

Approving Time in PPL's Telephony System



Consumers can easily approve the time their personal assistants (PAs) enter into PPL's telephony system by following a few simple steps.

- 1 Dial 1-833-278-3959.
- 2 Select option 2 to indicate you are the consumer calling to review submitted time.
- 3 Enter your 8-digit date of birth. For example, if you were born on July 1, 1998, you would enter 07011998.
- 4 Enter just the numbers from your PPL ID (do not include the letters "PRC-NY").
- 5 Listen to the details of the PAs you are associated to.
- 6 Select the number that corresponds to the PA you are calling to approve time for. For example, "Press 1 for Jane Doe." "Press 2 for John Smith."
- 7 Listen to the details of each shift submitted for your review.
- 8 Select the shift for approval.
- 9 To approve a shift, select 1. To reject, select 2. To hear the details again, select 3.
- 10 If shifts are approved, the call will end. If rejected, you will be prompted to select one of the following reasons for the rejection:
 - 1 if hours worked are inaccurate.
 - 2 if days worked are inaccurate.
 - 3 for other.
- 11 Select 1 to confirm the reason you selected is correct, or 2 to reselect the reason.