User manual - timesheet approver

ServiceNow timesheet portal

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Contents

Logging into the timesheet portal

Timesheet approvers 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.
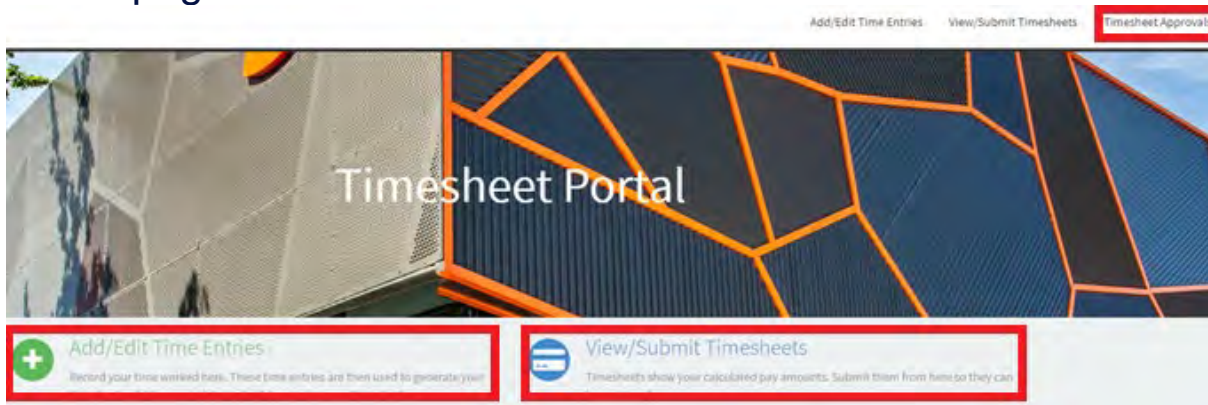
Using the timesheet portal
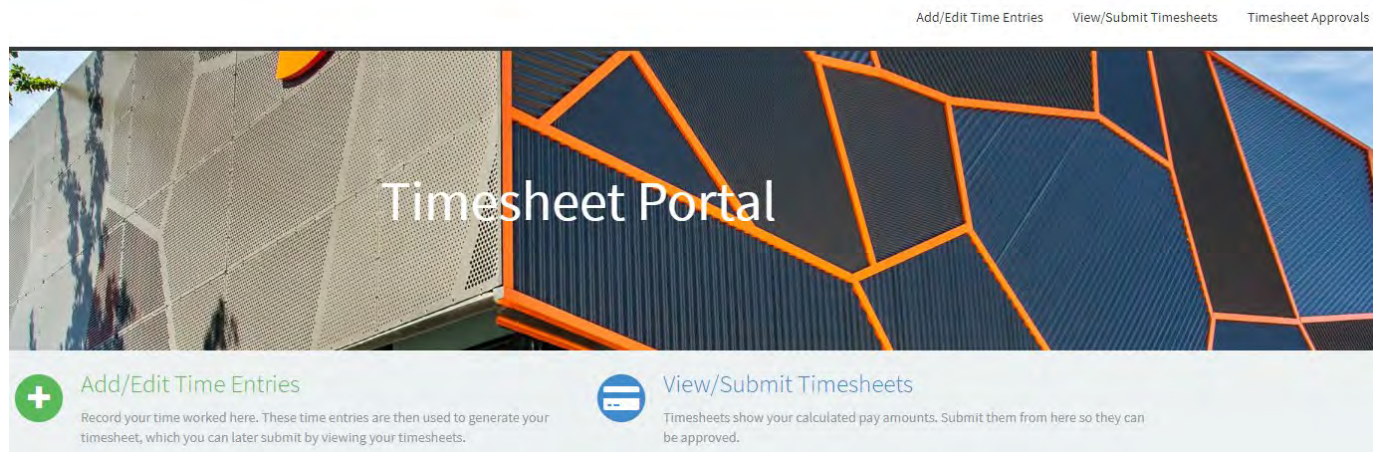
There are three key components in the portal:

• Add/Edit time entries (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 the starting point where you can add and edit time entries for work you have undertaken.
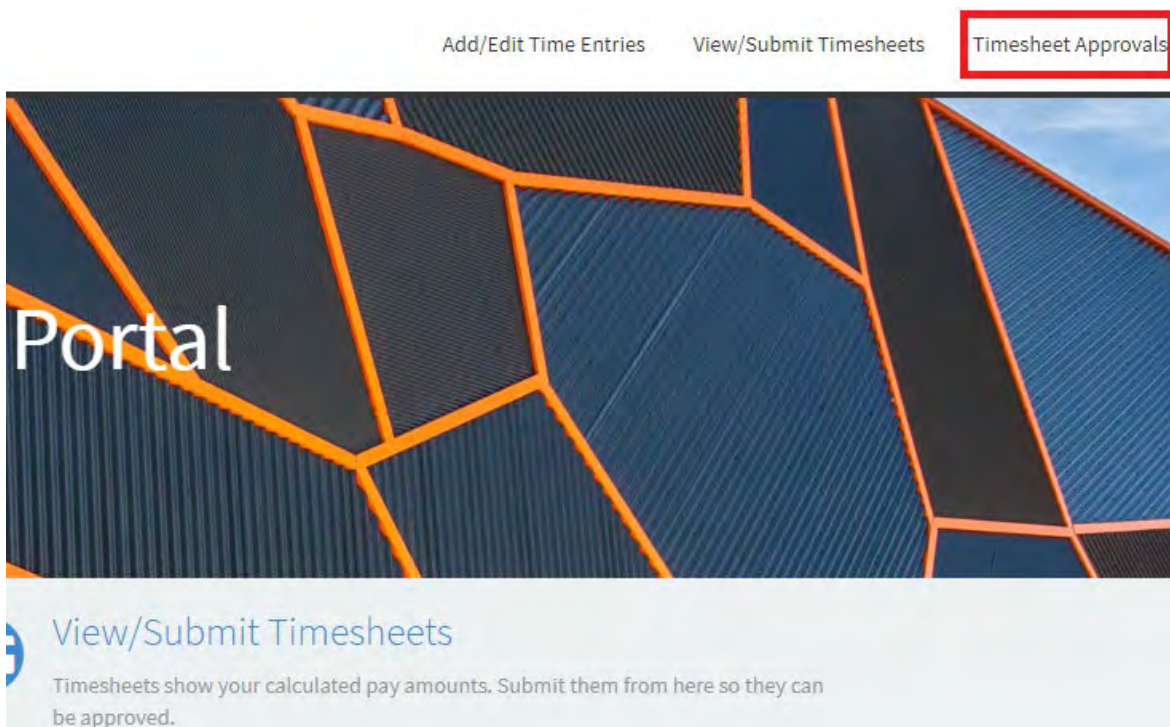
View/Submit timesheets

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)
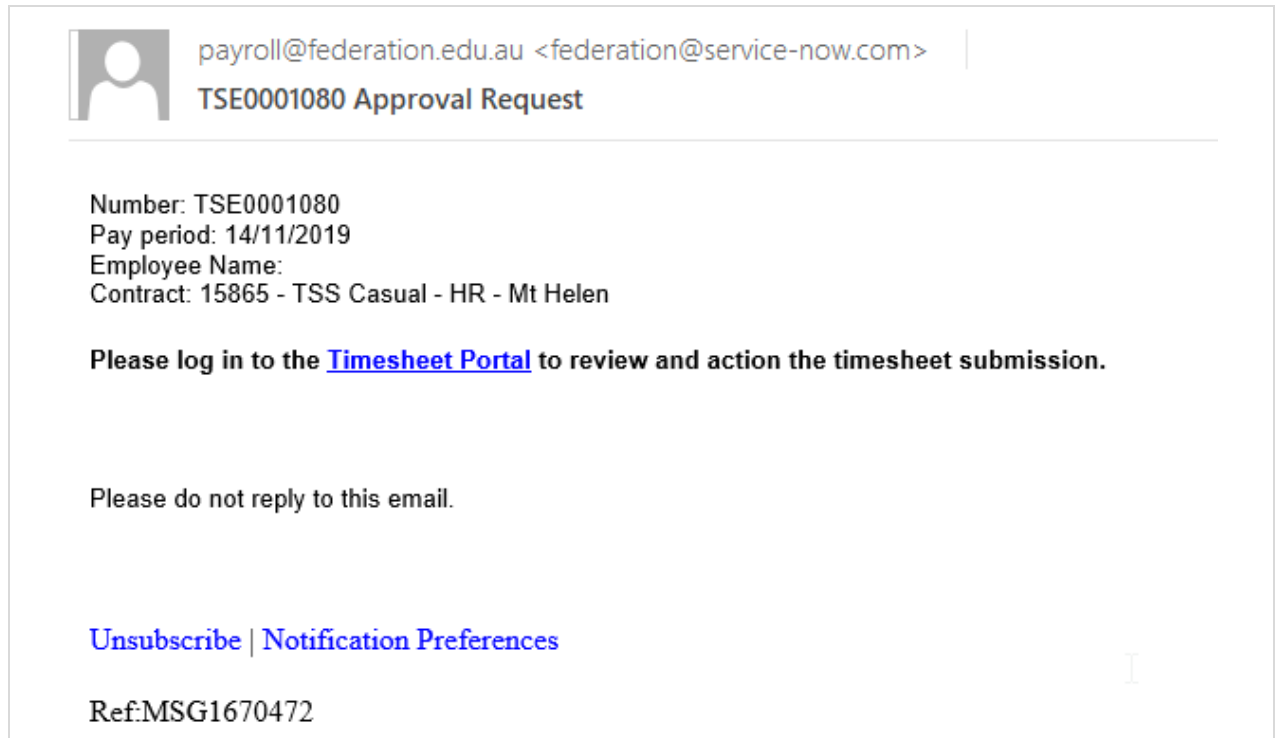

Timesheet approvers only need to utilise this menu item to view and approve employee timesheets.

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

2. 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.

3. 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.

4. The following screen will appear.

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. i.e. one of the dates is 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.

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

Cost Code
501281039
501310840
501310840
501310840

7. **Overtime**

Overtime can be identified by looking at the 'modifier' column for any casual timesheet submission. Any modifier above 1.25 means that overtime has been applied, and the system will highlight the record in red.

Number	Employee Name	Pay period Start Date	Pay period End Date	First Escalation	Second Escalation	Contract	Total Hours	Calculated Pay
FSE0007294		09/06/2021	23/06/2021	24/06/2021 23:59:58	25/06/2021 23:59:58	180	34.20	1633.09

Timesheet Breakdown

Date	Start Time	End Time	Hours	Activity	Activity rate description	Rate	Modifier	Calculated pay	Cost Code
09/06/2021	09:00:00	12:00:00	3.0	General Staff	HEW 3/1	29.60	1.25	111.01	5013110350
09/06/2021	12:39:00	17:00:00	4.35	General Staff	HEW 3/1	29.60	1.25	160.96	5013110350
10/06/2021	09:00:00	12:00:00	3.0	General Staff	HEW 3/1	29.60	1.25	111.01	5013110350
10/06/2021	12:39:00	17:00:00	4.35	General Staff	HEW 3/1	29.60	1.25	160.96	5013110350
10/06/2021	17:00:00	17:30:00	0.5	General Staff	HEW 3/1	29.60	1.5	22.2	5013110350
11/06/2021	06:00:00	08:00:00	2.0	General Staff	HEW 4/1	33.89	1.5	101.89	5013110350
11/06/2021	08:00:00	10:00:00	2.0	General Staff	HEW 4/1	33.89	1.25	84.74	5013110350
12/06/2021	12:00:00	15:00:00	3.0	General Staff	HEW 3/1	29.60	1.5	133.21	5013110350
12/06/2021	15:00:00	17:00:00	2.0	General Staff	HEW 3/1	29.60	2.0	118.41	5013110350
13/06/2021	10:00:00	14:00:00	4.0	General Staff	HEW 3/1	29.60	2.0	236.81	5013110350
14/06/2021	09:00:00	12:00:00	3.0	General Staff	HEW 4/1	33.89	2.5	254.22	5013110350
15/06/2021	09:00:00	12:00:00	3.0	General Staff	HEW 5/1	36.76	1.25	137.87	5013110350

8. **Breaks**

- Please remember, that if a casual staff member (for example, general staff) works a full day from 9:00am to 5:00pm, a 39-minute break must be taken.
  Note: a casual general staff member can take a 30-minute break however, their work day must be shortened by nine minutes. In this scenario, if their work hours are 9:00am to 5:00pm, their end time would need to be 4:51pm.

- A break must be taken after five consecutive hours worked in a day.

9. **Span of Hours**

- Please be cautious of any 'span of hours' overtime applied to a submission. For example, a common span of hours rule for a general staff member is from 8:00am to 6:00pm. If the staff member claims outside of this span of hours range, the system will apply the overtime rate for those hours claimed.

- For more information, you can refer to:

  Clause 21 (page 24) of the Federation University Australia Union Enterprise Agreement 2019–2021 for **academic and general staff**; and
  Clause 28 (page 13) of the Federation University Australia TAFE Teaching Staff Agreement 2019 for **TAFE teaching staff**.
  .

10. **Approver Accountability**

As an approver you are reminded that the accountability sits with you to ensure casual staff payments are legitimate and accurate, and reflect only the work a staff member has undertaken. By electronically signing-off on a timesheet (approving) you confirm that the information given in the timesheet submission is true, complete and accurate.

Please refer to the Fraud and Corrupt Conduct Control Policy and Procedure. Breaches of this policy by an approver may result in disciplinary action, along with the staff member submitting an incorrect timesheet.

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

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

12. Once you have approved the timesheet for an employee the record will remain on the Timesheet Approvals screen until the pay period is finalised. The Approval Status will appear green with a Status of 'Approved' for all timesheets you have actioned.

Timesheet Approvals

Start Date	End Date	Approver	Approving	Employee Name	Approval Status	Action ^
10/06/2021	23/06/2021		Timesheet: TSE0008107		Approved	View
10/06/2021	23/06/2021		Timesheet: TSE0008001		Approved	View

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

Action ^

View

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.

Roll Back

Comments

[   ]

Cancel   Roll Back

After 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, enter text into the comments textbox, then hit the 'Reject' button.

Comments

Incorrect Start Time entered for 28/11/2019

Cancel   Reject   Approve

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	555555555
General Staff	HEW 4/1	31.76	1.25	158.8	501310840
General Staff	HEW 4/1	31.76	1.25	158	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

Date	Start Time	End Time	Hours	Activity	Activity rate description	Rate	Modifier	Calculated pay
28/11/2019	08:00:00	12:00:00	4.0	General Staff	HEW 4/1	31.76	1.25	158.8
29/11/2019	09:00:00	13:00:00	4.0	General Staff	HEW 4/1	31.76	1.25	158.8