

# Step 3 – Resolve Exceptions

## Types of Exceptions:

**Errors** – Correct data in order for the request to be submitted. Cannot be overridden.

**Warnings** – Correct data or override with an explanation in order for request to be submitted.

## Dashboard – view a summary of your e-Form 119 reporting

The screenshot shows the e-access Dashboard for 2020 Annual Reconciliation. The left-hand navigation bar includes buttons for Home, Members, Requests, Batch Processing, and the **Dashboard** button. The main content area displays a progress gauge at 86% complete, with a 'View & Reconcile' button. A summary table shows 24,185 Completed, 8 Pending, 3,638 Not Submitted, 272 Unresolved Exceptions, and 28 Not Initiated. Below this is the 'Annual Reporting e-Correspondence' section with a table of requests.

**Dashboard button** will be found on the left-hand navigation bar

Refresh your **Dashboard** as you work throughout the day or before calling Employer

See a summary of your progress, including unresolved exceptions

**View & Reconcile**  
Click here to view and work on unsubmitted requests

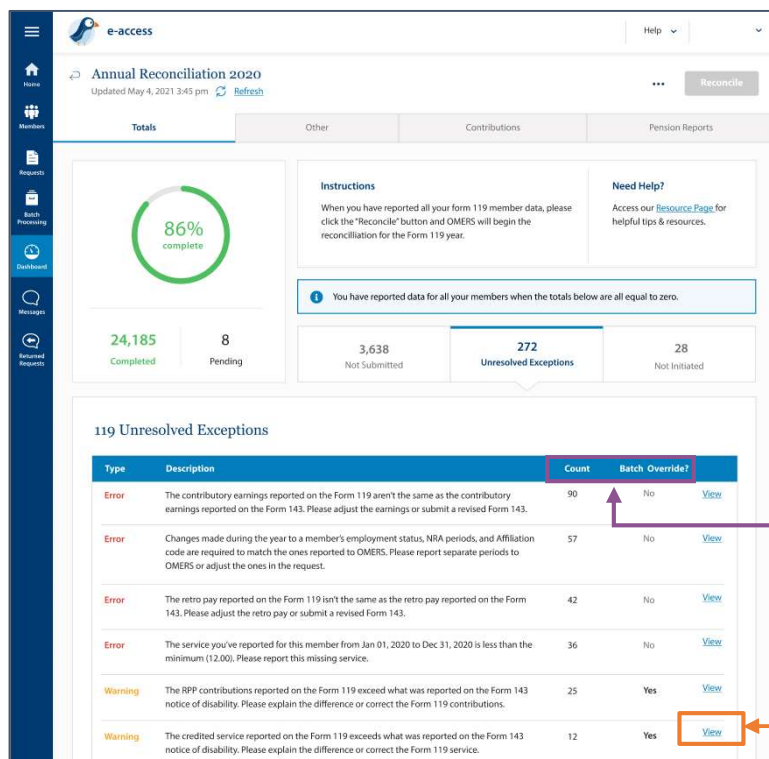
Subject	Topic	Emp ID	Member	Last Activity
① <a href="#">Something is not rig...</a>	Annual Reporting (119)	056	Monica Williams	Today
① <a href="#">Quick Question</a>	Annual Reporting (119)	056	Sandra Smith	Today
① <a href="#">Inquiry</a>	Annual Reporting (119)	056	John Lennon	Yesterday

**Totals tab** – here you will find a summary of all *Not Submitted*, *Not Initiated*, and *Unresolved Exceptions*. Click on *Unresolved Exceptions* to handle exceptions by type.

The screenshot shows the 'Totals' tab for 2020 Annual Reconciliation. It displays a progress gauge at 86% complete and a summary table with 24,185 Completed, 8 Pending, 3,638 Not Submitted, 272 Unresolved Exceptions, and 28 Not Initiated. Below this is the 'Not Submitted 119's' section with a table of members.

272  
Unresolved Exceptions

Member	Emp ID	Request Type	Updated by	Updated Date
<input type="checkbox"/> Jason Thompson	12945	<a href="#">119 - Annual Reporting: 2020</a>	Julia Wu	Today
<input type="checkbox"/> Kathy Wu	12902	<a href="#">119 - Annual Reporting: 2020</a>	John Doe (me)	Today



**Unresolved Exceptions** – view a summary of all errors and warnings firing for your group.

**Count** Count column indicates the number of members who encountered that particular exception message.

**Batch Override?** Batch Override will indicate if that exception can be overridden in batches.

**View** Click on View to display a list of all members that have encountered that exception.

**Unresolved Exceptions** – to work on an individual file, click on the “119 – Annual Reporting” on that member’s line for that member.

[Back to All Exceptions](#)

To return back to all unresolved exceptions.

Member	Emp ID	Request Type	Updated by	Updated Date
<input type="checkbox"/> Jason Thompson	12945	119 - Annual Reporting: 2020	Julia Wu	Today
<input type="checkbox"/> Kathy Wu	12902	119 - Annual Reporting: 2020	John Doe (me)	Today
<input type="checkbox"/> Radhika Devani	13402	119 - Annual Reporting: 2020	John Doe (me)	Yesterday

**We're here to help. Get in touch.**

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