1. **What is PAWS?**
	1. PAWs (Pertemps Agency Workers System) is the online system that Pertemps use to manage the timesheets and bookings for Plymouth City Council.
2. **How will I be issued my Login details?**
	1. Your login details will be sent to the email address that you gave Pertemps when you registered for work. You can login and update your personal details or change your password.
3. **How do I access my timesheet?**
	1. Use the link <https://etime-paws.pertemps.co.uk> Once you have entered your username and password you will immediately see the timesheets available to you.
4. **What if the details on my timesheet are incorrect e.g. pay rate/job title?**
	1. Pay rates on timesheets are not linked to the payroll system, so if there is an error it will not affect your pay. Currently pay rates displayed are defaulting to the standard rate for the job role so may be incorrect, however this will be corrected in coming weeks.
5. **How do I submit my timesheet for approval?**
	1. Enter your hours in the relevant boxes. Once you have checked the timesheet has totalled correctly select your approver from the drop down box and click ‘submit’

You will receive an error message if you do not select your method of transport and enter your subsistence claim. This information will be used to make a claim under our MAP scheme (Mobile advantage Plan). If you are not enrolled in MAP you must select ‘other’ transport and enter ‘0’ in subsistence claims. If you would like more information about the MAP scheme, please refer to your Pertemps Handbook or contact your Payroll Administrator.

1. **How does my manager know my timesheet is awaiting approval?**
	1. Your manager will receive a notification email saying a timesheet is awaiting their approval.
2. **What if I’ve entered my hours incorrectly?**
	1. If you have made a mistake when entering your hours and have submitted your timesheet your manager can amend it for you. If this happens you will receive an email to notify you that your timesheet has been amended.
3. **What if my manager is not available to authorise my timesheet?**
	1. You can select an alternative manager to approve your timesheet from the drop down box. If you have already submitted your timesheet when you discover that your manager will not able to authorise it, you can contact the Pertemps Team on 01752 604700 who can reassign the timesheet to an alternative manager for approval.
4. **What is the deadline for submitting timesheets?**
	1. Timesheets should be submitted for approval by 10am on a Monday. Your manager is required to approve your timesheet by 12 noon on a Monday (you will be notified of any alternative deadlines due to bank holidays).
5. **How do I request paid leave (Holiday pay)?**
	1. You should always agree the leave dates with your line manager first.

If you take a full week’s leave, you should contact the Pertemps Office and complete a Holiday Pay form. Do not submit a timesheet for this week.

If you want to take less than a full week, you can put a note on your timesheet to request paid holiday to be processed. Leave the days/hours blank on your timesheet and the holiday will be processed from your accrual.

For more information about your holiday allowance, please contact your Payroll Administrator:

* + Commercial and Industrial: E: dominika.cegla@pertemps.co.uk
	+ Network Healthcare: E: claire.sanders@networkhsc.co.uk
1. **How do I view my payslip?**
	1. Your payslip is held in a different online system, called e-pay. You can register or login for e-pay at <https://epay.pertemps.co.uk> You will need your payroll number to register for e-pay. You can obtain this from your Payroll administrator.

The e-pay system will show you details of the payments made to you and deductions for tax, national insurance, pension etc.

1. **Who do I contact if I am having difficulties with PAWS**
	1. Contact your local Pertemps office:
* Commercial and Industrial: 01752 604700
* Network Healthcare: 01752 604600