



University of Connecticut

Managing Exceptions

Overview

During Time Administration, the overnight process to validate attendance entered on the Timesheet, all time entered on the Timesheet is validated for accuracy. Time that does not pass validation is flagged with an exception. Once resolved, the time with the resolved exception must go back through Time Administration and be approved before it can be pushed to Payroll for paycheck generation.

Note: Time flagged with a high exception will NOT be paid.

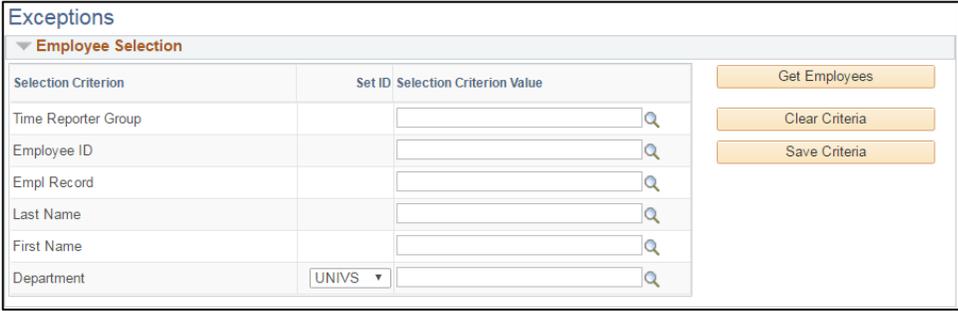
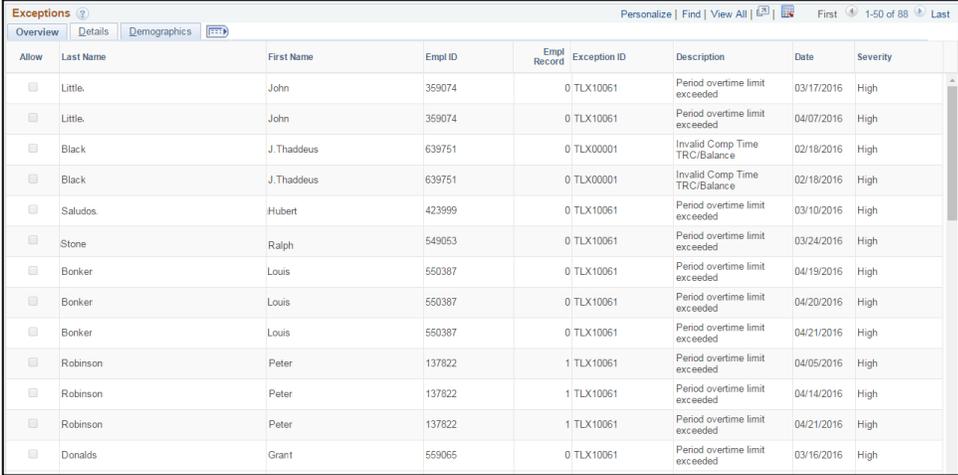
This job aid reviews how to review exceptions in the following ways:

1. via the **Exceptions** page (*recommended method*)
2. via the **Approve Payable Time** page

Process Steps

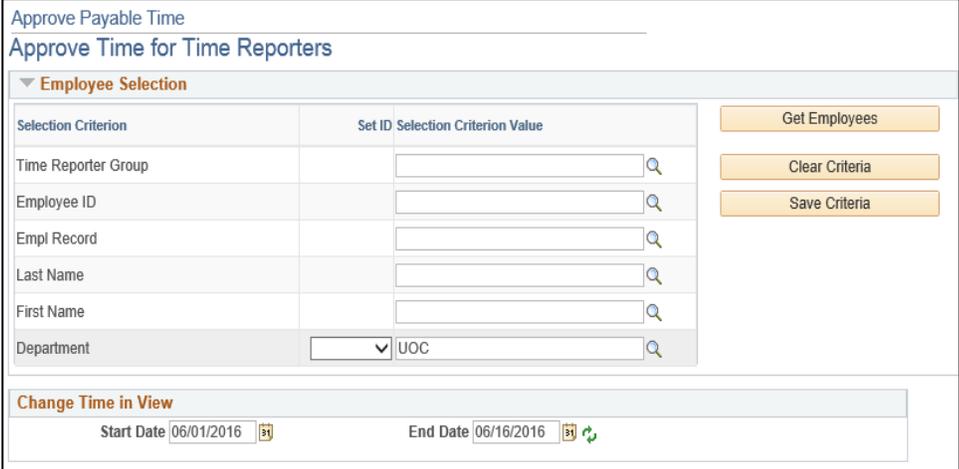
1. Managing Exceptions via the Exceptions page:

Step	Action	Screenshot
1	<p>Time approvers and timekeepers can use the Exceptions page to review all time reported with an exception for employees they approve time for. Once reviewed, time approvers may be able to resolve the exception to enable the employee to be paid for that time.</p> <p>Navigation: Main Menu > Core-CT HRMS > Manager Self Service > Time Management > Approve Time and Exceptions > Exceptions</p>	

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2	<p>On the Exceptions search page, enter the applicable search criteria, including:</p> <ul style="list-style-type: none"> • Time Reporter Group • Employee ID • Last Name • First Name • Department <p>Click Get Employees.</p> <p>Note: If a supervisor is using this functionality and clicks Get Employees without entering search criteria, all employees the supervisor oversees with exceptions will be displayed.</p>																																																																																																																															
3	<p>Click the arrow next to Filtering Options to filter search results.</p> <p>Choose from the filter options. Then, click Select to filter the results.</p>																																																																																																																															
4	<p>The results will appear at the bottom of the page. From this page, time approvers can review exceptions and determine how to resolve. (Refer to the List of Exceptions reference material to determine how to resolve the exception).</p> <p>The Overview tab will display the exception overview. For more information about the exceptions, move to the Details tab.</p>	 <table border="1"> <thead> <tr> <th>Allow</th> <th>Last Name</th> <th>First Name</th> <th>Empl ID</th> <th>Empl Record</th> <th>Exception ID</th> <th>Description</th> <th>Date</th> <th>Severity</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>Little</td><td>John</td><td>359074</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>03/17/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Little</td><td>John</td><td>359074</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/07/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Black</td><td>J.Thaddeus</td><td>639751</td><td>0</td><td>TLX00001</td><td>Invalid Comp Time TRC/Balance</td><td>02/18/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Black</td><td>J.Thaddeus</td><td>639751</td><td>0</td><td>TLX00001</td><td>Invalid Comp Time TRC/Balance</td><td>02/18/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Saludos</td><td>Hubert</td><td>423999</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>03/10/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Stone</td><td>Ralph</td><td>549053</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>03/24/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Bonker</td><td>Louis</td><td>550387</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/19/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Bonker</td><td>Louis</td><td>550387</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/20/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Bonker</td><td>Louis</td><td>550387</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/21/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Robinson</td><td>Peter</td><td>137822</td><td>1</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/05/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Robinson</td><td>Peter</td><td>137822</td><td>1</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/14/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Robinson</td><td>Peter</td><td>137822</td><td>1</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>04/21/2016</td><td>High</td></tr> <tr><td><input type="checkbox"/></td><td>Donalds</td><td>Grant</td><td>559065</td><td>0</td><td>TLX10061</td><td>Period overtime limit exceeded</td><td>03/16/2016</td><td>High</td></tr> </tbody> </table>	Allow	Last Name	First Name	Empl ID	Empl Record	Exception ID	Description	Date	Severity	<input type="checkbox"/>	Little	John	359074	0	TLX10061	Period overtime limit exceeded	03/17/2016	High	<input type="checkbox"/>	Little	John	359074	0	TLX10061	Period overtime limit exceeded	04/07/2016	High	<input type="checkbox"/>	Black	J.Thaddeus	639751	0	TLX00001	Invalid Comp Time TRC/Balance	02/18/2016	High	<input type="checkbox"/>	Black	J.Thaddeus	639751	0	TLX00001	Invalid Comp Time TRC/Balance	02/18/2016	High	<input type="checkbox"/>	Saludos	Hubert	423999	0	TLX10061	Period overtime limit exceeded	03/10/2016	High	<input type="checkbox"/>	Stone	Ralph	549053	0	TLX10061	Period overtime limit exceeded	03/24/2016	High	<input type="checkbox"/>	Bonker	Louis	550387	0	TLX10061	Period overtime limit exceeded	04/19/2016	High	<input type="checkbox"/>	Bonker	Louis	550387	0	TLX10061	Period overtime limit exceeded	04/20/2016	High	<input type="checkbox"/>	Bonker	Louis	550387	0	TLX10061	Period overtime limit exceeded	04/21/2016	High	<input type="checkbox"/>	Robinson	Peter	137822	1	TLX10061	Period overtime limit exceeded	04/05/2016	High	<input type="checkbox"/>	Robinson	Peter	137822	1	TLX10061	Period overtime limit exceeded	04/14/2016	High	<input type="checkbox"/>	Robinson	Peter	137822	1	TLX10061	Period overtime limit exceeded	04/21/2016	High	<input type="checkbox"/>	Donalds	Grant	559065	0	TLX10061	Period overtime limit exceeded	03/16/2016	High
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	<p>On the Details tab, review the Exception Data column to gather more information as to why the exception was created.</p>	
<p>5</p>	<p>Some exceptions can be allowed from the Exceptions page.</p> <p>If the Allow checkbox is active and the Time Approver wants to allow the exception, select the Allow checkbox(es) next to the exception and click Save.</p>	
<p>6</p>	<p>If the Allow checkbox is not active, the time approver or the Payroll Department will need to resolve the exception.</p> <p>If the time approver is able to resolve the exception, navigate to the employee's Timesheet to resolve the exception on the employee's behalf. If the time approver is unable to resolve the exception, contact the Payroll Department for next steps.</p> <p>Note: As a reminder, time created with a <i>High</i> exception will not create payable time for that day, and the employee will not be paid for that time until the exception is resolved.</p>	

2. Managing Exceptions via the Approve Payable Time page:

Step	Action	Screenshot
1	<p>When approving payable time, time approvers can see if an exception was created for payable time on the Approve Payable Time page under the Exceptions column on the page. Once the time approver has additional information on the exception, the time approver on behalf of the employee will navigate to the employee’s Timesheet to update the timesheet and resolve the exception.</p> <p>Navigation: Main Menu > Core-CT HRMS > Manager Self Service > Time Management > Approve Time and Exceptions > Payable Time</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">Approve Time on the Core-CT homepage</p>	
2	<p>On the Approve Payable Time search page, enter the applicable search criteria, including:</p> <ul style="list-style-type: none"> • Time Reporter Group • Employee ID • Last Name • First Name • Department <p>Click Get Employees.</p>	
3	<p>Payable time created with an exception is denoted by an alarm clock in the Exception column on the page.</p>	
4	<p>After the information about the exception has been gathered, navigate to the employee’s Timesheet to update the time and resolve the exception. Refer to the Entering Time or the Approving Prior Period Adjustments job aid to understand how to enter or update time on behalf of an employee.</p>	