Workforce Logiq Global Support FAQs

WORKFORCE LOGIQ

Our Support Team is ready to assist you with any questions – you may be able to resolve your question more quickly by referring to the commonly asked questions in this document. Please click on the item of interest in the below Table of Contents for answers.

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Resource FAQs

How to attach files to timesheets

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Click on the **Timesheet ID**
3. Click **Edit** in top hand corner and scroll to Attachments section
4. Click on **Green magnifier** button and select your document
5. If applicable, add a description
6. Click on **Green Paperclip** button
7. Click **Update** to attach document

You can attach maximum 10 files. Maximum individual file size allowed for upload is 2.5 MB.
Valid file types: .doc, .pdf, .tif, .jpg, .docx, .xls, .xlsx, .jpeg.

How to attach receipts to an expense report

Go to **Expenses** in the menu

1. Click **Expense Report**
2. Choose filters or clear data and click **Run Search**
3. Or click directly on **Expense Report ID**
4. Click **Edit**
5. Scroll to Notes & Attachments section to attach valid receipt(s)
6. Click on **Green magnifier** button and select your document
7. If applicable, add a description
8. Click on **Green Paperclip** button
9. Click **Save As Draft** or **Submit For Payment**

You can attach maximum 10 files. Maximum individual file size allowed for upload is 2.5 MB.
Valid file types: .doc, .pdf, .tif, .jpg, .docx, .xls, .xlsx, .jpeg.

Valid receipts must always be attached with clear date and amount (except for mileage and Per Diem).
A credit card receipt is NOT accepted as a valid receipt.

How to check timesheet status

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Modify/add search filters to narrow your search and click **Run Search**
3. Check timesheet status in column **Status** in your timesheet overview

Explanation of timesheet statuses

InProgress (Saved): Timesheet is in draft and can be edited.
Waiting for Manager Approval: Timesheet is submitted for payment and now awaiting customer manager approval. Resource can still edit the timesheet.
Waiting for MSP Processing: Timesheet is pending final approval by Workforce Logiq. Resource cannot edit the timesheet but will have to request Workforce Logiq to re-open timesheet for editing.
Approved: Timesheet is approved and invoice has been created.

How to create expense report

Go to **Expenses** in the menu

1. Click **Add Expense Report**
2. Fill in **Expense Report Description**
3. Enter the required data for each expense amount and click **Add Line Item**
4. Scroll to Notes & Attachments section to attach valid receipt(s)
5. Click on **Green magnifier** button and select your document
6. If applicable, add a description
7. Click on **Green Paperclip** button
8. Accept the Disclaimer
9. Click **Save As Draft** or **Submit For Payment**

You can attach maximum 10 files. Maximum individual file size allowed for upload is 2.5 MB.
Valid file types: .doc, .pdf, .tif, .jpg, .docx, .xls, .xlsx, .jpeg.

How to create timesheets

Go to **Timesheets** in the menu

1. Click **Add Timesheets**
2. Choose the **Timesheet Ending Date** from drop down menu
3. Enter hours
4. Click **Save As Draft** or **Submit For Payment**

How to edit a timesheet

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Click **Timesheet ID**
3. Click **Edit**
4. Edit the timesheet
5. Click **Save As Draft** or **Submit For Payment**

Note you can only edit a timesheet with status **InProgress (Saved)** or **Waiting for Manager Approval.**

If your timesheet is in status **Waiting for MSP Processing**, you must immediately contact our Workforce Logiq Service Support to get your timesheet re-opened.

If your timesheet is already in **Approved** status, it means an invoice has already been created and an invoice adjustment is therefore needed. Please email your Workforce Logiq contact person or program team with specific details of what needs to be adjusted.

How to edit an expense report

Go to **Expenses** in the menu

1. Click **Expense Report**
2. Choose filters or clear data and click **Run Search**
3. Or click directly on **Expense Report ID**
4. Click **Edit**
5. Edit the expense report
6. Scroll to Notes & Attachments section to attach valid receipt(s)
7. Click on **Green magnifier** button and select your document
8. If applicable, add a description
9. Click on **Green Paperclip** button
10. Click **Save As Draft** or **Submit For Payment**

Note that you can only edit an expense report with status **Saved, Waiting for Manager Approval** or **Declined.**

If your expense report is in status **Waiting for Receipt Confirmation** or **Waiting For MSP Approval**, you must immediately contact our Workforce Logiq Service Support to get your expense report re-opened.

If your expense report is already in **Approved** status, it means an invoice has already been created and an invoice adjustment is therefore needed. Please email your Workforce Logiq contact person or program team with specific details of what needs to be adjusted.

How to find an existing timesheet

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Modify/add search filters to narrow your search and click **Run Search**
3. Click on the **Timesheet ID** to see more details

How to submit a timesheet

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Click **Timesheet ID**
3. Click **Edit**
4. Enter hours
5. Click **Submit For Payment**

Resource - Supplier FAQs

Explanation of timesheet correction

If your timesheet needs correction and it is already in **Approved** status, it means an invoice has already been created and an invoice adjustment is therefore needed. Please email your Workforce Logiq contact person or program team with specific details of what needs to be adjusted and we will handle the correction.

Explanation of timesheet status

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Approved: Timesheet is approved and invoice created.

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Go to **Timesheets** in the menu

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How to edit a timesheet

Go to **Timesheets** in the menu

1. Click **Timesheets**
2. Click **Timesheet ID**
3. Click **Edit**

4. Edit the timesheet
5. Click **Save As Draft** or **Submit For Payment**

Note you can only edit a timesheet in statuses **InProgress (Saved)** or **Waiting for Manager Approval.**

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Rules for re-claimable VAT

Expense amount to submit depends on which country your supplier company/consultant agency is VAT registered in (NOTE it is the supplier company/consultant agency that holds the direct contract with Workforce Logiq). You can refer to the different examples below to determine whether you must submit your expense amount with or without re-claimable VAT.

a) Expense receipt from: Country A
Supplier/Agency: Country A

Expense receipt is from same country as the supplier/agency company is registered for VAT, therefore VAT amount specified on your expense receipt must be deducted, and you must submit the **NET AMOUNT** of the expense receipt.

b) Expense receipt from: Country B
Supplier/Agency: Country A

Expense receipt is from another country than the supplier/agency company is registered for VAT, therefore any VAT amount specified on your expense receipt should not be deducted, and you must submit the **TOTAL AMOUNT** of the expense receipt.

Note for some end-clients rules for re-claimable VAT can differ from above.
If you are a payroll resource of Workforce Logiq above rules are not applicable.

Supplier FAQs

How to activate/deactivate timesheet notifications

Go to **My Profile** in top-right corner

1. Select tab for **Manage Notifications**
2. Click to open the drop-down for **Timesheet**
3. Uncheck/check boxes for the different email notifications
4. Click **Update**

NB! This selection applies to the client currently selected in the drop-down menu at the top of the page. You must make the selection for each client separately.

How to attach receipts to expense report

1. If your company has multiple agreements, you must first select the correct agreement from the drop down list next to the Workforce Logiq logo
2. Go to **Expenses** and click **Expense Report**
3. Choose filters or clear data and click **Run Search**
4. Or click directly on **Expense Report ID**
5. Click **Edit**
6. Scroll to Notes & Attachments section to attach valid receipt(s)
7. Click on **Green magnifier** button and select your document
8. If applicable, add a description
9. Click on **Green Paperclip** button
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How to create an expense report

1. If your company has multiple agreements, you must first select the correct agreement from the drop down list next to the Workforce Logiq Logo
2. Go to **Expenses** and click **Add Expense Report**
3. Select **Resource** and **Project**
4. Fill in **Expense Report Description**
5. Enter the required data for each expense amount and click **Add Line Item**
6. Scroll to Notes & Attachments section to attach valid receipt(s)
7. Click on **Green magnifier** button and select your document
8. If applicable, add a description
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How to create timesheets

1. If your company has multiple agreements, you must first select the correct agreement from the drop down list next to the Workforce Logiq Logo
2. Go to **Timesheets** and click **Add Timesheets**
3. Select **Resource** and **Project**
4. Choose the **Timesheet Ending Date** from drop down menu
5. Enter hours
6. Click **Save As Draft** or **Submit For Payment**

How to edit a timesheet

1. If your company has multiple agreements, you must first select the correct agreement from the drop down list next to the Workforce Logiq Logo
2. Go to **Timesheets** and click **Timesheets**
3. Modify/add search filters to narrow your search and click **Run Search**

4. Click **Timesheet ID**
5. Click **Edit**
6. Edit the timesheet
7. Click **Save As Draft** or **Submit For Payment**

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How to find an existing timesheet

1. If your company has multiple agreements, you must first select the correct agreement from the drop down list next to the Workforce Logiq Logo
2. Go to **Timesheets** and click **Timesheets**

3. Modify/add search filters to narrow your search and click **Run Search**
4. Click on the **Timesheet ID** to see more details

How to submit existing candidate on a requisition

1. Log into the VMS portal.
2. Hover the mouse over **Requisitions** in the blue menu and then click on **Staff Aug Requisitions**.
3. This is the Requisition Main page. Click on the Requisition ID or the Requisition name.
   a. Alternatively, click the magnifying glass at the top of the page to **Quick Search** for Requisition ID number
4. Scroll down to the tab called **Submit Candidates.**
5. Find the right candidate in the list and click **Submit Candidate** under the column **Actions** I the right hand side.
6. Add a Supplier Manager and a Supplier responsible for signing the Work Order.
7. Add the Supplier Rate.
8. Check that all the right **Resume is ticked off** and that **all required attachments are uploaded and ticked off.**
9. Click **Submit**.

How to add Resume or attachments to an already existing Candidate:

1. Log into the Workforce Logiq VMS.
2. Hover the mouse over **Talent** – **Staff Augmentation** and then click **Candidates**.
3. Find the desired candidate under **Manage Candidates** and click candidate name.
4. You are now on the candidate profile. Click on the green **Edit Candidate** in top hand right corner.
5. Scroll down until you reach **Resume/CV** if you want to attach a resume or **Attachment Documents** if you want to attach other documents.
6. Click the magnifier glass to upload document. **Remember to click the paperclip symbol to attach the files.** If you do not click the paperclip symbol, the documents will not be attached to the profile even if you click save.
7. Click the green **Save** button in the bottom of the screen.

How to upload a new Supplier Certificate of Insurance (COI):

1. Log in to our Workforce Logiq portal
2. Choose **Documents** and **Documents** again from the blue menu on the left side.
3. Scroll down and you will find all your uploaded/available documents.
4. Look for the one saying **Supplier Certificate of Insurance**.

a. Note: If you can't find it you might find on the next page or you can simply select - for example "50" - records per page and you will be able to view all documents at the page you're currently on.

5. Click on the paper clip beside the document **Supplier Certificate of Insurance**.
6. You will now be able to upload an updated certificate of insurance which will automatically replace the old one.
7. Email Supplier Relations (wfqeuvalidations@workforcelogiq.com) to confirm that you have uploaded your certificate of insurance.

How to add a new Supplier Contact in the system

1. Log into Workforce Logiq VMS.
2. Click on your name in the top right hand corner and select **Company Profile**.
3. Click on the tab **Edit Company Profile**.
4. Scroll down to the **Service Areas** box and click on the tab **Contacts**.
5. Click on **Add New Contact** on the right hand side of your page.
6. Fill out new contacts information and click **Save**.
7. Click on the green plus sign and select **Assign Agreements**.
8. Select the agreement(s) the user should be assigned to as well as the roles they need access to (time/expenses, invoicing, requisitions).

How to update an existing Supplier Contact

1. Log into the Workforce Logiq VMS.
2. Go to your profile and click **Company Profile.**
3. Go to the tab **Edit Company Profile**.
4. Scroll down to **Contacts**.
5. Select **All Contacts**.
6. Find the contact you wish to edit.
7. To update contact information, click the green plus sign under **Actions** and select **Modify**
8. To edit agreement access, click the green plus sign under **Actions** and select **Assign Agreements**.
9. To update an already assigned agreement, click the green plus sign under **Actions** and choose **Modify**.
10. To assign a new agreement, select the client under **Division** and the correct agreement under **Agreement**.
11. Choose which rolls the contact will have: Requisitions, Timesheets, Invoices.
12. Click **Save**.