

# Resolve Timecard Exceptions - Hourly Timecard

Provides step-by-step instructions on how to review and resolve timecard exceptions.

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### **Timecard Exceptions**

When employees deviate from their expected time, the system generates an exception. Exceptions can be day-based or segment-level. Day-based exceptions (such as short shift or unscheduled) affect the entire day. Segment-level exceptions affect only part of the day.

### **Common Exceptions and Visual Indicators**

Although the actual exceptions configured vary by company, the following are common exceptions and their visual indicators:



The cell is solid red when there is a missed in or out punch.



Action is required for an exception on this day.



When the system generates an exception, the icon is red with a white line near the top. Depending on your configuration, the system might automatically add an auto-resolved **paycode** to the timecard if an exception occurs because of missing time, such as a late punch or absence.



When a manager marks an exception as reviewed or justifies a missing time exception, the icon color changes to green.



When an employee justifies a missing time exception, the icon color changes to red (with two white lines).



If there is more than one exception, the color reflects the most severe state of all the exceptions, and the white lines are diagonal.



If an absence has been excused, icon is blue with three horizontal lines.



When an exception or punch is system-generated, the icon is purple with one diagonal line and the punch displays in purple.



Holiday exceptions

## Mark Exceptions as Reviewed

You can mark an exception as reviewed to show that you know about the exception but have decided to take no further action.

### Navigation: Main Menu > Time > Timecards

1. Right-click on the exception indicator corresponding to the exception.
2. Select **Mark as Reviewed**.

The color of the exception changes to green and the Mark as Reviewed button changes to Unmark as Reviewed, which you can use if you change your mind.

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## Add Comments to an Exception

Comments are short, predefined descriptions that you can add to exceptions.

### Navigation: Main Menu > Time > Timecards

1. Select and right-click the exception, then select **Comments**.
2. On the Comments panel:
  - If there are multiple events in a single cell, the Comment On drop-down list appears. Select an event from the list, for example, a cell that has an unscheduled punch identifies two events: punch, and unscheduled.

- Select a comment from the Select a Comment drop-down list. You can also enter some letters to search for a comment.
- If needed, add a note at the **Type a note (optional)** box.
- Optionally, select **Add Another Note**, enter a note in the text box and then select **Add**.

3. When finished, select **Apply** and then select **Save**.

4. The Comments icon in the punch or paycode cell indicates that a comment was added.

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## Absence Exceptions Resolution

An absence indicates whether an employee was not at work on a particular day.

There are two types of absence:

- Excused Absence - an absence that was planned and approved.
- Unexcused Absence - an absence that was not planned and approved.

The Absence column identifies absence exceptions. Adding a paycode is a way to resolve unexcused absence exceptions.

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## Add or Edit a Paycode

You can resolve unexcused absence exceptions by adding a paycode.

**Navigation: Main Menu > Time > Timecards**

1. On the timecard grid, from a **Paycode** drop-down list, select a paycode.
    - To add a paycode on the same day that has a punch, select the **Add Row** icon and enter the paycode on the new row.
  2. Enter the number of hours as a positive or negative amount in the Amount column. For example, 8 hours or -8 hours, as necessary.
  3. Select **Save**.
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