

“WHERE’S MY PAYCHECK??”

When a participant employer or one of their employees is under the impression that a paycheck is missing or shorted hours, it’s important to walk through a series of questions to determine if a phone call to their Acumen Agent is in order.

1. **Check the status of the employee’s shift reports (entries) in DCI.**

- a. **“Open”** means the employee used the DCI mobile app to clock in, but has not yet clocked out to end the shift. Open entries cannot be paid until closed, corrected (if applicable) and approved.
- b. **“Pending”** means the entry has been created but it has not yet been system-approved by DCI (or manually approved by the employer). ***Only “Approved” entries can be processed for payment.***
- c. **“Approved”** means the DCI system has auto-approved the E.V.V.-compliant shift entry OR the employer has manually approved the non-compliant entry for payment, but the Acumen Payroll Department has not processed the entry yet.
 - i. If the entry required manual employer approval but the approval occurred later than the normal time submission deadline, the entry will not be processed until the following pay period.
- d. **“Processed”** means the entry is still moving through payroll and has not yet been paid.
- e. **“Paid”** means a paycheck was (or will be) issued on the payday that corresponds with the date the employer approved the entries.
- f. **“Rejected”** means either the employer, the employee or the DCI system rejected the entry and it will not be paid.
- g. Any other status, please contact the assigned Acumen Agent for more information.

2. **The shift entries are showing “Paid” but the paycheck has not been received/deposited.**

Review the Payment Schedule and ask: *Has the payday occurred yet?*

- a. If yes, the expected payday has occurred:
 - i. For paper paychecks, allow at least 5 business days for USPS mail delivery.
 1. If more than 5 business days have passed, please contact the assigned Acumen Agent to discuss Stop Pay and Reissue options.
 - ii. For direct deposit or pay card, if funds are not showing in the account please contact the assigned Acumen Agent as soon as possible.
- b. If no, the expected payday has NOT occurred yet.
 - i. Sit tight – the paycheck will be deposited or mailed on payday.

3. **An employee receives their paycheck but it’s for fewer hours than they were expecting:**

- a. Check DCI to see if any of the entries did not get approved.
 - i. The employer should review and approve the missed entry, if appropriate, for payment in the next pay period.
- b. If entries are approved, check the approval date within the Punch Detail in DCI to determine if they were approved on or before the time submission deadline.
 - i. If not, the entries will be processed in the next pay period.

If this guide did not answer your questions, the assigned Acumen Agent is standing by ready to assist during regular business hours. Just give them a call, or email enrollment@acumen2.net for support. Or you can reach Customer Service toll free by calling (833) 892-0412.