PRODUCT CONNECTIONS
REPORTING TRAINING/HELP TIME

PRODUCT CONNECTIONS

Did you know there is a difference in Training Time and Help Time when reporting in your Timesheet? Review the definitions and examples of each below to ensure you are reporting time correctly.

Training Time:

- Completing or reviewing assigned training or related reference guides
- Bluevue training courses, participation in the Target FOCUS Call, and New Hire Brand Ambassador call
- Communication about training with your supervisor, Field Support, or IT Service Desk
- Any training-related communication with your supervisor while off the clock
- Get approval from your supervisor before entering time for training calls

Help Time:

- Communicating with your supervisor, Human Resources, Employee Relations, Payroll, or IT Service Desk when the reason is not project or training related
- Get approval from your supervisor before entering time for Help calls

TIPS & TRICKS

Remember these helpful tips when reporting Training and Help Time:

- For each event you are scheduled to execute, you are paid for one hour to set up your cart and review training manuals. You should not report this time as Training Time as this is a part of your Set Up event.
- Every time you interact with IT and/or Field Support, they report the length of the time spent on the ticket. You should only report the amount of time you spent contacting and communicating with them. The time you reported will be compared to their reported time.
- Each Bluevue course states the amount of time it takes to complete the course. If you spend additional time completing the course, get your scheduler's approval before entering overtime in your Timesheet.
- New Hire Brand Ambassador call and FOCUS Calls should be reported as Training Time, for the length of the call.