Did you know ... 

... that eXPRS and PPL’s BetterOnline™ websites do very different things?

**eXPRS** is a DHS/ODDS website that is used by all DD PSWs to enter their dates/time worked, view their authorized services and print their timesheets to send to CDDPs/Brokerages for review. eXPRS processes & sends all PSW reported time worked to PPL so PPL can process & issue payroll paychecks to PSWs. *Entry of dates/time worked directly into eXPRS is required for all PSWs.*

Assistance and information for **eXPRS only** submit an eXPRS Technical Assistance Request available under Customer Service on the top menu bar.

- **eXPRS Technical Assistance Request:**
  - [https://apps.state.or.us/exprsWeb/ServiceRequest.do](https://apps.state.or.us/exprsWeb/ServiceRequest.do)

- **eXPRS Support:**
  - Phone: 1-844-874-2788, option #3 – VOICE MAIL ONLY

**BetterOnline™** is a website managed by PPL, not ODDS, and is not the same as eXPRS. BetterOnline™ is used by PPL to process and track PSW/employer payroll enrollment so PPL can send paychecks to PSWs. PSWs can use BetterOnline™ to view their PPL payment/paystub information and enrollment paperwork, if they wish. *BetterOnline™ is not used by PSWs to report their time worked. Please do not send timesheets to PPL. They must be submitted to the appropriate CDDP or Brokerage office.*

Assistance and information for **PPL & BetterOnline™ only:**

- **PPL Customer Service:**
  - Phone: 1-888-419-7705
  - Email: PPLORFMAS-CS@pcgus.com
  - BetterOnline™ Website: [https://fms.publicpartnerships.com/PPLPortal/login.aspx](https://fms.publicpartnerships.com/PPLPortal/login.aspx)