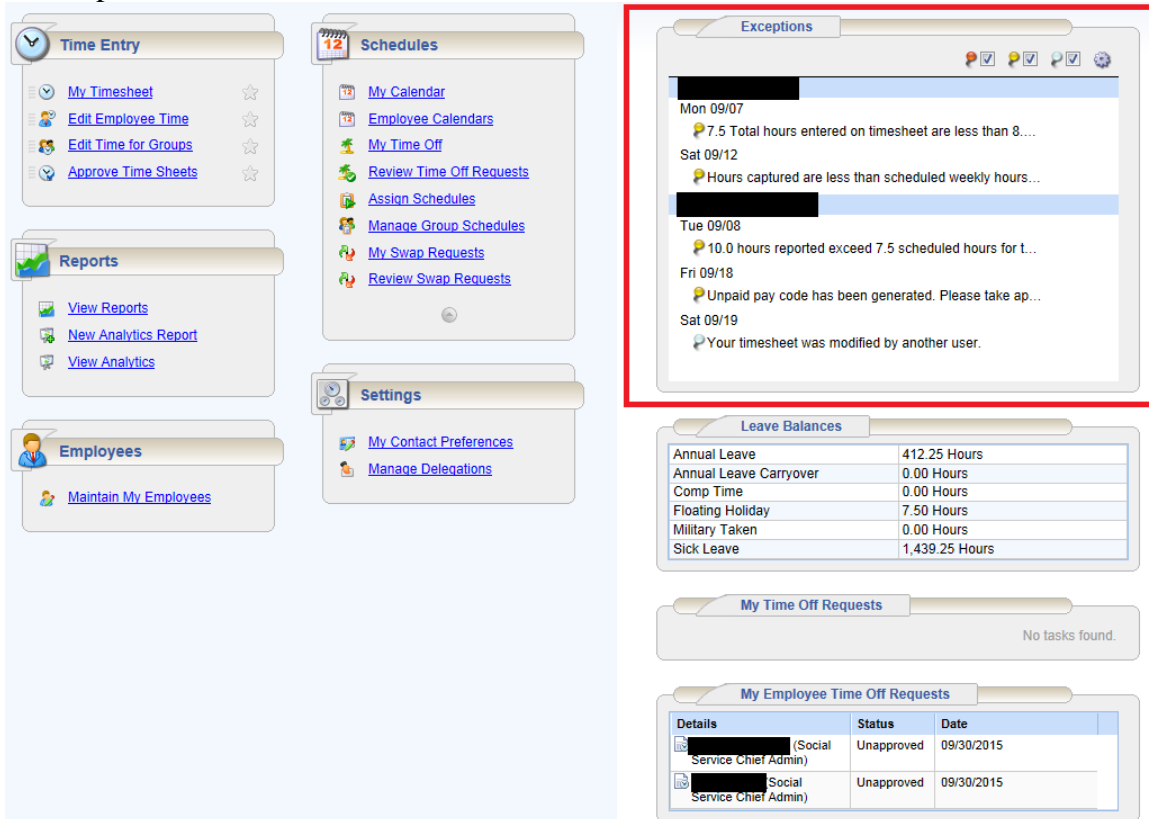


### DHSS Job Aid 17: Exception Handling

1. An exception is a message that is generated on the timesheet to indicate that an error has occurred that violates the rules by which the timesheet is processed. A common exception would include entering less than 37.5 hours in a week or trying to overdraw vacation time. Exceptions generate messages which appear in the **Exceptions** tab on the **Time Entry** window. If a time entry has a related exception, a color-coded exception pin appears. Based on the exception, the timesheet may need to be adjusted to correct an error. Other times the manager can acknowledge the exception to be paid. It is important to review all exceptions to ensure the employee is properly paid.

2. You can view exceptions on the dashboard exceptions window. To address an exception click on that exception to open the timesheet.



The screenshot displays the eSTAR dashboard with several modules: Time Entry, Schedules, Reports, Employees, and Settings. The 'Exceptions' window is highlighted with a red border and contains the following data:


Date	Exception Message
Mon 09/07	7.5 Total hours entered on timesheet are less than 8....
Sat 09/12	Hours captured are less than scheduled weekly hours...
Tue 09/08	10.0 hours reported exceed 7.5 scheduled hours for t...
Fri 09/18	Unpaid pay code has been generated. Please take ap...
Sat 09/19	Your timesheet was modified by another user.

Below the exceptions window, there are sections for 'Leave Balances' and 'My Employee Time Off Requests'.

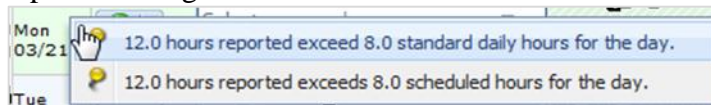
Category	Hours
Annual Leave	412.25 Hours
Annual Leave Carryover	0.00 Hours
Comp Time	0.00 Hours
Floating Holiday	7.50 Hours
Military Taken	0.00 Hours
Sick Leave	1,439.25 Hours

Details	Status	Date
(Social Service Chief Admin)	Unapproved	09/30/2015
(Social Service Chief Admin)	Unapproved	09/30/2015

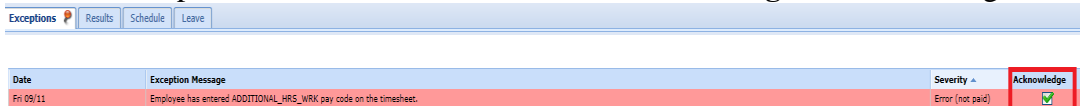
3. Exceptions are color coded by level of severity.
- **White:** No exceptions or only informational messages present
  - **Yellow:** Warnings present
  - **Red:** Errors present
- By default, exception messages are displayed in decreasing order of severity. The rank of severity codes, from lowest to highest, is as follows:

Severity Level	Field Options
	No Exceptions
	Informational message – no action required
	Informational message – action may be
	Warning
	Warning – paid differently than entered
	Error – record not paid
	Error – entire timesheet not paid/held

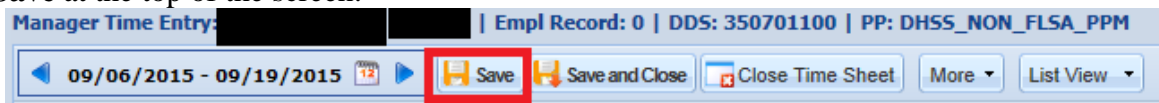
4. Time entries associated with exceptions appear on the timesheet marked with a color coded pin. Click the pin to display the exception message.



5. Any red exceptions need to be acknowledged in order for the employee's timesheet to be updated and paid. Click on the exception, if it is correct click on the **"Acknowledge"** box on the right side.



6. Click **Save** at the top of the screen.



7. A message will appear in the banner that your data was saved.

