On-line Time Collection (OTC)

Employee Training Manual
Table of Contents

Section 1: Logging into Online Time Collection (OTC)
Section 2: How to Change My Profile
Section 3: How to Access your Timesheet
Section 4: Entering Hours
Section 5: Leaving a Comment or Note on your Timesheet
Section 6: Submit Your Timesheet for Approval
  a. Manually
  b. Electronically
Section 7: Adjusting Your Hours
Section 8: Adjusting a Rejected Timesheet
Section 9: Email a Copy of your Timesheet
Section 10: How to Indicate Per Diem Payment
Section 11: Notify Payroll of Last Week of Work
Section 12: Report Zero Hours Worked
Section 13: Print a Copy of your Timesheet
Section 14: View Timesheet History
Section 1: Logging into Online Time Collection (OTC)

1. Retain your user ID and password from the automatically generated email from Online Time Collection at On Assignment.

Welcome to On Assignment’s Online Time Collection (OTC) system. To ensure accurate and timely payroll processing, all employees are required to report their hours worked through the OTC system.

Your OTC Login ID and Password have been created.

Your Login ID is: gmail@gmail.com
Your Password is: calabase72

Click here to go to OTC for detailed instructions on using the OTC system, click on the Tutorial link on the Login page.

Our payroll processing schedule is as follows:

- Friday 5 pm
- Monday 10 am
- Wednesday 10 am

As a reminder, all reported time must be approved by your supervisor. All approvals received after the time reporting deadlines listed above will be processed in the next scheduled payroll run.

If you have any questions please call Employee Services at (600) 395-7378 between the hours of 5 am and 5 pm Pacific Time M-F.

Best wishes on your new assignment.

Sincerely,

On Assignment Payroll Department

This email was sent from an outgoing mailbox only. Please do not use automatic reply.

2. Login using your user ID and password provided in your e-mail and clicking on they hyperlink Click here to go to OTC.
3. You will be launched directly to the Please set up a password retrieval Question and Answer page.

4. Here you can select your password help question from the drop down list. Next, enter your response to your password security question in the Response section.
5. Once you are done click on the **Save** button.
Section 2: How to Change My Profile

1. You can update your profile settings from the Menu section on the left corner menu bar by clicking *Change Email Address, Password*.

2. Your email address will display.

3. To change your password click *Change Password*.

4. Enter your Current Password, the New Password and Confirm the New Password. Click OK.
5. To change or set up a forgotten password, click Change or set up forgotten password help.

6. Select from the following three security questions:
   a. What city were you born in?
   b. What is the name of your oldest child?
   c. What was the make of your first car?

7. Enter the correct response and click OK. An email will be sent to your account to with your password within the text.
Section 3: How to Access Your Timesheet

1. If you have one pending timesheet you will be directly launched to that respective timesheet page.
   Note: Your timesheet status will reflect as New.

2. If you have more than one assignment with a pending timesheet you will be directed to the Available Timesheets page. You will notice the Job Title, Pay Period End Date and Client Name are listed on each timesheet. Select the timesheet that you want to fill out by clicking on the blue hyperlink of the Job Title.

3. You will then be brought to that particular Pending Time Entry Page.

4. Click on the \( \text{ } \) to move between pending timesheets.
Section 4: Entering Hours

1. From the timesheet page, type in the start and end time to the nearest quarter hour, in their respective fields.
   
a. The system will automatically assume AM time if you do not specify PM.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Equated To</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>8:00AM</td>
</tr>
<tr>
<td>8:15</td>
<td>8:15AM</td>
</tr>
<tr>
<td>5</td>
<td>5:00AM</td>
</tr>
<tr>
<td>5P</td>
<td>5:00PM</td>
</tr>
<tr>
<td>17</td>
<td>5:00PM</td>
</tr>
<tr>
<td>17:30</td>
<td>5:30PM</td>
</tr>
<tr>
<td>5:30 PM</td>
<td>5:30PM</td>
</tr>
</tbody>
</table>

Note: Time can be entered in several different formats. Below are examples of acceptable formats and how they will be equated by the system.

Note: If your start date falls in the middle of a work week, the system will not allow you to enter hours prior to the start date of your assignment.
2. Once your hours are entered you can display your calculated totals by clicking on the (Refresh) button next to Totals. Your daily and weekly hourly totals will update.

Note: If you work more than 6 hours in a day you are required to take a meal break. You can enter time taken for a meal break in the “Meal Out” and “Meal In” fields.

Note: Time entered is rounded to the nearest quarter hour.

3. Be sure, when working a multi-shift schedule to select the appropriate shift for the days worked.
4. Each day you can enter in your time without submitting for approval by clicking on the
   [Save (not ready to submit)] button.

5. Your page will refresh and your status will change to [Saved].
Section 5: Leaving a Comment/Note on your Timesheet

You can use the notes section of the timesheet to explain any special details on your timesheet.

1. From the Time Entry page, click on the Add A Note blue hyperlink under the
   [Save (not ready to submit)] button.
2. Type your note in the message dialogue box that appears.

3. If you are not submitting your timesheet at this time you can save the notes by clicking on the **Save (not ready to submit)** button.

4. If you are ready to submit your timesheet after entering your notes click the **Save & Submit For Approval** button.

5. To view notes at the timesheet page, simply click on the + next to Timesheet notes to expand all notes.
**Add A Note**

**Timesheet Notes**

Added: 08/29/11 4:09PM  By: John Elway

I had to leave early for a dentist appointment.

---

An email will be sent to following individual(s) for electronic approval subsequent to the submittal of this timesheet.

<table>
<thead>
<tr>
<th>Approver</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tim Tebow</td>
<td><a href="mailto:gabrielle.thurlow@onassignment.com">gabrielle.thurlow@onassignment.com</a></td>
</tr>
</tbody>
</table>
Section 6: Submit Your Timesheet for Approval

1. Check your Timesheet to verify whether the Approval Method is Electronic or Manual. If your Timesheet Approval Method is Electronic follow the instructions in Section 6a.

2. If your Timesheet Approval Method is Manual, follow the instructions in Section 6b.
Kisa McCormick

Client: ChemProtect
Title: LABORATORY TECHNICIAN
Period: 08/15/2011 - 08/21/2011
Approval Method: Manual
Timesheet Status: New

<table>
<thead>
<tr>
<th>Time</th>
<th>Mon 08/15</th>
<th>Tue 08/16</th>
<th>Wed 08/17</th>
<th>Thu 08/18</th>
<th>Fri 08/19</th>
<th>Sat 08/20</th>
<th>Sun 08/21</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>In</td>
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<td>Meal Out</td>
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<td>Meal In</td>
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<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Totals: 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

- Time entered is rounded to the nearest quarter hour.

☐ No Time To Report

My Assignment Is: ☑ Continuing next week

Add A Note

Timesheet Notes

After completing the time entry, please print, sign, get client signature, and then fax for further processing.
Section 6a: Submit Your Timesheet for Approval – Electronically

1. Verify the timesheet reflects the correct dates and times before submitting your timesheet for approval.

2. If your assignment will continue next week, please indicate by selecting the radio dial “Continuing Next Week”. If your assignment is ending, please select the radio dial labeled “Completed and I have advised my recruiter”.

3. From the Time Entry page, click the **Save & Submit For Approval** button.
3. If you are submitting hours for a previous pay period, you will receive a pop up indicating you are submitting hours past the time sheet pay period cut off. Simply click OK. If you are submitting hours for the current pay period you will not receive a pop up message.

4. Verify and certify your hours by clicking on the Yes button.

5. You will then receive a pop up confirming your timesheet has been submitted for approval and an email has been sent to your manager for approval. Click OK.

6. You are then brought to your submitted timesheet view.
7. Here you are also given the option to Print your timesheet.

8. You will then receive an e-mail confirmation notifying you that your timesheet has been submitted for approval.
9. You will receive an e-mail confirmation when your timesheet has been approved.

This is to notify you that your timesheet for week ending 8/21/2011 has been approved by Jennifer Jacobs at Abc Labs.

As a reminder, our payroll processing schedule is as follows:

- Friday 5 pm
- Monday 10 am
- Wednesday 10 am

All approvals received after the time reporting deadlines listed above will be processed in the next scheduled payroll run.

If you have any questions please call Employee Services at (800) 995-7378 between the hours of 5 am and 5 pm Pacific Time M-F.

Click here to Login to OTC

otc@mylabsupport.com is an outgoing mailbox only. Please do not use automatic reply.
Section 6b: Submit Your Timesheet for Approval – Manually

1. If the Approval Status on your timesheet indicates Manual, you will be required to submit your hours online as well as fax the client signed timesheet to the Payroll Department. This is also indicated by a note at the bottom of your timesheet stating After completing the time entry, you must fax a signed copy for further processing.
2. From the timesheet page, type in the start and end time to the nearest quarter hour, in their respective fields.

   a. The system will automatically assume AM time if you do not specify PM.

   ![Timesheet Example]

   **Note:** Time can be entered in several different formats. Below are examples of acceptable formats and how they will be equated by the system.

   **Entry:**  | **Equated To:**
   --- | ---
   8 | 8:00AM
   8:15 | 8:15AM
   5 | 5:00AM
   5P | 5:00PM
   17 | 5:00PM
   17:30 | 5:30PM
   5:30 PM | 5:30PM

   **Note:** If your start date falls in the middle of a work week, the system will not allow you to enter hours prior to the start date of your assignment.
3. Once your hours are entered you can display your calculated totals by clicking on the (Refresh) button next to Totals. Your daily and weekly hourly totals will update.

<table>
<thead>
<tr>
<th>Time</th>
<th>Mon 08/15</th>
<th>Tue 08/16</th>
<th>Wed 08/17</th>
<th>Thu 08/18</th>
<th>Fri 08/19</th>
<th>Sat 08/20</th>
<th>Sun 08/21</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>In</td>
<td>8:00 AM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meal Out</td>
<td></td>
<td></td>
<td>12:00 PM</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Meal In</td>
<td></td>
<td></td>
<td></td>
<td>12:30 PM</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Out</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5:00 PM</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Totals: 8.50

- Time entered is rounded to the nearest quarter hour.

Note: If you work more than 6 hours in a day you are required to take a meal break. You can enter time taken for a meal break in the “Meal Out” and “Meal In” fields.

Note: Time entered is rounded to the nearest quarter hour.

4. Each day you can enter in your time without submitting for approval by clicking on the Save button.
Your page will refresh and your status will change to **Saved**.
5. Please verify the timesheet reflects the correct dates and times before submitting your timesheet for approval. Once your hours are entered, click the **Done. Submit & Fax.** button.

6. Verify and certify your hours by clicking on the **Yes** button.

![Submittal Confirmation]

I hereby certify that the hours I have entered into this system represent hours actually worked by me. I further certify that:

1. I have read and understand the contract entered into by me and Lab Support, a division of On Assignment.
2. The hours worked by me were performed in accordance with said contract.

Please note that once a timesheet is submitted, it will no longer be available for editing.

Do you want to submit the timesheet?

- Yes
- No

7. You will then receive a pop up your timesheet has been saved and to print a copy of the timesheet for manager signature and approval. Click **OK**.

![Message from webpage]

Your timesheet has been saved. Please print a copy for further processing.

After printing the timesheet, please get approving manager's signature, and then fax it to the number indicated on the timesheet.
8. You will be brought to your submitted timesheet view. Follow the instructions in the Print a Copy of Your Time Sheet instructions. Sign and Fax your timesheet to the number listed on your timesheet.
Section 7: Adjusting Your Hours

You are able to change hours you have entered as long as you have not submitted the timesheet for approval. If you need to adjust your time after your hours have already been submitted and approved please call Employee Services at (800) 995-7378 for assistance.

1. If you have Saved (Not Ready to Submit) your timesheet, you can choose this timecard from the Available Timesheets page.

2. If you have Saved (not ready to submit) your timesheet and wish to change your times you can do so from the Time Entry page.

   **Note:** Your timesheet status will reflect as Saved.

3. Simply, type over the existing times already displayed.

4. Click on the button to verify daily and total hours were updated and are correct.
5. If you are not ready to submit your timesheet for approval then click on the button.
Section 8: Adjust Rejected Timesheet

1. You will receive an e-mail notification if your hours submitted have been rejected.

This is to notify you that your submitted timesheet for week ending 8/21/2011 has been rejected by Jennifer Jacobs at Abc Labs. The explanation provided for rejecting your timesheet is as follows:

Didn't you stay late on Tuesday?

Please make the necessary changes to your timesheet and resubmit for approval.

Click here to login to OTC

As a reminder, our payroll processing schedule is as follows:

- Friday 5 pm
- Monday 10 am
- Wednesday 10 am

All reported time must be approved by your supervisor in order to be processed. All approvals received after the time reporting deadlines listed above will be processed in the next scheduled payroll run.

If you have any questions, please call Employee Services at (800) 995-7378 between the hours of 5 am and 5 pm Pacific Time M-F.

Sincerely,

On Assignment Payroll Department

2. Click on the blue hyperlink stating click here to login. You will be brought to the Time Entry Login page.

3. Login to the Time Entry & Timesheet Approver Site by entering your User ID and Password.
4. At the Available Timesheet screen you will notice the Timesheet Status will reflect Rejected. Click on the Available Timesheet Title hyperlink.

5. You will be brought to the expanded timesheet view. The notes section defaults to expanded so you may review the data entered by your timesheet approver.
6. Adjust your hours by simply typing over the already displayed daily in and out times. When completed refresh the hours by clicking on the to display your current total weekly hours.
7. Add notes in response to your adjustments by clicking on the Add A Note hyperlink above the Timesheet Notes section. Type your response in the free form text dialogue box.
8. Click on the **Save & Submit For Approval** button to submit the timesheet for approval.

9. Verify and Certify your hours by clicking on the Yes button.

10. You will then receive a pop up confirming your timesheet has been submitted for approval and an email has been sent to your manager for approval. Click OK.

11. You are then brought to your submitted timesheet view.
Note: your submitted timesheet has changed to Submitted.

12. Here you are also given the option to Print or Email your timesheet. (See instructions in Section 12 on Printing a Copy of Your Timesheet or Emailing Your Timesheet.)
13. You will receive an e-mail confirmation notifying you that your timesheet has been submitted for approval.

Dear Tim Tebow,

This is to notify you that you have the following timecard(s) waiting for approval:

- John Elway at ABC Labs for week ending 8/21/2011

[Click here to login to OTC.](#) For detailed instructions on using the OTC system, click on the Tutorial link on the login page.

As a reminder, our payroll processing schedule is as follows:

- Friday 5 pm
- Monday 10 am
- Wednesday 10 am

All approvals received after the time reporting deadlines listed above will be processed in the next scheduled payroll run.

If you have any questions, please call Client Services at (800) 275-1939 between the hours of 5 am and 5 pm Pacific Time M-F, and a Customer Service Specialist will be happy to assist you.

Sincerely,

On Assignment Payroll Department
Section 9: Email a Copy of your Timesheet

1. Here you see a printable view of the timesheet. Scroll to the bottom and click on the **Email As Attachment** button.

2. An Email Information box will appear with your email address populated in the CC text box.
3. Enter a valid To address, Subject and Message in their respective fields. When you are done click on the SEND button.

4. A pop up will appear to indicate your request is being processed. Please allow 1 to 5 minutes for the receipt of the email.
Section 10: How to Indicate Per Diem Payment

1. If you are receiving compensation on a per diem basis, you do not need to enter any values in the OTC system. Your per diem will be processed automatically, as per the timesheet instructions.

Time entered is rounded to the nearest quarter hour.
Per Diem(s) will be processed automatically.
Section 11: How to Notify your Payroll Department of Your Last Week of Work

1. From the Timesheet page, check the radio dial that states: **My Assignment is:** Completed and I have advised my Recruiter after you have entered the hours completed for the week.

2. Once your hours have been entered and the box indicating your assignment is complete has been checked click on the **Save & Submit For Approval** button.
3. Verify and certify your hours by clicking on the Yes button.

4. You will then receive a pop up confirming your timesheet has been submitted for approval and an email has been sent to your manager for approval. Click OK.

5. Your page will refresh and your Timesheet Status will change to Submitted.
Section 12: Report Zero Hours Worked

1. From the Timesheet page, check the box to the left of the No Time To Report statement towards the center of the page.

2. Once the box has been checked click on the button.

3. Verify and certify 0 hours by clicking on the Yes button.

Submittal Confirmation:

I hereby certify that the hours I have entered into this system represent hours actually worked by me. I further certify that:

1) I have read and understand the contract entered into by me and Lab Support, a division of On Assignment.
2) The hours worked by me were performed in accordance with said contract.

Please note that once a timesheet is submitted, it will no longer be available for editing.

Do you want to submit the timesheet?

[ ] Yes  [ ] No
4. You will then receive a pop up stating your time sheet has been submitted, an email as been sent to
your manager for approval and to print a copy of your timesheet for your records.

![Message from webpage]

Timesheet has been submitted.
An email has been sent to the designated manager requesting electronic approval. Please print a copy for your own records.

OK

5. Your page will refresh and you will notice the Timesheet Status now reflects 'Zero Hours Submitted'.

![Time sheet]

Consultant: Roger Federer
Client: Test Company Thursday
Branch: 011
Consultant ID: 110764
Assignment ID: 2551593
Timesheet Status: Zero Hours Submitted

<table>
<thead>
<tr>
<th>Time</th>
<th>Mon 08/29</th>
<th>Tue 08/30</th>
<th>Wed 08/31</th>
<th>Thu 09/01</th>
<th>Fri 09/02</th>
<th>Sat 09/03</th>
<th>Sun 09/04</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>In</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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<td>Meal Out</td>
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<td>Meal In</td>
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<td>Out</td>
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</table>

Shift 1st 1st 1st 1st 1st 1st 1st
Hours Worked 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Missed Meal 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Totals 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

My assignment is continuing next week.
Section 13: Print a Copy of your Timesheet

It is important to print a copy of your timesheet for your own records. You may also need to submit a physical copy of your timesheet with your supervisor’s signature.

**Note:** If at the bottom of your detailed timesheet you have a red note stating

> After completing the time entry, you must fax a signed copy for further processing.

you will need to also fax your timesheet for approval.

1. From the Submitted timesheet screen. Scroll to the bottom and click on the button.

2. Select a printer and press Print.
Note: Printed version prints all notes attached to the timesheet as well as a section for Client and Consultant signatures
Section 14: View Timesheet History

1. Click on **Time Entry History** from the left hand tool bar.

2. You will be brought to the Historical Timesheet List.

3. Click on the blue hyperlink of the title from the Historical Timesheet you would like to view.

4. You will then be brought to the printable timesheet view.
5. Here you can simply view your timesheet and/or print a copy of your timesheet.