

Contingent labor Third Party Service Provider frequently asked questions

Time away and holiday time off expectations for U.S.-based contractors

March 5, 2018

Effective April 2, 2018, Wells Fargo is introducing an important change to the Contingent Labor Program. All U.S.-based contractors on active assignment must take unpaid time away (meaning nonbillable time) during Wells Fargo's U.S. observed holidays and up to 10 additional business days (prorated based on length of engagement after the first 3 months) for each 12 months of their assignment. See the chart below for the number of days based on the duration of the work assignment. All unpaid time away must be taken in full-day increments.

This document contains frequently asked questions and answers regarding the new expectations for unpaid time away for U.S. -based contractors.

At-a-glance resources

- Screen shots of IQNavigator (IQN) changes
- Screen shots of Managed Resource Schedule Tool

Unpaid time away

Question	Answer	
What are the minimum number of unpaid time away	Work Assignment Duration	Unpaid Time Away Expectations
days that should be taken based on the duration of the work assignment?	0-3 months	0 days
	4-6 months	5 days
<u> </u>	7-12 months	10 days
	13-18 months	15 days
	19-24 months	20 days
Can U.S. based contractors work on Wells Fargo's U.S. observed holidays?	U.S. based contractors should not work on Wells Fargo's U.S. observed holidays as recognized by the relevant line of business. There should be limited critical work that needs to be performed on any of Wells Fargo's observed holidays with contractors working on assignment for Wells Fargo on any such holidays. Wells Fargo will provide the respective Third Party Service Providers (TPSPs) the applicable U.S. observed holiday schedule before the first day of the U.Sbased contractor work assignment.	

Qu	uestion	Answer
3.	Are Wells Fargo's U.S. observed holidays included in the unpaid time away days listed above?	No. The unpaid time away days in the chart above are in addition to the expectation that contractors not work on any of Wells Fargo's U.S. observed holidays.
4.	Does this change apply to all contractors?	At the present time, this change affects only U.S. based contractors.
5.	Can the unpaid time away be taken in partial days?	No. The unpaid time away must be taken in full-day increments.
6.	How does the chart above apply for assignment durations that include partial months?	Only consider full months of assignment in determining the unpaid time away. For example, if the length of your assignment is 4.5 months, only 4 months would be considered for purposes of determining the unpaid time away.
7.	Can a U.Sbased contractor be required to take additional time off from assignment?	Yes. In addition to the expectation on unpaid time way, U.Sbased contractors can be required to take additional unpaid time away at any time during a U.Sbased contractor's assignment based on business need.
8.	Can the unpaid time away just be taken at the end of the assignment?	No. A U.Sbased contractor must take the unpaid time away throughout the scheduled assignment and not just at the end of the assignment.
9.	Can a U.Sbased contractor be allowed to make up the unpaid time away?	Unpaid days away should not be offset by additional work hours during the same week. Additional hours should be based on business need and not related to or attempting to offset unpaid time away.
10	. How does this change apply to existing U.Sbased contractors?	Existing U.Sbased contractors need to consider the amount of time remaining on their contract assignment as of April 2, 2018 to determine the unpaid time allotment.

Question	Answer
11. When should the unpaid time away be scheduled?	All U.Sbased contractors currently on assignment should work with their employer to coordinate with Wells Fargo to schedule time away as soon as possible, and new contractors should do this at the beginning of their assignment.
	Contractors should input both their billable time and their nonbillable time (unpaid time) each week in IQNavigator (IQN). This is the same system that is used today. There are now new sections on the timecard where contractors will enter time worked in the billable section of the timecard and any unpaid time away in the nonbillable section of the timecard.
12. How does the U.Sbased contractor schedule their unpaid time away?	U.Sbased contractors should use the Managed Resource Schedule Tool to schedule their unpaid time away in advance.
	See <u>Screenshots of Managed Resource Schedule Tool</u> and <u>Screenshots of IQN changes</u> at the end of this document.
13. Can a U.Sbased contractor adjust their scheduled unpaid time away?	Yes. U.Sbased contractors can adjust their requests for scheduled unpaid time away using the Managed Resource Schedule Tool.
14. Will Wells Fargo need to approve scheduled time away in the Managed Resource Schedule Tool?	Yes. Wells Fargo will approve or reject the scheduled time away using the Managed Resource Schedule Tool. Note that the unpaid time away should be approved before the date being requested.
15. Are there changes in IQN as to how a U.Sbased contractor will enter their time now given this change?	Yes. Today a U.Sbased contractor simply enters their time in and time out only for the time they actually work. If the contractor does not work a day then time is not entered on that day and holidays are not currently indicated on timecard entries either.
	Effective April 2, 2018, a contractor will enter their billable hours (actual time worked) and their non-billable hours (unpaid time) on their weekly timecard entries.
	See <u>Screenshots of IQN changes</u> at the end of this document.

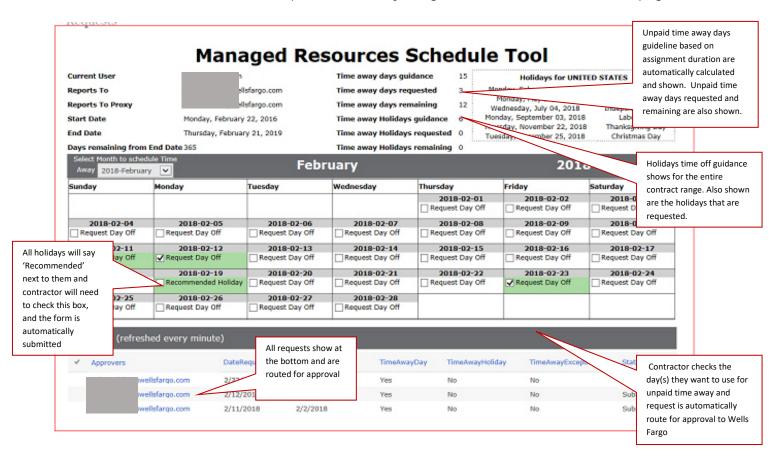
Question	Answer	
16. Are there any changes in how a U.Sbased contractor's timecard is approved?	The approval process remains the same. Going forward, Wells Fargo will review the U.Sbased contractor's billable and nonbillable hours. And as is expected today, if a contractor's hours do not accurately reflect the actual hours worked on assignment, Wells Fargo should dispute or reject the timecard and request to have the contractor update the hours with the accurate time.	
17. With the changes in IQN, will there be any changes to TPSP reporting?	In order to determine if a TPSP will experience any issues with reporting or integrations related to the timecard templates, a TPSP should take the following steps: Create an IQN tier 1 support ticket Send an email to Adriane Ross at Adriane.Ross@beeline.com with the following information. Ticket number TPSP name in IQN The user name Report name Whether the TPSP exports the report into internal systems	
18. How are TPSPs questions addressed?	U.Sbased contractors who require support with the Managed Resource Schedule Tool should contact nonemployeeprogram@wellsfargo.com or call 1-877-HRWELLS (1 877-479-3557), option 2, 4, 5. Representatives are available to assist you Monday through Friday between 8:00 a.m. and 5:00 p.m. in your time zone. Team Member Care accepts relay service calls. TDD/TTY users may call 1-800-988-0161. TPSPs who have additional questions about the changes should contact SCMCW@wellsfargo.com .	

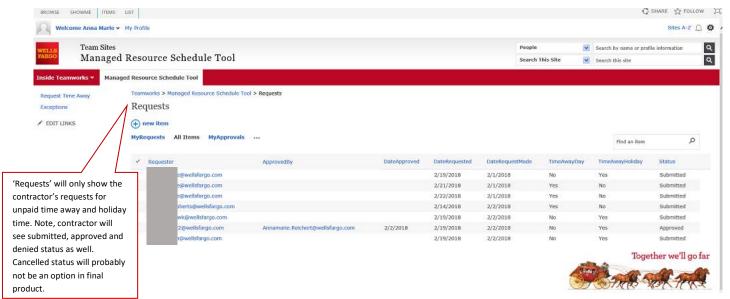
Question	Answer
19. When should a U.Sbased contractor submit his or her timecard in IQN?	There is no change to this. As they do currently, U.Sbased contractors should submit their timecards on the last day that they work for the week.

Screen shots of the Managed Resource Schedule Tool

Main page of Managed Resource Schedule Tool will be accessed from this link: http://teamsites.teamworks.wellsfargo.net/sites/corphr-etpds-014

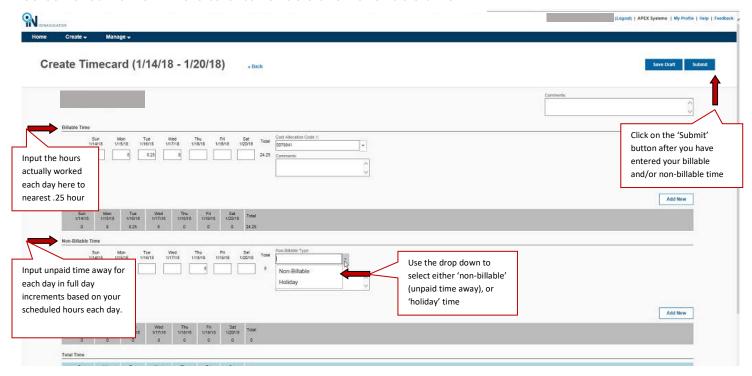
U.S.-based contractors will click "Request Time Away" to get to this view from the main page.



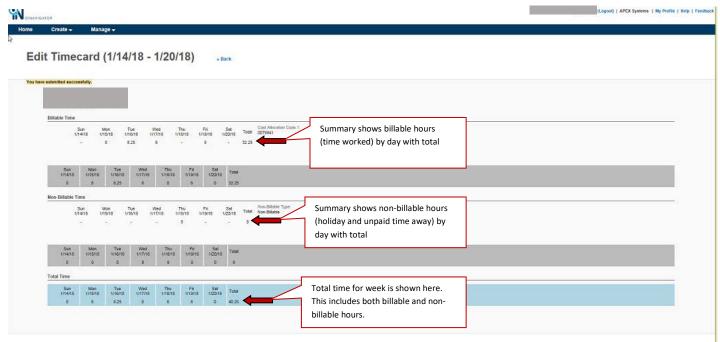


Screen shots from IQN for contractor time

Screen shot view on where to enter billable and nonbillable time



Screen shot view of both billable and nonbillable time after submittal



This message may contain confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose, or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply email and delete this message. Thank you for your cooperation.