

ServiceNow Timesheet Portal

Timesheet Approver User Manual

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Human Resources

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NEW SERVICENOW TIMESHEET PORTAL

TIMESHEET APPROVER USER MANUAL

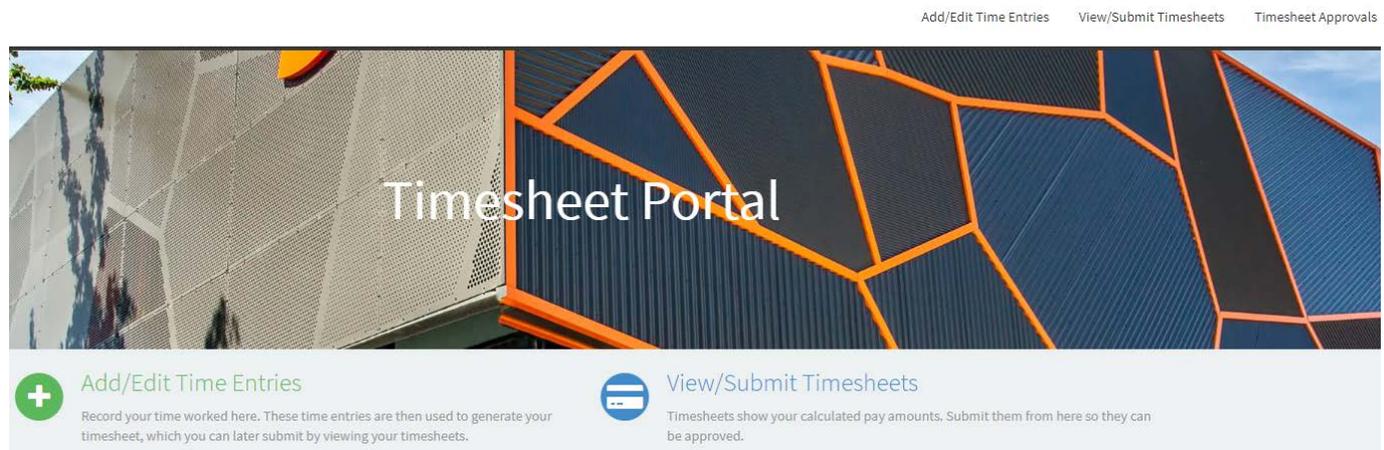
Logging into the Timesheet Portal

Timesheet Approvers configured for the ServiceNow system can action electronic timesheets via the following link:

<https://federation.service-now.com/tp>

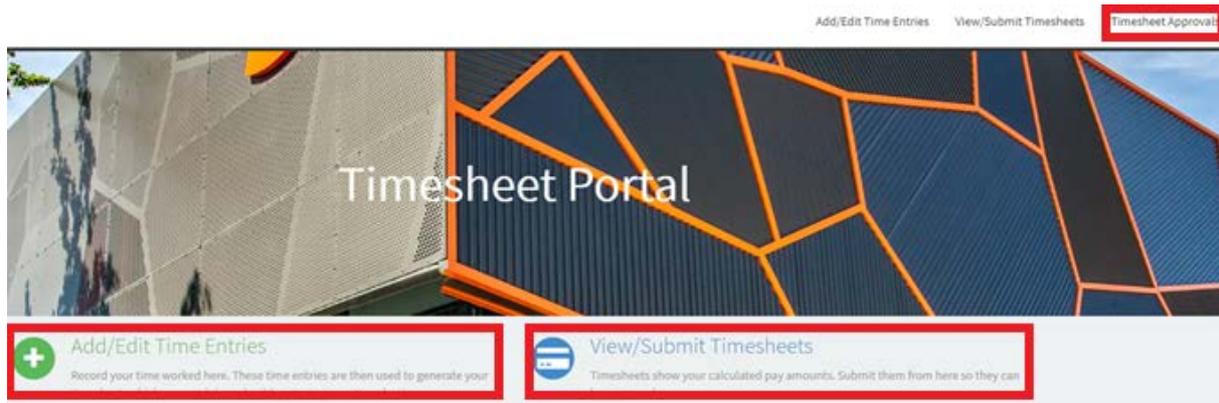
Please note that you will be contacted by Human Resources when the system becomes available to you.

Using the Timesheet Portal



- **There are three key components in the portal:**
 - **Add/Edit Time Entries (Casual Employees Only)**
 - **View/Submit Timesheets (Casual Employees Only)**
 - **Timesheet Approvals (only applicable to a Timesheet Approver)**

Home Page



- **Add/Edit Time Entries**

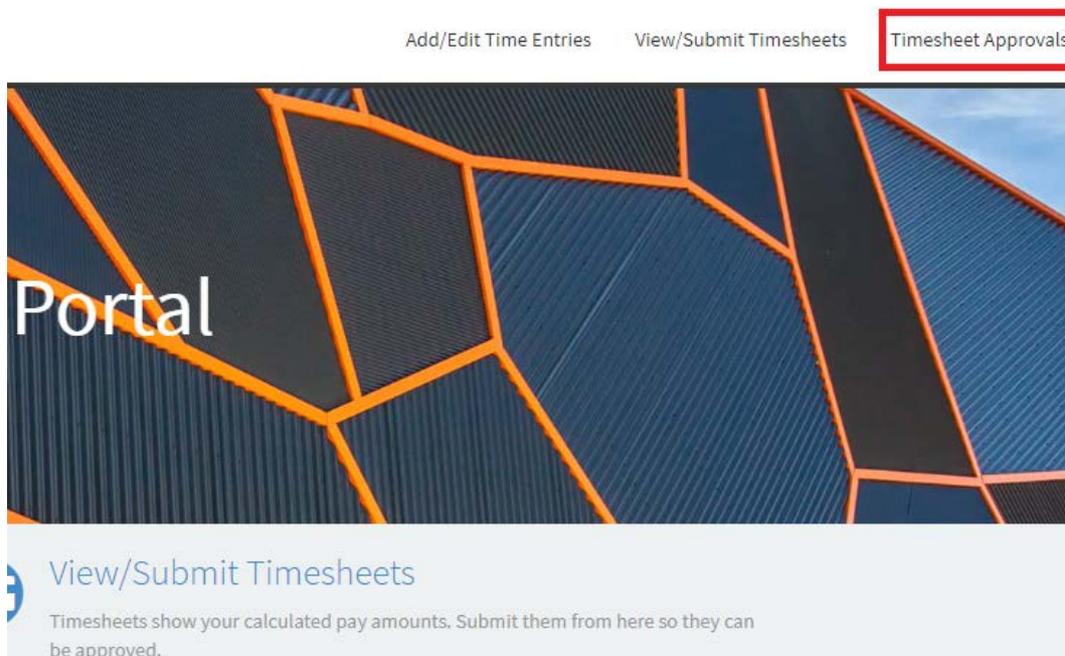
This is where casual employees can add and edit time entries for work they have undertaken. (not applicable to a Timesheet approver)

- **View/Submit Timesheets**

Once the casual employees have entered their time entries, this is where they can view a summary of their timesheet submissions and the calculated amounts.

This is also where they can submit a timesheet to the approver for actioning. (not applicable to a Timesheet approver)

- **Timesheet Approvals**



Timesheet Approvers only need to utilise this menu item to view and approve employee timesheets.

Actioning Timesheet Submissions

1. An email notification will be forwarded to you each time an employee has submitted a timesheet. You can login via the link provided on the email or load up your web browser and enter the following URL:

<https://federation.service-now.com/tp>



payroll@federation.edu.au <federation@service-now.com>

TSE0001080 Approval Request

Number: TSE0001080
Pay period: 14/11/2019
Employee Name:
Contract: 15865 - TSS Casual - HR - Mt Helen

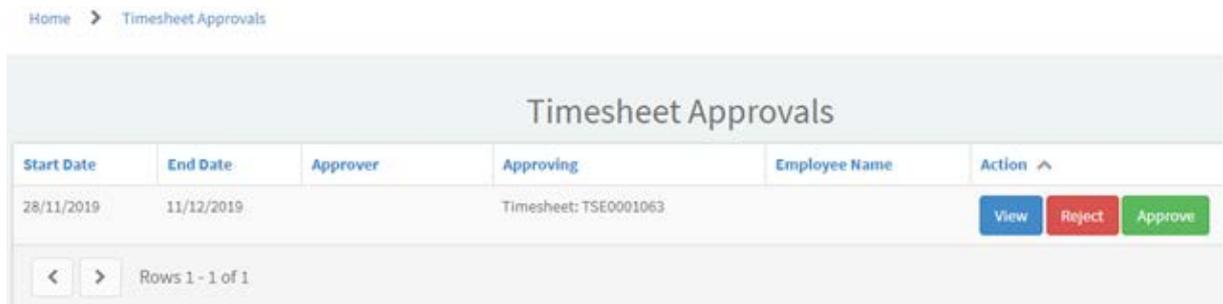
Please log in to the [Timesheet Portal](#) to review and action the timesheet submission.

Please do not reply to this email.

[Unsubscribe](#) | [Notification Preferences](#)

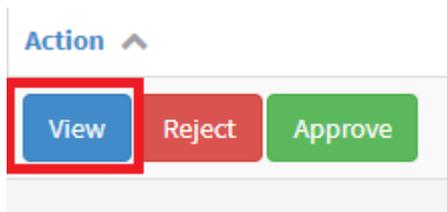
Ref:MSG1670472

- After login and clicking on the 'Timesheet Approvals' menu item you will be presented with the following screen:



This will list all Timesheet submissions that have been sent to you and awaiting approval. Each record on this screen will show the Start and End date of the period that the employee is claiming, the approver name, the unique timesheet reference number and the employee's name.

- The approver must carefully check the contents of any timesheet submission before approving. Click on the blue 'View' button to bring up the details of the Timesheet submission.



- The following screen will appear.

Number	Employee Name	Pay period Start Date	Pay period End Date	First Escalation	Second Escalation	Contract	Total Hours	Calculated Pay
TSE0001063		28/11/2019	11/12/2019	12/12/2019 23:59:59	13/12/2019 23:59:59	14170 - 155 Casual - HR - Mt Helen	16.85	744.38

Timesheet Breakdown									
Date	Start Time	End Time	Hours	Activity	Activity rate description	Rate	Multiplier	Calculated pay	Cost Code
28/11/2019	08:00:00	12:00:00	4.0	General Staff	HEW 4/1	31.76	1.25	158.8	501310840
29/11/2019	09:00:00	13:00:00	4.0	General Staff	HEW 4/1	31.76	1.25	158.8	501310840
28/11/2019	13:39:00	17:00:00	3.35	General Staff	HEW 4/1	31.76	1.25	133	501310840
28/11/2019	17:00:00	17:30:00	0.5	General Staff	HEW 4/1	31.76	1.5	23.82	501310840
30/11/2019	09:00:00	12:00:00	3.0	General Staff	HEW 4/1	31.76	1.5	142.82	501310840
30/11/2019	12:00:00	14:00:00	2.0	General Staff	HEW 4/1	31.76	2.0	127.04	501310840
						Total Pay:		AU\$744.38	

Comments

Cancel Reject Approve

This will give a detailed breakdown of the entire Timesheet submission for the pay period.

5. The approver is unable to make corrections to the timesheet submission. If you detect an issue with the submission. ie. one of the dates are incorrect or the start and end time is incorrect for one of the days claimed, only the employee making the submission can correct this.

In this scenario you must 'Reject' the submission by clicking on the red 'Reject' button. The entire submission will then be re-directed to the employee where they can make the necessary changes, then re-submit the submission. Before hitting the reject button for the submission you also have the option of entering a comment into the 'Comments' field explaining to the user the reason for rejection.

The screenshot shows a 'Comments' field with the text 'Please correct End Time for the 28/11/2019.' The field is highlighted with a red border. Below the field are three buttons: 'Cancel' (grey), 'Reject' (red), and 'Approve' (green). The 'Reject' button is also highlighted with a red border.

An email notification will be sent to the employee relating to the timesheet rejection along with any comment entered.

6. When approving a timesheet submission the approver also has the ability to over-ride the default cost code associated with the contract. This is not a common occurrence however if some of the activities or days claimed relate to a different cost centre code you can remove the default cost centre entered and type in a new one. Please ensure a valid cost centre is entered and that it has no spaces or dashes between the numbers. Please note that this is the full cost centre code, not the shortened version account code.

The screenshot shows a 'Cost Code' selection interface. The title 'Cost Code' is in a blue header. Below it are four input fields. The first field contains '501281039' and is highlighted with a red border. The other three fields contain '501310840'.

- Once you have finished your Timesheet checks you can click on the green 'Approve' button located at the bottom right hand corner of screen.

Number	Employee Name	Pay period Start Date	Pay period End Date	First Escalation	Second Escalation	Contract	Total Hours	Calculated Pay
TSE0001063		28/11/2019	11/12/2019	12/12/2019 22:59:59	13/12/2019 22:59:59	14170 - TSS Casual - HR - Mr Helen	16.85	744.38

Date	Start Time	End Time	Hours	Activity	Activity rate description	Rate	Multiplier	Calculated pay	Cost Code
28/11/2019	08:00:00	12:00:00	4.0	General Staff	HEW A/1	31.76	1.25	158.8	301330840
29/11/2019	08:00:00	13:00:00	4.0	General Staff	HEW A/1	31.76	1.25	158.8	301330840
29/11/2019	13:39:00	17:00:00	3.35	General Staff	HEW A/1	31.76	1.25	133	301330840
29/11/2019	17:00:00	17:30:00	0.5	General Staff	HEW A/1	31.76	1.5	23.82	301330840
30/11/2019	08:00:00	12:00:00	3.0	General Staff	HEW A/1	31.76	1.5	142.92	301330840
30/11/2019	12:00:00	14:00:00	2.0	General Staff	HEW A/1	31.76	2.0	127.04	301330840
Total Pay:						AU\$744.38			

Comments
Enter text here...

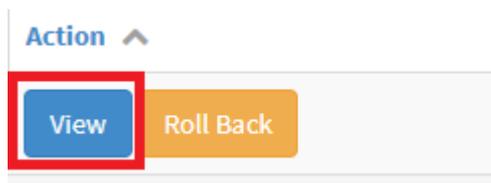
An email notification will be sent to the employee stating that the timesheet has been approved.

- Once you have approved the timesheet for an employee the following record will remain on the Timesheet Approvals screen.

Timesheet Approvals					
Start Date	End Date	Approver	Approving	Employee Name	Action ^
28/11/2019	11/12/2019		Timesheet: TSE0001063		<input type="button" value="View"/> <input type="button" value="Roll Back"/>

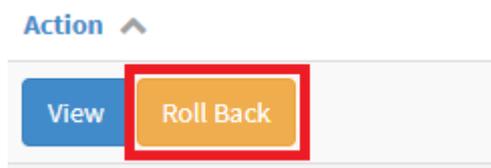
< > Rows 1 - 1 of 1

Approvers have the ability to View the recently approved timesheet submission by clicking on the blue View button



OR

If you find there is an error in the timesheet submission you recently approved, you can click on the 'Roll Back' button. Doing this will revert the submission back from an 'Approved' state to a 'Requested' state.



When rolling back the timesheet submission, the following options will become available. If there was an issue detected with the timesheet you must now click on the 'Reject' button to send back to the employee to make the corrections or if you wanted to add a comment, click on the blue 'View' button, enter a comment, then hit the 'Reject' button.

Timesheet Approvals					
Start Date	End Date	Approver	Approving	Employee Name	Action ^
28/11/2019	11/12/2019		Timesheet: TSE0001063		<input type="button" value="View"/> <input type="button" value="Reject"/> <input type="button" value="Approve"/>
<input type="button" value="<"/> <input type="button" value=">"/> Rows 1 - 1 of 1					

Comments

Incorrect Start Time entered for 28/11/2019

PLEASE NOTE: The Roll Back functionality will only be available until the Second approval Escalation date lapses. Recently approved timesheet submissions for the pay period will no longer be available for viewing on the Timesheet Approvals screen after the second approval escalation date lapses.

Pay period End Date	First Escalation	Second Escalation	Contract	Total Hours	Calculated Pay
11/12/2019	12/12/2019 23:59:59	13/12/2019 23:59:59	14170 - TSS Casual - HR - Mt Helen	16.85	744.38

Activity	Activity rate description	Rate	Modifier	Calculated pay	Cost Code
General Staff	HEW 4/1	31.76	1.25	158.8	<input type="text" value="55555555"/>
General Staff	HEW 4/1	31.76	1.25	158.8	<input type="text" value="501310840"/>
General Staff	HEW 4/1	31.76	1.25	158.8	<input type="text" value="501310840"/>

Approval Escalations

For many areas within the University there are two escalation approval groups configured on the system.

The first escalation occurs the day after the submission deadline. (as per the current timesheet cut-off timelines, the submission deadline is the pay period end date.). This means any approver assigned to the first escalation group will receive an email notification relating to the timesheet submission and both the primary approver and the first escalation delegate(s) can action the timesheet.

The second escalation occurs the day after the first escalation date. This means any approver assigned to the second escalation group will receive an email notification relating to the timesheet submission and the primary approver, first escalation delegate(s) and the second escalation delegate(s) can action the timesheet. If one of the approvers in the escalation groups or the primary approver actions the timesheet, the submission state will change to 'Approved' and no further action is required.

Number	Employee Name	Pay period Start Date	Pay period End Date	First Escalation	Second Escalation	Contract
TSE0001063		28/11/2019	11/12/2019	12/12/2019 23:59:59	13/12/2019 23:59:59	14170 - TSS Casual - HR - Mt Helen

Timesheet Breakdown

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29/11/2019	09:00:00	13:00:00	4.0	General Staff	HEW 4/1	31.76	1.25	158.8