BENCHMARK
HUMAN SERVICES

Subject: Payroll Policy

Purpose: To provide guidelines for receiving and processing payroll data.

Scope: All Benchmark employees

Related forms: Provide – Web, Data Trackers, State and Federal tax forms, Form I-9, E-Verify Certification, Salary Authorization, Pay Period Ending Date Schedule.

Related Entity: All entities owned and managed by A.W. Holdings, LLC

Description:

Benchmark Human Services (Benchmark) adheres to the following standards with regards to payroll.

Submitting Work Hours for Payment – All employees are required to report their work time via Provide or Data Tracker as directed by their supervisor.

A. Provide – Web Reporting *(*Please note that all times referenced are Eastern Standard Time (EST))*
   1. Time Entry and Late Entries
      a) All time and mileage must be reported within four hours after the last work segment for non-Employment Services employees.
      b) All time and mileage must be reported within 24 hours after the last work segment for all Employment Services employees.
      c) If time or mileage is not reported as required, the entry is considered "late" and the employee may be subject to disciplinary action. The employee must still report their time and mileage for the previous week by noon of each Monday. These entries, if approved, will be paid on time.
      d) All salaried employees must report their time and mileage on a daily basis.
   2. Out-of-Cycle Entries
      a) If time and mileage are reported anytime after noon on Monday for the previous week it is considered "Out of Cycle" and the employee is subject to disciplinary action.
      b) These entries always require supervisory approval through Provide.
      c) Approvals must be done prior to 10:00 AM Tuesday to "pull" the time in for payment.
      d) Payment for "out-of-cycle" entries will be delayed.
      e) Entries more than 45 days late will not be paid via Provide. Employee must contact supervisor for correct entry method.

3. Corrected Entries
    a) All corrections need to be processed and approved by the supervisor through Provide prior to 10:00 AM Tuesday in order to pull for payment.
    b) Requires payroll research before payment.
    c) Pay may be delayed if correction is Out of Cycle.

B. Data Tracker Reporting
1. Regular Data Tracker
    a) All data trackers are due to the Payroll Department by 12:00 PM every Monday.
    b) Data trackers turned in after the 12:00 PM Monday cutoff may not be paid within that pay week. The supervisor will need to inform the employee his/her pay might be delayed.
    c) Data trackers must be legible and completed.
    d) Employee signature is required for payment.
    e) Supervisor signature is required for payment.
    f) Incomplete data trackers will be returned to the employee for correction and payment will be delayed.
    g) For entries more than 45 days late, signatures are also required from the Director and VP.
2. Correcting Data Tracker
    a) All incorrect time will need to be listed on a paper correcting data tracker.
    b) Information listed must be legible and complete.
    c) Original incorrect entry must be listed as a negative number of minutes as it was posted and paid.
    d) Correcting entry must be listed as a positive number of minutes.
    e) Each entry must be written in minutes per day (overnight shifts to be split per day).
    f) Each correcting data tracker needs to be listed per week, per pay period.
    g) Requires employee signature.
    h) Requires supervisor signature.
3. Reimbursable Staff Mileage – The company will reimburse employees for mileage driven in personal vehicles while performing approved work duties. Employees should speak with their supervisor to see if they are eligible for reimbursement. In order to be reimbursed for mileage the following guidelines are required:
    a) All staff miles must be reported as staff miles via Provide – Web or Data Tracker.
    b) Any mileage reported under consumer miles will not be reimbursed to the employee.
    c) Mileage entry must include date, destination, and purpose of mileage.
    d) All approved staff miles will be paid 33¢ per mile.

When Staff Are Paid – Wages are paid every other week on Friday, as indicated in the pay period schedule available on the Benchmark Intranet. Upon an employee's separation from Benchmark, whether voluntary or involuntary, the employee will be paid their wages on the pay day for the period in which the employee was separated.

How Staff Are Paid – The preferred method of payment is Direct Deposit. Paper checks will be mailed if employee fails to turn in direct deposit information.

A. Direct Deposit
   1. Will be deposited directly into the bank account of employee's choice or check card.
   2. Employee will need to complete the Benchmark Direct Deposit enrollment form and provide a copy of a voided check or bank statement.
   3. First deposits will take up to four weeks.
   4. Changes to account information will take up to four weeks for deposit.
   5. Employee will receive a direct deposit stub with wage/tax information on paydays.
   6. All direct deposit stubs will be mailed.
   7. Employees should always contact their bank to verify funds were deposited into their account prior to using the funds.
   8. Benchmark will not be responsible for overdrafts on employees' accounts.
   9. Benchmark encourages employees to view their pay stub to make sure all information is accurate.
B. Paper Checks
   1. Employees who choose not to use the direct deposit method will receive paper checks through the mail.
   2. Benchmark encourages employees to view paycheck stubs to make sure all information is accurate.

Requirements to Pay New Employees – The following paperwork must be completed by each employee and turned in to Human Resources (HR) at orientation. The HR Department must forward to Payroll before 2:00 PM every Monday to ensure new employees are paid promptly.

A. Form I-9: Employment Eligibility Verification with copies of both required identification
B. Form W-4: Employee's Withholding Allowance Certificate (Federal)
C. Required State withholding forms
D. E Verify Certification
E. Completed salary authorization with the required approvals

Paperwork received after 2:00 PM Monday of a payroll week will not be processed until the following two-week pay period. First payroll check will take up to three weeks.

Salary Pay Authorizations – This is a mandatory form that informs the Payroll Department what wage each employee is to be paid.

A. Must include wage amount for each service the employee will provide for each department.
B. Approvals are required as follows:
   1. Hourly employees
      a) HR Generalist
      b) Director
      c) Vice President
   2. Salaried employees
      a) HR Generalist
      b) Director
      c) Vice President
      d) President
C. All parties must approve all salary authorizations before 2:00 PM Monday of a payroll week to be included in the normal payroll run.

Responsibilities of the Employee – It is the responsibility of the employee to review all payments and deductions, e.g., medical, dental, etc., on his or her pay document for accuracy each pay period. Employees should maintain these pay documents for their permanent record. The employee should notify the Payroll Department immediately if discrepancies are identified.

Should a change of address occur, employee must notify the HR or Payroll Department immediately with his/her new mailing address. The employee is also responsible to notify the Payroll Department if there is a bank change for their direct deposit.

Retroactive Pay – When employees are promoted or reclassified, retroactive salary adjustments may be appropriate. Retroactive salary adjustments will normally be included in the employee's next regularly scheduled paycheck following receipt of the salary authorization.

Overpayments – In the event that an employee is overpaid in any given payroll period, the employee is responsible for bringing the overpayment to the attention of the department director and/or the Payroll Department. The director should immediately inform the Payroll Department. The employee must make an immediate reimbursement to the company unless a plan for payment is established, regardless of how the overpayment occurred. Upon reimbursement of the overpayment, the Payroll Department will correct the employee's record.

The Payroll Department reviews pay amounts each payroll cycle using broad parameters for reasonableness to the extent possible. The Payroll Department will verify with the responsible department the appropriateness of amounts that appear to exceed the limits.

Wage Attachments, Child Support Orders, and Levies – Benchmark is required by law to execute, often without the employee's consent, all legal wage assignments such as tax levies, garnishments, child support orders or other court-ordered wage attachments.

Court-ordered wage attachments, child support orders and federal and state levies will be deducted, based on the information provided by the court or agency, in the payroll cycle following receipt of the attachment, order or levy or as otherwise specified in the attachment.

W2 Wage Statements – All W2 wage statements will be mailed on or before January 31 of the following year. Benchmark encourages employees to view their payroll stub/payroll check routinely to make sure all information is accurate. Employees should wait to file their taxes until after they receive their W2 wage statement.

Resolving Problems – If there is an error in payment, the employee should immediately contact their supervisor, who will check the data in Provide for completeness and timeliness of the entries. If the supervisor determines the entries were correctly entered and approved in a timely fashion, the supervisor will contact the Payroll Department for further investigation and resolution.

On occasion (system error, supervisor error, calculation error, salary authorization error, and new hire paperwork error) Benchmark will cut "out-of-cycle checks" to correct payroll errors. Out-of-cycle checks will not be issued, however, if an employee fails to submit their worked hours as required.

"Out-of-cycle checks" will be cut when the following guidelines are met:

A. All out-of-cycle checks will be processed on Wednesday of a non-payroll week only and be ready for pick up or mail by 4:30 PM. Checks will be mailed to address of record unless the Payroll Department is notified in advance.
B. The supervisor must notify the Payroll Manager, CFO, or Vice President of Human Resources of the problem and secure their approval no later than 2:00 PM on Monday of a non-payroll week to request a check to be cut. Please receive approval directly, rather than relying on phone messages or emails.
C. Out-of-cycle checks will be processed as paper checks or direct deposits, as applicable.

Lost or Stolen Checks – When a check is lost or stolen, follow the guidelines below to request a new check be issued.

A. When an employee realizes a check has been lost or stolen, contact the Payroll Department immediately.
B. If after two weeks, the check is still not recovered, the employee should alert Payroll that the check remains missing.
C. When the "two week waiting period" ends, Payroll sends the employee an affidavit to complete, have notarized and return to Payroll.
D. Upon receiving the notarized affidavit, Payroll conducts these further checks:
    1. Has the original check cleared the bank? If so, a new check will not be issued.
    2. If the original check has not cleared, a stop payment will be made on the check and a new check will be issued to the employee.
E. If the original "lost or stolen" check appears after the two-week waiting period and a new check has been issued, the employee must send the original check to Payroll and should not cash it.
F. Benchmark is not responsible for any incurred fees if a "stop payment" check has been cashed. The employee will be responsible for all fees associated with any "stop payment" check he/she tries to cash.