



UNIVERSITY SYSTEM OF GEORGIA

# In the Know with OneUSG Connect

March 11, 2020  
Facilitator: Jodi Frazier

- ✓ *Muted on entry. Please remember to unmute*
- ✓ *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
- Payroll
- Absence Management
- Benefits
- Commitment Accounting
- Human Resources
- General Information
- Upcoming Events



# Release Information



# Release 6.00

- Commitment Accounting
  - OneUSG – PERS\_SERV\_BOR Archival
  - Accounting Adjustment File Upload Error Report
  - Express Direct Retro
    - New Security Role for BOR Managers
    - Purge Process Corrected
    - Additional EDR Queries being released
    - Cancelled/Denied Transaction Released from Lock
    - Transaction Row Validation
- Faculty Events
  - Faculty Contract Delivery Enhancements and Deployment
  - Ability to modify tenure review calculated dates
  - Person Profiles – two new check boxes (transcript received and highest degree)
- Payroll
  - Summer Pay
  - Notes are posted here:  
[https://www.usg.edu/oneusg\\_connect/practitioner\\_services/releases](https://www.usg.edu/oneusg_connect/practitioner_services/releases)



# Release 6.00 Black Out

- We have added the employee template communication
  - [https://www.usg.edu/oneusg\\_connect/practitioner\\_services/general\\_resources](https://www.usg.edu/oneusg_connect/practitioner_services/general_resources) > Cohort 6 Resources > Employee Communication Template
- Reminder about the black out dates/times:
  - As a reminder, OneUSG Connect will be unavailable for all University System of Georgia employees:
    - Mar. 13, 6 p.m. - Mar. 18, 7 a.m.
    - Mar. 27, 6 p.m. - Mar. 31, 7 a.m.



# Recruitment Release 6.0 Items

- Onboarding
- Application
- Self Identity Role
- Limit View to Active Position Numbers
- Draft Job Opening Access to Recruiters
- Display Required Attachments on Step 3
- Limit Search Committee Members to View-Only
- Additional Application Types
- Populate Prior Work Experience for Previous Applicants
- Remove Interviewers from Applicant Notifications
- Job Offer Compensation Frequencies
- Job Descriptions Tile



# Payroll



# Payroll-Tax Reminder

## 1Q2020 Quarterly Payroll Tax Approvals Due

- Approvals are Due To SSC by Tuesday, April 7, 2020 at 5:00 pm
- Review reports row to ensure an efficient quarter-end.
  - Tax 900
  - Employee Quarter Error (SmartCompliance)
  - Quarter Balancing Results (SmartCompliance)
  - Quarter Balancing Version (SmartCompliance)
- If you have questions, please contact the SSC Customer Support Team at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu).



# Payroll-Tax Reminder

## Quarterly Tax Approval Forms

- New updated approval form coming soon. Please watch for a communication later this week
- If you have questions, please contact the SSC Customer Support Team at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu).



# Payroll – TAP Reminder

## TAP – Tuition Assistance Program Reporting Update

- See OneUSG Connect Payroll Communication sent Wednesday, 02/12/2020 for details.
- Spreadsheets for 2020 Spring TAP reporting were loaded to FTP and due for completion by TAP coordinators by 02/21/2020.
- We are still working with several institutions to finalize before semester totals can be published.
- Please reach out to us at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) if you have questions or need assistance with these updates.



# Payroll

- **Modified 2020 Comp Time Payout Schedule**

- Current Policy: All compensatory time balances on record as of May 31 must be paid out no later than the final bi-weekly pay period in June each fiscal year.
- 2020 Payout schedule has been modified in order to provide appropriate time for processing
- Exception: Payout amounts will be based on balances on record as of May 30, 2020 and will be paid out on the second June payroll (pay date June 19, 2020, RunID 06B2).
- Watch for update processing guidelines later this week.



# Payroll – Upcoming Schedule

- No change to scheduled Biweekly or Monthly ON-CYCLE payroll, however, second BW payroll and MO payroll will overlap on Tuesday, 03/24/20 due to timing, so please plan accordingly.
- Change to scheduled OFF-CYCLE. Please see OneUSG Communication dated 02/13/20 reminding of the updated off-cycle dates changed due to Cohort 6 blackout.



# Payroll-Upcoming 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
03/08/20	03/21/20	03/23/20	03/24/20	03/27/20	03B2
03/22/20	04/04/20	04/06/20	04/07/20	04/10/20	04B1
04/05/20	04/18/20	04/20/20	04/21/20	04/24/20	04B2

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
03/01/20	03/31/20	03/24/20	03/25/20	03/26/20	03/31/20	03M1
04/01/20	04/30/20	04/23/20	04/24/20	04/27/20	04/30/20	04M1

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	3/17/20	3/18/20	3/20/20	03X2
N/A	N/A	3/27/20	3/31/20	4/3/20	04X1
N/A	N/A	4/13/20	4/14/20	4/17/20	04X2



# Absence Management



# ABS MGMT Release Items

- Absence Cascading:
  - Configuration change to allow for the cascading of Absence Takes to generate earnings codes that correspond to the actual absence entitlements being reduced. For example, vacation that cascades to comp time will now be displayed in current period takes, generated positive input, payline and pay stub.
- Absences of EA – Bone Marrow and EA – Organ Donation have been added and configured per BOR Policy
  - Employees of the University System of Georgia who serve as an organ donor for the purpose of transplantation shall receive a leave of absence, with pay, of thirty (30) days. Each employee who serves as a bone marrow donor for the purpose of transplantation shall receive a leave of absence, with pay of seven (7) days. Leave taken under this provision shall not be charged against or deducted from an employee's accrued annual or sick leave



# ABS MGMT Release Items

- Military Leave Forecasting: Update to EA – Military to allow forecasting of the absence take

Absence Forecast Results

Absence Event

Absence Forecast Results

Absence Take Element EA - MILITARY      Begin Date 04/13/2020  
 Absence Type Military      End Date 04/17/2020  
 Forecast Value ELIGIBLE      Forecast Date Time 03/09/2020 7:31AM

**Absence Forecast Result Details**      Personalize | Find | View All | [Print] | [Grid]      First 1-4 of 4 Last

Forecast Results	Accumulator Results	User Keys 1-3	User Keys 4-6			
Secondary Element	Forecast Element	Type	Numeric Value	Character Value	Date Value	
EA - MILITARY	USG ABS FC HRS AC	Accumulatr	40.000000			
EA - MILITARY	USG MIL ENT_ENT	Accumulatr	144.000000			
EA - MILITARY	USG MIL ENT_TAKE	Accumulatr	40.000000			
EA - MILITARY	USG MIL ENT_BAL	Accumulatr	104.000000			

Return



# Benefits



# Alight Issues

- Leave of Absence (LOA)/Unpaid Leave With Benefits (UPB)
  - Employees are being billed for the full premium amount for medical coverage in error (EE and ER portion)
  - Due to using the Unpaid Leave With Benefits (UPB) reason code
  - This is the only action/reason that prompts Alight to bill employees for the full premium amount (EE and ER portion)
  - Do NOT use this reason code unless it is clear that the employee must pay the full premium as it is difficult to correct billing if the code is used incorrectly
  - All other LOA reason codes will bill only the EE portion



# Alight Issues

- Faculty Pay Rate Changes Effective 6/1
  - Faculty employees pay 7/5 rates January through May to cover June and July premiums
  - When pay changes with an effective date of 6/1, a premium adjustment is needed
  - Adjustment is applied once deductions restart in August, the amount is added as a retro or credit on the first Retro Report once payroll begins
  - Applies to changes in supplemental pay, credits, life events, any change where premiums are due



# Alight Issues

- Deleted Job Data Rows
  - Avoid deleting Job Data rows
  - Especially important if the deleted data has already been sent to Alight
  - In order to correct Alight data, the corrected information must flow over on the HRID file
  - Recommended process is to add a row to correct the data
- Graduate Research Assistants
  - Short Work Break does not terminate health coverage
  - Terminate GRA to stop coverage



# Commitment Accounting



# PSB Archive Details

- PSB Archive will be completed during March 13 – 17 blackout period.
- We will keep three (3) fiscal years data in the PSB tables for both HCM and GeorgiaFIRST Financials.
  - Data for FY17 and prior will be archived to the following tables:
    - HCM: PS\_BOR\_PERS\_S\_HIST
    - GeorgiaFIRST FIN: PS\_PERS\_SERV\_BOR\_H
    - AUFIN: PS\_PERS\_SERV\_BOR\_H
- HCM archive is based on Accounting Date.
- GeorgiaFIRST FIN archives are based on Run Date.
- The archive process was tested in HPRE, FPRE, and AUFPRE.



# Accounting Adjustments

- It is recommended to use text files when uploading to the Accounting Adjustment form.
  - CSV files are easily corrupted if you need to correct an error.
  - Open CSV file in a text editor program, such as Notepad or Ultra Edit, then save as text file.
  - If further corrections are needed, suggested path:
    - Open text file from Excel (Data > From Text)
    - Make Corrections
    - Save as Excel
    - Then save again as CSV
    - Close
    - Reopen in Text Editor
    - Save as Text file



# Accounting Adjustments

- Upload file names longer than 36 characters will produce a NO SUCCESS in the Process Monitor and the following error in the Log/Trace File: ***failed: No such file or directory***

```
PeopleTools 8.56.21 - Application Engine Server  
Copyright (c) 1988-2020 Oracle and/or its affiliates.  
All Rights Reserved
```

```
PSAESRV started service request at 12.37.42 2020-03-04
```

```
Open of file /opt/lf_files/HPRE/attach/030420201237003000DEFGHIJKLMNOPQRSTUVWXYZ12345678912345 failed: No such file or directory. (2,633) BOR_ACTAD3LD.20READ.GBL.default.1900-01-01.Step01.OnExecute PCPC:3959 Statement:60
```

```
Process 1347615 ABENDED at Step BOR_ACTAD3LD.20READ.Step01 (PeopleCode) -- RC = 8 (108,524)
```

```
Process %s ABENDED at Step %s.%s (Action %s) -- RC = %s
```

```
PSAESRV completed service request at 12.37.43 2020-03-04
```



# New EDR Security Role

- A new Commitment Accounting Express Direct Retro security role, **BOR Express Direct Retro**, will be delivered with Cohort 6. This role will be needed in order to create EDRs as of Wednesday, March 18.
  - With the delivery of Express Direct Retro's in December 2019, all MSS managers (BOR Manager Role) had access to create EDR's.
  - Institutions requested that this access be separated since not all Managers need to create EDR's.
- In order to prepare for this security change, each Institution should:
  - Identify MSS Managers that need the ability to create EDRs.
  - Send request to Institution HCM Security Administrator for employees identified as needing the new BOR Express Direct Retro Role.
  - Institution HCM Security Administrator submit requests [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) to assign the new BOR Express Direct Retro Role for identified employees (preferably by March 13).
- Please note:
  - The BOR Manager role will still allow EDR approval access
  - This security change applies to all OneUSG institutions with the exception of UGA
  - Requests received from anyone other than an Institution HCM Security Administrator will be sent to the Institution HCM Security Administrator(s) for approval.



# Express Direct Retro

- EDR Transactions
  - Saved as Ad Hoc and Not Submitted can be CANCELLED by the initiator and are immediately released from LOCK.
  - Submitted to workflow can be DENIED at any level and are immediately released from the LOCK.
    - However, the transaction will still show up in the BOR\_RETDIST\_LCK table until the EDR update process runs successfully.
- Purge Process within EDR update process
  - Corrected in Release 6.0.
  - Saved Ad Hoc transactions will be removed from system based on configuration of 5 purge days (GT has 2 days).
  - Purge trigger is from last updated system date/time stamp.
  - Submit request to [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) if you want this configuration changed.



# EDR Row Validation

- When inserting a row, the entire amount of the original distribution will need to be accounted for amongst the rows.

**Retro Distribution Request**

Position: \_\_\_\_\_ Pay End Dt: \_\_\_\_\_  
 Company 180 University of Georgia Check Nbr: \_\_\_\_\_  
 Pay Group: \_\_\_\_\_ Retro Option Em Only  
 Account: \_\_\_\_\_ Combo Descr: \_\_\_\_\_  
 Transaction ID 5MH34YTZVY  
 Accounting Date 03/04/2020  Express Retro Change complete?

**Current Distribution**

Employee Information | Combo Code Details

Company	Position Number	Pay Group	Pay Period End	Check Nbr	Line Number	Emplid	Account	Combo Code	Amount
1 180		18H	02/22/2020		1		522100	1002	1807.69

**New Distribution**

1-2 of 2 | View All | Reset

Company	Position Number	Pay Group	Pay Period End	Check Nbr	Emplid	Account	Line Number	Original Amount	Original Combo Code	Original Account	Chartfield Details	New Combo Code	Revised Amount
1 180		18H	02/22/2020			522100	1	1807.69	1002	522100	Chartfield Details	0101002	1000.00 +
2 180		18H	02/22/2020			522100	1		1002	522100	Chartfield Details	0101009	807.69 +



# EDR Row Validation

- It is not necessary to insert a row if you are only redistributing a partial amount of a distribution line to another Combo Code.

Position: \_\_\_\_\_ Pay End Dt: \_\_\_\_\_  
 Company: 180 University of Georgia Check Nbr: \_\_\_\_\_  
 Pay Group: \_\_\_\_\_ Retro Option: Em Only  
 Account: \_\_\_\_\_ Combo Descr: \_\_\_\_\_  
 Transaction ID: 66LVAW049W  
 Accounting Date: 03/04/2020  Express Retro Change complete?

## Current Distribution

Employee Information | Combo Code Details

Company	Position Number	Pay Group	Pay Period End	Check Nbr	Line Number	Emplid	Account	Combo Code	Amount
1 180		18P	01/31/2020		1		512100	18	1000.00

## New Distribution

Reset

Company	Position Number	Pay Group	Pay Period End	Check Nbr	Emplid	Account	Line Number	Original Amount	Original Combo Code	Original Account	Chartfield Details	New Combo Code	Revised Amount
1 180		18P	01/31/2020			512100	1	1000.00	1001	512100	Chartfield Details	01009	500.00 +



# Query Information

- Release notes will have detailed information
- EDR Query Update Overview
  - Changes, where applicable:
    - An optional prompt has been created for the "Creator EMPLID".
      - This will help users more efficiently view transactions that only they have created.
      - All prompts have been simplified to use the EMPLID instead of EMPLID@XXX.
    - An optional prompt has been created for the "HR Dept ID".
      - This will assist institutions who do not have row-level security to view only transactions for certain departments.
    - The Cost Transfer Justification text has been added to EDR queries.
      - Recommended to not change the default text.
      - Add additional information in the comment field.
  - Column Labels have been changed to be more descriptive.
    - Example: "Desc" was changed to "HR Dept Name".
    - This change has been consistently applied to all EDR queries.



# Query Information

- Have a favorite BOR query?
  - All BOR queries can be copied and saved using the three-digit company code in the front.
    - Once saved with your company code, you can modify and delete fields that are not useful to you or your institution.
      - Example: BOR\_CA\_EDR\_COMPARE Save As 510\_BOR\_CA\_EDR\_COMPARE
    - Also, you can save as a private query for easier access.
    - If you mess up, just recopy the query. Save As will overwrite the existing query you just copied and you can start over.



# Process Monitor Cleanup

- When your process runs to NO SUCCESS:
  - Review the Log/Trace files (Details > View Log/Trace) errors to determine why it ran to no success.
  - After you successfully complete your process (query, report, process), please remember to delete these No Success instances from the process monitor.
  - If you cannot resolve why your process ran to No Success, please submit a ticket.
    - Be sure to include Navigation, report parameters, Log/Trace files, error reports, screen shots, etc.



# Human Resources



# New Positions

- Do not create new positions with a future effective date
- The **current** date should be used
- An error occurs that causes the pay group to default to xxA in Job Data, regardless of the pay group that is assigned in Position Management
- The pay group does not correct itself when the effective date becomes current, must be manually corrected



# Transfer Processing

- Leave Balances
  - Do not zero-out employee leave balances, these will follow/transfer with the employee
  - Only enter adjustments for **partial** VPOs, document the adjustments on the Transfer Letter
- Calendar Dates for Leave Adjustments
  - Make sure leave adjustments are entered on the correct calendar date line in OneUSG
  - We have identified adjustments that occurred on the December 2018 record that should have occurred on the December 2019 record



# Transfer Processing

- Hire and Benefits Effective Dates
  - Be aware of effective dates when a transfer occurs between two months
  - If transfers are effective **after** the 1<sup>st</sup> of the month, Institution A will be billed for those premiums
  - Example: If 02/03/2020 is used, Institution A is billed for February premiums instead of Institution B
- Institution Transfer Contacts
  - Need your help verifying/updating our list
  - Will be sending out tickets verifying the transfer contacts at your schools
  - Would like to include anyone that needs to be aware of transfers (i.e. HR, T&L, Payroll practitioners)



# Terminations

- Do not set the compensation rate to \$0.00 when entering a termination
  - This is causing some issues with encumbrances
  - The termination row will set the employee's Empl Status to Inactive



# Service Dates Issue

- Service dates (USG Service Date, Benefits Service Date, Institution Seniority Date) are being reset to reflect the First Start Date
- This will occur periodically when Job Data rows are inserted or deleted and the practitioner has the "Include History" or "Correct History" box marked
- Impacts USG benefited service years, leave accruals and institution service years
- Oracle solution is to check the "Override" boxes next to the date fields
- When hiring new employees, check the Override boxes and be sure to populate the date fields with the correct date
- This is also occurring periodically when Excel to CI is used



# Service Dates Issue

Termination Date										
Retirement Date										
USG Service Date	09/22/2008	<input type="checkbox"/> 31	<input checked="" type="checkbox"/> Override	<table border="1"> <thead> <tr> <th>Years</th> <th>Months</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>5</td> <td>6</td> </tr> </tbody> </table>	Years	Months	Days	11	5	6
Years	Months	Days								
11	5	6								
<b>Organizational Assignment Data</b> <a href="#">?</a>										
<u>Instance Record</u>										
Last Assignment Start Date				First Assignment Start						
Assignment End Date										
Home/Host Classification	Home									
Institution Seniority Date	06/01/2012	<input type="checkbox"/> 31	<input checked="" type="checkbox"/> Override	<table border="1"> <thead> <tr> <th>Years</th> <th>Months</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>7</td> <td>1</td> <td>27</td> </tr> </tbody> </table>	Years	Months	Days	7	1	27
Years	Months	Days								
7	1	27								
Benefits Service Date	09/22/2008	<input type="checkbox"/> 31	<input checked="" type="checkbox"/> Override	<table border="1"> <thead> <tr> <th>Years</th> <th>Months</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>11</td> <td>5</td> <td>6</td> </tr> </tbody> </table>	Years	Months	Days	11	5	6
Years	Months	Days								
11	5	6								



# Service Dates Issue

- Reminder: Please continue reviewing your service dates to ensure they are correct
  - Query BOR\_HR\_SERVICE\_DATE\_MISMATCH will identify where USG Service Date does not equal Benefit Service Date
  - Continue working with SSC to identify if/when/why a service date should be corrected
  - When updates/correction are needed remember to check the Override boxes to ensure that it doesn't reset to the wrong date
  - SSC and ITS are continuing to partner to identify the cause for the wrong date being captured



# Data Cleanup Projects



- Practitioner Contacts for Transfers
- No Primary Job Flags
- Multiple Primary Job Flags
- Primary Job Flag on Terminated Records
- Potential Pay Frequency Issues
- Employee status mismatch with OneUSG and Alight (terminated with OneUSG, active with Alight)
- Employees Not Paid in Past 180 Days
- GT Implementation, we may be reaching out to some institutions to verify primary job flags, citizenship information, etc.
- Benefits Service Date and USG Service Date Mismatch
- Mismatches between FLSA status and Pay Groups

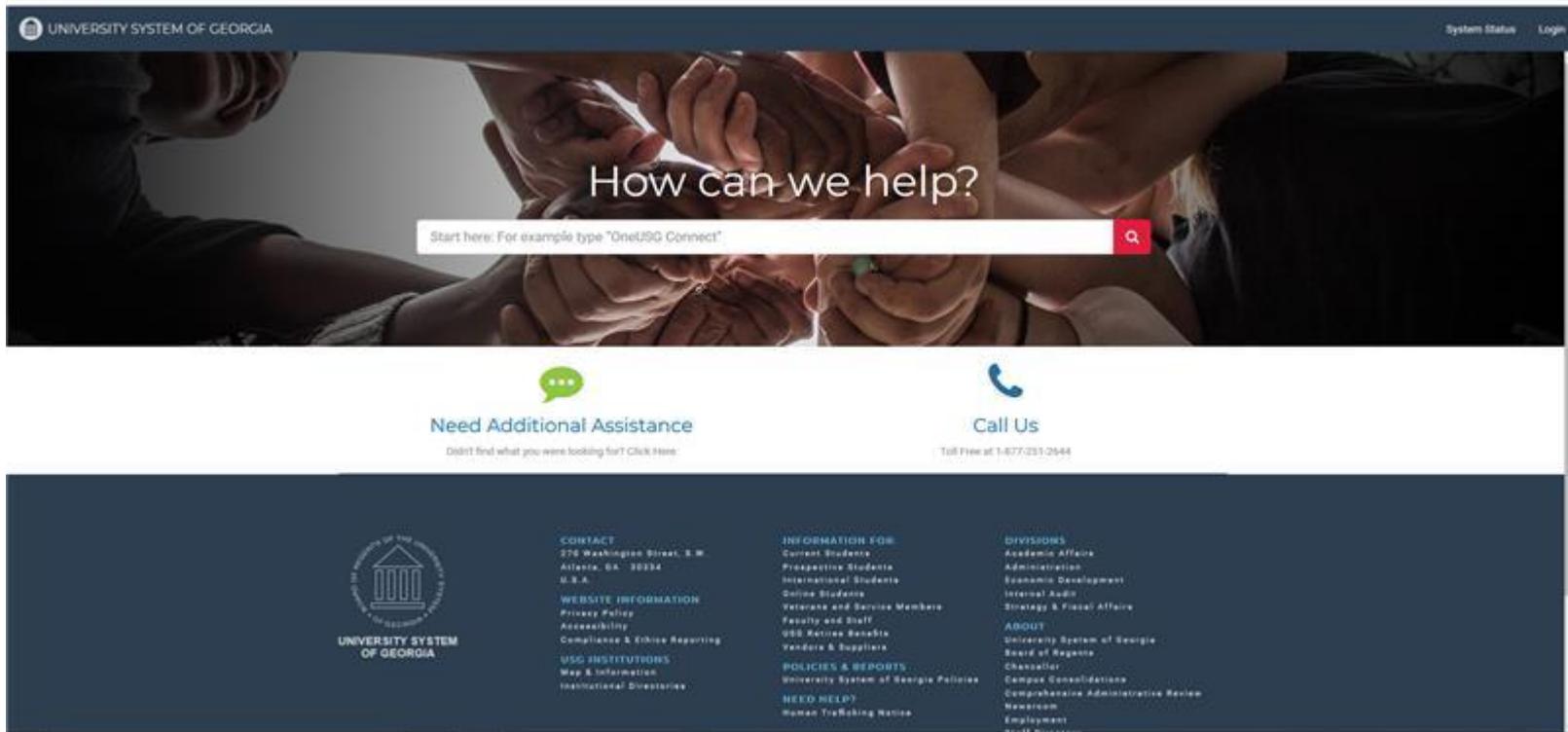


# General Information



# ServiceNow Enhancements

- Enhancements to the OneUSG Connect Support end-user experience.
  - Implementation of a Self-Service Portal
  - Ability to search the Knowledge Base



# OneUSG Connect Business Continuity

- Emergency Preparedness
  - Working through critical support and transactional processes
  - Developed functional Business Continuity Plan & Decision Document
  - Executed testing exercises to include technical failovers and functional tabletop tests
  - Continuously updating processes and documentation



# OneUSG Connect Business Continuity

## Staying Connected & Up to Date

Communication Method	How To Access
USG Status Page	<a href="https://status.usg.edu">https://status.usg.edu</a>
OneUSG Connect Known Issues	<a href="https://www.usg.edu/oneusg_connect/practitioner_services/known_issues">https://www.usg.edu/oneusg_connect/practitioner_services/known_issues</a>
OneUSG Connect Listserv Distribution Messaging	Submit request to be added to General Listserv to <a href="mailto:oneusgsupport@usg.edu">oneusgsupport@usg.edu</a>
OneUSG Connect Practitioner Normal Business Hours Escalation	Contact OneUSG Support Service Desk & ask for "escalation of issue" – Phone: at 1-877-251-2644 or Email: <a href="mailto:oneusgsupport@usg.edu">oneusgsupport@usg.edu</a>
OneUSG Connect <b>Practitioner</b> After Hours Support (critical issues)	Contact After Hours Escalation line at 478-240-6540 & leave detailed voice mail



# Upcoming Events



# Release Schedule

- Release 6.10 4/24/2020
  - UAT 4/20-4/22 in HPLAY
  - Skype to prepare for UAT will be on 4/17
- Release 6.12 includes a database upgrade and will contain a period of regression testing by the institutions (date TBD)
- June/July release that will include a database upgrade and you all will be needed to participate in regression testing. This will be a significant release. Dates TBD.



# Upcoming Events

- ServiceNow Enhancement Demo
  - March 17, 2020
  - 2:00 pm
- Next Benefits WebEx
  - March 12, 2020 at 2:00 pm





**UNIVERSITY SYSTEM OF GEORGIA**

# Review Parking Lot



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# Questions and Wrap Up