FREQUENTLY ASKED QUESTIONS (FAQ)

BIP Time and Attendance Tracker FAQ

July 2023

1   If there is no internet and BIP is not working, must we use the manual attendance register?

Once the internet is back online, kindly track the time on BIP. The Time and Attendance Tracker has an option to update or "edit" the date and time. Steps and screenshots are included in the manual on the LMS. We will completely move away from the manual attendance register in the future.

How to Capture Times

If you click on any "Shift" button, a pop-up will appear that will allow you to choose your time you want to capture.

Select your time by clicking on the "clock" icon.
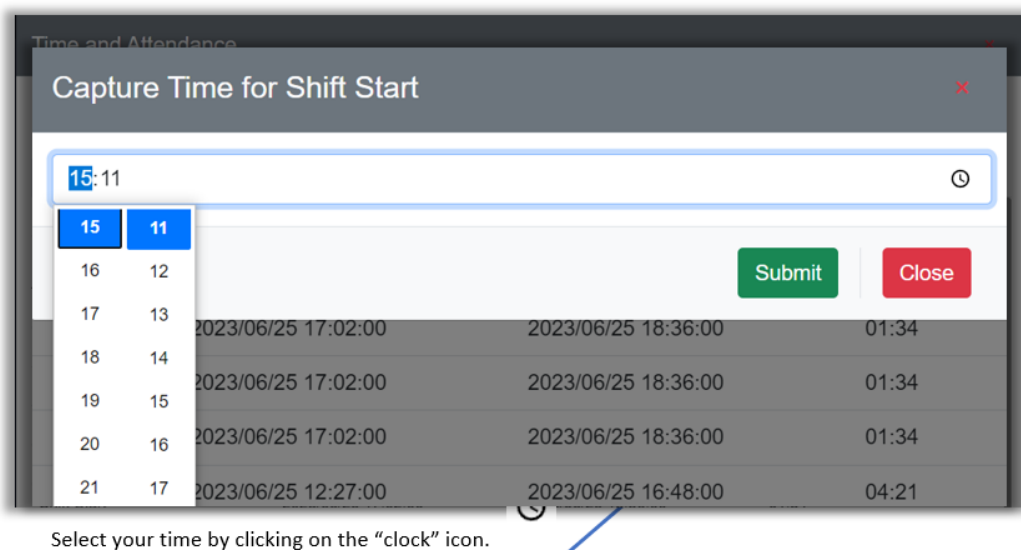
Choose your desired time and click on the green "Submit" button.

2   How is the office cleaner going to log time because she/he does not have BIP?

The HR department is working on a solution to implement at the end of August 2023. Cleaners will be required to also log start time, end time and lunch. Business will ensure they have access to laptop and BIP account to log working hours daily. For now, kindly complete the manual attendance register until end of August 2023.

3   When should be start logging hours? Normally, we record 08H00 TO 17H00 in our attendance register, do we wait until 08H00 to sign in to BIP or sign in at 07H30 when I arrive?

Sign in with the exact time you enter the branch, have lunch, and exit the branch. The purpose of the tracker is to track employee working hours. The employee working time starts when opening, disarming, etc, not only when the branch opens for clients. For example, if I arrive at 07:32, open the branch, disarm the alarm, etc I will open my BIP Application and log 07:32 as my start-time.

4 How should employees who travel log time if they are not at a Barko Office or Branch?

Employees who travel are also required to log working hours via BIP. The BIP time and attendance tracker can be accessed and updated at any Barko office and branch via the Wi-Fi.

Employees who travel can continue to log time manually and when they are at a branch or office, they must update the hours worked. There is an option to edit times. Start by clicking on the "New" button in the left-hand corner.

5 How do I log my leave on BIP? Otherwise, it will look like I did not long enough hours for the month.

It is not necessary to log your leave in BIP. Ensure your leave is accurately captured in ESS. Management will review the work hours captured in BIP and leave in ESS when calculating the average of hours worked.

6 Can we add more options for planning, for example 06:30?

Operations: We believe the options currently available are sufficient, please keep to the available times for planning.

HQ and Service Departments: Not applicable. HQ and service departments are not required to plan their times for the month. They are only required to log work hours daily.

7 Questions?

If you have any questions or comments, kindly submit them to the HR department via this link: https://forms.office.com/r/2U5vSXVEXv