indeed *flex*

Invoice FAQS

1. **How many days do I have to appeal an invoice?**

   a. 7 days from the date the invoice is received

   b. Escalate to your Indeed Flex Finance POC or your designated Account Manager

2. **Will revised invoices be automatically sent out to me?**

   a. Yes, the revised invoices will be sent to the email recipient(s) you have on file

3. **How will my new invoice show on the billing tab? Will it show credited or revised?**

   a. You will receive a revised invoice, however, the status will not show revised on the billing tab at this time. Future updates will be coming soon

4. **What's the turnaround time for receiving credits and/or corrected invoices?**

   a. Within 72 hours of Flex receiving the dispute, pending all needed information was provided

5. **Will retro shifts be billed separately, or will the original invoice be fixed and shown on the billing tab?**
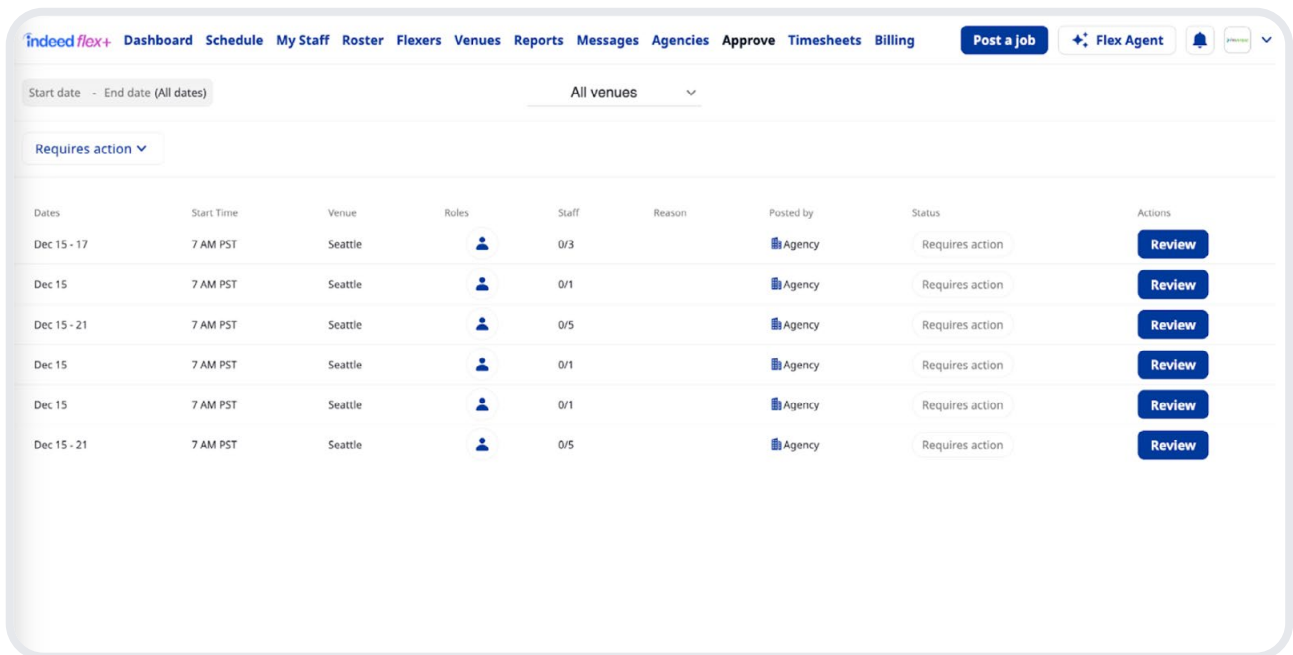
   a. Retro shifts will be billed the following week on a separate invoice

   b. The original invoice will remain the same

6. **What if I need to change my workweek?**

   a. Currently, we can support a Mon-Sun and a Sun-Sat workweek. If you need to change your workweek, please contact your Account Manager.

   b. We require a 2-week notice to ensure workers are adequately informed of the change before we update our time and payroll system.

How can YOU support correct invoicing?

1. **Did you miss posting a shift(s) but had an Agency worker work at your site?**

   a. Ensure the agency posts a retro shift before the closing of the timesheets Tuesday, 11:59 PM CST for the most recent workweek

   b. Review & Approve retro shifts that have been submitted by the agency in the 'Approve' tab in the client portal.

2. **Approve timesheets in the Indeed Flex platform daily**

   a. Make adjustments to the time for agency workers accordingly

3. **Review your upcoming shifts to ensure your roster is up to date**

   a. Notice any missing shifts? Post missing shifts before the start of the shift

4. **Do you see empty shifts on your platform but have an interview process to source agency workers?**

   a. Ensure your specified agency has added their worker to the shift(s)

5. **An option to post retro shifts is to use the import tool. However the best practice is to put upcoming shifts in the platform proactively to not have to post a retro shift.**