

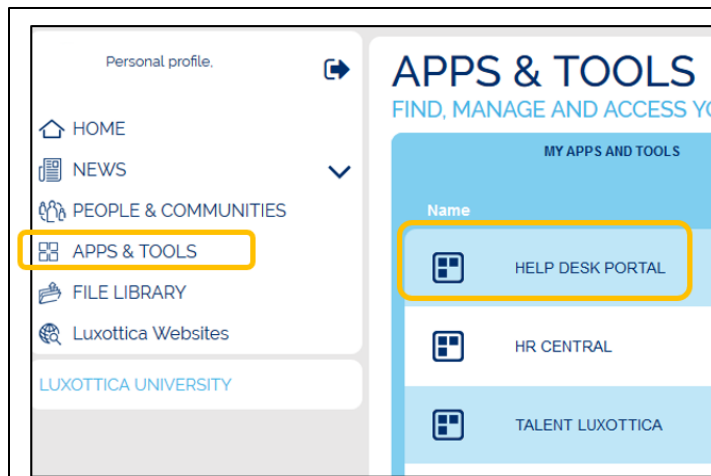
HELPDESK ADVANCED (HDA) Overview – Human Resources

Purpose: Helpdesk Advanced (HDA) for Human Resources enables Managers and HR Business Partners (HRBP) to request employee actions currently unavailable via HR Central. The various request options are organized within three main categories described below.

HR Operations	Request various updates associated with employee data	learn more
HR Payroll North America	Request special payments, Canadian ROE & VOE and more pay related information	learn more
HR Technology	Talent Luxottica - Recruiting Requests- request talent acquisition updates and other ATS needs	learn more
	Mass Employee Org Transfers (15 or more entries only)- employee transfers or supervisor updates	learn more
	Org Management Object- Create or update existing Org Units, Cost Centers, or Job Codes	learn more
	Other Requests- upload, update multiple changes associated with business needs	learn more

Access the portal via: <https://helpdesk.luxottica.com/>
Login with Network Credentials

The HDA link can also be found on
[OneLuxottica](#) > APPS & TOOLS > HELP DESK PORTAL



HDA User Tips:

- [Click here](#) for HDA site navigation tips

-email notifications will only be sent when:

1. ticket is submitted correctly
2. additional information is needed
3. ticket is solved

-all requests will be closely reviewed and processed by an HR Professional

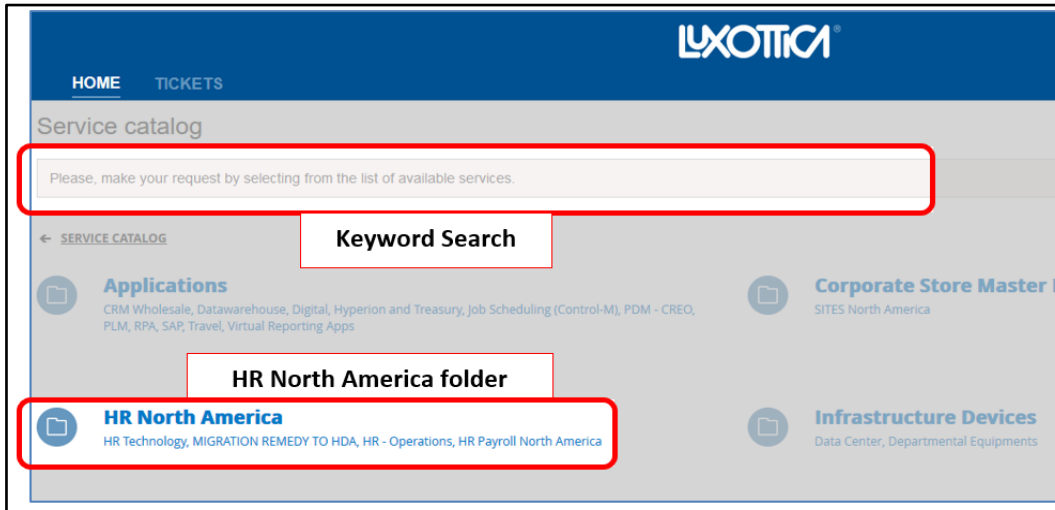
-HRBPs may be consulted prior to processing

-please allow up to 5-business days for processing

-HDA is not accessible to all employees. We encourage Store and Manufacturing employees to utilize the [HR Service Portal](#)

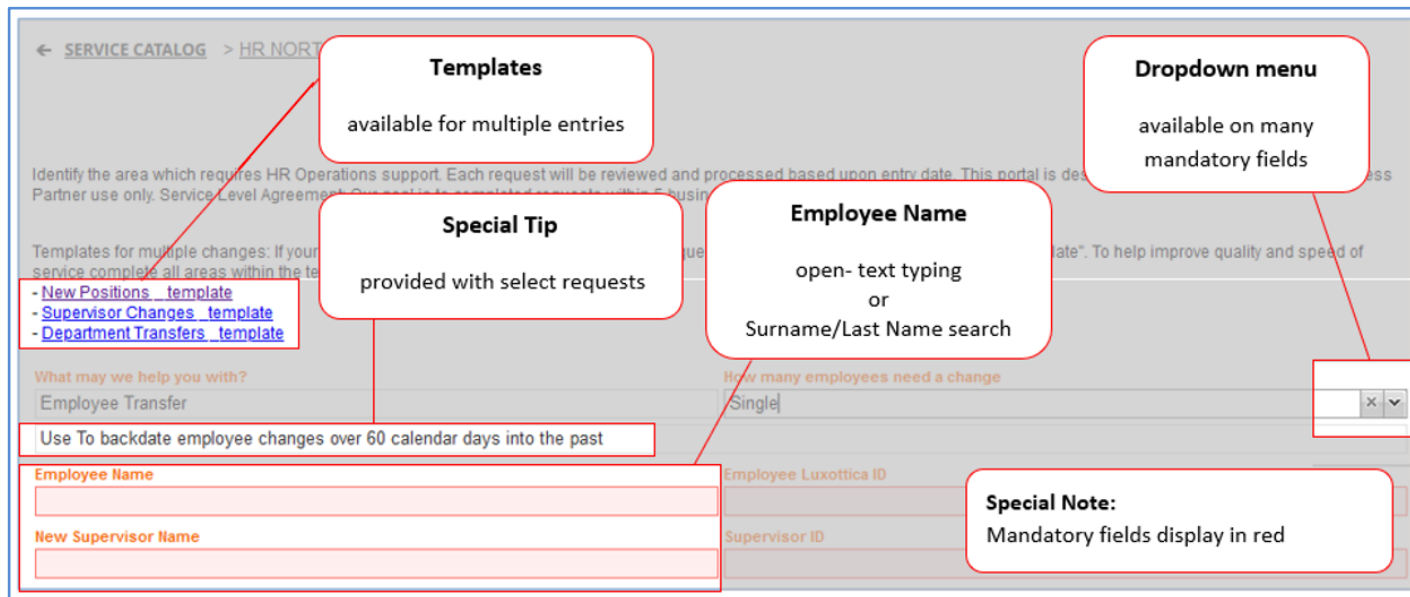
HDA Site Navigation: HR North America

Upon login to HDA you will have an option to utilize a Keyword Search.
The HR North America folder is also available within the HDA menu.



HDA has many options with smart logic incorporated.

Learn about the most common features of HDA.



IMPORTANT NOTES: HR Operations

Additional Notes and/or Attachments may be required and can add clarity to requests.

Reports/Rosters and Special Access requests will be closely reviewed.

HRBPs will be consulted prior to updating retroactive changes and other requests as needed.

HR Operations							
OPTION	WHEN TO USE	REQUIRED FIELDS					
Employee Transfer	Retroactive employee assignment update >60-days in the past	Employee Name & ID	New Supervisor	Reason for Change	Job Code/Title	Effective Date	Department /Store
Date of Hire Change	Update incorrect hire date.	Employee Name & ID	Correct Start Date	Reason for Change			
New Position	Create role for employee assignment	Department /Store	Job Code/Title	Supervisor	Effective Date		
Personal Information Changes	Update personal information	See special instructions within HDA.					
Report/Roster Request	Request HR data	Effective Dates	Description of Report and business need for the data				
Supervisor Changes	Update reporting hierarchy	Employee Name & ID	New Supervisor	Effective Date			
Termination in Error	Remove Termination action	Employee Name & ID	Department/Store	Brand			
Special Access	HRBP and HR Systems access	Employee Name & ID	Department	Reason for Access	Email Address	Effective Date	
Record Correction	Current/previous employee work record correction	Employee Name & ID	Effective date	Description and reason for change.			

IMPORTANT NOTES: HR Payroll North America

Additional Notes and/or Attachments may be required and can add clarity to requests.

HRBPs will be consulted prior to updating retroactive changes and other requests as needed.

HR Payroll North America						
OPTION	WHEN TO USE	REQUIRED FIELDS				
Canada – Employment Letter	Verification of Employment or Record of Employment (VOE/ROE) for Canada	Employee Name & ID	Current Status	Email Address	Additional Notes	
Canada – Vacation Pay	Any issue related to vacation rate or anniversary payment	Employee Name & ID	Request Type	Additional Notes		
Immediate Termination Pay	Employee resigns or Terminated from immediate pay states <u>only</u>	See required fields within HDA.				
Kronos Question	Hours allocation; PTO balances; Holiday inquiries; Profile update	Employee Name & ID	Category for review	Various fields associated with category		
LOA – Pay Request	Employees who request to use PTO/Vacation/Sick hours while on LOA	Employee Name & ID	LOA Type	Pay Type	Number of Hours	Date Range for LOA Pay
Missing Paycheck Stop Payment	An expected paycheck was not received	Employee Name & ID		Check Amount	Check Date	
Pay Check Issues	Missing Pay/Hours; Tax Withholdings; Benefits/OneSight	See special instructions within HDA.				
Reports	Request Payroll Data	Purpose of report	Start Date	End Date	Report Description	
Salary PTO Payout	Salary employee change resulting in accrued PTO payout	Employee Name & ID	Effective Date	PTO tracking sheet	Reason for PTO Payout	
Special Payments (not an hourly or salary pay change)	Unique one-time special payment request	Employee Name & ID	Payment Amount	Check Date for Payment	Reason for Payment	
T4 Reprint	Provide historic file for personal or corporate use	Employee Name & ID	Year of Reprint	Email Address	Residential Address	Notes
W2 Inquiries	Provide historic file for personal or corporate use	Employee Name & ID	Year of Reprint or Concern	Email Address	Residential Address	Notes

HR Technology: Talent Luxottica – Recruiting Requests: primary user for this ticket type is HRBPs and Talent Acquisition

HR Technology: Talent Luxottica - Recruiting Requests						
OPTION	WHEN TO USE	REQUIRED FIELDS				
Request alternate approvers on requisition	If current approver is not available (cannot reassign requisition)	Requisition ID	Employee ID of current approver	Name of Current approver	Name of new approver	Reason for change
Add/Edit Department ID/Cost Center	Add or correct department/store information	Brand	Department ID or Store number in TL		Correct Department ID/Store Number	
Add/Edit Address	Add or correct department/store Address information	Department ID/ Store Number	Address displayed in Requisition			Correct Address
Request alternate approvers on offer	If current approver is not available	Requisition ID	Candidate's Name	Current Approver Name & ID	New Approver Name & ID	Reason for Change
Eligibility Status	Verify candidate rehire eligibility (when field remains blank for over 24 hrs.)	Requisition ID			Candidate Name	
Additional Openings	If business requires additional openings on current requisition	Requisition ID	Current Number of Openings	Number of Additional Openings needed		
Job Description	Create or update existing Job Description	Brand	Department Type	Requestor(s)		Benchmark
Other	Unique Request	Description of Need				

HR Technology: Mass employee Org Transfers (15 or more entries only) - Primary user for this ticket type are HRBPs and HR Compensation

HR Technology: Mass Employee Org Transfers (15 or more entries only)		
OPTION	WHEN TO USE	REQUIRED FIELDS
Org Unit and/or Job Code Changes	Greater than 15 Employee Transfers	Complete and attach template (template available within HDA)
Supervisor Change	Greater than 15 Supervisor Updates	Complete and attach template (template available within HDA)

HR Technology: Org Management Object - Primary user for this ticket type are HRBPs and HR Compensation

HR Technology: Org Management Object		
OPTION	WHEN TO USE	REQUIRED FIELDS
New Non-Retail Org Unit/Cost Center	Non-Retail Business Need to create new Org Unit or Cost Center	Complete and attach template (template available within HDA)
New Retail Org Unit/Cost Center	Retail Business Need to create new Org Unit or Cost Center	Complete and attach template (template available within HDA)
New/Edit Job Codes	Compensation ONLY need to Create or Edit Job Codes	Complete and attach template (template available within HDA)
Update Existing Org Unit Data	Business need to update an existing Org Unit	Complete and attach template (template available within HDA)

HR Technology: Other Request - Primary user includes various corporate business partners to include HR and non-HR departments

HR Technology: Other Request		
OPTION	WHEN TO USE	REQUIRED FIELDS
Brand Host Data	Update Host IDs for active employees	File attachment
Geographic Differential Edits	HR Compensation ONLY	File attachment
Mass Pay Changes	Update mandated pay changes (i.e. law, union, etc.)	Complete and attach template (template available within HDA)
Mass Terminations	Reorganization Needs	Complete and attach template (template available within HDA)
Other	Unique request	File attachment Description of need
Pay Scale Edits	HR Compensation ONLY	Complete and attach template (template available within HDA)
Retail Org Unit Realignment	Retail realignment needs	Complete and attach template (template available within HDA)
Status Audit	HR Benefits ONLY	File attachment
Workers' Compensation Reports	Risk Management ONLY	Description of need