

Adecco

Servizio Lavoratori

Handbook for employees



What is Servizio Lavoratori?



A new available service for every Adecco associate.



A practical and innovative system to comply with all issues and doubt you have about your work relationship.



Our team of specialist is available to answer to each question, wherever you are.

This guide aims to show you how to access the service and receive support from our team of specialists.



How it works Servizio Lavoratori?



You can contact Servizio Lavoratori through the **Call Center** or **writing to the dedicated email address**.



The Call Center operators (1° level) **will open a ticket** detailing the issues you raised or your requests.



For **all technical requests** (documents download, use of App My Wallet, administrative data) **you will get support directly from 1° level operators**.



If you need **information about your contract** (clarifications, prorogation), salary advance or expense report, your request will be forward to **the Adecco branch administrative referent**.



Every other request will be taken in charge by **a team of specialists of Adecco Shared Service Center (Knowledge Hub Area)**.



The team will take in charge the ticket, it will analyze your request and contact you as soon as possible, by e-mail or by phone call, to **give you all the needed support**.



Please, when you contact the Call Center by email or by phone call **explain your issues or requests detailing everything related to it**, so that the operators will answer you in a reasonable length of time.

What can I contact Servizio Lavoratori for?

Servizio lavoratori is available for any kind of **information or request**.

Do you want to know how **to find a document** in your Adecco portal personal area? Do you need **to update the administrative data** and you do not know how to do it? Would you like **to have more information about your payslip**? Do you need **to communicate** something to your employer?

Servizio Lavoratori will answer to all your questions and doubts!

App and Personal Area

- Info about App My Wallet
- Absence notification
- Clocking change
- Info about personal area access
- Update of administrative data
- Info about documents retrieval
- Use of FEA
- IBAN/bank account communication

Contract

- Contract clarifications
- Info about contract extension and expiration date
- Refund of expense report
- Documentation forwarding
- Certificates of work service

Time & Hours

- Clarification on hours and paid amounts
- Info about bonuses
- Clarification about «Trattamento integrativo» and tax relief
- Check paid ticket
- Info about Welfare plans
- Injuries communication
- Informations about TFR
- Refund expense reports

Payroll

- ANF back pay and information about Assegno Unico
- Resignation procedure
- Information about 730 credits/debts
- CU request
- Info about foreclosure and loan assets

How can I contact Servizio Lavoratori?



Call Center:
06 45664560

If you choose **to contact us by phone call** be sure that you have with you your **fiscal code** and a recent **payslip** which shows the **cost centre** of your branch.

REMEMBER: Immediately after the emission of payslips you may find the lines busy due to the high number of incoming calls.



E-mail:
servizio.lavoratori@adecco.it

If you choose to contact us **by email (suggested)** remember to write from the mail address you registered in Adecco portal. We kindly ask you to identify yourself writing your **name, last name, fiscal code, cost centre** of your branch.



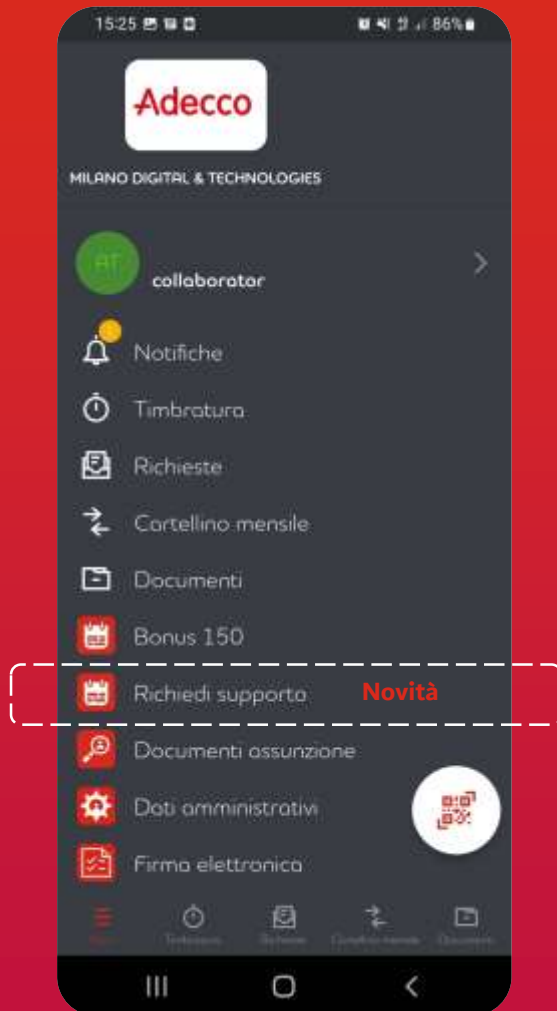
After the ticket creation, **we will contact you by phone call (even by a private number) or by mail. Make sure to check your mailbox!** The specialists team of our Shared Service Center will send you an email by **ADECCO KNOWLEDGE HUB NO REPLY**, enabled only for outbound flow but not for receiving messages.

Now you can use the App My Wallet too «Richiedi Supporto»

Now you are able to communicate with **Servizio Lavoratori** directly using your phone.

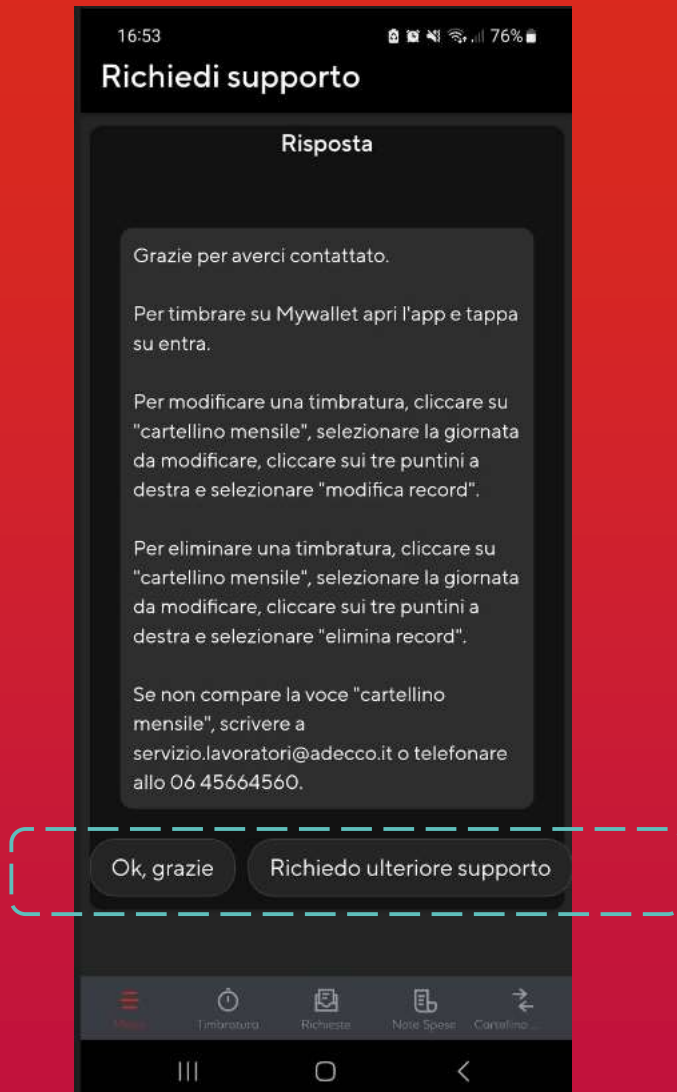
Just few click and you will be able to ask for support to our specialists.

You can find «Richiedi supporto» on the **Adecco My Wallet app**.



Automatic Replies

Request Further Support



For some requests (e.g. how to insert/modify the attendance) the app will give you a feedback right away, with a standard answer which will guide you through the steps on how to do what you asked for.

Important: in case the reply is not satisfactory and you want to be assisted by a consultant, you will have to click on «**Richiedo ulteriore supporto**». In this case, a ticket will be opened and afterwards you will be contacted by email or phone call.

Recall service

Was our email response not exhaustive?

Don't worry! You can ask for clarifications booking a phone appointment with our specialist, you can choose the day and time which are more suitable for you.

How to book a phone appointment?

You can find the link within our email and through it you can have access to our appointment platform. Then, you can easily choose the topic, date and time at which you want to be called back and write your contact information too. **We will do the rest!**

When can I book an appointment?

You can book an appointment exclusively after you have already received a feedback to your raised question made through the conventional channels (mail, phone, app). You cannot use this service as a reminder or if you have not sent a request yet.

The screenshot shows the 'Prenotazione Recall HTL' (Recall HTL Booking) interface. It is divided into three main sections, each highlighted with a dashed teal border:

- SELEZIONARE UN SERVIZIO (Select a service):** This section contains five service cards, each with a radio button, a title, a description, and a duration of 30 minutes.
 - Busta Paga (Ora - Premi Indennità):** Busta Paga (Trattenute - IRPEF)
 - Ticket / Buoni pasto:** Welfare (Endored - Buoni - Bonus Carburante)
 - Una Tantum 150 euro (DL 144/2022):**
- SELEZIONARE PERSONALE (FACOLTATIVO) (Optional Personnel Selection):** This section includes a dropdown menu for 'Scrumptia' and a calendar for selecting a date (currently showing December 2022). A note states: 'Seleziona un servizio e una data per visualizzare gli orari disponibili.' (Select a service and a date to view available times.)
- AGGIUNGI I DETTAGLI (Add details):** This section contains several input fields for personal information: 'Nome' (Name), 'Cognome' (Surname), 'Email elettronica' (Electronic email), 'Email ordinaria' (Ordinary email), 'Indirizzo (facoltativo)' (Optional address), 'Telefono (facoltativo)' (Optional phone), 'Numero di telefono (facoltativo)' (Optional phone number), and 'Aggiungi numero di telefono' (Add phone number). A 'Prenota' (Book) button is located at the bottom right of this section.



06 45664560



App My Wallet – «Richiedi supporto»



Servizio.lavoratori@adecco.it



You can contact us from Monday to Friday from 8 am to 7 pm.

Outside of these hours you can use digital services.



For administrative information you may receive an answer by phone or by mail from this email address **Adecco Knowledgehub No Reply**



Adecco

