Common Issues Addressed by the Shared Services Center Call Center

Benefits Setup & Changes
- Beneficiary Information
- Dependent Information
- System Navigation
- Life Change Inquiries: Divorce, Marriage, Birth of Child, etc.
- Level of Coverage Inquiries

Paycheck Questions
- Missing Check
- Missing Direct Deposit
- Incorrect Pay/Hours
- Pay Statement Inquiries

Issues/Questions addressed by Valdosta State University Benefits and Payroll Staff

Benefits Issues
- Critical Benefit Issue Resolution
- In Depth Benefit /Retiree Consultations
- Collection Point for all Documentation Re; Life Changes
- Retirement Counseling
- 403b/457 Assistance
- New Orientation Benefits Overview
- Institutional Specific Benefits Issues
- FMLA/Shared Sick Leave Issues
- Leave of Absence Assistance for Medical and Other Issues
- Death Claims
- Survivor Counseling

Payroll Questions
- Institutional ADP Payroll System
- Institutional eTime System Issues
- Critical Payroll Issue Resolution
- In Depth Payroll Analysis Consultation
- Collection Point for Payroll Documentation
- Payroll Deduction Information

eTime Questions
- Adding the Service
- Entering Time
- Approving Time
- Requesting Time Off
- Manager Unable to View Employees
- General Time Card Inquiries

ADP Portal Questions
- Portal Navigation
- Password Resets/User ID Inquiry
- Portal Registration
- Personal Information Changes

Direct Deposit Questions
- Options
- Set Up
- Changes