

# Understanding PPL Payroll: Five Things Personal Assistants Need to Know

A quick guide to help personal assistants (PAs) navigate the PPL payroll process smoothly

- 1** **What is the PPL pay period?** The PPL pay period starts Sunday at midnight and ends Saturday at 11:59 p.m. ET. Any approved shifts PAs do during this period that are submitted by the Saturday evening deadline will be included in the next paycheck as long as they pass all necessary validations.
- 2** **When do hours need to be submitted by?** The weekly payroll deadline is Saturday at 11:59 p.m. ET. All PA hours must be submitted to PPL by that deadline to be paid on the following Thursday.
- 3** **Why did I receive a paper check when I requested direct deposit?** There could be an error in your bank account information, or PPL could not verify your account before payday. Before initiating direct deposits, PPL double checks all banking information for accuracy. You will receive a paper check until your account information is cleared.
- 4** **Will I get paid if I'm missing paperwork?** All PAs must finish their PPL paperwork in order to be paid. To check for any remaining forms or checklist items, go to [pplfirst.com/cdpap](https://pplfirst.com/cdpap) and log in to your PPL@Home account.
- 5** **I didn't get paid. How can I check what's wrong?** Log in to PPL@Home, navigate to the "timesheet" tab, and click "view" to see the status of your timesheet submissions and approvals. Visit [pplfirst.com/cdpap-resources](https://pplfirst.com/cdpap-resources) for a list of possible issues and how to resolve them. For help, call 1-833-247-5346.



For more information about PPL's time management options, including download links for Time4Care, step-by-step training videos, and detailed instruction guides in multiple languages, visit [pplfirst.com/cdpap-resources](https://pplfirst.com/cdpap-resources).

