Billable Time Recording Best Practices

Please review this document in the Internal Project Kickoff meeting and align on what is billable and how to present it in a Value-Add fashion to the client. <u>Note:</u> What is entered in the external time sheet comments prints on the client invoice, spelling and grammar errors and all!

Situation	Billable Y/N	What to say in the Timesheet
Sales Handoff meetings	YES	Project Planning and Preparation
Project Planning time	YES	Project Planning and Preparation Project Plan Updates
Billing for meetings where no client attends	YES	Internal Team alignment/Sync Internal Project Review/Discussion
Time to get access to systems and environments	YES - if not extra time caused by Stoneridge	Obtain required system access
Research of 3rd party solutions to meeting client needs	YES – If not in scope ask the PM to add a bucket to track the incremental time	Research Solution for new scope item
Assisting the client in exploring current out of scope functionality	YES – Ask the PM to add a bucket to track the incremental time	Explore scope addition upon request from <insert name here>
Time Sheet approvals	YES, the PC or PM reviewing and approving time is billable	Review previous week's work efforts
Status Report Creation	YES, PC/PM creating/sending the status report is billable	Analyze project efforts, Update actuals and status assessment
JPD Prep Time	YES	Prepare JPD <Title>
JPD Facilitation	YES	Facilitate JPD <Title>
JPD Documentation	YES	Document JPD <Title>
Managing a Resource Transition	ONLY if the resource transition is on the client side No if Stoneridge resource changes the client did not request	Managing Team member onboarding
Managing an Escalation	It Depends – connect with leadership	It Depends – connect with leadership
Participating in ISV Demos	It Depends: If for educational purposes: NO If client asked for our input: YES	Assist with evaluation of ISV solution
Travel Time	This Depends on the Contract, please review the SOW	Travel <from> <to> for the purpose of <TBD>
FDD Work, Code, Develop	YES	Write FDD # / <Title> Review & Estimate FDD # / <Title> Develop and Unit test FDD # / <Title>
Miscellaneous Meetings	It Depends: If we addressed internal issues: NO If we added value for the client: YES	Meeting to discuss <TOPIC>
Testing	YES, unless it is stock functionality, we should be familiar with	Test and Validate <Process/Function>
Troubleshooting	YES, unless we caused the problem	Troubleshoot <Issue> Assist with <Issue>
Documenting	YES	Document <WHAT>
Reviewing	YES, unless it is for internal learning	Reviewing <WHAT>

<u>Note:</u> If an activity took much less than the 15-minute billing increment it could be recorded combined with other short activities for that project in that week