

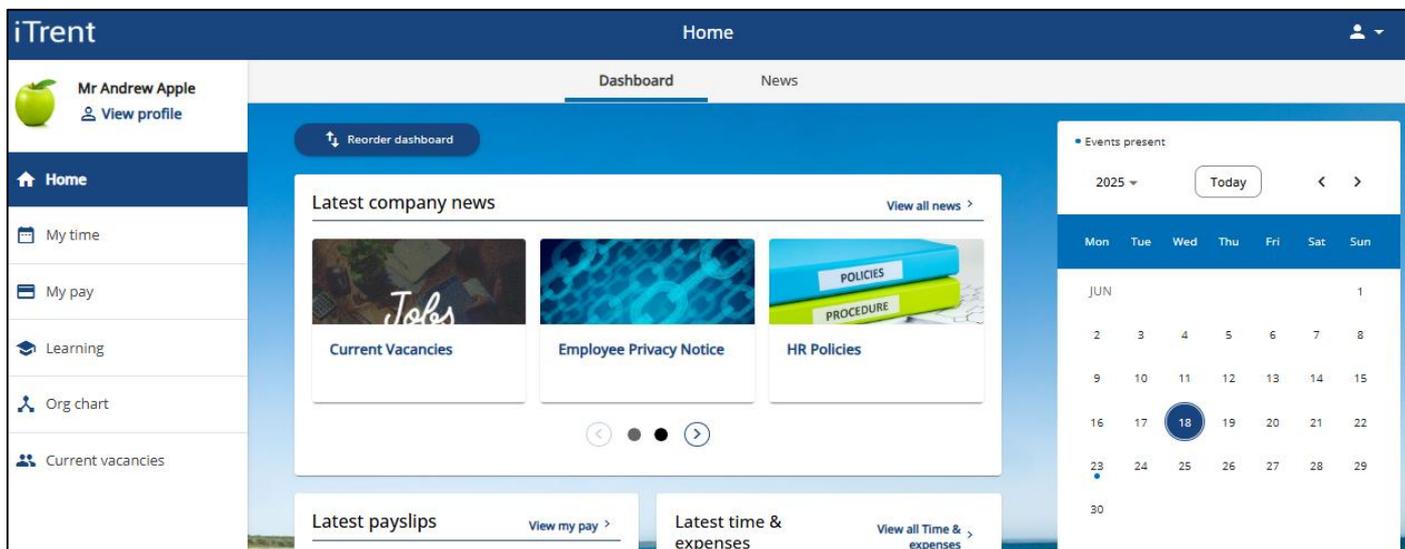
iTrent

# Employee Self Service – Casual staff timesheet claim process

*User Guide*

# 1. Employee Self Service – Home Page

Login to iTrent ESS using the link [www.chelmsford.gov.uk/ess](http://www.chelmsford.gov.uk/ess) (use a computer or tablet if possible)

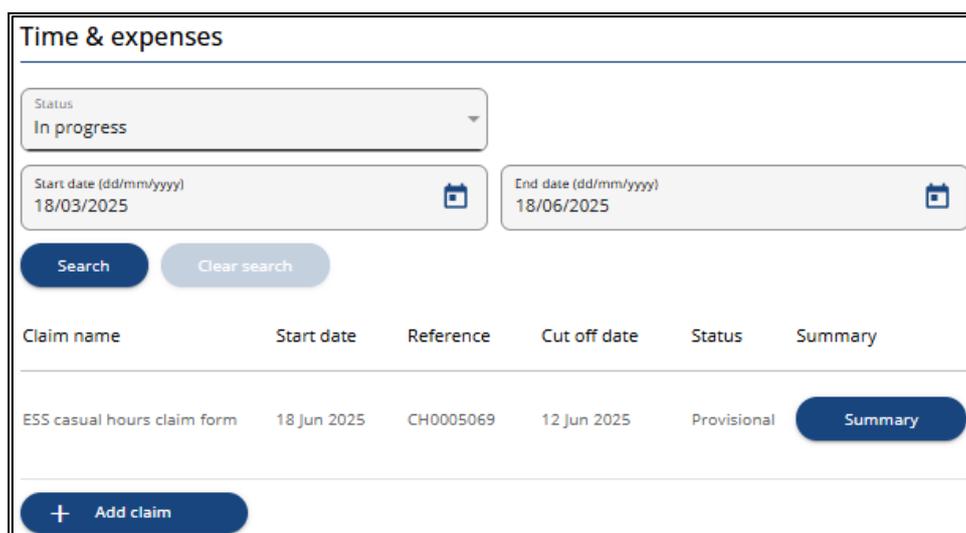


Above is the Employee Self-Service dashboard which displays links on the left hand-side to each section along with several information screens such as company news, payslips and latest claim information.

# 2. My Pay

Click on **My pay** on the left-hand side of the dashboard (or bottom of the screen on mobile devices).

Select the **'Time & Expenses'** tab at the top of the screen. This screen will allow you to submit claims for casual hours, show any claims awaiting authorisation, provisional (started claims) and claims that have been rejected (rejected claims can be changed and re-submitted).



To view / amend an existing claim, click on the claim name.

You can **'Search'** for older claims if needed using the 'Start' and 'End' date fields.

## 2.1 Adding a new claim to claim casual hours worked

To enter a new claim, click the button and complete the following information:

**Start date** - This will be the start date of your timesheet, for example the 1<sup>st</sup> day of the week.

**Job title** - If you have more than one role, select the role that is relevant to the claim you are submitting. This is important so your claim is sent to the correct manager to authorise.

**Claim template** - Select the ESS casual hours claim form.

Time & expenses claim entry: New

### SUBMITTING A FRAUDULENT OR DUPLICATE CLAIM

IS A SERIOUS BREACH OF COUNCIL RULES AND WILL BE HANDLED IN ACCORDANCE WITH THE AUTHORITY'S DISCIPLINARY RULES AND PROCEDURES. THIS COULD RESULT IN DISMISSAL.

Start date (required)

Job title (required)

Claim template (required)

Once you have completed these fields, click to generate the claim form.

The claim form will open and display as the below.

Page 1 | Page 2

### CASUAL HOURS CLAIM FORM

This claim form (Page 1) is used to record and submit your casual hours worked on a weekly basis (Mon to Sun) for authorisation. Please use Page 2 to record your unsocial hours (hours worked between midnight and 6:00am).

**Important:** It is your responsibility to make sure your claims are submitted and authorised by your manager on a weekly basis by the payroll cut-off date which is the 9th of the month. Any claims submitted after this date will be included in your following month's pay.

#### When completing your claim, please remember:

- You cannot claim for future dates.
- Claims need to be submitted on a weekly basis to your manager for authorisation (not daily).
- The **Start** and **End** times should be in 15-minute time blocks (e.g. 07.15 or 15.45).
- To record your times in the format hh:mm using a 24-hour clock (e.g. 01:15 or 15:30) - The total hours worked will automatically update when the form is saved/submitted.
- Breaks must be accounted for by separating the hours worked on two lines (e.g. **line 1** 09:00 to 12:00 and **line 2** 12:30 to 15:00). If breaks are not recorded your manager/supervisor will reject and not authorise the claim.
- If you have a position that covers different locations, you will need to complete a claim form for each location - remembering to add the work location in the Comments field e.g. SWF LC.
- Override cost code is completed by your manager when required.

Further information and a guide on completing this claim form can be downloaded from Employee Self-Service under the News section.

Element	Date	Comments	Override cost code	Hours worked		Total	+	-
				From	To			
Hours worked	<input type="text"/>	0.00						
Hours worked	<input type="text"/>	0.00						

**Page 1 - is for claiming casual hours worked.**

**Page 2 - is for claiming unsocial hours worked between midnight and 6:00am.**

## 2.2 Completing the claim form Page 1 – Casual Hours Claim Form

The cut-off dates for casual claims to be submitted and authorised is the 9<sup>th</sup> month – any claims submitted or authorised after this date will be included in the next month’s pay.

Element	Date	Comments	Override cost code	Hours worked		Total	
				From	To		
Hours worked	<input type="text"/>	0.00	+ -				
Hours worked	<input type="text"/>	0.00	+ -				

The ‘Element’ field will display as ‘Hours worked’. Please enter the below information for each line:

- **Date** – this refers to the date you worked (you cannot claim for future dates)
- **Comments** – to be discussed with your manager as to what comments you may add.
  - ***i** You can extend the size of the comments box by double clicking it. Once extended click ‘Update’ to save this information in the box.*
- **Override cost code** – this field is completed by your manager if required.
- **Hours worked**
  - **From** – the start time of the casual work in 24-hour clock (e.g. 13:00)
  - **To** – the end time of the casual work in 24-hour clock (e.g. 18:00)
- **Total** – this field will automatically update in decimal format when the form is saved or submitted.
- **+ Add a new line / - Erase a line or remove blank.**

## 2.3 Completing the claim form Page 2 – Unsocial Hours Claim Form (if required)

Click Page 2 button on the claim form as shown below:

Page 1 | [Page 2](#)

### UNSOCIAL HOURS CLAIM FORM - HOURS BETWEEN 00:00 and 06:00

This claim form (Page 2) is used to record and submit your unsocial hours worked (between midnight and 6:00am) on a weekly basis (Mon to Sun) for authorisation. Please use Page 1 to record your casual hours.

**Important:** It is your responsibility to make sure your claims are submitted and authorised by your manager on a weekly basis by the payroll cut-off date which is the 9th of the month. Any claims submitted after this date will be included in your following month’s pay.

When completing your claim, please remember:

- You cannot claim for future dates.
- Claims need to be submitted on a weekly basis to your manager for authorisation (not daily).
- Unsocial hours can only be claimed between 00:00 and 06:00.
- The **Start** and **End** times should be in 15-minute time blocks (e.g. 00.15 or 00.45).
- To record your times in the format hh:mm using a 24-hour clock (e.g. 00:15 or 04:30) - The total hours worked will automatically update when the form is saved/submitted.
- If you have a position that covers different locations, you will need to complete a claim form for each location - remembering to add the work location in the Comments field e.g. SWF LC.
- Override cost code is completed by your manager when required.

Further information and a guide on completing this claim form can be downloaded from Employee Self-Service under the News section.

Element	Date	Comments	Override cost code	Hours worked		Total	
				From	To		
Unsocial hours	<input type="text"/>	0.00	+ -				
Unsocial hours	<input type="text"/>	0.00	+ -				

The 'Element' field will display as 'Unsocial hours', please enter the below information for each line:

- **Date** – this refers to the date you worked unsocial hours (you cannot claim for future dates)
- **Comments** – to be discussed with your manager as to what comments you may add.
  - *You can extend the size of the comments box by double clicking it. Once extended click 'Update' to save this information in the box.*
- **Override cost code** – this field is completed by your manager if required.
- **Hours worked**
  - **From** – the start time of the casual work in 24-hour clock (e.g. 00:00)
  - **To** – the end time of the casual work in 24-hour clock (e.g. 01:00)
- **Total** – this field will automatically update in decimal format when the form is saved or submitted.
- **+ Add a new line / - Erase a line or remove blank.**

**Example of claiming a casual shift worked after midnight, but before 06:00**

A member of staff worked a shift on 06/06/2025 from 20:00 to 00:30 on 07/09/2025.

**Page 1 (@ basic rate)** - Add your shift hours claiming for: 20:00 to 00:30.

**Page 2 (@ 0.5 rate)** – Add any hours after midnight, in this example 00:00 to 00:30.

*In this example the member of staff will be paid a total of 4.30 at plain time and 0.30 at 0.5 rate for the unsocial*

## 2.4 Important Information and Submitting your claim

All fields are mandatory apart from the 'Comments' and 'Override cost code'. If all fields are not completed the claim will show an error message once saved or when trying to submit the claim.

Breaks taken during a casual shift must be removed from all casual hour claims. To do this separate the hours worked for each shift on to two lines remembering to add the date worked on each line, example below:

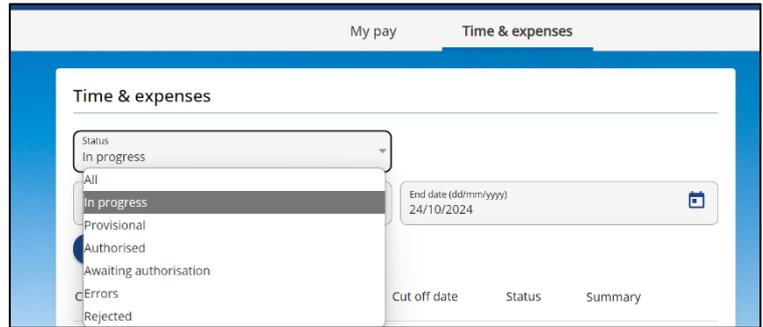
Hours worked	06/06/2025		SWF claim		09:00	12:00
Hours worked	06/06/2025		SWF claim		12:30	15:00

Input multiple shifts on to one claim form – you do not need a new claim form for each shift worked.

Click **Save draft** to store your claim so that you can update/add shifts to it later. Saved drafts will show in the Time & expenses summary page as 'Provisional'.

When ready to submit your claim, click the **Submit** button. You will then need to click the **Submit** button once more to confirm your submission; this will then be sent to your manager to review and authorise if possible.

When a claim has been authorised by your manager that claim will transfer from your 'Time & Expenses' claims list to 'Time & Expense Claim History'. To search for previously authorised claims, change the filters on the 'Time & expenses' summary page and then click the search button. You will then be able to view all claims between this date range.



## 2.5 Automated emails (info only)

iTrent will send the following automated emails:

- The employee submits a claim form for authorisation – Employee and Manager both receive an email, and manager receives a Time and Expense task in People Manager.
- Manager authorises the claim – Employee and Manager both receive an email.
- Manager rejects the claim – Employee receives an email, and the claim is put back into a provisional state for the employee to amend and re-submit.
- Manager cancels the claim on the employee's request – Employee and Manager both receive an email. Employee will need to delete the claim.

## Quick User Guide

- Login into ESS.
- Select **My pay** from the left-hand side of the dashboard.
- Select the **'Time & Expenses'** tab at the top of the screen.
- To enter a new claim, click the button.
- Add the start date of date you are claiming for, select your job role and choose the ESS casual hours claim form – example below:

Start date (required)

Job title (required)

Claim template (required)

- Complete all field appropriate fields, 'Comments' and 'Override cost code' are not mandatory.

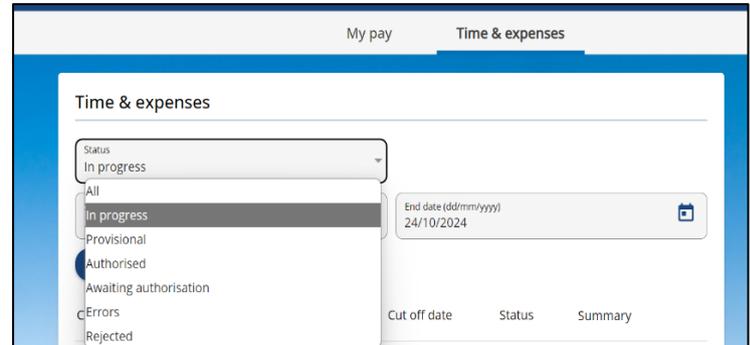
Element	Date	Comments	Override cost code	Hours worked		Total	
				From	To		
Hours worked	<input type="text" value=""/>	0.00	+ -				
Hours worked	<input type="text" value=""/>	0.00	+ -				

- Complete Page 2 – Unsocial hours if required.

Element	Date	Comments	Override cost code	Hours worked		Total	
				From	To		
Unsocial hours	<input type="text" value=""/>	0.00	+ -				
Unsocial hours	<input type="text" value=""/>	0.00	+ -				

- **Date** – this refers to the date you worked (you cannot claim for future dates)
- **Comments** – to be discussed with your manager as to what comments you may add.
  - You can extend the size of the comments box by double clicking it. Once extended click 'Update' to save this information in the box.*
- **Override cost code** – this field is completed by your manager if required.
- **Hours worked**
  - **From** – the start time of the casual work in 24-hour clock (e.g. 13:00)
  - **To** – the end time of the casual work in 24-hour clock (e.g. 18:00)
- **Total** – this field will automatically update in decimal format when the form is saved or submitted.
- **+** Add a new line / **-** Erase a line or remove blank.

- Review the important information section of the 'Casual staff timesheet claim process guide'.
- Click **Save draft** to store your claim so that you can update/add shifts to it later or click the **Submit** button if you are ready to submit your claim for authorisation.
- When a claim has been authorised by your manager that claim will transfer from your 'Time & Expenses' claims list to 'Time & Expense Claim History'. To search for previously authorised claims, change the filters on the 'Time & expenses' summary page and then click the search button. You will then be able to view all claims between this date range.



My pay Time & expenses

Time & expenses

Status  
In progress

All  
In progress  
Provisional  
Authorised  
Awaiting authorisation  
Errors  
Rejected

End date (dd/mm/yyyy)  
24/10/2024

Cut off date Status Summary