PAYROLL FAQ: Frequently Asked Questions

What’s the difference between the DD Reports website and the AmCheck website?
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 hours remaining.

https://amcheck.myisolved.com/ is the website where you will access your pay stubs and W2s (as of 01/01/2016). Once you are hired you will receive an emailed link so you can register on the AmCheck 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?
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 you 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 AmCheck employee portal or on our 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.

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 the box next to the line date, it should highlight the entire line. Then use the “delete” key on your keyboard to remove that entry. You can also click in any entry field and remove or change the entry, then tab across the line to complete the calculation. 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 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 AmCheck website at https://amcheck.myisolved.com/. For pay records dated 2015 and prior, see link and directions for accessing old paystubs at the ADP portal, available on the Employee Resources section of the AZA website (http://azaunited.org/jobs-careers/employee-resources).