Daily Status Call

January 4, 2019
Agenda

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

Happy Three Week Anniversary!!
Total Ticket Breakdown

- Resolved: 1539 (80%)
- Open: 392 (20%)

Open Ticket Breakdown

- OneUSG Connect: 392 (28%)
- Customer Response: 135 (39%)
- Third Party: 122 (31%)
- Awaiting Date: 3 (1%)
- Institution: 3 (1%)

Tickets as of 01/04/2019 7:00 AM
OneUSG Connect Service Desk

Total Tickets
01/04/2019 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>76</td>
<td>24</td>
<td>292</td>
</tr>
<tr>
<td>Resolved</td>
<td>1123</td>
<td>89</td>
<td>327</td>
</tr>
</tbody>
</table>
Aging Open Tickets by Assignment
Group 01/04/2019 7:00AM
OneUSG Connect Service Desk

Primary Trending Inquiries
• 12/31 Timesheets
• Bi-weekly Employee Leave Balance
• Paycheck View
• Monthly Employee Leave Balance Adjustments
• SSO

Secondary Trending Inquiries
• Prior Period Adjustments
• Security Access
**REMINDER:** To prevent duplicate incidents, please submit OneUSG Connect related inquiries to [oneusgsupport@uga.edu](mailto:oneusgsupport@uga.edu) only.

Reference: https://onesource.uga.edu/resources/service_desk/
OneUSG Connect Service Desk

ONEUSG CONNECT SUPPORT EXTENDED HOURS:

• Friday, 1/4/19 from 7AM to 7PM
• Monday, 1/7/19 - Wednesday 1/9/19 from 7:30AM to 5:30PM
• Thursday, 1/10/19 & Friday 1/11/19 from 7AM to 7PM
Awareness: Adjunct and Emeritus Faculty

• Adjunct and Emeritus Faculty are currently part of the *USG Affiliate group* and currently cannot access OneUSG Connect
  • The process is underway to resolve this access issue
  • Affiliate access based on:
    • Need to perform HR actions in OneUSG Connect (e.g., approve time)
    • Need to have access to the Banner Student System (i.e., instructor of record)
### Awareness: Message to UGA Employees on Leave Balances

<table>
<thead>
<tr>
<th></th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vacation Balance</strong></td>
<td>28.00 Hours</td>
</tr>
<tr>
<td>As Of 12/31/2018</td>
<td></td>
</tr>
<tr>
<td><strong>Sick Balance</strong></td>
<td>16.00 Hours</td>
</tr>
<tr>
<td>As Of 12/31/2018</td>
<td></td>
</tr>
</tbody>
</table>

**Disclaimer**: The current balance does not reflect absences that have not been processed. **UGA Employees Only**: As UGA transitions to OneUSG Connect, leave balances (vacation, sick, etc.) will continue to be updated throughout the month of January.
Awareness: Absence Request Notification

- The absence request email notification is sent to the employee's 'Reports To,' Time and Absence Approver and UGA's leave administrators
- Departments should decide whether the 'Reports To' or the Time and Absence Approver will be responding to the absence requests
- UGA's leave administrators will not respond to the request unless specific action is needed
  - This would be a rare occurrence and no action will be taken without Time/Absence Approver notice
- In the example below: Julie Camp is the 'Reports To,' Debbie Kuppersmith is the Time and Absence Approver. Baileigh Barnes, Morgan Adkins, Hope Butler and Kim Eberhart are the UGA leave administrators.

Employee Id: ********
Department: F&A Payroll
Job Title: Admin / Office / Clerical Lead Absence Start Date: 2018-12-21 Absence Name: 250076 - SICK LEAVE - Sick Leave Absence End Date: 2018-12-21 Status: Submitted
Awareness: Time Entry For 12/30 and 12/31

- Employees can now enter their own time worked on 12/30 and 12/31
- Managers still cannot approve time or make changes for 12/30 and 12/31
  - Working with OneUSG Connect to address this
- If time needs to be added to 12/30 or 12/31 and the employee is unable to add it themselves OR please print a paper timesheet and submit to oneusgsupport@uga.edu to have the central payroll office enter the hours
- This crossover will is 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
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.

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.
Awareness: Monthly Merit Validation

- Review of merit for monthly currently underway by the Workforce Administration Team
  - Monthly merit load to take place today and over the weekend
  - Information on merit validation by Project Coordinators to be provided by Monday morning 1/7
  - Perform validation Monday 1/7 and Tuesday 1/8
  - Webinar and Walk-in Options for Project Coordinators
Awareness: Monthly Payroll Reminder

- If the monthly employee (faculty, staff, rehired retirees, limited term positions) is "active" they will be paid
- An employee's accurate status is required for accurate payroll processing
In OneUSG Connect, the default is for taxes and benefits to be charged to the same combo code as earnings.

When submitting a change position funding request, via Manager Self Service, it is not necessary to complete the 'Fringe' tab under the New Distribution section unless the taxes and benefits should be charged to a different combo code.
Units should be mindful of OneUSG Connect access when their employees separate from their unit

- *This includes transferring to another department*

As part of their current routine with other UGA systems, units should submit request to remove OneUSG Connect access for individuals that are leaving their department

- Examples: system manager access and dynamic group access
• UGA Financial Management System receives "people" data from OneUSG Connect to maintain user accounts
  • One of the actions supported by this integration is account **inactivation**
    • If you identify inactive users or a change in user access that you believe to be in error, please open a service desk ticket by emailing **onesource@uga.edu**
    • Use a subject line of "Financial Account Activation" so that it can be directed to the appropriate team for timely resolution
To see payroll expenditures for the 91B1 pay run, system managers can run the 'Payroll Expense Detail' query in OneUSG Connect (Manager Self Service > System Manager Reporting).

We anticipate the 91B1 payroll will be posted in the UGA Financial Management System on Wednesday, January 9th.
Known Issues: Optum Bank Accounts

- Optum files for Flexible Spending Accounts (FSAs/Limited Purpose FSAs) and Health Savings Account (HSA) contributions for 01/04/2019 paydate
- OneUSG Connect Support remitted a consolidated contribution file to Optum for all of OneUSG Connect
  - However, Optum was set to receive a *separate* file for UGA and could not process the full file automatically
- Special file override performed by Optum to process the contribution file
  - HSA fund availability to bi-weekly employees
    - HSA funds will be "pending" on 01/04/2019 (paydate)
    - HSA funds will be *AVAILABLE* on 01/07/2019
  - HSA participants will receive a direct email to explain the funding situation
Known Issue: 'Reports To' Update

- 6,700 'Reports To' changes/updates should be visible by Monday, January 7th
  - 6,200 for lump sum positions
  - 500 for other changes requested by Project Coordinators
- Will provide update on progress made on Monday morning's daily status call