

## HUBSTAFF PROCEDURE

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### *How to Start*

Hubstaff is an online tool that helps us monitor the works that we do, generates automatic report with every screenshot and automatically computes the value of the\$ per hour.

To start with, you need to be added to Hubstaff as a user. You will then receive an email from Hubstaff telling you that you've been added to the organization. You'll need to follow the instructions 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 Application tab and the Download button.
4. Once it's downloaded, it will automatically be on your desktop. All you have to do is click the "Play" to start the time tracking. Click the "Stop" button to stop the tracking.
5. When you start working on VE tasks, always click the tool and the play button.

The tool is very simple and easy to use. The reports 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 week. Monday after that is invoice submission day.
2. On or before the invoice submission day, please take time to review your timesheet. Make sure that you get approval for excess hours or remove any hours that should not be charged. Once your timesheet is final, click "Submit Timesheet"
3. By clicking the Submit Timesheet, you are sending the invoice to accounting so they can process it. You will then be paid within 24 hours.

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### Policies

1. Please make sure to ask for approval from the client if your hours for the fortnight are in excess of the contracted hours. Email us the approved response of the client.
2. Please make sure to submit the Timesheet on or before the invoice submission day. Delay in submission means that you will not be paid for that period because payment is auto-generated within 24 hours once your timesheet is processed by accounting.
3. Please make sure to complete all the forms in the Starter Kit as the details are important for your onboarding with Virtual Elves.

### LEAVE REQUEST AND RESIGNATION POLICY

#### 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](http://www.hubstaff.com)
2. Go to "Schedules"
3. Choose "Time off Request"
4. Click "Request Time Off" button
5. Enter your name in the "Member" field
6. Choose the date on the calendar for your time off
7. Add "Reason" to the Reasons field.

#### Resignation:

If a VEVA wants to resign, Virtual Elves should be notified first before informing the client. This will clean up the process by letting Virtual Elves get the continuous support for the client. Please follow the procedure below:

1. VA should inform Cherry of the intention to resign.
2. Cherry 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 make sure that the 2 weeks period is for wrapping up, training the replacement and making sure that all is clear in the transition before exiting.

\*\* Any concerns regarding breaks, challenges at work and changes in the schedule, project or client, should be discussed with VE first before going to the client so we can manage how to support you and the client.