

## I'm an associate calling about...

Where is my check?	Please log into your Associate Kiosk and view your paycheck stub. If the paycheck option says "advice" it is a direct deposit, if it says "check" it is a paper check. If you have further questions, please call Powerline Payroll at 1-888-890-8900.
I didn't receive my paycheck, or my paycheck is lost/stolen, or damaged.	Please call Powerline Payroll at 1-888-890-8900 and ask for a replacement check.
I received my paycheck, but the hours or rate are wrong, or the commission is wrong. My schedule is wrong, or I was not late/absence and jTime says I was.	Please speak to leadership at your store to correct your time and attendance.
I have a question on the policy of...	Please speak to leadership at your store for all policy questions.
I received my paycheck, but the deductions are wrong.	Please speak to Powerline "Health & Insurance".
I was on a leave of absence, now I'm working, but I can't access some systems.	After you are returned from leave in the system, it does take an overnight refresh to regain full access. Please use the option in the Password Kiosk to change your password. If that doesn't work, please speak to leadership at your unit.
I was on a leave of absence and the dates of my leave are not correct.	Please communicate to PAMC case manager that there is a discrepancy.
My balance of MTO/PTO is wrong, my hours worked are wrong, or I question how they got that value.	Please view the information on the MTO/PTO programs that you can download from the Powerline Benefits Library. If any corrections need to be done, please speak to the store leadership.
I've lost my Skylight card.	1. Get Instant Issue Pack from store and enter into kiosk. Call Skylight to activate. 2. Options at Skylight 1-877-814-7679 Click 1 if activating a card Click * if lost/stolen/never received card Customer Service 1-888-606-9800
I have questions on a garnishment.	Please call our garnishment team, ADP, directly at 1-866-324-5191.
I can't access the Associate Kiosk and I have not been on a leave of absence.	Please speak to leadership at your unit for help with your password.  The chosen password: The password must be 7 or 8 characters long. Include both alphabetic and numeric characters. Your e-mail ID may not be used as a password. Do not repeat any character more than twice consecutively. Certain commonly used words are not allowed. Some special characters, such as ` , ^, and   are not allowed. <b>Use lower case only for alphabetic letters.</b>