

# Employee Self Service Enhancements

## Frequently Asked Questions

**Note:** These FAQs are provided in response to questions received from Human Resources / Payroll personnel.

### **General**

**Q: Can agencies still enter the Direct Deposit and W-4 (federal) and G-4 (state) payroll tax transactions for employees?**

**A:** Yes, agencies are still able to enter these transactions for employees.

**Q: Can new hires and rehires use the new ESS enhancements?**

**A:** No, new hires and rehires must submit the appropriate forms for these transactions as a part of the hire process. Once direct deposit, W-4 and G-4 information has been established for a new hire or rehire, the employee can then use the ESS enhancements to enable future changes to their data.

**Q: Is there an audit trail of transactions entered via ESS?**

**A:** Yes, all transactions entered via ESS will have an audit trail to identify who, when, and what was entered.

**Q: Can the agency view transactions that have been entered via ESS?**

**A:** Yes, all ESS transactions can be viewed on the same HCM PeopleSoft pages HR/Payroll personnel currently use to view these transactions (see ESS navigation and screen shots below). The “Last Updated By” field on the direct deposit and federal/state tax pages will now reflect the employee id (“EMPLID”) of the person that entered the transaction along with a date/time stamp for all transactions entered via ESS.

## Employee Self Service FAQs

Navigation to view ESS transactions:

- Direct Deposit

Payroll for North America>Employee Payroll Data>Request Direct Deposit

The screenshot displays the 'TEAM GEORGIA CONNECTION' Employee Self Service portal. The main navigation bar includes 'TEAM GEORGIA', 'ESS/TEAMWORKS', 'CUSTOMER SERVICE', and 'FLEXIBLE BENEFITS'. The user is logged in as 'Jarnice Anderson' on 'Tuesday, May 5, 2009, 5:04 PM'. The 'MENU' on the left lists various self-service options, with 'Employee Pay Data USA' expanded to show 'Request Direct Deposit'. A red arrow points to the 'Request Direct Deposit' link in the main content area, which is described as 'Add or update an employee's direct deposit account and amount information.' Other visible options include 'Create Additional Pay', 'Update Payroll Options', 'Search by National ID', 'Tax Information', and 'Deductions'.

# Employee Self Service FAQs

- Federal Tax (W-4) and State (G-4) Tax Data

Payroll for North America>Employee Payroll Data>Update Employee Tax Data

**Update Employee Tax Data**

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

EmpID:

Company:

Name:

Last Name:

Second Name:

Alternate Character Name:

Case Sensitive

[Basic Search](#)

**Q: Will ESS direct deposit transactions go through the “Prenote” process?**

**A:** Yes, all newly added direct deposit accounts entered via ESS will default to “Prenotification” required. State of Georgia’s current ten day “Prenote” process applies to all direct deposit transactions including those entered via ESS. Subsequently, it may take two or more pay periods before direct deposit actually begins. The actual start date of direct deposit activity will depend on the timing of the transaction, the employee’s pay frequency, etc.

**Q: Currently, our agency does not allow employees to have multiple direct deposits. Will these new enhancements allow employees to set up multiple direct deposit accounts?**

**A:** Yes. The ESS direct deposit functionality will offer employees the ability to enter multiple direct deposit accounts. Public queries will be made available to allow agencies to monitor their employees’ ESS direct deposit activity.

**Q: Our agency has a policy that an employee has to have a minimum of 40 hours of available leave before becoming eligible for direct deposit. Does the ESS direct deposit functionality validate if an employee has at least 40 hours of leave?**

**A:** No, the ESS direct deposit functionality doesn’t validate that an employee has at least 40 hours of available leave. Public queries will be made available to allow agencies to monitor employees’ direct deposit activity. The agency will need to review this information to enforce their agency specific restriction(s) for direct deposit eligibility.

**Q: What happens if an employee enters incorrect data when setting up a direct deposit account via ESS?**

**A:** The current “Prenote” process used by agencies to resolve incorrect direct deposit information applies to ESS transactions also. Additionally, if an ESS direct deposit transaction is rejected by the bank, it will appear on any existing reports that HR/Payroll personnel is currently receiving for these types of transactions. The same “Prenote” resolution procedures should be followed for ESS transactions.

**Q: If I make a change to an existing account (one that has already been “Prenoted”) is it “Prenoted” again?**

**A:** If you make a change to the deposit amount or percent, no, an additional “Prenote” will not be required. However, if you make a change to the account number or routing number, yes, another “Prenote” will be required. Making a change to the account number or routing number is the same as adding a new direct deposit account.

**Q: If you choose to delete (cancel) an account, when is the change effective?**

**A:** Since there is no “Prenote” process for deleting an account, the change takes effect immediately once it is entered into ESS.

**Q: I currently have one direct deposit account and need to change my bank account information. Will I receive a paper check when I switch accounts?**

**A:** Yes, any time there is a change in bank information (*i.e., routing number & account number*) the new account must go through the “Prenote” process. Subsequently, a paper check will be issued until the “Prenote” process is completed.

#### **W-4 (Federal) Tax Information**

**Q: Does the agency need to collect hard copies of W-4 forms for ESS W-4 transactions?**

**A:** No, the agency doesn’t need to collect a W-4 form for an ESS W-4 change. The IRS allows employees to submit W-4 changes electronically.

**Q: Will PeopleSoft HCM validate if an employee has an IRS “Lock-In” letter in the system? If so, does the system prevent the employee from entering data that doesn’t adhere to the IRS “Lock-In” letter?**

**A:** Yes, PeopleSoft HCM validates if a “Lock-In” letter has been entered in the system for an employee. The employee will not be allowed to make any changes through ESS that would violate the “Lock-In” letter. If such transactions are attempted, the employee will receive an error message.

#### **G-4 (State) Tax Information**

**Q: Does the agency need to collect hard copies of G-4 forms for ESS G-4 transactions?**

**A:** No, the agency doesn’t need to collect a G-4 form for a state tax change entered via ESS. The Georgia Department of Revenue allows employees to submit their G-4 changes electronically. However, employees who wish to **claim exempt status or have over 14 allowances** will be required to submit a new G-4 form with their agency. These transactions will not be allowed through ESS. If such transactions are attempted, the employee will receive an error message.

#### **Queries**

**Q: Are public queries and reports available to retrieve ESS deposit, W-4 and G-4 transaction data?**

**A:** Yes. Three public queries are available to retrieve ESS direct deposit, W-4 and G-4 transaction data. They are:

**OPY060\_ESS\_DIR\_DEPOSIT\_TRANX** – This query will provide detailed direct deposit information for transactions entered via ESS. The query will prompt employees to enter their “Company” (agency code) and a “From/Through” date range. The query will retrieve transactions that occurred during the date range entered.

**OPY061\_ESS\_W-4\_TRANSACTIONS** - This query will provide detailed W-4 (Federal) tax information for transactions entered via ESS. The query will prompt

employees to enter their “Company” (agency code) and a “From/through” date range. The query will retrieve transactions that occurred during the date range entered.

**OPY062\_ESS\_G\_4\_TRANSACTIONS** - This query will provide detailed G-4 (State) tax information for transactions entered via ESS. The query will prompt employees to enter their “Company” (agency code) and a “From/Through” date range. The query will retrieve transactions that occurred during the date range entered.

### **Reporting**

All existing direct deposit reports will also include direct deposit transactions entered via ESS. In each case, where “XXX” is indicated, please insert the applicable Business Unit number. The reports are:

- Direct Deposit Register (DDPxxx0002)
- Payroll Advice Register (DDPxxx0004)
- Direct Deposit Pre-notification Report (DDPxxx0005)

### **Employee Self-Service UPKs**

**Q: What UPKs have been developed to provide detailed instructions regarding the three ESS enhancements mentioned above?**

**A:** The following UPKs have been created to provide detail instructions for all three ESS enhancements:

Link to Updated / New ESS Topics (<http://route88upk.state.ga.us/toc.html>)

- 6.2.2 Viewing/Updating a Single Direct Deposit
- 6.2.2B Viewing/Updating Multiple Direct Deposits
- 6.2.4 Viewing /Updating W-4
- 6.2.4B Viewing/Updating G4
- 6.2.8 Editing a Direct Deposit
- 6.2.9 Canceling Multiple Direct Deposits