



UNIVERSITY SYSTEM OF GEORGIA

# In the Know with OneUSG Connect

October 09, 2019  
Facilitator: Jodi Frazier

- ✓ *Muted on entry. Please remember to chat questions using the Q&A section*
- ✓ *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

- Fraud Prevention
- Release Information
- Commitment Accounting
- Payroll
- Benefits
- Human Resources
- HRIS
- General Information
- Upcoming Events
- Parking Lot Review
- Additional Q&A (if time permits)



# Fraud Prevention



# Fraud Prevention

- The USG is at risk of fraud every day
- Must treat the current environment very seriously to reduce risk
  - Make every effort to review and tighten controls
  - Establish clear procedures and controls
  - Train employees and reinforce importance and urgency of controls



# Fraud Prevention

- **Direct Deposit – Ability to Change Direct Deposit in ESS**
  - All institutions have implemented Multi-Factor Authentication (MFA)
  - Nine (9) Institutions have not yet requested their ESS for Direct Deposit to be turned on
  - Institutions should enable Self-Service so employees are responsible for maintaining banking info



# Fraud Prevention

- **Direct Deposit – Ability to Change Direct Deposit in ESS**
  - For institutions to enable Direct Deposit:
    - Confirm implementation of MFA and request access via a letter from the CIO to ITS Senior Leadership
    - Implement communication plan
    - Provide refresher training
    - Stress urgency and importance to reduce this risk



# Fraud Prevention

- **Direct Deposit – Practitioner Edit Access in OneUSG Connect**
  - Edit ability to change Direct Deposit removed from two roles affecting 400 practitioners
  - New role with edit ability is available for a limited number of practitioners.
    - Expectation is one person plus a backup
    - Monitored to ensure this ability is tightly controlled





# Release Information



# Release Information

- USG and GT leadership met recently to review the current status, timeline, and risks associated with the Cohort 6 deployment of OneUSG Connect.
- Meeting focused on outstanding development, overlapping testing cycles, and overall organizational readiness.
- Upon review leadership made the decision to extend the project timeline to March 22<sup>nd</sup>.

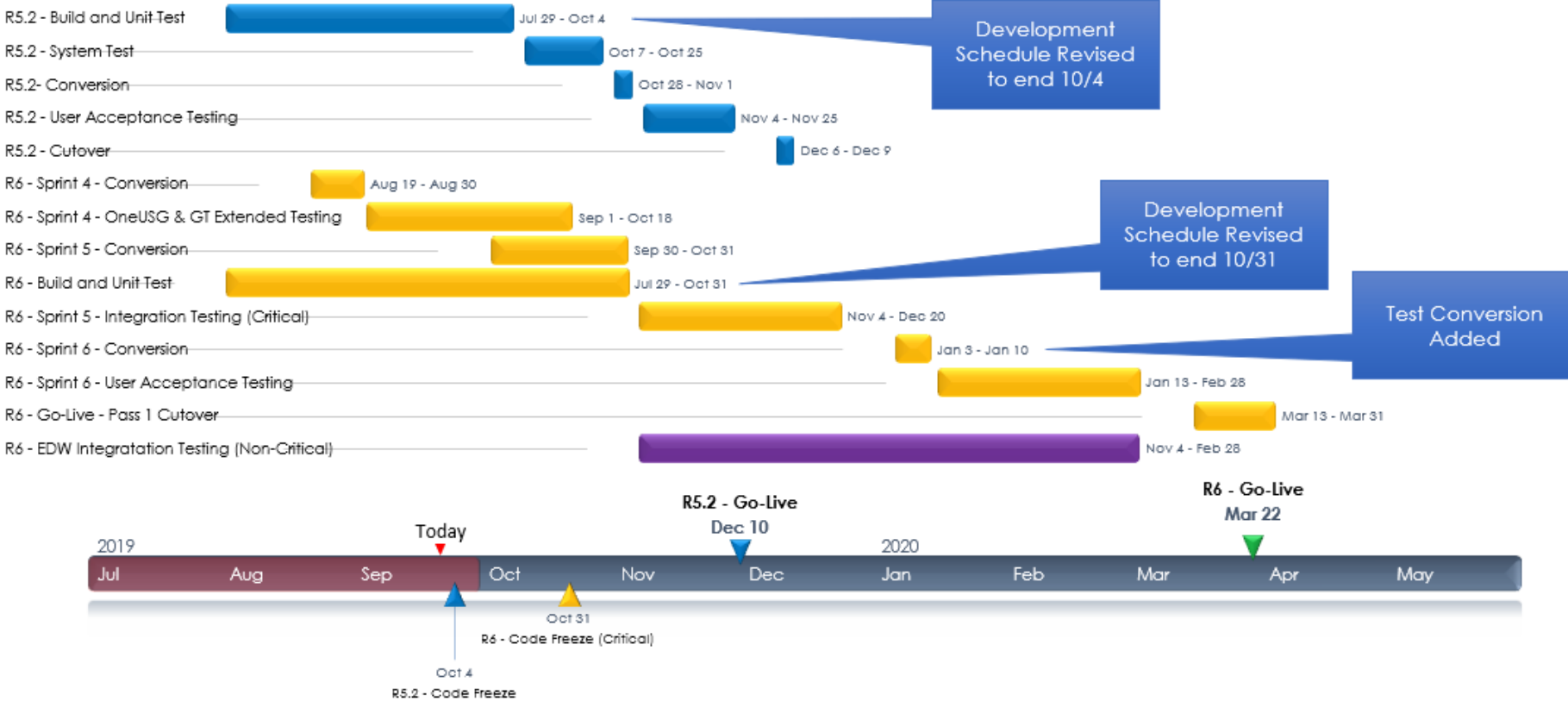


# Release Information

- The significant portion of new functionality that benefits all institutions has been developed and will maintain its current implementation schedule on Dec 10<sup>th</sup> (Release 5.20).
- Georgia Tech specific development items will adhere to the new rollout schedule on March 22nd (Release 6.00).



# Proposed Master Schedule

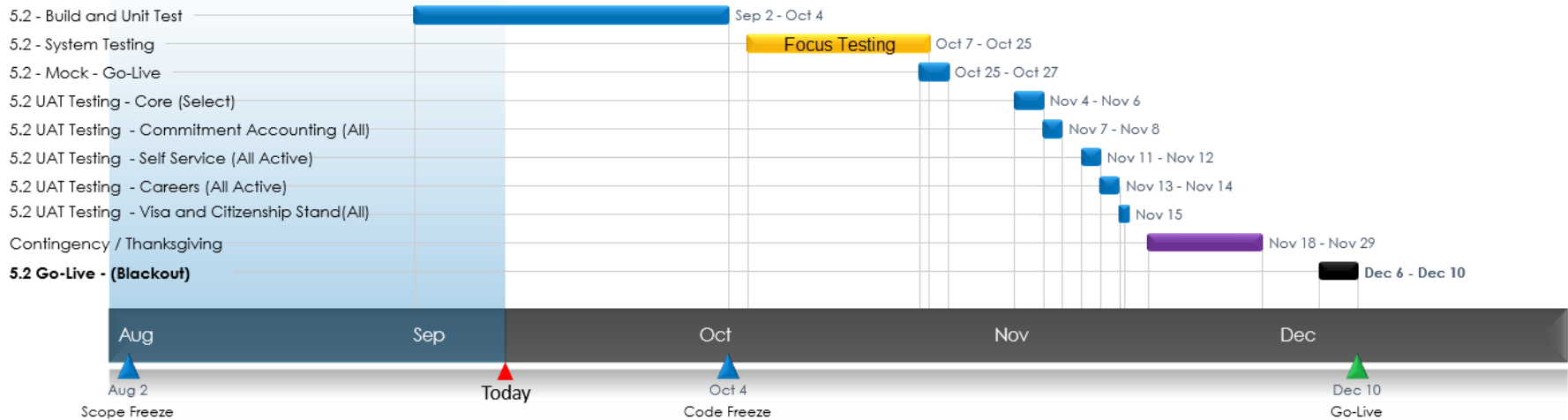


# Release 5.20 Scope

- **Benefits**
  - TIAA Stabilization and Hardship Removal
- **Careers**
  - Branding
  - Onboarding - Equifax Compliance Center
    - No Integration
    - Limited to GSO & GT
  - Accurate Background Check Integration
  - Pre-Hire Provision and Security Role
  - Remove Social when "Not Hired"
  - Auto Rejection Email
  - PUM 28 Enhancements
  - Hiring Party Notifications
  - Hide "Applied" and "Rejected" from Non-Recruiters
  - Job Posting Read Only when Job Profile Exists
  - Search Chair Status of Applicants
  - Query – All Posted Openings
  - Remove Interviewers from Applicant Notification Page
  - Applicant Attachment Required
- **Faculty Events**
  - Degree Checkbox
- **Payroll**
  - Regulatory Tax Updates
  - Federal Tax Page Updates
  - NRA Earnings Code Updates
- **Self Service**
  - Add / Change Position
  - Decision Support for Termination
  - Improve User Experience
- **Time and Absence**
  - Detailed Leave Report
  - Enrollment Matrix Expansion
  - Task Profile on Timesheet
  - Document Attachment on Absences
- **Workforce Administration**
  - Visa/Citizenship Standardization
  - Profile Copy
- **Commitment Accounting**
  - Express Direct Retro
  - Encumbrance Enhancements
  - Accounting Adjustment Enhancements
  - Change Funding Enhancements
  - Remove Budget Retro Triggers



# Release 5.20 Schedule



- OneUSG Connect will be unavailable from 5 p.m. December 6 until 7 a.m. December 10, 2019.



# Release 5.20 System Testing (Focus Testing)

- Manager Self Service (Add and Change Position)
- Commitment Accounting (Express Direct Retro & Encumbrances)
- Careers (Branding, New Functionality and PUMs)
- Faculty Contract Delivery
- Workforce Administration: Visa, Citizenship
- Payroll: Federal Tax Updates
- October 8-25





# Release 5.20 UAT Schedule

- Core: 11/4 – 11/6
- Workforce Administration & Payroll: 11/15
- Commitment Accounting: 11/7 – 11/8
- Careers: 11/13 – 11/14
- Self Service: 11/11 – 11/12

**UAT Sessions will be held at ITS Athens**





# Proposed 6.00 Items

- Benefits
  - TIAA & Alight Transition (GT)
- Commitment Accounting
  - Georgia Tech Budget Import (GT)
  - Budgeting of Multiple Components of Pay (Global)
  - New - Align Departments and Cost Centers (GT)
  - Effort Reporting (GT)
  - Encumbrance Support for Academic and Summer Pay (Global)
  - PERS\_SERV\_BOR - Payroll Accounting Archival (Global)
  - Employee Cost and Project Cost Report (GT)
- Faculty Events
  - New - Contract at New Hire (GT)
  - Faculty Contract Delivery Enhancements and Deployment (Global)
- Workforce Admin & Payroll
  - Academic and Summer Pay (Global)
- Self Service
  - System Manager Reporting tile enhancements (GT)
  - Hire Forms (GT)
- Careers
  - Onboarding (Equifax) Integration (Global)
  - Affiliate Access to Careers (GT) /Staffing Firms for GTRI



# Commitment Accounting



# Release 5.20 Updates

- MCOP and Encumbrances
  - KI9.2-014-CA: MCOP Encumbrances should be resolved in the 5.20 update
  - Department Budget Table will need entries for MCOP Earns Codes
    - Confirm that DBT has entries for MCOP Earns codes
    - MCOP Earns Codes that will distribute to the same Combo Code as REG **will** require a DBT entry to encumber (this is a change from prior training).



# Payroll



# REL 5.2 Payroll Updates

- Federal Tax page updates for Non-Resident Aliens
  - Income Codes aligned to IRS Income Codes provided on the GLACIER form
    - New Income Codes will be displayed with REL 5.2
    - Query developed to validate
  - Eligible to Participate check box no longer displayed
    - Logic has been create to populate this check box behind the scenes
    - Query developed to validate
- NRA Earnings Codes updated to reflect IRS Income Codes
  - NRA Earnings Codes for Income Code 17 inactivated
  - NRA Earnings Code for Income Code 20 created
    - Mapping to PeopleSoft Income Code updated



# Payroll

## REMINDER: Bi-Weekly Payroll Processing Updates

- Emphasis on Efficiency
- Minimal Changes
  - New Vacation Pay Out Request
  - New OneUSG Payroll Workbook
- OneUSG Communication dtd 10.03.2019 for more details



# Payroll

- **TAX – 3rd Quarter, 2019 Quarterly Payroll Tax Returns**
  - Final 3Q2019 tax returns will be submitted to ADP Tax Services for processing today, Wednesday, October 9, 2019
  - 941 returns will be available on <https://smartcompliance.adp.com/> later this month.
  - If you have questions, please contact the SSC Customer Support Team at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu)





# Payroll

## TAP – Tuition Assistance Program Reporting Update

- See OneUSG Connect Payroll Communication sent Tuesday, 09/17/2019 for details.
- Spreadsheets for 2019 Summer TAP reporting have been loaded to FTP for completion by TAP coordinators and are past due.
- SSC is still working with a couple of Institutions to complete.
- Expected consolidated report distribution this week.

Please contact us at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) if you have questions or if you need additional assistance.





# Payroll

## 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
09/22/19	10/05/19		10/07/19	10/08/19	10/11/19	9OB1
10/06/19	10/19/19		10/21/19	10/22/19	10/25/19	9OB2
10/20/19	11/02/19		11/04/19	11/05/19	11/08/19	9NB1
11/03/19	11/16/19		11/18/19	11/19/19	11/22/19	9NB2

## 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 11:00 AM	OneUSG Confirm Date	Pay Date	Pay Run ID
10/01/19	10/31/19	10/24/19	10/25/19	10/28/19	10/31/19	9OM1
11/01/19	11/30/19	11/21/19	11/22/19	11/25/19	11/29/19	9NM1

## Off Cycle Payroll Schedule

Pay Period Begin Date	Pay Period End Date		Off-Cycle Request to SSC by 11 AM	OneUSG Confirm Date	Pay Date	Pay Run ID
N/A	N/A		10/14/19	10/15/19	10/18/19	9OX2
N/A	N/A		10/28/19	10/29/19	11/01/19	9NX1
N/A	N/A		11/11/19	11/12/19	11/15/19	9NX2



# Benefits



# OE Resources

- Per BeNedra's email communication from 10/3
  - Comparison Guides and posters will be delivered to institutions by 10/11
  - Electronic copy of the Comparison Guide and the OE presentation were attached to the email
  - USG website with 2020 OE changes is expected to be live 10/7
- Benefits WebEx, Thursday, 10/10 at 2:00pm





# Dependent Audit



- Dependent Audit ended **Thursday, September 26**
- For employees who already began the verification process, an extension was granted to allow additional time to submit their verification documents
- For employees who did not respond, they have the ability to appeal the coverage termination and submit their eligibility documents
- Please direct employees to contact the Dependent Verification center by calling 844-587-4236 to start the appeals process
- Appeal process includes submission of the required documentation and can take up to 30 days to complete



# Human Resources



# Citizenship/Passport Standardization

## Current State

- Country: USA
- Citizenship Status:
  - Native
  - Naturalized
  - Alien Permanent
  - Alien Temporary
  - Permanent Resident
  - Employment visa
  - Canadian Citizen
  - Other
  - Not Indicated

## Future State

- Citizenship Country:  
One of 256
- US Status:
  - Foreign National Alien
  - US Citizen
  - US Lawful Permanent Resident
  - US Noncitizen National
  - Unknown
- Date Entered
- E-Verify Date
- Use Dummy Passport Number



# Visa/Permit Standardization

- Visa Permit
- Country:
  - 100% "USA"
- Type
  - Select from the US visa types on drop down menu
  - List is updated
  - Will sort by Effective Date instead of Type

\*\*All parking lot questions for this topic will be addressed after the presentation. Please feel free to submit a ticket with those questions to [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu)



# Data Changes

- With the increased threat of scammers/criminal activity, remember to validate that requests for changes are legitimate
- Tips from Dr. Todd Watson/USO
  - **Slow Down** – Think about the message. Does it make sense?
  - **Read Carefully** – Does the email address agree with the purported sender?
  - **Think Critically** – Would the invitation or request seem typical in our organization?
  - **Verify separately** – If a request in the email is unusual, can you call the sender and verify before responding or opening?

**BEWARE OF  
SCAMMERS!**





# FLSA Update

- The Department of Labor released a new salary threshold on 9/24/19 for the Fair Labor Standards Act (FLSA)
- The new threshold is \$35,568 and effective 1/1/20
- The salary threshold is used in conjunction with the FLSA duties test to determine exemption status for employees
- The USO is developing guidance for institutions to complete a self-audit and implement the ruling



**FLSA**  
FAIR LABOR STANDARDS ACT



# Align/Critical Data Fields

- First Name <=20 characters
- Birthdate & Gender
- SSN
- Address Type, Address, State & Zip
- Citizenship Data (J1 Visa)
- Organizational Relationship
- Primary Job Indicator
- Intent to Retire
- Job Codes (GRA & Rehired Retirees)
- Reg/Temp Status
- Standard Hours / FTE
- Annual Benefits Base Rate (ABBR)
- Benefits Program and EFFDT
- Grandfathered RET Plans
- Grandfathered SUPL Plans
- Ret-Rehire Flag
- "NORET" and "Exclude from Auto-Enroll" flags are sent to TIAA as of 7/1/19.
- Changes made in Correction Mode should be promptly communicated to SSC Benefits Rep.



# Alight/Data Impacts

- Primary fields that determine benefits eligibility:
  - Reg/Temp
  - Standard Hours/FTE
  - Benefits Program
  - GRA Job Code (907)
  - Citizenship (J1 Visa)
- Alight will question eligibility if they receive Reg/FT Status with Standard Hours less than 40
- ABBR does not determine eligibility, but it is used to determine salary based premiums
  - Alight notifies SSC when there are employees without an ABBR, but this is usually because there is another data element in question



# Alight/Data Impacts


- Leave of Absence/Unpaid Leave With Benefits
  - Only action/reason that instructs Alight to bill employees for the full premium amount (EE and ER portion)
  - Do not use this code if the employee should only pay their portion of premiums
  - Difficult to correct billing if this code is used inadvertently
- Benefit Program is needed in Job Data for employees
  - Seeing new employees without a Benefit Program
  - Make sure the Effective Date aligns with the Hire Date
- Be sure to add a new Job Data row when there are Personal Data Changes
  - Use Data Change/Update Date for the action/reason code
- Review and update addresses when employee is rehired
  - Effective Date should be the same date as Rehire Date




# Align/Data Impacts

- Personal Data "Effective Date" should be the same as the Home "As Of Date"



**Name** Find | View All First 1 of 1 Last



\*Effective Date  



\*Format Type  

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	<a href="#">Edit/View Address Detail</a>		



# Align/Data Impacts

- Causes delays, negatively impacts the employee experience
- Causes coverage calc'ing issues on the Align System for newly eligible employees
- Need to accurately offer an employee the options that they are eligible to receive
- Employees expecting to enroll in an HMO plan will not have that option available because the plan is service area driven
- System looks for a zip code with a valid Effective Date and doesn't see it so available plans will not include the HMO plan



# Parking Lot Question Update

- We tested ESS to make sure changes flowed to Alight without adding a row in personal data. We tested phone number, email address and home address. These all flowed over correctly.
- 
- However, we do advise that institutions enter a data change row when practitioners make changes in personal data (recommended best practice). We have seen many cases where the change did not flow to Alight unless a data change row was entered in Job Data



# Correction Mode

- Correction Mode must be used as a last resort or on the same day before 5:00 when the data was entered
- Data changed in correction mode usually will not flow to Alight
- Best practice is to add new rows to correct historical data
  - Example: Historical budget rows are deleted, data will be out of sync because the row has already been sent to Alight
- USG Service Dates and Benefits Service Dates are flipping when correction mode is used, be sure to watch for this
  - Check the Override box next to the date field to correct the dates
  - Checking the Override box should prevent the date from flipping on future correction mode changes





# Future Dated Rows

- Be sure to check for future dated rows when entering data into OneUSG, data may need to be updated
- Receiving tickets where data elements are changing back to the prior values if the future dated row is not corrected
- Example: Employee had a pay change and row was inserted between current row and future dated 7/1 merit row, the future dated 7/1 row was not corrected so the pay flipped to the rate listed on the 7/1 row



# Miscellaneous Items

- Leave balances for employees transferring to another USG institution
  - Do not zero-out employee leave balances, these will transfer with the employee
  - Only enter adjustments for partial VPOs, document the adjustments on the Transfer Letter
- When changing pay groups/frequencies, work closely with your payroll team so they can monitor employees closely during payroll processing
  - Be sure to review/consider items such as benefits premiums paid, pay already processed during the pay period, etc.



# 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)
- Pay Frequency Issues (employees with potential pay frequency issues)



# Revised Job Tools

- Revised Job Tools:
  - Multiple Components of Pay Job Aid
  - Hire a New Employee Job Aid
- Job Tools are located under 'Documentation' at <https://www.usg.edu/oneusg/training>



# HRIS





# HRIS



## Historical Data Queries in OneUSG Connect

- List of queries for common historical data requests

Query Name	Description
BOR_HISTORICAL_JOB	Job Information
BOR_HISTORICAL_EMPLOY	Employment History
BOR_HISTORICAL_FEDTAX	Federal tax Information
BOR_HISTORICAL_PAYCHK	Paycheck Information
BOR_HISTORICAL_PAY_EARN	Payroll Earnings Information
BOR_HISTORICAL_PERS_PH	Phone Information
BOR_HISTORICAL_STATETAX	State Tax Information
BOR_HISTORICAL_NAMES	Name Information.



# HRIS

## Historical Data Queries in OneUSG Connect

- We will be sending out invites soon to discuss these queries in greater detail.



- Discussion Points

- What data is expected to be returned
- How and when to use the optional prompts
- Locating employees when you don't know their Employee ID
- Any other questions/concerns you may have



# General Information





# Change Request

- Continue to submit change requests
  - Form can be located:  
[https://www.usg.edu//oneusg\\_connect/practitioner\\_services/model\\_change\\_request\\_information](https://www.usg.edu//oneusg_connect/practitioner_services/model_change_request_information)
  - Submit form via a ticket to [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu)
  - Use the short description – Change Request
- We will be concentrating on the aging ones and working our way up to newer ones



# 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

- Monthly Benefits Update
  - October 10, 2019
  - 2:00pm-3:00pm
- ServiceNow Upgrade
  - October 17-18, 2019
  - 8:00pm-6:00am
- Common Remitter Practitioner Training
  - October 17, 2019
  - 2:00pm-3:30pm
  - Skype Session
- In the Know
  - November 13, 2019
  - 11:00am-12:00pm
  - WebEx Event (invite sent out the week before)





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# Review Parking Lot



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# Wrap Up