



Exceptions

An **Exception** in TimeClock Plus® is a critical event that needs to be flagged when reviewing hours. It can also require approval before exporting to payroll, closing the week, or clocking in and out.

While TimeClock Plus can be set to track several different exceptions, the user has the ability to choose which exceptions are being tracked for their employees by browsing to **Employee > Employee Profiles > Exceptions** tab.

There are three categories of exceptions, with each of the types of exceptions listed below.

NOTE: Any exceptions that are marked as **Requires approval for clock operation** will automatically be approved in the segment when a manager override is performed.

Approvals

Track employee approval: With this option checked, segments without **employee approval** will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own unapproved segments.

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- **Requires approval before closing the week:** When this box is checked, segments must be approved by the employee before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments must be approved by the employee before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track manager approval: With this option checked, segments without **manager approval** will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own unapproved segments.
- **Requires approval before closing the week:** When this box is checked, segments must be approved by the manager before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments must be approved by the manager before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track other approval: With this option checked, segments without **other approval** will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own unapproved segments.
- **Requires approval before closing the week:** When this box is checked, segments must be approved by the other supervisor before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments must be approved by the other supervisor before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Shift Exceptions

Track conflicting shift: With this option checked, segments that share time with another segment (e.g., clocking in while already clocked in) will be flagged. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own conflicting shift segment exceptions.
- **Requires approval before closing the week:** When this box is checked, conflicting shifts must be approved before the week can be closed.



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- **Requires approval before exporting:** When this box is checked, conflicting shifts must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track overtime comp time: If using Comp Time, then any comp time that occurs during overtime will be tracked through this option. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own overtime comp time exceptions.
- **Requires approval before closing the week:** When this box is checked, shifts with overtime comp time must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, shifts with overtime comp time must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track regular comp time: If using Comp Time, then any comp time that occurs in regular hours will be tracked through this option. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own regular comp time exceptions.
- **Requires approval before closing the week:** When this box is checked, shifts with regular comp time must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, shifts with regular comp time must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track short break: With this option checked, segments that include or end in a short break (defined in that break's settings) will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own short break exceptions.
- **Requires approval for clock operation:** When this box is checked, an employee returning from a short break must be approved by a user with access to that employee before the clock operation can be completed.
- **Requires approval before closing the week:** When this box is checked, short breaks must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, short breaks must be approved before hours can be exported.

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- **Should notify:** When this box is checked, users will be notified of the exception.

Track long break: With this option checked, segments that include or end in a short break (defined in that break's settings) will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own long break exceptions.
- **Requires approval for clock operation:** When this box is checked, an employee returning from a long break must be approved by a user with access to that employee before the clock operation can be completed.
- **Requires approval before closing the week:** When this box is checked, long breaks must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, long breaks must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track long shift: With this option checked, shifts that are longer than the length of time specified in this field will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own long shift exceptions.
- **Requires approval before closing the week:** When this box is checked, long shifts must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, long shifts must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track long week: With this option checked, shifts within a work week that total to an amount longer than the length of time specified in the field will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view the long week exceptions.
- **Requires approval for clock operation:** If this is checked, then an employee with a long week will need to be approved to clock in by a user who has access to that employee.
- **Requires approval before closing the week:** When this box is checked, long shifts must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, long weeks must be approved before hours can be exported.

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- **Should notify:** When this box is checked, users will be notified of the exception.

Track missed breaks: When this box is checked, segments past a certain length that lack a break will be tracked. For example, if an employee needs to take at least a 30 minute break after working five hours, the **Hours in shift until break is required** field will need to be filled in with 5:00, and the **Minimum break required** field will need to say 0:30. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own missed break exceptions.
- **Requires approval before closing the week:** When this box is checked, missed breaks must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, missed breaks must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track missed in/out punches: When these boxes are checked, segments that contain a missed punch will be tracked for this employee. These options each include several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own missed punch segments.
- **Requires approval before closing the week:** When this box is checked, segments containing missed punches must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments containing missed punches must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track negative accrual balance: With this option checked, segments that cause a negative accrual balance will be tracked. This option includes several sub options:

- **Employee can view:** Check this box to allow the employee to view their own negative accrual balance exceptions.
- **Requires approval before closing the week:** When this box is checked, segments resulting in negative accrual balances must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments resulting in negative accrual balances must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.



Track overtime: With this option checked, segments that put the employee in overtime will be tracked. This option includes several sub-options:

- **Employee can view:** This allows the employee to see their overtime exceptions.
- **Requires approval for clock operation:** When checked, the employee will not be allowed to clock in if they are in overtime, unless approved by a user who has access to that employee.
- **Requires approval before closing the week:** When this box is checked, segments with overtime must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments containing overtime must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track short shift gap: With this option checked, time between a regular Clock Out operation and a subsequent Clock In operation is tracked based on the hours and minutes entered into the provided blank. This option contains several sub-options:

- **Employee can view:** This allows the employee to see their short shift gap exceptions.
- **Requires approval before closing the week:** When this box is checked, segments with short shift gaps must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments with short shift gaps must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track sixth consecutive day: With this option checked, a sixth consecutive day worked will be tracked. This option contains several sub-options:

- **Employee can view:** This allows the employee to see their sixth consecutive day exceptions.
- **Requires approval before closing the week:** When this box is checked, sixth consecutive day segments must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, sixth consecutive day segments must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track seventh consecutive day: With this option checked, a seventh consecutive day worked will be tracked. This option contains several sub-options:

- **Employee can view:** This allows the employee to see their seventh consecutive day exceptions.



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- **Requires approval before closing the week:** When this box is checked, seventh consecutive day segments must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, seventh consecutive day segments must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track holiday: With this option checked, a holiday as designated within Holidays will be tracked. This option contains several sub-options:

- **Employee can view:** This allows the employee to see their holiday exceptions.
- **Requires approval before closing the week:** When this box is checked, holiday segments must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, holiday segments must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track geofencing exceptions: When checked, this option will allow you to track exceptions related to employees performing clock operations outside of their assigned Geofencing areas. This option contains several sub-options:

- **Employee can view:** This allows the employee to see their geofencing exceptions.
- **Requires approval before closing the week:** When this box is checked, segments with geofencing exceptions must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, segments containing geofencing exceptions must be approved before hours can be exported.
- **Restrict on clock operation:** When checked, the employee will not be allowed to perform clock operations when outside of a designated geofence, unless approved by a user who has access to that employee.
- **Should notify:** When this box is checked, users will be notified of the exception.

Schedule Exceptions

Track absent segment: With this option checked, absences (clock operations that occur further than the length of time entered in this field from the scheduled time) will be tracked for this employee. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own absences.
- **Should notify:** When this box is checked, users will be notified of the exception.

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Track tardy 1 and 2: With these options checked, clock operations that occur after the length of time specified in this field from the scheduled clock operation will be tracked for this employee. These options each include several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own tardies.
- **Requires approval before closing the week:** When this box is checked, long breaks must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, long breaks must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track early/late clock in/out: With these options checked, clock operations that take place outside of the range(s) entered will be tracked. Each option includes its own sub-options:

- **Employee can view:** Check this box to allow the employee to view their own schedule variance.
- **Requires approval for clock operation:** If checked, then the employee will be forced to get approval for their clock operation at the entry location by a user who has access to the employee.
- **Requires approval before closing the week:** When this box is checked, schedule variance must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, schedule variance must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track unscheduled work: With this option checked, clock operations that occur outside of what has been scheduled for employees will be tracked. This option includes several sub-options:

- **Employee can view:** Check this box to allow the employee to view their own unscheduled work.
- **Requires approval before closing the week:** When this box is checked, unscheduled work must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, unscheduled work must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Track job code day of week: With this option checked, job codes marked as active on certain days of the week will be tracked. This option includes several sub options:

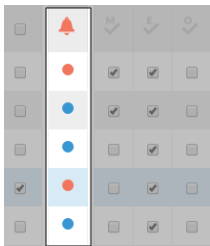
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- **Employee can view:** Check this box to allow the employee to view their own day of week exceptions.
- **Requires approval before closing the week:** When this box is checked, day of week exceptions must be approved before the week can be closed.
- **Requires approval before exporting:** When this box is checked, day of week exceptions must be approved before hours can be exported.
- **Should notify:** When this box is checked, users will be notified of the exception.

Approving Exceptions



TIP: Depending on the employee's settings in the **Exceptions** tab, you may not be able to close the week or run reports with unapproved segments.

1. In **Hours > Individual Hours** (or **Group Hours**), if a segment has an exception, a dot will appear in the **Exception** column. If a **blue** dot appears, the segment has one or more exceptions that are tracked for that employee. If a **red** dot appears, the segment has one or more exceptions that will prevent the week from closing until those exceptions are rectified or approved, at which point the blue dot will appear.
2. Select one or more segments with an exception. Right click on the segment(s) or hover over the **Manage** button to view the exceptions.
3. To approve exceptions, select the **Approve** radio button. If the exception would prevent the week from closing or reports from running with this employee, the red dot in the exception column will become a blue dot.



Mass Approving Exceptions

All exception types for the displayed range can be approved or unapproved at once by selecting the **Resolve Period** button and choosing which exceptions you would like to approve.

NOTE: Resolving exceptions will resolve ALL exceptions in that time frame, not just the ones visible on the page.

**For assistance please call Customer Support at: (325) 223-9300
Or visit us at: Support.TimeClockPlus.com**

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