

Schedules

Employees (All) Locations (All) Positions (All) Week of Aug 31 - Sep 9 Day Week Month Today

	MON 31	TUE 1	WED 2	THU 3	FRI 4	SAT 5	SUN 6
Open Shifts							
John Peterson 322/40		Open - Spm Manager San Diego	Open - Spm Manager San Diego	Open - Spm Manager San Diego	Open - Spm Manager San Diego	Open - Spm Manager San Diego	Open - Spm Manager San Diego
Jane Goodell 401/40	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista
Mary Williams 322/40							
Jack Russell 241/40	Open - Spm Manager San Diego						
Adam Boyd 241/40	Open - Spm Cashier Chula Vista						
Peter Moore 401/40	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa
Holy Martinez 322/40	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego	Open - Spm Cashier San Diego
Walter Clark 322/40							
Georgia Lewis 201/40	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa	Open - Spm Cashier La Mesa
George Bunn 322/40	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa	Open - Spm Assistant La Mesa
Nate Welsh 201/40	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista	Open - Spm Cashier Chula Vista
Jane Woo 241/40							
HOURS	230.5	51	48	67	61	59	52
COST	\$3000.60	51	48	67	61	59	52

6

Employee Scheduling and Time Clocking Headaches and How to Solve Them

Staff management responsibilities often include providing solutions to common issues that arise in the workplace. From dropped shifts to time clocking supervision, schedule requests to break time regulations, business managers often find themselves micro managing on simple issues that interrupt their workflow and leave a lasting impression on their staff as to how minor conflicts are addressed.



According to a report conducted by Gallup in 2014, one of the three biggest issues that make employees feel disconnected from and uninterested in their job is their manager's inability to respond swiftly to staff needs. Likewise, 95% of managers feel that they don't have a system in place that's accurate or conducive for collecting staff data - like schedules, payroll, and requests - and managing it accordingly.

This leaves both business managers and their employees with a rather troubling and unnecessary gap between conflict awareness and conflict resolution. To eliminate that gap and begin facilitating solutions to these issues, managers need to assess each conflict and apply a relevant fix that will resolve these minor reliability issues without requiring extensive managerial involvement.

In this whitepaper, we'll address six common employee reliability conflicts that business managers deal with on a regular basis and how managers can evolve their current processes in order to eliminate those issues in the future.



1 LAST MINUTE DROPPED SHIFTS

Whether it's because the flu virus has landed again, or a family member needs tending to at the last minute - whether a reason exists or isn't given at all - you know the drill: find a replacement for the shift, or be an employee short of what is optimal.



Dropped shifts reduce productivity, morale, and profitability throughout the workplace.

Employee unreliability makes it that much harder to anticipate or prepare for the day when the inevitable dropped shift occurs. Depending on your place of business, this last minute contingency can make or break your day's profitability.



More importantly, over 45% of employees admit to dropping a shift, unexpectedly, for no good reason and lie about why they can't show up.



But what if employees had a way of automatically informing their team that they wouldn't be able to fulfill a shift? What if anyone on that team was able to pick up the now available shift? In such a case, dropped shifts would suddenly lose their negative pall over the workday.



Business managers who've switched their manual staff scheduling process out for an automated scheduling system have noticed an immediate difference in how dropped shifts affect their operations.

Now, instead of feeling burdened by an absence, their team has become supportive of one another in covering empty shifts, without the need for management to step in and resolve the issue.

2

SCHEDULING CONFLICTS

It can happen to the best of us. An employee informs you, weeks in advance, that they aren't able to work on a certain day. But, because it was a verbal heads-up and not a documented request, you put it on them to remind you when the day gets closer. Too often, they forget, assuming you've already noted it; and you forget, assuming they're going to come back to you within two weeks of the impending request.

When you schedule them for the day/week that they won't be available, you are forced to deal with the conflict.



Managers understand that when misplaced scheduling requests don't get addressed, they result in conflicts that leave both an employee and employer feeling ineffective and unprepared.

But what if your employees could request their time off in a system that documents it, schedules it, and reminds you about it without you having to lift a finger?



According to Toast's 2015 Industry Report for Restaurant Technology, 52% of restaurateurs said "advanced functionality" and "ease of use" would be their top reasons for replacing their existing staff management methods.



If you can find a way to get these requests documented quickly, easily and reserved for future acknowledgment, then you can eliminate unnecessary scheduling conflicts.

3

BREAK PERIODS

10 MINUTES PER DAY PER EMPLOYEE



According to the American Payroll Association (APA), employee "time theft" - when employees clock in/out earlier or later or take long lunches or breaks - exceeds 10 minutes per day, per employee.

Whether your employees work remotely or in the office, at a storefront or over the phone, it can be difficult to assess how long breaks last and whether employees who clock back in are actually clocked in, or doing so prematurely to get the pay for it. It's a simple abuse of the system that wastes time and costs money.



The APA estimates that manual time card errors can cost 1 to 8 percent of annual gross payroll. Mistakes such as misreading handwritten records, putting down numbers incorrectly, or otherwise miscommunicated information can all lead to payroll overages.



By being able to regulate break times in an honest and accountable manner, managers maintain a more transparent relationship with their employees, thus minimizing false clock ins or extended break periods.

If you had a system in place where you could properly calculate break times and assess whether or not employees were clocked back in when they claimed to be, then you could empower your employees to take control over their clocked time and be accountable for their time.

4

OVER-TIME AND UNDER-TIME

What process do you have in place to update payroll requests for employees who've worked overtime hours, or haven't worked as much as they should have in a week?



Having an effective time management solution in place can reduce the time required for your payroll department by 60% or more.

For example, Touch Support, Inc. learned that the best way to address this type of time tracking/payroll conflict is to integrate various departments within their company to seamlessly address the excess or shortage hours.

By having their departments collaborate on recognizing and approving the new invoice, Touch Support, Inc. was able to minimize the effect those changes had on their HR department.



But what if you had a way to instantly approve and process those requests without having to bring them to anyone's attention, or combine any of your departments? What if they could just be instantly acknowledged and resolved?

Touch Support, Inc. discovered that by integrating various software solutions that they were using on a regular basis for things like HR, payroll and staff time tracking, they could eliminate the need for multiple departments to collaborate on as simple a solution as approving completed work.

5

OUT-OF-OFFICE COMMUNICATION



All too often, business managers find themselves needing to contact one or more employees on their day off - be it over the weekend or otherwise - and they can't.



More than 80% of companies have yet to find a way to implement a technology solution to digitally communicate with their offline, out of office, employees.

This causes messages like schedule changes, major announcements and company updates to go unnoticed by employees who would benefit from being aware of them.



According to a recent Gallup poll, over 70% of employees don't feel engaged in the company they work for, in great part due to communication barriers.

But what if employers had a simple, guaranteed way to get their message out to their staff without making them feel obligated to respond or commit to acknowledging that message?



With over \$37 billion lost yearly in the corporate community on employee misunderstanding and miscommunication errors, it seems an obvious solution to implement a solution that allows managers to instantly communicate messages to out-of-office employees.

If you can utilize a system where you can update your employees without making them feel pressured to respond, you can be assured that your message will get delivered and that out-of-office communication will be achieved.

6

ACCURATE TIME CLOCKING



If you work in a place that requires manual clock ins, you might be familiar with employees using the buddy system to clock in for one another when they aren't actually working. In some cases, you may have employees who log invoices with eight-hour

days and no actually work has been completed.

Regardless of your setting, a popular conflict for business managers is dealing with inaccurate time clocking.



According to the 2010 Global Payroll Performance Study, 45% of payroll overpayments were due to incorrect time reporting. Moreover, 23% of employees admit to "buddy-punching" clock-ins to acquire more documented hours.

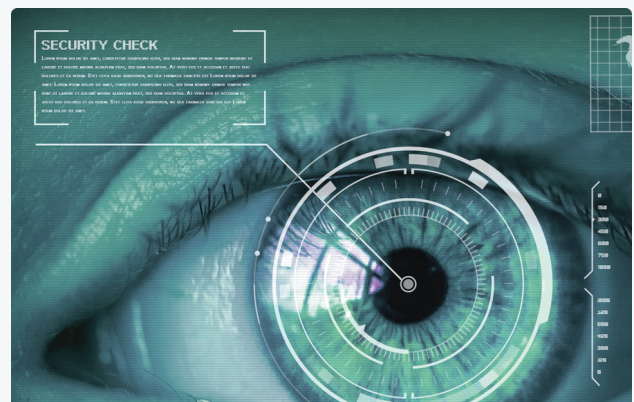
So, how do you manage the hours your employees work, and the honesty with which they log their hours?



According to Software Advice, time and attendance software that uses biometric clocking capabilities is the most effective method for accurate time clocking, only 3% of employees report being able to "steal" time this way.

This type of app single-handedly eliminates false hourly reports and buddy clock ins by making employees accountable for their presence and efforts.

If you can find an application that will allow you to manage and process accurate time clocks, you can eliminate the need to micro-manage clock ins and double check ineffective or unworked hours.



What you may have noticed throughout each conflict addressed in this white paper is that an automated system can resolve all of these minor staff reliability issues.

	MON 31	TUE 1	WED 2	THU 3	FRI 4	SAT 5	SUN 6
Open Shifts			8am - 2pm - Manager San Diego		8pm - 1am - Manager San Diego		
John Peterson			2pm - 10pm - Admin Chula Vista	2pm - 10pm - Admin Chula Vista	2pm - 10pm - Admin Chula Vista	2pm - 10pm - Admin Chula Vista	
Jane Goodell	8am - 5pm - Cashier Chula Vista	8am - 5pm - Cashier Chula Vista	8am - 5pm - Cashier Chula Vista		8am - 5pm - Cashier Chula Vista	8am - 5pm - Cashier Chula Vista	8am - 5pm - Cashier Chula Vista
Mary Williams			2pm - 1am - Agent La Jolla	2pm - 1am - Agent La Jolla	2pm - 1am - Agent La Jolla	2pm - 1am - Agent La Jolla	2pm - 1am - Agent La Jolla
Jack Russell	8pm - 1am - Manager San Diego				8pm - 1am - Manager San Diego	8pm - 1am - Manager San Diego	8pm - 1am - Manager San Diego
Adam Boyd	8am - 4pm - Cleaner Chula Vista			8am - 4pm - Cleaner Chula Vista		8am - 4pm - Cleaner Chula Vista	
Peter Moore	2pm - 10pm - Instructor La Mesa	2pm - 10pm - Instructor La Mesa	2pm - 10pm - Instructor La Mesa	2pm - 10pm - Instructor La Mesa	2pm - 10pm - Instructor La Mesa		
Holy Martinez			8am - 4pm - Analyst La Mesa	8am - 4pm - Analyst La Mesa	8am - 4pm - Analyst La Mesa		8am - 4pm - Analyst La Mesa
Walter Clark	8am - 2pm - Operator San Diego	8am - 2pm - Operator San Diego			8am - 2pm - Operator San Diego	8am - 2pm - Operator San Diego	8am - 2pm - Operator San Diego
Georgia Lewis				8am - 1pm - Associate San Diego	8am - 1pm - Associate San Diego	8am - 1pm - Associate San Diego	8am - 1pm - Associate San Diego
George Bunn	8am - 5pm - Cashier La Mesa	8am - 5pm - Cashier La Mesa	8am - 5pm - Cashier La Mesa	8am - 5pm - Cashier La Mesa			
Nate Welsh	8pm - 2am - Technician La Jolla	8pm - 2am - Technician La Jolla	8pm - 2am - Technician La Jolla	8pm - 2am - Technician La Jolla			

By implementing a staff management application into a company's current employee operation strategy, business managers within any industry can instantly respond to staff requests, empower their employees to take control over their own schedules, and relieve themselves of the pesky staff management responsibilities that take up valuable time each and every week.

ABOUT XIMBLE

Ximble offers a robust staff management application that empowers employees to be interactive with their own schedules, automates scheduling and time tracking processes to relieve managers of mundane and repetitive tasks, and integrates various HR components to offer simple solutions for common staff management responsibilities.

A variety of scheduling and time tracking applications currently exist on the market today, but only one of those options offers a perfectly priced solution with a comprehensive platform to meet all of your staff management needs: Ximble.



Start Your Free Trial
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