

Payroll Error Punch Exists in Newly Imported

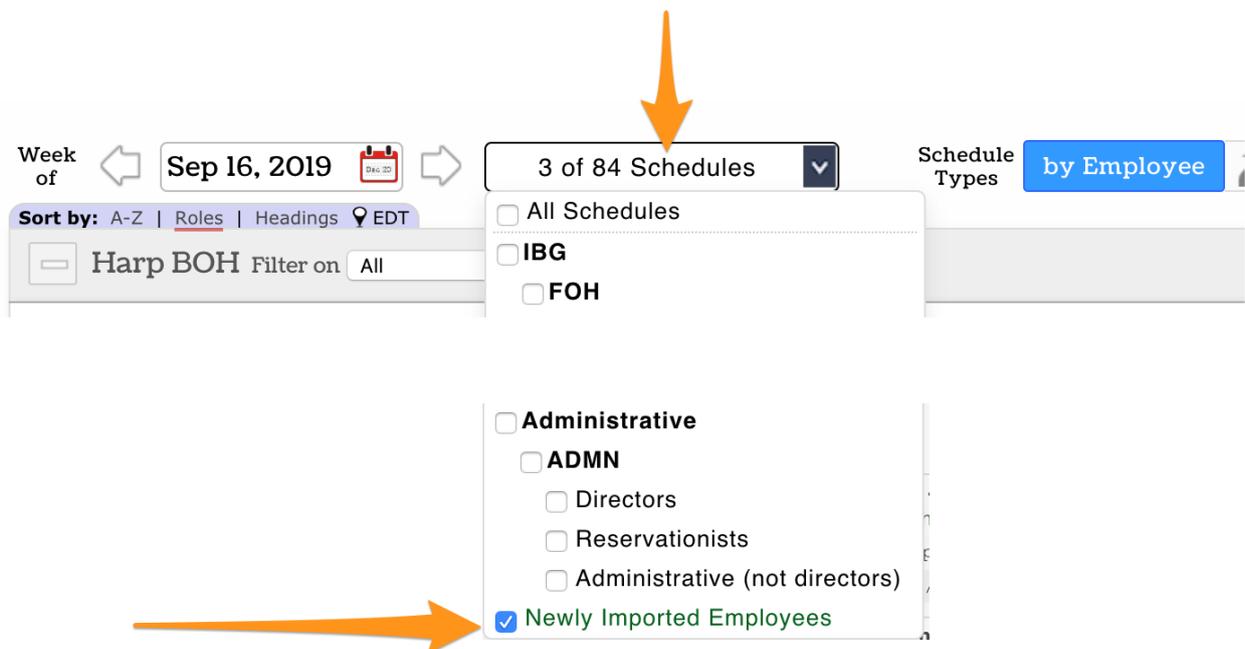
Last Modified on 12/24/2023 1:45 pm MST

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

Sort by: A-Z | Roles | Headings EDT

Newly Imported Employees Filter on: All Draft: This schedule is not visible to employees. Publish

Show Requirements	Mon Sep 16	Tue Sep 17	Wed Sep 18	Thu Sep 19	Fri Sep 20	Sat Sep 21	Sun Sep 22
Unassigned Hrs Worked: 0.00 Hrs: 0.00 Shifts: 0							
Pope, Rodney Hrs Worked: 58.79 Hrs: 39.00 Shifts: 4	Harp BOH 10:00am - 8:00pm	Unscheduled INVALID ROLE 3:47pm - 11:47pm V 8.1 hrs	Unscheduled INVALID ROLE 3:47pm - 12:00am V 12.2 hrs		Harp BOH 10:00am - 5:00pm	Harp BOH 1:00pm - 1:00am	Harp BOH 1:00pm - 11:00pm
Sunday, Eddie Hrs Worked: 5.21 Hrs: 51.00 Shifts: 5	Harp MGT FOH 2:00pm - 11:00pm	Harp MGT FOH 2:00pm - 11:00pm	Unscheduled INVALID ROLE 6:57pm - 12:10am 5.2 hrs		Harp MGT FOH 2:30pm - 2:30am	Harp MGT FOH 3:00pm - 2:30am	Harp MGT FOH 3:00pm - 12:30am

- Assign the Punch a Location and a Role, and press Save Changes

Edit this Clock-In by Eddie Sunday ✕

Location
Newly Imported Employees

Role
None

Clock-In Times
Start Time: Sep 18, 2019 6:57pm
End Time: Sep 19, 2019 12:10am

Break Times
Start Time: Sep 18, 2019 12:00am
End Time: Sep 18, 2019 12:00am

Notes & Dialogue to Employee

Sep 19, 12:10am Eddie Sunday
Clock-Out from Sync

Sep 18, 6:57pm Eddie Sunday
The role " @ Eddie Sunday used in Toast does not exist in Dolce. Please correct the spelling in Toast or create the role in Dolce.

Sep 18, 6:57pm Eddie Sunday
Clock-In from Sync

update 450 characters max

Approve Clock-In

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.