Human Resources

Do you offer health benefits?

Yes, information regarding the health benefits offered can be found in your onboarding documents or in ADP under the resources tab in Tools/References. After reviewing the information, if you have questions contact Human Resources at hr@spstaffing.com.

Do you offer 401k?

Yes! You can find instructions for enrolling online on the Home page of your ADP Workforce Now portal. (https://online.adp.com)

I got hurt at work what do I do?

If you need **immediate** medical attention, call 911 or report to the nearest Hospital Emergency department, and then contact Human Resources as soon as you are able. For any non-emergency incidents please contact Human Resources to be directed to the nearest clinic. Please note that SearchPros is your employer of record, and any incidents or Worker's Compensation claims must be handled by SearchPros.

Payroll Related

When and where can I access my paystubs?

All new employees will receive a registration email sent by Payroll on Thursday on your second week (or before your first payday), once you are set up and able to register for access to ADP.

Paystubs will be available on paydays and can be accessed through our ADP WorkforceNow portal.

Use the following link to access the portal:

https://workforcenow.adp.com

If you have forgotten your login information, use the "Forgot Your User ID/Password" link just above the login button. If you have not yet registered, you may do so using the registration code: SPStaffing-portal

To access paystubs: Log into ADP WorkforceNow. Click MYSELF in the blue banner, then on PAY, and Pay Statements. When the page loads, click View Check under the "Check" image for the pay date you would like to view. (You may need to disable your pop-up blocker.) Once it opens, you may choose to print or save it as a PDF.

How do I submit my time?

You will receive an email from our Onboarding team, if you have not already, on where to enter your time each week depending on the client site requirements. Please note that ADP is not a timekeeping system, it is only used to provide payroll documentation and year end tax documents. All timesheets are recorded electronically and must be submitted weekly.

When do I get paid?

Pay cycles are client specific and itemized on your individual offer letter. Your funds will be deposited to the account you provided during on-boarding.

Note: Employees will be paid only on hours worked that are documented and approved at the client site.

I closed/changed my bank account what do I do?

Please complete and return a new SearchPros Direct Deposit Form and a voided check or letter from your bank no later than the Friday prior to payday. Both documents must be returned before we can make the change to your payroll file.

Please reach out to your recruiter for the proper forms to complete.

***Please notify the Payroll Department ASAP of any closed accounts.** For closed accounts, Payroll can receive new documents no later than 10 am on Monday in order to enter a last-minute change for the current payroll.

If payroll has already been processed: We cannot re-issue a new direct deposit until the funds sent to the closed account are returned to SearchPros. It can take 5-7 business days for funds to be returned and an additional 2-3 business days before the funds can be re-deposited to the new account.

Note: If an employee states they have made a change to their account in ADP, Payroll still requires the completed documents to authorize us to deposit to the new account and to verify that any changes were input correctly. Payments will continue to deposit to the account(s) on file until then.

I have a new address:

Please provide your new address and we will make the change to your file. There isn't a way to change your personal info in our system. You must contact your recruiter for assistance.

My name is changing:

Please let your recruiter know once you change your name with the Social Security Administration and your state's licensing department. They will have you complete a new I-9 and W-4 and provide new identification verifying your new name.

Once everything is in order, your recruiter will let Payroll know to update your name in ADP.

When will I get my W-2?

As Federal law dictates, W2s will be available through the ADP WorkforceNow portal by January 31st.

Use the following link to access the portal: https://workforcenow.adp.com

If you have forgotten your login information, use the "Forgot Your User ID/Password" link just above the login button. If you have not yet registered, you may do so using the registration code: SPStaffing-portal

To access annual statements: Log into ADP WorkforceNow. Click MYSELF in the blue banner, then on PAY, and Annual Statements. When the page loads, click on the year listed that you would like to view. (You may need to disable your pop-up blocker.) Once it opens, you may choose to print or save it as a PDF.

Note: As documented in the Employee handbook, your W2 is available electronically through ADP.

My assignment ended; when do I get my final check?

Please login and make sure all hours have been submitted on your timecard. Once your hours have been approved, our Payroll department will make sure they are processed for the next scheduled pay date.

How do I use my sick pay?

Employees will be provided the mandated allotment of paid sick leave in compliance with state or local law. If you are eligible to receive and use paid sick leave, you must submit your request(s) for Sick Pay through ADP. *Please remember that your timecard should only reflect hours which you work.*

Further questions regarding Sick Pay should be addressed to payroll@spstaffing.com.

If you have any additional questions, please reach out to your SearchPros Point of Contact.