

Frequently asked questions

When do I get paid?

Big Red runs a monthly payment schedule. Please refer to the Payment Calendar for all appropriate dates.

How do I get paid?

Big Red operates a Self Billing platform in order to provide our contractors with the most efficient payment process.

What this means is you or your Umbrella Company will not have to produce an invoice at the end of each month as Big Red will automatically generate a matching invoice on receipt of your signed Big Red timesheet. This will cut down on your administration and reduce any associated queries.

To enable us to commence the self billing process you will need to complete a self billing schedule.

Funds are cleared in your limited company's/umbrella company's bank account on the 12th of each month or next working day if the 12th falls on a weekend. If you are using an umbrella agency funds are transferred from their account to your bank account directly but it can take up to 3 days to clear. Please refer to your umbrella agencies terms and conditions for details.

We require your signed timesheet, matching expense invoice for any expense claim, to be received by no later than midday on the 4th working day of the following month to ensure payment.

Any timesheets and expense invoices received after the deadline will not be paid until the following month's payment run.

Where can I find timesheets and associated paperwork?

Timesheet, expense invoice template and expense claim forms can be found in the Contractors section of our website

How do I claim expenses?

From time to time you may need to claim expenses. Please refer to the How to claim expenses guide for further information.

I am worried about an aspect of my contract and how I get paid?

Call us! We are friendly and want to help!

You contact us on 01789 269 677 for all queries.