

Managing your exceptions on the mobile app – Fortnightly employees

You will need to **take action** whenever you arrive to work late, leave work early, or are absent for your shift. This is referred to as an 'exception' to your schedule.

Exceptions (missed time) need to be resolved otherwise you may lose payment.

What you need to do

If you are late to work, finish your shift early or are absent you need to carry out one of the following actions to resolve the exception.

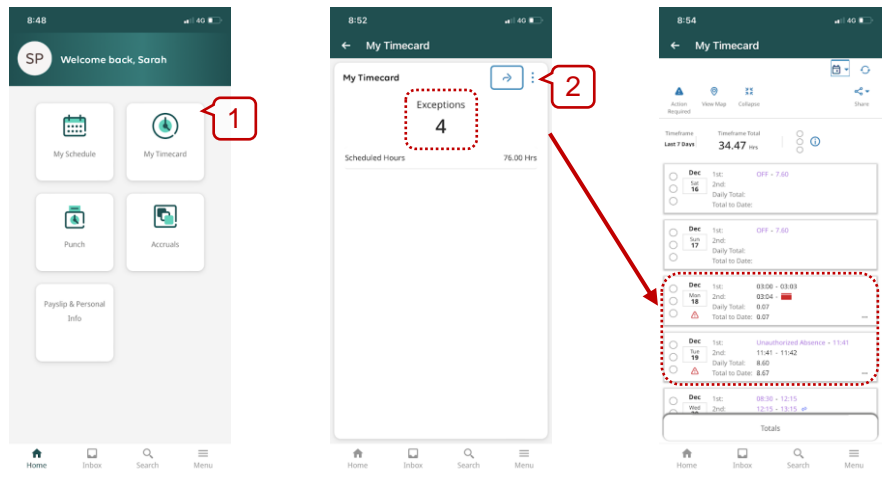
Checking for exceptions

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 are 4.

Tap the **blue arrow** in the top-right to view the exceptions.

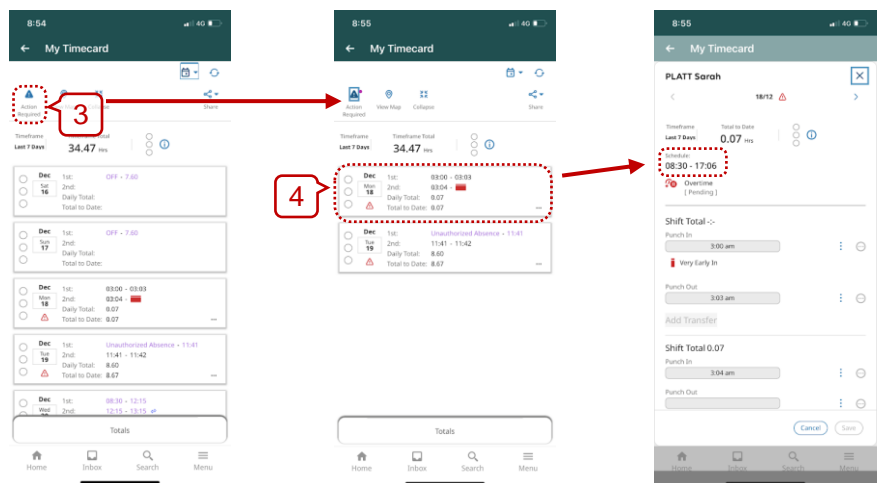
The **My Timecard** screen displays.



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

3. Optionally, tap **Action Required** ⚠️ to filter out only those that you need to manage.
4. Tap on the first **shift** with the exception.

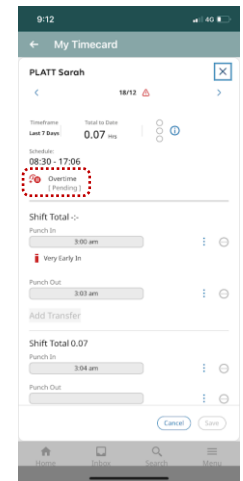
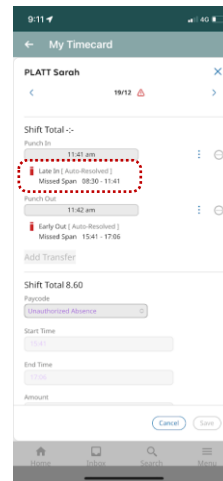
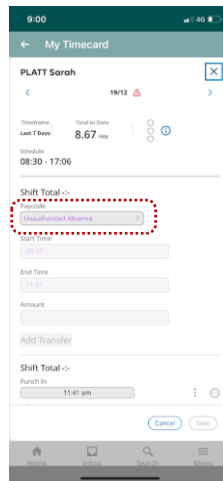
The shift displays when you were supposed to have clocked in as per your schedule (in this instance 08:30).



SmartPay Training – UKG Mobile App

Examples of the types of exceptions you may see:

- **Unauthorized Absence** – this is a missed span of time from a shift. (This will show as **Unexcused Absence** in the exception)
- **Late In** – this example shows clocking in at 11:41am rather than 08:30 as per the schedule
- **Overtime Pending** (If you record hours outside of your schedule, this generates overtime, your manager will need to approve these hours if applicable)



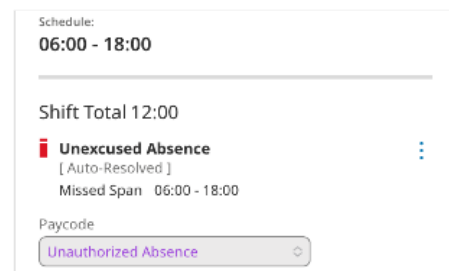
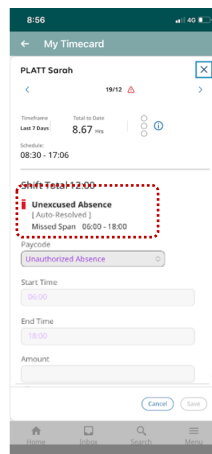
Clearing your exceptions – Unexcused absence (Full Day)

If you were absent for your shift you will need to **submit a leave request** to justify your absence for the day (refer to QRG: [Submitting time off requests](#)).

To view the exception, open the daily timecard with the 'Unexcused Absence' indicator

Unexcused Absence

It displays the 'Missed Span' (entire shift) of work (e.g. 06:00 – 18:00) as an **Unauthorized Absence**.



Clearing your exceptions – Late in or early out

If you were late in or early out for your shift you need to take the following action:

- **Valid leave reason (e.g. sick)** - you will need to submit a **leave request** to justify your absence for the day (refer to QRG: [Submitting time off requests](#)).
- **No valid leave reason** - if you were late or had to leave early where there is no valid leave type to cover the absence (such as annual leave, sick leave, carers leave, jury duty etc.) your manager will receive notification and there will be no payment for your period of absence.
- **Travel Days (FIFO employees)** – when you are late in or early out on your fly day, the exception needs to be referred to your manager.
- **Worked but forgot to clock** – if you simply forgot to clock in or out on the day that you have received the exception, you need to inform your manager at the earliest opportunity, who can verify you worked and correct your timecard to ensure correct payment.

Important: *If you were absent and take no action, it may result in non-payment.*