



# Employee Self Service Benefits Enrollment Instructions

[www.abxair.com](http://www.abxair.com)

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Employee Self Service replaces e-BEAM from last year. In addition to allowing you to make on-line changes to your benefits, Employee Self Service also allows you to update your address and emergency contact information.

## *Five easy steps to log on:*

1. Go to the web site [www.abxair.com](http://www.abxair.com)
2. Click on “**Employee Connections**” on the left
3. Click on “**Benefits Home**”
4. You are now at the **Employee Benefits** page. On the left-hand side click on the red bar that says “**Self-Service**”. A screen may come up showing a “Security Alert”. Just click on “yes” and this will bring you to the log in screen for Self Service.
5. You now will receive a prompt asking you for your employee number and password

**Employee Number:** include any leading zeros e.g. **00123**

**Password:** = first 3 letters of your last name and the last 4 digits of your social security number.

Example: *Employee Fred Penguin Employee # 00100 SSN= xxx-xx-1234*  
**User name** = 00100  
**Password** = pen1234

***Congratulations!*** You should now be logged onto **Employee Self Service**.

*If your login was unsuccessful, go to the troubleshooting page at the end of this brochure.*

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## ***Now that I'm logged on, how do I make my change?***

You can use Employee Self Service to make any of these changes. Please review each section to learn how to make your changes.

<b>Personal</b>	<b>Benefits</b>	<b>Inbox</b>
<ul style="list-style-type: none"><li>• <b>Password Change</b></li><li>• <b>Personal Info</b></li><li>• <b>Address Change</b></li><li>• <b>Emergency Contact</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Dependents</b></li><li>• <b>My Benefits</b></li><li>• <b>Open Enrollment</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Messages</b></li></ul>

## Personal

- **Password Change:** Follow the steps to change your password. Your new password must be at least 6 characters long and contain alpha and at least one numeric character.
- **Personal Info:** Use this section to review your current information. The address information located here is what appears on your check and is forwarded to the various insurance companies and our 401(k) provider. **Use Address Change to update your address.**
- **Address Change:** You may submit your address changes to Human Resources on this screen. You may also enter your work or home e-mail address.
- **Emergency Contact:** If desired, please enter emergency contact information. This will update the emergency contact information you provided Human Resources when you were hired.

## Benefits

- **Dependents:** Add or change dependents here. In order to enroll your dependents in your benefits you must list your dependents here first. Be sure to enter your dependents names using the **FIRST NAME, M.I. and LAST NAME** fields rather than the **DEPENDENT NAME** field. This will insure that your dependents' names are reported properly to the insurance company.
- **My Benefits:** Use this to review your current benefit elections. Use Open Enrollment to make your changes.
- **Open Enrollment (Available from Nov. 1 through Nov. 24, 2004 only.)**

**Important:** Make sure you've entered any dependents you want to cover before proceeding.

**Step 1:** After clicking on Open Enrollment, select the benefit plans you want for 2005. Your current elections (if any) should be highlighted. Use the **CTRL** key to select more than one benefit under the Flexible Spending Account/Health Savings Account section. For all other sections, you can only select one benefit. You will not see information about the 401(k) plan or Group Universal Life plan since enrollment/changes are accomplished on different web sites.

After making your selections, click on **Continue**.

## Benefits

- **Open Enrollment (continued)**

**Step 2:** Enroll your dependents in each plan by clicking on the check box next to their names. Click on **Continue**.

**Step 3:** After you click Continue, if you selected a Flexible Spending Account or Health Savings Account the system will ask you to enter the amount you want withheld from your paycheck. Enter an **annual** amount. Click on **Continue**. Otherwise go to Step 4.

**Step 4: Submit** your changes. Or if you prefer you can save as a draft and return later to finish your selection. Be sure to **Submit** your elections by Nov 24, 2004. **Your elections will be reviewed by the Benefits Dept. for accuracy and either approved or returned for corrections.** See **In Box** for more information.

**Step 5:** After 3 business days, sign back into **Employee Self Service** and check your **In Box** for messages for an approval or request for correction. See **In Box** for more information.

## In Box

- **Messages:** Be sure to check your **In Box** for messages. The Benefits Dept will notify you here if your submission has been approved or rejected. If your submission has been rejected, review the Workflow Comments for what needs to be corrected. Once your submission has been approved by the Benefits Dept your Open Enrollment election is complete. The Benefits Dept. will mail a paper confirmation to your home in December.

## *Troubleshooting Employee Self Service*

### **PAGE NOT FOUND**

There is an alternate method to log in if your home P.C. is unable to find the login page. This method only works from an ABX Air P.C. or Kiosk. In the browser window, type <http://abxnet>. Then select “**Employee Connections**” and then “**Benefits Self Service**”. This method takes you to the login page via ABX’s intranet. This method will not work outside of ABX.

### **Trouble logging into Employee Self Service**

Be sure you are using the correct user ID and password. Review the instructions on page 1. Make sure you are using your employee number as the user name and the first 3 letters of your last name and last four digits of your social security number.

### **My marital status is wrong.**

An incorrect marital status does not affect your benefits election. However, you should report a correction under the address change section. Please note the correction in the Workflow Comments section. Human Resources will update your record.

### **I see my ex-spouse or overage child listed in the dependents!**

You may see an ex-spouse listed in the dependent file under “**Dependents**”. However, this does not mean they are enrolled in your benefits. Self Service maintains a history of all dependents in the dependent file. Dependents are enrolled only if they are attached to the benefit election under the “**My Benefits**” section.

### **I don’t see the 401(k) or Universal Life Insurance Program.**

For the 401(k) program use [www.401\(k\).com](http://www.401(k).com). For the Universal Life Insurance Program use [www.personal-plans.com/abxair](http://www.personal-plans.com/abxair)

### **I received a security notice before I reached the Employee Self Service screen.**

Click YES. Self Service uses encryption technology to ensure your data is transmitted securely. If you received a security notice, it’s likely your P.C. is set up to give you this notice when you login to a secure web site.

#### **For technical assistance:**

Call the I.S. Help Desk at (800) 736-3973 ext. 2332

#### **For benefits assistance:**

Call the Benefits Dept. at (800) 736-3973 ext. 3157 or 3085