

Timesheet/Payroll Tips and Guidelines

(Completion, Submission, and Frequently Asked Questions)

Timesheet Completion

We receive a number of timesheets that are late or contain errors. This results in increased processing time and delays in payroll. When you submit your timesheet please remember the following:

1. Timesheets must be legible. If completing by hand make sure to use your best handwriting in blue or black ink.
2. No white out.
3. No pre-signing.
4. Timesheets must contain the dates in consecutive order with the day, month and year.
5. You must indicate the activities completed on a daily basis.
6. You must indicate the time-in and time-out with am or pm designated.
7. You and the recipient must sign and date the timesheet.
8. The timesheet should have the recipients MA number or date of birth and your UMPI number if you know it.

Timesheet Submission

To help with processing your timesheets please remember the following:

1. Timesheets are due Every Thursday by 9am.
2. If you are working for more than one client do not fax the timesheets for two separate clients together; if you send timesheets by email do not scan the timesheets for two separate clients together.
3. If possible, do not send a coversheet with your timesheet.
4. Submit timesheets via fax to (763) 592-8262 or (651) 964-3801
5. Email timesheets to timesheets@besthomecaremn.com.
6. Do not include messages with your timesheet on a cover sheet or in the body of an email.
7. Our preferred method of receiving timesheets is through the timesheet app. If you choose not to use the timesheet app you may fax or email your timesheet.
8. You may download the timesheet app from the employee's page of our website.

Timesheet/Payroll Frequently Asked Questions

1. How do I turn in my timesheets?

- a. We accept timesheets by fax, email, and the homecare timesheets app. You can even drop off your timesheet if necessary. It is Best Home Care's goal to make working and receiving services at our company easy and convenient.

2. My timesheet was late when will I get paid?

- a. Time sheets are due every Thursday. If you time sheets are turned in late according to our payroll calendar your check will typically be processed with the next payday. If you need to get paid before the next payday, you need to call our office and make an emergency early check request.

3. How do I request an emergency payroll check?

- a. If you want to request an emergency check contact our office, we will make sure we have your timesheets and advise you when a check may be made available..

4. When can I pick up an emergency check?

- a. Processing times for emergency checks vary up to 24hrs. Contact the office to request an emergency check and to see when a check can be made available.

5. I received a call saying you don't have my timesheets, what should I do?

- a. Each week we send out an automated call for people who have missing time sheets. Sometimes, even though time sheets are sent they are not received. We regularly received time sheets that are blank, cut off, or missing state required information such as signatures or which have other errors. If you receive a call stating we do not have your time sheet you should call the office to avoid any payroll delays.

6. I didn't get my check, what should I do?

- a. If you didn't receive your paycheck the most likely reason is we did not receive your timesheet. Contact us so we can verify we have your timesheets. If your check is lost in the mail we may be able to issue a replacement depending upon how long it has been since the check was issued.