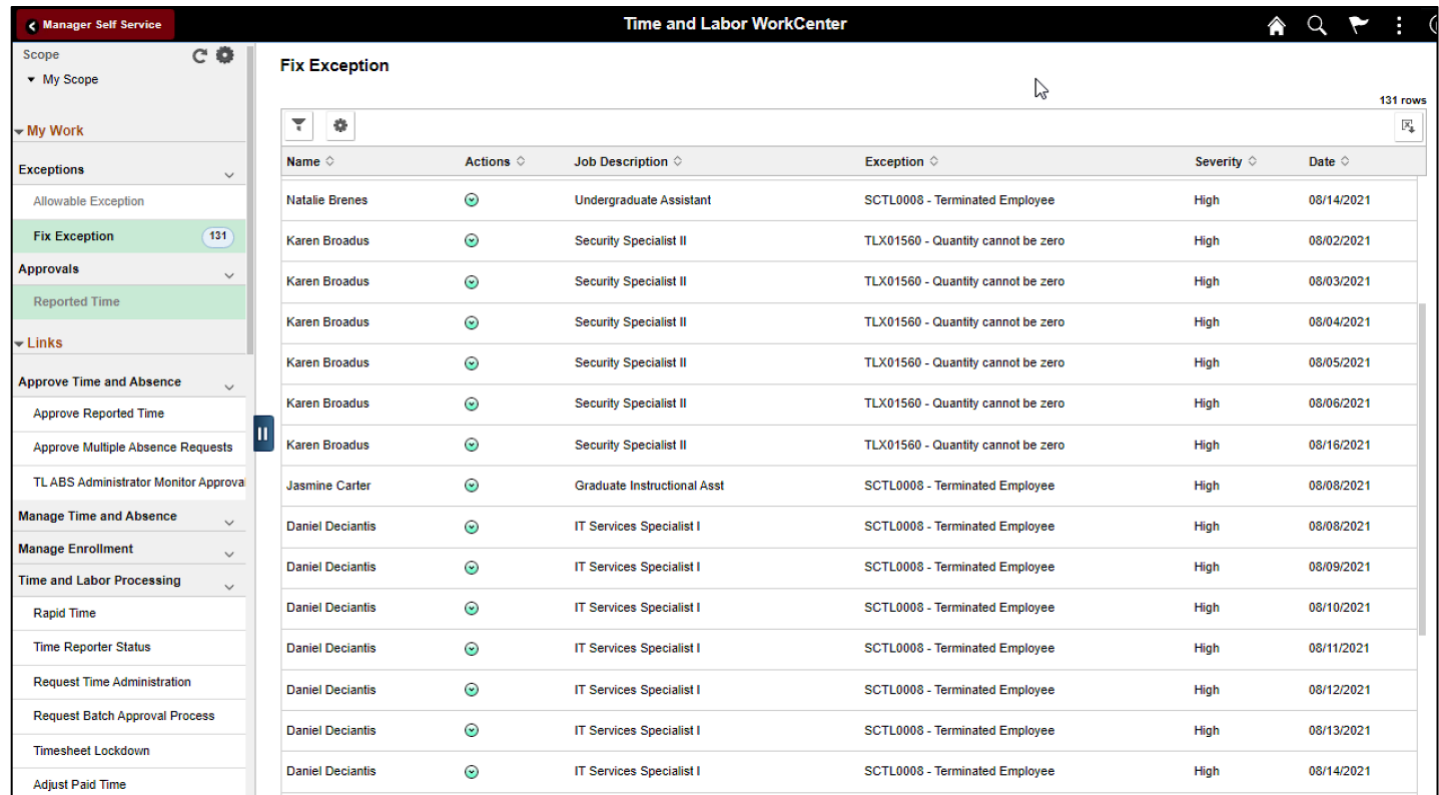| **How to manage exceptions in the Time and Absence Workcenter:**	
This job aid outlines how a manager can fix exceptions in the Time and Absence Workcenter.	
Navigation: Employee Self Service > Manager Self Service > Time and Absence Workcenter	
Processing Steps	**Screenshots**
Step 1: On the Employee 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.	
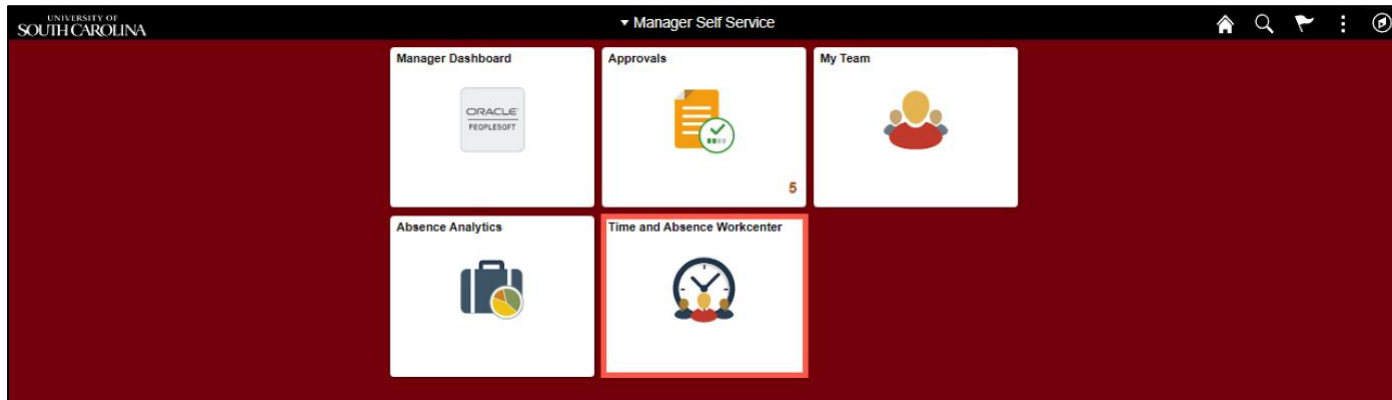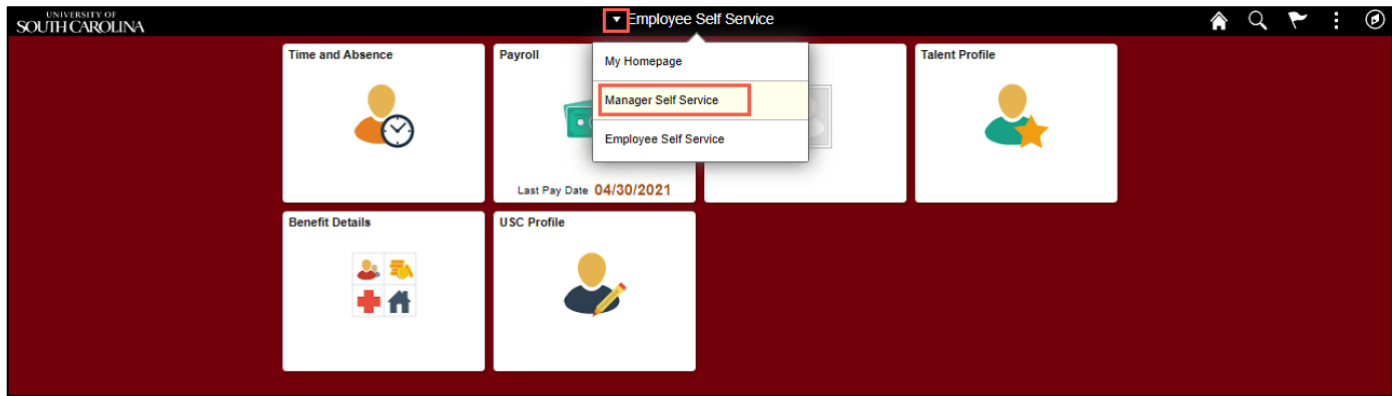
Two types of exceptions:
- Low Severity – this is an allowable exception on the timesheet that will submit and can be processed by Payroll but will need to be marked allowable
- High Severity - timesheet will submit but will not be processed by Time and Labor until fixed

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.

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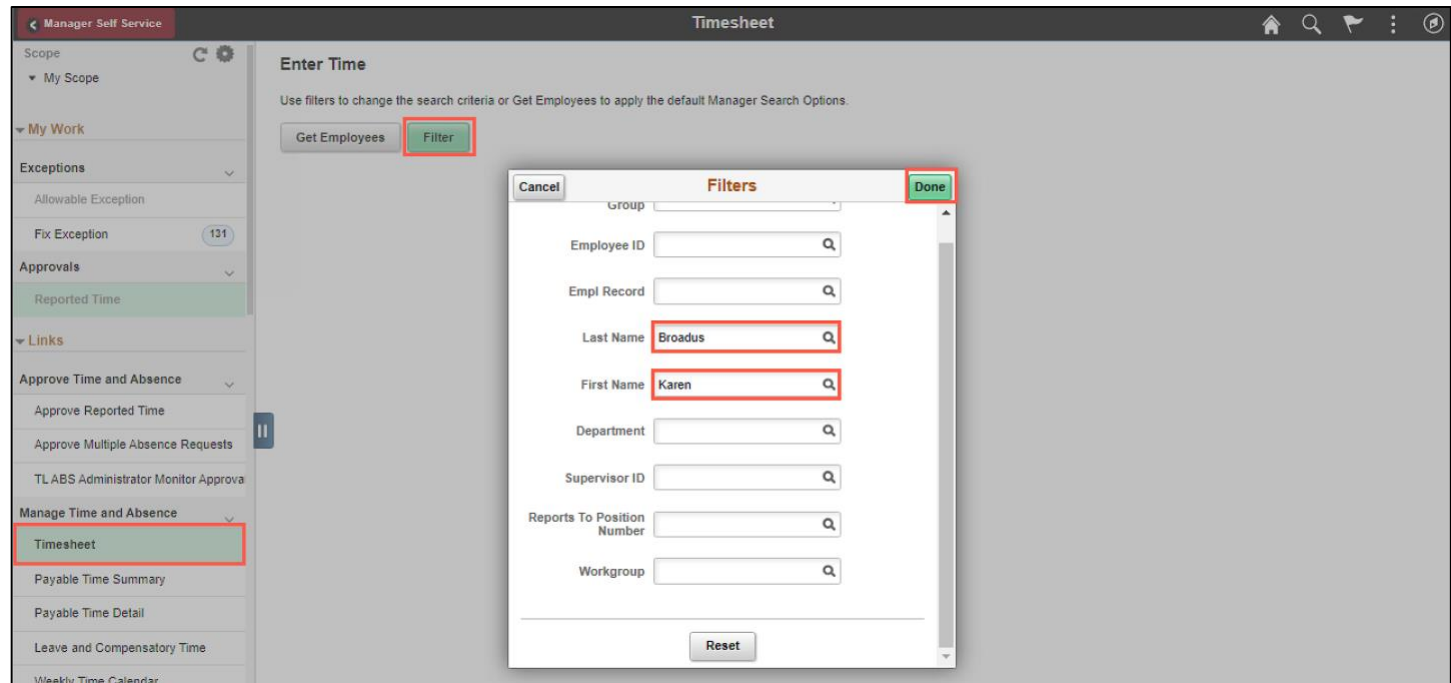
Step 5: To fix the exception on the employee's timesheet, click the **Manage Time and Absence** drop-down arrow and select **Timesheet** from the list.

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.
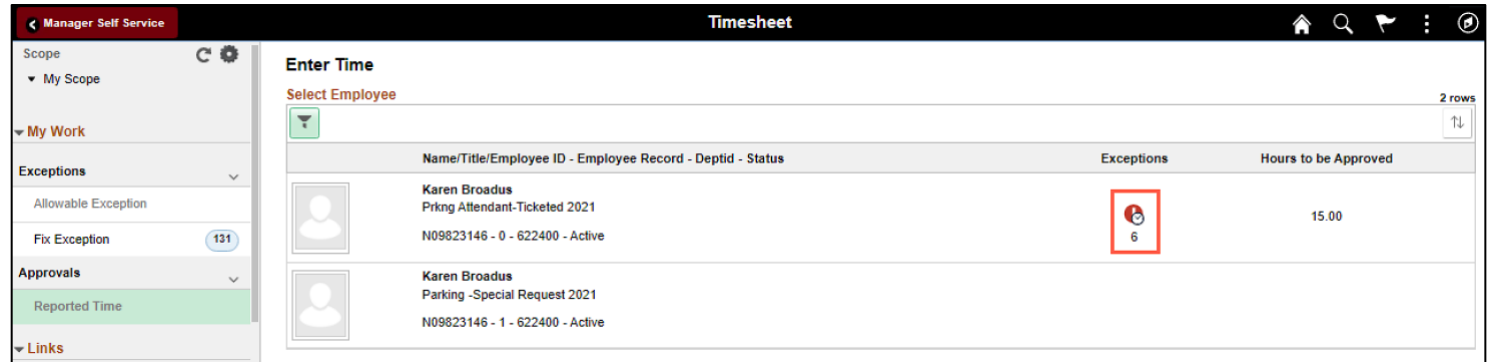
Step 9: Click the **Done** button.
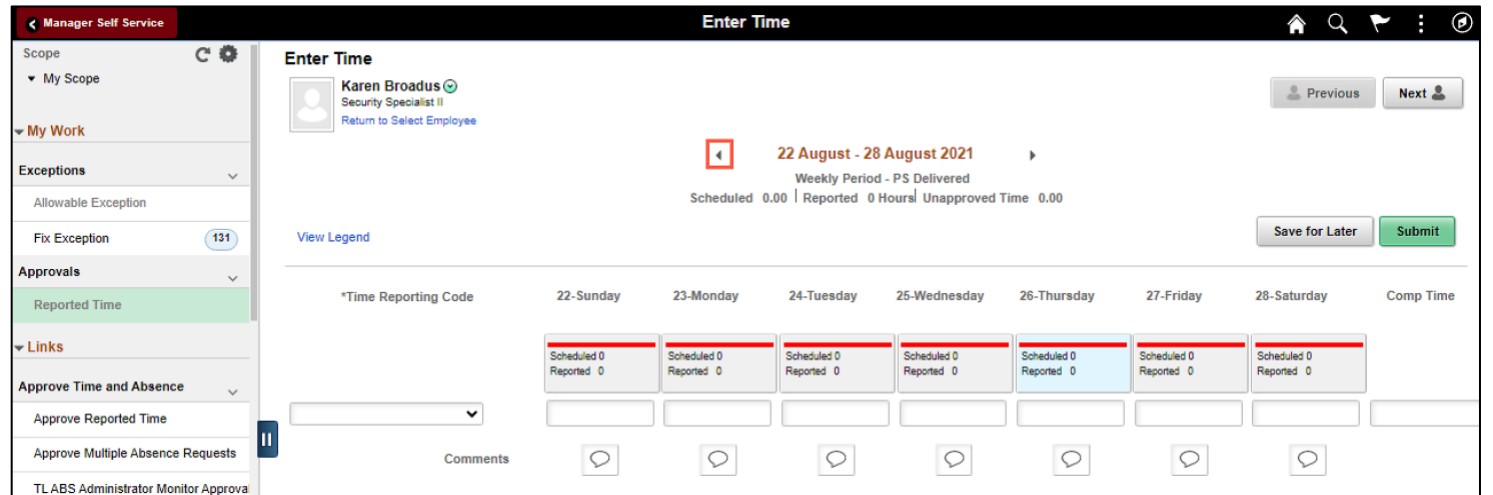
Step 10: Click the **Employee** row that has the exception. For this example, the Terminated job has the exception.

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

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.
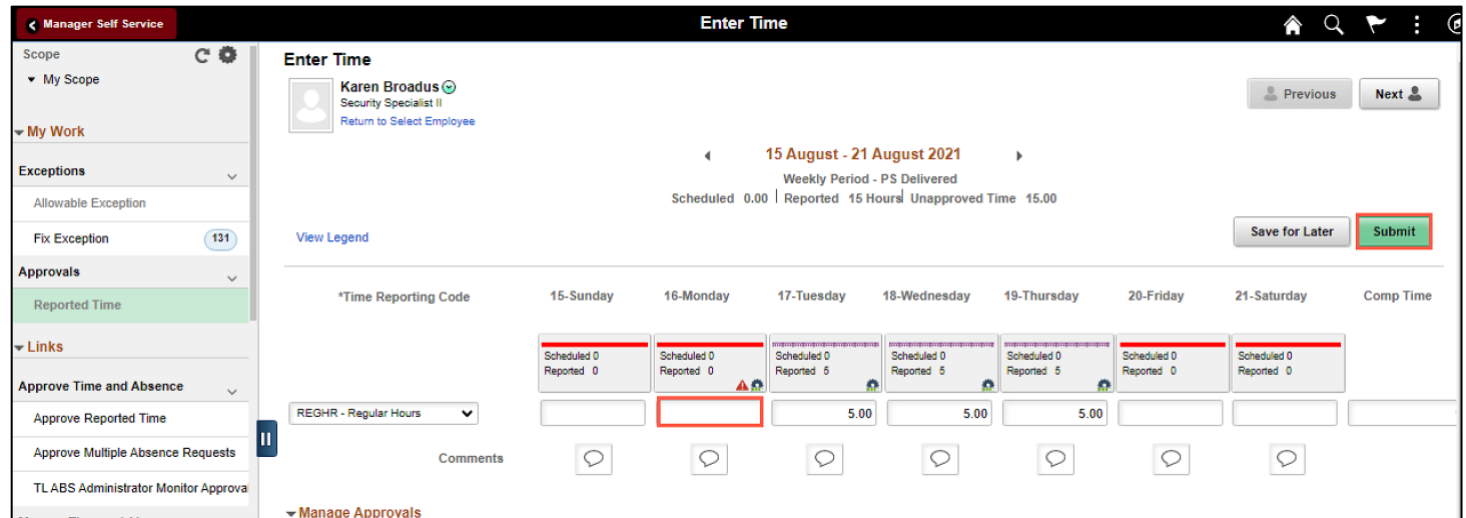

Step 12: To remove exception, clear the zeros from the time entry field.

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

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

Zeros in All Fields:
Notice only zeros are entered for this weekly period.

Step 14: To remove the exception, scroll to the right and click the **– Minus** button.
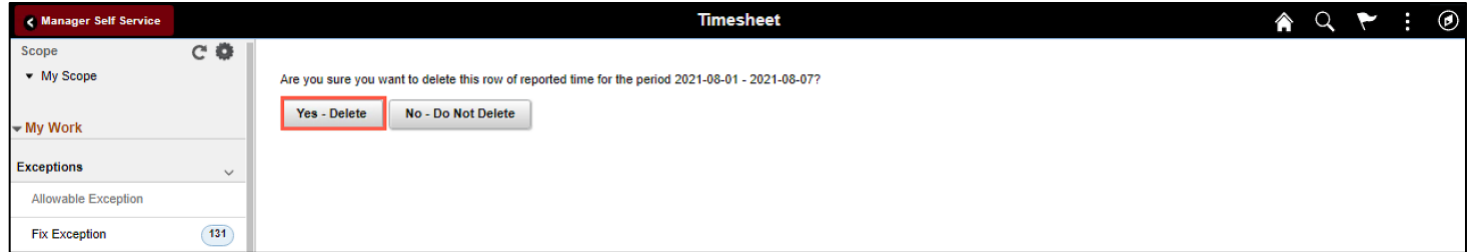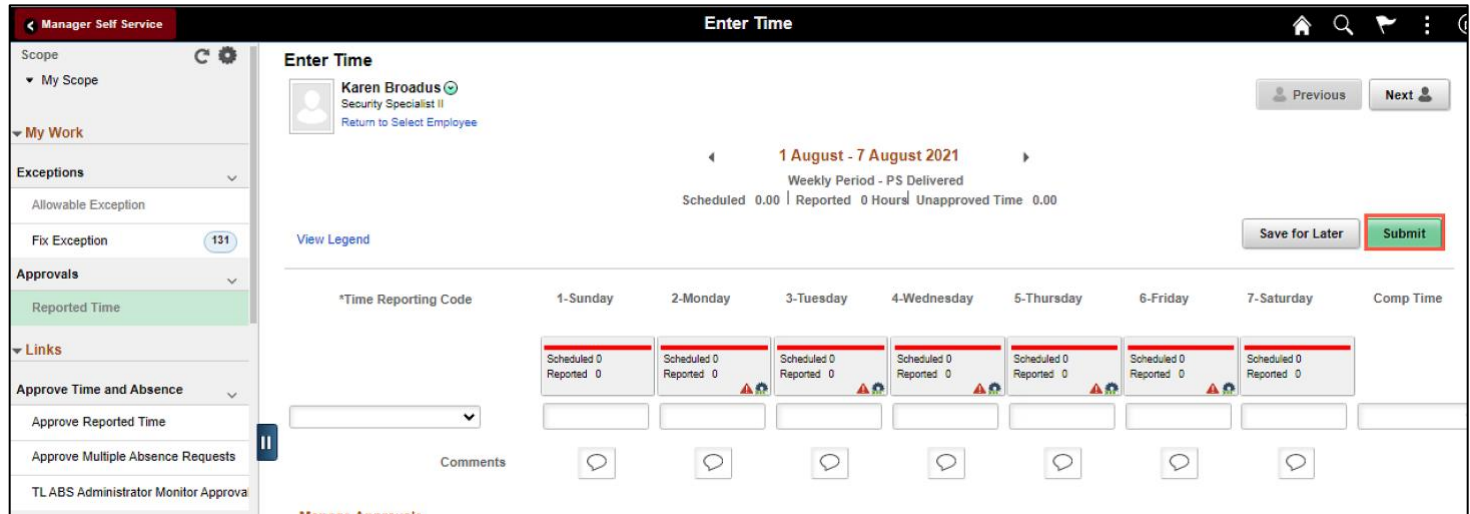
Step 15: Click the **Yes – Delete** button.	
Step 16: Click the **Submit** button to prompt the system to accept the changes. This will clear the exception.	

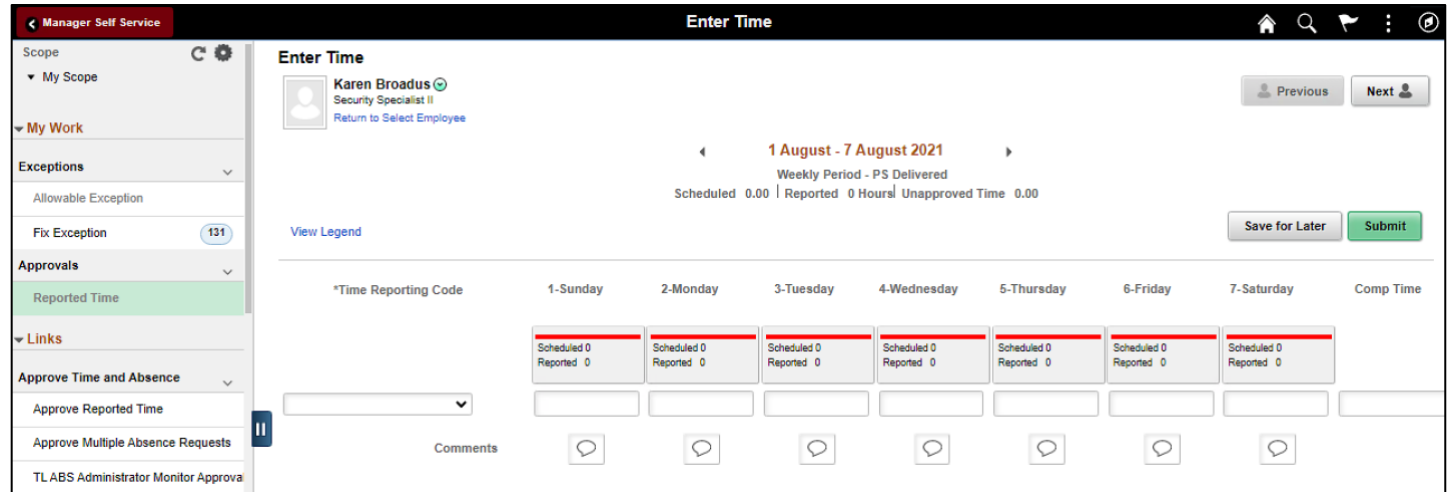Notice the exception is no longer visible.

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.