



Clock In/Out Process & Payroll FAQs

Q: What do I need to clock in/out?

A: You will need the last 6 digits of your social security number to clock in/out. Please memorize these numbers so that the clock in/out process can be smoothly facilitated.

Q: What if I forget to clock in/out?

A: The clocking in/out process is very important. The hours clocked-in during a pay period tell the Payroll Department how much you should be paid for that pay period. If you forget to clock in/out, the payroll system treats it as if you didn't work that day. In most instances, this should be caught by the on-site timesheet approvers, but that cannot always be guaranteed. If you realize you have forgotten to clock in/out, please notify your Safety & Staff Coordinator or Camp & Safety Coordinator immediately and send an email to payroll@headfirstcamps.com. To avoid any of these issues, please remember to clock in/out every day you are working.

Q: When should I clock in?

A: Please refer to your offer letter for the time you are expected to begin work. You should clock in at the start time in your offer letter. You should not begin work any earlier than that, as you will not be compensated for work begun before your assigned start time without prior written approval from the Director of Talent; if you are asked to start working before your start time, or have any other questions related to clock-in or your start time, please speak with your Site Leader or contact the Talent team asap at talent@headfirstcamps.com. If the time you are expected to arrive on-site is different or altered from what is in your offer letter, you will be contacted separately.

Q: When do I get paid?

A: During the summer, payroll runs biweekly (i.e., every two weeks) on Fridays. **Please note there is a one-week delay between the compensation earned for the current week's work and the pay received.** In other words, each paycheck will not include the *current* week's work; instead your compensation includes the pay earned during the two weeks *immediately before* the current week.





For example, the Headfirst Professional Sports Camps payroll running on Friday, July 20th will be for the weeks of June 30th – July 6th and July 7th – July 13th; it will not include the week of July 14th – July 20th. Work done the week of July 14th – July 20th will be included in the Headfirst Professional Sports Camps payroll running on Friday, August 3rd.

See the chart below for 2018 pay periods and their corresponding pay dates:

Headfirst Summer Camps - Summer 2018 Pay Schedule

Applies to all Headfirst Summer Camps programs: St. Albans/NCS, Mater Dei, Flint Hill, and Episcopal (including Episcopal Summer Institute and Headfirst Overnight)

Pay Period Covered	Corresponding Pay Date
5/28/2018 – 6/3/2018	6/8/2018
6/4/2018 – 6/15/2018	6/22/2018
6/16/2018 – 6/29/2018	7/6/2018
6/30/2018 – 7/13/2018	7/20/2018
7/14/2018 – 7/27/2018	8/3/2018
7/28/2018 – 8/10/2018	8/17/2018
8/11/2018 – 8/24/2018	8/31/2018

Headfirst Professional Sports Camps - Summer 2018 Pay Schedule

Applies to all Headfirst Professional Sports Camps programs: Atlanta Braves Baseball Camps, Boston Red Sox Baseball Camps, Chicago Cubs Baseball Camps, New York Yankees Baseball Camps, Pittsburgh Pirates Baseball Camps, and Washington Nationals Baseball Camps

Pay Period Covered	Corresponding Pay Date
5/28/2018 – 6/8/2018	6/15/2018
6/9/2018 – 6/22/2018	6/29/2018
6/23/2018 – 7/6/2018	7/13/2018
7/7/2018 – 7/20/2018	7/27/2018
7/21/2018 – 8/3/2018	8/10/2018
8/4/2018 – 8/17/2018	8/24/2018
8/18/2018 – 8/24/2018	8/31/2018





Please note that team members who have elected to receive their pay via direct deposit will have their funds deposited into their bank account on the Friday pay date; typically, these funds will then be visible in in their account by the end of the day (11:59pm) on that Friday; Team members who have chosen to receive paper checks will have their checks **mailed** via USPS on the Friday pay date.

Q: How do I access my paystubs and W2s?

A: When you are entered into our payroll system, Payroll Network, as a new team member, you will receive an email sent to the email address provided in your onboarding paperwork from payrollnetwork@myisolved.com. This email will prompt you to login utilizing a username and the last four digits of your social security number as well as an access code. From there you should be able to set your password for access to all your paystubs and W2s on the Payroll Network system.

Q: I'm locked out of my Payroll Network account or can't remember my password, what do I do?

A: You should be able to locate the original template that Payroll Network sent you to set-up your account. Within this email, you will have access to re-set your password within your Payroll Network account. Please email payroll@headfirstcamps.com if you cannot find a way to do this manually.

Q: How is my "take home" pay amount determined?

A: The amount of pay you receive in your paycheck (i.e., that you "take home") is determined by how much you worked during the corresponding pay period, minus taxes and withholdings. In particular, Headfirst will deduct FICA (Social Security and Medicare) and income taxes for all employees in accordance with applicable federal, state, and local rules and regulations; the exact amount of income taxes withheld is determined based upon how you filled out your federal and state withholding forms during the onboarding process. We are not able to give tax advice of any kind, including advice on what state withholding form(s) you need and/or how to fill in your withholding paperwork, so if you have questions on your tax forms we suggest discussing them with a tax professional or other trusted advisor.





Q: What do I do if I have payroll questions/concerns?

A: Please submit all payroll questions/concerns by completing the [Headfirst Payroll Inquiry Form](#) (you can also access this form at any time through our Mobile Site). Our team reviews all payroll inquiries submitted via the Payroll Inquiry Form within 1 business day of receipt and you will receive a response within 3 business days.

Q: I think there's been an error in my paycheck.

A: Many questions about pay are addressed by doing one of two things: (1) review the Pay Schedule provided above and make sure that you're thinking about the correct two-week period and (b) read the explanation of "take home" pay above and make sure you're accounting for deductions for taxes and withholdings. If you still think there's been an error in your paycheck, please submit a [Payroll Inquiry Form](#) as soon as possible. Where there has indeed been an error on a paycheck, it is usually caused by inconsistencies in clock-in/out (for instance, if a team member does not clock in/out and the on-site timeclock reviewer doesn't know/catch the omission, the payroll system will think the team member did not work that day), so please remember to make sure to consistently clock in/out and proactively communicate with your on-site leadership where you are having trouble doing so.

Q: Who should I contact if my question has not been answered to my satisfaction within 3 business days?

A: The Payroll Inquiry Form truly is the fastest and more efficient way to submit a question and receive an answer as quickly as possible (in fact, the form itself is designed to provide guidance and even, in certain cases, give you the answer you're looking for immediately, based upon the information you fill in). For more complicated or unusual questions, though, we may need to communicate with the on-site leadership, the Payroll Network IT department, or our Accounting team, so please do allow us 3 business days to respond to your inquiry. If you have completed the Payroll Inquiry Form and, after 3 days, are still not satisfied with the answer you receive, please email payroll@headfirstcamps.com with detailed information about your inquiry.

