

Order Management

Client Guide - Agency Workers v3.0





Contents

Overview	3
Glossary	4
Login	5
Creating a New Order	6
Order Distribution	10
Order Approval	16
Supplier Tiering	17
Order Messaging	
Editing Open Orders	19
Duplicating an Order	20
Reviewing Candidates	23
Interviews	27
Rejecting a Candidate	28
Need More Support?	29



Overview

The Matrix-CR.Net system is a sophisticated web based technology platform used by clients and suppliers to aid in the efficient and fair procurement of services through a 12 step process.

Orders (client service needs) and Candidates (supplier service bids) within the system are broken down into two separate metrics: Attributes and Price.



The client inputs to what percentage these two metrics will account for in the complete Candidate score, which defines how the Matrix-CR.Net system will rank those Candidates into a shortlist.

During the Order creation and distribution period, a client also sets out timescales that outline the subsequent periods where Candidates can be reviewed.



The client will review the Candidates as they are submitted, interview if they wish and reject any non-compliant Candidates.

Once the Order Closing Date has passed, the client will be able to progress their chosen Candidate through to the Placement (contract) step and this finalises the procurement process, after which the service delivery can commence.

This user guide is a step-by-step walk through of creating and distributing an Order and includes:

- How to create and distribute a new Order
- How to set your timescales, shortlist and weightings
- Supplier tiering
- How to review Candidates submitted to your Order
- How to set up interviews
- How to reject non-compliant Candidates



Glossary

Terminology	Description
Order	A client request for a service needed, containing service details
Candidate	Supplier's offer submission against a client's Order criteria
Category	Type of service, e.g. Training Services, Agency Workers
Job Title	Service title and summary of any standard service details A Job Title will auto-populate sections of the Order
Location	Where the service will be carried out
Client Manager	The Matrix-CR.Net user procuring the service through the system
Cost Codes	Budget from which the service will be paid
Profile	Free-text Order criteria
Attributes	Pre-configured Order criteria, classified into Pre- Employment Checks, Skills and Qualifications
Distribution	Circulation of an Order
Weightings	Client's prescribed values to Order sections
Draft	Saved workings but process incomplete
Order Close Date	The date an Order closes to further Candidates



Login

1. Login to your Matrix-CR.Net system:



2. You will be taken directly to your Matrix-CR.Net homepage:

	A matrixor		Search CA Lo
nden Candidates Placements Times	hearts Reports Admin Help	Your Matrix SCM home	epage
Hello Bob Terry, 1907 1907 the the quick link battors to create new		DE MARK	Res Contractor
fority these - CRCs this lies for fall for or a	e Thes Granuar State Rome	Placements	TS
		Placements PL Actor	Timesheeta Attive
OR	Candidates	PL	TS
Onders OR Deders	Candidates	PL Adve	Attive



Creating a New Order

1. From your homepage you can start creating a new Order by clicking into the '**New Order**' icon:

	An matrux or		Search Q Logo
Orden Casilidates Placements Unstable	ns Augusts Admin Help 1.		
Hello Bob Terry, 1907 1977 19		<u> </u>	R. New Processed
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OR Orders	ter transatilier items	PL	TS Attac

2. Complete all fields within Step 1 (Basic Details) using the icons provided:

To populate the 'Job	na oris evilag alfan ^a l construct af mer Eitigny Agency Workers Dan disense		2.	The Category field be pre-populated on your login de not, use the drop icon to select category you re	l based tails. If o down the
& select the correct job template by clicking on the ▶ icon.	ah Tiller * Univer a say "the Franciske of analysis of a say "the Franciske of analysis of a say "the Franciske of a same says and a same same same same same same same sa		9 Q 9 Q 9 Q	The Location sh populate with location. If not, u icon & select the location	se the correct
pre-written by your HR department. Search within the list + Advanced Search	Find Cancel	Click 'Next' to continue. 6.	reason why this Order. L select a 'Just list by clickin If you requi description fie	I to document the you are creating Jse the Sicon & ification' from the g on the icon. red, an addition eld will prompt for er details.	4.
Job Title A	Job Category Sec / Admin	To search for a 'Job Title',	, type the full		
Business Project Manaj Business Support Office Caretaker	to the state	title into the relevant box	and click		



3. Enter all the additional information (Step 2) as required:

The 'Client Manager' field s pre-populated with your			2.
1.	Line(Mourre) Processor	Itals Terry We are seeking a professional adversation to edition our head office. The ideal (analysiste will base good conversal) of the blocks office softe and be able to work weblink a team using your own instatuse. On a an exceptional base officers to be able to undertake professional professional weblink The Office Ablerianseman will "A Drawn the emastim appropriate amount of the advectory "Projects an adviseduation random for portical parameters "Projects and	The 'Description' field should be pre-populated with information about the service required, pulled through from the 'Job Title' you selected previously – add to this any details specific to this Order.
5.	Mart Daves ⁴ Lost Daves ⁴ Baar Tarms ⁴	Enter the number of hours and number of	To populate the 'Start Date' and 'End Date' click onto the icon and this separate calendar window will
Use the icon to select yes/no for the 'Interviews', 'Profile' and 'Shift' fields. Selecting yes for 'Profile' and 'Shifts' will enable you to add free-format questions	thran, for Wook, * # Cardonic, * Vacance, *	Candidates required.	appear – click directly on the date you wish to select and this window will then close. Use the icon to select 'Start Time' & 'End Time' details.
later in the wizard. Selecting yes for 'Interviews' will allow you to request a Candidate interview during this process.	Future 1 Innes	Wei Monor and your the to conside a bit of Pool to dataset on their and Calendaria placed at a single-entrol () Mig. Diff. The Order regular Define()	on & select the correct
		'Cost Code' b	y clicking the ► icon. 6.

Notes:

- ➔ If you select 'Yes' for Profile you will have to add at least one Profile question to your Order.
- → All information, descriptions, cost codes, etc. are client specific it is not generic.
- ➔ The number of Candidates allows one Order to be created for multiple Placements for the same Job Title.



1. Step 3 is about entering the quality criteria for your Order:

	Cracification	Description	Example	Supplier Deepense	Searing
	Specification	Description	Example * CV or work	Supplier Response	Scoring
	Pre- Employment Checks	Required characteristics that a supplier must be able to deliver if submitting a Candidate.	history obtained * Photo ID validated against person, signed & dated copy retained	Suppliers will tick the Pre-Employment Checks they are able to meet:	Quantitative answers scored by Matrix-CR.Net
Attributes	Skills	Required skills that a Candidate must be able to deliver if being submitted by a supplier.	* Good written and verbal skills * Team working	Suppliers will select a Skill level their Candidate can provide:	Quantitative answers scored by Matrix-CR.Net
	Qualifications	Required qualifications that a Candidate must possess if being submitted by a supplier.	* 5 G.C.S.E's at Grade C or above including Maths and English or equivalent	Suppliers will select the qualification level their Candidate can provide:	Quantitative answers scored by Matrix-CR.Net
Profile	Profile	Free-text questions that a supplier is required to answer (also in free-text) if they are submitting a Candidate.	* Provide an example of team working experience?	Suppliers will give detailed free-text responses to any questions asked:	Subjective answers not scored – Just for reference
Shifts	Shifts	The shift pattern that needs to be worked within this job	* Mon 6am-2pm * Mon 3pm- 11pm * Tue 6am-2pm	Suppliers will tick to indicate which shifts their Candidate can work	Reviewed by you, not scored
Other	Pre- Employment Documents	Chance for you to upload any documents you wish to attach to your Order. You can also request documents from a supplier.	* Photo ID * Right to Work * CV	Suppliers will upload documents from their computer:	Reviewed by you, not scored



1.	Step 3 – Continued	Within these sections some information may be pre-populated from the 'Job Title' you selected previously.	Search within this flit Advanced Search Find Add A	Add All Done
To add further Pre- Employment Checks click 'Find more items' and a separate window will appear, as shown.	X Other X Other X Other X Other Y Other Y Other Professor Scotter Refeate Late	Digibility to work in UK confirmed And UK Defining Licence to be throught on also for checks (incl CRB Declarace Number, have and Topiny Date Treferences including context	Legal Unspert convictions Other Chartered Institute (CIPD) Qualified Other Road, Press form and original and	Click ticks into any relevant extra question/statements you wish to include. Click 'Add' then 'Done' to add selected items and close the window.
	Attitude Type Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Nova Orac Orac Nova Orac Orac Nova Orac Orac Orac Orac Nova Orac Orac Orac Nova Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac Orac	enter Adverse finalities of the contract from Devices of address of the other Adverse trackables of the other adverse of the other Adverse trackables of the other adverse of the other Adverse trackables of the other adverse of the other Adverse of the other adverse of the other adverse of the other Adverse of the other adverse of the other adv	thin *	Add minimum values to your Skills using the icon.
	There are no Qualifications on this Order. Proble Add a set of statements that cash applies will have to report to the X There are no Qualifications on this Order. X There are no Qualifications on this Order. The area area area area area area area ar	Repeat this process to add Qualifications to the Order Add in any Profile questions typing them into the box provid To add more, click ' New ' ar separate window will apear. T your question, add a weightin and a sort Order, then click	ded. nd a memory iype 6.	sectore Add a weighting to your Profile question.
click ' N are uplo you wi	additional information to your ew', select the 'Document Typ ading, click to select the do sh to attach by clicking 'Chose n click 'Save' to close the wind	pe' you cument • File ',	unent dox	2. 9.



Order Distribution

Step 4, select your distribution method:

Automatically – Will distribute to all suppliers enrolled into this Order's service category.

+Order		
The page allows you to choose which suppliers y	za will distribute this Order to.	
1.	Distribute To The Supply Chain Based On Tiering, Or Select Suppliers Manually.	
Select a distribution method by clicking in the circle selection box.	≪Automatically (Pre-Configured) ©Manually (Select Below)	
		2.
	Cancel Next Click 'Next' to continue.	

Manually – Will allow you to stipulate to which supplier(s) you want the Order distributed.





Step 5 is about defining your Order's timescales, shortlist and weightings:

Guing Sets: *			1.
Term *	(See of Desing Data particle on Arthur Conditions can be admitted after the recep-	Add a time by using the 🗉 icon.	
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um Suggilar Candidatas *	20 What is the maximum currents of Carolifaster (say would like in receive from any one o	matter topics 1)	3.
	The consulative value of all of the antightings before most equal 2 -1.0, all perturbation	s stele	Select the numb of Candidates y wish to receive a
Antibute Weight	0.30 (New Vise Carolitate events the Peakons, Telds and Qualifications from the D-last)	In this step you need to	the maximum number of
Arice Weight	0.40 When comparison is the Topplinon price ?}	stipulate which merits will hold what value during the Candidate scoring/ranking process.	Candidates a single supplier c submit using the icon.

The weightings will determine a supplier's Candidate ranking when the two metrics (Attributes and Price) are scored.

For example:

	Attributes	Price	Total	Client 1 – Heavily driven by Candidate quality.
Client 1	0.80	0.20	1	, , , , ,
Client 2	0.20	0.80	1	Client 2 – Heavily driven by Candidate cost.

Note:

➔ Most clients pre-set their weightings at a council level, if so, these fields will be un-editable.



If you don't have shifts in your Order you will be taken to the final confirmation page, skip to action point 7 of this section on page 14.

If you opted to add shifts to your Order you will be directed to your Order summary page and the shifts section will show as incomplete:

1. Click into the link 'Have shifts been added?'

Current Status:	Next Steps:		
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- Duit Program 🗿		 De teories de trais activité de teories 	
		Status	
- Deaft Progress 🗿	Click into the link 'Have shifts been added?'		×
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2. Populate all shifts relevant to this job vacancy

+ +	Select the start and end 3. time for the shift(s)	Select the date of the shift
1		27
Reason satisfies the deep of the standard lenses	ereal processibility displacements from Teching the schedulineas processibility of ended process define	a a construction of the party shifts started date
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0786 C'Res	Select if the above shift(s) run every week during the placement	
Of the Aspendick Part Part of		-



	Start Date	End Date	+ Day	Start Time	End Time	Status	Needed	Met	Availabl e	
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۹ 🛛	02/03/2016	02/03/2016	Wednesd ay	03:00	12:15	Open	1	0	1	×
Q 📄	04/03/2016	04/03/2016	Friday	03:00	12:15	Open	1	0	1	×
Q 🔒	05/03/2016	05/03/2016	Saturday	03:00	12:15	Open	1	0	1	×
Q 📄	06/03/2016	06/03/2016	Sunday	03:00	12:15	Open	1	0	1	×
Q 🔒	07/03/2016	07/03/2016	Monday	03:00	12:15	Open	1	0	1	×
۹ 🛛	09/03/2016	09/03/2016	Wednesd ay	03:00	12:15	Open	1	0	1	×
Q 🔒	11/03/2016	11/03/2016	Friday	03:00	12:15	Open	1	0	1	×
Q 📄	12/03/2016	12/03/2016	Saturday	03:00	12:15	Open	1	0	1	×
Q 🔒	13/03/2016	13/03/2016	Sunday	03:00	12:15	Open	1	0	1	×
Subt	otal (partial)									

3. You will see each shift as a separate line

- 4. Add more shift by clicking '**New**' and repeating the process
- 5. Once all the Shifts are added return to the Order summary page

Order - # R	Q14099 (Status: D)raft) / Shifts (Filte	red on Paren	t) 1 - 10 of 22	•			
Previous	Next	Click this	link to ret	urn to the Or	der Filt	ers 🕶 Customize	•	
	Start Date	End Date	Start Day	Start Time	End Time	Status	Needed	P
- Sta	tus - Open 10+							
Q 🗆	29/02/2016	29/02/2016	Monday	03:00	12:15	Open	1	0

6. From the summary page click '**Actions**' and '**Submit**'

Refresh Actions -	
Current · Complete New Wizert	Click 'Actions' and 'Submit'
This other is / Dupi Submit	Use the grean "Actions" Button at the top of the page and beliets Cancel # the other is not lenger required. Complete New Weard to failow the step by step onlier process.
Submit	Compared news, would be name that and groups and provide process. Deplecter to copy details of this under and prevale a new one Subject to post the completed order for the internal approval (where a



7. Confirming and submit your Order:

6	Forder				
-	inar paul have subscribed this Disley, it may go for it	darral approval or disk	loaded to the selected suggliers to submit Carolicates.		
			Submit Order to be approved within your organisation by the pre-defined approves before # Carefirm and Submit Order © Retain to Order to review and amend details	a)	Select ' Confirm and Submit Order ' if you are ready for the Order to be distributed to suppliers.
	2.	Commenta	1.	b)	Click 'Return to Order to review and amend details' to modify prior to distribution
	comments here ne activity log.	~	Go Buck < Submit	_	
				Cli	ick 'Submit' to continue.

a) By submitting, your Order is now 'Open for Candidates' and the Order status toolbar will display:



b) If you selected to 'return to Order & review & amend details', your Order will remain in draft and the Order the status toolbar will display:



 To review and add additional information to any section, click 'Actions', 'Complete New Wizard' – this will take you through the Order wizard again. All sections will still contain the data/information you input previously



2. Once complete, to submit, click 'Actions', 'Submit'.



3. You will return to this screen:

+Order			
Drue you have subscribed this Disler, it may go to	rinkernal approval or ellule	Noted in the selected supplies in submit Cardidates.	
		Submit Order to be approved within your expeniation by the pre-defined approved #Caleform and Submit Order © Retarm to Order to review and amend details	Select ' Confirm and Submit Order ' if you are ready for the Order to be distributed to suppliers.
2.	Comments		
Detail comments here for the activity log.		Go Back < Submit	
			Click 'Submit' to continue.

4. The Order is now 'Open' and the Supply Chain would have received an email notification.



Order Approval

- 1. If your Matrix-CR.Net system is set up with Order approval, your Order will have been sent to your Client assigned approver, before being sent to suppliers
- 2. Your Order status will read "Pending Client Approval"

	41	
urrent Status:	Next Steps:	
ri, onder in Justimitelly, Paradleg Classi Approval from the users whe are configured as	The assigned approach atomid on the press follows such as the top of the page sixtument:	

3. Your approvers are listed under the 'Other Items' section of your Order summary page:

EII Tate Administration Sent: Differ Clean Sent: Dy bet Clean		r – (Intel) Provinis Tanal	Compare Conditions
in Tale. Administration Sent: Di Nat Clevit Nat Lauellas Di Nat Clevit		Prompinio Tantali	Compare Candidates
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		the O	Contonio O
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- 4. Once approved, the Order will change status to Open and will then be distributed out to the relevant suppliers.
- 5. If your assigned approver rejects your Order, you will be notified and your Order status will update to rejected.

Click into the 'Activity' link	- Distance - All and only for this Children	
to view rejection reasons.	Armin	Augement O
	the O	Sant Camer O
	Per Traphynest Lineis O	Lundon Ø
	Hoto O	Testites O



Supplier Tiering

When an Order is progressed through the distribution process, the supply chain will receive notification of the Order and have access to create Candidate submissions against it.

The distribution process is staggered in line with the Matrix-CR.Net supplier tiering model and this will affect the date/time the supplier will receive the Order notification and have access to the Order.

A supplier's tier is calculated against metric targets focused around system processes and efficiencies.



Key Points:

- → Suppliers are aware of which tier they sit within and have access to reports/information as to why.
- → You as a client should not receive any questions about the tiering process.
- ➔ If you want to know more about the tiering metrics the Matrix-CR.Net supply chain are measured against, you can download the 'Supplier Tiering Guide', available in the Matrix-CR.Net help and support area of your system
- → All suppliers will be able to submit a Candidate prior to the close date of the Order.
- → Tiering will not apply in immediate / emergency fill roles.



Order Messaging

When an Order is 'Open for Candidates', suppliers can send you Order messages to clarify points and ask additional questions.

1. If a supplier sends you a message you will receive an email notification:

this

The message will also display on your 'Priority Items' list:

- Priority Name - Click th	is link for hell list of active transaction items				
Priority	Steps Status	Relevant Date	1181	Reference	Octail
Lingsol	Messages awatting reply		UNDER	n/a	Covere Miner
invest	Mechanic available and		1042053	nia	ALC: NOT THE REAL PROPERTY OF

2. To reply, click 'View More' from your priority items list or 'click here' on your notification email. You will be taken to the message:

Refresh Acti	Reply	Click 'Actions', 'Reply'.]
are been cons cons depents she beents convect		pring begarereeric Narmon aktronistator)	1.
this contact likely	y to be longer than the weeks specifi	ut.	

3. Draft a response:

Subject	* RE: A manage has been seek regarding Repairsment: R034001 (Administrationate)	
Booty Tool	Type your reply.	
Sect	W Rob Terry	

All suppliers to whom this Order was distributed will be able to view this question and answer to ensure all suppliers have the same information.



Editing Open Orders

- → Within Matrix-CR.Net Client users have the ability to edit their Order after submission to the supply chain
- → Suppliers are notified of any edits made so they can review the changes

Current Status:	Next Step	<u>51</u>	
The order a currently Open to supplers.	of the page and y Cancel II the cell Distribute to Ask Depletate to row Evaluate information Evaluate information Evaluate information		
— Ordec - # RQ34009 (Status: Open)		- Links	
	Click into the Order	Printable Detail	Compare Candidates
- Starter and a starter at the start	number to open the	Interviews Report	
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ert Manager : et Date : it Date :	15-02/2016 09:00	Pre-Employment Documents	Dakištoni Anž Anumers 🗿
iert Mexager ; art Date ;			

Clients can edit the Order details

- 1. Click into the Order icon, the open fields are available if you scroll down
- 2. Edit as needed

ent Location: *	Pennycress Way	
Justification;	Annual Leave Cover	Edit as needed 2.
Description:	The Office Administrator will:	
	* Ensure the smooth operation of * Provide an administration served	
		tion is produced accurately and on time, deal with contract correspondence
		ensure the requirements of contracts are met
	Where necessary, provide a description	n.

3. Click icon when complete



Duplicating an Order

- ➔ The Matrix-CR.Net system allows a client user to duplicate any existing Orders.
- → The Order being duplicated can be in any status.
- ➔ This allows Clients to send out an Order a number of times, quickly and easily, editing any information, if needed.
- 1. An old Order can be located by searching for the Order reference number using the search function within Matrix-CR.Net:

						10	matruker		Search Q	logout D
٠	Orden	Candidates	Placements	Timesheets	Reports	Afreis	Holp -			
ŧα	5678									٩

2. Or by searching through your previous from your homepage

Orders	CAndidates	Placements	Timesheets
Active	Active	Actives	Artive
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3. Select the Order you wish to copy

Open	1-10 of 40				Export 2 Search Q. Fields
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4. This will take you to the Order summary page:

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Refer	Actions -	
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The under M	Duplicate Extend Candidate Pariods	Click 'Actions', 'Duplicate'
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5. Click the sections you wish to duplicate to the new Order by clicking in the boxes.

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(Lipite or Looking and Line (Look operations framework)	
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(Taking this self among the duplicated Order uses the Shihs fo	through to the new Order.
₩ Rates	
E Cost Codes	
Discursents	
⊕ Profile	
	4
Cancel 5av	Click ' Save ' to proceed.

- 6. This will take you to your new Order summary page, the status will be Draft.
- 7. You will need to complete all the incomplete sections shown in 'Draft Progress'

FIUGIESS.			
Onder - # MG3 4303 (Status: Draft)	New Order reference number		
Refush Arthus v			
Current Status:	Next Steps:		
This order is its Death.	Use the graves "Actions" Buttow at the top of the page and select: Cancel II the order is no longer required. Georgicite New Witard to follow the step by itep order process. Deglicate to copy details of this order and create a new one Subject to send the completent order for the internal approval (when	e applicable) or to distribute to the select as	pplants.
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8. To populate the missing information click 'Actions' and 'Complete New Wizard'



- 9. Navigate through the wizard steps as if you were creating a new Order, you may add or delete information where necessary.
- 10. Once completed, you will be taken back to the Order summary page, the status will change to 'Open'.
- 11. The new Order has been sent out to the supply chain.

Notes:

You will be sent an email notification when the 'Order Closing Date' has passed.



Reviewing Candidates

The Matrix-CR.Net system allows you to review Candidates in a number of different ways.

Candidate Summary Page:

1. When a Candidate is submitted towards your Order, you will receive an email notification:



2. To review that Candidate, navigate to the Candidate section of your homepage:



- 3. You will be taken to a list view of all Candidates.
- 4. All submitted Candidates will be under the status 'Submitted'

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a	0F18043	timber Consideration.	AWONAN	e 1-AW highler 1	Auton Fox		106/02/2010	1440235		47.10	



5. You will be taken to that Candidate's summary page:





Candidate List View:

1. From the Order summary page click on the 'Candidates' field title icon

- Cendidates	0	Click on 'Candi	idates' to show a list view			bo	ort 2
Candidate #	Status	Supplier	Worker	Start Date	Weekly Cont	Score	Positive
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OF LANSE	Uniter Consideration	AN Souther 1 - WW Souther 1	Alan broth	\$1/01/2016		94.75	3
109106037	Cinder Consideration	WW Surplue 1 - WW Supplue 1	Wake Roberts	11/01/2016	6402.63	61.10	1.1.1

2. You will be navigated to the list view of the shortlisted Candidates that have been submitted to your Order.

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- 3. Review each Candidate's submission details, in relation to your Order specifications, by clicking on the relevant submission detail titles.
- 4. Once reviewed, click on the a icon to be taken to the Candidates summary page.



Compare Candidates:

1. From your Order summary page select '**Compare Candidates**' report

Current Status:		Next Stepsi		
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- 2. This will open a new web page
- 3. This page will allow you to quickly and easily compare the Candidates in your shortlist.
- 4. All the information that has been input about the Candidates will be displayed within this 'Compare Candidates' report.
- 5. It has been formatted to enable the page to be printed out if necessary.



Interviews

1. If required, interviews can be set up via the system. From the Candidate summary page:

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- 2. Input all of the interview details:
- 3. The interview will be shown on the Candidate summary page



Rejecting a Candidate

- 1. If a Candidate is non-compliant against your Order criteria (for example; a supplier not answering your Profile questions, or uploaded a blank document) you can reject that Candidate from your shortlist.
- 2. From the Candidate summary page:
- 3. Click 'Actions', 'Reject'
- 4. Complete the comments section with your rejection reasons:

+Canddate		
	Reject the suppliers Candidate.	
Reasons *	Offer does not meet requirement	r
Commenta	Detail your que	stion and click ' Reject '.
	2.	
	Columb Reject	

5. The Candidate status will update to rejected:

Current Status:	Next Steps:
The submission has been Reported (To only the second only passes are the fisherty the to the Strike there? section)	The Letter interior or registed (and all to

6. This will update on your Order summary as well:



If you reject any non-complaint Candidates, Matrix-CR.Net will automatically pull through the next ranked Candidate into your shortlist (number of Candidates within the shortlist defined by yourself at Order creation stage).

Notes:

- ➔ You will be unable to create a Placement with any supplier Candidate until after the Order Close Date
- → Once that date has passed you will have your final shortlist and will be able to create a Placement with your top-ranked Offer, see Matrix-CR.Net user guide Placement Management.



Need More Support?

If you need more support regarding anything detailed in this guide, please use the help functions available within your Matrix-CR.Net account:

									Click into the ' Help ' link
					- 🎢 ma	truter			available on your
Orders	Camilidates	Placements	Timesbaets	Beauta.	Accreditation	Emolements	Advela	No.	system homepage
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You will be taken to the help and support section where you have a number of different ways of finding the answer to any questions you may have:

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a) Click	Frequently Asked		Here are listed the contact details for the Matrix SCM operations centre
here to view all available training guides		Live Support Chit with Univer	Operations Centre
	b) Click here to raise a Query	c) Click here to open	Live Support

a) Training Guides / Documents / Videos are available for you to view and use as support:

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b) Queries can be raised to the Matrix SCM Account Management team:

	Basic Details	Input all the details of your query/question as instructed
Client: *	Agency Workers	•
Reason: *	Approver Change	
Subject: *	Service Agreement approver change	*
Description: *		
		Upload any files relevant
	Additional Information	to your question
		to your quoditori
Query File:		©
	(Attach a screenshot to backup your query)	
	Owner Information	
Owner:	AWsupplier training1	© ٩
Contact Phone:	012345 8111123	
	Cancel Save	Click 'Save' to send

A member of the Matrix SCM Account Management team will be assigned to your Query and they will respond to you with an answer.

Each individual Query has its own unique reference number which will detail the question and the response.

You can look through all the Queries you have raised and any that have been raised by members of your team by clicking into the 'Browse' link under the Queries section of the help and support section.



c) Live Support is an instant chat help function where you will be conversing with a member of the Matrix SCM Account Management team in real-time:



Please select the departm	ent you would like to reach:	
 Support for CR net Support for SProc Net 	Online Online Send a Message	Input your details and the details about your question as instructed
Your Name:		
Your Company		
Your Question (please inc	lude any order/placement/timesheet numb	ers and the issue):

All the system help and support option are also available on your system homepage:

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