

ADEX-ENT Kronos Payroll related issues

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ADEX-ENT Kronos payroll related issues

Document Name

Payroll related issues

Author(s)

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Document Purpose

To help L1 support address payroll related issues.

Overview

If the caller is stating one of the following

1. When an employee's pay has been affected
2. Editing the timecard for payroll process

Required Information

1. Caller name
2. Contact number
3. E-Mail address
4. Issue
5. Reason for request

Other Information

Note 1: Whenever the issue raised is affecting the payroll of the user, the issue must be routed to payroll.

Process

Please provide the below resolution notes:

When an employee's pay has been or may be potentially affected, the first point of contact should always be Payroll.

Payroll can help identify Kronos timecard editing issues and advise how to correctly edit the timecard.

Payroll Supervisors and Coordinators can be reached at 1-888-FMC-PAY1 (1-888-362-7291), then follow the prompts.

To locate local Payroll Coordinators/Supervisors go to: Hub Homepage (login if not already) > Click on Operations > Finance > Payroll Operations > Contact Us > (scroll down) > Under Directory Listings click PDF on Payroll Operations Contact List

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Ticket can then be resolved at L1 level