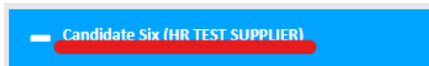




# Supplier Guide Agency Workers FAQs

## 🔗 How do I change/ add a new location under a user profile?

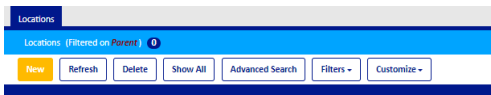
Whilst in the user's profile, click on the name header to open a new window:



Scroll down and use the 🔗 icon to select a new location:



To add an additional location, scroll down to the bottom of the page, and click 'New' under the 'Locations' section.



## 🔗 I have created a candidate user profile, however they are not appearing in the list when I try to submit them to an order.

Please ensure that your candidate's user profile is linked to the location your enrolment for that respective client is under.

## 🔗 Can I book myself onto a supplier training session?

Yes. We run these sessions twice a month. Click [here](#) to register for the next available session.

## 🔗 My company is enrolled for supply to multiple clients, however I cannot view all available orders. How can I rectify this?

Please ensure that your user profile is linked to the supplier location the enrolments are created under. You can create separate enrolments under different locations.

## 🔗 Can I submit timesheets on behalf of my workers?

Ideally timesheets should be submitted by your workers either through the portal or the timesheet app, however this can be completed by your agents where needed.





## 🔗 Is there a deadline for timesheet submission?

Timesheets must be submitted on the portal by lunchtime on Monday. Once submitted, the client managers have a deadline of 23:59 on Tuesday for approval. Approved timesheets will then be included in the invoicing run Wednesday/Thursday. These invoices will then be viewable from Friday through the portal under the 'Invoices' tab.

### **Can I contact a client directly to resolve a query?**

You must not contact any Matrix client directly- this is a breach of the agreement you have signed.

If you have any questions or issues that you need resolving, you can contact Team Matrix in one of the following ways:

-  Telephone: we are available 24 hours-a-day, seven days-a-week on 0900 504 01 01.
-  Live Support: operators are available Monday to Friday 07:30 – 18:45; Saturday and Sunday 09:30 – 16:30
-  Raise a Query: this function is available and will alert the relevant account managers to the query.
-  Email the client's customer success executive (please contact [supplier.engagement@teammatrix.com](mailto:supplier.engagement@teammatrix.com) for full list of contacts.)

 Email Supplier Engagement.

### **I have received a notification that my company's accreditation has expired and I do not receive any more orders. What do I do?**

Please follow the steps outlines in page 14 of the supplier guide to resubmit the accreditation for review. Once approved, you will start receiving client orders again.

### **Is there a tiering system in place?**

Yes. When you first enrol for supply to a client, you are automatically set to tier 1- this is the highest tier, and you will receive orders immediately after release.

Your tiering is then automatically assessed on a monthly basis, and will increase/decrease, in accordance with your performance on the system.

### **How do I check my tiering for a specific client?**

Select 'My company' under the 'Admin' tab, then select 'Job Categories'. Use the 'Advanced search' function to filter your results.

### **Do I have to accept/decline every single order that is released to me on the portal?**

Yes, leaving orders unactioned may affect your tiering negatively.

If you find that you receive too many orders under a category that is not relevant to your company, you may want to reassess if you can supply on this category and disable it accordingly.

### **I already have an enrolment for supply to a client, but I decided to start supplying on another category. Can I add it on?**

You must submit a separate enrolment if you wish to supply on an additional category. To do this, please follow the guidance outlined on page 12 of the supplier guide.

### **I entered an incorrect password too many times and now I'm unable to reset my password. What do I do?**

If you enter your password incorrectly too many times, your profile will be disabled. Please contact [supplier.engagement@teammatrix.com](mailto:supplier.engagement@teammatrix.com) to request reactivation of your profile.

### **There is a list of template documents I'm asked to submit with my candidate to an order. Where can I find these?**

All template documents required for compliance purposes are found on the platform under the 'Help'-'Training Resources' tab.

### **I think the supply bill is incorrect on one of my active placements. Who do I contact?**

Please use the contact list within the supplier guide, and email the relevant customer success team to raise your query.

### **I have changed my company address/ bank details. Do I have to notify you?**

Yes, please ensure that you notify [supplier.engagement@teammatrix.com](mailto:supplier.engagement@teammatrix.com) promptly of any changes to your company, so that they can ensure information is updated on the system and avoid any payment delays.