Paycom Update – February 18, 2022

We are gaining some momentum on the stabilization effort and have completed several key action items. However, we still have some significant milestones and work ahead of us. Please read on for an update on this week's progress:

W-2 & 1095 Update
The Paycom team has completed its data mapping process and our team is now reviewing the data to ensure its accuracy. The team will be working through the weekend to 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
A big THANK YOU to all Payroll Admins who reached out to former employees about the W2 issue. While we also sent an email communication to them, we do not have a complete list of emails and, unfortunately, many of the addresses were no longer active.

When the W-2Cs are issued we will send them via mail to all employees who left employment in 2021.

User Group: Insights into Action
This week we held our second meeting with the User Group. We are very grateful for their insights and feedback. In addition to providing updates on the progress so far, the team discussed the priorities moving forward.

1. **Discussions around ability to correct time sheets**
   As of last Friday, all Payroll Admins should have the ability to correct employees' timesheets. The HR team is exploring an audit process for this capability to ensure that each individual employee still enters their own time. This will be revisited in April.

2. **Training priorities**
   The User Group agreed that the most pressing training need is how to set up the top five useful reports and how to properly use the PAF form. The team will prioritize these trainings.

3. **Sweeps for W2s**
   Reports from some Payroll Admins indicated that their location received a sweep in January for W2s. This is not something the Payroll team set up. They will work with Paycom to determine how and why this happened.

CONTACT

HRSharedServices@Seattlearch.org

4. **Other projects**
   This week the team has been exploring and troubleshooting issues relates to employees who work in multiple archdiocesan locations, as well as reviewing the PTO balances for employees.

Issue Backlog

Currently, there are 295 emails in the backlog, including 58 new ones from this morning, and 138 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.

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 questions, as well as how-to lists and user manuals.
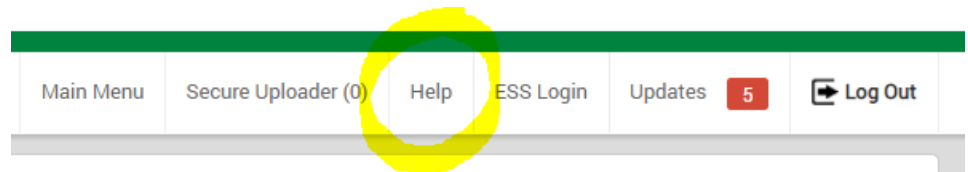
If you have any questions or issues with Paycom, please reach us at: HRSharedServices@seattlearch.org