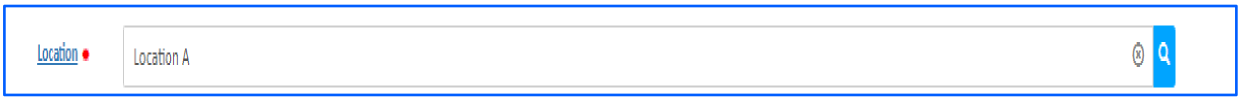
Matrix Supplier – FAQS

How do I change or add a new location under a user profile?

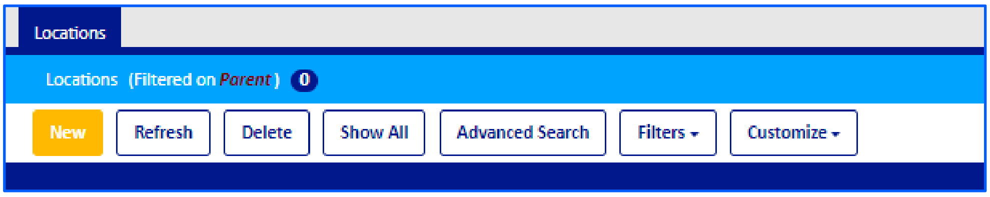
Go to Admin > Users > Select the user profile.

Click into the user's profile then click on the "name header" to open a new window:

Scroll down to view their location and use the magnifying glass icon to search for alternative locations, select the one that should be assigned and then save.



To add a secondary location, scroll down to the bottom of the page and click "New" under the locations section to view & add additional locations:



I've created a user profile for a candidate but they are not appearing in my candidate list when I go to submit to the order.

Please ensure that your candidate's use profile is linked to the location your enrolment for that respective client in under. To check this go to Admin > Users where you can view the location linked to the profile and check this matches the location stated on your enrolment.

My company is enrolled to multiple clients but I cannot view orders for certain clients.

If you have set up multiple locations under your client you'll need to ensure your profile has these locations added so that you can view all orders. Users with access to all locations can check this for you or this can be requested to the team at supplier.engagement@teammatrix.com

If your location matches and you are not receiving orders we would recommend to check your tiering to confirm when you should be receiving orders from these clients/categories.

I wish to enrol for a certain client but I cannot find them on the enrolment list.

We are in the process of migrating our clients over to our new Prism portal. Where clients are now on Prism they will not be available to enrol to on cr.net and you would need to set up an application via Prism to supply. For guidance on this process please refer to the Prism Supplier Application Guide.

If the client is on cr.net and is not available on the enrolment list, it may be that they have a closed supply chain. Please contact the supplier engagement team with the categories you wish to supply into and we will raise a request with the client team to confirm if your enrolment can be processed.

Can I submit timesheets on behalf of my workers?

Ideally timesheets should be submitted by your workers directly either through the portal or the app, however if required then these can be submitted by your agents.

What is the 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 clients directly to resolve a query?

No, direct contact is not permitted. If you have a query please contact Matrix to resolve. The team can be contacted by:

- Live chat function on the system
- Raising a query on cr.net
- Via email to the relevant customer success team (usually "Client Name @ teammatrix.com")
- Via phone on 0900 504 01 01.

Please be aware that if we are alerted that your company has made direct contact you may face sanctions such as warnings or suspensions which will impact your ability to supply.

I've received a notification that my accreditation is expired and I'm no longer receiving orders. How do I reactivate this?

To reactivate your accreditation go to Accreditations > All > Select the expired accreditation > Click on "Re-upload docs & resubmit"

This will take you back into the accreditation page where you can view your current documents & upload new versions. You can then re-submit this for review by our team.

On Prism, to review & renew your application go to Admin > Organisation Profile then complete the required section so this can be reviewed by the team.

How do I check my tiering for a specific client?

To check your tiering go to Admin > My Company > Job Categories

This will show you all categories that you are enrolled for & your current tiering. You can use the search features to refine this by client or category where needed.

Additionally under the Reports tab there are Tiering reports that you can export to show the tiering history.

I'm enrolled to a client but I wish to supply into another category, how do I do this?

On cr.net you will need to complete a new enrolment for the client and category so this can be processed.

On Prism, go to your organisation profile, scroll down to "Enrol with customers" and "Edit your selection", search for the client you wish to add categories for, click on the pencil icon next to the "Enrolled" button and this will allow you to view & add categories.

I've entered my password incorrectly and now I'm unable to reset my password, what should I do?

Unfortunately if you enter the password incorrectly your account will be disabled. If this is the case please contact the supplier engagement team and we can reactivate your profile and arrange for a new reset link to be sent to you.

When submitting a candidate to an order they have asked for certain forms, where can I find these?

For the pre-employment checks you may be required to supply a mixture of Matrix & client specific forms. These can be located by going to Help > Training Resources and will usually be available under the Audit Documents section. If the document is not appearing please contact the relevant customer success team who can support with which document is required.

I think the supply bill on my placement is incorrect, what should I do?

Please contact the relevant customer success team so that this can be investigated.

Where can I find the rates for a client?

Pay rates will vary and can be found on the specific orders when these are released.

For the statutory costs (NI/WTR/Pension) & supplier margins these will be outlined in your addendum which is completed at the enrolment stage.

What should I do if there has been a change to my company details e.g. address, bank details?

Please contact the supplier engagement team so that we can advise on the process to ensure these are updated on the system accordingly.