



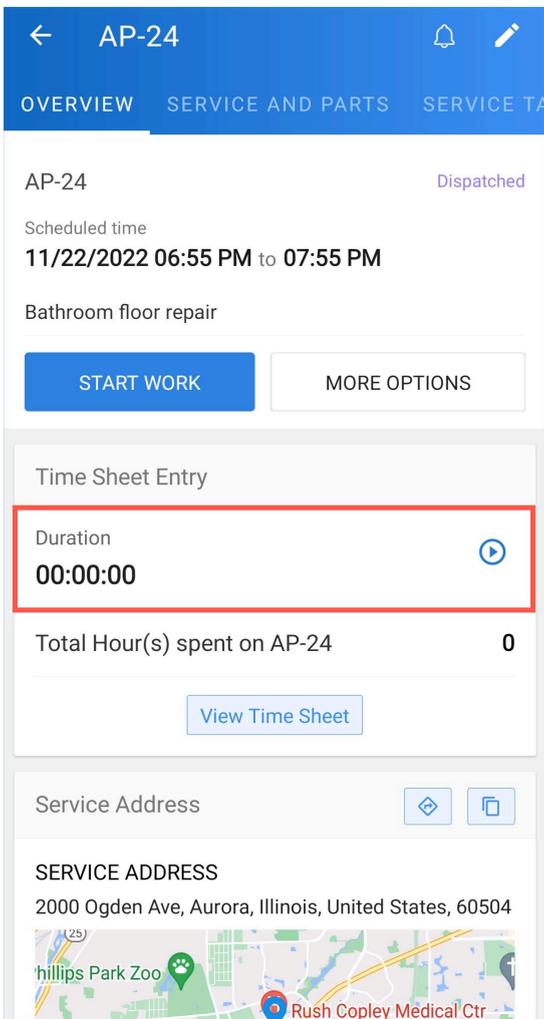
Time Sheets

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

- ① - **Permission Required:** [Time Sheets](#)
- Check the Edition-based availability of [Time Sheets](#)

Create Time Sheets

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



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

← New Time Sheet Save

Time Sheet Information

* Service Resource William Turner >

Description At customer location

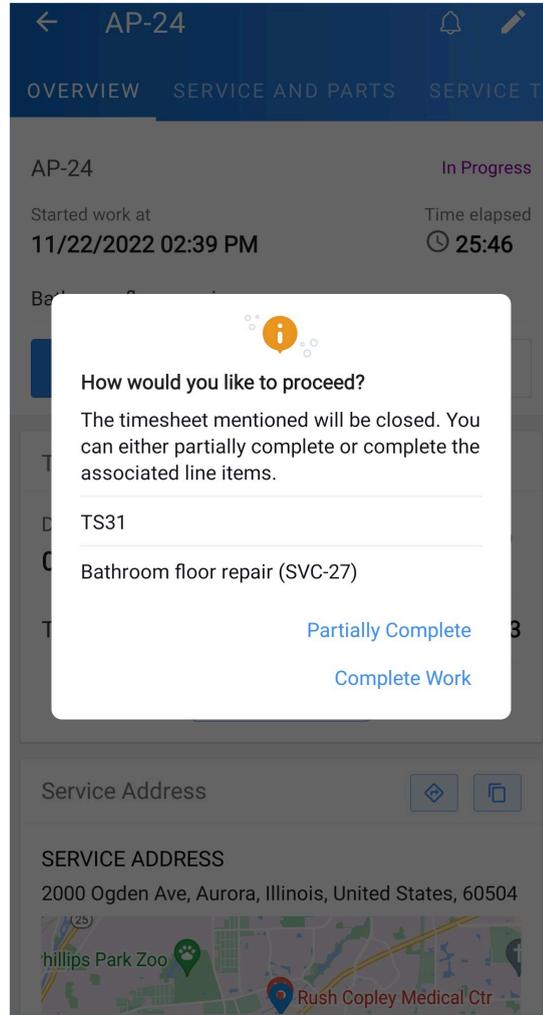
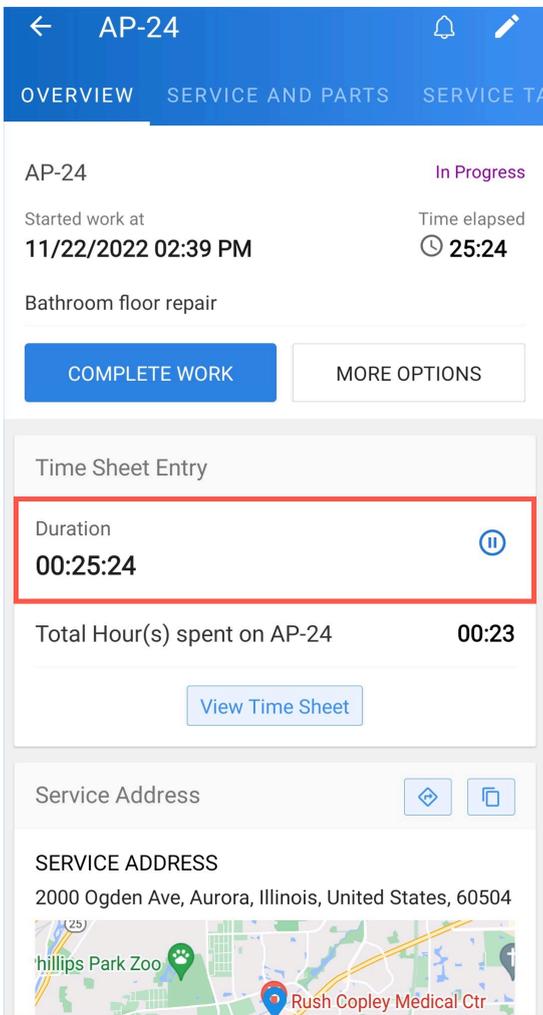
* Start Date/Time 22 Nov 2022, 02:39 PM 📅

End Date/Time 📅

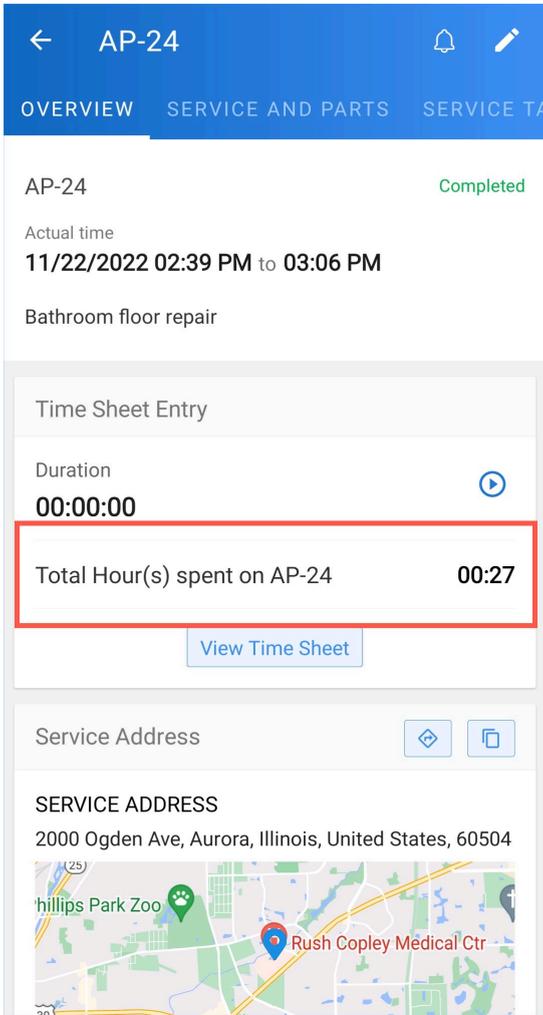
* Service Bathroom floor repair (SVC-27) Scheduled, Quantity: 1 X >

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

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

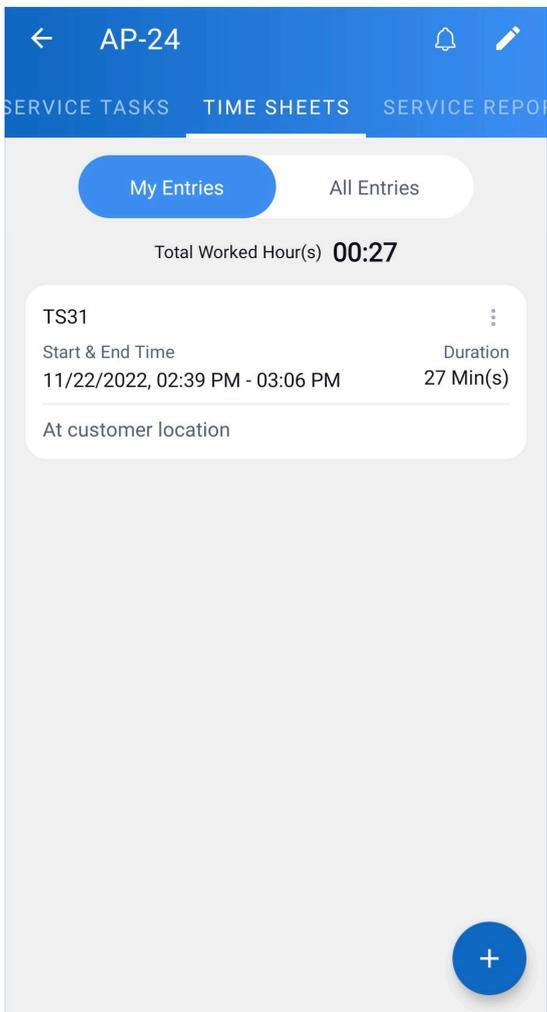


You can also stop the timer for an entry from the **Time Sheets** tab. Total hours spent so far on the appointment will be displayed. Multiple time sheet entries can be added to an appointment.

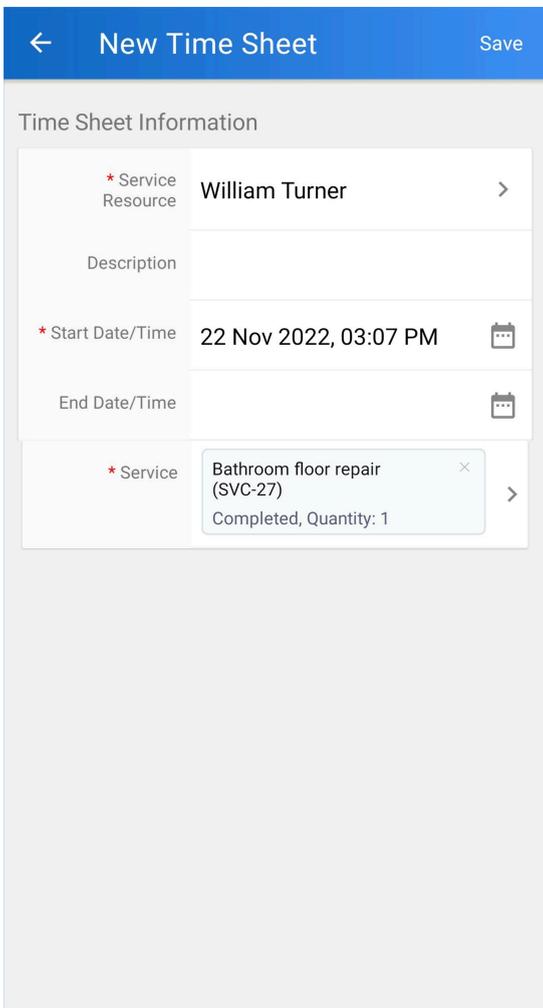


You can also create a time sheet from the **Time Sheets** tab. To do so:

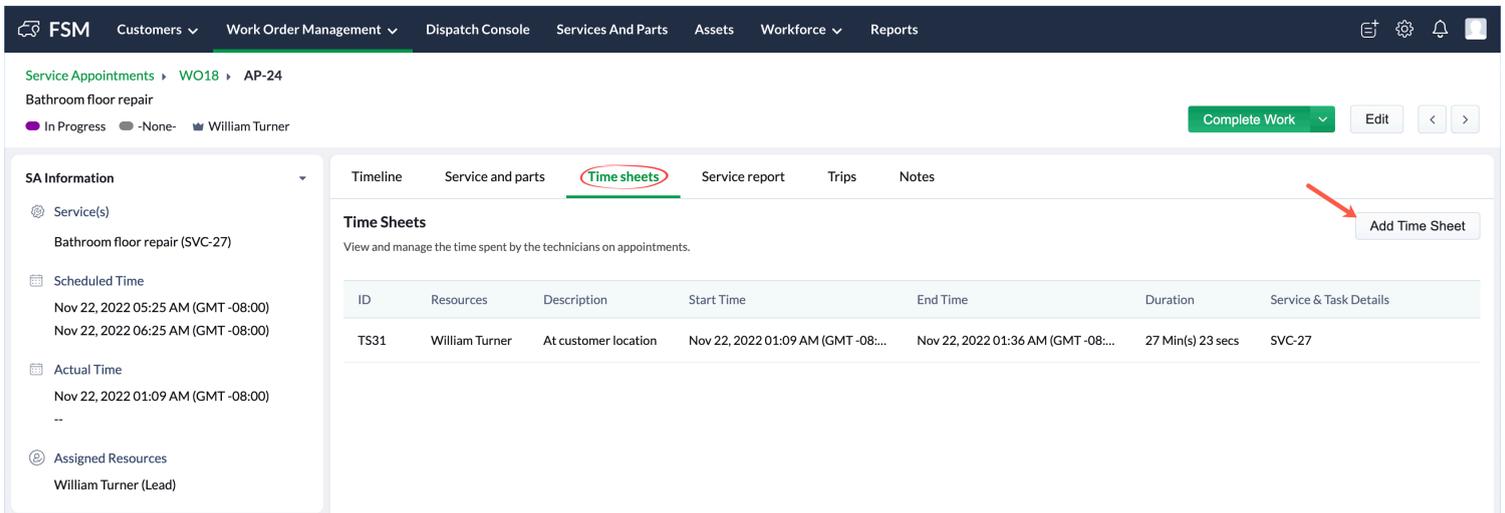
1. Select the **Time Sheets** tab and click the add [+].



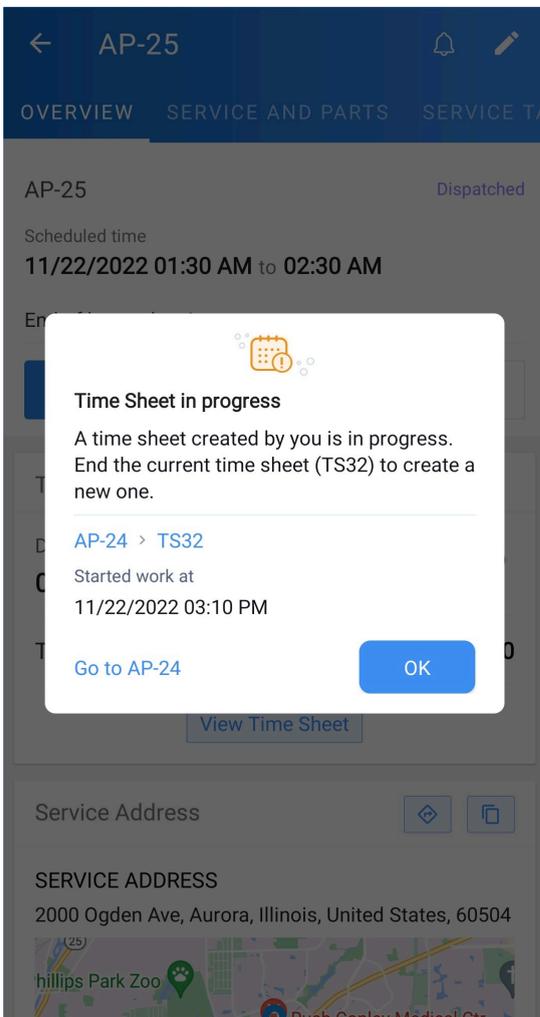
2. In the *New Time Sheet* screen, add the necessary details and click **Save**.



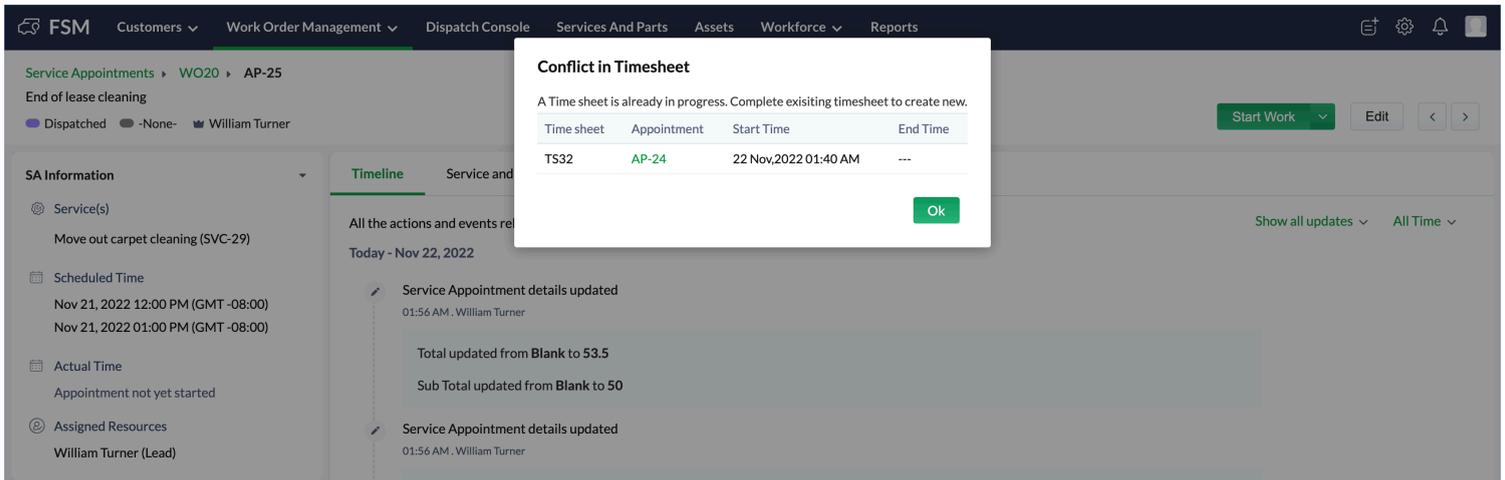
Time Sheet can also be added from the FSM web app.



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



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



View Time Sheets

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

OVERVIEW NOTES TIME SHEETS TRIPS

AP-8 In Progress

Started work at **03/09/2020 15:27:33** Time elapsed **04:49**

Painting

COMPLETE WORK MORE OPTIONS

Time Sheet Entry

Duration **00:00:00**

Total Hour(s) spent on AP-8 **00:00**

View Time Sheet

Service Address +

SERVICE ADDRESS
313 Healesville-Yarra Glen Rd, Healesville VIC,
Melbourne, Victoria, Australia, 3777

Tarrawarra

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

← AP-4

SERVICE TASKS TIME SHEETS SERVICE REPORTS

My Entries All Entries

Total Worked Hour(s) **16:00**

TS8 In Progress	Duration
Started work at 18 Nov, 11:57 AM	0 Min(s)
TS5	Duration
Start & End Time 15 Nov, 07:09 PM to 16 Nov, 10:46 AM	15+ Hrs
TS3	Duration
Start & End Time 11/15/2022, 06:38 PM - 06:50 PM	11 Min(s)
TS2	Duration
Start & End Time 11/15/2022, 06:21 PM - 06:35 PM	13 Min(s)

+

← AP-4

SERVICE TASKS TIME SHEETS SERVICE REPORTS

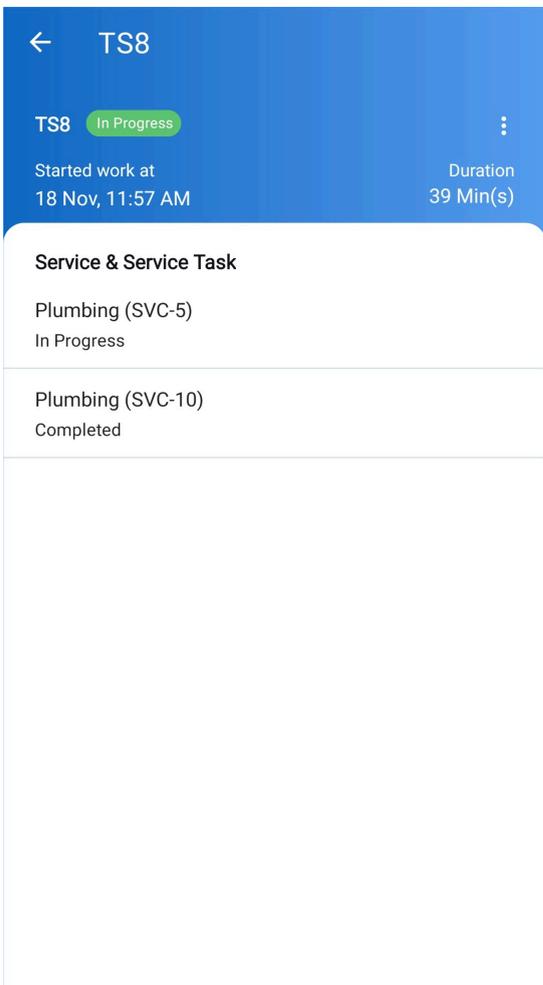
My Entries All Entries

Total Worked Hour(s) **16:16**

Service Resource Lucy Robins	Total Duration 00:16 Hrs
TS4	Duration
Start & End Time 11/15/2022, 06:51 PM - 07:08 PM	16 Min(s)
Service Resource Edward Cormoran	Total Duration 16:00 Hrs
TS8 In Progress	Duration
Started work at 18 Nov, 11:57 AM	0 Min(s)
TS5	Duration
Start & End Time 15 Nov, 07:09 PM to 16 Nov, 10:46 AM	15+ Hrs
TS3	Duration
Start & End Time 11/15/2022, 06:38 PM - 06:50 PM	11 Min(s)
TS2	Duration

+

Click on a time sheet entry to view the details.



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

FSM Home Customers Work Order Management Dispatch Console Services And Parts

All Service Appointments

09 Mar, 23

AP-61 Remodeling of the Crawford House

SVC-75 Home Painting

STL-191 Waterproofing

STL-190 Painting

STL-189 Apply primer

STL-188 Sand or repair surfaces

STL-187 Clean and prep wall

SVC-76 Flooring

STL-194 Finishing

STL-193 Installation

STL-192 Preparation

AP-60 Move out repairs

SVC-73 Bathroom floor repair

SVC-72 Move out carpet cleaning

Total records: ### 10 Records per page 1

WO46 / AP-60

AP-60 Move out repairs

Completed Not yet Invoiced William Turner Reschedule Edit

OVERVIEW TIMELINE SERVICE AND PARTS **TIME SHEETS** ...

Time Sheets Add Time Sheet

View and manage the time spent by the technicians on appointments.

ID	Resources	Description	Start Time	End Time
TS101	William Turner	At customer location	Mar 09, 2023 03:41 PM	Mar 09, 2023 03:59 PM

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

The screenshot shows the FSM interface. On the left, a list of service appointments is visible, including AP-61 (Remodeling of the Crawford House) and AP-60 (Move out repairs). The right pane shows the 'Service Report - REP-14' for the date 09 Mar, 23. It lists items such as 'cleaning', 'Bathroom floor repair', and 'SparkleClean 24 oz Carpet & Area Rug Stain Remover Spray'. A summary box shows a Sub Total of \$72, Tax Amount of \$5, and a Grand Total of \$78. The 'Working Hours' section is circled in red and shows a date of Mar 09 2023 with 00:17 hours spent. Below this is a 'Customer Review' section with a 5-star rating and an 'Asset Info' section.

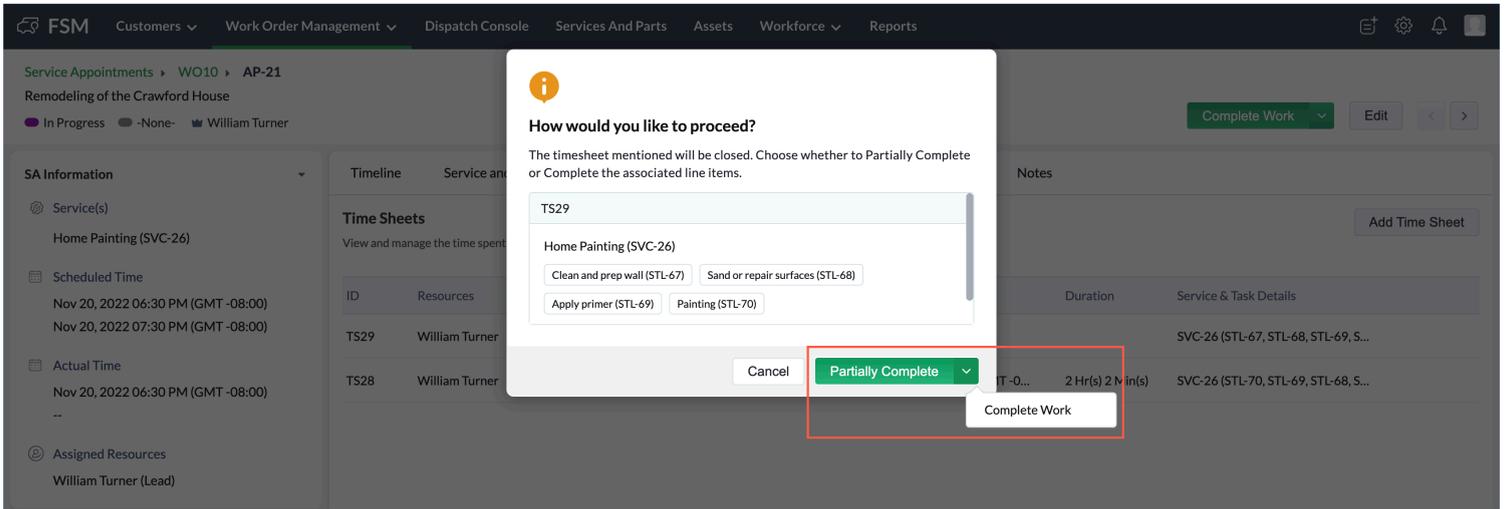
The Time Sheet entries can also be viewed under the **Working Hours** section of the Service Report in the mobile app.

Manage Time Sheets

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

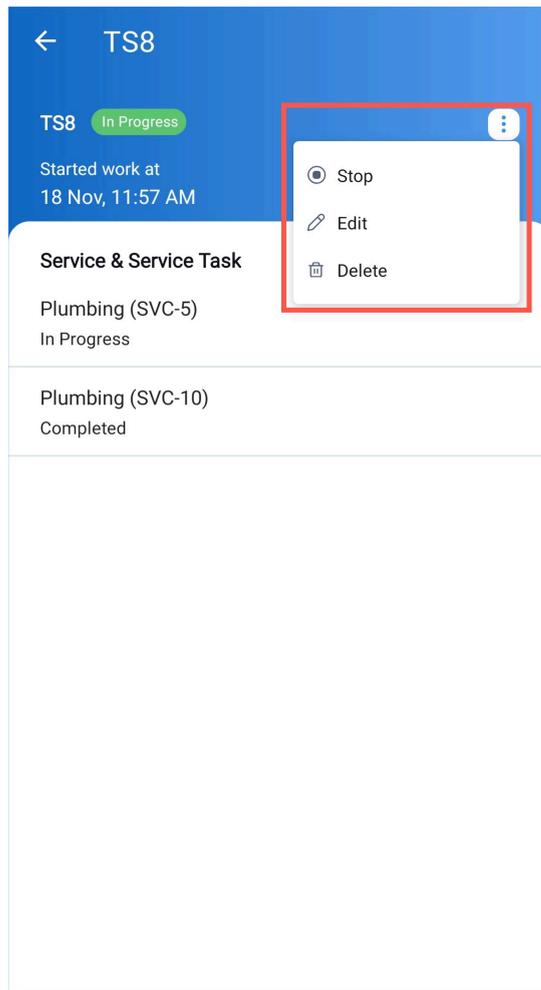
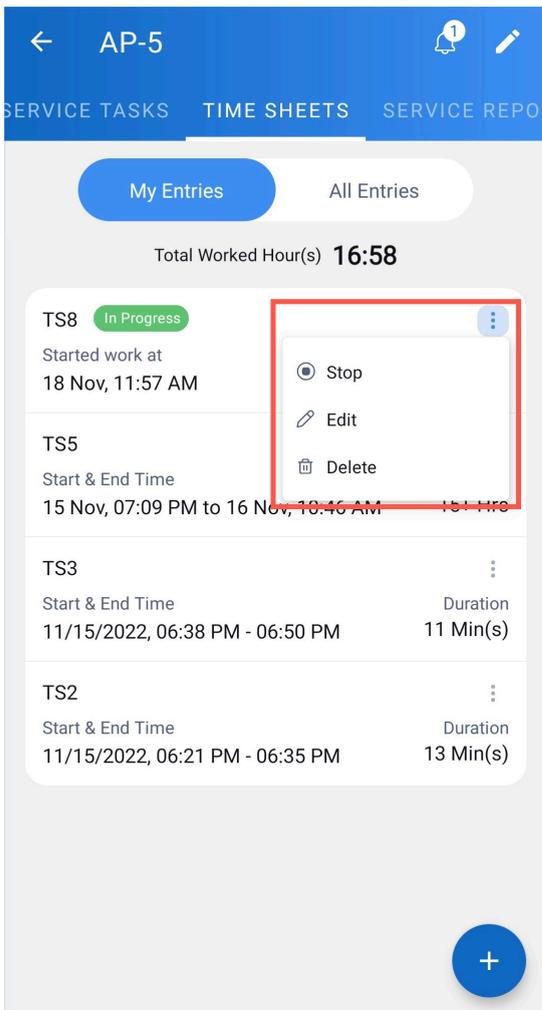
The screenshot shows the mobile app interface for 'Service Appointments > WO10 > AP-21'. The 'Time sheets' section is active, showing a table of time sheet entries. The table has columns for ID, Resources, Description, Start Time, End Time, Duration, and Service & Task Details. Two entries are shown: TS29 and TS28, both for William Turner. The 'Stop' icon (a green circle with a white dot) is highlighted with a red box in the bottom right corner of the table row for TS29.

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



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

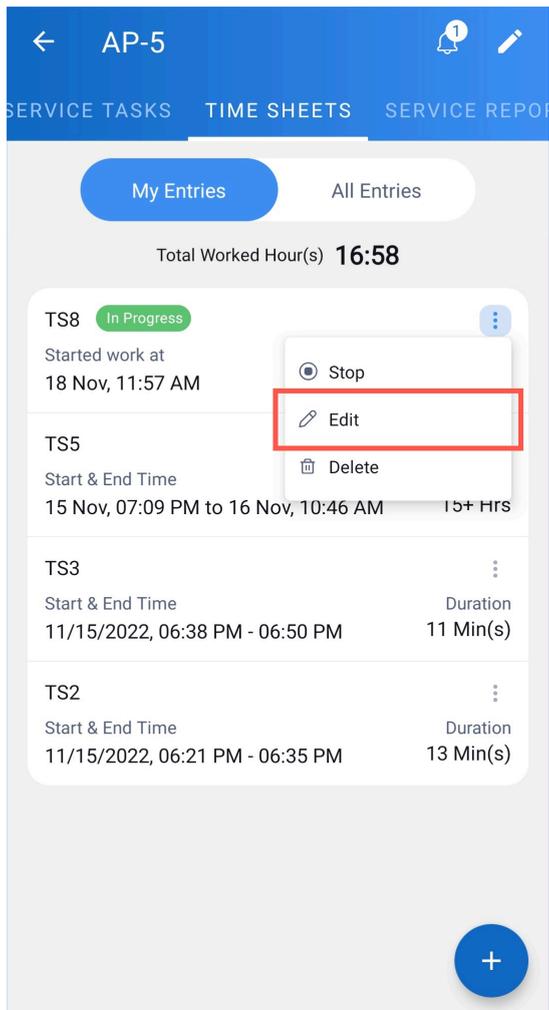
- Entries under the **Time Sheets** tab of an appointment
- The details screen of a time sheet



Edit Time Sheets

To edit a time sheet:

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



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

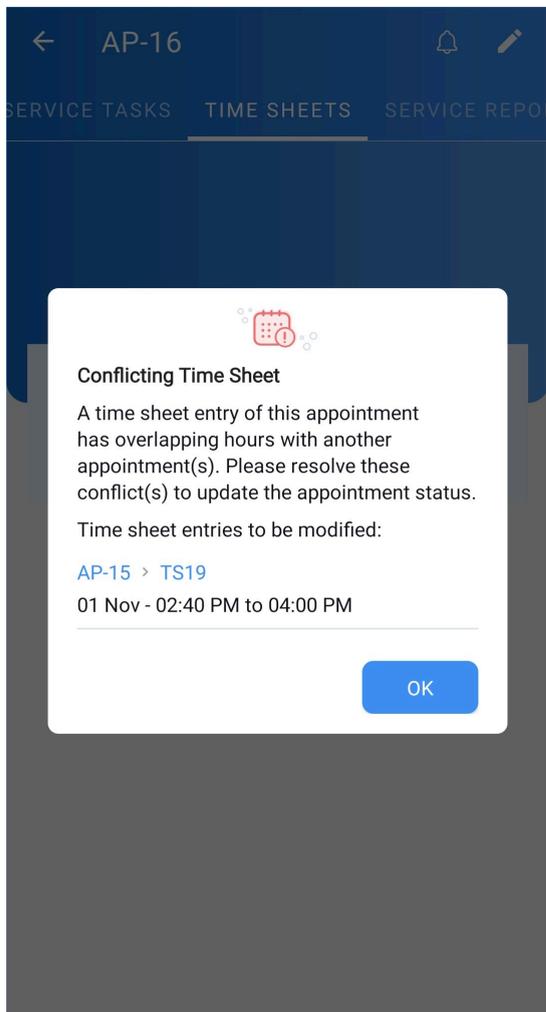
← TS8 Save

Time Sheet Information

* Service Resource	Edward Cormoran
Description	
* Start Date/Time	18 Nov 2022, 11:57 AM
End Date/Time	18 Nov 2022, 12:59 PM
* Service	<div><div>Plumbing (SVC-10) Completed, Quantity: 1</div><div>Plumbing (SVC-5) In Progress, Quantity: 1 </div></div>

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

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



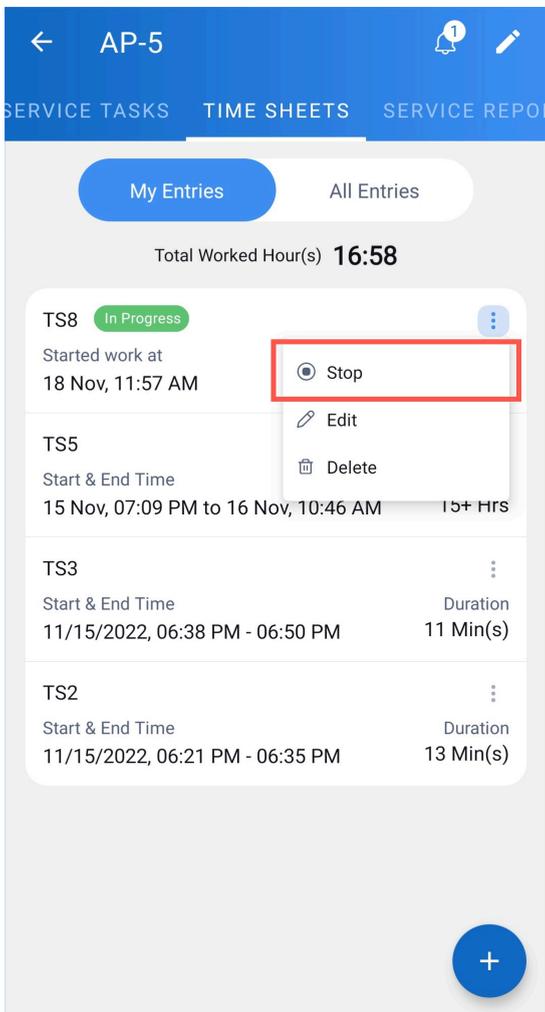
Stop Time Sheets

You can stop a time sheet in the following ways:

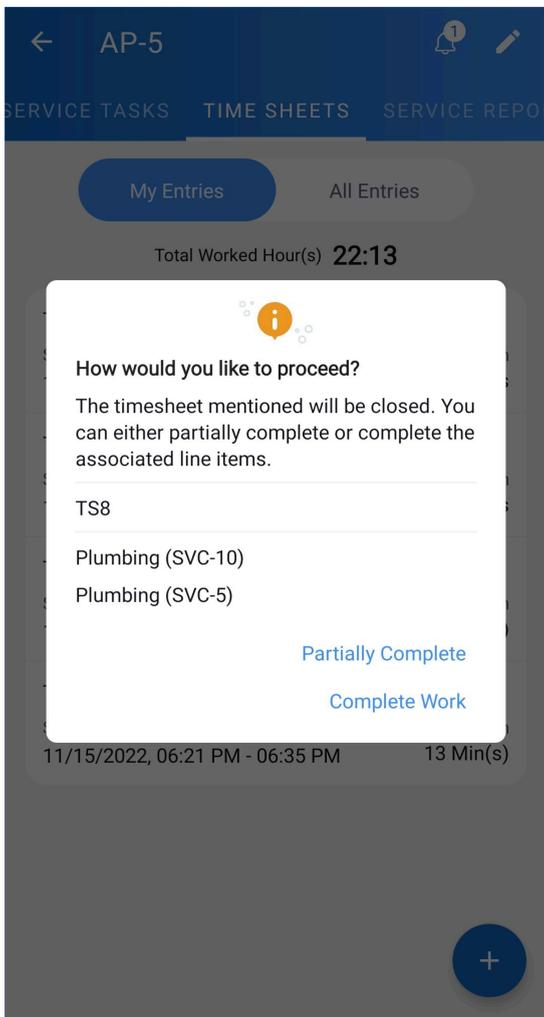
- Using the Stop option
- Providing the End Date/Time

Using the Stop option

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

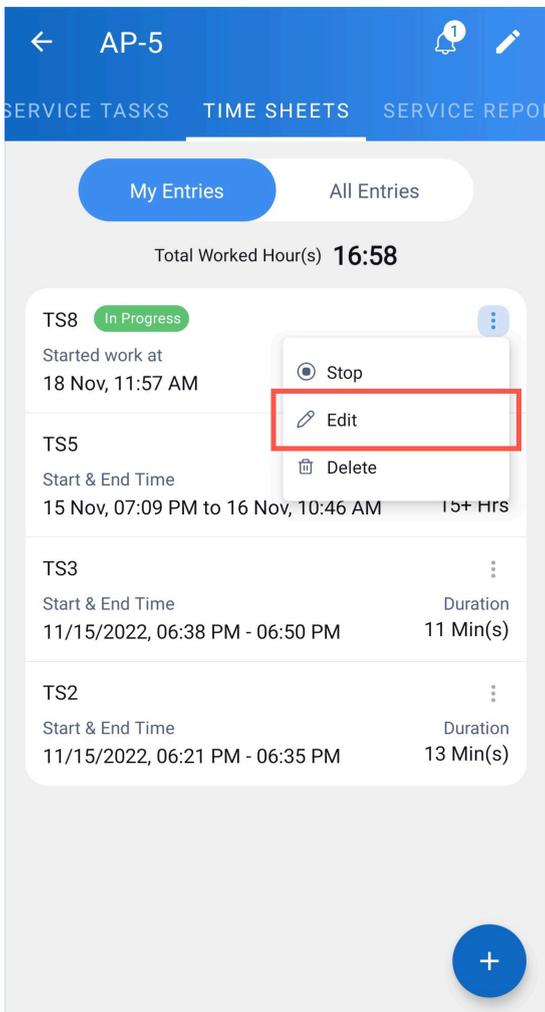


2. Choose either to partially complete or complete the associated line items.



Providing the End Date/Time

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



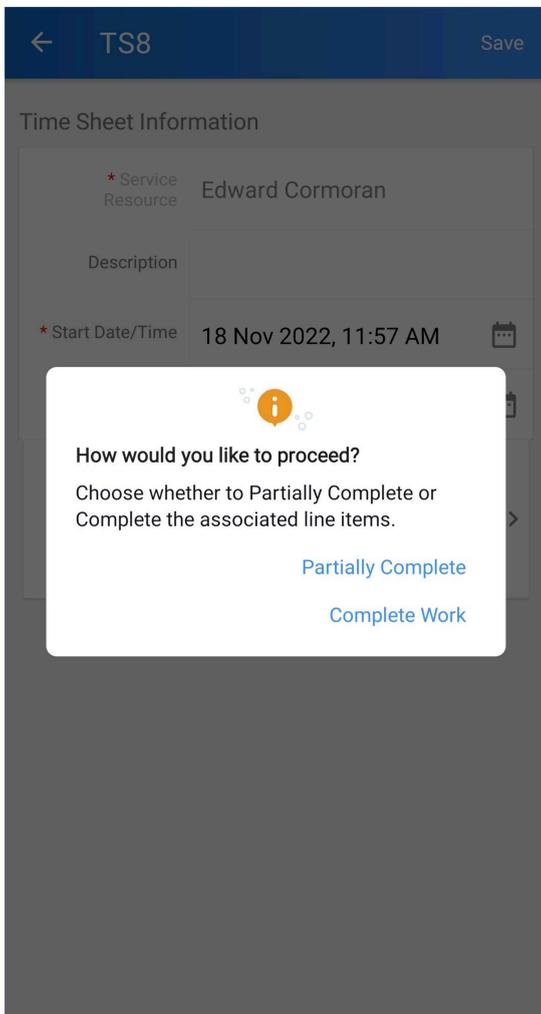
2. Provide an End Date/Time and click **Save**.

← TS8 Save

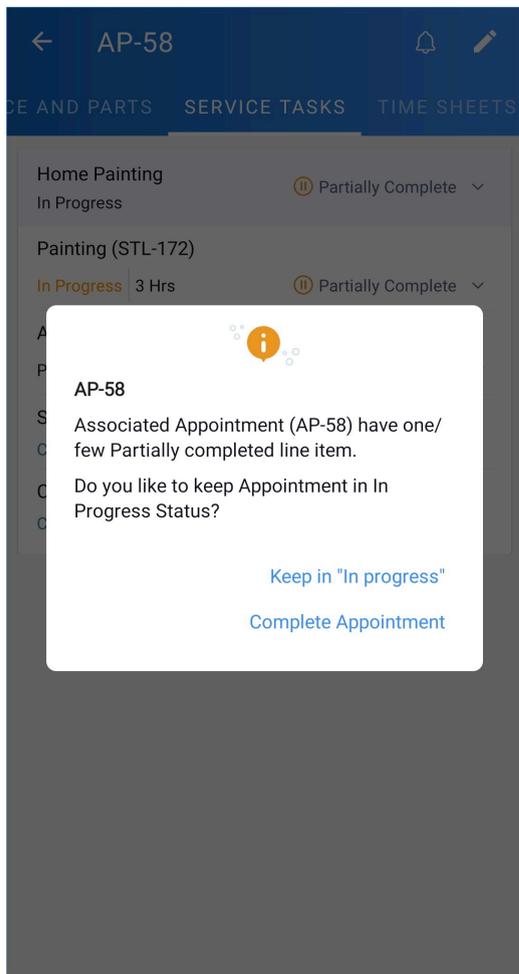
Time Sheet Information

* Service Resource	Edward Cormoran
Description	
* Start Date/Time	18 Nov 2022, 11:57 AM
End Date/Time	18 Nov 2022, 12:59 PM
* Service	<div>Plumbing (SVC-10) Completed, Quantity: 1</div> <div>Plumbing (SVC-5) In Progress, Quantity: 1 </div>

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



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



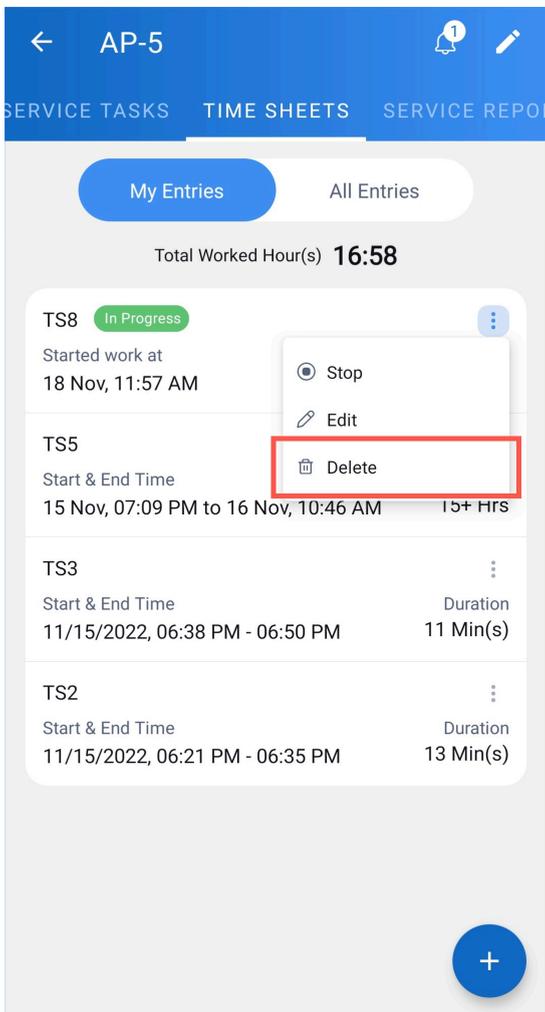
Based on the action chosen by the user, the status of the line items will change to Partially Completed or **Completed**. If you choose **Keep it in "In Progress"** the status of the service appointment will remain as **In Progress**. If you choose **Complete Appointment** in the above confirmation message,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

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

Delete Time Sheets

To delete a time sheet:

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



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

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

Time Sheets by Different Users for the Same Service

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

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

Service Appointments > WO10 > AP-12
Exterior Painting
In Progress Not yet Invoiced Marianne Sheehan

Complete Work Edit

SA Information
Service(s)
Painting - Exterior House (SVC-18)
Scheduled Time
Apr 27, 2023 03:30 PM
Apr 27, 2023 04:30 PM
Actual Time
Apr 27, 2023 03:13 PM
Assigned Resources
Marianne Sheehan (Lead)
Lori Ross

Timeline Service and parts **Time sheets** Service report Trips Notes

Time Sheets
View and manage the time spent by the technicians on appointments.
Add Time Sheet

ID	Resources	Description	Start Time	End Time	Duration	Service & Task Details
TS18	Lori Ross		Apr 27, 2023 03:14 PM			SVC-18
TS17	Marianne Sheehan		Apr 27, 2023 03:13 PM			SVC-18

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

Partially Complete/Complete the service line item

Service Appointments > WO10 > AP-12
Exterior Painting
In Progress Not yet Invoiced Marianne Sheehan

Complete Work Edit

SA Information
Service(s)
Painting - Exterior House (SVC-18)
Scheduled Time
Apr 27, 2023 03:30 PM
Apr 27, 2023 04:30 PM
Actual Time
Apr 27, 2023 03:13 PM
Assigned Resources
Marianne Sheehan (Lead)
Lori Ross

Timeline **Service and parts** Time sheets Service report Trips Notes

Services

Service Line Item Name	Service	Quantity	List Price	Tax Name	Line Item Amount
SVC-18	Painting - Exterior House	1 Hours	\$ 50	Sales Tax [5%]	\$ 52.5

Partially Complete
Complete Work

Parts

Part Line Item Name	Part	Quantity	List Price	Tax Name	Line Item Amount
PRT-36	Exterior Primer - 4Ltr (White)	1 Pack	\$ 50.25	Sales Tax [5%]	\$ 52.76

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

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

How would you like to proceed?

The timesheet mentioned will be closed. Choose whether to Partially Complete or Complete the associated line items.

Timesheet	Line Items
TS18	Painting - Exterior House (SVC-18)
TS17	Painting - Exterior House (SVC-18)

Buttons: Cancel, Partially Complete

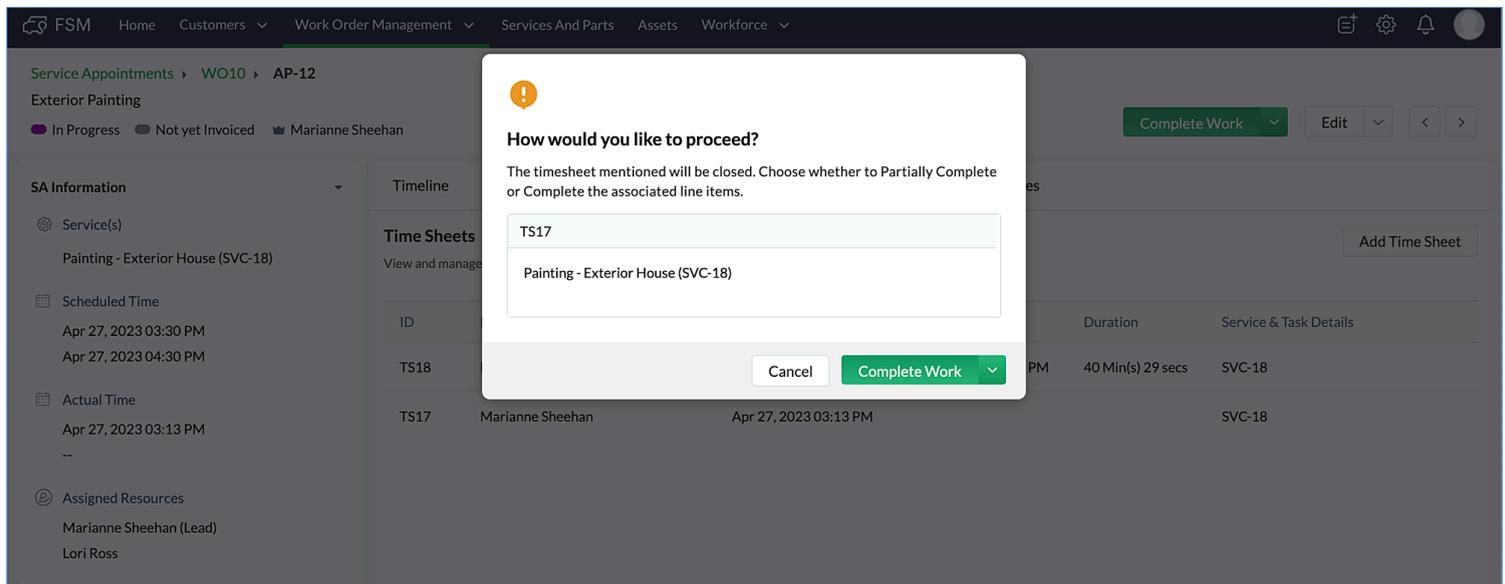
Stop the time sheets

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

Time Sheets

View and manage the time spent by the technicians on appointments.

ID	Resources	Description	Start Time	End Time	Duration	Service & Task Details
TS18	Lori Ross		Apr 27, 2023 03:14 PM	Apr 27, 2023 03:54 PM	40 Min(s) 29 secs	SVC-18
TS17	Marianne Sheehan		Apr 27, 2023 03:13 PM			SVC-18



Auto-Stop Time Sheets

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

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

Time Sheet Reports

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

[←](#) Field Technicians - Timesheet Report

 Updated less than a minute ago

 Export 

totalrecords : 10

 Filters

[Show Details](#)

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