

WORKLIO

Welcome to Onboarding – What to Expect...

The onboarding portal is easy to use. However, for your convenience, included in this PDF are detailed instructions to answer questions that may come up during your onboarding process.

- Onboarding Frequently Asked Questions Page A FAQ page with several frequently asked questions that will assist you through the onboarding process.
- Completing the new **W4 tax form** can be very confusing. Please take a look at the attached tip sheet document.
- Step-by-step instructions for setting up **Direct Deposit to multiple accounts.**
- **Employee Onboarding Instructions** A step by step guide of the onboarding wizard you will follow to complete your personnel file. *(approx. 15 minutes to complete)*

ONBOARDING

Frequently Asked Questions

Email Invite – Q. I click on the link in the email, but it takes me to a handbook not onboarding. How do I access onboarding?

A. Once you receive the welcome email for onboarding, the first link will take you to the employee handbook. You will need to locate the blue button near the bottom of the email that says START.

Landing Page – Before Onboarding – Q. Are there any instructions to assist me through onboarding?

- A. Yes, before you begin onboarding from the landing page please download the "INSTRUCTIONS FOR COMPLETING YOUR ONBOARDING PROCESS". These instructions include the following:
 - Tip Sheet for completing the W4 Form.
 - Direct Deposit to multiple accounts a step-by-step guide.
 - Employee onboarding instructions from beginning to end.

The link will be right below the START ONBOARDING PROCESS button. Please do not click this button until you have downloaded the instructions. You will do this by clicking where it says DOWNLOAD PDF DOCUMENT.

- **Step 1.** Q. What if there is incorrect information on step 1 of the Employment Summary Approval?
 - A. If there is incorrect information such as a name, spelling, hourly rate, etc. Please use the REPORT WRONG DATA button at the bottom of the page. Please make sure to notate both what is incorrect and what the correct information should be in your note so that your employer does not need to reach out. This saves time for both you and your employer. You will not be able to move forward with onboarding until your employer corrects the information. If you move forward with the incorrect information listed all your documents will list the incorrect info. This means you will have to manually correct and submit a change form to us so that we can update your information in the system. You will know the information has been corrected when you receive another welcome email for onboarding.
- **Step 2.** Q. Can I use a nick name or different name than what is on my legal documents?
 - A. You will need to use your full legal name. For tax purposes your name needs to match what is listed on your current social security card.
- **Step 5.** Q. I have a job that requires me to drive do I need to include my driver's license number?

(OR)

- Q. My employer asked me to include my driver's license, do I need to fill in that section on the form?
 - A. If your employer requires you to include your driver's license, please fill in the appropriate fields pertaining to the driver's license. Please note these fields are not required but filling in this information will save time, so your manager does not need to reach out to you after you have completed onboarding to obtain your DL number.

- **Step 6.** Q. Am I required to setup an emergency contact on step 6 of onboarding?
 - A. Yes, you are always required to setup an emergency contact. Even though this does not show as a required field your employer will reach out to you if you do not fill in this field. Please use the check box next to SETUP EMERGENCY CONTACT. This will open additional fields where you can type in all the information pertaining to your emergency contact.
- **Step 8.** Q. Can you assist me in filling out the W-4?
 - A. We are not allowed to give out any recommendations or advice on how to fill out the W-4. Please go step by step, read each section, and fill out accordingly. Other than that, we cannot assist you in any way with the W-4. There is also a tip sheet you can download near the top of the page.
- **Step 9.** Q. I'm stuck on step 9, how do I go to the next page?
 - A. This page is the PDF viewer, from here you will need to click NEXT in red. It's near the top of the page just above the document you are reading. Once you have viewed all pages you can check the I DELACE box and sign the document. After you have completed that you will be able to click NEXT at the bottom of the web page.
- **Step 10.** Q. How do I set up my direct deposit? What if I want to have more than 1 account and want a fixed amount/percentage in one and the rest in another account?
 - A. To setup direct deposit click ADD NEW BANK ACCOUNT. Unless you plan on having more than 1 account, we always recommend you use percentage instead of fixed amount and type in 100%. This ensures all money will go directly to that account. If you have more than 1 account you can either first put a fixed amount, for example \$100 dollars in 1 account. Then you would add the second account and use percentage. Put in 100%, this will ensure whatever is left after the \$100 goes to the first account, the rest will go to the second account. You can also put a percentage in the first account, for example 25%. Then setup the second account and use percentage again. Put in 100%, this will ensure whatever is left after the 25% goes to the first account, the rest will go to the second account.
- **Step 12.** Q. Can I download the documents I viewed and signed?
 - A. Yes, you will have an opportunity in this step to download each document individually or all together. Please keep in mind if you DOWNLOAD ALL you will receive all documents within a ZIP file.

ONBOARDING

Tip Sheet for Completing the 2020 W-4 Form

Please use this Tip Sheet for completing the 2020 Form W-4. It offers helpful tips to complete the W-4 form located following this tip sheet. Whether you are a new hire, or you want to change your withholding, you must complete steps 1 and 5. Steps 2, 3, and 4 are only completed if certain criteria apply.

Note: This is not to be taken as tax advice. Since tax rules change over time and can vary for each person and household, please consult a CPA or tax advisor for specific guidance. Failing to properly complete the 2020 Form W-4 could result in you owing taxes.

5 key steps in the new Form W-4

Step 1: Enter Personal Information – EVERYONE MUST COMPLETE

This step must be completed by all employees. Please fill out your basic information: 1) Name; 2) Social Security number; 3) Address; 4) City/town, state, and ZIP; 5) Filing status. If an employee does not fill out the form, the employer is required to calculate their withholding as "Single" so the employer can withhold their taxes at the higher "Single" rate.



Step 2: Multiple Jobs or Spouse Works - Complete Steps 2-4 ONLY if they apply to you; otherwise, skip to Step 5.

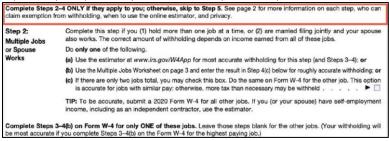
This section addresses the "Two Earners / Multiple Jobs Worksheet". Most commonly, this step is for anyone who has more than one job or is married filing jointly and whose spouse works. So most likely, these steps won't apply to you if you're single with only one job or you're married, and your spouse doesn't work.

However, it is your responsibility to understand and properly apply your personal situation as it can affect your tax balance owed at time of tax filing. Use the provided links or consult your CPA to ensure you understand your options.

Within the Employee's Withholding Certificate packet, it provides instructions on who needs to complete Steps 2-4 and who can skip to Step 5. Please review this section closely to ensure you are properly completing this step.

Checking box 2(c) tells your employer that you have multiple jobs. If you don't want to disclose that fact, don't check the box.

If you skip steps 2-4, you must complete step 5.



In this step, the form notes that individuals with multiple jobs should complete Form W-4 with the information from their *highest-paying* job. That should result in the most accurate outcome. If you work more than one job, steps 3 through 4b should only be completed on one W-4 form.

For step 2, employees only need to complete option (a), (b), or (c). Options (a) and (b) will take employees away from the form itself, while option (c) can be done right on the form.

The IRS has stated that option (a) will give employees the most accuracy and privacy of the three since the new withholding estimator will compute all the relevant entries for the form. Option (b) also provides accuracy but requires manual work (see "Worksheet" Section below for more details), and (c) is the least accurate since it assumes the jobs have similar pay, but it's the easiest to complete.

Step 3: Claim Dependents - Complete Steps 2-4 ONLY if they apply to you; otherwise, skip to Step 5

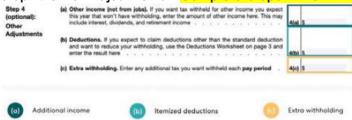
This section determines your eligibility for the child tax credit. It's a relatively simple step to complete:



The TCJA changed the law so more people would qualify for the child tax credit. Single taxpayers with an income of \$200,000 or less (\$400,000 if married filing jointly) are now eligible. Employees should pay attention to the definitions in IRS Publication 972 - Child Tax Credit if they're looking to claim the credit.

Your number of qualifying children under age 17 multiplied by \$2,000 will go into the first box. The number of other dependents multiplied by \$500 will go in the second box. The sum of those two numbers will go on line 3.

Step 4: Other Adjustments - Complete Steps 2-4 ONLY if they apply to you; otherwise, skip to Step





This optional section is for various things that an employee may want to account for when considering their withholding. These areas include:

- (a): Other income (not from jobs). Additional income that might not be subject to withholding, like dividends or retirement income.
- **(b): Deductions.** This line is for deductions other than the standard deduction. This includes all itemized deductions like mortgage interest and charitable contributions minus the standard deduction. Remember that, in general, the standard deduction reduces a taxpayer's adjusted gross income to arrive at taxable income. The greater of the standard deduction or itemized deductions will help reduce the amount of tax due. The 2020 standard deduction is \$24,800 for married taxpayers filing jointly; \$12,400 for single and married filing separately taxpayers; \$18,650 for those filing as head of household.
- (c): Extra withholding. Any extra withholding that the employee would like to withhold each pay period

Step 5: Sign the form - **EVERYONE MUST COMPLETE**

Sign the form and you are done. Keep in mind that if you don't sign the form, it's invalid. That means your employer will disregard your new W-4 selections and withholding, and instead calculate your withholding as "Single."

<u>Please refer to the following worksheets ONLY if you have multiple jobs or are Married and your</u> spouse works:

- Multiple Jobs Worksheet
- The new tax withholding estimator



<u>Please refer to the following worksheets ONLY if you have multiple jobs or are Married and your</u> spouse works

Further understanding for the new "Worksheets" on Form W-4

Note: This is not to be taken as tax advice. Since tax rules change over time and can vary for each person and household, please consult a CPA or tax advisor for specific guidance. Failing to properly complete the 2020 Form W-4 could result in you owing taxes.

Multiple Jobs Worksheet

If you choose option b in Step 2, you will need to complete the Multiple Jobs worksheet. According to the IRS, this worksheet is less accurate than the tax estimator, but it provides the maximum amount of privacy.

Line 1

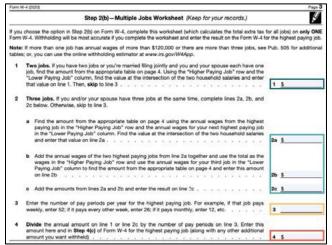
Line 1 is for anyone who has two jobs or is filing jointly with a spouse who also works.

Using the tables on page four, find the wages or salary for the "Higher Paying Job" in the column on the left (see below) and cross reference it with the amount of wages or salary from the "Lower Paying Job" in the columns moving left to right.

Married Filing Jointly or Qualifying Widow(er)												
Higher Paying Job	Lower Paying Job Annual Taxable Wage & Salary											
Annual Taxable Wage & Salary	\$0 - 9,999	\$10,000 - 19,999	\$20,000 - 29,999	\$30,000 - 39,999	\$40,000 - 49,999	\$50,000 - 59,999	\$60,000 - 69,999	\$70,000 - 79,999	\$80,000 - 89,999	\$90,000 - 99,999	\$100,000 109,999	\$110,000 120,000
\$0 - 9,999	\$0	\$220	\$850	\$900	\$1,020	\$1,020	\$1,020	\$1,020	\$1,020	\$1,210	\$1,870	\$1,870
\$10,000 - 19,999	220	1,220	1,900	2,100	2,220	2,220	2,220	2,220	2,410	3,410	4,070	4,070
\$20,000 - 29,999	850	1,900	2,730	2,930	3,050	3,050	3,050	3,240	4,240	5,240	5,900	5,900
\$30,000 - 39,999	900	2,100	2,930	3,130	3,250	3,250	3,440	4,440	5,440	6,440	7,100	7,100
\$40,000 - 49,999	1,020	2,220	3,050	3,250	3,370	3,570	4,570	5,570	6,570	7,570	8,220	8,220
\$50,000 - 59,999	1,020	2,220	3,050	3,250	3,570	4,570	5,570	6,570	7,570	8,570	9,220	9,220
\$60,000 - 69,999	1,020	2,220	3,050	3,440	4,570	5,570	6,570	7,570	8,570	9,570	10,220	10,220
\$70,000 - 79,999	1,020	2,220	3,240	4,440	5,570	6,570	7,570	8,570	9,570	10,570	11,220	11,240
\$80,000 - 99,999	1,060	3,260	5,090	6,290	7,420	8,420	9,420	10,420	11,420	12,420	13,260	13,460
\$100,000 - 149,999	1,870	4,070	5,900	7,100	8,220	9,320	10,520	11,720	12,920	14,120	14,980	15,180
\$150,000 - 239,999	2,040	4,440	6,470	7,870	9,190	10,390	11,590	12,790	13,990	15,190	16,050	16,250
\$240,000 - 259,999	2,040	4,440	6,470	7,870	9,190	10,390	11,590	12,790	13,990	15,520	17,170	18,170
\$260,000 - 279,999	2,040	4,440	6,470	7,870	9,190	10,390	11,590	13,120	15,120	17,120	18,770	19,770
\$280,000 - 299,999	2,040	4,440	6,470	7,870	9,190	10,720	12,720	14,720	16,720	18,720	20,370	21,370
\$300,000 - 319,999	2,040	4,440	6,470	8,200	10,320	12,320	14,320	16,320	18,320	20,320	21,970	22,970
\$320,000 - 364,999	2,720	5,920	8,750	10,950	13,070	15,070	17,070	19,070	21,290	23,590	25,540	26,840
\$365,000 - 524,999	2,970	6,470	9,600	12,100	14,530	16,830	19,130	21,430	23,730	26,030	27,980	29,280
\$525,000 and over	3,140	6,840	10,170	12,870	15,500	18,000	20,500	23,000	25,500	28,000	30,150	31,650

At the intersection of these two amounts is the figure you will enter on line 1.

Note that the screenshot above is the table for taxpayers who are married filing jointly or qualifying widow(er). There is a separate table for single and married filing separately taxpayers and yet another separate table for taxpayers filing as head of household. Be sure you're using the right table.



Line 2

Line 2 is for someone who has three total jobs on their own or with a spouse.

Line 2a is for the two *highest-paying* jobs. Again, find the wages or salary for the highest paying job in the column on the left and the wages or salary for the second-highest across the top. The figure at the intersection of those two figures will go on line 2a.

For **line 2b**, the wages and salaries for the two highest-paying jobs need to be added together and found in the column on the left. The wages and salaries for the third job will be found in the row across the top of the table. The value at the intersection of those two figures will go on line 2b. The sum of lines 2a and 2b goes on line 2c.

Line 3

Lines 3 and 4 apply to everyone who chooses to fill out the Multiple Jobs worksheet.

Line 3 is the number of pay periods per year for the highest-paying job. For example, if that job pays weekly, then 52 goes on line 3. If the job pays bi-monthly, then 24 should be entered.

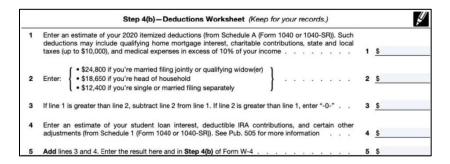
Line 4

Line 4 simply divides the amount on either line 1 or 2c by the number of pay periods on line 3. It's the amount that's provided in step 4c.

Deductions worksheet

The deductions worksheet is for anyone who plans to itemize deductions. Since the TCJA increased the standard deduction, way fewer people will itemize their deductions. Many highearners will still itemize, however, so proceed accordingly.

For 2020, if you believe your itemized deductions will exceed \$12,200 (if you're single or married filing separate), \$24,400 (if you're married filing jointly), or \$18,350 (if you're the head of household), you should consider filling out the deductions worksheet.



Anyone filling out this worksheet should have their prior-year tax return handy to help get a good idea of what those deductions might be.

<u>Please refer to the following worksheets ONLY if you have multiple jobs or are Married and your</u> spouse works

The new tax withholding estimator

For those that want to use the tax withholding estimator, we recommend checking out the IRS's new withholding estimator.

Note: This is not to be taken as tax advice. Since tax rules change over time and can vary for each person and household, please consult a CPA or tax advisor for specific guidance. Failing to properly complete the 2020 Form W-4 could result in you owing taxes.



If you're interested in using the estimator, you should have the following:

- Your most recent pay stub. It should include the amount of federal income tax withheld so far in the current tax year (2019).
- A completed copy of your most recent tax return. It will help with estimating income and other items for the current tax year.

It's important for anyone using the estimator to know that it will only be as accurate as the information entered. If you throw in a "best guess" for the requested information, the result will not be as precise.

The withholding estimator will provide an approximation of what someone's tax liability will be for their tax return and whether their current withholding is enough to meet that obligation. Depending on a person's situation, this information may cause them to make changes to their W-4.

The IRS recommends that taxpayers with the following profiles check their withholding: Two-income families.

- People with two or more jobs at the same time or who only work for part of the year.
- People with children who claim credits like the child tax credit.
- People who itemized deductions in the previous tax year.
- People with high incomes and more complex tax returns.

The new Form W-4 doesn't have to be confusing. Hopefully, this guide and collection of W-4 resources will help you avoid any surprises at tax time.

Lastly, here is a video we found helpful in completing the new 2020 Form W-4.



Setting Up Direct Deposit to Multiple Accounts During Your Onboarding Process Instructions *Net Pay Allocation*

Each paycheck can be split during multiple bank accounts. You can allocate a **flat** dollar or a **percentage** of your paycheck.

If you have more than one account to set up, it is best to add the **flat** amounts first, in priority order. **To allocate the <u>remainder</u> of your check, add this account last and set it to <u>100%.</u>**

Priority order of accounts entered is critical, but the last account is most important. The system will allocate the remainder of the paycheck to the last account in the list.

To change the priority order of accounts entered, click on **Prioritize** at the top of the page to reorganize the priority order. Here's an example of an employee who wants to allocate their paycheck to five different accounts.

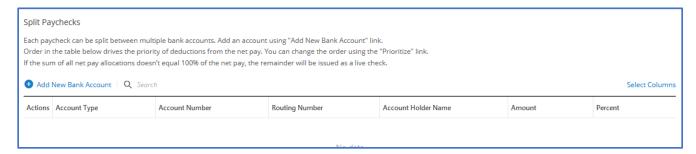
This employee wants to allocate **the remainder** of their paycheck to a different account than those previously entered. So, they would enter something like this:

Priority	Account	Amount	Туре	Comments
1	Savings 1	\$200	Flat	
2	Savings 2	\$50	Flat	
3	Checking 1	10%	Percent	
4	Checking 2	15%	Percent	
<u>5</u>	Checking 3	100%	Percent	Remainder

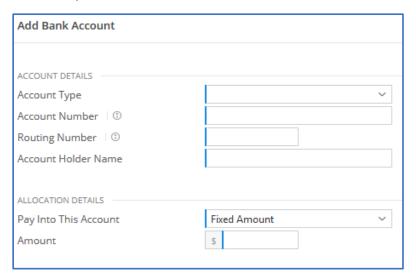
Please see next page easy step-by-step instructions.



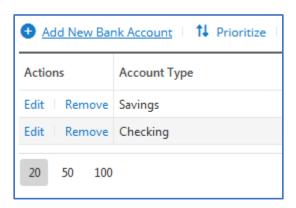
1. To begin, click Add New Bank Account, then click Next.



2. Add your first account and click Save



- 3. Repeat the process for each additional account you want to set up.
- 4. Click Prioritize if you need to reorganize the Priority Order of your accounts.



5. When done, click Next.

SinglePoint Outsourcing



EMPLOYEE ONBOARDING -PHASE 3



There are four steps to the Onboarding process for hiring a new employee:

Phase 1- Administration completes required forms

Phase 2 - Administration creates the new-hire employee file

Phase 3- The new-hire employee fills their file with information

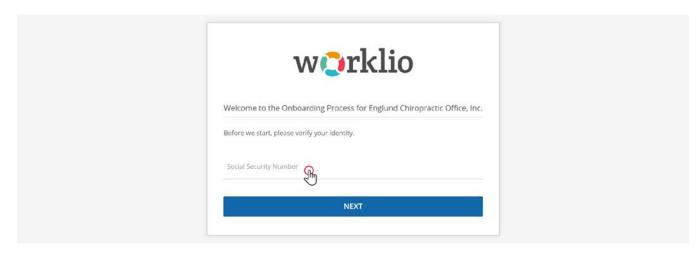
Phase 4 - Administration verifies the new-hire information

Onboarding-Phase 3

The third phase of the Onboarding process is a multi-step wizard that the new-hire employee will follow in order to fill their personnel file. This document shows the complete 14-step Employee Onboarding wizard. Not every step is required. The number of steps depends upon the settings in the Onboarding Template. Regardless the number of steps, the order is the same.

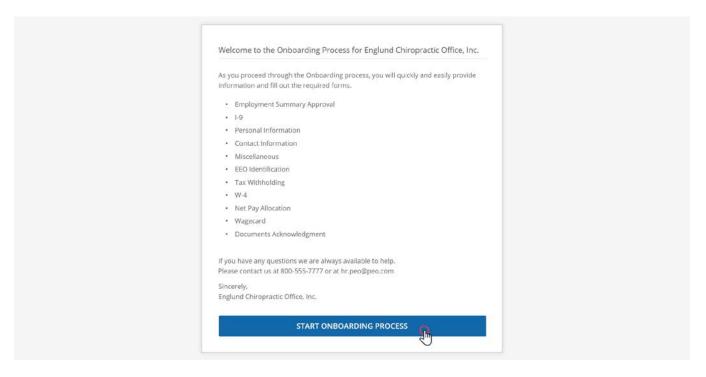
The new-hire employee will receive the Invitation Email.

The new-hire employee must verify who they are with their Social Security Number.





If there is a problem, an email can be sent to Administration. Click "Report Issue" and enter information that will be sent. If the SSN is correct, the new-hire employee will continue to the Landing Page.

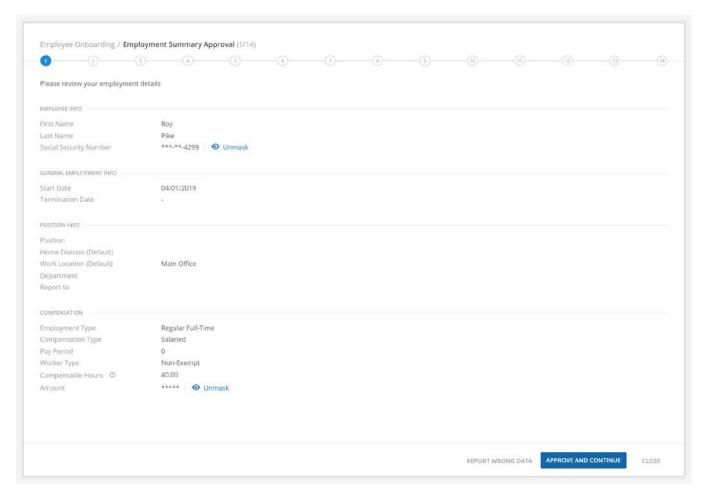


The Employee Onboarding wizard will take 15 to 20 minutes. Identification paperwork and, if setting up direct deposits, banking information will be necessary. The wizard can be stopped at any time and resumed later.

Click START ONBOARDING PROCESS.



Employment Summary (1/14)



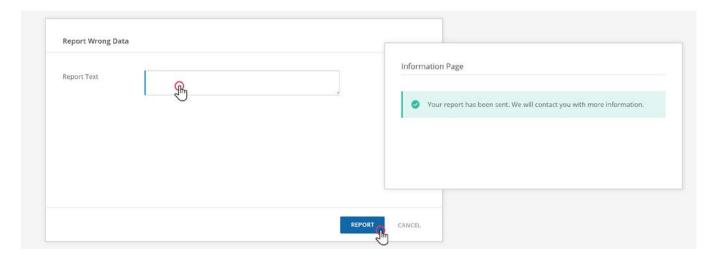
The first step of the Employee Onboarding wizard is to confirm the information that was entered by the Administrator, including General Employment Information, Position Information and Compensation.

APPROVE AND CONTINUE will move the new-hire employee to the next step.

CANCEL ends the Onboarding process.



REPORT WRONG DATA gives the new-hire employee a way to communicate an error to management.



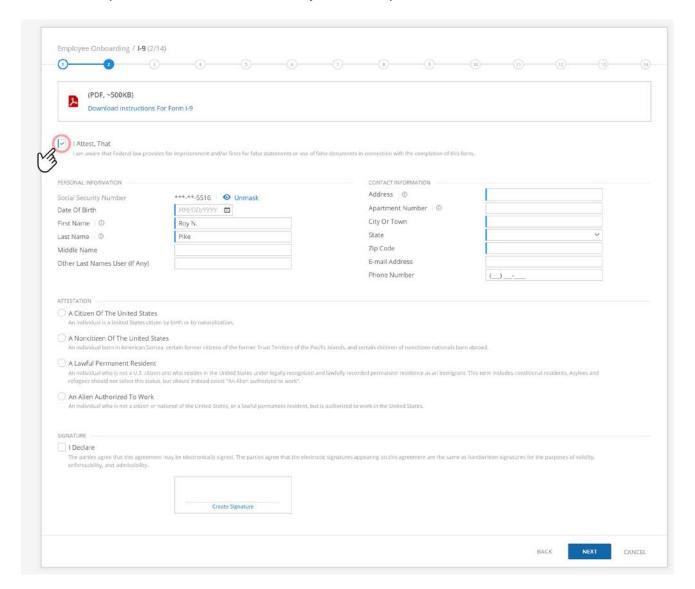
An email with the error message will be sent to the Administrator. The Onboarding process is suspended until the situation is resolved.



I-9 (2/14)

The instructions for Form I-9 are available for download.

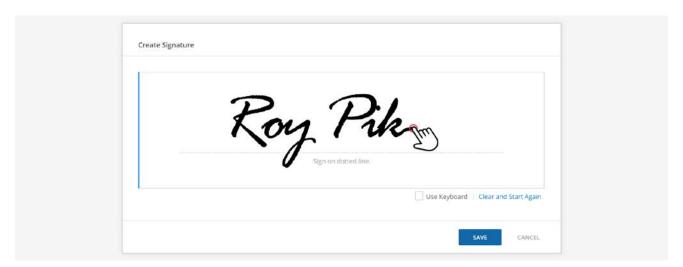
The new-hire employee must check the box to attest that they are aware that Federal law provides for imprisonment and/or fines for false statements or the use of false documents in connection with the completion of the form. Then, they must complete the information for the I-9 form.





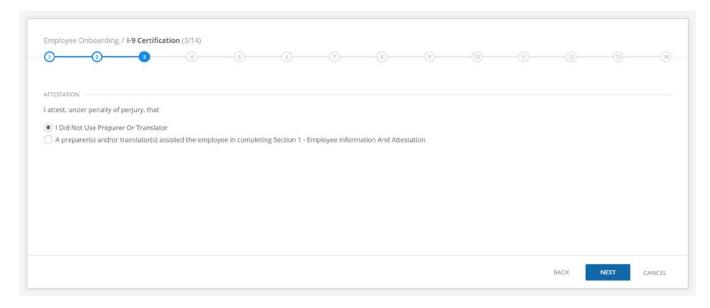
The I-9 form must be signed.

- If the new-hire employee would like to sign the form by hand, they should click **NEXT** to move forward in the Onboarding process. The signature will be added later.
- If the new-hire employee would like to sign the form electronically, they must mark the "I Declare" checkbox to make the subsequent signature valid. Click "Create Signature". The signature can be made with a mouse. Or check Use Keyboard to type a valid signature.





I-9 Certification (3/14)

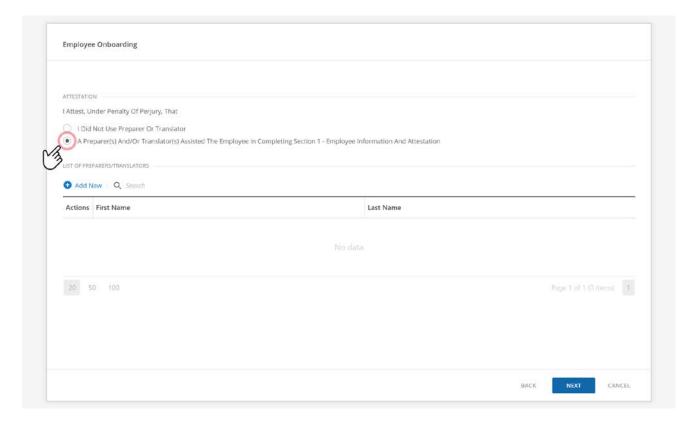


The new-hire employee must attest, under penalty of perjury, that they either

- Did not use a preparer or translator, or
- Did use a preparer(s) and/or translator(s) to complete Section 1 Employee Information and Attestation

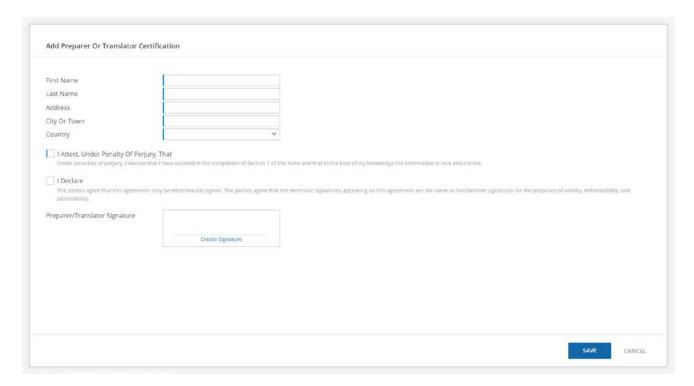


If a preparer and/or translator was used, they must verify their assistance.



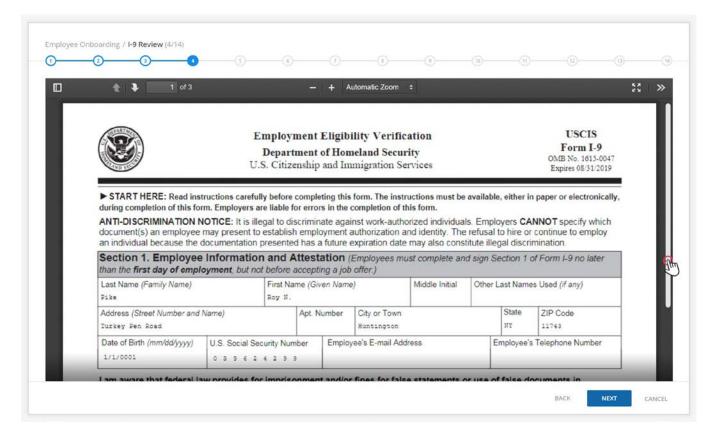


Click "Add New" to create the entry for the preparer and/or translator.





I-9Review (4/14)

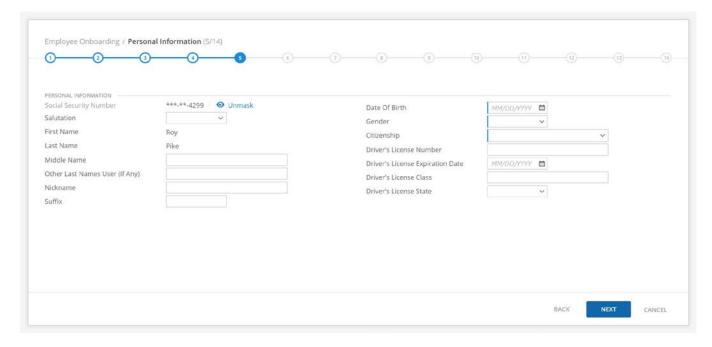


This step generates Form I-9 as a PDF document. It is prefilled with data from earlier in this Onboarding process.

Some of the document will be filled in during the verification process as part of Onboarding - Phase 4.



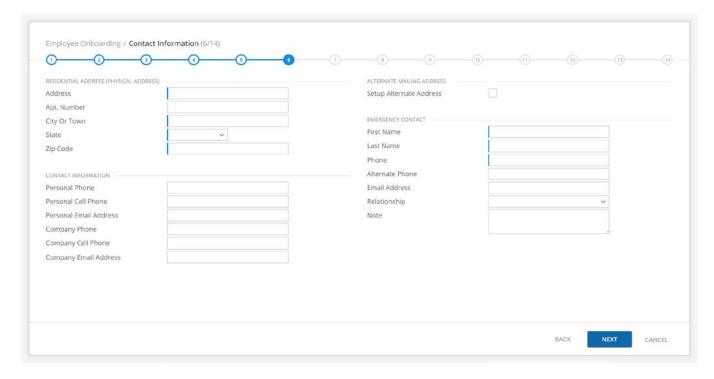
Personal Information (5/14)



The fifth step requires basic personal information, including Name and Gender. Only boxes with a blue line at the beginning are mandatory. Information is prefilled from the I-9 steps.



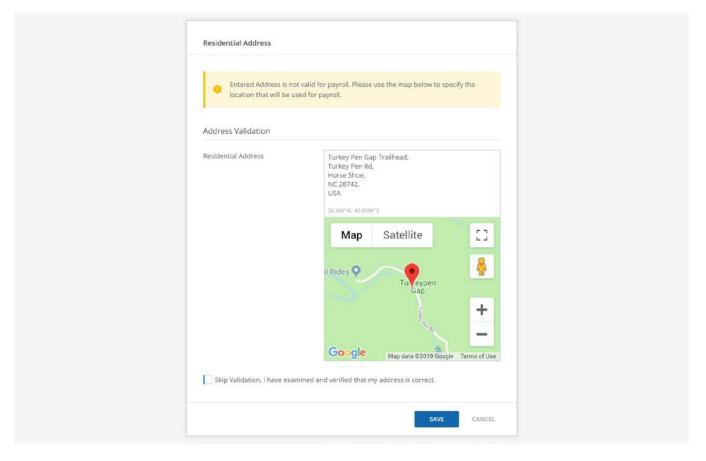
Contact Information (6/14)



Information is pre-filled from the Form I-9 steps.

The home address must be a physical address for tax calculations. If the address is not recognized by Symmetry Tax Engine, then it will need to be pinpointed on a map.



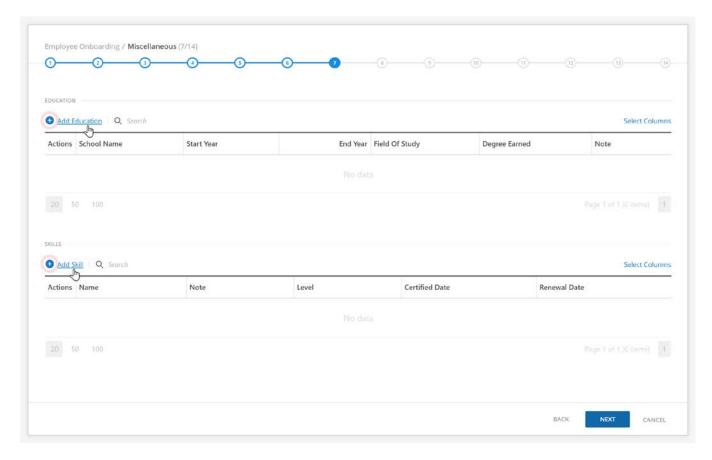


Type into the box to adjust the address.

It is possible to skip this address validation; however, it will need to be finalized during Onboarding - Phase 3.



Miscellaneous (7/14)

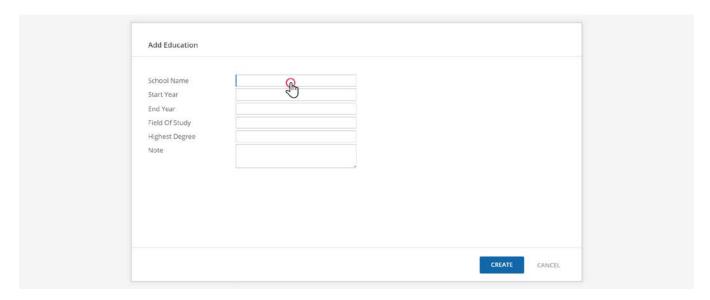


New-hire employees can add miscellaneous information for Education and Skills.

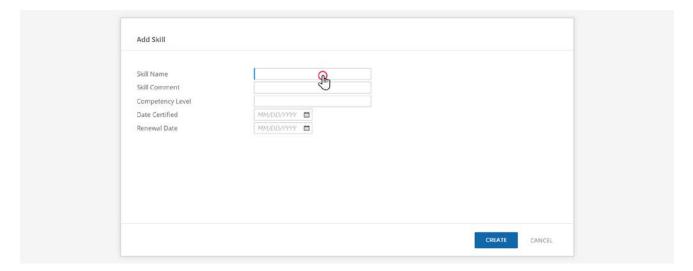
Miscellaneous information is voluntary. The page can be skipped.



Click "Add Education" to provide educational information.

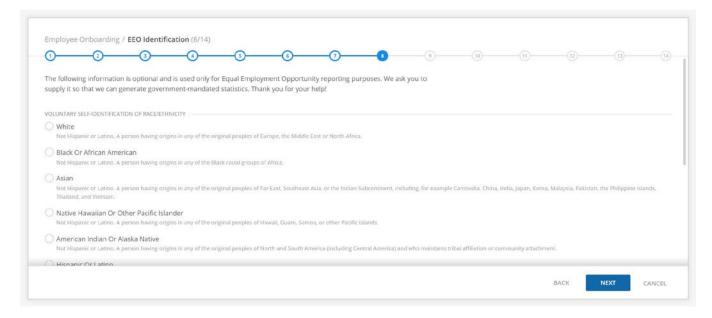


Click "Add Skills" to provide information about skills and certifications.





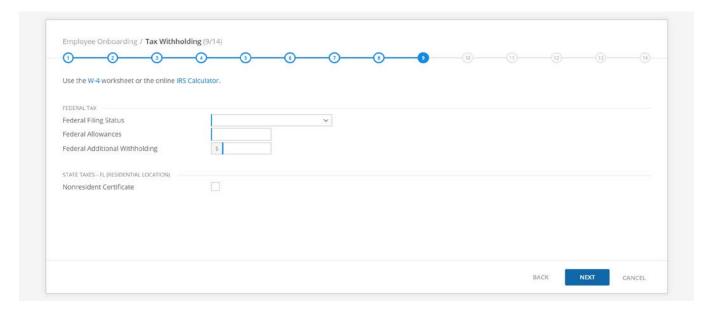
EEO Identification (8/14)



The Equal Employment Opportunity program is voluntary. This page can be skipped.



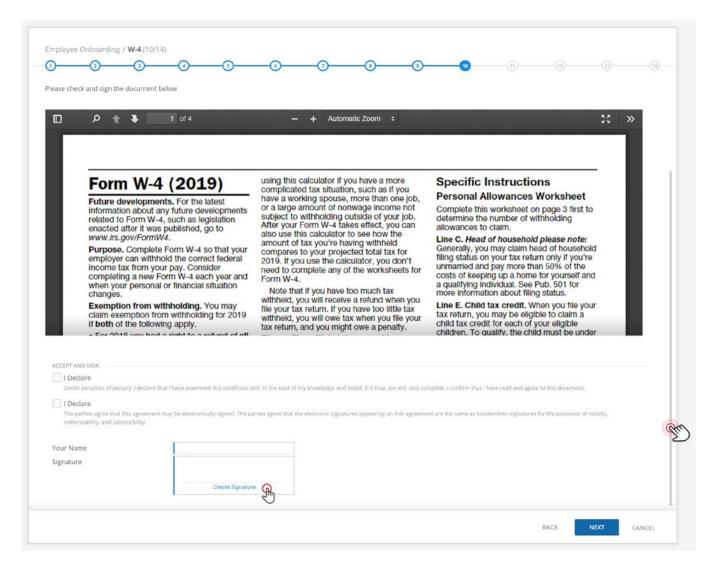
Tax Withholding (9/14)



The employee can set the basic levels for their taxation. These values can be adjusted later on the Employee Overview page.



Form W-4 (10/14)



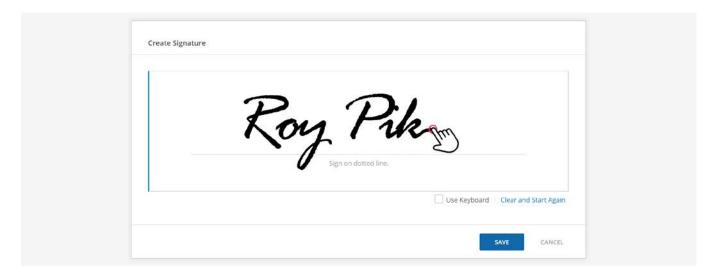
Information that was provided earlier in the Onboarding wizard will automatically prefill the W-4 form.

The W-4 form must be signed.

If the employee would like to sign the form by hand, they should click **NEXT** to move forward in the Onboarding process. The signature will be added later.



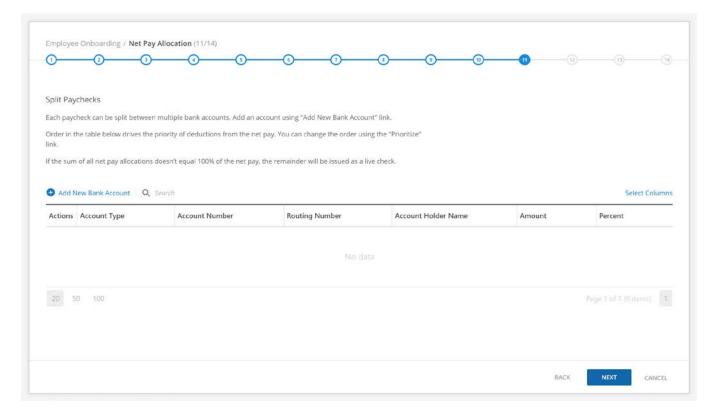
If the employee would like to sign the form electronically, they must mark the "I Declare" checkbox to make the subsequent signature valid. Click "Create Signature". If a signature has already been made, it will be prefilled. Otherwise, the signature can be made with a mouse or the keyboard.



Click SAVE.



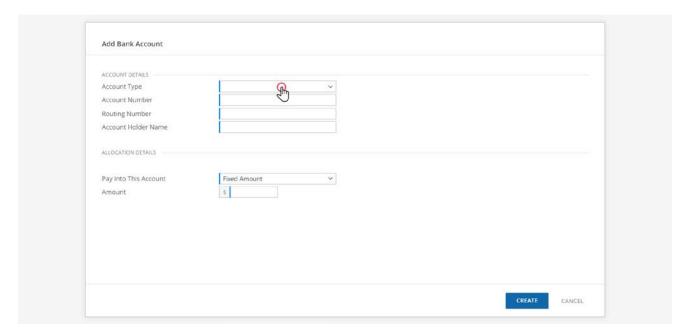
Net Pay Allocation (11/14)



Paychecks can be split between different accounts.



Click "Add Bank Account" to establish the connection for Direct Deposit.

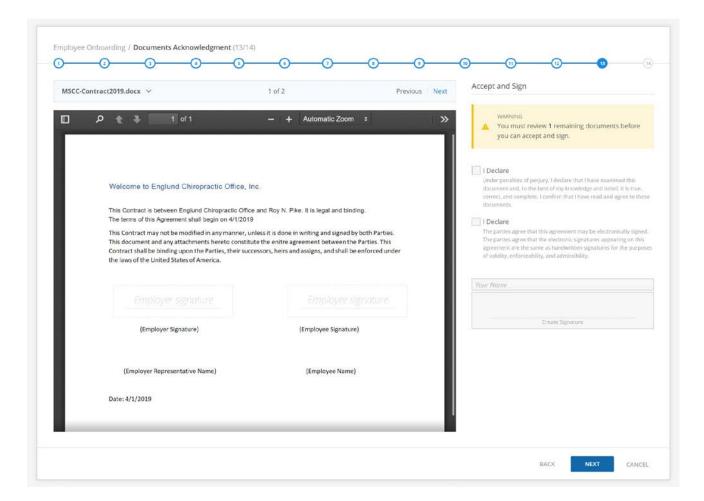




Document Acknowledgement (13/14)

Multiple documents can be signed at the same time. Each must first be reviewed. Click "Next" to check and acknowledge each of the documents.

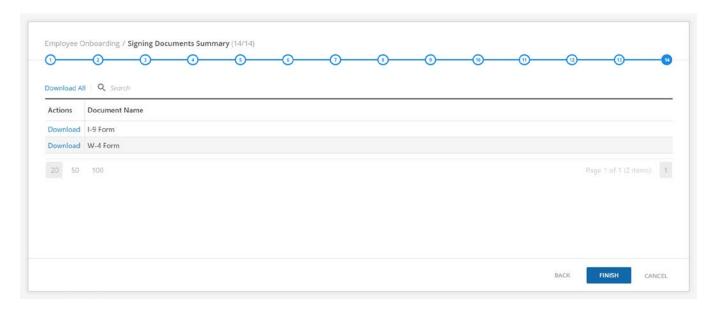
The "I Declare" box should be checked to authenticate the validation of the documents.





Signing Documents Summary (14/14)

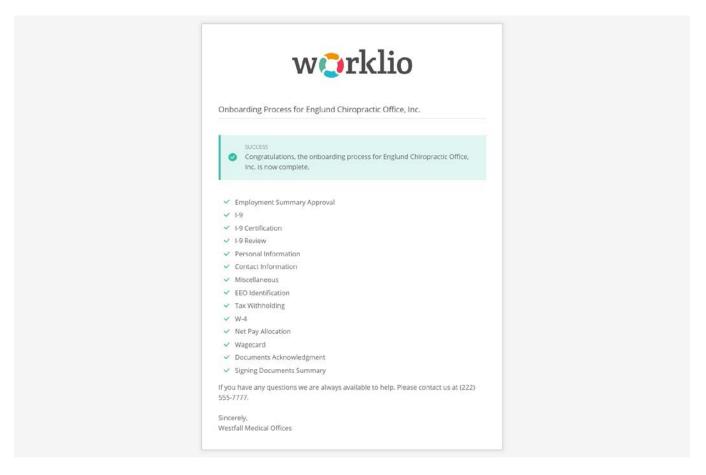
There is confirmation for all of the documents that have been signed.



Click **FINISH** to end the Employee Onboarding wizard.



When the Employee Onboarding wizard is complete, the new-hire employee will see the Last Page



An automated email is sent to the Administrator or Client to announce that the new-hire employee has completed their part of the Onboarding process.

An automated email is also sent to the new-hire employee.

Onboarding - Phase 4 is where all of the new-hire employee's information and data must be verified.