



UNIVERSITY SYSTEM OF GEORGIA

# In the Know with OneUSG Connect

April 18, 2018

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 distributed following today's meeting
- We will keep a Parking Lot for items that require additional attention



# Agenda

- Release Information
- Known Issues
- Payroll
- Customer Support
- Training, Communication & Upcoming Events



# Release Information



# Release 3.10

- Benefits
  - Combined standard hours update including HRID update
- Careers
  - Job profiles copy to Job Posting
  - Job profile audit query
  - Job profile print
- Commitment Accounting
  - Remove BORRETRO from Process Scheduler Request



# Release 3.10

- Human Resources
  - Corrections to issues with Locations Table
  - Change to Benefit Program Participation page in Job Data
- Manager Self-Service
  - Default view of “Review Transactions” tile
  - Add position numbers to approvals pages for position changes
  - Add reason codes to Change Position and Funding
  - Add additional search options for combo codes
- Payroll
  - Presheet Audit Report modifications
  - Biweekly employee pay statements showing incorrect description for deduction will be resolved.



# Notifications “From” Email Address Changing

- Currently, notifications may be from the employee’s email address or a generic PeopleSoft email address.
- Changing to [donotreply@usg.edu](mailto:donotreply@usg.edu) throughout all system notifications on April 27.



# Known Issues





# Employee Self Service Known Issue

## **KI9.2-005-ESS: Not All Tiles Are Showing on Mobile Devices**

- When employees access OneUSG Connect Employee Self Service on a mobile device, they may not see all of the tiles they would when logged in on a computer.
- Employees can login using a computer to see and access all of their available tiles.
- We are investigating why the tiles are not showing on mobile devices.



# Manage Faculty Events

## Known Issue

### **KI9.2-004-MFE: Service Calc Group Field on Create Tenure Data Does Not Display Selected Value**

- When a practitioner saves, leaves, and then returns to the Faculty Data page after creating new records or updating the Create Tenure Data panel, the Service Calc Group field no longer displays the selected value unless the Tenure Status value is "Not Tenured on Track."
- Functional Workaround: MFE practitioners can run query BOR\_MFE\_FACULTY to confirm the selected value for the Service Calc Group field.



# Human Resources Known Issue

## Pay Frequency on Job Data

- For academic year faculty pay frequency reverts from M10 to M when position management updates Job Data.
- Workaround: When making changes via Position to update Job, Job Data must be reviewed and updated with M10 frequency.
- To be included in a future release.



# Human Resources Resolved Issue

## **KI9.2-007-HR: Incorrect Business Emails Listed in Personal Data**

- One-off issues were identified and institutions were contacted to correct those manually via ServiceNow.
- We are working to resolve one-off issues where the incorrect KSU email address may still show in the Company Directory and Org Chart.



# Manager Self Service Resolved Issue

## **KI9.2-001-MSS: Notification Flag Not Working for Delegation Proxies**

- Proxies can now accept delegations using the notifications flag



# Degrees & Certificates

- Cannot list the same degree in the same discipline from different universities
  - (i.e. Doctorate of Philosophy from Cambridge University and Doctorate of Philosophy the University of Georgia).
- Similarly you cannot list the same certification listed twice for different states
  - (ex. RN in the State of Florida and RN in the State of Georgia).

We are working on an enhancement request to allow these and other scenarios related to degrees and certificates.



# Payroll Resolved Issue

## W-2 Electronic Consent for Cohort 3 Employees

- Cohort 3 employees were instructed to update Employee Self Service (ESS) W-2/W-2C Electronic Consent after going live.
- We learned employee cannot elect until after a paycheck is processed for the employee.
- Biweekly employees can now consent to electronic delivery.
- Monthly employees should be able to access as of Monday, April 30.



# Payroll





# Payroll

## TAX - 1<sup>st</sup> Quarter, 2018 Quarterly Tax Returns

- Final 1QT2018 tax returns were approved and submitted to ADP TAX for processing on Wednesday, April 11, 2018..
- 941 returns will be available on <https://facs.adp.com/> later this month.
- If you have questions, please log a case with the SSC Customer Support Team at [sscsupport@ssc.usg.edu](mailto:sscsupport@ssc.usg.edu).



# Payroll

## **TAP – Tuition Assistance Program Reporting Update**

- See SSCCommunication sent Tuesday, 02/06/2018 for details.
- Spreadsheets for 2018 Spring TAP reporting have been loaded to FTP for completion by TAP coordinators.
- Please reach out to us at [sscsupport@ssc.usg.edu](mailto:sscsupport@ssc.usg.edu) if you have questions or need assistance with this project



# Payroll

## OneUSG Connect Payroll Schedule, APR, 2018

Pay Period Begin Date	Pay Period End Date	Time Detail and Adjustments to SSC by 11 AM	OneUSG Confirm Date	Pay Date	Pay Run ID
<b>2018 Bi-Weekly On-Cycle Payroll Schedule</b>					
04/08/18	04/21/18	04/23/18	04/24/18	04/27/18	84B2
04/22/18	05/05/18	05/07/18	05/08/18	05/11/18	85B1
05/06/18	05/19/18	05/21/18	05/22/18	05/25/18	85B2
<b>2018 Monthly On-Cycle Payroll Schedule</b>					
04/01/18	04/30/18	04/24/18	4/25/2018	04/30/18	84M1
05/01/18	05/31/18	05/24/18	5/28/2018	05/31/18	85M1
<b>2018 Off - Cycle Payroll Schedule</b>					
04/14/18	04/14/18	04/17/18	04/17/18	04/20/18	84X2
04/28/18	04/28/18	05/01/18	05/01/18	05/04/18	85X1
05/12/18	05/12/18	05/15/18	05/15/18	05/18/18	85X2



# Payroll

## Summer Payroll Processing

- Notifications and Communications to follow this week:
  - Summer Faculty Hiring Document
  - Additional Pay Process Document



# Customer Support



# Trending Inquiries

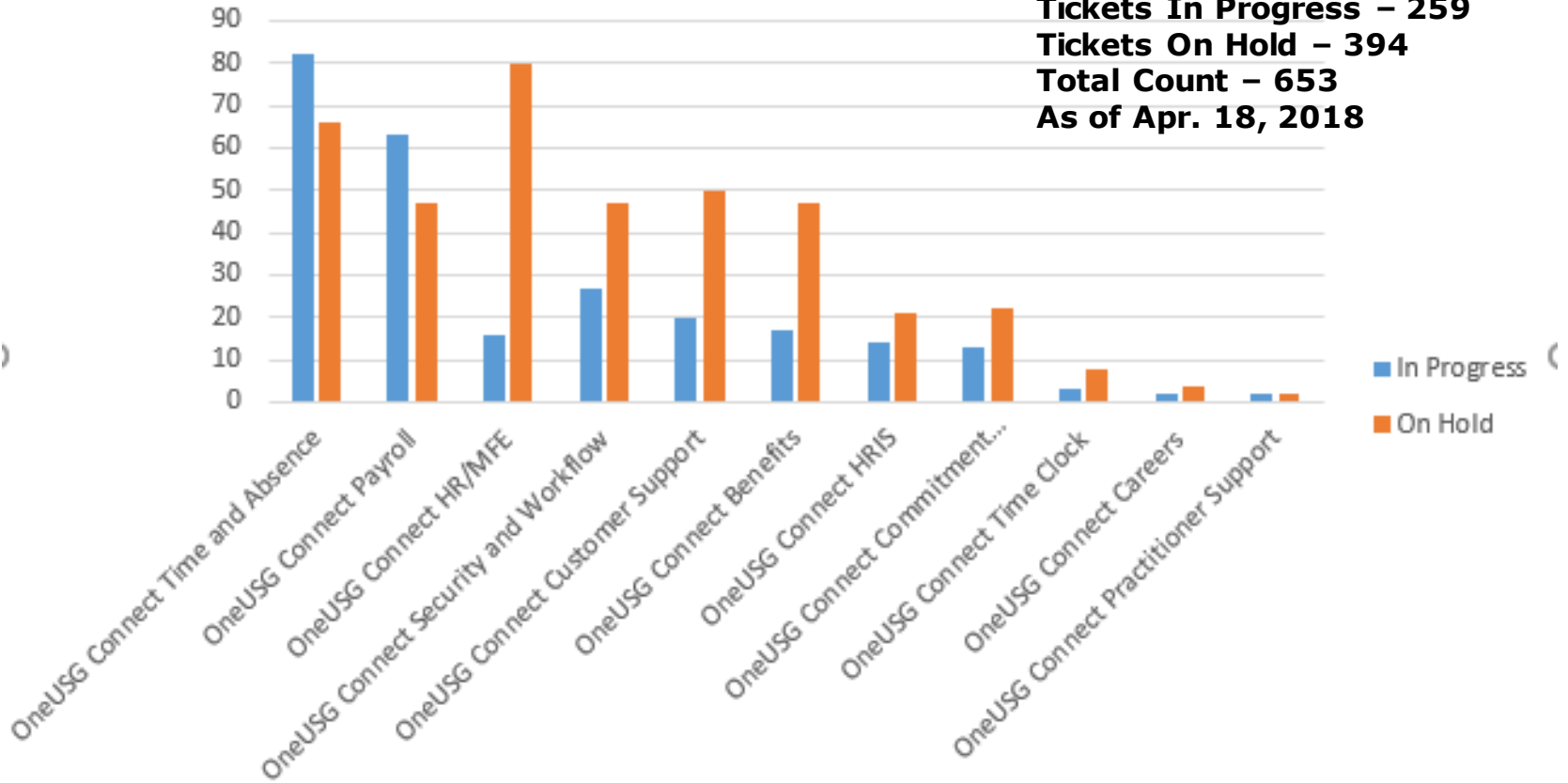
- W-2s, W2Cs
  - W-2 Consent Forms in OneUSG Connect
- Incorrect Preferred Email Addresses
- Leave Balance Inquiries
- Editing Time Off Requests
- SSO



# TICKET TRENDS

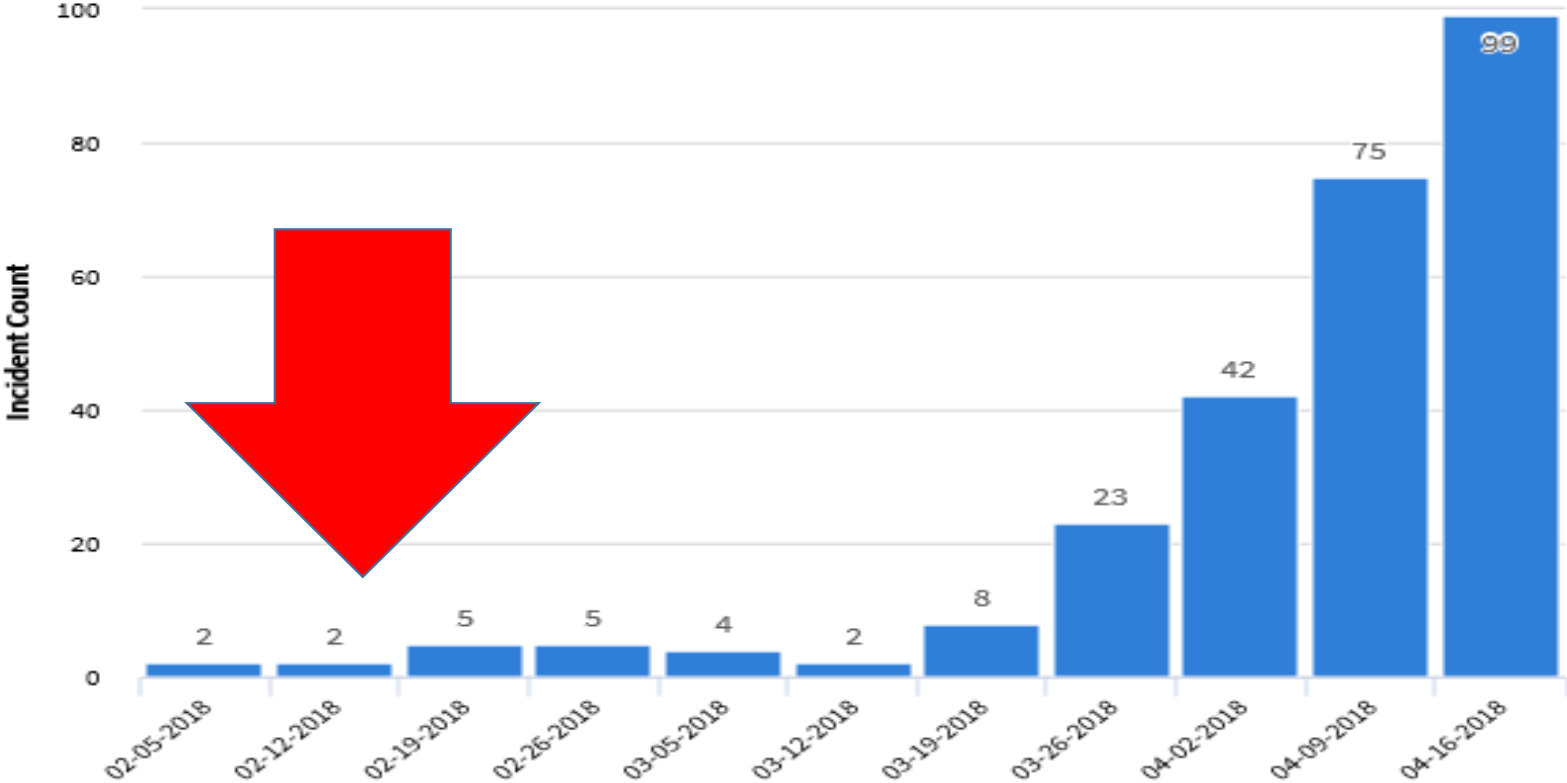
Open Tickets

**Tickets In Progress – 259**  
**Tickets On Hold – 394**  
**Total Count – 653**  
**As of Apr. 18, 2018**



# TICKET TRENDS

OneUSG Connect - Incident Aging Report





# Training, Communication & Upcoming Events



# Query Job Aids

- Currently, there are 27 individual Job Aids to run specific module queries.
  - Commitment Accounting, Benefits, Payroll
- Will be removing the Job Aids on April 27.
- In their place, we are adding a few Query Job Aids on how to run and save queries.
- You will have access to all Query Listings on website.



# New Rounding Rules Documentation

- Documentation includes:
  - Rounding Rules Graphic
  - Screenshots from Reported Time and Payable Time
  - Data sheets showing details
- Will be located on OneUSG Connect Support website
  - New Time and Absence area
- Currently finishing up the documentation. Hope to have it posted this afternoon and we'll send a communication.

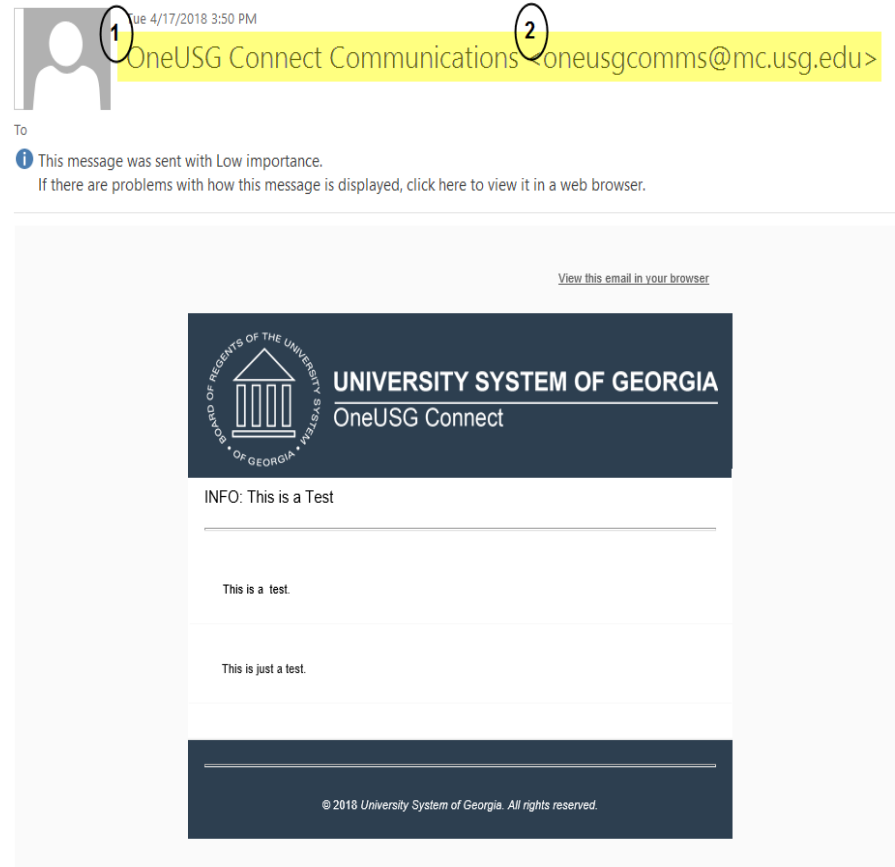


# Communications

- Communications distributed by the Shared Services Center will have a new look beginning Monday, Apr. 30

1. From Name  
OneUSG Connect +
  - Communications
  - Human Resources
  - Payroll
  - Common Remitter
  - Commitment Accounting
  - Benefits

2. From Email  
[oneusgcomms@mc.usg.edu](mailto:oneusgcomms@mc.usg.edu)



# Upcoming Events

- April 19: Commitment Accounting WebEx at 2 p.m.
- April 27: OneUSG Connect Release 3.10
- May 3: Career Biweekly Meeting for Cohort 1 at 2 p.m.





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# Review Parking Lot



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# Questions and Wrap Up