

Help Inquiry

Posted by: Colton Grainger

10-23-2017 at 2:59 pm

Subject: hours generated by schedule?

Message: Is it possible to use the schedule to population volunteers' service hours? I have read your documents with regards to VicNet and VicTouch (whereby volunteers can manually report their hours).

I am more interested in a solution whereby volunteers earn hours based only on their schedule.

That is, at the end of a month, I would like each volunteer's hours to be given by the total time they were scheduled in that month.

Is it possible to generate a report showing hours on the schedule?
Alternatively, is it possible to add hours automatically based on the volunteer's schedule?

Reply: Hi Colton,

In Volgistics scheduled shifts do not count as service automatically. The schedule is designed to be an estimation of what you expect to happen in the future--it's your plan. By contrast, service is designed as a record of what actually happened. Since things don't always go according to plan, Volgistics keeps these two very separate. Therefore, service needs to be entered separately from the schedule. It's also important to note that schedule information is not retained indefinitely like service information is. Schedule information is only kept through the previous year, everything prior to that is erased.

Volgistics includes 4 methods that can be used to post service: VicTouch, the Time Sheet tab in VicNet, the Post page, and manual entries. Help topic 1166 "How do service records get into Volgistics?" [here](#) explains more about these options. You might find help topic 2202 "How do I post hours from the schedule?" [here](#) useful too for your question specifically. In this help topic you'll learn how to post service hours according to the schedule on a day by day basis.

If you would like to generate a schedule report, help topic 8255 "Schedule Reports" [here](#) shows how to do this.

Please let us know if we can offer further clarification. We're happy to help in any way that we can.

Thank you,
The Volgistics Team
10-23-2017 at 6:04 pm

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