



UNIVERSITY SYSTEM OF GEORGIA

In the Know with OneUSG Connect

May 13, 2020

Facilitator: Jodi Frazier

- ✓ *Muted on entry. Please remember to unmute*
- ✓ *Use the raise your hand feature if you do not hear audio*

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



IN THE KNOW



Agenda

- Release Information
- Benefits
- Human Resources
- Payroll
- Commitment Account
- General Information
- Self Service Portal
- Service Desk
- Upcoming Events



Release Information



6.12 Release

- Scheduled for July 17, 2020
- Blackout dates: OneUSG Connect will be unavailable for all USG employees starting at 6:00 p.m., Friday, July 17 until 7 a.m., Monday, July 20, 2020.
- We will send out communication as the dates get closer and include an employee template.
- This and other release notes can be found here:
https://www.usg.edu/oneusg_connect/practitioner_services/releases



User Acceptance Testing

- Tentatively scheduled for Wednesday, 6/24 – Thursday, 7/9
 - Open to feedback on the dates
 - 6/29 – 7/2 Biweekly EE testing and payroll
 - 7/6 – 7/9 Monthly EE testing and payroll
 - Follow general Regression Testing module schedule:
 - Monday HR and Position Funding
 - Tuesday BN and AM
 - Wednesday TL and PY
 - Thursday PY and CA
 - Participation is optional unless:
 - Institution specific functionality in the release
 - Institutions utilizing Academic Year Pay



Benefits



Path2College 529 Plan

- This is a savings plan to help individuals save for the cost of higher education. Contributions to the plan are not deductible. Withdrawals are tax-free for federal and state taxes when used for qualified educational expenses. More information is available on the Path2College website <https://www.path2college529.com/forms/index.shtml>.



Path2College 529 Plan

- Path2College is making several changes to the plan:
 - Transitioning to new account management system
 - New investment portfolios will be available
 - New process for participants to make contributions to their account
- Institutions should have received an email with a copy of the transition guide and a letter that was sent to employees participating in this plan.
- The letter was mailed to employees on April 13.
- New accounts expected to be activated on 05/11/2020.



Human Resources



Multiple Components of Pay (MCOP)

- During an audit of MCOP, we found that there are a number of employees who need data corrections in OneUSG
 - Pay Frequency - current process is to use a monthly pay frequency, recently found that annual frequencies are causing downstream issues with Commitment Accounting
 - Annual Benefits Base Rate (ABBR) – supplements added to the ABBR that should not be
- SSC will be reaching out to practitioners with any corrections that need to be made



Incorrect Service Dates

- A DBI script was recently run to check all of the override boxes on the Employment Dates panel in Job Data
- This was done to prevent the known Oracle issue from occurring, where dates are reset when using “correction mode” or “include history”
- The USG Service Date and Benefits Service Date fields should match
- SSC is running reports and working with institutions to get this data updated



Payroll



Known Issue KI9.2-017-PY

- **Some Rehired Employees Have New Tax Row**
 - When an employee is rehired within the same company and Tax Location, PeopleSoft is incorrectly creating a new default row with Federal Form W4 2020 or later version. These default withholding elements may be different than the employee's existing row.
- **Functional Workaround**
 - A query has been created to identify these instances. Practitioners should work with employees to have tax details updated. The query prompts on Company and Range of Dates
 - **BOR_PY_SYS_CHG_FED_TAX_AUD**
- **Tentative Resolution Information**
 - Oracle BUG fix is currently in testing



New Earnings Codes

- Earnings codes related to COVID-19 leave and teleworking have been created for Retro Pay Progressing
 - RW2 Retro Teleworking Non-Ex IC 20
 - RW8 Retro Teleworking Non-Ex IC 18
 - RW9 Retro Teleworking Non-Ex IC 19
 - RC2 Retro Non-Closure Emer Pay 20
 - RC8 Retro Non-Closure Emer Pay 18
 - RC9 Retro Non-Closure Emer Pay 19
 - RH2 Retro Fed Emer Lv Non-Ex 20
 - RH8 Retro Fed Emer LV Non-Ex 18
 - RH9 Retro Fed Emer Lv Non-Ex 19
 - RMH Retro Fed Emer Leave Non-Ex
 - RN2 Retro Fed Emer Lv Non-Ben 20
 - RN8 Retro Fed Emer Lv Non-Ben 18
 - RN9 Retro Fed Emer Lv Non-Ben 19
 - RNH Retro Fed Emer Leave Non-Ben
 - RNP Retro Non-Closure Emergency Pay



Ad Hoc Releases

- Summer Pay Full Delete
 - Prior to the correction, when users zeroed out ALL Summer Pay Details, it did not remove Additional Pay
 - Partial deletes worked as designed without issue
 - After the correction, the zeroed out Summer Pay Details successfully removed all Additional Pay
 - Even though there is a value in the Summer Pay (Amt Per Summer) field, this will not impact employee pay
 - Fix applied Thursday, 5/7/2020
 - ITS ran a query to identify an potentially impacted employees for manual data correction and worked with practitioner(s) to resolve



Ad Hoc Releases

- Summer Pay Full Delete

- Example: Dr. Biology is no longer teaching in May, June or July
- Dr. Biology's manager leaves the Summer Pay (Amt Per Summer) at \$12,000 but updates the Summer Pay Details:

Summer Pay: (Amt Per Summer) Calendar Year: 2020 [Previous Year](#)

Summer Pay Details

Earning	Percent	Combination Code	May	June	July	August
Summer Pay	<input type="text"/>	18100010001001	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>

- Since Summer Pay (Amt Per Summer) is a required field you cannot zero out this amount and successfully save the page. See error message.

An amount must be entered for Summer Pay.

The PeopleCode program executed an Error statement, which has produced this message.



Employer Non-Taxable Deductions

- In reference to the 01E403 deduction code, Oracle states there is no functionality in the system to maintain a Goal Balance for employer-paid benefits.



Payroll-Tax Reminder

1Q2020 Payroll Tax Returns available in Smart Compliance

ADP SmartCompliance

The screenshot displays the ADP SmartCompliance web application. The top navigation bar includes 'HOME', 'PROCESSES', 'REPORTS', and 'ADMIN'. A dropdown menu for 'PROCESSES' is open, showing 'EMPLOYMENT TAX' (highlighted), 'WAGE PAYMENTS', 'WAGE GARNISHMENTS', and 'INVOICING & FUNDING'. Below this, there are three main action cards: 'Tax Input', 'Setup Jurisdiction', and 'Resolve Exceptions'. A secondary navigation bar contains 'Pre-Production', 'Agency Notices Upload', 'Transmission Calendar', 'Analytics Dashboard', 'Client Tax Conversion', and 'Tax Records' (highlighted). The main content area has tabs for 'PROCESSES', 'TAX PROFILES', and 'PERIODIC FILES'. A search bar labeled 'Search Processes' is present, along with filter options for 'PROCESS', 'FEDERAL ID', 'COMPANY', 'RECEIVED', 'JURISDICTION', 'UPDATED', 'YEAR/QUARTER', and 'STATUS'. Below the filters, a table header shows columns for 'Process', 'Federal Id', 'Company Name', 'Received', 'Reference Id', 'Year/Quarter', and 'Status'.

- Log in to Smart Compliance, select Processes / Employment Tax / Tax Records
- If you have questions, please contact the SSC Customer Support Team at oneusgsupport@usg.edu.



Payroll – TAP Reminder

- **TAP – Tuition Assistance Program Reporting Update**
 - See ***OneUSG Connect Payroll*** Communication sent Thursday, 04/16/2020 for details.
 - The consolidated 2020 TAP Benefit Reporting spreadsheets are available on the FTP site.
 - Please review for accuracy and process any taxable EDU earnings over the \$5,250 annual limit.
 - Please contact us at oneusgsupport@usg.edu if you have questions or need assistance.



Payroll – Summer Pay Data

- **Summer Pay Data Entry Deadline**

- See ***OneUSG Connect Payroll*** Communication sent Monday, 05/04/2020 for details.
- For Institutions that have implemented the new Summer Pay Page, please complete employee earnings **online** by the deadlines that follow.
- After the online deadlines, **manual** entry is available by the deadlines that follow.

- Please reach out to us at oneusgsupport@usg.edu if you have questions or need assistance with these updates.



Payroll – Summer Pay Data

- **Summer Pay Data Entry Deadline**

Summer Pay Month	Deadline for Online Summer Pay Page Data Entry
May 2020	05/18/2020 5 p.m.
June 2020	06/18/2020 5 p.m.
July 2020	07/17/2020 5 p.m.
August 2020	08/14/2020 5 p.m.

Summer Pay Month	Manual Data Entry Deadline
May 2020	05/21/2020
June 2020	06/23/2020
July 2020	07/22/2020
August 2020	08/19/2020



Payroll

- **Modified 2020 Comp Time Payout Schedule**
 - See ***OneUSG Connect Communications*** sent Tuesday, 04/07/2020 for details.
 - 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).
 - Please contact us at oneusgsupport@usg.edu if you have questions or need assistance.



Payroll-Upcoming Schedule

2020 OneUSG Connect Shared Services Center Payroll Processing Calendar							
Pay Period Begin Date	Pay Period End Date	Time Detail and Adjustments to SSC by 1 PM		OneUSG Confirm Date	Pay Date	Pay Run ID	FREQUENCY
05/03/20	05/16/20	05/18/20		05/19/20	05/22/20	05B2	BW
05/17/20	05/30/20	06/01/20		06/02/20	06/05/20	06B1	BW
05/31/20	06/13/20	06/15/20		06/16/20	06/19/20	06B2	BW
Pay Period Begin Date	Pay Period End Date	Paygroups to SSC by 9 AM (Paysheets created)	Time Detail and Adjustments to SSC by 11 AM	OneUSG Confirm Date	Pay Date	Pay Run ID	FREQUENCY
05/01/20	05/31/20	05/21/20	05/22/20	05/26/20	05/29/20	05M1	MO
06/01/20	06/30/20	06/23/20	06/24/20	06/25/20	06/30/20	06M1	MO
Pay Period Begin Date	Pay Period End Date	Off-cycle Request to SSC by 5 pm		OneUSG Confirm Date	Pay Date	Pay Run ID	FREQUENCY
N/A	N/A	05/11/20		05/12/20	05/15/20	05X2	OFF
N/A	N/A	05/22/20		05/26/20	05/29/20	05X3	OFF
N/A	N/A	06/08/20		06/09/20	06/12/20	06X1	OFF
N/A	N/A	06/22/20		06/23/20	06/26/20	06X2	OFF



Payroll

Student Loan Garnishments temporarily stopped -FEDERAL-

- Effective March 13, 2020 the **US Department of Education** directed employers to temporarily stop deductions
- This temporary suspension will remain in effect for a period of (at least) 60 days (update is currently pending).
- Any funds received by the Department of Education on or after 03/13/2020 will be returned directly from the DOE to the borrower
- Please contact us at oneusgsupport@usg.edu if you have questions or need assistance.



Payroll

Student Loan Garnishments temporarily stopped

-PRIVATE/STATE-

- In accordance with the CARES Act, agencies and collectors are suspending wage garnishments, some retroactive to March 13, 2020.
- We are working closely with ADP (our 3rd Party Garnishment vendor) to receive and process suspension notices on behalf of employees impacted.
- Agencies may return payments either directly to the employee or to the employee to reimburse the employee. This temporary suspension will remain in effect for a period of (at least) 60 days (update is currently pending).
- If you have questions or concerns, please contact OneUSG Connect Support at oneusgsupport@usg.edu
- Please contact us at oneusgsupport@usg.edu if you have questions or need assistance.



Commitment Accounting



Reminder: Known Issue- Encumbrance Calculation

- **ITEM 1: MCOP Earning Encumbrances** (New Known Issue)
 - **ISSUE A:** Positions set up for MCOP with a future end date are encumbering the total salary instead of the pay rate set up in the Compensation panel on the Job page for each component of pay for each pay period. This effectively doubles the salary encumbrance for these positions.
 - **ISSUE B:** Positions set up for MCOP with an end date are continuing to encumber all components of pay past the end date on Job if these components of pay are included in the active department budget table row.



Reminder: Known Issue- Encumbrance Calculation

- **Item 2: MCOP Fringe Encumbrances**

- **ISSUE:** With Release 5.20, OneUSG updated the encumbrance process to distribute encumbrances for multiple components of pay (MCOP) earnings based on funding setup in the Department Budget Table. During regression testing, a defect was found with the fringe distribution steps producing incorrect results.

- As a temporary workaround, fringe distributions to MCOP earnings codes were suppressed in this release. The total fringe amount is accurate based on REG and MCOP earnings, but is only distributed between default (blank) distribution lines from the Department Budget Table at this time. MCOP earnings encumbrances are distributing accurately based on setup in the Department Budget Table.

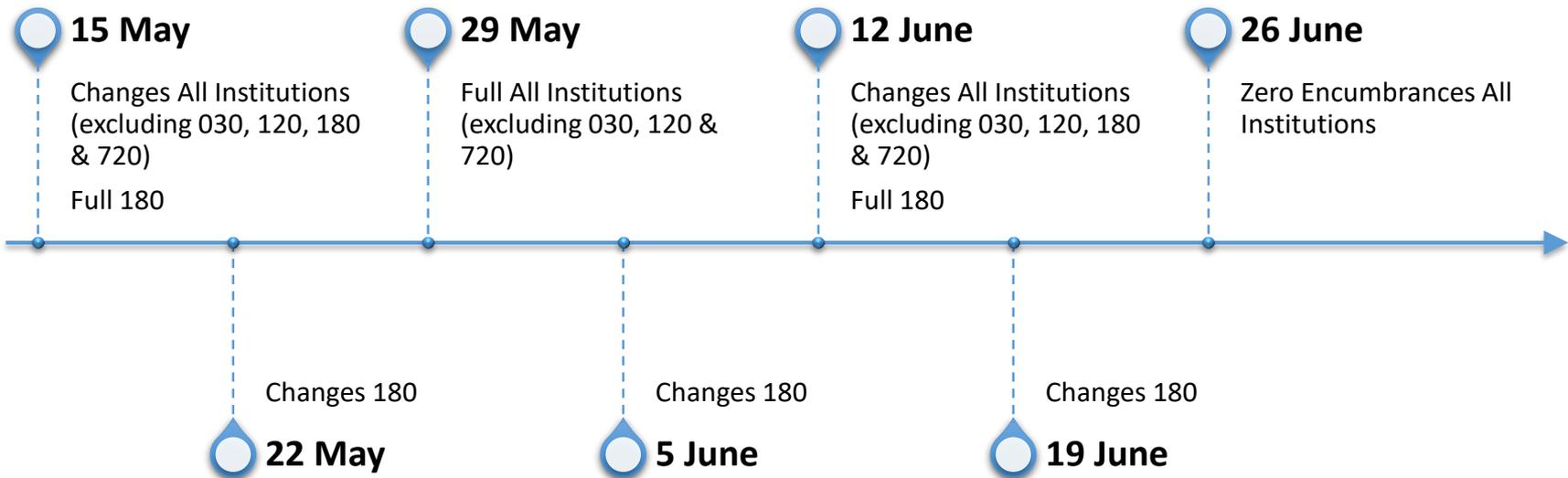


Reminder: Known Issue- Encumbrance Calculation

- **Item 3: Return from Short Work Break Effective June 1, 2020**
 - **ISSUE:** The calculation for fringes is based on the employee's most recent check. Any positions with an RWB (Return from Work Break) action on June 1, 2020 will encumber fringes (health, life, retirement, and taxes) for June even if the compensation rate is \$0.
- **Item 4: Taxes for H Paygroup for June 30, 2020**
 - **ISSUE:** The encumbrance calculation is not correctly prorating the last pay period of the year for H paygroup encumbrances. The calculation is recording a full pay period's tax encumbrance instead of a reduced amount for this paygroup.



Encumbrance Processing Schedule



Institution Encumbrance Run Guide

- Institution Encumbrance Run Guide v200422 has been distributed.
- Separate tabs for full encumbrance calc and changes encumbrance calc.
- Added info for FIN zero personal services encumbrance process.

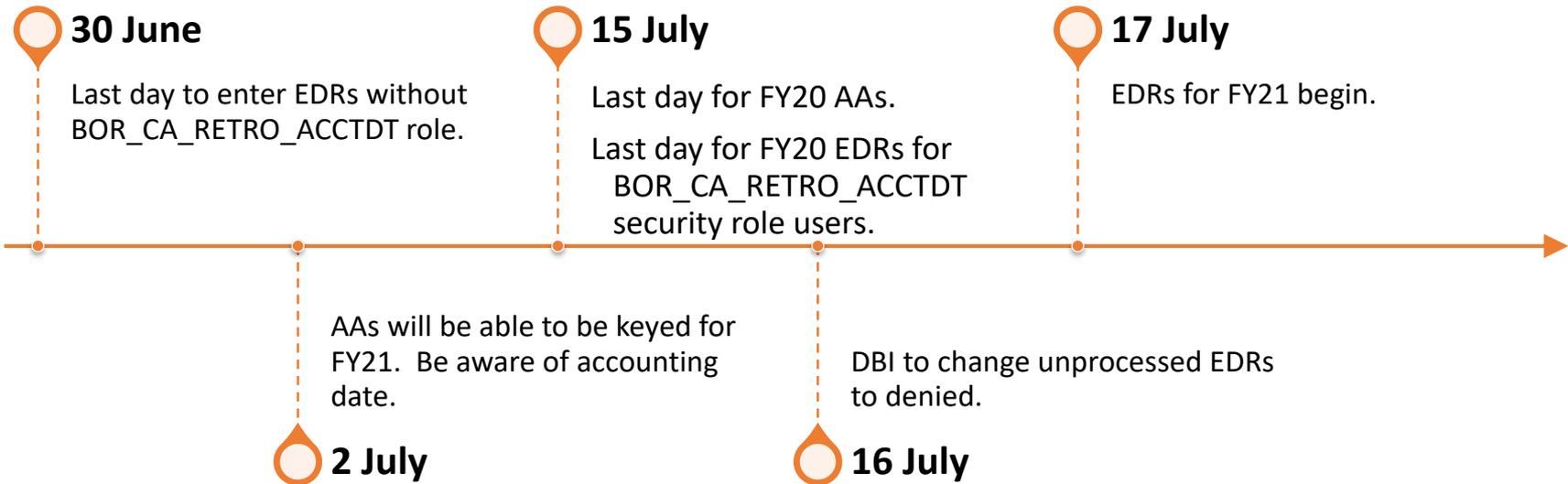


FYE Accrual

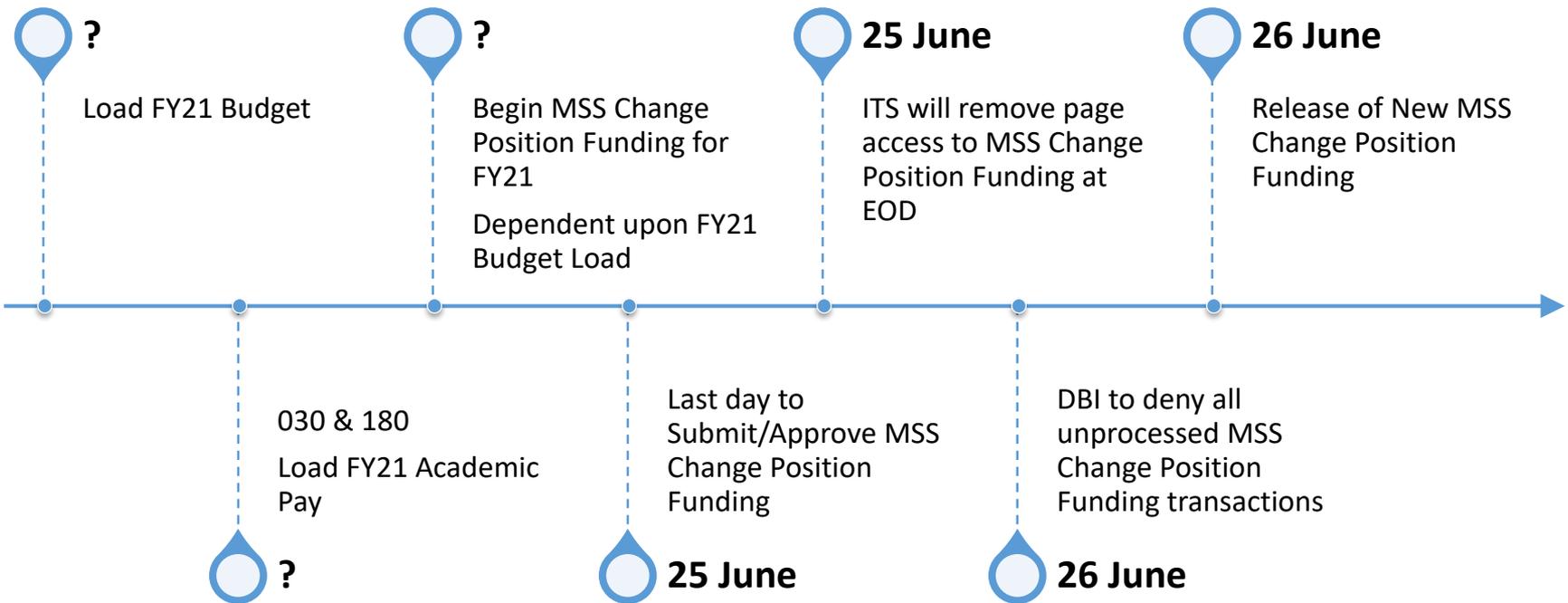
- Accrual will be for 12 days.
- No FYE Adjustment payrun.
- Manual JE to accrue items not processed with a June payrun.



Express Direct Retro and Accounting Adjustments



Funding



3
5



Known Issues for EDR Transactions

- Known Issue: KI9.2-015-CA: Express Direct Retro Error – **Save Ad Hoc Feature & Comments**
- Known Issue: KI9.2-019-CA: Express Direct Retro Error – **File Attachment Feature**
- Known Issue: KI9.2-020-CA: Express Direct Retro Error – **Submit Button Grayed Out**



Save Ad Hoc & Comments (KI9.2-015-CA)

- Issue: Requester/Initiator receives an error message when entering comments and using the Save Ad Hoc button.
- Resolution: Requester/Initiator will have the option to enter comments in the Cost Transfer Justification description box and use the Save Ad Hoc button.



Save Ad Hoc & Comments Enhancement

Retro Distribution Request

Attached File USG-CHG0033399 -
_IVF_Rpt_in_HPRC2_without_PPRGA_errors.pdf

File Attachment

Attached File

Cost Transfer Justification

FundingSrc ▾ Employee Changes Funding Sources - Requester/Initiator can now enter comments in this Cost Transfer Justification description box and use the Save Ad Hoc feature.

← Box can be enlarged.



Save Ad Hoc & Comments Enhancement

Employee Self Service Review/Approve EDR

Cost Transfer Justification

FundingSrc Employee Changes Funding Sources - Requester/Initiator can now enter comments in this Cost Transfer Justification description box and use the Save Ad Hoc feature.

Comments

Approved.

Save Ad Hoc Return

EDR - Retro Distribution

HRS_TRANSACTION_ID=EOAGW3P46F, PAYGROUP=, EMPLID=, POSITION_NBR=, PAYCHECK_NBR=0, ACCOUNT=, ACCT_CD=, PAY_END_DT=, PAY_END_DT2=, BOR_RETRO

EDR - Retro Distribution

Approved

LEVEL 1_APPROVER
05/08/20 - 9:42 AM

Skipped

LEVEL 1_APPROVER
05/08/20 - 9:39 AM

Pending

Multiple Approvers
HR_APPROVER

Comments

at 05/08/20 - 9:42 AM

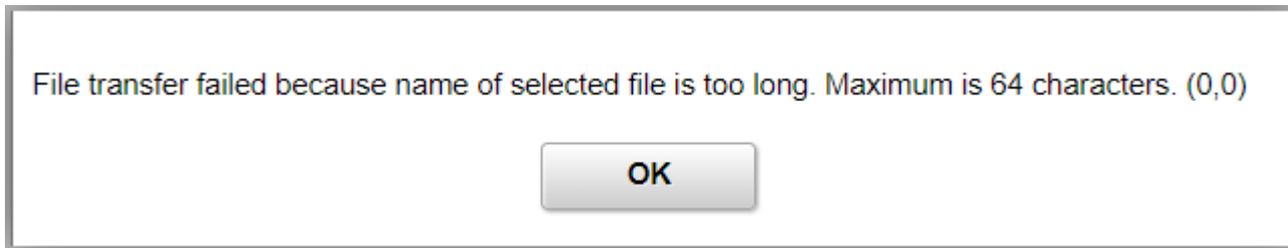
Approved.

at 05/08/20 - 9:39 AM



File Attachment Feature (KI9.2-019-CA)

- Issue: Requester/Initiator uploads a document with a file name that exceeds the maximum number of characters allowed.
- Resolution: Requester/Initiator will now receive an alert when the file name exceeds 64 characters.



File Attachment Feature Enhancement

Retro Distribution Request

New Distribution

	Company	Position Number	Pay Group	Pay Period End	Check Nbr	Emplid	Account	Line Number	Original Amount	Original Combo Code	Original Account
1				04/30/2020		553128		1	1356.98		553128

Attached File

File Attachment

Attached File

Attach

File transfer failed because name of selected file is too long. Maximum is 64 characters. (0,0)

OK

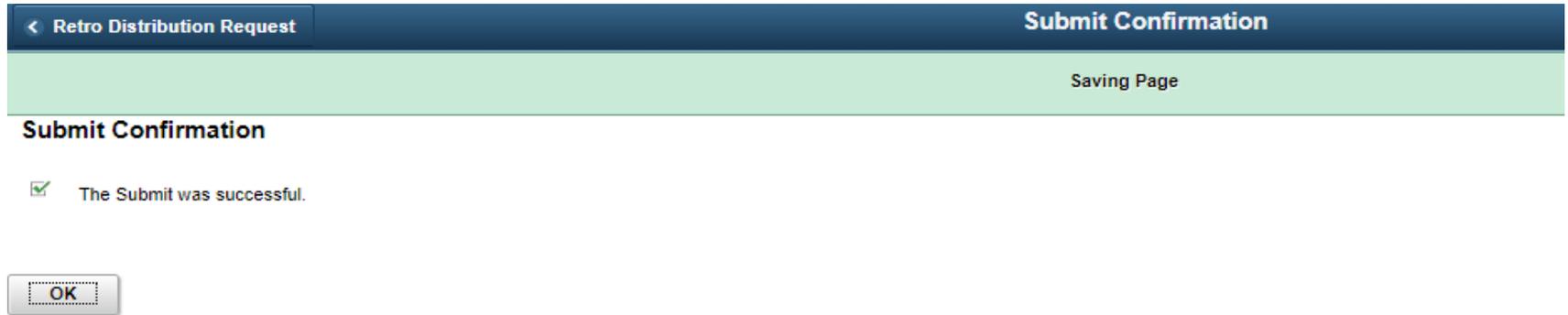


Submit Button Grayed Out (KI9.2-020-CA)

- Issue: The Submit button becomes grayed out if the Requester/Initiator clicked the Save Ad Hoc button and then the Submit button before returning to the Retro Distribution Request page.
- Resolution: Requester/Initiator will be able to click both the Save Ad Hoc and Submit buttons without returning to the Retro Distribution Request page.



Submit Button Grayed Out Enhancement



General Information



Change Request Form

- Below is an example of the new Change Request form



UNIVERSITY SYSTEM OF GEORGIA
Information Technology Services

Administrative Services
Model Change Request Form

Requester/Institution: Please fill out all sections highlighted in green. The OneUSG Connect Support team will fill out the items highlighted in blue.

SNOW#:	Description:	
Change Request Tracker #:		
Requester/Institution/Date:	Date:	
OneUSGConnect Analyst:		
Module:	<input type="checkbox"/> Employee Self Service <input type="checkbox"/> Commitment Accounting <input type="checkbox"/> Human Resources <input type="checkbox"/> Manager Self Service <input type="checkbox"/> Time & Labor <input type="checkbox"/> Security <input type="checkbox"/> Ben Recon/Admin <input type="checkbox"/> Payroll <input type="checkbox"/> Common Remitter <input type="checkbox"/> Careers <input type="checkbox"/> Faculty Events <input type="checkbox"/> Absence Management <input type="checkbox"/> GeorgiaFIRST Financials <input type="checkbox"/> AU Financials	
Global Change? <input type="checkbox"/> Yes <input type="checkbox"/> Institution Specific		

Summary of Change Request: What is the Problem that You Are Trying to Solve? What is the impact it is creating at your institution?
To be filled out by requester/institution

Options: To be filled out by OneUSG Connect Support

Option 1	
----------	--

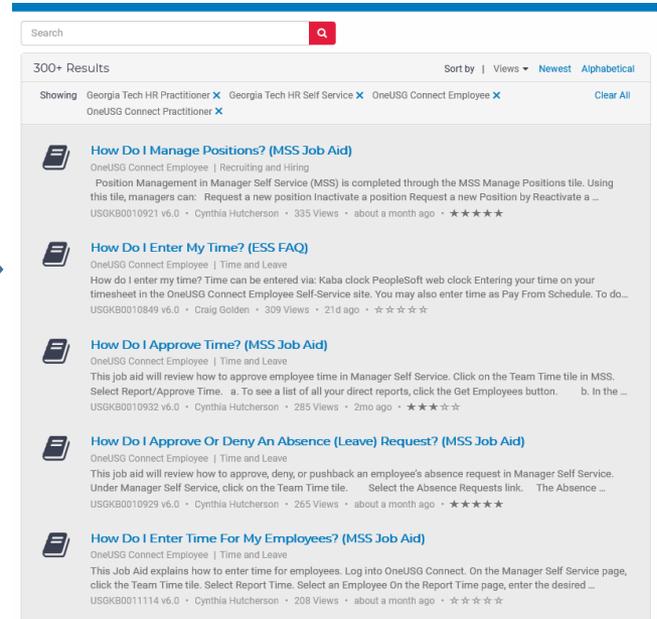
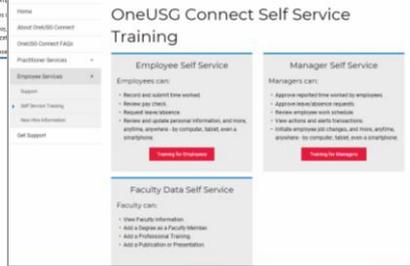
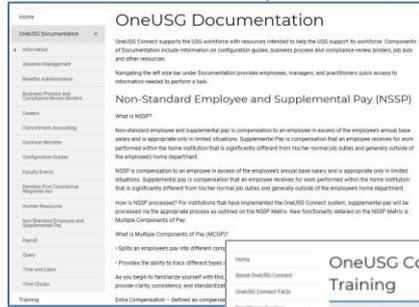
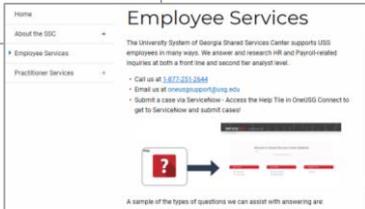
- Please delete all current copies that you have.

OneUSG Connect Website Changes

- OneUSG Connect Website Changes Are Underway
- Notification Banner on OneUSG & SSC Websites
- OneUSG Connect Employee & Practitioner Resources (job aids, FAQs, videos, training materials, etc.)
 - **June 1st:** The OneUSG Connect Self-service Portal will replace the OneUSG Connect website as central repository for employee & practitioner resources.
 - **OneUSG Connect** - https://www.usg.edu/oneusg_connect/
 - **Shared Services Center** - https://www.usg.edu/shared_services_center/
 - **Self-Service Portal and Knowledge Base** - <https://usg.service-now.com/usgsp>



OneUSG Connect Resource Documents



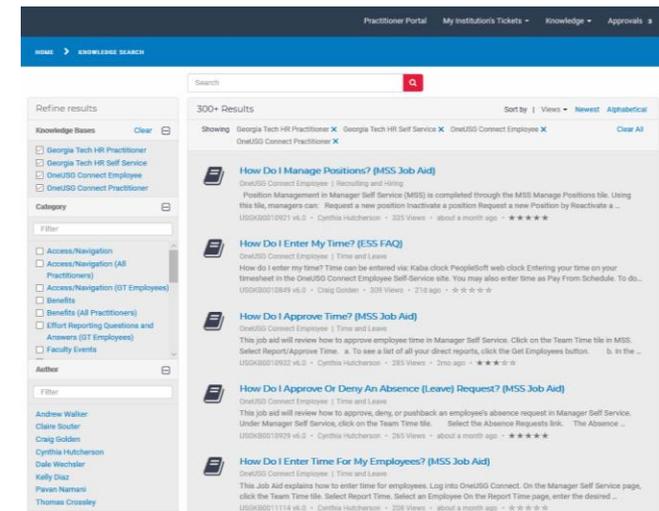
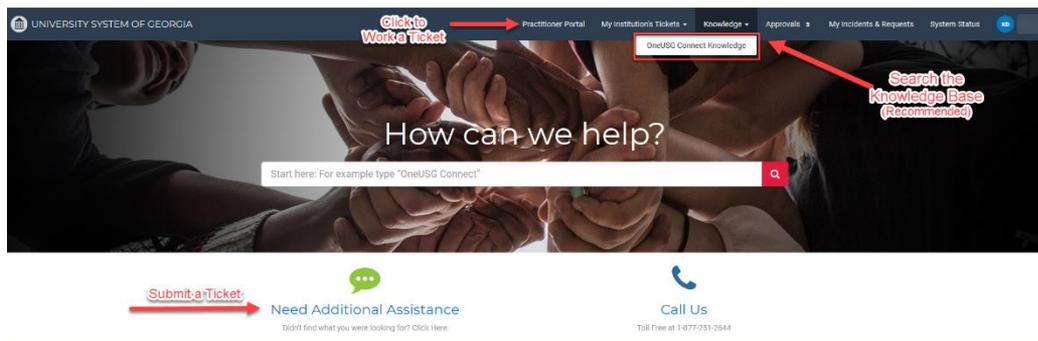
Self Service Portal



Self Service Portal

<https://usg.service-now.com/usgsp>

- **Self-Service Portal and Knowledge Base**
 - Search the new OneUSG Connect Knowledge Base for answers to questions
 - Locate job aids that were on the OneUSG Connect website
 - Submit a service request for help



Self Service Portal

<https://usg.service-now.com/usgsp>

- Job aids for USG ServiceNow Self Service Portal Knowledge Base
 - **How Do I Access the USG ServiceNow Self Service Portal?** (PRA Reference Guide) - https://usg.service-now.com/kb_view.do?sysparm_article=USGKB0011383
 - **What is the USG ServiceNow Self Service Portal?** (ESS Reference Guide) - https://usg.service-now.com/kb_view.do?sysparm_article=USGKB0011378
 - **How Do I Access the USG ServiceNow Self Service Portal?** (ESS Job Aid) - https://usg.service-now.com/kb_view.do?sysparm_article=USGKB0011379



Service Desk



Trending Knowledge Articles

- Trending Knowledge Articles
 - **How Do I Approve Time For An Employee?**
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011366
 - **How Do I Delegate Approval or Initiation Authority?**
https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011111
 - **How Do I Approve, Deny, or Pushback An Employee's Absence Request?** https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011361



Trending Knowledge Articles

- Trending Knowledge Articles
 - **How Do I Report Time Using The Weekly Punch Timesheet?** https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0010939
 - **How Do I Enter Time For My Employees?** https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011114
 - **How Do I View My Absence/Leave Balances?** https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0010913



Trending Knowledge Articles

- Trending Knowledge Articles
 - **How Do I Submit A Partial Day Absence/Leave Request?** https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0011083



Upcoming Events



Upcoming Events

- Benefits WebEx
 - May 14th
 - 2pm – 3pm
- USO Memorial Day Holiday
 - May 25th
- In the Know WebEx
 - June 10th
 - 11am – 12pm





UNIVERSITY SYSTEM OF GEORGIA

Review Parking Lot

Follow Up Answers

- Do you have a copy of the transition guide for 529 plans?
 - https://www.path2college529.com/documents/PTC_008_TransitionGuide.pdf
 - <https://www.path2college529.com/transition/>
 - https://path2college-conv-qa.d.epsilon.com/documents/GA_PYD_Mailing_Sample.pdf





UNIVERSITY SYSTEM OF GEORGIA

Questions and Wrap Up