



## **SIEBEL PROFESSIONAL SERVICES AUTOMATION GUIDE**

*VERSION 7.5, REV. A*

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## **Index**

## Contents

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# Introduction

This guide explains how to administer and use Siebel Professional Services Automation.

The audience for this guide includes:

<b>Consultants</b>	Persons who provide consulting services to customers, and who charge for their time and expenses.
<b>Consultant Managers</b>	Persons who manage consultants and consulting projects.
<b>Engagement Managers</b>	Persons who oversee relations with customers and are responsible for business development and practice management.
<b>Resource Managers</b>	Persons who assign consultants to various projects and manage resources.
<b>Siebel Application Administrators</b>	Persons responsible for planning, setting up, and maintaining Siebel applications.
<b>Siebel Application Developers</b>	Persons who plan, implement, and configure Siebel applications, possibly adding new functionality. A developer is typically someone from the Information Services department.

# How This Guide Is Organized

This guide provides information necessary for administering and using Siebel Professional Services Automation. Chapters of this guide focus on typical tasks, separated into administrator procedures and end-user procedures.

# Revision History

*Siebel Professional Services Automation Guide*, Version 7.5, Rev. A

## January 2003 Bookshelf

**Table 1. Changes Made in Rev. A for January 2003 Bookshelf**

Topic	Revision
“Project Management”	Added administrative procedures previously located in <i>Siebel Applications Administration Guide</i> . Added tables of field descriptions to a number of procedures.
“Setting Up Contract and Work Order Templates (Administrator)”	Updated incorrect cross-reference to additional information about proposals.
“Adding Project Revenues Using SmartScripts”	Added this topic.
“Adding Project Revenues Using Revenue Plans”	Added this topic.
“Viewing the Project Revenue Spreadsheet”	Added this topic.
“Resource Management”	Moved administrative procedures to “Project Management” chapter.

## Introduction

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*Revision History*

# **Overview of Siebel Professional Services Automation**

**1**

Siebel Professional Services Automation was designed in consultation with leading professional services organizations specifically to meet the needs of consulting and service organizations.

Siebel Professional Services Automation allows companies to maximize their market potential by closing more business and providing a solution for managing projects. Siebel Professional Services Automation helps service delivery teams win more deals, deliver services on time with high quality, and accurately track resource needs, and delivery dates.

Siebel Professional Services Automation provides support for the entire professional services process. Organizations use Siebel Professional Services Automation to manage leads for customer engagements, define project scope, and work breakdown structures, create contracts, manage resource assignments, select and track subcontractors, manage time, expenses and materials, expose and resolve risks related to the project, creation of customer invoices, and guarantee customer satisfaction.

# Siebel Professional Services Automation Business Process

Figure 1 is a diagram that represents a typical Siebel Professional Services Automation Business Process.

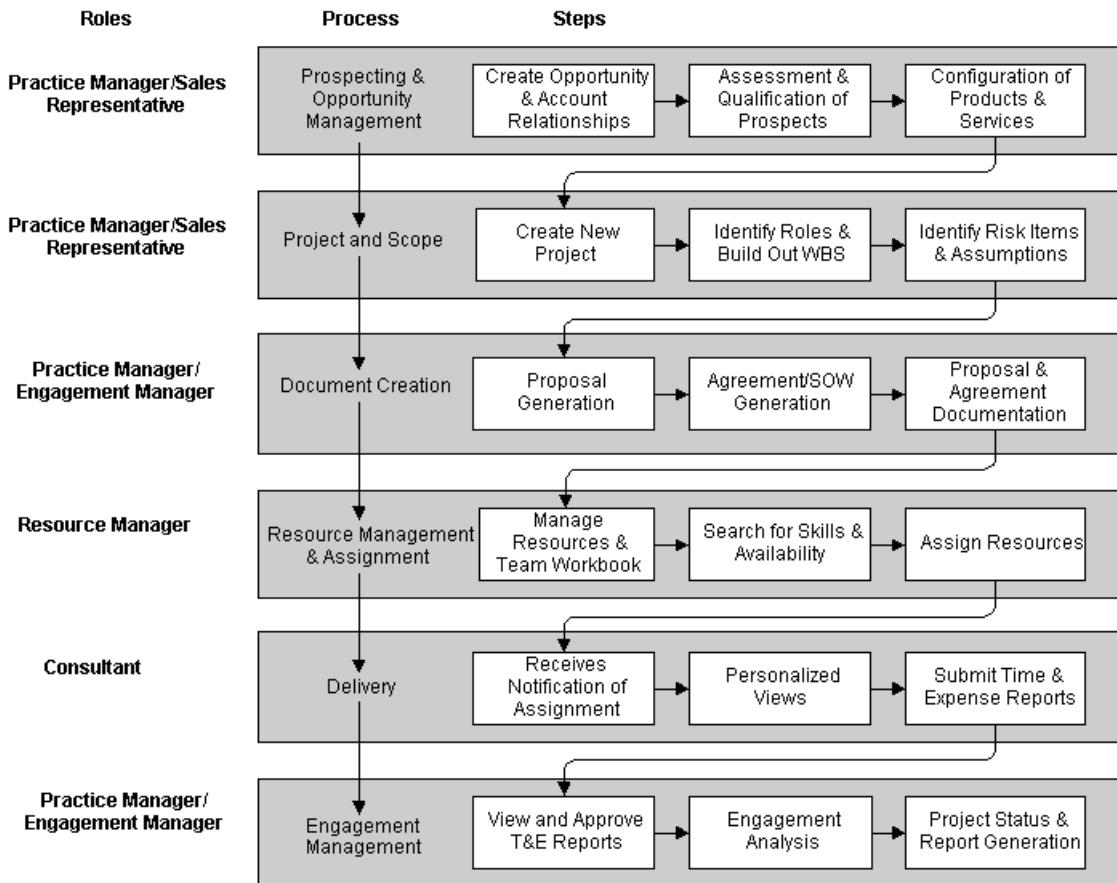


Figure 1. Professional Services Automation Business Process

## Benefits

Siebel Professional Services Automation helps professionals by providing:

- Opportunity Management
- Project Management
- Risk Tracking and Management
- Automated Proposal Generation
- Resource Management
- Microsoft Project Integration
- Time and Expense Reporting
- Contract Management
- Financial Management

*Benefits*

# Opportunity Management

2

This chapter describes the Opportunity Management functionality and provides a business scenario and end-user procedures.

Opportunity Management allows engagement managers to coordinate information with sales representatives and access critical sales and customer data. Opportunity assessments create tremendous business value by allowing engagement managers to identify and focus on critical opportunities.

You can access different Opportunities screen views to:

- View your own opportunities with information that may include contacts, activities, products, decision issues, competitors, estimated revenue, probability of closure, and sales stage.
- Enter information about new opportunities.
- Track the status of an opportunity through the sales cycle from creation to closure.
- Update information about opportunities as they move through the sales cycle.
- Generate presentations, quotes, and proposals based on opportunities.
- Create relationships between projects and accounts and opportunities.

For more information about using opportunities, see *Siebel Sales User Guide*.

# Business Scenario for Opportunity Management

This scenario provides an example of a process performed by an engagement manager for opportunity management. Your company may follow a different process according to its business requirements.

The engagement manager at a large professional services company receives a call from a prospective customer. The prospective customer is interested in having the engagement manager's team work on an opportunity. The engagement manager enters information about the opportunity into Siebel Professional Services Automation and associates it with the project in question. She then associates the project with the customer's account, which already exists in her Siebel application.

# Example Process for Opportunity Management

This is an example of a process for opportunity management. Your company may follow a different process according to its business requirements.

## End-User Procedures

- 1 Associate a project with an opportunity.** For information, see [“Associating a Project with an Opportunity” on page 22](#).
- 2 Associate a project with an account.** For information, see [“Associating a Project with an Account” on page 23](#).

# Associating a Project with an Opportunity

Associating projects with an opportunity is critical to guarantee that sales representatives are collaborating with the proper professional services personnel to jointly develop and scope the project.

### ***To associate a project with an opportunity***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the opportunity will be associated.
- 4** Click the select button in the project record's Opportunity field to display the Pick Opportunity dialog box.
- 5** Select the opportunity you want to associate with the project, and then click OK.

---

**NOTE:** End users can also create new projects from the Projects view in the Opportunities screen. This automatically associates the project with an opportunity.

---

## Associating a Project with an Account

End users can also associate a project with an account, as described in the following procedure.

***To associate a project with an account***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the account will be associated.
- 4** Click the select button in the project record's Account field to display the Pick Account dialog box.
- 5** Select the account you want to associate with the project, and then click OK.

## Opportunity Management

*Associating a Project with an Account*

# **Project Management**

**3**

This chapter describes project management functionality and provides a business scenario and administrative and end-user procedures. A project is an effort that involves the completion of multiple tasks, multiple activities, or both, over time. In a project, some tasks or activities may need to be performed in a specific order.

## **Business Scenario for Project Management**

This scenario provides an example of a process performed by a Siebel administrator, an engagement manager, and the manager's project team members. Your company may follow a different process according to its business requirements.

A Siebel administrator at a large consulting company is responsible for setting up Siebel Professional Services Automation so that users can manage their projects. He has to set up financial components, employee records, project resources, roles, and skills and competencies. He is also responsible for creating templates such as contract and work order templates and project activity templates. He has to set up Microsoft Project field mappings to make sure that users can import and export data between Microsoft Project and Siebel Professional Services Automation. He also may need to set up project-related list of values for drop-down lists used with projects. In order for projects to be billed properly, the Siebel administrator creates a cost list and associates cost list items with it. He also creates a rate list and associates rates and resources with it.

The company's engagement manager has been given the task of performing a global rollout and implementation of a Siebel Incentive Compensation for large hotel chain. She has created the project in Siebel Professional Services Automation, associated the appropriate contacts to it, and provided her team members with access to the project. She is now in the process of determining the tasks or milestones that need to be completed to have a successful and profitable project. She creates a number of activities, manually and using activity plans.

At this point, the engagement manager breaks each milestone down to its component parts by tasks. After she creates a team workbook for the project, sets up roles, associates skills and competencies with each workbook role, sets rates for project staff, and creates and submits resource requests, she assigns the tasks. She can use the Tasks view to assign tasks and set expected completion dates. She is attempting to build the skeletal project plan that she will later export to Microsoft Project. By assigning tasks, the engagement manager can give the other members of her team an idea of the work each will do on the project.

As the engagement manager's team members finish their assigned tasks, they can assess and add risks to the project, create risk resolution activities, create status reports, and associate risks with status reports. Meanwhile, the engagement manager can monitor the team's progress from the My Team's Projects view. Her team can attach files of related information, including diagrams, as necessary. Because these files are embedded in the Siebel application, anyone on the team can open the files and review the work to be done on the project. They can also add notes, create orders for project materials, and change delivery status of the project.

# Example Process for Project Management

This is an example of a process an administrator and an end user may follow to manage projects. Your company may follow a different process according to its business requirements.

## Administrator Procedures

The following are administrator procedures for managing projects:

- 1 Set up financial components.** Financial components such as currencies and expense types need to be set up for use in projects. For more information, see [“Setting Up Financial Components \(Administrator\)” on page 32](#).
- 2 Set up employee records.** Employee records must be created before employees can be assigned to work on particular projects. For more information, see [“Setting Up Employee Records \(Administrator\)” on page 33](#).
- 3 Display existing project resources.** Existing product records for the services you offer, such as consulting hours for field engineers or field technicians need to be displayed for inclusion in projects. This is part of setting up the rate book for your organization. For more information, see [“Displaying Existing Project Resources \(Administrator\)” on page 35](#).
- 4 Add a new project resource.** New product records for the services you offer, such as consulting hours for field engineers or field technicians need to be added to the database if the existing product records don’t match the needs of a project. This is part of setting up the rate book for your organization. For more information, see [“Adding New Project Resources to the Product List \(Administrator\)” on page 36](#).
- 5 Create a role.** Administrators must create the roles that project managers identify as needing to be filled on the project team. For more information, see [“Creating Roles \(Administrator\)” on page 37](#).
- 6 Set up skills and competencies.** Skills and competencies that are needed on the project team must be specified during project resource management to help assign people to project tasks. For more information, see [“Setting Up Skills and Competencies \(Administrator\)” on page 38](#).

- 7 Set up contract and work order templates.** Allow end users to create agreement, contract, and work order documents by setting up Siebel Proposals templates and modifying them to meet the needs of your company. For more information, see [“Setting Up Contract and Work Order Templates \(Administrator\)” on page 39](#).
- 8 Set up a project activity template.** Set up project activity templates to automatically create the milestones or activities that should be followed for a project. For more information, see [“Setting Up Project Activity Templates \(Administrator\)” on page 40](#).
- 9 Set up Microsoft Project field mappings.** A mapping file that defines field mappings between Microsoft Project and Siebel Professional Services Automation must be set up to export and import data between these two applications. For more information, see [“Setting Up Microsoft Project Field Mappings \(Administrator\)” on page 41](#).
- 10 Set up project-related list of values entries.** You may want to set up some values for drop-down lists used with projects. This is done by adding values to the appropriate list of values. For more information, see [“Setting Up Project-Related List of Values Entries \(Administrator\)” on page 42](#).
- 11 Create a cost list.** You can create cost lists to record the estimated costs to your organization for providing specified services. For more information, see [“Creating a Cost List \(Administrator\)” on page 44](#).
- 12 Associate cost list items with a cost list.** Once you create a cost list, you can associate project resources with it. For more information, see [“Associating Cost List Line Items with a Cost List \(Administrator\)” on page 45](#).
- 13 Create a rate list.** You may want to create rate lists specify rates for services and the people who provide those services. For more information, see [“Creating a Rate List \(Administrator\)” on page 46](#).
- 14 Associate rates and project resource products with a rate list.** Once you create a rate list, you can associate project resources with it. For more information, see [“Associating Rates and Project Resources with a Rate List \(Administrator\)” on page 47](#).

## End-User Procedures

The following are end-user procedures for working with projects:

- 1 Create a project.** For information, see “[Creating Projects](#)” on page 49.
- 2 Associate a contact with a project.** For information, see “[Associating Contacts with a Project](#)” on page 55.
- 3 Provide access to a project.** For information, see “[Providing Access to a Project](#)” on page 56.
- 4 Create activities using an activity plan.** For information, see “[Creating Activities Using Activity Plans](#)” on page 57.
- 5 Create an activity manually.** For information, see “[Creating Project Activities Manually](#)” on page 58.
- 6 Create a task.** For information, see “[Creating Tasks](#)” on page 60.
- 7 Add an activity to a task.** For information, see “[Adding Activities to a Task](#)” on page 62.
- 8 View tasks.** For information, see “[Viewing Tasks](#)” on page 63.
- 9 Use the team workbook.** For information, see “[Using the Team Workbook](#)” on page 64.
- 10 Set up roles in a team workbook for a project.** For information, see “[Setting Up Roles in a Project Team Workbook](#)” on page 65.
- 11 Associate skills and competencies with team workbook roles.** For information, see “[Associating Skills and Competencies with Team Workbook Roles](#)” on page 68.
- 12 Set rates for project staff.** For information, see “[Setting Rates for Project Staff](#)” on page 69.
- 13 Add subcontractor information.** For information, see “[Adding Subcontractor Information](#)” on page 71.
- 14 Associate a subcontractor resource with a project.** For information, see “[Associating a Subcontractor Resource with a Project](#)” on page 72.
- 15 Assess and add risks to a project.** For information, see “[Assessing and Adding Risks to a Project](#)” on page 73.
- 16 Create a risk resolution activity.** For information, see “[Creating Risk Resolution Activities](#)” on page 74.

- 17 Create a status report for a project.** For information, see “[Creating a Status Report for a Project](#)” on page 75.
- 18 Associate a risk with a status report.** For information, see “[Associating Risks with a Status Report](#)” on page 77.
- 19 Attach a file to a project.** For information, see “[Attaching a File to a Project](#)” on page 78.
- 20 Add a note to a project.** For information, see “[Adding a Note to a Project](#)” on page 78.
- 21 Create an order for project materials.** For information, see “[Creating an Order for Project Materials](#)” on page 79.
- 22 Change the delivery status of a project.** For information, see “[Changing the Delivery Status of a Project](#)” on page 80.

## **Setting Up Financial Components (Administrator)**

You must set up several financial components in your Siebel application before you go into production. These components are:

- Currencies (unless your Siebel application will use only one currency)
- Currency Conversions (unless your Siebel application will use only one currency)
- Expense Types
- Periods

It is recommended that you also set up the following financial component before your Siebel application goes into production:

- Payment Terms

For more information about setting up these components, see information about ongoing application administration tasks in *Siebel Applications Administration Guide*.

## **Setting Up Employee Records (Administrator)**

Before you can assign employees to work on particular projects, you must create employee records. This is normally part of the initial setup for a Siebel application. For information about setting up employee records, see *Security Guide for Siebel eBusiness Applications* and *Siebel Applications Administration Guide*.

## **Overview of Rate List and Cost List Management (Administrator)**

This section provides background information about setting up and using rate lists and cost lists for projects. Rate lists specify what you charge your customers for various services. Cost lists specify what it costs your organization to provide those services. The difference between the rate and the cost for a given service is your profit margin for that service. Your organization can establish multiple rate lists and cost lists for use in different geographical areas or with different customers, but each rate list is associated with exactly one cost list.

It is strongly recommended that you use the following sequence of tasks to set up your rate lists and cost lists for project management:

- 1** Set up product records for the services you offer, such as consulting hours for field engineers, field technicians, and so on. For more information about this task, see [“Displaying Existing Project Resources \(Administrator\)” on page 35](#) and [“Adding New Project Resources to the Product List \(Administrator\)” on page 36](#).
- 2** Create cost lists that estimate what it costs your organization to deliver each service and associate products with it. For more information about this task, see [“Creating a Cost List \(Administrator\)” on page 44](#) and [“Associating Cost List Line Items with a Cost List \(Administrator\)” on page 45](#).
- 3** Create rate lists to specify what you charge for each service, associate products with it, and associate each rate list with a cost list. For more information about this task, see [“Creating a Rate List \(Administrator\)” on page 46](#) and [“Associating Rates and Project Resources with a Rate List \(Administrator\)” on page 47](#).
- 4** As part of the process of creating each project, associate the project with a rate list. For more information about this task, see [“Creating Projects” on page 49](#).
- 5** Any record added to the Team Workbook should each have the Resource field populated with a product record created in [Step 1](#). For more information about this task, see [“Setting Rates for Project Staff” on page 69](#).

Completing these tasks in the specified order allows rates and costs to default when you use the Team Workbook to staff projects. You can modify them as needed.

## Displaying Existing Project Resources (Administrator)

When you create lists of the rates that you will charge for services to your customers, each rate will be associated with a project resource. A project resource is a special kind of product that represents a person with particular skills that are needed for the project. For example, typical project resource products might include Consultant, Field Engineer, and Field Technician. As you plan projects, you assign project resources to project tasks as part of the process of determining project costs and scheduling.

The following procedure explains how to display a list of the project resource products already defined in your Siebel application.

### ***To display existing project resources***

- 1** Navigate to the Product Administration screen.
- 2** In the More Info form, click the show more button, and then click Query.
- 3** In the More Info query form, click the Project Resource check box.
- 4** In the More Info query form, click the menu button, and then click Run Query.

## **Adding New Project Resources to the Product List (Administrator)**

You must define project resources before you can select them for a project. You must set up resources as products, so that these resources can be added in the rate and cost lists. The following procedure explains how to add a new project resource product.

### ***To add a project resource to the product list***

- 1** Navigate to the Product Administration screen.
- 2** In the Products list, add a new record.
- 3** In the Product field of the new record, enter a resource name, such as consultant.
- 4** In the More Info form, click the show more button and then select the Project Resource check box.
- 5** Complete any other fields as needed. For more information on the fields available, see *Product Administration Guide*.

---

**NOTE:** If the product can be ordered or if the product can be listed as a quote item in a quote, select the Orderable check box.

---

- 6** From the Show drop-down list in the More Info form, select Category to display a Product form and a More Info list.

Adding products to categories allows users access to the product. Categories are how product visibility is controlled. You must also add a product to a category to make it selectable in a quote and to make it visible in eSales Web pages.

- 7** In the More Info list, click New to display the Add Subcategories dialog box.
- 8** In the Add Subcategories dialog box, select the category to which the product (project resource) belongs, and then click OK.

# Creating Roles (Administrator)

As part of the process of creating a project, a project manager identifies the roles that need to be filled on the project team, and the approximate start and end date for each role. These roles must first be created by the administrator before a project manager can add them to a project.

## **To create a role**

- 1 From the application-level menu, choose View > Site Map > Application Administration > List of Values.

---

**NOTE:** You may want to query to see if the role you want to create already exists in the List of Values screen. To find existing roles, query for records with the value of PS\_PROJECT\_TEAM\_ROLE in the Type field.

---

- 2 In the List of Values, add a new record.
- 3 In the Type field, enter PS\_PROJECT\_TEAM\_ROLE.
- 4 In the Display Value and Language-Independent Code fields, enter the name of the new role.
- 5 Complete other fields in the new record as desired.

## **Setting Up Skills and Competencies (Administrator)**

In Siebel Professional Services Automation, a skill designates a general area of expertise such as Language, and a competency designates a more specific area of expertise within that skill, such as Spanish. During project resource management, you specify skills and competencies that are needed on the project team to help you assign appropriate people to project tasks. These skills and competencies must be defined ahead of time. For information about defining skills and associating them with employees, see *Siebel Assignment Manager Administration Guide*. For information about associating skills and competencies with project roles, see [“Associating Skills and Competencies with Team Workbook Roles” on page 68](#).

## **Setting Up Contract and Work Order Templates (Administrator)**

The Siebel Professional Services Automation Agreements module uses Siebel Proposals technology to create agreement, contract, and work order documents. To allow users to create these documents, set up Siebel Proposals templates and modify them to meet the needs of your company. For more information about Siebel Proposals templates, see *Siebel Applications Administration Guide*.

## **Setting Up Project Activity Templates (Administrator)**

Organizations can create project activity templates (or plans), which help focus their consultants on best practices when working on particular types of projects. These project activity templates automatically create the milestones or activities that should be followed for a project. For more information, see *Siebel Applications Administration Guide*.

## **Setting Up Microsoft Project Field Mappings (Administrator)**

The tasks and resources you define for a project in your Siebel application can be exported to and imported from a Microsoft Project .mpp file. This allows you to use Microsoft Project's ability to show how scheduling and resource changes can affect final delivery dates. To export and import data between these two applications you must set up a mapping file that defines field mappings between the two applications. For information about how to set up Microsoft Project field mappings, see [Chapter 5, “Microsoft Project Integration.”](#)

# Setting Up Project-Related List of Values Entries (Administrator)

You may need to set up some values for drop-down lists used with projects. You do so by adding values to the appropriate list of values (LOVs). The following procedure explains how to add an entry to a LOV.

For more information about LOVs, see *Siebel Applications Administration Guide*. For information about using lists of values for a global deployment, see *Global Deployment Guide*.

## **To add a new value to a project-related list of values**

- 1** From the application-level menu, choose View > Site Map > Application Administration > List of Values.
- 2** In the List of Values list, click Query.
- 3** In the Type field, click the select button to display the Pick Value Type dialog box, and then complete the following substeps:
  - a** In the Pick Value Type dialog box, use query or find to select the name (here called Type) of the list of values to which you want to add a value.  
For information about list of values types that are commonly used for projects, see [Table 1 on page 43](#).
  - b** In the Pick Value Type dialog box select the record for the type you want, and then click OK to close the dialog box and return to the main window.
- 4** In the List of Values list, click the menu button and then click Run Query.  
The current values for the selected list of values type appear.
- 5** In the List of Values list, add a new record.
- 6** In the Type field of the new record, enter the same type you selected in [Step 3](#) of this procedure.
- 7** In the Display Value and Language-Independent Code fields, enter the new value that you want to add to the selected list of values.
- 8** Select the check box in the Translate field.

9 In the Language Name field, click the select button, select the language in the Language Name dialog box, and click OK.

**Table 1. Most Commonly Used Project-Related List of Values Types**

Type	Description
PROJECT_CLASS	Classifications used to separate employee hours into utilization categories. The project class is the default class on an employee's time sheet line items.
PROJECT_TYPE	Describes the nature of the project.
PROJECT_STATUS	Affects the default sort order of the projects. Useful in queries.
PROJ_BILLING_TYPE	Explains how you plan to bill the customer.
PROJECT_PARTNER_ROLE	The role a partner would play while engaged on a project. Typical values include consultant, business analyst, and developer.
PS_MPP_FIELD_TYPE	Defines the fields you can choose from when setting up Microsoft Project field mappings. For more information about Microsoft Project and Siebel Professional Services Automation, see <a href="#">Chapter 5, "Microsoft Project Integration."</a>
PS_MPP_MAP_BC_SEL	The business component to be used for a mapping category when creating Microsoft Project Plan mappings.
PS_PROJECT_TEAM_ROLE	A role a member on the team workbook will play. This is defined per project. Team workbook members can play more than one role; enter them more than once on the team workbook.
PS_PROJECT_TEAM_STATUS	The assignment status of an employee on the team workbook. Used for reserving resources or staffing resources. Allows you to play "what-if" with your staffing before finalizing your plans.
PSTASK_ALT_TYPE	A task entered for a project. These are the values for the Type field in Project Task. PSTASK_ALT_TYPE is a child type of PSTASK_TYPE. If you add a new LOV value to PSTASK_ALT_TYPE, you need to specify the new LOV value in PSTASK_TYPE.

## Creating a Cost List (Administrator)

Cost lists record the estimated costs to your organization for providing specified services. Cost lists are used along with rate lists. The difference between the cost of a service and the rate you charge for that service is your profit margin for that service. Your organization can have multiple cost lists, to reflect how costs differ in various locations or other situations.

The following procedures describe how to set up a cost list. First you must create a cost list record, and then you associate cost list line items with it.

### **To create a cost list record**

- 1 From the application-level menu, choose View > Site Map > Pricing Administration > Cost List.
- 2 In the Cost Lists More Info form, add a new record.
- 3 Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Cost List	Required. Name to identify the cost list.
Created	Read-only. Date and time the cost list record was created. Automatically populated.
Created By	User ID of the person who created the cost list. Automatically populated.
Description	Text field for information about the cost list.
Effective From	Required. First date on which the cost list is valid and available.
Effective To	Last date on which the cost list is valid and available.
Organization	Portion of your company that uses and maintains the cost list. Defaults to the organization of the user who creates the record.
Updated	Last date on which the record was modified. Automatically populated. Read-only.
Updated By	User ID of the last person to modify the record. Automatically populated. Read-only.

# Associating Cost List Line Items with a Cost List (Administrator)

The line items in a cost list map to products (project resources). The following procedure explains how to associate cost list line items and project resources with a cost list. This procedure should be used after you have completed “[Adding New Project Resources to the Product List \(Administrator\)](#)” on page 36.

## ***To associate a cost list line item with a cost list***

- 1** From the application-level menu, choose View > Site Map > Pricing Administration > Cost List.
- 2** In the Cost Lists list, select the cost list that you want to add costs to.
- 3** In the selected record, click the hyperlink in the Cost List field to display a Cost List form and a Cost List Line Items list.
- 4** In the Cost List Line Items list, click New to display the Add Internal Products dialog box.
- 5** In the Add Internal Products dialog box, select the resource product to be added to the cost list, and then click OK.
- 6** In the Cost List Line Items list, enter the cost of the resource product in the Standard Cost field.

## Creating a Rate List (Administrator)

Rate lists are like price lists, but they refer to services and the people who provide those services. Instead of a price for a hard drive, for instance, you specify an hourly rate for a consultant. You can create multiple rate lists to charge different rates or use different currencies in different geographical areas or to provide special rates on particular projects or for favored customers. Each rate list must be associated with exactly one cost list.

To set up a rate list, you must first create a rate list record and then associate charge rates with the rate list.

### ***To create a rate list record***

- 1 From the application-level menu, choose View > Site Map > Pricing Administration > Rate List.
- 2 In the Rate Lists More Info form, add a new record.
- 3 Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Cost List	List that specifies the cost of the selected service to your organization. Each rate list can be associated with exactly one cost list.
Currency	Currency used to charge for the service
Description	General information about the selected rate list. Typically, this field would include information about where this rate list should be used or for which customers.
Effective From	Required. First date on which the rate list is valid and available.
Effective To	Last date on which the rate list is valid and available.
Last Updated	Date on which the current record was last modified. Automatically populated.
Organization	Portion of your company that uses and maintains the current rate list. Defaults to the organization of the user who creates the record.
Rate List	Required. Name that identifies the rate list. It is recommended that you include information in the rate list name that describes where the list should be used or for which customers.
Updated By	User ID of the last user to modify the current record. Automatically populated.

# Associating Rates and Project Resources with a Rate List (Administrator)

The following procedure explains how to associate rates and project resources with a rate list. This procedure should be used after you have completed “[Adding New Project Resources to the Product List \(Administrator\)](#)” on page 36.

## ***To associate rates and project resources with a rate list***

- 1** From the application-level menu, choose View > Site Map > Pricing Administration > Rate List.
- 2** In the Rate Lists list, select the rate list that you want to add rates to.
- 3** In the selected record, click the hyperlink in the Rate List field to display a Rate List form and a Rate List Line Items list.
- 4** In the Rate List Line Items list, click New to display the Add Position Types dialog box.

---

**NOTE:** The resources that appear in the Add Position Types dialog box have been defined as products in the Siebel application. For example, the project resource that you created in “[Adding New Project Resources to the Product List \(Administrator\)](#)” on page 36.

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- 5** In the Add Position Types dialog box, select the project resource to be added to the rate list, and then click OK.

The selected project resource appears in the Resource field.

- 6** In the Rate List Line Items list, complete the remaining fields. Some fields are described in the following table.

Field	Comments
Rate/Hour	Standard charge per hour for the specified project resource product.
Resource	Project resource product for which the rate is being specified, such as Consultant or Field Engineer.

## **About Multiple Rate Schedules (Administrator)**

In addition to setting up billing rates by resource in the Rate List Administration view, you can:

- Set up billing rates in multiple currencies, by creating a rate list with another currency.
- Set up unique billing rates for special customers or projects, by creating rate lists used only for those customers or projects. You might name the rate list for that customer or project, so that it is clear that the rate list should only be used in those cases.

# Creating Projects

End users can create and work with projects in three different areas of the Siebel application:

- **Projects screen.** As practice or project managers, end users can view and manage their projects from this screen.
- **Opportunities screen.** As sales representatives, end users may want to create a project and fill in the preliminary information as it associates with the opportunity.
- **Accounts screen.** As account managers, end users may want to monitor projects at the account level.

The following procedure explains how to create a project using the Projects screen. End users can use similar steps to create projects in either the Opportunities screen or the Accounts screen.

## ***To create a new project using the Projects screen***

- 1 Navigate to the Projects screen.
- 2 From the Show drop-down list, select the appropriate view.
- 3 In the Projects list, add a new record.

4 Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Account	Account associated with the project. This could be a customer account for a customer project or an internal account for an internal project. If you associate an opportunity with this project, the Account field is automatically populated with information from the chosen opportunity.
Delivery	Indicates the probability of delivering the project on time, according to your organization's criteria. In the Projects list, this field is read-only. You can change the value of this field in the Projects More Info form. By default, available values are Green, Yellow, and Red. Available values are set using the PROJECT_DLVRY_STATUS list of values. Defaults to Green.
End	Estimated end date for the project.
Name	A name of your own choosing to identify the project. Required.
New	An asterisk in this field indicates that the current user has been assigned to the project, and has not yet reviewed project details.
Priority Flag	A visual indicator that can be used to designate high-priority projects. Each user's priority flag settings are visible only to that user.
Project #	Identification code for the project. Automatically populated with a unique value generated by the Siebel application. If you prefer, you can substitute your own unique project identification code.
Start	Start date for the project.
Status	Indicates the current state of the project. By default, available values are Active, Cancelled, Closed, Inactive, and Not Yet Active. Defaults to Not Yet Active. Available values are set in the PROJECT_STATUS list of values.
Access List	Lists the User IDs of people who are authorized to view or modify project information, depending on the value of the accompanying Access Type field. Automatically populated with User ID of project creator. For more information about access to project information, see <a href="#">"Providing Access to a Project" on page 56</a> .

Field	Comments
Access Type	<p>Determines whether users must be listed in the project access list to view or modify project information. Available values are as follows:</p>
	<ul style="list-style-type: none"> <li>■ <b>Private.</b> Only users who are specified on the project access list can view and modify project information.</li> <li>■ <b>Public.</b> Each member of your organization can view and modify project information.</li> <li>■ <b>Public Read Only.</b> Each member of your organization can view project information, but only those who are specified on the access list can modify information.</li> </ul>
Address	<p>If you specify a value for Account in the More Info form, the Address field is automatically populated with information from the chosen account.</p>
Bill Type	<p>Indicates how the project will be billed. By default, available values are Fixed Fee, Time &amp; Materials, % of Fees, Non-Billable, and Event Billed. Available values are set in the PROJ_BILLING_TYPE list of values.</p>
City	<p>City in which the account associated with the project is located. If you specify a value for Account in the More Info form, the City field is automatically populated with information from the chosen account.</p>
Class	<p>Indicates the general nature of the selected project. By default, available values are Client Billable, Client Investment, Holiday, Internal, Sick Time, Training, and Vacation. Defaults to Client Billable. Available values are set in the PROJECT_CLASS list of values.</p>
Cost List	<p>Specifies the cost list associated with the selected project. The cost list specifies internal costs for specific products, including service products such as consulting services. This field is automatically populated based on the value you choose for Rate List.</p>
	<p>For more information about setting up cost lists, see <a href="#">“Overview of Rate List and Cost List Management (Administrator)”</a> on page 34 and <a href="#">“Creating a Cost List (Administrator)”</a> on page 44.</p>
Country	<p>Country in which the account associated with the project is located. If you specify a value for Account in the More Info form, the Country field is automatically populated with information from the chosen account.</p>

Field	Comments
Created	Date the project record was created. Automatically populated.
Currency	Monetary unit associated with the selected project. Defaults to the currency of the project creator's organization.
Day Limit	Maximum number of days that can be charged.
Division	Part of the organization responsible for the project.
Duration Format	Units in which project time is tracked. Default values are Minutes, Hours, Days, Weeks, and Months. This is particularly important for Microsoft Project integration to define the units that will be exchanged.
Expense Limit	Maximum expenses that will be billed to the customer.
Fee Limit	Maximum amount of money to be charged for the project. Can be used as a trigger for financial notifications implemented using a specially configured workflow or state model, such as notification when the total amount billed for the project reaches 90% of the fee limit value.
Hour Limit	Maximum number of hours billed to the customer.
Marketing Program	Associate a campaign to the project.
Opportunity	Sales opportunity associated with the project. If an opportunity is associated with a project, a number of fields autopopulate based on the opportunity's information. For example, Account.
Organization	Organization or organizations within your company that are responsible for the project. Defaults to the organization of the project creator. This allows you to share projects with partners.
Parent Project	Indicates the larger project of which the current project is a part, if such a relationship exists.
Project News	Specifies any preexisting news feeds to display on Project Center or Project Summary pages. For information about setting up news feeds, see <i>Siebel Employee Relationship Management Administration Guide</i> .

Field	Comments
Project Summary Graphic	Specifies a graphic to display on the Project Summary page. Available values are project attachments. The application attempts to display the attachment that has the Primary check box selected. For information about adding attachments to projects, see <a href="#">“Attaching a File to a Project” on page 78</a> .
Project Type	Indicates the general nature of the project. Typical values include Infrastructure, Applications Development, Business Development, Deployment and Implementation, Internal Projects, Pro Bono, and so on. Values come from the PROJECT_TYPE LOV.
Rate List	Specifies the rate list associated with the selected project. The rate list specifies what you charge for specific products, including service products such as consulting services. When you specify a rate list for a project, the cost list associated with that rate list is automatically associated with the project as well. For more information about setting up rate lists, see <a href="#">“Overview of Rate List and Cost List Management (Administrator)” on page 34</a> and <a href="#">“Creating a Rate List (Administrator)” on page 46</a> .
Related Links	One or more Web sites or other hyperlinks associated with the current project. These links are not active in the Projects More Info form, but are active in the Related Links section of the Project Summary page.
Related Projects	Projects related to the current project. For example, if the current project is similar to another project that was completed recently, you may want to refer to the completed project for reference purposes. Note that access to related projects follows regular security rules: a user must be granted access to a nonpublic project to view information about it.
Revenue	Estimated currency amount the project will earn. The value in this field is not calculated from other fields.
Site	Site in which the account associated with the project is located. If you specify a value for Account in the More Info form, the Site field is automatically populated with information from the chosen account.

Field	Comments
Source	Specific event or other source that provided the sales lead that led to the current project.
Source Type	Type of event or other source that provided the sales lead that led to the current project. Automatically populated based on the value you choose for the Source field.
State	State in which the account associated with the project is located. If you specify a value for Account in the More Info form, the State field is automatically populated with information from the chosen account.
Zip Code	Postal code for the account associated with the project. If you specify a value for Account in the More Info form, the Zip Code field is automatically populated with information from the chosen account.

---

**NOTE:** Beginning with Siebel 7, end users can edit the Project # field. By default, this field is automatically populated with a unique project number generated by the Siebel application. However, end users have the flexibility to substitute their own project identification numbers in this field.

---

# Associating Contacts with a Project

When end users create a project, they normally specify an account that is associated with that project. End users can also associate one or more individual contacts with a project. The following procedure explains how to associate a contact with a project.

## **To associate a contact with a project**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the contact will be associated, and then click either the Name hyperlink for that project or the Contacts view tab.
- 4** In the Contacts list, click New.
- 5** In the Add Contacts dialog box that appears, select the contact or contacts you want to add and then click OK.

---

**NOTE:** If you want to select multiple contacts, hold down the CTRL key while you select the records.

---

The Add Contacts dialog box closes, and the record or records you selected appear in the Contacts list.

# Providing Access to a Project

This version of Siebel Professional Services Automation lets end users specify one of three different levels of access to information for each project. The access level for a Project is set in the Access Type field of the Projects More Info form. Available values are as follows:

- **Private.** Only users who are specified on the project access list can view and modify project information.
- **Public.** Each member of the organization can view and modify project information.
- **Public Read Only.** Each member of the organization can view project information, but only those who are specified on the access list can modify information.

By default, the creator of a project is automatically added to the access list as the Primary member of the list. It is required that a project access list always have one Primary member. The Primary designation can be moved from one user to another, but any user who currently holds the Primary designation cannot be removed from the access list.

To have any user except the project creator be able to view and modify information on a Private project, or to have any user except the project creator to be able to modify information on a Public Read Only project, end users can add that person's user ID to the project access list. The following procedure explains how to do this.

### **To grant access to a project**

- 1 Navigate to the Projects screen.
- 2 From the Show drop-down list, select the appropriate view.
- 3 In the Projects list, select the project to which the access will be granted.
- 4 Click the Access view tab.
- 5 In the Access list, click New.
- 6 In the Add Employees dialog box that appears, select the employee or employees who should have access to this project and then click OK.

# Creating Activities Using Activity Plans

Activity plans provide a set of prebuilt best practice templates that create a collection of activities in a logical order based on the start date specified. The following procedure explains how to create activities using activity plans.

## **To create activities using activity plans**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the activities will be associated.
- 4** Click the Activity Plans view tab.
- 5** In the Activity Plans list, add a new record.
- 6** Select an activity plan template from the Template drop-down list.

The activities associated with the activity plan appear in the Activities list subview. For information about creating activity plans, see *Siebel Applications Administration Guide*. For more information about using activity plans, see *Siebel Call Center User Guide*.

## **Creating Project Activities Manually**

End users can also create activities without the aid of activity plans. The following procedure explains how to create activities from the Activities view tab in the Projects screen. Activities created in Tasks and Risks will also be visible in the Activities view in the Projects screen. For more information, see “[Adding Activities to a Task](#)” on page 62 and “[Creating Risk Resolution Activities](#)” on page 74.

***To create activities for a project manually***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the activities will be associated.
- 4** Click the Activities view tab.

- 5** In the Activities list, add a new record.
- 6** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Start	Date and time when the activity should start.
Type	General category of the activity. Defaults to a hyperlink with the value of Appointment. Clicking the hyperlink displays the Attachments view of the Activities screen, where the value of Type can be changed and additional activity characteristics can be specified.
Description	Brief note describing the activity.
Due	Date and time by which the activity should be completed.
Status	Current status of the activity.
Priority	Importance of the activity.
Employees	One or more employees assigned to finish the activity. Defaults to the User ID of the activity creator. This field is not displayed by default in the Service Activities view, but it can be displayed through the use of the Columns Displayed command or by clicking the Type hyperlink to navigate to the Activities screen.
Display In	Determines whether the activity is displayed in the Activity screen, in the Activity screen and the Calendar screen, or in the Activity screen and the To Do list. An activity cannot appear in both the Calendar and the To Do list. Defaults to Calendar and Activities.
Alarm	Check this box to turn on a reminder alarm for this activity.
Alarm Lead	The Alarm Lead field is automatically populated with the default alarm lead time. You can change this value from the User Preferences screen; you can also manually override it for each activity, by entering a new value in this field.

## Creating Tasks

End users can use tasks to group activities together logically. Tasks function as containers for groups of related activities. In this version of Siebel Professional Services Automation, tasks can be imported from Microsoft Project into Siebel Professional Services Automation, and can be exported from Siebel Professional Services Automation to Microsoft Project. For more information about using Microsoft Project with Siebel Professional Services Automation, see [Chapter 5, “Microsoft Project Integration.”](#) There are two parts to creating and using a task: creating the task record, and then adding new activities to the task.

***To create tasks***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the tasks will be associated.
- 4** Click the Tasks view tab.

- 5** In the Tasks list, add a new record.
- 6** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Description	Brief note describing the task.
Do Not Export	Check this box if you do not want this task to be exported to Microsoft Project.
Due	Date and time the task should be finished.
Name	Name given to the task. If no name is given you will be unable to drill down on the task to add further details or add activities to the task.
Parent Task	Allows for hierarchy of tasks. For example, one task might be Deploy System while a child might be Training.
Predecessor Task	Task that needs to be completed before this one can be started.
Priority	Importance of the task.
Status	Current status of the task.
Type	A way of defining what type of task this is. For example, Milestone or Meeting.

## Adding Activities to a Task

Once a task is created, activities can be added to it.

### ***To add an activity to a task***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the tasks are associated.
- 4** Click the Tasks view tab.
- 5** In the Tasks list, click the Name hyperlink for the task you want to add an activity to.

The Tasks form appears with the Activities list view beneath it.

- 6** In the Activities list, add a new record.
- 7** Complete the necessary fields. For description of the fields available see [“Creating Project Activities Manually” on page 58](#).

## Viewing Tasks

If an end user imports Microsoft Project files to create tasks and they import successfully, end users can use the following procedure to view the tasks.

### **To view tasks**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the tasks are associated.
- 4** Click the Tasks view tab.

A listing of the tasks appears.

---

**NOTE:** Drilling down on a task takes you to a Tasks form. Beneath the Tasks form is an Activities view and an Attachments view.

---

# Using the Team Workbook

As part of the process of creating a project, a project manager identifies the roles that need to be filled on the project team, and the approximate start and end date for each role. The Team Workbook helps managers track project cost and rate structures, submit resource requests, and manage overall resource needs of the project. An example of the Team Workbook view is shown in [Figure 2 on page 64](#).



Role	Resource	User ID	Last Name	First Name	Start	End	Effective Rate	Total Estimated H	Total Rate	Cost
Business Analyst	Senior Consultant				1/15/2002	4/30/2002	€85.00	912	€77,520.00	€0.00
Project Manager	Senior Consultant				1/15/2002	4/30/2002	€80.00	760	€60,800.00	€60.00
Project Manager	Service Specialist				1/15/2002	4/30/2002	€45.50	152	€6,916.00	€0.00
Partner Manager	Field Technician	GABBO	Abbole	Glen			€50.00			€0.00
Team Leader	Field Engineer	FROBERTS	Roberts	Fred			€75.00			€30.00
Configuration Specialist	Field Engineer	CWILSON	Wilson	Chris			€75.00			€0.00
Developer	Senior Consultant	FSINGH	Singh	Felix			€100.00			€0.00
								1,824	€145,236.00	

**Figure 2. Team Workbook View**

## Overview of Project Staffing

End users outline project resource needs and requests by using the Team Workbook. The most common process is as follows:

- 1 Set project rates and cost schedules.
- 2 Estimate resource needs.
- 3 Identify the following project requirements:
  - Resource start and end dates.
  - Skills and competencies.
  - Project roles.
- 4 Submit your resource requests to your organization's resource manager.
- 5 Perform project resource management tasks such as using parent positions to establish project team relationships.

# Setting Up Roles in a Project Team Workbook

The Team Workbook maintains resource information for the project. It identifies required roles, skills and competencies associated with those roles, and time commitments. For information about creating roles, see “[Creating Roles \(Administrator\)](#)” on page 37.

## ***To identify roles for the team workbook***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the Team Workbook will be associated.
- 4** Click the Team Workbook view tab.
- 5** In the Team Workbook list, add a new record.

**6** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Assignment Status	This field represents the status of the assignment to a user. For example, Requested is intended to mean that a resource has not been definitely booked on a project, where Assigned is booked. In addition, the Assignment Status field is taken into account when determining the availability percentage on the Resource Requests screen Availability button. Assigned and Full Time assignments are given more weight than Requested and Part Time on the percentage that displays on the Potential Resources view. Defaults to Requested-Full Time.
Cost	Cost defaults based on a number of factors. For details on these factors, see <a href="#">“Overview of Rate List and Cost List Management (Administrator)” on page 34</a> .
Rate	Rate is set by the resource type that you choose from a designated rate list that has been created by the administrator. Rate is defaulted but can be overridden if necessary.
Resource	Resources drive the rate, and resources can fill multiple roles on a project.
Role	A role represents the job that this team member will be working on this project. For example, Project Manager. A role is different from a title in that a role is project based. You can be one role on one project and an entirely different role on another.
User ID	User ID of the resource selected to fill this role.
Last Name	Last Name of the resource selected to fill this role.
First Name	First Name of the resource selected to fill this role.
Start	Start date of role.
End	End date of role.
Effective Rate	The Effective Rate field refers to the actual rate charged to the customer. The Effective Rate is equal to Rate factored by the discount.
Total Estimated Hours	Number of days on the project multiplied by 8 hours per day.

Field	Comments
Total Rate	Is equal to the Total Estimated Hours multiplied by the Effective Rate.
Nickname	Identifier for the person being assigned to the specified team role. When a new team workbook record is created, the value of this field defaults to a unique row ID number. When a value is entered for the User ID field, the value in the Nickname field automatically changes to the User ID value. If the person you specify will be listed more than once in the current project's team workbook, you must modify the value in the Nickname field to provide a unique value for each team workbook record in the project. The Nickname field maps to the Microsoft Resource Name field.

---

**NOTE:** Repeat [Step 5 on page 65](#) and [Step 6 on page 66](#) until you have added every role.

---

# Associating Skills and Competencies with Team Workbook Roles

After adding a role to the Team Workbook, end users will want to associate skills and competencies with that role. These skills will be forwarded to the Resource Manager. This is also a good way to assign people and populate their positions through the Team Workbook. For more information about setting up skills, see *Siebel Assignment Manager Administration Guide*.

## **To add skills and competencies**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the Team Workbook will be associated.
- 4** Click the Team Workbook view tab.
- 5** In the Team Workbook list, select the role to which the skills will be added.
- 6** In the Skills subview list, add a new record.
- 7** In the new record, select a skill from the Skill drop-down list.
- 8** In the Competencies subview list, add a new record.
- 9** In the new record, enter the appropriate information.

The fields available are specific to the skill selected in the Skills list. Some fields are described in the following table.

Field	Comments
Expertise	Determine the level of expertise this skill requires. Default choices are Novice, Intermediate, and Expert.
Importance	Determine how important it is that the person filling this role has this skill. Default choices are Critical, Important, and Nice to Have.

---

**NOTE:** Repeat [Step 5](#) through [Step 7](#) for each new skill. Repeat [Step 8](#) through [Step 9](#) for each new competency.

---

# Setting Rates for Project Staff

Rates are set for project staff from the Team Workbook's Resource Detail view. Rates set here for a user become the hourly rate on that user's time sheet. When users create new time sheet line items in a time sheet and add a project and a project role, the hourly rate field is populated with the resource rate defined in the Team Workbook's Resource Detail view. For more information about time sheet line items, see ["Adding Line Items to a Time Sheet" on page 142](#).

## ***To set hourly rates for a team member***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want to set staff rates.
- 4** Click the Team Workbook view tab.
- 5** In the Team Workbook list, select the role for which you want to set the rate.
- 6** Choose Resource Detail from the Team Workbook drop-down list.
- 7** If there is a rate list associated with the project, complete the following substeps:
  - a** In the Resource field, select the resource level appropriate for the project role.

---

**NOTE:** Some of the resources listed in the drop-down list may not be set up in the project's rate list. You may need to ask your administrator for information about which resources appear in the project's rate list.

---

When the resource is selected, the Rate field is automatically updated according to the rate list. For more information about rate lists, see ["Creating a Rate List \(Administrator\)" on page 46](#).

- b** (Optional) In the Discount field, specify a discount for rate.

- 8** If there is no rate list associated with the project, complete the following substeps:
  - a** In the Rate field, enter an hourly rate for the team member.
  - b** (Optional) In the Discount field, specify a discount for rate.
- 9** Complete other fields as needed. Some fields are described in the following table:

Field	Comments
Billing Coordinator	The employee responsible for managing billings and invoicing on the current project.
Cost	Cost defaults based on a number of factors. For details on these factors, see <a href="#">“Overview of Rate List and Cost List Management (Administrator)”</a> on page 34.
Estimated Hours/Day	Defaults to 8 hours per day.
Estimated Work Days	Defaults to the number of working days between the role’s start and end dates.
Total Estimated Hours	Value comes from Estimated Hours/Day multiplied by Estimated Work Days.
Total Cost	Is equal to Total Estimated Hours multiplied by Cost.

---

**NOTE:** In order for rates to appear, the Resource field accessible from My Projects > Team Workbook > Resource Detail needs to be set for each team member.

---

## Adding Subcontractor Information

End users can associate subcontractors with a project, as well as make them available as part of a project team. Before associating a subcontractor resource with a project, their information must be added to Siebel Professional Services Automation. Subcontractors are accounts set up in the Siebel application.

### ***To add subcontractor information***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the subcontractor will be associated.
- 4** Click the Subcontractors view tab.
- 5** In the Subcontractors list, add a new record.
- 6** In the Account Name field, click the select button to display the Pick Account dialog box.
- 7** In the Pick Account dialog box, select the subcontractor account and then click OK.

---

**NOTE:** If the subcontractor account does not exist, click New to create a new account.

---

Subcontractor account information appears in various fields.

## Associating a Subcontractor Resource with a Project

After adding a subcontractor to Siebel Professional Services Automation, end users can associate resources from that company to the project. Any subcontractor resources associated with a project using the following procedure automatically appear in the Team Workbook.

***To associate a subcontractor resource with a project***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the subcontractor will be associated.
- 4** Click the Subcontractors view tab.
- 5** In the Subcontractors list, click the Account Name hyperlink for the subcontractor.

A Project Subcontractor form appears, with the Resources list below it.

- 6** In the Resources list, add a new record.

The records available are employees that have been associated with this subcontractor account.

- 7** In the Role field, select a role from the drop-down list.
- 8** Complete any other necessary fields. For a description of the fields available, see [“Setting Up Roles in a Project Team Workbook” on page 65](#).

---

**NOTE:** To create subcontractor agreements and invoices, see [Chapter 8, “Agreements.”](#)

---

---

**NOTE:** To view the subcontractor details in a form, choose Employee Details from the drop-down list in the Resources view. To go back to list format, choose Employees from the drop-down list.

---

# Assessing and Adding Risks to a Project

One of the biggest project management challenges end users face is identifying and managing risk items. End users can identify and quantify risk items early in the opportunity phase. This has several advantages, it allows for the calculation of the appropriate risk premium or discounts, and it gives all parties involved a clear understanding of the risks involved.

---

**NOTE:** Each risk item can be tracked and reported in the status report.

---

## **To create a risk**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the risk will be associated.
- 4** Click the Risks view tab.
- 5** In the Risks list, add a new record.
- 6** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Line #	Identifies the line number of the risk. The number can be modified.
Type	Identifies the kind of risk being described. Examples could include customer relationship, low quality, or high turnover.
Name	Name given to the risk. If no name is given you will be unable to drill down on the risk to add further details or add risk resolution activities.
Reported	Date the risk was added to the project.
Priority	Importance of the risk.
Status	Current status of the risk.
Severity	Seriousness of the risk on a scale of 1 to 5.
Description	Text of your own choosing explaining further details about the risk.

## Creating Risk Resolution Activities

Risk resolution activities are activities created to address and resolve project risks. Risk resolution activities that are created with the following procedure are also visible in the Projects Activities view.

### ***To create risk resolution activities***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the risks will be associated.
- 4** Click the Risks view tab.
- 5** In the Risks list, click the Name hyperlink for the risk for which you want to associate resolution activities.

The Risks form appears with the Resolution Activities list beneath it.
- 6** In the Resolution Activities list, add a new record.
- 7** Complete the necessary fields. For information about the fields available, see [“Creating Project Activities Manually” on page 58](#).

# Creating a Status Report for a Project

End users may want to create a project status report summarizing the project's progress, forecast, and issues. End users can incorporate any project risk issues into the status report. The following procedure explains how to create a status report.

## ***To create a status report***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want a status report.
- 4** Click the Status Report view tab.

- 5** In the Status Report list, add a new record.
- 6** In the new record, complete the necessary fields. Some fields are described in the following table.

Field	Comments
Status	Current status of the project. Choose from Green, Yellow, and Red.
Stage	What stage is the project in. For example, Implementation or Validation.
Forecast Finish	Finish date projected by current schedule or by project manager.
Forecast Cost	Cost projected by current schedule or by project manager.
Forecast Fee Overrun	The amount a project is forecast to run over the fee limit. The value is equal to Forecast Cost minus Fee Limit.
Forecast Overrun Days	The number of days the project is forecast to run over the targeted project end date. The value is equal to Forecast Finish minus Project End Date.
Plan Variance	Amount the project is forecast to run over the initial projected cost. The value is equal to Forecast Cost minus Planned Total Cost.
Planned Total Cost	Cost based on initial project schedule.
Reporting Status	Status of the current report. For example, In Progress, On Hold, or Done.
Fee Limit	Maximum amount of money to be charged for the project. The value comes from the Fee Limit field in the project record.

# Associating Risks with a Status Report

End users can associate risks with a project's status report. This can enhance the status report by letting others know exactly what issues are currently affecting the project.

## ***To associate risks with a status report***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want a status report that incorporates risks.
- 4** Click the Status Report view tab.
- 5** Select the status report with which the issue will be associated.
- 6** In the Project Status Item subview list, add a new record.
- 7** In the Issues field of the new record, click the select button to display the Pick Risk dialog box.
- 8** In the Pick Risk dialog box, select a risk and then click OK, or use the following substeps to create a new risk that will also be visible in the Project Risks view:
  - a** In the Pick Risk dialog box, click New to display a Pick Risk form.
  - b** Complete the fields in the form, and then click Save to return to the Pick Risk list.
  - c** In the Pick Risk list, make sure the new risk is highlighted, and then click OK.
- 9** Complete any other necessary fields in the new record.

---

**NOTE:** Repeat [Step 6](#) through [Step 9](#) until you have added every risk item.

---

## Attaching a File to a Project

End users can store files as attachments to a project. For information on adding attachments, see *Fundamentals*.

## Adding a Note to a Project

End users can add both public and private notes to a project. Notes allow for the sharing of information among project teams. They can also act as a personal journal for a project. Private notes can only be viewed by the users who created them. End users can also create a hierarchy of notes, somewhat like a discussion group using the Parent Note field.

### **To add a public or private note**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the note will be associated.
- 4** Click the Notes view tab.
- 5** From the Show drop-down list in the Notes view, choose Public Notes or Private Notes.
- 6** In the Note Detail form, add a new record.
- 7** Complete the fields.

<b>Field</b>	<b>Comments</b>
Parent Note	A hierarchy of notes can be created, somewhat like a discussion group. One note could be a response to or related to another note, and thus would be a child. The other note would be a parent note.
Type	Type of note being created.

# Creating an Order for Project Materials

End users may want to create a product or material order and associate it with a project. This functionality allows for the tracking of material costs related to a project.

## **To create an order**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the order will be associated.
- 4** Click the Orders view tab.
- 5** In the Orders list, add a new record.
- 6** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Account	Account associated with the project. Automatically filled in when you create an order from a project record associated with an account.
Active	Check box specifying whether the order is currently active. If it is active, the box is checked, if it is not active, the box is not checked.
Order #	Number created automatically by the Siebel application to identify this order.
Order Date	Date on which the order was created. Defaults to the current date and time. This value can be changed as needed.
Project	Project for which this order is being created. Automatically filled in when you create an order from a project record.
State	State of the order. Choices may include open, closed, or pending. Note that this may not be the same as status.
Status	Current status of the order.
Type	The kind of order being created. Examples could include a purchase order or a sales order.

- 7** Click the Order # hyperlink to display the Orders screen and add additional details concerning the order.

## Changing the Delivery Status of a Project

If a project's delivery status changes during the course of the project, end users will want to update its status. This provides team members and managers with updated information. Delivery status can be updated from the Project More Info view.

### ***To change the delivery status of a project***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project that needs to be updated.
- 4** Click the More Info view tab.
- 5** In the More Info form, from the Delivery drop-down list, select the new status of the project: Red, Yellow, or Green.

The results of this change appear in the Projects list in the Delivery field.

---

**NOTE:** Delivery status can also be changed from the Financial Profile view in the Projects screen. The Financial Profile view includes a summary of the project.

---

## **Using the Project Center and the Project Summary View**

The Project Center view provides users with an overview of their projects, highlighting key project information. The Project Summary view provides users with a summary of a particular project's key information. For more information, see *Siebel Employee Relationship Management Administration Guide*.

## **Project Management**

---

*Using the Project Center and the Project Summary View*

# Resource Management

4

This chapter describes resource management functionality, and provides a business scenario and end-user procedures.

Resource management is designed to manage the process of staffing resources for project assignments. Practice managers, engagement managers, and project managers identify required resources for a project and create records in the Team Workbook view. These records also serve as resource requests. Resource managers process these requests by reviewing them and searching for the best resources to fill them based on skills and availability. Resource managers can directly assign a resource to fill the request, or they can provide candidates for consideration.

# Business Scenario for Resource Management

This scenario provides an example of a process performed by a resource manager. Your company may follow a different process according to its business requirements.

The resource manager at a large consulting company uses his Siebel application to fill resource requests for project managers and to staff projects. As the resource manager navigates to the Resource Requests screen, Unassigned Resource Requests view, he sees there are several new requests to be filled. He can see a need for three resources that are unfilled, each of which has specific skills required to meet the staffing requirements. Looking at the developer role, he can see that the qualified individual must have expert skills in Microsoft Visual Studio and have intermediate skills in Windows 2000. Not only are the product skills important, but the qualified resource must also be able to speak Japanese. The project manager entered these necessary skills for each role in the Team Workbook for the project.

The resource manager can choose the developer role, and search for qualified employees. First, he specifies the acceptable minimum skill and availability scores he wants to use in the resource search. After supplying the criteria and getting the results, he is given the number of resources that match the skills criteria and the number of resources available to fill the project role.

After the resource manager has found people with the appropriate skills, he navigates to the Potential Resources view where he sees a list of candidates. He sorts the list by Availability score. To make sure the resources are available during the desired time frame, he checks the Resources Availability view which shows a Gantt chart of each potential resource's availability. After verifying that the resource is available, he clicks the menu button and selects Add to Project Team and the resource appears in the Team Workbook view.

The resource manager can also check the Notes view to see any additional information, such as client special requests.

## Example Process for Resource Management

This is an example of a process performed by end users for resource management. Your company may follow a different process according to its business requirements.

- 1 Use the Resource Requests screen.** For information, see [“Using the Resource Requests Screen” on page 86](#).
- 2 Review resource requests.** For information, see [“Reviewing Resource Requests” on page 87](#).
- 3 Assign ownership of a resource request.** For information, see [“Assigning Ownership of Resource Requests” on page 88](#).
- 4 Search for a potential resource.** For information, see [“Searching for Potential Resources” on page 89](#).
- 5 Use candidate history to track candidates.** For information, see [“Using Candidate History to Track Candidates” on page 90](#).
- 6 Assign a resource to a project.** For information, see [“Assigning Resources to a Project” on page 91](#).

# Using the Resource Requests Screen

The Resource Requests screen is organized to help users maximize their productivity. It provides the following filtered views of the Resource Requests list (these filters can be accessed by using the Show drop-down list):

- **Unassigned Resource Requests.** Shows the resource requests where the Owner field is currently blank.
- **My Resource Requests.** Shows the resource requests where the Owner field is equal to the current user.
- **My Submitted Resource Requests.** Shows the resource requests where the Requested By field is equal to the current user.
- **All Resource Requests.** Shows an unfiltered resource request list.

---

**NOTE:** Any of these views can be used in the procedures that follow.

---

# Reviewing Resource Requests

Before filling any requests for resources, the resource manager must review each resource request to make sure he knows what the requestor is looking for. Careful examination of the details in the More Info view, the Notes view, and in the Skills view can provide the resource manager with the information he needs to fill resource requests.

## ***To review resource requests***

- 1** Navigate to the Resource Requests screen.
- 2** In the Resource Requests list, select the resource request you want to review.
- 3** Click the More Info view tab to see each of the resource request record's fields.
- 4** Click the Notes view tab to see any notes written about this resource request.
- 5** Click the Assignment Skills tab to see the skills and competencies attributed to this resource request.

## Assigning Ownership of Resource Requests

The Unassigned Resource Requests view is used to monitor resource requests that are not currently assigned to a resource manager. Resource requests can be assigned by selecting a user in the Owner field.

### ***To assign ownership of a resource request***

- 1** Navigate to the Resource Requests screen.
- 2** From the Show drop-down list, select Unassigned Resource Requests.
- 3** In the Resource Requests list, select a resource request.
- 4** In the More Info form below the Resource Requests list, click the show more button.
- 5** In the Owner field, click the select button.
- 6** In the Pick Position dialog box, select the owner and click OK.

---

**NOTE:** If the value of the Owner field is set to your user name, the resource request is displayed in the My Resource Requests view rather than the Unassigned Resource Requests view.

---

# Searching for Potential Resources

The following procedure explains how to search for resources.

## **To search for resources**

- 1** Navigate to the Resource Requests screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Resource Requests list, select a resource request to be processed.
- 4** In the More Info form, click Find Resources.

A skills search is performed. Resources meeting the skills and competencies defined on the role appear in the Potential Resources view.

- 5** Click the Potential Resources view tab.
- 6** (Optional) Click the menu button, and then click Calc. Availability.  
This calculates availability for resources returned.
- 7** (Optional) In the More Info form, fill in the Skill Min Score and Availability Min Score fields.
- 8** (Optional) Click the menu button, and then click Apply Min Score.

This applies the filters entered in [Step 7](#) to the Potential Resources view. The Skill # Found and Availability # Found fields are populated with the number of qualified candidates. The Skill filter is applied first followed by the Availability Filter. Therefore, the Availability filter is applied to the resources left after the Skill filter is applied. The resulting list of resources are the resources which exceed both minimum scores.

- 9** Click the Resources Availability view tab.

This displays a graphical representation of the candidate's availability. In this Gantt chart, you can only show four concurrent assignments per person.

---

**NOTE:** In the Gantt chart, using the cursor hover over each colored bar to view project assignment details. Different colors are used to represent different assignment statuses in the Gantt chart.

---

## Using Candidate History to Track Candidates

The Candidate History view is used to keep track of employees who are possible candidates for filling the resource request.

---

**NOTE:** The Candidate History view is static, unlike the Potential Resources view which is dynamic and refreshes each time the Find Resources button is clicked.

---

End users can track the status and disposition of each candidate in the list; thus, the Candidate History view maintains a record of candidates who were considered for this role.

***To add an employee to the candidate history***

- 1** Navigate to the Resource Requests screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Resource Requests list, select the request with which you are working.
- 4** Click the Candidate History view tab.
- 5** In the Candidate History list, add a new record.
- 6** Complete the necessary fields.

---

**NOTE:** Status and Disposition are not required fields, but you can use them to track each candidate's history on the resource request.

---

# Assigning Resources to a Project

Once an individual's availability has been reviewed and it has been determined that the individual meets the needs of the project, the individual can be assigned to the project as a resource.

## ***To assign a resource to a project***

- 1** Navigate to the Resource Requests screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Resource Requests list, locate the request you are working on.
- 4** Click the Potential Resources tab.
- 5** In the Potential Resources list, select the individual you want to assign to the project, click the menu button and then click Add to Project Team.

The individual now appears in the User ID field, the Last Name field, and the First Name field, as well as the Team Workbook in the associated project.

---

**NOTE:** End users can also directly assign a resource to a role by populating the User ID field in the Team Workbook or the Resource Requests screen.

---

## Resource Management

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*Assigning Resources to a Project*

# Microsoft Project Integration

5

This chapter explains how to administer and use the integration functionality that lets you move information between Siebel Professional Services Automation and Microsoft Project.

While working on a project, you may want to exchange information between your Siebel application and Microsoft Project. Information can flow from Microsoft Project to your Siebel application and from your Siebel application to Microsoft Project. The information exchange can be repeated as many times as necessary during a project.

In Microsoft Project, project managers can define relationships among project tasks, and can see how the overall schedule is affected by progress or delays on individual tasks and by availability of specific resources.

In your Siebel application, project team members can record hours worked, project-related expenses, and progress on their assigned project tasks. Project managers can see cumulative totals for time and money spent on particular projects and can monitor progress on project tasks. Business rules within your Siebel application prevent deletion of project tasks that have billable costs. Business rules can also be used to create projects automatically, when sales opportunities reach a designated stage.

Typically, a project is created in Microsoft Project, and project data is imported into the Siebel application for resource assignment or time and expense tracking. Project data can be exported from the Siebel application to Microsoft Project after resource assignments have been made, after various project tasks have been completed, and after time and expense entries have been collected. The updated information allows Microsoft Project to display how decisions and progress affect the overall project schedule.

---

**NOTE:** Before you use the procedures in this chapter with the Siebel Web Client, be sure that your Siebel Document Server is set up and Microsoft Project is installed. You do not need the Siebel Document Server if you are using the Siebel Mobile Web Client. For information about setting up the Siebel Document Server, see *Siebel Applications Administration Guide*.

---

## **Business Scenario for Microsoft Project Integration**

This scenario provides an example of a process performed by a Siebel administrator, a project manager, and a consultant. Your company may follow a different process according to its business requirements.

A Siebel administrator at a large consulting company is responsible for setting up Microsoft Project integration capabilities. He should understand what mapping templates are, how they work, and how they are created. With this knowledge, he creates and modifies mapping templates as needed for Microsoft Project integration.

The company's project manager manages projects using Microsoft Project and Siebel Professional Services Automation. For new projects, she creates a new project in Siebel Professional Services Automation and completes relevant project information such as project start date and end date, expected revenue, fees and expense limits, access list, attachments, billing information, contact list, and notes. Once the project framework has been completed, she can create the project scope using Microsoft Project.

To create a project scope, the project manager uses an existing Microsoft Project file or template. During this process, she identifies the project structure (dependencies, hierarchies, and schedule constraints), work breakdown structure (WBS), expected roles, and budget information. After completing the project scope, she imports the project into Siebel Professional Services Automation.

In Siebel Professional Services Automation, the project manager focuses on resource analysis, such as defining the roles that she needs for this project in the Team Workbook. She incorporates the roles already identified in Microsoft Project and can specify additional roles in Siebel Professional Services Automation. She submits her requirements to the resource manager, who makes staffing assignments. After the resource manager completes the initial staffing, the project manager exports the resource information to her existing Microsoft Project file for task-level delegation and planning. She then views the log file generated by this export, and saves it for later use.

Back in Microsoft Project, the project manager reviews the list of resources that have been assigned to the project. These are designated by their User IDs and roles. By default, Microsoft Project automatically updates the project schedule. The project manager may make additional updates manually. Once she completes the review and update process, she reimports the project file into Siebel Professional Services Automation, to update tasks with any schedule changes automatically.

In Siebel Professional Services Automation, the project manager reviews time and expenses submitted for the project and makes adjustments where needed. She also updates the project to reflect the percentage of the project that is complete. Once she finishes the update, she exports the updated information on tasks, resources, percentage complete, and cost to her existing Microsoft Project file.

Microsoft Project automatically reschedules project tasks to reflect progress to date. It also updates any changed resource information such as new assignments. The project manager reviews the project and restructures task relationships to include any tasks that were newly added in Siebel Professional Services Automation. She then decides whether any additional tasks are required for the project and whether any existing tasks should be deleted. Afterward, the project manager saves the Microsoft Project file and again imports the updated project information into Siebel Professional Services Automation.

In Siebel Professional Services Automation, the project data is updated to reflect the rescheduling done by Microsoft Project. Any tasks that were added and assigned in Microsoft Project are distributed automatically to their assignees. If there are time or expense items associated with any task that was deleted or promoted to a summary task in Microsoft Project, that information is saved in Siebel Professional Services Automation and remains available for time and expense reporting as well as invoicing and adjustments. This iterative project management process involving importing from and exporting to Microsoft Project continues until the project is finished.

# Example Process for Microsoft Project Integration

This is an example of a process for revenues. Your company may follow a different process according to its business requirements.

## Administrator Procedures

The following are administrator procedures for Microsoft Project Integration.

- 1 Understand mapping templates.** For information, see [“Understanding Mapping Templates \(Administrator\)” on page 98](#).
- 2 Create a mapping template.** For information, see [“Creating Mapping Templates \(Administrator\)” on page 102](#).
- 3 Modify a mapping template.** For information, see [“Modifying Mapping Templates \(Administrator\)” on page 104](#).

## End-User Procedures

The following are end-user procedures for Microsoft Project Integration.

- 1 Import information from Microsoft Project into Siebel Professional Services Automation.** For information, see [“Importing Information from Microsoft Project into Siebel Professional Services Automation” on page 105](#).
- 2 Export information from Siebel Professional Services Automation to a new Microsoft Project file.** For information, see [“Exporting Information from Siebel Professional Services Automation to a New Microsoft Project File” on page 107](#).
- 3 Export information from Siebel Professional Services Automation to an existing Microsoft Project file.** For information, see [“Exporting Information from Siebel Professional Services Automation to an Existing Microsoft Project File” on page 109](#).
- 4 View a log file.** For information, see [“Viewing a Log File” on page 110](#).
- 5 Save a log file.** For information, see [“Saving a Log File” on page 111](#).

## Understanding Mapping Templates (Administrator)

The tasks and resources you define for a project in your Siebel application can be exported to and imported from a Microsoft Project .mpp file. To exchange data between these two applications, however, you must use a mapping template that defines how Siebel fields and Microsoft fields map to each other.

Siebel Professional Services Automation includes three preconfigured mapping templates:

- **Tasks Only.** This template maps Microsoft Project tasks and summary tasks to the Siebel Projects Tasks view. Resource information is not imported or exported. For information about specific mappings in the Tasks Only template, see [Table 2 on page 99](#).
- **Resources Only.** This template maps Microsoft Project resources to the Siebel Projects Team Workbook view. Task information is not imported or exported. For information about specific mappings in the Resources Only template, see [Table 3 on page 99](#).
- **Standard.** This template is a combination of Tasks Only and Resources Only templates. Information about both tasks and resources is imported or exported. For information about specific mappings in the Standard template, see [Table 4 on page 100](#).

If you create or modify a mapping template, you must assign one or more mapping categories to the template. Each category indicates the kind of fields that are mapped in the template. In the preconfigured templates described in the preceding paragraphs, the Tasks Only template is set to use the Tasks category, the Resources Only template is set to use the Project Resources category, and the Standard template is set to use both the Tasks category and the Project Resources category.

If necessary, a Siebel administrator can modify these templates or create additional templates to meet the needs of your organization. For information about creating or modifying mapping templates, see “[Creating Mapping Templates \(Administrator\)](#)” on page 102 or “[Modifying Mapping Templates \(Administrator\)](#)” on page 104.

**Table 2. Task Only Mapping Template Between Siebel Professional Services Automation and Microsoft Project**

Siebel	Microsoft	Import	Export	Sequence
Actual End Date	Actual Finish	X	X	5
Actual Start Date	Actual Start	X	X	2
Complete Percentage	Percent Complete	X	X	
Description	Text 2	X	X	
Duration Hours	Duration	X	X	4
Est Cost Amount	Cost	X	X	
Item Alt Type	Text 1	X	X	
Name	Name	X	X	
Note	Notes	X	X	
Planned End Date	Finish	X	X	3
Planned Start Date	Start	X	X	1
Priority	Text 5	X	X	
Resource Number (Nickname)	Resource Names	X	X	
Status	Text 3	X	X	

**Table 3. Resources Only Mapping Template Between Siebel Professional Services Automation and Microsoft Project**

Siebel	Microsoft	Import	Export	Sequence
Comments	Notes	X	X	
eMail	eMail Address		X	

## Microsoft Project Integration

Understanding Mapping Templates (Administrator)

**Table 3. Resources Only Mapping Template Between Siebel Professional Services Automation and Microsoft Project**

Siebel	Microsoft	Import	Export	Sequence
End Date	Finish	X		
Full Name (calculated field based on First and Last Name)	Text 1		X	
Rate	Standard Rate	X	X	
Resource Number (Nickname)	Name	X	X	
Role	Group		X	
Start Date	Start	X		

**Table 4. Standard Mapping Template Between Siebel Professional Services Automation and Microsoft Project**

Siebel	Microsoft	Import	Export	Sequence
<b>Task Mappings</b>				
Actual End Date	Actual Finish	X	X	5
Actual Start Date	Actual Start	X	X	2
Resource Number (Nickname)	Resource Names	X	X	
Complete Percentage	Percent Complete	X	X	
Description	Text 2	X	X	
Duration Hours	Duration	X	X	4
Est Cost Amount	Cost	X	X	
Item Alt Type	Text 1	X	X	
Name	Name	X	X	
Note	Notes	X	X	
Planned End Date	Finish	X	X	3
Planned Start Date	Start	X	X	1

**Table 4. Standard Mapping Template Between Siebel Professional Services Automation and Microsoft Project**

Siebel	Microsoft	Import	Export	Sequence
Priority	Text 5	X	X	
Status	Text 3	X	X	
<b>Resource Mappings</b>				
Comments	Notes	X	X	
eMail	eMail Address		X	
End Date	Finish	X		
Full Name (calculated field based on First and Last Name)	Text 1		X	
Rate	Standard Rate	X	X	
Resource Number (Nickname)	Name	X	X	
Role	Group		X	
Start Date	Start	X		

While you are planning the details of how data will be exchanged between Siebel Professional Services Automation and Microsoft Project, be sure to consider the following constraints:

- **List of Values.** If a Siebel task or resource field is implemented as a list of values (LOV), and if it will receive imported data from Microsoft Project, the list of values available for the field must contain the exact values that will be imported, with the case matching for each character of the imported value. For example, the Priority, Status, and Type fields in Siebel Professional Services Automation are implemented as LOVs. For information about modifying LOVs, see *Siebel Applications Administration Guide*.
- **Resources.** If resources in Microsoft Project are specified using User IDs, exactly the same User IDs must be reflected in the Siebel application's employee list, using the same case for each character.
- **Configuration.** Not every field in Microsoft Project can be imported or exported without configuration in Siebel Tools.

# Creating Mapping Templates (Administrator)

If your organization needs templates that differ from those provided with Siebel Professional Services Automation, you can create them. The following procedure explains how to create a mapping template.

---

**NOTE:** The Start and Finish columns in Microsoft Project's Resource Sheet are auto-populated based on resource assignments. Therefore, resource Start Date and End Date values from the Siebel Project Team Workbook view cannot be exported to Start and Finish columns in a Microsoft Project Resource Sheet. If these two fields need to be exported to Microsoft Project, map the Siebel Start Date and End Date fields to Start1 and Finish1 fields in Microsoft Project.

---

## ***To create a mapping template***

- 1** From the application-level menu, choose View > Site Map > Data Administration > Project Mappings.
- 2** In the Project Mappings list, add a new record.
- 3** In the Project Mappings list, in the Mapping Name field, enter a name of your own choosing to identify the mapping template you are creating and the data relationships it defines.
- 4** In the Description field, enter a description of the mapping.
- 5** In the Mapping Categories list, add a new record.
- 6** In the new record, select the appropriate category from the Category drop-down list:
  - If you are creating a mapping template for importing and exporting project resource information, select Project Resources.
  - If you are creating a mapping template for importing and exporting task information, select Tasks.
  - If you are creating a mapping template for importing and exporting *both* project resource and task information, choose either category. After you finish defining mappings for the first category you choose, a later step of this procedure will direct you to repeat the necessary steps to define mappings for the other category.

- 7 In the Category Fields list, below the Mapping Categories list, add a new record.
- 8 Complete the fields in the new record. Some of the fields are described in the following table.

Field	Comments
Comments	Text field for comments about the mapping between the specified Siebel field and the specified Microsoft Project field.
Import/Export	Indicates whether the mapping specified in this record can be used to import data from Microsoft Project into the Siebel database, export data from the Siebel database into Microsoft Project, or both.
MS Project Field Name	Name of a field in Microsoft Project that you want to map to the Siebel field specified in this record. Available values are set in the PS_MPP_FIELD_TYPE list of values.  Some items listed in the MS Project Field Name drop-down list may not have corresponding Siebel fields. If a corresponding Siebel field does not exist, an extension field can be created. For more information on creating an extension field, see <i>Siebel Tools Reference</i> .
Sequence	(Optional) Determines the order in which the fields from the Siebel application that have Sequence specified will be exported to Microsoft Project. This sequence can affect scheduling. When fields have interrelated values, the last field to be exported determines the outcome. For example, if Start and Duration are exported before End, Microsoft Project calculates a value for Duration, instead of using the exported value. If Start and End are exported before Duration, Microsoft Project calculates a value for End, instead of using the exported value.
Siebel Field Name	Name of a Siebel task or resource field that you want to map to the Microsoft Project field specified in this record. Available values are the business component fields of the business component that you selected for the template's Category.

**NOTE:** Repeat [Step 7](#) and [Step 8](#) of this procedure until you have mapped each needed field for the selected Category. If you need an additional Category for this template, repeat [Step 6 on page 102](#) through [Step 8](#) of this procedure, specifying the additional Category in [Step 6 on page 102](#).

## Modifying Mapping Templates (Administrator)

The following procedure explains how to modify an existing mapping template. You can use this procedure with any of the following kinds of mapping templates:

- The templates that are provided with Siebel Professional Services Automation.
- Copies of the templates that are provided with Siebel Professional Services Automation.
- Templates that you create.

### ***To modify a mapping template***

- 1 From the application-level menu, choose View > Site Map > Data Administration > Project Mappings.
- 2 In the Project Mappings list, select the mapping template that you want to modify.
- 3 If you want to modify a copy of the selected template, click the menu button, Copy Record, and then enter a new Mapping Name for the copy; otherwise, skip this step.
- 4 In the Mapping Categories list, add or delete category records as needed.
- 5 In the Category Fields list, add, delete, or modify records as needed.

# Importing Information from Microsoft Project into Siebel Professional Services Automation

End users can import information from Microsoft Project into Siebel Professional Services Automation by using the Plan Integration view in the Projects screen. As part of this process, an existing template must be specified that defines how Microsoft Project fields are mapped to Siebel Professional Services Automation fields. For general information about these templates, see “[Understanding Mapping Templates \(Administrator\)](#)” on page 98.

The following procedure explains how to import a Microsoft Project file into the Siebel database. As part of this process, end users can attach the file to either a new record or an existing record in the Plan Integration view. To preserve a historical record of Siebel data and Microsoft Project data throughout the project, end users can use a new plan integration record for each importation. If there is no need for the historical record, end users can use an existing plan integration record, which causes older data to be overwritten with newer data.

---

**NOTE:** After each importation of data from Microsoft Project to Siebel Professional Services Automation, end users can click the Update button in the Plan Integration list to verify that the importation process is finished. The Update button requests an update on the import process from the Siebel Document Server and refreshes the Projects Tasks and Projects Team Workbook views to reflect the results of the import. The process is finished when clicking the Update button makes the value Completed appear in the Import Status field.

---

## **To import a Microsoft Project file into your Siebel database**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want to import information from Microsoft Project.
- 4** Click the Plan Integration view tab.

- 5** In the Plan Integration list, use one of the following methods to specify the record to which your Microsoft Project file will be attached:
  - To preserve records of any earlier importations, or to import a file for the first time, add a new plan integration record.
  - To overwrite the most recent importation of an existing file, select the existing plan integration record that was used for the earlier importation.
- 6** In the Attachment Name field, click the select button to display the Add Attachment dialog box, and then complete the following substeps:
  - a** In the Add Attachment dialog box, click Browse.

The Choose File dialog box appears.
  - b** In the Choose File dialog box, select the Microsoft Project file that you want to import and click Open.
- 7** If you have not previously specified a mapping template for this record, complete the following substeps; otherwise, skip to [Step 8](#).
  - a** In the Plan Integration list, in the Mapping Template field, click the select button.
  - b** In the Pick Microsoft Project Mapping dialog box, select the mapping template that you want to use and then click OK.
- 8** In the Plan Integration list, click Import.
- 9** Wait briefly, and then, in the Plan Integration list, click Update.

If the import process is finished, a value of Completed appears in the Import Status field. If the import process is not finished, repeat this step.

# **Exporting Information from Siebel Professional Services Automation to a New Microsoft Project File**

End users can export information from Siebel Professional Services Automation to a Microsoft Project file by using the Plan Integration view in the Projects screen. As part of this process, end users must specify an existing template that defines how Siebel Professional Services Automation fields are mapped to Microsoft Project fields. For general information about these templates, see “[Understanding Mapping Templates \(Administrator\)](#)” on page 98.

To preserve a historical record of Siebel data and Microsoft Project data throughout the project, end users can use a new Microsoft Project file each time they export. If there is no need for a historical record, end users can use an existing Microsoft Project file, which causes older data to be overwritten with newer data.

---

**NOTE:** After each time end users export Siebel Plan Integration data to a Microsoft Project file, they must click the Update button in the Plan Integration list to verify that the export process is finished. The Update button requests an update on the export process from the Siebel Document Server. The process is finished when clicking the Update button makes the value Completed appear in the Export Status field.

---

## **To export Siebel information to a new Microsoft Project file**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want to export information to Microsoft Project.
- 4** Click the Plan Integration view tab.
- 5** In the Plan Integration list, add a new record.
- 6** In the Attachment Name field, type in the name of the Microsoft Project file that you want to create and then export to.
- 7** In the Plan Integration list, in the Mapping Template field, click the select button.

- 8** In the Pick Microsoft Project Mapping dialog box, select the mapping template that you want to use, and then click OK.
- 9** In the Plan Integration list, click Export.
- 10** Wait briefly, and then, in the Plan Integration list, click Update.  
If the export process is finished, a value of Completed appears in the Export Status field. If the export process is not finished, repeat this step.
- 11** After Completed appears in the Export Status field, click the Attachment Name hyperlink to view the exported information in Microsoft Project.

# Exporting Information from Siebel Professional Services Automation to an Existing Microsoft Project File

The following procedure explains how to export information about tasks, resources, or both, from the Siebel database to an existing Microsoft Project file.

## ***To export Siebel information to an existing Microsoft Project file***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want to export information to Microsoft Project.
- 4** Click the Plan Integration view tab.
- 5** In the Plan Integration list, select the record that lists the Microsoft Project file to which you want to export.
- 6** In the Plan Integration list, in the Mapping Template field, click the select button.
- 7** In the Pick Microsoft Project Mapping dialog box, select the mapping template that you want to use, and then click OK.
- 8** In the Plan Integration list, click Export.
- 9** Wait briefly, and then, in the Plan Integration list, click Update.

If the export process is finished, a value of Completed appears in the Export Status field. If the export process is not finished, repeat this step.

- 10** After Completed appears in the Export Status field, click the Attachment Name hyperlink to view the exported information in Microsoft Project.

## **Viewing a Log File**

Each time end users import data from Microsoft Project into Siebel Professional Services Automation or export data from Siebel Professional Services Automation to Microsoft Project, a log file is generated. This log file records transactions that take place during the import or export process and any exceptional handling that is required. The following procedure explains how to view such a log file.

### ***To view an import or export log file***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which you want to view an import or export log.
- 4** Click the Plan Integration view tab.
- 5** In the Plan Integration list, select the record to which you imported or from which you exported.
- 6** In the Log field, click the hyperlink.
- 7** In the dialog box that appears, use standard Windows techniques to open the file from its current location or download it to your local system.

## Saving a Log File

The log file associated with each record is regenerated every time an import or export process is performed, overwriting the previous version of the log. The following procedure explains how to save a log file permanently.

### ***To save a log file permanently***

- 1 Complete the procedure, “[Viewing a Log File](#)” on page 110.
- 2 With the log file open, select Save As from the File menu.
- 3 Specify a file name, location, and type, and then click Save.

---

**NOTE:** If duplicate values are present in the Name field of a Microsoft Project resource sheet, any attempt to import the data into the Siebel database will fail without importing any data. This occurs because the Name field in a Microsoft Project resource sheet is mapped to the Resource Nick Name field in the Siebel team workbook, which is a unique key in the Siebel database.

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*Saving a Log File*

## Time Reporting and Time Sheets

# 6

This chapter explains how to administer and use time sheet reporting functionality. Many procedures in this chapter resemble procedures for expense reports. The end-user procedures in this chapter can be used by any Siebel application user who needs to report time spent on specific projects or work tasks.

Siebel time reporting allows your organization to log and track how time is spent so you can detect and eliminate inefficiencies, allocate your resources, and bill customers appropriately. You can measure costs of sales and monitor actual versus budgeted project costs. You can gather and analyze information about how time is used at the project, task, or activity level, according to your business requirements.

At the operational level, employees can log their time in a diary format or directly into time sheets covering specific periods. Automated notification and routing speed up the time sheet approval process. Managers can adjust billable hours directly, or can return time sheets to subordinates for correction. Finally, the time reporting functionality in your Siebel application can be integrated with a back-office system for customer invoicing.

# Business Scenario for Time Reporting and Time Sheets

This scenario provides an example of a time reporting business process performed by a Siebel administrator, a consultant, and a consulting manager. Your company may follow a different process according to its business requirements.

A Siebel administrator at a large consulting company is responsible for setting up time sheets for the use of employees. First he creates additional time sheet work types to meet the special needs of some of the consultants in the company and he changes the existing period type to match the company's reporting process. He then must define reporting relationships between users to accommodate the approval process of time sheets. With these relationships he must set up limits that determine the number of hours each manager can approve per time sheet. Any time sheet that exceeds the limit is automatically routed to another approver, as determined by the reporting relationships he defined.

The administrator is also responsible for configuring time sheets. He can change the name and position of a time sheet's dynamic buttons to meet the needs of the company. He can also add new dynamic buttons as needed. Sometimes he even has to specify dynamic button inheritance for a new detail view. Finally, he must change the trigger for the Submit To field in a time sheet when a user prefers not to use the value Pending Next Approver as the trigger to change the Submit To value.

A number of things must be activated by the Siebel administrator before users can successfully work with time sheets. Therefore, the administrator activates Auto Gen so that users can automatically submit their time sheets. He also activates email notification, status updating, Add Time Item workflow functionality, and Go to My Time Sheets workflow functionality.

One of the company's typical consultants logs time against projects, tasks, and activities. She enters her time using the My Time Diary view, which lets her log time entries without having to create a time sheet first. After completing her time entries, she selects the Auto Gen functionality for time sheets to automatically generate a time sheet for the current reporting period. She reviews her time sheet and submits the time sheet to her manager for review and approval.

Another way the consultant can enter time is to enter it directly into a time sheet. For example, she can create a new time sheet and select the desired reporting period. She can then enter time items into the time sheet using either the Time Sheet Item Summary view or the Time Sheet Item Details view. Before submitting her time sheet, there are a number of things she may want to do to it. She can move time entries from the My Time Diary to her time sheet, move time entries from one project to another, or print her time sheet. Once she is satisfied with the time sheet, she submits it to her manager for review and approval. After submitting her time sheet, she may find that she made an error, and wants to make a change. She can recall the time sheet from her manager, correct the mistake, and resubmit the time sheet. After resubmitting it, she monitors the status of her time sheet, so that she will know when it has been approved.

The company's consulting manager routinely manages consultants on client projects. His responsibilities include managing the time reporting of his subordinates. At the end of the reporting period, he reviews any time sheets that require his approval in the Time Sheet Approval view. He also uses the Time Sheet Summary view and the Time Sheet Adjustments chart to view time details relating to an entire project. After reviewing one of his consultant's submitted time sheets, he decides whether to approve or reject it. If he rejects the time sheet, it is returned to the consultant for modification and resubmission. If he approves the time sheet, and if the number of hours is within his approval limit, the time sheet status is changed to Acceptable.

After the time sheet has been approved and status is changed to Acceptable, a financial administrator reviews the time sheet. If the financial administrator approves the time sheet, it is then processed for back-office reporting. After process completion, the financial administrator changes the status to Processed. Alternatively, the financial administrator can reject the time sheet, which is then returned to the consultant for modification. This administrative process is likely to be automated and connected to a back-office system such as PeopleSoft or SAP. The status change may be accomplished using a data hand-off between the back-office system and the Siebel application.

# Example Process for Time Reporting and Time Sheets

This is an example of a process an administrator and an end user may follow for time reporting and time sheets. Your company may follow a different process according to its business requirements.

## Administrator Procedures

The following administrator procedures describe how to set up values that users will choose from when working with time sheets, how to set up processing parameters such as reporting structures and approval limits, and how to activate workflows for time reporting.

- 1 Create a time sheet work type.** For information, see [“Creating Time Sheet Work Types \(Administrator\)”](#) on page 119.
- 2 Add or modify an available period type.** For information, see [“Adding or Modifying Available Period Types for Time Sheets \(Administrator\)”](#) on page 120.
- 3 Define a reporting relationship.** For information, see [“Defining Reporting Relationships \(Administrator\)”](#) on page 121.
- 4 Set an approval limit for a user.** For information, see [“Setting User Approval Limits \(Administrator\)”](#) on page 122.
- 5 Change the name of a dynamic button.** For information, see [“Changing the Names of Dynamic Buttons for Time Sheets \(Administrator\)”](#) on page 123.
- 6 Change the position of a dynamic button.** For information, see [“Changing the Positions of Dynamic Buttons for Time Sheets \(Administrator\)”](#) on page 124.
- 7 Add a dynamic button to a new view.** For information, see [“Adding Dynamic Buttons to New Views for Time Sheets \(Administrator\)”](#) on page 125.
- 8 Specify the inheritance of a dynamic button for a new detail view.** For information, see [“Specifying Inheritance of Dynamic Buttons for a New Detail View for Time Sheets \(Administrator\)”](#) on page 126.
- 9 Change the trigger for the Submit To field in a time sheet.** For information, see [“Changing the Trigger for the Submit To Field for Time Sheets \(Administrator\)”](#) on page 128.

- 10 Activate Auto Gen for time sheets.** For information, see “Activating Automatic Generation for Time Sheets (Administrator)” on page 129.
- 11 Activate email notification for a time sheet.** For information, see “Activating Email Notification for Time Sheets (Administrator)” on page 130.
- 12 Activate status updating for time sheets.** For information, see “Activating Status Updating for Time Sheets (Administrator)” on page 132.
- 13 Activate the Add Time Item to the time sheet workflow.** For information, see “Activating the Add Time Item to the Time Sheet Workflow (Administrator)” on page 133.
- 14 Activate the Go to My Time Sheets view workflow.** For information, see “Activating the Go to My Time Sheets View Workflow (Administrator)” on page 134.

## End-User Procedures

The following end-user procedures describe how to record time worked, how to view information related to time worked, and how to create, modify, and process time sheets.

- 1 Record time in the My Time Diary view.** For information, see “Recording Time Worked in the My Time Diary View” on page 135.
- 2 Record time in the Activities Time view.** For information, see “Recording Time Worked in the Activities Time View” on page 137.
- 3 Create a time sheet automatically.** For information, see “Creating a Time Sheet Automatically” on page 139.
- 4 Create a time sheet manually.** For information, see “Creating a Time Sheet Manually” on page 140.
- 5 Use the Time Sheet Item Summary view and Spread button.** For information, see “Using the Time Sheet Item Summary View and the Spread Button” on page 143.
- 6 Use the Time Sheet Item Detail view and the Next Day button.** For information, see “Using the Time Sheet Item Detail View and the Next Day Button” on page 145.
- 7 Move time entries from My Time Diary to Time Sheets.** For information, see “Moving Time Entries from My Time Diary to Time Sheets Manually” on page 147.

- 8 **Remove a line item time entry from a time sheet.** For information, see “[Removing Line Item Time Entries from Time Sheets](#)” on page 148.
- 9 **Submit a time sheet.** For information, see “[Submitting a Time Sheet](#)” on page 149.
- 10 **Recall a submitted time sheet.** For information, see “[Recalling a Submitted Time Sheet](#)” on page 150.
- 11 **Monitor the status of a time sheet.** For information, see “[Monitoring the Status of a Time Sheet](#)” on page 151.
- 12 **Print a time sheet.** For information, see “[Printing a Time Sheet](#)” on page 152.
- 13 **Create a time sheet for another person.** For information, see “[Creating a Time Sheet for Another End User](#)” on page 153.
- 14 **Approve or reject a time sheet.** For information, see “[Approving or Rejecting Time Sheets](#)” on page 154.
- 15 **Accept or reject a time sheet before back-office processing.** For information, see “[Accepting or Rejecting Time Sheets Before Back-Office Processing](#)” on page 156.
- 16 **Adjust the hours of a submitted time sheet.** For information, see “[Adjusting Submitted Time Sheet Hours](#)” on page 157.
- 17 **Move a time entry from one project to another.** For information, see “[Moving a Time Entry From One Project to Another](#)” on page 158.
- 18 **Move multiple time entries from one project to another.** For information, see “[Moving Multiple Time Entries from One Project to Another](#)” on page 159.
- 19 **View a time sheet summary and a time sheet summary chart.** For information, see “[Viewing a Time Sheet Summary and Time Sheet Summary Chart](#)” on page 160.
- 20 **View a time sheet adjustments chart.** For information, see “[Viewing a Time Sheet Adjustments Chart](#)” on page 161.

## Creating Time Sheet Work Types (Administrator)

Time sheets require that each increment of work time be reported against either a project or a work type. If your Siebel application includes Siebel Professional Services Automation or Siebel Projects, end users can report time against private projects and public projects. In this release, public projects are used to represent common time reporting categories such as Vacation and Training. Public projects fulfill the same function as work types, with less need for maintenance, because public projects are automatically available to each user, and work types are only available to users who have explicitly been granted access to those work types. If your Siebel application does not include Siebel Professional Services Automation or Siebel Projects, end users must report time against work types.

End users select work types in drop-down lists in time sheet views. Your Siebel application comes with default work types, such as Travel, Vacation, and Sick Time. You can add more work types to suit your company's time sheet needs. The following procedure explains how to add a new work type.

### **To create a work type**

- 1 From the application-level menu, choose View > Site Map > Application Administration > Work Types.
- 2 In the Work Types list, add a new record.
- 3 Complete the fields in the new record. Some of the fields are described in the following table.

Field	Comments
Access	Users who can select this work type in their time sheets. Defaults to creator's User ID. Note that if you want to add additional values to this field, you must select the record and click the select button ( <i>not</i> the hyperlink) in this field.
End	Date on which the work type becomes unavailable to end users. Defaults to NULL.
Name	Name that end users see when choosing Project field values for time sheet line items.

## Time Reporting and Time Sheets

*Adding or Modifying Available Period Types for Time Sheets (Administrator)*

Field	Comments
Start	Date on which the work type becomes available to end users.
Status	Defaults to Active. When set to Active, the selected work type is visible to end users. Whether it is available to end users depends on the values chosen for Start and End. If an end user selects a work type during a time period outside the range set by Start and End, an error message appears.

## Adding or Modifying Available Period Types for Time Sheets (Administrator)

When creating a time sheet, a user selects the time period the time sheet covers. By default, the Pick Period dialog box displays only periods of the type Week, some of which are supplied with the application. If using a period of type Week does not suit your implementation, you can use Siebel Tools to specify a new period type or to allow users to pick from multiple period types. For information about specifying new period types for use with both time sheets and expense reports, see [“Adding or Modifying Available Periods \(Administrator\)” on page 173](#).

## Defining Reporting Relationships (Administrator)

The reporting relationships you define for your Siebel application are a part of the infrastructure for approving time sheets. When a user creates a time sheet, the value of the Submit To field defaults to the User ID of the person to whom that user reports, but the user can override the default if necessary. If the reporting structure has not been defined, the user cannot save the time sheet or use Auto Gen for transferring time diary entries into the current report.

The following procedure explains how to set the reporting relationship between a subordinate and the supervisor or manager to whom the subordinate reports. This procedure must be followed for every user who is allowed to submit time sheets or expense reports. Reporting relationships apply to both time sheets and expense reports.

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**NOTE:** The following procedure establishes a relationship between two positions, rather than two employees. If more than one employee is associated with a parent position, the primary employee for that position is used as the approver for time sheets and expense reports submitted by employees who are associated with the child position.

---

### **To define a reporting relationship**

- 1 From the application-level menu, choose View > Site Map > Group Administration > Positions.
- 2 In the Positions list, select the position of the user who will submit time sheets or expense reports.
- 3 In the More Info form Parent Position field, click the select button.
- 4 In the Pick Parent Position dialog box, select the position of the user who will normally approve the time sheets of the user in [Step 2](#), and then click OK.

## Setting User Approval Limits (Administrator)

Based on the reporting structure of your organization, you must set up limits that determine the number of hours each manager can approve per time sheet. Any time sheet that exceeds the limit is automatically routed to another approver, as determined by the reporting relationships you have defined. The following procedure explains how to set the approval limit amount for a particular approver.

### ***To set time sheet hours approval limits***

- 1** From the application-level menu, choose View > Site Map > User Administration > Employees.
- 2** In the Employees list, select the employee for whom the approval limit will be set.
- 3** In the More Info form, click the show more button.
- 4** In the Time Sheet Hours Approval Limit field, enter the maximum number of hours the selected employee can approve per time sheet.

## About Dynamic Buttons (Administrator)

A dynamic button is a button whose availability depends on the currently selected view. It is activated based on the state of the currently selected record, as defined in the Siebel State Model. For information about using the State Model, see *Siebel Business Process Designer Administration Guide*.

Various Time Sheet views in your Siebel application contain dynamic buttons. The buttons are used in the time sheet approval process. By default, these buttons are labelled Submit, Approve, Process, Recall, and Reject. You can configure the following properties of these dynamic buttons:

- Name that is displayed on each button
- Left-to-right sequence in which buttons are displayed, when two or more dynamic buttons are displayed together
- Views that display dynamic buttons

This section explains how to make each of these configuration changes. Because dynamic buttons are managed as List of Values (LOV) entries, you can reconfigure them without using Siebel Tools.

---

**NOTE:** Standard dynamic button configurations are included in the seed data that comes with your Siebel application. If you do not use Siebel seed data in your implementation, you must either recreate the standard dynamic button configurations or load the configurations from the seed data into your system. For information about working with seed data, see the Siebel Server installation guide for the operating system you are using.

---

### Changing the Names of Dynamic Buttons for Time Sheets (Administrator)

The following procedure explains how to change the name that is displayed on a dynamic button.

#### **To change the name of a dynamic button for time sheets**

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 In the List of Values list, click Query.

- 3 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for time sheets each have the Type field set to TMSHT\_DYNAMIC\_BT.

- 4 Select the dynamic button that has a name you want to change.
- 5 Enter the new name in the Display Value field *and* the Language-Independent Code field.
- 6 In the List of Values list, click the menu button, and then click Save Record.
- 7 Click Clear Cache.

This step reloads dynamic button settings into the server cache. When this process is finished, the modified dynamic button is available for use.

### Changing the Positions of Dynamic Buttons for Time Sheets (Administrator)

The following procedure explains how to change the left-to-right sequence in which dynamic buttons are displayed, when two or more dynamic buttons are displayed together.

#### ***To change the relative positions of dynamic buttons for time sheets***

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 In the List of Values list, click Query.
- 3 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for time sheets each have the Type field set to TMSHT\_DYNAMIC\_BT.

- 4 Find the dynamic buttons that you want to place in a new sequence.

- 5 In the Order field, enter a new sequence number for each button you are placing in a new sequence.

---

**NOTE:** If buttons have identical sequence numbers, they will be displayed in alphabetical order.

---

- 6 In the List of Values list, click the menu button, and then click Save Record.
- 7 Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is finished, the applicable Time Sheet views display the buttons in their new order.

## Adding Dynamic Buttons to New Views for Time Sheets (Administrator)

The following procedure explains how to display the dynamic buttons for time sheets in a new view. It is appropriate for new views that are reached directly from the Site Map, the Show drop-down list, or a screen tab.

### **To add dynamic buttons for time sheets to new views**

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 Display the High and Low columns using Columns Displayed. For information about using Columns Displayed functionality, see *Fundamentals*.
- 3 In the List of Values list, click Query.
- 4 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for time sheets each have the Type field set to TMSHT\_DYNAMIC\_BT.

- 5 Select a button that you want to add to one or more new views.

- 6 In the Low field, enter the names of the new views to display this button, preceding each view name and following the final view name with the percent sign (%).

For example, if you want to add the selected button to views NewViewA and NewViewB, you would enter %NewViewA%NewViewB%, without intervening spaces.

- 7 In the List of Values list, click the menu button, and then click Save Record.

---

**NOTE:** Repeat [Step 5 on page 125](#) through [Step 7](#) of this procedure for each additional button that you want to display in new views.

---

- 8 Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is finished, the new views you specified display the dynamic buttons you specified.

### Specifying Inheritance of Dynamic Buttons for a New Detail View for Time Sheets (Administrator)

The following procedure is appropriate for views that are reached by clicking view tabs (including the More Info tab) or by clicking a hyperlink in a list. LOV records of type TMSHT\_DYNAMIC\_BT are modified in the dynamic button procedures discussed in the preceding paragraphs. LOV records of type TMSHT\_DETAIL.Views also affect dynamic buttons in time sheets.

TMSHT\_DETAIL.Views records specify the views that inherit dynamic buttons from a related view.

For example, if you navigate to the My Time Sheets view, Submit and Recall buttons are displayed on both the Time Sheets list and the More Info form. If you click the Line Items view tab, a Time Sheet form and a Line Items list appear. The Time Sheet form displays Submit and Recall buttons that it has inherited from the My Time Sheets view. This inheritance is specified by placing the value "%Time Sheet Line Items Summary View%Time Sheet Line Items Detail View%" in the description field of a TMSHT\_DETAILS\_VIEW LOV record. The following procedure explains how to specify dynamic button inheritance for a new detail view.

**To specify detail views to inherit dynamic buttons for time sheets**

- 1** From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2** Display the Description column using Columns Displayed. For information about using Columns Displayed functionality, see *Fundamentals*.
- 3** In the List of Values list, click Query.
- 4** Enter TMSHT\_DETAIL\_VIEWS in the Type field, and then click Go.
- 5** Select an existing TMSHT\_DETAIL\_VIEWS record.
- 6** In the Description field, add the names of the views that you want to have inherit dynamic buttons from related views, preceding each view name and following the final view name with the percent sign (%).

For example, if you want NewViewC and NewViewD to inherit dynamic buttons from related views, and if the Description field already includes %ViewA%, your final value should be %ViewA%NewViewC%NewViewD%, without intervening spaces.

- 7** In the List of Values list, click the menu button, and then click Save Record.
- 8** Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is finished, the views you specified inherit dynamic buttons from related views.

## Changing the Trigger for the Submit To Field for Time Sheets (Administrator)

By default, Siebel Professional Services Automation uses the Pending Next Approver time sheet Status value as a trigger to change the value in the Submit To field from the current approver's user ID to the user ID of the next approver. If you prefer not to use the value Pending Next Approver as the trigger to change the Submit To value, you must complete several tasks. The following procedure briefly explains how to change the trigger for the Submit To field.

---

**NOTE:** A similar procedure applies if you want to change the trigger for the Submit To field for expense report approvals. Because you must use Siebel Tools and recompile your .srf file for either procedure, you may want to combine the time sheet and expense report procedures, so you can recompile only once. For information about the expense report procedure, see [“Changing the Submit To Field Trigger for Expense Reports \(Administrator\)” on page 183](#).

---

### ***To change the trigger value for the Submit To field for time sheets***

- 1** Locate the List of Values record that has Type set to TMSHT\_STATUS and Display Value set to Pending Next Approver.
- 2** Replace both the Display Value and the Language-Independent Code value with the value you have chosen as the trigger.
- 3** Modify the Update Time Sheet Status workflow to replace “Pending Next Approver” with the value you have chosen as the trigger.
- 4** Modify the Time Sheet Approval state model to replace “Pending Next Approver” with the value you have chosen as the trigger.
- 5** In Siebel Tools, make the following changes:
  - a** Locate the Time Sheet business component.
  - b** Add a business component User Property with Name set to Next Approver Status and Value set to the value you have chosen as the trigger.
  - c** Recompile the .srf file.

# Activating Automatic Generation for Time Sheets (Administrator)

The Auto Gen feature lets each user transfer multiple line items of time usage information from the My Time Diary view to a current time sheet, by means of a single command. The following procedure explains how to make the Auto Gen capability available to your users.

## **To activate Auto Gen for time sheets**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Time Sheet AutoGen, and then click Go.
- 4** In the Workflow Processes list, select the version of Time Sheet AutoGen with the highest Version number, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want Auto Gen to be available.
- 6** In the Expiration Date/Time field, enter a date and time after which you want Auto Gen to be unavailable.
- 7** In the Workflow Processes list, click Activate.

If the process is successful, the Status field changes from In Progress to Active.

## Activating Email Notification for Time Sheets (Administrator)

The following procedure explains how to activate the workflow that provides automatic email notification during the time sheet approval process. These messages notify time sheet approvers when they need to review particular time sheets, and provide time sheet submitters with updates on the progression of their time sheets through the approval process. This procedure assumes that your Siebel Communications Server has already been set up and configured, as described in *Siebel Communications Server Administration Guide*.

**To activate email notification for time sheets**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Time Sheet Process, and then click Go.
- 4** In the Workflow Processes list, select the version of Time Sheet Process with the highest Version number, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want notification to be available.
- 6** In the Expiration Date/Time field, enter a date and time after which you want notification to be unavailable.

**7** Complete the following substeps to verify associated workflow policy settings:

- a** From the Show drop-down list, select Workflow Policies.
- b** In the Policies List list, query to locate the following policies:
  - Send Time Sheet Approval Email policy
  - Send Time Sheet Approval Email to New Approver policy
- c** Make sure that the Activation and Expiration settings for these policies match the Activation Date/Time and Expiration Date/Time settings you specified in [Step 5](#) and [Step 6](#) on page 130.
- d** From the Show drop-down list, select Workflow Processes.

**8** In the Workflow Processes list, re-select the Time Sheet Process record that has a status of In Progress, and click Activate.

The Status field changes from In Progress to Active.

# Activating Status Updating for Time Sheets (Administrator)

The following procedure explains how to activate the workflow that updates a time sheet status of Approved to a status of Acceptable or Pending Next Approver. This depends on whether or not the most recent approver is authorized to approve the number of hours reported in the time sheet.

## **To activate status updating for time sheets**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Update Time Sheet Status, and then click Go.
- 4** In the Workflow Processes list, select the Update Time Sheet Status record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want status updating to be available.

---

**NOTE:** If no value is specified, this functionality becomes available when you select the workflow and click Activate, as described later in this procedure.

---

- 6** In the Expiration Date/Time field, enter a date and time after which you want status updating to be unavailable.

If no value is specified, status updating remains available until manually deactivated.

- 7** In the Workflow Processes list, click Activate.

The Status field changes from In Progress to Active.

# Activating the Add Time Item to the Time Sheet Workflow (Administrator)

In the My Time Diary view, users can add time items from previous reporting periods to the appropriate time sheets by using the Add to Time Sheet command. The following two procedures describe how to activate two workflows that support the Add to Time Sheet command. This workflow moves time items from the My Time Diary view to a time sheet. For information about using the Add to Time Sheet command, see [“Moving Time Entries from My Time Diary to Time Sheets Manually” on page 147](#).

## **To activate the Add Time Item to Time Sheet workflow**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Add Time Item to Time Sheet, and then click Go.
- 4** In the Workflow Processes list, select the Add Time Item to Time Sheet record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want status updating to be available.

---

**NOTE:** If no value is specified, this functionality becomes available when you select the workflow and click Activate, as described later in this procedure.

---

- 6** In the Expiration Date/Time field, enter a date and time after which you want status updating to be unavailable.

---

**NOTE:** If no value is specified, status updating remains available until manually deactivated.

---

- 7** In the Workflow Processes list, click Activate.

The Status field changes from In Progress to Active.

## Activating the Go to My Time Sheets View Workflow (Administrator)

This second workflow displays the My Time Sheets view to the user after the Add to Time Sheet command is used.

### ***To activate the Go to My Time Sheets view workflow***

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Go to My Time Sheets\*, and then click Go.
- 4** In the Workflow Processes list, select the Go to My Time Sheets view record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want status updating to be available.

If no value is specified, this functionality becomes available when you select the workflow and click Activate, as described later in this procedure.

- 6** In the Expiration Date/Time field, enter a date and time after which you want status updating to be unavailable.

If no value is specified, status updating remains available until manually deactivated.

- 7** In the Workflow Processes list, click Activate.

The Status field changes from In Progress to Active.

# Recording Time Worked in the My Time Diary View

My Time Diary is a view in which end users can record time worked and can specify how the time should be logged against projects, tasks, or activities.

The following procedure explains how to record time worked using the My Time Diary view.

## **To record time worked using the My Time Diary view**

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, select My Time Diary.
- 3 In the My Time Diary list, add a new record.
- 4 Complete the fields in the My Time Diary list. Some of the fields are described in the following table.

Field	Comments
Account	Customer or potential customer organization associated with the time worked.
Activity	Activity that required the time worked.
Billable	When selected, indicates that the time can be billed to the associated account.
Class	Read-only. General category of time spent. Defaults to the Billing Class of the selected Project. Typical values include Client Billable, Client Investment, and Internal. Available values are set in the PROJECT_CLASS list of values.
Date	Date on which the work was performed.
Effective Rate	Read-only. Amount to be charged per unit of time. Depends on the value of the Project Role field.
Elapsed Time	Read-only. Time difference between Start and End values. Automatically calculated.
End	Date when the time worked was concluded.
Opportunity	Sales opportunity associated with the time worked.

## Time Reporting and Time Sheets

### Recording Time Worked in the My Time Diary View

Field	Comments
Private Comments	Comments that will not appear on the invoice.
Project	Required. Project associated with the time worked. If the time was not worked for a specific customer project, you can enter a public project or a work type. When you associate a time item with a project by completing this field, Siebel Professional Services Automation automatically tracks your work in the Time Summary and Time Adjustment views in the Projects screen. Entering a value in this field and in the Project Role field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Project Role	The function you were fulfilling for the selected project while working the reported time. Available values are set in the Team Workbook. Used in calculating the Effective Rate. Entering a value in this field and in the Project field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Public Comments	Comments that will appear on the invoice.
Reported Time	Amount of time that you are reporting. May differ from Elapsed Time. Maximum value is 24 hours.
SR #	Service Request associated with the time worked.
Start	(Optional) Date when the time worked began.
Task	Task associated with the time worked.

## Recording Time Worked in the Activities Time View

The Activity Time view lets end users log time worked for individual activities. Time entries recorded in the Activity Time view are also visible in the My Time Diary view, until they are included in a time sheet for a specific period.

The following procedure explains how to record time worked for a specific activity.

### ***To record time worked using the Activities Time view***

- 1** Navigate to the Activities screen.
- 2** From the Show drop-down list, select My Activities.
- 3** In the Activities list, select the activity for which you want to record time worked.
- 4** Click the Time view tab.

## Time Reporting and Time Sheets

### Recording Time Worked in the Activities Time View

- 5 In the Time list, add a new record.
- 6 Complete the fields. Some fields are described in the following table.

Field	Comments
Billable	When selected, indicates that the time can be billed to the associated account. The Account field is not shown by default in this view, but it can be displayed using the Columns Displayed command.
Date	Date on which the work was performed.
Elapsed Time	Read-only. Time difference between Start and End values. Automatically calculated.
End	Date when the time worked was concluded.
Project	Required. Project associated with the time worked. If the time was not worked for a specific customer project, you can enter a public project or a work type. When you associate a time item with a project by completing this field, Professional Services Automation automatically tracks your work in the Time Summary and Time Adjustment views in the Projects screen. Entering a value in this field and in the Project Role field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Project Role	The function you were fulfilling for the selected project while working the reported time. Available values are set in the Team Workbook. Used in calculating the Effective Rate. Entering a value in this field and in the Project field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Reported Time	Amount of time that you are reporting. May differ from Elapsed Time.
Start	Date when the time worked began.

## Creating a Time Sheet Automatically

The following procedure explains how to generate a time sheet that automatically includes time entries that are recorded in the My Time Diary view for the current reporting period. These entries include time entries that end users entered using the Activities Time view, as long as they have not yet been included in a time sheet. This procedure can be used from anywhere in your Siebel application. The feature used in this procedure is called the Auto Gen functionality. For information about creating a time sheet manually, see “[Creating a Time Sheet Manually](#)” on page 140.

---

**NOTE:** The Auto Gen feature does not create time sheets for previous time periods or populate such time sheets with My Time Diary entries from previous time periods. To create a time sheet for an earlier period automatically and to move older time items from the My Time Diary view to a time sheet for the appropriate time period, see “[Moving Time Entries from My Time Diary to Time Sheets Manually](#)” on page 147.

---

### **To create a current time sheet automatically**

- From the application-level menu, select File > Auto > Time Sheet.

If you already have a time sheet for the current period, and if its status is set to In Progress, then a workflow moves your time diary entries for the current period to the line items section of your existing time sheet.

If you do not yet have a time sheet for the current period, then a workflow creates the time sheet and moves your time diary entries for the current period to the line items section of the new time sheet.

If you already have a time sheet for the current period, but its status is *not* set to In Progress, your time diary entries will remain in the My Time Diary view. In this case, confer with your manager or a Siebel administrator about how to incorporate the time diary entries into the existing time sheet.

## Creating a Time Sheet Manually

If end users have time entries for periods outside the current reporting period, they can create time sheets for each of those periods manually, and then use the Add to Time Sheet command to move entries into the proper time sheets.

The following procedure explains how to create a time sheet manually. This procedure sets up the framework of the time sheet. For instructions on how to add line items to the newly created time sheet, see [“Adding Line Items to a Time Sheet” on page 142](#).

**To create a time sheet manually**

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, select My Time Sheets.
- 3 In the Time Sheets list, add a new record.
- 4 In the new record, complete the necessary fields. Some fields are described in the following table.

Field	Comments
Account	Customer or potential customer organization associated with the time worked.
Class	General category of time spent. Defaults to the Billing Class of the selected Project. Typical values include Client Billable, Client Investment, and Internal. Available values are set in the PROJECT_CLASS list of values. The value in this field sets the default Class value for this time sheet's line items, but the line item Class value is overwritten if the line item Project value is changed.
Created	Date on which the time sheet was created. Automatically populated.
Description	Text field for information about the time sheet.
Division	Organizational division of the person who worked the time.
End	Final day of the time reporting period.
Name	A name to help identify the time sheet.

Field	Comments
Opportunity	Sales opportunity associated with the time worked. Automatically populated based on the value of the Project field, if there is an opportunity associated with the project.
Period	Required. The time period covered by the time sheet. Defaults to the current period, but can be changed. Available values are set by your Siebel administrator.
Prepared By	Read-only. User ID of the person who created the time sheet. Automatically populated. The only people who can edit a time sheet are the person specified in the Prepared By field and the person specified in the Submitted By field.
Project	Project associated with the time worked. If the time was not worked for a specific customer project, you can enter a public project or a work type. The value of this field sets the default value for the Project field when entering time line items.
Project #	A unique identifier for the project. Automatically populated when the project value is picked.
Site	Location of the account associated with the time worked. Automatically populated when the account value is chosen.
Start	First day of the time reporting period.
Status	Indicates the stage the time sheet has reached in the approval process. If the status is In Progress, the time sheet can be edited.
Submit To	Required. The User ID of the person who should approve the time sheet. Normally defaults to the User ID of the person to whom you report, but can be changed, if, for example, that person is unavailable for an extended period.
Submitted By	Required. User ID of the person who worked the time being recorded.
Time Sheet #	A unique identifier for this time sheet. Automatically populated.
Time Sheet Total	Sum of the hours recorded in the Line Items view tab. Includes both billable and nonbillable hours.

## Adding Line Items to a Time Sheet

If the time entries end users want to add to a time sheet already exist in their time diary, they can use the Add To Time Sheet command to move them to the appropriate time sheet. For more information about this command, see [“Moving Time Entries from My Time Diary to Time Sheets Manually” on page 147](#).

If the time entries end users want to add do not yet exist in their time diary, they can enter them (or inspect existing time entries) by using either of the following views:

- **Time Sheet Item Summary view.** Use this view to add or inspect project-level time entries.
- **Time Sheet Item Detail view.** Use this view to add or inspect task-level or activity-level time entries.

When end users use the Time Sheet Item Summary view to specify an amount of time worked on a particular day, a corresponding record is automatically created in the Time Sheet Item Detail view. Similarly, items that are added directly to the Time Sheet Item Detail view are reflected in the hours shown in the Time Sheet Item Summary view.

The following sections describe how to add time entries to a time sheet using each of these views.

---

**NOTE:** If end users create multiple time entries with the same values for Project, Project Role, and Billable, the application automatically consolidates the entries in the Time Sheet Item Summary view. If the entries are for dates within the same week, the view shows a single record with automatically calculated hours totals for each day. In this situation, any field that includes a calculated total becomes read-only. If the value in one of these calculated fields needs to be changed, the change must be made in the Time Sheet Item Details view.

---

# Using the Time Sheet Item Summary View and the Spread Button

The following procedure explains how to add a project-level time entry to a time sheet, using the Time Sheet Item Summary View.

In this view, end users can specify time worked for each day. Alternatively, they can enter the total number of hours worked for the specified period in the Spread Hours field, and then use the Spread button to allocate the hours evenly across each workday in the period. For example, if an end user enters 20 hours worked on a specific project during the period, clicking Spread allocates 4 hours to each of 5 workdays.

## ***To add a project-level time entry using the Time Sheet Item Summary view***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, select My Time Sheets.
- 3** In the Time Sheets list, select the time sheet to which you want to add time entries, and then click the Line Items view tab.
- 4** In the Line Items list, from the Show drop-down list, select Summary, and then add a new record.
- 5** In the Project field, click the select button to display the Pick Project dialog box, select the project associated with the time entry, and then click OK.

If there is a project specified in the Time Sheet form, the Project field in each Line Items record in the Time Sheet Item Summary view defaults to that value.

- 6** In the Project Role field, click the select button to display the Pick Project Team dialog box, select the role you performed for the selected project, and then click OK.

---

**NOTE:** Entering values in the Project and Project Role fields allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).

---

## Time Reporting and Time Sheets

*Using the Time Sheet Item Summary View and the Spread Button*

- 7** If the time is billable to a customer, select the check box in the Billable field.
- 8** Use one of the following methods to specify the time worked for the selected project:
  - In each applicable date column, enter the time worked for the selected project on that date.
  - In the Spread Hours field, enter the total time worked for the selected project during the period, and then click Spread to distribute the hours evenly across workdays.

# Using the Time Sheet Item Detail View and the Next Day Button

The following procedure explains how to add a task-level or activity-level time entry to a time sheet, using the Time Sheet Item Detail View.

In this view, end users can create a blank new record by clicking New. Alternatively, they can select an existing record and click the Next Day button to create a record that includes the same data as the record selected, except that the Day and Date values are automatically increased by one day.

## ***To add a task-level or activity-level time entry using the Time Sheet Item Detail View***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, select My Time Sheets.
- 3** In the Time Sheets list, select the time sheet to which you want to add time entries, and then click the Line Items view tab.
- 4** In the Line Items list, from the Show drop-down list, select Details.
- 5** In the Line Items list, click the menu button, and then select Columns Displayed.
- 6** Inspect the Available Columns area of the Columns Displayed dialog box, and complete the following substeps:
  - a** If Activity is listed in Available Columns, click Activity, and then click the right arrow button to transfer Activity to Selected Columns.
  - b** If Task is listed in Available Columns, click Task, and then click the right arrow button to transfer Task to Selected Columns.
  - c** If you want to display any other columns currently listed in Available Columns, select each desired column, and then click the right arrow button.
  - d** If you do not want to display any columns currently listed in Selected Columns, select each such column, and then click the left arrow button.
  - e** If you want to change the sequence in which columns are displayed in the Time Sheet Item Detail view, select columns as needed in the Selected Columns area, and click the up or down arrows to adjust the sequence.
  - f** When you are finished, click Save.

## Time Reporting and Time Sheets

Using the Time Sheet Item Detail View and the Next Day Button

- 7** In the Line Items list, use one of the following methods to create a new record:
  - Click New to create a new record.
  - Select an existing record and click Next Day to create a copy of the selected record with Date and Day values increased by one day.
- 8** Complete the fields as needed. Some of the fields are described in the following table.

Field	Comments
Activity	Activity for which you worked the time.
Billable	When selected, indicates that the time can be billed to the associated account. By default, the Account field is not shown in this view, but it can be displayed by using the Columns Displayed command.
Class	General category of time spent. Defaults to the Billing Class of the selected Project. Typical values include Client Billable, Client Investment, and Internal. Available values are set in the PROJECT_CLASS list of values. The value in this field sets the default Class value for this time sheet's line items, but the line item Class value is overwritten if the line item Project value is changed.
Date	Date on which you worked the time.
Day	Day of the week on which you worked the time. Automatically populated based on the value of the Date field.
Effective Rate	Read-only. Amount to be charged per unit of time. Depends on the value of the Project Role field.
Project	Project for which you worked the time. Entering a value in this field and in the Project Role field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Project Role	Role you performed for the specified project. Entering a value in this field and in the Project field allows the hourly rate to appear in the time sheet (as long as you are on the project access list and a role is defined for you in the Team Workbook).
Reported Hours	Number of hours you worked.
Task	Task for which you worked the time.

## Moving Time Entries from My Time Diary to Time Sheets Manually

If there are entries in an end user's time diary that are dated before the current reporting period, end users can move them from the time diary to an appropriate time sheet by using the Add to Time Sheet command. This is more convenient than reentering information in the Time Sheet Item Summary view or the Time Sheet Item Detail view.

The Add to Time Sheet command checks whether there is an existing time sheet for the time period that includes the time entry. If there is such a time sheet, and if it has Status set to In Progress, the Add to Time Sheet command moves the entry from the time diary to the correct time sheet. If there is no time sheet for the appropriate period, the Add to Time Sheet command automatically creates a new time sheet for the appropriate period, and moves the time entry from the diary to that time sheet. If there is an existing time sheet for the correct time period but its status is *not* In Progress, an error message appears, and the time entry remains in the time diary. In this case, end users should confer with their manager or a Siebel administrator about how to incorporate the time diary entry into the existing time sheet.

The following procedure explains how to move a time diary entry to a time sheet using the Add to Time Sheet command.

### **To move a time entry from My Time Diary to a time sheet manually**

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, choose My Time Diary.
- 3 In the My Time Diary list, select the time entry you want to move to a time sheet.
- 4 In the My Time Diary list, click the menu button and select Add to Time Sheet.

## Removing Line Item Time Entries from Time Sheets

The following procedure explains how to remove a line item time entry from a time sheet and return it to the My Time Diary view.

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**NOTE:** This procedure requires that the status of the selected time sheet be In Progress.

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### ***To remove a time entry from a time sheet***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, choose My Time Sheets.
- 3** In the Time Sheets list, select the time sheet that includes the entry you want to remove.
- 4** Click the Line Items view tab.
- 5** In the Line Items list, from the Show drop-down list, choose Details.
- 6** In the Line Items list, select the time entry you want to remove from the time sheet.
- 7** In the Line Items list, click the menu button, and then choose Unreport.

The selected record is removed from the time sheet, and is placed in the My Time Diary view.

## Submitting a Time Sheet

After end users create a time sheet and add line items to it, it can be edited as necessary until it is submitted for approval.

When end users submit a time sheet, the application automatically routes it to whomever is specified in the Submit To field for evaluation. By default the value in the Submit To field is the User ID of the end user's manager. If the time sheet should be submitted to someone other than an end user's manager (such as the team leader or project manager), end users can change the value either before or after the time sheet is submitted—the Submit To field remains editable after the time sheet is submitted, as do the Private Comments and Public Comments fields.

---

**NOTE:** If the Siebel administrator activates email notification for time sheets, an email is sent when end users change the Status field to Submitted to notify the time sheet approver that a time sheet needs to be approved. For more information about activating email notification see, [“Activating Email Notification for Time Sheets \(Administrator\)” on page 130](#).

---

Each submitted time sheet is either approved or rejected by the person specified in the Submit To field. If that person approves the time sheet, the application checks whether the total number of hours reported on the time sheet requires further approval, and, if so, the time sheet is routed to the next approver. As soon as the time sheet is approved by someone who is authorized to approve the total number of hours, the time sheet is routed to the financial department, so customers can be invoiced for billable time.

The following procedure explains how to submit a time sheet for approval.

### **To submit a time sheet**

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, select My Time Sheets.

### Recalling a Submitted Time Sheet

- 3 In the Time Sheets list, select the time sheet you want to submit, and then click Submit.

The value of the Status field changes to Submitted, and an email message is automatically sent to the person who is specified in the Submit To field, notifying them that there is a time sheet for them to approve.

---

**NOTE:** If your time sheet is rejected or revoked, you need to recall it, make the necessary changes, and then resubmit it.

---

## Recalling a Submitted Time Sheet

After submitting a time sheet, end users may find that they need to make a correction to it, or they may be notified that an approver has rejected or revoked their time sheet and is requiring that changes be made to it. If the current status of an end user's time sheet is Submitted, Rejected, or Revoked, end users can use the Recall button to change the status back to In Progress, which allows them to make the necessary changes. After end users have corrected the time sheet, they can resubmit it. For more information about submitting time sheets, see [“Submitting a Time Sheet” on page 149](#).

The following procedure explains how to recall a time sheet that has been submitted.

#### ***To recall a submitted time sheet***

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, select My Time Sheets.
- 3 In the Time Sheets list, select the time sheet you want to recall, and then click Recall.

The value in the Status field changes to In Progress. At this point, you can make changes to the time sheet. If you want to inspect the Private Comments field, where an approver may have noted reasons for rejecting the time sheet, continue with the remaining steps of this procedure.

- 4 Click the More Info view tab.
- 5 In the More Info form, inspect the Private Comments field.

## Monitoring the Status of a Time Sheet

After a time sheet has been submitted, the Siebel application uses email to notify both the end user and the end user's manager of its progress.

For example, when end users submit their time sheet to their manager, the manager receives an email notification that there is a time sheet waiting for approval.

Likewise, when the manager has approved or rejected the time sheet, the end user receives email notification. End users can also see their submitted and approved time sheets in the My Time Sheets view, where the current stage of the approval process is shown by the Status field. The following procedure explains how to view the approval history of a particular time sheet.

### ***To view the approval history of a time sheet***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, select My Time Sheets.
- 3** In the Time Sheets list, select the time sheet for which you want to view the approval history.
- 4** Click the Approvals view tab.

## Printing a Time Sheet

End users can print time sheets from the Reports menu, as described in the following procedure.

### ***To print a time sheet***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, select My Time Sheets.
- 3** In the Time Sheets list, select the time sheet you want to print.
- 4** From the application-level menu, choose View > Reports.
- 5** In the Reports dialog box, from the Select a Report drop-down list, select Time Sheet.
- 6** Click Run Now.

The application displays your time sheet in the Siebel Report Viewer window.

- 7** In the Siebel Report Viewer window, click the Print button.

The time sheet prints to your default printer.

## Creating a Time Sheet for Another End User

The following procedure explains how to create a time sheet, manually, for another user of the application. A typical use of this procedure would be for an assistant to prepare a time sheet for an executive. This procedure does not require that a formal reporting relationship exist—any user who has access to the Assistant’s Time Sheets view can prepare a time sheet for another user.

### ***To create a time sheet for another end user***

- 1** Navigate to the Time Sheets screen.
- 2** From the Show drop-down list, select Assistant’s Time Sheets.
- 3** In the More Info form, click the show more button, and then add a new record.
- 4** In the Submit To field, either enter the User ID of the person who should review and approve this time sheet, or click the select button and complete the following substeps:
  - a** In the Pick Employee dialog box, use standard query or find techniques to locate and select the record that lists the person who should review and approve this time sheet.
  - b** Click OK to close the dialog box and place the selected User ID in the Submit To field.
- 5** In the Submitted By field, either enter the User ID of the person who worked the time being reported, or click the select button and complete the following substeps:
  - a** In the Pick Owned By dialog box, use standard query or find techniques to locate and select the record that lists the person who worked the time being reported.
  - b** Click OK to close the dialog box and place the selected User ID in the Submitted By field.
- 6** Complete the remaining fields as needed. For descriptions of the fields, see [“Creating a Time Sheet Manually” on page 140](#).

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**NOTE:** For information about adding line items to the time sheet, see [“Adding Line Items to a Time Sheet” on page 142](#).

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# Approving or Rejecting Time Sheets

End users designated as approvers of time sheets for specific employees or specific projects receive an email message notifying them each time that a time sheet is ready for their review.

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**NOTE:** End users cannot approve a time sheet unless the Time Sheet Hours Approval Limit field is filled in their employee record. For more information about setting approval limits, see [“Setting User Approval Limits \(Administrator\)” on page 122](#).

---

If an end user approves a time sheet for a number of hours that is within their approval limit, the time sheet is forwarded to a finance professional, who reviews it before it is passed to the back-office system for inclusion in the appropriate invoices to customers.

If an end user approves a time sheet for more hours than their approval limit, the time sheet is forwarded to someone with a larger approval limit, typically that end user’s own manager.

If an end user rejects a time sheet, the person who submitted the time sheet can recall it, modify it, and resubmit it.

The following procedure explains how to approve or reject time sheets.

#### **To approve or reject time sheets**

- 1 Navigate to the Time Sheets screen.
- 2 From the Show drop-down list, select Time Sheet Approval.
- 3 In the Time Sheets list, select a time sheet to approve or reject.

If you want to approve multiple time sheets simultaneously, and if you have no comments to add to any of the time sheets, hold down the CTRL key while selecting multiple time sheets to approve, and skip to [Step 5 on page 155](#).

- 4** If you want to record your reason for rejecting a time sheet, enter it in the Private Comments field.
- 5** In the Time Sheets list, click either Approve or Reject.

The value of the Status field changes to Approved or Rejected. For an approved time sheet, the Status field is automatically updated again, shortly after you leave the record, to display either Acceptable or Pending Next Approver as the Status value.

## Accepting or Rejecting Time Sheets Before Back-Office Processing

If the Siebel application is integrated with the organization's back-office processing system, the final step of the time sheet approval process is for a finance professional to accept or reject a time sheet before it is passed to the back-office system for processing. For example, a time sheet might be rejected if it were incorrectly formatted for transfer to the back-office system, or if it were in conflict with a policy of the organization.

The following procedure explains how to accept or reject time sheets that have been approved by the appropriate managers. Such time sheets have the Status field set to Acceptable, and they record a total of reported hours that is within the approval limits of the final approvers. This procedure can be performed by any end user who has access to the Approved Time Sheets view.

### ***To accept or reject time sheets before back-office processing***

- 1** From the application-level menu, choose View > Site Map > Time Sheets > Approved Time Sheets.
- 2** In the Time Sheets list, select one or more time sheets that you want to accept or reject for back-office processing.
- 3** In the Time Sheets list, click Process or Reject, according to your choice.

The value of the Status field changes to Processed or Revoked, respectively.

## Adjusting Submitted Time Sheet Hours

From time to time, end users may need to adjust a time sheet that has been submitted to them for approval. Ordinarily, end users can reject a time sheet that includes errors and have the person who prepared the time sheet correct the error.

On some occasions, however, the time sheet may be correct, but the end user may want to adjust the amount to be billed as a courtesy to the customer, or they may want to adjust the nonbillable hours submitted for an internal project. End users can make an adjustment to the submitted hours of a time sheet at any time before the invoice associated with the time worked has its status set to Billed. The following procedure explains how to adjust a time sheet's submitted hours.

### ***To adjust the submitted hours for a time sheet***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the time sheet is associated.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Time Adjustments.
- 6** In the Time and Expense list, select the time item that needs to be adjusted.
- 7** In the Adjusted Hours field, click the select button.
- 8** In the Adjusted Hours dialog box, add a new record.
- 9** In the Hours field, enter the number of hours to add or subtract from the submitted number of hours, using a negative number if you want to subtract hours, and then click Save.

---

**NOTE:** When you adjust time sheet hours, the total billable hours after adjustment must be greater than or equal to 0 and less than or equal to 24 hours.

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- 10** In the Adjusted Hours dialog box, click Close.

The Total Adjustment, Billable Hours, and Billable Fees fields are updated to reflect your adjustments.

## **Moving a Time Entry From One Project to Another**

End users may want to move a time entry from one project to another. This is useful in any situation in which presales hours worked become billable after the sale is made, as well as in any situation in which time worked was incorrectly associated with the wrong project. The following procedure explains how to move a single time entry from one project to another, such as from a nonbillable project to a billable project.

***To move a time entry from one project to another***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project that is currently associated with the time entry.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Time Adjustments.
- 6** Determine whether the Projects field is currently displayed in the Time and Expense list; if not, use the Columns Displayed command to add it.
- 7** In the Time and Expense list, select the time entry that needs to be moved.
- 8** In the Projects field, click the select button to display the Pick Project dialog box.
- 9** In the Pick Project dialog box, select the project that the time entry should be associated with, and then click OK.

## Moving Multiple Time Entries from One Project to Another

It is also possible to move multiple time entries from one project to another at one time, but this requires that end users know the exact value they want to place in the Project field. The following procedure explains how to do this.

### ***To move multiple time entries from one project to another***

- 1** Complete [Step 1](#) through [Step 6](#) of “[Moving a Time Entry From One Project to Another](#).”
- 2** In the Time and Expense list, hold down the CTRL key as you select multiple items to be moved from one project to another.
- 3** In the Time and Expense list, click the menu button and then click Change Records.
- 4** In the First Field to Change section of the Change Records dialog box, select Projects from the Field drop-down list.
- 5** Also, in the First Field to Change section of the Change Records dialog box, enter the exact value for the new project in the Value field.
- 6** Click OK.

## Viewing a Time Sheet Summary and Time Sheet Summary Chart

The Time Sheet Summary view can give end users an overall perspective of hours spent on a particular project. This is a read-only view that can be used to provide information to anyone who does not need to make time adjustments. The Time Sheet Summary Chart shows a graphical representation of the cumulative hours worked on a project. The following procedure explains how to display the summary and the chart.

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**NOTE:** The Time Sheet Summary Chart does not reflect any adjustments made to time submitted.

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### **To view a Time Sheet Summary and Time Sheet Summary Chart for a project**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which time sheet information is associated.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Time Summary.

The information in the Time Summary list shows you the reported hours for each time sheet. To view additional information about any time sheet, click the Time Sheet Name hyperlink.

- 6** Scroll down to view the chart.

By default, the chart shows the hours worked per employee per month, displayed as a bar graph with color-coding.

If you want, you can modify the way the data is represented by using the Show drop-down boxes to change the information.

You can also move your cursor over the different bars to get additional information on time worked by a particular employee.

## Viewing a Time Sheet Adjustments Chart

The Time Sheet Adjustments chart shows a graphical representation of reported time including adjustments made for a selected project. The following procedure explains how to display this chart.

### ***To display the Time Sheet Adjustments Chart***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects List, select the project that has the adjustments you want to view.
- 4** Click the Time and Expense view tab.
- 5** From the Show drop-down list in the Time and Expense list, select Time Adjustments.
- 6** Scroll down to view the chart.

By default, the chart shows the hours worked on the project per employee per month, including adjustments, displayed as a bar graph with color-coding.

If you want, you can modify the way the data is represented by using the Show drop-down boxes to change the information, and then clicking Go.

You can also move your cursor over the different bars to get additional information on the hours worked by a particular employee, including adjustments.

## Time Reporting and Time Sheets

### *Viewing a Time Sheet Adjustments Chart*

# Expense Reporting

7

This chapter explains how to administer and use expense reporting functionality. Many procedures in this chapter resemble procedures for time sheets. The end-user procedures in this chapter can be used by any Siebel application user who needs to report expenses.

Expense reporting helps you streamline the expense reimbursement process by eliminating the manual, error-prone, and time consuming task of completing the necessary forms. Expense reporting prepares expense reports electronically, which helps guarantee that you are reimbursed for your expenses. It routes each expense report to the correct approvers, and lets you track the status of expense reports that are passing through the approval process. Expense reporting helps you track the actual cost of specific projects, and it handles complex currency conversions to accommodate business needs that take you out of the country. The expense reporting functionality in your Siebel application can be integrated with a back-office system for final processing and reimbursement of expenses.

# Business Scenario for Expense Reporting

This scenario provides an example of an expense reporting business process performed by a Siebel administrator, a consultant, and a consulting manager. Your company may follow a different workflow according to its business requirements.

A Siebel administrator at a large consulting company is responsible for setting up expense reporting for employees. First he creates additional expense types and establishments to meet the special needs of some of the consultants in the company. He also changes the existing period type to match the company's reporting process. Next, he must map each expense type to an Actuate report category. This is to make sure the correct types are placed in the correct boxes on the Actuate expense report. The administrator then must define reporting relationships between end users to accommodate the approval process of expense reports. With these relationships he must set up limits that determine the maximum expense amount each manager can approve per expense report. Any expense report that exceeds the limit is automatically routed to another approver, as determined by the reporting relationships defined by the Siebel administrator.

The administrator is also responsible for configuring expense reports. He can change the name and position of an expense report's dynamic buttons to meet the needs of the company. He can also add new dynamic buttons as needed. Sometimes he even has to specify dynamic button inheritance for a new detail view. Finally, he must change the trigger for the Submit To field in an expense report when a user prefers not to use the value Pending Next Approver as the trigger to change the Submit To value.

A number of things must be activated by the Siebel administrator before users can successfully work with expense reports. Therefore, the administrator activates Auto Gen so that users can automatically submit their reports. He also activates email notification and status updating.

One of the company's typical consultants logs expenses against projects, tasks, or activities. Toward the end of a reporting period, she uses the My Expense Diary view to enter her expense items. In this view, she also has visibility to the expense items that she has not added to any expense reports (unreported items). After entering her expenses, she uses the Auto Gen functionality to automatically generate an expense report for the current reporting period. After reviewing and editing her expense report, she submits it to her manager for review and approval.

Another way the consultant can enter expenses is to enter them directly against an expense report. For example, she can create a new expense report and select the desired reporting period. She can then add expense line items to the expense report. Before submitting her expense report, there are a number of things she may want to do to it. She may need to change the reimbursement currency or change the default currency for one or many expense report line items. She can remove an item from the report, adjust the billable total, or move one or many expense items from one project to another. Once she is satisfied with the expense report, she submits it to her manager for review and approval. After submitting the expense report, the consultant may find that she made an error and wants to make a change. She can recall the expense report from her manager, correct the mistake, and resubmit the report.

The company's consulting manager routinely manages consultants on client projects. His responsibilities include reviewing and approving the expenses of his subordinates. At the end of the reporting period, he reviews any expense reports that require his approval in the Expense Report Approval view. After reviewing one of his consultant's submitted expense reports, he decides whether to approve or reject it. If he rejects the expense report, it is returned to the consultant for rework and resubmission. If he approves the expense report, and if the expense total is within his approval limit, the expense report status is changed to Acceptable. However, if the total on an expense report exceeds his approval limits, the expense report status is changed to Pending Next Approver and it is forwarded to the next level approver for review and approval.

After the expense report has been approved and status is changed to Acceptable, a financial administrator processes the expense report for reimbursement. After reviewing the expense report, the financial administrator changes the status to Acceptable. The financial administrator can also revoke the acceptable expense report. A revoked expense report exhibits the same behavior as a rejected expense report. It is important to note that this administrative process is likely to be automated and connected to a back-office system such as PeopleSoft or SAP and the status change may be a data hand-off between the back-office system and the Siebel application.

After her expense report has been paid, the consultant updates the status of her expense report to Paid to reflect the appropriate fund disbursement stage.

# Example Process for Expense Reporting

This is an example of a process an administrator and an end user may follow for expense reporting. Your company may follow a different process according to its business requirements.

## Administrator Procedures

The following administrator procedures describe how to set up several kinds of values and reports that users will choose from when working with expense reports, how to set up processing parameters such as reporting structures and approval limits, how to activate workflows for expense reporting, and how to revoke expense reports that do not meet requirements for back-office processing.

- 1 Create an expense type.** For information, see [“Creating Expense Types \(Administrator\)” on page 170](#).
- 2 Create an establishment.** For information, see [“Creating Establishments \(Administrator\)” on page 171](#).
- 3 Associate an establishment with an expense type.** For information, see [“Associating an Establishment with an Expense Type \(Administrator\)” on page 172](#).
- 4 Add or modify an available period.** For information, see [“Adding or Modifying Available Periods \(Administrator\)” on page 173](#).
- 5 Map an expense type to an Actuate report category.** For information, see [“Mapping Expense Types to Actuate Report Categories \(Administrator\)” on page 175](#).
- 6 Define a reporting relationship.** For information, see [“Defining Reporting Relationships for Expense Reporting \(Administrator\)” on page 176](#).
- 7 Set an approval limit for a user.** For information, see [“Setting User Approval Limits \(Administrator\)” on page 177](#).
- 8 Change the name of a dynamic button.** For information, see [“Changing the Names of Dynamic Buttons for Expense Reports \(Administrator\)” on page 178](#).
- 9 Change the position of a dynamic button.** For information, see [“Changing the Positions of Dynamic Buttons for Expense Reports \(Administrator\)” on page 179](#).

- 10 Add a dynamic button to a new view.** For information, see [“Adding Dynamic Buttons to New Views for Expense Reports \(Administrator\)”](#) on page 180.
- 11 Specify the inheritance of a dynamic button for a new detail view.** For information, see [“Specifying Inheritance of Dynamic Buttons for a New Detail View for Expense Reports \(Administrator\)”](#) on page 181.
- 12 Change the trigger for the Submit To field in an expense report.** For information, see [“Changing the Submit To Field Trigger for Expense Reports \(Administrator\)”](#) on page 183.
- 13 Activate Auto Gen for expense reports.** For information, see [“Activating Automatic Generation for Expense Reports \(Administrator\)”](#) on page 184.
- 14 Activate email notification.** For information, see [“Activating Email Notification for Expense Reports \(Administrator\)”](#) on page 185.
- 15 Activate status updating.** For information, see [“Activating Status Updating for Expense Reports \(Administrator\)”](#) on page 187.
- 16 Understand currency exchange rates.** [“Understanding Currency Exchange Rates \(Administrator\)”](#) on page 188.

## End-User Procedures

The following end-user procedures describe how to record expenses, how to view information related to expenses, and how to create, modify, and process expense reports.

- 1 Record an expense in the My Expense Diary view.** For information, see [“Recording Expenses in the My Expense Diary View”](#) on page 189.
- 2 Record an expense in the Activities Expenses view.** For information, see [“Recording Expenses in the Activities Expenses View”](#) on page 192.
- 3 Create an expense report automatically.** For information, see [“Creating an Expense Report Automatically”](#) on page 193.
- 4 Create an expense report manually.** For information, see [“Creating an Expense Report Manually”](#) on page 194.
- 5 Change the reimbursement currency.** For information, see [“Changing the Reimbursement Currency”](#) on page 197.

- 6 Add expense report line items.** For information, see “[Adding Line Items to an Expense Report](#)” on page 199.
- 7 Change the default currency for expense line items.** For information, see “[Changing the Default Currency for Expense Line Items](#)” on page 201.
- 8 Change the currency for a single expense line item.** For information, see “[Changing the Currency for a Single Expense Line Item](#)” on page 202
- 9 Remove an item from an expense report.** For information, see “[Removing Items from Expense Reports](#)” on page 203.
- 10 Submit an expense report.** For information, see “[Submitting an Expense Report](#)” on page 204.
- 11 Recall a submitted expense report.** For information, see “[Recalling a Submitted Expense Report](#)” on page 206.
- 12 Monitor the status of an expense report.** For information, see “[Monitoring the Status of an Expense Report](#)” on page 207.
- 13 Print an expense report.** For information, see “[Printing an Expense Report](#)” on page 208.
- 14 Create an expense report for another end user.** For information, see “[Creating an Expense Report for Another End User](#)” on page 209.
- 15 Approve or reject an expense report.** For information, see “[Approving or Rejecting Expense Reports](#)” on page 210.
- 16 Accept or reject expense reports before back-office processing.** “[Accepting or Rejecting Expense Reports Before Back-Office Processing](#)” on page 211.
- 17 Adjust the billable total for an expense report.** For information, see “[Adjusting the Billable Total for an Expense Report](#)” on page 212.
- 18 Move an expense item to another project.** For information, see “[Moving an Expense Item to Another Project](#)” on page 213.
- 19 Move multiple expense items to another project.** For information, see “[Moving Multiple Expense Items to Another Project](#)” on page 214.

- 20** **View an expense report summary and an expense report summary chart.** For information, see “[Viewing an Expense Report Summary and Expense Summary Chart](#)” on page 215.
- 21** **View an expense adjustments chart.** For information, see “[Viewing an Expense Adjustments Chart](#)” on page 216.

# Creating Expense Types (Administrator)

Your Siebel application comes with default expense types, such as Airfare and Car Rental. Users select from these expense types in drop-down lists in expense report views. You can add more expense types to suit your company's expense report needs.

For more information on configuring lists of values, see *Siebel Applications Administration Guide*. For information on using lists of values for a global deployment, see *Global Deployment Guide*.

The following procedure explains how to add a new expense type.

### **To create a new expense type**

- 1** From the application-level menu, choose View > Site Map > Application Administration > List of Values.
- 2** Use standard query procedure to inspect some records with the value of EXP\_ITEM\_TYPE in the Type field, and note the values for each field in a sample record.
- 3** In the List of Values list, add a new record.
- 4** In the new record, enter EXP\_ITEM\_TYPE in the Type field.
- 5** In the Display Value and Language-Independent Code fields, enter the name of the new expense type.
- 6** In the Translate field, make sure the check box is selected.
- 7** In the Language Name field, click the select button, select the appropriate language from the Language Name dialog box, and then click OK.
- 8** In the Active field, make sure the check box is selected.
- 9** Complete any additional fields, as needed.
- 10** Click Clear Cache.

---

**NOTE:** After creating a new expense type, you must map it to an Actuate report category to make it available for use. For information about how to do this, see “[Mapping Expense Types to Actuate Report Categories \(Administrator\)](#)” on page 175.

# Creating Establishments (Administrator)

Some expense types are associated with establishments. For example, if the expense type is Airfare, possible values for the associated establishment include Air Canada and British Airways. Both expense types and establishments are administered as lists of values. Each establishment value (EXP\_ITEM\_ESTAB) must be a child of a particular expense type value (EXP\_ITEM\_TYPE).

The following procedure explains how to create a new establishment value.

## ***To create a new establishment***

- 1** From the application-level menu, choose View > Site Map > Application Administration > List of Values.
- 2** Query to inspect some records with the value of EXP\_ITEM\_ESTAB in the Type field, and note the values for each field in a sample record.
- 3** In the List of Values, add a new record.
- 4** In the Type field, enter EXP\_ITEM\_ESTAB.
- 5** In the Display Value and Language-Independent Code fields, enter the name of the new establishment type.
- 6** In the Translate field, make sure that the check box is selected.
- 7** In the Language Name field, click the select button, select the appropriate language from the Pick Language Name dialog box, and then click OK.
- 8** Complete any additional fields, as needed.

## **Associating an Establishment with an Expense Type (Administrator)**

The following procedure explains how to associate a newly created establishment value and its parent expense type value.

### ***To associate an establishment with an expense type***

- 1** From the application-level menu, choose View > Site Map > Application Administration > LOV Explorer.
- 2** In right pane, in the List of Value - Type list, use standard query procedures to locate and select a record with the value EXP\_ITEM\_TYPE in the Type field.  
Other types disappear from the left pane.
- 3** In the left pane, click the plus (+) symbol to the left of EXP\_ITEM\_TYPE to display the Values folder.
- 4** In the left pane, click the plus (+) symbol to the left of the Values folder to display available expense type values.
- 5** In the left pane, click the plus (+) symbol to the left of the expense type with which you want to associate the establishment.
- 6** In the left pane, click the plus (+) symbol to the left of the Child List of Values folder to display the establishments already associated with the selected expense type.
- 7** In the right pane, in the Child List of Values list, add a new record.
- 8** In the Child List of Values form, complete the following substeps:
  - a** In the Type field, enter EXP\_ITEM\_ESTAB.
  - b** In the Name field, click the select button to display the Pick Child List of Values dialog box.
  - c** Select the establishment you want to associate with the selected expense type, and then click OK.
  - d** Click Save.

The selected establishment appears in the left pane as a child value of the selected expense value.

## Adding or Modifying Available Periods (Administrator)

When creating an expense report, a user selects the time period the expense report covers. Similarly, a user who is filling out a time sheet also selects a time period that the time sheet covers. The same time periods are available for expense reports and time sheets. By default, the Pick Period dialog box displays only periods of the type Week, some of which are supplied with the application. If using a period of type Week does not suit your implementation, you can use Siebel Tools to specify a new Period Type or to allow users to pick from multiple Period Types.

The Period Type of Week is specified in three places in the repository:

- Search-Spec of applet 'Period Pick Applet-Open': [Closed Flag] = 'N' AND [Period Type] = LookupValue("PERIOD\_TYPE", "Week")
- Time Sheet business component user properties: Period Type = Week
- Expense business component user properties: Period Type = Week

If you need a Period Type other than Week, then each of these items must be modified in Siebel Tools to indicate the new Period Type. You must use the same value for the time sheet period type and the expense period type.

---

**NOTE:** The Auto Gen feature for both time sheets and expense reports uses the default period type as defined in the Time Sheet and Expense Report business components. Users who create expense reports or time sheets manually can choose from the period types that are specified in the search-spec for the applet Period Pick Applet-Open.

---

The following procedure summarizes how to change the period type available for expense reports and time sheets, or how to make additional period types available. For more information on using Siebel Tools, see *Siebel Tools Reference*.

**To change or add a period type for expense reports and time sheets**

- 1 In Siebel Tools, modify the search spec of the applet Period Pick Applet-Open.

For example, if you want to allow users to pick from two different period types such as Weeks and Months, then the search specification would be as follows:

```
[Closed Flag] = 'N' AND ([Period Type] = LookupValue("PERIOD_TYPE", "Week") OR [Period Type] = LookupValue("PERIOD_TYPE", "Month"))
```

- 2 Modify the value of the business component user property Period Type in the Time Sheet business component.
- 3 Modify the value of the business component user property Period Type in the Expense business component.
- 4 Recompile the repository.

---

**NOTE:** For more information about administering period types, see *Siebel Applications Administration Guide*.

---

# Mapping Expense Types to Actuate Report Categories (Administrator)

When users work with expense information, they use standard Siebel lists and forms. It is also possible to display expense information in a report format that is suitable for printing. These reports use the Actuate report server. Some of these Actuate expense reports show information from a single expense report record. Other Actuate reports summarize information from multiple expense report records.

In order for the Actuate reports to accurately reflect the information from lists and forms, you must map each expense type that you create to the appropriate Actuate category for the individual and summary reports. This mapping is performed in the Application Administration > Expense Types view, in contrast to the definition of expense types, which is performed in the Application Administration > List of Values view.

The Actuate categories that are available are listed in the Application Administration > List of Values view. The categories for individual expense reports have the type EXP\_ITEM\_CAT. The categories for summary expense reports have the type EXP\_ITEM\_SUMCAT. You can add additional categories in the Application Administration > List of Values view, but new categories require that you also make modifications using Siebel Tools and Actuate software, because new categories are not included in the predefined Actuate reports. For more information about working with Actuate reports, see *Siebel Reports Administration Guide*. For more information about using Siebel Tools, see *Siebel Tools Online Help*.

The following procedure explains how to map an expense type to existing Actuate categories for individual expense reports and summary expense reports. This procedure can be used either to create new mappings for a new expense type, or to modify mappings for an existing expense type.

## **To map an expense type to Actuate expense report categories**

- 1 From the application-level menu, choose View > Site Map > Application Administration > Expense Types.
- 2 In the Expense Type list, add a new record.
- 3 In the Expense Type field, select an Expense Type from the Expense Type drop-down list.

- 4 In the Report Category field, select an Actuate category in which you want to include the selected expense type, for individual expense reports.
- 5 In the Summary field, select an Actuate category in which you want to include the selected expense type, for summary expense reports.

## Defining Reporting Relationships for Expense Reporting (Administrator)

The reporting relationships you define for your Siebel application are a part of the infrastructure for approving expense reports. When a user creates an expense report, the value of the Submit To field defaults to the User ID of the person to whom that user reports. If the reporting structure has not been defined, the user cannot save the expense report or use Auto Gen for transferring expense diary entries into the current report.

Reporting relationships apply to both expense reports and time sheets. If you have already defined reporting relationships for time sheets, those definitions fulfill the requirements for expense reports. If you have not yet defined reporting relationships for either time sheets or expense reports, see “[Defining Reporting Relationships \(Administrator\)](#)” on page 121 for the correct procedure. This procedure explains how to set the reporting relationship between a subordinate and the supervisor or manager to whom the subordinate reports. This procedure must be followed for every user who is allowed to submit expense reports.

## Setting User Approval Limits (Administrator)

Based on the reporting structure of your organization, you must set up limits that determine the maximum expense amount each manager can approve. Any expense report that exceeds the limit is automatically routed to another approver, as determined by the reporting relationships you have defined. The following procedure explains how to set the approval limit amount for a particular approver.

### ***To set an expense report approval limit***

- 1 From the application-level menu, choose View > Site Map > User Administration > Employees.
- 2 In the Employees list, select the employee for whom the approval limit will be set.
- 3 In the Expense Approval Limit field, enter the approval limit.

## About Dynamic Buttons (Administrator)

A dynamic button is a button whose availability depends on the currently selected view. It is activated based on the state of the currently selected record, as defined in the Siebel State Model. For information about using the State Model, see *Siebel Business Process Designer Administration Guide*.

Various Expense Report views in your Siebel application contain dynamic buttons. The buttons are used in the expense report approval process. By default, these buttons are labelled Submit, Approve, Accept, Paid, Recall, and Reject. You can configure the following properties of these dynamic buttons:

- Name that is displayed on each button
- Left-to-right sequence in which buttons are displayed, when two or more dynamic buttons are displayed together
- Views that display dynamic buttons

This section explains how to make each of these configuration changes. Because dynamic buttons are managed as list of values (LOV) entries, you can reconfigure them without using Siebel Tools.

---

**NOTE:** Standard dynamic button configurations are included in the seed data that comes with your Siebel application. If you do not use Siebel seed data in your implementation, you must either recreate the standard dynamic button configurations or load the configurations from the seed data into your system.

---

### Changing the Names of Dynamic Buttons for Expense Reports (Administrator)

The following procedure explains how to change the name that is displayed on a dynamic button.

#### ***To change the name of a dynamic button for expense reports***

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 In the List of Value list, click Query.

- 3 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for expense reports have the Type field set to EXPRPT\_DYNAMIC\_BT.

- 4 Select the dynamic button that has a name you want to change.
- 5 Enter the new name in the Display Value field *and* the Language-Independent Code field.
- 6 In the List of Values list, click the menu button, and then click Save Record.
- 7 Click Clear Cache.

This step reloads dynamic button settings into the server cache. When this process is complete, the modified dynamic button is available for use.

## Changing the Positions of Dynamic Buttons for Expense Reports (Administrator)

The following procedure explains how to change the left-to-right sequence in which dynamic buttons are displayed, when two or more dynamic buttons are displayed together.

### ***To change the relative positions of dynamic buttons for expense reports***

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 In the List of Values list, click Query.
- 3 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for expense reports have the Type field set to EXPRPT\_DYNAMIC\_BT.

- 4 Find the dynamic buttons that you want to place in a new sequence.

- 5 In the Order field, enter a new sequence number for each button you are placing in a new sequence.

---

**NOTE:** If buttons have identical sequence numbers, they will be displayed in alphabetical order.

---

- 6 In the List of Values list, click the menu button, and then click Save Record.
- 7 Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is complete, the applicable Expense Report views display the buttons in their new order.

### **Adding Dynamic Buttons to New Views for Expense Reports (Administrator)**

The following procedure explains how to display the dynamic buttons for expense reports in a new view. If you configure new views, you may want the dynamic buttons to appear there.

#### ***To add dynamic buttons for expense reports to new views***

- 1 From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2 Display the High and Low columns using Columns Displayed. For information about using Columns Displayed functionality, see *Fundamentals*.
- 3 In the List of Values list, click Query.
- 4 Enter \*DYN\* in the Type field, and then click Go.

The dynamic buttons for expense reports have the Type field set to EXPRPT\_DYNAMIC\_BT.

- 5 Select a button that you want to add to one or more new views.

- 6 In the Low field, enter the names of the new views to display this button, preceding each view name and following the final view name with the percent sign (%).

For example, if you want to add the selected button to views NewViewA and NewViewB, you would enter %NewViewA%NewViewB%, without intervening spaces.

- 7 In the List of Values list, click the menu button, and then click Save Record.

---

**NOTE:** Repeat [Step 5 on page 180](#) through [Step 7](#) for each additional button that you want to display in new views.

---

- 8 Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is complete, the new views you specified display the dynamic buttons you specified.

## Specifying Inheritance of Dynamic Buttons for a New Detail View for Expense Reports (Administrator)

LOV records of type EXPRPT\_DYNAMIC\_BT are modified in the dynamic button procedures discussed so far. LOV records of type EXPRPT\_DETAIL\_VIEWS also affect dynamic buttons in expense reports. EXPRPT\_DETAIL\_VIEWS records specify the views that inherit dynamic buttons from a related view.

For example, if you navigate to the My Expense Reports view, Submit and Recall buttons are displayed on both the Expense Reports list and the More Info form. If you click the Line Items view tab, an Expense Report form and a Line Items list appear. The Expense Report form displays Submit and Recall buttons that it has inherited from the My Expense Reports view. This inheritance is specified by placing the value “%Expense Report Line Items Summary View%Expense Report Line Items Detail View%” in the description field of an EXPRPTS\_DETAIL\_VIEW LOV record. The following procedure explains how to specify dynamic button inheritance for a new detail view.

### **To specify detail views to inherit dynamic buttons for expense reports**

- 1** From the application-level menu, choose View > Site Map > Applications Administration > List of Values.
- 2** Display the Description column using Columns Displayed. For information about using Columns Displayed functionality, see *Fundamentals*.
- 3** In the List of Values list, click Query.
- 4** Enter EXPRPT\_DETAIL\_VIEWS in the Type field, and then click Go.
- 5** Select an existing EXPRPT\_DETAIL\_VIEWS record.
- 6** In the Description field, enter the names of the views that you want to have inherit dynamic buttons from related views, preceding each view name and following the final view name with the percent sign (%).

For example, if you want NewViewC and NewViewD to inherit dynamic buttons from related views, you would enter %NewViewC%NewViewD%, without intervening spaces.

- 7** In the List of Values list, click the menu button, and then click Save Record.
- 8** Click Clear Cache.

This step reloads dynamic button settings into the server cache. After this process is complete, the views you specified inherit dynamic buttons from related views.

# Changing the Submit To Field Trigger for Expense Reports (Administrator)

By default, Siebel Professional Services Automation uses the Pending Next Approver expense report Status value as a trigger to change the value in the Submit To field from the current approver's user ID to the user ID of the next approver. If you prefer not to use the value Pending Next Approver as the trigger to change the Submit To value, you must complete several tasks. The following procedure briefly explains how to change the trigger for the Submit To field.

---

**NOTE:** A similar procedure applies if you want to change the trigger for the Submit To field for time sheet approvals. Because you must use Siebel Tools and recompile your .srf file for either procedure, you may want to combine the time sheet and expense report procedures, so you can recompile only once. For information about the time sheet procedure, see [“Changing the Trigger for the Submit To Field for Time Sheets \(Administrator\)” on page 128](#).

---

## ***To change the trigger value for the Submit To field for expense reports***

- 1** Locate the List of Values record that has Type set to EXP\_STATUS and Display Value set to Pending Next Approver, and replace both the Display Value and the Language-Independent Code value with the value you have chosen as the trigger.
- 2** Modify the Update Expense Status workflow to replace Pending Next Approver with the value you have chosen as the trigger.
- 3** Modify the Expense Report Approval state model to replace Pending Next Approver with the value you have chosen as the trigger.
- 4** In Siebel Tools, make the following changes:
  - a** Locate the Expense business component.
  - b** Add a business component User Property with Name field set to Next Approver Status and Value field set to the value you have chosen as the trigger.
  - c** Recompile the .srf file.

# Activating Automatic Generation for Expense Reports (Administrator)

The Auto Gen feature lets each user transfer multiple line items of expense information from the My Expense Diary view to a current expense report, by means of a single command. The following procedure explains how to make Auto Gen available to end users.

## **To activate Auto Gen for expense reports**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter \*AutoGen\*, and then click Go.
- 4** In the Workflow Processes list, select the Expense Report AutoGen record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want Auto Gen to be available.

If no value is specified in this field, this functionality becomes available when you select the workflow and click Activate, as described later in this procedure.

- 6** In the Expiration Date/Time field, enter a date and time after which you want Auto Gen to be unavailable.

If no value is specified in this field, the Auto Gen capability remains available until manually deactivated.

- 7** In the Workflow Processes list, click Activate.

If the process is successful, the Status field changes from In Progress to Active.

# Activating Email Notification for Expense Reports (Administrator)

The following procedure explains how to activate the workflow that provides automatic email notification during the expense report approval process. These messages notify expense report approvers when they need to review particular expense reports and provide expense report submitters with updates on the progression of their expense reports through the approval process. This procedure assumes that your Siebel Communications Server has already been set up and configured, as described in *Siebel Communications Server Administration Guide*.

## **To activate email notification for expense reports**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Expense Report Process, and then click Go.
- 4** In the Workflow Processes list, select the Expense Report Process record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want notification to be available.

If no value is specified, the notification functionality becomes available when you select the workflow and click Activate, as described later in this procedure. Make a note of the value you specified.

- 6** In the Expiration Date/Time field, enter a date and time after which you want notification to be unavailable.

If no value is specified, notification remains available until manually deactivated. Make a note of the value you specified.

- 7** Complete the following substeps to verify associated workflow policy settings:
  - a** From the Show drop-down list, select Workflow Policies.
  - b** In the Policies List list, query to locate the following policies:
    - Send Expense Report Approval Email policy
    - Send Expense Report Approval Email to New Approver policy
  - c** Make sure that the Activation and Expiration settings for these policies match the Activation Date/Time and Expiration Date/Time settings you specified in [Step 5](#) and [Step 6 on page 185](#).
  - d** From the Show drop-down list, select Workflow Processes.
- 8** In the Workflow Processes list, reselect the Expense Report Process record that has a status of In Progress, and click Activate.

The Status field changes from In Progress to Active.

# Activating Status Updating for Expense Reports (Administrator)

The following procedure explains how to activate the workflow that updates an expense report status of Approved to a status of Acceptable or Pending Next Approver, depending on whether or not the most recent approver is authorized to approve the amount of the expense report.

## **To activate status updating for expense reports**

- 1** From the application-level menu, choose View > Site Map > Business Process Administration > Workflow Processes.
- 2** In the Workflow Processes list, click Query.
- 3** In the Name field, enter Update Expense Status, and then click Go.
- 4** In the Workflow Processes list, select the Update Expense Status record with the highest value in the Version field, and then click Revise.

A new record is created with a status of In Progress and a higher version number.

- 5** In the Activation Date/Time field, enter a date and time after which you want status updating to be available.

If no value is specified, this functionality becomes available when you select the workflow and click Activate, as described later in this procedure.

- 6** In the Expiration Date/Time field, enter a date and time after which you want status updating to be unavailable.

If no value is specified, status updating remains available until manually deactivated.

- 7** In the Workflow Processes list, click Activate.

The Status field changes from In Progress to Active.

# Understanding Currency Exchange Rates (Administrator)

An expense report is automatically assumed to be reimbursed in the default currency, which is the currency of the user's country. However, a user may need to be reimbursed in a different currency or may have expense report line items in different currencies.

In these cases, Siebel applications automatically display an exchange rate. Whether or not users can change the rate that is automatically displayed depends on whether the expense was incurred in the currency of a member country in the European Monetary Union (EMU) and whether the reimbursement will be in an EMU currency. Details about exchange rate behavior are shown in [Table 5](#). For information about creating or adding currencies, see *Siebel Applications Administration Guide*.

**Table 5. Exchange Rate Behavior for Expense Reports**

Incurred Currency	Reimbursement Currency	Exchange Rate Provided by Application?	Exchange Rate Changeable by User?	Comments
EMU	EMU	Yes	No	The currencies have a fixed exchange rate through the Euro, and use a conversion process called triangulation.
Not EMU	EMU	Yes	Yes	Users can specify a nondefault exchange rate.
EMU	Not EMU	Yes	Yes	Users can specify a nondefault exchange rate.
Not EMU	Not EMU	Yes	Yes	Users can specify a nondefault exchange rate.
Any currency	Same as incurred currency	Yes; the exchange rate is 1	No	Because the two currencies are the same, users cannot change the exchange rate.

## Recording Expenses in the My Expense Diary View

My Expense Diary is a view in which end users can log expenses against projects, tasks, or activities.

The following procedure explains how to record an expense using the My Expense Diary view.

### ***To record an expense using the My Expense Diary view***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select My Expense Diary.
- 3** In the My Expense Diary list, add a new record.

**4** Complete the fields in the My Expense Diary list and in the More Info form. Some fields are described in the following table.

Field	Comments
Account	Customer or potential customer organization associated with the expense.
Amount	Amount of money spent.
Activity	Activity that required the expenditure.
Billable	When selected, indicates that the expense can be billed to the associated account.
Class	General category of expense. Typical values include Client Billable, Client Investment, and Internal. Available values are set in the PROJECT_CLASS list of values.
Converted Amount	Amount of the expense multiplied by the exchange rate. This field is read-only.
Contacts	Contacts associated with the expense. A typical use of this field might be to record the clients who were present at a dinner for clients.
Distance	When Type is set to Mileage, the Distance field displays the number of miles driven.
Employees	Employees associated with the expense. A typical use of this field might be to record the employees who were present at a dinner for clients.
End	Final day on which the expense was incurred. Defaults to the value of the Start field.
Opportunity	Sales opportunity associated with the expense.
Other Taxes	Hotel taxes other than sales tax, such as state or local taxes.
Rate	When Type is set to Mileage, the Rate field displays the charge per unit of distance. This field is read-only. This value is set in the Expense Reports view of the User Preferences screen. Depending on your implementation, this view may be visible only to administrators.
Room Rate	When Type is set to Hotel, the Room Rate field displays charge per unit of time for a hotel room.

Field	Comments
Route	When Type is set to Mileage, the Route field displays information about the route or routes driven.
Reimbursable	When selected, indicates that the expense should be reimbursed. When cleared, indicates that the expense was personal (such as renting a movie during a hotel stay) and should not be reimbursed. Defaults to selected.
Start	First day on which the expense was incurred. Defaults to today's date.
Task	Task associated with the expense.
Tax	When Type is set to Hotel, the Tax field records taxes paid on hotel accommodation charge.
Type	Kind of expense incurred.

---

**NOTE:** To record additional expense items, repeat [Step 3 on page 189](#) and [Step 4 on page 190](#) of this procedure.

---

# Recording Expenses in the Activities Expenses View

The Activities Expenses view lets end users log expenses incurred for individual activities. Expenses recorded in the Activities Expenses view are also visible in the My Expense Diary view, until they are included in an expense report for a specific period.

The following procedure explains how to record an expense for a specific activity.

### ***To record an expense using the Activities Expenses view***

- 1** Navigate to the Activities screen.
- 2** From the Show drop-down list, select My Activities.
- 3** In the Activities list, select the activity for which you want to record an expense.
- 4** Click the Expenses view tab.
- 5** In the Expenses list, add a new record.
- 6** Complete the fields. For a description of the fields available, see “[Recording Expenses in the My Expense Diary View](#)” on page 189.

# Creating an Expense Report Automatically

The following procedure explains how to generate an expense report that automatically includes expenses that meet each of the following conditions:

- Expense is listed in the My Expense Diary view or the Activities Expenses view
- Expense is for a date that falls within the current reporting period or a previous reporting period (not a future period)
- Expense has not yet been included in a previous expense report

The expenses that meet these conditions are put into an expense report for the current reporting period, regardless of when each expense was incurred. This is called Auto Gen functionality. This procedure can be used from anywhere in the Siebel application. For information about creating an expense report manually, see [“Creating an Expense Report Manually” on page 194](#).

## ***To create a current expense report automatically***

- From the application-level menu, select File > Auto > Expense Report.  
If you already have an expense report for the current period, and if its status is set to In Progress, then a workflow moves your expense diary items to the line items section of your existing report.  
If you do not yet have an expense report for the current period, or if you have one, but its status is not set to In Progress, then a workflow creates a new expense report and moves the items in your expense diary to the line items section of the new expense report.

---

**NOTE:** Once you have created an expense report using Auto Gen, you may find that some expense items do not belong in that expense report. In that case, you can move the inappropriate items back to your expense diary. For more information, see [“Removing Items from Expense Reports” on page 203](#). When you have submitted the current expense report, you can repeat the Auto Gen procedure to place the remaining diary items in a new expense report, which will also be for the current period. If necessary, you can change the period for any unsubmitted expense report, including expense reports created by Auto Gen.

---

## **Creating an Expense Report Manually**

In some situations, end users may find it more convenient to create an expense report manually, rather than automatically. For example, the organization might require separate expense reports for expenses incurred in different time periods, or end users might need to report multiple expenses in a currency other than the one that the organization uses by default. When working with multiple currencies, it might be quicker to change the default currency for an entire expense report and record the expenses directly into the report as line items, rather than setting the currency for each individual line item, as must be done in the My Expense Diary view.

The following procedure explains how to create an expense report manually. This procedure sets up the framework of the expense report. For instructions on how to add line items to the newly created report, see “[Adding Line Items to an Expense Report](#)” on page 199.

***To create an expense report manually***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select My Expense Reports.
- 3** Click the More Info view tab.
- 4** In the More Info form, add a new record.

**5** Complete the necessary fields. Some fields are described in the following table.

Field	Comments
Amount Paid	Amount of the reimbursement. Typically, the value for this field is supplied by a back-office system. This field is also where the reimbursement currency for the report is set.
Cash Advance	Lets you record any cash advance you received. This amount is subtracted from the total amount owed to you. The Cash Advance value is subtracted from the Expense Report Total to get the Reimbursable Amount.
Class	General category of expense. Typical values include Client Billable, Client Investment, and Internal. Available values are set in the PROJECT_CLASS list of values.
Currency	Default currency for line items in this expense report. Defaults to the currency of the user's organization.
Description	Text field for describing the expense report as a whole.
End	Last day of the expense reporting period.
Expense Report #	A unique identifier for this expense report. Automatically populated.
Expense Report Total	Sum of the line items in the report, including both reimbursable and nonreimbursable items, expressed in the reimbursement currency.
Name	Name for the expense report.
Pay To	User ID of the person to be reimbursed.
Period	Time period during which the expenses are being reported. The expenses may or may not have been incurred in this period.
Prepared By	Person who prepared the expense report.
Reimbursable	When selected, new line items for the current expense report default to reimbursable.
Reimbursable Amount	Sum of reimbursable line items. Automatically calculated.
Start	First day of the expense reporting period.

## Expense Reporting

### *Creating an Expense Report Manually*

Field	Comments
Status	Indicates the stage the expense report has reached in the approval process. If the status is In Progress, the report can be edited.
Submitted By	User ID of the person who incurred the expenses.
Submit To	Required. The User ID of the person who should approve the expense report. Normally defaults to the User ID of the person to whom you report, but can be changed, if, for example, that person is unavailable for an extended period.

---

**NOTE:** For information about adding line items to the expense report, see [“Adding Line Items to an Expense Report” on page 199](#).

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# Changing the Reimbursement Currency

By default, when an expense report is created, the reimbursement currency is set to the currency of the end user's parent organization. The symbol for this currency appears in the following locations:

- Currency Code field of the pop-up form accessed from the expense report Amount Paid field
- Expense Report Total field for the expense report
- Reimbursable Amount field for the expense report
- Converted Amount field for the line items of the expense report

End users can change the reimbursement currency for any individual expense report that they create and that has a status of In Progress, as described in the following procedure.

## ***To change the currency for reimbursement***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** Create a new expense report or select an existing expense report that has a status of In Progress.
- 4** If you have not already done so, navigate to the Expense Reports > My Expense Reports view, and select the expense report you want to work with.
- 5** In the Amount Paid field, click the select button to display a pop-up form containing a Currency Code field and an Amount field.
- 6** In the Currency Code field, click the select button to display the Pick Currency Code dialog box.

### *Changing the Reimbursement Currency*

- 7 In the dialog box, select the currency you want used for your reimbursement, and then click OK.

The dialog box closes, and your selection is displayed in the Currency Code field of the pop-up form. The corresponding currency symbol appears in the Expense Report Total field and the Reimbursable Amount field. If either of these fields contain nonzero values, the values are automatically converted to the monetary equivalent in the newly chosen currency.

- 8 Click outside the pop-up form to close it.

# Adding Line Items to an Expense Report

Each expense report must include expense line items. The use of the Auto Gen feature automatically moves My Expense Diary items or Activity Expense items into an end user's own expense report. End users can also add line items directly to an expense report, either for themselves or for another person. The following procedure explains how to add a line item to an expense report.

## **To add a line item to an existing expense report**

- 1** If you have not already done so, navigate to one of the following views.
  - **If the expense report is for yourself**, navigate to the Expense Reports > My Expense Reports view.
  - **If the expense report is for another person**, navigate to the Expense Reports > Assistant's Expense Reports view.
- 2** Select the expense report to which you want to add a line item.
- 3** Click the Line Items view tab.
- 4** In the Line Items list, add a new record.
- 5** Complete the fields. Some fields are described in the following table.

Field	Comments
Amount	Amount of money spent on the item. If you type in an amount directly, the units are assumed to be those specified in the expense report's Currency field. To specify a different currency, click in the Amount field to display the select button, and then click the select button to display a pop-up form in which currency and exchange date can be specified.
Converted Amount	Reimbursement currency equivalent to the Amount value. For information about setting the reimbursement currency, see <a href="#">"Changing the Reimbursement Currency" on page 197</a> .
Description	Description of the item.
End	Last day on which there was a charge for the item.

## Expense Reporting

### *Adding Line Items to an Expense Report*

Field	Comments
Exchange Rate	Value by which the Amount is multiplied to obtain the Converted Amount.
Reimbursable	When selected, this field indicates that the expense item should be reimbursed. When cleared, this field indicates that the expense item was a personal expense that should not be reimbursed, such as renting a movie during a hotel stay.
Start	First day on which there was a charge for the item. For the first record created, the Start field defaults to the first business day of the period. For subsequent records, the Start field defaults to the start value of the selected record. This reduces time spent entering items chronologically.
Type	Kind of expense incurred. If you choose Mileage or Hotel, several fields related to the chosen value become available in the Expense Item Detail form.

- 6** If the line item you are adding concerns car mileage or hotel expenses, or if you want to record more details about a line item of another type, scroll down until the Expense Item Detail form is visible, and then click the show more button.
- 7** Complete any desired additional fields. For descriptions of the available fields, see [“Recording Expenses in the My Expense Diary View” on page 189](#).

## Changing the Default Currency for Expense Line Items

If end users need to report multiple expenses that were incurred in currency other than their reimbursement currency, they can change the default currency for line items within an individual expense report. This default is set using the Currency field for the expense report. The value of the Currency field does not affect the kind of currency that is used in the Expense Report Total field and the Reimbursable Amount fields of the report. The following procedure explains how to change the default currency for line items within an expense report.

### ***To change the default currency for line items in an expense report***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** Create a new expense report or select an existing expense report that has a status of In Progress.
- 4** Click the More Info view tab.
- 5** In the Currency field, click the select button to display the Pick Currency Code dialog box.
- 6** In the dialog box, select the currency you want to use as the default for line items in the current expense report, and then click OK.

The dialog box closes, and the currency code appears in the Currency field of the More Info form.

- 7** Click the Line Items view tab.
- 8** In the Line Items list, add a new record.
- 9** In the Type field, select an expense type for the line item you are creating.
- 10** In the Amount field, enter the amount of money spent for this line item, and then click in any other field.

The currency symbol you chose in [Step 6](#) of this procedure automatically appears in the Amount field for the line item.

## Changing the Currency for a Single Expense Line Item

If end users have a small number of expenses in a different currency than the currency used for most expenses in a report, they can use the following procedure to change the currency for any individual line item, rather than changing the default currency for the report.

***To change the currency for a single expense line item***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** Create a new expense report or select an existing expense report that has a status of In Progress.
- 4** Click the Line Items view tab.
- 5** In the Line Items list, create a new line item or select an existing line item.
- 6** In the Amount field, click the select button to display a pop-up form containing Currency Code, Exchange Date, and Amount fields.
- 7** In the Currency Code field, click the select button to display the Pick Currency Code dialog box.
- 8** Select the currency in which the expense was incurred, and then click OK to close the dialog box.
- 9** Enter the amount of the expense in the Amount field, and then click outside the pop-up form to close it.
- 10** Complete any remaining line items fields, as needed. For more information about adding line items, see “[Adding Line Items to an Expense Report](#)” on page 199.

# Removing Items from Expense Reports

The following procedure explains how to remove a line item from an expense report and return it to the My Expense Diary view.

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**NOTE:** This procedure requires that the status of the selected expense report be In Progress.

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## ***To remove an item from an expense report***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select My Expense Reports.
- 3** In the Expense Reports lists, select the expense report from which you want to remove an item.
- 4** Click the Line Items view tab.
- 5** In the Line Items list, select the item that you want to remove from the report and return to your expense diary.
- 6** In the Line Items list, click the menu button, and then click Unreport.

---

**NOTE:** Although the expense item is no longer associated with this expense report, it is not deleted. To see the expense item, go to the My Expense Diary view.

---

# Submitting an Expense Report

After end users create an expense report and add line items, they can edit it as necessary up until they submit the report for approval.

When end users submit an expense report, the application automatically routes it to whoever is specified in the Submit To field for evaluation. By default, the value in the Submit To field is the User ID of the end user's manager. If the expense report should be submitted to someone other than the end user's manager (such as the team leader or project manager), the end user can change the value either before or after they submit the expense report—the Submit To field remains editable after the expense report is submitted, as do the Private Comments and Public Comments fields.

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**NOTE:** If the Siebel administrator activated email notification for expense reports, an email is sent when end users change the Status field to Submitted to notify the expense report approver that a report needs to be approved. For more information about activating email notification see, [“Activating Email Notification for Expense Reports \(Administrator\)” on page 185](#).

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Each submitted report is either approved or rejected by the person specified in the Submit To field. If that person approves the report, the application checks whether the total amount of the report requires further approval, and, if so, the report is routed to the next approver. As soon as the report is approved by someone who is authorized to approve that amount, the report is routed to the financial department, so the end user can be reimbursed for the amount requested.

#### ***To submit an expense report***

- 1 Navigate to the Expense Reports screen.
- 2 From the Show drop-down list, select My Expense Reports.

**3** In the Expense Reports list, select the report you want to submit for approval, and then click Submit.

The value of the Status field changes to Submitted, and an email message is automatically sent to the person who is specified in the Submit To field, notifying them that there is an expense report for them to approve.

If your expense report is rejected or revoked, you need to go back into the Expense Reports screen, click Recall to change the status from Rejected or Revoked to In Progress, make the necessary changes, and then resubmit it.

# Recalling a Submitted Expense Report

After submitting an expense report, end users may find that they need to make a correction to it, or they may be notified that an approver has rejected or revoked the expense report and is requiring that changes be made to it. If the current status of an end user's expense report is Submitted, Rejected or Revoked, they can use the Recall button to change the status back to In Progress, which allows them to make the necessary changes. When the end user has corrected the report, they can resubmit it, using the same procedure as the first time. For more information, see ["Submitting an Expense Report" on page 204](#).

The following procedure explains how to recall an expense report that has already been submitted.

### ***To recall a submitted expense report***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select My Expense Reports.
- 3** In the Expense Reports list, select the submitted expense report that you want to recall.

The status of the selected report should be either Submitted or Rejected.

- 4** In the Expense Reports list, click Recall.

The status of the report changes to In Progress.

## Monitoring the Status of an Expense Report

After an expense report has been submitted, the Siebel application uses email to notify both the end user and the end user's manager of its progress.

For example, when end users submit their expense report to their manager, the manager receives an email notification that there is an expense report waiting for approval.

Likewise, when the manager has approved or rejected the expense report, the end user receives email notification. End users can also see their submitted and approved expense reports in the My Expense Reports view, where the current stage of the approval process is shown by the Status field. The following procedure explains how to view the approval history of a particular expense report.

### ***To view the approval history of an expense report***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select My Expense Reports.
- 3** In the Expense Reports list, select the report for which you want to view the approval history.
- 4** Click the Approvals view tab.

## Printing an Expense Report

The following procedure explains how to print an expense report. The printed version of an expense report has a different format than the lists and forms end users use when creating or approving expense reports.

### ***To print an expense report***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Expense Reports list, locate the expense report you want to print.
- 4** From the application-level menu, choose View > Reports.
- 5** In the Reports dialog box, from the Select a Report drop-down list, select Expense Reports.
- 6** Click Run Now.

The application displays your expense report in the Siebel Report Viewer window.

- 7** In the Siebel Report Viewer window, click the Print button.

The report prints to your default printer.

# Creating an Expense Report for Another End User

The following procedure explains how to create an expense report, manually, for another end user of the application. A typical use of this procedure would be for an assistant to prepare an expense report for an executive. This procedure does not require that a formal reporting relationship exist—any end user who has access to the Assistant’s Expense Reports view can prepare an expense report for another end user.

## ***To create an expense report for another end user***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select Assistant’s Expense Reports.
- 3** In the More Info form, click the show more button, and then add a new record.
- 4** In the Submit To field, either enter the User ID of the person who should review and approve this expense report, or click the select button and complete the following substeps:
  - a** In the Pick Employee dialog box, use query or find to locate and select the record that lists the person who should review and approve this expense report.
  - b** Click OK to close the dialog box and place the selected User ID in the Submit To field.
- 5** In the Pay To field, either enter the User ID of the person who incurred the expenses, or click the select button and complete the following substeps:
  - a** In the Pick Owned By dialog box, use query or find to locate and select the record that lists the person who incurred the expenses.
  - b** Click OK to close the dialog box and place the selected User ID in the Submitted By field.
- 6** Complete the remaining fields as needed. For descriptions of the fields available, see [“Creating an Expense Report Manually” on page 194](#).

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**NOTE:** For information about adding line items to the expense report, see [“Adding Line Items to an Expense Report” on page 199](#).

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# Approving or Rejecting Expense Reports

End users designated as approvers of expense reports for specific employees or specific projects receive an email message notifying them each time that an expense report is ready for their review.

If an end user approves an expense report for an amount within their approval limit, the report is forwarded to the finance professional, who reviews it before it is passed to the back-office system for reimbursement.

If an end user approves an expense report for an amount larger than their approval limit, the report is forwarded to someone with a larger approval limit, typically that end user's own manager.

If an end user rejects an expense report, the person who submitted the report can recall it, modify it, and resubmit it.

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**NOTE:** End users can approve or reject multiple expense reports at one time.

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The following procedure explains how to approve or reject expense reports.

***To approve or reject expense reports***

- 1** Navigate to the Expense Reports screen.
- 2** From the Show drop-down list, select Expense Report Approval.
- 3** In the Expense Reports list, select one or more expense reports to approve or reject.
- 4** In the Expense Reports list, click either Approve or Reject.

The value of the Status field changes to Approved or Rejected.

# Accepting or Rejecting Expense Reports Before Back-Office Processing

If the Siebel application is integrated with the organization's back-office processing system, the final step of the expense report approval process is for a finance professional to accept or reject an expense report before it is passed to the back-office system for processing. The following procedure explains how to accept or reject an expense report that has been approved by the appropriate managers. Such an expense report has the Status field set to Acceptable. This procedure can be performed by any end user who has access to the Approved Expense Reports view.

## ***To accept or reject an expense report before back-office processing***

- 1** From the application-level menu, choose View > Site Map > Expense Reports > Approved Expense Reports.
- 2** In the Expense Reports list, select one or more expense reports that you want to accept or reject for back-office processing.
- 3** In the Expense Reports list, click Accept or Reject, according to your choice.

The value of the Status field changes to Accepted or Revoked, respectively.

# Adjusting the Billable Total for an Expense Report

From time to time, end users may need to adjust an expense report that has been submitted to them for approval. Ordinarily, end users can reject an expense report that includes errors and have the person who prepared the report correct the error.

On some occasions, however, the expense report may be correct, but the end user may want to adjust the amount to be billed as a courtesy to the customer. End users can make an adjustment to the Billable Total of an expense report at any time before the invoice associated with the expense has its status set to Billed. The following procedure explains how to adjust the Billable Total for an expense report line item.

### ***To adjust the billable total for an expense report line item***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the expense report is associated.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Expense Adjustment.
- 6** In the Time and Expense list, select the expense line item that needs to be adjusted.
- 7** In the Adjustment field, click the select button.
- 8** In the Adjusted Amount dialog box, click New.
- 9** In the Amount field, adjust the amount as necessary, complete other desired fields, and then click Save.
- 10** In the Adjusted Amount dialog box, click Close.

The Total Adjustment and Billable Total fields are updated to reflect your adjustments.

## Moving an Expense Item to Another Project

The following procedure explains how to move an expense line item from one project to another, such as from a nonbillable project to a billable project. This is useful in any situation in which presales expenses become billable after the sale is made, as well as in any situation in which an expense item was incorrectly associated with the wrong project.

***To move an expense item from one project to another***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project that is currently associated with the expense item.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Expense Adjustments.
- 6** Determine whether the Projects field is currently displayed in the Time and Expense list; if not, use the Columns Displayed command to add it.
- 7** In the Time and Expense list, select the item that needs to be moved.
- 8** In the Projects field, click the select button to display the Pick Project dialog box.
- 9** In the Pick Project dialog box, select the project that the expense should be associated with, and then click OK.

## **Moving Multiple Expense Items to Another Project**

It is also possible to move multiple expense items from one project to another at one time, but this requires that end users know the exact value they want to place in the Project field. The following procedure explains how to do this.

***To move multiple expense items from one project to another***

- 1** Follow [Step 1](#) through [Step 6](#) of “Moving an Expense Item to Another Project” on page 213.
- 2** In the Time and Expense list, hold down the CTRL key as you select multiple items to be moved from one project to another.
- 3** In the Time and Expense list, click the menu button and select Change Records.
- 4** In the First Field to Change section of the Change Records dialog box, select Projects from the Field drop-down list.
- 5** In the First Field to Change section of the Change Records dialog box, enter the exact value for the new project in the Value field.
- 6** Click OK.

# Viewing an Expense Report Summary and Expense Summary Chart

The Expense Report Summary view provides an overall perspective of expenses incurred on a particular project. The Expense Summary Chart shows a graphical representation of the cumulative expenses for a selected project. The following procedure explains how to display the summary and the chart.

---

**NOTE:** The Expense Summary Chart does not reflect any adjusted values.

---

## ***To view the Expense Report Summary and Expense Summary Chart***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which expense report information is associated.
- 4** Click the Time and Expense view tab.
- 5** In the Time and Expense list, from the Show drop-down list, select Expense Summary.

The information displayed in the Expense Summary list shows you the reported expenses per expense report.

- 6** Scroll down to view the Expense Summary chart.

By default, the chart shows the amount of expenses per employee per month, displayed as a bar graph with color-coding.

If you want, you can modify the way the data is represented by using the drop-down lists to change the information. You can also move your cursor over the different bars to get additional information on expenses logged by a particular employee.

- 7** To view additional information, click the Expense Report Name hyperlink in the Expense Summary list.

# Viewing an Expense Adjustments Chart

The Expense Adjustments Chart shows a graphical representation of the adjustments made for a selected project. The following procedure explains how to display this chart.

### ***To display the Expense Adjustment Chart***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects List, select the project that has the adjustments you want to view.
- 4** Click the Time and Expense view tab.
- 5** From the Show drop-down list in the Time and Expense list, select Expense Adjustments.
- 6** Scroll down to view the chart.

By default, the chart shows the amounts of adjustments per employee per month, displayed as a bar graph with color-coding.

If you want, you can modify the way the data is represented by using the drop-down lists to change the information. You can also move your cursor over the different bars to get additional information on the adjustments made by a particular employee.

This chapter describes agreements, and provides a business scenario and end-user procedures.

Agreement generation automatically incorporates specific project and resource information into the agreement, significantly decreasing the time and effort required to generate agreements.

The automatic agreement generation process incorporates specific project and resource information into the agreement. This feature allows you to create accurate and consistent agreements reflecting your organization's best practices and industry standards and share these standards with everyone on your team.

Use the agreement generator to populate customer information against a standard set of templates. The templates can be modified and customized as required by your administrator.

For information about invoice agreements, see *Siebel Field Service Guide*.

## **Business Scenario for Agreements**

This scenario provides an example of a workflow performed by an engagement manager. Your company may follow a different workflow according to its business requirements.

The engagement manager at a large consulting company has set up the agreement generator to automatically pick out the appropriate resource and project information and populate it directly into the standard agreement template. When she creates an agreement, the application automatically populates the agreement line items with the resource requirements she identified in her Team Workbook. She now has the flexibility to edit the line item details as needed. She has set up the major parts of the agreement, and she now wants to generate the agreement. By selecting the Generate Draft button, she generates a draft version for her review. The document is customized with the customer's information. The engagement manager can edit it as needed and then submit it for review and approval as determined by a predefined workflow process.

## Example Process for Agreements

This is an example of a process an end user might follow for managing agreements. Your company may follow a different process according to its business requirements. For information about administrative tasks such as creating agreement templates, see the chapter on proposals in *Siebel Applications Administration Guide*.

- 1 Create an agreement.** For information, see “[Creating an Agreement](#)” on page 220.
- 2 Add line item details.** For information, see “[Adding Line Item Details to an Agreement](#)” on page 221.
- 3 Generate documentation with an agreement.** For information, see “[Generating Documentation with an Agreement](#)” on page 222.
- 4 Add an attachment to an agreement.** For information, see “[Adding Attachments to Agreements](#)” on page 223.

## Creating an Agreement

An agreement is a representation of terms for services agreed upon between the end user and the customer.

***To create an agreement***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the agreement will be generated.
- 4** Click the Agreements view tab.
- 5** In the Agreements list, add a new record.
- 6** Complete the necessary fields.

---

**NOTE:** End users can also create an agreement from the Agreements screen. When creating an agreement from the Agreements screen, end users must remember to associate the agreement with the project.

---

# Adding Line Item Details to an Agreement

After the agreement is created, end users can add line items to it. These line items are the products or resources that are being committed to the agreement. End users have probably already added roles to the Team Workbook to define the project team. Now they need to create a contract for that project. It is a good idea to create one line item for each role that was defined in the Team Workbook for this project. The Project Resource field in agreement line item records allows end users to link a team workbook role to a line in the agreement.

## To add line items

- 1 Navigate to the Agreements screen.
- 2 From the Show drop-down list, select the appropriate view.
- 3 In the Agreements list, click the Name hyperlink of the agreement you want to add line items to.
- 4 In the Line Items list, add a new record.
- 5 In the Product field of the new record, click the select button.
- 6 In the Pick Product dialog box, query for the product or resources that you are adding to the agreement and then click OK.
- 7 Click the Line Detail subview tab.
- 8 In the Line Detail form, click the show more button.
- 9 In the Project Resource field, click the select button.
- 10 In the Pick Parent Role dialog box, select the role you want to add to this agreement and click OK.

---

**NOTE:** This automatically populates the Est. Hours, Rate, Discount %, and Effective Rate fields in the Agreement Line Items field and also in the project's Team Workbook.

---

- 11 In the Line Detail form, complete any additional fields.

---

**NOTE:** Continue Step 3 through Step 10 until you have added each role from the Team Workbook to the agreement.

---

# Generating Documentation with an Agreement

After the details of the agreement have been established, end users can then create a draft of the documentation to be reviewed. Once the agreement has been approved, it can be sent to the customer for official signoff.

---

**NOTE:** End users can also generate a statement of work using this procedure.

---

## ***To generate documentation with an agreement***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project from which the agreement was generated.
- 4** Click the Agreements view tab.
- 5** In the Agreements list, click the Name hyperlink of the appropriate agreement document.
- 6** In the Line Items list, add any line items as needed.
- 7** Click the Documents view tab.
- 8** In the Documents list, add a new record.
- 9** In the new record, type in a name for the document.
- 10** From the Template drop-down list, select the template you want to use for this agreement.
- 11** In the Documents list, click Auto Document.  
This automatically imports the data required for the document template.
- 12** In the Documents list, click Generate Draft.  
A draft agreement is generated in Microsoft Word or Lotus WordPro.

---

**NOTE:** You can also create agreements from the Agreements screen.

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## **Adding Attachments to Agreements**

End users can attach documents to an agreement. For information on adding attachments, see *Fundamentals*.

## Agreements

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*Adding Attachments to Agreements*

## Project Financials

9

This chapter describes project financials and project revenue schedules and forecasting and provides a business scenario and end-user procedures.

## Financials Overview

Tight integration with back-office systems allows you to take project, time, and expense data from the Siebel Professional Services Automation module to create client invoices and track accounts receivable in a billing system of your choice. Client invoice information and payment status can be mapped back to Siebel Professional Services Automation from the billing system so that management can both understand performance against project budgets and identify where help is needed in soliciting payment from clients.

## Project Revenue Schedules and Forecasting

Each professional services organization requires various ways of looking at revenue. One level of management may be interested in the margins of their most important projects over time while another organization might focus more heavily on projections or bookings. Across these varied levels of management, organizations might choose to focus on monthly billing, one time revenues, or recurring revenue streams. Revenue schedules were designed with exactly these requirements in mind.

Project managers can associate multiple types of revenue with a project with each revenue schedule item. For example, booked, forecasted, backlogged, and burned.

Just as important as tracking data for individual projects is the ability to analyze it in the aggregate. Revenue analysis allows you to instantly view a graphical representation of the health of a project. With the ad-hoc reporting of the various revenue streams and timing by account, location, or project type, you are better equipped to make more informed and more timely business decisions to help maximize resource utilization and profitability.

For more information on forecasting, see *Siebel Forecasting Guide*.

## Invoices

For professional services organizations, invoicing is an important aspect of their job. After performing services or providing products, invoices must be created for customers. Time and expense are the main factors behind creating invoices, and each invoice can store line items for time and expense logged against a project.

## **Business Scenario for Project Financials**

This scenario provides an example of a workflow performed by an engagement manager. Your company may follow a different workflow according to its business requirements.

The engagement manager at a large consulting company is responsible for a new project's primary revenue value. Initially, this revenue amount for the project may be determined by early conversations with the client about scope, budget, and other high-level parameters. As the project progresses, she gathers greater knowledge of the customer's needs.

The engagement manager begins to add revenues to the project manually. She then realizes that she has multiple revenues that need to be added. She uses SmartScripts to add these multiple revenues because SmartScripts makes it easier. She could also add multiple revenues using revenue plans. She shows her manager the project revenue spreadsheet, the project revenue chart, and the financial profile so he can see a detailed overview of the financials of the project.

After she has reviewed and approved each submitted time and expense reports, she is ready to generate invoices to the customer. Time and Expenses on a project can be created as lines on an invoice.

# Example Process for Project Financials

This is an example of a process an end user might follow for project financials. Your company may follow a different process according to its business requirements. For information on administrative procedures related to revenues, see *Siebel Forecasting Guide*.

- 1 Add a project revenue.** For information, see “[Adding a Project Revenue](#)” on [page 229](#).
- 2 Add project revenues using SmartScripts.** For information, see “[Adding Project Revenues Using SmartScripts](#)” on [page 230](#).
- 3 Add project revenues using revenue plans.** For information, see “[Adding Project Revenues Using Revenue Plans](#)” on [page 231](#).
- 4 View the project revenue spreadsheet.** For more information, see “[Viewing the Project Revenue Spreadsheet](#)” on [page 232](#).
- 5 View the project revenue chart.** For more information, see “[Viewing the Project Revenue Chart](#)” on [page 233](#).
- 6 View financial profile information.** For more information, see “[Viewing Financial Profile Information](#)” on [page 234](#).
- 7 Add project invoices.** For more information, see “[Adding Project Invoices](#)” on [page 235](#).

## Adding a Project Revenue

End users can add revenues to projects. These revenues represent revenue line items in various stages.

### ***To add a new project revenue***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the revenue will be added.
- 4** Click the Revenues view tab.
- 5** In the Revenues list, add a new record.
- 6** Complete the necessary fields.

## Adding Project Revenues Using SmartScripts

If there are multiple revenues to add to a project, end users may want to use SmartScripts to add them. SmartScripts allows end users to enter multiple revenues without having to add them one at a time.

### ***To add project revenues using SmartScripts***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** Select the project to which you are adding revenues, and click the Revenues view tab.
- 4** On the Revenues view tab, click the menu button, and then click Script. In the SmartScripts screen in the Revenue Schedule - Date Range form, complete the necessary fields, and then click Next.
- 5** In the Revenue Schedule - Default Values form, complete the necessary fields, and then click Next.
- 6** In the Revenue Schedule - Default Values form, complete the necessary fields, and then click Next.
- 7** In the Revenue Schedule - Amounts form, complete the necessary fields, and then click Finish.

The appropriate revenue records are calculated and added to the Revenues list.

A set of revenues created using SmartScripts includes the same Group ID and thus are each included in the same spreadsheet record when the end user navigates to the spreadsheet view.

# Adding Project Revenues Using Revenue Plans

Revenue plans come from revenue templates created by administrators to be used to create a series of recurring revenues or a particular group of revenues.

---

**NOTE:** Values entered by end users at the Revenue Plan level for quantity, price, and revenue are multiplied by the value in the Multiplier field defined by the administrator in the revenue template, and the results populate the detail records.

---

## **To use a revenue plan**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** Select the project you want to associate with a revenue plan, and then click the Revenue Plans view tab.
- 4** Click New in the Revenue Plans list.
- 5** In the new record, select a revenue plan from the Template drop-down list.

The applicable revenue items and proposed period appear in the Revenues subview beneath the Revenue Plans list.

---

**NOTE:** End users can override the revenue plan detail data as needed.

---

## **Viewing the Project Revenue Spreadsheet**

The project revenue spreadsheet is a useful way to examine a project's revenues. Data is organized in a spreadsheet which can make viewing the revenues simpler.

### ***To view the project revenue spreadsheet***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which the information will be displayed.
- 4** Click the Revenues view tab.
- 5** In the Revenues list, from the Show drop-down list, select Spreadsheet.

Your data is displayed in spreadsheet form.

## Viewing the Project Revenue Chart

The chart view provides a graphical representation which allows end users to analyze revenue data.

### **To view revenue data using the Chart view**

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project for which the information will be displayed.
- 4** Click the Revenues view tab.
- 5** In the Revenues list, from the Show drop-down list, select Chart.

Your data is displayed in graphical form. Summary values for each chart element will be displayed by the mouse-over feature.

---

**NOTE:** Use the By and Then drop-down lists on the Chart view to summarize your data by a variety of segments.

---

- 6** You can change the look and information displayed on the chart by selecting different values from the Show, By, and Then drop-down lists. For more information about using the Chart view, see *Fundamentals*.

# Viewing Financial Profile Information

To gain an overall perspective of a project's financial information, status, and progress, end users can go to the Financial Profile view.

***To view financial profile information***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the financial profile data will be viewed.
- 4** Click the Financial Profile view tab.

The Financial Profile form displays financial information related to the selected project.

## Adding Project Invoices

After end users have provided products and services (time and expenses) on a project, they need to create an invoice. Each invoice can store line items for time and expenses logged against a project.

### ***To add an invoice to a project***

- 1** Navigate to the Projects screen.
- 2** From the Show drop-down list, select the appropriate view.
- 3** In the Projects list, select the project with which the invoice will be associated.
- 4** Click the Invoices view tab.
- 5** In the Invoices list, add a new record.
- 6** Complete the necessary fields.

## Project Financials

---

*Adding Project Invoices*

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