

Congratulations on securing your new contract position.

We pride ourselves on providing a high quality service to our clients and candidates and ensure that we comply with all applicable codes of practice, standards and regulatory requirements. We are a member of the Association of Professional Staffing Companies and have also achieved accreditation to ISO 9002.

Whether you are a 'first time' contractor or 'experienced' contractor please read through the following information and keep it safe as it not only provides you with a complete record of the documentation that you will need to provide us with, but it also serves as a source of reference for contact points with us.

PAYMENT PROCESS

We wish to make sure that all suppliers receive accurate and prompt payment. In order to help us please take time to read the following information and make sure you provide us with all the relevant documentation.

Online timesheets and payments

The portal links with your placement and therefore should reflect what you have agreed on your contract. This includes any additional call out and overtime rates. If this is not the case you need to contact your consultant to report this so it can be addressed immediately.

InterQuest operate a self-billing process which means you will **not** have to submit your own Limited company invoice, we will process payment on the strength of your authorised timesheet and email you a self-billing invoice for your records.

If you work for a client that has its own online timesheet system you should use their system. **Unless otherwise advised your authorised timesheets should be emailed to the Payroll Department.**

Once approved timesheets are received the payroll department can process your payments in line with your agreed payment schedule, attached.

Expenses

Unless expenses have been authorised in writing by the client, we are under no obligation to reimburse you for any expenses incurred. However, if the client does authorise expenses you may claim these by submitting the authorised expense form along with all relevant receipts. If you are paid by an umbrella company please let them know you will have client reimbursed expenses and ensure the necessary HMRC paperwork is completed.

Change of Details

If you change your address, limited company, bank or bank account details please inform us as soon as possible. The details will be passed to our contracts department and payroll department in order to make sure that all correct documentation is updated and there are no delays in payments to you.

If you have any questions, please email all-pay_bill@interquestgroup.com or call the Payroll Helpdesk on 01442 509061.