Agenda

- Celebrations
- OneUSG Connect Support Service Desk Report
- Updates to Faculty and Staff Guide
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items
Celebrating OneUSG Connect

- Monthly payroll validation is underway!
  - 6 units successfully completed validation by end of day Monday
- The January 4th bi-weekly payroll has now been posted to UGA Financial Management System!
OneUSG Connect Service Desk

Total Ticket Breakdown

- Resolved: 2037, 79%
- Open: 551, 21%

Open Ticket Breakdown

- OneUSG Connect: 209, 38%
- Customer Response: 155, 28%
- Third Party: 9, 2%
- Awaiting Date: 3, 0%
- Institution: 175, 32%

Tickets as of 01/08/2019 7:00 AM
OneUSG Connect Service Desk

Total Tickets
01/08/2019 7:00AM

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
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<tbody>
<tr>
<td>Open</td>
<td>55</td>
<td>20</td>
<td>310</td>
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<tr>
<td>Resolved</td>
<td>1144</td>
<td>93</td>
<td>596</td>
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</tbody>
</table>

01/08/2019 7:00AM
OneUSG Connect Service Desk

Aging Open Tickets by Assignment
Group 01/08/2019 7:00AM

<table>
<thead>
<tr>
<th></th>
<th>Customer Support</th>
<th>Human Resources/Faculty Events</th>
<th>Payroll</th>
<th>Security</th>
<th>Time and Absences</th>
<th>Comittment Accounting</th>
<th>HRIS</th>
<th>Benefits</th>
<th>Time Clock</th>
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<tbody>
<tr>
<td>Week 4</td>
<td>64</td>
<td>39</td>
<td>26</td>
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<td>59</td>
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<tr>
<td>Week 2</td>
<td>3</td>
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<td>15</td>
<td>2</td>
<td>3</td>
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</table>
OneUSG Connect Service Desk

Primary Trending Inquiries
• Prior Period Adjustments
• Leave Request Education
• 'Reports To' Changes
• 12/31 Timesheets

Secondary Trending Inquiries
• Single Sign-On
• Security Access
• Direct Deposit Education
ONEUSG CONNECT SUPPORT EXTENDED HOURS:

- Tuesday, 1/8/19 & Wednesday, 1/9/19 from 7:30AM to 5:30PM
- Thursday, 1/10/19 & Friday, 1/11/19 from 7AM to 7PM
Monthly paid Faculty & Staff will receive an individual, personalized email regarding their upcoming January 31st paycheck

- To be distributed on Thursday evening, January 10th
- This email will be posted to the Faculty and Staff Guide
Some employees had multiple records in Kronos that were paid at separate rates, but they only had one position in IMS.

These employees would need to be hired into multiple jobs in UGA Jobs to be paid at the different rates.

If there is not a vacant position available, the unit would need to create a position to hire the employee into.

This is different than the select group of departments that use Job Differentials.
• Overtime earned during the stub period (December 13 - December 19) will be paid as overtime, **even if the employee is normally set up to earn comp time**

• Reminder: If an employee had more than 40 work hours for the December 13–19 pay period, those hours will be recorded and paid to the employee at half of the employee’s highest hourly rate
  • A multiplier of one-half is being used because the employee will already be paid the “straight” time on those hours in their December 27 and January 4 paychecks

• The total overtime due will be added as a pay line adjustment for the 1/18/2019 pay date
Awareness: Payroll Prior Period Adjustments

• Reminder!
  • Prior period payroll adjustment requests are due Friday, January 11th at noon to allow time for Payroll to process all requests
  • Please submit requests to oneusgsupport@uga.edu
• Please be aware of email phishing attempts. The sample email below was "phishing" for banking information last week:

Subject: Payroll Updates

Hi Sue,

I have recently changed banks and like to have my direct deposit changed to my new account. I need your prompt assistance in this matter.

Thanks,

Bill

Sent from my T-Mobile 4G LTE Device

• Never open or respond to these type of emails!
• Report them to your department IT group and abuse@uga.edu
Awareness: Time Entry For 12/30 and 12/31

• Employees can now enter their own time worked on 12/30 and 12/31
• System changes expected (possibly Tuesday night 1/8 and we will confirm) – these mods will allow Managers to make changes and approve time for 12/30 and 12/31 dates
• We will provide confirmation of this on Wednesday morning's call (01/09/2019)

• As a reminder, 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
• NOTE: Calendar year has no impact on absence requests
  • Absences can be requested/adjusted/approved across the calendar year by the employee and the manager
 Awareness: Leave Accrual

• When will leave accruals post for bi-weekly employees?
  • Leave accruals will post when the absence calendar closes during the pay period that houses the 1st of the month
  • For December 2018 leave accruals, the posting date will be January 14th
Clarification: Email sent to Bi-Weekly Staff on January 3rd regarding the January 4th paydate

- The January 3rd email sent to bi-weekly staff members left the impression that the 2019 benefit election rates would not begin until the January 18th paycheck. However, it is normal for the new benefit rates to begin with each new calendar year and this year it started with the January 4th paycheck.
  - Benefit elections and premium changes are updated and include ½ premium deductions in the first paycheck of the calendar year for benefit-eligible, bi-weekly staff.
- The January 3rd email emphasized that the January 18th paycheck will include merit and any associated premium changes of the 2019 open enrollment elections calculated on salary
  - (i.e., supplemental life insurance, long term disability, and short-term disability)
- Alternate communication efforts to be used to clarify:
  - Updates to Faculty & Staff Guide
January monthly payroll validation deadline is today at 5:00PM

For help with validation, on-line and in-person session:

- Tuesday, January 8, from 10:00AM-12:00PM
  - Please register and attend here: https://attendee.gototraining.com/rt/856351728693764866

In-person help is also available at the same time as above:

- Registration is not required
- Testing & Training Facility located at 2130 River Road (old Print Services Building) on the same dates/time as above
Over the weekend the HR Reports To data was updated in OneUSG Connect with the exception of ~300 changes.

These 300 were planned to be updated Monday night 1/7/19, however, that did not happen.

We will provide an update on the status of these 300 during the Wednesday 1/9/19 Daily Status Call.
New Known Issue: Purchasing Power Deduction

- OneUSG Connect Benefits did not send over the 'Purchasing Power' deduction
- Approximately 52 bi-weekly employees did not have a deduction in their January 4th paycheck
  - HR is working with the vendor on the process for making up the missed deduction