TABLE OF CONTENTS

WHY?

Q Why are we making this change?

A We are a much more complicated Church today and so are the rules with operating our organization. We are subject to many compliance and regulatory issues where we have little room for error. Therefore, we needed to review our current state processes.

Our current environment requires manual work-arounds, reconciliations, repetitive input of the same data and ongoing error resolution. The lack of systems integration has caused significant inefficiencies due to manual input, poor data integrity, data storage and data management concerns. The fragmentation of our human resources system exposes our organization to unnecessary compliance and regulatory risk.

Recognizing the issues with the current state, we decided to stop fixing pieces and instead, address our strategic approach to processes and systems. We began by asking, how do we create a vision and design a human resources management system that meets organizational goals and needs with an emphasis on serving our people? As a result, we facilitated a process that offered new perspective and best practices.

As a large, multifaceted non-profit Church organization, we need strong specialists and efficient processes in place to manage the human resources and payroll systems. To date, we have burdened our parishes, pastors and business managers with these responsibilities where limited specialty skills or training exist within the human resources and payroll functions. Through redesigning our processes and implementing a strong system of record, we will minimize the administrative burden on our parishes and allow them to focus on their gifts of delivering the mission and having more touch points within our parishes and communities.

In conjunction with the 'More Than You Realize' movement, this project is focused on "freeing up" priests so their energy and time can be redirected toward creating curiosity for the church to encourage stronger and deeper touch points in order to share and spread the word of God. In addition, an integrated human resources management system will allow us to better recognize and support our dedicated priests, ministers and employees.

We understand that change can be difficult and often people find comfort in the familiar. However, both policy specialists and business managers have repeatedly said throughout this process, the status quo cannot continue. We also recognize that software is a tool and not a solution. To create an effective human resources management system, we must connect system improvement with organizational process restructure. This project is not intended and will not take control out of the parishes or from pastors. As a matter of fact, we believe it gives you more control by relieving you of many administrative burdens.

RESOURCE CENTER

Q Is there one place that I can go to find materials and support for this transition?
A Yes. You are encouraged to visit: denverparish.org/Paycom where you can find support materials to help you during this transition.

PAYCOM TRANSITION TIMING

Q When will my location convert to Paycom?
A Each Parish has been put into one of four groups for training, implementation and payroll processing. We have done our best to put like Parishes together; such as all bi-weekly payroll processing Parishes together or, all monthly payroll processing Parishes together.

Since each training with the Business Managers will include a Question & Answer session, we want to offer an opportunity to learn from each other and hear the same information. Of course, we will continue to keep this FAQ document up to date as well.

PAYROLL TRANSITION

Q **Will Paycom be uploading files from ADP or are we re-entering everything?**
A Paycom will collect data from your current system and will be uploading it directly into Paycom. This will be made first available during Business Manager training.

Q Will hourly and salaried employees be on the same pay cycle dates?
A No. Hourly employees will be paid one week in arrears while salaried employees will be paid current. Hourly and salaried employees will be processed at the same time and get paid on the same check date each pay period.

Q We are on opposite bi weekly pay cycle; how should I handle this?
A Depending upon which Group you will be transitioning with, you will have a last day on your current system that you will need to pay employees through. You will then cut-over the next day to Paycom, including tracking hours and processing payroll. This could result in you processing a short payroll for employees based upon the cut-over date.

Q Will Paycom complete the 941 submission process?
A Yes. Paycom will collect the year-to-date tax information from the parish's existing payroll system and then complete the 941 submission for the first quarter and every quarter moving forward

2018 Completion

Q How will the tax filings and reporting for calendar year 2018 be handled?

A All tax filings and reports for calendar year 2018 will need to be completed by your current payroll process or vendor. Each parish, or its vendor, will need to complete the payroll tax filings for the 4th quarter of calendar year 2018 and the W-2s for 2018.

In addition, you will need to make all payroll tax deposits until you move onto the new, Paycom system. You will continue to use your current process, or vendor, until you move onto our new system. Year to date totals will be loaded into the new system and Paycom will be responsible for payroll tax filings and reporting on a go forward basis and for year end 2019 reporting.

Payroll Processing

Q Right now, I divide benefits over 26 pay checks. Starting 7/1 can we change that to 24 pay checks so the two months that employees get 3 checks the last check does not have benefits taken out? I'm not sure I'll go this way but just wanted to know if that was an option.

A No. Deductions need to be taken from every paycheck throughout the year.

Q For those who are receiving a check what is the turn-around time?

A The payroll check dates will of course be every other Friday. With that said, Business Managers will need to submit payroll on Wednesday by 12:00 PM as the deadline. Checks will be overnighted from Oklahoma City, OK to your location and will arrive on Thursday by 3:30 PM for distribution on the Friday paycheck.

Q Will Paycom automatically adjust withholdings for the various deductions, or will the business managers do this manually before the first payroll?

A Deduction amounts have been adjusted to reflect bi-weekly frequency and will happen automatically in Paycom.

Q Will locations/parishes continue to process payroll on the new system?

A Yes. Each location will continue to process payroll. However, many services will be provided by Paycom as our new third-party/outsourced payroll provider.

Each location will be responsible for electronically approving employee time. Once approved the hours are sent directly to payroll for processing. The location will set up each payroll process (called dataset) to include approved hours for hourly employees and approved time off for eligible employees, then selects the salaried employees to be paid and submits the payroll to Paycom. The location distributes paychecks to employees. The location will post a payroll journal to record the payroll activity.

Paycom will be responsible for calculating pay data (including overtime), deductions and benefits, printing checks for delivery to each location and electronically paying employees who opt for direct deposit. Paycom will remit federal, state and local payroll taxes and garnishments. Paycom will create an ACH transaction to withdraw the total net checks, payroll taxes, any other payments and fees from your location's bank account. Paycom will file quarterly 941 and annual W-2 and 1095 reports. Paycom will provide each location with a payroll journal entry to record the payroll activity.

Employees who are required to record hours will no longer submit time-sheets but instead will log in and out of the Paycom Time and Attendance app. Employees who qualify for paid time off will request time off through the app. Those who select direct deposit will view, print or download their paycheck stub from the app. Managers/Supervisors will approve time sheets and time-off requests and any changes to employee pay or status.

Q Do we still need to enter new employee data in multiple software programs?

A No. Employee data is entered once in Paycom. Paycom will maintain all payroll and benefit records for all employees, including all priests and religious order members.

Q What about entities that have their payroll managed by the Archdiocese of Denver Management Corp. or the Office of Parish Finance?

A The Archdiocese of Denver Management Corp. and Office of Parish Finance will continue to provide payroll services to their existing clients and entities. However, employees of these entities will need to participate in the Employee Self Service training to learn how to access their information and how to record hours (log in and out) for hourly employees.

PAYROLL RECORDS RETENTION

Q Will Paycom import all payroll history? If not, what payroll records history am I required to keep?

A Paycom will import all YTD Payroll data for 2019 only. To ensure data retention requirements, every parish should have year-end reports (electronic or paper copy) for the past seven (7) years.

Q What do I need to consider to make sure I'm compliant with records retention?

A Due to the retention requirement dates, it is our recommendation that this be: (2018–2010) + current year (2019). As a reminder, 2019 will be brought into and contained in Paycom.

Everything that you file needs to be kept as either paper or electronic versions. This includes 941s (4x/year), W2s, and W3s. You also need to make sure you have detailed, year-end payroll registers for the entire year with individual paycheck records for each employee.

If you don't have these items currently retained, please make sure you are working with your current payroll provider to help you run your reports as soon as you can.

PAYROLL FUNDING

Q What if I currently use two different accounts to process payroll? How will this change in the new system?

A All payroll expenses will be pulled from a single account that each parish will identify when setting up each entity with Paycom. If needed, a parish will be responsible for transferring funds before payroll processes by reviewing your payroll reports.

Q Can the bank call you if payroll processing overdraws our account?

A If a bank balance is not sufficient, the parish has the responsibility to determine how to ensure there are sufficient funds prior to processing payroll. Each parish is encouraged to determine how they want their relationship with their bank to exist.

PAY CYCLES

Q Why is everyone being put onto the same bi-weekly pay cycle?

A In order to recognize the most efficiencies of our new system and ensure the utmost compliance we know that a degree of standardization is required for the good of the whole.

For some, this will not be a change at all and for others, it will feel like a significant change. It is our intention to offer training and help each Parish through the transition. Please remember that all of the manual processes will be removed to ensure a streamlined process and by moving to this model, organization-wide support is available.

Q Can a Parish opt out of bi-weekly pay periods and continue using their current monthly or semi-monthly pay periods?

A No. To utilize best practices and for maximum efficiency we will use a standard pay period and paycheck date for all employees.

Q Will employees receive less money in their paycheck with a bi-weekly pay cycle?

A Only in the sense that employees will receive a paycheck more frequently if they are currently on a monthly or semi-monthly pay cycle. Bi-weekly means that employees will receive 26 paychecks during the year, which also means they will receive three paychecks in two months of the year. As a result, employees on a monthly or semi-monthly pay cycle will receive less money monthly, then they have been receiving in 10 months of the year and more money in two months. Overall, an employee receives the same amount, but it is spread over more frequent paychecks. An hourly employee will receive two weeks of pay consistently.

Q Will we provide sufficient notice to employees for the change to bi-weekly?

A Employees will be given notice of the change in pay periods. We encourage employees to review their financial situation as a priority so they are prepared for the change. Business Managers are encouraged to inform their employees now so that the employees can plan for the change.

Q Will deductions for benefits be adjusted for 26 pay periods?

A Yes. Deductions will be withheld from all 26 bi-weekly paychecks. The deductions will be automatically set up in payroll based upon current benefit elections.

Q In addition to a standard paycheck date, will all employees have a standard pay period?

A At this time, hourly employees will all be on the same pay period that ends one week prior to the paycheck date to help ensure timely payroll processing.

For salaried employees, they will be on the same period too, which will allow them to be paid current.

We believe that most employees are currently set up in this fashion and they will not feel an impact. In the rare instances where this does have an impact, we will work with the Business Manager to support the best transition.

Using Technology

Q **When I try to verify my email address in order to access Paycom, it won't verify. Is there something I can do?**

A If your email ends with @archden.org, that has been addressed by the local IT team and they have made sure this will work for you. If you are still experiencing issues, you may need to connect with your IT resource (whoever manages your email account) to ask them to 'whitelist' any emails from @paycomonline.com so that it allows emails to be verified.

Q I have employees who won't currently use a computer? How will this change impact them? How can I help them?

A This is going to be an important change for our entire organization. There is an expectation that employees take accountability for the elements of employment that impact them, which means that employees will have to use technology for certain activities.

We must be careful that we do not make our employees dependent on someone to manage their responsibilities for them. Studies continue to show people are very adept at using their phones or accessing technology for many different and diverse needs.

Paycom prides themselves encouraging usage of the system, including making sure the system can be accessed in a variety of languages and is user-friendly.

We are committed to making sure that all employees are properly trained. In turn, they will have the satisfaction of being able to access their information such as seeing a paycheck or W-2; modifying their address; adding a dependent; clocking in or out; or requesting time off.

Q How safe is it to access my Paycom account on my phone?
A The security of the Paycom app is similar to that of a banking app. Paycom has multiple levels of security built in, including password/thumbprint/facial recognition (For phones that support this technology), and security questions. In addition to this, any direct deposits changes, employees are asked to answer security questions as an added level of security.

Paycom is a web-based platform and everything is stored on the Paycom servicers to only be accessed with logged into the app or website.

ACCESSING PAYCOM

Q How do employees, supervisors and administrators access Paycom?
A There are multiple options that allow access to the system. There is a mobile app, or access is available through any computer, tablet or laptop using any browser. Locations can easily set up a kiosk, especially for employees who do not have computer access at work.

Q How do I reset passwords for employees?
A As a Business Manager, you can go under the Employees Tab > click on Employee Self Service > find the employee in the list > click on actions button > reset password. Then just type in the new password and provide to the employee.

You can also access the Employee Self-Service Login Management manual under our Resource Center

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TRAINING

Q At what point will the employees have a log in and be able to change things?

A At Business Manager training, there will be a section on how to distribute employee logins. Once training is attended and logins provided, you can provide this information to your employees, preferably after they've attended training so they can access their self-service portals and make adjustments.

Q Are all these trainings via phone or in person at the AOD?

A All trainings will be offered as online training, which means a person can take training from anywhere they have a computer and wi-fi access. There will be optional face-to-face meetings if people are interested but they will not be required. You can find the training schedule on the Resource Center at denverparish.org/Paycom

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Q I have no Supervisors at my office. As a Business Manager, do I need to go to Supervisor training as well?

A The Business Manager needs to attend one of each of the trainings to have a complete picture of the system and the processes. Each training will be recorded so it can be viewed at a later date and/or used as a refresher.

Business Manager training will be a 3-hour training to really teach Business Managers how to use the system effectively. Then, attending a Supervisor training will teach each person how to use the time and attendance module. Finally, attending an employee training will allow you to learn about the system as an employee and allow you to understand the training being offered to all of your employees.

Q There is no way I can get all my employees at one training, they all work different hours, what should I do?

A Your employees do not need to attend the same training session; however, each employee does need to attend a training session to understand the new time recording process and how self-service will work in the new system. We anticipate offering 10 or more training opportunities (per each group) for your employees so hopefully that provides enough options to account for varying working schedules. If you cannot find a session that will work for each employee then the Business Manager will need to supply training to those employees before the beginning of the new time period cycle. Paycom trainings are also recorded and available at denverparish.org/Paycom.

Q Will the training for the Business Managers be all day for 3 days? What if I'm on vacation during the Business Manager training?

A No. There will be three different days to choose from, you only have to attend one of the three Business Manager training sessions being offered. Each training is scheduled for 3-hours.

The training will be offered as online training and we will have a large Q&A session at the end of the training.

In the event you absolutely cannot attend one of the Business Manager trainings being offered for your group, please send an email so we can offer you training during a different group. Please email *paycom@archden.org* and we'll confirm a different training for you.

Q Not all of our employees work in the office. Will they be able to do the online training from home?

A Yes. Online training can be taken from anywhere that an employee has a computer and wi-fi access.

Q The majority of the staff at my location will need training in Spanish. Is that being accommodated?

A We are offering training on 2/14/19 from 1:00-1:45 for employees and from 2:00-2:45 for Supervisors to attend training that is being led through a Spanish-speaking expert from Paycom. We plan to record that training and make it available by 2/15/19.

As a reminder, can you can visit denverparish.org/Paycom to access recorded trainings.

Q What kind of training will be available?

A Each group of Parishes will receive two weeks of training to make sure everyone has ample time to learn the new system. Business Managers will be trained first and receive the most significant amount of training. This will also include a Question & Answer session at the end of the training to make sure we address all concerns. From there, employees and Supervisors will be provided with training as well.

For Business Manager, there will be a much more in-depth payroll processing training offered (a 3-hour course) prior to payroll processing for each group. Lastly, there will be a post-payroll training offered. Please check denverparish.org/Paycom for the training schedule.

Q Will you offer training materials to us?

A Yes. Paycom has created training materials to support this transition. This includes training manuals for Business Managers as well as supporting training materials for employees. You can find all of these materials at denverparish.org/Paycom.

During training, you will also be introduced to "Paycom University", which is an online training portal to support you at any time.

Q How will employees who do not work regular business hours be trained?

A For those employees who cannot attend any of the multiple training sessions offered, Paycom will record their webinars so employees can attend self-training, or with a Business Manager, at their convenience. You can access recorded trainings at denverparish.org/Paycom.

Q When can we begin to communicate to employees?

A Each group will receive notification of when they can sign-up for training. Business Managers will be encouraged to make sure all of their employee's attend a session.

For each group, there will be three different, 3-hour sessions for Business Managers. There will be 10 different 45-minute sessions offered for employees and an additional 45-minute sessions offered for those that are Supervisors or Managers.

Q Can I sign-up for more than one training?

A Yes. If someone feels like they want or need additional training, you are encouraged to attend as many training sessions as you would like.

Q Do I need to have anything with me during training?

A Business Managers should plan on having note-taking materials with them as well as their computer and their mobile device (i.e., cell phone) in order to get the most out of their training. Employees and Managers are encouraged to bring note-taking materials and their cell phones with them. Training for most people will be online training

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UNIQUE PAYROLL PROCESSES | TEACHERS

Q **Our teachers are on 12-month contracts – how do I figure benefits (medical/dental/vision/Cigna extras) for the remainder of the fiscal year?**

A Employers have two options for setting up deductions in Paycom through June 2019. In the first option, employers can adjust (increase) the deductions for all enrolled employees, including teachers, beginning on the first Paycom payroll through the last Paycom payroll in June (6/21/2019) to ensure that the employee pays their share of the premium. In the second option, for the Paycom conversion only, employers can use the standard bi-weekly rate through June 2019, absorbing the employee's increased share of the premium. Employers are encouraged to determine the effect this option will have on cash flow and budget. Please see the "Remaining Deduction Calculator" provided in the 1/31/2019 Paycom Implementation Communication for more information. You can also find this under the "Resource Center".

Q **Are Substitute teachers supposed to be put into the Paycom system and their payroll recorded there?**

A Yes. Substitute teachers are considered employees and they'll need to track their hours and have their data in Paycom in order to be paid.

Q **What is the process for Substitute time input / tracking and are they supposed to receive the training?**

A Substitute teachers are required to track their time and they will need to be trained as an employee.

As a point of reference, Paycom will set-up the user login and each employer can send the substitute teacher employee login instructions which will be the same login instructions, no matter which employer is giving the employee the instructions. Employee login information will be provided during Business Manager training.

Substitute teachers will only have one employee record in Paycom, therefore, they'll only have one login and they can track their time to multiple locations.

Q How will we handle the salary for teachers on a contract?

A Once an entity knows the date it will start using the new, Paycom system, it will need to calculate the amount paid on a teacher's contract and the amount remaining. The amount remaining is divided by the number of pay periods.

For example, a teacher being paid $35,000 for the 2018/19 school year would be paid $2,916.37 per month on a 12- month contract (September - August). Assuming the entity starts on Paycom with the February 15th pay date. The " 12-month" teacher will have been paid, September - January, $14,583.33 and have $20,416.67 remaining on their contract. There are 16 bi-weekly pay cycles from February 15 -August 30. $20,416.67/16 = $1,276.04 per bi-weekly paycheck. And, this teacher would receive 3 paychecks in the months of March and August.

UNIQUE PAYROLL PROCESSES | MUSICIANS

Q **Our musicians are currently being paid one rate for Masses they play for and another rate for rehearsal time. I am thinking they can clock in when rehearsing at one rate, clock out, then clock in again at another rate for Masses. Is that correct? Or, is it only possible to use one rate of pay per person?**

A The business manager can add a position (Musician Other) to a musician who is paid a different rate for the same type of work. The employee will have the option to select their position when clocking in/out. A unique pay rate can be tied to each position.

Q **Musicians/Cantors are paid on a per mass basis. For ACA purposes in Who's Where we've manually adjusted their #of masses times to get an assumed number of hours worked per the director of music. If they clock in and out with actual hours, how will we be able to pay on a per mass basis?**

A Nonexempt and part-time employees must report hours on a time card. The business manager can set up an earnings code called Regular Hours Only which has no pay associated with these hours. Then the musician's supervisor or business manager must manually calculate the flat rate by the number of times the musician clocks in/out, adding the total in the "Add Dollars" field on the musician's time card.

Q **Choir Directors are paid a flat salary per month, but we have been collecting time sheets. Should they clock in/out and the hours could be without dollars- one pay type, and a second pay type would be their salary amount?**

A Yes, that's correct. Remember, part-time and/or non-exempt employees must track their time in Paycom. Exempt employees do not track hours in Paycom.

Several of them also actually play or sing for other masses where they are not directing a choir, so they get paid a per mass rate for those masses. Would that be a third pay type for them?

Yes, the supervisor or business manager can "Add Dollars" to the timecard.

Q **Honorariums given to those of our staff musicians for their assistance with weddings, quinceaneras and funerals are also issued with their payroll checks. How can this be accomplished in concert with Paycom?**

A In Paycom, you can add dollars or earnings into timecard or into the data set directly that will be used to process payroll.

UNIQUE PAYROLL PROCESSES | RELIGIOUS ORDERS

Q **Regarding Paycom and employees; we have one priest working at our location, but we pay a check to his religious order monthly instead of running a check through our payroll system. How do we handle a situation like that?**

A It is necessary to enter the member as an employee in Paycom for Workers Comp insurance purposes and for benefits. The best option is to obtain the Order's bank routing and account numbers for direct deposit to the Order's bank account. If this is not an option, set up a "Print Check Message" under the Employer Other section in Employees/Make Employee Changes/Select the employee/Employee Menu/Demographics, Pay Rates and Taxes that states "For the benefit of XXXX

Order" where XXXX Order is the actual name of the order. Then annually, obtain written documentation from the superior of the order certifying that the compensation paid directly to the member is remitted to the order. Refer to the USCCB's Compensation Paid to Members of Religious Orders letter for additional information.

Q **Will Religious Order members be paid through Paycom payroll or continue to be paid through Accounts Payable?**

A Religious Order members who are currently being paid through Accounts Payable will be paid through Paycom payroll. Those that qualify for benefits will need to be entered in Paycom. Paycom allows payment to the Order while tracking the individual. Presuming the member qualifies, their pay will not be subject to withholding or reporting

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UNIQUE PAYROLL PROCESSES | OTHER SCENARIOS

Q **Maintenance workers snow duty. We've had a policy/procedure that we would pay time and a half (OT Rate) for any hours worked clearing snow, even if under 40hrs. How do we accommodate that with the automatic time keeping? Clock in/out to a special job code for snow?**

A The business manager can add a position (Maintenance Other) to a maintenance worker who is paid a different rate for the same type of work. The employee will have the option to select their position when clocking in/out. A unique pay rate can be tied to each position.

Q **Currently, Mass intention offerings are added to our resident priests' payroll checks. How will this be facilitated after the transition?**

A In Paycom, you can add dollars or earnings into timecard or into the data set directly that will be used to process payroll.

Q **Our parish also employs coordinators to facilitate weddings and quinceaneras for a set fee which is earned at the time of the liturgical celebration. How will these payments be incorporated into the Paycom process?**

A These will all be specific pay types in Paycom; you can add dollars or earnings into timecard or into the data set directly that will be used to process payroll.

Q **Will the business managers be able to go into the priest's accounts to add Mass offerings or change deductions for them?**

A Yes, Business Managers will have access to every employee at the parish so you will be able to add pay to any employee's regular pay.

Q Will all employees, even part-timers, with as little as 3 hours per month, be paid through Paycom on a bi-weekly basis?

A Yes. All payroll will be processed through Paycom. Paycom is our only system of record for all employee information. Paycom will handle the data for multiple employer reporting requirements that must be reported for selected or for all employees.

Q Can an Employer adjust or add pay, for example a bonus?

A Yes. When processing a payroll dataset, you can add extra pay or adjust hours or salary as necessary, with appropriate approvals.

Q When an employee is shared between 2 locations, but is full-time and the 2 entities split the benefits, will Paycom be able to split the charges for benefits or will the primary entity still need to invoice the secondary entity?

A The primary location could invoice the secondary location in these situations. Or, you could split the deductions in half on the employees' profile and then deduct the half amounts from each location on every payroll.

DIRECT DEPOSIT

Q **We are currently using ADP payroll and everyone is on direct deposit. Will all the employee bank information transfer over automatically or will I need to get new information from all employees?**

A This information will be uploaded into Paycom. As a reminder, self-service will be available for employees to check, update or change direct deposit in the future.

Q Some direct deposits for employees go to more than one of their bank accounts, will this still be possible?

A Yes. Each employee who signs up for direct deposit will determine which of their bank accounts they want their paycheck deposited into. Direct deposit can be directed to multiple bank accounts.

Q Is Direct Deposit available even if the location is not currently offering this option?

A Yes. Employees are paid from Paycom's bank account; therefore, direct deposit can be set up in Paycom. Employees must enter accurate bank account information to ensure the direct deposit goes through. If the bank information is inaccurate, a manual check will be submitted in the Paycom system, then a check will need to be created by the entity for the employee.

Q My bank needs three business days to process an ACH payment, can we have the dates to notify our banks?

A Employees' ACH direct deposits will be processed through Paycom's bank eliminating the need for the employer to schedule ACH payments.

Q Will paychecks and ACH direct deposits be paid from the Parish bank account or Paycom's bank account?

A Both paychecks and ACH payroll transactions will be paid from Paycom's bank account. As a part of the payroll process, Paycom will debit the Parish's bank account for the net paycheck plus payroll taxes or other payments made on behalf of the parish.

Q We currently have everyone on direct deposit and submit a report to our bank for this. Will this process need to change?

A Yes. An entity's bank is no longer involved in the direct deposit process. The new Paycom system will automatically schedule and process direct deposits for each payroll from Paycom's bank account.

RECORDING TIME | CLOCKING IN AND OUT

Q Will all parishes have at least one self-service kiosk? Or is the thought that most will do without the kiosk and employees will just use their computers or smart devices? If a kiosk is recommended will most parishes with schools need 2 (one in the parish and one in the school)?

A It is up to each parish or school to determine if they want to set up a self-service kiosk. There are multiple options that allow access to the system. There is a mobile app, or access is available through any computer, tablet or laptop using any browser.

If a location determines they want to supply a kiosk, they can easily set one up, especially for employees who do not have computer access at work. We encourage you to utilize existing equipment.

Q What controls are there to ensure employees are entering their hours accurately?

A If you wish to require employees to be physically present at the location to log in or out, a kiosk can easily be set up for employees to clock in and out. You can also allow the use of the mobile app, to make it as easy as possible for employees to clock in and out.

Employees will use their Paycom generated employee ID number, which will help make sure they do not ask others to log in and out for them.

Finally, ensuring that managers/supervisors review time sheets for accuracy before approving the time sheet will be a critical step prior to processing payroll.

Q How will employees who are paid for working multiple jobs at the same location enter their time?

A Employees who work more than one job will be able to log in and log out of each job they perform to record their hours worked, including full-time employees who work an extra job, such as after-school care.

Q How will nonexempt employees paid on a salary basis record their hours?

A We encourage locations to utilize hourly/non-exempt or salaried/exempt classifications only.

Q What happens if an employee forgets to log in or out?

A Employees can request a correction from their supervisor/manager or their designee. Once approved the corrected hours are in the payroll system.

Q Do you know if Paycom has the ability to integrate with certain time clock vendors?

A Paycom offers their own time-keeping processes. We do not anticipate utilizing other clock vendors. While Paycom does offer a time clock, it is not necessary as entities can allow employees to record time through the mobile app or computer/tablet kiosk.

VACATION ACCRUALS

Q **Currently, sick time and vacation time for the entire staff are tracked manually. How will our current manual accruals be set up and so the first paycheck shows what is available to that employee and new accruals accumulated appropriately?**

A During the data collection process, you will be asked to provide your time-off policy and that will be set up into Paycom. During Business Manager training you will be trained and asked to provide a report to Paycom so they can import balances. The report should include: employee ID, employee name and column(s) with sick, vacation or PTO balances. You'll learn in training that there is an 'Inbox' where you can securely send files.

Q There are several employees who started out as part-time and then went to full-time. The vacation accrual should be based on when they became full-time, does the system

have a way to track that and so it accrues vacation properly? Example: An employee was hired on 2/9/2004 as a part-time employee became full-time effective 5/8/2008.

A For this situation the full-time hire date will override any previous part-time, temporary, or substitute date – but, not any previous full-time date. In the example: part-time hire date 2/9/2004, full-time hire 5/8/2008 – override the part-time hire date and let new benefits and accruals start with 5/8/2008.

Q **We have an employee who is a transfer employee from another parish and we allowed them to keep their seniority, his hire date is 10/19/2018 but he needs to accrue vacation based 10/2009 date. How would we handle this situation?**

A You would contact the Human Resources team so they could override the accrual date to reflect seniority correctly.

RECORDING TIME-OFF

Q **How does Paycom handle time-off requests when the employee's available balance is insufficient for the days requested?**

A Employees submit a time off request that is approved (or not approved) by their manager/supervisor and, if approved, is sent to payroll electronically. Employees will only be able to submit a request if they have the hours available. If they want to take more time than available, they can simply submit an additional request for unpaid time off.

Q **How does Paycom handle time sheets and time-off requests submitted by employees but not yet approved (or unapproved) by the manager/supervisor by the deadline?**

A Managers and supervisors who are responsible for approving employee time records will be notified in Paycom as well as receiving an email notice that they have items awaiting their approval. An approver can designate a secondary and even a tertiary approver in their absence. These designees must be identified and set up in Paycom with the appropriate permissions to allow them to do so.

Q **Will Teachers report time off in Paycom?**

A Yes. Even though Teachers work under a contract, they will log in to request sick or personal days. Notifications will alert the appropriate supervisor for approval and alert staff to the need to initiate a substitute request. Note, each school may also have its own internal processes for obtaining a substitute.

COSTS & BUDGETING

Q How much will it cost to set up and process payroll through Paycom?

A We have received very favorable pricing for the program. Due to the impact of this system implementation on our benefits and insurance programs, a portion of the fee is being absorbed by the Lay Pension Plan, the Priest's Pension Plan, the Risk Management Trust, and the Welfare Benefits Trust.

After accounting for these subsidies, the fee for the parishes and schools will be $4.50 per check or employee payment. This fee will be deducted from your account each pay period along with overall payroll costs and taxes. Please note that before releasing and processing payroll, you will be able to print a Cash Requirements report that will identify the cost and total monies needed to fund payroll. (Note: to generate the report, click on Reports and then Cash Requirements.)

Q I'm concerned about how the change will affect my budget to actual expense comparison. Monthly or semi-monthly payroll processing records actual time worked each month, resulting in fairly consistent monthly expenses. Bi-weekly payroll will result in lower than budgeted monthly expenses for 10 months and higher than budgeted monthly expenses for two months, no longer reflecting actual expenses incurred. How do we handle this change?

A For the remaining months of fiscal year 2019 you can choose to either (1) leave your budgeted payroll amounts equal and simply explain the budget to actual differences, or (2) revise your current year budget to reflect the new estimated expenses based on bi-weekly payroll periods. The budget memo for future fiscal years will define the 2 months having three payroll periods so you can budget each month as 2 or 3 payrolls.

PENSION PLAN & RETIREMENT

Q Will Paycom be handling Pension Loans?

A Partly. Any current loan not calculated for bi-weekly will be re-amortized by Wells Fargo and updated in Paycom by HR. Business Managers will receive copies of the loans that need to be re-amortized for their records.

Q Can they be deducted and automatically remitted to the loan processing center or do we still have to remit it each month?

A Until the pension plan phase is running, each business manager will still need to process the payments through accounts payable and send the re-payments to Wells Fargo just as they do today. Hopefully, this feature can be automated in a future phase.

Q **Will this conversion automate any of the reporting for the lay employees' pension plan, or will we still need to complete the quarterly spreadsheet and the profile forms that we currently use?**

A The pension plan processes are a later phase that will relieve additional HR burdens from your office. As soon as we have everyone on Paycom, payroll running efficiently, benefits enrollments captured through Paycom, we can begin standardizing the pension plan processes. For now, the current, lay pension plan process remains and will continue.

Q **I have one person on a Tax-Sheltered Annuity (TSA). My TSA vendor told me that we need to do a new 'salary reduction agreement' since the pay frequency is changing, is this true?**

A Yes. Any employee having 403(b), a Tax-Sheltered Annuity, payment being deducted from their paycheck should visit with their vendor to discuss new bi-weekly amount and complete a new Salary Reduction Agreement and provide it to their business manager.

Q **Will I receive updated amortization schedules for employees who have a Pension Loan?**

A Yes. As each group is loaded to Paycom, the Pastoral Center will research loans with Wells Fargo and will request re-amortization to bi-weekly with the first Paycom check date. As soon as the team has confirmation of the first Paycom payroll check date, they will send the bi-weekly re-amortization schedule to the Business Managers so they can deduct from the payroll and send the new loan repayments amount along with the Loan Remittance form to Wells Fargo. For now, do not change any loan processes under your current payroll.

OTHER QUESTIONS & CONCERNS

Q **I see that there is a communication provided with the email today for employees. When do you suggest that gets sent? Immediately?**

A When an employee-specific communication is provided as part of the weekly update, we encourage you to distribute it as soon as possible.

Q **If I'm running a monthly payroll currently and am expected to go to bi-weekly how will I ever be able to take time off?**

A The good news is that our systems and processes are not staying the same. We are excited to demonstrate to all of our Business Managers how this whole process gets completely automated, in one single system. No more duplication of efforts in working in multiple systems or having to run manual processes.

Additionally, since everyone will be on the same system and following the same process, we have much more ability to offer coverage between parishes as well as in partnership with our central pastoral center. All of which we strongly believe will make life easier for you.

Q Who was consulted before many of these decisions were made?

A While we did not have the luxury or the time to consult with every Business Manager in the organization, we did consult with a number of people.

We conducted six focus groups with Business Managers from various types of parishes (e.g., Hispanic, distant, local, small and large as well as other entity program administrators and our senior leadership team) so that we could understand current-state and listen to concerns in order to best address them. The biggest/loudest message we walked away with, nearly unanimously, was that something needed to change. The amount of burden, expectations and workload we are putting on business managers is overwhelming and frankly, too much. That has been our guiding star with everything we have done.

We also have a strong group of people that are working on this project with multiple Business Managers in the mix.

Q What if I have more questions that are not answered here?

A Please submit any of your questions to the following email account: *paycom@archden.org*. This will allow us to answer your questions as well as share it with the rest of the organization each week when we release updated FAQ's.
