# Time and Expense Management

## User Guide

Changepoint PPM 2021

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# Contents

**1. Reporting Time** ..... **7**

Time reporting overview ..... 7
About the time sheet ..... 8
Accessing the time sheet ..... 9
Accessing the time sheet of another resource ..... 9
About the time sheet tree view ..... 9
About time sheet tree view options ..... 10
About the time sheet view ..... 12
Time sheet icons ..... 12
Adding a task or request to the time sheet ..... 13
Pinning a task or request to the time sheet ..... 14
Changing the week displayed in the time sheet ..... 14
Displaying time details and history in the time sheet ..... 14
About entering time in the time sheet ..... 14
Entering time in the time sheet ..... 15
Entering details for a time entry ..... 15
Time sheet, Details section fields ..... 15
Adding comments to the time history ..... 16
About copying time entries in the time sheet ..... 16
Copying time entries from week to week ..... 17
Copying time entries within the current week ..... 17
Editing a time entry in the time sheet ..... 18
About submitting time sheets for approval ..... 18
Submitting time entries for approval ..... 18
About adjusting submitted time ..... 19
Creating a time adjustment ..... 19
Correcting rejected time ..... 19

**2. Updating the Status of a Task** ..... **21**

About updating the status of tasks ..... 21
Update Task Status dialog box options ..... 22
About task status calculations ..... 22
About updating the status of a task for another resource ..... 23
Updating the status of a task on the time sheet ..... 24
Updating the status of a task from the task profile ..... 24
Updating the status of a task from the My Reminders portlet ..... 24

Updating the status of a task by using the My Tasks report ..... 25
Reopening a completed task ..... 25

**3. Reporting Expenses ..... 27**

About expense reporting ..... 27
Expense reporting overview ..... 27
About expense report processing ..... 29
About nonchargeable expenses ..... 29
About threshold approval for expense reports ..... 29
Accessing expense reports ..... 30
Status types for expense reports ..... 30
Viewing expense configurable fields in an expense report ..... 31
Creating an expense report ..... 32
Adding an attachment to an expense report ..... 33
Submitting an expense report ..... 34
Deleting an expense report ..... 34

**4. Managing Expenses ..... 37**

Creating an expense ..... 37
Adding an attachment to an expense ..... 37
Copying an expense ..... 38
Expense view options ..... 38
Creating a negative expense entry ..... 40
Accessing an expense ..... 40
Viewing the expense change history ..... 40
Viewing an expense attachment ..... 41
About personal credit card transactions for expenses ..... 42
Uploading personal credit card transactions for expenses ..... 42
Creating expenses from credit card transactions ..... 42
Deleting expenses created from credit card transactions ..... 43
Currency conversions of expense amounts ..... 43
Troubleshooting credit card uploads ..... 44
Editing an expense ..... 44
Deleting an expense ..... 44
Correcting a rejected expense entry ..... 45
Deleting an expense attachment ..... 45
Managing expenses for another resource ..... 46
Acknowledging an expense reimbursement ..... 46
Deleting a rejected expense report ..... 47

**5. Approving Time and Expenses** ..... **49**

About approving time entries ..... 49

About specifying time approvers for projects ..... 50

Approving a time entry ..... 51

About approving time entries in the weekly view ..... 52

Approving time entries in the weekly view ..... 52

About approving expenses ..... 53

Approving an expense report ..... 53

Approving time and expenses in batches ..... 54

Batch Time and Expense Approval report options ..... 56

**Index** ..... **57**

# 1. Reporting Time

## Time reporting overview

The basic time reporting process includes the following steps:

1. The resource enters time in the time sheet and submit the time sheet for approval.
2. The time approver reviews the time entries and either approves or rejects them. The time approver can approve or reject all time entries or selected time entries only.
   - If approved, the time is routed to additional processing steps (such as cross charging)
   - If rejected, the time is returned to the resource for correction. The time approver may have to enter a reason for rejecting the time entry. A notification that time has been rejected displays in the resource's **My Reminders** portlet. By clicking the reminder, the resource can view the reason time was rejected.
3. The resource corrects the rejected time entries and resubmits them for approval.

## About the time sheet

You use the time sheet to report and submit the time you spend working on project tasks, requests, and other activities.

### Adding and pinning a task or request

Tasks and requests can be added or pinned to the time sheet. A task that has not been pinned to the time sheet is visible only in weeks in which time has been entered for it.

Pinned tasks display each week in the time sheet until marked as completed.

## Accessing the time sheet

To access the time sheet, click **My Tools** > **Time Sheet**.

The folders that contain tasks and requests for which you can enter time appear in the tree view. The time sheet for the current week appears.

## Accessing the time sheet of another resource

If you have the access rights, you can access the time sheet of resources in specified workgroups other than your own workgroup. Once you have accessed the time sheet, you can perform all of the regular time sheet actions.

1. Click **My Tools** > **New** and then select **Central time** from the list.

   The **Central Time** dialog box appears.

2. Expand the tree view or do a search to find the resource.

3. Select the resource, and then click **OK**.

   The time sheet for the resource appears.

## About the time sheet tree view

You can expand the **Time Sheet** tree view to display all of the tasks and requests for which you can enter time. These tasks and requests are organized in folders:

- **Non-project time**
- **Requests**
- **Open tasks**
  - **Tasks I have entered time for**
  - **Other tasks**
- **Regular tasks**

The requests and regular tasks that have been assigned to you are in the corresponding folders.

Open tasks that you have not entered time for are located in the **Other tasks** subfolder.

You can add requests and tasks from the tree view to the time sheet and enter time against them.

When you first enter time for an open task, you are automatically assigned to that task and the task is moved into the **Tasks I have entered time for** folder.

### Time sheet tree view folders

| Folder | Description |
|---|---|
| **Non-project time** | Activities not related to projects, for example: vacation, legal holiday, sick time. |
| **Requests** | Requests that have been assigned to you. |
| **Open tasks** | Project-related tasks that are not specifically assigned to any resource. |
| **Regular tasks** | Tasks created for specific projects and assigned to you. |

## About time sheet tree view options

Use the **Options** menu to determine how tasks and requests appear in the tree view:

- **Order** – Determines how tasks are sorted within the hierarchy set by the **View** option
- **View** – Determines the hierarchy shown
- **Display** – Determines if a WBS (work breakdown structure) number is shown

The options are described in the following table.

| Option | Effect |
|---|---|
| **Order > Alphabetical** | Displays tasks in alphabetical order by task name. |
| **Order > WBS** | Displays tasks in WBS order, even if the **Display > WBS number** option is not selected. |

| Option | Effect |
|---|---|
| **View > Projects and tasks by client** | Displays:<br>• Task folders (non-project time, requests, open tasks, regular tasks)<br>• Client<br>• Initiative<br>• Projects / subprojects<br>• Tasks<br>Excludes:<br>• Tasks that are locked or completed |
| **View > Projects and tasks** | Displays:<br>• Task folders (non-project time, requests, open tasks, regular tasks)<br>• Projects / subprojects<br>• Tasks<br>Excludes:<br>• Tasks that are locked or completed |
| **View > Active tasks** | Displays:<br>• Projects / subprojects<br>• Active tasks<br>Excludes:<br>• Tasks that belong to non-active projects |
| **View > Completed tasks** | Displays:<br>• Projects / subprojects<br>• Tasks that have been marked as completed<br>Excludes:<br>• Tasks that are locked<br>• Tasks that belong to non-active projects |
| **View > Requests only** | Displays only requests assigned to you. |
| **Display > WBS number** | Prepends the WBS number to each task name in the tree view. |

# About the time sheet view

The time sheet displays, in a table that represents one week at a time, the tasks and requests that you can enter time for. Overtime is entered in a separate column for each day.

The **Total** at the bottom of each day's time or overtime column displays the total amount of time entered for that column.

The **Total** column displays the weekly total number of hours entered for each task or request. The display format is *regular hours*/*overtime hours*.

Each project, task and request shown in the time sheet view is a link that you can click to view the corresponding profile.

If you use the link to view an item, click in the toolbar to return to the time sheet.

### Sort order of the tasks and requests in the time sheet

When time entries are entered in the time sheet, the tasks and requests are displayed in the following order:

1. Pinned non-project tasks sorted by task name
2. Pinned project tasks sorted by project name, then task name
3. Pinned request time sorted by request number
4. Non-project task time sorted by task name
5. Request time sorted by request number
6. Project task time sorted by open tasks, then project name, then task name

## Time sheet icons

The following icons are used in the time sheet:

| Icon | Description |
|---|---|
| | Regular time: displays as a column header for non-overtime time. |
| | Overtime: displays as a column header for overtime. |

| Icon | Description |
|---|---|
| | Rejected time: displays next to time entries that have been rejected by your time approver. Point to the time entry to view the reason it was rejected. |
| | Cross chargeable time: displays next to tasks or requests that will be cross charged to your clients. |
| | Indicates that a task requires a status update. |
| | Remaining hours: the number of hours left to complete the task. |
| | Percent complete: the percentage completion of the task. |
| | Forecast finish: the estimated completion date of the task. |

### Time entry color coding

Time entries are colored to show status:

- Black – Time that has not yet been submitted.
- Gray – Time that has been submitted.
- Green – Time that has been approved.
- Blue – Adjusted time: time that has been modified after it was approved.
- Pink – Time that cannot be modified after it is entered.
- Red – red numbers in the **Total** row at the bottom of the time sheet indicate that the payroll period has passed. The time sheet is now locked from editing and new hours cannot be entered.

## Adding a task or request to the time sheet

You must add or pin a task or request to the time sheet before you can enter time for it.

To add a task, double-click the task in the tree view.

The task is added to the time sheet.

### Pinning a task or request to the time sheet

You can pin tasks and requests to the time sheet so that they remain displayed until you either unpin them, or mark them as completed. You can pin an open task only after you have added it to the time sheet and entered time for it.

There is an option in **Preferences** that you can select to automatically add active tasks to your time sheet.

1. Access your time sheet.
2. To pin a task or request, right-click the task or request and then select **Pin to time sheet**.
3. To unpin a task or request, right-click the task or request and then select **Unpin from time sheet**.
4. To view the changes in the time sheet, **My Tools** > **Time Sheet**.

### Changing the week displayed in the time sheet

When you open the time sheet, it displays the week that contains today's date. You can select the week that is displayed in the time sheet.

- To move back or forward a week at a time, click the left or right arrow beside the week start date.
- To jump to a particular week without using the arrows, click the **Week start: [Date]** link and click a date that falls within that week in the calendar.

### Displaying time details and history in the time sheet

- To open the **Details** section for an unsubmitted time entry in the time sheet, click the time entry.
- To view the change history of a time entry for a task in an initiative that uses audit tracking, click the time entry and expand the **History** section.

## About entering time in the time sheet

Depending on how time entry is set up in your organization, you may be required to:

- enter time in days, or enter time in hours
- use decimal fractions
- enter a minimum, or a maximum, amount of time for a set period

- provide information in the **Details** section or in the **History** section
- enter overtime separately
- enter time within a fixed period after the date on which the activity took place

## Entering time in the time sheet

Your organization may have configured time entries for nonworking days such as legal holidays to automatically appear in the time sheet.

1. Access your time sheet.
2. Add or pin the task or request to the time sheet.
3. Click the cell that corresponds to the day and the task or request.
4. In the column, enter the amount of time that you worked on the task or request.
5. To enter overtime separately:
   a. If the overtime columns are not visible, click **Show overtime**.
   b. In the column, enter the amount of overtime.
6. To save the time entry, click outside the cell.

## Entering details for a time entry

In the **Details** section you can include details for each unsubmitted time entry.

1. Access your time sheet.
2. Click the time entry cell

   The **Details** section expands.
3. Enter and select information as required. See "Time sheet, Details section fields" on page 15.
4. To save the details with the time entry, click outside the **Details** section.

### Time sheet, Details section fields

**Note:** Unless otherwise noted, fields apply to both tasks and requests.

| Field | Description |
|---|---|
| **Description** field | How you spent your time.<br>**Note:** For a task that belongs to an initiative for which auditing is enabled, you must enter a description. |
| **Start time** field | Time when you began working on the request. |
| **Time zone** list | (Requests only) Time zone of the start time |
| **Work location group** list | Work location group where the work was performed |
| **Work Location** list | Location where the work was performed |
| **Work code category** list | Category to which the work belongs |
| **Work code** list | Work code that describes the type of work that was performed |

### Adding comments to the time history

Comments and changes made to a time entry are recorded in the **History** list.

1. Access your time sheet.
2. Click the time entry field.
3. Expand the **History** section.
4. In the **Comments** field, enter a comment.
5. To save the comment with the time entry, click outside the **History** section.

   **Note:** Saved comments are recorded in the history and cannot be changed or deleted. To correct a comment, enter another comment with the correct information.

## About copying time entries in the time sheet

You can copy all time entries from the previous week to the current week, or from the current week to the next week. You can also copy individual time entries within the same week. Time details are copied along with the time entries.

There are constraints that can prevent time from being copied. For example, you cannot copy time so that the maximum number of hours allowed per day is exceeded.

### Copying time entries from week to week

1. Access your time sheet.
2. If necessary, change the week displayed in the time sheet.
3. Click **Copy**.

   The **Copy Time** dialog box appears.
4. In the **Select time to copy** list, select the type of copy:
   - To copy all of the time entries from the previous week to the displayed week, select **All time from last week to current week**.
   - To copy all of the time entries from the displayed week to the following week, select **All time from current week to next week**.
5. Click **Copy**.

   The time entries are copied to new rows in the specified week, even if the tasks already exist in the week you are copying to.

### Copying time entries within the current week

You can copy any of one week's time entries to any day of the same week.

1. Access your time sheet.
2. Click **Copy**.

   The **Copy Time** dialog box appears.
3. In the **Select time to copy** list, select **Selected time entries only**.

   The **Copy Time** dialog box expands to show a table with a row for each regular time entry for the current week.
4. Select the required rows.
5. In the **Destination days (for current week only)** check boxes select the check boxes for the days that the time entries are to be copied to.
6. Click **Copy**.

   The time entries are copied to new rows for the destination days.

### Editing a time entry in the time sheet

You can edit or delete only time entries that have not been submitted.

If you delete a time entry, all details for that entry are also deleted.

1. Access your time sheet.
2. Click the time entry that you want to edit.
3. Do one of the following:
   - Make the necessary changes, including changes to status, and to information in the **Details** section
   - Delete the time entry
4. If you edit or delete a time entry for an initiative with audit requirements, enter an explanation in the **Comments** field in the **History** section.
5. To save the changes, click outside the cell.

## About submitting time sheets for approval

If you have entered time but have not submitted your time sheet, the **My Reminders** portlet displays a reminder.

Your organization may require you to enter a minimum number of hours per day or per week before time entries can be submitted.

You can submit time entries in advance provided that the time entries in previous weeks have been submitted.

### Submitting time entries for approval

You can submit time entries only for the week that is displayed.

1. Access your time sheet.
2. Change the week displayed to the week that contains the time entries.
3. Click **Submit**.
4. Click **OK** to confirm.

   All of the entries are submitted. The time and details entries are now locked, and time entries are displayed in gray.

# About adjusting submitted time

You can:

- Create a time adjustment to change a time entry that has been submitted and approved.
- Correct rejected time entries.
- Create time adjustments for closed payroll periods.

You cannot create a time adjustment for a locked task or task assignment, or for a task in a completed project.

The result of a time adjustment or correction of rejected time is subject to the same constraints as original time entries. Adjusted and corrected time entries need to be submitted for approval in the same way as original time entries.

## Creating a time adjustment

1. Access your time sheet.
2. Right-click the cell with the incorrect time entry and select **Adjust time**.
3. Enter the new time value and change the information in the **Details** section.
4. If you are editing a time entry for an initiative with audit requirements, enter an explanation for the change in the **Comments** field in the **History** section.
5. To save the adjustment, click outside the cell.

   The adjusted time displays in blue, and the **Remove adjusted time** menu item appears.
6. To correct a time adjustment:
   a. Click **Remove adjusted time**.

      All adjusted time entries in the time sheet are deleted.

   b. Enter the correct value for each deleted entry.

## Correcting rejected time

If your time approver has rejected a time entry that you submitted, a reminder displays in the **My Reminders** portlet.

A icon is displayed beside a rejected time entry.

To correct the rejected time entry.

1. Do one of the following:
   - From the dashboard that contains the **My Reminders** portlet, expand the portlet and then click the reminder.
   - In your time sheet, display the week with a rejected time entry.
2. To view the reason for rejection, point to the rejected time entry.
3. Click the cell and then enter the correct value or delete the time entry and add the correct time entry.

# 2. Updating the Status of a Task

## About updating the status of tasks

You may be required to update the status of your tasks. When you update the status of a task, you enter the time remaining to complete the task or percent complete amount, and revise the forecast start and finish dates as applicable. The actual start date is the earliest date that you entered time for the task, and the actual hours are the total number of hours that you have entered for the task.

When you have finished the work for the task, you mark the task as completed. You cannot update the status of a task that is marked as completed. However, you can reopen a completed task, if necessary.

You can update the status of your tasks from the following locations:

- time sheet
- task profile
- **My Reminders** portlet – displays all of your tasks that require status updates
- **My Tasks** report – displays all of your open tasks
- anywhere that the update status icon ( ) appears

**Note:** You can update the status of locked tasks everywhere that you can update a task, except in the time sheet.

## Update Task Status dialog box options

| Options | Description |
|---|---|
| **Mark task as completed** check box | When selected, sets the values as follows:<br>• remaining hours: 0<br>• percent complete: 100<br>• actual finish date: date of the most recent time entry date (if time entries exist) or the current date<br>When cleared after previously being selected sets the values as follows:<br>• remaining hours: 1.00<br>• percent complete: 99<br>• forecast start and forecast finish dates become editable<br>• parent or summary task is reopened |
| **Remaining hours** field | Time required to complete the task. If you enter 0, the task is marked as complete. |
| **Percent complete** field | Percentage of the planned effort for the task that you have completed. If you enter 100, the task is marked as complete. |
| Calculate status icon | Calculates remaining hours and percent complete. |
| **Forecast start** calendar and field | Date that you expect to begin working on the task. After you enter time for the task, you cannot edit the forecast start date. |
| **Forecast finish** calendar and field | Date that you estimate you will complete the task. |
| **Manager comment** field | Comments entered by the project manager. |
| **Resource comment** field | Comments entered by the resource. |

## About task status calculations

### Automatic update

When you click or use the right-click **Calculate status** menu option in the time sheet, the remaining hours (forecast hours) are updated as follows:

Remaining = Planned – Actual

and the percent complete is updated as follows:

Percent complete = Actual / (Actual + Remaining)

### Manual update to remaining hours

If you update the remaining hours field manually, the percent complete is calculated as follows:

Percent complete = Actual / (Actual + Remaining)

If there are no actual hours, the percent complete is set to 0.

### Manual update to percent complete

If you update the percent complete field manually, the remaining hours are calculated as follows:

Remaining = (Actual / Percent complete) - Actual

If you set the percent complete field to 0, the remaining hours are calculated as follows:

Remaining = Planned

If you set the percent complete to a nonzero value but there are no actual hours, remaining hours are calculated as follows:

Remaining = Planned - (Planned * Percent complete/100 )

## About updating the status of a task for another resource

In most cases, resources update the status of their own tasks. However, it is possible to update the status of another resource's tasks in the following ways:

- By using the Task Status Compliance report. For more information, see "Viewing the Task Status Compliance report" in the *Project Management User Guide*.
- By accessing the resource's time sheet. For more information, see the "Accessing the time sheet of another resource" section on page 9.

When you update the status of a task for another resource, the **Resource comment** field is not available.

## Updating the status of a task on the time sheet

You can update the remaining effort, percentage complete, and forecast finish date directly on the time sheet. If you have entered time for a task, you can click to display the **Update Task Status** dialog box.

1. Access your time sheet.
2. To display the remaining hours, percentage complete, and forecast finish date columns, click **Show status**.

   **Tip:** To view the status information for a task, point to the task.
3. Update the task status in the time sheet cells. For more information, see "Update Task Status dialog box options" on page 22.
4. To calculate the percent complete automatically, right-click the percent complete cell, and then select **Calculate status**.
5. To save a status update, click outside the cell or navigate away from the time sheet.
6. To save a status update when the task status has not changed, right-click the remaining hours cell, and then select **Save status**.

## Updating the status of a task from the task profile

1. Access the task.
2. Expand the **Assignment information** section to view the actual, forecast, and planned information.
3. Do one of the following:
   - To update the status directly on the task profile, expand the **Status update** section.
   - To access the **Update Task Status** dialog box, click **Actions** > **Status**.
4. Update the status. For more information, see "Update Task Status dialog box options" on page 22.
5. Click **OK** or **Save**.

## Updating the status of a task from the My Reminders portlet

When you have tasks that require status updates, a reminder displays in the **My Reminders** portlet.

1. Access your **My Reminders** portlet.
2. Click the **You have been assigned tasks that require a status update** link.

   The **Tasks Requiring a Status Update** view appears.
3. To view locked tasks, click the **Include locked tasks** check box.
4. In the task row, click .

   The **Update Task Status** dialog box appears.
5. Update the status. For more information, see "Update Task Status dialog box options" on page 22.
6. Click **Save**.

## Updating the status of a task by using the My Tasks report

The **My Tasks** report includes all active tasks that are assigned to you, whether or not they require a status update.

1. Click **Report** > **Reports**.

   The **Reports** tree view appears.
2. Expand the **Personal Reports** folder, and then select the **My Tasks** report.

   The **My Tasks** report appears.
3. In the task row, click .

   The **Update Task Status** dialog box appears.
4. Update the status. For more information, see "Update Task Status dialog box options" on page 22.
5. Click **Save**.

   **Tip:** For easy access, add the report to the **My Favorite Reports** portlet on your default dashboard.

## Reopening a completed task

1. Access the task.
2. Click **Actions** > **Status**.

The **Update Task Status** dialog box appears.

3. Clear the **Mark task as completed** check box.
4. Change the other fields as required. For more information, see "Update Task Status dialog box options" on page 22.
5. Click **Save**.

# 3. Reporting Expenses

## About expense reporting

You can enter your work-related expenses and create expense reports. Expense reports are then submitted to the designated expense approver and eventually to the accounting department for reimbursement.

You can upload personal credit card transactions to Changepoint and then set them up as expenses. For more information, see "About personal credit card transactions for expenses" on page 42.

You can create and maintain drafts of expense reports before submitting them, track the progress of expense reports in the approval workflow through notifications in your **My Reminders** portlet, and view a summary report of all expenses by approval status.

### Expense reporting overview

The basic expense reporting process includes the following steps:

1. The resource
   a. enters expenses individually,
   b. groups expenses for the same initiative in an expense report, and
   c. submits the expense report for approval.
2. The expense approver reviews the expense report and either approves or rejects it. The expense approver can approve or reject the entire expense report or selected expense entries only.
   - If approved, the expense report is routed to the Finance department for final approval and the resource is reimbursed. If threshold approval is required in your organization’s approval process, expense reports that exceed a set limit is submitted to the threshold approver.
   - If rejected, the expense report is sent back to the initiator for correction. The resource discards the rejected expense report, corrects the rejected expense entries and resubmits them in a new expense report.

Create Expenses
For Editing
Create Expense Report
Submit Expense Report
Initiative or Line Manager
Rejected
Approved
Threshold Approval Required?
Yes
No
Threshold Approver
Rejected
Approved
Finance Approver
Rejected
Approved
Reimbursement
Resource marks the report as received.

## About expense report processing

After the expense report is approved, the following occurs:

- If thresholds have been defined for expense amounts and the expense report exceeds a specified threshold, the report is sent to the threshold approver for approval. The status of the expense report changes to **Submitted to threshold approver**. After threshold approval, the report is sent to the finance approver and the status of the expense report changes to **Pending by finance**.
- If the expense report is below the threshold amount, the report is sent directly to the finance approver. The status of the expense report changes to **Pending by finance**.
- A notification is sent to the resource who submitted the report.
- If the finance department approves the expense report, the reimbursable expenses are reimbursed and a cross charge is generated for the appropriate client for the amount of the chargeable expenses.

## About nonchargeable expenses

There are two common approaches to setting up nonchargeable expenses for a project:

- Two separate projects:
  - one project for which expenses are chargeable, under an initiative for which cross-charges can be generated
  - the other project for which expenses are nonchargeable, under an initiative for which cross-charges cannot be generated

  Resources must enter expenses for the appropriate project.
- One project for which expenses are chargeable by default, but the default can be overridden by resources. Resources can enter chargeable and nonchargeable expenses to this project by selecting or clearing the **Chargeable** check box for the expense.

## About threshold approval for expense reports

Your organization may require an additional level of approval for expenses that exceed a certain value or threshold amount.

If threshold approval has been set up for expenses, your line manager or the initiative manager approves the expense report before the final expense report is sent to Finance for final approval.

If threshold approval is required, the following steps are added to the approval process for expense reports.

1. After the expense approver has approved your expense report, the report appears in the **Submitted to threshold approver** section of the **My Expense Reports** dialog box.
2. The threshold approver reviews your expense report.
3. After the threshold approver approves the report, the expenses are forwarded to Finance for final approval.

## Accessing expense reports

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.

2. Click **View expense reports**.

   The **My Expense Reports** dialog box appears. Your expense reports are grouped by status.

3. Expand the status section and then click the number of the expense report.

   The expense report appears in the Details view.

### Status types for expense reports

The following status types can be assigned to an expense report.

| Status | Description |
|---|---|
| **Draft** | Expense report has been created, but not yet submitted for approval. |
| **Submitted** | Expense report has been submitted for approval. |
| **Submitted to threshold approver** | Expense report has been submitted to threshold approver. |

| Status | Description |
|---|---|
| **Received** | Expense report has been reimbursed and received by the resource. |
| **Pending by approver** | Expense report is pending approval by the designated expense approver. |
| **Rejected by approver** | Expense report has been rejected by the expense approver. |
| **Rejected by threshold approver** | Expense report has been rejected by the threshold approver. |
| **Pending by finance** | Expense report is pending approval by the finance approver, after being approved by the expense and threshold approvers. |
| **Approved by finance** | Expense report has been approved by the finance approver. |
| **Rejected by finance** | Expense report has been rejected by the finance approver. |

## Viewing expense configurable fields in an expense report

When you print an expense report, only the configurable fields that are currently displayed are printed.

1. Access the expense report.
2. To view the expense configurable fields, expand the configurable fields sections.
3. To view secondary configurable fields for an expense item, click the **Show secondary configurable fields** link.
4. To hide the secondary configurable fields, click the **Hide secondary configurable fields** link
5. To view the secondary configurable fields for all expense items, click the **Show all secondary configurable fields** link.
6. To hide the secondary configurable fields for all expense items, click the **Hide all secondary configurable fields** link.

## Creating an expense report

When creating an expense report, you include the expenses and deduct advance amounts or return unused advance amounts.

After you save the expense report, you can add attachments to it and/or submit it for approval.

**Note:** It is not possible to edit an expense report. Instead, you must delete the expense report and create a new one.

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.

2. Click **Create expense report**.
3. In the **Initiative** list, select the initiative associated with the expense.
4. In the **Comment** box, enter a description.
5. In the **Expense advance** section, do the following:

   a. Select the **Include the advance of <currency and amount> in the expense report** check box.

   b. Select one of the following options to indicate the advance amount to apply to the expenses:

      - To apply the total advance amount, select **Apply total advance**.
      - To apply part of the advance, select **Apply partial amount**.

6. To return an unused portion of the advance:

   a. Select the **Return an advance** check box.

   b. In the **Amount** field, enter the amount to be returned.

   c. In the **Currency** list, select the currency for the returned advance.

   d. To specify the method of payment for the returned advance, select **Cash** or **Check**.

7. In the **Expense list** section, select the expenses that you want to include in the report.
8. Click **Save**.

   The **Expense Report Review** view appears.

9. You can add attachments to the expense report.

10. When the expense report is complete, you can submit it for approval.

## Adding an attachment to an expense report

You can add an attachment to an expense report and link the attachment to the expenses in the expense report. You can also add an attachment directly to one of the expenses that is included in the expense report.

You cannot add an attachment to an expense report after it has been approved by finance.

### To add an attachment to an expense report

1. Access the expense report.
2. Click **Actions** > **Attach file**.

   The **Upload Attachment** dialog box appears.
3. In the **Attachment for** section, select **Expense Report**.
4. Click **Browse** to locate and then select the attachment file.
5. In the **Description** field, enter a description for the file.
6. Select one or more expenses that the attachment applies to.
7. Click **Upload**.

### To add an attachment to an expense in an expense report

1. Access the expense report.
2. Click **Actions** > **Attach file**.

   The **Upload Attachment** dialog box appears.
3. In the **Attachment for** section, select **Expense**.
4. Click **Browse** to locate and then select the attachment file.
5. In the **Description** field, enter a description for the file.
6. Select the expense to add the attachment to.
7. Click **Upload**.

The attachment is added to the expense.

## Submitting an expense report

Expense reports remain in Draft status until you submit them. If you have entered expenses but have not submitted them in an expense report, a reminder displays in the **My Reminders** portlet.

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.

2. Click **View expense reports**.

   The **My Expense Reports** dialog box appears.

3. Expand the **Draft** section.

4. Click the number of the expense report that you want to submit.

   The selected expense report appears in the Details view.

5. Click **Actions** > **Submit**.

   The expense report is sent to your expense approver.

## Deleting an expense report

You can delete an expense report that is in Draft status. When you delete an expense report, only the expense report and expense report attachments are deleted. The expense entries, including their attachments, are added back to the expenses list.

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.

2. Click **View expense reports**.

   The **My Expense Reports** dialog box appears.

3. Expand the **Draft** section.

4. Click the number of the expense report to be deleted.

   The selected expense report appears in the Details view.

5. Click **Actions** > **Discard**.

6. Click **OK** to confirm.

   The expense report is deleted.

# 4. Managing Expenses

## Creating an expense

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.

2. To automatically add the client initiative or project information to the relevant fields, do the following:

   a. Expand the **Expenses** tree view.

   b. Double-click the client initiative or project associated with the expense.

3. Complete the fields as required. For more information, see "Expense view options" on page 38.

4. Click **Save**.

   The expense is added to the list.

### Adding an attachment to an expense

You can add an attachment, for example, a PDF file of a scanned receipt, directly to an expense before the expense is added to an expense report.

After the expense is added to an expense report, you can add the attachment to the expense report. For more information, see "Adding an attachment to an expense report" on page 33.

1. Do one of the following:

   - Create and save the expense.
   - Access the expense for editing.

2. Click **Attach file**.

   The **Upload Attachment** dialog box appears.

3. Click **Browse** to locate and then select the attachment file.

4. In the **Description** field, enter a description for the file.

5. Click **Upload**.

   The attachment is added to the expense.

## Copying an expense

1. Access the expense.
2. Click **Save & Copy**.

   A copy of the expense details replaces the original expense details.
3. Make the necessary changes. For more information, see "Expense view options" on page 38.
4. Click **Save**.

   The expense is added to the list.

## Expense view options

### Expense view, Project information options

| Option | Description |
|---|---|
| **Client** list | Client for the expense. |
| **Initiative** list | Initiative for the expense. |
| **Project** list | Project for which the expense was incurred. |
| **Associated task** list | Task associated to the expense. |
| **Fixed fee** list | Fixed-fee deliverable associated with the expense, if the expense is cross charged to the client in the fixed fee portion of an initiative. |
| **Incurred-in location group** list | Work location group where the expense was incurred. |
| **Incurred-in location** list | Work location where the expense was incurred. New locations can be added to the list of available locations. |
| **Work code category** list | Work code category of the task associated with the incurred expense. This field is used for custom reporting purposes. |
| **Work code** list | Work code of the task associated to the incurred expense. This field is used for custom reporting purposes. |

### Expense view, Expense information options

| Option | Description |
|---|---|
| **Expense date** calendar and field | Date the expense was incurred. |
| **Category** list | Expense category. |
| **Type** list | Type of expense. |
| **Chargeable** check box | Indicates that the expense can be cross charged to the client. |
| **Description** field | Description of the expense. |
| **Currency** list | Currency in which the expense was incurred. |
| **Quantity** field | Number of items or units for the expense. For mileage, enter the number of miles or kilometers driven. Some expenses may have a preset quantity. |
| **Charge per unit** field | Charge amount per unit of the expense entry, including taxes and tips. Some expense types may have preset values. |
| **Total** field | Total amount of the expense (charge per unit * quantity). |
| **Exchange rate** field | Exchange rate for the currency that the expense was incurred in. |
| **Converted total** field | Total amount of the expense after application of the Exchange rate. |
| **Included tax type** field | Tax type included in the total amount. |
| **Included tax amount** field | Tax amount included in the total amount. |

**Expense view, Other information options**

| Option | Description |
|---|---|
| **Change reason** field | Reason for editing the expense.<br>**Note:** For an expense that belongs to an initiative for which auditing is enabled, you must enter a reason. |

### Creating a negative expense entry

To correct an expense that has already been cross charged to a client, you can create a negative expense.

1. Create a new expense.
2. In the **Quantity** or **Charge per unit** field, enter a minus sign (-) then the amount.

   Use the minus sign in only one of the fields.
3. Click **Save**.

## Accessing an expense

The expense list below the **Expenses** view displays your unsubmitted expenses, and expenses that were submitted, but rejected.

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears.
2. Click the expense in the **Expense list** section.

   The expense details are displayed.

### Viewing the expense change history

If auditing is enabled in the initiative, you can view a log of the changes made to an expense entry.

1. Access the expense.
2. Select the expense entry.

   The **Expenses** view displays the details of the selected expense entry.
3. Expand the **Change history** section.

Details of the changes to the expense entry are displayed in the **Comment** area.

## Viewing an expense attachment

You can view an attachment to an expense:

- in the **Expenses** view
- in the expense report that contains the expense

You can also view an attachment that has been added to an expense report.

### To view an expense attachment in the Expenses view

1. Access the expense.
2. Expand the **Attachments** section.
3. Click the file name link.
4. Click **Open**.

### To view an expense attachment in an expense report

1. Access the expense report and expand the expenses section that contains the expense.
2. In the expense row, click .

   The **Expense Attachment Details** dialog box appears.
3. Click the file name link.
4. Click **Open**.

### To view an expense report attachment

1. Access the expense report.
2. Expand the **Attachments** section.

   **Note:** Only attachments that were added to the expense report are displayed in this section.
3. Click the file name link.
4. Click **Open**.

# About personal credit card transactions for expenses

You can upload personal credit card transactions to Changepoint and then set them up as expenses. You must first download the credit card transactions from your financial institution website as a file that supports the OFX (Open Financial Exchange) specification.

You can upload one or more transactions at the same time, or at different times from the same file. If you upload a transaction a subsequent time, it will replace the previously uploaded transaction.

A transaction becomes an expense only after you enter and save the required expense information. However, the association to the transaction remains with the expense, which prevents the transaction from being uploaded again.

## Uploading personal credit card transactions for expenses

1. Click **My Tools** > **Expenses**.
2. Click **Upload credit card file**.

   The **Upload Credit Card Transactions** dialog box appears.
3. Click **Browse**, and then locate and select the file.

   The credit card transactions are displayed.
4. (Optional) Select the expense category and expense type for the transactions that you want to upload.
5. Select the rows that you want to upload, and then click **Upload**.

   The rows are removed from the **Upload Credit Card Transactions** dialog box and added to the **Expense list** table.

## Creating expenses from credit card transactions

All credit card transactions have “Credit card” as the project when they are first uploaded into Changepoint. After the credit card transaction is uploaded, you must add the required expense information to it and then save it as an expense.

1. Click **My Tools** > **Expenses**.
2. In the **Expense list** table, select the credit card transaction row.

   The information appears in the **Expense information** section of the **Expenses** view.

3. To automatically add the project-related information, double-click the project in the Folders view.
4. Complete the fields in the **Project information**, **Expense information**, and other sections as required.
5. Click **Save**.

   The credit card transaction is saved as an expense.

## Deleting expenses created from credit card transactions

If you delete an expense that originated from a credit card transaction, the expense record is deleted and the credit card transaction is reinstated. You can then use the credit card transaction to create a new expense or delete the credit card transaction entirely.

1. Right-click the expense in the **Expense list** table, and then select **Delete**.
2. Click **OK** to confirm.

## Currency conversions of expense amounts

When you upload a credit card transaction, the transaction amount is in the currency of your credit card. (To view the currency, point to the transaction amount in the **Expense** list table.) If you select an expense type that has a different default currency and the currency cannot be overridden, the credit card transaction is converted from the credit card currency to the expense currency. Similarly, if the expense currency does not match the base currency on your resource profile, it will be converted to the base currency.

In all cases, if an exchange rate is not available, the expense amounts are converted using triangulation. If there is no exchange rate from a currency A to a currency B for an expense amount, the system checks for the following exchange rates for a common third currency, C:

- Exchange rate from currency A to currency C
- Exchange rate from currency C to currency B

The product of these two exchange rates is used as the exchange rate (exchange rate from currency A to currency C * exchange rate from currency C to currency B).

The system first checks if the default currency of the resource’s workgroup can be used as the third currency, and if not, it then checks the default currency of the resource’s global workgroup. If an exchange rate cannot be found, an exchange rate of “1” is used.

## Troubleshooting credit card uploads

### “The file is an unsupported file type” error when uploading a personal credit card file

Verify that you are uploading a credit card transaction file that supports the OFX specification. That is, make sure that the file that you downloaded is for a financial software application, and is not one of the following:

- CSV or ASCII file
- OFX file for a bank account or other financial statement
- completely different type of file such as a Microsoft Word or Excel file

### “Credit card file cannot be processed” error when uploading a personal credit card file

There are variations in how credit card files are created by the different financial institutions. Even if the file supports the OFX specification, sometimes the values in the file or the file structure can prevent the file from being processed by Changepoint.

If you receive this error for a file, please enter the expenses manually.

# Editing an expense

You can only edit expenses before they are included in an expense report.

1. Access the expense.
2. Make the necessary changes.
3. Click **Save**.

## Deleting an expense

You can delete expenses that have not yet been included in an expense report.

1. Access the expense.
2. In the **Expense list**, right-click the expense entry that you want to delete.
3. Select **Configure** > **Delete**.
4. Click **OK** to confirm.

## Correcting a rejected expense entry

If an expense entry has been rejected, a reminder displays in the **My Reminders** portlet.

1. Click **My Tools** > **Expenses**.

   The **Expenses** view appears. Rejected expenses are red.

2. To view the reason for the rejection, point to the red exclamation mark.

3. Click the rejected expense.

   The **Expense Details** section appears.

4. Correct or delete the expense entry.

5. Click **Save**.

## Deleting an expense attachment

You can delete an attachment directly from an expense or in the expense report.

### To delete an expense attachment in the **Expenses** view

1. Access the expense.

2. Expand the **Attachments** section.

3. In the table, select the check box to the left of the file name.

4. Click .

### To delete an expense attachment in the expense report

1. Access the expense report.

2. In the expense list, click the  icon for the expense.

   The **Expense Attachment Details** dialog box appears.

3. In the list of attachments, select the check box to the left of the file type.

4. Click .

### To delete an expense report attachment

1. Access the expense report.

2. Expand the **Attachments** section.

   **Note:** Only attachments that were added to the expense report are displayed in this section.

3. In the list of attachments, select the check box to the left of the file name.
4. Click .

## Managing expenses for another resource

You can access the **Expenses** view for another resource, from where you can perform all of the expense-related actions that the resource can perform.

1. Click **My Tools** > **New** and then select **Central expense** from the list.

   The **Central Expense** dialog box appears.

2. Expand the tree view or do a search to find the resource.
3. Selects the resource and then click **OK**.

   The **Expenses** view for the resource appears.

4. Do one or more of the following:
   - create or edit expenses
   - create or edit expense reports
   - submit expense reports

## Acknowledging an expense reimbursement

After your expense report has been approved, a reminder displays in the **My Reminders** portlet. You must acknowledge receipt of the expense reimbursement.

1. Access your **My Reminders** portlet from a dashboard that includes it.
2. Click the **You have approved expense reports** link.

   The **Approved Expense Reports** view appears.

3. Click the expense report number.

   The **Expense Report Review** view appears.

4. Click **Actions** > **Received**.

The status of your expense report is set to **Received**. Your report is listed in the **Received** section the next time that you open the **My Expense Reports** window.

## Deleting a rejected expense report

When an expense report that you submitted has been rejected, a reminder displays in the **My Reminders** portlet.

1. Access your **My Reminders** portlet from a dashboard that includes it.
2. Click the **You have rejected expense reports** link.

   The **Rejected Expense Reports** view appears.
3. Click the expense report number.

   The **Expense Report Review** view appears.
4. Click **Actions** > **Discard**.
5. Click **OK** to confirm.

# 5. Approving Time and Expenses

## About approving time entries

If there are time entries for you to approve, a reminder displays in the **My Reminders** portlet. You click the reminder link to access the **Time Approval** view, which initially displays the time entries that require approval and for which you are the time approver, grouped by resource. There are options to display time entries by resources in weekly views, and all time entries that require approval.

**Note:** The current view option that is selected becomes the default view option until you change it.

| Option | Description |
|---|---|
| Approve selected | Approves the selected entries. |
| Reject selected | Rejects the selected entries. A rejection reason must be provided. |
| View time listing | Toggles with **View by resource and week**. Displays the list of time entries by resource that are to be approved by you. |
| Show task assignment information | Available only in weekly time approval view. Toggles with **Show task information**.<br>Displays the totals of planned hours, approved hours, and unapproved hours for the task assignment for the resource . |
| Show task information | Available only in weekly time approval view. Toggles with **Show task assignment information**.<br>Displays the totals of planned hours, approved hours, and unapproved hours for the task<br>You can use this option to verify whether the total hours entered for the task are within the planned hours for the task rather than for a specific task assignment. |
| View by resource and week | Displays a weekly time sheet for each week that there are time entries to be approved for a resource, sorted by resource. For more information, see "Approving time entries in the weekly view" on page 52. |

| Option | Description |
|---|---|
| Show all unapproved time | Toggles with **Show time entries for my approval**. Displays the following time entries in addition:<br>• Pending approval at other levels (where the current user is the time approver specified on the resource's profile, and the non-project task, contract, or project time approver is a different resource)<br>In the weekly view, additional time entries are shown at these statuses, for tasks that have submitted time:<br>• Approved time<br>• Rejected time<br>• Time entered and not yet submitted<br>This option displays all time for the resource, but only if the current user is a time approver for the resource. |
| Show time entries for my approval | Toggles with **Show all unapproved time**. Displays only the time entries that are pending approval by the signed-in user. |

You can view additional details about the time entries. If the time entry resulted from an adjustment, the details include the original value before the adjustment. Time entries that have been adjusted are blue in the time listing view and dark gray in the weekly view.

You can approve time entries in batches. For more information, see "Approving time and expenses in batches" on page 54.

You can temporarily delegate your time approval rights (in **Preferences**) to another approver, for example, while you are on vacation.

## About specifying time approvers for projects

By default, the time approver specified for a resource in user setup approves all time for a resource. However, if a time approver has been specified for an initiative, then the time approver approves time for all projects under the initiative.

If an initiative is configured to allow time approval on projects, you can also enable time approval and specify a time approver for individual projects under the initiative. In this case, the specified project time approver approves the project time, followed by the initiative approver. If a project time approver is not specified, then the resource approver approves the time, followed by the initiative approver.

If a time approver is not specified for the initiative, then the project time is approved by the project time approver only.

The following table shows the time approvers when time approvers are specified on more than one entity.

| Initiative Time Approver | Project Time Approver | Resource Time Approver | Time entry approvers |
|---|---|---|---|
| Specified | Specified | Specified or not specified | The project time approver, then the initiative time approver. |
| Not specified | Specified | Specified or not specified | The project time approver. |
| Specified | Not specified | Specified | If time approval is enabled for the project: the resource time approver, then the initiative time approver<br>If time approval is *not* enabled for the project: the initiative time approver. |

## Approving a time entry

1. Access your **My Reminders** portlet.
2. Click the **You have time to approve** link.

   The **Time Approval** view appears.
3. To display all unapproved time entries, click **Show all unapproved time**.
4. To view the task details, click the name in the **Task** column. A dialog box with the task details appears.
5. To view time entry details:
   a. In the **View details** column, click **Task time** (or **Request time** or **Non-project time**). A dialog box with the details appears.
   b. To approve (or reject) the time entry, click **Approve** (or **Reject**).
6. To approve (or reject) time entries:

a. Select one or more rows.

b. Click **Approve selected** (or **Reject selected**).

## About approving time entries in the weekly view

In the weekly view, you can approve all time entries for a task, request or non-project item that were submitted in the same week. The weekly view is grouped by resource and displays a modified time sheet view for each week that there is at least one time entry to be approved for the resource.

The weekly view uses the same icons and color coding as the time sheet, except for the following differences:

- task assignment icon or task icon in the column header – column displays the planned hours for the task assignment or task, depending on the selected view option
- green check mark – column displays the approved hours for the task assignment or task
- black check mark – column displays the hours that have not been approved nor rejected for the task assignment or task
- adjusted time entries are dark gray, not blue

## Approving time entries in the weekly view

1. Access your **My Reminders** portlet.
2. Click the **You have time to approve** link.

   The **Time Approval** view appears.
3. Click **View by resource and week**.
4. To view one week at a time for a resource:

   a. To expand a resource, click the resource icon or the arrow beside the resource name.

   b. To display the time sheet details, click the week text or right arrow icon .

   **Note:** Before you can approve or reject time entries, you must expand the weekly time sheet to view them.
5. To expand/collapse all weeks for a resource at once, click the resource name.

6. To add additional information to the view, do the following:
   - To add task information, click **Show task information**.
   - To add task assignment information, click **Show task assignment information**.
   - To add all unapproved time for the resources, click **Show all time**.
7. To select the items to be approved (or rejected), do one of the following:
   - To approve a single time entry, click the time amount to display the Task time dialog box and then click **Approve** (or **Reject**).
   - To approve the time entries in one or more rows in the time sheet, select the check boxes for the rows.
   - To approve all time entries for a week, select the check box beside the date.
   - To approve all time entries for a resource, select the check box beside the resource name.
8. Click **Approve Selected** (or **Reject selected**). If you reject items, then you must provide a reason for the rejection.

## About approving expenses

If you are the designated expense approver for a resource, a reminder appears in the **My Reminders** portlet when there are expense reports for you to approve.

You can update the GL accounts on an expense report, which might be necessary if the GL accounts are changed because the resource who submitted the expense report has been moved to another workgroup, or the expense GL accounts are changed on the initiative.

You can also approve expenses by using the **Batch Time/Expense Approval** report. For more information, see the "Approving time and expenses in batches" section on page 54.

You can temporarily delegate your expense approval rights to another approver for example , if you plan to go away on vacation for a period of time.

### Approving an expense report

1. Access your **My Reminders** portlet from a dashboard that includes it.
2. Click the **You have expense reports to approve** link.

   The **Expense Report Approval** view appears. .

3. Click the number of the expense report that you want to approve.

   The **Expense Report Review** view appears.

4. To update the GL accounts for the expense report, click **Actions** > **Update GL accounts**.

5. Review the expense information.

6. To approve the expense report, click **Actions** > **Approve report**.

### To reject an expense entry in the expense report

1. Highlight the expense entry by clicking it, and then click **Actions** > **Reject line**.

2. Select the check box for the expense entry. The **Enter Rejection Reason** dialog box appears.

3. Enter the reason for rejecting the expense entry and then click **Save**.

4. Click **Actions** > **Confirm rejection**.

   The expense entry is rejected and a notification is sent to the resource who submitted the expense report.

### To reject the expense report:

1. Click **Actions** > **Reject report**. The **Enter Rejection Reason** dialog box appears.

2. Enter the reason for rejecting the report.

3. Click **Save**.

   The expense report is rejected. The status of the expense report is changed to rejected and a notification is sent to the resource who submitted the report.

## Approving time and expenses in batches

You can approve or reject multiple time entries and/or expense reports at once by using the **Batch Time and Expenses Approval** report.

**Note:** When you reject records in a batch, the same reason for rejection applies to all of the records.

1. Click **Report** > **Reports**.

2. Select **Time and Expense Reports** > **Batch Time and Expenses Approval**.

The filter criteria view appears.

3. Complete the fields as required. For more information, see "Batch Time and Expense Approval report options" on page 56.

4. Click **Go**.

   The time entries and expense reports that meet the criteria appear.

   **Tip:** To view the details of a time entry, click the time entry date. To view the details of an expense report, click the expense report number.

5. To approve records, do one or more of the following:

   - To approve specific time entries and expense reports, select the corresponding check boxes, then click **Actions** > **Approve** > **All selected records**.
   - To approve all time entries and expense reports, click **Actions** > **Approve** > **All records**.
   - To approve all time entries, click **Actions** > **Approve** > **All time records**.
   - To approve all expense reports, click **Actions** > **Approve** > **All expense records**.

6. To reject records:

   a. Do one or more of the following:

      - To reject specific time entries and expense reports, select the corresponding check boxes, then click **Actions** > **Reject** > **All selected records**.
      - To reject all time entries and expense reports, click **Actions** > **Reject** > **All records**.
      - To reject all time entries, click **Actions** > **Reject** > **All time records**.
      - To reject all expense reports, click **Actions** > **Reject** > **All expense records**.

   b. Enter the reason that you are rejecting the records.

7. Click **Save**.

## Batch Time and Expense Approval report options

| Option | Description |
|---|---|
| **Resource workgroup** list | Workgroups of the resources for which you approve time entries and expenses. |
| **Include children** check box | When selected, includes the resources in all of the subworkgroups of the selected workgroups. |
| **Resource** list | Resources whose time entries and expenses you approve. |
| **Assigned approver's workgroup** list | Approver's workgroups for whom you are taking over the approval function. |
| **Assigned approver** list | Approvers for whom you are taking over the approval function. |
| **Time entries** check box | When selected, time entries are approved. |
| **Expense reports** check box | When selected, expense reports are approved. |

# Index


### *B*

Batch Time and Expense Approval report options 56

### *C*

central expense entry 46

credit cards
- about using for expenses 42
- creating expenses from transactions 42
- using, for expenses 42

currency conversion
- expense amounts 43

### *E*

expense advances
- including in expense reports 32

expense approvals
- batch approving or rejecting time and expenses 54

expense attachments
- adding 33, 37
- deleting 45
- viewing 41

expense reports
- about processing 29
- about threshold approval 29
- accessing 30
- acknowledging reimbursements 46
- acknowledging rejections 47
- approving 53
- approving or rejecting, about 53
- creating 32
- deleting 34
- including advances 32
- overview 27
- status types 30
- submitting 34
- viewing configurable fields 31

expense threshold approval
- about 29

Expense view options 38

Expense view, Expense information options 39

Expense view, Other information options 40

expenses
- about 27
- about non-chargeable expenses 29
- about using credit cards 42
- accessing 40
- adding an attachment 33, 37
- change history, viewing 40
- copying 38
- correcting rejected entries 45
- creating 37
- creating negative expense entries 40
- creating, from credit card transactions 42
- deleting 43-44
- deleting an attachment 45
- editing 44
- entering for other resources 46
- troubleshooting credit card uploads 44
- uploading credit card transactions 42
- viewing an attachment 41

### *M*

My Expense Reports window
- accessing 30

My Reminders portlet
- updating task statuses 24

My Tasks report
updating task statuses 25

## N

negative expense entries
creating 40

non-chargeable expenses
about 29

## T

tasks
about status calculations 22
about status updating 21
about status updating for other resources 23
reopening completed tasks 25
status, updating from task profile 24

time approval
about 49

time approvers, specifying 50

time entries
approving 51

time sheet
about 8
about adjusting submitted time 19
about copying time entries 16
about entering time 14
about submitting for approval 18
about the details view 12
about the tree view 9
accessing 9
adding a task or request to the details view 13
adding history comments to entries 16
changing reporting periods 14
color coding entries 13
copying time entries from week to week 17
copying time entries within the current week 17
correcting rejected time 19
creating and submitting adjustments 19
Details section fields 15
displaying details and history 14
editing entries 18
entering time 15
entering time details 15
entering time, overview 7
icons 12
other resource, accessing 9
pinning a task or request 14
submitting for approval 18
tree view folders 10
tree view options 10

time sheets
updating task statuses directly 24

## U

Update Task Status dialog box options 22