

Direct Deposit Schedule and Encounter Form Submission Deadlines & Protocols – 2025

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 2025**.

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 10, 2024 – Dec 30, 2024	Jan 10, 2025	Apr 15, 2025 – Apr 28, 2025	May 09, 2025	Aug 12, 2025 – Aug 25, 2025	Sep 05, 2025
Dec 31, 2024 – Jan 13, 2025	Jan 24, 2025	Apr 29, 2025 – May 12, 2025	May 23, 2025	Aug 26, 2025 – Sep 08, 2025	Sep 19, 2025
Jan 14, 2025 – Jan 27, 2025	Feb 07, 2025	May 13, 2025 – May 26, 2025	Jun 06, 2025	Sep 09, 2025 – Sep 29, 2025	Oct 10, 2025
Jan 28, 2025 – Feb 10, 2025	Feb 21, 2025	May 27, 2025 – Jun 09, 2025	Jun 20, 2025	Sep 30, 2025 – Oct 13, 2025	Oct 24, 2025
Feb 11, 2025 – Feb 24, 2025	Mar 07, 2025	Jun 10, 2025 – Jun 30, 2025	Jul 11, 2025	Oct 14, 2025 – Oct 27, 2025	Nov 07, 2025
Feb 25, 2025 – Mar 10, 2025	Mar 21, 2025	Jul 01, 2025 – Jul 14, 2025	Jul 25, 2025	Oct 28, 2025 – Nov 10, 2025	Nov 21, 2025
Mar 11, 2025 – Mar 31, 2025	Apr 11, 2025	Jul 15, 2025 – Jul 28, 2025	Aug 08, 2025	Nov 11, 2025 – Nov 24, 2025	Dec 05, 2025
Apr 01, 2025 – Apr 14, 2025	Apr 25, 2025	Jul 29, 2025 – Aug 11, 2025	Aug 22, 2025	Nov 25, 2025 – Dec 08, 2025	Dec 19, 2025

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 **March 31, 2025** – this is the very last day for submitting encounter forms for assignments between April 1, 2024 and March 31, 2025.**

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 10, 2024 – Dec 30, 2024”, the cut off time is 09:00 am Dec 31, 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.