

Subject: Instructions for Processing Call Back Hours

Audience: HR Directors, Time Administrators

To assist agencies in processing call back hours worked and call back premium pay, the State Human Resources Division and the SCEIS Team have prepared this document as a guideline for processing these hours correctly.

According to State of SC Human Resources regulations, hours worked as call back should be considered time worked for the following purposes:

- The Missing Time Report
- FMLA Creditable Hours
- Overtime
- Compensatory time (if applicable)
- Holiday Compensatory time

To ensure proper calculation of hours worked and premium pay, both the Attendance hours code (1000) and the Call Back hours code (1001) need to be entered when an employee's call back time is recorded. The 1001 code will allow the system to calculate the call back premium pay correctly, and the 1000 code will allow the system to count those hours as worked for the purposes of the Missing Time Report, FMLA creditable hours, overtime and any compensatory time earned.

Recording Call Back Hours

In the example below, an employee on a 7-day work week works 37.5 hours and is called back for a total of 3.75 hours during the week. The 3.75 call back hours should be entered as both attendance hours (1000) and call back hours (1001) as shown in the following screen:

Data Entry Period		08/19/2013 - 08/25/2013		Week		34.2013					
Data Entry Area											
ID	LT	A/AT	Wag	Position	Total	MO 08/19	From To	TU 08/20	From To	WE 08/21	From To
					45	9		7.50		13.50	
	1000				18	3.50	08:30 12:00	4	08:30 12:30	3.50	08:30 12:00
	1000				19.50	4	13:00 17:00	3.50	13:30 17:00	4	13:00 17:00
	1001				3.75	0.75	19:15 20:00			3	19:00 22:00
	1000				3.75	0.75	19:15 20:00			3	19:00 22:00



When the working time and call back hours are entered properly, the system will pay overtime or accrue compensatory time, whichever is appropriate, in addition to paying 5 hours of call back premium pay for this week.

The calculation of compensatory time and premium pay for this employee for the week shown is as follows:

Calculating Compensatory Time

Compensatory time is calculated as follows:

Total attendance hours (1000): 41.25 (1.25h over 40)

Compensatory time received at time and a half: $1.25 \times 1.5 = 1.875$

Total call back hours (1001): 3.75

Compensatory time received at half time: $3.75 \times 0.5 = 1.875$

Total compensatory time earned for the week: $1.875 + 1.875 = 3.75$

Below are screen shots of the pay results for these call back hours and compensatory time earned for the week ending 8/23/13:

Pay Results

3	1110	Salaried	No01			36.25		1,583.33
3	1215	Call Back	01	W	01	19.49	5.00	97.45

Note: Minimum 2 hour premium pay for call back; received 2 hours on 8/19 and 3 hours on 8/21.

