

# The HR On-Demand Difference

## 6 Ways It Can Help Streamline Your HR



4.8/5



HR Pro customer satisfaction rating  
5 years running

98%



of current users would recommend  
our services to others

### 1 Unlimited Ask the Pro Consulting

When we say “unlimited,” we mean it. With HR On-Demand, you can ask our team of certified HR Pros as many questions as you want, either online over the phone. It’s a level of expertise you can’t find anywhere else.

### 3 Up-to-the-Minute Ticket Tracker

You’ll always know the status of the questions you submit to our HR Pros, by using the Ticket Tracker. It displays detailed ticket information, including which HR Pro has been assigned to it, when an answer will be ready, and a summary of the question.

### 5 Free Quarterly Harassment Prevention Training

Designed specifically for supervisors, you can sign up for this interactive webinar focusing on an employer’s legal obligations and best practices for preventing sexual harassment. It also addresses unlawful harassment in the protected categories of race and disability.

### 2 Custom Employee Handbooks

Our HR Pros will create a comprehensive employee handbook for your organization. They’ll also update and review any existing handbooks. Plus, we include one-on-one consultations with an HR Pro to ensure that your business is compliant and protected.

### 4 Custom Job Descriptions and HR Documents

With HR On-Demand, you can turn to us for all of your HR document needs. We’ll work with you to develop HR documents tailored to your organization. From job descriptions to forms to letters, we’ve got you covered.

### 6 HR Concierge Live Chat Assistance

Our live chat feature – HR Concierge – helps you easily identify and locate the HR issues and tools you need, when you need them most. With HR Concierge, a member of our HR team is just a chat away.

[See a sample question and answer from one of our HR Pros on the next page »](#)

# How Our HR Pros Are Making a Difference

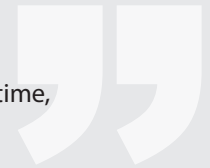
## Real-life Questions and Answers From Our Team of Certified HR Pros

Our team of HR Pros answered more than 11,000 questions last year, on topics ranging from the Affordable Care Act and sick leave policies — to hiring, terminations, employee relations, and more. Below is just one example of an issue our HR Pros helped solve.



### Question about Employee Management

Our employees often don't turn their timesheets in on time. If an employee doesn't submit his sheet on time, can we delay processing his paycheck until the next pay period?



### Answer from Aimee P., one of our HR Pros

Getting employees to turn timesheets in on time can be challenging. It is the employer's obligation to pay employees on the established payday, regardless of whether a timecard has been submitted. There is no exception to the law that allows an employer to withhold payment until the next payday or until the timecard has been turned in. When you don't have a timecard, you can comply with the law by paying all of the wages that you reasonably know are due for an employee's regularly scheduled work period. Straight time pay cannot be delayed.

Normally, overtime pay earned in a particular workweek must also be paid on the regular pay day for the pay period in which the wages were earned. You may only delay payment for overtime wages that can't be determined until after the regular pay period.

The delayed payment of overtime wages earned in one payroll period must generally be no later than the payday for the next regular payroll period.

A proactive way to address this issue is to have a clear policy and procedure on reporting hours worked, including the deadlines. Training your non-exempt staff and supervisors on the expectations for accurately completing time reporting records is key to ensuring that you are complying with wage payment requirements. As a last resort, you can treat the issue as a disciplinary issue should it continue even after expectations have been clearly communicated. But holding the paycheck as a method to gain compliance could subject your company to potential wage claims for unpaid wages.

"I cannot say enough about HR On-Demand. The HR On Demand support team... is absolutely incredible. The HR Pros go above and beyond in their support and research.

Thank you!!!"

Stephanie  
Los Angeles, CA

[Learn More About Upgrading to HR On-Demand](#)

