Deel <> Employee Navigator Integration Guide

deel.

Getting Started

This guide includes step-by-step instructions for using Employee Navigator's Payroll Integration with Deel. Before initiating the integration setup in Employee Navigator, please consider the following:

Deductions currently NOT supported:

- 401(k) Plans

This is a payroll integration, it does not include SSO from Deel to Employee Navigator to complete Open Enrollment at this point. All deduction data including amounts, effective dates, change dates, and end dates will always be sent from Employee Navigator to Deel Payroll. *This integration also does not support imputed income and the domestic partner pre and post-tax breakouts.*

Understanding the Integration Flow

The Deel and Employee Navigator integration enables real-time transmission of employee demographic and deduction data. Key events like new hires, terminations, or compensation changes should be initiated in Deel and will flow into Employee Navigator.

The following stages outline step by step how employers can successfully connect their Deel Payroll system with Employee Navigator through the standard integration process. This integration enables seamless syncing of employee demographic and deduction data between both platforms.

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Stage 1: Request the integration

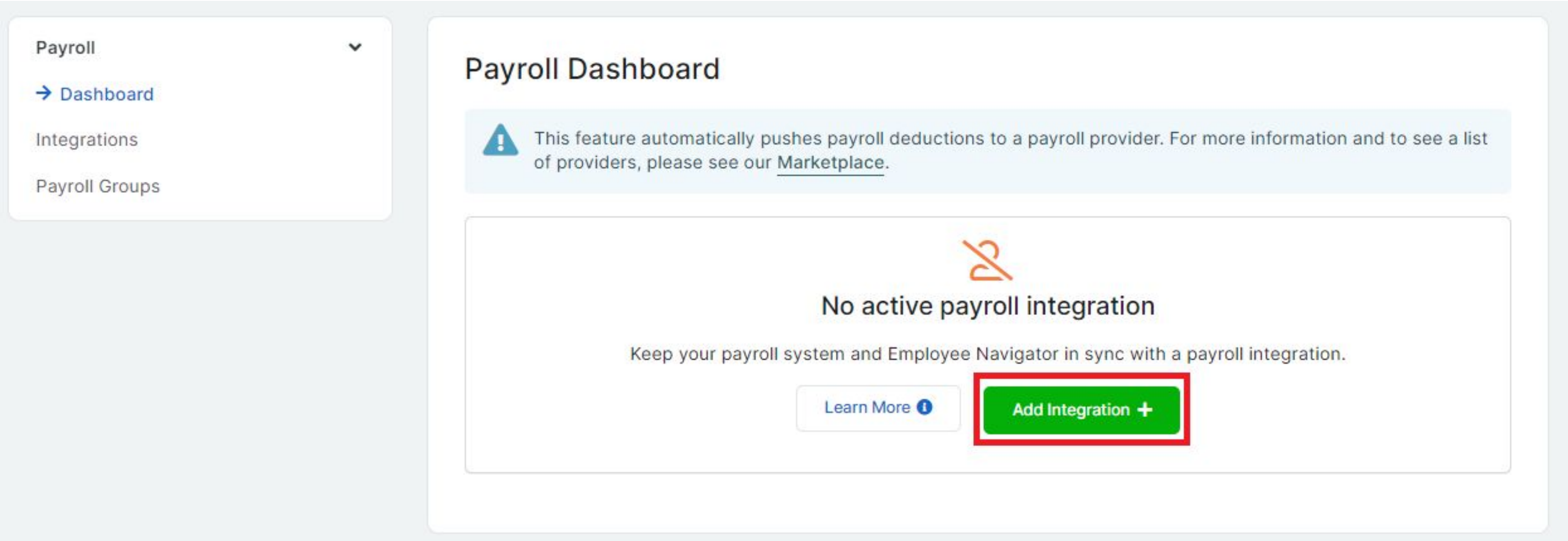
Overview

Request the integration

To begin, the employer or their benefits broker should log into the Employee Navigator platform. Within the company's profile, navigate to the Payroll tab and click the Add Integration button. When prompted, select Deel as the integration partner and then enter the contact details for those within the employer organization who should receive notifications during the setup process.

Once this step is completed, the request will automatically be shared with Deel and a confirmation email will be sent to the employer.

An overview of the process can be found on the Employee Navigator Help Center, step by step videos and integration guides can be found here.



Stage 2: Deel Connects to Employee Navigator

Overview

After Deel receives the integration request, their team will connect the employer's entity with Employee Navigator. Once configuration is complete, Deel will approve the integration within Employee Navigator's partner portal. The Employer will then receive a 'Getting Started' email to proceed with the next step within 3 days of their request.

An overview of the process can be found on the Employee Navigator Help Center.

Stage 3: Demographic Audit

Overview

Demographic Audit

Employee Navigator will initiate a Demographic Audit—a process that compares key employee details (such as name, address, SSN, pay type) between the two systems to ensure alignment. An Employee Navigator Analyst will reach out to the employer and/or broker to guide them through resolving any discrepancies found during this step. Once the audit is complete, users can review the results and confirm or correct mismatches.

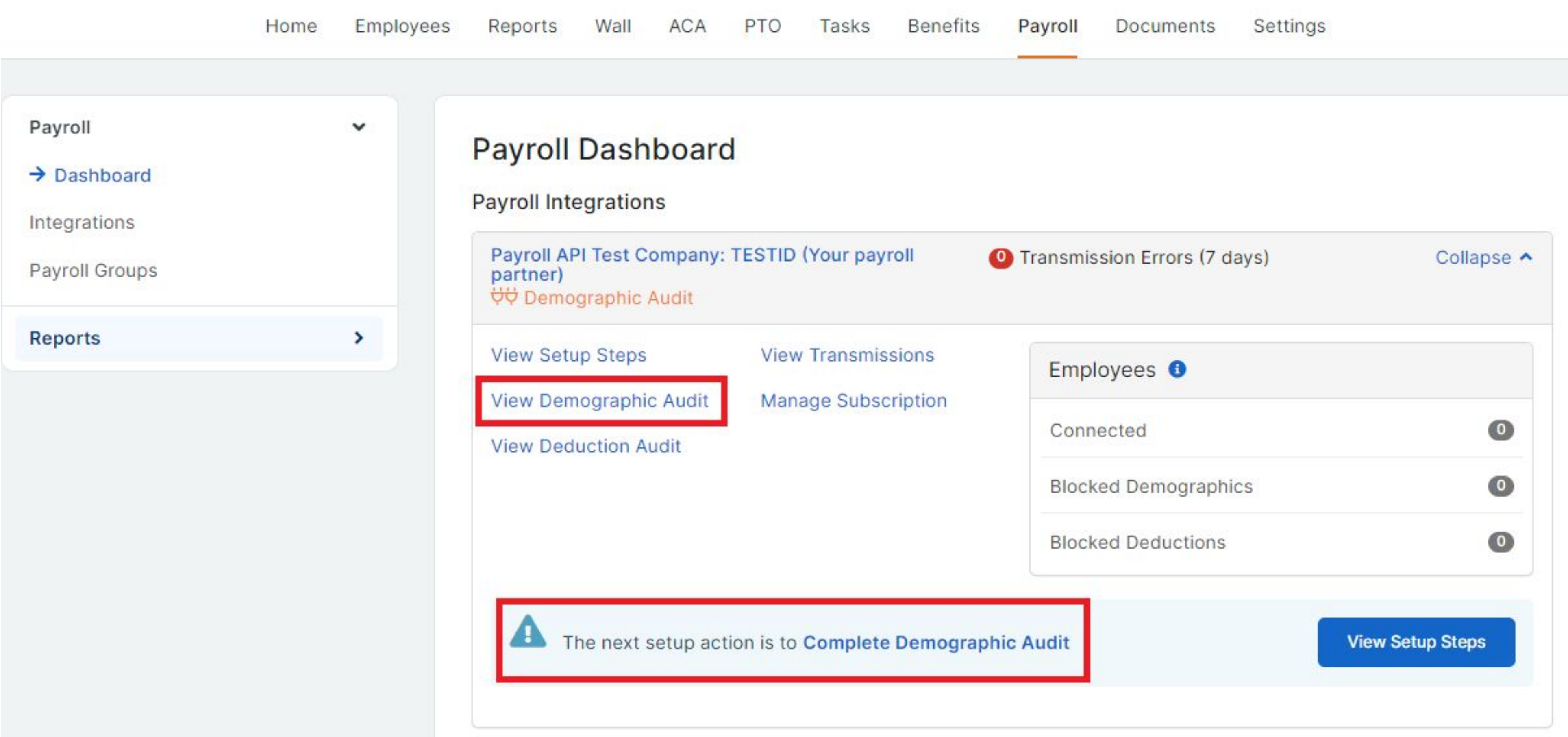
If changes are made to employee data, an automated email notification may be triggered for security purposes. Employers are encouraged to notify their employees in advance so these messages are not mistaken for unauthorized changes.

A video guide of the demographic audit process can be found here.

The stey-by-step process of how to pull in your demographic data from Payroll to begin the Demographic Audit is as follows:

Step 1

1. Click on your Payroll tab in EN → View Demographic Audit



Stage 3: Demographic Audit

Step 2

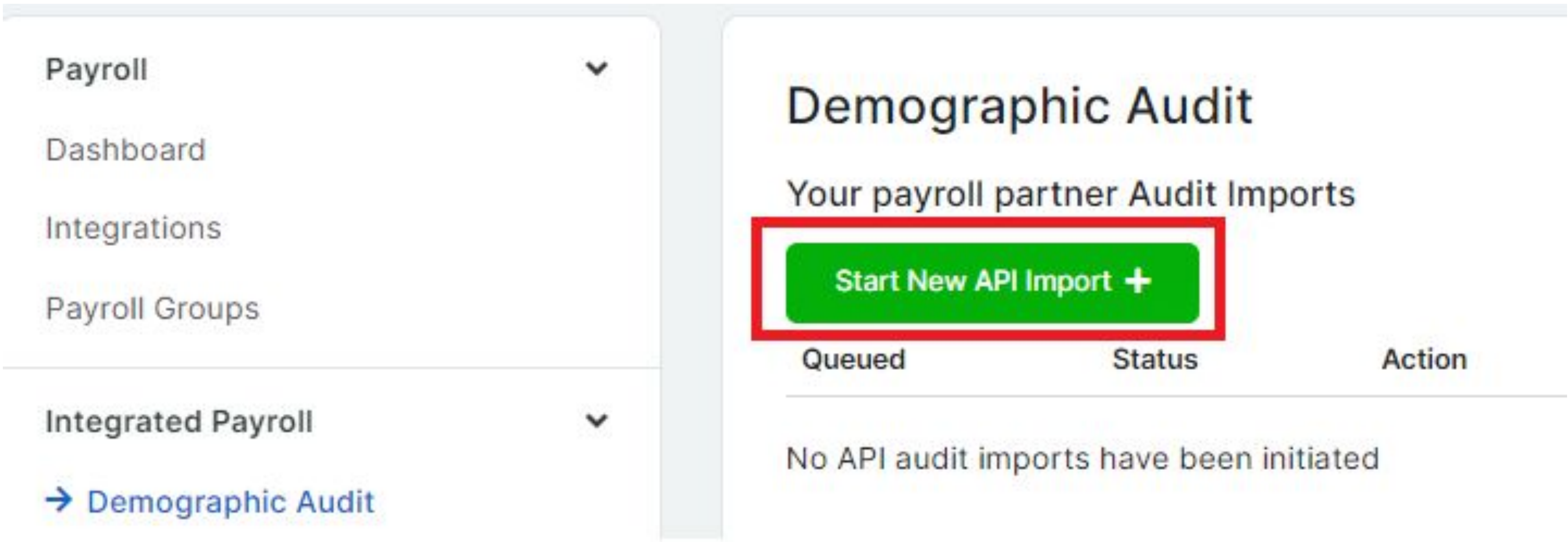
Click '+ Start New API Import'.

Once the report is imported and the status reads as 'Complete', click 'View Report' to view the actual Demographic Audit.

Step 3

Entering the audit

Upon entering the audit itself, Employee Navigator will auto-sync any employees and all of their existing discrepancies who are in a scenario where one system has a valid value and the alternate system has a blank. This will alleviate anyone needing to manually choose the valid values to sync either into Employee Navigator or out to Payroll.



NOTE: If you have more than one Subscriber Group (FEIN), Employee Navigator recommends pulling in one Demographic Audit at a time. The best practice is to finish the first demographic audit in its entirety before moving on to the next Subscriber Group.

Stage 3: Demographic Audit

Possible Discrepancies & Resolutions

There are three possible types of demographic discrepancies:

Once the report is imported and the status reads as 'Complete', click 'View Report' to view the actual Demographic Audit.

Missing from EN

Missing from EN – Employee record exists in Payroll, but not in Employee Navigator:

1. You may ignore the 'Terminated' column of this section.
    a. If these employees are rehired in the future, EN will receive all new demographic information for them from the payroll system.
2. If the employee is within the 'Active' column and needs to be added to Employee Navigator:
    a. You can 'Create' the missing employee in Employee Navigator if they need to be in the system.
    b. You also have the ability to click the 'Bulk Create' option, if you are attempting to create multiple employee records at once.
3. You will want to 'Create' Part-Time/ Ineligible employees. These employees will be housed in EN and payroll but classified out in EN into a non-benefit eligible class so they cannot elect coverage.
    a. If you are creating active missing Part-Time/ Ineligible employees, be sure you have a Class setup in EN for them. Under your Settings tab > Class Structure. Also, you will want to review the eligibility rules of your plans to be sure benefits are not based upon 'Everyone' unless both Full-Time/ Part-Time employees are truly eligible

Missing from Payroll

Missing from Payroll – Employee is in Employee Navigator, but not Payroll

1. If these employees are no longer active, they will need to be terminated in Employee Navigator.
2. Any employees on this list who are future new hires but not yet added to payroll will feed over automatically (from payroll) if the demographics are Live. If the new hires are added to payroll while you are in demographic audit mode, a new demographic report is needed to sync their profiles.
3. Since Deel accepts new hires from EN: You can click the 'Sync' button to send the employee over to Payroll to create a new employee record in that system.
    a. **Note**: This should only be done if this record does not exist in Payroll. If it does, syncing the employee to payroll will create a duplicate on their end.

Stage 3: Demographic Audit

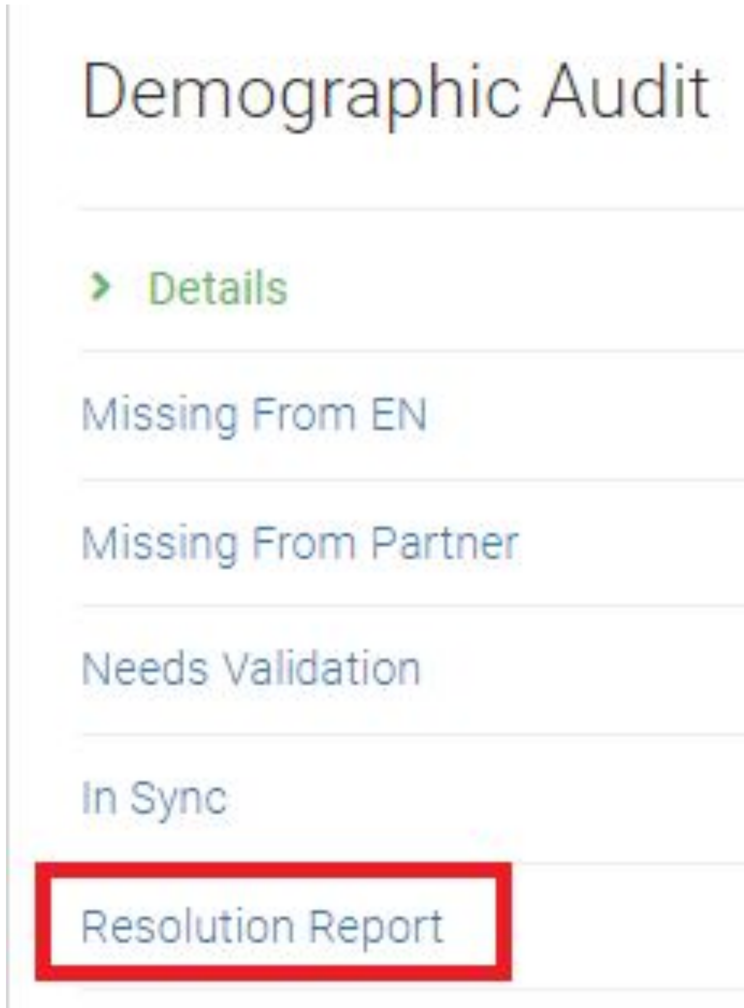
Needs Validation

Needs Validation – Employee is in both systems, yet some integrated fields do not match between the two. The Partner value is the value from Payroll.

1. You may ignore the 'Terminated' column of this section.
2. You must identify and select the correct value for all fields showing a discrepancy in order to Sync an employee.
3. Once you have selected the correct value for each field, click Sync to send the selected data to the alternate system, and move on to the next employee.
    a. The field selected from the Partner side will update in Employee Navigator automatically, and vice-versa.
    b. The fields with the lock icon are 'owned' by payroll and you will only have the option to select the Partner Value. If this value is incorrect, you will need to manually adjust the payroll system and import a new demographic report into Employee Navigator.
4. This will effectively give the employee matching demographic data for each integrated field between Employee Navigator and Payroll.

There could possibly be some records that have a value in one system but nothing in the other. Employee Navigator will automatically select and apply these for you. For example, Sam Sample has a personal email address in payroll but not in Employee Navigator. Instead of making you select the populated email address to be the correct value, Employee Navigator will automatically do that behind the scenes, making both systems in sync and fewer clicks for you.

You will be able to view all changes made within the Demographic Audit using the Resolution Report, including any of the auto-accepted fields mentioned above.



Stage 3: Demographic Audit

Demographic Audit FAQs

Q: Why are some fields, like compensation, locked during the demographic discrepancy process?
A: Fields that are locked during the discrepancy process reflect fields that payroll is the system of record for. For example, because payroll “owns” the compensation values in this integration, Employee Navigator will only allow you to select the payroll values for compensation when going through the discrepancy process.

Q: What if I have commission-only employees or employees who receive a Salary + additional earnings who either don't have a base salary, or, their base salary will not be the total amount needed for benefit calculation?
A: With these types of employees, Employee Navigator has the Annual Benefit Salary field within the employee’s Compensation tab. This is the field where you can enter in the correct, total amount that the system will look to when calculating salary-based benefit amounts.

This Annual Benefit Salary field should be used for

Commission-based employees with $0 salaries in payroll
K1 records or employees whose Annual Salary value in payroll will not be the total amount needed to drive salary based benefits (i.e. Salary = $250,000, but total amount needed to drive benefits should be $300,000)

Q: If fields are locked in Employee Navigator, can I still update them via the import tool?
A: No, any fields that are locked in EN will be ignored if included on an Import into the system

To contact Employee Navigator about any further demographic audit questions, please submit a request here.

Stage 4: Deduction Audit and Final Checks

Overview

Deduction Audit and Final Checks

Following the completion of the demographic audit, Employee Navigator will proceed to launch the Deduction Audit to confirm that benefit deduction codes and amounts are correctly mapped. Deel will validate this setup to ensure that deduction data can be transmitted accurately and that it appears as expected in the payroll system.

A video outlining how to map and edit your deduction codes can be found here
A video outlining how to complete your deduction audit can be found here.

During this stage, your Deel assigned payroll manager will be available to run through this process with you on a call - please reach out to support to schedule this call.

Please note that you will need to review your codes on an annual basis, and whenever you make plan changes to your offering.

The stey-by-step process of how to map and edit your Deduction Codes and complete your Deduction Audit is as follows:

Step 1

How to find the codes

Go to your Payroll tab in EN once your integration request has been approved → Payroll Groups → Click into a payroll group → Click the Vendor Payroll Codes button at the top → Click Refresh Codes to pull in the codes from the payroll system.

A screen recording of this process can be found here.

Step 2

Once the codes have been pulled from payroll

Once the codes have been pulled in from payroll, click the pencil icon next to the plan you wish to add a Deduction Code to.

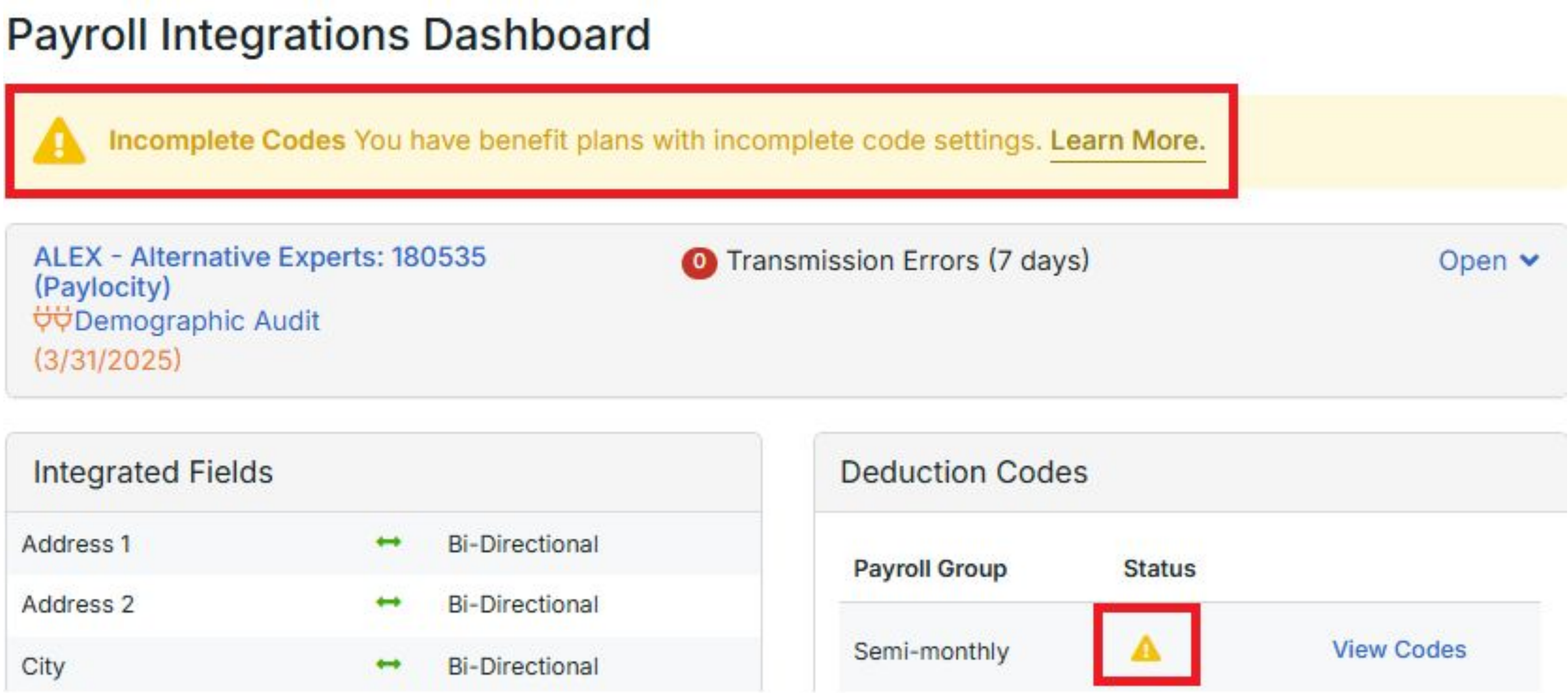
By clicking on the appropriate code box, a dropdown will appear to select from.

Stage 4: Deduction Audit and Final Checks

Step 3

How to set up these codes

Note: *Your Payroll tab will initially show an 'Incomplete Codes' message, which is expected until you've mapped your codes into Employee Navigator.*



Step 4

View your codes

- Click on the ‘View Codes’ link within your Payroll tab → Deduction Codes section

There are three different types of code setups that you might have:

1. Plan Based
2. Coverage Level Based
3. Limit Level Based

3 different deduction transmission options - *(NB the option you choose to select may depend on the code, your assign payroll manager can help you determine here)*

1. Always Send
2. Never Send
3. Don't Send $0
   Employee Navigator does not recommend using this option.

3 different employer contribution transmission options - *(NB the option you choose to select may depend on the code, your assign payroll manager can help you determine here)*

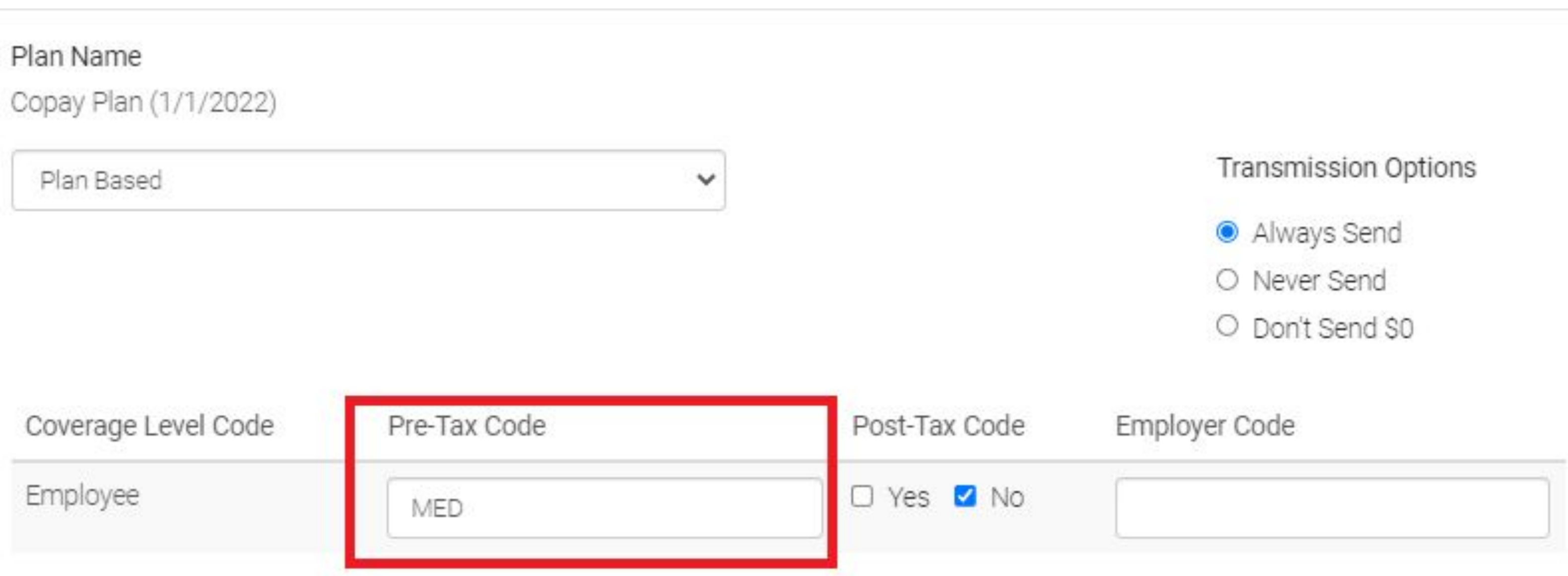
1. Always Send
2. Never Send
3. Don't Send $0
   Employee Navigator does not recommend using this option.

Stage 4: Deduction Audit and Final Checks

Plan Based Codes

Plan Based Codes

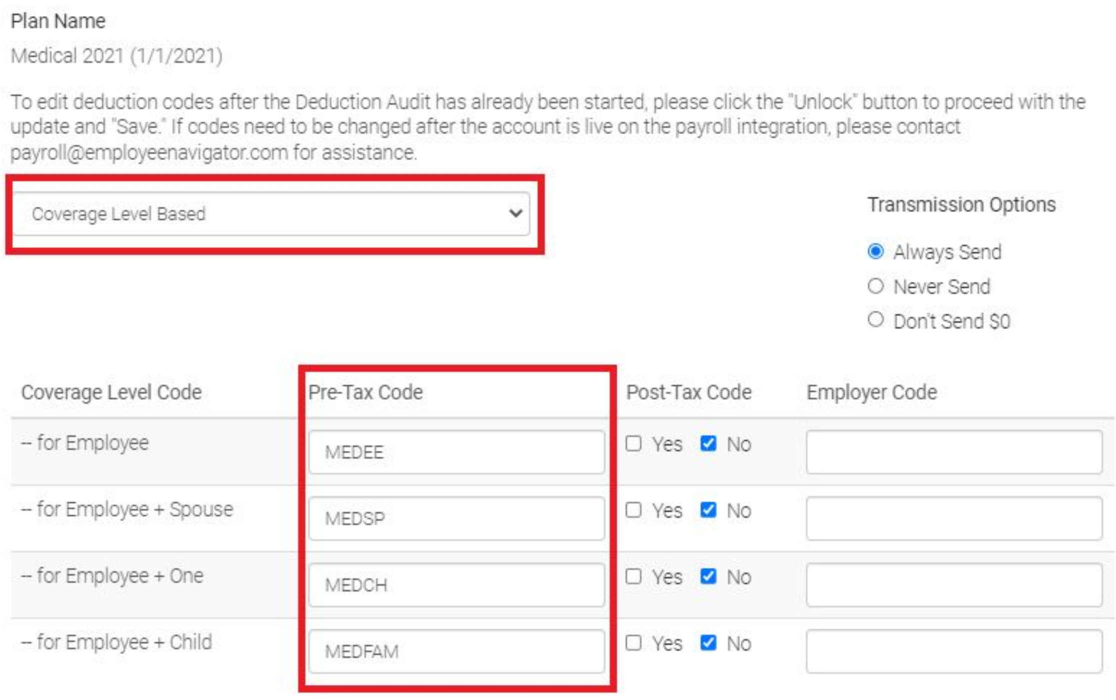
- **This is the most common code configuration you will have in Payroll.**
- You will likely have a single code, such as MED or MDCL, that represents the entire employee (and spouse or dependent(s)) consolidated cost.
    - This code can be mapped into the applicable pre or post-tax section of the plan.



Coverage Level Based Codes

Plan Based Codes

- **This is another form of code configuration you might have in Payroll.**
    - These codes can be mapped into the plan's applicable pre- or post-tax section.



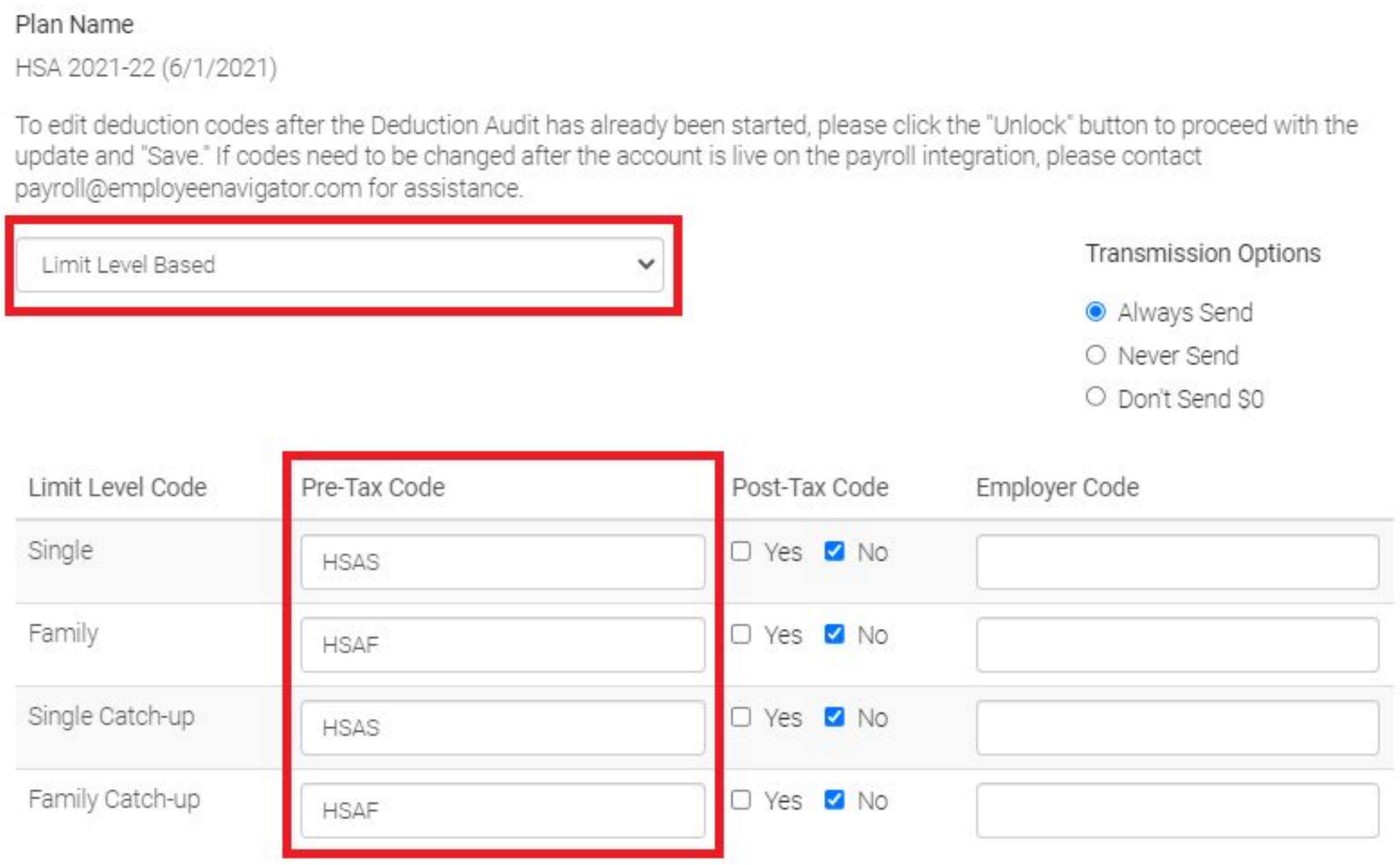
Note: Employee Navigator will only show the coverage level options for plans with Composite Rate types. They do not support coverage-level based codes for ACA-rated, Banded, or Individually-Banded rate types within your Costs ⟶ Rates section of a plan.

Stage 4: Deduction Audit and Final Checks

Limit Level Based Codes

Limit Level Based Codes

- **This is another form of code configuration you might have in Payroll specific to your Health Savings Account plans**
  - These codes can be mapped into the plan's applicable pre or post-tax section.



This functionality allows for the configuration of up to 4 deduction codes, depending on the client's needs. If not all HSA Limits are being used by the company, the Employee Navigator system will allow for the same deduction code to be used more than once, so you can just copy the codes from the Single and Family tiers into the Single Catch-up and Family Catch-up tiers.
(**NB** Deel's payroll system does not require tier level deduction codes - the same code is used across all tiers).

NOTE on age-based code restrictions: If an employee is above age 55, EN will send codes from the Catch-up sections (Single catch-up or Family catch-up). If they are under 55, then EN will send the codes from the standard sections (Single for Family). If your catch-up code cannot be set to have an annual max of the IRS max + the IRS catch-up max, then please see below.

Employee Navigator will not send two codes for HSA if an employee is over 55 (one for the regular limit and one for the catch up), and will only send the code mapped into the Catch-up sections.

EMPLOYEE NAVIGATOR BEST PRACTICE: Employee Navigator strongly advise to just map the regular HSA code(s) into both the Single/Family and Single Catch-up/Family Catch-up sections, and manage the catch-up deductions manually in payroll.

This will ensure that if your payroll partner has maximum limits on your catch-up code, that employees aged 55 and above do not have their regular deferrals in payroll capped at $1,000.

Stage 4: Deduction Audit and Final Checks

Third Party App Benefits

Third Party App Benefits

With Third-Party Apps, the carrier is the system of record of the enrollment or policy record. That means that all effective dates, benefit amounts, and premiums are determined by the carrier and then passed to Employee Navigator to store on the employee record. (More information here). Because of this, there will be no need to select a coverage level type as it will be automatically configured based on being tied to a Third Party App benefit. For all Third Party App Benefits, both a Pre-tax and Post-tax deduction code will be required.

Transmission Options:

Transmission Options:

These transmission options apply to both deductions and earnings:

Always Send

- Always send the transmission, even with $0 amounts

Never Send

- Will never send the transmission
- This could be used for 100% employer-sponsored benefits
- Deduction codes will not be required but can be added for reporting usage

Don't Send $0

- ***Employee Navigator do not recommend using this option.*** When used, Employee Navigator will be unable to zero out a deduction in payroll if an employee moves from a true per-pay cost above $0 down to $0
  - Most common with HSA plans or plans where the EE cost is covered at 100%.

How to edit the codes

How to edit the codes if you made a mistake

While you are in Audit mode for the setup process as well as when you are Live for the integration, these deduction codes and transmission settings can be updated by both broker and HR Users.

If you are in audit mode for the integration: You can edit a code, transmission setting, or plan vs. coverage level-based setting to correct them at anytime → re-enter the Deduction Audit to continue reviewing discrepancies.

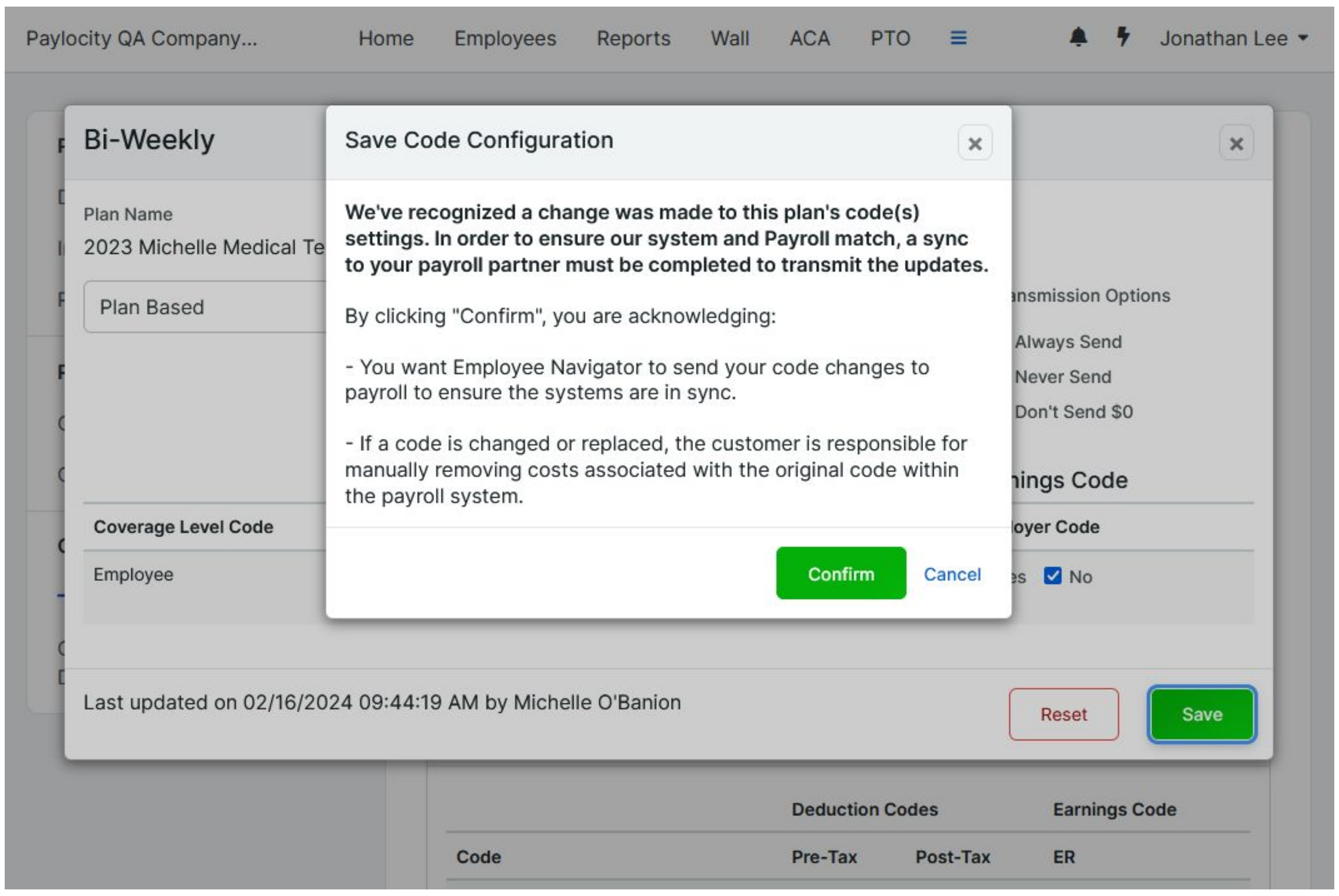
If you are Live for the integration: You can edit a code, transmission setting, or plan vs. coverage level-based setting to correct them at any time. To ensure Employee Navigator and Payroll are kept in sync with one another, what the Employee Navigator system will do here for you is:

Stage 4: Deduction Audit and Final Checks

How to edit the codes continued

Upon saving the change to the specific plan's code, Employee Navigator will show a modal

Employee Navigator will not display this modal if a transmission setting is changed, say, from 'Never Send' to 'Always Send' at this time. For now, please reach out to Payroll@employeenavigator.com to push these for you if a code was already in place and just the transmission setting was adjusted.



How to edit the codes continued

Click Confirm

1. Once you click 'Confirm', Employee Navigator's system will run a job to instantly send all deductions associated with that plan to payroll to be sure the corrected code and applicable costs are inserted automatically for you.
2. If you by chance replaced one valid code with another, then the original code and associated costs must be removed from Payroll. Employee Navigator will only be able to transmit the updated code(s) to payroll, Employee Navigator cannot end the original code(s) if it by chance was valid and had been previously exchanged over the integration's API.

If you need assistance removing codes from payroll, please reach out to Deel support who will direct your request to the relevant team.

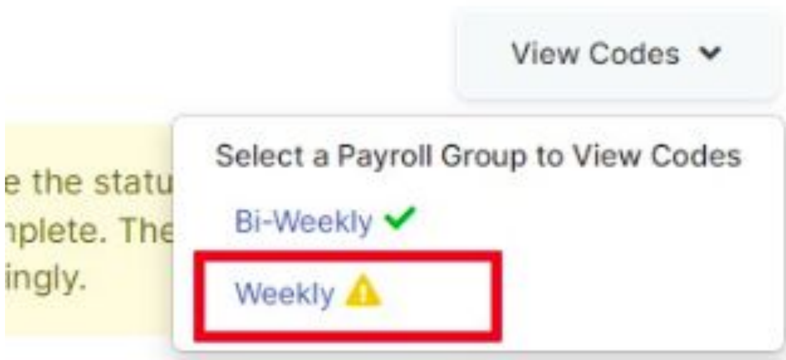
Stage 4: Deduction Audit and Final Checks

Step 5

To complete your deduction audit, ensure you've entered deduction codes into each active Payroll Group

Each active Payroll Group must have completed deduction codes for you to have access to the Deduction Audit.

Not sure which Payroll Group has incomplete deduction codes? Select **View Codes** in the top-right. Payroll Groups with a yellow warning icon have incomplete deduction codes.



Step 6

Pull in your deduction data from Payroll to begin the Deduction Audit

- Click New Deduction Audit+
- Once the report Fetch Status is listed as 'Completed', click 'View Audit' to view the Deduction Audit

Step 7

Code Audit tab

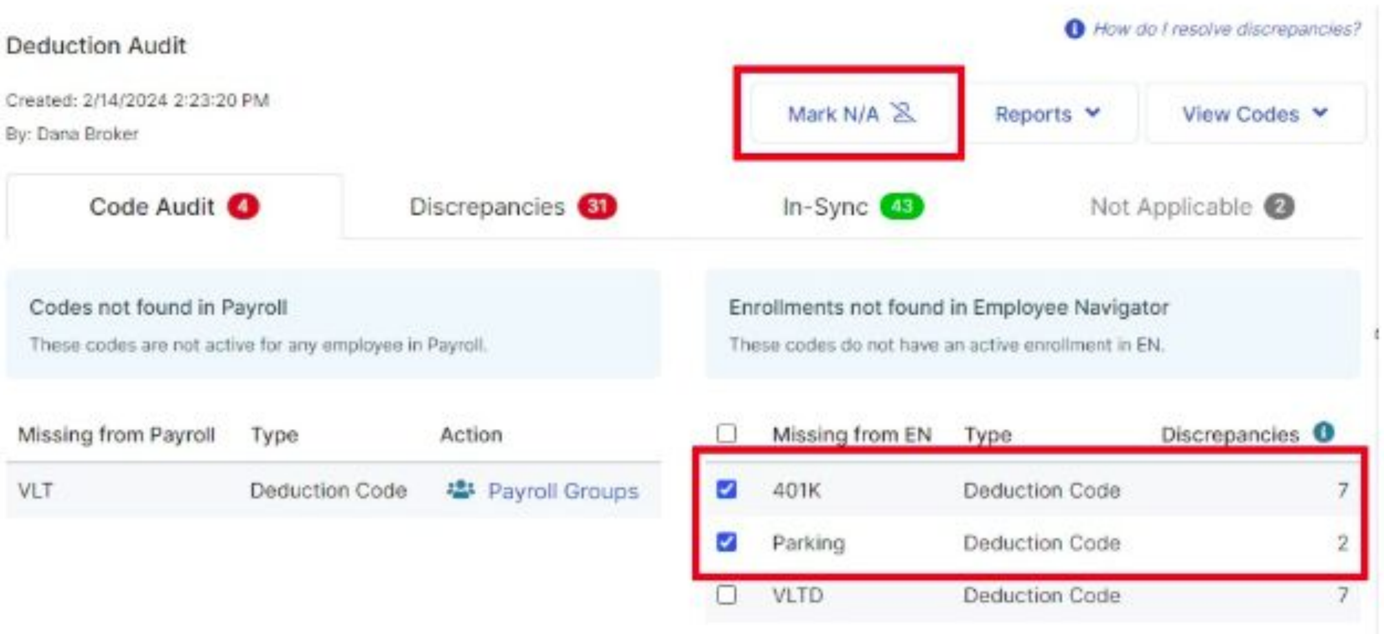
- The first tab of the Deduction Audit displays deduction codes that are active in one system, but not the other.
- The table on the left displays codes that are attached to enrollments in EN, but were not found in the data imported from Payroll. Most likely, this is due to a code that was typed or mapped into the Payroll Group incorrectly. The "Payroll Groups" link will allow you to identify and edit each Payroll Group where that code is active so you can adjust accordingly.

Stage 4: Deduction Audit and Final Checks

Step 7 continued

Code Audit tab continued

- The table on the right displays codes that are included in the data imported from Payroll, but not in Employee Navigator.
  - Typically, these codes are not applicable to the integration, such as 401k. If a code is not applicable to the integration, select it and click Mark N/A to move its corresponding discrepancies to the Not Applicable tab.
  - If you need to move a code back to the discrepancies list, you can enter the 'Not Applicable' tab → Check off the applicable codes → Choose 'Remove from N/A'



Step 8

Discrepancies tab

- This tab lists each individual deduction discrepancy as a side-by-side comparison of the code and amount in EN and Payroll.
- You can easily access employee profiles by clicking their names directly on the audit. The Send tool automatically moves deductions sent to Payroll through the audit to the In Sync tab and the Mark N/A tool automatically moves selected deductions to the Not-Applicable tab.
- To send multiple deductions at one time, mark the check box in the left column of the deductions you intend to send, then click "Send" in the top-right corner.
- If you want to send all deductions on the page from Employee Navigator to Payroll, select the check box at the top of the left-most column to select all. Then, click "Send" in the top-right corner.

Use the "Show Status Text" toggle for descriptions of each discrepancy.

Stage 4: Deduction Audit and Final Checks

Step 8 continued

Discrepancies tab continued

Discrepancy Statuses:

Not in EN: A deduction exists in Payroll, but no corresponding deduction or enrollment exist in EN.

- If Payroll is correct, add an enrollment for that benefit to EN to match Payroll.
- If EN is correct, go into your Payroll system and end the deduction for that employee.

Not in Payroll: A deduction exists in EN, but no deduction exists in Payroll.

- If EN is correct, use the 'Send ' button to automatically insert the deduction from EN into Payroll.

Amount Discrepancy: Deductions exist in both systems, but the dollar amounts do not match. Confirm which system is correct.

- If EN is correct, click 'Send'
- If Payroll is correct, Modify the enrollment in EN so the amount matches Payroll. This could be due to the plan setup (rates/contributions), number of dependents enrolled, Payroll Group assignment, etc.

Employee Not Synced: The employee does not have a payroll ID connected to the company you are auditing for. Ensure the employee is assigned to the subscriber group for this company and import a demographic report that has their record on it to connect them. This status will no longer show once that has been done to connect the employee's record.

Step 9

In Sync tab

Upon import, already in sync deductions automatically go into this tab. When you transmit deductions using the Send tool in the Discrepancies tab, they move to In Sync. This allows you to focus on genuine discrepancies in the Code Audit and Discrepancies tabs.

Step 10

Not Applicable tab

As you use the Mark N/A tool within the Code Audit and Discrepancies tabs, the selected discrepancies move to this tab. Note that this a visual tool and will not prevent selected Employee Navigator deductions from transmitting to Payroll.

Stage 4: Deduction Audit and Final Checks

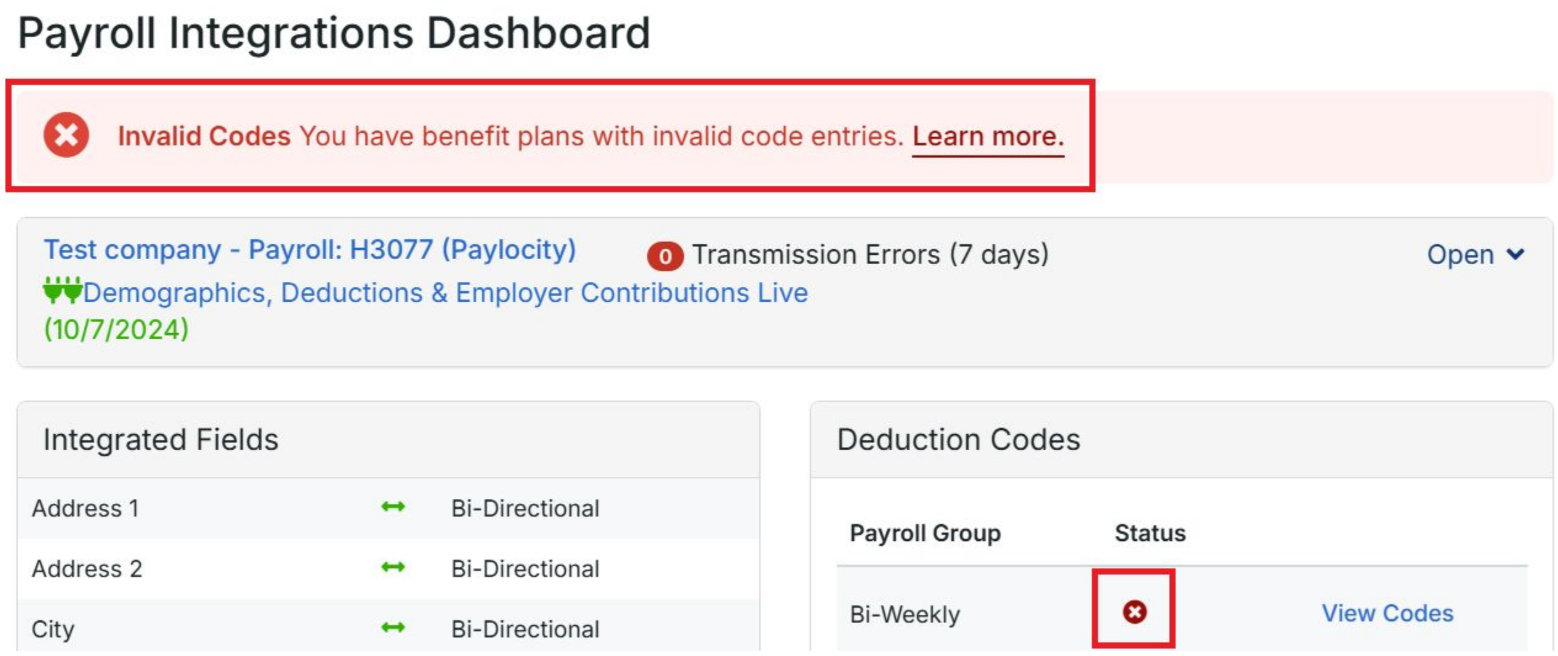
Deduction Audit FAQs

Q: What deduction types are not currently exchanged?
A: In the Employee Navigator article, [Payroll: Integration Overview](), they cover in more detail what they do not exchange on the integration. There are a few plan types Employee Navigator don't support at all, and there are some where Employee Navigator support deductions only.

Unsupported plan types:
- Commuter Benefits
- 401K
- Universal Plans

Partially supported plan types (deductions only, no earnings):
- HSA
- Group Life
- Group AD&D

Q: Why am I seeing a message on my Payroll tab of 'Invalid Codes'?
A: Since Deel has the 'Vendor Payroll Codes' feature enabled that allows Employee Navigator to retrieve payroll codes from the partner's system, then Employee Navigator will know if a code that may have been mapped previously is invalid. This message "Learn More" link will direct you to the specific Payroll Groups → specific plan(s) with incorrect codes so you can update them.



Q: Can I use the same code for more than one benefit type?
A: No, all benefit types must have unique deduction codes. For example, you cannot use the same 'Colonial Pre' code for an Accident and Critical Illness plan, both plans must have a unique code to allow us to start, change, or stop deductions independently from one another.

Q: Can I use the same deduction code for all Third Party Plans and both Group Life/ Vol. Life?
A: No. Each Third Party Plan requires a unique deduction code as these are separate benefit categories in EN. This is the same with Group Life and Voluntary Life.

Stage 4: Deduction Audit and Final Checks

Deduction Audit FAQs

Q: The system requires a deduction code for Child coverage; however, the plan does not offer Child benefits. Do I need to create a new deduction code in payroll for this?
A: Yes & No. You may use a dummy deduction code such as "NA" for the Child coverage level when Child benefits are not offered. This satisfies Employee Navigator's requirement for a deduction code and will not be sent to payroll since no Child coverage exists.

Important caveat:
If you **manually add deduction code**s in Employee Navigator, you may use a dummy code like **"NA."**

Since Deel uses an **API integration with Employee Navigator that pulls deduction codes from payroll,** you **cannot** use a dummy code. In that case, the deduction code **must be created in payroll first** so it can be pulled into Employee Navigator.

Q: Does it matter if a code is placed into Pre-tax or Post-tax column?
A: Yes, but only in certain scenarios:

- If the client has just one code for all employees which is configured as pre-tax or post-tax in payroll, the placement **does not matter**.
- If the client has two codes where some employees are pre-tax and others have deductions post-tax, then the placement **does matter**.
  - Each must be in its respective section of all applicable plans. Anyone who needs a post-tax code used must be classified as the correct 2% shareholder or Direct lineal descendant of a 2% shareholder in Employee Navigator, depending on which one they are.
- If the client has one code **and** the plan in Employee Navigator allows a user to define the tax status of the enrollment, then the placement **does matter**.
  - If a Voluntary LTD or STD plan settings > Costs > Rates is set to only allow post-tax enrollments, the code must be in the post-tax section. The same goes for pre-tax. If both are allowed, there must be two codes mapped into their respective sections.
- If the plan is a 3PA plan where the enrollment is returned to Employee Navigator from another system, the placement **does matter**.
  - Both a Pre-tax and Post-tax code will be required to Save.

Q: I have employees who must receive post-tax deductions, how do I configure this?
A: If they **are not** 2% shareholders or Direct lineal descendants of a 2% shareholder: Create a new payroll group with the same frequency ⟶ Add the post-tax deduction codes to this group and any other pre-tax deductions for plans that must be withheld pre-tax for all ⟶ Adjust each applicable employee's payroll group to the new one.

If they **are** 2% shareholders or Direct lineal descendants of a 2% shareholder: Go to their Profile → Employment → Statutory Class → Choose '2% Shareholder' and Save. This will allow EN to apply only the post-tax deduction codes you've mapped into your payroll group(s) for this employee.

Stage 4: Deduction Audit and Final Checks

Deduction Audit FAQs

Q: I have employees who must receive post-tax deductions, how do I configure this?
A: If they **are not** 2% shareholders: Create a new payroll group with the same frequency ⟶ Add the post-tax deduction codes to this group and any other pre-tax deductions for plans that must be withheld pre-tax for all; Adjust each applicable employee's payroll group to the new one.

If they **are** 2% shareholders: Go to their Profile → Employment → Statutory Class → Choose '2% Shareholder' and Save. This will allow EN to apply only the post-tax deduction codes you've mapped into your payroll group(s) for this employee.

Q: Company owners or executives do not pay for benefits; how should we handle that?
A: You should work with your broker to set up a benefit class for which benefits are 100% company paid to reflect the $0 cost for that segment of employees.

Q: What if the employee's deduction amount is correct in payroll, but not in EN?
A: If the deduction amount in payroll is correct, then a manual adjustment will need to be made in Employee Navigator. Employee Navigator is the system of record when it comes to the deduction record, meaning that Employee Navigator will not take a deduction value from payroll. Please contact your broker if you run into this issue, as an incorrect deduction amount in EN could potentially be due to incorrect plan rates or costs, incorrectly enrolled coverage levels, or updated plan rates due to specific plan settings. Once a value is synced to Payroll, it will replace the previous deduction amount in the payroll system and become current.

Q: Why would I want a plan set to 'Never Send' to payroll?
A: Users often have Company-paid plans with no employee cost or plans that are unsupported within the integration and Employee Navigator want to prevent the system from attempting to send deductions for these plans.

Q: If there is an Annual Salary and an Annual Benefit Salary populated for an employee, which one is used for benefit calculations?
A: Annual Benefit Salary. EN will always use that value if one is populated for an employee

Q: Will future dated deductions be sent automatically once the integration is fully live?
A: No. Future dated deductions will need to be sent manually to payroll during the deduction audit process using the 'Send to Payroll' tool and clicking 'Send'. These deductions will send with the future date, so employees are not deducted prior to their start date.

To contact Employee Navigator about any further deduction audit questions, please submit a request here.

Stage 5: Integration Goes Live

Overview

Integration Goes Live

Once both audits are completed and validated, Employee Navigator will officially move the integration to a live state. At this point, demographic and deduction data will begin to sync in real-time between Deel and Employee Navigator.

Employers may begin reviewing synced employee data, enrollments, and deductions directly in both platforms.

Service Fees

Overview

This integration has an implementation fee of US $300.00, and a monthly fee of US $1.50 per employee registered (PEPM).

During implementation

What is the employer's role in the Demographic Audit?

The Demographic Audit is a meeting between Employee Navigator and the employer to review any discrepancies identified through the integration. The employer's role is to participate in the meeting and help resolve any mismatches in employee data by confirming or correcting the information.

How does a client adjust an employee's benefit deductions?

The client must manually update the deduction amount in Deel for the current payroll cycle.

If there is an amount discrepancy between Deel and Employee Navigator, how do we sync that information on Deel?

If the deductions are not in sync between Deel and Employee Navigator:

- If EN is correct on the discrepancies tab of Employee Navigator, click 'Send'
- If Payroll is correct, Modify the enrollment in EN so the amount matches Payroll. This could be due to the plan setup (rates/contributions), number of dependents enrolled, Payroll Group assignment, etc.

You can refer to this guide for the steps: here

For new hires

Is the employee information automatically sent from Deel to Employee Navigator?

Yes, once you create a new hire in the Deel system this will automatically flow into the Employee Navigator system so that the user can enroll. However, there's an extra step on the Employee Navigator platform, where the employer needs to add on Employee Navigator their class and payroll group to complete the login. It shows up as a task titled: Complete Employees missing HR required fields.
You can refer to this guide: here

Is the employee sent an email alerting them to enroll?

When a new hire's profile is completed in Employee Navigator, you will be given the option to send a welcome email to that employee. You can decline the email for part time or non eligible employees. There is no automatic email.

New hire enrolls within the first 30 days. At the end of the 30 days, are deductions sent retrospective back to the effective date? Does the client have to create a one time manual deduction to account for the premium?

If the employee enrolls within the first 30 days but the integration was not active or updated during that period, deductions are not retroactively sent automatically. The client must manually adjust the payroll grid by editing the deduction (G2N item) to include the missing amount — whether it's the full or a prorated premium — based on guidance from their HR team or broker.

For employee terminations

What happens when an employee is terminated?

Terminated employees once updated in Deel payroll will flow automatically over to Employee Navigator for termination.

What happens with terminated employees where the benefit end date is different from the employee termination date?

If an employee needs to be terminated in Employee Navigator, but left active in payroll for their final check to be processed:

1. Go to the employee's Profile on Employee Navigator Page → Apps link (bottom left hand-side of the page)
2. Click 'Manage' link → Block Demographics → Save
3. and Terminate the employee in Employee Navigator
4. Ensure the employee is not "touched" in payroll in the meantime, which would cause payroll to send Employee Navigator a still Active record and rehire them.
5. When ready, terminate the employee in Payroll with a matching date.

Employee Navigator Specific

If an employee experiences a Qualifying Life Event (QLE), where should the employer approve it?

The employer should approve the QLE directly on the Employee Navigator platform. Once approved, the update will automatically sync with Deel.
You can refer to this guide: here

How do employers review the Transmission Dashboard?

The Transmission Dashboard allows employers to validate that all information is flowing correctly from Deel to Employee Navigator and vice versa.
You can refer to this guide: here

Additional Assistance

How do I reach Deel if I need additional assistance?

Email us at benefitsadmin@deel.com or contact your dedicated account manager.