

FREQUENTLY ASKED PAYROLL QUESTIONS

1. How and when will I get my w2?

W-2s will be mailed to the address we have on file (in Helm) on or before January 31. They will also post online to <https://www.myew2.com/?spcl1=xxhpadmin> shortly after, in case they do not get the mailed copy. These come from a third-party company, so there is no way to expedite them.

2. How can I get copies of my check stubs?

If the employee has direct deposit, they can get check stubs emailed to the email address on file (in helm). They can reprint by making an employee portal at www.firststarhr.com.

3. I think I am missing pay. Who do I contact?

Please email payroll@stadiumpeople.com or call 972-392-1144 ext 110 for this, if the pay day has already passed on the calendar.

4. When do I get paid? Do all venues pay the same?

The pay schedule for North Texas venues is Thursday-Wednesday, paid the following Wednesday. Please see the attached pay schedule. Austin area venues are a little different, Saturday to Friday, paid the following Friday.

5. Where do I get my check?

If the employee does not have direct deposit, typically checks are taken to the venue in which they worked on the pay day. Example: if an employee worked at ATT and TCU in the same pay period, he/she will have two separate checks, one at ATT and one at TCU. If they worked anywhere in the north Dallas area (Ford Center, DPA, Toyota, etc) those checks are kept in the Dallas office. If you have a specific question, refer to payroll!

6. Can I do direct deposit or a pay card?

Yes! The deposit form for both is the same. Pay cards will be delivered to the primary venue, same as a pay check. New direct deposit accounts take 7-10 business days to approve in the system, so it is possible that he/she might receive an additional paper check, even after turning in account info.

7. How do I change my tax settings?

Just complete a new W-4 form and email it to payroll@stadiumpeople.com, or give to Renee and Hilary!

8. I have a question about my child support deductions. Who do I contact?

Penny in our corporate office handles all check garnishments. Her email is Penny@HPAdmin.com, and she can be reached at 972-404-0295 ext 1415.

9. How old do I have to be to work at Stadium People?

You have to be 18 or older to work inside ATT stadium. Other venues require you to be 16 or older. Anybody under 18 is required to complete an Underage Authorization form before being hired.

10. Why does my account and pay stubs say "Essential HR" if I work for Stadium People?

Essential HR is our parent company, which is why they appear on your check stubs. This is normal. You can still list Stadium People as your employer on verifications and other legal documents.

11. What do I do if I need someone to verify my employment?

We can do it over the phone if you give us approval beforehand. If you have a form to complete, please email it to payroll@stadiumpeople.com or fax it to 972-392-1196. We cannot send it back to you, but we can send you a copy once it is complete. Please note that your supervisor at work cannot complete this for you.

12. I think my pay rate is wrong, or I missed a raise. What do I do?

Since pay rates vary depending on the venue, your position, tenure with the company, and licensed status, please refer these questions to payroll. You can call or email us your name and concern. If your question is only for ATT stadium, you can also email Cowboys@StadiumPeople.com.

