

TENTOO

Payroll Professionals

Guide

My.tentoo for clients

General

In this guide we explain on a step-by-step basis all the possibilities that my.tentoo offers you as a client.

Go online and open the website my.tentoo.nl

If you have not yet received login details for your organisation, you can request a login by emailing info@tentoo.nl. Please send us the following documents and information:

- a recent official copy of your Chamber of Commerce registration (issued within the last 6 months)
- a copy of a legally valid identity document for an authorised signatory as registered at the Chamber of Commerce
- a copy of a legally valid identity document for the primary user of my.tentoo
- the email address of the primary user of my.tentoo

As soon as we have received this information, our service desk will send login details to the email address provided.

If your organisation already has login details for my.tentoo, you can ask the primary user to supply you with login details.

General terms and conditions

The first time you log in, Tentoo's general terms and conditions will appear. If you have read these general terms and conditions and you agree to be bound by them, scroll to the very bottom and place a tick in the box to confirm your agreement. Then click on 'OK'.

Changing your password

The first time you log in, you are immediately required to change your password. The password must be made up of a combination of letters, numbers and symbols (for example: password1! or passw0rd+). The minimum number of characters for a password is 8 and the maximum is 15. Once you have changed your password, the welcome screen will appear offering you all the various options. This will also display the latest updates to my.tentoo and any notifications from Tentoo.

Please note: if you have received your login details from the primary user within your organisation, it is possible that you do not have full access to my.tentoo. If you do not have access to options that you require you can request the primary user to change this.

Once you have changed your password, click on the option 'my.tentoo users' and click on 'admin'.

By clicking on 'admin', you can create an administrator's account. To create extra accounts, see the option 'my.tentoo users' later on in this guide.

After you have clicked on 'admin', you are first shown a screen where you need to tick to confirm your agreement to 'Tentoo's processor agreement' before you can proceed to create an administrator's account. Scroll to the bottom and tick to confirm your agreement.

TENTOO
Payroll Professionals

Zoeken... Logout

Personal details Group members Jobsheets Wage slips Annual statements Clients Requests Report sick Insurance

HOME | CONDITIONS

General terms and conditions

Before you can continue working with my tentoo, you have to agree to our general terms and conditions, which are outlined below. Read them carefully and check the box below the text to confirm your agreement (you have to scroll through the complete text to activate the checkbox). Finally press OK to send your agreement to us. Your agreement will then be confirmed by e-mail.

If you would like to **print** the terms and conditions, press **here** to open them in a separate window and subsequently use the print functionality of your internet browser.

GENERAL TERMS AND CONDITIONS

Article I: Definitions

In these general terms and conditions the terms listed below are defined as indicated:

1.1 Tentoo:
The Amsterdam-based foundation and private limited liability companies:

- Tentoo Administratie Stichting
- Tentoo Directors Cast & Crew B.V. (DC&C)
- Tentoo Collective Presence & Fax B.V. (CPF)
- Tentoo Intern B.V.
- Tentoo Support B.V.
- Tentoo Partners B.V.

Subsidiaries of the parent company Tentoo Holding B.V. that (are to) perform work or provide services for a client and a contractor in accordance with an engagement agreement, and Tentoo Holding B.V.

1.2 Contractor:
Any natural person or legal entity that performs work or provides services or is to perform work or provide services for a client on the basis of an engagement agreement, temporary work agency contract or flexible work contract.

1.3 Client:
All natural persons and legal entities for whom or for which Tentoo performs work or provides services in accordance with an engagement agreement.

1.4 Sole trader:
Any natural person or legal entity that performs work or provides services or is to perform work or provide services for a client on the basis of an engagement agreement.

1.5 Agency worker / flexible worker:
Any natural person who performs work or provides services or is to perform work or provide

I accept the general terms and conditions **OK**

The following screen appears to enable you to create an administrator's account:

TENTOO
Payroll Professionals

Zoeken... Logout

Personal details Employee Jobsheets Report sick Request salary calculation Invoices My.tentoo users

HOME | MY.TENTOO USER LIST | EDIT MY.TENTOO USER

Edit my.tentoo user

Gender Male Female

Usual name

Prefixes last name

Last name

Department

Phone no.

E-mail address

Login name

Assigned authorisations

- Access to all Client modules
- Manage my.tentoo users
- Edit company details
- View employees
- Register employees
- View jobsheets mailed to this user
- View all jobsheets
- Enter jobsheets
- Add jobsheets mailed to this user to the send list
- Add (all) jobsheets to the send list
- Confirm jobsheets on send list confirmed by this personnel only
- Confirm jobsheets on send list (all approved jobsheets)
- Manage sickleave reports
- View invoices
- View all invoices

[Save changes](#) [Delete](#)

In this screen you click on 'Access to all Client modules' and then complete the personal details of the principal user of my.tentoo for clients. Click 'Save changes' to save the information.

The following screen then appears:

TENTOO
Payroll Professionals

Logout

Personal details Employee Jobsheets Report sick Request salary calculation Invoices My.tentoo users

HOME | MY.TENTOO USER LIST | USER DETAILS STORED

User details stored

User details have been stored.
[Return to the My.tentoo user list.](#)

Now you have access to all the functions that my.tentoo offers.

Company details

The 'Company details' menu consists of the following options:

- **Company details**
'Company details' contains the details we hold on file for you, such as your address. You can change these details. This screen also allows you to specify the basis of the agreed rate of pay for all employees working for you. **Please note:** If you specify the basis of the agreed rate of pay, you cannot make any exceptions for individual employees. This screen allows you to send any changes to Tentoo using your password.
- **Personal details**
'Personal details' contains your details or the my.tentoo administrator's details. This screen shows details such as username, Christian name and email address.
- **Change password**
In 'Change password' you can change your current password.
The password must consist of a combination of letters, numbers and symbols (for example:

passw0rd! or password9+). The minimum number of characters for a password is 8 and the maximum is 15.

- **Settings**

In 'Settings' you can change the settings for the way data is presented in my.tentoo.

Employees

The 'Employees' menu has two options:

- **Overview**

This contains an overview of all the employees who have been payrolled via Tentoo and have worked for you. You can look up an employee's personal details or download the overview into Excel.

- **Registration**

You can register a new employee with Tentoo using the 'Registration' option.

Please note: the registration form will be sent to the email address you have supplied and must be returned to us signed and enclosing a copy of a valid identity document.

The employee overview screen looks like this:

The screenshot shows the Tentoo Payroll Professionals interface. At the top, there is a search bar labeled 'Zoeken...' and a 'Logout' button. Below the search bar is a navigation menu with options: Personal details, Employee (selected), Jobsheets, Report sick, Request salary calculation, Invoices, and My.tentoo users. Under the 'Employee' menu, there are sub-options for 'Overview' and 'Register'. The main content area is titled 'Employee overview' and includes a note: 'Below you'll find a list of employees that have worked for you. Click on a column header to change the sorting order. Use the selection boxes above the columns to change the selection shown.' There is a 'Show deleted employees' link. Below this is a table with the following columns: E.mpl.id, BSN (SoFi no.), Name, Gender, Birth date, Address, Postcode, Town, Phone no., E-mail address, Function, Production end, and Production description. The table contains one row of data: E.mpl.id: 216447, BSN: [redacted], Name: [redacted], Gender: Female, Birth date: [redacted], Address: [redacted], Postcode: [redacted], Town: AMSTERDAM, Phone no.: 020 4202070, E-mail address: [redacted], Function: Administrative worker, Production end: 20-04-2009, Production description: Test test.

Jobsheets

The 'Jobsheets' menu offers 3 options:

- **Jobsheet list**

This displays all the jobsheets including their status. You can confirm jobsheets using this list. The jobsheets that are awaiting confirmation always appear at the beginning of the list.

The status options are as follows:

- **confirm:**
you still need to approve the jobsheet and send it to Tentoo
- **confirm employee:**
you have created the jobsheet and the employee still needs to confirm it
- **not yet sent:**
you have created the jobsheet, but have not yet submitted it for the employee to confirm
- **on list for sending:**
the jobsheet is on the list for sending but has not yet been sent to Tentoo or the employee
- **processed:**
the jobsheet has been received and processed by Tentoo
- **invoiced:**
the jobsheet has been invoiced to you but the employee has not yet been paid for the work
- **paid:**
the employee has been paid for the work described in the jobsheet
- **postponed:**
the jobsheet has been processed and an invoice has been created, but the employee cannot yet be paid, for example because the employee's registration has not yet been completed
- **deleted:**
there are a number of possible reasons for this; if you did not delete the jobsheet yourself then you should contact our service desk for more information

- **Create**

You can create jobsheets and send these to the employee for approval. The employee can then send the confirmed jobsheet to us (either digitally or by post).

- **List for sending**

The jobsheets that you have confirmed are placed on this list before they are sent to us. To send in these jobsheets, you need to fill in your password again as confirmation. The employee then receives an automatic notification that the jobsheets have been sent.

Example of a jobsheet list:

TENTOO
Payroll Professionals

Zoeken... Logout

Personal details Employee **Jobsheets** Report sick Request salary calculation Invoices My.tentoo users

HOME | JOBSHEETS | JOBSHEET LIST

Jobsheet list

Below you'll find a list of the last entered jobsheets. Selecting a jobsheet allows you to look into, revise and, if entered by the employee, confirm that jobsheet. To enter a new jobsheet select Enter in the menu. [Click here for an explanation of the date search fields.](#)

Only show jobsheets that have to be confirmed

Ref. no.	Production start	Production end	Days	Production description	Employee(s)	Contact	State	Pre-pay	Invoice no.	Invoiced
421728	06-06-2011	09-06-2011	2	Test (test)	Docter, José [244458]	Docter, José	Confirm			
418050	03-03-2011	03-03-2011	1	Project 2 (5006)	Windt, Tyron de [265137]	Windt, Tyron de	Not yet sent			
418051	06-03-2011	06-03-2011	1	Test (test)	Docter, José [244458]	Docter, José	Not yet sent			
385676	22-02-2011	22-02-2011	1	Project 1 (5005)	Windt, Tyron de [265137]	Windt, Tyron de	Confirm			
385711	22-02-2011	22-02-2011	1	Tentoo (22-02-2011)	Mosse, Charmaine [265136]	Mosse, Charmaine	Confirm			
361755	01-10-2010	31-10-2010	17	Test (test)	Soetebeir, Sander [245300]	Docter, José	Not yet sent			
346544	01-10-2010	02-10-2010	2	Oktober (bram)	Mafait, Ingmar [221065]	Leeuwen (test), Jasper van	Not yet sent			
330268	05-09-2010	12-09-2010	2	Haak (haak)	Mafait, Ingmar [221065]	Docter, José	Not yet sent			
330266	05-09-2010	05-09-2010	3	Test (test)	Reekers, Debby [000001]	Docter, José	Not yet sent			
361757	01-10-2010	31-10-2010	17	Test (test)	Soetebeir, Sander [245300]	Docter, José	Confirm employee			

It is also possible to amend or delete jobsheets, for example if the employee has completed a jobsheet incorrectly and it has not yet been confirmed and sent to Tentoo. If you amend a jobsheet, it will be sent back to the employee for confirmation and after this has been given Tentoo will process the jobsheet. To amend or delete a jobsheet, you should double-click on the line describing the relevant jobsheet and then select 'Edit'. At the bottom of this screen you also have the option to delete the jobsheet.

Please note: if an employee has not worked for you before but has completed and submitted a jobsheet via my.tentoo, it may be that this jobsheet does not appear on the 'Jobsheet list'. The reason for this is that Tentoo needs to link this employee up with you as a client. After the first payroll has taken place the employee's jobsheets will appear on your jobsheet list. This also applies if you create a jobsheet for a new employee. The employee will only be able to confirm the jobsheet electronically after he or she has been linked up with you (after the first payroll). To have this link made at an earlier stage, please call our service desk on +31(0)20 420 20 70.

Report sick

The 'Report sick' menu offers 3 options:

- **Overview of sick reports**
This overview shows all sick reports and end of sick leave reports given via my.tentoo by employees who have listed you as a client when reporting sick
- **Report sick**
Under this heading you can report an employee sick
- **Report end of sick leave**
Under this heading you can report that an employee is no longer sick

Request salary calculation

This option allows you to request a salary calculation. The screen looks like this:

TENTOO
Payroll Professionals

Personal details Employee Jobsheets Report sick **Request salary calculation** Invoices My.tentoo users

HOME | REQUEST SALARY CALCULATION

Request salary calculation

Complete the form below to request a salary calculation.

Registration no. [Select an employee] v
Function [Select a function] v
Agreed fee [] +
Fee is per Hour v
Fee type [Select a fee type] v ⓘ
Duration of the job [] + [Day(s)] v ⓘ
Number of hours per day [] +
Number of days per week [] +
Wages tax credit Yes No
Allowances and other remarks []

Submit

Please note: Under 'fee type' there are four different fee arrangements to choose from and you should read the explanation carefully to ensure you select the right option.

Invoices

Under 'Invoices' it is possible to display a list of all the invoices you have received, paid invoices or outstanding invoices. You also have the option to display selected invoices, for example those sent on a particular date. This screen also shows when an employee has been paid or will be paid.

The screen looks like this:

TENTOO
Payroll Professionals

Personal details Employee Jobsheets Report sick Request salary calculation **Invoices** My.tentoo users

HOME | INVOICES

Invoice list

Only show the invoices for which the payment has not been received yet.

Invoice no.	Date	Reference no.	Production start	Production end	Production description	Employee(s)	Approved by	Pre-pay	Total excluding VAT	VAT amount	Total including VAT	Advance payment	Due amount	Pay-day	Salarization date
50043730	19-08-2010	00967995	01-07-2010	16-07-2010	Dfgsdgsdgsfahg (dfgdfgdf)	Docter, José	Dijkhuizen, Barbara	Yes	495,05	94,06	589,11	0,00	589,11	23-08-2010	
50043776	19-08-2010	00967995	01-07-2010	16-07-2010	Dfgsdgsdgsfahg (dfgdfgdf)	Docter, José	Dijkhuizen, Barbara	Yes	-495,05	-94,06	-589,11	0,00	-589,11	23-08-2010	
59018709	23-04-2009	00817058	20-04-2009	20-04-2009	Test test	Bränder, Annabelle		Yes	-250,00	-47,50	-297,50	0,00	-297,50	28-04-2009	
59018705	22-04-2009	00817058	20-04-2009	20-04-2009	Test test	Bränder, Annabelle		Yes	250,00	47,50	297,50	0,00	297,50	28-04-2009	
50515684	15-08-2005	00367351	08-08-2005	08-08-2005	Test test	Keizer, Sonne de		Yes	-109,36	-6,56	-115,92	0,00	-115,92	22-08-2005	
50515340	08-08-2005	00367351	08-08-2005	08-08-2005	Test test	Keizer, Sonne de		Yes	109,36	6,56	115,92	0,00	115,92	22-08-2005	

You also have the option to request a copy of an invoice, by double-clicking on the line relating to the relevant invoice. A pdf of the invoice is then displayed. You can also print this out. Under 'Invoice list' you can download a list of invoices to an Excel spreadsheet.

My.tentoo user list

The 'My.tentoo user list' option allows you to give other staff at your company access to my.tentoo for clients. Each user can be given different access rights. Please note: some data may be subject to privacy considerations and it is not necessary for all staff to be able to see the data for every employee. Exercise caution in giving users the right to 'access to all Client modules'. As a client you are responsible for controlling access to this information.

Select 'Add my.tentoo user':

The screenshot shows the 'My.tentoo user list' page. At the top, there is a navigation bar with the 'TENTOO Payroll Professionals' logo and a 'Logout' button. Below the navigation bar, there is a breadcrumb trail: 'HOME | MY.TENTOO USER LIST'. The main heading is 'My.tentoo user list'. Below this, there is a paragraph explaining that the page lists all persons who have access to my.tentoo on behalf of the company. A table with the following columns is shown: Name, Department, Phone no., and E-mail address. The table contains one entry: 'Veen, Bram van' with the email address 'bramveen@tentoo.nl'. Below the table is a blue button labeled 'Add my.tentoo user'.

The screen allowing you to add extra users looks like this:

The screenshot shows the 'Edit my.tentoo user' page. At the top, there is a navigation bar with the 'TENTOO Payroll Professionals' logo and a 'Logout' button. Below the navigation bar, there is a breadcrumb trail: 'HOME | MY.TENTOO USER LIST | EDIT MY.TENTOO USER'. The main heading is 'Edit my.tentoo user'. Below this, there is a form with the following fields: Gender (radio buttons for Male and Female), Usual name (text input), Prefixes last name (text input), Last name (text input), Department (text input), Phone no. (text input), E-mail address (text input), and Login name (text input). Below the form is a section titled 'Assigned authorisations' with a list of checkboxes: 'Access to all Client modules', 'Manage my.tentoo users', 'Edit company details', 'View employees', 'Register employees', 'View jobsheets mailed to this user', 'View all jobsheets', 'Enter jobsheets', 'Add jobsheets mailed to this user to the send list', 'Add (all) jobsheets to the send list', 'Confirm jobsheets on send list confirmed by this personnel only', 'Confirm jobsheets on send list (all approved jobsheets)', 'Manage sickleave reports', 'View invoices', and 'View all invoices'. Below the list is a blue button labeled 'Add my.tentoo user'.

We hope you enjoy the benefits of my.tentoo!