EMPLOYEE EMPOWERMENT THROUGH PAYROLL SELF-SERVICE TECHNOLOGY

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Employee Empowerment Through Payroll Self-Service Technology

The past year has witnessed the adoption of several payroll technology trends in many HR departments. The demand for HR self-service technology is increasing, and employee self-service technology has enabled greater employee engagement and access to payroll documents. Additionally, self-service technology has allowed remote recording of significant work details by employees, and enabled managers to approve and verify employee requests, hours, and scheduling. With the ability to consolidate information easily, it has increased access to analytics for making strategic company decisions.

Introduction

In a 2023 Deloitte Global Capital Trends survey over 90% of business leaders identified technology as very important to improving work outcomes and a key aspect of organizational success.[1] In the same report, only 22% of business leaders noted that their organizations were ready to implement technology to improve work outcomes even though they believed that the next 2-4 years would see a dramatic rise in technology influencing workplace performance.[2] HR departments will need to embrace the use of employee and manager self-service technology to allow for employees to enter and correct workplace information, identify opportunities for internal development and for managers to efficiently track and approve payroll requests. Here are some of the key aspects of payroll trends for the future.

Payroll Technology Trends

1 *Self-Service Time Entry*

Employee self-service technology allows for efficient data collection with easy access to time and attendance reporting and increased accuracy for HR professionals. There are several benefits for employees and HR that include:

- Employees monitor their attendance, clock in and out daily, see updates and data in real time when tracking their individual attendance.
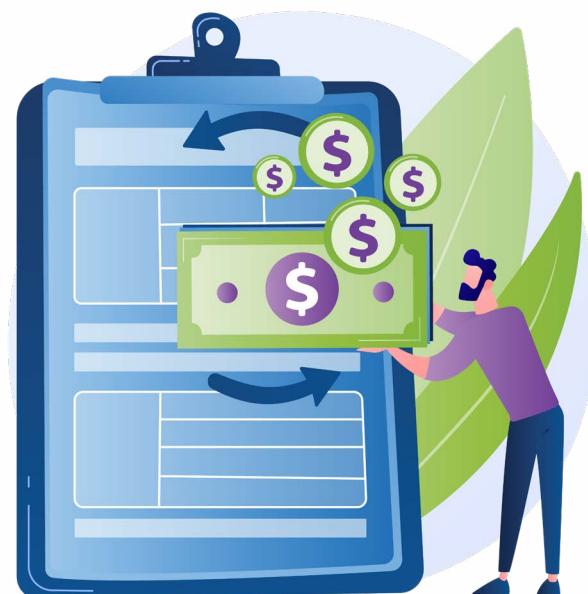
Vista Payroll includes a variety of time collection tools for employees, administrator or manager time entry that is streamlined with self-service, and manager approval process. Vista delivers the means to collect time for your workforce, whether time is entered via hours worked, by projects and tasks, or by exceptions only.

- Scheduling initiatives for employees including requesting paid time off, shift change requests, verifying weekly schedules.

- Verify hours worked including overtime hours. The Vista suite offers a robust time and attendance product called Vista Time with automated input to payroll for processing and allows exception and override input. It also eliminates manual input and reduces errors and provides total control of employees' time data.

- Increased employee satisfaction.

- Employees can request corrections for attendance errors, these corrections are automatically updated[3].

2 Self-Service Access to Paycheck History & Benefits Plans

Online documentation allows employees to access key documents from their payment history and benefits plans. Documents can be organized by HR to allow access and changes to be made to the following:

- Access to digital pay stubs eliminates the need for hard copies to be forwarded by HR, allows employees to print their own pay stubs at their convenience, and allows for direct deposit options that can eliminate the need for printing frequent employee
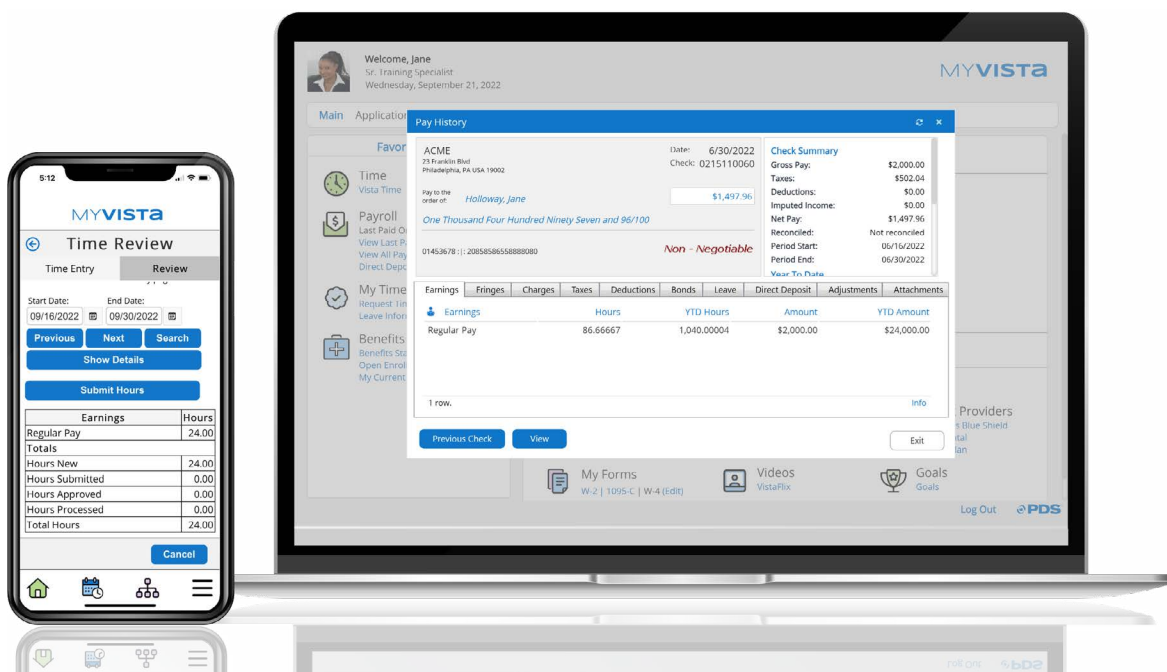
pay stubs. With Vista Payroll, you (or your employees through self-service) can access employee paycheck history by employee name and date range to answer questions about earnings, taxes, deductions, and labor costing, eliminating the need for printing of pay stubs.

- Access to employer provided benefit options allows employees to calculate estimates based on available options, allows employees to provide updates based on life changes, access and make changes to retirement plans.[4] With Vista, employees will be empowered by their ability to get to their information in a timely manner and not always require communication with HR or payroll. And Vista security allows organizations to decide what data should be available to employees and whether they can make changes themselves to addresses, dependents, emergency contacts, and optionally require approvals.

- Automated benefits self-service may allow for employees to view benefits options and enroll in plans. Vista Benefits allows you to maintain detailed information on an unlimited number of benefit plans and coverage levels for each employee and automates the processes involved in determining eligibility, calculating premiums and appropriate payroll deductions. The main advantages include complete benefits administration, automated eligibility and enrollment, an enrollment wizard that guides employee selections, unlimited plans, coverage levels and many more. Vista Benefits open enrollment processing feature allows you to select your new benefit year changes without impacting your current benefits information. This includes the ability to change eligibility criteria, premium calculations, valuation formulas, and employee coverage selections. Vista provides an open enrollment wizard for employees to make their open enrollment elections through self-service. Vista Benefits offers simplified communications of employee benefits, eligibility and participation via self-service. You can bring more visibility to your "hidden paycheck" by sharing employee and employer costs throughout the year which allows employees to see clearly what those costs are at each pay period through Vista Payroll. You can also provide easy access to your benefit carriers by delivering simple links to each vendor via self-service.

Vista Payroll is focused on its main tasks of calculating pay, creating paychecks and producing payroll registers and federal, state, local, and provincial tax reports. Some of the key Vista Payroll features include payroll administration and processing, auto-pay generation, U.S. federal, state and local tax reporting, job cost accounting, check calculator, wage attachment processing, mobile delivery of pay stubs and many more.

3 Advanced Mobile App Capabilities

Offers benefits for both employees and managers by providing the opportunity to personalize the experience for employees based on department, time at the company, employee interest for growth and development, and the functions they most frequently use. Also, mobile apps allow for the inclusion of company branding and can express the company's goals and direction. Here are some benefits to advanced mobile apps:

ALERTS & NOTIFICATIONS

▶ Alerts and notifications can be activated for:

- Employees for shift changes, overtime availability, new internal development opportunities or for required certification and external courses that need to be completed.
- Managers for personal reminders like employee birthdays, workplace milestones and for shift changes and employee absences for vacation or illness.
- Both managers and employees when internal job postings are made active by HR.

EMPLOYEE SELF-SERVICE

▶ Company policies can be accessed directly including expense policies, paid time off, scheduling, overtime. Vista provides the tools to automate the calculation and accrual of various leave categories, such as vacation, sick, personal, or paid-time-off; as well as track the details related to other types of leave, including FMLA events. Vista provides self-service users with the ability to request time off from their desktop or mobile device, and have it flow to their manager for approval.

- Self-service access to W-2s and 1095-Cs.
- Ability to verify income tax calculations.
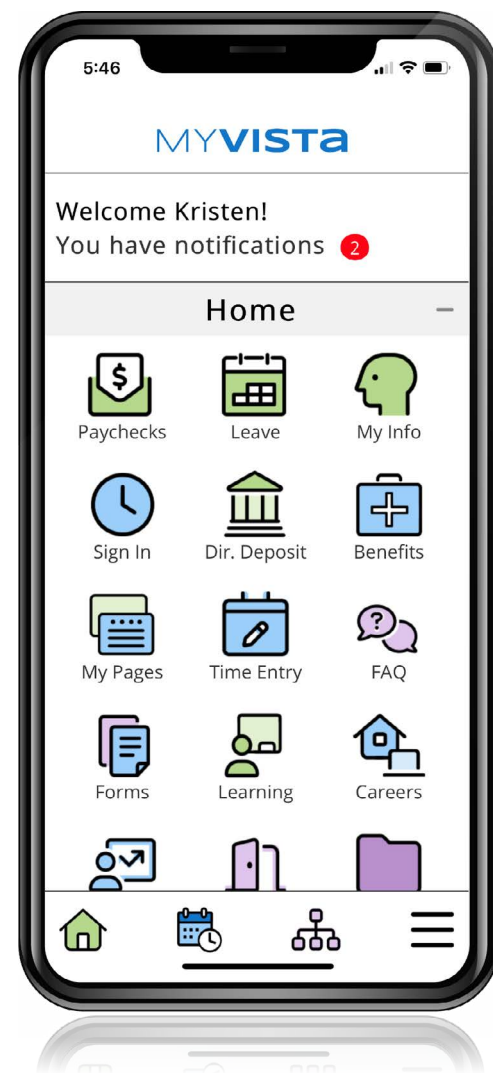
- Ability to submit expense claims, provide receipts and documentation digitally with 24/7 access while traveling and see updates in real time.

MANAGER SELF-SERVICE

▶ Track attendance, view attendance updates in real time.

▶ Review and approve requests for paid time off, employee expense reviews of receipts and approvals.

▶ Have access to team information on mobile devices or tablets, update employee information remotely including employee profiles, skills licenses and certification. Vista Human Resources gives you immediate access to employee addresses, phone numbers, Social Security/insurance numbers, and emergency contacts. Union information, W-4 and/or T-4 information, and more. Managers can enter time for their employees, or administrators can gather the time and managers can approve it prior to payroll processing.

Access to employee information isn't limited to your desktop. Regardless of logistics, your managers can access their team's data from a tablet or mobile device. Vista also streamlines the ability to perform a variety of personnel actions, such as status changes, terminations, new hire, re-hire, role changes, and rate changes in a consistent manner. Consistency in these processes will improve data integrity across the organization.
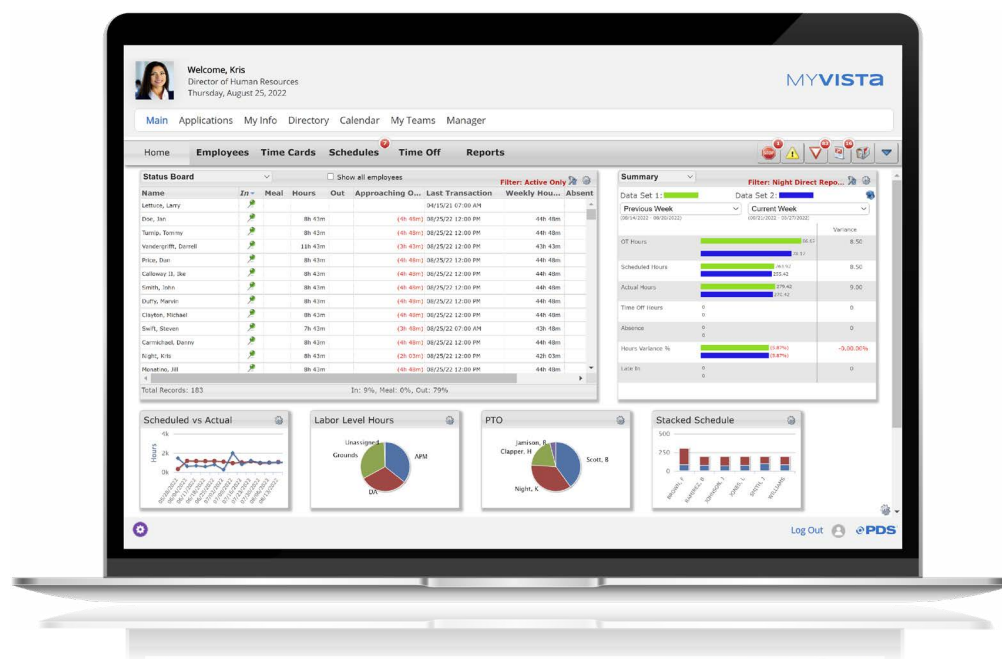
4 Analytics

Improved data accuracy and tracking should be used by HR to track specific employee satisfaction metrics, employee engagement and payroll data that can help companies identify areas of opportunity and development.

5 All in One Solutions, Flexible Payments, Adopting New Software

Josh Bersin notes several categories for new HR and payroll software that will likely dominate 2023 including:

- Employee experience platforms that track the experience in areas like hybrid work, onboarding, and custom career tracks.[5] Vista Onboarding provides an opportunity for all businesses to do more to ensure that new employees become productive and satisfied members of their staff. Vista Onboarding provides your company with tools that allow you to introduce new employees to the organization and the company culture and begin to help them feel comfortable. With easy configuration you can provide employees with a virtual checklist of to-do items, an FAQ's page and your own organization content. You'll be able to easily embed a virtual version of company documents, details of their job responsibilities and using Adobe Sign™ or DocuSign™ integration, have new hires electronically sign documents (i.e., various HR, benefit and payroll forms) that are needed prior to starting.

- Talent acquisition software that addresses or includes video interviewing, can assess potential employees' technical skills, and can identify the quality of candidates' soft skills. [6] These can help eliminate many candidates in the hiring process by key aspects missing from resumes and only move highly qualified candidates forward.

- Contract worker management platform. Josh Bersin notes that contract workers in many industries including pharma, tech and distribution make up between 40-60% of those workforces.[7] Moving these workers to a specific platform dedicated to tracking scheduling, payroll and onboarding allows for organization of the workforce to anticipate dates for expiring contracts, potential contract renewals or the need to prepare job postings to replace leaving contract workers.

Conclusion

Flexibility is a key aspect of HR in 2023 and the need to keep up with changing payroll technology is essential with a rapidly changing workforce. Utilizing self-service platforms for both employees and managers will allow organizations to work in real time with updated and accurate information that can be accessed by all members of the organization. Mobile apps can benefit remote employees, allow for employee engagement by providing access to logging hours, benefits plan and provide managers with key information about their teams and the potential for internal growth through learning and development.

About PDS

PDS is a leading developer of HCM solutions that offer complete all-in-one HR and Payroll management through leveraged technologies and world-class client support services in the US, Canada, and the Caribbean. Recruiting and onboarding, full benefits management, cross-border payroll capabilities, analytics, and more - fully designed with you in mind. PDS works to keep their community informed on all HCM-related issues that may affect the workplace. Contact their team of experts today and let them revolutionize the way you work.

Endnotes

1   Griffiths, M & Mallon, D. (2023). Powering human impact with technology. 2023 Global human capital trends | Deloitte Insights

2   Griffiths, M & Mallon, D. (2023). Powering human impact with technology. 2023 Global human capital trends | Deloitte Insights

3   Jha, S. (2023). 7 Ways Employee Self-Service Can Help Your Company. Employee Self-Service 2023 | Benefits of HR Self Service (selecthub.com).

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5   Bersin, J. (2023). HR Technology 2023: What's Hot? What's Not? HR Technology 2023: What's Hot? What's Not? – JOSH BERSIN

6   Bersin, J. (2023). HR Technology 2023: What's Hot? What's Not? HR Technology 2023: What's Hot? What's Not? – JOSH BERSIN

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