CLOCKING IN AND OUT

Every lifeguard will receive a PIN number, you need to memorize this number or carry your PIN number card with you at all times. When you first get to work, you will use the designated pool phone and call the clock-in number. This number will be posted above the pool phone.

THE PROCESS*

1. Dial Clock-in number on the pool phone.
2. A voice will say "Enter PIN Number"
3. Enter your PIN number and press #
4. A voice will say "Got it!"
5. Hang up. You are now clocked in.

*Clock out using the same procedure as above

HOW DOES THE CLOCK-IN/OUT SYSTEM WORK?

The time system is computerized with caller I.D. attached to the pool phone. If any number other than the pool phone comes up, it will not allow you to clock in. The system tells us:

- Who clocked-in
- The exact time you clock-in (We will know if you came late and/or left early)
- What pool you are clocked in at

SPECIAL NOTES FOR CLOCKING IN AND OUT

- **NEVER** clock in using your cell phone.
- If you do not hear the "Got It!", immediately call the office so that we can ensure that you are properly clocked in. Do not try again until you are told by the office! **You may be clocking yourself out.**
- If you begin the day at one pool and are requested to go to a second pool, clock out at the first and clock back in at the second facility. If you do not clock-in and out at each facility we will be unable to verify where you are working. Therefore, there could be a mistake in your paycheck.
- If you forget to clock in, immediately clock in and call the office to let us know.
- Only you can clock yourself in and out. No one else should have your PIN number. Remember we call the pools often and our Supervisors can stop by the pool at any time. We will know when someone else clocked you in and you are not there.

IF YOUR POOL DOESN'T HAVE A PHONE

- If your pool has a 911-only phone or doesn't have a phone, you must call your office and speak with someone to clock in and out. Do not use your cell phone to clock in and out with the clock-in number.
- If the pool phone has no dial tone, contact the office immediately to notify them.

ONLINE RESOURCES AND EMPLOYEE PORTAL

CERIDIAN SELF SERVICE WEBSITE

The employee Ceridian Self-Service System is designed for use by individuals with an electronic form of payment.

With the Ceridian website you will be able to:
- View your bi-weekly earnings statements online.
- Change your payroll address
- Change your Federal Form W-4 information
- Find useful links to Newport Group & other benefit program websites
- Find useful corporate-wide forms for easy reference.

To access the system, please use this URL: https://sss2.ceridian.com/americanpools

Username: First Initial of First Name (CAP) + Full Last Name (with first letter in CAPs), as it appears in the payroll system + Last 4 digits of Social Security Number

Default Password: First Initial (CAP), Last Initial (CAP), next two lowercase letters of your last name + Last 4 digits of SSN

THE SCHEDULER APPLICATION

The Scheduler is an online scheduling system for lifeguards on www.guardforlife.com. It allows guard employees to view, confirm and manage their schedules simply by logging into the employee portal. This is an important tool for lifeguards to learn before the season begins.

- We make our best attempt to ensure that each lifeguard will be assigned a schedule in advance.
- Scheduling will be done online through the Scheduler application, which can be accessed through www.guardforlife.com
- If there are any permanent changes to your availability you should contact the office as soon as possible.
- If you need to request a day off, please adhere to your office's day off request policies and procedures. The sooner you place the request the more likely you are to receive it. Remember it is a request, it is not guaranteed until it has been approved by your staffing department.

If for any reason you need to change your schedule after it has been assigned, you will need to assist the staffing department in finding a shift substitute. You are still expected to work the shift until a substitute has been found.

ONLINE GUIDES AND EMPLOYEE PORTAL

The following resources may be found on the Guard For Life employee portal on www.guardforlife.com:
- **Employee Handbook -** This handbook is a must read. It contains all company policies and procedures.
- **The Scheduler Guide -** This guide will help you understand how to manage your schedule online.
- **Payroll Calendar -** See when payday is and check when pay periods start and end.
- **Explanation of Pay -** See the dates, hours and pools you worked at.

Additional resources may be added throughout the season.

PAYROLL CARD AND ELECTRONIC PAYMENT

Your paycheck may be given to you on a payroll card, which is a popular electronic alternative to using paper checks. Each pay period, the money you've earned will be immediately deposited onto the card. A payroll card acts like a bank debit card. Your funds are accessible online 24/7 for transfers or direct deposit.

PAYROLL CARD BENEFITS

- **You no longer have to wait for paper checks.** Payroll is automatically deposited onto your card every payday.
- **You have greater access to your cash.** You can access your wages with your payroll card 24/7 at an ATM. (Fees may apply)
- **You can check your balance anytime.** Keep track of your money from anywhere by checking the balance online or by phone. You can even sign up for free text message alerts.
- **You can setup automated transfers** to your personal bank account, just like direct deposit.

ACTIVATING THE CARD

- **Your payroll card will arrive by mail**. Please look out for a plain envelope. Check with your staffing department for an estimated arrival date.
- **As soon as you receive your card, activate it** by calling the number on the sticker. Activation is required before you can use the card.
- **Once activated, the phone number on the card can be called anytime** you want to check the balance of the card. You may also set up text message alerts online.
- **You can sign up for online access to your card at www.cardholder.comdata.com**. You will need your card number and activation code to register. Your registration code is your birthday (MM/DD/YYYY).

USING THE CARD

- You may obtain cash at ATMs, but you may incur fees depending on the ATM. Please see the full Payroll Card "How to Get Started and More" guide for an explanation of fees.
- You may use your card anywhere MasterCard is accepted.
- You may make purchases at PIN-based POS merchants that accept MasterCards. Many retailers will allow you to get cash back when you make a purchase.
- You may transfer funds to a bank account after completing the required paperwork online. You can set up auto-transfer for free after each pay load.

If you lose your card, call Comdata Customer Service at **1-888-265-8228** to report it. The first replacement card is free and will take up to 10 business days to arrive. In the meantime, you will still have access to the funds online. Additional card replacements are subject to fees.

EXPLANATION OF PAY

- A pay stub is a document that will allow you to see every detail regarding your paycheck. (Pay rate, hours worked, taxes taken out, YTD, etc.)
- **Hours breakdown** will be available by logging into www.guardforlife.com.
- To access your **pay stub**, you will need to log on to http://sss2.ceridian.com/americanpools. Your login info will be emailed to you before you begin working. (See Online Resources and Employee Portal)
- Please contact the Staffing Department with any questions.

For full information about your card, see the Comdata Payroll Card "How to Get Started and More" guide.

PAYROLL

PAYROLL CALENDAR

Pay periods will typically cover two weeks, starting on a Friday and ending on a Thursday. Pay for the pay period will be issued on the Friday of the following week.

PERIOD START	PERIOD END	PAY DAY
5/17/2014	5/30/2014	6/6/2014
5/30/2014	6/5/2014	6/13/2014
6/6/2014	6/19/2014	6/27/2014
6/20/2014	7/3/2014	7/11/2014
7/4/2014	7/17/2014	7/25/2014
7/18/2014	7/31/2014	8/8/2014
8/1/2014	8/14/2014	8/22/2014
8/15/2014	8/28/2014	9/5/2014
8/29/2014	9/11/2014	9/19/2014
9/12/2014	9/25/2014	10/3/2014
9/20/2014	10/3/2014	10/10/2014

(Continuing bi-weekly thereafter)

TIPS FOR ENSURING CORRECT PAYCHECKS

1. **Know and confirm your schedule.** Confirming your shifts online is mandatory. By doing so, you confirm that you and your staffing department understand your submitted weekly schedule.
2. **If you need to make changes** to your submitted schedule, call your staffing department for assistance and authorization.
3. **The Opening shift** may be scheduled prior to the pool opening to allow time for preparation and setup.
4. **Ensure that any overtime is approved** by your staffing department.
5. **If, for any reason, you fail to clock-in or out**, please contact the payroll department within 24 hours of the shift.
6. **Never clock another employee in or out**, utilize a different PIN number, or attempt to utilize an unapproved telephone (such as your cell phone) to clock-in and clock-out. This may be considered payroll fraud and may lead to termination of employment.

OVERTIME PAY

All overtime must be pre-approved and authorized by the staffing department. We guarantee overtime pay for any hours worked over the standard full-time 40 hour work week. All overtime paid is at 1.5 times your hourly rate.

Area Supervisors do not have the required authorization to approve overtime hours. All lifeguards are only authorized to work the hours and shifts they have been scheduled. Any and all additional hours (including overtime hours) must be pre-approved by your office's Staffing Department.