

Always Care Nursing Service Employees - Payroll Process Beginning 2010
Frequently Asked Questions (FAQ's)
Regarding - Always Care (AC), Interlogic Outsourcing Inc. (IOI) Payroll Services
and Pay Partners (PP) Debit Master Cards [Pay Cards]

Introduction: Some reasons why AC is departing from the traditional paper check method to pay employees?

- ☹ Always Care realized that many of it's Care Giver Employees, did not have Bank Accounts, and thus they are paying huge fees to have their checks cashed.
- ☹ Many of our employees can not get Normal-Bank/Merchant, Credit or Bank Debit Cards.
- ☹ Normal US Mail, is becoming less normal, resulting in slow and/or lost checks.
- ☹ Some employees have checks stolen from their home mail box, and need to use a PO Box.
- 😊 AC will provide Employees the Convenience of a Debit Card for Purchases and in many instances the ability to get Cash Back at the same time. Normally there are no fees for transactions with a purchase.
- 😊 AC is trying to be more Electronic & Modern. Make your pay available quicker and more reliable.
- 😊 AC is trying to be more "Green" Use Less Paper, Energy and reduce cost.

FAQ's

Q.01 When do I have to have my paperwork **PHYSICALLY IN** the AC Office?

A. Properly Completed and Signed by the client - Paperwork must be **PHYSICALLY IN** the office by the Monday after working (Monday Mail) or, If Time is "Called In" by Tuesday 8 AM Mail from PO Box.

Q.02 Will I still be paid on the next Friday after the end of the work week?

A. Yes - the pay will be automatically deposited to your PP (Debit Master Card) Friday AM, provided that your time and documents are in on time. If your time is not in, you will not be paid until the following week. Were, sorry - but IOI and PP have firm deadlines for submission by AC.

Q.03 How can I get my documents and time in ON TIME!

- A
1. If by U.S. Mail, do so as soon as you are finished working each assignment in the week. Only mail to Always Care, PO Box 52248, Atlanta GA 30355-0248 (Street address takes another day.) If you mail after working on Friday, they may not make it, so be sure to use another method.
 2. By FAX - Anyone can FAX in Time Slips 24/7 to 404.233.8098 (Atlanta Metro) or from other areas to 800.989.8098 { See - www.AlwaysCare.com **Resources-Employees-Forms.**}
 3. By E-Mail. You can scan/attach a .pdf or .jpg file and send to Nurse@AlwyasCare.com
 4. In person, normal hours are M-F 9a to 5P, but someone is usually here 8:30a.-5:30p. Also there is a mail box by our back door, which is 1 Flight up in back. If left there, call to AC the next business day make sure we have them. Recommend having a flashlight, as not well lit.
 5. **CALL IN Your Time BY Monday 10am!** If your documents are not to AC by Tuesday 10A, your pay will not be processed! Note: Time Called In-Not Matching Documents, may delay your pay!

Q.04 How secure is this electronic transfer and PP Debit Master Cards?

A. The electronic cards are secure. However **once you establish your own accounts with both PP and IOI, you should change your User ID and Passwords from the ones used initially for setup.** Please be aware that AC will not know what they are, and therefore you will have to deal directly with PP and/or IOI if you forget them. (See the procedures on the PP and/or IOI web sites for this).

Q.05 Is direct deposit to my bank account available?

A. No. However, you can set up a transfer in your PP account, on the PP web site to transfer funds from your card to a bank account for a small fee. See info on PP web site for required information needed.

Q.06 Where can I find out how to check my Pay Amount and My Card Balances?

A. 1. Call the Toll Free Phone Number on the Back of your PP Card (866-723-2273).

Note: The first time you will have to activate your account via the phone, or

2. Log on to the PP Web Site. www.paypartners.com Upper Top Right of page, Click on

Cardholder? Please Click here to login

This will take you to the next page. Look on the Left, in

the **Green Area**, and find the section "Sign in to your account". Go to the bottom and find

Activate/Register Card

Enter your User ID - Initially = your PP Card Number (16 Digits) and, Your Initial Password (PW) is the last 4 of your Social Security Number. Complete the information as requested. (See ID & PW Change Q.03 above)

Q.07 Where can I find out the details of what I have been paid and where I worked?

A. Log on to the IOI Website. www.ioipay.com - Click on "Employee Self Serve"

You SHOULD do this weekly as AC will also post messages to you about AC information, and your personal AC, human resource and State Requirements.

Note: The first time you do - go to the bottom of the page and Click on **New User?** Ignore all the instructions about a having a Pay Check Stub on this page and the next page. The only two things you need to know from AC are; **Division = GA760** and **File Number = Your AC Employee Number** . The rest you should know, so just follow the instructions. (See password change above)

Q.08 What happens if I loose my PP Debit Master Card?

A. A phone call to the **PP toll free number 866-723-2273**, *{Write this number down and keep it in a safe place so you will have it if you do loose your card}* can freeze it, and a new one can be issued locally by Always Care the next normal business day, so let AC know the next business day. Do Not call the On-Call Nurse.

Q.09 Why have I not received, or why have I received a 2nd PP Card with my name on it.

A. You should receive a 2nd PP Card with you name on it within 2 to 3 weeks after the first time your pay is put on the card. It may have a different number on it. Activate it to transfer your \$'s. Keep your old card as it could be reactivated if you loose the named card.

Q.10 Is there a charge for an Automated Teller Machine (ATM) and how do I find a sur charge free ATM ?

A. ATM's in the "Money Pass" ATM Network are surcharge free for the **First** ATM withdraw in the pay period. Go to www.moneypass.com and enter in your zip code. Other ATM's charge a small fee.

Q.11 Can I overdraw the PP MasterCard Debit Card?

A. No. You can withdraw or make purchases up to the exact amount on the card, however there is a fee if a charge is rejected. Use PP toll free phone number-check your \$ balance.

Q.12 Is my PP Card Account Activity Private? Can the AC staff see what I do and where?

A. No. AC has limited access regarding only transactions made by AC (Example: Deposits)

Q.13 What happens if there is a mistake and something happens with my pay?

A. The staff of AC, IOI, and PP will do our best not make mistakes, and will also do our best to correct any problems that do happen with the next payroll submission. We appreciate your patience, cooperation and understanding while we implement this new system and it's related procedures. We are learning too. Please do your part to help us, by getting your Time/Documents in as early as possible, and On Time!