Employee Navigator

Payroll API Partner Resource

v1.10

Contents

Document Change	Version Changed	Description
Added Pay Frequency	V 1.4	Added employee’s pay frequency to the employee record
Added Pay Basis and updated guidance for passing Compensation information	V 1.4	Added employee’s pay basis (indicator of hourly vs. salaried) to the employee record; Added new guidance for how to handle hourly vs. salaried employees and standard hours per week.
Updated list of deduction types not currently supported	V 1.4	Third Party Application deductions are not currently supported by the API
Added additional guidelines for implementation of the API	V 1.4	Additional information that will guide Payroll partners in implementation of the API
Updated URL for notifications	V 1.4	Updated URL to be used for notification of changes
Removed Fields from API definition	V1.4	TerminatedOn, HiredOn, and OriginalHireDate were removed from the API definition
Added WorkerTaxStatus	V1.4	Added field to indicate if employee’s tax status is W2 or 1099
Corrected valid values for ACA Classification	V1.4	Updated the valid values
Updated URL for notifications	V1.5	Updated URL to be used for notification of changes
Added Benefit Salary and Benefit Salary Effective Date to API	V1.6	Added Benefit Salary and Benefit Salary Effective Date to API
Updated Root URL	V1.7	Updated root URL value
Added Deduction Code Settings	V1.7	Added Deduction Code Setting information

Added Business Rules for Bureaus	V1.8	Added business rules for handling bureaus using a single software provider
Removed Employee ID from employee record	V1.8	Remove Employee ID as a value from the employee record. We only need the Payroll ID in the record.
Added example of expected response object	V1.9	Updated Payroll Partner Resources to include an example of the expected response object
Added partner testing expectations	V1.9	Added API testing expectations
Clarified SSN being sent on outgoing EN transmissions	V1.9	Added clarification to how Employee Navigator is expecting to handle SSNs
Removed Standard Deduction Codes	V1.9	Removed reference to Employee Navigator’s Standard Deduction codes
Removed Pending Compensation Updates	V1.9	Removed pending compensation updates because they have been implemented
Updated Enroll/Decline Expectations	V.10	Updated instruction for when an employee enrolls and then declines coverage

Overview

Employee Navigator's API transforms payroll integrations from a file-based data exchange with error reporting into a platform that seamlessly connects applications for HR, finance, and other important back office functions.

The immediate benefit of enabling payroll to "talk" to Employee Navigator is efficiency. It eliminates double data entry for customers or importing and exporting error-prone files. By eliminating all that extra work, Employee Navigator has reduced errors, which allows everyone to do what they do best. Business owners can focus on motivating and rewarding people. Insurance brokers can focus on offering a full range of benefits to their employees and not worry about the impact on their customer's payroll department as the number of voluntary benefits increase. Everybody wins.

What is the benefit for payroll companies?

The Employee Navigator API will help to attract and retain customers who are using the integration and decrease the lead time from prospect to close.

Employee Navigator's Payroll API is a REST-based API with 3 primary functions:

- Allows payroll partners to receive employee demographics (including new hires and employee demographic changes) from Employee Navigator.
- Allows payroll partners to receive recurring benefit deductions from Employee Navigator.
- Allows Employee Navigator to receive notification of new hires and employee demographic changes from payroll partners, and request full employee records in response.

Integration requirements

Below is a summary of the integration components required in order for the integration function properly:

1. Consume Employee Navigator's demographic API.
2. Consume Employee Navigator's deduction API.
3. Notify Employee Navigator of a demographic change for agreed upon fields.
4. Have an API available for Employee Navigator to retrieve demographic data.
5. Make reports available to HR for discrepancy analysis:
    a. Deduction report
    b. Demographic report
6. Manage a new employee or change of address where the tax authority has not been set-up in payroll (alerting system).

7. Identify incomplete fields in the payroll system for employees added in Employee Navigator and allow payroll user to complete the data entry for the new hire.
8. Permit payroll user to retry failed transmissions.
9. Provide transmission status and insight to payroll users.
10. If you are a software provider with multiple bureaus, the bureaus need to be identified by API Secret and API Key. With a bureau-specific API Secret and Key, that will be provided to EN by the payroll software provider, the payroll software provider will be able to identify which bureau is tied to the notification.

Employee Navigator Overview

Employee Navigator's primary users are insurance brokers and their customers. Insurance brokers license Employee Navigator and provide system access to their customers ("Companies" in Employee Navigator), who are primarily HR professionals. A single insurance broker may be responsible for hundreds of Companies within Employee Navigator. A single Company in Employee Navigator may include multiple Tax Ids. A single Company may also include multiple Payroll Groups, such as weekly and bi-weekly pay periods. Payroll Groups within a single Company may have the same or different Tax Id, but a Payroll Group itself may have only one Tax Id assigned to it.

"Classes" in Employee Navigator

Often referred to as Cost Centers by payroll companies, Employee Navigator has a dynamic class structure that supports benefit variations within a company. For example, an employer may charge employees in Department 1 $50 for health insurance and $100 to employees in Department 2. Consequently, all companies may have a variable class structure that needs to be taken into account. Employee Navigator supports the following benefit classifications:

- Benefit Class
- Department
- Division
- Business Units: See next section
- Offices
- Dynamic Classes (Intersections of the above classes or other fields such as state)

Note: Classes are not currently exchanged between Employee Navigator and Payroll.

API Resources

Employee Navigator will provide push resources to Payroll Partners

- Employee demographic
- Benefit deduction data

Payroll Partners will be responsible to provide:

- Push notifications to Employee Navigator indicating new or changed demographic data for an individual employee is available
- Pull resource to enable Employee Navigator to retrieve an individual employee demographic record from the partner system.

Employee Navigator Resources

Employee Navigator *push* resources allow a payroll partner to receive a full individual employee demographic and benefit deduction information from Employee Navigator when data changes in the Employee Navigator system. They require the partner to implement specific web services on their hosts.

Endpoints can be defined by the payroll partner and configured in Employee Navigator. The endpoint URL can contain tokens for the company identifier and the employee identifier, which will be swapped for the current values when the request is sent. This means that: company_id and :employee_id will reflect values assigned by payroll. Employee Navigator will capture the company ID assigned by payroll in our vendor portal when a company is approved for participation. The employee ID assigned by payroll will be captured by Employee Navigator during the discrepancy process or when a new hire is created in either system.

Employee Navigator's production endpoints are hosted at https://www.employeenavigator.com/api/v1. :en_api_version is v1 in all requests.

Add Employee

HTTP Method: POST

Default Endpoint: /:en_api_version/:company_id/employee

Body: Employee Record

Returns: Employee Response

Update Employee

HTTP Method: POST

Default Endpoint: /:en_api_version/:company_id/employee/:employee_id

Body: Employee Record

Returns: Employee Response

Deduction

HTTP Method: POST

Default Endpoint: /:en_api_version/:company_id/employee/:employee_id/deduction

Body: Deduction Record

Returns: Deduction Response

Payroll Partner Resources

The Payroll Partner *pull* resource allows Employee Navigator to extract an individual employee demographic record from payroll on an as-needed basis (e.g., in response to a notification of a data update). Endpoints can be defined by the payroll partner and configured in Employee Navigator. The endpoint URL can contain tokens for the company identifier and the employee identifier, which will be swapped for the current values when the request is sent.

Single Employee

HTTP Method: GET

Content-Type: text/json

Default Endpoint: /:en_api_version/:company_id/employee/:employee_id

Returns: Employee Record

Payroll Partner *push* notifications allow Employee Navigator to receive notifications from our payroll partners when a new hire is created or one of the agreed upon data exchange fields of an individual employee demographic record has changed in the Payroll system. Employee Navigator will then initiate a *pull* request to retrieve the <u>full</u> employee record from the payroll partner

Employee Notification

HTTP Method: POST

Endpoint: /api/v1/notification/:company_id/:employee/:employee_id

Body: Payroll Partner Employee Notification

Returns: Notification Response

Critical programming notes:

- Example of Employee Response: { "Result"; { "PayrollId": "123" }, "Messages": [ ] }
- Payroll partners MUST have a method for preventing a "round trip" notification to Employee Navigator. For example, when Employee Navigator sends a change to the Payroll system, Payroll system must recognize that the change originated from Employee Navigator and NOT send a notification of a change back to Employee Navigator.
- It is strongly preferred that Payroll partners only notify Employee Navigator when changes occur to demographic fields that the partner and Employee Navigator have agreed to exchange. Prior to launching the integration with Employee Navigator, the Payroll partner and Employee Navigator will agree on the demographic fields to exchange. These fields are identified within the Employee Navigator application and will control which fields are updated within Employee Navigator when a new record is pulled from Payroll and which fields, when changed, will trigger *pushes* of demographic data from Employee Navigator to the Payroll partner.
- Employee Navigator will always include all data elements included in the API definition when sending data to the Payroll system. The Payroll system should only "read" those fields that have been agreed upon to be exchanged.
- Do NOT send a termination date on an active employee or an employee being re-hired. Receipt of a termination date is Employee Navigator's indication to terminate the employee.
- If you are a software provider with multiple bureaus, the bureaus need to be identified by a unique API Secret and API Key.

Records

Note: All date values will be formatted using the ISO 8601 format (https://en.wikipedia.org/wiki/ISO_8601). This format has become the de facto standard for transmitting date values in JSON. Here is a sample date in this format: 2016-06-10T16:43:12Z.

Employee Record

Field	Data Type	Description
CompanyId	String	Payroll company identifier supplied by payroll partner Example: CORP1
PayrollId	String	Unique employee identifier supplied by the payroll partner.

Field	Data Type	Description
		Example: 9876543
TimeClockId	String	Unique ID assigned to an employee and supplied by the payroll partner. Example: 9876543
SSN	String	Employee Social Security Number. Only sent if the PayrollId is not available. Note: upon receiving a new hire record from Employee Navigator, Payroll vendor should respond with the PayrollId. When a new hire record is sent from Payroll to EN, the SSN and PayrollId should be included in the initial notification. Example: 000334444
FirstName	String	Employee First Name
MiddleName	String	Employee Middle Name
LastName	String	Employee Last Name
Suffix	String	Employee Suffix Valid Values are: CPA CRNP D.O. DDS DMD II III IV JD Jr. MD PA-C

Field	Data Type	Description
		PhD RN Sr. V
DOB	Date	Employee Date of Birth
Gender	String	M or F
MaritalStatus	String	This is not the tax status. Valid values include: Divorced Domestic Partner Former spouse – court ordered coverage Married Separated Single Widowed
PayrollGroup	String	Payroll Group to which employee is assigned.
PayFrequency	String	Valid Values Include: Bi-Weekly (26 Periods) Bi-Weekly (25 Periods) Bi-Weekly (24 Periods) Bi-Weekly (22 Periods) Monthly (12 Periods) Semi-Monthly (24 Periods) Weekly (52 Periods) Weekly (48 Periods)

Field	Data Type	Description
		Other (9 Periods) Other (10 Periods) Other (11 Periods) Other (20 Periods) Other (21 Periods) Other (35 Periods)
BusinessUnit[1]	String	The employee's Business Unit. A Business Unit will have a single tax id assigned to it. Example: Headquarters
Office[1]	String	The employee's office location Example: Park West
Department[1]	String	The employee's department Example: Sales
Division[1]	String	The employee's division. Example: Western Region
Union	Boolean	Whether or not employee is part of a union. Valid Values: True False
JobTitle	String	Employee's job title Example: Senior Technical Analyst
FullTime	Boolean	True False
StatutoryClass	String	Classifications used to determine employee's status from a federal

[1] Employee Navigator will be passing these data elements over but does not supply mapping tool at this time. Payroll provider may create custom mapping tool or employer (and/or broker) may create identical class structure in each system. We will send error message if values do not match.

Field	Data Type	Description
		perspective and used to determine the taxability of benefits Valid values: Sole Proprietor Partner in a Partnership 2% Shareholder of an S Corporation Direct lineal descendent to a S Corp Shareholder Bona Fide Volunteer Federal Work Study
Seasonal	Boolean	Indicates whether or not employee works less than 6 months of the year (this is for ACA purposes) Valid Values: True False
AcaClassification	String	Employee’s classification for ACA purposes Valid Values: Eligible Variable hour Ineligible
UsCitizen	Boolean	Indicates whether employee is a citizen of the US. Valid Values: True False

Field	Data Type	Description
HireDate	Date	Effective date of the most recent date employee was hired. A re-hire in Employee Navigator gets a new HireDate.
EmploymentStatus	String	Indicates whether employee is currently employed or has been terminated. Valid Values: Active Terminated
WorkerTaxStatus	String	Indicates whether record is for a W2 employee or a 1099 Valid Values: W2 1099
TerminationDate	Date	Effective date of employee termination. A termination date may ONLY be sent on a terminated employee. Do not include a termination date for an active employee or an employee being re-hired.
TerminationReason	String	Reason for employee termination. In Employee Navigator, these reasons determine whether the termination was a COBRA qualifying event. Valid Values are: Death of Employee Gross Misconduct (not eligible for COBRA) Involuntary Termination (18 months) No Longer Eligible Reduction in Force (18 months) Retirement (18 months) Voluntary Termination (18 months)

Field	Data Type	Description
		Note: If Payroll system termination reasons do not match Employee Navigator's reasons, a default reason of Voluntary Termination (18 months) will be automatically applied in Employee Navigator.
PayEffectiveDate	Date	Date when rate of pay took effect
CompensationBasis	String	Indicator of whether employee is hourly or salaried. Valid values: Salary Hourly
AnnualBaseSalary	Decimal	Annual salary Example: 75000.00
BaseHourlyRate	Decimal	Hourly rate Example: 15.55
HoursPerWeek	Decimal	Standard hours employee is expected to work each week Example: 24
Benefit Salary	Decimal	Employee Benefit Salary used to calculate benefits.
Benefit Salary Effective Date	Date	Date when Benefit Salary took effect
Address1	String	Employee Address line 1

Field	Data Type	Description
Address2	String	Employee Address line 2
Address3	String	Employee Address line 3
City	String	Employee Address City
County	String	2010 FIPS County Name
State	String	Postal abbreviation
ZIP	String	ZIP or ZIP+4 Example: 20814 or 20814-4804
Country	String	ISO 3166 A2
Email	String	Employee primary email address (consider this to be the work email address) Example: john@companyname.com
Phone	String	Employee primary phone number (consider this to be the home phone). Any formatting is supported; including international and extensions

Employee Response

Field	Data Type	Description
Result	EmployeeResult (see below)	An object that contains a PayrollId property reflecting the unique employee identifier supplied by the payroll partner.
Messages	Array<String>	A list of status messages for end-user consumption. When an update from Employee Navigator is unsuccessful, the list of messages returned by the Payroll Company will be displayed to a user so that any appropriate changes can be made and another update can be sent to the Payroll Company.

Employee Result Object

Field	Data Type	Description
PayrollId	String	Unique employee identifier supplied by the payroll partner. Example: 9876543

Deduction Record

Employee Navigator's Deduction record includes recurring benefit deductions only. Any deductions that have both pre and post-tax options may be sent as 2 records.

Field	Data Type	Description
CompanyId	String	Payroll company identifier supplied by payroll partner Example: CORP1
PayrollId	String	Unique employee identifier supplied by the payroll partner. Example: 9876543
Benefit	String	Description of the benefit
DeductionCode	String	The deduction code. An option for companies to setup mapping to customized deductions will also be created. Example: MED
IsPostTax	Boolean	Currently only applies to Long Term Disability – all other benefits are Pre-Tax. Comment: May be used to interpret as an earning code for post-tax deduction
DeductionFrequency	Integer	Number of regular deductions for this plan in a 12 month period Example: 24
TypeOfDeduction	String	Per Pay, Per Month or Percentage
EmployeePerPayAmount	Decimal	Deduction amount to be taken on a per pay

Field	Data Type	Description
		period basis. This is a flat dollar amount.
EmployerPerPayAmount	Decimal	
EmployeeMonthlyAmount	Decimal	Monthly cost of benefit paid by employee
EmployerMonthlyAmount	Decimal	Monthly cost of benefit paid by employer
DeductionPercentage	Decimal	If deduction is a percent of salary
EnrollmentStartDate	Date	Start date of the employee's benefit enrollment
DeductionStartDate	Date	Start date of the employee's deduction. Payroll firm should begin deduction on the next paycheck for the employee
EnrollmentEndDate	Date	An EndDate is only included when an employee no longer has a benefit of a particular coverage type. For example, if an employee changes from Employee Only to Family within Medical, this record will not include an EndDate. If employee is ending medical coverage entirely, this field will include an end date.

Field	Data Type	Description
PlanYearBegin	Date	Start date for this plan year
PlanYearEnd	Date	End date for this plan year: may be used for determining changes in deduction amounts during a renewal period
ModifiedDate	Date	Date and time the record was modified

Deduction Response

Field	Data Type	Description
Result	Empty object	Employee Navigator does not currently require any result data in response to a Payroll Deduction record sent to the Payroll company. However, the Result property should be included in all partner responses, and it may be used in the future.
Messages	Array<String>	A list of status messages for end-user consumption. When an update from Employee Navigator is unsuccessful, the list of messages returned by the Payroll Company will be displayed to a user so that any appropriate changes can be made and another update can be sent to the Payroll Company.

Payroll Partner Employee Notification

Field	Data Type	Description
CompanyId	String	Payroll company identifier supplied by payroll partner Example: CORP1
PayrollId	String	Unique employee identifier supplied by the payroll partner. Example: 9876543

Notification Response

Field	Data Type	Description
Result	Empty object	Currently, no result data is required in response to a Notification record. However, the Result property should be included in all responses, and it may be used in the future.
Messages	Array<String>	A list of status messages for end-user consumption. When a notification is unsuccessful, the list of returned messages should be displayed to a user so that any appropriate changes can be made and another notification can be sent.

Product Functionality

Bi-directional Demographics

The API supports bi-directional exchange of data between Employee Navigator and the Payroll system. New hires, terminations, and demographic updates can be made in either system. Employee Navigator uses a change tracking layer to identify changes that need to be communicated to the Payroll system. Changes identified in Employee Navigator will be pushed to the Payroll system as they occur. Employee Navigator sends changes within 30 seconds.

Payroll providers looking to send data to Employee Navigator will need to create a similar change tracking mechanism which will then allow the Payroll system to notify Employee Navigator when changes are available in the Payroll system. Employee Navigator will then get the changed employee record from the Payroll system.

Any field that is being sent from either system must be bi-directional. We will not lock down a demographic field other than compensation.

As part of the setup process, Employee Navigator will provide the ability for the Payroll provider to select the data elements they will be sending to Employee Navigator (“subscribed fields”). Employee Navigator will send all data elements available in the API definition to the Payroll system for informational purposes. Only those data elements “subscribed” by payroll partner should be updated in Payroll system.

Removing data with blank values: Partners will need to discuss with Employee Navigator the process to remove data from a record. For example, an employee moved from an address which includes an apartment # on Address Line 2, to a house and Line 2 with the apartment # is no longer needed. Currently, when Employee Navigator sends a blank value for a field that is “subscribed” by the Payroll vendor, the field in the Payroll system should be overwritten with a blank.

Base Compensation: Owned by Payroll

Payroll is the system of record for compensation changes. Employee Navigator will collect base compensation information during the New Hire process when employees are created in Employee Navigator and pass that data to the Payroll provider with the new hire record. Future base compensation *changes* will always occur in payroll and flow to Employee Navigator. Employee Navigator will lock down base compensation fields in our system, including annual base salary, hourly rate and hours per week.

Compensation fields owned by payroll

- Annual base salary
- Compensation basis
- Hourly rate

Employee Navigator uses the annualized income of employees to calculate the benefit and premium for salary based benefits such as one times salary life insurance or disability benefit that provides 60% of salary.

Payroll Deductions

Employee Navigator is the system of record for recurring benefit deductions. Recurring benefit deductions will always occur in Employee Navigator and flow to Payroll. There are several important things to know about how deductions are handled:

1. Deductions must be either pre- or post-tax for a benefit and cannot vary by employee. We are able to handle post tax deductions for S Corp shareholders.
2. When an employee initially elects a benefit but then declines the benefit before the benefit takes effect (i.e., the employee changes his mind during the new hire enrollment window), Employee Navigator will pass a deduction with the enrollment end date populated and it will be 1 day prior to the effective date of the plan. This is to notify payroll that this deduction should not exist for the employee.
3. Deduction Code Settings: We have created Deduction Code Settings that allow a user to choose if they want deductions to be sent over to payroll for particular plans. The options are as follows:
    a. Always Send- deductions for the selected plan will always be sent to payroll
    b. Never Send- deductions for the selected plan will never be sent to payroll
    c. Don’s send $0- deductions that are $0 will not be sent to payroll (ex. Employer paid plans)

Security

All API requests will be sent over HTTPS. Each request will include an authorization token to identify the sender of the request. Employee Navigator will generate tokens for each Payroll partner, which will be used by the payroll system when sending requests to Employee Navigator. In addition, each payroll partner is responsible for generating tokens for Employee Navigator, which will be used by Employee Navigator when sending requests to the payroll system. The tokens can be accessed via the Partner portal on the Employee Navigator site. Tokens generated by Employee Navigator for use by the payroll partner can be reset in the Partner portal. Employee Navigator is investigating using IP ACL's, reverse IP look ups, and mutual SSL/TLS as further security mechanisms.

Request Error Handling

Standard HTTP status codes (https://en.wikipedia.org/wiki/List_of_HTTP_status_codes) should be sent in response to each API request. Employee Navigator will assume that any response with a 200-series status code (i.e., 200-299) was a successful request, regardless of messaging in the response body. EN will treat all responses with status codes that are not in the 200 series as unsuccessful. For technical debugging and auditing purposes, it is strongly preferred that a relevant status code (e.g., a 401 when the authentication token is missing) is sent in the response to each request (as opposed to, for example, always sending a 200 for success and a 500 for failure). Every unsuccessful response should also include a Messages property in the response body. The Messages property should be a string array of user-friendly messages, which will ultimately be displayed to an end-user via the Employee Navigator site. Whenever possible, these messages should provide enough information to enable a user to access EN and/or the payroll system to make the necessary changes in order to successfully resubmit the request.

Note that the Records section of this document contains the specific structure of each type of Response object, but all Response types contain a Messages property.

API Testing Expectations

Initial Testing Starts with Payroll

Testing scenarios will be supplied to the Payroll Partner by Employee Navigator. The Payroll Partner will walk through each scenario in Employee Navigator's UI and confirm that the integration is working as expected. The scenarios and results will be sent back to Employee Navigator to review and confirm functionality.

Onboarding of New Payroll Customers

Implementation Starts with Payroll

Employer (or Broker) will initiate contact with Payroll Partner through Employee Navigator's Marketplace. The Payroll provider will implement the customer on the payroll system as it normally does with all customers, migrating data from the legacy payroll system, etc. We recommend that the customer should have completed a minimum of two pay cycles on the payroll system before beginning integration.

Initial Validation of Data

Prior to synchronizing data via the API, there will be an initial validation of data between the two systems. HR will need to export demographic data and employee deductions from Payroll to import into Employee Navigator.

Using the data imported from the Payroll system, the Employee Navigator system will present data discrepancies between the two systems and provide the HR user the opportunity to identify the correct data element. Based on the data changes identified by the HR user, Employee Navigator will send updates to the appropriate system using the API. During the discrepancy checking process, the API will be in "Audit mode" and only those changes made with the discrepancy tool will be tracked. Changes made in either system outside of the discrepancy tool will not be exchanged when the API is in Audit Mode. Please note the following about the discrepancy process:

- The initial discrepancy processes is used by Employee Navigator to assign the payroll ID to the record in Employee Navigator
- Users must take care during the discrepancy process not to create duplicate employees when an employee has an incorrect SS#'s in Employee Navigator or Payroll
- There are significant downstream implications when a SS# is changed in EN or Payroll which need to be account for.

Go-Live

The payroll provider will have the ability to “turn on” the API once the company has completed data validation.

Product Development Work Required by Payroll Partners

System Capabilities

We expect our Payroll partners to provide the following minimum system capabilities:

1. **Ability to track changes in real time.** The Employee Navigator payroll integration assumes that the payroll system is capable of tracking individual field level changes and sending notifications of changes to Employee Navigator within 60 seconds.
2. **Ability to complete New Hire records sent from Employee Navigator**. If you are accepting new employees from EN, payroll providers need a graceful way to complete an “incomplete” employee posted by Employee Navigator to allow employee to be considered “payroll system complete”. For example, a Payroll system user should be able to identify incomplete employee fields or you can incorporate the functionality to restart a new hire wizard. This functionality would be identical to a payroll system that accepts an incomplete employee record from an ATS.
3. **User Friendly Error Messaging**. Payroll partners must provide helpful and easy-to use troubleshooting messages for HR users.
    a. If a record brought in from Employee Navigator errors, the payroll system must track the error, present the error to the user, and trigger a new request from Employee Navigator. If any part of the record errors, the Partner is expected to reject the entire record.
    b. Partner should also track any failed requests to the Employee Navigator API and present easy-to-understand error messaging to user when a record from the Payroll system fails to send to Employee Navigator.
4. **Ability to alert users of changes received from Employee Navigator**. Payroll partners must provide a notification mechanism that indicates to the user when demographic or deduction updates are sent from Employee Navigator to the Payroll system. The Payroll system user may need to take action based on what data element was changed.

Reporting

Payroll providers must develop the following standard reports and make them available to customers:

1. **Demographic Report** - This is an employee census report containing all data elements to be exchanged between the two systems. It should be produced as a .xls file. The customer will load this file into Employee Navigator, identify discrepancies, and indicate which data elements should be updated in each system. This report must include SSN, first name, last name, Payroll ID (employee id), compensation, compensation effective date, compensation

type and every other field that is being exchanged between the two systems. The employee's most recent hire date. Employee Navigator will use these fields to properly compare dates between the systems. Only the most recent hire date will be exchanged.

2. **Report of Deduction Codes** – This is a listing of all active benefit deduction codes in the Payroll system for the customer. The customer will use this to confirm that the deduction codes are setup identically between the two systems before any data is synchronized.
3. **Employee Deduction Report** - This is a listing of all deductions by employee. It should contain SSN, first name, last name, Payroll Id (employee id), deduction code, and deduction amount and, like the demographic report, should be produced as a .xls file. This report should include only active employees and should allow the user to specify only those deduction codes that are "mapped" between the two systems. The customer will load this file into Employee Navigator after completing the demographic discrepancy audit to identify deduction discrepancies, and indicate which, if any, deductions should be corrected in the Payroll system via the discrepancy tool, which utilizes the API.

Technical Discussions

Payroll providers will need to engage in discussion with Employee Navigator to confirm the following items are handled appropriately:

1. Demographic:
    a. Blanks ("NULL") in data exchanged
    b. Changes to hire & term dates
    c. Rehire process
    d. 1099's who change to W2: 1 or 2 records
    e. Compensation: hourly/Salary/hours worked
    f. Tax implications for accepting a change of address from EN
    g. Employees that are not exchanged
2. Deductions:
    a. Null coverage deductions: Removing a mistaken payroll deduction

Business Process Requirements for Partners

Partner Support Services

We expect the Payroll partners to provide the following services to our mutual customers:

1. Partner is responsible for all sales activities and initial setup of payroll for new customers. Employee Navigator will provide detailed documentation.
2. Partner is responsible for onboarding customer, educating the customer about the capabilities and processes for the integrated product, and for troubleshooting issues. Employee Navigator

will provide the Payroll partner with visibility within the Partner Portal to view transmission data, transmission errors, and general employee information required for troubleshooting.

3. Only the Payroll partner may contact Employee Navigator for troubleshooting assistance

Management of Non-Employees (such as 1099s)

At this time, 1099 employees should not be included in transmissions to Employee Navigator. Users have the option to block non-employees from being exchanged by “blocking” the synchronization in Employee Navigator.