Managing Exceptions

This guide provides information on the different exceptions that might be generated by employees entering payable time, including what they mean, how to correct them, who they apply to, and who should clear them.

What is an exception?

An exception is a possible error that is generated when an employee's time entry violates a set rule in the CHRS system.

What should I do if an employee's time entry has an exception?

The first course of action should be to ask the employee to correct their time entry whenever possible.

If the employee is not able to make a correction, the exception should be allowed by the employee's manager or Payroll, depending on the severity of the exception.

Managers are responsible for clearing **low/medium severity** exceptions before approving time. **Payroll** is responsible for clearing **high severity** exceptions.

How do I clear exceptions?

[View more detailed instructions on clearing exceptions for Faculty/Staff.](#)

[View more information on clearing exceptions for Student Assistants and Instructional Student Assistants (ISAs).](#)

When should exceptions be cleared?

If exceptions remain past the deadline to submit time entries, the exceptions must be cleared before managers approve time entries.

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What happens if an exception isn't resolved?

The employee will not be cleared for payment that pay period.

Common Exceptions

Exception Description	Severity	What Correction Should Be Made?	Exception Applies To?	Who Should Clear It?
Daily hours exceed 16	Medium	Employee should enter no more than 16 hours on that day. Move excess hours to another day.	All Employees	Manager
Invalid Comp Time TRC/ Balance	Medium	Employee should not claim more Comp Time than what they have accrued. Change Time Reporting Code and/or reduce Comp Time taken.	Faculty/ Staff	Manager
More than 24 hours reported	Medium	Employee should enter no more	All Employees	Manager

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Exception Description	Severity	What Correction Should Be Made?	Exception Applies To?	Who Should Clear It?
		than 16 hours on that day. Move excess hours to another day.		
Weekly Hours exceed 20	Medium	Employee should reduce hours reported that week as to not exceed 20. Move excess hours to another week.	Student Employees	Manager
Weekly Hours exceed 40	Medium	Employee should reduce hours reported that week as to not exceed 40. Move excess hours to another week.	All Employees	Manager
Inactive Time Reporter Status	High	Contact Payroll for assistance.	All Employees	Payroll
TRC is not in TRC	High	Contact Payroll for	All Employees	Payroll

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Exception Description	Severity	What Correction Should Be Made?	Exception Applies To?	Who Should Clear It?
Program		assistance.		

Need More Help?

For questions about your specific entries or reporting requirements for your position, contact Payroll at 657-278-2521 or payroll@fullerton.edu.

For training and how-to assistance, contact IT Training at 657-278-5647 or ittraining@fullerton.edu.

For technical assistance, contact the IT Help Desk at 657-278-7777 or helpdesk@fullerton.edu.

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