Pixel Time

Complete Help Center Training Guide

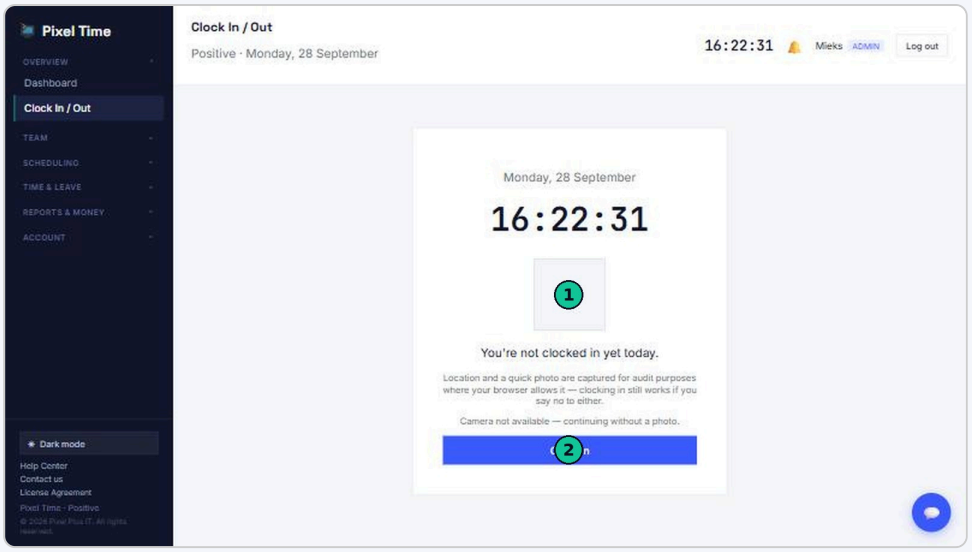
Every question in the in-app Help Center, answered step by step — organized by category, with real screenshots for every page you'll actually visit.

Version: v99 | Pixel Plus IT | support: pos@positive-sa.co.za

Clocking in

8 topics in this section

Where to find it: Clock In / Out



How do I clock in?

Go to: Overview → Clock In / Out

Ask your manager which method your workplace uses: scanning a QR code with your phone camera, tapping your name on a shared kiosk tablet, or a fingerprint/face scanner. Whichever it is, you'll pick your name and either enter a short PIN or use your fingerprint — no password needed for any of these.

Why does my camera turn on when I clock in?

Go to: Overview → Clock In / Out

If your browser allows it, a quick photo gets taken as part of clocking in, for audit purposes — you'll see a brief live preview right before it happens, then a small thumbnail confirming exactly what was captured. You can say no to the camera prompt and clocking in still works fine without a photo.

Can I see how long I have been clocked in for?

Go to: Overview → Clock In / Out

Yes — while you're clocked in, the Clock In/Out page shows a live-updating timer counting up from the moment you started this session.

Can I clock in more than once a day?

Go to: Overview → Clock In / Out

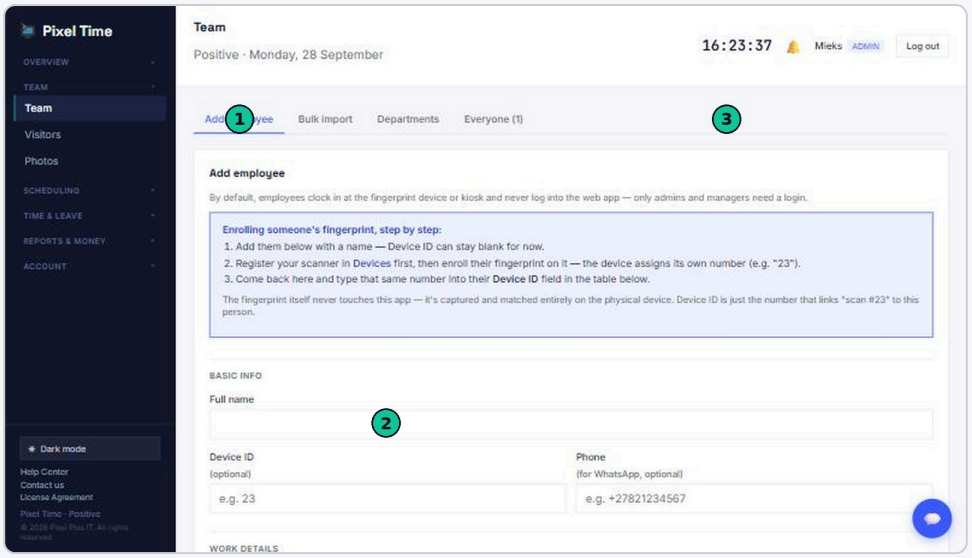
Yes — if you step out and come back (a delivery run, a split shift, going home for lunch), just clock in again. Your total hours for the day add up across every session automatically.

It won't let me clock in

Go to: Overview → Clock In / Out

Some workplaces turn on location checking (you need to be near the office) or Shift Control (you can only clock in near your actual shift start/end time). If you think this is wrong, talk to your manager — they can adjust it or clock the time in for you manually via Corrections.

Where to find it: Team

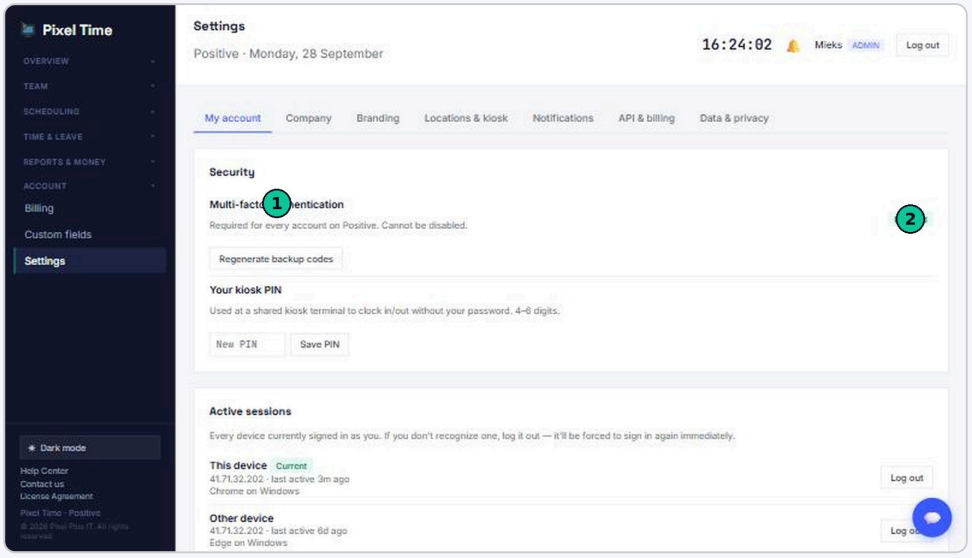


I forgot my kiosk PIN

Go to: Team → Everyone → edit employee

Ask your manager or admin to reset it — from Team, they can set a new PIN for you in a few seconds.

Where to find it: Settings



What is a QR clock-in code?

Go to: Settings → QR code section

A free, no-hardware way to clock in: your employer prints a QR code and sticks it up at the entrance. Scan it with your own phone's camera, pick your name, enter your PIN — no shared device needed, and it uses your phone's own GPS if location checking is on.

Why does my clocked time look rounded?

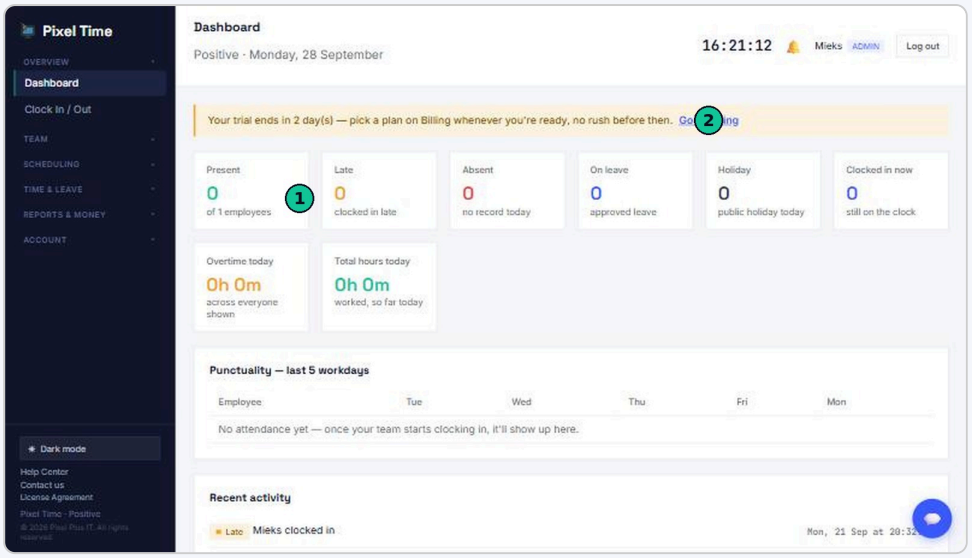
Go to: Time & leave → Timesheets

Some workplaces round payable hours to the nearest 5, 10, or 15 minutes — this only ever affects paid time, never the exact time recorded, and never whether you're marked late. Only your very first clock-in and very last clock-out of the day are rounded, not breaks or extra sessions.

For employees

9 topics in this section

Where to find it: Dashboard



What does the Dashboard show?

Go to: Overview → Dashboard

Your at-a-glance view: today's clock status, a punctuality snapshot for the last few workdays, and recent activity. Admins and managers also see a live company-wide snapshot — who's clocked in right now, overtime today, total hours today — plus a "Waiting on you" summary of pending leave requests, corrections, shift swaps, overtime approvals, and manual adjustments, and a setup checklist until the workspace is fully configured.

How do I request leave?

Go to: Time & leave → Leave requests

If you have a login to the web app, go to Leave requests, pick a leave type and your dates, and submit — your manager gets notified to approve it. If you don't have a login, ask your manager to log it for you.

How do I see my leave balance?

Go to: Time & leave → Leave requests

Leave requests shows your remaining balance for each leave type at the top of the page, updated automatically as requests get approved.

Can I see who else is on leave?

Go to: Time & leave → Leave requests → Calendar

Yes — the Calendar view on Leave requests shows approved leave for your team on a real month grid, not just a list.

How do I see my hours?

Go to: Time & leave → Timesheets

Timesheets shows your worked hours, broken down by day, for any full week — Monday through Sunday. If you have web login access, you can check this any time, and print or export it yourself.

What counts as overtime?

Go to: Time & leave → Timesheets

Time worked beyond your company's daily and/or weekly hour thresholds (set by an admin in Settings). It shows on your Timesheet with an "OT" badge. If your workplace has managers, a manager's approval isn't the final word — an admin still signs off before it counts for payroll.

I clocked in at the wrong time

Go to: Time & leave → Corrections

Go to Corrections (if you have a login) and submit a request with the correct time and a short reason — your manager or admin reviews and approves it. If there's a manager involved, their approval isn't final by itself — an admin still signs off before the time actually changes. If you don't have a login, tell your manager directly.

How do I swap a shift?

Go to: Time & leave → Shift swaps

Shift swaps — pick who you're swapping with and the date, and submit. Your manager approves it before it's final, and the roster updates automatically for both of you. If neither of you has a shift assigned for that date at all, there's nothing to swap — you'll need a shift assigned first.

Can I switch to dark mode?

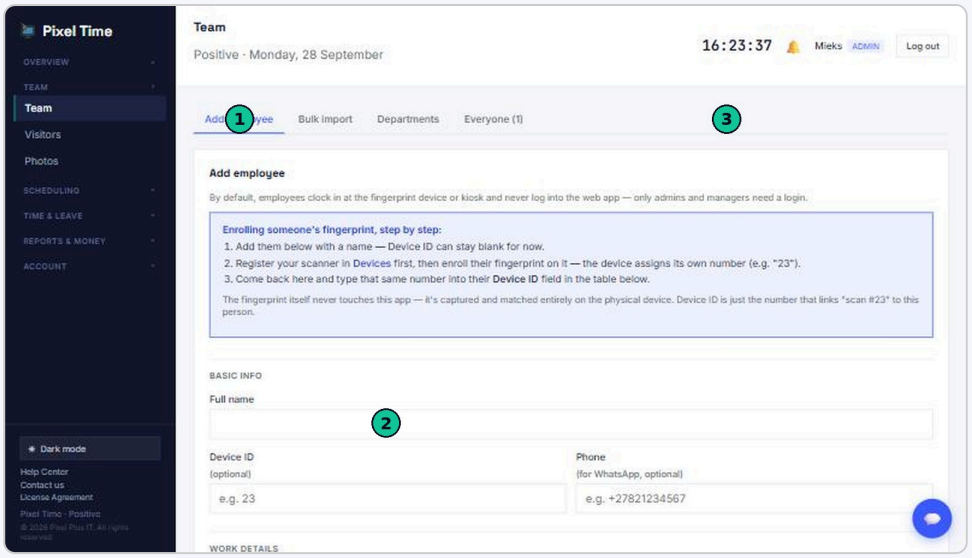
Go to: Sidebar → bottom toggle

Yes — there's a toggle at the bottom of the sidebar (the sun/moon icon). It remembers your choice next time you visit.

For admins & managers

61 topics in this section

Where to find it: Team



How do I add an employee?

Go to: Team → Add employee

Team → Add employee. Most people don't need a login — just a name, and either a Device ID (for fingerprint/face devices) or a Kiosk PIN. Adding many people at once? Use Bulk import on the same page — upload a CSV, download the template first if you're not sure of the format.

How do I add many employees at once?

Go to: Team → Bulk import

Team → Bulk import (admin only). Upload a CSV — Department and Shift are matched by name, so an unmatched name still adds the person, just without that field set. Nobody gets an automatic login email from a bulk import — grant that individually afterward if someone needs it.

Can I search for an employee in the Team list?

Go to: Team → Everyone

Yes — a search box above the Everyone list filters instantly by name or department as you type.

How do I set up departments?

Go to: Team → Departments

Team → Departments tab — add as many as you need. Managers can then be scoped to just their own department for everything they see and approve. If you have multiple branches, you can optionally scope a department to a specific Site.

Can I record an employee's job title, employment type, or start date?

Go to: Team → edit employee → Job details

Yes — Team, either when adding someone or from their "Job details" edit section. Employment type is full-time, part-time, contract, or temporary.

Can I add my own custom fields for employees?

Go to: Team → Custom fields

Yes — Custom fields (admin only) lets you define your own fields (text, number, or date) for anything Pixel Time doesn't have built in, like an ID number or bank details. Set values per employee from Team's edit panel.

How do I offboard someone?

Go to: Team → Everyone → Offboard

Team → Everyone tab, find them, click Offboard. Their login is disabled but their history is kept (required by law for a minimum period) — you can reinstate them later from "Show former employees".

What can a manager see that an admin can't, or vice versa?

Go to: Team → assign Role

A manager only sees and acts on people in their own department. Managers can't touch company-wide settings, Shifts, Holidays, Billing, or the Audit log.

What is the Auditor role?

Go to: Team → Role field

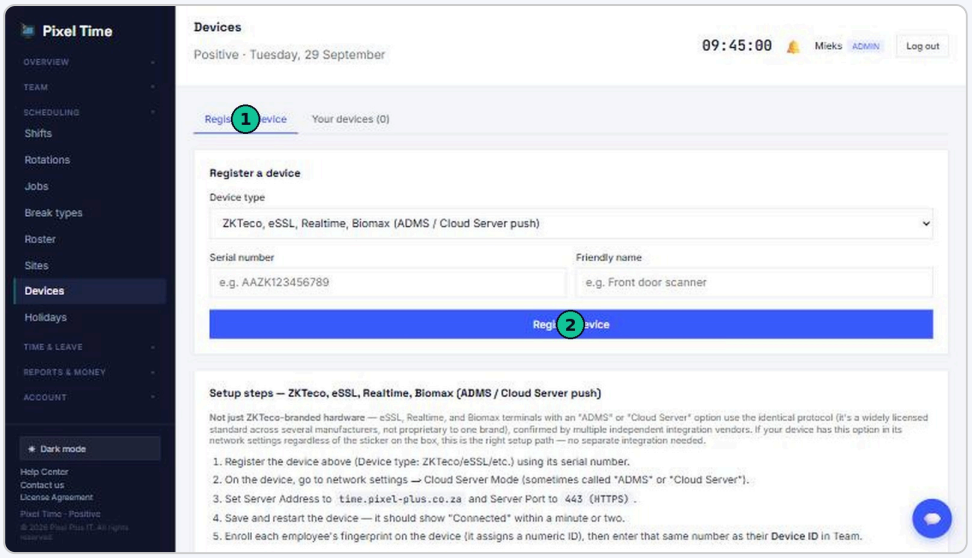
A genuinely read-only role for compliance purposes — sees everything an admin can, company-wide, but can't create, edit, approve, or delete anything anywhere. Set someone's role to Auditor from Team when adding them.

How do I assign a manager or supervisor to an employee?

Go to: Team → edit employee

Team → edit an employee → Manager/supervisor — a specific person, separate from the department-scoped Manager role. It's informational and doesn't change what anyone can see or approve.

Where to find it: Devices



What are all the ways my team can clock in?

Go to: Scheduling → Devices / Settings → Locations & kiosk

Four methods, and you only need to set up the one(s) you'll actually use — they all feed the same attendance records, reports, and payroll export: **Kiosk tablet** (one shared device at the entrance — Settings > Locations & kiosk), **QR code** (staff scan a printed poster with their own phone, no hardware — Sites or Settings), **Fingerprint/face scanner** (hands-free, no PIN — Devices), and **Web app** (anyone with a login, nothing to set up).

How do I set up a fingerprint or face scanner?

Go to: Scheduling → Devices → Register a device

Devices → Register a device. ZKTeco covers ZKTeco, eSSL, Realtime, and Biomax terminals. Hikvision is separate. For anything else, use "Other brand" — a starter bridge-script template is downloadable right there. After registering, point the device at time.pixel-plus.co.za (ZKTeco-type) or add the Listening Host URL shown in Your devices (Hikvision), then enroll each employee and match the number it assigns to their Device ID in Team.

Why does my bridge script device always show "Never connected"?

Go to: Scheduling → Devices

Include the device's serial number as `device_serial` in the bridge script's request to Pixel Time. Without it, clocking works fine, but the status in Devices never updates.

I have two devices that both assign employee number 23 to different people

Go to: Team → edit employee → Device enrollments

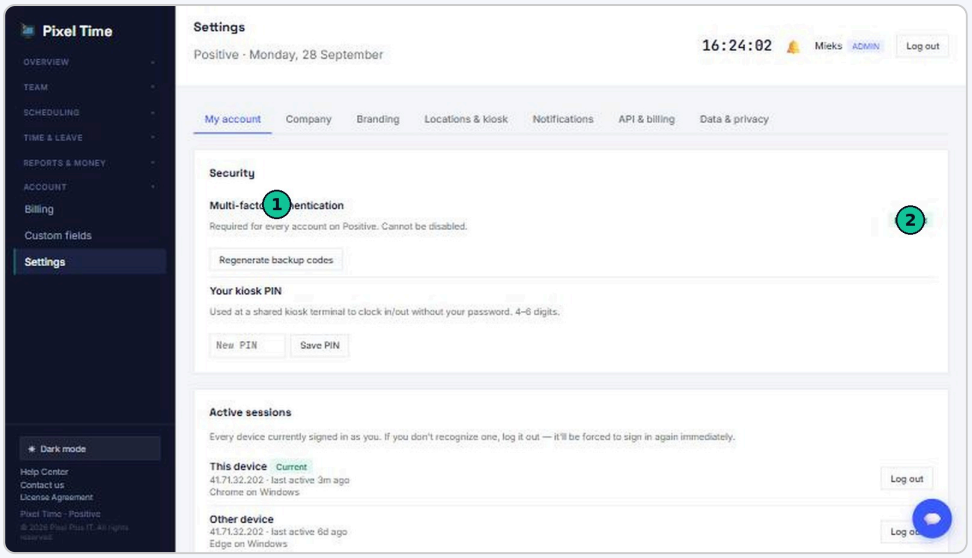
Team → edit that employee → "Device enrollments" (shown once you have more than one device registered) — set up a device-specific pin there instead of relying on the general Device ID field.

How do I avoid a Device ID collision before it happens?

Go to: Scheduling → Devices → Your devices

Devices → Your devices shows a "Pins already in use" table once you have more than one device — check it before enrolling someone new.

Where to find it: Settings



How do I set up a shared kiosk tablet?

Go to: Settings → Locations & kiosk

Settings → Locations & kiosk — set a 4–6 digit Kiosk PIN and save (Kiosk mode stays locked until you do). Then on the shared tablet, open time.pixel-plus.co.za/kiosk.php, enter your company code and that PIN to unlock it for the day. Employees then tap their own name and enter their own personal PIN (set per-employee in Team) to clock in — the kiosk PIN unlocks the terminal itself, not any one account, so it stays unlocked for the whole shift.

How do I get a printable QR code poster?

Go to: Settings → QR code / Sites

If you have multiple branches under Sites, generate a QR code per site so scans are tagged to the right location; otherwise the single company-wide code under Settings > Locations & kiosk is enough. Click Generate QR code, open the printable poster link, and print it. Stick it up where staff will see it — they scan it with their own phone camera, pick their name, enter their PIN, done. Regenerating a code invalidates the old poster immediately.

Can I set minimum or maximum hours per day?

Go to: Account → Settings → Company profile

Settings > Company profile — both optional and off by default. Once set, Timesheets shows an "Under minimum" or "Over maximum" badge.

Can I set an employee's status to Work From Home, Half Day, Business Trip, or Training?

Go to: Time & leave → Timesheets → Set status

Yes — Timesheets > "Set status" next to any day, admin/manager. This overrides whatever would otherwise be auto-computed for that day.

What are paid vs unpaid break types?

Go to: Account → Settings → Break types

Break types (admin) lets you define named breaks and mark each as paid or unpaid. Off by default — with no break types defined, every break is treated as unpaid.

What does "mark reviewed" mean on a timesheet?

Go to: Time & leave → Timesheets

A lightweight record-keeping button, admin-only, per employee per week — it just documents that someone actually looked at the whole week.

Can I set a maximum break duration?

Go to: Account → Settings → Break types

Yes — Break types lets you set an optional maximum length (in minutes) per break type. If a break runs over, it's flagged live in Timesheets.

Can I add my company logo and colors?

Go to: Account → Settings → Branding

Settings > Branding — upload a logo and pick a brand color, applied throughout the app for your company.

How do I restrict clock-ins to the office?

Go to: Account → Settings → Locations & kiosk

Settings > Locations & kiosk — set your office coordinates and an allowed radius. Leave it blank to disable this entirely (the default). For multiple branches, use Sites instead.

How do I get WhatsApp notifications?

Go to: Account → Settings → WhatsApp

Settings > WhatsApp — uses your own Twilio account. Create a free Twilio account, grab your Account SID and Auth Token, and paste them in. Then add employee phone numbers in Team.

Can I change the language for employees?

Go to: Account → Settings

Settings — set a default language (English, Afrikaans, or isiZulu) for the screens employees actually clock in on. Admin screens stay in English.

What is the API key for?

Go to: Account → Settings → API & billing

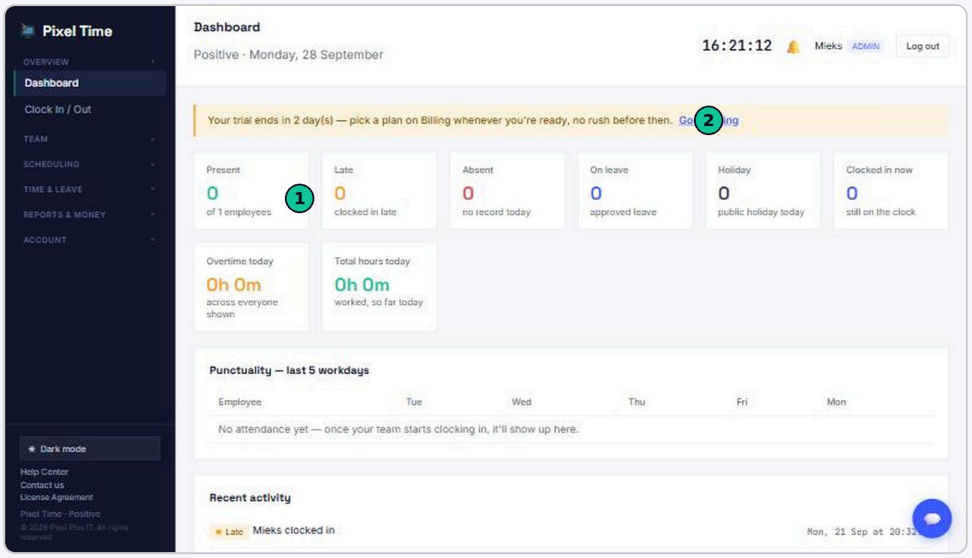
Settings > API & billing — a per-company key for the read-only REST API and for the generic device webhook if you're bridging a non-standard biometric brand.

What are the workday start time and overtime settings?

Go to: Account → Settings → Company profile

Settings > Company profile — your company name, timezone, default workday start time, and the daily/weekly hour thresholds after which time counts as overtime.

Where to find it: Dashboard

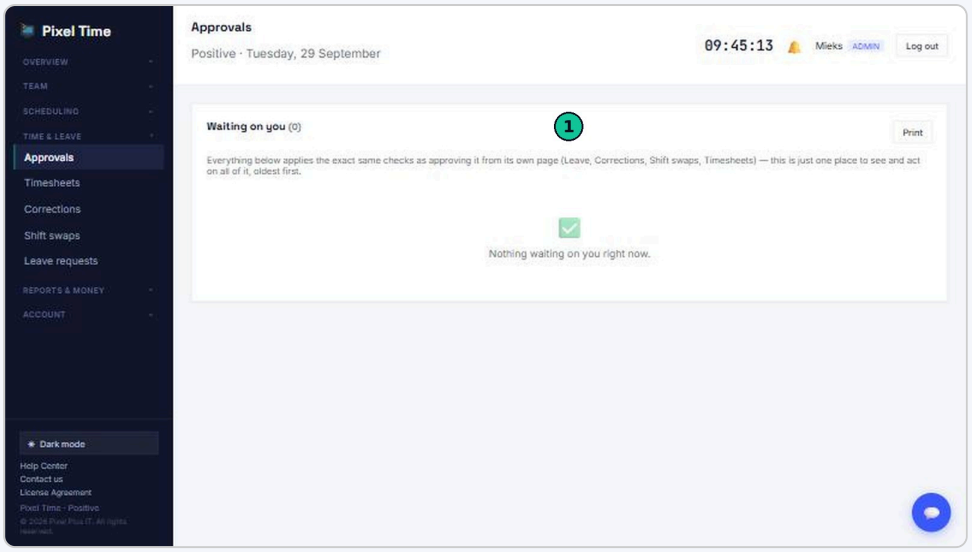


What is the setup wizard?

Go to: Dashboard → Run guided setup

A short guided flow for brand-new companies: pick a clock-in method, add a few employees, done. Reachable any time from the "Run guided setup" link on the Dashboard onboarding card.

Where to find it: Approvals



Is there one place to see everything waiting for approval?

Go to: Time & leave → Approvals

Yes — Approvals brings together every pending leave request, correction, shift swap, overtime approval, and manual adjustment in one list, oldest first, admin/manager only.

What happens if I approve leave that exceeds someone's balance?

Go to: Time & leave → Approvals

It's still approved — Pixel Time doesn't block it. You'll see a clear warning both before you approve it and again in the confirmation after.

How does approval work?

Go to: Time & leave → Approvals

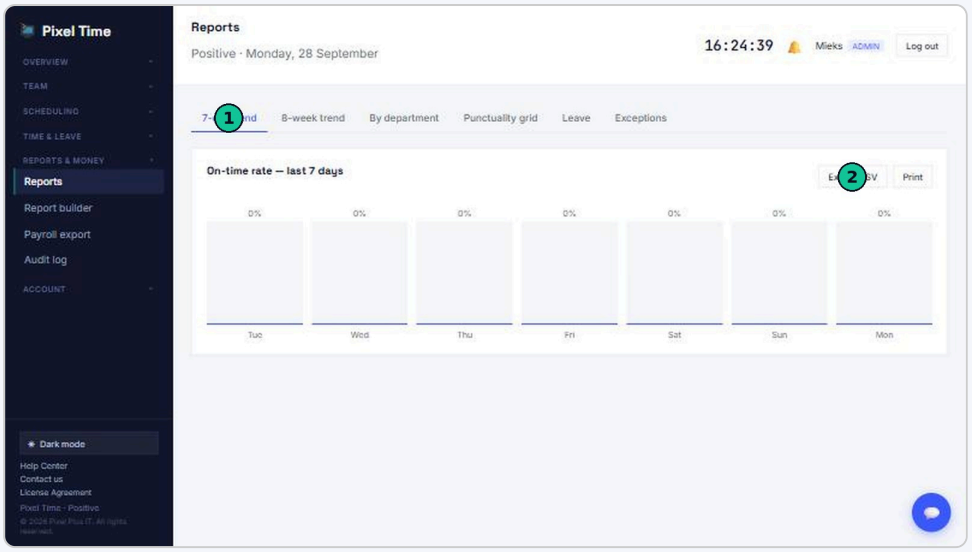
If you have managers, their approval is a first step, not the final word — an admin still needs to give final sign-off. If you're admin-only with no managers, your approval is always final immediately.

How do I manually adjust someone's hours?

Go to: Time & leave → Timesheets → Adjust

Timesheets → Adjust, next to any day. Add or subtract minutes with a reason — the original clock-derived time is never overwritten. If a manager proposes one, it needs admin approval first.

Where to find it: Reports



What reports are available?

Go to: Reports & money → Reports

Reports has 6 tabs: 7-day trend, 8-week trend, by department, by job (if job costing is on), a punctuality grid, and Exceptions. Every tab has Print and Export CSV buttons.

Can I build my own custom reports?

Go to: Reports & money → Report builder

Yes — Report builder lets you pick columns, filters, and a date range, save it with a name, and even schedule it to email itself automatically.

How do I know a scheduled report will actually send correctly?

Go to: Reports & money → Report builder → Saved reports

Saved reports > "Send test now" — sends an immediate copy without waiting for the schedule, so you can catch a typo'd address right away.

Where can I see everyone's leave balance in one place?

Go to: Reports & money → Reports → Leave

Reports > Leave — every active employee's current-year balance per leave type, plus a summary of leave taken by type overall.

Can I see a history of everything that happened?

Go to: Reports & money → Audit log

Audit log — every meaningful action (approvals, exports, deletions, logins) is recorded with who and when. Filterable by action type, and exportable as a full CSV.

Can I print any of the reports or lists?

Go to: Reports & money → Reports

Yes — Reports, Timesheets, Audit log, Visitors, Leave, Corrections, and Shift swaps all have a Print button that produces a clean printout.

What does the attendance score mean?

Go to: Team → employee profile

Shown on an employee's profile: of the days they actually worked in the last 30 days, what percentage had no lateness, early departure, or missing clock-out.

How do I see if someone worked on a day off?

Go to: Reports & money → Reports → Exceptions

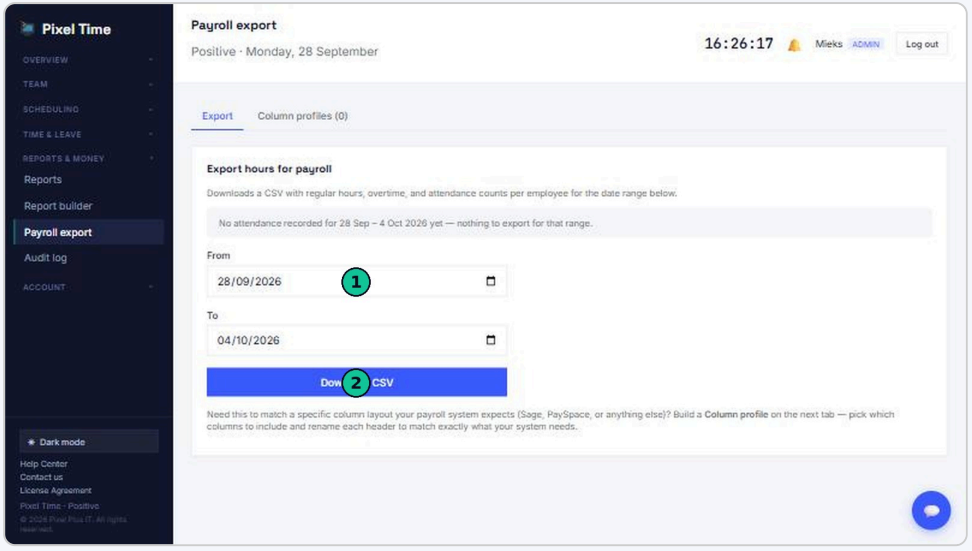
Reports > Exceptions has a "Worked on a day off" section — flags anyone who clocked in on a public holiday or a rest day.

How do I track billable vs non-billable time?

Go to: Reports & money → Reports → By job

With Job Costing turned on (Jobs), employees get a Time type option (Billable / Non-billable) at clock-in on the web app. Reports > By job shows the split for the month.

Where to find it: Payroll export



How do I export hours for payroll?

Go to: Reports & money → Payroll export

Payroll export downloads a CSV for a date range. A summary above the Download button updates automatically when you change the dates. Need specific column names (Sage, PaySpace, etc.)? Build a Column profile once and reuse it every time.

What is job costing?

Go to: Reports & money → Jobs

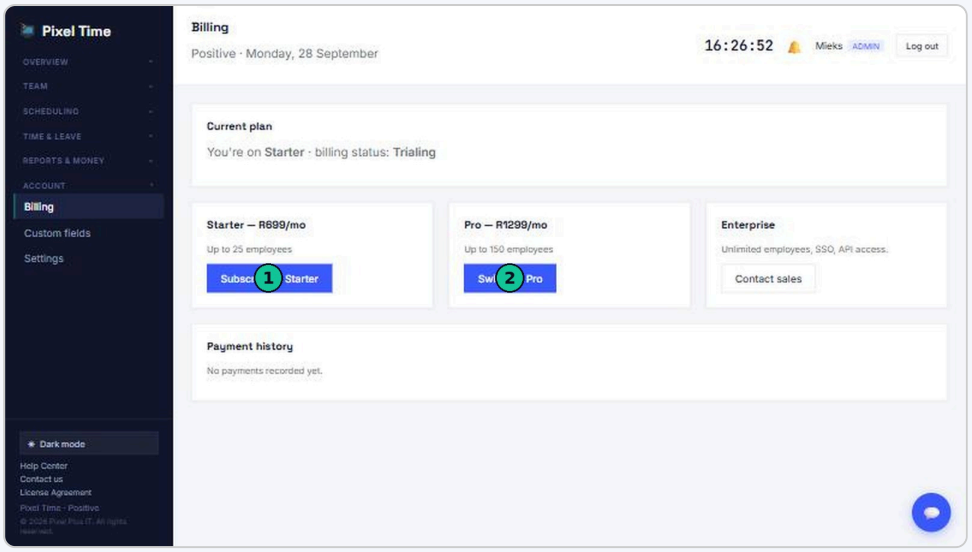
An optional feature (off by default, in Jobs) that lets employees pick a job/project at clock-in on the web app, so you can see hours per project in Reports > By job.

Can I set a client and hourly rate per job?

Go to: Reports & money → Jobs

Yes — both optional, set when adding a job. With a rate set, Reports > By job shows an estimated cost (hours × rate) for that job.

Where to find it: Billing



How do I delete my company data?

Go to: Account → Settings → Data & privacy

Settings > Data & privacy — permanently deletes everything. South African law (BCEA, SARS) requires certain records to be kept for 3–5 years, so export your data first if you're not certain it's safe to delete yet.

Are backups made of my data?

Go to: Account → Billing

Whole-installation backups are handled by whoever operates this Pixel Time installation, not by individual company admins.

How do I lock a payroll period?

Go to: Time & leave → Timesheets

Timesheets — lock a week once payroll's been run for it, so corrections/adjustments can no longer silently change numbers you've already paid out.

How do I fix a day for a device-only employee?

Go to: Time & leave → Corrections → Fix a day

Corrections > Fix a day — applies immediately, no separate approval step needed. After applying, you're taken straight to that week in Timesheets to confirm it looks right.

Can I see all the individual clock-ins on a day with multiple sessions?

Go to: Time & leave → Timesheets

Yes — on any day with more than one session, Timesheets shows a "view all" link next to the clock-in time, listing every individual clock-in/out for that day.

How do I set up shifts?

Go to: Scheduling → Shifts

Shifts (admin only) — set a name, start/end time, grace period before someone's marked late, and tick which days it applies to. Assign a default shift per employee from Team, or override for one day from Roster.

What are rotations?

Go to: Scheduling → Rotations

Rotations let you define a repeating pattern (e.g. "Day shift 7 days, then Night shift 7 days"), assign employees to it, and click Generate to auto-fill the Roster ahead of time.

What happens if I delete a rotation?

Go to: Scheduling → Rotations

Everyone assigned falls back to their own default shift going forward, and already-generated future roster days from that rotation get cleared too. Past days are left untouched.

How does the roster work?

Go to: Scheduling → Roster

Roster is for one-off shift overrides on a specific day. For an ongoing repeating pattern, use Rotations instead.

How do multiple locations/sites work?

Go to: Scheduling → Sites

Sites — for businesses with more than one location, each site can have its own geofence, IP restrictions, and QR code. Employees without a site fall back to company-wide settings.

What is Shift Control?

Go to: Account → Settings

An optional, stricter setting (off by default, in Settings) that actively blocks a clock-in or clock-out outside someone's assigned shift window.

How do public holidays work?

Go to: Scheduling → Holidays

South African public holidays load automatically — every new company gets this year's and next year's on creation, and existing companies get next year's added each December.

What are Early Departure and Missing Clocking statuses?

Go to: Time & leave → Timesheets

Two auto-detected statuses alongside Present/Late/Absent: Early Departure means someone clocked out meaningfully before shift end. Missing Clocking flags a past day clocked in but never clocked out.

What does Not Scheduled mean, and how is it different from Rest Day?

Go to: Time & leave → Timesheets

Not Scheduled means no shift is assigned at all. Rest Day means they have a shift, but today falls outside its working days.

How does visitor sign-in work?

Go to: Scheduling → Visitors

Visitors — a separate log from employee attendance. Set up a tablet at reception with the visitor check-in screen; visitors sign themselves in and their host gets notified the moment they arrive.

Can I see clock-in photos?

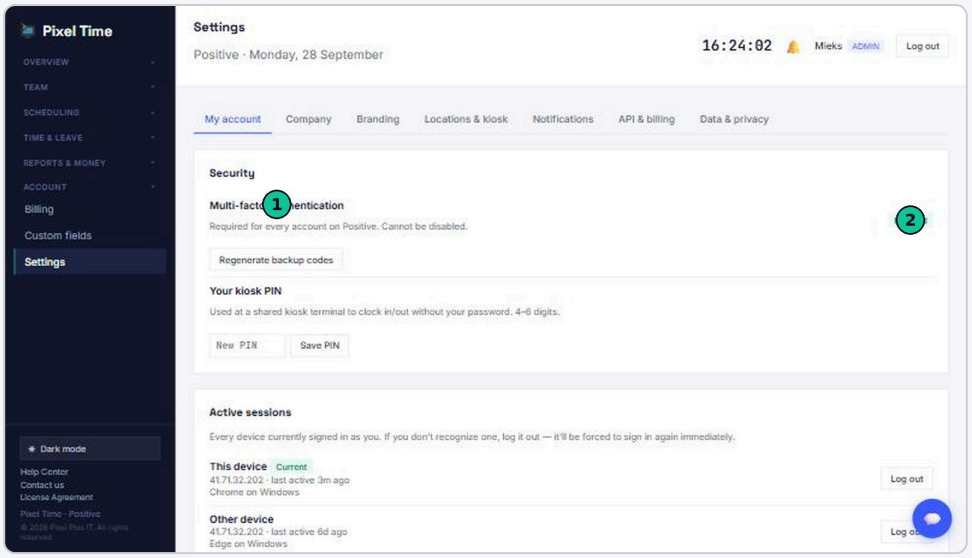
Go to: Overview → Photos

Photos — browse clock-in photos as a grid, filterable by date and employee. Click any thumbnail to view it full-size.

Account & security

8 topics in this section

Where to find it: Settings



I forgot my password

Go to: Sign-in page

Use "Forgot your password?" on the sign-in page.

How do I log in?

Go to: Sign-in page

Go to the sign-in page, enter your email and password, then confirm with your authenticator app (MFA is required on every login). If you don't have a web login, clock in via kiosk, QR code, or a fingerprint device instead.

What if I lose my authenticator device?

Go to: Account → Settings → My account

Use one of the backup codes you saved when you first set up MFA, then set up MFA again on your new device from Settings. If you have neither, contact us.

Can I upload documents for an employee?

Go to: Team → employee profile → Documents

Yes — an employee's profile page has a Documents section for admins/managers to upload files against that person, viewable only by admins, that manager, and the employee themselves.

Why do I need an authenticator app?

Go to: Account → Settings → My account

MFA is mandatory for every web login and can't be turned off. Any app like Google Authenticator, Authy, or 1Password works. Save your backup codes — they're shown only once.

How do I see or log out other devices?

Go to: Account → Settings → My account → Active sessions

Settings > My account > Active sessions — shows everywhere you're currently signed in, with a Log out button for each.

Why am I locked out after wrong passwords?

Go to: Sign-in page

After 5 incorrect password attempts, an account locks for 15 minutes. Just wait and try again, or use Forgot Password.

Why do I need to consent to my fingerprint being used?

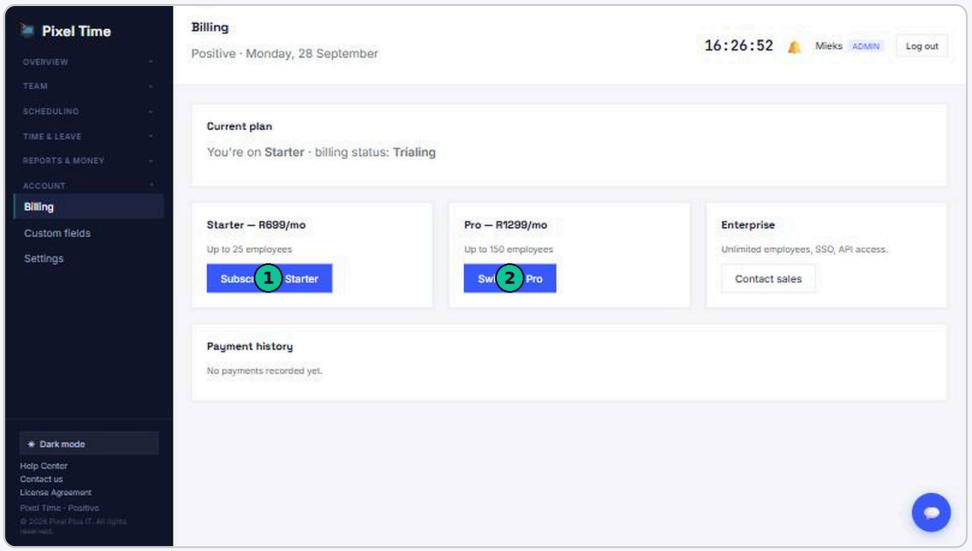
Go to: Team → consent form

South African law (POPIA) treats fingerprint/face data as especially sensitive and requires your explicit written consent before enrollment.

Billing & data

5 topics in this section

Where to find it: Billing



What is the Software License Agreement?

Go to: Account → Billing / Settings footer

The legal agreement covering your subscription — what's licensed, payment terms, liability, and termination. Read it any time from the sidebar footer or Settings.

How do I export or delete my company data?

Go to: Account → Settings → Data & privacy

Settings > Data & privacy (admin only) — covers POPIA-related export and deletion requests for your whole company.

How does billing work?

Go to: Account → Billing

Billing (admin only) shows your current plan and payment status, plus all plans side by side — your current one is clearly marked, the others let you switch directly.

Why am I seeing a banner about my trial or a failed payment?

Go to: Overview → Dashboard

Admins see a heads-up on the Dashboard when a trial has 7 days or less left, or when the last payment didn't go through — it links straight to Billing.

Will I be charged automatically every month, or do I have to pay manually each time?

Go to: Account → Billing

It renews automatically — choosing a plan sets up a genuine recurring subscription. Already on a paid plan and want to switch? Contact us rather than clicking a new plan directly.

Pixel Time

Training Manual: new features

Employee record · Leave · Pay rules and labour cost · More reports · Payroll export controls

October 2026. Screens come from a demo company (Acme Trading), so names and amounts are examples.

What is new

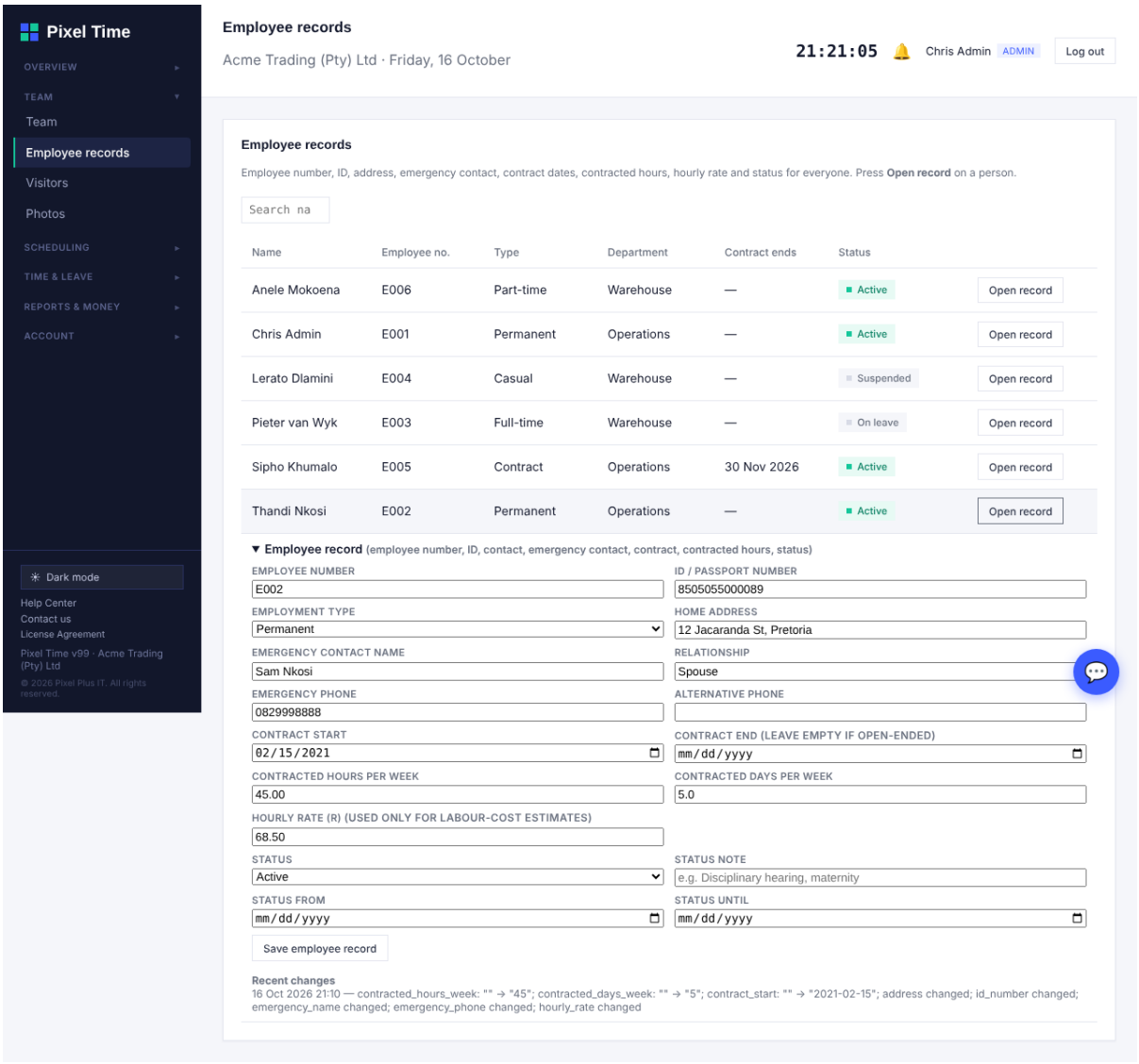
Area	What you can now do
Team > Employee record	Store employee number, ID, address, emergency contact, contract dates, contracted hours, hourly rate and status (active, suspended, on leave).
Leave	South African leave types, paid or unpaid, monthly earning, carry-over, supporting documents, cancellation requests, decline reasons.
Settings > Pay rules	Overtime, Sunday, public holiday and night multipliers, with a start date.
Reports > More reports	Over 60 extra reports, including labour cost, contracted vs actual hours and leave reports.
Payroll export	Pay codes, warnings before export, a reason for exporting a period again, export history and a check for changes made after export.

1. Employee record

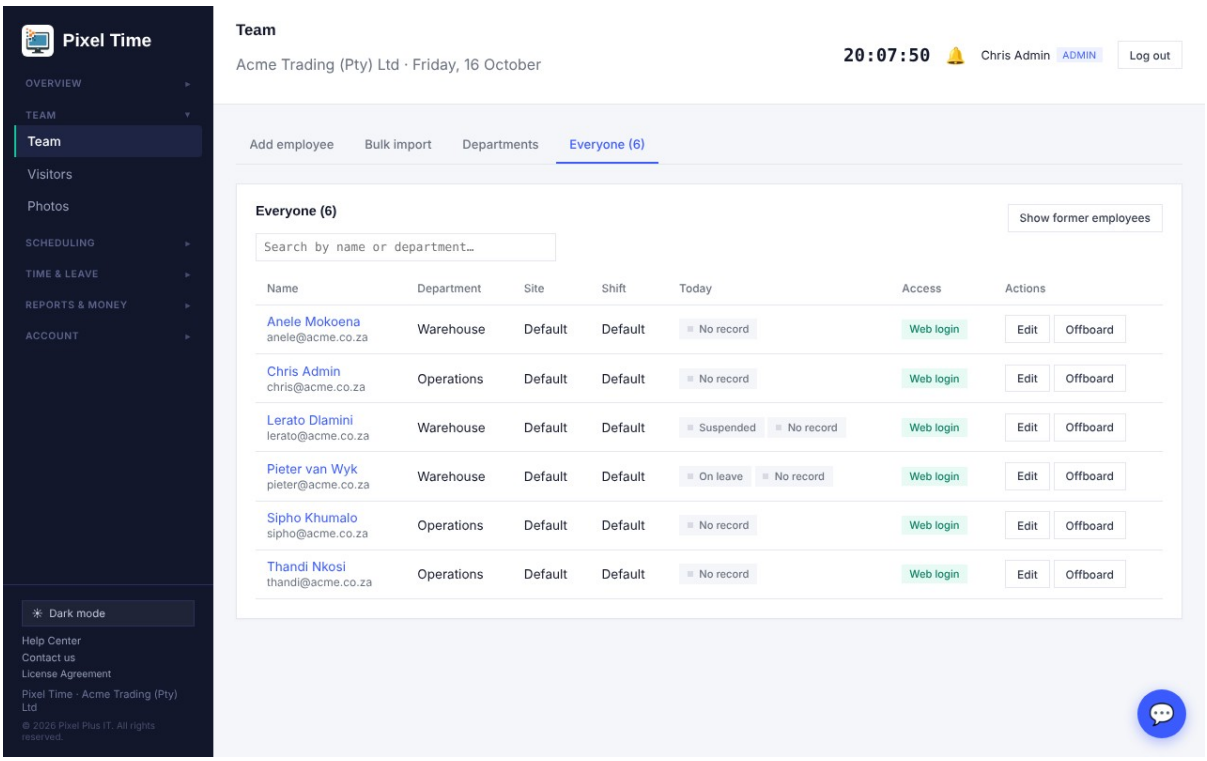
Who: administrators. Managers can see the status badge but cannot open the record.

Open an employee's record

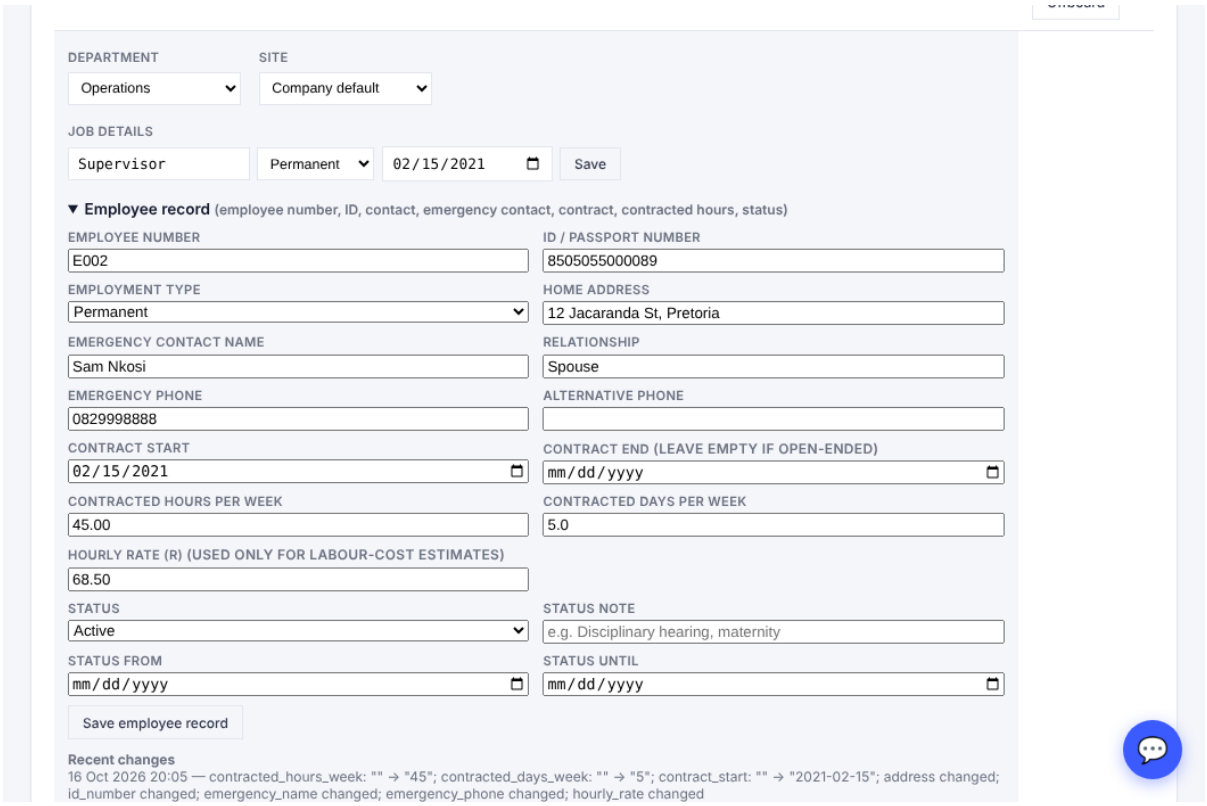
1. Go to Team > Employee records in the menu.
2. Press Open record on the person. (It is also under Team > Everyone > Edit > Employee record, the section with the small arrow.)



Team > Employee records: press Open record on a person.



Team list. The grey badges show Suspended and On leave next to Today.



Employee record: employee number, contact details, contract, hourly rate and status.

Fields

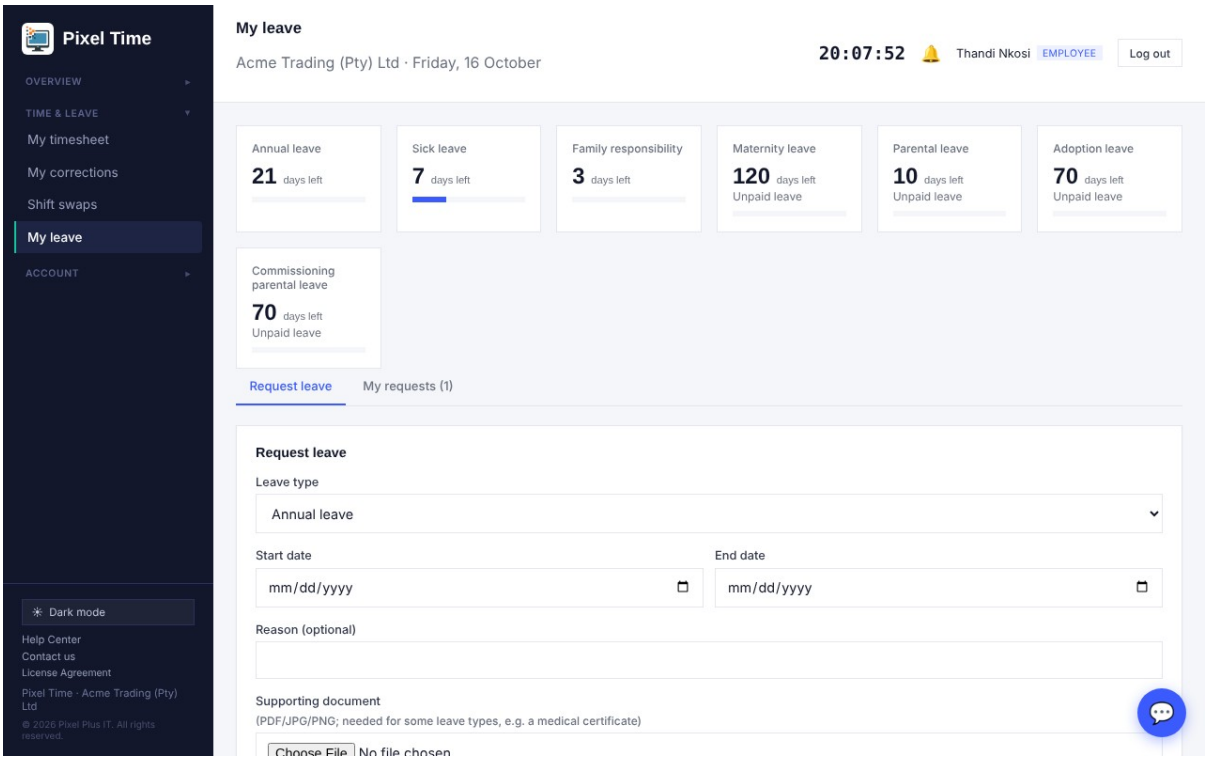
- Employee number: must be unique in your company. Payroll exports use it.
- ID or passport number, address and emergency contact: needed for HR files and emergencies.
- Contract start and end: a report lists contracts ending in the next 60 days.

- Contracted hours and days per week: used by the Contracted versus actual hours report.
- Hourly rate: used only for the labour-cost estimates. Leave it empty if you do not want costs.
- Status: Suspended or On leave, with a note and dates. It shows on the Team list. It does not stop the person clocking in; to remove access, use Offboard.
- Recent changes: shows what was changed and when. ID, address, emergency contact and rate changes show as "changed" without the value, to protect personal information.

2. Leave

Employees: request leave

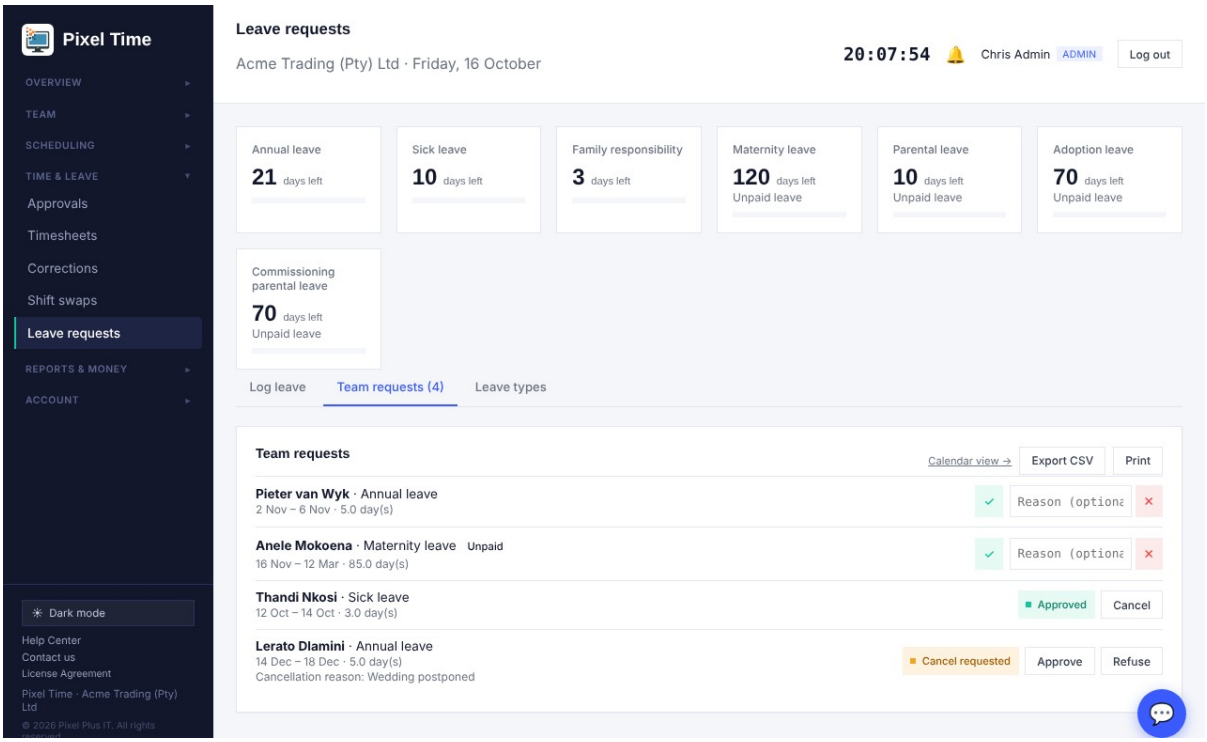
1. Go to My leave > Request leave.
2. Choose the leave type and the dates. Weekends and public holidays are not counted, unless your company's leave type counts them.
3. Attach a supporting document (PDF, JPG or PNG, up to 5 MB) when the leave type needs one, for example a medical certificate for sick leave over 2 days.
4. Submit. Your manager is notified.



Request leave, showing balances and the supporting document field.

- You cannot request leave that overlaps leave you already have pending or approved.
- To cancel: open My requests. Pending leave cancels at once. Approved leave that has not started becomes a cancellation request that your manager approves or refuses. Leave that has started must be cancelled by your manager.

Managers and administrators: approve, decline, cancel

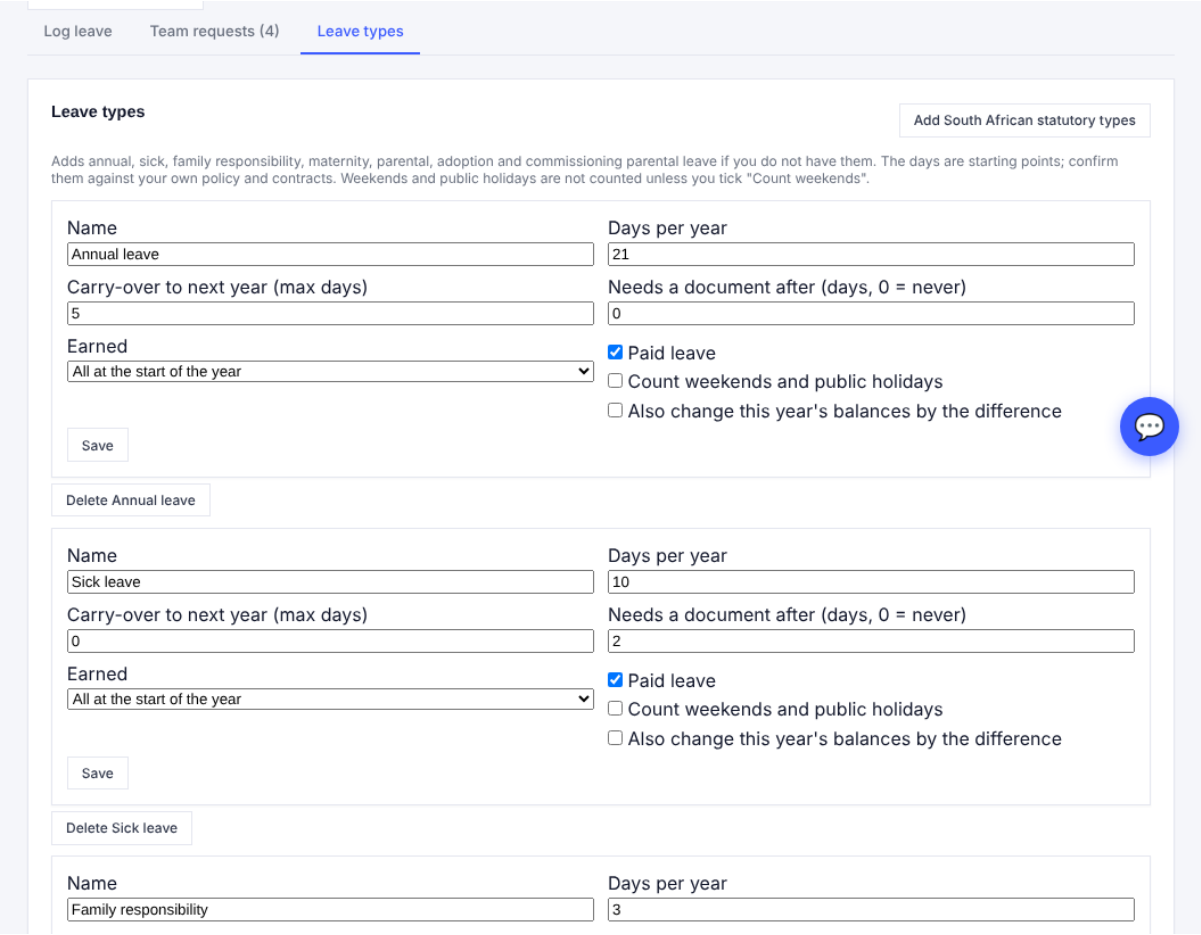


Team requests: approve or decline (with an optional reason), and cancellation requests from employees.

- Approve with the tick, or decline with the cross. The optional reason is shown to the employee and in their email.
- Unpaid leave types show an Unpaid label.
- When an employee asks to cancel approved leave, press Approve to return the days to their balance, or Refuse to keep the leave.
- An administrator or manager can cancel approved leave directly. The days go back to the balance.

Administrators: leave types

1. Go to Leave requests > Leave types.
2. Press Add South African statutory types to add annual, sick, family responsibility, maternity, parental, adoption and commissioning parental leave where you do not have them yet. The days are starting points: check them against your policy and contracts.
3. Edit a type: days per year, carry-over limit, earned at the start of the year or monthly, document needed after N days, paid or unpaid, count weekends.
4. Tick "Also change this year's balances by the difference" if a change to the days should apply to current balances as well.



Leave types: each type has its own rules.

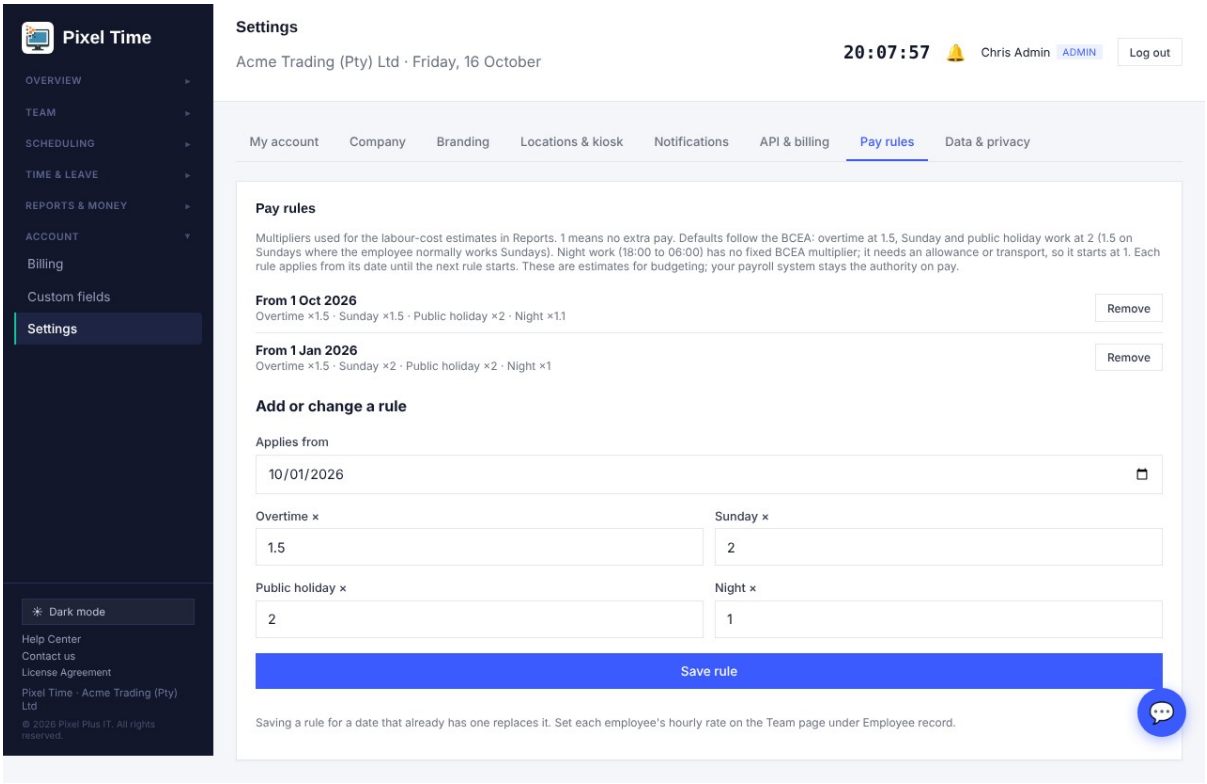
- A leave type that has requests against it cannot be deleted. Set its days to 0 instead.
- New-year balances are created automatically on 1 January, with carry-over added up to the limit. The optional daily cron job makes sure they exist even before anyone opens Leave.

3. Pay rules and labour cost

Who: administrators set the rules. Administrators and auditors see labour-cost reports. Managers do not see pay rates.

Set the pay rules

1. Go to Settings > Pay rules.
2. Choose the date the rules start from and the four multipliers. 1 means no extra pay.
3. Save. Each rule applies from its date until the next rule starts. Saving a rule for a date that already has one replaces it.



Pay rules with two rules in force (from 1 January and from 1 October).

- BCEA starting point: overtime 1.5, Sunday and public holiday work 2 (1.5 where the employee normally works Sundays). Night work (18:00 to 06:00) has no fixed multiplier, so it starts at 1.
- Set each employee's hourly rate in Employee record. Employees with no rate cost R0 in the reports and appear in "Employees with no hourly rate".
- These are estimates for budgeting. Your payroll system remains the authority on pay.

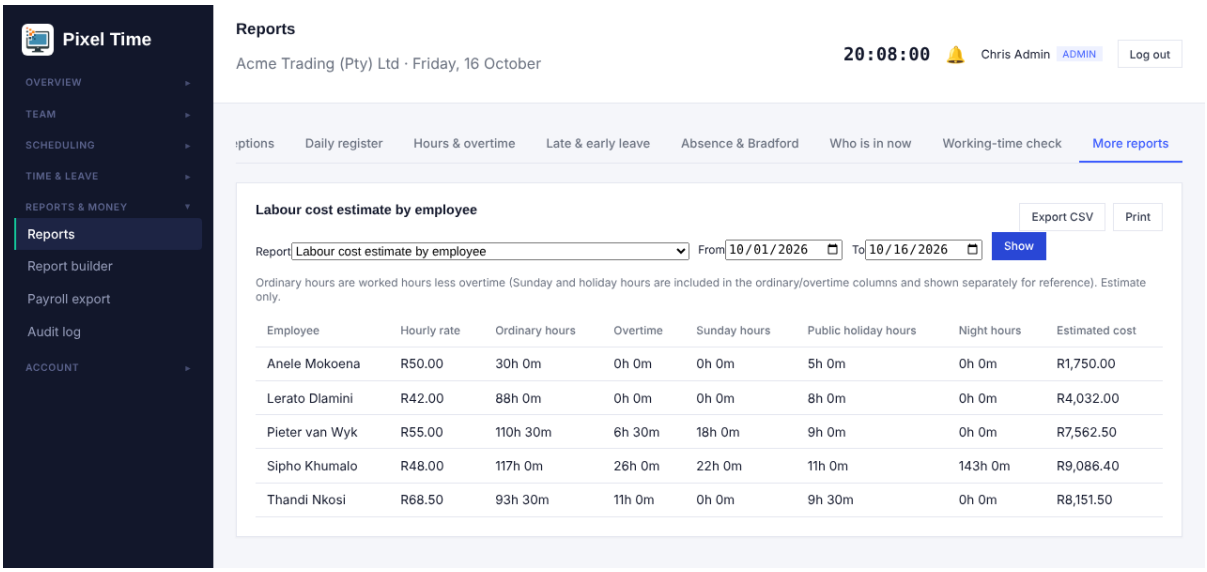
How a day is costed

- Ordinary hours are paid at the hourly rate. On a Sunday or public holiday they use that day's multiplier.
- Overtime hours use the overtime multiplier, or the Sunday or holiday multiplier if it is higher.
- Night hours add the night multiplier's extra on top.
- Example: R100 an hour, 9 hours on a normal Monday with 1 hour overtime = 8 × R100 + 1 × R150 = R950.

4. More reports

Where to find them

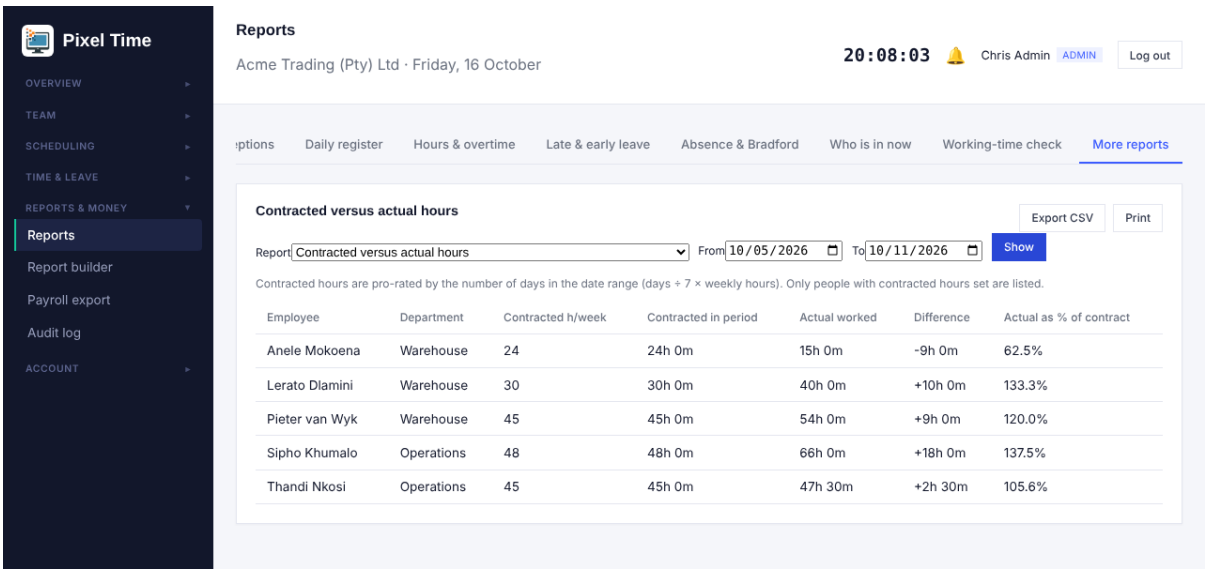
1. Go to Reports and open the More reports tab.
2. Choose a report from the list (grouped by topic), set From and To, and press Show.
3. Use Export CSV or Print.



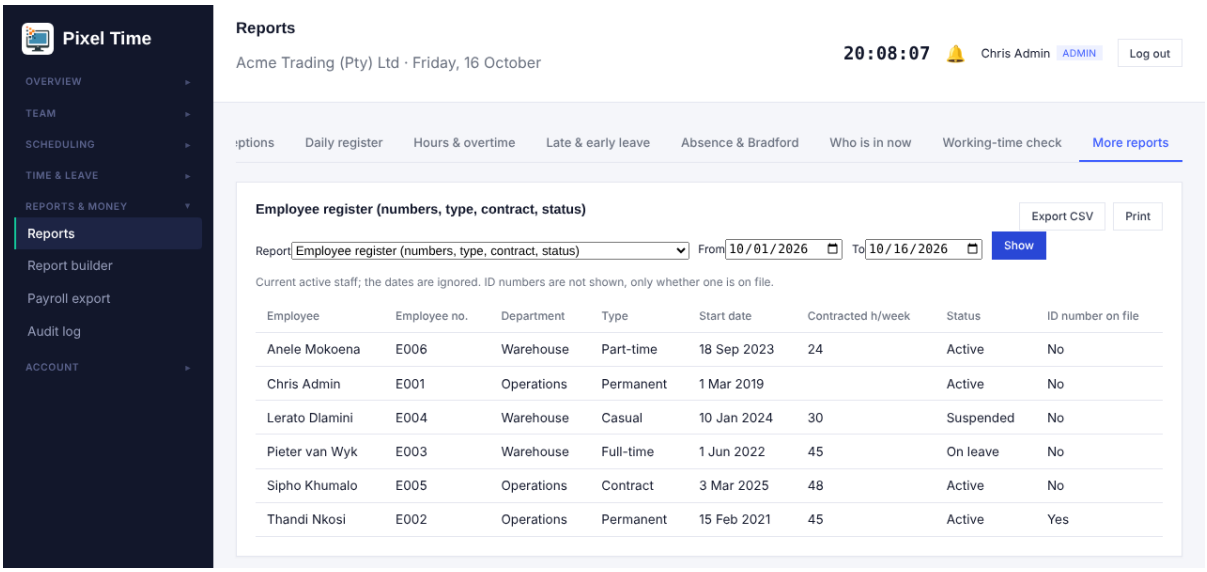
Labour cost estimate by employee (administrators and auditors only).

Reports added with these features

Report	What it shows
Labour cost estimate by employee, department, branch	Hours, overtime and estimated cost from rates and pay rules.
Employees with no hourly rate	Who is missing a rate.
Overtime, Sunday, public holiday and night hours	Premium hours per employee. No pay rates, so managers can use it for their department.
Contracted versus actual hours	Weekly contracted hours scaled to your date range against hours worked.
Employee register	Number, type, start date, contracted hours, status.
Missing or duplicate employee numbers	Fix these before a payroll export.
Employees with no emergency contact	Who still needs one.
Contracts ending soon or already ended	Next 60 days and any past end date.
Suspended and on-leave employees	Current status with dates and notes.
Unpaid leave days by employee	For payroll deductions.
Cancelled leave and cancellation requests	With the reasons given.
Leave that needs a document but has none	For example sick leave over 2 days with no certificate.
Leave types and rules, Pay rules in force	A printable copy of your current setup.



Contracted versus actual hours for the week 5 to 11 October.



Employee register.

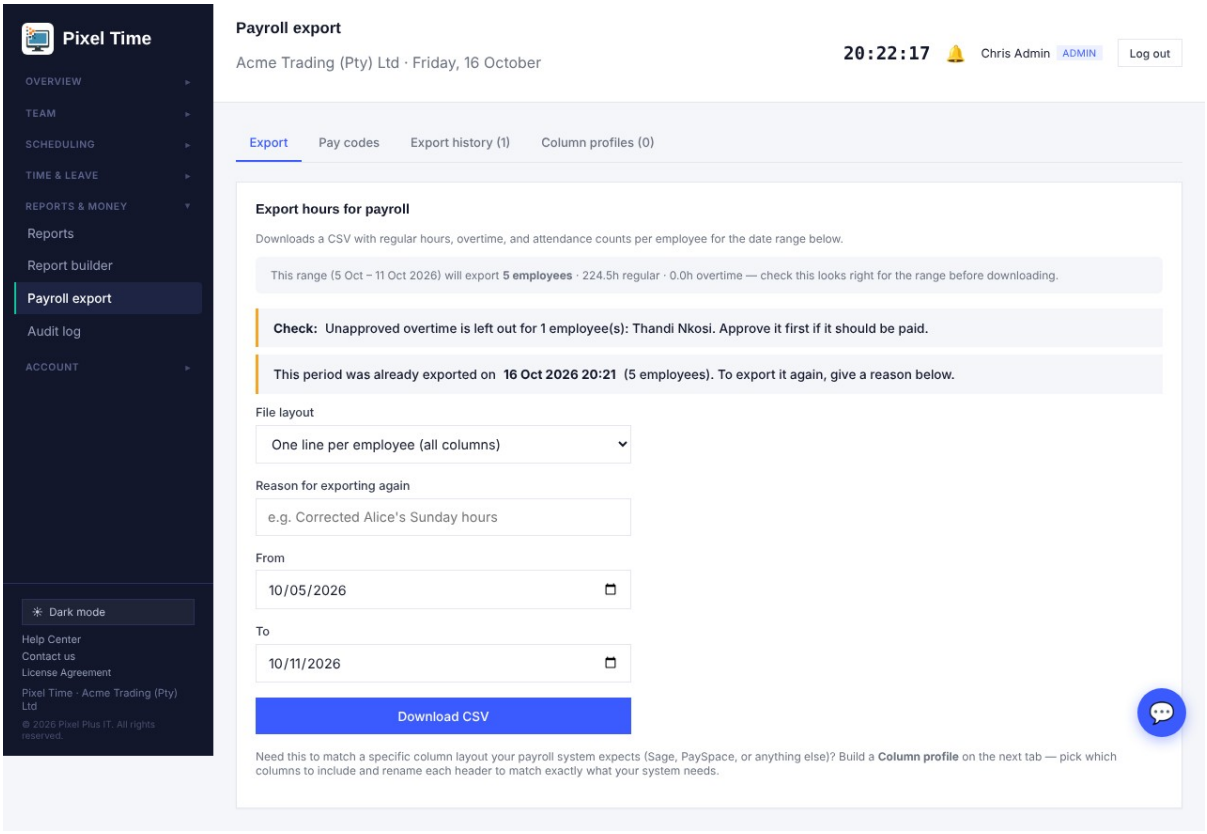
- Managers only see people in their own department in every report.
- The night-hours report counts 18:00 to 06:00, the period the BCEA treats as night work.

5. Payroll export controls

Who: administrators set pay codes. Administrators, managers (own department) and auditors can see the page. Auditors cannot change settings.

Warnings before you export

Open Payroll export and choose the dates. The page now checks the range before you download.

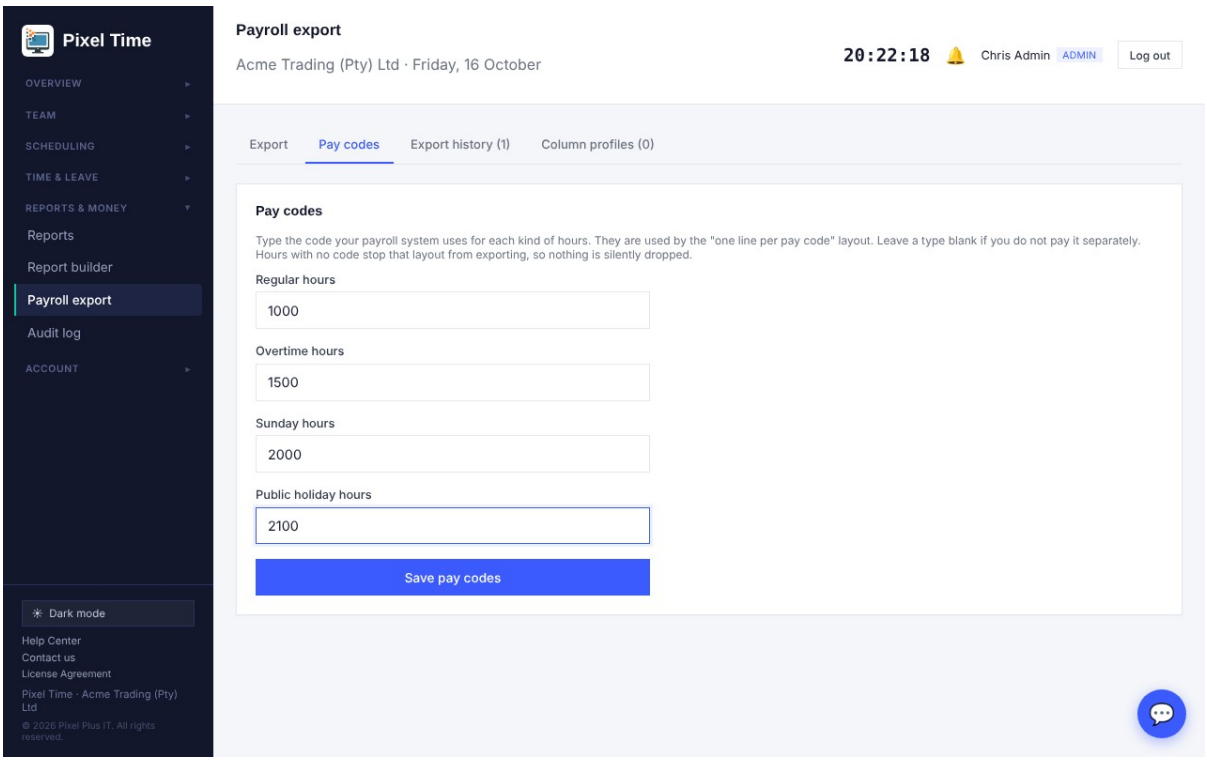


A red "Fix before export" item stops the download. A "Check" item is a reminder.

- Fix before export: an employee with no employee number, two employees with the same number, or hours with no pay code (pay-code layout only).
- Check: unapproved overtime is left out of the file. Approve it first if it should be paid.

Set pay codes

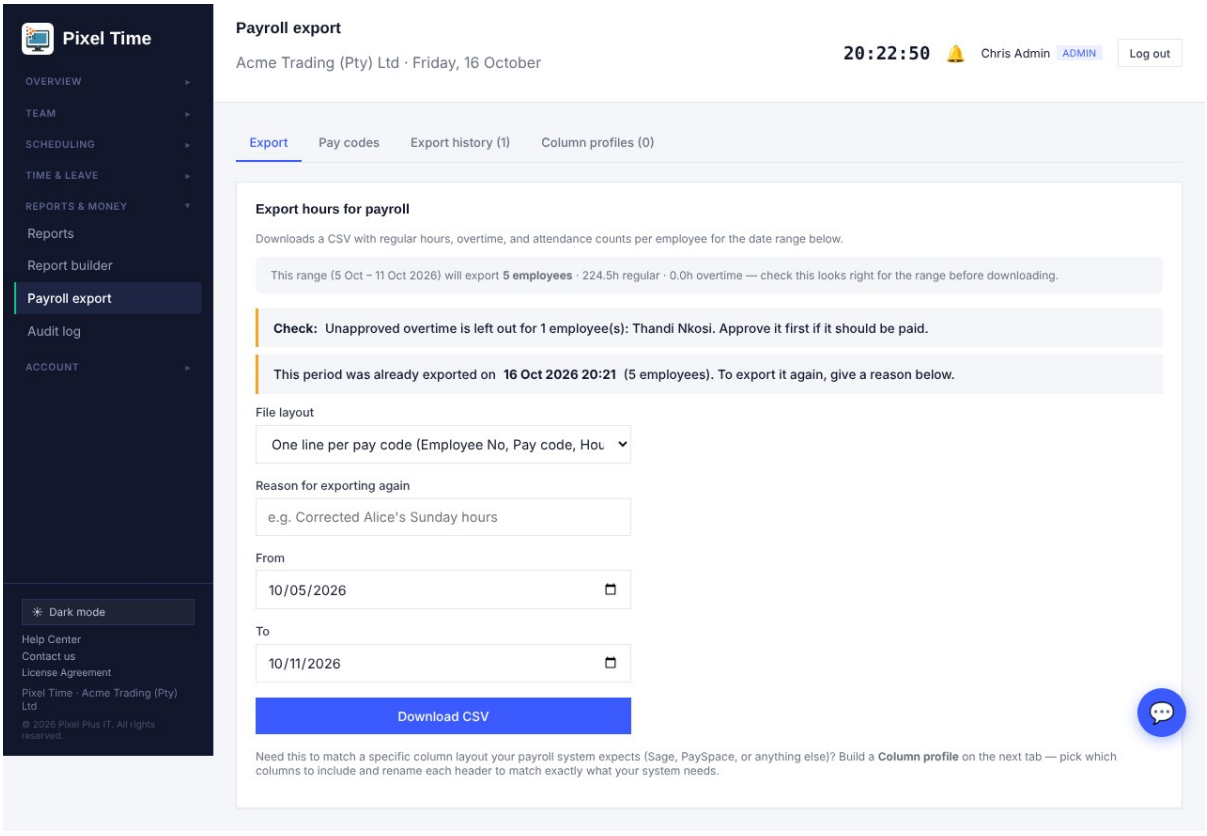
1. Open Payroll export > Pay codes.
2. Type the code your payroll system uses for regular, overtime, Sunday and public holiday hours.
3. Save. Two hour types cannot share one code.



Pay codes tab.

Then choose File layout: One line per pay code. The file has Employee No, Employee, Pay code and Hours, one line for each code an employee has hours for.

Exporting the same period twice

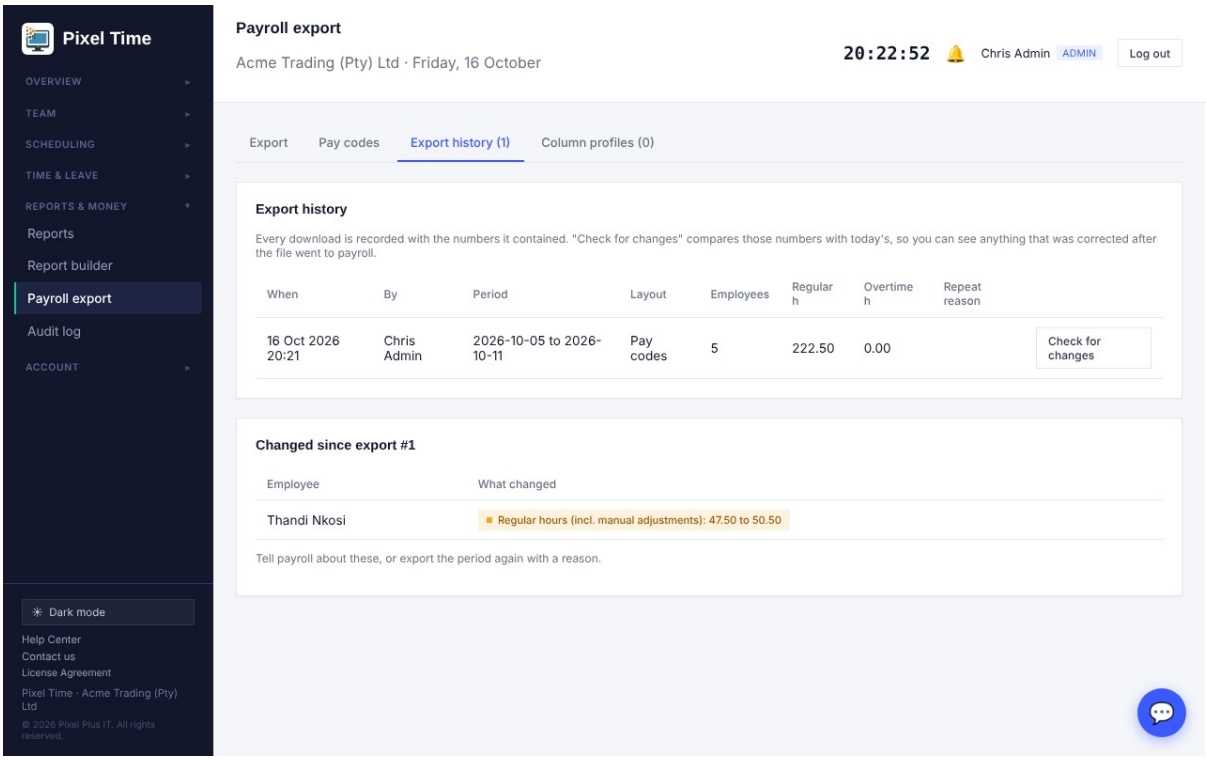


A period that was already exported asks for a reason before it can be exported again.

- The reason is saved in the export history and in the audit log.

Export history and changes after export

1. Open Payroll export > Export history.
2. Press Check for changes next to an export.



Each export keeps a copy of its numbers. The comparison names anyone whose hours changed afterwards.

- Tell payroll about the changes, or export the period again with a reason.

6. Who can see what

Feature	Admin	Manager	Auditor	Employee
Employee record (edit)	Yes	No	No	No
Request and cancel own leave	Yes	Yes	No	Yes
Approve, decline, cancel others' leave	Yes	Own department	No	No
Leave types	Yes	No	No	No
Pay rules	Yes	No	No	No
Labour cost reports (pay rates)	Yes	No	Yes	No
Other More reports	Yes	Own department	Yes	No
Payroll export: pay codes	Yes	No	View only	No
Payroll export: download	Yes	Own department	Yes	No

7. Good to know

- The leave type days (maternity, parental, adoption and so on) are starting points. Confirm them against your own policy, contracts and current labour law.
- Leave days are now working days. Leave requested before this update keeps the days it was saved with.
- A suspended employee can still clock in. Use Offboard to remove access.
- Labour cost is an estimate. Check payroll against your payroll system before paying anyone.