

knowledge services

Getting Started Vendor Finance Guide

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Activate your Account

To activate your account, your company Administrator must first create it

Once created an activation email is sent with a link to activate the account

1. Click the secure **link** provided in the email
2. **Complete the form** entirely and click **Activate**
3. A success message appears. Click **OK**
4. **Login** utilizing the newly created credentials

For additional assistance, contact the Support Team at Knowledge Services

Retrieve Username

1. From the login screen, click the **Forgot Username?** hyperlink
2. Enter your **email address**
3. Select **Submit**. A message for review appears, click **OK**. Upon clicking ok, an automated email request is sent
4. Locate email with provided username and **click the link** to login
5. Type in provided username and your password
 - a. *If password is unknown, follow the **Reset Password** steps*

For further assistance, contact the Support Team at Knowledge Services

Reset Password

1. From the login screen, click the **Forgot Password?** hyperlink
2. Enter your **Username**
 - a. *If username is unknown, click the **Forgot Username?** hyperlink*
3. Select a reset option:
 - a. **Reset via SMS:** A text will be sent to the SMS phone number on file
 - b. **Reset via Email:** An email is sent with a link
4. **Click the link** in the email or SMS text received
5. **Answer** your security question
6. Click **Reset Password**
7. Type a **New Password**
8. Type/**Repeat password**
9. Click **Reset Password**

For further assistance, contact the Support Team at Knowledge Services

Tenant Access

You may have access to multiple tenants (separate databases of information). If this is the case, you will need to ensure that the correct tenant has been selected before you view and perform actions in the system

Once logged in, the current tenant you are logged into will display in the upper right corner after the Welcome to dotStaff message. By default, you will start out on the Commercial tenant

1. If switching tenants is required, select the **gear icon** in the upper right corner of the screen
2. Select **Change Tenant**. This will display a pop-up box
3. Select from the **drop down** the tenant of desire
4. Click the **OK** button

Invoice Status

The Status Column will indicate the state to which an invoice has reached

- **INVOICED** = The client has been invoiced by Knowledge Services.
- **PAID** = The client has been invoiced by Knowledge Services and has paid Knowledge Services.
- **COMPLETE** = The client has been invoiced by Knowledge Services, paid Knowledge Services, and Knowledge Services has paid the vendor

View Timesheets

This table shows who has entered timesheets. It does not tell you who has **not** entered timesheets.

1. Navigate to **Time/Projects**
2. Select **View Time**
3. Use the filter to bring forward the **timesheets** of interest
4. This table will display all timesheets by the selected date range and filters selected
 - a. See the weekly hours entered by your resources per week
 - b. Determine the Status, for example, whether it's Awaiting Approval, Approved, Denied, Invoiced, Paid, Disputed or Credited
 - c. To view more detail for the timesheet, the entry can be expanded. Click the **"Arrow"** on the left side of the timesheet to expand the week's entry, providing a view of the individual entries for the full week
 - d. For even greater detail, double click on the weekly entry to view the Duration, Status History, and Approval History. From here, use the View Rate Sheet button to see rate types and rate amounts associated with each category type (Regular, Shift, OT, Shift + OT, etc.)
 - e. Export displayed results to Excel, Word, or Acrobat by clicking Export and selecting the type of file. You can perform another search by clicking the **Search** Button

Resolve a Denied or Incorrect Timesheet

A Timesheet already moved beyond “Draft” or “Awaiting Approval” to a status of “Denied” can be edited.

A Timesheet already moved beyond “Draft” or “Awaiting Approval” to a status of “Approved”, “Invoiced”, “Paid”, or “Complete” cannot be edited. Contact your MSP Provider for further assistance.

- *If a change is made to a timesheet, it will need to be **re-submitted** for approval. The approval cycle will begin again for that entry.*
- *A timesheet with a status of “**Disputed**” will be locked and will not be editable. Only when it has reached a resolution will it again be editable.*
- *Click the **Rate Sheet Details, Contract Details, Status History, or Approval History** buttons in the tool bar, to gain insight into those areas.*

1. Navigate to **Time\Projects > View Time**
2. Use the **filter** to bring forward the timesheets of interest
3. **Double click** on the line item that is to be edited. The Timesheet window will open.
Before making edits, verify the timesheet, Resource, Contract, Project, and Category selections are correct
4. **Edit** the information as needed
5. Click the appropriate button to “**Save As Draft,**” or if ready, “**Submit For Approval.**” Wait for the screen to refresh.
6. Once the Success message appears, click “**OK**”
 - a. If all necessary changes have been made, click to close the window
 - b. Navigate to a different timesheet using the selection fields or clicking Search

Mark an Invoiced Item for Dispute

An Entry with a status of Invoiced, Paid, or Complete can be Disputed

When validity of an invoiced item comes into question, one may dispute it, though all are highly encouraged to fully research the item first

- a. Among reasons that an item may be disputed: Hours, Rate, Project Assignment, Cost Center, and Invoiced Dollars
- b. Notification of the dispute will go to the MSP/Account Manager and dotStaff™ Accounting. Research will be done, and then recommendations made to Accounting
- c. dotStaff™ Accounting will resolve the dispute and mark the item for appropriate action

- d. This action could be to reject the dispute and return the item to its previous status without change, or it could be to accept the dispute and credit the invoiced item

Use of the Dispute option should be executed with care

- A Timesheet with a status of Invoiced, Paid, or Complete can be **Disputed**
- An Expense with a status of Invoiced, Paid, or Complete can be **Disputed**
- To aid in payment reconciliation, if appropriate, re-enter the correct item
- Contact the Program MSP Team to request review of the re-entered item

1. Navigate to the area specific to the item of interest
 - **Receivables Center > View Invoices**
 - **Time/Projects > View Time**
 - **Time/Projects > View Expenses**
2. Locate the item of interest using the **Date Selection Zone**, filters, and/or **double click** to drill-down as needed
3. **Check the box** next to the entry
4. Click the **Mark Disputed** button
5. Use the dropdown to select the **Reason** for the dispute
6. Type any **comments** to further explain the dispute
7. Click the **Save** button
8. Reach out to the MSP to request review of the dispute

Use the Time Not Entered Last Week Report

Report used to view any contract to which time has not been entered for at least one week or longer. This can be helpful to determine if a resource has stopped working on assignment.

Examples of use:

- Determine the last date a resource entered time on a contract
 - Determine the contract ID# that time has not been entered on for over a week
 - Reach out to the resource to determine the status of the assignment
1. Select **Reports** from the navigation tool
 2. Click **Dashboard**
 3. Locate the report titled **Time Not Entered Last Week**
 - Click **Add Panels** to add the report *if it does not appear in the Dashboard*
 4. Click **See More** to run a detailed report

5. A list of all Resources by contract ID# to which time has not been entered for last week or longer appears
6. Use the dropdown to select the client **Company** you wish to view or select **All**
7. Select the radio button for **Project Info** (*recommended*)
 - When selecting this option and upon clicking Run, the project information related to the contract will appear and the information will be sorted by User Name
8. **Export** the information by clicking the **green X** in the upper right-hand corner *if desired*
9. Contact the **resource** or **managed service provider** to determine the status of the assignment

Submit an Expense

Before submitting an expense, contact your Program Managed Service Provider (MSP) to gain submission rights

- Program approved expenses may be submitted and invoiced in dotStaff™ (i.e. hotel stay, state tax, food or gas mileage). Please contact the MSP with questions regarding expense guidelines for the program to which you bill
 - Expenses are not subject to the dotStaff™ fee
 - Pending approval and proper support documentation, expenses are 100% reimbursed
 - A contractor must be assigned to a project before being set up as an Expense Submitter
1. Select **Time/Projects** from the navigation tool
 2. Click **Add Expense**
 3. Use the drop-down field selections to designate:
 - a. The **expense Submitter**
 - b. The **Project** for which the expense was incurred
 - c. The **Category** of the expense (examples: Food, Lodging, Mileage, Others)
 4. The **Total Amount** will auto calculate based upon amount(s) entered in the Expense Items section
 5. Use the **“Description”** area to define the expense

Example: “Meal expenditures for 06/14/2021 – 06/18/2021”
 6. **OPTIONAL:** Utilize the Attachment **Browse** button to attach an Expense Reimbursement summary
 7. Complete the **Expense Items** section INDIVIDUALLY and **record and attach** Expenses Designate the applicable **Date** and **Expense Type**, enter the **Amount**, and then use the **Browse** button in this area to attach any corresponding documentation
 - a. Use the **Add Expense** button if another line is needed
 - b. Use the Red X in the column titled **Remove Row** to remove an entry

8. When done adding expenses, click the **Submit for Approval** button
9. A Success message appears. Click **OK**

View Expenses

1. Select **Time/Projects** from the navigation tool
2. Click **View Expenses**
3. Use the standard sorting/filtering methods to bring forward the item of interest. Set the date range accordingly
 - a. To filter, enter the term or number by which to filter in the field below the column title. This might be an invoice number or a vendor payment number.
 - b. Click the funnel **Filter** button and choose the Equal to filter listed.
4. To see more information about the expense, you may need to **widen** the Description column or **double-click** to open the details
5. Results can be exported to Excel, Word, or Acrobat by clicking the Export button, and selecting the type of file

Edit or Delete Expenses

An Expense with a status of Awaiting Approval, Approved, or Denied CAN be Edited or Deleted

1. Select **Time/Projects** from the navigation tool
2. Click **View Expenses**
3. Use the standard sorting/filtering methods to bring forward the expense
4. **Double click** on the entry to open
 - a. If the entry requires an adjustment:
 1. Click the **Edit** button
 2. Make the necessary changes
 3. Click the **Submit for approval** button to retain the edits made and to ensure they are approved
 4. If an entry is to be removed:
 - a. Click the **Edit** button
 - b. Click the **Red X button** under the column titled Remove Row for each line item
- b. If the **entire** Expense entry needs removed, click Delete to delete the entry completely

View Payment Details

Payment Process

For Knowledge Services to pay the Vendor, the Client must first pay Knowledge Services

Payment terms vary for each client. Client payment terms to Knowledge Services and Knowledge Services payment terms to you may be detailed in your client-specific Master Service Agreement

Tie-Out Payment

1. Select **Receivables Center** from the navigation tool
2. Click **Vendor Remittance**
3. In the Vendor Payment Search window, enter **Payment Number** upon which to search
 - a. Include zeros at the beginning of the payment number if applicable
 - b. Must be at least 3 numbers
4. Click **Search**
5. Utilize filter and sorting functions to further isolate results as necessary
 - a. To see an entry's Rate Sheet Details, place a **check** in the entry's corresponding box, then click **Rate Sheet** in the upper right-hand corner
6. Click the expand **arrow** button next to the line item to see details
7. To perform another Payment search, use the **Search** button in the upper right-hand corner

Reach out to your MSP for further assistance. **MSP contact information** is available by clicking the **mail icon**

Review Invoices Placed

Upon receipt of payment from dotStaff™, view a summary of each week's invoice

1. Select **Receivables Center** from the navigation tool
2. Click **View Invoices**
3. Use the **Date Selection Zone** to bring forward the items of interest
4. If necessary, **widen** a column by hovering over the right margin until you see a side-to-side arrow
5. Type in the invoice number or vendor payment number you wish to view, click the **Filter button** and choose the **Equal to** filter

6. Having located the line item, review the table details
 - a. Click the arrow button to the left of the invoice of interest to expand it and see a quick view of the invoice details
 - b. There may be several weeks' timesheets tied to one invoice, if the hiring manager approved timesheets late, or timesheets were entered late
7. See which client is tied to that payment
8. Note the **highlights** of the invoice:
 - Gross Amount billed
 - dotStaff™ Fee
 - Net (amount after dotStaff™ fee)
 - Vendor Payment Number (check number)
 - Vendor Payment Date (actual cut date of the check)
9. Drill down to see itemized invoice details
 - a. **Double-click** on the item to see a detailed *Weekly View* displaying all Resources tied to that payment
 - b. View the Resource's contract details by placing a **check** in the Resource's box and click the **Contract Management Detail** button
 - c. By **double-clicking again**, see the **Resource View** displaying all of that Resource's timesheets tied to that payment
 - d. **Another double-click** will display the **Breakdown View**

Review Calculation Details

Review calculation details using rate and overtime differentials

1. Select **Receivables Center** from the navigation tool
2. Click **View Invoices**
3. Double-click on the **invoice number** in question
4. Double-click on the **Resource** name whose time you wish to review
5. To see shift rate details, double-click on the **timesheet** of interest. The **Subtotal** shown is the correct amount for the differential within the timeframe of the timesheet

Export Invoice Summary Details

Download a detailed invoice summary

1. Select **Receivables Center** from the navigation tool
2. Click **View Invoices**
3. Locate the invoice of interest and put a **check** in the box next to the invoice

4. Click the **INV** button in the upper right-hand corner
5. A File Download **window** will appear In the lower left-hand corner. **Click** to open
6. The spreadsheet will include full details of this invoice including, but not limited to: Invoice ID Number, Manager Name, Resource Name, Rate, Duration, and Entry Total

Determine Payment Timelines

To learn the details of the payment terms between the Client and Knowledge Services and Knowledge Services and you, contact your Managed Service Provider (MSP Team)

- 1.) Timesheets are entered by end of Business Friday
- 2.) Timesheets are approved by hiring managers on Monday
- 3.) APPROVED timesheets are invoiced in dotStaff™ each Tuesday at 4pm EST
Be sure to review the Program specific invoicing cycle. It could be weekly, semi-monthly or monthly
- 4.) The client pays Knowledge Services
- 5.) Knowledge Services pays the Vendor, less the dotStaff™ fee

Numbers listed in the **Invoice Number** column reflect the Client/dotStaff™ invoices and will not correspond to your staffing organization invoices

- a. The **Invoice Date** will reflect the previous week’s pay period. (Check with your MSP to determine the client’s payment cycle, either Sunday-Saturday or Monday through Sunday, weekly, bi-weekly, monthly etc.)
- b. The **Status** column will indicate the stage to which an invoice has reached
 - **INVOICED** = The client has been invoiced by Knowledge Services
 - **PAID** = The client has been invoiced by Knowledge Services and has paid Knowledge Services
 - **COMPLETE** = The client has been invoiced by Knowledge Services, paid Knowledge Services, and Knowledge Services has paid the vendor
- c. When the status has reached the “Paid” stage, the **Expected Payment Date** column will note when payment is likely to be made to the Vendor by Knowledge Services
- d. At the “Complete” stage, both the **Vendor Payment Date** and **Vendor Payment Number** columns will be populated. The details in these fields confirm that payment has been made to the Vendor by Knowledge Services

Credits and what you need to know

The status of an invoice determines how and when a credit is Processed

Invoiced

The credit will be applied at the time Knowledge Services receives payment from the Client

Paid

The Credit will be deducted from the Vendors next payment. This may or may not cancel out on the payment to the Vendor. It will depend on the time in which the credit was created in dotStaff and whether the Accounting Team at Knowledge Services has already processed payment to the Vendor, regardless of the status of Complete appearing.

Complete

The Credit will be deducted immediately on any future payments until all credits are collected. This means the Vendor might not receive payment if there are an abundance of credits processed at one time on Completed Invoices.