MPO Timesheet FAQ

Owner:	Albertson's PMO COE
Version:	5.0
Status:	Completed
Issue Date:	July 22, 2018

Version History

Date	Version	Changes	Author
12/01/2017	0.1	Initial draft	Mauri Barnes-Luna
04/10/2018	0.2	Content review and formatting changes	Sherwin Gutay
06/06/2018	0.3	Formatting changes – updated screenshots	Sherwin Gutay
06/26/2018	0.4	Formatting changes – added PMO logo	Sherwin Gutay
07/22/2018	0.5	Content update	Mauri Barnes-Luna
07/23/2018	1.0	Formatting changes	Sherwin Gutay
08/03/2018	1.0	Updated timesheet open from 6 weeks to 8 weeks	Sherwin Gutay
05/29/2019	1.0	Updated version history template only	Sherwin Gutay
01/08/2020	2.0	Updated font type to Arial	Sherwin Gutay
09/01/2020	2.1	Updated A1 answer (now to not)	Sherwin Gutay
01/22/2021	3.0	Updated time tracking answer #4 and RM/PM answer #13	Sherwin Gutay
07/18/2022	3.0	Renamed file from Timesheet FAQ to MPO Timesheet FAQ	Sherwin Gutay
07/25/2022	3.1	Added RM/PM A1.4 answer	Sherwin Gutay
09/07/2022	3.2	Updated template	Sherwin Gutay
06/14/2023	3.3	Updated JIRA board link.	Sherwin Gutay
08/07/2023	4.0	Updated steps. Removed items that are no longer applicable.	Sherwin Gutay and Conrado Diaz
08/18/2023	4.0	Added RM and PM question #8	Sherwin Gutay
04/22/2024	5.0	Added topic about who can submit timesheet on behalf of a resource if the resource is not available	Sherwin Gutay
04/29/2024	5.0	Added topic about valid timesheet approver	Sherwin Gutay

MPO Timesheet FAQ's

This document summarizes the common questions and issues regarding timesheet that is experienced by Project Team Members and Status Managers. If there are topics not covered in this document, kindly submit a ticket using this link.

Time Tracking Resources Questions (click the item to go to the answer section)

RM and PM Questions (click the item to go to the answer section)

Time Tracking Resources Answers

A1. Contact the Project Manager of the project you have been assigned to. Ask the PM if you have been assigned a task. The PM may need to update and successfully published the plan. The resource should delete then recreate the timesheet week(s) with the missing task(s). If the task is still not showing on your timesheet, kindly submit a ticket using [this link].

A2. Contact the Project Manager to update the task with planned hours. You can still submit your timesheet with actual hours. The planned hours is nice to view but does not prevent you from submitting actual hours works.

A3. Validate that the timesheet workweek status is NOT ‘Submitted’, ‘Approved’, ‘Rejected’ or ‘Period Closed’. Only ‘**In Progress**’ or ‘**Not Yet Created**’ timesheets can be updated. To validate the status, go to My Timesheets, look for the week and check the ‘Status’ column.

Timesheet Name	Period	Total Hours	Status
Click to Create	18Week32 (8/5/2018 - 8/11/2018)		Not Yet Created
My Timesheet	18Week31 (7/29/2018 - 8/4/2018)	40h	Approved

A4. Timesheet periods are open **8 weeks ahead of** the current period and **1 period** before the current period. You cannot update work weeks with a status ‘Period Close’.

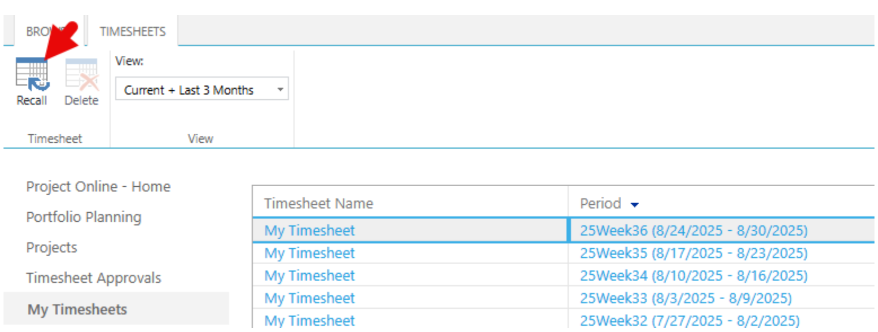
A5. All timesheets are due for submission every Friday by 5:00pm.
Please Note: The only exception is if you are on a support team and work weekends or have been involved with a weekend rollout, then you have until Mondays no later than 10:00am to submit your timesheet for approval.

A6. Yes, it is recommended that all users going on vacation submit timesheets before they leave.

A7. You can submit your timesheet up to **8 weeks** in advance.

A8. Yes, if you have worked on a Holiday, Saturday and Sunday, hours can be added to that day. The Holiday day will display as greyed out, the same as Saturday and Sunday, but it is accessible.

A9. Go to My Timesheets. From the list of weekly timesheets, highlight the week that is Rejected. Once you highlight the row, on the upper left corner of the page click the ‘Recall’ or the ‘Delete’ button (only one or the other will be available) and click ‘OK’.



Click on ‘My Timesheet’, look for the rejected line by referring to the column process status, see sample below.

Task Name/Description	Process Status	Start	Finish	Remaining	Actual Work	Time Type	Sun 6/22	Mon 6/23	Tue 6/24	Wed 6/25	Thu 6/26	Fri 6/27	Sat 6/28
Project Name: 26446 Enterprise Pin Pa		**2/24/2025 8:00 AM**	**6/26/2025**	**0h**	**276.5h**								
Project Name: 26773 Payment Produc		**6/23/2025 8:00 AM**	**9/5/2025 :**	**72h**	**29.5h**								
Project Name: 27306 KTLO - Retail Qu	**Rejected**	**4/7/2025 8:00 AM**	**3/2/2026 :**	**664.8h**	**15h**								
Testing and Prod Deployment - Jennife	Rejected	4/7/2025 8:00 AM	3/2/2026 5	664.8h	15h	Actual							
						Planned		3.2h	3.2h	3.2h	3.2h	3.2h	

Zero out all hours posted on the rejected line, click save and then enter the hours that needs to be submitted again. Once done, you may now submit your timesheet for approval again.

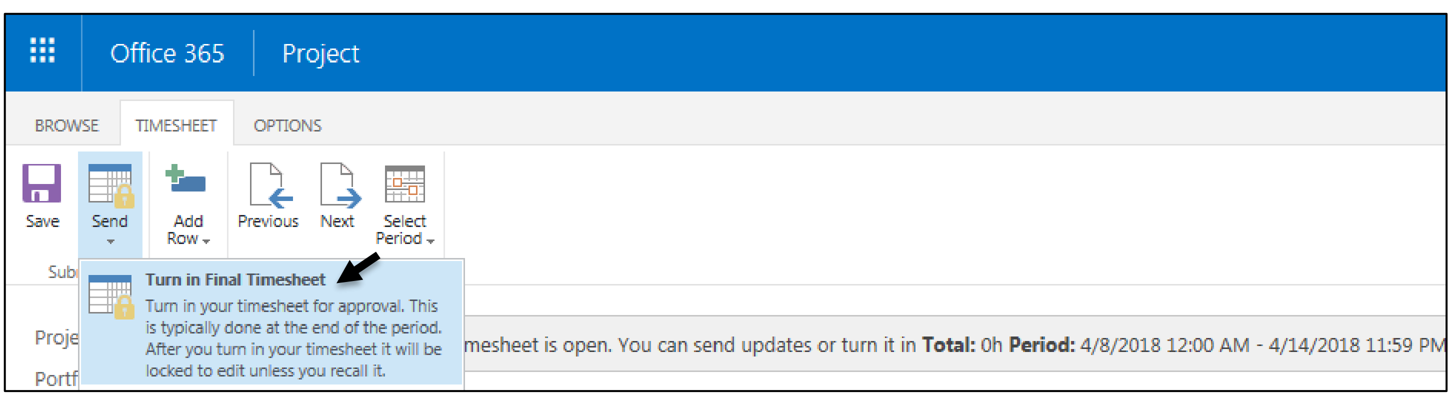
A10. Go to My Timesheets. Highlight the week of the timesheet that needs to be recalled then click the ‘Recall’ button in the upper right corner, click ‘Ok’ then go to that timesheet week and click ‘Click to create’, adjust hours and submit for approval once again.

A11. Yes, you can Recall and even Delete your timesheet at any time within a window of 6 weeks if you have submitted it already. Do not ask the Project Manager to reject a timesheet because it was already submitted and needs to be adjusted.

A12. Check to see if your manager is the Status Manager. If the Status Manager is correct, try resubmitting your timesheet by ‘Recalling’ it.

Task Name/Description	Project Name	Process Status	Status Manager	Work	Start	Finish	Remaining Wo
Project Name: 15782 Merger A		**Awaiting Appro**		**30h**	**7/31/2018 8:00**	**9/4/2018 5:00 P**	**29h**
HDM - Data Requirements, Co	15782 Merger A	Awaiting Approv	Marita Daza	30h	7/31/2018 8:00 A	9/4/2018 5:00 PM	29h

Once you have recalled the timesheet, zero out all hours for the week you submitted and save the timesheet. Then go and enter the time once again and ‘Turn in Final timesheet’ again.

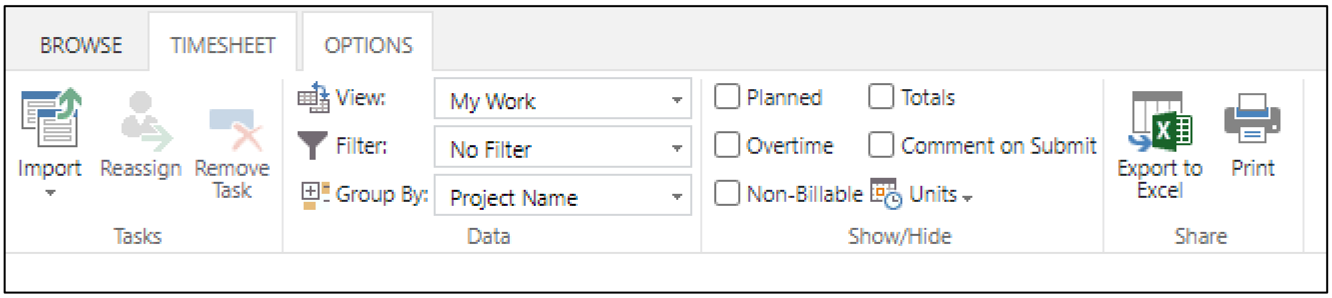


If the timesheet approval is still not visible on your manager’s view, kindly submit a ‘Timesheet Issue’ support request [here](#).

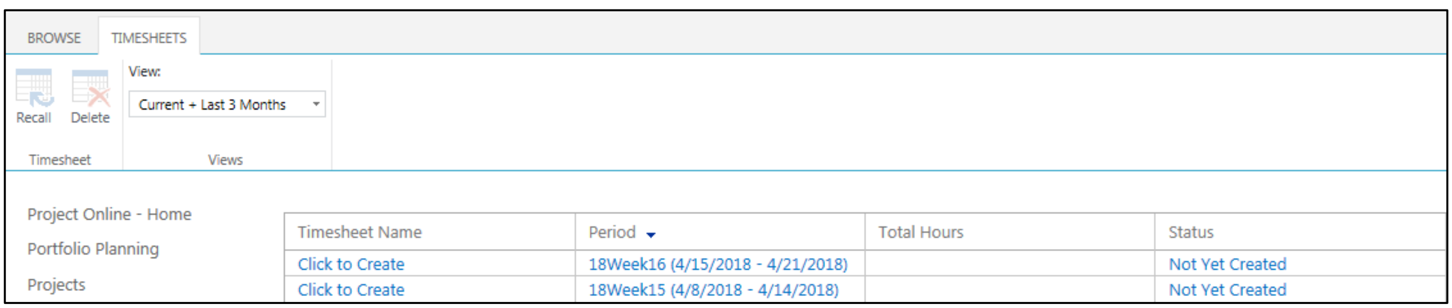
A13. No, this is not an error. It is a default system message. Think of it as the user (yourself) approving submitting of hours for approval.

A14. All hours on the project and tasks will still display as is, the only hours that disappear are the hours posted to the Admin tasks.
Suggested Practice: Make a copy of the timesheet before you delete, use Snag IT or Snipping Tool.

A15. See the settings below. This setting will make sure that you can see all assigned tasks with Actual.
View: **My Work**
Filter: **No Filter**
Group By: **Project Name**



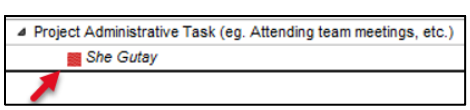
A16. The recommended timesheet summary view setting is '**Current + Last 3 Months**'.



A17. For FTE and Contractors submitting timesheet in MPO, if the resource is not available to submit his or her timesheet in MPO, the timesheet can be submitted by their resource manager via delegation. The resource manager needs to submit a delegate request to PMO COE to set up the delegation. Submit the request here.

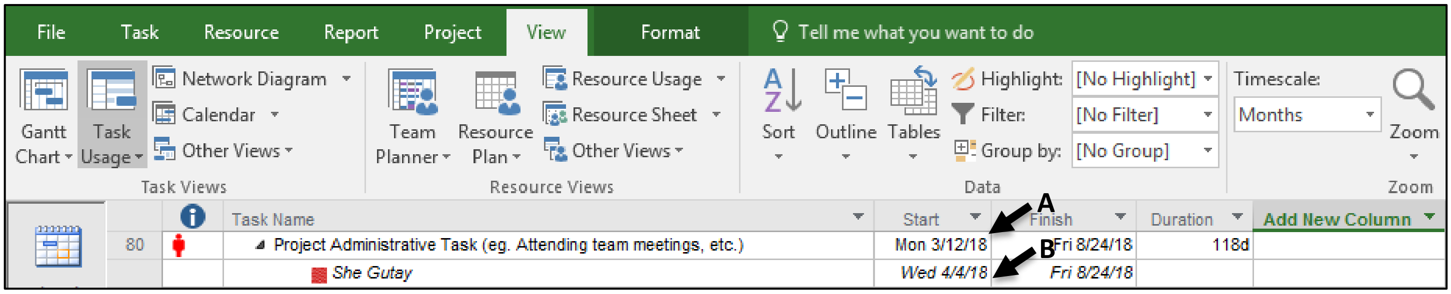
RM and PM Answers

A1.1. Make sure that the correct enterprise resource name (not local resource name which is manually added only) is assigned to the task. Enterprise resources are added to the plan via resource engagement process.

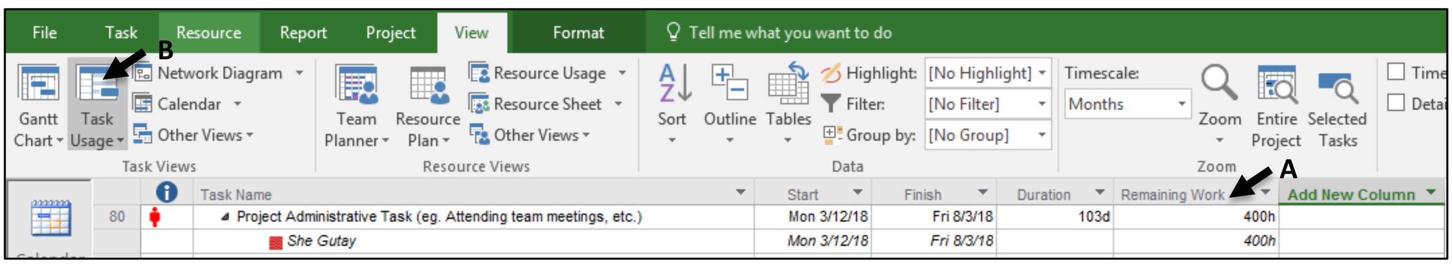


Enterprise resource usually has a square box before the name

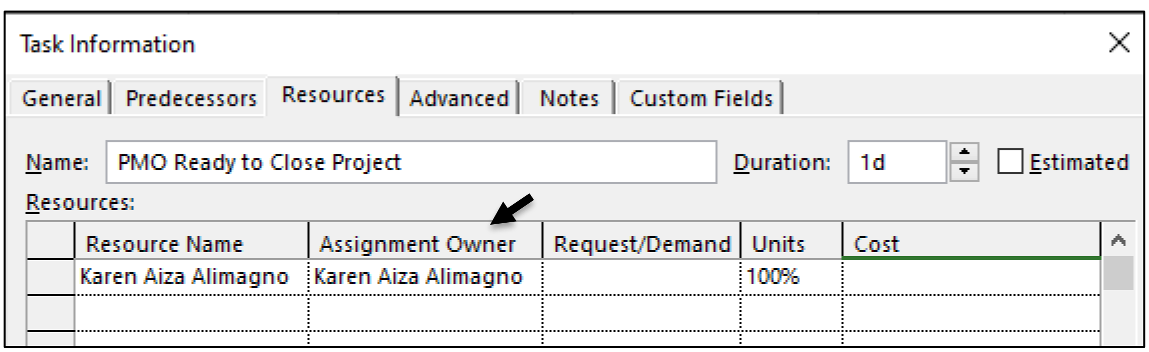
A1.2. Check if the project task assignment date is correct. **On the example below**, the project task start date is 3/12/2018 (A) but the assignment date on the resource is 4/4/2018 (B), thus the task will only show on the resource timesheet starting week 4/4/2018.



A1.3. Check if the 'Remaining Work' (A) is equal to zero '0' which means the task is already completed. If a resource still needs to submit actual hours on the task, update the plan by adjusting the remaining work column using the 'Task Usage' view (B). Publish the plan.



A1.4. Check the task information. Double click the task to see the task information. Make sure that you have assigned the resource on the assignment owner column.



A2. A PM does not have access to set a Resource Manager as a Status Manager. It is a onetime set up done by the Resource Manager. Once the RM has completed the one time set up, the PM will be able to select the RM's name from the status manager field for future tasks. Refer to this page Status Manager Change Process.

A3. PMs and RMs have until EOD Mondays to Accept/Approve Timesheets., because some users that are on support teams have until Mondays 10:00 am to submit timesheets in case they have worked on the weekend.

A4. The resource manager of the project manager is the valid timesheet approver. Refer to this page MPO Delegate Process. Please Note: It is not recommended to change the Status Manager that is already set in project, use the delegate process.

A5. Refer to 'Setting Saturday and Sunday Working Time' reference guide in helpful resources.

A6. PMO is notified for adjustments needed by the Status Manager with the vendor originally initiating the contact.

The Status Manager provides PMO with the resource name, LDAP ID, total hours to be adjusted and the dates the adjustment is needed for. PMO then reactivates the resource’s account to allow PMO to set up a delegation session to report time on the resource’s behalf. If the adjustment is related to project work, the PM creates a Time Entry task under the summary task for adjustments in the Project Schedule’s Financial Management section to capture the adjustment (please see screenshot below).

GANTT CHART

17	Financial Management -- Cost Tracking Only --	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
18	Add Tasks for Hardware Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
20	Add Tasks for Hardare Maintenance Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
22	Add Tasks for Software Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
24	Add Tasks for Software Maintenance Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
26	Add Tasks for Professional Services - Fixed Bid	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
28	Add Tasks for Training Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
30	Add Tasks for Travel Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
32	Add Tasks for Other Costs	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
33	<New Task>	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
34	Add Tasks for Adjustments	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
35	Add Tasks for Time Entry Adjustments	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
36	<New Task>	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
37	Add Tasks for Lawson Driven Adjustments	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
38	<New Task>	1 day	0 hrs	Tue 6/3/14	Tue 6/3/14
39	Initiate	5 days	0 hrs	Tue 6/3/14	Mon 6/9/14

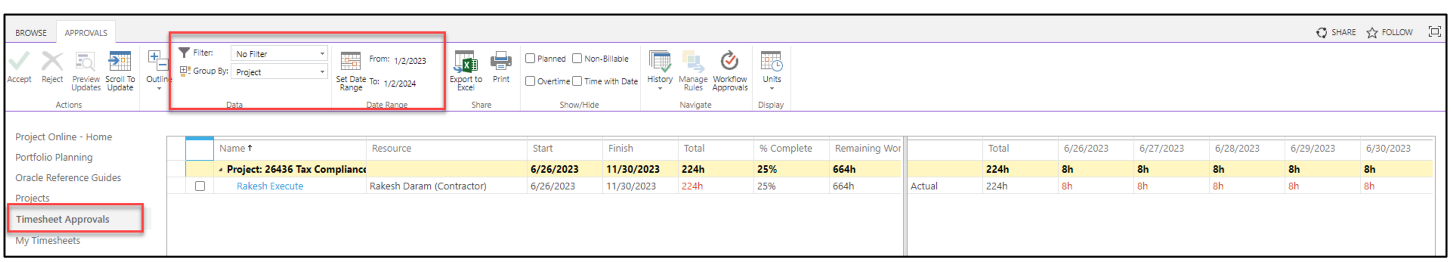
Please see screenshot below for an example of how the task should be named.

Add Tasks for Adjustments	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14
Add Tasks for Time Entry Adjustments	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14
P7 UST Time Adjustment (Billable)	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14
P6 UST Time Adjustment (Non Billable)	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14
Add Tasks for Lawson Driven Adjustments	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14
P7 Lawson Adjustment – POXXXXXX Oracle Prof Services	1 day 0 hrs	Tue 6/3/14	Tue 6/3/14

A7. In the event a resource is still employed by Safeway and the variance is discovered after a period is closed, the adjustment Time Entry task is created as described in the ‘Inactive Resources’ section above and the resource is assigned to the task. After the Schedule is published, the resource reports time against the newly added adjustment task to cover the discrepancy and the Status Manager approves the time.

A8. Check your filter and views as recommended below.

Recommended view:
Set Filter = No Filter
Set Group By = Project or Resource
Set Date Range From and To



If the task to approved is still not showing on your approval page, kindly submit a ticket using [this link].

A9. Status manager is the timesheet approver that is set on the project schedule.

A10. Below are the steps to become a status manager or timesheet approver.

1. Microsoft Project 2016 installed on your Windows computer. Not applicable for a MAC. If you don't have Microsoft Project software installed on your computer, you need to submit a "Software" request in ServiceNow.
2. You should be added to the project schedule via Resource Engagement process when a project becomes Active.
3. Once you are added to the project schedule, open the schedule then publish it. After publishing, close the project schedule.
4. Open again the project schedule. On the task tab, click 'Gantt Chart' view.
5. Click 'Add New Column' then type in 'Status'. A selection will be provided, select 'Status Manager'.
6. Now that you have added the column Status Manager, search for the task(s) row that you need to set Status Manager to your name to your name or create a new task if you are not replacing any Status Manager. By default, the task created will set you as the Status Manager.
7. Click the drop-down arrow then select your name from the list. Repeat this step for each task that you will be approving.
8. Publish the plan.

A11. For FTE and Contractors submitting timesheet in MPO, if the resource is not available to submit his or her timesheet in MPO, see guide below.

Admin tasks (non-project related tasks) – **Resource Manager** will submit the timesheet. The Resource Manager needs to submit a delegate request to PMO COE to set up the delegation. Submit the request here.

Project tasks – **PMO COE** will submit the timesheet. The Resource Manager submits a request to PMO COE JIRA to provide the project hours details. PMO COE will then submit the project actual hours on behalf of the resource. Submit the request here.

A12. Refer to the table below for valid timesheet approvers in Microsoft Project Online (MPO).

Resource Type	MPO Timesheet Approver	Backup
Team Member (regardless of title)	Project Manager	Delegate co-PM within the Portfolio
Project Manager (own project)	Line Manager	Assign delegate (up to the LM)

Please note that PMO COE intervenes when backups are unavailable and time constraints exist for approval. PMO COE can complete the approvals needed and should provide the reason for approval in the comment box.