Best Practices for the Use

Project Reports in Hays Contracting

Recommendations for Contractors

General Note

These recommendations apply whenever you document your delivered services in a free-text field – regardless of which system you use : MyTime by Hays, a customer system, or your own documentation. It is important that your description of the delivered services is clear, traceable, and verifiable.
In the following, the term "**project report**" is used for all types of service documentation – regardless of the system in which they are recorded.

What is the purpose of the project report?

For you as a freelancer or an employee of a Hays contract partner, the documentation of your delivered services is a key document for documenting your work on the project. It fulfils several important functions:

1. **Proof of your services in the invoice process**
   The project report shows which tasks you have taken on and completed in the project. It forms the basis for the client to confirm your work and is therefore essential for you or your employer to be able to invoice for your services. A careful, detailed and comprehensible description of the activities performed in the project thus speeds up the invoicing process.
2. **Transparency for the client**
   The project report helps our client to track the progress of the project. It shows what has already been completed and to what extent. Many clients also use the project report for their internal project controlling.
3. **Protection in case of queries**
   If there are any uncertainties, the project report serves as proof: What services were provided and when? Were they confirmed by the client? In this way, the report can help to avoid or clarify misunderstandings.

We would therefore like to provide you with some of the best practices based on our market experience. What should you pay attention to when using the project report? The overview is, of course, not exhaustive and you should always evaluate it for relevance and appropriateness in the specific project context.

Dos	Don'ts
• If known, name the specific project you are working on and establish a connection to the order process.	• Avoid simple filler words such as "assistance" or "support," that do not allow any conclusion about the actual service provided.
• Describe your activities in the project as specifically and in as much detail as possible so that the client can draw conclusions about the services actually provided. Instead of "consulting", use: "Workshop on optimising IT processes, including preparation and documentation of results.	• Exclusive mention of roles/qualifications.
• The job description should also make it possible for someone unfamiliar with the project to understand and recognise what was achieved.	• Mentioning non-performance-related activities such as breaks, holidays and other periods of absence. It is also not sufficient to simply state the place of work or the working method (such as "agile working").
	• Avoid uncommon abbreviations, especially technical abbreviations that are not understandable to people not familiar with the project.

If you have any questions, please contact your representative at Hays or compliantsourcing@hays.de