The implementation of a new Payroll/Time and Attendance/Human Resources system will bring many questions as we all learn about the system and how to use it.

While we don’t know the answers to every question just yet, we have created the following question and answer (Q&A) document to try and address some of the basics. There is no doubt that there will be many more questions as we learn the details of the system and adapt to new work flows.

We welcome other questions that you may have and invite you to submit those so that we can publish answers for everyone to see.

Stay tuned for more information over the coming months.
1. What is ADP Workforce Now?

Automatic Data Processing (ADP) is the name of the company that NPC is working with to implement the new Payroll/Time and Attendance/Human Resources System. The latest version of the software is called Workforce Now.

2. What are the key features and benefits of the system?

There are many features of the system including:

- Fully automated time and attendance tracking
- Elimination of paper time cards and time sheets
- Online scheduler and electronic time card
- Online method to request time off
- Daily reporting which eliminates hours of time card completion at the end of a pay period
- Electronic approval of time and transmission to Payroll
- Ability for employees to view some of their personal information through a self-service website using a secure login and password and to submit changes online (such as addresses, telephone numbers, etc.)
- Pay stubs and T-4’s will be online and employees can view them or print them from any computer using their secure login and password.

3. How is this system different than what is being done now?

This new system will eliminate a number of the paper forms and manual processes that were previously necessary for the processing of payroll and the recording of employee information (e.g. paper time cards, time sheets, monthly attendance sheets). While some of the current processes will remain unchanged, many of the manual procedures will now be automated, making the process more efficient. The other main difference is that ADP will now be receiving the time and attendance data from NPC and will be processing the Payroll and populating the pay stubs online.

4. Why are we changing systems?

The current system was implemented in December 1999. Although there have been upgrades over the years, the current system is outdated and no longer meets NPC’s needs. There are many manual paper processes associated with the current system and it is time to become more modern to produce our payroll and time using best practices. It is also important to be able to produce meaningful and timely reports and the new system will help us to do that better than the current system. As well, NPC has made the decision to have our payroll processed directly by ADP, which is a change to our current practice. While our Payroll staff will still have a key role in the process, this will allow them to complete other important tasks for the organization and to support Managers with the implementation and operation of the new system where assistance is needed.

5. How will this new system impact employees?

The new system is automated, meaning that a number of the current manual processes will now be done online. There will be no more paper time cards and time sheets as all of the tracking of time will be online. Employees will punch in using a time clock at their location. A few employees may also punch in or request time off from their work computers. Employees will also be able to go online and view some of their personal information through a secure login.

6. What is employee Self-Service and how does it work?

Employee Self-Service will provide staff with the opportunity to view some of their information online through a secure website using a login and password. Employees will also be able to make changes to some of their information such as addresses and telephone numbers. These changes will go right into the system and employees will no longer have to submit them on paper or call the Payroll or Human Resources Offices. Employees will also be able to view their pay stubs online and print them if they wish from any computer using their secure login and password.
7. What is the implementation plan or major milestones for this project?

NPC conducted a procurement in 2015 for a new Payroll/Time and Attendance/Human Resources system and ADP was the successful bidder. Meetings began in January of 2016 to understand the new system and its capabilities. System set up began in February and will continue into early 2017. A system demonstration was provided on September 30th to Managers, Supervisors and those responsible to gather and track time to introduce the system and walk through the various features. A Communications Plan has been developed to introduce the system to staff and to plan regular communications to keep staff up to date on progress. Data conversion from the old system to the new system will occur from September–December. Parallel payroll runs will be conducted in January/February 2017 to ensure that the pay being produced in the old system matches the pay being produced in the new system. The new system is scheduled to go live in March.

8. How can I view/print my pay stub?

There will be no more paper pay stubs issued to staff. Pay stubs will now be available online for employees to view and print if they wish. Employees will be able to access pay stubs through the self-service website using a secure login and password. Employees can print pay stubs if they wish from any computer.

9. I don’t have a home computer/printer. Will NPC provide me with a copy of my pay stub if I want one?

There are a number of ways to obtain a printed copy of your pay stub. You can ask your Supervisor to print you a copy. In time, we are hopeful that we will have employee stations with printers so that you can print a copy if you wish. Also, if you have family or friends with a computer, you can login to the site and with your secure password, you can access your pay stub and print it there.

10. How will I punch in and out?

The vast majority of staff will punch in and out using a time clock that will be located at their work site. A few employees (e.g. some office staff) may use a laptop to access the new system where that is required. Information will be provided to Managers and staff regarding how to punch in and out for a shift. Options being considered for punching in and out include swipe cards and/or entry of a unique code for each person. NPC is also looking at using biometric technology, and more information on this will be provided in the future.

11. If I work at another location, can I punch in and out there or do I need to go to my home location?

The time clocks will be programmed to allow certain employees to punch in at certain locations depending on where they work. Departments will be consulted on this issue to ensure that the set up works well for them.

12. Can you explain why some people will be set up in the system on a schedule while others will have their time captured on an electronic time card?

For those who have a set schedule each day and each week (e.g. they work Monday to Friday from 8:00 to 4:00 all year round) and those hours are not charged out to other departments, these employees can be set up using a scheduler. The system will pay the employee the same amount each pay period with no need to submit an electronic time card. The only time that the employee’s schedule will need to be accessed is if they request time off, i.e. they are sick or request a vacation day.

For those who do not have the same hours each day or each week all year round or whose time is charged out to other departments, they can be set up through use of an electronic time card. An employee’s time will be in the system once they punch in and out using the time clock. Managers will be able to view and/or input any necessary changes. These employees can also request time off using the system, however, Managers could also choose to enter that on the electronic time card if that system works better for them.
13. What happens if there is a power failure and we are not able to use the time clocks to punch in and out?

Should there be a situation where an employee is unable to use the time clock due to technical issues, Supervisors will need to make manual entries for those who are not on a set schedule as outlined in #12 above. NPC may also look at other alternatives where feasible, e.g. battery back-ups, generators.

14. How do I ask for time off?

In the new system, there is a module called Time and Attendance. Employees will go into the system and make a request through a self-service portal to their Manager for approval. If the Manager approves the leave, the time off will show up on schedules (where they are being used) and on a calendar in the system and the time will be accounted for during the payroll processing (or Supervisors will record the time off on the employee’s electronic time card). There will be no more need for e-mails or pieces of paper to request time off.

15. What happens if I am sick? How does that work in the new system?

There are a number of ways to address sick leave in the system. Sick leave can be treated as a time off event as described in #14 above. Managers will also be able to go into the system and mark a sick day on an electronic employee time card if that is the method desired by the location for time tracking. Seasonal sick leave will continue to be recorded and tracked by the Payroll Office.

16. Do we still have to fill out monthly attendance sheets for those who are not on a time card?

Monthly time sheets will not be required any longer. Employees will request time off electronically in ADP (sick leave, vacation leave, etc.). Once approved by the Manager, the information will populate the employee’s individual schedule in the system (where schedules are being used) and also on a calendar within the system. When the payroll is run, this time off will be captured.

17. When will the new system be implemented?

Our plan is that the new system will be fully operational by March 2017. Before that time, parallel payroll runs will be done (i.e. using both time cards/time sheets and also the new system at the same time) to make sure that the new system is paying staff properly. While it is double the work for supervisors for a short period of time, this is needed to ensure the accuracy of the new system before we discontinue the old system.

18. How will new employees get trained on the new system?

Training will take place in a number of ways. First, on September 30th, we held a session for Managers, Supervisors and those who are responsible to collect and report time. We will also be bringing in the vendor to conduct more in-depth training for the Managers and Supervisors in January 2017. Once that is complete, Managers, Supervisors and staff from the project team will be assisting the rest of the staff to help them become familiar with the system. There is also a plan to produce a quick reference guide that employees can have with them until they are familiar with the system.

19. How will employees who are on layoff know what is happening with the project?

Staff communications will be posted on the employee website. You can access that year round through niagaraparks.com, then scroll to the bottom of the page and select “Employee Website”. Login by entering your name as it appears on your pay stub and your employee number. On the tool bar choose “Announcements” or “Newsletter”. This will take you to any communications about the project.

20. How will my benefits be impacted?

Your benefits will not be impacted at all. While NPC is changing providers of our Payroll and Human Resources system, the Benefit Provider has not changed and benefit information that is in the current system will be transferred to the new system.
21. Who do I provide my contact changes to?

Once the system is up and running, it will include an employee self-service website that will allow you to change some of your information right online such as your address and telephone number. Once you change that information it will be reviewed and updated in the system and there is nothing else that you will have to do. Human Resources staff will receive an automatic e-mail indicating that a change has been made to your profile.

22. My department has periods of time when no one can take vacation. How will I know about these times if I no longer make my vacation requests directly to my Manager, but rather have to make requests online?

A Manager has the ability to assign “black-out” periods on the online calendar to signify periods of time when vacation cannot be taken. Once that is done, the system will notify the employee at the time of their request that their vacation cannot be approved. This may also occur in instances when the maximum number of employees have received approval to be away on any one day or during any one period due to operational needs. Any further requests beyond the maximum will not be approved and the employee will be notified in the same way.

23. Will seasonal layoff notices be issued through the new system?

No, the current system will not change. Seasonal layoff notices will continue to be issued manually. Final Pay records will still be completed and submitted to the Payroll office. Once the implementation of the new system is completed, we will be looking at the layoff notice and other manual processes to determine if there are more efficient ways to address these.

24. What other current processes will not change with the new system?

While we are still learning about the new system and its capabilities, we anticipate that some of our current processes will remain unchanged, e.g. employee contracts, change of rate forms/merit increases and performance appraisals. As we get to know the system better, we will be looking for opportunities to integrate other processes where possible and to use the system features and capabilities in the most efficient way. Where we cannot integrate some of the other processes into the system, we will continue to look for ways to modernize those procedures as well.

25. When a Manager or Supervisor is away on vacation, how will the time be approved and submitted through the new system?

The system has a feature for Managers to delegate their authority to another Manager or Supervisor in their absence.

26. Will the new system have a feature for entering Server gratuities?

No, the current system for addressing gratuities will continue to be used, where managers submit gratuity details directly to payroll.

27. Can I make changes to my pension or benefits using the self-service feature?

No. Please contact Human Resources for pension or benefit changes. Pension changes can also be made by contacting the offices of the Ontario Pension Board or OPSEU Pension Trust depending on which plan you belong to.

28. I understand that I can prepare work schedules for staff in the new system but can I print the schedules out as well if I want to post them on the bulletin board?

Yes, schedules created in the system can be printed and/or exported to an excel spreadsheet.

29. Where do I submit other questions that I have about the new system?

If there are questions that you have that have not been addressed in this Q&A, please e-mail them to askhr@niagaraparks.com

Answers to those questions will be provided in a future update.
A NEW PAYROLL, TIME & ATTENDANCE SYSTEM

LAUNCH IS PLANNED FOR MARCH 2017

BASIC FEATURES

FULLY AUTOMATED TIME AND ATTENDANCE TRACKING

ELIMINATION OF PAPER TIME CARDS, MONTHLY TIME SHEETS & MANUAL CALCULATIONS

ELECTRONIC APPROVAL OF TIME AND TRANSMISSION TO PAYROLL

SELF-SERVICE

- Employees will be able to access personal HR and payroll information from any computer using their online private login and password
- Options will be setup to allow employees to change information such as address, telephone, direct deposit information, etc.
- Employees will be able to request time off using the system from any computer
- Ability to view and print pay stubs or T4 information (NPC will no longer provide paper statements under this new system)

Stay tuned for more information over the coming months.