

## STANDARD OPERATING PROCEDURE

# How to stop missed punches and skipped lunches, day by day.

Five steps that catch a missing punch or a late lunch while the driver is still on shift, keep every reminder on record and get the timecard right before payroll closes.

|             |                                                                                                                           |
|-------------|---------------------------------------------------------------------------------------------------------------------------|
| PORTALS     | Dispatch, General, Inbox                                                                                                  |
| ROLES       | Dispatcher, Manager, Finance, Owner                                                                                       |
| HOW OFTEN   | Every morning, Daily, Every pay period, On hire                                                                           |
| PAGES USED  | Compliance, Load Out, Associates, Inbox, Payroll Setup                                                                    |
| UPDATED     | September 2026                                                                                                            |
| READ ONLINE | <a href="https://ultimatedsp.com/knowledge/overtime-and-compliance">ultimatedsp.com/knowledge/overtime-and-compliance</a> |

## What this SOP fixes

- Missed punches are found on the timecard, days later.
- Nobody chases a missing punch or a late lunch while the driver is still on shift.
- A driver says nobody ever told them, and there is no record either way.
- People punch in with no route or no work, and are paid to wait.
- Meal waivers are missing when someone asks to see them.

**How to use it:** read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

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1. Purpose and scope

This SOP keeps punches and meal breaks right on the day they happen, not on the timecard days later. It chases missing punches before the first wave, checks lunches while drivers are still on shift, gives work to anyone on the clock without it, and gets every correction into payroll before it closes.

It is written for the dispatcher who works the Compliance board, the manager who reviews it, and finance, who closes payroll. Ultimate DSP reads punches from Paycom or ADP and sends the reminders. It never edits a punch: corrections always happen in your payroll system.

This SOP covers

- Missing and late punch-ins, every morning.
- Lunch reminders and lunch problems through the shift.
- People punched in with no route or no work.
- Correcting missed punches in payroll every pay period.
- Meal waivers, where your state allows them.

It does not cover

- Calculating overtime or meal premiums, which your payroll provider does.

- Late routes and rescues. That is the SOP Stop overtime early.
- State meal and rest break law. Ask a labor attorney for your state.

## 2. Why this matters

Punch and lunch problems are usually found on the timecard, days after the shift, when the driver cannot remember and the fix is a form and an argument. Five gaps cause it:

| THE PROBLEM                                                 | WHAT IT COSTS YOU                                                                    |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>Missed punches are found on the timecard, days later</b> | The driver cannot remember the times, and every fix becomes a form and an argument.  |
| <b>Nobody chases a missing punch or a late lunch</b>        | A callout is found at the wave, and a missed meal can mean a premium in some states. |
| <b>A driver says nobody ever told them</b>                  | Without a record of the reminder, it is their word against yours.                    |
| <b>People are on the clock with no work</b>                 | Every minute is paid, whether or not there is anything to do.                        |
| <b>Meal waivers are missing when someone asks</b>           | A missed meal cannot be explained after the fact.                                    |

## 3. What good looks like

- Every missing punch is chased before the first wave leaves.
- Drivers are reminded before their lunch window closes, and a missed lunch is caught while they are still on shift.
- Every reminder is on the driver's timeline, with the time it was sent.
- Nobody punched in is left without work.
- Every missed punch is fixed in payroll before it closes, by the driver, with a signature.
- A signed meal waiver is on file for every driver who chose one, where your state allows it.
- Timecards reach payroll with the missed punches already fixed and signed.
- Every reminder has a time and a record.
- Lunch problems are found while they can still be fixed.

## 4. Roles and responsibilities

| ROLE                           | WHAT THEY OWN IN THIS SOP                                                                                                              |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dispatcher (Operations)</b> | Works the Compliance board every day: punches, reminders, calls, lunch checks and assigning work. Cannot change the reminder settings. |
| <b>Manager</b>                 | Sets Auto-Remind and the reminder timing in Message Setup, reviews lunch warnings and chases missed punches before payroll.            |
| <b>Finance</b>                 | Reads Timecards, uses the lunch exports for the meal premium review and closes payroll. Has no access to the Compliance board.         |
| <b>Owner</b>                   | Owns the meal waiver policy with the labor attorney and signs off the monthly review.                                                  |
| <b>Sub Admin</b>               | Has the same rights as the Owner and the Manager on these pages.                                                                       |

## 5. Before you start

Set these up once. Every step below assumes they are in place.

| TASK                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Connect Paycom or ADP punches in Admin, Connections, or save a punch import preset on Compliance. |
| <input type="checkbox"/> Give every driver a Transporter ID and a phone number on their record.                            |
| <input type="checkbox"/> Connect a DSP phone line for texts in Admin, Connections.                                         |
| <input type="checkbox"/> Build the day sheet on Load Out with waves, so every driver has a scheduled arrival.              |
| <input type="checkbox"/> In Message Setup, turn on Auto-Remind and set the lunch and punch-in reminder timing.             |
| <input type="checkbox"/> Check the Lunch Reminder and Punch-In Reminder templates, and send a test to yourself.            |
| <input type="checkbox"/> Lock the payroll calendar in Payroll Setup, so Timecards show the pay period.                     |

## 6. The rhythm

When each part of the procedure happens, who does it and on which page.

| WHEN                 | WHAT                                                                              | WHO        | WHERE                |
|----------------------|-----------------------------------------------------------------------------------|------------|----------------------|
| <b>Every morning</b> | Load punches, chase Punch Missing, call late punch-ins, swap no-shows on Load Out | Dispatcher | Compliance, Load Out |

| WHEN              | WHAT                                                                                  | WHO                   | WHERE                         |
|-------------------|---------------------------------------------------------------------------------------|-----------------------|-------------------------------|
| Through the shift | Remind closing and missed lunches, call late and short lunches                        | Dispatcher            | Compliance                    |
| Through the shift | Assign work to anyone punched in without it                                           | Dispatcher or Manager | Compliance                    |
| Every pay period  | Clear missed punches and missing punch-outs; the driver corrects and signs in payroll | Manager or Finance    | Compliance, Timecard, payroll |
| Every month       | Export lunch problems for the meal premium review                                     | Manager               | Compliance                    |
| On hire           | Offer and file a signed meal waiver where allowed                                     | Owner or Manager      | Your records                  |

## 7. The procedure, step by step

Five steps: three on the Compliance board every day, one before payroll closes and one when you hire. Each step names who does it, how often and where it happens.

### 1 Chase every missing punch before the first wave leaves

Every morning

**Where** Dispatch · Compliance **Who** Dispatcher

#### WHY THIS STEP MATTERS

A driver who has not punched in by their scheduled arrival is late, not coming, or working without a punch. Each one becomes a problem later: a short route, a callout found at the wave, or a timecard fixed days afterwards. Before the wave leaves is the only time it is cheap to fix.

#### HOW TO DO IT

1. Open Dispatch, then **Compliance**. With the Paycom or ADP connection, punches arrive by themselves. Without it, click **Import Punches** and run your saved preset.
2. Click **Punch Missing** under WARNINGS.
3. Click **Remind** in the header to text every driver in the list, or use the send icon on one row.
4. Call anyone who still has not punched in, from the row's call icon.
5. If a driver is not coming, go to Load Out, move them to Called out and swap in a driver from Standby or On call.
6. Click **Late Punch-In** to see who punched in late, and call them. A late punch-in gets a call, not a text.

#### WHAT TO CHECK

- No driver under Punch Missing is still unexplained when the wave leaves.

- Every reminder shows as sent on its row, with the time.
- A driver moved to Called out no longer shows as missing.

**Done when:** The Punch Missing chip is gone, and every reminder shows as sent on its row.

#### IF SOMETHING IS WRONG

- A banner says punches are not loaded: the punch and lunch warnings are off. Import the punch file, or check the payroll connection.
- Remind is faint: the driver has no phone number on file, or the day is already over.
- The toast says nobody is remindable: nobody in the list can receive a text.
- A row shows no sched: the driver has no row on Load Out, so they cannot be flagged as missing. Check Load Out.

#### KEEP A RECORD

Every reminder, automatic or sent by hand, is logged on the driver's Inbox timeline with the time it was sent.

**2**

## Check every driver punched out for lunch

Daily

**Where** Dispatch · Compliance **Who** Dispatcher

#### WHY THIS STEP MATTERS

A missed or late meal break can cost a meal premium in some states, and it is a common finding in compliance reviews. The automatic lunch text goes out before the window closes, but nothing reminds a driver after a lunch is missed, so a person has to catch it.

#### HOW TO DO IT

1. On **Compliance**, read the **Lunches** tile: lunches taken against lunches due. Click it to list the drivers who have not started lunch.
2. Click **Lunch Closing** and send **Remind** to the drivers whose window is about to close.
3. Click **Lunch Missing** and send **Remind** to anyone still on shift. A missed lunch gets no automatic text.
4. Click **Late Lunch** and **Short Lunch**, and call those drivers.
5. At month end, step back through the days, filter the lunch problems and click **Export**, so payroll can review meal premiums.

#### WHAT TO CHECK

- Every driver still on shift has started lunch or been reminded.
- Late and short lunches were followed up with a call.
- The compliant bar rises through the day as rows clear.

**Done when:** No lunch warning is left for a driver still on shift, and every late or short lunch was followed up.

#### IF SOMETHING IS WRONG

- A driver's lunch start shows missed in red: remind them if they are still working, and note it for payroll.
- A driver punched out with a lunch problem: the warning stays on that day. It is a payroll matter now, not a reminder.
- Remind is faint on a past day: nothing can be sent for a day that is over.
- Your state's meal rules differ from the board's fixed lunch rules: follow your state's law and your attorney's advice.

#### KEEP A RECORD

The day's lunch warnings stay on the board, and they export as a file for the monthly payroll review.

**3**

## Give work to anyone punched in but not scheduled

Daily

**Where** Dispatch · Compliance **Who** Dispatcher or Manager

#### WHY THIS STEP MATTERS

Everyone on the clock is paid, whether or not there is something to do. A person punched in with no route and no work is pure cost, and nobody can find them when the day needs them.

#### HOW TO DO IT

1. On **Compliance**, click **In, Not Scheduled**, then **No Work**.
2. On a row, click the dashed **Assign Work** pill.
3. Pick the work: **Dispatching**, **Training**, **Modified Duty**, **Standby**, **OPS** or **Yard / Staging**, or type a new kind of work.
4. For several people, tick their rows and use **Assign Work** in the header.
5. When the work ends without a punch-out, click **End work now**.
6. If someone is not needed, offer them time off instead of paying them to wait.

#### WHAT TO CHECK

- No Work reads zero.
- Each assigned row shows the work and the time it was set.
- Anyone left under In, Not Scheduled is covering a route: add them on Load Out.

**Done when:** No one is left under No Work, and every assigned person shows their work and the time it was set.

**IF SOMETHING IS WRONG**

- The header **Assign Work** with no rows ticked changes every row in the current filter: tick the rows first, unless you mean all of them.
- No Punch-Out appears after **End work now**: the person has not punched out. Remind them or call.
- The person needs a route, not work: add them on Load Out. Routes are never assigned on this board.

**KEEP A RECORD**

Each assignment is stamped with the work, who set it and when.

**4****Fix missed punches in payroll before it closes**

Every pay period

**Where** Paycom or ADP **Who** Manager or Finance

**WHY THIS STEP MATTERS**

A missed punch fixed after payroll means a pay correction, an unhappy driver and a record a compliance review will question. The fix belongs to the driver, in the payroll system, with a signature, so the record stays honest.

**HOW TO DO IT**

1. On **Compliance**, step back through each day of the pay period and click **Punch Missing** and **No Punch-Out**. Past days stay readable.
2. Click a driver's name to open their Associates record, then open the **Timecard** tab and read the punches in and out for each day.
3. Ask the driver to correct the punch in the payroll app and sign for it.
4. Check the correction in Paycom or ADP.
5. Refresh the punches: they arrive through the payroll connection, or run **Import Punches** again.

**WHAT TO CHECK**

- Every day in the pay period is clear of Punch Missing and No Punch-Out.
- Each driver's Timecard shows a punch in and a punch out for every shift worked.
- Every correction carries the driver's signature in payroll.

**Done when:** Every missed punch in the pay period is corrected in payroll and signed by the driver, and the warnings clear after the next punch refresh.

**IF SOMETHING IS WRONG**

- WORKED on the Timecard shows a dash: worked hours arrive only through the payroll connection.
- The Timecard asks you to lock the payroll calendar first: lock it in Payroll Setup.
- A re-import skips rows: those punches matched no Transporter ID. Fix the ID on the driver's record.

- A manager offers to edit the punch: stop. Managers do not edit time cards, and every change is logged in payroll.

#### KEEP A RECORD

Payroll keeps the correction and the signature. Ultimate DSP keeps the reminders and each day's warnings.

**5**

## Keep a written meal waiver where your state allows one

On hire

**Where** Your records   **Who** Owner or Manager

#### WHY THIS STEP MATTERS

Where a state allows meal waivers, a compliance review will ask to see them. A waiver agreed out loud, or never signed, protects nobody.

#### HOW TO DO IT

1. Ask your labor attorney whether your state allows meal waivers, and for which meal.
2. Use a waiver form that shows the driver's printed name, signature, the date and which meal is waived.
3. Offer it at hire, following your attorney's advice.
4. Keep the signed copy in the driver's personnel file.
5. The board still flags a waived lunch, so check the waiver when you review lunch warnings.

#### WHAT TO CHECK

- The waiver form has the name, signature, date and the meal waived.
- Every signed waiver is filed.
- A labor attorney has checked the form against your state's rules.

**Done when:** Every driver with a waiver has a signed, dated copy on file that names the meal waived.

#### IF SOMETHING IS WRONG

- A driver skips a meal with no waiver on file: treat the lunch as missed until a signed waiver exists.
- The board flags a waived lunch: its rules have no waiver exception. Match the warning to the waiver in your review instead of ignoring it.
- Your state's rules change: have the waiver form reviewed again.

#### KEEP A RECORD

The signed waiver, kept in the driver's personnel file outside Ultimate DSP.

## 8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

| NUMBER               | WHAT IT TELLS YOU                                          | ACT WHEN                                                                            |
|----------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Compliant</b>     | The share of today's rows with no punch or lunch warning.  | It drops through the day: open the warning chips and chase the rows.                |
| <b>Lunches</b>       | Lunches taken against lunches due, for drivers punched in. | Taken falls behind due in the afternoon: remind drivers before their windows close. |
| <b>Punch Missing</b> | Drivers past their scheduled arrival with no punch in.     | It is above zero close to the wave: call now, and swap seats on Load Out.           |

## 9. Common mistakes

| MISTAKE                                            | WHY IT HURTS                                                 | DO THIS INSTEAD                                          |
|----------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------|
| Waiting for the timecard to find missed punches.   | The driver cannot remember, and the fix becomes an argument. | Chase missing punches before the first wave leaves.      |
| Relying on the automatic lunch text alone.         | Nothing reminds a driver after a lunch is missed.            | Check Lunch Missing and remind anyone still on shift.    |
| Letting managers edit time cards.                  | It weakens the record and invites findings in a review.      | The driver fixes the punch in payroll and signs for it.  |
| Leaving people punched in with no work.            | They are paid to wait, and nobody knows where they are.      | Assign work on the board, or offer time off.             |
| Keeping meal waivers that were agreed out loud.    | An unsigned waiver protects nobody.                          | Keep a signed, dated waiver where your state allows one. |
| Ignoring lunch warnings for drivers with a waiver. | A waiver that is not on file turns into a missed meal.       | Match every waived lunch to a signed waiver.             |

## 10. When to escalate

- The same driver misses punches every week: the manager coaches, and logs it as an event if it continues.
- Several drivers miss lunch on the same day: the manager checks whether the routes left time for lunch.
- Punches stop arriving: the manager checks the payroll connection the same day and uses the punch import in the meantime.

- A driver refuses to correct or sign a missed punch: the manager takes it to the owner and payroll.

## 11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

### Every morning

Date or week of: \_\_\_\_\_ Checked by: \_\_\_\_\_

| TASK                                                                   | DONE BY |
|------------------------------------------------------------------------|---------|
| <input type="checkbox"/> Punches loaded, no Punches not loaded banner  |         |
| <input type="checkbox"/> Punch Missing reminded and called             |         |
| <input type="checkbox"/> No-shows moved to Called out and seats filled |         |
| <input type="checkbox"/> Late punch-ins called                         |         |

### Through the shift

Date or week of: \_\_\_\_\_ Checked by: \_\_\_\_\_

| TASK                                                           | DONE BY |
|----------------------------------------------------------------|---------|
| <input type="checkbox"/> Lunches tile checked                  |         |
| <input type="checkbox"/> Lunch Closing reminded                |         |
| <input type="checkbox"/> Lunch Missing reminded while on shift |         |
| <input type="checkbox"/> Late and short lunches called         |         |
| <input type="checkbox"/> No Work at zero                       |         |

## Every pay period

Date or week of: \_\_\_\_\_ Checked by: \_\_\_\_\_

| TASK                                                                          | DONE BY |
|-------------------------------------------------------------------------------|---------|
| <input type="checkbox"/> Every day checked for Punch Missing and No Punch-Out |         |
| <input type="checkbox"/> Timecards read for every driver                      |         |
| <input type="checkbox"/> Corrections made and signed in payroll               |         |
| <input type="checkbox"/> Punches refreshed and warnings cleared               |         |

## Every month and on hire

Date or week of: \_\_\_\_\_ Checked by: \_\_\_\_\_

| TASK                                                                  | DONE BY |
|-----------------------------------------------------------------------|---------|
| <input type="checkbox"/> Lunch problems exported for payroll          |         |
| <input type="checkbox"/> Meal waivers offered and filed where allowed |         |
| <input type="checkbox"/> Waiver form reviewed with your attorney      |         |

## 12. Terms used in this SOP

| TERM                     | MEANING                                                                                                |
|--------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Punch</b>             | A clock-in or clock-out in Paycom or ADP. A lunch is a start and end pair.                             |
| <b>Sched</b>             | The driver's scheduled arrival, taken from their wave on Load Out.                                     |
| <b>Grace</b>             | The minutes after sched before a punch counts as late, which is also when the punch reminder goes out. |
| <b>Lunch window</b>      | The time by which a lunch must start, counted from the driver's own punch-in.                          |
| <b>Auto-Remind</b>       | The setting that sends the punch and lunch reminders on their own, once each.                          |
| <b>Remind</b>            | A reminder text you send by hand, as often as needed.                                                  |
| <b>In, Not Scheduled</b> | Punched in with no row on Load Out.                                                                    |
| <b>No Work</b>           | Punched in with no work assigned.                                                                      |
| <b>Timecard</b>          | The tab on the driver's Associates record with each day's punches for the pay period.                  |

| TERM                  | MEANING                                                                      |
|-----------------------|------------------------------------------------------------------------------|
| <b>Transporter ID</b> | The driver ID used to match punch files to drivers.                          |
| <b>Meal premium</b>   | Extra pay some states require for a late or missed meal, handled in payroll. |
| <b>Meal waiver</b>    | A signed agreement to skip a meal, where state law allows one.               |

## 13. Related SOPs

- Stop overtime early: [ultimatedsp.com/knowledge/stop-overtime-early](https://ultimatedsp.com/knowledge/stop-overtime-early)
- Daily dispatch: [ultimatedsp.com/knowledge/daily-dispatch](https://ultimatedsp.com/knowledge/daily-dispatch)
- DA management: [ultimatedsp.com/knowledge/da-management](https://ultimatedsp.com/knowledge/da-management)

### About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at [ultimatedsp.com/knowledge/overtime-and-compliance](https://ultimatedsp.com/knowledge/overtime-and-compliance).