

# FAQ Sheet

## 1. When and where do I turn in my timesheets to get paid?

Timesheets are due no later than Monday mornings by 8:30. If you work on JHH's campus, you must use one of the three drop boxes provided, unless your supervisor submits your time on your behalf. If you work off-campus, you may fax in your timesheet but you must call the Intrastaff Office Receptionist at (410) 583-2950 to confirm receipt.

## 2. Where are the 4 drop boxes at JHH?

- 1 – Weinberg Bldg, 2<sup>nd</sup> level across from staff elevators
- 2 – JHH main level next to Marburg Conference Room
- 3 – JH Outpatient Center 1<sup>st</sup> floor behind black doors next to staff elevators
- 4 – Nelson/Harvey/Meyer hallway along glass wall on first floor

## 3. When do I get paid?

Pay days are every Friday.

## 4. What are some of the main reasons why my pay would be delayed?

- 1 – dates not being on your timesheet
- 2 – no supervisor signature authorizing your time
- 3 – Intrastaff not receiving your timesheet by the Monday deadline
- 4 – Timesheet not being legible
- 5 – name not written legibly or not at all on timesheet

## 5. How will I get my paycheck while I'm waiting for my direct deposit to go into effect?

Your first 2 paychecks will be available for pick up at the front desk of the Intrastaff Office. You will need to show photo ID to the receptionist. Your direct deposit will go into effect the 3<sup>rd</sup> pay after you submitted your form. Your pay voucher stub will automatically be mailed to you. After direct deposit goes through, you can enroll in the iPay service for FREE and view your pay stubs online.

## 6. What if I can't come pick up those 2 paychecks? How do I get paid?

You can have a designee pick up your check(s) but you must call Intrastaff in advance and that individual must show photo ID. If that's not possible, you can call the Intrastaff Office Receptionist and request your first 2 checks be mailed. Please note that if the check gets lost in the mail, there will be a \$30 stop payment fee assessed on your next check.

## 7. Who do I call after business hours if I have an emergency or need to cancel my shift?

The Intrastaff On-Call Coordinator at (410) 583-2950 is available 24 hours per day, 7 days per week.

## 8. How do I get more timesheets?

You will receive a timesheet in with your pay check/stub. If you need more than one, please call the Intrastaff Office at (410) 583-2950, ext. 0 and ask the receptionist to mail them to you.

## 9. Can I view my pay information online?

YES! You can register for iPay at <https://paystatements.adp.com>. All Intrastaff employees who are active and have drawn at least 1 paycheck are eligible to register.