HUDSON RPO

Pay Asia Portal Guide

Contractors

CONTENTS

Purpose

The purpose of this document is to provide instructions for the contractor community on how to navigate through the Pay Asia portal.

This guide will cover the following topics:

1. How to login and password management
2. How to navigate your dashboard
3. How to update your personal information
4. How to submit a timesheet
5. How to submit an expense claim
6. How to view your payslips
7. How to view leave
8. How to view you leave balance
9. Applying for leave.
10. Support and Frequently Asked Questions

If you run into any issues with the portal, please either contact our support team on the details below:

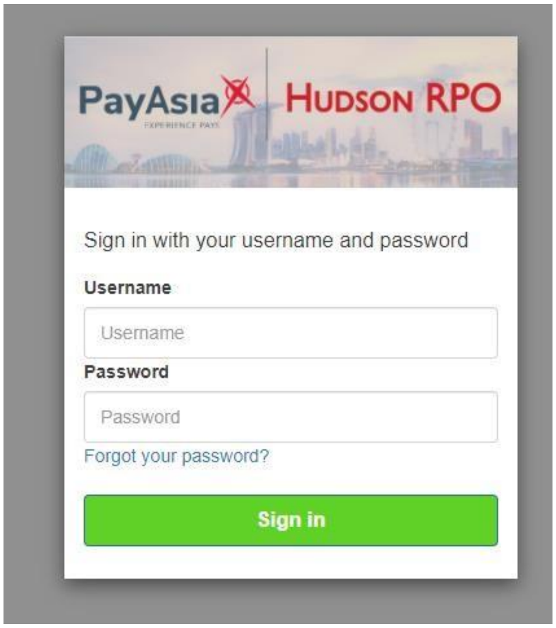
AIA Singapore Temp Workforce Team – aiatemps@hudsonrpo.com
Pay Asia Technical Support - Helpdesk@PayAsia.Asia

System Navigation

1. How to login and password management

By now you would have received logins to Pay Asia when you first joined Hudson RPO as a contractor. The first thing you will be asked to do is create a password. Password requirements will be instructed to you on the page.

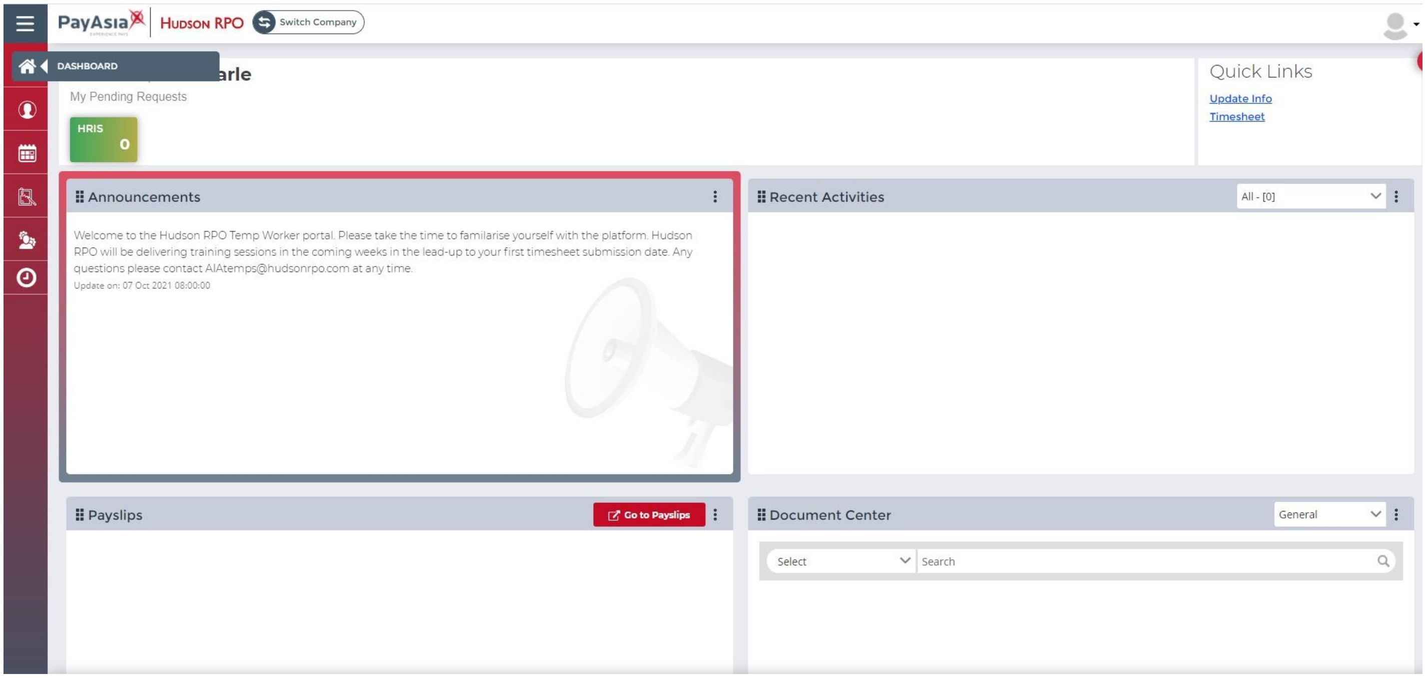
Once your password is set up you can change it at any time using the '**Forgot your password?**' link on the login page:



2. Your dashboard

Upon logging in to your account you will immediately land on your dashboard. This is your Pay Asia Home Page which serves as an initial interface to navigate the system from. On this page you will have the ability to access key functions that you will use frequently during your employment with Hudson RPO.

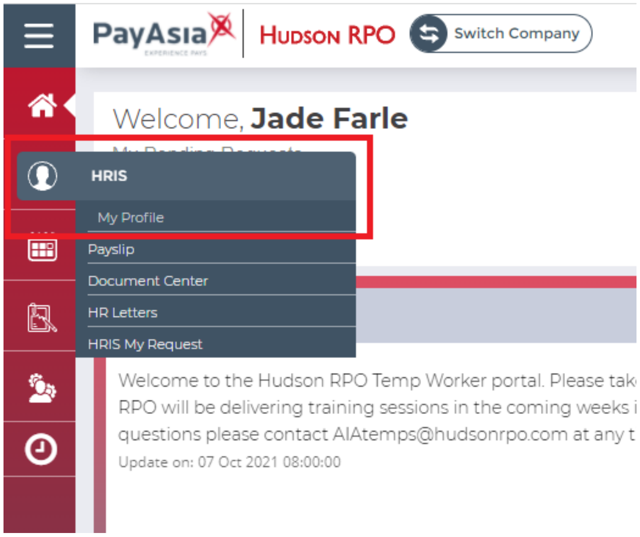
- My Profile – Personal information such as bank account and employment details
- Payslips – Record of payments
- HRIS My Request – Record of HRIS request made
- Employee Leave – Request annual leave, medical leave, time in lieu, etc
- Timesheets – Lodge hours worked and view historical timesheets.
- Announcements – Messages from Hudson RPO that pertain information relevant to you.



3. How to update your personal information

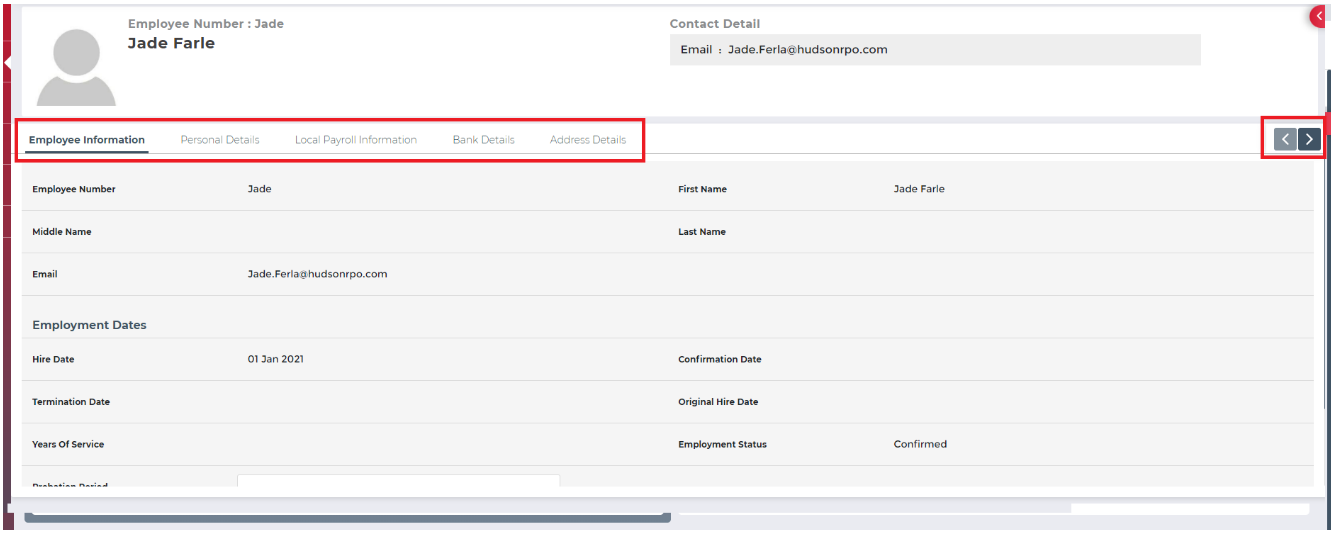
a. Personal Details

From your dashboard, click on the HRIS person icon and select **My Profile**.



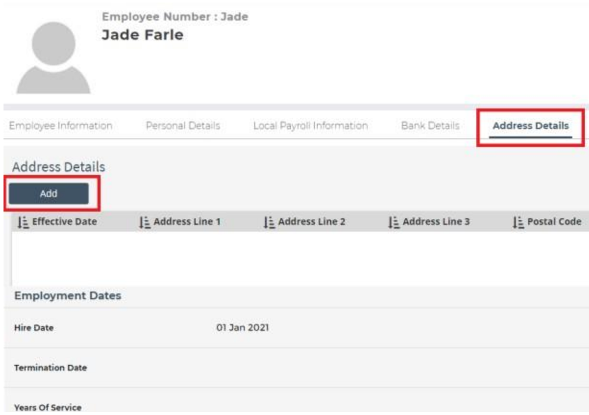
From here you will be able to check that all your personal details are correct. If you require any changes to items such as your name, bank details or dependents please reach out to our support team and we will be happy to assist you in those changes.

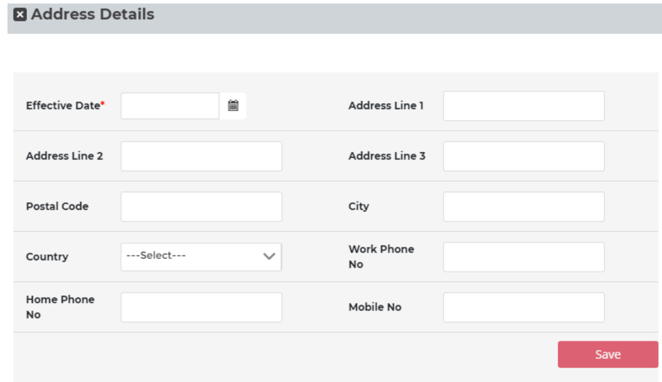
Note to click on the arrow on the right to see customisable options available to you.



b. Address

You can update your address details anytime throughout your assignment. Just click on the Address Details tab and click on **Add** and fill in your details.

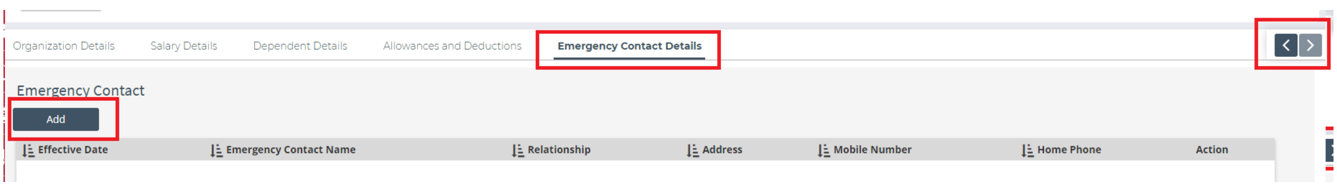


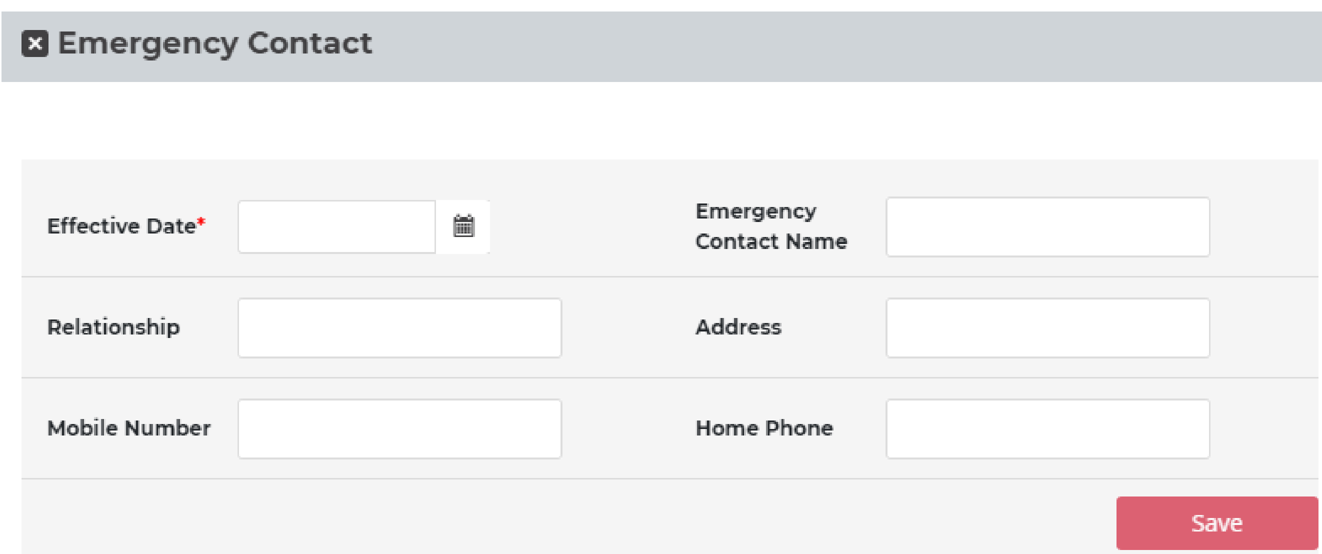


c. Emergency Contacts

We do ask that you take the time to complete your Emergency Contact Details information into the portal.

As a Hudson RPO employee it is important for us to be able to get in contact with someone in the case of an Emergency.



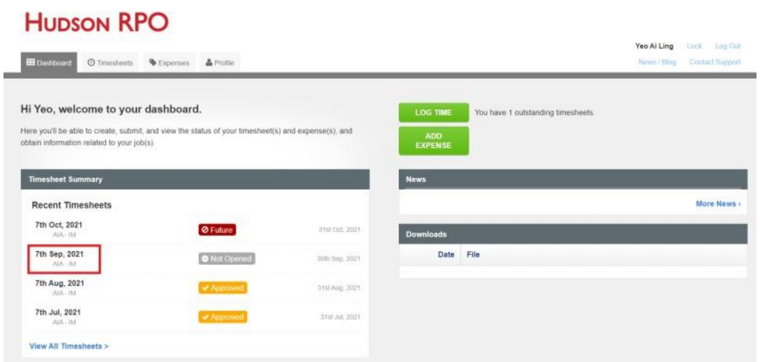


Timesheets

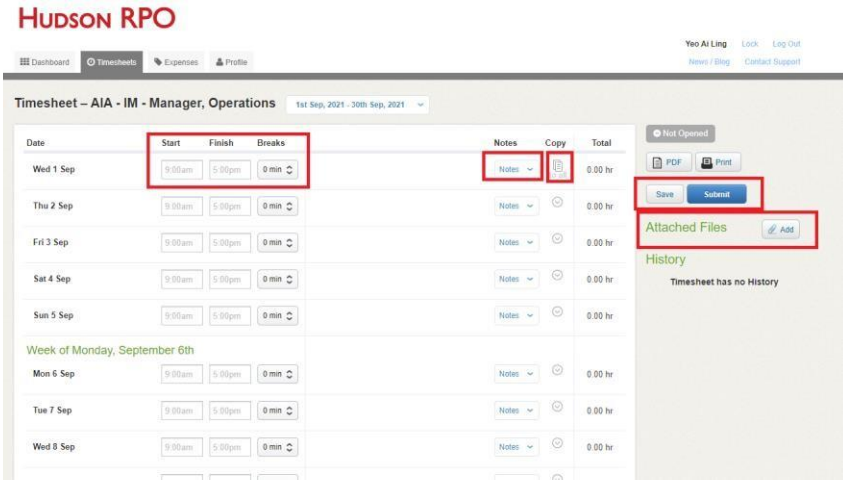
4. How to submit a timesheet

a. Entering and submitting your timesheet

To submit a timesheet, navigate to the Timesheet Summary section on your dashboard, and under the "Recent Timesheets" section click on the month you wish to submit a timesheet for. Please note you will only have the option to complete either the current month or past months only. Timesheets become active on the 1st of the month.



Your timesheet for the entire month will open.



You can perform the below actions on your timesheet:

- **Enter hours** including your start, end time and any break information in 24-hour time.
- **Add notes** on specific days if that is a requirement with your timesheet approver
- If you work the same time across the whole month you can click on the **Copy All** button to copy time all the way down the page. *Please note that it will automatically miss weekends and holidays so if you did work on that date please ensure you enter your time on those days.*
- You can **Save** the timesheet and return to it later

- **Attach files** if this is a requirement by your timesheet approver. *Please note that there is a section for expenses and claims so please do not add that information on your timesheet.*
- When you are ready to submit your timesheet click **Submit**

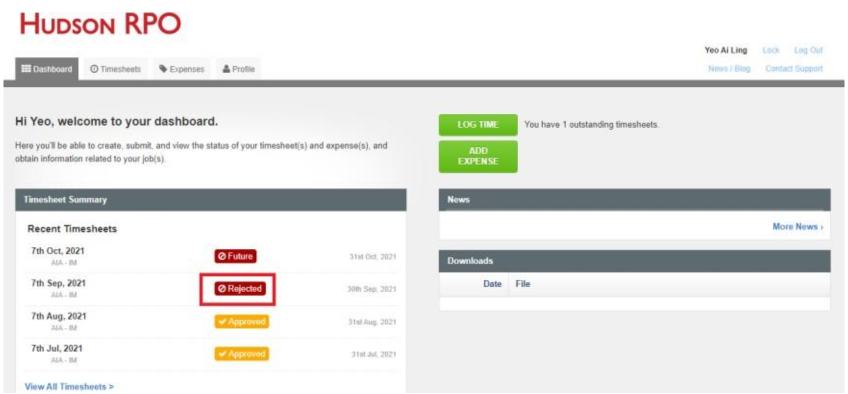
b. If you need to change your timesheet approver

Please contact your onsite representative from the AIA Temp Talent Acquisition team or email aiatemps@hudsonrpo.com with the name and email address of your timesheet approver. We recommend having 2 approvers just in case one isn't available.

c. If your timesheet is rejected

If your timesheet is rejected by your approver, then you will receive an email notification advising you to log back in the portal and adjust your timesheet according to the comments left by your approver.

From your dashboard, you will have an alert notifying you of this. Click on rejected, make your adjustments, SAVE and resubmit.



d. Timesheet reminders and deadlines

The deadline for timesheets is COB on the first working day of the month. If you miss this deadline you will be paid in the following pay run with no exceptions. If you have any issues with your timesheet please ensure you contact your representative from the AIA Temp Talent Acquisition team or email aiatemps@hudsonrpo.com.

Ultimately it is your responsibility to submit your timesheet and have it approved on time.

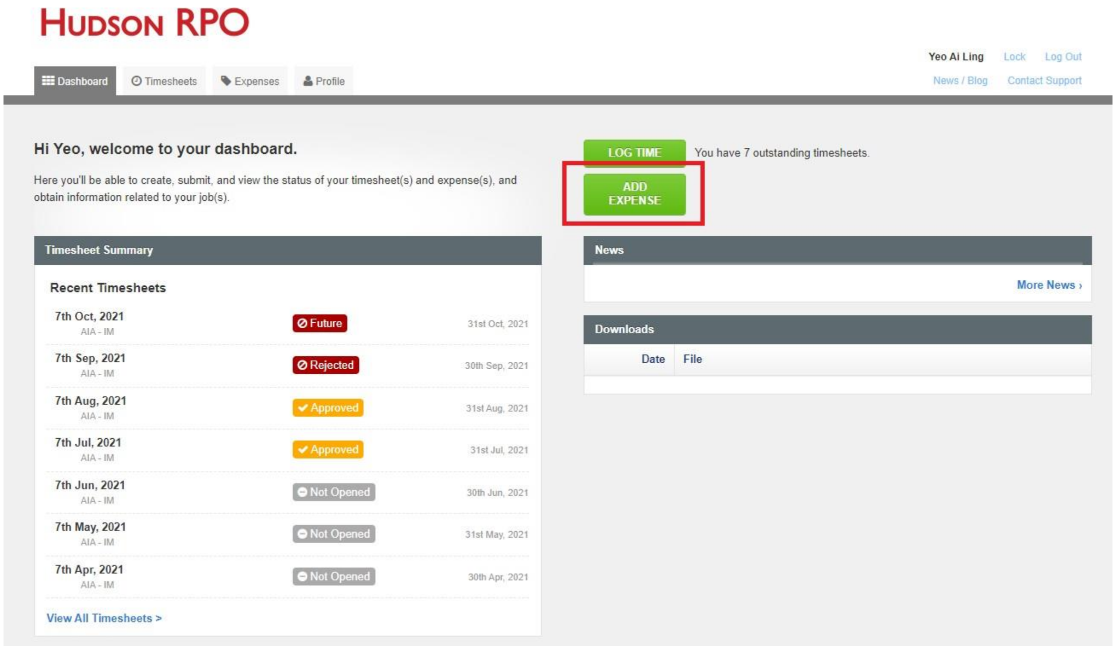
You will receive two email reminders:

1. At 3pm on the last working day of the month
2. At 9am on the timesheet deadline day

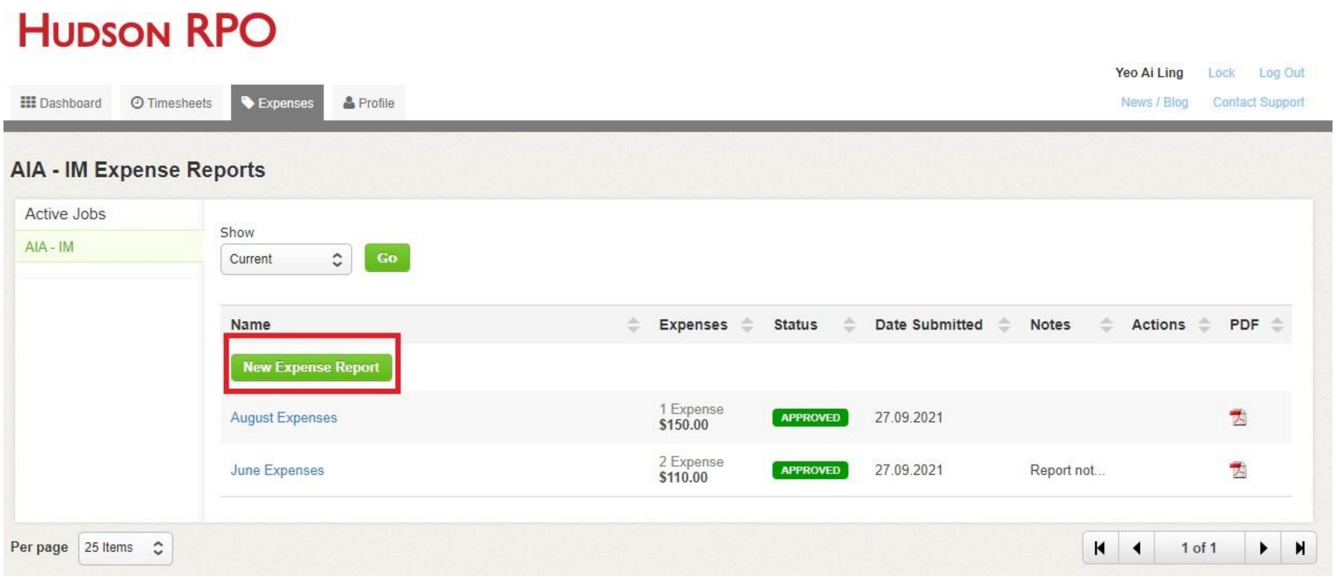
You can also monitor the status in your timesheet dashboard. Your timesheet approver will also receive multiple email reminders.

5. How to submit an expense claim

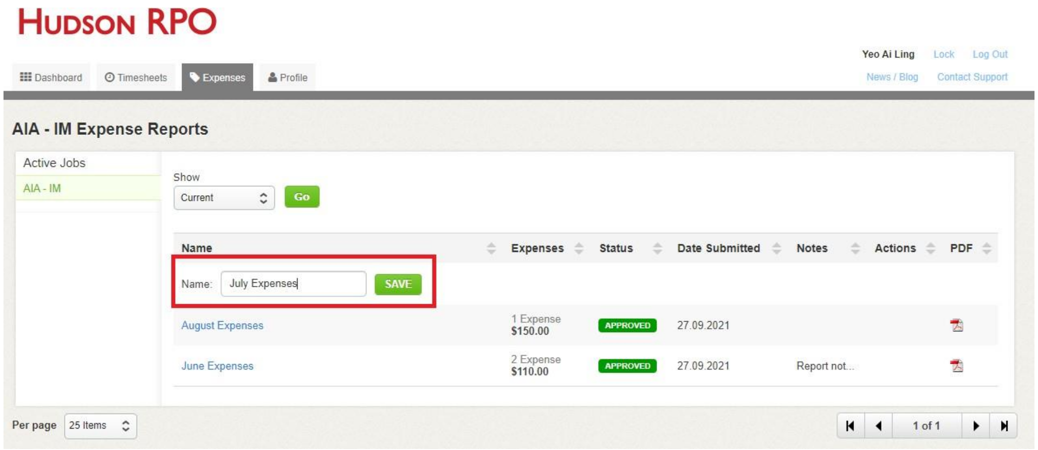
To submit an expense claim, click on the **Add Expense** button from your dashboard.



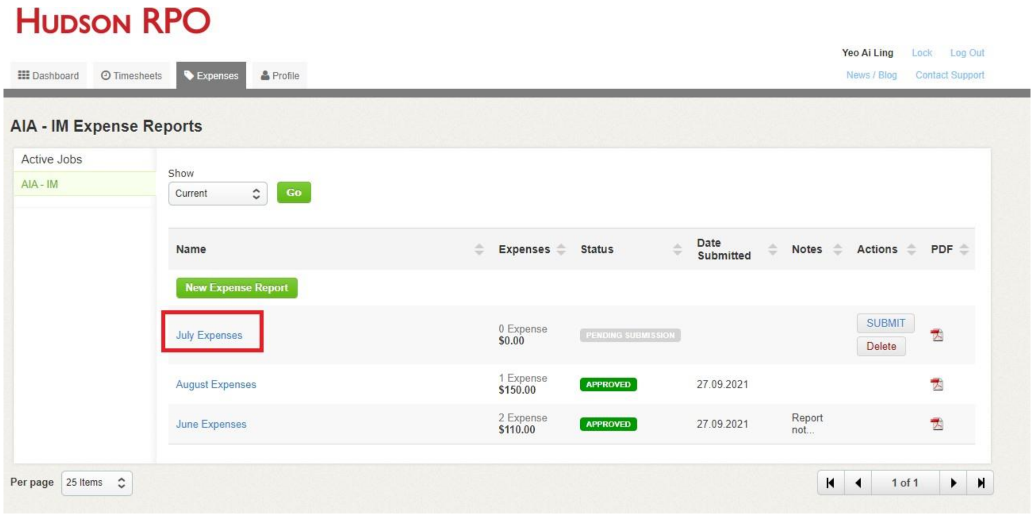
Click on **New Expense Report**



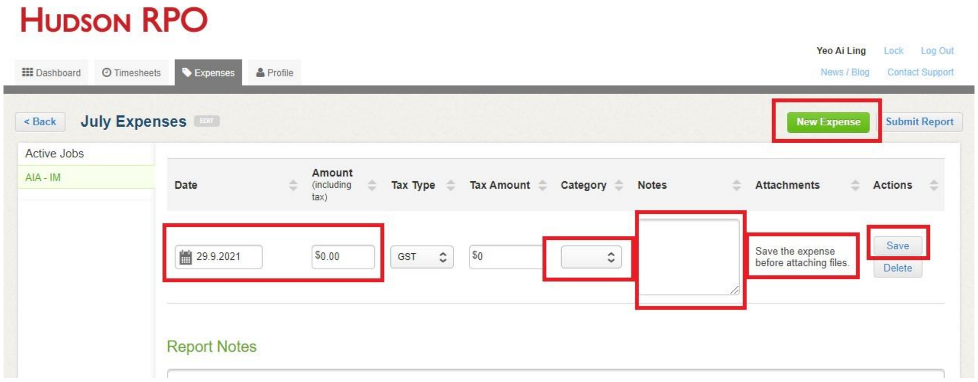
Type in the expense name. E.g. July Expenses and click **Save**



Click on July expenses



Click on **New Expense** to have the relevant fields appear for you to begin populating.



You can perform the below actions from this page:

- **Date** – the date of your expense claim
- **Amount** – Full amount of your expense claim including GST

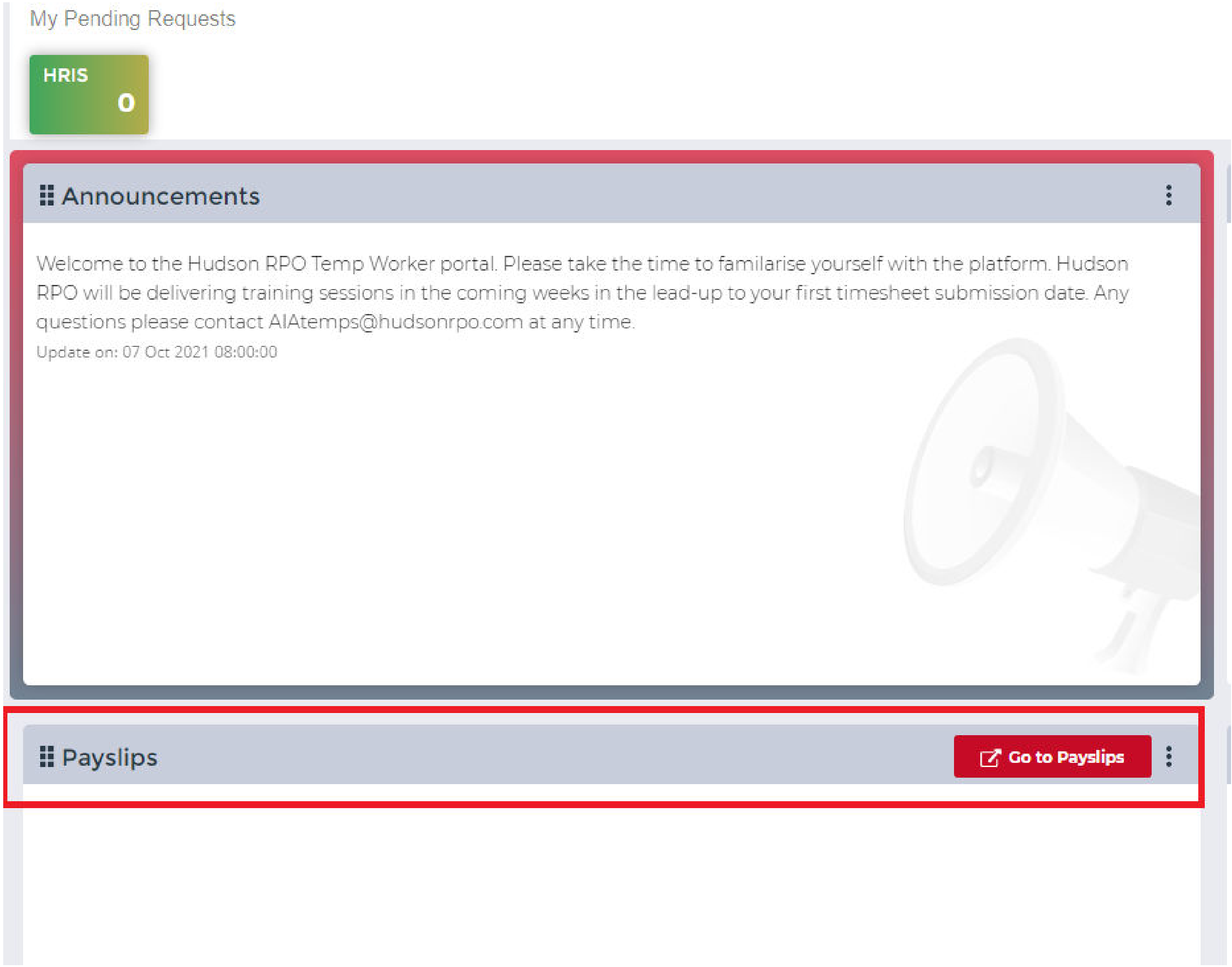
- **Category** – Food, Medical, Misc, Transport
- **Notes** – A description of your expense claim
- **Save** – Save the expense
- **Attachments** – Once you save you **must** upload your receipt / tax invoice

Repeat these steps for all expenses claims you wish to be processed during the pay run.

Once you have all your expenses entered you can click on Submit report and it will route to your approver.

6. How to view your payslip

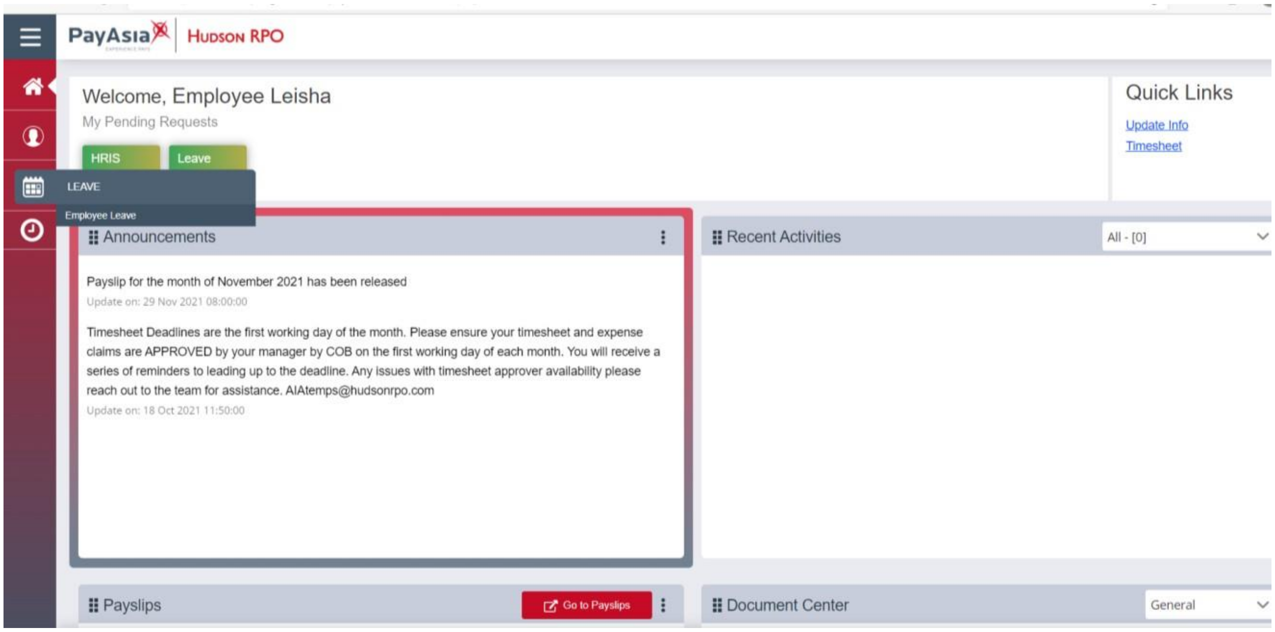
Click on the **Payslips** section from your Dashboard. Your payslip will appear post payment date.



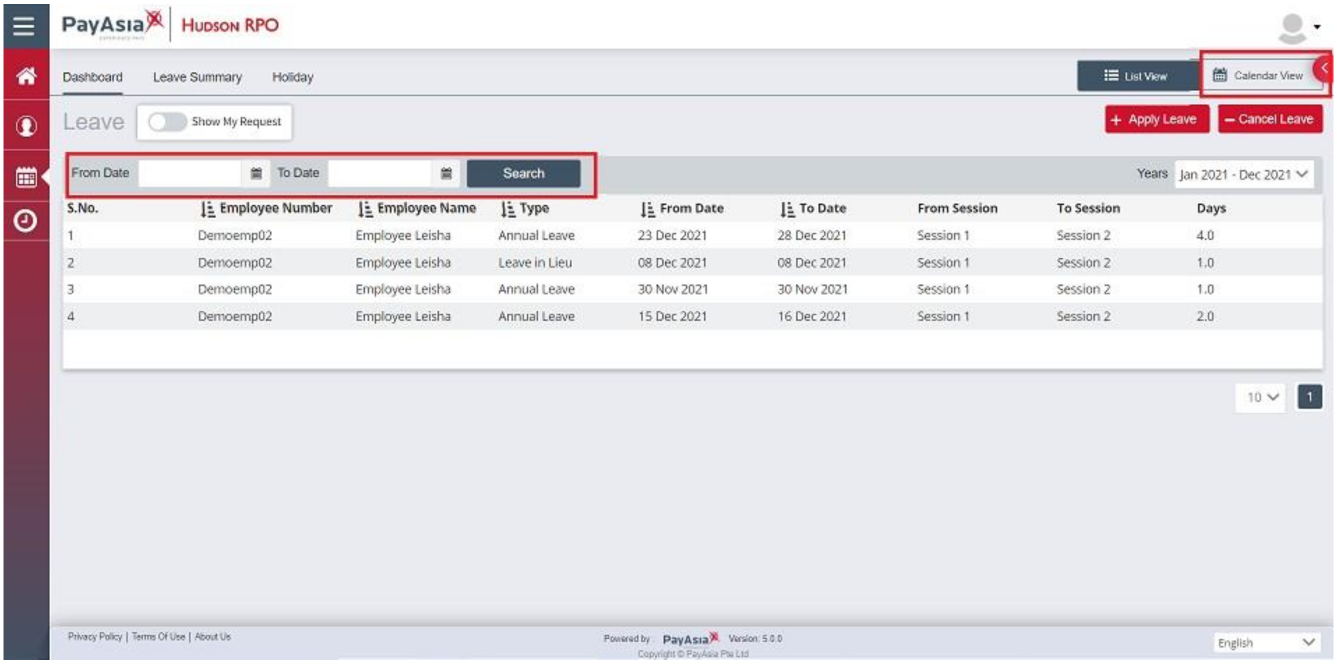
Leave Portal

7. How to view your leave

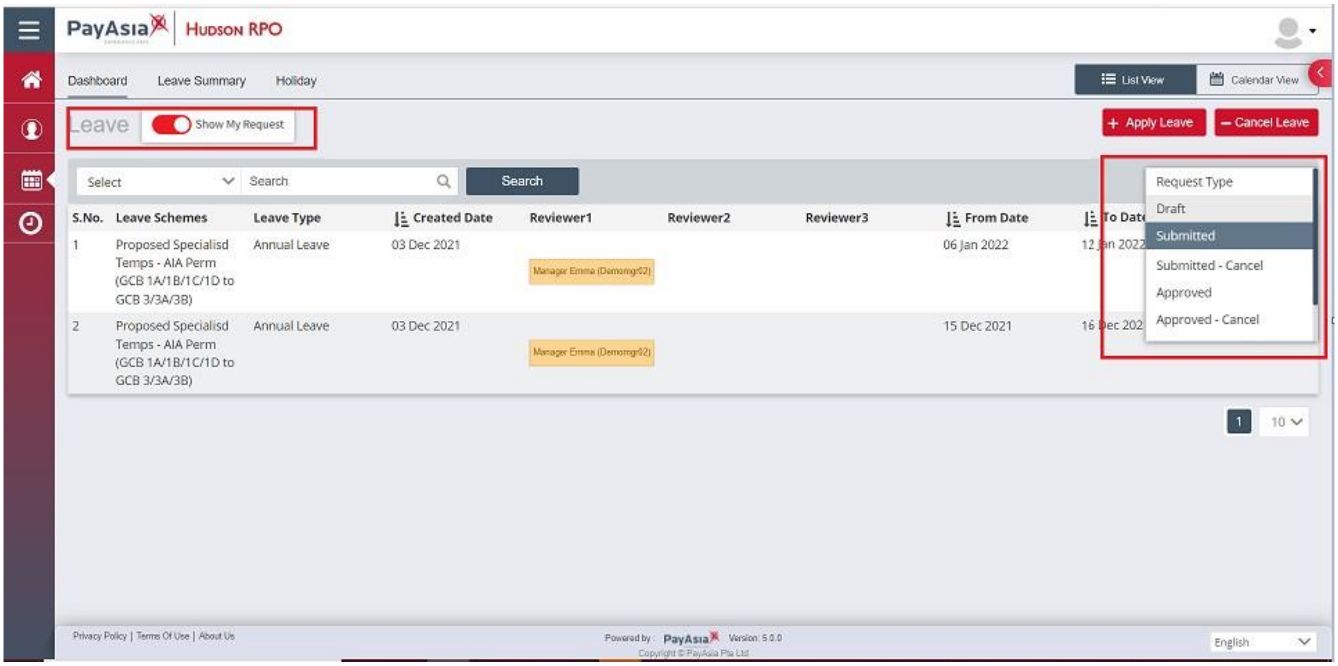
From the dashboard click on the calendar and select "Employee Leave". This will direct you to the Leave Portal, where you will be able to apply for leave, view historical leave transactions, review leave balances, and monitor leave requests.



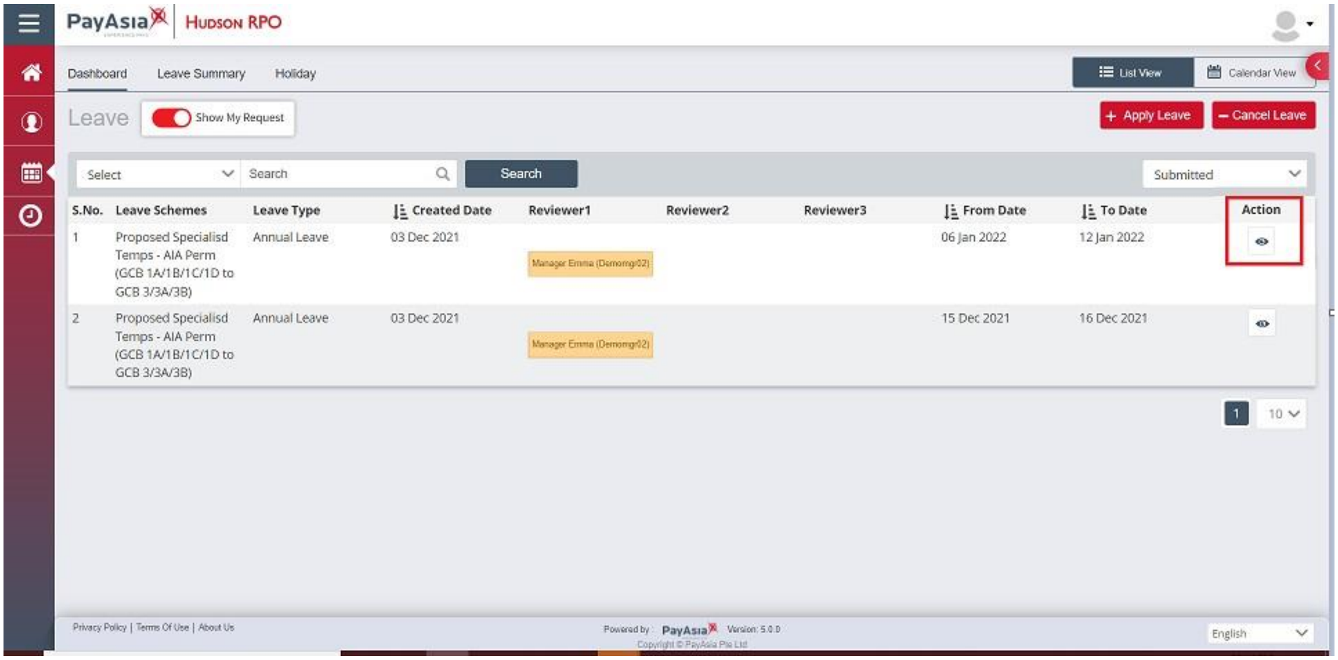
Upon entering the Leave Portal, you will immediately land on the dashboard where any historical leave transactions will be visible. You will be able to customise your search to specific dates, as well as change your view to be in calendar format.



You can also review leave requests by switching "Show My Request" on. On the right of the screen, you will have a dropdown of "Request Types" to select from and view. Upon selection, the relevant leave type will display with details of the transaction.

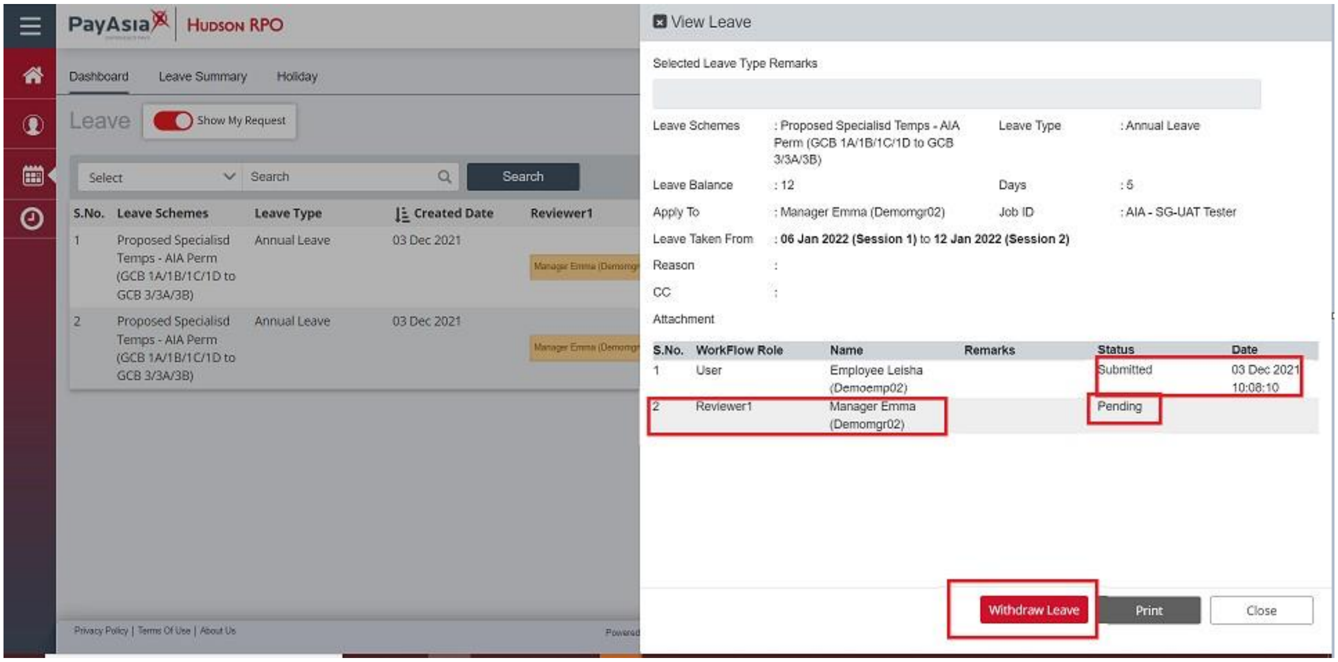


After selecting the "Request Type" to view, you will see an eye icon which will lead you to greater information on the progress of the transaction.



Upon selecting the eye icon, more details of the leave request will be displayed on the screen. You will be able to view the type of leave you've requested, the days of leave and the manager who approved the leave. You can also view the status of the leave and where it is in the approval workflow.

At the bottom of the page, you will also have the option to withdraw leave.

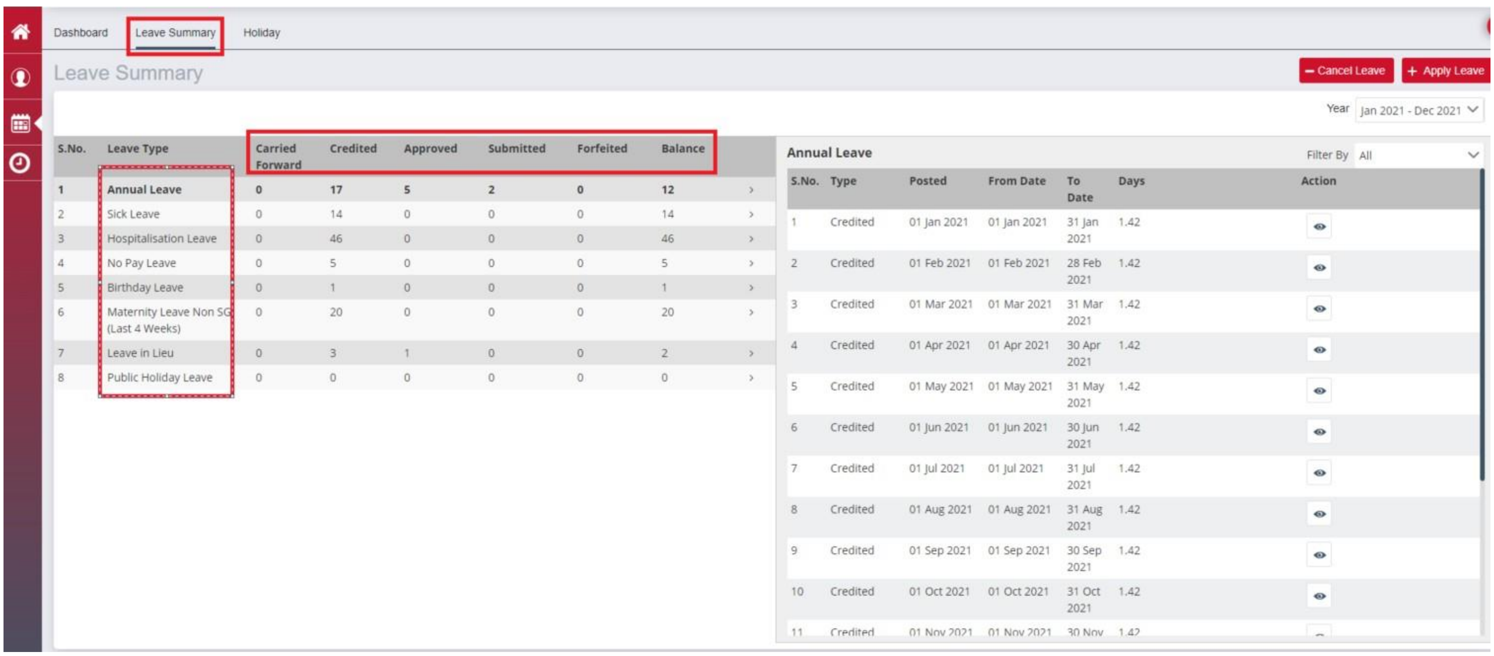


8. Viewing your leave balance

In the Leave Portal on the top left side of the page is the Leave Summary tab. Upon selecting this you will be taken to the Leave Summary which provide an overview of your current balances.

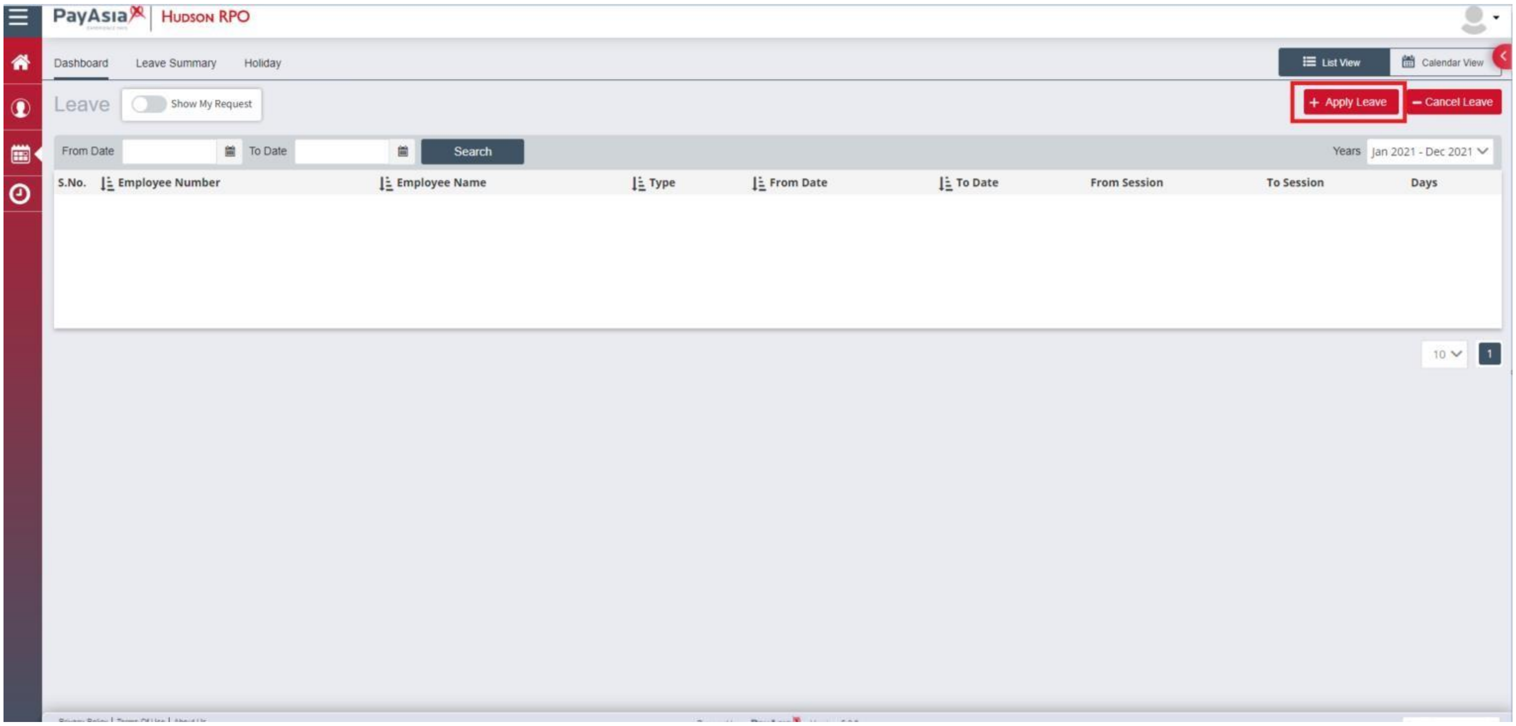
Balances are broken down to leave type and are calculated as leave credit subtracting approved leave.

To the right of the leave balance table, you will see a list of previous leave request transactions. This view can be filtered to show specific years or by transaction type.



9. Applying for Leave

When you navigate to the Leave Portal dashboard you will see at the top right of the page an option to “Apply for Leave”.



Upon selecting Apply Leave, a pop-up form will appear to the right requesting details of the leave you wish to submit.

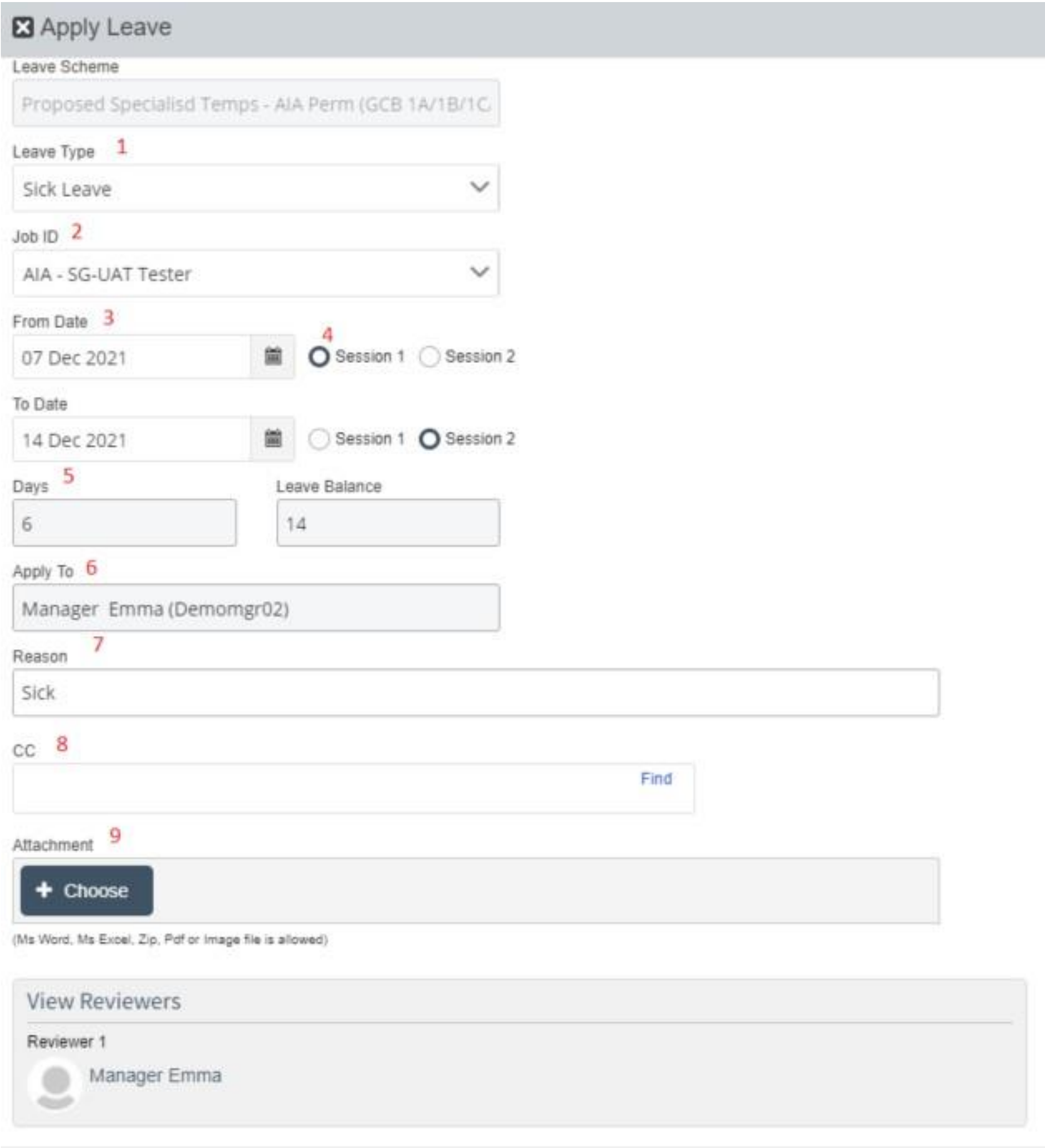
The form has the following:

1. **Leave type** – a drop down of the leave options for you to select
2. **Job ID** – if you are working multiple assignments this is where you select which this leave request is pertaining to.
3. **Dates** – select the date which the leave will begin and end
4. **Sessions** – the days are split into shifts, morning (session 1) and afternoon (session 2). If you are wishing to take half a day, select the session. If you are taking a whole day select session 1and 2.
5. **Leave Balance –** this is where you can review your request against your leave balance. If you do not have a sufficient leave balance you will be notified by the system on submission.
6. **Apply to –** this is an auto populated field with the manager approving your leave. If this is incorrect you can escalate for change.
7. **Reason -** a note you can send to the approver for reason of submission.

8. **CC –** if the approval manager is away or incorrect in the system, you can cc another into the leave request.
9. **Attachment –** you can attach files to support your leave request. Some leave types will have this as a mandatory field.

Once completed at the bottom of the page you can select Apply to submit or Save to come back later to.

Upon submitting, track your leave through Leave dashboard as in chapter 7.



Frequently Asked Questions

a. Pay Asia Portal Questions

Q. How do I change my Pay Asia Portal password?
A. When you log in you can click on “forgot my password” and you are able to create your own password.

Q. How do I update my profile information?
A. You are only able to update your address and Emergency Contact details on your own. If you see any issues with other information detailed in your profile please contact myself or Christine immediately to ensure this is rectified.

b. Timesheet and Expense Claims questions

Q. When is the timesheet and expenses deadline for payment?
A. Your timesheet must be approved by your Manager online by COB on the first working day of each month. In the event your Manager is unavailable please contact myself or Christine Pang as soon as possible. As a Hudson RPO employee it is your responsibility to ensure you timesheet is approved on time otherwise there will be delays to your pay. Hudson RPO is not authorised to provide payment for unapproved timesheets. Any late, approved timesheet submissions will be paid in the next pay cycle.

Q. My manager didn't receive a notification to approve my timesheet or expense claim
A. Please contact Farisha Zaki (Farisha.Zaki@hudsonrpo.com) or Emma Brinsford (Emma.Brinsford@hudsonrpo.com) in the first instance to ensure the right manager is linked to your profile and can regenerate the approval email.

Q. What happens if I miss the deadline?
A. We will do everything in our power to ensure you are paid on time, but please work with us to ensure your timesheet is completed and your manager approves the timesheet on time. If you miss the deadline and there were no technical issues or matters outside of your control, then you will be paid in the next pay cycle.

Q. What if I have expenses in another currency?
A. Please complete the expenses and use the exchange rate from the day the expense was made. You can only input Singapore currency through the expenses portal.

Q. If I am entitled to a meal allowance as part of my overtime arrangements do I enter this in as a expense claim?
A. No this will be part of your payroll interpretation. The system will take into account your start and end times and through the payroll rules engine will pay out your meal allowance accordingly.

Q. When do I get paid?
A. Subject to on time timesheet approval, payment is released by the 7th of each. In the event of a change to timesheet cut-off or pay date, advance communication will be sent by email.

Q. If a Public Holiday falls on a Saturday is that considered a non-working day?
A. As this day falls on a rest day you are entitled to day off in lieu and the day will be credited to your leave balance.