

Payment Guide for Independent Contractors at KTS Call Center

As an independent contractor at KTS, your payment process is designed to be straightforward and transparent. Since you are not a traditional employee, there are differences in how and when you will receive your service revenue. This guide explains the process step-by-step, including what to expect once you submit your direct deposit information and begin earning revenue.

Step 1: Submitting Your Direct Deposit Information

1. During Onboarding:
 - Provide your accurate direct deposit details (bank name, routing number, and account number) through the secure KTS onboarding process.
 - Double-check your information to avoid payment delays.
2. Confirmation:
 - Once submitted, you'll receive confirmation that your direct deposit details are saved. ***This will be the account used for all payouts unless you update your information.***
3. Changes to Banking Details:
 - If you need to update your direct deposit information, **notify KTS immediately**. Updates should be completed **at least 10 business days** before the next payment cycle to ensure no delays. you may click [here](#) to submit your direct deposit update request.

Step 2: Earning While Learning

1. Certification Phase:
 - During the initial certification (training) period, you **will not** yet earn revenue, as this phase is unpaid. However, you'll be preparing to provide services that will generate revenue.
 - **Some programs may offer incentives** for completing the certification successfully; if applicable, details will be provided during onboarding.
2. Beginning to Service:
 - **Once you complete certification and start servicing**, you will earn revenue for the hours you work based on the rate outlined in your Statement of Work (SOW).
 - Payments are calculated based on your logged and verified hours, typically tracked through the client's time-tracking platform (e.g., Starmatic).

Step 3: Payment Schedule and Process

1. Pay Periods:
 - KTS operates on a biweekly pay cycle. Each pay period covers two weeks of service. **Payroll runs every 1st & 15th day of the month.**

Payment Schedule

- Compensation is processed on a twice-monthly schedule, with payments issued on the **1st** and **15th** of each month. The timing of your first payment depends on the date you complete certification training and begin servicing.

1. Certification Completion and Service Start Dates:

○ Completion Before the 16th of the Month:

- If you complete certification and begin servicing **before the 16th**, your first payment will typically be issued on the **1st** of the following month.

○ Completion After the 16th of the Month:

- If you complete certification and begin servicing **after the 16th**, your first payment may not be issued until the **15th** of the following month.

2. Processing Timeline:

- Payments are aligned with the client's reporting and invoice cycle. For example:

- If you complete training and begin servicing **after the 1st** of the month, the payment for your initial services may not reflect until the **15th** or subsequent cycle.

3. Regular Pay Cycles:

- After the initial payment, contractors will follow the standard twice-monthly schedule (1st and 15th) based on hours reported and approved in the client's invoice cycle.

Important Notes:

- Payments are dependent on the client's invoice approval, and delays may occur if there are discrepancies in reported hours or service documentation.
- Contractors are encouraged to track their hours accurately and submit any required information promptly to avoid delays.
- First payments may vary based on the date of certification completion and the corresponding client invoice cycle.

1. Payment Method:

- Payments are made via direct deposit to the account you provided.
- ***You will receive an email notification confirming the amount and date of your deposit.***

2. Administrative Deductions:

- Administrative fees associated with Arise or KTS (e.g., platform usage fees) may be deducted from your earnings as outlined in your agreement.

3. Taxes:

- **As an independent contractor, you are responsible for your own tax obligations.** KTS does not withhold taxes from your payments.

Example of Payment Schedule for a Contractor Starting on 11/20/2024

Scenario:

A contractor completes their certification training and begins actively servicing a client on **November 20, 2024**.

How the Payment Schedule Works:

1. Start Date: November 20, 2024

- Since the contractor started **after the 16th** of the month, their service hours from November 20th onward will be included in the next invoice cycle.

- The client's invoice for hours worked after the 16th will be processed for payment on **December 15, 2024**.
- 2. **First Paycheck Date:**
 - The contractor's first paycheck will be issued on **December 15, 2024**, reflecting the hours worked from **November 20–30, 2024**.
- 3. **Subsequent Paychecks:**
 - Any hours worked in December (from December 1–15) will be included in the next payment cycle and issued on **January 1, 2025**.
 - Following that, the contractor will fall into the regular twice-monthly payment cycle (1st and 15th of each month).

Summary of Payments for This Scenario:

- **December 15, 2024:** First paycheck for hours worked from **November 20–30, 2024**.
- **January 1, 2025:** Second paycheck for hours worked from **December 1–15, 2024**.
- **January 15, 2025:** Third paycheck for hours worked from **December 16–31, 2024**, and so on.

This example illustrates how starting after the **16th** of the month may shift the initial payment to the **next month's pay cycle**. However, once aligned with the regular payment schedule, the contractor will receive timely payments on the 1st and 15th of each month.

Step 4: Discrepancies or Issues

- If you notice any discrepancies in your payment, contact KTS within 5 business days of the payment date.
- Provide details (e.g., hours serviced, payment amount, and deduction queries) for a prompt resolution.

Setting Expectations

- Payments are not instantaneous; they are disbursed according to the outlined schedule.
- Certification is an unpaid phase but prepares you to start earning quickly.
- Always ensure your time is logged accurately in the client's system to avoid discrepancies.

Thank you for partnering with KTS as an independent contractor. We are committed to ensuring a smooth and rewarding experience as you deliver excellent service!