

ServiceNow timesheet portal

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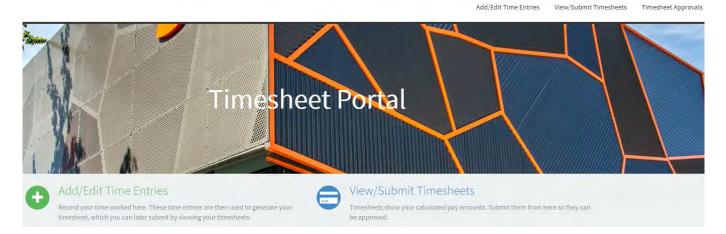
ServiceNow timesheet portal

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)



ServiceNow timesheet portal

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)



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Adding new time entries

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

•	Add/Edit Time Entries
	Record your time worked here. These time entries are then used to generate your timesheet, which you can later submit by viewing your timesheets.

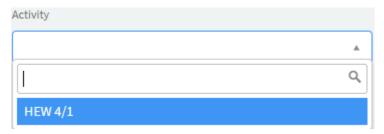
2. The user is presented with the following screen

	Ado	d/Edit Time Entries	
New Time Entry			
Date	Start Time	Break Start	Contract
29/11/2019	HH MM AM	HH MM AM	v
	End Time	Break End	Activity
	HH MM AM	HH MM AM	v
			Add Time Entry
Time Entries for al			
		Entries for the Week	Review/Submit Timesheets
No records in Time Entry u		/ 25-11-2019 - Sunday 01-12-2019 义]
	-		

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.

Contract	
	٩
14170 - TSS Casual - HR - Mt Helen	

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





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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.

Date		S	tart Tim	e				
28/11/2019			ĤН	: MN	4	M		
	¢		Nove	mber	2019		>	
	Su	Мо	Tu	We	Th	Fr	Sa	
	27	28	29	30	31	1	2	
	3	4	5	6	7	8	9	
	10	11	12	13	14	15	16	İ
Time Entries	17	18	19	20	21	22	23	
	24	25	26	27	28 	29	30	1
	1	2	3	4	5	6	7	

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

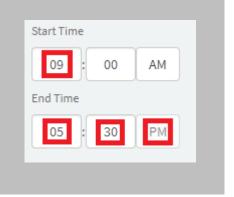


In this example the user has worked from 9:00am to 5:30pm.

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.



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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.

Break Start	
01 : 0	0 PM
Break End	
01 : 3	9 PM

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

					Add/Edit Ti	ne E	ntries			
New Time En	itry									
Date		Start Time			Break Start			Contract		
28/11/2019		09 :	00	АМ	01 : 00	PM		14170 - TSS Casual - HR - Mt Helen	×	•
		End Time			Break End			Activity		
		05 :	30	PM	01 : 39	PM		HEW 4/1	×	•
									Add Time I	Entry
Time Entries	for all	Contra	acts							
					All Existing Time Entries for the	Week			Review/Submit Times	heets
					K Monday 25-11-2019 -	Sunday	01-12-2019 🔈			
No records in Tim	ie Entry us	ing that filt	er							



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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.

Warning
I understand as per the University's Enterprise Agreement I am required to take a break after 5 consecutive hours work. Where applicable I have entered a break for this time entry.

Acknowledged

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

					Add/	Edit	Tim	e E	ntries						
New Time	Entry														
Date		Start Time			Br	reak Start					Contract				
28/11/2019		09 :	00 AM			01 :	00	РM			14170 - TSS Cas	sual - HR - Mt Helen		×	•
		End Time			Br	reak End					Activity				
		05 :	30 PM			01 :	39	РМ			HEW 4/1			ж	v
 Time Entri	es for all	Contrac	cts											Add Time	Entry
					ng Time En Monday 25				01-12-2019 🕽	,			Review	v/Submit Times	sheets
Date	Start time	End time	Break	length	Break start	Con	tract				Activity	Break end	Action	^	
28/11/2019	09:00:00	17:30:00	39		13:00:00	141	70 - TSS	Casua	l - HR - Mt Helen		HEW 4/1	13:39:00	Edit	Delete	
< >	Rows 1 - 1 of	1													

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

Time Entr	ies for all C	Contracts						
				0	es for the Week 1-2019 - Sunday 01-12-2019 >			Review/Submit Timesheets
Date	Start time	End time	Break length	Break start	Contract	Activity	Break end	Action 🔺
28/11/2019	09:00:00	17:30:00	39	13:00:00	14170 - TSS Casual - HR - Mt Helen	HEW 4/1	13:39:00	Edit Delete
< >	Rows 1 - 1 of 1							



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.

New Time E	ntry										
Date	:	Start Time		Brea	ak Start			Contract			
28/11/2019		09 : 00	АМ		01 : 00	PM		14170 - TSS Ca	sual - HR - Mt Heler	n ×	•
	I	End Time		Brea	ak End			Activity			
		05 : 30	РМ		01 : 39	PM		HEW 4/1		×	•
Time Entrie	s for all (Contracts		ing Time Enti Monday 25-			1-12-2019 🕽			Add Time Review/Submit Times	
Date S	Start time	End time	Break length	Break start	Contract			Activity	Break end	Action 🔺	
28/11/2019 0	9:00:00	17:30:00	39	13:00:00	14170 - TS	S Casual - I	HR - Mt Helen	HEW 4/1	13:39:00	Edit Delete	
< > R	lows 1 - 1 of	1								Ŭ	

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

		Edit Time Entry		
ate	Start.Time	Break Start	Contract	
29/11/2019	🗰 09 : 00 AM	01 : 00 PM	14170 - TSS Casual - HR - Mt Helen	× •
	End Time	Break End	Activity	
	05 : 30 PM	01 : 39 PM	HEW 4/1	× ,

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.



ServiceNow timesheet portal

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 resubmit 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.

	View/Submit Timesheets									
Number	Pay period	Contract	Total hours	Calculated pay	State	Comments	Action 🔺			
TSE0001028	03/10/2019	14170 - TSS Casual - HR - Mt Helen	15.00	714.60	Approved		View Submit			
TSE0001034	05/09/2019	14170 - TSS Casual - HR - Mt Helen	9.00	357.30	Approved		View Submit			
TSE0001063	28/11/2019	14170 - TSS Casual - HR - Mt Helen	7.85	315.62	Draft		View Submit			
< >	Rows 1 - 3 of 3									

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.

ate Period Contract		t		Total Hours	Calculated Pay		Pay Run	Status	Submitted On	
/11/2015	14170 -	TSS Casual - HR -	Mt Helen Comment (visible by app	16.85 rover)	744.3	8	19/12/2015	Draft		
							Add comment			
elated Ti	me Entrie	25								
	me Entrie Activity	2S Contract		Date	State	Start time:	End time Us	ee	Action A	
elated Ti Timesheet TSE0001063		Contract	isuál - HR - Mt Helen	Date 28/11/2019	State Draft	Start time 08:00:00	End time Us 12:00:00	er	Action A	
Timesheet	Activity	Contract 14170 - TSS Ca	isuál - HR - Mt Helen isual - HR - Mt Helen					e		

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



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Example:

	Date		Contrac	t	Activity		×
	29/11/2019		14170 - TS Helen	S Casual - HR - Mt	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	
				Close			

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



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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

View/Submit Timesheets								
Number	Pay period	Contract	Total hours	Calculated pay	State	Comments	Action 🔺	
TSE0001028	03/10/2019	14170 - TSS Casual - HR - Mt Helen	15.00	714.60	Approved		View Submit	
TSE0001034	05/09/2019	14170 - TSS Casual - HR - Mt Helen	9.00	357.30	Approved		View Submit	
TSE0001063	28/11/2019	14170 - TSS Casual - HR - Mt Helen	16.85	744.38	Draft		View Submit	
< >	Rows 1 - 3 of 3				N			

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.

Number	Pay period	Contract	Total hours	Calculated pay	State	Comments	Action 🔥
TSE00058	18/02/2021	181 - TSS Casual - SASS - Student Acad	9.50	344.97	Approved		View
TSE00079;	27/05/2021	182 - TSS Casual - LASS - Student Acad	10.50	388.52	Draft		View Sübmit
TSE00058	04/02/2021	181 - TSS Casual - SASS - Student Acad	4.50	163.41	Approved		View
TSE00061:	04/03/2021	179 - TSS Casual - SASS Mentor Program	10.58	382,48	Approved		View
TSE00064	18/03/2021	181 - TSS Casual - SASS - Student Acad	12.50	453.90	Approved		View

View/Submit Timesheets



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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.

Warning

Have you completed all timesheet entries for this pay period? Once submitted no further time entries can be added to this timesheet submission



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.

confirm that the information given in this timesheet submission is true, co	omplete and accurate
	🗶 No 🗸 Yes



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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.

Confirm subn	Confirm submit timesheet?						
Select Preferred Approver :							
	Cancel Submit						

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.

View/Submit Timesheets								
Number	Pay period	Contract	Total hours	Calculated pay	State	Comments	Action 🗸	N
TSE0001028	03/10/2019	14170 - TSS Casual - HR - Mt Helen	15.00	714.60	Approved		View	Submit
TSE0001034	05/09/2019	14170 - TSS Casual - HR - Mt Helen	9.00	357.30	Approved		View	Submit
TSE0001063	28/11/2019	14170 - TSS Casual - HR - Mt Helen	16.85	744.38	Draft		View	Submit
< >	Rows 1 - 3 of 3							

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.

View/Submit Timesheets								
Number	Pay period	Contract	Total hours	Calculated pay	State	Comments	Action 🔺	
TSE0001028	03/10/2019	14170 - TSS Casual - HR - Mt Helen	15.00	714.60	Approved		View Submit	
TSE0001034	05/09/2019	14170 - TSS Casual - HR - Mt Helen	9.00	357.30	Approved		View Submit	
TSE0001063	28/11/2019	14170 - TSS Casual - HR - Mt Helen	16.85	744.38	Draft		View Submit	
< >	Rows 1 - 3 of 3							