

# Standard Operating Procedure (SOP): Daily Time and Attendance Check (Odoo 18)

**Department:** Human Resources

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**Version:** 2.0

**Review Date:** Annually (or as Odoo updates necessitate)

## 1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to outline the daily process for the Human Resources (HR) team at Telecontract Pvt Ltd to accurately monitor and verify employee time and attendance using Odoo 18. This ensures compliance with company policies, accurate payroll processing, and effective workforce management, fostering a professional working environment where productivity is enhanced and absenteeism is reduced. This policy is to be read in conjunction with the Leave Policy and Time and Attendance Policy and other related Human Resources policies.

## 2. Scope

This SOP applies to all HR personnel responsible for time and attendance monitoring and all employees of Telecontract Pvt Ltd whose attendance and timesheets are recorded in Odoo 18, whether working in-office or remotely.

## 3. Definitions

**Odoo 18:** The Enterprise Resource Planning (ERP) system used by Telecontract Pvt Ltd for various functions, including time and attendance tracking and timesheets.

**Attendance:** The record of an employee's presence or absence from work, including clock-in and clock-out times. Employees are expected to report to work as scheduled, on time, and prepared to start working.

**Timesheet:** A detailed record of the hours an employee has spent on specific tasks or projects.

**Discrepancy:** Any inconsistency or deviation from expected attendance or timesheet records (e.g., missing clock-outs, unexplained absences, unapproved overtime).

**HR Team:** The Human Resources department at Telecontract Pvt Ltd.

**Occurrence:** A single whole infraction of the Time and Attendance policy as defined. Two "half occurrences" are equivalent to one whole "occurrence".

 <p><b>Half Occurrence</b> 0/∞ 0 granted, 0 this month <b>Half Occurrence (0.5):</b> Minor compliance failures like tardiness or missing clock entries that disrupt workflow.</p> <p><b>Examples:</b> Late arrival, early departure, missing clock-in/out, incomplete timesheets</p> <p style="text-align: right;"><b>Grant</b></p>	 <p><b>Full Occurrence</b> 0/∞ 0 granted, 0 this month <b>Full Occurrence (1.0):</b> Serious policy violations like unauthorized absence or failure to fulfill core responsibilities.</p> <p><b>Examples:</b> Unauthorized absence, manager validation failure, HR reporting failure, training inadequacy</p> <p style="text-align: right;"><b>Grant</b></p>
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**Scheduled Starting Time:** The time specified in an employee's contract or work schedule when they are expected to begin work.

## 4. Responsibilities

**HR Officer/Assistant (Daily Check):** Responsible for performing the daily time and attendance check as per this SOP, identifying discrepancies, and initiating follow-up actions. HR has a duty to check and accurately report on time, attendance and leave. Failure to do so accurately and honestly is an infringement which warrants disciplinary action. HR has no discretion in the application of this policy. HR has a duty to advise ManCo and Exco of all absences through the daily absence report no later than 09:30 every day to ensure alternative arrangements can be made for productivity. Failure to do so is an infraction. HR has the responsibility to train and advise employees and managers on the correct time and attendance procedures.

**HR Manager:** Responsible for overseeing the daily checks, reviewing reports, approving resolutions for complex discrepancies, and ensuring compliance. HR Manager has no discretion in the application of this policy. HR Manager is responsible for ensuring adequate training programs are delivered and that all staff understand policy requirements including all the other responsibilities as defined above in the responsibilities of the HR Officer / Assistant.

**Employees:** Responsible for accurately clocking in/out and submitting timesheets in Odoo 18 as per company policy. Employees are expected to remain at work for their entire work schedule. Employees are responsible for issuing the notification of their absence directly. They do not have discretion to circumvent the formal leave application process.

**Department Heads/Managers:** Responsible for approving timesheets and addressing attendance issues within their respective teams. Managers will be held accountable for the timely and accurate review and validation of their team members' timesheets. **Both managers and supervisors must notify HR of any known absences daily by 8.30am each morning. Failure to do so is an infraction.** Failure to formally notify HR and their Manager of an employee's absence if they receive notification in written format (email or via Odoo) is an infringement of company policy. **Managers have no discretion in regard to the application of this policy. Only EXCO can give discretionary approval when applied for by the manager or the employee.**

## 5. Procedure

**Frequency:** Daily, starting at 08:00 AM (CAT) each working day. The daily check-in must be completed by no later than 08:15 AM (CAT). **Timesheet entries must be checked at the end of the day or by latest the next morning**

by 9:30 AM and a report generated along with the daily attendance report and shared with ManCo and Exco. The daily attendance report for ManCo and Exco must be generated by no later than 09:30 AM (CAT).

## 5.1. Accessing Odoo 18 and Attendance Records

1. **Login to Odoo 18:** Open your web browser and navigate to the Odoo 18 instance for Telecontract Pvt Ltd. Log in using your HR credentials.
2. **Navigate to Attendance Module:** From the Odoo dashboard, click on the "Attendance" module.

## 5.2. Daily Attendance Review (By 08:15 AM CAT)

1. **Filter by Date:** In the Attendance module, filter the records for the current working day.
2. **Review Attendance Summary:**
  - **Overview of Present/Absent:** Quickly review the summary to see the number of employees marked as "Present," "Absent," or "On Leave."
  - **Identify Missing Clock-Ins (for the current day):** Look for employees who should have clocked in by their scheduled starting time but have not.
  - **Identify Missing Clock-Outs (from previous day):** Look for any employees who clocked in on the previous working day but have not yet clocked out. Odoo typically highlights these or shows an open attendance record.
  - **Identify Unexpected Absences:** Cross-reference the attendance records with any known leave requests or approved absences. Investigate any employee marked "Absent" without prior approval.
3. **Comprehensive Attendance Verification: For Non-Management Employees, verify they have:**
  - Logged/clocked in to the attendance system
  - Logged honest and accurate timesheet entries related to work carried out
  - Completed tasks, tickets, scheduled activities, leads, sales, payments, verified calendar events, telephonic exchanges, or other ERP (Odoo) system transactions
  - Attended any authorized activity approved by their immediate manager/director
  - Logged out/clocked out at the authorized end of the working day
4. **For Management Employees, verify they have:**
  - All non-management requirements above
  - Ensured their team members have logged expected departmental timesheet hours
  - Reviewed their team members' logged timesheet hours in accordance with departmental KPIs
  - Participated in meetings, workshops, strategic or managerial activities aligned to their roles
5. **Detailed Employee Attendance Check (for identified issues):**
  - Click on individual employee records where discrepancies are noted
  - Verify the clock-in/out times against standard working hours
  - Check ERP system activity aligned with their roles and responsibilities

## 5.3. Daily Timesheet Review (By End of Day or 09:30 AM CAT Next Morning)

1. **Navigate to Timesheets Module:** From the Odoo dashboard, click on the "Timesheets" module.
2. **Filter by Date and Employee:** Filter timesheets for the previous working day. If possible, filter by employees identified with attendance issues.
3. **Verify Timesheet Entries:**
  - **Against Attendance:** Check if employees who clocked in have corresponding honest and accurate timesheet entries
  - **Completeness:** Ensure that timesheets are filled out with sufficient detail to understand the nature of the work performed
  - **Overtime/Under-time:** Identify any significant deviations from standard working hours and verify if these are justified or approved
  - **Manager Validation:** Confirm managers have reviewed and validated each timesheet submitted by their team members

4. **Generate Timesheet Report:** Create comprehensive timesheet report to be shared with ManCo and Exco by 09:30 AM along with daily attendance report.

## 5.4. Addressing Discrepancies

### Missing Clock-Ins (Current Day):

1. **Immediate Action:** Contact the employee's direct manager/department head to inquire about the employee's whereabouts. Attempt to contact the employee directly.
2. **Employee Notification of Absence:**
  - **Standard Hours (8:00 AM start):** If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor **BEFORE 8:00 AM** on that same day. If the employee is unable to call, he or she must have someone make the call.
  - **Shift Workers:** Employees on shift work must notify their supervisor **as early as they know they will be unable to report for work**, regardless of their scheduled starting time.
3. **Sick Leave vs. Unpaid Leave:**
  - If notification of illness/emergency is received **BEFORE 8:00 AM** (or as early as possible for shift workers), and a medical certificate is provided on the first day of absence from work, the absence may qualify as sick leave
  - If notification is not received **BEFORE 8:00 AM** (or sufficiently early for shift workers), the absence is deemed unauthorized and will be immediately recorded as unpaid leave (1 occurrence)

### Missing Clock-Outs (Previous Day):

1. **Immediate Action:** Contact the employee immediately (via internal chat, email, or phone) to ascertain their clock-out time.
2. **Correction in Odoo:** If the employee confirms the clock-out time, the HR Officer can manually correct the attendance record in Odoo 18.
3. **Issue Occurrence:** Missing clock-out = 0.5 occurrence
4. **Recurring Issues:** If an employee repeatedly fails to clock out, remind them of company policy and issue additional occurrences as warranted.

### Unexpected Absences:

1. **Immediate Action:** If an employee is marked "Absent" without prior notification **BEFORE 8:00 AM** (or sufficiently early for shift workers), contact their direct manager/department head to inquire.
2. **Follow-up with Employee:** Attempt to contact the employee directly.
3. **Verify Director Approval:** Check if director approval was obtained prior to taking leave.
4. **Record Absence:** Based on information gathered, update the employee's attendance status in Odoo:
  - **Unauthorized Absence:** 1 occurrence + unpaid leave (if no notification before 8:00 AM or no director approval)
  - **Sick Leave:** Pending medical documentation (must be provided on first day of absence) and director approval
  - **Emergency Leave:** Subject to verification, director approval, and compliance with notification requirements

### Timesheet Discrepancies:

1. **Contact Employee/Manager:** For incomplete or questionable timesheets, contact the employee or their direct manager for clarification and correction.
2. **Adjustments:** Make necessary adjustments in Odoo 18 as per confirmed information. The correction of timesheets will be done through Formview on the timesheet by logging notes and scheduling of activities.
3. **Issue Occurrence:** Incomplete/inaccurate timesheet = 0.5 occurrence

4. **Manager Accountability:** Failure to diligently review/validate subordinates' timesheets or to address known inaccuracies = 1 occurrence

## 5.5. Leave Application Processing

### Leave Types Summary:

Leave Type	Entitlement	Advance Notice	Medical Cert	Director Approval
Annual Leave	30 days/year (max 90)	1 week (<5 days) 1 month (5+ days)	No	Required
Compassionate	12 days/year (non-cumulative)	As soon as possible	No	Required
Maternity	98 days per period	3 months	No	Required
Paternity	5 days per birth	1 month	No	Required
Sick Leave	90 days full + 90 days half	BEFORE 8:00 AM	<b>Required on Day 1</b>	Required
Unpaid Leave	15 days/year (non-cumulative)	As required	No	Required

### Leave Application Process:

Step	Responsibility	Timing	Consequence of Non-Compliance
1. Employee Application	Employee	Per advance notice requirements	May be deemed unpaid leave
2. Manager Review	Manager	Within 24 hours	Manager occurrence (1.0)
3. Director Approval	Director	PRIOR to taking leave	<b>Leave deemed unpaid</b>
4. HR Processing	HR	Same day as approval	HR occurrence (1.0)
5. Odoe Documentation	HR	Before employee takes leave	System non-compliance

## 5.6. Occurrence Tracking and Issuance

### Occurrence Types and Values:

Infraction Type	Occurrence Value	Description
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Unauthorized Absence	1.0	Employee absent without proper notification or approval
Late Arrival	0.5	Employee arrives after scheduled start time
Early Departure	0.5	Employee leaves before scheduled end time
Missing Clock-in	0.5	Employee fails to clock in at start of shift
Missing Clock-out	0.5	Employee fails to clock out at end of shift
Incomplete/Inaccurate Timesheet	0.5	Timesheet lacking detail or containing inaccuracies
Manager Timesheet Validation Failure	1.0	Manager fails to review/validate team timesheets
Manager Absence Notification Failure	1.0	Manager/supervisor fails to notify HR of known absences
Failure to Provide Medical Certificate	1.0	Converts sick leave claim to unauthorized absence
HR Inaccurate Reporting	1.0	HR fails to accurately report time/attendance/leave
HR Late Daily Report	1.0	HR fails to deliver daily reports to ManCo/Exco by 09:30 AM
<b>HR Training Failure</b>	1.0	HR fails to provide adequate training or advisory services

**Escalation Triggers:**

Threshold	Time Period	Action Required
2+ occurrences	30 days	Disciplinary action required
8 occurrences	12 months	Grounds for termination
5+ days absence	Without notification	Job abandonment/dismissal

**Implementation in Odoo - Badges System:**

Occurrences will be issued using the badges system in Odoo. The following badges should be configured:

Badge Name	Occurrence Value
Unauthorized Absence	1.0

Late/Early	0.5
Missing Clock	0.5
Timesheet Issue	0.5
Manager Violation	1.0
HR Violation	1.0
Training Issue	1.0

#### Implementation in Odoo:

1. **Create Custom "Occurrence" Object:** Work with Odoo administrator to create tracking system capturing:
  - o Date of Occurrence
  - o Type of Occurrence
  - o Description/Details of Infraction
  - o Policy Clause Violated
  - o Status (Issued, Acknowledged, Resolved)
  - o Link to relevant attendance/timesheet record
2. **Notification System:** Configure automatic notifications to employee and manager when occurrence is logged
3. **Reporting:** Build custom reports to track occurrences per employee and identify trends

### 5.7. Manager Accountability Framework

#### Daily Manager Compliance Check:

1. **Verify Timesheet Approvals:** Confirm managers have reviewed and approved team timesheets from previous day
2. **Response Timeliness:** Check for timely response to attendance notifications from supervisors
3. **Documentation:** Confirm proper documentation of team attendance issues
4. **Issue Occurrences:** Apply occurrences for manager non-compliance with validation duties

#### Manager Responsibilities:

- Review and validate each timesheet submission daily by 6pm daily.
- Verify time allocated aligns with actual work and departmental KPIs
- Ensure timesheet entries are sufficiently detailed
- Document absences and exceptions appropriately
- **Daily notification to HR of all known absences (failure to do so is an infraction)**
- Maintain records of validated timesheets per company policy

### 5.8. Medical Certificate Handling

#### Sick Leave Verification Process:

1. **Employee Reporting:** Employee reports illness to Department Head and HR when unwell
2. **Medical Consultation:** Employee consults certified medical practitioner
3. **Certificate Requirement:** Medical certificate must be provided on the first day of absence. A failure to provide a sick leave certificate will result in this absence being treated as unpaid leave.

4. **Application Process:** Apply for sick leave in Odoo, attach medical certificate, as soon as possible
5. **Consequence:** Without certificate on first day = unauthorized absence (1 occurrence)

**Continuous Sick Leave Management:**

- **First 90 days:** Full salary and benefits
- **Additional 90 days:** Half salary and benefits
- **After 180 days continuous:** Company may retire employee on medical grounds with medical practitioner certificate

**5.9. Enhanced Daily Reporting (By 09:30 AM CAT)**

**Daily Report Requirements:**

Report Component	Content	Deadline	Recipients	Consequence of Late/Missing
Attendance Summary	Current day attendance statistics	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Timesheet Report	Previous day timesheet completion/validation	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Absence Notifications	All known absences for alternative arrangements	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Outstanding Leave Applications	Pending approvals by type	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Occurrence Tracking	Recent occurrences and trending employees	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Manager Compliance	Timesheet validation completion rates	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Medical Certificates	Outstanding sick leave documentation	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)
Escalation Cases	Situations requiring management intervention	09:30 AM CAT	ManCo & Exco	HR occurrence (1.0)

**Daily Discrepancy Log Format:**

Date	Employee	Discrepancy Type	Action Taken	Resolution Status	Occurrences Issued	Manager Notified
[Date]	[Name]	[Type]	[Action]	[Status]	[Number]	[Y/N]

**5.10. Escalation Procedures**

**Escalation Matrix:**

Issue Type	Escalation Level	Timeline	Action Required	Responsible Party
Job Abandonment (5+ days)	Immediate	Same day	Termination process	HR Manager
Medical Emergency	Immediate	Same day	Emergency protocols	HR Manager
2+ Occurrences (30 days)	Management Review	24 hours	Disciplinary action	Department Head
8 Occurrences (12 months)	Executive Review	48 hours	Termination consideration	Exco
Policy Violations	Management Review	24 hours	Investigation	HR Manager
System Issues	IT Support	2 hours	Technical resolution	IT Team
Manager Non-compliance	Senior Management	24 hours	Performance review	HR Manager
HR Non-compliance	Executive Review	Immediate	Disciplinary review	Exco
<b>Training Inadequacy</b>	<b>Management Review</b>	<b>24 hours</b>	<b>Training improvement plan</b>	<b>HR Manager</b>

#### Escalation Communication:

Stakeholder	Information Required	Communication Method	Timeline
Employee	Occurrence details, policy reference	Email + Odoo notification	Immediately
Manager	Team member issues, validation failures	Email + verbal briefing	Within 2 hours
Department Head	Departmental trends, escalation needs	Daily report + meeting	Daily by 09:30 AM
ManCo	Operational impact, resource needs	Daily report + escalation memo	Daily by 09:30 AM
Exco	Strategic issues, policy exceptions	Weekly summary + urgent alerts	As required

### 5.11. EXCO Discretionary Approval Process

#### When EXCO Discretion May Be Applied:

- **Retrospective Annual Leave:** Only EXCO can approve annual leave applied retrospectively
- **Policy Exceptions:** Unusual circumstances requiring deviation from standard policy



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Medical cert provided? —No—→ Unauthorized Absence + Occurrence      |
|                                                                    | V
| Yes                                                                | Timesheet
Discrepancies? —No—→ Check Manager Validations                    |
|                                                                    | Update Odoo Records      |
|                                                                    | Yes
V                                                                    |
V                                                                    |
Process as Sick Leave                                             |
Manager Compliance Issues? —No—→ Generate Reports                |
|                                                                    | V
|                                                                    |
| +-----+-----+ Contact Employee/Manager
Yes                                                                    |
|                                                                    |
|                                                                    | V
V                                                                    |
Document All Actions & Issue Occurrences                        | Update Timesheets + Issue
Occurrences      Issue Manager Occurrences                    |
|                                                                    |
|                                                                    | V
|                                                                    |
Generate Daily Management Report (by 09:30 AM CAT)
←-----+-----+
|
V
END

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## 7. Key Performance Indicators (KPIs)

KPI Category	Metric	Target	Measurement Frequency	Responsible Party
<b>Attendance Accuracy</b>	% employees with accurate daily records	98%	Daily	HR Officer
<b>Discrepancy Resolution</b>	Average resolution time (hours)	<4 hours	Daily	HR Officer
<b>Report Timeliness</b>	% reports delivered by 09:30 AM	100%	Daily	HR Officer
<b>Occurrence Tracking</b>	# occurrences issued vs. policy violations	100% accuracy	Daily	HR Manager
<b>HR Compliance</b>	% daily checks completed on time	100%	Daily	HR Manager
<b>Manager Validation</b>	% timesheets validated within 24 hours	95%	Daily	Department Heads

<b>Leave Processing</b>	Average application processing time	<48 hours	Weekly	HR Team
<b>Medical Certificate</b>	% sick leave with timely certificates	90%	Weekly	HR Officer
<b>Absence Notification</b>	% managers reporting known absences	100%	Daily	HR Officer
<b>System Compliance</b>	% employees using badges system correctly	95%	Weekly	HR Manager

## 8. Revision History

Version	Date	Description of Change
1.0	May 28, 2025	Initial Release
1.1	May 28, 2025	Incorporated details from Time & Attendance Policy and Leave Policy
1.2	May 28, 2025	Updated timing requirements and disciplinary actions
1.3	May 28, 2025	Added employee notification responsibilities and annual leave restrictions
2.0	May 28, 2025	<p><b>MAJOR REVISION:</b></p> <ul style="list-style-type: none"> <li>• Added mandatory daily absence notification from managers/supervisors to HR</li> <li>• Enhanced HR duty to advise ManCo/Exco of all absences by 09:30 AM daily</li> <li>• Added timesheet checking deadline (end of day or by 09:30 AM next morning)</li> <li>• Implemented badges system for occurrence tracking in Odoo</li> <li>• Created comprehensive tabular formats for easy consumption</li> <li>• Added detailed escalation matrix and communication protocols</li> <li>• Enhanced KPI tracking with specific metrics and targets</li> <li>• Aligned notification timing with BEFORE 8:00 AM requirement (shift workers: as early as possible)</li> <li>• Added mandatory director approval for ALL leave types prior to taking leave</li> <li>• Enhanced HR accountability with disciplinary consequences for inaccurate reporting</li> <li>• Added EXCO discretionary approval process</li> <li>• Removed manager and HR discretion - only EXCO can approve exceptions</li> </ul>

I \_\_\_\_\_ confirm that I have read and fully understood this Standard Operating Procedure and I agree to abide by it.

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**Signature**

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**Date**