



OSEBO 360 · TIME & ATTENDANCE GUIDE

The Osebo Time & Attendance Book

A plain-language, step-by-step guide to keeping time on Osebo – from your register, work sites and rosters through the clockings themselves, to the approved hours a payroll is built from.

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- Part 2** The register
- Part 3** Who is meant to be in
- Part 4** The day
- Part 5** Timesheets
- Part 6** Reading it
- Part 7** Arc, your assistant
- Part 8** What it costs

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How to use this book

This guide walks you through Time & Attendance 360 – the standalone Osebo app for companies that need to know who was at work, for how long, and where. It is one of the Osebo 360 apps: sold on its own, with its own signup, its own price and its own menu. You are not buying an HR platform with a clock attached to it.

Work through Parts 1 and 2 once, in order, when you are setting up. After that you will live in Part 4, which is the day, and Part 5, which is the week that turns into a payment.

Every figure in this book comes from one real workspace – Tema Cold Chain, code TEM, on the Time & Attendance 360 plan. It has been used: 18 people on the register, 4 departments, 9 positions, 3 work sites, 870 clockings, 2 rosters, 136 roster assignments and 55 late arrivals. Where this book quotes a number, that number is on the screen beside it.

The big picture – three moves

Whatever you use today – a paper book at the gate, a spreadsheet, a memory – this app does three things, and the menu is organised around them:

- **Say who you keep time for, and where.** Your people, your departments, your work sites, and the rules about what counts as late. Part 1 and Part 2.
- **Say who is meant to be in, and record who was.** Rosters and shifts; then the clockings themselves. Parts 3 and 4.
- **Turn it into hours somebody can be paid for.** Timesheets and reports. Parts 5 and 6.

The one idea to hold on to: a tracked person is not a login

This is the idea the whole product is built on, and it is what makes it work for the companies that buy it.

The people you keep time for are cleaners, drivers, cold-store hands and shift staff. Many of them have never had a work email address. So somebody goes on the **register** first, and that is all that is required – they can be clocked in at a device on the wall, or by a supervisor on their behalf, from the moment they are on it. A **login** is an optional extra you offer afterwards to the ones who want to clock themselves in on their own phone.

On Tema Cold Chain that reads plainly: 18 people on the register, and exactly one of them – Ama Boateng – has a login. The other 17 are tracked, rostered, reported on and paid for hours, and not one of them has ever signed in.

★ IMPORTANT

Requiring an invitation before somebody could be tracked would have excluded most of the workforce this app is sold to. It is the single most important design decision in the product, and

everything else follows from it – including what you pay.

What you actually pay for

You pay for **people on the register**, not for logins. The seat is spent the moment somebody is added, whether or not they ever sign in to anything.

That is the honest way round for this product. A company tracking 18 people is getting 18 people's worth of value from the app, and charging only for the one who happens to have an email address would price the product according to an accident of who has a desk.

You are counted in **bands** rather than per head: a band covers up to a certain number of people, and you move band when you outgrow one. Tema Cold Chain sits inside a band that allows twenty, and uses eighteen of them. Pricing is on the Osebo website, and the team will size a band with you.

♦ GOOD TO KNOW

Paying yearly costs less than paying monthly. Above the largest published band there is no list price at all – it becomes a conversation, which is the honest way to sell to a company with a thousand people on a clock.

Who can do what

Three roles ship with the app:

- **Time & Attendance Administrator** – runs it: the register, sites, devices, policy, rosters, timesheets and reports.
- **Attendance Supervisor** – runs the day: records clockings for their people, fixes exceptions, approves timesheets.
- **Tracked Staff** – clocks themselves in and out, and sees their own shifts. Nothing else.

The role is chosen when you invite somebody, and can be changed afterwards from Who runs it without removing and re-inviting them. The Staff register shows a "Can do" column so you can see at a glance which of your 18 people can do anything beyond being counted.

▲ WATCH OUT

You cannot change your own role, and you cannot suspend or remove yourself. If you are the only administrator the app will refuse to demote you at all – there would be nobody left who could undo it.

How to read a figure

Every screenshot in this book is annotated: an arrow points at the control being discussed, a label says what it is, and the caption underneath gives the real figures from that screen.

Figures are numbered by part – Figure 4.2 is the second figure in Part 4.

What this app does not do

An honest manual says where the road ends. None of the following exists in this app, so do not go looking for it:

- It does not run payroll. It produces the hours a payroll is built from, and an approved timesheet is where that hand-off happens.
- It does not manage leave balances or approve holiday. Absence shows as absence; entitlement lives in the full platform.
- It does not track what work was done – only that time was worked. Billing time to a client is what the Client Work module does elsewhere.
- It does not hold contracts, appraisals, disciplinary records or anything else personnel. This is a clock.
- It does not delete clockings. A wrong one is corrected, with a reason, and both versions survive.
- It has no supplied hardware. It reads devices you already own – see Step 9.

Part 1 Setting up the clock

Your sites, your devices, your rules – done once, before anybody clocks anything

Step 1. Read the dashboard before you change anything

The app opens on its dashboard. On a new workspace it is honest about being empty; read it once now so the same screen means something to you in a month.

Do this now

1. Sign in. The app opens on Dashboard (</app/dashboard>).
2. Read the four tiles across the top: on the register, rostered today, clocked in now, and hours today.
3. Read the coverage bar underneath. It is rostered people who have actually clocked in, as a percentage.
4. Change the window from 7 days to 14 or 30 and watch the trend chart redraw. Everything on the page obeys that one control.

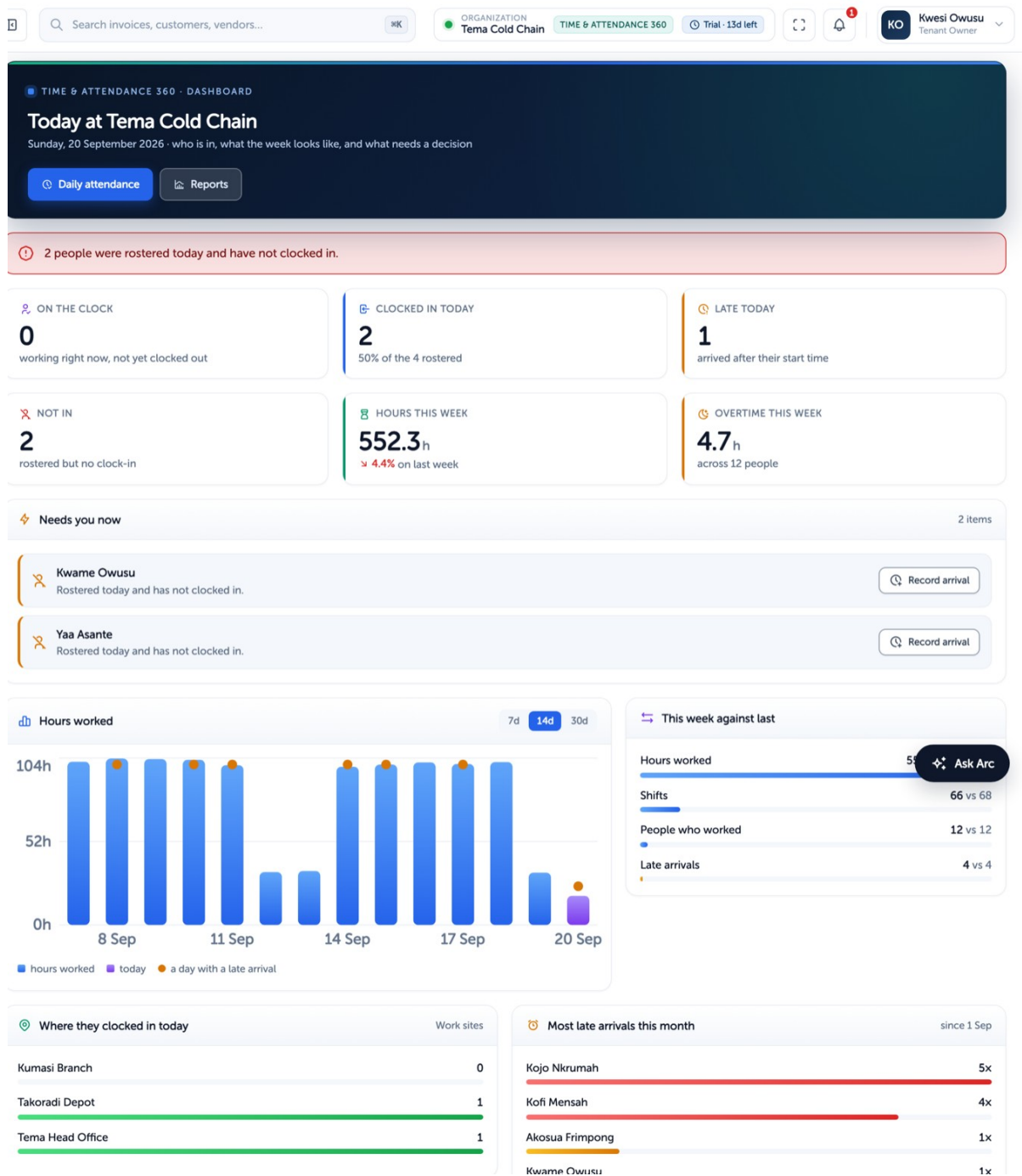


Figure 1 – Today at Tema Cold Chain: 2 people clocked in of the 4 rostered – 50% coverage – with 1 late, 2 not in, and 552.3 hours logged this week against 577.7 last. The banner names the two who were rostered and have not clocked in, with a Record arrival button beside each.

✓ TIP

Coverage is the number to learn first. 50% does not mean half your company is missing – it means half of the people ROSTERED today have clocked in. On a day with four people rostered, it is two people, and it is either lunchtime or a problem.

Step 2. The workspace

Workspace is the app's own settings page: what your company is called, who owns the account, and what happens to the subscription.

Do this now

1. Open Workspace (</app/workspace>).
2. Check the name. It is what your people see at the top of every page.
3. Note the trial state and when it ends. Nothing stops working the moment it lapses – see Step 46.
4. Leave ownership alone unless you are genuinely handing the company over.

The screenshot shows the 'Workspace' settings page in the 'TIME & ATTENDANCE 360' app. The header bar includes a search bar, organization name 'Tema Cold Chain', trial status 'Trial - 13d left', and user profile 'Kwesi Owusu, Tenant Owner'. The main content area has a dark blue header with the title 'Workspace' and subtitle 'Tema Cold Chain · what you are called, where you are, and how people reach you'. Below this are three tabs: 'The desk' (selected), 'People & seats', and 'Billing'. A message states 'This is your company, not your desk.' and a 'MODULE GUIDE' link is present. The 'Company' section contains fields for 'Company name' (Tema Cold Chain), 'Timezone' (UTC), 'Contact email' (kwesi@tema-cold-chain.test), and 'Phone'. A 'Save' button is at the bottom right. The footer shows '26 © Time & Attendance 360.' and 'Designed & Developed By Marvalinks Digital'.

Figure 2 – Workspace, and 13 days of trial remaining.

Step 3. Departments – the spine of every report

A department is the group a person belongs to, and it is the axis your reports group by. Tema Cold Chain has four: Cold Store, Dispatch, Maintenance and Transport.

Do this now

1. Open Departments (</app/departments>).
2. Read what is there, and the headcount beside each one.
3. Press Add department and name the ones you are missing.
4. Use Rename to correct one. Every person and position attached to it comes with the name.

TIME & ATTENDANCE 360

Departments

Tema Cold Chain · how your people are grouped on the register and in reports

[Staff register](#) [The clock](#)

4 DEPARTMENTS | 6 IN NO DEPARTMENT | 12 FILED

[+ Add a department](#)

Name: Code — optional: What it covers — optional: [+ Add](#)

[Your departments](#) 4

DEPARTMENT	CODE	PEOPLE	ACTIONS
Cold Store Cold Store — Tema Cold Chain	CS	6	Edit Remove
Dispatch Dispatch — Tema Cold Chain	DP	3	Edit Remove
Maintenance Maintenance — Tema Cold Chain	MT	1	Edit Remove
Transport Transport — Tema Cold Chain	TR	2	Edit Remove

26 © Time & Attendance 360. Designed & Developed By [Ask Arc](#)

Figure 3 – Four departments – Cold Store, Dispatch, Maintenance and Transport – the axis every report groups by.

Step 4. Removing a department without losing anybody

The one destructive-looking action on that screen, and it is deliberately not destructive.

Do this now

1. Press Remove on a department.
2. The app asks where its people should go, and lists your other departments.

3. Choose one and confirm. Everybody in the old department – AND every position defined under it – moves across in a single step.
4. If you choose nothing, the department must be empty before it will go.

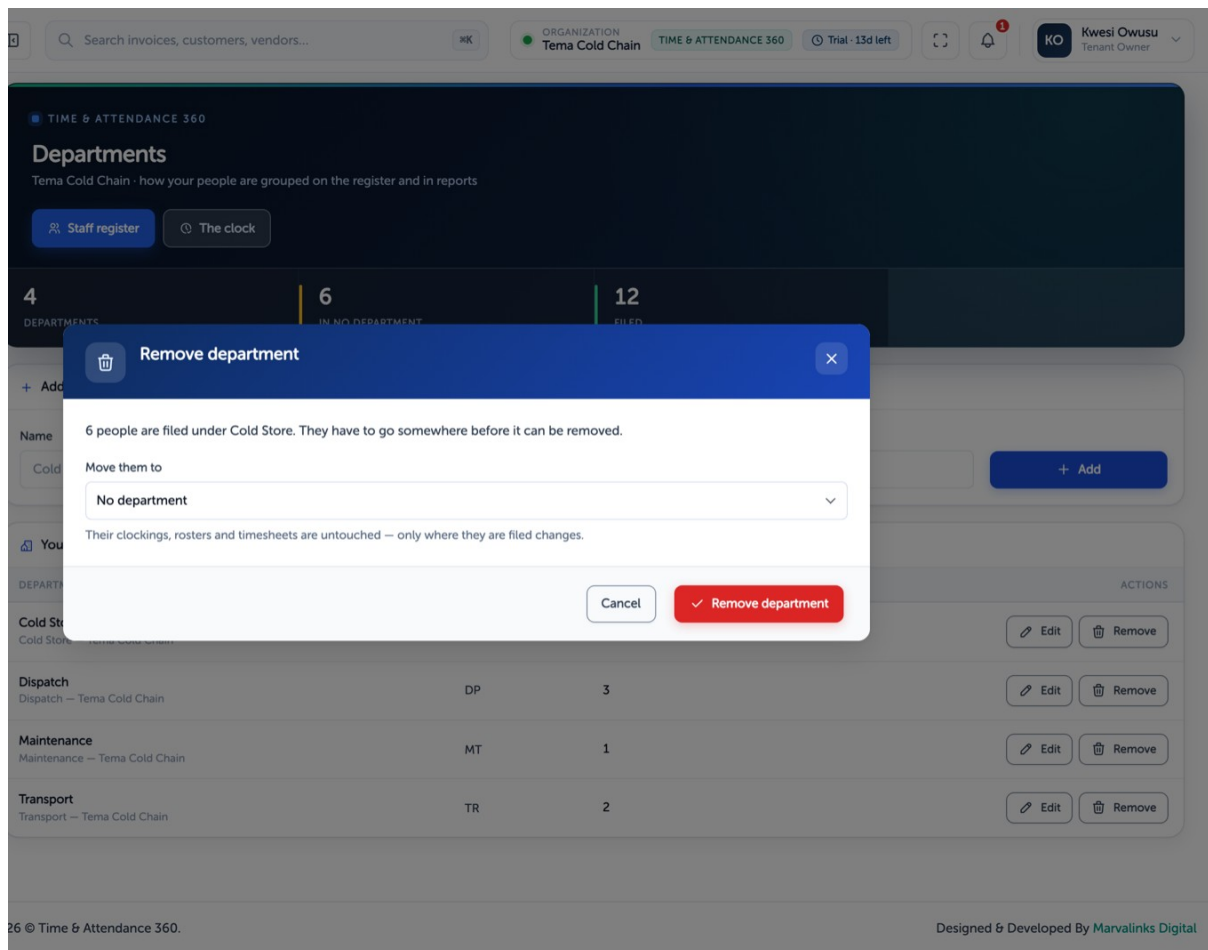


Figure 4 – Removing a department. The app asks where its people should go, and moves the positions defined under it at the same time.

★ IMPORTANT

Positions move with the people. That is the part most systems get wrong: moving the staff and orphaning the job titles leaves a register where everybody is in Dispatch and nobody has a job. Both move, in one transaction, or neither does.

Step 5. Work sites – where the hours happen

A work site is a physical place people clock in at. Tema Cold Chain has three: Tema Head Office, Takoradi Depot and Kumasi Branch.

Do this now

1. Open **Clock setup** → **Work sites** (/workforce/attendance/work-sites).

2. Press New work site.
3. Name it and give its address.
4. Set its coordinates and a radius if you want to fence it – see Step 6.

Work sites
Tema Cold Chain · geofenced locations employees are allowed to clock in from

[+ New site](#)

Work sites & geofences | Clock devices | Attendance policy

Work sites 3 [+ New site](#)

NAME	CODE	LATITUDE	LONGITUDE	RADIUS	DEVICES	STATUS	ACTIONS
Kumasi Branch Kumasi Branch, Ghana	KSI	6.688500	-1.624400	200 m	0	Active	Edit Delete
Takoradi Depot Takoradi Depot, Ghana	TKD	4.899600	-1.755400	200 m	0	Active	Edit Delete
Tema Head Office Tema Head Office, Ghana	THO	5.669800	-0.016600	200 m	0	Active	Edit Delete

Showing 1–3 of 3

26 © Time & Attendance 360. Designed & Developed By [Ask Arc](#)

Figure 5 – Three work sites: Tema Head Office, Takoradi Depot and Kumasi Branch.

Step 6. The geofence, and what it is for

A geofence is a circle around a site. A mobile clocking that lands outside it is not blocked – it is flagged.

Do this now

1. Open a work site and set a radius in metres.
2. Make it generous. A depot is not a point; 200 metres is a yard, 50 metres is a doorway.
3. Clockings outside the circle appear under Location exceptions (</workforce/attendance/location-exceptions>) for somebody to look at.

WORKFORCE · ATTENDANCE SECURITY

Kumasi Branch

Update this geofence — its coordinates and radius define the allowed clock-in area.

[← Back to work sites](#)

Work site
A geofence employees can clock in from. The coordinates mark the exact spot; the radius sets how far away a clock-in is still accepted.

Name *
Kumasi Branch
ⓘ A recognisable name for this location — e.g. Head Office, Tema Yard, Terminal 2.

Code
KSI
ⓘ Optional short code for this site. Must be unique within your organization.

Radius (metres) *
200
ⓘ How far from the coordinates a clock-in is still accepted. Default 150 metres.

Latitude *
6.6885
ⓘ Decimal latitude, e.g. 5.603717.

Longitude *
-1.6244
ⓘ Decimal longitude, e.g. -0.186964.

Address
Kumasi Branch, Ghana
ⓘ Optional. A human-readable address or landmark for this site.

Status
Active
ⓘ Active sites are enforced for clock-ins. Inactive ones are kept but ignored.
ⓘ Paste latitude/longitude from Google Maps (right-click the exact spot → the numbers).

[Ask Arc](#) [Cancel](#) [Save changes](#)

Figure 6 – A work site, with the geofence radius that decides whether a mobile clocking is flagged. Clockings outside it are flagged, never blocked.

▲ WATCH OUT

Do not set a tight radius and treat the exception list as a list of liars. Phone GPS drifts by tens of metres indoors, inside a steel cold store it can drift by hundreds, and a supervisor who starts every morning accusing people is a supervisor nobody clocks in near. Use it to spot a pattern, not to catch an individual.

Step 7. The attendance policy – what counts as late

One screen decides what the words “late”, “overtime” and “a full day” mean everywhere else in the app. Nothing you read in Part 6 means anything until this is right.

Do this now

1. Open **Clock setup** → **Policy** (</workforce/attendance/policy>).
2. Set the grace period – how many minutes after the start of a shift still counts as on time.
3. Set the standard day, and the point at which extra minutes become overtime.

4. Set rounding, if you round at all.
5. Save.

TIME & ATTENDANCE 360 - ATTENDANCE

Attendance security policy

Tema Cold Chain · which clock sources you trust, the geofence rules and how out-of-bounds punches are handled.

[← Back to attendance](#)

Work sites & geofences | Clock devices | **Attendance policy**

Allowed clock sources

Tick the ways a worker may clock in. Anything unticked is recorded but flagged as an unexpected source for review.

Trusted sources

- ☐ Registered device
Biometric, RFID or turnstile terminals bolted to a fixed site. Trusted by construction — no GPS check.
- ☒ Employee self-service
Workers clocking in from the ESS app or web. Location-verified against your geofences.
- ☐ Shared kiosk
A shared tablet or station at a site. Also location-verified against your geofences.
- ☒ Manual entry
HR-entered records and imports. Recorded but never location-verified.

① Choose every channel your organization actually uses. Leaving one off does not silently accept it — it marks those punches for review.

Geofence & enforcement

How far from a work site counts as on-site, and what happens when a punch falls outside the fence or fails verification.

Default geofence radius (metres) *

200

① Used when a work site has no radius of its own. A self-service punch within this distance of a site is verified; further out is out-of-geofence.

Enforcement *

- ☒ Flag for review
Accept the punch but record it as unverified / out-of-geofence so a supervisor can review it later. Nothing is rejected.
- ☐ Block the punch
Reject a punch that is outside every geofence, off-network or unverified. Use only once your sites and devices are fully set up.

① What to do with a punch that fails location or source verification.

Roster check

Whether clocking in requires being on the published roster for that day.

Someone clocks in on a day they are not rostered *

- ☒ Don't check
Anyone may clock in on any day. Choose this if you don't run rosters, or if your staff are salaried and simply turn up.
- ☐ Let them in, but flag it
The punch is kept and raised for a supervisor to look at. A good first step while your rosters are still settling down.
- ☐ Refuse the clock-in
Only rostered staff can mark attendance. A supervisor can still record attendance by hand for anyone covering at short notice — so nobody who worked goes unpaid.

① Only PUBLISHED rosters count — a draft roster never lets anybody in. Whatever you choose here, the punch is still linked to the shift it belongs to, so your reports and inspection evidence can show which duty was worked.

[Ask Arc](#)

Figure 7 – The attendance policy – what counts as late, what becomes overtime, and how hours are rounded. Set this before recording anything.

★ IMPORTANT

Set the grace period before you record anything, not after. It is applied when a clocking is settled, so changing it later does not re-judge the 870 records already in the system – and it should not. A month whose lateness was judged by one rule and reported under another is a month nobody

can defend in a dispute.

Step 8. How people will actually clock

Three ways, and this workspace uses all three. Of its 870 clockings: 435 came from a biometric device, 218 from a phone, and 217 from a web browser.

Do this now

1. **Device** – a terminal on the wall. Somebody puts a finger or a card on it. Nobody needs a login.
2. **Mobile** – a person clocks themselves in from their phone, with their location recorded.
3. **Web** – a supervisor records it, or a person with a login does it from a browser.
4. You do not choose one. Every route is open and every clocking records which one it came through.

Step 9. Clock devices

If you have terminals, this is where they are registered. Tema Cold Chain has none – its 435 biometric punches arrive through an integration rather than a device registered here, which is why this screen is empty on a workspace that is clearly using biometrics.

Do this now

1. Open **Clock setup** → **Clock devices** (</workforce/attendance/clock-devices>).
2. Press New device.
3. Name it, and attach it to the work site it stands at.
4. Record its serial number. That is what identifies punches as coming from it.

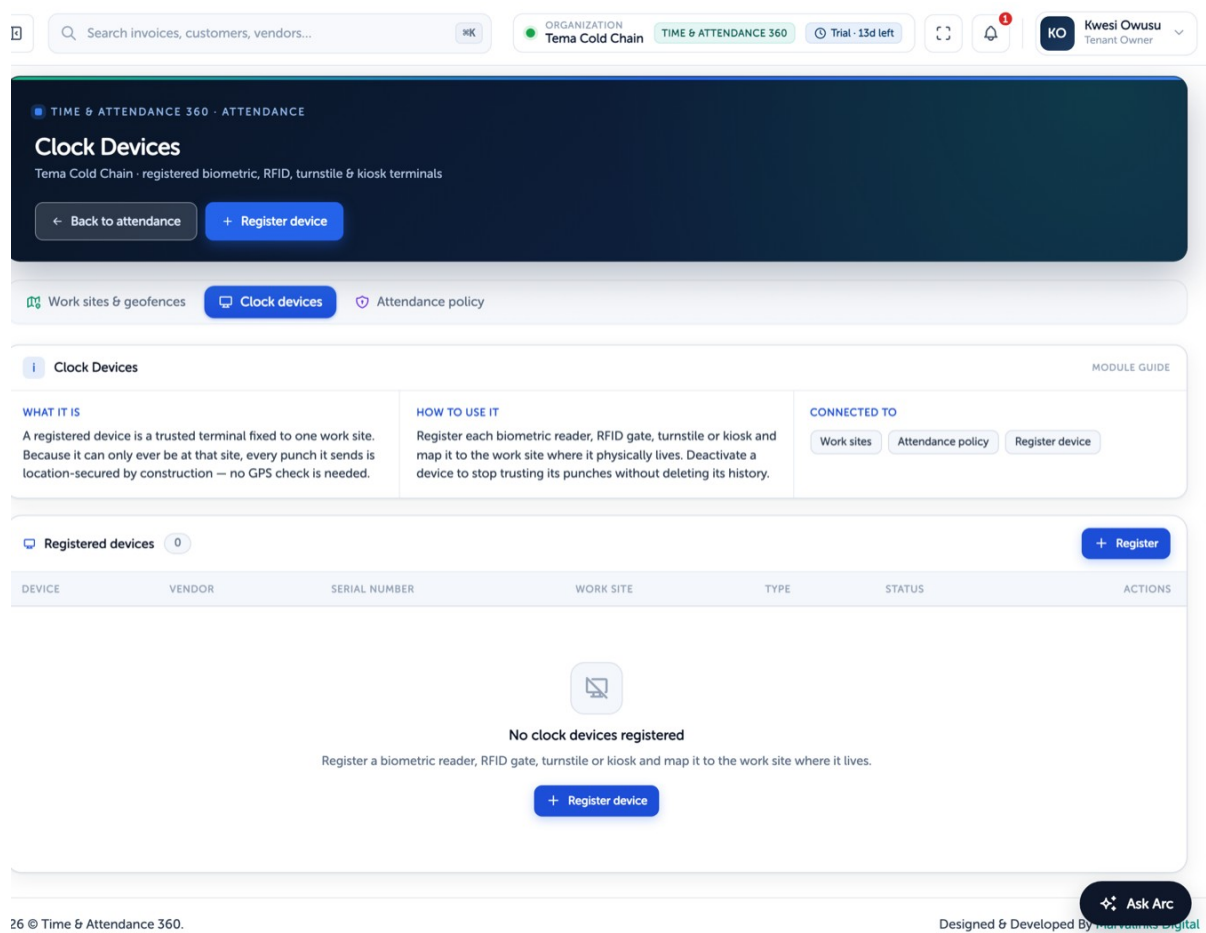


Figure 8 – Clock devices. This workspace has none registered, which is why the screen is empty on a company whose punches are mostly biometric.

♦ GOOD TO KNOW

A device is attached to a SITE, not to a person. That is what makes the site figures in Part 6 possible: the terminal says where, the finger says who, and neither has to know about the other.

Step 10. Shifts – the shapes of a working day

A shift is a named pattern: a start, an end, and a break. You need one before you can roster anybody. Tema Cold Chain defines one and uses it across 136 assignments.

Do this now

1. Open **Rosters & shifts** → **Shifts** (/workforce/shifts).
2. Press New shift.
3. Name it the way your people name it – “Early”, “Nights”, “Cold store 6-2”.
4. Set start, end and unpaid break.
5. Save. It is now available to every roster.

Search invoices, customers, vendors...

ORGANIZATION
Tema Cold Chain

TIME & ATTENDANCE 360

Trial · 13d left

Kwesi Owusu
Tenant Owner

TIME & ATTENDANCE 360 · SHIFTS

Shift Definitions

Tema Cold Chain · hours, breaks & night-shift flags

+ New shift
Attendance

1TOTAL SHIFTS

1ACTIVE

0INACTIVE

0NIGHT SHIFTS
1 day

Rosters
Roster templates
Shifts
Shift swaps

i Shift definitions

MODULE GUIDE

WHAT IT IS

Shifts are the reusable working windows — start, end, break and night flag — that rosters, attendance and dispatch all draw from. Define each pattern once and reuse it across the workforce.

HOW TO USE IT

Add a shift with its hours and break, set the night-shift and crosses-midnight flags where they apply, then reference it when building rosters. Deactivate instead of deleting once a shift carries roster assignments.

CONNECTED TO

Roster templates

Attendance

Dispatch

Shift register 1

+ Add

SHIFT	CODE	HOURS	BREAK	NIGHT	ASSIGNMENTS	STATUS	ACTIONS
Day shift The shift most people are on. Rename it, or add your own.	DAY	09:00 – 17:00	60 min	—	136	Active	

Showing 1–1 of 1

Figure 9 – Shifts – the named shapes of a working day. You need one before you can roster anybody.

✓ TIP

Define the three or four shapes you actually run, and no more. Every extra shift is another thing to pick from a list at six in the morning, and a roster with eleven shift types is one nobody fills in correctly.

Part 2 The register

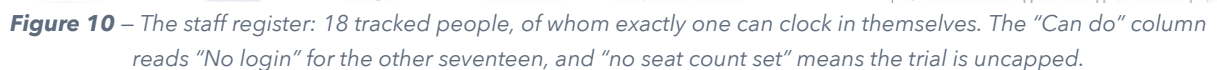
The people you keep time for

Step 11. The staff register

This is the list the whole product is about, and the screen you will open most often outside the day itself.

Do this now

1. Open Staff register (</app/staff>).
2. Read the count at the top. Eighteen people, eighteen seats, of a band that allows twenty.
3. Read the columns: name, staff number, department, and **Can do**.
4. Search by name or staff number to find somebody.



The column that answers the question everybody asks on their second day: who here can actually do anything?

1. Read down the Can do column.
2. **Administrator, Supervisor** and **Tracked staff** mean somebody has a login and that role.

3. **No login** means exactly that – a tracked person, which is what most of your register should be.
4. On this workspace, one row reads Tracked staff and seventeen read No login.

♦ **GOOD TO KNOW**

This column exists because the register and the login list are genuinely two different things, and looking at one while thinking about the other is the mistake this product makes easiest. The register is who you pay for; Who runs it is who can press buttons.

Step 13. Add somebody

One person at a time. For a whole workforce, use Step 15.

Do this now

1. Press Add person.
2. Give a first and last name. That is genuinely all that is required.
3. Give a staff number if you have one. Leave it blank and the app allocates one – S0001, S0002 – so you are not asked to invent a numbering scheme before you can add anybody.
4. Choose a department and a hire date.
5. Save. They are now tracked, and a seat is spent.

Staff register
Tema Cold Chain · the people whose time you keep

18 TRACKED PEOPLE | **—** NO SEAT COUNT SET | **1** CAN CLOCK IN THEMSELVES | **1** OFF THE REGISTER

A seat is a person whose time you keep.

Add somebody to the register

First name: Last name: Email — only if they will clock in themselves: optional Staff no.: auto **Add**

Department: Please fill out this field. Started — defaults to today: dd/mm/yyyy

On the register 18

NAME	DEPARTMENT	CAN DO	STARTED	CLOCKS IN	ACTIONS
Abena Darko DEMO-005 Active	COLD STORE	No login	25 Apr 2024	A supervisor records it	Invite to clock in Edit Take off
Abena Owusu S0001 Active	Not set	No login	19 Jun 2025	A supervisor records it	Invite to clock in Edit Ask Arc

Figure 11 – Adding somebody. A first and last name is all that is genuinely required – leave the staff number blank and the app allocates one.

▲ WATCH OUT

A staff number must be unique, and the app refuses a duplicate. This is not tidiness: a staff number is what a clock device matches a punch against, so two people sharing one means somebody's hours quietly become somebody else's.

Step 14. Correct somebody's details

People's names get typed wrongly. On this app, fixing it matters more than it sounds.

Do this now

1. Click the row to open the person, and press Edit.
2. Correct the name, staff number, email or department.
3. Save.

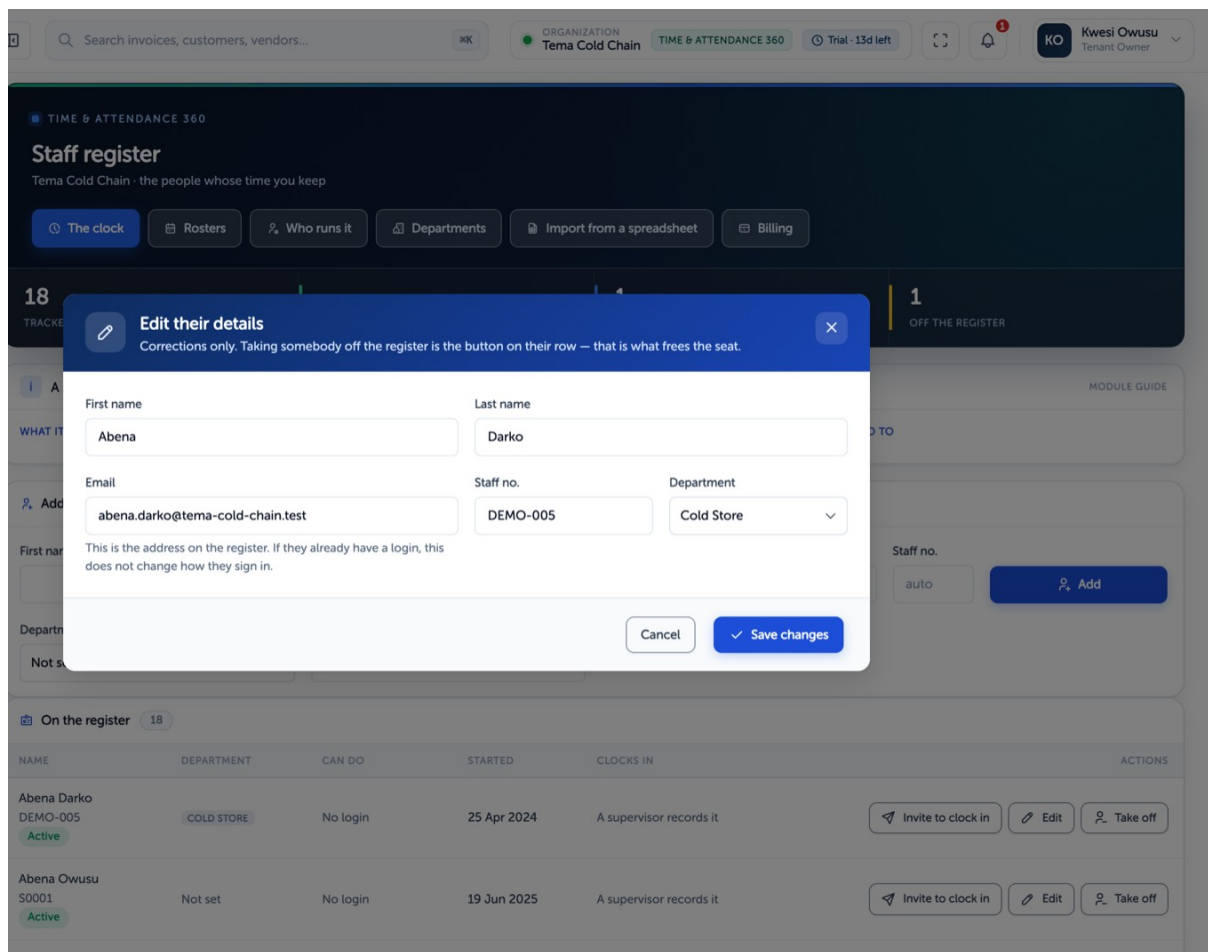


Figure 12 – Correcting somebody's details. Edit rather than remove-and-re-add: a new person would leave every clocking attached to the old one.

★ IMPORTANT

Edit – never remove and re-add. Adding somebody again creates a NEW person, and every clocking, roster assignment and timesheet stays attached to the old one. On an app whose entire subject is history, a spelling mistake fixed the wrong way costs somebody their attendance record.

Step 15. Import your whole workforce

Eighteen people is an afternoon of typing. Three hundred is not, and the import wizard exists for that.

Do this now

1. Open **Staff register** → **Import** (</app/staff/import>).
2. Download the template (</app/staff/import/template>) and fill it in, or upload the spreadsheet you already keep.

3. On the Map step, tell the app which of your columns is the name, the number, the department.
4. On the Review step, read what it found – and read the rejected rows, which is the whole point of the step.
5. Confirm. Everybody lands on the register at once.

Search invoices, customers, vendors...

ORGANIZATION Tema Cold Chain TIME & ATTENDANCE 360 Trial - 13d left

Kwesi Owusu Tenant Owner

Import your staff

Tema Cold Chain · add everybody at once from a spreadsheet

← Back to the register

1 Upload 2 Match columns 3 Check and correct 4 Add to register

Nothing is added to your register until the last step, and you can stop at any point.

Start from our template

It carries the six columns we read, with two example rows showing the format – including one person with no email, because most people whose time you keep have never had one.

Download the template

Upload your file

Your spreadsheet

Choose File No file chosen

Excel or CSV, up to 2 MB. Your own column headings are fine – you will match them to ours on the next step.

→ Read the file

Nothing is added until you say so.

MODULE GUIDE

WHAT IT IS HOW TO USE IT CONNECTED TO

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Figure 13 – The import wizard. Read the review step, and read the rejected rows – that is what the step is for.

▲ WATCH OUT

Read the review screen. An import that reports “280 of 300” has not been a success with a rounding error – twenty people are not being tracked, and you will find out on payday rather than today.

Step 16. Give somebody a login so they can clock themselves in

The optional extra. Most of your register will never need it; the ones with a phone and no supervisor standing next to them do.

Do this now

1. Open the person on the register and press Invite to clock in.
2. Confirm their email address.
3. They get a link, set their own password, and land on their own clock screen.
4. Their Can do column changes from No login to Tracked staff.

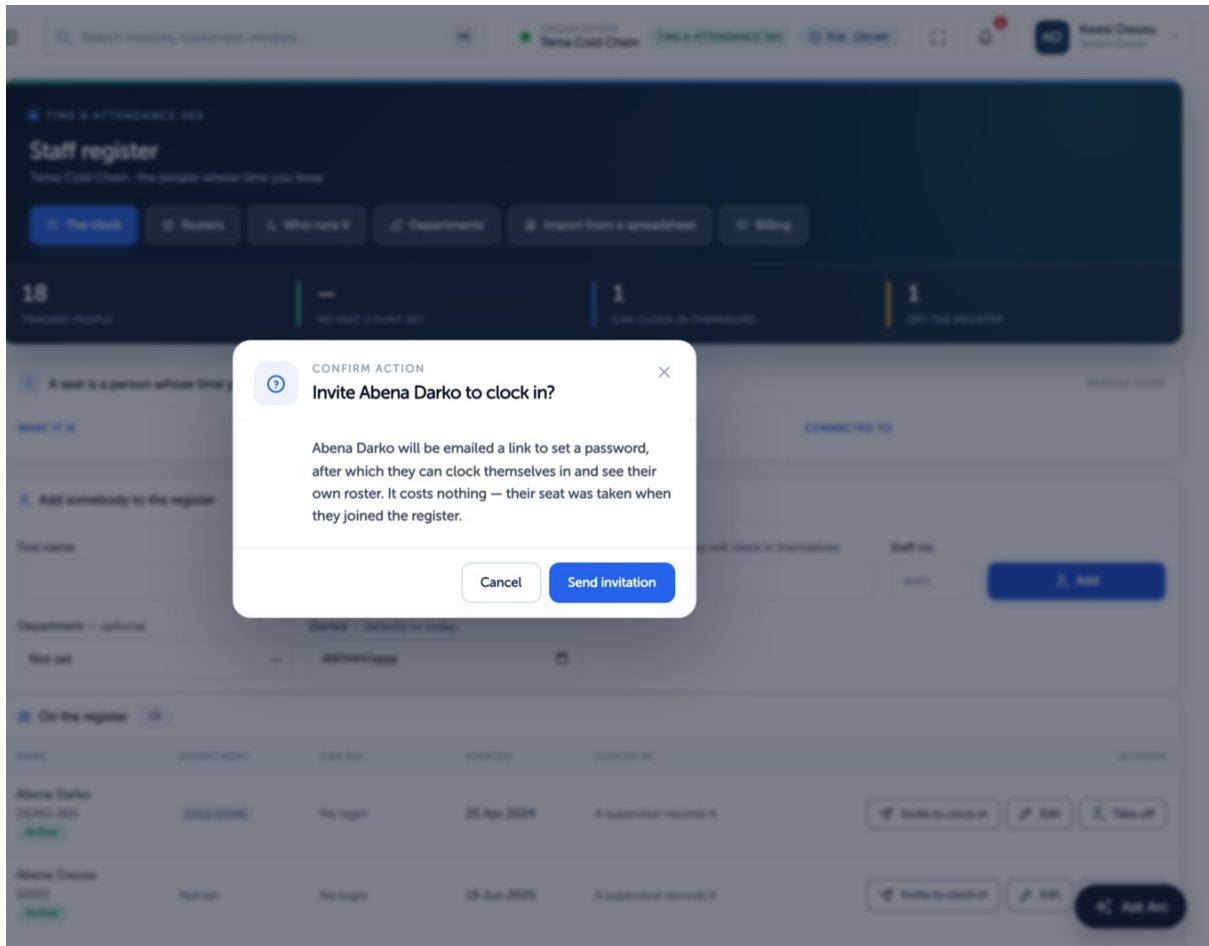


Figure 14 – Inviting somebody to clock themselves in. It costs nothing extra: the seat was spent when they went on the register.

★ IMPORTANT

This costs nothing extra. The seat was spent when they went on the register, so inviting them adds a capability and not a charge. There is no reason to ration invitations.

Step 17. What a tracked person actually sees

Worth knowing before you invite three hundred people to something.

Do this now

1. They sign in and land on their own clock (</ess/attendance>).

2. One button: Clock in. It becomes Clock out.
3. Underneath, their own recent clockings – and nobody else's.
4. My shifts (</ess/my-shifts>) shows what they are rostered for.

ORGANIZATION: Tema Cold Chain | TIME & ATTENDANCE 360 | Trial - 13d left | AB Ama Boateng Tracked Staff

EMPLOYEE SELF-SERVICE · ATTENDANCE

Attendance
Clock in and out from an approved work site. Your location is checked when you clock in.

DEMO-001

07:57 CLOCK IN Sun 20 Sep	17:00 CLOCK OUT 9h 3m	Present STATUS today	Verified LOCATION geofence check
--	------------------------------------	-----------------------------------	---

You have completed today's attendance. See you tomorrow.

Your device asks for location permission — it is used only to confirm you are at an approved site.

Recent attendance 10

DATE	IN	OUT	WORKED	SOURCE	LOCATION
Sun 20 Sep 2026	07:57	17:00	9h 3m	Clock_device	Verified
Sat 19 Sep 2026	07:48	17:22	8h 34m	Clock_device	Verified
Fri 18 Sep 2026	07:46	17:46	9h 0m	Clock_device	Verified
Thu 17 Sep 2026	07:49	17:17	8h 28m	Clock_device	Verified
Wed 16 Sep 2026	07:46	17:17	8h 31m	Clock_device	Verified
Tue 15 Sep 2026	07:52	17:36	8h 44m	Clock_device	Verified
Mon 14 Sep 2026	07:49	17:00	8h 11m	Clock_device	Verified
Sun 13 Sep 2026	07:49	16:59	8h 10m	Clock_device	Verified
Sat 12 Sep 2026	07:49	17:05	8h 16m	Clock_device	Verified
Fri 11 Sep 2026	07:49	16:27	7h 38m	Clock_device	Verified

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Figure 15 – What a tracked person sees – their own clock and their own history. Ama Boateng clocked in at 07:57 and out at 17:00 for 9h 3m, location verified against the geofence, with her last ten days below and nobody else's anywhere.

Step 18. Somebody leaves

Two words that are not the same, and the difference is money.

Do this now

1. **Deactivate** somebody who has left. They come off the count, their login stops working, and the seat comes back.

2. **Reactivate** somebody who returns. The app checks you have room in your band first – coming back spends a seat like anybody else.
3. Nobody is ever deleted. Every clocking and approved timesheet stays exactly where it is.

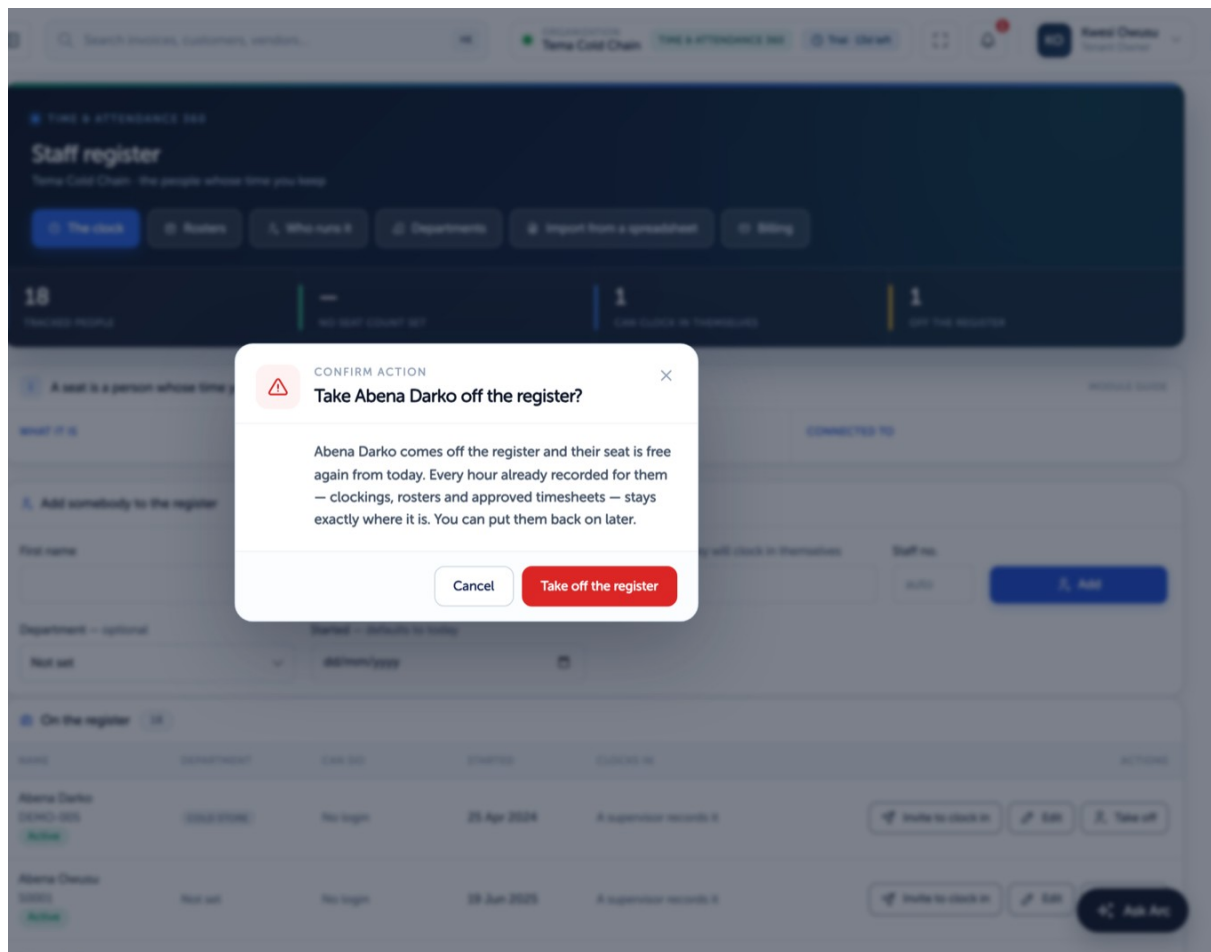


Figure 16 – Taking somebody off the register. Nobody is deleted; they come off the count and the seat comes back.

♦ GOOD TO KNOW

Their clockings are the record of hours somebody was already paid for. Deleting the person those rows belong to would rewrite history to save a row, so the app switches people off instead – which is the only part you were actually asking for.

Step 19. Who runs it

The other list: the people with a login, and what each may do.

Do this now

1. Open Who runs it (</app/people>).
2. Read the seat figures at the top.
3. Read the list of logins and their roles.

4. Read the invitations table underneath – who has been asked and whether they accepted.

Figure 17 – Who runs it – the other list, of the people with a login and what each may do.

Step 20. Change what somebody may do

People move. A supervisor becomes the person who runs the whole thing.

Do this now

1. On Who runs it, press Edit on their row.
2. Move them between Administrator, Supervisor and Tracked staff.
3. Save.
4. Use Suspend for somebody coming back, and Remove for somebody who has gone.

▲ WATCH OUT

Suspending holds the seat; removing gives it back. Suspending your way through a year of departures is how a company tracking eighteen people ends up paying for a band of thirty.

Part 3 Who is meant to be in

Rosters, shifts and the plan the day is measured against

Step 21. Why a roster is not optional

You can run this app without rosters. You will get clockings, and hours, and nothing else – because **absence is the gap between who was rostered and who clocked in**. With no roster, nobody is ever absent, nobody is ever late, and the dashboard's most useful numbers are all zero.

This workspace has 2 rosters and 136 assignments. That is what makes "2 absent" and "1 late" on its dashboard mean anything at all.

★ IMPORTANT

This is the single most common way to get less out of this product than you paid for. Lateness needs a start time to be late against; absence needs an expectation to fail. The roster is that expectation, and without it the app degrades quietly into a list of punches.

Step 22. Create a roster

A roster is a period – usually a week or a month – holding who works which shift on which day.

Do this now

1. Open **Rosters & shifts** → **Rosters** (</workforce/rosters>).
2. Press New roster.
3. Name it and set the period it covers.
4. Save, then open it to fill it in.

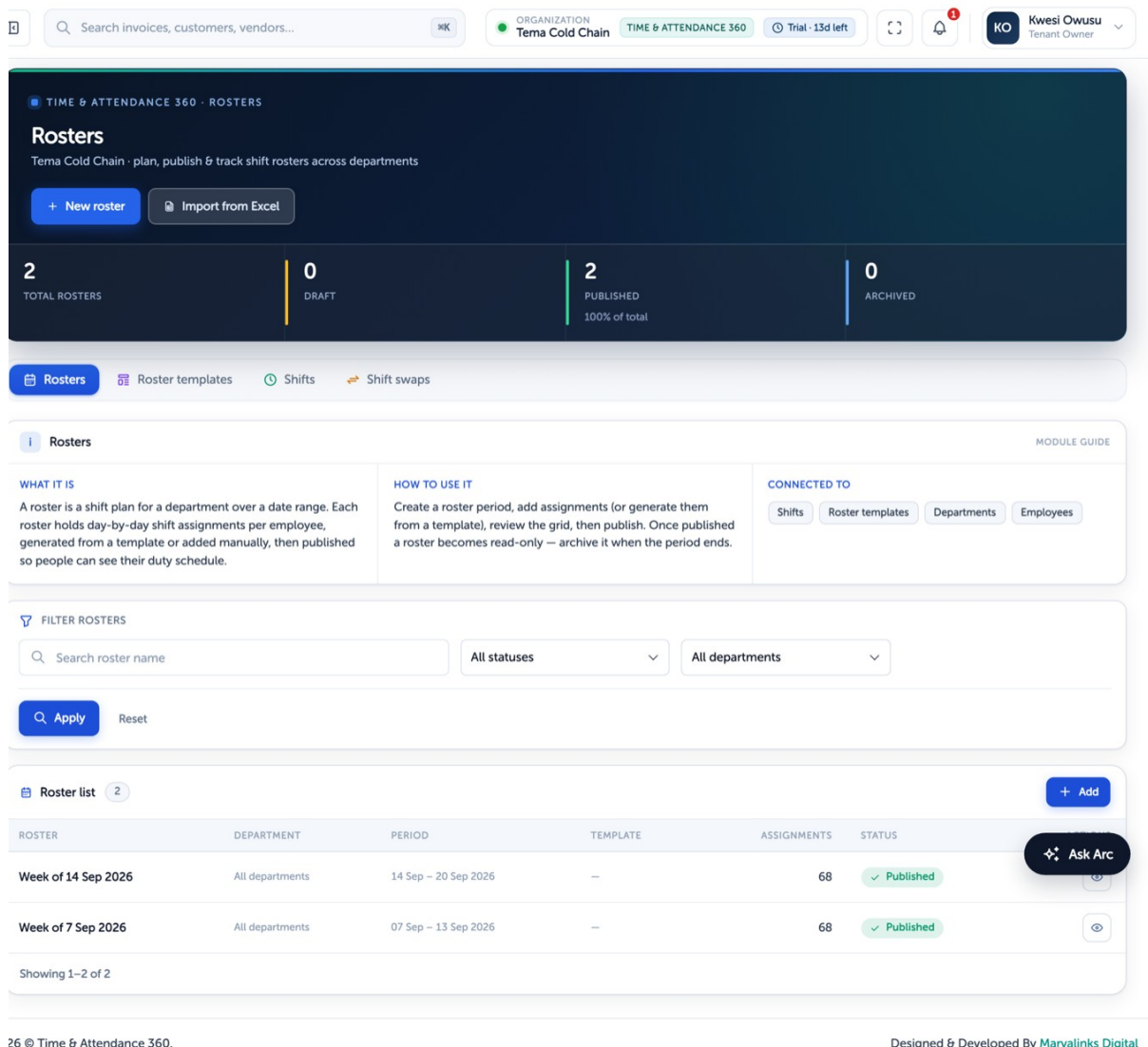


Figure 18 – Two rosters. Without a roster nobody is ever late or absent, because there is no expectation to fail.

Step 23. Fill it in

The part that takes the time, and the part worth doing properly.

Do this now

1. Open the roster (</workforce/rosters/{roster}>).
2. For each person and day, choose a shift.
3. Leave a day blank for somebody who is not working it. Blank means not expected – it is not an absence.
4. Save as you go.

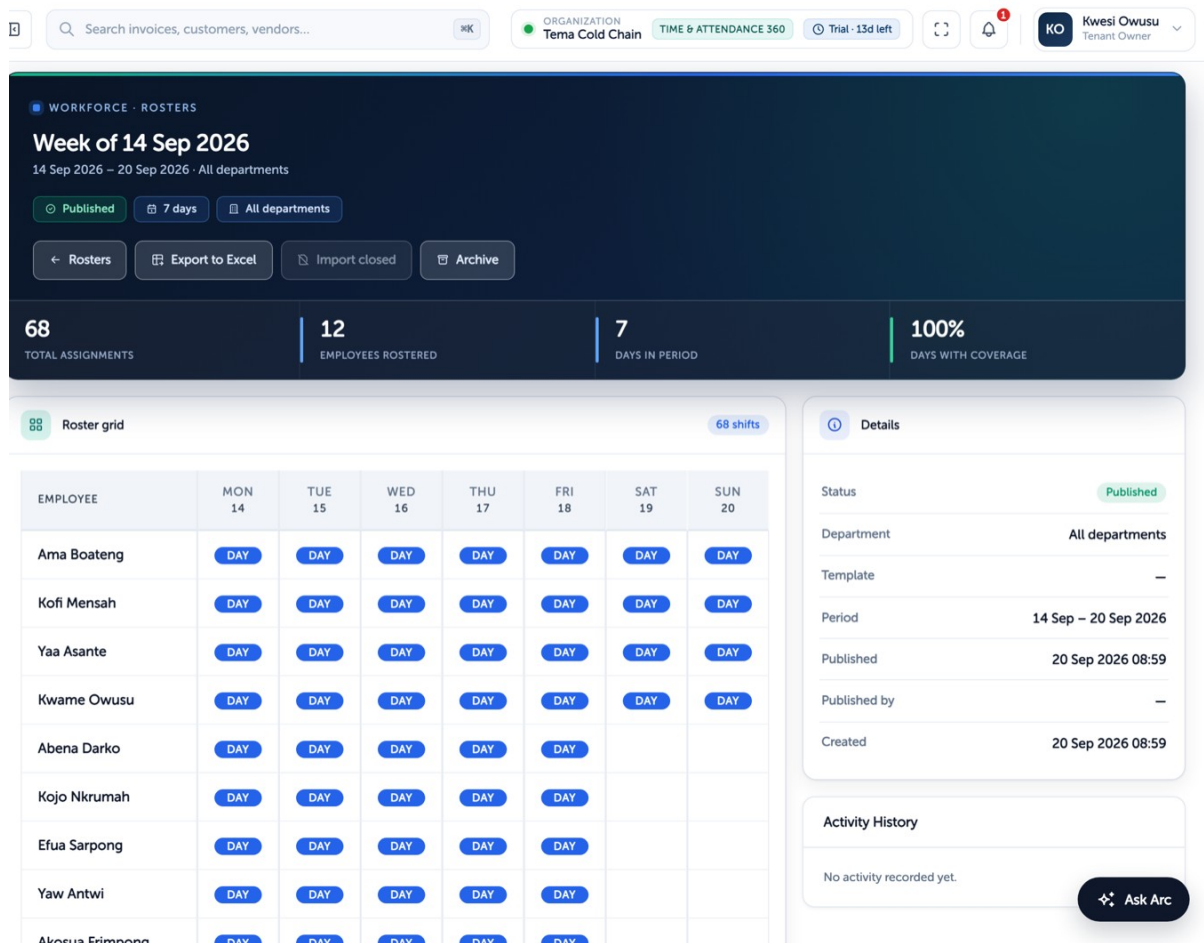


Figure 19 – Inside a roster: who works which shift on which day. A blank day means not expected, which is not an absence.

✓ TIP

Roster the people who are genuinely expected, and nobody else. Rostering your whole register because it looks complete turns every legitimate day off into an absence, and two weeks later nobody believes the absence figure.

Step 24. Import a roster

If you already build your roster in a spreadsheet – and most companies do – do not retype it.

Do this now

1. From Rosters, download the template (</workforce/rosters/import/template>).
2. Match your existing spreadsheet to it.
3. Upload, and review what it found before confirming.

Step 25. Export a roster

For the people who will never open the app, and for the wall by the door.

Do this now

1. Open the roster and press Export (</workforce/rosters/{roster}/export>).
2. Print it, or send it.

Step 26. Changes, swaps and cover

A roster published on Friday is wrong by Monday. That is normal.

Do this now

1. Open the roster and change the assignment.
2. A shift that is **cancelled** or **swapped** stops counting as an expectation – nobody is marked absent for a shift that was taken off them.
3. The person who picked it up is now the one expected.

♦ GOOD TO KNOW

Cancelled and swapped shifts are excluded from the absence calculation on purpose. An app that marked somebody absent for a shift their supervisor gave to somebody else would produce a disciplinary problem out of a piece of good management.

Part 4 The day

Recording who was actually there, and fixing it when it is wrong

Step 27. The attendance screen

Every clocking, filterable. This is where a supervisor spends the morning.

Do this now

1. Open Attendance (</workforce/attendance>).
2. Filter by date, by person, by site or by department.
3. Read the columns: in, out, hours, method, and status.
4. Click a row to open the clocking.

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Figure 20 – The attendance register, filterable by date, person, site and department.

Step 28. Record a clocking by hand

A device fails. Somebody forgets. A person works at a site with no terminal. This is the answer, and it is meant to be used.

Do this now

1. Press New record (/workforce/attendance/create).
2. Choose the person and the date.
3. Enter the clock-in and clock-out times.
4. Say why, in the reason field.
5. Save. It is recorded as a web clocking, which is what it is.

WORKFORCE · ATTENDANCE

Record attendance

Manually record a worker's clock-in and clock-out for a shift.

[← Back to attendance](#)

Attendance details
Who, when and for which shift. Leave the status override on Auto-compute to derive it from the clock times.

Employee *
Select employee

① The worker this attendance record belongs to. Only active employees in your organization are listed.

Date *
20/09/2026

① The calendar day this record applies to.

Shift
No shift

① Optional. The scheduled shift used to compute lateness and overtime.

Clock in
dd/mm/yyyy, --:-- --

① When the worker started. Leave blank if unknown.

Clock out
dd/mm/yyyy, --:-- --

① When the worker finished. Must be after the clock-in time.

Status override
Auto-compute

① Leave on Auto-compute to derive the status from the clock times, or force a specific status.

Notes

① Optional. Any context on this record — corrections, approvals or reasons.

[Cancel](#) [Save record](#) [Ask Arc](#)

Figure 21 – Recording a clocking by hand, for when a device fails or somebody forgets. Always fill in the reason.

Always fill in the reason. Not for the app's sake – for yours. In three months, in a dispute about somebody's pay, the only difference between a defensible correction and an unexplained edit is that sentence.

Step 29. Somebody who never clocked out

The most common problem on any clock in the world, and the one that quietly costs money.

Do this now

1. Open Exceptions (</workforce/attendance/exceptions>).
2. Read the list of records with a clock-in and no clock-out.
3. Open each, enter the real finishing time, and give a reason.
4. Save. The hours are recalculated the moment you do.

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Figure 22 – Exceptions – clocked in, never clocked out. An unclosed shift contributes no hours, which is not the same as zero hours.

▲ WATCH OUT

An unclosed shift contributes NO hours – it is not zero hours, it is unmeasured, and the reports count it in its own column rather than absorbing it. That is deliberate: counting it as zero would quietly reduce what somebody is owed, and hide the problem behind a plausible number.

Step 30. Location exceptions

Mobile clockings that landed outside the fence you drew in Step 6.

Do this now

1. Open Location exceptions (</workforce/attendance/location-exceptions>).
2. Read the list. Each shows where the person was and how far out.
3. Look for patterns rather than individuals – a site where everybody lands 80 metres out has a fence problem, not a staff problem.
4. Widen the radius, or have the conversation.

Search invoices, customers, vendors...

ORGANIZATION Tema Cold Chain TIME & ATTENDANCE 360 Trial - 13d left

Kwesi Owusu Tenant Owner

TIME & ATTENDANCE 360 · ATTENDANCE

Location Reviews

Tema Cold Chain · punches the geofence could not confirm — review and accept or reject

0 awaiting review

Daily attendance Missing clock-outs **Location reviews**

Location Reviews MODULE GUIDE

WHAT IT IS
Self-service punches the geofence could not confirm — clocked in outside an approved site, off the office network, or with no location fix. Registered clock-device punches are trusted by construction and never appear here.

HOW TO USE IT
Open the map to see where the punch was recorded. Approve to accept the location (marks it verified), or reject to keep it flagged on the record. Either decision stamps you as the reviewer.

CONNECTED TO
Daily attendance Work Sites Attendance Policy

Punches awaiting location review 0

WORKER	DATE	CLOCK IN	SOURCE	REASON	DISTANCE	LOCATION	DECISION
--------	------	----------	--------	--------	----------	----------	----------

All locations confirmed
No self-service punches are awaiting location review. Out-of-geofence or unverified clock-ins will appear here.

[Back to attendance](#)

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Figure 23 – Location exceptions: mobile clockings that landed outside the fence. Look for patterns, not individuals.

Step 31. Correcting a clocking

Fixing a time that is genuinely wrong.

Do this now

1. Open the record from the attendance screen.
2. Change the time, and say why.
3. Save. The hours re-settle immediately.

♦ GOOD TO KNOW

The hours are stored, not calculated on the fly – which is why the correction re-settles them as part of the same save. If it did not, you would have a record showing the right times and the wrong total, and the report would believe the total.

Step 32. Export the day, the week, the month

For payroll, for a client, for an auditor.

Do this now

1. Set your filters on the attendance screen so you are looking at exactly what you want.
2. Press Export (</workforce/attendance/export>).
3. The file contains what is on screen – the filters come with it.

Part 5 Timesheets

Turning clockings into hours somebody has agreed to

Step 33. What a timesheet is for

A clocking is a fact. A timesheet is an agreement: a period's hours, checked by somebody, and approved. It is the hand-off point – the thing you take to payroll and the thing you can defend.

Do this now

1. Open Timesheets (</timesheets>).
2. Read the list by person and period.
3. Read the status on each: draft, submitted, approved.

Figure 24 – Timesheets – a period’s hours, checked and approved. This is the hand-off to payroll.

Do not approve a list. Open the ones with something wrong on them.

1. Open a timesheet.
2. Read the daily lines against the roster beside them.

3. Look for a day with no clock-out, a day with impossible hours, and a day with no clocking at all.
4. Fix the underlying record – Steps 29 and 31 – rather than editing the total.

★ **IMPORTANT**

Fix the record, not the sum. A timesheet edited to the right total on top of the wrong clockings will disagree with the attendance export, the hours report and the person's own screen – and the one a dispute will be settled by is the clocking.

Step 35. Approve

The moment the hours become real.

Do this now

1. Press Approve on the timesheet.
2. The status changes and the period is closed.
3. This week on Tema Cold Chain that is 552.3 hours across 66 shifts and 12 people, of which 4.7 hours are overtime.

Part 6 Reading it

Three reports, and what each is honestly for

Step 36. The reporting centre

The Time & Attendance Reporting Centre holds three reports in two groups, and between them they answer the three questions a company keeping time actually asks.

Do this now

1. Open Reports.
2. The two groups are **Hours & Overtime** and **Lateness & Exceptions**.
3. Set the period at the top. Leave it blank and you get the last 30 days.

REPORTING · EVERY REPORT, ONE PLACE

Reports

Tema Cold Chain · every report your role can run, in one place

← Main dashboard

5
REPORTS YOU CAN RUN

4
REPORT GROUPS

1
AREAS OF THE BUSINESS

0
EXPORTS READY
Queued exports appear here

No exports yet. Run any report and choose **Export** — the file is produced here, kept for a limited time, and this is where you collect it.

Search 5 reports — name, question or group

Click a group, or search for a report by name.

People & HR

Who works here, what they are owed, and whether the paperwork holds.

4 GROUPS · 5 REPORTS

WORKFORCE REPORTING CENTRE

Workforce & Headcount
How many people does each department carry, and how di...
1 report →

Attendance & Absence
How many days did each person work in the period, and ho...
1 report →

TIME & ATTENDANCE REPORTING CENTRE

Hours & Overtime
What the period came to, per person and per site, with overtime split out.
Hours & Overtime by Person · Hours by Work Site
2 reports →

Lateness & Exceptions
Who arrives late, who fails to clock out, and whose clockin...
1 report →

Ask Arc

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Figure 25 – The Time & Attendance Reporting Centre: three reports in two groups, Hours & Overtime and Lateness & Exceptions.

Step 37. Hours & Overtime by Person

What the period came to, per person, with overtime split out. This is the figure a payroll is built from.

Do this now

1. Open Hours & Overtime by Person (</reports/attendance/hours/hours-worked>).
2. Read the columns: days worked, hours, of which overtime, and **shifts never closed**.
3. Read that last column first. It is the measure of how much of your data is unusable.
4. Print or export when it is clean.

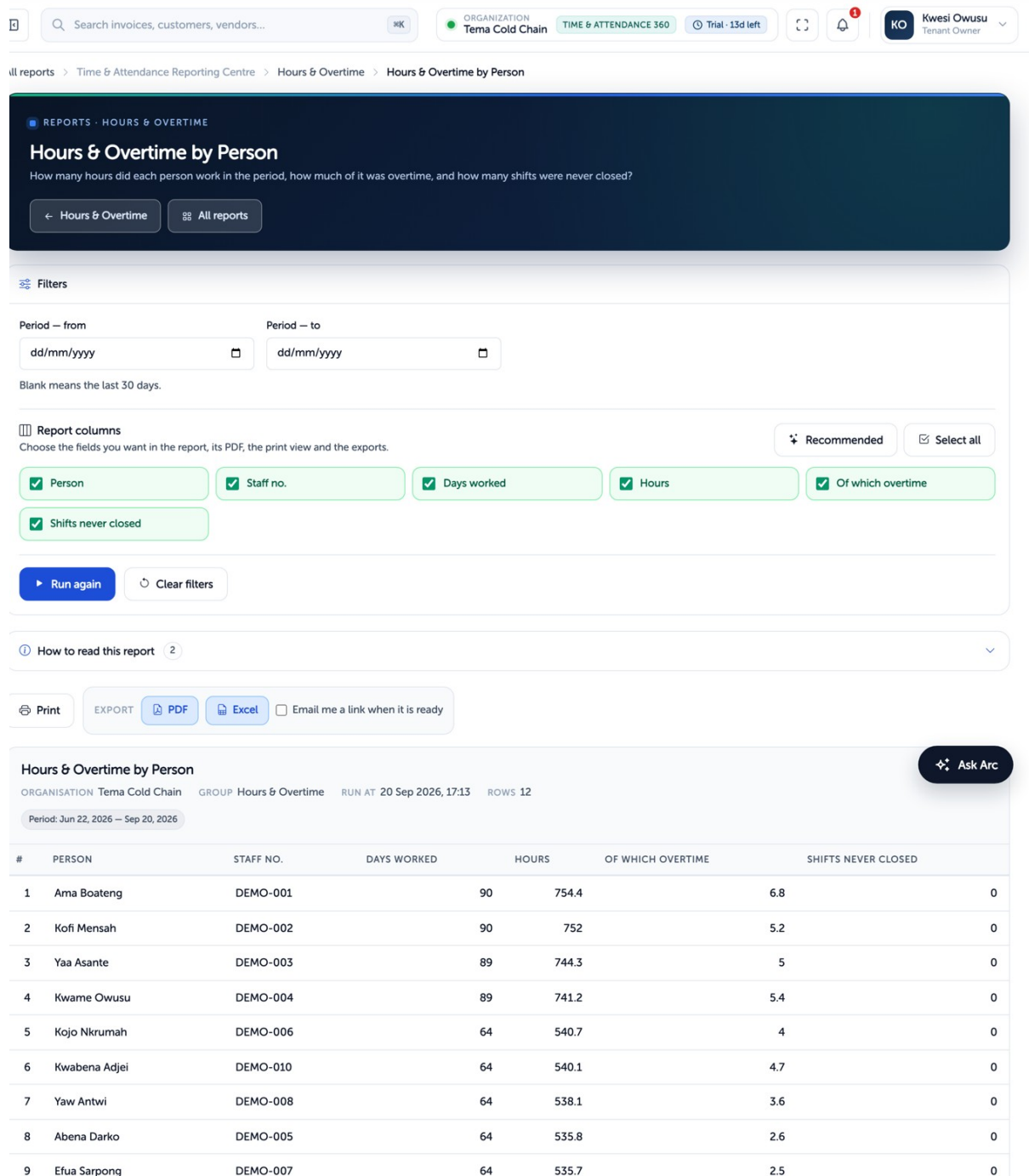


Figure 26 – Hours & Overtime by Person for 22 June to 20 September: 12 people who actually worked, from Ama Boateng on 754.4 hours across 90 days down to Kwesi Amoah on 529.2. Read the last column first – every row shows 0 shifts never closed, which is what makes the rest of the table safe to pay from.

▲ WATCH OUT

A person with a high “shifts never closed” count is not a person who works odd hours – it is a device, a habit or a site that needs fixing. Approving a payroll from a report with that column populated is approving a guess.

Step 38. Lateness & Exceptions by Person

The chase list: who arrives late, who fails to clock out, and whose punches land outside the fence.

Do this now

1. Open Lateness & Exceptions by Person (</reports/attendance/exceptions/lateness-and-exceptions>).
2. Read it as a ranking. This month on this workspace it is Kojo Nkrumah 5 times, Kofi Mensah 4, then Akosua Frimpong and Kwame Owusu once each.
3. The top two are a conversation. The bottom two are traffic.

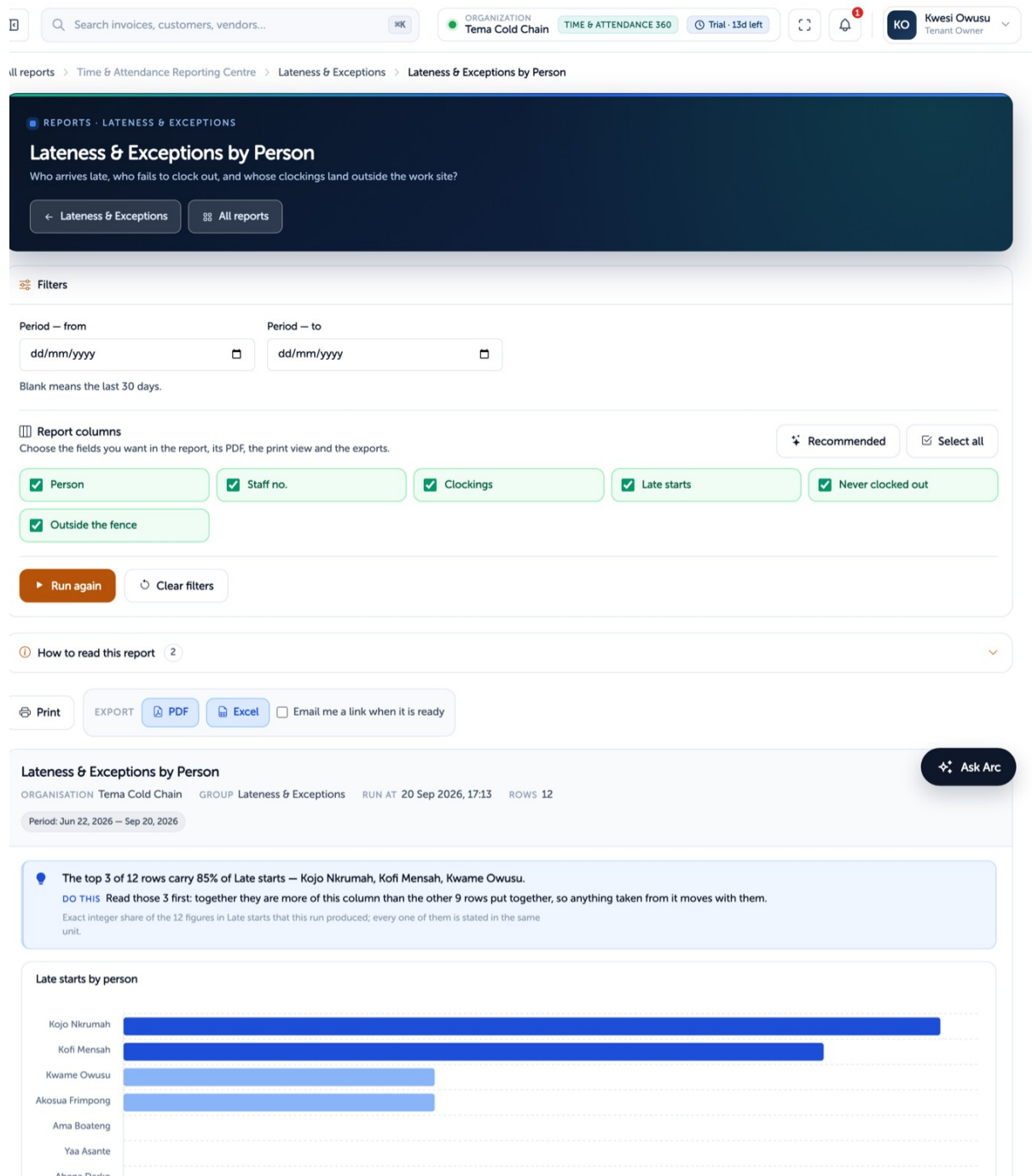


Figure 27 – Lateness & Exceptions by Person. The columns are late starts, never clocked out and outside the fence – a chase list rather than a scoreboard.

✓ TIP

The shape of this report matters more than the total, so always read it over a window you can act on rather than over all of history. Eleven late arrivals spread evenly over eighteen people is a shift start time that does not match when the bus arrives. Eleven concentrated in two people is two conversations. Same number, completely different problem.

Step 39. Attendance by Site

Where the hours happened – the question a multi-site operator opens reporting to ask.

Do this now

1. Open Attendance by Site.
2. Read the hours by site across Tema Head Office, Takoradi Depot and Kumasi Branch.
3. Compare it with what you expected to be running at each.

Part 7 Arc, your assistant

Asking the clock a question in words

Step 40. What Arc can see here

Arc comes with the app. It can read your attendance records, work sites, clock devices and policy; your rosters, assignments, shifts and swaps; your timesheets; and your people. It answers from the same records and reports you can already open, inside your own permissions.

Do this now

1. Press Ask Arc, bottom right of any page.
2. Try: "How are we doing on attendance this week?"
3. Try: "Who has been late more than twice this month?"
4. Try: "Find attendance records for Kojo Nkrumah."
5. Read the citation under every answer. It names the record or report the figure came from.

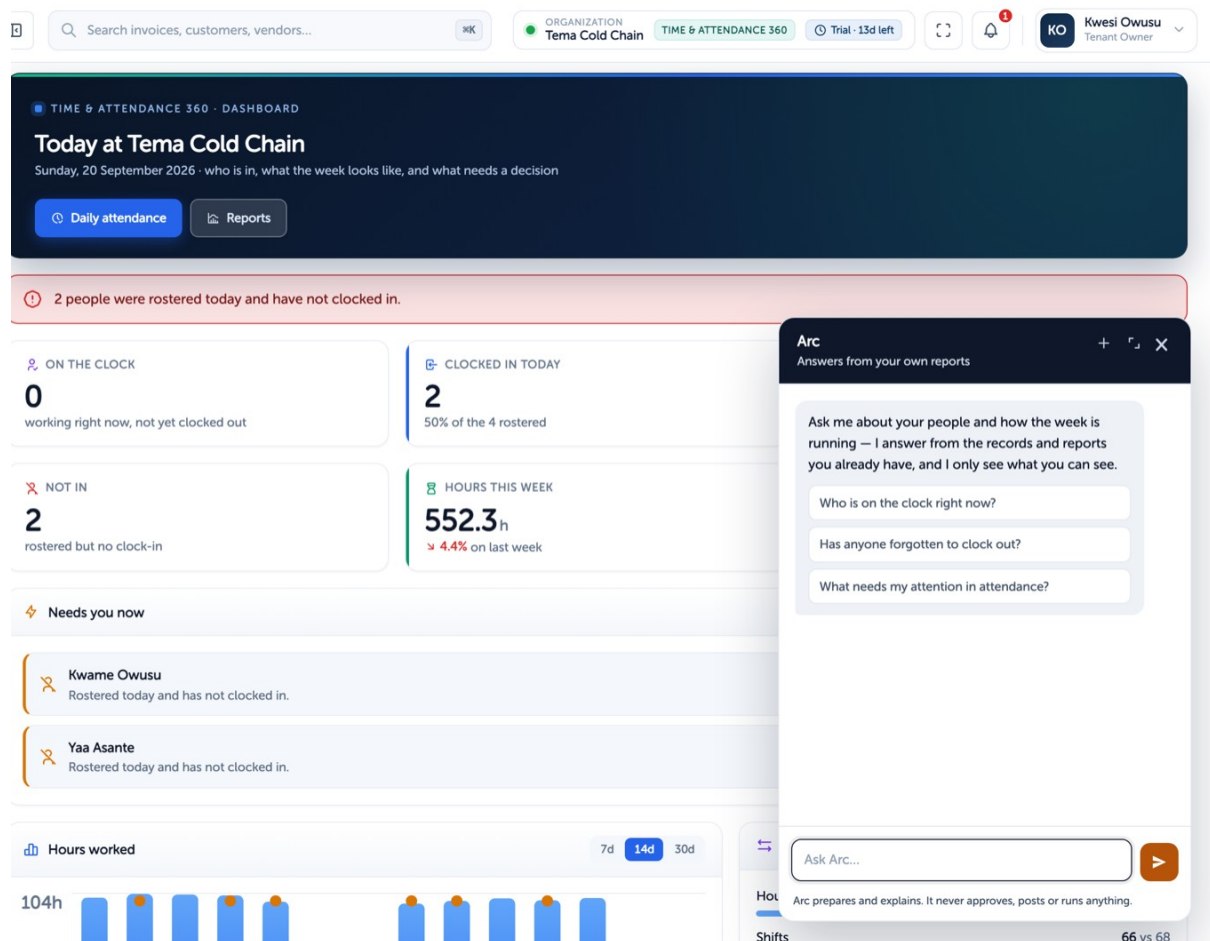


Figure 28 – Arc, opened on the attendance dashboard. Its opening suggestions are the clock's own questions, not the workforce product's.

♦ GOOD TO KNOW

A clocking can be found by the name of the person it belongs to, which sounds obvious and is not – a record's own columns are notes, method and source, and the person is a relation. Being able to ask for "Kojo Nkrumah's records" rather than a record number is the difference between an assistant and a query tool.

Step 41. What it will not do

Arc reads, advises and drafts. It does not clock anybody in, approve a timesheet or change your policy. Where it can prepare a correction, it prepares a **draft** and a person presses Apply – and the record is untouched until they do.

★ IMPORTANT

When a correction is applied, the hours are re-settled as part of applying it. A proposed clock-out written straight into the record would leave the shift reading zero hours – right times, wrong total. The draft carries the settle step with it.

Step 42. The operations adviser

One question that is worth asking every morning.

Do this now

1. Ask Arc: "What should I be looking at today?"
2. It reads who is on the clock now, what is unclosed, who is late and what is uncovered.
3. Every finding comes with a citation you can open.

Part 8 What it costs

Bands, growing, and what happens when the money stops

Step 43. Your band

You pay for a band of people, not per head.

Do this now

1. Open **SUBSCRIPTION** → **Billing**.
2. Read your band and how much of it you are using. Tema Cold Chain sits in a band that allows twenty people and uses eighteen.
3. Read the count. It is the same number the staff register shows, computed the same way.

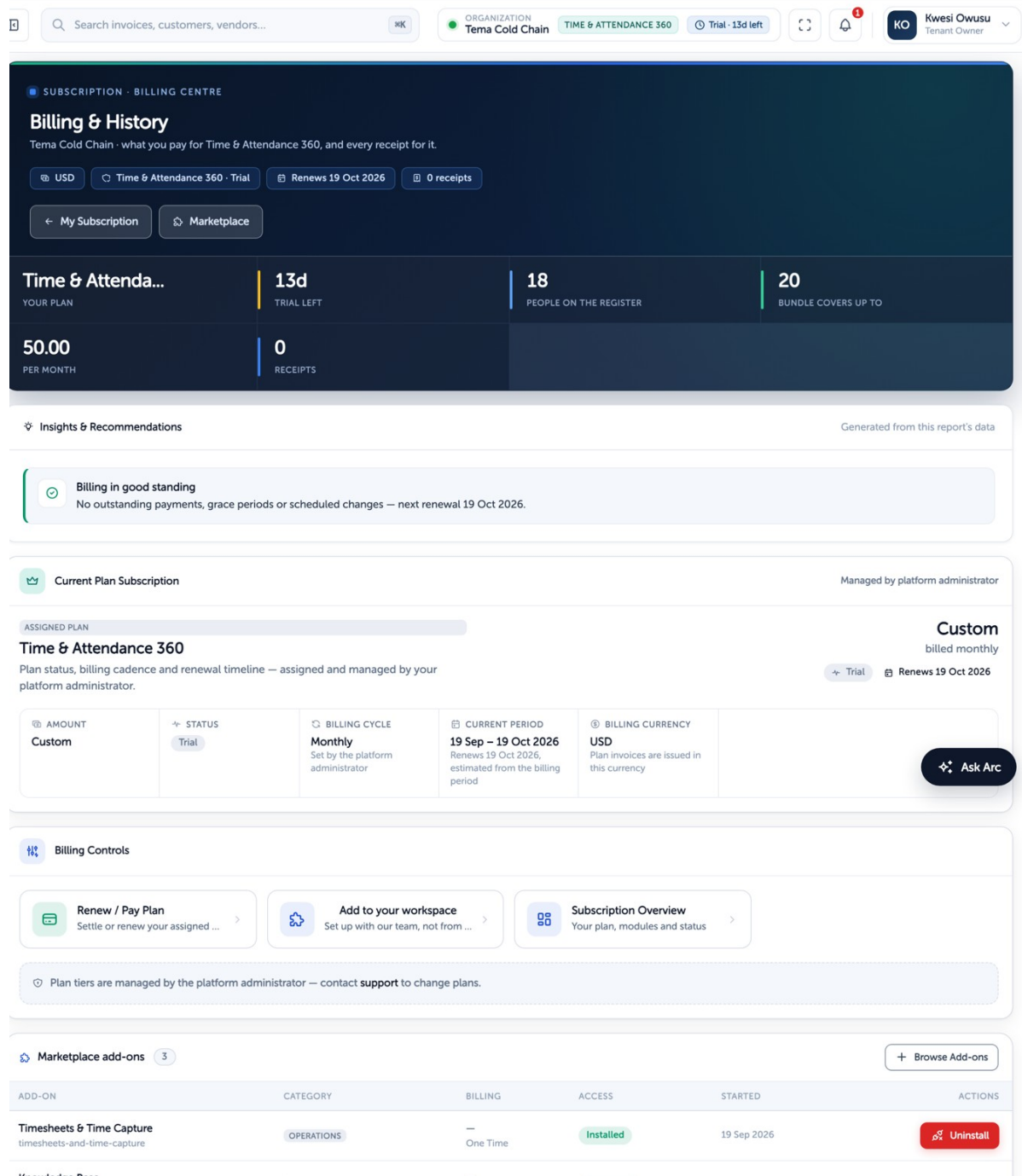


Figure 29 – Billing. The band you are in, and how many of its places you are using – eighteen of twenty on this workspace.

◆ GOOD TO KNOW

The seat figure on the billing page and the count on the staff register are not two numbers that happen to agree – they are one number, asked twice. The most common billing complaint in any seat-priced product is two screens disagreeing about how many people there are, and this app answers both from the same place.

Step 44. Outgrowing a band

Somebody is person number twenty-one.

Do this now

1. Add them as usual. The app refuses, and tells you the numbers rather than failing vaguely.
2. Move up a band from Billing.
3. The app works out what is owed for the rest of the period and offers it as one payment.
4. Add the person.

▲ WATCH OUT

The refusal happens the moment somebody is added to the REGISTER, not when they are invited to log in. That is the right place – it is the register that costs money – but it does mean a bulk import of three hundred people will stop at your ceiling. Move band before the import, not during it.

Step 45. Paying yearly

A year bought up front costs less than twelve months bought one at a time.

Do this now

1. From Billing, switch to yearly. The screen shows what you will pay before you commit.
2. The saving is applied straight away.

Step 46. The trial, and lapsing

The app is honest about the end of the road rather than switching off in the night.

Do this now

1. During the trial, everything works and your band is uncapped.
2. When it lapses, the app becomes **read-only**: every screen still opens, every record is still readable, every export still runs – and nothing can be written.
3. Nobody can clock in. Nothing is lost.
4. Pay and it all comes back, exactly as it was.

★ IMPORTANT

Read-only refuses by method, not by screen. Every way of writing closes at once – including ones added to the product after your trial ended – rather than a list somebody has to remember to

keep up to date. Your data is never held hostage: the exports keep working.

Plain-language glossary

Absence – a rostered shift with no clocking against it. With no roster, there is no absence.

Assignment – one person, one day, one shift, on a roster.

Band – the number of people your subscription allows, and the unit you are billed in.

Clocking – one record of somebody arriving and leaving. Also called an attendance record.

Exception – a record that needs a human: no clock-out, or a punch outside the fence.

Geofence – a circle around a work site. Clockings outside it are flagged, never blocked.

Grace period – how late still counts as on time.

Login – an account somebody signs in with. Optional, and free.

Method – how a clocking arrived: device, mobile or web.

Register – the list of people you keep time for. This is what you pay for.

Roster – the plan: who is meant to be in, on which day, on which shift.

Shift – a named pattern of start, end and break.

Timesheet – a period's hours, checked and approved. The hand-off to payroll.

Tracked person – somebody on the register. May have no login and usually does not.

Unclosed shift – clocked in, never clocked out. Contributes no hours, and is counted separately.

Work site – a physical place people clock in at.

Setting it up – the twelve-point checklist

Work down this list once. Everything above it is explanation.

- 1.** Name the workspace (Step 2).
- 2.** Create your departments (Step 3).
- 3.** Create your work sites (Step 5).
- 4.** Set a generous geofence radius on each (Step 6).
- 5.** Set the attendance policy BEFORE recording anything (Step 7).
- 6.** Register your clock devices, if you have any (Step 9).
- 7.** Define the three or four shifts you actually run (Step 10).
- 8.** Import your workforce, and read the rejected rows (Step 15).
- 9.** Check the band covers everybody you just imported (Step 44).
- 10.** Build your first roster – without it, nobody is ever late or absent (Step 22).
- 11.** Invite the people who will clock themselves in (Step 16).
- 12.** Give one other person an Administrator login, so you are not the only one (Step 20).

The routine

Every morning

- Read the dashboard. Coverage first, then late, then absent.
- Clear Exceptions – every unclosed shift from yesterday.
- Record by hand anything a device missed, with a reason.

Every week

- Read Lateness & Exceptions and look at its SHAPE, not its total.
- Review and approve timesheets – fixing records, never sums.
- Build next week's roster before Friday.

Every month

- Read Hours & Overtime, and read the "shifts never closed" column first.
- Read Attendance by Site against what you expected to be running.
- Deactivate anybody who has actually left – they are costing you a seat.
- Check the register count against the band on the bill.

Where to go next

If your company later needs payroll, leave, contracts or accounting, the same login grows into the full Osebo platform and the clock comes with it – every clocking, roster, timesheet and site stays exactly where it is, and the approved hours flow straight into a payroll run instead of being exported and retyped. Nothing in this book has to be unlearned.

And if what you need next is somewhere for your people to ask for help, that is a different 360 app with its own book: The Osebo Help Desk 360 Book.