

# How to Understand and Use BetterOnline<sup>™</sup>

# 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<sup>™</sup>** website is managed by PPL (not ODDS), and is not the same as eXPRS. BetterOnline<sup>™</sup> is used by PSWs to access payroll information, including electronic copies of their paystubs, called invoices. BetterOnline<sup>™</sup> 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<sup>™</sup> 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
DETAILS	٩					RA123***7	05/15/2024	PROCESSED
DETAILS	٩					<u>RA123***8</u>	05/15/2024	PROCESSED
DETAILS	٩					<u>RA123***9</u>	05/15/2024	PROCESSED
DETAILS	Q					<u>RA123***0</u>	05/15/2024	PROCESSED

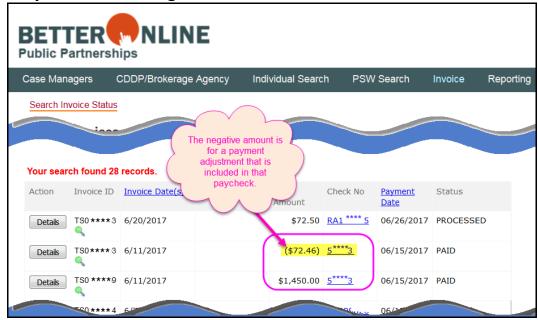
## **Reading Paystubs to Understand Adjustments**

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.

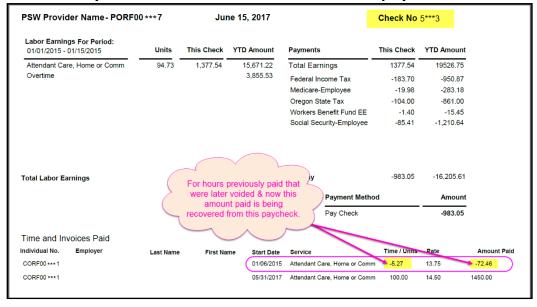
Any money owed back by the PSW for previously paid hours will be recovered from future payments to the PSW, in accordance with the PSW SEIU bargaining agreement.

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

A recovery amount showing in BetterOnline:



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



For assistance with BetterOnline<sup>™</sup>, see the following resources:

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