Workflow

1. **Resourcing workflow (matching the resources)**

* 2 possibilities – Listing manger can look up matching projects/requirements for a resource listed by him or her. Hiring Manager can look up matching resource for the projects/requirements listed by him.
* Once she/he finds a match, she/he could request to set up an interview.
* If the candidate clears the interview, they can confirm the candidature.
* The status of the resource should be marked as reserved / ear marked.
* The hiring manager has the opportunity to negotiate the rate. (Not done through our systems, it is between the hiring/listing manager) Listing manager can then change the rates in our system based on the negotiation.
* ExpertsQ will raise an invoice for the period of 2 weeks (as a deposit). It will be adjusted against the final invoice after the completion of the assignment.
* Hiring manager needs to make the payment to EQ (in 3 days). Apart from this, they should raise a purchase order for the whole of the period (the period of assignment), for this resource.
* Start date of the assignment can be requested by the Hiring Manager after uploading the transaction receipt of the payment for the 2 weeks deposit. (Note: When at the time of assignment in systems, the details like start location and address, date and time of reporting, contact person information needs to be captured. In short, an assignment screen needs to be developed)
* Once the payment to EQ is received and is verified by EQ, the resource shall be marked as assigned and the email shall be forwarded to both hiring and listing managers with all the details of

the assignment.

1. **Billing**

* By-weekly billing process
* Time sheet needs to be raised through EQ system (either by the candidate or listing manager) and has to be approved by the Hiring Manager.
* If there are any negotiations/disputes in terms of time sheet, it can be done
* Once the Hiring Manager approves it, 2 different invoices shall be auto-generated (An auto generic email shall also be delivered to the Hiring Manager and Listing Manager stating that the invoice has been generated for the assignment).

1. From EQ to Hiring Manager
2. Listing manager to EQ

* The payment needs to be made by Hiring Manager in 3 days.
* Once the payment is made by Hiring Manager, the invoice will be marked as paid and the Listing Manager invoice will be marked as paid by EQ.

1. Complaints and Feedback

* Complaints could be raised by Hiring Manager / Listing Manager. (If it involves any criminal offense, EQ will not take the responsibility. If the candidate makes an issue an FIR to be filed by Hiring Manager. If candidate is the victim, then the Listing Manager needs to file an FIR. The details of the crime shall be recorded by EQ in the system). Based on the predefined rules, EQ team shall facilitate the complaints.
* Feedback / appraisal: Feedback shall be captured whenever a time sheet is approved by the Hiring Manager. This shall not be attached to the time sheet but shall be captured in EQ systems. Appraisal discussion shall be conducted in every quarter. The recommendations for the appraisal shall be captured by EQ. This will be communicated to the Listing Manager (if in case they need to use it for internal appraisal). Resources should be able to view the appraisal comments. (For future- Between Hiring Manager and Listing Manager the objective and the measurement criterion (goals and objectives) can be discussed. The provision shall be arranged).

1. **Short closing** – Either because of the candidate’s performance / the project gets closed in between (or pulled back by the client) or due to any reason (external) if the project gets closed. (The settlement needs to be cleared) (any invoice pending needs to be settled, closing the assignment before notice period – candidate needs to be paid).
2. **Assignment closure** – Once the assignment is complete, settlement shall be made. (Credit note will be issued for the balance if any).
3. **Project Closure** – Deposit adjustment against the final invoice (full and final settlement), feedback from all the Listing Manager for that project need to be captured against the Hiring Manager. The Hiring Manager’s feedback on the resources hired from Listing Manager shall also be captured.
4. **Final payment reconciliation** – Listing manager as well as the Hiring Manager will be able to look up the invoices and the payment received against it. If they have any complaints, they can raise the complaint. (The Hiring manager or the Listing manager should have an option to choose the date range and the invoice number from the system, and then the complaint comments need to be just captured. System should give away the options like payment not received, partially received or other. This will make the work for the Hiring Manager /Listing Manager easier. EQ representative will verify this, system should have the facility to capture the comments against this and initiate any payment adjustments required. System should be able to capture the evidence in the system which will be notified to the person who raised the complaint).