

Direct Deposit Schedule and Encounter Form Submission Deadlines & Protocols – 2024

Please refer to the following to know when to **submit encounter forms**, when you can expect to **receive payment** after submitting encounter forms, special requirements for **reporting over-time, travel time, parking, etc.**, and **important dates and deadlines in 2024**.

Submit forms between this period	To be paid on	Submit forms between this period	To be paid on	Submit forms between this period	To be paid on
Dec. 12, 2023 – Jan 01, 2024	Jan.12, 2024	Apr. 16, 2024 – Apr. 29, 2024	May 10, 2024	Aug. 13, 2024 – Aug. 26, 2024	Sep. 06, 2024
Jan 02, 2024 – Jan. 15, 2024	Jan. 26, 2024	Apr. 30, 2024 – May 13, 2024	May 24, 2024	Aug. 27, 2024 – Sep. 09, 2024	Sep. 20, 2024
Jan. 16, 2024 – Jan. 29, 2024	Feb. 09, 2024	May 14, 2024 – May 27, 2024	Jun. 07, 2024	Sep. 10, 2024 – Sep. 30, 2024	Oct. 11, 2024
Jan. 30, 2024 – Feb. 12, 2024	Feb. 23, 2024	May 28, 2024 – Jun. 10, 2024	Jun. 21, 2024	Oct 01, 2024 – Oct. 14, 2024	Oct. 25, 2024
Feb.13 2024 – Feb. 26, 2024	Mar. 08, 2024	Jun. 11, 2024 – Jul. 01, 2024	Jul. 12, 2024	Oct. 15, 2024 – Oct. 28, 2024	Nov. 08, 2024
Feb. 27, 2024 – Mar. 18, 2024	Mar. 29, 2024	Jul. 02, 2024 – Jul. 15, 2024	Jul. 26, 2024	Oct. 29, 2024 – Nov. 11, 2024	Nov. 22, 2024
Mar. 19, 2024 – Apr. 01, 2024	Apr. 12, 2024	Jul. 16, 2024 – Jul. 29, 2024	Aug. 09, 2024	Nov. 12, 2024 – Nov. 25, 2024	Dec. 06, 2024
Apr 02, 2024 – Apr. 15, 2024	Apr. 26, 2024	Jul. 30, 2024 – Aug. 12, 2024	Aug. 23, 2024	Nov. 26, 2024 – Dec. 09, 2024	Dec. 20, 2024

If you have any questions please call Accounts at (416) 324-2731 ext. 245

As per the Contract : Section 3 (b) -The Contractor shall submit its invoice to Access Alliance, in a form designated by Access Alliance and in accordance with the submission deadlines detailed in the Encounter Form Submission Deadlines and Direct Deposit Schedule which is updated annually. **The Contractor acknowledges and agrees that Access Alliance will not be responsible for payment of invoices submitted later than 30 calendar days from the completion of language services.**

*** Please pay particular attention to the firm deadline of **April 01, 2024** – this is the very last day for submitting encounter forms for assignments between April 1, 2023 and March 31, 2024.**

To ensure efficient processing of your encounter forms, please follow these best practices:

- Submit your forms **by email** using a scanner or an app (for attachments, please name the file with your name and assignment ID)
- If you do not receive a reply to your email within 2 business days, please resend your forms – we acknowledge receipt of **all** forms that we receive by email
- Submit your encounter forms within 5 (five) business days of the assignment date. Forms can even be sent the same day of your assignment.
- The submission cut-off time is at 9:00am on the next day after the submission deadline. For example, for submission period “Dec. 12, 2024 – Jan 01, 2024”, the cut off time is 09:00 am Jan 02, 2024.
- **REPORTING OVERTIME:** For extensions in compliance with client-specific protocols, in order to be compensated for interpreting time that extended beyond the booked end time in Staffpoint, you **must** inform the AALS office via email/voicemail/text the **same day**, or **submit your encounter form within 24 hours of the assignment end time**. (Text is the quickest way to reach us: just send a text to 416-324-2731 detailing assignment number, booked end time and actual end time, e.g., “Assignment 224475, booked end time 2:30, actual end time 3:15”)
- **REPORTING TRAVEL MILEAGE, TRAVEL TIME, and/or PARKING:** If travel mileage (KMs), travel time, or parking fees apply to your assignment, make a note of these additional details on your form and **submit within 24 hours** of the assignment end time in order to be compensated.