

## Contractor Frequently Asked Questions

As one of our valued Contractors, we are always looking for ways we can improve our service and provide you with a better experience. To help us on this quest our parent company [Gattaca](#) has invested in improving the contractor journey. One of the key ways we are doing this is by implementing new technology to make working through us as simple as possible, from onboarding to the way you submit your timesheets and receive your payment documentation.

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## The changes

### What are the changes and the benefits?

Details of some of the changes and the associated benefits are:

- **Onboarding:** online onboarding through a portal, making the onboarding process paperless. You will be able to electronically submit documents and fill in forms online, receiving electronic alerts throughout the process which will keep you updated on your progress
- **Online timesheets:** with InTime you will be able to enter your hours anytime and anywhere from any connected device. Your Manager will then authorise your hours via their own portal, significantly speeding up your approval process
- **Expenses:** If you currently submit paper expenses, you can now do this online and you will be sent an email to let you know when your expense has been approved
- **Increase payment documentation and visibility:** we have dramatically improved visibility of all stages of the payment process in real time so you can always see where your pay is independently without having to contact us. We are also able to provide additional payment documentation across different contractor types. **Please review the information relevant to your contract and billing type:**

### Limited, Deemed and CIS Contractors

If you are a **self-billing limited contractor**, one of the key benefits to the new portal is a feature that allows you to verify your limited company self-bill invoice before we

process payment. With this improved visibility, you now have the chance to check that we have the correct hours for you. Once this payment has been processed, we will send you a text message and email to let you know when your remittance is available to view.

If you are a **non-self-billing limited contractor**, you will now receive an advice note confirming the amount we are processing prompting you to upload your purchase invoice. Once your purchase invoice has been uploaded, payment will be processed and you will be notified by email and text message when your remittance advice is available to view online.

If you are a **Deemed contractor**, you will receive a payslip on your online portal.

If you are a **CIS contractor**, you will receive a CIS statement on your online portal

### **PAYE Contractors**

If you are a PAYE contractor, how you submit holiday is changing. It's never been easier to submit your holiday requests as you'll be able to do this via your InTime portal. If you have sent us a holiday form already for dates after 25th April we will be contacting you once you have received your login details to ask you to process it on the portal.

You will also be able to view your payslips online via your portal and will receive a text message and email that will prompt you to login to the portal to view payment information.

### **Umbrella Contractors**

You will no longer receive a remittance informing you of a payment made to your umbrella company. You will instead, receive an email notification informing you a timesheet has been processed to your umbrella provider.

The method in which your umbrella company currently pays you will not change; you should continue to follow the processes set out by them.

### **Expense users**

If you are someone who has approved expenses and you don't currently use a portal to submit them, you can also make the most of the new 'expenses' feature, which lets you simply and quickly manage your expenses online from any connected device anytime, anywhere.

## **Portal Questions**

### **How do I access the new portal?**

We have invested in ensuring the contractor journey is as easy and seamless as possible for you, so we have fully integrated your new portal into your existing web account on our website. You will simply login to this to view your payment documentation.

As we are committed to ensuring that your personal details and payment information is kept secure. Because of this, you will be asked to reset your website password the first time you login to your website account.

### **Will I need new / different login details?**

No.

We have invested in ensuring the contractor journey is as easy and seamless as possible for you, so we have fully integrated your new portal into your existing web account on our Matchtech.com/ Barclaymeade.com/ Networkerstechnology.com/ Alderwoodrecruitment.com. You will simply login to this to view your payment documentation.

We are committed to ensuring that your personal details and payment information is kept secure. We have invested in linking the new systems to your current website account so that the journey is as seamless and integrated as possible. As a result you should have received an email asking you to change your password the first time you login to the website, to ensure you are still using the email address that we have on record for you.

If you didn't receive this you can go to the website, click sign in/ register on the top right of the screen and then click forgotten password to reset your password that way.

### **I tried to login to the site but my password doesn't work?**

As above, we are asking everyone to reset their password to the website the first time they login after the 3rd May.

### **I have logged into my website account but I can't access payslips/ timesheets it says I don't have a suitable placement?**

Please contact us immediately and we get this resolved for you. If you send an email with your name and email address to [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com) we will come back to you as soon as possible.

### **Why can't I input my hours on my portal?**

Did you previously submit your timesheets online?

**No** – You will only be able to complete timesheets online if you were already using our old online timesheet system. If you would like to move to online timesheets please speak to your consultant.

If you previously submitted a paper timesheet please now send these to [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com).

**Yes-** Please contact us immediately and we get this resolved for you. If you send an email with your name and email address to [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com) we will come back to you as soon as possible.

### **How does the portal work?**

We have full user guides to support you through any action you may need to take on the portal, please access to these guides on our website.

### **Will I need new software or processes?**

The system is a cloud-based solution which can be accessed via any web-browser without the need to download any additional software.

### **How secure is the system?**

The system has been Developed by a leading provider of audit, tax and consulting services, RSM, and as such meets vigorous security measures and strict compliance levels. We are very confident that the web-based system is entirely secure.

### **Will you be providing assistance and support if I need it?**

We have produced step by step guides and videos to support you if needed when you first start using the system, these are available on our website.

If you do have any further queries we have set up a dedicated helpdesk who will be happy to help answer any of your questions on **01489 882600**.

## **Payment Documentation**

### **How do I view my payment documentation?**

They can access payment documentation via the portal within their website account. They will be sent an email prompting them to login when their payment documentation is ready.

Refer workers to the user guides on the website or send them a copy on email.

### **Can I access my old payslips?**

We are migrating over all your payment documentation for the last tax year plus the 4 weeks of the new tax year. This will happen in the weeks following go-live, we will communicate with you once these are available in your portal.

### **I need a payslip from the last tax year and can't wait what do I do?**

If you require some old payment documentation please contact [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com), please note there is a 7 to 10 working day turn around on all reprints of payroll documents.

### **Why am I still getting emailed my payslip?**

Something to note is that some Contractors may receive a payslip on email and one on the portal for a short period of time. This is relevant if you have recently swapped tax type due to IR35, for example as some payments will be processed via the old system for a 3 week period only.

### **Will all my old payment documentation be on the system?**

Not to begin with, the portal will start to collate your payment documentation from the 3<sup>rd</sup> May. However as we know you need historical payment documentation at certain points of the year we are going to be migrating payment documents from the last tax year up to an including the Go-Live date We will communicate with you once these are available in your portal.

### **CIS Workers- What document do I use to know how much I have been paid?**

CIS workers receive a Remittance and a CIS Statement.

CIS workers need to view their CIS Statement for payment information

### **The self-bill invoice does not have a payment date?**

The Self-bill invoice will not have a payment date, as this is a notification informing you of what we have added to the system

Once the amount on the self-bill has been processed, a remittance will be available to be viewed on the portal, which will include the final amount and payment date

### **My self-bill does not include VAT**

The Self bill is a VAT invoice so will include VAT if you are a limited company that is VAT registered.

If VAT is not included on a self bill and you believe it should be, or equally if it includes VAT and you are not VAT registered please email [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com) with a copy of your VAT certificate.

### **My advice note does not include VAT (Non self-bill Workers)**

If you are non self-bill worker your advice note will not include VAT as an advice note is not a VAT invoice.

If you have further questions please contact [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com)

### **I do not want to view my payment documentation online I want them to be printed and posted to me OR I want you to email me them.**

Unfortunately we are unable to facilitate printing and posting of payment documentation or emailing directly.

Your payment documents are available to be viewed and downloaded online where you can print them for your records.

## Online Timesheet Users

### Is the new online timesheets system going to be easier to use?

Yes. The new system is very easy and intuitive to use and utilises multiple methods of timesheet and expense capture and approval as listed above.

### What are the implications to me? Is it going to take up more of my time?

Inevitably, with any new system or technology, there will be a short period of time getting used to the new features, but once we have taken you through how everything is going to work, the new system and process will be much quicker and easier to use. We are producing detailed support guides, videos and will be on hand to support you should you need any assistance.

### What about the transition period and handover? Am I going to be paid on time?

Yes, this is always our number one priority. You will not be affected in any way during the transition period. We are producing detailed support guides, videos and will be on hand to support you should you need any assistance.

### How do I submit expenses now?

If you currently submit paper expenses, you will now do this online through your contractor portal from any connected device, which saves you time whilst saving the environment. If you already submit expenses then please email [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com) and we will enable the expenses feature on the portal.

### I have made a mistake on my timesheet what do I do?

Please contact your consultant to let them know and they will guide your options, which are as follows.

If you have already submitted your timesheet but it is before the deadline you can resubmit.

If you are a paper timesheet user then you can simply complete a new paper timesheet for the same week but call your consultant to make sure the correct one is processed before the deadline

If you are an online timesheet user and you sent a timesheet but it has not yet been approved then please speak to your consultant who will support you with the changes.

If you have already been paid for an approved timesheet which is subsequently found to be incorrect please contact payroll on [agencypay@gattacaplc.com](mailto:agencypay@gattacaplc.com).

## Holiday Pay

### Change to how we calculate holiday pay

The way in which your holiday is calculated and how you submit your holiday claims is changing.

Your holiday will be accrued in hours rather than days and holiday pay will be paid based on a 52-week average.

We are converting your holiday days accrued into holiday hours accrued and transferring this figure to our new system. We have calculated this by using your current accrued holiday £'s and dividing it by your current basic rate to give you an hours accrual. (If you are on a day rate, the system calculates this as an 8 hour day.) We will be using the final holiday £ figure documented on your payslip for Pay Week 4.

### Transfer of holiday examples

#### Hour rate example

Mr Ex Ample is on £15 per hour and currently has 4.212 holiday days and £473.86 holiday pay outstanding.

Employee Code	Name	Holiday Days			Holiday Pay		
		Accrued	Taken	Remain	Accrued	Taken	Remain
E00001	Ample Ex	4.212	0.000	4.212	473.86	0.00	473.86

We will convert the holiday days to hours:  $473.86 \div 15 = 31.59$  hours holiday and this is transferred to the new system. Mr Ex Ample now has 31.59 hours holiday to claim and it would be paid out at £15 per hour:

HOLIDAY SCHEME	DETAILS (BH-17126 - AMPLE)
<b>Holiday Scheme</b> <input type="text" value="Hourly"/>	<b>Holiday Accrued hours</b> <input type="text" value="0.0000"/>
<b>Effective Date</b> <input type="text" value="04/10/2020"/>	<b>Average Rate</b> <input type="text" value="15.00"/>
<b>Carried Forward hours</b> <input type="text" value="31.5900"/>	<b>Hours Accrued Per Hour</b> <input type="text" value="0.1207"/>

This holiday pay rate will fluctuate depending on the 52 week average which is updated every week a timesheet is processed.

### Day rate example

Mr A Sample is on £74.46 per day and currently has 4.824 holiday days and £269.64 holiday pay outstanding. We convert £74.46 per day to £9.31 per hour ( $74.46 \div 8 = 9.31$ )

Employee Code	Name	Holiday Days			Holiday Pay		
		Accrued	Taken	Remain	Accrued	Taken	Remain
E159818	Sample A	4.824	0.000	4.824	269.64	0.00	269.64

We will convert the holiday days to hours:  $269.64 \div 9.31 = 28.96$  hours holiday and this is transferred to the new system. Mr A Sample now has 28.96 hours holiday to claim and it would be paid out at £9.31 per hour:

HOLIDAY SCHEME	DETAILS (BH-17125 - SAMPLE)
<b>Holiday Scheme</b> <input type="text" value="Hourly"/>	<b>Holiday Accrued hours</b> <input type="text" value="0.0000"/>
<b>Effective Date</b> <input type="text" value="01/05/2020"/>	<b>Average Rate</b> <input type="text" value="9.31"/>
<b>Carried Forward hours</b> <input type="text" value="28.9900"/>	<b>Hours Accrued Per Hour</b> <input type="text" value="0.1207"/>

This holiday pay rate will fluctuate depending on the 52 week average which is updated every week a timesheet is processed.

## Holiday Frequently Asked Questions

Your entitlement to holiday pay is set out by the Agency Workers Regulations, which states that PAYE contractors are entitled to the same number of paid holiday days as a permanent staff member, after twelve weeks continuous service.

In line with HMRC guidance, Gattaca operates a 52-week average holiday pay system for all PAYE workers.

All holiday is paid and accrued in hours based on hours worked.

Holiday is only accrued on hours (not on holiday or expenses), unless otherwise stated in your contract.

Gattaca is legally required to ensure all candidates take their statutory holiday entitlement during the holiday year (January to December). We encourage all candidates to take their full holiday entitlement, as any holiday not taken by the end of December will be lost. No accrued holiday hours can be carried forward to the following holiday year.

### **How do I claim holiday?**

If you wish to take holiday, you will need to inform your line manager of the days you will be on leave. Once your manager has confirmed you can take the leave, you will need to inform us by completing a holiday claim via your online portal. You are unable to claim for holiday that you have not accrued; holiday can only be claimed and paid if there are sufficient holiday hours accrued.

For more information on completing your holiday claims online, please view the Holiday Claim Process Guide.

### **How is my holiday calculated?**

Gattaca calculates the total amount of hours you have worked and been paid for during the last 52 weeks, before your holiday claim, and divides the total hours worked by the total gross pay for the 52 week period. This gives the amount for one-hour holiday. This figure is then multiplied by your holiday hours claimed to give the Gross holiday pay.

Holiday pay is treated just like your normal pay, and is subject to tax, National Insurance, pension contributions and student loan deductions (if applicable)

If you have been contracted to work for less than 52 weeks, or claim holiday before you have worked the full 52 weeks, we will use the average pay rate for the full weeks worked up to the point of the holiday claim.

### **Where do I find my holiday figures?**

Your holiday accrual is documented on your weekly payslip, which can be found on your portal.

