

Administrative Policy No. 26-01
City & Borough of Juneau (CBJ)
Timekeeping Policy
Effective January 1, 2026

I. PURPOSE

The purpose of this policy is to ensure accuracy in time reporting, ensure consistency in the application of pay rules and streamline the timekeeping and payroll process for all employees. This policy does not apply to employees of the Juneau School District (JSD) or Bartlett Regional Hospital (BRH).

Specifically, the purpose is:

- a. to provide guidance to City employees and supervisors regarding roles and responsibilities and the use of the electronic timekeeping system (UKG).
- b. to provide employees with procedures for the use of UKG.
- c. to provide managers and supervisors with procedures to ensure that employees' time is accurately reported for payment purposes.
- d. to establish responsibility for time reporting.
- e. to provide possible consequences for violating this policy.

II. INFORMATION

- a. CBJ's official timekeeping system is UKG, which is a Time and Attendance System that collects actual time entered by the employee using the time clock, computer, cellphone, or (when necessary) by the employee's assigned Department Timekeeper or Manager using the UKG software. The data is later transferred to the payroll system (Infor/Lawson) where employees are paid according to the hours recorded in their UKG time sheet.
- b. The UKG electronic timekeeping system and associated work records is the official basis for recording hours worked for all CBJ employees. Absence records (e.g. personal leave, holidays, FMLA and Workers Compensation) will also be recorded in UKG.
- c. To ensure consistency of treatment for employees, the data recorded in the UKG system shall be considered as the "official" record of the workday. Any disputes over actual hours worked or attendance will be resolved by referring to the official UKG records.
- d. It is recognized that in certain situations (e.g. time clock or fob malfunction) that it will be necessary to correct or enter missing data. These changes will be carefully documented via email from the manager or timekeeper, who will make edits and notes on the timecard.
- e. UKG automatically tracks and manages employee hours and applies the current union contract and/or personnel pay rules prior to transmitting the data to payroll.

III. DEFINITIONS

- a. **"Punch in (or out)" and "Swipe in (or out)" terms are used interchangeably:** This is action whereby an employee swipes the assigned fob on the time clock and transmits the information to the timekeeping database. This may also refer to employees that punch in using their personal computer or cellphone and the Timestamp feature.
- b. **Designee:** This is the employee's assigned Manager, Director and/or Department Timekeeper that has access to edit and/or approve changes in employee timecards.
- c. **Timekeeper:** The employee assigned to maintain the UKG records for the department. Usually this is the Department's Administrative Assistant.
- d. **Approver:** The Department Director, Manager, or designee who has authority to approve all hours worked for assigned employees.

- e. **Hourly Employee:** Employees paid for actual hours worked and are entitled to overtime pay under the Fair Labor Standards Act and per union contract or personnel rules.
- f. **Telestaff Employee:** Employees of the Police and Fire Department that utilize the UKG rostering system in lieu of clocking.
- g. **Salaried Employee:** Employees that are exempt from overtime compensation under the Fair Labor Standards Act and receive a fixed amount in each paycheck regardless of how many hours they work.

IV. RESPONSIBILITIES

Responsibilities	Dept. Mgr./ Sup or Designee	Timekeeper	Employee
Record start and end times including lunch using the time clock, computer or phone (unless Telestaff or Salaried)			X
Review missed punches, exceptions, Time Off Requests and other absences daily.		X	X
Enter corrections into UKG for employees	X	X	
Ensure Time Off Request(s) are approved <i>prior to timecard approval</i>	X		X
Review and approve final timecard for payroll processing	X		X

a. Employee Responsibilities:

- i. Shift Begin and End Punching: All hourly employees (excluding Telestaff and salaried employees) are required to punch in and out at the beginning and end of their shift. They will contact their manager/supervisor immediately in cases where a shift punch cannot be accomplished.
- ii. Lunch Punching: Hourly employees should follow their department's lunch punching expectations.
- iii. Working Lunches: Follow relevant Personnel Rules or union contracts as well as the OT Lunch Guidance Memo (attached).
- iv. Time Off Requests: It is the responsibility of the employee to adhere to departmental requirements related to leave approval and its use outside of the UKG system. Regardless of other departmental requirements, all benefited employees (excluding Telestaff employees) must record leave requests through UKG.
- v. Review and approval of timecards: All employees must regularly review and approve their work schedules, time off requests and final timecard for payroll processing.
 - 1. Employees' hours must meet the minimum required hours assigned to their FTE. Employees are required to make up the difference between assigned or minimum hours worked with the use of available leave accruals or leave without pay (if no leave is available).

b. Timekeeper/Supervisor/Manager Responsibilities:

- i. Review: Managers and supervisors will regularly review each timecard for missed punches, exceptions, time off requests and other absences.
- ii. Add Punches later: Under certain conditions, such as a time clock malfunction or reporting to work at a location without a time clock, the Timekeeper and/or Manager can manually add punches later. **This should be an infrequent exception.**
- iii. Corrections: Adjust punches, hours, pay codes and leave. When doing so, maintain clear communication via email or other written documentation with the employee. Any change in UKG must have a comment recorded in UKG. When necessary, email the

employee confirmation of the changes. All adjustments must be made within established Payroll deadlines.

- iv. Approval: Managers must approve each employee's timecard in UKG prior to the pay period deadline. This approval indicates that the manager has reviewed each employee's time and certifies the employee worked the hours documented on the timecard. If an employee did not obtain the required approval prior to working additional hours, or prior to taking leave, the supervisor may make a comment using the special comment feature on the timecard.
- v. Communication: Managers will communicate with employees regarding repeated missed punches and/or mistakes.

c. Payroll Responsibilities:

- i. Payroll will rely on department supervisors and timekeepers to resolve all missed punches or shifts, leave taken, holidays, etc. and to approve each employee's timecard within scheduled deadlines.
- ii. Payroll will run reports prior to the closure of each pay period and review for any missed punches or paid leave. Payroll will notify supervisors to approve timecards. If supervisors do not comply in a timely manner, payroll will be run with available information.
- iii. Payroll will close the pay period according to a preset schedule to ensure that payroll is processed on time.
- iv. When necessary, payroll may make a correction to an employee's timecard. In such situations, payroll will maintain all communication regarding any change and make a comment in the timecard. In such situations payroll will notify the affected employee(s) and their supervisor(s) of the change. Examples include missing or correcting punches, missing or correcting time off, missing or correcting lunch breaks, etc.
- v. Payroll will seek to identify and review all irregularities and/or patterns with the supervisor and/or timekeeper. Problems that are not resolved will be reported and investigated, as appropriate.

d. Department Director Responsibilities:

- i. Department Directors shall ensure all managers, supervisors and employees in their department are following the timekeeping protocols, approvals and deadlines. Employees who consistently fail to perform their responsibilities shall receive direction, training, coaching and discipline up to and including termination.

V. PROCEDURES

a. Punching in and out of the UKG system

- i. Timeclocks: Employees are expected to use their assigned fob at the time clock located in their work area.
- ii. Web application: Employees can also use their own or common area desktop/laptop or kiosk.
- iii. Smart phone: Certain designated employees may also use the mobile application using their own smart phone.

b. Punch Rounding

- i. First/Final punches: UKG rounds to the nearest quarter (1/4) hour for all employees. There is a seven (7) minute grace period on IN and OUT punches. This grace period is only for the purpose of time reporting, and it does not create any policy that tolerates or forgives tardiness. For example:
 - 1. 7:53 to 8:07, will round to 8:00
 - 2. 8:08 to 8:22, will round to 8:15
 - 3. 8:23 to 8:37, will round to 8:30
 - 4. 8:38 to 8:52, will round to 8:45

- ii. Meal punches
 - 1. The total duration of the break is rounded to the nearest 15-minute increment. The rounded duration is then deducted from the hours worked that day.
 - iii. Leave
 - 1. Leave must be requested and approved in quarter hour increments. A leave balance of less than .25 hours will not be available for use.
- c. Time Collection Problem
 - i. If an employee is unable to punch in or out because of a time clock malfunction, network problem, or accidental oversight, it is the employee's responsibility to inform the appropriate supervisor or timekeeper. In this situation, the supervisor will manually add the missing punches. All such corrections or modifications require a comment added to the timecard.
 - ii. In the case of a time clock malfunction in the absence of a supervisor and timekeeper, the employee must notify Payroll of the issue.
- d. Unreported hours
 - i. In addition to fairness and good practice, it is a violation of federal labor laws for hourly employees to work without compensation.
 - ii. Intentional or careless working without punching is prohibited.
 - iii. Employees are required to punch in before performing any work.
 - iv. Employees are not permitted to punch out before stopping work. Forgetting to punch in or out is not a legitimate reason for working "off the clock" or without compensation.
 - v. Employees who underreport or fail to report hours worked may be subject to disciplinary action.
 - vi. Supervisors (at any level) that allow such action may also be subject to disciplinary action.
- e. Overtime
 - i. Any overtime work must be approved by an employee's supervisor **before** overtime hours are performed and must be carefully monitored by a supervisor. All overtime must be shown as reviewed by the supervisor in UKG to indicate approval. Before authorizing overtime and noting as "reviewed", the supervisor is responsible for verifying that funds are budgeted and available. Overtime will be calculated based on the actual hours recorded and credited to the employee in a workweek as measured by UKG.
- f. Supporting Documents
 - i. Documents supporting FMLA, Emergency Service Leave, Military Leave etc. should be given to the direct supervisor or Department Administrative Support Staff and used to reconcile with the UKG timecard data.
- g. Timesheet Review
 - i. All employees shall be given the opportunity to review their electronic timesheets before the payroll due date via UKG.
- h. Disputes over punch times
 - i. To validate the times punched in and out, time clocks may be within view of security cameras. If a dispute over a punch in/out time arises (by employee, supervisor, or other person), the security video footage may be used to resolve the situation.
 - ii. If the dispute cannot be resolved using a security camera, other evidence will be considered, such as, security entrance records, Network login records, the IP address of each punch transaction, witnesses, computer work, employee badge swipes, etc.

- i. Payroll Adjustments
 - i. Employees will be compensated for all the time worked. If an employee is not fully compensated for the payroll because of a data input error or a missing punch, please contact your timekeeper who will in turn contact the Payroll Office.
- j. Timeclock or system problems
 - i. Timeclocks will continue to collect data during times when it looks like there are system malfunctions, even during power outages. Employees should continue to make all necessary punches then immediately inform their supervisor or Department Timekeeper. In this situation the Timekeeper will make a note of the times that may need adjusting but will not adjust until it is confirmed that the system did not collect the data.
 - ii. The Timekeeper will immediately notify the Payroll Office of any punch or system problems.
- k. Lost or damaged fob/badge
 - i. Employees must always keep their fob/badge safe and secure. Any lost or damaged fobs/badges must be immediately reported to the responsible supervisor who will report the loss and request a new fob or badge be issued as soon as possible. Until the new fob/badge arrives, the employee will be punched in and out by the supervisor. Excessive loss and/or forgetting of fob/badge by an employee may be a cause for disciplinary action and replacement fees per union contract or personnel rule.

VI. Discipline

- a. Failure to use the UKG system as required may result in disciplinary action, up to and including termination.
- b. Any falsification or misrepresentation of time and attendance information may result in disciplinary action, up to and including termination.
- c. Employees/Timekeepers/Managers are responsible for ensuring that the work and time off reported accurately reflects each employee's activity for each pay period and validate this by approving the employee's timecard.
- d. Intentional errors in reporting hours worked can result in serious consequences for the individuals involved.
- e. You may be subject to disciplinary action up to and including termination for the following:
 - i. Any attempt to tamper with the timekeeping hardware or software.
 - ii. Punching in/out for another employee (a.k.a. "buddy punching") with both employees subject to disciplinary action.
 - iii. Possession of another employee's badge/fob at any time.
 - iv. Interfering with another employee's use of time clocks.
 - v. Falsifying another employee's punching transactions.
 - vi. Failure to use the UKG system properly.
 - vii. Failure to promptly verify and reconcile time and leave records in accordance with departmental policies and procedures.
 - viii. Falsification of hours worked.
 - ix. Excessive missed punches and/or "Add Punches" without a valid (specific) reason.
 - x. Unauthorized viewing of another employee's time in UKG.
 - xi. All other attempts to defraud, steal time or otherwise lie for oneself or another person.

VII. General Provisions

- a. Scope: This policy applies to all employees of the City and Borough of Juneau, Alaska
- b. Authority to promulgate this policy: The City Manager of the City and Borough of Juneau, Alaska, maintains the authority granted by the CBJ Charter to order policy and guidelines for implementation.
- c. The effective date of this policy is January 1, 2026.

Dated at Juneau, Alaska, this 31st day of December, 2025.



Katie Koester
City and Borough Manager