

**Getting Started Toolkit -
Requesting SAP Access for Time Reporting
Non-Billable Time Reporting**

Table of Contents

1. What is Time Reporting?	2
2. How do I prepare for Time Reporting? - List of Required Steps / Tasks	2
3. Where can I get additional help?	2
4. Guide to Requesting Access for SAP	4
I. Requesting SAP Access	4
a. Requesting SAP Access for Time Reporters	4

Welcome!

In this guide, we will provide you with a quick overview of the Non-Billable Time Reporting initiative and prepare you for a successful on-boarding when you are starting your new role with Verizon Enterprise Solutions.

1. What is Time Reporting?

Time Reporting refers to recording time you spent on specific customers, deals, projects, products and internal activities etc. It shows where we are spending time and allocating our resources. Time Reporting initiative optimizes our Go-to-Market strategy, improves our cost to serve and increases profitability. Time reporting also improves the quality of management information and enables better strategic decision making.

2. How do I prepare for Time Reporting? - List of Required Steps / Tasks

Below are important tasks that you must complete as a part of the on-boarding process with Verizon Enterprise Solutions.

A. Know Your Role: Are you a Time Reporter or a Line Manager?

- You are a Time Reporter if you are a member of organizations currently participating in the Time Reporting Initiative
- You are a Line Manager if other employees report to you. In your role you will approve their Exception Time (i.e. Holidays, vacations, etc.) and all time for your Non-Exempt employees.

B. Obtain SAP Access for Time Reporting

For Time Reporting and Reviewing:

Please follow instructions for SAP Portal Access for Time Reporting and Reviewing in the appendix section - the Guide to SAP Access Request

Once approved, please access SAP through this hyperlink: [SAP Portal](#). Use your VZID and password to log in.

** It is important to note the following: All time reporters are expected to report project time and exception time in SAP on a weekly basis by Sunday at 8 p.m. ET. All time approvers are expected to approve project time and exception time in SAP on a weekly basis by Monday at 1 p.m. ET.*

*** If you have problems logging into SAP, or experience any other network or system errors and issues, please contact the Help Desk at 1(800) 588-0620 or SRM-helpdesk@csc.com between the hours of 7 a.m. ET to 1 a.m. ET.*

3. Where can I get additional help?

You can get additional help from either the Non-Billable Time Reporting and Resource Management site on CrowdAround where we have the most up-to-date information and supplemental materials OR via the dedicated Time Reporting Help Desk.

A. Non-Billable Time Reporting and Resource Management site on CrowdAround.

Go to [Non-Billable Time Reporting and Resource Management](#) and click the "Join this group" button in the upper right of the page banner. The site is your resource for answers to common questions and guidance for all non-billable resource time reporting needs.

B. Resource Management and Time Reporting Help Desk

If you have any questions or comments regarding your timesheet, Please submit an At Your Service ticket here: [Submit a Ticket](#)

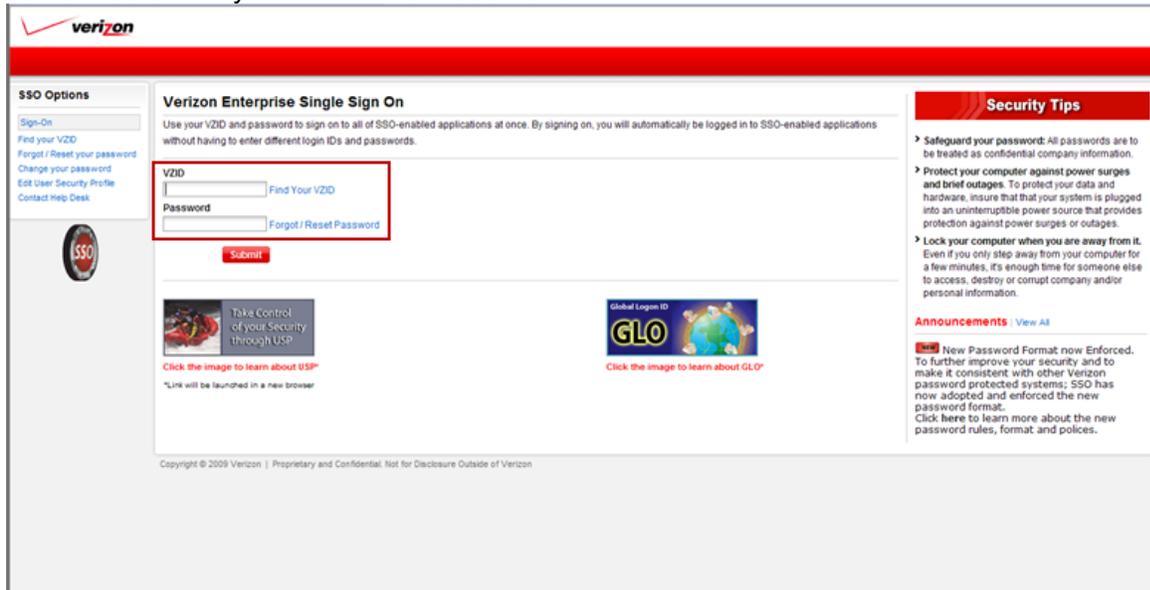
Need to speak with our support team immediately? You can open up a live chat from 9 AM to 5 PM EST here: [Helpdesk Agent Chat](#)

4. Guide to Requesting Access for SAP

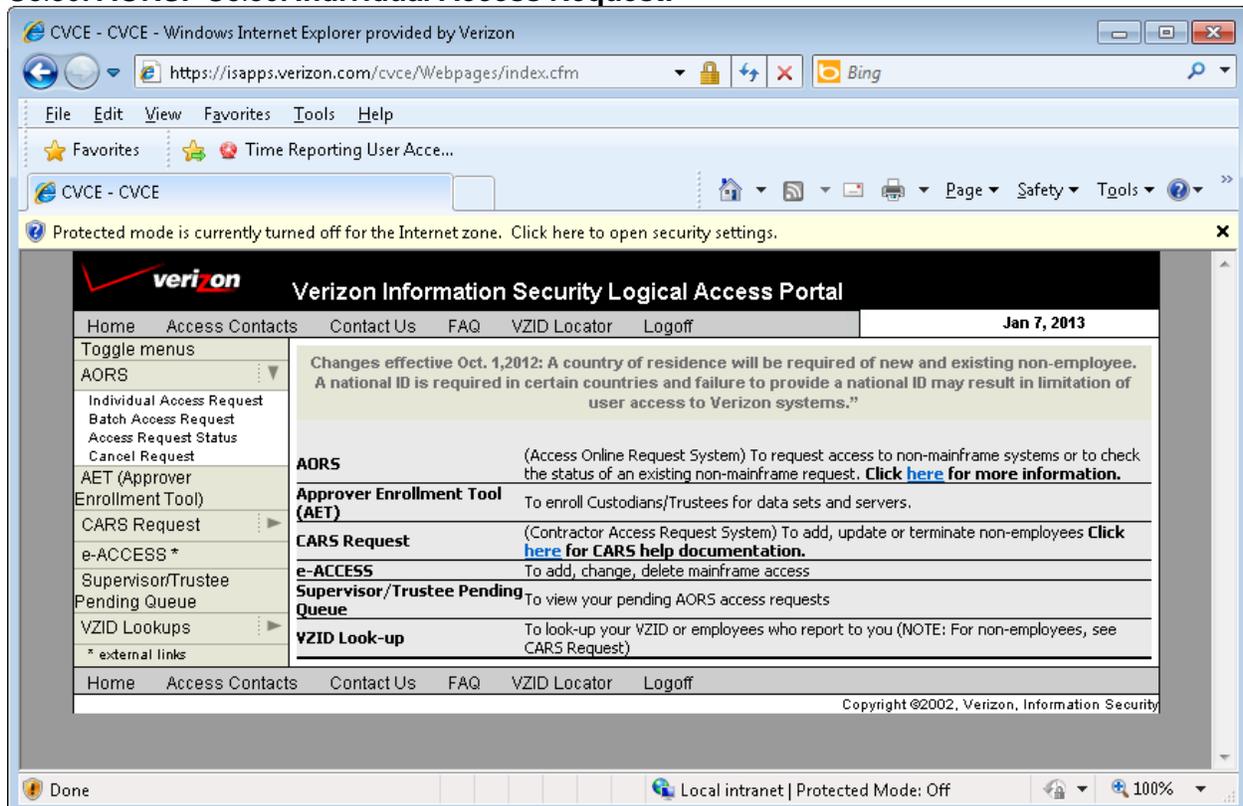
I. Requesting SAP Access

a. Requesting SAP Access for Time Reporters

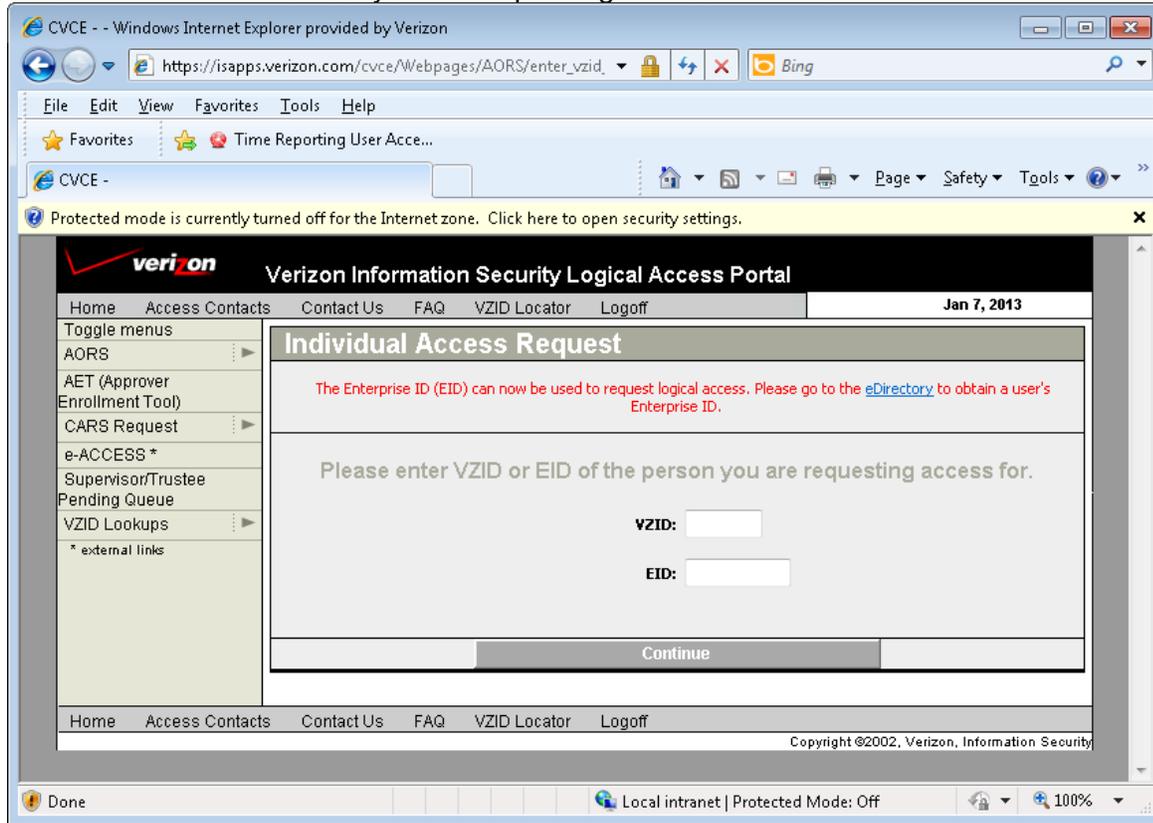
1. You may be required to request access to SAP if you are a new contractor. Go to the following link: <https://isapps.verizon.com/cvce/Webpages/index.cfm>
2. Authenticate with your **VZID and Password.**



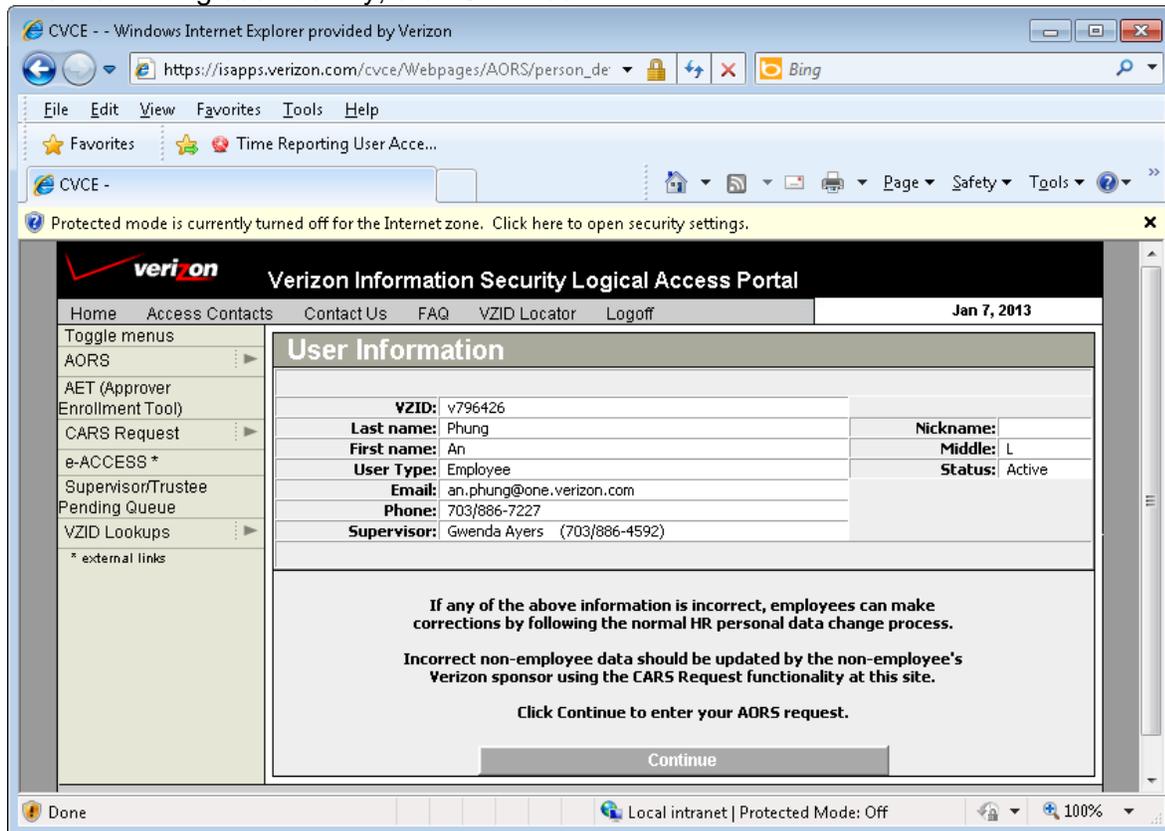
3. Select **AORS**. Select **Individual Access Request**.



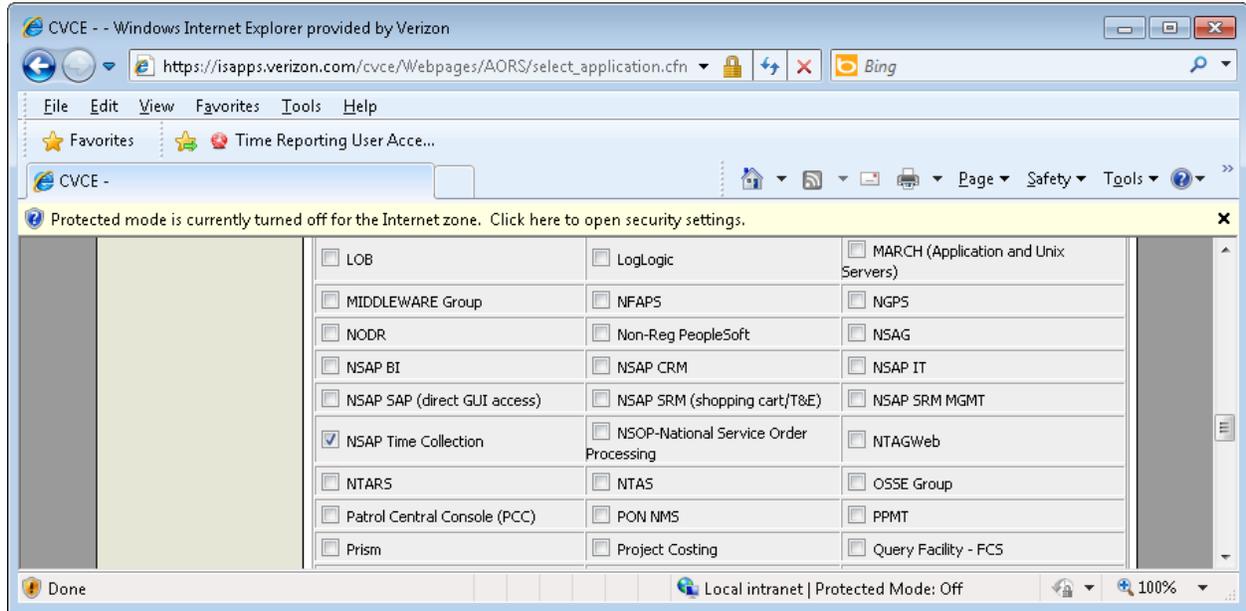
4. Enter the VZ ID for the user you are requesting access for and click Continue.



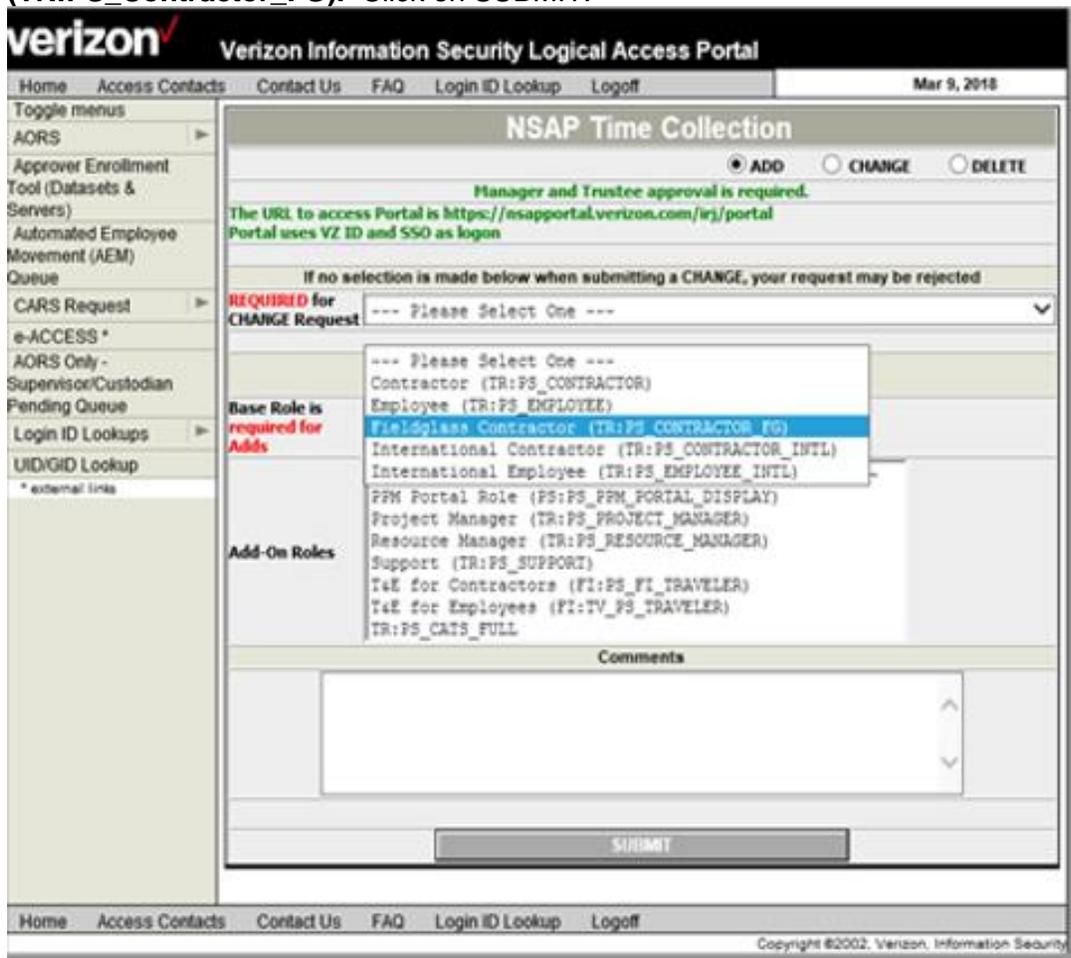
5. After confirming user identity, click Continue.



6. Scroll down and select **NSAP Time Collection**. Scroll down and click Continue.



7. Under “Base Role is required for Adds”: Select the following option: **Fieldglass Contractor (TR:PS_Contractor_FG)**. Click on SUBMIT.



NOTE: Under “DO YOU WISH TO DELETE EXISTING ROLES ONLY”, DO NOT click on Yes. This will delete ALL access for the system selected.

8. An email will be generated to the user's manager for approval and then to the Trustees. Requests will not be processed until all approvals are received. Emails will be generated to the user during this process. This process may take 72-96 hours.
9. When access has been granted the wording in the email will be: "Thank you for using AORS (Access Online Request System). Your NSAP Time Collection request for "Employee Name" has been processed."
Forward this email including your VZID to governance.help.desk@one.verizon.com . You will receive an email response from this address confirming that you can start recording time in SAP.
10. To check request status, select AORS. Then select Access Request Status.

