Payroll FAQ's

Q: **What are my First Pay Period Dates?**

A: You can locate the payroll calendar at K-Net - Search the K-Net (nwkidney.org)

Q: **How can I set up or adjust direct deposit?**

A: Adding New Account: Log in to ADP (https://online.adp.com) and go to Myself > Pay > Payment Options. Click on Add Bank Account. Enter your bank's routing and account numbers and save. Please be sure to review for accuracy before saving.

Adjusting Current Account: Log in to ADP (https://online.adp.com) and go to Myself > Pay > Payment Options and click edit on the account you would like to edit.

Q: **I have more than one bank account that I would like to set up for direct deposit. How do I split my earnings between the accounts?**

A: You will need at least one account that needs to state, "Deposit the remainder of my pay." Additional accounts will need to state either a percentage or flat dollar value.

Q: **Is there a waiting period before my pay is deposited via direct deposit?**

A: There is no longer a waiting period before direct deposits are active. Once direct deposit information is added to your profile in ADP your direct deposit will be activated. However, if direct deposit accounts are updated or added on a Tuesday before payroll check date it could take effect on the following payroll check date.

Q: **What if I do not receive my payroll check?**

A: Log in to ADP (https://online/adp/com) and confirm your address and/or direct deposit information is accurate. If you live in an apartment, ensure the unit number is included in your address. Update your address if necessary and contact the Payroll department and they will work with you to ensure you receive a check.

Q: **Where can I view my pay statements and tax information?**

A: Log in to ADP (https://online/adp/com) and go to Myself > Pay > Tax Statements to view your payroll checks and W4. It is best practice to view your payroll checks regularly to ensure you are paid and that withholdings and deductions are accurate.

Q: **Where can I view my timecard?**

A: You can access your timecard through K-Net. In the menu at the top of the page click on timecard, this will take you to NOVAtime, our timekeeping system. An email will be sent out to all employees on the last Friday of the pay period reminding employees to review and submit timecards for payroll processing. Doing this process will ensure your payroll check is accurate and paid in a timely manner.

Q: **Who do I contact if my timecard is incorrect?**

A: Reach out to your supervisor or manager and review with them. If the adjustment is for a previous pay period, your manager should submit the corrections to payroll for them to correct and add to the next paycheck date.

Q: **When do I need to have my timecard approved for Payroll?**

A: Timecards need to be completed by the last Saturday/Shift of the pay period. This gives your manager enough time to review your timecard and approve for payroll.

Q: **What is included in my PTO (Paid Time off)?**

A: Your PTO bank includes Vacation, Sick and Holiday hours. You can find this information in our PTO Policy. PTO accrues per pay period and is based off qualifying hours, tenure with Northwest Kidney Centers and Position(s) held.

Q: **How do I request PTO (Paid time off)?**

A: You can request time off within NOVAtime. After logging in click on the Home Icon. In the Leave Management Tab on the screen click on Leave Request. Enter your time off request information then submit it. Your manager will process your request and it will display on your timecard once approved.

Q: **Can I use PTO and work at the same time?**

A: Staff cannot use PTO when their shift hours are accounted for under another pay code. Please refer to our PTO Policy.

Q: **How to adjust/add my PTO, PTS, EIB or IB request to my timecard?**

A: Log in to NOVAtime, click on the home icon located in the top left corner of the web page. Click on the arrow next to Leave Management.

Adding time off: Click on Add Request and complete the request for time off.

Adjusting time off: Click on your requested time off information. If your adjustment is regarding hours, click on the "Regular Hours" for the day. You can increase or decrease the number of hours requested to use. Then save your request.

Deleting time off: Click on the box next to the date that needs to be removed, go to "Change Selected" and click Cancel. Make sure to save the change.

Note:

**Only request time off for the days you are normally scheduled to work*

**Remember to click the save button after any adjustments or cancellations are made for it to take effect.*

Q: **When will I see my PTO updated in NOVAtime?**

A; PTO is updated every payroll period on the paycheck date.

Q: **When will I get a rate increase?**

A: Employees are eligible for a pay increase on their annually on their work anniversary. Your manager should schedule a meeting with you to discuss this. Your manager will work with HR on any approved rate increase. Once it is approved it will go to payroll for processing.

Q: **I have an expense to be reimbursed for, who do I send the reimbursement form to?**

A: All expense reports (K-Net - Expense Report (nwkidney.org) should be submitted to accounting.

Q: **When will I see my HSA and 401(k) contributions after payroll is processed?**

A: HSA and 401(k) contributions are submitted to Optum and Empower on payroll check dates.

Q: **What if I do not have earnings for a pay period and have Benefit Deductions?**

A: Benefit Deductions will be taken in arrears on the next pay period with earnings. System allows up to 50% of earnings. If 50% deduction is a hardship, reach out to Benefits and Payroll immediately to discuss a payment plan.

Q: **What if I need immediate assistance and cannot reach my manager?**

A: Contact payroll at Payroll@nwkidney.org for assistance. Call (206) 901-8730. Please allow 48 hours for a response.

Your Payroll Team Contact

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