

BEACON ENTERPRISE SUPPORT TEAM (BEST) SHARED SERVICES



BEST SHARED SERVICES: TRANSFORMING THE WAY NORTH CAROLINA SERVES EMPLOYEES

WHAT IS BEST SHARED SERVICES?

As part of the BEACON HR/Payroll Project, the State will implement the BEACON Enterprise Support Team (BEST) Shared Services organization. BEST Shared Services supports the HR and Payroll needs of the employees of the state of North Carolina.

BEST Shared Services' objective is to deliver high-quality HR, benefits and payroll support to state employees by providing timely, reliable and customer-focused service in answering questions and executing key processing activities.

Using BEST SHARED SERVICES

WHEN DO I CONTACT BEST SHARED SERVICES?

BEST Shared Services will perform HR, benefits and payroll/time activities in conjunction with State agencies. You can contact BEST Shared Services for:

- Employee Self Service (ESS) support
- Payroll questions and corrections
- Garnishment questions
- Employee Self Service (ESS) actions if an employee does not have access to ESS

Use Employee Self Service (ESS) to:

- Update contact information
- View and enroll in benefits
- Make changes to direct deposit account information
- Change tax withholdings

HOW DO I CONTACT BEST SHARED SERVICES?

BEST Shared Services will be available via phone during operating hours and via fax, e-mail, and postal mail at any time.

HOURS of OPERATION:	7:00 a.m. - 7:00 p.m., Monday - Friday
PHONE, RALEIGH AREA:	919-707-0707
PHONE, STATEWIDE:	866-NCBEST4U (866-622-3784)
FAX:	919-855-6861
E-mail:	BEST@ncosc.net
POSTAL Mail:	1425 Mail Service Center Raleigh, NC 27699-1425
WEBSITE:	http://www.ncosc.net/BEST

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FREQUENTLY Asked QUESTIONS (FAQs)

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Who should I CONTACT REGARDING HR Policies?

Contact the Office of State Personnel at 919-807-4800 for assistance. You should continue to contact your agency HR staff for any agency-specific policy or procedure questions.

Who should I CONTACT REGARDING Payroll Policies?

Contact BEST and the Payroll Specialist group will assist you.

How CAN I VIEW MY TIME STATEMENT?

You may view your Time Statement via Employee Self Service (ESS). Access the *My Working Time* tab and then select the *Time Statement* link. To view your time for a specific period, access *Time Statement for a Chosen Period* link. If you do not have access to ESS, please contact BEST at 919-707-0707 or your Agency Time or Leave Administrator for a copy of your Time Statement.

How CAN I VIEW MY PAY STATEMENT?

You may access your pay statement online via Employee Self Service (ESS). Access the *My Pay* tab and then select the *Pay Statement* link. To find an explanation of your pay statement, please visit the BEST website at:

www.ncosc.net/BEST. If you do not have access to ESS, please contact your HR staff for a copy of your pay statement. BEST Shared Services can also share specific information from your pay statement.

Who DOES SALARY VERIFICATIONS?

Contact BEST Shared Services for salary verification needs. Please advise your mortgage company, bank, credit organization or other interested party to submit a written request for the salary verification.

How do I CHANGE MY CONTACT INFORMATION ?

You may change your address and telephone number online via Employee Self Service (ESS). Access the *My Personal Data* tab and then select the *Addresses* link. You may also submit a paper *Address/Emergency Contact Request Form* to BEST via fax, Mail Service Center (MSC) mail, or postal mail. You may obtain the form on the BEST website at www.ncosc.net/BEST or from your Agency HR Administrator.

ACCESSING Employee Self Service (ESS)

To ACCESS ESS, please visit:

<https://www.myBEACON.nc.gov>.

To ACCESS YOUR NCID OR PASSWORD, please visit:

The NCID website at <https://ncid.nc.gov/> or contact your Agency NCID Administrator for support. If you don't know who your Agency NCID Administrator is, contact ITS Customer Support Center at 919-754-6000 or toll free at 1-800-722-3946.