# Shifts

Settings · https://staging.proclock.com/help/kb/managers/manager-settings/shifts/

## Overview

The **Shifts** page is a key component of your company’s time clock setup, allowing you to define, manage, and enforce work shifts for employees. This feature is only available if **Shifts** has been enabled in the Company Setup screen. By configuring shifts, you can control when employees are allowed to clock in and out, manage overtime, and assign Rounding Policies to specific shits.

## Accessing the Shifts Page

1. Ensure **Shifts Used** is checked in the Employer’s Data entry screen (folder #1).
2. Navigate to the **Shifts** submenu from the main menu.

## Fields and Options Explained

### Shift Number

**Field Name:** Shift #
**Description:** Assigns a unique number to each shift. You may enter any number or accept the default provided by the system.**Tip:** Use a logical numbering system (e.g., 1 for first shift, 2 for second shift) for easier management.

### Description

**Field Name:** Description
**Description:** Enter a descriptive name for the shift, such as "1st Shift", "Day Shift", or "Graveyard Shift".

**Tip:** Use clear, consistent naming conventions to avoid confusion.

### Start Time

**Field Name:** Start Time

**Description:** The time the shift begins. Enter the time in **military format** (00:00 to 24:00).

**Example:** 08:00 for 8:00 AM, 17:00 for 5:00 PM.

### End Time

**Field Name:** End Time

**Description:** The time the shift ends. Enter the time in **military format** (00:00 to 24:00).

**Example:** 16:00 for 4:00 PM, 23:00 for 11:00 PM.

### Shift Differentials (Shift Premiums)

**Purpose:** Allows managers to define rules for paying extra (shift premiums) if employees work during specific hours, such as nights, weekends, or holidays.

**Configuration:**

- Define start and end times for premium periods.
- Specify which days (any day, Saturday, Sunday) the premium applies.
- Set the premium rate or amount.

**Example:** Employees working between 22:00 and 06:00 receive a 10% premium.

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## Managing Overtime Authorization

To authorize an individual employee to work overtime:

1. Go to the employee’s information card under the **Employee’s Data** menu option.
2. Check the box labeled **Exempt Employee from Shift Rules**.
3. Save the changes.

**Result:** The selected employee can clock in/out outside of their assigned shift without restriction.

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## Reports and Sorting

You can print a report from the Shift definitions menu. The report lists all employees, sorted by shift number. This is useful for reviewing shift assignments and ensuring coverage.

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## Rules on Overlapping and Premium Shifts

**Overlapping Shifts:**

If an employee’s work hours span multiple shifts or premium periods, the system applies the rules as defined in the shift setup. Ensure that shift times do not unintentionally overlap unless intended for premium calculations.

**Premium Shifts:**

Premiums are paid according to the rules set for specific hours or days. The system calculates and applies premiums automatically based on the defined criteria.

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## Frequently Asked Questions (FAQs)

**Q: Why can’t I access the Shifts page?**

**A**: Ensure that **Shifts** is enabled in the Manager Permissions screen.

**Q: How do I set up a night shift with a premium?**

**A**: Define a shift with the appropriate start and end times (e.g., 22:00 to 06:00) and set a shift differential for those hours.

**Q: Can an employee be assigned to more than one shift?**

**A**: Each employee is typically assigned to one shift at a time. For special cases, consult your system administrator.

**Q: How do I prevent unauthorized overtime?**

**A**: Ensure employees are not marked as "Exempt Employee from Shift Rules" unless necessary.

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# Troubleshooting

## Employees Cannot Clock In/Out

- **Check Shift Assignment:** Ensure the employee is assigned to an active shift.
- **Verify Shift Times:** Confirm that the current time falls within the assigned shift’s start and end times.
- **Review Overtime Exemption:** If the employee needs to work outside their shift, ensure "Exempt Employee from Shift Rules" is checked.
- **System Time Settings:** Ensure the system clock is set correctly and matches the time zone of your shifts.

## Shift Premiums Not Applied

- **Check Shift Differential Settings:** Verify that the premium hours and rates are correctly configured.
- **Review Employee Work Times:** Ensure the employee’s work hours fall within the premium period.
- **Save and Refresh:** After making changes, save and refresh the system to apply updates.