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In the Know
with OneUSG Connect

September 11, 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

- Self-Service
- Payroll
- Time & Labor
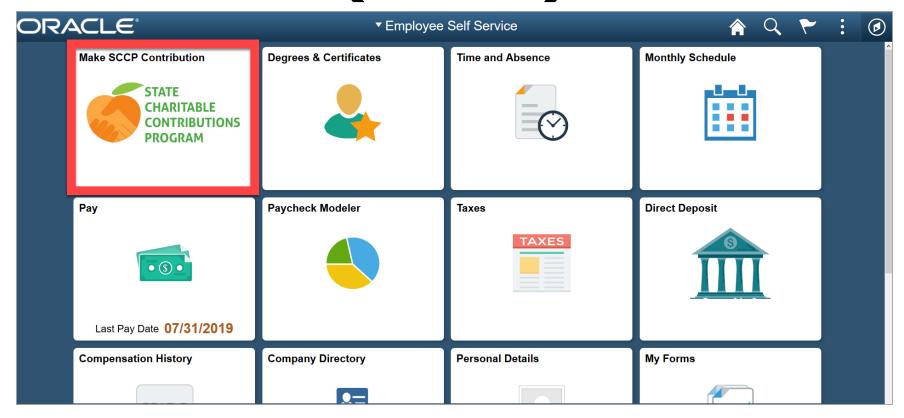- Human Resources
- General Information
- Upcoming Events

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Self-Service

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State Charitable Contributions Program (SCCP)

SCCP

NOTE: This message will appear until your institution sets up campaign dates.

SCCP

- User Acceptance Testing
  - Friday, September 13th
  - 9:00 to 4:00
    - Onsite at ITS – Registration FULL
    - WebEx

- InteractUSG
  - Thursday, September 19th
  - 9:35 am in Room 202*
  - Business process
  - Job Aids

    *check schedule when you arrive at Interact; times are subject to change

Payroll

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Payroll-Tax Reminder

3Q2019 Quarterly Payroll Tax Approvals Due

- Due Date: Approvals due to SSC By Tuesday, October 8, 2019 – 5:00 pm

- Review Reports Now 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.

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Payroll-Upcoming Schedule

- **September and October, 2019**

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
08/25/19	09/07/19	09/09/19	09/10/19	09/13/19	99B1
09/08/19	09/21/19	09/23/19	09/24/19	09/27/19	99B2
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

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
09/01/19	09/30/19	09/18/19	09/19/19	09/20/19	09/30/19	99M1
10/01/19	10/31/19	10/24/19	10/25/19	10/28/19	10/31/19	9OM1

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	08/30/19	09/03/19	09/06/19	99X1
N/A	N/A	09/16/19	09/17/19	09/20/19	99X2
N/A	N/A	09/30/19	10/01/19	10/04/19	9OX1
N/A	N/A	10/14/19	10/15/19	10/18/19	9OX2

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Time & Labor

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Time & Labor Load Failure

- During the last Biweekly payroll the Time and Labor load failed due to missing data on Job / Position. Data fields of FTE, Standard Hours, and Work period **must** be present on position and job. When these fields are missing data, Time and Labor load is at risk for failing, creating the need for an emergency DBI and manual data cleanup by institutions.

- Please run the necessary HR queries to aid in identifying any missing data from job prior to payroll processing deadlines.

Mass Time Load Update

- Over the last two weeks we experienced processes going into Blocked status due to the **TL_ST Loaders** and **TL_MASS_TIME** running at the same time. We have addressed this issue and migrated the fix to production. When processing a large volume of data via the **Mass Time** Load best practice is to run it at the end of the day.

- Query to review job data BOR_HR_JOB_DATA

Human Resources

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Alight Issues

- Address Effective Dates
  - Receiving dates that are <u>after</u> benefits eligible date
- Example

Hire Date	3/15
Benefits Effective Date	4/1
Address Effective Date	4/2

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Alight Issues

- Impacts
  - Causes delays and negatively impacts the employee experience
  - Causes coverage calcing issues on the Alight System for newly eligible employees
  - Needed 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
  - The system is looking for a zip code with an effective date of 4/1 (in the example) and doesn't see it so the available plans will not include the HMO plan

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Alight Issues

- Action Needed
  - Please quality check the effective date of your address field when you are entering the data for newly eligible employees
  - The address effective date must align with the benefits effective date when HR Data is received

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Alight Issues

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

Transfers

- **Reminder**: SSC processes incoming and outgoing transfers for institutions
- SSC processes transfers so that the following can be monitored closely
  - Alight
  - General Deductions
  - Retirement and Savings Plans
  - Leave Balances
- If data has already been entered by the institution, submit a ticket as soon as you determine this should be a transfer

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Transfers

- Institution responsibilities
  - Notify SSC of the transfer, submit ticket to oneusgsupport@usg.edu
  - Submit transfer documents to SSC via the FTP server
    - **Transfer Letter** - Be sure to complete draft of transfer first, then send final after leave has been finalized
    - **Transfer PAR** - Need the official Transfer PAR, we are getting some institution specific documents
  - Review data entered by SSC
  - Review and/or update tax data and direct deposit
- The transfer forms can be found at https://www.usg.edu/shared_services_center/practitioner_services/hr

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)

- Employee Payroll Status Cleanup (payroll status on work break when return has been entered)

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

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General Information

HEUG Membership

- A HEUG (Higher Education User Group) systemwide membership has been purchased and is available to all institutions.
  - Link: https://www.heug.org
  - Sign up by clicking 'Request Login' at the top right corner of the page
  - The group name to use is 'University System of Georgia'

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HTRN

- HTRN will be refreshed the last Saturday of the month
- Any training user set up by an institution with the word "TRAIN" as part of the user ID will be retained as part of the refresh so that institutions do not have to recreate training user IDs.

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CYBER SECURITY AWARENESS

- Exercise Extreme Caution When Changing Employee Direct Deposit/Banking/Payment Information
  - Cyber criminals are using social engineering techniques to commit fraud & identity theft, such as:
    - Phishing emails
    - Emails requesting private information
    - Fraudulent emails asking Practitioners to make changes to direct deposit or payment information.

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CYBER SECURITY AWARENESS

System Office Communication to Institution CBOs – September 6, 2019

- Requested actions to ensure vigilance across the USG:
  - Review existing processes, procedures, and technology infrastructure to ensure alignment with secure system capabilities and dual authentication requirements.
  - Remove direct deposit/banking or payment forms from Institution's public website
  - Encourage employees to review and validate via OneUSG Connect Self Service their personal & direct deposit & pay details.
  - Provide additional training and information related to secure procedures to change personal and payroll data

Upcoming Events

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Upcoming Events

- Monthly Benefits Update
  - September 12, 2019
  - 2:00pm-3:00pm
- InteractUSG
  - September 18-20, 2019
  - Savannah Convention Center – Savannah, GA
- In the Know
  - October 9, 2019
  - 11:00am-12:00pm
  - WebEx Event

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Review Parking Lot

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Questions and Wrap Up