

HUBSTAFF PROCEDURE

How to Start

Hubstaff is an online tool that automatically monitors the work, generates automatic report and computes the value of the \$ per hour for every tracking.

To start with, you need to be invited to Hubstaff as a User. You will receive an email from Hubstaff telling you that you've been added to the Virtual Elves organisation. You'll need to follow the procedure below to set up your account:

1. Click the Auto Login button
2. Type your own password to access your account.
3. Click the "Download the App" in the upper right where the profile is located.
4. Once the app is downloaded, it will automatically be on your desktop. All you have to do is click the "Play" to start the time tracking of the specific project. Click the "Stop" button to stop the tracking.
5. When you start working on VE tasks, always click the tool and play the button.

The tool is very simple and easy to use. The timesheet generated from Hubstaff will be the basis for the invoice every fortnight.

Invoicing

To generate the timesheet/invoice, here's what you should do:

1. Take note of the fortnight period. Remember that it always starts on Monday and ends on Sunday for 2 weeks. Monday after that is invoice submission day.
2. Before the invoice submission day, please take the time to review your timesheet. Simply login to www.hubstaff.com > Timesheet > Approvals.
3. Make sure that you get approval from the client for any excess hours on the fortnight or remove any hours that should not be charged. Once your timesheet is final, click the "Actions" dropdown in the far right and choose "Submit" to submit the timesheet.

Note: When you submit your timesheet early before the timesheet submission period ends, you will not be able to track for that period.

By clicking the Submit Timesheet, you are automatically sending the invoice to accounting for payment processing. You will be paid within 24 hours from the timesheet submission day.

Time Off Request (Leaves)

All leaves, whether they are vacation or sick leaves, should be logged into Hubstaff. Please follow the procedure below:

1. Login to www.hubstaff.com
2. Go to Calendar > Time off Request
3. Click "Request Time Off" button
4. Fill up the fields and always choose "Unpaid Leaves".
5. Always add "Reason" to the Reasons field and/or upload approval from the client.

Time Off Requests enable the management team to check the day when you have not worked.

Resignation

If a VEVA decides to resign, it is important to notify Virtual Elves **before** informing the client. This allows us to facilitate a smooth transition and ensure that Virtual Elves can continue to provide uninterrupted support to the client.

Please follow the procedure below:

1. VA should inform the HR Manager of the intention to resign.
2. HR Manager will coordinate with the Client Engagement Officer to inform the client and follow necessary processes for smooth transition.
3. VA to **always** follow the 2 weeks period before finally exiting.
4. VA to ensure that the 2 weeks period is for wrapping up, training the replacement and making sure that all is clear in the transition before exiting.
5. VA to endorse all documents, process flow and files to the client.
6. The client will give the clearance to VE to ensure that all accountabilities from the VAs side are clear.
7. Once the VA expresses intention to resign, the pay will be held off until the tasks are complete and the client has given the clearance.

General Policies

1. An approval from the client is required for every excess hours every week. The VA should send a reference of the client's approval to the HR Manager for timesheet approval.

2. The Timesheet should be submitted on or before the invoice submission day. Delay in submission means that a) you will possibly not be paid for that period because payment is auto-generated within 24 hours, and/or b) there will be delay in processing the rest of the submitted timesheets.

3. The VA is responsible for accurately completing all forms during the onboarding process with Virtual Elves to ensure that all details are properly recorded.

4. Upon resignation, the Virtual Assistant (VA) must complete all outstanding tasks for the client. Please note that the Client Engagement Officer will ensure the client is satisfied with the completed work before processing the final payment.

5. Any issues related to breaks, work challenges, changes in the work schedule, projects, or clients should be discussed with Virtual Elves first. This allows us to effectively manage support for both the VA and the client before any communication is made to the client.
