



YOURENCORE FREQUENTLY ASKED QUESTIONS

US VERSION

What does YourEncore do?

YourEncore offers retired and highly experienced Experts part-time assignments, the primary goal of which is to accelerate innovation at our Client Companies. Experts must enroll into the YourEncore Network in order to be matched into these assignments.

Where are the primary YourEncore US offices located and how do I contact them?

The YourEncore corporate office is located in Indianapolis. The YourEncore Cincinnati office is located in Blue Ash. The mailing addresses are:

YourEncore, Inc.
20 North Meridian St.
Suite 800
Indianapolis, IN 46204
Telephone: (317) 226-9301
Fax: (317) 226-9312

YourEncore, Inc.
10925 Reed Hartman Hwy
Suite 114
Cincinnati, OH 45242
Telephone: (513) 794-9777
Fax: (513) 794-9781

How can I enroll with YourEncore?

You can enroll online at www.youencore.com. If you have questions about enrolling or require assistance please contact Laura Bledsoe by email at laura.bledsoe@youencore.com or by phone at (317) 489-9098.

Who can enroll in YourEncore?

The YourEncore Network is open to enrollment by recently-retired and highly experienced individuals. Of particular interest to our Client Companies are scientists, engineers, product developers, market research experts, quality control and quality assurance experts, medical professionals, and business development managers. The Experts enrolled in our network span all organizational levels, from hands-on workers to senior management.

Who can provide information on the opportunities available with YourEncore for retirees and highly experienced Experts?

Herb Young, Director of Expert Development for YourEncore, can provide information on how YourEncore identifies and develops opportunities for our enrolled Experts. Herb can be contacted by email at herb.young@yourencore.com or by phone at (513) 403-6388.

Mike Burns, Chief Technology Officer for YourEncore, can also provide this information. Mike can be contacted by email at mike.burns@yourencore.com or by phone at (513) 907-0764.

Where can I find more information about YourEncore Europe?

View the UK FAQs or send an email to Europe@yourencore.com.

Whom do I ask if I have questions about YourEncore processes, procedures or policies?

Ann Bastin, YourEncore Director of Operations, can provide this information. Ann is located in our Indianapolis office and can be contacted by email at ann.bastin@yourencore.com or by phone at (317) 226-9305.

Which Companies are currently YourEncore Clients?

There are currently more than 40 Client Companies in the YourEncore Network, including Procter & Gamble, Lilly, Boeing, and General Mills. Additional companies are being added on an ongoing basis. You may be offered an assignment at any of the Client Companies.

Are there dedicated YourEncore Account Managers / Relationship Managers for each of the Clients?

Yes. Each Client is supported by a dedicated YourEncore resource. Some of the YourEncore Account Managers / Relationship Managers support more than one Client. YourEncore resources typically live and work near the home office of the Client they support. You may be contacted about a potential project / assignment by any of these YourEncore employees.

How does YourEncore match my skills to the needs of the Clients?

YourEncore uses a variety of tools to match your skills to assignments at the Client Company. These include a searchable database of resumes, individual skill profiles, and personal contacts and discussions. To facilitate this matching it is critical that you provide as much information as possible about your skills, experience, and interests when enrolling with YourEncore. It is very important to provide a complete resume, as this document is used most frequently for matching, and may be shared with the Client.

When I'm offered an assignment must I accept?

No, you are not obligated to accept any assignment. You should agree to only those assignments that are consistent with your interests and availability, and which you are confident you can complete successfully.

How is my compensation determined?

The goal of YourEncore is to ensure that Experts are appropriately compensated for their work. We strive to achieve compensation rates that are fair to the Expert, consistent with marketplace trends, and provide excellent value to the Client Companies. Experts may experience differing compensation rates for different projects. Examples include an agreed sum for a pre-defined body of work or a fixed hourly or daily rate for achieving the deliverables and success criteria of a specific project.

How will I know my compensation rate for a given project?

The YourEncore Account Manager or Relationship Manager will work with you to determine your compensation rate for a specific project. For your first assignment your compensation rate will also appear in the Engagement Letter you receive.

Will my compensation rate be the same for each assignment I have through YourEncore?

Not necessarily. Compensation can vary as a result of many factors, including type and value of work, length of assignment, sponsoring Client Company, marketplace standards, etc.

Do I work in my assignment as an employee of YourEncore or as an independent contractor?

Either is possible. The decision as to whether you are a YourEncore employee or independent contractor is a function of the specifics of the assignment, including the type of work, length of the assignment, Client Company, etc. The YourEncore Account Manager or Relationship Manager will work with you to define the mode in which you will work on your assignment.

How do I report the hours I work?

When you begin work on a project you will be provided access to a program to electronically report the hours you work. A timesheet is submitted at the end of each work week. At the end of each month you will verify your weekly timesheets to ensure that all hours are submitted and filed promptly to facilitate payroll and billing processes. There is no need to submit hard copies of your timesheets.

When will I be paid for my work?

You are paid for your work on the last business day of the month following the month in which you work. Hours must be entered into our system to receive prompt payment.

How will I be paid for my work?

You are paid by direct deposit or by check, according to the preference indicated when you completed the paperwork in the YourEncore Employment Packet you receive upon acceptance of your first assignment.

Are taxes withheld from my pay?

If you are working in your assignment as a YourEncore employee (IRS Form W-2) Federal Income Tax, Social Security, Medicare, and local taxes are withheld from your pay. If you are working as an independent contractor (IRS Form 1099) no taxes are withheld.

How does YourEncore determine what local taxes to withhold from my pay?

YourEncore uses the home postal address you provide to determine the local taxing authority. You need to inform YourEncore if your residence is outside the taxing authority in which your post office resides. (This can be the case when new areas of residential development use an existing post office in another municipality).

I've already paid the limit in Social Security taxes this year. Can I instruct YourEncore to not withhold Social Security taxes from my pay?

No, if you work as a YourEncore employee the IRS requires Social Security taxes to be withheld from your pay.

Will I receive Form W-2 or Form 1099 for my work through YourEncore?

Experts who work as YourEncore employees will receive Form W-2. Experts who work as an independent contractor will receive Form 1099.

Does YourEncore provide liability insurance and worker's compensation?

Yes, when you work on assignments with YourEncore you are provided with liability insurance and worker's compensation.

I've enrolled on-line with YourEncore. When do I become a YourEncore employee?

To become a YourEncore employee you must be offered and accept an assignment. Some Experts work in their assignments as independent contractors and do not become YourEncore employees. Experts who will be YourEncore employees become active employees at the point they begin work on their assignment.

Do I complete Form W-4 for my YourEncore tax withholding?

Yes, for YourEncore employees Form W-4 is contained in the YourEncore Employment Packet.

Do I sign a Confidential Disclosure Agreement when I work through YourEncore?

Yes, YourEncore refers to this document as a Confidential Information Agreement (CIA). For an advance copy of the CIA contact Laura Bledsoe by email at laura.bledsoe@yourencore.com or at (317) 489-9098.

Does the CIA I signed for my first assignment apply to all subsequent assignments?

Yes. However, some Client Companies may ask you to sign an additional confidential disclosure agreement in order to work on an assignment they sponsor.

What is Form I-9 and why do I need to complete it?

Form I-9 (Employment Eligibility Verification) is a federal form that verifies eligibility to work in the United States. YourEncore is required by law to review the documents that support your eligibility. These documents typically are a U.S. Passport (unexpired), or the combination of a driver's license and a social security card or birth certificate. Depending on your location, special arrangements may be made to complete the I-9 requirement. Obtaining a completed Form I-9 is the responsibility of YourEncore Staffing.

Do I need to complete a new Employment Packet each time I have a new assignment?

No.

How many assignments can I work on through YourEncore?

There is no limit to the number of assignments you can work on through YourEncore. However, there may be limits on the number of hours you can work in a given fiscal or calendar year for a particular Client. Contact the YourEncore Account Manager if you have questions about a specific situation.

Is there a limit to the number of hours I can work on assignments?

There can be limitations on hours worked in a one-year period for specific Clients. For example, depending on the type of assignment, you may be limited to working no more than 1000 hours in a given fiscal or calendar year on assignments. If it appears you may approach 1000 hours of work at a Company in a one year period you should discuss this fact with the YourEncore Account Manager as early as possible.

Are there any restrictions on how long I must be retired or separated before I can begin working on projects for the Company I retired or separated from?

There can be restrictions of this type; the regulations vary by Client Company. In general, if you are in your first year of retirement or separation you should alert the YourEncore Account Manager to this fact if you are discussing a potential assignment at the Company or Organization from which you retired or separated.

What if I incur expenses in my assignment?

Authorized expenses you incur in working on your assignment are reimbursed. The Client Company Engagement Leader or the YourEncore Account Manager typically approves expenditures in advance. Examples of eligible expenses are airfare, hotel and meals while traveling. Receipts are required. Expenses are submitted electronically using the same system you use to submit time. In addition, a signed copy of the expense report, along with receipts, must be submitted to the YourEncore administrative person supporting your project.

I need to travel in my assignment. How do I make travel arrangements?

Most Experts choose to make their own travel arrangements. If you need assistance, please contact the YourEncore Account Manager.

What are the general standards for travel?

The standards (class of travel, need for receipts, etc) for travel are those consistent with efficient use of Client Company funds and best practices in accounting. Situations that may deviate from these standards should be discussed with the YourEncore Account Manager.

My assignment requires me to travel by air. How do I pay for the airline tickets?

For simplicity most Experts pay for their airline tickets using their own credit cards, and then apply for reimbursement. If you desire, YourEncore can provide cash advances for the purchase of airline tickets, or can purchase the airline tickets for you. Contact the YourEncore Account Manager about these latter options.

What class do I travel when my assignment requires me to travel by air?

Air travel is typically via coach class. International flights or personal needs may call for business class travel. Business class adds significant cost to travel, and situations that call for business class should be discussed with the Client Project Leader and the YourEncore Account Manager.

My assignment requires travel outside my country of residence. Is travel insurance available?

If you need to travel outside your country of residence for a project, travel insurance will be available for you. This insurance will cover international travel, medical and security evacuation, and travel assistance. Please contact your account representative for policy information.

My project requires travel. Am I paid for travel time?

If you are working on a project that requires travel, and you are hourly compensated, you are typically compensated for your travel time according to consulting-industry standards. Specifically, you are eligible for compensation for 1/2 of the time required to travel door-to-door, i.e., from your home to your hotel or work site, and return. Time spent at your hotel or at dinner is not compensated. Situations that may result in travel pay should be discussed with YourEncore Account personnel prior to travel. Special situations, such as international travel and assignments where extensive travel is required, may call for a different compensation formula. These situations should be discussed with the YourEncore Account Manager.

Do I work on-site at the Client Company or at my home?

Depending on the requirements of the assignment, work can be at home, at a Client Company site, at a Client Company supplier's site, at a Client Company alliance-partner site, or a combination of these.

Am I paid mileage when I travel between my home and a local work site?

The rules for this are governed by IRS standards. You are not reimbursed for mileage if your assignment involves working predominately at a local work site. If your assignment involves working predominately at home, with occasional travel to a local work site, you are reimbursed for the mileage involved with the occasional travel. Travel between work sites during the course of a business day is also reimbursed.

What is the mileage rate for personal use of my car?

The IRS-allowed rate for local mileage will be reimbursed for use of your personal car. This rate is subject to change and should be verified when filing for reimbursement.

What if I need a computer in my work?

For work at home most Experts use their personal computers. If this is not feasible, contact the YourEncore Account Manager. Workstations are typically available from the Client for work done onsite at the Client Companies.

How do I gain access to Client Company sites?

The policies and procedures for this vary by Client. A contractor or visitor badge will typically be required to gain access. Contact the YourEncore Account Manager for guidance.

Are YourEncore business cards available to me if I work in my assignment as a YourEncore employee?

Yes, YourEncore business cards can be obtained if they are helpful in introducing you to the individuals you will work with in your assignment. Ask the Account Manager for assistance in obtaining business cards.

While working on my project will I have access to online tools such as SciFinder, Delphion, and MicroPatent?

The need for these tools should be discussed with the YourEncore Account Manager. Typically the Expert will subscribe to the online tools on a monthly basis. The cost of these subscriptions are typically paid for by the Expert, and then expensed and reimbursed.

Upon completion of my assignment, what types of information may I add to my resume or share with future employers?

You may describe the types of work you completed on your resume or with future employers. To fully protect Client confidential information the description must be generic and focus on the skill set you deployed as opposed to the specifics of the assignment. Do not disclose the name of the Client Company involved, nor mention specifically the Client's product or product line. Examples of statements to use would be "Quality control in the pharmaceutical industry" or "Process development in consumer product manufacturing." Please contact your YourEncore account representative if you require further input.