

**How to manage exceptions in the Time and Absence Workcenter:**

This job aid outlines how a manager can fix exceptions in the Time and Absence Workcenter.

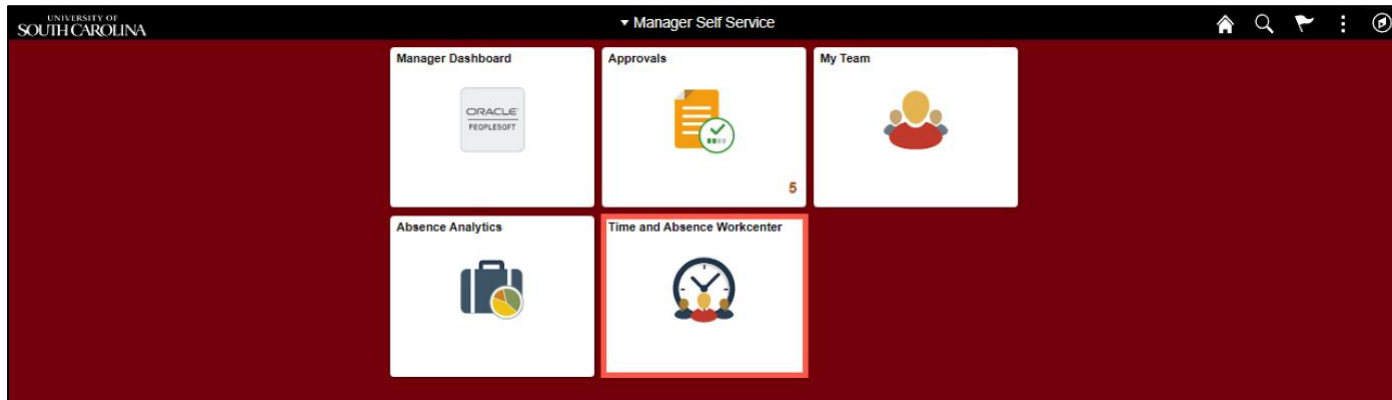
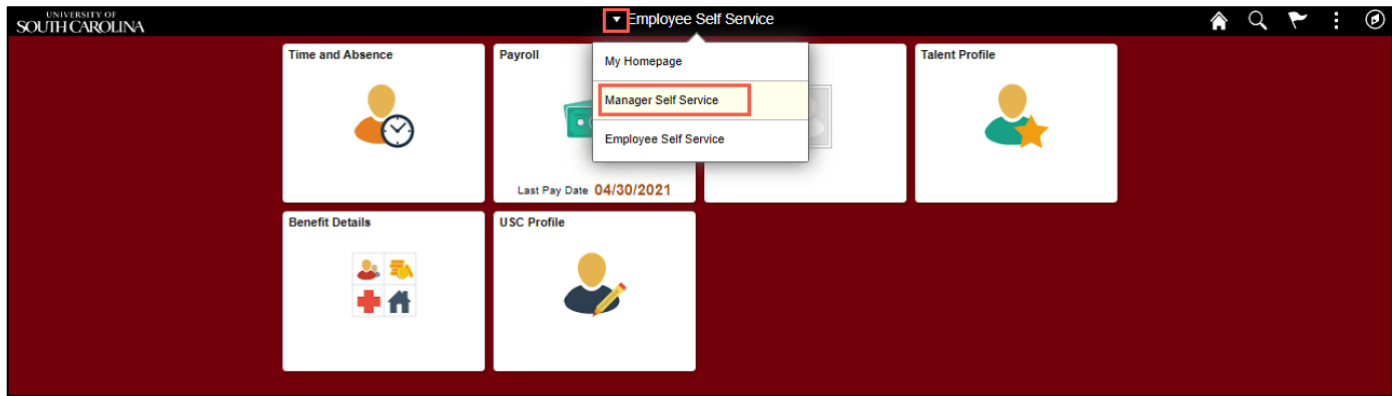
**Navigation:** Employee Self Service > Manager Self Service > Time and Absence Workcenter

**Processing Steps**

**Step 1:** On the Employee Self Service landing page, click the **Choose Other Homepages** drop-down arrow and select **Manager Self Service** from the list.

**Step 2:** Click the **Time and Absence Workcenter** tile.

**Screenshots**



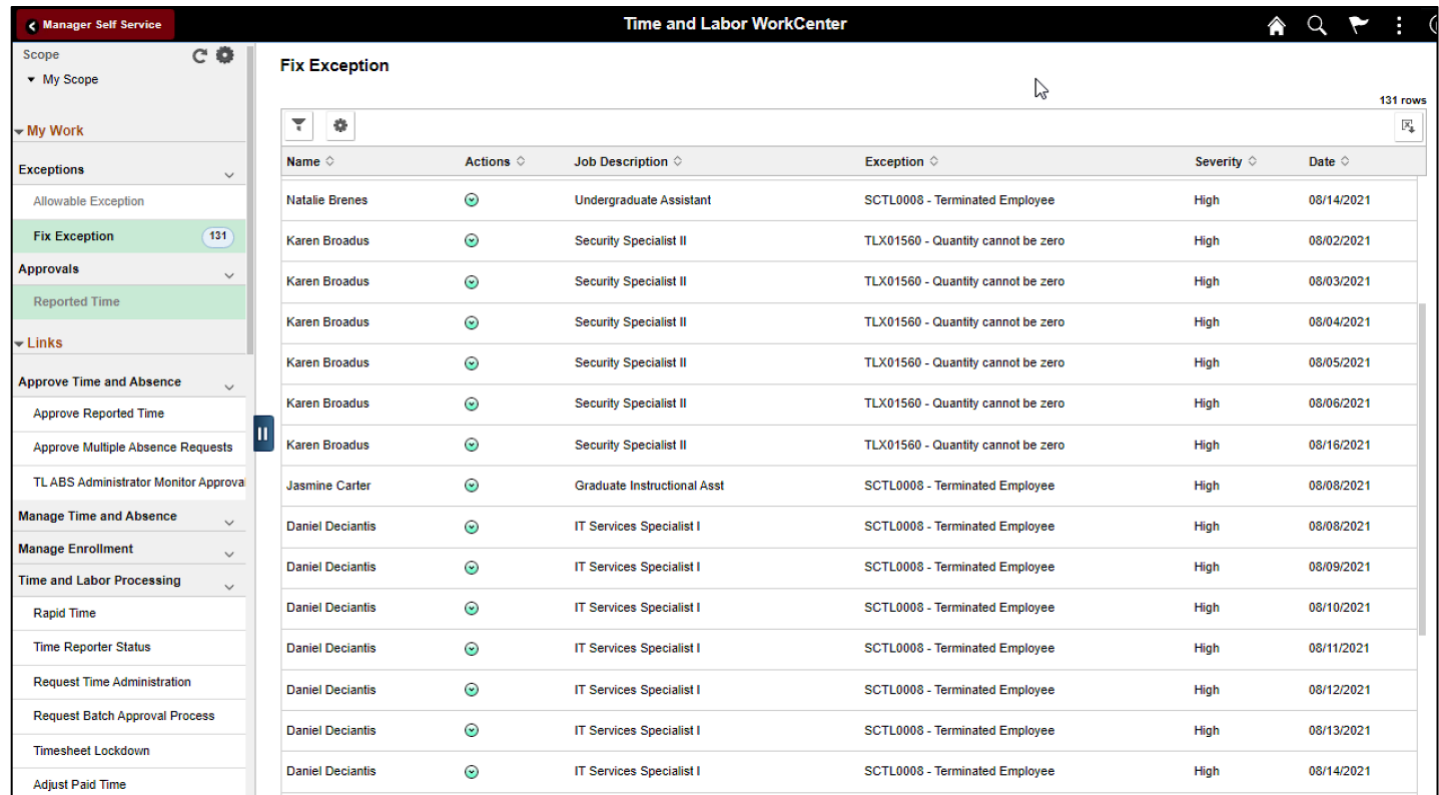
Two types of exceptions:

- Low Severity – this is an allowable exception on the timesheet that will submit and can be processed by Payroll but will need to be marked allowable
- High Severity - timesheet will submit but will not be processed by Time and Labor until fixed

The most common exceptions you see in the Time and Absence Workcenter:

- Invalid Employee Status – High Severity
- Quantity cannot be zero – High Severity
- More than 24 Hours Reported - High Severity
- Partial Sick Absence (LOAS – scheduled work week) – High Severity (Salaried Exempt Temps only)
- Personal Leave Validation (LOAP – full scheduled day) – High Severity (Salaried Exempt Temps only)
- HOLEX only on holiday – High (exempt employee)

**All exceptions must be managed.**

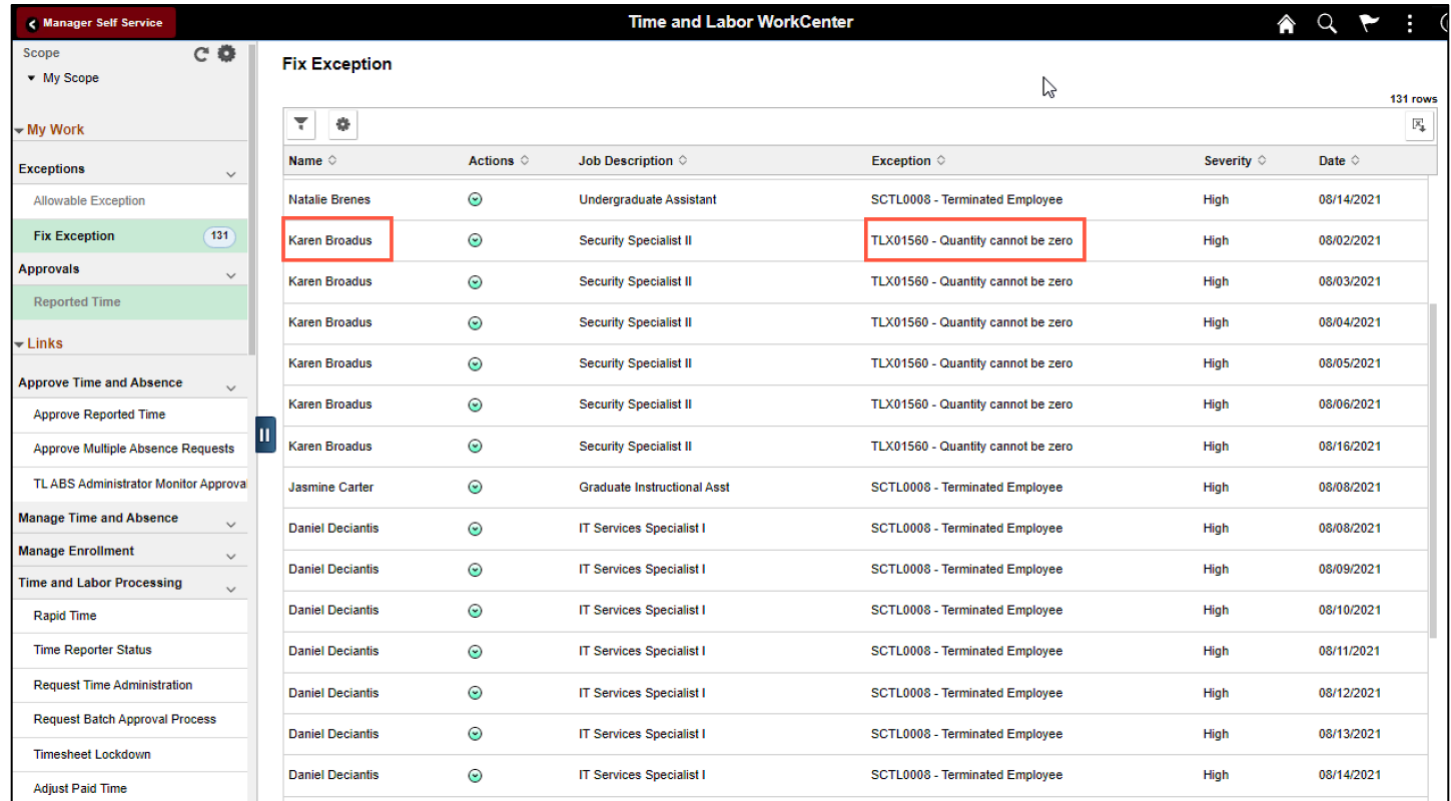


Name	Actions	Job Description	Exception	Severity	Date
Natalie Brenes	🟢	Undergraduate Assistant	SCTL0008 - Terminated Employee	High	08/14/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/02/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/03/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/04/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/05/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/06/2021
Karen Broadus	🟢	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/16/2021
Jasmine Carter	🟢	Graduate Instructional Asst	SCTL0008 - Terminated Employee	High	08/08/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/08/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/09/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/10/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/11/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/12/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/13/2021
Daniel Deciantis	🟢	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/14/2021

**Exception #2: Quantity Cannot Equal Zero**

**Step 3:** Click the **Exceptions** drop-down arrow and select **Fix Exceptions** from the list.

**Step 4:** Make note of the first employee's name on the list and the exception.



The screenshot shows the 'Time and Labor WorkCenter' interface. On the left is a navigation menu with categories like 'My Work', 'Approvals', and 'Links'. The 'Fix Exception' option is highlighted in green, with a '131' badge. The main area displays a table of exceptions. The first row for 'Karen Broadus' is highlighted with a red box, showing the exception 'TLX01560 - Quantity cannot be zero'.

Name	Actions	Job Description	Exception	Severity	Date
Natalie Brenes	⊕	Undergraduate Assistant	SCTL0008 - Terminated Employee	High	08/14/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/02/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/03/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/04/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/05/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/06/2021
Karen Broadus	⊕	Security Specialist II	TLX01560 - Quantity cannot be zero	High	08/16/2021
Jasmine Carter	⊕	Graduate Instructional Asst	SCTL0008 - Terminated Employee	High	08/08/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/08/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/09/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/10/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/11/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/12/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/13/2021
Daniel Deciantis	⊕	IT Services Specialist I	SCTL0008 - Terminated Employee	High	08/14/2021

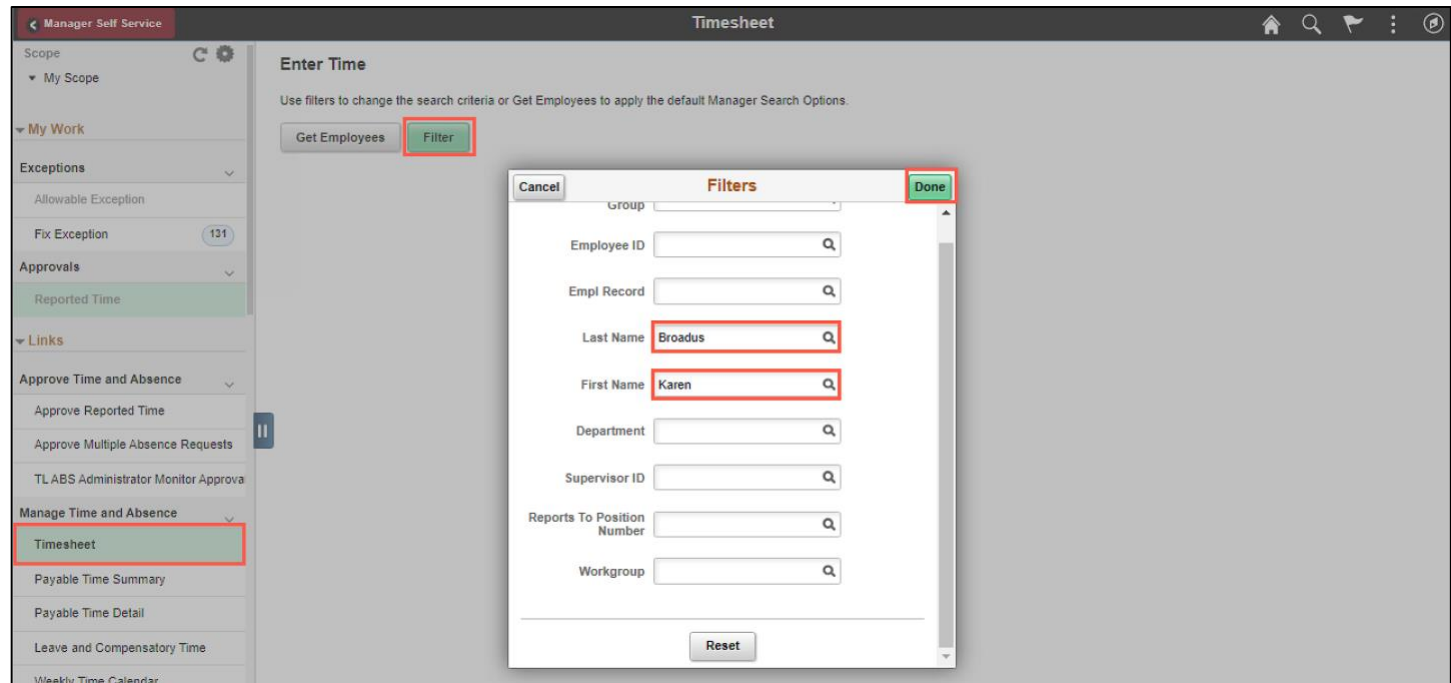
**Step 5:** To fix the exception on the employee's timesheet, click the **Manage Time and Absence** drop-down arrow and select **Timesheet** from the list.

**Step 6:** Click the **Filter** button to search for the employee.

**Step 7:** Click in the **Last Name** field and enter the employee's last name.

**Step 8:** Click in the **First Name** field and enter the employee's first name.

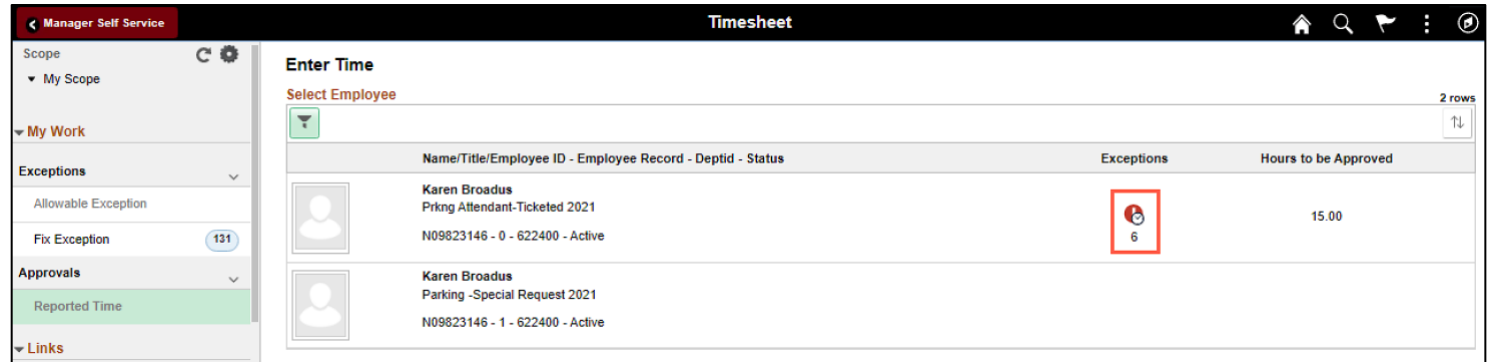
**Step 9:** Click the **Done** button.



The screenshot displays the 'Manager Self Service' interface for 'Timesheet'. The main area is titled 'Enter Time' and includes a 'Filter' button. A 'Filters' dialog box is open, showing search criteria for 'Employee ID', 'Empl Record', 'Last Name' (Broadus), 'First Name' (Karen), 'Department', 'Supervisor ID', 'Reports To Position Number', and 'Workgroup'. The 'Done' button in the dialog is highlighted in red. The left sidebar shows the 'Manage Time and Absence' menu with 'Timesheet' selected and highlighted in red.

## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

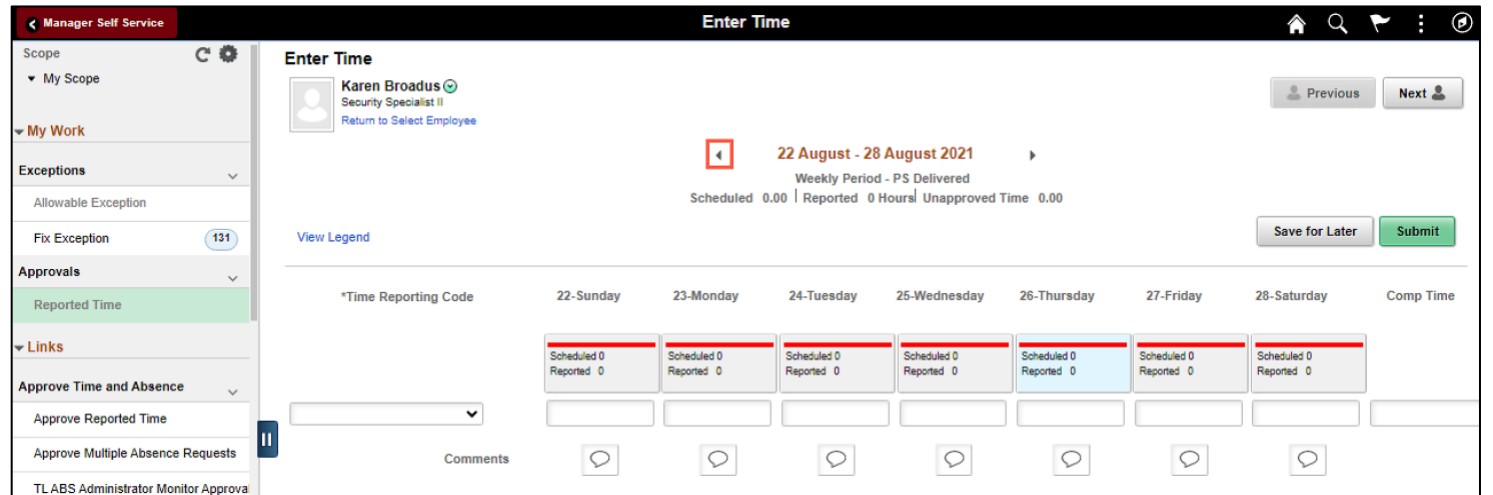
**Step 10:** Click the **Employee** row that has the exception. For this example, the Terminated job has the exception.



The screenshot shows the 'Timesheet' interface. On the left is a navigation menu with 'My Work' expanded to show 'Exceptions' (131). The main area is titled 'Enter Time' and 'Select Employee'. A table lists two employees:

Name/Title/Employee ID - Employee Record - Deptid - Status	Exceptions	Hours to be Approved
Karen Broadus Prkng Attendant-Ticketed 2021 N09823146 - 0 - 622400 - Active	6	15.00
Karen Broadus Parking -Special Request 2021 N09823146 - 1 - 622400 - Active		

**Step 11:** Click the **Previous Week** arrow to find the weekly period that has the exception.



The screenshot shows the 'Enter Time' interface for a specific weekly period. The employee is Karen Broadus (Security Specialist II). The weekly period is 22 August - 28 August 2021 (PS Delivered). Summary: Scheduled 0.00 | Reported 0 Hours | Unapproved Time 0.00. The interface shows a grid for each day of the week with 'Scheduled' and 'Reported' values.

*Time Reporting Code	22-Sunday	23-Monday	24-Tuesday	25-Wednesday	26-Thursday	27-Friday	28-Saturday	Comp Time
Scheduled	0	0	0	0	0	0	0	
Reported	0	0	0	0	0	0	0	

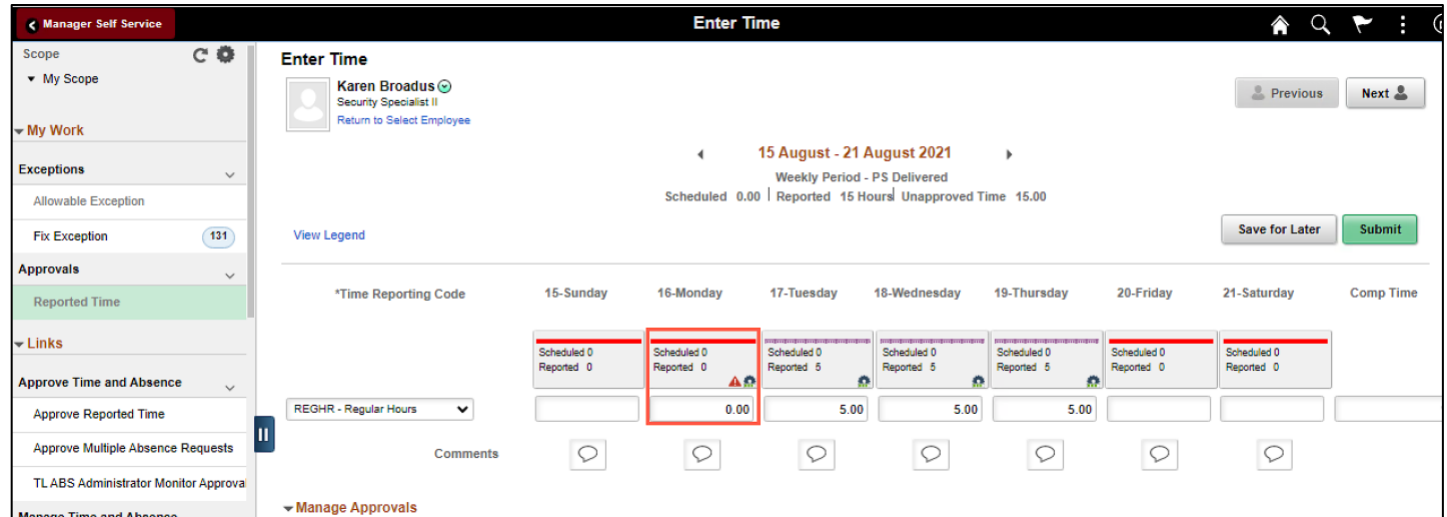
## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

### Zeros in some of the fields:

Notice the exception icon identified for August 16. This exception is indicating the employee has entered zeros in the time entry field. If no hours worked on a specific day, the employee needs to leave that specific time entry field empty.

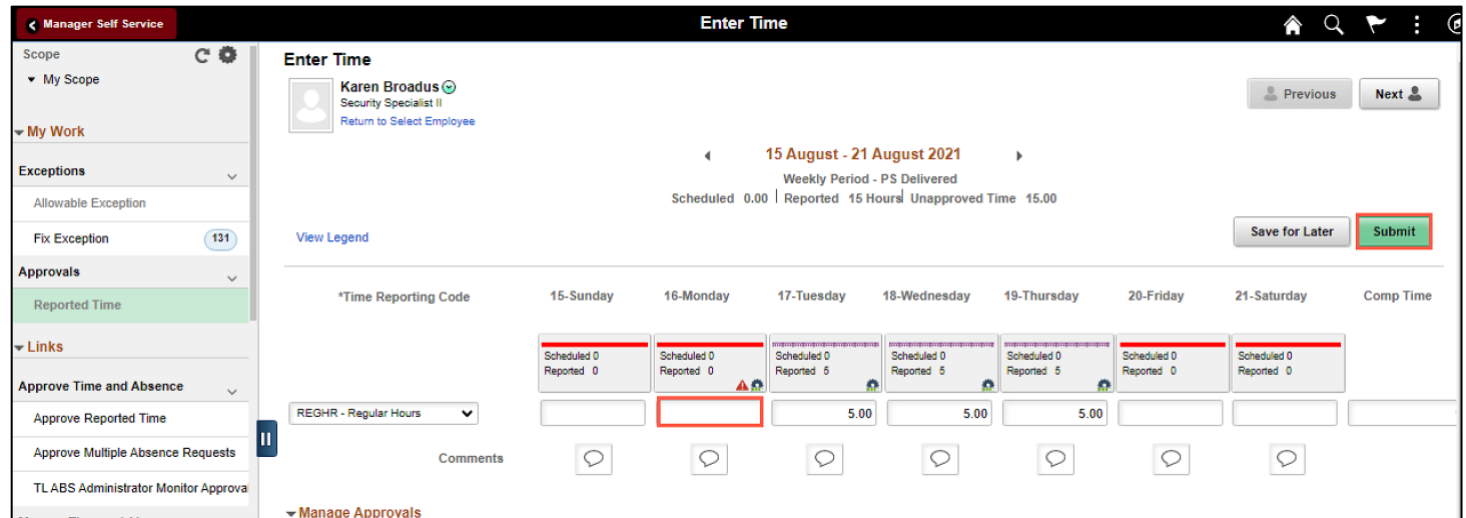
**Step 12:** To remove exception, clear the zeros from the time entry field.

**Step 13:** Click the **Submit** button to remove the exception.



The screenshot shows the 'Enter Time' interface for Karen Broadus. The weekly period is 15 August - 21 August 2021. The interface displays a table of time reporting codes for each day. On 16-Monday, the 'Reported' field is 0.00, and an exception icon (a triangle with an exclamation mark) is visible. The 'Submit' button is highlighted in green.

*Time Reporting Code	15-Sunday	16-Monday	17-Tuesday	18-Wednesday	19-Thursday	20-Friday	21-Saturday	Comp Time
Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
REGHR - Regular Hours		0.00	5.00	5.00	5.00			

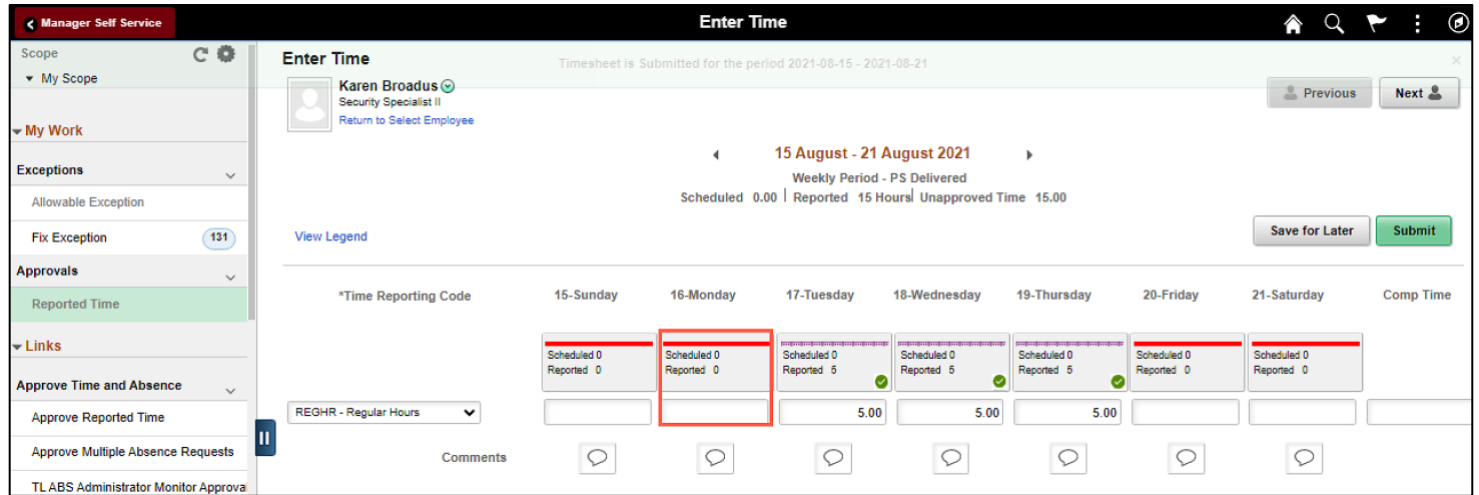


The screenshot shows the 'Enter Time' interface after the exception has been removed. The 'Reported' field for 16-Monday is now empty, and the exception icon is no longer present. The 'Submit' button is highlighted in red.

*Time Reporting Code	15-Sunday	16-Monday	17-Tuesday	18-Wednesday	19-Thursday	20-Friday	21-Saturday	Comp Time
Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
REGHR - Regular Hours			5.00	5.00	5.00			

## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

Notice the exception icon is no longer visible. This exception will fall off the exception list at submission.



**Enter Time**  
Timesheet is Submitted for the period 2021-08-15 - 2021-08-21

**Karen Broadus**  
Security Specialist II  
[Return to Select Employee](#)

15 August - 21 August 2021  
Weekly Period - PS Delivered  
Scheduled 0.00 | Reported 15 Hours | Unapproved Time 15.00

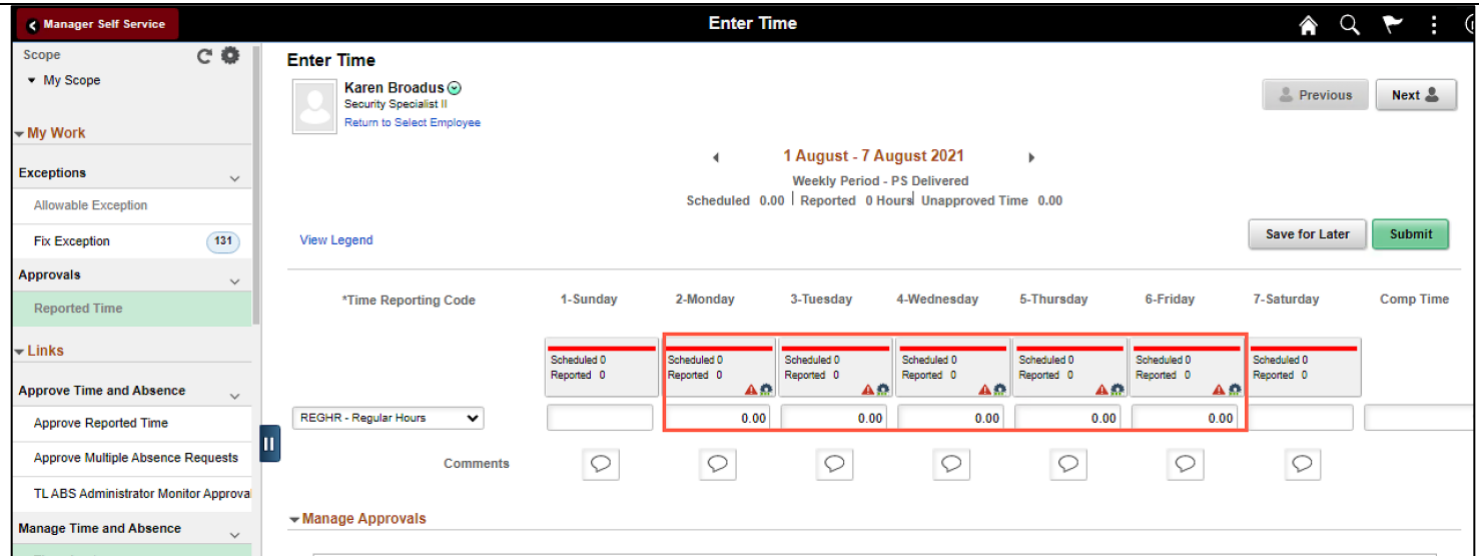
[View Legend](#) [Save for Later](#) [Submit](#)

*Time Reporting Code	15-Sunday	16-Monday	17-Tuesday	18-Wednesday	19-Thursday	20-Friday	21-Saturday	Comp Time
	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 5	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
REGHR - Regular Hours			5.00	5.00	5.00			
Comments								

## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

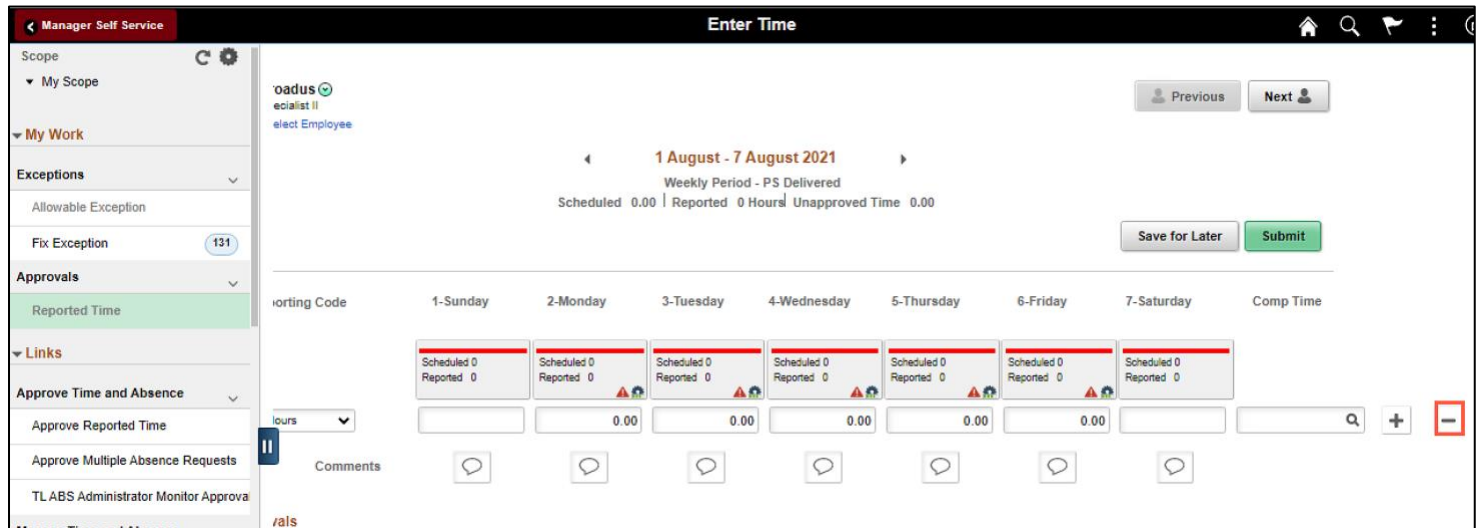
### Zeros in All Fields:

Notice only zeros are entered for this weekly period.



*Time Reporting Code	1-Sunday	2-Monday	3-Tuesday	4-Wednesday	5-Thursday	6-Friday	7-Saturday	Comp Time
Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
REGHR - Regular Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

**Step 14:** To remove the exception, scroll to the right and click the – Minus button.

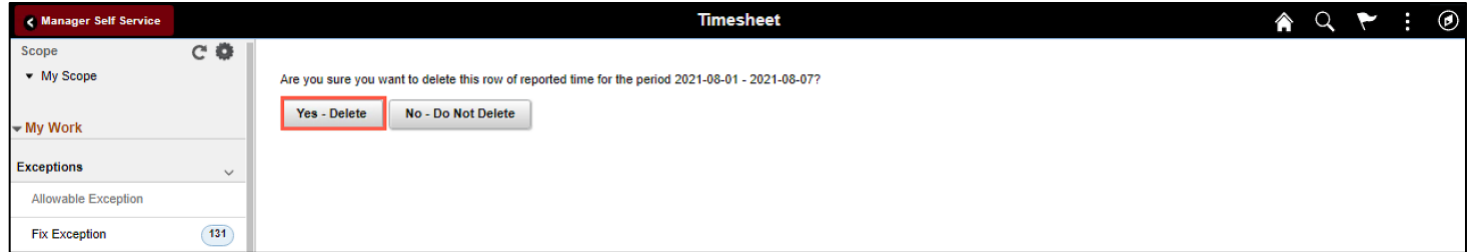


Reporting Code	1-Sunday	2-Monday	3-Tuesday	4-Wednesday	5-Thursday	6-Friday	7-Saturday	Comp Time
Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
REGHR - Regular Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	



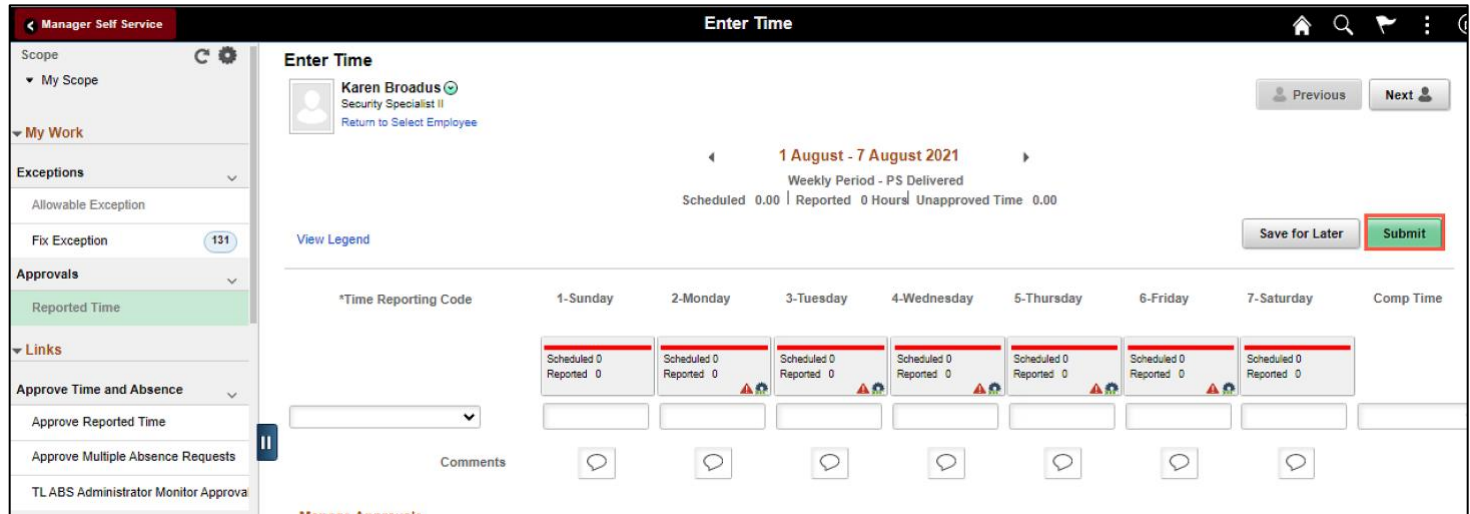
## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

**Step 15:** Click the **Yes – Delete** button.



The screenshot shows the 'Manager Self Service' interface with the 'Timesheet' tab selected. A confirmation dialog is displayed in the center, asking: "Are you sure you want to delete this row of reported time for the period 2021-08-01 - 2021-08-07?". There are two buttons: "Yes - Delete" (highlighted with a red box) and "No - Do Not Delete". The left sidebar shows navigation options like "My Scope", "My Work", "Exceptions", and "Fix Exception" (with a count of 131).

**Step 16:** Click the **Submit** button to prompt the system to accept the changes. This will clear the exception.



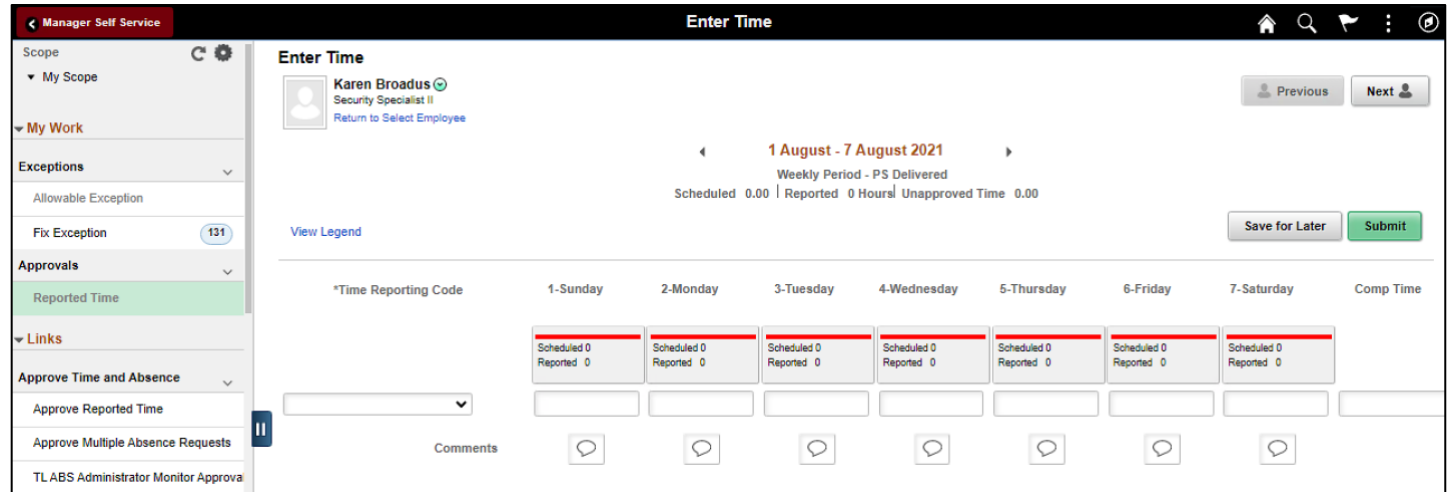
The screenshot shows the 'Manager Self Service' interface with the 'Enter Time' tab selected for user Karen Broadus (Security Specialist II). The interface displays a weekly period from "1 August - 7 August 2021" with a status of "Weekly Period - PS Delivered". Summary statistics show "Scheduled 0.00 | Reported 0 Hours | Unapproved Time 0.00". A "Submit" button is highlighted with a red box. The main area contains a table for time reporting by day of the week, with columns for "1-Sunday" through "7-Saturday" and "Comp Time". Each day's cell shows "Scheduled 0" and "Reported 0" with a red bar at the top and a warning icon. A "View Legend" link and a "Save for Later" button are also visible.

## University of South Carolina Time and Labor – MSS Managing Exceptions – Quantity Cannot Equal Zero

Notice the exception is no longer visible.

This exception is corrected. Return to the Fix exceptions area to manage those that are remaining.

You successfully learned how to fix the Quantity Cannot Equal Zero exception on an employee's timesheet.



**Manager Self Service** Enter Time

**Enter Time**

Karen Broadus  
Security Specialist II  
[Return to Select Employee](#)

1 August - 7 August 2021  
Weekly Period - PS Delivered  
Scheduled 0.00 | Reported 0 Hours | Unapproved Time 0.00

Save for Later Submit

*Time Reporting Code	1-Sunday	2-Monday	3-Tuesday	4-Wednesday	5-Thursday	6-Friday	7-Saturday	Comp Time
Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	Scheduled 0 Reported 0	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Comments	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	