

User Manual Timesheet

Powered By – Service Now

Created By – XACT Product Team

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XACT Time Sheet Management ~ User Manual

Purpose:

To provide a high-level overview of the time sheet management module for users.

Scope:

This document contains the steps to create the timesheet and update details on service now.

Roles:

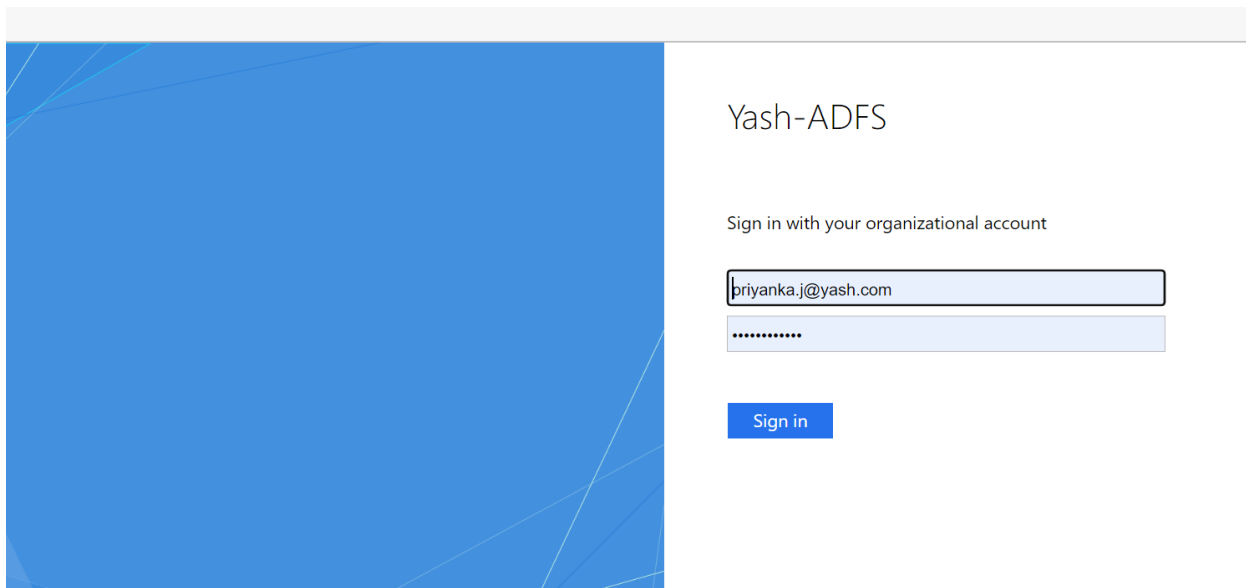
IRM, SRM, Project Manager, Delivery manager, Project Team member

Links:

- To access video guide on how to fill the timesheet [Click Here](#)
- To know how to approve timesheets as a Project Manager [Click Here](#).
- To know how to approve timesheet as an IRM [Click Here](#).

Walkthrough on Service Now:

Prod link: <https://yashinmsp.service-now.com/>

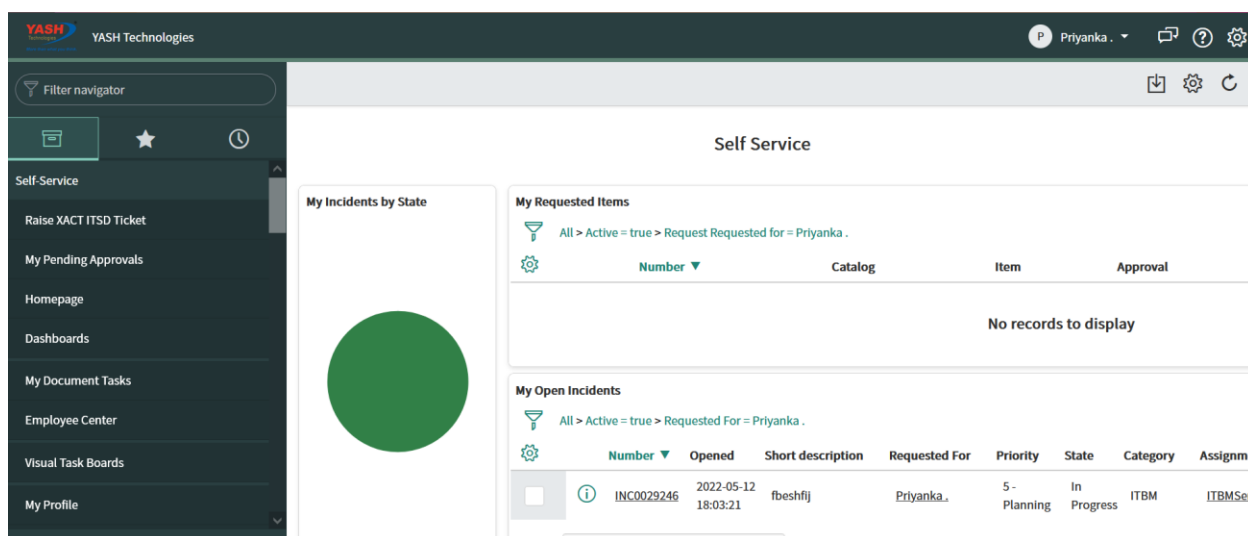


Yash-ADFS

Sign in with your organizational account

[Sign in](#)

- When the user logs in to the ServiceNow Portal, redirected to the Home Page.



Self Service

My Incidents by State

My Requested Items

All > Active = true > Request Requested for = Priyanka .

Number	Catalog	Item	Approval
No records to display			

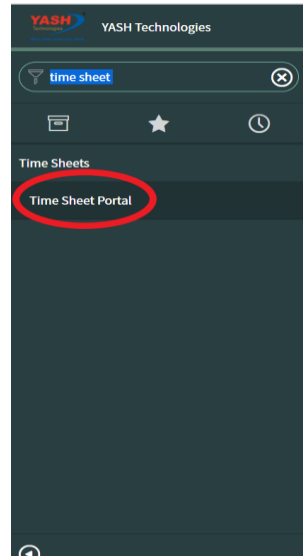
My Open Incidents

All > Active = true > Requested For = Priyanka .

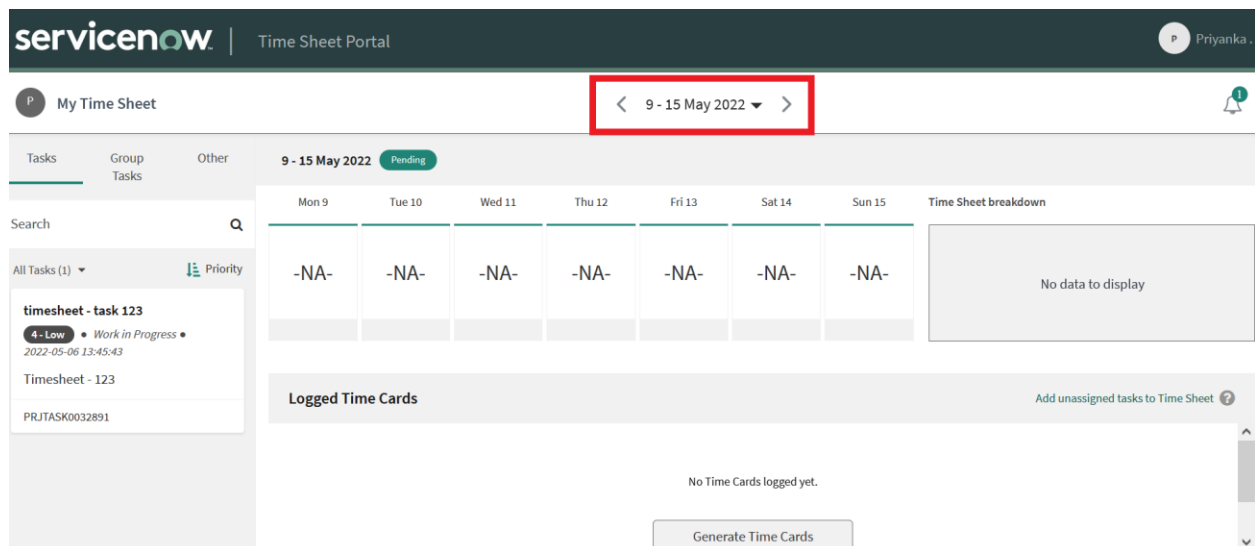
Number	Opened	Short description	Requested For	Priority	State	Category	Assignm
INC0029246	2022-05-12 18:03:21	fbeshfj	Priyanka..	5 - Planning	In Progress	ITBM	ITBM Ser

Add New Timesheet (Roles: All the Yash Users)

1. Using the **Navigator** tool search for Timesheet and click on Time Sheet Portal.



2. By default, the timesheet form will load from the current week.



- To view previous week or change the week click on dropdown button to view the calendar and select the respective week or click on the forward and backward arrows.

The screenshot shows the 'servicenow Time Sheet Portal' interface. At the top, there's a header with the 'servicenow' logo and 'Time Sheet Portal'. Below this, a user profile 'Priyanka' is visible. The main section is titled 'My Time Sheet'. A dropdown menu is open, showing a calendar for 'May 2022'. The calendar has days of the week as columns and dates as rows. The date '2' is highlighted. To the left of the calendar, there's a sidebar with 'Tasks', 'Group Tasks', and 'Other' tabs. Under 'Tasks', there's a search bar and a list of tasks. One task is visible: 'timesheet - task 123' with a priority of '4 - Low' and a status of 'Work in Progress'. Below the task list, there's a section for 'Logged Time Cards' which currently shows 'No Time Cards logged yet.'.

- Click on Add to timesheet under the Project Task or Generate Time Cards or can also copy from Previous Time Sheet.

This screenshot shows the same 'servicenow Time Sheet Portal' interface. The 'My Time Sheet' section is now expanded to show a grid of days from 'Mon 2' to 'Sun 8'. Each day cell contains '-NA-'. To the right of the grid is a 'Time Sheet breakdown' section which says 'No data to display'. Below the grid, there's a 'Logged Time Cards' section which also says 'No Time Cards logged yet.'. In the bottom right corner, there are two buttons: 'Generate Time Cards' and 'Copy from previous Time Sheet'. In the left sidebar, the 'Add to Time Sheet' button is circled in red. The 'timesheet - task 123' task is still visible in the sidebar.

- Time Sheet related to specific Project will appear. Add the number of hours worked for the project. Status shows as **Pending** till the user submits the timesheet.

The screenshot shows the ServiceNow Time Sheet Portal interface. At the top, the user is logged in as Priyanka. The main header displays "My Time Sheet" for the week of 2-8 May 2022, with a status of "Pending". Below this, there are tabs for "Tasks", "Group Tasks", and "Other". The "Tasks" tab is active, showing a list of tasks for the week. A task titled "timesheet - task 123" is highlighted, showing a status of "4 - Low" and "Work in Progress". The task details show "Timesheet - 123" and "PRJTASK0032891".

The "Logged Time Cards" table shows the following data:

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	8	8	8	8	8	0	0	40

- User cannot submit the timesheet less than 45hrs per week, unless and until Time off is applied.

The screenshot shows the ServiceNow Time Sheet Portal interface with an error message displayed at the top: "Minimum hours per week should be 45 hours". The error message is highlighted with a red box. The rest of the interface is the same as the previous screenshot, showing the "My Time Sheet" for the week of 2-8 May 2022, with a status of "Pending".

7. User cannot submit {0} hours on a particular day, the **minimum** hours per day should be {5} hours.

The screenshot shows the 'My Time Sheet' interface for the week of 2-8 May 2022. A red error banner at the top states: "Minimum hours per day should be [5] hours. Request you to please correct the timesheet or apply the leave before submit the timesheet". The interface includes a sidebar with task details for 'timesheet - task 123' and a main area with a calendar view and a 'Logged Time Cards' table.

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	9	0	9	9	9	0	0	36

8. User cannot submit the negative hour values. When the user enters the negative value, system will automatically throw an error as below:

The screenshot shows the 'My Time Sheet' interface for the week of 2-8 May 2022. A red error banner at the top states: "Please do not enter negative value / special characters into timesheet". The interface includes a sidebar with task details for 'timesheet - task 123' and a main area with a calendar view and a 'Logged Time Cards' table.

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	0	0	0	0	0	0	0	0

9. User can submit multiple time cards if allocated to **multiple projects/project tasks**. User can submit the timesheet with weekly maximum limit of **80hrs(16hrs/day)**, when the resource time is **8hrs/day**.

servicenow | Time Sheet Portal

My Time Sheet | 2 - 8 May 2022 | Pending

Tasks | Group Tasks | Other

Search

All Tasks (2) | Priority

SNOW_XACT_Task
4 - Low | Work in Progress | 2022-05-13 11:42:59
XACT-SNOW-GP1,2 & 3
PRJTASK0034187

timesheet - task 123
4 - Low | Work in Progress | 2022-05-06 13:45:43
Timesheet - 123
PRJTASK0032891

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
timesh... PRJTASK	None	RPLN0006090	8	8	8	8	8	0	0	40
SNOW... PRJTASK	None	RPLN0007972	8	8	8	8	8	0	0	40

Time Sheet breakdown: 80 hrs

Project Tasks (80 hrs)

Logged Time Cards

Add unassigned tasks to Time Sheet

10. User can submit the timesheet with weekly maximum limit of **90hrs (18hrs/day)**, when the resource time is **9hrs/day**.

servicenow | Time Sheet Portal

My Time Sheet | 2 - 8 May 2022 | Pending

Tasks | Group Tasks | Other

Search

All Tasks (2) | Priority

SNOW_XACT_Task
4 - Low | Work in Progress | 2022-05-13 11:42:59
XACT-SNOW-GP1,2 & 3
PRJTASK0034187

timesheet - task 123
4 - Low | Work in Progress | 2022-05-06 13:45:43
Timesheet - 123
PRJTASK0032891

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
timesh... PRJTASK	None	RPLN0006090	9	9	9	9	9	0	0	45
SNOW... PRJTASK	None	RPLN0007972	9	9	9	9	9	0	0	45

Time Sheet breakdown: 90 hrs

Project Tasks (90 hrs)

Logged Time Cards

Add unassigned tasks to Time Sheet

Note: Group Tasks are group of Project Tasks.

Add Non-Billable Task

1. Click on Others tab where you will have multiple options (Client holiday, Admin, ORG Meeting, ORG Training) to choose and add them to Timecard along with hours.
2. If the user is working for a client project and has a holiday according to client calendar, then user can enter the client holiday time card for the respective day.

servicenow | Time Sheet Portal

My Time Sheet | 2 - 8 May 2022 | Pending

Tasks | Group Tasks | **Other**

Client Holiday (selected)

Admin

ORG Meeting

ORG Training

Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
9 Hrs	9 Hrs	9 Hrs	9 Hrs	9 Hrs	-NA-	-NA-	Project Tasks (36 hrs) Client Holiday (9 hrs)
1 Task	1 Task	1 Task	1 Task	1 Task			

Logged Time Cards

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
Client Holiday	None	None	9	0	0	0	0	0	0	9
SNO... PRJTAS	None	RPLN0007972	0	9	9	9	9	0	0	36

3. Enter the hours for the respective admin/org training/org meeting tasks and click on Submit.
*Note: Status shows as **Pending** till the user submits the timesheet.*

servicenow | Time Sheet Portal

My Time Sheet | 2 - 8 May 2022 | Pending

Tasks | Group Tasks | **Other**

Client Holiday

Admin (selected)

ORG Meeting

ORG Training

Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
9 Hrs	9 Hrs	9 Hrs	9 Hrs	9 Hrs	-NA-	-NA-	Project Tasks (40 hrs) Admin (5 hrs)
1 Task	1 Task	1 Task	1 Task	1 Task			

Logged Time Cards

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
SNO... PRJTAS	None	RPLN0007972	8	8	8	8	8	0	0	40
Admin	None	None	1	1	1	1	1	0	0	5

4. Once the Time Sheet is submitted, user receives an email notification. It will flow to the IRM or Project Manager, weekly, for approval.

*Note: Status shows as **Submitted** once the user submits the timesheet.*

servicenow | Time Sheet Portal Priyanka .

My Time Sheet < 2 - 8 May 2022 > Go to Current Week

Tasks Group Tasks Other **2 - 8 May 2022 Submitted**

Client Holiday

Admin

ORG Meeting

ORG Training

Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
9 Hrs	9 Hrs	9 Hrs	9 Hrs	9 Hrs	-NA-	-NA-	Project Tasks (40 hrs) Admin (5 hrs)
1 Task	1 Task	1 Task	1 Task	1 Task			

Logged Time Cards Add unassigned tasks to Time Sheet ?

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
SNO... PRJTAS	None	RPLN0007972	8	8	8	8	8	0	0	40
Admin	None	None	1	1	1	1	1	0	0	5

☒ Focused ☐ Other Filter

Digital Workflows
User Priyanka . has submitted the timesheet... 8:43 PM
Hi Sumana Bavirishetty, Priyanka . has submitted their ...

Digital Workflows
Your Timesheet Submitted For 2022-05-02 8:43 PM
Hi Priyanka ., Your timesheet has been submitted for t...

Digital Workflows
Priyanka . has submitted time card for 2022-... 8:43 PM
Hi Prashant Singh, Priyanka . has submitted time card f...

Digital Workflows
Your Timesheet Submitted For 2022-05-09 to... 8:36 PM
Hi Soumya Penuguvvi, Your timesheet has been submi...

Your Timesheet Submitted For 2022-05-02 to 2022-05-08.

Digital Workflows <yashinmsptest@service-now.com> Mon 5/16/2022 8:43 PM

To: Integrationptg Notification

Hi Priyanka .,

Your timesheet has been submitted for the duration of 2022-05-02 to 2022-05-08.

[Click here for URL](#)

Regards,

PMO

5. If the User submits Time Sheet under Project task, Project Manager receives an Email notification with a Link as below.

✓

Focused

Other

Filter

now

Digital Workflows

Request REQ0061464 has been opened on ... 8:44 PM

Click here to view Request: REQ0061464 Number: REQ...

now

Digital Workflows

Your request REQ0061464 has been approv... 8:44 PM

Click here to view Request: REQ0061464 Number: REQ...

now

Digital Workflows

User Priyanka . has submitted the timesheet f... 8:43 PM

Hi Sumana Bavirishetty, Priyanka . has submitted their ...

now

Digital Workflows

Your Timesheet Submitted For 2022-05-09 to... 8:43 PM

Hi Priyanka ., Your timesheet has been submitted for t...

Digital Workflows

Priyanka . has submitted time card for 2022-... 8:43 PM

Hi Prashant Singh, Priyanka . has submitted time card f...

now

Digital Workflows <yashinmsptest@service-now.com>

To: Integrationptg Notification

Mon 5/16/2022 8:43 PM

Hi Prashant Singh,

Priyanka . has submitted time card for your project for Week starts on: 2022-05-02, Click on the link below to review the timesheet and take action.

Click here:[LINK](#)

Regards,

PMO

6. If the User submits Time Sheet under Admin/Org Meeting/Org Training, respective IRM receives an Email notification with a Link as below.

✓

Focused

Other

Filter

now

Digital Workflows

User Priyanka . has submitted the timesheet f... 8:38 PM

Hi Sumana Bavirishetty, Priyanka . has submitted their ...

Digital Workflows

Priyanka . has submitted Non - Project time c... 8:38 PM

Hi Sumana Bavirishetty Priyanka . has submitted non p...

now

Digital Workflows

Timesheet Recalled For 2022-05-02 to 2022-... 8:32 PM

Hi Priyanka ., Your timesheet has been recalled for the ...

now

Digital Workflows

Your timesheet for week starts on 2022-05-0... 8:31 PM

Hi Priyanka ., Your timesheet for 2022-05-02 has been ...

now

Digital Workflows

Your timesheet for week starts on 2022-05-0... 8:31 PM

Hi Priyanka ., Your timesheet for 2022-05-02 has been ...

now

Digital Workflows <yashinmsptest@service-now.com>

Fri 5/13/2022 8:38 PM

To: Integrationptg Notification

Hi Sumana Bavirishetty

Priyanka . has submitted non project time card for Week starts on: 2022-05-02, Click on the link below to review the timesheet and take action.

Time Card Link:[LINK](#)

Regards,

PMO

7. If the clicked on the Link > Project Manager is navigated to Pending Approval – Manager Page where the PM can view and approve the users' timesheets which are pending for approval.
8. Click on **Approve/Reject button**, all the tasks for a resource on a weekly basis will be approved.

The screenshot shows a web application interface for Project Manager. At the top, there's a navigation bar with 'ITBM Fixes UA', 'Global', and a user profile 'PS Prashant Singh'. Below this, a breadcrumb trail shows 'XACT-SNOW-GP1,2 & 3 [PM view view]'. On the right, there are buttons for 'Update', 'Approve', and 'Reject', with 'Approve' and 'Reject' highlighted in red. The main form is divided into two columns. The left column contains fields for: Week starts on (2022-05-02), Resource Name (Priyanka), Time Type (-- None --), State (Submitted), TaskType (Project/Project Task), Resource plan (RPLN0007972), Task (PRJTASK0034187), Task Start Date (2022-03-01), Task Finish Date (2022-09-30), Actual Effort(In Hrs) (0), and Planned Effort. The right column contains a table for weekly effort, Resource Comments, Approval Comments, and a Time sheet ID (431079621bdbc9506f68744ead4bcd8). The table has columns for Sunday through Saturday and a Total column. The effort values are: Sunday (0), Monday (9), Tuesday (9), Wednesday (9), Thursday (9), Friday (9), Saturday (0), and Total (45). Below the main form is a 'Billing Adjustment' section with input fields for Monday through Sunday and a 'Billable Type' dropdown set to 'Billing'.

Day	Effort
Sunday	0
Monday	9
Tuesday	9
Wednesday	9
Thursday	9
Friday	9
Saturday	0
Total	45

9. IRM can approve the time sheet using the Link provided in Email. Click on the Link to navigate to time sheet portal > click on My Time Sheet dropdown option as given below:

The screenshot shows the ServiceNow Time Sheet Portal. The header includes the ServiceNow logo, 'Time Sheet Portal', and a user profile 'SB Sumana Bavirishetty'. A dropdown menu for 'My Time Sheet' is open, showing options: 'Select user', 'My time sheet', 'My Resources', 'Lopamudra Sahu', 'Priyanka', and 'Sridevi Mallela'. The 'My Resources' section is highlighted. Below the dropdown, there's a 'Pending' status indicator and a table for the week of May 2nd to 8th. The table shows '-NA-' for all days. To the right, there's a 'Time Sheet breakdown' section with a message 'No data to display'. At the bottom, there's a 'Logged Time Cards' section with a message 'No Time Cards logged yet.' and a 'Generate Time Cards' button.

Day	Time
Tue 3	-NA-
Wed 4	-NA-
Thu 5	-NA-
Fri 6	-NA-
Sat 7	-NA-
Sun 8	-NA-

10. Select the resource from the dropdown and select the calendar for approval and click on Approve/Reject.

servicenow | Time Sheet Portal

SB Sumana Bavirishetty

Priyanka .

25 April - 1 May 2022 Submitted

Approve Reject

Time Sheet breakdown 45 hrs

Task	Project time category	Resource plan	Mon 25	Tue 26	Wed 27	Thu 28	Fri 29	Sat 30	Sun 1	Total
Ad...	None	None	1	1	1	1	1	0	0	5

Recall Timesheet

11. Once the timesheet is approved by the respective Project Manager, user receives an email notification.

Digital Workflows

Your ServiceNow X.509 certificate has expired Click h... 1:31 PM

Your timescard for week starts on 2022-05-02 has been processed by Prashant Singh, Click on the link below to review the timecard.

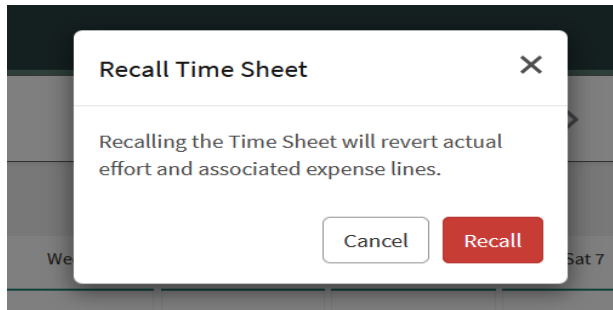
[Click here for URL](#)

Regards,

PMO

Tue 5/17/2022 1:29 PM

14. Click on Recall button to make any changes required in the timesheet. A pop-up window is displayed.



15. When the user clicks on recall button, the Status is changed from **Approved** to **Recalled**.

servicenow | Time Sheet Portal

Priyanka

My Time Sheet

2 - 8 May 2022 Recalled Submit

Tasks Group Tasks Other

Search

All Tasks (2) Priority

SNOW_XACT_Task
4 - Low • Work in Progress • 2022-05-13 11:42:59
XACT-SNOW-GP1,2 & 3
PRJTASK0034187

timesheet - task 123
4 - Low • Work in Progress • 2022-05-06 13:45:43
Timesheet - 123
PRJTASK0032891

	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
9 Hrs 1 Task	9 Hrs 1 Task	9 Hrs 1 Task	9 Hrs 1 Task	9 Hrs 1 Task	-NA-	-NA-	Project Tasks (40 hrs) Admin (5 hrs)	

Logged Time Cards

Add unassigned tasks to Time Sheet

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
Admin	None	None	1	1	1	1	1	0	0	5
SNO... PRJTAS	None	RPLN0007972	8	8	8	8	8	0	0	40

16. When the user recalls the timesheet, email is triggered to user about the recalled timesheet.

The screenshot shows an email interface with a 'Focused' tab selected. The email list on the left includes an email from 'Digital Workflows' with the subject 'Timesheet Recalled For 2022-05-02 to 2022-05-08' and a timestamp of 7:39 PM. The email body on the right is titled 'Timesheet Recalled For 2022-05-02 to 2022-05-08' and contains the following text:

Hi Priyanka ,

Your timesheet has been recalled for the duration of 2022-05-02 to 2022-05-08.

Regards,

PMO

17. If clicked on Search > Enter the name of the project task, if there are multiple tasks.

The two screenshots show the 'My Time Sheet' application interface. The left screenshot shows the search results for 'SNOW_XACT_Task' and 'timesheet - task 123'. The right screenshot shows the search results for 'snow'.

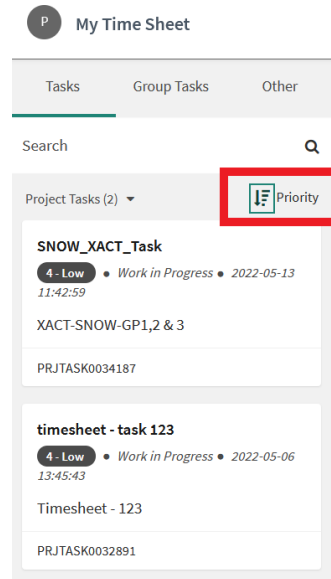
Left Screenshot (Search: SNOW_XACT_Task):

- Tasks
- Group Tasks
- Other
- Search: SNOW_XACT_Task
- All Tasks (2)
- Priority
- SNOW_XACT_Task
 - 4 - Low
 - Work in Progress
 - 2022-05-13
 - 11:42:59
 - XACT-SNOW-GP1,2 & 3
 - PRJTASK0034187
- timesheet - task 123
 - 4 - Low
 - Work in Progress
 - 2022-05-06
 - 13:45:43
 - Timesheet - 123
 - PRJTASK0032891

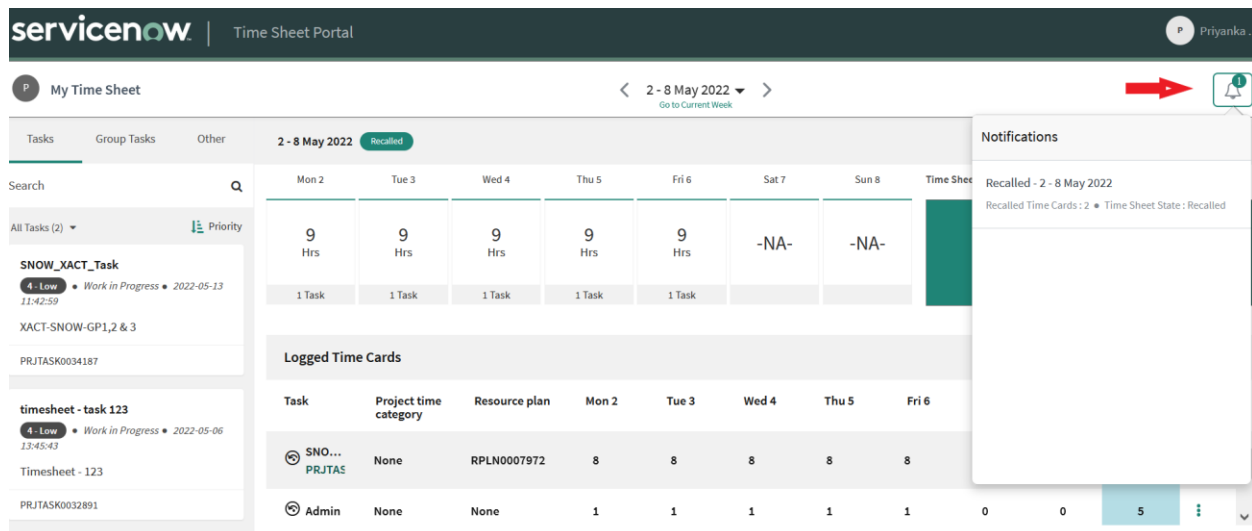
Right Screenshot (Search: snow):

- Tasks
- Group Tasks
- Other
- Search: snow
- All Tasks (2)
- Priority
- SNOW_XACT_Task
 - 4 - Low
 - Work in Progress
 - 2022-05-13
 - 11:42:59
 - XACT-SNOW-GP1,2 & 3
 - PRJTASK0034187

18. If Priority is selected > the bar which is high, shows the task has high Priority and the bar which is low, shows the task has low priority.



19. If clicked on Bell icon > Notifications are appeared > click on the displayed notification, redirected to that particular week.



20. If clicked on More Actions (3 dots), user can add note, open form view and delete time card.

The screenshot shows the ServiceNow Time Sheet Portal. The main view is for the week of May 2-8, 2022. The 'Logged Time Cards' table is as follows:

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total	
SNO... PRJTAS	None	RPLN0007972	8	8	8	8	8	0	0	40	⋮
Admin	None	None	1	1	1	1	1	0	0	5	⋮

The 'More Actions' menu (three dots) is open for the first row, showing options: Add Note, Open Form View, and Delete Time Card.

21. Click on Add note to add notes.

The 'Notes' modal form shows the user 'Admin' and a text input field with the value 'timesheet recall'. The 'Add' button is highlighted.

The 'Notes' modal form shows the saved note. The note text is 'timesheet recall' and it is dated '2022-05-06 18:45:07' by user 'Priyanka .'. The 'Notes' label is on the right.

22. Click on Open form view, a popup window is displayed

The screenshot shows a 'Time Card' form with the following fields:

- State:** Recalled (dropdown)
- TaskType:** Admin (dropdown)
- Task:** (empty dropdown)
- Sunday:** 0
- Monday:** 1
- Tuesday:** 1
- Wednesday:** 1
- Thursday:** 1
- Friday:** 1
- Saturday:** 0
- Total:** 5

A 'Save (Ctrl + s)' button is located at the bottom right.

23. User can add the attachment and save the form.

The screenshot shows the 'Time Card' form with an attachment added. The attachment is labeled 'UAT.txt' and is highlighted with a red box. The form fields are the same as in the previous screenshot.

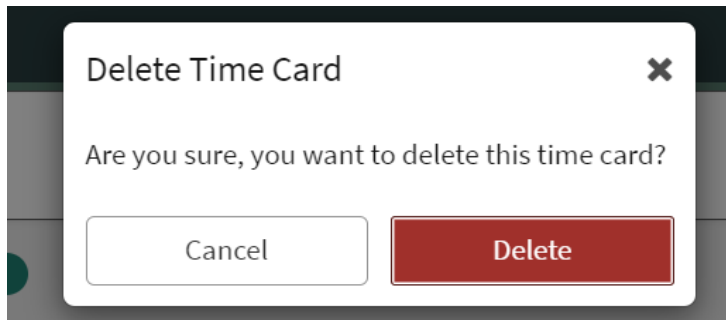
Attachments: UAT.txt (with 'Edit' link)

Time Card fields (same as previous screenshot):

- State:** Recalled
- TaskType:** Admin
- Task:** (empty)
- Sunday:** 0
- Monday:** 1
- Tuesday:** 1
- Wednesday:** 1
- Thursday:** 1
- Friday:** 1
- Saturday:** 0
- Total:** 5

A 'Save (Ctrl + s)' button is at the bottom right.

24. Click on Delete time card to delete a specific task, a popup window is displayed, if clicked on delete the record gets removed from the logged time cards.



Note: If the User is on leave, first Time Off is applied in Infogram and once the approval is done, then Time Off record appears as approved in ServiceNow. Leave count should get modified (added/deducted) as per Infogram existing functionality. And in Service now Leave Hours and timesheet Hours should be summed up and should reflect correct value in Time Sheet breakdown.

Reports

- Timesheet Compliance view for Last Week and Previous Week
- Approvers (IRM/Project Manager) can view the resources timesheet which is in Pending, Submitted, Approved and Processed.

Note: Below screenshots are reference purpose.

Timesheet Compliance												
Timesheet Compliance - Last Week Timesheet Compliance - Previous Week												
Timesheet Compliance												
	Week starts on	Employee Id	User	Total Hours	Time Profile	State	Competency	IRM	BG	BU	BUH/SSUH	BC
State: Submitted (9)												
	2022-05-02	1012919	Sridevi Mallela	45	true	Submitted	Testing	Sumana Bavirishetty	BG4	BG5-BU14	Anirudha Nikam	
Number of groups removed from this list by Security constraints: 3												
<div> << < 1 > >> </div>												

Timesheet Compliance

Timesheet Compliance - Last Week | Timesheet Compliance - Previous Week

Timesheet Compliance Previous Week

401 total Time Sheets

	Week starts on	Employee Id	User	Total Hours	State	Competency	IRM	BG	BU	BGH/SSGH	BUH/SSUH	Update
State: Pending (205)												
1	2022-05-02	1012919	Sridevi Mallela		Pending	Testing	Sumana Bavirishetty	BG4	BG5-BU14	Nitin Gupta	Anirudha Nikam	2022-05-02 19:20:20

Number of groups removed from this list by Security constraints: 3

Q & A

1. If a Project is of 8hrs and user has 9hrs 5days in Yash and applies timesheet for 8hrs in SNOW then what about the 1hr? should it be added as an admin task?

Ans: User can add the extra 1hr under the admin task/ORG training/ORG meeting in timesheet.

2. Under the client project is there any attachment option?

Ans: In logged time cards > Click on more actions (3 dots on the corner) > Click on "Open view" against the timesheet line, then user can attach the file (attachment size – 2MB, format – any file)

3. What is admin task/ORG Meeting/ORG Training in Other?

Ans: If the user is not allocated to any of the Project/Project task, user can fill the time card under admin task. If the user is attending any meeting or under training, user can fill the time card under ORG Meeting/ORG Training.

4. Can user submit the timesheet of current week?

Ans: User cannot update timesheet for future date or current week or beyond the previous week. **The Status will show pending for the current week.**

5. How users can recall the timesheet?

Ans: User can recall and edit the timesheet once the IRM/PM approves the timecard.

6. What is **Approved state**?

Ans: Approved: This state will appear when timesheet is approved by IRM for Non-Project tasks (Admin Task) and when timesheet is approved by PM for the Project Tasks.

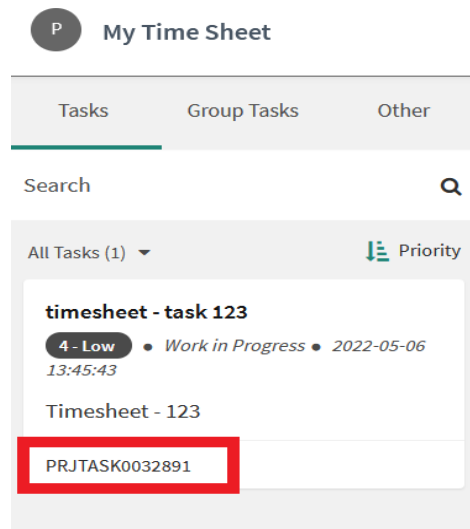
7. Difference between timesheet and timecard?

Ans: Timesheet is the Portal where we fill time for the assigned time cards. (Time Sheet is a Parent of all time cards).

Timecards are the tasks that we add in timesheet (Admin/ORG Meeting/ORG Training/Client holiday).

8. How to find Project Manager for your task?

Ans: Click on Project Task ID



It will open the task page >> Click on highlight Task name



It will open the Project Page >> where the user can find all the details of Project and Project Manager name

* Project Name	Timesheet - 123		
* Project manager	Project Manager2		
* Project Hour/Day	9		

Project ID	PRJ0030809
* Billing Type / Model	Fixed Bid / Milestone
* Billing Frequency	Monthly

9. Can user submit negative values?

Ans: User cannot enter negative values, system will automatically throw a warning message.

service **Please do not enter negative value / special characters into timesheet**

My Time Sheet < 2 - 8 May 2022 >

Tasks Group Tasks Other 2 - 8 May 2022 Pending Submit

Search

All Tasks (1) Priority

timesheet - task 123
4 Low Work in Progress 2022-05-06
23:45:43
Timesheet - 123
PRJTASK0032891

Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
-NA-	-NA-	-NA-	-NA-	-NA-	-NA-	-NA-	No data to display

Logged Time Cards

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	0	0	0	0	0	0	0	0

10. User cannot submit the timesheet less than 45hrs per week, unless and until Time off is applied

service **Minimum hours per week should be 45 hours**

My Time Sheet < 2 - 8 May 2022 >

Tasks Group Tasks Other 2 - 8 May 2022 Pending Submit

Search

All Tasks (1) Priority

timesheet - task 123
4 Low Work in Progress 2022-05-06
23:45:43
Timesheet - 123
PRJTASK0032891

Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Time Sheet breakdown
8 Hrs 1 Task	8 Hrs 1 Task	8 Hrs 1 Task	8 Hrs 1 Task	8 Hrs 1 Task	-NA-	-NA-	Project Tasks (40 hrs)

Logged Time Cards

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	8	8	8	8	8	0	0	40

11. User cannot submit {0} hours on a particular day, the minimum hours per day should be {5} hours.

Task	Project time category	Resource plan	Mon 2	Tue 3	Wed 4	Thu 5	Fri 6	Sat 7	Sun 8	Total
time... PRJTAS	None	RPLN0006090	9	0	9	9	9	0	0	36

12. What if I miss submitting my timesheet for previous week? This can happen if I am on leave from Monday to Sunday in a week? Why this limitation?

Ans: As per policy, weekly timesheet has to be submitted, if the employee is unable to do so due to leave, they can ask their IRM to do that.

13. In Infogram there is no option to submit half day leave, so half days can't reflect in service now? In case if I fill 5 hours in service now for a day, then I have a limitation that I shouldn't submit less than 45 hrs. per week. How to handle this?

Ans: Organization policy has to be adhered to. There is no half-day policy. An employee has to be considered as Present if completed 5hrs for a day.

14. What if my project manager is on long leave and my timesheet is pending for approval with him?

Ans: As per policy, if Manager does not approve before the attendance cycle timeline, then there will be an auto-deduction for that employee.

15. What if my IRM is on long leave and my timesheet is pending for approval with him

Ans: As per policy, if Manager does not approve before the attendance cycle timeline, then there will be an auto-deduction for that employee.

16. What if My PM is present and IRM is on leave and timesheet is pending for IRM approval?
Ans: As per policy, if Manager does not approve before the attendance cycle timeline, then there will be an auto-deduction for that employee.
17. If my week total is less than 45 hrs., but still, I want to submit timesheet. how to handle it?
Ans: 45hrs is a mandate. Lesser hours will have to be justified as "tasks" or "leaves". However, technically, total time submission can be ≥ 45 hours on XACT.
18. If delivery manager is not available, who will approve the timesheet? If IRM has to approve how he will come to know that? What is workflow & duration for this condition?
Ans: If PM and DM are not available, delegate has to be identified. Duration and workflow remain the same and delegate mapped with all PM or DM approval authorities.
19. If I am the project manager, who will approve my timesheet?
Ans: Ideally, it should be the Project Manager's IRM.
20. How time-off/leave absence is reflected in ServiceNow if it's a Birthday or Anniversary leave type?
Ans: In ServiceNow, the time-off is reflected as 5hrs whether it is a Birthday or Anniversary leave type.
21. Planned leave?
Ans: Get it approved before hand and then fill the timesheet in ServiceNow.
22. Unplanned leave or Sick leave?
Ans: Apply the leave after coming back to work on Monday. If manager approves well and good if not remind him till he approves it and submit timesheet on or before Tuesday of the week. Remainder emails are triggered to the manager for approval.
23. Unplanned leave or Sick leave - Manager on leave?
Ans: Apply the leave after coming back to work on Monday. Manager can delegate a user if he/she is on leave.
24. Unplanned leave or Sick leave - Manager on leave? Approves leave after timesheet is submitted - time sheet again goes to pending status?
Ans: Any of the record is pending the status is shows as pending.