



FREQUENTLY ASKED PAYROLL QUESTIONS

How are work hours submitted each week?

The employee is responsible for delivering the Client signed time sheet to The Alpha Group, Inc. **no later than 9:00 a.m. on the Monday following the prior work week. A delay in receiving an employee's timesheet may result in a delay of payment.**

Options For Providing Time Sheet Information

The timesheet may be:

- Faxed to Payroll - 508-285-7116.
- Emailed; a PDF copy of the time sheet may be emailed to our Payroll department at payroll@thealphagroup.com.
- Hand delivered; our office is standardly open Monday- Friday from 8:30a.m. to 5:00pm. (holiday hours may vary and will be communicated to employees in advance). There is a locked mailbox located outside our front door that may be used to deliver time sheets anytime when our office is closed; it is checked each morning on a daily basis. Our physical address is: The Alpha Group, Inc., 61 East Main St, Norton, MA 02766.

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 I need to schedule time off?

ALL Employees who need to request time off from a Client Assignment must text or call their Recruiter. The employee is 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. The Alpha Recruiter will discuss production needs with the Client Company before giving final approval. If final approval is not provided due to production needs and the time is still taken, The Alpha Group will consider the employee to have voluntarily resigned.

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