NEOGOV

Payroll Processing Guide

Last revised: 5/1/2023

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Preface

By making any change to this document, you agree that modifications and unchanged portions of the document are your sole responsibility, comply with legal and regulatory requirements, comply with the terms of the Service Agreement between you and NEOGOV, and you further agree to update the document as product changes are released reflecting the author of the changes.

Overview

This guide is for authorized HR Administrators processing payroll. This document covers NEOGOV's new Payroll experience.
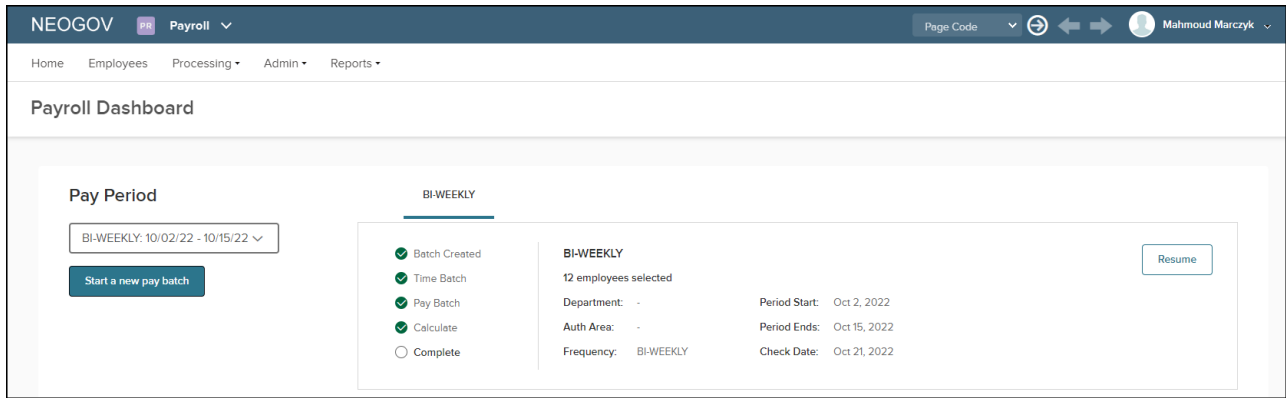
NEOGOV manages the payroll processing in the background as you navigate through each step. and make changes.

Key Payroll Steps

The following is a comprehensive list of steps for payroll processing from the **Payroll Dashboard** menu.

Step	Summary Purpose	Menu Path and Page Title
Create a Batch	Creates a time and payroll batch.	Menu Path: **Payroll Dashboard** > **Start a new pay batch** Page Title: **New Pay Batch**
Manage Time Batches	Manage the time batch.	Menu Path: **Payroll Dashboard** > **Resume** Page Title: **Time Entries**
Manage Pays	Submit time to payroll headers.	Menu Path: **Payroll Dashboard** > **Resume** Page Title: Pay Details
Review Pay Register	Review the results of previous steps, determine if corrections are needed.	Menu Path: **Payroll Dashboard** > **Current Pay Register**

Create a Batch

The **Start a new pay batch** process mass generates one payroll and a single **Pay Header** per employee for the selected pay period.

The process creates a pay batch (**Pay Headers**) and auto generates a time batch.

	Important: NEOGOV attaches one payroll to each batch. When processing multiple payrolls through the pay cycle, you must create more batches for each payroll. NEOGOV will calculate all batches together.

The example in this section describes how to create a regular pay batch.

1. From the **Payroll Dashboard**, select the relevant **Pay Period**.

2. Click the **Start a new pay batch** button or the link. NEOGOV displays the **New Pay Batch** dialog box.

3. Under **Payroll**, click the search icon (magnifying glass) and select the appropriate frequency.

NEOGOV

4. Select the appropriate **Pay Period**.

💡	NEOGOV locks the **Category** field unless you change the **Payroll type**.

5. Select **Regular** for **Payroll type**.
6. Select the desired filter option for the **Batch By** dropdown.
7. If needed, modify the **Batch Code**.
8. Click **Create Batch** to continue.

New Pay Batch

Cancel   **Create Batch** ⑧

Parameters

Required fields are marked by an asterisk

* Payroll	Payroll type ⑤
🔍 BI-WEEKLY	⦿ Regular
	○ Off Cycle
	○ Reversal

* Pay Period ④	* Batch By
🔍 202309	Department ⌄ ⑥

* Category	Batch Code
🔍 REGULAR PAY	BI-WEEKLY ⑦

NEOGOV displays a confirmation message and updates the **Payroll Dashboard**.
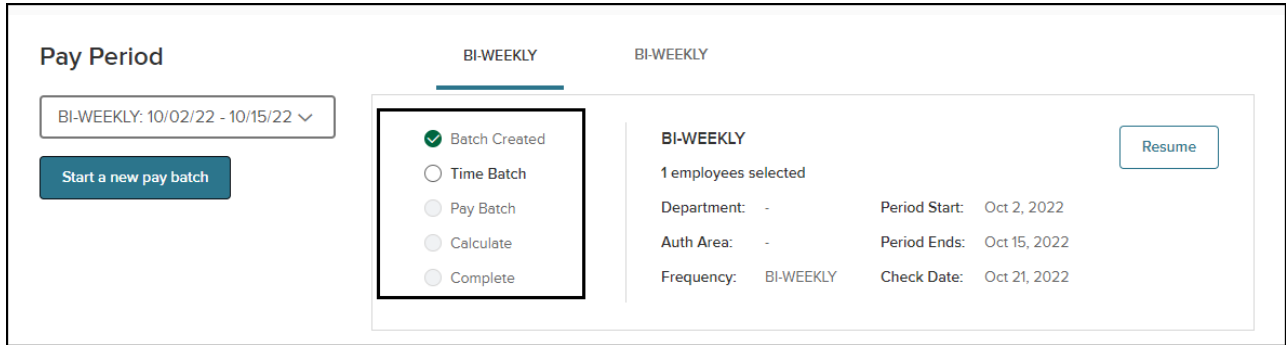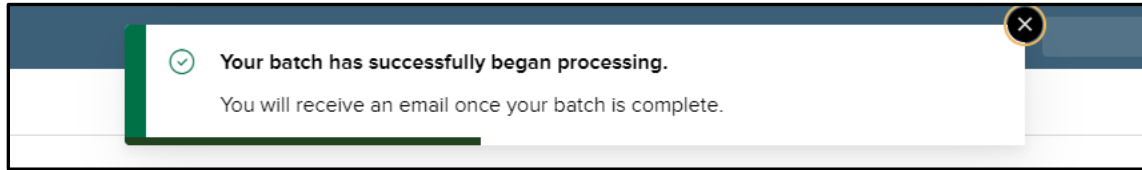
You can access generated batches through the **Administer Batches (IPBE)** process when they have become part of the regular pay cycle.
You may also have multiple active batches.

Create a Batch Field Descriptions

Field	Description
Payroll type > **Off Cylce**	Select this option if the batch is off-cycle.
Batch Code	A unique code for the batch, which can be user-assigned.

Manage Time Batches

The following is a basic overview and description of how to use the **Time Entries** screen.

Time Entries Overview

After creating a new pay batch, click **Resume** to go to the **Time Entries** screen.
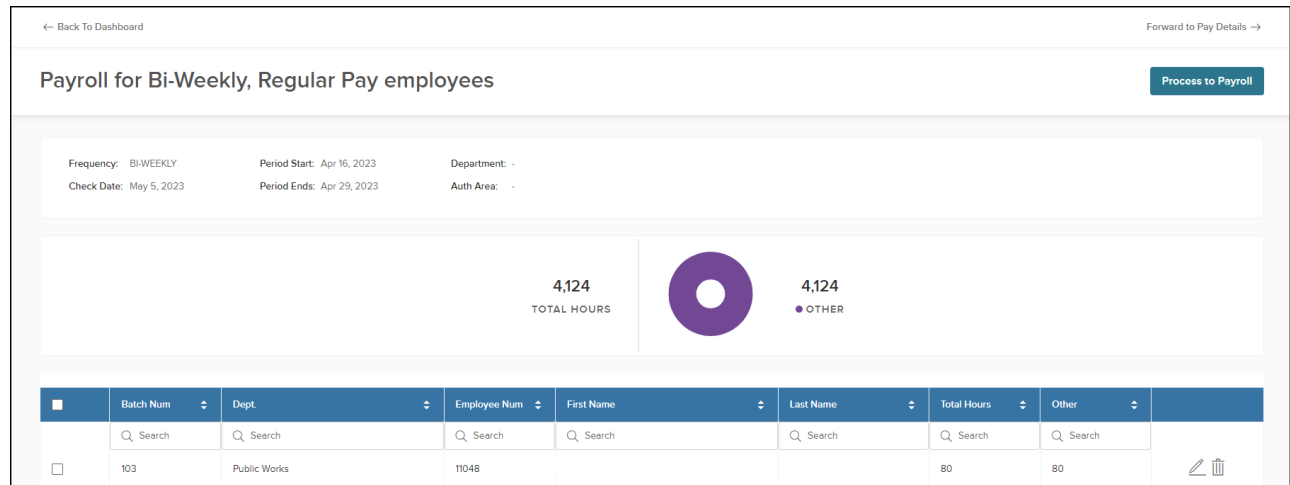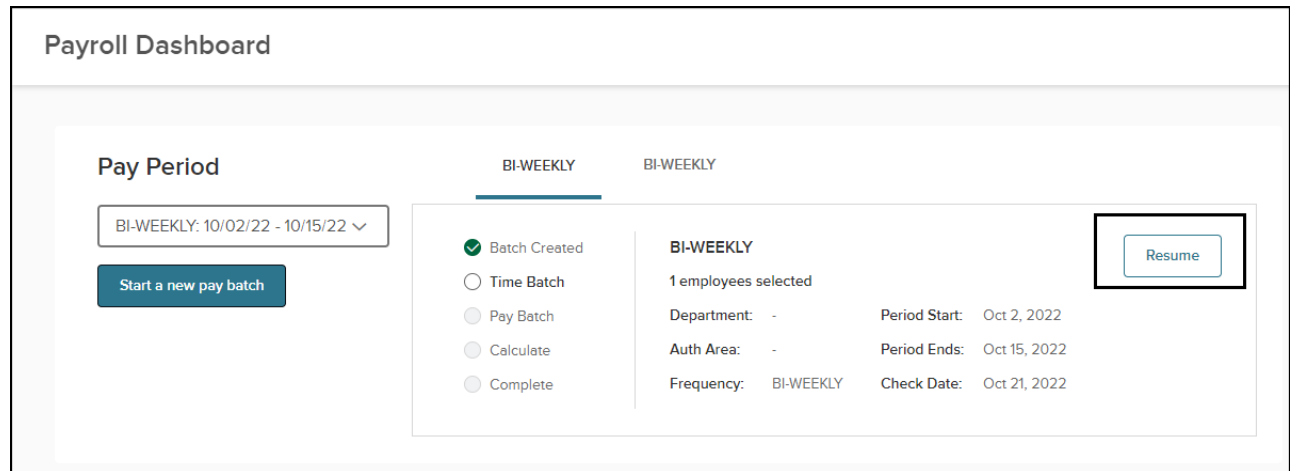
This screen allows you to:

- Review the summary totals of the time batches.
- Filter the records based on the **Batch Number**, **Department**, **Employee Number**, **First Name**, or **Last Name**.
- Adjust or delete time entries for each person in the batch.

The **Other** column includes the sum of the hours for any additional time codes.

The **Total Hours** column shows the sum of hours for the respective employee against a specific assignment.

You can navigate between the **Dashboard**, **Pay Details**, and **Time Entries** using the directional links. On the **Time Entries** screen, clicking **Forward to Pay Details** takes you to the **Pay Details** screen. Clicking **Back To Dashboard** takes you to the **Payroll Dashboard**.
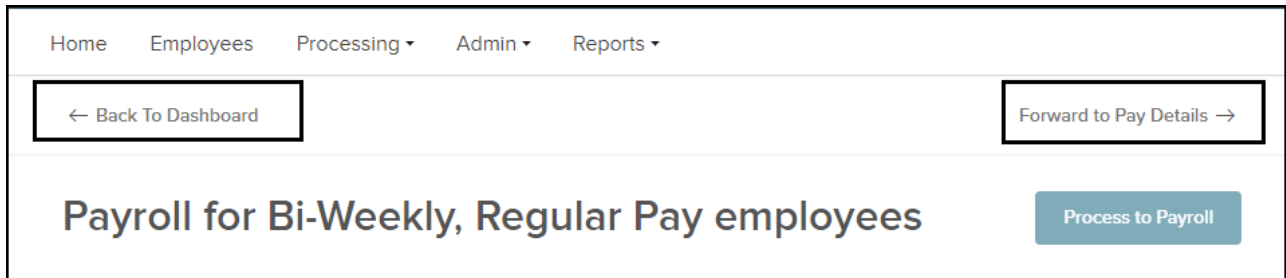
On the **Pay Details** screen, clicking **Back to Time Entries** takes you to the **Time Entries**.
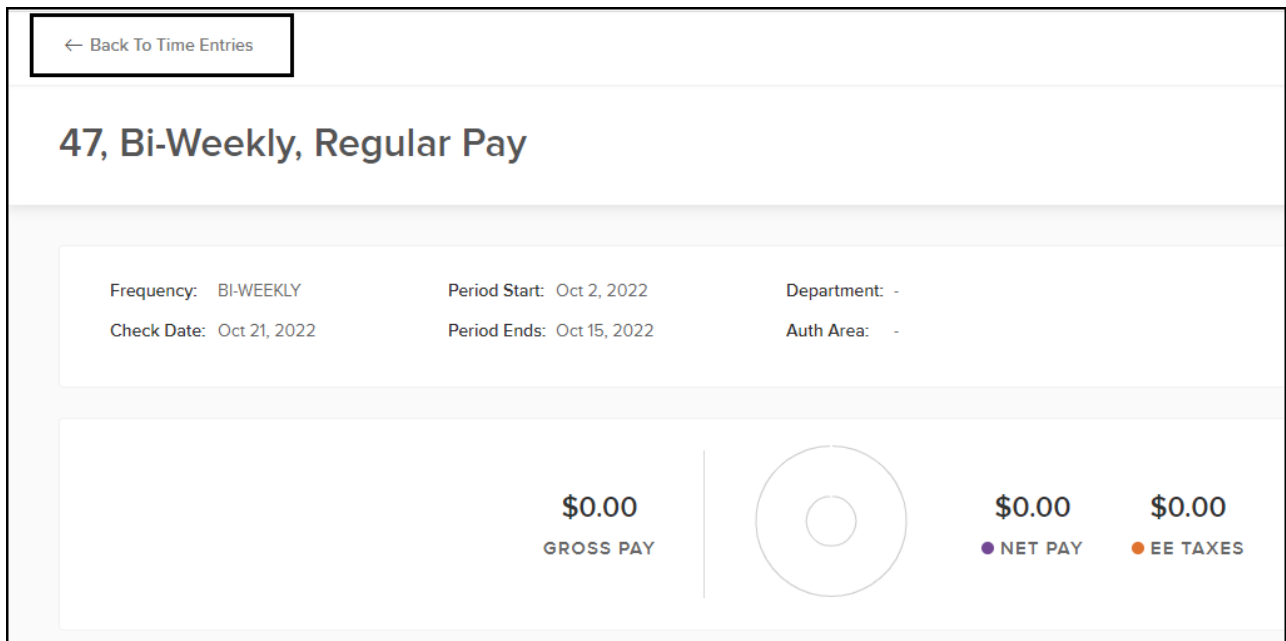
If there are no active time batches, clicking the above link takes you to the zero state of the time batch screen. NEOGOV will add a new pay transaction batch in the background when you click **Add Record** or **Import Records**. NEOGOV does not display any existing processed pay transaction batches on this screen.

To add a new pay transaction batch and time entries, click **Process to payroll**. This will continue the payroll processing.

Adding a Record

If you want to add an individual or a small group of employees to the pay batch, use **Add Record**.

1. From the **Time Entries** screen, click **Add Record**. The **Add New Time Entries** dialog box appears.
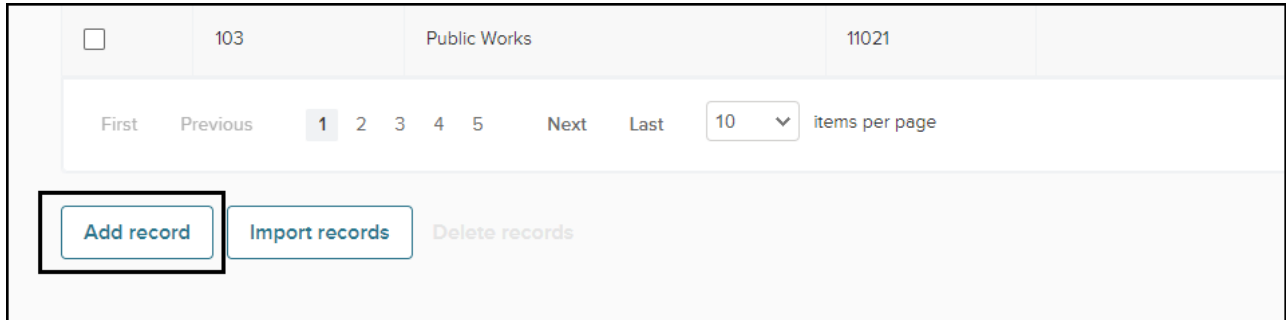
2. Select the **Employee** and **Batch number**.
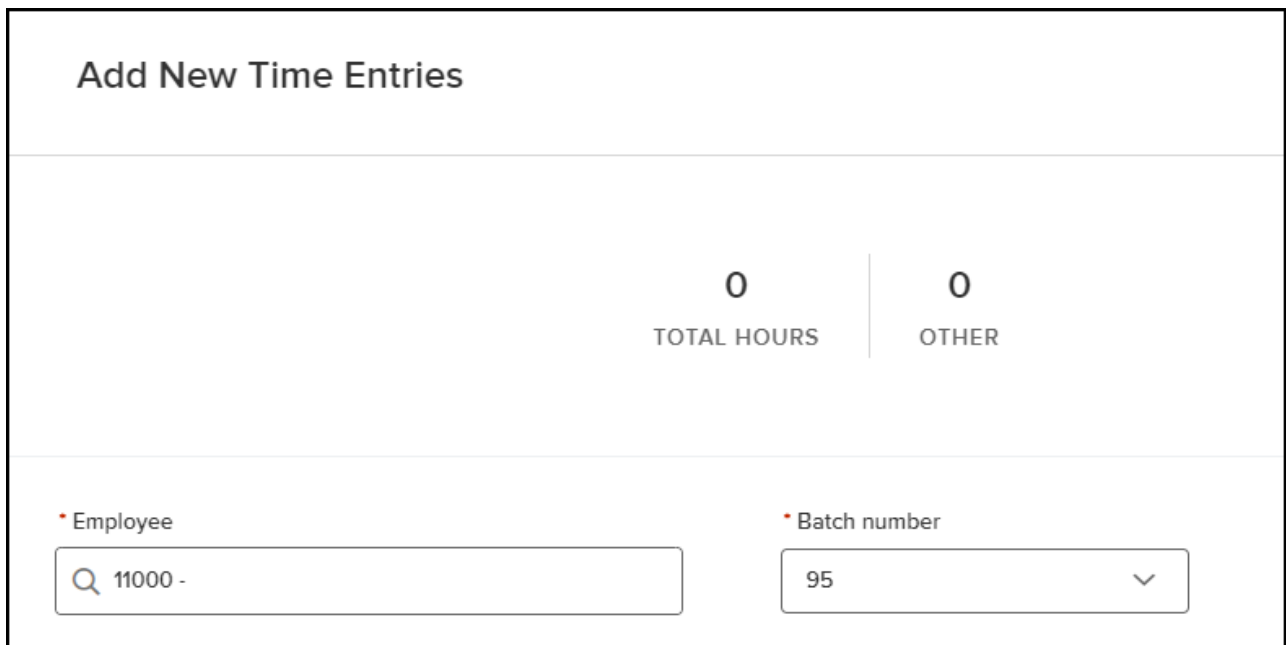
3. Under **Entry Details**, click **Add Entry**. NEOGOV populates the **Date** and **Assignment**.

4. Select the **Timecode** and enter the **Amount**, in hours.
5. If needed, select a **Cost Center**.
6. Click **Save**.

NEOGOV displays a confirmation and updates the dialog box.
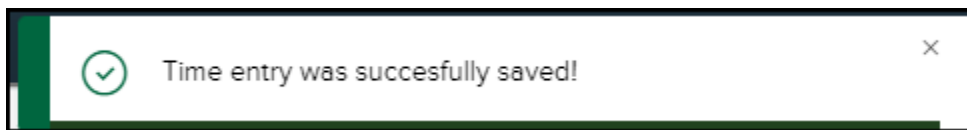
7. Click **Close**.

NEOGOV updates the **Time Entries** screen.
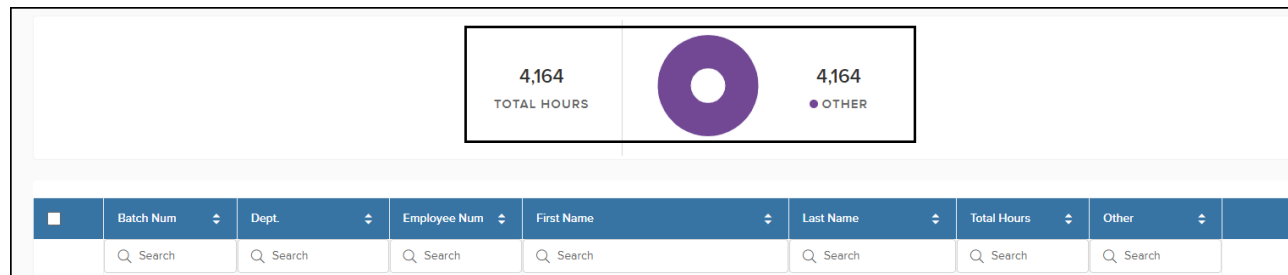
Import a Record

If you want to import external time transactions into the pay batch, use **Import Records**. The import file should follow the below structure.

- **Person Code** (Required)
- **Start Date** (Required)
- **Time Code** (Required)
- **Amount** (Required)
- **Department Code** (Optional)
- **Cost Center** (Optional)
- **Assignment** (Optional)
- **Job Code** (Optional)
- **Wage Rate** (Optional)
- **Rate Basis** (Optional)
- **Distribution Mask** (Optional)

NEOGOV selects the values for the below fields in the background.

- **Employment Type - 01** (Employee)
- **CATEGORY_CODE - Regular Pay**
- **DESTINATION_TYPE - 01** (IPTR)
- **UPTL_STATUS - 00** (To be Loaded)
- **DEPARTMENT_CODE** - Default from Assignment
- **ASSIGNMENT_CODE** - Default to Primary (if the file does not provide the input)

If there are no active batches available, clicking **Import Records** creates a new pay transaction batch in the background.

To import a record, do the following.

1. From the **Time Entries** screen, click **Import Records**. The **Import Time Records** dialog box appears.

2. Select a **Batch Number**.
3. Select **click here to upload** and select your file.

4. Click **Start Processing**. NEOGOV updates the **Time Entries** screen.

If you click **Cancel**, you must begin this process again.

The **Records** tab includes the list of all time transactions (successful and errored) uploaded using the import file.

Click the **Errors** tab to review and fix incorrect records.

Remove a Record

To delete a single or multiple employees from the list, do the following.

1. From the **Time Entries** screen, select the desired employees then click the trash can icon (**Delete record**), or **Delete Records**. A popup displays.

2. Click **Delete**.

This entry will be deleted from the record.

Cancel [**Delete**]
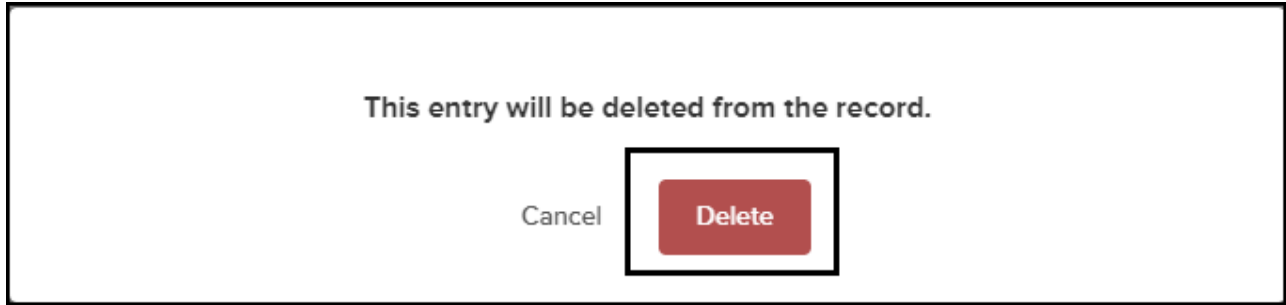
NEOGOV removes the employees and updates the **Time Entries** screen.

Remove All Records

If you imported a record with bad employee data, you must remove all the information.

1. Select the top left check box then click **Delete Records**. A popup displays.

10 record(s) are selected.

✓	Batch Num ⇕	Dept. ⇕	Employee Num ⇕	First Name
	🔍 Search	🔍 Search	🔍 Search	🔍 Search
☑	103	Public Works	11048	
☑	103	Public Works	11046	

☑	103	Public Works	11021

First   Previous   **1** 2 3 4 5   Next   Last   [10 ▾] items per page

[Add record]   [Import records]   [**Delete Records**]
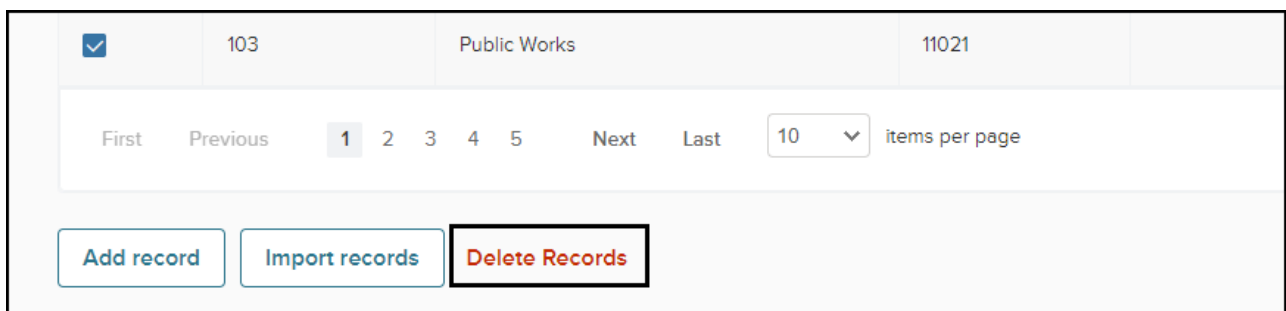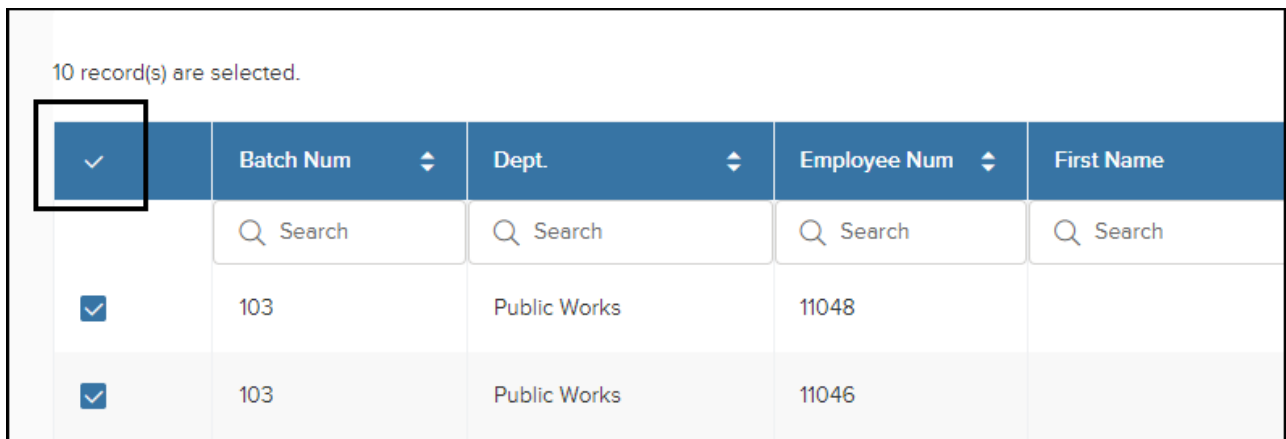
2. Click **Delete**.

NEOGOV removes the employees and updates the **Time Entries** screen.

Edit a Record

You can edit each time entry line to add additional details such as splitting time between different job codes or adding premiums.

You can only edit time entry lines if you imported external time transactions. If using the **Time and Attendance** module for time transactions, you can edit the entries after clicking **Process Payroll**.

To edit a record, do the following.

1. From the **Time Entries** screen, select the employee and click the pencil icon (**Edit**). The **Time Entries** record for the employee appears.

2. Locate the desired entry and click **+** (**Expand Details**).

Entry Details

	* Date	Cost Center	* Assignment	* Timecode	* Amount		
	Q Search	Q Search	Q Search	Q Search	Q Search		
+	04/28/2023		PRIMARY	REG HRS	8	🗑	

3. If needed, modify the **Time Entry Details**, or add any **Premiums**, then click **–** (**Collapse Details**).

Time Entry Details

Department	Job	Distribution
Q PW	Q 190	????-??????-???

Wage Rate	Basis	Reason For Time
50	Q HR	Q Search here...

Premiums

Premium	Rate	Basis	O/R Rate	O/R Basis	
Q REIMBURSEMENT			20	Q Search here...	🗑

Add Entry

4. If needed, click **Add Entry** to add another line to the record.

+	04/17/2023		PRIMARY	REG HRS	8	🗑

First Previous 1 Next Last [10 ▾] items per page   Showing 1-10 of 10 items

Add Entry   Save

5. Click **Save**, then click **Close**.

NEOGOV updates the **Time Entries** screen and inserts the update as a new line in the table.

Processing to Payroll

After adding employees to the pay batch, send the patch for payroll processing. After processing, you can adjust the entries and recalculate the payroll.

💡	If your data is inaccurate after processing payroll, you must cancel the batch and start over. See Troubleshooting > Cancel a Payroll Batch for more information.

1. From the **Time Entries** screen, click **Process to Payroll**. NEOGOV displays a confirmation dialog.
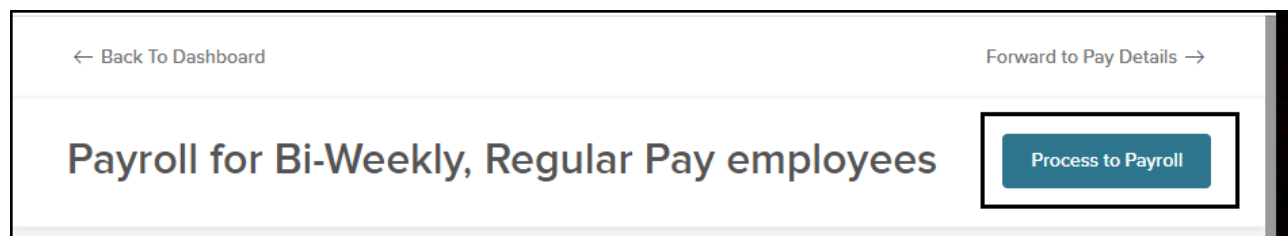
2. Click **Continue** or click **Nevermind** to cancel the process.
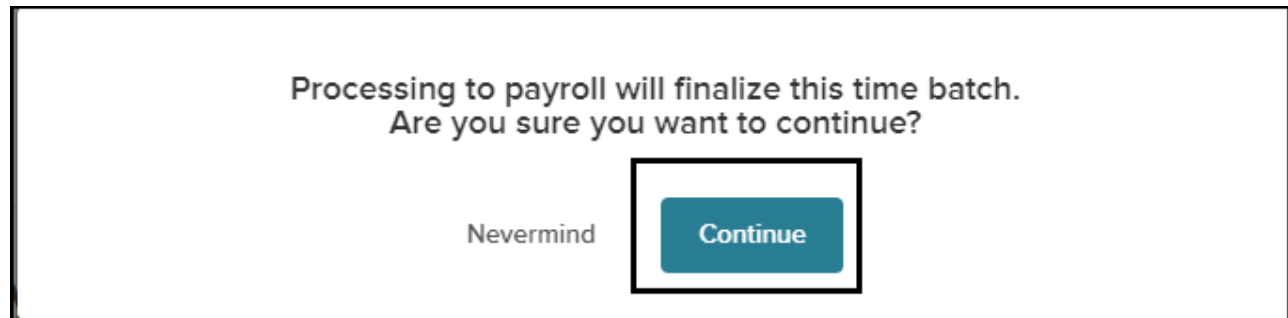
NEOGOV displays a confirmation message.
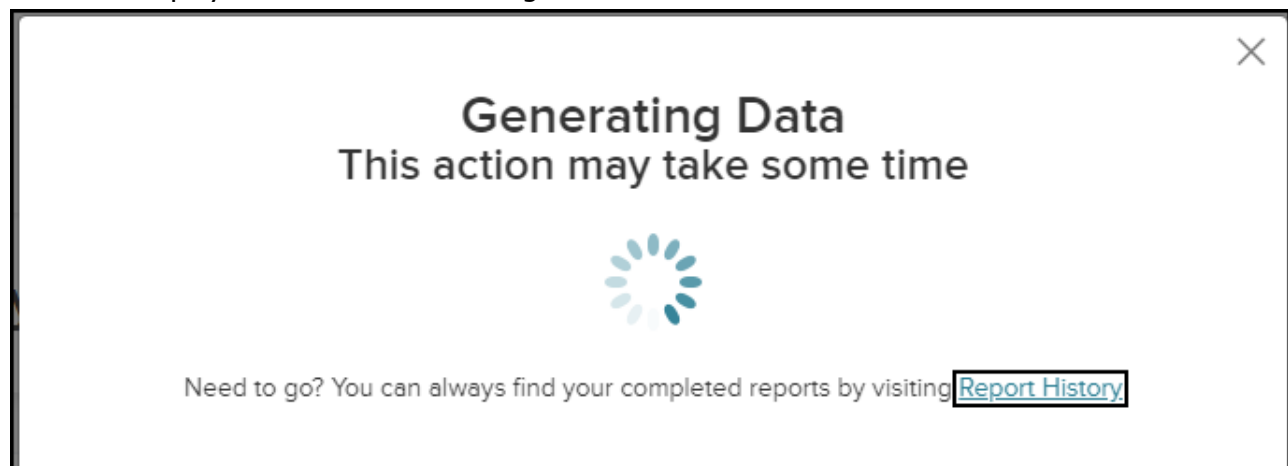
After processing, the **Pay Details** screen appears. On this screen you can adjust and recalculate the payroll as needed. You can also go back to the **Time Entries** screen and add employees to the batch.

NEOGOV also updates the **Payroll Dashboard** with the status.

Manage Pays

The following is a basic overview and description of how to use the **Pay Details** screen.

Pay Details Overview

The **Pay Details** screen shows the cumulative totals for the processed payroll. You can audit and recalculate the pay header batch on this screen.

💡	**Best Practice**: If you change any data in the batch, use **Recalculate Payroll** before you click **Process Payroll**.

You can review an employee's pay by using the **Search** and **Sort** options.

NEOGOV will display the list with your sort options at the top.

You can also apply **Filters**, which narrow the list to include exception records for a pay header status. For example, you can filter the list for pay headers which are not calculated.
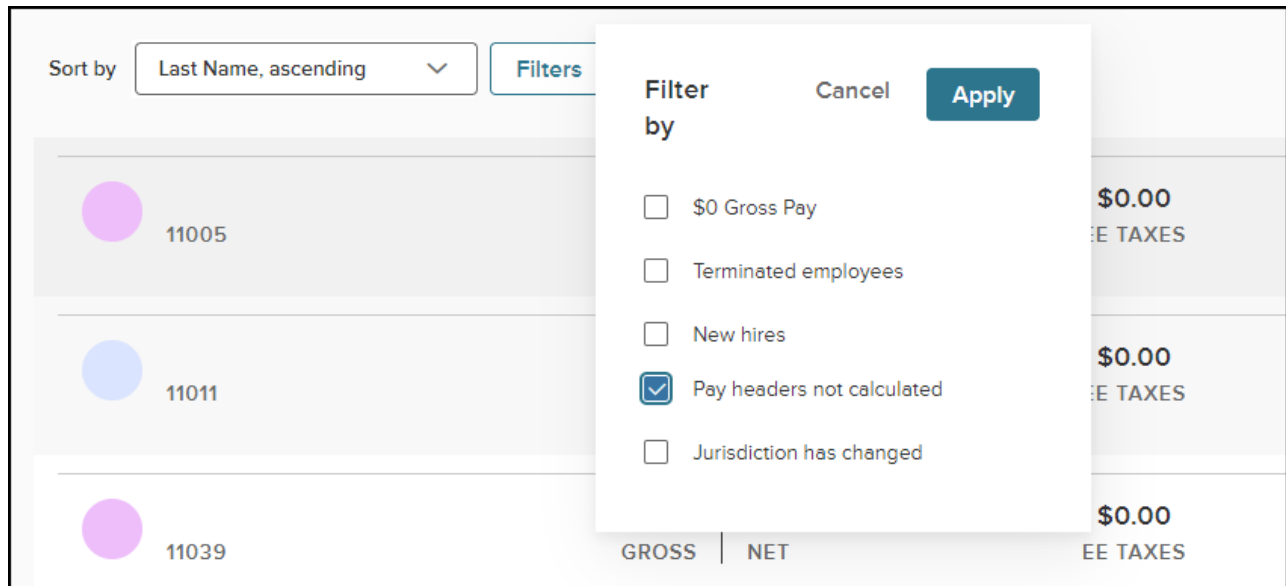
- **$0 Gross Pay** - Filters employees with zero gross pay.
- **Terminated Employees** - Any employee terminated as part of this pay period.
- **New Hires** - Any new hire who is paid for the first time as part of this pay period.
- **Pay Headers not calculated** - Any employee where the pay header stage is not in **Calculated** or **Paid** status.
- **Jurisdiction has changed** - Compares employee's work and home jurisdiction from the past pay header.

You can select multiple exception types. Clicking **Apply** displays the employee list based on the selected filters. NEOGOV will refresh the totals based on the employee list after applying the filters. NEOGOV will refresh the filters options when you navigate away from the page.

Each employee line in the list contains tabs.

Click one of the tabs to display the details and adjust as needed.

After adjusting any employee pays, you can recalculate the pays. After recalculating, NEOGOV runs and downloads a report. You can also retrieve this report from the **REPORT_HISTORY** screen.

If you cannot recalculate pays, NEOGOV will display an error message and download the report with additional information.
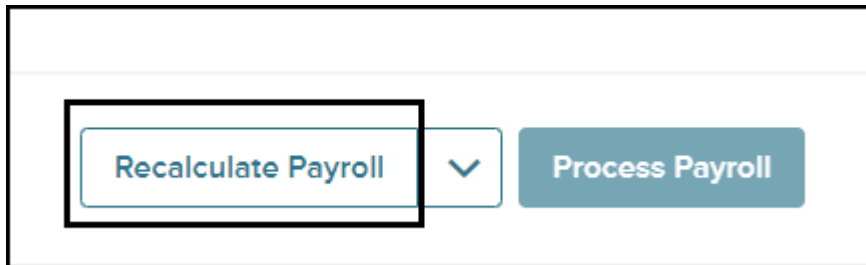
NEOGOV automatically pauses the payroll while you are adjusting. After making your changes, click **Resume Payroll**.

Payroll is currently paused, click on Resume Payroll to proceed with the payroll. | Resume Payroll
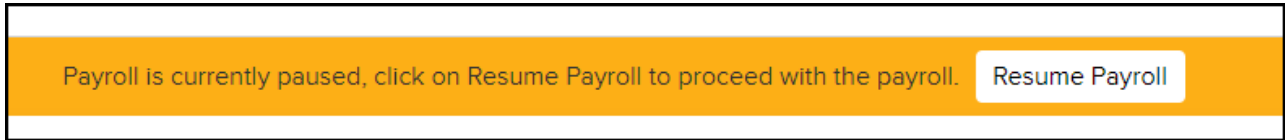
The **Resume Payroll** banner only displays when all the employee pay headers in this batch are not in the calculated stage. For example, no pay run is available for this batch on **View Pay Run Information (IPVP)**.
Use **Recalculate Payroll** to recalculate the payments for the entire batch.

If you need to pause your payroll again to make further adjustments, click **Pause Payroll**.

Recalculate Payroll ⌄

Pause Payroll
Make any necessary changes to employee's pay.

Override Pay Issue Date
Select new pay issue date for this pay batch.

When you are ready to process the batch, click **Process Payroll**.
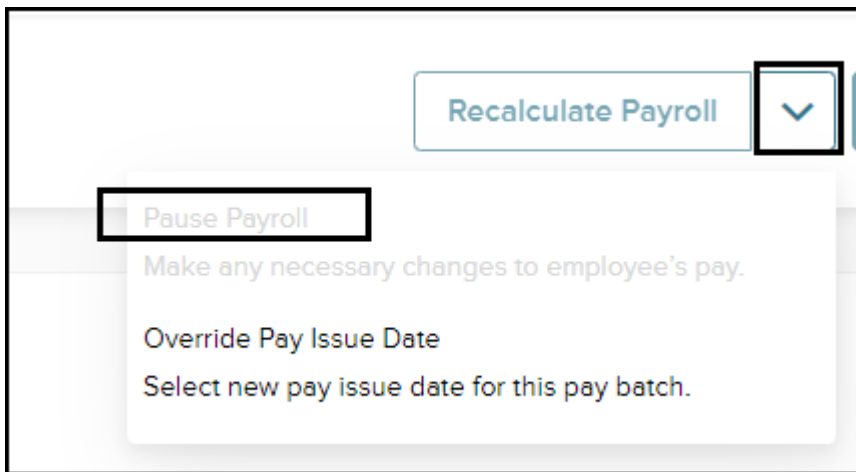
Recalculate Payroll | ⌄ | Process Payroll
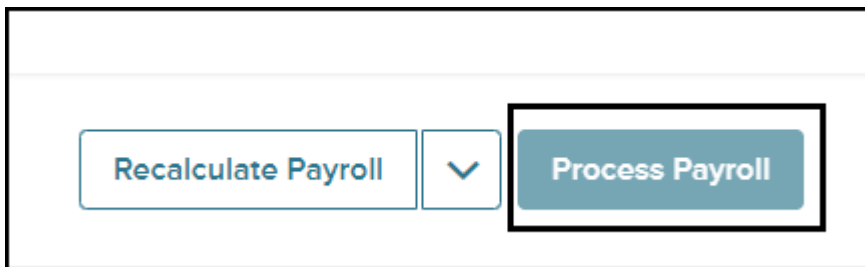
Using Pay Headers

The **Pay Details** screen displays the pay headers for all employees included in the pay batch. You can adjust any field in a pay header as needed. The pay header also includes a Troubleshoot option to help you solve issues for specific employees (see [Troubleshooting > Pay Headers](#)).

1. Click the name of the desired employee to open the pay header tab.

2. Adjust the fields as needed, then click **Save**. A confirmation appears.

Save is active after you adjust values.

NEOGOV processes the change and closes the pay header tab.

FLSA Audit Note provides additional details about the calculation logic.
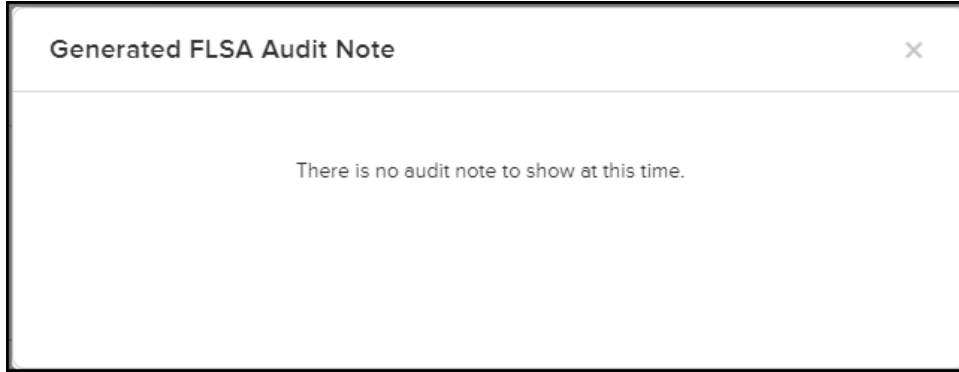
NEOGOV uses the data from **Pay Line Information** from the **GROSS | NET** tab when calculating FLSA.
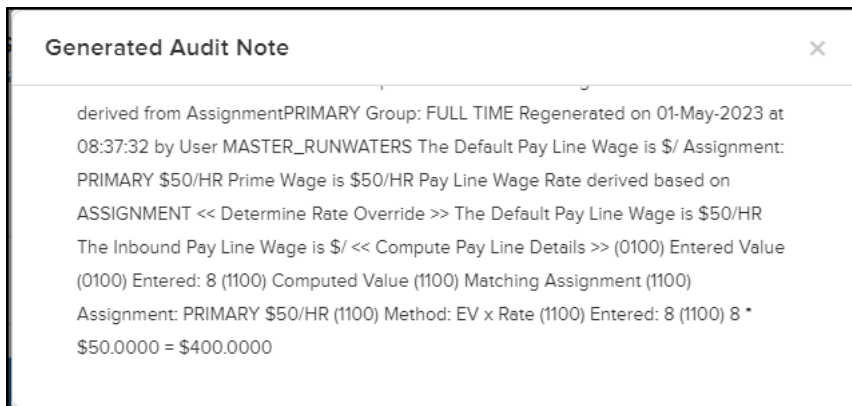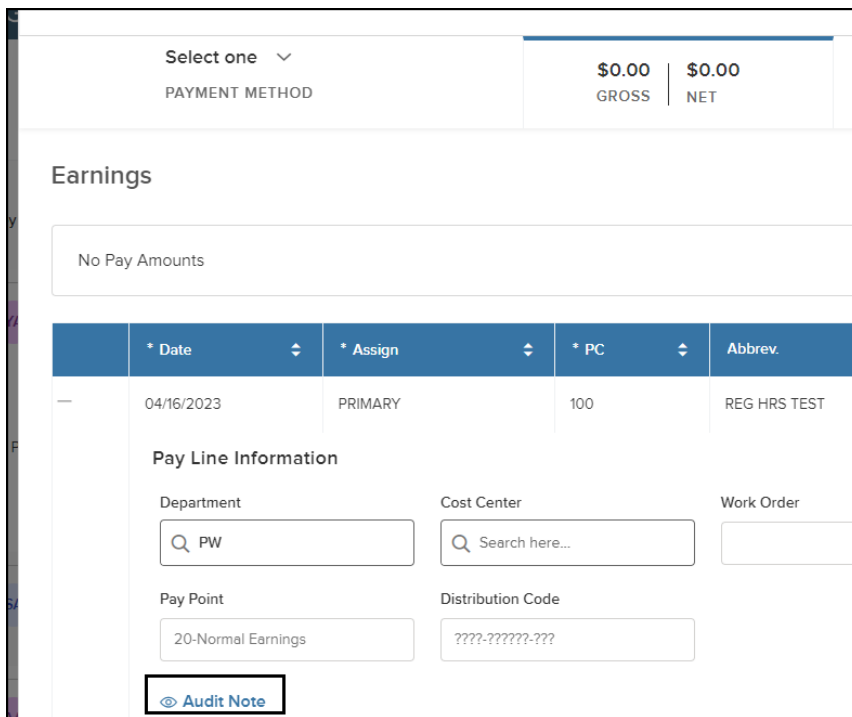
If you revise any rates or premiums, use **Regenerate Pay Lines**. This action is helpful in situations where assignment rates are revised after calculating pay headers and pay lines with the old rate.

Delete a Pay Header

1. On the desired employee, click **Delete Record**. A confirmation dialog box appears.

2. Click **Delete** to remove the employee from the batch or click **Cancel** to stop the process.

NEOGOV displays a confirmation, removes the employee from the list, and recalculates the batch.
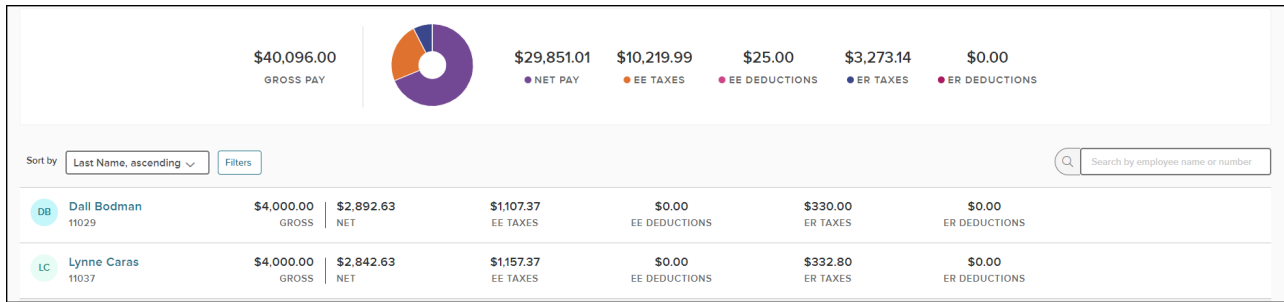
Adding a Pay Header

If you need to add employees to the pay batch, do the following.

1. From the bottom of the screen, select the desired employee.
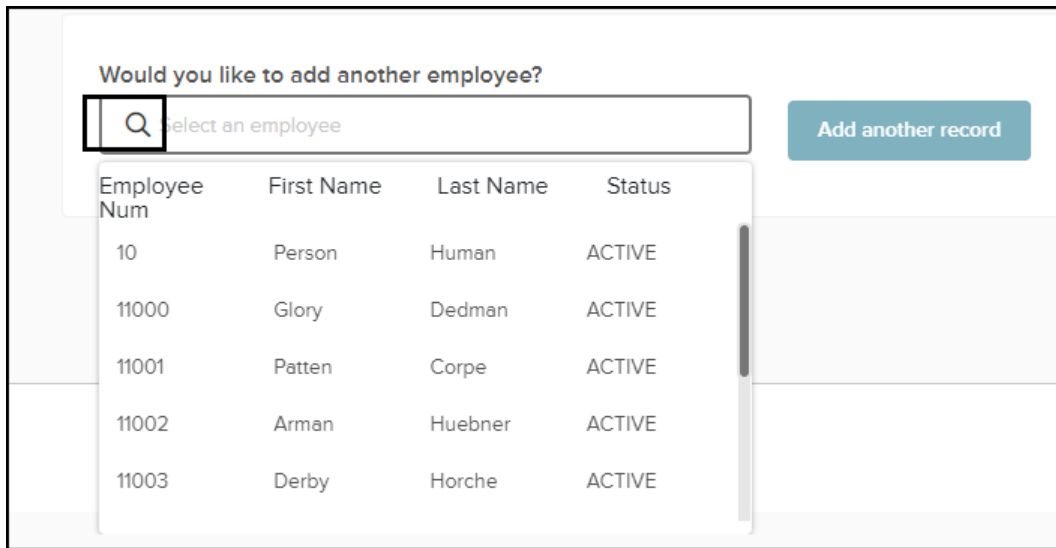
2. Click **Add another record**. A confirmation appears, and NEOGOV adds the employee to the list.
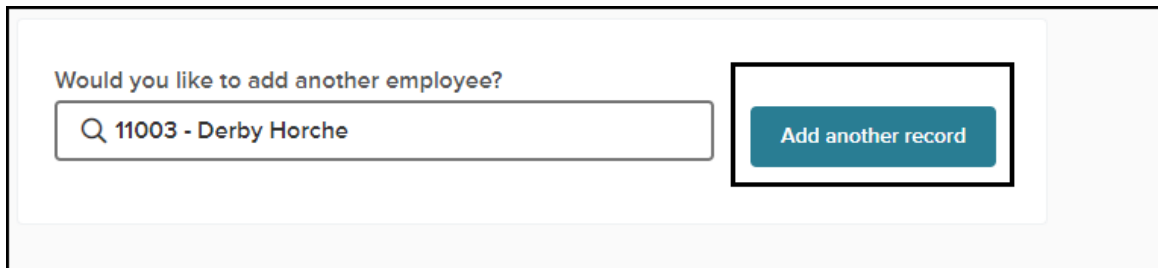
3. Click the employee's name, edit the information, then click **Save**. A confirmation appears.

NEOGOV re-sorts the list and automatically populates the tax information.

Edit Other Tabs

Use the following process to edit the **GROSS | NET**, **EE TAXES**, **EE DEDUCTIONS**, **ER TAXES**, or **ER DEDUCTIONS** tabs.

By default, **EE Taxes** and **ER Taxes** do not show any pay lines.

EE Deductions and **ER Deductions** show the respective pay amounts in the top section. A lock icon will appear next to the sundry-related pay lines. You cannot edit employee deductions created via sundry.

1. On the desired employee, click one of the tabs.

2. Click **Edit Earnings**. NEOGOV displays a popup for the employee's pay.

You can adjust values for any of the tabs on this popup.

3. Locate the desired line item and click **+** (**Expand Details**).

4. Adjust any values as needed.

In this example, the **Amount** and **Cost Center** changed.

5. Click **Save**. A confirmation appears.

NEOGOV processes the change and collapses the details.

To delete an item, do the following.

1. On the desired item, click the trash can icon (Delete) to remove an item from the list. A confirmation appears.

2. Click **Delete** to remove the item or **Cancel** to stop the process.

This entry will be deleted from the record.

Cancel   Delete
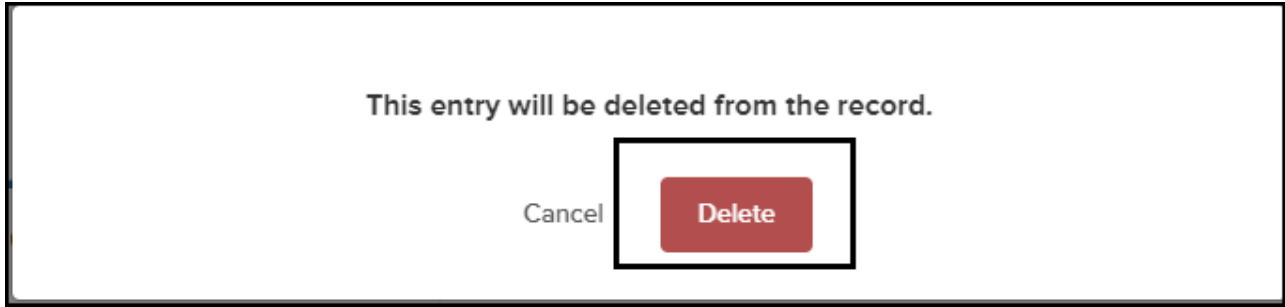
NEOGOV marks the item with an **X**.

| + | 10/03/2022 | PRIMARY | 100 | REG HRS | 174 | 174 / NON_UNION | 9 | 50 / HR | X |

3. Click **Save**. A confirmation appears.

« ‹ 1 › »   10 ⌄   items per page   Showing 1 - 10 of 10 items

Add Entry   Save
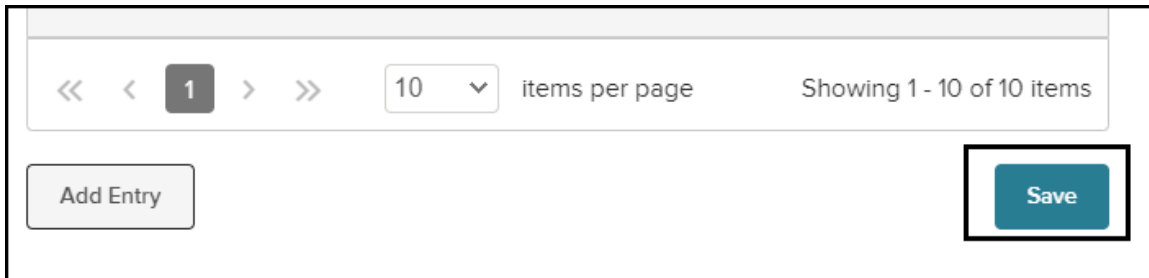
NEOGOV removes the item from the list and recalculates the values.

Earnings

DESCRIPTION	HOURS	RATE	THIS PAY PERIOD
REG HRS	72		
SICK EARN HRS	0		
REGULAR	0		$3,600.00
SICK ACCRL	0		$0.00

4. Click **Close**. NEOGOV updates the **Pay Details** screen.

Override Pay Issue Date

Use the **Override Pay Issue Date** function to change the date you pay the employees.

1. From the **Pay Details** screen, select **Override Pay Issue Date**.
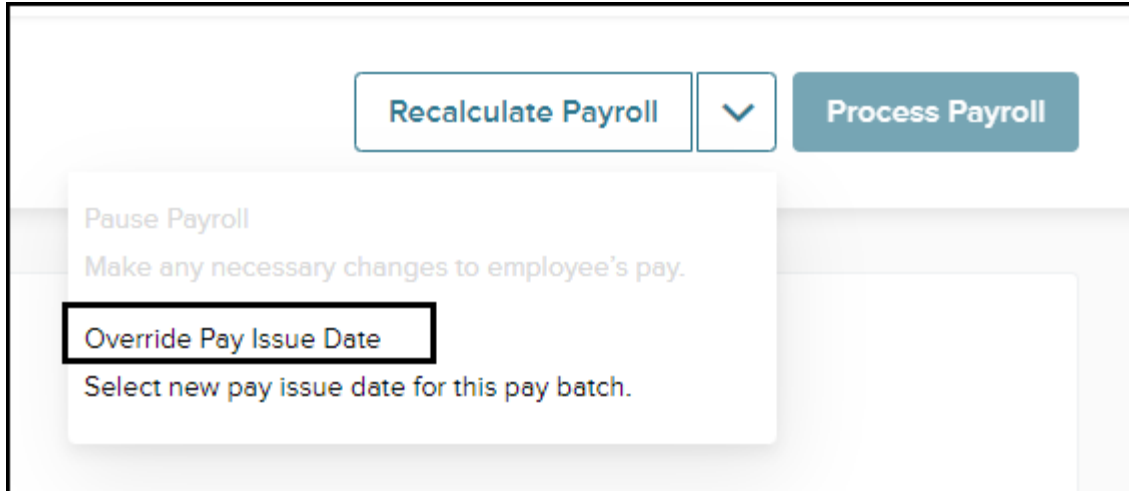
2. Select a **Pay Issue Date** from the dialog box then click Save.
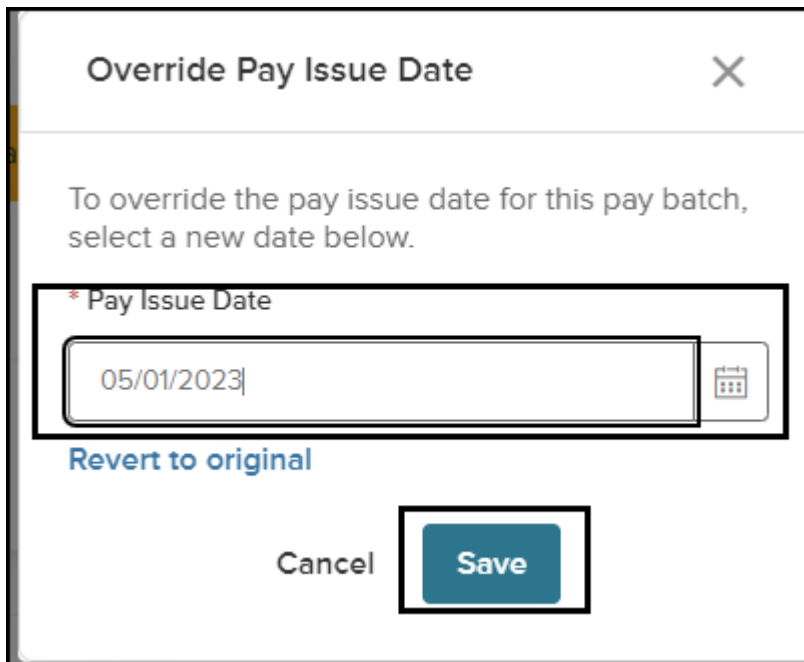
NEOGOV recalculates the payroll and displays a confirmation.
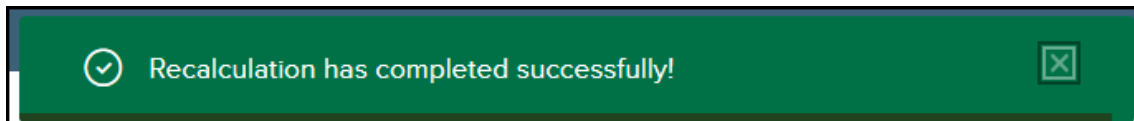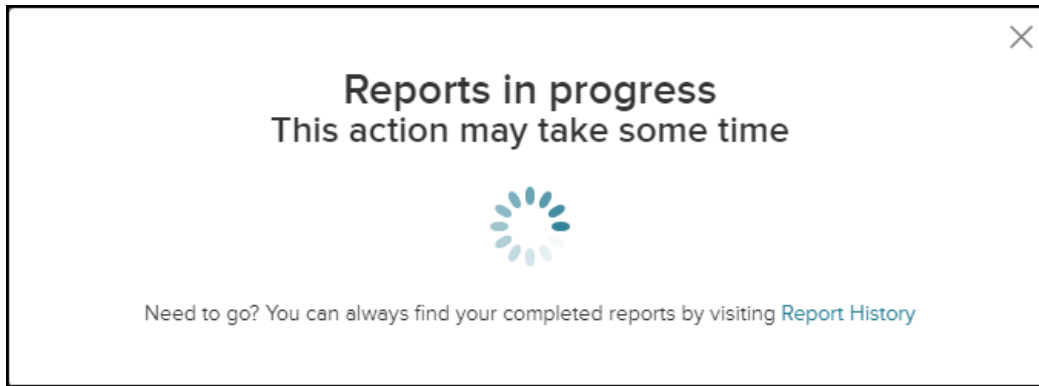
NEOGOV updates override dates at the batch level and individual pay headers with the new check date. This action recalculates all the pays with the new override date. The new date appears with the label **Override in Effect**.
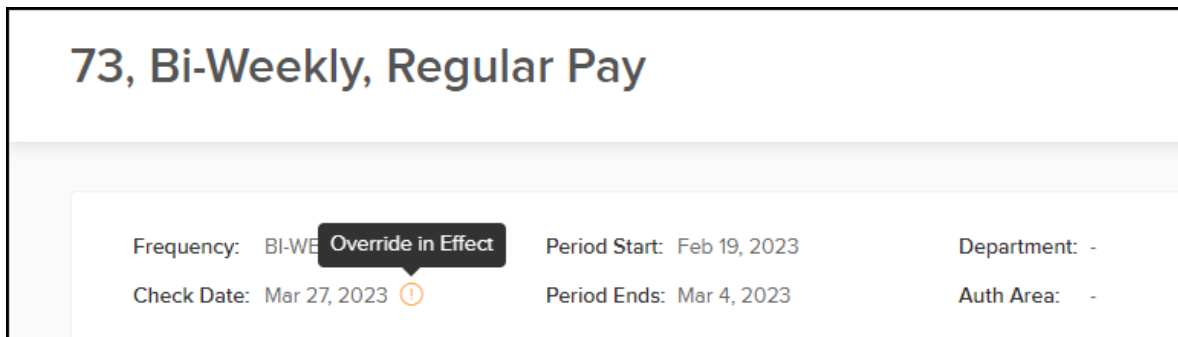
After updating a check override date, use **Recalculate Payroll** for subsequent changes to the employee's pay details. This keeps the override check date in place for all the pay headers associated with this pay batch.

Process Payroll

NEOGOV enables the **Process Payroll** button only when it calculates all pays in the batch successfully.

> **Important**: If **Process Payroll** is unavailable, there could be bad data for an employee. See Troubleshooting > Payroll Processing for more information.

1. Click **Process Payroll**. NEOGOV calculates the payroll, and the summary page appears.
2. Review the consolidated information.

3. (Optional) If you require changes, click **Back to Pay** Batches and process the payroll again.
4. If the summary is correct, click **Submit Payroll**. The **Submit Payroll** dialog appears.

5. Click **Continue** to submit the payroll or **Cancel** to stop the process.
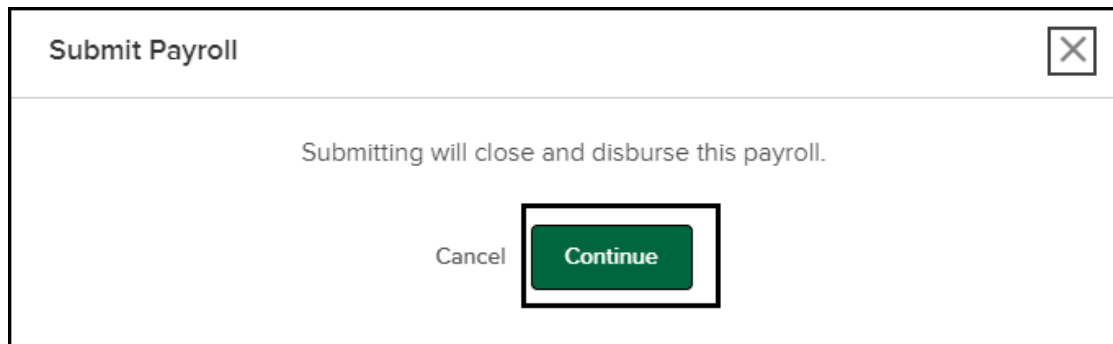
NEOGOV will display the Processing Data message while calculating.
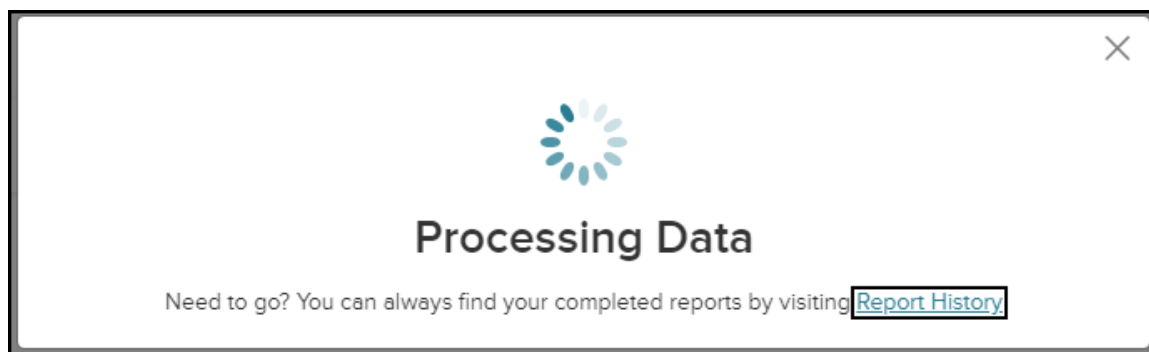
When finished, NEOGOV will display a confirmation message.
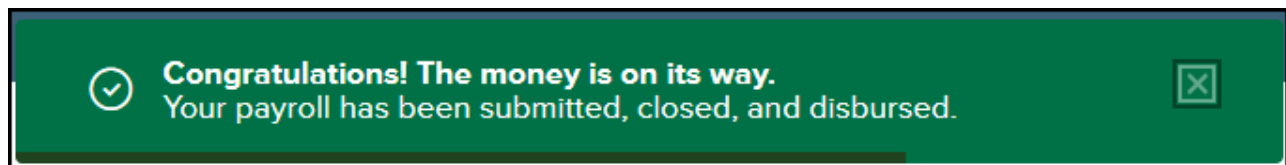
After completing, NEOGOV displays the finished payroll screen for the batch.
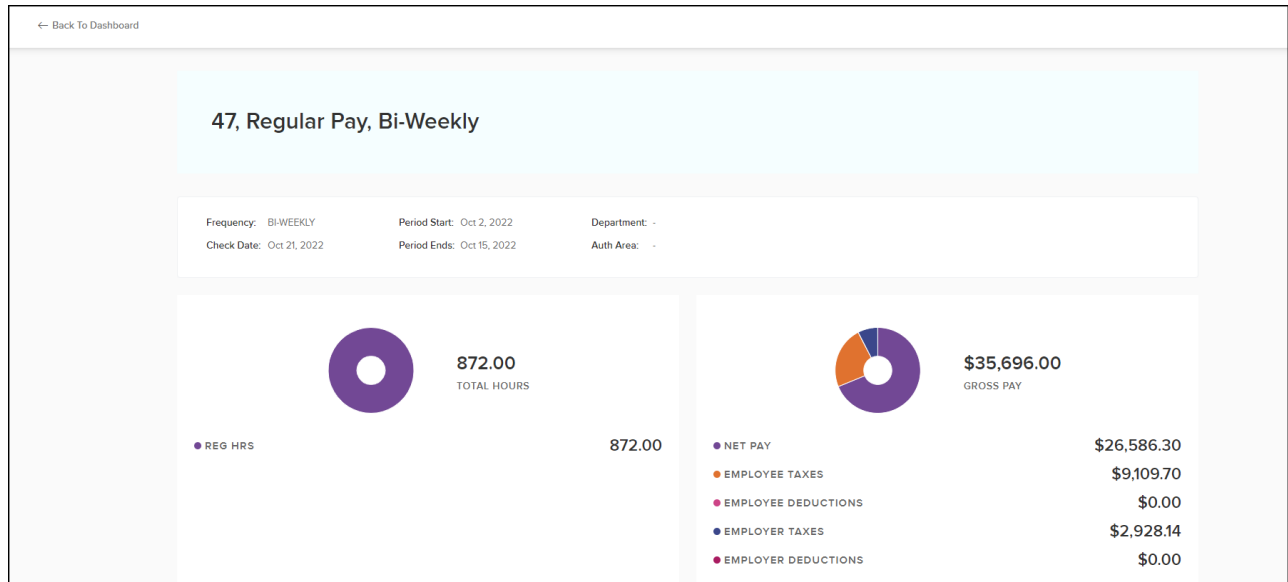
At this stage, NEOGOV considers pays to be closed and disbursed.

6. Click **Back To Dashboard** to return to the **Payroll Dashboard**.

Verify Individual Payrolls

If needed, you can check the status of individual employee pay headers using the **Employee List** screen.

1. From the **Payroll Dashboard**, click **Employees**.
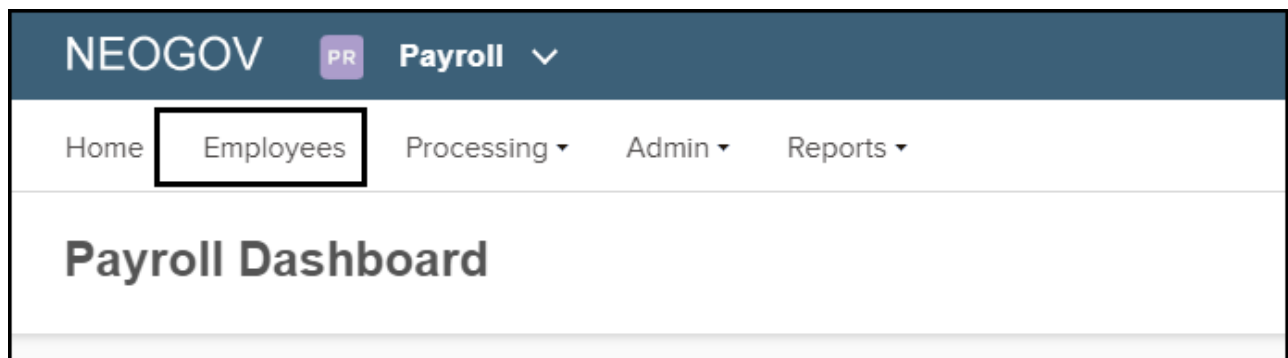
2. Select an employee from the list and edit the record. NEOGOV displays the record for the selected employee.

3. Under the **Pay History** tab, select the desired record, and click the date range. NEOGOV displays a read-only version of the selected pay history.

4. If needed, select **GROSS | NET**, **EE TAXES**, **EE DEDUCTIONS**, **ER TAXES**, or **ER DEDUCTIONS** to view that information.

Review Pay Register

The **Current Pay Register** report allows you to view a pay run register. The pay run produces the register, breaks it down by pays within the pay run, and provides a total.

To continue the payroll process from the **Payroll Dashboard,** click **Current Pay Register**.

The Current Pay Register report is available from the menu and as a **Page Code**, however, NEOGOV recommends using the **Current Pay Register** feature from the **Payroll Dashboard**. This feature is easier to use and more intuitive.

For a description of specific fields, see Pay Register Field Descriptions.

To run the Pay Register Report, do the following.

1. Click **Current Pay Register** on the **Payroll Dashboard**.
2. In the **Current Pay Register** window make required selections for:

   - **Provide Totals by**
   - **Sort People By**
   - **Date Type**

3. Update other fields and report filters as needed.
4. Click **Create a report** to continue.

Current Pay Register

Cancel | Create a report

Parameters

* Required fields

Pay Header Stage	Print Pay Details
Select a pay header stage ⌄	⦿ No ◯ Yes

* Provide Totals By	Payroll
Department ⌄	🔍 BI-WEEKLY ⊗

* Sort People By	Pay Run Period
Last Name/First Name ⌄	🔍 202126 ⊗

* Date Type	Pay Run Number
Required ⌄	🔍

Register Sort Element

🔍

> 💡 When searching for the **Register Sort Element**, **Reset** will set all filters to their default value.

Pay Register Field Descriptions

Field	Description
Pay Header Stage	Limits the report to the pays at the stages identified in this field. For example, **Audited**, **To Be Audited**, **Closed**.
Provide Totals By	This field indicates how NEOGOV totals report values.
Sort People By	The report will sort employees by: • **Person Code** • **Last Name/First Name** • **Destin/Last/First**
Date Type	Provides totals as of the pay issue date or the pay ending date.
Register Sort Element	The element used to sort the pay register data.
Print Pay Details	**Yes**: The report includes pay details.
Pay Run Number	The unique number assigned to the pay run.

Troubleshooting

Pay Headers

Use the filtering tool to find pays that have not been calculated.
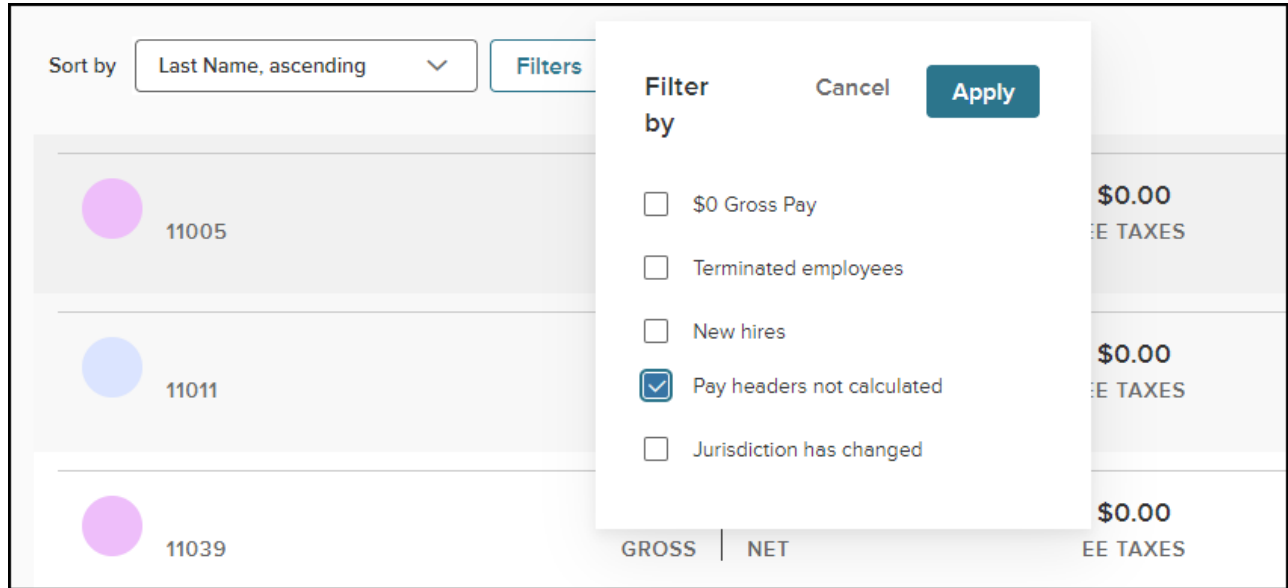
Click the **Troubleshoot** button to rerun and download a pay calculation report for an individual employee. The report provides guidance for employee pay issues. to calculate individual pays.
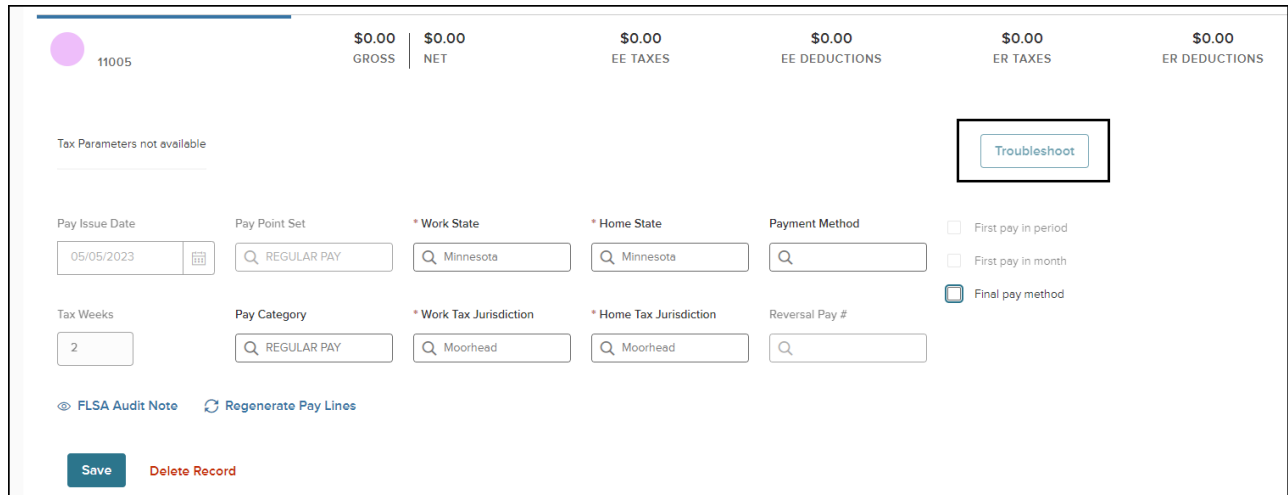
Retrieve a copy of the report from **Reports** > **Report History**.

Start	End	Function	Product	Status ▲▼	Report
10/07/2022 11:06:13 AM	10/07/2022 11:06:19 AM	UPUNPREP	PR	Completed	454954_129_UPUNPREP.pdf
10/06/2022 2:17:45 PM	10/06/2022 2:17:46 PM	UPUNPREP	PR	Completed	454532_129_UPUNPREP.pdf
10/06/2022 2:06:10 PM	10/06/2022 2:06:11 PM	UPUNPREP	PR	Completed	454518_129_UPUNPREP.pdf
10/06/2022 2:06:03 PM	10/06/2022 2:06:03 PM	UPAUDT	PR	Completed	
10/06/2022 2:05:43 PM	10/06/2022 2:05:45 PM	UPUNPREP	PR	Completed	454516_129_UPUNPREP.pdf
10/06/2022 2:05:35 PM	10/06/2022 2:05:36 PM	UPAUDT	PR	Completed	
10/06/2022 2:05:18 PM	10/06/2022 2:05:20 PM	UPUNPREP	PR	Completed	454513_129_UPUNPREP.pdf
10/06/2022 1:55:59 AM	10/06/2022 1:56:06 PM	UPCLOSEPAY	PR	Completed	454489_129_UPCLOSEPAY.pdf

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Important: The **Troubleshoot** button replaces trial pay in the new **Manage Pay** experience.

Payroll Processing

If **Process Payroll** is unavailable, there could be an error or bad data for employees.
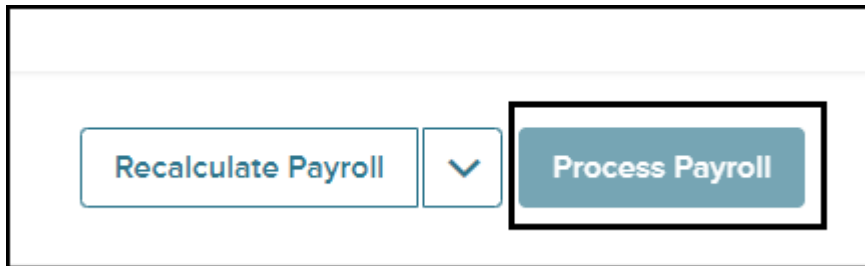
Use the filtering options to search for employees and correct the problems.
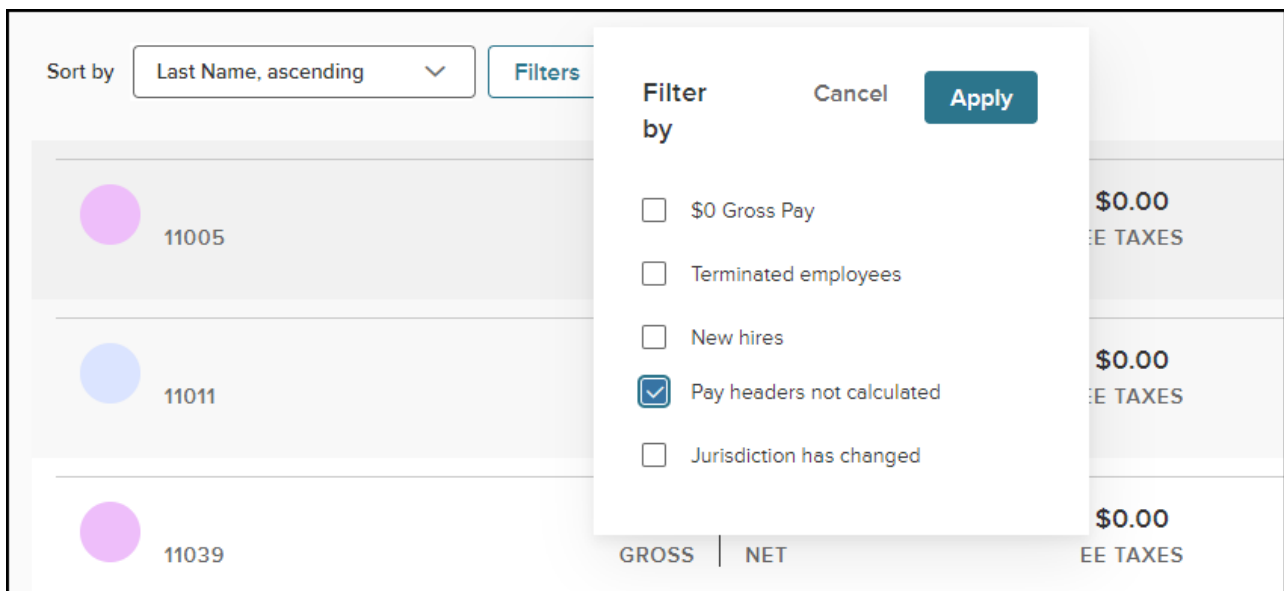
- **$0 Gross Pay** - Filters employees with zero gross pay.
- **Terminated Employees** - Any employee terminated as part of this pay period.
- **New Hires** - Any new hire who is paid for the first time as part of this pay period.
- **Pay Headers not calculated** - Any employee where the pay header stage is not in **Calculated** or **Paid** status.
- **Jurisdiction has changed** - Compares employee's work and home jurisdiction from the past pay header.

Click one of the tabs to display the details and adjust as needed.

As you adjust employee pay details, click **Recalculate Payroll**. NEOGOV will update the list with your changes.

When you are ready to process the batch, click **Process Payroll**.

Off-Cycle Checks

When creating a new pay batch, select **Off Cycle** for the **Payroll type** to create an off-cycle Pay Header batch. Selecting the **Yes** option opens a new employee selector list to choose the employees who need to be paid with the off-cycle **Pay Header**.

The **Create Batch** button creates a new **Pay Header** batch with an Off-cycle tag.

The **Resume** button redirects you to the Payroll management screen, where you can add pay lines and calculate employee pays as per the regular payroll processing flow.

Locate Voided Pays

NEOGOV includes a **Void** tag for those employees whose pay was reversed.

1. From the **Payroll Dashboard**, click **Employees**.
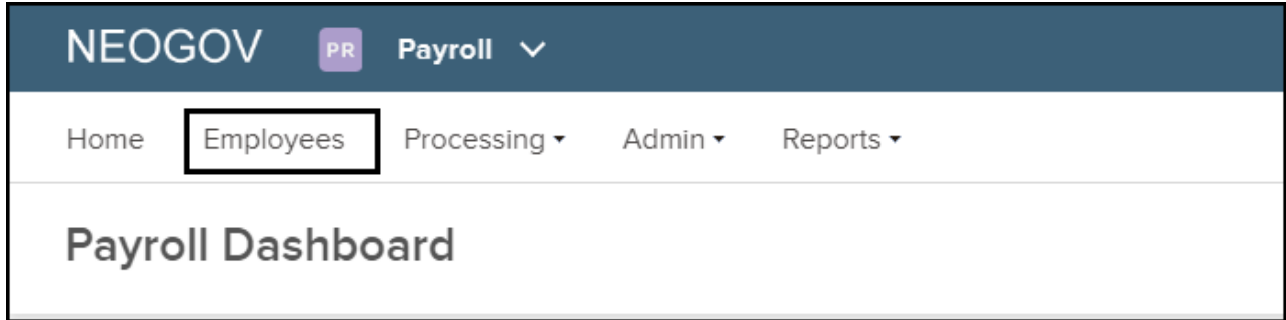
2. Locate the desired employee and click the pencil icon (**Edit record**).

Under the **Pay History** tab, NEOGOV displays the **Void** tag for affected pays.

NEOGOV will also add a **Reversal Pay #** in the pay header tab.

Reversal Pay

When creating a new batch, you can create a Reversal pay header. When you select this option, you can choose those employees whose pay must be reversed.

1. From the **New Pay Batch** modal select **Reversal** for the **Payroll type**. The **Employees** section will appear.

2. Select the desired employees, then click **Create Batch**.

3. After creating the batch, click Resume.

4. Under the pay header for each employee, make note of the **Reversal Pay #**. NEOGOV automatically generates this number.

5. Click **Recalculate Payroll** to start the reversal pay.
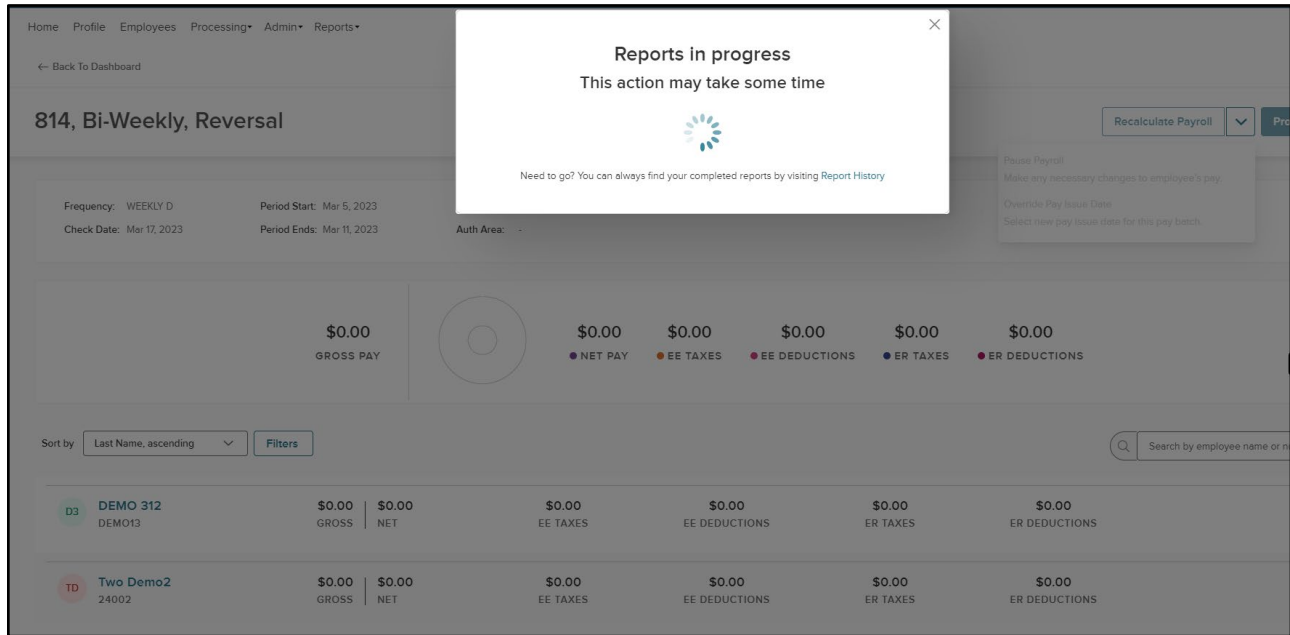
NEOGOV will display the revised summary pay totals after recalculating.
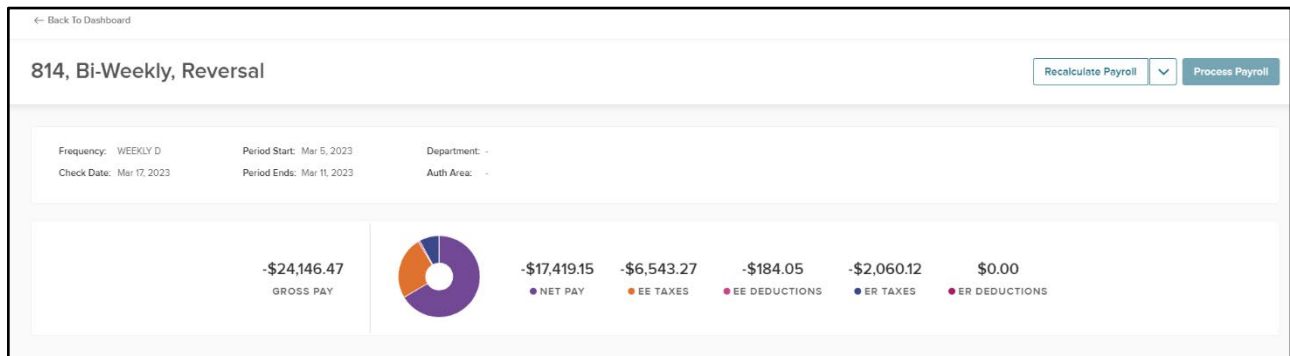
NEOGOV disables these actions during the reversal payroll process.

- Navigating to time batch management.
- Editing of pay header details and pay lines
- Troubleshooting pay headers.
- Pause/Resume Payroll.

You can only add/ delete pay headers before clicking **Recalculate Payroll**. Once the recalculation process starts, all pay headers belonging to the reversal pay header batch are reversed. **This action cannot be reversed**. You can only click the **Submit** button to close the reversed pay headers.

Appendix

Revision History

Version Number	Change	Date
3	• Screenshot updates (global). • Added Reversal Pay section.	5/1/23
2	• Added Modifying Payroll • Added Locate Voided Pays Screenshot updates	3/20/23
1	Troubleshooting>Pay Headers and Off-Cycle Checks	12/29/22
0	Preliminary release	12/8/22