User manual - casual employee

ServiceNow timesheet portal

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User manual - casual employee

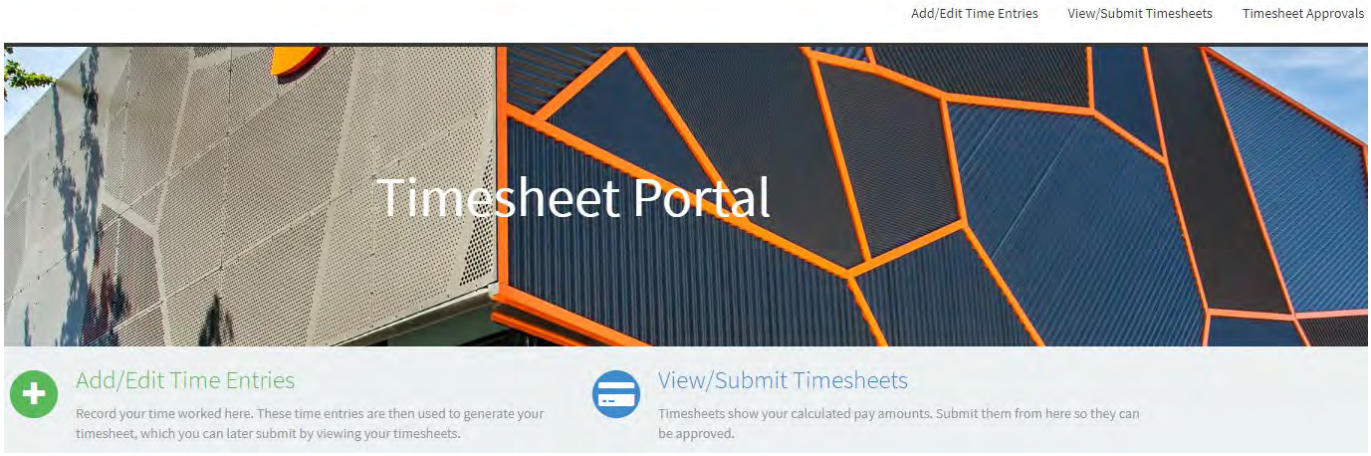
ServiceNow timesheet portal

Logging into the timesheet portal

Casual employees configured for the ServiceNow system can submit electronic timesheets via the following link: https://federation.service-now.com/tp

Please note that you will be contacted by Human Resources when the system becomes available to you.

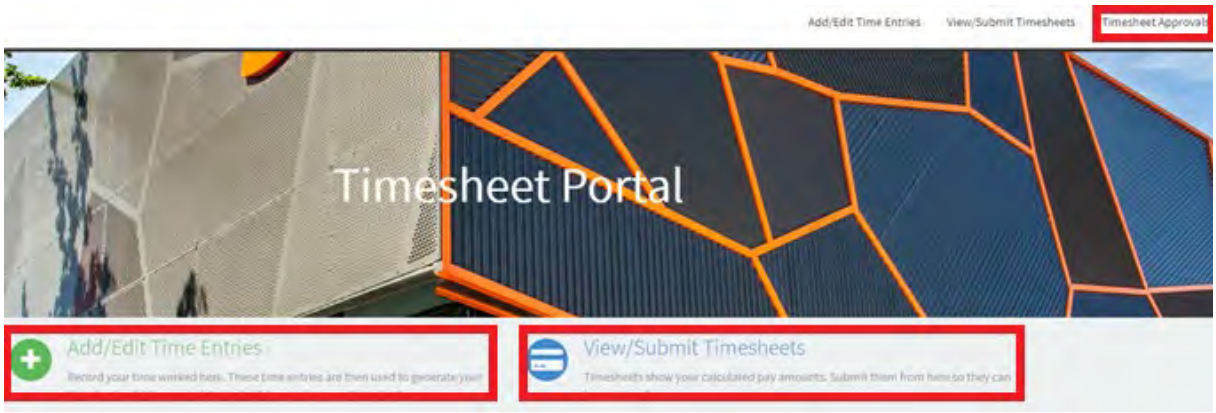
Using the timesheet portal



There are three key components in the portal:

- Add/Edit time entries
- View/Submit timesheets
- Timesheet approvals (only applicable to a timesheet approver)

Home page



Add/Edit time entries

This is the starting point where you can add and edit time entries for work you have undertaken.

View/Submit timesheets

Once you have entered your time entries, this is where you can view a summary of your timesheet submission and the calculated amount.

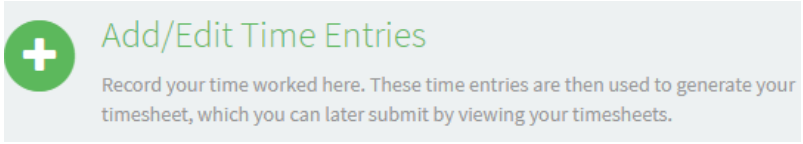
This is also where you submit your timesheet to the approver for actioning.

Timesheet approvals

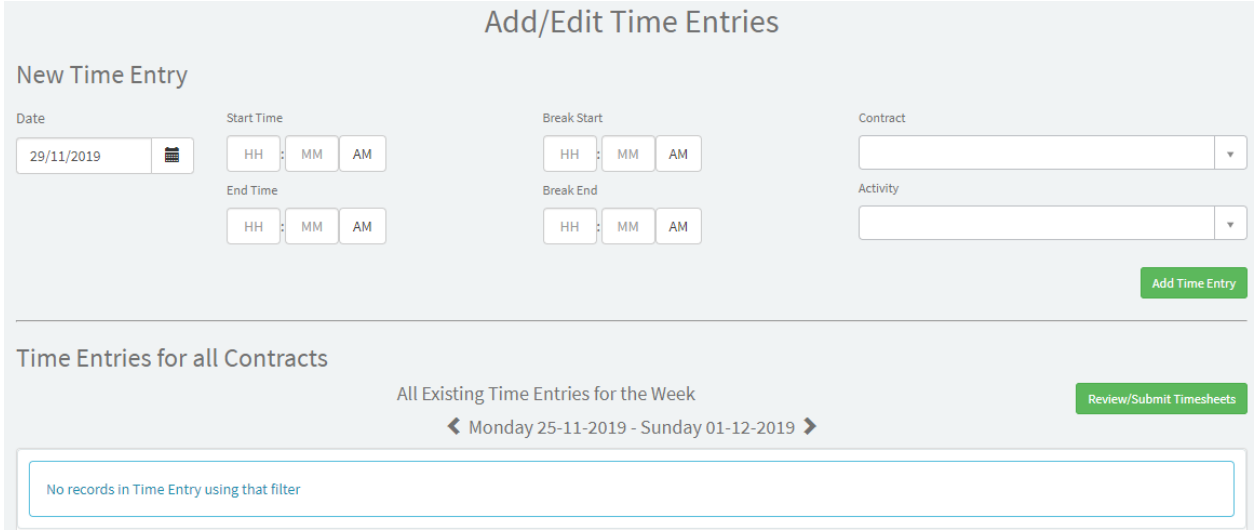
Timesheet approvers can go here to view and approve employee timesheets. (This menu item is not applicable to casual staff submitting timesheets)

Adding new time entries

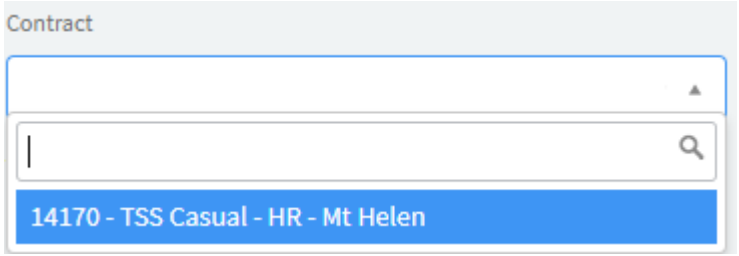
1. Click on the Add//Edit Time Entries button to commence entering your time entries.



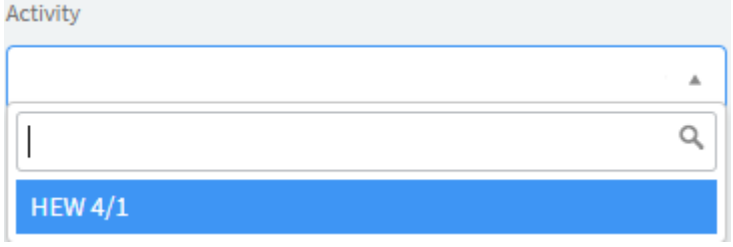
2. The user is presented with the following screen



3. The first step is to select the relevant contract you are claiming time for. Click on the 'Contract' drop-down menu and select the contract. If you have more than one contract you are working in at the same time please ensure you select the appropriate one from the list. You can identify a contract as the contract number will be visible followed by the contract description.



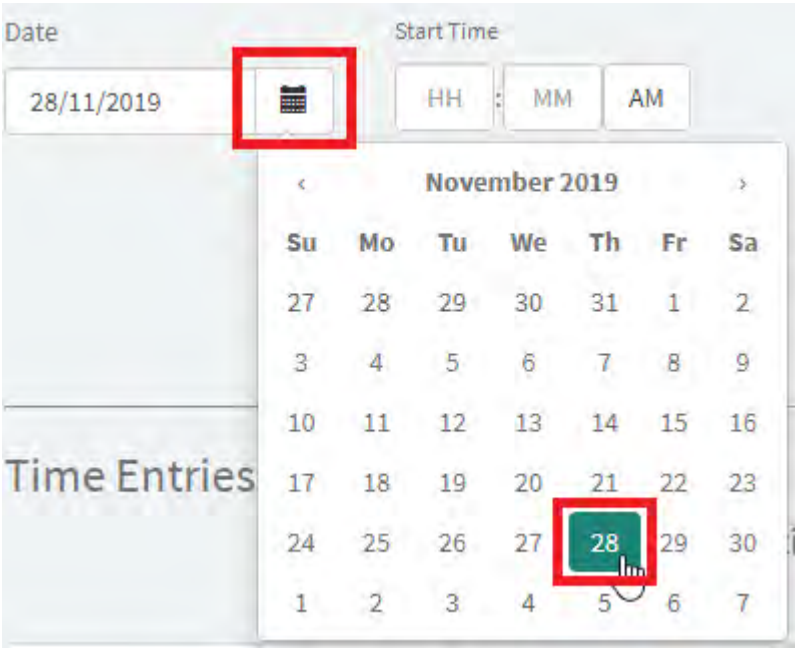
4. Now you must select the relevant Activity/Rate associated with the contract you are claiming time for. In the example below the employee has just the one rate associated with their contract. If you have different rates associated with your contract you must select the correct 'Activity' from the drop-down list



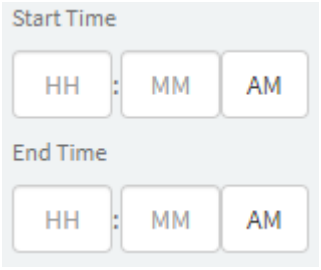
5. Now you have selected the Contract and Activity/Rate you can now select the date that work was undertaken. A separate time entry must be entered for each day you are claiming.

   In this example the employee is claiming days for the period commencing Thursday, 28 November 2019 to Wednesday, 11 December 2019

   Click on the calendar button and a calendar window display where you can select the first date you would like to claim.



6. Now you must enter the Start and End time you worked for the day.

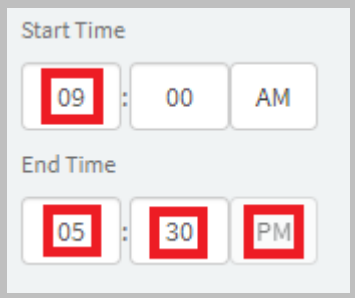


In this example the user has worked from 9:00am to 5:30pm.

Click on the 'HH' field and enter a '9' for the start time and then click on the 'HH' field for the End Time and enter a '5'.

Given the employee has worked until 5:30pm they will also need to enter a '30' into the 'MM' field for the end time.

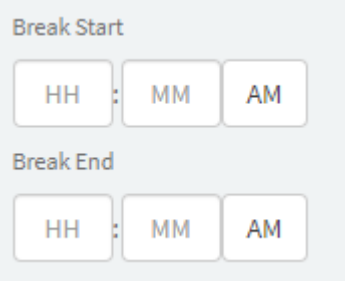
The system also gives you the ability to toggle between AM and PM. For this example the user must also click on the 'AM' button for the End Time and this will change it to 'PM'



Please ensure you remember to change and check the AM/PM selection as this will affect the time entry calculations.

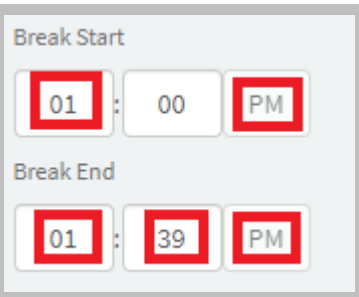
7. As per enterprise agreements, a break must be taken when working more than 5 consecutive hours. In this example the employee had taken a 39-minute break on this day.

Similar to the Start and End date previously entered, the user must now enter the Start and End time for the Break.

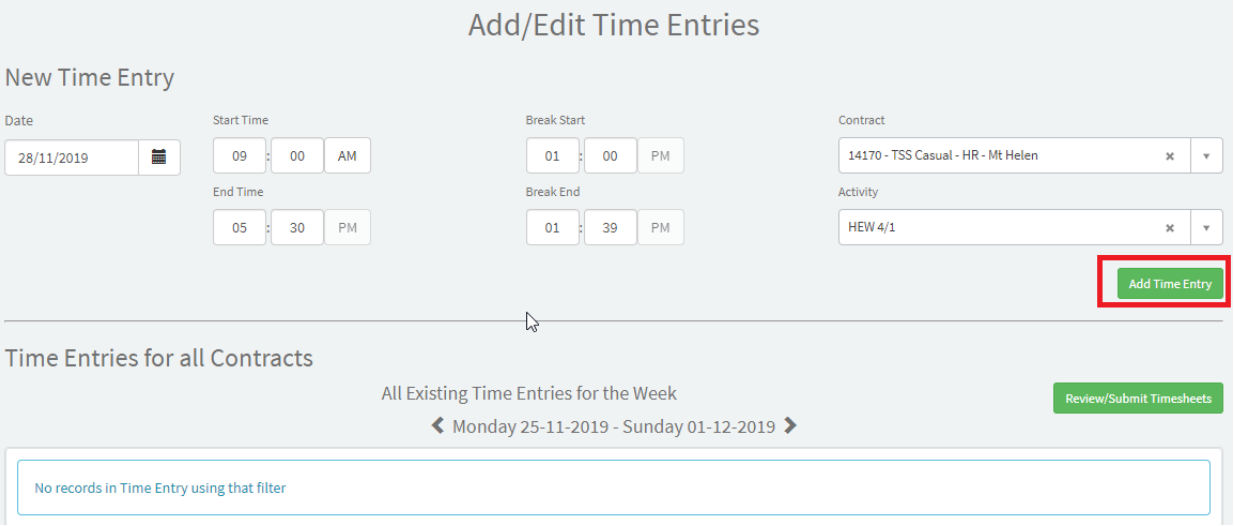


The user took a break from 1:00pm to 1:39pm. Enter a '1' for the Hour, then click on the 'AM' button to change to PM. Now for the Break End, enter a '1' for the Hour, a '39' for the Minutes, then click on the 'AM' button to change to PM.

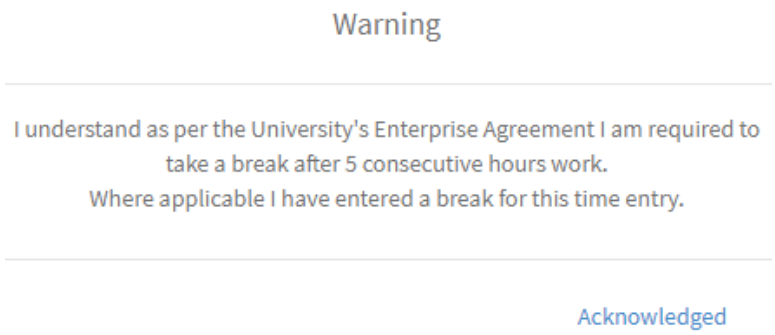
Please ensure you remember to change and check the AM/PM selection as this will affect the time entry calculations.



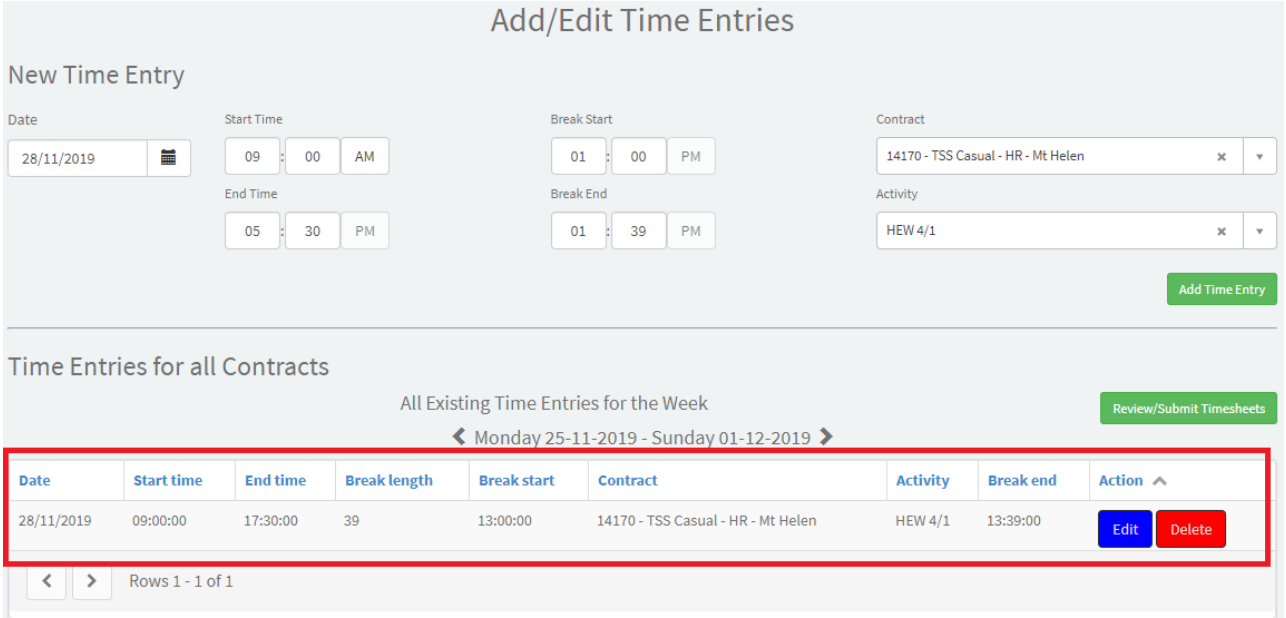
8. Once you have filled out your Time Entry details you must now click on the 'Add Time Entry' button to save the entry.



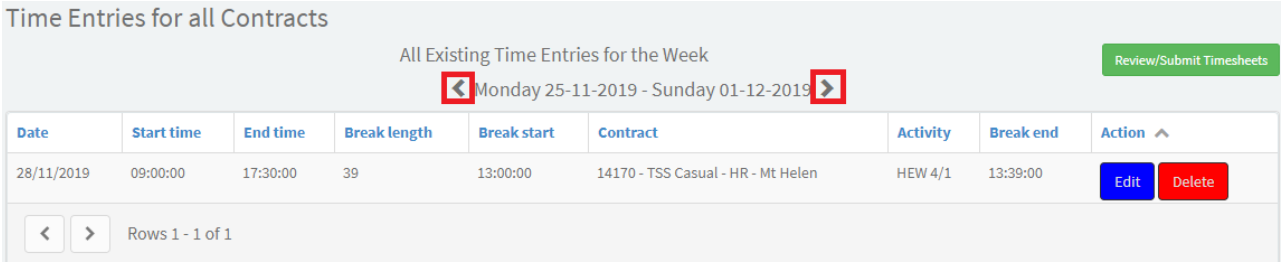
9. A warning message will appear relating to the requirement of taking a break if you have worked 5 consecutive hours work. Please click on the 'Acknowledged' button to close the warning window.



10. You will notice after adding the time entry it will appear at the bottom of the page under 'Existing Time Entries'



If you cannot see the Time entry you just added please cycle through the weeks by using the left and right arrows.



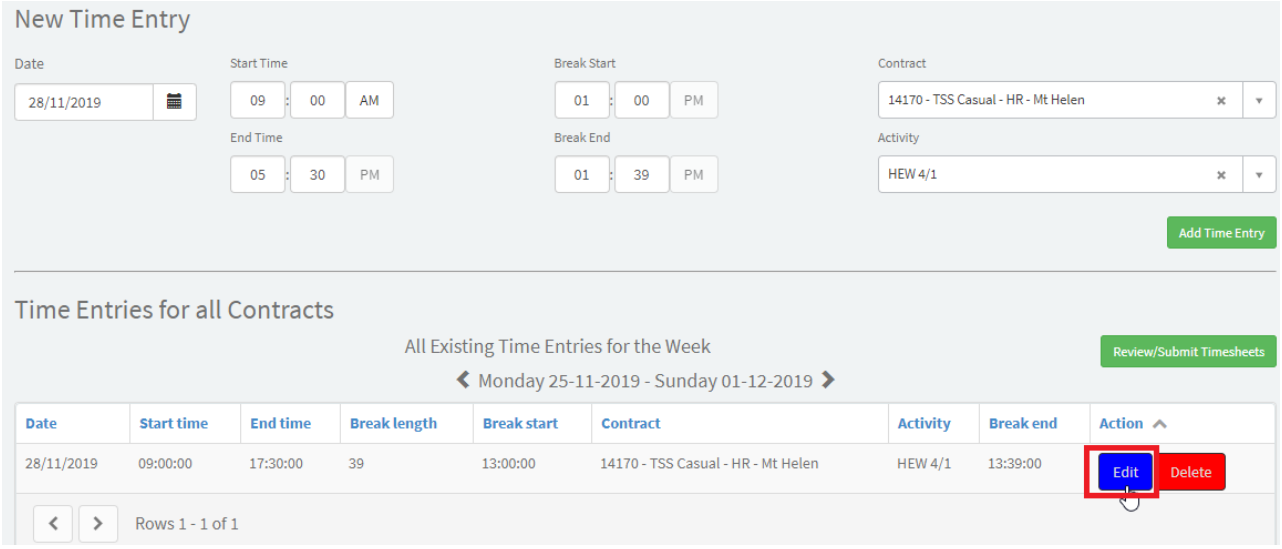
11. To claim more work undertaken for other days within the period you can repeat steps 1 to 10 above.

    For employees with more than one contract or more than one activity/rate, the system will allow you to claim hours for one or more contracts on the same day so long as the hours worked do not overlap. (System validation will prevent you from overlapping previously added/claimed hours)

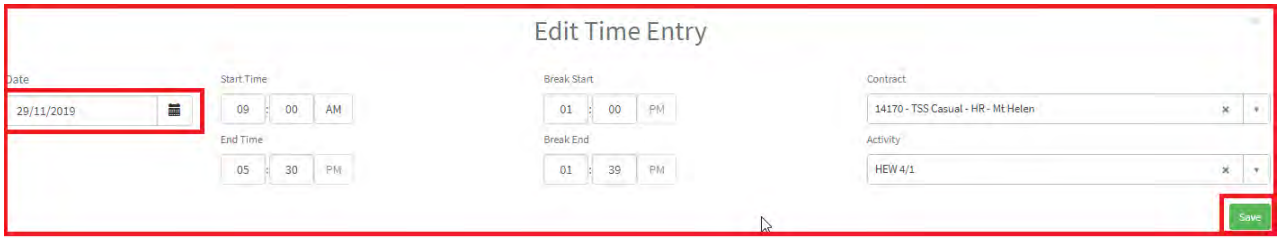
Editing existing time entries

You can edit an existing Time Entry by clicking on the blue 'Edit' button for a specific time entry. This will open a floating window which will allow you to edit the time entry details.

Make the necessary changes here then click on 'Save' when completed.



In this example the date has been changed. Once the desired changes have been made, click on the 'Save' button.



Viewing timesheets

Timesheets are the end result of calculations that have been run against the time entries you have added.

There are two actions you can perform on this screen. You can view a timesheet to see the detailed breakdown of claims and calculations or you can submit a timesheet to the approver for actioning.

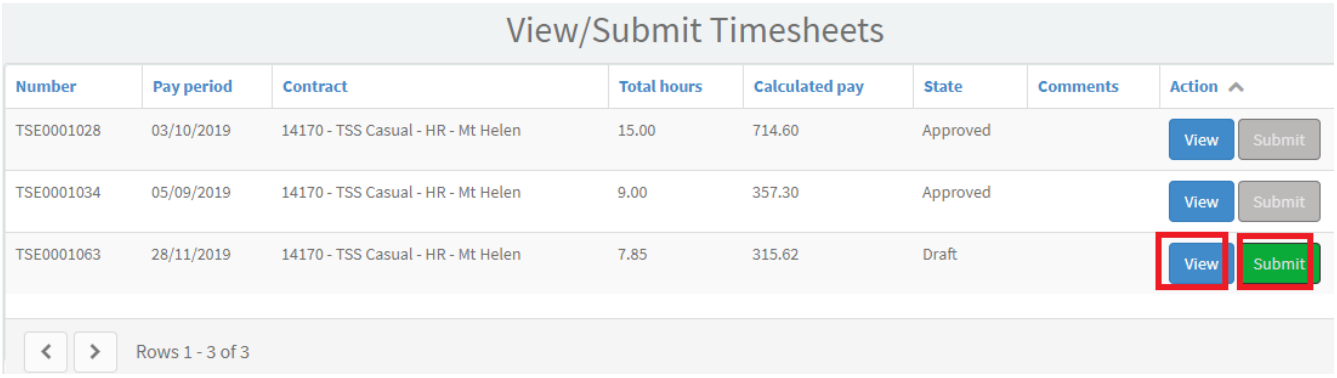
Please note that you cannot edit any time entries from this page. To edit you must go back to the Add/Edit Time Entries screen.

You will notice that any historical timesheet submissions will appear here. Once a timesheet is submitted for a pay period, the 'Submit' button will grey-out and prevent you from submitting again. The only time you can re-submit a Timesheet submission is if the approver rejects it.

If you look at the 'Pay period' column this identifies which pay period the timesheet submission relates to.

In this example the pay period commencing 28 November 2019 is the submission we will need to submit.

The 'State' remains as 'Draft' status until the approver accepts the timesheet submission. The state will change to 'Approved' as soon as it is accepted.

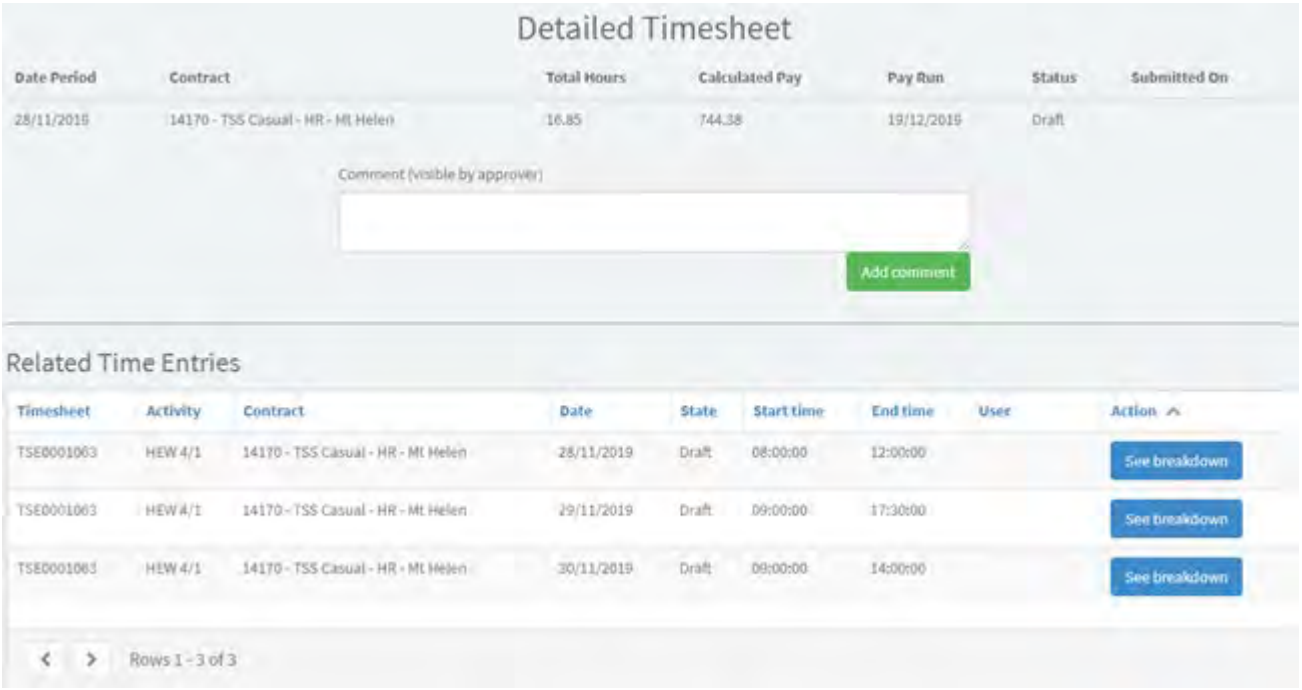


It is highly recommended that all timesheet submissions are checked before you submit to the approver.

Click on the 'View' button to find more details relating to your timesheet.

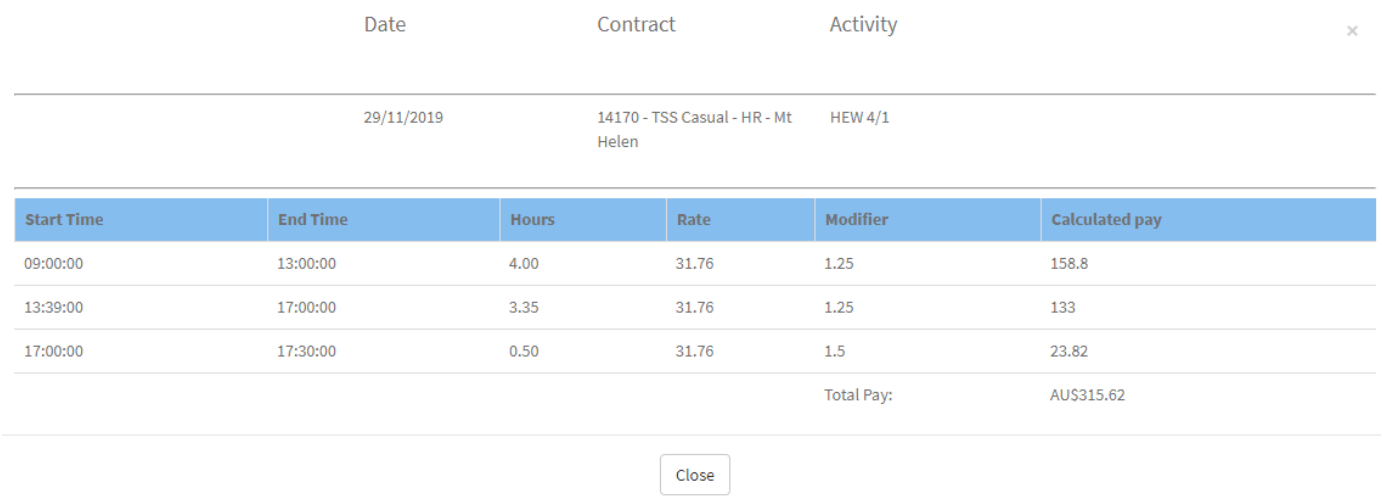
The following screen will display a summary of the period commencement date, the total hours claimed for the period, total calculated pay and the pay-run date the timesheet relates to.

Further to this you can see all of the related time entries you have added for the period which contributed to the calculations for your timesheet.



Further to this you can also select the 'See breakdown' button to see how each time entry was calculated.

Example:



Date	Contract	Activity
29/11/2019	14170 - TSS Casual - HR - Mt Helen	HEW 4/1

Start Time	End Time	Hours	Rate	Modifier	Calculated pay
09:00:00	13:00:00	4.00	31.76	1.25	158.8
13:39:00	17:00:00	3.35	31.76	1.25	133
17:00:00	17:30:00	0.50	31.76	1.5	23.82
				Total Pay:	AU$315.62

For example, the breakdown for the 29 November 2019 time entry was calculated for this General staff member from 9:00am to 1:00pm (4 hrs) at a rate of 31.76, and then takes into account the 1.25 loading ‘modifier’

4 X 31.76 = 127.04

127.04 X 1.25 = 158.8

Then the employee entered a break from 1:00pm to 1.39pm (so is excluded from the calculations)

The system has then calculated that from 1:39pm to 5:00pm (3.35 hrs) at a rate of 31.76 taking into account the 1.25 loading ‘modifier’

3.35 X 31.76 = 106.396

106.396 X 1.25 = 133

You will also notice that the system automatically calculates any over-time owing.

Because this casual general staff member worked over 7.35 hours in the one day the system has calculated the extra half hour worked as overtime therefore applies the 1.5 overtime modifier.

0.50 X 31.76 = 15.88

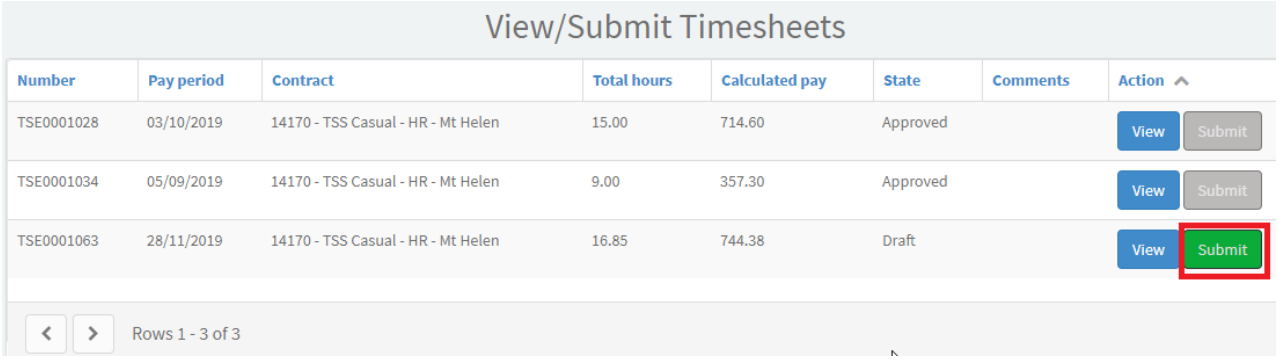
15.88 X 1.5 = 23.82

Total pay for the day is 315.62

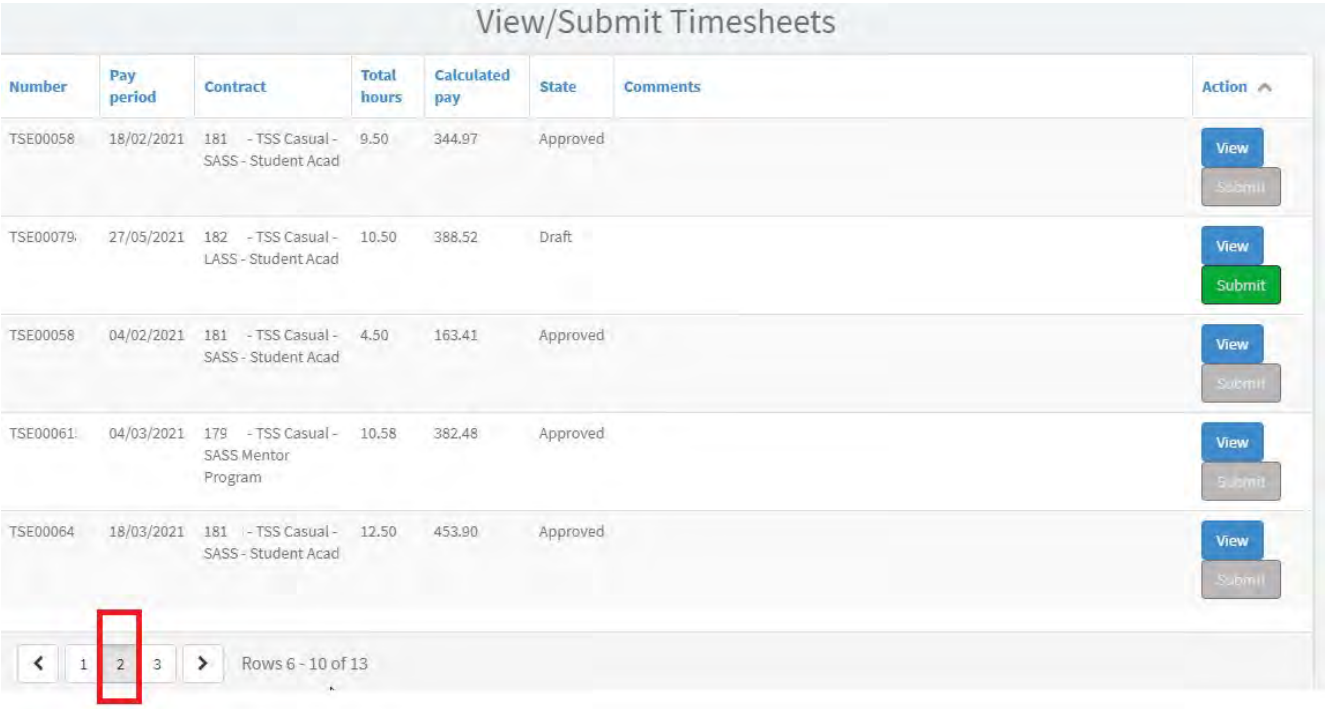
Submitting Timesheets for Approval

After you have viewed the timesheet breakdown you can now submit to the relevant approver for actioning.

1. Click on the green Submit button



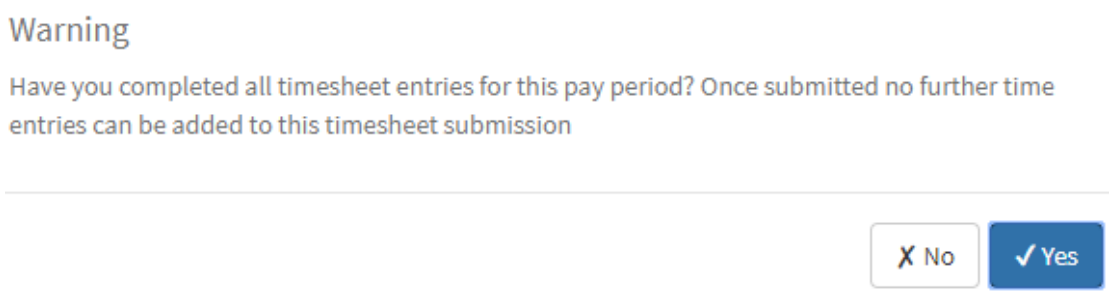
2. Please note that when your historical timesheet submissions build-up on the system you may need to find your current 'Draft' (un-submitted) timesheet by clicking through the various pages. This can be achieved by using the page number buttons at the bottom of screen.



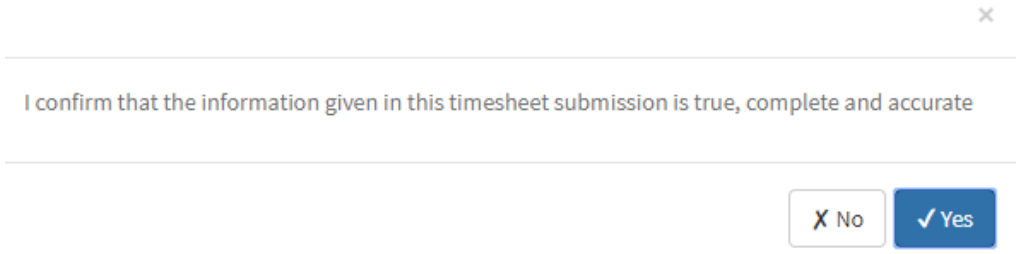
3. A warning message will appear reminding you that once you submit the timesheet no further time entries can be added for the pay period. It is important not to submit the timesheet until you are sure you will not be undertaking any further work for the given period.

   For example, you should never submit your timesheet at the start of the pay period as there is a chance you may be working more days within the period.

   Click on the Yes button to proceed.



4. An additional message will now appear confirming all of the information you have entered for the submission is true, complete and accurate. If this is the case, please click on the Yes button.



5. The system will now ask you to select an approver. Ensure you select the appropriate approver for your timesheet submission from the drop-down menu. (click on the arrow to bring up the list) After selection, click on the green 'Submit' button.

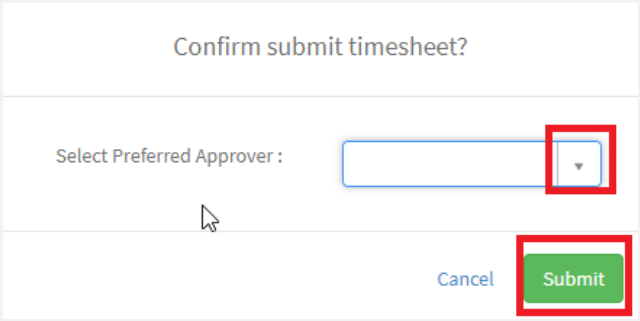
Please note:

If you are a casual employee working in the following areas:

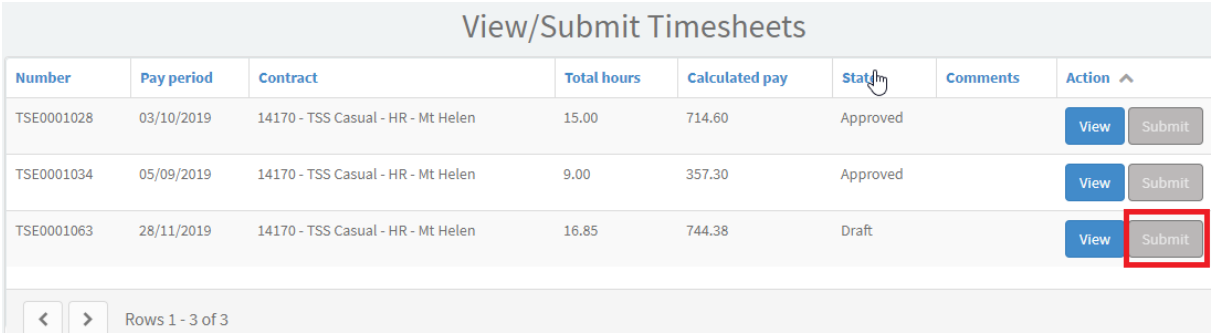
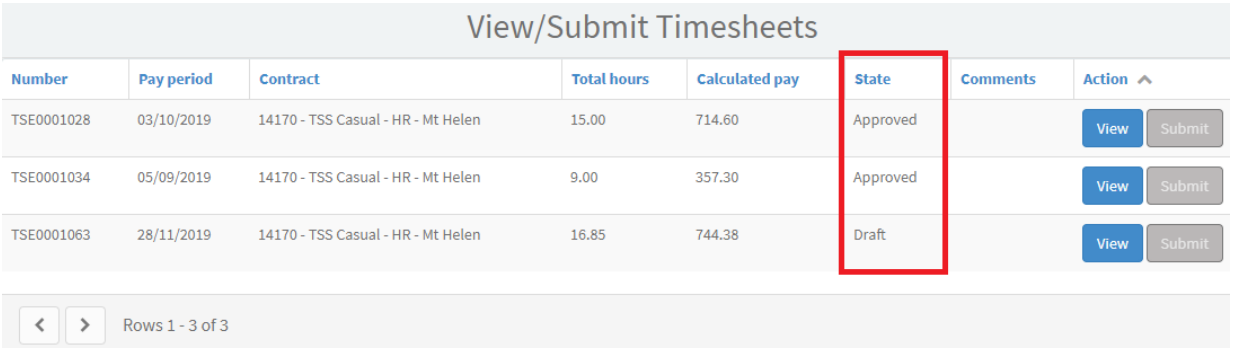
- UniSports
- Children's Centres
- Library Services

DO NOT select a 'preferred' approver from the drop-down list.

Please only hit the 'Submit' button for each submission.



6. You will notice the Submit button is now greyed-out and you cannot submit the same submission again. (If the timesheet is rejected by the approver you will have the ability to make changes to your time entries and re-submit). You can however continue to View the details and breakdown of the submission.



7. An email notification will be forwarded to you after approval or rejection of the timesheet submission. You can also check the state of the timesheet submission from the 'View/Submit Timesheets' screen.