



## SMMware Subscriber News

November 28, 2021,

The latest upgrade to SMMware, “Multiple Pay Levels”, has now been launched.

### YouTube video

You can watch our YouTube video on Pay Levels here: [https://youtu.be/i\\_935PzkUAg](https://youtu.be/i_935PzkUAg)

The video is a great starting place, but below are some additional thoughts.

### What differences will you see right now?

The launch of the Pay Levels feature comes with some initial default settings. You may change these if you do make full use of this feature, but this is what you will see now. The list below represents changes you will see whether you intend to use Pay Levels or not.

- Associate Profiles no longer have ‘Hourly rate’ and ‘Hourly Rate Effective Date’ fields. Instead, they have a ‘Pay Levels’ section. They also no longer have the expandable ‘History of hourly rates’ section at the bottom.
- All associates have a ‘Team Member’ pay level assigned to them. The dollar rate assigned to that pay level equals what was in the associate’s hourly rate field before the launch.
- In the Settings Editor, your site now has 4 Pay Levels
  - Team Member
  - Team Member (Weekend)
  - Team Lead
  - Team Lead (Weekend)

The ‘Team Member’ pay level will have been used for associate profiles and for any job codes you have, and therefore cannot be deleted. But it can be renamed.

The other pay levels can be deleted.

- Job Codes now have ‘Pay level’ and ‘Weekend Pay Level’ dropdowns. ‘Pay Level’ has ‘Team Member’ assigned to it, and ‘Weekend Pay Level’ is blank.
- The Payroll Report has a ‘Pay Level Summary’ table for each Associate, providing the total hours entered for a given Pay Level.

## What if you don't need Pay Levels?

You don't need to do anything. The launch of this feature provided defaults such that you can just use them as is.

## Planning For Using Multiple Pay levels

If you want to start making full use of the Pay Levels feature, begin by making a list of what activities you might want to pay different rates for. You may want a short list of generic terms, or you may want to be more detailed. The 'Default' radio button seen in Section 7 of the Settings Editor indicates the Pay Level that will be assigned automatically when you add new Associates in the future.

Here are some examples of Pay Levels to give you ideas:

- Floor Planning
- Photo Organizing
- Hoarder Cleaning
- Level II Effort
- Level II Skill
- Travel Time
- Team Member
- Team Member (Weekend)
- Team Lead
- Team Lead (Weekend)

The idea behind 'Level II Skill' is that it would be a catch-all for any activity that requires a higher level of skill than an entry level Associate would have. Floor Planning would be considered one specific instance of a Level II Skill.

Similarly, 'Level II Effort' is a catch-all for higher effort work, such as Hoarder Cleaning.

Our feeling is that a shorter list is better, you only need to break a generic term into specific ones if you envision paying differently between them. You can always add new Pay Levels later. And you can also rename the existing pay levels (although you want to be careful about changing their meaning to avoid confusion when viewing existing entries).

Whatever list you settle on, your admins (and possibly team leads) will be seeing that list of Pay Levels as a dropdown and will need to be able to pick the right one. So the usage that goes with the names of your Pay Levels should be clear.

Next go to the Settings Editor, "Section 7) Pay Levels / Travel pay", and add/revise the pay levels to match your list.

Next go to the various Associate Profiles and assign Pay Levels as appropriate, also entering the hourly rate. Take care to enter the rate correctly, because to later correct any mistakes, you'll have to individually revise all the hourly entries created with a wrong rate.

If you are using Job Codes, you'll want to edit 'Section 6) Job Codes' in the Settings Editor and match a given Job Code to a Pay Level. The purpose of this matching is to keep hours entry simple for Associates, so that they just have to pick a job code like before, instead of having a 'Pay Levels' dropdown added to the existing 'Job Code' dropdown. You may find it convenient that more than one job code use a given Pay Level.

### **New Jobs and the Associate Pay Model**

When you create new jobs, if you are tying your Pay Levels to Job Codes, you'll want to set the 'Associate Pay Model' to 'Per Job Codes'. In the past the Associate Pay Model was, for all practical purposes, always 'Per Associate Profile', but now that may not be the case.

### **What About Current Jobs?**

Before the launch of this feature, your existing jobs probably had the Associate Pay Model set to 'Per Associate Profile', in which case they still will have that setting post launch. These jobs will carry through to completion that way, there won't be a conversion of these to a pay model of 'Per Job Codes', but when you create new jobs you can choose an Associate Pay Model of 'Per Job Codes' if desired.

### **QuickBooks Limitations**

If your SMMware is integrated with QuickBooks, there are unfortunately some limitations that are imposed by the interface provided by QuickBooks.

If you are integrated with QuickBooks Online, the pay rates cannot be carried over to QBO so the behavior of the integration will be unchanged.

If you are integrated with QuickBooks Desktop, you will be able to take partial advantage of this new SMMware feature. While SMMware lets you override the pay rate for each hourly entry, the interface provided by QBD lets SMMware specify the Pay Level but does not let SMMware override the pay rate for each hourly entry.

If QuickBooks changes either of these interfaces, SMMware will be revised to carry through the extra detail.

### **Previously Existing Data**

In the process of launching this new feature, all existing hours entries were assigned hourly rates to match the hourly rate appropriate for that Associate on the work date.

If you don't intend to take advantage of the new feature, you don't have to do anything. If you run the Payroll Report for old date ranges it will have the same output.

## **Next**

With this feature being launched, we will focus on new versions of our YouTube videos to reflect changes, and on a number of smaller features requested by you, our subscribers.

Thanks, and stay safe.

- *Brian Jacobs*