

Payroll Day Doesn't Match Punch Day or Hours Are Not Correct

Summary:

Time did not calculate properly

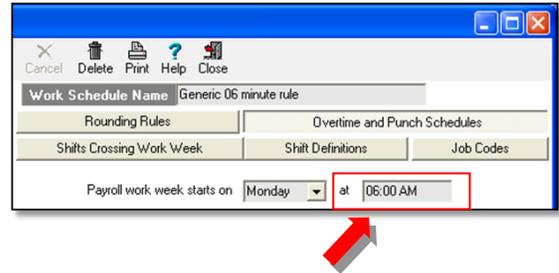
Problem / Goal:

Work Schedule is not functioning as intended

Solution:

Tip!

Change the **'time'** that the work week starts to **12:00 AM**. If you do this, regardless of the day of the week, the 'Work Day' will match the 'Punch Date'. You [may] be able to apply this new rule retroactively but we cannot guarantee that you [will] be able to do so. This is why we suggest you perform a backup first. That way, you may restore the data back to the way it was prior to the attempt to retroactively fix the punches. For the steps to do this, see **Fixing the Punches** below.

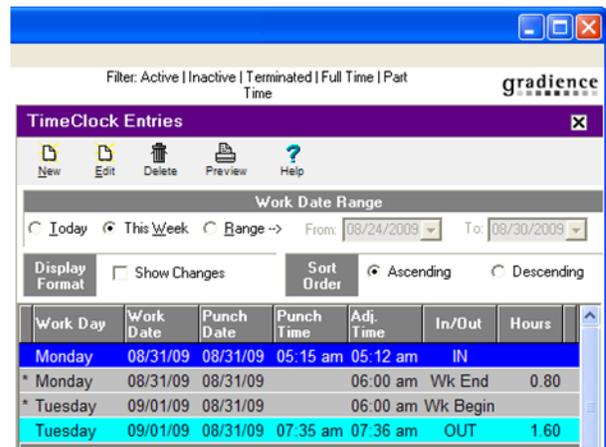


The **Overtime and Punch Schedules** button establishes two things:

1. It sets when the previous Payroll work week ends AND...
2. It establishes when the new Payroll work week begins.

Notice that the time that one week ends and the time that the next week begins are exactly the same.

In our example, the setting indicates that the **Payroll work week starts on Monday at 6:00 AM**. This does not mean that the **'first' Work Day** of the week is identified as Monday. Yes, it occurs on **Monday** but it is considered to be **Tuesday**.



In TimeClock, this setting is the 'boundary' between work weeks. Once this 'boundary' is crossed, you are considered to have entered the 'next' day and week. Any punches during the 24 hours following this 'boundary' will be considered to be the following day.

In our example above, punches that occur on Monday before 6:00 AM are considered to be Monday punches but punches after 6:00 AM are considered to be Tuesday punches.

- **Work Day:** If the first punch of the week occurs after 6:00 AM on **Monday**, the 'Work Day' for that punch will be **Tuesday**.
- **Work Date:** The 'Work Date' associates with that punch will be Tuesday's date.
- **Punch Date:** The Punch Date will reflect the 'actual' date of the punch.

Note: The program calculates by **Punch Date** not by **Work Day** but by following the **Tip** above, you can avoid this situation.

Fixing the Punches:

First do a backup by clicking **File > Maintenance > Backup database**. Then edit the first punch to indicate the proper day. This should correct the rest of the punches. If it doesn't, you may need to delete the bad punches and reenter them manually. If you wish to restore the data to the way it looked at the time you did the backup, follow the steps under **Restoring the Data** below.

If you find the previous punches cannot be retroactively corrected, you can at least be confident now that the program to calculate properly going forward.

1. Click **TimeClock Access** and select an individual whose time was calculated incorrectly.

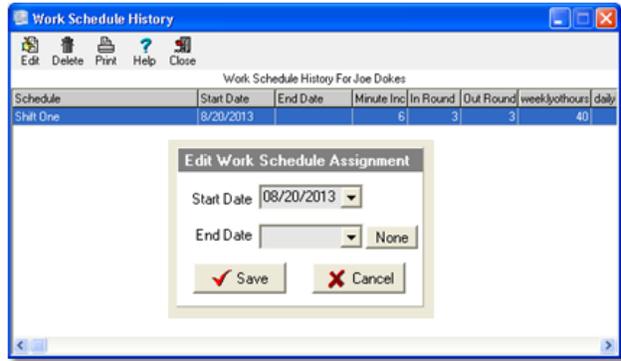
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2. At the bottom right, click **History**. A popup will open. Double-click on the work schedule that has been changed and click **Yes** to the message. A second popup will open.
3. Enter a **Start Date** that is at least two weeks *before* the date you want the new rules to take effect. This will not affect Time Card Runs that have already been run.
4. Do not enter an **End Date** if the new rules are to remain in effect going forward. See illustration. 
5. Click **Save > Close** and rerun your Time Card Run for the date range that previously reported Time incorrectly.



Restoring the Data

CAUTION! Do this only if you wish to restore the data to the way it looked at the time you did the backup above.

Warning! This will overwrite your current data. Back up your current data if you plan to restore them later.

From the desktop, click on your Windows **Start** button > **All Programs > Gradience > DB Monitor**. Enter the same login and password you use for the program.

1. When the Database Monitor opens, click on **Restore > Browse**.
2. When the **Look in** popup opens, select the backup from the list or click the down arrow to navigate to the folder where the backup resides. All backups have a date and time stamp.
3. Click on the backup to be restored and click **Open**.
4. The backup file will appear in the upper field in the Database Monitor.
5. Click **Start Restore**.
6. Click **Yes** to the message that appears.
7. To exit, click on **File > Exit**.

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