Zoho Corporation

Time Sheets

Time spent working on an appointment can be logged using **Time Sheets**. Time sheet entries can be recorded by the field agent from the FSM mobile app. Time sheets can be also be recorded from the FSM web app.

- (i) Permission Required: <u>Time Sheets</u>
 - Check the Edition-based availability of <u>Time Sheets</u>

Create Time Sheets

- 1. Log in to Zoho FSM mobile app.
- 2. From the *Home* screen or the *All Service Appointments* list view screen, select the appointment you want to add the time sheets to.
- 3. Click the **Start Timer** icon [] under **Time Sheet Entry**.

← AP-24		φ 🧨
OVERVIEW SE	RVICE AND PARTS	SERVICE TA
AP-24		Dispatched
Scheduled time 11/22/2022 06:	55 PM to 07:55 PM	
Bathroom floor rep	pair	
START WORI	MORE	OPTIONS
Time Sheet Ent	ry	
Duration 00:00:00		۲
Total Hour(s) s	pent on AP-24	0
	View Time Sheet	
Service Address	S	0
SERVICE ADDRE 2000 Ogden Ave,	SS Aurora, Illinois, United	States, 60504
hillips Park Zoo	Rush Copley	Medical Ctr

4. In the *New Time Sheet* screen, add the necessary details and click **Save**.

← New Time Sheet Save				
Time Sheet Infor	mation			
* Service Resource	William Turner	>		
Description	At customer location			
* Start Date/Time	22 Nov 2022, 02:39 PM	Ē		
End Date/Time		Ē		
* Service	Bathroom floor repair (SVC-27) Scheduled, Quantity: 1	× >		
	Concource, Quantity. 1			

If you start a time sheet entry without starting the work, the status of the appointment will automatically get updated.

5. Click the **Stop Timer** icon [⁽¹⁾] under **Time Sheet Entry**. When you stop an ongoing time sheet, you will have the option to partially complete or complete its line items.

← AP-24	Q 🖍	← AP-24	۵ /
OVERVIEW SERVICE AND PARTS	SERVICE TA	OVERVIEW SERVICE AND PARTS	SERVICE T
AP-24	In Progress	AP-24	In Progress
Started work at 11/22/2022 02:39 PM	Time elapsed 35:24	Started work at 11/22/2022 02:39 PM	Time elapsed
Bathroom floor repair		Bar	
COMPLETE WORK MORE C	OPTIONS	How would you like to proceed?	- 1
Time Sheet Entry		The timesheet mentioned will be clo can either partially complete or con associated line items.	osed. You nplete the
Duration	(II)	D TS31	
00:25:24	Ŭ	C Bathroom floor repair (SVC-27)	
Total Hour(s) spent on AP-24	00:23	T Partially C	complete 3
View Time Sheet		Comple	ete Work
Service Address	Image: The second seco	Service Address	
SERVICE ADDRESS		SERVICE ADDRESS	
2000 Ogden Ave, Aurora, Illinois, United S	tates, 60504	2000 Ogden Ave, Aurora, Illinois, United	States, 60504
hillips Park Zoo 🍣	Aedical Ctr	hillips Park Zoo	Medical Ctr

You can also stop the timer for an entry from the **Time Sheets** tab. Total hours spent so far on the appointment will be displayed. Multiple time sheet entries can be added to an appointment.



You can also create a time sheet from the **Time Sheets** tab. To do so:

1. Select the **Time Sheets** tab and click the add [+].

← AP-24		۵ 🌶
SERVICE TASKS	TIME SHEETS	SERVICE REPOR
My En	tries All	l Entries
Tota	al Worked Hour(s)	0:27
TS31 Start & End Time 11/22/2022, 02:	39 PM - 03:06 PM	Euration 27 Min(s)
At customer loc	ation	
		+

2. In the *New Time Sheet* screen, add the necessary details and click **Save**.

← New Time Sheet Sa					
Time Sheet Information					
* Service Resource	William Turner	>			
Description					
* Start Date/Time	22 Nov 2022, 03:07 PM				
End Date/Time		—			
* Service	Bathroom floor repair (SVC-27) Completed, Quantity: 1	× >			

Time Sheet can also be added from the FSM web app.

Cぷ FSM Customers 🗸 Work Order Man	agement 🗸	Dispatch Console	Services And Parts	Assets Workforce 🗸 Rep	orts		et 🎄 🗘 🔲
Service Appointments > WO18 > AP-24 Bathroom floor repair In Progress - None- W William Turner						Complet	e Work 🗸 Edit < >
SA Information	Timeline	Service and par	ts Time sheets	Service report Trips	Notes		
 Service(s) Bathroom floor repair (SVC-27) 	Time Shee View and man	ts age the time spent by th	e technicians on appointmer	nts.			Add Time Sheet
 Scheduled Time Nov 22, 2022 05:25 AM (GMT -08:00) 	ID	Resources	Description	Start Time	End Time	Duration	Service & Task Details
Nov 22, 2022 06:25 AM (GMT -08:00)	TS31	William Turner	At customer location	Nov 22, 2022 01:09 AM (GMT -08:	Nov 22, 2022 01:36 AM (GMT -08:	27 Min(s) 23 secs	SVC-27
 Actual Time Nov 22, 2022 01:09 AM (GMT -08:00) 							
 Assigned Resources William Turner (Lead) 							

A user can only initiate a single timesheet at a time. If the user attempts to start a timesheet while another is in progress, an error message will be displayed, as shown in the below screenshot. Clicking on **GO TO AP-XX** will take the user to the appointment whose timesheet is in progress. Once that timesheet is stopped, a new one can be initiated. Since a time sheet is started when you start an appointment, you will encounter this error when you try to start an appointment while a timesheet started by you is in progress.



The error message for the same scenario will be displayed in the web app as shown below:



View Time Sheets

You can view all the time sheet entries for an appointment by clicking **View Time Sheet** under **Time Sheet Entry**.

OVERVIEW	NOTES	TIME SHEETS	TRIPS I
AP-8 Started work at 03/09/2020	15:27:33		In Progress Time elapsed (1) 04:49
Painting			
COMPLI	ETE WORK	MORE O	PTIONS
Time Sheet	t Entry		
Duration 00:00:00			⊙
Total Hour((s) spent or	ו AP-8	00:00
	View	Time Sheet	
Service Ad	dress		I
SERVICE AD 313 Healesv Melbourne, V)DRESS ille-Yarra Gle ⁄ictoria, Aus	en Rd, Healesville V tralia, 3777	IC,
Tarra	warra C726		Ser.

All the time sheet entries for the appointment will be under the **Time Sheets** tab. When more than one field agents are assigned to an appointment, the time sheet entries will be under two tabs. Under **My Entries**, all entries made by the logged in agent are displayed. Under **All Entries**, entries made by all the agents assigned to the appointment are displayed. The entries will be grouped by the agent name.

← AP-4	l 🗸	← AP-4	A /
SERVICE TASKS TIME SHEETS S	ERVICE REPOF	SERVICE TASKS TIME SHEETS	SERVICE REF
My Entries All Entri	ies	My Entries All	Entries
Total Worked Hour(s) 16:00	1	Total Worked Hour(s) 16	:16
TS8 In Progress Started work at	: Duration	Service Resource Lucy Robins	Total Duration 00:16 Hrs
18 Nov, 11:57 AM TS5	0 Min(s)	TS4 Start & End Time 11/15/2022, 06:51 PM - 07:08 PM	: Duration 16 Min(s)
Start & End Time 15 Nov, 07:09 PM to 16 Nov, 10:46 AM	Duration 15+ Hrs	Service Resource Edward Cormoran	Total Duration 16:00 Hrs
Start & End Time 11/15/2022, 06:38 PM - 06:50 PM	Duration 11 Min(s)	TS8 In Progress Started work at 18 Nov. 11:57 AM	Duration
TS2 Start & End Time 11/15/2022, 06:21 PM - 06:35 PM	E Duration 13 Min(s)	TS5 Start & End Time 15 Nov, 07:09 PM to 16 Nov, 10:46 A	Duration M 15+ Hrs
	+	TS3 Start & End Time 11/15/2022, 06:38 PM - 06:50 PM TS2	Duration 11 Min(s) +

Click on a time sheet entry to view the details.



You can view the Time Sheet entries in the web app by selecting the **Time Sheets** tab in the Service Appointment overlay.

र्ट्र FSM Home Customers 🗸	✓ Work Order Management ✓	Dispatch Console	Services And Parts	WO46 / /	\P-60			×
All Service Appointments ~		Q C	Gantt Maps	AP-60 Mo	ve out repairs	iced 🖤 William Turner	1	Reschedule Edit
✓ AP-61 Remodeling of the Crawford House	Actual Time Mar 08, 2023 05:24 PM	• Cor	Territory: Zylker	OVERVIEW	TIMELINE	SERVICE AND PARTS	TIME SHEETS	
✓ SVC-75 STL-191	Home Painting Waterproofing	• Cor • Con	Field Technician : /	Time Shee View and man	:S age the time spent by	the technicians on appointm	ents.	Add Time Sheet
STL-190	Painting	• Con	Appointments :	ID	Resources	Description	Start Time	End Time
STL-189 STL-188	Apply primer Sand or repair surfaces	• Con • Con	William Turner Appointments :	TS101	William Turner	At customer location	Mar 09, 2023 03:41 PM	Mar 09, 2023 03:59 PM
STL-187	Clean and prep wall	• Con •						
✓ SVC-76	Flooring	• Par						
STL-194	Finishing	Pari						
STL-193	Installation	Pari						
STL-192	Preparation	• Pari						
₩ ✓ AP-60 Move out repairs	Actual Time Mar 09, 2023 03:41 PM Mar 09, 2023 03:59 PM	• Соі						
SVC-73	Bathroom floor repair	• Cor						
SVC-72	Move out carpet cleaning	• Cor						
Total records : ###	10 Records per	page < 1 >						

You can also view the Time Sheet entries under the **Working Hours** section of the Service Report. Select the service report under the **Service Report** tab in the Service Appointment overlay and scroll down to **Working Hours**.

		Dispatch Console	Services And Parts	Service Re	port - REP	-14			
All Service Appointments 🔗		QC	Gantt Maps		72	cleaning			
		⊿ 1 ∨	te		SVC- 73	Bathroom floor repair	20	1	21.4
 AP-61 Remodeling of the Crawford House 	Actual Time Mar 08, 2023 05:24 PM Mar 09, 2023 03:36 PM	• Coi	Territory: Zylker		PRT- 52	SparkleClean 24 oz Carpet & Area Rug Stain Remover Spray	22.99	1	24.6
✓ SVC-75 STL-191	Home Painting Waterproofing	• Cor • Con	Field Technician : 7 Ross Smith Appointments :				Sub Tot Tax Ame	al ount	\$ 72 \$ 5
	Painting Apply primer Sand or repair surfaces	Con Con Con	William Turner Appointments :				Discour Adjustn Grand T	nt nent īotal	- - \$ 78
	Clean and prep wall	• Con •			Working	Hours			
STL-194	Finishing	• Part			Date	Hours	Hours	Spent	
	Installation Preparation	PartPart			Mar 09 2	2023	00:17	7	
AP-60 Move out repairs	Actual Time Mar 09, 2023 03:41 PM Mar 09, 2023 03:59 PM	• Coi			Custome Custome	r Review	****	*	
SVC-73		• Cor			Feedbac	k : ·			
	Move out carpet cleaning	• Cor			Asset Info	0			
Total records : ###		page < 1 >							
Chats Contacts	Here is your Smart Chat (Ctrl+Space)								

The Time Sheet entries can also be viewed under the **Working Hours** section of the Service Report in the mobile app.

Manage Time Sheets

You can edit [🖍], delete [💼], and stop [💿] the time sheet entries.

CS FSM Customers マ Work Order Ma	ment 🗸 Dispatch Console Services And Parts Assets	Workforce 🗸 Reports		et 🌼 수 🔲
Service Appointments > WO10 > AP-21 Remodeling of the Crawford House In Progress -None- W William Turner				Complete Work V Edit
SA Information -	Timeline Service and parts Service tasks Time s	neets Service report Trips Notes		
 Service(s) Home Painting (SVC-26) 	ime Sheets iew and manage the time spent by the technicians on appointments.			Add Time Sheet
 Scheduled Time Nov 20, 2022 06:30 PM (GMT -08:00) 	ID Resources Description Start Time	End Time	Duration Servic	e & Task Details
Nov 20, 2022 07:30 PM (GMT -08:00)	TS29 William Turner Nov 20, 2022 06:30 P	M (GMT -08	SVC-2	16 (STL-67, STL-68, STL-69 💿 🖍 💼
 Actual Time Nov 20, 2022 04:50 AM (GMT -08:00) 	TS28 William Turner Nov 20, 2022 04:50 A	M (GMT -0 Nov 20, 2022 04:52 AM (GMT -0	1 Min(s) 42 secs SVC-2	!6 (STL-70, STL-69, STL-68, S
 ② Assigned Resources William Turner (Lead)				

When you end an ongoing time sheet by stopping it or providing an End Date/Time, you will have the option to partially complete or complete its line items.

	nagement 🗸 Dispatch Cons	ole Services And Parts Assets Workforce 🗸 Reports		et 🌣 4 🔳
Service Appointments WO10 AP-21 Remodeling of the Crawford House In Progress -None- WWilliam Turner		() How would you like to proceed?		Complete Work V Edit C >
SA Information +	Timeline Service and	The timesheet mentioned will be closed. Choose whether to Partially Complete or Complete the associated line items.	Notes	
Service(s) Home Painting (SVC-26) Scheduled Time	Time Sheets View and manage the time spent	TS29 Home Painting (SVC-26) Clean and oren wall (STI-67) Sand or renair surfaces (STI-68)		Add Time Sheet
Nov 20, 2022 06:30 PM (GMT -08:00) Nov 20, 2022 07:30 PM (GMT -08:00)	ID Resources	Apply primer (STL-69) Painting (STL-70)	Duration	Service & Task Details
Actual Time Nov 20, 2022 06:30 PM (GMT -08:00)	TS28 William Turner	Cancel Partially Complete V	IT -0 2 Hr(s) 2 № in(s)	SVC-26 (STL-70, STL-69, STL-68, S
			Complete Work	
William Turner (Lead)				

In the mobile app these actions available under **More Options** [:] can be found in the following places:

- Entries under the **Time Sheets** tab of an appointment
- The details screen of a time sheet

← AP-5 🗘 🖍	← TS8
My Entries All Entries Total Worked Hour(s) 16:58 TS8 In Progress Started work at 18 Nov, 11:57 AM TS5 Start & End Time 15 Nov, 07:09 PM to 16 Nov, 18:46 AM ISE HYS	TS8 In Progress Started work at 18 Nov, 11:57 AM Service & Service Task Plumbing (SVC-5) In Progress Plumbing (SVC-10) Completed
TS3 :: Start & End Time Duration 11/15/2022, 06:38 PM - 06:50 PM 11 Min(s) TS2 :: Start & End Time Duration 11/15/2022, 06:21 PM - 06:35 PM 13 Min(s)	

Edit Time Sheets

To edit a time sheet:

1. Choose **Edit** from **More Options** [:].

÷	A	\P-5			1	
SERVI	CE T.	ASKS	TIMES	SHEETS	SERVIC	E REPOI
		My Ent	tries	All E	ntries	
		Tota	I Worked H	lour(s) 16:	58	
т	88 🕕	Progress				:
Sta 18	arted w Nov,	vork at 11:57 AN	м	Stop		
т	\$5			🖉 Edit		
Sta 15	art & Er Nov,	nd Time 07:09 PN	/I to 16 No	🖻 Delet	e M 154	- Hrs
TS Sta 11	3 art & Er /15/2	nd Time 022, 06:3	38 PM - 06	5:50 PM	Du 11 M	ration lin(s)
тя	52					:
Sta 11	art & Er /15/2	nd Time 022, 06:2	21 PM - 06	5:35 PM	Dui 13 M	ration in(s)
						+

2. Make the necessary changes and click **Save**.

← TS8		Save
Time Sheet Infor	mation	
* Service Resource	Edward Cormoran	
Description		
* Start Date/Time	18 Nov 2022, 11:57 AM	Ē
End Date/Time	18 Nov 2022, 12:59 PM	
* Service	Plumbing (SVC-10) Completed, Quantity: 1	× ,

You can also edit the time sheet entries from the web app.

Time sheets cannot have overlapping hours. While editing a time sheet, or stopping a time sheet, if its hours is in conflict with existing time sheets, an error message will be displayed, as shown in the below screenshot. Click on the time sheets mentioned in the message and resolve the conflicts.



Stop Time Sheets

You can stop a time sheet in the following ways:

- Using the Stop option
- Providing the End Date/Time

Using the Stop option

1. Choose **Stop** from **More Options** [:].

ETS SERVICE REPO
All Entries
s) 16:58
•
Stop
외 Edit 한 Delete 0:46 AM I 5+ Hrs
Duration PM 11 Min(s)
Duration PM 13 Min(s)
+

2. Choose either to partially complete or complete the associated line items.

My E	ntries	All En	tries
То	tal Worked Hour	(s) 22:1	3
How would	you like to pro	oceed?	
The timesh can either p associated	eet mentioned partially comp line items.	l will be c lete or co	losed. You mplete the
TS8			
Plumbing (Plumbing (SVC-10) SVC-5)		
		Partially	Complete
		Comp	lete Work
11/15/2022, 06	5:21 PM - 06:3	5 PM	13 Mir

Providing the End Date/Time

1. Choose **Edit** from **More Options** [:].

← AP-5	₽ 🖍
SERVICE TASKS TIME S	SHEETS SERVICE REPO
My Entries	All Entries
Total Worked H	Hour(s) 16:58
TS8 In Progress Started work at 18 Nov, 11:57 AM	• Stop
TS5 Start & End Time 15 Nov, 07:09 PM to 16 No	 ⊘ Edit iii Delete ov, 10:46 AM 15+ Hrs
TS3 Start & End Time 11/15/2022, 06:38 PM - 00	Duration 6:50 PM 11 Min(s)
TS2 Start & End Time 11/15/2022, 06:21 PM - 00	Duration 6:35 PM 13 Min(s)

2. Provide an End Date/Time and click **Save**.

← TS8		Save
Time Sheet Infor	mation	
* Service Resource	Edward Cormoran	
Description		
* Start Date/Time	18 Nov 2022, 11:57 AM	Ē
End Date/Time	18 Nov 2022, 12:59 PM	ė
* Service	Plumbing (SVC-10) Completed, Quantity: 1	×
	Plumbing (SVC-5) In Progress, Quantity: 1	×

3. Choose either to partially complete or complete the associated line items.



In case there are partially completed line items in the service appointment and the status of the service appointment is **In Progress**, then you will be shown a confirmation message.



Based on the action chosen by the user, the status of the line items will change to Partially Completed or **Completed**. If you choose **Keep it in "In Progress" the status of the service appointment will remain as In Progress**. If you choose **Complete Appointment** in the above confirmation message, then the status of the service appointment will change to **Completed**.

You can also stop the time sheet entries from the web app.

Delete Time Sheets

To delete a time sheet:

1. Choose **Delete** from **More Options** [:].

← AP-5	P 🗡
ERVICE TASKS TIME S	SHEETS SERVICE REPO
My Entries	All Entries
Total Worked H	Hour(s) 16:58
TS8 In Progress	
Started work at 18 Nov, 11:57 AM	Stop
TS5	🖉 Edit
Start & End Time 15 Nov, 07:09 PM to 16 N	Delete ov, 10:46 AM 15+ Hrs
TS3	:
Start & End Time 11/15/2022, 06:38 PM - 0	Duration6:50 PM11 Min(s)
TS2	:
Start & End Time 11/15/2022, 06:21 PM - 0	Duration6:35 PM13 Min(s)

2. Click **Ok** to confirm deletion.

You can also delete the time sheet entries from the web app.

Time Sheets by Different Users for the Same Service

The different service resources assigned to a service appointment can simultaneously create more than one ongoing time sheets for the same Service Line Item.

Here is an example to illustrate this. In a service appointment AP-12, the assigned service resources Marianne Sheehan and Lori Ross have simultaneously created time sheets TS17, and TS18 for the same Service Line Item SVC-18 (refer to the screenshot below).

र्ट्रेज FSM Home Customers ~ Work Order	Management 🗸	Dispatch Console	Services And Parts	Assets Workforce	~ …				et 🌣 🗘 🕕
Service Appointments > WO10 > AP-12 Exterior Painting In Progress ONot yet Invoiced W Marianne Sheehan Complete Work < Ed									✓ Edit ∨
SA Information	Timeline	Service and parts	Time sheets	Service report	Trips	Notes			
 Service(s) Painting - Exterior House (SVC-18) 	Time Sheets View and manage	e the time spent by the tec	hnicians on appointment	s.					Add Time Sheet
 Scheduled Time Apr 27, 2023 03:30 PM 	ID	Resources	Description	Start Time		End Time	Duration	Service & Task Details	
Apr 27, 2023 04:30 PM	TS18	Lori Ross		Apr 27, 2023 03:14	РМ			SVC-18	
 Actual Time Apr 27, 2023 03:13 PM 	TS17	Marianne Sheehan		Apr 27, 2023 03:13	РМ			SVC-18	
Ø Assigned Resources									
Marianne Sheehan (Lead) Lori Ross									

In the following sections, mentioned are the details of how the time sheets thus created for a service appointment will be handled when you try to partially complete/complete the service line item associated with it or when you try to stop the time sheets.

Partially Complete/Complete the service line item

💭 FSM Home Customers ~ Work Order	Management 🗸 Dispatch	Console Services And Parts Assets Wor	kforce 🗸 😶			Ę	\$\$ \$	
Service Appointments > WO10 > AP-12 Exterior Painting In Progress Not yet Invoiced W Marianne She	ehan				Complete	Vork Y Edit	~ <	>
SA Information •	Timeline Service a	nd parts Time sheets Service repu	ort Trips	Notes				
Scheduled Time Apr 27, 2023 04:30 PM Apr 27, 2023 04:30 PM	Service Line Item Name SVC-18 © In Progress © Partially Complete	Service Painting - Exterior House 	Quantity 1 Hours	List Price \$ 50	Tax Name Sales Tax [5%]	Line Item Amount \$52.5		
Apr 27, 2023 03:13 PM (2) Assigned Resources	Parts	Dort	Quantity	List Driss	Tay Name	Line Hom Amount		
Marianne Sheehan (Lead) Lori Ross	PRT-36	Exterior Primer - 4Ltr (White)	1 Pack Warehouse Id	\$ 50.25	Sales Tax [5%]	\$ 52.76		

When you try to partially complete or complete a service line item for which there exists multiple ongoing time sheets created by different users, then all these time sheets in which this service line item is used will be Closed and you will have the option to partially complete or complete the service line items.

Keep in mind that this action will result in the time sheets of other users (associated with the ongoing time sheets) also getting closed.

CS FSM Home Customers ∽ Work Order) 🚺
Service Appointments + WO10 + AP-12 Exterior Painting In Progress Not yet Invoiced W Marianne Sh	eehan How	would you like to proceed?			Complete V	Vork Y Edit	~	: >
SA Information -	The tir Timeline or Cor	mesheet mentioned will be closed. Choose wheth mplete the associated line items.	er to Partially Complet	te es				
Service(s)	Time	esheet Line Items						
Painting - Exterior House (SVC-18)	TS1	8 Painting - Exterior Hou	ise (SVC-18)					
Scheduled Time	Service Line	-		ce	Tax Name	Line Item Amount		
Apr 27, 2023 03:30 PM	SVC-18 TS1	17 Painting - Exterior Hou	ise (SVC-18)	50	Sales Tax [5%]	\$ 52.5		
Apr 27, 2023 04:30 PM	 In Progres Partially C 			-				
🖽 Actual Time	I Not yet In	Cancel	Partially Complete					
Apr 27, 2023 03:13 PM	Porte							
-	Parts							
Assigned Resources	Part Line Item Name	Part	Quantity	List Price	Tax Name	Line Item Amount		
Marianne Sheehan (Lead) Lori Ross	PRT-36	Exterior Primer - 4Ltr (White) 	1 Pack Warehouse Id	\$ 50.25	Sales Tax [5%]	\$ 52.76		

Stop the time sheets

When you try to stop the time sheet, then it will be Closed. If the time sheet is the last running time sheet for service line item, you will have the option to partially complete or complete the associated service line items.



CS FSM Home Customers ∨ Work Order		Services And Parts Assets						i 🕸 🗘 🌘
Service Appointments > WO10 > AP-12 Exterior Painting In Progress Not yet Invoiced W Marianne Sh	eehan	How would you like to	proceed?			Complete	Work Y Edi	t ~ < >
SA Information -	Timeline	The timesheet mentioned w or Complete the associated	ill be closed. Choose whe line items.	ther to Partially Complete	es			
③ Service(s)	Time Sheets	TS17						Add Time Sheet
Painting - Exterior House (SVC-18)	View and manage	Painting - Exterior House	(SVC-18)					
Scheduled Time	ID					Duration	Service & Task Deta	
Apr 27, 2023 03:30 PM								
Apr 27, 2020 04.00 FM	TS18		Cancel	Complete Work 💙	PM	40 Min(s) 29 secs	SVC-18	
Actual Time Apr 27, 2023 03:13 PM	TS17	Marianne Sheehan	Apr 27, 2023 03:	13 PM			SVC-18	
Assigned Resources								
Marianne Sheehan (Lead)								
Lori Ross								
X								

Auto-Stop Time Sheets

If a user forgets to end the time sheet for a service appointment and it remains open past the day it was started, it will inadvertently result in the deduction of appointments, as the appointment usage for a service appointment is calculated based on its time sheets. To prevent this, you can <u>set the time</u> at which all open time sheets should be automatically stopped. The Zoho FSM <u>Org timezone</u> be considered for this. Once the time sheets are auto stopped, the following changes will occur to the service appointment:

- The End Date/Time of the open time sheets will be set to the time of the day that is chosen for <u>Auto Pause</u> <u>Time</u>.
- The status of the service line items will change to **Partially Completed**. The status of the service appointment will change to **In Progress**.
- Since the <u>appointment usage</u> is based on the time sheets of the service appointment, there might be changes in the appointments deducted for this service appointment.
- In the timeline, there will be an entry stating that the time sheet details have been updated by Zoho FSM.

Time Sheet Reports

The consolidated details of the time sheet entries of all the field agents can be viewed in the **Time Sheet Report**.

$\leftarrow \ \mathsf{Field} \ \mathsf{Technicians} \ \mathsf{-} \ \mathsf{Timesheet} \ \mathsf{Report}$

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totalrecords: 10

	te/Time Current FY Jan 1, 202	21 Dec 31, 2021	Apply Clear Filter			Show Details
SERVICE RESOURCE	TIME SHEET NAME 🛎	DESCRIPTION	START DATE/TIME	END DATE/TIME	SERVICE RESOURCE NAME	TITLE
Hilary Mantel (3)	TS1(1)	-	Sep 21, 2021 03:01 AM	Sep 21, 2021 03:03 AM	Hilary Mantel	AP-3
	TS2(1)	At customer location	Sep 21, 2021 08:41 AM	Sep 21, 2021 08:43 AM	Hilary Mantel	AP-2
	TS3(1)	+	Sep 20, 2021 11:30 PM	Sep 21, 2021 01:00 AM	Hilary Mantel	AP-2
Geoffrey Rush (7)	TS10(1)	Resume work	Sep 21, 2021 09:35 AM	Sep 21, 2021 09:36 AM	Geoffrey Rush	AP-1
	TS4(1)		Sep 21, 2021 09:24 AM	Sep 21, 2021 09:26 AM	Geoffrey Rush	AP-1
	TS5(1)	Resumed work	Sep 21, 2021 09:29 AM	Sep 21, 2021 09:30 AM	Geoffrey Rush	AP-1
	TS6(1)	Reached customer location	Sep 21, 2021 09:30 AM	Sep 21, 2021 09:31 AM	Geoffrey Rush	AP-1
	TS7(1)	At customer location	Sep 21, 2021 09:32 AM	Sep 21, 2021 09:32 AM	Geoffrey Rush	AP-1
	TS8(1)	Break	Sep 21, 2021 09:32 AM	Sep 21, 2021 09:32 AM	Geoffrey Rush	AP-1
	TS9(1)	Extended time	Sep 21, 2021 09:34 AM	Sep 21, 2021 09:35 AM	Geoffrey Rush	AP-1