

Overview

Timecard exceptions are a way of notifying you that time entries differ from what is expected and may need intervention before the payroll can be processed. This job aid provides a quick reference to help you identify common, critical timecard exceptions, understand their causes, and take the required actions to resolve them.

Note: This training includes U.S. spellings and the date construct of month/day/year. You will see your expected spellings and date constructs in your solution back on the job.

Viewing and Resolving Timecard Exceptions

On the Timecard Exceptions page, you can quickly view all of the timecard exceptions for the selected pay period. You can resolve many of the exceptions on this page or access an employee's individual timecard.

Supervisors access this page by selecting My Team > Time & Attendance > Timecard Exceptions.

Practitioners access this page by selecting People > Time & Attendance > Timecard Exceptions.

Identifying the Severity of a Timecard Exception

The Timecard Exceptions page displays only those employees with exceptions within the date range that you selected. Not all exceptions require action. All exceptions that are displayed in red and are marked with the  (error) icon must be resolved before the payroll can be processed. The remaining exceptions are informational and do not require any action.

Timecard Exceptions   							
<status is active>  MANAGE MY LISTS SEARCH OPTIONS							
Current Pay Period 							
Timecard Exceptions		Totals Summary					
EMPLOYEES (7)	TOTAL EXCEPTIONS	MISSING OUT PUNCH	ZERO HOURS ON TIME PAIR	DID NOT TAKE A LUNCH	SUPERVISOR APPROVAL REQUIRED	CLOCKED OUT EARLY	CLOCKED OUT LATE
Duncan, Heather  ZSK000164 - Human Resources Generalist	5	 1					
Evers, Thomas  ZSK000060 - Sales Executive	16				8		
Fager, Charles  ZSK000100 - Product Manager	5						
Hahn, Brenda  ZSK000163 - Customer Service Representative	7	 1		2		1	1
Johnson, Kenneth  ZSK000160 - Receiver	14	 5	 1				
Macgill, Mary  ZSK000063 - IT Analyst	5	 1					
Totals	60	 8	 2	5	12	1	1

Common Timecard Exceptions

The following table describes some common, critical timecard exceptions, their causes, and the required actions to resolve them. All of the required actions are completed on the Timecard Exceptions page unless otherwise noted.

Exception	Icon	Causes	Required Actions
Missing In/Out Punch	 Error	This exception is generated when an employee does not punch in or out at the beginning or end of his or her shift.	You can resolve this exception by any of the following ways: <ul style="list-style-type: none"> • Enter the correct missing punch. • Apply the employee's schedule by right-clicking on the missing punch and select Use Scheduled In/Out Time, if applicable. • On the employee's timecard, add the missing punch.
Zero Hours on Time Pair	 Error	This exception is generated when an employee punches in and out within a short time frame. This causes zero hours on the time pair, because the total hours on the time pair cannot be calculated.	You can resolve this exception by any of the following ways: <ul style="list-style-type: none"> • Edit the time pair to correct the punches. • Use the employee's schedule to correct the time pair. • On the employee's timecard, edit the time pair to correct the punches.
Time Pair Overlaps Another Time	 Error	At times, employees make mistakes when entering in and out times on their timecard. If they enter two time pairs that overlap each other, the total hours cannot be calculated, and an exception is generated. This can also happen when supervisors and practitioners make mistakes when editing timecards.	You can resolve this exception by any of the following ways: <ul style="list-style-type: none"> • Edit the time pair to correct the punches. • Use the employee's schedule to correct the time pair. • On the employee's timecard, edit the time pair to correct the punches.
Supervisor Approval Required	 Warning	Although this exception is not marked with the  (error) icon, supervisor approval may be set up as required. If so, approvals must be completed by a supervisor or practitioner before the payroll can be processed. Supervisor approval may be set up for your company so that once a supervisor approves an entry on an employee's timecard, the entry is locked and the employee will not be able to make any further changes to it.	Supervisors or practitioners can resolve this exception by any of the following ways: <ul style="list-style-type: none"> • Mark the individual time pairs as approved. • On the employee's timecard, click Approve Timecard.

Common Time Off Timecard Exceptions

The following table describes some common, critical Time Off timecard exceptions, their causes, and the required actions to resolve them.

Exception	Icon	Causes	Required Actions
Overlapping Time Off	 Error	Two or more time-off requests cannot be saved for the same point in time. Employees can submit multiple time-off requests in a day, but the requests cannot overlap in time.	Select People > Time Off > List of Requests and locate the requests. Verify the time-off request start and end times and adjust the requests accordingly.
Time Off Policy Not Assigned or Not Effective on Time Pair Pay Date	 Error	This exception is generated when a Time Off policy is mapped to a Time & Attendance pay code, but the date of the time-off request is outside of either the effective date of the policy or the employee's policy assignment date.	To view the policy assignment dates for employees, select People > Time Off > Policy Assignments. Contact your ADP Service Center team to determine if the policy effective date or the employee's policy assignment date needs to be changed. (If you use Comprehensive Services, please contact your assigned service associate.)
Payroll Adjustment for Time Off Created	 Error	When a time-off request is approved or canceled for dates in a previous pay period, the following changes occur: <ul style="list-style-type: none"> An adjustment is automatically created and posted on the employee's timecard. It ensures that the data is included in the payroll with the rest of the employee's timecard data so that the employee is paid correctly and the time-off balances are accurate. A timecard exception is generated to alert the practitioner to review the adjustment and make additional changes to the timecard, if necessary. The exception must be noted before the payroll can process. 	The exception cannot be resolved on the timecard. Select People > Time & Attendance > Timecard Exceptions, then do the following: <ol style="list-style-type: none"> In the Payroll Adjustment for Time Off Created column, click the exception count number icon. Select the Note check box to clear the exception. Click Save.

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