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Payroll FAQs

Paychecks & Compensation

- How do I view my payslip?
 - From the Workday homepage, please click the “Pay” worklet, then click on “Payslips” under the “View” column. Click “View” or “Print” next to the payslip you wish to view.
- Where was my paycheck deposited?
 - From the Workday homepage, please click the “Pay” worklet, then click on “Payslips” under the “View” column. Click “View” or “Print” next to the payslip you wish to view. Towards the bottom under the “Payment Information” section, you are able to view where you paycheck was deposited.
- My pay is incorrect, how do I correct this?
 - Please review your timesheets to make sure that you entered in all of your hours worked. If everything looks correct, please reach out to your direct manager and email wellearned@teamexos.com.
- I am a salaried employee, why do I get paid 86.67 hours per paycheck?
 - This is based on a 40 hour work week in a 52 week calendar year paid semi-monthly (2 paychecks per month).
 $40 \text{ hours/week} \times 52 \text{ weeks/year} = 2080 \text{ hours/year}$
 $2080 \text{ hours/year} \text{ divided by } 24 \text{ paychecks/year} = 86.67 \text{ hours/paycheck}$
- What are the pay dates?
 - Semi-monthly (2 paychecks per month):
 - Pay period 1st through 15th is paid on the 22nd
 - Pay period 16th through end of month is paid on the 7th
 - If the 22nd/7th falls on a weekend, pay date is the Friday before
 - Weekly (only employees in Connecticut/Massachusetts/Rhode Island):
 - Paid every Friday
- What is my compensation?
 - Click on the cloud/profile icon at the top right corner (or click on your profile picture) > Click “View Profile” > Click on the “Compensation” tab on the left to view your compensation plan and pay rate.

Direct Deposit & Payment Elections

- How do I add my bank account information for direct deposit?
 - Please refer to the job aid “Manage Payroll Options” on the Workday Resources page. This will provide you step by step instructions.
- How do I change my payment elections to a new bank account that was just added in Workday?
 - Please refer to page 2 heading “Manage Your Payment Elections” of the job aid “Manage Payroll Options” on the Workday Resource page. This will provide you step by step instructions.
- I submitted my direct deposit information but my pay still keeps going through to my Aline pay card. Why is this happening?

- Please check your Workday inbox to see if there are any tasks still pending. By not completing your federal and state tax elections, this will prevent Workday from processing your payment election changes.
- I entered my bank account information incorrectly and now my pay was rejected, what do I do?
 - Please correct your bank account information in Workday and email wellearned@teamexos.com.
- How do I add distribute my pay over multiple bank accounts?
 - Please click on “edit” under your payment elections so that you can distribute your pay by entering a specific amount or percentage.

Aline Pay Card

- What is the Aline pay card?
 - The paycard is used in lieu of a live check and is issued to any team member who:
 - Does not enroll in direct deposit
 - Lives in a state that requires immediate payout upon termination
 - To issue any off cycle payment(s)
- What if I lose my Aline pay card?
 - Please call 1-877-237-4321 to request for a replacement card.
- What happens if I do not activate my card?
 - After 180 days from the issue date, ADP will send you a check for the remaining balance and will close the account.
- How can I access my funds on the Aline card?
 - There are various ways in which a team member can access their funds without incurring any fees:
 - Using the online account to transfer funds from your Aline account to your bank account, which will take up to 3 business days. There is only a fee if you request these funds to be transferred immediately. Visit mycard.adp.com to register.
 - Withdraw from an in-network ATM once per pay period at no charge.
 - Visit a VISA member bank to make an over the counter withdrawal with the teller.
 - Use the card to make everyday purchases anywhere that accepts Visa.
 - Only if you have not activated your Aline card can you use the enclosed checks to write a check to yourself. The authenticated check can be deposited to a bank account under your name or cashed for free at any branch of the bank printed on the check. Please see the "Check Instructions" attached on how to authenticate the check.
- What do I do if I am having issues activating my Aline card?
 - Please call the number on the back of the Aline card or email wellearned@teamexos.com.
- What is registration code?
 - EXO1-MYADP
- I received an Aline card for an off cycle payment. After I transferred or used my funds available, what should I do with the card?
 - Please do not discard your Aline card. This will be used to issue any off cycle payments in the future.

- How can I know more about the Aline card?
 - Please visit the Workday Resources page, which provides the FAQ, Aline bank flyer, and Aline check instructions in PDF format.
- How do I replace the Aline card as my payment election?
 - Please refer to page 2 heading “Manage Your Payment Elections” of the job aid “Manage Payroll Options” on the Workday Resource page. This will provide you step by step instructions.
- If I did not enter my direct deposit info before payroll has been processed, then how am I getting paid?
 - If you did not enter your direct deposit in prior to the deadline set forth by your Onboarding Specialist, you were then issued an Aline pay card that was mailed to the address on file.

Timesheets & Hours Worked

- I forgot to enter my hours worked and now the timesheets are locked, what do I do?
 - The timesheets will open back up 2 days after the pay date. Please enter your missing hours on your timesheet then. Once submitted and approved, retro will pick up any differences and process it on the next pay cycle.
- What if I submitted time under the wrong job title/position?
 - If the timesheets are still open, please go back in and correct the position and re-submit so that you manager can approve the changes. If the timesheets are locked, it will open back up 2 days after the pay date. Please make any corrections then. Once submitted and approved, retro will pick up any differences and process it on the next pay cycle.
- I forgot to enter hours on my timesheet for a pay period more than 6 months ago and the timesheets are locked. What do I do?
 - Please submit a manual timesheet to your manager. This must be signed by both you and your manager and send it to wellearned@teamexos.com for processing on the next pay cycle.
- My manager forgot to enter an override rate and I did not get paid correctly, how do I get paid?
 - Your manager will need to enter in the missing override rate. Once submitted and approved, retro will pick up any differences and process it on the next pay cycle.
- How do I enter an override rate?
 - Only your manager has access to enter your override rate on your timesheet. Please reach out to your manager.
- I am trying to submit hours worked but my position is not available under the drop down menu, what do I do?
 - Please reach out to your manager, they will need to submit a Google form request to get that new position added to your Workday profile.
- I am a unit employee and I am trying to enter the “classes taught” time entry but I keep receiving an error, what am I doing wrong?
 - You would need to first enter in your “hours worked” time entry before entering in the “classes taught”. Please refer to job aid “Enter Time Worked in Time Tracking” on the Workday Resource page. This will provide you step by step instructions.
- I am a salaried employee and I am trying to enter in my hours worked but I keep receiving an error message, what am I doing wrong?
 - Salaried employees do not need to enter their hours worked.

- I am an hourly paid team member, how do I enter my hours worked on the timesheet?
 - From the Workday home page, click on the “Time” worklet and click “This Week” underneath Enter Time, click on the day of the week to enter hours worked and click Enter:
 - In Time
 - Out Time
 - Select Out Reason (Out or Meal)
 - Position worked (if more than one position is available)
 - Enter comment (if applicable or necessary)
 - Click on OK
 - Click on Submit so that your manager can approve your hours worked.
- How do I enter time in for my team member?
 - Ideally, each team member should enter in their own hours worked. However, if a team member does not yet have access to Workday, you as their manager can submit their hours worked. Search your team member’s name in the search box, click on Actions underneath team member’s name, then Time and Leave, and Enter Time.
- How do I know if my timesheet has been submitted and approved?
 - Look at your timesheets and the following color coded time entries are:
 - Grey with diagonal lines = Not Submitted
 - Grey without diagonal lines = Submitted (not yet approved)
 - Green = Approved
- I am a manager and I know I did not approve a specific shift for one of my team members, how can I see when was it submitted, who and when approved it?
 - When you click on a specific time entry, click on the History tab. From there you can see the audit trail of when it was submitted and approved.
- How do I clock my meal?
 - When you enter in your hours worked, select “Meal” as the Out Reason.
- Why don’t I have a meal option (unit and hourly) as my Out Reason?
 - The Meal out reason is only available to California team members. If you work in California and this option is not available, please have your manager submit a Google form request to get that updated.

Holiday & Time Off

- How do I enter holiday hours for my team members?
 - Please reference the job aid “Manage Your Team’s Time Off” on the Workday Resources page. This will provide you step by step instructions.
- Why can I not enter holiday hours for myself?
 - Only managers can submit holiday hours.
- Who is eligible for floating holidays?
 - All benefit eligible team members will observe the same holiday schedule as their client’s location. Team members working at client sites that observe less than 8 paid holidays per year will be encouraged to schedule additional floating holidays to make up the difference.

- For example, a team member may work at a client site that offers 7 paid holidays per year. Eligible team members at that site may work with their manager to request an additional holiday to bring the total paid holidays per calendar year up to 8 days.
- How do I request for floating holiday?
 - Please reference the job aid “Manage Your Time Off” on the Workday Resources page. This will provide you step by step instructions.
- How do I see my holiday balance?
 - From the Workday home page, click on the “Time Off” worklet and click “Time Off Balance” underneath View.
- Why do I not have holiday/floating holiday balance under my Time Off Balance?
 - If you site has 8 holidays or more, you will not be able to view your holiday balance since this is entered by your manager.
- How do I request PTO?
 - Please reference the job aid “Manage Your Time Off” on the Workday Resources page. This will provide you step by step instructions.
- Why can't I request PTO?
 - Benefit eligible team members are eligible to request PTO after the 90-day waiting period. If you are not benefit eligible or you were hired less than 90 days ago, then you will not be able to request PTO.
- How can I view my PTO balance?
 - From the Workday home page, click on the “Time Off” worklet and click “Time Off Balance” underneath View
 - Also, you can view your PTO balance on your most recent payslip.
- How can I see if my time off requested was submitted and/or approved?
 - From the Workday home page, click on the “Time Off” worklet, click “My Time Off” underneath View, and the “Status” column will let you know if your requested time off was submitted and/or approved.
- How do I edit my time off request?
 - From the Workday home page, click on the “Time Off” worklet, click “Time Off Correction” underneath Request, and click on the time off request to edit. Please reference the job aid “Manage Your Time Off” on the Workday Resources page.
- If I forgot to enter PTO, can I enter it after the pay period closes?
 - Yes, please wait 2 days after the pay date, enter your PTO, and retro will then pick up any differences and process it on the next pay cycle.

Taxes

- How do I update my federal and/or state tax elections?
 - Please reference the job aid “Change W4 Withholding Elections” on the Workday Resources page. This will provide you step by step instructions.
- Why can't I complete the state tax task?
 - If you are trying to complete your state tax election task in Workday prior to your hire date, the system will not allow you to. Please complete this on or after your hire date (listed in Workday). If you have any other issues, please email wellearned@teamexos.com.
- What if my taxes are wrong?

- Please email wellearned@teamexos.com.

W2's

- How do I register to access my electronic W2 (2018 or later)?
 - Go to <https://myadp.com>.
 - Click "Register Now."
 - Enter our registration passcode: EXO1-MYADP
 - Enter your name and select W-2 Services as the service.
 - The following information will also be required to validate your account.
 - Your social security number (SSA)
 - Your employee ID number (listed next to "Team Member ID" under job details on your Workday profile).
 - Your zip code (based on your current address in Workday)
 - Company code: NBM
 - Tax year: 2018
 - During the registration process, you'll be asked to create a password. It must contain eight to 20 characters, one uppercase letter, and one number. You'll also be assigned a user ID. Once you've completed registration, please bookmark or add the URL to your favorites.
 - Login and view your W2 under Tax Statements.
- How can I access my electronic W2 (2018 or after)?
 - Log into myadp.com and view your W2 under Tax Statements.
- Will I get a paper/mailed W2?
 - Yes, it will be delivered to you on/before January 31st to the address on file in Workday.
- How can I access my W2 for 2017 or earlier?
 - Please email wellearned@teamexos.com.
- How do I view my W2 in Workday?
 - Your W2 is only available on the myadp.com website.
- What if my W2 is wrong, who do I contact?
 - Please email wellearned@teamexos.com.
- Why is my salary on my W2 less than my annual salary?
 - The wage amount listed on your W2 is your taxable wages, which is your gross wage minus any pre-taxable deductions.

