Paycom Update – April 1, 2022

W-2 Updates

The W-2c's were issued last week in through the Paycom dashboard with paper copies mailed to employees who requested them, as well as all former employees. If you have not received your W-2 forms, please reach out to hrsharedservices@seattlearch.org.

W2 Security

As a reminder, W-2s contain personal information – your employee number, address, social security number, etc. Please note that email is not a secure transmission method for W-2 information.

Project Plan Updates

In addition to working through the W2's the team has been addressing the other priorities identified by the Paycom User Group, comprised of PAAs and Payroll admins from both schools and parishes. Here is an update on these key efforts:

- **Benefits: EDI Files**
  The team has been working with all the benefit carriers to confirm all the EDI Files are properly feeding eligibility from Paycom. This work is now complete. If any employee has issues, please let us know immediately.

- **CASHWP**
  This month's CASHWP detail reporting was pulled using Form 2, which caused issues with doubled deductions. Additionally, terminated employees were showing as active and other issues arose related to computer hard drives. We corrected the Form 13 data and then manually added administrative fees (HSA/FSA/LTC John Hancock/BSO). These were audited and you will see them in your IPBS folders before the end of the day April 1, 2022.

- **HSA Seed**
  The HSA Seed earning and HSA Seed post tax deductions that currently appear on pay stubs will be removed Monday, April 4th. These were required in UKG but are not required in Paycom.

- **New FAQ**
  The team developed a **new FAQ** based on the most commonly asked questions from employees and managers.

CONTACT

HRSharedServices@Seattlearch.org

- **Training**
  Based on feedback, the team worked with Paycom to develop training to support reporting and PAF processing.

  User Guides:

  - **Paycom Reporting**
  - **PAF Quick User Guide**

  Video:

  - Using the Report Center and Custom Reports
    https://paycom.zoom.us/rec/share/b4DFw9sdMkhLm n7olj-J1WzJQu7R-cejPuu3KYpMwL8hcAz-Yso9RxlxUJes9DFe.CeoC1UnUS3aDA7PZ
   Passcode: xf2A&g*e

Issue Backlog

Currently, there are 29 emails in the backlog, including 5 new emails from this morning, and 717 are now in the completed folder. Please continue to send us issues or questions that you may have to HRSharedServices@seattlearch.org. Again, we thank you for your patience and grace as we work through this backlog.
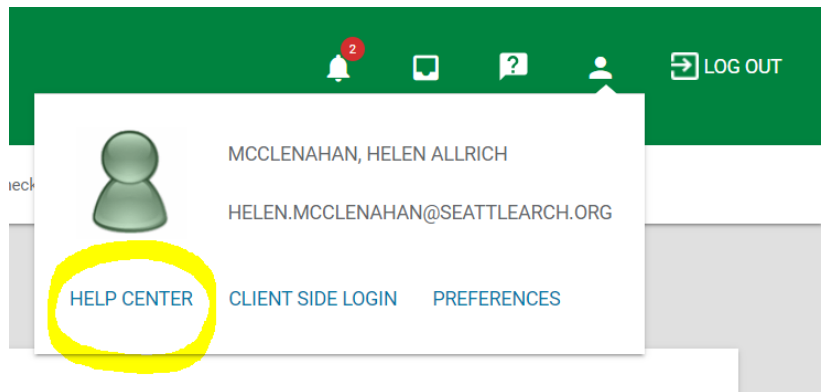
Help Feature

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.

Manager View:

| Main Menu | Secure Uploader (0) | Help | ESS Login | Updates | 5 | ⏻ Log Out |
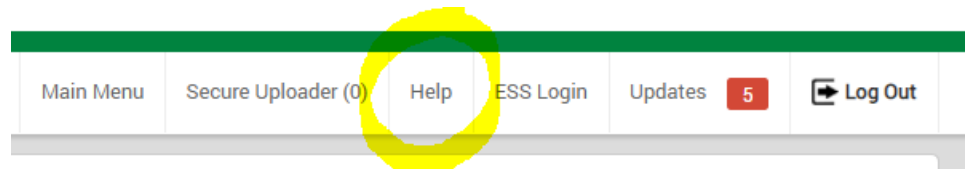
Employee View:

The Help Center can be accessed via the person icon at the top of the green navigation bar or under the Company Information section of the gray navigation bar.

Within the Help feature you will see the Paycom webinar schedule and other training helps on a variety of topics. Most are prerecorded sessions with a live Q&A at the end with Paycom Experts.

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

We understand and apologize for the hardship and inconvenience of this delay. If you have specific questions regarding your own situation, please email hrsharedservices@seattlearch.org.