eXPRS Pro Tip for DD Personal Support Workers (PSWs)

PSW Time Entry for Dates Worked

Did you know ...

... as a PSW, you can enter your time into eXPRS as often as you like? Even every day after you’ve worked?

PSWs don’t have to wait until the end of the pay period to enter their time in eXPRS. Actually, we encourage PSWs to login, enter, save & submit their time/billing entries often.

When SD time worked billings are entered & submitted often:

• if the billings don’t go to pending status, PSWs know sooner if there is a problem & can call for assistance right away.

• if the billings do go to pending status then PSWs are set to print their pending billings to timesheets to turn in at the end of the pay period.

PSWs doing their billing frequently helps for a number of reasons:

1. It helps PSWs become more familiar with using eXPRS, remembering logins & passwords, thus preventing lock outs.

2. PSWs get an earlier idea if there’s an issue with their billings so they can get help, and thus reduce delays in payment.

3. If PSWs do need assistance, calling Technical Triage during non-peak days (meaning in the middle of a pay period) will likely get you faster service. The end of the pay period is a time of HIGH call volume to Technical Triage, which means it likely takes longer for PSWs to get the assistance needed. Getting delayed assistance can delay payments.

Remember …

• Entering your time worked SD billings early & often may help in preventing delays in getting paid.