Hudson Contractor Portal

(Powered by Astute)

Your guide to using the Hudson Contractor Zone for Contractors and Temporary Staff within Australia and New Zealand

Contents

Overview

The Hudson Contractor Zone is a cloud based solution that represents a significant and exciting technology update from Hudson and will ensure that your Timesheet and Expense entry, the Approvals and Payment functions are simple and efficient.

The Portal enables you to update your details on an ongoing basis, to review information about your job(s) and to access documents and news or updates from Hudson in a central location.

The Dashboard is your Home Page and provides a summary of your Timesheets, Expenses and Profile details.

The following User Guide provides instructions and FAQs on how to navigate through the new system transforming the ease and efficiency with which you engage with Hudson.

As a Hudson contractor, you can login to the Contractor Zone by visiting the following webpage: https://hudsoncontractorzone.com

Note: For an optimal user experience, it is recommended that **Google Chrome** is utilised as the web browser.

System Overview

Employee Self-Service
Enables you to update your details as and when required, to review information about your job(s) as well as access documents and news from Hudson.

Timesheets
Enables you to submit timesheets for approval and payment.

Please note: Your timesheet submission process remains unchanged. Continue to submit your time worked via your current system (Tenrox).

Expenses
Enables you to submit Expense claims and attach receipts.

NOTE: this function will only be available if the job you are allocated to permits business related expense reimbursement.

Getting Started

Hudson will set up your access on the system. You will automatically receive an email with your login details.

If you have not received a system login email, please contact the Hudson's Customer Experience Team via:

Phone
Australia: 1300 137 346
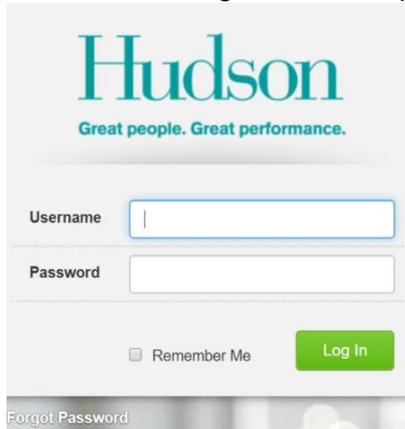**New Zealand**: 0800 724 376

OR

Email: payroll@hudson.com

Alternatively, you can reach out directly to your Hudson Consultant.

The new user email will provide you with your username and password. It will also direct you to the relevant link (URL).
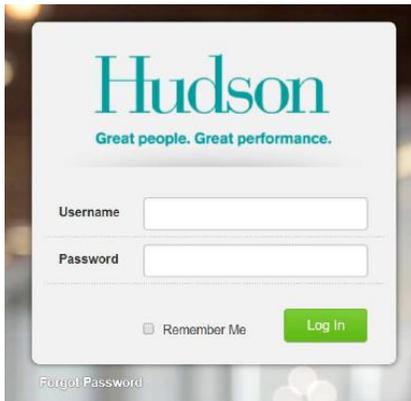
Logging In

1. You will see a login screen as per the screenshot below.

- If you forget your Username or Password, select '**Forgot Password**'.
- You can then enter your username or email address and your details will be sent to your registered email address.
2. When logging in you may be presented with Terms & Conditions or communication updates that Hudson require you to review and accept.
3. Once logged in, you can change your password in the '**Profile Section**'. You are not able to change your username.
4. You will also be required to utilise 2FA (two-factor authentication) security. 2FA ensures that your personal details are protected from unauthorised access. 2FA will only be prompted when accessing your profile.
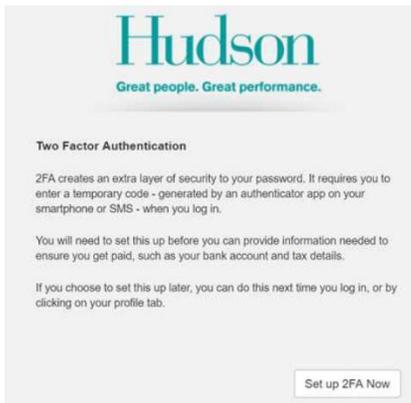
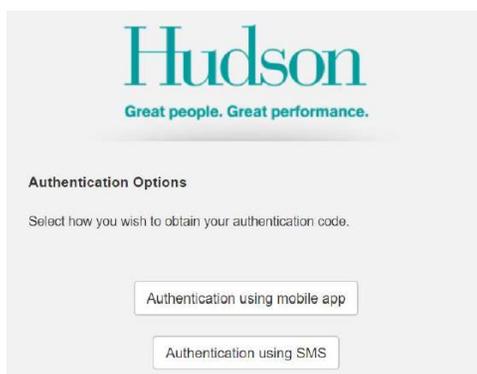## Two Factor Authentication Instructions

1. Log in to the Contractor Zone.

2. The portal will launch the set-up wizard to guide you through the process.

3. Select which option you would like to use to generate your 2FA code.

Mobile Application Authentication Steps

1. When '**using mobile app**' is selected, you will be directed to the below screen that shows a QR code and Secret key.
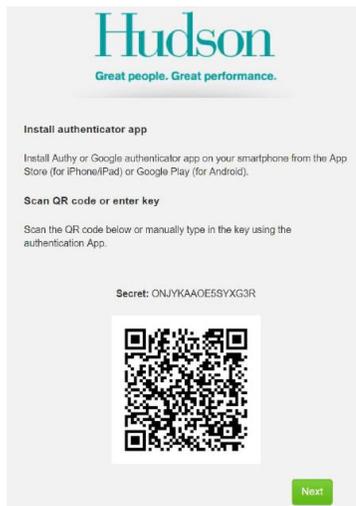
2. The authentication process currently supports the Google Authenticator and Authy apps. To proceed with the setup, you will need to download one of these apps onto you smart phone or device from the App Store (Apple/iOS devices) or Google Play (for Android devices).

   Once an authenticator app is installed, the QR code displayed on the setup screen can be scanned directly to link the device. Alternatively, the Secret key can be manually typed in. Click '**Next**' once the device has been linked to continue with 2FA setup.

   You will be prompted to enter the six-digit code from the authenticator app to verify the link.
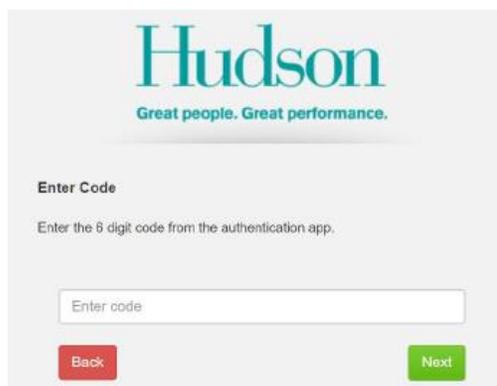
3. The code in an authenticator app will regularly expire and change after a certain time. It's important to ensure that the **blue** code displayed in the app is the code that is entered. An invalid code will be flagged on screen and will need to be reentered correctly to continue.
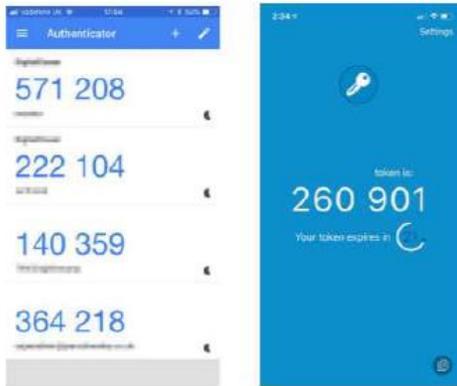
4. Once the authentication code is entered, click '**Next**' to move onto setting up a backup email address.
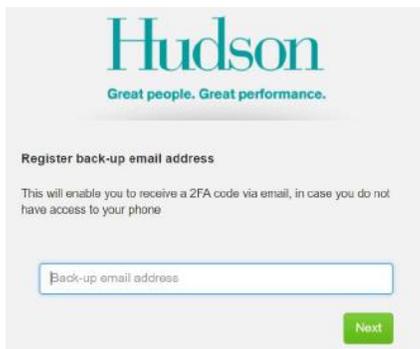
5. Once you have entered the code to verify your back up email address, click '**Next**' and you will be taken to your Dashboard.

6. You can manage the details of your 2FA configuration under **Profile**>**Security Settings**.
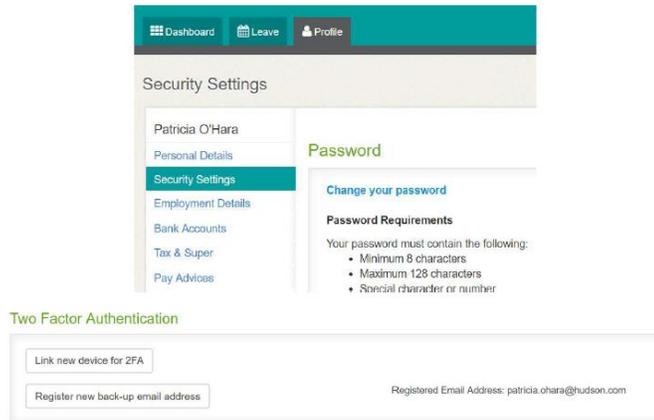
Using SMS Authentication Steps

1. If the option to set up 2FA using SMS is selected, you will need to register your mobile number in the field provided then click '**Next**' to continue.
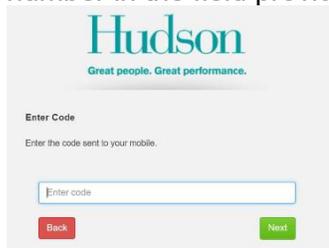
Please note that the system will only accept Australian or New Zealand mobile numbers. International mobile numbers are not supported. If you do not have an Australian or New Zealand mobile number, you will need to restart the 2FA setup process and select the authenticator app method instead.

Once the mobile number is entered and validated, an SMS containing a 4-digit verification code will be sent to the registered mobile phone number.

2. Enter the 4-digit code you receive via SMS to verify your mobile number then click '**Next**'.

Once you have entered the code to verify your back up email address, click '**Next**' and you will be taken to your Dashboard.
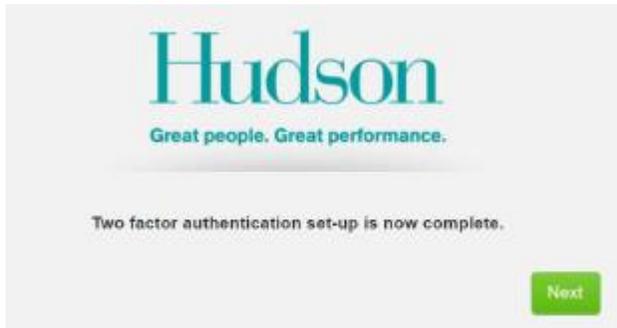
7. You can manage the details of your 2FA configuration under **Profile**>**Security Settings**.
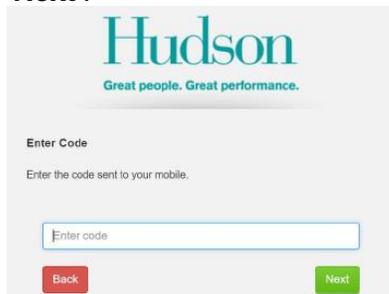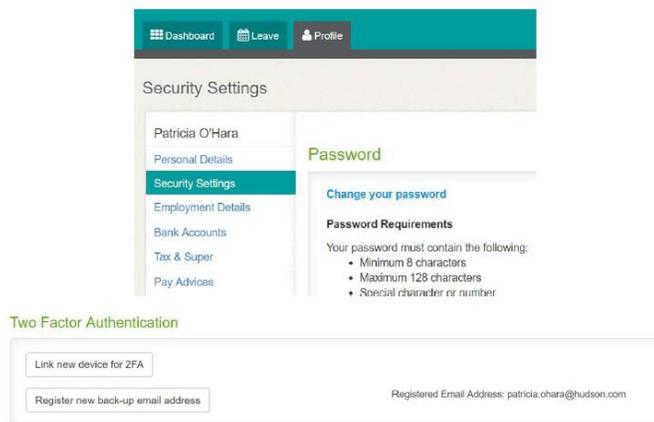

Using the Backup Email Address to Authenticate

If you are temporarily unable to access the device that you have linked to 2FA, you can use your backup email address to receive a verification code.

From the 2FA verification screen:

1. Click **Recovery Options** > **No access to 2FA device temporarily**. This will prompt an email notification to be sent which contains a one-time authentication code.

2. Type the code into the 'Enter code' field and click '**Next**'.

Enter the one time two-factor authentication code you have received at your registered back-up email address

Enter code

☐ Remember this device for 30 days.

Next

Cannot Access Backup Email Address
If you are unable to access your back up email address or are unsure of the back up email you have set up, please contact the Customer Experience Team to request a reset of your details.

Change 2FA Option
If you wish to change the method you have selected for 2FA (SMS to mobile app or vice versa), please contact the Customer Experience Team to request a reset of your details.

Dashboard

The Dashboard is the home page of the system and provides a snapshot of available functions. It is a quick way to access commonly used tasks.

Below are descriptions of the functions on the Dashboard.

Timesheet Summary

Provides a summary of recent Timesheet activity.

Expenses Summary

Provides a summary of recent Expense activity. Click on the link to view the available week ending and historical Expense information.

Your Profile

Displays the more commonly used functions in your profile – click on a function to view or edit these details.

News

Displays notices and news items. Hudson will post relevant information regarding National and State based holidays and system and payroll related information here.

Viewing and Updating Your Profile

The **Profile** tab is the section where your personal and employment details are maintained. When you first log in, you will be taken to your Profile page.

If there are any outstanding documents to be completed, flags will highlight the missing details. Please complete all fields that are flagged to ensure that your profile is fully completed and accurate. For ease of reference, your profile is separated into the following Tabs:

Personal details

Name, date of birth, residential and postal address, contact details and Emergency Contact information.

Password

Update your password.

Employment details

Details of your employment type with Hudson. That is PAYG or Independent Contractor (Aus) | PAYE; Independent Contractor & Temps (NZ).

Bank accounts – All Contractors & Temps

Ensure that your bank account details are correct to prevent delay in payment.

Tax and super – Australian PAYG Contractors

Enter your Tax & Superannuation details. If your preferred super fund details are not provided, your superannuation contributions will be paid to Hudson's default super fund provider, Sunsuper.

Tax and super – New Zealand PAYE Contractors

You will be required to download and complete the Tax Code Declaration IR330c from the portal. These documents are available under the 'Downloads' section. Return completed forms by email to: payroll@hudson.com. Kiwisaver is not applicable for NZ Contractors.

Tax and super – New Zealand Temps

You will be required to download and complete the Tax Code Declaration IR330 & KiwiSaver forms from the portal. These documents are available under the 'Downloads' section. Return completed forms by email to: payroll@hudson.com.

Pay slips / RCTIs / BCIs

PDF versions of processed pays are available to be downloaded from the Astute Contractor Zone.

Compliance docs

Policies and procedures (for example, Drug & Alcohol, Code of Conduct, Bullying & Harassment etc.), which will need to be reviewed and accepted for the Client you are providing services to, will appear in this tab. All previously accepted documents will be migrated to the new system and will not be required to be resubmitted.

Active Jobs

Lists each of your active jobs and provides details, including:
- Start/finish dates
- Pay rates
- Designated Approvers
- Submitted Expenses

Inactive Jobs

Lists each of your inactive (previous or future) jobs and provides details, including:
- Start/finish dates
- Pay rates
- Designated Timesheet Approvers
- Submitted Timesheets and Expenses

Note: Red exclamation marks "!" indicate that details are required to be completed and saved.

Superannuation – Australian PAYG Contractors

If you have your own Superannuation fund, enter the details into the required fields as they appear on your Superannuation Fund Member Statement.

Alternatively, if your preferred Super Fund is not stated, you will be established as a member with Hudson's default super fund, Sunsuper by selecting the "Use super fund nominated by employer' as per the screen shot below.

Superannuation Fund Wizard ✕

Find your fund
Superannuation funds are identified by the USI (Unique Superannuation Identifiers), but have previously been identified by a SPIN (Superannuation Provider Identification Number) or ABN (Australian Business Number). To select the correct fund, you need to begin with one of these numbers.

○ USI / ABN / SPIN   `PSL0001AU`

◉ Use super fund nominated by employer

○ Keep Existing Fund

These changes will apply to all future superannuation contributions as well as any currently outstanding payments not yet submitted to your super fund.

✕ Cancel   Next ▸

Timesheets

You will continue to submit Timesheets on a **WEEKLY** basis as per your current process via the Tenrox system.

Contractors and Temporary staff that previously submitted timesheets on a fortnightly frequency are now required to lodge **weekly** timesheets.

Weekly timesheets are to be submitted as a 'Monday to Sunday' cycle with a submission and approval due time of **2:30pm AEST/AEDT** & **4:30pm NZST/NZDT** every Monday.

Once you have submitted your timesheet, an email notification will be delivered to your Timesheet Approver to authorise your time worked. Your Approval Manager is required to complete their review and approval by **2:30pm AEST/AEDT** & **4:30pm NZST/NZDT** every Monday.

Expenses

Please confirm with your Consultant or Manager whether you are eligible to claim expenses.

Business incurred expenses can now be submitted electronically through the Contractor Zone. Please confirm with your Consultant or Manager whether you are eligible to claim expenses.

An expense claim is easy to complete and submit.

The following guidelines are required to be adhered to, to ensure accurate and efficient processing of your expense claims.

- Complete a *separate* **expense** claim for each week. For example, if you have expenses for the date range: 12th to 25th August, complete two (2) separate expense claims. Claim 1 for the week ending Sunday 18th August & Claim 2 for the week ending Sunday 25th August.
- Ensure that the supporting documentation is legible. Faded, blurred or illegible tax invoices, receipts, credit card or bank statements will take longer to process as all line items claimed must be substantiated as per statutory requirements.

- Review the GST amount for each item claimed. Some grocery items; kilometres travelled; overseas incurred expenses are GST exempt. Ensuring the GST amount is accurate or $0 (for GST exempt items) will expedite the reimbursement process. In some cases where you have one receipt that includes both GST and GST exempt items, you will need to create two line items to record this correctly.

How to lodge an expense claim
1. Select '**New Expense Report'** - a box will appear requesting a name for your Expense Report (e.g. w/e 15/09/2019).

2. Insert the name for your Expense Report (e.g. w/e 15/09/2019) and click '**Save**'.

3. Select the Expense Report name to open it and select '**New Expense'** to add your expenses.

Complete the details in each field and click '**Save'**. You can then:

- Attach a copy of your tax invoices, receipts, and highlighted expenses on a credit card or bank statement as proof of purchase.
- Add additional Expenses by selecting '**New Expense'** and click '**Save'.**
- Click '<**Back'** if your Expense Report is incomplete or you are not ready to submit your expense claim for approval.
- Add any relevant notes relating to the expense claim.
- Click '**Submit Report**' to lodge your expense claim for approval.

Once an Expense is approved, it will be ready for payment by the Payroll Team. If an expense is rejected, you will be notified via email and the report will be available for you to edit and resubmit or delete.

NZ Temps – applying for leave

Leave can be submitted either on your timesheet or as a separate application under the Leave section.

Submitting leave on a timesheet (recommended if you are taking leave and also need to submit hours worked during the same week):
1. Click on '**New Block'** then on the drop down, select the Leave Type that you wish to take.

2. Enter a start and finish time. A standard day is 7.5 hours and a break is not required to be stated. Review the total hours displayed on the right-hand side under 'Total' to ensure the hours recorded are accurate.

3. Complete the rest of the timesheet for any other hours worked and click '**Submit'** once completed. When the timesheet is approved, all leave and hours submitted on the timesheet will be processed in the next available pay run.

   Submitting leave in the leave section (recommended if leave needs to be applied after a timesheet has already been approved or only leave needs to be applied for an extended period):

1. Click on the '**Leave**' tab on the Dashboard. Your available leave balances will be displayed by default or you can click on leave requests to review your previous leave requests. Click on '**New Request**' against the leave type you wish to apply for.

2. Check the leave type to confirm you have selected the correct leave. Enter the first and last date of leave. Click '**Next**'.

3. Review the summary of the dates and hours for your leave request(s). Once complete, click '**Submit**'. Leave requests will be approved by the Hudson Payroll Team and will be included for payment in the next available pay run.

News and Documents

- When logging into the portal for the first time, you may be presented with important policies, documents or information relating to your job assignment that must be read and accepted before you enter your timesheets.

- From time to time, Hudson may add new policies or procedures that are required to be reviewed and accepted. Some company notices may need to be acknowledged and will appear in this section.

- You will be unable to navigate through the portal until the necessary action has been undertaken for documents that require review and acceptance.

- If you have any queries relating to your documents, please contact the Customer Experience Team as per the details in the '**Contact Us**' section.

- If you have trouble viewing a document or file or would like to keep a copy for your records, you can download the file by clicking on the corresponding link in the document title.

- To acknowledge that you have read and accepted the document/s, tick the checkbox underneath each of the documents. When you get to the bottom of the page, click '**Agree**'.

Resetting your Password

If you forget your Username or Password, select '**Forgot Password**' on the login screen.

You can then enter your username or email address and your new password reset link will be sent to your registered email address.

Contact Us

We are available to support you with any questions or concerns you may have.

If your query relates to use of the Tenrox platform, **The Talent Management Support Team** are available between the hours of 7:30am & 5:30pm AEST / AEDT | 9:30am & 7:30pm NZST / NZDT via email.

Email: tmsupport@hudson.com

We will endeavor to respond to your enquiry as soon as possible. In most cases, we will respond to you on the same business day. However, please allow at least 24 hours for a response.

For all other enquiries, the **Customer Experience Team** are available between the hours of 7:30am & 5:30pm AEST / AEDT | 9:30am & 7:30pm NZST / NZDT via phone or email.

Phone:
Australia: 1300 137 346
New Zealand: 0800 729 376

Email: payroll@hudson.com

Frequently Asked Questions

Hudson and Vendor Management System (VMS) Contractors & Temps

If you are a Hudson Contractor or Temp click **Here** to be directed to the relevant User Guide & FAQs.

If you are a VMS Contractor or Temp click **Here** to be directed to the relevant User Guide & FAQs.

How will I receive my login details?

Hudson will set up your profile in the Contractor Zone. An email containing the URL and log in details will be delivered to your registered email address as per Hudson's current records.

If you have not received an email with your log in credentials, please contact the Customer Experience Team as per the details below in the '**Contact Us**' section.

Logging In

You will see a login screen as per the screenshot below.
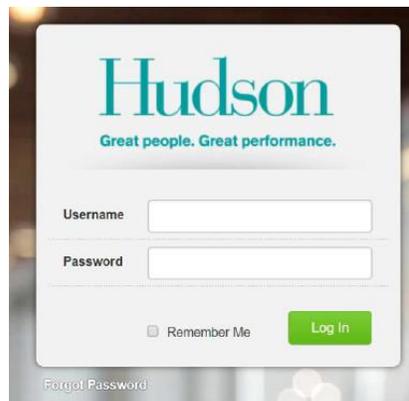
- • If you forget your Username or Password, select '**Forgot Password**'.
- • You can then enter your username or email address and your details will be sent to your registered email address.

When logging in you may be presented with Terms & Conditions or communication updates that Hudson require you to review and accept.

Once logged in, you can change your system generated password in the 'Profile Section'. You are not able to change your username.

You will also be required to set up Two Factor Authentication (2FA). 2FA ensures that your data is secure and protected.

What is a 2FA?

2FA is a second-level of authentication. A password plus 2FA provides an extra layer of security that better protects your details from unauthorised access.

How do I set up 2FA on Astute?

There are 2 methods for generating the authentication code:
Via SMS **or** via a mobile app (Google Authenticator or Authy). You will need to download the Google Authenticator or Authy app onto your mobile device if you do not wish to use the SMS option. Step-by-step instructions are available within this document as part of the **Contractor User Guide on Page: 5**.

Will all my information migrate to the new Portal?

Yes, all key information that is currently held in the old Contractor Zone will be migrated to the new portal. It is recommended that you take time to navigate through the new system and review your details in case there are any changes required.

How do I update my bank details?

Bank details can be updated directly in the new Contractor Portal. Changes will take effect immediately but if you require a change to be captured in the Thursday pay run, please ensure that your bank details are updated no later than Tuesday 10am AEST.

How do I update my tax information?

For Australian Contractors, you can complete the Contractor Zone online Tax Declaration Form which updates your tax details directly into the payroll system.

For New Zealand Temps and Contractors, the IR330/IR330c form is available in the 'Downloads' section in the dashboard. This is an editable PDF which allows you to download, complete, and email the form back to payroll@hudson.com.

How do I update my super / Kiwisaver details?

For Australian Contractors, you can complete the Contractor Zone online Super Choice Form. Once you click save, your super details are updated directly into the payroll system.

For New Zealand Temps, the KS1 form is available in the 'Downloads' section in the dashboard. This is an editable PDF which allows you to download, complete, and email the form back to payroll@hudson.com.

How do I update a change of name?

Please contact the Customer Experience Team as per the details below in the 'Contact Us' section if you have changed your name. Evidence will need to be provided prior to the change of name being updated within Hudson's records.

How do I complete a timesheet?

Your timesheet submission process remains unchanged. Continue to submit your time worked via the Tenrox system.

All timesheets are required to be lodged on a **WEEKLY** basis.

Is there any change to the day I will receive payment for my time worked?

Provided your timesheets are submitted *and* approved by the due date and time, payment for your time worked will be made **WEEKLY** on Thursday as is the current payment process.

If you are currently paid on a fortnightly basis, you will now be paid on a weekly frequency.

How do I complete an expense reimbursement claim?

The expense claim submission process will be available online via the Astute Contractor Zone Portal. Paper based expense claims are no longer able to be submitted. All expense claims are required be lodged electronically. Please refer to the **Contractor User Guide** contained within this document **on page: 13** for step by step instructions.

When will I receive payment for a reimbursement claim?

Once an expense claim is approved, payment will be processed into your nominated bank account in the next available pay run within seven (7) days of the date the claim was approved.

Will I still have access to the previous Contractor Zone?

No, the new Astute platform supercedes access to the previous Contractor Zone. All your existing personal details tax, super/KiwiSaver information will be migrated to the *new* Contractor Zone.

Once the former Contractor Zone is disabled on the 23rd of September 2019, you will no longer be able to access previous pay advices, RCTIs, BCIs. If you require copies of previous pay advices, RCTIs or BCIs, contact the Customer Experience Team as per the details in the '**Contact Us**' section at the end of this document.

How do I access previous financial year Payment Summary or Income Statement documents?

For Australian Contractors, if you require copies of previous financial year Payment Summary or Income Statement documents, please contact the Customer Experience Team as per the details in the '**Contact Us**' section below.

What if my manager approving my timesheet is away?

If an alternative Manager or Supervisor is assigned to authorise timesheets, make contact directly with your Talent Management Consultant.

Contact Us:

We are available to support you with any questions or concerns you may have.

If your query relates to use of the Tenrox platform, **The Talent Management Support Team** are available between the hours of 7:30am & 5:30pm AEST / AEDT | 9:30am & 7:30pm NZST / NZDT via email.

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