Agenda

• Celebrations
• OneUSG Connect Support/Service Desk
• Recap of December 26-28 Daily Status Calls
• Updates to Faculty and Staff Guide
• Awareness Items
• Known Issues/Defects
  • Resolved Items
  • New Items
OneUSG Connect Celebrations

- Successfully completed "Pass 2" data conversion:
  - 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
  - Benefits general 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 to run today
  • Will include 6,000+ bi-weekly paychecks
  • At least 15 units began their bi-weekly validation on Saturday!
• Bi-weekly merit increases effective 1/1/19 are being reviewed
  • Report from Student Affairs: No discrepancies noted!
• Shout out to Andy Garber in the College of Education
  • Thank you for your careful review and analysis as a project coordinator
  • You bring items to the team's attention for proactive handling
OneUSG Connect Service Desk

Total Ticket Breakdown

- 1319 tickets in total
- 1147 resolved (87%)
- 172 open (13%)

Open Ticket Breakdown

- 172 tickets open
  - OneUSG Connect Support (66.38%)
  - Customer Response (63.37%)
  - Institution Action (40.22%)
  - Awaiting Date (1.13%)
  - 3rd Party Action (2.1%)

Tickets as of 12/31/2018 7:00 AM

onesource.uga.edu
OneUSG Connect Service Desk

Total Tickets
12/31/2018 7:00AM

<table>
<thead>
<tr>
<th>Date</th>
<th>Open</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-Dec</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>14-Dec</td>
<td>20</td>
<td>7</td>
</tr>
<tr>
<td>15-Dec</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>16-Dec</td>
<td>10</td>
<td>6</td>
</tr>
<tr>
<td>17-Dec</td>
<td>26</td>
<td>36</td>
</tr>
<tr>
<td>18-Dec</td>
<td>35</td>
<td>2</td>
</tr>
<tr>
<td>19-Dec</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>20-Dec</td>
<td>6</td>
<td>20</td>
</tr>
<tr>
<td>21-Dec</td>
<td>20</td>
<td>24</td>
</tr>
<tr>
<td>22-Dec</td>
<td>19</td>
<td>10</td>
</tr>
<tr>
<td>23-Dec</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>24-Dec</td>
<td>6</td>
<td>5</td>
</tr>
</tbody>
</table>
### Aging Open Tickets by Assignment

尼斯ONEUSG Connect Service Desk

#### Group 12/31/2018 7:00AM

<table>
<thead>
<tr>
<th>Department</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources/Faculty</td>
<td>30-Dec</td>
</tr>
<tr>
<td>Events</td>
<td>11</td>
</tr>
<tr>
<td>Customer Support</td>
<td>12</td>
</tr>
<tr>
<td>Security</td>
<td>13</td>
</tr>
<tr>
<td>Payroll</td>
<td>14</td>
</tr>
<tr>
<td>Time and Absences</td>
<td>15</td>
</tr>
<tr>
<td>Commitment Accounting</td>
<td>16</td>
</tr>
<tr>
<td>HRIS</td>
<td>17</td>
</tr>
<tr>
<td>Time Desk</td>
<td>18</td>
</tr>
<tr>
<td>Benefits</td>
<td>19</td>
</tr>
</tbody>
</table>

#### Notes

- **30-Dec:** 3
- **11-Dec:** 5
- **12-Dec:** 1
- **13-Dec:** 1
- **14-Dec:** 1
- **15-Dec:** 1
- **16-Dec:** 1
- **17-Dec:** 1
- **18-Dec:** 1
- **19-Dec:** 1

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[OneSource

UNIVERSITY OF GEORGIA](https://onesource.uga.edu)
Primary Trending Inquiries
- Reports To/Time Approver Entered Leave
- Timesheet Submissions
- Bi-weekly Merit Increase Validations
- Bi-weekly Payroll Validations

Secondary Trending Inquiries
- SSO
- Security Access
**REMINDER:** To prevent duplicate incidents, please submit OneUSG Connect related inquiries to 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></td>
</tr>
<tr>
<td></td>
<td>• Phone: 706-542-0202</td>
</tr>
<tr>
<td>UGA Financial Management System</td>
<td>• Submit a ticket: [Click here to submit a ticket]</td>
</tr>
<tr>
<td>UGA Budget Management System</td>
<td>• Email: <a href="mailto:onesource@uga.edu">onesource@uga.edu</a></td>
</tr>
<tr>
<td></td>
<td>• Phone: 706-542-0202</td>
</tr>
<tr>
<td>UGAJobs</td>
<td>• Email: <a href="mailto:hrweb@uga.edu">hrweb@uga.edu</a></td>
</tr>
<tr>
<td></td>
<td>• Phone: 706-542-2222</td>
</tr>
<tr>
<td>ArchPass Duo and VPN Support MyID password resets</td>
<td>• EITS Helpdesk</td>
</tr>
<tr>
<td></td>
<td>• Email: <a href="mailto:helpdesk@uga.edu">helpdesk@uga.edu</a></td>
</tr>
<tr>
<td></td>
<td>• Phone: 706-542-3106</td>
</tr>
<tr>
<td>OneUSG Connect Benefits</td>
<td>• Benefits Call Center</td>
</tr>
<tr>
<td></td>
<td>• 1-844-587-4236</td>
</tr>
</tbody>
</table>

Reference: https://onesource.uga.edu/resources/service_desk/
December 31, 2018 Monthly Paycheck

• **Reminder:**
  - 12/31/18 Monthly Paycheck was produced by the legacy UGA system
  - It will not show in OneUSG Connect
  - Please see this paystub on employee.uga.edu
  - The first monthly paycheck produced by OneUSG Connect will be 1/31/19
December 31, 2018

OneUSG Connect Recap
December 26 – 28, 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
December 26 – 28, 2018 Daily Status Call Recap
Absence Management
Pre-Payroll Processes

- 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 – 28, 2018 Daily Status Call Recap
Biweekly Payroll Validation Started Saturday, December 29

- **Payroll validation (bi-weekly employees only at this time)**
  - Project Coordinators received an email with information and details on how to run a query that includes; reported hours, hourly rate and payable time
  - Issues should be submitted to: oneusgsupport@uga.edu
  - Response due **TODAY, December 31, at 2:00PM**

- **On-line training for assistance**
  - One session was held Saturday, December 29 from 9AM-11AM with 12 participants
  - Another session to be held today, 12/31/18, from 9AM-11AM
    - Register here: https://attendee.gototraining.com/rt/5692688862756358658

- **Final employee payroll validation walk-in session TODAY, 12/31/18**
  - 9:00AM – 1:30PM
  - Room 232, Testing & Training facility
December 26 – 28, 2018 Daily Status Call Recap

• Merit Review (bi-weekly employees only at this time):
  • Compensation team sent email with query (via sendfiles) on Friday, December 28
  • Secure file sent to Project Coordinators; no response required unless changes identified
  • Submit changes to: oneusgsupport@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 1/31/2019
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.
Retirement Manager for Tax Sheltered Annuities (TSAs) 403b and 457b

• 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 this using Retirement Manager not OneUSG Connect: 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/
• Further questions? Reach out to HR at 2-2222 and speak with a Benefits Consultant
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?
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>00BHI</td>
<td>Blood Donation</td>
</tr>
<tr>
<td>00BLM</td>
<td>Blood Donation Exempt</td>
</tr>
<tr>
<td>00BNE</td>
<td>Bone Marrow Donation</td>
</tr>
<tr>
<td>00BNM</td>
<td>Bone Marrow Donation Exempt</td>
</tr>
<tr>
<td>00BHV</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, but the employee now has increased visibility to the total time entered per the timesheet, prior to the system applying the rounding rules and converting recorded time to payable time.

• What does this mean?
  • A punch at 12:03 is rounded up to .1
  • A punch at 12:08 is rounded down to .1
  • Entered time on a given day may total to 7.23 on the timesheet. Once rounding rules are applied and the time is converted to "payable time," it displays as 7.1 because of the rounding that happens on EACH PUNCH
Awareness: Reported Time

- As we are analyzing bi-weekly time reporting and payroll we have seen some employees 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 the 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 results:

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

- Distributed units cannot process adjustments across the calendar year
- Monday, December 31st, 2018 will be the last day units can process their own adjustments to timesheets in 2018
- After Monday, requests for 2018 adjustments should be made to 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

- Project Coordinators have received the list of affected employees

- Forecasting your request will show how the cascading rules are being applied
  - Be mindful of the cascading rules (see next slide) and your leave balances
## 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 depending on years of service</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. The 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 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
  - We will give advance notice prior to removal of the Query Viewer access
- We will be adding new queries to System Manager Reporting work center
- If there is a query that you need, 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
Dear past, thanks for all the lessons.

Dear future, I am ready.

-Unknown

Happy New Year