What is pay for call back?

- Only applies to Merit employees
- Governed by the Board of Regents Merit System Rules

3.39(11) Pay for call back. Employees who are called back to work after completing their regular work schedule will be paid for a minimum period of three hours, regardless of the time worked. Employees who are called back and work in excess of three hours will be paid the actual time worked.

Should a merit employee have one instance of call back in a day, the Workday system is configured and handles it appropriately. **This job aid is specifically for merit employees who have more than one call back instance in a day.** Follow these steps to ensure hours worked are accurately recorded and payment is correct.

Employees cannot initiate the time type of call back from a physical time clock. Managers/timekeepers may need to enter/correct or update time entry codes to reflect call back accurately.
Example

On June 3, the employee worked their regular schedule of 8am-12pm (not shown in visual) and 1-5pm. They were called back to work at 8pm to respond to an emergency. They were in call back status from 8-9:45pm (1.8 hours). Unfortunately, the remedy to the problem did not work and they were called back in again at 11pm and worked from 11-11:45pm (.8 hours) in call back status.

Since the second instance falls outside of the original 3 hours, the employee is eligible for a minimum of 6 hours call back pay.

The system has recorded and calculated 2.6 hours of call back pay for these two instances and applied .4 of call back minimum for a total of 3 hours. Therefore, time needs to be entered into the system to make up for the additional 3.0 hours this employee is eligible for to equal 6 hours of call back total.
Enter Time for Multiple Calls Back Minimum

1. From the employee's time entry calendar, click in the space above the hourly timesheet.

2. For time type, select Absence > Multiple Call Backs Minimum > and enter in the number of hours the employee should be paid due to the call back minimum value.

   In our example, 3 hours will be input and recorded for this employee.
Review Time Entry Calendar

Now that the multiple calls backs minimum time has been entered, the employee's time entry calendar reflects the block of time in the space above their hourly timesheet for June 3.

Review Hours Worked Ribbon (visual below)

As we would expect, this employee worked 8 regular hours during their regularly scheduled hours and 2.6 hours of call back to equal 10.6 regular hours. They had .4 hours of call back minimum plus 3 hours of multiple call backs minimum to equal 3.4 hours in the non-regular hours bucket giving them a total of 14 hours for the day.

Like all other time tracked on an employee's timesheet, this time would be submitted and approved for the employee to receive the correct pay for their hours worked.
For those areas with multiple employees in multiple call back situations, you may want to pull the report titled ISU Workers with Multiple Call Back Time Blocks in One Day to manage these hours worked.

1. Search for the report by typing “multiple call” in your search bar.
2. Click on the link to access the report.

ISU Workers with Multiple Call Back Time Blocks in One Day Report

1. Filter the supervisory organization prompt to pull the information you are trying to capture.
2. Insert a start and end date to match up with the workweeks and pay periods you are reviewing.
3. Press OK.
The report returns the employee from our example that had two instances of call back in one day.

1. To drill into the report, click on the blue number 2 under the heading “Number of Call Back Time Blocks Less Than 3 Hours”.

2. The pop up listing the employee’s call back instances for 6/3/2019 will populate. The column titled “Hours to be Added to Time Block” will provide you the correct number of hours to add together and place on the employee's time entry calendar with the multiple call backs minimum time type as illustrated in slide 4 previously.

**Note:** ISU Workers with Multiple Call Back Time Blocks in One Day Report has an alert that runs weekly to help catch these scenarios.