

# **UltiPro FAQs**

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1. **Q:** Should I complete a PID for each of my locations if I work for both a parish and school?  
**A:** Yes.
2. **Q:** Do you have the ability to split a person's pay between two departments? With different rates?  
**A:** Yes. We'll work with you on how to allocate the pay.
3. **Q:** Is there a spot for a person to have multiple pay rates?  
**A:** Yes.
4. **Q:** Is the direct deposit file sent by UltiPro?  
**A:** UltiPro will create the file, you will need to upload the file to your bank.
5. **Q:** Can you change pay dates?  
**A:** Yes. You need to contact the HRMS group to make this change.
6. **Q:** If I work for a small parish or school that does not make any changes, how will I know how to make changes to the system?  
**A:** You can refer to the documentation we will provide during your training session. You can also contact the UltiPro helpdesk in Central Services.
7. **Q:** Does an employee deduction automatically come out of a check?  
**A:** Yes.
8. **Q:** How will 10 month employees be handled? Will their deductions have to be manually calculated?  
**A:** We will create specific 10-month deductions so that the system will automatically calculate the proper amount.
9. **Q:** Is the benefit data entry just data entry or will we have to start interfacing with the providers?  
**A:** It's strictly data entry. Central Services will maintain responsibility of sending enrollment files to all benefit providers.
10. **Q:** Will we still get a paper copy of the Benefit Insurance bill?  
**A:** At this time, yes. We will look into different electronic ways to deliver the insurance bill in the future.
11. **Q:** Do terminations happen immediately?  
**A:** Terminations will happen on the effective date you specify.
12. **Q:** Is there an option to automatically pay the Benefit Insurance bill with UltiPro?  
**A:** Not at this time.
13. **Q:** Can you accrue hours per pay (for leave time like sick or vacation)?  
**A:** Yes. Sick, vacation, and personal time can be accrued.
14. **Q:** Has there been any consideration about moving to a PTO plan?  
**A:** Not at this time.
15. **Q:** Can vacation be tracked in UltiPro using a 7/1 or a 1/1 date?  
**A:** Yes, you can specify specific dates.
16. **Q:** What do I do if my parish or school has no annual sick or vacation policy?

- A:** Regina McCurdy or Molly Fern from HRPS can help you establish a policy.
17. **Q:** Is Safari supported by Ultipro because we use Macs.  
**A:** Safari is not supported; however, you can install Internet Explorer or Firefox on your Mac for UltiPro purposes.
18. **Q:** Our employees are currently paid semi-monthly, do we have to switch back to a bi-weekly pay period calendar?  
**A:** No. You can maintain your current pay frequency.
19. **Q:** Are all transactions done on the computer?  
**A:** Yes. All transactions will be done using your internet connected computer.
20. **Q:** Will I still get a copy of the paper direct deposit advice?  
**A:** An employee can log into the UltiPro portal and print his/her own advice. Alternatively, the payroll administrator at your location can also print out DDAs to distribute.
21. **Q:** Can I mandate my employees go on direct deposit?  
**A:** At this point, you cannot legally mandate your employees to go on direct deposit.
22. **Q:** Will UltiPro provide posters for the federal/state regulations/laws like ADP?  
**A:** No. You will have to purchase your own. HRPS can help you find these posters.
23. **Q:** Can UltiPro handle an employee that works in MD and lives in PA?  
**A:** Yes. Reciprocal agreements are in effect.
24. **Q:** Can an employee have multiple direct deposits?  
**A:** Yes. Up to 99 accounts can be created for an employee.
25. **Q:** Clarify what data the field will have access to versus Central Services HR and payroll, etc.  
**A:** These roles will be clarified for you during your training sessions.
26. **Q:** Will the locations be mandated to pay employees over 12 months? If not, will 10 month employees be supported in UltiPro?  
**A:** Locations will not be mandated to pay employees over 12 months. We will create specific deductions for those 10 month employees you may have.
27. **Q:** When we move to the new system, what do you we do with the old system?  
**A:** You need to reach out to your service provider to terminate service.
28. **Q:** How far in advance should we notify the old system?  
**A:** Take a look at your contract to determine the date.
29. **Q:** How would you be notified when a check does not get cashed?  
**A:** This will be handled through your normal monthly bank reconciliation.
30. **Q:** Does the direct deposit pre-note process stay in place?  
**A:** Yes. You have the ability to pre-note an employee's direct deposit.
31. **Q:** Are you recommending a second bank account for the payroll?  
**A:** No. Continue to use your current payroll or operations account.
32. **Q:** How does 'Department' relate to the class codes that are in Quick Books?  
**A:** You will have access to a standardized departments to assign your employees to.
33. **Q:** Is it mandatory to put the vacation or sick policy on the paycheck in UltiPro?  
**A:** No.
34. **Q:** Can we use our operating bank account for UltiPro?  
**A:** Yes.
35. **Q:** Do we have to standardize our payroll cycle?  
**A:** No. You can continue to use your existing schedule.

36. **Q:** Is it required to provide direct deposit advices to the employee?  
**A:** You have to give them access to the DDA.
37. **Q:** Is the quarterly government filing an additional charge to the \$5/per month/per paid employee?  
**A:** No. This is included in the \$5 cost.
38. **Q:** Is there a way to mark those employees that want a direct deposit advice printed versus those who don't?  
**A:** No.
39. **Q:** How are the quarterly tax filings handled?  
**A:** UltiPro payment services will send taxes to the agencies on your behalf.
40. **Q:** We pay certain groups of employees (like Sacristans) very little, do we still have to pay the \$5/month/paid employee  
**A:** Yes.
41. **Q:** We use a 1099 for vendors and coaches through payroll.  
**A:** No. You will have to go through your AP process to handle this.
42. **Q:** Can UltiPro handle paying the religious orders?  
**A:** Yes. There is a specific process to follow to pay religious orders.
43. **Q:** How will the 403(b) Deduction process change?  
**A:** Once on UltiPro, you will no longer need to submit the spreadsheet to T. Rowe Price. We have created an automated process to handle this.
44. **Q:** In the summer months when we are no longer paying the 10 month employees, will the monthly charge (\$5/month/paid employee) drop?  
**A:** Yes. You will only pay for employees who actually have been paid during the month.
45. **Q:** In running the payroll, will UltiPro pull the employee deductions for the health coverages and send to Central Services?  
**A:** No. The insurance billing process that is in existence today will continue.
46. **Q:** 403(b) will the employer contribution be sent on the same timing as the employee contribution?  
**A:** Employer contributions will be sent on a quarterly basis. Employee contributions are sent on the same schedule as your payroll.