A list of MAGIC Payroll, Travel, and Travel Frequently Asked Questions (FAQs) and answers is listed in this document. Users should review the information to become familiar with the systems. If you have a question that is not listed, please email the MMRS Call Center at mash@dfa.ms.gov.

The document was updated on: August 22, 2023

Select the topic below to see all related questions.

A question index is available at the end of the document.

General Questions

Q1:	When can we view CATS, ECP, and Travel systems?
A1:	There will be system demos and training prior to go-live.
Q2:	How do I get added to the MASH email communication list?
A2:	Send an email to the MMRS Call Center at mash@dfa.ms.gov.
Q3:	Will the Payroll and Travel system be available on any computer that has Internet access?
A3:	Yes, the systems will be accessed via browser and can be accessed on any network.

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Payroll Questions

Q1:	Will we have the ability to run an "Employees by Vendor" and/or "Deduction Code" report?
A1:	Yes, both reports will be available.
Q2:	Will the system provide a report on the billing differences with Blue Cross?
A2:	Yes, the BCBS comparison report will available in the system.
Q3:	Will we have the ability to enter two deductions at one time with the same code? For example, insurance premiums may be doubled the first month of employment and we would like to enter the doubling transaction at the same time as we enter the following month's deduction - that will not double.
A3:	Double deductions for Life and Health Insurance must be handled manually. The first deduction should be entered as the recurring Life (entered in ECP) or Health (entered in EC) deduction. The second deduction for both Life and Health will be entered as a one-time deduction in EC.
Q4:	Will there be a method to upload deductions for multiple employees at one time? This would be helpful not only for premium changes, but also for large agencies that have numerous new hires each month.
A4:	Yes. MMRS will provide templates for agencies to populate and return to MMRS for upload. Agencies should validate changes after each upload.
Q5:	How does ECP handle Careflex and Mediflex deductions?
A5:	ECP will take the Careflex and Mediflex pay period deductions if a deduction was missed or if the employee started after the first of the year (if allowed). For example, an employee that is paid monthly and begins work in July and has an annual election of $1200, would have a $200 deduction for the next 6 months.
Q6:	Will the system have the ability to calculate the amount for Careflex that now must be reported manually to DFA for W2 purposes?
A6:	Yes, the Careflex deductions will be reflected on the W2 automatically.
Q7:	How do I get to ECP?
A7:	Users will access ECP via the EC system. Some payroll functions can be performed in EC. There will be a tile in EC to access ECP for the functions that have to be performed in ECP.
Q8:	What training courses do I need to take?
A8:	Users will receive a curriculum sheet that lists the courses they need to take prior to go-live. The courses a user is specified to attend is based upon information collected from each agency.

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Q9:	How do I log my training attendance?
A9:	Users will use the Learning Solution (LSO) to register for in-person classes. Each employee's curriculum sheet will provide instructions on how to register for training.
Q10:	How will Contractor Payroll be processed?
A10:	It is processed the same as Regular Payroll.
Q11:	Can a file be uploaded to mass update deduction records?
A11:	A template will be provided. It is the agency's responsibility to verify the accuracy of the data.
Q12:	Will there be an overlap period for error corrections in SPAHRS and MAGIC?
A12:	Once MAGIC is live there will be no new Payrolls processed in SPAHRS.
Q13:	Will I be available to run a Preliminary Payroll?
A13:	In ECP it is called a Payroll Simulation.
Q14:	Will the Payroll frequency change?
A14:	SPAHRS pay frequencies B and K will be combined into one ECP Payroll area, ZB. The other frequencies will remain the same.
Q15:	Will employees be able to make changes to their address or other personal information?
A15:	Employees will not be able to make changes to their information directly in the system. They should contact their agency HR staff.
Q16:	How will Cost Reallocation be handled in ECP?
A16:	Detailed instructions will be provided in the MAGIC HR and Payroll Manual.
Q17:	Will we have to enter every deduction for each employee?
A17:	Before Go-Live MMRS will convert any existing employee's deductions from SPAHRS into the new ECP system, post Go-Live it will be the responsibility of the agencies to enter new deductions for new-hires/open enrollment.
Q18:	What date will Monthly Payroll be processed?
A18:	MAGIC Payroll schedule will be similar to the SPAHRS schedule, and the dates will continue to be communicated to the agencies.
Q19:	Will the system provide a report on billing differences with BCBS?
A19:	Yes.
Q20:	Will account distributions be allowed in MAGIC?

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A20:	The pre-existing field in EC will not be used in calculating Payroll. There are functional fields (Cost Distribution) in ECP that are used to process Payroll. Agencies will be responsible for maintaining valid account distributions for Payroll. There is a maximum of 12 Cost (account) Distribution splits per employee.
Q21:	Will Payroll training be hands on using a computer?
A21:	Yes.
Q22:	Will my current direct deposit information need to be updated?
A22:	Your current direct deposit information will be transferred from SPAHRS to MAGIC. If you need to update it, you will need to contact your HR department.
Q23:	Will there be a report that shows a Contract Workers' total contract, contract payments, and open balance?
A23:	Standard Payroll reports will provide this information.
Q24:	Will all reports be downloadable to Excel? Some of the EC reports do not appear to have this option?
A24:	ECP reports and queries can be downloaded in an Excel format.
Q25:	Is there training material available for MERLIN?
A25:	Review the MERLIN.net online tutorial at https://www.dfa.ms.gov/merlin
Q26:	What do I need to do if I want to sign-up and/or stop direct deposit?
A26:	Contact your agency Human Resource department.
Q27:	Will the EC data that is currently only editable by MMRS in SPAHRS be unlocked for the agencies in ECP?
A27:	Data changes will be available after ECP go-live.
Q28:	How will elective deductions work in MAGIC? Will agencies be able to upload an Excel spreadsheet with all deductions (elective insurances) on it?
A28:	MMRS will provide templates for agencies to populate and return to MMRS for upload. Agencies should validate changes after each upload.
Q29:	Will Payroll reports be available in MAGIC?
A29:	Reports can be run on demand by agency users and placed in different file formats (XLSX, TXT) instead of the reports being system generated in a fixed file format (FMVIEW).
Q30:	Will we have a Payroll comparison detail report that shows the prior Payroll to the current Payroll for all pay cycles?
A30:	The Wage Type Reporter will provide that capability. The Wage Type Reporter is a reporting tool that can be used to provide comparisons of earnings, taxes and deductions across

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	Payroll periods. A selection screen allows the required information and level of detail to be specified.
Q31:	Will my pay check look different?
A31:	The pay check will look different.
Q32:	Will Board Member Travel and Regular Pay be issued on the same pay check?
A32:	They will be on separate checks.
Q33:	Will I still view my paystub, W2, and leave information in ACE?
A33:	2023 W2s will be available in ACE. Starting in January 2024, new paystubs and leave information will be available in MAGIC.
Q34:	Will I get two W2s next January?
A34:	No
Q35:	When will I get my first check from ECP?
A35:	You will receive your first check from ECP in January 2024.
Q36:	Is there a blackout period for changes?
A36:	There will be a period of time when agencies will not be able to enter data in SPAHRS to allow the information to be loaded into MAGIC. A schedule will be provided to the agencies close to go-live.
Q37:	What is ECP?
A37:	ECP stands for Employee Central Payroll. ECP is the module in MAGIC where some payroll information (such as garnishments, taxes, life, and flex plans), will be entered and maintained for employees.
Q38:	What is PCC?
A38:	PCC stands for Payroll Control Center. PCC is the user portal in MAGIC where the Payroll will be processed for employees.
Q39:	Will we have to enter every deduction for each employee? For example, will the FICA and Medicare records automatically populate for new hires? And will we have the ability to delete the exceptions for non-participating employees?
A39:	Taxes are not deductions, taxes are determined by employee type. For withholding tax, the system will populate single and zero exemptions at time of hire, which will need to be corrected when the employee submits their W4 form. Deduction (Medicare, Credit Union) records must be created as elected by each employee. At go-live, deduction records and existing W-4 data will be converted from SPAHRS to ECP. Changes after go-live will be maintained directly in EC/ECP.
Q40:	Will MAGIC have Supplemental Payrolls?

A40:	Supplemental Payroll will be run by the Payroll area defined by DFA/OFM. The ECP terminology for a Supplemental Payroll is an Off-Cyle Payroll

Travel Questions

Q1:	Where will Travel be processed?
A1:	Travel will be processed in the MAGIC Travel Management (TV) module and not through Payroll.
Q2:	Where will advances and reimbursements be paid from?
A2:	Payments will be made through Accounts Payable (AP).
Q3:	How will a trip number be determined?
A3:	A trip number will be assigned by the system to an employee's Travel Request with a designated Start and End Date. For In-State Travel, multiple trips can be entered within that period.
Q4:	Can the trip be copied instead of recreated for every instance?
A4:	If the employee makes the same trip multiple times, the Trip Request can be copied to another date for that employee. If multiple employees are going on the same trip, the Trip Request can be copied to the other employees. Each employee's trip will have a separate Trip Number.
Q5:	What if a trip has been created in SPAHRS prior to conversion but no payment has been issued?
A5:	It depends on the Start Date of the trip. If the Start Date is before the Go-Live date, it should be finished in SPAHRS. If the Start Date is after Go-Live, the trip will need to be cancelled in SPAHRS and a new trip created in MAGIC.
Q6:	What if a trip has been created in SPAHRS with a Start Date after the MAGIC go-live date and an advance has been issued?
A6:	Trips started before Go-Live in SPAHRS will be finished in SPAHRS.
Q7:	Where will Contract Workers and Board Member Travel requests be entered and processed?
A7:	Contract Workers and Board Member Travel requests will be processed in ECP along with Regular Payroll. The MAGIC Travel module is only for State Employees.
Q8:	How will taxes be calculated for taxable meals when Travel moves to MAGIC? SPAHRS does not read the employee’s tax record but charges a fixed percent for State and Federal taxes. Will the processor have to calculate taxes?
A8:	Taxable travel will increase the employee's earnings and will be taxed based on an employee's W4 form in the next Payroll.
Q9:	How should I create a new trip that is scheduled around the time of go-live?

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A9:	Trips should not be created in SPAHRS with a Start Date after the Go-Live date except when Prior Trip Expense (PTE) is needed.
Q10:	What Travel information from SPAHRS will be converted into MAGIC?
A10:	Travel history will not be loaded into MAGIC, but it will be available in MERLIN.
Q11:	What training courses do I need to take?
A11:	Users will receive a curriculum sheet that lists the courses they need to take prior to Go-Live. The courses are based upon information from each agency. If a user has not worked in MAGIC previously, it would be helpful to take the Navigation course prior to Travel training.
Q12:	How do I log my training attendance?
A12:	Users will use the Learning Solution (LSO) to register for in-person classes. Each employee's curriculum sheet will provide instructions on how to register for training.
Q13:	What if a trip is scheduled for after Go-Live, but a PTE needs to be issued before Go-Live?
A13:	Create the trip in SPAHRS and issue the PTE. After Go-Live, create the Request in MAGIC. When the trip is completed, include the PTE expense (repayment) in the Expense Report using the appropriate Expense Type.
Q14:	How will Legislative Travel be processed?
A14:	Legislative Travel involving Per Diems will be processed through ECP Payroll. All other travel will be processed through the Travel module.
Q15:	How do I request for someone to have workflow approval?
A15:	Agencies will use the MAGIC Workflow Approver Request form on the MMRS website to designate the Request Approvers and Expense Verifiers and their level of approval. Completed forms are emailed to mash@dfa.ms.gov.
Q16:	How will DFA's process for reviewing travel change? Currently, there is a post-audit process and agencies submit documents manually for review. With travel processed in MAGIC, what documentation will be attached in MAGIC?
A16:	In the Travel module, all forms and receipts are to be scanned and attached to the trip. The Expense Verifier(s) should ensure that the necessary information is attached. The post-audit process can be carried out without paper documents by opening the selected trip.
Q17:	Will travel be processed daily?
A17:	The overnight processing for Travel will continue to be on Tuesdays and Thursdays.
Q18:	How will trip numbers be assigned? One number per employee? One number per trip?

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A18:	Each agency will have its own number range. Trip numbers will be assigned by the system sequentially within that range. The system will assign the trip number to one employee for one trip. For In-State travel, multiple trips may be included in one trip for a period defined by the Start and End Date where only In-State travel has been taken. Reimbursement will not be made until after the End Date.
Q19:	Will the trip number be the same for the whole year?
A19:	For In-State travel, you could have one trip if you only had In-State travel, but reimbursement will not be made until after the End Date.
Q20:	My agency processes Attorney General travel for the attorney's that work on behalf of the agency. How will that travel be processed?
A20:	They will be paid through the Travel module using the PERNR they have at your agency.
Q21:	Will In-State travel require a Travel Request (as Out-of-State and International does)?
A21:	Only an Expense Report.
Q22:	Can you explain how Accounts Payable will receive the Travel documents for processing?
A22:	Payable items from Travel are transferred to MAGIC Finance via a Y6 document.
Q23:	Can one person be assigned multiple Travel roles?
A23:	Yes.
Q24:	Will employees be able to enter their Travel expense reimbursements and Travel advances?
A24:	The Travel Assistant will enter trip information on behalf of employees.
Q25:	What makes Travel taxable? The meal has already been taxed. What kind of tax?
A25:	Meal expenses for a trip that does not require an overnight stay are taxable. These payments are considered to be additional earnings and are taxed as income. Tax on a meal is sales tax.
Q26:	Will Travelers input requests directly into MAGIC?
A26:	The Travel Assistant will enter trip information on behalf of employees.
Q27:	Will the current Travel "verifiers" for each of our county offices be the verifiers for the new system as well?
A27:	Agencies will need to submit the 3318 MAGIC Workflow Approver Request form on the MMRS website for all Approvers of the Requests and Verifiers of the Expenses. The completed form should be submitted to mash@dfa.ms.gov.
Q28:	Can one person have system access to complete all four roles when completing the Travel entry process (i.e., Travel Assistant, Approver, Expense Verifier)?

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A28:	Yes.
Q29:	Will Travel vouchers still be available for employees who travel?
A29:	Travelers will use the updated Form 13.20.10 Travel Voucher to record their trip expenses.
Q30:	Will Travel have to be approved like AP documents?
A30:	There are two options for where items can be approved - Business Workplace (like AP) and the Universal Worklist. Agencies can choose to have multiple levels of approval within the system.
Q31:	When will I get my first check for travel or expenses?
A31:	All travel payments will be followed using the pay-cycle established by DFA. Please contact your agency payroll office for the exact date of your payment.

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Time Questions

Q1:	Will employees or Timekeepers be able to enter time remotely?
A1:	Timekeepers will enter time using the MAGIC Portal. Remote access is determined by the agency.
Q2:	Will there be a means to automatically suspend direct deposits based on leave balances?
A2:	The process to suspend direct deposits will stay manual as it does in SPAHRS.
Q3:	Will there be a Leave Balance report?
A3:	Yes.
Q4:	Can the threshold for maintaining a leave balance be set by the agency? Can it also be set by type of leave?
A4:	Yes, but this will be a manual process.
Q5:	Will Time be able to be date driven? For example, employees are not eligible for FMLA leave until they have worked a specific amount of time and then the leave must be taken within a set time-period. This is also true for military leave.
A5:	Yes, FMLA eligibility and validity dates will be controlled automatically by the system (ECC).
Q6:	What is the Time Approver role?
A6:	The Time Approver is a new MAGIC role. Each agency is required to have at least one Approver. They must approve the time once it has been entered.
Q7:	Can the Timekeeper and Time Approver role be the same person?
A7:	One person can have multiple security roles, if needed.
Q8:	What is the CATS system?
A8:	CATS stands for Cross Application Timesheet. It is the name of the Time module.
Q9:	What information from SPAHRS will be converted into MAGIC?
A9:	At the time of Go-Live, the current information of all active employees will be in MAGIC.
Q10:	What courses do I need to take?
A10:	Users will receive a curriculum sheet that lists the courses they need to take prior to Go-Live. The courses a user should take is based upon information from each agency.
Q11:	How do I log my training attendance?
A11:	Time training will be via e-Learning. The curriculum sheet will provide instructions on how to access the training.

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Q12:	Will we be able to pull time information from an external timekeeping system to load into MAGIC? If yes, how will the files be loaded into MAGIC?
A12:	Yes, you can pull information to load into MAGIC. The information must be submitted in the standard file layout provided by DFA. The files will be loaded via an FTP process.
Q13:	We are moving into a new dimension of Kronos around the same time of Go-live. Is there something we need to communicate to Kronos?
A13:	All agencies with external timekeeping systems that have not tested their files should contact the MMRS Call Center at mash@dfa.ms.go for testing. Your agency IT staff should work with Kronos on any changes.
Q14:	Will the agency be able to pull leave balances by a particular job title?
A14:	The Leave Balance report can be pulled by multiple selection criteria, including Position.
Q15:	Currently in SPAHRS we use separate codes for time entry (REGSH, HOLID, CPTIM, etc.) Will these codes be obsolete? If so, will we receive new codes?
A15:	Yes, the 5-character SPAHRS codes will be replaced with 4-character ECC codes. The mapping will be sent to the agencies as part of the training material.
Q16:	How will Comp time entries work? Also, non-credited work hours for exempt employees?
A16:	This process will remain the same as SPAHRS.
Q17:	Will employees still use xnet to enter their monthly time?
A17:	It is up to the agencies how their employees submit time, but the upload file layout and process will be standard.
Q18:	Will the schedules replicate into MAGIC, or will these have to be entered manually?
A18:	Schedule assignments will replicate from EC to ECC.
Q19:	Will employees be able to enter their own time and leave requests?
A19:	Time entry will work the same way as it does currently in SPAHRS.
Q20:	Is there a limit on the number of security roles for Time?
A20:	No.
Q21:	Can the Timekeeper also be the Time Approver?
A21:	Yes.
Q22:	Will there be a Leave Balance report?
A22:	Yes.

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Q23:	Will the system allow employees' leave balances to be transferred from one agency to another?
A23:	The leave balances will stay with the employee and will not need to be "transferred".
Q24:	Do I have to enter my time differently?
A24:	You will need to follow your agency's policy on how to enter your time.

Employee Self-Service Questions

Q1:	What is Employee Self Service (ESS)?
A1:	Employee Self Service (ESS) is the new system that provides State employees access to their pay stub, W2, and leave balance information. It replaces ACE.
Q2:	What is my login?
A2:	At system go-live, you will receive an email with your MAGIC username and initial password. You will be asked to setup your security questions. The security questions will allow you to reset your password, if needed. Your MAGIC username will be different than your ACE username.
Q3:	I can't login...what should I do?
A3:	Contact the MMRS Call Center at mash@dfa.ms.gov or 601-359-1343.
Q4:	Who can see my information?
A4:	Only your agency Human Resource (HR) and/or Payroll Department has access to view your information.
Q5:	What can I do in ESS?
A5:	You can access your pay stub, W2, and leave balance information.
Q6:	Who should I call if my information looks different than I expect?
A6:	You would need to contact your agency Human Resource (HR) department.
Q7:	What information will I be able to update in MAGIC?
A7:	You will not be able to update any information in MAGIC. Please contact your agency Human Resource department if any information is incorrect.
Q8:	Will all employees need access to MAGIC for the purpose of W2/check stub, etc. since ACE is phasing out?
A8:	Yes, all employees will receive access to Employee Self-Service.
Q9:	Business emails for employees in Employee Self-Service: Are personal emails allowed? Most employees don't have business emails.
A9:	Yes, personal email addresses will be allowed; however, they must be entered in the business email field in order for the system to use that address for notifications.

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Security Questions

Q1:	What is my login?
A1:	Your ECP login will be the same as your EC login. At system go-live or when you are hired in EC, you will receive an email with your user-id and initial password.
Q2:	I can't login...what should I do?
A2:	Contact the MMRS Call Center at mash@dfa.ms.gov or 601-359-1343.
Q3:	How will system security be established at go-live?
A3:	Initial system access will be established based on SPAHRS security at go-live. Agency Security Contacts will have the ability to modify the security after go-live, if needed. Agency Security Contacts will receive instructions on how to add, modify, or delete system access prior to go-live.
Q4:	How will the username for each system be determined?
A4:	**Finance, Grants, Logistics, Travel, and Time**: No Change (ACE ID)
	Human Resources: No Change a) Employees hired in EC - username will start with a 42 series number. b) Employees hired through NeoGov will start with a 10 series number. c) Current employees will continue to have their same username.
	Payroll and Payroll Control Center: Single Signon through Employee Central
	Employee Self Service: Login with PID
Q5:	How can I review what MAGIC security roles people have?
A5:	Your agency's Security contact can provide that information.
Q6:	How do I revoke someone's MAGIC security for my agency?
A6:	Your agency's Security contact has the ability make security modifications.
Q7:	When a person leaves my agency, is their MAGIC security revoked automatically?
A7:	Yes.
Q8:	How do I give additional MAGIC security roles to my employees?
A8:	Your agency's Security contact has the ability make security modifications.

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Finance Integration Questions

Q1:	Will we be able to have both a Cost Center and an Internal Order reflected on the initial payment? Currently, SPAHRS allows only one or the other; however, MAGIC will allow both to be entered on an accounting transaction.
A1:	One Cost Assignment record will allow only one of the three: • Cost Center, • Internal Order, or • WBS Element. However, an employee can have multiple Cost Assignment records in their Cost Distribution (Example: one Cost Assignment record can have a Cost Center for 60% of a Payroll payment and another record can have Internal Order for 40% of a Payroll payment. When there are multiple Cost Assignment records for one employee, the splits must equal 100%).

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