












Resolve Timecard Exceptions – Hourly Timecard


This job aid explains how you can review and resolve timecard exceptions for your hourly employees.



About 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.
- 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

To mark exceptions as reviewed:


- Right-click on the exception indicator corresponding to the exception.
- Click **Mark as Reviewed**  to show that you know about the exception but have decided to take no further action. 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.

Date	Schedule	Absence	In	Out
Tue 10/30	9:00 AM - 5:15 PM		 9:08 AM	 5:23 PM
<div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Very Early In; 9:08 AM; Edited </div>				

To add comments to an exception:

- Select and right-click the exception, then select **Comments**.
- In 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 in the **Type a note (optional)** box.
 - Optionally, click **Add Another Note**, enter a note in the text box and then click **Add**.
- When finished, click **Apply** and then click **Save**.

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


Date	Schedule	Absence	In	Out
Tue 10/30	9:00 AM - 5:15 PM		9:08 AM 	5:23 PM

To resolve absence exceptions:



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.

Date	Schedule	Absence	In	Out
Sun 11/04				
Mon 11/05	7:00 PM - 7:00 AM			

Add or edit a pay code

1. In the timecard grid, click a **Paycode** menu, then select a paycode from the drop-down list. Note that you cannot add a paycode to a row that includes a punch.
 - To add a paycode on the same day that has a punch, click 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. Click **Save** .

Date	Schedule	Absence	Pay Code	Amount	Shift
Sun 11/04					
Mon 11/05	7:00 PM - 7:00 AM				
Tue 11/06	7:00 PM - 7:00 AM		JURY	8:00	
Totals			JURY		Audits