How To... Processes

Time Sheet Processes



- You must complete a time sheet **once a week** that lists which personal assistant(s) worked with you and how many hours s/he worked **per day AND per shift (IN & OUT**.) The time sheet is the legal record that tracks hours worked, paid time off (PTO) and training hours.
 - The time sheet is the legal document that Consumer Directed Choices (CDC) uses to pay each personal assistant (PA) and to bill Medicaid:
 - The time sheet is the legal document that the Attorney General's Office and the Office of Medicaid Inspector General uses to base fraud investigations on;
 - The time sheet is the legal document that the Department of Labor uses to determine accurate compensation was paid and calculating unemployment claims;
 - The time sheet is the legal document that the Workers' Compensation Insurance Company uses to verify that a person was working when a work related injury occurs.

(SEE THE SAMPLE FULLY COMPLETED TIME SHEET AT THE END OF THIS SECTION)

Authorized Hours and Usage | Printed County "Restrictions"

- As you know, your Department of Social Services (DSS) Caseworker authorizes maximum weekly hours that you may have personal assistants work while performing tasks for you. You may use those hours "flexibly," which means that you can use the hours in the way that works best for your *Plan of Care approved tasks* unless a caseworker mandates you use hours in a certain pattern For example:
 - If the county assigned you <u>flexibility</u> and you are authorized for 84 hours per week and you generally use 12 hours a day, if something comes up such as cleaning up after an upset stomach, you may use 13 hours on that day and 11 on another since you had more needs on that day as long as you <u>do not exceed the</u> 84 hours for the *time sheet week*.
 - If the county assigned you <u>a "restriction" (a specific schedule)</u> then you may only use hours on specific days / times as dictated

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by the caseworker. If the county has placed a restriction it will print on the lower right side of the time sheet (see below.)

For example: a consumer attends a "day program" Monday through Friday therefore the caseworker has *restricted* using CDPAP hours to Saturday and Sunday only.

Another example: If you are authorized for 84 hours per week, **only** 12 hours a day, you cannot exceed the 12 without permission from your county caseworker faxed to CDC. If you do not follow a restriction CDC cannot process the time sheet without a written county change.

This picture shows where the authorized hours and restrictions are shown at the bottom of the time sheet. In this example the consumer is authorized for a total of 84 hours per week and he must not exceed 12 hours per day. If there are no restrictions the area below the Authorized Hours will be blank. **NOTE**: if you are not sure if you have restrictions call CDC or your caseworker before scheduling your personal assistant to work!

PERSONAL ASSISTANT'S SIGNATURE BY SONING THIS FORM, I AM CERTIFYING THAT I WORKED ON THESE DAYS AND HOURS.	PERSONAL ASSISTANT'S SIGNATURE BY SIGNING THIS FORM, I AM CERTIFYING THAT I WORKED ON THESE DAYS AND HOURS.	PERSONAL ASSISTANT'S SIGNATURE BY SKINING THIS FORM, LAM CERTIFYING THAT I WORKED ON THESE DAYS AND HOURS.
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	ASSIGNED TASKS WERE COMPLETED IN AC	

<u>Increase/Decrease in a Consumer's Hours Authorized:</u> After your initial referral, if a caseworker adjusts the weekly authorized hours, CDC will call and send a memo notifying you. If your hours go <u>down</u>, CDC will also send a new time sheet for that period.

Keep in mind if you have changes in your personal care needs (example, the flu) you may call your caseworker and request more hours. As always, it is the county DSS who determines a consumer's authorized amount of hours.

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We thought of a way to help you fill out your time sheet by adding a typed "message" on the bottom right side that can remind you of certain errors you may be consistently making when you fill them out. These "messages" will be specific to identify any area you may need to improve on and will be removed when the errors are no longer being made. The messages you may see are:

- PLEASE REMEMBER TO ROUND YOUR PA'S TIME IN AND OUT
- PLEASE REMEMBER TO HAVE ALL SIGNATURES ON THE TIME SHEET
- PLEASE REMEMBER TO DOUBLE CHECK MATH
- PLEASE REMEMBER TO PUT AM OR PM FOR YOUR PA'S TIME IN AND OUT
- PLEASE REMEMBER THAT PTO TIME IS TO BE USED IN PLACE OF SCHEDULED WORKED HOURS
- PLEASE REMEMBER TO SEND IN ORIGINAL WHITE TIME SHEETS
- PLEASE REMEMBER TO HAVE YOUR TIME SHEET SENT TO CDC BY THE FOLLOWING MONDAY

These messages will appear below county restrictions (if you have one).

Personal Assistants Preprinted

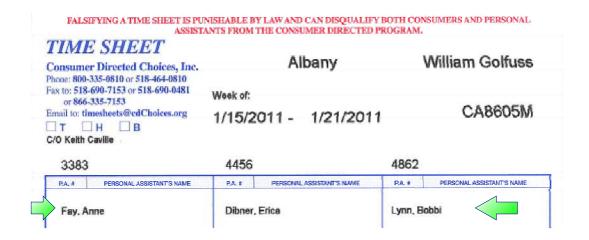
- All personal assistants that you have hired (read below!) will be preprinted on your time sheet.
- The time sheet can accommodate up to three personal assistants per page and their names will now print *across* the columns (see the picture below.) If you employ more than three you will receive

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¹Sometimes you may have a PA who slows down and then stops working so it slips your mind to call CDC to say that a PA is no longer active. You must terminate a PA as soon as you know s/he will not work with you. Remember that unless a PA has all of the required information submitted s/he cannot be a backup personal assistant in our active database. You may re-hire someone that you terminated, although you cannot schedule that PA to work for you unless the Enrollment and Health Assessment information is *fully up to date!* So pay attention to the time sheets – if there is someone listed who you know won't be working anymore then *please* call us!

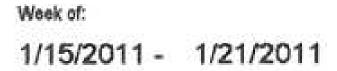
additional pages. To keep the number of pages to a minimum it is best to keep the list of personal assistants who work for you current. Hand write in the name of anyone who worked who is not pre-printed on the time sheet.

- Leave the *PA "Number"* section blank for anyone who worked who is not pre-printed on the time sheet.
- You can <u>only</u> schedule personal assistants to work for you who are <u>fully enrolled and up to date with all requirements.</u>



Date Range / Day of the Week

At the top of the time sheet we have printed the date range for the **week** always beginning on a Saturday and ending on the following Friday:



On the left side of each personal assistant's column there is a printed abbreviation for the day of the week, again beginning Saturday, "SAT," then four lines down, Sunday, "SUN," then four lines down Monday, "MON," etc.

In order to accommodate consumers who may have personal assistants who come in multiple *shifts* during the day there are 28 rows in each column for each PA with the printed day of the week on the left. This was designed to allow for a personal assistant "*coming in*" and "*going out*" up to four times, "*shifts*" per day, seven days a week. (If you have a single personal

assistant working more shifts than you have lines for call the office and we'll send you a blank time sheet to accommodate the additional shifts.)

TAKE CARE TO ENSURE YOU ARE USING THE CORRECT TIME SHEET WITH THE RIGHT DATE RANGE EACH WEEK!

How Do You Fill Out The Time Sheet?

For each PA:

The following four columns are under each personal assistants' name: *Date*, *Time In*, *Time Out*, *Hours*.

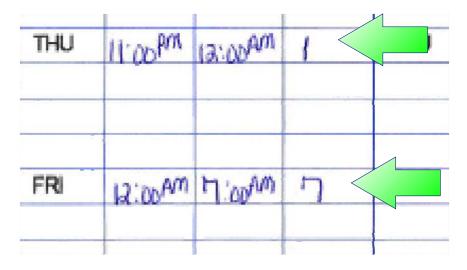
Entering Hours Worked & Time In / Time Out

Some Consumers can schedule in half hours others must schedule their PAs for a full hour at a time. Please see the separate "Rounding Instructions" for your situation.

When a "Day" Starts and Ends / Recording a Shift that Flows Between Two Days

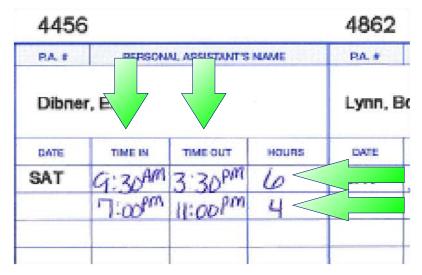
Keep in mind that a day always begins at "12:00" AM and always ends at "11:59" PM. For example, if Anna began work on Thursday night at 11:00 PM and worked to 7:00 AM Friday morning, it should be recorded as 1 hour on Thursday and 7 hours on Friday.

On the first *day* (Thursday) enter 11:00 PM for time IN and then 12:00 AM for time OUT *THEN* on the *next day* (Friday) you will enter 12:00 AM for time IN and 7:00 AM for time OUT. See the arrows below:



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If a PA works 9:30 AM to 3:30 PM and then comes back to work from 7:00 PM to 11:00 PM you would record it as:



AGAIN, VERY IMPORTANT: consumers must track every PA's time IN and time OUT for **every "shift"** recording the time on the time sheet rows / columns. If there are separate shifts then there should be separate entries. IMPORTANT: If a PA leaves to go shopping or other task authorized by the Plan of Care – that is still worked time – not a new shift.

Keep in mind:

Most consumers are able to schedule in half hours but others must schedule PA's for full hours worked. Call the office if you aren't sure!

NOTE: Whatever hours are entered in the "hours" column are the hours that CDC bills Medicaid for. That's why Paid TIME OFF (PTO) and training hours should NOT be entered in the "hours" column! These should only be entered into the PTO and Training Box at the bottom of the sheet.

Also, it is in a PA's best interest to independently keep track of the time in and time out to make sure he / she receives an accurate paycheck and CDC <u>must</u> make random corporate compliance calls to verify the accuracy of time sheets. It is very difficult to remember specifics as time goes by!

Entering PAID Time Off (PTO)

Whenever **YOU**, a consumer, approves a PA to utilize PAID time off – you will simply enter the total hours used in the box at the very bottom of the columns – there is a box for PTO.

This picture below shows how the PTO should be written. This example shows that Anne Faye used 2 hours of PTO and worked 17 1/2 hours. The time IN and time OUT for the 17 1/2 **worked hours** will be recorded in the rows and columns above. But the PTO hours are *only* shown in the PTO box.



Never write anything relating to these PTO hours in the "Time IN / Time OUT" or "Hours" columns! CDC does not bill for these different types of hours, only valid hours worked!

IMPORTANT REMINDER: Personal assistants must take time off in order to utilize Paid TIME OFF. Personal assistants cannot "cash in" PTO time at any time. PTO time will only be paid when a personal assistant is not working.

For example, if Betty worked her regularly scheduled hours then she is not eligible to use PTO. However, if Betty took time off on Thursday and she is regularity scheduled to work 8 hours on that day, she can submit 8 hours of PTO time on the time sheet. Keep in mind, she **cannot** request 25 hours if she usually only works 8 hours.

In the past, PAs could "cash in" vacation time BUT <u>THAT IS NO LONGER POSSIBLE.</u>

PAs can request PTO in half hour or whole hour increments.

PAs must schedule Paid time off with YOU, the consumer. You must *approve* the use of Paid TIME OFF. If you haven't approved the PTO hours make sure they are not submitted on the time sheet.

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For the full description of Paid TIME OFF processes see the *PA Summary of Benefits and Guide*.

Note: PAs can only use the PAID time off hours that they have accrued. The PA can look on his/her pay stub or call CDC to ask how many are available.

Entering Training Hours

Just like PTO, you will simply enter the total Training hours used by each PA in the box at the very bottom of the columns – there is a box for Training.

This picture below shows how Training should be written. This example shows that you had Bobbi Lynn *train* 5 hours and then she worked 9 hours. The time IN and time OUT for the 9 **worked hours** will be recorded in the rows and columns above. But the Training hours are *only* shown in the Training box.



Never write anything relating to these Training hours in the "Time IN / Time OUT" or "Hours" columns! CDC does not bill for these different types of hours, only valid hours worked!

See *The Training Process Section* for the description and training hours rules.

Holiday Hours

Simply enter the time in, time out and hours as usual for days a holiday occurs on. CDC will <u>automatically</u> pay *time and one half* for the amount of hours listed on that day.

For example, if a PA works three hours and their base rate of pay is \$10.75 we will pay $3 \times $10.75 \times 1.5 = 48.38 . On a

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straight pay basis (non-holiday time worked) we would have paid \$32.25.

NOTE: CDC's payroll system "splits up" the *regular* paid hours from the *holiday pay* hours when they are listed on a PA's pay stub.

For example, if a PA works 30 hours during a week when a holiday occurs, working 5 hours on the holiday and 25 "regular" hours, the PA's pay stub will list 25 regular hours paid and 5 hours holiday paid. This can be confusing because PAs often call to say they were underpaid – thinking they were only paid for 25 instead of 30 hours – they think they should have been paid for 30 hours "regular" *and* 5 hours of holiday pay but that is incorrect since the two rates are different: they are paid in full – for example, 25 hours paid at \$10.75 per hour and 5 hours paid at \$16.13 per hour to equal 30 hours total worked!!

Don't forget that PAs are paid time and one half on the following holidays ONLY:

New Year's Day (January 1),
Memorial Day (Last Monday in May),
Independence Day (July 4),
Labor Day (1st Monday in September),
Thanksgiving (4th Thursday in November),
Christmas Day (December 25).

Signatures / Signing the Time Sheet



- At the bottom of the time sheet is the *PERSONAL ASSISTANT'S*SIGNATURE Box. You must make sure that the personal assistant signs his/her name every week! **CDC cannot process time sheets**without signatures!
- If you are a designated representative, sign *your* name "...for [consumer s name.]" This designates that you are acting on behalf of the consumer as his/her designated representative. (See the *What Is the Difference Between a Consumer and Designated Representative* section.) See example on the next page.

CONSUMER'S SIGNATURE DATE

OFFICE COPY-PLEASE RETURN

CERTIFY THAT THE TIME RECORDED ON THIS FORM ACCURATELY SHOWS THE DAYS AND NUMBER OF HOURS WORKED BY THE DAY OF COMPUTED IN ACCORDANCE WITH MY CURRENT PLAN OF TOTAL HOURS AUTHORIZED; 84

CONSUMER'S SIGNATURE DATE

OFFICE COPY-PLEASE RETURN

- Personal assistants must sign his/her name on every weekly time sheet <u>only after the correct hours worked are listed</u>. Neither consumers / designated representatives or PAs should sign *blank* time sheets *ahead of time*. Always wait until the hours are worked for the entire week before you both certify that they were!
- Sometimes you may forget to get all of the personal assistant's signatures and the time sheet is due then what? Never sign anyone else's name with or without his/her permission! Instead, you might want to consider writing the personal assistant's initials, followed by your initials (see below), because you are certifying that those hours were worked since the PA couldn't sign. THIS IS FOR EMERGENCY PURPOSES ONLY AND CAN ONLY BE UTILIZED SPARINGLY!! Always attempt to have all personal assistant's sign the time sheet!



As part of CDC's Corporate Compliance Program we must randomly review signatures to ensure that consumers and PA's are signing their names.

► IF A CONSUMER INITIALS A TIME SHEET FOR A PA TWO WEEKS IN A ROW THEN CDC MAY REQUIRE THE PA TO COME TO OUR OFFICE TO SIGN THE TIME SHEETS AND PICK UP HIS/HER CHECK.

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After the data for each PA is entered:



- ♦ In the ONLY TOTAL HOURS WORKED Box, at the bottom of the hours column for each PA, add up how many hours that PA worked that week and enter the total in the box;
- ♦ Do this for each PA that worked for that week:
- ♦ Sign and date the time sheet above the *Consumer's Signature | Date* line at the bottom right of the time sheet;
- ♦ Ensure that all PAs have signed the time sheet. **CDC cannot process** time sheets without your signatures!

When Is The Time Sheet Due?

- Since the week ends on a Friday, we must receive your <u>weekly</u> time sheet at our office <u>by 2:00 PM the following Monday!!!</u>
- You can fax the time sheet at any time (518-690-7153, 518-690-0481 or 866-335-7153) or email timesheets@cdChoices.org but we must receive the original (white copy) in the mail!
- CDC has a secured "drop box" available for time sheets and paperwork delivery if the office is closed. Located on the outside wall at the rear of our office building, it is a convenient way to meet paperwork deadlines. Staff checks the drop box each business day.
- If we do not receive either a fax, email or the original before the payroll cut off time CDC will have no way of knowing the amount of money due the personal assistant(s) and will be unable to pay them until the next payroll. This is an important responsibility. If you, the consumer / designated representative, fail to submit timely, signed time sheets, you will violate Labor Law. CDC may need to contact your DSS caseworker regarding legal violations and your DSS caseworker may decide to terminate your program services.



Please review the yearly payroll calendar to see which Mondays fall on a Federal holiday. Since the mail **is not delivered on these days** you must do everything that you can to get the time sheet to us so we can pay your PAs!



YOU MUST MAIL / FAX / EMAIL THE TIME SHEET TO CDC EVERY WEEK WHETHER THERE IS A PAYROLL OR NOT! We

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bill Medicaid every week so that we can collect the reimbursement. Don't forget – the less that CDC spends on paying interest on borrowed money, the more salary and features we can provide PAs!



YOU MUST MAIL THE WHITE COPY! WE NEED YOUR ORIGINAL TIME SHEET!! KEEP THE YELLOW COPY!

➤ ONLY FAX THE WHITE COPY UNLESS ALL YOU HAVE IS THE YELLOW COPY! THE AREAS THAT YOU WRITE IN DO NOT SHOW UP WELL WHEN YOU FAX A YELLOW COPY!

Who Cannot Work as a Personal Assistant

URGENT REMINDER: New York State regulations do not allow payment for immediate family to work as personal assistants. Immediate family includes a consumer's mother and father, wife or husband. These immediate family members CANNOT BE PAID through the Consumer Directed Program!

Number of Hours That A Personal Assistant Should Work

Number of Hours That A Personal Assistant Should Work

Consumers / designated representatives are responsible for scheduling the PAs who work for you. With regards to Corporate Compliance, CDC views the following "benchmark" of the number of hours worked as a "trigger" to notify your county caseworker for review and follow through with you:

- 16/84
- If you demonstrate "a pattern" of scheduling a personal assistant to work over 16 hours within a 24 hour period, the total hours worked exceed 84 hours per week (which equals working 12 hours per day seven days in a week) or other usage that may be considered excessive, CDC will fax these time sheet(s) to the DSS caseworker(s) for review and follow through with you, the consumer / designated representative.
- ► IMPORTANT: This standard encompasses PAs working with more than one consumer:

i.e. regardless of the number of consumers, if a PA works above 16 hours within a 24 hour period, his or her hours

exceed 84 hours within a given week or other usage that may be considered excessive, CDC will fax these time sheet(s) to the DSS caseworker(s) for review and follow through with you, the consumer / designated representative.

Even though it is up to the PA to communicate with consumers if s/he works for several consumers if there is potential conflict between scheduling – you must reinforce this need to communicate and then schedule PAs to work a reasonable amount of hours.

The New York State Department of Health will not allow a personal assistant to work 24 hours in a row.

Overtime

Federal regulations exempt companions from overtime under Section 13(a)(15) of the Fair Labor Standards Act. The Department of Labor regulation defines companionship services as "fellowship, care, and protection" of an individual with a disability. Companionship services include assistance with personal care (e.g., bathing, dressing) and household work related to the individual including meal preparation, bed making, washing of clothes, and other similar services.

Personal assistants are employed directly by the consumer(s) who have hired them. PAs earn their base pay rate whether they work 30 hours per week or 84 hours per week. This program provides all individuals involved with flexibility – if a PA does not want to work above 40 hours in a week, then you and the PA will negotiate the schedule. On the other hand, if a PA wants to work often, and there are hours available – everyone wins!

Time Sheet "General Practices"

It may seem obvious but consumers and PAs **should NEVER** submit a time sheet that includes hours that weren't worked. If a PA writes in a number of hours worked on a time sheet that is an inaccurate amount it is the consumer's responsibility to review the time sheet for accuracy *before it is submitted*.

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- To avoid potential "tampering" it is best for consumers / designated representatives to submit time sheets directly rather than delegating it to a personal assistant.
- Neither consumers / designated representatives or PAs should sign time sheets *ahead of time*, always wait until the hours are worked for the entire week before you certify that they were!
- Do not submit time sheets "early" / before the hours have been worked. Circumstances may change and you may have listed too many, or not enough, hours worked. If CDC receives "early" time sheets that list hours worked for days to come we must call and confirm the hours with the consumer / designated representative.
- Do not have PAs work hours one week and then list the hours on another week's time sheet. Hours must be entered in "real time!"
- Do not have PAs work training hours one year and then list the hours on time sheets that occur the next year.
- Do not have PAs work hours and then document them as worked by another PA even if the PA who worked will still receive the money. This is fraudulent and can be problematic for Workers' Compensation claims and tax withholding one PA will be taxed for money that s/he is not entitled to.

Below is an example of a completed time sheet. Please see the cheat sheet on the following page.

This example contains some of the points we have explained in the instructions.

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TIME SHEET

□ H

D.T.

Consumer Directed Choices, Inc. Phone: 800-335-0810 or 518-464-0810 Fax to: 518-690-7153 or 518-690-0481 or 866-335-7153

B

CONSUMER'S SIGNATURE DATE

OFFICE COPY-PLEASE RETURN

Email to: timesheets@cdChoices.org

Albany

William Golfuss

Week of:

1/15/2011 - 1/21/2011

CA8605M

C/O Kelth Caville 4456 4862 3383 PA # PERSONAL ASSISTANT'S NAME PERSONAL ASSISTANT'S NAME PA. PERSONAL ASSISTANT'S NAME Fay, Anne Dibner, Erica Lynn, Bobbi TIME OUT DATE TIME DUT HOLFIE la: 00 Am 11:00 pm 3:30 PM 3 30 pm 4 30 pm 9:30AM SAT SAT 60 SAT 11:00 Pm 7:00 pm 12:00AM 7:30AM 7 Y2 SUN SUN SUN MON MON MON TUE TUE TUE 7.00 7:00 PM 10:00 PM 3:00 PM WED 4:00PM 5:00PM WED WED 7:00AM 3:00PM 8 THU 11:00 PM 13:00 AM THU THU FRI FRI FRI 12:00 AM 17:00 AM 17 PER HOUSE WORKED BALLY TOTAL HOLPES HILLYAKED PTD TRAMPIS CHLY TOTAL HELTES WITHERD 9 PERSONAL ASSISTANT'S SIGNATURE PERSONAL ASSISTANT'S SIGNATURE BY BRINDING THIS FORM, LAMICERDIVING THAT THEORETIC ON THESE DAYS AND HOLDES. BY SKINGS THIS FORM, LANGUSED YORG THAT TWORKED ON THESE DAYS AND HOLDIS. K. C GETTLE I CERTIFY THAT THE TIME RECORDED ON THIS FORM ACCUPATELY SHOWS THE DAYS AND NUMBER OF HOURS WORKED BY THE PERSONAL ASSISTANTS INCICATED. THE ASSIGNED TASKS WERE COMPLETED IN ACCORDANCE WITH MY CURRENT PLAN OF CAPE TOTAL HOURS AUTHORIZED: 84 such Camile for welliam County Restriction: 12 hours per day

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"CHEAT SHEET" THINGS TO REMEMBER WHEN FILLING OUT THE TIME SHEETS (Refer to the full explanations and screen shots above!)

- Only record hours worked for tasks authorized within your Plan of Care. You cannot exceed your weekly authorized hours and if you have a county restriction you must use your hours according to the county mandated schedule.
- Make sure you have *the correctly dated time sheet* there is now a *date range* printed at the top of the time sheet but the daily date is no longer preprinted on this new version.
- Hand write the names of PA's who worked for you who were not preprinted on the time sheet.
- For each PA, record the *rounded* time the PA begins work and the *rounded* time the PA ends work (IN / time OUT) of each "shift." If a PA leaves to go shopping or other task authorized by the Plan of Care that is still worked time *not a new shift*.
- Remember to *use AM and PM* to distinguish the personal assistant's time worked we need to know if it was morning, afternoon, evening etc.
- Use the *hour and minute format* for example, write 1:00 AM not 1 AM
 to accommodate half hours if authorized.
- Remember, *each day begins at "12:00 AM*." and you need to separate the days if a PA's shift overlaps after midnight. For example, if a PA works 11:00 PM to 7:00 AM you should record it as *one hour on one day* and *seven hours on the next day*.
- Keep the *days of the week on the same row* (SAT, SUN, MON, etc.)
- **Don't put PTO or Training time in the "time IN/time OUT" columns**/ rows of the time sheet. Simply record the amount of time in the PTO or Training Boxes below the box section.
- Enter holiday time the same way as time worked record time in, time out and hours in the column section.
- When all time is recorded for the week, total the "hours" column for each personal assistant.
- Make sure all *personal assistants sign* the time sheet <u>after</u> it is completed and totaled for the week. PA's should <u>never</u> sign a time sheet <u>before</u> the week is done.
- After insuring that the time sheet is *filled out correctly* as outlined above, *sign it* and *send* to us by fax, email or mail so that we will receive it by the <u>2 PM Monday deadline</u>.

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