

## Managing your exceptions on the mobile app as casual employee or agency personnel

Exceptions are generated when you arrive to work late, leave work early, or are absent for your shift. Failure to clock in and out in accordance with your scheduled start and stop times will impact your recorded working times and pay.

**Full day absence:** will result in an 'unauthorized absence' and non-payment

**Part day absence:** will result in a 'short shift' and non-payment for those hours

### You will need to advise the site manager when you:

- Were late to work for any reason and the system recorded you as 'late' or 'very late'.
- Had to leave work before your shift ended and the system recorded you as 'early out' or 'very early out'.
- Were at work on time but couldn't clock in or out for some reason (e.g. had trouble with your mobile) and the system has recorded you as 'late', 'very late', 'early', or 'very early'.
- Made a mistake and clocked in or out at the wrong time.
- Did not turn up for your shift.
- Have a pay query, (**Casuals** - Site Manager or Scheduler, **Agency** - your third-party provider manager)

### What you need to do

1. Advise the site manager as soon as you realise there was an issue with your timekeeping.
2. Check your app every day for any exceptions that the system may have recorded against you.

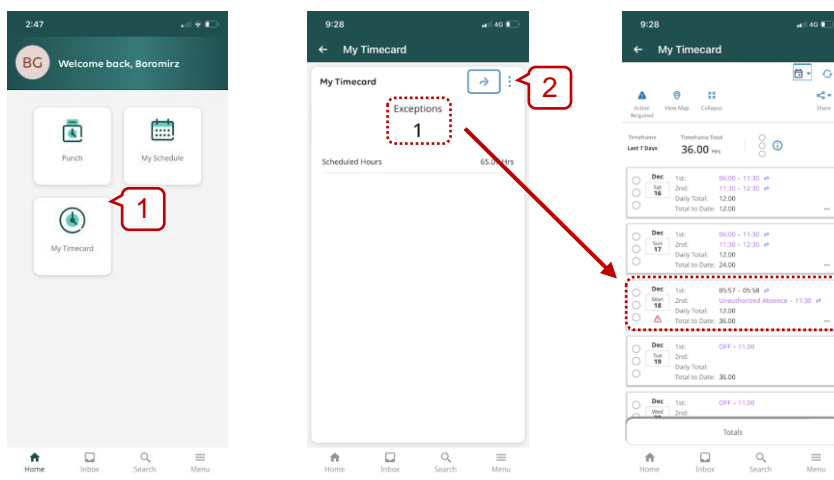
### Checking for exceptions

1. Tap **My Timecard** tile from your home screen.
2. The next screen will indicate if you have any **exceptions** to manage.

In this example there is 1.

Tap the **blue arrow** in the top-right.

The **My Timecard** screen displays.



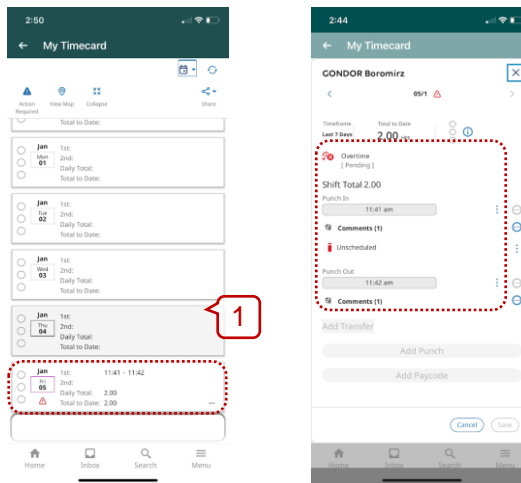
## SmartPay Training – UKG Mobile App

If there are any exceptions, a warning sign next to the date is displayed ⚠️.

1. Tap on the **shift** with the exception, e.g. 'Unauthorized Absence'.

The shift displays showing when you were supposed to have clocked in as per your schedule.

2. **Advise the site manager.**



Examples of the types of exceptions you may see:

- **Unexcused Absence** – this is a missed span of time (entire shift)
- **Overtime (Pending)** – these are additional hours that will require a site managers review and approval

