In the Know
with OneUSG Connect

February 13, 2019
Facilitator: Jodi Frazier

✓ Muted on entry. Please remember to unmute
✓ Don’t place your call on hold
✓ Let us know if you have difficulty hearing
Housekeeping Items

• This WebEx is being recorded and the archive/presentation will be available on the OneUSG Support Website. The recording will be sent out within 48 hours of the presentation.

• Please chat us your questions. We will review those at the end of the presentation during our Parking Lot Review.

• There will also be a time during the end of the presentation for additional Questions & Answers.
Agenda

- Release Information
- Known Issues
- Payroll
- Benefits
- Commitment Account
- Human Resources
- Customer Support
- Upcoming Events
HREL 4.10: Benefits

• Update to job table to always default benefit record # to 0
  • A fix was put in place in release 4.10 to prevent the changing of an employee’s benefit record number to anything other than zero.
    – CTASK0019302

• After release, it was discovered that the benefit record number could still be changed on the Add Employment Instance Page.

• A new fix is being put in place to correct this scenario.
  – CTASK0020847
HREL 4.11: Self Service

• Label change of “Transaction Date” to “Effective Date”

• Bug Fix to allow attachment of documents to Name Change requests submitted via Employee Self Service

• Workflow correction: transactions will no longer require the initiator to approve at level 1 and instead will route to the initiators 1-up reports to manager for approval
Security

- When submitting MSS transactions for approval, the link on the approval route showed mobile number of the approver and 2 country codes - see below
Security

• After 4.11 release, the mobile phone number will no longer show and there will only be one country code - see below
Automated Adjustment Functionality Enhancements

• Deduction Adjustment Load
  • Deduction Classification will now be a required field
  • Remove view and detach options
  • Add upload/validate and upload/process options

• General Deductions Load
  • Remove company, view, and detach options from run page
  • Adding error report

• Earnings Adjustment Load
  • Remove view and detach options
  • Add upload/validate and upload/process options

• Additional Pay Load
  • Remove view and detach options
  • Add upload/validate and upload/process options
Predistribution Audit Report

- New columns
  - Employee ID
  - Employee Record

- Actuals Distribution Error 503
  - Trailing zeros after the fiscal year

- Validations
  - Predistribution Audit Report validates Department Budget Table
  - Invalid Funding Report validates Job Earnings Distributions
Known Issues
Phone Numbers in ESS

• Updating personal phone numbers through ESS
  • Phone numbers will only save in the prescribed format
    – 7065551212 will save as 706/555-1212
    – 706-555-1212 will save as 706/555-1212
  • Will no longer save phone numbers with less than or more than 10 digits
  • Will no longer save phone numbers with values other than numeric
  • This will also ensure that phone numbers are loaded correctly into ServiceNow
Payroll
Employees Claiming Exempt from Withholding

Please see OneUSG Communication dated 02/11/19 regarding employees claiming exempt from withholding.

• Employees claiming exempt from withholding must complete new Federal and State withholding forms by Feb. 15, 2019. If employee fails to comply by the deadline, Institutions should default the employees withholding back to Single-0.

• Institutions may use Query report titled “BOR_PY_SPEC_FED_TAX_STATUS” for a listing of employees impacted. For employees with an effective date of Jan. 1, 2019 or greater on your report, no action is necessary.

• Please submit confirmation of completion to oneusgsupport@usg.edu by Feb. 15, 2019.
Off Cycle BPM 5.3.8 Update

- Updating BPM Off-Cycle Check Section 5.3.8 Off-cycle check form and Off-cycle procedures.
  - Improving processes
  - Enhancing compliance and reporting
  - Ensuring accountability

- Announced at the 12/05/18 Mid-year Fiscal Affairs Workshop and published 12/18/18 as a OneUSG Connect Communication

- [https://www.usg.edu/business_procedures_manual/section5/C1235/#p5.3.8_off_cycle_payroll_processing](https://www.usg.edu/business_procedures_manual/section5/C1235/#p5.3.8_off_cycle_payroll_processing)
Off Cycle BPM 5.3.8 Update

• Changing: New Off Cycle Request Form
  • Easier to follow - More in depth root cause analysis
  • Clarifies required signatures for certain requests
  • Emergency payments CBO attests there is a true undue hardship exists if not processed as a standard off cycle
  • Off Cycle denial reasons (especially if all TL items are not completed (payable time not approved)

• Changing: New Emergency Payment Schedule

• Changing: Separate Off Cycle Reversal Form
  • Form in process - to be released soon
Off Cycle BPM 5.3.8 Update

• New reason for off cycles – *documented* system error/issue

• New reason for not processing - Payment due to failure of employee to enter and submit his/her time report on schedule, regardless of the % of underpayment.

• Eliminate all working of “on demand/same day ach” now called “emergency” payments

• Creates procedure for processing of Emergency payments

• CHRO signature moving to CBO for emergency payments
  • Delegations are allowed if approved by USG CFO
    – Form in process – to be released soon
# Payroll Schedule: February & March 2019

## Bi-Weekly On Cycle Payroll Schedule

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Time Detail and Adjustments to SSC by 2:00 PM</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/27/19</td>
<td>02/09/19</td>
<td>02/11/19</td>
<td>02/12/19</td>
<td>02/15/19</td>
<td>92B2</td>
</tr>
<tr>
<td>02/10/19</td>
<td>02/23/19</td>
<td>02/25/19</td>
<td>02/26/19</td>
<td>03/01/19</td>
<td>93B1</td>
</tr>
<tr>
<td>02/24/19</td>
<td>03/09/19</td>
<td>03/11/19</td>
<td>03/12/19</td>
<td>03/15/19</td>
<td>93B2</td>
</tr>
<tr>
<td>03/10/19</td>
<td>03/23/19</td>
<td>03/25/19</td>
<td>03/26/19</td>
<td>03/29/19</td>
<td>93B3</td>
</tr>
</tbody>
</table>

## Monthly On Cycle Payroll Schedule

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Pay Groups to SSC by 9:00 AM (Paysheets Created)</th>
<th>Time Detail and Adjustments to SSC by 11 AM</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/01/19</td>
<td>02/28/19</td>
<td>02/20/19</td>
<td>02/21/19</td>
<td>02/22/19</td>
<td>02/28/19</td>
<td>92M1</td>
</tr>
<tr>
<td>03/01/19</td>
<td>03/31/19</td>
<td>03/20/19</td>
<td>03/21/19</td>
<td>03/22/19</td>
<td>03/29/19</td>
<td>93M1</td>
</tr>
</tbody>
</table>

## Off - Cycle Payroll Schedule

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Off-Cycle Request to SSC by 11 AM</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>02/18/19</td>
<td>02/19/19</td>
<td>02/22/19</td>
<td>92X2</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>03/04/19</td>
<td>03/05/19</td>
<td>03/08/19</td>
<td>93X1</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>03/18/19</td>
<td>03/19/19</td>
<td>03/22/19</td>
<td>93X2</td>
</tr>
</tbody>
</table>
Benefits
Deduction Priority Update

• Priority on Some Deduction Codes Updated 2/11/2019
  – Voluntary Retirement Plan (VRP) Deductions
    • Updated to Priority = 600
    • Allows Premium (STD, LTD, Hospitalization etc) and Contractual (Purchasing Power, Fitness, Parking) or Obligation (Foundation, Charitable Contribution) to process BEFORE VRP Deductions
  – Premium or Contractual/Obligation Based Deductions
    • Updated to Priority = 500

– Some employees elect VRP contributions large enough to zero out net pay on regularly scheduled payrolls. When VRP deductions process BEFORE other general deductions the other general deductions go into arrears and will never process due to not enough Net Pay. Updated the priority has resolved this issue.
Commitment Accounting
Dates for Retros on GL Processing Days

• Pay Period End Date communicated via
  • Listserv Email
  • Processing Calendar

• Determine the pay run for retro to utilize
  • Number of days prior to the pay period end date “days prior pay end”
  • Used to identify the new “pay period end date”
Dates for Retros on GL Processing Days

- Initial screen when adding direct retro
Dates for Retros on GL Processing Days

- After changes are made
Reminders

• Ensure employees processing retros are on the SSC CA list.

• Reference the Commitment Accounting Schedule for the most current Commitment Accounting Calendar and status of processes.

  – [https://www.usg.edu/shared_services_center/practitioner_services/commitment_accounting](https://www.usg.edu/shared_services_center/practitioner_services/commitment_accounting)
Human Resources
PII Masking

• PII masking was reapplied to production on 2/6/19
  – Practitioners requiring access to PII information should submit a request to SSC requesting the PPI role
  – As part of this migration we did experience the ‘Highest Education Level’ field disappearing from the Biographical Details page, but this has been corrected
Customer Support
Awareness: Duplicate Tickets

- Emailing oneusgsupport@usg.edu will automatically create a ServiceNow Ticket

- Please DO NOT add additional recipients into the address line when creating a ticket
  - Duplicate Tickets can be created by employees and practitioners who receive the email

- Please DO NOT copy(cc) or blind copy(bcc) any other address when creating a ticket
  - Duplicate Tickets are created when those who cc or bcc respond to the email that they receive.
Awareness: Caller Resolution Process

• Service desk makes 3 attempts to contact customer for needed/additional information
• After 3 attempts, we will resolve the issue and the customer will receive a resolution email giving them 5 business days to click the required link to re-open the ticket

Your incident USG-INC0160863 has been resolved and will automatically close in 5 days. If you feel the issue is not resolved, please click the following link to reopen your incident:
Click here if your issue was not resolved USG-INC0160863

– If the customer does not click the link the ticket will close, and the customer will be required to open a new ticket
Upcoming Events
Upcoming Events

• Cohort 5 Time Line
Upcoming Events

- Careers Monthly Update WebEx (All Institution who are live)
  - Feb 14. 2019 2:00pm

- HREL 4.11
  - Feb 22. 2019

- In the Know WebEX
  - Mar 13. 2019 11:00am
Review Parking Lot
Questions and Wrap Up