



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:


High-severity Messages

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

Low severity Messages

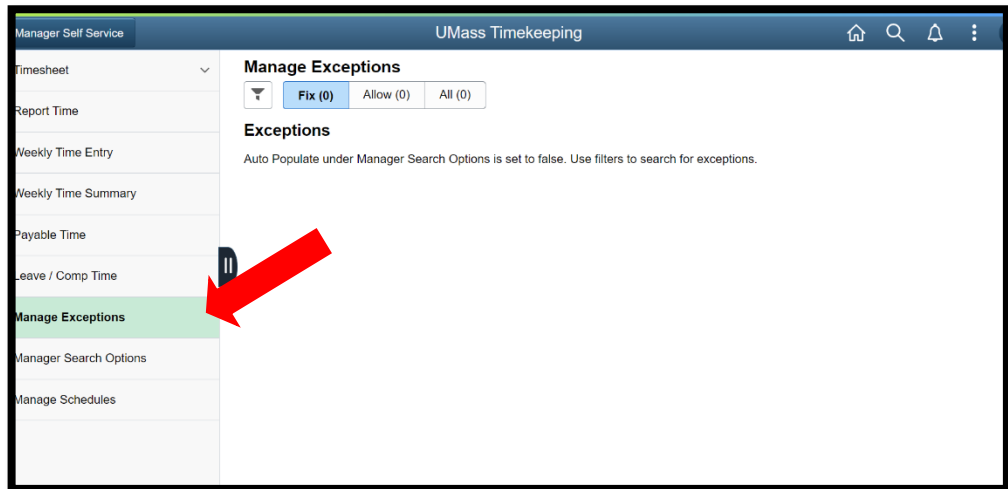
These messages are treated as warnings. They will not prevent time from being paid.

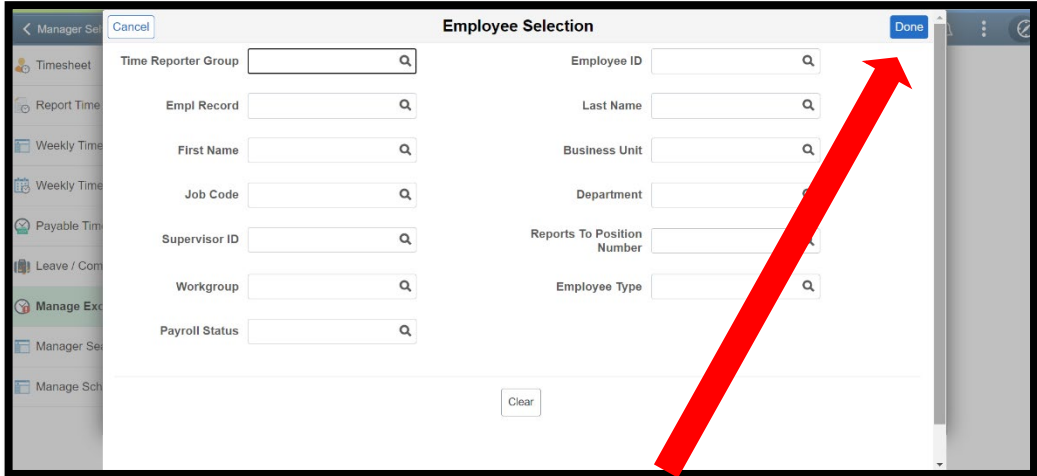
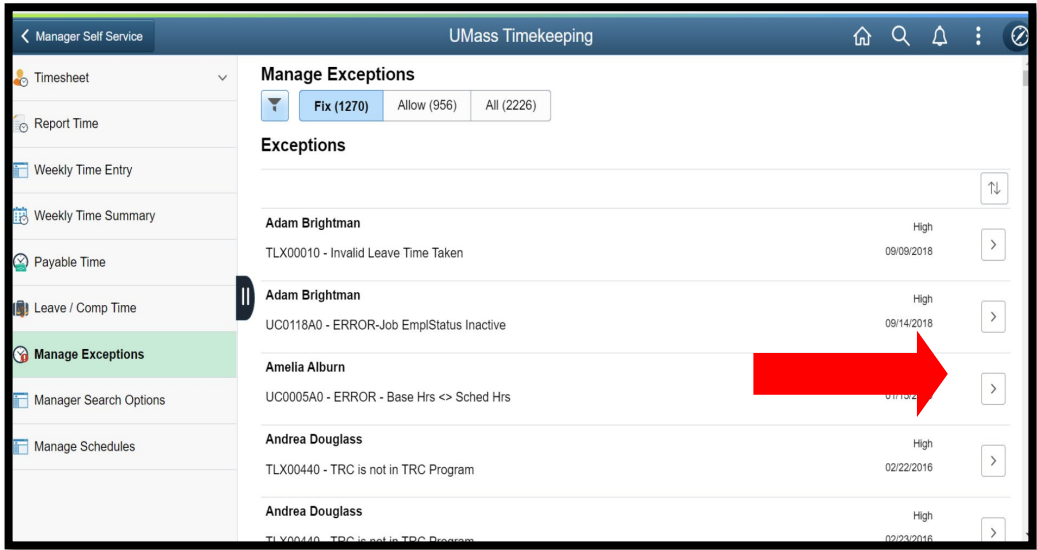
Timekeepers should review exceptions to determine their cause and how to resolve them. Correct reported time or other data as necessary by going back to the timesheet and correcting any day with a “high” exception (error).

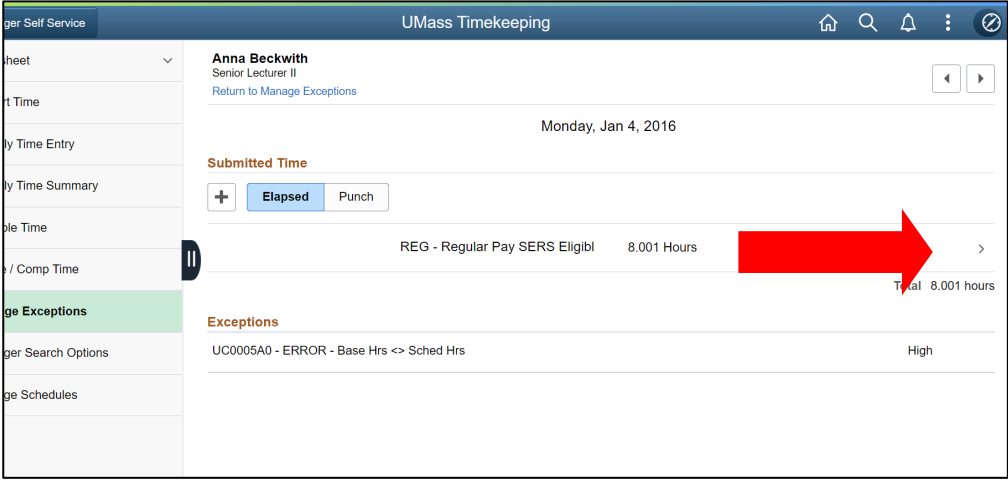
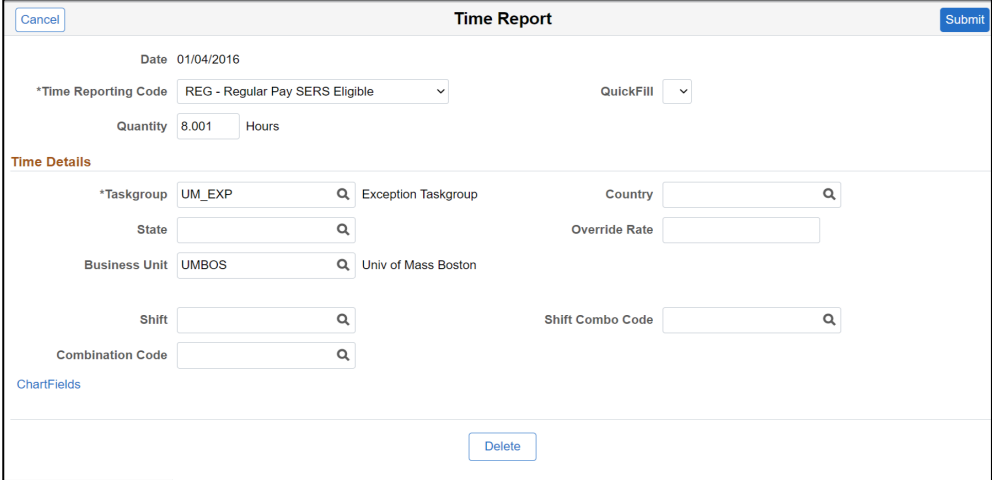
Step	Action
1	<p>Select Manager Self Service from the dropdown.</p> <p>From the Manager Self Service Dashboard select the Timekeeping tile</p>  <p>The screenshot shows a web interface with a blue header bar containing the text 'LTT' and 'Manager Self Service'. Below the header, there are two white tiles. The left tile is titled 'Approve Payable Time' and features a clock icon with a red checkmark. The right tile is titled 'Timekeeping' and features a clock icon with a red circle around it. The 'Timekeeping' tile is highlighted with a red border.</p>

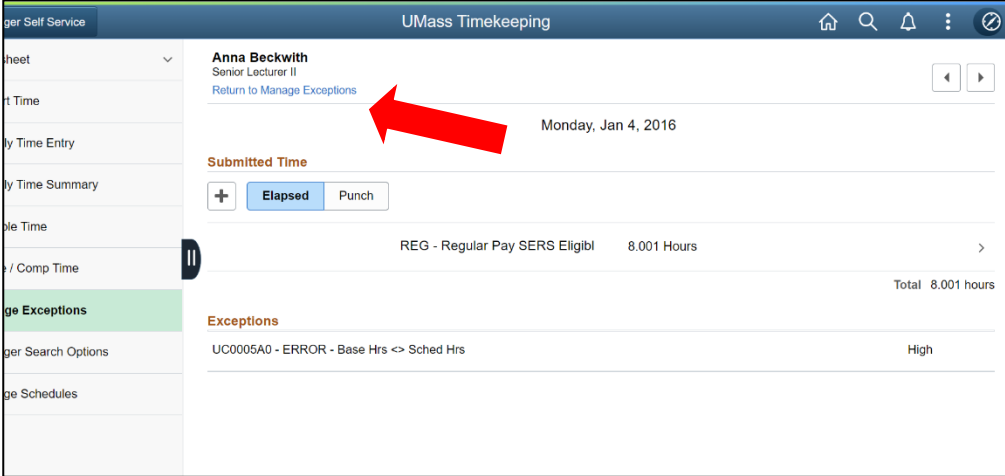
2

Select **Manage Exceptions** from the left menu.



Step	Action
3	<p>There are numerous Filter options you may use to narrow your search results.</p> <p><i>Some Tips on searching for employees:</i></p> <ul style="list-style-type: none"> • 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.  <p>Select Done when you have entered your Filter criteria.</p>
4	<p>In this instance, we have filtered by Time Reporter Group.</p>  <p>Select the Go To Details button for the employee with the exceptions(s) that need to be resolved.</p>

Step	Action
5	<p>Click the Go To Detail arrow to view the details of the time previously reported.</p> 
6	<p>Adjust the time as needed and select Submit.</p> 

Step	Action
7	<p>Use the Return to Manage Exceptions link to go back to the Manage Exceptions page.</p>  <p>The screenshot shows the UMass Timekeeping interface for user Anna Beckwith, Senior Lecturer II, on Monday, Jan 4, 2016. The interface includes a left-hand navigation menu with options like 'Sheet', 'Time', 'Time Entry', 'Time Summary', 'Time', and 'Comp Time'. The main content area displays 'Submitted Time' with a '+ Elapsed Punch' button and a summary for 'REG - Regular Pay SERS Eligibl' showing 8.001 Hours. Below this, the 'Exceptions' section is visible, listing 'UC0005A0 - ERROR - Base Hrs <=> Sched Hrs' with a 'High' priority. A red arrow points to the 'Return to Manage Exceptions' link in the top navigation bar.</p>