

Questions and Answers about ePay

As you know, beginning with the October 3, 2008, paycheck, ePay will be available to all Adventist HealthCare employees through the online employee self-services site called AHC Gateway.

ePay is a convenient, secure and easy way for all employees to view their paycheck information online.

AHC Gateway (formerly MyAHC) is a self-service Internet site which may be accessed through both the AHC Internet and Intranet, or at the Web site <http://ahcgateway.ahm.com>.

Below is a Q&A with additional information about ePay.

1. Why is Adventist HealthCare adding ePay to its employee services?

- ePay provides “on-demand” information: Online access to paychecks will be available 24 hours a day through ePay. You will be able to view, print or manage your basic payroll information on your own, from any computer with Internet access, at your convenience, anywhere and at any time.
- ePay provides more complete information: All paychecks for the current year, in addition to paychecks from the past three years, will be available for you to view online and print for your record-keeping purposes.
- ePay provides greater flexibility: With ePay, current paycheck information will be available online for review as early as noon on the Wednesday of the pay week. You will be able to check your hours, and plan your expenditures in advance of pay day.
- ePay is socially and fiscally responsible: Upgrading to ePay helps Adventist HealthCare to become better environmental and financial stewards of our resources by reducing the cost and materials needed to mail biweekly paychecks and paystubs to the more than 7,000 employees in our organization.

2. When will I be able to view my paycheck information using ePay?

Beginning with the October 3, 2008, paycheck, all employees of Adventist HealthCare will be able to view and manage their basic payroll information online through ePay. You will be able to review your paycheck information, or paystub, online as early as noon on the Wednesday before the Friday pay date.

Please note that this target date may change if we encounter extenuating circumstances, such as system outages.

Off cycle checks, those checks issued outside of the normal payroll process, will be available to view online the day after the check has been issued.

3. How do I know that my online information is secure?

Your User ID for AHC Gateway was set up by the system administrator based upon your unique Employee ID number. When you log in to AHC Gateway using your specific User ID, the ePay program only allows data for your unique Employee ID number and no other, to be shown on the page. This means that no one else can view your payroll information through ePay.

4. Will I still receive paystubs in the mail?

By the end of 2008, paystubs will no longer be mailed to employees with direct deposit. Employees who do not have direct deposit will continue to have paychecks mailed to them.

5. How will I keep records of my paycheck information?

With ePay, you may print out individual paystubs as needed. Plus, all paystubs for the current year, in addition to paycheck information from the past three years, will be available for you to view online and print for your record-keeping purposes.

To print, simply select File\Print from the toolbar or the print icon on your Internet browser. If you need further assistance, please refer to the print instructions for your browser.

6. I do not have direct deposit. Will I still be able to use ePay?

Yes. All employees -- including those who are paid through direct deposit and those who have paychecks mailed to their homes -- will be able to view and manage their paycheck information online through ePay.

Please note that Adventist HealthCare strongly encourages direct deposit. With direct deposit, employees are assured of receiving their pay on time, without delays caused by mail delivery or risk of stolen paychecks.

7. How can I sign up for direct deposit?

You may sign up for direct deposit through ePay as part of AHC Gateway's employee self-service options. Signing up for direct deposit is a simple process that you may perform at any time by following the online instructions located in ePay. You will need the name of your financial institution, ABA routing number (bank number) and your bank account number.

8. How can I use ePay if I don't have a computer at work or at home?

Adventist HealthCare will soon have computers available at worksites for those employees who may not have access to a computer as part of their work or at home. Employees will be able to use these computers to access e-Pay, as well as other AHC Gateway services.

9. I don't see the year-to-date (YTD) information listed on all of my paystubs. How can I keep track of that information?

The most current totals of year-to-date (YTD) information may be seen on your most recent paystub. Because year-to-date amounts change every pay period, YTD information is not retained for pay periods except for the most recent pay period. Therefore, only the most current totals will be available for you to view on the most current paystub. If you wish, you may print your most current paystub each pay period to retain YTD totals for each pay period.

10. I just viewed my paycheck information on ePay and have a question about the amount I was paid during that pay period. Whom should I contact?

As with the printed paycheck information previously received by mail, if you have a question about your hours, please first speak with your Kronos administrator. Check with your Kronos administrator to verify your Kronos record against the information you see on your electronic paycheck. If needed, your manager will then contact the Payroll Department with any necessary adjustments.

Because paycheck information is available on ePay as early as noon the Wednesday before the pay date, you have the added opportunity to identify and resolve discrepancies to your paycheck information prior to pay day.

11. If I have a question about the benefits and taxes listed on my electronic paycheck, whom should I contact?

If you have questions about benefits or taxes, please contact your local Human Resources Department:

**Support Center
Human Resources Department**
Toll-free 800-352-1290
301-279-6135 option 3, or 301-315-3483

**Adventist Senior Living Services
Human Resources Department**
301-315-3454

**Adventist Rehabilitation
Hospital of Maryland
Human Resources Department**
240-864-6091

**Shady Grove Adventist Hospital
Human Resources Department**
301-279-6363

**Adventist Home Health
Human Resources Department**
301-592-4467

**Cytology Services of Maryland
Human Resources Department**
301-206-2555, Ext. 39

**Washington Adventist Hospital
Human Resources Department**
301-891-5566

**Potomac Ridge Behavioral Health
Human Resources Department**
301-251-4513

**Potomac Ridge Behavioral Health
at Anne Arundel
Human Resources Department**
410-729-2135

**Potomac Ridge Behavioral Health,
Eastern Shore
Human Resources Department**
410-901-4333