

Frequently Asked Questions

Q: What is ReadyClock?

A: ReadyClock is a web-based time and attendance solution that is simple to use and extremely affordable.

Q: How does it work?

A: Our advanced electronic time clock connects to a telephone line and automatically transmits employee punches to a secure web-based server. Employees punch IN and OUT on the clock by swiping their time card or entering a PIN code, or online by entering a PIN code through a computer. Each night, the clock silently transmits the day's activity-reliably and securely. Time and attendance records are immediately available to you via the internet.

Q: Can an employee clock into more than one "department code" during a shift?

A: Yes. In fact, by activating the "Out Punch Completion" option, employees do not have to clock OUT of one "department" and IN to the next. They simply clock IN to each "department" after completing the previous one. The system will then automatically generate an OUT punch for the previous "department." The only time employees will need to actually clock OUT (using the 2 key) is at the end of their shift.

Q: Does ReadyClock support rounding rules?

A: Yes. Employee punches can be rounded to the nearest 6 minutes or 15 minutes.

Q: How does your system handle overtime?

A: Standard overtime rules for individual states are available.

Q: Can your system handle automatic lunch deductions?

A: Yes. In the employee set up screen, automatic lunch parameters can be set.

Q: Do I need a dedicated phone line for the clock unit?

A: No. The clock unit does not need a dedicated phone line. In fact, the time clock can share a line with your existing fax machine or credit card machine. The clocks will not answer inbound calls, and outbound calls are made late at night so as not to interfere with regular business communications. The clock does require an analog phone line; it will not transmit on a digital networking system.

Q: Does the clock need to be connected to the phone line at all times in order for employees to punch IN/OUT?

A: No. The clock can collect employee punches without being plugged into the phone line. The clock will store up to 5,000 punches before it needs to transmit. In order for the time clock to actually transmit the punch data, it must be connected to a phone line.

Q: What happens to the punches in the clock if the power goes out?

A: IF the power goes out, all the punches in the clock will be stored until the clock receives power again. Once power is re-established, you can update the payroll data by pressing the "9" key on the keypad. (Note that a major power surge to the clock could result in lost punches as well as a "Programming Error." We recommend that you plug the clock into a surge protector to prevent this.)

Q: What types of reports are available through ReadyClock?

A: ReadyClock offers a wide range of useful reports. To see sample reports, ask your Paycor sales representative or go to readyclock.com. Follow the directions above to access the online demo and then click "Reports."

Q: Once a client decides to use ReadyClock, how long does it take to get started?

A: You can be up and running very quickly. The system can generally be set up before your next payroll. If you are using one or more time clocks, we can usually activate and ship clocks within 3-5 business days. Clocks arrive pre-programmed and require basically zero setup. Simply connect the clock to an analog phone line and power supply, and begin using it.

Q: Is there a way to bulk import employee data into the ReadyClock application?

A: Yes. Using an Excel spreadsheet, the employee data may be imported into the ReadyClock database by using the "Bulk Import" option.

Q: Where can I see ReadyClock in action?

A: You can experience ReadyClock by going to readyclock.com and selecting the "interactive product info" link and then "online demo access." When prompted to enter a user ID and password, enter "online" as the user ID and "demo" as the password. This is a fully functional account that shows most system features.

Q: Does your service alert the supervisor of missed punches?

A: Yes. If an employee has a missing punch, his or her name will appear in red in the employee list along with the number of punches missing. We also offer a free daily e-mail report, which provides activity for the previous day and displays missing punches.

Q: Can employees view their time cards?

A: Yes. Employees may view their own time card using an internet browser as long as they have a password.

Q: Can employees edit their time cards?

A: Employees are not able to edit their time card using their employee login ID and password; however, you can permit employees to edit their own time card by giving them a supervisor login ID and password.

Q: Can I restrict a supervisor from seeing wages on the timecards?

A: Yes. When setting up a supervisor login, you can decide whether to allow them to see wages.

Q: Can I restrict supervisor access and activities?

A: Yes. You can choose to allow supervisors to view only their assigned employees, departments or locations. You can also decide whether a supervisor may edit employee information or punches.

Q: Does your service support multiple departments with multiple pay rates?

A: Yes.

Q: Can an employee clock IN at one location and OUT at another location?

A: Yes. By adding a location ID stamp to each clock, the location at which the employee clocked IN or OUT will appear on the time card and on subsequent reports.