

Attendance exceptions

Another Check-In · R02

Before the demonstration

Bertland Hope

- Your assigned responsibility
- The correct training record
- Evidence of the result

Today's outcome

An auditable effective correction appears while original signed attendance remains intact.

The correct exception

Berland Hope

- From a report exception open Resolve Exception for the intended staff ID/work date

In this step

Confirm the staff identity and work date before opening the decision form. Similar names and adjacent dates are easy to confuse. Resolve the exception attached to the evidence you actually reviewed.

Original and effective data

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- Inspect original event, current effective decision and prior history

In this step

Read the original events alongside the current decision and earlier history. The effective report result may include an existing resolution. Understanding that distinction prevents a second correction from concealing the first.

Resolution details

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- Choose an allowed resolution for that exception and enter required corrected values, reason and evidence note

In this step

Choose a resolution the form allows for this exception. Enter only supported corrected values and document the reason and evidence. A location override or itinerary link can require additional authority beyond ordinary attendance resolution.

The updated report

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- Submit and return to the originating report
- verify effective classification and retained original evidence

In this step

Return to the report after saving and check the effective classification. Also confirm that the original evidence and the reason remain traceable. A successful form submission alone is not the whole verification.

Locked periods

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- For a locked period stop and ask the report-lock authority to follow the reopen process
- do not switch to an older review path to bypass it

In this step

A locked period belongs to the report governance process. Refer the case to the person with reopen authority. Switching to another screen to evade a lock would undermine the approved period and its evidence.

Common problems

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- Changing the wrong date/employee
- assuming all resolution types apply to every exception
- treating an authorized absence as a leave allocation transaction

A useful support report

The task and record
The expected result
The actual message
The authorized next step

Guided practice

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- Resolve a prepared missing checkout using a documented training departure time; verify the report and history
- Explain what to do for a prepared locked-period case

Evidence to show

The correct training case

The result or permitted decision

Your explanation of the next step

Practice debrief

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- Correct context and permitted action
- A result you can trace
- A clear next step if blocked

Expected result

An auditable effective correction appears while original signed attendance remains intact.