



**Purpose:**

Time and Material (T&M) Tickets allow subcontractors to track and bill for work outside the original contract scope with Crain. This process enables subcontractors to perform work without pricing it beforehand. This SOP outlines the use, tracking, and documentation of T&M Tickets.

**Procedure:**

**1. Use of T&M Tickets:**

- a. Subcontractors use T&M Tickets for tracking and billing work such as:
  - i. Newly added scope
  - ii. Missed scope (scope gap)
  - iii. Unforeseen conditions
  - iv. Urgent situations
  - v. Minor design changes
  - vi. Field adjustments

**2. Notification and Approval:**

- a. Subcontractor must notify the Crain site superintendent before performing T&M work.
- b. Superintendent discusses scope and T&M rates with subcontractor prior to starting.
- c. Written approval (email) from the superintendent or project manager is required before work begins.
- d. Initial email should include:
  - i. Location of work
  - ii. Scope of work
  - iii. Start date
  - iv. Labor rates
  - v. Documentation requirements for the T&M Ticket
  - vi.

**3. Work Execution and Documentation:**

- a. Work begins only after written approval and agreement on terms.
- b. Superintendent tracks work independently for comparison before signing the ticket.
- c. Before signing, ensure the ticket includes:
  - i. Start and completion dates
  - ii. Initiator/approver of work
  - iii. Total labor hours
  - iv. Material quantities
  - v. Detailed description and location (room, floor, elevation)



- vi. Reason for work
- vii. Financial responsibility (e.g., owner request, design change, subcontractor back charge)

**4. Ticket Handling:**

- a. Superintendent signs/approves the completed ticket.
- b. Keep a clear, legible copy (photo, PDF, or carbon copy). If unclear, create a typed or rewritten version.
- c. Upload copies to Procore under Internal Documents in the subcontractor's folder.

**5. Best Practices:**

- a. Maintain a spreadsheet logging all T&M Tickets by subcontractor.
- b. Record details promptly to avoid data loss.

**Tips for T&M Tickets:**

- c. Avoid having sub-contractors perform work on a T&M Ticket; request a hard quote instead.
- d. Use a "do not exceed" amount to cap costs when appropriate.