Daily Status Call

January 3, 2019
Agenda

- Celebrations
- OneUSG Connect Support/Service Desk Report
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items
Benefits Accounting successfully reconciled the ORP (Optional Retirement Plan) and TSA (Tax Sheltered Annuity) deductions for the January 4th payroll.

The 91B1 pay run (January's 1st salaried bi-weekly) only had two positions with funding causing the expenditures to post to suspense.
Open Ticket Breakdown

Tickets as of 01/03/2019 7:00 AM
OneUSG Connect Service Desk

Total Tickets
01/03/2019 7:00AM

<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>88</td>
<td>29</td>
<td>197</td>
</tr>
<tr>
<td>Resolved</td>
<td>1111</td>
<td>84</td>
<td>200</td>
</tr>
</tbody>
</table>
Aging Open Tickets by Assignment
Group 01/03/2019 7:00AM
Primary Trending Inquiries
• Prior Period Adjustments
• SSO
• Leave Request Education

Secondary Trending Inquiries
• Time Approver Entered Time
• January 1st Holiday Hours
When submitting a OneUSG Connect Support ticket, please provide the following information:

- Full name (no abbreviations or nicknames)
- Official UGA email address
- Detailed description of the issue; be as specific as possible
  - Example:
    - NOT BEST PRACTICE: "What do I do if I can't approve one of my employee's absences?"
    - BEST PRACTICE: "I am getting XX (be specific here) error message when I attempt to approve the 1/15/19 absence for Ima Sample OR I cannot approve any of my employees’ absence requests for 1/15/19. I receive the following error message for all of them."
- Include any available supporting documentation (screenshots, etc.)
- PLEASE DO NOT INCLUDE SENSITIVE DATA WITHIN THE TICKET!
  - Sensitive data includes: UGA ID number, date of birth, SSN, maiden name, home address, benefit information
- The OneSource Training Library will be updated soon to include best practices for submitting tickets!
Awareness - Communications

- Personalized email to bi-weekly staff will be distributed on Thursday, January 3rd @ 6 p.m.
- This email to bi-weekly staff will be published (after distribution) on the OneSource website:  
  https://onesource.uga.edu/resources/checklists/

- REMINDER:
  - Project Coordinators received a communication preview on 12/27/18.
Awareness: Time to Run Invalid Funding Report

- System managers should now begin running their *Invalid Funding Report* for the 91B2 pay run (second bi-weekly)
  - Navigator > OneUSG > Commitment Accounting > Invalid Funding Report
- For filled positions listed on the report, system managers should submit a funding request via Manager Self-Service.
  - Navigator > Manager Self-Service > Position and Funding > Submit Change Position Funding
  - Funding requests must be approved and processed one day prior to the HR/Payroll deadline for the changes to take place for the pay period
  - Payroll processing calendars are located on the Payroll web site at:
    
    [http://busfin.uga.edu/payroll/calendar/](http://busfin.uga.edu/payroll/calendar/)

- System managers should also begin running their invalid funding report for the 91M1 pay run (monthly)
Awareness – Monthly Merit Validation

- Review of merit for monthly currently underway by the Workforce Administration Team
  - Monthly merit load to take place on 01/04/2019
  - Information on merit validation by Project Coordinators to be provided soon
Reminder: No Weekly Status Call Today!

- No weekly status call today, Thursday, January 3, 2019, (1:30PM-2:30PM)
  - ...and no extended session call for Project Coordinators which typically follows the weekly status call (2:30PM-3:00PM)
- We encourage you to join us for the Daily Status Calls each morning at 8:15AM
- The Daily Status Calls began December 17, 2018 and continue through Friday, January 11, 2019
  - If you have not yet registered for these calls, [Click here to register.](https://onesource.uga.edu)
- You can access both the recording and the presentation for each session [here](https://onesource.uga.edu) on the Project Status Calls Resources page on [onesource.uga.edu](https://onesource.uga.edu)
Known Issues - Resolved

• Holiday hours for 01/01/2019 were loaded on the night of January 2, 2019
  • Holiday hours are now visible on the timesheet
Known Issues - New

https://onesource.uga.edu/resources/known_issues/

- Calendar year crossover issue with Time and Labor
  - Issue for 1,800 employees who are not able to add time to their timesheets for 12/31/18
    - This is due to calendar year 2018 no longer being available
  - *This crossover will be an ANNUAL calendar year issue (prior year timesheets not available after January 1)*
    - Remember 12/31/2018 was a UGA workday and depending on the holiday calendar year, this may not be the case every year
Known Issues - New
https://onesource.uga.edu/resources/known_issues/

• Kaiser and Comprehensive Care "double" Health Deductions
  • Data issue with OneUSG Connect Benefits (Alight) setting Kaiser employees with a "non-Athens" service code and enrolling them in Comprehensive Care Plan on top of their Kaiser election
    • 15 bi-weekly employees affected for 01/04/2019 paydate
  • HR is working directly with the employees and their Project Coordinators to initiate emergency checks as refunds of the double health deductions