

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
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MANA Agency Handler User Guide

This document is a user manual for the MANA instance of Agency Handler. It is intended for use by all resources entering time and expenses in Agency Handler.

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1 Introduction

1.1 Application description

Agency Handler is a common global time/expense submission and approval tool in which contract resources register time and/or expenses on a weekly basis. Ericsson employees may also enter time in Agency Handler in certain circumstances such as short-term assignments in Market Area North America (MANA) from other regions or remote support of MANA projects.

URL: <https://agencyhandler.ericsson.net/agencyhandler/>

System requirements: Agency Handler works well with any modern browser. Testing has been done to ensure the following:

- MS Internet Explorer 9 forward – Full Compatibility
- Mozilla Firefox versions 12 forward – Full Compatibility
- Google Chrome versions 17 forward – Good Compatibility

1.2 Application objectives

Agency Handler replaces time report submissions via Excel spreadsheets and/or paper-based media. The long-term objective of Agency Handler is to have one global tool for contingent worker time registration and approval, to enable more accurate and current tracking of project costs in financial systems and to increase productivity in the areas of time/expense registration, submission and approval management.

1.3 Understanding the Time Registration Process Flow

- | | |
|---------|--|
| Step 1 | The resource logs on to Agency Handler Time Registration, registers and submits time and/or expenses to the approver. |
| Step 2* | A First-Level Approver, i.e., project or resource manager, logs on to Agency Handler to approve or reject received time/expense entries. If required, the approved entries are forwarded to a Second-Level approver. |
| Step 3 | A Second-Level Approver logs on to Agency Handler and approves or rejects received time/expense entries. This is the final step. |
| Step 4 | The resource can log into Agency Handler to confirm that the submitted time entry(s) has been final approved. If time or expense items have been rejected, changes can be made to the rejected entries and the items resubmitted. Rejected entries should be edited, not recreated, and cannot be deleted. |

* Step 2 is only applicable if the first person approving time lacks Second-Level Approver rights. All submitted ARP time reports must be attested by a Second-Level Approver who is an Ericsson employee with proper authority. The First-Level Approver may either be an Ericsson employee or an external ARP resource acting as PM.

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1.3.1 Standard entry and approval times

The standard for time and expense entry is before noon on the Monday following the week in which the work was done or expense incurred. This standard can be adjusted by the needs of the agency or Ericsson management, but entries should not be made before time is worked or expenses incurred. Time and expense for a given week must be entered in time to be fully approved by Tuesday midnight Sweden time (5PM Texas time). Standard times are below:

Resource timesheet entry: Before noon each Monday

First-Level Approval: before noon on Tuesday Plano time

Second-Level Approval: before Tuesday midnight Sweden time (5PM Plano)

2 Time Reporter

The Time Reporter is a resource currently working on an MANA project for Ericsson and registers time in Agency Handler on a weekly basis.

In this document, the Time Reporter will learn to:

- a) Add, update, delete, submit and revoke time and expenses (section 2.6).
- b) Confirm approved time (section 2.7)
- c) Correct and resubmit rejected time (section 2.9)
- d) Generate reports (section 4)

Sections 5 & 6 have been added to the document to describe the approval process and troubleshooting techniques.

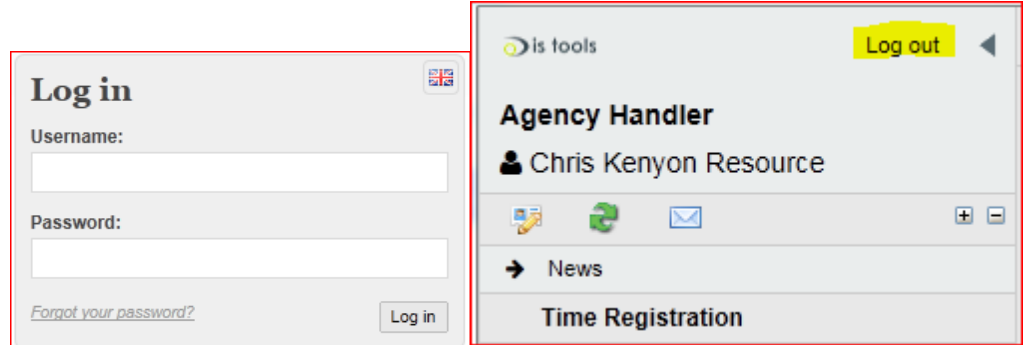
2.1 Time Reporter responsibilities

The Time Reporter has the responsibility to register time, to ensure the time report specifications (Project, Network, Activity, Type of time, Location, working hours, etc.) are entered correctly, and to submit the time items to the correct Approver in a timely fashion. The Time Reporter is also responsible for confirming that his/her previously-submitted time and expense items have been final approved.

All billable hours supporting Ericsson projects should be entered in Agency Handler. Activities such as training hours paid by the agency, vacation, hours not supporting an Ericsson project, etc., should not be entered in Agency Handler. However, the Ericsson manager may request that the time reporter enter 0 hours for a given day or week to show that no hours chargeable to Ericsson were worked during that period. A comment should be entered along with the 0-hour entry to explain the reason for the entry.

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2.2 Logging in and out of the tool

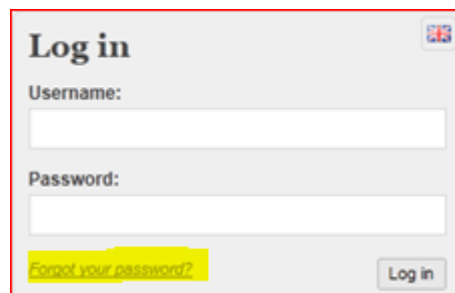
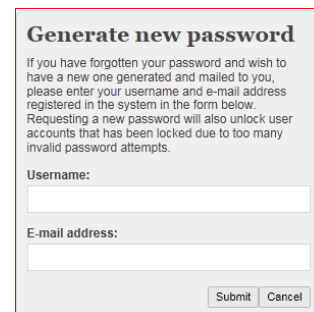


Log in to Agency Handler using the applicable URL from section 1.1 and the userid and password provided by the agency. If login has not been received, contact the agency for assistance.

To log out of the tool, click the “Log out” link at the top of the main menu.

2.3 Forgot Your Password?

If a user forgets the Agency Handler logon password, there is a process for obtaining a new password. By clicking on the “Forgot your password?” link next to the word “Password” on the Agency Handler login page, the user will be presented with a screen to enter their Agency Handler User Name and Password. A contractor’s user name is a seven-letter ID beginning with “A” (e.g., ASANCHA) and an approver’s user name is their Ericsson signum (EKENCHR). A contractor’s email is most often the agency’s email address to which all Agency Handler information is sent rather than the resource’s personal email (for this reason, the agency should be contacted if a replacement password is needed). For Ericsson employees and approvers, the email is the Ericsson email address.

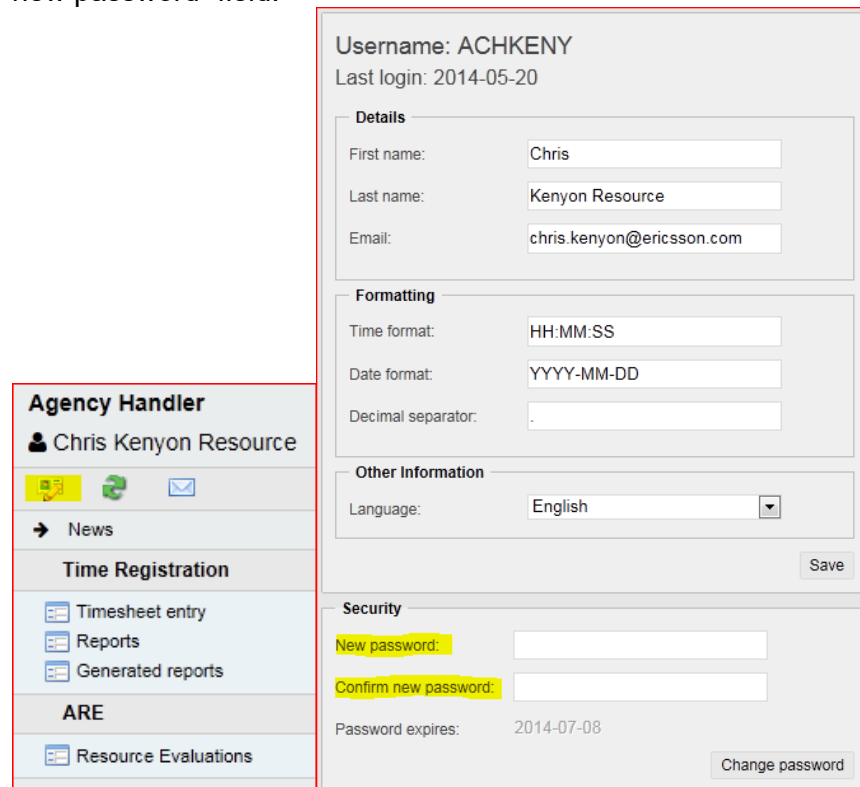
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2.4 User Settings

Once a user logs in to the tool, there is the option to change the complex password created by the tool to something more memorable and to update the personal email. Both changes should be approved by the resource’s agency. The password in Agency Handler must contain the following:

- Total of at least 6 letters/numbers/symbols
- At least one letter (e.g., A, b)
- At least one numeral (e.g., 1,2,3)
- At least one symbol (e.g., !, [, })

To change the password, click on the highlighted icon below in the main menu, enter your new password in the “New Password” field and again in the “Confirm new password” field.

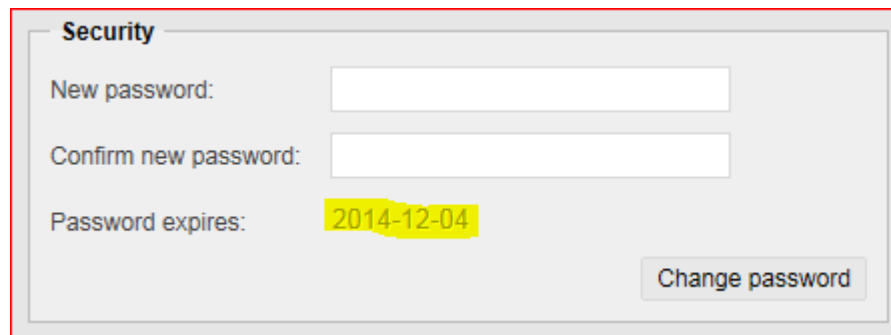


The Email in User Settings is used to send messages from the system, such as when a timesheet entry has been rejected by an approver. The email in this field should be a user’s Ericsson email address or one in the agency’s domain (e.g., jsmith@agency.com) rather than a non-business address (e.g., jsmith@gmail.com) and should be one acceptable to the agency.

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2.5 Password Expiration

Before June 14, 2014, Agency Handler did not require that a password be changed during an engagement. After the new portal was introduced, however, IT changed this status so that now the password expires after 90 days. At the bottom of the User Settings page, the tool displays the date on which the current password will expire.



The screenshot shows a 'Security' section with three input fields: 'New password:', 'Confirm new password:', and 'Password expires:'. The 'Password expires:' field contains the date '2014-12-04', which is highlighted in yellow. A 'Change password' button is located at the bottom right of the form.

Within a week prior to the expiration date, the tool will prompt the user to change the password at login. If the password has expired since the last login, the user will be required to change the password as part of the login sequence.

If the user enters the wrong password three times, the system will lock. The agency should be contacted to generate a new password. See "Forgot Your Password?" section 2.3.

2.6 Time and Expense Entry

This section describes how to add, update, delete, save and submit time and expenses.

Note: Data entries will be stored only on the local computer's memory cache (i.e., will disappear when leaving the form) until saved or sent for approval. All time and expense should be submitted together for a given week. Once an entry has been submitted, nothing further can be added unless the previous submission has been rejected by the approver or revoked by the user. Once a week's entries have been final approved, only a Past Period Adjustment can be entered for that week.

Time and expenses can be entered for multiple projects, activities, locations, etc., for the same week. Adjustments for past weeks may also be entered when necessary (see Past Period Adjustments, section 2.6.8).

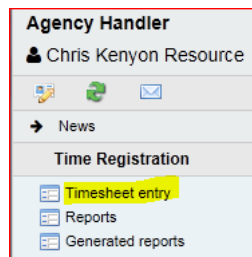
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Timesheets should be initiated late in the work week or on Monday of the following week. The reason for this is that there could be changes to the user’s profile that must be made after the previous week’s timesheet cycle (ending Tuesday evening). If a timesheet for a current week is initiated before the changes have been made, that timesheet will retain the old parameters – agency, labor grade, cost center, etc.

As stated in section 1.3.1, timesheets for the previous week are submitted by the resource on Monday before noon and final approved before midnight Sweden time on Tuesday (5PM in Plano, Texas). Timesheets approved late will not be included in the information sent to the agency on Wednesday showing hours/expenses entered and approved for the previous week. Entries will be on the agency report the Wednesday after entries are final approved. Since late entries/approvals have the possibility of impacting paychecks, it is important for the time reporter to inform the agency of any delays to final timesheet approval, whether because the entry was submitted late or the Ericsson manager approved it late.

2.6.1 The Time Registration Form

In the main menu, click *Timesheet entry*.



The Time Registration form (below fully populated) consists of four sections:

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Time Registration **Timesheet submission**

A **Name:** Resource, Test (test.resource@newtestagency.com) **Login ID:** ATESTRE
Agency: New Test Agency (Contact: Contact, Test)

B **Submission history and status**

2014-03-30	2014-04-06	2014-04-13	2014-04-20	2014-04-27	2014-05-04	2014-05-11	2014-05-18	2014-05-25
Rejected	Submitted	Submitted	-	-	-	-	-	-

C **Time item entry**

Network/ Other assignment: Activity: Location: Approver:

Type: Regular time

	Mon 7	Tue 8	Wed 9	Thu 10	Fri 11	Sat 12	Sun 13	
	0	0	0	0	0	0	0	

D **Full timesheet for period 2014-04-07 to 2014-04-13**

Item	Mon 7	Tue 8	Wed 9	Thu 10	Fri 11	Sat 12	Sun 13	Total	Status
90916174 - Config. Mgmt Contractor H 1000 - Project Mar	8.00	8.00	7.00	8.00	8.00	8.00	8.00	55.00	Sent for approval
90916174 - Config. Mgmt Contractor H 1000 - Project Mar	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	Sent for approval
Summation	10.00	11.00	11.00	13.00	14.00	15.00	16.00	90.00	

Expense claims

93166713 - Admin	1005 - CPM Blende	Alabama - Birmingham	EDAVCYB
Mileage - Personal Car	2014-04-03	Cary, NC	87.01 USD
Summation			87.01 USD

A. Name of the time registrar and agency: Ensure both of these make sense. If the Name is incorrect or the Agency is not the one representing the user for the current week, the user should contact their agency.

B. Submission history and status: Contains the status of current and previously-registered time items along with the week-ending date of the work week. Week ending dates are always Sundays.

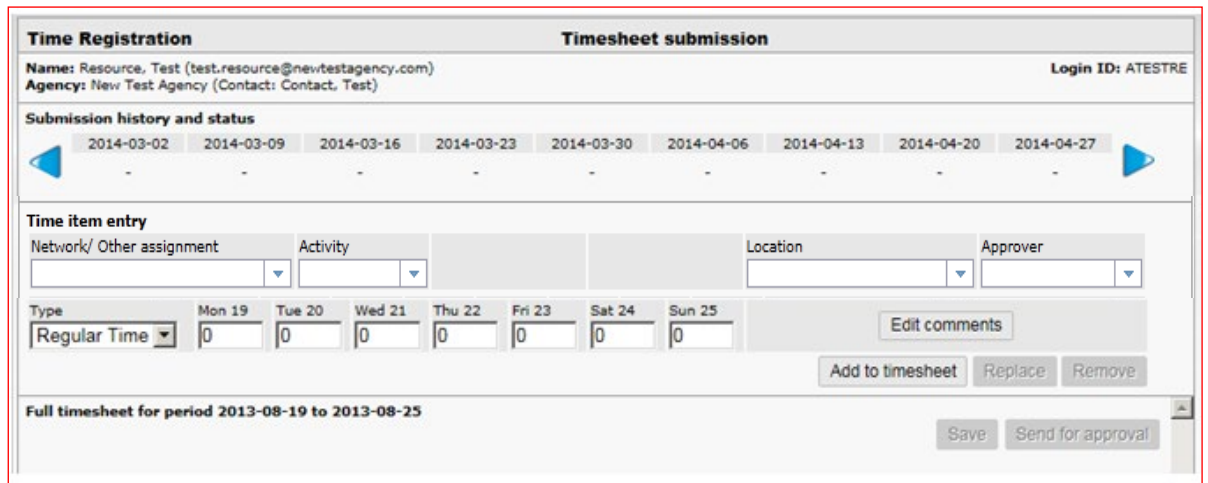
C. Time item entry: Area for entering/editing current time and expense items.

D. Time item summary: Summary and status of all registered time and expense for the selected week.

2.6.2 Adding time

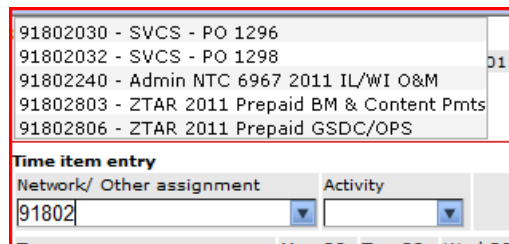
1. The empty Time Registration form looks similar to the figure below.
2. Select the week ending date corresponding to the week in which the work to be entered was performed (below *Submission history and status*).
3. Enter data in the following fields:

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- a) *Network/Other Assignment:* This will be the eight-digit MUS network number (e.g., 91961052) or seven-digit service order (e.g., 4387801). Service Orders are rarely used. If only service orders are visible and the network field cannot be accessed by entering it manually, the issue is likely an incompatible browser. The network number is obtained from the Ericsson manager.

Enter the network or service order manually. Before entering the last two numbers, look for the drop-down menu containing the desired project. Click on the project in the drop-down list.



If the network number does not appear in the drop-down list, ask your manager or PM to ensure that the network number has been flagged in SAP/MUS to feed to Agency Handler.

Note: Network and activity code are the only pieces of information that are generally obtainable only from your manager or project manager. Neither the agency nor Sourcing generally have this information.

- b) *Activity:* The current activity code from MUS (provided by your Manager/Project Manager). This is a four-digit number representing the activity performed. Only activity codes set up against the specific network number in SAP will appear in Agency Handler. Since project budgets are set up against activity codes, the correct one is important.

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c) *Location*: The location from which the time reporter is working. If working from the office, enter the office location (e.g., Texas – Plano). If in the field in the U.S., find the closest city to the job location. Individuals in Mexico or India generally choose “Offshore Resource”. If working in the field in Canada, the location depends not only on where the work is being done, but also where the time reporter is based. If the time reporter is based in the U.S. and is paid in U.S. dollars, the reporter should choose from among these locations:

- Canada – US base – Toronto
- Canada – US base – Montreal
- Canada – US base – Vancouver
- Canada – US base – Ottawa
- Canada – US base – All Other

“All Other” refers to any Canadian location other than Toronto, Montreal, Vancouver or Ottawa.

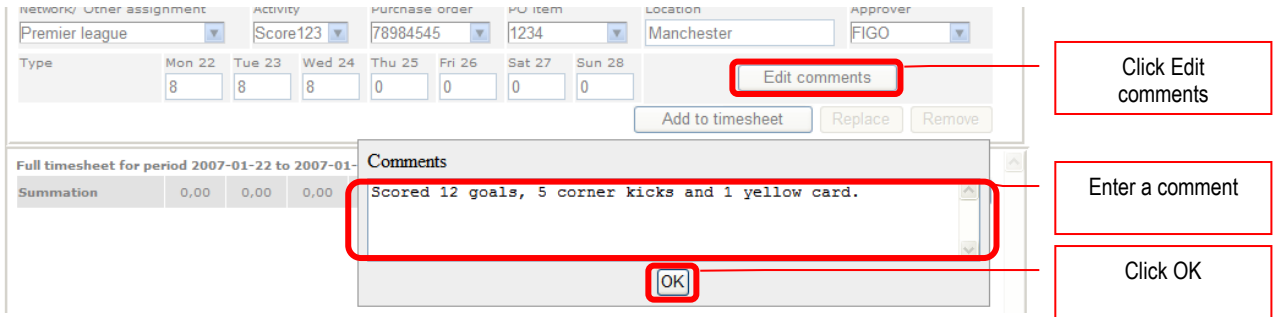
For time reporters based in Canada and being paid in Canadian dollars, the locations are as follows:

- Canada – CA base – Alberta
- Canada – CA base - Ontario
- Canada – CA base – British Columbia
- Canada – CA base – Saskatchewan
- Canada – CA base – Manitoba
- Canada – CA base – Nova Scotia
- Canada – CA base – New Brunswick
- Canada – CA base – Prince Edward Island
- Canada – CA base – Newfoundland
- Canada – CA base – Nunavut
- Canada – CA base – Northwest Territories
- Canada – CA base – Yukon
- Canada – CA base – Quebec Abroad
- Canada – CA base – Quebec Home

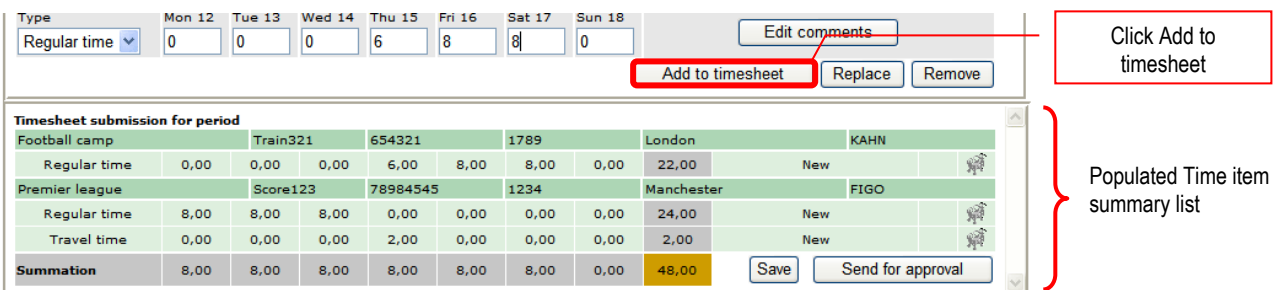
A contractor from Toronto would choose the Ontario option. A contractor from Quebec working in Quebec would choose the “Quebec Home” option, while a contractor from Quebec working outside Quebec would choose “Quebec Abroad”. Quebec has more than one option because of the unique tax consequences of working at home or abroad.

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- d) *Approver*: Find the name of the correct approver in the pull-down list. If the user has two levels of approval there may be a long list of choices. Only one or two names will appear when there is only one level of approval. A user with two levels of approval sees only the first approver. The second-level approver is only visible to the first-level approver.
- e) *Type*: The type of time (e.g., *Regular Time*) required.
- f) *Mon – Sun*: Enter the number of hours worked for each day, as required. Even if the resource is paid daily or weekly rather than hourly, each hour worked should be entered so that the project reflects the number of hours required.
- g) To add a comment for a particular time item, click *Edit comments*.
 - o Enter the comment and click *OK*.



- 4. When done with the current time item, click *Add to timesheet*. The Time item summary list at the bottom of the screen will populate. Ensure that network, activity, location and approver are entered and appear on the entry in the



Type	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16	Sat 17	Sun 18		
Regular time	0	0	0	6	8	8	0	22,00	New
Travel time	0,00	0,00	0,00	2,00	0,00	0,00	0,00	2,00	New
Summation	8,00	8,00	8,00	8,00	8,00	8,00	0,00	48,00	

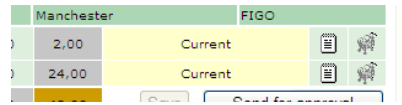
summary or the tool will generate an error at submission.

- 5. If more than one project, activity, approver, location, type of time, etc., has been worked in the same week, repeat steps a to g.

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6. Click the *Save* button at the bottom to save the timesheet on the server. The status on the time items should now change from *New* to *Current*.

Note: Clicking *Save* enables navigation to other weeks, forms and even log out



without losing data. The time report has not been submitted until the *Send for approval* button has been clicked. Time items have been final approved when status has changed to “*Second level approved*”. Please refer to section 3 for a description of the various *Time Item Statuses*.

All time and expense entries for a given week must be entered at the same time. Once any entry has been submitted to an approver, no further additions or changes can be made unless rejected by the approver or the entry is revoked by the user (see section 2.6.7).

2.6.2.1 On-Call Time

Agency Handler was not designed to manage time where an individual is paid to be “on call” should a need arise after normal working hours. The standard used where a set dollar amount is paid for this work rather than a set number of hours is to put the dollar amount under the expense “Full Day Allowance”. Time worked as “called in” is entered as Regular Time.

2.6.3 Entering Expenses

The process for entering expenses is similar to that for time, except that the *Type* in step “e” above is “Expenses” rather than “Regular Time”. Before incurring expenses to be entered in Agency Handler, be sure that they have been approved by the Ericsson Resource Manager. Expenses that are not reimbursable by Ericsson should not be entered in AH. Agency Handler has a limit of ten separate time and expense items in a given week. If a user has more than that, explore consolidation with the manager or add some of the expenses to the following week along with that week’s time and expenses.

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Submission history and status

2011-02-06 2011-02-13 2011-02-20 2011-02-27 2011-03-06 2011-03-13 2011-03-20 2011-03-27 2011-04-03

Time item entry

Network/ Other assignment: 91902373 - EUS12.NA306.01 Activity: 1100 - NETV Location: North Carolina - Cary tov Approver: Juli Jackson (E.)

Type: Expenses Date: Vendor: City: Amount: Approx.:

Full timesheet for period 2011-03-21 to 2011-03-27

Expense claims

91902373 - EUS12.NA306.01.021	1100 - NETWORK			North Carolina - Cary town	EJULJAC
Full Day Allowance	2011-03-27	Cary	700 USD	700 USD	Current
Summation			700,00 USD	700,00 USD	

Agency Handler contains a number of predefined expense options, including the following:

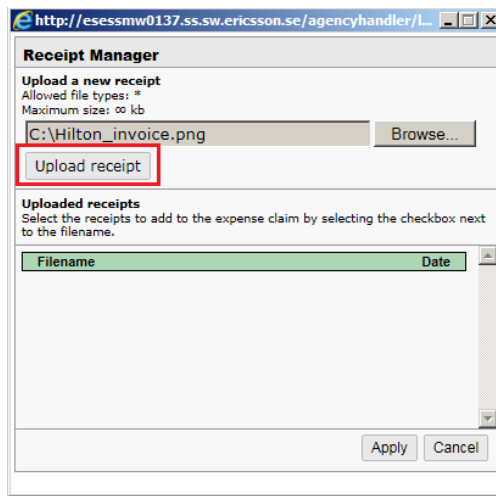
- Accommodation:** Hotels, Apartments
- Car:** Gasoline/Petrol, Mileage (mi/km), Parking, Rental, Tolls, Other
- Communication:** Telephone/Internet/Fax
- Miscellaneous:** Full Day Allowance, Meals, Visa/Passport, Other
- Public Transportation:** Airfare, Taxi, Train/Bus/Metro, Other
- Tax (Canada Only):** GST/HST, PST/QST

There is no specific type where a dollar amount is being paid for “on call” time. Full Day Allowance is used for this. See section 2.6.2.1.

Choose the Edit Expenses button and enter the expense type, vendor, transaction date, amount and other data. Expenses require that receipts be included. Receipts should be scanned to the computer desktop and uploaded into the time sheet using the “Select receipts” button. Click Browse to find the soft copy of the receipt on your desktop and Upload receipt.

Agency Handler has a maximum upload size of 2 megabytes. The upload should be of low enough resolution and/or small enough size to fit this limitation.

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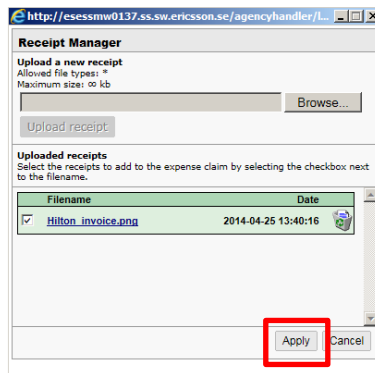
Receipt Manager

Upload a new receipt
Allowed file types: *
Maximum size: ∞ kb
C:\Hilton_invoice.png

Uploaded receipts
Select the receipts to add to the expense claim by selecting the checkbox next to the filename.

Filename	Date

Click Apply to add the receipt to the expense claim.



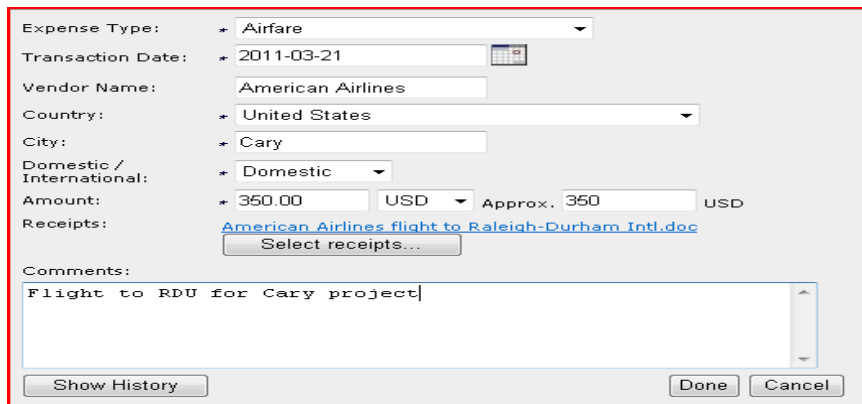
Receipt Manager

Upload a new receipt
Allowed file types: *
Maximum size: ∞ kb

Uploaded receipts
Select the receipts to add to the expense claim by selecting the checkbox next to the filename.

Filename	Date
<input checked="" type="checkbox"/> Hilton_invoice.png	2014-04-25 13:40:16

Ensure the currency is correct and the expense is described in the Comments area. Choose the "Done" button when complete.



Expense Type: * Airfare

Transaction Date: * 2011-03-21

Vendor Name: American Airlines

Country: * United States

City: * Cary

Domestic / International: * Domestic

Amount: * 350.00 USD Approx. 350 USD

Receipts: [American Airlines flight to Raleigh-Durham Intl.doc](#)

Comments:
Flight to RDU for Cary project

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Managers require different types of evidence for expenses. Many require that a mileage log be included with any mileage expense. Ensure all expenses have Ericsson management approval and are submitted per manager instructions.

When entering Mileage, please confirm the per-mile (km) rate with your manager and ensure that the per-mile (km) item is entered as cents per mile (km) rather than dollars. Confirm again that the total amount is in dollars rather than the default currency. In the future, the currency for this user will default to dollars as the currency of choice.

Rate per mile * 0.55

Quantity (miles): * 105

Amount: * 57.75 USD Approx. 57.75 USD

Receipts: No receipt files attached

Canadian contractors entering expenses in Agency Handler are required to perform an extra step since recognition of taxes is particularly important in Canada. The tax portion of a given expense must be separated from the principle. The Canadian tax choices are at the bottom of the Expense type menu:

- Tax (Canada) – GST/HST
- Tax (Canada) – PST/QST

Submission history and status

2011-04-03 2011-04-10 2011-04-17 2011-04-24 2011-05-01 2011-05-08 2011-05-15 2011-05-22 2011-05-29

Current - - - Current - - -

Time item entry

Network/ Other assignment

Type Expenses

Full timesheet for period 2011-0

Expense Type: * Tax (Canada) - GST/HST

Transaction Date: * 2011-05-02

Vendor Name: Kinko's

Country: * Canada

City: * Toronto

Specification: *

Amount: * 1.24 CAD Approx. 1.13 USD

Receipts: No receipt files attached

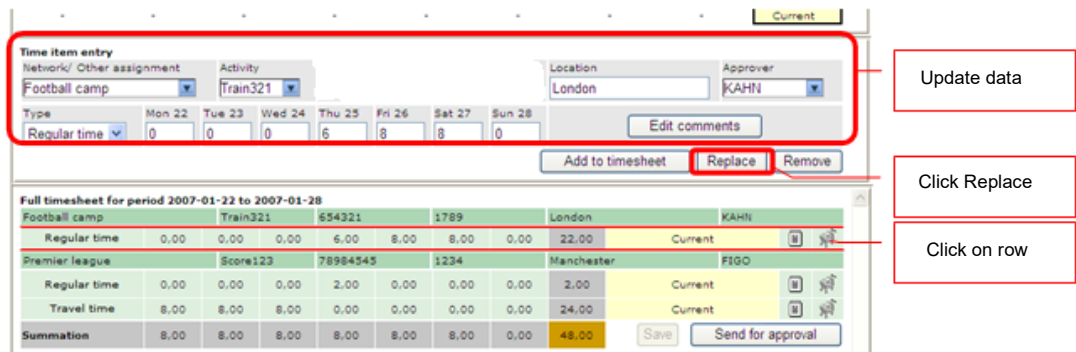
Comments:
 Tax associated with copying at Kinko's.

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In the example above, an individual had copies made at Kinko's. The GST/HST tax associated with this expense amounted to CAD\$1.24. The CAD\$1.24 has been separated from the total expense and entered under "Tax (Canada) – GST/HST". The primary portion of the expense would have been entered under expense type "Other Miscellaneous".

2.6.4 Updating time sheet entries

1. To update any time or expense items, click on the row in the summary section to update. The row will be highlighted by red lines above and below where it says "Regular Time" or "Expenses" and the data from that row will appear in the upper Time Item Entry section so it can be edited.
2. Update any of the relevant cells and/or change/add a comment.
3. Click the *Replace* button.



Update data

Click Replace

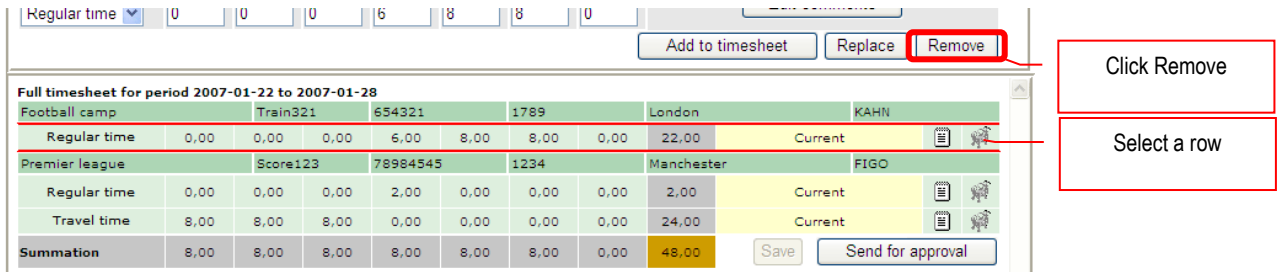
Click on row

4. Confirm that the row has been updated with all changes.
5. Click *Save* at the bottom and check again that all information is correct.

2.6.5 Deleting a time sheet item

1. To delete time or expense items, click on the row in the summary section so that the red lines appear above and below the Type.
2. Click the *Remove* button.

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Regular time 0 0 0 6 8 8 0

Add to timesheet Replace Remove

Full timesheet for period 2007-01-22 to 2007-01-28

Football camp	Train321	654321	1789	London	KAHN				
Regular time	0,00	0,00	0,00	6,00	8,00	8,00	0,00	22,00	Current
Premier league	Score123	78984545	1234	Manchester	FIGO				
Regular time	0,00	0,00	0,00	2,00	0,00	0,00	0,00	2,00	Current
Travel time	8,00	8,00	8,00	0,00	0,00	0,00	0,00	24,00	Current
Summation	8,00	8,00	8,00	8,00	8,00	8,00	0,00	48,00	

Save Send for approval

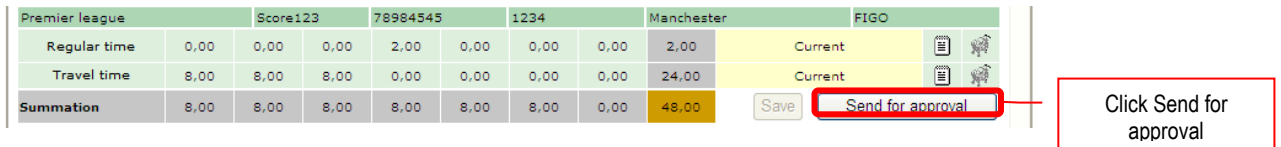
Click Remove

Select a row

3. Click Save at the bottom.
4. Be aware that submitted, approved or rejected entries cannot be deleted. Rejected entries should always be edited, not recreated.

2.6.6 Send for approval

1. When time and expense entries are complete, click the *Send for approval* button to submit the time sheet items to the approver(s).




Premier league	Score123	78984545	1234	Manchester	FIGO				
Regular time	0,00	0,00	0,00	2,00	0,00	0,00	0,00	2,00	Current
Travel time	8,00	8,00	8,00	0,00	0,00	0,00	0,00	24,00	Current
Summation	8,00	8,00	8,00	8,00	8,00	8,00	0,00	48,00	

Save Send for approval

Click Send for approval

Note: After the time report has been submitted, no changes can be saved to the time sheet for the current week. If errors have been made, a timesheet can be revoked before final approval (see section 2.6.7).

2. If data has been entered correctly, the *Status* on each submitted time entry row should change to “*Sent for approval*” (please refer to section 3 for a description of the various statuses).



London	KAHN
22,00	Sent for approval
Manchester	FIGO
2,00	Sent for approval
24,00	Sent for approval
48,00	

Save Send for approval

2.6.7 Revoke timesheet

The Revoke timesheet feature allows resources to revoke their own timesheets in Agency Handler. This functionality should be used if one of the approvers is not able to approve pending timesheets, so the entry can be rerouted.

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Time Registration **Timesheet submission**

Name: Resource, Test (test.resource@newtestagency.com) **Login ID:** ATESTRE
Agency: New Test Agency (Contact: Contact, Test)

Submission history and status

◀
2014-03-16
2014-03-23
2014-03-30
2014-04-06
2014-04-13
2014-04-20
2014-04-27
2014-05-04
2014-05-11
▶

Time item entry

Network/ Other assignment: 93440171 Activity: 1000 Location: North Carolina - Cary town Approver: EDAVCYB

Type: Regular Time Mon 7: 2 Tue 8: 3 Wed 9: 4 Thu 10: 5 Fri 11: 6 Sat 12: 7 Sun 13: 8

Full timesheet for period 2014-04-07 to 2014-04-13

93440171 - ES-JB3-FSO	1000 - Man Hours							North Carolina - Cary town	EDAVCYB
Regular time	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	Sent for approval
Summation	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	

1. If a timesheet is in “Sent for approval” or “First level approved” status, it is possible to “Revoke” the timesheet.
2. Revoking a time row will reset its approval status and therefore the approval flow. Any approvals already made will therefore be lost and the timesheet must again go through the first level approval step.

There is no limitation to the number of times a time row may be revoked. When a time row that has already been first-level approved is revoked, no notification email is sent to the first level but it is noted in the history.

Time Registration **Timesheet submission**

Name: Resource, Test (test.resource@newtestagency.com) **Login ID:** ATESTRE
Agency: New Test Agency (Contact: Contact, Test)

Submission history and status


◀
2014-03-16
2014-03-23
2014-03-30
2014-04-06
2014-04-13
2014-04-20
2014-04-27
2014-05-04
2014-05-11
▶

Time item entry

Network/ Other assignment: 93440171 Activity: 1000 Location: North Carolina - Cary town Approver: EDAVCYB

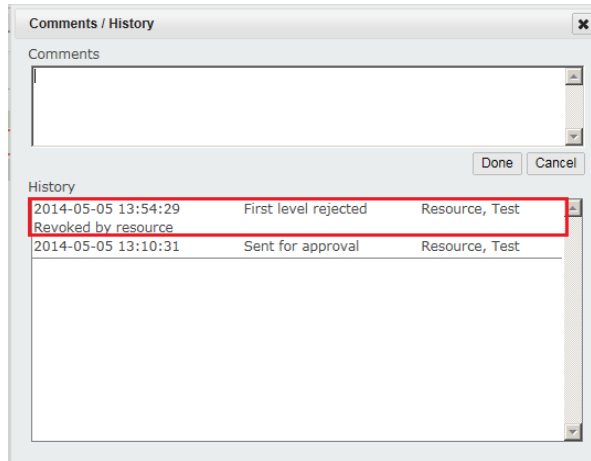
Type: Regular Time Mon 7: 2 Tue 8: 3 Wed 9: 4 Thu 10: 5 Fri 11: 6 Sat 12: 7 Sun 13: 8

Full timesheet for period 2014-04-07 to 2014-04-13

93440171 - ES-JB3-FSO	1000 - Man Hours							North Carolina - Cary town	EDAVCYB
Regular time	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	First level rejected 
Summation	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

- A revoked time row will appear with a “First level rejected” or “Second level rejected” status. The communication log (timesheet comments) for the time row is appended with a corresponding entry stating that the timesheet was revoked, along with the timestamp for the revoke and the name of the resource.



- Revoked timesheets can be edited. After making necessary changes, click the “Replace” button. See section 2.9, Correct and resubmit rejected time, and 2.6.4, Updating time sheet entries, for more information.

Time Registration **Timesheet submission**

Name: Resource, Test (test.resource@newtestagency.com) Login ID: ATESTRE
 Agency: New Test Agency (Contact: Contact, Test)

Submission history and status

2014-03-16 2014-03-23 2014-03-30 2014-04-06 2014-04-13 2014-04-20 2014-04-27 2014-05-04 2014-05-11

Submitted Final approved

Time item entry

Network/ Other assignment: 93440171 Activity: 1000 Location: North Carolina - Cary town Approver: EDAVCYB

Type: Regular Time

	Mon 7	Tue 8	Wed 9	Thu 10	Fri 11	Sat 12	Sun 13	
	2	3	4	5	6	7	8	

Add to timesheet **Replace** Remove

Full timesheet for period 2014-04-07 to 2014-04-13

93440171 - ES-JB3-FSO	1000 - Man Hours							North Carolina - Cary town	EDAVCYB
Regular time	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	First level rejected
Summation	2.00	3.00	4.00	5.00	6.00	7.00	8.00	35.00	

Save Send for approval

- The time row may now be saved and sent for approval again.

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2.6.8 Past Period Adjustment (PPA)

Once a timesheet has been submitted and approved, it cannot be edited but adjustments can be made using the Past Period Adjustment Time Item Entry type. In the “Submission history and status” area, choose the week in which the adjustment is required and choose Type “Past Period Adjustment” instead of “Regular Time” or “Expenses”. In the example below, time was entered against an incorrect network number a week before, so a Past Period Adjustment has been entered to back out eight hours each day – notice the negative sign before the “8” Monday through Friday. If too many or too few hours were entered for a given week, however, only one entry to add/subtract those few hours would be necessary.

Submission history and status

2010-05-30
2010-06-06
2010-06-13
2010-06-20
2010-06-27
2010-07-04
2010-07-11
2010-07-18
2010-07-25

Time item entry

Network/ Other assignment: 91611232 - 2112913 1006447
 Activity: 8505 - Proje
 Location: Texas - Plano
 Approver: Juli Jackson (E)

Type	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16	Sat 17	Sun 18
Past period adjustment	-8	-8	-8	-8	-8	0	0

Full timesheet for period 2010-07-12 to 2010-07-18

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

Once the corrected data has been entered, it is critical that a comment be added with the week ending date of the original entry and the reason for the adjustment.

Comments

I've entered a past period adjustment for week ending 7/18/2010 to back out hours submitted to the wrong network. I will also submit a separate Past Period Adjustment entry to add these hours to the correct network number.

In this case, another Past Period Adjustment entry will be made with the hours added to the correct network number.

Once the necessary Past Period Adjustment entries and associated comments are complete, the entries can be saved and submitted. The rust-colored Summation box shows the totals - check for correctness.

Regular time	8.00	8.00	8.00	8.00	8.00	0.00	0.00	40.00
Past period adjustment	-8.00	0.00	0.00	0.00	0.00	0.00	0.00	-8.00
Summation	0.00	8.00	8.00	8.00	8.00	0.00	0.00	32.00

Whenever a time reporter enters a Past Period Adjustment, it is assumed that the agency, approver and the cost center for which the entry will be charged are the same today as they were at the time of the original entry. If they are not, the time reporter should obtain appropriate information from the approver or send an email to "MUNA Partner Requests (EUS)" for assistance.

Note: If no Regular Time entry has been made for a given week, a Past Period Adjustment should not be used even if the entry is weeks in the past. Past Period Adjustments should only be entered where Regular Time has already been approved for that week.

For financial reasons, it is not recommended that Past Period Adjustments with negative entries (e.g., network number changes) be used for more than one or two weeks in a row. Discuss with agency and/or Ericsson Agency Handler prime.

There is no PPA for Expenses. Expenses can be entered on the next available timesheet. A negative number can be entered, if needed, to create a credit entry for an expense entered in a previous week. The transaction date and comment should explain the entry(s).

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2.7 Confirm time approval status

All submitted time reports must be confirmed by an Ericsson approver. For some individuals this is done in one step, and for others in two (by a First-Level Approver and then by a Second-Level Approver). A first-level approver is often a project manager or other individual close to the work being done. A second-level approver must be an Ericsson employee with authority to accept charges on behalf of the resource's cost center.

The time reporter must regularly log in to Agency Handler to confirm that all submitted time and expense reports have been approved. If time has been rejected, the entries must be edited and resubmitted to the approver. Rejected entries should be edited as in section 2.6.4 rather than recreated.

2.8 Status after First-level approval

The time sheet below shows a situation where the First-Level Approver FIGO, has checked the time report and taken action, but approver KAHN has not (status still says "Sent for approval").

Apparently, FIGO has approved one of the time items (status says "First level approved") and rejected one (status says "First level rejected"):

Full timesheet for period 2007-01-22 to 2007-01-28									
Football camp	Train321		654321		1789		London		KAHN
Regular time	0,00	0,00	0,00	6,00	8,00	8,00	0,00	22,00	Sent for approval
Premier league	Score123		78984545		1234		Manchester		FIGO
Regular time	8,00	8,00	8,00	0,00	0,00	0,00	0,00	24,00	First level rejected
Travel time	0,00	0,00	0,00	2,00	0,00	0,00	0,00	2,00	First level approved
Summation	8,00	8,00	8,00	8,00	8,00	8,00	0,00	48,00	Save Send for approval

For the two time items saying "First level approved" and "Sent for approval", the time reporter will wait until the status changes to "Second level approved" or contact the approver to request approval.

The other row says "First level rejected", so the time reporter will need to make the appropriate corrections as described in section 2.6.4.

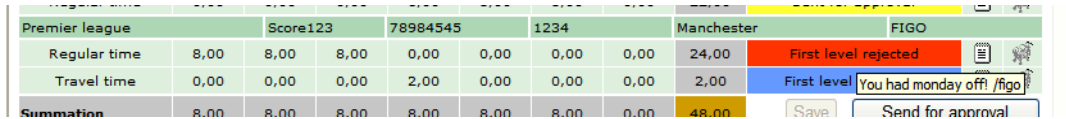
Please refer to section 3 for a description of the various statuses.

2.9 Correct and resubmit rejected time

If the row is red and the status on the submitted time says "First level rejected" or "Second level rejected", the approver has an issue with the time report or the entry has been revoked by the user.

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If the former, hold the mouse pointer over the icon at the end of the row to read the *Reject reason* submitted by the approver.



Premier league	Score123	78984545	1234	Manchester	FIGO				
Regular time	8,00	8,00	8,00	0,00	0,00	0,00	0,00	24,00	First level rejected
Travel time	0,00	0,00	0,00	2,00	0,00	0,00	0,00	2,00	First level You had monday off! /figo
Summation	8,00	8,00	8,00	8,00	8,00	0,00	0,00	48,00	

To update and resubmit the rejected time entry row, refer to section 2.6.4.

3 Statuses

3.1 Time item statuses

Below is a list of all time item statuses presented to the Time Reporter and the Approver:

Status	Description
New	Unsaved time item
Current	Saved but unsubmitted time item
Sent for approval	Time item sent for approval to first-level approver
First level approved	Time item is approved by the first-level approver. Awaiting second-level approval.
First level rejected	Time item has been rejected by the first level approver or revoked by user.
Second level approved	Time item has been final approved by the second-level approver.
Second level rejected	Time item has been rejected by the second-level approver or revoked by the user.

3.2 Submission history and status

Below you will find a list of the various time sheet statuses presented below the “Submission history and status”:

Status	Description
Current	The timesheet contains saved but unsubmitted time/expense entries
Submitted	The timesheet contains submitted but unapproved time/expense entries
Rejected	The timesheet contains rejected time/expense entries
Waiting	The timesheet contains first-level approved entries. Awaiting second-level approval
Final approved	The timesheet has been final approved

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

4 Reports

Agency Handler has a reporting function that provides much of the information required for users, approvers and agencies alike. The types of reports available depend on the role of the user within the system.

Note: Please do not run reports early in the week – Monday and Tuesday – if it can be avoided. Running reports takes considerable tool bandwidth and competes with those trying to enter/approve timesheets. Generated reports will be deleted from the tool after 30 days.

Three report templates are the most popular - the *Submission Report*, *Dump Report* and *Vendor report*. Each report can be generated in four different formats *html*, *pdf*, *Excel* and *csv*.

From the main menu:

1. Click Reports from the Main Menu



In the Report Generator form:

2. Select *Report type*, *Start date*, *End date*, and filtering parameters. In the example below, the report is filtered by the name of the resource, Tom Thumb. Filters could also be done by Network Number, Cost Center, Agency, or all of these at once.
3. Select *html*, *pdf* or *Excel* and click *Generate report*

Time Registration Report Generator

Report settings

Type: Submission report Content: Time

Html pdf excel csv

Time Span of Report

Weeks ending: Between 2014-05-05 And 2014-05-05

Filtering (optional)

Project ID	Resource name	Network	Cost center
*	*	*	*
Agency country	Agency	Location	
*	*	*	

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

4.1 Submission Report

The Timesheet Submission Report is targeted toward resources, First- and Second-Level Approvers, Project and Resource Managers. This report provides an overview of the submitted, approved and rejected time reports during a period.

There are two different versions of this report, *Submission report* and *Submission report (Daily)*. The *Submission report* will display a whole week of time in one column, the *daily* version will display one day per column. The pdf-version should look similar to this:

Timesheet Submission Report												
User: Resource, Test				■ Rejected ■ Submitted ■ Waiting for final approval ■ Final approved								
Startdate: 2014-04-07												
Enddate: 2014-04-20												
Agency Name	Cost Center	Resource ID	Resource Name	2014-04-13	2014-04-20	TOTAL	Current	Rejected	Submitted	Waiting for appr	Final appr	
New Test Agency	2520061055	90117548	Resource, Test	15	40	55	0	0	15	0	40	
			AGENCY TOTAL	15	40	55	0	0	15	0	40	
PERIOD TOTAL				15	40	55	0	0	15	0	40	
							Total					
							Analysis					
							TR Submit	1st Appr	2nd Appr	1st+2nd		
							55	0	40	40		
							% Ratio		72.73%		72.73%	

4.2 Vendor report

The vendor report is a summary of all approved time reports for a specific agency. It provides information on Time period, Project ID, Resource Name, Network, Agency Country, Agency and Location. The Vendor report only presents final approved time reports.

Vendor Report										
Time span: 2007-04-22 - 2007-05-27										
Agency: IS-Tools Team										
Agency country: Sweden										
Week ending date	Project name	Network	Network activity	Location	Resource signum	Resource name	Final approver signum	Labour grade	Time type	Total hours
2007-05-20	Football camp		train321	London	BECKHAM	Beckham, David	KAHN		Regular time	26
2007-05-20	Football camp		train321	London	BECKHAM	Beckham, David	KAHN		Overtime	4
2007-05-20	Football camp		train321	London	BECKHAM	Beckham, David	KAHN		Travel time	10
Total time: 40 hours										

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

4.3 Dump Report

The dump is a report displaying all information on entered, submitted, approved and rejected time. The purpose of this report is to act as the historical record for time reporting and to import data into other IT systems and is the most comprehensive. Some of the dump report fields are in the example below.

Printed by:	Kahn, Oliver			
Printed date:	2007-05-20 18:09:32.835			
Time span:	2007-05-20 to 2007-05-20			
Time row id	Sheet status	Week ending date	Project name	Network
5503	Sent for approval	2007-05-20	Football camp	91562456
5502	Sent for approval	2007-05-20	Football camp	91562456
5501	Sent for approval	2007-05-20	Football camp	91562456
Network activity	PO number	PO item	LOCATION	Time type
train321	654321	17891	London	Travel time
train321	654321	17891	London	Overtime
train321	654321	17891	London	Regular time
Hours Mon	Hours Tue	Hours Wed	Hours Thu	Hours Fri
4	2	0	2	2
2	0	0	1	1
8	6	6	2	4

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

4.4 Expense Dump Report

The expense dump is similar in format to the time dump report, but for expenses. The purpose of this report is to act as the historical record of expense reporting and to import data into other IT systems. Below are some of the fields from the Expense Dump Report.

Printed by:	Kenyon, Chris			
Printed date:	2011-03-31 19:45:45			
Time span:	2011-03-24 - 2011-03-31			
Expense entry id	Sheet status	Week ending date	Project name	Network
1901968	Sent for approval	2011-03-27	Dallas COEO	91562456
1879181	Sent for approval	2011-03-27	Dallas COEO	91562456
1901967	Sent for approval	2011-03-27	Dallas COEO	91562456
Network activity	PO number	PO item	LOCATION	Expense Type
1145			Dallas	Mileage – Car
1145			Dallas	Full Day Allowance
1145			Dallas	Other Miscellaneous
Transaction Date	Amount	Currency	Quantity	Vendor
2011-03-24	7.14	USD	14	
2011-03-21	700.00	USD	7	
2011-03-22	23.45	UDS	1	Kinko's

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference

5 Time and Expense Approval

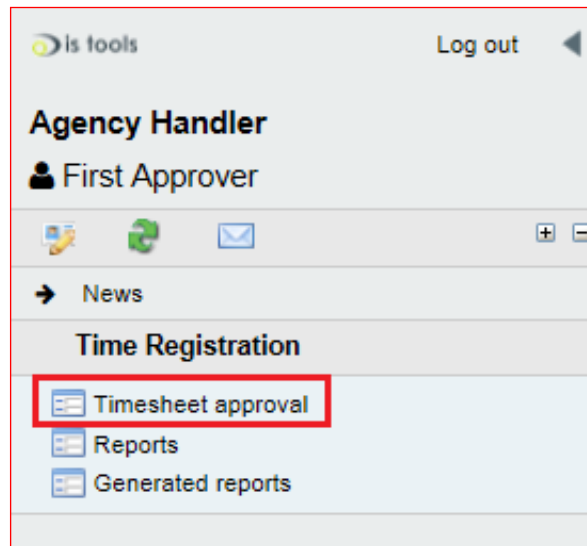
Once a time reporter has submitted the time sheet for approval, it is the responsibility of the approver(s) to address the entry in a timely fashion, by the end of the day on Tuesday (midnight Sweden time) at the latest. The approval process is fairly simple, with the approver reviewing each line item and either approving or rejecting the entry using an “A” radio button to approve the item or an “R” radio button to reject it. If a given resource has two levels of approval, the first approver addresses the timesheet and chooses the appropriate second approver from a short list of second approvers.

A first approver is generally an individual in a position to verify that the work has been done or expense incurred according to the submission – often a project manager. A second approver is an Ericsson employee with financial authority to approve the charges on behalf of the cost center. A resource may have only one level of approval, so that approval must be done by an individual with second-level privileges.

5.1 Approving a Time Sheet

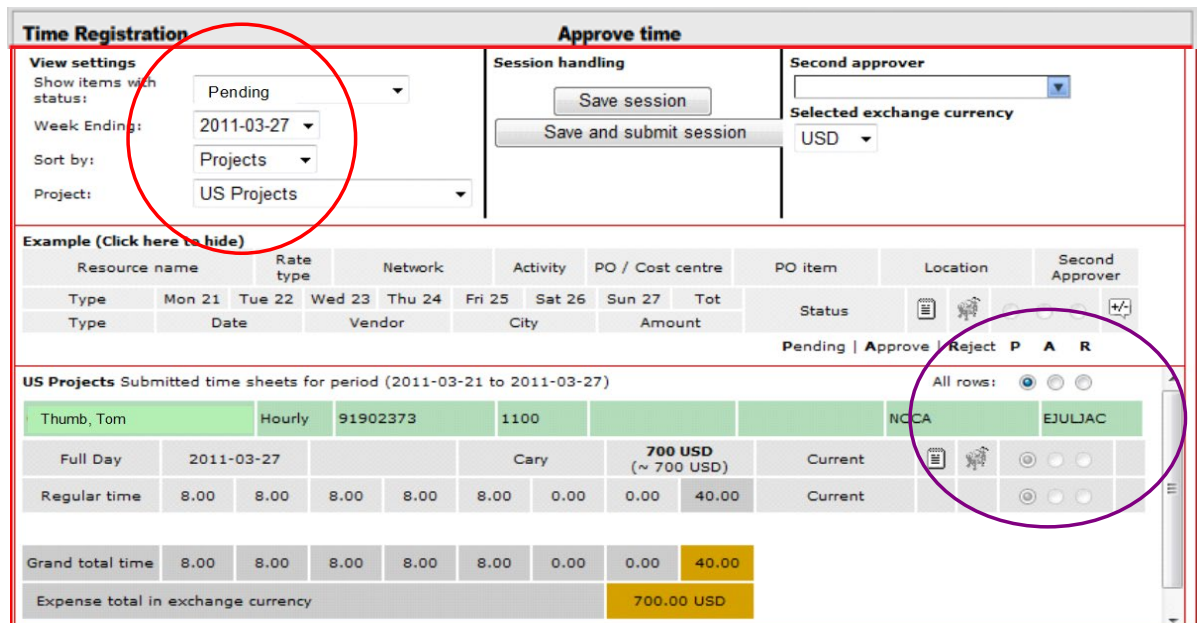
Approval at both the first- and second-level is done in the same way, the difference being that a first approver sends that time sheet on to a second-level approver while the second-level approver completes the cycle.

When the approver logs into Agency Handler, “Time approval” is chosen from the Time Registration folder on the main menu.



The approval screen will then look similar to the one below.

Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
Approved (Document resp)	Checked	Date 2020-04-23	Rev PB3	Reference



Time Registration Approve time

View settings
 Show items with status: Pending
 Week Ending: 2011-03-27
 Sort by: Projects
 Project: US Projects

Session handling
 Save session
 Save and submit session

Second approver
 [Dropdown]
 Selected exchange currency: USD

Example (Click here to hide)

Resource name	Rate type	Network	Activity	PO / Cost centre	PO item	Location	Second Approver			
Type	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25	Sat 26	Sun 27	Tot	Status	Icons
Type	Date	Vendor	City	Amount						
US Projects Submitted time sheets for period (2011-03-21 to 2011-03-27)										
Thumb, Tom	Hourly	91902373	1100			NCCA	EJULJAC			
Full Day	2011-03-27		Cary	700 USD (~ 700 USD)	Current					
Regular time	8.00	8.00	8.00	8.00	8.00	0.00	0.00	40.00	Current	
Grand total time	8.00	8.00	8.00	8.00	8.00	0.00	0.00	40.00		
Expense total in exchange currency								700.00 USD		

The circle on the right surrounds the area where the approver will choose the “A” or “R” radio button to approve or reject each item in the time sheet. The circle on the left surrounds the area where the approver ensures that all timesheets from past weeks have also been approved.

The timesheet will only show current weeks in the first screen. In order to approve time sheets, the approver:

1. Clicks a given timesheet item. If the approver is a first approver, the correct Second-Level Approver is chosen from a yellow drop-down menu that will appear below each individual entry in the timesheet.
2. Chooses the “A” radio button to approve each item on the default approval page. Entries may require that different second approvers be chosen.
3. Choose the “Save and Submit Session” button from the top, center area of the approval screen.
4. After addressing the current time sheets, the approver then toggles through any Week Ending dates from the Week Ending drop-down table (from the area within the red circle) to capture timesheets from previous weeks that have not been addressed.
5. Once all “Pending” timesheets from current and previous weeks have been addressed, the process is complete for that approver.

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5.2 Rejecting a Time Sheet

If the approver sees an error in a time sheet item, the item must be rejected. Whether a time reporter uses the wrong network number/activity code, location, or submits a faulty time or expense, the approver is obligated to reject the item. Instead of choosing the “A” radio button as in step 2 above, the approver chooses the “R” radio button. Whenever the “R” button is chosen, a comment area appears below the time sheet entry where the approver must enter the reason for the rejection (e.g., “This is the wrong network number. Please use 91821634” or “I am not the correct approver for this time”).

Approvers must take responsibility to ensure that all elements of the timesheet are correct before approving. For instance, network numbers are not associated with specific individuals as they are in ESS, so the approver is responsible for ensuring that the correct network number is charged for the work being entered. Activity code, location and hours should all be reviewed for accuracy before approval.

Once the “R” radio button is chosen and the reason for the rejection has been entered, the approver chooses the Save Session or Save and Submit Session button.

The time reporter is expected to edit and resubmit the time sheet item to the approver in a timely manner according to section 2.6.4.

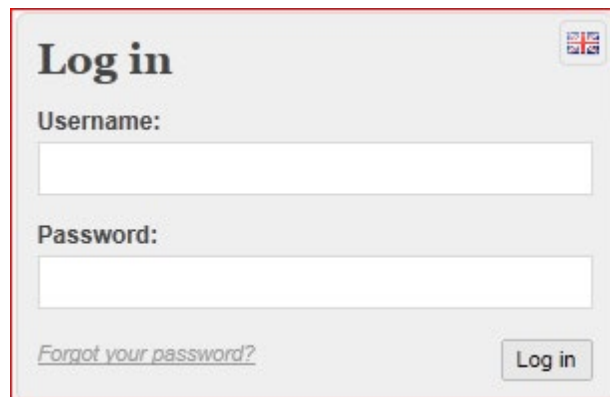
Prepared (Subject resp) EKENCHR Chris Kenyon		No. EUS-18:000808 Uen		
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6 Troubleshooting

Whenever an Agency Handler Time/Expense Reporter has an issue with the tool, the first individual to contact is the Agency resource prime. That individual has likely had training on how to use Agency Handler and can assist with most issues like password resets or data entry. If the Agency prime cannot assist, they know whom to contact at Ericsson. The only exception to this rule is obtaining the correct network number and activity code to use in Agency Handler. In most cases, only the Ericsson manager or project manager knows the correct network number and activity code to use since they know which project the AH user is supporting. Ericsson Information Technology should not be contacted by the user with Agency Handler issues.

6.1 Cannot Log In to Agency Handler

If a user sees the following message when logging in to Agency Handler, either the userid or password is incorrect. Remember that the Agency Handler userid generally begins with “A” as opposed to the Ericsson signum that begins with “E”.



The screenshot shows a web form titled "Log in" with a small flag icon in the top right corner. Below the title are two input fields: "Username:" and "Password:". Below the password field is a link that says "Forgot your password?". At the bottom right of the form is a button labeled "Log in". The entire form is enclosed in a red rectangular border.

Incorrect UseMANAe and/or Password. Login failed!

If you remember the AH userid and password but entered one or both incorrectly, try again. If you remember the userid but do not have the password, contact your agency. The “Forgot your Password?” link here on the login page will only work if you know the agency’s email used in Agency Handler. The email associated with your userid is generally not your personal one so this function will fail.

Once logged in again, it may make sense to change the complex system password to something memorable (with the agency’s permission). Please see section 2.4.

Remember that Agency Handler now requires users to change their password every 90 days. Please see section 2.5.

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6.2 Cannot find the network number

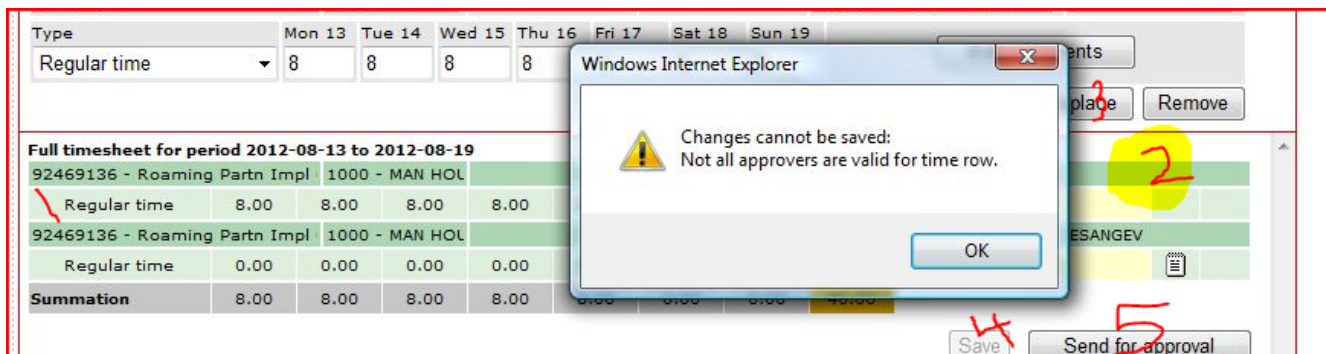
Ensure you are using the network number provided by your manager or project manager and are following the process described in section 2.6.2, paragraph 3a. If the network number is not found here, the project has not been flagged in SAP to appear in Agency Handler. Your manager or project manager will need to have the network number owner or SAP prime flag the network.

6.3 Time entry won't save

If a time entry won't save, the issue is likely related to the way a network number was entered or the approver was not chosen before hitting the "Add to Timesheet" button. There is generally an error message that describes the problem – some messages more helpful than others.

The following is an example of the error message that appears when the approver field is blank when trying to save the timesheet and how to fix it.

To add the approver to an existing timesheet, click on (1) where it says Regular time and notice that the data in the summary section is now in the Time Item Entry section where it can be edited. Enter the approver's name in the approver field. Once all information is correct, choose the "Replace" key (3). The user should see that all the fields entered in the yellow highlighted line (2) are now filled. Choose the Save button (4). Review the data for correctness and ensure that any expense entries are added as well before pressing the Send for approval (5) button.



6.4 Other Troubles

Most Agency Handler issues are easily solved. The first person to contact is the prime at your agency. They likely have experience resolving the problem. If they cannot, they will communicate with the Ericsson Agency Handler prime to ensure your issue gets resolved quickly. Ericsson Information Technologies is generally not able to solve basic Agency Handler issues and should not be contacted by the user directly.

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END OF DOCUMENT

Version	Changes	Date of Change
Initial Document	N/A	4/11/2014
Revision 1	Update Section 2.5 Password update Addition of Section 6 Troubleshooting	9/04/2014
Revision 2	Updated Section 2.6.3	9/23/2016
Revision 3	Added Sections 1.3.1 and 2.6.2.1	4/19/2018
Revision 4	Enhanced section 2.1 to explain 0-hour entries	5/6/2019
Revision 5	Removed internal URL	1/24/2020