

# HR, PAYROLL, AND BENEFITS PROCESS EMPLOYEE GUIDE



INTERTEK  
**BENEFITS**  
Your blueprint for wellness.



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This publication contains important information about your employee benefit program.

This publication includes your Medicare Part D notice.

Please read thoroughly.

# Welcome to the Employee Service Center Guidebook

We hope that you find this guide helpful to navigate your way through our 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, so; you know exactly who to contact, or where to go for help.

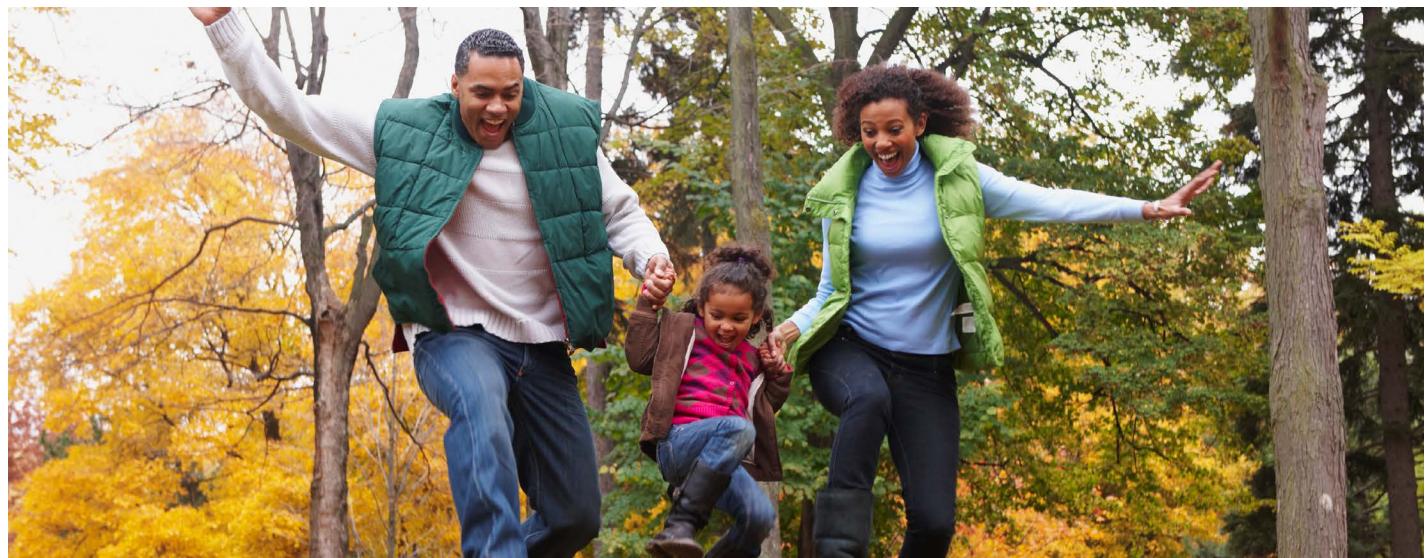
With our Employee Service Center, we have added the following enhancements:

- 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 logging into Fusion.	Login to the Intranet at <a href="http://intranet.intertek.com">intranet.intertek.com</a> . Under quick links, click on Fusion HCM
How do I update my emergency contact information?	You can make the changes by logging into Fusion.	Login to the Intranet at <a href="http://intranet.intertek.com">intranet.intertek.com</a> . Under quick links, click on Fusion HCM
How do I update my directory profile?	You can make the changes online via Intertek Intranet, by clicking on your name and edit profile.	Login to the Intranet at <a href="http://intranet.intertek.com">intranet.intertek.com</a> . Under quick links, click on Directory; click on Edit my Profile
How do I make a name change?	Once you have an updated Social Security Card reflecting the new information a name change request can be submitted in Fusion Employee Self Service.	Login to the Intranet at <a href="http://intranet.intertek.com">intranet.intertek.com</a> . Under quick links, click on Fusion HCM



# 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 log in online.	<b>866.213.8919</b> or <a href="http://my.adp.com">my.adp.com</a>
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.	<b>866.213.8919</b> or <a href="http://my.adp.com">my.adp.com</a>
I need to update my beneficiary	Contact the Employee Service Center or login online to <a href="http://my.adp.com">my.adp.com</a> , click benefits, and click manage information.	<b>866.213.8919</b> or <a href="http://my.adp.com">my.adp.com</a>
I need an evidence of insurability form (EOI) to complete my life insurance enrollment	Login online to <a href="http://my.adp.com">my.adp.com</a> , click on benefits tab, then click on company links, and then click continue, and click on Evidence of Insurability.	<a href="http://my.adp.com">my.adp.com</a>
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.	<b>866.213.8919</b> or <a href="http://my.adp.com">my.adp.com</a>
Where do I find the benefit plan documents?	Login online to download the Summary Benefits Statements for each benefit type.	<a href="http://my.adp.com">my.adp.com</a>
I need to verify my dependent to continue coverage or appeal my dependent verification	Contact the Employee Service Center.	<b>866.213.8919</b>
I need to update my dependent information	Contact the Employee Service Center or login online to <a href="http://my.adp.com">my.adp.com</a> , click benefits, and click manage information.	<b>866.213.8919</b> or <a href="http://my.adp.com">my.adp.com</a>
File a death claim for life insurance	Email the Benefits Department.	<a href="mailto:Usa.benefits@intertek.com">Usa.benefits@intertek.com</a>
I have a question about a qualified medical support order	Email the Benefits Department.	<a href="mailto:Usa.benefits@intertek.com">Usa.benefits@intertek.com</a>
I need to file or have a question regarding a disability or FMLA claim status	Contact Lincoln Financial to file a claim, or contact the case manager assigned by Lincoln Financial once you file a claim for status updates.	<b>888.408.7300</b> or <a href="http://mylincolnportal.com">mylincolnportal.com</a> (company code: Intertek)
How do I report my FMLA intermittent time?	You will contact your manager and Lincoln Financial anytime away for intermittent FMLA Claim.	<b>888.408.7300</b> or <a href="http://mylincolnportal.com">mylincolnportal.com</a> (company code: Intertek)
I need to change my health saving contribution (HSA)	Contact the Employee Service Center.	<b>866.213.8919</b>
I want to file a claim for reimbursement for my FSA or HSA account	Contact HealthEquity.	<b>877.924.3967</b> or <a href="http://www.healthequity.com">www.healthequity.com</a>
I have a question about my 401(k) account	Contact the Benefits Department.	<b>877.694.8543</b> , prompt 3, and then prompt 2 or <a href="mailto:Usa.benefits@intertek.com">Usa.benefits@intertek.com</a>
I want to set up my 401(k) deferral or change my asset allocations	Contact Fidelity.	<b>800.835.3361</b> or <a href="http://www.401k.com">www.401k.com</a>
I am at the doctor's office and they cannot validate my insurance coverage	Contact our Benefit Advocacy Group, RT Consulting.	<b>855.203.0911</b> or email <a href="mailto:intertek@rtconsultingllc.com">intertek@rtconsultingllc.com</a>
I have a question about an explanation of benefits (EOB) or a claim that was filed with UnitedHealthcare (UHC)	Contact our Benefit Advocacy Group, RT Consulting.	<b>855.203.0911</b> or email <a href="mailto:intertek@rtconsultingllc.com">intertek@rtconsultingllc.com</a>
I need a new ID card for my benefits	Contact our Benefit Advocacy Group, RT Consulting.	<b>855.203.0911</b> or email <a href="mailto:intertek@rtconsultingllc.com">intertek@rtconsultingllc.com</a>

# Payroll

Question	To Do or Contact	Contact Information
How do I change my direct deposit?	Please login to <a href="http://my.adp.com">my.adp.com</a> ; click on Pay; then click on update direct deposit, make the necessary changes and save the record.	<a href="http://my.adp.com">my.adp.com</a>
How do I make changes to my federal withholding?	Please login to <a href="http://my.adp.com">my.adp.com</a> ; click on Pay; then click on tax withholding, click edit withholding, make the necessary changes and save the record.	<a href="http://my.adp.com">my.adp.com</a>
I am on disability and have a question about my pay	Contact the Employee Service Center.	<a href="mailto:Payroll.servicecenter@intertek.com">Payroll.servicecenter@intertek.com</a> or call <b>877.694.8543</b> , option 2
My rate of pay is incorrect	Contact your manager.	
How do I make changes to my state withholding?	Please login to <a href="http://my.adp.com">my.adp.com</a> ; click on Pay; then under Tax Withholding; click on edit withholding, follow the steps to update and save the record.	<a href="http://my.adp.com">my.adp.com</a>
I did not receive my commission payment	Contact your manager.	
I did not receive my bonus payment	Contact your manager.	
What is my PTO/VAC/SICK Balance?	If you use <a href="http://my.adp.com">my.adp.com</a> to enter your timesheet please login to <a href="http://my.adp.com">my.adp.com</a> .  If you do not use <a href="http://my.adp.com">my.adp.com</a> to enter your timesheet please contact your manager.	<a href="http://my.adp.com">my.adp.com</a>
I entered my time incorrectly, who do I contact?	Contact your manager.	
How do I obtain a paystub?	Please login to <a href="http://my.adp.com">my.adp.com</a> ; click on Pay; then click on view all pay statements, then check the statement or statements you wish to print, then select download.	<a href="http://my.adp.com">my.adp.com</a>
How do I obtain a copy of My W-2?	Please login to <a href="http://my.adp.com">my.adp.com</a> ; click on Pay; then click on tax statement, click on the year, click on the W-2 form and select download statement.	<a href="http://my.adp.com">my.adp.com</a>
How do I check the status of a missing paycheck?	Contact the Employee Service Center.	<a href="mailto:Payroll.servicecenter@intertek.com">Payroll.servicecenter@intertek.com</a> or call <b>877.694.8543</b> , option 2
How do I complete a timesheet during a leave of absence?	Contact the Employee Service Center.	<a href="mailto:Payroll.servicecenter@intertek.com">Payroll.servicecenter@intertek.com</a> or call <b>877.694.8543</b> , option 2
Who do I call if I have a question on a garnishment coming out of my check?	Contact the ADP Solution Center. They are available Monday-Friday 5am – 5pm PST	<b>866.324.5191</b> 24/7 Interactive Voice Response System



This benefit guide is only intended to highlight some of the major benefit provisions of the company plan and should not be relied upon as a complete detailed representation of the plan. Please refer to the plan's summary plan descriptions for further detail. Should this guide differ from the summary plan descriptions, the summary plan descriptions prevail.