# SmartTrade mobile process

***Start to end workflow for job creation, dispatch, return, invoicing, and audit***

## Office

**CREATING JOB**

1) Create new job in SmartTrade. This can be done in two ways:
    a. Find Jobs/New/Template called "GENERAL TEMPLATE". OR Using the Schedule. Highlight the time, right click, "Select Template" drop down box. Select the GENERAL TEMPLATE or one of the Property Manager templates if that is relevant.
        i. What you put in the initial job note screen is what appears on the main page of the job in Mobile. Keep this page concise and to the point as it is for our guys on the road to read. Include work to be done, time booked for and if need to ring etc, and where gear to be picked up from.
        ii. Information for billing or for the office needs to be entered in Notes under the Doc's tab. Information regarding inspections, vector, variations etc etc goes into Notes, not Initial Job Note screen on the front page of our job. Categories have been set up that I think will cover most types of notes we need to make.

2) If you have not used a template to create the job you will need to go to the Doc's tab on the job and then to "Forms". Click Add. *There are the three forms that <u>must be attached</u> to every single job we create that will be dispatched to the guys on mobile. So not a necessary step for the large project jobs that we create, only on the INVOICING job for these projects. If you create the job using GENERAL TEMPLATE the three below will already be attached*
    a. Select Job Safety Analysis (JSA)
    b. Select Certification

i. Add any other forms from the available list that will need to be completed by the electrician on site eg prewire and fit off checklist, test record sheet, ElectriCheck, Site Order Form, Circuit Chart, Variation Form (for all quoted jobs), Notification of Accident/Serious Harm.

3) Schedule the job as per usual if you have not created the job from the schedule. Workflow status is very important. Ensure you only assign the employee/s to the job that will be needing the job dispatched to their mobile device.

## ORDERS

4) Must be raised in SmartTrade. This is for ANYTHING product or service that is being used on a job that is not a product or service from DNA Electrical
    a. Set an Order Status for the order you create (Joanne will be reconciling orders daily). This is now compulsory
    b. Set a delivery date required date.

5) On receipt of the order to the Workshop the supplier is to advise Joanne or Andrea. They will set the Date Received date in the system and updated the Order Status to Complete or Partially Complete if some gear on back order. (White board no longer to be used, SmartTrade to be used to track orders)

## DISPATCHING JOB

6) The text on the jobs in the schedule will vary depending on the dispatch status of the job. If the **text is Black that job is Not Dispatched**. If the **text is Orange the job is Dispatched** (ie is on someones mobile device and we are waiting for them to return the job to the office). If the **text is purple the job is awaiting dispatch** (this means we have requested the job be dispatched in smart trade and it is processing this request – it does not/should not stay purple for long). If the **text is Red the job has been returned from the mobile device**. Once a job is returned to the office it will stay red until someone goes into the job and does

something that requires a click of “Save”.  Once this is done the job changes to Not Dispatched status.

    a. The Dispatch status of the job will be very important for the office staff in regards to invoicing.

7) Double click on the job from the schedule.

8) Review the assigned employees list. Remove any employees names who will not be needing to submit time for the job that day or be returning a job back to the office that day from their mobile (ie only leave the electrician and apprentice that are doing the job the following day on the Assigned list.

    *a. At the time of writing this process Mobile will dispatch the job to all the employees assigned to the job, we can’t just pick one of them. This will be changing in a future upgrade.*

9) At the bottom left of the screen is a Dispatch actions drop down button. Click this. Select Dispatch to Mobile

    a. If you have dispatched the job and realise that there is an error on the information or something needs to be changed you can force the job back.
    b. By dispatching a job to mobile it appears on the electricians jobs list
    c. If a job is still at orange dispatched status then you cannot dispatch the job again. If the electrician will be returning to the job the following day then they will not return the job to the office until after that visit (ie if consecutive days on site). However they still must send their time to the office each day – even if the job is not returned.
    d. Jobs must be returned after the last visit to site out of a group of consecutive days, or if consecutive weeks must be returned on the Friday afternoon to be redispatched again Monday morning.
    e. Once a job is dispatched there are only limited changes to the job we can make in the office. If we need to….
        i. If we need to we can force a job to be pulled back to the Office. It is preferable that you ask the Electrician to return the job as if they have been noting information on the job and haven’t saved it all their information could be lost.

ii. Double click on the job in Find Jobs.

iii. At the bottom left of the Job Card click on the Dispatch actions dropdown menu.

iv. Select Force Job Back (notify the Electrician that had had the job dispatched)

v. Read the warnings. If you still need to Force the job back without asking the electrician to return it then click "Force this job back"

10) Send text to all staff advising schedule is sorted for the following day. Electricians will then refer to their calendar for appointments for the following day

a. There is the ability for staff in the field to add their own appointments into the schedule, however THIS DOES NOT SYNC BACK TO THE OFFICE – SO WE DON'T WANT THEM TO. All appointments must be made by the office!!

b. Notes do not appear on the schedule itself just the time period booked for, the assigned employees name, client, address, job number, phone number, job name

| **DAILY CHECKS – early in morning** |
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11) **Returned Jobs Check**. On a *Monday through Thursday this will be Joanne's responsibility*. On a *Friday this will be Andrea's responsibility*

a. Reconcile Returned Jobs to yesterday's schedule

i. Go to Find Jobs

ii. Select Dispatch Status "Returned from Device". Search

iii. Check that all jobs in yesterday's schedule have been **Returned from Device** to the office. They should be **red**.

1. Note, if before you have done this reconciliation someone has been into the returned job and made a change to it in the office (anything the requires a "save") it will no longer be dispatch status **Returned from Device**. It will have changed to **Not Dispatched**. So it is important this check is done first thing in the morning.

2. All jobs should be returned to the office as soon as electrician finished on site for the day, except for if….

a. Returning to that job the following day.

b. HOWEVER, **ALL JOBS MUST be returned to the office on a Friday at the end of the day**.

3. Contact the Electrician regarding any jobs that should have been returned and have not. Follow up to ensure they get returned

b. **<u>INCOMPLETE jobs check</u>**

i. From your list of jobs **Returned from Device** check the Workflow Status'. They should either be "COMPLETE – invoice to be sent" or "INCOMPLETE"

ii. Filter for all INCOMPLETE jobs

iii. Go into each job and read the notes regarding Incomplete works. Take action as necessary for the job whether that be to order gear, rebook appointment, notify Josh or Damien, update incomplete jobs board.

1. A note can be e-mailed to the appropriate DNA Electrical staff member for action by ticking on the note, clicking Reports, and selecting e-mail.

c. Check all **<u>Timesheets</u>** have been submitted for the day

i. Go to Employees, Timesheets, Find

ii. Enter relevant date and search for all employees

iii. Note any time that has not been returned for previous day and contact employee asking them to submit asap that day.

iv. Check any time that has been submitted with a non-chargeable status to ensure that if is changed to chargeable and booked to relevant job if it should be charged.

d. Check **<u>jobs at Dispatched status</u>** match the schedule for the current day

i. Go to Find Jobs

ii. Set Dispatch Status to **Dispatched** and hit Search.

iii. Please sort any discrepancies

**12) <u>Orders Check</u>**

a. Go to Find Orders. Search for all orders

b. Check all orders at status To Be Delivered to Office looking for Delivery Date Required and whether a Date Received has been set. For any orders that have a delivery date due of today and have not been delivered note them to ensure we follow up with supplier to ensure delivery that day

c. If the order number was created by field based electrician no further action required

d. If the order number was created by an office based staff and there is no delivery date required and no date received then e-mail the relevant office member to advise order not yet marked as received.

13) **Forms Check** in SmartForms online portal
    a. Go to Administration/Forms/Results. This will take you to an online SmartForms Log in page
        i. User name “DNAELE” Pwd “29W!ll!e”
        ii. Set the start date and end date to catch all forms submitted the previous day
            1. Download all the COCs and ROIs and save to the appropriate file in the DNA Electrical/COCs folder
            2. Any Site Order Forms, Checklists, Variation Forms should be e-mailed to the relevant project manager

**INVOICING PROCESS**

14) Search for all jobs status “COMPLETE – invoice to be sent”. Do this in Find Jobs and set Workflow Status to “COMPLETE…” hit Search

15) Open the job you will invoice

16) Refer to our INVOICING CHECKLIST as you go through the billing process. Remember Pricing Rules as well

17) Go to Docs on the left hand side of the screen. Read all notes that have been made for this job to ensure you have all necessary information to continue with billing process.
    a. Each note has a subject, however best you read all notes

18) Go to the Job Card tab and input a Closed Date if the job has been completed in full. Do not do this if you are only issuing a progress claim

19) Next go to the Job Detail tab.

a. The electrician doing the job should have first entered a heading with the date they were on site.
   i. If they have not done this you can check when the lines on the jobcard were entered by double clicking on the line the selecting “More” near the bottom of the pop up. This tells you who created the line and on what date.
   ii. Alternately you can go to Docs on the left hand side of the job and then to History to see who has had this job dispatched to them and who has returned it to the office on what dates.
b. Below this will be a list showing any gear used out of Van Stock
c. Below any Van Stock used will be entries related to other gear used that was from a supplier and also entries if gear has been put into Van Stock and/or for Credit
   i. If gear is going into Van Stock or back for Credit the Electrician should have submitted a note advising what gear is going back for Credit or into stock. If they have not done this check for a Photo (details below). If nothing you will need to speak to the electrician

20) At the bottom of the page to go Search For… drop down. Select Orders. Note order numbers and the status of the orders.

21) Go to Supplier Invoices and check to ensure invoices have been received for all the Order numbers raised. DO NOT PROCEED WITH INVOICING UNTIL ALL SUPPLIER INVOICES RECEIVED.
    a. If all invoices have been received post these to the jobcard
    b. Sort all materials loaded onto the job under headings according to whether they have been used on the job, returned for credit, or into van stock.
       i. Note: Any materials shown with white lines are out of van stock and need to be invoiced.

22) Go to Timesheets. Check to ensure timesheets there match what you expect in regards to staff on the job and also dates jobs were dispatched and returned.
    a. If all times are there as expected then Post to Job Sheet.
    b. Select Show positing options.
    c. Select the best option to combine the labour and travel on this job to ensure the invoice just shows Labour to the client with Travel included

i. You can use Docs/History to assist with any discrepancies between timesheet dates and work completed dates
ii. You will also be reconciling timesheets every morning to ensure each staff member has submitted all their time for the previous day prior to starting your billing

23) Go to Docs/Forms
   a. Click on the + next to each type of form to see the form that the Electrician has returned to the office.
   b. Make sure there has been a CoC returned for the job if it was required. If you are issuing a Final Invoice then it is 95% likely a Certification is needed
   c. All jobs should have a Job Safety Analysis completed. Or, a Site Specific Safety form submitted by the lead electrician
   d. IF FORMS ARE MISSING the job will need to be dispatched back to the appropriate electrician
      i. Make sure the form has been added to the job
      ii. Make  sure only the electrician required to complete the form is assigned to the job
      iii. Make a Note on the job of what is missing/required
      iv. Change the Workflow status to "MISSING INFO/FORM"
      v. Dispatch the job to the electrician (bottom left hand side of the screen under Dispatch Actions)

24) Create any "administration" invoices
   a. This includes non- chargeable, WIP, Credits clearing as necessary. Remember to remove the Final Invoice tick box prior to confirming the invoice and setting as exported.

25) Create the client invoice
   a. On the Job Sheet tick the line items that need to be included on the invoice
      i. Remember to make sure Sundries and certification of almost all jobs
   b. Save the invoice as a DRAFT
   c. Invoice Header. This will automatically update to include the Initial Job Note.

d. Go to Notes and copy all the Work Achieved notes. Paste these into the Header field on the Invoice. Update as necessary to ensure good client information about work carried out.
e. Update Final Invoice tick box (removing tick if not the final invoice)
f. Preview invoice
g. If all looks good, sent invoice type to Confirmed. Save
h. E-mail invoice to client attaching the relevant CoC
i. Ensure workflow status has updated correctly to either Progress Claim sent or Final Invoice sent.
j. Close the job

| **WEEKLY CHECKS** |
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26) Timesheet check for un-posted time
    a. On every Thursday generate a Timesheet Report for field based staff checking the Monday to Sunday week prior. Set to include all employees and ensure the Posted check box is white and blank (ie not green or ticked)
        i. This will generate you a report showing all the time submitted during the previous complete week that has not yet been invoiced.
    b. Go through results to ensure that any time not yet posted only relates to projects that are still Incomplete
    c. Highlight any that do not relate to projects and follow up to ensure invoice is released as soon as possible

27) Supplier invoice check
    a. Find Supplier Invoices and fliter for all invoices dated the Monday to Sunday prior and set to No Line Items posted to the job.
    b. Look through the results – should mostly be larger projects. Any that are not address and follow up as necessary.

## MONTH END CHECKS

28) Run usual end of month checks on unposted supplier invoices and unposted time and unassigned supplier invoices

29) DO NOT INVOICE ANY WORK IN NEW MONTH UNTIL PREVIOUS MONTH COMPLETE

# SmartTrade mobile process

## Electrician in the Field

**CHECKING SCHEDULED JOBS/CALENDAR**

1) On receipt of text advising schedule is sorted for following day go to Dashboard in Mobile and then touch Calendar. Staff can see everything in their calendar that we can see in their schedule

2) Go into each job scheduled for you the next day and ensure you read the main body notes of every single job that afternoon BEFORE the next morning so you know where you need to get gear from and who you need to ring when on your way etc etc.

3) If more than one electrician has had the job dispatched to them then the "lead" electrician on the job has to take responsibility to ensuring ALL gear and ALL time and ALL forms are submitted prior to returning the job.
    a. The Lead Electrician must make sure that all other staff on the job have submitted their time and any gear etc etc etc prior to returning to the office. Once the job has been returned no electrician in the field will be able to update anything on the job.

**ADDING/TRACKING YOUR TIME**

4) **Time:** The first thing you need to do each day is begin logging your time.
    a. At the start of your first work related activity for the day click on Timesheets from the Dashboard menu
    b. Click Add Time

c. Select either Add Time (for an entry not related to a specific job) or Add to Job (for time spent on site or related to a specific job)

    i. ADD TIME

        1. Select the appropriate Activity (for example Workshop).
        2. hit NOW button OR select the appropriate start time. This will log the start time as at the time you hit the now button.

            a. Remember – time is charged in 15 minute blocks rounded to the nearest 15 minutes.

        3. Select the appropriate finish time
        4. Type any relevant notes (eg Monday morning meeting)
        5. DO NOT CLICK “POST TO JOBSHEET”
        6. Click the green SAVE button

    ii. ADD TO JOB

        1. Unless it is your first work related activity of the day your first entry will always be TRAVEL. Select Activity “Travel”. When you arrive on site before leaving the vehicle go to Timesheet
        2. Select the job that you are travelling to from your list of jobs (this shows all jobs dispatched to you that have not been returned to the office).
        3. The Start Time will default to either 7.30am OR the finish time of your last entry that day. Change Start Time if necessary by selecting NOW or manually inputting (remembering we charge in 15 minute blocks.
        4. Input the relevant finish time
        5. Type any relevant notes
        6. DO NOT CLICK “POST TO JOBSHEET”
        7. Select SAVE – this will bring you back to the main Timesheet List

    iii. When you have completed your work, BEFORE YOU LEAVE SITE, create your timesheet entry for time on site

        1. Select ADD TIME
        2. Select ADD TO JOB
        3. Select the job from your list of not returned jobs that you are at
        4. Select Activity “Labour (Registered Electrician”
        5. The start time will default to the finish time of your previous entry

6. Update the finish time as necessary (round to nearest 15 minutes)
7. DO NOT CLICK "POST TO JOBSHEET"
8. Scroll to the bottom of the page and select the green SAVE button

d. At the end of each day you need to go to your Timesheet, review the entries, and send your time to the office ensuring all your hours have been captured as this is where Payroll is taken from. *See notes for Process to following for Sending Time to Office*

## COMPLETING JOB WRITE UP

**IMPORTANT NOTES:**

- SERVICING WORK & ANY CHARGE UP WORK: For ALL servicing and charge up work the jobcard must be fully completed as per below process with materials written up correctly.
  - Job MUST be returned to the office on leaving site each day
- PROJECT WORK: A project is defined as any QUOTED work (sometimes they may be ESTIMATED) where you are on site for 3 or more consecutive days where there are distinct prewire, cutout, and fit off stages.
  - Van stock materials MUST be written up daily.
  - Time MUST be submitted daily.
  - Work Achieved Note written daily (can be as straight forward as "prewire per quote")
  - Variations written up as they are approved (Add Note). You MUST tell us materials and time on Variations/Extra's.
  - Job Safety Analysis carried out daily and saved
  - Gear CREDITS to be done using Credits shelf asap during works to ensure accurate cost tracking of works.
  - No need to write up gear bought from suppliers on QUOTED work
  - Must raise Purchase Order for any gear ordered from Suppliers.
  - Job to be returned to office on completion of each Stage of work (eg Prewire stage) OR sooner should office require for billing. If a stage is not complete use Status INCOMPLETE when returning job. If a stage is complete use status STAGE COMPLETE.

5) **<u>Jobcard Completion</u>** – *<u>note jobcard must be completed prior to leaving site</u>*.

   a. From the Dashboard go to Jobs. The jobs appear in order of appointment time. For each job there are 4x icons shown, a clock, a pencil, and "I", and a clipboard. It also showns the main client contact and phone number for the job plus Hide, Return, and Action

   b. Select the Job that have been working at. This brings you to the main job screen

      i. Here you can see more details regarding the client and site, you can see whether the job is charge up or quoted (click on Other Fields to see this), what materials have been allowed for (shown on the jobsheet), Notes for this job, the schedule of bookings for this job, signatures for this job, Recording test results is found on Custom sheet, plus Forms required for the job.

   c. When you first arrive at site you need to go to the **<u>Forms</u>** option at the top of the jobs menu and **complete a <u>JSA (Job Safety Analysis)</u>**.

      i. Click on Forms. Click on Job Safety Analysis. Fill out the form ensuring you are identifying all Hazards and how to eliminate/isolate/minimise.

      ii. Scroll to the end of the form and update the Status using the dropdown orange box. Select Completed. If it is not completed select save so you don't lose your changes. Go back to it later once your continuous days works on site are complete and then change status to Completed. Once this is done click the orange Sign off button.

   d. If you need to get gear for this job while you are onsite and it has not already been ordered then you MUST **<u>raise an Order number</u>** using Mobile. This can be done in two different ways. Either from the Dashboard and Orders. Or from the Jobs menu, click on Action for the job you are working on, and select Create Order.

      i. Select the supplier and branch

      ii. Type any relevant notes

      iii. Click Add

         1. You do not input the gear you order. It is just giving you an order number that you can use. The office then knows that we need an invoice for this order number from that supplier prior to releasing the invoice to the client.

e. Once you have finished your works on site for that day you need to do the following……
f. First thing to do is to **<u>update the Status</u>** of the job. **This is mandatory**. You will change the status to either "COMPLETE – ready to invoice" or "INCOMPLETE". If you select incomplete you must submit a note detailing what is incomplete and what is needed etc. Select Save
g. Next, you MUST **<u>add a Note</u>** detailing what has taken place on site. From the black menu at the top of the page select Notes
    i. Select Add. Subject to be WORK ACHIEVED – this must be done each day for large sites. Type up details of works carried out. Please be thorough in your descriptions – this is important as is the basis of our invoice to the client and therefore justification for the time taken on site (do not select include note on invoice)
    ii. Click the green Add button
    iii. If the job is INCOMPLETE – you must enter a note telling the office what is left to do and what is needed (eg order parts) and why couldn't do etc etc. Click Add in Notes, select subject "INCOMPLETE WORK DETAIL". Type information, click green ADD button.
    iv. If there are Extra's/Variations to quoted works you need to add a separate note detailing these works using subject "VARIATIONS/EXTRA'S".
h. At the end of each time on site or each day (whatever is first) you must go to **<u>Job Sheet</u>** and enter gear used.
    i. Click on Job Sheet in top black menu bar
    ii. Click "+ Heading" at bottom of page. Type today's date
    iii. Add gear used out of van stock (if any) to do this…
        1. Click "+ Add"
        2. Click Category drop down, select VAN STOCK
        3. Leave supplier as Select All
        4. Search for item used eg "flush box". Click Search
        5. Click on the correct item that appears. Either select
            a. Quick Add will add 1x; otherwise
            b. Add, amend quantity, click green Add button
        6. Continue this process until all van stock has been entered (if you cannot find an item go "+ Custom" button at the top of the page

iv. Add gear used that was from a Supplier (if any) to do this…
    1. Click "+ Add"
    2. Click Category drop down, select EX SUPPLIER
    3. Click Supplier drop down and select supplier gear came from. Select "Search"
        a. For our main suppliers three options will appear. Select the appropriate option depending on whether the gear was:
            i. from your Workshop Shelf,
            ii. Delivered direct to site, or
            iii. you Collected from a branch (if you ordered and collected from a branch yourself you need to generate an order number. Notes on doing this at step 4)d. in processes
        b. Select Quick Add. (No need to note down gear used at this stage)
        c. Continue the process for gear from other suppliers and/or via other delivery methods.
        d. Once finished gear ex supplier click "Job Card" at top left of page

v. Next you need to tell us if you need to return any materials for CREDIT. If you do then…
    1. On the Job Sheet click the "+ Add" button at the bottom of the page
    2. Change down the drop down for Category to "CREDITS pending"
    3. Leave the supplier as "Select All"
    4. Select from one of the three options; either
        a. GEAR CREDIT RUSSELLS – pls add note
        b. GEAR CREDIT CORYS – pls add note
        c. GEAR CREDIT – pls add note
        d. Select Quick Add
    5. Once you have selected the relevant option/s return to the Job Card and add a note telling the office the gear that you are returning for credit
        a. Click "Notes" in the top black menu bar
        b. Click "Add" from the top right of the page

c. Select subject "CREDITS" from the Subject dropdown menu
d. Type in the gear and the quanitity being returned for credit and if necessary to which wholesaler
e. Click the green "Add" button

vi. Next you need to tell us if you are putting any unused gear into Van Stock (you may only do this if it is on our approved van stock list)
1. Click on Job Sheet in the top black menu bar
2. Click on "+Add" at the bottom of the screen
3. Select from the category drop down "INTO VAN STOCK"
4. Ensure supplier is left as "Select All"
5. One option will appear "Materials kept for van stock"
6. Click "Quick Add"
7. Return to Job Card
8. Once you have selected the relevant option/s return to the Job Card and add a note telling the office the gear that you are putting into your van stock
a. Click "Notes" in the top black menu bar
b. Click "Add" from the top right of the page
c. Select subject "VAN STOCK" from the Subject dropdown menu
d. Type in the gear and the quanitity being placed into van stock
e. Click the green "Add" button

vii. Please advise office if you had an apprentice with you and whether he was utilised
1. On the Job Sheet click the "+ Add" button at the bottom of the page
2. Select the drop down to be VAN STOCK
3. Select either
a. Apprentice Used; OR
b. Apprentice NOT Used

viii. Finally you need to advise us if you are completing a CoC/ESC and if there has been an Inspection carried out
1. Click on "+Add"
2. Select Category "CERTIFICATION/INSPECTION"

        3. Leave Supplier at Select All and Search.
        4. Select either
            a. Certification; and/or
            b. Inspection
        5. Select “Quick Add”
    i. **Pictures** Any pictures that you can upload in relation to a job are really beneficial. If you have been given a packing slip you can mark gear used, for credit, for van stock as currently doing, take a photo and upload it. Also you can attach photo’s from site of works before and after etc etc. If you need to leave a paper copy of CoC on site then you can take a photo of it and attach to the job.
    j. **Forms** if you need to get the client to sign a **Variation form** (remember ALL variations must be approved by the client – it may be the electrician on site or the project manager that needs to do this)
    k. Then MUST go to **forms** at end of works on site and complete **Certification**

6) You should now be ready to **Return the Job** to the office
    a. Go back to the Jobs page. This is the page that lists all the jobs you currently have dispatched to you on your device
    b. Check that all the icons on the job are green. This is the clock, pencil, “I”, and clipboard. If they are green it means you have completed the relevant sections associated with the job
    c. Click “Return↺”
    d. At this point a pop up will appear. READ THIS
        i. If you have not added a Note to the job or updated the Status of the job then a warning will appear. Please follow the prompts to go back and add a Note and update the Status
        ii. If both a note and status has been updated it will say “Are you sure you want to return this job?”. Select OK
            1. The job has now been returned to the Office and you can no longer make any changes etc. If anything has been missed please contact the office.

## SENDING TIME TO OFFICE AT END OF <u>EVERY DAY</u>

5) From your Dashboard select Timesheets.
   a. There is a line shown for each day. If the line is green that means all time from that day has been submitted to the office.
   b. Select the day that you are submitting time to the office for.
   c. Review the entries to ensure that there is no time missing. The timesheet that you submit will be used by the Office to process your wages – if you don't add time in here it won't be paid.
   d. Select the green Send to Office button
   e. This will send all unsent time to the office. The line will then change to Green.
   f. Once time has been sent to the office you are unable to change it. Please contact the office if you discover an error as has to be changed in the office.