



Paycom Update – February 11, 2022

The Paycom Oversight Committee and Human Resources team remain committed to fixing the issues associated with the poor transition to Paycom. We are extremely sorry that this transition has been frustrating and that it has had negative impacts for all our employees. Below are the progress updates for this week.

W-2 & 1095 Update

The Paycom team will be completing its new data mapping today. We will then begin an iterative process to review the data and send in any corrections to Paycom. Once this is complete, we will move on to the W-2C process. We expect to have these out by the end of the month along with the 1095 health forms.

Employees who left in 2021

We are sending email notices to more than 700 employees who left in 2021 regarding the W2s. However, there are about 350 others who do not have emails in our system and may not be aware of the incorrect W2. We kindly ask Payroll Admins to also reach out to any employee who received a paycheck in 2021 as a courtesy to alert them. Here is a sample note you could use:

Dear XX,

Hope you are well. I'm reaching out to let you know that the Archdiocese of Seattle recently changed its HR system from UltiPro to Paycom. Due to data migration issues, the W2 form that you may have received in the mail is incorrect. A new W-2 C form will be issued to you in the next few weeks. You will need both forms to complete your taxes. Similarly, the healthcare 1095 form was incorrect and a new one will be mailed by end of month to employees who were benefited. This form is not needed for tax purposes. If you have any questions, please reach out the Human Resource team at HRSharedServices@seattlearch.org.

Thank you,

YOUR NAME

CONTACT

HRSharedServices@Seattlearch.org

User Group Priorities

In addition to W-2C work, the team has been focused on several of the priorities outlined by the User group. Please see updates on each:

1. Communication – New regular communications are appreciated but need more heads-up for staff responsible for payroll. Also wish to have more communication around changes to the system before they happen.

We have developed a new list of contacts that includes PAAS + people responsible for payroll at parishes and schools. This team will receive the Paycom update on Fridays before it is highlighted in the C2P on Mondays. If your PAA, Bookkeeper or Payroll specialist does not receive these Friday emails, please let us know.

Additionally, as part of the new communication strategy, any significant changes to the system will be communicated once the system is stabilized.

2. Discussions around ability to correct time sheets.

Paycom is a self-service system, which means each employee is required to enter their own timesheet. This is not only best practice, it is required by law. However, during this time while the system is being stabilized, we will grant temporary access for Payroll staff to make edits to an incorrect timesheet. This will be revisited again in April.

3. Payroll Processing Roles

The User Group reported that not all PAAs are seeing the same information. The team audited all roles to ensure the right roles have been assigned to people who process payroll. The role security review for Payroll Admin access has been completed. At this time, it looks like everyone who should have this role does. The results are being reviewed next Tuesday by the Payroll team. If you still feel you have access issues, please email HRSharedService@seattlearch.org and the team will review. Reminder for benefit elections please view Form 13. (Form 14 is only for the Benefit Service team.)

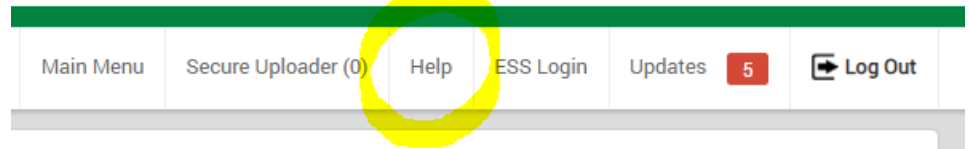
Issue Backlog

Currently, there are over 247 emails in the backlog, which includes 7 new ones from this morning, and 105 are now in the completed folder. The team is working through these issues, and we encourage you to please send in any issues or questions that have arisen for you. We want to get them on the list so we can be sure to address them internally and in some cases with our vendor.

Again, we thank you for your patience and grace as we work through this backlog. Our hope is to make a significant dent in the backlog these next 2 weeks so that we can respond to each email in a timelier manner moving forward.

Help Feature

We encourage everyone to use the “HELP” feature in the Paycom dashboard as your first stop for any questions you may have. This section provides search function to type in your question, as well as “How-to” lists and user manuals.



If you have any questions or issues with Paycom, please reach us at: HRSharedServices@seattlearch.org