

User Manual
Host Entity
BackOffice – Timesheet Report
C26



INTERNATIONAL INTERNSHIPS

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A. Introduction

In accordance with the procedures defined by ESF – co-financing fund of the INOV Contacto program - it is required that the Host Entity monitors the monthly hours reported by the Interns. This is an obligation within the Internship Protocol signed between AICEP and the Host Entity.

This control is carried out through an app.

In the private area of the INOV Contacto platform – to which the Intern should have access from his work station, as foreseen in the Protocol – the Intern registers the working monthly hours and between the last day of each month and the 3rd day of the following month, should submit it for approval to their Mentor/Internship Responsible.

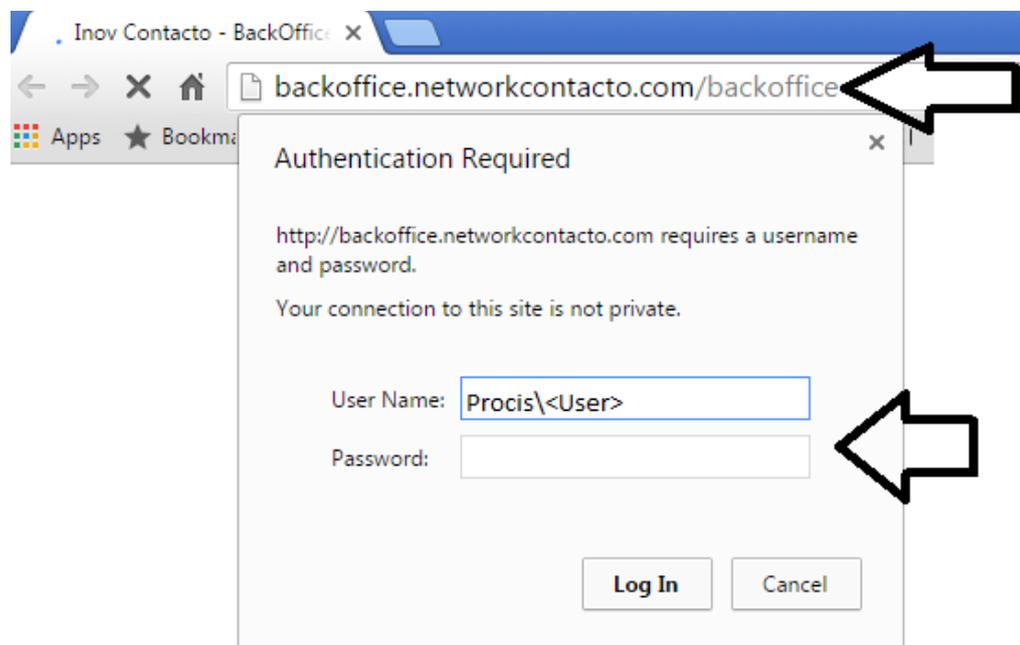
The aim of this manual is to provide to the User - Mentor/Internship Responsible, instructions for the carrying out of this task successfully, clarifying any possible doubts.

B. Access

Access to the app is available to Mentor/Internship Responsible of the Host Entity in <http://backoffice.networkcontacto.com/backoffice>.

It should be noted that this app is compatible with several devices and Internet Browsers (recommended resolution is 1280x720 or more) and it will cover the language (PT or EN) defined by the Internet Browser that is being used.

After entering the above link a window of authentication will open. This is where the login details supplied by AICEP should be inserted.



After authentication, you will be sent to the BackOffice homepage – worksheet [Timesheet Report].

C. Timesheet Report

On the homepage of the [Timesheet Report] the Mentor/Internship Responsible will see listed all the timesheet reports entered for assessment/approval.

Intern Name	Subm. Date	Year	Month	Type	Status	Hours	Edition	Comments	Aicep Resp.	Entity Resp.	Country	
Trainee 1		2016	4	Abroad	Draft	64.00	20		[Redacted]	[Redacted]	[Redacted]	Remove
Trainee 2		2016	4	Abroad	Draft	168.00	20		[Redacted]	[Redacted]	[Redacted]	Remove
Trainee 3		2016	4	Abroad	Draft	69.20	20		[Redacted]	[Redacted]	[Redacted]	Remove

If the User/ Mentor/Internship Responsible is responsible for more than one Intern this page will show all Interns, organised by [Status] most recent updated.

C.1. Typology

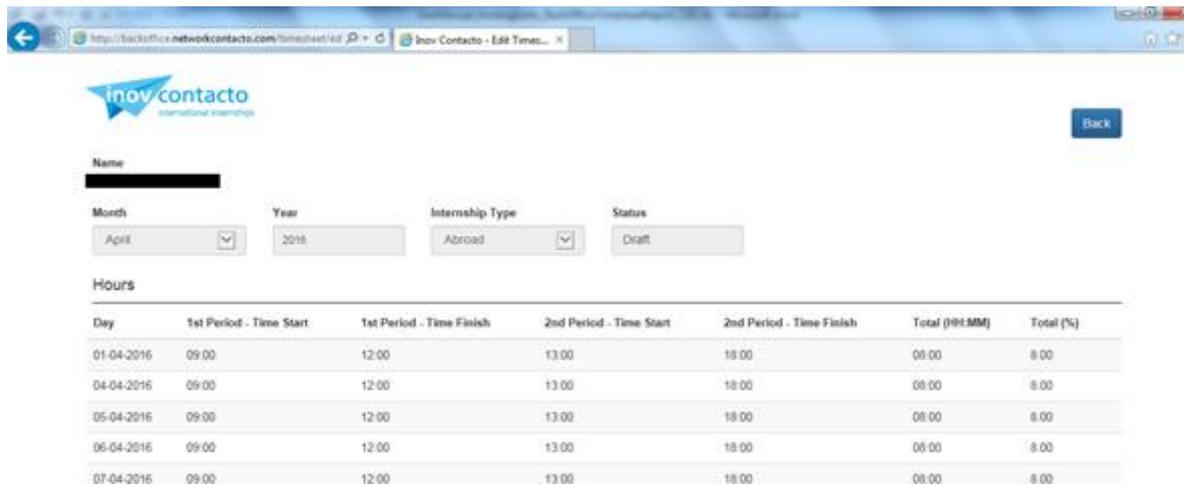
The Timesheet Report is submitted monthly for assessment and may refer to the Internship hours carried out during:

1. Internship in Portugal (when applicable) and/or
2. Internship Abroad

C.2. Contents

Clicking the link in the first column Intern [Name], reaches the monthly Timesheet Report submitted by the Intern and its respective detail.

Intern Name	Subm. Date	Year	Month	Type	Status	Hours	Edition	Comments	Aicep Resp.	Entity Resp.	Country	
Trainee 1		2016	4	Abroad	Draft	64.00	20		[Redacted]	[Redacted]	[Redacted]	Remove



In this map the Intern name, month, year, type of hours [Portugal/Abroad] that are being submitted for assessment and Report [Status] are identified:

Name
XXXXXXXXXX

Month **Year** **Internship Type** **Status**

April 2016 Abroad Draft

Also here is detailed information about reported working days as well as the working hours.

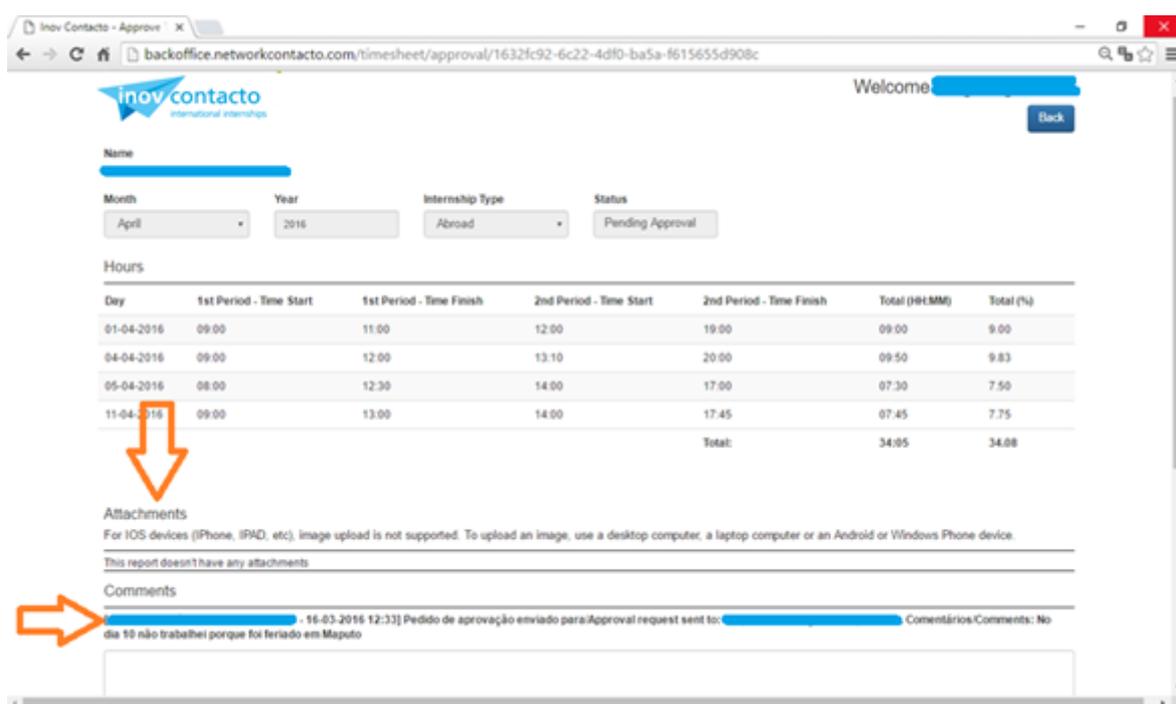
Hours

Day	1st Period - Time Start	1st Period - Time Finish	2nd Period - Time Start	2nd Period - Time Finish	Total (HH:MM)	Total (%)
01-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
04-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
05-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
06-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
07-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
08-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
11-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
12-04-2016	09:00	12:00	13:00	18:00	08:00	8.00
Total:					64:00	64.00

When a working day comprehends a lunch break the Intern should insert two periods, specifying the start and end time of each one.

This map should only show working hours.

When there are absences, the areas [Attachments] and [Comments] have to be completed by the Intern. Supporting documentation for absences should be attached; eg absence justification, doctor’s certificate, etc.



The Intern should complete the area [Comments] (in English) when arriving late, absent, local holidays (all local holidays should be identified) or other reasons that put in jeopardy normal working hours.

Comments

This area is of crucial importance for:

- Host Entity’s Internship Responsible – that will authorise the timesheets and needs all the information available on working hours registered and/or absences
- AICEP’s Internship Coordinator and Auditors – that will assess the accuracy of the timesheets reports.

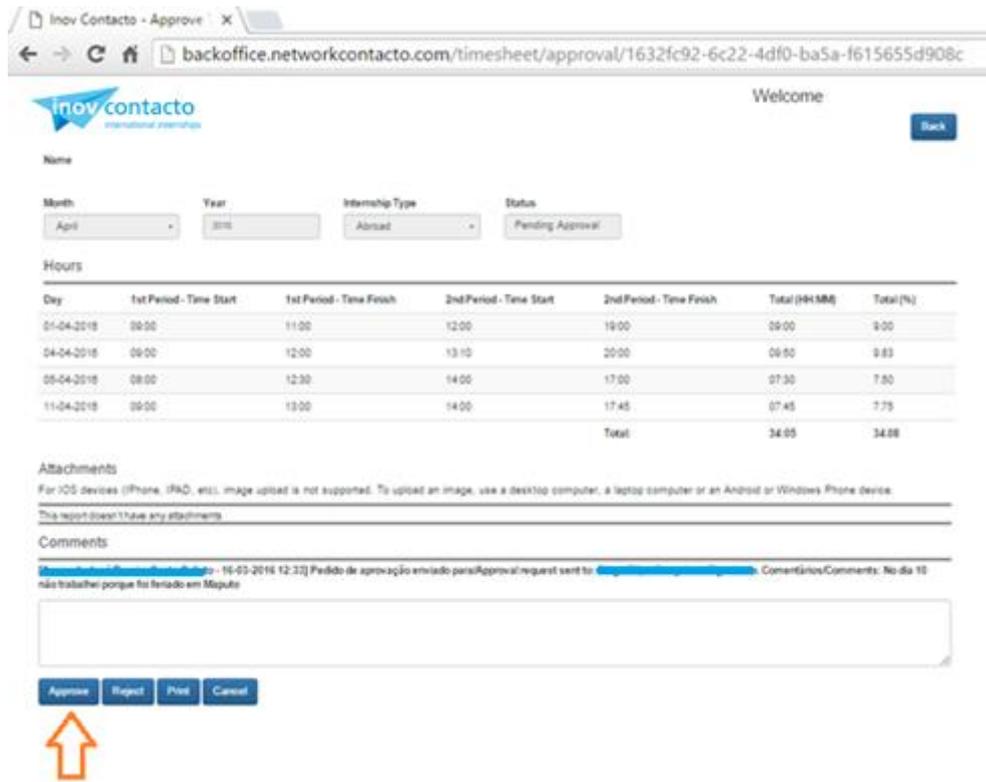
C.3. Actions

The Interns should submit their Timesheet Reports on a monthly basis, between the last day of the month and the third day of the following month.

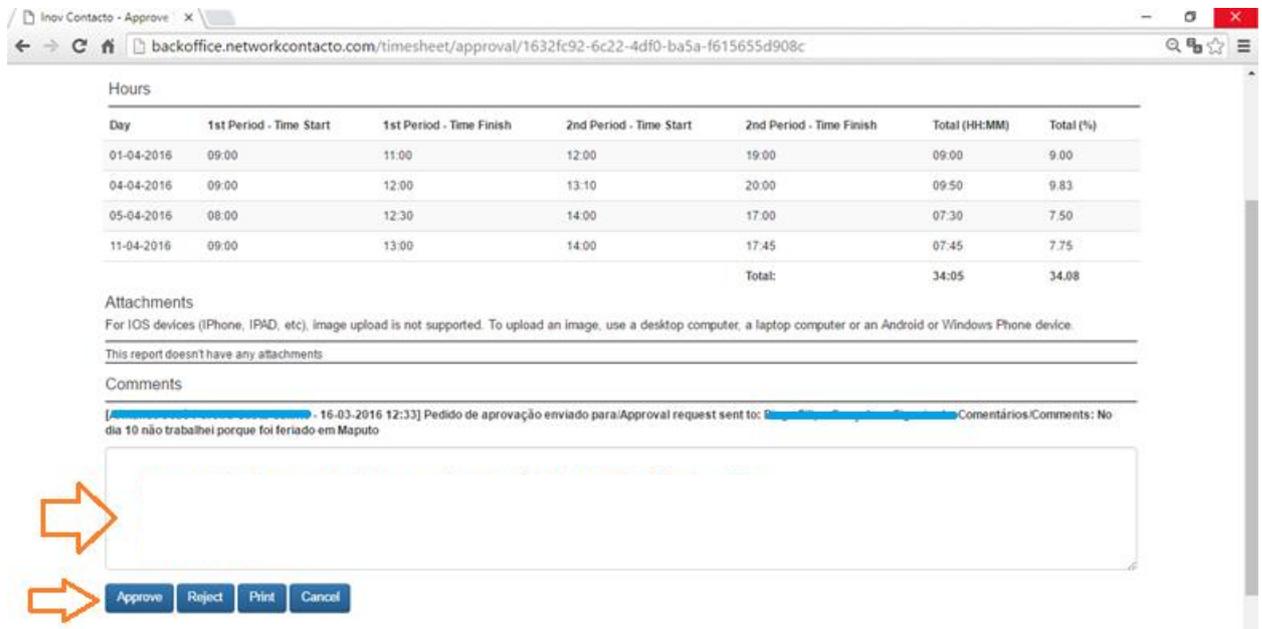
It is Mentor/Internship Responsible’s duty to approve Timesheets within 5 days after receiving them.

C.3.1. Approve

After Mentor/Internship Responsible has checked the Timesheet and has agreed with its contents should approve it by clicking the button [Approve]:



For this action the area [Comments] becomes editable and should be registered here any comments that are consider relevant.



After clicking on the button [Approve] the following message appears:



After approval, the system will allow you to return to the Timesheet report list.



C.3.2. Reject

If after checking the Timesheet the Mentor/Internship Responsible does not agree with its contents should proceed to reject it by clicking on the button [Reject]:

Hours

Day	1st Period - Time Start	1st Period - Time Finish	2nd Period - Time Start	2nd Period - Time Finish	Total (HH:MM)	Total (%)
01-04-2016	09:00	11:00	12:00	19:00	09:00	9.00
04-04-2016	09:00	12:00	13:10	20:00	09:50	9.83
05-04-2016	08:00	12:30	14:00	17:00	07:30	7.50
11-04-2016	09:00	13:00	14:00	17:45	07:45	7.75
Total:					34:05	34.08

Attachments
For IOS devices (iPhone, IPAD, etc), image upload is not supported. To upload an image, use a desktop computer, a laptop computer or an Android or Windows Phone device.
This report doesn't have any attachments

Comments
[Redacted] - 16-03-2016 12:33] Pedido de aprovação enviado para/Approval request sent to: [Redacted] Comentários/Comments: No dia 10 não trabalhei porque foi feriado em Maputo

Approve Reject Print Cancel

If the Mentor/Internship Responsible rejects the Timesheet has to register the reason for the rejection in the area [Comments].

After clicking on the button [Reject] the message below will appear confirming that the Timesheet has been rejected.

inov contacto
estágios internacionais

Timesheet Report has been rejected successfully

Return to the Timesheet report list

NETWORKCONTACTO
innovating beyond frontiers

aicep Portugal Global PO ISE PORTUGAL 2020 Governo da República Portuguesa UNIÃO EUROPEIA Fundo Social Europeu

© 2016 | create |

After rejection, the system will allow you to return to the Timesheet report list.

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Return to the Timesheet report list

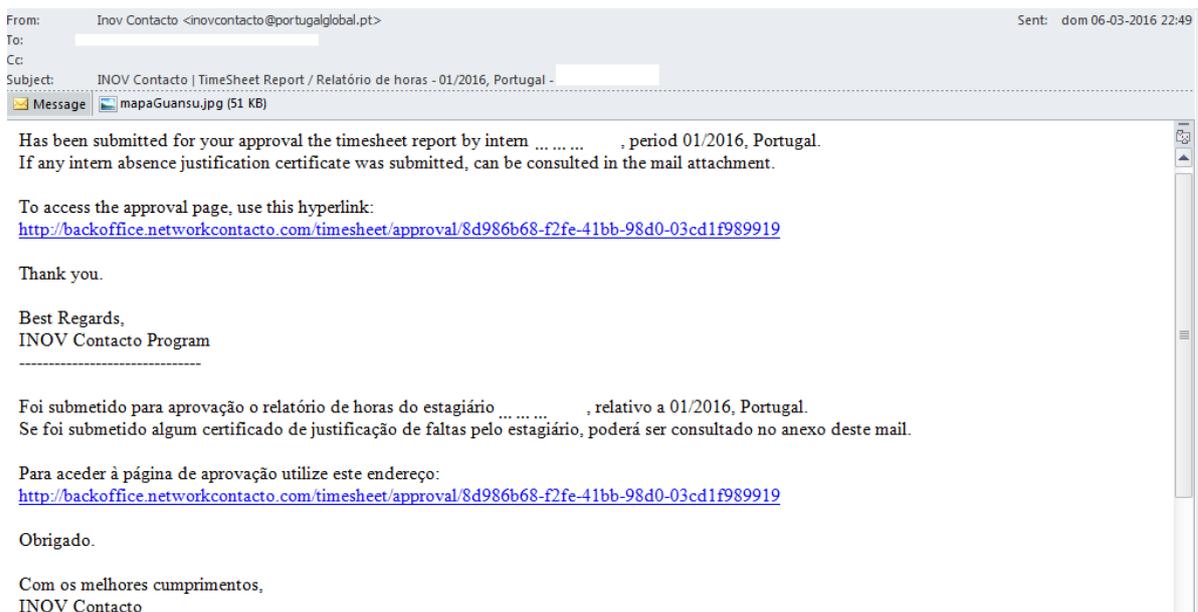
In the Timesheet report list the User will be able to verify/see all submission made by the Interns and respective [Status] [Pending Approval] [Rejected] [Approved].

C.4. Workflow

After the Intern has submitted the Timesheet report for approval, the system will generate an email to the Mentor/Internship Responsible of the Host Entity (in Portugal or abroad depending on the time sent) and c.c. AICEP's Internship Coordinator.

When this email is generated, the Timesheet Report will be available to be analysed by the Mentor/Internship Responsible showing the [Status] [Pending Approval]. At this stage Interns are not allowed to edit the report.

Email Request for the approval of Timesheet reports:



The Mentor/Internship Responsible upon receiving the notification email of the Timesheet report submission, will be able to access this through a link available in the email that will redirect him to the app.

We remind that access to the app needs authentication.

The Mentor/Internship Responsible may reject or approve the Timesheet Report.

If the Timesheet report is rejected, the system it will update its status to [Rejected] and the system will sent an email of notification to the Intern and c.c. AICEP's Internship coordinator.

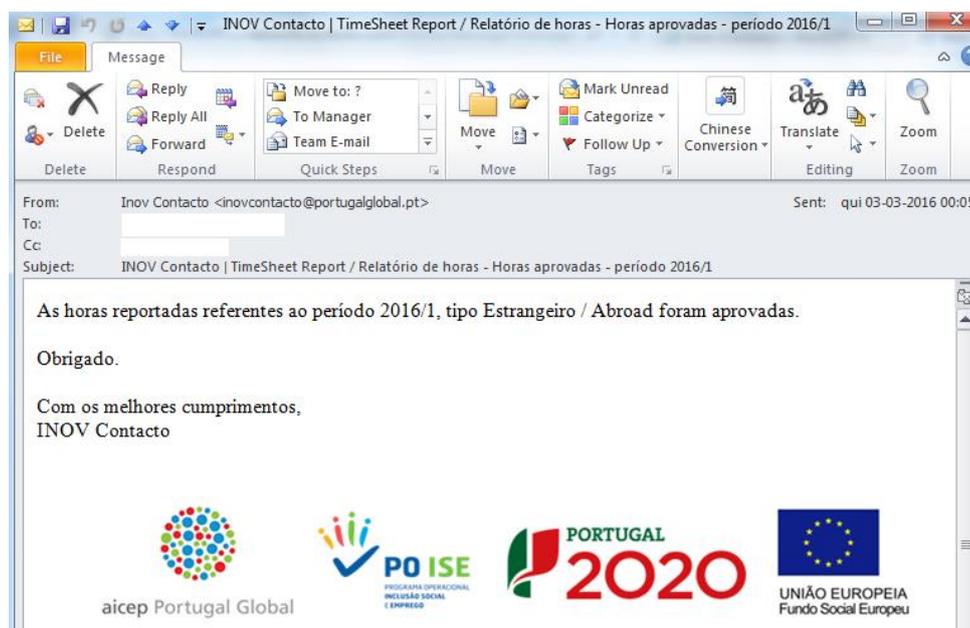
Email Rejection of Timesheet reports:



After receiving this notification and/or viewing in the app, the Intern should access to the rejected Timesheet report and proceed to the required alterations and then re-submit for approval.

After re-submission, the Timesheet Report [Status] will be updated to [Pending Approval] Status and a new email will be sent to the Mentor/Internship Responsible and c.c. AICEP’s Internship Coordinator.

If the hours are approved by the Mentor/Internship Responsible (the system will send a notification email to the Intern and c.c. AICEP’s Internship Coordinator) the [Status] of the report will change to [Approved], and the approval process of the report will be closed.



Attention:

- ✓ By the end of the internship all timesheet reports should present the [Approved] status;

- ✓ If after approval the Mentor/Internship Responsible sees any inconsistencies in the Timesheet Report should contact AICEP's Internship Coordinator.

C.5. Timings

The Interns should submit the Timesheet Reports after the last day of the month (after all hours effectively worked) and up to day 3 of the following month.

E.G., the Timesheet Report for the month of May should be submitted after the 31st May and up to the 3rd June.

It is the Mentor/Internship Responsible's responsibility to assure approval of the Timesheet Report within 5 days after submission.

C.6. Status

In the Mentor/Internship Responsible's view, there are three possible [Status] for the Timesheet Report.

C.6.1. Pending Approval

The status [Pending Approval] indicates that the email requesting approval of the hours worked has already been sent to the Mentor /Internship Responsible.

The report will stay in this status until it is Approved or Rejected.

C.6.2. Rejected

The status [Rejected] means that the Mentor/Internship Responsible has received the email for the timesheet approval, however after analysing the report does not agree with it.

The action [Reject] requires a [Comment] that must be entered by the Mentor/Internship.

The Intern should access the report and insert the required corrections.

C.6.3. Approved

The status [Approved] means that the Mentor/Internship Responsible has received an email for the timesheet approval and has approved it.

D. Items to keep in mind

1. In INOV Contacto program, **vacations are not allowed** – the Internship will run continuously and uninterrupted without time off during the Internship.
2. At the end of each month and up to the 3rd day of the following month, the Intern requests the approval of the Timesheet Report.
The Mentor/Internship Responsible, after receiving an automatic email, will approve or reject it.

3. The Timesheet Reports sent by the Intern should be completed in accordance with the calendar and not by sequential days (1, 2, 3, 4, 5, 6, 7, 8) therefore, for example the Timesheet Report for the month of February should show working day (there could be exceptions – Interns that work on a Saturday and Sunday, in these cases these days should be identified) in accordance with the calendar: 1st to 5th, 8th to 12th, 15th to 19th, 22nd to 26th and 29th. When there are public holidays in the host country these have to be identified in the area [Comments]. For example “X day public holiday”.
4. The Intern should provide documents – insert the documents in the [Attachments] area - to justify any absence from work. In the area [Comments] there should be explained the reason for the absence.
5. The Intern should only list the hours effectively worked. The total number of hours/day should reflect the total number of hours worked.
6. The Mentor/Internship Responsible should:
 - a. inform the INOV Contacto Coordinator of eventual changes in the Entity’s Mentor/Internship Responsible;
 - b. check the monthly timesheet report within 5 days of receiving it;
 - c. make sure this action is carried out on time - the value of the grant given to the Interns is based on this;
 - d. keep in mind that absences should be previously authorised by the Coordinator of the Program;
 - e. Guarantee that the timesheet reports are approved on time.
7. This app is compatible with several devices and Internet browsers and the recommended resolution is 1280x720 or higher). It should be noted that the app/Timesheet Report adopts the language (PT or EN) as defined by the Internet browser that is being used.