# 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 FridayPhone 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> 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 |