



From the desk of Dan Neuburger, CEO, Viventium Software

As we continue to monitor the status of the current coronavirus pandemic (COVID-19), we want you to know that we care deeply about the safety of our clients, our clients' employees, our own employees, and all of their families. We understand that during such an uncertain time, employers are facing very difficult labor and employment questions. Viventium is taking the following steps to help guide you along the way.

Our business remains open, and we will continue to service our clients throughout this crisis. Many of our employees will be working from home as part of our business continuity plan. Due to heavy call volume, hold times may be longer than usual. Please keep in mind that you can contact us in a variety of ways, listed below, and specify if you have any urgent needs or emergencies.

- Health Services Clients – cshealth@viventium.com – 718-522-2000 Ext. 761
- North Star Clients – csnorthstar@viventium.com – 718-522-2000 Ext. 780
- Online Clients – csonline@viventium.com – 718-522-2000 Ext. 762

For additional help and resources, you can access the Support Center in Viventium's software. To navigate to the Support Center, first log in to Viventium. From the home page, select the "**? Help**" icon located at the top-right of the Viventium landing page. This will take you to the Support Center dashboard, where you can then navigate to the specific topics you're seeking help with.

We also wanted to share with you some ways in which you can make better use of our technology to help keep your business running smoothly.

- **Employee Self Service (ESS)**

We know that your management and HR department are busy with a number of pressing items related to the current situation. The Viventium Employee Self Service (ESS) and Manager Self Service (MSS) tools are available to reduce the need for your employees to come to the office or call HR for information. ESS and MSS provide access to pay information, PTO requests, and access to company documents from anywhere, and are available to you at no additional cost. Your Client Service Representative can set that up for you upon request.

- **Direct deposit and/or paycards**

As you know, there are other pay options aside from paper checks including direct deposit and paycards. By implementing these options alongside our Employee Self Service (ESS) tool, employees can get paid without having to come to the office. This will also limit your dependency upon delivery services, which may experience delays in service during the pandemic.

- **Payroll Reports**

Rather than printing payroll reports, you can have access to your reports online and can access them from anywhere. Please contact your Client Service Representative for immediate access, at no additional cost.

Rest assured, we have prepared for such an emergency and will update you if any changes to our normal business processes occur or if there are further developments concerning this pandemic.

Our colleagues at Littler Mendelson P.C. have compiled a number of [resources](#) that you may also find useful.

If you have additional questions, please contact your Viventium Representative – we remain *In it with you*.

Thank you,

Dan Neuburger