

Customer Support

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ELECTRONIC PAYROLLS

What do you need to start?

- CRCS Registration
- A project
- An electronic signature file
- Wage rates
- Employees, crafts, wages, hours worked, paycheck deductions
-
- **** One-time Set up Begins ****

How do I know if my firm is registered?

The firm hiring you will tell you if they cannot assign your firm to a project. When they have assigned you to a project and the sublet is approved, your firm will receive an e-mail with a subject line of SubContractor Assigned Notice for xxxx-xx-xx project.

If you have received a letter telling you to register for an airport project, you may already be registered. If you know how to log on, you are registered and will not need to register again. If not, then follow this link, <https://app.mylcm.com/wisdot/default.aspx>, to Request Password from the system.

What if my firm has no project in the system?

Verify with the firm hiring you that your firm has been assigned to a WisDOT project. WisDOT may also have to approve the sublet before the project will appear.

Sometimes firms register a second time. The firm hiring yours sees your firm is assigned, while you see no projects. If this is the case, the new account must be deleted and you will need to know how to log into the original account.

How do I get a signature file?

Either attach an image to an e-mail to Customer Support or fax it to 608 264 6667

If you try this yourself, the file cannot be a .pdf or an 8.5 x 11" sheet of paper; it must be cropped.

What are wage rates?

They are the minimum requirements for paying each craft. If both state and federal rates apply, you must pay the higher of the two. Sometimes a union's rates will override both the state and federal rates; you must pay the higher of the three.

State rates may include preplanned wage increases to take effect on June 1 of several years. The difference is the fringe benefit amount. If the payroll date is 11/1/14, the increase of 6/1/14 is in effect until the following May 31.

The system displays the wages under Project, View Rate Set. It highlights the higher of the two in blue and puts a star behind the craft name. Please note that Heavy Equipment Operators, General Laborers, and Skilled Trades will have multiple pages of rates. Choose the page number in the lower right corner to change the page.

While you may be told the total of the hourly rate and the fringe amount, we will be asking you to record the two amounts separately when you reach the payroll stage. This is to help you avoid having to pay overtime on fringe benefits.

How Do I Log On?

The final screen of the registration asked for an e-mail address and a password. Use these if you registered your firm. If you do not know what they are, follow this link, <https://app.mylcm.com/wisdot/default.aspx>, to Request Password from the system.

Why am I having trouble logging into the system?

You may have Caps Lock on. Passwords are case sensitive.

If your firm's annual registration is expiring, you may see a faint message that a pop-up has been blocked. You must allow it. If the password has disappeared, this is the problem. Other browsers, such as Google Chrome, may simply block all pop-up windows and tell you that the logon information is incorrect.

What do the messages mean when I log on?

You should have a message telling you that some projects require payrolls (meaning electronic payrolls). Projects without a message may not allow you to submit electronic payrolls unless the final payroll flag is removed.

You may have a message telling you that payments need to be confirmed. This is described in a later section of this document.

You may have a message telling you that some projects are being closed. They will ask you to submit a final report flag on a nonperformance report. If the project is suspended, then go to Project, Project Suspension. Choose Delete for the suspension which has Resume and Delete as options. Then you may submit the nonperformance report.

If your firm is a DBE, you may also have a message that it is time to submit your annual affidavit or renewal form.

What screens do I need to fill out for a payroll?

At a minimum: Add Employee, CPR Data Entry (Manual)'s CPR Employees, and a Compliance Statement.

If you will have several payrolls, you will also want to use Select Crafts & Classes and Manage Fringe Benefit Package as well before going on to CPR Data Entry (Manual).

Why can't I see CPR Data Entry (Manual) and Manage Fringe Benefit Package?

You have not yet clicked on the project under Active Projects and the Region.

Why do firm names appear under a project and I don't see where to begin a payroll?

When your firm has been assigned multiple times to a project, this is how it looks. In addition to clicking on the project, you must also click on one of the firm's names. If you scroll or "mouse over" the firm's name, it will clearly show you the flow of sublet assignments from WisDOT to your firm. It is important which one you choose to report under.

You cannot report all hours under any random project. Hours for a WisDOT project must be reported under that project id.

Employee Record

I am an owner of the company. Do I need to fill this screen out?

Yes, you do. When providing labor on a WisDOT project, you are considered by law to pay yourself a prevailing wage as any other firm's employees are.

What do yellow fields mean?

These are the mandatory fields for you to enter.

What if I can't tell yellow from white background fields?

The mandatory fields are employee name, SSN, gender, race, address, and hire date. The system will look up the city and state if you are in Wisconsin.

Should a craft be displayed?

Yes. You should have Available and Default checked for at least one craft. You may check Available for multiple crafts. Otherwise, you will have to update this on every payroll record, and you may make a mistake.

Are my crafts affected if night-time rates appear on a project?

Yes. Cement masons, articulated truck drivers, general laborers, and heavy equipment operators may all potentially need to have the night-time crafts checked as Available, in addition to the day-time craft. **Do not** check Default for night-time crafts unless the employees only work this shift.

Why is Hire Date a required field?

When employees are marked as TrANS Grads or Apprentices, they are compared against these databases using SSNs. This date will determine whether you are given credit for having these employees on your payrolls.

What is a TrANS Grad?

It is someone hired out of the Transportation Alliance for New Solutions (TrANS) program. They are prepared to do General Laborer work. WisDOT reimburses employers \$5 an hour when reported on our payrolls as long as ASP-1 is in the contract (it has federal funding). They should be marked as Journeyworkers, not as Trainees, unless they move into an apprenticeship program.

What does “non-prevailing wage only” mean?

This tells the system not to include the employee on payrolls, but it will allow you to add time for them on OCIP reports for the ARRA projects. The default of Prevailing Wage Only is the correct option for all employees.

Why is my firm’s name missing in the Trucker Employed By field?

The system assumes all employees are for your firm. We stopped using this field several years ago, although we have not removed it from the screen. Please do not choose the name of the firm which hired yours.

If you find your firm name in the list, it means your firm is registered a second time. You should call Customer Support to have the duplicate registration removed.

Manage Fringe Benefits

What is a template versus a package?

A **template** applies to the **total company**, while a **package** applies to a particular **project**. A template allows you to clone wage information from project to project. Without one, you have to create a package from scratch for every project.

Are templates and/or packages required?

Generally no, but their absence means you must type this information on every employee on every payroll. If all of your employees are paid different rates or fringe benefits, you may find these less useful than others will.

The Equal Rights Officers in the Southeast region do require all firms to have a template or a package created. They can view it under Fringe Benefit Statement, and they sometimes ask you to fill out this screen. Their screen displays both templates and packages.

When should the After Tax box be checked?

Some fund payments are given to employees in the form of a cash fringe. Later, this amount is also deducted from the employee’s paycheck.

What should a trucking firm enter?

Just three numbers: base rate, overtime rate, and cash in lieu of fringe benefits.

Should the truck’s hourly rate from the invoice be used for fringes?

They can be, but if overtime hours are reported, you will cause yourself unnecessary grief. We strongly recommend using a base rate and a fringe rate. It is not correct for the base hourly rate and the fringe amount to be the same value.

When wage rates increase over the life of a project, where do you enter this amount?

Future increases may be added either to the base or to the fringe benefits. Most firms add the increase to the fringe benefits since they are not affected by overtime hours.

When would an employee need to appear on a payroll more than one time?

Whenever an employee is paid more than one rate for the hours of a week. This may be due to a wage rate increase, working multiple crafts, working some day and night hours, or adding some hours which were originally thought to be excluded from reporting and so paid at a private rate.

Why aren't the fringe benefits appearing on the payroll when I have keyed them in?

Either you created a template, but not a package, or you did not use the Define Associations link. If the package is created, you will find it in the drop-down list. A template will never appear in this drop-down list.

When Defining Associations, is it better to associate with a craft or a person?

You will have less work associating with a craft. It will not work unless the employee's Default craft button is set or you set the Journeyworker/Apprentice/Trainee flag on the payroll. However, if every employee in the firm is paid a different amount, then each would have their own package associated with them.

Why is the employee craft I want not displaying on Define Association's left column?

The Department of Workforce Development does not provide a uniform list of crafts from county to county. If using Truckers or Heavy Equipment Operators in particular, you may have to add additional crafts available on your list. You may also have to request the Equal Rights Officer to request additional rates be loaded for one of your ongoing crafts.

**** One-time Set up Complete ****

Create a New Payroll

How do I start?

You can use the Manual CPR button on the CPR Log or from the main menu, choose Payroll Reporting, then CPR Data Entry (Manual).

- 1) Check the employees being paid
- 2) If no other payroll is needed, Check If This Is The Last CPR
- 3) Click "Submit"
- 4) Edit each employee
- 5) Click "Submit" when all lights are green to move to the Compliance Statement
- 6) "Sign" and "Submit" the Compliance Statement
- 7) Close

The system tells me my first payroll is before the project began. What do I do?

Call Customer Support and request the project start date be changed to a date before your first day of work.

All of the employee lights should be green, so why is the Incomplete Info button still present?

Click on it and see. It may be that you entered hours for overtime, but no overtime rate was present.

There's a payroll draft on my Work in Progress Screen. What is it doing there, and what should I do about it?

Sometimes when a project is in suspension mode, a person starts a payroll without noticing the date on it. S/he notices the date is wrong when it is time to edit an employee. If this is what happened, then you can simply delete the payroll. Go to Project, Project Suspension and resume or delete the suspension, whichever fits your needs.

I'm being told that I have to change my weekending date to a Saturday date. How do I do this?

You can't. Once you've submitted a payroll, you are locked into that day of the week for the life of the project.

I'm being told my payrolls are not acceptable because a red 'x' shows up instead of a signature. What do I do?

Nothing. When the wrong size or type of signature file is imported into the system, that person's submitted documents will never display a signature. Equal Rights Officers need to know that a document cannot be submitted without a signature password and accept it.

How do I make an employee appear on a payroll twice?

You are given two opportunities to do this. The first is when you are selecting your employees; type a '2' in the box behind the employee's name. The second time is on the CPR Employees screen. An Add Employee button appears in gray at the top right of the list.

I'm behind in my payrolls. I don't have all of the information for payroll #1. Can I go on and begin payroll #2?

No, because it would mean you would wipe out your first payroll. Unless you are importing your payrolls, you must work on them one at a time.

What happens to a payroll after I have submitted it?

It is stored on the CPR Log. Any time you click on the project (in red under your name upper right or on the Active Projects list), it will take you to this screen. Click on the blue down arrow and all of the payrolls, non-performance reports, and suspensions will be revealed.

What if a red triangle appears in front of my firm's name?

That means no payrolls have been submitted to date.

Why is the next payroll date before my first payroll date?

The payrolls have been suspended. Go to Project, Project Suspension, and click on Resume. Then choose the date prior to the payroll you are trying to enter.

Why is the next payroll date weeks or months in the past?

You need to submit non-performance reports or create a project suspension in order to advance the system date.

Is it possible to record two check numbers for an employee?

Yes. You can separate the numbers with a comma or a semi-colon.

Importing a Project Payroll

How can I avoid having to retype my payroll a second time?

WisDOT has chosen not to have a uniform format developed for firms to use. Some contractors did have individual formats created for their payrolls in years past. If your firm is using the same software package, without having too many variations in enhancements, you may be able to take advantage of the definition for yourself.

To test various options, go to Company, then Company Profile. The final drop-down box is labeled Accounting System. These are the only options available for testing. Some imports work with .xml, others with .txt, and others yet with .xls files to import.

How do I import a payroll file?

From the CPR Log or off the Payroll Reporting menu, choose Auto Submit. Point the browser to the file stored from your payroll system, make sure the weekending date is correct, and click on Submit. If it works, you will see employees with red lights on the CPR Employees screen. Any other system response means the option isn't working for you.

If you are seeing employees, then go to Payroll Reporting and choose the final option, Set Up CPR (Auto Submit). You will need to map all of the descriptions from your payroll (the column on the left) to the crafts in the system (the column on the right). The first time through, you will want to import your payroll a second time. Thereafter, if fringe benefits are on the payroll file, if an employee imports with a red light, it is either a new person who needs a Hire Date added or a new benefit description from your firm which will need to be mapped and imported again.

Update a Payroll

How do I change a non-performance report into a certified payroll report?

Open the list of payrolls on the CPR Log. Click on the hammer icon for that payroll in the Options column. Choose Replace, then Manual CPR.

What if I missed entering a payroll at the very beginning of the project?

When you start a new payroll, click on the date list. Every date from the time the project began will be present. You may find you also have to submit some non-performance reports or create a project suspension and "resume" it when the next payroll occurs.

How do I fix a payroll if I underpaid an employee?

Open the list of payrolls on the CPR Log. Click on the hammer icon for that payroll in the Options column. Choose Adjustment. For each employee needing to be updated, click on Adjust.

If more than 10 hours per day or 40 hours per week straight time were reported, enter -x where x is the amount you are subtracting out for the day of the week needing to be fixed. Enter x as a positive number on the Overtime line for that day of the week. Assuming your fringe benefit was included in the overtime rate, your project wages will be figured out.

If a specific dollar entry was short, enter the difference between what was paid and what was owed in cell D.

Decide whether to write a separate check or to roll this amount into the next week's pay check. Enter all information for the check in the remaining cells as you normally would.

Save and submit the payroll.

Why won't the adjustment save and calculate the Net Pay?

Usually it is because you have missed entering the Gross Wages. Please view the small gray Help button in the upper left corner of the screen.

How do I add additional hours for an employee so I can adjust the rate paid for them?

If the hours were not reported initially, you cannot adjust the hours, you must go into Edit mode and add them before you can adjust the amount paid for them. The Adjustment feature only works if you move an equal number of hours between straight time and overtime.

How do I fix a payroll if I reported the wrong craft for an employee?

Open the list of payrolls on the CPR Log. Click on the hammer icon for that payroll in the Options column. Choose Adjustment. For each employee needing to be updated, click on Edit. Click on Edit for that employee, then click on Edit to bring up his/her Edit Employee screen. Fix the problem here, then save it. When the screen closes, it should be corrected here. Save the record and resubmit the payroll.

I am told that I have an Incomplete Payroll. How did that happen? How do I fix it?

The only way a payroll can become incomplete is if someone has clicked on the payroll's hammer icon and then chose Edit off the pop-up window. Usually the correct answer is to resubmit it without any changes. If intending to wipe out the payroll, once it has been resubmitted, then you can Replace the payroll with a Nonperformance Report.

Click on Payroll Reporting, CPR Data Entry (Manual), and click on the date you find there. Submit the report. If the project has its final payroll flag turned on, you will have to use the hammer to edit it.

How do I learn the number of hours my trucking firms have turned in so I can balance it against what we have billed in our system?

The best option we have right now is the individual Utilization Reports you can view on the CPR Log when you drill down into each firm's activity. These reports are generated once a month and can provide either the hours worked or the headcounts reported. This is the data the Department of Labor reviews each year.

What does a green dot on the CPR Log mean?

The system generates data for the Department of Labor each month. When a project is suspended, no utilization data is generated for viewing here for that month. All data will appear on utilization reports.

Closing a Project

Why do some of my completed projects disappear from the list of projects with payrolls and others do not?

Some have had their final payroll flag set.

I've turned my final payroll flag on. Do I need to continue to submit non-performance reports?

No, you don't. You will be able to submit a final OCIP report, if necessary, without having to submit non-performance reports for the extra weeks.

My final payroll flag is on, and I've been told that I have to enter a missing week of payrolls. I've done that, and now I can't turn the final payroll flag back on.

This happens less frequently, but it would mean that you were current with your payrolls. If your weekending date is Saturday, this must be Monday, Tuesday, Wednesday, or Thursday, because the system will not allow you to submit a payroll before the week is complete. Wait until Friday and then submit a non-performance report with the final payroll flag turned on.

I'm being told to enter a final payroll flag on a project which has never had to have a certified payroll. How do I do this?

You cannot. WisDOT staff can close the OCIP period for you, but unless the sublet is removed, the system will expect payrolls because your firm is not a supplier or manufacturer.

What if I've set my final payroll flag and discover I have to submit some more payrolls?

Click on the project to bring up the CPR Log screen. Look for the gray button upper right reading "Remove 'Last CPR' Flag" and click on it. You will likely have to enter a project suspension and resume payrolls before you can begin this payroll.

ENTERING SUBLETS

Yesterday we tried to unassign Maple Construction because we added B-Max (Maple is now B-Max; Maple no longer exists). When I went to unassign Maple, I got an error message that says "error in SQL stored procedure". I tried again this morning and got the same message. Can you help with this?

This means that Maple had entered some payrolls or OCIP reports, or that you had previously entered some payments for Maple which may or may not be confirmed. If they had entered payrolls or OCIP reports, you would not be allowed to remove them. If Maple were a DBE, you would have to have WisDOT staff approve their removal from the project (Yemi Falomo and Customer Support at a minimum).

Should we tell anyone if a firm has gone out of business?

Please let Customer Support know. She can mark their record accordingly so they will no longer appear in the list of registered firms.

CONFIRMING PAYMENTS

Some firms have not confirmed payments within half a year or more. What can we do?

Call Customer Support to have them confirmed. Some lower-tier subcontractors call Customer Support and report a date.

I need to edit some data on a payment which is already confirmed. How do I do this?

Customer Support has to unconfirm any payments you wish to have edited or removed. Make sure she knows a date and/or dollar amount as it can be confusing. Some firms may be assigned to the project more than one time.

BIDDER'S LIST

The fax number does not appear on the screen which comes up. The heading indicates it should.

The export file has both phone numbers on it, and you can also use the details of the firms to view the fax number.

UCP DIRECTORY

I am contacting DBEs who are telling me that they will not bid on a WisDOT project. Do I need to contact them every month?

No. If you would like to share this information with WisDOT staff, their DBE record can be marked accordingly.

I have phone numbers, faxes and/or e-mails which do not work for firms. How can we get these corrected?

Send them to Customer Support to forward a list of the firms with issues to the UCP certifying agency (WisDOT, Dane County, City of Madison, or Milwaukee County).

DBE TRUCKING SCHEDULE

How often are trucking schedules updated?

Some firms update them nearly every month during a construction cycle.

Who do I contact with questions?

Paul Ndon at (414) 438-4584.

Miscellaneous

What is the role of the Equal Rights Officer?

Accept contractors, wage rates, review and/or accept/reject payrolls, enroll contractors in the OCIP program after the first payroll is entered, enter a final OCIP date when the final payroll flag has been turned on, and enter a project archive date after final payment.

What is the role of Customer Support?

Assist with CRCS registration, electronic signature files, identify system bugs, help staff master system functions, and develop system enhancements based on feedback.