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Release Notes

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StoreForce

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Soft Clock Updated UI

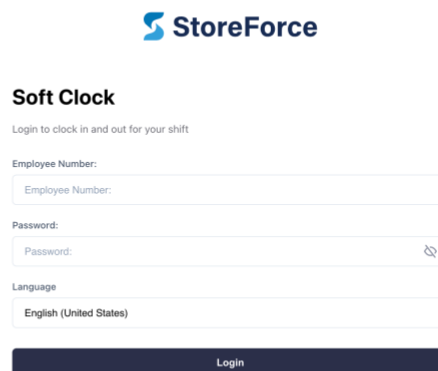
Soft Clock has been updated with a modernized interface designed to improve clarity and ease of use. Key information is presented in a clearer, more readable format for faster confirmation at busy shared terminals.

Scheduled breaks

- Where applicable, employees can now see scheduled break information as part of the timecard review experience.
- This helps employees better understand expected break patterns when reviewing their shift.

Recorded clock history

- Employees can view a summary of their recorded clock history for the shift.
- Reviewing recorded clocks helps employees catch issues immediately, before the shift is finalized.

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Soft Clock

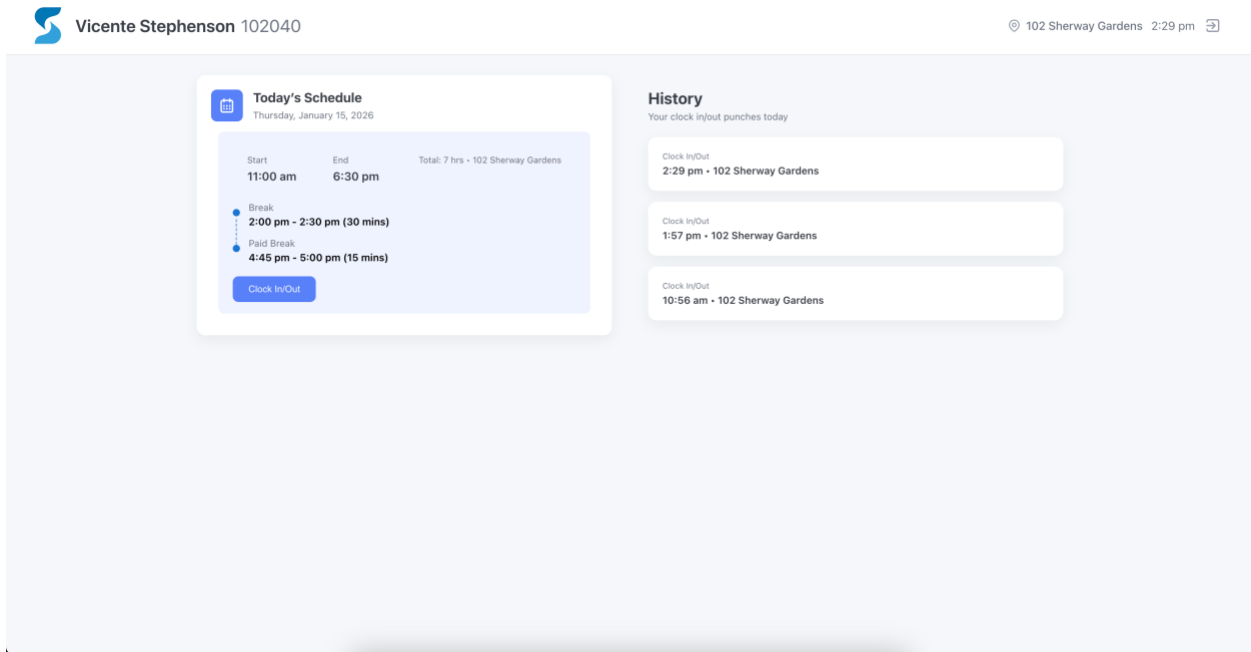
Login to clock in and out for your shift

Employee Number:

Password:

Language

Login



Learn more: [Soft Clock Updated Ui](#)

Timecard Attestation

We're introducing a configurable Timecard Attestation feature to help improve time accuracy, compliance, and manager visibility.

What's changing

When employees end their shift, they'll now be prompted to review and attest to their timecard before clocking out. This includes confirming that their recorded clocks are accurate, that required breaks were taken, or noting if there was an issue.

How it works

- After tapping End Shift, employees will see a brief review panel to confirm their time.
- Employees can either:
 - Confirm everything looks correct, or
 - Report an issue and leave a comment for their manager.
- Once the attestation is submitted - the shift is finalized, and the employee is automatically logged out of Soft Clock.

Vicente Stephenson 102040 © 102 Sherway Gardens 6:27 pm

Today's Schedule

Thursday, January 15, 2026

Start	End	Total: 7 hrs • 102 Sherway Gardens
11:00 am	6:30 pm	
Break		
2:00 pm - 2:30 pm (30 mins)		
Paid Break		
4:45 pm - 5:00 pm (15 mins)		

Clock In/Out End Shift

History

Your clock in/out punches today

- Clock In/Out
2:29 pm • 102 Sherway Gardens
- Clock In/Out
1:57 pm • 102 Sherway Gardens
- Clock In/Out
10:56 am • 102 Sherway Gardens

Review your timecard

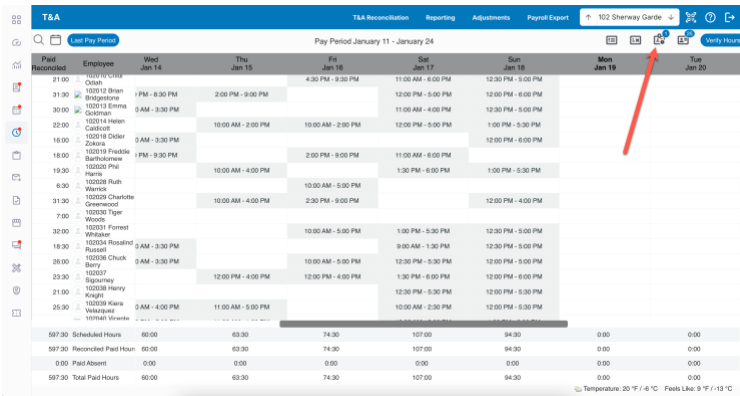
Review your schedule and clock-in records. Confirm your timecard is correct and that you've taken all required breaks.
Add notes (optional)

Write a comment...

Cancel Okay, looks good! Report issue

Manager visibility

Attestations appear directly on the timecard, and any employee-reported issues are clearly flagged for manager review before reconciliation.



Timecard Attestation Report

The Timecard Attestation Report gives managers and administrators a centralized view of employee attestations, including flagged shifts and comments, making it easier to review and resolve issues.

The report provides visibility into:

- Attestations by Store, Employee and Date
- Whether an employee reported an issue during attestation.
- Employee comments submitted at the time of attestation.

Timecard Attestation Report

2026-01-11 - 2026-01-24

StoreCode	Employee #	Employee Name	Shift Date	Start Time	End Time	Attestation Date	Report Issue	Comment
102	102040	Vicente Stephenson	2026-01-19	12:00PM	5:00PM	2026-01-19 11:52 AM	Yes	Forgot to clock in for start of my shift (12:00PM)
102	102041	Jairo Arroyo	2026-01-19	12:00PM	6:30PM	2026-01-19 11:59 AM	Yes	I forgot to clock in today!

Why this matters

- Helps ensure accurate time reporting.
- Supports compliance with labor requirements.
- Reduces follow-up and corrections by capturing issues right at the end of the shift.
- Keeps the clocking experience fast and secure for busy retail environments.

Predictive Scheduling

Predictive Scheduling Enhancements

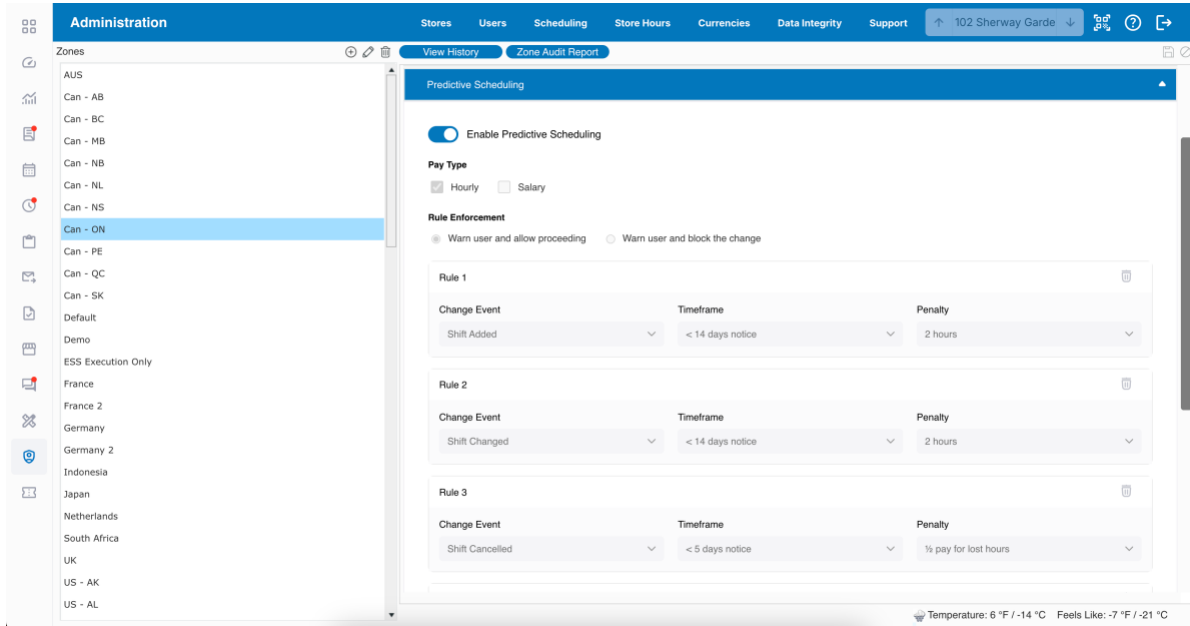
We're excited to introduce Predictive Scheduling, a new set of enhancements designed to help organizations proactively manage schedule changes, improve compliance with predictive scheduling regulations, and gain clearer visibility into potential penalties before payroll is processed.

Configurable Scheduling Zone Rules

Users can configure Predictive Scheduling Rules directly within Administration → Scheduling → Zones to reflect their organization's policies and jurisdictional regulations. Built-in validation ensures:

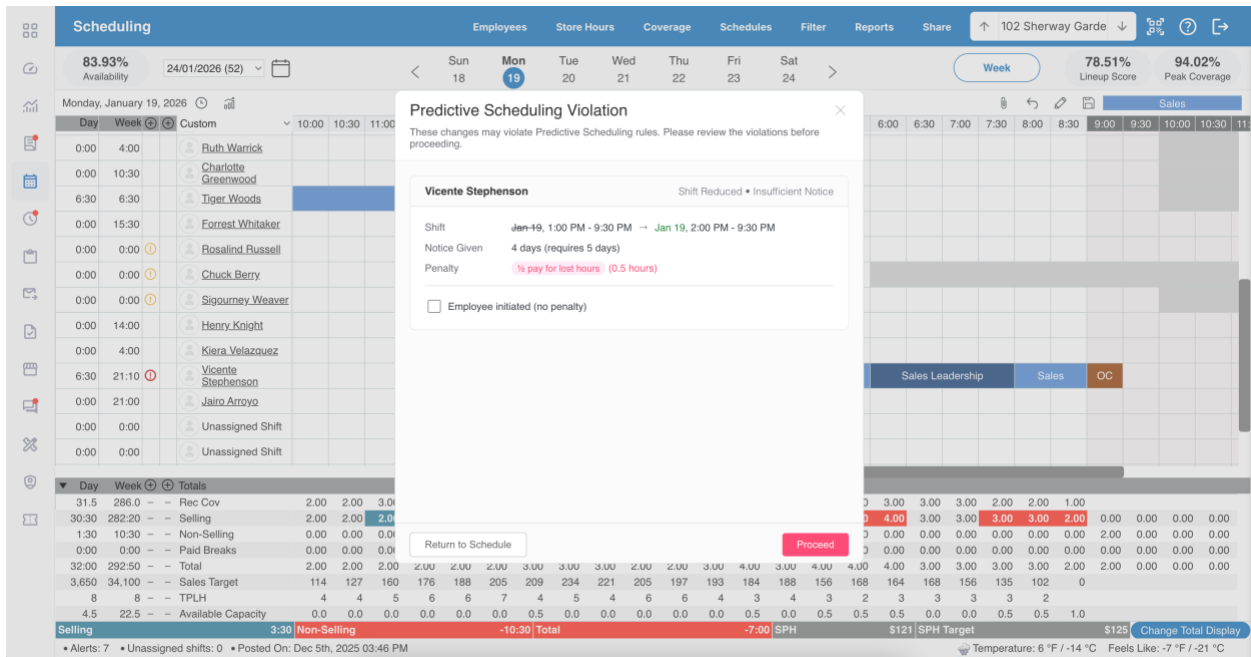
- Required fields are completed
- Duplicate or conflicting rules are prevented
- Rules are clearly displayed when predictive scheduling is enabled

This helps ensure accurate calculations and consistent application of predictive scheduling rules.



Predictive Scheduling Compliance Support

Predictive Scheduling automatically evaluates schedule changes - such as added, changed, reduced, or canceled shifts - and alerts the user when those changes may trigger predictive penalties. This helps organizations stay aligned with applicable local and state labor regulations while reducing the manual effort required to monitor compliance.



Enhanced Predictive Scheduling Report

The Predictive Scheduling Report has been enhanced to clearly surface schedule changes that result in predictive scheduling penalties and make compliance review easier.

For each impacted schedule change, the report now shows:

- The type of change event (shift added, changed, reduced, or canceled)
- Any Predictive Scheduling hours owed

A new "Show Only Penalties" filter allows teams to focus exclusively on schedule changes that result in predictive scheduling penalties, reducing noise and saving time during review. The report is now easier to filter and analyze, helping teams quickly isolate relevant records and streamline downstream processes.

Predictive Scheduling Report

Year 2025

Week 52

Store	Posted On	Posted By	Employee #	Employee Name	Who	Shift Date	Current Shift	Current Paid Hours	Shift Before	Paid Hours Before	Change Date	Difference in Paid Hours	# of Days	# of Hours	Reason	Predictive Pay
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102036	Chuck Berry	storeforce	2026-01-19	10:00-16:30	6:00			2026-01-16 4:31 PM		3	56	Shift Cancelled	4
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102036	Chuck Berry	storeforce	2026-01-19			10:00-16:30	6:00	2026-01-16 4:31 PM	-6:00	3	66	Shift Cancelled	4
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19	10:00-15:00	5:00			2026-01-16 4:31 PM		3	56	Shift Changed	3
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19	10:00-15:00	5:00			2026-01-16 4:31 PM		3	56	Shift Reduced	5
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19	10:00-15:00	5:00			2026-01-16 4:31 PM		3	56	Shift Cancelled	4
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19			10:00-15:00	5:00	2026-01-16 4:31 PM	-5:00	3	66	Shift Changed	3
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19			10:00-15:00	5:00	2026-01-16 4:31 PM	-5:00	3	66	Shift Reduced	5
102 Sherway Gardens	2026-01-16 4:31 PM	storeforce	102040	Vicente Stephenson	storeforce	2026-01-19			10:00-15:00	5:00	2026-01-16 4:31 PM	-5:00	3	66	Shift Cancelled	4

Predictive Scheduling KPI in Time & Attendance Reporting

A new Predictive Scheduling KPI and Pay Code has been added to T&A Reporting to provide a view of predictive scheduling penalty impacts across an organization. This KPI summarizes predictive scheduling hours incurred over a selected reporting period, giving leaders quick insight into trends and overall exposure.

Store	Employee	Predictive Pay	Actual
102 Sherway Gardens	102040 Vicente Stephenson	4.5	
112 Bayside Shopping Centre	112003 David Bowie	2	
113 Hillcrest	113001 Gene Raymond	15	
113 Hillcrest	113002 Lee Seung Yeoul	5.25	
113 Hillcrest	113006 Wesley Ruggles	2	
115 Eaton Centre	115001 Herbert Marshall	2	
115 Eaton Centre	115003 Sonja Henie	2	
115 Eaton Centre	115006 Fred Skelton	4	
115 Eaton Centre	115007 Bo Van Pelt	2	
115 Eaton Centre	115008 Shaun Micheal	2	
115 Eaton Centre	115009 Elsie Cantor	4	
115 Eaton Centre	115010 Deborah Kerr	6	
115 Eaton Centre	115017 Taya Taiwo	3	
116 St.Clair	116001 Monte Hale	2	
116 St.Clair	116003 Sydney Cassy	2	
116 St.Clair	116006 Edinson Cavani	2	
116 St.Clair	116008 Fred Zinnemann	4	
116 St.Clair	116009 Archie Mayo	2	
116 St.Clair	116010 Mickey Mantle	2	
401 Vaughan Mills	401001 Frank Lloyd	2	
Total		69.75	

Business Value

With Predictive Scheduling, organizations can:

- Reduce compliance risk related to predictive scheduling regulations
- Gain visibility into potential penalties
- Simplify reporting and auditing workflows
- Improve confidence in scheduling and payroll accuracy

These enhancements empower scheduling and payroll teams with clearer insights and greater control before issues become costly.

Learn more: [Predictive Scheduling](#)

Daily Opening Compliance Report

Introducing the Daily Opening Compliance Report, a new predefined report designed to provide field leaders with clear, timely visibility into store opening readiness.

This report helps answer a critical operational question each morning: Are stores staffed and prepared to open its doors on time?

What's New

The Daily Opening Compliance Report delivers a consolidated, automated view of opening compliance across selected locations by comparing the scheduled opening key holder's shift start time to their actual clock-in.

For each store, the report includes:

- Store Code and Name
- Scheduled Store Hours opening time
- Assigned opening key-holder
- Scheduled shift start time
- Actual clock-in time
- Variance relative to the scheduled shift start
- Status indicator:
 - On Time
 - Late
 - Contact Store (no clock-in detected)

Daily Opening Compliance

Ontario

19/01/2026

Store	Store Open	Opening Employee	Shift Start	Clock Time	Variance to Shift Start	Status
101 Square One	10:00 AM	Kishore Kumar	09:30 AM		No Clock-In	Contact Store
102 Sherway Gardens	10:00 AM	Gregory Ratoff	09:30 AM		No Clock-In	Contact Store
104 Erin Mills Town Centre	10:00 AM	Drew Johnson	09:30 AM	09:28 AM	-2 min	On Time
108 Yorkdale	10:00 AM	Billy Eckstine	09:30 AM		No Clock-In	Contact Store
108 Yorkdale	10:00 AM	Lloyd Bridges	10:00 AM	02:30 PM	+270 min	Late
111 Bloor Street	10:00 AM	Seon Hwa Lee	09:30 AM	09:30 AM	0 min	On Time
112 Bayshore Shopping Centre	10:00 AM	David Bowie	09:30 AM	09:30 AM	0 min	On Time
113 Hillcrest	10:00 AM	Lee Seung Yeoul	09:30 AM	09:30 AM	0 min	On Time
115 Eaton Centre	10:00 AM	Jan Clayton	09:30 AM	09:30 AM	0 min	On Time
116 St.Clair	10:00 AM	Aleksander Seliga	09:30 AM	09:30 AM	0 min	On Time
144 Centreville	10:00 AM				No Clock-In	Contact Store
400 Heartland Town Centre	10:00 AM	Kevin Sutherland	09:30 AM	09:30 AM	0 min	On Time
401 Vaughan Mills	10:00 AM	Frank Lloyd	09:30 AM	09:30 AM	0 min	On Time

Key Benefits

- Improved Opening Visibility - Quickly identify which stores are ready to open and which may require immediate follow-up.
- More Accurate Compliance Tracking - Compliance is measured against the scheduled shift start, not just the store opening time, providing a more accurate reflection of operational expectations.
- Reduced Manual Effort - Eliminates the need for repeated manual report pulls and filtering of full daily rosters.
- Actionable Insights for Field Leaders - Enables district managers to focus attention on at-risk locations early in the day.

How to Access

The Daily Opening Compliance Report is available as a Predefined Report:

- Navigate to Reporting > New Report > Predefined Reports
- Select Daily Opening Compliance Report

- Run ad-hoc or schedule for automated delivery

The report supports:

- Ad-hoc execution
- Scheduled recurring delivery
- PDF print, export, and email delivery

Learn more: [Daily Opening Compliance Report](#)

Store Attribute Setup

What's New

We've streamlined the store setup experience to make it easier to keep store attributes accurate, especially for clients with rapidly growing store networks.

When you add a new store to the Estate Hierarchy, the store is now available immediately. Once the store is created, you'll see a prompt giving you the option to go directly to the Store Attributes page to complete setup right away.

This removes the need to remember to update attributes later and helps ensure your store data stays complete from day one.

How It Works

1. Navigate to Administration → Stores → Hierarchy
2. Add a new store to the hierarchy
3. After clicking OK, you'll see a prompt confirming the store was created
4. Select Go to Store Attributes to immediately assign attributes, or choose Not Now to continue working and update attributes later

Key Benefits

- Immediate availability - New stores can be configured right away. No waiting until the next day
- Fewer missed attributes - Built in reminder reduces the chance of forgetting to assign store attributes
- Faster setup - Seamless transition from store creation to attribute configuration
- Improved data accuracy - Helps keep reporting and operational data consistent

Things to Know

- The prompt appears once, only at the time the store is created
- You can always access Store Attributes later, if you choose not to configure them immediately
- This change does not impact existing stores or attribute configurations

Bug Fixes & Improvements

Scheduling

- Improved schedule loading performance to prevent intermittent freezing when viewing schedules
- Fixed an issue where staff cost and target percentages did not appear correctly in Scheduling totals
- Resolved an error that appeared when emailing the Gantt schedule
- Fixed issues with checkbox selection and filter persistence when using Scheduling on touch-enabled devices

- Corrected Total Contract Hour calculations when using extended reconciliation periods in monthly payrolls
- Resolved discrepancies between Scheduling and Time & Attendance regular hours caused by shift mismatches

Time & Attendance (T&A)

- Fixed multiple report export issues, including errors when exporting to Excel, filtering by additional fields, or pulling row-level detail
- Ensured view-only users can no longer edit or save T&A reports
- Corrected timecard reconciliation issues that could prevent proper linking between shifts and reconciled records
- Fixed timecard save issues when “Check Bank During Reconciliation” is disabled
- Ensured regular hours are correctly deducted when already counted toward weekly overtime
- Fixed Over Hours appearing outside the selected date range when running reports by pay period
- Corrected payroll export issues affecting overtime for transferred employees
- Resolved an issue where Punch Reconciliation reports could appear blank after punch imports
- Fixed time display issues when partial shifts included absence activity

Reporting & Analytics

- Resolved timeout issues in report and subscription maintenance
- Fixed predefined labor and statistics reports where Projected Peak Coverage % was missing or incorrect
- Corrected KPI calculation issues affecting Projected Peak Coverage %

- Fixed layout save errors in employee statistics reports
- Corrected KPI ordering issues in the Period Labor Tracker report
- Resolved Reforecast calculation issue where negative values did not align with configuration

Employee Self-Service (ESS) & Mobile

- Fixed issues preventing employees from posting or exchanging shifts in secondary departments
- Enabled timecard acknowledgment for pre-transferred shifts
- Corrected meal waiver visibility based on shift length and break duration
- Fixed break handling issues in ESS Mobile
- Resolved mobile-specific display issues affecting time-off availability on certain iOS devices
- Fixed multiple stability issues, including login errors, crashes related to access permissions, and identity provider handling

Integrations & Configuration

- Fixed export issues for region-specific absence and payroll reports
- Corrected duplicate store code and employee history record issues
- Fixed system behavior when using “Last Import” to prevent double-counting non-productive hours
- Corrected premium assignment logic when multiple multipliers are equal