

Contractor Portal Guide



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Purpose

The purpose of this document is to provide instructions for the contractor community on how to navigate through the Pay Asia portal.

This guide will cover the following topics:

1. How to login and password management
2. How to navigate your dashboard
3. How to update your personal information
4. How to submit a timesheet
5. How to submit an expense claim
6. How to view your payslips
7. How to view leave
8. How to view you leave balance
9. Applying for leave.
10. Support and Frequently Asked Questions

If you run into any issues with the portal, please either contact our support team on the details below:

AIA Temp Talent Acquisition team – aiatemps@hudsonrpo.com Pay
Asia Technical Support - Helpdesk@PayAsia.Asia

System Navigation

1. How to login and password management

By now, you should have received your Pay Asia login credentials upon joining Hudson RPO as a contractor. The first step is to reset your password. The page will provide specific password requirements for you to follow.

You can change it at any time using the **'Forgot your password?'** link on the login page.

Simply enter your employee number in the username section, and you'll receive a 6-digit code sent to your personal email account. Enter the code along with your new password to complete the reset.



PayAsia ~~X~~ HUDSON RPO

Sign in with your username and password

Username

Username

Password

Password

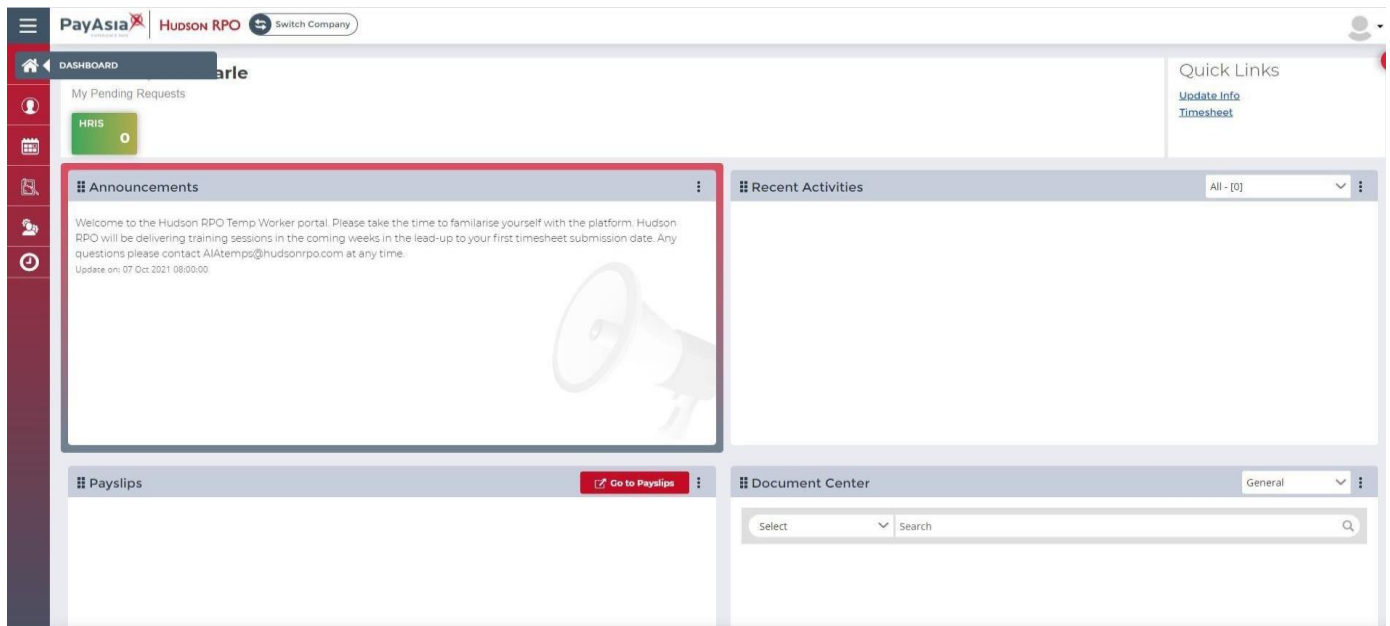
[Forgot your password?](#)

Sign in

2. Your dashboard

Upon logging into your account, you will immediately land on your dashboard. This is your Pay Asia Home Page, which serves as the main interface for navigating the system. From this page, you will be able to access key functions that you will use frequently during your employment with Hudson RPO.

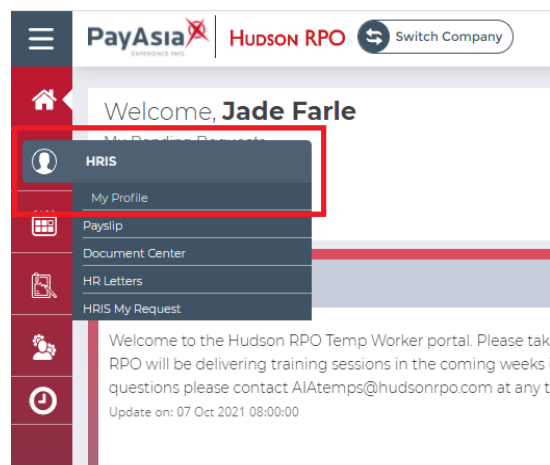
- My Profile – Personal information such as bank account and employment details
- Payslips – Record of payments
- HRIS My Request – Record of HRIS request made
- Employee Leave – Request annual leave, medical leave, time in lieu, etc
- Timesheets – Lodge hours worked and view historical timesheets
- Announcements – Messages from Hudson RPO that pertain information relevant to you.



3. How to update your personal information

a. Personal Details

From your dashboard, click on the HRIS person icon and select **My Profile**.



From here, you will be able to verify that all your personal details are correct. If you need to make any changes to items such as your name, bank details, or dependents, please reach out to our support team.

Note to click on the arrow on the right to see customisable options available to you.

Employee Number : Jade
Jade Farle

Contact Detail
Email : Jade.Ferla@hudsonrpo.com

Employee Information | Personal Details | Local Payroll Information | Bank Details | Address Details

Employee Number	Jade	First Name	Jade Farle
Middle Name		Last Name	
Email	Jade.Ferla@hudsonrpo.com		
Employment Dates			
Hire Date	01 Jan 2021	Confirmation Date	
Termination Date		Original Hire Date	
Years Of Service		Employment Status	Confirmed
Probation Period			

b. Address

You can update your address details anytime throughout your assignment. Just click on the Address Details tab and click on **Add** and fill in your details.

Employee Number : Jade
Jade Farle

Employee Information | Personal Details | Local Payroll Information | Bank Details | **Address Details**

Address Details

Add

Effective Date | Address Line 1 | Address Line 2 | Address Line 3 | Postal Code

Employment Dates

Hire Date	01 Jan 2021
Termination Date	
Years Of Service	

Address Details

Effective Date*		Address Line 1	
Address Line 2		Address Line 3	
Postal Code		City	
Country	---Select---	Work Phone No	
Home Phone No		Mobile No	

Save

C. Emergency Contacts

We do ask that you take the time to complete your Emergency Contact Details in the portal.

As a Hudson RPO employee it is important for us to be able to get in contact with someone in the case of an Emergency.

The screenshot shows the top navigation bar of the Hudson Talent Solutions portal. The tabs are: Organization Details, Salary Details, Dependent Details, Allowances and Deductions, and Emergency Contact Details. The 'Emergency Contact Details' tab is selected and highlighted with a red box. To the right of the tabs is a navigation icon with left and right arrows, also highlighted with a red box. Below the tabs, the 'Emergency Contact' section is visible, featuring an 'Add' button highlighted with a red box. Below the button is a table header with the following columns: Effective Date, Emergency Contact Name, Relationship, Address, Mobile Number, Home Phone, and Action.

The screenshot shows the 'Emergency Contact' form. It has a title bar with a close button and the text 'Emergency Contact'. The form contains the following fields:

Effective Date*			Emergency Contact Name	
Relationship			Address	
Mobile Number			Home Phone	

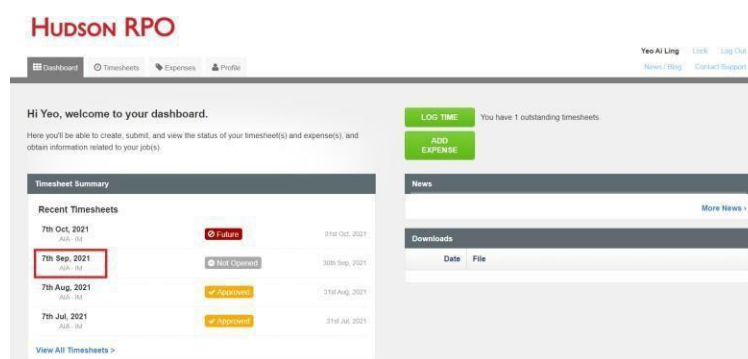
At the bottom right of the form is a red 'Save' button.

Timesheets

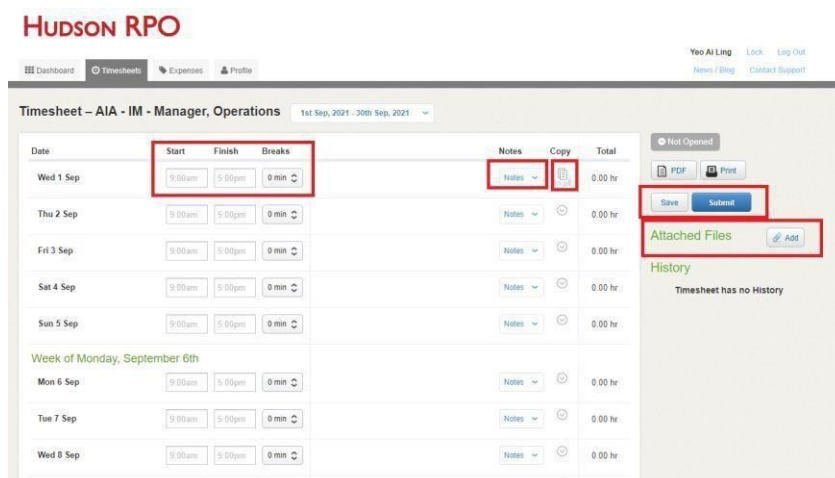
4. How to submit a timesheet

a. Entering and submitting your timesheet

To submit a timesheet, navigate to the Timesheet Summary section on your dashboard. Under the “Recent Timesheets” section, click on the month for which you wish to submit a timesheet. Please note that you will only have the option to complete timesheets for the current month or past months. Timesheets become active on the 1st of each month.



Your timesheet for the entire month will open.



You can perform the actions below on your timesheet:

- Enter hours** including your start, end time and any break information.
- Add notes** on specific days if that is a requirement with your timesheet approver.
- If you work the same time across the whole month you can click on the **Copy All** button to copy time all the way down the page. **Please note that it will automatically miss weekends and holidays so if you did work on that date please ensure you enter your time on those days.**
You can **Save** the timesheet and return to it later.
- Attach files** if this is a requirement by your timesheet approver. **Please note that there is a section for expenses and claims so please do not add that information on your timesheet.**
- When you are ready to submit your timesheet click **Submit**.

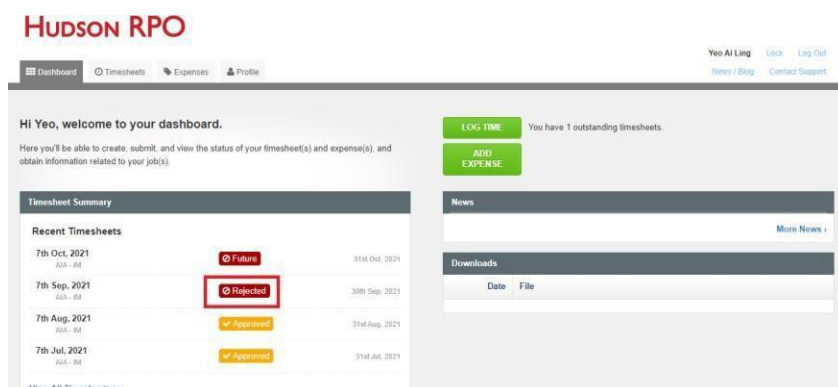
b. If you need to change your timesheet approver

Please contact your onsite representative from the AIA Temp Talent Acquisition team with the name and email address of your timesheet approver. We recommend having 2 approvers just in case one isn't available.

c. If your timesheet is rejected

If your timesheet is rejected by your approver, then you will receive an email notification advising you to log back in the portal and adjust your timesheet according to the comments left by your approver.

From your dashboard, you will have an alert notifying you of this. Click on rejected, make your adjustments, **SAVE** and **resubmit**.



d. Timesheet reminders and deadlines

The deadline for timesheets is on the last working day of the month. If you miss this deadline, you will be paid in the following pay run with no exceptions. If you encounter any issues with your timesheet, please contact your representative from the AIA Temp Talent Acquisition team.

Ultimately it is your responsibility to submit your timesheet and have it approved on time.

You will receive two email reminders:

1. A week before timesheet deadline day
2. At 11am on the timesheet deadline day

You can also monitor the status in your timesheet dashboard. Your timesheet approver will also receive multiple email reminders.

5. How to submit an expense claim

To submit an expense claim, click on the **Add Expense** button from your dashboard.

The screenshot shows the HUDSON RPO dashboard for user Yeo Ai Ling. The dashboard includes a navigation bar with links to Dashboard, Timesheets, Expenses, and Profile. A welcome message states: "Hi Yeo, welcome to your dashboard. Here you'll be able to create, submit, and view the status of your timesheet(s) and expense(s), and obtain information related to your job(s)." In the top right corner, there are links for "LOG TIME" and "ADD EXPENSE", with a notification "You have 7 outstanding timesheets." The "ADD EXPENSE" button is highlighted with a red box. Below the welcome message, there is a "Timesheet Summary" section with a table of recent timesheets. To the right, there are sections for "News" and "Downloads".

Date	Status	Period
7th Oct, 2021	Future	31st Oct, 2021
7th Sep, 2021	Rejected	30th Sep, 2021
7th Aug, 2021	Approved	31st Aug, 2021
7th Jul, 2021	Approved	31st Jul, 2021
7th Jun, 2021	Not Opened	30th Jun, 2021
7th May, 2021	Not Opened	31st May, 2021
7th Apr, 2021	Not Opened	30th Apr, 2021

Click on **New Expense Report**

HUDSON RPO

Dashboard
Timesheets
Expenses
Profile

Yeo Ai Ling
Lock
Log Out

[News / Blog](#)
[Contact Support](#)

AIA - IM Expense Reports

Active Jobs
AIA - IM

Show
Current
Go

Name	Expenses	Status	Date Submitted	Notes	Actions	PDF
New Expense Report						
August Expenses	1 Expense \$150.00	APPROVED	27.09.2021			
June Expenses	2 Expense \$110.00	APPROVED	27.09.2021	Report not...		

Per page
25 Items

1 of 1

Type in the expense name. E.g. July Expenses and click **Save**.

Dashboard
Timesheets
Expenses
Profile

Yeo Ai Ling
Lock
Log Out

[News / Blog](#)
[Contact Support](#)

AIA - IM Expense Reports

Active Jobs
AIA - IM

Show
Current
Go

Name	Expenses	Status	Date Submitted	Notes	Actions	PDF
Name: July Expenses SAVE						
August Expenses	1 Expense \$150.00	APPROVED	27.09.2021			
June Expenses	2 Expense \$110.00	APPROVED	27.09.2021	Report not...		

Per page
25 Items

1 of 1

Click on July expenses.

HUDSON RPO

Yeo Ai Ling Lock Log Out
News / Blog Contact Support

Dashboard Timesheets Expenses Profile

AIA - IM Expense Reports

Active Jobs
AIA - IM

Show Current Go

Name	Expenses	Status	Date Submitted	Notes	Actions	PDF
New Expense Report						
July Expenses	0 Expense \$0.00	PENDING SUBMISSION			SUBMIT Delete	
August Expenses	1 Expense \$150.00	APPROVED	27.09.2021			
June Expenses	2 Expense \$110.00	APPROVED	27.09.2021	Report not...		

Per page 25 items

1 of 1

Click on **New Expense** to have the relevant fields appear for you to begin populating.

Yeo Ai Ling Lock Log Out
News / Blog Contact Support

Dashboard Timesheets Expenses Profile

< Back July Expenses

Active Jobs
AIA - IM

New Expense Submit Report

Date	Amount (including tax)	Tax Type	Tax Amount	Category	Notes	Attachments	Actions
29.9.2021	\$0.00	GST	\$0				Save the expense before attaching files Save Delete

Report Notes

From this page, you can perform the following actions:

- **Date:** Enter the date of your expense claim.
- **Amount:** Enter the full amount of your expense claim, including GST. If GST is not applicable, update it to "No GST."
- **Category** – Food, Medical, Misc, Transport
- **Notes** – A description of your expense claim
- **Save** – Save the expense
- **Attachments** – Once you save you **must** upload your receipt / tax invoice

Repeat these steps for all expenses claims you wish to be processed during the pay run.

Once you have all your expenses entered you can click on Submit report and it will route to your approver.

6. How to view your payslip

Click on the **Payslips** section from your Dashboard. Your payslip will appear post payment date.

My Pending Requests

HRIS 0

Announcements

Welcome to the Hudson RPO Temp Worker portal. Please take the time to familiarise yourself with the platform. Hudson RPO will be delivering training sessions in the coming weeks in the lead-up to your first timesheet submission date. Any questions please contact AIAtemps@hudsonrpo.com at any time.

Update on: 07 Oct 2021 08:00:00



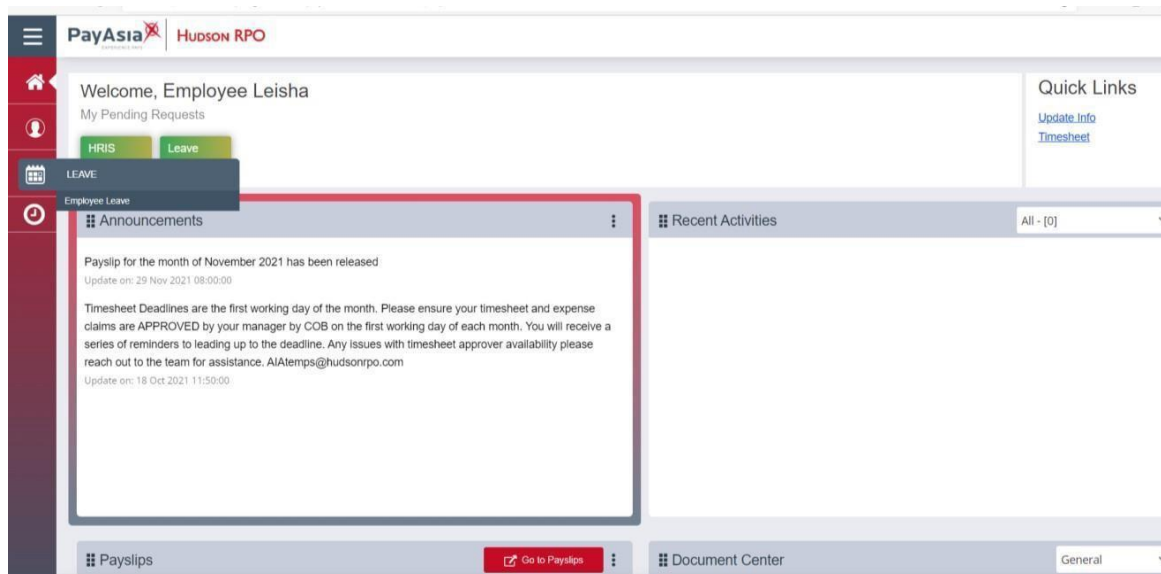
Payslips

[Go to Payslips](#)

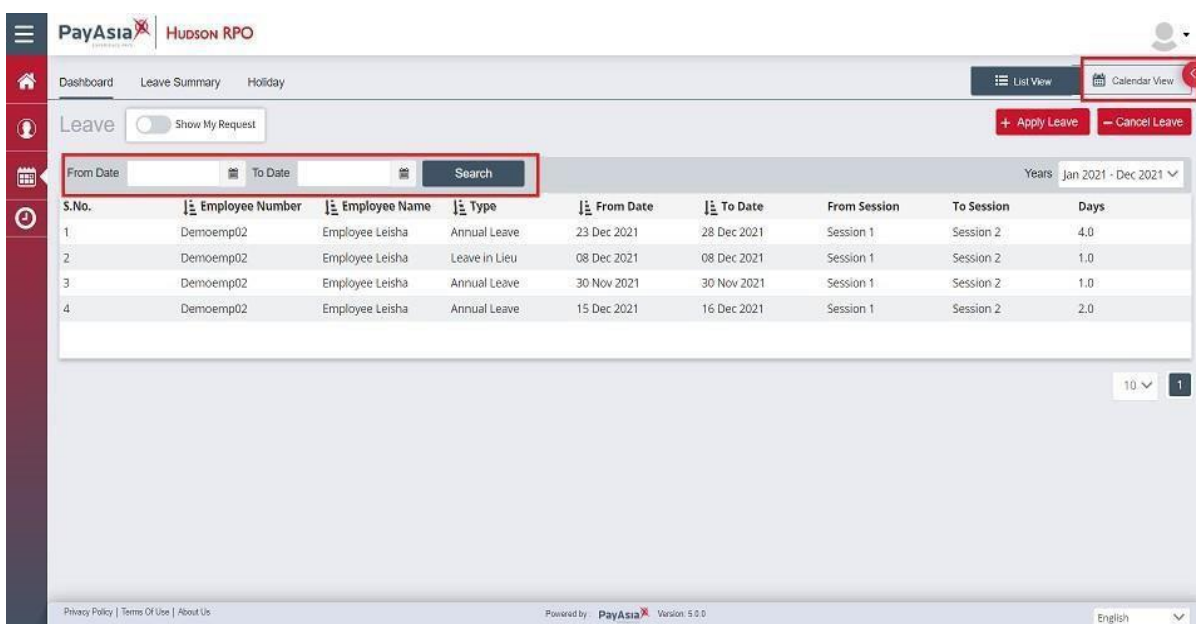
Leave Portal

7. How to view your leave

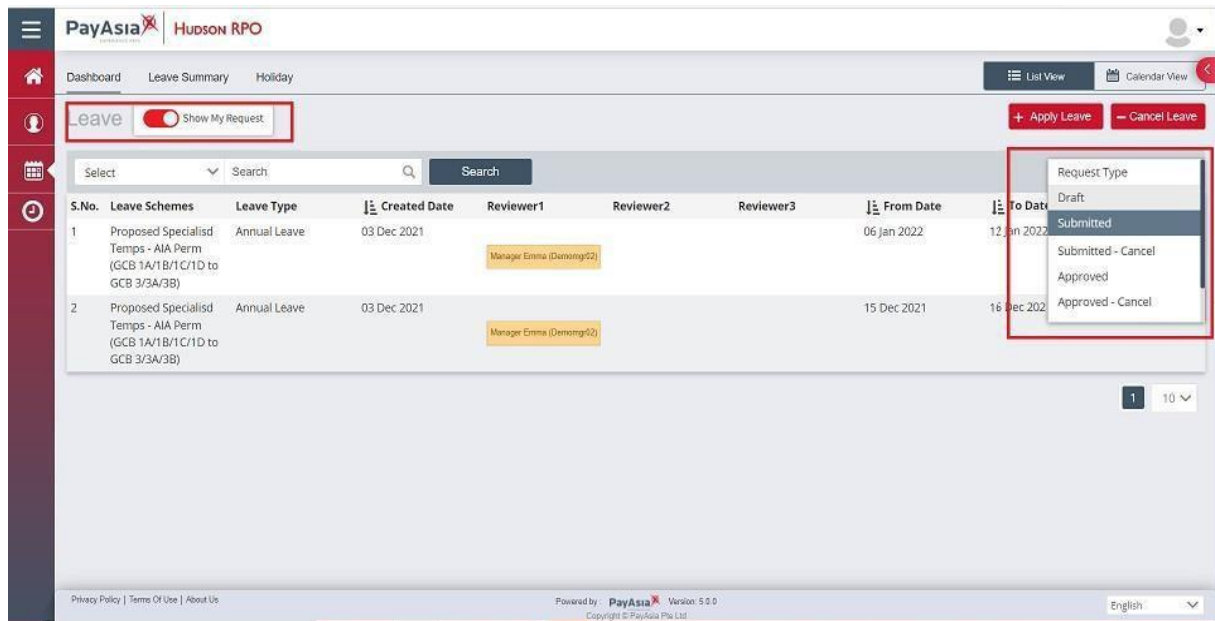
From the dashboard, click on the calendar and select “Employee Leave”. This will direct you to the Leave Portal, where you will be able to apply for leave, view historical leave transactions, review leave balances, and monitor leave requests.



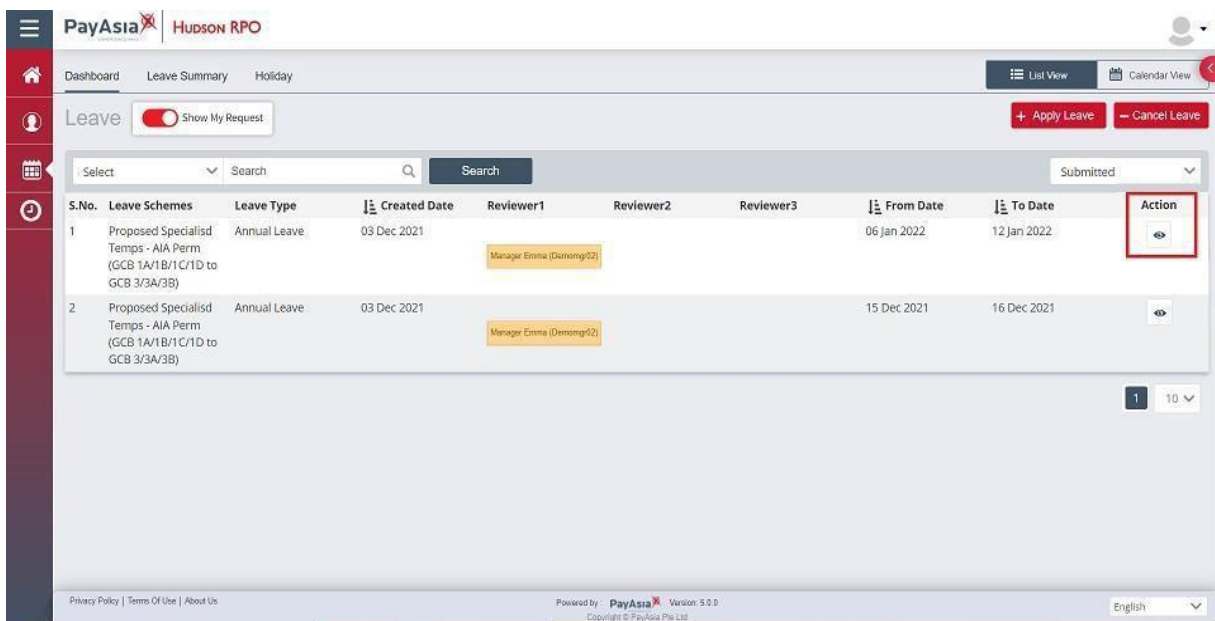
Upon entering the Leave Portal, you will immediately land on the dashboard where any historical leave transactions will be visible. You will be able to customise your search to specific dates, as well as change your view to be in calendar format.



You can also review leave requests by switching “Show My Request” on. On the right of the screen, you will have a dropdown of “Request Types” to select from and view. Upon selection, the relevant leave type will display with details of the transaction.



After selecting the “Request Type” to view, you will see an eye icon which will lead you to greater information on the progress of the transaction.



Upon selecting the eye icon, more details of the leave request will be displayed on the screen. You will be able to view the type of leave you've requested, the days of leave and the manager who approved the leave. You can also view the status of the leave and where it is in the approval workflow.

At the bottom of the page, you will also have the option to withdraw leave.

PayAsia

HUDSON RPO

Dashboard

Leave Summary

Holiday

Leave

Show My Request

Select

Search

Search

S.No.	Leave Schemes	Leave Type	Created Date	Reviewer1
1	Proposed Specialisd Temps - AIA Perm (GCB 1A/1B/1C/1D to GCB 3/3A/3B)	Annual Leave	03 Dec 2021	Manager Emma (Demomgr02)
2	Proposed Specialisd Temps - AIA Perm (GCB 1A/1B/1C/1D to GCB 3/3A/3B)	Annual Leave	03 Dec 2021	Manager Emma (Demomgr02)

View Leave

Selected Leave Type Remarks

Leave Schemes

: Proposed Specialisd Temps - AIA Perm (GCB 1A/1B/1C/1D to GCB 3/3A/3B)

Leave Type

: Annual Leave

Leave Balance

: 12

Days

: 6

Apply To

: Manager Emma (Demomgr02)

Job ID

: AIA - SG-UAT Tester

Leave Taken From

: 06 Jan 2022 (Session 1) to 12 Jan 2022 (Session 2)

Reason

:

CC

:

Attachment

S.No.	WorkFlow Role	Name	Remarks	Status	Date
1	User	Employee Leisha (Demoemp02)		Submitted	03 Dec 2021 10:08:10
2	Reviewer1	Manager Emma (Demomgr02)		Pending	

Withdraw Leave

Print

Close

8. Viewing your leave balance

In the Leave Portal on the top left side of the page is the Leave Summary tab. Upon selecting this you will be taken to the Leave Summary which provide an overview of your current balances.

Balances are broken down to leave type and are calculated as leave credit subtracting approved leave.

To the right of the leave balance table, you will see a list of previous leave request transactions. This view can be filtered to show specific years or by transaction type.

Dashboard	Leave Summary	Holiday
---------------------------	-------------------------------	-------------------------

Leave Summary

[Cancel Leave](#)
[+ Apply Leave](#)

Year jan 2021 - Dec 2021

S.No.	Leave Type	Carried Forward	Credited	Approved	Submitted	Forfeited	Balance	
1	Annual Leave	0	17	5	2	0	12	>
2	Sick Leave	0	14	0	0	0	14	>
3	Hospitalisation Leave	0	46	0	0	0	46	>
4	No Pay Leave	0	5	0	0	0	5	>
5	Birthday Leave	0	1	0	0	0	1	>
6	Maternity Leave Non SG (Last 4 Weeks)	0	20	0	0	0	20	>
7	Leave in Lieu	0	3	1	0	0	2	>
8	Public Holiday Leave	0	0	0	0	0	0	>

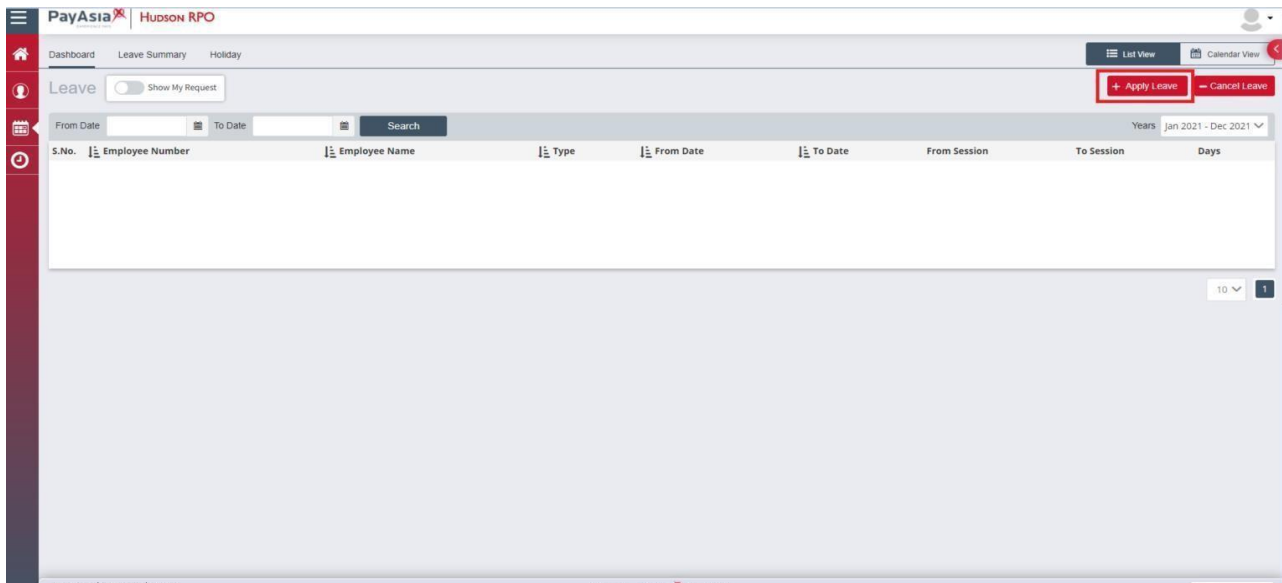
Annual Leave

Filter By All

S.No.	Type	Posted	From Date	To Date	Days	Action
1	Credited	01 Jan 2021	01 Jan 2021	31 Jan 2021	1.42	
2	Credited	01 Feb 2021	01 Feb 2021	28 Feb 2021	1.42	
3	Credited	01 Mar 2021	01 Mar 2021	31 Mar 2021	1.42	
4	Credited	01 Apr 2021	01 Apr 2021	30 Apr 2021	1.42	
5	Credited	01 May 2021	01 May 2021	31 May 2021	1.42	
6	Credited	01 Jun 2021	01 Jun 2021	30 Jun 2021	1.42	
7	Credited	01 Jul 2021	01 Jul 2021	31 Jul 2021	1.42	
8	Credited	01 Aug 2021	01 Aug 2021	31 Aug 2021	1.42	
9	Credited	01 Sep 2021	01 Sep 2021	30 Sep 2021	1.42	
10	Credited	01 Oct 2021	01 Oct 2021	31 Oct 2021	1.42	
11	Credited	01 Nov 2021	01 Nov 2021	30 Nov 2021	1.42	

9. Applying for Leave

When you navigate to the Leave Portal dashboard you will see at the top right of the page an option to “Apply for Leave”.



Upon selecting Apply Leave, a pop-up form will appear to the right requesting details of the leave you wish to submit.

The form has the following:

1. **Leavetype** –a drop down of the leave options for you to select
2. **Job ID** –if you are working multiple assignments this is where you select which this leave request is pertaining to.
3. **Dates** –select the date which the leave will begin and end
4. **Sessions** – the days are split into shifts, morning (session 1) and afternoon (session 2). If you are wishing to take half a day, select the session. If you are taking a whole day select session 1 and 2.
5. **Leave Balance** –this is where you can review your request against your leave balance. If you do not have a sufficient leave balance you will be notified by the system on submission.
6. **Apply to** –this is an auto populated field with the manager approving your leave. If this is incorrect you can escalate for change.
7. **Reason** - a note you can send to the approver for reason of submission.
8. **CC** –if the approval manager is away or incorrect in the system, you can cc another into the leave request.
9. **Attachment** –you can attach files to support your leave request. Some leave types will have this as a mandatory field.

Once completed at the bottom of the page you can select Apply to submit or Save to come back later to.

Upon submitting, track your leave through Leave dashboard as in chapter 7.

✕

Apply Leave

Leave Scheme

Proposed Specialisd Temps - AIA Perm (GCB 1A/1B/1C)

Leave Type ¹

Sick Leave

Job ID ²

AIA - SG-UAT Tester

From Date ³

07 Dec 2021

4

Session 1

Session 2

To Date

14 Dec 2021

Session 1

Session 2

Days ⁵

6

Leave Balance

14

Apply To ⁶

Manager: Emma (Demomgr02)

Reason ⁷

Sick

CC ⁸

Find

Attachment ⁹

+ Choose

(Ms Word, Ms Excel, Zip, Pdf or Image file is allowed)

View Reviewers

Reviewer 1

Manager Emma

Frequently Asked Questions

a. Pay Asia Portal Questions

Q. How do I change my Pay Asia Portal password?

A. When you log in you can click on “forgot my password” and you are able to create your own password.

Q. How do I update my profile information?

A. You are only able to update your address and Emergency Contact details on your own. If you see any issues with other information detailed in your profile, please contact the AIA Temp Talent Acquisition team immediately to ensure this is rectified.

b. Timesheet and Expense Claims questions

Q. When is the timesheet and expenses deadline for payment?

A. Your timesheet must be approved by your manager online on the last working day of each month. In the event your manager is unavailable please contact the AIA Temp Talent Acquisition team as soon as possible. As a Hudson RPO employee, it is your responsibility to ensure your timesheet is approved on time, otherwise, there will be delays to your pay. Hudson RPO is not authorized to provide payment for unapproved timesheets. Any late, approved timesheet submissions will be paid in the next pay cycle.

Q. My manager didn't receive a notification to approve my timesheet or expense claim.

A. Please contact the AIA Temp Talent Acquisition team in the first instance to ensure the right manager is linked to your profile and can regenerate the approval email.

Q. What happens if I miss the deadline?

A. We will do everything in our power to ensure you are paid on time, but please work with us to ensure your timesheet is completed and your manager approves the timesheet on time. If you miss the deadline and there were no technical issues or matters outside of your control, then you will be paid in the next pay cycle.

Q. What if I have expenses in another currency?

A. Please complete the expenses and use the exchange rate from the day the expense was made. You can only input Singapore currency through the expense portal.

Q. If I am entitled to a meal allowance as part of my overtime arrangements, should I enter this as an expense claim?

A. No this will be part of your payroll interpretation. The system will consider your start and end times and through the payroll rules engine will pay out.

Q. When do I get paid?

A. Subject to on time timesheet approval, payment is released by the 7th of each. In the event of a change to timesheet cut-off or pay date, advance communication will be sent by email.

Q. If a Public Holiday falls on a Saturday is that considered a non-working day?

A. As this day falls on a rest day you are entitled to a day off in lieu and the day will be credited to your leave balance.