



## Human Resources Web & Phone Services Guide

### Making the Connection

#### ONLINE:

##### On USBnet

Click the Human Resources tab

##### On the Internet

Visit [www.USBankHR.com](http://www.USBankHR.com)

#### BY PHONE:

##### U.S. Bank Employee Service Center

Call 800-806-7009

*Need to set up or change payroll direct deposit? Change your tax withholding? Change your address on benefit and payroll records? Explore career opportunities? Enroll in benefits? With the phone and Web resources offered by Human Resources, the power to do all this and more is at your fingertips.*

- **Quick:** No paper forms or slow processing. With these resources, get the information you need and process changes quickly and electronically.
- **Easy:** Resources are available at the click of a mouse or by using a touch-tone phone.
- **Accurate:** Electronic entries reduce the chance of errors.
- **Convenient:** Get connected by computer or phone, 24 hours a day, seven days a week.
- **Secure:** U.S. Bank takes significant measures to ensure your privacy. A password or personal identification number (PIN) is required to access all personal data, and we use the latest electronic security and encryption technology.

All of **us** serving you™

HR WEB & PHONE SERVICES – (continued next page)

#### CONTENTS

What's Online.....	2
USBnet vs Internet .....	3
Phone Services.....	4
Service Center IVR .....	5
Q & A.....	6



## WEB SERVICES



*The Human Resources Web pages are your first stop for human resources-related topics, tools, and changes at any time of day or night. Getting to the site is easy. From USBnet, just click the Human Resources tab. From the Internet, enter [www.USBankHR.com](http://www.USBankHR.com) on your Web browser.*

### What's Online?

- **Benefits:** Enroll in benefits, designate beneficiaries, view current or past coverages, link to related Web sites, get benefit information, or ask a routine benefit question via email.
- **Employee Perks:** Access a variety of discounts and special offers available to you as a U.S. Bank employee.
- **Payroll & Compensation:** View or print current or past paychecks; set up or change direct deposit or voluntary deductions; view or change your tax withholding amounts; enroll in AccelaPay; access stock options; and view incentive, severance, and compensation plan documents.
- **Career Center:** Search internal job openings, apply for an opening, or create/maintain your profile (USBnet only).
- **Learning & Development:** Explore career opportunities, learn a skill or complete required training, plan for your career development, and network with others.
- **HR Policies & Ethics:** Access the employee handbook and other policies, review U.S. Bank ethics materials, or send an e-mail with your ethics-related question or comment.
- **Life Event Guides:** Obtain information on what you may need to do if you experience certain life events, such as having or adopting a child, retiring, taking a leave of absence, and more.
- **Manager Self Service & Tools:** Access a variety of information and tools to help attract, retain and manage employees; or link to Leading US for enriching leader events, news and resources.

### Employee Self Service

Employee Self Service is a secure, online system which allows you to manage your benefits, payroll and personal information. Access Employee Self Service from USBnet or [www.USBankHR.com](http://www.USBankHR.com). You can view information and make changes, like setting up or changing your direct deposit, enrolling in benefits, viewing your paycheck, changing your tax withholdings or updating your home address.

Additional functionality is available to managers through Manager Self Service.

To keep your personal information secure, you are required to enter your Intranet ID and password to access Employee Self Service or Manager Self Service.

## WEB SERVICES – (continued)

### Anytime, Anywhere

These online resources can be reached through the Internet or USBnet, giving you maximum flexibility and convenience. Some information and changes are available only through USBnet. Some important site features and where to access them are:

	Available on USBnet	Available on the Internet
View your paychecks*	✓	✓
View your compensation history*	✓	✓
View or change your tax withholding*	✓	✓
Set up or change your direct deposit*	✓	✓
Set up or change voluntary deductions (Employee Assistance Fund)*	✓	✓
Change your name, home address or home phone number*	✓	✓
Change your emergency contact(s)*	✓	✓
View or enroll in your benefits*	✓	✓
Designate beneficiaries*	✓	✓
Report your volunteer activity*	✓	✓
Update your total years of service (rehires)*	✓	✓
View job opportunities or apply for a position	✓	✓
View training information	✓	✓
Explore different careers at U.S. Bank	✓	✓
View the holiday schedule	✓	✓
View Health Care, Dependent Care, Parking and Health Savings Account; and Transit Plan account balances	✓	✓
Order your transit voucher	✓	✓
View your 401(k) information and make account changes	✓	✓
See your pension plan benefit information	✓	✓
Report your time via Time Transmittal	✓	
View the Employee Handbook or Code of Ethics	✓	✓**
Record your flexible work arrangement*	✓	✓
Update your veteran status, disability status, or indicate your military service*	✓	✓
Indicate what languages you speak*	✓	✓

\*Available through Employee Self Service

\*\*Code of Ethics available on usbank.com

## PHONE SERVICES



*The U.S. Bank Employee Service Center gives you access to information and changes with one toll-free number: 800-806-7009.*

*Most questions and changes are easily handled with the automated interactive voice response (IVR) system, available 24 hours a day, seven days a week. Service center representatives are available to assist with more complex questions or issues from 8 a.m. to 6 p.m. Central Time, Monday through Friday (excluding holidays).*

### Your Employee ID Number and PIN

To confirm your identity and maintain security, you will be prompted to enter your six-digit Employee ID number (as found on your paycheck) and personal identification number (PIN). Once you enter this information, you will be transferred to the main menu.

### Only By Phone

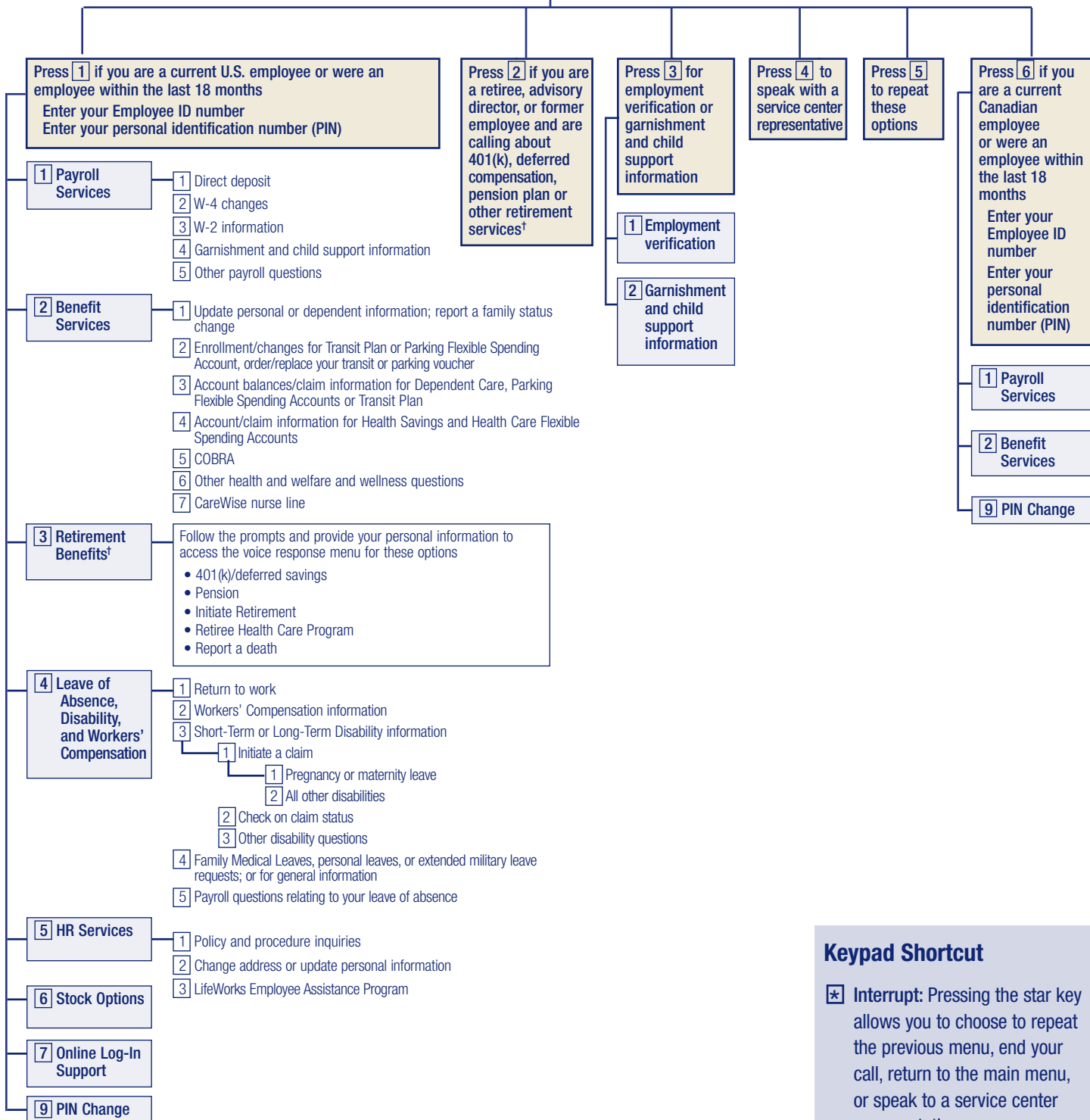
Almost every feature available by calling the U.S. Bank Employee Service Center is available online. However, a few activities can be performed *only* by phone:

- **Complete family status changes:** If you have a family status change—such as the birth or adoption of a child, marriage, or divorce—you need to have a service center representative update your personal information and make benefits changes (if appropriate).
- **Initiate Short- or Long-Term Disability or a leave of absence:** A service center representative will help ensure that all the necessary steps are taken.

- **Ask questions or resolve issues relating to payroll:** When you need payroll help, you will be put in touch with a payroll call center representative.
- **Ask other benefits questions:** If you cannot find the information you need online or on the IVR, a service center representative can help.

Service center representatives are available specifically to help with questions and changes that cannot be resolved through the IVR or online. To keep representatives available for these services, callers whose requests can be handled through the IVR will be transferred back to the system.

Dial 800-806-7009



**Keypad Shortcut**

**\* Interrupt:** Pressing the star key allows you to choose to repeat the previous menu, end your call, return to the main menu, or speak to a service center representative.

<sup>†</sup>You will need to provide your U.S. Bank Retirement Program user ID and password.

## Q & A

### Q. Which is better for me: The Web or the phone?

A. The Web is designed to be your most comprehensive resource, and its features will continue to expand. More information and transactions are available online than by phone; but some transactions are available by telephone only.

### Q. What if I forgot my Employee ID?

A. Your six-digit Employee ID can be found on your paycheck. You may access your paycheck through Employee Self Service.

### Q. What if I forget my password or PIN?

A. If you forget your online password, call the U.S. Bank Service Center at 800-315-9088 to have it reset. If you forget your PIN for the phone line, simply call 800-806-7009 and make at least one attempt to enter your PIN. If an incorrect PIN is entered, you will be offered help.

### Q. What is Employee Self Service and do I have access to it?

A. Employee Self Service empowers you to quickly and easily manage your benefits, payroll and HR information at U.S. Bank from work or home. It is the part of the online resources (on USBnet and [www.USBankHR.com](http://www.USBankHR.com)) through which employees can view information and make changes, such as setting up or changing your direct deposit, enrolling in benefits, viewing your paycheck or updating your home address. Links to Employee Self Service are found

throughout the site for your convenience, including on the Human Resources home page. You will just need to enter your Intranet ID and password.

### Q. Who do I call if I have problems logging into Employee Self Service? What if I have problems navigating the site once I am logged in?

A. For login questions, please contact the U.S. Bank Service Center at 800-315-9088. For navigation questions, call 800-806-7009 and follow the prompts to speak with a service center representative.

### Q. When accessing 401(k) or pension information by phone, why do I need to enter separate IDs, PINs and passwords?

A. A separate administrator services the 401(k) and pension options, and for your security that system requires that you provide your U.S. Bank Retirement Program user ID and password.

### Q. Can I email a question rather than calling the U.S. Bank Employee Service Center?

A. Yes, you may email routine benefit questions to [USBBenefitQuestions@adp.com](mailto:USBBenefitQuestions@adp.com). Include your six-digit Employee ID and a daytime phone number in your email. Do not include Social Security numbers, account numbers, or specific health information. For more information about this email option, see the Benefits page on the Human Resources tab of USBnet or on [www.USBankHR.com](http://www.USBankHR.com).

## YOUR FEEDBACK IS WELCOME!

Use the feedback link on the USB Today home page or at the bottom of most Human Resources pages on USBnet to share your compliments, complaints or suggestions.

All of  serving you®

