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

![Error Message](image)
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

- 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

<table>
<thead>
<tr>
<th>Summer Pay Month</th>
<th>Deadline for Online Summer Pay Page Data Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2020</td>
<td>05/18/2020 5 p.m.</td>
</tr>
<tr>
<td>June 2020</td>
<td>06/18/2020 5 p.m.</td>
</tr>
<tr>
<td>July 2020</td>
<td>07/17/2020 5 p.m.</td>
</tr>
<tr>
<td>August 2020</td>
<td>08/14/2020 5 p.m.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summer Pay Month</th>
<th>Manual Data Entry Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2020</td>
<td>05/21/2020</td>
</tr>
<tr>
<td>June 2020</td>
<td>06/23/2020</td>
</tr>
<tr>
<td>July 2020</td>
<td>07/22/2020</td>
</tr>
<tr>
<td>August 2020</td>
<td>08/19/2020</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Time Detail and Adjustments to SSC by 1 PM</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/03/20</td>
<td>05/16/20</td>
<td>05/18/20</td>
<td>05/19/20</td>
<td>05/22/20</td>
<td>05B2</td>
<td>BW</td>
</tr>
<tr>
<td>05/17/20</td>
<td>05/30/20</td>
<td>06/01/20</td>
<td>06/02/20</td>
<td>06/05/20</td>
<td>06B1</td>
<td>BW</td>
</tr>
<tr>
<td>05/31/20</td>
<td>06/13/20</td>
<td>06/15/20</td>
<td>06/16/20</td>
<td>06/19/20</td>
<td>06B2</td>
<td>BW</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Paygroups to SSC by 9 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>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/01/20</td>
<td>05/31/20</td>
<td>05/21/20</td>
<td>05/22/20</td>
<td>05/26/20</td>
<td>05/29/20</td>
<td>05M1</td>
<td>MO</td>
</tr>
<tr>
<td>06/01/20</td>
<td>06/30/20</td>
<td>06/23/20</td>
<td>06/24/20</td>
<td>06/25/20</td>
<td>06/30/20</td>
<td>06M1</td>
<td>MO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Off-cycle Request to SSC by 5 pm</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>05/11/20</td>
<td>05/12/20</td>
<td>05/15/20</td>
<td>05X2</td>
<td>OFF</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>05/22/20</td>
<td>05/26/20</td>
<td>05/29/20</td>
<td>05X3</td>
<td>OFF</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>06/08/20</td>
<td>06/09/20</td>
<td>06/12/20</td>
<td>06X1</td>
<td>OFF</td>
</tr>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>06/22/20</td>
<td>06/23/20</td>
<td>06/26/20</td>
<td>06X2</td>
<td>OFF</td>
</tr>
</tbody>
</table>
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

- **15 May**: Changes All Institutions (excluding 030, 120, 180 & 720) - Full 180
- **22 May**: Changes 180
- **29 May**: Full All Institutions (excluding 030, 120 & 720)
- **5 June**: Changes 180
- **12 June**: Changes All Institutions (excluding 030, 120, 180 & 720) - Full 180
- **19 June**: Changes 180
- **26 June**: Zero Encumbrances All Institutions
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

30 June
Last day to enter EDRs without BOR_CA_RETRO_ACCTDT role.

AAs will be able to be keyed for FY21. Be aware of accounting date.

2 July

15 July
Last day for FY20 AAs.
Last day for FY20 EDRs for BOR_CA_RETRO_ACCTDT security role users.

16 July
DBI to change unprocessed EDRs to denied.

17 July
EDRs for FY21 begin.
**Funding**

- **Load FY21 Budget**
- **Begin MSS Change Position Funding for FY21**
  Dependent upon FY21 Budget Load
- **Last day to Submit/Approve MSS Change Position Funding**
- **Release of New MSS Change Position Funding**
- **ITS will remove page access to MSS Change Position Funding at EOD**
- **DBI to deny all unprocessed MSS Change Position Funding transactions**

- **030 & 180**
  Load FY21 Academic Pay
- **25 June**
- **26 June**
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

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

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

Attached File

Attached File

Attach
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

<table>
<thead>
<tr>
<th>Retro Distribution Request</th>
<th>Submit Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Save Page</td>
</tr>
</tbody>
</table>

Submit Confirmation

- The Submit was successful.

OK
General Information
Change Request Form

• Below is an example of the new 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.

<table>
<thead>
<tr>
<th>SNOW #:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Request Tracker #:</td>
<td></td>
</tr>
<tr>
<td>Requester/Institution/Date:</td>
<td>Date:</td>
</tr>
<tr>
<td>OneUSG Connect Analyst:</td>
<td></td>
</tr>
</tbody>
</table>

Module: □ Employee Self Service □ Commitment Accounting
□ Human Resources □ Manager Self Service
□ Time & Labor □ Security
□ Ben Recons/Admin □ Payroll
□ Common Remitter □ Careers
□ Faculty Events □ Absence Management
□ GeorgiaFIRST Financials □ AU Financials

Global Change?
□ Yes □ 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/](https://www.usg.edu/oneusg_connect/)
  - **Shared Services Center** - [https://www.usg.edu/shared_services_center/](https://www.usg.edu/shared_services_center/)
  - **Self-Service Portal and Knowledge Base** - [https://usg.service-now.com/usgsp](https://usg.service-now.com/usgsp)
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? (ESS Job Aid) - https://usg.service-now.com/kb_view.do?sysparm_article=USGKB0011379
Service Desk
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

- **How Do I Report Time Using The Weekly Punch Timesheet?** [https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0010939](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](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](https://usg.service-now.com/usgsp?id=kb_article_view&sysparm_article=USGKB0010913)
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](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
Review Parking Lot
Follow Up Answers

• Do you have a copy of the transition guide for 529 plans?
  – https://www.path2college529.com/transition/
Questions and Wrap Up