MyConnection
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Exceptions / Notifications (KB0011833)

NOTE: These features will be in place once the Administrative Information Management System (AIMS) has been implemented.

Question	Answer
How will exceptions work?	When an employee taps-in, taps-out either before or after the 10 minute rounding period, then an exception is generated. An exception flags any difference between the employee's schedule and the time entered. The employee will receive a notification by email, phone or text, indicating that they have an exception to address. The employee will go into the system to select a reason from a pre-populated set of choices or provide an explanation if it is other than what is available. A notification is then sent to the manager to review the employee's reason for being outside the 10 minutes on either side of a shift. Depending on what the employee has selected, it may be approved automatically or it may go to a manager or designate for review. Once the manager/designate approves the overage on time or the reason why the employee was outside of the scheduled shift, then the exception is resolved.
How do employees manage an exception if they don't have a cellphone or computer access?	Employees can contact an HR representative to assist them in resolving the exception.
When will managers review exceptions?	Managers will be encouraged to review exceptions as part of their daily work.
Will you be able to resolve an exception at an eClock?	No. To avoid delays for others at the eClocks, exceptions can be resolved through a mobile device, computer workstation or by contacting an HR representative, if needed, once the exception notification has been delivered.
What happens if an employee doesn't address the exception by entering the system to provide a reason for the difference between the scheduled shift and the time entered?	Employees will be sent daily reminders of outstanding exceptions. If they are not cleared prior to payroll cut-off, then it may affect their pay for that period. If they miss the period for payroll cut-off, then a request for a time correction would need to be initiated by the employee through MyConnection.