

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												
1. What are the minimum number of unpaid time away days that should be taken based on the duration of the work assignment?	<table><tr><th>Work Assignment Duration</th><th>Unpaid Time Away Expectations</th></tr><tr><td>0-3 months</td><td>0 days</td></tr><tr><td>4-6 months</td><td>5 days</td></tr><tr><td>7-12 months</td><td>10 days</td></tr><tr><td>13-18 months</td><td>15 days</td></tr><tr><td>19-24 months</td><td>20 days</td></tr></table>	Work Assignment Duration	Unpaid Time Away Expectations	0-3 months	0 days	4-6 months	5 days	7-12 months	10 days	13-18 months	15 days	19-24 months	20 days
Work Assignment Duration	Unpaid Time Away Expectations												
0-3 months	0 days												
4-6 months	5 days												
7-12 months	10 days												
13-18 months	15 days												
19-24 months	20 days												
2. 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.S.-based contractor work assignment.												

Question	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.S.-based contractor be required to take additional time off from assignment?	Yes. In addition to the expectation on unpaid time way, U.S.-based contractors can be required to take additional unpaid time away at any time during a U.S.-based 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.S.-based contractor must take the unpaid time away throughout the scheduled assignment and not just at the end of the assignment.
9. Can a U.S.-based 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.S.-based contractors?	Existing U.S.-based 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?	<p>All U.S.-based 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.</p> <p>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.</p>
12. How does the U.S.-based contractor schedule their unpaid time away?	<p>U.S.-based contractors should use the Managed Resource Schedule Tool to schedule their unpaid time away in advance.</p> <p>See Screenshots of Managed Resource Schedule Tool and Screenshots of IQN changes at the end of this document.</p>
13. Can a U.S.-based contractor adjust their scheduled unpaid time away?	<p>Yes. U.S.-based contractors can adjust their requests for scheduled unpaid time away using the Managed Resource Schedule Tool.</p>
14. Will Wells Fargo need to approve scheduled time away in the Managed Resource Schedule Tool?	<p>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.</p>
15. Are there changes in IQN as to how a U.S.-based contractor will enter their time now given this change?	<p>Yes. Today a U.S.-based 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.</p> <p>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.</p> <p>See Screenshots of IQN changes at the end of this document.</p>

Question	Answer
16. Are there any changes in how a U.S.-based contractor's timecard is approved?	<p>The approval process remains the same. Going forward, Wells Fargo will review the U.S.-based contractor's billable <i>and</i> 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.</p>
17. With the changes in IQN, will there be any changes to TPSP reporting?	<p>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:</p> <ul style="list-style-type: none"> • Create an IQN tier 1 support ticket • Send an email to Adriane Ross at Adriane.Ross@beeline.com with the following information. <ul style="list-style-type: none"> ○ 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?	<p>U.S.-based 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.</p> <p>TPSPs who have additional questions about the changes should contact SCMCW@wellsfargo.com.</p>

Question	Answer
19. When should a U.S.-based contractor submit his or her timecard in IQN?	There is no change to this. As they do currently, U.S.-based 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.

Managed Resources Schedule Tool

Current User: [Redacted]
 Reports To: [Redacted]@wellsfargo.com
 Reports To Proxy: [Redacted]@wellsfargo.com
 Start Date: Monday, February 22, 2016
 End Date: Thursday, February 21, 2019
 Days remaining from End Date 365

Time away days guidance: 15
 Time away days requested: 3
 Time away days remaining: 12
 Time away Holidays guidance: 6
 Time away Holidays requested: 0
 Time away Holidays remaining: 0

Holidays for UNITED STATES

- Monday, February 20, 2018
- Monday, February 27, 2018
- Wednesday, July 04, 2018
- Monday, September 03, 2018
- Monday, November 22, 2018
- Tuesday, November 25, 2018
- Christmas Day

Select Month to schedule Time Away: 2018-February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				2018-02-01 <input type="checkbox"/> Request Day Off	2018-02-02 <input type="checkbox"/> Request Day Off	2018-02-03 <input type="checkbox"/> Request Day Off
2018-02-04 <input type="checkbox"/> Request Day Off	2018-02-05 <input type="checkbox"/> Request Day Off	2018-02-06 <input type="checkbox"/> Request Day Off	2018-02-07 <input type="checkbox"/> Request Day Off	2018-02-08 <input type="checkbox"/> Request Day Off	2018-02-09 <input type="checkbox"/> Request Day Off	2018-02-10 <input type="checkbox"/> Request Day Off
2018-02-11 <input type="checkbox"/> Request Day Off	2018-02-12 <input checked="" type="checkbox"/> Request Day Off	2018-02-13 <input type="checkbox"/> Request Day Off	2018-02-14 <input type="checkbox"/> Request Day Off	2018-02-15 <input type="checkbox"/> Request Day Off	2018-02-16 <input type="checkbox"/> Request Day Off	2018-02-17 <input type="checkbox"/> Request Day Off
	2018-02-19 <input checked="" type="checkbox"/> Recommended Holiday	2018-02-20 <input type="checkbox"/> Request Day Off	2018-02-21 <input type="checkbox"/> Request Day Off	2018-02-22 <input type="checkbox"/> Request Day Off	2018-02-23 <input checked="" type="checkbox"/> Request Day Off	2018-02-24 <input type="checkbox"/> Request Day Off
2018-02-25 <input type="checkbox"/> Request Day Off	2018-02-26 <input type="checkbox"/> Request Day Off	2018-02-27 <input type="checkbox"/> Request Day Off	2018-02-28 <input type="checkbox"/> Request Day Off			

(refreshed every minute)

Approvers	Date Requested	Time Away Day	Time Away Holiday	Time Away Exception	Status
[Redacted]@wellsfargo.com	2/22/2018	Yes	No	No	Submitted
[Redacted]@wellsfargo.com	2/12/2018	Yes	No	No	Submitted
[Redacted]@wellsfargo.com	2/11/2018	Yes	No	No	Submitted

Callouts:

- All holidays will say 'Recommended' next to them and contractor will need to check this box, and the form is automatically submitted
- Unpaid time away days guideline based on assignment duration are automatically calculated and shown. Unpaid time away days requested and remaining are also shown.
- Holidays time off guidance shows for the entire contract range. Also shown are the holidays that are requested.
- All requests show at the bottom and are routed for approval
- Contractor checks the day(s) they want to use for unpaid time away and request is automatically route for approval to Wells Fargo

Team Sites
Managed Resource Schedule Tool

Inside Teamworks > Managed Resource Schedule Tool > Requests

Requester: [Redacted]@wellsfargo.com
 Approved By: Annamarie.Reichert@wellsfargo.com
 Date Approved: 2/2/2018
 Date Requested: 2/19/2018
 Date Request Made: 2/2/2018
 Time Away Day: No
 Time Away Holiday: Yes
 Status: Submitted

Callouts:

- 'Requests' will only show the contractor's requests for unpaid time away and holiday time. Note, contractor will see submitted, approved and denied status as well. Cancelled status will probably not be an option in final product.

Screen shots from IQN for contractor time

Screen shot view on where to enter billable and nonbillable time

Create Timecard (1/14/18 - 1/20/18)

Save Draft Submit

Comments:

Input the hours actually worked each day here to nearest .25 hour

Click on the 'Submit' button after you have entered your billable and/or non-billable time

Use the drop down to select either 'non-billable' (unpaid time away), or 'holiday' time

Input unpaid time away for each day in full day increments based on your scheduled hours each day.

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1/14/18	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18	1/20/18	24.25
0	8	8.25	8	0	0	0	24.25

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1/14/18	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18	1/20/18	0
0	0	0.25	0	0	0	0	0.25

Non-Billable Type: Non-Billable Holiday

Total Time

Screen shot view of both billable and nonbillable time after submittal

Edit Timecard (1/14/18 - 1/20/18)

You have submitted successfully.

Summary shows billable hours (time worked) by day with total

Summary shows non-billable hours (holiday and unpaid time away) by day with total

Total time for week is shown here. This includes both billable and non-billable hours.

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1/14/18	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18	1/20/18	32.25
0	8	8.25	8	0	0	0	32.25

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1/14/18	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18	1/20/18	0.25
0	0	0.25	0	0	0	0	0.25

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1/14/18	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18	1/20/18	40.25
0	8	8.25	8	8	0	0	40.25

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