



Unicorn HRO

iCON Functional Questions and Answers

Q1: An employee is active on payroll, but a payment was not created when he was run through the Payroll Feeder. What would cause this?

A: The system requires an Employee Compensation record, an Employee Address record for an active mailing address, an Employee Payroll Status record where Process Time/Attendance = yes (for non-exempt people) or Process Standard Payment = yes (for exempt people). All of these records need an Effective Date less than or equal to the Pay Period End Date.

Q2: In Employee Direct, the Status field is display-only. How do I change an employee's status?

A: The Employee Direct window displays the employee's current status as of today's date. Also, when a status is changed, the effective date and reason are required. For these reasons, you must click on the Employment Status button, located to the right of the Status field, where you can change the employee's status information.

Q3: I can't access a particular function. Why not?

A: You do not have authority to the function. Contact your system administrator for function security privileges.

Q4: I received notification of a tax withholding change that will occur the first of the year. How do I update the system?

A: In Tax Manager, enter a new header record with the January 1st effective date. Enter the new withholding rates(s). When you run a pay cycle for a Pay Period End Date greater than or equal to this effective date, the system will use the new withholding rates.

Q5: Where do I enter a maximum employer contribution for a deduction?

A: In Employer Deduction Contribution, there are several fields containing maximum amounts, i.e., monthly, quarterly, yearly, etc. If an amount other than 999,999,999.99 is entered in any of these fields, the employer contribution will not go higher than this amount. You may override this amount per employee in the Employer Deduction Formula function.

Q6: What is a self-adjusting tax and what does it do?

A: A self-adjusting tax has a wage ceiling. In other words, the employee is only taxed until he reaches a yearly wage amount, and then the tax is no longer applicable. The system considers all taxes whose last Upper Wage Limit in Tax Manager is not equal to 999,999,999,999.99. If the wage upper limit is a different amount, the system will add the employee's pending wages to his year-to-date wages, calculate the tax due on the total amount, and then subtract the employee's year-to-date taxes. In this way, year-to-date taxes will always correspond to the yearly wages. If a tax had been over- or underwithheld during the year, the system will self-adjust the tax to the proper amount. Any adjustments that must be made are done on a pay period basis.

Q7: I submitted a report but I don't know if it completed. How can I find out?

A: Run the Report Master Listing function. If the report appears there, it has completed and may be viewed and/or printed. If it does not appear there, run the Job Server Queue function. The status of your job may be one of the following: In Process (currently running but not yet completed), Waiting (either other jobs are running, or no Job Servers are active), Failed (an error occurred during the processing of your job), or Completed (the job has just completed and the message has not been displayed to you yet). If the status is Failed, check with your system administrator for the error message that appeared on the server. If the status is Waiting, run the Job Servers function to make sure that at least one server is active. If not, contact your system administrator to start the server.

Q8: I ran the OSHA report but no injuries appear. Why not?

A: The OSHA report will print selected records from Employee Injuries that have been designated as OSHA-reportable injuries. Refer to the documentation for the types of injuries and illnesses that are reported.

Q9: When I hire an employee, the system requires that I enter Job Title. However, I also have to assign the employee to a position. Why do I have to assign the job title twice?

A: There is a feature available in HR System Defaults called Autogenerate Positions. If this value is set to yes, when you hire an employee, the position will be automatically created if it doesn't exist, and the employee will be assigned to it. The system will automatically perform these functions for you, including writing the assignment to Employee Work History.

Q10: The red and green "lights" on the Employee Direct worksheet don't appear. Why not?

A: In Window, Preferences, Defaults, there is a flag which allows you to have the "lights" appear on all worksheets. This field, Data Scan, must be selected. If you still don't see the "lights", access Windows, Preferences, Colors. Check that the Status Off and Status On colors are set to red and green, or whatever colors you prefer.

Q11: I ran the Pending Job Reviews report but no employees appeared. How do I get data to print on the report?

A: The Pending Job Reviews report will print employees whose Next Review Date, as entered in Employee Job Reviews, occurs during the month and year that you selected when you ran the report.

Q12: I can "right click" on some pull-down lists, but not on others. Why not?

A: The system only allows right-click access to common objects. Other pull-down lists may be showing information from a table, such as job title. For these values, information other than the code and description must be defined. Therefore, you must first set them up in the appropriate function, i.e., Job Title Definition, in order to view them in the pull-down list. If the list is a common object and you cannot right click to the table, you do not have authority. Contact your system administrator for the appropriate COD security.

Q13: I hired a new employee, but I entered the wrong employee number. When I try to update the number, the field cannot be changed. How can I change this?

A: Since the employee number is part of the index to the Employees table, it cannot be changed. However, you can use the Global Employee Number Change function to change the number throughout all the tables in the system.

Q14: How can I schedule a job review for a newly hired employee?

A: In Employee Job Reviews, enter a review with a Next Review date. Leave the Review Rating blank, since this does not represent an actual review. You may wish to create an additional Type Of Review that indicates that this is for a new employee.

Q15: We only have employees in New York. Currently, when I enter an "N" in any State field, the system positions me to the first state that starts with "N", but then I have to type "N" several more times to get to New York. Is there any way I can make the system automatically select New York?

A: The system will display the first value that starts with the letter you entered. Change the Short Description in the State Codes common object so that New York comes first: "N Y" or "N.Y." (spaces and periods come before letters).