



Service Manager Bulletin

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Technician Time Recording and Payroll Records Requirements

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“Right first time in Time”

This SMB is intended to re-state Volvo’s current policy pertaining to technician time recording and payroll record requirements. This information is also found in Section 8 of the Warranty Policy and Procedures Manual (WPPM).

Technician Time Recording Requirements

Repair Orders for warranty claims, retail, or internal Repair Orders must be verified by a punched time flag on the back of the Repair Order hard copy. Each repair line must have a separate and identifiable time punch for the respective repair for all repair types, i.e., Warranty, Customer Pay, and Internal. Time flags must be identified by the corresponding repair line number, Technician ID, and any NON time or straight time, if performed, (which also requires a separate time punch from the standard technician time flagged). For electronic repair orders (ERO), the same policy applies for itemized time punching per repair line. A dealer’s DMS system must be programmed to denote NON Time (straight time). For example, in ADP, this is denoted as “DW”; in Reynolds & Reynolds it is labelled as NON Time. The time clock required must punch month, day, year, 0 – 23 hours in hundredths of an hour. An authorized individual designated by the service manager to substantiate labor time of both hourly and salaried technicians must perform punching and flagging.

Note: Technicians are not authorized to time punch or flag repairs. Technicians may not have time recorded on more than one Repair Order at a time. If reasonable time is expended and the parts have been charged out, the claim is eligible for payment.

Straight time repairs always require separate time punch documentation. All documents that are required to support warranty repairs (Repair Orders, time tickets, invoices, etc.) must be available for inspection up to one year from claim payment date.



Payroll Records

The time card must account for attendance with punches at the beginning and end of the day including on/off for lunches and breaks. It must also include all Repair Orders worked on. Time cards, job tickets, and payroll records must be retained for at least one year from claim payment date as indicated on the Volvo STS. In addition, retailers should be aware of federal, state, and local requirements regarding these documents.