

Sodexo Employee Self Service (ESS) Frequently Asked Questions

What is ESS?

Employee Self Service (ESS) is a web based application that gives you access to your personal information any time of day. With ESS you can manage your personal information including address changes, tax with holdings, contact information, and emergency contact information. You can also view pay statements and other basic information stored in your personnel record.

How do I find ESS?

Go to www.IAMSODEXO.com > **Employee Self Service** listed under Tools and Resources.

Can I access ESS from my home computer?

Yes. You can access ESS from any computer.

Where do I find instructions on ESS?

Instructions for using ESS can be found on the ESS opening page, click the second bullet that says "Need Help Getting Started?"

What is the Registration Pass Code?

If you are a new user of ESS - the registration pass code is **SODEXO-SODEXO** (all uppercase letters and no spaces). Once registered, follow the instructions to create your User ID and Password.

What do I do if the Registration Pass Code does not work?

Contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396)

I've forgotten my password and ID, how do I retrieve them?

On the opening page of ESS, select one of the last 2 bullets that say "Forgot your user ID" or "Forgot your Password". You will need to answer a few security questions that you predetermined when you originally registered. These questions help determine your identity. Once you have retrieved your ID or password, you will have an opportunity to retrieve the other forgotten item.

ESS will not recognize me; it says "does not match information they have on record" You need to input your name exactly as it appears on your paycheck. If you still get this message, contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396) for assistance.

How do I change tax withholding information?

Once you are signed on to ESS - use the MONEY tab near the top of the page. Look to the left menu and select TAX WITHHOLDING. This page displays the tax withholding currently in effect. To change tax information, click the appropriate underlined tax type, which will take you to the Update Tax Withholding page. While you may change your Federal Tax with holdings, and most state with holdings, note that there are several States that will not allow you to change you withholding in ESS. See the list of states below:

Alabama	California	South Dakota
Maryland	Connecticut	Tennessee
Virgin Islands	Puerto Rico	Texas
Alaska	Arizona	Washington
Guam	Florida	Wyoming
Indiana	Illinois	New Jersey
Georgia	Mississippi	New Hampshire
Louisiana	Nevada	

If you are in one of these states, please contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396) and they will assist you.

How do I set up direct deposit?

In ESS select the MONEY Tab near the top of the page. On the left side menu select **DIRECT DEPOSIT**. This page displays the direct deposit deductions currently in effect. To delete or change a direct deposit, click the appropriate underlined direct deposit type, which will take you to the Update Direct Deposit page. To add a new direct deposit click, Add New.

Can I download my 2009 W-2 from ESS?

After February 1, 2010 you will be able to download your 2009 W-2. You also have the ability to download W-2 forms from 2008. If you need a W-2 from 2007 or earlier, please complete the W-2 Action form found on www.IAMSODEXO.com under Tax Assistance.

How do I make change to my address to receive my W-2?

To change your address to receive delivery of your W-2, go to www.IAMSODEXO.com, Employee Self Service select the MYSELF tab near the top of the page. Select ADDRESSES from the left menu and click on the EDIT button.

How do I select the paperless option?

You must first be signed up for Direct Deposit to take advantage of this eco friendly option. To **Go Paperless** go to the Money tab, then select Pay Statements from the menu on the left, then click **Go Paperless**. To sign up for Direct Deposit in Employee Self Service select the Money tab, then choose Direct Deposit. At anytime you may opt to go back to receipt of a paper statement.

How do I view pay stubs?

In ESS, you will select MONEY tab near the top of the page. In the left menu select PAY STATEMENTS.

I get messages "problems with add-ons"

Please contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396) for assistance.

When the screen says contact your administrator, who is that?

Please contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396) for assistance.

My last name is spelled wrong , how do I correct that?

Please contact the ADP COS at 1-877-PAYSDXO - (1-877-729-7396) for assistance.

No internet access?

You have access to a service center to assist you with everything available in ESS. Contact 1-877-PAYSDXO (1-877-729-7396), Monday to Saturday, 8:00 a.m. to 8:00 p.m. ET, and Saturdays from 8:00 a.m. to 5:00 p.m. ET.