

# VA HOURS REPORT FAQ

## WHAT WILL BE SHOWN ON MY HOURS REPORT?

Your Hours Report will look like the below chart:

January	Retainer Details	Retainer Level	0			
		Rollover Cap	0			
		Rollover Available	0			
		Total Available	0			
	<b>Weekly Updates</b>				<b>Hours Worked</b>	<b>Hours Remaining</b>
	Week 1	1/1/2024-1/7/2024			0	
	Week 2	1/8/2024-1/14/2024			0	
	Week 3	1/15/2024-1/21/2024			0	
	Week 4	1/22/2024-1/28/2024			0	
	Week 5	1/29/2024-1/31/2024			0	
	<b>End Of Month Detail</b>				<b>Total Hours Worked</b>	<b>0</b>
					<b>Hours Rolled To Next Month*</b>	<b>0</b>
					<b>Overage Hours To Bill</b>	

The report includes your Retainer Details to show the hours of support available to you that month, weekly time worked based on Monday–Sunday within that month, and an End Of Month Detail to show the hours of support available to you the next month.

## WHAT IS THE ROLLOVER CAP?

Each Retainer has a rollover cap that limits the number of hours that may rollover into the next month. Here is a breakdown of the rollover cap per retainer level:

- 10 Hour Retainer: 0 Rollover
- 15 Hour Retainer: 0 Rollover
- 20 Hour Retainer: 2 Rollover
- 30 Hour Retainer: 5 Rollover
- 40 Hour Retainer: 5 Rollover
- 60 Hour Retainer: 10 Rollover

## HOW DO YOU CALCULATE TOTAL AVAILABLE HOURS?

The total available hours is determined based on the retainer level + rollover available from the previous month.

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## WHY DO SOME WEEKS ONLY SHOW A FEW DAYS AND NOT THE ENTIRE MONDAY-SUNDAY WEEK?

If the week overlaps with two months, the line item for the week on the Hours Report will only show the dates that correspond with that month. The remaining dates in the week will be shown as a part of Week 1 updates in the following month.

For instance, in the chart above, Week 5 for January shows 1/29/2024-1/31/2024, the last Monday-Wednesday in January. Time for Thursday-Sunday will be shown in Week 1 of February as 2/1/2024-2/4/2024.

## HOW DO YOU CALCULATE HOURS ROLLED TO NEXT MONTH?

To determine the number of hours that will rollover into the next month, we subtract the number of unused hours against your Retainer Level and then cap it based on the rollover cap for your retainer level.

## HOW DO YOU CALCULATE Overage Hours to Bill?

To determine the number of hours that you will be billed for, we determine the number of hours worked over the Total Available hours.

## WHY WOULD MY 'HOURS REMAINING' AND 'HOURS ROLLED TO NEXT MONTH' NOT MATCH?

The hours remaining is calculated against the Total Available Hours for a month which might include any hours that rolled over from the previous month. Roll over hours must be used in the immediately following month. The hours that roll into the next month is calculated against your Retainer Level.

### **Here is our full policy on unused hours:**

*Unused hours may rollover into the immediately following month. The number of hours eligible for rollover corresponding to the client's retainer level is specified in the support proposal. Unused hours refer to the hours during which the assigned assistant or team member(s) have not recorded work or completed tasks for the client. Roll over hours may not accumulate beyond a single month. Any unused hours exceeding the specified Roll Over limit for the immediate following month will be forfeited.*