



**UNIVERSITY SYSTEM OF GEORGIA**

# **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



2020

HAPPY NEW YEAR



# 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](#)) to list:
  - Institution
  - Session
  - Attendees
  - Location
- Note: Every Institution requested to complete the survey by Friday 01/10
- <https://pollev.com/surveys/pyGIKTNttajZYAxnwONQZ/respond>



# 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					
Pay Period Begin Date	Pay Period End Date	Time Detail and Adjustments to SSC by 1:00 PM	OneUSG Confirm Date	Pay Date	Pay Run ID
12/15/19	12/28/19	12/27/19	12/30/19	01/03/20	01B1
12/29/19	01/11/20	01/13/20	01/14/20	01/17/20	01B2
01/12/20	01/25/20	01/27/20	01/28/20	01/31/20	01B3
01/26/20	02/08/20	02/10/20	02/11/20	02/14/20	02B1
02/09/20	02/22/20	02/24/20	02/25/20	02/28/20	02B2

Monthly On Cycle Payroll Schedule						
Pay Period Begin Date	Pay Period End Date	Pay Groups to SSC by 9:00 AM (Paysheets Created)	Time Detail and Adjustments to SSC by 11 AM	OneUSG Confirm Date	Pay Date	Pay Run ID
01/01/20	01/31/20	01/22/20	01/23/20	01/24/20	01/31/20	01M1
02/01/20	02/29/20	02/19/20	02/20/20	02/21/20	02/28/20	02M1

Off - Cycle Payroll Schedule					
Pay Period Begin Date	Pay Period End Date	Off-Cycle Request to SSC by 5:00 PM	OneUSG Confirm Date	Pay Date	Pay Run ID
N/A	N/A	01/06/20	01/07/20	01/10/20	01X1
N/A	N/A	01/17/20	01/21/20	01/24/20	01X2



# 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](mailto:oneusgsupport@usg.edu) if you have questions.



**EXEMPT**

# 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](mailto: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](mailto: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

**Name**Find | View AllFirst 1 of 1 Last

**\*Effective Date** 09/01/2019

**\*Format Type** English

**Display Name**

Edit Name

Current Addresses						Personalize	Find	View All			First	1 of 1	Last
Address Type	As Of Date	Status	Address										
Home	09/01/2019	A	1005 George J Lyons Pkwy Sandersville, GA 31082 Washington	Edit/View Address Details									



# Align Errors

- Job Data

**Work Location** ? Find First 2 of 2 Last

\*Effective Date 09/01/2019 31

Effective Sequence 0

HR Status Active

Payroll Status Active

\*Action Hire

Reason Hire Conversion ?

\*Job Indicator Secondary Job

Go To Row + -

History

**Benefit Program Participation Details** ? Find | View All First 1 of 1 Last

\*Effective Date 09/01/2019 31

Currency Code USD

\*Benefit Program USG 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](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](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
    - D4036001o
- 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

The screenshot shows a web-based form for 'Compensation Details'. At the top, there are tabs: 'Work Location', 'Job Information', 'Payroll', 'Salary Plan', and 'Compensation' (which is highlighted). Below the tabs, the form is titled 'Employee' and 'Empl Record 3'. The 'Compensation Details' section is expanded, showing fields for 'Effective Date' (07/01/2019), 'Effective Sequence' (2), 'HR Status' (Active), and 'Payroll Status' (Active). To the right, there are fields for 'Action' (Position Change), 'Reason' (New Fiscal Year), and 'Job Indicator' (Primary Job). A 'Find' button and a 'Go To Row' button are also visible. At the bottom, the 'Compensation Rate' is displayed as 6,654.58 USD. The 'Frequency' field is highlighted in yellow and contains the text 'Monthly'. Below the form, there are links for 'Comparative Information' and 'Pay Rates'.

- 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](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](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'

The screenshot shows the 'Assigned Effort' search page within the 'Employee Self Service' system. The page has a dark blue header with a back arrow and the text 'Employee Self Service' on the left, and 'Assigned Effort' on the right. Below the header, the title 'Assigned Effort' is displayed in blue. A message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two buttons: 'Find an Existing Value' and 'Add a New Value'. A section titled 'Search Criteria' is expanded, showing several search fields, each with a 'begins with' dropdown menu and a text input box. The fields are: Empl ID, Company, Department, Name, Last Name, Second Last Name, Alternate Character Name, and Middle Name. Below these fields are three checkboxes: 'Include History' (checked), 'Correct History' (unchecked), and 'Case Sensitive' (unchecked). At the bottom, there are four buttons: 'Search', 'Clear', 'Basic Search' (with a magnifying glass icon), and 'Save Search Criteria'.

Employee Self Service Assigned Effort

Assigned Effort

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

Empl ID begins with [text box]

Company begins with [text box]

Department begins with [text box]

Name begins with [text box]

Last Name begins with [text box]

Second Last Name begins with [text box]

Alternate Character Name begins with [text box]

Middle Name begins with [text box]

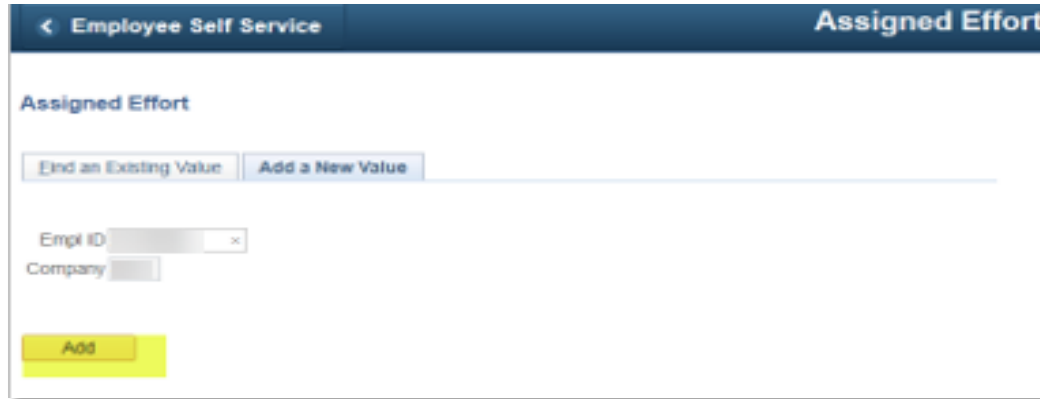
☒ Include History ☐ Correct History ☐ Case Sensitive

Search Clear Basic Search Save Search Criteria



# Assigned Effort

- The page will open to add the EmplID



The screenshot shows a web interface for 'Employee Self Service' with a sub-header 'Assigned Effort'. Below the header, there are two buttons: 'Find an Existing Value' and 'Add a New Value'. Under these buttons, there are two input fields: 'Empl ID' and 'Company'. At the bottom of the form is a yellow 'Add' button.

- 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

12HRRCMP	Hourly Regular-Comp
12HRROVT	Hourly Regular-OT Only
12HRTOVT	Hourly Non-Benefited-OT
18HRRCMP	Hourly-Regular Comp
18HRROVT	Hourly Regular-OT Only
18HRTOVT	Hourly Non-Benefited-OT

- 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@usg.edu](mailto:oneusgsupport@usg.edu).
- A DBI is a database intervention used for critical updates of software.

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



# Release Schedule

- Here is the tentative OneUSG Connect Release Schedule:

	OneUSG Connect	OneUSG Connect	OneUSG Connect	OneUSG Connect	OneUSG Connect
RELEASE NUMBER	5.21	6.00	6.10	6.12	6.20
RELEASE DATE	1/24/2020	3/20-22/2020	4/24/2020	6/26/2020	12/4/2020

- 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 Tenue 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](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](mailto: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](mailto:oneusg.connect.escalations@alight.com), do not copy [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu)
  - Multiple tickets are being created with Alight and SSC
- SSC
  - Submit all questions/inquiries to the [oneusgsupport@usg.edu](mailto: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





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# Review Parking Lot





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# Wrap Up