**Sample Communication(s)**

**This file contains various sample communication files that you can use as guidance templates for creating your own personalised documents for issuing to your clients and candidates.**

|  |  |
| --- | --- |
|  | Page No |
| Contents  Agency Self-Billing Agreement.  Candidate Contact Communication.  Online Candidate Announcement Letter  Candidate Switch Over Support Document  Candidate FAQ’s Document.  Candidate Timesheet Submission Process  Candidate Guide and Sample Questions  Candidate Communication  Client Communication ETZ-Sign  Client Communication | 1  2  3  4  5-8  9-10  11-12  13-17  18-19  20  21 |

**A Recruitment Agency Limited Self-Billing Agreement**

THIS AGREEMENT is made on the \_\_\_\_\_\_ \_\_\_\_day of\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_ in the year 20\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

BETWEEN: - [Supplier name] (hereinafter called “the Supplier”)

whose registered details are as follows:

Name:

Company Name

Address

Postcode

VAT Reg. No.

Company Reg. No.

and

A Recruitment Agency Limited, whose registered office is situated at No 5 London Street, London, W12Y 7KY

Conditions of Acceptance

1. The above company [the Supplier] agrees to provide A Recruitment Agency Limited with a copy of its current VAT Registration Certificate and Certificate of Incorporation.

2. The supplier must not raise VAT invoices in respect of supplies under this agreement.

3. A Recruitment Agency Limited will supply a valid self-bill VAT invoice to the supplier for services supplied on a weekly basis or when the Supplier submits a timesheet.

4. The Supplier will immediately notify A Recruitment Agency Limited of any changes in its VAT registration position that would affect the application of the system, for example, ceases to be registered, transfers the business as a going concern or becomes registered under another VAT number.

5. A Recruitment Agency Limited may request the supplier to provide details of any changes in these details once a year or at any other time. The supplier will provide the required information within 30 days of the request.

6. The Supplier gives permission for A Recruitment Agency Limited to disclose the supplier name, address and VAT registration number to HM Revenue & Customs as a member of the A Recruitment Agency Limited self-billing scheme.

7. Withdrawal, of or from the self-billing invoice scheme may be instigated by either party in writing.

SIGNED FOR AND ON BEHALF OF

The Supplier:

SIGNED FOR AND ON BEHALF OF

A Recruitment Agency

**NEWSFLASH,                Please read and respond with contact details by 11th December 20\*\***

Dear Candidates,

You will be very pleased to hear that A Recruitment Solutions are upgrading and about to launch an ‘On-line Timesheet system.

With your help our aim is to have this up and running by the end of January 20\*\*. This will enable us to provide a more efficient service to our clients and candidates.

**How will this affect you?**

During the period of your contract, you will be sent by e-mail your weekly timesheet.  You will need to print it, and ask your manager to sign it, and then fax it back to the number yet to be published. From the time your timesheet is issued you will also receive SMS Messaging giving you progress reports, alerts, and reminders.

Please send by return e-mail:     Your e-mail address (to receive timesheet)                                           ----------------------------------------------------

                                                Your Ltd Co/Umbrella Co e-mail address (to receive remittance advice) ----------------------------------------------------

                                                Your mobile phone number (to receive SMS Messaging)                      ----------------------------------------------------

We shall also be contacting our clients to offer an alternative service where the timesheets are sent directly to them for approval on-line.  For this we need the end client to agree and to provide us with their e-mail addresses.

This will be more direct and environmentally friendly with the reduction of paper and postage and will benefit all of us.  Thank you for your co-operation and help in transition to a great future with A Recruitment.

You will be able to send your paper timesheets during the cross over period, so if you need any stationery or have any queries, please contact us by e-mail to [email address here]

Regards,

[Contact name]

|  |  |  |
| --- | --- | --- |
| |  | | --- | | **Hello** **{~FirstName~},**  **A Recruitment is delighted to announce the introduction of our brand new service...online timesheets!**  **It will make your life much easier and submitting your timesheets will be much easier and more secure way to get your hours to us and ultimately helping us to pay you!**    **Why have A Recruitment moved to online timesheets?**   * **Greater accuracy of hours** * No more wondering! You will now receive a **Prompt SMS/Email alert** as soon as we have received your time sheet! This simply means no SMS or email confirmation – then no time sheet received! * No more of those painful phone calls trying to follow up on whether we have received your timesheet or not. * The new flexible system will enable you to view your current and previous timesheets, and therefore be able to **check your timesheets** in relation to payments received. * **Reduced paper** use means environmental and cost savings   **To help you, we have put together an easy-to-use guide which tells you everything you need to know about using our online timesheets.**  **Simply click here to access the user guide!**  We look forward to receiving your new timesheets soon!    **Kind regards,**    **A Recruitment** | |  |
|  | | |

**[logo here]**

**Welcome to A Recruitment ONLINE Time Sheets!**

A Recruitment is proud to announce the introduction of our new service…Online Timesheets!

This new system, making us the **first** [type of business] recruitment agency in the UK to introduce online timesheets, has been created to make the submitting of your timesheets a **less painful task** and a much **easier** and **secure** method of getting your hours to us, and there-by helping us get your pay to you.

**Advantages of new procedure:**

* **Greater accuracy** of hours.
* No more wondering! You will now receive a **Prompt SMS/Email alert** as soon as we have received your time sheet! This simply means no SMS or email confirmation – then no time sheet received…
* No more of those painful phone calls trying to follow up on whether we have received your timesheet or not.
* The new flexible system will enable you to view your current and previous timesheets, and therefore be able to **check your timesheets** in relation to payments received.
* **Reduced Paper** use means environmental and cost savings.

**Assistance and switching over:**

Think you’re being left alone to ask your PC all your questions? Think again…**[contact name]** at A Recruitment deals with all your timesheets and payroll queries. She has already created an online timesheet account for you and you should have received your **login details on the introductory email**. We recommend that you **change your password** to something more personal and memorable when you log –in for the first time. In the case of a **forgotten password**, please don’t hesitate to contact [contact name] and she will confirm your password via email.

For any payroll or timesheet enquires please contact [contact name] as follows:

**Email: [contacts email address]**

**Phone: [contacts phone no]**

**So, where do I start?**

Below, we have included a basic user guide. Online timesheets are really **simply, quick and easy to use**. To guide you through using online timesheets for first time, log on to [www.timesheetz.net](http://www.timesheetz.net/) and follow the instructions below:

**How to use Online Timesheets**

**Logging In**

[log in screenshot here]

You have received your Username and Password on the introductory email, simply enter the details as shown here, and Click “Log In”.

**Entering your hours**

[entering hours screenshot here]

Click on **“Select”** to open the timesheet for week’s hours you wish to submit. The online system will automatically create a timesheet with the correct dates for every week you have worked. You will also be able to follow-up on the Status of your timesheet here.

**Ok, so what’s next?**

[entering hours screenshot here]

After selecting the week for which you wish to submit your hours, the following screen above will appear. Simply click on “Edit” for day’s hours, which you wish to fill in. After you’ve clicked Edit, drop down arrows will appear, and it is simply a case of selecting the number of hours, which you have worked.

Once you have filled in your hours for that day, click on “Update” and this will automatically add those hours to the timesheet you are creating. Once you’ve done this, simply click on “Edit” in line with the next day, which you wish to complete.

**Ok, I’ve entered my hours, what do I do now?**

 [submit timesheet screenshot here]

To submit the weeks hours, click “here” at the bottom left hand corner of the web page. This will submit your hours to us virtually instantaneously. BUT don’t forget to **PRINT** your timesheet and have it **signed** by your manager before faxing it to us! You will be able to follow up on where this **fax** is received or not, by checking the “Status” mentioned earlier in this guide.

Once you have clicked to submit your timesheet the following should appear in the bottom left-hand corner of the web page:

[print timesheet screenshot here]

This page will now give the option to print your timesheet, or to re-open your timesheet and amend your hours if you’ve made an error.

**How do I print my time sheet so that my Manager can Sign?**

[printing timesheet image here]

To print your time sheet click on the word “here” as circled above. The print instructions are in RED and appear as shown at the top of the screen. It’s merely a case of Clicking on FILE, then PRINT. Once you have printed your timesheet and had it **signed** by your manager, please **FAX** your time sheet ASAP to our new fax number:

**[agency Etz fax no here]**

Once you’ve printed the time sheet you will be able to “click to return to the timesheet entry”. This will bring you back to the first page displayed.

**Ok so am I done yet?**

[timesheet status here]

You will now notice your submitted timesheet will be labelled “waiting on fax”. Once we have received your fax the status will be displayed as “timesheet received”

**Within one hour of sending your signed timesheet to us, you will receive either SMS or Email confirming that we have received your timesheet.**

If you do not receive confirmation, please login and check the status of your fax. If the status remains “Awaiting on Fax”, please re-send the fax and contact **[contact name]** (see above) **if** there are any further problems.

**[contact details and logo here]**

**Candidates FAQ’s Doc**

On 01 March 2010 A Recruitment t is making two major changes to its payment system.

1. **The introduction of Self-Bill invoicing** - You will be receiving a letter during February asking you to sign a Self-Billing Agreement which will mean that you no longer need to generate your invoice every payment period – we will generate it for you. At the same time, we will ask you to supply us with details to allow us to implement a new web-based timesheet system.
2. **A new web-based timesheet system** – A Recruitment Online Timesheet System. You will receive an email with the access details and your username and password for our new system. You will use the online system from01 March 20\*\* and it will allow you to enter your time worked online and make it available to us, but at the same time maintain the level of flexibility and control that our clients require when authorising timesheets.

The FAQs below are designed to provide you with the information you will need to understand how the new system will work for you and allow you to get the maximum benefit from it.

**SELF BILLING**

**WHAT IS SELF INVOICING?**

Under our current system, at month end we will not pay you until we have an invoice from your company or your umbrella company. Under the new system, you do not need to send us an invoice – we will generate your invoice for you and email it out to you (and/or your umbrella company) once we have all your authorised timesheets for that month.

**I WISH TO CARRY ON PRODUCING MY OWN INVOICE, DO TO I HAVE TO ACCEPT SELF INVOICING?**

No, however this may cause delays in making payment to you, as we have to wait until we receive your invoice and check its accuracy before starting the payment process.

**WILL SELF INVOICING AFFECT MY STATUS UNDER IR35?**

No - We have taken advice from a law firm specialising in contractor law (we use their contracts for our contract with you) - and they have confirmed it makes no difference to your status.

**WEB BASED TIMESHEET SYSTEM**

**HOW DO I GET MY TIMESHEET TO YOU, AND HOW AM I PAID**?

Currently you will complete a A Recruitment timesheet by hand, and at the end of the week/month get it signed by your manager. At month end you post/email/fax the timesheet(s) to us together with your invoice. If you use an umbrella company you will need to inform them of timesheet details, and they will send in your invoice. Once we receive both the invoice and the timesheet we will process it, enter you on the next payment run and post out your remittance advice.

Under the new system you will complete your timesheets on-line – entering only the data required by the client. The data can be entered daily, weekly, or whenever is convenient to you. When you have completed it you will then

EITHER:

Print out the timesheet and get it signed by your manager, just as you do at present. Then fax it into us on the NEW fax number [etz timesheet number here]. This will automatically associate the timesheet with your data on-line and flag the timesheet as authorised**.** Alternatively, you can scan the signed timesheet as a .pdf file and upload it your timesheet.

Give the original copy of the timesheet to your manager.

You will get a confirmatory text message to tell you that the system has received the authorised timesheet.

OR:

Submit the timesheet for authorisation on -line. The system will email it to your manager, and they in turn will authorise it electronically.

The manager does not have to sign on, or remember a username and password, they simply respond to a link in the email which takes them onto the system, and this will allow them to authorise your timesheet, and print off a copy.

When it is authorised by the manager, you will receive a text message to tell you that the system now holds the authorised timesheet.

You will use ONE OF THESE methods. We will tell you which before the system goes live. Our preference is for the all-electronic system, but some clients still want to see a signed timesheet, so we have to respect their wishes. WE NEED TO DISCUSS THIS PART

Once we have the timesheet(s) for that month, we will generate your invoice/pay advice, email it to you and pay you. If you use an umbrella company then we will email the umbrella company and copy you on the email so you know when your umbrella company will receive your payment.

**HOW DO I GET PAID?**

The current payment method will not change – we will continue pay you on our Friday and Wednesday payment runs. In order to be included on the Wednesday payroll, your authorised timesheets must be received by midnight on Tuesday and to make the Friday payroll by 10am on Friday.

Further information?

**WHAT BENEFITS DO I GET FROM USING THIS SYSTEM?**

Faster receipt of timesheet - As soon as we have an authorised timesheet on-line, it is available for us to process.

Less paperwork - We produce your invoice. In addition, all your invoices/timesheets are stored on-line, and you can access them through your account at any time.

Less administration – At each stage of the process we send you a text or email keeping you fully up to date on the status of your timesheets and payments. In addition, all your history is stored on-line for you to access at any time.

**DOES THIS REPLACE THE EXISTING TIMESHEET I CURRENTLY USE?**

Yes – You should use the existing timesheets up until the 28 February, and then starting on **Monday 01 March**, move over to the new system. This date has been chosen to coincide with the start of a payment period, so the changeover should be very easy for you.

**WHEN DOES IT START?**

You should start to use the new system on 01 MARCH 20\*\*.

**HOW DO I FIND OUT MORE ABOUT THE ONLINE TIMESHEET SYSTEM?**

You will receive an email informing you of your username and password and the URL for the online system. You will sign on; set your own password and you are ready to start inputting. The system is very easy to use and has full help facilities. If you have any problems, please contact our payroll department on [contact no here]

**WHAT IF I LOSE MY VALIDATION?**

Call our payroll department on [contact number here], and they will arrange for it to be emailed out to you. Please note that if you change your mobile number or email address, you should inform us immediately.

**I CURRENTLY EMAIL OR POST IN MY TIMESHEET, CAN I CONTINUE TO DO THIS?**

You can still use the existing methods; however, they will slow down the payment process as we have to manually enter the data onto the system. We do not recommend it.

**WILL THIS NEW SYSTEM AFFECT HOW QUICKLY I GET PAID?**

Because it cuts out the need for you to invoice us, and we receive the timesheet electronically, it should speed up the payment process.

**HOW WILL I KNOW THAT YOU HAVE RECEIVED MY TIMESHEET?**

We send you a text message every time we receive an authorised timesheet to tell you that it is now ready for processing.

**HOW WILL I KNOW WHEN I AM PAID?**

We email out your invoice/pay advice with the payment date on it. There is no need to call us to confirm when you will be paid; the system will inform you directly.

**WHAT HAPPENS IF I AM OFF SICK OR ON HOLIDAY?**

You must still complete your timesheet for the period worked. There is a ‘void’ button which allows you to enter a nil return for a complete timesheet, and it does not require your manager’s intervention. Obviously if you are off sick or on holiday you will still need to follow the client’s procedure for informing them of your absence.

**WHAT HAPPENS IF I ACCIDENTLY DELETE THE EMAIL WITH MY INVOICE? CAN I GET A COPY FROM A RECRUITMENT?**

A full history of all your invoices and the timesheets associated with them is kept on-line, and you can access and print them off or download them at any time by signing on.

***A Recruitment’s Online Timesheet Process***

Once you have accepted a temporary assignment through A Recruitment you will receive your contract pack which you need to complete and return to us as soon as possible. As soon as we receive this, we will set you up on our On Line Timesheet system and you will be emailed your login details.

***Submitting your timesheet***

You will need to go to [www.timesheetz.net](http://www.timesheetz.net) and enter your login details.

When you log in you will see a list of your timesheets and their status. Please select the timesheet you wish to complete and fill in your days or hours worked.

Once you have completed the timesheet you need to submit it to be authorised by your manager.

There will be two options for authorisation:

***Client Etz-sign*** When your contractor has completed their timesheet you will receive an email containing a link to the timesheet for you to approve. To approve it you simply need to click on the link and enter your name and email address. This is the best option if you only have one or two timesheets to approve.

***Client On line approval*** This will require you to log in to the on line system and approve the timesheet. This is the quickest option if you have several timesheets to approve.

***What if my manager is not available to authorise my timesheet?***

If you require an additional person to be set up to authorise your timesheet, please email

[[payroll@A Recruitment.co.uk](mailto:payroll@investigo.co.uk)](mailto:payroll@investigo.co.uk) giving their name and email address and we can set them up very quickly.

If you have already submitted your timesheet to your manager, you will need to re-open the timesheet

and submit it to your alternative authoriser.

Alternatively, timesheets can be submitted via the FaxBack method.

***Timesheet deadline***

Your timesheet must be authorised by your manager by 5pm on Monday to be included in the current week’s payroll.

Any timesheets authorised after this time will be processed the following week.

***What is the process for claiming expenses?***

If we have already added an expenses option on your timesheets you will be able to enter the total

value of the expenses on the timesheet which your manager can authorise. You will then need to fax

copies of your receipts with your name clearly marked on each page to [insert fax number here].

If you require an expenses option to be added to your timesheet, please email [payroll@A Recruitment.co.uk](mailto:payroll@investigo.co.uk)

and we will add it as soon as we can.

***Timesheet Status***

Open Ready to complete. No hours or days have been entered.

Awaiting Authorisation The timesheet has been submitted to your manager to authorise but they have not yet authorised it.

Awaiting Approval Your timesheet has been authorised by your manager and is awaiting approval by A Recruitment. If the timesheet was authorised before the deadline A Recruitment will always approve it for payment that week.

Timesheet received The timesheet has been received and is being processed for payment.

Cancelled The timesheet has been cancelled by A Recruitment and cannot be completed.

Welcome to **A Recruitment Consulting Ltd** ONLINE Time Sheets!

**A Recruitment Consulting Ltd** is pleased announce that with effect from [insert date], we are launching a revolutionary new online timesheet in conjunction with our partner [**Etz Timesheet Solutions**](http://www.etztimesheetsolutions.com/)**,** the leading timesheet provider to the recruitment industry.

This new system will mean that submitting your timesheets will be less painful and a much easier and secure method of getting your hours to us.

**Advantages of new procedure:**

* **Hours/days worked recorded more accurately**.
* **Less administration** – at each stage of the process we send you a text or email keeping you fully up to date on the status of your timesheets and payments. In addition, all your history is stored online for you to access at any time. No more phone calls trying to find out whether we have received it or not.
* **Quicker, hassle free timesheet submission** – all you have to do is submit your timesheet online and the rest is done for you. Authorisation will be sought from your manager and an invoice generated on your behalf [if Etzsign]. All you have to do is sit back and wait to be paid.
* **Less paperwork** - In addition all your timesheets and remittance advice are stored on-line, and you can access them through your account at any time.

**Assistance and switching over:**

[administrators name] will continue to deal with all your timesheets and payroll queries. He has already created an online timesheet account for you and you should have received your login details on an introductory email. We recommend that you change your password to something more personal and memorable when you log in for the first time. In the case of a forgotten password, please don’t hesitate to contact us and we will confirm your password via email.

For any payroll or timesheet enquires please contact us as follows:

Email: [insert email]

Phone: [insert number]

The FAQs below are designed to provide you with the information you will need to understand how the new system will work and how you to get the maximum benefit from it.

**WEB BASED TIMESHEET SYSTEM**

**HOW DO I GET MY TIMESHEET TO YOU, AND HOW AM I PAID?**

Currently you complete an A Recruitment Consulting Ltd timesheet by hand, and at the end of the timesheet cycle get it signed by your manager. At the week/month end you post/email/fax the timesheet(s) to us together with your invoice. If you use an umbrella company. you supply them your timesheet and they submit an invoice. Once we receive both the invoice and the timesheet we process it, enter you on the next payment run and post out your remittance advice.

Under the new system you will complete your timesheets online – entering only the data required by the client. The data can be entered daily, weekly or whenever is convenient to you. Once completed it will be sent for approval via one the following routes.

**ETZ SIGN:**

If your Manager has just one timesheet per month to authorise, remembering yet another username and password can be a burden. Etz Sign makes this easy! By sending a unique, encrypted link via an email, the client can easily click to approve or reject a timesheet without the need for a username or password, and it’s still 100% secure.

When your timesheet is authorised by the manager, you will receive a text message to tell you that the system now holds the authorised timesheet.

**FAX BACK:**

Timesheets can be also be printed, signed by your manager and faxed back to the NEW fax number [insert Etz fax number] . Out new timesheets have a unique barcode assigned to them, which is allows easy processing, and no longer is time wasted matching paper timesheets with your records. The system simply scans the barcode and the timesheet instantly matches with the candidate’s record, keeping everything in one place.

**UPLOAD:**

Alternatively you can scan the signed timesheet as a .pdf file and upload it your timesheet.

In both instances, you will get a confirmatory text message to tell you that the system has received the authorised timesheet.

You must also send your purchase invoice to us by fax or email.

Once we have the timesheet(s) for that month along with your purchase invoice, we will generate your pay advice/remittance, email it to you and then pay you. If you use an umbrella company then we will email the umbrella company and copy you into the email so you know when your umbrella company will receive your payment.

**What if my manager is not available to authorise my timesheet?**

If you require an additional person to be set up to authorise your timesheet please email [insert email address] giving their name and email address and we can set them up very quickly.

If you have already submitted your timesheet to your manager you will need to re-open the timesheet and submit it to your alternative authoriser.

**WHAT IS THE DEADLINE FOR APPROVED TIMESHEETS TO ENSURE I GET PAID?**

If you complete 15-day timesheets, they must be authorised by your manager by 5pm on the following Monday.

If you complete calendar monthly timesheets as stipulated by the client, they must be authorised by your manager by 5pm on the 4th day on the following Month. Any timesheets authorised after this time will be processed the following month.

**FURTHER INFORMATION?**

**WHAT BENEFITS DO I GET FROM USING THIS SYSTEM?**

**Faster receipt of timesheet** - as soon as your timesheet is authorised online, it is available for us to process.

**Less paperwork** – all your timesheets and remittance advice are stored on-line, and you can access them through your account at any time.

**Less administration** – at each stage of the process we send you a text or email keeping you fully up to date on the status of your timesheets and payments. In addition all your history is stored online for you to access at any time.

**DOES THIS REPLACE THE EXISTING TIMESHEET I CURRENTLY USE?**

Yes. You should use the existing timesheets up until the [insert date]. From [insert date] you should move over to the new system. This date has been chosen to coincide with the start of a payment period, so the changeover should be very easy for you.

**WHEN DOES IT START?**

You should start to use the new system on [insert date].

**HOW DO I FIND OUT MORE ABOUT THE ONLINE TIMESHEET SYSTEM?**

You will receive an email informing you of your user name and password and the URL for the online system. You can sign on, set your own password and you are ready to start inputting. The system is very easy to use, and has full help facilities. If you have any problems, please contact our payroll department on [insert no]**.**

**WHAT IF I LOSE MY VALIDATION?**

Call our payroll department on [insert no]**,** and they will arrange for it to be emailed out to you. Please note that if you change your mobile number or email address, you should inform us immediately.

**I CURRENTLY EMAIL OR POST IN MY TIMESHEET, CAN I CONTINUE TO DO THIS?**

Our preference is for you to use the new system as manual timesheets slow down the payment process as we have to manually enter the data onto the system. We do not recommend it.

**HOW WILL I KNOW THAT YOU HAVE RECEIVED MY TIMESHEET?**

Every time we receive an authorised timesheet, we send you a text message to tell you that it is now ready for processing. Below is a breakdown of the statuses of your timesheet

**Open**  Ready to complete. No hours or days have been entered.

**Awaiting Authorisation** The timesheet has been submitted to your manager to authorise but they have not yet authorised it.

**Waiting for Image** You may get this status if you have submitted your timesheet to be faxed back in but we have not yet received it.

**Awaiting Approval** Your timesheet has been authorised by your manager and is awaiting approval by A Recruitment Consulting Ltd. If the timesheet was authorised before the deadline, A Recruitment Consulting Ltd will always approve it for payment by the 11th.

**Timesheet received** The timesheet has been received and is being processed for payment.

**Cancelled** The timesheet has been cancelled by A Recruitment Consulting Ltd and cannot be completed.

**HOW WILL I KNOW WHEN I AM PAID?**

We email out your invoice/pay advice with the payment date on it. There is no need to call us to confirm when you will be paid; the system will inform you directly.

**What is the process for claiming expenses?**

If we have already added an expenses option on your timesheets as approved by the client, you will be able to enter the total value of the expenses on the timesheet which your manager can authorise. You will then need to fax copies of your receipts with your name clearly marked on each page to on [insert no]**.**.

If you require an expenses option to be added to your timesheet please email [insert email address here] and we will add it as soon as we can.

**WHAT HAPPENS IF I AM OFF SICK OR ON HOLIDAY?**

You must still complete your timesheet for the period worked. There is a ‘void’ button which allows you to enter a nil return for a complete timesheet, and it does not require your manager’s intervention. If you are off sick or on holiday you will still need to follow the client’s procedure for informing them of your absence.

**WHAT HAPPENS IF I ACCIDENTLY DELETE THE EMAIL WITH MY INVOICE? CAN I GET A COPY FROM A RECRUITMENT?**

A full history of all your invoices and the timesheets associated with them is kept online, and you can access and print them off or download them at any time by signing on.

**WHAT HAPPENS IF I HAVE ANY MORE QUESTIONS:**

If you have any further questions or need clarification, please contact [insert name] who will happily talk things through with you.

Email: [insert email]

Phone: [insert no]**.**

**Please read and respond with contact details by Friday 14th December 2012**

Dear Candidates,

You will be very pleased to hear that ETZ Recruitment Ltd are upgrading and about to launch an ‘On-line Timesheet system.

This will start for timesheets from Monday 31st December 2013.

This will enable us to provide a more efficient service to our clients and candidates.

**How will this affect you?**

Under the new system you will complete your timesheets online – entering only the data required by the client. The data will be entered weekly. Once completed it will be sent for approval via one the following routes.

**Our Preferred Option - ETZ SIGN:**

A unique, encrypted link via an email is sent to your approver, the approver can easily click to approve or reject a timesheet without the need for a username or password, and it’s still 100% secure.

When your timesheet is authorised by the manager, you will receive a text message to tell you that the system now holds the authorised timesheet.

**FAX BACK:**

Timesheets can be also be printed, signed by your manager and faxed back to the NEW TIMESHEET fax number +44 (0)845XXX XXX . Our new timesheets have a unique barcode assigned to them, which allows easy processing, and no longer is time wasted matching paper timesheets with your records. The system simply scans the barcode and the timesheet instantly matches with the candidate’s record, keeping everything in one place.

**UPLOAD:**

Alternatively you can scan the signed timesheet as a .pdf file and upload your email to [accounts@etzrecruitment.co.uk](mailto:accounts@etzrecruitment.co.uk) as may do today.

In all instances, you will get a confirmatory text message to tell you that the system has received the authorised timesheet.

For the online system to operate smoothly, please submit these details.

Please send by return e-mail:

Your e-mail address (to receive timesheet)

--------------------------------------------------------------------------------------------------------------

Your Ltd Co/Umbrella Co e-mail address (to receive remittance advice)

 --------------------------------------------------------------------------------------------------------------

Your mobile phone number (to receive SMS Messaging)

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**WHAT IS THE DEADLINE FOR APPROVED TIMESHEETS TO ENSURE I GET PAID?** The timesheet and purchase invoice must reach the accounts department by Monday midday to avoid the payment falling back 7 days.

This will be a more direct and environmentally friendly with the reduction of paper and postage and will benefit all of us.  Thank you for your co-operation and help in transition to a great future with ETZ Recruitment Limited

Sample Client Communication – ETZ Sign

Dear Customer,

We are about to launch our exciting new online timesheet system in conjunction with our partner [Etz Timesheet Solutions](http://www.etztimesheetsolutions.com/), the leading timesheet provider to the recruitment industry.

Our candidates will be able to log their timesheets through our web site and will also have the option to request authorisation from their managers.

This will make the process of timesheet authorisation for our customers much simpler and ensure that our candidates are paid on time in addition to more accurate invoicing in line with agreed terms. All around this represents a major shift in customer service for both our customers and candidates.

The process is very simple whilst ensuring security of timesheet authorisation. Our candidates will log their hours on the system and then request authorisation from their manager. The manager receives an email with an encrypted link which will take them straight to the timesheet for authorisation. The manager can then approve or reject the timesheet online. Once approved, the manager receives by return email an approved signed timesheet for their records. All of this is done without the need to produce a single sheet of paper!

We are committed to investing in new technology where appropriate to reduce carbon emissions and deliver better customer service.

Xx will be in contact with you over the next xx days to set up your details on the system.

Regards,

Dear Client,

**A Recruitment** is pleased to announce that with effect from [insert date], we are launching a revolutionary new online timesheet system in conjunction with our partner [**Etz Timesheet Solutions**](http://www.etztimesheetsolutions.com/), the leading timesheet provider to the recruitment industry.

Our contractors will now be able to log their timesheets through our website and you will be able to authorise them quickly and effortlessly online.

This will make the process of timesheet authorisation much simpler, but more importantly, will ensure more accurate invoicing in line with agreed terms.

The timesheet system is very simple and secure. To summarise, our contractors will log their hours onto the system and then request authorisation from you. You will then have two options to choose from:

**ETZ SIGN:** This is the best option if you only have one or two timesheets to approve. When your contractor has completed their timesheet you will receive an encrypted link via an email, to the timesheet for you to approve. You can easily click to approve or reject a timesheet without the need for a username or password, and it’s still 100% secure. Once approved, you will receive, by return email, an approved signed timesheet for your records.

**ONLINE APPROVAL** This will require you to log into the online system, where you can easily approve or reject timesheets. This is the quickest option if you have several timesheets to approve.

All of the above is done without using a single sheet of paper!

If however, you wish to carry on with the manual route of approval, we have a new feature on this.

**FAX BACK:** Timesheets can be also be printed, signed by off by you and faxed back to our NEW fax number [insert no] . Our new timesheets now have a unique barcode assigned to them, which allows easy processing, and no longer wastes time matching paper timesheets with the contractor’s records. The system simply scans the barcode and the timesheet instantly matches with the candidate’s record, keeping everything in one place.

Regards,

[Insert Name]

Finance Manager