Daily Status Call
January 11, 2019

I found a family of squirrels living inside our legacy system.

They control our payroll database. They're making demands.

Leave the acorns and no one will get their deductions increased.
Agenda

- Celebrations
- OneUSG Connect Support Service Desk Update
- Awareness and Information Items
- Known Issues/Defects
  - Resolved Items
  - New Items
Celebrations

• Highest ever participation (~350) on the weekly status call Thursday, January 10th!
  • Very informative and helpful, per several participants!
  • Great Q&A session at the end of the call!
• Weekly status calls will continue – mark your calendars and join us!  https://onesource.uga.edu/resources/monthly_status_call/
Project Communication from Dilbert...
Can you ever have too much?

Performance Review

Alice, I had to ding you for not keeping me informed about your project.

May I take a peek at your computer?

You have twelve thousand unread messages.

Well, it's a little late for that now.
OneUSG Connect Service Desk

Total Ticket Breakdown

- Resolved: 2709, 83%
- Open: 563, 17%

3272

Open Ticket Breakdown

- OneUSG Connect: 206, 36%
- Customer Response: 163, 29%
- Third Party: 158, 28%
- Awaiting Date: 153, 27%
- Institution: 21, 4%

563

Tickets as of 01/11/2019 7:00 AM
OneUSG Connect Service Desk

Total Tickets
01/11/2019 7:00AM

<table>
<thead>
<tr>
<th></th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>35</td>
<td>11</td>
<td>141</td>
<td>376</td>
</tr>
<tr>
<td>Resolved</td>
<td>1164</td>
<td>102</td>
<td>764</td>
<td>679</td>
</tr>
</tbody>
</table>
OneUSG Connect Service Desk

Total Tickets
01/11/2019 7:00AM

<table>
<thead>
<tr>
<th>Category</th>
<th>Week 4</th>
<th>Week 3</th>
<th>Week 2</th>
<th>Week 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources/Faculty Events</td>
<td>103</td>
<td>47</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Customer Support</td>
<td>123</td>
<td>29</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>Payroll</td>
<td>62</td>
<td>25</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Security</td>
<td>37</td>
<td>19</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Time and Absences</td>
<td>19</td>
<td>9</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Commitment Accounting</td>
<td>14</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>HRIS</td>
<td>7</td>
<td>5</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Benefits</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Time Clock</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>
OneUSG Connect Service Desk

Primary Trending Inquiries
• Prior Period Adjustments
• Time & Absence Approver Changes
• Leave Request Education

Secondary Trending Inquiries
• Updating Personal Information
• Tax Documentation Questions
• UGAJobs Requests
• UGA ArchPass Outage
OneUSG Connect Support Extended Hours:

- Today, 1/11/19 from 7 AM to 7 PM
- 1/14/19 - 1/18/19 from 7:30 AM to 5:30 PM
OneSource Website Activity

- Users per day is between 3,900-4,500 (January 3rd - January 9th, excluding the weekend of January 5th & 6th)
  - Weekend usage drops as would be expected.

**Top 5 website visits:**
1. Home page
2. OneUSG Connect Resource Page
3. Faculty and Staff Guide
5. Training
Monthly Payroll Validation to be set for the week of January 21
- More information to be distributed to Project Coordinators very soon
- Data validation check points (could impact pay amount):
  - Terminations (should not be paid at all)
  - Final Short Work Breaks
  - Changes in Compensation
  - Changes in percent time
  - New hires (partial pay)
  - Terminations (partial pay)
  - Terminations (annual leave payouts)
Awareness: January Monthly Payroll Validation Office Hours Help

- Office hours for help with payroll validation to be set for the week on January 21st
- Specific dates and registration options to be provided to Project Coordinators soon
Awareness: 2018 W-2 Distribution

**2018 W-2 process:**

- If an employee opted for electronic delivery, W-2 can be accessed through the UGA Employee Self-Service site:
  - [https://employee.uga.edu/FacStaff/index.jsp](https://employee.uga.edu/FacStaff/index.jsp)
- If an employee did not choose electronic delivery, W-2 can be picked at the department
- If an employee has separated from UGA, W-2 will be mailed to the address on file
<table>
<thead>
<tr>
<th>Day/Time</th>
<th>Action</th>
<th>Action Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday before payroll is due</td>
<td>Change Position Funding</td>
<td>Must be submitted &amp; fully approved through MSS by end of day</td>
</tr>
<tr>
<td>Monday 9:00 A.M.</td>
<td>All Absences due</td>
<td>Must be submitted and approved</td>
</tr>
<tr>
<td>Monday 10:00 A.M.</td>
<td>All Time due</td>
<td>Must be submitted and approved. Central payroll locks timesheets at 10:00 a.m. and batch approves unapproved time. All unapproved time goes to compliance component to be approved later</td>
</tr>
<tr>
<td>Monday 2:00 P.M.</td>
<td>Time/Labor emails Time &amp; Absence Listserv</td>
<td>Run Reconciliation Report</td>
</tr>
<tr>
<td>Monday afternoon to Tuesday 10:00 A.M.</td>
<td>Urgent changes to time, but NOT to Absences</td>
<td>Any absences submitted or approved after Monday 9:00 A.M. <strong>WILL NOT</strong> be paid until the next On-Cycle pay date. Time can be updated on the timesheet until 10AM Tuesday.</td>
</tr>
</tbody>
</table>
# Bi-weekly Payroll Processing
## Reports Schedule

<table>
<thead>
<tr>
<th>Day/Time</th>
<th>Report</th>
</tr>
</thead>
</table>
| Daily                     | Missed or incomplete punches  
Exceptions  
Invalid Funding Report  
No Time Keyed  
Reported Time Not Approved  
Payable Time Biweekly  
Employee Absence Activity  
Reported Time & Absence |
| Every Friday              | No Time Keyed  
Reported Time Not Approved  
Payable Time Biweekly  
Employee Absence Activity  
Reported Time & Absence |
| Monday of Payroll Due     | Reported Time & Absence  
Reported Time Not Approved |
| Monday 2:00 P.M.          | Time & Labor Reconciliation Report (after receiving email)  
Note: If changes are made to time after TL Recon is run, the changes will not be visible in that report.  
You may run: Payable Time Bi-Weekly and Reported Time Biweekly |
# Bi-weekly Payroll Processing Reports Schedule

<table>
<thead>
<tr>
<th>Day/Time</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Useful Queries</td>
<td>Absence Balances by Employee</td>
</tr>
<tr>
<td></td>
<td>Audit Time Input Location</td>
</tr>
<tr>
<td></td>
<td>ABS Enrolled Employees</td>
</tr>
<tr>
<td></td>
<td>Reported Time Biweekly</td>
</tr>
<tr>
<td>Queries not in Workcenter that PC’s may run</td>
<td>180_TLCOMMENT</td>
</tr>
<tr>
<td></td>
<td>180_TL_MEAL_DED</td>
</tr>
</tbody>
</table>
Here's my time sheet, including guesses for the next two days so I can meet your arbitrary clerical deadline.

If anything important comes up, I'll ignore it to preserve the integrity of the time-reporting system.

Are you finished annoying me yet?

According to my time sheet I'll be here for another 14 minutes.
Best Practice is to enter time at least each week and not wait until the end of the pay period.

Central Payroll is running "No Time Keyed" Reports to ensure all employees are paid during the transition.

It is difficult to see an accurate listing of employees, because many are waiting until the end of the pay period to submit time.
In rare situations, time can be "saved" on the timesheet without being submitted.

All time in this state needs to be submitted.

Time that is saved is not picked up in batch approval and will not be paid.
Some changes have been made to the Reconciliation Report based on user response
  - Time is totaled by Week and by TRC
  - Unpaid hours do not show (ex: comp time or deferred holiday)
We believe this will assist with accurate payroll processing
Remember this query will not show updated results until after the first payroll balance run Monday afternoon
Awareness: Payroll Calendar Updates

- Biweekly and Monthly Practitioner Payroll Processing calendars are updated to reflect when leave accruals will post

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>HR/Payroll Deadline*</th>
<th>Mgr Absence Approval by 9am**</th>
<th>Mgr Time Approval by 10am</th>
<th>OneUSG Confirm Date</th>
<th>Pay Date</th>
<th>Pay Run ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/16/18</td>
<td>12/29/18</td>
<td>12/21/2018 (12pm deadline)</td>
<td>12/21/2018 (12pm deadline)</td>
<td>12/31/18</td>
<td>01/04/19</td>
<td>91B1</td>
<td></td>
</tr>
<tr>
<td>12/30/18</td>
<td>01/12/19</td>
<td>01/07/19</td>
<td>01/14/19</td>
<td>01/14/19</td>
<td>01/18/19</td>
<td>91B2</td>
<td></td>
</tr>
<tr>
<td>01/13/19</td>
<td>01/26/19</td>
<td>01/21/19</td>
<td>01/28/19</td>
<td>01/28/19</td>
<td>01/29/19</td>
<td>92B1</td>
<td></td>
</tr>
<tr>
<td>01/27/19</td>
<td>02/09/19</td>
<td>02/04/19</td>
<td>02/11/19</td>
<td>02/11/19</td>
<td>02/12/19</td>
<td>92B2</td>
<td></td>
</tr>
<tr>
<td>02/10/19</td>
<td>02/23/19</td>
<td>02/18/19</td>
<td>02/25/19</td>
<td>02/25/19</td>
<td>02/26/19</td>
<td>93B1</td>
<td></td>
</tr>
<tr>
<td>02/24/19</td>
<td>03/09/19</td>
<td>03/04/19</td>
<td>03/11/19</td>
<td>03/11/19</td>
<td>03/12/19</td>
<td>93B2</td>
<td></td>
</tr>
</tbody>
</table>

[Link to Payroll Calendars](onesource.uga.edu)
Awareness: Adjusting Payroll and/or Benefit Charges

- Personal Service JV's will no longer be used to adjust payroll, instead you will use the new retro process.
- To adjust payroll and/or benefit charges from July 2018 to December 2018, units should submit a GL journal entry.
  - Supporting documentation should include the legacy Payroll Cost Summary Report or another legacy source that provides the details of the payroll charges being adjusted.
  - The GL journal may be summarized by the chartstring and should include benefits, if those charges need to be adjusted as well.
- To adjust payroll charges that occur after December 2018, the new OneUSG Connect retro process should be used.
- Departments should contact onesource@uga.edu to request a retro for payroll adjustments.
I'm assigning our best and brightest engineers to the new system integration team.

Anyone who is left over gets to be in charge of watching our legacy system slowly rot.

Who would want that job?

Me!!! Pick me!!!
Thank you!!!