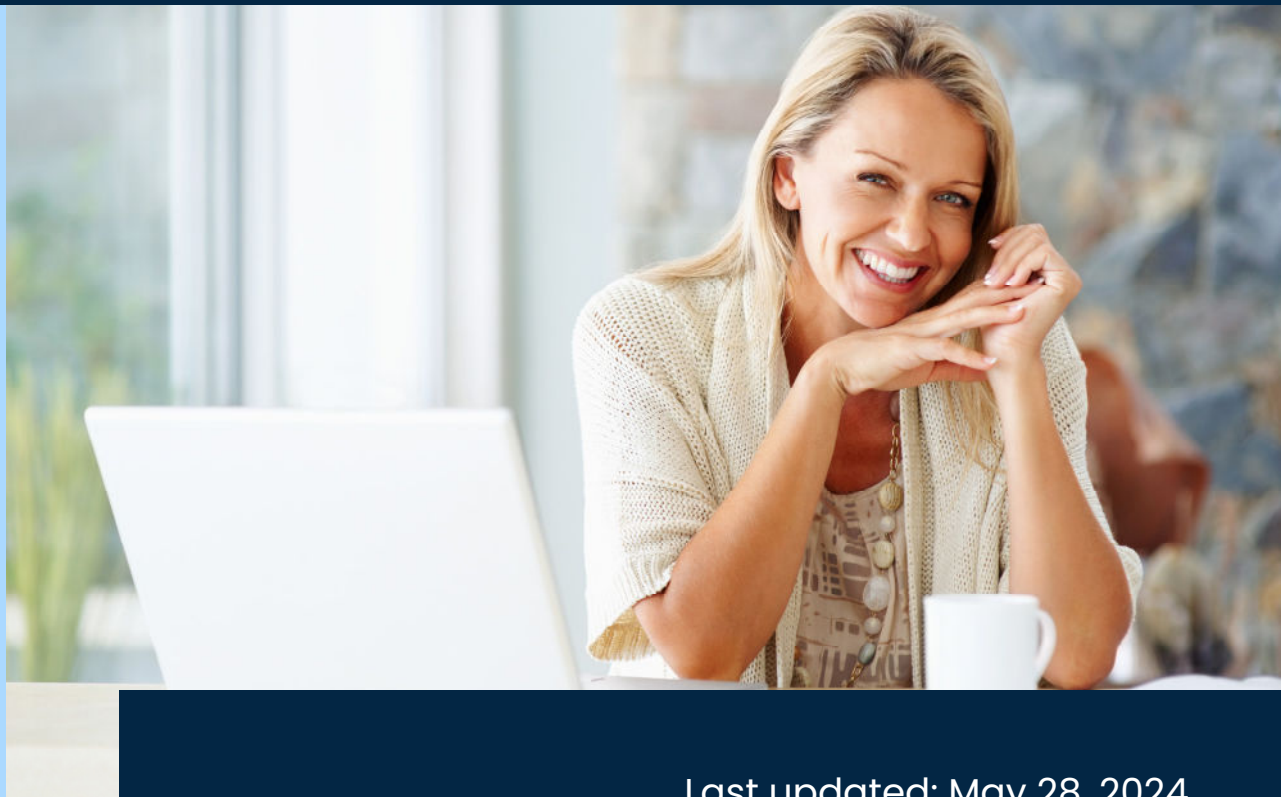




Quick Reference Guide (13 Steps)

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.

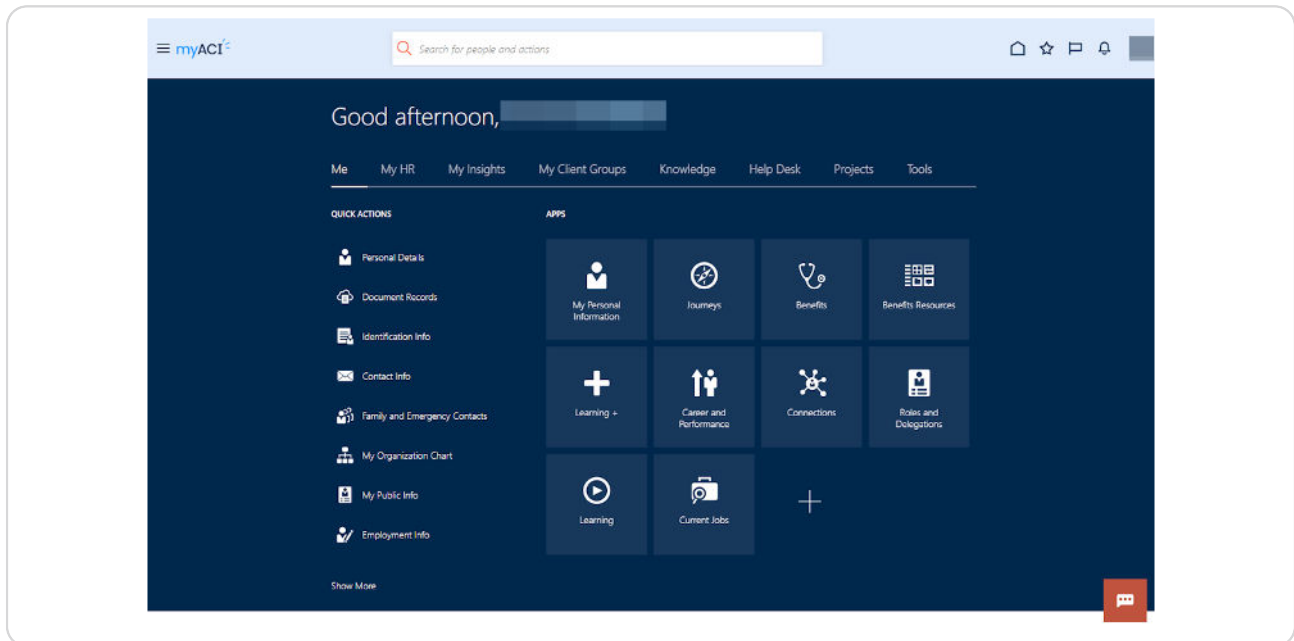


Last updated: May 28, 2024

STEP 1

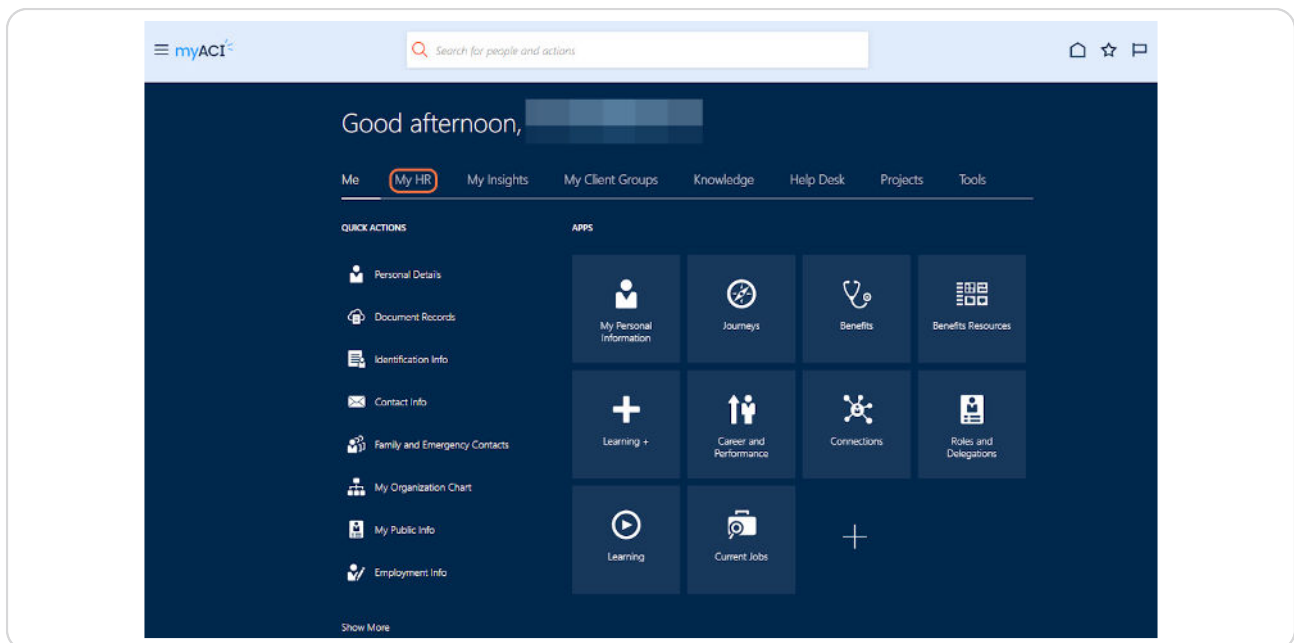
Log in to myACI (link below).

[myACI Home Page](#)



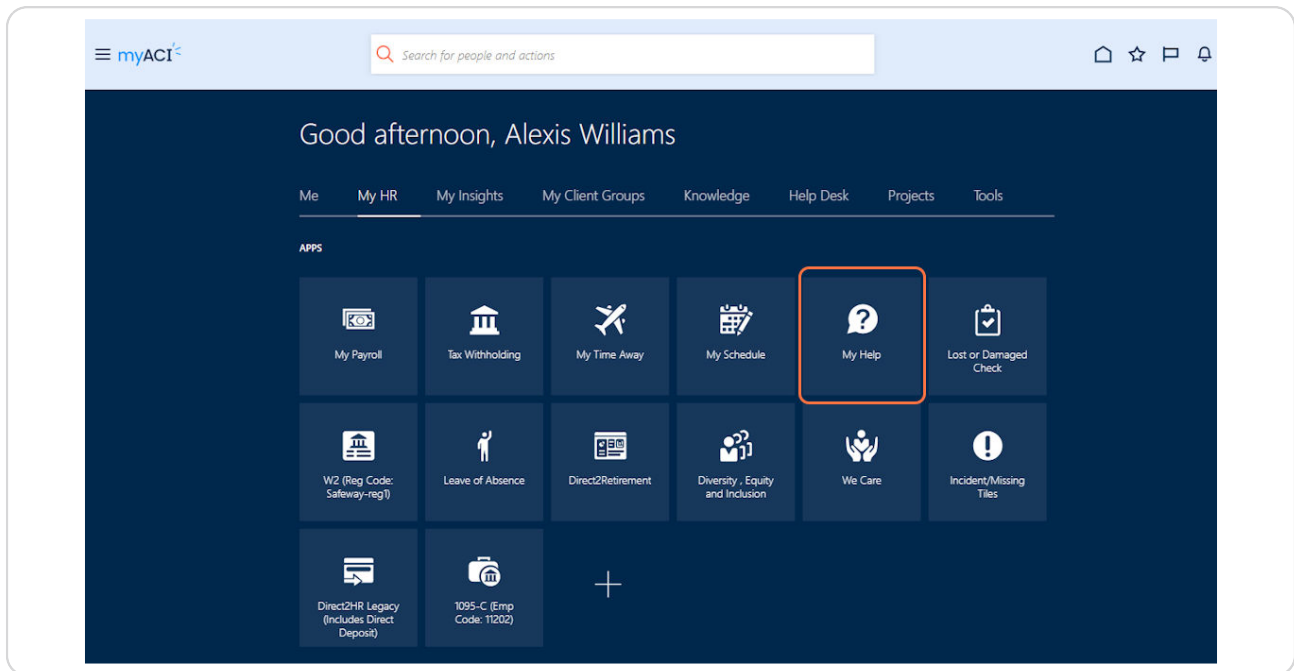
STEP 2

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



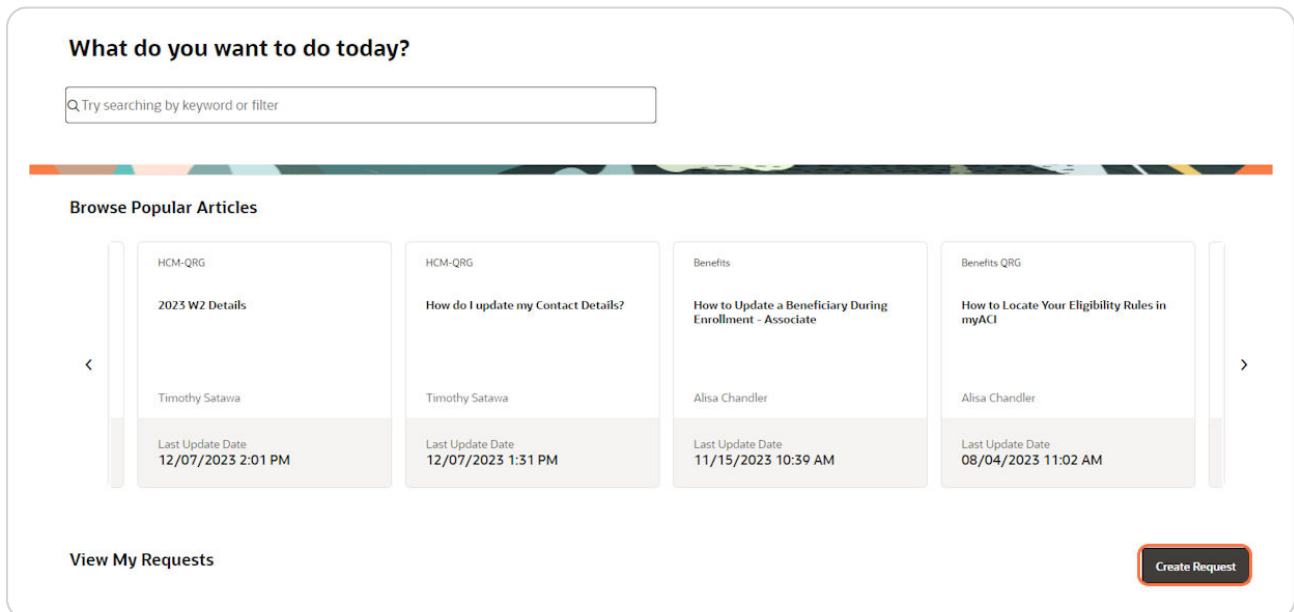
STEP 3

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."

myACI

New Help Desk Request

Cancel Save

Subject
Pay Issue / Missing Wages Required

Primary Point of Contact Required

Request Category Required

Detailed Description

Category
Miscellaneous

Drag and Drop
Select or drop files here.

STEP 6

Then, click on the "Request Category" dropdown.

myACI

New Help Desk Request

Cancel Save

Subject
Pay Issue / Missing Wages

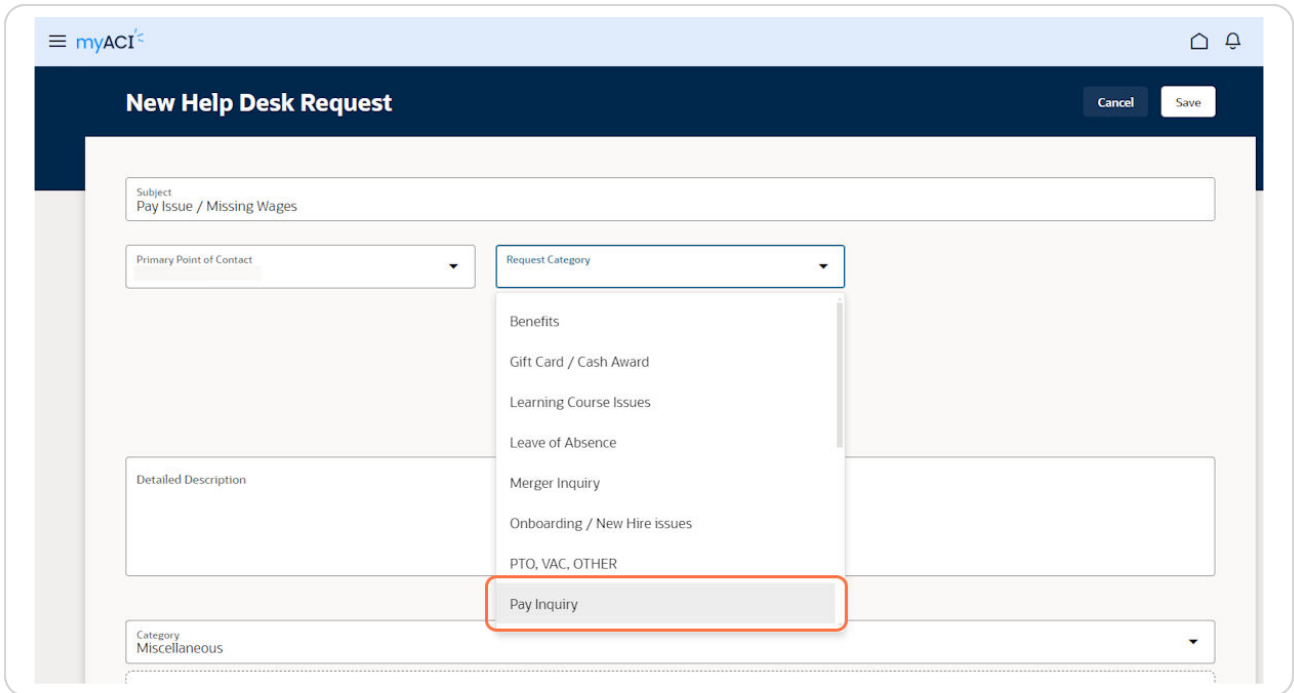
Primary Point of Contact
Alexis

Request Category Required

Detailed Description

STEP 7

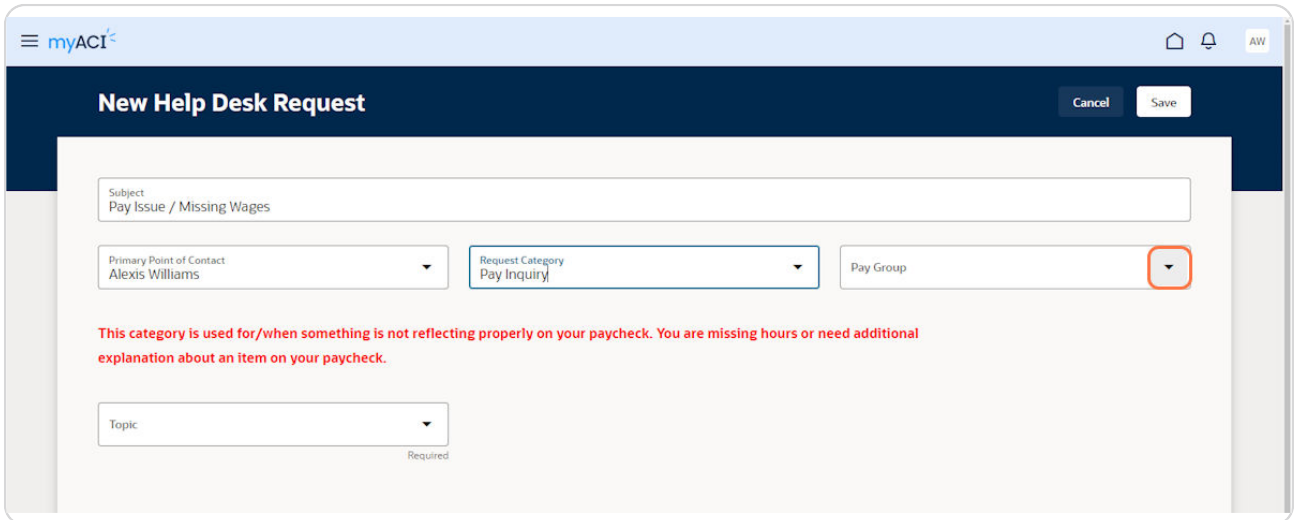
Select "Pay Inquiry."



The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Subject' field is 'Pay Issue / Missing Wages'. The 'Primary Point of Contact' dropdown is empty. The 'Request Category' dropdown is open, showing 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 'Detailed Description' field is empty. The 'Category' dropdown 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 is '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. A red message is displayed below the dropdown: "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 empty and marked as 'Required'. There are 'Cancel' and 'Save' buttons in the top right corner.

STEP 9

Select the pay group in which you work.

The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Subject' field is set to 'Pay Issue / Missing Wages'. The 'Request Category' is 'Pay Inquiry'. The 'Pay Group' dropdown menu is open, showing a list of options: 003 - Shaw's DC, 004 - Denver ABS, 005 - Denver SWY, 006 - Seattle DC, 007 - CWP Tracking, 008 - Medcart Specialty Care LLC, 009 - ABS-NorCal, and 015 - Norcal DC. A red box highlights the 'Pay Group' dropdown and its list of options. A red text message is visible: '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.'

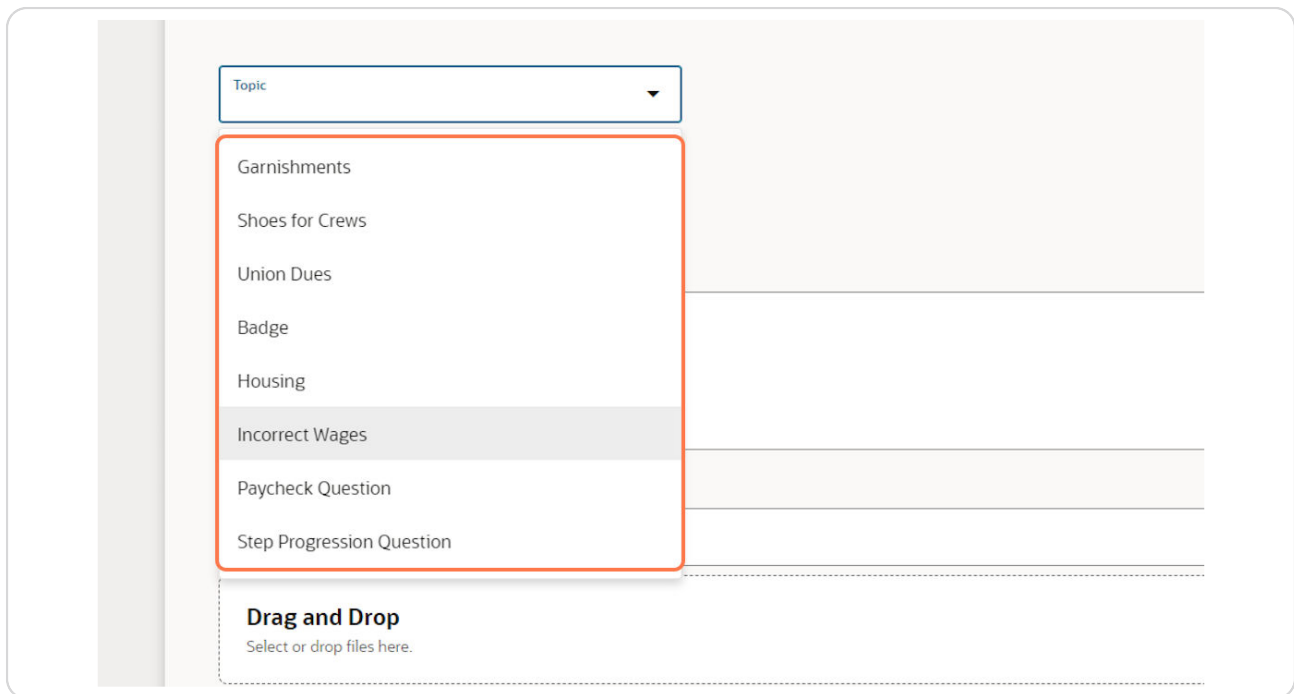
STEP 10

Click on the "Topic" dropdown box.

The screenshot shows the 'New Help Desk Request' form in the myACI system. The 'Subject' field is set to 'Pay Issue / Missing Wages'. The 'Request Category' is 'Pay Inquiry'. The 'Pay Group' dropdown menu is set to '003 - Shaw's DC'. The 'Topic' dropdown box is highlighted with a red box. A red text message is visible: '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.'

STEP 11

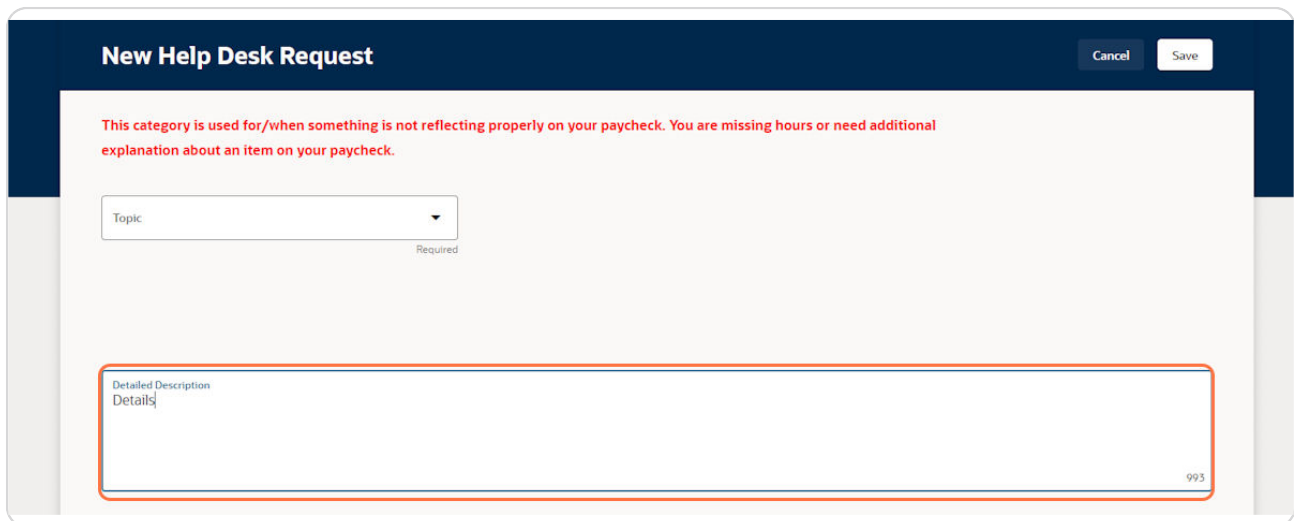
Then, select your pay issue.



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, Paycheck Question, and Step Progression Question. The 'Incorrect Wages' option is highlighted with a grey background. Below the dropdown is a 'Drag and Drop' section with the text 'Select or drop files here.' and a dashed border for file upload.

STEP 12

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



The screenshot shows the 'New Help Desk Request' form. At the top, there is a dark blue header with the title 'New Help Desk Request' and two buttons: 'Cancel' and 'Save'. Below the header, a red text 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 form contains a 'Topic' dropdown menu with a 'Required' label below it. Below the dropdown is a large text area labeled 'Detailed Description' with the word 'Details' in the top left corner. A small number '993' is visible in the bottom right corner of the text area.

STEP 13

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

myACI

AW

New Help Desk Request

Cancel

Save

Subject

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 additional explanation about an item on your paycheck.

Topic
Incorrect Wages

Detailed Description

989

