

Contract Employee Payroll Policy & Payroll Exception Authorizations Process

Effective Date*	Policy Title	Applies to:
July 10, 2017	BOWEN Contracted Employee Payroll Policy	BOWEN Contracted Employees
Revision	Reviewed by	Date Reviewed
1.1	Arnold Narayan	March 22, 2019
1.0	Connie Dean-Milino Arnold Narayan	May 13, 2017
Document Owner	Approved by	Date Approved
Finance Services Lead	Barry Sinclair	March 23, 2019
VP of Finance	Jeffrey Bowen	May 12, 2017
	Supporting documents <ol style="list-style-type: none"> 1. {YEAR} Pay Schedule 2. Payroll Exception Authorizations and Procedures 3. Communication of BOWEN Contracted Employee Payroll Policy Guideline 4. BOWEN Contracted Employee Compensation Policy 5. Missing Timesheet Procedure 6. Zero-Hours Timesheet Procedure 7. Rejected Timesheet Procedure 	Documents that reference this policy <ol style="list-style-type: none"> 1. Contractor Handbook 2. {YEAR} Payroll Schedules 3. CWM Employment Agreements 4. Email Templates – contractor and approver instructions (6 templates) 5. Entering Expenses and Allowances 6. Timesheet submission and approval guidelines 7. How to Get Paid & Getting your contractor paid – Erecruit template (including Mark Staffing

**All prior versions of the BOWEN Contractor Payroll Policy are rescinded as of the effective date.*

Policy:

As a responsible employer, BOWEN will pay all Contracted Employees accurately, timely and in alignment with current payroll procedures.

BOWEN will comply with all legislative requirements, employer responsibilities, policies, and contractual obligations.

Scope: the BOWEN Contracted Employee Payroll Policy applies to the payment of all BOWEN Contracted Employees.

Responsibility:

The Payments Team is part of the Finance Services and designated as the central office responsible for payroll processing and administration. Additional related responsibilities include maintenance and training of payroll related procedures and coordinating Contracted Employee benefit administration.

Payments Lead is responsible for, providing guidance and support to Senior Leadership, BD and AMs in legislative, policy and contractual matters to ensuring BOWEN adheres to this policy and for overseeing all aspects of payroll including the Payroll Exception Authorizations and Procedures document.

Finance Services Lead is responsible for the maintenance of the BOWEN Contracted Employee Payroll Policy, supporting the Payroll Exception Authorizations and Procedures as outlined and to act as the backup for the Payments Lead.

Assignment Managers (AMs) are any individual from Recruitment Solutions or Contingent Workforce Management who are responsible for the management of onboarding including but not limited to employment agreements, employment verification procedures and employment document collection, providing payroll administration support to contracted employees and clients, employment contract changes and terminations. AMs are also responsible to maintain knowledge relating to employment standards for all jurisdictions their clients operate in, escalate payroll related questions to Payments Lead, and provide contracted employees and clients with necessary training, guidance, and system access to enable timely timesheet submittal and approval in alignment with BOWEN's Contracted Employee Payroll Policy and Processes.

Business Development (BD) is responsible to maintain a basic level of knowledge relating to employment standards for jurisdiction BOWEN is engaged to support their

Client Organizations. BDs are also responsible to share any payroll related questions, comments or concerns to the appropriate party and to support communications with the Client Organization if there is an employment standards non-compliance concern to enable a mutually acceptable resolution.

Contracted Employees are responsible for the accurate reporting of hours worked on their timesheet by the submittal deadline outlined in the {YEAR} *Payroll Schedule* document and to ensure their Timesheet Approver approves or delegates approval of the timesheet by the approval deadline.

Timesheet Approvers are responsible for ensuring to review all submitted timesheets for accuracy prior to approving or rejecting in alignment with applicable payroll deadlines. In the event the primary Timesheet Approver is not available to approve timesheets, the Timesheet Approver must advise the designated secondary approver or provide BOWEN with written notice for an alternate approver in advance of the timesheet approval deadline.

Definitions:

Client Organization – Any third party company who has engaged BOWEN to provide Solutions or Services to their organization.

Contracted Employees – Includes BOWEN temporary employees and Contract Workforce Management contracted employees.

Employment Agreement – Includes the BOWEN Consulting Service Agreement, Schedules and Amendments as well as temporary assignment confirmations.

Timesheet – for purposes of this policy and other employment and payroll related communications to Clients and Contracted Employees, timecard and timesheet can be used interchangeably to describe the document used to record, approve and process time worked, expenses and allowances if applicable, by a Contracted Employee.

Payroll Processes:

1. Pay Administration

- a. Payroll will not be administered to new Contracted Employee until BOWEN has completed any required verification processes and is in receipt of all required documentation.
- b. It is the Contracted Employee's responsibility to notify BOWEN promptly of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an

emergency, tax withholding status, bank account information, and other such information should be accurate and current at all times.

2. Pay Processing Cycles and Deadlines

- a. BOWEN's Employment Agreement outlines the initial pay cycle, pay period and pay date for each Contracted Employee.
 - i. In the event that BOWEN initiates a change to the pay cycle, pay period or pay date, BOWEN will provide notice at least equal to regulatory requirements.
 - ii. In the event the Client Organization or Contracted Employee requests a change to the pay period, BOWEN will adjust the pay period on the date in which the current pay period end date and new pay period start date intersect or on a date provided by the Payments Team. **BOWEN Executive approval is mandatory before this change can be implemented.**
- b. BOWEN's standard pay cycle is Monday – Sunday.
- c. BOWEN's standard pay period is weekly.
- d. BOWEN's regular pay date is Thursday.
- e. Adherence to the established deadlines is necessary to ensure timely payment of wages, expenses and allowances to all Contracted Employees whose time/expense & allowance sheet are fully approved.
- f. BOWEN deadlines for timesheet submittal and approval are outlined in the {YEAR} *Payroll Schedule* document.
- g. Approved timesheets received by BOWEN after the published timesheet approval deadline will result in a delay in payment.
- h. Requests for off-cycle payroll processing of timesheets submitted after established timesheet approval deadlines need approval as per the Payroll Exception Authorizations and Procedures.
- i. Pay periods that include a statutory holiday may experience a change to timesheet approval deadlines as outlined below.
 - i. Changes to timesheet submittal and approval deadlines will be communicated to contracted employees and clients in the {YEAR} *Payroll Schedule* document and as outlined in the Communication of BOWEN Contracted Employee Payroll Policy Guideline.

3. Timesheets & Timekeeping

- a. All BOWEN Contracted Employees are required to submit a timesheet with actual hours worked (plus applicable expenses and allowances, including appropriate supporting document, as outlined in their Employment Agreement) to their assigned Timesheet Approver in alignment with the pay period established in their Employment Agreement.
- b. BOWEN may engage disciplinary action, up to and including termination of employment on any Contracted Employee found to alter, falsify or tamper with timesheets, or recording time on another Contracted Employee's timesheet, or fraudulently approve their time/expense sheet.
- c. Consistently poor time, expense and allowance recording by the contractor may lead to disciplinary action, up to and including termination of employment.
- d. Contracted Employees are responsible to ensure approval of their time/expense/allowance sheet by Monday 1p.m. unless otherwise noted in the {YEAR} *Payroll Schedule* document.

- e. Timesheet Approvers are responsible to review and approve accurate time/expense/allowance sheets by Monday 1p.m. unless otherwise noted in the *{YEAR} Payroll Schedule* document.
 - f. Contracted Employee Payment and Client Organization Invoicing is based on the approved time/expense/allowance sheets.
 - g. Assignment Managers are responsible for following up with Contracted Employees and Timesheet Approvers in advance of the Monday timesheet approval deadline and subsequently thereafter if required.
- 4. Special Pay**
- a. Special Pay types may include but are not limited to:
Incentive Pay, Retention Pay, Bonus Pay, Lump Sum Payments, Severance Pay.
 - b. BOWEN will process special payment in alignment with relevant regulations, policies and contractual agreement or upon receipt of written authorization of such request.
 - c. In the event the Client Organization requests a special payment, the client approval deadline for approval is the regular pay cycle for the Contracted Employee, unless regulations dictate otherwise.
- 5. Expense and allowance processing**
- a. Contracted Employees who are eligible to claim expenses and allowances must do so in alignment with the details outlined in their Employment Agreement.
 - b. Approval deadlines for submittal and approval of expenses and allowances are the same as those for timesheets and are processed in alignment with the Contracted Employee's pay cycle.
 - c. Incomplete or incorrect expense and allowance claims require rejection of the Contract Employee's timesheet, including hours worked.
 - i. In the event these hours are not re-approved by the Monday timesheet approval deadline, the Contracted Employee will receive payment for the hours worked the following week.
 - d. Expense claims are not processed until all required supporting documents are received and approved.
 - e. Allowances must be processed on the timesheet when they are earned.
- 6. Statutory Payments and Deductions**
- a. Statutory payments and deductions procedures are outlined in BOWEN's Contracted Employee Compensation Policy
- 7. Third Party Deductions and Payments**
- a. Third Party Deductions and Payments procedures are outlined in BOWEN Contracted Employee Compensation Policy.
- 8. Pre-Authorized deductions**
- a. BOWEN will administer deductions authorized by the Contracted Employee.
 - i. In the event a deduction error occurs, reconciliation is outlined in the *Payroll Exception Authorizations and Procedures* document.
- 9. Pay Advances**
- a. Advances on salaries or loans are not administered.
- 10. Pay Corrections**
- a. It is the responsibility of the Contracted Employee to report any payroll error to BOWEN immediately upon becoming aware of the discrepancy. Upon becoming aware of the discrepancy, BOWEN will follow the *Payroll Exception Authorization and Procedures* document to resolve the situation as quickly as possible.

11. Direct Deposit, Paycheques, Pay Stubs and Tax Forms

- a. Direct deposit is the preferred pay format for Contracted Employee payments.
 - i. Direct deposit information is removed from BOWEN's payroll system when the record of employment is issued.
- b. Changes to direct deposit requests must be made by submitting an updated direct deposit form, including acceptable supporting documentation, to the Payroll Team. Requested changes will be processed in alignment with regular timesheet approval deadlines unless otherwise coordinated by the Contracted Employee.
- c. In the event that a Contracted Employee's pay is deposited into an incorrect bank account, it is the responsibility of the Contracted Employee to work with the financial institution to return the funds back to BOWEN. Once the fund is received, BOWEN will remit payment to the Contracted Employee.
- d. If it is a Payment team error, then the funds will be released immediately into the correct banking account of the impacted contractor. Finance Services will be responsible to get the funds back that was deposited into the wrong account. AM's maybe involved in the resolution.
- e. Access to pay stubs and tax forms is available on-line.
 - i. Assignment Managers are responsible to provide registration information to Contracted Employees in advance of their first paycheque.
 - ii. In the event that a Contracted Employee requires support from the Help Desk to access their online pay statements and tax forms, BOWEN requires written authorization to access and release account information from the Contracted Employee.
- f. Pay stubs will be available after payroll is processed online.
- g. Manual cheques are no longer issued by BOWEN to any contractor. However as this is also part of legislation for most provinces, we may still issue manual cheques. This will be strictly administered by Finance Services and prior authorization will need to be made before the contractor is sent on assignment.
 - i. Requests for manual paycheques must be coordinated with the Payroll Team Lead directly.
 - ii. Contracted Employees who pick their paycheque up at the BOWEN office must produce photo ID and sign for receipt of the paycheque.
 - iii. Contracted Employees who request a third party pick up their paycheque must provide the BOWEN Payroll Team with written consent in advance of the payday.
 - iv. Unclaimed paycheques will be mailed after four (4) weeks.

12. Records of Employment / Employment Confirmation Requests / Other requests

- a. Records of Employment (ROE) are processed weekly.
- b. Records of Employment (ROE) can be requested when earnings are interrupted for more than five consecutive days.
 - i. Assignment Managers are responsible to request Payroll to issue an ROE at the end of a Contracted Employee's employment contract.
 - ii. Contracted Employees can request an ROE by contacting their Assignment Manager or the Payroll Team directly.
- c. Employment Verification letter requests are prepared weekly.
 - i. Requests are made to the Payroll Team by email.

- ii. Information included in the letter is limited to: position/title, employment status, assignment/contract schedule, hourly rate, year-to-date earnings, registration date and end date (when on contract).
- d. All other payroll related requests are processed weekly.
 - i. Requests are made to the Payroll Team by email.

End of BOWEN Contracted Employee Payroll Policy document

Payroll Exception Authorizations and Procedures

Effective Date*	Parent Policy	Applies to:
July 10, 2017	BOWEN Contracted Employee Payroll Policy	BOWEN Contracted Employees
Revision	Reviewed by	Date Reviewed
1.1	Arnold Narayan	March 22, 2019
1.0	Arnold Narayan Connie Dean-Milino	May 13, 2017
Document Owner	Approved by	Date Approved
Payments Team Lead	Barry Sinclair Jeffrey Bowen	March, 2019 May 12, 2017
	Supporting documents & procedures	Documents that reference these procedures
	<ol style="list-style-type: none"> 1. Communication of BOWEN Contracted Employee Payroll Policy Guideline 2. Missing Timesheet Procedure 3. Zero-Hours Timesheet Procedure 4. Rejected Timesheet Procedure 5. {YEAR} Payroll Schedules 	<ol style="list-style-type: none"> 1. BOWEN Contracted Employee Payroll Policy 2. Overtime documentation 3. Entering Expenses and Allowances 4. Timesheet submission and approval guidelines 5. How to Get Paid & Getting your contractor paid – Erecruit template (including Mark Staffing

Purpose: The Payroll Exceptions Authorizations and Procedures document acts as a supporting document to the BOWEN Contracted Employee Payroll Policy. This document provides high level guidance of:

- Guiding Principles
- Authorization levels required for Payroll exceptions to be processed
- Recommended procedures to be followed when aligning on acceptable solutions to resolve Payroll errors

Payroll Guiding Principles:

- BOWEN administers Payroll in alignment with the published Payroll policy, processes, procedures and schedules for its Contracted Employees.
- BOWEN's standard timesheet approval deadline is Monday at 1p.m., exceptions are outlined in the {YEAR} *Payroll Schedule* document. Timesheets not approved by the deadline will be paid on the next BOWEN pay date.
- Expenses and Allowances are not considered a part of a contracted employee's wages and are paid in alignment with standard accounting procedures.

Payroll Exception Process:

- The Payments Team requires the support of the Assignment Managers to ensure Clients/Contracted Employees have clarity on payroll processes, deadlines and consequences.
- With the exception of missed timesheet processing (BOWEN error), the Payments Team does not administer off-cycle payroll runs without prior approval from the Payments Lead
- Late timesheet approvals will be processed on the next BOWEN pay cycle.
- Adjustments to hours within an approved timesheets may only be initiated by the Payments Team via the timesheet rejection process or the adjustment timesheet process.
 - The Payments Team requires written authorization from an authorized Timesheet Approver prior to adjustments being completed.
 - BOWEN will communicate timesheet adjustment request to the Contracted Employee and Timesheet Approver.
- Payroll errors are corrected on the next pay cycle.
 - Payroll errors may include but are not limited to:
 1. Underpayment or overpayments of pay rate, hours, expenses/allowances.
 2. Payroll deduction errors.
- BOWEN is committed to resolving payroll related issues accurately and within a reasonable timeframe.
 - The Payments Team will acknowledge receipt of the issue being brought to their attention within one business day.
 - Most individual payroll issues will be resolved within three business days of the issue being brought to the attention of the Payments Team.
 - Payroll issues involving multiple Contracted Employees will be managed in collaboration with the appropriate BOWEN internal staff. Timelines for resolution will be determined based on the complexity of the situation and in consultation with the appropriate parties.
- Escalated issues are reviewed and managed by the Payments Lead.
 - The Payments Lead will escalate to Senior Leadership as required.
 - In the event that an escalation is received by Senior Leadership directly, the Payments Lead is to be included in discussions relating to the matter and in the event the Payments Lead doesn't make the decision, they are to be informed of the decision.

- The Payments Lead will communicate directly with the Client/Contracted Employee until there is resolution of the escalated matter.
- The Payments Lead will communicate the resolution internally as appropriate.
- Data errors resulting in payroll corrections are reported to the BOWEN internal staff and their Leader for follow-up.

Timesheet Rejection Process:

- In the event of an error against approved hours worked or expenses entered prior to the timesheet being invoiced, the Payments Team will:
 1. Reject the timesheet in question.
 2. Select rejection reason for the BOWEN Adjustment in the Payroll/Finance Note.
 3. Enter in relevant notes which are saved and displayed against the timesheet for reference, visible to internal staff, Contracted Employees and Timesheet Approvers.
 - Scenarios that might result in the Payments Team rejecting a timesheet for correction, re-submittal and approval include;
 - Moving regular hours into stat worked premium rate drop down
 - Removing taxes from expenses (expenses should be entered without GST)
 - Removing expenses that did not have supportive documentation attached
 - Client or contracted employee requested adjustment to hours
 4. Request the AM contact the Contracted Employee and/or Timesheet Approver to facilitate correction, submittal and approval of the incorrect timesheet.
 - AM will communicate the following information to the Contracted Employee and/or Timesheet approver as appropriate:
 - i. The error that resulted in the timesheet rejection
 - ii. How to correct the error
 - iii. The timesheet re-submittal process
 - iv. Payroll processing deadline information
- The Contracted Employee is responsible to correct the timesheet (including expense/Allowance information is applicable) and resubmit it to the Timesheet Supervisor for approval.
 1. The approved timesheet will be processed in alignment with regular timesheet approval deadlines.
 2. Any timesheets not corrected and approved by the timesheet approval deadline will be paid on the next pay date.
- The Timesheet Approver is responsible for re-approving the corrected timesheet before BOWEN will process the timesheet for payment.

Adjustment Timesheet Process:

- Corrections to timesheets that have already been invoiced require the Client or Contracted Employee to provide details and authorization of the request in writing to the Payments Team prior to BOWEN taking any action.
- In the event a correction is requested for pay or expenses already processed and invoiced the Payments Team will:
 1. Create the adjustment timesheet.
 2. Enter the necessary adjustments.
 3. For clients who require signatures on all approved timesheets:
 - Print a “Submittal Timesheet” and forward the timesheet to the appropriate Timesheet Approver.
 4. Request the AM contact the Contracted Employee and/or Timesheet approver to facilitate acceptable approval of the adjustment timesheet (actual signature and/or written authorization)
 - AM will communicate the following information to the Contracted Employee and/or Timesheet approver as appropriate:
 - The error that resulted in the timesheet rejection
 - How to correct the error
 - The timesheet re-submittal process
 - Payroll processing deadline information
- Once timesheet approval is received, the Payments Team will:
 5. Attach Timesheet Approver’s signed timesheet and/or written authorization to the Adjustment Timesheet.
 6. Submit and approve the changes and upload backup.
 7. Invoice client including backup authorization.
 8. Payments will ensure all documentation relating to the adjustment is included within the timesheet for reference.
- Adjustment timesheets do not display within Contracted Employee or Client web portals and are only internally visible.
- Communication of the result of any adjustment timesheets are outlined within the appropriate Payroll Error Procedures.
- The Contracted Employee is responsible to correct the timesheet (including expense/Allowance information is applicable) and resubmit it to the Timesheet Supervisor for approval.
 - The approved timesheet will be processed in alignment with regular timesheet approval deadlines.
 - Any timesheets not corrected and approved by the timesheet approval deadline will be paid on the next pay date.
- The Timesheet Approver is responsible for re-approving the corrected timesheet before BOWEN will process the timesheet for payment.

Late Timesheet Approval Procedures:

1. Late Timesheet approval.

- a. AM will advise the Contracted Employee they will be paid on the next BOWEN pay cycle (Weekly) and Pay date (Thursday).
- b. AM reviews Contracted Employee’s responsibilities within the Payroll process.
- c. Escalated matters are referred to the Payments Lead.
 - i. The Payments Lead can authorize a one-time exception to process pay.

- ii. In the event an exception is authorized, a Payroll/Finance Note is entered in eRecruit to indicate the exception has been completed. This Note is searchable for future reference.

Payroll Error Procedures:

1. Underpayments

- a. Payments Team will complete analysis to confirm the amount owing to the Contracted Employee.
- b. Payments Team delivers a communication to the Contracted Employee to confirm the amount owing and the date payment will be processed.
- c. Contracted Employee accepts/declines the payment terms.
 - i. If the Contracted Employee declines, the issue is referred to the Payments Lead for review and management.
 1. Considerations for adjustment to payment terms (off-cycle Payroll processing) include but are not limited to:
 - a. Where did the error originate (BOWEN, Contracted Employee, Client)
 - b. Amount owing to the Contracted Employee
 - c. Timing of the underpayment (i.e. month end)
 - d. Client relationship status (i.e. new client, historical Payroll issues)

2. Overpayments

- a. Payments Lead will complete analysis to confirm the amount Contracted Employee owes to BOWEN.
- b. AM and Senior Leadership, as required, will reach out to the Contracted Employee and Client, as appropriate, to advise of the overpayment.
- c. Payments Lead works with Contracted Employee to agree on a repayment plan.
- d. Senior Leader or Payments Lead communicates to the Contracted Employee outlining the overpayment amount, detailing a repayment plan.
 - i. In the event the Contracted Employee is not actively engaged by BOWEN, Senior Leadership will provide direction regarding next steps.
- e. Senior Leader or Payments Lead delivers the letter.
- f. Repayment begins as per plan.

3. Payroll Deduction Errors

- a. Corrections will follow the under payment or overpayment processes as outlined above.

Payroll Exceptions Authorizations and Word Tracks

Payroll Exception Authorization Levels:

Payments Team	<ul style="list-style-type: none"> • Missed payments - BOWEN Error
Payments Lead	<ul style="list-style-type: none"> • Client/Contracted Employee escalation requests • Pay corrections - Over/under payment of rates, hours, expenses/ allowances
Finance Services Lead	<ul style="list-style-type: none"> • Payments Lead - back-up authorizer • Authorizes Payroll exceptions presented by the Payments Lead
Executive	<ul style="list-style-type: none"> • Authorizes payroll exceptions presented by the Payments Lead • Authorizes repayment plans for client specific payroll errors

Word Tracks:

1. Client and Contracted Employee administrative errors (i.e. late timesheets)

- **First late approval (Contracted Employee communication)** – {Emp_Name}, your timesheet was approved after the Monday approval deadline. It is your responsibility to work with your Timesheet Approver or the back-up approver to have your timesheet approved by the Monday deadline. As the timesheet deadline has already passed, your timesheet will be paid next Thursday.
- **First late approval (Timesheet approver communication)** – {Client_Name}, it has come to our attention that the timesheets for [Employee Names(s)] were approved after the Monday 1:00pm approval deadline. While it is the responsibility of our Contractors to work with you to get their timesheets approved on time, I wanted to reach out to you and see if there is anything I can do to support you in approving timesheets by the deadline as I want to help ensure your Contractors are paid on time. As the timesheet approval deadline was missed for this pay period, [explain consequences here].
- **Client/Contracted Employee requests an exception for a late timesheet.**
 - **(Contracted Employee communication)** - I appreciate your situation {Emp_Name}. Let me transfer you to our Payments Lead for further discussion.
 - **(Timesheet Approver communication)** - Thank you {Client_Name} for looking out for your contractor. Let me transfer you to our Payments Lead for further discussion.

2. Underpayment – discovered after Payroll has been processed

- **Contractor identifies underpayment** - Thank you for bringing this error to BOWEN's attention. I will pass this information on to our Payments Team who will review the situation and confirm the amount you were underpaid. We will provide you with more information as soon as this review is complete.
- **BOWEN/Client identifies underpayment** - {Emp_Name}, it has come to our attention that you were underpaid for the week of {DATE}. The amount owing to you is \$____. We apologize for this and want to confirm you will see this amount on your next pay check, (less applicable deductions of course).

3. Overpayment – discovered after Payroll has been processed

- **Contractor identifies overpayment** - Thank you for bringing this error to BOWEN's attention. I will pass this information on to our Payments Team who will review the

situation and confirm the amount you were overpaid. We will provide you with this information along with a repayment plan once this review is complete.

- **BOWEN/Client identifies overpayment** - {Emp_Name}, it has come to our attention that you were overpaid for the week(s) of {DATE}. The amount you must repay BOWEN is \$____. We apologize for the oversight and are committed to working with you to arrange a plan for repayment.

4. Incomplete / Incorrect Expenses (i.e. expenses submitted without backup documents, GST Included)

- I am calling with regards to your timesheet for this week OR the pay period end {DATE}.
 - You submitted some expenses without back-up documentation / and did not remove GST from receipts. As supporting documentation / GST removal is required, our Payments Team has rejected your timesheet for pay period end {DATE}.
 - In order to comply with the audit practices of our clients, all transactions must be approved by an authorized approver. Given an error was discovered we must send this back through for client approval.
- 1. Rejection of your timesheet means, you will not be paid for the hours submitted on your timesheet until you have your Timesheet Approver re-approve those hours.
 - You have until {DEADLINE} to have your Timesheet Approver complete this or your pay will be delayed until the pay date following the timesheet approval deadline in which approval is received.
- 2. If corrections to your expense claim can be completed quickly we encourage you to include those in the timesheet when you re-submit it for approval.
- 3. If however, corrections will take longer, you can add them to the next timesheet. You can submit expenses from past pay periods on a timesheet a future timesheet.

5. Incorrect Allowance submission

- I am calling with regards to your timesheet for this week OR the pay period end {DATE}.
 - Your allowances were submitted incorrectly. {EXPLAIN ERROR HERE}. As a result our Payments Team has rejected your timesheet for the pay period end {DATE}.
 - In order to comply with the audit practices of our clients, all transactions must be approved by an authorized approver. Given an error was discovered we must send this back through for client approval.
- 1. As Allowances must be approved for the pay period in which they are earned, you will be required to make the corrections to your allowances prior to submitting your timesheet for re-approval.
- 2. Rejection of your timesheet means, you will not be paid for the hours submitted on your timesheet until you have your Timesheet Approver re-approve those hours.
 - a. You have until {DEADLINE} to have your Timesheet Approver complete this or your pay will be delayed until the pay date following the timesheet approval deadline in which approval is received.

6. Rejected Timesheet Questions

Contracted Employee calls BOWEN to indicate they received an email indicating their timesheet has been rejected and wants to know what is going on.

- **Timesheet rejection:**
 1. {Emp Name}, it looks like your timesheet was rejected by 1) our Payments Team 2) your Timesheet Approver. When a timesheet is rejected, a rejection reason is provided to you within the rejection email you received. Any clarifying notes

entered will be visible within your timesheet widget in the web portal {explain how to view past and submitted timesheets if necessary}. I can see here that the reason this timesheet was rejected was {Rejection Reason here}.

- I. The timesheet must be re-submitted and approved by the timesheet deadline to be paid on Thursday.