Reporting Time in EZ Labor / Alert

EZ Labor is the payroll recording system; SMARTECH uses to determine how much an employee is paid. In order to get reimbursed for hours worked those hours must be reported accurately in the ADP EZ Labor system. Alert is the billing (how SMARTECH gets paid) system used to calculate productivity numbers for employees and is used as a check and balance system to match up with EZ Labor. These systems must match in order for hours to be approved. There are exceptions to this rule because SMARTECH pays employees for time that cannot always be billed. Hours spent on Admin or Certification time will not be in Alert but must be marked and updated in EZ Labor by using the notes field and earnings code dropdown. If there are further exceptions one must confirm how to report the time with a manager prior to submitting into the EZ Labor system.

Starting Monday January 10, 2011 all technicians will need to adhere to the following reporting process in order for the time to be approved.

1. All time must be entered into EZ Labor the same day work was performed. If it is not in the system by 11 pm that day then disciplinary actions will follow.
2. Time entered must be accurate. If one started work at noon do not put the day started at 9 am and round to the hour. If time does not match then the hours will be rejected and the technician will be asked to resubmit.
3. Every service call must be entered as its own line item in EZ Labor. **The use of one time for the entire day is no longer acceptable.** If a technician runs 10 calls on a Monday then there will be 10 lines (one for each call).
4. Total time for each service call is all that should be reported for an individual service call. Do not separate travel time from time onsite or return travel in EZ Labor.
5. All administrative/certification time must have the earnings code "Admin" or "Cert" placed in it, just adding the note will not be approved
6. If a service call is not in Alert when reporting time in EZ Labor, one must update the notes with the missing service call number and send an email to the manager asking to have it entered into Alert.

The following is an example how the reporting in EZ Labor and Alert should look. There will be times where the hundredth decimal place is off by 1 and that is acceptable. This format is how each day will have to look going forward.

EZ Labor

	Date In	Time In	Time Out	Hours
⊞ Sat	01/01/2011			
⊞ Sun	01/02/2011			
⊞ Mon	01/03/2011	10:00 AM	12:28 PM	2.47
⊞ Mon	01/03/2011	12:43 PM	02:45 PM	2.03
⊞ Mon	01/03/2011	03:06 PM	04:49 PM	1.72

Alert

Monday, January 3, 2011

10:28

94186369	DELL/MARKYS LLC		GONZALES	17.0	0.0	17.0	$4.42	
	U-6651 Cat 1	1/3/11	01/03/2011		120		28	0	2.4

1/3/2011 22:39 0LA-0004

Replaced MOBO and WLAN. still had issues. Issue determined to be caused by EU's Wireless Router.

12:45

94186091	DELL/EATEL		GONZALES	1.0	0.0	1.0	$0.26	
	U-6651 Cat 1	1/3/11	01/03/2011		120		2	0	2.0

1/3/2011 22:45 0LA-0004

PCMIA Cage was shipped damaged. Dell to send out another.

15:35

94185544	DELL/MDS/ CTS		BATON ROUGE	18.0	3.0	21.0	$5.46	
	U-6651 Cat 1	1/3/11	01/03/2011		70		29	5	1.7

1/3/2011 22:52 0LA-0004

Replaced LCD. tested ok