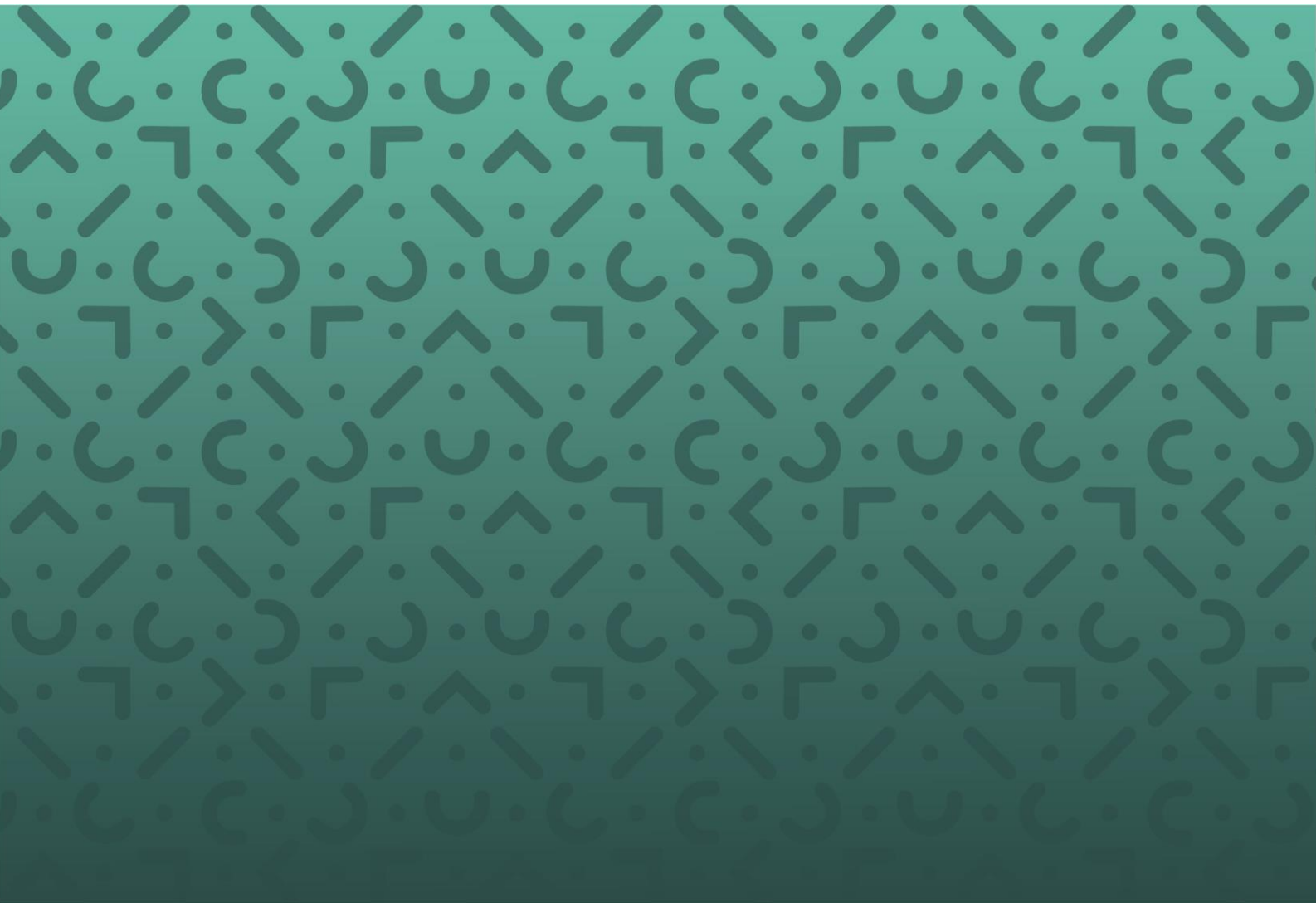




Welcome to UKG

Brand Changes FAQ

Frequently Asked Questions – We know you have a lot of questions about what our new brand means for you and your organization, so we wanted to share the information we have so far. Read on for what you can expect as we move into the future as UKG.



Brand Changes FAQ

Will I see any changes in my solutions?

We'll be making some modifications to the logos and colors within your solutions to account for new UKG branding. These will be rolled out with your UltiPro 2020 Fall/Year-End Release and Workforce Dimensions R7 Releases in October and into November and beyond for some of our smaller modules. If you're a Workforce Ready customer in production on October 1, you'll see the new UKG logo for both the desktop and mobile experiences, except if you're using your own logo. We'll reach out in the weeks before any other updates so you can prepare your organization for the changes.

Will my solution names stay the same?

To support our long-term vision and strategy of leading with one brand, we'll be making the following name changes to our lead offerings:

UltiPro > UKG Pro

Workforce Dimensions > UKG Dimensions

Workforce Ready > UKG Ready

Workforce Central > UKG Workforce Central

We're also working through a comprehensive accounting of our entire inventory of products and will publish a list of new product names under the UKG brand soon.

What about the mobile app?

We'll also be making some changes to the logos and colors in your UKG Pro and UKG Dimensions mobile apps; however, these likely won't occur until the end of the year. We'll follow up with more information when the timeline is established. For now, there is no need to download a new mobile app as no changes are planned that will impact your employees.

How can I expect to hear from UKG moving forward?

Beginning today, you can expect to receive all business and corporate email communications from UKG from the **ukg.com** domain. We'll also continue to make announcements and updates in the Kronos Community and in the Customer Success Portal for Ultimate Software customers.

Automated emails and messages generated from within your product will continue to come from their originating solutions for the near future.

How do I ensure I'll receive all UKG emails after the move to the new domain?

We highly suggest that you add our new domain at **ukg.com** to your organization as a trusted sender to ensure email deliverability. You may also consider adding **mimecast.com** as a trusted sender as an *optional* step. Unfortunately, we are unable to provide a list of Mimecast mail servers since the list is everchanging and would undoubtedly be out of date in no time.

Where can I go to get learning resources and other educational materials?

You can continue to access the Customer Success Portal and the Learning Center for all your UKG Pro needs. For UKG Dimensions learning materials, please go to KnowledgeMap or KnowledgeMap Live; for UKG Workforce Central, go to KnowledgePass; and for UKG Ready, go to My Learning. While we're aiming to

create one hub in the future where you'll be able to access everything you need to navigate the UKG suite of products, this is a large project and will take many months to implement. We'll be in touch as this develops.

How do I get support for my UKG products?

At this time, our company rebrand does not impact how you reach out to Ultimate Software and/or Kronos for product information and support. Please continue using the contact numbers that you are used to calling or visit Ultimate Software's Customer Success Portal or the Kronos Community to search for answers to your technical questions or submit a support ticket. You can expect regular ongoing communication about any changes that impact you.

Will I still see some things labeled Ultimate Software or Kronos?

Yes. The merging of our companies is a big undertaking, and it will take us some time to rebrand all of our correspondence and collateral. So, please bear with us over the next 12-18 months while we transition all of our offerings.

I use Kronos logos and other customizable materials in my organization to train our employees or introduce new product features. Where can I find the updated information?

We're working on updating the Engagement Toolkit for UKG Dimensions, UKG Workforce Central, and UKG Ready and will post it in the [UKG Brand Announcements](#) group in the Kronos Community when it's ready.

I see a UKG.com web page but noticed that the Ultimate Software and Kronos websites still exist. Will they be going away over time?

Our legacy websites will continue to be live for an extended period of time during our brand transition. This will allow us ample time to create one joint website with new content that reflects UKG.

Will the invoices I receive come from Kronos, Ultimate, or UKG in the future?

The invoices you receive will come from the same entity that historically issued them. We will immediately notify you if changes are to be made for invoices to The Ultimate Software Group, Inc., or Kronos Incorporated, so you have time to make necessary adjustments on your end.

Will I need a new W-9 from UKG?

No. Changing our name to UKG does not change the legal entities of either Ultimate Software or Kronos – those are remaining the same. The name change does not affect any current contracts, invoices, tax ID numbers, etc., so a new W-9 is not required. You will continue to do business with whichever legal entity, Ultimate Software or Kronos, you are currently doing business with.

Do I need to sign a new contract with UKG?

This rebrand will have no impact on your pricing or contracts entered into prior to October 1, 2020. If a new contract is signed on October 1 or later, then it will be signed under the new UKG name. However, there is nothing that needs to happen at this time with existing contracts.