

Please Note: This communication is for informative purposes and may not affect you



At Your World, we want to pay you quickly and accurately for the work you do. We currently operate 2 payroll runs per week, on a Wednesday and a Friday, both of which result in payment to you on the Friday.

To help us to do this, please be aware of the following:

1. Most clients require us to send them a manual timesheet, completed and signed by the worker and an authorised signatory for the client
2. Some clients require the hours to be entered onto their system eg Health Roster, and the time is then approved by client staff

Your consultant will inform you of the process you need to follow to record your time worked for each shift/assignment you do for us

Many clients require a booking reference number (BRN) to be written on the timesheet. You will be given these by your consultant. Failure to quote the BRN may result in delayed payment.

Our payment process

1. We request all workers to submit timesheets, or record time on the client's system, as soon as possible after the shift/assignment is worked, and by **12 noon each Monday**. Please submit earlier than this if you can.
2. All timesheets will be processed within 24 hours
3. If there is a problem with the timesheet (eg missing signature, hours calculated incorrectly), these will be returned to you and/or your consultant to fix and resubmit
4. All timesheets received and processed by 11am on Wednesday will be put on the BACS payment run for Friday. A payslip will be emailed to you usually by 2pm and you will receive payment to your designated account (which could be an umbrella company) by 9am Friday
5. If the BRN is missing, or the hours have not been approved by the client in time for the Wednesday payroll, we will continue to try to get this information up until 9am on Friday
6. A second payroll is run at 11am Friday to capture any timesheets not processed on the Wednesday payroll. This includes time recorded on client's systems but not approved in time for the Wednesday payroll.
7. A payslip will be emailed to you by 2pm on Friday and we will send payment to your designated account by 3pm on Friday. These payments are made by faster payment sometimes payments can take a few hours to reach you so may be towards 5pm. We aim to get all payments to Umbrella Companies by 12.30 on a Friday but then taking into account they have to then put you through their payroll and all Umbrella companies run to different deadlines it could be any time on a Friday that you receive your payment and payslip from them.

So, remember:

1. Use a Your World standard timesheet (unless specifically requested to use the client's version) and complete it clearly and accurately, taking care that hours are added up correctly and breaks deducted – [follow this link to see how this is done](#)
2. Send your timesheet to us by email, or use your phone to capture the image clearly – but please take great care and - [follow this link to see how this is done](#)
3. If you are required to submit hours worked online, please do so at your earliest opportunity so that the client can approve them without delay. If you are in any doubt, please speak to your consultant.
4. We can pay you via PAYE, an umbrella company, or to your PSC. Many people are switching to PAYE, please speak to your consultant if you wish to change.

We are constantly looking at ways to improve our payroll process and will keep you informed of future changes.

If you have any queries, please speak with your consultant or email candidateservices@ywrec.com

Richard Olney
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