

## 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
- **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

## 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