

# Introducing the Corrections Tab

To give you a clearer, more transparent way to track agency billing and an easier way to approve or dispute charges, we've introduced a brand new Corrections tab in your portal.

+ Catch rate issues before billing closes

+ Approve or dispute in one click

+ No emails back and forth

The Corrections tab brings that entire process into your portal, so you can instantly see what's been flagged and resolve it in seconds.

## The Corrections tab

✓ Full visibility into rate changes before your invoice is finalised.

If an agency flags a charge rate as incorrect, you will see it instantly in the Corrections tab and receive an email link to review it, with a clear view of what needs action.

The screenshot shows the 'Corrections' tab in the Indeed Flex portal. At the top, there's a navigation bar with 'Schedule', 'Workers', 'Timesheets', 'Reports', 'Billing', and 'Agencies'. A 'Post a job' button is visible in the top right. Below the navigation, there's a 'New!' badge and a message about 'Indeed Flex Preview Mode' with a link to 'Enable Preview Mode in settings'. The main content area has a 'Time' tab and a 'Corrections' tab with a notification badge '11'. Below the tabs are filter sections for 'Venue / Area' (All venues), 'Agency' (Filter by employer of record), 'Request type' (All request types), and 'Status' (1 selected). A 'Submitted X' button is also present. The main table lists corrections with columns: Date, Request type, Submitted by, Venue, Reason, Before, After, Total Cost, and Status. The table contains 8 rows of data, including a 'Charge rate' correction and several 'Retro shift' corrections.

Date	Request type	Submitted by	Venue	Reason	Before	After	Total Cost	Status
4/13/2026	Charge rate	Partnership demo gary.procter@indeedflex.com	Helena's Gallery	Rate adjusted via agency timesheet edit	£17.84	£18.00	£1.28	Needs approval
4/9/2026	Retro shift	Partnership demo gary.procter@indeedflex.com	Guyan Distribution	Worker attended without a booking	—	09/04/26 (1 shift)	£134.40	Needs approval
4/9/2026	Retro shift	Partnership demo joe.samuel@somewhere.com	Helena's Gallery	Direct booking	—	09/04/26 (1 shift)	£133.80	Needs approval
4/9/2026	Retro shift	Partnership demo helena.cochran@indeedflex.com	Helena's Gallery	Last minute cover	—	09/04/26 (1 shift)	£136.77	Needs approval
4/8/2026	Retro shift	Partnership demo helena.cochran@indeedflex.com	Helena's Gallery	Last minute cover	—	08/04/26 (1 shift)	£142.72	Needs approval
3/28/2026	Retro shift	Partnership demo gary.procter@indeedflex.com	Guyan Distribution	Worker attended without a booking	—	28/03/26 (1 shift)	£134.40	Needs approval
3/18/2026	Retro shift	Partnership demo joe.samuel@somewhere.com	Helena's Gallery	Last minute cover	—	18/03/26 (1 shift)	£142.72	Needs approval

### ✓ Approve

- You agree the corrected rate is right
- Billing updates automatically
- Agency is notified. Nothing more needed from you.

### ✗ Dispute

- You disagree with the proposed change
- Original rate is kept
- Your account manager follows up to resolve if needed from you.

## Approving or Rejecting Shifts

### ✓ Spot a rate issue before you approve, not weeks later.

Before approving any correction, you'll be shown a full breakdown of the job details and shift information so you can review exactly what's being submitted and why.

This ensures you have complete visibility over any changes that may impact billing or timesheets.

From here, you can review the request, check the shift details, and choose to approve, edit, or reject the correction based on what looks right.

The screenshot shows a software interface with a modal window titled "Job details". The modal contains the following information:

Please review the following job details before approving. The shifts detailed below will show up as approved, but editable on the timesheet.

**Employer:** Enterprise Demo  
**Requested by:** gary.procter+@indeedflex.com  
**Reason:** Worker attended without a booking  
**Break:** 30 minutes unpaid  
**Rate:** £134.40

**Shift details**

Date	Hours	Workers
4/8/2026	2:00 PM – 10:00 PM	Gary Procter
<b>Total</b>		£134.40

At the bottom of the modal, there are three buttons: "Approve shifts and edit timesheet" (blue), "Reject shifts" (white), and "Approve shifts" (blue).

The background shows a table with columns for "Submitted by", "Venue", "Total Cost", and "Status". The "Total Cost" column shows values like £1.28, £134.40, £133.80, £136.77, and £142.72. The "Status" column shows "1 selected" and "Submitted".

## Timesheet auto-approval for retro jobs

### ✓ One step instead of two.

When an agency posts a job after the shifts have been worked, you used to approve the job and then find and approve each timesheet separately. That extra step is gone.

#### Before

Approve the job, then separately find and approve each timesheet



#### Now

Approve the job → timesheets approve automatically

### Emails you'll receive

Email	What it means	What to do
Agency has submitted a rate correction	An agency has proposed a charge rate change	Log in and review the Corrections table
A rate correction has been resolved	A disputed correction has been closed	No action needed

## Common questions

### Do I need to do anything if I'm happy with all the rates?

No. In fact, most of the time, rates are correct and agreed by all parties. This new flow is simply a method to handle those rare cases where there's misalignment. So if no corrections have been sent by an agency, there's no action to take and billing will proceed as normal.

### I approved a retro job but can't see the individual times in the corrections tab. Is that correct?

Yes. Timesheets for retro agency jobs are auto-approved when you approve the job. They appear in your timesheets page as approved but will not appear in your corrections tab anymore.

### I approved a retro job but can't see the timesheets. Is that correct?

Yes. Timesheets for retro agency jobs are auto-approved when you approve the job. They appear in your records but not in your approval queue.

### What if I ignore a correction notification?

Unapproved corrections remain in your queue and may delay billing for those timesheets. Your account manager will follow up if needed.

### I approved a retro job but can't see the timesheets. Is that correct?

Yes. Timesheets for retro agency jobs are auto-approved when you approve the job. They appear in your records but not in your approval queue.

### What if I ignore a correction notification?

Unapproved corrections remain in your queue and may delay billing for those timesheets. Your account manager will follow up if needed.

# Introducing the New Corrections Tab

The screenshot displays the 'Corrections' tab in the Indeed Flex system. The interface includes a table of corrections with columns for Submitted by, Venue, Reason, Before, After, Total Cost, and Status. A modal window is open over the table, showing filters for Venue/Area, Agency, and Request type. The Request type dropdown is open, showing options for Charge rate and Retro shift. Two buttons, 'Approve' and 'Reject', are overlaid on the right side of the screenshot.

## GUIDED TOUR

See exactly how it works.  
Click through it yourself.

We have built a step-by-step interactive tour so you can click through each feature at your own pace and see exactly what to do.

[Start the guided tour](#)