**Supervisors will be required to clear exceptions. An exception occurs when an entry has been made that requires extra review and possibly correction, for example, an employee submits overtime on their timesheet without having submitted an overtime approval request beforehand.**

* There are three types of exceptions that HIP generates: High, Medium, and Low
* Each exception may be in one of three statuses: Unresolved, Resolved, or Allowed

A supervisor may 1) “allow” the exception, meaning let it go or 2) they may contact the employee to resolve it. An employee may resolve the exception for their supervisor by correcting what they submitted for approval (e.g. updating their timesheet).

When an exception is generated, a supervisor with a State email address will receive an email from noreply@notify.hip.hawaii.gov showing that they have to take action on it. The supervisor will follow the link to logon to and go to the exception to take action.

**SAMPLE**



Additionally, any supervisor may also logon to HIP and check their Team Time tile at any time to see what exceptions are pending for them.  The menu at the top should be toggled to “Manager Self-Service” to see the Team Time tile. Once the tile is clicked, the supervisor will navigate to Manage Exceptions and a list of pending exceptions will display. Clicking on any row will allow further actions.

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Click on Team Time

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Look for Manage Exceptions on the left-hand menu and click it to bring up the exceptions that are pending

Exceptions now require the Search to list current and all exceptions in Team Time Tile. Select the Search Option and the select Done on the Employee Selection screen.





You will then see the list of exceptions populated.



You will also notice there is a hyperlink under each exception for the Explanation.



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To allow the exception, select the row to act on and click the Allow button.

*If it should not be allowed, contact the employee to resolve the exception by having them make a change.*

Once a supervisor allows an exception to go through, they should expect an email approval request the following day after an overnight process runs to clear the exception.

**Need more help with exceptions?**

For a full list of exceptions, what they mean, and what to do about them, see <https://ags.hawaii.gov/hip/exception-management/> or ask your timekeeper for help.

**Get Time and Leave Help**

<https://ags.hawaii.gov/hip/get-time-and-leave-help/>