

## New Procedures for Benefit and Payroll Issues

On Monday, July 11, 2011, GSW moved to the next phase of the USG Centralization initiative. Effective as of that date, all employees, student employees and retirees with Payroll or Benefits questions should begin using the Shared Services Center's (SSC) toll-free number (see below), or send an email to the SSC ([helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu)).

While the SSC will be managing some employee and retiree tasks, GSW will continue to handle services that require a "personalized" touch. These include benefits questions/issues such as: new hire orientation, active and retiree death claims, survivor counseling, leave counseling, HR/Benefits counseling, retirement counseling, and emergency situations.

Here are the tools for you to use with any issues or questions related to Payroll or Benefits:

- Phone Support: 1-855-214-2644
- eMail Support: [helpdesk@ssc.usg.edu](mailto:helpdesk@ssc.usg.edu)
- Web Support: <http://answers.ssc.usg.edu>

As we transition to this new support model, the GSW benefits and payroll team will be fully engaged in working with the SSC to monitor, diagnose and transfer knowledge on GSW specific issues. We want to ensure you get the best service possible.

We are confident that SSC will provide the same level of efficient service you have come to expect from your HR and Payroll colleagues.