

## How to Understand and Use BetterOnline™

### What is the difference between eXPRS and BetterOnline™?

PSWs use eXPRS to enter their dates and times worked, view their authorized services and print their timesheets to send to CMEs for review. eXPRS processes & sends all PSW reported time worked to PPL so that PPL can process payroll and issue paychecks to PSWs.

PPL's **BetterOnline™** website is managed by PPL (not ODDS), and is not the same as eXPRS. BetterOnline™ is used by PSWs to access payroll information, including electronic copies of their paystubs, called invoices. BetterOnline™ is also used by PPL to process and track PSW/employer payroll enrollment so PPL can send paychecks to PSWs.

### How to Find your Paid Invoices

To find your paid invoices, log in to BetterOnline™ and search for your invoices. Then, select the hyperlink in the **Check No** column. This will open the paystub associated with that payment as a PDF document. Users can view, print or save the paystub document once opened.

Action	Invoice ID	Invoice Date(s)	PSW Name	Submitted By	Total Amount	Check No	Payment Date	Status
<a href="#">DETAILS</a>						<a href="#">RA123***7</a>	05/15/2024	PROCESSED
<a href="#">DETAILS</a>						<a href="#">RA123***8</a>	05/15/2024	PROCESSED
<a href="#">DETAILS</a>						<a href="#">RA123***9</a>	05/15/2024	PROCESSED
<a href="#">DETAILS</a>						<a href="#">RA123***0</a>	05/15/2024	PROCESSED

### Reading Paystubs to Understand Adjustments

There are also times when previously paid hours for a PSW are later voided. This occurs most often to make billing corrections. When hours that were paid are voided, the old amount paid is now money the PSW owes back to the State.

Any money owed back by the PSW for previously paid hours will be recovered from future payments to the PSW, in accordance with the PSW SEIU bargaining agreement.

Below are examples of how that “recovery” may look to a PSW in BetterOnline & on a PSW paystub.

**A recovery amount showing in BetterOnline:**

**BETTER ONLINE**  
Public Partnerships

Case Managers CDDP/Brokerage Agency Individual Search PSW Search Invoice Reporting

[Search Invoice Status](#)

Your search found 28 records.

Action	Invoice ID	Invoice Date(s)	Amount	Check No	Payment Date	Status
<a href="#">Details</a>	TS0****3	6/20/2017	\$72.50	RA1****5	06/26/2017	PROCESSED
<a href="#">Details</a>	TS0****3	6/11/2017	(\$72.46)	5****3	06/15/2017	PAID
<a href="#">Details</a>	TS0****9	6/11/2017	\$1,450.00	5****3	06/15/2017	PAID

The negative amount is for a payment adjustment that is included in that paycheck.

**How that recovery amount would be shown on a PSW paystub:**

PSW Provider Name- PORF00\*\*\*7      June 15, 2017      Check No 5\*\*\*\*3

Labor Earnings For Period: 01/01/2015 - 01/15/2015			Units	This Check	YTD Amount	Payments	This Check	YTD Amount
Attendant Care, Home or Comm		94.73	1,377.54	15,671.22	Total Earnings	1377.54	19526.75	
Overtime				3,855.53	Federal Income Tax	-183.70	-950.87	
					Medicare-Employee	-19.98	-283.18	
					Oregon State Tax	-104.00	-861.00	
					Workers Benefit Fund EE	-1.40	-15.45	
					Social Security-Employee	-85.41	-1,210.64	
<b>Total Labor Earnings</b>						-983.05	-16,205.61	

  

Payment Method	Amount
Pay Check	-983.05

  

Time and Invoices Paid

Individual No.	Employer	Last Name	First Name	Start Date	Service	Time / Units	Rate	Amount Paid
CORF00***1				01/06/2015	Attendant Care, Home or Comm	-5.27	13.75	-72.46
CORF00***1				05/31/2017	Attendant Care, Home or Comm	100.00	14.50	1450.00

For hours previously paid that were later voided & now this amount paid is being recovered from this paycheck.

For assistance with BetterOnline™, see the following resources:

- Phone: 1-888-419-7705
- Email: [pplorfmas-cs@pplfirst.com](mailto:pplorfmas-cs@pplfirst.com)
- BetterOnline™ Website: <https://fms.pplfirst.com/PPLPortal/login.aspx>
- PPL Website: <https://pplfirst.com/programs/oregon/oregon-financial-management-agent-services-or-fmas/>