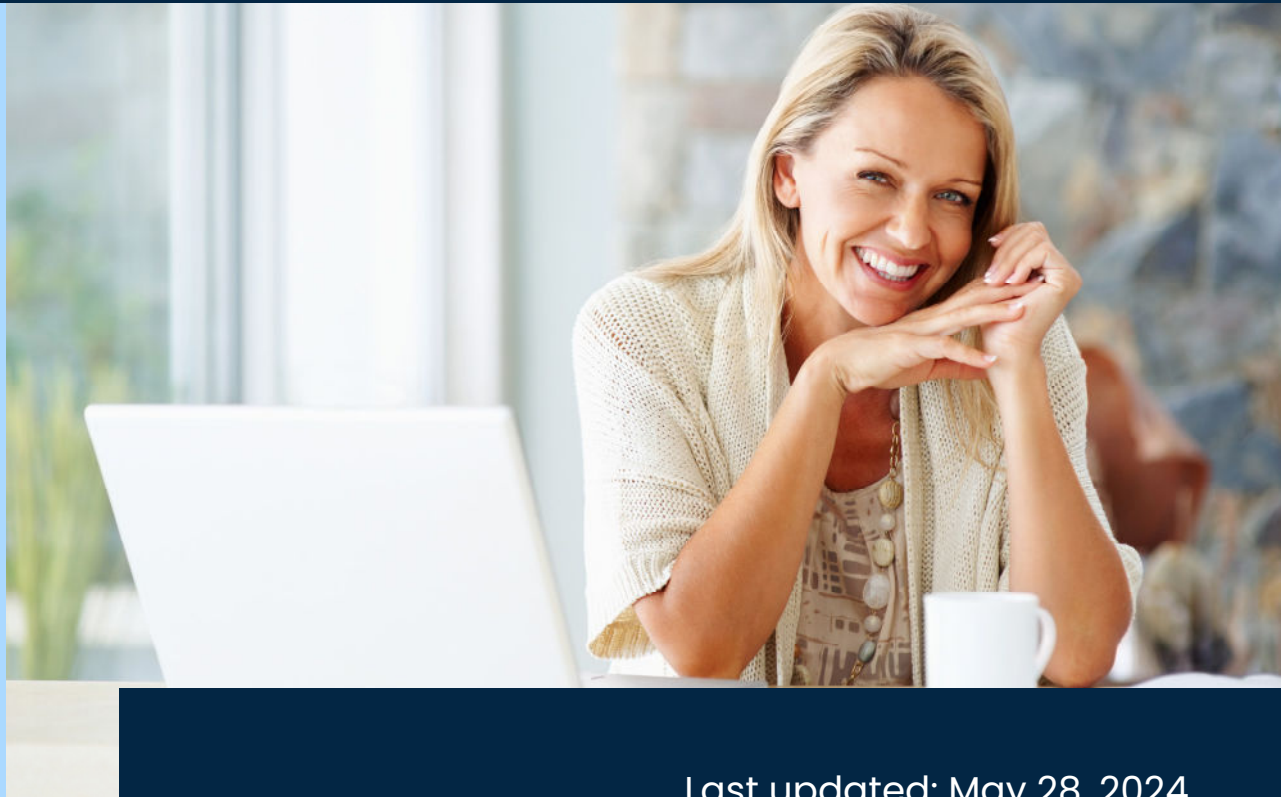


# QRG

## Quick Reference Guide (13 Steps)

### How to Submit a Help Desk Ticket for Pay Issues

This QRG is for associates who wish to submit a Help Desk Ticket in myACI for any pay-related issues.

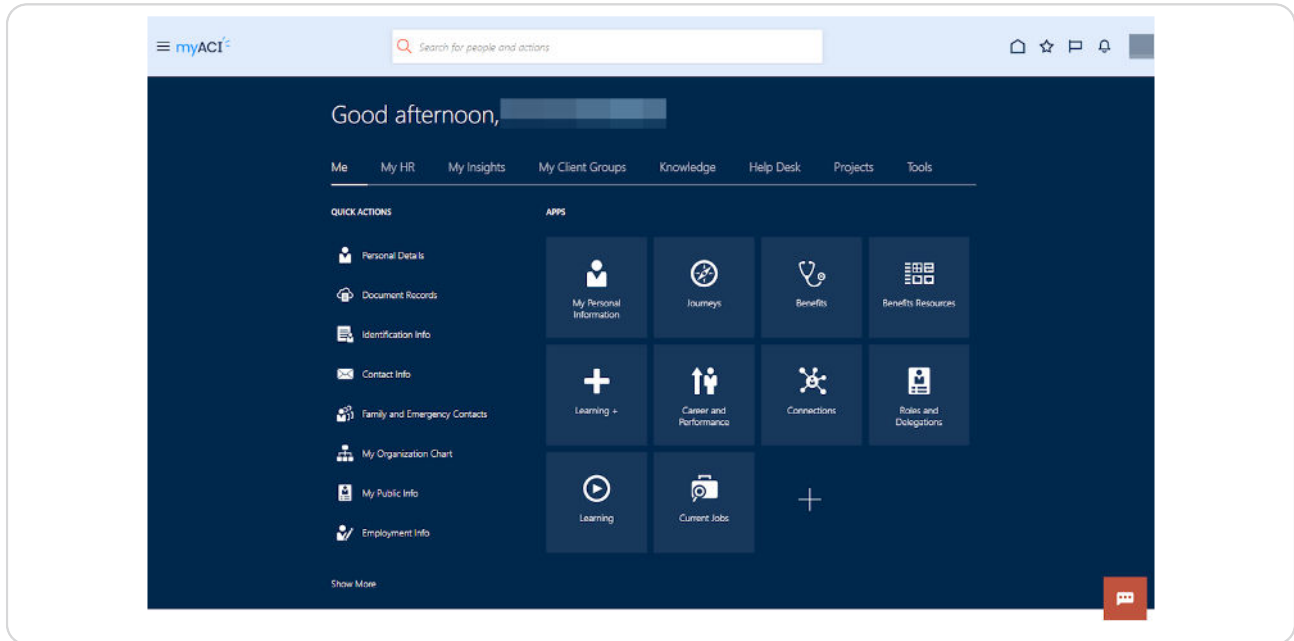


Last updated: May 28, 2024

## STEP 1

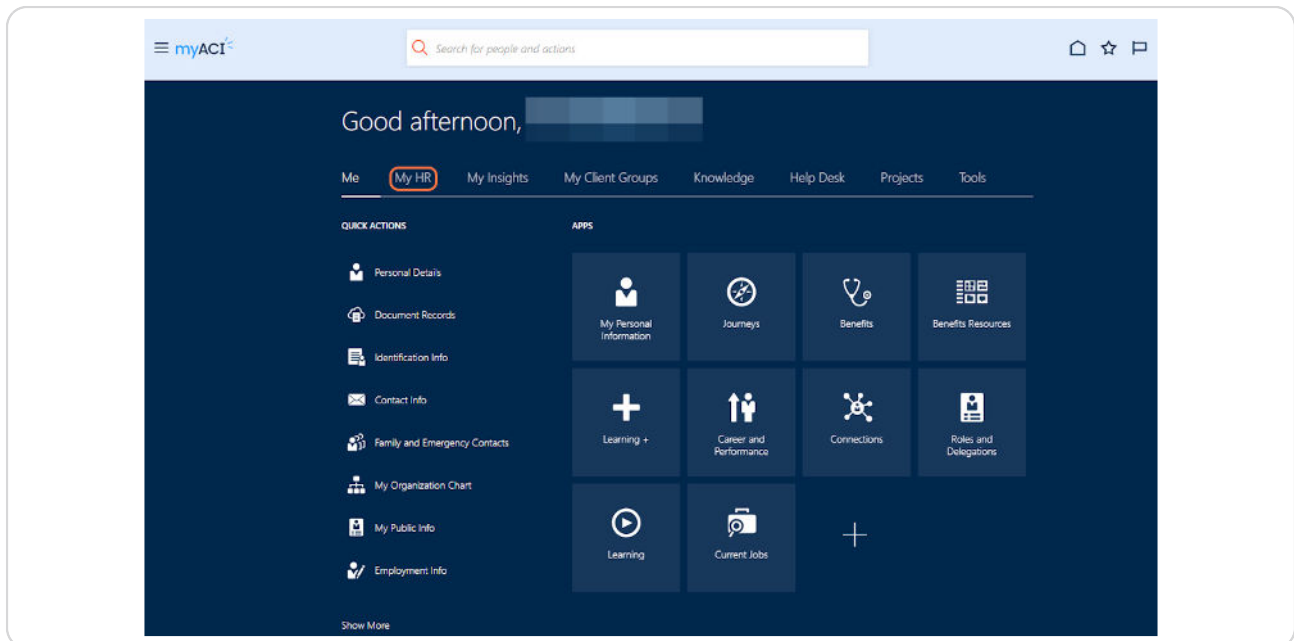
Log in to myACI (link below).

[myACI Home Page](#)



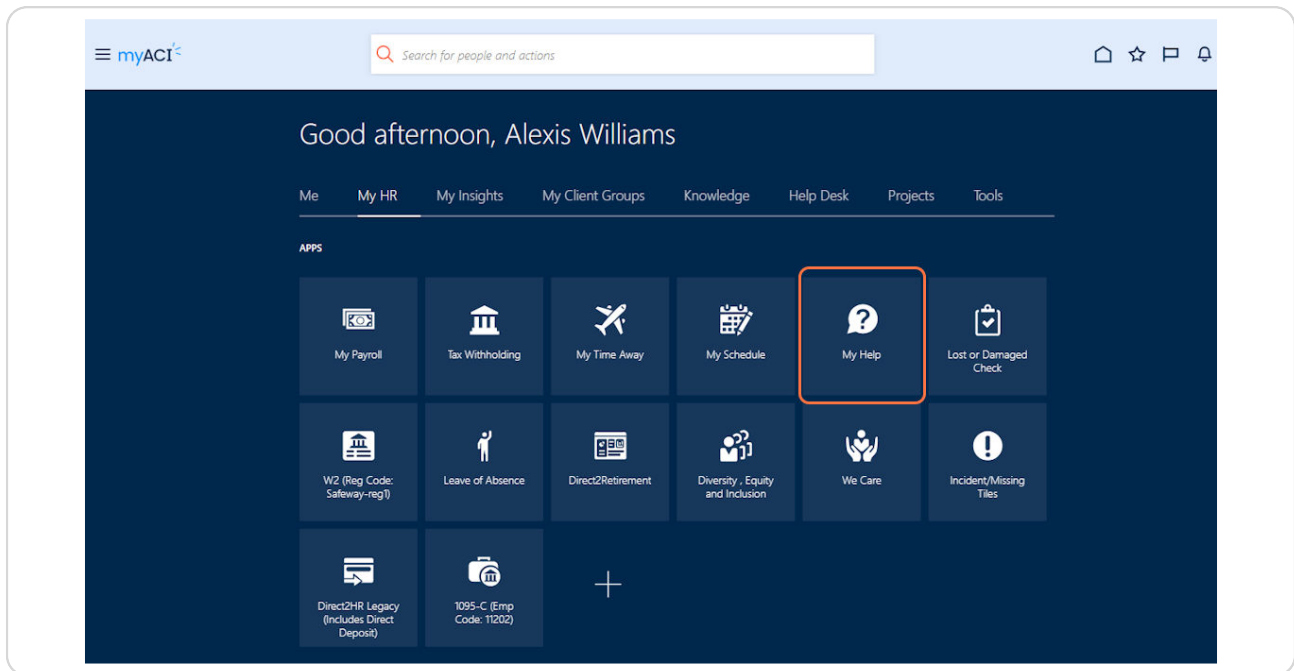
## STEP 2

On the top bar, click on "My HR."



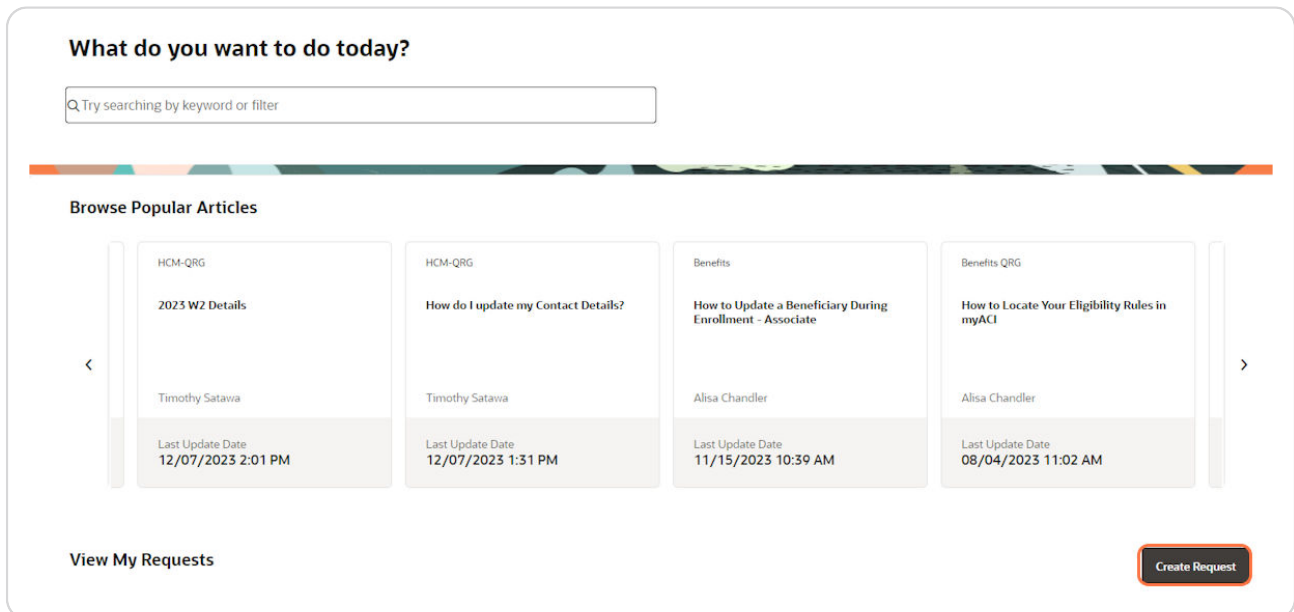
### STEP 3

Then click on the "My Help" tile. This will open a new page.



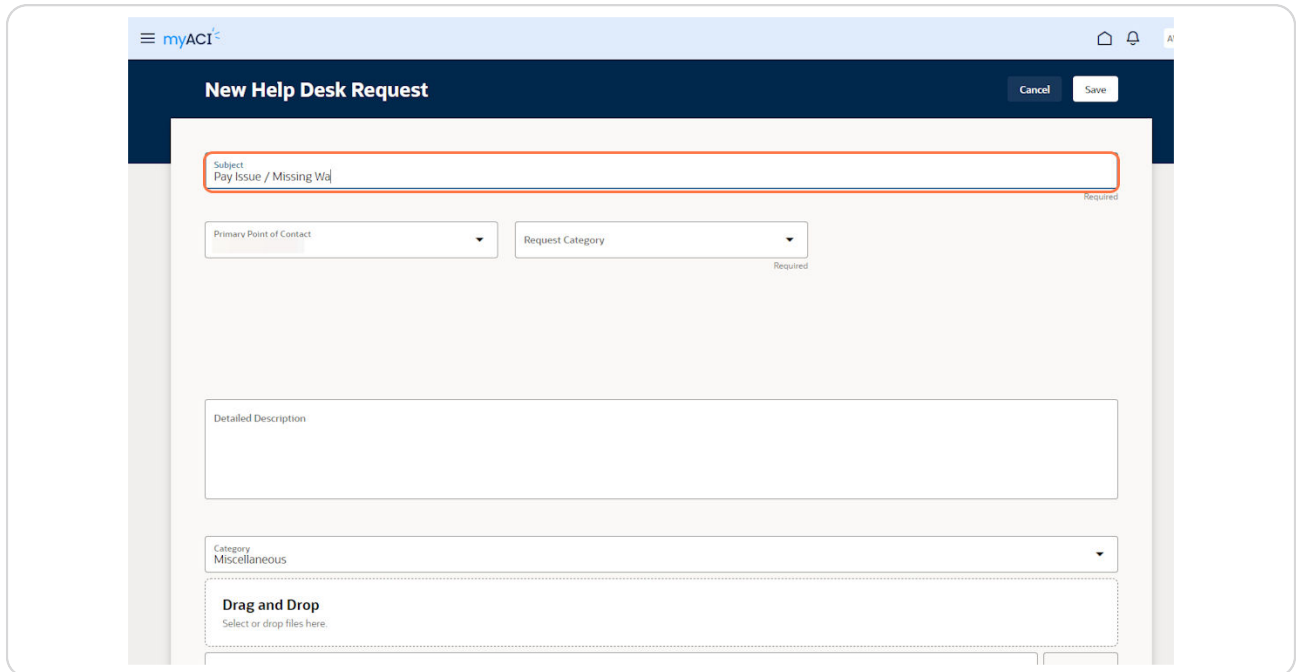
### STEP 4

In the lower right corner, click on "Create Request." This will take you to a new page.



## STEP 5

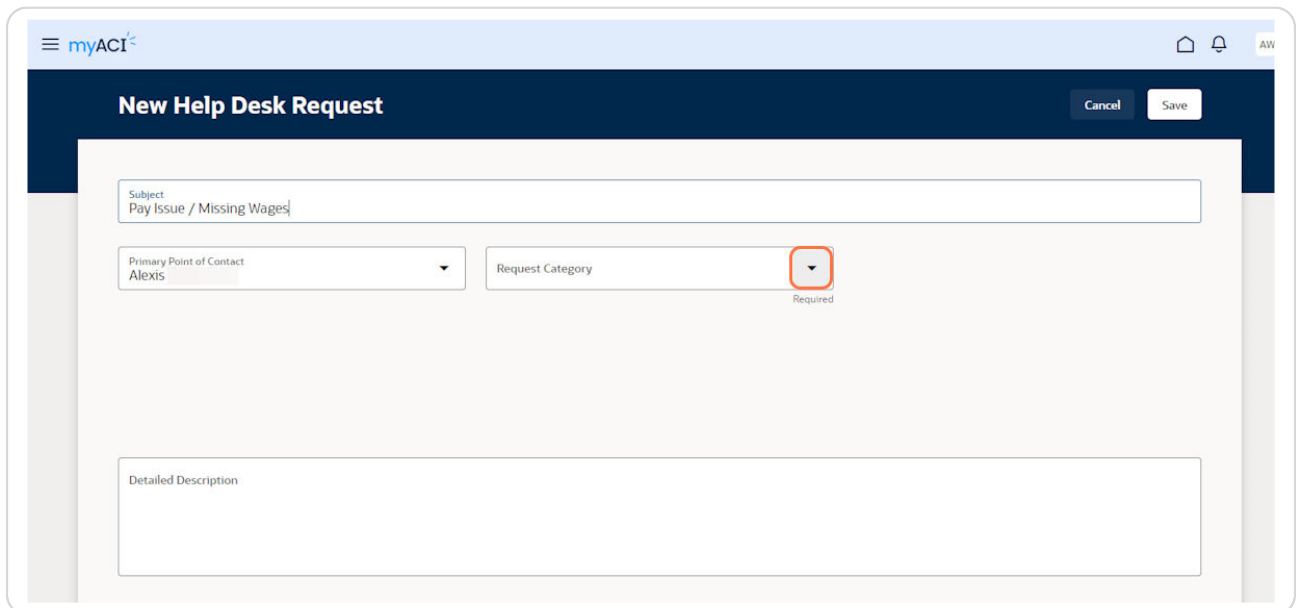
In the first box, enter the subject of your ticket. For example, "Pay Issue" or "Missing Wages."



The screenshot shows a web browser window with the myACI logo in the top left. The page title is "New Help Desk Request". In the top right corner, there are "Cancel" and "Save" buttons. The main form area contains several fields: a "Subject" text box with the text "Pay Issue / Missing Wages" and a red border around it; a "Primary Point of Contact" dropdown menu; a "Request Category" dropdown menu; a "Detailed Description" text area; a "Category" dropdown menu with "Miscellaneous" selected; and a "Drag and Drop" area with the text "Select or drop files here".

## STEP 6

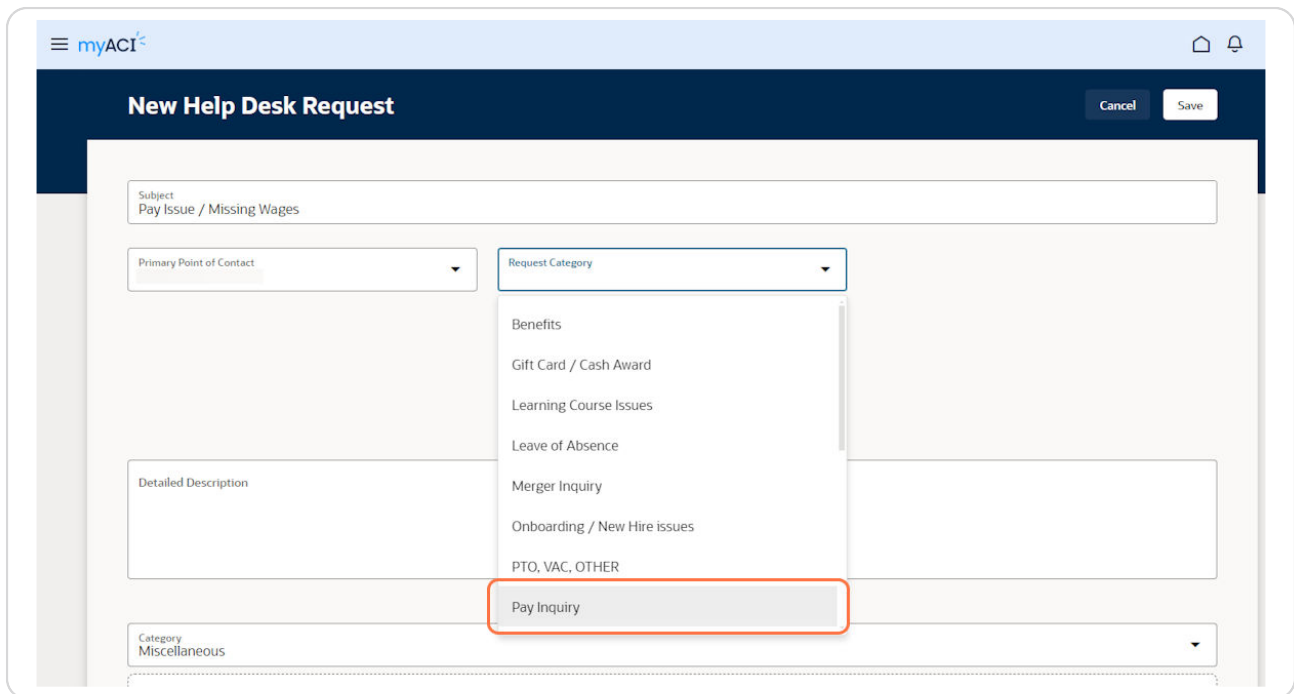
Then, click on the "Request Category" dropdown.



The screenshot shows the same "New Help Desk Request" form. The "Subject" field now contains "Pay Issue / Missing Wages". The "Primary Point of Contact" dropdown is set to "Alexis". The "Request Category" dropdown is highlighted with a red square, and its arrow is pointing down. The "Detailed Description" field is empty. The "Category" dropdown is still set to "Miscellaneous".

## STEP 7

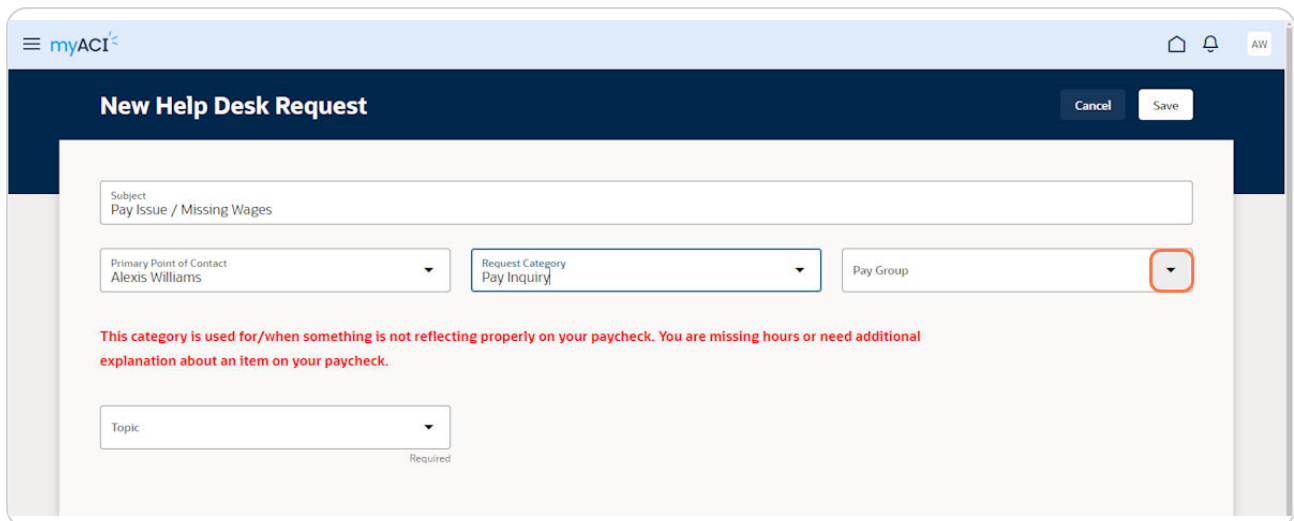
Select "Pay Inquiry."



The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Subject' field contains 'Pay Issue / Missing Wages'. The 'Request Category' dropdown menu is open, displaying a list of categories: Benefits, Gift Card / Cash Award, Learning Course Issues, Leave of Absence, Merger Inquiry, Onboarding / New Hire issues, PTO, VAC, OTHER, and Pay Inquiry. The 'Pay Inquiry' option is highlighted with a red box. The 'Category' dropdown at the bottom is set to 'Miscellaneous'. There are 'Cancel' and 'Save' buttons in the top right corner.

## STEP 8

Click on the "Pay Group" dropdown next.



The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Subject' field contains 'Pay Issue / Missing Wages'. The 'Primary Point of Contact' dropdown is set to 'Alexis Williams'. The 'Request Category' dropdown is set to 'Pay Inquiry'. The 'Pay Group' dropdown is highlighted with a red box. Below the form, a red warning message reads: 'This category is used for/when something is not reflecting properly on your paycheck. You are missing hours or need additional explanation about an item on your paycheck.' The 'Topic' dropdown is set to 'Required'. There are 'Cancel' and 'Save' buttons in the top right corner.

## STEP 9

Select the pay group in which you work.

myACI

### New Help Desk Request

Cancel Save

Subject  
Pay Issue / Missing Wages

Primary Point of Contact

Request Category  
Pay Inquiry

Pay Group

This category is used for/when something is not reflecting properly on your paycheck. You are missing hours or need explanation about an item on your paycheck.

Topic

Required

Detailed Description

- 003 - Shaw's DC
- 004 - Denver ABS
- 005 - Denver SWY
- 006 - Seattle DC
- 007 - CWP Tracking
- 008 - Medcart Specialty Care LLC
- 009 - ABS-NorCal
- 015 - Norcal DC

## STEP 10

Click on the "Topic" dropdown box.

myACI

### New Help Desk Request

Cancel Save

Subject  
Pay Issue / Missing Wages

Primary Point of Contact

Request Category  
Pay Inquiry

Pay Group  
003 - Shaw's DC

This category is used for/when something is not reflecting properly on your paycheck. You are missing hours or need additional explanation about an item on your paycheck.

Topic

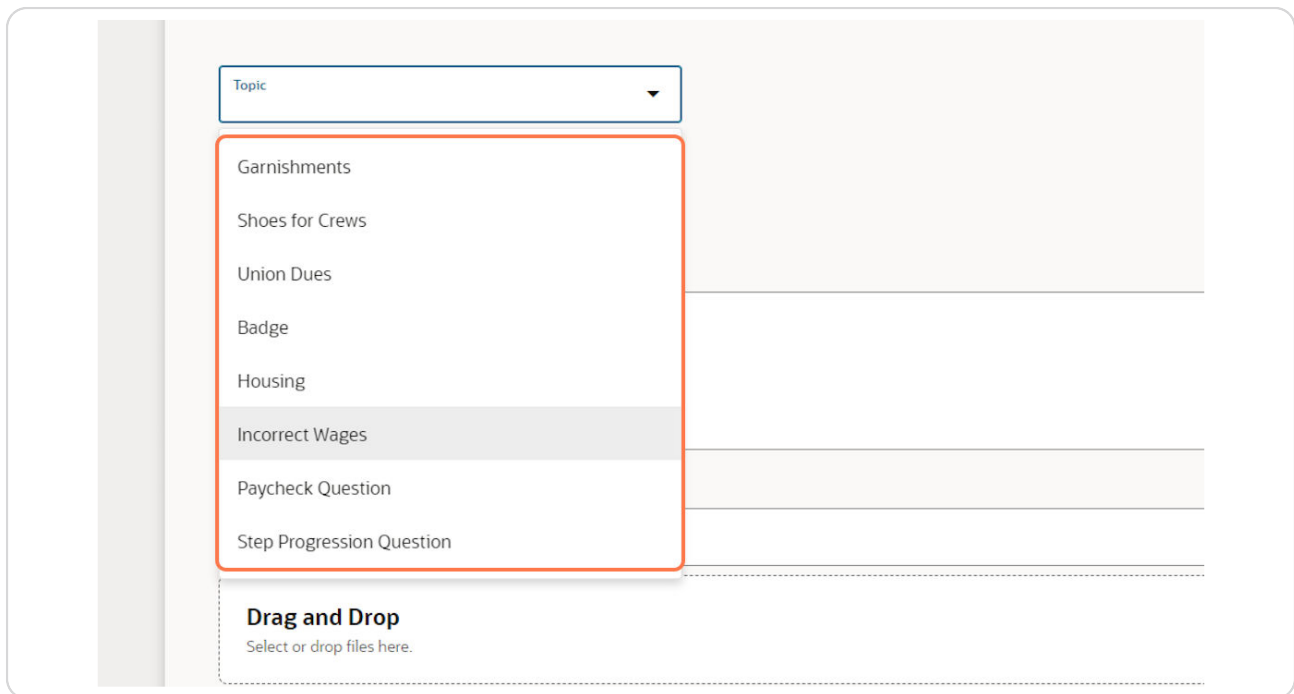
Required

Detailed Description

Category  
Miscellaneous

## STEP 11

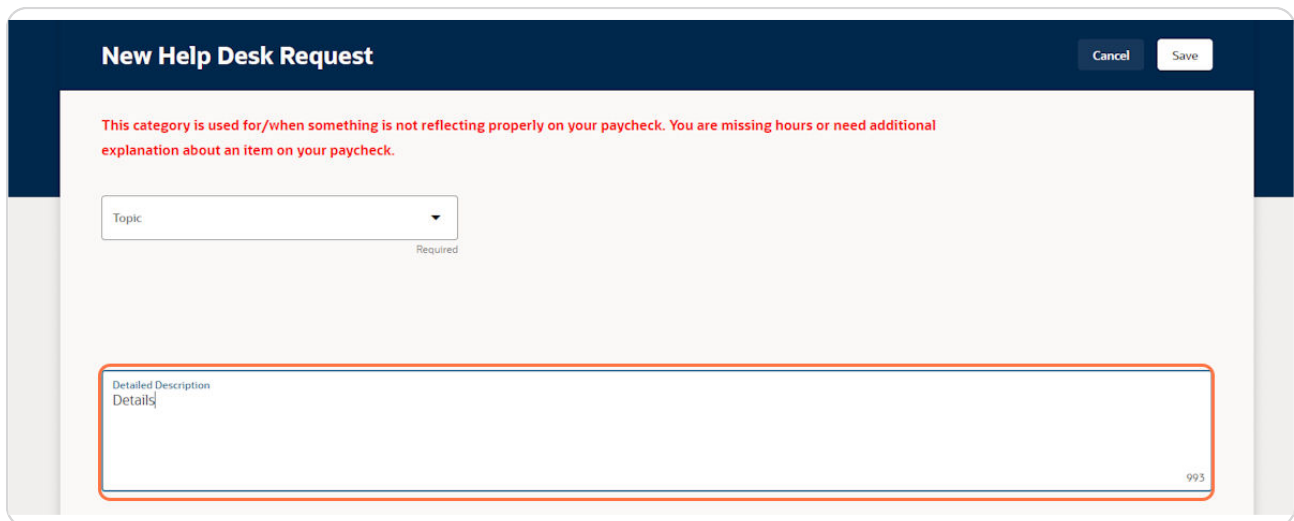
Then, select your pay issue.



A screenshot of a web form. At the top, there is a dropdown menu labeled 'Topic'. The dropdown is open, showing a list of options: Garnishments, Shoes for Crews, Union Dues, Badge, Housing, Incorrect Wages (highlighted in grey), Paycheck Question, and Step Progression Question. Below the dropdown is a dashed-line box labeled 'Drag and Drop' with the text 'Select or drop files here.'

## STEP 12

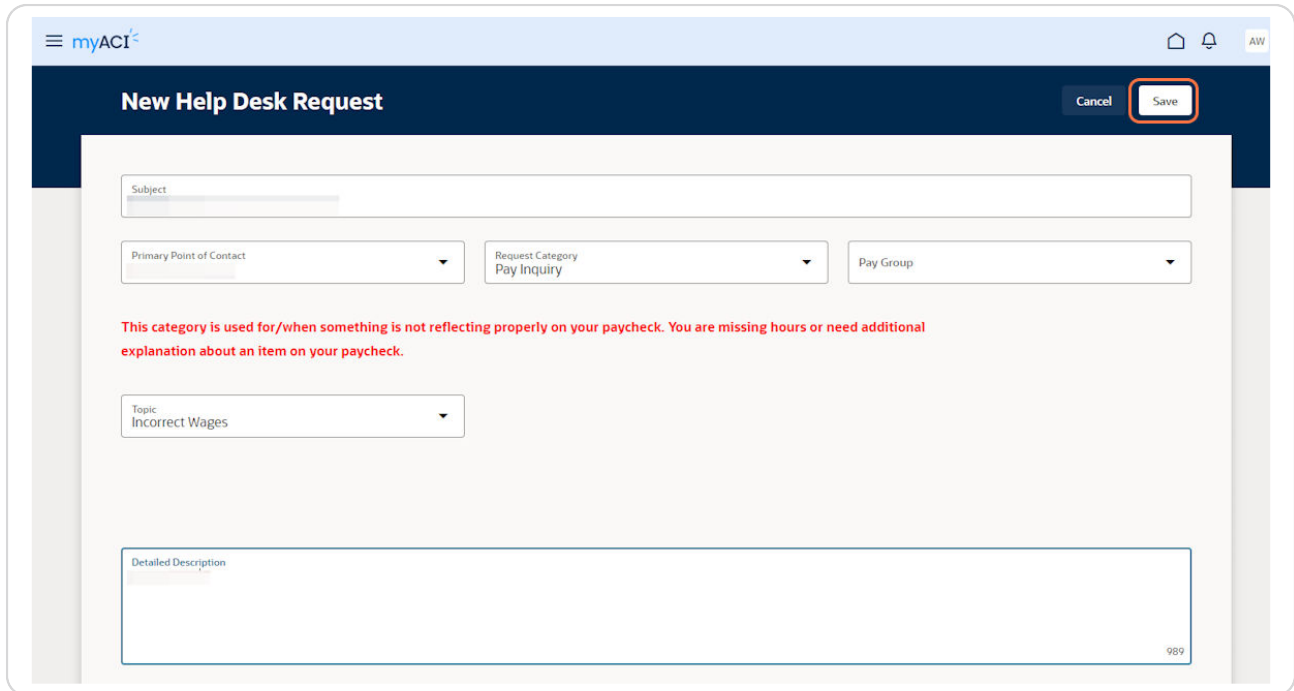
Enter any additional information or context needed in the description box.



A screenshot of a 'New Help Desk Request' form. The title 'New Help Desk Request' is at the top left, and 'Cancel' and 'Save' buttons are at the top right. Below the title is a red warning message: 'This category is used for/when something is not reflecting properly on your paycheck. You are missing hours or need additional explanation about an item on your paycheck.' Below this is a 'Topic' dropdown menu with a 'Required' label. At the bottom, there is a large text area labeled 'Detailed Description' with 'Details' in the top left corner and '993' in the bottom right corner. The text area is highlighted with a red border.

## STEP 13

Finally, click on the "Save" button in the upper right corner to finish.



The screenshot shows a web interface for creating a new help desk request. The header includes the 'myACI' logo and user information 'AW'. The main title is 'New Help Desk Request'. In the top right corner, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red rectangular box. The form contains the following fields:

- Subject:** A text input field.
- Primary Point of Contact:** A dropdown menu.
- Request Category:** A dropdown menu with 'Pay Inquiry' selected.
- Pay Group:** A dropdown menu.
- Topic:** A dropdown menu with 'Incorrect Wages' selected.
- Detailed Description:** A large text area for providing more information.

A red warning message is displayed below the 'Request Category' field: "This category is used for/when something is not reflecting properly on your paycheck. You are missing hours or need additional explanation about an item on your paycheck."



