



FREQUENTLY ASKED PAYROLL QUESTIONS

How are work hours submitted each week?

To ensure timely receipt of your paycheck, please submit your **signed and completed** time sheet by **9:00 a.m. on Monday** following that work week. You may drop the time sheet off at the office during working hours, at the drop box on the front of the building, fax them to 508-285-7116, or email to payroll@thealphagroup.com.

If you do not have a timesheet, please call Alpha's payroll department at 508-285-8500 x3, or download one from our website here: <http://thealphagroup.com/employment/employee-documents/employee-documents/employee-package/alpha-timesheet>. It is **your** responsibility to get an authorized signature in order to get paid. A paycheck will not be issued with an incomplete timesheet.

Is direct deposit available?

Yes! The Alpha Group offers Direct Deposit and Debit Pay Cards for your convenience. If you would like to take advantage of this great benefit, please call our payroll department or download the request forms from our website at <http://thealphagroup.com/employee-documents/employee-documents>.

Note: Direct deposited funds will go into your account on Fridays. Please be aware that financial institutions vary in criteria for accessing those funds, so be sure to check with your account provider.

When are paychecks available?

Pay day is Friday! If you receive a live check each week it will be mailed to the home address we have on file for you. However, in order to ensure timely receipt of your pay check, **we recommend signing up for Direct Deposit or our Pay Card**. Direct Deposits are processed Friday mornings so you avoid the hassle of taking your check to the bank, paying check-cashing fees, and instead have your pay check easily accessible.

What if I do not receive my check by Friday?

The Alpha Group has no control over delivery schedules of the U.S. Postal Service. If your check was mailed, allow seven mail delivery days for it be delivered to you. To reissue a check before seven days, we must first have you fill out a Stop Payment Authorization Form. We require a **24-hour waiting period** before we can reissue a check, and there will be a **\$15 stop payment fee**. We will waive \$15 if you sign up for direct deposit or a pay card. A check will only be reissued after a request is made in writing, authorizing us to put a stop payment on the original check. You may not cash the original check after a stop payment has been placed on it.

What if payday falls on a Holiday?

If payday falls on a Holiday or if the Alpha office is closed, a memo regarding the Holiday schedule will be enclosed with your check one week prior to the Holiday.

What if I need to schedule time off?

If you need to schedule time off – you must request advance approval from The Alpha Group, Inc. by sending an email request to Human Resources Department at HR@thealphagroup.com or call (508)285-8500 x4. All employees are encouraged to give a (1) week notice if possible to avoid any scheduling conflicts with other workers at the client company who may also request the same dates.

Have any additional questions? Contact the Payroll Department at payroll@thealphagroup.com and we will be happy to help!