In the Know with OneUSG Connect

January 8, 2020
Facilitator: Jodi Frazier
Housekeeping Items

• Everyone had been muted on entry. Please chat your questions using the Q/A Feature.

• 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 (if time permits)
Agenda

- Release Information
- Payroll
- Commitment Accounting
- Benefits
- Human Resources
- Faculty Events
- Time & Labor
- General Information
- Upcoming Events
- Parking Lot Review
- Additional Q&A
Release Information
Cohort 6: Testing

- Regression Scope
  - Bi-Weekly End to End
  - Monthly End to End
  - Careers
    - Including Accurate Integration
- Self Service
- e-Performance
- Commitment Accounting
  - Express Retro and Encumbrances

- New Functionality Scope
  - Faculty Contract Delivery
  - Summer Pay
Cohort 6: Testing
Targeted Participants

• Regression Scope (Targeted)
  • Research Institutions and Volunteers
    • Bi-Weekly End to End
    • Monthly End to End
    • Commitment Accounting
  • Institutions with Functionality Currently Deployed
    • Careers
    • Self Service
    • e-Performance

• New Functionality Scope (All)
  • Faculty Contract Delivery
  • Summer Pay
Cohort 6: Testing Locations and Format

- Regression Scope (Targeted)
  - Remote with Open Lab @ ITS in Athens
    - Bi-Weekly End to End
    - Monthly End to End
    - Commitment Accounting
    - Careers
    - Self Service
    - e-Performance

- New Functionality
  - Middle Georgia State – Macon (Pending Confirmation)
    - Faculty Contract Delivery
    - Summer Pay
Cohort 6: Testing Schedule

• Regression Scope (Targeted)
  • 01/21
    • Self Service
  • 01/27 to 02/03
    • Bi-Weekly End to End
    • Monthly End to End
  • 02/11
    • Careers
  • 02/12
    • Commitment Accounting
  • 02/18
    • e-Performance

• New Functionality
  • Middle Georgia State – Macon (Pending Confirmation)
    • 02/18
      • Summer Pay
    • 02/19 and 02/20
      • Faculty Contract Delivery
Cohort 6: Testing Schedule

- Please use the following registration link ([Click Here](https://pollev.com/surveys/pyGIKTNttajZYAxnwONQZ/respond)) to list:
  - Institution
  - Session
  - Attendees
  - Location

- Note: Every Institution requested to complete the survey by **Friday 01/10**
Payroll
2020 Form W-4

- Available in Employee Self Service (ESS)
- Available for practitioners in Update Employee Tax Data
- Practitioner Job Aid in progress
- Form W-4 frequently asked questions: https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4
Non-Resident Alien Updates

• NRA Earnings Split now used for both BW and MO employees

• IMPORTANT REMINDERS WHEN UPDATING FORM 8233 FOR 2020:
  – When EE is eligible for tax treaty benefits use the IRS Income Code in the Education and Government section of Federal Tax Data
  – Use the employee’s country instead of $S when EE is not eligible for a tax treaty
  – Use NO TREATY instead of QKNA when EE is not eligible for a tax treaty
# Payroll Processing Schedule

## 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 1:00 PM</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/15/19</td>
<td>12/28/19</td>
<td>12/27/19</td>
<td>12/30/19</td>
<td>01/03/20</td>
<td>01B1</td>
</tr>
<tr>
<td>12/29/19</td>
<td>01/11/20</td>
<td>01/13/20</td>
<td>01/14/20</td>
<td>01/17/20</td>
<td>01B2</td>
</tr>
<tr>
<td>01/12/20</td>
<td>01/25/20</td>
<td>01/27/20</td>
<td>01/28/20</td>
<td>01/31/20</td>
<td>01B3</td>
</tr>
<tr>
<td>01/26/20</td>
<td>02/08/20</td>
<td>02/10/20</td>
<td>02/11/20</td>
<td>02/14/20</td>
<td>02B1</td>
</tr>
<tr>
<td>02/09/20</td>
<td>02/22/20</td>
<td>02/24/20</td>
<td>02/25/20</td>
<td>02/28/20</td>
<td>02B2</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>01/01/20</td>
<td>01/31/20</td>
<td>01/22/20</td>
<td>01/23/20</td>
<td>01/24/20</td>
<td>01/31/20</td>
<td>01M1</td>
</tr>
<tr>
<td>02/01/20</td>
<td>02/29/20</td>
<td>02/19/20</td>
<td>02/20/20</td>
<td>02/21/20</td>
<td>02/28/20</td>
<td>02M1</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 5:00 PM</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>01/06/20</td>
<td>01/07/20</td>
<td>01/10/20</td>
<td>01X1</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>01/17/20</td>
<td>01/21/20</td>
<td>01/24/20</td>
<td>01X2</td>
</tr>
</tbody>
</table>
Payroll Tax Reminders

Payroll: 2019 Quarter & Year-End Processing

- Year-end adjustment payroll closed Friday, January 3, 2020 at 2pm.
- Approvals for 4Q2019 and 2019 W-2’s were due to SSC on Tuesday, January 7, 2020 by 5pm.
- Notification will be send when W-2’s are available for employees and when employer returns are available for Institutions.
- Please contact us at oneusgsupport@usg.edu if you have questions.
Employees Claiming Exempt from Withholding

• Employees claiming exempt from withholding must complete new Federal and State withholding forms by Feb. 14, 2020. 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, 2020 or greater on your report, no action is necessary.

• Please submit confirmation of completion to oneusgsupport@usg.edu by Feb. 14, 2020.
Payroll - Garnishments

Practitioner Role reminders:

Prepare garnishment to send to SSC
• Write employees full social security number on first page of order.
• Write employee number, company number and pay group, and Site ID (BUG2) on first page of order.
• Write employee status on first page of order (active, term, LOA, or not an employee)
• FAX order to SSC at 478-240-6447
Payroll - Garnishments

Practitioner Role reminders:

• Is employee Federal Work Study student?
  • If yes, Respond to agency
  • DO NOT send order to SSC

• Is the document a medical support notice?
  • If yes, complete and return to agency
  • DO NOT send document to SSC

• Is document an employment verification?
  • If yes, complete and return to agency
  • DO NOT send document to SSC

• Is garnishment anything other than routine?
  • Submit a ticket to oneusgsupport@usg.edu.
  • Submit garnishment as usual
Commitment Accounting
Commitment Accounting

• Issue with EDR Update Purge Process:
  • Discovered that update was purging “Pending - Submitted” transactions, instead of just “Pending – Not Submitted” transactions.
  • Purge Dates set at 1000 to avoid purging submitted transactions.
  • Currently, testing the corrected purge days statement for Ad Hoc release. (Date to be determined)

• Issue with Job Earning Distribution allowing entry of Position Number from other Business Units:
  • Workforce Administration > Job Information > Job Data
  • Locked down position to only allow entry for position numbers from Employee Business Unit.
  • Release 5.21 (Release date 01/24/20)
Commitment Accounting

• Issue with Change Position Funding displaying more than one description when a position is entered:
  • Manager Self Service > Change Position Funding
  • View has been modified to pull max effective dated position description
  • Release 5.21 (Release date 01/24/20)
Benefits
Alight Errors

• Missing Annual Benefits Base Rate (ABBR)
  – Be sure to populate the ABBR so that salary based premiums are calculated correctly

• Deleted Rows
  – Do not delete rows, especially if the data has already been sent to and needs correction in Alight

• Personal Data and Home Address Effective Dates
  – Personal Data “Effective Date” should be the same as the Home Address “As Of Date”
  – Home address is required
  – Retroactive changes prior to current address on file with Alight (correcting zip code, etc.), make sure the date aligns with Job Data
## Alight Errors

### Personal Data

<table>
<thead>
<tr>
<th>Name</th>
<th>Find</th>
<th>View All</th>
<th>First</th>
<th>1 of 1</th>
<th>Last</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Effective Date**: 09/01/2019
- **Format Type**: English
- **Display Name**: [Edit Name]

### Current Addresses

<table>
<thead>
<tr>
<th>Address Type</th>
<th>As Of Date</th>
<th>Status</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>09/01/2019</td>
<td>A</td>
<td>1005 George J Lyons Pkwy Sandsersville, GA 31082 Washington</td>
</tr>
</tbody>
</table>
## Alight Errors

- **Job Data**

**Work Location**

- **Effective Date**: 09/01/2019
- Effective Sequence: 0
- HR Status: Active
- Payroll Status: Active

**Benefit Program Participation Details**

- **Effective Date**: 09/01/2019
- Benefit Program: USG
- Currency Code: USD
- Benefit Program: OneUSG Benefit Program
Benefit Premium Rates

Rates Spreadsheets
- Loaded to the OneUSG Connect Support Website, communication went out on the listserv 01/06/2020
- 2020 OneUSG Benefit Rates
  https://www.usg.edu/assets/shared_services_center/documents/Benefit_Rates_2020_OneUSG.xlsx
- 2020 OneUSG COBRA Rates
  https://www.usg.edu/assets/shared_services_center/documents/COBRA_Rates_2020.xlsx
Benefit Premium Rates

• **2020** Basic Life rates are
  – $16.33 for Basic Life with ADD
  – $15.98 for Basic Life without ADD

• **2019** Basic Life rates were
  – $17.06 for Basic Life with ADD
  – $16.73 for Basic Life without ADD
Human Resources
Dual Appointment Position Setup

• Job Aid HR_JA004: Setup Dual Appointment – Home Institution
  - D = Dual Appointment Indicator
  - XX = Home Institution (first two digits of your company code)
  - XX = Requesting Institution (first two digits of requesting company code)
  - XXX = Sequential number
    - D4036001

• Job Aid HR_JA005: Setup Dual Appointment – Requesting Institution
  - D = Dual Appointment Indicator
  - XX = Requesting Institution (first two digits of your company code)
  - XX = Home Institution (first two digits of the company code for the primary institution)
  - XXX = Sequential number
    - D3640001
Home Address Changes

• Home address required for all employees

• This is the first address that is picked up on the HRID file

• Terminated Employees
  – Currently, terminated employees do not have access to ESS in OneUSG Connect
  – Any request to update the Home address for terminated employees will be sent to the Institutions to update
  – If the update is for benefits purposes, the employee will have to reach out to Alight directly (example: COBRA packet sent to incorrect address)
Transfer Process

Reminders

• SSC is responsible for data entry of transfers between USG institutions

• We are still seeing a few institutions that are doing the data entry for the transfer, please allow SSC to handle these

• The issues we are seeing are the primary job flag is placed on both records which causes the file to fail with Alight, leave balances are zeroed out and have to be added back

• SSC handles the data entry because we have to ensure the timing of the data entry, primary job flags, leave balances, etc. are done correctly to avoid negative downstream impacts
Transfer Process Reminders

• Submit a ticket as soon as a transfer is identified, even if the transfer was already entered in the system.

• Be sure to submit transfer documents (PAR, Transfer Letter) as quickly as possible so that SSC can expedite the transfer process.

• Separate tickets for Primary Job Flag changes are not needed, this step is included in the initial transfer ticket.
Job Earnings Distribution

• Compensation Details Frequency Field Greyed Out

Workaround Available
– JA_034 Multiple Components of Pay (MCOP)
  Compensation and Earnings Distribution in Job Data,
  under “Correcting Compensation Frequencies” section
  https://www.usg.edu/assets/oneusg/documents/HR_JA034_MCOP_Comp_and_Earn_Dist_in_Job_Data.pdf
SSN Lookup

• Use the lookup feature to identify
  – Existing employee ID numbers
  – Primary Job Indicators
  – Employee status (active or terminated from a OneUSG institution)

• Navigation
  – Workforce Administration > Personal Information > Biographical > Search by National ID

• Notify OneUSG Connect
  – SSN changes
  – Notifications of name changes are not needed
Terminating Primary Jobs

• In order for a termination to flow to Alight, IDM, etc., you must leave the Primary Job Indicator on the record until after the termination action flows.

• You will then need to enter a Data Change row to change the Primary Job Indicator to Secondary.
Retirement Process

• Intent to Retire
  – Must insert a new row effective the current date for the intent to be sent to Alight prior to the retirement
  – Recommended practice is to enter this in advance of the official retirement PAR request to allow Alight more time for processing and prevent delays
  – This is the recommended process for all USG employees who are planning to retire soon

• New Job Aid - Coming Soon!
FLSA Update

• Follow up communication sent to CHROs and HR/benefits practitioners

• Included key implementation dates and materials to assist with implementing the new FLSA ruling
FLSA Job Aids

• For Practitioners
  – FLSA Data Changes
  – FLSA Data Changes Checklist

• For Employees
  – How Do I Adjust My Timesheet for Mid-Period Changes?
  – Monthly and Biweekly time entry guides are also posted on the Employee Self Service website
  – https://www.usg.edu/oneusg/training/module/category/employee_self_service
Data Cleanup Projects

• Multiple Primary Job Flags

• Benefits Service Date and USG Service Date Mismatch

• Employee status mismatch with OneUSG and Alight (terminated with OneUSG, active with Alight)

• Potential Pay Frequency Issues

• Mismatches between FLSA status and Pay Groups

• GT Implementation, we may be reaching out to some institutions to verify primary job flags, citizenship information, etc.
Active But Not Paid Report

• New process to enhance data quality and compliance related to active employees

• SSC will begin running reports to identify employees active but not paid in last 180 days
  – Monthly results will be provided to each institution
  – Institutions should review their list and terminate employees as appropriate

• SSC will be publishing a query in OneUSG Connect that can be run by the institution as well
  – BOR_ALL_UNPAID_SINCE
Faculty Events
Assigned Effort

• Practitioners were experiencing the inability to search for active faculty – receiving message ‘No matching values were found’
Assigned Effort

- The page will open to add the EmplID

- Enter the EmplID and Company
- Click ‘Add’

Reminder: The activity/effort category ‘Clinical’ should only be used by Augusta University at this time.
Time & Labor
Deleting of Historical Work Schedules

• Deleting of historical Work Schedules impacts many areas.
  – The Earliest Change Date will update back to the effective date of the deleted schedule and recalculate prior Period Payable Time.
  – Recalculates Leave taken during the period of the deleted schedule and adjusts any Comp Time or OVT Earned.
Workgroup Selection – MTR Panel

• Maintain Time Reporter Panel - Workgroups
  – Below Workgroups should only be used by Augusta State University or University of Georgia
  
<table>
<thead>
<tr>
<th>Workgroup</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12HRRCMP</td>
<td>Hourly Regular-Comp</td>
</tr>
<tr>
<td>12HRROVT</td>
<td>Hourly Regular-OT Only</td>
</tr>
<tr>
<td>12HRTOVT</td>
<td>Hourly Non-Benefited-OT</td>
</tr>
<tr>
<td>18HRRCMP</td>
<td>Hourly-Regular Comp</td>
</tr>
<tr>
<td>18HRROVT</td>
<td>Hourly Regular-OT Only</td>
</tr>
<tr>
<td>18HRTOVT</td>
<td>Hourly Non-Benefited-OT</td>
</tr>
</tbody>
</table>

– Run query to review: BOR_TL_AUDIT_TIME_REPORTER_DAT
General Information
DBI Approver Update

• If an update to this list is needed, please submit a ticket with the name, email and phone number of the DBI Approver for your institution to oneusgsupport@usgs.edu.

• A DBI is a database intervention used for critical updates of software.

<table>
<thead>
<tr>
<th>Institution</th>
<th>HCM Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia State University</td>
<td>Robert Elmore</td>
</tr>
<tr>
<td>University of Georgia</td>
<td>Diane Kirkwood/Juan Jarrett/Lindsey Van Note (HR related)</td>
</tr>
<tr>
<td></td>
<td>Celise Elder/Chad Cleveland (Commitment Accounting)</td>
</tr>
<tr>
<td>Albany State University</td>
<td>Kimberly Carter</td>
</tr>
<tr>
<td>Clayton State University</td>
<td>Charles Read</td>
</tr>
<tr>
<td>Columbus State University</td>
<td>Carole Clerie and Annette Brown</td>
</tr>
<tr>
<td>Fort Valley State University</td>
<td>Brian Stanley</td>
</tr>
<tr>
<td>Georgia College &amp; State University</td>
<td>Carol Ward- OneUSG Connect</td>
</tr>
<tr>
<td></td>
<td>Candace Kobbe- PSFIN</td>
</tr>
<tr>
<td>Georgia Southern University</td>
<td>Justin Janney</td>
</tr>
<tr>
<td>Georgia Gwinnett College</td>
<td>Sandra Schneider</td>
</tr>
<tr>
<td>Georgia Southwestern St Univ</td>
<td>Gena Wilson (HR/Benefits) and</td>
</tr>
<tr>
<td></td>
<td>Colette Long (Time/Payroll)</td>
</tr>
<tr>
<td>Kennesaw State University</td>
<td>Pam Smith</td>
</tr>
<tr>
<td>Savannah State University</td>
<td>Elanie Campbell</td>
</tr>
<tr>
<td>Valdosta State University</td>
<td>Shana Yorkey (primary)</td>
</tr>
<tr>
<td></td>
<td>Traycee Martin (backup)</td>
</tr>
<tr>
<td>University of North Georgia</td>
<td>Beth Arbuthnot</td>
</tr>
<tr>
<td>University of West Georgia</td>
<td>Karen Hulsey</td>
</tr>
<tr>
<td>ABAC</td>
<td>Richard Spancake and Tim</td>
</tr>
<tr>
<td></td>
<td>Youngblood</td>
</tr>
<tr>
<td>Atlanta Metropolitan State College</td>
<td>Mitzi Williams</td>
</tr>
<tr>
<td>College of Coastal Georgia</td>
<td>Phyllis Broadwell</td>
</tr>
<tr>
<td>Dalton State College</td>
<td>Lori McCarty</td>
</tr>
<tr>
<td>East Georgia State College</td>
<td>Tracy Woods</td>
</tr>
<tr>
<td>Georgia Highlands College</td>
<td>Ginni Siler</td>
</tr>
<tr>
<td>Gordon State College</td>
<td>Megan Davidson</td>
</tr>
<tr>
<td>Middle Georgia State College</td>
<td>Brian Stanley</td>
</tr>
<tr>
<td>South Georgia State College</td>
<td>Diane Owens</td>
</tr>
<tr>
<td>USO</td>
<td>Quint Hill</td>
</tr>
<tr>
<td>Augusta University</td>
<td>Susan Norton</td>
</tr>
<tr>
<td></td>
<td>Becky Williams</td>
</tr>
<tr>
<td></td>
<td>Carolyn Burns</td>
</tr>
<tr>
<td></td>
<td>Shari Peck (primary approver)</td>
</tr>
</tbody>
</table>
Release Schedule

• Here is the tentative OneUSG Connect Release Schedule:

<table>
<thead>
<tr>
<th>RELEASE NUMBER</th>
<th>RELEASE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.21</td>
<td>1/24/2020</td>
</tr>
<tr>
<td>6.00</td>
<td>3/20-22/2020</td>
</tr>
<tr>
<td>6.10</td>
<td>4/24/2020</td>
</tr>
<tr>
<td>6.12</td>
<td>6/26/2020</td>
</tr>
<tr>
<td>6.20</td>
<td>12/4/2020</td>
</tr>
</tbody>
</table>

• Downtimes associated with the release dates will be announced and posted here: [https://www.usg.edu//oneusg_connect/practitioner_services/scheduled_downtime_calendar](https://www.usg.edu//oneusg_connect/practitioner_services/scheduled_downtime_calendar)
Release 5.21

• Human Resources: Return of customized field of BCAT Title on the Job Code table page

• Faculty Events: Correction of Terminal Year calculation on Create Tenure Data

• Faculty Events: Fix to allow faculty members working at multiple institutions to update/establish a tenure data record

• Payroll: updates to Automated Adjustments spreadsheet

• Careers fixes and minor enhancements

• Employee Self Service: State Charitable Contributions (SCCP) tile available on mobile devices

*Release of all items pending successful testing
Model Change Review Process

• Institution model change review process

• Here is how the process works:
  – Once the institution/requester gets approval to submit a model change request, they visit: https://www.usg.edu//oneusg_connect/practitioner_services/model_change_request_information and fill out the newly revised form.
    • Please replace all existing copies with this new form. If you’ve already submitted a change request, there is no need to fill out the revised form 😊
  – They submit the form to oneusgsupport@usg.edu and the model change request reviewed by SSC and sent to the tier 3 communications analyst.
Model Change Review Process

• The form is submitted to the OneUSG Support staff where hours, a recommendation and any cross-functional impacts are added to the form.

• It is added to the tracker, the ticket is closed out and the model change request is ready to go in front of the change review board which meets every other Thursday morning.
Historical Document Requests

There will be expected delays for fulfillment of documentation requests leading up to and during this tax season. This includes

- All paystubs and W2s housed in OneUSG Connect or previous environments for retired and terminated employees.
- Current employees’ W2s and paystubs from prior to their institution’s conversion to OneUSG Connect.

Upon receiving requests, employees will be advised of the expected wait time to receive the requested documents via secure email.

Employees should be instructed to call OneUSG Connect Support directly to verify their identity.
Ticket Reminder

- **Alight**
  - When sending emails to the Alight escalation inbox `oneusg.connect.escalations@alight.com`, do not copy `oneusgsupport@usg.edu`
  - Multiple tickets are being created with Alight and SSC

- **SSC**
  - Submit all questions/inquiries to the `oneusgsupport@usg.edu` rather than emailing analysts directly
  - Responses could be delayed as many of our team members are traveling
  - We want to ensure that requests receive a quick response
Upcoming Events
Upcoming Events

• Benefits WebEx
  – 01/09/2020
  – 2:00pm

• Testing Survey Results
  – Due on or before 01/10/2020

• USO Holiday – MLK Day
  – 01/20/2020

• In the Know
  – 02/12/2020
  – 11:00am
Review Parking Lot
Wrap Up