

## Resolving Conflicting Segments

You may view Conflicting Segments/Shifts from three places:

1. User Dashboard (will send you to Group Hours for viewing).

Name	Type	Date
Laura William	Conflicting Shifts	10/05 09:00 A - 05:00 P
Laura William	Conflicting Shifts	10/05 09:00 A - 05:00 P
Laura William	Conflicting Shifts	10/08 09:00 A - 05:00 P
Laura William	Conflicting Shifts	10/08 11:00 A - 03:00 P

Click to access conflicting segments in group hours

Jump to Group Hours

2. Group Hours (to view Conflicting Shifts for multiple employees).

My Dashboard

Hours

- Individual Hours
- **Group Hours**
- Mass Hours
- Period Export

3. Individual Hours (to view Conflicting Shifts for one employee).

My Dashboard

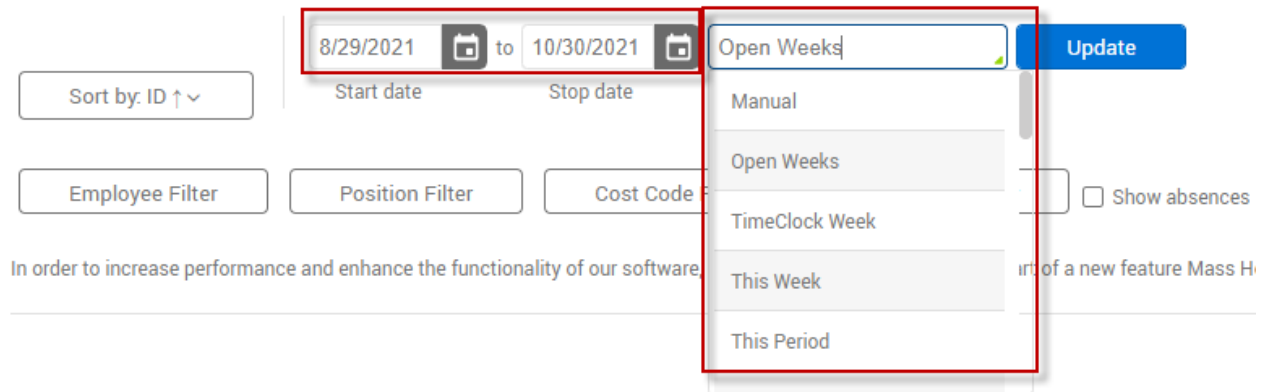
Hours

- **Individual Hours**
- Group Hours
- Mass Hours
- Period Export

## Correcting a Conflicting Segment in Group Hours

4. Select the date range you wish to view by manually adjusting the dates or using the date range options drop down menu then click update.

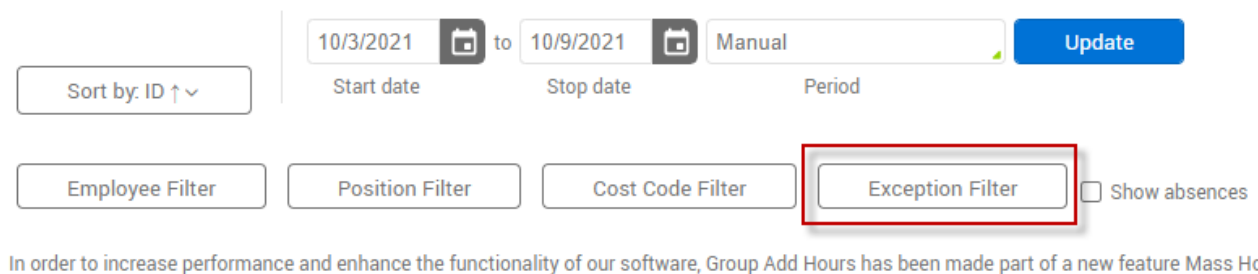
### Group Hours ☆



The screenshot shows the 'Group Hours' interface. At the top, there is a 'Sort by: ID ↑' button. Below it are three filter buttons: 'Employee Filter', 'Position Filter', and 'Cost Code Filter'. The main area contains a date range selector with 'Start date' and 'Stop date' fields. The start date is '8/29/2021' and the stop date is '10/30/2021'. A dropdown menu is open, showing options: 'Open Weeks', 'Manual', 'Open Weeks', 'TimeClock Week', 'This Week', and 'This Period'. The 'Update' button is highlighted in blue. Below the filters, there is a checkbox labeled 'Show absences' and a paragraph of text: 'In order to increase performance and enhance the functionality of our software...'.

5. Click on the Exception Filter.

### Group Hours ☆



The screenshot shows the 'Group Hours' interface. At the top, there is a 'Sort by: ID ↑' button. Below it are four filter buttons: 'Employee Filter', 'Position Filter', 'Cost Code Filter', and 'Exception Filter'. The 'Exception Filter' button is highlighted with a red box. The main area contains a date range selector with 'Start date' and 'Stop date' fields. The start date is '10/3/2021' and the stop date is '10/9/2021'. A dropdown menu is open, showing options: 'Manual' and 'Period'. The 'Update' button is highlighted in blue. Below the filters, there is a checkbox labeled 'Show absences' and a paragraph of text: 'In order to increase performance and enhance the functionality of our software, Group Add Hours has been made part of a new feature Mass Hours.'

6. Check the box next to Conflicting Shifts and click Filter. This will display only time segments containing a Conflict.

Exception Filter

Required for close week

Required for payroll exports and reports

Search

Employee Approval Approvals

Manager Approval Approvals

Other Approval Approvals

Conflicting Shifts Shift

Long Break Shift

NOTE: Only segments with the selected exceptions will be shown

Restore default Save as default Cancel Filter

7. Conflicting Shifts will exist when the start time of one segment is within the time in and out of another segment and/or the start/end times of two segments overlap.

In this example, the employee worked 4 hours from 8 am to 12 noon and then left work. The Manager added 4 hours of Vacation time for the employee but the start time for the vacation time is between the time in and time out of the previous segment. To prevent a Conflicting Segment the Manager should have set the start time for the Vacation to be any time after the punch out time of 12 noon.

					Notes	Edited	Break length	Time in	Time out	Hours	Week total	Position
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				10/5/2021 08:00 AM	10/5/2021 12:00 PM	4:00		99999 - Test Position - Analyst
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				10/5/2021 09:00 AM	10/5/2021 01:00 PM	4:00	8:00*	28 - VAC-Vacation Pay

**Note: Your response to correcting a Conflicting Segment will vary based on the type of conflict. The example and resolution described here is just one example. Remember that segments will conflict when the start time of one segment is within the time in and out of another and/or the start/end times of two segments overlap. When this is resolved, the conflict will no longer exist. If you have questions on how to resolve a Conflicting Segment, please email [support.payrollservices@ttu.edu](mailto:support.payrollservices@ttu.edu).**

8. Right click the segment you wish to resolve and select Edit from the drop-down menu or click Manage>Edit from the menu above the time segments.

Showing 2 records of 2 Selected 1 records

					Notes	Edited	Break length	Time in	Time out
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				10/5/2021 08:00 AM	10/5/2021 12:00 PM
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Y		10/5/2021 09:00 AM	10/5/2021 01:00 PM

9. Modify times or hours as necessary. Once you are finished select Save.

### Edit Segment

Segment Length: 4:00

Individual is clocked in

Time sheet entry

Edit actual time

Missed in punch

Missed out punch

Time in: 10/5/2021 12:00 PM

Hours: 4:00

Position: 28 - VAC-Vacation Pay

Cost Code: DEFAULT

Rate: 0.00




Note:

Extra Cancel Save

10. Once the conflict is resolved, conflicting shifts will no longer appear.

## Group Hours

Sort by: ID ↑ ▾

10/3/2021  to 10/5/2021  Manual  Update

Start date Stop date Period

Employee Filter Position Filter Cost Code Filter **Exception Filter**  Show absences

In order to increase performance and enhance the functionality of our software, Group Add Hours has been made part of a new feature Mass Hour

Manage ▾ Exceptions ▾


No records found

## Correcting a Conflicting Segment in Individual Hours

11. Click the employee's name that you would like to correct a Conflicting Segment for.

## Individual Hours

Sort by: ID ↑ ▾ Employee Filter

Search 

Showing 2 records of 2

99999998	Laura William
99999999	Art Vandalay

No employee is selected

12. Right click the segment you wish to resolve and select Edit from the drop-down menu or click Manage>Edit from the menu above the time segments.

Laura William Position Filter

10/1/2021 to 10/9/2021 Manual Update

Start date Stop date Period

+ Add Manage ▾ Exceptions ▾ Processing ▾

Showing 7 records of 7 Selected 1 records

<input type="checkbox"/>					Notes	Edited		Time In	Time Out	Hours	Shift Total	Week Total	Position
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/4/2021 09:00 AM	10/4/2021 05:00 PM	8:00	8:00		99999 - Test Position - Analyst
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/5/2021 08:00 AM	10/5/2021 12:00 PM	4:00	4:00		99999 - Test Position - Analyst
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/5/2021 12:00 PM	<< Time sheet >>	4:00	4:00		
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/6/2021 09:00 AM	10/6/2021 05:00 PM	8:00	8:00		Analyst
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/7/2021 09:00 AM	10/7/2021 05:00 PM	8:00	8:00		Analyst
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/8/2021 08:00 AM	10/8/2021 12:00 PM	4:00	4:00		Analyst
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/8/2021 09:00 AM	10/8/2021 02:00 PM	5:00	5:00		

Edit

Delete

Split segment by length

Split segment by percentage

---

Audit Log

View segment photos

13. Modify times/hours as necessary. Once you are finished, select Save.

### Edit Segment ?

Segment Length: 5:00

Individual is clocked in

Time sheet entry

Edit actual time

---

Missed in punch

Missed out punch

---

Time in

Hours

Position

Cost Code  Select

Rate

Note

Extra

Cancel

Save

14. Once the conflict is resolved, the segments shown earlier in orange will now appear in a different color.

Showing 7 records of 7 Selected 1 records

<input type="checkbox"/>					Notes	Edited		Time In	Time Out	Hours	Shift Total	Week Total	Position	Cost Code
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/4/2021 09:00 AM	10/4/2021 05:00 PM	8:00	8:00		99999 - Test Position - Analyst	DEFAULT
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/5/2021 08:00 AM	10/5/2021 12:00 PM	4:00	4:00		99999 - Test Position - Analyst	DEFAULT
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/5/2021 12:00 PM	<< Time sheet >>	4:00	4:00		28 - VAC-Vacation Pay	DEFAULT
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/6/2021 09:00 AM	10/6/2021 05:00 PM	8:00	8:00		99999 - Test Position - Analyst	DEFAULT
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/7/2021 09:00 AM	10/7/2021 05:00 PM	8:00	8:00		99999 - Test Position - Analyst	DEFAULT
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/8/2021 08:00 AM	10/8/2021 12:00 PM	4:00	4:00		99999 - Test Position - Analyst	DEFAULT
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			Y		10/8/2021 12:00 PM	<< Time sheet >>	5:00	5:00	41:00	28 - VAC-Vacation Pay	DEFAULT