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Draft	13-Mar-2026	Creation of Standard Operating Procedure	Dave Remolacio
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Prepared by:	Reviewed by:	Approved by:
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1. PURPOSE

The timekeeping process is designed to accurately track and record employee work hours, attendance, leaves, and overtime. Its purpose is to ensure that employee compensation is calculated correctly, payroll adjustments are based on verified records, and the organization maintains compliance with labor laws and company policies. Additionally, it provides a reliable system for monitoring workforce productivity, managing leave balances, and supporting transparent and accountable payroll operations.

2. SCOPE

This Standard Operating Procedure (SOP) applies to all payroll and timekeeping activities for the organization, covering every step from attendance tracking to final payroll processing. It is relevant to all key personnel involved in payroll operations, including the Payroll Head, Concierge/Timekeepers, Payroll Associates, and Billing Associates, ensuring that each role understands its responsibilities and follows standardized procedures. This SOP covers all covered accounts and employees, providing a consistent framework for timekeeping submission, payroll computation, validation, approval, and disbursement. Its purpose is to ensure that payroll operations are conducted accurately, timely, and in full compliance with company policies and statutory requirements, while minimizing errors, discrepancies, and delays.

3. TERMINOLOGY

For purposes of this SOP, the following terms are defined as:

3.1 Payroll – The process of calculating and distributing employee compensation, including salaries, wages, allowances, incentives, and deductions for a specific payroll period.





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3.2 Timekeeping – The system or process used to record and monitor employee attendance, work hours, overtime, leaves, absences, and undertime.

3.3 Payroll Calendar – A schedule prepared annually that outlines payroll cut-off dates, timekeeping submission deadlines, payroll computation timelines, and salary release dates.

3.4 Payroll Cut-off – The designated date marking the end of the attendance period to be included in a specific payroll cycle.

3.5 Concierge / Timekeeper – The personnel responsible for collecting, validating, and submitting employee timekeeping reports to the payroll team.

3.6 Payroll / Billing Associates – Personnel responsible for processing payroll data, transferring man-hours, computing employee compensation, and preparing payroll summaries.

3.7 Payroll Head – The individual responsible for overseeing payroll operations, preparing the payroll calendar, and ensuring proper coordination with all stakeholders involved in the payroll process.

3.8 BU Head / PBC Head – The Business Unit Head or designated authority responsible for reviewing and approving payroll computations before payroll processing.

3.9 Finance – The department responsible for processing payroll transactions, salary disbursement, and handling statutory payments and financial recording of payroll.

3.10 Man-hours – The total number of hours worked by an employee within a specific payroll period, including regular hours and approved overtime.

3.11 Overtime (OT) – Work hours rendered beyond the employee's regular working schedule that are subject to additional compensation.





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3.12 Leave – Approved time off from work granted to employees, such as Service Incentive Leave, Emergency Leave, Unpaid Leave or other authorized leave types.

3.13 Statutory Deductions – Mandatory deductions required by law from an employee’s salary, including government contributions and taxes.

3.14 Payroll Summary – A consolidated report of payroll computation that includes employee earnings, deductions, and net pay for a payroll period.

4. RESPONSIBILITIES

4.1 Payroll Head

4.1.1 The Payroll Head is responsible for planning and managing the overall payroll schedule. This includes preparing the payroll calendar, defining payroll cut-off dates, and establishing submission deadlines. They also ensure that the payroll schedule is aligned with all relevant stakeholders, including Finance, and Business Units, to facilitate smooth and timely payroll processing.

4.2 Customer Concierge/Timekeeper

4.2.1 The Concierge or Timekeeper is responsible for collecting, reviewing, and validating employee attendance and work hours. They ensure that timekeeping reports are accurate, complete, and submitted on time. This role acts as the first checkpoint to prevent discrepancies in payroll by verifying leaves, absences, undertime, and overtime records.

4.3 Payroll/Billing Associates

4.3.1 Payroll and Billing Associates are tasked with processing and calculating payroll based on validated timekeeping data. Their responsibilities include transferring man-hours into the payroll system, computing salaries, overtime, allowances, deductions, and other adjustments, and preparing the





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payroll summary for review. They ensure that all computations are accurate and compliant with company policies and statutory requirements.

4.4 Business Unit Head & Payroll, Billing and Collection Head

4.4.1 The Business Unit (BU) Head and Payroll, Billing and Collection (PBC) Head is responsible for reviewing and approving the payroll computation. They ensure that the payroll summary reflects correct employee compensation, approved adjustments, and adherence to internal policies before payroll processing.

4.5 Finance

4.5.1 The Finance team is responsible for executing payroll transactions based on the approved payroll summary. This includes disbursing salaries, processing statutory deductions, and maintaining records for accounting and compliance purposes. Finance ensures that all payments are made accurately and on time, and that the payroll transactions align with financial controls and regulatory requirements.

5. PROCEDURE

5.1 Payroll, Billing and Collection Head

5.1.1 Preparation of Annual Payroll Calendar

To establish a clear and standardized schedule for payroll processing throughout the year, including payroll cut-off dates and timekeeping submission deadlines, ensuring alignment with business units and operational requirements.

5.1.1.1 Identify declared holidays and weekends that may affect payroll processing dates.





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5.1.1.2 Draft the annual payroll calendar in a shared Google Sheet, including:

5.1.1.2.1 Payroll cut-off dates per account

5.1.1.2.2 Timekeeping submission deadlines

5.1.1.2.3 Payroll computation and approval timelines

5.1.1.3 **Align and review** the draft calendar with:

5.1.1.3.1 BU Heads to ensure operational feasibility

5.1.1.3.2 Concierge/Timekeepers to ensure timekeeping submission schedules are manageable and realistic

5.1.1.4 Incorporate feedback from all stakeholders and **finalize the payroll calendar**.

5.1.1.5 Communicate the finalized calendar to all relevant parties, including BU Heads, Payroll Associates, Billing Associates, and Concierge/Timekeepers, to ensure awareness and compliance throughout the year.

Notes: *Holidays and weekends are factored into the calendar to avoid conflicts with submission or processing deadlines.*

*This step is conducted **annually** to cover all payroll periods for the year.*

5.2 Customer Concierge/Timekeeper

5.2.1 Recording of Employee Attendance

Employees must record their daily attendance using the client's approved timekeeping method, such as biometric systems, timekeeping software,





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WFM, ESS, HRIS and other client's system or manual attendance logs. This ensures that all working hours, breaks, overtime, absences, and undertime are properly documented.

5.2.2 System Extraction of Timekeeping Data

For accounts using an automated system, the Concierge/Timekeeper extracts attendance data from the HRIS system or client's system at the end of the payroll cut-off period. The extracted report usually includes employee log-in and log-out times, total hours worked, overtime hours, and attendance exceptions.

5.2.3 Manual Submission of Timekeeping Reports

For accounts using manual timekeeping, concierge/timekeeper collate the daily time record and overtime form. Validate and double check through their active manning as reference. Once complete, prepare the timekeeping report using the *empleyado template*. This report includes details of employee attendance, overtime, leave, absences, lates and undertime during the payroll period.

5.2.4 Validation of Timekeeping Data

The Concierge/Timekeeper reviews and validates the extracted file or timekeeping data to ensure accuracy and completeness. This includes checking for missing logs, attendance discrepancies, unapproved overtime, and inconsistencies with approved leave records.

5.2.5 Coordination for Corrections

If discrepancies are found, the Concierge/Timekeeper coordinates with the Client's Assigned Personnel or employees to clarify and correct attendance records. Supporting documents such as manual logs may be required.





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5.2.6 Finalization of Timekeeping Report

Once all corrections are completed, the Concierge/Timekeeper prepares the final timekeeping report, ensuring that all attendance data is accurate and aligned with the payroll cut-off period.

5.2.7 Submission to Payroll Team

The finalized and validated timekeeping report is submitted to the Payroll/Billing Associates within the defined submission schedule indicated in the payroll calendar. This serves as the official basis for payroll computation.

5.2.8 Documentation and Record Keeping

All timekeeping reports, system extracts, and supporting documents are stored and maintained for record keeping, reference, and audit purposes.

Note: Submission of Timekeeping Summary and Payroll Summary will be based on the Payroll Calendar.

5.3 Payroll and Billing Associates

5.3.1 Receipt of Final Timekeeping Report

The Payroll or Billing Associates receive the final validated timekeeping report from the Concierge/Timekeeper. They review the submitted files to ensure that all required data is included, such as employee attendance, overtime hours, approved leaves, absences, undertime, and other attendance-related adjustments within the payroll cut-off period.

5.3.2 Transfer and Encoding of Man-hours

The Payroll/Billing Associates transfer the timekeeping data into the payroll system for computation. This includes the entry of regular hours, overtime hours, leave deductions, absences, undertime, and other applicable payroll components





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5.3.3 Payroll Computation

Payroll/Billing Associates compute employee compensation based on the submitted timekeeping data. This includes the calculation of:

- Basic salary based on hours worked
- Overtime and Night Differential pay
- Legal Holidays, Special Holidays
- Allowances and Incentives
- Leave credits, absences, lates and undertime
- Deductions (PPE, Uniforms, LBR's, Over payments and Government Mandatory Contribution)
- Payroll adjustments (if applicable)

*Note: They also ensure that **statutory deductions** such as government contributions and withholding tax are properly applied.*

5.3.4 Preparation of Payroll Summary

The Payroll/Billing Associates prepare a payroll summary report. This report consolidates all payroll data for the payroll period and includes total salaries, deductions, allowances, and net pay for employees under each account or business unit.

5.3.5 Payroll Review and Approval

The payroll summary is submitted via email to the **Business Unit (BU) Head**, and **PBC Head** for review and approval. They verify the accuracy of the payroll computation, ensure that adjustments are valid and authorized, and confirm that the payroll details align with operational records before granting approval.



