

ACTION PLAN TITLE**ACTSOFT TIME KEEPING AND MILAGE PROCEDURE****CODE []***Actsoft Software***ACCOUNTABLE POSITIONS**Position with Overall Accountability..... **DIRECTOR OF CUSTOMER FULFILLMENT**Participating Positions**ALL FIELD PERSONNEL****OBJECTIVE**

To complete the Actsoft Procedure thoroughly and real time so that all actual hours worked, miles driven, lunches and breaks taken are documented accurately, with integrity to company standards.

LOGIC

The Actsoft procedure is Medley Communication's daily field timecard, and mileage log. This software has been created to calculate employee wages, record lunches and breaks, and document mileage to determine auto reimbursement. In order to accurately pay each employee the correct amount earned, it is critical that Actsoft be completed real time with absolute integrity. This procedure is the Field Representatives' recording of legal documents for Medley Communications and any variation of this process will be considered falsification of company records. In order to create true and accurate records it is the policy, that each employee use Actsoft to document their current location and actual odometer by entering it real time.

For example, we require your odometer to be entered before leaving the office. This is not just an entry of what your odometer was at the beginning of the day, but rather the intention is to document your odometer at this location. If you forget to enter your odometer prior to leaving the office and enter it from another location, that will be considered a falsified document. Remember, Actsoft records the time and location of each entry. In the case

you forget to make an entry real time, or need to make a correction, you must contact your manager and get approval.

Medley Communications has created many company standards to help employees work to their potential. However the policy around the entry of Actsoft is not a standard to help you be more effective, but rather is the policy regarding the recording of company and legal documents. Any variation from the policies around the entry of hours, breaks and miles will be considered fraud and will result in disciplinary action up to and including immediate termination.

STANDARDS

1. Actsoft entry will be entered real time with integrity.
2. If a correction needs to be made, a Supervisor or Manager must be contacted for approval.
3. Standards regarding entering hours worked.
 - a. Employee will clock-in using Actsoft at their scheduled start time. Employee is not allowed to clock-in, or begin any work related duties prior to scheduled start time without the prior approval of a Supervisor
 - b. Employee will not leave his last location worked without contacting a supervisor to get approval to perform 1019 procedure.
 - c. Employee will conduct 1019 procedure from his last location worked. This includes entering your odometer reading at that location, submitting your mileage log, and clocking out.
 - d. In any case where you request to take care of personnel matters between jobs while at work, you must obtain permission from a supervisor prior to leaving the last location worked. You must then enter your odometer reading at that location, and clock out. You will clock back in and enter your odometer reading when you return to work and have arrived at your next job.
 - e. When required to travel to a remote destination, you must clock-in to Actsoft enter your odometer reading and go on break until you arrive at your first reporting location. Once you have arrived at your first reporting location you will go off break in Actsoft.
4. Standards regarding the documentation of Lunches and Breaks.
 - a. All lunches and breaks will be taken within the guidelines of the Medley Communications handbook and in accordance with state and federal law.

- b. A lunch is required to be taken within the first 5 hours of work by all employees who work more than 6 hours in any given day. Only when an employee works less than 6 hours does he have the option to not take a required lunch. A second lunch will always be provided to employees who work more than 10 hours, however may be waived at the discretion of the employee, and documented in Actsoft.
- c. It is the policy of Medley Communications that a lunch or break can be taken by an employee at any time under any and all circumstances without permission or interruption from supervision or management.
- d. In any case where an employee feels he is not able to take a lunch, or anyone in the company has interfered with his ability to take a lunch, he is required to document this in Actsoft, and contact a manager immediately.
- e. Lunch will be documented and started in Actsoft before lunch break begins. If lunch is going to be taken between jobs, it must be started in Actsoft before leaving the last completed job prior to lunch. If an employee is found to be on the clock while in route to lunch, it will be considered theft and handled accordingly.
- f. As stated above and in the employee handbook, lunch can be taken at the discretion of the employee anytime during the first 5 hours of work without approval or interruption from company. Medley communications does not promote any employee to take a lunch later than the first 5 hours, however due to overwhelming complaints from employees about being forced to take a lunch before they are ready, we have made it policy that any employee who adamantly takes their lunch past the required time, will be required to document it in Actsoft.
- g. All lunches will be no less than 30 minutes.
- h. At the conclusion of lunch, employee will be required to sign back in using Actsoft.
- i. Employees will be allowed breaks per the company handbook and in accordance with state and federal law. All breaks will be uninterrupted and may be taken while on the clock and will not be documented in Actsoft.

5. Odometer and Mileage

- a. Actual odometer reading will be entered real time after clocking-in while at first reporting location. I.e. Office, First Job.
- b. Routing and miles driven will be efficient. Any technician found to be maximizing miles driven for the purpose of increasing reimbursement will be disciplined up to and including termination.
- c. Actual ending odometer reading will be entered and submitted real time from last location worked after doing 1019 procedure with supervisor.
- d. Commute to and from work will never be included in reimbursable miles. With the exception of driving to another customer fulfillment office, miles begin at first reporting location, and end at last location worked.
- e. Miles driven during lunch will not be excessive and will be inside of the route to next job.

DESCRIPTION OF SYSTEM BENCHMARKS

NO.	ACTIVITY	ACCOUNTABLE POSITION	TIMING
1.	Report to work.	Field Personnel	Morning
2.	Clock-in to Actsoft at scheduled start time.	Field Personnel	Morning
3.	Enter beginning odometer reading in Actsoft to company standards.		
4.	Use Actsoft to manage lunch break to company standards.		
5.	Enter ending odometer reading in Actsoft to company standards.		
6.	Clock out in Actsoft from last working location to company standards.		