

TIME AND ATTENDANCE IMPLEMENTATION UPDATE

COJ Team | September 15, 2025

TIME AND ATTENDANCE IMPLEMENTATION UPDATE

Implementation Process

- Biweekly meetings between City staff and Time Clock Plus (TCP) Project Team

- Implementation Phases:
  - Initiation Phase (Complete)
  - Discovery Phase (Complete)
  - Planning Phase (Complete)
  - System Setup Phase (Underway)
  - Transition Phase (Underway)

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Implementation Process

- System setup continued through September 2024
- IT began enrolling the Pilot Group (Finance Department) in the biometric time system (fingerprint)
- Pilot Group Training for Employees and Supervisors occurred on September 27th
- Biweekly meetings moved to addressing issues identified during piloting

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Implementation Process

Main Piloting Issues Identified:

- Access Issues:
  - Restrict Users from editing own time
  - Time Clocks, Web Access, App Access
  - Non-Exempt Supervisors ability to approve own time
  - Restrict Payroll from editing own time

- Setup Corrections:
  - Leave Request Manager Setup
  - User Role Setup
  - Holiday Hours Setup
  - Leave Time Setup

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Implementation Process

Main Issues Identified:

- Additional Training Issues:
  - Correcting Missed Punches
  - Resolving Exceptions
  - Configuration and Training for Employees electing Compensation Time Earned Allocation rather than Regular Hours
  - Canceling an Approved Leave Request

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Implementation Process

Main Issues Identified:

- Technical Issues:
  - Setup for employees without email access
  - Mail Settings (TCP with IT Staff) for Leave Time Requests Resolved end of January 2025

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- Payroll Training occurred in October 2024
  - Export a test file from TCP to Central Square
  - Move employees to No Schedule in Central Square
  - Figure out how to deal with Exempt Employees only requesting leave time through TCP
  - Required Reports for Payroll Processing
  - Process after Payroll for Record Retention

- Hours Export didn't work:
  - Programming coordination between Central Square and TCP was required

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Implementation Process

- Hours Export became operational January 2025:
  - Payroll went live with Pilot Group January 25, 2025
  - Exported Hours February 2025
  - Finance Department stopped using timesheets in March 2025

- While Export file was in process, Auto Import from Central Square to TCP also did not work
  - Same employees in multiple positions
  - Issue with employee key field between TCP and Central Square

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- Auto Import also required programming coordination between TCP and Central Square
  - Two key items are needed in the Auto Import from Central Square to TCP
    - New employees or changes to employees
    - Accrual Information

- New employee information file was resolved in April 2025

- Accrual Information is still underway
  - Can't pilot any additional groups until this issue is resolved; Resolved in June 2025

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- While programming coordination has been ongoing between TCP and Central Square, progress has continued:
  - Developing Training Groups (Complete)
  - Reviewing TCP Training Manuals and Powerpoint Presentations (Complete)
  - Reviewing TCP Training Videos (Complete)
  - Developing internal process for Supervisors (Complete)
  - Developing any Joplin specific guides for Supervisors (Complete)

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Implementation Process

- While programming coordination has been ongoing between TCP and Central Square, progress has continued:
  - Building different work schedules in TCP (Underway)
  - Building geofencing in TCP (Underway)
  - Identifying best timekeeping methods for each type of employee group and the different clock in/out methods (Underway)
  - Time clock installation (Parks, WWT and Library remaining – will be complete by September 30)

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Implementation Process

PROGRESSION	TIMELINE (TO DATE)
Biometric Clock Enrollment by IT Department	August 2024
System Setup	Through September 2024
Pilot Group Training: Employees & Supervisors	9/27/2024
Continued Biweekly Training to address Piloting Issues	September 2024 to January 2025
Programming of TCP Hours Export into Central Square	October 2024 to January 2025
Payroll Go Live! Payroll Export TCP Hours File	1/25/25; February 2025
Programming of Central Square Auto Import to TCP	November 2024 to May 2025
Develop Training Materials and Review Training Guides and Videos	January 2025 to May 2025

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Implementation Process

PROGRESSION	TIMELINE (TO DATE)
Train all employees in City Hall	June 2025
Train all Police Department Employees (including Administration, Jail & Dispatch)	August 2025/September 2025
Addressing Police Setup Issues	Ongoing
Training and Prepping for Fire Department Training Classes	Ongoing

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Implementation Process

- It is critical to ensure:
  - The system is set up correctly
  - Time system works as anticipated for the various uses and schedules across the City
  - The time system interfaces correctly with the payroll system and ultimately generates accurate paychecks for the employees
  - Employees and Supervisors are properly trained on the new system

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Next Steps

- Check setup for each group prior to Training
- Train each group for piloting
- Piloting begins for each group immediately following Training Sessions

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Next Steps

- Continue the biweekly TCP meetings to address Piloting Issues of Each Group
- Go Live with Each Group once the piloting issues have been resolved
- Continue to update the City Manager and Management Team on the progress and milestones

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Training Groups Complete: 275 Employees using the system!

DEPARTMENTS/DIVISIONS	EMPLOYEES	TRAINING GROUP
Finance	17	Group 1 - Complete
City Manager, Communications, City Clerk, City Attorney, HR, IT, CVB	35	Group 2 - Complete
Building Regulations, Neighborhood Services, Planning, PW-4th Floor	45	Group 3 - Complete
Police, Emergency Communications	178	Groups 4-8 - Complete

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Next Steps:
Upcoming Training Schedule

DEPARTMENTS/ DIVISIONS	EMPLOYEES	MONTH OF TRAINING	TRAINING GROUP
Fire, Emergency Management	112	October 2025	Groups 9-12
Health, Prosecutor, Municipal Court	54	November 2025	Groups 13-14
Garage, SWM, Stormwater, Streets, Traffic, Transit, CIST, Airport, Sewer	150	December 2025 through February 2026	Groups 15-18
Parks	175	March 2026 through May 2026 (seasonals)	Groups 19-22

QUESTIONS?

