



# NAVIGATING UNCERTAINTY:

## How Ultimate is helping customers prepare for the Coronavirus implications

In recent weeks, the world has come to experience a “new normal.” Governments and policymakers are racing to come up with solutions to solve the health-first, economy-second crisis, with careful consideration given to the ensuing impact on individuals’ and businesses’ lives.

*Through these challenging times, Ultimate’s teams are working to always provide the right support so you can focus on what’s most important—your people.*

- Our Business Continuity and Compliance Advisory teams are closely following the situation, to ensure we have the latest information to act when and where is needed.
- We have “all hands on deck” to help you meet the ever-changing compliance updates arising out of new legislation and social distancing guidelines.
- Our customers will continue to receive the same personalized, proactive support they’ve come to expect from us.

### RESPONSE TO EMERGENCY LEGISLATION

Ultimate’s dedicated team of compliance and legal experts is keeping on top of all matters to do with the situation. As we uncover new information and updates that could impact business from an HR, payroll, and tax perspective, we’re working to come up with collaborative solutions to better protect and assist our customers.

In tandem with Ultimate's Product and Development teams, we're working diligently to assess new requirements for employers' Tax, Payment, Time, Leave Management practices, and more. This includes the [Families First Coronavirus Response Act \(FFCRA\)](#) impacting U.S. employers with fewer than 500 employees (499 or less), [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act](#), [Payroll Protection Program \(PPP\)](#), and other state or federal legislation related to COVID-19.

To assist customers, Ultimate is making it easier to:

- Configure new earnings codes to grant paid FFCRA sick leave, and paid FFCRA family and medical leave for employees
- Offer new types of leave as they become available, with the ability to configure pay codes in UltiPro®'s time solutions
- Track and reconcile credits and deferrals related to COVID-19 relief, including Emergency Sick Leave pay, Emergency Family Medical Leave, Employee Retention Credit, and Employer Social Security Deferrals (under the CARES Act)
- Leverage support for PPP and PPP Loan Forgiveness applications, including BI reporting capabilities to quickly determine payroll costs and number of employees in a specified date range
- Comply with the [Canada Emergency Wage Subsidy \(CEWS\)](#) and access reporting to determine potential subsidy amounts

## 24/7 SUPPORT, COMMUNITY

More information is being made available every day by Ultimate to help customers lead through and navigate the uncertainty. Our teams are researching customers' mostly frequently asked questions throughout the COVID-19 pandemic, offering highly targeted and [on-demand webcasts](#), updating Ultimate's [COVID-19 Leadership Resource Center](#) and [Going Back to Work Resource Center](#) to provide ongoing value to HR and leaders.

Our online Ultimate Community is also available anytime, and from anywhere, to provide further support and help keep you feeling confident to lead your organization through crisis.

- Connect with 10,000 active members and HCM professionals to ask timely questions, share tips, and discover best practices.
- Join the Compliance Connection Community group to receive timely information related to COVID-19 from our Compliance Advisory team.
- Receive live updates on impending and enacted legislation at the federal and state levels, and what Ultimate is doing to respond.

In addition, Ultimate is the only comprehensive HCM provider to offer every customer free training for life. This includes access to comprehensive job aids, developed specifically to assist customers in setting up UltiPro's Payroll and reporting to meet their obligations under emergency legislation—helping you feel better supported, as you support your employees.

## SOCIAL DISTANCING GUIDELINES

Ultimate is committed to delivering solutions that make social distancing at work easier for customers, and that minimize disruption to day-to-day operations. Essential HR and business processes are having to adapt quickly to a new normal, and companies found to be in non-compliance may risk harm to their people as well as their employer brand.

Our teams continue to enhance the UltiPro® platform to meet new guidelines. This includes allowing administrators to action critical Form I-9 and E-Verify processes without a physical presence, as per the new [U.S. Department of Homeland Security regulations](#). Customers can also create new fields through UltiPro's Platform Configuration feature, designate "essential" employees, then leverage UltiPro BI to schedule reports and generate location-specific exemption letters in support of those employees.

To find out more, or to speak with someone about your organization's unique set of challenges, [contact Ultimate now](#).