

Managing what you can't see. How to manage missing timesheets with TimeControl®

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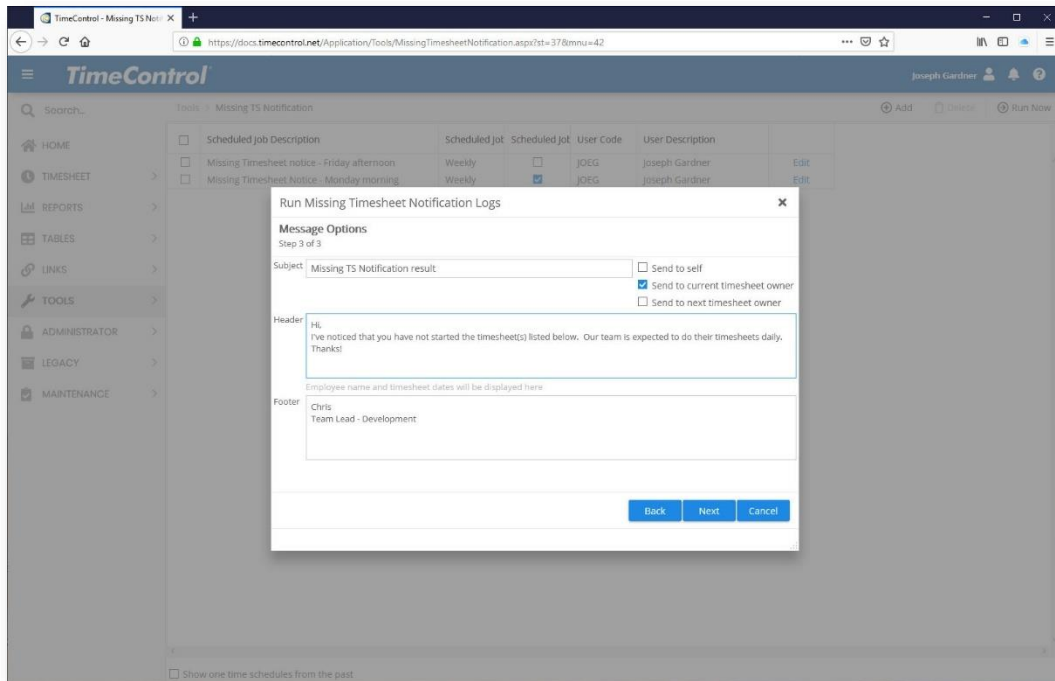
Managers spend a lot of their time managing the data they've collected but in the timesheet business, one of the biggest challenges can be dealing with what isn't there at all. For anyone who has ever been a supervisor, you've likely encountered the challenge of dealing with missing timesheets.

Perhaps it's Monday morning and you're looking at a stack of printed Excel Timesheets or a folder full of files. Do you take out a team list and start checking them off one-by-one? Do you try just submitting what you have and hope that the files are complete and that, if not, the payroll, billing or project departments will know what is missing?

From TimeControl's first commercial release back in 1994 and even earlier to customized timesheets that HMS created for clients in the 1980s, we have included functions and controls to detect and manage missing timesheets. We'll be looking at these controls in the pages below. Not every technique is ideally suited to every organization as the processes and how TimeControl is defined can be very different for each company, but we'll describe the most commonly used tools that are all a part of TimeControl, TimeControl Industrial, and TimeControlOnline.

Avoiding Missing Timesheets

Let's start with the obvious. How does TimeControl help avoid missing timesheets in the first place? After all, if they're not missing, we don't have to find them!



Missing Timesheet Reminders

TimeControl can send an email reminder to tell employees that a timesheet hasn't been started yet or is still awaiting release for approval. This kind of reminder is often scheduled to be sent mid-week on an automated basis and will only go to employees with certain conditions. A notification could, for example be set up on a Wednesday to say "We've noticed that you have not yet started your timesheet. Remember, our standard is to enter our timesheet at the end of each day. Please let us know if you're having difficulty!"

Another reminder might go out on a Friday afternoon a couple of hours before the end of the business day. "Your timesheet isn't yet complete and submitted. Please make sure it's completed before you complete your day."

This type of technique is very effective at getting timesheets in on time and with increased accuracy.

Missing Timesheet Notifications

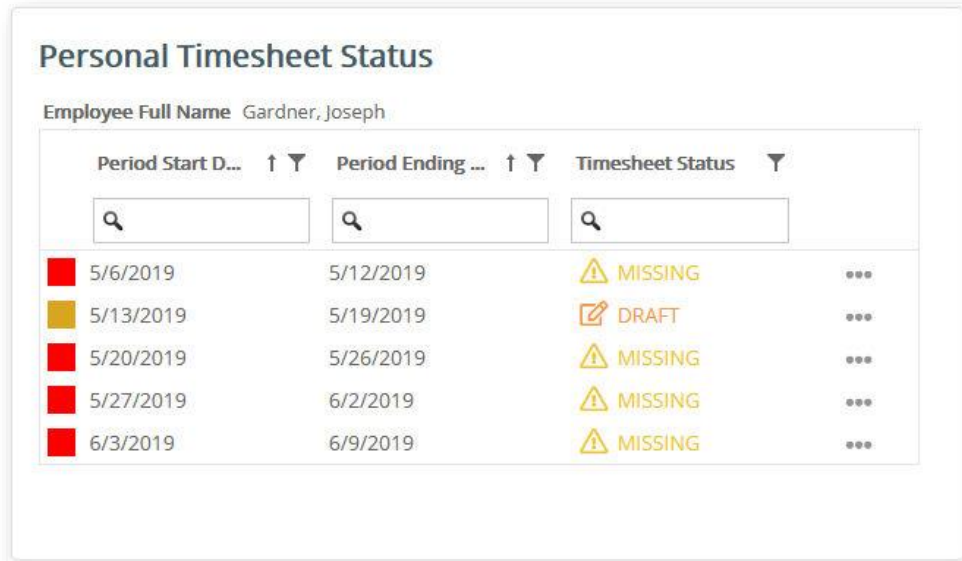
Another scheduled automatic email can be set to go out early as the week begins and will only go to those people who have not submitted their timesheets for approval. If there are an unusual number of missing timesheets perhaps due to an unusual situation, another notice could be sent on-demand with a special notice on what is expected.

Timesheet Notifications for timesheets stuck in approval

TimeControl's Missing Timesheet Notification can also be sent to timesheets that were created, were completed, were submitted for approval but haven't gone past that approver to be posted. Emails on a missing timesheet can be sent to the person who's timesheet it is, the current owner (where it may be stuck) and the next owner (who may be waiting for it).

Dashboard Notifications for individuals

A Missing Timesheet Email isn't the only way to find out which timesheets are stuck. This type of dashboard module can be configured to show a particular number of previous timesheet periods and the status of the timesheets in that period. If this is put on a user's dashboard, they will instantly see if there



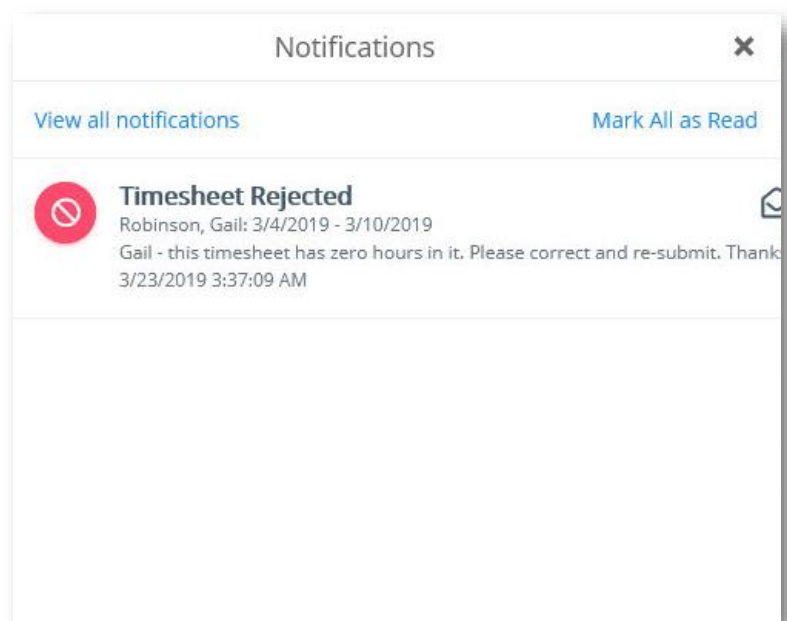
The screenshot shows a dashboard titled "Personal Timesheet Status" for "Employee Full Name Gardner, Joseph". It features a table with columns for "Period Start D...", "Period Ending ...", and "Timesheet Status". Each row represents a timesheet period with a color-coded status icon and a text label. The status labels are "MISSING", "DRAFT", and "MISSING".

Period Start D...	Period Ending ...	Timesheet Status
5/6/2019	5/12/2019	MISSING
5/13/2019	5/19/2019	DRAFT
5/20/2019	5/26/2019	MISSING
5/27/2019	6/2/2019	MISSING
6/3/2019	6/9/2019	MISSING

was something forgotten about a previous week or if there were problems with their timesheet. For example, a timesheet still not approved, or a rejected timesheet would be identified here.

TimeControl Notifications

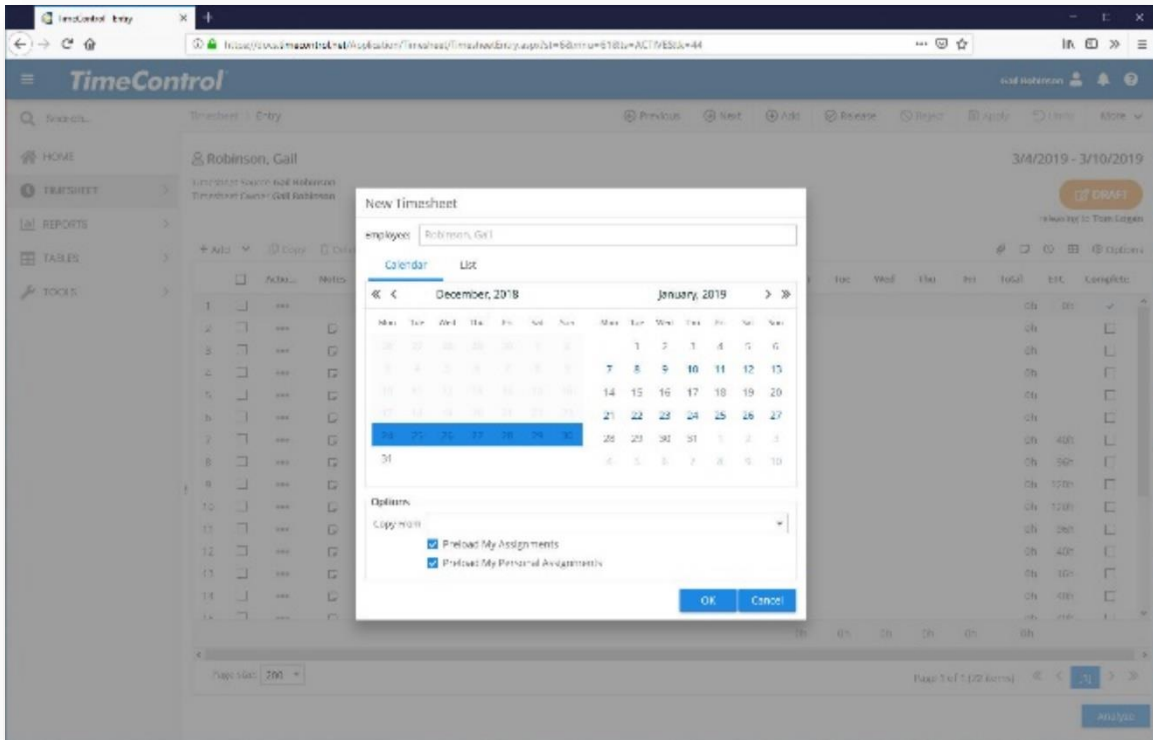
The TimeControl notification module displays a ringing bell at the top right of the screen to let the user know that there is something requiring their attention. For example, a rejected timesheet that needs changes before it can be resubmitted for approval would typically show up here as well as in an email. This lets users know while they are still in the application that they have a timesheet that they had submitted that requires further attention.



Create a new timesheet Calendar

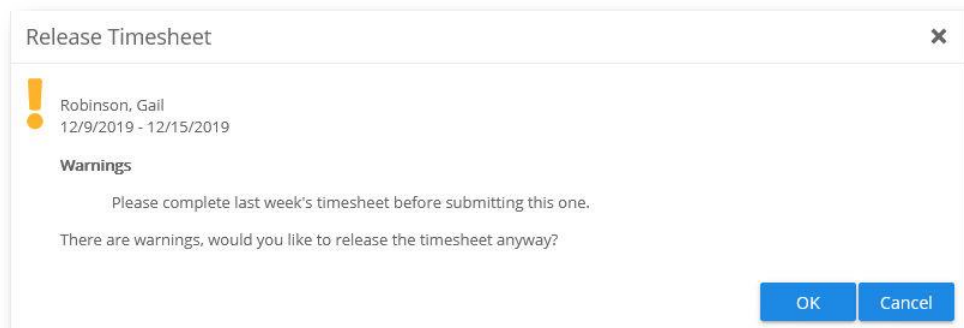
When creating a timesheet, users are immediately presented with previous weeks that are completed greyed out. TimeControl automatically focuses the calendar on the next expected timesheet. If a user has forgotten to create last week's timesheet that becomes immediately obvious in the creation screen as a gap in the calendar.

This is another user-level reminder not to forget previous weeks even if there has been no email notification and no reminder otherwise.



Validation Rules

TimeControl's Business Validation Rules are one of the most powerful tools for ensuring that timesheets meet your standards and rules. A Validation Rule can check for almost anything and that includes something that is missing. You could easily create a validation rule to say that last week's timesheet does not exist and present a warning to the employee to complete that timesheet first. A warning would still allow a timesheet to be released for approval but would notify the user immediately that they have something incomplete.

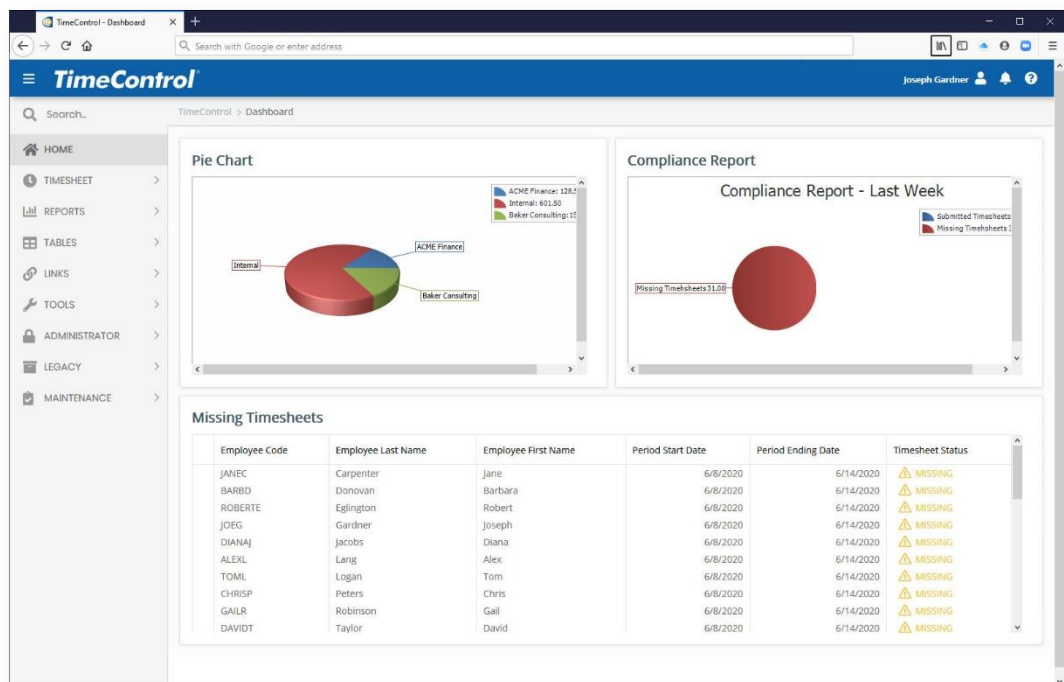


Finding Missing Timesheets

Despite all the efforts on avoiding missing timesheets, it is still possible that some may still be absent. For a supervisor, once the new timesheet period begins, finding any missing timesheets and dealing with them must be done efficiently and quickly.

TimeControl Dashboard

TimeControl dashboards are extremely flexible and can look different for different types of users. A typical dashboard to show to only team leaders is to show a list of missing timesheets and their status for the team. The dashboard is based on dynamic data so if it is looked at late in the day at the end of the timesheet period, it would likely show that most timesheets are complete with only a couple missing. This allows a team leader to send a quick instant message to that team member to ask them to make sure to get their timesheet in. The dashboard component can be configured to show as many past periods and whichever employees are appropriate for that team leader.



Missing Timesheet Report

TimeControl has had Missing Timesheet Reports since its inception. The report can be configured to display timesheets that have not been started, timesheets that are started but not released for approval and timesheets that are still anywhere along the way in the approval stage.

While running such a report on demand for the last timesheet period at the start of the new timesheet period is powerful enough, you can use TimeControl's Scheduled Reports function to create this report automatically at a pre-specified point in time. The Report would not be sent if there are no missing timesheets. Just like the dashboard views and email notifications, TimeControl can configure this report in many different ways. A separate report for each supervisor, department head or team-leader could be sent automatically or on demand. The

report will not show timesheets that are already released for posting as those are now in the control of the TimeControl Administrator.

The screenshot shows the TimeControl web interface with a report titled "Missing Timesheets". The report contains a table with the following columns: Employee Code, Employee First Name, Employee Last Name, Employee Full Name, Timesheet Owner Description, Timesheet Status, and Period Ending. The table lists 24 rows of data, all with a status of "MISSED".

Employee Code	Employee First Name	Employee Last Name	Employee Full Name	Timesheet Owner Description	Timesheet Status	Period Ending
JOHNW	John	Walker	Walker, John		MISSED	5/1/2019
JOHNW	John	Walker	Walker, John		MISSED	5/1/2019
JOHNW	John	Walker	Walker, John		MISSED	5/5/2019
JOHNW	John	Walker	Walker, John		MISSED	5/7/2019
ERICV	Eric	Vincent	Vincent, Eric		MISSED	5/1/2019
ERICV	Eric	Vincent	Vincent, Eric		MISSED	5/1/2019
ERICV	Eric	Vincent	Vincent, Eric		MISSED	5/5/2019
ERICV	Eric	Vincent	Vincent, Eric		MISSED	5/5/2019
SALLYT	Sally	Thompson	Thompson, Sally		MISSED	5/1/2019
SALLYT	Sally	Thompson	Thompson, Sally		MISSED	5/1/2019
SALLYT	Sally	Thompson	Thompson, Sally		MISSED	5/5/2019
SALLYT	Sally	Thompson	Thompson, Sally		MISSED	5/7/2019
DAVIDT	David	Taylor	Taylor, David		MISSED	5/1/2019
DAVIDT	David	Taylor	Taylor, David		MISSED	5/1/2019
DAVIDT	David	Taylor	Taylor, David		MISSED	5/5/2019
DAVIDT	David	Taylor	Taylor, David		MISSED	5/7/2019
JOHNH	John	Smith	Smith, John		MISSED	5/1/2019
JOHNH	John	Smith	Smith, John		MISSED	5/1/2019
JOHNH	John	Smith	Smith, John		MISSED	5/5/2019
JOHNH	John	Smith	Smith, John		MISSED	5/7/2019
GALLR	Gall	Robinson	Robinson, Gall	Gall Robinson	MISSED	5/1/2019
GALLR	Gall	Robinson	Robinson, Gall		MISSED	5/1/2019
GALLR	Gall	Robinson	Robinson, Gall		MISSED	5/5/2019
GALLR	Gall	Robinson	Robinson, Gall		MISSED	5/7/2019
CHRISP	Chris	Peters	Peters, Chris		MISSED	5/1/2019

Notifications that the missing timesheets are on the way

TimeControl also allows for notifications to be created when a missing timesheet is on the way. Users can create a TimeControl Notification, or an email or both for their team leader, TimeControl Administrator or anyone else to let them know the timesheet is on the way. If you need more of an automated approach, TimeControl's Workflow module can be configured to create a special workflow for overdue timesheets to notify the team leader or TimeControl Administrator that the timesheet is now in the system.

Managing Missing Timesheets

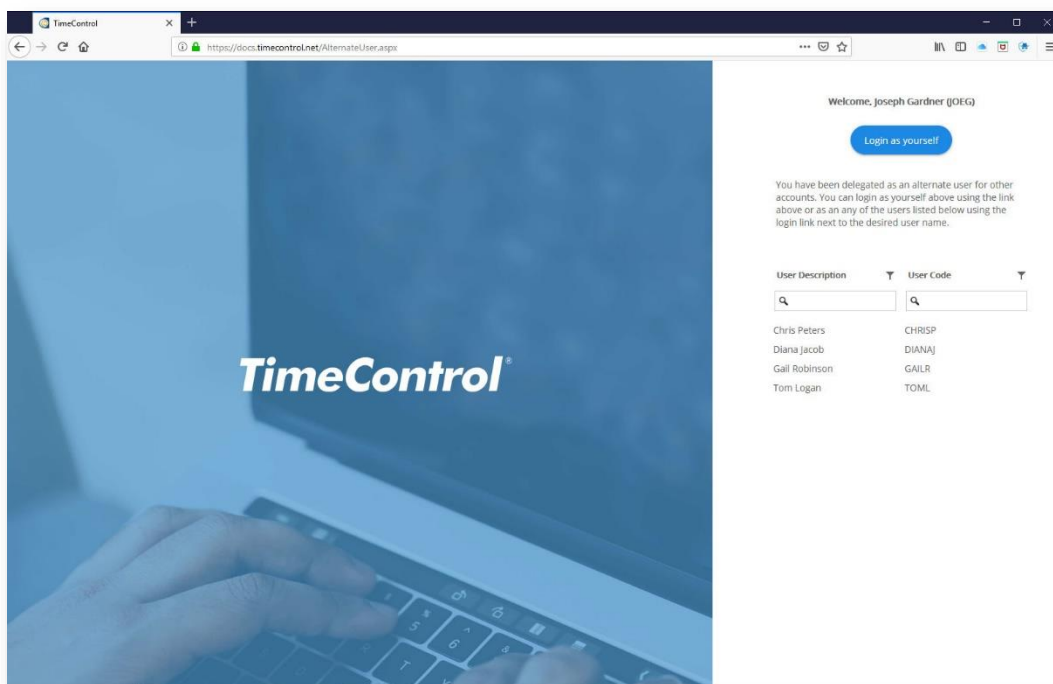
Once you've identified a missing timesheet, deciding what action to take is dependent on the particular situation and your internal timesheet policies. If an employee is present or available, then they can obviously just take care of the missing timesheet themselves and that is the easiest situation. What about other situations?

- ❑ Perhaps a timesheet is incomplete because the employee left the company mid-week. In this case, there is no one to call to have them fix their own timesheet.
- ❑ Perhaps a timesheet is incomplete, and the employee is not available this week. In this case, you can't get them to complete the timesheet. They're not available.
- ❑ Perhaps a timesheet wasn't even created for this employee last week because they were sick all week. We still need a timesheet even if it is for one-week of sickness. They're still out sick this week so you can't ask them to create last week's timesheet.
- ❑ Perhaps a supervisor is unexpected out this week and all the timesheets that were released to them are now stuck in limbo until they return. You can't wait. How do we get control of those timesheets?

TimeControl has tools for this type of situation and for many more like it. You can decide what level of employee should get access to these tools and how to implement them into your own procedures.

Delegation and Alternate Users

Alternate Users allows a user to delegate authority to one or more other users for a specified period of time. This is ideal for a supervisor who knows they will be away on vacation or when team leaders know they will be available and able to access TimeControl on an irregular basis.

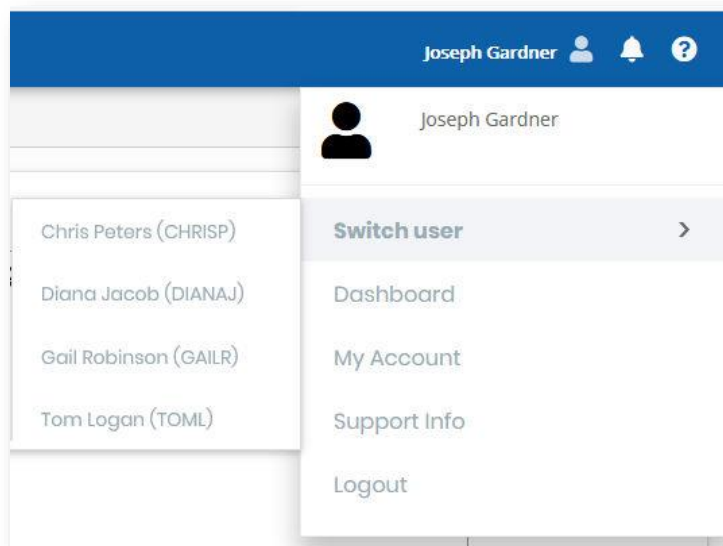


Alternate Users can also be defined by a TimeControl Administrator which might be important on a Monday morning when it appears that a team leader might not be available for an extended period.

If an end-user has their supervisor or any other trusted employee as an Alternate, then that Alternate can log into TimeControl as them or can switch to being logged into the system as them from the User Profile icon at the top right of the screen

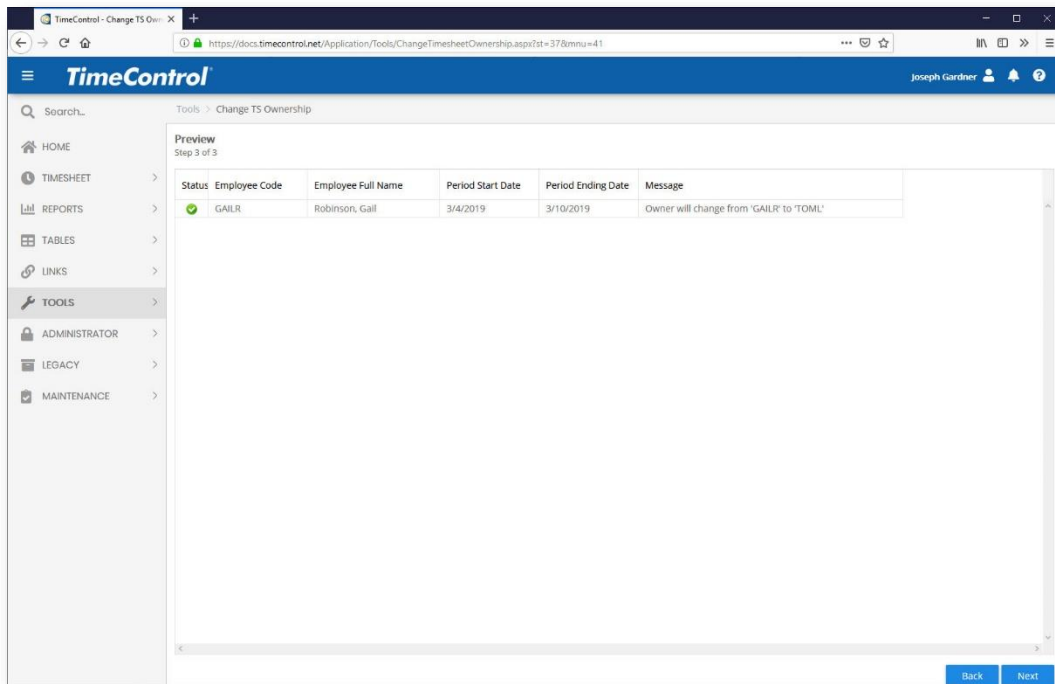
At the top of the screen, TimeControl will indicate who you are logged in as and who you are.

When logged in as the delegate of someone else, you will see all the data and functions they would see as though they were in the system. TimeControl will allow you to approve timesheets, change a timesheet, add a new timesheet etc. However, in the background, TimeControl will be keeping track of which actual user made the changes.



Change Timesheet Ownership

When a timesheet is already created and owned either by the end user who created it or a team leader who is waiting to approve it, a situation could cause the timesheet to be unreleasable.



For example, the timesheet was released to one person but in the interim, that person is no longer the supervisor of that employee. Or, for a simpler example, a team leader is away sick this week.

For these circumstances, TimeControl can move a timesheet up or down its release path to any user defined there. This allows an Administrator to ensure no timesheets are ever orphaned.

All the features we've described here make Missing Timesheets something that is much easier to manage.

To help avoid missing timesheets altogether, TimeControl provides features such as email and dashboard reminders, validation rules and even prompts in the timesheet creation screen.

To find missing timesheets, TimeControl provides reports, dashboard views and email notification to the end user, team leader and TimeControl Administrator so they can follow up.

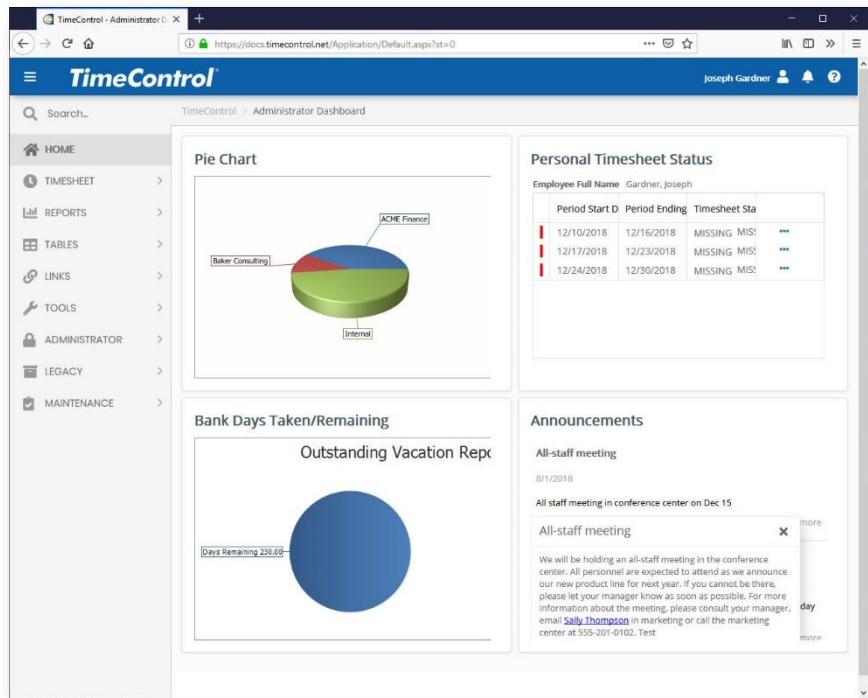
To manage timesheets that are either missing altogether or stuck somewhere in the approvals process, TimeControl provides tools for locating those timesheets and then completing them on behalf of the end user or moving them to someone who can fix them and approve them.

These tools are not all appropriate for every situation. TimeControl is a remarkably flexible timesheet and your particular situation may be one where one or more of these techniques doesn't match the way you have implemented TimeControl. HMS Technical Services can assist with determining which tools are best suited to your particular situation and even help to configure those tools for you if needed.

HMS Technical Services can be contacted at TimeControl.com/contact or by email at info@hms.ca.

About TimeControl, the multi-purpose timesheet

In today's challenging economy, tracking productivity is more important than ever. It is no longer enough to know only how much time has been spent. Now management demands that you know what was done with the time. Many organizations are turning to project and task based management as a way of being more effective. One of the most difficult aspects of implementing project control is the capture and approval of labor actuals. *TimeControl* provides an electronic timesheet system designed to serve both Finance and Project Management



Subscribe in the Cloud Online or Install on-premises

TimeControl is available both as a subscription model with our Timesheet as a Service TimeControlOnline or as a purchasable license to be installed on your premises. You can find out more about our online subscription at www.timecontrol.net.

Multi-lingual

We know that not every user speaks English as their first language. TimeControl comes with a number of languages already in the system but every label and every message is open to the TimeControl Manage Languages module so you can change the existing translations or even add your own. This is a great feature for adjusting terminology in the system to match your organization's (The only word you can't change is: "TimeControl").

Easy to use web interface

TimeControl's interface is browser-based and user-intuitive. User Profiles determines what the user will be presented with and the user can define where TimeControl should start and what defaults they wish. End users can use a variety of browsers such as Internet Explorer, Firefox, Chrome, Safari, or Mozilla.

Free TimeControl Mobile App

TimeControl includes a free Mobile App available from the Apple App Store for iOS devices and Google Play for Android devices. Enter timesheet hours and expenses you can even manage approvals. When linked to TimeControl Industrial or TimeControl Industrial Online, you can also add Crew Timesheets and Material consumption.

Timesheet Approvals

TimeControl supports HMS Software's unique Matrix Approval Process for Labor Actuals which allows for quick authorization of project data. This process resolves the inherent conflict that is found when both the financial and project management hierarchies must approve timesheet data simultaneously. Automated validation of timesheet data is handled by TimeControl's remarkable Validation Rules. Additional approvals can be done manually with a simple Approve/Reject or Approve/Update process. The Project Manager Validation screen displays an easy-to-view hierarchical interface for managing project approvals.



Total Flexibility with User Profiles

TimeControl's User Profiles allows the Administrator to determine which menu choices, reports and fields are accessible by each user. The entire interface can be tailored to the user's individual needs. No other system on the market today offers this much flexibility. Field level security ensures that only the information which is important to each user, is displayed. Fields can be made read-only or invisible, removing them from view entirely. This makes *TimeControl* at once a secure, deployable system and an easy-to-use one as well.

Links to Project Management Systems

TimeControl includes direct links to project management systems including Oracle-Primavera Pro and EPPM, Microsoft Project, Project Server, Project Online and Project for the Web, JIRA, Deltek's Open Plan and Cobra, ARES PRISM, InEight's Hard Dollar, BrightWork and SharePoint. In fact, multiple products and versions can be supported simultaneously.

Integrating with a project management system drastically reduces timesheet errors as only valid tasks will be available in which to charge time. Hours entered in *TimeControl* are returned directly to the project management system as activity and resource progress.

TimeControl also supports customizable export formats for integration with virtually any financial or HR system.

Vacation Approvals with TimeRequest™

The TimeRequest module allows users to make a request for certain types of times to be approved for entry in future timesheets. The most common application of this module may be for requesting Vacation time off. Once approved, the time is then automatically entered by *TimeControl* into the appropriate future timesheet.

The TimeRequest module is, however, not restricted to just Vacation requests. Any category of time can be exposed to the module. This allows an infinite number of applications such as for travel time, training time, offsite or onsite time or any other type of time category where the organization wishes it to be approved in advance.

E-mail Enabled

TimeControl allows email notifications to be sent for various events such as missing timesheets, incomplete or non-approved timesheets as well as timesheets that were rejected or re-released for approval.

Expense Reports

TimeControl includes extensive expense report functionality. Users can enter an unlimited number of expense report items for each timesheet line.

Links to Payroll, HR and ERP/Finance

TimeControl is designed with a Links module that lets you define links to corporate systems and software including Payroll software or online services, Human Resources systems and ERP/Finance systems.

Using TimeControl to fulfill the requirements of not only project management but also Finance, HR and Payroll means you can eliminate the costs and inefficiency of multiple timesheets.

Reporting

TimeControl's reporting engine looks just like Excel™. Reports can even be saved in Excel or HTML format.

TimeControl's Reporting Wizards make report generation easy. *TimeControl's* field-level security is always active so only the fields which a user has permission for will be shown. Predefined reports are available in a variety of formats which include posted timesheet data, table lists, printouts of the timesheets themselves and missing timesheet reports.

For more information

For a more complete description of TimeControl and its features, visit TimeControl.com. To try the timesheet system for free, visit freetrial.timecontrol.com.

HMS Software Partial Client List

Amongst our many clients we're proud to include the following:

Engineering/Construction

CANAM
Koch Business Solutions
Keppel Floatec
JRI Engineering (Chile)
Aegion
SCX (UK)
Foster Wheeler
BOSCH Security Systems
ESI Inc of Tennessee
Karridale (Australia)

Manufacturing

Hamon Deltak
Georgia Pacific
Tennant
Volvo-Novabus
Esterline Advanced Sensors (UK)
Kirchhoff Automotive
Progress Rail
Enerkem
Scheidt Bachmann
ASL Environmental Sciences

Defense / Aerospace

Aero Info (a Boeing Company)
CAE Electronics (Australia)
General Dynamics (Australia)
Safran
PAL Aerospace

Government

USCG (United States Coast Guard)
SFMTA (San Francisco Mass Transit)
Ville de Montreal
AEMO (Australia)
Alachua County
RBQ (Régie du Bâtiment du Québec)
City of Rocklin
Ross Valley Sanitary

Technology

EXFO
Ricoh
Accedian
Videojet
Scisys (UK, Germany)
Ascendant (Bermuda)

Financial

Centre de Recherche Informatique de Montreal
CPA du Quebec
MCAP
Residential Mortgage
Value Recovery
Vancity

Health/Pharmaceutical

SmileDirect
Conduent
Sandoz
Zoetis

Conservation

Kawartha Conservation
Minnesota Land Trust
Conservation Ontario

Other

Kelly Services
Reebok-CCM
Pontoon Solutions

About HMS Software

HMS Software, a division of Montreal, Canada-based Heuristic Management Systems Inc., is a leading provider of enterprise timesheet and project management systems.



Founded in 1984, HMS Software's expertise in implementing enterprise project-management and enterprise timesheet systems is recognized worldwide by some of the world's best-known organizations. HMS's signature product, TimeControl, an enterprise timekeeping system designed to serve the needs of both Finance and Project Management, is distributed worldwide through an extensive list of distributors and dealers located on every continent with representatives in the US, the UK, Australia, Mexico, Europe, Asia, South Africa and the Middle East.

HMS Software's client list includes some of the world's leading corporations in the telecommunications, IT, finance, engineering, defense/aerospace and government sectors including such organizations as Acergy, Aecon Construction, Alcan, the Atlanta Airport, Akzo Nobel, The Canadian Business Development Bank, The City of Montreal, EDS, Ericsson, General Motors, the Government of Saskatchewan, John Deere, Kelly Services, The UK's National Health Service, Standard Life, UPS, Volvo Novabus and hundreds of others. HMS maintains offices in Montreal, Quebec and Toronto, Ontario. For more information about HMS, please visit www.hms.ca.

TimeControl

First published by HMS in 1994, TimeControl has been adopted hundreds of clients and over 150,000 users around the world. TimeControl is designed to serve the needs of both project and finance simultaneously. It allows an organization to use a single timesheet for project tracking, time and attendance, time and billing, HR tracking, R&D Tax Credits, DCAA and project costing instead of having to deploy many timesheets to serve these needs. TimeControl is available for purchase for an on-premises implementation or as a subscription as service. TimeControl's architecture is flexible and extensive supporting numerous databases such as Oracle, Microsoft SQL Server and MySQL, multiple browsers such as Internet Explorer, Firefox, Safari and Chrome and even includes a free Mobile App available on Google Play for Android devices and the Apple Store for iOS devices. For more information about TimeControl please visit: Timecontrol.com.