

Managing Exceptions in Time & Labor A Guide for Approvers and Department Processors

Exceptions are problems which prevent time and labor from processing correctly. It is important that you view exceptions **prior** to approving to be able to notify employees of any exceptions and allow time for the entry to be corrected and, where necessary, approved after the Time & Labor nightly process.

This guide will assist you in understanding all exceptions.

Security Roles

You will need one of the following roles to manage exceptions in time and labor

- ✓ UF_TL_DEPT_APPROVER
- ✓ UF_TL_DEPT_PROCESSOR

Exception Levels

All myUFL Time & Labor exceptions are considered high level. Exceptions in time and labor will block the generation of payable time. Therefore, the **employee will not be paid accurately until the exception is corrected**. It is therefore essential that these are resolved promptly. **Note:** When an employee's time reporting has created an exception, the exception time will not be seen in Payable Time Detail, Payable Time Summary, or any other views of time in Manager Self Service.

Exceptions include:

- ▶ **Hours exceed 40 in a work week (exempt employees only)**
- ▶ **Invalid punch order**
- ▶ **More than 24 hours reported in one day**
- ▶ **Invalid Time Reporting Codes (TRCs)**

To View Group Exceptions

1. Log on to myUFL using your GatorLink username and password
2. Navigate to **NavBar > Main Menu > Human Resources > Manager Self Service > Time Management > Approve Time and Exceptions > Exceptions**
3. Enter or search for your **Time Reporter Group**
4. Click **Get Employees**
5. The list of exceptions will be shown at the bottom of the screen.

Note: After determining the employees with exceptions, Approvers should contact each employee and advise him or her of the issue with his or her time/leave entry. The employee should then make the corrections. If the employee is unable to make the adjustments, the Approver should ask the Department Processor to make the corrections. After the corrections are made and the overnight time administration run is complete, the approval process can be completed.

Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Description	Date	Severity
<input type="checkbox"/>	Exempt	Xena	41830000		0 ADMINISTRATIVE AST, SR	TLX9999	Hours exceed 40 needs reviewed	02/12/2015	High

To Resolve Exceptions

The best practice for correcting exceptions is to contact the employee who has the exception and have him or her make the correction. The day after the correction is made, the time/leave can be approved, where necessary.

However, due to time or employee contact limitations, department processors may have to adjust an employee's time.

Note: Only department processors can adjust employee time/leave. Approvers must request the employee or department processor make the needed change before approving. If a department processor must adjust an employee's time/leave, he or she must not then approve the same. Approvers must approve the adjusted time/leave.

1. Navigate to **Nav Bar > Main Menu > My Self Service > Manager Self Service > Time Management > Report Time > Timesheet**
2. Search for or enter the Empl ID of the employee
3. Adjust the dates as necessary to select the beginning of the pay week and click the Refresh button
4. Click the **Get Employees** button
5. Select the name of the desired employee
6. Adjust time or leave as necessary

From Friday 02/06/2015 to Thursday 02/12/2015							Total	Time Reporting Code		
Fri 2/6	Sat 2/7	Sun 2/8	Mon 2/9	Tue 2/10	Wed 2/11	Thu 2/12			+	-
8.00			8.00	8.00	8.00	8.00	40.00	115-Regular TEAMS (S) - TMS		
			8.00				8.00	185-Vacation Used - VAC		

(In the above example, the employee was not on vacation on Friday, 2/9 and that row is being deleted to correct the exception.)

7. Click the **Submit** button
8. Click **OK**

Types of Exceptions

Hours exceed 40 in a work week (exempt employees only)

- ▶ An example of this exception would include recording more than 40 hours of time using any combination of regular earnings TRCs, for example:
 - TMS Regular TEAMS
 - FAC Regular Faculty
 - VAC Vacation Used
 - SCK Sick Leave Used
 - ADMIN Administrative Leave
 - EMC Emergency Closing

- ▶ If the employee is still active, and the **date of the reported time is not beyond 30 days**, the employee can correct the time. **If the reported time is between 31-60 days**, the department processor can correct the time
- ▶ If employee is still active, and the **date of the reported time is beyond 60 days**, you must complete and email the Prior 60 Day Request to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu.
- ▶ If the employee's empl record has been terminated in Job Data, but the employee is still employed, complete and fax the On Cycle Adjustments form to University Payroll and Tax Services at 846-0166. **Note:** Prior to December 25, 2009, Hours exceed 40 was a low level exception. As a result, prior to 2010 this exception resulted in overpayments. Therefore, if the exception is prior to 2010 and the employee is terminated, a Wage Refund Calculation Form must be submitted

Hours exceed 40 Example #1

In this example, the employee reported 48 hours in *Timesheet*. The error was reporting 8 hours Regular TEAMS and 8 hours Vacation on the same day (3/6). This creates a high level exception and is viewed in the *Exceptions* section as shown below. **Note that the date in this section is the date on which the Hours exceed 40 exception was created.**

In this example, the exception was not resolved prior to the end of the pay cycle. Since 32 hours had been reported (and approved, where required) from Friday, 3/6 – Wednesday, 3/11, the **Hours exceed 40 rule** allowed the employee to be paid for all time reported except for 8 hours for Thursday, 3/11.

To resolve the exception, the department needs to verify if the employee worked on Friday, 3/6 or was on vacation on Friday, 3/6. If the employee was on vacation and was paid correctly, the time needs to be corrected to remove the outstanding exception. If the employee worked on Friday, 3/6, the leave time needs to be removed to accurately reflect the employee's use of leave.

I UNDERSTAND that the below hours may not accurately reflect my actual daily hours but represent the weekly (Friday – Thursday) total. By submitting my time, I agree that my total actual hours meet or exceed total time reported.

Select Another Timesheet

*View By Week Previous Week Next Week

*Date 03/06/2015 Punch Timesheet

Scheduled Hours 40.00 Reported Hours 48.00

From Friday, 03/06/2015 to Thursday 03/12/2015

Fri 3/6	Sat 3/7	Sun 3/8	Mon 3/9	Tue 3/10	Wed 3/11	Thu 3/12	Total Time Reporting Code		
8.00			0.00	0.00	8.00	8.00	24.00 115-Regular TEAMS (S) - TMS	+	-
8.00			8.00	8.00			24.00 185-Vacation Used - VAC	+	-

Submit

Hours exceed 40 Example #2

In this example the Timesheet screen shows 10 hours reported on Thursday 6/21, making a total of 42 hours for that week. Note that the employee would not be paid for any of the 10 hours and **would receive pay for 32 hours only**. The time must be corrected and the overnight process must be run to allow the employee in this example to be paid correctly. By reviewing exceptions before approving time, the employee can be notified of the error timely.

From Friday 03/06/2015 to Thursday 03/12/2015							Total Time Reporting Code		
Fri 3/6	Sat 3/7	Sun 3/8	Mon 3/9	Tue 3/10	Wed 3/11	Thu 3/12			
8.00			8.00	8.00	8.00	10.00	42.00	115-Regular TEAMS (S) - TMS	+ -

Submit

Invalid punch order (non-exempt employees):

- ▶ If the employee is still active, and the date of the reported time is not beyond 30 days, the employee can correct the time. If the reported time is between 31-60 days, the department processor can correct the time.
- ▶ If employee is still active, and the date of the reported time is beyond 60 days, you must complete and email the Prior 60 Day Request to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu.
- ▶ If the employee's empl record has been terminated in Job Data, but the employee is still employed, complete and email the On Cycle Adjustments form to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu.

More than 24 hours reported in a day (non-exempt employees)

- ▶ This is usually caused by invalid a.m./p.m. punches or misplacing the decimal point (i.e., 80.00 instead of 8.00)
- ▶ If the employee is still active, and the date of the reported time is not beyond 30 days, the employee can correct the time. If the reported time is between 31-60 days, the department processor can correct the time.
- ▶ If employee is still active, and the **date of the reported time is beyond 60 days**, you must complete and email the Prior 60 Day Request to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu.
- ▶ If the employee's empl record has been terminated in Job Data, but the employee is still employed, complete and email the On Cycle Adjustments form to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu

More than 24 hours have been reported in a day: This example shows an exception which will not cross over to payable time. The employee should be notified of the exception so he or she can make the correction. However, due to time or employee contact limitations, department processors may have to adjust an employee's time or leave. To correct the exception department processors can access the week in **Timesheet** and correct the hours reported.

Invalid TRCs

- ▶ Typically caused by a change in employee's workgroup
- ▶ Verify the effective date of change in Job Data and use that date as the beginning date in Timesheet.
- ▶ For leave entries, select the correct **TRC**
- ▶ For time entries, the "In" time of the offending entry needs to be changed by one minute, the change submitted, then changed back to the original time and submitted again. This is called "touching time" and allows the system to use the TRC from the current workgroup rather than the previous workgroup.
- ▶ If employee is still active, and the date of the reported time is beyond 60 days, contact Payroll and Tax Services at timelaborhelp@admin@ufl.edu.
- ▶ If the employee's empl record has been terminated in Job Data, but the employee is still employed, complete and email the On Cycle Adjustments form to University Payroll and Tax Services at timelaborhelp@admin.ufl.edu.

Special Notes

- ▶ You cannot "Clean Up" or allow exceptions. The exception must be corrected
- ▶ Any corrected exceptions for non-exempt employees will show the following day for approval. Only corrections made to leave time (i.e., VAC, SCK) for exempt employees require approval. Therefore, these corrections must be approved in order to complete the process
- ▶ All forms required can be located at <http://fa.ufl.edu/forms/#PTS>

Additional Help

Payroll and Tax Services 352-392-1231
timelaborhelp@admin.ufl.edu
<http://www.fa.ufl.edu/departments/payroll-tax-services/>

HRS Benefits: 352-392-2477
central-leave@ufl.edu – for leave inquiries
<http://hr.ufl.edu/benefits/leave/>

Additional resources are available at the [Time and Labor toolkit](#).