

# Tips for using Syft: Industrial



## IMPORTANT:

Please approve all Timesheets

23:59 Every Tuesday

### Remember To:

- ✓ Add Breaks
- ✓ Mark Staff Who Were Absent



Workers have the right to one 20 minute rest break in a 6-hour shift.



The Timesheet will be automatically confirmed after the invoicing deadline.

## Offering Shifts

### Let Syft Do The Work

Our algorithm will offer the job to all available matched Syfters with the right role and skillsets.

You will not get to choose workers, but this is the most efficient way to fill your shifts.

### Offer to My Staff

This offers the job to all Syfters you have added to your pool or given a 5★ rating to.

### Browse Syfters

View worker profiles and make offers to specific Syfters.



If you want to cancel a booked Syfter, **you can only do this via the web app**. View your booked Syfters and click "Edit Candidates"

## Minimum Required Shift Length



4 hours

for all Industrial roles



### Use Job Templates

Save your jobs as a template so your next booking can be made even quicker!

## Booking Cancellation



FREE until 24 hours before the shift start time.

### Empty Shifts

We'll always try to fill your empty shifts. If you prefer to have full control of the staff, please discuss this with your account manager or contact our Customer Success team.

### If Cancelling Within 24 Hours

Of the shift start time, contact our Customer Success Team.

You'll be charged for 4 hours of Syfter's time (for all Industrial and Facilities Management roles) plus Syft fees are applicable.

## Creating Shifts

Put all necessary information in the job description, including specific grooming requirements

Add the location and detailed access instructions to your venue

Switch on the "Allow individual booking of shifts" setting if you let Syfters book multiple shifts individually

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## INVOICING

Every Thursday



Invoices will be sent to your account email



If you need your invoices to be sent to a different email, you can edit this in the mobile app or contact your Account Manager / Customer Success team to update before next Tuesday.

## Temporary-to-Permanent Fees

£250 per hire



All Industrial and Facilities Management roles (except Drivers)

£1,000 per hire



All Delivery Driver and Forklift Operator roles

**FREE** if you hire staff members continuously for 12 weeks.

### Need more help?

Read our user manuals and watch our how-to videos!

Type this URL into your browser:

<http://bit.ly/syft-employer-manuals>



Or scan this QR code on your phone for quick and easy access

### Customer Success Team

For any changes to the shifts posted, no-shows, issues with the app, etc., please contact our Customer Success Team.

**Monday to Saturday**  
6:30am - 10:30pm

**Sunday**  
7am - 9pm

Call us:

**0203 322 5678**

Email us:

**customersuccess@syftapp.com**

and always CC in your Account Manager.

Note down your Account Manager's name and details here:

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