



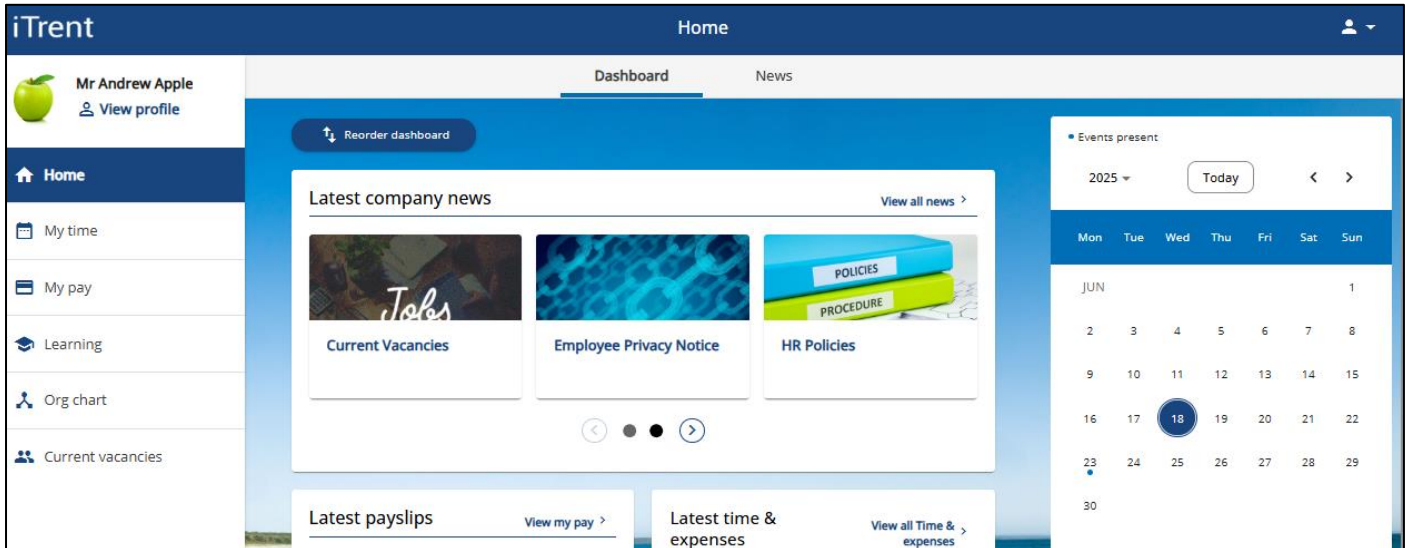
Employee Self Service

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 (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 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).

Time & expenses

Status

In progress

Start date (dd/mm/yyyy)

18/03/2025

End date (dd/mm/yyyy)

18/06/2025

Search

Clear search

Claim name	Start date	Reference	Cut off date	Status	Summary
ESS casual hours claim form	18 Jun 2025	CH0005069	12 Jun 2025	Provisional	Summary

+

Add claim

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 1st 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"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	+ -
Hours worked	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="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 9th 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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	+ -
Hours worked	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	+ -
Unsocial hours	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<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.

***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. 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 pass 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 hours at plain time (20:00 to 00:30) and 0.30 hours (00:00 to 00:30) at 0.5 rate for the unsocial (the extra half rate pass midnight).

2.4 Important Information and Submitting your claim



Mandatory Fields

All fields on the claim form are mandatory **except** for **Comments** and **Override Cost Code**.

If any required fields are left blank, an error message will appear either when saving or attempting to submit the claim.

Recording Breaks During Casual Shifts

Breaks taken during a casual shift **must be excluded** from the total hours claimed. To do this, split the shift into two separate entries, before and after the break, ensuring that each line includes the correct **date worked**.

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

Comments

Your manager will guide you on how to use this field, based on their preferred approach or departmental requirements.

Override Cost Code

This field is to be used by Managers only.

Multiple Shifts on One Claim Form

You can enter **multiple shifts** on a single claim form - there is no need to create a separate form for each shift worked.

To save your progress and return later, click the **Save** button. Your claim will be stored as a **draft** and appear on the **Time & Expenses** summary page with a status of **Provisional**.

Submitting a Claim Form

When you are ready to submit your claim:

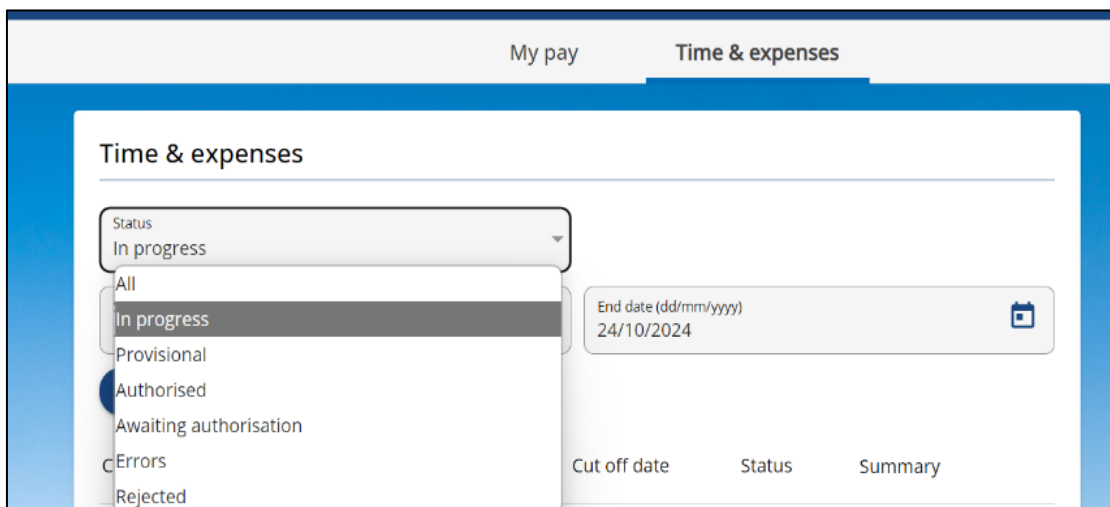
1. Click the **Submit** button.
2. You will then need to click the **Submit** button once more to confirm your submission.
The claim will then be sent to your manager to review and authorise.

Viewing Authorised Claims

Once a claim has been authorised by your manager, it will move from your **Time & Expenses** claims list to the **Time & Expense Claim History**.

To view previously authorised claims:

1. Go to the **Time & Expenses** summary page.
 2. Select the status Authorised from the drop-down field.
 3. Adjust the date filters to define the period you want to search.
 4. Click the **Search** button.
- All authorised claims within the selected date range will then be displayed.



The screenshot shows the 'Time & expenses' summary page. At the top, there are two tabs: 'My pay' and 'Time & expenses', with 'Time & expenses' being the active tab. Below the tabs, the page title 'Time & expenses' is displayed. A dropdown menu for 'Status' is open, showing options: 'In progress', 'All', 'In progress' (highlighted), 'Provisional', 'Authorised', 'Awaiting authorisation', 'Errors', and 'Rejected'. To the right of the dropdown, there is a date filter section with the label 'End date (dd/mm/yyyy)' and the date '24/10/2024'. Below the date filter, there are three columns: 'Cut off date', 'Status', and 'Summary'.

2.5 Cancelling a Submitted but Unauthorised Claim

This section outlines the process for cancelling a claim that has been submitted in the system but has not yet been authorised. Only claims in this status are eligible for cancellation.

To cancel your claim (you noticed an incorrect date, time or it is a duplicate):

- click on the correct claim form which will be showing as 'Awaiting authorisation' from the **'Time & expenses'** tab:

Time & expenses

Status

In progress

Start date (dd/mm/yyyy)

02/04/2025

End date (dd/mm/yyyy)

02/07/2025

Search

Clear search

Claim name	Start date	Reference	Cut off date	Status	Summary
ESS casual hours claim form	01 Jul 2025	CH0005071	12 Jul 2025	Awaiting authorisation	Summary
Mileage Claim	01 Jun 2025	MIL0011843	12 Jun 2025	Authorised	Summary

- this will open your claim, now select **Cancel** at the bottom of the screen.

Cancel

Print

- then select **Cancel** again to cancel the claim.
- a pop-up message will appear asking if you wish to continue, click **OK**.

chebcde.webitrent.com says

Cancelling the timesheet approval process will return the timesheet to a provisional status. Do you want to continue?

OK

Cancel

The claim has been cancelled and put back into a **'Provisional'** status.

Claim name	Start date	Reference	Cut off date	Status	Summary
ESS casual hours claim form	01 Jul 2025	CH0005071	12 Jul 2025	Provisional	Summary

2.6 Automated emails (info only)

iTrent will send the following automated emails:

- **Employee submits a claim for authorisation**

An email notification is sent to both the employee and their manager. The manager also receives a *Time and Expense* task in **People Manager** for review and action.

- **Employee cancels the claim before authorisation**

If the employee cancels the claim after submission but before it is authorised:

- The employee receives an email confirmation.
- The *Time and Expense* task is removed from the manager's **People Manager** task list.
- The claim is returned to **Provisional** status, allowing the employee to update or delete it.

- **Manager authorises the claim**

Both the employee and the manager receive an email confirming the claim has been authorised.


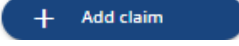
- **Manager not authorises the claim (e.g., due to errors or duplication)**


The employee receives an email notification with a reason as to why the claim was rejected.


- The claim is returned to the employees *Time and Expenses List* in a '**Rejected**' status.
- The employee can select the claim, update as required and re-submit for authorisation.


Note: *There is no need to make a new 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.

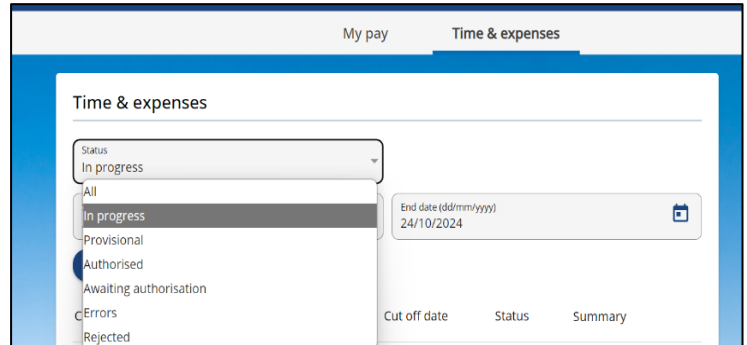
Element	Date		Comments	Override cost code	Hours worked		Total		
					From	To			
Hours worked	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	+	-
Hours worked	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>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