



Welcome to ADP

FAMILY VIDEO MOVIE CLUB

TITI

Employee Call Center

Employee Call Center Hotline: Hours of Operation: 8am to 8pm EST (English) and 8am to 5pm EST Bilingual (English/French Service)

1-877-959-0026 ext. 7029161

Choose French or English, and then option 1

Total Access Inquiries including: Password resets and log in support

How do I access my information on-line?

How do I reset my total access password?

Can I get help to log into total access to view my pay statement online?

Pay Statement Inquiries including: Earnings, Deductions, Rates of pay, Hours worked

Can you tell me the amount of my net and/gross pay?

Why are my deductions higher than usual?

I worked overtime this pay, can you breakdown the rates of pay I earned for each specific hour?

Benefit Inquires

Why did my benefit deduction amounts increase?

What type of Benefit plan have I enrolled in?

Tax Inquiries

Why are my taxes so high?

How can I lower the amount of tax I pay?

How can I have additional tax deducted each pay?

Reporting Shortages in Pay

I just received my paystub and noticed I am missing hours, can you help?

I have not received my pay stub yet however my pay seems lower than I expected, can you help?

ROE Inquiries

I called Service Canada, they don't have an ROE for me can you send me a copy?

Can you explain what this box is and where the value came from on my ROE?

Requesting copies of Pay Statements, ROE's, T4's

I have miss placed my pay statement from pay period ##, can you send me a copy of it?

Can you send me a copy of my ROE and T4?

General Inquiries

I am no longer with the Company can I still use Total Access?

Can you see if I qualify for the previous holiday?

Can you confirm my personal data to ensure it is correct?