

There are two Time Types for Call Backs in Workday. **Call Back Hours** are to be used when your associate must return to the property to resolve an issue. **Call Back Telephone** is to be used when your associate is able to resolve the issue without having to return to the property.

1. To enter **Call Back** time for your associate, access Workday via OKTA and select **Time and Absence** in **Applications**.

Welcome, Donald Duck (32000)	<b>F s</b>					
Inbox 1 item		<u>ک</u> ۸р	pplications		-to to to	
Time Entry: Buzz Ughtyser (32003) - 32 hours from 12/10/2018 to 12/16/2018 44 minute(s) ago - Effective 12/16/2018 Go to Inbox		Team	Team Time C	Off Time and Absence	My Team Management	

2. On the Time and Absence screen, select Enter Time for Worker.

← T	ime and Absence 🛶
D	Tasks
	Review Time
	Place Worker on Leave
	My Team's Schedule
	Time Off & Leave Calendar
	Correct Time Off
	Enter Time Off
	Time Clock History
2	Enter Time for Worker
	Less (5)
c	Reports Reports

3. Select the associate's name in the **Worker** field and click **OK**.

Worker ★   := × Buzz Lightyear (32003) Date ★ 12 / 20 / 2018 =
Date * 12/20/2018
3



4. Click on the associate's timecard.

Ente Buzz I	e <b>r Time </b>	le la						
			Regular Hours 16	Overtime/Doubletim 1.1	ne Hours Time Off Hours	Holiday Hours 0	Meal Break Penalty 0	Cal
Today	🔹 🔿 Jan 7 – 1	3, 2019						
	Mon 1/7 Hours: 8.583333	Tue 1/8 Hours: 8.583333	W H	/ed 1/9 ours: 0	Thu 1/10 Hours: 0		Fri 1/11 Hours: 0	
	<b>Time Period Lockout</b> 12/24/2018 - 01/06/2019					<b>Pay da</b> 12/24/	<b>te</b> 2018 - 01/06/2019	
12 AM								
1 AM			4					
2 AM								
3 AM								

- 5. Select Call Back Hours in the Time Type field, enter the In and Out times, and select Out in the Out Reason field.
   a. Use the Cost Center field to transfer your associate's time to a different property if necessary.
- 6. In the **Comment** field, enter the reason for **Call Back**.
- 7. Click **OK**.

Ente Buzz L	r Time .ightyear (32003) 🔤	ans)	_					
			Regular Hour: 16	Enter Time 01/09/2019			eak Penalty 0	Call Back I
Today	Mon 1/7	13, 2019 Tue 1/8		Time Type * ×	Call Back Hours 🗄		1	
	Hours: 8.583333 Time Period Lockout 12/24/2018 - 01/06/2019			In * 01:0 Out * 02:0	00 AM	5	0 /06/2019	
				Out Reason * Out	t v			
12 AM				Hours * 1				
1 AM			Enter Tim	Details		=		
2 AM				Waive Meal Break?				
3 AM 4 AM				Comment	Kitchen leak in unit A-212	6		
5 AM				7				
6 AM				ок	Cancel			
7 AM								



- 5. <u>If the Call Back was resolved over the phone</u>, select **Call Back Telephone** in the **Time Type** field and enter the number of hours spent on the phone in the **Hours** field. Round to the nearest 15 minutes (0.25 for example).
   a. Use the **Cost Center** field to transfer your associate's time to a different property if necessary.
- 6. In the **Comment** field, enter the reason for **Call Back**.
- 7. Click **OK**.

Ente Buzz I	e <b>r Time</b> Lightyear (32003) (actio							
			Regular Hours 16	Overtime/Doubletime Hot 1.1666	irs Time Off Hours F 56 0	Holiday Hours 0	Meal Break Penalty 0	Call E
Today	/ 🔇 🕥 Jan 7 – 1	3, 2019		Enter Time 01/09/2019				
	Mon 1/7 Hours: 8.583333	Tue 1/8 Hours: 8.583333					1	
	Time Period Lockout 12/24/2018 - 01/06/2019			Time Type * 🗙 Ca	II Back Telephone	=	/06/2019	
				Hours <b>*</b> 0.15		5		
				Details				
				Cost Center		:=		
1 AM			Enter Tim	Waive Meal Break?		:=		
2 AM				Comment	Clogged sink in B-200. C morning as they have 2r	Can wait until nd bedroom.	6	
3 AM								
4 AM				ОК	Cancel			
5 AM								
6 AM								
7 AM								

Call Back time block will be added to the associate's timecard.

			Regular Hours 16	Overtime/Doubletime Hours 1,166666	Time Off Hours	Holiday Hours	Meal Break P
Today	() lan 7 - 1	13 2019					
	Mon 1/7 Hours: 8.583333	Tue 1/8 Hours: 8.583333	W	ed 1/9 irs: 0.15	Thu 1/10 Hours: 0		Fri 1/11 Hours: 0
	Time Period Lockout 12/24/2018 - 01/06/2019		Call Back Te 0.15 Hours Not Subm	elephone	_	Pay da 12/24/	<b>te</b> 2018 - 01/06/2
7 AM							