

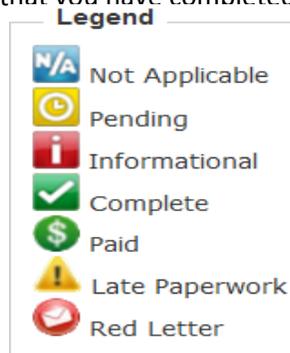
## Portal Frequently Asked Questions!

- 1.) Where do I log into the Engagement Specialist Portal?
  - a. Go to Promoworks.com and in the top-right corner, click on “ES Portal Login.”
- 2.) What is my Username?
  - a. Your Username is always your six-digit personnel number.
- 3.) I do not remember my password! How do I reset it?
  - a. You can click “Request Password” which will send a password to your email, or you can call the ES Hotline to reset it for you. Once you receive a new password, the Portal may ask you to create a new one. The “current password” space is for the password that was just entered.
- 4.) How do I see my schedule?
  - a. At the top of the screen, click menu, go to Execution/Schedule, and click on “View Schedule.” Your calendar for the current month will load. The days that you have demos scheduled will be in Red. If you click on the date, your demo information will load underneath the calendar. You can also view other months by using the arrows to the left and right of the calendar month. You can also search for demos by using the search Criteria options.
- 5.) How do I edit my personal information and availability?
  - a. You can change your personal information in your Profile. Go to Menu at the top and click on “My Profile.” Click on the tabs, and click “edit” to change any information, availability, etc.
- 6.) Where can I find my pay schedule, Time invoice Forms, Pay Inquiry forms, ROWSAP forms, etc.?
  - a. You can find many important forms in the Portal Library. Click on Menu and click “Library.” Next to “Category,” Choose General Paperwork and click [Search.] You can then click [View] next to any document and save it for your records.
- 7.) How do I sign up for Direct Deposit?
  - a. Direct Deposit is currently available in all areas except California at this time. To sign up, click on Menu and click “My Profile.” Once the page loads, click on the tab that says “Payroll” and click “edit” below. Click the drop-down menu next to Payment Method and click “Direct Deposit.”
  - b. You will then be prompted to enter your routing and account numbers for your Checking or Savings account. When you’re finished, make sure to check the box above

that acknowledges that all the information is correct and click “Save.” You’re done! Your account will be pending for up to 14 business days to verify all account details. In the meantime, you will still receive your checks via USPS mail until the account is verified.

8.) New to the portal – Viewing payment and paperwork information.

- a. Under Execution/Schedule, you are now able to view the payment status of projects that you have completed following this legend:



- i. Green dollar sign: Project has been paid. Clicking on the dollar sign will bring up the payment details.
- ii. Yellow Late Paperwork Warning Icon: The paperwork has not yet been received. Once the paperwork has been entered for payment, this icon will go away. If an issue with the paperwork is found during processing, the red letter icon will appear.
- iii. Red Letter: An issue with the paperwork was reported. Clicking on the red letter icon will show the issue.

- b. Under Pay History, you are also able to view the payment details for projects you have completed.

- i. Enter search criteria and click search.
- ii. A results grid will show with the information entered, click view to see the payment details.

9.) PAPERWORK:

Remember to look over your demonstration paperwork before sending the envelope in the mail. Each demonstration must be in a separate envelope, and every envelope must contain the PromoReport Form, an original (NO COPIES) time invoice, and copies of all receipts for products purchased. A helpful strategy used by many of our Engagement Specialists is to use a blue or red pen whenever you sign your signature on the paperwork so that you will be able to tell the difference between the original sheet and any copies you might make. Always remember to send in your paperwork promptly after the execution of demos to avoid the risk of receiving a red alert.

If you have any questions, please email [directstaffingams@promoworks.com](mailto:directstaffingams@promoworks.com) or call 800-238-9199.

# National Project Time Invoice

(One Invoice per Demo Day)

<b>Last Four Digits of your Social Security #</b>		<b>Personnel Number</b>	
<b>First Name</b>		<b>Last Name</b>	
<b>Address</b>			
<b>City</b>			
<b>State</b>		<b>Zip</b>	
<b>Phone Number</b>		<b>Project Number</b>	
<b>Store Name</b>		<b>Store Number</b>	
<b>Demo Date</b>		<b>Hours per Day</b>	

Project Fee	Misc.	Equipment Fee	Debit Card Purchases	Cash Purchases	Training Pay	Total Due

**Engagement Specialist**, heretofore referred to as ES, reaffirms that by demonstrating products for ProDemoWorks LLC. or it's vendors, ES is not, and shall not, be deemed or construed to be an employee of ProDemoWorks LLC or it's vendors. It is expressly understood and agreed that the ES can use their own free judgment and discretion as to the manner of their performance of their duties hereby assumed by them and the ES expressly understands and agrees that they are an " **INDEPENDENT CONTRACTOR**, " those words possessing the meaning of those terms in common law. ES accepts full and exclusive liability for the payment of any and all taxes for unemployment insurance, old age benefits or annuities, or other social security legislation now or hereafter imposed by the federal or state governments, which are measured by compensation paid to the ES. ES must complete the job in the manner designated by the vendor. The vendor may withhold payment if the conditions of the event manual are not fully met.

**Submission for payment:** All demo reports, a copy of your receipt(s), and necessary forms required for a demo **must be mailed** to our office within **48 hours of the execution** of the event. If paperwork is not received by the date listed on your corresponding pay schedule for the corresponding week ending date, your scheduler will attempt to contact you to collect your paperwork. You may be requested to fax a copy of the demo report forms to the main office. **If your paperwork is not received, you will not be paid, per your client contract. To avoid any problems,** please make sure that copies are made of all required paperwork, and mail all paperwork and receipt copies in the envelope provided, within 48 hours of the event.

**Engagement Specialist's Signature:** \_\_\_\_\_

**Mail To:** ProDemoWorks, Purchase Order Box 968090, Schaumburg, IL 60196-8090

**PromoWorks Hotline 1-800-238-9199**

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