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Abstract

Description of each component of Roark, that will serve as an input to detailed design

psa - Features description

*Product Code Name Roark*

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# Time Tracking

There are two major aspects to time tracking component:

* Make it VERY EASY for consultants to track their time. Make the interface brain-dead simple. It should be accessible on the web as well as mobile devices
* Approval process, once the consultant has logged in their time.
* Reporting component, to churn out timesheets that are required every now and then – e.g., weekly status reports to be sent to customers, or timesheets that need to accompany invoices.

## Consultant logging time

For Consultants to enter their time, the interface should allow them to:

* Choose the **Customer Name** from a searchable picklist. As they type in characters, picklist continues to shortlist the matching customer names
* Choose the **Project Name** for the chosen customer name. Again this should be a searchable picklist. The picklist will show only the currently “open” projects. Projects are “closed” once they have been fulfilled and invoiced (projects can be re-opened by Manager role)
* Choose **Service Item** from a searchable pick list. The pick list only shows the service items that are defined for that particular project. This tracks all the way back to the opportunity definition where service items would have been defined. For example, a project may include 100 hours of “Standard Consulting”, 20 hours of “Project Management”, and 8 hours of “Instructor-led training”. Service items are defined in Price Book, along with their billable rates.
* Enter **Time**. Granularity of time should be a configurable. For example, some business will want it to be in minimum one-hour chunks, while others may tolerate fractional hours (e.g. 30 minute) chunks too.
* Enter a **comment** that describes what work was done
* Choose whether this time is **billable** or not. By default, this option is selected to be billable.

The time-entry form also displays overall status of the project that includes:

* Various Service Items that are included for that particular project
* Maximum permissible hours for each of those service items
* How many hours remain to be consumed.

## Time Approval

When the Consultants submits the time entry form, it triggers an email to the designated Project Manager. Project Manager can log into the system and review the timesheets that need to be reviewed and approved. Approval is recorded for each time entry. Only approved time entries can be subsequently billed to the customer. There is no need for any further workflow between Project Manager and the Consultant for the approval process. That is, just keep it simple – Project Manager needs to record their approval of each time entry.

## Reporting

Reporting on timesheets should be fairly standard functionality – pick the customer and project, specify a date range (e.g., time logged for previous week or previous month), or include all dates, and generate report. Report can be previewed on the web page, exported in CSV format, or saved as a PDF file. Report elements and formatting would be pretty standard:

* Customer name in the header
* Project name in the header
* Indicated the total budgeted time for each Service Item that is on the SOW
* Include chronological details of time logged by various consultants for various service items
* Also include rate and total amount for each time entry
* Include subtotals and grand totals

# Expense Reporting

There are three major aspects to expense reports:

* For consultants to enter their expenses. Keep the interface DEAD SIMPLE, and available via web and mobile devices
* For Manager to review and approve the expense reports
* For Admin to include the billable data from expense reports into customer invoices

## Consultant Entering Expense Report

The interface – both on the web and on mobile devices – should include:

* Pick Customer Name from a searchable picklist
* Pick Project Name from a searchable pick list
* Specify date
* Specify amount
* Specify category. This includes standard pre-defined categories such as Transportation, Meals, Lodging, Other. Etc.
* Specify currency. Default to USD.
* Specify if the amount is reimbursable to the consultant. For example, if it has been paid with a company credit card, then it won’t be reimbursable to the consultant
* Specify if the amount is billable to the customer

Once the consultant submits the expense report, the designated project manager receives and email alert for reviewing and approving the report

## Managerial Review and Approval of Expense Report

The manager receives a standard email, and logs into the system to review the expense report. Manager has the ability to edit the expense report if needed. Once the Manager approves the expense report, it is marked as “Approved”. Only the approved expense reports are eligible for billing to customers. Expense report also have overall statuses:

* Billable? This is set if there is any line item on the expense report that needs to be billed to a customer.
* Billed? This indicates whether or not the expense report has been included in an invoice to the customer. Actual accounts receivables activity is part of the Financial Accounting hence beyond the scope of this product.