LOP Help Center - Overview

Last Modified on 11/20/2024 2:49 pm CST

Overview

At Lone Oak Payroll, we utilize the request management system Jira to manage all of our incoming requests. Our clients may use the Lone Oak Payroll Help Center to track and manage the requests that they have submitted. This article is to provide you with an overview of this tool.

The LOP Help Center may be accessed here: https://tempworks.atlassian.net/helpcenter/lop/

		θ
	Velcome to the Lone Oak Payroll Help Center	Ione oak
	scome! You can raise a request for the Payroll Team using the options provided.	
	LOP Funding - Invoice Correction Request a correction to an invoice (for use by clients utilizing LOP Invoice Funding Services)	
*	Check Correction Request a correction to a payroll check or checks	
G	Late Payroll Request for Payroll to be ran outside of your normal weekly payroll cycle	
	Payroll Ready for Processing Notify the payroll team that your timecards are approved and payroll is ready.	
¢	Ack a question	
E	Have a question? Submit it here.	

Note Please see the video below for a brief overview of the LOP Help Center.

Creating Requests

The following article can be utilized for creating requests within the LOP Help Center:

- Request Types
- Finding Your Proofing Session ID

Payroll Processes

The following articles can be utilized to find information related to LOP Payroll Processes:

- Check Corrections
 - ACH Reversals
- Late Payroll
- Funding Invoice Corrections

Related Articles