



MOONAH MARKETING

TIME TRACKING AND REPORTING POLICY

Moonah Marketing requires all Virtual Assistants (VAs) to accurately track and report their billable hours in strict compliance with this policy. Accurate time tracking is vital for maintaining transparency, ensuring proper client billing, optimising project management, and guaranteeing correct compensation for the VAs. Non-compliance with this policy may result in disciplinary actions, including termination of the Independent Contractor Agreement.

I. Time Tracking Requirements

1. Approved Time Tracking System

- All VAs must use the designated time tracking software provided by Moonah Marketing. Currently, the approved tool is Desklog.
- VAs are required to familiarise themselves with the system and ensure proper use at all times.

2. Real-Time Tracking

- Time must be tracked as the work is being performed to ensure accuracy. Backtracking or estimating hours is discouraged.

3. Description of Work

- Each time entry must include a detailed and specific description of the work completed. Generic phrases, such as "General admin" or "Marketing work," are not acceptable. Examples of appropriate descriptions include "Prepared monthly analytics report for Client A" or "Scheduled social media posts for Client B."

4. Minimum Time Increment

- All tracked time should adhere to a 5-minute interval. If a task is completed in less time than the minimum increment, the entry may be rounded up appropriately.

5. Breaks

- Non-billable breaks, such as lunch or personal time, must not be included in billable hours. VAs are required to deduct such time accurately from their tracked hours.

6. Project and Client Coding

- All time entries must be correctly assigned to the applicable project or client code. If a VA encounters an issue with project or client codes, they should request guidance from their supervisor or VA Coordinator.

7. Accuracy Verification

- VAs are responsible for double-checking the details of their time entries before submission. This includes ensuring that descriptions are correct, hours are properly allocated, and all required information is complete.

III. Reporting Requirements

1. Submission of Timesheets

- Timesheets must be submitted on a weekly basis. The submission deadline is **Friday at 5:00pm AEST**. Late submissions may result in delayed payments.

2. Approval and Review

- Submitted timesheets will be evaluated and approved by the Team Leader.
- If any discrepancies or additional clarifications are required, VAs must promptly address and resolve the issues.

3. Correction Process

- Where amendments are necessary, the affected timesheet will be returned to the VA for revision. It is the VA's responsibility to correct and resubmit it as soon as possible.

4. Retention of Records

- Moonah Marketing will retain all timesheet records for a period of 7 years, as required by legal and accounting standards.

IV. Training and Support

1. Training

- All VAs will receive initial training on both the time tracking system and policy as part of their onboarding process.

2. Ongoing Support

- Assistance with time tracking or reporting issues will be available through your Team Leader or IT department.

V. Policy Enforcement

Moonah Marketing enforces strict adherence to this policy. The consequences for non-compliance are as follows:

- First Offense: A written warning will be issued to the VA.
- Second Offense: The VA's work with the company may be temporarily suspended.
- Third Offense: Termination of the Independent Contractor Agreement will follow repeated violations.

Moonah Marketing reserves the right to conduct audits of time tracking entries to verify policy compliance.

End.