be automated by setting up templates, which can filter out certain roles. A template is setup for Pitt. which filters out the Admin Role. Simply select the template from the dropdown shown below, press Apply, and SAVE. A Dolce representative is available to create templates for any locations that desire.



If tips do not balance, or if templates are needed, please email us at support@dolcesoftware.com

Mina Clock-In Tablet Setup

Last Modified on 10/31/2022 2:28 pm MDT

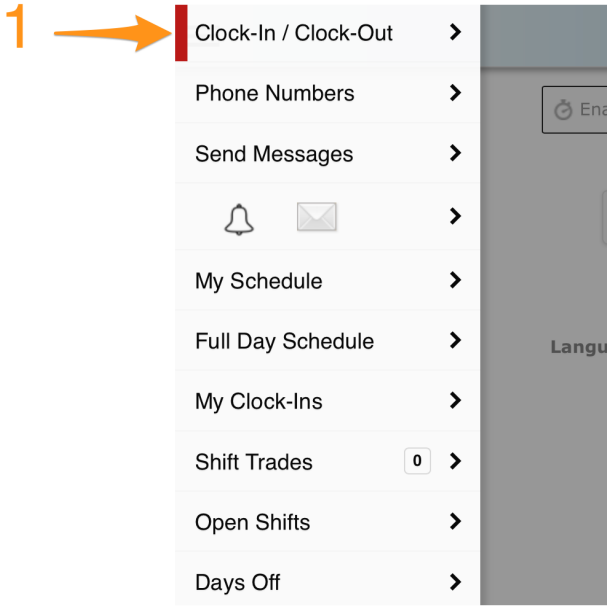
Designate a Mobile Device (i.e. ipad or other tablet)

Download DolceClock App

Find your company using your personal email address that is associated with your Dolce Software profile

Log-In to the App

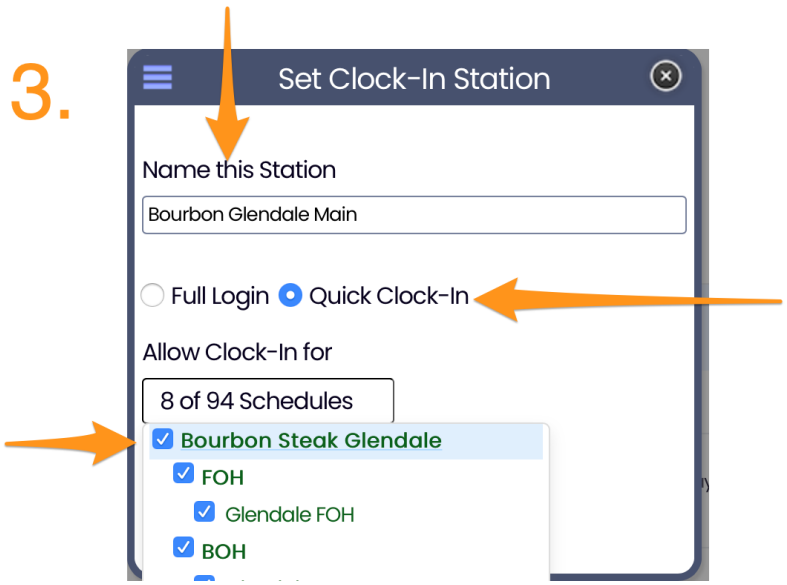
1. Press **Clock-In / Clock-Out** from the **Menu Bar**



2. Press **Enable Clock-In**

3. Enter Name & Settings

- Enter a Station Name
- Choose **Quick Clock-In** so the system is set for PIN access
- Check the applicable **Location & Schedules** from the dropdown menu
- Press **SAVE**



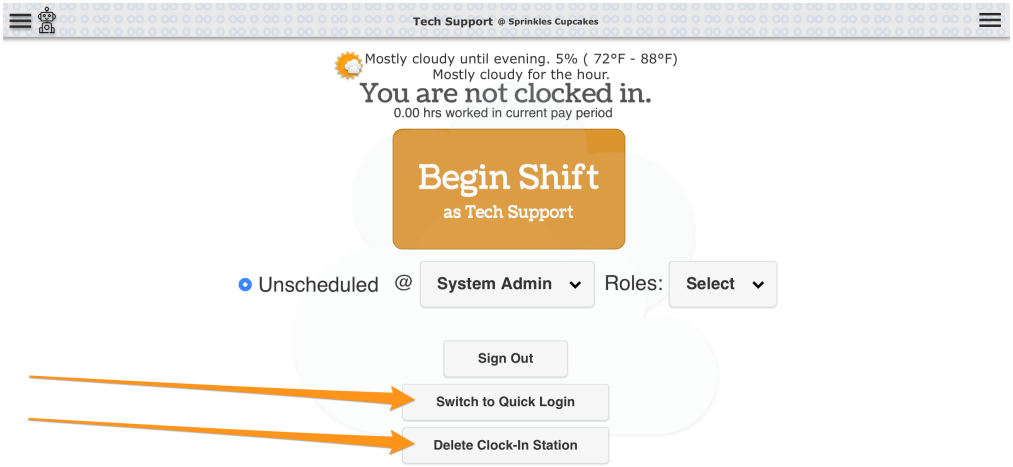
Note: Only Administrators or Managers with Permission may designate a device a clock-station

If you need to give temporary permission to an employee to setup a station, please email us at info@dolcesofware.com

Common How-To's

To change to **QUICK LOGIN** after a clock-station has been setup, an Admin is able to log in, and press **Switch to Quick Login** as shown below.

To change which locations the clock-station applies to, an admin is able to log in, **Delete Clock Station** as shown below, then re-add with an updated designation of locations



To use a mobile device or tablet which is too old to support the Dolce App, login to the account from a mobile Browser. Once logged in, scroll to the bottom of the page, and press **View Mobile Site** to attain the tablet User Interface. Bookmark the page for ease of use.

Dallas BBQ Running Weekly Tips

Last Modified on 01/11/2023 6:33 pm MST

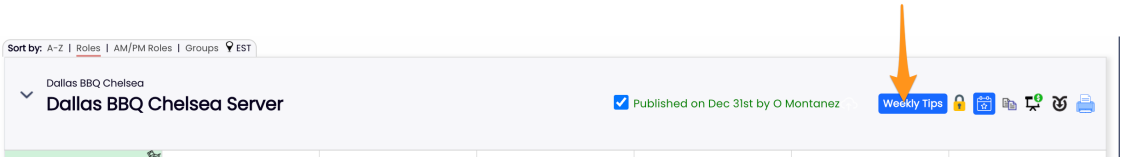
Each location must "Run Tips" prior to payroll. Best practice is to run after all punches have been approved.

The process can technically be completed Sunday night after the business is complete, but because it actively re-syncs night-of, the process is much faster if run Monday morning (outside of the the 4:00 end of business).

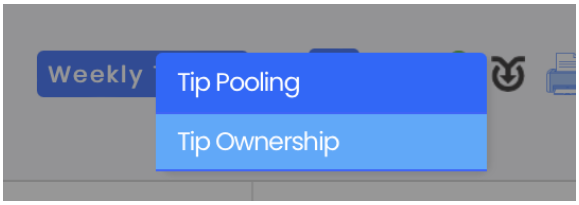
For each location, take the following steps.

1. Open Server schedule for the target location, and go to the work week that you are running tips and payroll for.

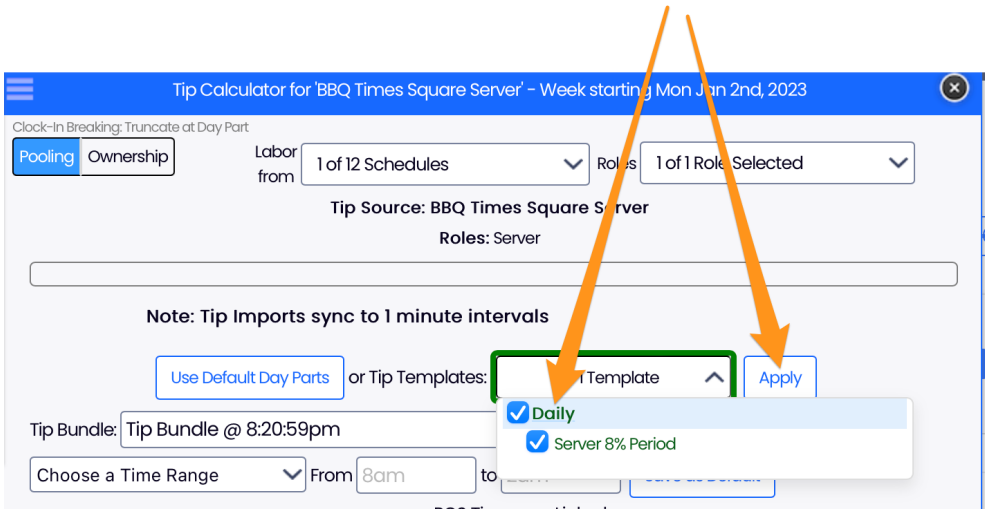
2. From the top of the schedule, press **Weekly Tips**



3. When prompted, press **Tip Pooling**

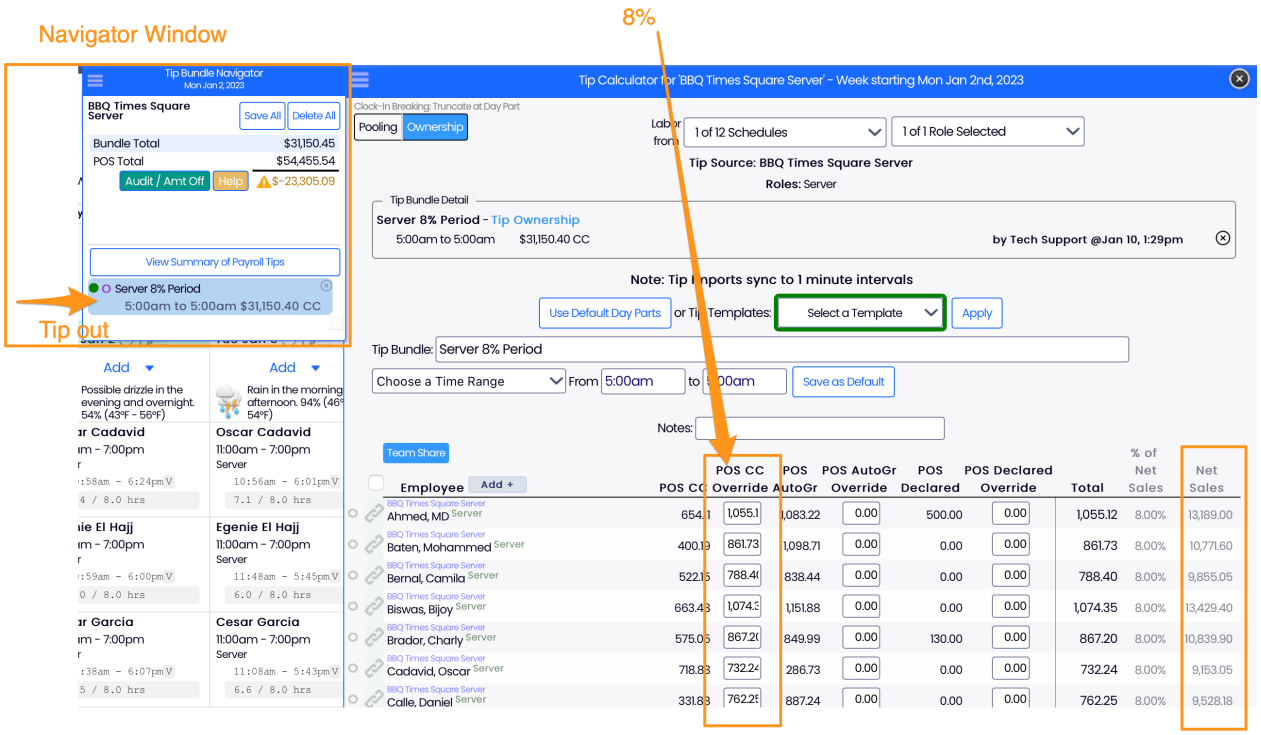


4. Open the Template Dropdown menu, and select **Server 8% Period**, and press **Apply**



5. Let the report generate (takes a minute or so). You'll see the POS CC Override column contains 8% of net sales. You'll see location totals at the bottom, and Net sales column, as shown below.

- Saved activity is represented by a Green Dot in the Navigator Window as shown below.
- To review tips previously run, click on the Green Dot row in the Navigator (don't re Apply the tips template).
- If you wish to re-run a tips template, delete the previous version from the navigator before running the new. You should not see 2 green dots, as if run 2x
- You are encourage do review the tips numbers. If a server made an error, you can override the number and SAVE at the bottom.

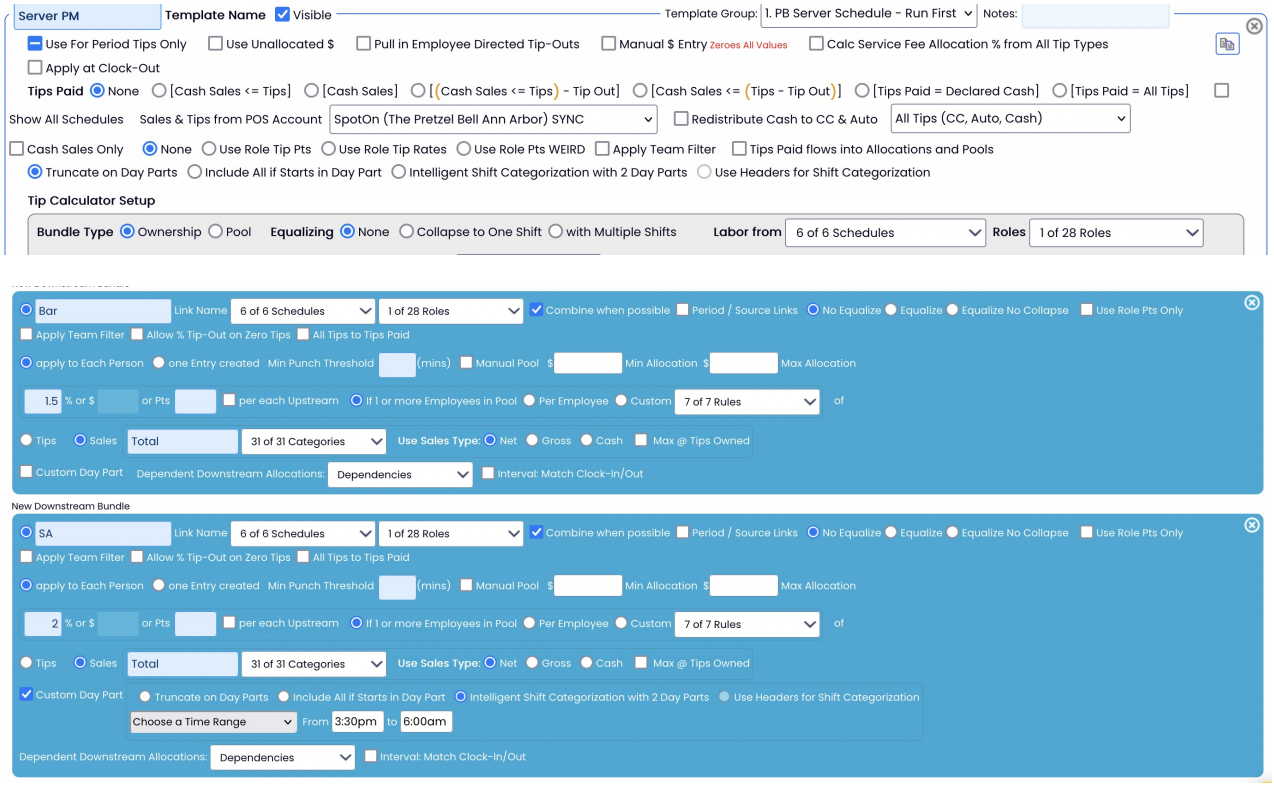

Navigator Window
8%
Tip out
Tip Bundle Navigator
Mon Jan 2, 2023
BBQ Times Square Server
Save All
Delete All
Bundle Total $31,150.45
POS Total $54,455.54
Audit / Amt Off
Help
$-23,305.09
View Summary of Payroll Tips
Server 8% Period
5:00am to 5:00am $31,150.40 CC
Tip Calculator for 'BBQ Times Square Server' - Week starting Mon Jan 2nd, 2023
Clock-In Breaking: Truncate at Day Part
Pooling
Ownership
Labor from
1 of 12 Schedules
1 of 1 Role Selected
Tip Source: BBQ Times Square Server
Roles: Server
Tip Bundle Detail
Server 8% Period - Tip Ownership
5:00am to 5:00am $31,150.40 CC
by Tech Support @Jan 10, 1:29pm
Note: Tip Imports sync to 1 minute intervals
Use Default Day Parts
or Tip Templates:
Select a Template
Apply
Tip Bundle: Server 8% Period
Choose a Time Range
From 5:00am
to 5:00am
Save as Default
Notes:
Team Share
Employee
Add +
POS CC
POS CC Override
POS AutoGr
POS AutoGr Override
POS Declared
POS Declared Override
Total
% of Net Sales
Net Sales
Ahmed, MD Server
Baten, Mohammed Server
Bernal, Camila Server
Biswas, Bijoy Server
Brador, Charly Server
Cadavid, Oscar Server
Calle, Daniel Server
Add
Possible drizzle in the evening and overnight. 54% (43°F - 56°F)
Rain in the morning afternoon. 94% (46° 54°F)
Oscar Cadavid
11:00am - 7:00pm
Server
Egenie El Hajj
Cesar Garcia

Employee Direct Tips Share to a Pool

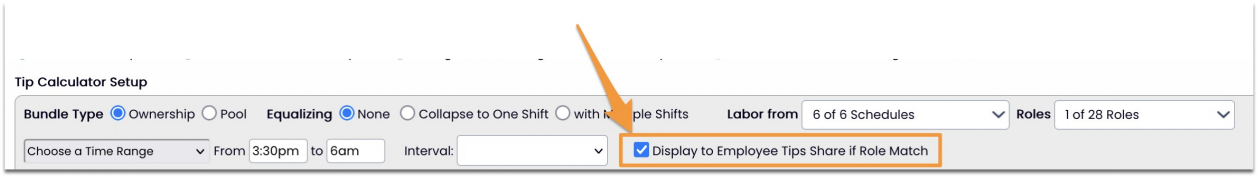
Last Modified on 03/14/2025 8:55 am MDT

Using the feature described below, employees will be able to affirm or customize tips allocations to **Tips Pools**. *(Employee self-directed tip-out to individual employees is discussed here: https://support.dolceclock.com/help/employee-directed-tip-out)*

Setup a Tips Rule- just as if tips allocations were to be fully automated. (Engage a Teamwork Specialist to assist, teamworksupport@spoton.com). In the following example, the policy suggests to Servers, a 1.5% / sales tip-out to the Bar, and. 2% tip-out to server assistants.



Engage the following checkbox to engage the function to customize the result:



Workflow

- At clock-out (if using integrated clock-in with Spoton, or the Teamwork App for clock-in / OR from an employee's mobile device), IF an employee works a Role that the rule is setup for, in this example Servers, the employee will see the Rule (Template Defaults), and can either "Apply Rule" or input a custom amount. In this case the Server overrode the suggesting with a fixed tip amount of $16.00
-

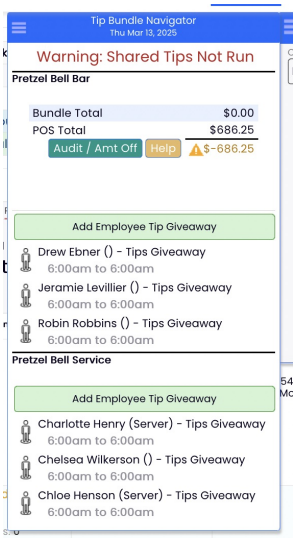
Tip Pools

Cocktail Tips	Custom	Template Defaults
Bar Down - Sales Cat: Total	% or $	2% and $0.00
SA - Sales Cat: Total	% or $	1.5% and $0.00

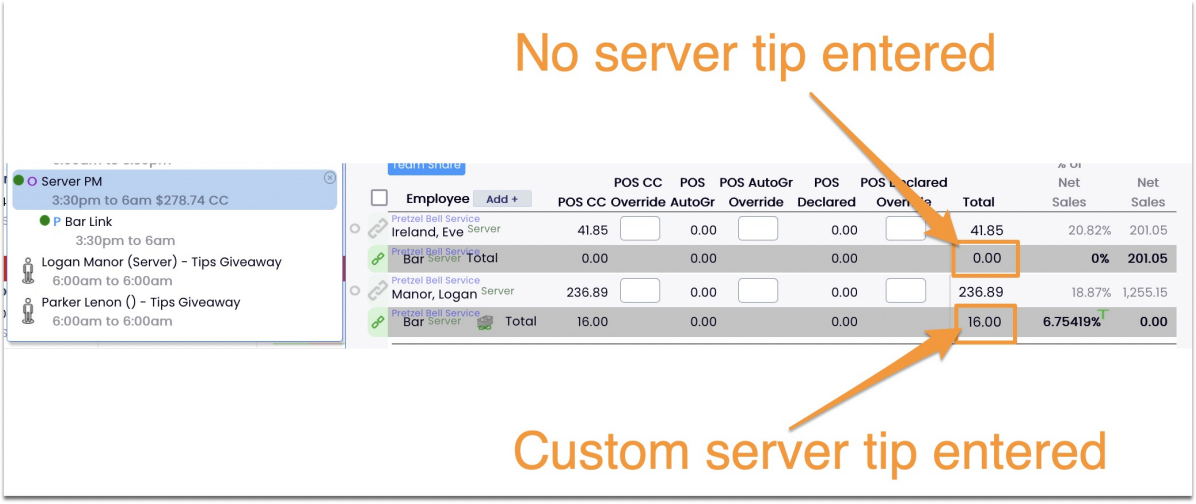
-

Server PM	Custom	Template Defaults
Bar - Sales Cat: Total	0 % or $ 16	1.5% and $0.00

- When Running Tips, Managers can view, and edit if necessary, employee inputs.
-



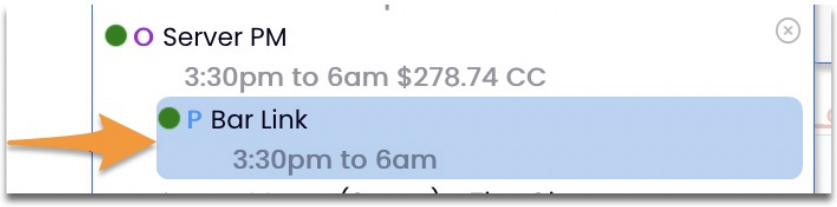
- When the Template is run, the rule will only process a tip-out if an employee has actively confirmed the suggested amount, or overridden the amount. If the employee (server) does not make an active choice, then 0.00 tips will be allocated by the tips rule.
-



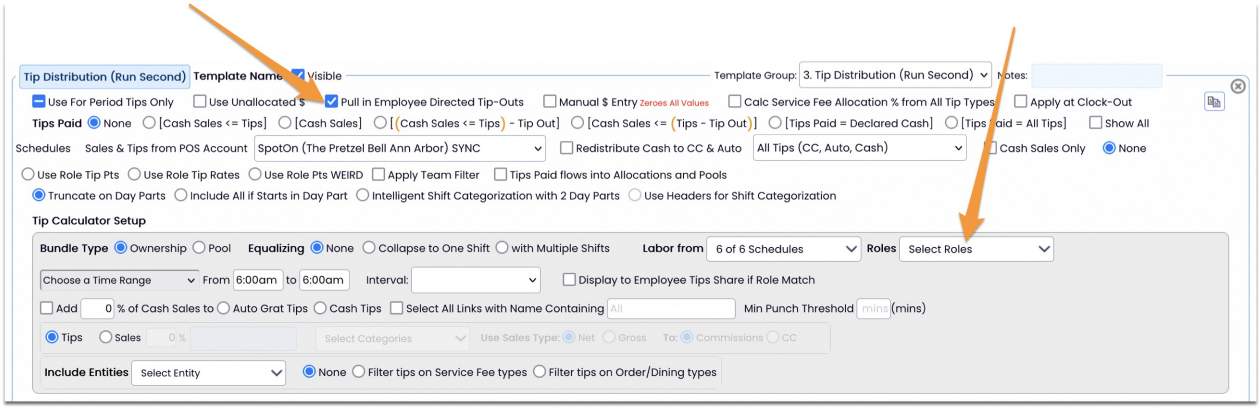
NOTES

- Employees can be listed in the tips navigator, even if their entry is zero.
- **Tips must be run from each schedule where employee's are setup to utilize the direct share. For example, if tips are run from the Server Schedule, but there is a separate bar schedule, then the Bar Rule must be run from the Bar Schedule.**

Allocations Pools are generated per normal

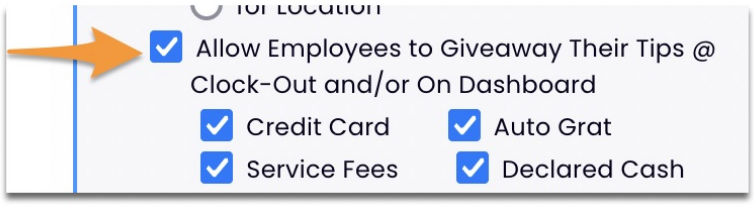


To complete a day as approved, a Template which engages "**Pull In Employee Direct Tip-Outs**" must be run. It does not need roles to be specified. The purpose of the template is to ensure the consideration of a named-employee being tipped out a custom amount.



Setup Note:

Engage Feature in Schedule Settings: Gearwheel > General Settings, scroll down to schedule section. Click "+" to open any schedule with employees who will engage this feature as a direct tips earner who will tip-out the pool:

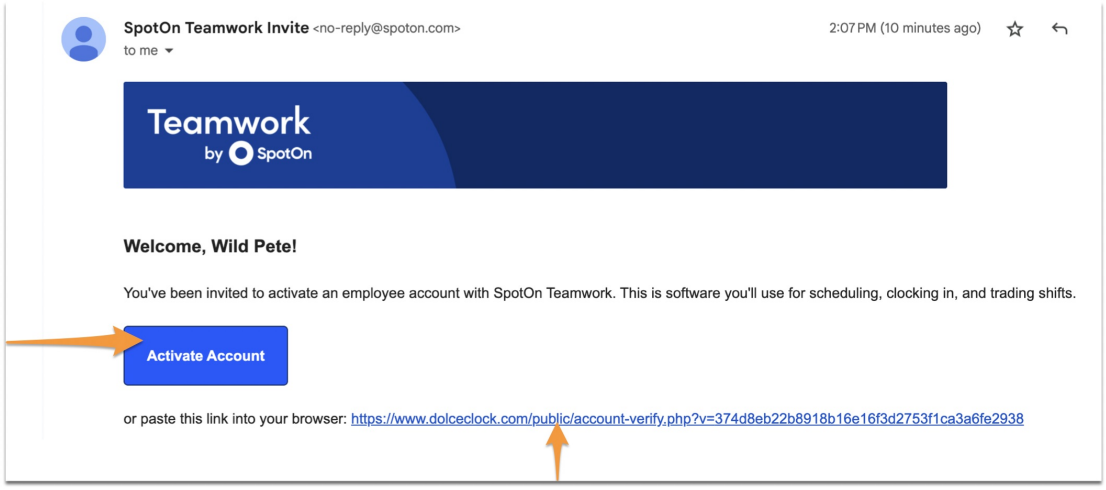


Activating Employee Account using Email Activation First

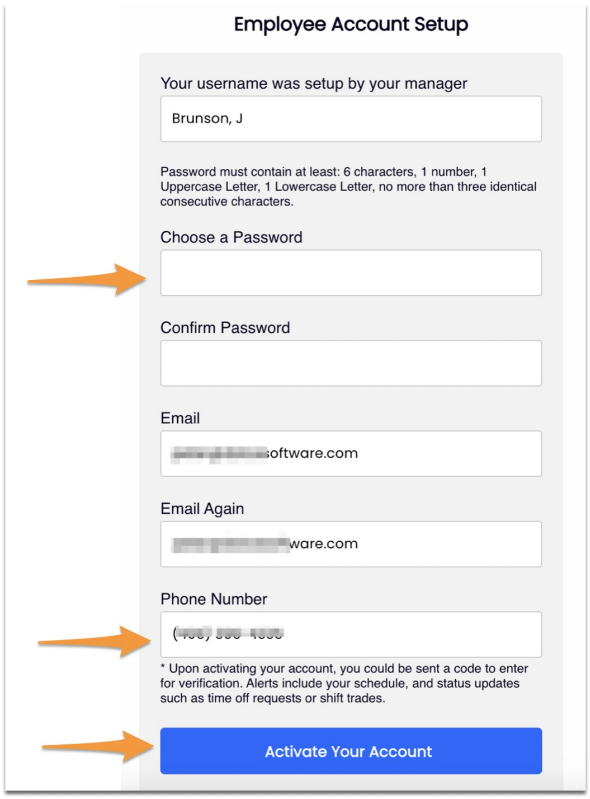
Last Modified on 05/16/2025 1:01 pm MDT

Administrator enter both Phone and Email and **INVITE** employee

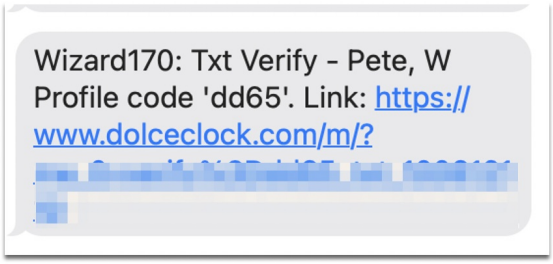
Employee: Activate account from **Email**



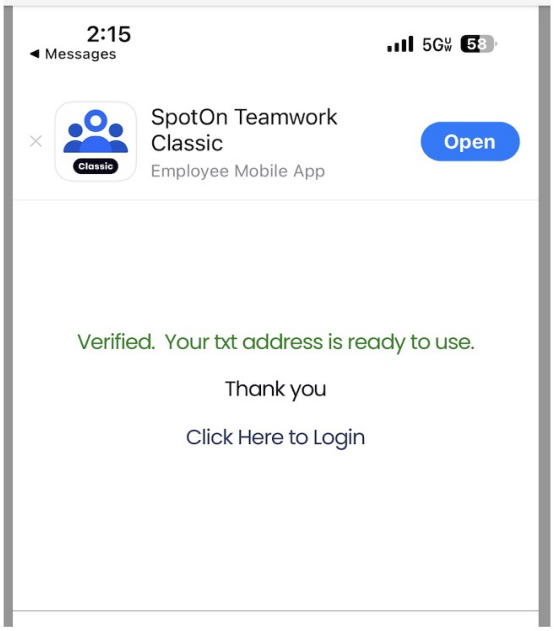
Create Password, enter phone, and **Activate Your Account**



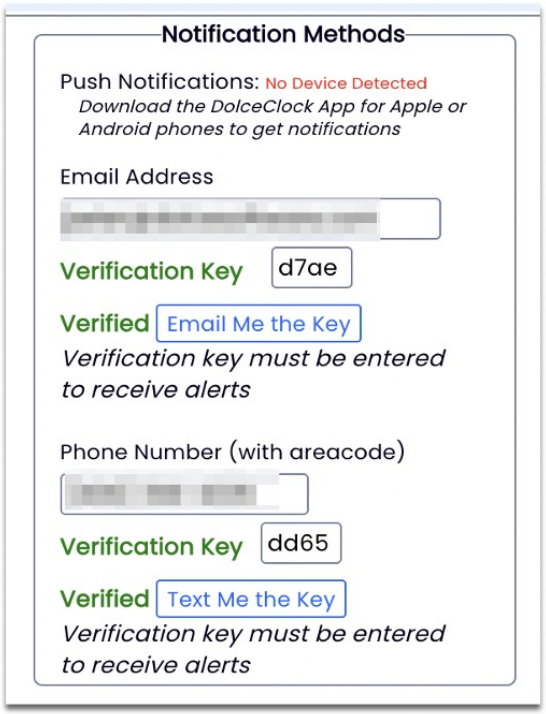
From MOBILE, Press the LINK (no need to enter code)



Employee will be directed to download / open the Teamwork Classic App



Administrator Note: **If an employee has activated account via email** and still needs text verification, administrator can use the TEXT ME THE KEY button on employee's profile.



Proving Payroll Setup with Integrated Partners

Last Modified on 06/19/2025 3:52 pm MDT

Best Practices for Confirming Payroll Setup

Before testing in Teamwork

Before testing sending pay-data from Teamwork to the payroll provider, prepare a TEST CASE directly into the payroll provider, manually, for at least a single employee. Include all possible earnings codes in the test, such as overtime, cash tips, credit tips owed, and meal break penalties. After sample data is entered for a single employee or two, ideally with a specialist from the payroll company, review the output in the Payroll Register (equivalent to viewing the actual paycheck). Verify that the data is processing correctly. For example, verify that Cash Tips and Credit Tips Owed are flowing properly to the paycheck, what should be paid is paid, what should only be taxed is taxed, but not paid on the paycheck. Verify that overtime and tipped wage overtime is showing properly

Reach a specialist at the payroll processor if any of the following are missing or incorrect

- Earnings codes not available (i.e. lacking an earnings code for Tips Owed, Service Charges, Meal or Spread Penalties etc.)
- Results in the payroll register are incorrect, including tips results, overtime calculations, make-up pay, etc.

Testing the send from Teamwork to Payroll Provider

1. Ensure all employees are mapped to payroll provider: https://support.dolceclock.com/help/mapping-employees

2. Map Roles to Departments or Cost Centers: https://support.dolceclock.com/help/mapping-earning-codes

3. Test moving pay-data of a single employee, to test all fields that will be used, including overtime, cash tips, credit card tips owed, break penalties etc. Do this in successive rounds if needed to cover all possible earnings.

- Filter the payroll report on a single employee, and push the paydata to the provider.

4. Verify in the Run Payroll Grid that the data looks correct. Adjust mapping as needed.

5. Verify in the PAYROLL REGISTER (equivalent of paycheck preview) that the data is processing correctly. For example, verify that Cash Tips and Credit Tips Owed are flowing properly to the paycheck, what should be paid is paid, what should only be taxed is taxed, but not paid on the paycheck. Verify that overtime and tipped wage overtime is showing properly

Best Practices - For All Future Payrolls

Always audit totals of hours, overtime, tips, and penalties from the Teamwork screen report vs the Payroll Entry Grid and THE PAYROLL REGISTER

Please reach teamworksupport@spoton.com for any configuration assistance needed.

Teamwork Quick Overview

Last Modified on 10/02/2025 2:37 pm MDT

Teamwork CA Compliance Overview

Last Modified on 10/02/2025 2:03 pm MDT

Teamwork Payroll Connectivity Overview

Last Modified on 10/02/2025 2:07 pm MDT

Teamwork ADP Integration Overview

Last Modified on 10/02/2025 2:47 pm MDT

Teamwork App with ADP Quick Overview

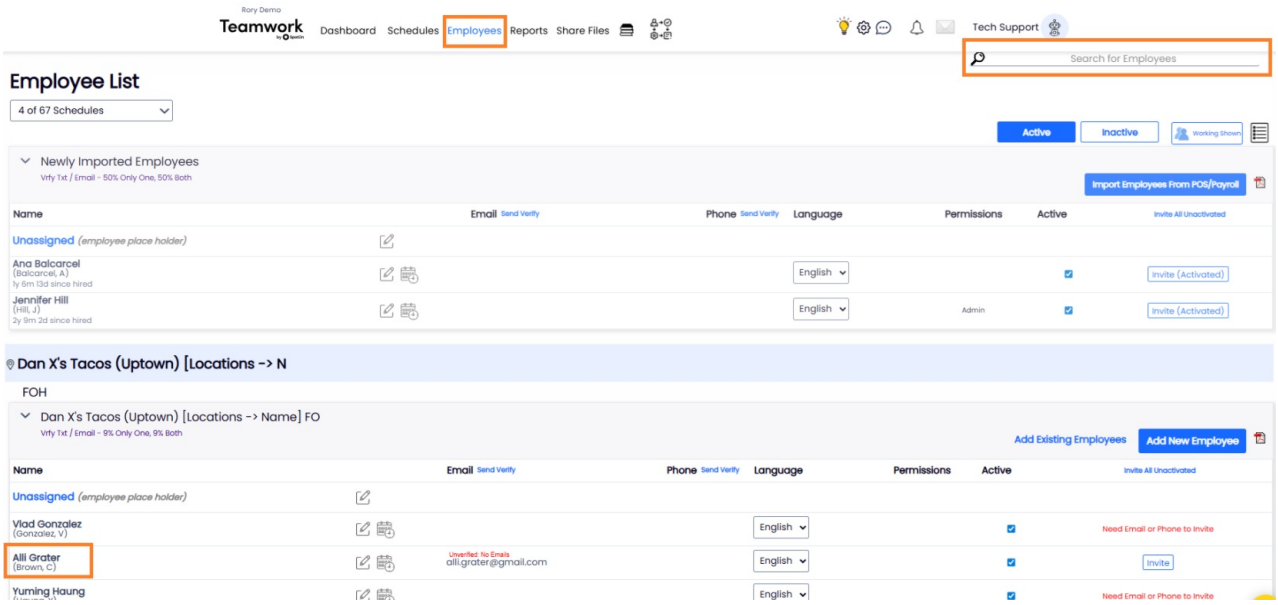
Last Modified on 10/24/2025 1:16 pm MDT

Updating Employee Contact Information (Email & Phone Number)

Last Modified on 01/22/2026 11:23 am MST

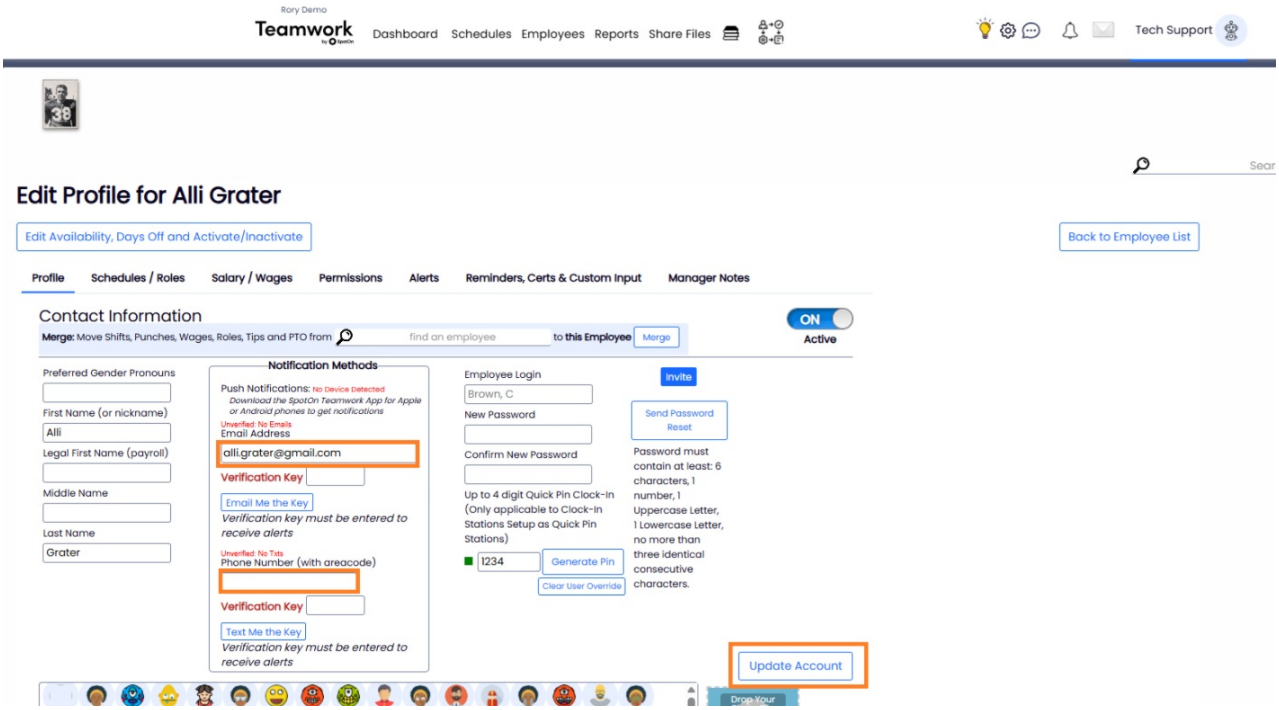
From the **Top Toolbar**, select **Employees**

Either search for the **Employee's Name,** or click on the **Employee** from the Employee List



Select the **Profile Tab** **>** Here, you'll see all contact information related to that employee.

To update or enter the **email address**, click inside the email address field and enter the new email.
To update or enter the **phone number**, click inside the phone number field and enter the new number.



After making any changes, be sure to click **Update Account**. This step is required for the changes to save.

"Information Saved" Once you see this message at the top of the screen, you're all set.

*Next, you can follow the steps outlined in this article to **Invite Employees** to their account: https://support.dolceclock.com/help/invite-employees*