



## FAQs

1. **How do I request a temporary employee for my department?**

To request a temporary employee, please complete the job order requisition form by clicking [here](#).

2. **Who is our agency contact person?**

Your dedicated account representative is Yvonne Thomas. Yvonne may be reached at [yvonne.thomas@adroitpartners.net](mailto:yvonne.thomas@adroitpartners.net).

3. **How will I know what my bill rate will be for my temporary employee?**

You can request a quote from Adroit and the bill rate will be based on the guidelines of the University of Houston System contract. The regular mark-up is 33.5% over the pay rate.

4. **How do I approve the temporary employee's work hours?**

All timesheets will be approved electronically by the supervisor using the Adroit portal website. You will receive a confirmation email that includes a Manager's Guide including login details with instructions on how to approve weekly timesheets. Once your temporary employee submits their time electronically, you will receive an email to approve. Timesheets for the previous week must be approved by the 5 pm Monday deadline in order to ensure payroll is processed accurately and on time.

5. **How are invoices handled?**

Invoices are emailed weekly and processed from approved timesheets. Payment for invoices are due 30 days upon receipt.

6. **What is the process for hiring a temporary employee full-time with the University?**

Adroit Partners considers it a compliment when a hiring manager extends a full-time offer to an Adroit temporary employee. Once an Adroit temporary employee works 160 hours, they are eligible to convert to full-time employee with UHD at no additional cost to you.