Daily Status Call

January 2, 2019
Agenda

• Celebrations
• OneUSG Connect Service Desk report
• Updates to Faculty and Staff Guide
• Recap from 12/26-12/31
• Awareness and Information Items
• Known Issues and Awareness
  • New Items
OneUSG Connect Celebrations

• Successfully completed "Pass 2" data conversion:
  • 10,900 leave balances
    • Bi-weekly employees can now view updated balances in OneUSG Connect
    • Monthly employees will be able to view the correct balances by 1/28/19
  • General payroll deductions
  • 76,000 benefits deductions
  • ~25,000 IDM records have been synced with OneUSG Connect including emails and badge data
  • Loaded merit pay for bi-weekly employees (monthly merit pay load will take place 1/4/19)
OneUSG Connect Celebrations

- First bi-weekly payroll using OneUSG Connect has been confirmed!
  - Only ~500 out of 6,000 timesheets (less than 10%) required manual intervention
- Bi-weekly merit increases effective 1/1/19 are visible in your compensation history
  - Monthly merit increase loads on 1/4/19 and will be visible after that
- Thank you, Project Coordinators, for your timely review and analysis of payroll and merit data!
  - You bring items to the team's attention for proactive handling
OneUSG Connect Service Desk

Total Ticket Breakdown

- **Resolved**: 1272, 86%
- **Open**: 202, 14%

Total Tickets: **1474**

Open Ticket Breakdown

- **OneUSG Connect**: 82, 41%
- **Customer Response**: 57, 28%
- **Third Party**: 1, 0%
- **Awaiting Date**: 1, 0%
- **Institution**: 61, 30%

Open Tickets: **202**

Tickets as of 01/01/2019 5:00 PM

 onesource.uga.edu
OneUSG Connect Service Desk

Total Tickets
01/01/2019 5:00PM

<table>
<thead>
<tr>
<th></th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>95</td>
<td>36</td>
<td>71</td>
</tr>
<tr>
<td>Resolved</td>
<td>1103</td>
<td>77</td>
<td>92</td>
</tr>
</tbody>
</table>
Aging Open Tickets by Assignment
Group 01/01/2019 5:00PM

<table>
<thead>
<tr>
<th>Category</th>
<th>Week 3</th>
<th>Week 2</th>
<th>Week 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Support</td>
<td>16</td>
<td>15</td>
<td>9</td>
</tr>
<tr>
<td>Human Resources/Faculty Events</td>
<td>16</td>
<td>16</td>
<td>15</td>
</tr>
<tr>
<td>Payroll</td>
<td>4</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Security</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Time &amp; Absences</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Commitment at Accounting</td>
<td>5</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Time-Clock</td>
<td>8</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>HRS</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Benefits</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Primary Trending Inquiries
• Bi-weekly Payroll Validations
• Bi-weekly Merit Increase Validations
• Leave Balances
• Leave Requests

Secondary Trending Inquiries
• SSO
• Monthly Paychecks - Legacy
**REMINDER:** To prevent duplicate incidents, please submit OneUSG Connect related inquiries to [oneusgsupport@uga.edu](mailto:oneusgsupport@uga.edu) only.

<table>
<thead>
<tr>
<th>Issue/Problem</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>OneUSG Connect</td>
<td>Email: <a href="mailto:oneusgsupport@uga.edu">oneusgsupport@uga.edu</a>  Phone: 706-542-0202</td>
</tr>
<tr>
<td>UGA Financial Management System</td>
<td>Submit a ticket: <a href="https://onesource.uga.edu/resources/service_desk/">Click here to submit a ticket</a></td>
</tr>
<tr>
<td>UGA Budget Management System</td>
<td>Email: <a href="mailto:onesource@uga.edu">onesource@uga.edu</a>  Phone: 706-542-0202</td>
</tr>
<tr>
<td>UGAJobs</td>
<td>Email: <a href="mailto:hrweb@uga.edu">hrweb@uga.edu</a>  Phone: 706-542-2222</td>
</tr>
<tr>
<td>ArchPass Duo and VPN Support</td>
<td>EITS Helpdesk</td>
</tr>
<tr>
<td>MyID password resets</td>
<td>Email: <a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a>  Phone: 706-542-3106</td>
</tr>
<tr>
<td>OneUSG Connect Benefits</td>
<td>Benefits Call Center  1-844-587-4236</td>
</tr>
</tbody>
</table>

Reference: [https://onesource.uga.edu/resources/service_desk/](https://onesource.uga.edu/resources/service_desk/)
ARCH News was distributed to all employees January 2 @ 6AM
Will be posted here after distribution:
https://onesource.uga.edu/resources/checklists/

- Individual/Personalized email being distributed on 01/03/2019 to bi-weekly employees being paid on 01/04/2019.

- Monthly paid faculty and staff will also receive emails prior to paydate.
January 2, 2019

OneUSG Connect Recap
Faculty And Staff Guide Updates
https://onesource.uga.edu/faculty_and_staff_guide/

Affiliates

- What is the definition of a USG Affiliate?
- What is the definition of a Non-Paid USG affiliate?
- What is the criteria for affiliates to be processed in OneUSG Connect?
- What affiliate types will be processed in OneUSG Connect?
- What are the steps to process an affiliate through OneUSG Connect?
- Who should I contact if I have questions regarding processing an affiliate through OneUSG Connect HCM?
- How do I process an affiliate that will be visiting campus to participate in research for the university?
How can I review and/or change my contributions to my 403b or 457b tax sheltered annuities (regular or Roth)?

The process for reviewing and/or changing your 403b or 457b contributions did not change with the implementation of OneUSG Connect.

You will still access Retirement Manager found at Retirement Manager.

Additional information about these retirement plans can be found on the UGA Human Resources website.

If you need further information, please reach out UGA Human Resources at 542-2222 and speak with a Benefits Consultant.
A personalized email was sent to current participants to offer "Retirement Manager" instructions and request review of retirement deductions in light of recently released 2019 IRS limits and the transition to OneUSG Connect.

- Process for starting/changing contributions **DID NOT** change with OneUSG Connect.
- Access using *Retirement Manager* not OneUSG Connect:
  
  [https://www.myretirementmanager.com/MyRM/Login/Login.aspx](https://www.myretirementmanager.com/MyRM/Login/Login.aspx)

  - Log-in using your personal security profile (initial default is 9 digits of your UGA ID#)
  - More information can be found on the UGA HR website
    [https://hr.uga.edu/employees/retirement-other-savings-options/403b-457b-roth-savings-options/](https://hr.uga.edu/employees/retirement-other-savings-options/403b-457b-roth-savings-options/)

- Further questions? Reach out to HR at 2-2222 and speak with a Benefits Consultant.
December 26 – 31, 2018 Daily Status Call Recap
Time and Labor Pre-Payroll Processes

- Queries were run for:
  - Benefitted employees with no reported time
  - *Auto Meal Deduction* employees who clocked in/out for lunch
  - Incomplete/missed Punches
  - Holiday differential employees
  - Employees with more than 100 hours reported
- Contacted units and project coordinators on time discrepancies
- Entered time for 52 paper timesheets
- Manually added employees who did not enroll in *Time and Labor*
- The service desk reached out to units with employees who are *Pay from Schedule* and did not submit any time
Absence Management queries were run to identify:
- Absence requests in a "saved" status instead of submitted.
- Unapproved Absence Requests
- Holiday hours not populated for benefitted employees
- Submitted the "saved" absence requests
- Batch approved submitted absences
- Reconciled bi-weekly absence balances with legacy data

December 26 – 31, 2018 Daily Status Call Recap
Absence Management
Pre-Payroll Processes
Payroll validation (bi-weekly employees) - completed 12/31/2018

- Project Coordinators received an email with information and details on how to run a query that included reported hours, hourly rate and payable time
- Sessions were held on December 29 and December 31, including on-line training for assistance in resolving any issues
December 26 – 31, 2018 Daily Status Call Recap

- **Merit Review (bi-weekly employees):**
  - Compensation team sent email with query (via sendfiles) on Friday, December 28
  - Secure file sent to Project Coordinators; no response required unless changes identified
  - Submitted changes to: onesusgsupport@uga.edu

- **Status of Leave balances:**
  - Leave balances have started converting
  - Employees may begin seeing their leave balances in Employee Self-Service (ESS)
  - Leave conversion activity will finalize by 1/28/2019
  - Leave balance screen will be updated with note for UGA employees
Awareness: Time Reporting Codes (TRC)

Snip of TRC list (emailed to Project Coordinators on 12/29/18):

<table>
<thead>
<tr>
<th>TRC</th>
<th>Descr</th>
</tr>
</thead>
<tbody>
<tr>
<td>00A17</td>
<td>Regular Non Resident Alien A17</td>
</tr>
<tr>
<td>00A18</td>
<td>Regular Non Resident Alien A18</td>
</tr>
<tr>
<td>00A19</td>
<td>Regular Non Resident Alien A19</td>
</tr>
<tr>
<td>00ACA</td>
<td>ACA Tracking</td>
</tr>
<tr>
<td>00ADM</td>
<td>Non Instructional Assignment</td>
</tr>
<tr>
<td>00AMM</td>
<td>Administrative Leave Exempt</td>
</tr>
<tr>
<td>00AMN</td>
<td>Administrative Leave NonEx</td>
</tr>
<tr>
<td>00AS7</td>
<td>Additional Straight Time NonResident Alien</td>
</tr>
<tr>
<td>00AS8</td>
<td>Additional Straight Time NonResident Alien</td>
</tr>
<tr>
<td>00AS9</td>
<td>Additional Straight Time NonResident Alien</td>
</tr>
<tr>
<td>00AST</td>
<td>Additional Straight Time</td>
</tr>
<tr>
<td>00BLH</td>
<td>Blood Donation</td>
</tr>
<tr>
<td>00BLM</td>
<td>Blood Donation Exempt</td>
</tr>
<tr>
<td>00BNH</td>
<td>Bone Marrow Donation</td>
</tr>
<tr>
<td>00BNM</td>
<td>Bone Marrow Donation Exempt</td>
</tr>
<tr>
<td>00BVH</td>
<td>Bereavement</td>
</tr>
<tr>
<td>00BVM</td>
<td>Bereavement Exempt</td>
</tr>
<tr>
<td>00CCB</td>
<td>Campus Closure-Non-Exempt</td>
</tr>
<tr>
<td>00CCM</td>
<td>Campus Closure-Exempt</td>
</tr>
<tr>
<td>00CIG</td>
<td>Call-in Guaranteed</td>
</tr>
</tbody>
</table>

Full TRC list can be found in the OneSource Training Library at the following link:
Awareness: Time Entry Rounding

- Kaba/OneUSG Connect rounding rules are no different from the Kronos rules

- Employees now have visibility to the total time entered per the timesheet and this is prior to OneUSG Connect system applying the "rounding rules" and converting "recorded time" to "payable time"

- Historically we have used the same rounding rules in Kronos, however, there was only visibility to the "rounded" or "payable time".
Awareness: Reported Time

- Some bi-weekly employees may have time reporting and payroll with Punch Time and Elapsed Time reported.

- Punch Time does not show on Elapsed timesheets, so these employees may be overpaid.

- Be on the lookout for both Elapsed and Punch Time when approving timesheets for 'Pay From Schedule' employees.
Awareness:
Reminder to Employees with Multiple Jobs –
When using the Kaba Clock, select the appropriate job to record hours

• If an employee has multiple jobs (whether or not both jobs use Kaba clock for time entry), the employee must be mindful of which job they are clocking in for at the time of the punch.

• If "Job Selection" is not performed at the clock, the time punch will flow to the timesheet of the lowest employee record and the time may not be recorded on the right job.
Awareness: Compensation History Query

Run the query from Manager Self Service > System Manager Reporting > Workforce Administration > Compensation History:

Sample query result:

- Payable Time Biweekly
- Reported Time Not Approved
- Reported Time and Absence
- Audit Time Input Location
- TL Reconciliation Report

Absence Management
- Commitment Accounting
- Workforce Administration
- Compensation History

Sample query results:

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Pay Group</th>
<th>Effective Date</th>
<th>Compensation Frequency</th>
<th>Department ID</th>
<th>Job Code</th>
<th>Position</th>
<th>Annual Rate</th>
<th>Compensation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>180xxxx</td>
<td>EMP</td>
<td>1/1/2019</td>
<td>Monthly</td>
<td>H1000xxx</td>
<td>805000</td>
<td>118xxxx</td>
<td>32659.455</td>
<td>15.701661</td>
</tr>
<tr>
<td>180xxxx</td>
<td>EMP</td>
<td>12/16/2018</td>
<td>Monthly</td>
<td>H1000xxx</td>
<td>805000</td>
<td>118xxxx</td>
<td>32161.000</td>
<td>15.462000</td>
</tr>
<tr>
<td>180xxxx</td>
<td>EMP</td>
<td>3/30/1995</td>
<td>Converted History Data</td>
<td>H1000xxx</td>
<td>800000</td>
<td>118xxxx</td>
<td>32161.000</td>
<td>15.462000</td>
</tr>
</tbody>
</table>

Converted History Rates: Defaulted to 12/16/18 values
Awareness: Prior Period Adjustments

- Distributed units cannot process adjustments across the calendar year
- Monday, December 31\textsuperscript{st}, 2018 was the last day units could process their own adjustments to timesheets in 2018
- 2018 adjustments should now be initiated with the Payroll Office

- **Process for Requesting a Prior Period Adjustment:**
  - Print the timesheet that needs to be adjusted – there is a "Print Timesheet" button in the top right section of the sheet.
  - Clearly mark what needs to be updated. Sign the bottom of the timesheet and provide your contact information.
  - Submit the timesheets to oneusgsupport@uga.edu with the subject "Prior Period Adjustment"
Awareness: Uncompensated Absence Requests

- 31 bi-weekly employees had a portion of their absence request go uncompensated this pay period
  - This was due to not having a sufficient balance for the leave requested

- Project Coordinators have received the list of affected employees

- Forecasting leave requests will show how the cascading rules are applied
  - Be mindful of leave balances and the cascading rules (shown on next slide)
Absence Management
Cascading Rules

<table>
<thead>
<tr>
<th>#</th>
<th>Leave Type</th>
<th>Cascade</th>
<th>Accrual</th>
<th>Limits**</th>
<th>Carryover**</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Comp Time*</td>
<td>N/A</td>
<td>N</td>
<td>240 hours</td>
<td>N – FY Payout</td>
</tr>
<tr>
<td>2</td>
<td>Deferred Holiday*</td>
<td>N/A</td>
<td>N</td>
<td>40 hours</td>
<td>N</td>
</tr>
<tr>
<td>3</td>
<td>Sick Leave</td>
<td>3-1-2-4</td>
<td>8 hours/month</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>4</td>
<td>Vacation</td>
<td>1-2-4</td>
<td>10, 12, or 14 hours/month</td>
<td>360 hours</td>
<td>Y</td>
</tr>
<tr>
<td>5</td>
<td>Sick-Bereavement</td>
<td>3-1-2-4</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>6</td>
<td>FMLA Intermittent</td>
<td>3-1-2-4</td>
<td>N</td>
<td>480 hours</td>
<td>Rolling</td>
</tr>
<tr>
<td>7</td>
<td>Jury</td>
<td>N/A</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>8</td>
<td>Education Support</td>
<td>N/A</td>
<td>8 hours/year</td>
<td>8 hours</td>
<td>N</td>
</tr>
<tr>
<td>9</td>
<td>Blood Donation</td>
<td>N/A</td>
<td>N</td>
<td>2 hours per 8 max</td>
<td>N</td>
</tr>
<tr>
<td>10</td>
<td>Blood Platelets</td>
<td>N/A</td>
<td>N</td>
<td>4 hours per 16 max</td>
<td>N</td>
</tr>
<tr>
<td>11</td>
<td>Voting</td>
<td>N/A</td>
<td>N</td>
<td>2 hours</td>
<td>N</td>
</tr>
</tbody>
</table>

* Not applicable for monthly employees
** See applicable policy

- Keep these cascading rules in mind when submitting an absence request to avoid going uncompensated!
Awareness: Off-Cycle/Emergency Check Process

- Off-Cycle/Emergency check request and instructions are posted on the Payroll forms page
- Off-Cycle payroll calendar is posted on the Payroll calendar page
- UGA Departments should email approved request form to oneusgsupport@uga.edu with the subject “Off-Cycle Request”
- OneUSG Support assigns ticket with form to UGA Central Human Resources
- Central HR reviews/works with department to ensure that employee has been hired and job data is set up correctly. Ticket is then assigned to UGA Payroll Office with the approved form.
- UGA Payroll reviews form for completeness and makes sure the request meets criteria for Emergency or Off-Cycle check. If not, department will be notified. If it meets Emergency check criteria, it will go to UGA CBO (VP for Finance & Administration) for approval.
- UGA Payroll will send approved forms (or spreadsheet) to OneUSG Connect for payment.
- The requesting UGA department will be notified via ticket response when Off-Cycle or Emergency check will be paid.
Known Issues- Resolved

• G4 is now available in Employee Self-Service (select the Taxes tile)

• Query Availability - 'System Manager Reporting' work center is now available! (see next slide for detailed update)
"System Manager Reporting" work center is live!
- At go-live, 108 distributed users (unit CBOs, HR Officers, and Project Coordinators) were provisioned with access to "Query Viewer"
- Now that "System Manager Reporting" work center is available to run queries, the "Query Viewer" access will need to be removed from the 108 distributed users.
  - This is necessary since Query Viewer may provide access to protected information
  - Advance notice will be given prior to removal of the Query Viewer access
- New queries will be added to the System Manager Reporting work center
- If a query is needed, please submit a ticket to oneusgsupport@uga.edu
Known Issues – Update on "Reports To"

• At go-live, it was necessary to default ~6,200 lump-sum positions to the unit department head
• Goal is to change these default settings to the specific "Reports To" information provided by Project Coordinators
  • These changes are scheduled for Saturday, January 5th with an effective date of January 6th
  • Careful timing to load this data is needed, so not to conflict with the loading of 1/1/19 merit data and to protect existing records for time/absence approvers
  • These updates will flow over to Finance for Travel & Expense workflow routings
January 2, 2019

Awareness and Known Issues - New
"AST" - Additional Straight Time populates in payable time for hours over 40, not in overtime hours

- Example: employee takes vacation, but has 41 hours in the week
  - This will be paid as 2 hours vacation, 1 hour AST and 38 hours REG

- Example: On-call time is another example of when AST will now be visible
Rounding Rules – Reported time vs. Payable time causing employees to be paid less than 40 hours in one week

- Managers are approving reported time (= punched time)
- Payable time may be different due to the application of Time & Labor rounding rules and/or overtime rules being applied

Reminder:

- Managers should review both reported time and payable time, preferably every week
Awareness: Time Entry Rounding

- Kaba/OneUSG Connect rounding rules are no different from the Kronos rules.

- Employees now have visibility to the total time entered per the timesheet and this is prior to OneUSG Connect system applying the "rounding rules" and converting "recorded time" to "payable time".

- Historically we have used the same rounding rules in Kronos, however, there was only visibility to the "rounded" or "payable time".