

CONTRACTOR FAQ'S GETTING STARTED

Congratulations on your assignment! Many leading organisations entrust the management of their workforce to Hays Talent Solutions, meaning our team will be on hand to help you get up and running.

PAPERWORK BEFORE YOU START

Before you start you will be provided with all the necessary client specific checks and guidelines. However, to ensure you are on the correct tax code all contractors are required to complete [this form](#) or P45 from your previous employer.

We will also require a National Insurance number. If you don't have a National Insurance number you should contact your local office of [the Department of Work and Pensions \(DWP\)](#).

If you've yet to receive the forms you need to complete or you're not sure who to send any of the above information to, please use the chat box on the [Contractor Support Frequently Asked Questions page](#) to contact us.

USING 3STORY SOFTWARE

If you've been told you'll be using [3Story Software \(3SS\)](#) to submit your timesheets you will receive a 3SS alert e-mail with a username and password to log in with.

Please note: Not all clients use this system- if you aren't sure what system you should be using please use the chat box on the [Contractor Support Frequently Asked Questions page](#) to contact us.

When you first log into the system, 3SS will ask you to read and accept the 3SS terms of use.

Change Password - Your security credentials have expired or we are missing security question/answer

Full Name: Roy Astin

Username: R.Astin

Passwords must match and must be at least 8 characters long - Same character cannot appear in sequence more than 3 times - Can't contain character sequences like 123, 321, abc or cba - Can't contain your user name or the word 'password'

Password* Confirm Password*

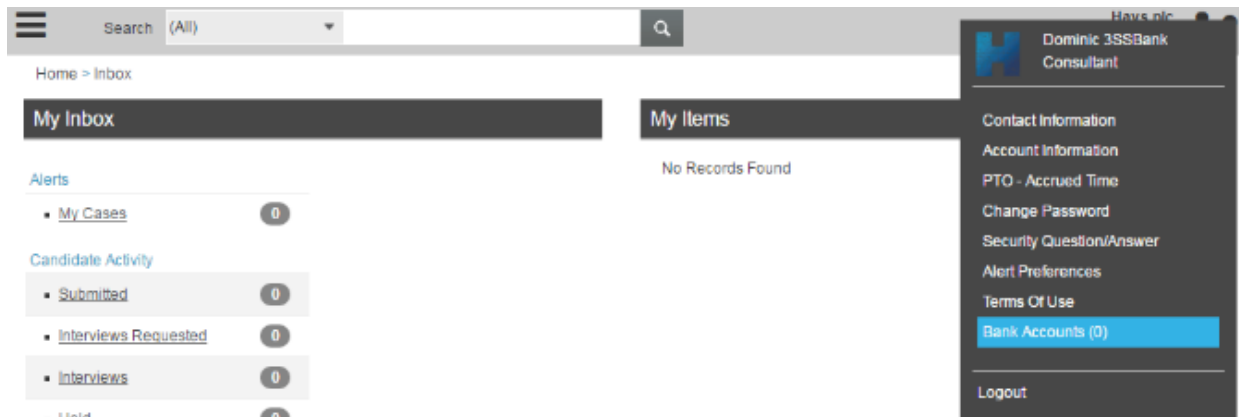
Security Question*

Security Answer* Confirm Answer*

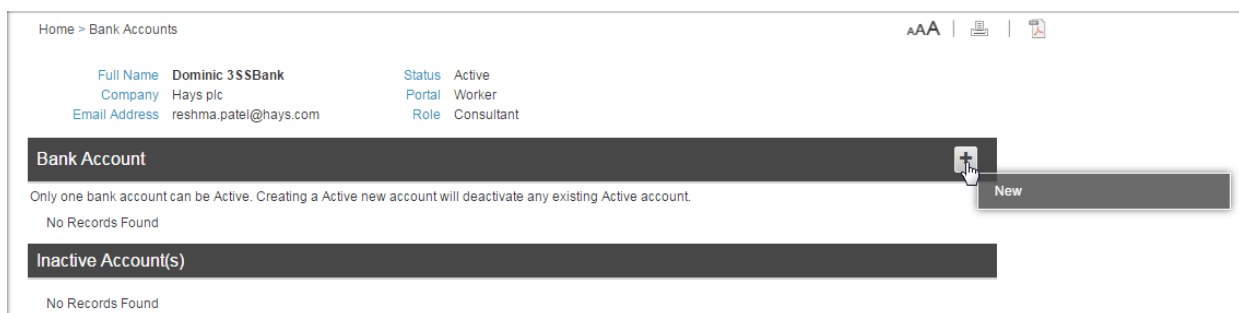
[Change](#)

Adding your bank details

You'll also need to add your bank details, by [logging onto your 3SS profile](#) then click on the icon on the right hand corner and select '[Bank Accounts](#)'.



Select the '[New +](#)' sign to add your bank account details.



Enter your Banks Name, the name on the account and Bank Account Number with Sort Code then click '[Validate](#)'.

☰
Search
(All)
🔍

Home > Bank Accounts > Account Details

Full Name	Dominic 3SSBank	Status	Active
Company	Hays plc	Portal	Worker
Email Address	reshma.patel@hays.com	Role	Consultant

Bank Account Details

Bank Name *

Bank Account # * Sort Code # *

Account Name * Status Pending

System Info

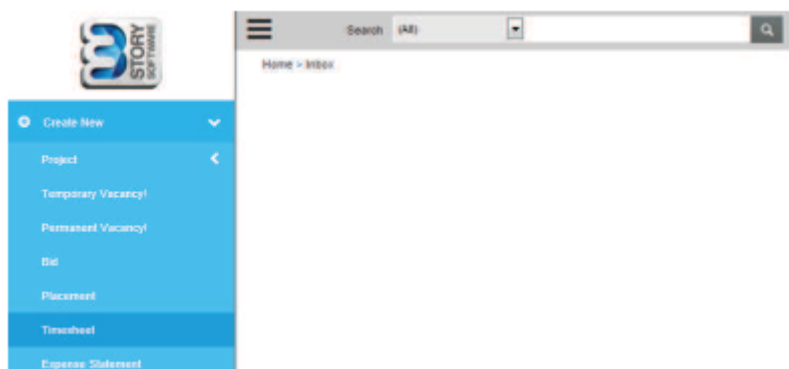
Created By 3SSBank, Dominic Date Created 04-Sep-17 2:26 PM

Cancel
Validate

The Bank Account status will now show as pending, if this does not change to Active please raise a case on 3SS so that we can investigate the delay. Once your bank details have been activated, to change the details please follow the Updating Bank Details notes, these can be changed on the same section in 3SS. Please note we are unable to validate payments to Building Society accounts at this time, contact your consultant who can talk you through an alternative option.

Creating a timesheet

To create a timesheet click on the arrow next to 'Create New' and from the drop down list displayed select 'Timesheet'.



If you have time to submit, select the placement by clicking on the hyperlink for that time period, then click 'Create' for the relevant week.

If you have not worked for a full week, simply click 'Did Not Work'.

Placement#		Status	Active
Client		Job Type	Temporary
Worker		Supplier Unit	
Job Title	Administrator - Level 2	Contract Type	PAYE
Start Date	Mon, 22-Feb-16	End Date	Thu, 16-Feb-17

Cost Schedule

Fri, 08-Apr-16	Create	Did Not Work
Fri, 15-Apr-16	Create	Did Not Work
Fri, 22-Apr-16	Create	Did Not Work
Fri, 29-Apr-16	Create	Did Not Work

Enter the 'Start Time', 'End Time' and 'Break Hours' for each day of the week (leaving any non-working days blank) and select 'Worked' from Pay Type dropdown menu.

Cost Item Overview

Cost Item#	Item Type	Timesheet	Status	Draft
Period Ending	Client		Approval Level On	
Office Location	Hiring Manager		Supplier Unit	Hays plc - HQ
Worker	Placement#		Start Date	Sun, 16-Aug-15
End Date	Wed, 10-Aug-16	Adjustment	Orig. Cost Nemit	
PO#	OT Strategy			

Summary
Details-Orig.
Bonuses
Timeline (1)
Invoices (0)

Start Date	Start Time	End Time	Break Hours	Hours	Pay Type	
Sat, 22-Aug-15	00:00	00:00	00:00		Worked	X
Sun, 23-Aug-15	00:00	00:00	00:00		Worked	X
Mon, 24-Aug-15	00:00	00:00	00:00		Worked	X
Tue, 25-Aug-15	00:00	00:00	00:00		Worked	X
Wed, 26-Aug-15	00:00	00:00	00:00		Worked	X
Thu, 27-Aug-15	00:00	00:00	00:00		Worked	X
Fri, 28-Aug-15	00:00	00:00	00:00		Worked	X
Total						

Save
Add Row

If you have worked overtime, add a new row to your timesheet by clicking 'Add Row', select the required overtime option from the Pay Type dropdown and enter overtime 'Start and End Times'.

Start Date	Start Time	End Time	Overtime Hours	Hours	Pay Type	
Mon, 24-Aug-15	00:00	00:00	00:00		Worked	X
Mon, 24-Aug-15					On Call 1	X
Total						

Save
Add Row

The timesheet status will show as 'Draft' until you click 'Submit' from the right-hand menu.

Once you have clicked 'Submit' the timesheet status will update to 'Pending Approval' and all of the timesheet approvers aligned to you will receive an email alert notifying them that review is required.

Once your timesheet is reviewed by your timesheet approvers, you will receive an email alert notifying you that the timesheet has either been approved or rejected.

Timesheet approvers cannot reject individual items from the timesheets. If one item on the timesheet is incorrect the approver will reject the full timesheet and you will have to resubmit for approval with the corrections applied.

Please Note: Only timesheets submitted and approved by 5pm each Monday will be guaranteed payment on the same week.

Support for 3SS

In the event of a query please contact your Hays consultant, your contractor care partner or use the chat box on the [Contractor Support Frequently Asked Questions page](#) to contact us.

If you have a technical query please contact the Hays Support Team by raising a case on the 3SS portal.

GETTING READY FOR YOUR FIRST DAY

On the first day of your assignment, please ensure that you;

- Are aware of where you are going and who you will be reporting to.
- Arrive in plenty of time - if you are running late, please contact the Hays Recruitment team.
- Bring all equipment and/ or clothing required for your role.
- Bring any original certificates and/ or qualifications required for your role.
- Bring your insurance certificates with you, if you are a Limited company worker.
- Have signed and returned your Terms of Assignment and Assignment Confirmation Letter (if you are working through Hays).
- If you are ill during your assignment, it is essential that you contact your consultant or the Hays Recruitment Team before you are due to arrive at work.

If you are not sure on any of the above, have any other questions, or aren't sure who you need to speak to please use the chat box on the [Contractor Support Frequently Asked Questions page](#).