

CLARITY ISSUES AND SOLUTIONS

Clarity Deadlines & Outcomes

- Please note the strict deadlines for Clarity timesheets:
 - **Submission:** By close of business Fridays.
 - **Approval:** By 8 PM (AEDT) Sunday.
- Any timesheets not submitted and approved on time will be processed with **at least** a 1-week delay.
- Please make sure your Hiring Manager is aware of these deadlines.
 - Clarity sends out automated reminders to your Hiring Manager.
 - Follow ups are often required as these can be easily missed.

KRG Timesheet & Payroll Process

- **Tuesdays** - KRG receives Clarity timesheets via an upload to 3SS (a separate timesheet system) where we can see them and process them.
 - KRG does **not** have access to Clarity and **cannot** check the status of your timesheet.
 - The upload is received at around 12 PM.
 - KRG SMS notifications go out Tuesday afternoons:
 - We notify you if we have not received your timesheet for the previous week.
 - Please respond to these notifications so we are aware of whether you will be submitting a timesheet and/or if investigation of a timesheet issue is required.
 - **NOTE:** Failure to respond to SMS notifications may result in you being marked as having not worked for that week and subsequently your timesheet not being processed.
- **Wednesdays** – Timesheets are checked and entered.
- **Thursdays** – Payment is processed, with funds usually received overnight.

Your Responsibilities

Recommended Timesheets Procedure

- **Submission:** Submit timesheet for this week in Clarity by **Thursday COB**
- **Approval:** Ensure your timesheet is approved by **Friday COB**

Absences

- Please immediately notify timesheets@karlkarecruiting.com.au of any and all absences from your work.
 - i. KRG does **not** receive Did Not Work timesheets from Clarity.

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- ii. KRG will mark candidates as having not worked if we receive no response in 2 weeks.
- iii. KRG will communicate absences to the 3SS team to close off outstanding weeks in 3SS.

End of Contract / Contract Extensions

End of Contract

- Please immediately notify timesheets@karlkarecruiting.com.au and recruitment@karlkarecruiting.com.au and/or your KRG Recruitment Consultant if your contract has ended or has been extended.

Extensions

- Please follow up with your KRG Recruitment Consultant about extension enquiries or please direct them to recruitment@karlkarecruiting.com.au

Communication

- Please check the status of your Clarity timesheets first thing Friday morning and follow up with your Hiring Manager for approval if needed.
- Please note that KRG is not able to engage with your Hiring or Project Managers.
- You must act as the intermediary when asking for email approval and escalating other issues.

Common Clarity Issues

People Leader (PL) Responsibilities

- Ensure setup of Clarity access in the MY ID system.
- Ensure contractors are linked to the right sourcing document (PO or PageUp).
- Make sure contractors can enter their time.
- Give them their project code.
- PLs should know which code is assigned to each contractor.

Purchase Order Numbers

- If a purchase order number is not provided within an adequate timeframe, please escalate to KRG.
- KRG will escalate the issue so that your Hiring Manager receives a purchase order number.

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Project Codes

- Usually assigned by your Project Manager.
- If you are unsure of which project codes to use or to be assigned, your Project Manager should know.
 - If your Project Manager is uncertain about which project codes to use, your Project Manager should escalate to NAB directly.
 - If this does not resolve the issue, please escalate to KRG.
- If your project codes are not being assigned on time, please escalate to your Project Manager.
- If your Project Manager is uncertain the Project Manager should escalate to NAB directly.
 - If this does not resolve the issue, please escalate to KRG.

Timesheet Approval

- If your timesheets are not being approved on time by Hiring Manager on a reoccurring basis, please escalate to KRG.
- KRG will escalate so that your Hiring Manager is educated on the issue to avoid reoccurring late timesheets.

Technical Issues

- If your timesheet is not received despite being submitted on time.
- Check whether your timesheet was approved by 8 PM (AEDT) Sunday.
- **If yes** – your timesheet was approved on time:
 - Escalate to KRG
 - KRG will be in contact with you for more information.
 - Please note this **does not** guarantee manual entry of timesheets.
- **If no** – your timesheet was not approved on time:
 - Your timesheet will be received the following week.
 - Consider whether you need to escalate the issue of your Hiring Manager not approving your timesheets on time.

Expense Sheets

- If you wish to submit an expense sheet to claim a reimbursement:
 - Receive approval from your Hiring Manager via email for proposed expenses **before** claiming them.
 - Ask your Hiring Manager if you can be set up in 3SS to submit the expense sheet.

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- Please forward this email approval for both the expenses and being set up in 3SS to KRG.
- KRG will ask the 3SS Team to set you and your Hiring Manager up in 3SS.
- 3SS Team sets you and your Hiring Manager up in 3SS and sends you information on submitting an expense sheet.
- KRG will process the reimbursement once it is approved in 3SS.

Miscellaneous Clarity Issues

New Starters – Login Details

- If you do not receive your login details by your first week, please email KRG.

Screenshots of Timesheets

- KRG may request screenshots of your Clarity timesheets to verify when they were submitted and approved.
- Due to Clarity's security, you will need to use your phone to take a picture of your timesheet and then send this to KRG.
 - KRG requires an image of the Clarity timesheet showing the hours, number of days worked, time of submission, time of approval, and current status (e.g., 'Submitted' or 'Posted').

KRG Points of Contact

Any enquiries:

timesheets@karlkarecruiting.com.au or recruitment@karlkarecruiting.com.au

Payroll only enquiries:

payroll@karlkarecruiting.com.au