

MMC HR | HR CASE FILES

The Employee Who Never Clocked Out

THE SITUATION

An employee repeatedly forgot to clock out, leaving the payroll team with unusually long shifts that had to be corrected manually each pay period.

THE RISK

Repeated manual corrections increase payroll errors and can create disputes about hours worked. Managers may also begin making assumptions instead of confirming actual working time.

WHAT HR DID

HR compared punches with schedules, manager records, and the employee's explanation. The company documented a consistent correction process rather than simply deleting or estimating hours.

THE FIX

Automated missed-punch alerts were introduced, managers received a payroll cutoff checklist, and the employee was coached on accurate timekeeping while still being paid for all verified time worked.

Real HR problems rarely arrive in neat packages.

This case file is a fictionalized composite created for educational purposes. Details are intentionally generalized and do not identify any MMC HR client.