



## Frequently Asked Questions by Employers/Supervisors

### **How do I fill out a job order?**

Please review the instructional power point that is located below the job submittal portal. It will walk you through the process step-by-step:

<http://www.oshr.nc.gov/Recruit/tempsolu/employers.htm>.

### **How long does it take to get a job order filled?**

This depends on whether you are sending the job order with a recommended employee or whether we are recruiting for the position. It will also depend on the position itself. Obviously, some positions are harder to recruit for than others.

### **How do I submit an extension request?**

That is submitted simply by sending an email to [temporary.solutions@nc.gov](mailto:temporary.solutions@nc.gov) with the request. The assigned placement counselor will receive the email and process the extension if available. If the employee has met the 11-month work cycle, they will not be eligible for an extension.

### **What if I want to give a salary increase to a temporary?**

You will need to submit a new job order for any salary change. All salary changes will be effective at the beginning of a pay period and are not retro back to previous pay periods.

### **How do I find out what the due date is for a 31-day break?**

This can be found out by contacting your assigned placement counselor. They can let you know when the employee is due for the break. An email is also sent 45 to 60 days in advance of the due date of the 31-day break to let you know that required break is forth coming so that you can make arrangements.

### **Who approves time in BEACON?**

The supervisor should be the one responsible for approving time in the MSS system in BEACON. However, some facilities/programs do have time keepers and will continue to have their temporaries to complete paper time sheets. Those time keepers at the respective program/facility will be the responsible person for keying and approving the time.

### **What happens when a supervisor is not available to approve time?**

Each program has designated time administrators. In absence of the supervisor, the time administrator will be responsible for approving the time. The supervisor should make the time administrator and the temporary aware so that this does happen and the employee is paid timely.

### **What happens if a temporary submits a time sheet after the deadline?**

It will be keyed and paid on the following payroll.

### **Does Temporary Solutions issue off-cycle or agency checks for late time sheets?**

No. Late time sheets will be paid on the following payroll.

### **Who conducts criminal background checks?**

Presently, Temporary Solutions only conducts the free background checks done through the NC DPS Offender Public Information website. Anything more detailed, is the responsibility of the agency/program.

### **How long are job orders good for?**

No job order is good for more than 11 months. The job order can be extended past that only if an email is received requesting an extension of the employee.

**Please Note:** Only a retiree or a full time student are exempt from the 11-month rule.

### **What documentation is required to extend a job order for a student?**

An official class schedule is required for each semester showing that the temporary continues to be enrolled as a full time student. If an extension is received for a student, it will only be approved through the end of the current semester.

### **What happens if the student graduates?**

If the temporary has been working for more than 11 months and extensions have been granted because they were able to supply the required documentation and the temporary graduates in May, they will be allowed to work only through the end of the month that they graduated. At that point, they will be required to take a 31-day break. This is the same for a December graduation. They would only be allowed to work through the end of December, then a 31-day break is required.

### **Does Temporary Solutions send out statements for accounts receivable balances?**

Yes. Beginning August 2016, Temporary Solutions began sending out Statements. They normally go out on the 10<sup>th</sup> of each month unless that is a weekend date. Should the 10<sup>th</sup> fall on a weekend, the statements will be emailed out to all billing contacts on the following Monday.