



Paycom Update – August 5, 2022

August CASHWP will go out this week with July corrections

Arrears Issue and Corrections

As we continue to make corrections in benefit deductions, this can sometimes create a credit arrears situation due to the way Paycom is programmed. When this happens, the next payroll deduction appears to be missing since the system is wanting to credit the deduction back to the employee. We are exploring solutions with Paycom, but in the meantime, we will need to continue to manually go in to override the system.

403(b) Contribution Error

In May, a 403(b) contribution file was not received by Transamerica for eligible paygroup 2 employees, and the file has since been received and processed. Employees may see what appears to be an overcontribution, when it is actually the missed and the current contribution being posted at the same time. We are working with Transamerica to calculate if there were lost earnings from this missed contribution and plan to make this up for those impacted. We will plan to send a communication to the impacted employees once we determine this.

HSA and FSA

HSA and FSA contributions are now sent automatically by Paycom to Health Equity. Employees can expect to see their deposits within 2 days of the pay date.

Audits for Open Enrollment

The Benefits Services Office is close to completing our audits and corrections from Open Enrollment. We started out with over 28,000 lines to import from the AON open enrollment system to Paycom. After our first audit, there were approximately 1,300 that required additional research. As of today, we are down to just over 300 that required corrections. We are meeting with Paycom on Monday to import the final items.

Priest Billings

The annual Priest Billings have been placed in the IPBS folders. A memo will be sent on Monday to address payment processing of these invoices. As a reminder, we will now be sweeping for these payments from our office. More details to come on Monday.

Communications

Many staff and employees continue to email specific staff in the Benefits Services Office and find they are not getting replies to their emails. As a reminder it is important that you email the general email BenefitsServices@Seattlearch.org. Our general rule is to have emails answered within 24 hours (our commitment is a response within 2 days) and we have a staff member dedicated to monitoring this mailbox. In addition to being more efficient this allows us to track issues, recognize larger problems quickly, and focus resources on more timely solutions.

If you have any questions, please send them to the respective team:

- Payroll: Payrollservices@seattlearch.org
- Benefits: Benefitsservices@seattlearch.org
- Human Resources: Humanresources@seattlearch.org