Product Update Release Notes

Product: Sage Employee Self Service
Version: Product Update v9.2

Overview

This document describes enhancements and modifications in Employee Self Service, version 9.2.

For instructions to upgrade to version 9.2, refer to the Sage Employee Self Service Installation and Setup Guide. Sage Employee Self Service should be installed by a certified Channel Partner or Sage representative.

Support and Documentation

Sage strives to provide you with the very best support in the industry. If you have a question, we provide the following methods for you to get your answer as soon as possible:

1. **Read** the FYI windows, the Help menu, or click ? at the top of the window in Sage Employee Self Service to open Help for the function you are currently using.

2. **Log on** to the Sage Customer Portal at: [https://customers.sagenorthamerica.com](https://customers.sagenorthamerica.com)
   - Search for solutions to common problems
   - Download product updates
   - Read technical information
   - Open a support case
   - Create a service request
   - Grant your channel partner permission to view your support tickets

3. **Chat** with a support analyst using Sage Live Chat, Monday through Friday from 9:00 A.M. to 5:00 P.M. Eastern Time at: [http://kb.sagesoftwareonline.com/app/chat/chat_launch](http://kb.sagesoftwareonline.com/app/chat/chat_launch)

4. **Call** Sage HRMS Support, Monday through Friday from 8:00 A.M. to 8:00 P.M. Eastern Time at 1-800-829-0170. Please have your Account ID ready when contacting Support.
# Table of Contents

**Overview** .................................................................................................................. 1  
  Support and Documentation ......................................................................................... 1  

**Enhancements** ........................................................................................................... 3  
  Late Submissions for Life Events .................................................................................. 3  
  Licenses for Active Employees ..................................................................................... 3  
  Single-Sign-On Keys ..................................................................................................... 3  
  Pay History Direct Deposit Masking .............................................................................. 4  
  Pay History Detail Enhancements ............................................................................... 5  

**Modifications** ............................................................................................................ 6  
  Training Certification Sorting ....................................................................................... 6  
  Open Enrollment Benefit Elections Links ..................................................................... 6  
  Semi-Monthly Pay Period Start Date .......................................................................... 6  
  Approve Life Event Page Columns .............................................................................. 6  
  Time Off Request Email .............................................................................................. 6  
  Reset Security Question and Answer ........................................................................... 6  
  Custom Text References .............................................................................................. 6  
  Windows 7 OS Visibility of Custom Pages ................................................................... 7  
  Time Off Updates to Sage Abra Suite ......................................................................... 7  
  Year to Date Earnings in Arrears ............................................................................... 7  
  Time Off “Other” Plans ............................................................................................... 7  
  Allow Past Time Off Requests .................................................................................... 7  
  Open Enrollment and Life Event Employee Contribution Updates ............................. 8  
  Duplicate Custom Menu Items ..................................................................................... 8  
  Time Off Menu for Sage ESS Mobility ......................................................................... 8  
  Password Length .......................................................................................................... 8  
  Windows Authentication for Password Expiration ...................................................... 8  
  Multiple Dependents from Open Enrollment depID .................................................... 8
Enhancements

Late Submissions for Life Events

You now have the option to Deny or Allow Late Submissions for enrollment in Life Events. To allow for late submissions, when your Benefit Administrator sets up or edits the Life Event in Benefit Setup, select the new **Allow Late Submissions** checkbox, displayed below, and save.

NOTE: Your Sage ESS Administrator must make this determination after installation or the employees may be blocked from entering late submissions. (14288)

Licenses for Active Employees

The user license for Sage Employee Self Service now accounts only for Active Employees as indicated in Sage Abra Suite, which allows your system administrator to determine if terminated employees and employees on Leave of Absence can access Sage ESS without it counting towards your total user licenses.

Single-Sign-On Keys

Now available in Sage Employee Self Service is a new tab, Keys, which you can find within System Maintenance. The Keys tab, displayed in the image below, allows you to generate keys for single-sign-on service for your employees for use exclusively with Sage Source.
Pay History Direct Deposit Masking

You can now decide whether or not to display employees’ direct deposit bank account numbers on the Pay History page for each individual. The setting defaults to display only the last four digits of the direct deposit accounts. System Administrators can edit these new display defaults using the drop-down menu next to the new Bank Account Number Display Settings field in System Administrator > System Settings > Employer Setup > Settings, as displayed below.
Pay History Detail Enhancements

Your employees’ paycheck and direct deposits listed in Pay History now include the employer phone number at the top of the pay history detail. Your employees can now also see the Check Number listed in the upper right corner of their paystubs, which replaces the Net Pay Amount in that section. The Net Pay Amount of the check or direct deposit is still listed in the Current Totals section of the paystub.
Modifications

Training Certification Sorting
When you’re using the Certifications in Sage ESS under Employee > Training, you are now able to sort the Certifications by year as well as month and day. (14219)

Open Enrollment Benefit Elections Links
During the Open Enrollment process, the FYI Section of the Instructions, Benefit Summary, and Exit pages now displays links to pages that are relevant to the process and current page. (14239)

Semi-Monthly Pay Period Start Date
When one of your employee’s pay frequency is set to semi-monthly, the Pay History Detail now displays the actual pay period start date and corresponds with the data as set up in Sage Abra Suite. (14289)

Approve Life Event Page Columns
The Primary and Contingent Beneficiaries are newly separated on the Approve Life Event page so that the detailed percentages for each are visible. (14366)

Time Off Request Email
The Time Off Request email message which is generated upon an employee’s request for time off now includes a link at the bottom of the page that the approver can easily click to log onto Sage ESS. This is the same link that currently appears in the Profile Change notification message. (14874)

Reset Security Question and Answer
The Logon Maintenance window can now also be used to reset the Security Question ID and Answer in addition to the Reset Password function for the Sage ESS login. Once the Security Question and Answer are reset, the employee can then change the password on the Sage ESS logon page. (14270)

Custom Text References
Custom Text References that you create under System Administrator > Custom Content > Create Text Reference display only the content relevant to the employer specified with the Custom Text
Reference. Your employees will now also only see Custom Text References on the pages for which you specified the custom text message in Sage ESS. (14866, 15209)

Windows 7 OS Visibility of Custom Pages

If you’re using the Windows 7 operating system, with a 64-bit workstation and Internet Explorer version 9, you may have experienced difficulty using the scroll bar within the Sage ESS Custom Pages, but this is now resolved. The Custom Page with File Link now displays in full view with a fully functioning scroll bar for those using Internet Explorer, Mozilla FireFox, Google Chrome, and Apple Safari web browsers. (15015)

Time Off Updates to Sage Abra Suite

Employees are now able to enter multiple Time Off requests on the same day without generating the “Insert Failed. Record Already Exists” error. Time Off updates to Sage Abra Suite are successful including when multiple Time Off requests are created for the same day. (15188)

Year to Date Earnings in Arrears

Sometimes you need the ability to record an employee’s earnings with a negative amount, such as for refunds, credits to offset insurance payments, or to correct earnings. Previously the year to date earnings in arrears wasn’t displayed, now your employees can see negative amount earnings in the Year to Date Amount field on the Pay History paystubs in Sage ESS, just as the earning amounts have been entered in Sage Abra Suite. (12959)

Time Off “Other” Plans

You can now code multiple Time Off plans with the “Other” setting and expect each plan to list the appropriate pending Time Off requested hours under each individual plan just as they’re listed in Sage Abra Suite. (15158)

Allow Past Time Off Requests

Sage ESS now strictly enforces the Yes or No selection for the option to Allow Past Time Off Requests. (14943)
Open Enrollment and Life Event Employee Contribution Updates

Your employees can now change their contribution amounts to 0% (such as for a 401(k) plan) during Open Enrollment and a Life Event. When approved, the information transfers to Sage Abra Suite without terminating the employee from the plan. (6346)

Duplicate Custom Menu Items

Sage ESS now displays Custom Menu items only once as expected and the previous issue with some menu listings appearing in duplicate is resolved with this release. (15558)

Time Off Menu for Sage ESS Mobility

Sage ESS Mobility now respects the Time Off page settings when the page is set to “View” or “No Access” in Employer Setup. This means that employees will be able to see only the Sage ESS pages as set by the System Administrator when using a mobile device such as a tablet or smart phone. (15616)

Password Length

When your employees create new passwords or change their passwords to log onto Sage ESS, they are notified if they exceed the maximum length specified in the password properties. (15623)

Windows Authentication for Password Expiration

The Sage ESS password expiration policy is no longer referenced if the system is uses the Windows Authentication for authentication and access to Sage ESS. (15663)

Multiple Dependents from Open Enrollment depID

Previously when an employee went through the Open Enrollment process with two or more plans and two or more dependents, the depIDs would duplicate. This is now resolved. (15658)