



PAYROLL CONTACT MATRIX KELLY EMPLOYEES

- *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"> • 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) 	MyDetails (U.S. Only)	Visit myKelly.com to access myDetails.
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"> • 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 Bonus Plan, and Kelly Education Bonus Plan (U.S. only) • 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-KELLY-4U (535-5948) Online Form – English Only (Search for the Employee Service Center on myKelly.com .) Fax: 248-273-8020 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"> • eRegistration • Aesop login/pin issues • Technical issues with Kelly-supported systems (e.g., eRegistration, Kelly Web Time, VMS technologies, Kelly Learning Center, myKelly.com, Aesop, Aesop Web Time) 	Kelly IT Service Desk	1-800-KELLY-28 (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 (U.S. Only)	http://www.cccverify.com 1-855-901-3099 Monday – Friday, 8 A.M. – 8 P.M. ET
Inquiries regarding: <ul style="list-style-type: none"> • Affordable Care Act (ACA) • Benefits 	Benefits department (U.S. Only)	1-800-376-4964