

SOP: Return OT and Late Owed Hours

Customer Service > Return OT · Owed hours · Oct 26, 2026 · @Ivy

Purpose

Use this SOP to keep a fair record of time between a therapist and the company. When she works **overtime (OT)**, the company owes her that time back. When she is **late** or leaves early, she owes the company that time. The page keeps these as **two separate balances** for each person, shows who still needs something done, and records when returned time has been blocked in Fresha. It does not change payroll by itself. The pictures use made-up sample staff.

The two balances

Balance	Goes up with	Comes down with
She owes the company (late)	Late / owed hours	Made up by staff, Waived, Offset
The company owes her (OT)	OT worked	OT time returned, Offset

Net = what the company owes her – what she owes the company. A person shows “**+1h 30m to her**” when the company owes more, “**50m owed by her**” when she owes more, and **Even** when it is level. A balance never goes below zero: extra time returned or made up is not turned into the other debt.

Who does what

Role	What they do
Admin / manager keying	Logs OT worked, late or owed hours, time returned, make-up, waivers and offsets, with the date and a short reason.
Area Manager	Gives the time off, blocks it in Fresha, then presses Mark blocked in Fresha on the line. The ERP also puts the open items on the manager's To-do list.

Before you start

- You are signed in to the ERP and can open **Customer Service**.
- You know the **therapist**, the **date**, the **length of time** and the **reason**.

Steps

Step 1 — Open Return OT and read the page

Go to **Customer Service** > **Return OT · Owed hours**. Each person with anything open has a grey bar with her name and balances, and her lines underneath, newest first. People who still need something come first. People who are all cleared sit in a **Cleared** group at the bottom.

The screenshot shows the 'Return OT · Late owed hours' interface. At the top, there's a header with a title and a descriptive paragraph. Below the header are five summary cards: 'HOURS STAFF OWE THE COMPANY' (50m), 'LATE' (0), 'OT THE COMPANY OWES BACK' (2h), 'OT WORKED' (5h 30m), and 'OT RETURNED' (3h). Below these cards is a table of staff entries. The table has columns for DATE, WHAT, TIME, NOTE, and BLOCKED IN FRESHA. The first three staff members are listed: Sample Therapist A, Sample Therapist B, and Sample Therapist D. Each staff member's entry is preceded by a grey bar containing their name, outlet, and balances. The table rows show individual transactions with dates, descriptions, times, and notes. At the bottom, there's a 'CLEARED' group with a message: '1 — NOTHING OWED EITHER WAY, EVERYTHING BLOCKED'. Below this is another staff member, Sample Therapist C, who is also cleared.

1 Outlet filter. 2 ↓ CSV downloads the balances. 3 + OT worked: she stayed back. 4 + Return OT time: the company gave the time back. 5 + Late / owed hours. 6 The totals: hours staff owe, late, OT the company owes back, OT worked, OT returned. 7 Click her name to open her ledger. 8 Her two balances. 9 The amber tag shows how many returned-time lines are not yet blocked in Fresha. 10 + OT and + Return add a line for her without picking her name again. 11 opens her ledger. 12 Mark blocked in Fresha (Step 4). 13 edits and deletes a line. 14 The Cleared group: nothing owed either way and everything blocked. Use Search staff above the list to find a person.

Step 2 — Log a line

Press the button for what happened (or **+ OT** / **+ Return** on her bar). The **Log hours** box opens. Fill it in and press **Save**.

The screenshot shows a 'Log hours' form with the following fields and annotations:

- 1 STAFF ***: A text box containing 'Sample Therapist A · Cuppage'.
- 2 WHAT IS IT ***: A text box containing 'OT · the company returned the time (time off / paid out)'.
- 3 DATE ***: A date picker showing '26/10/2026'.
- 4 TIME**: Time input fields showing '0 h' and '0 min'. Below them is a note: 'Or a start and end, such as 19:30 - 21:30 or 7:30pm to 9:30pm.'
- 5 REASON / NOTE**: A text box containing 'e.g. stayed back to close · covered a colleague · left early for appointment'.
- 6**: A red circle highlighting the 'Save' button at the bottom right.

1 Staff (required). **2 What is it** (required): the choices are in the table below. **3 Date**: the day it happened (day/month/year). **4 Time**: hours and minutes, or a start and end such as **19:30-21:30** or **7:30pm to 9:30pm**. **5 Reason / note**: say why, for example “stayed back to close” or “left early for appointment”. **6 Save**. A message confirms the line, the time and the name.

What is it	Use it when	Effect
LATE · she owes the company hours	She was late or left early	She owes + time
LATE · she made the time up	She worked extra to repay it	She owes – time
LATE · waived	The manager forgives it	She owes – time
OT · she worked overtime	She stayed back or covered extra work	Company owes her + time
OT · the company returned the time	She took time off, or was paid out, for her OT	Company owes her – time
OFFSET · use her OT to cover her lateness	Her OT time is used to cancel her late time	Lowers both balances

- **Late is keyed here, by hand.** It is not read from anywhere else, so key every late or owed time yourself.
- If the date is in the future, a box asks you to confirm it. Check the date first: the date box is day/month/year. A future date still counts in the balance and shows a **Future date** tag.

- Only lines on or after the counting date count in the balances. Earlier lines are shown greyed out as “before the counting date”.

Step 3 — When she stays back: OT worked

Press **+ OT worked**. Choose her name, the date, the time she stayed and the reason. The company now owes her that time. It shows on her bar as **Company owes her (OT)**.

Step 4 — Give the time back, then block it in Fresha

When she takes the time off, press **+ Return OT time** (or **+ Return** on her bar), choose the date and the length of time given back. Her OT balance goes down and the amber tag **“1 to block in Fresha”** appears.

Then the Area Manager blocks that time off in Fresha, comes back, and presses **Mark blocked in Fresha** on the line. The line then shows **✓ Blocked** with the name and the time. Pressing **undo** next to it takes the tick off. Until it is ticked, the line stays open and the person stays at the top. The To-do list shows **“Block the returned OT in Fresha”** until it is done.

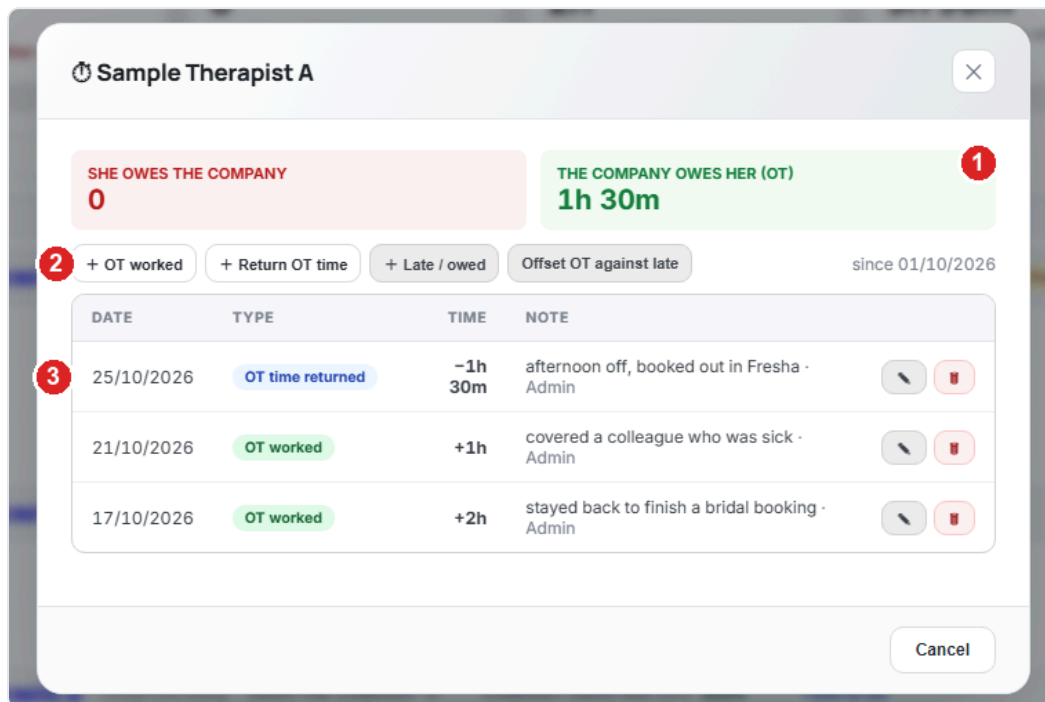
Step 5 — Late hours: owed, made up, waived, offset

- **Late / owed hours**: key the late or owed time when it happens.
- **Made up by staff**: key it when she works extra to repay the time. It lowers what she owes.
- **Waived**: key it when the manager forgives the time. It lowers what she owes.
- **Offset**: use her OT to cover her lateness. Example: she owes **30m** and the company owes her **1h**. Offset **30m**: she now owes **0** and the company owes her **30m**. Sample Therapist D in the picture is this case.

A line you keyed wrongly can be changed with  or removed with  (it asks “Delete this line?”).

Step 6 — Check one person: her ledger

Click her name or . A box shows both balances and every line since the counting date.



Sample Therapist A

SHE OWES THE COMPANY
0

THE COMPANY OWES HER (OT)
1h 30m

+ OT worked **+ Return OT time** **+ Late / owed** **Offset OT against late** since 01/10/2026

DATE	TYPE	TIME	NOTE		
25/10/2026	OT time returned	-1h 30m	afternoon off, booked out in Fresha - Admin		
21/10/2026	OT worked	+1h	covered a colleague who was sick - Admin		
17/10/2026	OT worked	+2h	stayed back to finish a bridal booking - Admin		

Cancel

1 She owes the company and The company owes her (OT), side by side. **2** Add a line for her straight from here: OT worked, Return OT time, Late / owed, or **Offset OT against late**. **3** Her lines, with – for time that lowers a balance and + for time that adds to one.

Checks and tips

Always add a reason. “stayed back to close” or “left early for a doctor appointment” lets anyone understand the line later.

Key it the same day. A line keyed late is easy to forget or to put on the wrong date.

Check the date. The date box is day/month/year. A date in the future shows a warning and still counts.

Do not leave the amber tag. “To block in Fresha” means a person has time off that Fresha does not know about yet, so a customer could be booked in it.

One person, one bar. Names written differently, such as Yang Yang, Yangyang and Yang-Yang, are treated as the same person.

Payroll is separate. This page records the time only. It does not change payroll by itself.