**Archdiocese of Seattle/Paycom FAQ Document**

**Question**: How will we get information for verification of employment for home loans etc? They usually ask for the last two or three years.

**Answer**: 2021 pay history will be loaded into Paycom. Anything from 2020 prior the Chancery payroll team will have access to this if the employee does not have their own records.

**Question**: Will prior year W-2s be transferred?

**Answer**: employees will just receive one W-2 for 2021 from Paycom. W-2s prior to 2021 will not be transferred to Paycom. The Chancery payroll team will have access to this if the employee does not have their own records.

**Question**: How long will we still have access to historical payroll data through UltiPro?

**Answer**: We will also check UKG if employee self service can still have access so they can have their own information

**Question:** Will there be (or can there be) a place to enter background check dates, SAFE environment compliance dates, and vaccine status information?

**Answer:** Yes we are working on setting up safe environment and background check dates in Paycom. These will be custom fields in the Paycom system.

**Question**: can employee’s reset their own password in Paycom?

**Answer:** Yes! This will be a nice improvement as they do not currently have this ability.

**Question:** Are terminated employees going to be transferred over to Paycom?

**Answer:** Yes, all active employees will be transferred, as well as any employee who was terminated within the last five years. If they were terminated more than five years ago they will not be transferred.

**Question:** how do we process employees with multiple positions with different pays? and multi-location employees?

**Answer:** First, contact the Chancery as they will have a few items to setup to enable the employee for multi-location work. This will be handled in the Personnel Action Form section in Paycom. You will submit an “Additional Pay Type” PAF and enter a “rate by allocation”.

**Question:** will there be a recording for the employee training sessions?

**Answer:** yes, this will be made available via a sharepoint site with Paycom specific information.

**Question:** For Parishes that also process school payrolls - are all employees moving to the semi-monthly?

**Answer:** That is a plan we are considering for the new year, we are working with Office of Catholic Schools, and payroll, they will be setting up meetings with you to discuss this.

**Question:** Have employees been informed about the training sessions for them or is that up to the location payroll administrator?

**Answer:** yes, they have been informed. However, please continue to remind your employees to attend.

**Question**: Are you able to upload the description or do you have to copy and paste?

**Answer**: when creating a job requisition in Paycom you will copy and paste the job description into the fields in Paycom.

**Question**: Would you chose hidden if you were working on the listing but didn't want it posted yet?

**Answer:** you have three options when posting a job.

1. External: this will post on the Archdiocese of Seattle careers page
2. Internal: this will post on Paycom’s employee self service
3. Hidden: this will not post anywhere and create a unique URL you can email to specific people to complete the application.

**Question**: Can an applicant add additional information after they have submitted their application?

**Answer**: Yes, they will be prompted to create an account where they can login at any time and update their profile.

**Question:** If someone is not eligible for rehire at the Archdiocese, is there a place to put that for all hiring managers to see?

**Answer:** Yes, we can create a custom field to identify this information in Paycom.

**Question:** Can you forward applications to people at other locations?

**Answer:** yes, you can forward to any user at any location so they can also review the application.

**Question**: We do have employees from Oregon. Will paycom recognize their need for state tax withholding?

**Answer**: Yes, the system will look at the employee’s state and prompt them to fill in all the necessary tax information.

**Question:** Does it tell them they need to bring the documents for the I-9 in to be viewed by employer?

**Answer:** Yes, the system provides a link showing the employee what the required forms of ID are.

**Question:** Are I-9 forms update will the system automatically update with the newest version?

**Answer:** Yes, Paycom will automatically update this when a new version is created. No action is required by the Archdiocese to update the I-9.

**Question** Is there a background check form in the onboarding?

**Answer:** background checks will still be processed in Virtus.

**Question:** Will the onboarding include Safe Environment, workers comp, policy handbook sign off, etc. documents as well?

**Answer:** Yes, all necessary documents will be included for the employee to read/sign as needed during their onboarding process.

**Question:** Is there an option for clock in clock out vs total hours worked that we can use?

**Answer:** Yes, employees can be assigned the appropriate option depending on their role.

**Question:** Will we be able to have paper copies of these documents for the employee file?

**Answer:** Paper copies will no longer be necessary as all documents will automatically be stored in Paycom once the employee completes them.

**Question:** will additional documents required for a school employee be auto-populated for that type of hire?

**Answer:** Yes, we will different checklists to accommodate different types of employees.

**Question:** Will one login give me access to multiple locations?

**Answer:** you will be able to access all of the necessary employees from one login

**Question:** will employees have the same employee ID as they did in UKG?

**Answer:** yes, we are importing the same number into a field in Paycom called “Clock Sequence Number”. Employees will also have a new employee number that Paycom auto-generates.

**Question:** Are we getting written instructions for these?

**Answer:** yes, user manuals will be posted on the Parish Toolkit in the Paycom resources section

**Question:** will I be able to access a multi-location employee if the employee works for the location that I administer?

**Answer:** yes, you will be given access to all necessary employee files.

**Question:** If an employee has a garnishment, will we need a legal document to have them sign giving permission for this information be given to Paycom?

**Answer:** your responsibility for garnishments will include sending the garnishment paperwork to the payroll services office at the Chancery. They will then provide the necessary info to Paycom and Paycom will complete the setup for the employee’s garnishment.

**Question:** What about PTO that is front-loaded. In UKG it automatically front loads, will Paycom do this as well?

**Answer:** We are not making changes to your time off policies. The same policies that are in Ulti-Pro will be setup in Paycom.

**Question:** When employees forget their password, would we look it up on page 9?

**Answer:** you will navigate to Employees > Employee Self Service > locate the employee and click the actions button to reset their password if needed. Employees can also click a forgot password button to reset on their own.

**Question:** For Direct Deposit, is there a pre-note option?

**Answer:** No, Paycom will make the direct deposit live once it’s entered by the employee.

**Question:** If an employee finds incorrect info in their profile, who do they contact?

**Answer:** If the employee has access to fix it themselves, they can just update on their own and no need to contact anyone. If the employee does not have access, they can contact their PAA.

**Question:** Will parishes be able to add their own custom files - say a credit card policy or confidentiality policy?

**Answer:** you will need to contact the HR team at the Chancery to add a new custom field.

**Question:** Will employees that resigned/terminated in 2021 get Paycom access or will they still get w-2 infor etc from UltiPro?

**Answer:** All terminated employee will get a hard copy of W2 mailed out to their home address. You can also provide them with login into to Paycom to access their W2 electronically.

**Question:** What if an employee leaves a location for another location and the first location terminates them? Does the new location have the ability to change their terminated status to transfer? Or does the new location need to rehire?

**Answer:** best practice is for the location the employee is leaving to submit the transfer PAF. Once the form is approved the PAA at the new location will gain access to the employee.

**Question:** A few locations are its own company (Ex: Fulcrum and Cemeteries) will this be a transfer or new hire when going to a location under the 4000 company

**Answer:** This will be a transfer in Paycom’s system.

**Question: N**ow, if we have employee A who is with our location and he/she moves to another location, we no longer have access to employee A's information. Clearly this presents a problem. With Paycom, since all the onboarding docs will be housed in Paycom employee profile, will our location continue to have access to those forms, as well as historical date with regards to salary and payments specific to our location. We need to ensure that these employees still show up in our financial reports.

**Answer:** The payroll team at the Chancery can ensure you have access to the necessary employees.

**Question:** Are pay cards still issued to employees without bank information?

**Answer:** Yes. However, employees are encouraged to use direct deposit.

**Question:** Can we create a position if it does not exist?

**Answer:** Contact the Chancery HR for a brand new position.

**Question:** Can we use numbers for locations? Our parish in Bellingham is frequently confused with another one in Seattle.

**Answer:** Location numbers are in Paycom.

**Question:** Does the job posting process have to be followed for any job opening? Or can we just hire into a position?

**Answer:** you will need to submit a job requisition and have people apply for the job in Paycom to hire them.

**Question:** When a job is posted - requisition goes to Arch Website and Indeed?

**Answer:** This is correct.

**Question:** If we currently have an opening on the current site will we need to repost it in Paycom?

**Correct:** Yes, once you have access to Paycom you will need to post any positions that are currently open.

**Question**: In regard to emails sent to applicants does the system copy the PAA on the e-mails? Is there a way to see all of the e-mails sent?

**Answer:** PAA is not copied on the emails. You can login and view the applicants profile and click on the messages section to view emails.

**Question:** Is the Paycom offer letter format required or can we create our own within Paycom or can we send it outside of the Paycom system

**Answer:** You will use Paycom to generate the letter, however, you can edit the letter as needed before sending to the applicant.

**Question:** What about the verification docs needed for I-9s?

**Answer:** New hires will still need to bring their forms of ID on their first day of work.

**Question:** What about benefits? When do employees do benefit selections? I understood it would be through Paycom?

**Answer:** Yes, employees will have access to enroll in benefits through Paycom. This will be replacing Benefits Focus.

**Question:** Do we need to add Religious Sisters in Paycom? They were only entered in UltiPro for Benefits.

**Answer:** Yes we will. This way they can still be enrolled in benefits in Paycom.

**Question:** Will administrators have separate log ins for admin duties opposed to logging in for their employee purposes?

**Answer:** Yes, however, once logging into your employee account and client account once they will be linked together.

**Question:** Will Paycom require us to change passwords occasionally?

**Answer:** Yes, every 90 days.

**Question:** Will Paycom now be the place of record for all of the new hire paperwork? So no longer in their employee file.

**Answer:** Correct, now that employees will complete their information in Paycom, a paper file will no longer be needed.