

FAQs

Now that you are on assignment, you may have some additional questions. Following are the most commonly asked questions that will give you an idea of how we work.

HOW DOES FREELANCING WORK?

During the interview, we will review your skills and experience. We will then try to match your skills with our clients' needs. When we call you to go out on a job, we will give you information about the company and the assignment/project. Please do not discuss money, hourly rates or billing info, with the client at any time. If they ask, always direct them to your 24 Seven account manager. If you are working on an hourly basis, you will need to fill out an online timecard weekly.

WHAT FORMS DO I NEED TO FILL OUT?

When you registered at the office, you should have filled out the standard W-4 and I-9 forms for tax withholding purposes. While working with us, you will be an employee of 24 Seven. Our candidate agreement will need to be signed in order for paychecks to be released. This should have also been signed when you were in the office registering. If you are interested in Direct Deposit, then you will need to fill out the Direct Deposit form and send that back to 24 Seven.

HOW DO I GET PAID?

24 Seven bills the client for you and pays you directly. If you are working on a project basis, you will be paid the

Thursday (east coast) and Friday (west coast) following the billing for the project. Timecards must be submitted online by Tuesday at noon to be included in that week's payroll. We will mail checks unless otherwise instructed. Our Direct Deposit service provides the most automated form of payment at no charge. If you are working on a project basis, you will be paid the Friday following the billing for the project. For any questions or concerns with your paycheck, please e-mail paychecksupport@24seveninc.com and you will receive a response within 24 hours.

WHAT ABOUT MY RELATIONSHIPS WITH CLIENTS I HAVE FOUND ON MY OWN? CAN I CONTINUE MY OWN FREELANCE WORK?

Of course! 24 Seven is here to supplement your current efforts, the agreement is not an exclusive contract.

HOW MUCH WORK WILL I BE GETTING?

We will try to keep you as busy as you would like, but it will vary depending on clients' needs, the nature of projects, the number of opportunities available, etc. Please keep us updated on your availability and let us know when an assignment is ending, so we can continue to find you work.

IS THERE DRESS CODE OR ETIQUETTE FOR CERTAIN ASSIGNMENTS?

If there is a specific dress code we will let you know in advance. Otherwise, please dress professionally and appropriately.

WHAT IF I AM SICK OR UNABLE TO GO TO AN ASSIGNMENT?

Please try to be on time for all assignments. However, if you are unable to go to work, or are going to be late, notify your 24 Seven account manager and they will notify the client.

WHAT IF A 24 SEVEN CLIENT APPROACHES ME ABOUT A FULL-TIME OPPORTUNITY WHILE I AM FREELANCING FOR THEM?

Please contact your 24 Seven account manager so that we can discuss the proper procedures, as well as your interest level in the position. Our agreement explains that you are not at leisure to accept a full-time start date with a client until all the terms and details are confirmed between the client and 24 Seven.

HOW ARE MEALS AND BREAKS HANDLED?

You will be provided with meal breaks and rest periods in accordance with the law. However, it is your responsibility to take your daily meal break and/or rest period, as well as log it on your timecard. You must immediately contact your 24 Seven account manager in the event you are prevented from taking your meal break or rest period while on assignment.