How to determine if a PSW was paid for time worked & the method of payment in BetterOnline.
(updated 2/14/2017)

Case Management Entities (CMEs) and PSWs can search PPL’s BetterOnline™ under the “Invoice” section to see what payments have been issued to a PSWs, and the method of payment (check or direct deposit). **PPL has updated BetterOnline so the data displayed is now a more accurate representation of a PSW’s payment status.**

1. First, the user must login to BetterOnline and select the “Invoice” section from the top menu bar.

2. The user can then search for the specific PSW, as needed, to view their payment information, if they have permissions to do this search.

3. In viewing the payment information returned, use the below information & examples to determine when & how that payment was issued. Please note the information in the following columns:
   a. The **Check No** column. This is the column that can tell the user if the payment made was done so as a check or direct deposit.
      * If the information in this column **is only numbers** (12345), then that indicates the payment was made by **paper check** mailed.
• If the information in this column is RA#### (the letters “RA”, followed by numbers), then that indicates the payment was made by direct deposit.

b. The Status column.
• If this column says “PAID” then the payment has been issued to the PSW.
• If this column says “PROCESSED” that means the payment is being processed by PPL, but has not yet been released.

c. The Payment Date column. This column has been updated! The date in this column now reflects the date the payment was issued to the PSW OR the tentative/future date the payment will be issued.

➔ IMPORTANT: the date the payment was or is scheduled to be issued MAY NOT be the date the payment is actually received by the PSW.

  o Direct deposits may take up to 72 hours from the payment issue date to appear in bank accounts.
  o Paper checks may take 2 – 7 business days from the payment issue date to be received by the PSW through the US postal service.
Example of **DIRECT DEPOSIT** to be made on a future date (payment pending):

- **Check No** column has data that begins with “RA”, then followed by numbers.
- **Status** column says “PROCESSED” (payment is in process to be paid on the payment date listed)
- **Payment Date** column shows the date the payment is scheduled to be issued from PPL.
Example of **DIRECT DEPOSIT** payment:

<table>
<thead>
<tr>
<th>Action</th>
<th>Invoice ID</th>
<th>Invoice Date(s)</th>
<th>PSW Name</th>
<th>Total Amount</th>
<th>Check No</th>
<th>Payment Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
<td>TS0******1</td>
<td>2/2/2017</td>
<td>PSW First Last</td>
<td>$504.00</td>
<td>RA0****1</td>
<td>02/08/2017</td>
<td>PAID</td>
</tr>
<tr>
<td>Details</td>
<td>TS0******8</td>
<td>1/12/2017</td>
<td>PSW First Last</td>
<td>$842.00</td>
<td>RA0****8</td>
<td>01/18/2017</td>
<td>PAID</td>
</tr>
</tbody>
</table>

- **Check No** column has data that that begins with “**RA**”, then followed by numbers.
- **Status** column says “**PAID**”
- **Payment Date** column shows the date the payment was issued from PPL.
Example of **PAPER CHECK** payment:

- **Check No** column has data that is just numbers.
- **Status** column says “PAID”
- **Payment Date** column shows the date the payment was issued from PPL.
Example of **NO PAYMENT** yet issued:

- **Check No** column has NO data.
- **Status** column does not say “PAID”; there is other text there.
- Ignore the information in the **Payment Date** column, if there is information here.