

Viewing and Managing Exception Errors as an Approver

In this topic, you will learn how to view and correct exception errors related to time entry.

Exception Errors are generated after reported time is submitted and either incorrect information has been entered or the transaction does not comply with a defined rule.

There are two different types of exception errors.

- **High Exception Errors**


High means that the offending time transaction must be changed/fixed to clear out the exception in order for the employee to be paid. If these exceptions are not cleared up, the payable time for the entire day will not be processed and the employee will not be paid.

Depending on which error is encountered, the Employee, Supervisor, Timekeeper, and /or Human Resource Services can correct these time entries.

- **Low Exception Errors**

These errors do not affect payable time and the employee will be paid. Low exception errors represent warnings that can be allowed.

Only Supervisors, Timekeepers, and Human Resource Services can mark these errors as 'allowed' on the exception page.

	Since Exception Errors can affect an employee's pay, it is highly recommended that all exceptions be reviewed and cleared prior to approving time and labor transactions.
---	---

Below is a list of the most common Exception Errors that may occur.

For a complete list of Exception Errors refer to the 'Time and Labor Exception Messages' reference document. (*Links to reference material are provided at the end of this topic.*)

Training Guide

Viewing and Managing Exception Errors as an Approver



Note: Comp Time refers to an employee's overtime bank balance

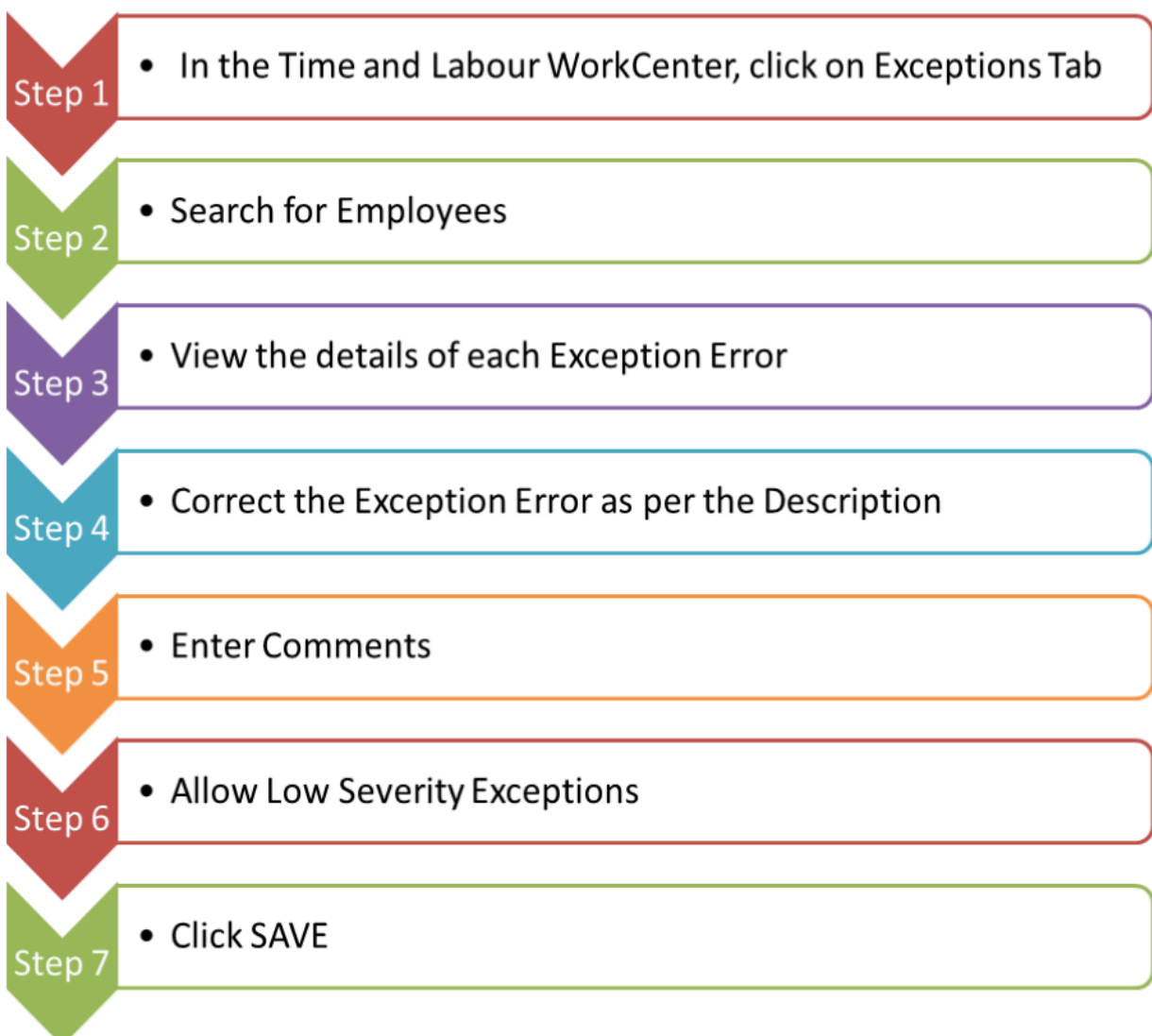
Exception ID	Description	Issue	Resolution	Fixed By	Severity
TLX00001	Invalid Comp Time *TRC/Balance	An invalid bank time transaction has been created; entries that result in a balance higher than the maximum allowed, or lower than minimum allowed (zero).	Change the time entry to correct the situation after reviewing the balance available.	Employee	High
TLX00010	Invalid Leave Time Taken	Occurs when a leave absence is taken in excess of their available balance. The employee is not enrolled in the plan or the entry resulted in an invalid balance.	Confirm the current balance by referring to your balance on the timesheet page, any hours in excess of the balance needs to be changed to Vacation or Leave Without Pay. If it is believed that there is an error with the bank time balance, contact your Supervisor to investigate.	Employee	High
UAEX_03G	Casual Ill > 3 Days (General Ill)	Occurs when Employees eligible for general illness have entered more than 3 consecutive days of casual illness	Employee to change time to general illness code and resubmit. (this will trigger Doc note exception)	Employee	Low (allowable)
UAEX_03D	Casual Ill > 3 Days (Doc Note)	For employees who have entered 3 or more consecutive days of casual illness (not eligible for general illness)	Doctor's note to be provided then Supervisor can allow. If no note provided, time needs to be removed	Timekeeper or Supervisor	Low (allowable)

* TRC – Time Reporting Code is the code used when entering earnings or leave time.

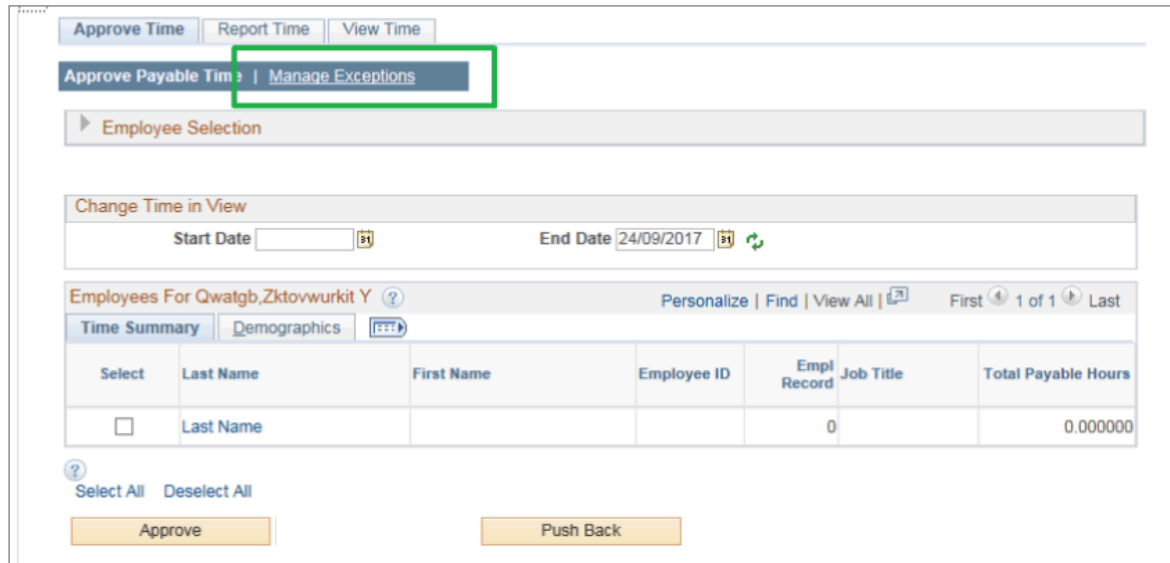
Procedure

Navigation Path: [Main Menu](#) > [Manager Self Service](#) > [Time Management](#) > [Time & Labor WorkCenter](#)

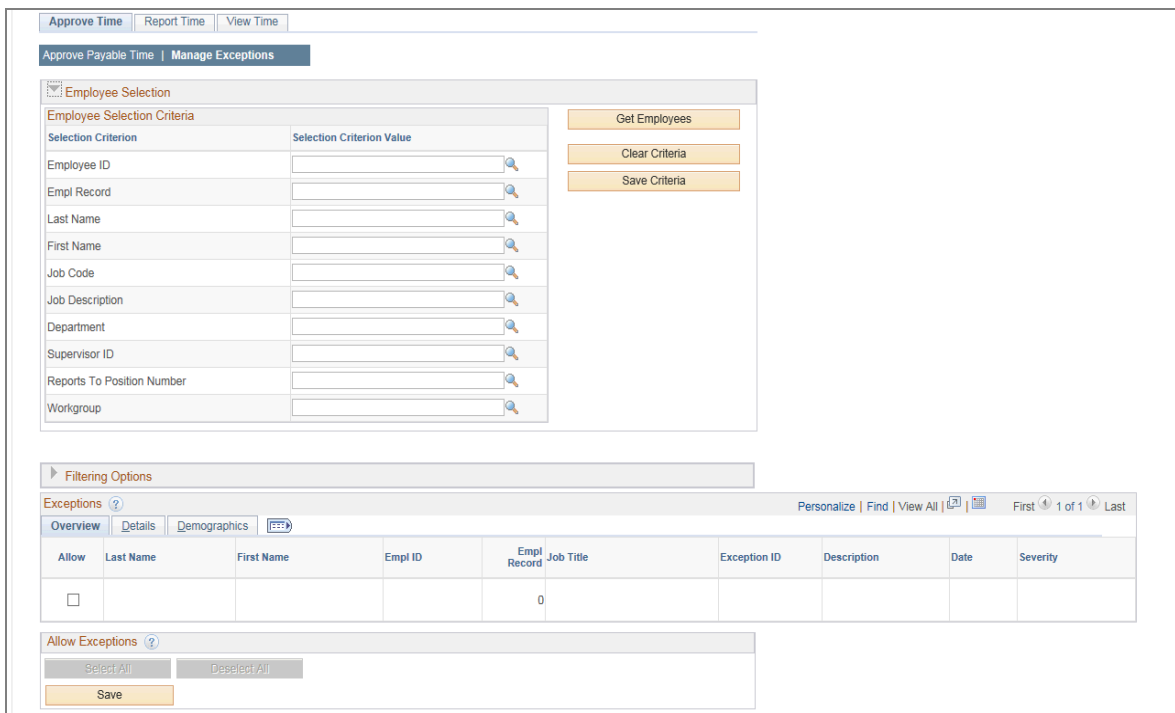
Steps For Clearing Exception Errors



- Step 1:** Navigate to the **Time and Labor WorkCenter** page and click the **Exceptions** link.



- Step 2:** Search for Employees
 Click the **Expand Employee Selection** button.



- Click the **Get Employees** button.

4. **Step 3: View the Details of the Exception Errors**

The **Exceptions** page provides a list of time entry transactions that have exceptions that need to be resolved or allowed.

Once the Time Administration process has run (noon and nightly), a review of any Exception Errors that may have been generated is required.

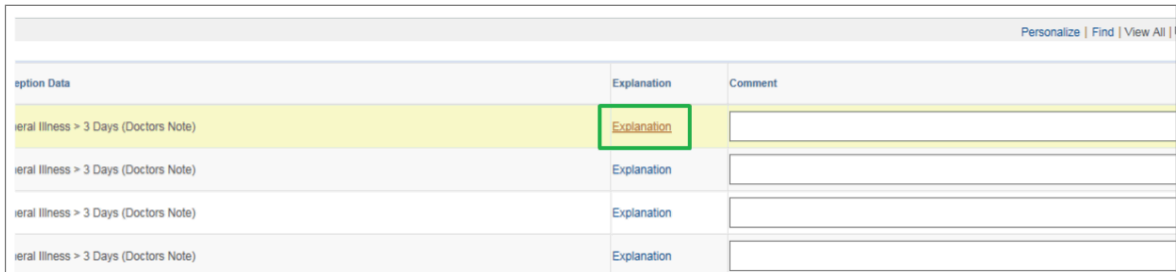
5. Click the **Details** tab.



Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Source	Last Updated	Excep
<input type="checkbox"/>	Jeqj	Kubte	1106097		0 Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	Gener
<input type="checkbox"/>	Jeqj	Kubte	1106097		0 Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	Gener

6. The **Details** tab provides additional information on the Exception (e.g. Source, Last Updated, etc).

7. Scroll over to the Explanation column and Click the **Explanation** link.



Exception Data	Explanation	Comment
erial illness > 3 Days (Doctors Note)	Explanation	
erial illness > 3 Days (Doctors Note)	Explanation	
erial illness > 3 Days (Doctors Note)	Explanation	
erial illness > 3 Days (Doctors Note)	Explanation	

8. The **Exception Explained** page provides a detailed description of the Exception Error.

Exception Explained

Exception ID
UAEX_004

Description
 General Ill > 3 Days(Doc Note)
 A general illness has been entered greater than 3 consecutive days and a doctor's note is required. If a doctor's note is not provided, then time may need to be removed, or changed from illness to Leave without Pay, Bank Time Taken or Vacation Time Taken

[Return](#)

9. Click the **Return** button to go back to the Exceptions page

10. **Step 4: Correct the error as per the Description.**

In this example, no correction within the system is required.

11. **Step 5: Enter Comments**

Once the error is corrected, go to the **Comment** column and enter your comments describing the action taken.

In this example, enter "**Received Doctor's Note June 19, 2017**".

Personalize Find		
Exception Data	Explanation	Comment
General Illness > 3 Days (Doctors Note)	Explanation	Received Doctor's Note September 3, 2017
General Illness > 3 Days (Doctors Note)	Explanation	
General Illness > 3 Days (Doctors Note)	Explanation	
General Illness > 3 Days (Doctors Note)	Explanation	

12. **Step 6: Allow Low Exception Errors**

To allow a Low Exception, click the "Allow" checkbox for the row that has the Low Exception you would like to allow.

In this example, click the Allow option for the highlighted line.

Click the **Allow** option.

Approve Time | Report Time | View Time

Approve Payable Time | Manage Exceptions

Employee Selection

Filtering Options

Exceptions ?

Overview | Details | Demographics

Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Source	Last Updated	Exception
<input checked="" type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General

13. You can continue to correct and allow additional transaction lines.

14. **Step 7: Click Save**

Once all exceptions have been allowed, click the **Save** button.

Employee Selection

Filtering Options

Exceptions ?

Overview | Details | Demographics

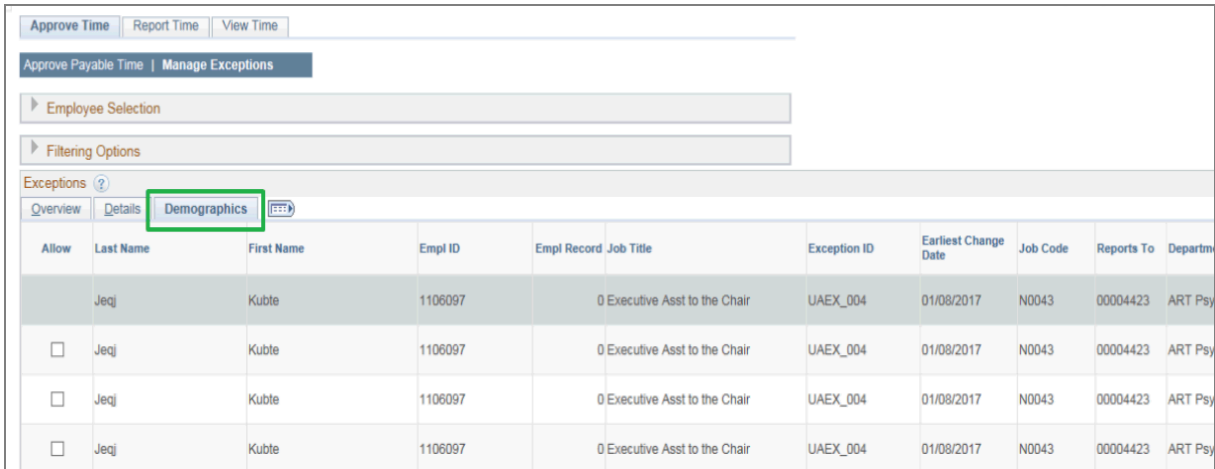
Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Source	Last Updated	Exception
<input checked="" type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_004	Time Administration	27/06/2017 8:46:05PM	General
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	27/06/2017 8:45:46PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	27/06/2017 8:45:46PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	27/06/2017 8:45:46PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	27/06/2017 8:45:46PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	27/06/2017 8:45:46PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	25/07/2017 4:09:13PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	25/07/2017 4:09:13PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	25/07/2017 4:09:13PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	25/07/2017 4:09:13PM	Casual
<input type="checkbox"/>	Jeqj	Kubte	1106097	0	Executive Asst to the Chair	UAEX_03G	Time Administration	25/07/2017 4:09:13PM	Casual

Allow Exceptions ?

Select All | Deselect All

Save | Update Exception

15. Click the **Demographics** tab.



Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Earliest Change Date	Job Code	Reports To	Department
	Jeqj	Kuble	1106097	0	Executive Asst to the Chair	UAEX_004	01/08/2017	N0043	00004423	ART Psy
<input type="checkbox"/>	Jeqj	Kuble	1106097	0	Executive Asst to the Chair	UAEX_004	01/08/2017	N0043	00004423	ART Psy
<input type="checkbox"/>	Jeqj	Kuble	1106097	0	Executive Asst to the Chair	UAEX_004	01/08/2017	N0043	00004423	ART Psy
<input type="checkbox"/>	Jeqj	Kuble	1106097	0	Executive Asst to the Chair	UAEX_004	01/08/2017	N0043	00004423	ART Psy

16. The **Demographics** tab provides information regarding the Employee's Job Code, Reports To, Department, etc.

Low severity exceptions are more of a warning providing you a heads up. The 'Allow' option will be active. Once you have met the exception requirements check off the 'Allow' option and when you click save, the exception will disappear. Low severity exceptions **MUST** be allowed, before it will be removed from the Exceptions list.

High Severity exceptions require further action with the time entry transaction before it will be available for approval. The 'Allow' option will be greyed out.

17. Clearing all exceptions is important; however High Exceptions must be cleared in order for any time entered for that day to be available for approval and be processed.
18. Congratulations! You have completed the training on how to View and Manage Exception Errors as an Approver.

For reference materials and more tutorials please click the book icon provided below.

End of Procedure.



For **Employees**, all PeopleSoft HCM Learning Reference Materials are available within the Faculty & Staff website under the applicable sections of the Employee Self Service web page (<https://www.ualberta.ca/faculty-and-staff/my-employment/employee-self-service>).



For **HR Professionals**, all PeopleSoft HCM Learning Reference Materials are available within the Human Resource Services website under the PeopleSoft Training web page (<https://www.ualberta.ca/human-resource-services/managing-administration/peoplesoft-training>).



Refer to the Online Learning web page (<https://www.ualberta.ca/human-resource-services/managing-administration/peoplesoft-training/online-learning>) within the Human Resource Services website for all Online Tutorials and videos.