

## Introduction

This document explains how to fill in the Technical SERVICE timesheet. Staff should submit their times on the following link:

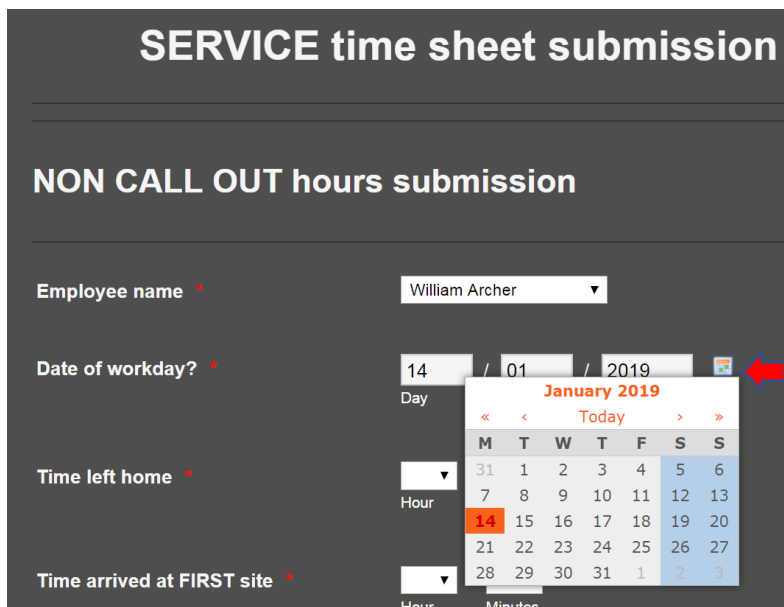
[Technical Service Timesheet](#)

It is recommended that timesheets are submitted on a daily basis. All timesheets should be submitted by 12:00 on the Monday following the end of the previous Monday to Sunday working week. This is to allow ABCA HR to review and process Service Engineer wages accurately, and in a timely fashion. Failure to submit timesheets on time could result in inaccurate or delayed wage payments.

## Submission Guide

Select your name from the Employee name drop-down menu. If your name is not showing then contact HR.

Date of workday is automatically populated as today's date. If timesheets are being submitted for a previous day, then click on the calendar icon shown by the red arrow below and manually select the relevant date in the calendar for which you are submitting your timesheet. You can select a date prior to the date on which you are making your submission.



### Non-Call Out hours

These are your normal working hours Monday to Friday without any call-out time included.

A total of four times should be submitted on your timesheet:

- Time of leaving home
- Time of arrival at first site of the day
- Time of departure from last site of the day
- Time of arrival at home

The times submitted in these data fields are the time used to calculate wage payments, after tracker checks are completed to verify submission times.

Times can be selected in 5 minute intervals so wages can be paid as accurately as possible.

The screenshot shows a dark-themed form with four rows, each representing a time point. Each row has a label followed by a red asterisk and two dropdown menus for 'Hour' and 'Minutes'. The first row, 'Time left home', has '08' in the hour dropdown and '00' in the minutes dropdown. The other three rows have empty dropdown menus.

The next section requires engineers to enter total hours that they believe that they should be paid based on ASLGN290 Service Engineer Wage Rules and the times selected above. Please note that these times are considered as guidance only and they don't determine wages to be paid. The four times selected above are the time used to determine wages. Any large variances between hours due for payment arising out of the four times and the hours claimed for payment, prompt ABCA HR to follow up with the engineer to see if there may have been a submission error.

The screenshot shows a dark-themed form titled 'NON CALL OUT hours being claimed by you'. It has three rows, each with a label followed by a red asterisk and two dropdown menus for 'Hour' and 'Minutes'. The first row, 'Hours claimed at standard rate', has '08' in the hour dropdown and '00' in the minutes dropdown. The second row, 'Hours claimed at time + half', has '00' in both. The third row, 'Hours claimed at double time', also has '00' in both. Below the rows is a note: '\*The times you submit will be confirmed against your vehicle tracker'. At the bottom is a red button labeled 'NEXT'.

A total of three times should be submitted on your timesheet:

- Hours claimed at **standard rate**
  - This is pre-populated as 8 hours as no one can work more than 8 hours at standard rates before the overtime rates apply
  - Engineers should amend the 8 hours down if they haven't worked a standard 8 hour shift
- Hours claimed at **time + half**
  - Please consult ASLGN290 Service Engineer Wage Rules, for guidance on when overtime rate applies for time + half
- Hours claimed at **double time**
  - Please consult ASLGN290 Service Engineer Wage Rules, for guidance on when overtime rate applies for double time

Once all information has been selected accurately, click NEXT.

### Call Out hours

This section is for standby and any call out working hours Monday to Sunday. They should be entered separately to the times entered above for non-call out hours. Consult ASLGN290 Service Engineer Wage Rules for when call out rates apply.

The standby selection automatically defaults to 'No'. If you are on standby for that particular shift, you are required to manually change this to 'Yes'.

If called out, you are required to fill in the times that you left the house to attend the call out and the time that you arrived home after the call out.

There is availability for 5 call outs per shift, however if more space is needed for more than 5 call outs, submit a new timesheet for the extra call outs and add a comment at the end of the timesheet to explain this.

**CALL OUT hours submission**

Standby claimed?  YES  NO

1st call out time LEFT home [Hour] : [Minutes]

1st call out time ARRIVED home [Hour] : [Minutes]

2nd call out time LEFT home [Hour] : [Minutes]

2nd call out time ARRIVED home [Hour] : [Minutes]

3rd call out time LEFT home [Hour] : [Minutes]

3rd call out time ARRIVED home [Hour] : [Minutes]

4th call out time LEFT home [Hour] : [Minutes]

4th call out time ARRIVED home [Hour] : [Minutes]

5th call out time LEFT home [Hour] : [Minutes]

5th call out time ARRIVED home [Hour] : [Minutes]

The next section requires engineers to enter total hours that they believe that they should be paid for call out, based on ASLGN290 Service Engineer Wage Rules and the call out times selected above. Please note that these times are considered as guidance only and they don't determine wages to be paid. The times selected in the call out hours submission section above are the times used to determine wages. Any large variances between hours due for payment and hours claimed for payment, prompt ABCA HR to follow up with the engineer to see if there may have been a submission error.

Once all information in this section has been completed accurately, click NEXT.

### CALL OUT hours being claimed by you

Call Out Hours claimed at time + half  :   
Hour Minutes

Call Out Hours claimed at double time  :   
Hour Minutes

*\*The times you submit will be confirmed against your vehicle tracker*

#### Mileage Submission

The final requirement is for you to declare private miles completed for that day. An engineer submitting 0 private miles is actively telling us that they have NOT used their vehicle for personal use.

ABCA HR complete weekly spot checks on timesheet submissions against vehicle tracker times on a random basis for all engineers. Any variances are followed up accordingly and times amended. Persistent fraudulent submission of inaccurate times could result in disciplinary action.

### MILEAGE submission

Private miles completed on the day

*\*The mileage you submit will be confirmed against your vehicle tracker. If you LEAVE YOUR ENTRY AT 0 then you are actively telling us that you have done NO PERSONAL MILEAGE*

Any comments to include with your submission?

### *Timesheet submissions on holidays and sick days*

Timesheets need to be submitted for all sick days or holidays.

For every sick day, enter the following times and add a comment in the relevant section:

- 00:00 as Time of leaving home
- 00:00 as Time of arrival at first site of the day
- 00:00 as Time of departure from last site of the day
- 00:00 as Time of arrival at home

For every holiday, enter the following times and add a comment in the relevant section:

- 08:30 as Time of leaving home
- 08:30 as Time of arrival at first site of the day
- 17:00 as Time of departure from last site of the day
- 17:00 as Time of arrival at home

### *Comments*

The comments section should be used for any information that you feel ABCA HR need to know about the day for which you are submitting times.

Examples:

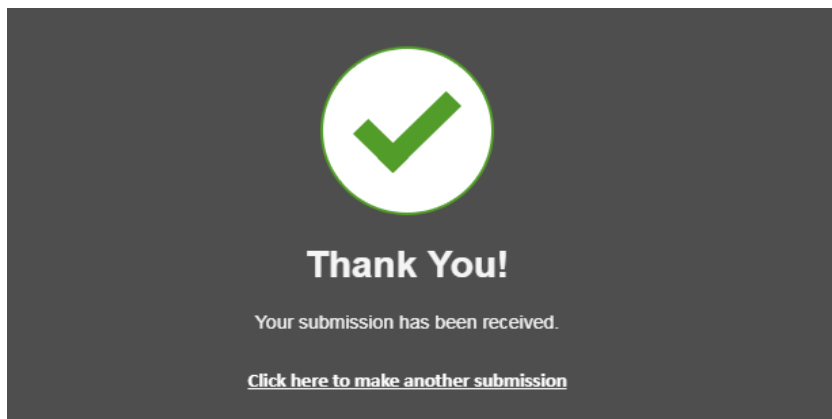
“I was late this morning due to having a dentist appointment.”

“My times are in AM format as it was a night shift”

“Holiday”

“Sick day”

Once submitted, a thank you message will appear and you will have the option to make another submission.



**If the receipt emails are not received then contact HR.**

**If the link isn't working then email HR straight away so that arrangements can be made to record your time via email until the link issue is resolved.**

**Declaration**

I confirm that I have read and understood ASLGN277 Technical Service Engineer Timesheet Submission Guide.

<b>Employee name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	