SOP Template: Procedure for Handling Attendance Discrepancies

This SOP provides a detailed **procedure for handling attendance discrepancies** to ensure accurate employee attendance records are maintained. It covers the identification of discrepancies, verification methods, communication protocols with employees, correction processes, and documentation requirements. The goal is to maintain transparency, uphold attendance integrity, and support payroll accuracy by promptly resolving any attendance inconsistencies.

1. Purpose

To outline standardized steps for the identification, investigation, correction, and documentation of attendance discrepancies, promoting fairness and accuracy in employee attendance records.

2. Scope

This procedure applies to all employees and supervisors involved in attendance tracking and management within the organization.

3. Responsibilities

Role	Responsibility
Employee	Report any suspected discrepancies to supervisor/HR immediately.
Supervisor/Manager	Verify reported discrepancies, communicate with involved parties, and ensure corrections are processed promptly.
HR/Payroll	Maintain attendance records, assist in investigations, process corrections, and ensure proper documentation.

4. Procedure

1. **Identification of Discrepancy**
   - Discrepancies may be identified through attendance reports, system alerts, or employee notification.
2. **Verification of Discrepancy**
   - Review attendance logs, biometric data, timesheets, or leave records.
   - If necessary, request supporting evidence (e.g., emails, entry logs).
3. **Communication**
   - Discuss the finding with the concerned employee and/or supervisor for clarification and confirmation.
4. **Correction Process**
   - If an error is confirmed, submit a correction request to HR/Payroll using the designated form or system process.
   - HR/Payroll to process the correction and update the records accordingly.
5. **Documentation**
   - Document all findings, correspondence, and corrective actions taken.
   - Maintain records in accordance with company policy and for audit purposes.

5. Documentation Requirements

- Attendance correction forms or requests

- Verification evidence (logs, emails, etc.)
- Communication records related to the discrepancy
- Final resolution reports

6. Related Policies & References

- Attendance and Punctuality Policy
- Payroll Processing Guidelines
- Record Retention Policy

7. Revision History

Date	Version	Description	Prepared By
2024-06-13	1.0	Initial SOP template release	HR Department