

How to use this form:

This form can be used by simply browsing the list to find the Category and Sub-Category that matches your query, or alternatively, you can use the CTRL+F feature to search for a key word related to your query.

Category	Sub-Category	Description
Annual Remuneration Review	Performance Rating Change	Individual team member request regarding the change of a Performance Review rating outcome.
Benefits	25 Year Club	The 25 Year Club Function queries including RSVPs to this event.
	Benefits/Offers	Queries relating to benefits that maybe in place displayed on People Portal that offers either a discount or benefit with a third party.
	Continuity/ Aggregate Service	Queries regarding applying for Continuity of Service or recognising previous service.
	Fleet Vehicles	Queries or reports requests relating to Fleet Vehicles
	Motor Vehicles Allowance	Queries relating to Car Allowance.
	Novated Lease	Queries relating to LeasePlan which includes Lease deductions, eligibility, reconciliation and lease quotes.
	Parental Leave - Gift Card	Queries regarding gift card as part of the Parental Leave pack. Previously known as Baby Bundle - Parental Leave.
	Parental Leave - Superannuation	Queries/Reports relating to Superannuation during periods of Parental Leave
	PlusCard	Queries relating to Staff discount card/Woolworths Reward discount which includes 25 Year Club discount cards. Replacing WOW People Discount Card.
	PlusCard - Loss Prevention	Requests from Loss Prevention to cancel cards that have been misused/compromised.
	PlusCard - Not Working	Queries relating to PlusCards not working at POS.
	Service Anniversaries	Queries relating to Service Anniversaries recognition, Service pins and gift cards.
	Superannuation Policy	All superannuation queries including choice of fund, salary sacrificing, after tax super deductions, supplementary super, superannuation caps.
	Career & Recruitment	External Candidate
Graduate Program		Queries relating to Graduate Programs which includes applying for the program.
Onboarding		Queries relating to new team members start dates, induction and hires.
Recruitment Vendors		Queries from Recruitment Vendors or Job Service Agencies (JSA).
Requisition Query		All queries from the Hiring Managers regarding their Requisition requests including interviews, applications and advertisements.
System Navigation		Difficulty in applying either through SuccessFactors/ WOWCareers or creating a requisition.
Transfer		Queries regarding all internal transfers.
Work Experience		All Work Experience Queries.
Learning & Development	Compliance Booking Nomination	Queries regarding team members requiring compliance training e.g RSA, First Aid, Forklift.
	LMS	The Learning Management System (LMS) is the system that drives the Learning Module in SuccessFactors. This category can be used to any queries relating to Learning within SuccessFactors.
Leaving the Company	Death in Service	We recommend if you require clarification about the steps following a death of a team member, to call People Advisory. However, any non- urgent requests regarding deceased estates should use this sub category.
	Deed of Release	Submitted for payroll to process the relevant settlement terms.
	Exit Survey	The Exit Survey automatically gets sent to any Team Member at Career Band 3 and above, upon exit from Woolworths. This category can be used for queries regarding this survey.
	System Navigation	To be used when you a query about how to terminate a Team Member in SuccessFactors.
	Termination Advice Form	Used to submit Termination Advice Forms for Preceda Paid Team Members.
Mobility		
	Adhoc (No Pay)	Request for an unscheduled payment be made (desk banked) before the next payrun, where a full pay was not received.

Pay and the Basics	Adhoc (Partial Pay)	Request for an unscheduled payment be made (desk banked) before the next payrun, where partial pay was not received.
	Allowances	Allowances that are additional to a Team Members base pay.
	Award Arrangements	Questions about the interpretation of the documents that governs the Terms and Conditions of employment for non-salaried Team Members.
	Commission Payments	Used for Business Units who pay commission to submit documentation for payment.
	Confirmation of Employment	Letters confirming Team Members Service or income for Home Loan approvals or rental applications.
	Garnishees	Documents from legal bodies outlining the requirement for Woolworths to make payment on behalf of a Team Member eg. Child Support, financial debt.
	Government Paid Parental Leave	Centrelink parental leave payments which includes Government Paid Parental Leave and Dad & Partner Pay queries.
	Group Salary Continuance	All queries relating to Group Salary Continuance (GSC).
	Headcount Management - Contractor	Questions relating to onboarding a contractor, selecting the correct category level, assigned learning, system access, tools of trade and building access.
	Leave Forms	Leave request forms from Team Members not paid via SuccessFactors.
	Liquor Payroll Maintenance (Non attached sites)	Requests such as Employee Change Forms (ECFs) relating to non-attached or ALH liquor sites.
	Cross Charge	Queries relating to cross charges or cross charges not able to be completed in SuccessFactors or Kronos . Sub Category renamed from "Movement & Costings" as at 23/03/17.
	New Starter Forms	Hard copy documents not able to be submitted via SuccessFactors or the Learning Management System (LMS).
	Organisational Management	Request to add new store or for major organisation restructures. The creation / maintenance of positions and associations is the responsibility of the HRBP.
	Other	For pay related queries that are not covered in the other listed categories.
Pay and the Basics	Parental Leave	Queries relating to Parental leave Pack which includes applying/ booking for leave, payments and return to work bonus.
	Payment Summaries	Queries relating to end of year Payment Summaries or Group Certificates. Note these are available via AllYours or SuccessFactors.
	Personal Details	Queries relating to change of legal name, bank details, address etc. Note: most details can be managed via SuccessFactors.
	Pre-SAP Adjustment	Adjustments made to pay records prior to a Team Member being paid via SuccessFactors.
	Retrospective Edits	Queries relating retrospective edits in Kronos, or queries relating to team members pay that is showing a retrospective edit on the Wage Costing Report or Payslip
	Salary Sacrifice	Queries relating to Salary Sacrifice.
	Separation Certificates	A certificate that states that Team Member no longer works for Woolworths. Required by some Government Agencies such as Department of Human Services.
	Superannuation Processing	Forms relating to Superannuation.
	System Navigation	Queries relating to the guidance and use of payroll systems such as SuccessFactors.
	Tax	Queries related to Tax File Number Declarations, or amount of PAYG tax paid.
	Time and Attendance	Queries relating to the Kronos system.
Timesheets (non-Kronos only)	For manual timesheets to be processed by Payroll Service Delivery .	
Performance and Talent		Used for queries relating to the Performance Review cycle, and Talent Management process.
People Dashboard Queries	People Dashboards - Data Query	Queries regarding data displayed in the People Analytics Dashboards.
	People Dashboards - Functional Query	Queries regarding functionality (user experience) of the People Analytics Dashboards eg. Visualisation or not displaying correctly.
	People Dashboards - New User Request	Request for new users to have access to People Analytics Dashboards.
	People Dashboards - Technical Issue	Query regarding a technical issue for People Analytics Dashboards eg. Not able to access dashboards.
	Permanent Residency Query	Queries asking if eligible for Permanent Residency and how to apply for Permanent Residency.

Relocations	Relocation Request	Any queries relating to requesting a Relocation.
	Relocations Salary Sacrifice	When will the salary sacrifice be processed, what can be claimed, how do I submit a claim.
	Remote Bonus Query	Any questions in relation to the Remote Bonus including eligibility and payment.
	Rental Query	Queries regarding cease of rental assistance, value of rental assistance, tax implications or bond advance progress.
	Travel Request	Queries requesting flights, temporary accommodation or car hire to be booked, extended or reduced during relocation.
	Visa Application	Notification of changes, notification of employment termination, progress of visa application, costs of visa applications.
Remuneration	Salary Recommendation	Business will request a salary recommendation for a role and/or employee. Request benchmarking of roles against other businesses, similar roles and their peers. Advise on remuneration package.
Report Requests	Career and Recruitment Report	Provides reporting options that covers the following: status update on all requisitions and hired report.
	Changes to Existing Report	Requests to make changes (i.e. additional columns/topics) to a currently available report.
	Learning Report	Provides reporting options for the following: LMS Standard Reports, Learning Progress Status, and LTO Compliance.
	Payroll Data - Employee Earnings Report	Report detailing historical earnings history for individual team members to assist with pay queries
	Payroll Data - Finance Report	Report detailing cost centre payroll financial data
	Payroll Data - Leave Report	Requests for all leave type balances & liability
	Payroll Data - Superannuation Report	Queries relating to Superannuation balances & payments
	People Cost Report Query	Query relating to the People Cost Report
	Performance and Talent Report	Queries related to employee performance and talent. Subcategories involve: Development Plan, Employee Talent Information, Employees without Successors, Performance and Potential, Talent Profile, Succession Readiness, and PIP.
	Preceda Legacy Data Report	Report request for payroll data held in the Preceda Payroll Legacy System
	Team Member Report	Provides reporting options for the following: EP Employee List, EC Employee Data, EC Birthday List, EC Terminations Employees, Login Report, and EC Position Master Data.
	Wage Costing Report	Queries relating to issues with the Wage Costing Report or Department Paid Hours Report.
	Supply Chain	BRDC HD on Leave
Cash Out Leave		Submission of request for cash out leave from Supply Chain Team Members only.
Churchill LSL Penalties		Submission of request for LSL Penalties for Churchill Supply Chain only.
Deduction Forklift		Submission of request for Forklift deduction for Supply Chain Team Members only.
Deduction Uniforms		Submission of request for uniform deduction for Supply Chain Team Members only.
Leave Forms		Leave request forms from Supply Chain Team Members only.
MLDC Annual Forklift Allowance		Submission of request for Forklift allowance for MLDC Team Members only.
Personal Leave Accrual Adjustment		Queries relating to Personal Leave accrual adjustments/amendments. To be used by Supply Chain Team Members only. Also can be used if Personal Leave accruals need to be recalculated due to error.
Second Bank Account		Submission of request to add second bank account details for Supply Chain Team Members only.
SNDC PHOL Residual payment PT		Submission of request for Public holiday residual payment for SNDC only.
TRDC Drivers Ordinary Hours Payment		Submission of request for TRDC Drivers ordinary hours payment.
TRDC OT Salary on EA rate		Submission of request for over time salary to be paid on EA (Enterprise Agreement) rate for TRDC only.
		WJ Clock In/Out
	WJ Other Issues	Queries relating to any other issues in WorkJam
	WJ Notifications	Queries relating to push notifications or in-app notifications in WorkJam

WorkJam	WJ Shift Offer and Adjustment	Queries relating to shift offers and shift adjustment in WorkJam
	WJ Training	Queries relating to training module in WorkJam
	Accessing WorkJam	Queries relating to accessing/ login WorkJam
	WJ Channels & Messaging	Queries relating to channels and messaging in WorkJam
	WJ Availability	Queries relating to availability module in WorkJam
	WJ Schedule	Queries relating to schedule in WorkJam
	WJ Survey	Queries relating to survey in WorkJam
	WJ Home page	Queries relating to home page, launchpad tile, quicklinks and any other feature on homepage in WorkJam