

# "KARL" THE CONTRACTOR

## BIO:

Karl recently started contracting after working as a full-time employee for 25 years.

As a contractor, he is quite happy to travel frequently as part of his work.

Karl's native language is polish. English is a second language for him.

**ROLE:** Contract Official Veterinarian

**AGE:** 51

**IT LITERACY:** Low

**NATIVE LANGUAGE:** Polish

## GOAL

I want to record my hours and activity so that I get paid correctly for my work.



## USER NEEDS

- I need to send my data to both FSA and my SDP, E&J

## PAIN POINTS

- I have reduced access rights compared to a permanent member of staff making it difficult to log my time away from site
- If I store my PDF timesheet, I have to upload it to E&J the same day as the thin client wipes all data daily
- I have to send my timesheet twice - once to FSA and once to E&J