LOP Help Center - Request Types

Overview

Submitting requests through the LOP Help Center facilitates faster responses and resolutions than email. The requests appear in our queues immediately, are categorized appropriately, and summitted with the information needed to begin work right away without additional back and forth.

The purpose of this page is to provide clarity about the different request types available in the Lone Oak Payroll Help Center, and when to use them. If you accidentally choose the wrong request type, that's okay! All of our payroll specialists are able to handle any request.

Request Types

We use request types to help triage incoming requests and organize our work. Choosing the correct request type helps ensure that our team receives the information we need to quickly handle your request.

The available request types are found on the Help Center home page under "What can we help you with":

Welcome to the Lone Oak Payroll Help Center

🔍 Search for information

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

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

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.

Submit a request or incident
Submit a request or report a problem.

Ask a question
Have a question? Submit it here.

LOP Funding - Invoice Correction

If you are a client that utilizes the Lone Oak Payroll Payroll Funding services, please use this request type when needing a correction to an existing invoice.

Note Want to learn more about Payroll Funding services? Please visit our website and schedule a consultation today! Payroll Funding Options | Temp & Staffing Agencies | Lone Oak Payroll

Required Information:

- Your Company's Name
- Invoice Customer Name
- Invoice Number
- Please describe the reason for the correction and what needs to be corrected.

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

> **LOP Funding - Invoice Correction**
> Request a correction to an invoice (for use by clients utilizing LOP Invoice Funding Services)

Required fields are marked with an asterisk *

Your Company's Name *

Invoice Customer Name *

Invoice Number *

Please describe the reason for the correction and what needs to be corrected. *

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Check Correction

Utilize this to request that Lone Oak Payroll correct an existing check.

> ***Note*** For more information, please see the following article titled Lone Oak Payroll Help Center - Check Correction Process.

Required Information:

- Your Company's Name
- Employee ID(s) or Name(s)
- Check Number(s)
- Has the employee been paid the funds?
- Is a correcting check needed?
  - *Select "no" if the funds simply need to be backed out*
  - *Select "yes" if there is a need to process a new check*

Conditional Information

- Would you like to attempt an ACH Reversal?
  - *Only available if the employee has been paid the funds and a correcting check is not needed*
- Proofing Session ID(s)
  - *Required if a correcting check is needed. Providing this information ensures that we pull in the correct timecard(s).* For more information, please see the article titled "Finding your Proofing Session ID".

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

Check Correction
Request a correction to a payroll check or checks

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Your Company's Name *

Employee ID(s) or Name(s) *

Check Number(s) *

Has the employee been paid the funds? *
○ Yes
○ No

Description of Issue
Please describe the reason for the correction and what needs to be corrected

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Late Payroll

Select this option to request that Lone Oak Payroll process Late (i.e. Off Cycle) Payroll.

> *Note* For more information, please see the article titled Lone Oak Payroll Help Center - Late Payroll Process.

Required Information:

- Your Company's Name
- Proofing Session ID(s)
  - *Providing this information ensures that we pull in the correct timecard(s).* For more information, please see the article titled "Finding your Proofing Session ID".
- Check Date
  - *Same Day ACH (SDA)'s incur a $5 per check fee; see article above for our deadlines related to SDA.*

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

Late Payroll
Request for Payroll to be ran outside of your normal weekly payroll cycle

Required fields are marked with an asterisk *

Your Company's Name *

Proofing Session ID(s)

Check Date *

e.g. 23/Oct/24

Any additional information we should know?

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Payroll Ready for Processing

Please use this selection to notify the payroll team that your timecards are approved and ready for processing; If you are utilizing LOP Funding Services, please also upload the related timecard images in PDF format. If you are a Funding client who utilizes a third-party PEO, this option will alert the team to process invoicing and no payroll will be completed.

Required Information:

- Your Company's Name

Payroll Team

Welcome! You can raise a request for the Payroll Team using the options provided.

What can we help you with?

Payroll Ready for Processing
Notify the payroll team that your timecards are approved and payroll is ready.

Required fields are marked with an asterisk *

Your Company's Name *

Additional Information

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Submit a Request or Incident

Does your request not fit neatly into any of the above Request Types? Use this to submit your request.

Ask a Question

You may use this to submit any question to the Lone Oak Payroll team.

Related Articles