Managing Exceptions in HR Direct

The Managing Exceptions page allows Timekeepers to easily manage employee timesheet exceptions (errors).

Exceptions (Warnings and Errors) are produced by the Time Administration process (which applies rules and edits). Exceptions are reviewed by timekeepers using the Manage Exceptions page.

Messages may have one of two severity levels:

<u>High-severity Messages</u>

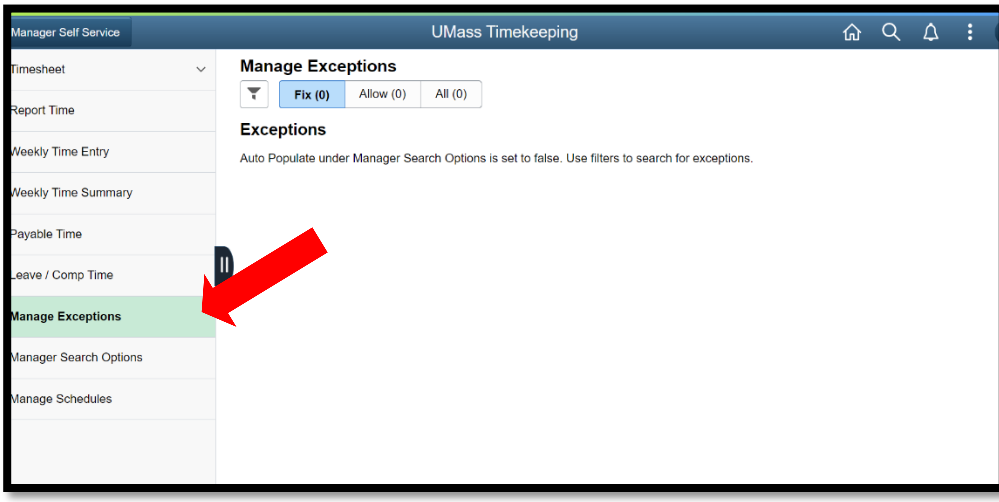
These messages are regarded as errors and will prevent time from being paid unless action is taken.

<u>Low severity Messages</u>

These messages are treated as warnings. They will not prevent time from being paid.

Timekeepers should review exceptions to determine their cause and how to resolve them. Correct reported time or other data as necessary by going back to the timesheet and correcting any day with a “high” exception (error).

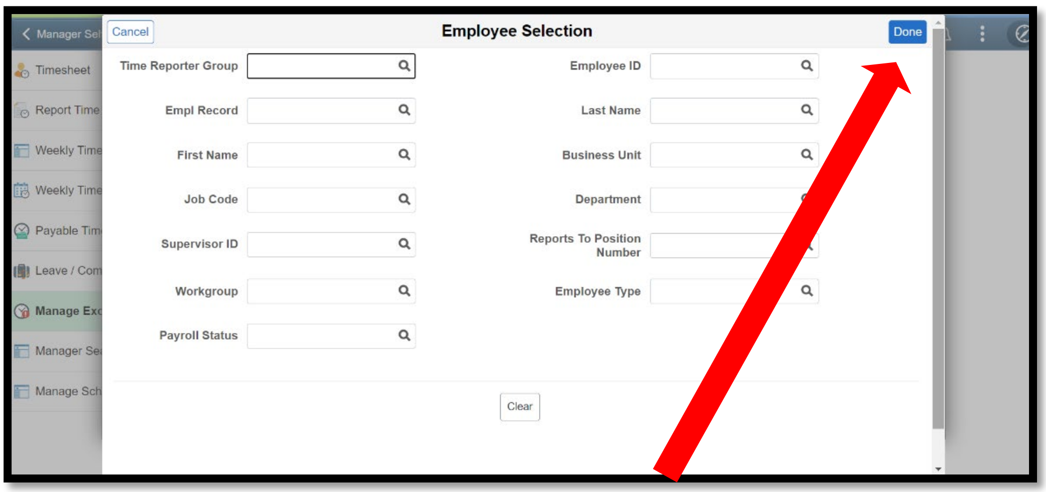
Step	Action
1	Select **Manager Self Service** from the dropdown. From the **Manager Self Service Dashboard** select the **Timekeeping** tile 

2	Select Ma**nage Exceptions** from the left menu. 

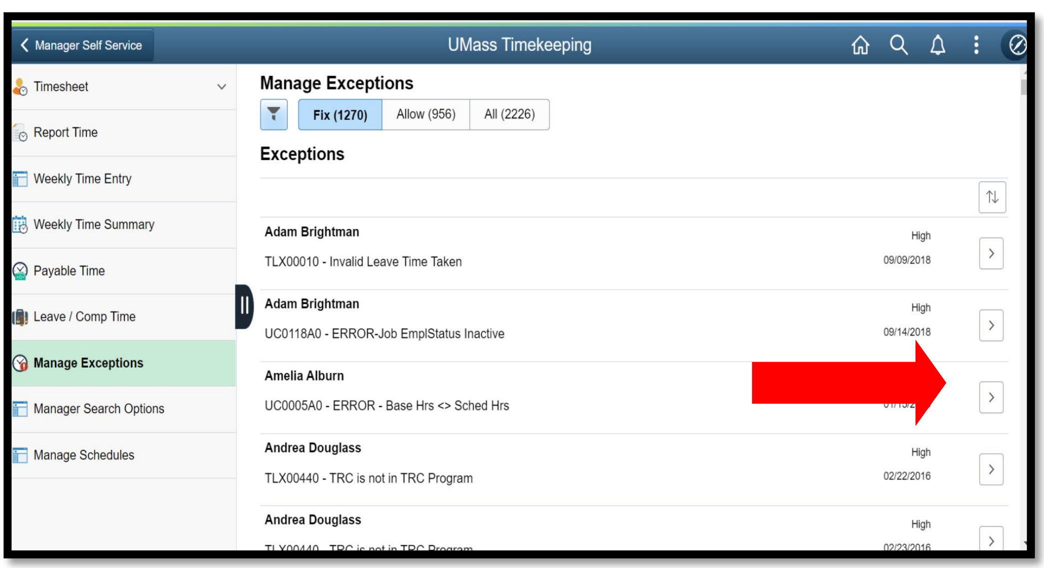
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>
There are numerous Filter options you may use to narrow your search results.

Some Tips on searching for employees:

- Use the Time Reporter Group to look at the departments you have access to.
- Use Employee ID if you know it.
- Set Payroll Status to A (for Active) to pull only employees that are currently active. No terminated employees will be pulled forward.



Select Done when you have entered your Filter criteria.
</td></tr>
<tr><td>4</td><td>
In this instance, we have filtered by Time Reporter Group.



Select the Go To Details button for the employee with the exceptions(s) that need to be resolved.
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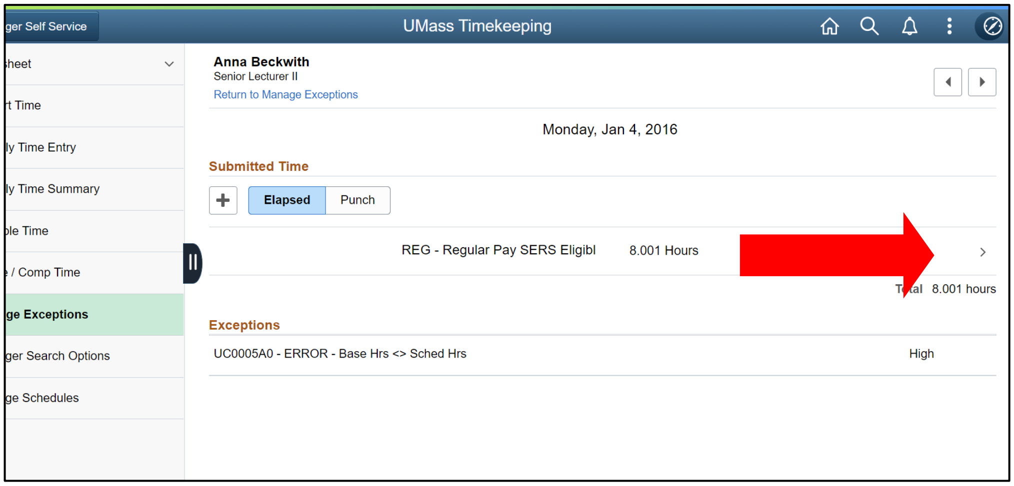
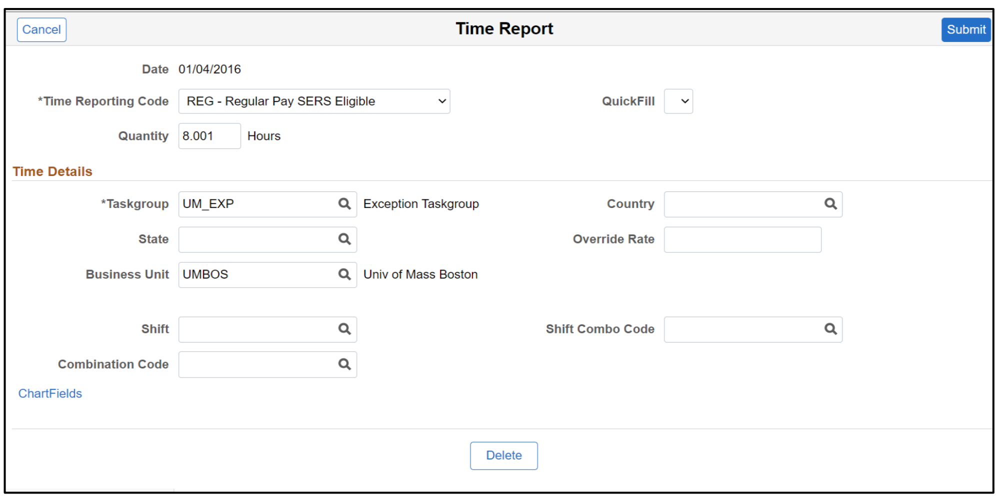
Step	Action
5	Click the **Go To Detail** arrow to view the details of the time previously reported. 
6	Adjust the time as needed and select Submit. 

Step	Action
7	Use the **Return to Manage Exceptions** link to go back to the **Manage Exceptions** page.