

## **Document Title: HR & Benefits Quick Answers**

### **Employee Life & Compensation**

1. **Q: How do I view my pay stub and payment history?**
  - **A:** Access the "Pay" tab in the **Amazon A to Z** app or the internal **Employee Portal** under the 'Compensation' section.
2. **Q: When are my Paid Time Off (PTO) or Vacation hours updated?**
  - **A:** PTO and Vacation hours are typically accrued and updated at the end of each **pay period** after all hours are processed.
3. **Q: How do I enroll in or change my 401(k) contribution percentage?**
  - **A:** Log in to the benefits portal via the **HR Central** page and navigate to the **Retirement** section to make changes.
4. **Q: What is the official policy for requesting a Leave of Absence (LOA)?**
  - **A:** Submit an LOA request through the **HR Central** portal. The **DLS** (Disability & Leave Services) team will contact you.
5. **Q: Who should I contact directly about a W-2 correction or tax discrepancy?**
  - **A:** Contact the **Payroll Department** directly via the internal ticketing system, or call the dedicated Payroll support line listed on HR Central.

### **Policies & Information**

6. **Q: Where can I find the official company Holiday schedule for this year?**
  - **A:** The official schedule is posted on the **Team Sharepoint** and the **HR Central** main announcement page.
7. **Q: How do I update my personal address or emergency contact information?**
  - **A:** This can be updated directly within the **Personal Information** section of the **Amazon A to Z** application.
8. **Q: What is the limit for carryover of unused Vacation time into the new year?**
  - **A:** Carryover limits vary by location and employment status. Check your local **PTO Policy** document on the HR Central site.
9. **Q: How can I get a copy of my employment verification letter?**
  - **A:** Request an official verification letter through the **Workday** platform or the **HR Central** "Verifications" section.
10. **Q: Where do I report a policy violation or workplace concern anonymously?**

- **A:** Contact the **Ethics and Compliance Hotline** or submit a report through the confidential portal linked on HR Central.