

CONTRACTOR MANUAL



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Before we begin

Compliance Home Visit

- This is done before your start date or it may be done during your normal work days.
- Home visits are done for new staff in Metro Manila and near provinces only.

Purpose for home visit is to:

1. Verify your identity and correct address.
2. Physically check if the required Internet speed and set ups are met (min. 1 Mbps download, .35 Mbps upload). Wired connection DSL or Cable ISP only.
3. Check for computer system used.
 - Desktop or Laptop PC's only.
 - Netbooks, handheld devices, tablets are not allowed.
 - Minimum required operating system for Windows is at least on XP operating system. For Mac is Leopard, Snow Leopard and Lion. Linux may still be used



Anything below these OS will **not be acceptable** as you cannot work from home properly with lower and old OS versions.

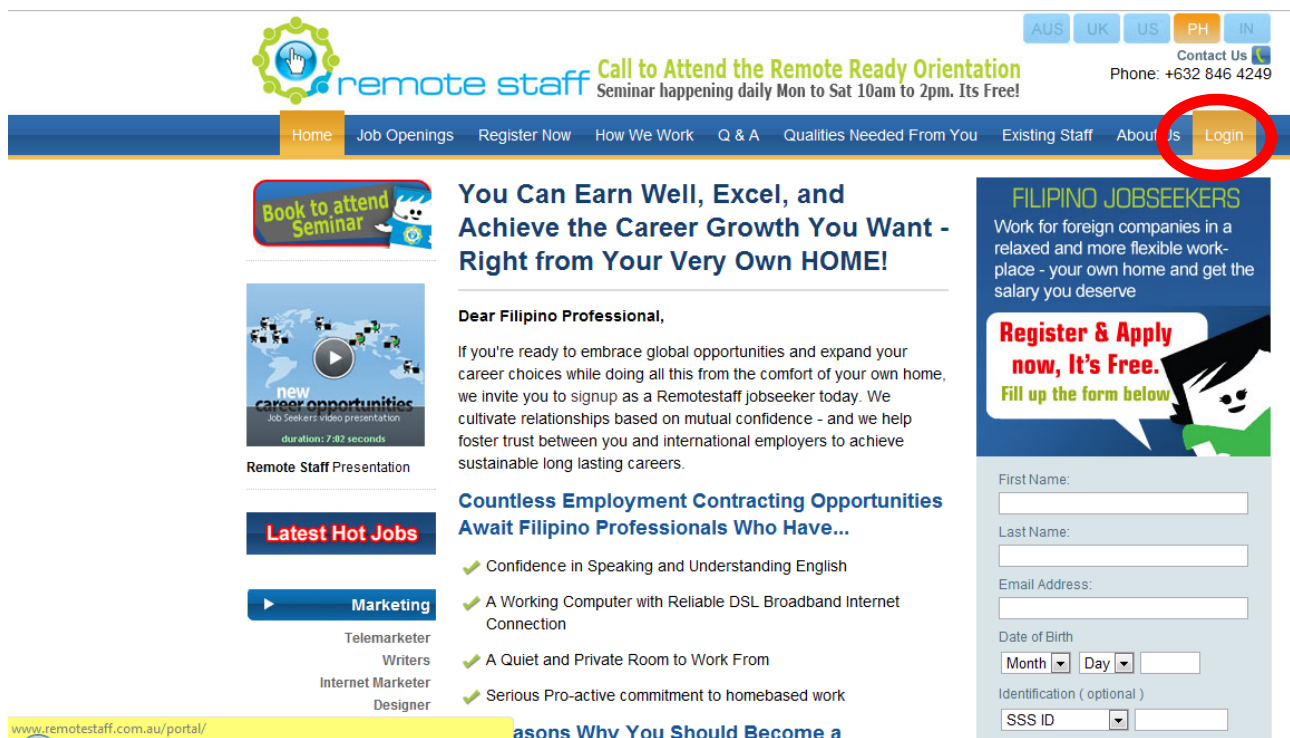
- Working headset.
4. Check the quality of work place at home.
 - You should have a private place in your home that you can use to focus on working, and a room that can be locked during work hours.
 - The lesser the noise, the better (No dogs barking, babies crying, animal sounds, vehicle sounds)
 - The representative will be taking pictures of your work area (not the entire house) as a proof that you have complied with our standards.
 - He may ask for a copy of a valid id, Internet bill and the system checklist that was sent to you via email. (You may use the same documents that you have submitted).

Remote Staff Website

The Remote Staff website is the portal for all your account information. Here, you can update your online resume, check your time sheet, check your invoices/payslip, and even file for a vacation leave. You can also add notes to your timesheet to communicate to your client, manage your to do list/Work Flow Task as listed by yourself and your client, instant chat with your client, instant chat with your CSRO, review your activity tracker notes to see what you have accomplished for the day and view other information that will help you sustain your work from home career.

To visit the website, open you Internet browser and go to <http://www.remotestaff.com.ph>

Click on the **Login** link located on the right side of the menu.



remote staff Call to Attend the Remote Ready Orientation
Seminar happening daily Mon to Sat 10am to 2pm. Its Free!

AUS UK US PH IN
Contact Us
Phone: +632 846 4249

Home Job Openings Register Now How We Work Q & A Qualities Needed From You Existing Staff About Us **Login**

Book to attend Seminar

new career opportunities
Job Seekers video presentation
duration: 7:32 seconds
Remote Staff Presentation

Latest Hot Jobs

Marketing
Telemarketer
Writers
Internet Marketer
Designer

You Can Earn Well, Excel, and Achieve the Career Growth You Want - Right from Your Very Own HOME!

Dear Filipino Professional,

If you're ready to embrace global opportunities and expand your career choices while doing all this from the comfort of your own home, we invite you to signup as a Remotestaff jobseeker today. We cultivate relationships based on mutual confidence - and we help foster trust between you and international employers to achieve sustainable long lasting careers.

Countless Employment Contracting Opportunities Await Filipino Professionals Who Have...

- ✓ Confidence in Speaking and Understanding English
- ✓ A Working Computer with Reliable DSL Broadband Internet Connection
- ✓ A Quiet and Private Room to Work From
- ✓ Serious Pro-active commitment to homebased work

FILIPINO JOBBEEKERS
Work for foreign companies in a relaxed and more flexible workplace - your own home and get the salary you deserve

Register & Apply now, It's Free.
Fill up the form below

First Name:

Last Name:

Email Address:

Date of Birth
Month Day

Identification (optional)
SSS ID

www.remotestaff.com.au/portal/ **asons Why You Should Become a**

LOGGING IN TO SUB-CON

<http://www.remotestaff.com.au/portal/#subcon>



JobSeeker Login

Email:
Password:

* Retrieve Password, [click here](#)

* If you are yet to register as a jobseeker, [click here](#)



Business Partner Login

Email:
Password:

* Retrieve Password, [click here](#)



Client Login

Email:
Password:

* Retrieve Password, [click here](#)

* If you are yet to register as a client, [click here](#)

Contracted Staff Login

Email:
Password:

* Retrieve Password, [click here](#)

In-House Admin Login

Email:
Password:

* Retrieve Password, [click here](#)

Referral Partner Login

Email:
Password:

* Retrieve Password, [click here](#)

* If you are yet to register as a referral partner, [click here](#)



remote staff



JobSeeker Login

Email:
Password:

* Retrieve Password, [click here](#)

* If you are yet to register as a jobseeker, [click here](#)



Business Developer Login

Email:
Password:

* Retrieve Password, [click here](#)



Client Login

Email:
Password:

Trial Client: ☐

Only for Clients who have existing remote staff member

* Having troubles with login managers, [click here](#)

* Retrieve Password, [click here](#)

* If you are yet to register as a client, [click here](#)

Contracted Staff Login

Email:
Password:

Trial Staff: ☐

* Retrieve Password, [click here](#)

In-House Admin Login

Email:
Password:

Agency Recruiter: ☐

* Retrieve Password, [click here](#)

Referral Partner Login

Email:
Password:

* Retrieve Password, [click here](#)

* If you are yet to register as a referral partner, [click here](#)



remote staff

Remote Staff Sub-contractor home page



remote staff Offshore staffing solutions for small business

AUS UK US
Chat | Logout | Login

Welcome Christian Andrew Reyes

- My Home
- Workflow
- Need Help ? Contact CSRO
- Activity Tracker Notes
- Account Settings
- Contract
- Bank Account Details
- Invoice
- Starter Kit
- Bulletin Board
- Testimonials
- Commission Claims

Sub-Contractor Home

IMPORTANT REMINDERS

1. **SKYPE RULES.** It is VERY important that we are all online on Skype and are able to answer within 3 minutes. **NOTE** that communication is vital in building and maintaining trust. When a message from your client is not answered, the client could easily question your whereabouts and be doubtful about this remote set up
2. Please observe your respective work hours and work schedules.

For any attendance-related issues such as the following:

- Lates
- Absences
- Emergency
- Leaves
- OTs
- Disconnections (DSL issues, PC Issues, Power interruptions)
- Other attendance and compliance related issues

Please get in touch via TEXT or CALL 2 hours before your shift with the Attendance and Compliance Team at the following numbers below depending on your schedule or to you respective CSROs.

Name	Skype	Email	Number
Ian	remotestaff.ian	ian.b@remotestaff.com.au	09175337949
Rochelle	remotestaff.rochelle	rochelle.t@remotestaff.com.au	09175337949
Ursula	remotestaff.ursula	Ursula.M@remotestaff.com.au	00475227042

Please download the **RemoteStaff Screen Capture (RSSC)** installer. Install this into your computer.

For WINDOWS click [here](#) to download.

For MAC users click on the version below to download.

[Leopard/Snow-Leopard version](#)
[Lion version](#)

Click [HERE](#) to find out more about the RSSC

I ♥ Remote Staff- www.remotestaff.com.au on Facebook
 10,874 people like Remote Staff- www.remotestaff.com.au.
 Facebook social plugin

"We're on Facebook!

Drop by <http://www.facebook.com/Remotestaff>
and let us know how it's going!"

(PS: do this on your break or after working hours)

Time Sheet

Select Time Sheet: July : Chris Jankulovski

Selected Timezone: Asia/Manila

Day	Date	Time In	Time Out	Total Hrs	Adj Hrs	Reg Ros Hrs	Hrs Pay to Sub Con	Lunch Hours	Start Lunch	Fin Lunch	Notes
Tue	10			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Wed	11			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Thu	12			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Fri	13			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Sat	14			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Sun	15			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Mon	16			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Tue	17			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Wed	18			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Thu	19			0.00	0.00	0.00	0.00	0.00			<Click to add notes>



You are required to install and run the **Remote Staff Screen Capture (RSSC)** system on your computer.

Failure in logging into the RSSC may result:

1. Work hours not paid
2. Questionable productivity
3. System and payroll issues
4. Client will question your attendance.
5. Contract cancellation/termination

This document is owned and made by Remote staff for internal use only
 Remote staff Restricted
 By: Training and Development



remote staff

LOGGING INTO THE RSSC

Sub-Contractor Username and Password (Same username and password when logging into the portal)

Click Connect to log in for the Day (You need to be connected to the Internet for the RSSC to run)

Think Innovations Control Panel

remote staff

Login Daily Time Sheet Action Webcam

Remote Staff Policy

Keep this program running and connected at all times when working with Remote Staff. An accumulation of 30 minutes of no connection per day would be deducted to the hours you worked.

As a Remote Staff contractor, it's very important that you are

Email : remote.angels@gmail.com

Password :

Server : remotestaff.com.au

Port : 8538

Version : 20101105

☒ Save Password ☐ Popup Notification ☒ Sound Alerts

Connect Disconnect About

Capturing screen every 3 min : ON

Capturing camera DISABLED : OFF

Working for Chris Jankulovski.

PROCEDURE

1. You will receive a welcome e-mail that will contain the following:
 - a. Log in information for Gmail account.
 - b. Skype ID created by Remote Staff.
2. Open the **Think Innovations Control Panel** before you start work.
3. Input the Remote Staff email into the Email field.
4. Input your password (The password is the same as your jobseeker's profile password..
5. Click the Connect button to connect to the RSSC and log all your working hours.



Server, Port and Version is already set to default. There is no need to change this. Save password on the 1st use to avoid future delays.

Click START WORK on the start of your shift. (If you work part time for 2 clients, select the name of the client first from the drop-down menu before clicking START WORK)



REMEMBER

Clicking Connect \neq Starting Work

Always click “FINISH WORK” when you are done with your shift.

Button Description and Usage:

START WORK: Captures your start time for the time sheet. Click on this when starting your shift.

FINISH WORK: Captures your end time for the time sheet. Click on this once your shift ends.

Breaks

Quick Break:

- For full time staff – Two (2) 10 minute quick breaks (One in the morning and one in the afternoon).
- Part time staff – No quick break.

Lunch Break:

- For full time staff – (1) hour Lunch break
- Part time staff - no lunch break



(1) hour lunch break is not paid. Your total reporting hours is nine (9) hours because there is one (1) unpaid hour for lunch for each day you work. quick breaks are paid.

RSSC - THINK INNOVATIONS CONTROL PANEL

Screen Capture System: Every 3 Minutes or as requested by the client

- Once RSSC is running, our system captures all activities done on your computer. This is to assure our clients that you are only working on work related activities while you are logged in.
- It communicates to the client the work you did for the day.

Activity Notes and To-do list: Every 20-30 Minutes.

- RSSC ensures that the client cannot question your payable working hours as the system will transparently show the client what you are working on.

Time Stamps - In and out

- Once you click start work, it automatically captures the time set on your computer. This cannot be edited by you or anyone else.
- Once you click on Finish work, it automatically captures the total work hours you have rendered for the day and totals your lunch time spent.

Remote webcam access

- This is commonly done during night shift to assure our clients that you are awake and working on the agreed upon work time.
- A webcam is a requirement before we can start working with your client.
- Webcam will only be turned on remotely when the RSSC is up and your CSRO cannot reach you after trying to contact you by phone, text, instant chat and email for over 1 hour.



This is not accessible if you are disconnected from the RSSC or offline.

Note: RSSC requires a certain amount of bandwidth for it to cater to all its functionality like screen capture and activity tracker notes, if your connection slows down to a point that it's like dial up, RSSC will disconnect you from the timesheet. Hence you need to click start work again to continue your work hours.

ACTIVITY NOTES AND TO DO LIST:

Input what are you currently working on and the progress of the said activity. The activity tracker pops up every 20 – 30 minutes, or as the client requested, to check on you.

BE SPECIFIC

Example, do not say "Writing articles", instead say "writing articles on evaluating real estate options around the Sydney area"

If you are working on a to do list based on your ToDos Today, you can just easily select the item on this drop down so no need to type long descriptions.

BE SPECIFIC

What Are You Working On Right Now?

remote staff

About the 20 minute Activity Tracker

The 20min Daily Activity Tracker is designed to give you an update as well as the client on your full days activities.

Often, especially when we are busy, we could easily forget what we have achieved for the day.

Type or select your activity. Please do it now.

OR

Today's To Do List : Please select...

OR

On Call With :

Where are you at with this activity? Please select...

OK Cancel



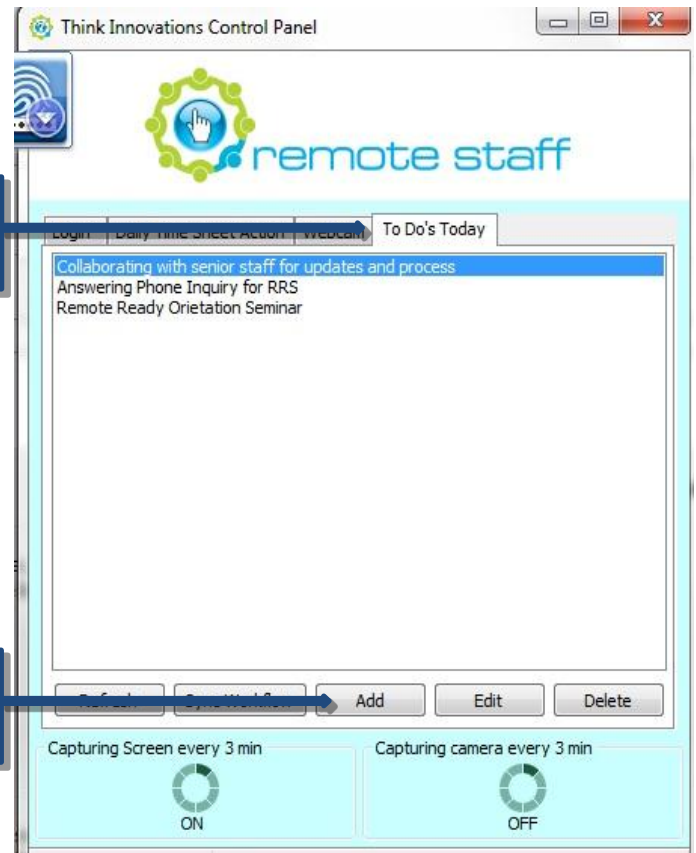
You have to be specific in typing in your current activity when this pops up. It should be answered in the shortest amount of time possible. Once done, just click OK.

Note: if the Activity notes and to do's list is not populated w/in 15 minutes, depending on your clients demands, this will log you out the time sheet.

Pre- plotting the activities or making them in sync with your client

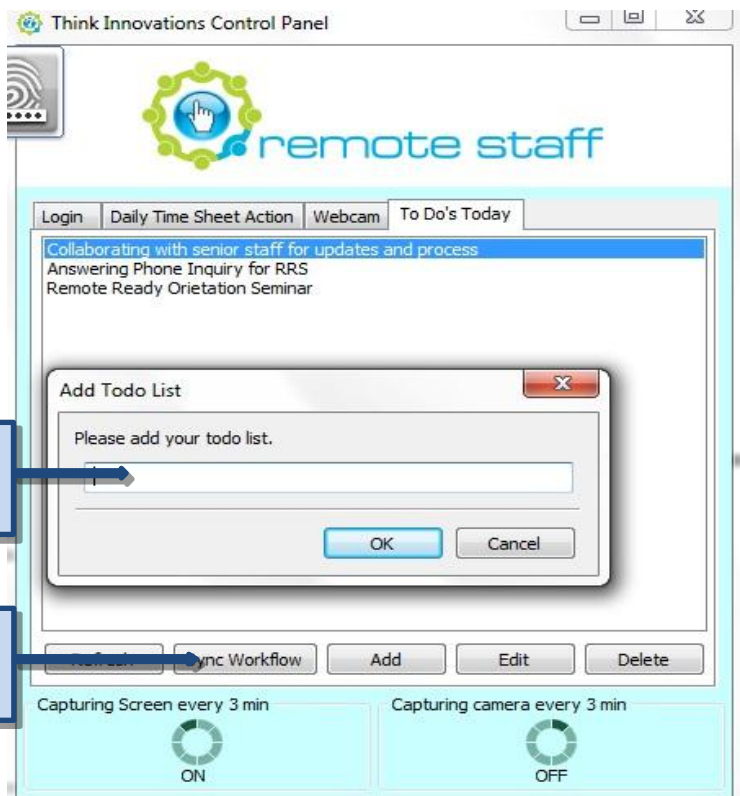
Click on "To Do's Today"

Click on "Add"



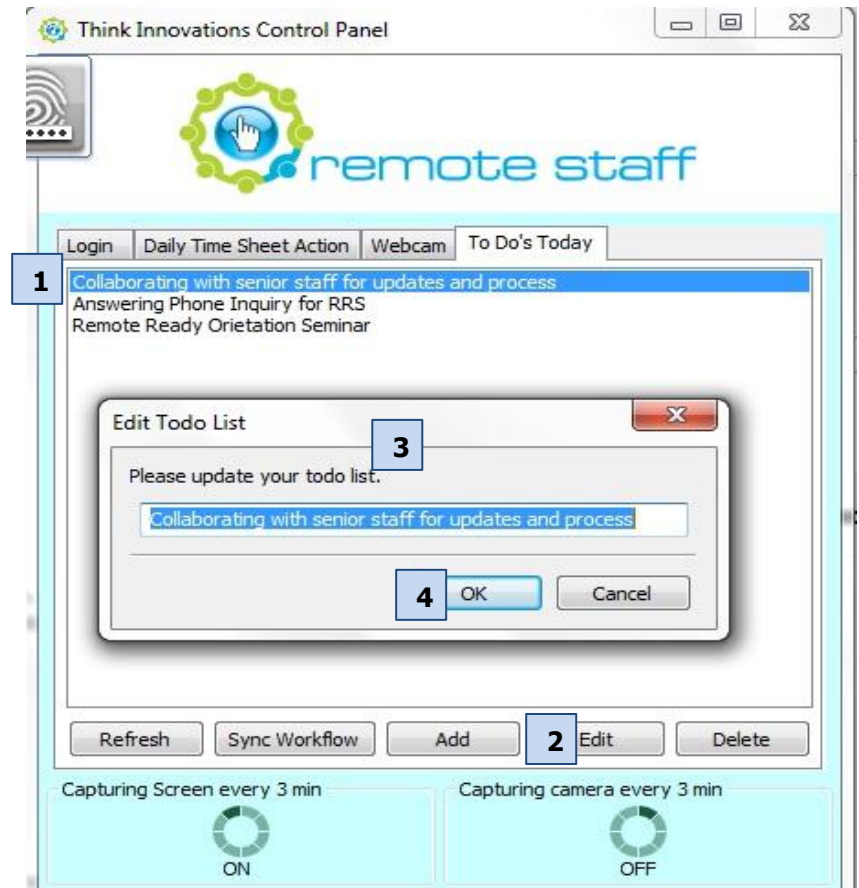
Key in agenda, then press OK once done

If you or your client has a Workflow, you can sync it on your To Do's Today by clicking Sync Workflow.



To edit plotted items

1. Select item to be edited.
2. Click **"Edit"**
3. Re-enter or change agenda.
4. Click **OK**.



The Time Sheet

Time Sheet

Select Time Sheet: Current Month : Chris Jankulovski

Selected Timezone: Asia/Manila

Day	Date	Time In	Time Out	Total Hrs	Adj Hrs	Reg Ros Hrs	Hrs Pay to Sub Con	Lunch Hours	Start Lunch	Fin Lunch	Notes
Sat	12			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Sun	13			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Mon	14	05/14 07:55		0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Tue	15			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Wed	16			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Thu	17			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Fri	18			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Sat	19			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Sun	20			0.00	0.00	0.00	0.00	0.00			<Click to add notes>
Mon	21			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
Tue	22			0.00	0.00	8.00	0.00	0.00			<Click to add notes>
				72.90	0.00	184.00	0.00	6.32			

Note: This time sheet is based on Asia/Manila timezone.

If you find that your "Total Hrs" doesn't match the "Adj Hrs", please select the "Asia/Manila" timezone.

Time Sheet Items

Select Time Sheet: Displays month view and clients name. You may view the previous months by clicking on the drop down and selecting the desired month to view.

Selected Time zone: Set as default to Manila Philippines.

Time in: Time captured by RSSC at the very moment you clicked "**START WORK**"

Time Out: Once you click "**FINISH WORK**" when your shift ends on the RSSC console, the time is displayed here.

Total Hrs: Actual work hours you have rendered for the day.

Adj Hrs: Work hours accepted by accounts.

Reg Ros Hrs: Appointed number of work hours per day. The standard number of hours is eight (8) for full time and four (4) for part time.

Hrs Pay to Subcon: Work hours approved by clients

Lunch Hrs: Total hours of lunch taken for the day.

Start Lunch: Captured time you clicked the "**Lunch**" button on the RSSC console.

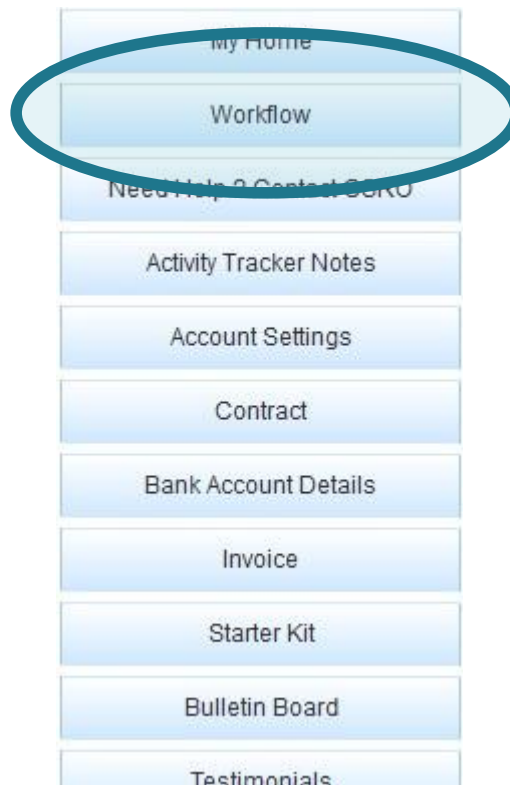
Fin Lunch: Captured time you clicked on "Finish Lunch"



Any changes on schedule, disconnection notices, over time rendered, under time, or anything that would affect you actual work hours paid, document it on notes.

Remote Staff will be sending you an email confirmation together with your actual notes for this update.

WORK FLOW



Enter Keyword Here New Month Year

Client List

Staff #43265 Christian Andrew Reyes

Home Task Create Task View Labels Create Label

☐ (Select All)

Currently Showing New Tasks From All Labels , Assigned To Christian Andrew Reyes.

Task#	Client / Assigned Staff	Summary	Priority	Percentage	Date Create
<input type="checkbox"/> No records found...					

- Status -
 New Tasks
 Finished Tasks
 Deleted Tasks
 Archived Tasks

- Labels -
 No labels found..

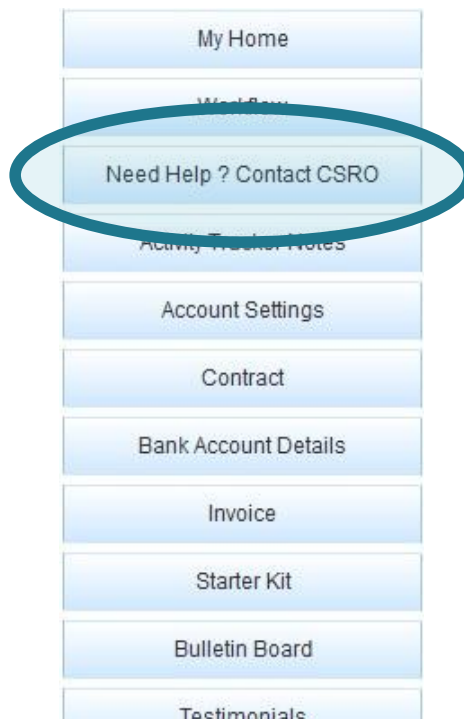
Contains tasks and job orders from clients.

Note: You will receive and email notification about a task given by your client. Just click on the link provided in the email to view the details.



This page is integrated with your clients' access with us.

NEED HELP? CONTACT CSRO



The **CSRO (Client – Staff Relations Officer)** assigned to you is here to help you and your client. Should you have any questions or need help regarding anything listed below, please do not hesitate to contact your CSRO directly via call, Skype or email.

- *Any issue that can affect work relationship with your client*
- *Your contract with Remote Staff*
- *Tools necessary to perform your role like Skype, RSSC, RS Chat, Email, Google Docs, VoIP Phones, SIP accounts*
- *Any errors you are encountering in the Remote Staff System (pages, timesheet, RSSC, RS Chat)*
- *Communication issues with the client*
- *Invoices and Monthly pay*
- *Overtime work*
- *Under time work*
- *Long Leave requests*
- *Absences*
- *Your relationship with your remote workmates*
- *Any problems you are encountering with your Client or Work*
- *Resignation*
- *Applicant referral*
- *Your client possibly needing more staff*
- *Time Sheets*
- *Adjusting your Activity Notes Pop on RSSC*



Please add your CSRO to your Skype, email contact list and your phone book.

Below are the contact details of your CSRO. When texting, please address a specific text to your CSRO including your full name and your message. You will receive a feedback with 20 minutes of sending your message to the appropriate number below.



Sample Text Message: *To Ian, I am running 1 hour late today because of scheduled power interruption. Please inform my client. – Sam Santos*

Please get in touch via TEXT or CALL 2 hours before your shift with the Attendance and Compliance Team Hotline below. **Indicate your whole name, client name and Address the text to your CSRO.**

Schedule	Numbers
5 AM to 4 PM	09175337949
5 AM to 4 PM	09175337942
5 AM to 4 PM	09173054476
Anytime	02 846 4249
4:01 PM to 4:59 AM	09175337947

Please inform us by **calling** at least **2 hours before your shift**. You can also e-mail attendance@remotestaff.com.au.

You may also contact us through our Remote Staff Live Chat. Just click on the "**Chat**" link on the top of the Sub-contractor Home Page



If you are experiencing a problem that you are unable to resolve through our normal department channels in a reasonable amount of time, **TALK to the Managers!**

Leandro Lacostales

Operations Solutions Manager

Skype: remotestaff.leandro

Email: leandro@remotestaff.com.au

Schedule: Online from 7:00 AM to 4:00 PM Manila time, Monday to Friday

Imelda Lim

Senior Operations Manager

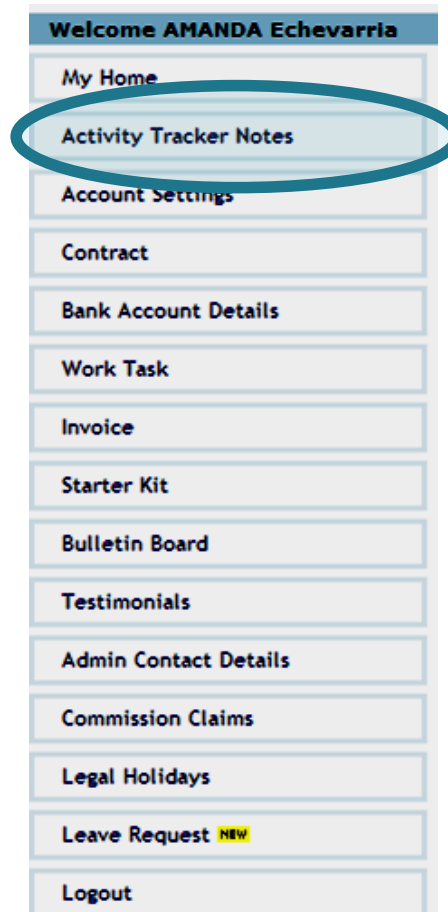
Skype: remotestaff.imelda.l

Email: imelda@remotestaff.com.au

Schedule: Online from 7:00am to 4:00pm Manila time, Monday to Friday

ACTIVITY TRACKER NOTES

This is the summary of your activity all throughout the work day. It is a good way to check this at the end of each day to evaluate what you have done and missed. This list is also emailed to the client when you finish work.



Inclusive Dates : From To

Date	Time	Client	Notes	Rating
Mar 9th - Wed	09:47 AM	Chris Jankulovski	communicating with other admin staff about work	★★★★★
	09:24 AM	Chris Jankulovski	having a meeting with tommy secuya	★★★★
Mar 8th - Tue	04:26 PM	Chris Jankulovski	checking NH information	★★★
	03:56 PM	Chris Jankulovski	making a review of the orientation i just had	★★★★★
	03:26 PM	Chris Jankulovski	orientation with Jefferson	★★★★★
	02:56 PM	Chris Jankulovski	having an orientation with jef	★★★★★
	02:26 PM	Chris Jankulovski	setting up an orientation with jefferson santos	★★★★
	01:56 PM	Chris Jankulovski	orientation with mr phil brian siarot	★★★★★
	01:26 PM	Chris Jankulovski	orientation with mr. phil brian siarot	★★★★★
	12:56 PM	Chris Jankulovski	setting up an interview with new hires	★★★
	12:26 PM	Chris Jankulovski	setting up an orientation with new hires	★★★★



This cannot be edited by anyone.

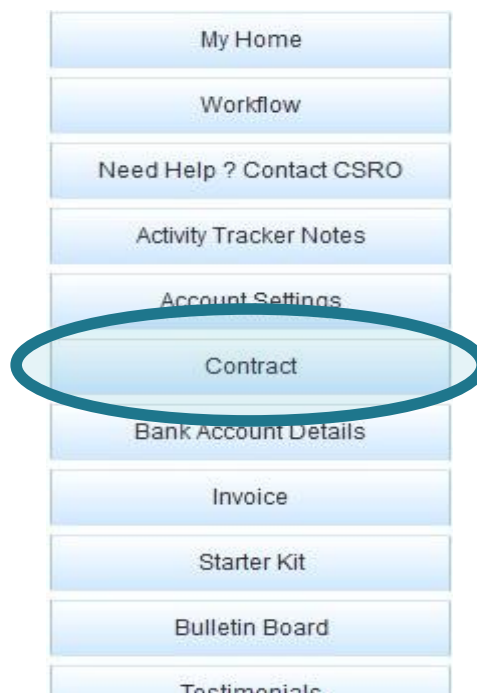
ACCOUNT SETTINGS



Items

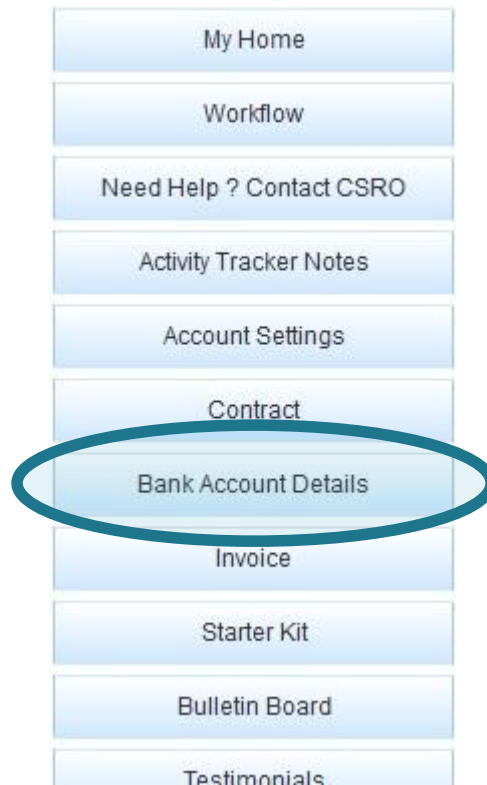
Control Panel: Provides access to your online profile for Remote Staff. This contains your personal profile, educational details, trainings and seminars attended employment history, languages spoken and skills. This is also where you update your information.

CONTRACT



Contracts contain a soft copy of the sub-contractor contract

BANK ACCOUNT DETAILS



Sterling Bank of Asia	
Card Number :	<input type="text"/>
Account Holder Name :	<input type="text"/>

Remote Staff will be issuing you a Sterling Bank debit card which we will use for your payroll. Once you receive your card, you will need to input the required details above.



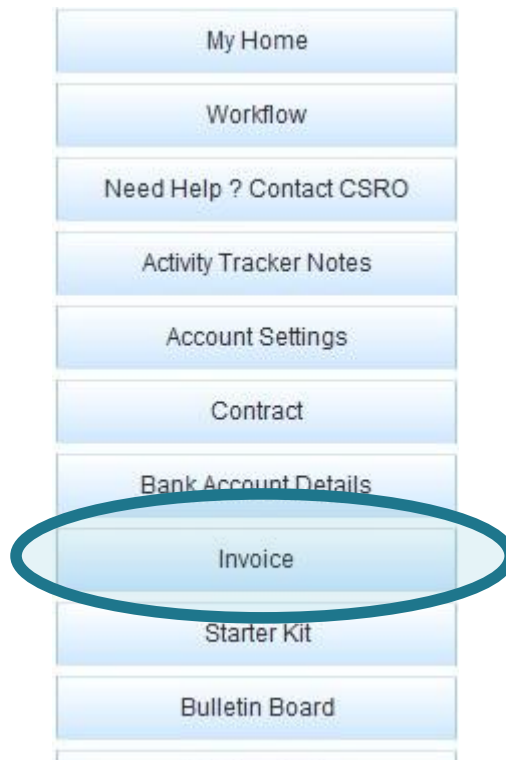
In the event that your Sterling Bank debit card has not yet arrived before your 1st payroll, you may use your own bank account for the 1st pay. Remote Staff will be doing a wire transfer to your bank account. Please take note that the bank processing time which is commonly 2-3 business days.



Ensure that the details are correct as failure to do so might result to your pay being delayed.

Note: Your Sterling shop and pay card can only carry up to P100,000 in it and can't be used as a personal savings account. (You can't deposit any amount into it) it's only for remote staff payroll purpose.

INVOICE



Click the Invoice ID to show details.

Invoice ID	Invoice Date	Description	Status	Currency
00010234	2012-06-21	Christian Andrew Reyes RCTI June	approved	PHP
00009782	2012-05-21	Christian Andrew Reyes RCTI May	paid	PHP
00009340	2012-04-24	Christian Andrew Reyes RCTI April	paid	PHP

Invoice 00010234

Description : Christian Andrew Reyes RCTI June

Invoice Date : 2012-06-21

Currency : PHP

Status : approved

Items

Item No.	Description	Qty.	Unit P
1	Chris Jankulovski - May Adjustments - 79.26hrs@144.23/hr	79.26	
2	Chris Jankulovski - June - 122.93hrs@144.23/hr	122.93	
3	Transpo and food Allowance	1.00	
		Total	

Notes / Comments

Close

The Invoice page contains the figures for your incoming pay.

1. It serves as your online payslip
2. It will reflect the total hours of work that the accounts department has seen on your record.
3. Transportation allowance is only applicable for office based in-house staff or as stated in your contract.
4. Notes/Comments serve as a place where disputes and questions can be raised.



Once invoice has been made available by accounts, you have the whole day to enter any disputes you have so it can reflect on the coming pay. Else it will be credited on the next pay cycle.

Note: All concerns about this should be channelled to your assigned CSRO for resolution

Remember: Salary Cut off is every 20th of each month and pay day is every 30th or no later than the 1st and 2nd day of the month after. If your start date is less than 5 days from the cut off (the 20th), the excess hours will be credited to the next month's pay.

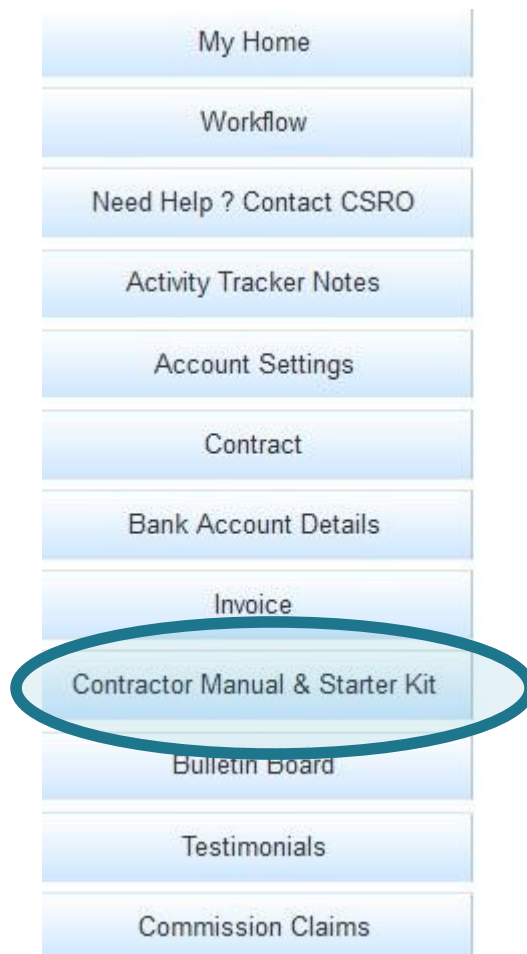
Ex:

Start date: March 18 (3 days from the 20th) = Pay out happens April 30th with the excess hours rendered from March 18- 20

Start date: March 15 (6days from the 20th) = Pay out happens on March 30th. Hours worked from March 15- 20 only.

Please take note that we are subject to bank operating hours Week end and holidays don't count.

CONTRACTOR MANUAL AND STARTER KIT

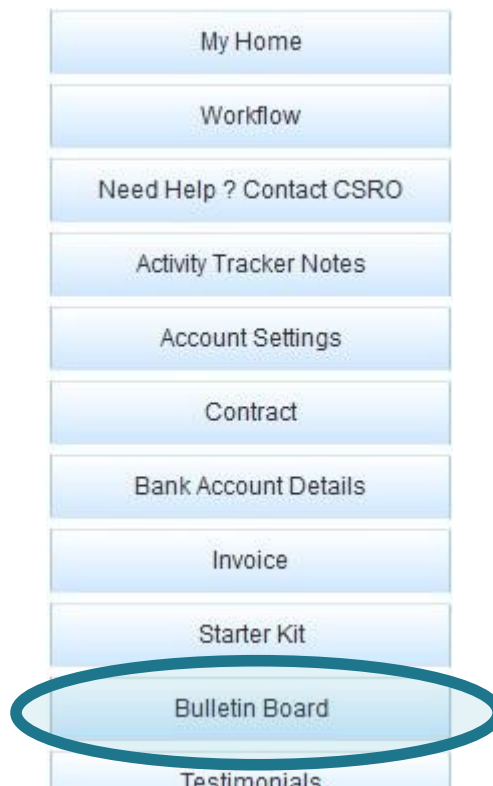


Included on this link:

1. Contractor System Manual
2. Skype Manual
3. Gmail Management
4. Google docs Manual

Note: You have the option to view the manuals over the website or download it to your computer for reference.

BULLETIN BOARD



REMOTE STAFF BULLETIN BOARD!

18th Apr 2012

Good day!

Payroll cut-off for the month of April is on **April 20, 2012**.

Please remember to do the following to ensure correct crediting of work hours rendered:

- 1.) Check your Timesheet and ADD notes if you see discrepancies
- 2.) Notes must be SPECIFIC
- 3.) NO notes NO adjustments
- 4.) Forward OT approval from your client to staffsupport@remotestaff.com.ph

****We use your screen shots to validate your declared work hours.**

For further clarification/concern, please feel free to contact the CSR Team through the following:

- Remote Staff CHAT function through the Subcon Portal
- Department email: staffsupport@remotestaff.com.ph
- Skype: [rs.staffrelationsteam](#)

Your cooperation is highly appreciated.

Items:

Contains important announcements from Remote Staff. Content of all posts are also forwarded to your remote.<your name>@gmail.com account.

*This document is owned and made by Remote staff for internal use only
Remote staff Restricted
By: Training and Development*



TESTIMONIALS:




Christian Andrew R.
 Product/ Transition Trainer
[Edit Display Info](#)

Staff Feedback

Your Client and RemoteStaff are waiting on your feedback message

[create](#)

Client Feedback



Chris J.
 Think Innovations Pty Ltd

Items:

1. Staff's feedback to client.
2. Client's feedback to staff.

COMMISSION CLAIMS

This is where you can claim commissions from your client assuming you have an initial agreement of any commission structure. The client can lodge a commission amount and description on their end that you can claim on this portal.

This amount will be released on your pay card.



Commission Claim

Available Commission

⌵ New

⌵ Pending Claims

⌵ Approved Claims

⌵ Paid Claims

Items:

For every successful referral still with Remote Staff on the 2nd month, you may earn commissions. Commissions will be included in your pay.

This page will also contain any bonuses or incentive your client wants to give you if they use our system. If not, it will just be deposited directly to your pay card.



Inform your CSRO in charge about the commissions before the 20th (cut off) so it can be included in your incoming salary.

LEGAL HOLIDAYS

These are the legal holidays in your client's country.

You can opt to not work on these days. Unless your client requires you to log in, you may ask your CSRO about the schedules upfront.

When working on a holiday, your hourly rate remains the same.



Legal Holidays

Philippines Legal Holidays	DATE
New Year's Day	1-Jan
People Power Day	22-Feb
Good Friday	Apr 2, 2010 / Apr 22, 2011
Easter Sunday	Apr 4, 2010 / Apr 24, 2011
Valour Day	9-Apr
Labour Day	1-Mayr
National Flag Day	28-May
Independence Day	12-Jun
Manila Day	24-Jun
Hero's Day	31-Aug
All Saints' Day	1-Nov
Bonifacio Day	30-Nov
Christmas Day	25-Dec
Rizal Day	30-Dec
New Year's Eve	31-Dec

Australia Legal Holidays	DATE	State/Territory
New Year's Day	1 Jan	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Australia Day (National Day)	26 Jan	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Royal Hobart Regatta	2nd Monday in February	TAS
Labour Day	1st Monday in March	WA
Adelaide Cup	2nd Monday in March	WA
Canberra Day	2nd Monday in March	ACT
Eight Hours Day	2nd Monday in March	TAS
Good Friday (Catholic or Protestant the friday before Easter Sunday)	2 Apr 2010 , 22 Apr 2011 , 6 Apr 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Easter Saturday (day before Easter)	3 Apr 2010, 23 Apr 2011 , 7 Apr 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Easter Sunday	4 Apr 2010 , 24 Apr 2011 , 8 Apr 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Easter Monday (Catholic or Protestant) the day after easter sunday	5 Apr 2010, 25 Apr 2011 , 9 Apr 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Anzac Day	25 Apr 2010 , 26 Apr 2011 , 25 Apr 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Labour Day	1st Monday of May	QLD
May Day	1st Monday of May	NT
Foundation Day	1st Monday of June	WA
Queen's Birthday * (2nd monday of June)	14 Jun 2010 , 13 Jun 2011, 11 Jun 2012	ACT, NSW , NT , QLD, SA, TAS , VIC, WA
Picnic Day	1st Monday of August	NT

UK Legal Holidays	DATE	
New Years Day	1 Jan	National Holiday
2nd January	2 Jan	Scotland
Saint Patrick's Day	17 Mar	Northern Ireland
Good Friday	22 Apr 2011	National Holiday
Easter Monday	25 Apr 2011	England, Northern Ireland , Wales
Easter Tuesday	26 Apr 2011	Northern Ireland
May Day Holiday	1st Monday in May	National Holiday
Victoria Day	4th Monday in May	Scotland
Spring Bank Holiday	Last Monday in May	National Holiday
Orangeman's Day	12-13 Jul 2011	Northern Ireland
Summer Bank Holiday	1st Monday in August	Scotland
Summer Bank Holiday	Last Monday in August	England, Northern Ireland , Wales
Christmas Day	25 Dec	National Holiday
Boxing Day	26 Dec	National Holiday

US Legal Holidays	DATE
New year's Day	Jan 1
Martin Luther King Day	Jan 18 , 2010 / Jan 17, 2011
President's Day	Feb 15 , 2010 / Feb 21, 2011
Easter	Apr 4, 2010 / Apr 24, 2011
Mother's Day	May 9, 2010 / May 8, 2011
Memorial Day	May 31, 2010 / May 30, 2011
Father's Day	Jun 20, 2010 / Jun 19, 2011
Independence Day	July 4
Labor Day	Sep 6, 2010 / Sep 5, 2011
Columbus Day	Oct 11, 2010 / Oct 10, 2011
Halloween	Oct 31
Veteran's Day	Nov 11
Thanksgiving	Nov 25, 2010 / Nov 24, 2011
Christmas	Dec 25
New Year's Eve	Dec 31

Page indicates all the known holidays in the following countries:

1. Philippines
2. Australia
3. UK
4. United States

LEAVE REQUEST

This is where you lodge your leave request to be approved by your client.



LEAVE REQUEST FORM

Clients : Chris Jankulovski [chrisj@remotestaff.com. ▼ Request a Leave Leave/s must be filed 7 days (1 Week) prior to leave date Approved Pending Denied Cancelled Marked Absent

PENDING

ABSENT

APPROVED

Staff Name: 43265 Christian Andrew Reyes

Email: remote.candrew@gmail.com

Client(s): Chris Jankulovski - chrisj@remotestaff.com.au

2012

January 2012							February 2012							March 2012							April 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	5	6	7	8	9	10	11	4	5	6	7	8	9	10	8	9	10	11	12	13	14
8	9	10	11	12	13	14	12	13	14	15	16	17	18	11	12	13	14	15	16	17	15	16	17	18	19	20	21
15	16	17	18	19	20	21	19	20	21	22	23	24	25	18	19	20	21	22	23	24	22	23	24	25	26	27	28
22	23	24	25	26	27	28	26	27	28	29	25	26	27	28	29	30	31	29	30								
29	30	31																									

May 2012							June 2012							July 2012							August 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	3	4	5	6	7	8	9	1	2	3	4	5	6	7				1	2	3	4	
6	7	8	9	10	11	12	10	11	12	13	14	15	16	8	9	10	11	12	13	14	5	6	7	8	9	10	11
13	14	15	16	17	18	19							15	16	17	18	19	20	21	12	13	14	15	16	17	18	

Steps:

Click the date desired on the calendar.

LEAVE REQUEST FORM

Clients : Chris Jankulovski [chrisj@remotestaff.com. ▼]
Request a Leave

Approved Pending Denied Cancelled Marked Absent

PENDING	Client(s) <input checked="" type="checkbox"/> Chris Jankulovski Leave Type <input type="text" value="Absent"/> without pay Date of Leave or Absence From : 2012-07-20 To : 2012-07-20 Leave Duration <input type="text" value="Whole Day"/> Reason for Leave Submit Close
ABSENT	
APPROVED	

Input the details needed.

1. Leave type
2. Date of leave or absence (duration)
3. Leave duration (whole day or half day)
4. Reason for leave (be direct)



Leaves are all subject for approval by your clients. This should be noted at least 1 week before the actual date of leave. Clients may decline or approve request based on business needs. Any type of leaves is on a "No work, no pay" basis.

LOG OUT



Logs you out of the sub-contractor portal.

ADMIN REMINDERS

Performance Evaluation

EVALUATION PERIOD	INCREASE
6 th month performance appraisal	Not mandatory. Client initiative
Annual performance appraisal	5% increase Not Mandatory

PERFORMANCE RATINGS			
O	Outstanding		4 points
AA	Above Average		3 points
S	Satisfactory		2 points
NI	Needs Improvement		1 point
U	Unsatisfactory		0 points

Competencies

Attendance	15%
Reliability	15%
Accuracy and Productivity	10%
Job Knowledge	10%
Communication Skills	10%
Innovation	10%
Cooperation and Team work	10%
Initiative	10%
Professionalism	10%

SALARY COMPUTATION:

Monthly Rate X 12 months = Annual Rate

Annual Rate / 52 weeks = Weekly Rate

Weekly Rate / 5 days = Daily Rate

Daily Rate / No. of regular hours = Hourly Rate

ADDITIONAL REMINDERS

1. Internet connection speed should be a minimum of 1 Mbps for download and .35 Mbps for upload. **ADSL or Cable Internet only**. The faster the better.



We have a system that can trace this. You cannot start working if you don't have this.

2. Work computer should be a desktop or laptop computer only. Netbooks, tablets, and other handheld devices are not allowed.
3. Work environment should be a private room.
4. Noise pollution should be kept to minimum while you are working.
5. You cannot baby sit while you are working.
6. Adding clients to Facebook, Twitter or other social networking sites are strictly prohibited.
7. 3 minute Skype policy applies.



You should answer your Skype in 3 minutes, especially if it is a chat.

8. Issues about pay are to be discussed only with your assigned Client-Staff Relations Officer, and NOT the client. They cannot answer to any of your questions as they don't manage your pay.
9. For resignation, Staff must render final 15 days before exit.
10. Always coordinate any requests for leave, sickness, or emergency issues like power outages, calamities, or anything that would affect your work with your clients to our Client-Staff Relations Officers.
11. Always log in and log out on time.
12. Any overtime should be coordinated first to our Client-Staff Relations Officers before doing extra hours.
13. All government contributions (SSS, Pag-ibig, and PhilHealth) can be continued on your own voluntary act. You will not be deducted for this.
14. Salary is released on the 30th of each month or no later than the 1st and the 2nd day of the month after.
15. Complete all the needed requirements before you start working.
Ex: Barangay clearance, Bank application form, Remote Staff website profile, sub-contractor agreement signed and understood. Photocopy of at least one (1) government issued ID is needed and a copy of your Internet bill.
16. For additional reference, please read the Contractor Manual or visit our website:
<http://www.remotestaff.com.ph>

Remote Staff Contractor Manual revision history:

Version: 1.00

Created: July 2012

Contributors:

Christian Andrew Reyes
Rica Jankulovski
Aaron James Marie Cruz

Revision October 2012

Christian Andrew Reyes (*Changes made on Before we begin, think Innovation buttons, Need Help Contact CSRO, Contractor Manual and Starter Kit, Bank account details, Commission claims, Holidays, additional Reminders*)

Revision November 2012

Christian Andrew Reyes (Changes made on Invoices)

