



Dear Valued Client,

We hope that you had a chance to read [our email last week](#) regarding the coronavirus pandemic (COVID-19).

Viventium remains **OPEN** during this time, and we stand ready to support you and your employees.

As part of our business continuity plan and in order to maintain a high level of service during these uncertain times, **effective Monday, March 23, we will temporarily discontinue printing any paper reports or vouchers.**

We will transition from paper to digitally-accessible vouchers and reports, available to you at no cost via the following Viventium tools:

- **Employee Self Service (ESS) and Manager Self Service (MSS)**
  - ESS and MSS provide secure access to pay information, PTO requests, and access to company documents for employees and payroll managers.
  - Employees with access to ESS can access their paystubs on ESS.
- **Online Payroll Reports**
  - Rather than receiving paper payroll reports, you will have access to your reports online and can access them from anywhere and at any time.
- **Voucher Access through Viventium Software**
  - Employers can access all their employees' vouchers by logging into Viventium and navigating to *Payroll Archive*. Reach out to your Client Services Representative if you do not see your vouchers.
  - Employers can access an employee's vouchers by logging into Viventium and navigating to the employee's profile, clicking on *Pay History*, selecting a voucher and clicking print.

Our business continuity plan includes this measure as it will allow greater flexibility in ensuring our clients' employees continue to get paid in a seamless manner. Should your company require paper reports or vouchers, we will work to accommodate your

specific needs. Employees who receive paper pay checks will continue receiving paper pay statements with their checks.

Should you have any questions, your **Client Service Representative** is here to guide you each step of the way.

Health Services Clients	<a href="mailto:cshealth@viventium.com">cshealth@viventium.com</a>	718-522-2000 Ext. 761
North Star Clients	<a href="mailto:csnorthstar@viventium.com">csnorthstar@viventium.com</a>	718-522-2000 Ext. 780
Online Clients	<a href="mailto:csonline@viventium.com">csonline@viventium.com</a>	718-522-2000 Ext. 762

As a reminder, 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 topic you're seeking help with.

Need more help?

For more information on **ESS, MSS, and Online Reporting**, please take advantage of our Viventium Coronavirus (COVID-19) Update Center for all the latest resources to help you through this uncertain time.

**Viventium Coronavirus (COVID 19) Update Center**

Thank you for your cooperation as we strive to give you remarkable service while keeping our respective teams safe.

We are truly ***In it with you.***

Your Viventium Team

\*As you know Viventium does not provide legal advice but we wanted to remind you that most states require employers to provide their employees with a pay statement each pay period. State laws vary as to how the pay statement may be delivered. Employers using electronic delivery should be familiar with the specific requirements for applicable jurisdictions. In general, many states require employers to provide employees with easy access to their pay statement, the ability to print a copy at no cost,

and the choice to opt out of electronic delivery at any time. For example, in California, employees must be able to view and print electronic pay statements at the worksite at no cost and may elect to receive paper pay statements at any time <https://www.dir.ca.gov/dlse/opinions/2006-07-06.pdf>. If an employee opts out of receiving electronic pay statements or cannot access electronic pay statements on site, you will need to print and provide a paper pay statement to the employee at the time of the payment of wages. Some states also require employers to obtain consent from their employees to deliver pay statements electronically. This is not intended to be legal advice and you should review applicable law in your jurisdiction(s) and consult with your legal counsel. Best practices suggest that you should not require employees to receive pay statements electronically without the option to receive paper and/or without consent of the employee, especially employees who work in the states of California, Connecticut, Hawaii, Oklahoma, and Oregon. If you have any questions, please reach out to the Viventium professional with whom you normally work or your legal counsel.