



Paycom Update – February 4, 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

At the end of last week, there were only a small subset of W-2 forms that were incorrect. In the process of correcting those last few, the vendor accidentally reset a data set, which resulted in incomplete data for the majority of the other W-2 forms, as well as the 1095 health forms. As many of you noticed, these forms only accounted for salary and benefits since the transition to Paycom in the Fall – or were simply blank. To address this issue, the team has completed its audit and will be double-checking all the data to ensure its accuracy before issuing the corrected W-2C forms in mid-February and new 1095 forms by end of February.

1st User Group Meeting

The Oversight Committee led by Tom Martin held its first User Group meeting this week with representatives from parishes, schools, the Chancery and other archdiocesan organizations. The purpose was to discuss the deficiencies in the planning and rollout of Paycom as well as the top issues to help prioritize the workload. Feedback from users was greatly appreciated and resulted in the top 5 issues that users would like the team to focus on:

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.
2. Incorrect balances for PTO and sick time
3. Discussions around ability to correct time sheets
4. More direction and clarity around how to handle multi-location staff and substitute teacher pool
5. More clarity around timing of sweep reports, as well as accuracy of sweep reporting and benefit billing

These priorities will be built into the work plan, which will begin after the new W2-Cs are issued.

Meeting with Paycom

The Oversight Committee held its initial meeting with Paycom leadership to discuss the need for more of their resources to help address some of the outstanding issues. This was a promising discussion. As a takeaway, our team will be outlining the major issues that need their immediate attention to get us stabilized.

CONTACT

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Issue Backlog

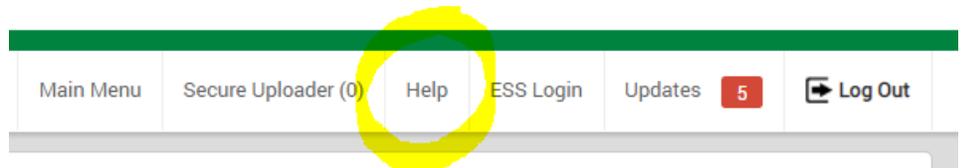
We wish to acknowledge that we did not meet our original commitment of responding to your questions and concerns in a timely manner. This is not acceptable. We are sorry for the lack of customer service and are taking steps to fix it.

While we had good intentions, our internal team was completely overwhelmed by the sheer volume of requests that were coming in via email, phone, etc. They were also focused on fixing the data issues, which was a top priority for everyone. Unfortunately, we didn't plan properly for the customer service side and have now brought in consultants and a temporary employee to help categorize the issues and requests in an effort to provide responses to questions asked by multiple people – while also responding individually to each person as quickly as we can.

At this time there are over 274 emails in the backlog that the team is working through. We thank you for patience and grace as our new Oversight Committee and transition strategy are put into action to clear out the backlog and set up a new process for handling your questions 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