IRIS | Practice Engine

V9 – Time and Expenses – Administrator's Guide

DOCUMENTATION

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OVERVIEW

This document is aimed at Practice Engine administrators who require a detailed analysis of the Timesheet and Expense features within Practice Engine V9. It does not cover the end user entry functionality for timesheets and expenses but is aimed at more administrative functionality. End User functionality is documented in the End User Guide to Timesheets and Expenses.

TIMESHEETS

This section describes in detail the administrative functionality of timesheets within Practice Engine. It does not cover the end user completion of timesheets. Please refer to the appropriate Quick Reference Guide and End User guide for more information on this.

TIMESHEET BEST PRACTICE

Timesheets are a fundamental part of Practice Engine, and it is advisable to consider the following points to promote best practice:

- Are all staff to complete timesheets, or should some users be exempt?
- What codes are valid for use on timesheets? If there are a large number of services and analysis codes that are no longer in use then it is advisable to restrict them from timesheet use. This can be done through Categories Etc. (Please refer to the System Administration Administrators Guide)
- Will the Auto Posting of time be used?
- Do timesheets require approval?

TIMESHEET WEEKS

Timesheet weeks are the weeks inside a firm period. A standard timesheet week runs from Monday to Sunday, and Weeks run from the first day of the firm period to the last. In periods when the end of the period is mid-week this will create two timesheets for the week that the period end falls.

The example below explains how weeks would be set up for a typical firm period. The period used in this example is February 2017.

Period Start Date: 01.02.2017

Period End Date: 28.02.2017

Week 1	1st – 4th
Week 2	5th – 11th
Week 3	12th – 18th
Week 4	19th – 25th
Week 5	26th – 28th

TIMESHEET SETTINGS

There are numerous timesheet settings that can be set from the Timesheet Administration page of the Admin menu.

TIMESHEET CREATION OPTIONS

Timesheet creation traditionally has been a manual process in V9.5 and earlier. V9.6 and above has the ability to automate the timesheet creation process.

Options within this section include a check box to allow automatic timesheet posting, and then a field to enter the number of weeks in advance to create the timesheets.

Timesheet weeks are created in advance from the start of the timesheet period. This process is automatically performed as part of the period end process, but can be initiated using the **Create Now** button.

The **First Day of Week** field is for information purposes and cannot be changed without the assistance of Support.

TIMESHEET STYLES AND BEHAVIOUR

This section of the settings page provides an administrator with options to control the views that a user can see as well as other options to set the behaviour of the system. These options are explained below:

Option	**Description**
Allow Automatic Timesheet Posting	Specifies the options for Automatic Timesheet Posting. There are three available options: • *No*:- Does not allow automatic posting of timesheets. Timesheets have to be posted by an administrator via the Timesheet Administration pages. • *Yes, To Month End*:- Allows time within the current period to be automatically posted when Released. • *Yes*:- Allows time to be automatically posted when Released. These options work in conjunction with the 'Automatic Posting on Complete' setting on the Staff> Charge Rates page. If the timesheet posting status is set to Approved, any released time will only be marked as Complete whilst the time is waiting for Approval, but once approved the time entries will post automatically.
Posting Status:	This controls whether timesheets are posted while the status is Complete or Approved.
Default Timesheet Style	Specifies the default timesheet style for the system. This can be overridden by the staff member on the Timesheet Entry pages.

Available Timesheet Views	This allows an administrator to set the timesheet views that users can see within the Timesheet Entry pages.
Decimal or Units	Controls whether time entry is in decimal hours or units.
Rounding Value	If the system is using Decimals, this value will set how the system will round any figures. It is calculated by 1 divided by the figure entered. E.g. 10 will round up to the nearest 0.1, 100 will round up to the nearest 0.01, 50 will round up to the nearest 0.02. If the system is using Units, this value will indicate the number of units that make up an hour. E.g. 10 will indicate 10 units of 6 minutes each.

OPTIONAL SETTINGS

This section of the settings page list various optional settings that will switch on features. The settings are explained below:

Option	**Description**
Add Event Time	This option will add a nominal amount of time for any assigned events to the staff diary and the timesheet.
Track Time Locations	This option will turn on/ off the tracking of locations against timesheets. Once switched on, a default location can be set against a staff member and used to track the location at which timesheet entries were completed. Locations are derived from the States and Counties set up under the Tax Return categories.
Show Internal Notes	Enabling this will display the Internal Notes section on a timesheet entry. Internal Notes can be seen for billing purposes but will not be displayed on fee layouts that use the timesheet narratives.
Apply EU Working Hours Directive	This check box will highlight any timesheet that is over 48 hours as excessive.
Enforce Job Budgets	Ticking this enables budgets to be set against jobs and prevents more time being entered into the system when the budget value has been reached. This works in conjunction with Mandatory Jobs.
Show Classic Approval	Ticking this enables the Classic Approval page to be displayed and the Complete button to be displayed on a timesheet header when the user has reached their target hours.

Require Task	This option will require staff to select a task against a job when completing a timesheet entry. It is not applicable if the job does not use tasks.

TIMESHEET CREATION

Timesheets are created and maintained through the Timesheet Administration page in the Admin menu.

Timesheets need to be created in advance for staff to be able to access them. This can either be done automatically or manually.

Automatic creation is set up within the Settings page and is described in the section above.

TIMESHEET WEEKS

New timesheet weeks can be created by selecting the required year and period and selecting one of the following options:

Create Next Week (No Headers)	This will create the week only without the individual headers for staff.
Create Next Week (With Headers)	This will create the next week with all timesheet headers for active staff.
Create All Weeks (No Headers)	This will create all weeks for the selected period but will not create the individual headers for staff.
Create All Weeks (With Headers)	This will create all weeks for the selected period and all timesheet headers for active staff.

TIMESHEET HEADERS

A timesheet header is each timesheet's basic details. The header contains the name of the staff member expected to complete the timesheet, the number of hours expected to be entered onto the timesheet, broken into the hours per day and the date of the timesheet.

When the timesheets are created for each staff member, the system calculates the number of expected (target) hours by using the staff member's current work profile.

Each staff member can have multiple work profiles. Each work profile becomes effective on a given date so only 1 work profile is active at any time. The different work profiles can be used to reflect changes in standard working hours due to seasonal variations or known long term changes like maternity leave. These can be found on the Charge Rates page in the Staff Set up section. The Work Profile acts as a template for the staff member's usual working pattern for the week. It is calculated based on daily hours to either give a daily target if Daily timesheets are being used or a weekly target if Weekly timesheets are being used.

Before a header is created the dates of the timesheet week in which it is to be created are taken into account. The total timesheet days are calculated using these dates (including any weekend days)

For example, the second week in February 2017 (week 2) is dated from the 5^{th} to the 11^{th}. The timesheet will consist of 7 days in total, 2 days will be weekend days, with 0 non – chargeable days, leaving a total of 5 chargeable days.

If Timesheet headers have not been created when the weeks were created they can be created by selecting the appropriate timesheet week and then clicking the **Create Headers** button.

Within each Timesheet Week, the list of timesheets will be displayed. They can be filtered by Status, Office and Department. There is also a Staff Search field to allow for an individual staff member to be found.

TIMESHEET MAINTENANCE

Timesheets are maintained in the same way as they are created. Maintenance can include editing the timesheet hours and deleting unwanted timesheets.

EDITING TIMESHEET HEADERS

It is possible to edit the details of a timesheet header for a staff member after it has been created. It is also possible to delete idle timesheet headers.

Timesheet headers are edited by clicking on the **Open** Header action against the staff member's name.

The number of target hours can be amended by overtyping the target in each of the target fields. The target hours are derived from the individual staff member's work profile. Any change made to the target hours in this section should be temporary changes only. Long term changes to the work profile should be made on the staff member's staff details. Please refer to the Staff Maintenance Administrator's Guide for further details.

Any comments can be added or edited in the **Comments** box.

The timesheet can be deleted using the **Delete** action from the Actions button.

Note: Timesheet headers can only be deleted if their status is 'Idle'.

CLOSING TIMESHEET WEEKS

Timesheet weeks can be marked as closed so that further entries against completed timesheets cannot be made.

Timesheets that are open and have not reached target hours will still be available to add entries against, however new entries will not be allowed against weeks that are marked as closed.

It is best practice to mark timesheet weeks as closed when all staff have completed their timesheets. This could be included as part of the organisations Period End process.

ACTIVATING CLOSED TIMESHEETS WEEKS

Closed timesheet weeks can be reactivated as required using the **Reopen Week** button. This will allow further entries to be made within the week for all timesheets.

TIMESHEET APPROVAL

Approving timesheet entries is the process of confirming that the time entered against a client is valid and can be posted and billed. It is a final check before the time is posted, since once posted, timesheet entries cannot be changed.

Note: It is possible, by adjusting the transaction settings, to allow posting of timesheets that are only in the 'Complete' status, however, it is highly recommended that the 'Approved' status is used to ensure smooth processing. This sets the default Posting Status for the system. However, a setting against each staff member allows this to be overridden.

In order to 'Approve' timesheet entries they must have a status of 'Complete' and the staff member who is to approve the entries must have the relevant permissions granted.

There are three approval options available – Staff Approval, Job Approval and Weekly Approval. Staff approval and Weekly Approval can be used by managers and administrators to approve all time for individual staff members. Job Approval allows Job Managers to approve time put against their Jobs.

Different permissions restrict the staff that are listed within Staff Approvals.

Option	**Description**
TimeReview	This permission allows only staff listed on the Approves pages of Staff Charge rates to be displayed.
DeptReview	This permission will display all staff in the user's department.
OffReview	This permission will display all staff in the user's office.
GlobReview	This permission will list all staff for approval.
TSJob Approval	This permission will allow Job Managers to approve time against their jobs.
TSEditApproval	This permissions will allow the approver to edit the timesheet entries from the approval pages.

STAFF SETTINGS

The Staff Charge Rates page holds additional settings that determine the behaviour for time approval. The **Requires Timesheet Approval** setting will override the system default that is set within the Timesheet Administration page.

A further settings – **Auto Post on Approved/ Complete** is also available. This setting works in conjunction with the **Allow Automatic Timesheet Posting** setting on the Timesheet Administration Settings page. If Automatic Posting is allowed, the staff setting will be enabled.

If the staff member requires approval, the auto post option will display **Auto Post on Approved.** This will allow the staff member's time to automatically be posted once it has been approved.

If the staff member does not require approval, the auto post option will display **Auto Post on Complete**. This will allow the staff member's time to automatically be posted once it is marked as Complete.

Using this setting will change the Timesheet actions menu to Release rather than Complete. The Server Cache will need to be cleared from the Security Administration page to update the label to be correct.

STAFF APPROVAL

The Staff Approval page accessed from My Timesheets of the Entry menu. It will display a list of staff that the user has permission to approve, based on the permissions assigned.

Filters allow the staff list to be filtered by Department and Office. By default the Entries Up To will be the current period end, but can be changed to a specific date.

Clicking onto a staff member's name will display the timesheet entries recorded by that staff member grouped by the selected grouping option. The Group By drop down option dictates how the entries are grouped. Options include By Client, By Job or as Detail.

If grouping by Client or by Job, the entries will be displayed initially as a summary line for the client or job. Clicking on the summary line will display the individual entries.

If the grouping option is set to Detail, all entries are displayed as detailed lines without any summary lines.

Clicking onto a detailed line will display the timesheet entry dialog allowing the approver to view the full timesheet entry. If the approver has the correct permission, the entry can also be edited.

Entries can be Approved or Rejected from a variety of levels – for all filtered staff, against a single staff member or against a single grouping level. Click onto the **Approve** or **Reject** button at the desired level.

Staff who have entries rejected will receive an email notification informing them that they have rejected entries.

Time that has already been approved but not posted can also be displayed. By default the page will only display entries awaiting approval, but the drop down option displaying Time ready for approval can be changed to Approved time. Approved time can then be Unapproved for further changes to be made.

JOB APPROVAL

The Job Approval page allows Job Managers to approve or reject timesheet entries that have been recorded against their jobs.

Job Managers will receive email notifications that they have time entries waiting for approval on their jobs. A link within the email will take the job manager to the Job Approval page.

Entries are displayed by Job and can be grouped by Task, Staff or simply displayed as Detail entries.

The approval of entries works in the same way as Staff Approval.

WEEKLY TIMESHEET APPROVAL

The Weekly Approval tab displays all staff who have complete timesheets for a particular week and have met their target hours.

The logged in staff member will only see the timesheets of staff that they have approval rights to – based on Manager Approval, Department, Office or Global approval.

CLASSIC APPROVAL

This page will only be displayed if Classic Approval has been turned on within the Settings page of Timesheet Administration.

Classic Approval allows approvers to approve Complete timesheet headers. This is different from Weekly approval as a week may have two timesheet headers when the month end falls mid week.

Timesheets will only be displayed on the Classic Approval page if the staff member has marked their timesheet as Complete using the Complete button which appears once the target hours have been reached.

By default, all timesheets that are Ready For Approval will be displayed. The Timesheets can be filtered by Department and Office. A Week selector allows the approver to select the Timesheet Header period that requires approval.

Each complete timesheet will be displayed within the grid. Clicking onto a line will open the timesheet as an inline view to display the details for the entries, split into Chargeable and Non Chargeable time.

The Actions menu allows for the timesheet to be Approved or Rejected.

Changing the **Which Are** drop down to **Not Ready For Approval** will display all timesheet headers that are not Complete for the selected Timesheet period.

ACTIVATING APPROVED TIME

Time that has already been approved but not posted can be activated for editing. On both the Staff Approval and Job approval pages, the default is to show 'Time ready for approval'. This option can be changed to display 'Approved Time', which then allows the approver to **Activate** or **Reject** entries.

The activated entries will be found on the relevant day as Complete entries which can be activated by the user and edited as required.

TIMESHEET POSTING

For timesheet entries to be available for posting they must have the required status of either 'Complete' or 'Approved'. The (highly) recommended status for posting is 'Approved' but 'Complete' is adequate.

Note: The posting status is controlled through the Settings page of Timesheet Administration, for more information please refer to the section above.

Timesheets are posted from the **Timesheet Creation and Posting** page of the Admin menu.

Timesheets need to be selected and added to the posting list before they can be posted. The Timesheet Selection page of the Posting refiner of Timesheet Administration will display all timesheets waiting for posting. Staff are displayed with a summary of the time entered for the week. The list of staff can be filtered by Department and Office. There is also a staff search field to look for a particular staff member.

By default, all timesheets until the period end will be displayed, but this can be changed to show All available time, Timesheet Week starting or Timesheet Month.

Excessive timesheets (those exceeding 48 hours if the EU Working Hours Directive setting is in use) will be displayed in red. A check box allows only excessive timesheets to be shown.

Clicking onto a line within the grid will expand the line into a panel view of the individual entries that comprise the total time for the staff member.

Timesheets need to be selected for posting. Individual timesheets can be added by clicking onto the **Add Timesheet** action. There are also options to **Add Filtered, Add All** and **Clear Selection.** Excessive timesheets will not be added when the bulk add options are used.

Once the timesheets have been selected for posting, the posting itself is conducted from the Posting sub refiner of the Posting page. This sub refiner will display all timesheets that have been selected for posting with some summary information and the ability to delete them from the list. Posting occurs when the **Post** button is clicked. A Timesheet Posting Monitor dialog is displayed to indicate the status of the posting.

An option is also available to **Post and Close Week** is also available which will post the timesheets and mark the week as Closed. This will only displayed if a single week has been selected for posting.

EXCESSIVE TIMESHEETS

Excessive timesheets are timesheets that exceed the EU Working Hours Directive of 48 hours. They will be displayed in red if the EU Working Hours Directive setting.is enabled.

CHECK REPORT

The Check button will run a report that will identify any timesheets that contain problems which will prevent them from posting

IMPLICATIONS OF POSTING AND PERIOD END

Timesheets should be posted on a regular basis – preferably weekly. One part of the process for closing a financial period (Period end) should be to post any outstanding timesheets – however this is not always possible. In cases where the period end routine is completed with timesheets either in progress for the following period, or timesheets still in progress for the current period then the following criteria is applied:

> *A July timesheet posted in the August period becomes an August transaction. This is because its transaction index number will be in the August period's range of valid values.*
>
> *An August timesheet posted in the August period becomes an August transaction. The date and transaction index number are both in the correct period.*
>
> *A September timesheet posted in the August period becomes a September transaction. This is because the transaction is posted with an August transaction index but with a September date so Practice Engine will correctly recognise that it is a future dated transaction.*

All transactions within Practice Engine are based upon a transaction index number and a date. The period end routine works with both elements to ensure that all transactions fall within the correct period when they are posted.

Unposted timesheet transactions are not applied to WIP and therefore do not affect the Period End routine until they are posted.

If the Auto Post on Complete option is being used, but is restricted to the current period, the period end process will post any entries that fall into the following period into the new period.

Note that as part of the period end processing, notifications will be displayed if there are any unposted timesheets currently in the system for the period that is being closed. See Period End Administrators Guide for full details of the checks performed and the notifications that are possible.

POPUP TIMESHEET

The PopUp Timesheet functionality has been created to allow users to have a timesheet open at all times without affecting use of the main system. The PopUp Timesheet will open the timesheet in a new window.

FIRM CALENDAR ENTRIES

Firm Calendar Entries is a feature that can be found on the Data Maintenance section of the Admin menu task pad. It enables administrators to populate staff member's timesheets and diaries with a global entry. It is particularly useful for firm holidays.

The Firm Calendar list page shows all entries that have already been created – right clicking on any existing entry accesses a context menu with option to either view the details of the entry or copy the entry. New entries can be created by clicking onto the **New** button.

The following information is required when creating a new entry:

Field	**Description**
Description	This is the narrative that populates the timesheet and diary entry.
Start/ End Date	The date(s) for which the entry is to be applied to.
Daily Hours	The number of hours to be applied to the entry.
All Day	Ticking this checkbox will create an entry for the staff member's daily hours regardless of the number of hours that have been entered into the Daily Hours field.
Entry Type	Options available are: Public Holiday, Firm Holiday, Firm Event and Other.
Client	The client the entry is to be entered against.
Service	The service the entry is to be entered against.
Job	The job the entry is to be entered against (if applicable).
Analysis	The analysis code the entry is to be entered against.
Applies to	Select whether the entry is to be applied to: All staff, Some Grades, Some Departments, Some Offices, Some Organisations or Some Staff. If applying the entry to a selection of staff additional selection boxes will be shown so that the grades, departments, offices, organisations or staff members can be selected.

TIMESHEET LOCATIONS (US CLIENTS ONLY)

Timesheet locations can be used to track where each element of work has been performed.

The Timesheet Locations feature is switched on within the Settings page of Timesheet Administration.

The location for the work can be set within the Timesheet Entry dialog.

Timesheet locations can also be detected from your device of location settings have been enabled on the device.

TIMESHEET EXTENDERS

Timesheet Extenders can be used to gather additional information about particular types of entries. Extenders are custom to each system and will be displayed when a particular analysis code is selected.

An example of an extender could be additional fields to gather information relating to CPE entries or Sickness.

Note: Adding a second timesheet extender entry onto a timesheet with the same details as the original entry but a different duration, will result in a single entry being saved with the total time from both entries.

EXPENSES

This section describes in detail the administrative functionality of expenses within Practice Engine. It does not cover the end user completion of expenses. Please refer to the appropriate Quick Reference Guide and end User Guide for more information on this.

EXPENSE APPROVALS

Expenses must be approved before they can be posted. Expenses approvals will be displayed within the My Expenses page for users who have the correct permissions.

FOR APPROVAL

The For Approval refiner will display all Expense Claims that the user has permission to approve:

Click onto the **Open Claim** link to open the person's claim and view the entries and allocation.

The form will display all attached receipts for the staff member, the allocations attached to the receipts and any unit allocations for items such as mileage. If the staff member has indicated that there is a physical paper receipt it will be displayed as a manual receipt.

When reviewing the expense form the available options are:

- Approve – this option will approve this expense form ready for posting.
- Reject – this will mark the expense form as rejected and place it into the Rejected tab of the staff member's expenses. It is advisable to include a comment when rejecting an expense form to inform the staff member of the reasons why.
- Activate – this will reactivate the complete timesheet and put it back into the Complete section of the staff member's expenses.
- Close – this will close expense form and leave it in its current state.
- Print – this will provide a link to open or save the expense report.

DEPARTMENT EXPENSE APPROVAL

Department Expense approval is completed from the For Approval page as described above.

OFFICE EXPENSE APPROVAL

Office Expense approval is completed from the For Approval page as described above.

GLOBAL EXPENSE APPROVAL

Global Expense approval is completed from the For Approval page as described above.

EXPENSE POSTING

Expenses are posted from the Posting tab of the Staff Expenses page.

Once a claim has been approved, it can then be posted. The expense Posting tab can be found on the main Staff Expenses page if the user has the relevant permissions.

Clicking on the Posting tab displays two tabs – Claim Selection and Posting. Claim Selection lists all the current approved expense claims.

Select the claims that are to be posted. This can either be done individually by clicking onto each line, or can be done using the **Add to List** button. The Search facility will also allow the claim list to be refined before the claims are added to the list in bulk. Individual claims can be removed by clicking onto them as required.

Select the Posting tab, which will display all of the selected claims. Claims can be removed from here if necessary.

Click onto the **Post** button to post the selected claims. A posting monitor dialog will appear with the status of the posting process.