



PTO Exchange



American Senior
Communities

PTO Exchange FAQs

1. **What is PTO Exchange?**

PTO Exchange allows employees to exchange unused accrued PTO hours throughout the plan year. American Senior Communities employees can exchange some of their unused PTO for cash payments or donate to charitable causes. PTO Enhancement hours are not eligible for this program.

2. **Why are we offering this Benefit?**

We heard you! and employees are now able to cash out a portion of their accrued/unused PTO. The best part of this program is employees can use this cash out benefit at any time throughout the year. Need extra cash for a vacation in July? Need Holiday cash? Cash out at any time, provided you have the required number of hours available. Employees can also donate to charity.

3. **Who is eligible for this benefit?**

All employees who are eligible to receive and participate in American Senior Communities' paid time off (PTO) program are eligible to participate in PTO Exchange. Employees in the Work Life Balance Flexible PTO program are not eligible for PTO Exchange.

4. **How much accrued PTO do I need before I can use PTO Exchange?**

American Senior Communities employees must have more than 40 hours of accrued/unused PTO in order to do an exchange. For example, if you have 60 hours of PTO, you can exchange 20 hours leaving you with the required 40 hours of accrued PTO in your balance.

5. **How much PTO can I exchange?**

The maximum number of hours that can be exchanged per year is 80 hours. For example, if you had 120 hours of accrued PTO, you can exchange 80 hours leaving you with the required 40 hours of accrued PTO in your balance.

6. **Is this taxed?**

For Charitable Donations and Cash Payments, the value of the exchange will be taxed at the same rate as your other compensation at the time of the transaction in payroll.

7. What is the Service Charge?

The IRS will not allow American Senior Communities to provide a dollar-for-dollar exchange of PTO. For all plans, a 7.5% Service Charge will apply. Unfortunately, ASC is not allowed to pay this fee on your behalf. The good news is you are able to receive cash for your unused PTO. For example: if you have more than 160 hours at the end of the year, and you are not going to use the PTO for time-off, rather than losing the hours you can receive cash for these hours rather than losing the hours at year end.

8. What does a PTO Cash Out exchange look like?

For an employee who makes \$20/hour and exchanges 16 hours, the exchange would look like this:

- Employee has 56 hours of accrued, unused PTO
- Employee can only cash out 16 hours * \$20/hour = \$320
- \$320 minus the 7.5% Service Charge = \$296
- \$296 will be added to employee's paycheck and 16 hours will be deducted from employee's PTO balance
- \$296 will be taxed at the same rate as employee's compensation

9. How do I receive the value of my exchanged hours?

All exchanges made on the PTO Exchange platform are processed through American Senior Communities' payroll and will show on your paycheck as soon as administratively possible. *Exchanges must be submitted prior to payroll being processed (see FAQ #13). Otherwise, they will show on the following paycheck.*

10. How do I create my PTO Exchange account?

Employees should go to <https://ptoexchange.com/setup/asc> and follow the prompts to enter your Employee ID (you must use your eight digit employee ID number, which includes the leading 100 numbers) and your birth date and click Next. You will be prompted to enter your email address. This must be your personal email address. DO NOT use your ASC corporate email address. Once you enter your email and click "Next," a validation link will be sent to the email address you entered. You simply need to click the validation link and create a password. You will receive a password set confirmation. Click sign in to continue. **Once your account has been set-up you will use the URL <https://ptoexchange.com> to access the PTO Exchange site in the future.**

11. When I try to log on to PTO Exchange, I get a message my email is already in use. What do I do?

If you get a message that states your email is already in use, this means you have already created your account. Log in using the <https://ptoexchange.com> URL.

12. When I click the link to access PTO Exchange, it says my account is not set up.

If you receive a message that your account is not set up, it means you are currently not eligible to use PTO Exchange. If you have questions or need assistance, send an email to support@ptoexchange.com.

13. When can I do this?

PTO Exchange is available throughout the year, and you can simply log into the PTO Exchange platform and make an election. You do not have to wait to take advantage of this benefit unless you do not have enough PTO hours available to exchange.

- **Note:** For year-end exchanges you must submit your exchange in the PTO Exchange system by December 1 to ensure your exchange will be applied to the current year.

14. What if I want to cancel my exchange?

You can always cancel an exchange on the PTO Exchange platform. Keep in mind that PTO Exchanges are sent to payroll *10 business days* before employees receive their paycheck. Exchanges must be submitted or cancelled prior to 8am on the last day of a pay period otherwise the transaction will be processed, your PTO will be reduced, and the associated earnings will be added to your next available paycheck. Once this election is sent to payroll for processing, this exchange election is irrevocable. To cancel an exchange, simply navigate to the dashboard and you will see a list of exchanges under the Recent Activity heading. You can click on the exchange that you want to cancel, then click "Cancel." Once a transaction has been sent to payroll, you will no longer see the exchange under Recent Activity.

15. I created a transaction and now I don't see it on the dashboard

This means your transaction was sent to payroll. Click the Show filters link and turn on all the filters. Your transaction will show as paid.

16. Need more information?

More information about PTO Exchange can be found on the ASC Employee Benefits Portal

[ASCOM Benefits Site – Benefits Information from MyBenefitsInfo](#)

URL: ascom.mybenefitsinfo.com

17. What if I have problems or questions regarding the program?

Email support@ptoexchange.com with any questions or problems.