

Client Frequently Asked Questions

As a market leader in the recruitment sector, the Gattaca Group of companies (incorporating the brands of Matchtech, Networkers, Barclay Meade, Alderwood and RSL) is committed to continuous improvement and the adoption of best practices, processes and systems. This document seeks to explain the recent changes we are making to our systems and answer any questions you may have.

The changes

What are the changes and the benefits?

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 your journey with us. One of the ways we are doing this is by switching from your current online timesheets platform to provide you with a new portal, InTime; a market-leading system.

- **Improved ways of working:** our aim is to make working with us as effortless as possible
- **Online authorisation:** you can now view and approve timesheets and expenses online in one place anytime, anywhere and on any device including your phone
- **Email authorisation:** you can approve timesheets directly from email. We will send you a copy of your contractors timesheets which you can view and approve or reject directly from email
- **Expenses:** If you currently manage paper expenses, you can now do this online and you will be sent an email to let you know when an expense has been submitted for your approval
- **Improved contractor journey:** we are also improving the contractor journey by giving them access to a new improved portal where they can submit their hours online via any device but also view and download all their payment documents in one place. We are also introducing an onboarding portal, making the onboarding process paperless. Contractors will be able to electronically submit documents and fill in forms online, receiving electronic alerts throughout the process which will keep them updated on their progress
- **More eco-friendly:** we are passionate about reducing both our own and our clients' carbon footprint. By managing these processes entirely online, we will significantly reduce the amount of paper used
- **Continuous service improvements:** we are working on some further ways to improve working with us and will keep you informed on these as they progress

Portal Questions

I currently use online timesheets will I need new login details?

Yes.

If you are a current online timesheet user, we will contact you with login details for InTime when we go live. We are committed to ensuring that your personal details and payment information is kept secure. As a result you will receive one email with your username, closely followed by another one with a temporary password, which you will be prompted to change the first time you log in.

Is it 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.

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

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.

Is it going to cost me anything?

No. In fact, you will benefit from faster processes and spending less time in managing your contractors.

What about the transition period and handover? Will the contractors 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 will be providing all our contractors with detailed support guides, videos and will be on hand to support them with the change.

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 are committed to fully supporting you through the change and will be issuing supporting FAQs and guides should you need them but please rest assured the system is very easy to use and intuitive which is one of the reasons why we chose InTime.

If you do have any issues at all please contact your consultant who will ensure you receive the help you need.

What if I can't access the system? The system is down?

In the very unlikely event that RSM is down we will resort to a manual timesheet process, please speak to your consultant in this instance who will support you.

What if I can't remember my password to InTime?

If you can't remember your password, please [click here](#) and enter your email address. If you are still having issues please contact agencypay@gattacapl.com.

How will I approve expenses now?

If you currently have contractors who submit expenses, they will now do this online through InTime. You will be sent an email to let you know that you have some expenses to approve. You will be able to click through to your portal online, login and view the claim either selecting approve or reject. Alternatively you can view and approve or reject directly from email without having to login to the portal.

How will you process my contractor's holiday?

PAYE contractors will now manage their holiday online via their contractor portal. We ask contractors to manage holiday requests with their Line Manager and once their leave request is confirmed, they will complete a holiday claim online via the portal.

Holiday can only be claimed and paid if there are sufficient holiday hours accrued. Contractors can view their holiday accrual on their weekly payslip, which can be found on their portal.

If I am not a current online timesheet user but would like an account now, how do I get a client portal?

If you would like to approve timesheets and expenses online please contact your consultant who can set you and your contractors up with online accounts very quickly and easily.

Will there be any changes to the invoice process?

No, the invoice process will stay the same however there are some changes to the format of our invoices in future. Please see an example of what our new invoices will look like below, the main difference is cosmetic with a different look along with new invoice numbering. For a certain period, while we transition, you may receive some invoices from the old system sent at the same time but this will be dependent on your invoicing method/frequency.

Accounts Department
t
r
e

MATCHTECH

1450 Parkway, Solent Business Park,
Whiteley, Fareham, Hampshire, PO15 7AF

Example Limited
1 Example Street
Moscox
PO15

Invoice

PO Number	Invoice Date	Invoice Number
	15/04/2021	Draft

Sheet No	Date	PO#	Worker	Units	Rate Name	Rate Value	Net
2213	25/10/20		Mrs Ex Ample	65.00	Mileage	0.45	29.25
2213	25/10/20		Mrs Ex Ample	1.00	VAT Expense	18.50	18.50
2213	25/10/20		Mrs Ex Ample	1.00	Non-Vat Expense	100.00	100.00
114905	25/10/20		Mrs Ex Ample	7.50	All Hours Worked	1.50	11.25
114905	25/10/20		Mrs Ex Ample	2.25	Overtime	3.00	6.75
Net							165.75
Vat							33.15
Gross GBP							198.90

Terms: 14 Days From Invoice Date

Amount is due by 29/04/2021

Name	Code	Rate	Net	VAT	Gross
Standard	V101	20.00%	165.75	33.15	198.90
Total			165.75	33.15	198.90

Acc. No:
Sort Code:
Swift:

IBAN:

Matchtech Group (UK) Ltd
Registered office 1450 Parkway, Solent Business Park, Whiteley, Fareham, Hampshire, PO15 7AF
VAT Registration Number: 991257100, Company Number: 04428336

Will I need to change by bank details?

No, all of our bank details are staying the same.