

## Wave 2: Tier 1 Team Training FAQ's

### Dual Maintenance

Q: So, to clarify, we need to track punches from 12/11-12/17 by hand?

A: Hours worked prior to 12/18/21 for biweekly payrolls or 12/25/21 for weekly payrolls will be paid from your legacy systems. Continue using your current method of time tracking up to those dates.

Where an employee does not yet exist as active in UKG at go-live, they will not be able to utilize Quick Time Stamp or InTouch clocks (once cutover) until their record is created in UKG. In this case, please track time manually and update the timecard once it becomes available.

Q: I have people who are UKG in our systems that are terminated employees dating back to 1 year ago showing active. Is this something we can fix now before we go live?

A: Dual maintenance between UKG and the legacy systems ended as of 12/10 except for new hires. Follow the documented process for making necessary transactional changes beginning on 12/18. Terminations are outlined beginning on page 131 of the UKG 2022 Go-Live Guide. Please remember there will be up to a one-week lag for new hires between 12/11 and go live.

Q: If we are a weekly facility, do we wait until December 25 to update information that biweekly associates are updating on the December 18

A: Transactional changes can be made in UKG beginning 12/18/21.

Q: When is the full user list be available, currently only see benefit eligible associates.

A: Full employee rosters are available beginning 12/13/21.

Q: Will this integrate with DOMO eventually?

A: Yes – there are plans to build integrations between UKG and DOMO in 2022.

Q: All employees under my umbrella should be listed under me and as of right now some are but 10 or so employees are listed under another supervisor. This should not be the case... how do we fix?

A: To change a supervisor, please follow the process outlined starting on page 126 of the UKG 2022 Go-Live Guide.

## **Payroll (Gretchen/Megan)**

- Q. Does the Bi-weekly include those who are salaried?
- A. Yes, all employees will be paid bi-weekly unless you are in the Rhode Island or New York. The only except is people that work for TENCO (division of Cliff Drysdale) or Corporate in NY or RI will be paid bi-weekly.
- Q. Do we need to add auto paycheck deposit info in UKG?
- A. Current direct Deposit setups will be converted from the legacy system to the new UKG system; however, we recommend employees review it for accuracy. We anticipate the direct deposit data will be in UKG around 12/27.
- Q. Does this apply of updating w-4 for seasonal workers that are finished/terminated for the year?
- A. All seasonal workers will need to update their state and federal tax forms at the point in time when they return to work.
- Q. How do we have seasonal staff members that are not currently working complete this task by 17th?
- A. All seasonal workers will need to update their state and federal tax forms at the point in time when they return to work.
- Q. For bi-weekly payrolls - will changes/terminations made prior to 12/11 automatically flow to new UKG?
- A. Changes and terminations made prior to 12/11 should be updated in UKG, however we recommend that the data is reviewed.
- Q. For the 1st paycheck 1/7/22. assuming everyone that has DD will be paperless? Will live checks be mailed directly to home address or bundled and mailed to home club?
- A. Direct Deposit advices will be available online and will no longer be printed. All live checks will be bundled and sent to the home club location of the employee.
- Q. Will there be an interruption in direct deposits?
- A. No, there should not be an interruption in direct deposits. We do recommend all direct deposit information is reviewed prior to the first payroll.
- Q. Can you clarify the W-4 form? Does this apply to corporate Indigo staff?
- A. All Employees need to update the state and federal tax documents.
- Q. Do ALL employees need to update their Emergency POCs in their NEW accounts AFTER December 18th?
- A. Yes, all employees need to update their Emergency POC's in the New UKG system after go live of December 18<sup>th</sup>.
- Q. What happens if you are on vacation on the Monday to approve department payroll.
- A. There are a couple of options for approvals while you are out of the office
- a. The pay period ends on Friday, if possible, you could approve payroll prior to leaving.

- b. The website is accessible from any internet connection.
- c. If your property has an admin, they could approve in your absence
- d. Delegate your responsibility to another manager in your absence.

Q. How will we transfer from our legacy payroll system (Oracle, ADP, Paylocity, UKG, Paycom, Prime Pay)?

- A. On December 18<sup>th</sup> if you are hourly you will need to start clocking in using the new UKG web time stamp, or however instructed by your local property.

Q. Do traveling workers or work-from-home associates' clock in by signing in to UKG?

- A. Yes, if you currently clock in, you will need to use the new UKG web time stamp to clock in.

Q. How do we enter tips at the end of the pay period?

- A. Tips can be entered a couple of different ways
  - a. Cash tips, if your property permits can be entered when you clock out, there is a prompt to enter cash tips earned that day.
  - b. Credit card tips or Member charge tips should be entered by the manager/admin at the property directly into the timecard using the "Tips Charged" pay code. "Tips Charged IC" pay code is available to on the timecard for Independent Contractors at **CADDIEMASTER**
  - c. Group Services should be entered by the manager/admin at the property directly into the timecard using one of the pay codes that starts with "GS"
  - d. Cash tips can also be entered by the manager/admin at the property directly into the timecard if the employee does not enter them when they punch out using the "Tips Cash" pay code

Q. Each employee will be entering their tips not the supervisor or HR – correct?

- A. Each property may have a slightly different process, please follow your local policy for entering tips. If you are not sure what that is please check with your supervisor.
- B. Tips can be entered a couple of different ways
  - a. Cash tips, if your property permits can be entered when you clock out, there is a prompt to enter cash tips earned that day.
  - b. Credit card tips or Member charge tips should be entered by the manager/admin at the property directly into the timecard using the "Tips Charged" pay code
  - c. Group Services should be entered by the manager/admin at the property directly into the timecard using one of the pay codes that starts with "GS"
  - d. Cash tips can also be entered by the manager/admin at the property directly into the timecard if the employee does not enter them when they punch out using the "Tips Cash" pay code

Q. Can associates enter member account charged tips?

- A. Employees will only be prompted to enter cash tips when clocking out.
- B. Credit card tips or Member charge tips should be entered by the manager/admin at the property directly into the timecard using the "Tips Charged" pay code
- C. Each property may have a slightly different process, please follow your local policy for entering tips. If you are not sure what that is, please check with your supervisor.

- Q. May CC tips and Banquet Tips be entered at the end of the pay period?
- A. Credit card and Banquet Tips need to be entered on the correct work week using the Tips Charged pay code that will pay the tips to the employee. We recommend that this is done daily if possible.
- Q. What about last-minute changes after approvals were done? Can we reopen and correct, or will there be a master lock on the system to no changes can be made until the following payroll?
- A. Once Payroll has pulled the time information the timecards will be locked, and no further data input can occur for that pay period. If you have a last-minute change for the current payroll, please contact the payroll team at 480-477-0410 and they will instruct you on the best solution.
- Q. Does each timecard still have to be individually submitted or is there a mass approval feature?
- A. In UKG, the timecard needs to be approved only, there is not submit feature. Yes, there is a mass approval feature, but we recommend each timecard is reviewed.
- Q. We currently have a bi-weekly Tip Pool we calculate based off an excel export from Oracle. Is there an Excel export option in UKG?
- A. Yes, there are multiple data view reports that can be run to extract the data needed.
- Q. We split tips weekly based on hours and they are all submitted into oracle (no cash). How would we record credit card tips and is it ok that it isn't done daily?
- A. Yes, there are multiple data view reports that can be run to extract the data needed to enter the tips charged (credit card tips).
- B. Tips should be recorded in the correct work week; best recommended practice is to enter them daily.
- Q. Can we look at groups by department when approving?
- A. Yes, there are multiple data views to help you group data for reviewing
- Q. Will GM's still have to approve the payroll before it is processed.
- A. All timecards will need to be in approved status to be processed. Each supervisor has to approve the timecards of their direct reports.
- Q. Do salaried associates need approval every pay period?
- A. No salaried employees would only record exception pay, items like PTO, sick, jury, bereavement etc. The timecards with exceptions will need to be approved.
- Q. Our schedules change regularly once initially loaded. Can these schedules be modified daily to account for who does/does not work their scheduled shifts?
- A. Schedules can be modified as needed, however please follow all legislative requirements.
- Q. Is there an option for PTO Sick vs. PTO?
- A. Where legislatively required there are SICK accrual as well as a PTO accrual

- Q. Can managers enter PTO for employees who do not use a computer
- A. Yes, managers can directly enter PTO on the timecard.
- Q. Can P.T./Non-PTO eligible associates request time off thru this portal?
- A. Unfortunately, no, the employee must have an accrual balance to use this feature.
- Q. We have seasonal employees that don't get PTO - how do they request time without using PTO?
- A. Follow the local property procedure for requesting PTO.
- Q. Our staff that don't have PTO, but do have Sick Leave, will they have a choice to request that?
- A. Sick leave is entered on the timecard by the supervisor. The employee should follow the local property process for sick absences.
- Q. Will meal waivers be able to be signed through this or will they still be on paper?
- A. Meal attestations for California will be available for those employees using quick time stamp or time clocks.
- Q. We share a few employees and our mechanic with another course how will we enter that, so they get pay from another location?
- A. The supervisor will be able to transfer the hours on the timecard to another job or location. If you do not see the option to select a transfer to the other organization (Club) please open a Case in Case Management under Timekeeping & Scheduling requesting that you have recurring transfers to X organization (Club) that you need for people at your organization and include your Organization's (Club) name.
- Q. Will there be a way to block a day from requests? IE: for a big event.
- A. No, not currently.
- Q. In California we must pay an additional hour when an employee works a split shift. Is this pay code available?
- A. Yes, the system will calculate the additional hour of pay if an employee works a split shift. All penalty pay needs to be reviewed by the manager.
- Q. What are the two tip categories for CASH tips to be taxed on versus service gratuity (for events) to be paid out?
- A. Cash Tips (Tips Cash pay code) – imputed used for taxing the employee and employer as legally required
- B. Charged Tips (Tips Charged pay code) – used for credit card or member charged tips to be paid to the employee
- C. Group Service – there are several codes by department for service charges and all the pay codes start with “GS” to be paid to the employee

Q. We split tips weekly based on hours and they are all submitted into oracle (no cash). How would we record credit card tips and is it ok that it isn't done daily?

A. Credit card and Banquet Tips need to be entered on the correct work week using the Tips Charged pay code that will pay the tips to the employee. We recommend that this is done daily if possible

Q. Can Managers submit w-4 for employees in the team section too?

A. No, employees are legally required to submit their own W4 information. If an employee needs assistance, they should still log in as themselves.

Q. Is there a Spanish option for the W-4?

A. The application can be changed to a different language such as Spanish. There is also a Federal W4 in Spanish in the system

Q. What if an employee does not elect to add direct deposit?

A. The employee will receive a live check.

Q. Can supervisors see indirect reports timecards anywhere?

A. Supervisors will be able to view their direct and indirect employees' timecards.  
B. If the employee works at another location, the supervisor will need to transfer the time on the employee timecard. They will not have multiple timecards.

Q. Will all of the pay codes be the same as our legacy payroll system?

A. Combining multiple systems together, all of the pay codes were different for each system. We consolidated codes to one standard set for all divisions.

Q. How are we being paid for time before 12/18 (12/24 if going to Weekly schedule on UKG) if we are currently NOT on the payroll calendar of Saturday-Friday pay periods that start on 12/18 for Biweekly and 12/24 for Weekly.

A. Please contact your current payroll team to discuss how they will be timing the final checks out of your current system.

Q. Will overtime and holiday environments be built within the system or will OT and Holiday Pay need to be entered manually. Also, will there be separate environments built if there is a partial union staff?

A. Overtime will be calculated as legally required within the system.  
B. Holidays – if you are on the standard Troon holiday schedule that pays double time, it will be handled in the system.  
C. Holidays – if you are not on the standard holiday schedule there are manual entry options

Q. Will the payroll invoice delivery process remain the same?

A. The payroll invoice delivery process will most likely change, more information to follow on how this will work in the new system.

- Q. If you have an employee that will work in several departments each day, will they have to clock in and then clock out for each department? Or can this be added in later?
- A. The employee can clock in and out to capture working in multiple departments.
  - B. The manager can handle this on the timecard as well.
- Q. For those of us who's old (2-week) payroll ends Jan 9. Will PTO booked for the first week of Jan still be counted against 2021?
- A. PTO that is taken after 1/1/22 will be counted in the 2022 accrual balance.
- Q. Does an employee have to be added a labor category to transfer into another department?
- A. To transfer departments, you will select to Transfer> Add Business Structure
  - B. To transfer to a secondary job and rates you need to select to Transfer> Add Labor Category> Add HR Job. It should show your primary job and any secondary jobs you have. If they are not listed check with your supervisor to verify your secondary job(s) are built on your job record in UKG. If they are built and you cannot see the job(s) open a Case in case management under Timekeeping & Scheduling and say that you have X secondary jobs built and do not see them as a transfer option under Add Labor Category> Add HR Job
- Q. Do we add "tips" from member charges in cash tips or where was that?
- A. Charged tips include both member charges as well as credit card tips and should be keyed by the supervisor as a pay code onto the timecard
- Q. When entering PTO time can you use more than 8 hours a day?
- A. Standard hours or scheduled hours should be used when using PTO time.
- Q. Will the property GM/Lead contact still have the authority to edit all timecards, etc. in the event a department manager is on vacation?
- A. Yes, the top manager at the property will have access to approve timecards in their hierarchy.
- Q. When entering gratuity do you enter it on the same day, they received the gratuities, or can you enter it for the week when submitting payroll?
- A. If you are in a state with daily overtime, it needs to be entered on the day that it is earned.
- Q. If an employee's works over 8 hours and does not take a break will they be penalized or one hour will be taken away from them?
- A. Employees are paid for all hours worked.
- Q. Will all Bi-weekly facilities begin our Pay Period 12/18? Now starting our work week from Saturday-Friday?
- A. The new standard pay period beginning 12/18/21 is comprised of 2 work weeks that start on Saturday and end on Friday.

Q. What does penalty pay mean?

A. In certain states, there are legal requirements to pay penalty pay to an employee. For example, if an CA employee doesn't get their meal break when legally required, they receive penalty pay.

Q. If an employee works in two departments, let's say golf as primary and kitchen as secondary. How do we charge a separate department for the secondary job hours?

A. The employee can register the change in departments when clocking into the new department by Transferring business structure.

B. The supervisor can transfer the hours on the timecard when applicable by Transferring business structure.

Q. Pay period screen when submitting payroll does not seem that it has a starting and end date for pay period? Is there a date on this screen that is visible?

A. You need to select the proper period at the top right of a timecard or data view. If pay period ends Friday and you are working on Saturday or Sunday to approve timecards you would select to see the Prior Pay Period. If you are working Friday (last day of pay period) to approve timecards you would select Current Pay Period.

Q. So, we must write down employee times from the 18th to the 22nd? with Kronos time clock?

A. During the switch over of the timeclocks, for hourly employees the time will need to be manually recorded and entered the timecard until the clock is available. You can also have the employee use the quick time stamp in UKG, so the punch is recorded on the timecard directly in UKG.

Q. Can a pay week be approved early?

A. Yes, a timecard can be approved once the employee has completed their work for the week.

Q. Did I hear correctly, that if tax form is done wrong there is not retroactively fixing? What if someone gets married and needs/wants to change it?

A. An employee can update their tax elections at any time using self-service and it will be applicable to the next payroll processed after the change is made. Legally we cannot go back and change a prior paycheck that has already been issued.

Q. Will associates be able to go into UKG at any time and change their tax forms once they complete if before 12/31?

A. Yes, an employee can change their tax elections at any time using self-service.

Q. Will GM access for editing Job/ Salary/ Terminating/ Ability to Access Employee Personal information to change all appear December 13th?

A. The GM access will be updated on December 18<sup>th</sup> to update Job/Salary/Terminations etc.

Q. What if we can't put tips, extra gratuity, and service pool tips on each day?

A. It is recommended that timecards are updated daily if possible as a best practice.



- Q. Once timecards are approved Monday, when does Payroll have to be processed?
- A. Payroll will be processed on Mondays to ensure that the funding requests, live checks, and backend files are distributed timely.
- Q. For employees that still get paper checks do we know what day they will be delivered? And is pay day still going to be on Fridays?
- A. Pay day is still Friday and paper checks should be delivered one day prior, however they should not be handed out until Friday.
- Q. Would you mention again the available dates to complete the Federal and State forms
- A. State and Federal tax forms should be updated between 12/18/21-12/31/21.
- Q. Can a team member hold 2 titles with 2 pay grades? for example: someone that works as a server - can they also work as a bartender with a different rate in the system?
- A. Yes, an employee can have multiple jobs and rates in the system. The additional jobs are called Secondary jobs in UKG.
- Q. Do all associates have to update their new tax forms by Dec 31st?
- A. Yes, all active associates will need to update their tax forms by 12/31/21.
- Q. Is Time off request only for PTO?
- A. Yes, but the supervisor will be able to update the timecard for other absences.
- Q. Can a supervisor enter PTO for an Associate or does the Associate have to enter it?
- A. The employee should request PTO and then the manager approves the request, and the timecard is populated automatically once the PTO is approved.
- Q. California course - will the meal penalty only apply when the lunch isn't taken, or will it also apply when started late?
- A. It will follow all legislative requirements.
- Q. Are the Indigo Pay Periods changing to a Sat-Fri work week?
- A. Yes, we are moving to a standard pay period across all divisions.
- Q. Will UKG block a California hourly employee from clocking back in from a meal break until 30 minutes have passed?
- A. No, the system will allow for the employee to clock back in. The manager will see the penalty applied if the full 30 minutes is not taken.
- Q. Can you add employee's time? we were able to do this in UltiPro, as I have a contract that we can't load anything on their computers?
- A. Yes, a supervisor will be able to enter time on an employee's timecard
- Q. How many hours per day will it take me to manage timecards?

A. It should not take any longer than it does today.

Q. What if we have staff members out of the country on vacation and they won't be back before the new year's? How do they update their tax forms?

A. The website is available on any device that has an internet connection. If they will be paid on 1/7/22 if the tax forms are not updated, they will be taxed at a single rate as legally required.

Q. Can we enter our associate schedules on UKG?

A. Yes, there is a scheduling function within UKG

Q. What's the meal penalty if I have a lesson through the meal penalty

A. There is an option for the employee to waive their meal break, please discuss with HR or your supervisor.

Q. If a team member fixes their time in workforce management, do they still have to fill out a missed punch form?

A. No, if the correction is initiated by the employee and approved by the supervisor within the system.

Q. If an associate is asking for a specific day off, but not necessarily asking for PTO to be used - then would they still need to go through the Time Off request process.

A. Follow the procedures for your specific location for this type of request.

Q. Will there still be 2 banks, one for PTO and one for Vacation time accruals?

- A. PTO is the same as vacation time and will be accrual based.
- B. Sick time is a separate item if you are in a state that legally mandates it.

Q. Are we going to be able to review reports, such as labor costs (total dollars of labor daily) for our financial reviews?

A. There are multiple data views available that you will be able to access and use.

Q. Does the supervisor have ability to see all PTO requests in one location for their department?

A. Yes, from the Schedule planner, select Absence Calendar at bottom of page and it will show you all requested and scheduled PTO requests

Q. Is there anyway one supervisor can oversee all employee timecard adjustments, rather than expecting each department head? Asking for the GM.

A. There is an Admin responsibility that can be assigned, please open a case to request this access

Q. Is there the capability for the system to forecast OT based on the schedule and hours worked?

A. At this time, we are not using forecasting, it may be a future enhancement

Q. How will 1/1/2022 minimum wage increases be handled?

A. The minimum wage or merit increase will need to be entered by the manager and go through the workflow approval process.

Q. Will all states tax forms be available for employees to update? Currently, we don't have access to Maryland tax forms.

A. All standard state tax forms should be available.

Q. I want to be able to view payroll costs/dollars daily ...how many hours and total dollars for labor. Can UKG do this report?

A. There are many data views that you will be able to access and run so that you can get this information.

### **Misc., Pro and Change Management**

Q. What is the admin role, currently we handle these processes?

A. The Administrator role gives an associate the ability to view all associates at a given Location. They will be able to submit changes such as salary changes, job changes, terminations, etc. This access can be assigned by a facility leader by navigating to Menu-> My Team-> Employee Case Management.

Q. Can we change our username? (7-didget number and last name)

A. No, usernames cannot be changed. The only exception is if your last name is misspelled.

Q. How does our General Manager request the Admin Role to process data changes, terminations, and payroll?

A. The Administrator role can be requested by the facility leader in Employee Case Management. Navigation: Menu-> My Team-> Employee Case Management. The form is called "User Access Request".

Q. Who will handle these tasks when a manager is off or out on vacation?

A. Managers can delegate timecards in Workforce Management to be reviewed and updated by an authorized individual at the facility.

Q. Will the admin still has access to make changes in the event that supervisor is not able?

A. Yes, Administrators with the assigned access will be able to move around the system in a similar fashion to Supervisors. The difference being, they do not have any employees reporting directly to them.

Q. Do associates use their login information to UKG when they signed up for Benefits?

A. Yes, a new hire will need to login after they have been onboarded to sign up for benefits in UKG.

Q. If staff have already requested time off during the last two weeks in December, should they input this again into the system once we go Live?

- A. Yes, time off requests that were placed in legacy systems will not transfer over to UKG. Employees will need to request time off again in UKG beginning on December 18<sup>th</sup>. Please note that you will not have a time off balance in UKG on December 18<sup>th</sup>. This is by design. Your balances will be loaded in late December. You can borrow time and your balance will update when it is loaded into UKG.

Q. Is there an app for phone access?

- A. Not currently. We will be enabling app access in 2022. You can pull up UKG using your phones web browser as it is mobile accessible.

Q. Is there a report to confirm if an employee has or has not signed into their account?

- A. To view if an employee has signed into their account. Go to Menu-> System Configuration-> User Administration. Search for the employee by last name. On the right-hand side you will see a "Last Login" column. If this column is blank, it means the employee hasn't logged in before. If you see a date and time, that is the last login for the employee.

Q. How do you find associates usernames and password?

- A. To find an employee's username you will go to Menu-> System Configuration-> User Administration. Search for the employee by last name. You will automatically see their username as their employee ID number followed by their last name (ex. 12345678Lastname). If they haven't logged in before or if their password has been reset, their default password is their date of birth in the format MMDDYYYY. administration

Q. How do we get our associates usernames and passwords to begin the steps they must complete?

- A. Facility Leaders (for example, General Managers) can run a report in Business Intelligence titled UKG Usernames. Instructions for how to run this report can be found on the website <https://UKG2022.com/resources>. Facility Leaders can also view usernames by going to Menu-> System Configuration-> User Administration. Either click search to view the full list, or search for an employee by last name.

Q. Is there an estimated time for how much time should be dedicated to the training map?

- A. For the supervisor map, the training time is about 45 minutes to an hour. It depends on how long you spend on the "Try" sections. The Associate training map should take no more than 20 minutes.

Q. There is a excel export on the "My Employees" tab, but I do not see one on the user admin username tab. Is this option available?

- A. No, there is not an export on the User Administration tab. Facility Leaders can pull a report on usernames in Business Intelligence. Please refer to the instructions on <https://ukg2022.com/resources> or the Go Live Guide for details on how to pull a business intelligence report.

Q. When will we gain scheduling capability?

A. Supervisors will automatically have some basic scheduling capabilities on December 18<sup>th</sup>. More advance scheduling training will be coming in 2022.

Q. Facilities without internet service and employees without cell phones? Is there training for employees how to use a computer?

A. We are providing training on how to navigate the different sites and UKG products. If an employee does not know how to use a computer, the manager on site will need to be able to assist them.

Q. Did you say that on Dec. 13 that usernames and passwords update information and everything would be sent out to associates via email?

A. No, Facility Leaders will need to reference the Mail Merge instructions and template in the Go Live Guide, or they can simply pull the UKG Username report and distribute the login information however they see fit.

Q. Are we able to terminate employees in the new UKG or do we need to use the old system?

A. Beginning on December 18<sup>th</sup>, Supervisors and Managers will have the ability to process terminations in the New UKG system.

Q. When will the new hire process be implemented through UKG?

A. December 18<sup>th</sup>, 2021. Please refer to the Go Live Guide for details.

Q. Will the supervisors' employees they currently have under them come over from the legacy system?

A. Yes, for the most part this will be coming over from the old system. We are asking Supervisors to look at the reporting hierarchy in UKG and make changes where necessary.

Q. So, we do not have a live person to help us when we need help?

A. You do! By submitting a case you are going to be helped by someone from the support team.

Q. Where are the training videos?

A. Training maps can be found on our website <https://UKG2022.com>

Q. When will talent reef fade out?

A. Talent reef will no longer be used beginning on December 18<sup>th</sup>. This is the same for all legacy onboarding systems.

Q. Is there going to be a training mechanism for associates?

A. Yes, there is a training map available for associates located on our website <https://UKG2022.com>

Q. Once PTO is requested and approved does it go to a master calendar for the manager to be able to view and track the days off?

A. Yes, Managers can view PTO on the calendar for associates at any time within Workforce Management.

Q. How come my "Myself" home page doesn't have any of these links? It only has Benefits, HR Help, Home, and Inbox.

A. Access will be updated on December 18<sup>th</sup> and that is when you will have your final state of access if you are a supervisor or Manager.

Q. Is all this information available now in UKG?

A. Yes, this information is in UKG through the HR help link if you are an associate or the Employee Case Management link for Managers. It is also located on our website <https://UKG2022.com> on the Resources Page and Training videos page. Please be sure to reference the Go Live Guide.

Q. When will the training occur for the onboarding process?

A. There is training available in the Supervisor Training Map located on our website <https://UKG2022.com> and there are step by step instructions located in the Go Live Guide.

Q. Will the system be available in Spanish as well as English?

A. Yes!