

PAYROLL & BENEFITS FAQ: Frequently Asked Questions

What is the difference between the DD Reports website and the iSolved Employee Portal?

www.ddreports.com is our online timesheet system. You use it to enter hours you worked with your client, print out your timesheets, and check your client's authorization hours remaining. You receive certification expiration notices from this system as well.

<https://amcheck.myisolved.com/> is the website where you will access your pay stubs and W2s. Once you are hired you will receive an emailed link with instructions to register on the iSolved employee portal. Once registered, you will be able to view your employee profile and paystub information (see instructions on our website at <http://azaunited.org/jobs-careers/employee-resources>).

What if I can't remember my password for DD Reports or amcheck.myisolved?

There is a choice on each login page marked "Forgot Password" to set up a new one. If you still are unable to sign in, contact the office at (602) 773-5773. A member of our team will then generate an email to be sent to you with a link for you to reset your password.

I know my username and password, but DD Reports isn't allowing me to access my online timesheet.

If any of your certifications are expired, this may cause your account to be "suspended" in DD Reports and you will not be able to enter hours worked. Contact the office for details.

I'm logged in to DD Reports, but I don't see my client's name in the drop down menu.

In order to be connected to a client in DD Reports, you must turn in a signed Client Information Form for that client. Once you have turned in a Client Info Form for your new client, be sure to give yourself enough time to enter, print, get signatures and submit your timesheet to payroll prior to the deadline.

If you're unable to see the name of a client you have already worked with in your DD Reports timecards, it may be due to lack of activity for more than 60 days, so it is important to keep time reporting current. Call the office to confirm this status.

I don't have the service code I need in my dropdown choices on DD Reports to bill my client sessions.

Contact the AZA payroll team to have additional approved services added to your menu of choices.

When are timesheets due?

Timesheets are processed twice a month, for shifts worked from the 1st through the 15th of the month, and for shifts worked from the 16th through the end of the month. When using DD Reports, be sure to choose the correct dropdown date for the period end date you are reporting. Please check the payroll schedule for signed timesheet deadlines and paycheck dates found on the iSolved employee portal or on our AZA United website here: <http://azaunited.org/uploads/client/pdf/CurrentYearPayroll.pdf>

IMPORTANT: Although we will pay you from copies of signed timesheets faxed or emailed, you must submit the original timesheets with parent/guardian "wet signatures" to the office by the 15th of the following month. If original timesheets are not received by this date, direct deposit will be temporarily

deactivated and your paycheck will be held at the main office for pickup. Once you submit those original timesheets, direct deposit will be reinstated.

When do I get paid?

Payday is always 7 days after the day timesheets are due. See the payroll schedule in the link above.

How do I submit my timesheets for the previous pay period if I missed the payroll deadline?

Once a payroll processing period has closed, you will not be able to access previous months in DD Reports. Therefore it is important to enter your hours and submit your timesheets promptly. If you need to report hours for a previous month, please contact the payroll team. A manual timesheet may need to be submitted, with special instructions. If you have printed, signed timesheets for a past pay period, you may need to present those in original wet-signature form in order to process for payroll.

What if DD Reports isn't allowing me to enter my shift worked on a particular day or time?

This could be an overlap error, if the times you are trying to enter will overlap with a shift another provider has already entered for the same client, or you may be overlapping with yourself on another client or previously billed time. Double check the date & hours you are entering for accuracy.

Whenever you see another provider arriving when you're leaving a shift or arriving for a shift, you should confirm with them what start/end time you will be each be billing to ensure that there will be no overlap. If you know that there was no other provider present at any time during your shift, call the office to confirm; you may have to handwrite a manual entry on your timesheet. In situations where shifts overlap for two providers during payroll processing, we will split the overlapping hours between the two providers, and each provider will then be notified after payroll via email to review the adjustments made to the timesheet.

If you receive an error message that there is no authorization or that there are not enough hours, you can check this status by selecting "Click for Auths" in the client's online timesheet. Then call the office for details how to proceed. Please also let the parents know of expiring authorizations or lack of hours remaining. They may be able to ask their DDD Support Coordinator to authorize additional hours for future shifts. Communicate with the parents about how many hours of habilitation or respite care their child should be receiving per week (on the ISP) so you stay within the limit.

DD Reports also caps weekly hours at 40 by default. If you are planning to work more than 40 hours in a workweek (Monday through Sunday), contact HR for advance approval. Follow the overtime reporting instructions on the AZA United website Employee Resources page. Any time you are unable to enter hours in DD Reports, contact us for assistance.

I made a mistake entering my hours in DD Reports. How do I fix it?

If you click on your entry it should allow you to amend the date/time, or use the "delete" key on your keyboard to remove that entry and replace it with the correct one. If you are unable to correct the hours you have entered into DD Reports, please call the office. If you alter your printed timesheet with handwritten corrections or additions you must make sure the parent/guardian initials those individual changes at each manually changed line, as well as signing the bottom of the timesheet.

I turned in timesheets but didn't get paid. What happened?

If you email copies of your timesheets to timesheets@azaunited.org, you will receive a confirmation email back within hours of receipt. If you fax your timesheets, it is highly recommended you call the main office at 602-773-5773 to confirm receipt of your page(s). Timesheet deadline days are always busy so please leave a message with your name and the total number of pages you faxed. If there is a problem with the fax we will call you back to advise you of the error. **If your timesheets are received after the deadline of 5:00 pm on the due date, they will be held to process in the next payroll.**

Where can I get a copy of my pay stubs if I have direct deposit?

You can access all of your pay stubs on the iSolved Employee Pay Portal at <https://amcheck.myisolved.com/>. For pay records dated 2013 and prior, please contact the office.

How do I claim for my Sick Time pay?

AZA United offers employees up to a maximum of 40 hours Paid Sick Time (PST) per year, which accumulates in their record automatically, awarding 1 hour PST for every 30 hours worked. Available hours are reflected on the DD Reports timecard and in your iSolved employee pay portal paystub details. Unused sick time may be rolled over into the following year (up to 40 hours max rollover). These hours are available for use when a scheduled shift with the client cannot be performed due to illness or injury (yourself or family member). The shift should be recorded as usual online in the client timesheet; however, the service code for the missed session should be designated in the drop down choice as "Sick Time". Entries should be recorded in quarter-hour increments as usual. This utilization of Sick Time hours does not affect the client's authorization hours in any way, as the benefit will be paid by AZA United; however, the parent will need to sign the timesheet covering the entire pay period, and the timesheet be submitted as usual. If you have further questions regarding Sick Time please contact the Payroll Department.

When will I qualify for health benefits through AZA United?

AZA United provides a medical and dental option benefit to variable hours employees who meet the full-time criteria, which is measured by totaling hours worked in your initial six full months of working, and then on-going in standard 6-month measurement periods. Our standard monitoring periods are August 1 through January 31, and February 1 through July 31. If you reach the minimum, averaging 30 hours or more per week in the measurement period, you will be contacted as to your eligibility for benefits, with plan option details and pricing. If you don't meet the minimum in one period, you may in the next measurement period. Once eligible, you will enroll in the Employee Self Service portal online, and at effective date you have coverage for a 6-month period and must re-qualify in the next measurement round to continue benefit participation.

Can I enroll in the 401k Retirement Plan?

After two full months of working for AZA United, if you are 18 years or older, you are invited to join our 401K Plan, which includes Employer-matching contributions after one year of service, up to a 3% match! More details and enrollment instructions are available by contacting the Payroll Department.