

Troubleshooting Time Punches Not Linked with Shifts

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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)

A screenshot of a time punch record for Alejandra. It shows a "Scheduled Shift" from 9:30am to 5:30pm as a "Server". Below it, a "Linked" time punch is shown from 9:39am to 4:49pm, also as a "Server", with a duration of 7.2 / 8.0 hrs. Orange arrows point from the labels to the corresponding shift and punch entries.

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.

A screenshot of a time punch record for Tyla Daniels on Saturday, September 18. It shows two punches: an "Unscheduled" punch from 9:25am to 4:52pm as a "Server" (7.4 hrs) and a scheduled punch from 9:30am to 3:00pm as a "Food server" (5.5 hrs). Orange arrows point to the role names "Server" and "Food server" to highlight the mismatch.

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.

Fri Sep 17 24

Esparza, Lourdes
 Hrs Worked: 9.38
 Hrs: 18.00 Shifts: 3

6:00pm - 12:00am 2
 Server
 NS / 6.0 hrs

Unscheduled 2
 Host
 6:01pm - 9:48pm V
 3.8 hrs

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

Fri Sep 17 24

Contreras, Laura
 Hrs Worked: 47.34
 Hrs: 37.00 Shifts: 5

Unscheduled 2
 Lead bartender
 OT 11:38am - 11:09pm
 11.5 hrs

5:00pm - 1:00am 2
 Lead bartender
 NS / 8.0 hrs

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

Wed Sep 15 24

Gastelum, Erwin
 Hrs Worked: 35.33
 Hrs: 40.00 Shifts: 5

Unscheduled 2
 2: : INVALID ROLE Required: : 0pm V
 7.2 hrs

3:00pm - 11:00pm 2
 Safety professional
 NS / 8.0 hrs

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,

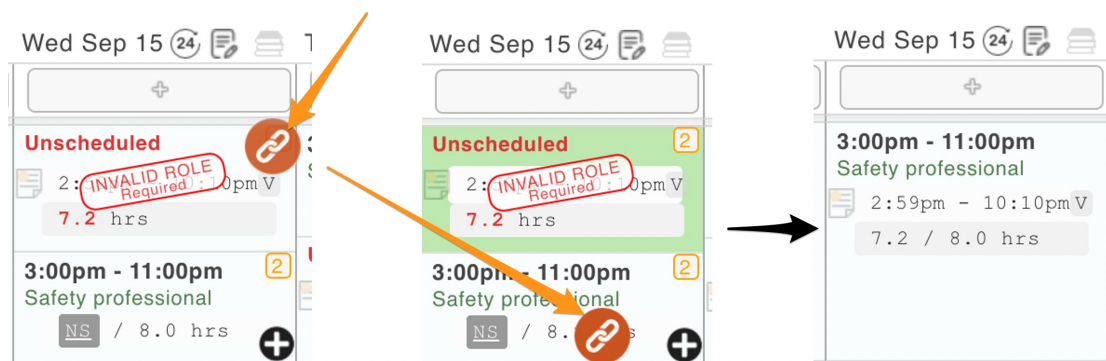
we can see realtime data about the punch in the POS. This data affirms that **no role** was selected at clock-in

- 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.

Shift Information

Edit a Shift for **Thursday** at Location **Smashed FOH** ▼

Employee Pool: Primary Location All Associated

Roles: **Safety professional (Q)** ▼

Employee(s): **Gastelum, Erwin - (40.0 hrs) each** ▼

Headings: **None** ▼

Shift Start Time: **Sep 16, 2021 3:00pm**

Shift End Time - don't show : **Sep 16, 2021 11:00pm**

Expected Break Time: **0** (minutes)

Designated Breaks **+**

Shift Notes (displayed on schedule):

Scheduled Clock-Ins: **Unscheduled Clock-Ins:**

3:17 pm - 10:35pm

Save **Delete**

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