



PAYROLL CONTACT MATRIX KELLY TALENT

- If you have a payroll-related question, use this matrix for the right contact point.

Issue	Contact Point	Contact Information
Inquiries regarding: <ul style="list-style-type: none"> Stolen or lost Wisely Pay Card 	Wisely Pay Customer Service	1-866-313-6901, available 24x7
Inquiries regarding: <ul style="list-style-type: none"> Status of current pay Pay details (payments issued in the last two calendar week endings) Hours accrual for Standard Holiday Plan (information available up to four weeks before each holiday) Incorrect pay amounts Updating addresses, telephone numbers, or e-mail addresses Status of Direct Deposit Wisely Pay Enrollment (U.S. Only) Hours accrual for Standard Service Bonus Plan (available in October of the plan year) Program guidelines: Standard Holiday Plan, Standard Service and Bonus Plan Time submittal requirements Post Hire Required Activities Reissuing a lost or stolen paycheck Missing pay (from a previous pay period) Garnishments Tax deductions, W-4, other tax-related issues 	Kelly Employee Service Center	1-866-KELLY4U (866-535-5948) Online Form – English Only (Search for the Employee Service Center on myKelly.com .) Hours of operation: 8 A.M. to 8 P.M. ET, Monday through Friday Phone support is also available in Spanish and French Canadian.
Inquiries regarding: <ul style="list-style-type: none"> Technical issues with Kelly-supported systems (e.g., Onboarding 365, Kelly Web Time, VMS technologies, Kelly Learning Center, myKelly.com) 	Kelly IT Service Desk	1-800-KELLY28 (800-535-5928)
Inquiries regarding: <ul style="list-style-type: none"> ePaystub enrollment Access to the ePaystub and eW-2 site eW-2 enrollment 	Kelly ePaystub / eW-2 Web site	https://ebpp.documentdna.com/kellyus/login.aspx 1-800-733-7842
Inquiries regarding: <ul style="list-style-type: none"> Customer-specific holiday pay program, paid time off (PTO) program, or customer-specific policies and procedures Issues related to time approval process Non payroll related issues or questions Compensation during jury duty 	Local Kelly Representative	Varies by location
Inquiries regarding: <ul style="list-style-type: none"> Wage or employment verification 	Corporate Cost Control or (U.S. and Puerto Rico)	Corporate Cost Control: http://www.cccverify.com 1-855-901-3099 (M-F 8-8 ET)
Inquiries regarding: <ul style="list-style-type: none"> Affordable Care Act (ACA) Benefits 	Benefits department (U.S. Only)	1-800-376-4964 BENEFITS@kellyservices.com