Time Tracker by eBillity
Frequently Asked Questions

What time tracking options does Time Tracker offer?

Every account includes weekly timesheets that employees can submit to their manager for approval. Employees can add their time each day or in blocks at the end of a week/payroll period. They can also copy a previous week's timesheet and edit the details. Timesheets are submitted to a manager for approval.

In addition to timesheets, you can also use time cards OR timers to accurately track time:

- **Time cards** are best for tracking time for payroll. Employees can clock in/out of their shift, take (paid or unpaid) breaks, and switch between projects and activities.

- **Timers** are best for mobile users and invoicing. With down-to-the-second tracking, you can start, stop and pause one or multiple timers as you switch between clients and projects.

How do your pricing plans work?

Our pricing model is per user per month plus a monthly base fee. For example, a Time Tracker account for a business of 20 employees would look like this: $10 per user and a base fee of $10 equals $110 per month.

What happens after my 14-day trial ends?

If you choose to activate your account at the end of your 14-day trial, ADP® will bill you directly. You can add or remove user seats through ADP at any time before you activate your trial and through the duration of your account.

Is support still available after I activate my subscription?

Always! Support is forever free for everyone. Our team is only a click, call or article away from helping you.

Do you offer demos of your products?

Of course. We offer white-glove service and will happily fit into your busy schedule. Contact us through ADP Marketplace and you can book a free private demo with one of our product specialists.

Can eBillity set up my account for me?

Yes, and our product specialists will do it for free! We'll happily walk you through the features, connect you to any integrations and even set up our time-tracking apps for you. Call us at (800) 851-0992.

Will GPS tracking drain users' phone battery and data?

We only take GPS coordinates once every 10 minutes (if they move 1,000 meters) in order to save the device's battery life. On average, our GPS feature uses less data in a day than social media apps use in five minutes.

What's the difference between GPS and geolocation tracking?

GPS tracking is for a mobile workforce and uses your employee's mobile device to record their location using pinned coordinates. This feature is one of the methods used to identify who's on the clock but only works on mobile devices.

Geolocation tracking is our On The Clock feature. It uses a combination of mobile GPS tracking, IP detection, and the time clock kiosk to track and map employee locations.

Is my data secure with eBillity's Time Tracker? What happens to my data if I cancel my account?

Data is secured and private with 128-bit encryption and daily backups to an Amazon S3 server with full redundancy. Sensitive customer information stays confidential with role-based access rights. Before you cancel your Time Tracker account, be sure to sync your data back to your ADP account. This way your data will be saved in your ADP account and won't be lost when you cancel.

About Time Tracker by eBillity

Time Tracker by eBillity is a timesheet app with employee scheduling and attendance tracking that enables you to Track time for payroll, productivity and profitability. Help reduce administration, add accountability and eliminate time theft with our seamless ADP integration, GPS location tracking and time clock kiosk with facial recognition. Easily measure your team's efficiency and activities and help reduce unnecessary overtime with detailed graphs and exportable reports. Start your free trial today and see how Time Tracker can help save you time and money.

Visit ADP Marketplace to learn more about Partner/Solution

http://marketplace.adp.com/ebillity

The Value of ADP Marketplace

Get everything you need to manage your people better, from hire to retire. Say goodbye to siloed systems, and hello to powerful HR apps all in one place — connected to your ADP solution.

- Easy and secure
- Seamless integration
- Single sign-on

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