

the PAYDAYWAY

A QUARTERLY PUBLICATION OF **PAYDAYHCM**



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ANDREW SIEGEL
OWNER AND CEO

A MESSAGE FROM ANDREW

“The secret of change is to focus all of your energy on building the new.” -Socrates

The buzz phrase “Employee Experience” or EX, has gone from a zoom bingo term to a 2022 priority for HR leaders. From the moment someone looks at your job opening, to the moment they leave your company, everything that the worker learns, does, sees, and feels contributes to their employee experience. The employee experience is foundational to business performance. Sustaining customer service, improving products, and building a strong and reputable brand all require the help of your employees. Ultimately, it is their experiences – positive and negative – that will impact how hard they work, how much they collaborate, or whether they are invested in improving operational performance.

“In a world where money is no longer the primary motivating factor for employees, focusing on employee experience is the most promising competitive advantage that organizations can create.”

Jacob Morgan,
The Employee Experience Advantage

Payday HCM’s technology, powered by isolved, supports your company’s culture as well as help your organization transform employee experience. The new Adaptive Employee Experience, or AEE (see page 8) is just one example of how our services adapt and change with your employees in mind. The new AEE interface, which replaces the GO App, is aimed at improving and simplifying the employee experience. With AEE, it is now easier than ever to log into the app, navigate through it, and employees will be able to use it on any device, including their phones, tablets, and computers.

Over the past year, Payday HCM has been transitioning our clients to the new cloud-based experience with great success. We’ve seen a significant increase in adoption and engagement as well as improved satisfaction, as the adaptive experience offers more functionality for the employee and manager/supervisor. We’re excited to be bringing the AEE to your company. Please let us know if you have questions about how the change will affect your organization, and help your organization transform employee experience for a better today and a better tomorrow.

Andrew Siegel

Bring Wages-On-Demand from ZayZoon to Your Employees

Payday HCM has partnered with ZayZoon to bring a free financial wellness platform to all of our iSolved clients, offering Wages-On-Demand as an employee benefit, at no added cost to employers.

78% of Americans live check-to-check and are struggling to make ends meet. Many are using high interest loans and overdrafting bank accounts between pay checks, adding to financial stress and impacting workplace productivity. When ZayZoon is available to employees, at least 30% will use ZayZoon over the course of a year - saving them money from overdraft fees and products that put them further behind the financial 8-ball.

The Wages On-Demand service provides early access to part of an employees' paycheck for a flat \$5 fee. This allows them to smooth out income, avoiding high interest short term loans and overdraft fees. The service is not a loan, carries no interest, & there are no other charges.

Contact your Sales Manager today to learn more about ZayZoon and how to get started.

Wages On-Demand from ZayZoon

For the Employee

- Allows employees to access a portion of their earned wages before payday
- Self-serve, instant access 24x7
- Significant savings over high interest loans and other alternatives
- Employees can address short term cash crunches between paychecks and avoid late bill payments



COMPLIANCE CORNER

Quarter 2, 2022 & Quarter 3, 2022 Dates and Deadlines of Note

	April 2022	May 2022	June 2022	July 2022	August 2022	Sept. 2022
Benefits				7/31/2022 Form 5500 (groups with 100+ enrolled)		
Tax	Changes due April 7th. Quarterly filing due EOM			Changes due July 7th. Quarterly filing due EOM		
Human Resources		EEO-1 due May 17th dor 2021 data				Govt. contractors must submit a VETS-4212 Report, no later than Sept. 30.

SPOTLIGHT ON JEN KOLARIK



TENURED TAX MANAGER IS ONE OF PAYDAY HCM'S TRUE ASSETS

Being the tax manager, you have many “behind the scenes” processes. How does what you do affect our client’s employees? Short of W2/W2c/1099 stuff, we don’t have a lot of impact on the employees individually. However, my team strives to make client’s lives easier by having written instructions, quick access to information, and experience dealing with the agencies. Our employee impact has more to do with the time we save, the headaches we solve, and the trust we build with our clients and their employees.

What do you think is important about employee expectations and employee experience when it comes to HR and Payroll? I think that it’s important for the employees to feel like they have control over their information, especially when changes are needed for things like direct deposit, etc. It’s critical to have real time, as you need it, access to information like pay stubs and annual forms.

The “employee experience” is driving software design, including iSolved. Are there features of iSolved that you think are superior to other systems you’ve seen because of it’s design? Yes! Having iSolved built directly on a tax engine, meaning all the tax tables and specifics are hard coded into the base iSolved is built upon, helps in a big way with making sure taxes are withheld/reported correctly. iSolved has done a lot of work to ensure that the quarterly/annual filings are as smooth and easy to process as possible...up to and including amended returns.

How would you describe your current tax team? Solid and efficient. Our department includes a Manager, 2 Specialists, 1 Assistant and we have recently added a 401k specialist to the team. We have worked hard to make sure that we have a team that works really well together and communicates efficiently. In my opinion, a team that can talk to each other and laugh under stress can accomplish anything...and my team has proven over and over that they are just *that* amazing!

Fun Tax Facts

-Taxes date back to at least Ancient Egypt

-The first taxes implemented in the United States caused a rebellion. (Whisky Rebellion, 1794)

-Abraham Lincoln gave us federal income tax in 1861.

-Jack Swigert, the command module pilot for Apollo 13, was mid-mission when he realized that he was going to miss the April 15 personal tax deadline, so he radioed Houston to request an extension until he returned to Earth on April 24.

BENEFITS BULLETIN

New Mexico Healthy Workplaces Act

On April 7, 2021, New Mexico Gov. Michelle Lujan Grisham signed House Bill 20, enacting the Healthy Workplaces Act (HWA), which will require private employers in New Mexico with at least one employee to provide paid sick leave to employees. The new law becomes effective on July 1, 2022.

Under the HWA, employers must allow employees, including part-time, seasonal and temporary workers, to accrue earned sick leave (ESL) at a rate of one hour for every 30 hours worked.

Employees may use up to 64 hours of ESL per 12-month period. ESL must be paid at the employee's regular hourly rate.

As an alternative to the accrual process, the HWA permits employers to frontload ESL by granting the full 64 hours to employees on Jan. 1 of each year (or a prorated amount for employees who begin employment after Jan. 1).

Notably, if an employer has a paid time off (PTO) policy that is at least as generous as the HWA, then the employer need not offer additional ESL if the PTO policy provides "an amount of [ESL] sufficient to meet the accrual requirements of the Healthy Workplaces Act and that may be used for at minimum the same purposes and under the same terms and conditions." However, the sick leave required by the HWA is "in addition to any paid time off provided by an employer pursuant to a collective bargaining agreement unless that paid time off provided may be used for the same purposes as the Healthy Workplaces Act."

As of publication, some terms and conditions of the HWA were still pending. For details on how the HWA could affect your business, contact Payday HCM's Human Resources Consulting: hr@paydayhcm.com.





Human Resources Coaching

HR is more than just policies and paperwork. Expert HR Coaching can be the key to a healthier organization. The hallmark of Payday HCM coaching is that it is personalized and customized and that it is usually done one-on-one and over a period of time, and with a specific HR objective in mind. To keep your business ready and resilient, Payday HCM provides you with our team of HR experts who work with you to identify your risks and develop your custom employee management plans. Our collaborative approach gets you results for your pain points, whether it's recruiting, retention, employee experience, succession planning, or staff development. Have Payday HCM HR Coaches partner with *your* team to elevate your culture.

House Approves Bill to Ban Hairstyle Discrimination

The U.S. House of Representatives recently passed a measure that would protect employees from discrimination based on natural hair and hairstyles associated with race and national origin.

Understanding the Issue:

Racial and national origin discrimination can occur because of long-standing biases and stereotypes associated with hair texture and style, according to the bill. "For example, routinely, people of African descent are deprived of educational and employment opportunities because they are adorned with natural or protective hairstyles in which hair is tightly coiled or tightly curled, or worn in locs, cornrows, twists, braids, Bantu knots or Afros," the bill states.

Creating a Respectful and Open World for Natural Hair (CROWN) Act—HR 2116:

The proposed legislation would prohibit employers from firing, refusing to hire or otherwise discriminating against workers based on "hair texture or hairstyle, if that hair texture or that hairstyle is commonly associated with a particular race or national origin."

Tips for Employers:

- Be driven by legitimate, objective business needs, not subjective personal preferences.
- State the reason for the standards, such as to protect the health and safety of employees.
- Be equally and fairly implemented and should not disproportionately impact employees in a legally protected category.
- Accommodate employees' religious beliefs, where appropriate.
- Apply only to the workplace and should not attempt to regulate employees' off-duty appearance.

hr@paydayhcm.com

Amendment to Federal Arbitration Act in Sexual Assault and Sexual Harassment Claims

On March 3, 2022, President Biden signed the Ending Forced Arbitration of Sexual Assault and Sexual Harassment Act of 2021 ("Act") into law. The Act would essentially prohibit employers from requiring employees to resolve claims of workplace sexual harassment or assault through arbitration or other alternatives to court litigation, or waive them in advance. Specifically, under the new law, an employer may not enforce a pre-dispute arbitration agreement or pre-dispute joint-action waiver against a person who files a case alleging sexual harassment or sexual assault in a federal, state or tribal court. An individual making a claim of sexual harassment or assault may choose to participate in arbitration or other litigation alternatives, but may not be required to do so.

Sexual harassment training is crucial for protecting your employees, and shielding your company from costly fines and a tarnished reputation. Documented HR training and an established and posted anti-sexual harassment policy are more important than ever as are having an open door environment for complaints, and promptly investigating any allegations. The solution to dealing with harassment in the workplace is education.

Six Steps to Conflict Resolution in the Workplace

Conflict resolution in the workplace can be broken down into six simple steps. By doing so, HR and managers can ensure more effective communication and a more effective conflict resolution process.

- 1. Clarify what the disagreement is.** Clarifying involves getting to the heart of the conflict. The goal of this step is to get both sides to agree on what the disagreement is. To do this, you need to discuss what needs are not being met on both sides of the conflict and ensure mutual understanding. During the process, obtain as much information as possible on each side's point of view. Continue to ask questions until you are certain that all parties involved (you and those on either side of the conflict) understand the issue.
- 2. Establish a common goal for both parties.** In this step of the process, both sides agree on the desired outcome of the conflict. "When people know that they're working towards the same goal, then they're more apt to participate truthfully to make sure that they reach that end goal together." Kimberly A. Benjamin explained in a recent BLR webinar. To accomplish this, discuss what each party would like to see happen and find a commonality in both sides as a starting point for a shared outcome. That commonality can be as simple as "both sides want to end the conflict."
- 3. Discuss ways to meet the common goal.** This involves listening, communicating, and brainstorming together. Continue with both sides working together to discuss ways that they can meet the goal they agreed on in step two. Keep going until all the options are exhausted.
- 4. Determine the barriers to the common goal.** In this step of the process, the two parties acknowledge what has brought them into the conflict and talk about what problems may prevent a resolution. Understanding the possible problems that may be encountered along the way lets you proactively find solutions and have plans in place to handle issues. Define what can and cannot be changed about the situation. For the items that cannot be changed, discuss ways of getting around those road blocks.
- 5. Agree on the best way to resolve the conflict.** Both parties need to come to a conclusion on the best resolution. Start by identifying solutions that both sides can live with. Ask both sides and see where there is common ground. Then start to discuss the responsibility each party has in maintaining the solution. It's also important to use this opportunity to get to the root cause to ensure this conflict will not come up again. "A lot of times when we try to fix problems, we get so caught up in fixing it that we do not identify what we need to do so it doesn't happen." Benjamin cautioned.
- 6. Acknowledge the agreed upon solution and determine the responsibilities each party has in the resolution.** Both sides need to own their responsibility in the resolution of the conflict and express aloud what they have agreed to. After both parties have acknowledged a win-win situation, ask both parties to use phrases such as "I agree to..." and "I acknowledge that I have responsibility for..."



Introducing: Adaptive Employee Experience



A better employee experience, by design.

Providing application and data access anywhere on any device is more important now than ever before. Whether working from home, in the office or on the go, employee experience impacts your customer experience and business success.

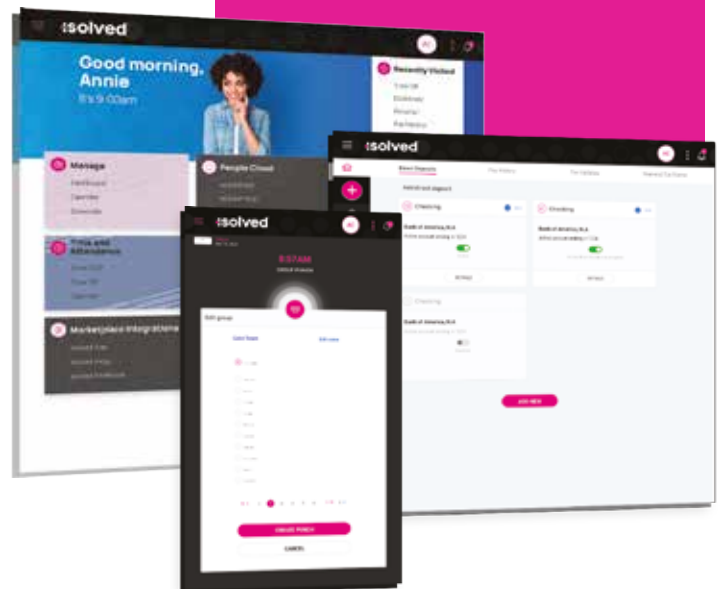
Welcome to the **isolved People Cloud** personalized user experience, a consumer-grade app that exceeds employees' usability expectations and makes it a breeze to access important information. This modern experience is user-friendly, intuitive, and fully responsive across all devices.

Employees and managers get instant access to the tools they need, from HR to payroll, talent and performance to time tracking. It's all **built into one seamless technology**. The modern user interface empowers your employees to control their information from anywhere, on any device.

What's included in the personalized user interface?

- **Year-end form**, available at your employees' fingertips
- **Pay history** to view earnings at a glance
- Full **paycheck details** and an archive
- Modern time cards with **simplified tracking**
- Filterable **calendar** with access to schedules, absences, and an hourly summary
- **Time-off** balances and requests
- Emergency **contacts**, beneficiaries, and dependents
- Federal **reporting** data
- A **customized experience** at every login

Deliver a streamlined experience for your workforce with a personalized and modern user experience. Whether you're on iOS, Android or desktop, you'll find a consistent and engaging interface that responds to your needs in the office, at home, and on the go. Futureproof your business with a comprehensive, employee-focused platform.



Contact us for more information!

WELCOME PAYDAY HCM Q1 NEW HIRES!



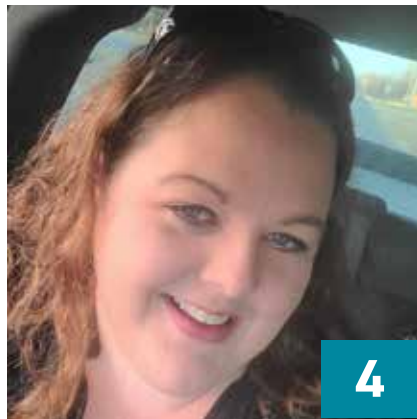
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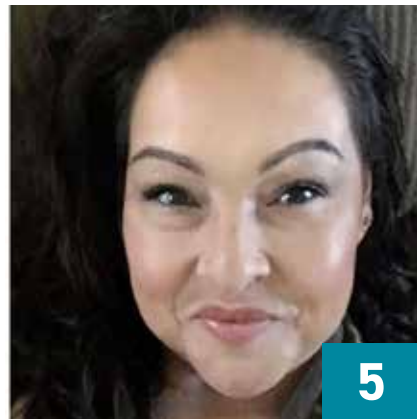
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- 1. Katrina Dile,**
Benefits Coordinator
- 2. Levi Caudill,**
Implementation Coordinator
- 3. Lisa Franco,** HCMC
- 4. Nicole Maldonado,** HCMC
- 5. Tabitha Munoz,**
Tax Assistant

UPCOMING DEADLINES AND HOLIDAYS

APRIL

					1	2			
3	4	5	6	7	8	9			
10	11	12	13	14	15	16			
17	18	19	20	21	22	23			
24	25	26	27	28	29	30			

MAY

1	2	3	4	5	6	7			
8	9	10	11	12	13	14			
15	16	17	18	19	20	21			
22	23	24	25	26	27	28			
29	30	31							

JUNE

				1	2	3	4		
5	6	7	8	9	10	11			
12	13	14	15	16	17	18			
19	20	21	22	23	24	25			
26	27	28	29	30					

JULY

					1	2			
3	4	5	6	7	8	9			
10	11	12	13	14	15	16			
17	18	19	20	21	22	23			
24	25	26	27	28	29	30			

AUGUST

				1	2	3	4	5	6
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
21	22	23	24	25	26	27			
28	29	30	31						

SEPTEMBER

								1	2	3
4	5	6	7	8	9	10				
11	12	13	14	15	16	17				
18	19	20	21	22	23	24				
25	26	27	28	29	30					

- BANK HOLIDAY
- BANK AND PAYDAY HOLIDAY
- PAYDAY HOLIDAY
- 941 DEADLINE FOR PRIOR QUARTER END CHANGES

Client Feature: Speridian Technologies

Speridian's mission is to be the most trusted IT services partner to our clients who adds value on every engagement. Speridian has an easy to work with, no-nonsense attitude and go extra mile to do whatever it takes to meet the client needs. With this approach, Speridian is able to win more clients every year and enjoy above-average retention rates.



Speridian started in 2003 with the three pillar approach of “business focus”, “technology fueled innovation” and “delivery excellence”. For the last 18 years, Speridian has earned the trust of hundreds of clients and grown to a 2800+ employees company with clients in 7 countries.

When Speridian first contacted Payday HCM in 2014, the goal was to unify their fragmented HR processes, while implementing all required HR policies and rules inside the growing company. This required a comprehensive solution, and Payday HCM was selected. The breadth of features available, a local presence in ABQ, and Payday HCM's reputation (along with easy-to-work attitude) helped Speridian to choose Payday HCM from among the competition.

As explained by KP Hari, a Managing Partner at Speridian Technologies, “Payday HCM's solution was priced right, and included an easy implementation. The support staff takes good care of migration and make the process very easy. Payday HCM's tax department is very efficient and very thorough in their work. The Onyx team members supporting us go the extra mile to make sure we are happy as their client.”