



## Exception Alarm Trouble Shooting Guide

Exception ID	Description	Severity	Reason	Resolution
TLX10064	Invalid Punch Order IN/IN	High	Back to back IN punch, potentially a time punch reset of the employees punch in status after 18 hours of not punching OUT.	Verify employee/schedule if required. Enter the appropriate missing punch time before payroll lockout.
TLX10064	Invalid Punch Order OUT/OUT	High	Back to back OUT punch, rarely happens but potentially the employee failed to verify the information on the screen & punched incorrectly.	Verify employee/schedule if required. Enter the appropriate missing punch time before payroll lockout.
NC000002	Multiple Job Punch Overlap	Low	The employee has multiple jobs and potentially clocked IN on one job before clocking OUT of the other job.	Verify employee/schedule if required. Adjust the punch time to the appropriate In or Out time for each job before payroll lockout.
TLX00450	More than 24 hours reported	High	The sum of accumulated hours exceeds 24 hours. Keep in mind that other exceptions listed could be a contributing factor for this alarm.	Verify employee/schedule if required. Potentially there could be a missed punch. If so correct missed punch before payroll lockout.
TLX00031	Invalid HR Status	High	The biweekly employee payable status is invalid which means the job data status is Inactive in the HR System. Clock punch data was entered and submitted prior to the inactive date.	Verify employee work status. Update the employee job data and/or verify the employee timesheet if required to match their current job data status before payroll lockout.
TLX00032	Invalid HR Status	High	The monthly employee payable status is invalid which means the job data status is Inactive in the HR System. Clock punch data was entered and submitted prior to the inactive date.	Verify employee work status. Update the employee job data and/or adjust the employee timesheet if required to match their current job data status before payroll lockout.

All unresolved **High** Severity alarms **will not** be paid to the employee until they are resolved in the HR System!



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NC000003	Excessive Hours (>14/day)	Low	The employees accumulated work time for one day is more than 14 hours total.	Verify employee/schedule if required. Allow the exception if manager approves excessive hours.
NC000004	Invalid Project ID	High	The Project ID or account information the employee should be paid from is not valid	Verify employee distribution and account information if required. Select a valid Project ID and resubmit payable time.
NC000005	In Punch Without Out Punch for 24 Hours	High	The employee failed to clock out within a 24 hour timeframe. Once detected the alarm will be visible for 7 days before clearing automatically.	Verify the employee timesheet and follow-up with the employee to find out why they missed a punch. Update the timesheet with the missing punch data.
TLX10064	Daylight Saving Time Change	High	The base time changed in the HR system due to daylight savings time between 1 -2 AM.	Verify the employee timesheet on the daylight saving time date, change and adjust the employee punch time around the 1 -2 AM timeframe.
NC000006	Holiday Punch In or Out	High	The employee has punch data that begins (IN) prior to the NCSU holiday or finished (OUT) after the holiday that requires time management updates in order to pay correctly during the time period.	Verify the employee timesheet involving the NCSU holiday. Punch data prior to the holiday will require an 11:59 PM (OUT) punch and a 12 AM (IN) punch to calculate holiday pay correctly. Punch data extending past the holiday date will require an 11:59 PM (OUT) punch to end holiday pay and a 12 AM (IN) punch the day after the holiday to calculate correctly.

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