



Frequently Asked Questions by Temporary Employees

How often do I get paid?

Temporary staff are paid biweekly. A copy of the pay schedule is posted on our website.

How do I submit my time?

This is dependent on where you are on assignment.

1. If you are on assignment that participates in the automated time entry, you are required to key and release your time daily to your supervisor. They will approve it online for payroll processing.
2. If you are on assignment that does NOT participate in the automated time entry, you are required to submit a paper time sheet to Temporary Solutions for payroll.

Who is responsible for submitting the paper time sheets?

You are responsible to insure that your time sheet is submitted to Temporary Solutions timely.

What happens if my supervisor submits my time sheet late?

It will be keyed and processed on the following payroll. No special payroll checks are processed for late time sheets whether they are submitted by the employee or by the supervisor.

When are time sheets due?

If you are on an assignment that requires the submittal of the paper time sheets, they are due Monday following the end of the pay period. If they are not received on that Monday, they will be considered LATE and processed on the following payroll.

Who decides what my pay rate will be?

Temporary Solutions follows the salary administration policy and does salary qualification work sheets on all temporaries. Your placement counselor will give you your hourly rate for the assignment.

How do I receive my payroll check?

Temporary Solutions and the State of North Carolina requires automatic deposits of all payroll checks. You must complete proper documentation requesting an exemption of the process. It will be reviewed by the Office of State Controller and approved or denied.

How do I receive my pay check stub?

You must print your check stubs from the BEACON online portal. When you begin an assignment, you will be given access to the website. It will remain active while you are on an assignment and you will be responsible for printing your check stub. They are not printed and mailed by the Office of State Controller or Temporary Solutions.

How do I change my direct deposit information?

You must complete a new direct deposit form that is located on our website and attached the voided check or bank documentation with both the routing and account number and submit it to Temporary Solutions.

What do I need to do if I need to change my address or phone number?

You must complete the change of address form that is located on our website and submit it to Temporary Solutions. We will update the information in the system.

What do I need to do to update my tax deductions?

You must complete a new W4 for the federal withholding changes. If you are changing your state tax withholdings, then you will need to complete the NC4 form. These forms are submitted to Temporary Solutions for processing.

Who do I need to notify that I am taking my 31-day break?

You need to let your placement counselor know that placed you on the assignment. They will then know that you are available for additional assignments.

What do I do after my assignment ends?

You need to let the placement counselor that worked with you on placement into the assignment that it has ended. You will need to let the placement counselor know if you are interested in a new assignment or not.

What do I need to do if the agency wants me back after my 31-day break?

You must let the placement counselor know. They will communicate with the program. You should NOT go back to work without speaking with the placement counselor. This will cause you to NOT be paid timely.

Am I eligible for benefits?

If you are placed on an assignment that requires you to work 30 hours or more per week, you will be eligible for health insurance. However, Temporary Solutions does not offer leave benefits such as: vacation, sick, or paid holidays.

Am I eligible for overtime pay?

Yes, if you are in a position that is deemed subject to overtime pay by the Fair Labor Standards Act (FLSA), you will be paid over time. If you are placed in a professional position that is exempt from the FLSA, then you will not be paid overtime. Your placement counselor will inform you at the time of placement if you are in an exempt position.

Am I eligible for holiday pay?

If you are scheduled to work on the holiday, you will be paid at time and a half for the hours worked. If you do not work on the holiday, Temporary Solutions does not pay holiday pay leave benefits.

Who decides my work schedule and my work hours?

Your work schedule is determined by the program where you are placed. They will inform you of the business needs and you will be required to work the designated schedule as they set forth at the beginning of the assignment.

What if I do not like my assignment?

Notify the placement counselor. They will work with you to help make the assignment a better one. If that is not possible, they will begin to look for an alternate assignment. You should always contact your placement counselor first.

What happens if I get a permanent position with the State?

As soon as you have been offered the position and a start date has been set, contact your placement counselor. They will work with you during the transition. This is very critical. Permanent positions are paid on a monthly pay schedule (once a month). They will be able to provide you with information as to when expect your final check with Temporary Solutions.

Is parking provided?

Parking is dependent upon where your assignment is located. Some agencies that are not located in downtown Raleigh have free parking at their respective locations. However, if you are on assignment in the downtown area, your supervisor will let you know if they have spaces available for you while working on the assignment. If they do not, you can contact the State Parking Office and get a space. It is not free. The cost of the space is \$10 per month and you must pay for 3 months at a time. The contact information for the State Parking Office is located in the packet that is provided to you by your placement counselor.

What if I am offered another position before my assignment ends?

Contact your placement counselor and let them know. They will need to work with the program to insure that they have coverage for you prior to you leaving the assignment.

What happens if I am sick and cannot work?

You need to contact your supervisor on the assignment. Any absences and late arrivals need to be communicated directly to the supervisor. If you have tried and cannot speak with them, please leave a voicemail for them and then contact your placement counselor at Temporary Solutions as well. They will follow up with the program as well.

Who is exempt from the 31-day break?

1. Retirees who are not seeking a permanent position. You are required to sign a form attesting to this. It is part of the new hire paperwork.
 2. Full-time students are also exempt from the 31-day break. They are required to supply an official class schedule each semester to remain exempt from the 31-day break. If the student has met the 11 month students while working in student status, the 31-day break will be required upon graduation or at the end of the student status.
- ** Upon graduation, students may continue to work through the end of the month that they graduated, and the 31-day break would be required beginning the following month.
- ** Each semester, students are required to submit an updated class schedule to show their enrollment for the following semester. If they have met the 11 months and are unable to provide that documentation and have not enrolled for the upcoming semester, they will be required to take the 31-day break at the end of the month. (This is normally in December & May.) Otherwise, they will be permitted to continue on the assignment only until they have met the 11 months.

Whom do I contact if I have questions about my NCID? What if I get locked out or forget my password?

Please contact Temporary Solutions at 919-715-2632, ask to speak with the NCID administrator.

How do I get my personnel number?

After you have been placed on your first assignment, the placement counselor will send you and email with your personnel number. This number will not change and will remain the same for all future assignments.

Am I eligible to join the NC State Employee's Credit Union (NCSECU)?

Yes, after receiving your first pay check from Temporary Solutions, you will be able to join the NCSECU. You can contact your local branch for details or visit the website at www.ncsecu.org.