comensura

Your Guide to Comensura and c.net5

November 2020

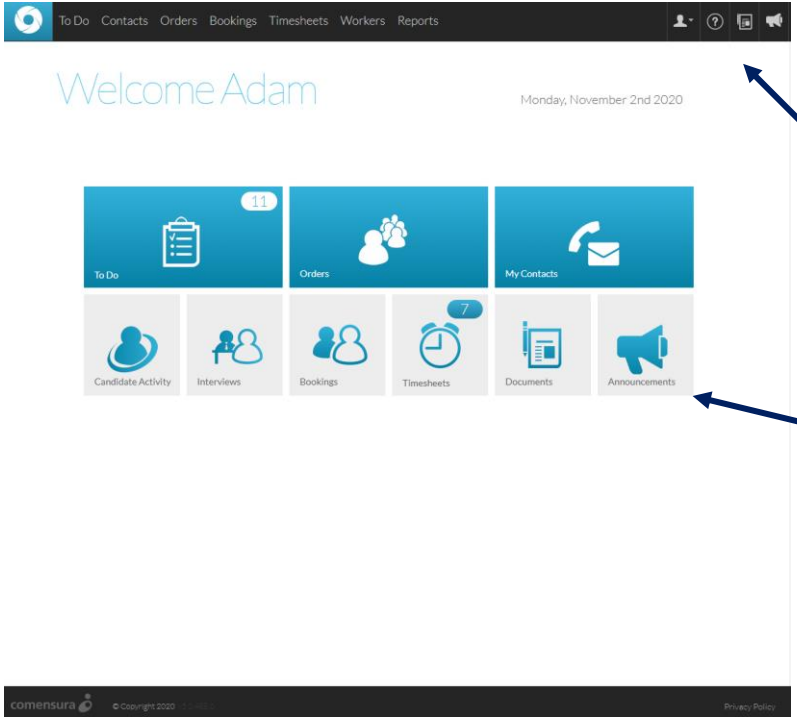
Lincolnshire County Council.

comensura.com

What will your find in this Guide Pack?

This guide pack has been designed to help you work in partnership with Comensura and to confidently use our web based technology platform **c.net5.**

Details within the pack will help you follow the processes to request workers, approve timesheets and provide you with helpful contacts should you have any questions. Our dedicated **Customer e-learning website** is a great place to start. Here you will find user guides, ‘how to videos’ and registration links for our monthly WebEx training sessions.



You can find all user guides in the **HELP** section of c.net5

The e learning Customer website link can be found in the **Announcement** section of c.net5 . Click here!

c.net

How will Comensura work for you?

Comensura is a Managed Service Provider, we are now supporting over 100 customers, split between the public and private sectors. In total, we manage more than £450m of spend on temporary and contractor recruitment every year.

Comensura will help you effectively manage your Temporary Worker Recruitment.
We are not a recruitment supplier, so we have engaged with a selection of valued Recruitment Suppliers from the Comensura supply chain, offering them the opportunity to source your workers using our technology platform c.net5.

Comensura is obsessive about delivering a smarter way to work for customers with complex contingent, permanent and other sourcing requirements. From maximising relationships with recruitment suppliers to bringing efficiency to processes, we're there at every stage.

Smarter shakes conventions.

The latest version of the supply management platform; **c.net5,** will be utilised to manage all the Temporary Workers across all divisions. Comensura use market-leading technology to give you 100% visibility of Bookings and spend.

Comensura will be responsible for the procurement and management of all Temporary Workers and the Recruitment Suppliers, which will be delivered over the contract duration.

New Temporary Workers: LCC Guidance.

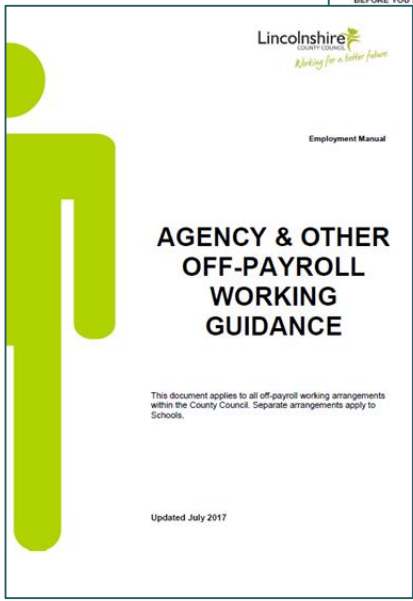
Lincolnshire County Council
Working for a better future

Hiring Managers please view the Lincolnshire County Council website to download the "Agency & Other Off Payroll Working Guidance" which includes the checklists that Managers/Supervisors should complete with the Temporary Worker to ensure relevant LCC policies are being highlighted to the workers.

Agency Workers at Lincolnshire County Council

As an agency worker we would like to take this opportunity to welcome you to Lincolnshire County Council. This leaflet intends to give you a brief overview of some of the benefits you can enjoy whilst working at the Council.

BEFORE YOU START



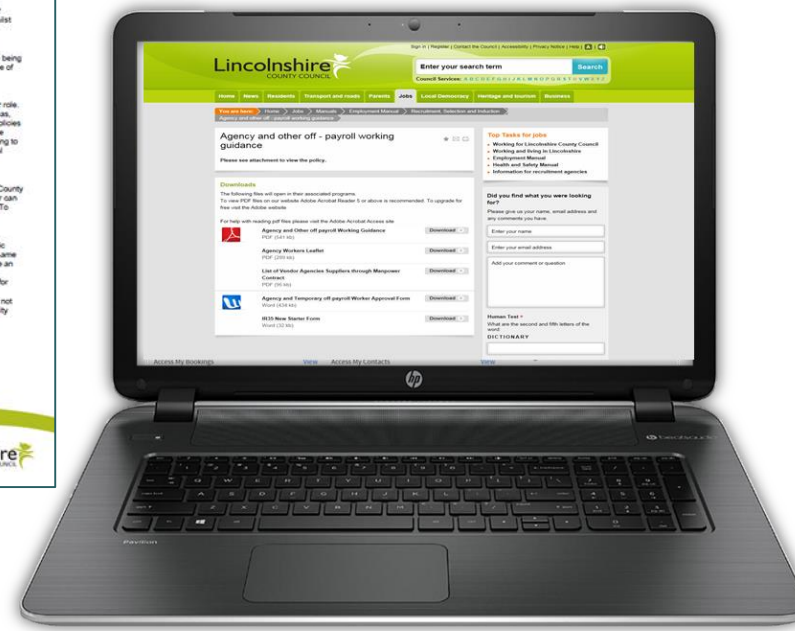
Lincolnshire County Council
Working for a better future

Employment Manual

AGENCY & OTHER OFF-PAYROLL WORKING GUIDANCE

This document applies to all off-payroll working arrangements within the County Council. Separate arrangements apply to Schools.

Updated July 2017



Recruitment Process on c.net5.

Select workers through the active supply chain.

Step 1:
View **Lincolnshire County Council** website for details about hiring Temporary Workers,
Hiring Manager places order online in c.net5.
Support is available from our 24/7 Business Support Team: BusinessSupport@Comensura.co.uk

Step 2:
c.net5 order is released to relevant suppliers dependent on job type with role profiles and pay details.

Step 3:
Suppliers submit candidate profile with CV's to the c.net5 order for manager to review.
Email notification sent to hiring manager of candidates pending review.
Comensura Business Support Team can assist with organising interviews.
Manager selects suitable worker. Confirmation made with supplier for start date.
Comensura create c.net5 Booking.
Email notification sent to hiring manager when Booking created.

Step 4:
Worker commences Booking on start date as agreed.
Manager arranges any necessary induction processes.
At end of week the supplier or worker creates timesheet on c.net5 for Manager approval.
Email notification sent to the timesheet approvers to review timesheet.

Step 5:
Timesheet approver logins to c.net5, checks timesheet and either approves or rejects.
Lincolnshire County Council invoiced by Comensura.
Comensura pay Suppliers. Suppliers pay workers.

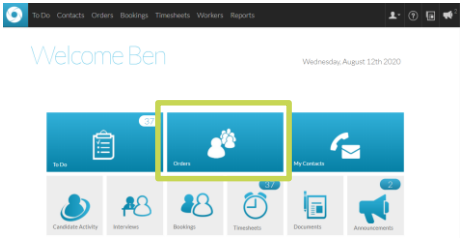
Please see Guides in this support pack or contact:
BusinessSupport@Comensura.co.uk

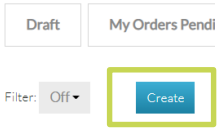
How to create an Order: 1 of 2

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

Step 1 Login to c.net5.

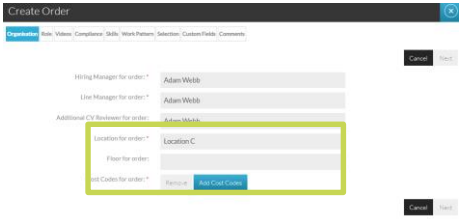
Click on the tile named Orders. This will take you to your Orders page. Click on Create.



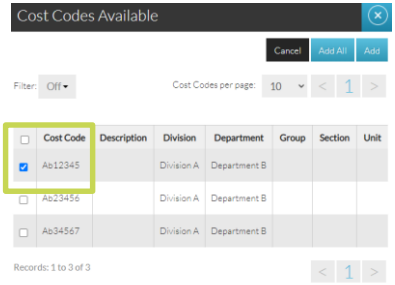


Step 2 Organisation

If you order for multiple locations, type in any 3 letters of the location name, you can then select from the drop-down menu the Location your worker will report to.

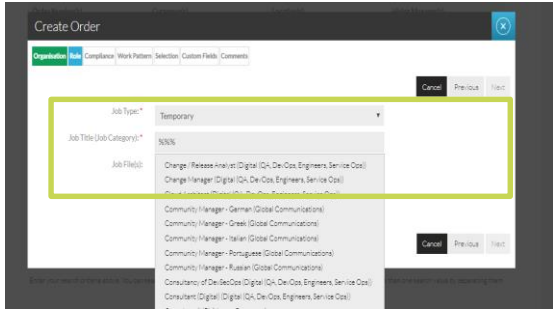


If you order against multiple cost codes – click on the Add Cost Codes, select the cost code by ticking in the box and click on Add. Then click on Next.



Step 3 Role

Select Job Type: choose Temporary.
To search for your Job Title, type in any 3 letters and select from the drop menu, type in %%% and this will bring up the full list of all available job titles pre-configured to c.net5 with approved pay and charge rates.



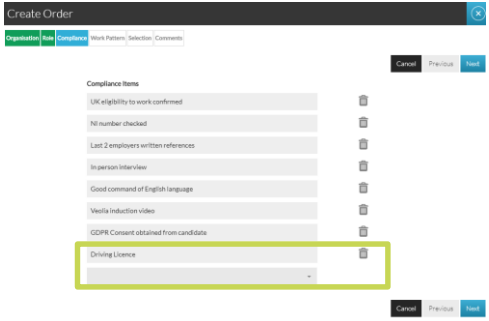
You can add a Job File – Job Description or Role Profile if one is not already pre-loaded.

Step 4 Compliance

Pre-set mandatory compliance items for vetting purposes will be listed for the job title.

You can remove and add items if required.

Click Next to continue.



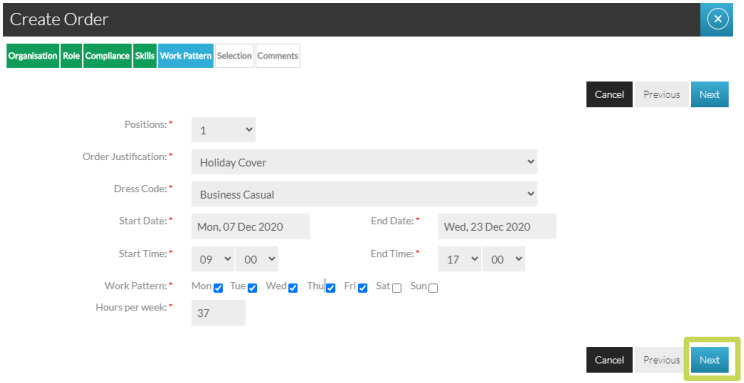
Continued..

How to create an Order: 2 of 2

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

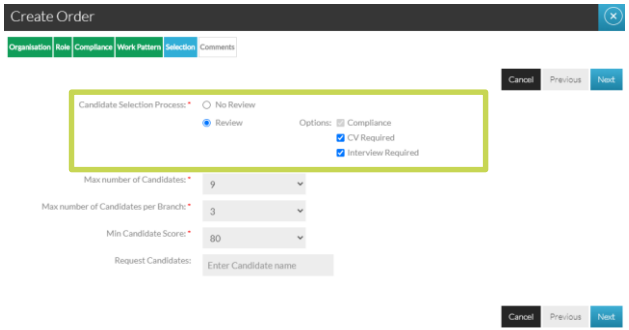
Step 5 Work Pattern

Using the drop down menu complete your requirements. Ensure you tick the work pattern boxes to indicate when the candidate will work. Click Next to continue



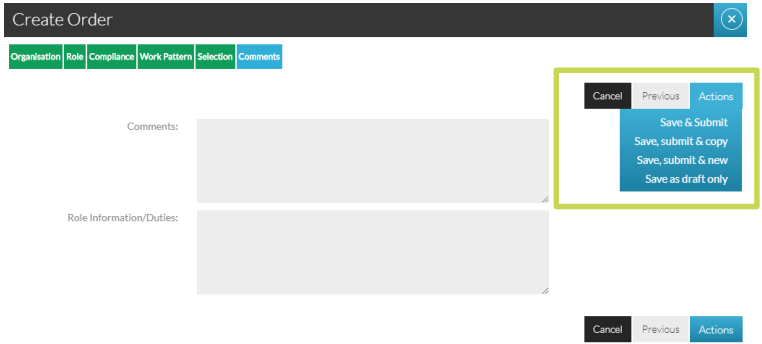
Step 6 Selection

Tick on the sections if you require to see a CV and hold an Interview. Click Next.



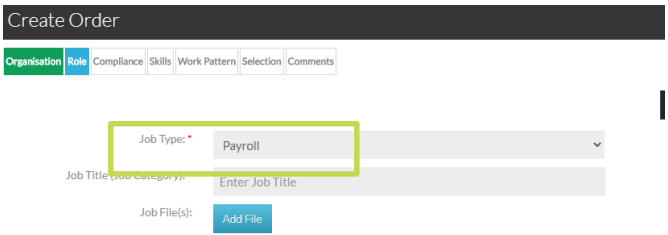
Step 7 Comments

Add any additional Comments and Role Information about the job requirements, i.e. highlight specific duties or add provisional interview dates etc.



Then click on Actions to Save & Submit your order.

If you have a referred candidate that has not been sourced through a supplier – At Step 3 choose Payroll from the drop down options in Job Type.



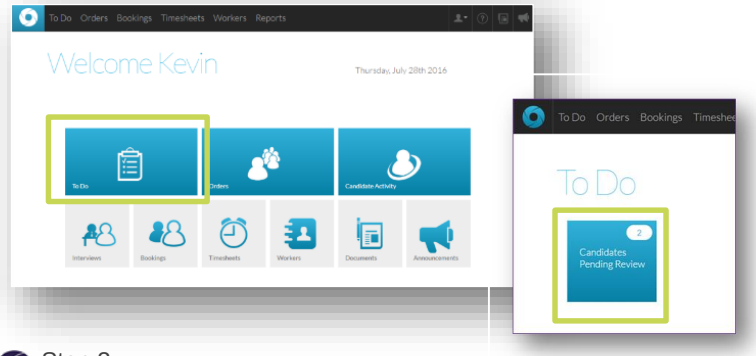
Add the Worker name in the comments section at Step 8. Contact BusinessSupport@Comensura.co.uk for any support.

Orders - Candidate Activity

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

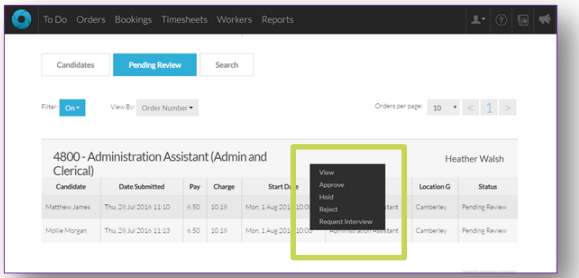
Step 1 You have placed and Order and now have CV's to review. Login to c.net5.

Step 2 Click on the tile named To Do. This will take you to your To Do page. Here you will see any Candidates Pending Review



Step 3

Click with your left mouse button and the context menu will appear with a list of options where you can select from View, Approve, Hold, Reject or Request Interview.



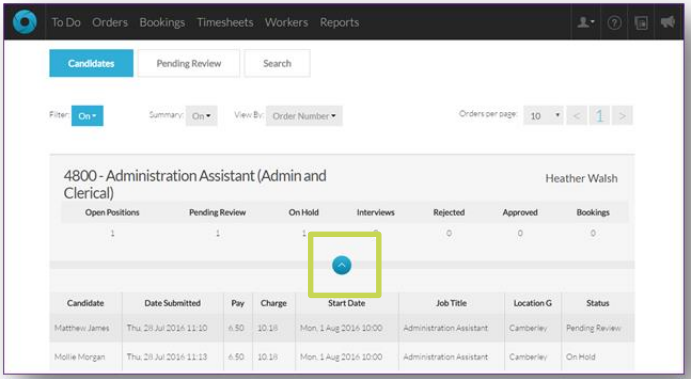
By clicking on View you can open the candidate CV details and compliance items.

Once you have reviewed the candidate CV you can now select to action: Approve, Hold, Reject or Request Interview.

See next Slide for details on how to Request an Interview.

Step 4

In the summary you will now see a list of your Candidate Activity and the actions you have taken.

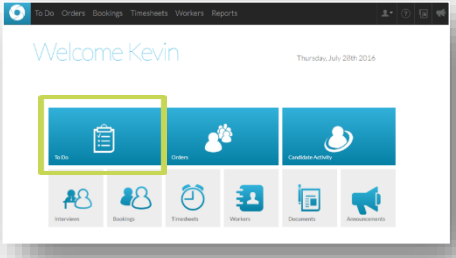


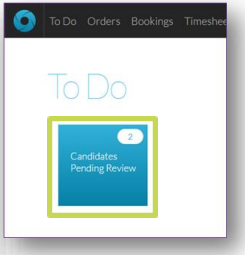
How to Request an Interview

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

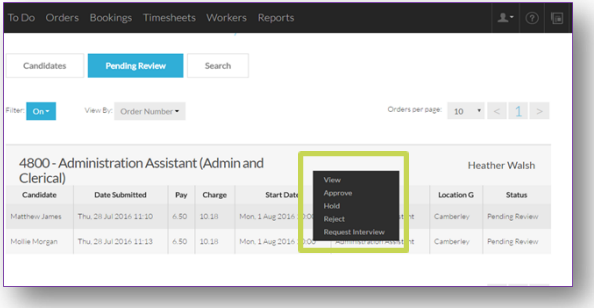
Step 1 Login to c.net5.

Click on the tile named To Do. This will take you to your To Do page. Here you will see any Candidates Pending Review





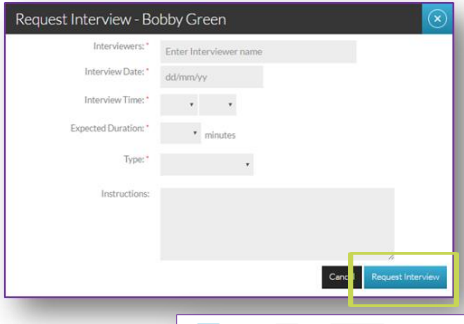
Step 2 Click with your left mouse button and the context menu will appear with a list of options click on Request Interview.



By clicking on View you can see the candidate CV details and compliance items.

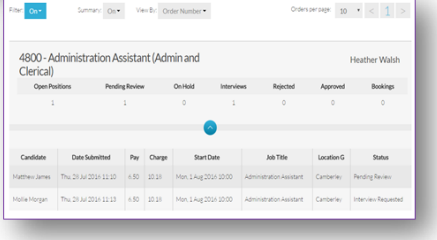
Step 3 To request an interview fill in all the mandatory fields marked with the asterisks. In the Type section you can select from a face-to-face, video or telephone interview.

Step 4 To complete click on the Request Interview button. The request will go through to the Supplier where they will confirm or reschedule the interview.



Step 5

In the Interview section, you will now see a list of your Candidate Activity and the actions you have taken



Any interview requests that have been rescheduled will appear in your To Do tile. Click here and then on the candidate detail row click with your left mouse button and the context menu will appear with a list of options for you to choose from.

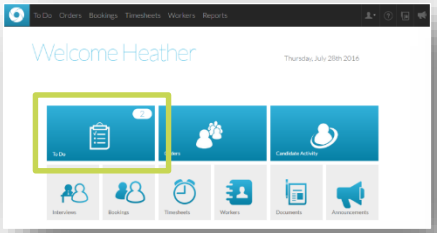
How to Approve a Timesheet

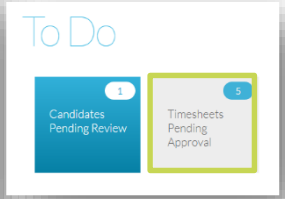
Deadline for Approval: By end of day Monday

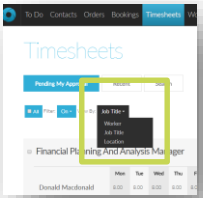
Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

Step 1 Login to c.net5.

Click on the tile named To Do. This will take you to your To Do page.

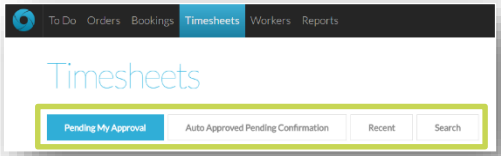




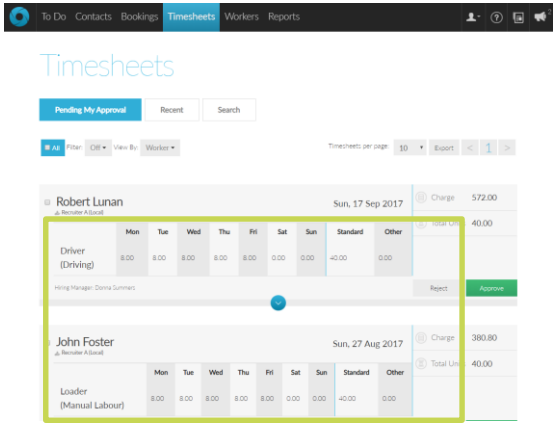


Here you will see any Timesheets Pending Approval. You can view your timesheets by Worker or change it using the drop down to view by Job Title or Location.

Pending My Approval button show timesheets waiting to be approved by you. You can see timesheets approved or submitted with the Recent button and you can search for timesheet information using the Search button.

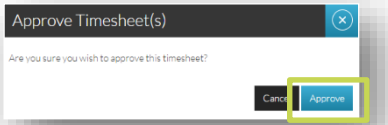


Step 2 View the Hours or days submitted for your Temporary Worker.



Clicking on the blue drop down button opens up the summary for more detail and to view any submitted expenses.

Step 3



If any details are incorrect click on the Reject button and choose the reason for rejection.

If details are correct click on Approve, this will approve your workers timesheet.

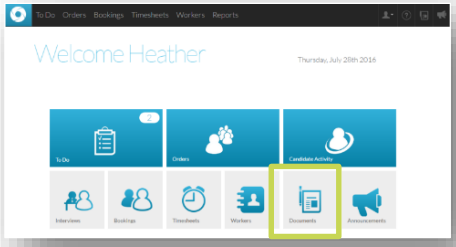
To confirm you wish to approve the timesheet click on the Approve button.

Requesting a New Job Title

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

Step 1

After checking the evaluated Job Title you wish to order is not already loaded to c.net5. Please Login to c.net5 and click on the Document tile.

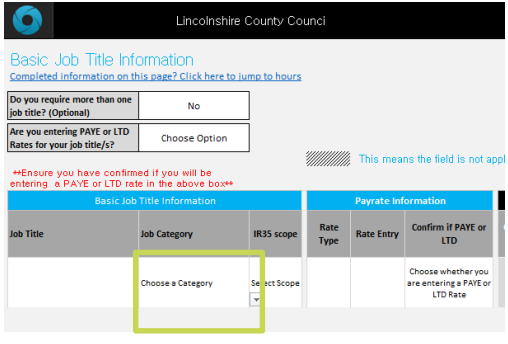


Left click on the row that shows your organisation and the name New Job Title. Click on the pop-up box called **Download,** open the Excel form and then save to your document files.

Step 2

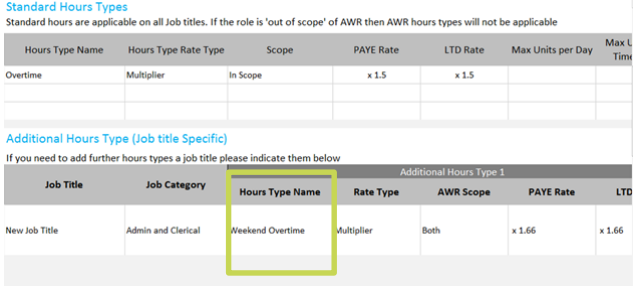
Complete the New Job Title Template with as much detail as possible. On the Job Title tab use the drop-down boxes to help you determine the type of information that will be loaded to c.net5.

Ensure the correct Job Category is selected and add the correct comparable salary range if there is one



Step 3

Complete the Hours Types Tab.
Check if there are any Additional Hours Types i.e. weekend overtime enhancement pay rates for the Job Title you are completing the form for.



Standard Hours Types

Standard hours are applicable on all Job titles. If the role is 'out of scope' of AWR then AWR hours types will not be applicable

Hours Type Name	Hours Type Rate Type	Scope	PAYE Rate	LTD Rate	Max Units per Day	Max U Time
Overtime	Multiplier	In Scope	x 1.5	x 1.5		

Additional Hours Type (Job title Specific)

If you need to add further hours types a job title please indicate them below

		Additional Hours Type 1				
Job Title	Job Category	Hours Type Name	Rate Type	AWR Scope	PAYE Rate	LTD
New Job Title	Admin and Clerical	Weekend Overtime	Multiplier	Both	x 1.66	x 1.66

Step 4

Complete the Compliance Tab.
Your organisation Standard Compliance items will be listed already, add any additional compliances i.e. applicable DBS Checks or licences required to carry out the job role.
Compliances: For legal and policy compliance, documented evidence must be provided at audits by the Supplier for their worker.

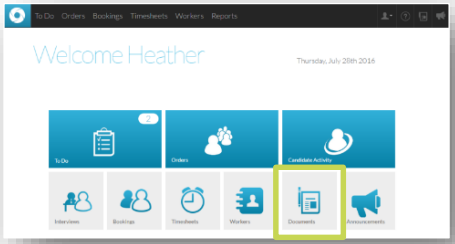
Step 5

Once you have completed and checked the form send this to:
recruitment@lincolnshire.gov.uk
When reviewed and authorised the form will be forwarded to Comensura to action.
Please note that all requests to Comensura Systems Team can take up 48 hours to action

Change Management Form
New Request

Do you require more support?
Please contact
BusinessSupport@Comensura.co.uk

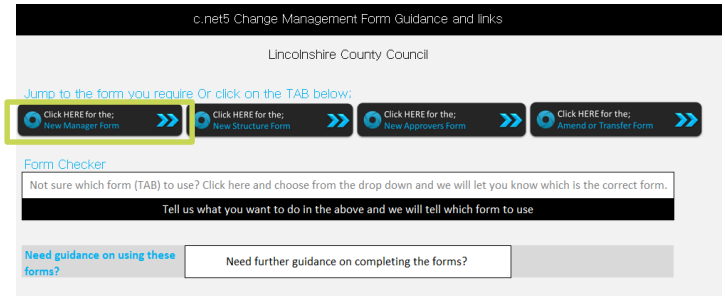
Step 1 If you would like to request new items to c.net5, please login to c.net5 and click on the Document tile.



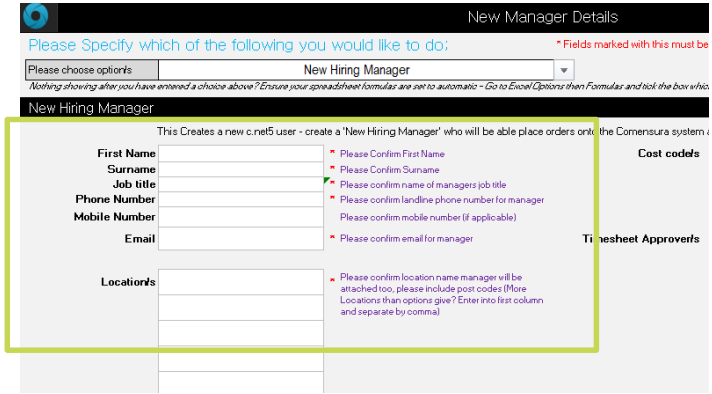
Left click on the row that shows your organisation and the name Change Management Form. Click on the pop-up box called **Download,** open the Excel form and then save to your document files.

Step 2

Please read the information on the Guidance Page Tab before you start to complete the form.
This form is used if you wish to request to create a:
NEW Manager Profile
NEW Approver for Orders or Timesheets
NEW Structure i.e. Cost Code or Location

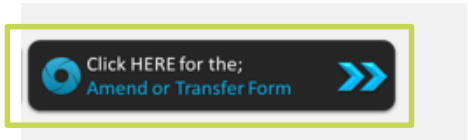


Step 3 Choose from the drop down options and fully complete all the details to the blank cells that are shown on the form.



Step 4

If you are requesting changes to an existing record, please ensure you use the Amend or Transfer Form page



Step 4

Once you have completed and checked the form send this to:
recruitment@lincolnshire.gov.uk
When reviewed and authorised the form will be forwarded to Comensura to action.
Please note that all requests to Comensura Systems Team can take up 48 hours to action

Frequently Asked Questions: 1 of 3

What do I do if I forget my c.net5 password?

- To reset your password – go to the c.net5 login page, click on the link which says 'Forgotten Your Password?' Enter the username and email address that was originally used to set you up on c.net5 and click on submit. Your password reset link will be emailed to you. Our team members at BusinessSupport@Comensura.co.uk are also available to help.

I need help to create an order / view CV's / arrange an interview. Who can I contact?

- Please contact BusinessSupport@Comensura.co.uk for assistance.
- Our team members are there to help 7 days a week 24 hours a day.

How can I find out who much a Temporary Worker is going to cost?

- Before you save and submit an online order on c.net5, the estimated spend is listed on the order details under the top header called 'Rates'. This spend is based on the hours and duration you have selected when creating the order.

What is the difference between a pay rate and a charge rate?

- The pay rate is the hourly or daily amount paid by the Supplier to the worker. The charge rate is the amount paid by your Organisation to Comensura. The charge rate includes pay for the worker, Supplier associated costs, e.g. margin, NI, WTD, AWR and Comensura Fees.

Frequently Asked Questions: 2 of 3

Which Recruitment Suppliers does my order go to?

- The order will be distributed to an approved list of Recruitment Suppliers.
- The Supplier can choose to accept and source suitable candidates, alternatively they may choose to reject the order if they cannot support, the order will then be distributed to the next tier of Suppliers.

How can I select a specific candidate and not just put an order out to all Suppliers?

- Should you wish to order a Temporary Worker you have hired before through the Comensura system, when ordering you need to add the candidate name on the 'Requested Candidate' section of the order process.

What is the difference between an Order and a Booking?

- The order is the request for a Temporary Worker. If open, it means you are actively recruiting. The Booking is the enabled record of the worker you have approved to hire. On c.net5 timesheets are created and all details including rates, compliances etc. are listed.

I am going on annual leave. Can someone else approve Timesheets in my absence?

- Yes, you can add a delegate. To do this, login to c.net5 and go to the MY PROFILE section. On the delegate's link, you can set up a new delegate for any duration of time. Your Delegate must already be a c.net5 user.

Frequently Asked Questions: 3 of 3

What is the difference between PAYE and LTD pay rate?

- Candidates have the option for the agency to pay their Income Tax & National Insurance contributions on their behalf to HMRC, this candidate would be processed by PAYE status. The agency would also accrue their statutory holiday pay which is included in the overall charge rate you pay. Example £10.00 PAYE pay rate to Candidate.

- Alternatively the candidate can choose to have their pay processed via a LTD Co status where they will process their own tax & NI. They may choose to have this administered for them by an 'umbrella payroll service' to meet all HMRC regulations. The standard LTD pay rate at order stage will be higher as this incorporates an allowance for Tax & N.I. all included.
  Example £12.45 LTD pay rate to Candidate.

- When setting up new job titles or discussing pay rates – it is really important that the correct pay style is confirmed as this will affect your overall charges you pay Comensura.
  Most job title salaries provided by your HR team are listed in PAYE form. i.e. Comparable Salary / weeks a year / number of standard hour per weeks = hourly PAYE rate.
  Example £19,248 / 52 / 37 = £10.00 PAYE pay rate to candidate.

Please always check with recruitment@lincolnshire.gov.uk for confirmation of your organisation pay type and rates

Comensura Business Support Team: 0871 977 2722

Comensura Account Team

- Email BusinessSupport@Comensura.co.uk for help with the following queries:
- Creating Orders, help with worker Bookings or Timesheet Approval.
- If you don't have c.net5 access or a new Manager profile needs setting up on c.net5.
- Adding New Job Titles.
- Changing Approval or Manager Responsibilities on c.net5.

Contract Management

- The contract is managed by Comensura Head of Service; Nicol Nee.
  Nicol manages the Comensura account team and supports our partnership working with customers, so that the contracts run smoothly and continue to improve and develop over time.

- Your dedicated Business Partner; will work with you and the list of approved Recruitment Suppliers to ensure order fulfilment and the smooth operational running of the contract. Please email BusinessSupport@Comensura.co.uk for support.

Glossary

- Neutral Vendor we don't have an affiliation with any one Supplier. The Comensura programme benefits all Suppliers that enrol to work and fulfil Customer orders.
- c.net5 Comensura web based Technology Portal
- NI National Insurance Contributions
- WTR Working Time Regulations (Statutory Holiday Pay)
- AWR Agency Workers Regulations
- PAYE Pay As You Earn
- LTD Limited indicating a private Limited company
- DBS Disclosure and Barring Service (Replaced the CRB Criminal Records Bureau)
- Margin How much the Recruitment Supplier make per hour/day for sourcing and supplying the worker