# Payroll Contact Matrix: Kelly Talent

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| **Issue** | **Contact Point** | **Contact Information** |
| Inquiries regarding:   * 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 email addresses * Status of Direct Deposit * 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 paycheque * Missing pay (from a previous pay period) * Garnishments * Tax deductions or other tax-related issues | **Kelly Employee Service Center** | 1-866-KELLY4U  (866-535-5948)  [Online Form](https://www.mykelly.com/contact-us/)  Hours of operation:  8:00 am to 8:00 pm ET, Monday through Friday  Phone support also available in French. |
| Inquiries regarding:   * 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:   * ePaystub enrollment * Access to the ePaystub and eR4/eRL1 site * eR4/eRL1 enrollment | **Kelly ePaystub/**  **eR4/eRL1 Website** | [https://ebpp.documentdna. com/kellycan/login.aspx](https://ebpp.documentdna.com/kellycan/login.aspx)  1-800-733-7842 |
| Inquiries regarding:   * Customer-specific holiday pay program, paid time off (PTO) program, or customer-specific policies and procedures * Time approval process * Wage or employment verification * Benefits * Non payroll related issues or questions * Compensation during jury duty | **Kelly Representative** | Varies by location |