

## DUKE HUMAN RESOURCES

# DUKE TEMPORARY SERVICE

## EMPLOYEE HANDBOOK

705 Broad Street • Durham, NC 27705 • 919-681-3132 (office) • 919-684-2736 (fax)

**Welcome** to Duke Temporary Service (DTS). We are delighted to have you working with us! As an employee of DTS, you will be providing temporary assistance to various departments within Duke University and Duke University Health System. Please remember the work you do on an assignment is always confidential and is not to be discussed with other employees or any individuals outside of Duke University and Duke University Health System.

Your DTS employment representative will assist you with any questions or issues which may arise during your employment. Job duties, length of assignment, location of assignment, work schedule and pay rate will be discussed with you prior to starting an assignment.

### HELPFUL JOB TIPS

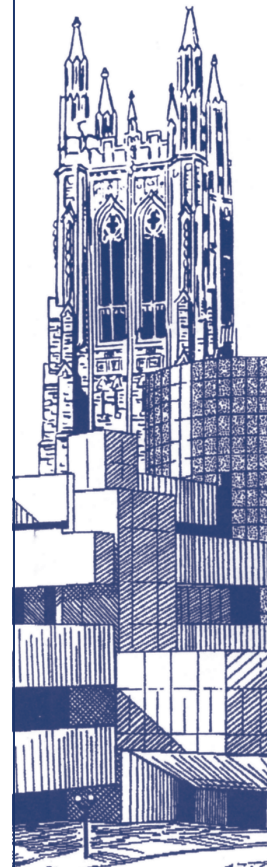
- Report to your assignment on time.
- Introduce yourself to the person to whom you are reporting.
- Have a positive attitude.
- Be courteous and cooperative.
- Dress neatly and wear your Duke ID badge at all times.
- Be sure instructions are clear; do not be afraid to ask questions.
- Be accurate – proof your work.
- Avoid making personal phone calls, using cell phones and text messaging during work hours.
- Respect the confidentiality of each job assignment.
- Take every opportunity to learn a new skill.
- Call your DTS employment representative should any issues arise.

It is your responsibility to contact your DTS employment representative when your employment status changes or when your work assignment ends.

### Duke@Work

Upon hire by DTS, you will be assigned a Duke Unique ID and a NetID which will give you access to Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)). Duke@Work is a self-service website that offers employees the ability to view and update their personnel information at Duke. The site offers flexibility and convenience to view pay statements online, update home and work addresses, and set up or change bank accounts for direct deposit. You will access this site to submit your electronic time card for supervisory approval.

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To access the Duke@Work self-service website, Duke employees are required to use multi-factor authentication (MFA). MFA requires your NetID (provided by Duke Temporary Service) and password (which you create by contacting the Office of Information Technology at 919-684-2200) plus a second form of electronic identification such as a mobile device or landline phone. To enroll in MFA, please go to: [hr.duke.edu/mfa](http://hr.duke.edu/mfa).

For assistance with MFA enrollment, please contact the Office of Information Technology Service Desk at 919-684-2200 or by chat at [oit.duke.edu/help](http://oit.duke.edu/help).

To log in to Duke@Work:

1. Click on Duke@Work.
2. Log in using your NetID (provided by Duke Temporary Service) and password (which you choose by calling the Office of Information Technology at 919-684-2200).
3. Authenticate your identity using multi-factor authentication.

If your address or telephone number changes, please update your information online by visiting Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)).

## PAY

Payday is every two weeks in accordance with the regular biweekly pay period at Duke. Please refer to the DTS Biweekly Schedule for timecard due date and pay date information. DTS Biweekly Schedules are available at the DTS office and on the DTS website.

## DIRECT DEPOSIT

Direct deposit is mandatory for DTS employees. If you did not establish direct deposit during the SuccessFactors onboarding process, please go to Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)) to enroll. You will need to log in using your NetID and password. Choose “My Pay” then “Pay Resources.” You can also view and print your pay statement from this website.

If you decide to cancel your direct deposit in order to register a different bank or credit union account, you must leave your current direct deposit in place until direct deposit becomes effective with the new account.

With direct deposit, Duke University Corporate Payroll Services must verify your transit and account numbers. This verification process may take 30 days or longer. During the verification period, you must pick up your paycheck at the DTS office between the hours of 8am-5pm, Monday-Friday until your direct deposit becomes effective. Once your direct deposit is established, you can visit Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)) to view and print your pay statement. You will need to log in using your NetID and password.

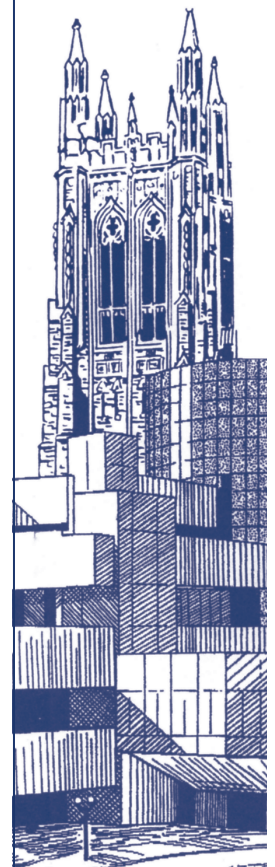
If you are unable to establish a checking or savings account with a banking institution, the Duke University Credit Union can assist you in opening an account. The Duke University Credit Union is located at Erwin Square Plaza, 2200 West Main Street, Durham, NC. You must take your Duke Temporary Service ID badge with you to open an account.

Duke University Corporate Payroll Services and DTS are not responsible for financial service fees associated with delayed paychecks and direct deposits.

## OVERTIME PAY POLICY

To be eligible for overtime pay you must work more than forty (40) hours in one (1) week. You will be paid one and one half times your regular rate of pay for any hours worked over forty (40) hours in one (1) week.

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# TIMECARDS

You will be paid for the exact hours you work, excluding meal periods.

## Online Timecard:

Employee Information										webCard Status: Initial									
Name:	JENNIFER D JONES	Overtime Option:	1	Cont Serv Date:	04/10/2000	Minute to Decimal Conversion Chart													
Duke Unique ID:	00284344	Daily Work Schedule:	8.00	Org Key:	DDGV	Supervisor Name: ELIZABETH SMITH													
Secondary Position:	50000001	Personnel Subarea:	NONEXEMPT																
Position Description:	Biology Dept																		

Pay Period 06.2010	Mon Mar 01	Tue Mar 02	Wed Mar 03	Thu Mar 04	Fri Mar 05	Sat Mar 06	Sun Mar 07	Week 1 Total	Mon Mar 08	Tue Mar 09	Wed Mar 10	Thu Mar 11	Fri Mar 12	Sat Mar 13	Sun Mar 14	Week 2 Total	Pay Period Total
Hours Worked								0.0								0.0	0.0

Cost Distribution		
Funding Source	ST/SC	Percent
1573070	6071	100.00

Comments

Existing:

New:

certify that this is an accurate record of my time for the period indicated:

I certify the hours recorded, that I have first-hand knowledge of all work performed and that the distribution represents a reasonable estimate of effort expended:

The timecard is empty.

You must submit an electronic timecard for each department you work for during the pay period. An electronic timecard can only be submitted for the current pay period.

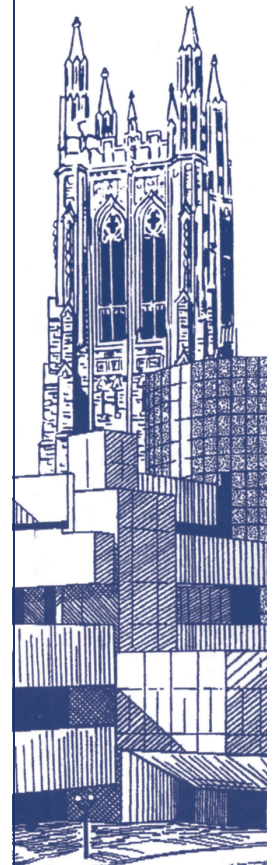
Record the hours you worked each day in the space provided. Time worked less than 60 full minutes should be converted to tenths of the hour.

## TENTH CONVERSION CHART

If You Work	Tenth of Hour to be Reported
1–2 Minutes	0 Tenth of hour
3–8 Minutes	1 Tenth of hour
9–14 Minutes	2 Tenths of hour
15–20 Minutes	3 Tenths of hour
21–26 Minutes	4 Tenths of hour
27–32 Minutes	5 Tenths of hour
33–38 Minutes	6 Tenths of hour
39–44 Minutes	7 Tenths of hour
45–50 Minutes	8 Tenths of hour
51–56 Minutes	9 Tenths of hour
57–60 Minutes	1 Hour

A tenth conversion chart is also available at Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)). If you do not work on a given day, please leave the space blank. Please contact the DTS office for assistance if you have questions or concerns regarding your electronic timecard.

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You are responsible for the submission of your electronic timecard. If you finish an assignment before the timecard due date, you may submit the electronic timecard early. Timecards that you submit are reviewed for accuracy. Falsification of hours worked is a criminal offense and grounds for prosecution, as well as termination from Duke.

Your supervisor or an authorized alternate will review and approve your electronic timecard each pay period through Duke@Work. If your work schedule is Monday through Friday, your timecard is due on Friday of the second week of the pay period unless otherwise noted on the Biweekly Schedule.

If you work on the weekend, your timecard is due on Monday following the end of the pay period.



**Reminder:** You must submit an electronic timecard for each department you work for during the pay period.



**Reminder:** If your electronic timecard is not submitted by the specified deadlines, you will not receive a paycheck until the next pay date.

Please address any questions about electronic timecards to a DTS staff member; do not ask other Duke employees. Remember, electronic timecards are your responsibility; please submit them on time!

## ELECTRONIC SUBMISSION OF WORK TIME

Log in to Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)) using your NetID and password.

Select “MyInfo” tab.

Select “MyTime” tab.

In “Status” column, click on “Enter Time” link.

Enter time for days worked.

Click on “Save” to save timecard so that additional hours can be added later in the pay period.

At end of pay period, click box stating “**I certify that this is an accurate record of my time for the period indicated.**”

Click on “Submit” to send timecard to the designated approvers’ Duke@Work account for approval.

If corrections are needed, you will receive an email notification. Please make corrections and re-submit the timecard immediately for approval. DTS timecards will not be processed without approval. For questions regarding timecard corrections, please contact your immediate supervisor.

**If you cannot submit your timecard, please contact the DTS office immediately at 919-681-3132.**

For additional information, you may review the “Quick Step Guide” for DTS employees on the Duke Temporary Service website ([hr.duke.edu/dts](http://hr.duke.edu/dts)). The guide provides step-by-step instructions on how to access and submit your work time through the Duke@Work website.



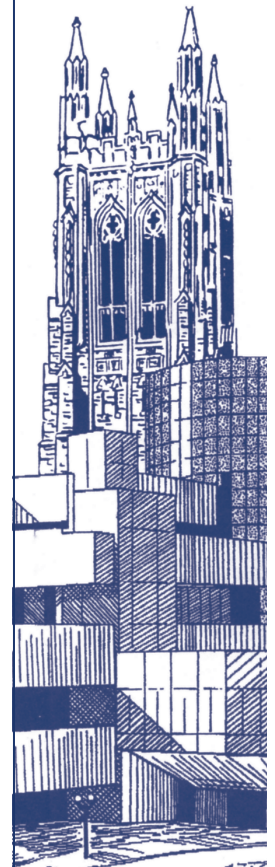
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**Reminder:** If you cannot submit your timecard, please contact the Duke Temporary Service office immediately at 919-681-3132..



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## TAX FORMS

If you did not complete tax forms during the SuccessFactors onboarding process, please complete your Federal W-4 and NC State NC-4 forms online at Duke@Work ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)). If you do not complete your tax forms, the system will automatically default to single marital status with zero deductions.

The paper Federal W-4 and NC State NC-4 forms can only be used if you are claiming “Exempt from withholding.”

## W-2 FORMS

You may access your W-2 form electronically in January. You will be able to view and print your W-2 form online using the Duke@Work website ([hr.duke.edu/selfservice](http://hr.duke.edu/selfservice)). You will continue to receive paper W-2 forms unless you consent to electronic-only delivery of your W-2 form.

Electronic W-2 forms will not be available for terminated employees who are no longer working with Duke. Your W-2 form will be mailed to you using the most recent home address in the Duke Payroll system. Employees who are no longer working with Duke may contact Duke Corporate Payroll Services (919-684-2642) to provide a current mailing address.

## BENEFITS

### HOLIDAYS

DTS paid holidays are: New Year’s Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Eligibility for holiday pay is determined by the number of hours worked prior to the holiday. To qualify for holiday pay, you must work a minimum of 400 hours in the six (6) pay periods prior to the holiday.

Please do not record hours on your electronic timecard unless you worked on the holiday. If you qualify for holiday pay, the DTS payroll specialist will adjust your paycheck to the correct amount. Holiday pay will be listed under “adjustments” on your pay statement.

If you work on a DTS holiday:

- a. and are eligible for holiday pay, you will receive pay for the actual hours worked plus eight (8) hours of holiday pay at your current pay rate.
- b. and are not eligible for holiday pay, you will receive pay for the actual hours worked at your current pay rate. You will not receive holiday pay.

If you do not work on a DTS holiday:

- a. and are eligible for holiday pay, you will receive pay for eight (8) hours at your current pay rate.
- b. and are not eligible for holiday pay, you will not receive holiday pay.

## RETIREMENT

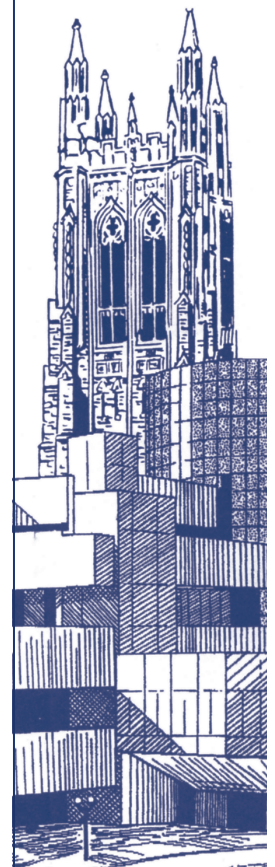
### EMPLOYEES' RETIREMENT PLAN (ERP)

The ERP is a traditional defined benefit pension plan. The Plan plays an important role in your future by working with Social Security benefits and your personal savings (including your contributions to the Duke University Faculty and Staff Retirement Plan) to help provide you with lifetime income when you retire. The cost of the Plan is paid entirely by Duke. As a DTS employee, you will automatically become a member of the Plan if you have reached age 21, and have worked at least 1,000 hours during your first year of employment or in any future fiscal year (July 1 – June 30). You become vested, or entitled to receive a benefit from the Plan, after completing five years of continuous service after age 18, or upon attaining age 65. Please go to the ERP website ([hr.duke.edu/erp](http://hr.duke.edu/erp)) for more information.

### DUKE FACULTY & STAFF RETIREMENT PLAN ("403b Plan")

As a DTS employee, you are eligible to participate immediately in the Duke Faculty and Staff Retirement Plan. This plan is funded by your voluntary contributions which can be pre-tax, Roth after-tax, or a combination of both. While Duke does not contribute to the 403(b) plan for non-exempt employees,

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eligible non-exempt employees may receive a retirement benefit through a pension paid entirely by Duke through the Employees' Retirement Plan. For the 403(b) Plan, you are responsible for investment decisions. If you withdraw funds before age 59½, you may be subject to penalty charges. Please go to the Faculty and Staff Retirement Plan website ([hr.duke.edu/403bexempt](http://hr.duke.edu/403bexempt)) for more information.

## MEDICAL COVERAGE

Duke Temporary Service employees are not eligible for medical coverage at Duke, so you may want to consider coverage through the Health Insurance Marketplace – also referred to as the Exchange – established by the Patient Protection and Affordable Care Act (PPACA).

The Marketplace will offer different benefit levels for its health plans covering benefits defined by federal regulators; premiums and out-of-pocket costs will differ by plan.

For more information about the Health Insurance Marketplace, available plans, costs, and coverage, please visit the [HealthCare.gov](http://HealthCare.gov) website.

## Assignments

### LENGTH OF TEMPORARY ASSIGNMENT

Temporary employment at Duke is defined as employees hired to fill short-term assignments for a set period of time. Temporary employees may not work more than 900 hours during the fiscal year (July 1-June 30). Assignments may be of any duration in length as long as the 900 hour limit per fiscal year is not exceeded.

A temporary employee who reaches 900 hours worked during the fiscal year, including work with any department across Duke, will be unavailable for any temporary assignment until the beginning of the next fiscal year.

### APPLYING FOR REGULAR EMPLOYMENT AT DUKE

You may apply for available job opportunities online at [careers.duke.edu](http://careers.duke.edu). As a DTS employee, you are considered an internal applicant.

### TRANSFERRING INTO A REGULAR POSITION AT DUKE

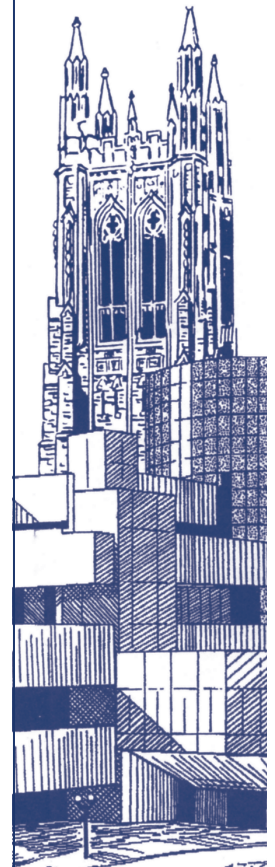
You must be employed a minimum of thirty (30) calendar days with DTS before transferring into a regular position at Duke. If you transfer into a regular position at Duke:

1. You need to notify your DTS employment representative.
2. You must return your ID badge and all other Duke property.
3. Your pay rate for a regular position may be different (more or less) than the pay rate you received as a DTS employee.
4. A probationary period of 90 calendar days is required. The purpose of this period is to provide time to familiarize yourself with your department and job responsibilities.

### TERMINATION OF EMPLOYMENT WITH DTS

If you terminate employment with DTS, you must return your ID badge and all other Duke property. Please notify your DTS employment representative in advance if you are planning to terminate employment with DTS.

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## Workplace Health & Safety

### HEALTH SCREENINGS

Some job classifications require a substance abuse and/or health screen. When required, DTS will schedule appointments with Duke Employee Occupational Health and Wellness for these screenings.

### WORK-RELATED ACCIDENTS

If you are injured on the job while working through DTS, you **MUST** inform your department supervisor when the accident occurs so an incident report can be completed. Within that same work shift, you **MUST** contact your DTS employment representative.

If the injury requires emergency medical care, immediately seek treatment at the Emergency Room. If the injury is less severe but still requires medical treatment, please go directly to Duke's Employee Occupational Health and Wellness (EOHW) office. The EOHW office is located in the Duke Clinic, Orange Zone sub-basement, Room 00360.

You must complete an incident report during the shift in which the injury occurred and your supervisor should complete a report within 24 hours.



**Reminder:** If you do not report an on-the-job injury to your department supervisor by the end of the shift in which the injury occurred, you will be released from your assignment and terminated by DTS.



**Reminder:** Please make sure that you and your supervisor complete an incident report within the specified time frames even if the injury does not require medical care.

## Workplace Expectations & Guidelines

### ATTENDANCE

You should call your department supervisor if you are going to be tardy or absent from the assignment. Repeated tardiness or absences can affect your current and future assignments or your employment at Duke. Please notify your department supervisor if you need to leave your assignment early due to illness or an emergency. In case of inclement weather, please contact your department supervisor.



**Reminder:** Any time taken off from an assignment must be coordinated with your department supervisor.

### EMPLOYEE EVALUATION

As a DTS employee, you are evaluated by your department supervisor during each assignment. This electronic evaluation is reviewed by your DTS employment representative. While employed at Duke, you may request to review your evaluations by calling your DTS employment representative.

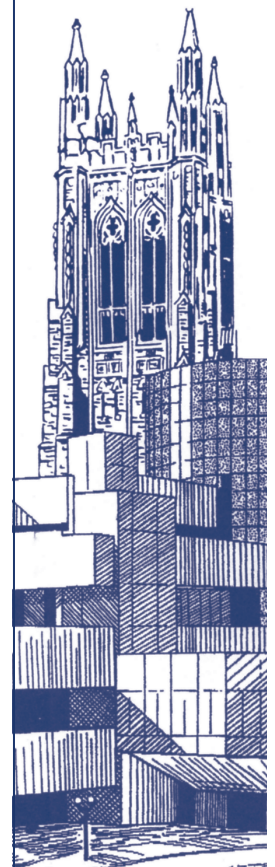
Since subsequent assignments are based on prior evaluations, it is important to do your best and be conscious of your performance. If your performance is unsatisfactory, you will be counseled by your DTS employment representative and, if necessary, the DTS manager. Such counseling could lead to termination of employment.

### ID BADGES

You will be issued a form to get a free photo ID badge at the Duke Services Center, Duke Clinic, Red Zone basement, Room 04230. An appointment is not needed.

You must upload a picture to the DukeCard website prior to visiting the DukeCard Office. Please go to [dukecard.duke.edu](http://dukecard.duke.edu), click on the "Submit Photo" circle at bottom of screen and follow the directions to take a selfie. You will need to log in with your NetID, password and multi-factor authentication to upload your photo to the DukeCard Office. This may be done using a cell phone.

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Your ID badge will be valid for six (6) months. When your ID badge expires, contact DTS to obtain another. There is no charge if the ID badge is expired. However, if you lose your ID badge you will be responsible for purchasing a replacement. You should always wear your ID badge while working on Duke premises. The ID badge must be returned to DTS if you terminate employment or transfer from DTS.

### **PARKING INFORMATION**

If you plan to drive to work, you must purchase a parking permit at Parking and Transportation Services located within the Duke Services Center, Duke Clinic, Red Zone basement, Room 04230. To purchase a parking permit you must provide the make, model and license plate number of your vehicle. Parking information, parking locations and the cost of a parking permit are available at Parking and Transportation Services.

Please park in the designated areas according to your parking permit. DTS will not be responsible for traffic or parking tickets. For additional information, please contact Parking and Transportation Services (919-684-7275) or visit the website ([parking.duke.edu](http://parking.duke.edu)).

### **PERSONAL TELEPHONE CALLS**

Your work location and/or telephone number will not be released to outside callers. DTS will forward messages to you only in case of an emergency.

### **MANDATORY COMPLIANCE UPDATE TRAINING**

Compliance update training is mandatory for all DTS employees on an annual basis. You may access the compliance update training through the Occupational and Environmental Safety Office website at [www.safety.duke.edu](http://www.safety.duke.edu). You will need your NetID and password. Please send any questions about your NetID or password to: [netid@duke.edu](mailto:netid@duke.edu) or call the Office of Information Technology (OIT) at 919-684-2200. Choose "Training & Reports" then click on "Online Training" and follow the directions provided. You must test on any training that is marked with an asterisk and an expired date. Your information will be automatically updated after you complete the quiz. With your supervisor's approval, you may complete training at your worksite or you may use the computers at DTS.



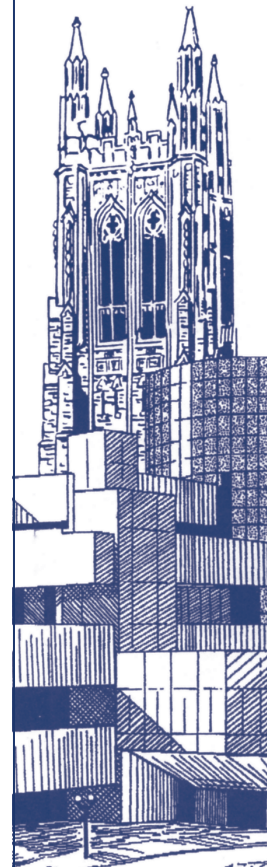
**Reminder:** If you do not update your compliance training as required, you may be released from your assignment and terminated by DTS.

### **WORK RULES**

As an employee of DTS you are expected to follow certain rules of conduct and performance. Any one, or several, of the following actions will be justification for DTS to terminate your employment, including, but not limited to:

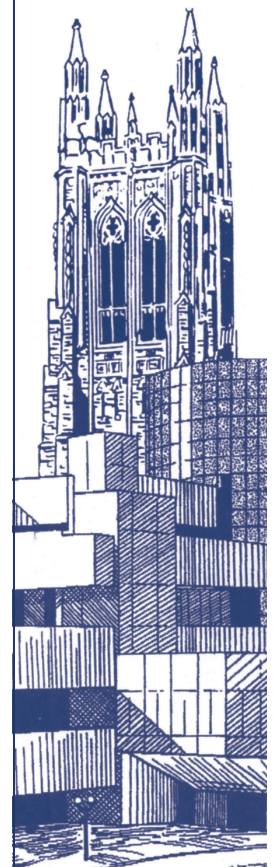
1. Unsatisfactory performance of duties.
2. Failure to report to assignments, leaving assignments early, tardiness or excessive absences.
3. Failure to contact your supervisor when absent, tardy or leaving work early.
4. Smoking or use of any tobacco-based product, including but not limited to cigarettes, cigars, cigarillos, hookahs, chewing tobacco, snuff, and electronic smoking devices such as e-cigarettes, vaping products, and IQOS, on any property or grounds owned or solely leased by Duke University or Duke University Health System.
5. Failure to maintain a neat, clean appearance; failure to wear ID badge while on assignment; failure to conform to a department uniform or dress code policy.
6. Use of profane or abusive language.
7. Failure to adhere to Duke or department safety policies or procedures, including failure to immediately report an accident on Duke premises involving an on-the-job injury or property damage.

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8. Insubordination, including refusal to accept and follow instructions from supervisors.
9. Loud and boisterous conduct which may be discourteous or harmful.
10. Failure to adhere to the Duke policy on non-solicitation.
11. Refusal to accept instructions of security officers, and in emergency situations, civil defense personnel or other proper authorities.
12. Sleeping on the job.
13. Unauthorized or improper use of Duke property.
14. Unauthorized use of Duke identification badges or passes; permitting another person to use your identification.
15. Unauthorized use of computers and/or the internet for non-business purposes.
16. Reporting to work in an unfit condition and/or working under or suspected of working under the influence of drugs or alcohol.
17. Commission of any crime on Duke premises such as theft: unauthorized removal of or willful damage to property; unauthorized possession of alcohol/weapons/ explosives; gambling; being found in possession of illegal drugs; and charging personal long distance phone calls to Duke without authorization.
18. Behavior which compromises another's safety or privacy, or discloses confidential information, including medically-related records.
19. Any activity which violates federal or state standards regulating the provision of professional services, or violation of regulations affecting continued licensure, commissioning, or certification in a profession.
20. Failure to appropriately interact with anyone on Duke premises (including patients, their families, students, visitors, customers, or other employees), when such behavior violates another's privacy or dignity, including sexual harassment.
21. Falsifying or forgery of any Duke records (such as employment application, timecards, etc.); improperly recording hours worked on timecards.
22. Threats, fighting or physical actions against another person on Duke property.
23. Willful damage to Duke property.
24. Conducting personal business in the workplace or interrupting other employees from their scheduled work.
25. Use of another's computer logon and password without proper authorization to gain unauthorized access to confidential or privileged information.
26. Personal use of electronic mail including solicitations, chain letters, sexual or ethnic jokes and slurs, defamatory statements and idle gossip is forbidden.
27. Any employee who is arrested for a misdemeanor or a felony must notify his or her DTS employment representative of such arrest no later than seven calendar days after the arrest. If an employee is convicted of a misdemeanor or a felony, he or she must inform his or her DTS employment representative of such conviction (including pleas of guilty and nolo contendere) no later than seven calendar days after the conviction.



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## RESOURCES

Duke@Work: [hr.duke.edu/selfservice](https://hr.duke.edu/selfservice)

Multi-factor Authentication: [hr.duke.edu/mfa](https://hr.duke.edu/mfa)

Quick Step Guide for Submitting DTS Time Cards: [hr.duke.edu/dts](https://hr.duke.edu/dts)

Parking and Transportation Services: [parking.duke.edu](https://parking.duke.edu)

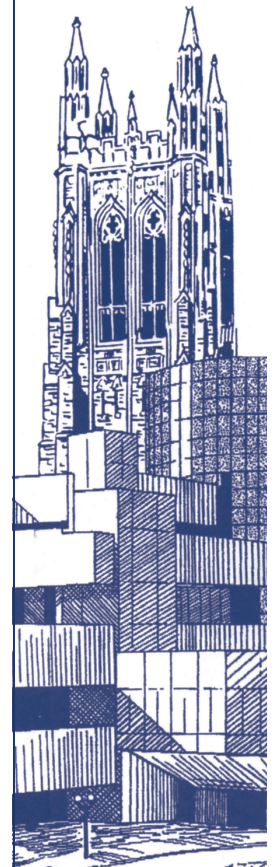
Duke Careers: [careers.duke.edu](https://careers.duke.edu)

Duke Occupational and Environmental Safety: [safety.duke.edu](https://safety.duke.edu)

Employees' Retirement Plan: [hr.duke.edu/erp](https://hr.duke.edu/erp)

Duke Faculty and Staff Retirement Plan: [hr.duke.edu/403bexempt](https://hr.duke.edu/403bexempt)

Healthcare Marketplace: [healthcare.gov](https://healthcare.gov)



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