



City Trades Paper Time Tracking for ExecuTime and Greater Efficiency

You will often find work environment where the staff gets paid only once a month. Such was the case in Lincoln City, OR, where the city staff also had to wrestle with paper to log work hours, request time off, and perform a number of other time and attendance tasks.

In Lincoln City, the monthly pay schedule hinged upon a paper-based time tracking system. Once per month, time sheets were printed, sent to all departments, and nearly all staff members had to manually fill out the forms, get approval from supervisors, and then the piles of paper were shifted to the payroll department for data entry.

For Deborah Mammone, Finance Director, that was reason enough to trade paper time cards for an electronic system. "I really wanted to move to a bi-monthly pay system," says Mammone. "We had a lot of data integrity issues with our old process. To accommodate the data entry needed to process payroll twice per month, we really needed an online system."

But changing from a monthly to bi-monthly pay schedule was not the only reason why Lincoln City needed to stop shuffling paper. "We needed to streamline the entire system," says Mammone. "We wanted the electronic routing and approval of the time sheets so that paper wasn't sitting on people's desks and getting lost. If a time sheet didn't get to payroll in time, then you had to track it down. It could be with the employee, with the supervisor, en route somewhere, or put in the wrong mailbox. This wasted a substantial amount of time."



Like most city governments, Lincoln City had a number of challenges that had to be addressed by any new electronic system. While many city employees could clock in and out using a web-based interface on their PCs, they had other employees in public works

and in their community center that would require time clocks. In addition to that, any new time and attendance system would need to automatically process a complex set of rules and policies governing multiple pay classifications, overtime pay structures, union, part-time, and full-time employees. All of this had to happen behind the scenes with as little administrator intervention as possible.

Another critical feature requirement would be a seamless integration with their payroll software system from Caselle. "A partnership

with our payroll system was another criteria," says Mammone. "I didn't want to end up in a situation where something wasn't working and I had one vendor pointing at the other vendor and nobody helping."

“ExecuTime did detailed research and documentation on our payroll system. Ultimately, all the different scenarios worked the way we expected. It was a smooth implementation.”

- Debbie Mammone, Lincoln City, OR

It didn't take long for ExecuTime's time and attendance solution to land on Mammone's radar. In addition to already being familiar with ExecuTime via conferences and previous work experience, she called and received a recommendation for ExecuTime from Caselle. "ExecuTime did everything we needed and the price was within our budget," explains Mammone. "It's got a lot of flexibility in setting up the approval processes and passing data between Caselle and ExecuTime."

Having made the decision to implement ExecuTime, Mammone now had to work with ExecuTime to implement and integrate the solution. This process turned out to be nearly effortless. "ExecuTime did detailed research and documentation on our payroll system," says Mammone. "Ultimately, all the different scenarios worked the way we expected. It was a smooth implementation."

But even the smoothest implementation includes a few changes. This is where a proactive, highly competent technical support staff comes into play. "We had a few tweaks," says Mammone, "But it all got addressed. ExecuTime's tech support staff was very helpful. I'd email in a support ticket and not even a minute later my phone would ring."

Once ExecuTime was installed and integrated with the Caselle, the new system had to be rolled out to the users. To familiarize the staff with the new time tracking tools, Lincoln City's payroll staff, as well as Mammone, received training from ExecuTime and then they trained their own staff.



“Roll-out went smoothly,” says Mammone. “We switched two departments over to ExecuTime for two pay periods and then transitioned the other departments. It’s easy to use.” It took Lincoln City only three months to fully implement ExecuTime including installation, integration, and training.

“ExecuTime’s tech support staff was very helpful. I’d email in a support ticket and not even a minute later my phone would ring.”

With ExecuTime in place, the benefits were immediate. Especially in areas where time tracking had been especially difficult. “We do have time clocks set up in a couple of locations,” says Mammone. “One department where it really works well is at the community center.”

This is because the Lincoln City community center employed several inexperienced, part-time staff. Getting these workers to fill out paper time sheets had been a constant chore. But the new ExecuTime time clock allows them to easily and quickly punch in and out. “So, when a supervisor looks at time sheets online the data is already all there. It’s really good for accuracy. Also, now that we’re now on a bi-monthly system, time sheets are not completely broken out into weeks. A pay period may start on a Tuesday or it may start on a Saturday, so the weeks cross the pay periods. Well, when you’re on a paper system that’s really hard to audit. With ExecuTime, I can run queries to audit how many hours are being worked per week, which is very difficult to do on paper.”

ExecuTime also found fans in the always-challenging police and public works departments. “Our police chief really likes ExecuTime because it’s simple to use and he can look at anybody’s time sheet at any point,” says Mammone. “So, he doesn’t have to find the paper.”



“Streamlining our payroll department, providing much better data access and reporting information, and improving accuracy. It’s been great. I’d do it all over again.”

- Debbie Mammone, Lincoln City, OR

Something else the police department liked was the time-off request process through ExecuTime. “That was paper based and it was difficult to tell who was going to be off during any time period,” remembers Mammone. “But the calendar function in ExecuTime is awesome. You can put in a time-off request, you can see who has scheduled time-off, and who has asked for time-off. It’s a really a great feature.”

In the public works department, Mammone and ExecuTime had to find a way to accommodate employees that are chosen to be “on-call” for one week shifts and reachable by phone 24-hours a day to handle emergencies. These public works employees get a 12-hour vacation accrual benefit at the end of their week on-call. Because it’s not always the same employee on-call every week, the benefits shifts randomly. To handle this, ExecuTime created a code just for that benefit that the public works employee can enter into the ExecuTime system at the end of their duty week.

“So the supervisor acknowledges that they have a 12-hour accrual and that gets sent over to payroll via ExecuTime. So, I’m doing accruals off of time sheets and it works awesome. The employees like it because they put it on their time sheets and they know it got in. **It’s all automated, documented in our system, and it’s really, really slick.**”

Ultimately, Lincoln City has seen an improvement across all areas of time and attendance while using ExecuTime.

“Streamlining our payroll department, providing much better data access and reporting information, and improving accuracy,” says Mammone about ExecuTime at Lincoln City. “It’s been great. I’d do it all over again.”