

Paperless Time Tickets 'HOW TO' Instructions

Before you begin. ... You'll need a couple of things, your user ID (SAP number) and password, which is your infobot password. You'll also need to know what tasks you want to accomplish and the details specific to that task. You may find it convenient to have your Daily Log Book (NRPC 3159) with you to record Ticket Reference Numbers. Also note that **all times entered in the Paperless Time Ticket system must be entered in military time.** Refer to the inside cover of your Daily Log Book for a military timetable.

Relax and enjoy... You'll be amazed how easy this system is to use. For those of you who are convinced that you don't know how to use a computer, don't worry, if you can read, you can use this system.

If you have problems using the Paperless Time Ticket System (PPT)..... Call the hotline at 1-800-828-CREW.

Important.... When you are finished using the Paperless Time Ticket system you must log off. Do not leave your work on the computer for another employee to read. **You are responsible for protecting your personal information.**

Part One: The Login Process

To begin.... Login to the system...the system will display a 'Login Screen'

- Type your **User ID number.** This is your employee man number (SAP number).
- Click on 'Login'
- Type your **Infobot password** (*If you don't have a password, use the last four digits of your SAP number.*)
- Click on 'Login'

As the system processes your login it will search to see if you have any **Pending Displacements, Awards or Denials.**

- If you have a **Displacement Pending**, the system will display a message similar to the following:
'You have been displaced on 06/2/2002'.
You will be asked to acknowledge this message before proceeding by clicking on 'Acknowledge'. This is your notification that you have been displaced.
- If you have an **Award Pending** the system will display a message similar to the following:
'You have a pending award'
Effective date 06/10/2003 Job Symbol EWN102
Next Report Location: WAS Next Report Date: 06/11/2003 Time: 14:25
You will be asked to acknowledge this message before proceeding by clicking on 'Acknowledge'. This is your notification that you have been awarded a position.

If you have denials from the last two pay periods you will receive a prompt that reads 'You have Denials'.

The system will then bring you to the 'Main Menu' where the following options will be displayed:

<u>Create/Correct Service Ticket</u>	(for train movement)
<u>Create/Correct Service Claim</u>	(for qualifying, on-job training and special duty)
<u>Create/Correct Non Service Claim</u>	(for classes, company business, bereavement, jury duty, etc.)
<u>Create/Correct Penalty Claim</u>	(for called not used, displaced not notified, runarounds, contract violations)
<u>View Ticket</u>	
<u>View Daily Earnings</u>	
<u>View Weekly Earnings</u>	
<u>View Denials</u>	
<u>Mark Up</u>	
<u>Maintain Password</u>	

Part Two: Creating and Correcting Service Tickets, Service Claims and Penalty Claims

All times entered in the Paperless Time Ticket system must be entered in military time. Refer to the inside cover of your Daily Log Book for a military timetable.

To Create A Service Ticket:

Note: *When creating a Service Ticket the system will take you to the last date for which you have outstanding labor. You must first process this outstanding labor before creating current tickets.*

1. From the 'Main Menu' click on 'Create/Correct Service Ticket'.
2. The system will display a screen titled 'Find Service Ticket'. Enter the date for which you wish to create a ticket. *(Note that there is an arrow next to the date box, which you can click to display a drop down calendar.)*
3. Click on 'Find'.
4. The system will display a Service Ticket that was created based on your current assignment. Review the labor information for accuracy. If no changes are required click 'Submit'. You will now be at the 'Hours of Service' screen. If you have corrections or changes, position your cursor in the box you wish to correct (do not delete the entire line) and first delete the incorrect information and then enter the correct information.
5. Once you've made all your changes, go to the bottom of the screen and click on 'Preview'. You will be prompted to enter detailed remarks.
6. The system will verify that the information is valid or advise you if there is an error. If there is an error, make the correction and again click on 'Preview'.
7. Once the system accepts the information you've entered, it will prompt you to submit the ticket by asking you to "Please click 'Submit' to process ticket".
8. The system will then take you to the 'Hours of Service' Screen. On the left-hand side of the screen find the entry 'Time Off Prior to This Duty' field by using the tab key and enter the correct number of hours and minutes.
9. On the right-hand side of the screen, find the 'Time on Duty under Hours of Service Law' field by using the tab key and enter the correct number of hours and minutes. If you have exceeded the Hours of Service (12-hours) the system will advise you of this and require an explanation. If deadheading is involved and the job is not modified, you are required to show deadhead modes on the 'Hours of Service' screen. To do this click on 'Add a new line'. Click on the drop box under activity code and then click on 'deadhead'. Click on the mode of transportation drop box (auto, bus, air etc.). You must enter the beginning location, date and time and also the ending location, date and time.
10. When complete click on 'Certify'. The prompt will display what you have entered and request that you click 'Certify' again to confirm.
11. The system will then give you a Ticket Reference Number. **Important:** Note this ticket Reference number in your Daily Log book for future use. Once noted, click 'OK' and you've completed the process.
12. From this point you will return to the 'Find Service Ticket' screen, if you have no other outstanding tickets to process you may either search for a previously submitted ticket to make corrections, return to the 'Main Menu' to select another task or 'Log Off'.

To Correct A Service Ticket (that has been previously submitted):

1. From the 'Main Menu' click on 'Create/Correct Service Ticket'. The system will display all outstanding tickets which must be processed prior to making any corrections. You may proceed once all outstanding tickets have been processed.
2. The system will display a screen titled 'Find Service Ticket'. Enter the Ticket Reference Number or the date of the Service Ticket you wish to correct.
3. Click on 'Find'.
4. The system will display a screen showing all the information available to edit. First, verify that this is the ticket you wish to correct. Position your cursor in the box you wish to correct and first delete the incorrect information, using the delete key and then enter the correction information. Do not delete the entire line.
5. Once you've made all your changes, go to the bottom of the screen and click on 'Preview'. You will be prompted to enter detailed remarks.
6. The system will verify that the information is valid or advise you if there is an error. If there is an error, make the correction and again click on 'Preview' for repricing.
7. Once the system accepts the information you've entered, it will prompt you to submit the ticket by asking you to 'Please click 'Submit' to process ticket'. If the ticket has been extracted by payroll and you are requesting additional money you will receive another ticket reference number for that ticket. If the dollar amount is not greater or remains the same a new reference number will not be given.
8. The system will then acknowledge that the changes have been processed. Click on 'OK' and the system will take you back to 'Find Service Ticket' screen. You may either go back to the 'Main Menu' to select another task or LOG Off.

To Create A Service Claim:

1. From the 'Main Menu' click on 'Create/Correct Service Claim'
2. The system will display a screen called 'Find Service Claim' and ask you for a ticket date. Enter the date you wish to create a claim for. *(Note that there is an arrow next to the date box, which you can click to display a drop down calendar.)*
3. Click on 'Find'
4. The system will display a Service Claim. Enter the labor category, rescen, function, sign-up location, date and time and the sign-off location, date and time. Make sure you enter 'remarks'.
5. Once you've made all your entries, go to the bottom of the screen and click on 'Preview' the ticket will be priced.
6. The system will verify the information and advise you if there is an error. You can then correct the error and again click on 'Preview'. Once the system accepts the information you've entered, it will prompt you to submit the claim by asking you to 'Please click on submit'.
7. The system will then take you to the 'Hours of Service' Screen. On the left-hand side of the screen find the entry 'Time Off Prior to This Duty' field by using the tab key and enter the correct number of hours and minutes.
8. On the right-hand side of the screen, find the 'Time on Duty under Hours of Service Law' field by using the tab key and enter the correct number of hours and minutes. If you have exceeded the Hours of Service (12-hours) the system will advise you of this and require an explanation. If deadheading is involved and the job is not modified, you are required to show deadhead modes on the 'Hours of Service' screen. To do this click on 'Add a new line'. Click on the drop box under activity code and then click on 'deadhead'. Click on the mode of transportation drop box (auto, bus, air etc.). You must enter the beginning location, date and time and also the ending location, date and time.
9. When complete click on 'Certify'. The prompt will display what you have entered and request that you click 'Certify' again to confirm.
10. The system will then give you a Ticket Reference Number. Important – note this ticket Reference number in your Daily Log book for future use. Once noted, click 'OK' and you've completed the process.
11. From this point you will return to the 'Find Service Claim' screen. Here you may create another service claim return to the 'Main Menu', or 'Log Off'.

To Correct A Service Claim:

1. From the 'Main Menu' click on 'Create/Correct Service Claim'.
2. The system will display a screen called 'Find Service Claim' and ask you for a ticket date or a Ticket Reference Number.
3. Enter the information and Click on 'Find'.
4. The system will display the Service Claim requested. Verify that this is the Claim you wish to correct and click on 'Edit Ticket'. The system will display service claim and you may make the desired corrections.
5. Once you've made all-corrections, go to the bottom of the screen and click on the 'Preview' button to reprice the ticket and verify entries. The system will verify the information and advise you if there is an error. If there is an error, correct it, again click 'Preview'. Once the systems accepts the information you've entered, it will prompt you to submit the claim by asking you to "Please click on submit".
6. The system will acknowledge that your changes have been processed. Click on 'OK' and the system will take you back to the 'Find Service Claim' screen. You may either go back to the 'Main Menu' to select another task or LOG Off.

To Create A Non-Service Claim:

1. From the 'Main Menu' click on 'Create/Correct Non-Service Claim'
2. The system will display a screen called 'Find Non-Service Claim' and ask you for a ticket date. Enter the date you wish to create a claim for. *(Note that there is an arrow next to the date box, which you can click to display a drop down calendar.)*
3. Click on 'Find'
4. The system will display a Non-Service Claim. If you are marked-off correctly by the crew dispatcher a pre-filled ticket with all information pertaining to that status will be displayed. If you are marked-off incorrectly or not marked off at all, you will receive a blank ticket where you must enter the following information: mark-off code, time on duty, labor category, rescen, and function. Once you've made all your entries, go to the bottom of the screen and click on 'Preview' The ticket will be priced. The system will verify the information and advise you if there is an error. If there is an error, make the correction and again click on 'Preview'. Once the system accepts the information entered it will prompt you to submit the ticket by asking you to please click on 'Submit' to process ticket'. You will be prompted to enter detailed remarks and Click on 'Submit' again.
5. The system will then take you to the 'Hours of Service' Screen. On the left-hand side of the screen find the entry 'Time Off Prior to This Duty' field by using the tab key and enter the correct number of hours and minutes.

6. On the right-hand side of the screen, find the 'Time on Duty under Hours of Service Law' field by using the tab key and enter the correct number of hours and minutes. If you have exceeded the Hours of Service (12-hours) the system will advise you of this and require an explanation. If deadheading is involved and the job is not modified you are required to show deadhead modes on the 'Hours of Service' screen. To do this click on 'Add a new line'. Click on the drop box under activity code and then click on deadhead. Click on the mode of transportation drop box (auto, bus, air etc.). You must enter the beginning location, date and time and also the ending location, date and time
7. When complete click on 'Certify'. The prompt display what you have entered and request that you click 'Certify' again to confirm.
8. The system will then give you a Ticket Reference Number. **Important** – note this ticket Reference number in your Daily Log book for future use. Once noted, click 'OK' and you've completed the process
9. From this point you will return to the 'Find Non-Service Claim' screen. Here you may create another service claim, return to the 'Main Menu' to select another task or 'Log Off'.

To Correct A Non-Service Claim:

1. From the "Main Menu" click on 'Create/Correct Non-Service Claim'.
2. The system will display a screen called 'Find Non-Service Claim' and ask you for a ticket date or a Ticket Reference Number
3. Enter the information and Click on 'Find'.
4. The system will display the Service Claim requested. Verify that this is the claim you wish to correct and click on 'Edit Ticket'. The system will display service claim and you may make the desired corrections.
5. Once you've made all corrections, go to the bottom of the screen and click on the 'Preview' button to reprice the ticket and verify the entries. The system will verify the information and advise you if there is an error. If there is an error, correct it and again click 'Preview'. Once the system accepts the information you've entered, it will prompt you to submit the claim by asking you to "Please click on 'Submit'".
6. The system will acknowledge that your changes have been processed. Click on 'OK' and the system will take you back to the 'Find Non-Service Claim' screen. You may enter another ticket date or reference number, return to the 'Main Menu' or 'Log Off'.

To Create A Penalty Claim:

1. From the 'Main Menu' click on 'Create/Correct Penalty Claim'
2. The system will display a screen called 'Find Penalty Claim' and ask you for a ticket date. Enter the date you wish to create a claim for. *(Note that there is an arrow next to the date box, which you can click to display a drop down calendar.)*
3. Click on 'Find'
4. The system will display a Penalty Claim Ticket with the top of the ticket pre-filled with your personal information.
5. Enter the job symbol claimed (you must enter a job symbol to proceed with Penalty Claim)
6. You may click on 'Preview' and the system will prompt you to enter detailed information, which must include: time on duty, labor category.
7. Click 'Submit' and the system will prompt you to enter detailed remarks.
8. Click 'Submit' again and you will receive a ticket reference number. **Important** – note this ticket Reference number in your Daily Log book for future use.
9. Once noted, click 'OK' and you've completed the process. From this point you will return to the 'Find Penalty Claim' screen. Here you may create another penalty claim, return to the 'Main Menu', or 'Log Off'.

To Correct A Penalty Claim:

1. From the "Main Menu" click on 'Create/Correct Penalty Claim'.
2. The system will display a screen called 'Find Penalty Claim' and ask you for a ticket date or a Ticket Reference Number
3. Enter the information and Click on 'Find'.
4. The system will display the Penalty Claim requested. Verify that this is the Claim you wish to correct and click on 'Edit Ticket'. The system will display the ticket that has been submitted and you may make the desired corrections.
5. Once you've made all corrections, go to the bottom of the screen and click on the 'Preview' button to reprice the ticket and verify entries. The system will verify the information and advise you if there is an error. If there is an error, correct it, again click 'Preview'. Once the system accepts the information you've entered, it will prompt you to submit the claim by asking you to "Please click on submit".

6. The system will acknowledge that your changes have been processed. Click on 'OK' and the system will take you back to the 'Find Penalty Claim' screen. Where you may enter another ticket date or reference number, return to the 'Main Menu', or 'Log Off'.

Part Three: Viewing Tickets, Daily Earnings, Weekly Earnings and Denials

Note: the tasks in Part Three are 'information only' tasks

To View A Ticket:

1. From the 'Main Menu' select 'View Ticket'.
2. The system will bring you to a screen titled 'Find Ticket'. You can enter any or all of the following information: Ticket Reference Number, Ticket Type, Date From or Date To .
3. Click on 'Find' (*Note: this option will allow you to view individual tickets, tickets by date or tickets by type*). Or you may elect to just click on 'Find' without entering specific information and all tickets will be displayed.
4. Make your selection and click on 'View Ticket'. The screen will display the ticket and its status.
5. Once complete you may either go back to the 'Main Menu' to select another task or LOG Off.

To View Daily Earnings:

1. From the 'Main Menu' select 'View Daily Earnings'
2. The system will take you to a screen titled 'View Daily Earnings'.
3. Enter the date you wish to view and click on 'Find'.
4. The system will display all the records for this date including reported hours and computed dollars.
5. Once complete you may either go back to the 'Main Menu' to select another task or LOG Off.

To View Weekly Earnings:

1. From the 'Main Menu' select 'View Weekly Earnings'
2. The system will take you to a screen titled 'View Weekly Earnings'
3. Enter the pay period end date you wish to view and click on 'Find'
4. The system will display all the records for this pay period including reported hours and computed dollars.
5. Once complete you may either go back to the 'Main Menu' to select another task or LOG Off.

To View Denials:

1. From the 'Main Menu' select 'View Denials'
2. The system will take you to a screen titled 'View Denials'. Enter the pay period end date you wish to view or if you fail to provide a date the system will default to the current pay period.
3. Click on 'Find'
4. The system will display all the denials for this pay period end date you requested including denied hours and denied dollars. You will have the option to click on 'View Ticket' for specific details.
5. After you have finished viewing the denials, you may either go back to the 'Main Menu' or select another task or LOG Off.

Please fax all documentation for jury duty, bereavement, military duty, classes etc. to ATS 734-2160, BELL 302-683-2160.

Part Four: Mark Up and Maintain Password

To Mark Up:

First read the following important note:

If during this process the system gives you a message reading: 'You may not mark up from this status, please call CMS'. Log Off and call CMS AT 1-800-828-CREW.

1. From the 'Main Menu' select 'Mark Up'.
2. The system will take you to a screen titled 'Employee Mark Up'.
3. **If you are returning to your regular position and tour of duty, the system will display the current date and time. With a message reading 'Please verify information entered.'**
4. Click 'Enter'.
5. The system will respond with a message reading: 'Process Complete'.
6. You may either go back to the 'Main Menu' and select another task or LOG Off.
7. **If you are an extra-board employee, the prefilled information may not be correct. You may not mark up more than 2-hours after the scheduled sign-off time of the job you worked.** If necessary, correct the Mark Up date and time.
8. Enter the 'Fresh Date and Time'.
9. Specify by checking 'Yes or No' if you are marking up to relief.
10. Enter remarks and click on 'Enter'.
11. The system will respond with a message reading: 'Process Complete'.
12. You may either go back to the 'Main Menu' and select another task or LOG Off.

To Maintain Password:

1. From the 'Main Menu' select 'Maintain Password'.
2. The system will bring you to a screen titled 'Maintain Password'. You will be asked to enter your old password; enter your new password and confirm the new password by entering the your new password again.
3. Once complete, click on 'Submit' and the system will acknowledge that 'Your Password has been changed'.

Important.... When you are finished using the Paperless Time Ticket system **you must log off.** Do not leave your work on the computer for another employee to access. **You are responsible for protecting your personal information**