

## **Did You Know...**

### **...Customer Service uses a system called “Hold My Place”?**

“Hold My Place” allows you to leave a voicemail and hang up, holding your place in the line of callers as if you personally waited on the phone. When it is your turn in the line, a Customer Service Representative will call you back. This allows you access to Customer Service without having to remain on the phone waiting.

### **...there are many benefits of submitting timesheets electronically?**

Submitting timesheets electronically (“e-timesheets”) on the Web Portal (<https://fms.publicpartnerships.com>) allows for a real time check for common timesheet errors and other issues that might prevent a timesheet from being paid. You will receive immediate confirmation of the timesheet acceptance or a notification of any errors preventing submission, with the opportunity to correct any errors and resubmit the timesheet. The KS WORK program, through Public Partnerships LLC (PPL) processes faxed timesheets within 24 hours (or the next business day for weekends and holidays), so if you fax your timesheet in, you will be unable to receive immediate notification of any errors.

### **...you can check the status of a timesheet over the phone?**

PPL customer service uses an automated tool that can provide you with payroll information over the phone in a secure environment. By calling 1-833-549-5673, you will be able to receive timesheet information for the last 20 days, including recently approved hours. This tool is available 24 hours a day.