



Employee Validation Process Frequently Asked Questions

- Why are we implementing the employee validation process?
 - Why does the verification process begin after four days of inactivity?
 - One of my employees is out on a planned vacation for a week. Do I need to respond to the email since they will be logging in upon return?
 - Does this policy mean that we expect employees to log in if they are on vacation for more than four business days?
 - What happens if I do not respond to the email?
 - Why does the email escalate to my supervisor after only one day of non-response?
 - What if an employee on my team is out on extended leave?
 - What should I do if I find out that an employee leave is extended?
 - What if I do not know when an employee on extended leave will return?
 - What happens if my employee returns sooner than expected?
 - What if my employee's access to the system becomes locked out?
 - If an employee takes unplanned time off, like bereavement, can I proactively report it?
 - What should I do if I get a verification request for an employee who does not report to me?
 - What if I get a verification request and my employee is in the office?
 - What if I get a verification request for an employee who is terminated?
 - If a non-exempt employee has vacation time off on their email, do I still need to verify that employee's status?
 - One of my employees is on a compressed work week. Should I expect these emails every week?
 - What is being done to help managers through this process?
 - Could you please provide an example of the employee verification emails?
 - What if I receive a verification request for an employee that has not started, New Hire?
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Q: Why are we implementing the employee validation process?

A: Maintaining appropriate access to our business systems is imperative to reduce the risk of unauthorized system and building access, as well as for our continued compliance with the Sarbanes-Oxley Act. With this in mind, through internal control testing, it has been noted that there is an inconsistent approach in the timely removal of system access for employees who leave the company voluntarily. To be compliant, we are requiring managers to verify an employee's status after four days of system inactivity.

Q: Why does the verification process begin after four days of inactivity?

A: To comply with regulatory processes and reduce the risk of unauthorized access to our facilities and systems, we must ensure that voluntary terminations are processed in a timely manner. A manager should be able to process a voluntary termination three days prior to the employee's last day. Waiting until the employee's last day is not recommended.

Q: One of my employees is out on a planned vacation for a week. Do I need to respond to the email since they will be logging in upon return?

A: Automatic inactivation occurs only after an employee does not log on for 10 business days. However, if you do not respond to the automated verification email within 24 hours, an escalation email will be sent to your direct supervisor. It is good practice to respond to the verification email with the planned return date up to four weeks in the future to prevent further automated emails.

Q: Does this policy mean that we expect employees to log in if they are on vacation for more than four business days?

A: We understand the need for work-life balance, and do not expect employees to log in while on vacation or other time away from the office when not necessary or appropriate.

Q: What happens if I do not respond to the email?

A: If you do not respond to the email within 24 hours, another email will be sent, including your direct supervisor. If you do not respond or the employee does not log in during this time, automated emails will be sent every day for 10 business days, and then the account will be locked out automatically.

Q: Why does the email escalate to my supervisor after only one day of non-response?

A: The employee verification process is part of a critical internal control to safeguard access to our facilities and our systems. Rapid escalation to your supervisor ensures that voluntary terminations are processed in a timely manner. In the event that you are out unexpectedly, your manager can verify the employee's status.

Q: What if an employee on my team is out on extended leave?

A: An employee on leave is still employed by our company and should be recognized as an active employee. When processing the validation in the web form, you may select a date of expected return up to four weeks in the future.

Q: What should I do if I find out that an employee leave is extended?

A: Once you receive another verification email about the employee, you can select another date up to four weeks in the future that aligns with the expected return date. Alternatively, you could take no action and let the account lock, then unlock the account once that employee returns to work. Please note that once an employee transitions to long-term Leave, the employee ID is locked out until they return to work.

Q: What if I do not know when an employee on extended leave will return?

A: Simply choose the option "I don't know," which will keep that employee ID active. However, the clock will begin to count again the next business day and, after four additional consecutive days of non-activity, you will receive another email to validate the employee's status.

Q: What happens if my employee returns sooner than expected from vacation or approved leave?

A: No action is required. The employee will simply log in as usual.

Q: What if my employee's access to the system becomes locked out?

A: To reinstate employee login access, you will need to contact the [Technology Service Center](#), 855-4444.

Q: If an employee takes unplanned time off, like bereavement, can I proactively report it?

A: At this time, there is not a method to proactively report time away from work. We are working on a self-service solution that will allow an employee to report an out-of-office status, such as vacation or business trip, and will exclude the employee from the verification process.

Q: What should I do if I get a verification request for an employee who does not report to me?

A: To validate that the employee is not listed in your hierarchy, log into the DayForce self-service system by clicking on My HR Activities on [The People Place](#). If the employee shows in the My Team section on the home screen, there may be a timing issue if the employee was recently moved to a new manager. If you are unsure, please respond using the "Other" option in the web form with details. Your human resources business partner also is a great resource for your questions.

Q: What if I get a verification request and my employee is in the office?

A: If the employee was out of the office for four or more days and then signed in after the email was sent, it could be a timing issue. If the employee was not out of the office, you can respond using the "Other" option in the web form.

Q: What if I get a verification request for an employee who is terminated?

A: If you have recently processed a termination for the employee and he or she is still showing in the My Team section on the home screen, then this may be due to timing of when the termination was entered. In this case, select the "terminated" option in the web form. If you have not yet processed the termination, complete the

termination within the DayForce self-service system, by clicking on My HR Activities on [The People Place](#). After doing so, select the “terminated” option in the web form to complete the Employee Validation process.

Q: If a non-exempt employee has vacation time off on their email and/or time and attendance system, do I still need to verify that employee’s status?

A: Yes. This verification process is independent of the time and attendance system and Outlook.

Q: One of my employees is on a compressed work week. Should I expect these emails every week?

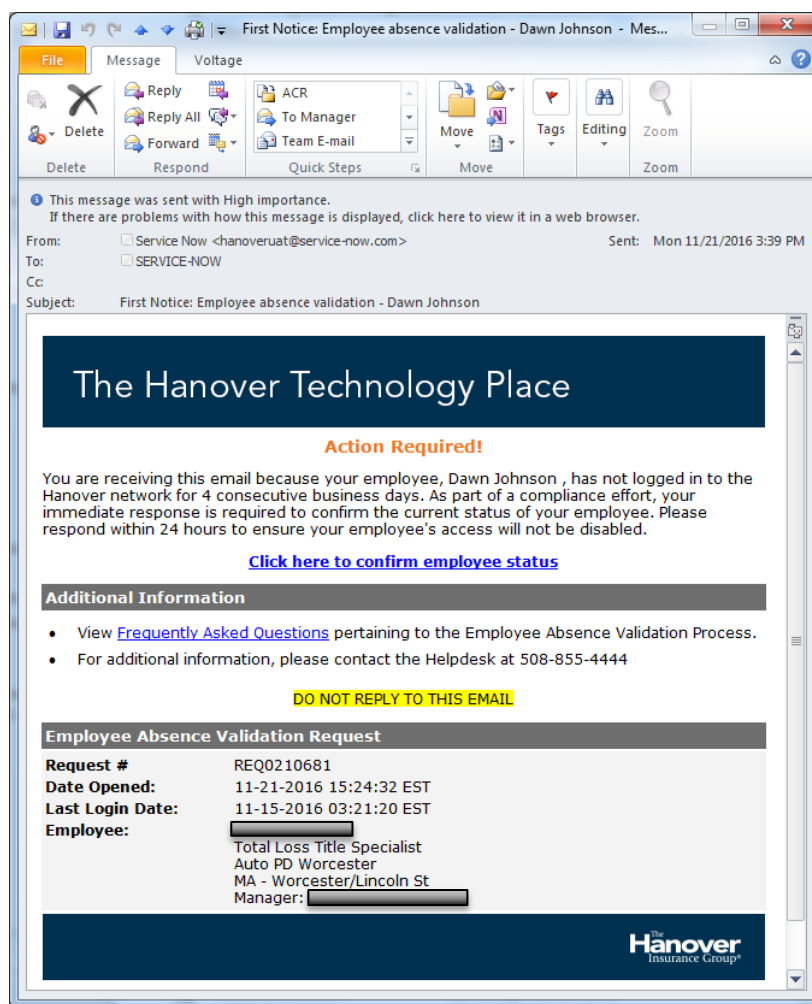
A: Depending on timing of the employee log in and his or her out of the office days, you may receive an employee verification email each week. Depending on the timing, you may choose not to respond if you know the employee will be logging in the following day. Once the employee logs in, the emails will stop.

Q: What is being done to help managers through this process?

A: We are working to develop a self-service solution, which will allow an employee to report an out-of-office status, such as a vacation or business trip. When this solution is implemented, self-reporting an out-of-office status will exclude the employee from the verification process.

Q. Could you please provide an example of the employee verification emails?

A. Examples of the *Service Now* email and employee verification input screen are provided below.



Employee Absence Validation - Response Required

As part of a compliance effort, your response is required immediately to validate the current status of your employee and to avoid interruption of your employee's system access. Please select one of the following options:

Employee:
Dawn Johnson

Last Login
2016-11-15 03:21:20

* Select option for this employee:

☐ Active Employee - currently out of the office on vacation or other leave/absence

☐ Employee Terminated

☐ Other

[Submit](#)

Q: What if I receive a verification request for an employee that has not started yet?

A: If you receive an employee verification request for a new hire that has not started yet, please select the appropriate option on the form and choose their start date.

Employee Absence Validation - Response Required

As part of a compliance effort, your response is required immediately to validate the current status of your employee and to avoid interruption of your employee's system access. Please select one of the following options:

Request #
 [Search](#) [Info](#)

Employee:

Last Login
 12-04-2018 05:28:27 [Calendar](#)

* Select option for this employee:

☐ Active Employee - currently out of the office on vacation or other leave/absence

☐ Employee Terminated

☒ Employee is a New Hire that has not started yet

☐ Other

* Employee Start Date
 ▼ More information
 Enter the employee's start date up to 30 days in the future.
 06-14-2019 [Calendar](#)