

# How to go paperless with your pay statements:

If you would like to sign up for paperless pay statements, you will need an email account.

**If you already have a personal email account**, you can go to the site where you view your Pay Statement and follow the process to request paperless statements.

**If you need to establish a personal email account**, you can go to the following sites or any email account site of your choice. The following are the most-used and will provide instructions on how to sign up once you get to their Web sites:

**Gmail:** <http://www.gmail.com>

**Yahoo Mail:** <http://mail.yahoo.com/>

**Hotmail:** <http://www.hotmail.com>

**If you need assistance going paperless**, you can contact the Pay Services Driver Support Team at 800-558-6767, Extension 8705.

## Electronic/paperless pay statement FAQs

**Objective:** As a part of our continued cost savings effort and benchmarking, we have made the decision to discontinue printing and mailing paper payroll statements for U.S. Office and Shop Associates (excluding California). Drivers and warehouse associates may sign up if they wish, but it is voluntary at this time. This initiative will result in significant annual postage cost savings for the organization. Pay statements can be viewed on demand at any time through CrossRoads (click View My Pay Statement tab). Statements can be viewed on any computer, at work or home, up to 48 hours before your pay date. iPay retains a rolling three years of statements and they can be saved as a PDF file or printed.

**What are the benefits of this change to me as an associate?** Statements are available on demand. You receive email notification of statement availability up to 48 hours before your pay date if you select that option when signing up for paperless statements. You also gain improved data security and three years of archived storage.

**When is my statement available for viewing?** Up to 48 hours prior to your pay date.

**How do I view my pay statements if I do not have access to a computer?** If you do not have access to a computer at work, there are kiosks in our Operating Centers and Warehouse locations where you can access your Employee Self Service features, including viewing your pay statement. In addition, any PC can be used including those at home, at a library, coffee shop, etc. You can access ESS through <http://crossroads.schneider.com>.

**I am not familiar with computers. Will someone be able to show me how to use one to access my pay statements?** The application to view your statement is user-friendly. Your leader will be able to assist you in accessing your information for the first time.

**If ADP goes out of business, who will have the copies of my pay statements and W-2s?** If our vendor relationship with ADP would end, a plan would be put in place which would allow you access to your pay statements and maintain complete security.

**How will I register to view my statements and receive e-mail notification if I do not have an email address?** There will be a link under Hot Topics on Crossroads (<http://crossroads.schneider.com>) for associates to set up a free e-mail account.

**How do I get a paper copy of my pay statement if I need one?** The iPay application gives you the option of printing your statement at any computer with a printer connection.

**How can I print my statement if there is no printer set up on the computer I'm using?** The following options are available: 1) Wait to print the statement until you are at a PC with a printer connection; 2) Forward the statement to a trusted source and have them print it for you (e.g., view at work, print from home).

**If I leave the company, how do I get my pay statements?** Instructions on how to view your statement after employment ends are included in post-employment communication documents sent to all associates who leave the organization.

**How long can I access my information online?** All pay statements are stored online for three years from the statement date.

**Can I have my pay statement emailed to my email address?** At this time you cannot have your actual statement emailed to you because email messages are generally not secure when transmitted via the Internet. This is consistent with the practices of many financial institutions for which you may be conducting business with.

**Can I give access to someone else to view my information?** Company policy is that you do not share your user ID and password with others.

**If I did grant access to someone else and no longer want them to be able to view my information how do I change my password?** To revoke access, you would need to reset your password.

**Will my leader have access to my information?** Your information is confidential. Your leader will not have access to your deductions and net pay amounts.

**Can I grant my leader access to view my information?** Company policy is that you do not share your user ID and password with others.

**Are there any exceptions being considered?** Associates who reside in California may choose to receive electronic statements, but it is not mandatory due to specific payroll statutory requirements in that state.

**Was consideration given to the possibility in certain circumstances that some associates do not have reasonable access to electronic statements?** The impact to associates was reviewed thoroughly. The kiosk and e-mail access described in previous questions will assist associates with the transition.

**If I go electronic today, which statements will I see in iPay?** All of your statements will be in iPay regardless of the date that electronic statements election was activated.