



HIP Time and Leave Refresher Training

February 28, 2023



Department of Accounting and General Services
in coordination with the
Office of Enterprise Technology Services

TOPICS

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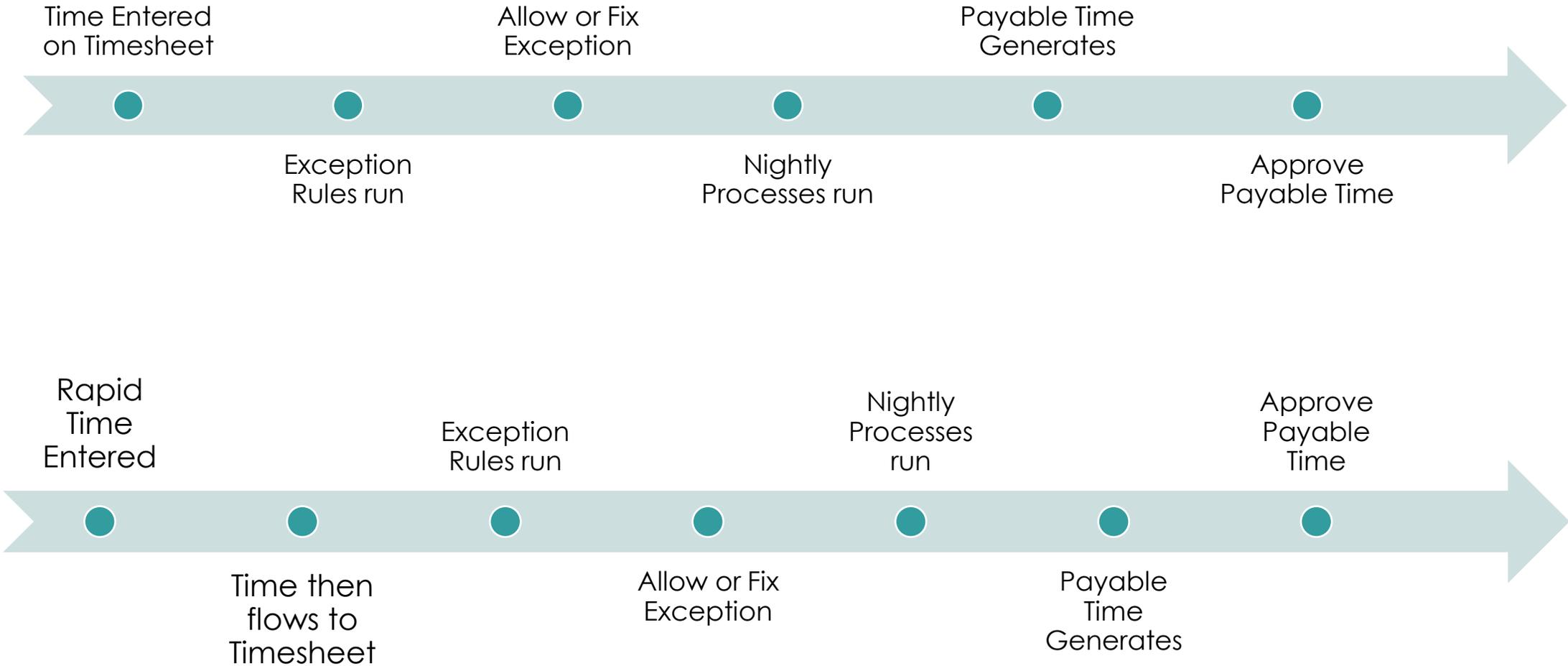
DISCLAIMER

- The specific scenarios outlined in this training have been simplified for training purposes.
- Figures used to illustrate payment information is fictitious for training purposes.
- As individual employees' circumstances and situations are different, please consult with your HR Authority for specific guidance on entering employee data.

About Exception Management

- HIP Time and Leave flags employee timesheets as "exceptions" when information is entered into HIP that may be incorrect or be contrary to the State's policies or procedures. These exceptions help the supervisor and their department prevent mistakes in timesheets. Allowing exceptions is different than approving time to be paid.
- Exceptions are generated when time is reported and either an aspect of the time is incorrect, or the time does not comply with a user-defined rule. Exceptions may be system-generated through validation processes or generated because of Time Administration rules.
- Approval and Exception rules still apply when submitting via Rapid Time. (i.e., entries do not bypass approval when using Rapid Time)

Timing of Exceptions



Types of Exceptions

- Each exception has an associated severity level and there are three levels of exceptions that the system generates:
 - 1. HIGH level exceptions. If a High severity exception is not resolved or allowed, it remains in the Exceptions table and the time does not become payable time. Once allowed, the Supervisor will receive the timesheet for approval after system processes are run. System processes run nightly and on approval deadline day at 9am, 12pm, & 3pm. The supervisor approval is acknowledgement and then time will be paid to the employee.
 - 2. MEDIUM level exceptions. Medium level exceptions will become payable time, but they also remain in the Exceptions table until the exception is resolved or allowed.
 - 3. LOW level exceptions. Low level exceptions will become payable time, but they also remain in the Exceptions table until the exception is resolved or allowed.

Exception Example from an Employee View

- A salaried employee submits overtime on their timesheet but did not request the overtime beforehand. A red triangle with an exclamation point will flag the day, which stands for an exception.

The screenshot shows a mobile application interface for an employee named Michael Doe, job title *General Professional. The screen displays the 'Elapsed Time' section for the period of 16 July - 31 July 2021. The total scheduled time is 88.00 and reported time is 4.00. The interface shows a weekly view for 'Week 1 of 3' with a scheduled time of 40.00 and reported time of 4.00. The days of the week are listed: Friday (16), Saturday (17), Sunday (18), Monday (19), Tuesday (20), Wednesday (21), and Thursday (22). For Friday, the scheduled time is 8 and reported time is 4, with a red triangle and exclamation point icon indicating an exception. For Saturday, Sunday, Monday, Tuesday, Wednesday, and Thursday, the scheduled time is 8 and reported time is 0. Below the timesheet, there is a section for 'OT - Overtime Pay' with a dropdown menu and a value of 4.00. There are also 'Save for Later' and 'Submit' buttons at the top right, and a 'View Legend' link on the left.

Time Reporting Code / Time Details	Friday 16	Saturday 17	Sunday 18	Monday 19	Tuesday 20	Wednesday 21	Thursday 22
Scheduled 8 Reported 4	Scheduled OFF Reported 0	Scheduled OFF Reported 0	Scheduled 8 Reported 0				
OT - Overtime Pay	4.00						

Note: This red exclamation flag will never disappear, so that it is known that an exception happened for this day.

Exception Example from an Employee View Continued

Once the employee submits the timesheet a High Severity warning will pop up and they can hit OK.

2 unresolved High Severity exception(s) in the time period. Please review.
High Severity Exceptions exist in the time period. Please work with your department timekeeper or Supervisor to resolve the exception(s) and process the timesheet entries.

OK

Handling Exceptions – Manager Self Service (MSS)

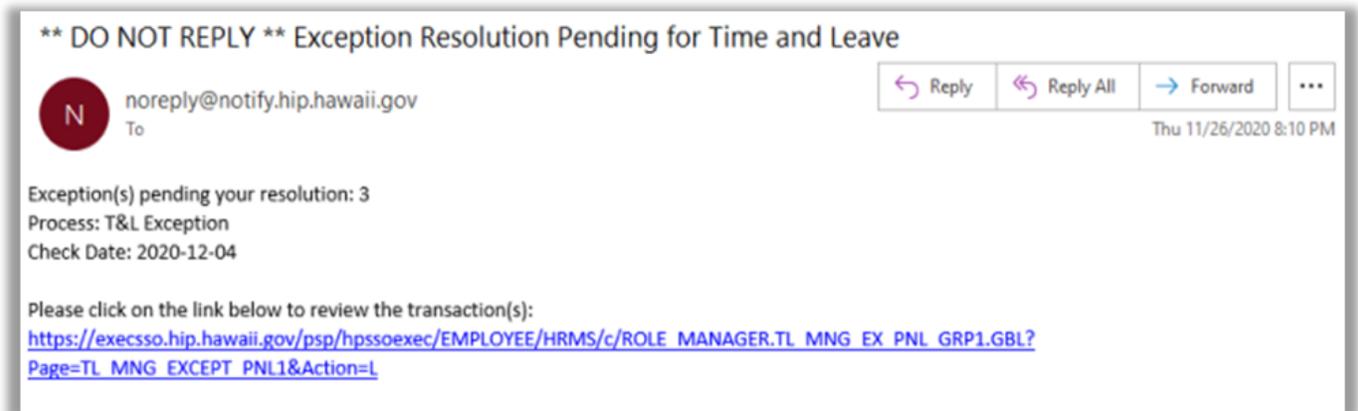
- Supervisors will be required to clear exceptions. An exception occurs when an entry has been made that requires extra review and possibly correction, for example, an employee submits overtime on their timesheet without having submitted an overtime approval request beforehand. If supervisors are unable to clear exceptions or need assistance Timekeepers can also allow exceptions with some coordination.
- Each exception may be in one of three statuses: Unresolved, Resolved, or Allowed.
- Unresolved exceptions could have an impact on pay and department payroll may need to help monitor.

Handling Exceptions – Manager Self Service (MSS) Continued

- A supervisor can 1) "allow" the exception, meaning let it go as appropriate 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 and re-submitting it for approval again).
- 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 must act on it. The supervisor can follow the link to logon and go to the exceptions.

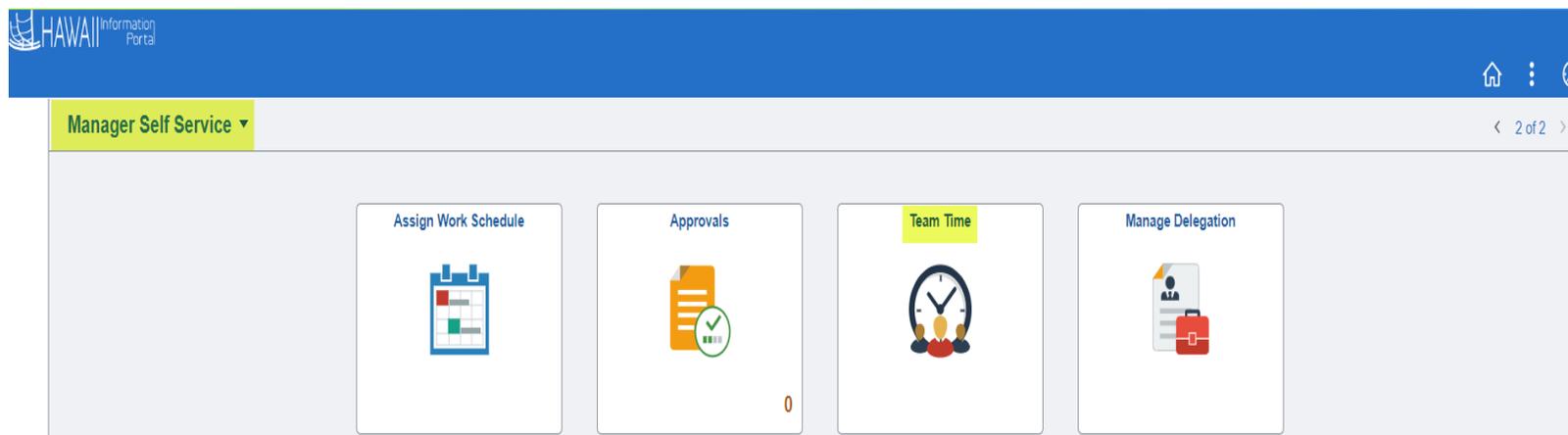
Sample of email: 

Note: The email is not sent immediate and is done by a nightly process.



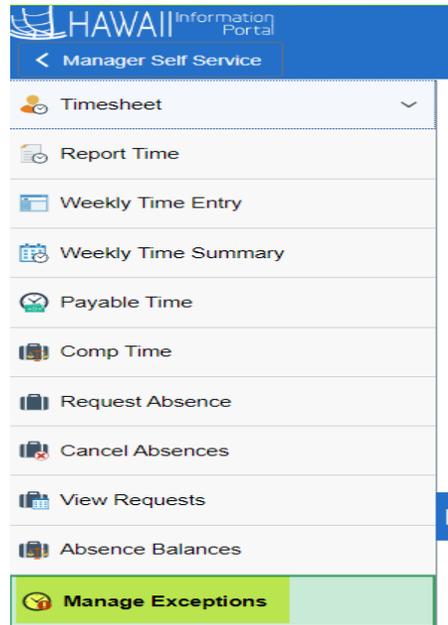
Handling Exceptions – Manager Self Service (MSS) Continued

- 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.
- Log into HIP, select the Manager Self Service from the drop-down list, and then select the Team Time tile.

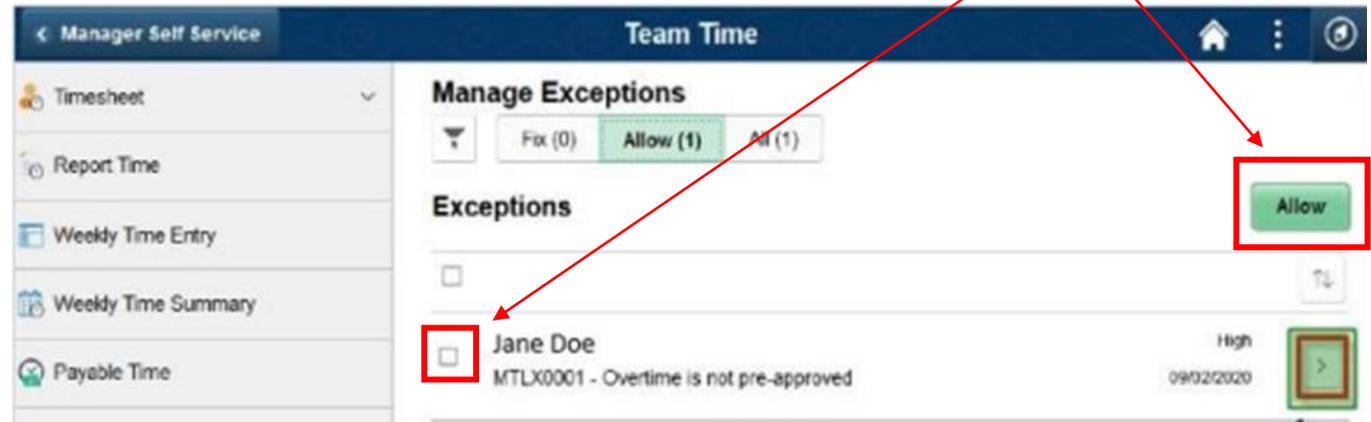


Handling Exceptions – Manager Self Service (MSS) Continued

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



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



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

Note: Exceptions listed on the "fix" list require correction before proceeding to payroll. (If exceptions are allowed) supervisors approve the timesheet by navigating to their Approvals tile.



Exception Example from a Supervisor View

In the Manager Self Service Screen under the Team Time Tile and under Manage Exceptions, if ok, then select them both and Allow.

The screenshot shows the 'Manager Self Service' interface. The main header is 'Team Time'. The left sidebar contains various options, with 'Manage Exceptions' highlighted. The main content area is titled 'Manage Exceptions' and shows a table of exceptions for 'Michael Doe'. Two exceptions are listed, both checked. A green 'Allow' button is visible at the top right of the exception list.

Exception	Priority	Date	Action
<input checked="" type="checkbox"/> Michael Doe MTLX0001 - Overtime is not pre-approved	High	07/16/2021	>
<input checked="" type="checkbox"/> Michael Doe MTLX0014 - BU 13 Salary range (SRNA) OT	High	07/16/2021	>

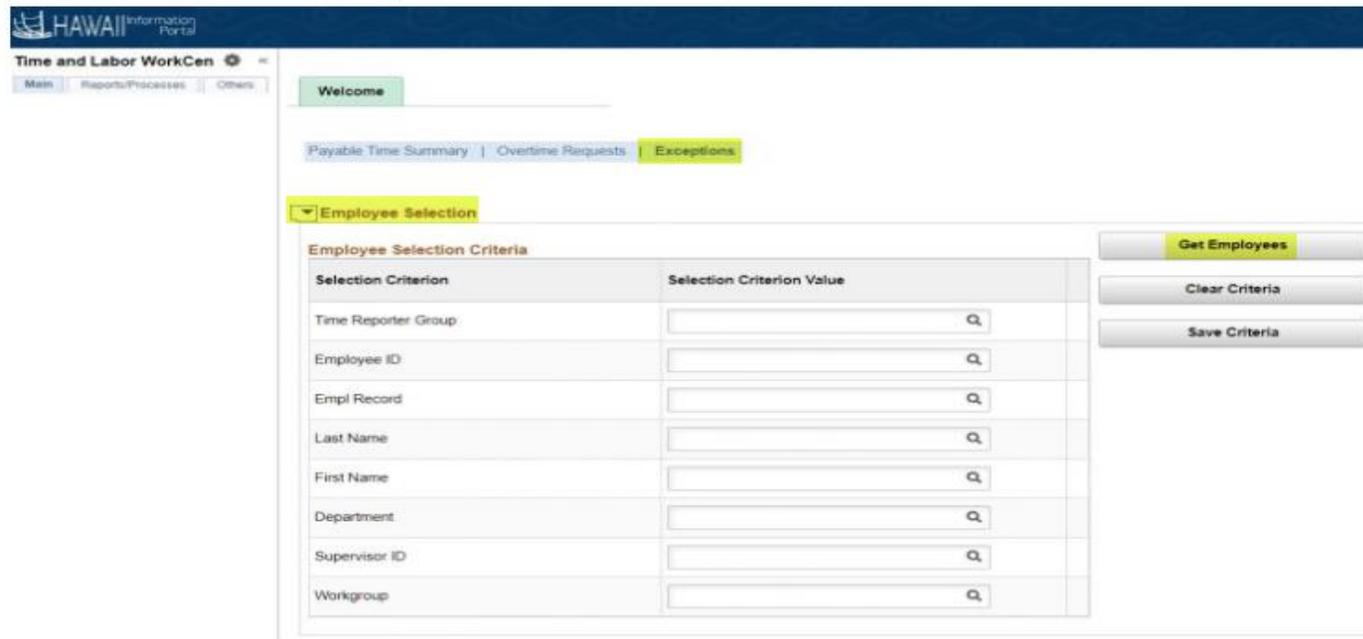
If need to view more details or to act on Select the arrow to the far right, and then act on or Allow too.

Exceptions would then clear.

Note: if it should not be allowed, contact the employee to resolve the exception by having them make a change.

Handling Exceptions – Timekeeper

- Timekeepers can also go thru the Team Tile like supervisors or navigate to the Time and Labor WorkCenter tile and then to the Exceptions tab. Click on the Employee Selection, then the Get Employees button to fetch all exception records.

A screenshot of the Hawaii Information Portal. The top navigation bar is dark blue with the "HAWAII Information Portal" logo. Below it, the "Time and Labor WorkCenter" section is visible, with tabs for "Payable Time Summary", "Overtime Requests", and "Exceptions". The "Exceptions" tab is active. Underneath, there is a section for "Employee Selection" with a dropdown arrow. To the right of this section are three buttons: "Get Employees", "Clear Criteria", and "Save Criteria". Below the buttons is a table for "Employee Selection Criteria" with two columns: "Selection Criterion" and "Selection Criterion Value". The table has eight rows, each with a text input field and a search icon.

Selection Criterion	Selection Criterion Value
Time Reporter Group	<input type="text"/>
Employee ID	<input type="text"/>
Empl Record	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Department	<input type="text"/>
Supervisor ID	<input type="text"/>
Workgroup	<input type="text"/>

Handling Exceptions – Timekeeper Continued

See the Summary Messages on Work Center in the Description column (Step 1), then click on the Details tab to get exception details (Step 2).

The screenshot shows the 'Manage Payable Time' section of the Hawaii Information Portal. The 'Exceptions' tab is selected, and the 'Details' sub-tab is active. A table lists two exceptions for 'General Professional' employees. The 'Description' column contains the text 'Overtime is not pre-approved' and 'TRC Comment Required'. A red arrow labeled 'Step 2' points to the 'Details' tab, and a green arrow labeled 'Step 1' points to the 'Description' column.

Allow	Last Name	First Name	Empl ID	Empl Record	Job Title	Exception ID	Description	Date
<input type="checkbox"/>				0	*General Professional	MTLX0001	Overtime is not pre-approved	02/07/2020
<input type="checkbox"/>				0	*General Professional	MTLX0003	TRC Comment Required	02/07/2020

Handling Exceptions – Timekeeper Continued

- Once in the Details tab, to the right, a column for "Explanation" is visible so the timekeeper can click on the link and see a detailed explanation of the exception.

Last Updated	Exception Data	Explanation	Comment
08/27/2020 12:01:19PM	Action Required: Overtime request is not pre-approved in the system.	Explanation	<input type="text"/>
08/27/2020 12:01:19PM	Action Required: Overtime request is not pre-approved in the system.	Explanation	<input type="text"/>
08/27/2020 12:01:19PM	Action Required: Overtime request is not pre-approved in the system.	Explanation	<input type="text"/>
08/27/2020 12:01:19PM	Action Required: Overtime request is not pre-approved in the system.	Explanation	<input type="text"/>

Exception Explained

[Help](#)

Exception ID
MTLX0001

Description
Overtime is not pre-approved
Overtime request is not pre-approved in the system. All overtime must be pre-approved in the system.

Action Required: This needs to be either allowed or edited if not correct. Check your department policies for pre-approved overtime.

[Return](#)

Handling Exceptions – Timekeeper Continued

- Timekeepers determine which may be allowed, selects the appropriate boxes in the Allow column or click Select All if all should be allowed, and then clicks on the Save button.

Payable Time Summary | Overtime Requests | Exceptions

▶ Employee Selection

▶ Filtering Options

Exceptions ?

Overview Details Demographics ||>

Allow	Last Name	First Name
<input checked="" type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input checked="" type="checkbox"/>		

Allow Exceptions ?

Select All Deselect All

Save

Handling Exceptions – Timekeeper Continued

- To help maintain or help with exceptions Timekeepers can run HIP_TL_SUPERVISOR_EXCEPTIONS query, this query will give timekeepers the list of outstanding exceptions, the employees, and who their supervisor is.

Records | Query | Expressions | Prompts | Fields | Criteria | Having | Dependency | Transformations | View SQL | Run

View All | Rerun Query | Download to Excel | Download to XML

First 1-100 of 699 Last

Row	Supv ID	Supervisor	Dept ID	Dept Descr	Employee ID	Empl Record	Employee Name	Timesheet Date	Exception ID	Exception Descr	Exception Allowable	ags.hawaii.gov/hip
1			340344	PSD/Sheriff		0		08/03/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
2			340344	PSD/Sheriff		0		08/05/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
3			340344	PSD/Sheriff		0		08/04/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
4			340344	PSD/Sheriff		0		08/05/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
5			340344	PSD/Sheriff		0		08/01/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
6			340344	PSD/Sheriff		0		08/05/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
7			340344	PSD/Sheriff		0		08/05/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
8			340344	PSD/Sheriff		0		08/06/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
9			340344	PSD/Sheriff		0		08/10/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/
10			340344	PSD/Sheriff		0		08/10/2021	MTLX0001	Overtime is not pre-approved	Y	https://ags.hawaii.gov/hip/exception-management/

11 Popular Fix Exceptions (1 – 5)

Exception ID	Exception Description	Exception Data	Exception Explained
TLX00001	Invalid Comp Time TRC/Balance	Action Required: Comp Time Error %1	<p>1: TRC not in the Time Reporters Comp Plan. Check Comp Plan Assignment.</p> <p>2: TRC not in the Time Reporters TRC Program.</p> <p>3: Comp Time balance is below Max Negative Hours Allowed on Comp Plan, or below zero if going negative is not allowed.</p> <p>4: Comp Time balance exceeds Max Positive Hours Allowed on Comp Plan.</p> <p>Action Required: Fix the rapid time entry to ensure that a valid TRC is used for the employee. Send a ticket to DAGS if you cannot resolve this issue.</p>
	<p>Example of this exception</p>		
TLX00450	Quantity exceeds TRC limits	Action Required: The quantity reported (%2) is outside the limits specified for the TRC (%1).	<p>The quantity reported is outside the limits specified by the Minimum and Maximum quantity on the TRC table.</p> <p>Action Required: Check with the employee's supervisor and adjust the timesheet to be within the limits.</p>
TLX00030	Inactive Time Reporter Status	Action Required: Employee is Inactive and cannot be processed by Time Administration	<p>Update the Time Reporter Status to Active to continue processing time for this Time Reporter.</p> <p>Action Required: Check with HR if the Time Reporter Status needs to be Active to continue processing time for this Time Reporter.</p>
TLX01560	QTY cannot be zero	Action Required: QTY cannot be zero when reporting a TRC of Hours or Units: %1	<p>When reporting a TRC type of Hours or Units the QTY cannot be zero.</p> <p>Action Required: Check with the employee's supervisor and adjust the timesheet, as necessary.</p>
TLX01780	Reported time in Future Period	FYI: Reported time on or after %1 is for a future period.	Timesheet exception will be corrected when future period is reached, and exception will be resolved.

Fix Exception Example #1

TLX00001 – Invalid Comp Time TRC/Balance example in the Fix category of Manage Exceptions, below is what the screen looks going thru the MSS and Team Tile under Manage Exceptions. Choose the right arrow to see more details.

HAWAII Information Portal
Manager Self Service Team Time

Manage Exceptions
Fix (883) Allow (1765) All (2648)

Exceptions

Exception ID	Description	Priority	Date	Action
TLX00001	Invalid Comp Time TRC/Balance	High	12/29/2022	>
TLX00001	Invalid Comp Time TRC/Balance	High	12/09/2022	>
TLX00001	Invalid Comp Time TRC/Balance	High	07/31/2022	>
TLX00001	Invalid Comp Time TRC/Balance	High	11/26/2022	>
TLX00001	Invalid Comp Time TRC/Balance	High	08/10/2022	>

Fix Exception Example #1 Continued

The more details will show you this exception on 12/29/22 for 8.00 hours of Take Comp Time State is a High-level exception, to fix it hit the right arrow again.

The screenshot displays the 'Manager Self Service' interface for 'Team Time'. The left sidebar contains a menu with the following items: Timesheet, Report Time, Weekly Time Entry, Weekly Time Summary, Payable Time, Comp Time, Request Absence, Cancel Absences, View Requests, and Absence Balances. The 'Manage Exceptions' option is highlighted at the bottom of the sidebar. The main content area shows a 'Return to Manage Exceptions' link, the date 'Thursday, Dec 29, 2022', and a 'Submitted Time' section with buttons for '+', 'Elapsed', and 'Punch'. Below this, a time entry is shown for 'CTZTK - Take Comp Time (State)' for 8.00 hours. A 'Total 8.00 hours' is displayed at the bottom right of this section. The 'Exceptions' section lists 'TLX00001 - Invalid Comp Time TRC/Balance' with a 'High' priority level. A blue pause button is visible on the right side of the sidebar.

Fix Exception Example #1 Continued

In this scenario after verifying this employee's state comp time balance they only had 6.75 hours available, so I will correct the Quantity amount from 8.00 to 6.75 Hours and Submit. This will fix this exception. Other ways to clear this exception: If this was the wrong TRC chosen you could also change the Time Reporting Code by selecting the drop-down arrow and select the correct TRC and then Submit, or you can Delete altogether too, by Selecting the Delete button.

Cancel Time Report Submit

Date 12/29/2022

Time Reporting Code QuickFill

Quantity Hours

Time Details

Business Unit State of Hawaii

Combination Code

11 Popular Fix Exceptions Continued (6 – 11)

Exception ID	Exception Description	Exception Data	Exception Explained
TLX00440	TRC is not in TRC Program	Action Required: The %1 TRC is not in the time reporters TRC program as of the date reported	The TRC that has been reported is not associated with the Time Reporter's TRC Program as of this date. Action Required: Contact the employee's HR office to determine if the employee was set up incorrectly for union code. Once union code is corrected by HR, and nightly process runs, resubmit the rapid time entry.
TLX00560	Invalid Billable Indicator Example of this Exception	Invalid value for Billable Indicator.	Billable Indicator is a Yes/No field.
MTLX0024	Incorrect UAC Payroll Number	Action Required: Correct the UAC applied to this transaction.	UAC Payroll Number is different than the employee's Home Payroll Number as of the reporting date.
MLTX0012	12 & 24 Hr EE - Night Shift	Night Shift Premium is not allowed for 12&24 Hour shift employees.	Talk to you supervisor for additional information and department guidelines. You can delete this time transaction if entry was submitted accidentally.
MLTX0018	TA Override Rate	Action Required: No Override Rate found (TA Premium Rate) for the Temporary Assignment	Use the corrected Rapid Time Template (TA PAY) for TA payments.
MTLX0020	Kalaupapa Trail Travel Limit	Action Required: Kalaupapa Trail Travel has limit of 2 Hour/Week	Hours more than one (1) will not be processed. Timesheet correction required.

Fix Exception Example #2

TLX00560 – Invalid Billable Indicator example in the Fix category of Manage Exceptions, below is what the screen looks going thru the MSS and Team Tile under Manage Exceptions. Choose the right arrow to see more details.

Team Time

Manage Exceptions
⌵ Fix (1) Allow (0) All (1)

Exceptions

			↕
TLX00560 - Invalid Billable Indicator	High	12/26/2022	>

Fix Exception Example #2 Continued

The more details will show you this exception on 12/26/22, has 0.00 nothing attached to it, and is a High-level exception, to fix it hit the right arrow again.

Team Time

[Return to Manage Exceptions](#)

Monday, Dec 26, 2022

Submitted Time

+ Elapsed Punch

	- 0.00	>
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Total 0.00 hours

Exceptions

TLX00560 - Invalid Billable Indicator	High
---------------------------------------	------

Fix Exception Example #2 Continued

As you can see this exception has no Time Reporting Code attached to the quantity 0.00, so to clear this exception simply select Delete. Or, if something was supposed to be there then select the TRC and the quantity of hours and hit Submit.

Time Report

Date 12/26/2022

Time Reporting Code QuickFill

Quantity

Time Details

Business Unit State of Hawaii

Combination Code

Fix Exception Example #2 Continued

Another way to clear this exception, is by going into the Timesheet and deleting the line with the 0.00 hours and Submitting.

Timesheet

Employee ID [blurred]
Empl Record 2
Earliest Change Date 12/26/2022

Select Another Timesheet

*View By: Calendar Period
*Date: 12/16/2022
Reported Hours: 80.00
Punch Timesheet

From Friday 12/16/2022 to Saturday 12/31/2022

Fri 12/16	Sat 12/17	Sun 12/18	Mon 12/19	Tue 12/20	Wed 12/21	Thu 12/22	Fri 12/23	Sat 12/24	Sun 12/25	Mon 12/26
										0.00
8.00										
			8.00	8.00	8.00	8.00				
							8.00			

Save for Later Submit

Timesheet
Path: Main
Menu >
Manager Self
Service > Time
Management >
Report Time >
Timesheet.

6 Popular Allow Exceptions Continued (1 – 6)

Exception ID	Exception Description	Exception Data	Exception Explained
MTLX0001	Overtime is not pre-approved Example of this exception	Action Required: Overtime request is not pre-approved in the system.	Overtime request is not pre-approved in the system. All overtime must be pre-approved in the system. Action Required: This needs to be either allowed or edited if not correct. Check your department policies for pre-approved overtime.
MTLX0017	Meal Claims Exception	Multiple Meals of Same Type Claimed on the Day	Employee claimed more than one Breakfast(s)/Lunch(es)/Dinner(s) on the same day.
TLX01700	Full Absence & Reported time	FYI: Time is reported with Time Reporting Code %1 for Full day Absence.	Work time has been reported on the same day where a Full Day absence has been reported. Action Required: Please check with employee's supervisor to determine if there was an incorrect entry on the timesheet. If not, no further action required.
MTLX0002	Hours exceeds 20 Hours/Week	FYI: Student Helper Exceeds 20 hours / work week	Student Helper worked more than 20 hours in reported work week. Action Required: Please check if this timesheet is correct. If so, no further action required.
MTLX0005	Two Portions of Stand By Pay	Action Required: Two portions of Stand By Pay Reported for the Day	Employee reported two "portions" of Stand By Pay for the day. Action Required: Check with employee's supervisor if this is correct.
MTLX0014	BU 13 Salary range (SRNA) OT	Employee's BU 13 Salary range (SRNA) may not be eligible to earn Overtime cash compensation.	Review and take action on the exception.

Allow Exception Example

If this Overtime is approved, then simply check it on the left and Allow to clear exception.

The screenshot shows the 'HAWAII Information Portal' interface. The top navigation bar includes 'Manager Self Service' and 'Team Time'. The left sidebar contains a menu with items like 'Timesheet', 'Report Time', 'Weekly Time Entry', 'Weekly Time Summary', 'Payable Time', 'Comp Time', 'Request Absence', 'Cancel Absences', 'View Requests', 'Absence Balances', and 'Manage Exceptions'. The main content area is titled 'Manage Exceptions' and features filters for 'Fix (0)', 'Allow (2)', and 'All (2)'. Below the filters is a table of exceptions:

Exception ID	Description	Priority	Date	Action
<input type="checkbox"/>	[Redacted]			↕
<input checked="" type="checkbox"/>	MTLX0001 - Overtime is not pre-approved	High	01/28/2023	>
<input type="checkbox"/>	MTLX0001 - Overtime is not pre-approved	High	01/29/2023	>

Select the right arrow to see more details.

Allow Exception Example Continued

In the details screen you can see this High OT exception is for Sunday, Jan 29, 2023, for 5.00 Hours. If you determine this is now correct you can check the Exceptions box and Allow or click the right arrow to edit and adjust.

Team Time

[Return to Manage Exceptions](#)

Sunday, Jan 29, 2023

Submitted Time

+ Elapsed Punch

OT - Overtime Pay	5.00 Hours	>
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Total 5.00 hours

Exceptions

<input type="checkbox"/>	MTLX0001 - Overtime is not pre-approved	High
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Allow

Allow Exception Example Continued

In this next screen you can correct the TRC or Quantity and update Times or Comments and Submit or you can Delete it if intended not to pay.

Time Report

Date 01/29/2023

Time Reporting Code QuickFill

Quantity Hours

Time Details

Business Unit State of Hawaii

Combination Code

2 rows

Date	Time Reporting Code	Start Time	End Time	BU / Section	Comment
01/29/2023	OT	05:15 AM	06:00 AM		Section 21 A 1- Early / Late Departures 0515-0600-1800-2215
01/29/2023	OT	06:00 PM	10:15 PM		Section 21 A 1- Early / Late Departures 0515-0600-1800-2215

Helpful Tips

- Need more help with exceptions? Ask your timekeeper for help [Hawaii Information Portal | Get Time and Leave Help](#), and for a full list of exceptions, what they mean, and what to do about them, see [Exception-Management](#)
- [MSS - Exceptions](#)



MAHALO FOR YOUR TIME!