

Harmony P (CA) - Employment Insurance (EI) Hours Doubled in Hourly Employees' Paycards

NOTE: This article only applies to Canadian Harmony customers.

Description

When a paycard is created for an hourly employee, the employment insurance (EI) hours are coming out as double what they should be. For example, an employee has worked 40 hours, but the EI Hours are coming out as 80 hours.

Solution

1. Navigate to Payroll Setup > Assign Payroll Categories.
2. Select the payroll category "Regular EI Hours" in the first dropdown field.
Note: The accrual payroll category, "Regular EI Hours", is intended to be used for salary employees, or any other lump-sum, non-unit-based earning.
3. A list of all employees who are assigned this payroll category will appear in the bottom half of the page. Scroll through this list to see if the affected employees are assigned this payroll category.
4. If you see your affected hourly employees are assigned this payroll category, you will need to unassign it. To do so, select the affected employees using the checkbox on the left side of the row and click the "**Delete Selected**" button on the upper-right corner of the page.
Note: It is incorrect to assign the "Regular EI Hours" payroll category to your hourly employees. Harmony automatically calculates EI hours for your hourly employees using the "Hourly Wages" payroll category, which is set up to be '*Subject to EI*'. You may want to double-check the settings for the "Hourly Wages" payroll category to ensure that it is subject to EI.
5. Process your employees' paycards again and ensure that the correct amount of EI hours appear on the paycards. You can complete the rest of your pay run normally.