UNIVERSITY OF WISCONSIN
S E R V I C E   C E N T E R

Affinity Group 3
September 23, 2014

The Service Center Mission is to provide "best in class" HRIS and customer service to support the effective management of the University of Wisconsin System's Human Capital at the highest value.

Today's Agenda

- Welcome & AG3 Update
- Institution Feedback & Updates
- New WiscIT System – Powered by Cherwell
- Hot Topics – September 30?
- SGH Application Coding
- Calendar Review
- Questions/Comments

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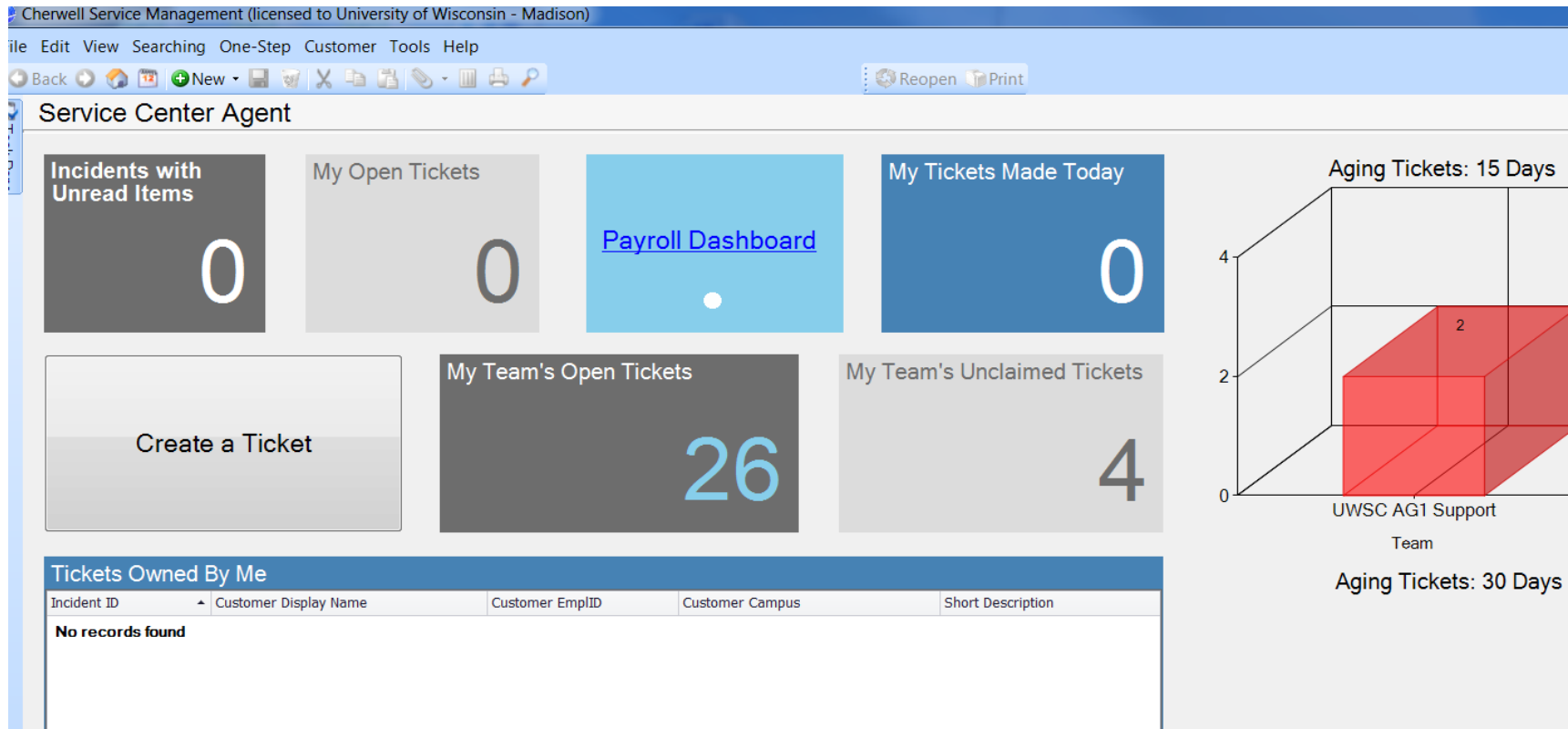SERVICE CENTER

Institution Feedback & Updates

- UW-Extension
- UW-Green Bay
- UW-Parkside
- UW-River Falls
- UWSA
- UW-Stout
- UW-Superior
- UW Colleges

New WiscIT System – Powered by Cherwell

- The new WiscIT system has been live since August 18th

- Staff should continue to send initial emails for new cases to their Affinity Group email addresses
  - AG1@SC.WISC.EDU
  - AG2@SC.WISC.EDU
  - AG3@SC.WISC.EDU

New WiscIT System – Powered by Cherwell

- This is view of the UWSC Agent Dashboard
- The Dashboard is where UWSC agents find their work

New WiscIT System – Powered by Cherwell

- After a case is created for you (the customer), you can simply reply to any email that you receive from the UW Service Center Agent and your email will append to the case automatically

Hello,

Thanks for following up!

Tim

Tim Mattes
Support Center Lead
UW Service Center
660 West Washington Avenue
Madison, WI 53715
608-262-2974
tmattes@uwsa.edu

From: imp_wiscit@doit.wisc.edu [mailto:imp_wiscit@doit.wisc.edu]
Sent: Monday, September 08, 2014 1:49 PM
To: Timothy Mattes
Subject: Incident 1017457

Incident 1017457

New WiscIT System – Powered by Cherwell

- What to include in your email and web form request submissions to the UWSC tier two support team
  - **Employee ID,**
  - **Employee Classification**
  - **Employee Record Number**
  - **Employee Name**
  - **Pay Cycle** affected (4A, 4M, etc.)

- Support Center expectations for case creation
  - UWSC Support staff will reply to your email requests with a case number reference within 4 business hours of your initial email
  - When calling UWSC Support, agents create your case and provide the case number immediately
  - When using the web form, a WiscIT case is automatically created upon the web form submission and an email is automatically sent to your email address including the case number for your reference

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S E R V I C E C E N T E R

- Notes
  - You can attach screen shots to your messages and we will be able to see them in WiscIT. This applies to your responses to the agent, as well.

  - When you reply to an email from a UW Service Center agent, they will get a notification via email and it will show an Unread item in their Dashboard.

  - Reminder: please contact your Affinity Group with questions rather than contacting the Tier 3 functional teams directly. We're tracking trends and directing technical and training resources to problem areas. Tracking WiscITs allows us to improve service to you – our customers!

Unresolved Cases by Campus

Unresolved Tickets By Campus

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Incident ID	Created Date Time	Owned By	Category	Short Description
1005053	8/15/2014 12:50:06 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00182482 - DEBORAH WRIGHT
1005057	8/15/2014 12:52:49 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00210990 - JOLINE MORRISON
1005061	8/15/2014 12:57:26 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00307233 - CHRISTINE MORALES
1005062	8/15/2014 12:58:43 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00490029 - YUN -TING HUNG
1005065	8/15/2014 1:01:52 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00739364 - JITENDRA SINGH
1005066	8/15/2014 1:03:20 PM	Heidi Garfoot	UWSC Benefits	Prepay Reconciliation for EMPLID 00744165 - DAMANI BRYANT
1005068	8/15/2014 1:04:54 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00779815 - XIUMEI PU
1005069	8/15/2014 1:06:06 PM		UWSC Benefits	Prepay Reconciliation for EMPLID 00786634 -

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Unresolved Cases by Campus

- This report will be produced weekly by the AG Support Reps

- It will be distributed by the Affinity Groups rather than UWSC Communications

- Report distribution will resume on Friday, September 26

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Questions?

Hot Topics – September 30?

- Question from the UWSC Communications Team
- A Hot Topics Session is scheduled for Tuesday, September 30
- Many specific communications on the Annual Benefits Enrollment Period will be provided around September 30
- Do the institutions want to go ahead and have the 9/30 Hot Topics as well?

SGH Application Coding

- The Benefits Team asked us to remind institutions to complete all coding on the State Group Health Insurance applications:
  - Missing information
  - Miscoded information
  - Update address information in HRS
- Clean data will help us as we interface with DETF

SGH Application Coding

- http://etf.wi.gov/publications/et1118.pdf

Chapter 15 — Invoicing (revised 09/2014)

1501 Viewing Your Invoice
1502 Reconciling Your Invoice
1503 Accepting and Paying Your Invoice
1504 Late Interest Charge
1505 Who to Contact for Assistance

Appendix A — Forms and Brochures (revised 09/2014)

Appendix B — Codes (revised 09/2014)

1. Employee Type Codes
2. Coverage Type Codes
3. Individual Relationship Codes
4. Health Plan Codes
5. High Deductible Health Plan (HDHP) Codes

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Calendar Review

September 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1 [9M] Pay Period Begin / Labor Day	2	3	4 [8B] Pay Date	5	6 [9A] Pay Period End
7 [9B] Pay Period Begin / [9A] 1st Batch Prelim Calc	8 [9A] 2nd Batch Prelim Calc	9 [9A] 3rd Batch Prelim Calc	10 [9A] FICA Deadline / [9A] 4th Batch Prelim Calc	11 [9A] Confirmation Deadline (Eve) / [9A] Final Calc	12 [9M] 1st Batch Prelim Calc	13
14 [9M] 2nd Batch Prelim Calc	15 [9M] 3rd Batch Prelim Calc	16 [9M] 4th Batch Prelim Calc	17 [9M] FICA Deadline / [9M] 5th Batch Prelim Calc	18 [9M] Final Calc / [9M] Confirmation Deadline (Eve) / [9A] Pay Date	19	20 [9B] Pay Period End
21 [9B] 1st Batch Prelim Calc / [10A] Pay Period Begin	22 [9B] 2nd Batch Prelim Calc	23 [9B] 3rd Batch Prelim Calc	24 [9B] FICA Deadline / [9B] 4th Batch Prelim Calc	25 [9B] Confirmation Deadline (Eve) / [9B] Final Calc	26	27
28	29	30 [9M] Pay Period End	1	2	3	4

Calendar Review

October 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1 [9M] Pay Date [10M] Pay Period Begin	2 [9B] Pay Date	3	4 [10A] Pay Period End
5 [10A] 1st Batch Prelim Calc [10B] Pay Period Begin	6 [10A] 2nd Batch Prelim Calc	7 [10A] 3rd Batch Prelim Calc	8 [10A] 4th Batch Prelim Calc [10A] FICA Deadline	9 [10A] Confirmation Deadline (Eve) [10A] Final Calc	10 [10M] 1st Batch Prelim Calc	11
12 [10M] 2nd Batch Prelim Calc	13 [10M] 3rd Batch Prelim Calc Columbus Day [Federal Reserve Bank Holiday]	14 [10M] 4th Batch Prelim Calc	15 [10M] 5th Batch Prelim Calc [10M] FICA Deadline	16 [10M] Final Calc [10M] Confirmation Deadline (Eve) [10A] Pay Date	17	18 [10B] Pay Period End
19 [11A] Pay Period Begin [10B] 1st Batch Prelim Calc	20 [10B] 2nd Batch Prelim Calc	21 [10B] 3rd Batch Prelim Calc	22 [10B] FICA Deadline [10B] 4th Batch Prelim Calc	23 [10B] Confirmation Deadline (Eve) [10B] Final Calc	24	25
26	27	28	29	30 [10B] Pay Date	31 [10M] Pay Period End [10M] Pay Date	1

Questions?