

# Where Do I Go For Help?



## Human Resources Service Center

Admin. Record Changes; Adoption Assistance; Death Notification; Leaves of Absence/Vacation; Internal Offer Processing; Pay Inquiry/Promotion Processing; Records/File Request; Subpoenas; Termination Processing; Time Reporting

**Tel:** 8\*736-5902 or 1-800-428-2203  
**HR Representatives** (Prompt 5, then 9)  
**Email:** [HumanResourcesServiceCtr@xerox.com](mailto:HumanResourcesServiceCtr@xerox.com)  
**FAX:** 8\*219-6416 / 585-216-6416 / 1-888-204-6053  
**Add:** 1303 Ridgeview Drive, MS R382-470  
Lewisville, TX 75057

### eTime Time Reporting

**Help:** [www.selfhelp.support.xerox.com](http://www.selfhelp.support.xerox.com)  
**URL:** [https://www.xtime.xerox.com/xere/logonESS\\_SSO](https://www.xtime.xerox.com/xere/logonESS_SSO)

### Tuition Aid Support

**URL:** <https://www.ebusiness.xerox.com/tuition/>  
**Email:** [USA.Tuition.Aid@xerox.com](mailto:USA.Tuition.Aid@xerox.com)

### Verification of Employment

For banks, landlords or lending institutions as authorized by the employee. (Xerox ID: **10769**)

**Tel:** 1-888-979-9961

- **Employee** – Listen for the “Employment Verification” prompt.
- **Verifier** – [www.theworknumber.com](http://www.theworknumber.com) or 1-800-367-5690

## Talent Acquisition Service Center

**Xerox Staffing Administration Center (XSAC)**  
External and Temp to Perm Offer Support; New Hire On-boarding and Orientation

**Tel:** 1-866-802-8178  
**Fax:** 8\*219-6417 / 1-585-216-6417 / 1-888-204-6220  
**Email:** [XeroxStaffingAdminCenter@xerox.com](mailto:XeroxStaffingAdminCenter@xerox.com)

### Intern/College Program Admin. Support

**Email:** [college@xerox.com](mailto:college@xerox.com)

### Experience/College Recruiting

**URL:** [Recruiter Matrix](#)

### Employee Referral Program:

**Email:** [usaemployeereferral@xerox.com](mailto:usaemployeereferral@xerox.com)

## Xerox Integrated Absence Program

Absences due to injury, illness or disability lasting **more than 3 days**; Leaves of absence for family / medical reasons; Work related illnesses or injuries.

**Tel:** 1-800-753-5331  
**URL:** [XIAP.SedgwickCMS.com](http://XIAP.SedgwickCMS.com)

### Disability Program Office

Help with physical restrictions accommodations  
**Tel:** 585-423-3225 or 8\*703-3225

## HR Business Operations Support

Provides employee relations support & council to managers for: Salary Review Requests; Int/Ext Offers; Comp. Planning; HR Policy; PEP/PDP/PIP; Investigations & Terminations; RFPs

**Tel:** 8\*736-5902 or 1-800-428-2203  
**HR Managers** (Prompt 5, then #)  
**Email:** [USA.HR.Operations@xerox.com](mailto:USA.HR.Operations@xerox.com)  
**FAX:** 8\*219-6416 / 585-216-6416 / 1-888-204-6053

## Xerox Benefits Center

Automated response system available 24 hours a day; Reps available 9:00 AM-6:00 PM (ET) M-F

**Tel:** 1-888-979-9961  
**Note:** Last 4 digits of SSN and Benefits Password required for the automated response system  
**URL:** Your Benefits Resources website  
<http://resources.hewitt.com/xerox/>  
**Note:** Benefits ID and Password required

### Health and Welfare Benefits

Benefit Enrollment; Change of Life Circumstance; COBRA; Dental Coverage; Dependent Care Acct & Coverage; Disability Coverage; Health Care Account; Life Insurance, Medical and Vision Coverage; Xerox Funded Health Care Account

### Pension and Savings Benefits

RIGP, 401(k) & ESOP balances, 401(k) fund transfers and loans, distributions, retirement projections

## Financial Services

**Tel:** 8\*227-4500 or 1-800-742-1473  
**URL:** [www.internal.world.xerox.com/Insight/customindex/Process2.cfm?SID=59](http://www.internal.world.xerox.com/Insight/customindex/Process2.cfm?SID=59)

### AMEX / E-Pay / PCard Inquiries

**URL:** [www.selfhelp.support.xerox.com](http://www.selfhelp.support.xerox.com)

### Check Request or PO Assistance

**URL:** [Click here](#)

### iProcurement Assistance

**URL:** [www.selfhelp.support.xerox.com](http://www.selfhelp.support.xerox.com)

### Auto Equity

**URL:** [www.internal.world.xerox.com/Insight/customindex/Process2.cfm?SID=59](http://www.internal.world.xerox.com/Insight/customindex/Process2.cfm?SID=59)  
**Email:** [autoequity@xerox.com](mailto:autoequity@xerox.com)

### Travel

- **XTO Navigational Support:** 1-877-620-7222, prompt 2, prompt 1
- **AMEX Travel Agency:** 1-877-620-7222

## Xerox PeopleNet (EPUT)

**Update:** Name and Address; Education Information; Emergency Contact, Personal History and W-4 Tax Information. **View:** Policies; Personal Data; Job/Salary Data; Open Job Postings; Occasional Absence & Vacation Deferral.

**URL:** [www.xpn.xerox.com](http://www.xpn.xerox.com)

## Employee Crisis Management Hotline

**Tel:** 1-800-956-7692  
**Note:** Check [www.xerox.com](http://www.xerox.com) for updates.

## Benefit Resources

### Xerox Employee Assistance Program & Work-Life Services (XEAP)

Elder / Dependent Adult Care; Child Care / Parenting; Adoption; Educational Resources; TeenTalk consultation for teenagers & parents; Pre-Retirement Info; Legal & Financial Services; Counseling – Mental Health/Substance Abuse.

**Tel:** 1-800-USA-XEAP  
**Eldercare:** 1-800-872-9327  
**Teen Talk:** 1-800-242-TEEN  
**URL:** [www.xeaponline.com](http://www.xeaponline.com)

### Health Advocacy / Complex Care

**Tel:** 1-877-961-1124  
**URL:** [www.healthsystemsmanagementinc.com](http://www.healthsystemsmanagementinc.com)

### LifeCycle Assistance

Child Care Subsidy; Extended Household Health Care; Mortgage Assistance (1st time home buyers)

**Tel:** 8\*227-4500 or 800-742-1473  
**Email:** [payroll.lifecycle@xerox.com](mailto:payroll.lifecycle@xerox.com)

### Student and College Loans

Educational loans – parochial, private elementary and secondary schools, college and post grad.

**Tel:** 800-378-5526, option 3.  
**URL:** [www.wellsfargo.com/student/](http://www.wellsfargo.com/student/)

### Adoption Assistance

Refer to [HR Policy 504.1](#)

### Wells Fargo Mortgage Program (Employee loan program)

**Tel:** 1-800-644-8083

### MetLife Auto & Home Discount Insurance

**Tel:** 1-800-GetMet 8

## Other Services

### Credit Union, XCEED:

**Info:** 1-800-932-8222 / [www.xfcu.org/](http://www.xfcu.org/)

### Ethics Helpline

**Tel:** 1-866-XXR-0001

### Violence in the Workplace Helpline

**Tel:** 1-866-482-7928

### Smith Barney: Stock Options / LTIP

**Note:** SSN + Stock PIN # Required

**Tel:** 1-877-771-2554

**URL:** [www.benefitaccess.com/](http://www.benefitaccess.com/)

## myWebBoard

Bank Savings, Direct Deposit, Pay Statement, eTIME, W2 Reprints

**URL:** [Pay, Benefits & Career](#)