

MyESS Frequently Asked Questions

1. Why is Toro offering on-line Employee Self Service?

MyESS will offer employees increased and immediate access to their personal data in a secure setting. This will allow employees to “own” their personal data and will allow real-time changes to Toro’s HR/Payroll system. It will decrease the amount of time HR and Payroll spends processing personal data changes and will also increase productivity and decrease the distribution of payroll documents by introducing on-line pay statements. MyESS helps Toro Grow Lean and Go Green.

2. Will there be future enhancements to MyESS?

Future enhancements under consideration include:

- Online data entry for exempt vacation reporting
- Comprehensive Rewards Statement that will allow you to better understand your total compensation/benefit package
- Access to MyESS for employees who are paid on a weekly basis

3. Is my personal information secure?

Toro has rigorously reviewed MyESS security. Your data is protected by your Lan ID and password. All data transmissions between Toro’s SAP system and your PC are encrypted and secure.



4. Who do I contact if I have questions about MyESS?

For access or technical issues you should place a “Tech Connect” request. If you have specific questions concerning your personal HR data you should contact your location HR department. Questions concerning your Pay Statement should be directed to Corporate Payroll at 952-887-8900.

5. Why can’t I access MyESS using internet browsers such as Firefox, Safari or Internet Explorer 8.0?

The only internet browser that has been tested and approved for MyESS is Microsoft’s Internet Explorer 6.0 and 7.0. The display and/or functionality of MyESS may not work correctly using non-approved browsers. For Internet Explorer 8.0 users, Microsoft.com has a “compatibility” feature that will allow you to view MyESS information with a one-time setting change. For more information view Microsoft.com’s “Features” page at <http://www.microsoft.com/windows/internet-explorer/features/easier.aspx> and click on the “Compatibility View” tab.

6. Why do I have problems when I try to exit a transaction or log out of MyESS?

If your browser is set to not allow pop-ups you may have trouble exiting transactions and/or logging out of MyESS. To correct this issue, log onto MyESS, click on the Pop-up blocker button on the toolbar to change the “Pop-ups blocked”  to “Pop-ups allowed” . Your computer will remember that you allowed pop-ups from the myess.toro.com site, so you should only need to set this the first time you access from your computer.



- 7. Why can't I use the "Back" and "Forward" buttons on my Internet tool bar?**
You must navigate within the MyESS Portal Framework. The Portal's "Back" and "Forward" buttons are located on the upper right side of the MyESS screen. If you wish to navigate away from MyESS you should "Log Off" before doing so.
- 8. Why is MyESS sometimes "View Only" and how often does this happen?**
In order to properly process payroll we must restrict employees from changing their data. You will see a "View Only" version of MyESS when payroll is processing. This will last approximately 24 hours (or less) and occur two times per month, approximately one week prior to each payday.
- 9. Why is my Pay Statement vacation information always the same, no matter what Payment Date I select?**
Your current year's Pay Statements will always show your current vacation information. For exempt salaried employees this is your "Used" and "Balance" information as of the last time you reported vacation using the Exempt Vacation Reporting Worksheet. For Non-Exempt employees, this is your last reported amount on your timecard. Please remember that this vacation information is manually entered into our system, so if you recently submitted vacation information it may not yet be recorded in Toro's system. Pay Statements from previous years will reflect that specific year's year-end balance after all adjustments have been made.
- 10. Why can I view my Pay Statement before payday?**
Pay Statements may be viewable one to three days prior to your actual pay date. This does not affect the date that your money is deposited to your bank account; or for those receiving a paper paycheck, the date of the check.
- 11. Why am I missing some of my 2006 Pay Statements?**
Toro converted HR/Payroll systems in October, 2006. Only quarterly payroll information was brought over to the new SAP HR/Payroll system for the first three quarters of 2006. The 3/31/2006, 6/30/2006 and 9/30/2006 "YTD" information correctly reflects the applicable quarter's 2006 year-to-date earnings and deductions.
- 12. I changed my W-4 tax withholding information. Why doesn't my latest Pay Statement reflect this change?**
Payroll processing occurs approximately one week before each pay date. If you change your W-4 withholding after payroll has run, the change will not be reflected until the following pay date.
- 13. I changed my state W-4 tax withholding information more than a week prior to the pay date. Why doesn't my latest Pay Statement reflect this state tax change?**
Certain states have maximum withholding allowances. Any changes made to your state exemptions that exceed your state's regulations will be disallowed during SAP payroll processing. SAP will calculate the allowed maximum exemption and that exemption level will be displayed on your Pay Statement. A helpful website for state specific tax information is StateW4.com.





14. Under the “My Benefits” Insurance plans, some of my insurances do not seem to equal my election. How is the coverage amount calculated?

Life, AD&D and LTD insurances all contain maximum coverage levels as follows:

Optional Life Insurance

There is a combined basic and optional life insurance maximum of \$500,000 unless you have submitted “Proof of Good Health;” in which case the maximum is \$1,500,000. If you have not submitted “Proof of Good Health” and your basic life insurance (company paid at 1x annual salary) plus your elected optional life coverage exceeds \$500,000 your optional life coverage is reduced.

Example: Your annual salary is \$85,000 and you elect a plan option of 5x optional life coverage which would normally equal \$425,000. When you add the basic life insurance (company paid) to your optional coverage the amount is \$510,000. Since this amount is over the \$500,000 maximum, your optional life insurance is reduced by the \$10,000 overage. Therefore your optional life insurance becomes \$415,000. Employees who wish to have more than \$500,000 in life insurance coverage should complete the Evidence of Insurability form found on TIP.

Basic and Optional AD&D (Accidental Death and Dismemberment) Insurance

Accidental Death and Dismemberment Insurance is 5x your annual salary, but has a maximum coverage amount of \$500,000

Optional LTD (Long-Term Disability) Insurance

Optional Long-Term Disability Insurance has a maximum monthly coverage level of \$15,000. In addition, since Toro pays for the first \$1,000 of this disability coverage your Optional coverage premium is based on your monthly salary *minus* \$1,000.

