



USA POOLS PAYROLL PACKET



Understanding “The Timekeeper” & *How YOU Get Paid!*

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2011 Scheduled Paydays

<u>Pay Periods</u>	<u>Paychecks Sent</u>	<u>How</u>
Sat./Jan. 8 – Fri./Jan. 21	Fri./January 28	*US Mail
Sat./Jan. 22 – Fri./Feb. 4	Fri./February 11	*US Mail
Sat./Feb. 5 – Fri./Feb. 18	Fri./February 25	*US Mail
Sat./Feb. 19 – Fri./March 4	Fri./March 11	*US Mail
Sat./March 5 – Fri./Mar. 18	Fri./March 25	*US Mail
Sat./Mar. 19 – Fri./April 1	Fri./April 8	*US Mail
Sat./April 2 – Fri./April 15	Fri./April 22	*US Mail
Sat./April 16 – Fri./April 29	Fri./May 6	*US Mail
Sat./April 30 – Fri./May 13	Fri./May 20	*US Mail
Sat./May 14 – Fri./May 27	Sat./June 4	Hand out/managers meeting
Sat./May 28 – Fri./June 10	Sat./June 18	Hand out/managers meeting
Sat./June 11 – Fri./June 24	Sat./July 2	Hand out/managers meeting
Sat./June 25 – Fri./July 8	Sat./July 16	Hand out/managers meeting
Sat./July 9 – Fri./July 22	Sat./July 30	Hand out/managers meeting
Sat./July 23 – Fri./August 5	Fri./August 12	*US Mail
Sat./August 6 – Fri./August 19	Fri./August 26	*US Mail
Sat./August 20 – Fri./Sept. 2	Fri./September 9	*US Mail
Sat./Sept. 3 – Fri./Sept. 16	Fri./September 23	*US Mail
Sat./Sept. 17 – Fri./Sep. 30	Fri./October 7	*US Mail
Sat./Oct. 1 – Fri./Oct. 14	Fri./October 21	*US Mail
Sat./Oct. 15 – Fri./Oct. 28	Fri./November 4	*US Mail
Sat./Oct. 29 – Fri./Nov. 11	Fri./November 18	*US Mail
Sat./Nov. 12 – Fri./Nov. 25	Fri./December 2	*US Mail
Sat./Nov. 26 – Fri./Dec. 9	Fri./December 16	*US Mail
Sat./Dec. 10 – Fri./Dec. 23	Fri./December 30	*US Mail
Sat./Dec. 24 – Fri./Jan. 6	Fri./January 13	*US Mail

Swim Lesson & Pool Party Pay Schedule

Swim lesson (SL) & Pool Party (PP) paychecks will be issued on the first payday of each month. Once a SL or PP timesheet has been handed into USA Pools corporate office, that timesheet will be verified and processed for payment. In order for a SL or PP timesheet to be processed for an upcoming first of the month payday, the employee's SL or PP timesheet must be turned into USA Pools corporate office by the 18th day of the previous month. Schedule SL & PP paydays are as follows: (*If timesheet is received by---

(*Dec.18) – January 14	(*Apr.18) - May 6	(*Aug18) - September 9
(*Jan.18) - February 11	(*May18) - June 4	(*Sept.18) - October 7
(*Feb.18) - March 11	(*June18) - July 2	(*Oct.18) - November 4
(*Mar.18) - April 8	(*July18) - August 12	(*Nov.18) - December 2

***NOTE:** When paychecks are mailed through the US mail they are mailed on the listed date (Friday). Please allow 4 -5 mail days to receive your check in the mail. If you have not received a paycheck 2 weeks after it was mailed, we will do a stop payment and reissue a new check. If you lose your check, have not supplied us with a new or correct address prior to the check being mailed, we will do a stop payment but there is a \$35.00 bank stop payment fee we will have to charge you.



Description of Positions

Pool Manager/Head Lifeguard - A **manager/headguard** is expected to work no less than **32** hrs per week, but no more than **40** hrs per week. If a **manager/headguard** works less than **32** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A **manager/headguard** must work a minimum of **350** hrs over the course of the summer. Minimum eligibility for a **manager/headguard** is **18** years old as of June 10th. A second (2) **manager/headguard** will be assigned to a pool when a pool has three (3) or more lifeguards on duty at a single time therefore, requiring a **manager/headguard** to be on the pool deck at all times.

Level (1) Guard - A level **1 guard** is expected to work no less than **26** hrs per week but no more than **40** hrs per week. If a level **1 guard** works less than **26** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A level **1 guard** must work a minimum of **280** hrs over the course of the summer. Minimum eligibility for a level **1 guard** is **16** years old as of June 10th.

Level (2) Guard - A level **2 guard** is expected to work no less than **10** hrs per week but no more than **25** hrs per week. If a level **2 guard** works less than **10** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A level **2 guard** must work a minimum of **165** hrs over the course of the summer. Minimum eligibility for a level **2 guard** is **15** years old as of May 15th.

Sub/Area-Guard - A **sub/area-guard** is expected to work **less than 10** hrs per week. A **sub/area-guard** will not be assigned to a pool nor have a set amount/block of hours. If a **sub/area-guard** works **more than 10** hrs in a week company's payroll department will pay **sub/area-guard** at their assigned pay rate. A **sub/area-guard** must work a minimum of **100** hrs over the course of the summer. Minimum eligibility for a **sub/area-guard** is **15** years old as of May 15th.

Pool Operators (If applicable) - A **pool operator** must have their license/certificate from the local health department. A **pool operator** is expected to work no less than **32** hrs per week but no more than **40** hrs per week. If a **pool operator** works less than **32** hrs in a week (without written approval from office) they could be paid minimum wage for that pay period. A **pool operator** must work a minimum of **350** hrs over the course of the summer. Minimum eligibility is **18** years old and have 1 year of pool experience.

Definitions - * All applicants/personnel are placed in the USA Pools Pay Scale. ** Age is determined as of June 10th of each swim season/year. *** Years of experience are defined as - An average of **25** hours a week for more than **12** weeks. Proof of experience (**not worked with USA Pools**) will need to provide an **original** LGT & CPR certificate. "Years of experience" status will begin once **original** LGT & CPR certificates are submitted to USA Pools corporate office for verification. Applicant/Personnel will then receive "years of experience" status if not worked with USA Pools. **** Rate of pay can only be adjusted at the beginning of a **new** "pay period". Pay periods as well as paydays are printed in the "*Schedule Paydays*" section of the **Payroll Packet**.



Bonus Program

1. USA Pools provides a **\$150.00** bonus for people who are certified as a Lifeguard Training Instructor (LGI) who organizes and teaches 1 certification course of 5 or more people in the summer, providing new lifeguards for USA Pools.
2. USA Pools provides a **\$20.00** "Referral" bonus. This new team member must work for no less than 6 weeks or 165 hours to make the referrer eligible for the bonus. The new applicant must hand in the "Referral Check" at time of interview.
3. USA Pools provides a **\$1.00** "Pool & Staff Evaluation Form" (TUHWD) bonus. The staff member whose first and last name is on the evaluation form shall receive a **\$1.00** bonus per evaluation that is submitted to USA Pools corporate office.
4. USA Pools provides a **\$50.00** "Letter of recognition" bonus. A staff member that receives a letter of recognition for their job performance, from a board or council member, shall receive a **\$50.00** per letter bonus. (One letter per board or council member per season.)
5. USA Pools shall dedicate forty cents (.40) from each team member's hourly compensation as an "end of the year" bonus. This bonus is based off of the team members performance, minimum hours worked, minimum completion date and customer's renewal.

BONUS CHECKS ARE SENT OUT AT THE END OF THE YEAR!!!



HOW I GET PAID
Directions for using "The Timekeeper"
(CHECK IN/OUT PROCEDURES)

1. UPON ARRIVING AT THE POOL DIAL "THE TIMEKEEPER":

- From a free phone dial (678) 352-0175 - (Atlanta)
- From a pay phone or long distance dial 1-888-USA-PAYS (888-872-7297)

2. ENTER YOUR USER ID (STAFF MEMBER PIN NUMBER):

- When "The Timekeeper" attendant answers, enter your 4-digit user ID when told to do so.

3. ENTER YOUR PASSWORD:

- When asked by "The Timekeeper" attendant, enter your 4-digit PASSWORD (will be the last 4 digits of your social security number) when told to do so.

4. CHECK IN / OUT:

- "The Timekeeper" attendant will ask you whether you wish to check in or out:

To check in: PRESS 2

To check out: PRESS 3

(Note: If you did not check out from a previous check in, and you try to check in again "The Timekeeper" attendant will prompt you by saying, "You did not check out yet, press 1 to check in anyway". Please press "1" to check in so that your check-in can be checked-out properly for this day).

5. WAIT FOR TIMEKEEPER VERIFICATION:

- Listen as "The Timekeeper" attendant tells you what time your check in/out was confirmed.

6. *IMPORTANT* WAIT FOR GOODBYE:

- Wait for "The Timekeeper" attendant to say **GOODBYE**, and only then should you hang up. This is a computer program. Hanging up before "The Timekeeper" attendant says **GOODBYE** will NOT allow the program to record your check in or out time.

OPTIONAL- I WANT TO CONFIRM A PROPER CHECK IN/OUT:

- To do so you can re-call "The Timekeeper" system and try to check in again. If you have properly checked in "The Timekeeper" attendant will tell you that you did not check out yet. If you hear this message you have done everything correctly on your check in (just hang up to end the call). To confirm that you checked out properly re-call "The Timekeeper" system and try to check out again. If you have properly checked out "The Timekeeper" attendant will tell you that you did not check in yet. If you hear this message you have done everything correctly on your check out (just hang up to end the call).

CANNOT CHECK IN OR OUT?

- If you have any problems checking in or out, hang up and try again.
- If after five attempts you are still having problems, please call the CORPORATE office at (770) 248-1USA or toll-free at 1-877-248-1USA and speak to the receptionist ext. 100.

"The Timekeeper" system is extremely simple to use. Follow the above directions and you will never encounter any problems. Make sure you ALWAYS check in and out or...

YOU WILL NOT BE PAID!



IMPORTANT INFORMATION PAYROLL & INSURANCE COMPANIES NEED TO RELEASE YOUR PAYCHECK

There are several documents that our payroll company and insurance company must have on file in order to release your paycheck. Please review the following items to make sure that you have supplied all of this important information to USA Pools office before your first day of work.

- ***Application.*** Please make sure this documentation has been completely and accurately filled out. **Note:** If you have an apartment number, please make sure to include this for when your paychecks and W-2's or W-9's forms are mailed out.
- ***Federal Tax Form:*** This must be completely filled out and signed. This form will advise the payroll company on how many allowances you are claiming for the basis of calculating your taxes (if any).
- ***State Tax Form:*** This must be completely filled out and signed. This form will advise the payroll company on how many allowances you are claiming for the basis of calculating your state withholding taxes (if any). **Note:** Some states do not have state withholding tax therefore, you will not be asked to provide this if you live in any of these states.

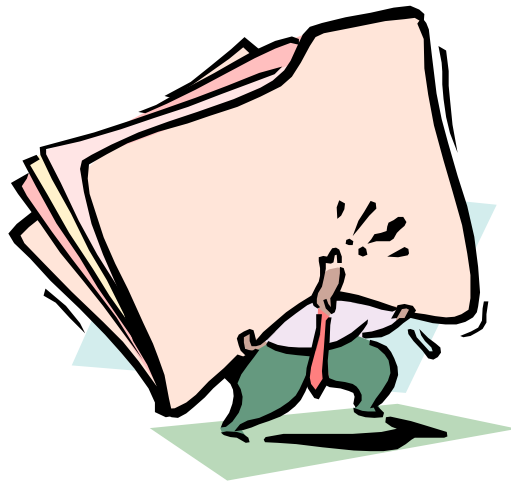
**** INTERNATIONAL STAFF MEMBERS:***

- **IAP-66 & Passport:** These documents show proof of your temporary visa to work in the United States. Please bring your original form. A copy will be made for your personnel file.

Important Information to Release Paycheck Cont'd:

- ***Social Security Card/Identification:*** A copy of your social security card and a copy of identification (i.e. drivers license, picture school id) must be on file at USA Pools Corporate office. This is required so that the payroll company has your exact name and number as registered with the Social Security Administration. If you have lost your card please call 1-800-772-1213 (SSA office) and they will help you get a replacement card.
- ***Certifications:*** Before your first day of work, USA Pools Corporate office must have a copy of all certification cards on file. This is for the insurance company to confirm that all USA lifeguards are certified for their respected positions. All USA lifeguards shall maintain their certifications and prevent them from expiring. Failure to submit a copy of your current LGT, First Aid, and CPR cards will result in suspension or termination.

Ethics Statement: "Each staff member must maintain his/her certifications and keep them current as stated in your Part-Time Personnel Agreement. CPR for the professional rescuer must be renewed annually."





UNDERSTANDING "THE TIMEKEEPER"

"The Timekeeper" that USA Pools utilizes is very sophisticated yet extremely simple to use. It is an automated computer program system that serves a variety of functions. It records the staff member's time worked. It shows whether or not the staff member is at a pool facility. It pages when a staff member is late or not at the pool. It shows in **GREAT** detail where each staff member is checked in and how many staff members are on deck at a given time. These are just a few functions of "The Timekeeper".

USA Pools staffs over 2,500 lifeguards across the nation. We must have strict policies and procedures so that we can provide the highest level of service/management to you. We have found that "The Timekeeper" provides our fulltime personnel with all the tools needed to achieve an orderly and precise payroll program. This enables paychecks to be processed timely and accurately. Please keep in mind that each staff member must do his/her part by **ALWAYS** checking in and out. Failure to follow these procedures will incorrectly document your timesheets thus eliminating the ability for the payroll company to pay you correctly.

"The Timekeeper" system is 100% accurate. The system recognizes and reads phone numbers from where a staff member is checking in/out at, what time a staff member called, what numbers on the phone key pad a staff member is entering, and if a staff member had any difficulties in following the check in/out procedures. Attached are several reports that USA Pools relies on to help aid you in receiving your paycheck in an accurate and timely manner. Please review the following reports and the explanation of each report so that you may gain a better understanding on.....

HOW YOU GET PAID!



REPORTS!!!

Log File Standard Report (Page 8 of the USA Payroll Packet)

This report is accessed to see the total transaction that occurred when a staff member calls "The Timekeeper". Note: This report shows; time in, time out, which phone line the system answered the call from, phone number staff member is calling from, ID # (PIN #), first key pressed by the staff member, and who ended the call {computer (ControlHangUp) or staff member (CallerHangUp)}. This is very helpful for determining why a staff member may have difficulty in the check in/out process. Errors that have occurred in the past include staff members pressing the wrong key at the operator/attendant prompt (always #2 to check in, #3 to check out). Instances of staff members pressing #4, #5, #9 key etc. Other staff member errors that this report will show are if the staff member waited for the operator/attendant to say "GOODBYE" before hanging up or if the staff member hung up too soon. This Report will show (CallerHangUp) if the staff member ended the call prematurely, or (ControlHangUp) if "The Timekeeper" disconnected the phone call. If the caller hangs up too soon, "The Timekeeper" program cannot register the data the caller is entering over the phone line. Checking in/out requires a certain amount of time for "The Timekeeper" to process data.

Check In/Out Data - by Job (Page 9 of the USA Payroll Packet)

This report shows office personnel that review "The Timekeeper" system daily that a pool is being staffed properly. It shows the staff members name and ID number, the pool name, time staff member checked in/out, and the phone numbers from which the staff member called. By utilizing this report, we can see which lifeguard was/is on duty. We can further see if a staff member was/is on time and if the staff member closed the pool at the appropriate time.

Staff Member Timesheet (Page 10 of the USA Payroll Packet)

This report is downloaded directly into the Payroll Company's computer system in order to process paychecks. Notice that the report shows date of work, facility worked at, exact time in/out and electronically totals the hours and minutes a staff member has checked in and out.

****Note: Please understand that these are only a few of the reports that "The Timekeeper" system will run. This information that we are providing to you will hopefully allow you a better understanding on HOW YOU GET PAID!!!***



MISCELLANEOUS TIMEKEEPER INFORMATION

VALID JOB SITES (POOLS)

"The Timekeeper" system has been programmed to ONLY accept check in/out from pool phone numbers that we have entered. If you try to check in from a phone number that is not a programmed pool number, "The Timekeeper" attendant will tell you that you are checking in/out from an invalid phone number and then disconnect the phone call. If there is a case where the pool phone is out of service, USA Pool's company policy is to close the pool and call the corporate office at (770) 248-1872 or toll free at (877) 248-1872. A pool phone that is out of order is a serious health code violation; our insurance company requires the pool to be closed and is a huge liability risk to YOU.

(*Any alternative phone usage must be pre-approved by USA Pools corporate office.)

SHIFT CHANGES

"The Timekeeper" system has been programmed to only allow the contracted amount of guards to be checked in at any given time. What this means to you is that when a second shift guard arrives to relieve a first shift guard, the first shift guard must check out before the second shift guard will be able to check in. "The Timekeeper" system will notify you by a voice message that you cannot check in until one or more staff members checks out.

PERMITTED CHECK IN & OUT TIMES

"The Timekeeper" will allow a staff member to check-in for work no earlier than one-half hour (30 min.) prior to the pool's opening time. "The Timekeeper" will allow a staff member to check out after work no later than fifteen (15) minutes after the pool's closing time. Any time checked in/out outside of these published authorized times will be automatically rounded to the permitted time. Check your pool's coversheet in the Operational Manual to confirm the pool's opening and closing times *each* day.



Misc. Timekeeper Info. Cont'd:

WHEN NOT TO CHECK IN/OUT

Never check in/out for **POOL PARTIES**. "The Timekeeper" system is for the use of contracted pool hours only! We like to encourage patrons to make arrangements with the lifeguard (YOU) to schedule their party and pay the lifeguard (YOU) directly after the party. There may be a few rare circumstances where you may be recruited by USA Pools personnel to work a pool party. In this case, the Blue Book at your pool provides a purple timesheet for you to fill out and turn in with the paperwork packet. This will be turned into USA's corporate office by your manager for pool party pay. If the pool party was to be after pool operational hours (as most pool parties are), "The Timekeeper" would not be programmed properly to allow you to check in/out correctly for these hours. Please refer to the "Schedule Paydays" page of this packet to see scheduled paydates for pool parties.

Never check in/out for **SWIM LESSONS**. "The Timekeeper" system is for the use of contracted pool hours only! If you are a swim instructor and teach swim lessons, please do not utilize "The Timekeeper". Swim instructors will have (in the Blue Book at your pool) a Registration Form/Timesheet for swim lessons. Swim instructors will be required to fill out this timesheet for each thirty minute session/class you teach. This timesheet must be placed in the paperwork packet. Your pool manager should turn in the paperwork packet to the corporate office for your swim lesson pay. If the swim lesson was to be before or after pool operational hours (as most swim lessons are), "The Timekeeper" would not be programmed properly to allow you to check in/out correctly for these hours. Please refer to the "Scheduled Paydays" page 1 of this packet to see scheduled paydates for swim lessons.

To summarize, only check in/out for your pools contracted pool hours. Anything else will jeopardize our ability to pay you correctly.

Note: If you have been scheduled to work outside the times listed on the Coversheet in your Operational Manual call the Corporate office.

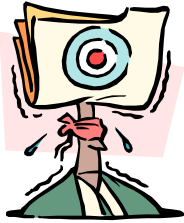
AUTHORIZED WORK

Please be aware that USA Pools can only pay you for authorized work. Authorized work is defined as: **Hours that are documented in the binding contractual agreement.** This is also known as contract hours. In the Operational Manual at the pool is a cover sheet which will list the pool's contract hours and the maximum number of lifeguards that are contracted to work at one time. This is considered authorized work. Time at the pool that is outside these contracted hours is considered unauthorized and cannot be paid. *Example: Bob shows up at a pool that is contracted to have one lifeguard on duty and Sue is already checked in on "The Timekeeper" system and lifeguarding. If Bob stays, along with Sue, then Bob's time is considered unauthorized and can not be paid.*

Please also note that no one is allowed to change any pool operational hours or the maximum number of lifeguards on duty at any time. This is done strictly by a written amendment to the binding contractual agreement. *Example: If a pool/board member were to ask you to stay an extra hour after the pool closes, this would be considered unauthorized time. USA Pools could not pay for your time.*

Note: Always follow the cover sheet in the Operational Manual for authorized contracted hours. If an amendment is made to the binding contractual agreement, then a new cover sheet with the amended contract hours will be provided at the pool.





TROUBLESHOOTING

Timekeeper:

Q: I cannot check in or out:

A: Call the *Corporate Office* immediately at 770-248-1USA or if you are long distance/pay phone call toll free at 1-877-248-1USA. The *Corporate Office's* summer hours will be 9:00 am - 6:00 pm e.s.t. Monday thru Saturdays and 9:00 am - 2:00 pm e.s.t. on Sundays. Do not leave a payroll or check in/out question on a voicemail as it may not reach the appropriate party, therefore resulting in non-payment for time worked.

Q: I forgot my User ID (PIN), PASSWORD and/or Timekeeper number:

A: If you have lost your Timekeeper card call the *Corporate Office* and they will be able to assist you. "The Timekeeper" number should be posted in the pump room at every pool and is located in your *Operational Manual*.

Q: What happens if I do not check out at the end of my day/shift.

A: "The Timekeeper" will not have any time recorded for you on your Timesheet (pg. 10). The next time you arrive at your pool to work "The Timekeeper" system will tell you "you did not check out yet, press 1 to check in anyway". Please go ahead and press "1" to check in so that your checked in can be checked out properly for this day/shift. "The Timekeeper" will not automatically check you out. (Please refer to the Timesheet on pg. 10 - 09/04/1999 under Time Out)

Payroll:

Q: My paycheck information is incorrect:

A: Call the *Corporate Office* and speak to the office manager. Do not leave a message on the voicemail. Always make sure your address and social security number are correct on your check. This information is pulled directly from the database at the end of the year.



Troubleshooting Cont'd:

Q: I did not receive my paycheck:

A: Please refer to page (1) of your USA Payroll Packet to determine if your check was handed out at the manager's meeting or if it was mailed. If your check was handed out at the manager's meeting, contact your manager. If your manager does not have your paycheck, contact our Corporate Office. If paycheck's are scheduled to be mailed, USA Pools policy is to wait 2 weeks from the scheduled payday before doing a stop payment and reissuing a new check. If you have moved, you must notify the Corporate Office of your address change so that your paycheck will not be delayed. Any stop payments fees incurred on behalf of staff members negligence will be charged back to the staff member.

If you failed to check in/out; a check would not be cut. "The Timekeeper" information is directly downloaded to the payroll company. If you do not follow the check in/out procedures "The Timekeeper" will not have any registered time for you. Therefore, no check will be issued. USA Pools staffs over 2,500 lifeguards across the nation, so please understand and follow USA's policies. **IT IS THE STAFF MEMBER'S RESPONSIBILITY TO ALWAYS FOLLOW THE CHECK IN/OUT PROCEDURES. IT IS THE ONLY WAY YOU GET PAID. IF YOU DO NOT UNDERSTAND THESE POLICIES, PLEASE CONTACT OUR CORPORATE OFFICES IMMEDIATELY.**

Q: I wish to audit my paycheck or I think I missed a check-in/out:

A: There have been instances where staff members feel their paycheck is not correct. This is usually attributed to the following reasons:

1. Staff member calculates their paycheck from their scheduled hours and not their actual hours. Actual hours are usually much different from scheduled hours. There are many reasons (rain, contamination, low bathing load, schedule change) that would alter the actual hours worked as opposed to the scheduled hours. We recommend that each staff member record their hours worked each time they check in and out ("The Timekeeper" attendant will tell you your time down to the minute when you check in/out).



Troubleshooting Cont'd:

2. Failure to check in or out properly. Please refer to page (3) of the USA Payroll Packet for correct procedures to check in/out. If you do not wait for the computer to say "GOODBYE" and then hang up, it will not record your check in or out. Therefore, no hours will be recorded for that time, and no pay is issued.

Q: Why am I being paid minimum wage:

A: Minimum wage is only paid in three (3) instances:

- If you fail to work your minimum contracted hours minimum wage will be paid. The only exceptions are the following:
 - ~ Office approved vacations
 - ~ Not enough operational pool hours in a week. This would apply at the beginning and end of the season when the pool is not in full-time operation.
 - ~ Not enough scheduled time by Pool Manager (a rare instance where there are not enough hours to schedule you to work your minimum contracted hours).
- A staff member breaches their Part-Time Personnel Agreement by not fulfilling the minimum working dates. If you must leave prior to the minimum working dates, you must give the required two (2) week written notice to avoid a penalty. Please see your Part-Time Personnel Agreement for further information.
- Failure to check in or out and sending in a certified letter for retroactive pay. A certified letter asking for retroactive pay can only be processed if certified letter is received by USA Pools corporate office within ten (10) days of missed checked in or out date. When a staff member does not properly check in or out for work it causes a substantial amount of research and work for many departments. (ie. tax deposits, budget reports, payroll, verification etc.)

SUMMARY OF PAYROLL PROCESS

1. Prior to starting work, make sure ***all important paperwork*** is returned to USA Pools Corporate Office. For insurance reasons USA Pools cannot release your paycheck until all paperwork is turned into the Corporate offices.
2. When arriving at a job site (pool) always follow the check in procedures. Keep your Timekeeper Card on you for quick reference.
3. When leaving work always follow the check out procedures.
4. Paychecks will be handed out every other Saturday according to the published Schedule Paydays on page 1. Note: The paycheck you will be receiving is for the prior 2 weeks (Saturday thru Friday) with a week lag. Ex: If the payday was June 5 (a Saturday) then the paydates included on your paycheck would be May 15 (Sat.) thru May 28 (Friday). The week lag (May 29 Saturday through June 4 Friday) is to allow the payroll company time to process and print paychecks. Please see the Scheduled Paydates handout included in this packet.



5. If you have any payroll questions or forgot to check in or out you must send a certified letter (***via certified US mail to the corporate office no later than 10 days of missed check in/out date***). This certified letter must state:

- | | |
|---|---|
| (1) <i>Exact hours worked.</i> | (4) <i>Your User ID (Pin) number.</i> |
| (2) <i>The date you worked.</i> | (5) <i>The reason for not checking in or out.</i> |
| (3) <i>The pool where you were working.</i> | |

Your certified letter will then be researched from "The Timekeeper" system by the payroll company. This will usually take about two (2) to three (3) weeks for your request to be processed.

Note: Only requests sent certified mail for payroll questions will be processed. To mail a certified letter you should go to your local post office and ask for directions on how to send this type of mail. A certified letter should have a return receipt so you can verify who received your documentation and when it was received.

6. If you have any questions call the Corporate Office at 770-248-1USA or for long distance/pay phone call 1-877-248-1USA.