



"Real-time" & Attendance Management

Keys questions to ask to a vendor when implementing a New Time and Attendance System



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Keys considerations and questions to ask when talking to a vendor.

As a small business owner in New Zealand, managing your employees' time and attendance can be a daunting task. Tracking employee hours, calculating pay, and managing time off requests can quickly become overwhelming, especially as your business grows. That's where a time and attendance application comes in handy.

With so many options available, choosing the right time and attendance application for your business can be a challenge.

To help you make an informed decision, we've compiled a number of comprehensive guides to everything you need to consider when selecting a time and attendance application for your business.

The following outlines some of the key considerations and questions to ask a vendor when selecting a new Time and Attendance application. We recommend you ask each vendor you speak to the same questions, so you are comparing like for like.

We have formatted the list of questions so that you can create a "Request for Information" (RFI) that you can ask each vendor to complete.

Experience and Industry Expertise

When choosing a time and attendance application, it's essential to look for a vendor with experience and expertise in the industry. You want a vendor who understands the unique needs of small businesses in New Zealand and has a proven track record of providing effective time and attendance solutions.

Cloud-based or On-Premises

One of the first decisions you'll need to make is whether you want a cloud-based or on-premises time and attendance application. Cloud-based applications offer the advantage of accessibility from anywhere with an internet connection, while on-premises applications require installation and maintenance on your own servers.

Hardware Requirements

Before selecting a time and attendance application, it's essential to ensure that your hardware meets the requirements for using the software. Some applications may require specific hardware, such as biometric or facial recognition time clocks, while others may only need a computer or mobile device.

GPS Location and Photo Verification

If you have employees who work off-site, it's crucial to choose a time and attendance application that can handle GPS location tracking of timesheet entries. Additionally, photo verification can help ensure that employees are clocking in and out accurately and prevent time theft.

Payroll System Integration

To streamline your payroll process, it's important to choose a time and attendance application that can integrate with your existing payroll system. Make sure to ask which payroll systems the application can integrate with and if any additional fees apply.

Training and Support

Implementing a new time and attendance application can be challenging, so it's important to choose a vendor who provides training and support for their software. Make sure to ask about the methods of support offered, such as phone, chat, or email, and if any additional fees apply.

Reporting Capabilities

A good time and attendance application should offer robust reporting capabilities to help you track employee hours and monitor attendance trends. Make sure to ask about the types of reports available and if the application can be customized to meet your specific needs.

Employee Self-Service Features

Employee self-service features, such as the ability to view and edit their timesheets, can help reduce administrative tasks for managers and empower employees to take ownership of their time and attendance. Make sure to ask about the self-service features available and if any additional fees apply.

Security and Data Privacy

When choosing a time and attendance application, it's essential to ensure that the software is secure and compliant with data privacy laws in New Zealand. Make sure to ask about the vendor's security protocols and if they follow industry best practices for data privacy.

Compliance with Labour Laws and Legislation

To avoid compliance issues, it's essential to choose a time and attendance application that is compliant with New Zealand labour laws and legislation. Make sure to ask about the vendor's compliance procedures and if they stay up to date with any changes to labour laws.

Handling Overtime and Time Off Requests

A good time and attendance application should be able to handle complex pay policies and multiple pay rates, as well as track employee time off requests and approvals. Make sure to ask about the application's capabilities for handling overtime and time off requests.

Multiple Admins with Different Access Rights

If you have multiple managers or supervisors, it's important to choose a time and attendance application that allows for multiple admins with different access rights. This can help ensure that sensitive employee data is only accessible to those who need it.

Scheduling and Roster Management

To manage employee schedules and rosters, it's important to choose a time and attendance application that offers scheduling and roster management features. Make sure to ask about the application's capabilities for managing employee schedules and if any additional fees apply.

Missed Punches and Corrections

Mistakes happen, so it's important to choose a time and attendance application that can handle missed punches and corrections. Make sure to ask about the application's capabilities for correcting timesheets and if any additional fees apply.

Time Tracking for Remote and Mobile Employees

If you have employees who work remotely or on-the-go, it's crucial to choose a time and attendance application that can handle time tracking for remote and mobile employees. Make sure to ask about the application's capabilities for tracking employee hours outside of the office.

Time Rounding and Rounding Rules

To streamline your payroll process, it's important to choose a time and attendance application that can handle time rounding and rounding rules. Make sure to ask about the application's capabilities for rounding employee hours and if any additional fees apply.

Non-Time Related Entries

If your employees need to record non-time related entries, such as mileage or expenses, it's important to choose a time and attendance application that can handle these types of entries. Make sure to ask about the application's capabilities for recording non-time related entries and if any additional fees apply.

Allowances and Alerts

A good time and attendance application should be able to automatically calculate allowances, such as overtime pay and penalty rates. Additionally, the application should be able to generate alerts and notifications for supervisors and managers when employees are approaching overtime or other thresholds.

Meal and Rest Breaks

To comply with New Zealand labour laws, it's important to choose a time and attendance application that can handle tracking meal and rest breaks. Make sure to ask about the application's capabilities for tracking meal and rest breaks and if any additional fees apply.

Tracking for Different Types of Work and Leave

To manage employee schedules and pay, it's important to choose a time and attendance application that can handle tracking for different types of work, such as projects or departments, as well as different types of leave, such as annual leave, sick leave, and public holidays.

Tracking for Different Types of Pay and Employees

To accommodate different pay structures and employee types, it's important to choose a time and attendance application that can handle tracking for different types of pay, such as hourly or salary, as well as tracking for part-time, seasonal, and contract employees.

Job Costing and Labour Distribution

To manage your business's finances effectively, it's important to choose a time and attendance application that can handle job costing and labour distribution. Make sure to ask about the application's capabilities for tracking labour costs and if any additional fees apply.

Union Contracts and Collective Bargaining Agreements

If your business operates under a union contract or collective bargaining agreement, it's essential to choose a time and attendance application that can handle these types of agreements. Make sure to ask about the application's capabilities for managing union contracts and if any additional fees apply.

Mobile App and Photo Verification Time Clocks

To make time tracking more convenient for your employees, it's important to choose a time and attendance application that offers a mobile app for employees to track their time, as well as photo verification time clocks for accurate clock-in and clock-out times.

Multiple Locations and Time Zones

If your business operates in multiple locations or time zones, it's important to choose a time and attendance application that can handle tracking employee hours across different locations and time zones. Make sure to ask about the application's capabilities for managing multiple locations and time zones.

Pricing and Additional Costs

Finally, when choosing a time and attendance application, it's important to consider the pricing structure and any additional costs for training, support, or upgrades. Make sure to ask about the vendor's pricing model and if any additional fees apply.

Conclusion:

Choosing the right time and attendance application for your New Zealand small business can be a daunting task, but by asking the right questions and considering your business's unique needs, you can make an informed decision. By selecting a vendor with experience and expertise, choosing the right hardware and software capabilities, and ensuring compliance with New Zealand labour laws, you can streamline your time and attendance tracking, reduce administrative tasks, and empower your employees to take ownership of their time and attendance.

The following pages contain important questions you should ask a vendor when looking for a time and attendance application for your New Zealand small business.

The pages have been formatted so you can print these questions out and ask each vendor to complete the information.

Request for Information:

Please provide answers to the following question in relation to the Time & Attendance solution you provide so that we can make a considered decision and compare your offering to the other vendors we are speaking with.

How long has your company been providing time and attendance solutions?

What is the pricing structure for your application?

Are there any additional costs for training, support, or upgrades?

Can we try a demo or trial of your application before making a purchase?

What kind of customer support is available after the sale?

Does your application provide photo verification when staff clock in/out

Can your application integrate with existing payroll systems? If yes which ones

Do you provide training and support for your application?

What methods of support do you offer ie phone, chat or email

How do you handle software updates and upgrades?

What type of reporting capabilities does your application have?

Can we customize the reporting features to meet our specific needs?

Does your application offer employee self-service features?

How do you handle security and data privacy?

Is your application compliant with New Zealand employment laws and legislation?

How does your application handle overtime and time off requests?

Can your application handle complex pay policies and multiple pay rates?

Does your application allow for multiple admins with different access rights?

Does your application offer scheduling and Roster management features?

How does your application handle missed punches and corrections?

Can your application handle time tracking for remote and mobile employees?

How does your application handle time rounding and rounding rules?

Can your application allow staff to record non-time related entries such as mileage or expenses

Does your application automatically calculate allowances

Can your application generate alerts and notifications for supervisors and managers?

How does your application handle meal and rest breaks?

Can your application handle tracking for different types of work, such as projects or departments?

Can your application handle tracking for different types of leave, such as Annual Leave, Sick leave and Public Holidays?

Can your application handle tracking for different types of pay, such as hourly or salary?

How does your application handle time tracking for part-time and seasonal employees?

Can your application handle piece rates such as would be required in a horticulture business
Can your application handle time tracking for contractors?
How does your application handle time tracking for employees who work outside of normal business hours?
Can your application handle time tracking for employees who work in different time zones?
Does your application offer real-time visibility into employee attendance data?
Can your application handle job costing and labour distribution?
Can your application handle union contracts and collective bargaining agreements?
Does your application offer a mobile app for employees to track their time?
Can your application handle biometric or photo verification time clocks?
How does your application handle employee time-off requests and approvals?
Can your application handle multiple locations and time zones?
References – Are you able to provide contact details for current clients who operate a business similar to ours.

For more information or assistance with implementing a new Time and Attendance system email Steve Nathan at steve@timehub.co.nz or phone 06 650 7297