Daily Status Call

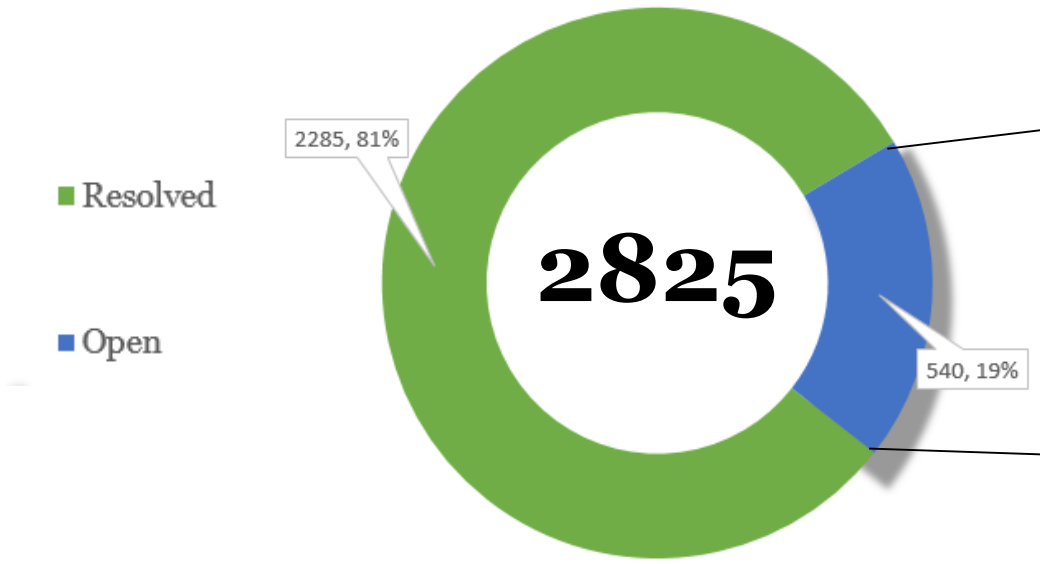
January 9, 2019

Agenda

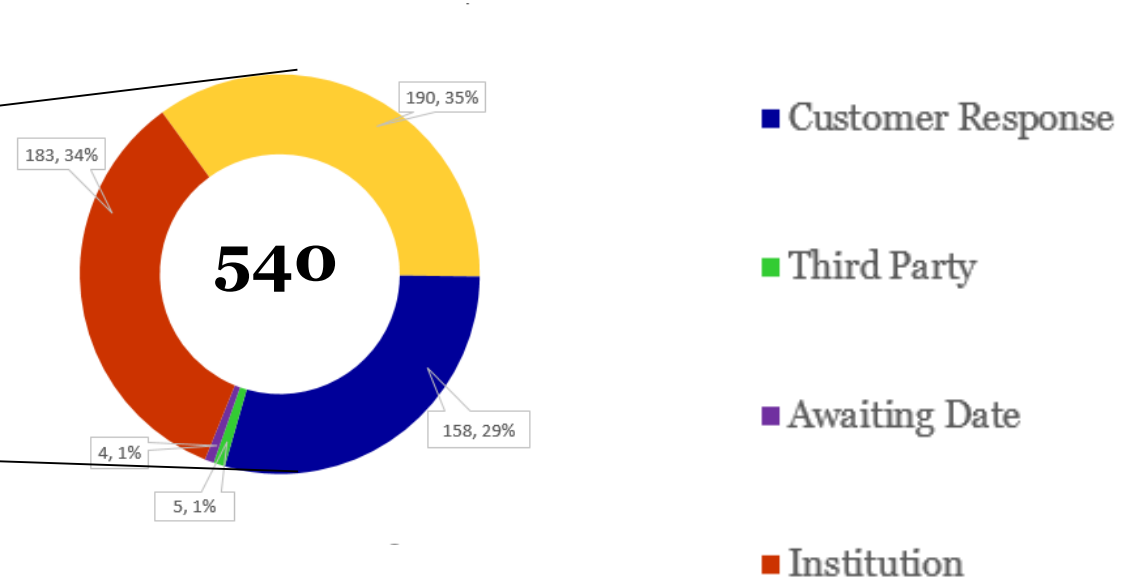
- OneUSG Connect Support Service Desk Update
- Updates to Faculty and Staff Guide
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items

OneUSG Connect Service Desk

Total Ticket Breakdown

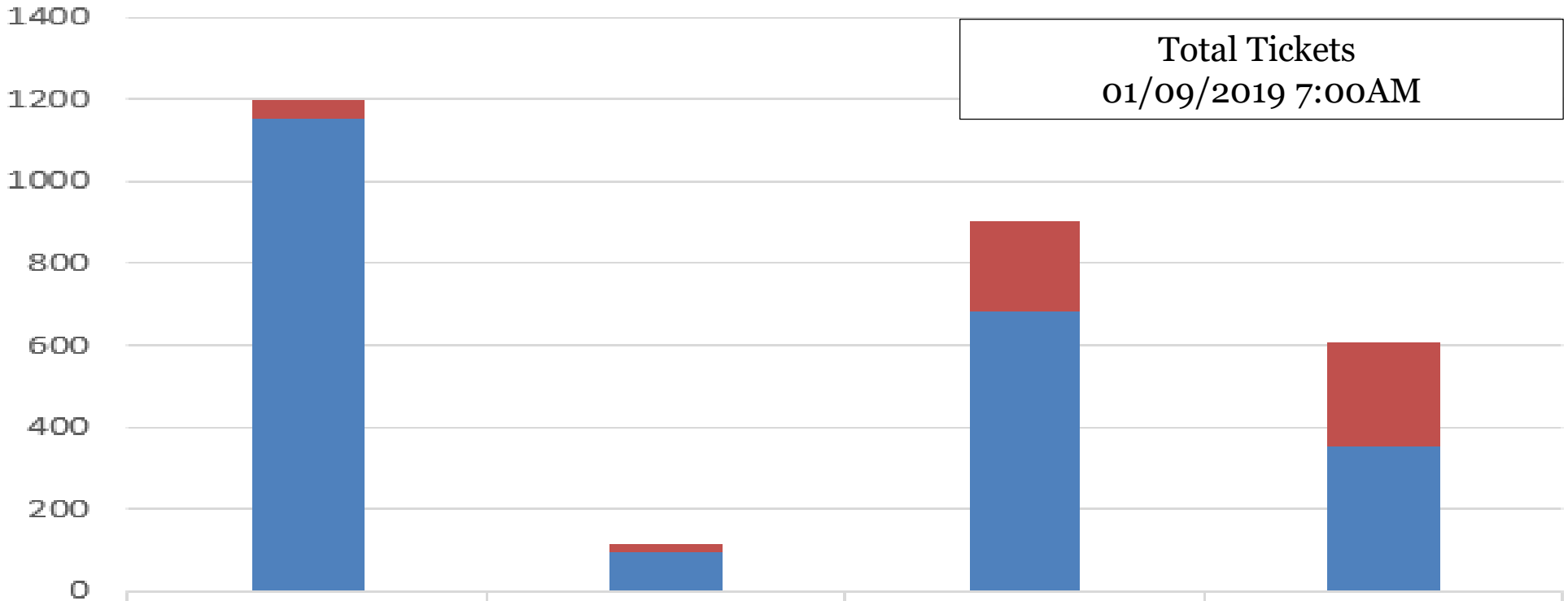


Open Ticket Breakdown



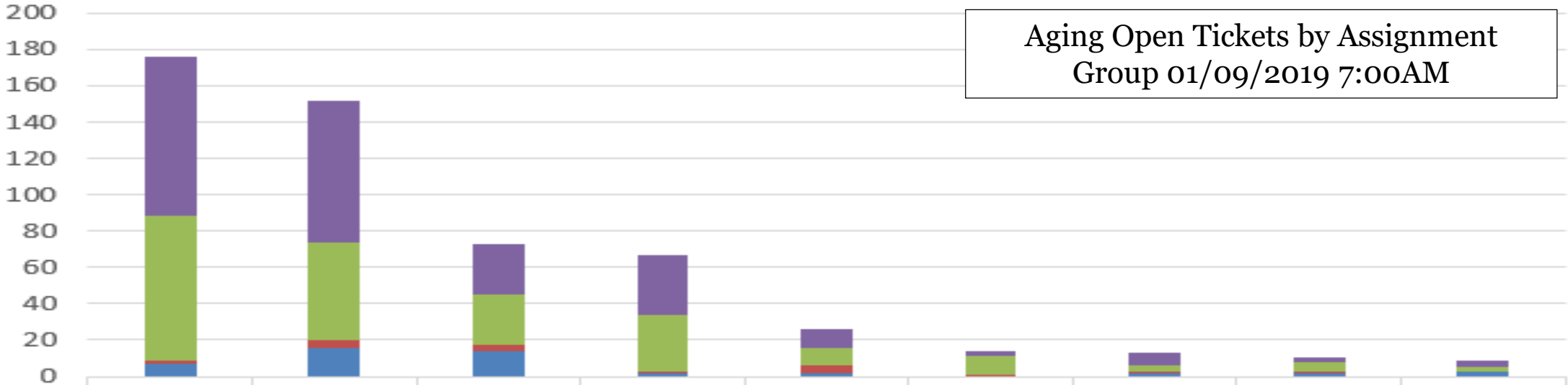
Tickets as of 01/09/2019 7:00 AM

OneUSG Connect Service Desk



	Week 1	Week 2	Week 3	Week 4
Open	48	17	222	253
Resolved	1151	97	683	354

OneUSG Connect Service Desk



Aging Open Tickets by Assignment Group 01/09/2019 7:00AM

	Customer Support	Human Resources /Faculty Events	Security	Payroll	Time and Absences	Benefits	Commitment Accounting	HRIS	Time Clock
Week 4	88	78	28	33	10	3	7	2	4
Week 3	79	54	28	31	10	10	3	5	2
Week 2	2	4	3	1	4	1	1	1	
Week 1	7	16	14	2	2		2	2	3

OneUSG Connect Service Desk

Primary Trending Inquiries

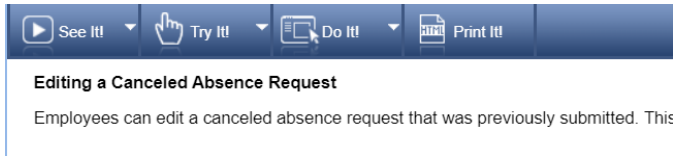
- Prior Period Adjustments
- Absence Request Education
- 'Reports To' Changes
- Time & Absence Approver Changes

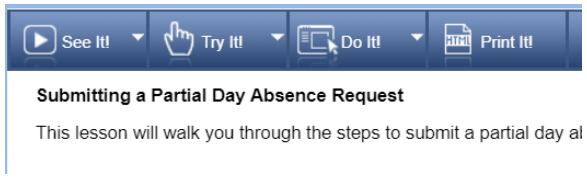
Secondary Trending Inquiries

- Timesheets
- Single Sign-On
- Monthly Payroll Validations
- Meal Deductions

Awareness: Cancel/Edit Absence Requests

- If you submit an absence request for the wrong amount of hours, you will need to edit that absence request instead of cancelling it.
- The system does not allow any two absence requests to overlap in timeframe even if one of the requests is cancelled.
- There are UPKs for editing a cancelled absence request and for entering a partial day absence request correctly.





OneUSG Connect Service Desk

ONEUSG CONNECT SUPPORT EXTENDED HOURS:

- Wednesday, 1/9/19 from 7:30AM to 5:30PM
- Thursday, 1/10/19 & Friday, 1/11/19 from 7AM to 7PM

OneUSG Connect Service Desk

- **REMINDER:** To prevent duplicate incidents, please submit OneUSG Connect related inquiries to oneusgsupport@uga.edu only.

Issue/Problem	Contact
OneUSG Connect	• Email: oneusgsupport@uga.edu • Phone: 706-542-0202
UGA Financial Management System UGA Budget Management System	• Submit a ticket: Click here to submit a ticket • Email: onesource@uga.edu • Phone: 706-542-0202
UGAJobs	• Email: hrweb@uga.edu • Phone: 706-542-2222
ArchPass Duo and VPN Support MyID password resets	• EITS Helpdesk • Email: helpdesk@uga.edu • Phone: 706-542-3106
OneUSG Connect Benefits	• Benefits Call Center • 1-844-587-4236

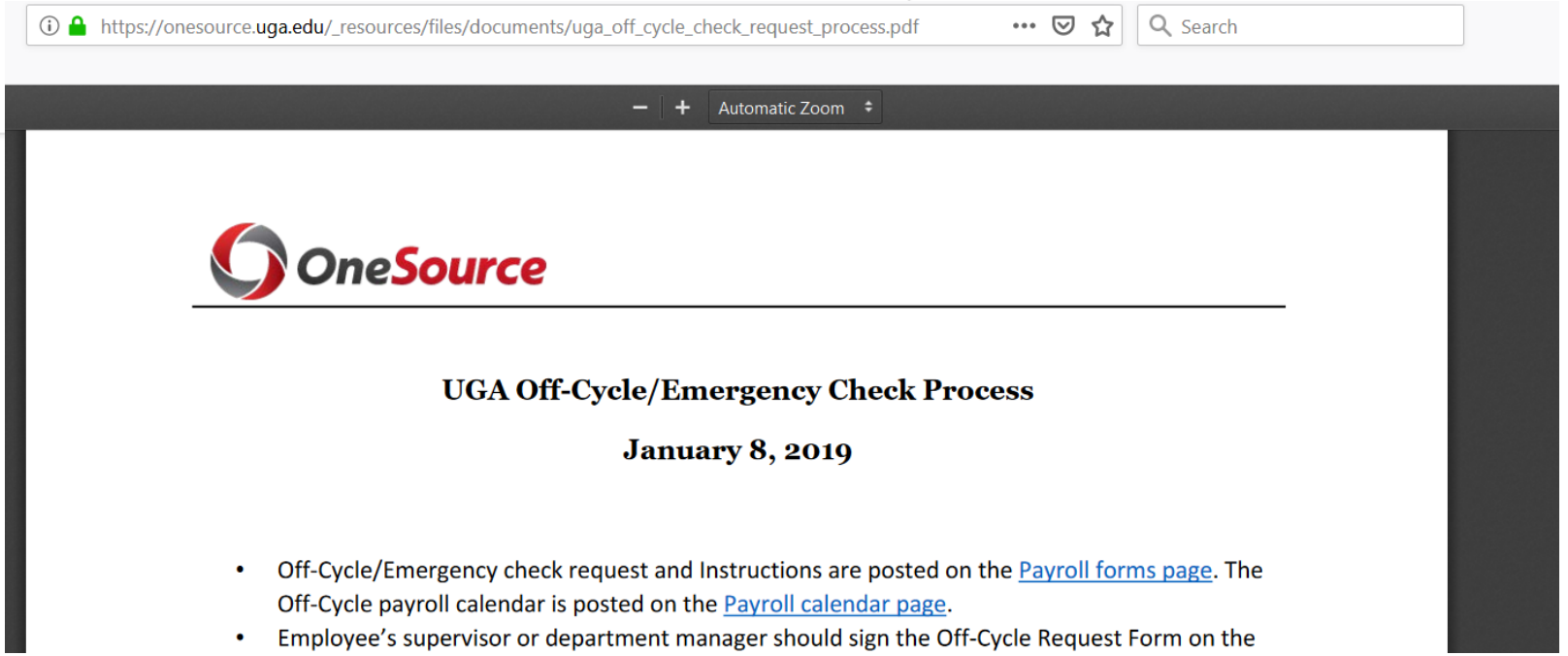
Reference: https://onesource.uga.edu/resources/service_desk/

Faculty And Staff Guide Updates

https://onesource.uga.edu/faculty_and_staff_guide/

How does my unit request an Off-Cycle check if I haven't been paid?

Information for how units can submit off-cycle/emergency check request is available here.



January Payroll Calendar

Payroll Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12/30	12/31 Bi-Weekly Confirm Day	1/1	1/2	1/3	1/4 Bi-Weekly Pay Day	1/5
1/6	1/7 Bi-Weekly HR/Payroll Deadline	1/8	1/9	1/10	1/11	1/12
1/13	1/14	1/15 Bi-Weekly Confirm Day	1/16	1/17 Monthly HR/Payroll Deadline	1/18 Bi-Weekly Pay Day	1/19
1/20	1/21 Bi-Weekly HR/Payroll Deadline	1/22	1/23	1/24	1/25 Monthly Confirm Day	1/26
1/27	1/28	1/29 Bi-Weekly Confirm Day	1/30	1/31 Monthly Pay Day	2/1 Bi-Weekly Pay Day	2/2

Known Issue: ~300 HR 'Reports To' Waiting to Update

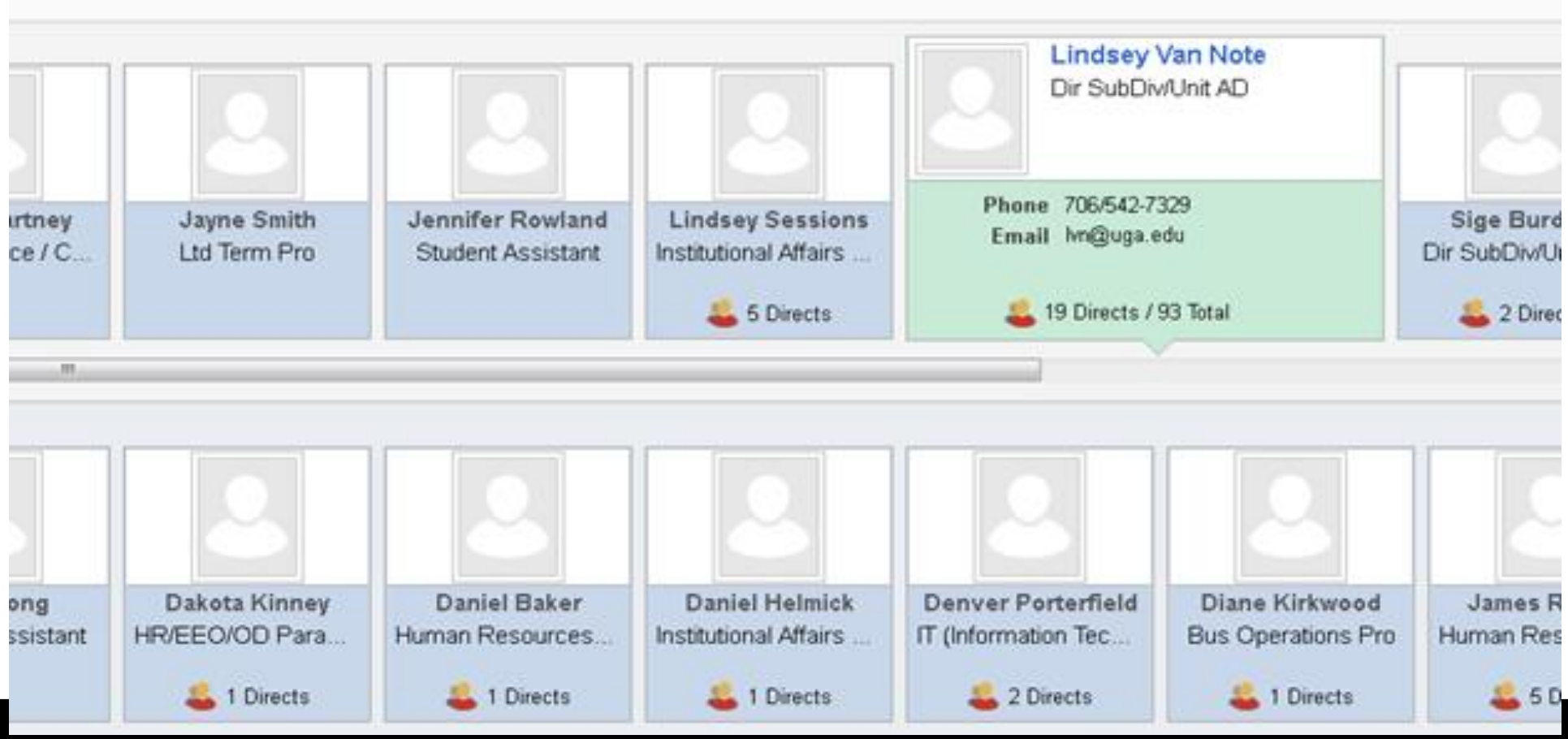
- Over the weekend the HR Reports To data was updated in OneUSG Connect with the exception of ~300 changes
  - These 300 were planned to be updated Monday night 1/7/19, however, that did not happen.

Awareness: Reports To Relationships

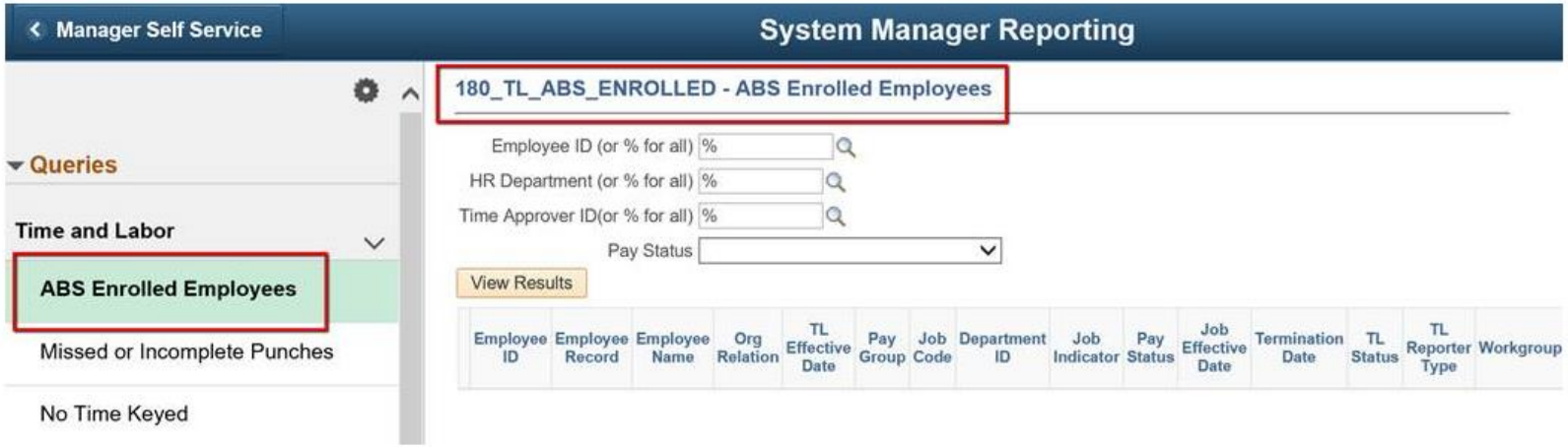
- **All changes to Reports-To should be submitted as a request through UGAJobs.**
- **The Reports-to relationship is between position to position:**
  - **Effective Dated Positions:** If the position is not scheduled to be effective until a later date, you will not see this position within the company directory or a part of the Reports-To query as the position does not exist.
  - **Reporting to an Affiliate Position:** Security & Workflow are working to ensure that those who hold affiliate positions have the correct access **to** view direct reports in the system. If you are experiencing trouble with this, please submit a ticket through OneUSG Connect Support.
  - **Reporting to someone who has Multiple Positions:** A person may sit in multiple positions. Because of this, it's important to make sure the correct position has been chosen when establishing a relationship.
  - **Vacant Positions:** The position does not need an incumbent for the relationship to exist. When viewing the company directory, vacant positions do not display and therefore you are not able to see any positions that report to a vacant position.

Reports To Example

- If the position you report to is vacant, the system is set up to show the position reporting to the next position in the Company Directory

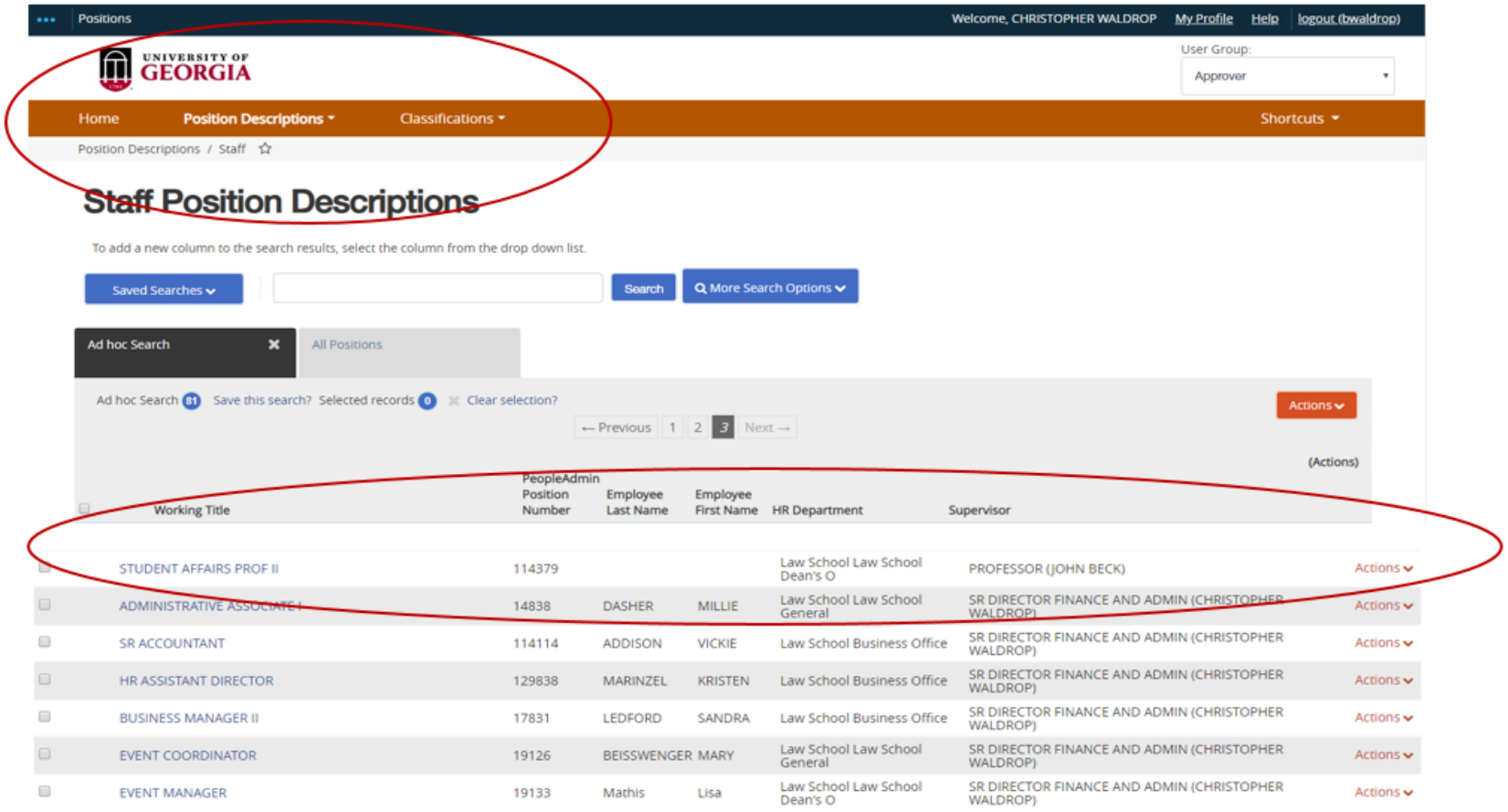


Awareness : Query to Look at Positions That Report to VACANT Positions



Reports To Position Number	Reports to Employee ID	Reports to Name	TL Approver Employee ID
11814287	1808161	Pamela Burkhart	1813488
11814287	1808161	Pamela Burkhart	1813488
11817719	1827607	Bret Jamieson	1813488
11814289	1802057	Jennifer Dobbs	1813488
11814290			1813488
11814289	1802057	Jennifer Dobbs	1813488
11814290			1813488

Awareness: Viewing Vacant Position in UGAJobs



Awareness: Reports To Updates- Impacts on Time and Labor

- Updates to Reports To for Lump Sum positions with an effective date of 1/7/2019 have made impacts with time entry/approval for making *mid-period changes*:
  - **Timesheet Locking**: Employees may have difficulty updating their timesheets due to the mid period change
    - To make updates, the employee should change the timesheet view to be by “day” or by “week."
      - This will only impact the Pay Period Ending 1/12/2018.
      - Web Clock and Kaba Clock employees will not be impacted.
      - There is training for this process in the OneSource training library.
  - **Manager Approval**: For the new Reports To, managers will not be able to approve any time that was submitted prior to the update.
    - If there is time that the Reports To cannot approve, it will be picked up in the batch approval process at the end of the pay period.
    - The Time and Absence Approver will not change but may still need to view by "week" to approve time.

Awareness: Manager Updating Prior Calendar Year

- **Managers can now make changes across the calendar year** – this includes 12/30 & 12/31 as well as prior period adjustments for 12/16/2018 - 12/29/2018
  - All tickets that have been submitted for these updates will be completed
  - Managers should check and approve all prior calendar year updates
  - New Reports To managers may not be able to approve, but the Time and Absence Approvers can approve when viewing by "week"
  - All prior period adjustment tickets are due by 12pm on Friday, 1/11/19

Awareness: New Path to Update Time Reporter Data

- The Enroll/Update Time Reporter Team Dynamix form has been removed from the HR Website
- To request a change of Overtime/Comp Time, Time Entry Method, or the 14 Special Accrual, an email will need to be sent to oneusgsupport@uga.edu
  - Use the subject "Time Reporter Update"
- Requests can be handled more timely when flowing through a single ticketing system

Elapsed Time vs. Punch Time

- The Total Reported Hours on the elapsed timesheet do not include totals for punch time.
- **The Total Reported Hours on the Punch Timesheet will reflect the true total hours reported.**
- When approving time for Pay From Schedule employees, make sure to toggle to the Punch Timesheet to capture all time that has been entered.

Elapsed vs. Punch Time

- **Elapsed Timesheet:** Total Reported Hours = 43

Actions

Earliest Change Date 01/13/2019

Select Another Timesheet

*View By Calendar Period

*Date 12/30/2018

Previous Period Next Period

Previous Employee Next Employee

Print Timesheet Punch Timesheet

Total Reported Hours 43.00

Reported Hours 43.00

Punch Time has been reported for this date range. Use the "Punch Timesheet" link to view the time.

The Payable Time page will populate after processing is complete. Absences are processed once each pay period.

From Sunday 12/30/2018 to Saturday 01/12/2019

Time Reporting Code	Sun 12/30	Mon 12/31	Tue 1/1	Wed 1/2	Thu 1/3	Fri 1/4	Sat 1/5	Sun 1/6	Mon 1/7
00HOL - Holiday Non-Exempt			8.00						
00REG - Regular		9.00			8.00	9.00			9.00

Reported Time Status | Summary | Leave / Compensatory Time | Absence | Exceptions | Payable Time

Reported Time Summary

Personalize | Find | 1-4 of 4

Category	Total	Week 1 (12/30-1/5)	Week 2 (1/6-1/12)
Hours Not Worked	8.00	8.00	
Hours Worked	35.00	26.00	9.00
Total Reported Hours	43.00	34.00	9.00
Time with no Category			

Elapsed vs. Punch Time

- **Punch Timesheet:** Total Reported Hours = 52.66

Actions

Earliest Change Date 01/13/2019

Select Another Timesheet

*View By Calendar Period — Previous Period | Next Period

*Date 12/30/2018 — Previous Employee | Next Employee

Total Reported Hours 52.66

Reported Hours 52.66 — Print Timesheet | Elapsed Timesheet

From 12/30/2018 to 01/12/2019

Select	Add Comments	Day	Date	Reported Status	In	Lunch	In	Out	Punch Total	Time Reporting Code	Quantity	Date
		Sun	12/30	New								12/30
		Mon	12/31	Needs Approval						00REG - Regular	9.00	12/31
		Tue	1/1	Needs Approval						00HOL - Holiday Non-Exempt	8.00	1/1
		Wed	1/2	Needs Approval	8:00:00AM			5:40:00PM	9.66			1/2

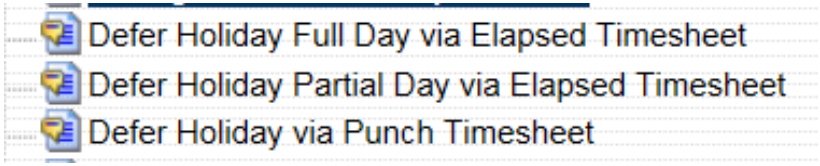
Summary | Leave / Compensatory Time | Absence | Exceptions | Payable Time

Reported Time Summary — Personalize | Find | 1-4 of 4

Category	Total	Week 1 (12/30-1/5)	Week 2 (1/6-1/12)
Hours Worked	35.00	26.00	9.00
Hours Not Worked	8.00	8.00	
Total Reported Hours	52.66	43.66	9.00
Time with no Category	9.66	9.66	

Awareness: Deferred Holiday

- When a manager is deferring a holiday for an employee, they will need to clear out the holiday hours that are under the Time Reporting Code 00HOL-Holiday Non-Exempt
  - Add a row on the employee's timesheet using the 00-DFH – Deferred Holiday code and apply the 8 hours (prorated based on FTE)
  - This is done to remove holiday hours from being paid and apply the holiday hours to the employees Deferred Holiday leave balance to be used at a later date
- There will also need to be regular work hours added to the employee's timesheet for the employee to receive pay
- Training tutorials in the OneSource training library:



Absence Request in a Saved Status

- Reminder!
  - Absences in a ***SAVED*** status do not route for approval. An absence request must be in a submitted Status to route for approval.
  - Currently, there are 73 biweekly absence requests in a saved status, and the Absence Management Team will be reaching out to these employees and their Time & Absence Approver.
- ***NOTE***: For the first biweekly pay cycle, in an abundance of caution, the project team submitted and approved these saved absence requests because of the short processing cycle and the holidays. *This will not happen in the future.*
- Training link to the training library

Awareness: Best Practice for Absence Approvals

- Best practice is to respond to the absence request when notification is received
- The bi-weekly absence calendar closes Monday at 9am after the pay period ends
  - Example: For the 12/30/18-1/12/19 pay period the absence calendar closes on 1/14/19 at 9am
- **Approvals are needed by this deadline to be paid in that pay cycle**
- Payroll calendars will be updated to reflect this deadline

- Monthly absence calendars follow a variable schedule, please refer to the Monthly Payroll Practitioner Processing Calendar for these dates

Awareness: Run Invalid Funding Report

- System managers should be 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/
- System managers should also be running their invalid funding report for the 91M1 pay run (monthly)

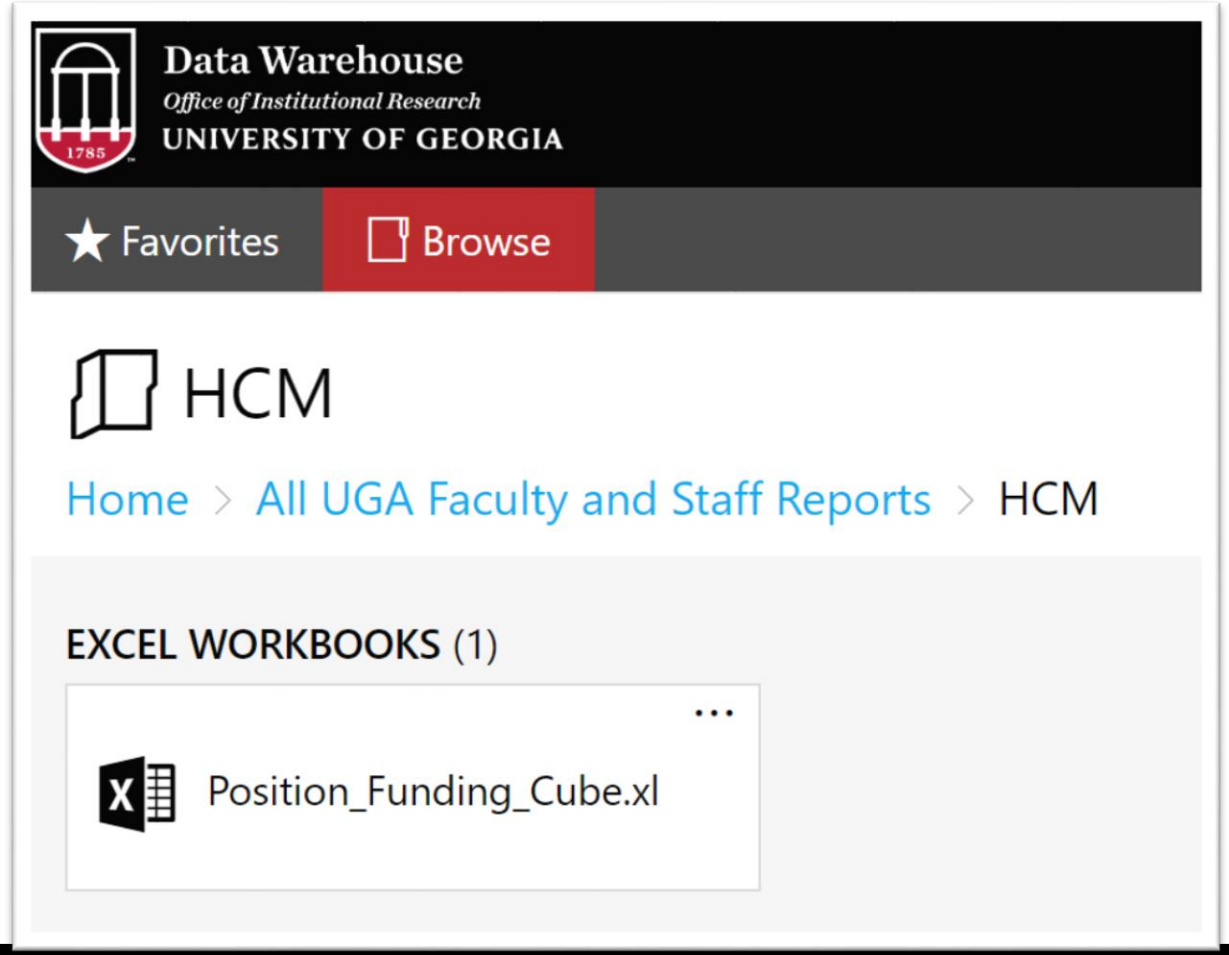
Awareness: Overtime from Dec 13-19

- Benefit-eligible bi-weekly employees were paid for the short pay period of December 13 - 15 on December 27 to enable UGA to transition from the Thursday–Wednesday pay period to the new OneUSG Connect Sunday–Saturday pay period.

- This transition altered the automatic system calculations of overtime for that week. A process was developed to ensure employees are compensated for any overtime that would have been paid for the December 13–19 pay period.

- A calculation is being performed outside of both systems and include hours for bi-weekly employees for December 13 - 15 in the UGA legacy system and hours for December 16 - 19 in OneUSG Connect. 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. Any overtime that is calculated in the above process will be paid on the January 18, 2019 paycheck.

- Approximately 1475 employees will have overtime added to the 1/18/19.

Awareness: Data Warehouse Update

- Data Warehouse HCM data – access was provisioned 1/8
- VPN 02 Restricted required
- Access granted to users with "System Manager Reporting" access in OneUSG Connect
  - Access to any PII data will need additional layer of approval