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*Partnering with Older Adults*

## **Frequently Asked Questions – Transition to Alpha Business Solutions** (as of 12/3/19)

### **1) What is Alpha Business Solutions?**

Alpha Business Solutions (“Alpha”) is the incoming Employer of Record for ReServists, replacing our existing vendor, nextSource. Alpha will be responsible for all onboarding, employment, timekeeping, and payroll functions for working ReServists, just as nextSource was previously.

### **2) What is the name of Alpha’s timekeeping system?**

Alpha utilizes a user-friendly, online timekeeping system called “Job Diva.” Job Diva is where ReServists will report their weekly hours worked and where supervisors will review and approve them. In addition to their standard website option, there is also a mobile-friendly Job Diva application (“app”) for smart phone use. The app will make it easier to enter and review timesheets on-the-go.

User guides and other resources on how to use Job Diva will be made available to ReServists and Partners in mid-December as part of the training phase of the transition period.

### **3) When will ReServists stop entering their time in Coupa and start entering their time in Job Diva?**

ReServists with placements that started BEFORE 11/21/19 (aka Existing Placements) - will continue to report time in nextSource’s timekeeping system, “Coupa,” until 12/22/19. By the official launch date, 12/23/19, all ReServists with active placements will submit their hours through Job Diva.

ReServists with placements starting ON OR AFTER 11/21/19 (aka New Placements) - will start entering their time through Job Diva beginning on their position start date if it falls sometime between the transition period, 11/21/19 – 12/23/19.

### **4) What are the steps involved with the transition process for ReServists?**

- a. Part One – **Onboarding** – Actively working ReServists will complete new hire paperwork with Alpha. ReServists will receive 3 separate emails from Alpha regarding the

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onboarding process. The emails will be labeled as indicated below. Please complete the phases in the order indicated.

- i. Email #1 – Subject Line = “Welcome to Alpha Business Solutions ReServe Onboarding (Phase 1 of 3)”
  - ii. Email #2 – Subject Line = “Welcome to Alpha Remote Form I-9 Process Section 1 (Phase 2 of 3)”
  - iii. Email #3 – Subject Line = “Register for the ADP Portal and Direct Deposit (Phase 3 of 3)”
- b. Part Two – **Timesheet Entry Training** – User guides and other resources on how to use Job Diva will be made available to ReServists and Partners in mid-December as part of the training phase of the transition period.

**5) Who should I ask to complete Section 2 of the I-9 form?**

The I-9 form is issued by the U.S. Citizenship and Immigration Services office and is a mandatory employment document used to verify the identity and employment authorization of individuals hired for employment in the United States.

As part of Phase 1, ReServists will be asked to identify an Authorized Agent for the I-9 form. An Authorized Agent is any trusted individual of your choosing such as a friend, spouse, etc. who can complete section 2 of the I-9 on your behalf. The authorized agent cannot be your direct supervisor and cannot have the same email address as yours. ReServists should choose someone they trust and are comfortable sharing personal information with to complete the form. If a ReServist doesn't have someone who can act as an Authorized Agent they should contact Ashley Moller, Alpha Onboarding Coordinator, at (732) 759-6044 or email [amoller@alphabizpayroll.com](mailto:amoller@alphabizpayroll.com) to make alternative arrangements.

**6) If my position is scheduled to end before 12/23/19, do I need to complete the Alpha onboarding?**

No, if you are not scheduled to be on any assignments as of 12/23/19, you do not need to complete the onboarding process during this transition period. If you are engaged in a ReServe assignment in the future, you will complete the onboarding process at that time.

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**7) Do I need to complete the onboarding process now if I am not currently on an assignment?**

No, if you are not scheduled to be on an assignment as of 12/23/19, you do not need to complete the onboarding process during this transition period. If you are engaged in a ReServe assignment in the future, you will complete the onboarding process at that time.

**8) I haven't received any emails from Alpha yet, what should I do?**

Due to the large volume of ReServists involved in the transition process, onboarding emails are being sent in batches. Please be patient as they address each individual ReServist. If you do not receive onboarding emails from Alpha by Wednesday, 12/4/19, please notify Noelle Minter, ReServe Project Manager at (646) 931-2316 or email [nminter@reserveinc.org](mailto:nminter@reserveinc.org). Be sure to check your junk/spam email folder before reaching out.

**9) What should I do once I receive the onboarding emails from Alpha?**

It is imperative that you complete the onboarding documents online as soon as possible (within 3 business days) to ensure proper processing and avoid delays in payment. A representative of the Alpha and/or ReServe team will reach out to you by phone to follow up with you.

**10) Who can I contact if I have trouble with my onboarding paperwork or have questions related to this transition?**

If you have questions regarding the onboarding, please contact Alpha:

- Ashley Moller – Onboarding Coordinator – [amoller@alphabizpayroll.com](mailto:amoller@alphabizpayroll.com), (732) 759-6044
- Allison St. Hill – Client Services Manager – [asthill@alphabizpayroll.com](mailto:asthill@alphabizpayroll.com), (732) 784-1595

If you have questions related to the transition, please contact ReServe:

- Noelle Minter – Project Manager – [nminter@reserveinc.org](mailto:nminter@reserveinc.org), (646) 931-2316