

CUSTOMER SERVICE EXPECTATIONS

LAST UPDATED 08/23/22



Have a Question?

- » People Support Questions: people.support@archden.org
- » Benefit Support Questions: benefitssupport@archden.org

WHEN CONTACTING PEOPLE SUPPORT, PLEASE INCLUDE:

- » Submitter Full Name
- » Submitter Title (ie, Business Manager, Pastor, Manager)
- » Submitter Location (Parish/School/AoD department)
- » Submitter Payroll Profile (if payroll related for ministries/parishes/schools outside the AoD)
- » Employee Name (if applicable)
- » Employee Code (if applicable)
- » Issue: Please give details on the question you have/issue you are facing. The more details, the better so we can pinpoint what you need and how we can help you more easily.

NOTE: Flexibility in service resolution is granted for each support request depending on the circumstances in question. The following are sample topics for convenience

URGENT Impact

24 hours (1 business day) Resolution Examples:

- » Payroll impact
- » Involuntary termination
- » Medical emergency
- » AOD Executive immediate need

HIGH Impact

48 hours (2 business days) Resolution Examples:

- » Position creation in Paycom
- » Garnishment processing
- » New 403b Salary Reduction set-up
- » New pension loans
- » Paycom password reset, and admin access requests

MEDIUM Impact

5 business day (1 business week) Resolution Examples:

- » Job requisition posts
- » General benefits support
- » General payroll support (not impacting current payroll)
- » Business Manager transition support
- » Training related
- » New pension loans

SPECIALIST REQUIRED

(In-depth processes, 3rd Party Expertise, Research and/or Training)

10 business day (2 business weeks) Resolution Examples:

- » Adding an additional rate
- » Paycom permission changes/updates
- » Policy related

