

ACG Resources Temporary Employee Information

Welcome to the **ACG Resources Team!** In order to service your needs efficiently, we would like you to review the information listed below.

ABSENCE

ALWAYS CONTACT YOUR SUPERVISOR (AS WELL AS US) when you are late, cannot work the prescribed hours, or won't be able to report for work. CALL US 24 hours a day, 7 days a week. If you will be out for a number of days, it will be up to the client to decide on replacing you or awaiting your return. Our telephone number is 212-566-7600 x5 and my email is heather@acgresources.com.

LUNCH

Your lunch period will be determined by the supervisor to whom you are assigned. If you work a full day, the law requires you take a minimum of **one half (1/2) hour** lunch.

OVERTIME

All authorized work you perform in excess of 40 hours per week (Monday To Friday) will be at time and one half (1.5) the regular rate. You are permitted to work overtime only if the client requests and approves such work. Approval **MUST** be obtained from us by the client before overtime can be authorized.

PAYROLL PROCEDURE

PAY WEEK

Our payroll week runs from Monday to Sunday
Checks are mailed on Wednesday from our Tampa based back office
Direct Deposit is in your account by Thursday AM.

TIME SHEETS

Timesheets are available on our website www.acgresources.com/pdf/timesheet.pdf. (Please go to the "Job Seekers" section and then to documents, the timesheet is titled "**ACG Resources Staffing Time Sheet.**") Please fill out your timesheet completely. This includes your NAME, SOCIAL SECURITY NUMBER, CLIENT NAME, TOTAL NUMBER OF HOURS and SUPERVISOR SIGNATURE. Your timesheet will not be processed without a signature. Please fax timesheets to 1-800-203-2550 no later than 10am on Monday morning. If your timesheet is late, you will be paid late. An alternate fax number is 813-855-7662.

Please include the time you arrive for work, time you start lunch, time you return from lunch and the time that you leave for the day for each day that you work on your timesheet along with the dates. Please be sure to total the hours for each day as well as for the week. Round all time to the nearest $\frac{1}{4}$ (**quarter**) **hour**, DO NOT SHOW ODD minutes. (Example 8:55 will be 9:00, 11:35 is 11:30, 12:41 is 12:45 etc.) Hours **must** be confirmed by an authorized supervisor.

Please have your signed time sheets faxed to our Tampa office no later than 10:00am each Monday morning. **It is encouraged that you fax your timesheet on Friday before you leave for the weekend.**
Please

**** FAX the completed time sheet to our payroll office ****
(800) 203-2550

A CHECK WILL NOT BE ISSUED UNLESS A COMPLETED AUTHORIZED TIMESHEET IS SUBMITTED.

If you want your check on time, **PLEASE** have your time sheet in to us on time. Please note that it is not necessary to contact us to confirm receipt of your timesheet. We will contact you in the event that we have not received it.

DIRECT DEPOSIT

We have found that direct deposit is one of the quickest and easiest ways to for you to receive your pay check. We provide this as a free service. If you do not have a bank account, we will be happy to assist you in setting up an account. Direct Deposit is **STRONGLY** encouraged.

If you are interested in direct deposit, please provide us with the direct deposit form and copy of a voided check.

The form could be found on our website www.acgresources.com/pdf/directdeposit.pdf.

A checking account or savings account may be used. Please have the account number, routing number (A.B.A. number) and the bank name visible on the check. This could be faxed to Heather at 917-464-9104. Please note, depending on your bank, you will receive 2-3 live checks before direct deposit is active.

CHECKS

Checks will be mailed directly to your home (the address given on your W-4 unless otherwise noted). Checks are mailed out Wednesday afternoon from our Tampa office. Any check that is not received and lost in the mail will have a stop payment placed on it after 10 (ten) business days from the check date and will be reissued. We offer this as a one time courtesy.

Since direct deposit is encouraged and offered, if any additional checks are not received and not as a result of our error, we are forced to charge a \$25 (twenty five) dollar bank fee as well as any additional costs incurred (I.E. Fed Ex, UPS costs). With direct deposit, your money is deposited directly into your account and a pay stub will be mailed to you.

FUTURE ASSIGNMENTS

Please contact us after each assignment so that we may consider you for other opportunities. When you are placed in another assignment, please make note on your timesheet.

Welcome aboard! We look forward to working with you. If you have any questions, please call Heather Eidlen at 212-566-7600 x5, or Len Adams 212-566-7600 x1.