CROSSCOUNTRY MORTGAGE®

Payroll Guide
Policies & Procedures

Payroll Department
CrossCountry Mortgage, Revised: 12/29/2022

Contents

GENERAL

Pay Periods

Biweekly payroll: All remuneration for work performed including commissions, overrides, draws and non-discretionary bonuses are paid biweekly, one week in arrears. Please review the *2023 Payroll Calendar* found on the ADP home page and the intranet.

Pay Statements

Pay Statements are available 24 hours prior to each pay date. You can update your notification options to receive email notifications when a new pay statement is available. Please review your pay statements for accuracy including total gross pay, and voluntary/involuntary deductions including tax withholding and notify the payroll department of any errors.

Viewing Pay Statements in ADP

Starting Point: Myself > Pay > Pay & Tax Statements

1. Find the check you want to review by selecting the pay date.
2. You will then see a breakdown of your check details.
3. Click View Statement to print or download your pay statement as needed.

Enabling Pay Statement Notifications

Starting Point: Myself > Pay > Pay & Tax Statements

1. Click Go Paperless.
2. Turn on email notifications for Pay Statements.

Annual Statements

Annual Statements including W-2 and 1095-C statements are available in the ADP Portal. Annual Statements for the prior year will be available by January 31st. You can update your notification options to receive email notifications when a new annual statement is available. Paper copies will also be mailed to your home address on file unless you choose to go paperless in ADP.

Viewing & Printing Annual Statements in ADP

Starting Point: Myself > Pay > Pay & Tax Statements

1. Under Tax Statements, select the year of the annual statement you would like to view.
2. Click on view statement.
3. You will be asked to select a method in which to receive a security code. Enter your code and click on Submit, then click on Open Document.
4. This will create a pop-up preview of the W-2 or 1095-C.
5. View, print, or download your annual statement as needed.

Enabling Tax Statement Notifications

Starting Point: Myself > Pay > Pay & Tax Statements

1. Click Go Paperless.
2. Turn on email notifications for Tax Statements.

Go Paperless

Starting Point: Myself > Pay > Pay & Tax Statements

1. Click Go Paperless.
2. Turn on Receive paperless statements.

Address Changes

You can view and update your personal information including your address at any time in the ADP Portal. Please keep your current address on file to receive special payroll documentation including W-2 Statements and to ensure the appropriate payroll taxes are withheld from your paycheck.

Viewing and Changing Your Personal Information in ADP

Use the Personal Info tile to review and update your personal information. This tile displays home phone, email, and address information. Clicking View More opens a new window where you can enter or update name, home address, and home contact information.

Starting Point: Myself > My Information > Profile

1. In the Personal Info tile, if your mobile phone number is missing or inaccurate, click the linked text and update it.
2. If your email address and/or home address is missing or invalid, click the linked text to update it.
3. You can also update your contact preferences by clicking Contact Preferences in the upper right-hand corner of the screen.

Direct Deposit

You can change your direct deposit at any time in the ADP Portal. Once a change is made, you will receive an email from Payroll confirming the change and the payroll date this change will be effective for. Please confirm these changes by responding to this email as soon as possible.

Adding Your Direct Deposit in ADP

If you are currently depositing your entire paycheck into one account but now want to begin depositing a portion to one or more other accounts, you must first update the existing account to deposit a different amount or percentage there. Then you'll be able to add the new account and set it up as needed.

Starting Point: Myself > Pay > Payment Options

1. Click Add Bank Account.
2. Enter and confirm the nine-digit Routing Number that identifies your bank and click Next.

3. Enter and confirm your bank Account Number and click Next.
4. Indicate the type of account you are adding.
5. Indicate the amount you want to deposit into this account.
   - To deposit a specific amount into this account, select Deposit a Specified Amount and enter the amount.
   - To deposit a percentage of your paycheck into this account, select Deposit a Percentage of My Pay and enter the percentage. For example, you might want to deposit 50% of your paycheck into a checking account and 50% into savings account or another type of account.

   - To deposit your entire paycheck into this account, select Deposit Everything Here.
   - To deposit the balance of your paycheck to this account if you have already designated one or more other accounts for partial direct deposits, select Deposit the Remainder of My Pay.
6. Click Next.
7. Indicate that you have double-checked your account number and that you agree to the terms and conditions.
8. Click Add.
9. Review the alert about the required validation period and click Close.
10. You will receive the following new message whenever your direct deposit information is added or changed: "Your direct deposit information was added or changed. If you did not initiate this change, please contact your HR or Payroll representative for more information." The purpose of this message is to make you aware of direct deposit updates and help prevent fraudulent activities. You will receive this message via email, text, or both based on the notification method you selected in Employee Self Service, or the method selected by your company's payroll or HR practitioner in Workforce Now.
11. If necessary, if you have not deposited your entire paycheck into one account, you can repeat the above steps to add another direct deposit for another bank account, such as your checking or savings account.

Changing Your Direct Deposit Information in ADP

Starting Point: Myself > Pay > Payment Options

1. Click Edit in the card for the direct deposit that you want to change.
2. Change the nine-digit Routing Number that identifies your bank or your bank Account Number, or any combination of these numbers, as needed. Double-check these numbers to make sure that you entered them accurately.
3. Change the amount you want to deposit into this account, as needed. Depending on your company's setup, some fields listed below may not be available to you.
   - To deposit a specific amount into this account, select Deposit a Specified Amount and enter the amount.
   - To deposit a percentage of your paycheck into this account, select Deposit a Percentage of My Pay and enter the percentage. For example, you might want to deposit 50% of your paycheck into a checking account and 50% into savings account or another type of account.
   - To deposit your entire paycheck into this account, select Deposit Everything Here.
   - To deposit the balance of your paycheck to this account if you have already designated one or more other accounts for partial direct deposits, select Deposit the Remainder of My Pay.
4. Click Done.
5. Review the alert about the required validation period and click Close.
   You will receive the following new message whenever your direct deposit information is added or changed: "Your direct deposit information was added or changed. If you did not initiate this change, please contact your HR or Payroll representative for more information." The purpose of this message is to make you aware of direct deposit updates and help prevent fraudulent activities. You will receive this message via email, text, or both based on the notification method you selected in

Employee Self Service, or the method selected by your company's payroll or HR practitioner in Workforce Now.

Canceling or Deleting Your Direct Deposit in ADP

Starting Point: Myself > Pay > Payment Options

1. Click on the trash can in the upper right-hand corner of the card containing the direct deposit that you want to delete.
2. Click Delete.
   The cancellation goes into effect immediately. You will receive a live paycheck in the next payroll.

Tax Withholdings

You can change your tax withholdings at any time in the ADP Portal. The change will take effect for the payroll period in which the change was made. Payroll cannot offer any tax advice. If you are unsure on how you should complete your Form W-4, please consult with a tax professional or use the Tax Withholding Estimator on the IRS website.

Updating Your Tax Withholding Information in ADP

Use the Federal and State tiles on the Tax Withholdings page to review and update your tax withholding information. The Federal tile displays your filing status. The State tile displays your filing status, total allowances, and any additional allowances. If your worked-in state and lived-in state are different, you will see a state tile for each one. If you don't see the states tiles that you expect to see, please contact Payroll.

If you received an IRS Lock-in letter, you cannot change your federal tax withholdings.

Starting Point: Myself > Pay > Tax Withholdings

1. Click the Federal tile to review or update your withholding elections. You must click Start on the Federal tile first to update any of the other tiles.
   - Your current tax withholding information is displayed in a page-by-page format.
2. To update your Federal or State tax elections, do the following:
   - Click Next to view each page.
   - Update the information, as appropriate.
   - On the Summary page, read the penalties of perjury statement at the bottom of the page, and then click the check box to indicate your agreement.
   - Click Done.
   - To print a copy of the form for yourself or for your employer, click Print Completed Form.

The New 2020 Form W-4

What Changed?

As a result of the Tax Cuts and Jobs Act (TCJA) of 2017, exemptions were eliminated, and the standard deduction increased. The IRS released a new Form W-4 to comply with the changes which eliminates withholding allowances used for personal/dependent exemptions. The new form increases the transparency and accuracy of the withholding system resulting in a more accurate tax withholding.

New Form: Overview

There are 5 steps. Sections 1 and 5 are required. Sections 2 – 4 are optional but if completed will result in a more accurate tax withholding. If only steps 1 and 5 are completed, your withholding will be computed based on your filing status' standard deduction and tax rates, with no other adjustments.

New Form: Closer Look

Step 1 is for your personal information

o   Required
o   New Head of Household Status
o   "Married filing separately" instead of "Married, but withhold at higher Single rate"

Step 2 is for households with multiple jobs

o   Optional – increases withholding
o   For most accurate withholding, use the estimator at www.irs.gov/W4App

Step 3 is used to claim tax credits for dependents

o   Optional – decreases withholding
o   Enter dollar amounts only

Step 4 is for other adjustments

o   Optional
o   Other income in step 4(a) increases withholding
o   Deductions in step 4(b) decreases withholding
o   Credits in step 3 are subtracted after withholding is calculated
o   Line 4(c) is for additional withholding (flat amount, no percentages allowed)
o   To claim exemption from withholding, certify you had no federal income tax liability in both the prior and current tax years by writing "exempt" in the space below line 4(c). Then complete steps 1(a), 1(b), and 5. Do NOT complete any other steps

Step 5 is where you sign the form

o   Required

Paycheck Checkup

You can conduct a paycheck checkup using the IRS Tax Withholding Estimator. You should use the estimator anytime you have a life changing event such as marriage, the birth of a new child, adoption, the purchase of a new home, or any other time you are concerned that you may be having too much, or too little income tax withheld from your pay. The estimator helps you figure out if you should submit a new Form W-4 or make estimated tax payments to the IRS before the end of the year.

Commission Payments

Commissions and overrides for all originating employees are automated and paid according to the payroll calendar, your compensation agreement on file and the information in Encompass.

A few important notes:

- Commissions are paid based on the accounting fund date and to the LO listed on the electronic 1003 in Encompass.
- Please verify all information on the loan including lead source type is correct in Encompass prior to the loan closing. The loan CANNOT be updated once funds have been sent. You can use the Accounting – Payroll Review – Pre-Closing pipeline view in Encompass to help you verify this information. You can also use the Payroll Review form available under Forms in the loan file. If any changes are needed, please email Corporate Loan Support prior to the loan closing.
- Comp agreement changes are based on lock date unless specified otherwise (except for overrides, overrides are based on accounting fund date). All agreement changes will apply to any loans locked on/after the effective date of the new agreement.
- Commission on broker loans are paid based on the Milestone Date – Completion field in Encompass.
- Referral loans are paid monthly (loans referred through the National Referral Expressway Program, or to the Construction/Renovation departments).

You will be sent a detailed commission report on Tuesday of each pay week. Please reach out to your manager if there are any issues with your commission report. Payroll cannot make any changes that would conflict with the information in your agreement on file or Encompass.

Bonus Payments

All non-discretionary bonuses for non-originating employees including but not limited to Sales Assistants, Loan Partners and Loan Processors are automated. Non-discretionary bonuses are any bonuses tied to performance or expected by the employee for meeting specific standards or goals.

Bonuses can be automated using one or more of the following options:

- Role based (employee is paid when listed in one or more roles including but not limited to File Starter, LO Assistant, Loan Processor, Loan Opener, etc.)
  - If your bonus is role based, please verify you are listed properly on all loans prior to the loans closing. Loans CANNOT be updated once funds have been sent. You can use the Accounting – Payroll Review – Pre-Closing pipeline view in Encompass to verify this information. You can also use the Payroll Review form available under Forms in the loan file. If any changes are needed, please email Corporate Loan Support prior to the loan closing.
- Branch based (employee is paid on all loans funded in one or more branches)
- LO based (employee is paid on all loans funded by one or more loan officers). Bonuses are paid according to the payroll calendar, your bonus agreement on file and the information in Encompass.

If you have an automated bonus, you will be sent a detailed bonus report on Tuesday of each pay week. Please reach out to your manager if there are any issues with your bonus report.

Payroll Advances

No advances on salaries or commissions will be made. All payments are made according to the payroll calendar.

Manual Payroll Checks

All approved payroll items will be included in the normal payroll cycle. Please adhere to all payroll deadlines outlined below. Manual payroll checks will not be issued as a substitute to this process.

Questions?

Please contact the ADP Employee Service Center at 855-547-8508 or My Life Advisor for all questions pertaining to ADP including portal registration, password resets, and navigating and understanding what is on the portal.

Please contact Payroll for all other payroll related inquiries. Please allow up to 24-48 business hours for a response.

PAYROLL DEADLINES

Timecards

Who must complete a timecard?

All non-exempt, hourly paid employees must accurately record all time worked on their timecard to be paid. All Outside Sales Loan Originators located in California, Nevada, and Arizona must complete a timecard to accrue sick time.

When should timecards be completed?

Timecards should be completed daily but no later than the end of business day on the last day of each pay period. Any missed hours due to your omission must be emailed to Payroll with your manager copied for approval and will be added to the next payroll cycle.

Clocking in and out of ADP

All corporate employees must clock in and out of ADP daily. This includes clocking in and out for lunch. Please review the *Corporate Time and Attendance Policy* and the *Clocking in and out of ADP Job Aid* found on the ADP home page and the intranet.

Starting Point: Myself > Time & Attendance > My Time Entry

1. Click Clock In or Clock Out, as appropriate.
2. You can also clock in and out on the ADP home page.

Recording Your Time on the Timecard

Starting Point: Myself > Time & Attendance > My Timecard

1. If the day for which you need to enter information is not displayed on the timecard, use the date selection tools to change the view to an appropriate date range.
2. If you are a time-based employee, do the following:
    *   In the In column on the row for the appropriate day, enter the time you began working.
    *   In the Out column, enter the time you stopped working.
3. To assign a special pay code to your hours, click the Lookup button in the Pay Code column and select the appropriate code.
4. To record another segment of hours on the same day, click the Row Menu button and then click the appropriate option (Add Blank Row or Copy Row) on the previous entry to add a row with the same date.
5. To override a lunch punch, click the Row Menu button and then click the appropriate option (Override). In the drop down next to Out Type: choose No Meal and click OK.
    *   PLEASE NOTE: If you are in California, you are REQUIRED to punch in and out for your meal breaks. If you are outside of California, a one-hour lunch will be automatically deducted. If no lunch is taken, you will need to override your lunch punch. If a shorter lunch is taken, you will need to clock out and back in for your lunch and override your lunch punch to prevent additional time from being deducted.
6. To delete a row, click the Row Menu button for the row and then click Delete Row.
7. To add a note to the timecard, click the Timecard Menu button and then click Add Note. The note will display on your timecard as a yellow note icon.

- To add a note to the timecard, the timecard must have at least one saved transaction. You cannot add a note to a blank timecard.
8. To add a note to a row, click the Row Menu button for the row and then click Add Note. You can also right click in the row and click Add Note. The note will display on your timecard as a yellow note icon.
    - To add a note, the row must have a transaction. You cannot add a note to a blank row.
9. Click Save
    - IMPORTANT: ALWAYS review your hours on your timecard AFTER hitting Save to ensure accuracy.
    - NOTE: Non-exempt employees must receive authorization from their direct manager before working overtime. Overtime worked without prior authorization may result in disciplinary action, up to and including possible termination of employment.

Paid Time Off Requests

All paid time off requests should be made at least two weeks in advance of the desired date of PTO use. Any requests not submitted until after the close of the pay period will be added to the next biweekly payroll, with no exceptions. Please refer to the employee handbook for policy information.

Creating a Time Off Request

Starting Point: Myself > Time Off > My Time Off

1. Click Request Time Off.
2. Select the Start Date and the End Date.
3. Optional: Clear the Exclude Weekends check box to include Saturdays and Sundays in your time off request.
4. Select a policy from the Time Off Policy list.
5. Select a reason code from the Reason Code list.
6. Select the Duration Type.
7. Select the Make Recurring check box to create recurring time off requests.
    - Select a recurrence option from the Repeats list.
    - If you selected recurrence option as Weekly or Biweekly, select the weekdays on which you want to create recurring time off requests.
    - If you selected recurrence option as Monthly, enter the day of the month on which you want to create recurring time off requests.
8. Verify the Start Time or select another time.
9. Enter the Hours Per Day.
10. Optional: To create multiple time off requests, click Add More Time Off.
11. Click Review and review the time off request.
12. Optional: In the Approve by Date field, click (calendar) to select a date.
13. Optional: Enter comments or notes as needed.
14. Optional: If you have multiple time off requests, select the Combine as a Single Time Off Request check box to create a single time off request.
15. Click Submit.

Changing a Time Off Request

You can only edit the details of a pending time off request.

Starting Point: Myself > Time Off > My Time Off

1. Find the time off request that you want to change.
2. Click (actions) next to the time off request and select Edit.
3. Edit the time off details as needed.
4. Click Review to review the changes.
5. Optional: Add or change existing comments about this request in the Comments field.
6. Click Submit.

Canceling a Time Off Request

You can cancel a time off request that has a status of Pending, Approved, or In Progress.

Note: Your time off balance is rounded and is displayed with two decimal positions on all pages. For example, if your actual time off balance is 10.319 hours, then your time off balance is displayed as 10.32 hours on all pages and reports.

Starting Point: Myself > Time Off > My Time Off

1. Find the time off request that you want to cancel.
2. Click (actions) and select Cancel.
3. Enter your comments in the Comments field.
4. Click Yes to confirm.

Note: If you cancel an approved time off request, the delegated manager or managers will receive a time off cancellation email notification.

Viewing Your Time Off Balances

Your balance is a sum of all transactions for a given time off policy from the policy assignment start date to the Balances As Of date (Carryover + Earned/Adjusted + Taken + Scheduled + Future Earned = Balance.) Pending requests are requests that are not yet approved and are not included in your balance.

Starting Point: Myself > Time Off > My Time Off

1. Click View More Details in the Balances section.
2. To change the current date, click the Calendar icon in the Balance As Of field.
3. To view more details for a single policy, click the policy name.
4. Review the policy-specific balances displayed on the Balance Details Summary page.
5. Optional: Click the down arrow next to Time Off Policy to change the current time off policy displayed.
6. Click Transactions to view transaction details.
7. To filter the list, select a Transaction Type and Date Range, and click Filter.
8. Click Back to return to the previous page.

Payroll Frequently Asked Questions (FAQ's)

Q: When do I get paid?

A: All hourly and salary employees are paid biweekly, every other Friday, one week in arrears. Commissions, overrides, draws and non-discretionary bonuses are also paid biweekly.

Q: Do I need to complete a timecard?

A: If you are a non-exempt, hourly paid employee, or an outside loan originator in the state of California, Nevada, or Arizona, you must complete a timecard. You do not need to complete a timecard if you are a salaried, exempt employee. If you are unsure of your classification status, please contact Human Resources or Payroll.

Q: How do I enter time worked on my timecard?

A: In the ADP Portal, go to Myself>Time & Attendance>My Timecard. Edit your timecard as needed and click on Save to save all changes. A one-hour lunch will be automatically deducted for all full-time employees, unless you work in the California or are a corporate employee. If you are in California or are a corporate employee, you must punch in and out for all meal periods.

Q: Why is my timecard grayed out?

A: Timecards are either locked for payroll processing or have already been processed. Please reach out to your time & attendance supervisor if edits are needed.

Q: How do I submit a PTO request?

A: In the ADP Portal, go to Myself>Time Off>Request Time Off. Click on Request Time Off to submit your time off request.

Q: How do I cancel a PTO request?

A: In the ADP Portal, go to Myself>Time Off>List of Requests. Locate your time off request under either pending or approved requests. Click on the three dots in the action column to the right of the request you need to cancel and click on cancel request.

Q: How can I view my pay statements?

A: You can view your pay statements in the ADP Portal by going to Myself>Pay>Pay Statements. Pay statements are available 24 hours prior to each pay date.

Q: Why is my pay incorrect?

A: Common reasons your pay may be incorrect include the following: your timecard was incomplete, time off requests were not submitted timely, and/or we have not processed payroll for the pay period in which you worked. Please review the payroll calendar to match the date of your paycheck with the corresponding pay period.

Q: Why did my paycheck have benefit deductions taken more than once?

A: Deductions are taken every two weeks on the biweekly pay dates. Your deductions may be in arrears due to missing one or more biweekly pays, especially if you receive commission pay only. You can view your per pay period deduction amounts in ADP by going to Myself>Benefits>Enrollments and clicking on View Benefits.

Q: Why are my taxes so high?

A: Federal income taxes are withheld according to the IRS federal income tax withholding tables which can be found in Publication 15, Employer's Tax Guide, and according to your W-4 on file. Federal income tax is withheld at a flat 22% on bonuses. Your pay is also subject to FICA taxes and other potential state/local income taxes depending on your location.

We recommend performing a paycheck checkup using the IRS Tax Withholding Estimator. You can use this tool to determine if you need to complete a new W-4 and/or make additional or estimated payments to the IRS before the end of the year.

Additional paycheck tools can be found here.

Q: The 2020 Form W-4 looks different from previous years. What changed?

A: The Form W-4 was revised due to the tax reform changes that occurred in 2018 because of the Tax Cuts and Jobs Act of 2017. Withholding allowances were eliminated. Steps 1 and 5 on the new form are required and steps 2-4 are optional. If the optional steps apply to you and they are completed, this should result in a more accurate tax withholding that more closely reflects your tax liability. You can also use the Tax Withholding Estimator to determine if you need to update your tax withholding to ensure you are having the right amount of tax withheld from your paycheck.

Q: How do I update my tax withholdings?

A: You can update your tax withholdings in the ADP Portal by going to Myself>Pay>Tax withholdings. Click on Start on the Federal tile to update your tax withholdings accordingly.

Q: Is my first check direct deposit or a live check?

A: If you completed a direct deposit form, then your first pay will be direct deposited. Otherwise, you will receive a live check mailed to your home address on file. You can check your direct deposit information through employee self-service. In ADP go to Myself>Pay>Payment Options.

Q: How can I update my direct deposit?

A: You can update your direct deposit in the ADP Portal by going to Myself>Pay>Payment Options. Click on Edit to edit an existing account or Add Bank Account to add a new account.

Q: How do I change my address?

A: You can update your address in the ADP Portal by going to Myself>My Information>Profile. Click on View More under Personal Info to update your address.

Q: How do I update my 401(k) contribution?

A: You can update your 401(k) contribution directly with the carrier via their participant site www.principal.com or via phone at 800-986-3343.

Q: How can I access a prior year W-2?

A: You can access your Form W-2 in the ADP Portal by going to Myself>Pay>Annual Statements. Click on the year needed under W-2.

Q: I can't get into ADP…. Help….

A: Go to ADP Workforce Now. If you need to register, click on Sign Up and follow the prompts. Please refer to the *ADP Registration* document provided during onboarding. If you forgot your user ID/password, click on the Forgot your user ID/password? link and follow the prompts. If you are locked out of your account, please contact the ADP Employee Service Center at 855-547-8508.