Helpful Tips for utilizing Advance Systems

- Use the same program code for your clock out as you entered for your clock in; this ensures accurate billing of the services you provided.

- When reporting Travel Time, clock out of your shift first, then clock in to Travel Time. Once Travel Time is complete, first clock out of Travel Time, then clock in to your next shift.

- The online Missed Punch form is not only for reporting or correcting punches, it can also be used to report missed tasks. Select the ‘I am only reporting tasks’ and complete the required fields before submitting to report tasks only.

- When reporting a clock in or out on the Missed Punch form, ensure AM/PM are correctly being reported. Incorrect reporting of AM/PM can result in conflict with other shifts and require follow up from the Payroll Department.

- If contacting the Payroll Department with an Advance related inquiry, please contact them directly at 1-855-552-TIME (1-855-552-8463) and press 4 or 603-717-0893.

- When leaving a voicemail for the Payroll Department regarding a missed punch, please leave the following information:
  - Employee Name
  - Date Worked
  - Consumer Name & ID
  - Punch time
  - Program
  - Performed tasks when reporting an out time

- We have updated the Call Fire system to state your name, consumer name and program instead of repeating the numbers entered. Now you just need to listen for your name, your consumer’s name and the program.

- The ACW User Guide for Advance Systems has been updated to reflect the updated clock in & out responses; please go online to the Attendant Hub to view the updated guide or print a copy.

- In the event your clock in or out call is disconnected or you hang up before the process is completed, instead of calling again, please complete an online Missed Punch form or contact the GSIL Payroll Dept. to report the information.

- If the designated phone is unavailable for you to clock in or out of, please complete an online Missed Punch form or contact the GSIL Payroll Dept. to report the information.