Daily Status Call

December 20, 2018
Agenda

- Celebrations
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items
The last payroll on the mainframe ran last night! This was for pay date 12/27.

Thank you, Mainframe (and EITS), for all your years of support to process payroll.
OneUSG Connect Service Desk

Total Ticket Count

- Resolved: 577 (72%)
- Open: 220 (28%)

Open Ticket Breakdown

- OneUSG Connect Support: 80 (36%)
- Customer Response: 102 (46%)
- Institution Action: 7 (3%)
- Awaiting Date: 30 (14%)
- 3rd Party Action: 1 (1%)

Ticket Counts as of 12/20/2018 7:00 AM
OneUSG Connect Service Desk

Primary Trending Inquiries
- Single Sign On
- Employee Entered Leave Requests*
- Time Approvers
- Enroll/Update Time Reporters
- Personnel Transactions

Secondary Trending Inquiries
- Direct Deposit
- Prior Period Payroll
- Leave Balances
- Tax Documents
- Security Access
Question:
• Why can’t I update my G-4 tax withholding information?

Answer:
• This feature will not be ready until the system comes back up after the holidays, can't update until 12/29
Question:
• How do I know my direct deposit is set up correctly?

Answer:

List accounts in the order you want money deducted using 100, 200, 300 numbering scheme (100 = 1st)

Balance of net pay should always be 999 so any remaining funds will go into that account

Note: You cannot make another edit after saving until the next day
Question:
• How do I edit a leave request?

Answer:
• When you need to edit a leave request that has already been submitted or approved, do not cancel it first. Follow the directions in the Training tutorial Editing a Submitted/Approved Absence Request.
• Only use the directions for Cancelling a Leave Request if you will not be submitting any leave requests for any of the days in the request you want to cancel. Leave requests will stay in the system even when cancelled, so you will receive an error if you try to submit a request on top of this cancelled request.
Awareness and Information

• **Reminder: Submitting Time Using Pay from Schedule**
  • Enter number of hours worked each day
  • From OneUSG Connect ESS:
    • Time and Absence > Weekly Timesheet
  • There should be an option to select **APPLY SCHEDULE**. Your time will automatically populate. You will be able to edit your time if necessary.

• **Additional information:**
  • [https://onesource.uga.edu/_resources/files/documents/OneUSGConnect_Employee_Checlist_Time_for_Biweekly.pdf](https://onesource.uga.edu/_resources/files/documents/OneUSGConnect_Employee_Checlist_Time_for_Biweekly.pdf)
Awareness and Information

- **Leave for Monthly Paid Employees**
  - There are some transactions for December leave. The Absence Management Team will reach out to units who have Monthly employees with leave entries to request balance adjustment.
  - **SAVED** Leave entries do not enter the workflow until the user "Submits" them. Reminder to "Submit" leave entries so they can enter workflow and properly process
Awareness and Information

• Reminder about Payroll Validations:
  • December 29th: 9-11 a.m.
  • December 31st: 9-11 a.m.
Reminder about Next Blackout Period
Dec. 21, 2018 at 5 p.m. - Dec. 27, 2018 at 8 a.m.

OneUSG Connect will be unavailable for the final Cohort 4 conversion.

- Time clocks will remain available for normal use.
- OneUSG Connect – Benefits will remain available and can be accessed from the USG Faculty and Staff Portal
  - Note: Access to Alight/Benefits is not impacted during this blackout time
Weekly Status Call Reminder

Please join today's Weekly Status call at 1:30 p.m!

• See
https://onesource.uga.edu/resources/monthly_status_call/
• Resolved Time and Labor Issues
  • **Dynamic Groups:** Time Approvers expecting to see specific people in certain groups (B, M, D) were not seeing these. This was due to a missing security role and has been resolved.
  • **Sorting Criteria on Search Screen:** We added additional search criteria fields on the timesheet screen to search by Pay Group and Workgroup. This is to allow managers to separate their employees by Hourly Non-Benefited and Hourly Benefited when approving time. These additional search criteria are not currently available in production.
  • **Comments section on timesheet:** The "Comments" section on the timesheet is now available to managers, only to employees.
  • **KABA Clocks:** Employees reported a couple not taking their fingerprint. If Clock is "beeping" restarting will correct; also please confirm your access with your supervisor.
Known Issues
https://onesource.uga.edu/resources/known_issues/

Employees with Multiple Positions

• 150 employees with multiple positions are currently only showing in one position

• The team is actively working to place these persons into the other position(s).

• This could potentially have a time sheet impact. We will provide project coordinators with a list of these persons to assess any time sheet impacts.

• For example: Joe works part-time in Department A and Department B. Joe was only converted into Department A. This week he is only working in Department B, however, the hours are posted to the position in Department A.
New Tutorials

• Reporting Your Time for Multiple Jobs Using the Web Clock
• Editing a Submitted / Approved Absence Request
• Cancelling an Approved Absence Request

Try the search feature!