

## Welcome to William Alexander Online Timesheets!

William Alexander operates an online timesheet in conjunction with our partner [Etz Timesheet Solutions](#), the leading timesheet provider to the recruitment industry.

This online 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 THE ONLINE 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 (if they are able to do so electronically) and an invoice generated on your behalf (if you have subscribed to self-billing). 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 online, and you can access them through your account at any time.

### ASSISTANCE AND SUPPORT:

Our accounts team will deal with all your timesheets and payroll queries. They have already created an online timesheet account for you and you will shortly be sent your login details. 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: [accounts@william-alexander.com](mailto:accounts@william-alexander.com)

Phone: 01273 355180

**FAQ's**

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

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

By following the link 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**

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 following fax number - 0845 2992071. Our 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 your timesheet to the portal.

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

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 [accounts@william-alexander.com](mailto:accounts@william-alexander.com) 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?**

The deadline for timesheet approval is the 5<sup>th</sup> of the month following (or the next working day if the 5<sup>th</sup> falls on a weekend or bank holiday). This will ensure you are paid on or before 14<sup>th</sup> of every month as detailed on the payment schedule.

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

Once you have received 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 accounts team at [accounts@william-alexander.com](mailto:accounts@william-alexander.com)

**WHAT IF I LOSE MY VALIDATION?**

Call our accounts team on [accounts@william-alexander.com](mailto:accounts@william-alexander.com) 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.

**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

<b>Open</b>	Ready to complete. No hours or days have been entered.
<b>Awaiting Authorisation</b>	The timesheet has been submitted to your manager to authorise but they have not yet authorised it.
<b>Waiting for Image</b>	You may get this status if you have submitted your timesheet to be faxed back in but we have not yet received it.
<b>Awaiting Approval</b>	Your timesheet has been authorised by your manager and is awaiting approval by William Alexander. If the timesheet was

authorised before the deadline, William Alexander will always approve it for payment by the 14<sup>th</sup>.

**Timesheet received**

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

**Cancelled**

The timesheet has been cancelled by William Alexander 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 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 WILLIAM ALEXANDER?**

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.

**ANY MORE QUESTIONS:**

If you have any further questions or need clarification, please contact our accounts team who will happily talk things through with you.

Email: [accounts@william-alexander.com](mailto:accounts@william-alexander.com)

Phone: 01273 355180