Addressing Time Sheet Exceptions Job Aid

Time sheet Exceptions are used to track inconsistencies in worked segments, such as missed punches and hours outside of the employee’s schedule. TCP will generate an exception even if the time segment has been corrected by either the employee or Timekeeper.

Exceptions can be reviewed and addressed one time segment at a time or for multiple time segments exceptions at once, and for one individual employee (i.e., when they notify you of the missed punch) or a group of employees (i.e., for weekly review).

Timekeepers can address exceptions using one of two options:

- Approve the time sheet exception (if the time segment has already been amended or if the exception is a warning [such as for a holiday or the employee was “late”])
- Amend the time segment to resolve the issue that caused the exception (missed punches added, conflicting shifts adjusted, etc.).

Exceptions will need to be addressed and or approved by a Timekeeper prior to the close of the pay period. **Please note that approving a time segment exception does not approve the time segment – it will still require the approval of both the employee and the manager.**

**Note:** It is recommended to view all exceptions for all segments before approving time to ensure the accuracy of the time before the week is closed.

Viewing Exceptions

1. Navigate to the hours using either the Individual Hours (Hours > Individual Hours) or Group Hours (Hours > Group Hours) screen.

2. Populate the employee(s) and time segments to be reviewed for exceptions using the Filter options and adjusting the Start date, Stop date, or Period.

**Note:** If you view exceptions using the Exception filter on the Group Hours screen, as you address the exceptions, those segments will no longer be shown. This is a useful way to know that all segments with the selected exceptions have been addressed.

3. To view a segment’s exceptions, hover the mouse cursor over the red or blue dot on the individual segment.
a. A red dot indicates that the segment requires an approval (Requires Approval) and includes:
   i. Missed Punches
   ii. Missing Employee Approval
   iii. Missing Manager Approval

b. A blue dot indicates that an exception is being tracked on the segment but does not require approval (Exceptions) and includes:
   iv. Late In
   v. Holiday
   vi. Long Break

Address Exception for One Time Segment

1. With the time segment displayed on either the Individual Hours or Group Hours screen, right-click on the exception dot.

2. Click the Approve radio button for the exception types to be approved.

3. Click the Apply button.
Address Exceptions for Multiple Time Segments

1. With the time segment displayed on either the Individual Hours or Group Hours screen, select the checkboxes for the time segments that contain the exceptions to be addressed.

2. Click the Exceptions button.

3. Select the Approve radio button for all exception types to be approved.

4. Click the Apply button.