

New HR, Payroll, and Benefits Processes

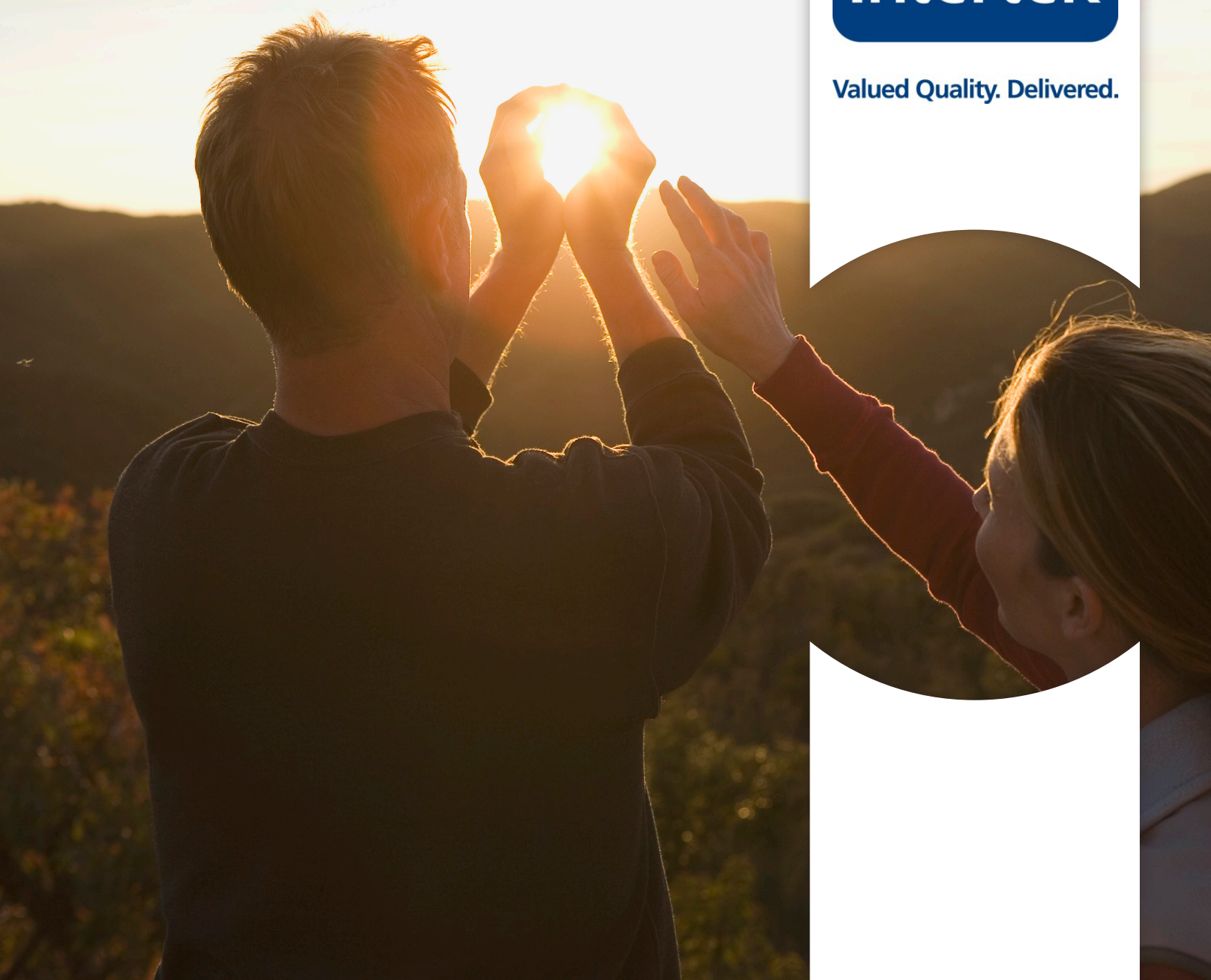
Employee Guide

Please use this guide to assist you with your Human Resource, Payroll and Benefit questions or changes using our improved Employee Service Center.

The Intertek logo is a dark blue rounded rectangle with the word "Intertek" in white sans-serif font.

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Welcome to the new and improved Employee Service Center Guidebook.

We hope that you find this guide helpful to navigate your way through our new HR, Payroll, and Benefit Employee Service Center. We have created this guide for you to keep at your desk to reference when you have a question, you know exactly who to contact, or where to go for help.

With our new Employee Service Center, we have added the following enhancements:

- One stop to assist with payroll and benefits questions on your paychecks
- One stop to complete your benefit enrollment or changes
- One stop to complete direct deposit or update your W-4 online
- One stop to download all of your HR, Benefits, and Payroll forms
- One call to speak directly with someone regarding your paycheck and benefits without being transferred back and forth

Frequently Asked Questions

Human Resources

Question	To Do or Contact	Contact Information
How do I update my mailing address, personal phone number or personal email address?	You can make the changes by emailing the HR Shared Service Center	iao.hr.ssc@intertek.com
How do I update my emergency contact information?	You can make the changes by emailing the HR Shared Service Center or via the ADP Self Service Portal.	HRSSC Mailbox iao.hr.ssc@intertek.com ADP http://portal.adp.com
How do I update my directory profile?	You can make the changes online via the PeopleSoft Employee Self Service Portal.	https://hms.intertek.com/psp/P91HITK/EMPLOYEE/HRMS/?cmd=logout
How do I make a name change?	You can download the name change form from the ADP Self Service Portal. Once the form is complete, email it to the HR Shared Service Center with a copy of your new social security card.	ADP http://portal.adp.com HRSSC Mailbox iao.hr.ssc@intertek.com

Benefits

Please continue to use the employee enrollment guide for dates to enroll, or our plan documents for plan design details and eligibility rules.

Question	To Do or Contact	Contact Information
Enroll in benefits as a new hire/rehire.	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
My status has changed from a non-eligible status to eligible or from eligible to non-eligible.	Contact the Employee Service Center or login online and choose the option to change your benefits.	1-866-213-8919 or http://portal.adp.com
I need to update my beneficiary.	Contact the Employee Service Center	1-866-213-8919
I need an Evidence of Insurability form (EOI) to complete my Life Insurance enrollment	Login online to download the form.	http://portal.adp.com
I have a Family Status change such as a marriage, birth, divorce, etc. and need to change my benefits.	Contact the Employee Service Center or login online and choose the option to change your benefits.	1-866-213-8919 or http://portal.adp.com
Where do I find the Benefit Plan Documents?	Login online to download the Summary Benefits Statements for each benefit type.	http://portal.adp.com
I need to verify my dependent to continue coverage or appeal my dependent verification.	Contact the Employee Service Center.	1-866-213-8919
I need to update my dependent information.	Contact the Employee Service Center.	1-866-213-8919
File a death claim for life insurance.	Email the Benefits Department.	Usa.benefits@intertek.com
I have a question about a Qualified Medical Support Order.	Contact the Employee Service Center.	1-866-213-8919
I need to file or have a question regarding a Disability or FMLA claim status.	Contact Liberty Mutual to file a claim, or contact the case manager assigned by Liberty Mutual once you file a claim for status updates.	1-800-713-7384 or www.mylibertyclaim.com
How do I report my FMLA Intermittent Time.	You will contact your Manager and Liberty Mutual any time you need time away for an Intermittent FMLA claim.	1-800-713-7384 or www.mylibertyclaim.com
I need to change my Health Saving Contribution (HSA).	Contact the Employee Service Center.	1-866-213-8919
I want to file a claim for reimbursement for my FSA or HSA account	Contact WageWorks.	877-924-3967 www.wageworks.com
I have a question about my 401k account.	Email the Benefits Department.	Usa.benefits@intertek.com
I want to set up my 401k deferral or change my asset allocations.	Contact Fidelity.	1-800-835-3361 or www.401k.com
I am at the doctor's office and they cannot validate my insurance coverage.	Contact our Benefit Advocacy Group, RT Consulting.	1-855-203-0911 or email intertek@rtconsulting.com
I have a question about an Explanation of Benefits (EOB) or a claim that was filed with Anthem.	Contact our Benefit Advocacy Group, RT Consulting.	1-855-203-0911 or email intertek@rtconsulting.com
I need a new ID card for my benefits.	Contact our Benefit Advocacy Group, RT Consulting.	1-855-203-0911 or email intertek@rtconsulting.com

Payroll

Question	To Do or Contact	Contact Information
How do I change my direct deposit?	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
How do I change my W-4?	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
I am on Disability and have a question about my pay.	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com
My rate of pay is incorrect.	Contact your manager	
How do I update my state tax withholding?	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
I did not receive my commission payment.	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com
I did not receive my bonus payment.	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com
What is my PTO/VAC/SCK balance?	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com
I entered my time incorrectly, who do I contact?	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com
How do I obtain a paystub?	Contact the Employee Service Center or login online,	1-866-213-8919 or http://portal.adp.com
How do I obtain a copy of my W-2?	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
How do I check the status of a missing paycheck?	Contact the Employee Service Center or login online	1-866-213-8919 or http://portal.adp.com
How do I complete a timesheet during a leave of absence?	Contact the Intertek Payroll Dept	payroll.servicecenter@intertek.com