

CONTRACTOR FAQ'S SUBMITTING A TIMESHEET

To ensure you get paid correctly you'll need to submit a timesheet. This guide is designed for those using 3Story Software. 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.

GETTING STARTED WITH 3STORY SOFTWARE

You should have received your [3Story Software \(3SS\)](#) alert e-mail with a username and password to log in with.

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
User Name: Rastin

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 *

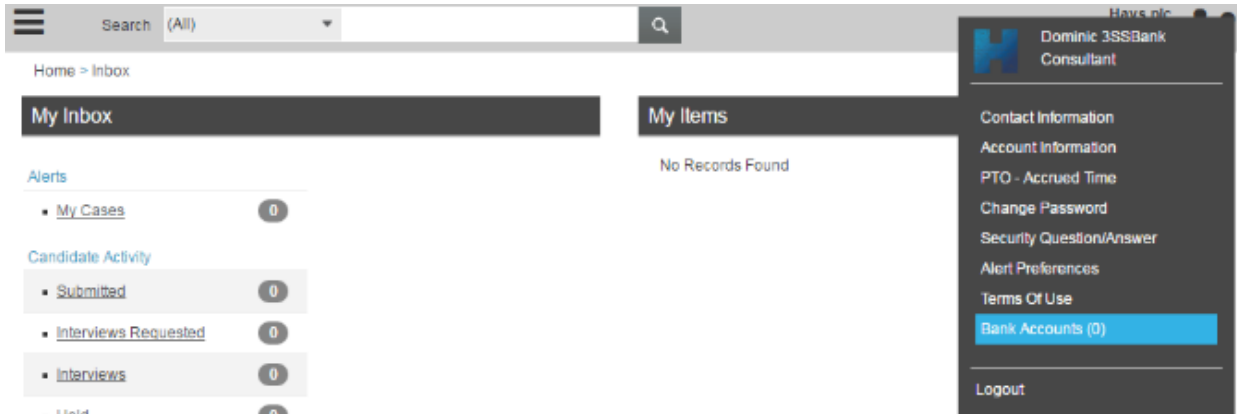
Security Question *

Security Answer * Confirm Answer *

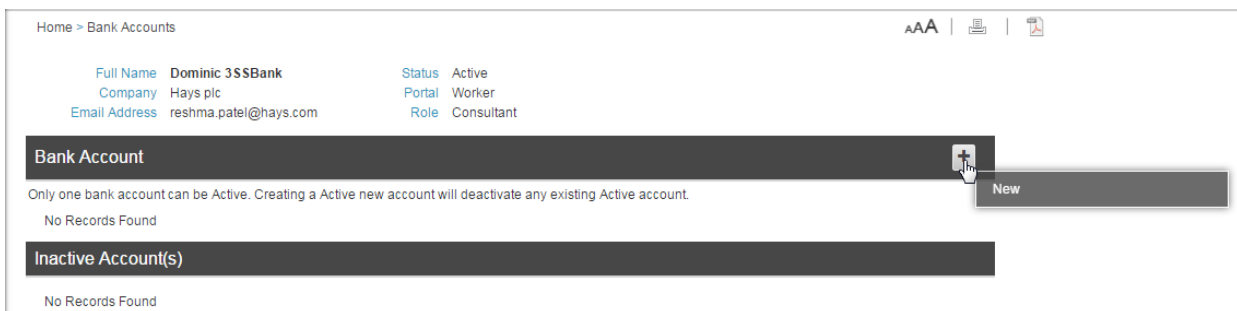
[Change](#)

Adding your bank details

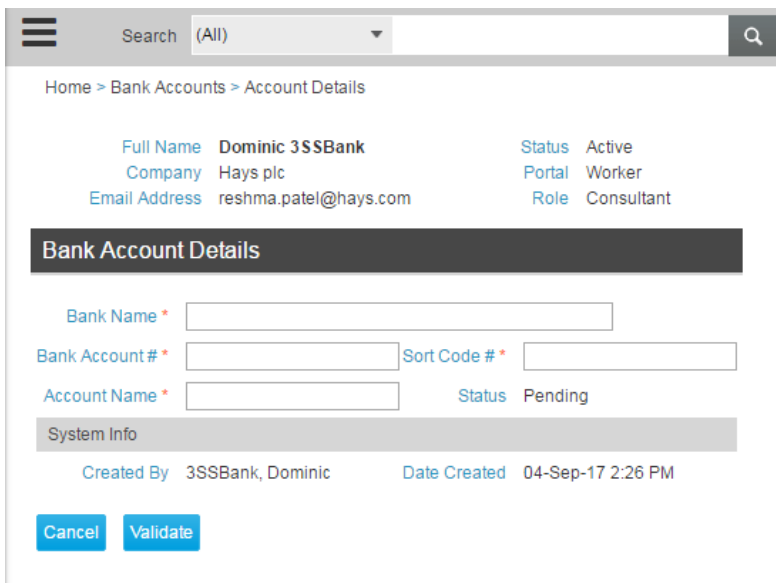
If you haven't already you'll need to add your bank details, by [logging onto your 3SS profile](#) then click on the icon on the right hand corner and select 'Bank Accounts'.



Select the 'New +' sign to add your bank account details.



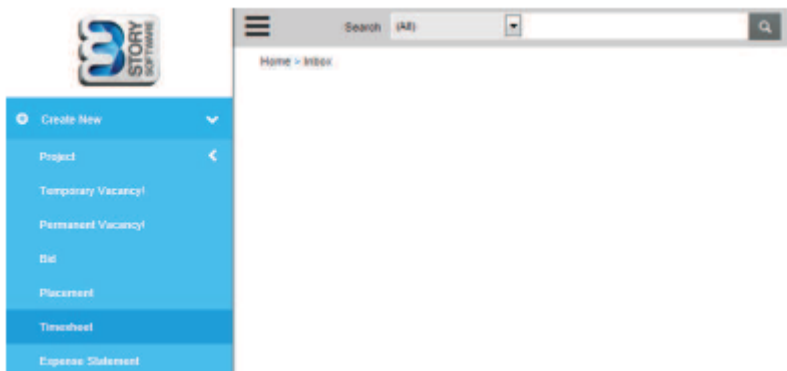
Enter your Banks Name, the name on the account and Bank Account Number with Sort Code then click 'Validate'.



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	
Fr, 08-Apr-16	Create Did Not Work
Fr, 15-Apr-16	Create Did Not Work
Fr, 22-Apr-16	Create Did Not Work
Fr, 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 Num#	
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		Worked
Sun, 23-Aug-15	:00	:00	:00		Worked
Mon, 24-Aug-15	:00	:00	:00		Worked
Tue, 25-Aug-15	:00	:00	:00		Worked
Wed, 26-Aug-15	:00	:00	:00		Worked
Thu, 27-Aug-15	:00	:00	:00		Worked
Fri, 28-Aug-15	:00	:00	:00		Worked
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	Break Hours	Hours	Pay Type
Mon, 24-Aug-15	:00	:00	:00		Worked
Mon, 24-Aug-15					On Call 1
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.

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](#).