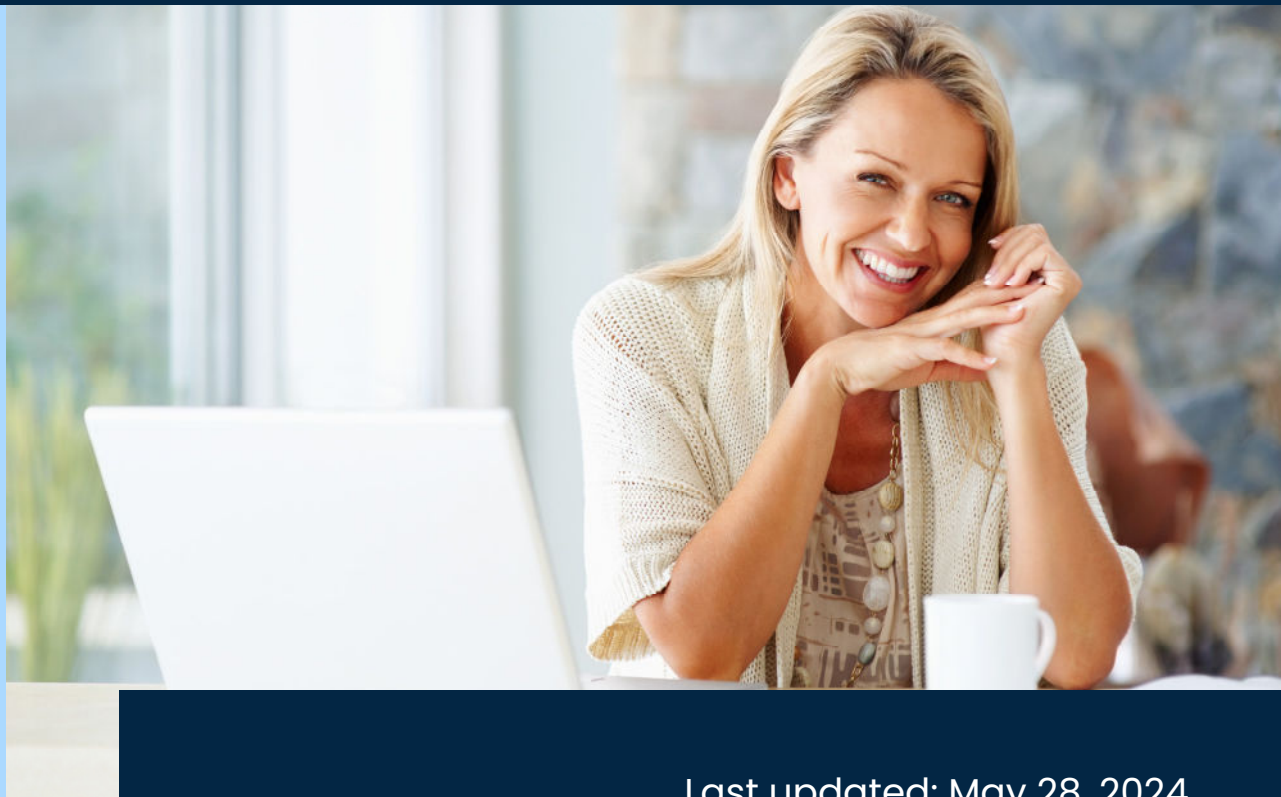


QRG

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.

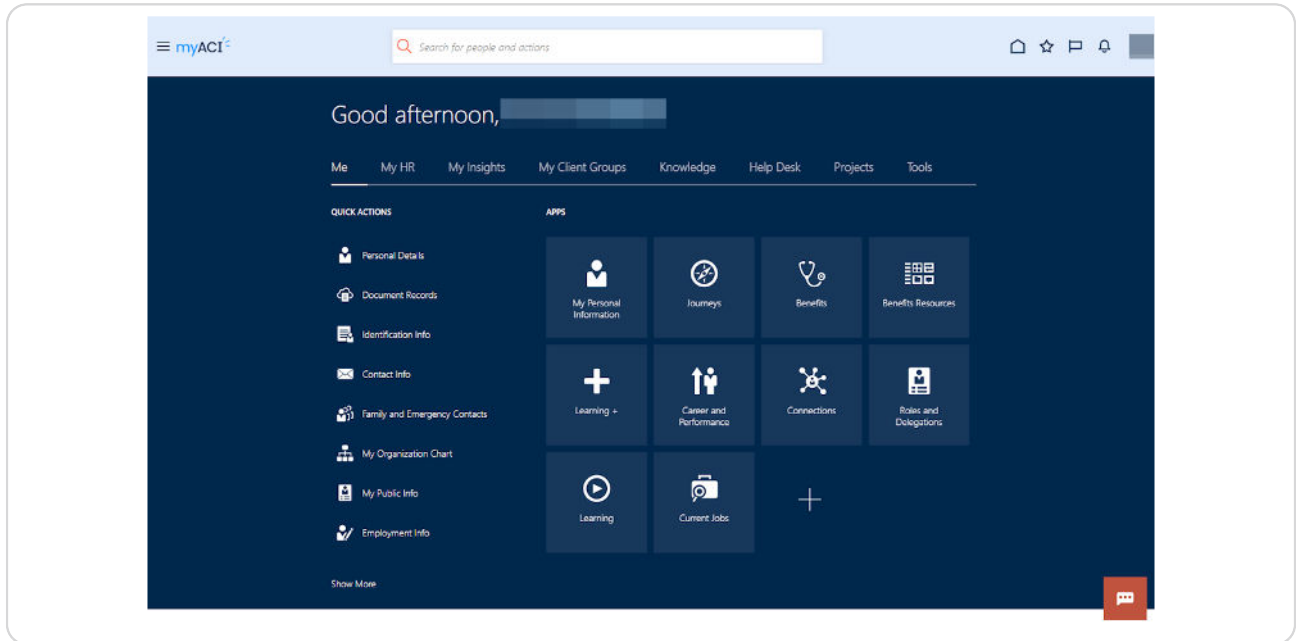


Last updated: May 28, 2024

STEP 1

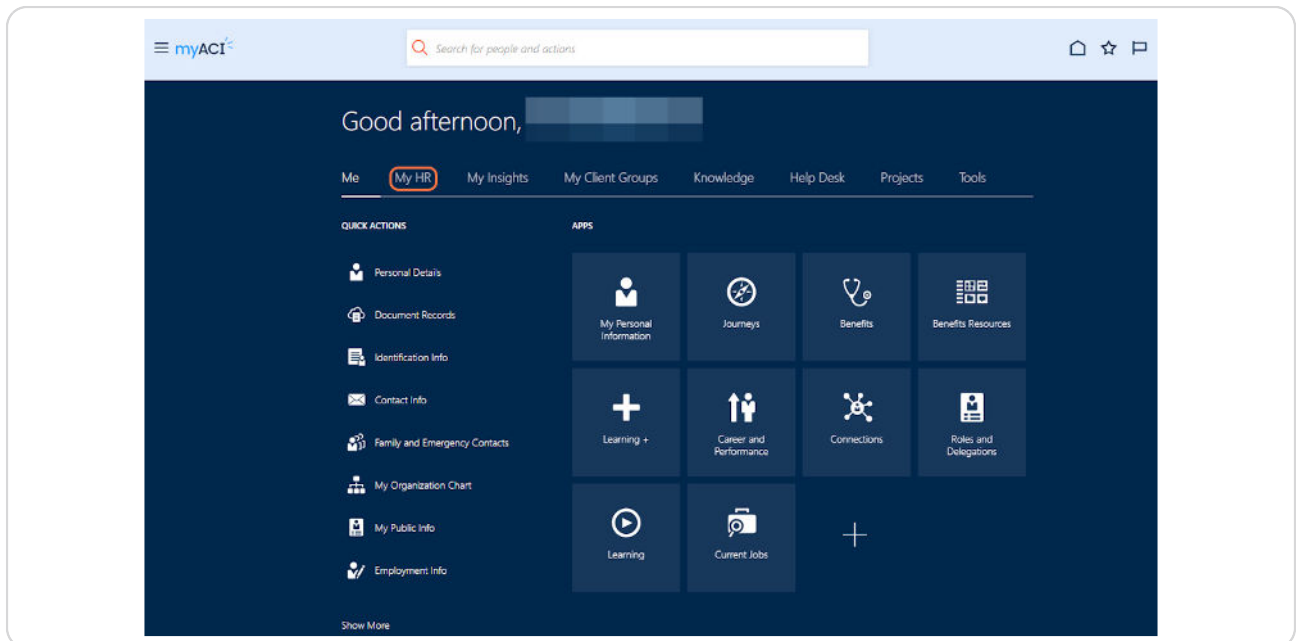
Log in to myACI (link below).

[myACI Home Page](#)



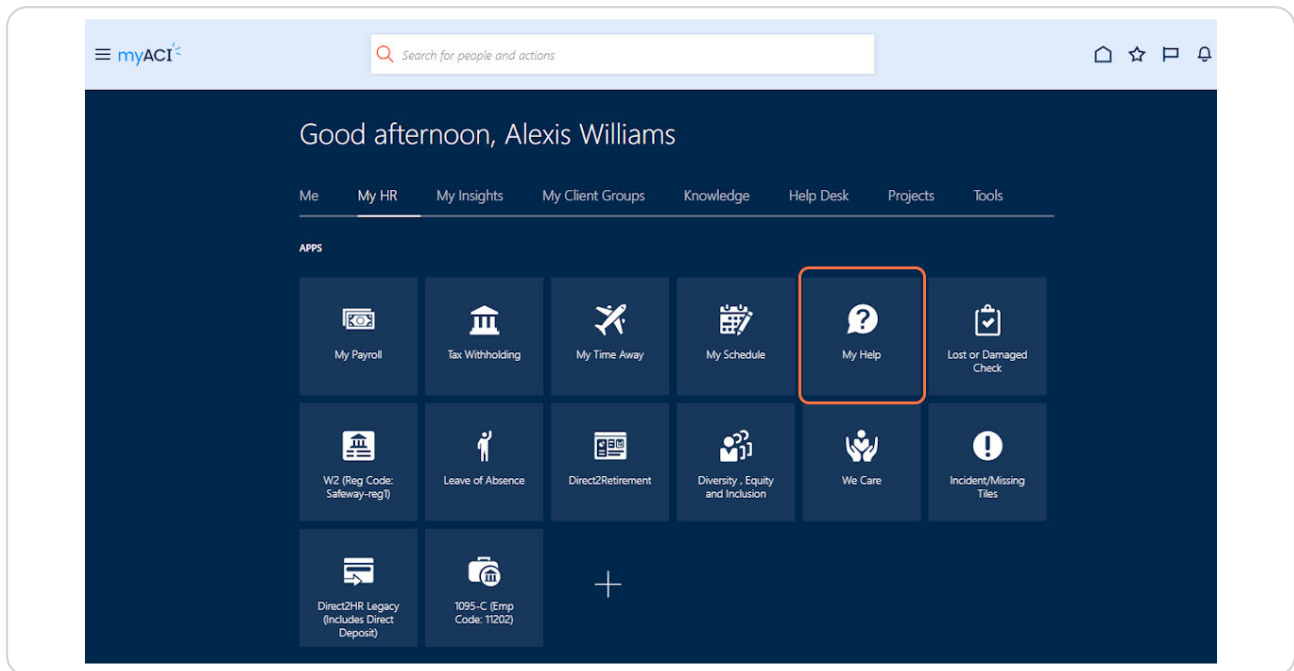
STEP 2

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



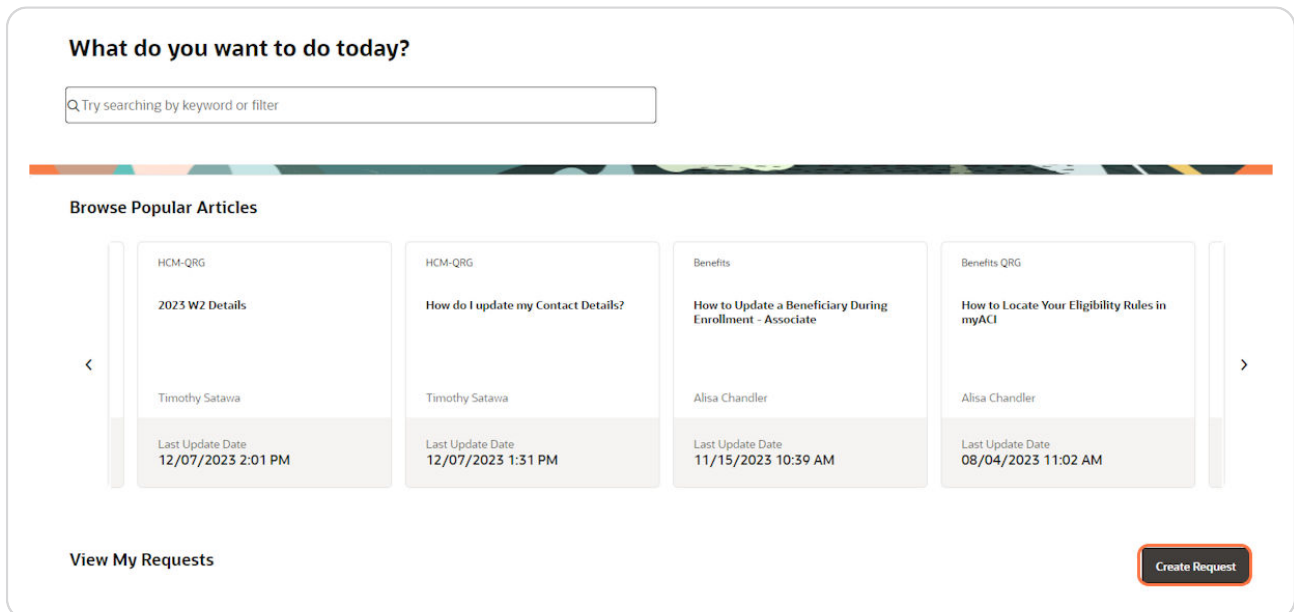
STEP 3

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



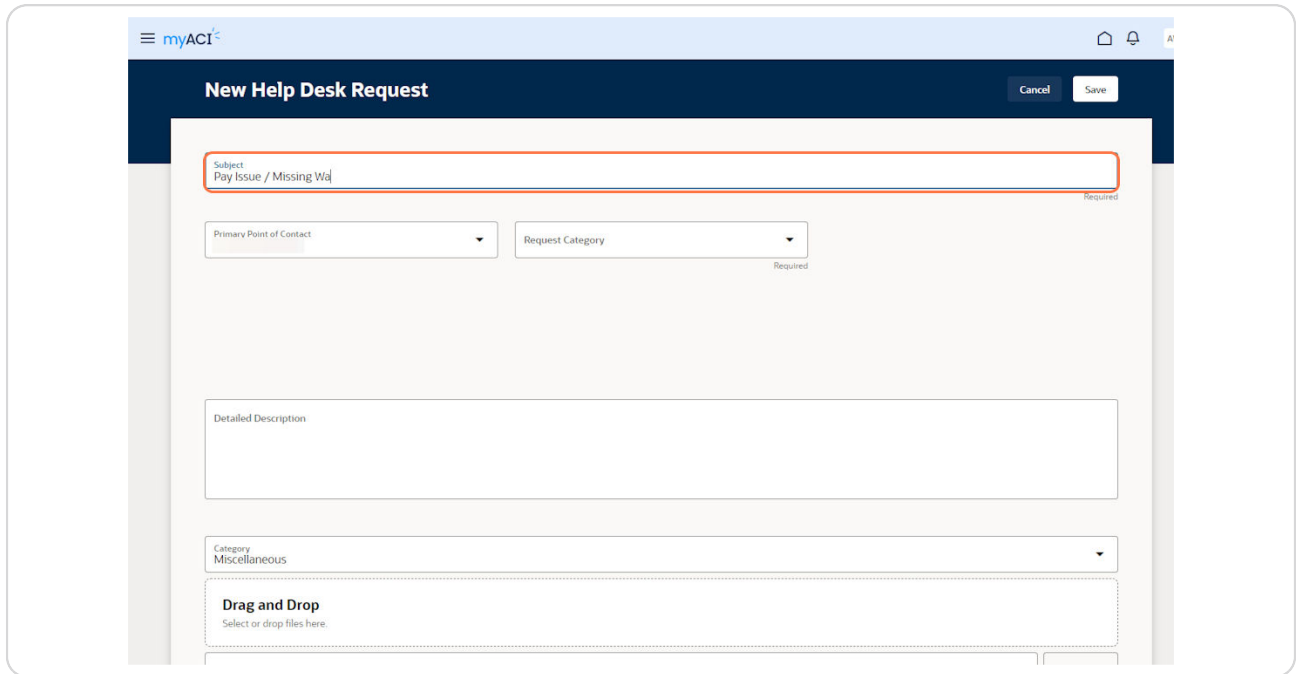
STEP 4

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."

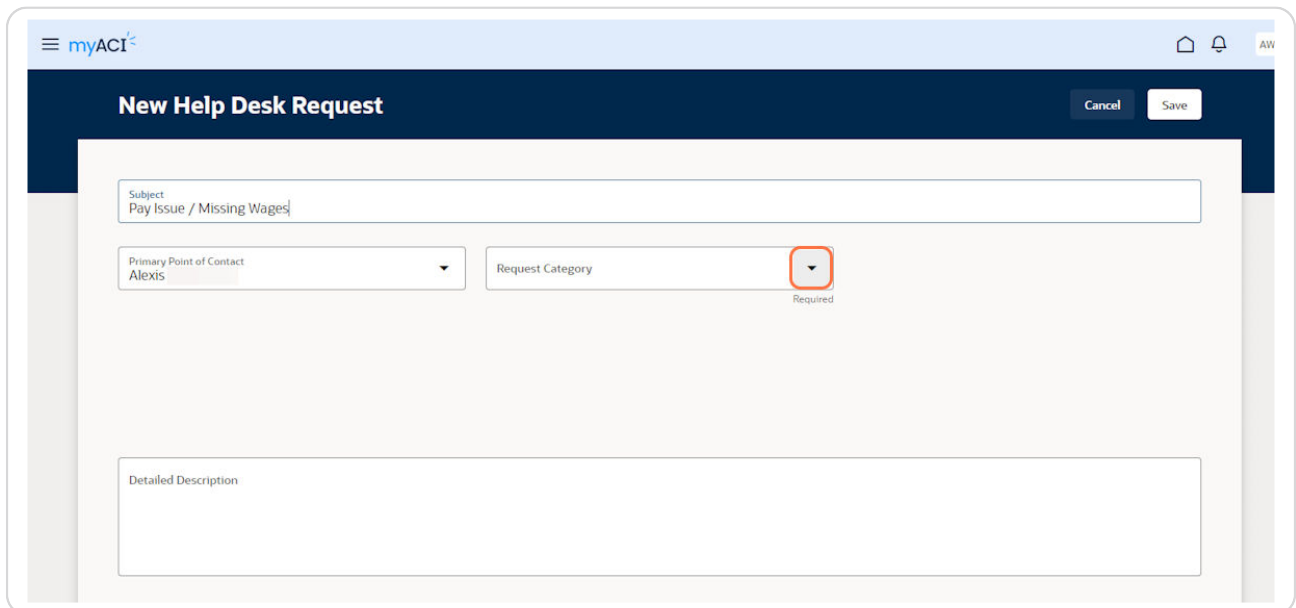


The screenshot shows a web browser window with the URL 'myACI'. The page title is 'New Help Desk Request'. There are 'Cancel' and 'Save' buttons in the top right corner. The form contains the following fields:

- Subject:** A text input field containing 'Pay Issue / Missing Wages'. This field is highlighted with a red border and has a 'Required' label below it.
- Primary Point of Contact:** A dropdown menu with 'Alexis' selected.
- Request Category:** A dropdown menu with a downward arrow, labeled 'Required' below it.
- Detailed Description:** A large text area.
- Category:** A dropdown menu with 'Miscellaneous' selected.
- Drag and Drop:** A section 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 border and has a 'Required' label below it. 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 border. The 'Category' dropdown at the bottom is set to 'Miscellaneous'. Buttons for 'Cancel' and 'Save' are visible 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'. Buttons for 'Cancel' and 'Save' are visible 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

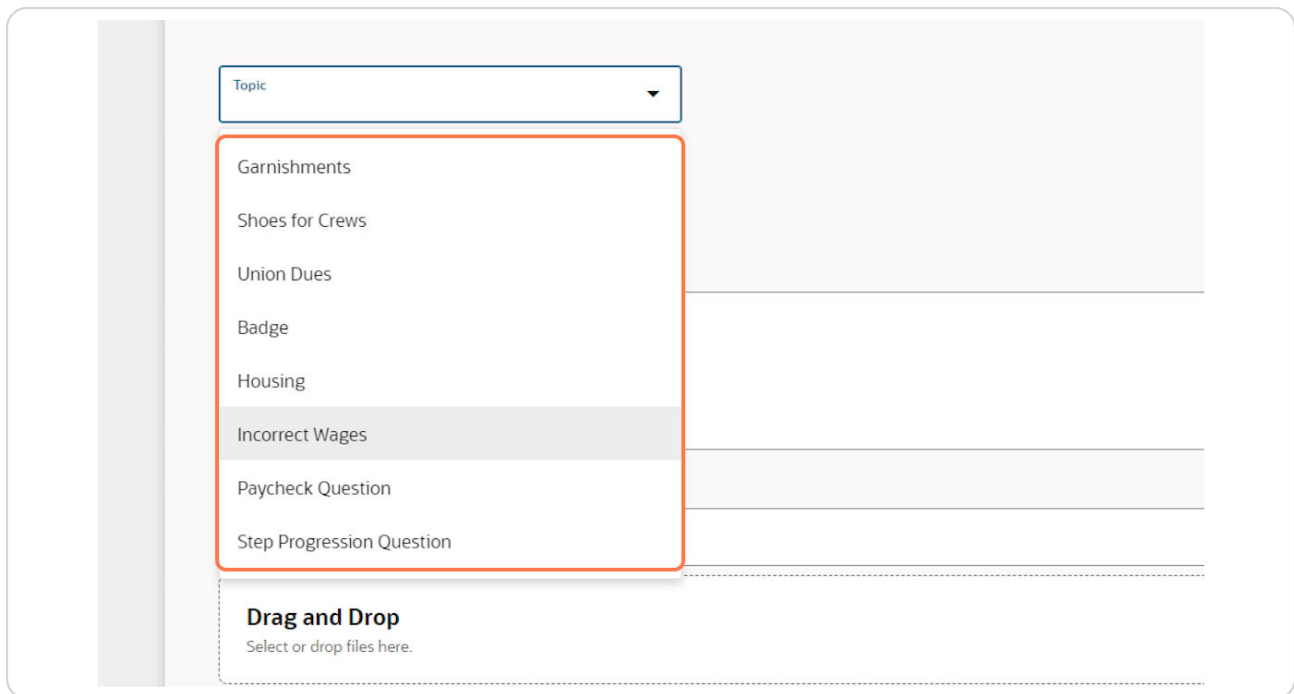
Required

Detailed Description

Category
Miscellaneous

STEP 11

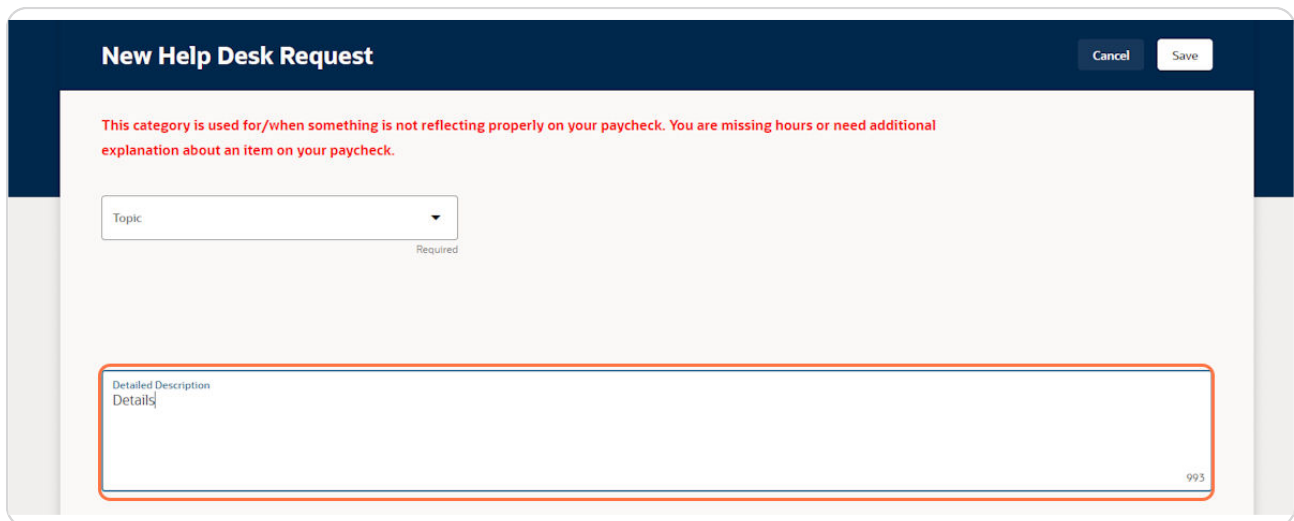
Then, select your pay issue.



The screenshot shows a web form with a 'Topic' dropdown menu. The dropdown is open, displaying a list of options: Garnishments, Shoes for Crews, Union Dues, Badge, Housing, Incorrect Wages (highlighted), Paycheck Question, and Step Progression Question. Below the dropdown is a 'Drag and Drop' section with the text 'Select or drop files here.' and a dashed border.

STEP 12

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



The screenshot shows a 'New Help Desk Request' form. At the top right are 'Cancel' and 'Save' buttons. 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 is a large text area labeled 'Detailed Description' with a 'Details' link and a character count of '993'.

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. At the top left is the 'myACI' logo. The main heading is 'New Help Desk Request'. In the top right corner, there are 'Cancel' and 'Save' buttons; the 'Save' button is highlighted with a red rectangular box. Below the heading is a form with several fields: a 'Subject' text input field, three dropdown menus for 'Primary Point of Contact', 'Request Category' (set to 'Pay Inquiry'), and 'Pay Group', and a 'Topic' dropdown menu (set to 'Incorrect Wages'). A red text warning is displayed below the dropdowns: '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.' At the bottom of the form is a large 'Detailed Description' text area. The user's initials 'AW' are visible in the top right corner of the page.

