Managing Timecard Exceptions

1. **General Exception Information**

   Exceptions are flags in timecards, reports and Genies that identify when information on the timecard deviates from the employee’s schedule. Use exceptions to identify employees who arrive early or late, forget to punch out, and so on. The following are the types of exceptions used at ECU:

   **In/Out Punches**
   - *Early In* – Employee punched in an hour or more before their scheduled start time
   - *Early Out* – Employee punched out an hour or more before their scheduled end time
   - *Late In* – Employee punched in an hour or more after their scheduled start time
   - *Late Out* – Employee punched out an hour or more after their scheduled end time

   **Missed Punch**
   - Employee forgot to punch in or out

   **Unexcused Absence**
   - Employee is scheduled to work, but the employee’s timecard does not contain any punches or pay code edits that excuse the absence

   **Excused Absence**
   - Employee is scheduled to work, but there is a pay code edit on the timecard for that day that excuses the absence (sick, vacation, etc.)

   **Unscheduled**
   - Employee is not scheduled to work but there is a punch or pay code edit on the timecard for that day

2. **Reviewing the Exceptions:**

   Log on to NGUI – screen should appear as follows
Current Exceptions widget is a summary of timecard exceptions for the current pay period that need to be addressed by the manager. The Current Exceptions widget can be used to:

- Add and remove punches
- Add comments
- Mark exceptions as reviewed
- Change an employee’s time to normally scheduled time

“Click” and “Hold” the cursor on the blue tab of the Current Exceptions widget. In the image below, it is the first one on the left below the login information. Drag the Current Exceptions tab into work space which is the center area of the screen. Each column with values displayed must be addressed by the manager.
The size of the active window displayed can be increased or decreased using the buttons on the top right corner of the active widget. Notice in the image below the arrows on the center button point in on the left image and out on the right image. When the active window is small the button will appear as in the below left image to expand the image. When the active window is expanded, the buttons will appear as in the below right image to decrease the image size.

3. **How to work with Exceptions – In and Out Punches – Marked as reviewed in NGUI**

With the Current Exceptions widget in the active (center) work space – expand and highlight “In and Out Punches” column.
Sort “In and Out Punches” column by clicking in the “In and Out Punches” cell to show all exceptions at the top of the data.
Click on “Details” above the “In and Out Punches” column to view the details for each employee listed for those exceptions.
Click on “Show Schedule” to view the employee’s work schedule. Review of the employee’s work schedule will indicate why the in and out punches are identified as being exceptions and must be addressed. Think of in and out punches as times when the employee punched in before their schedule is set to begin or out early after their schedule was set to end.

To review each exception, highlight the cell and a message will appear to indicate the action necessary. In addition, the tabs at the bottom of the screen will become “bold” for the actions that may be approved for the highlighted exception.
In this example, the manager will “mark as reviewed” to acknowledge the exception.
Once marked as reviewed, the color changes for the in punch and the tab at the bottom of the screen now appears as “Unmark as Reviewed” in the event the manager selected the wrong action.

4. How to Add a Missed Punch Using Widget

Drag “Current Exceptions” widget to middle of screen and expand

Select employee and double click to see exception detail

Click “Add Punch” button to bring up punch detail options
Select date, insert type of punch (in, out, etc.) and add time of punch. Click “Add” and Save.

*Alternative Method:

Follow #1 and 2 above, then double click on area of missed punch and key time. Save

5. **How to Add a Punch on Timecard**

Punches are recorded in the timesheet grid in the In and Out Columns. It is possible to punch In and Out multiple times each work day. This is achieved in 2 pairs of In and Out punches per row of data. You can insert an additional row for each day using the button.

Punches are keyed as numeric values which Kronos will store as time values. Letters “a” and “p” are used to designate AM or PM. If the letter is not entered, the system defaults to AM unless you enter 12.

**Examples:**

8 = 8:00AM
815a = 8:15AM
3p = 3:00PM
1135 = 11:35AM
Click on area of missed punch and key correct time. Save
Click on comments to add a comment. Save

6. **ADDING COMENTS TO TIMECARD PUNCHES**

Comments should be entered by the manager for exceptions in the timecard and anytime changes are made to punches.

- Click on the box for the punch that needs comment.
- Select Comment->Add Comment-> from the navigation bar.
- Select appropriate comment from the list and add custom note. Hit OK.
- The comment icon will show in the box with the punch.
- The comment and note will be visible in the COMMENTS tab at the bottom.
Add Comment

Comments
Employee PIN Error
GPS data collected from the phone
Late - Car Problems
Late - Family Emergency
Late - Weather
Meeting
CT Approved
Time Card Approved
**Unscheduled Shift Approval**

Note
I asked employee to come in and work this extra shift for a sick employee. MGR
### How to Remove an Erroneous Punch

Removing a punch is necessary when a punch is entered in error.

**Process when using the Widget:**

Hover over the Exceptions Widget until the employee list shows.

Select Desired Employee and their punch information for exceptions will appear in the center of the screen as shown in the below sample:
Select the punch that needs to be removed and click on the remove button in the bottom right corner.

<table>
<thead>
<tr>
<th>Date</th>
<th>Pay Code</th>
<th>Time</th>
<th>Daily</th>
<th>Sum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 10/17</td>
<td></td>
<td>6:00am</td>
<td>11:00</td>
<td>11:00</td>
</tr>
<tr>
<td>Tue 10/18</td>
<td></td>
<td>6:00am</td>
<td>14:00</td>
<td>25:00</td>
</tr>
<tr>
<td>Wed 10/19</td>
<td></td>
<td>10:54am</td>
<td>5:00pm</td>
<td>31:00</td>
</tr>
<tr>
<td>Thu 10/20</td>
<td></td>
<td>6:00am</td>
<td>15:00</td>
<td>47:00</td>
</tr>
<tr>
<td>Fri 10/21</td>
<td></td>
<td>6:00am</td>
<td>14:00</td>
<td>51:00</td>
</tr>
<tr>
<td>Mon 10/24</td>
<td></td>
<td>6:00am</td>
<td>51:00</td>
<td></td>
</tr>
</tbody>
</table>

Save the changes by clicking on the save button in the upper right hand corner.
The punch will be removed and replaced with a red box indicating a missed punch.
Process from Employee Timecard

From Manager Links Select Reconcile Timecard

Select Desired Employee’s Timecard by double clicking on that employee’s name

Select the punch that needs to be deleted by clicking on it once
Press the delete key on your keyboard to delete the punch

Select Save on the menu bar above the timecard. Your Punch has been removed.