SERVICE CENTER

Affinity Group 3 December 13th, 2016

The University of Wisconsin Service Center will

- Serve...the people of the University of Wisconsin System
 - **Collaborate**...by being supportive and constructive
 - Act with Integrity...always and in all matters

Agenda

UAT Update

- Introduce Tip Sheets
- Regional Training Schedule
- Benefits
 - FSA Overrides
 - WED Report Reminders
- SOD New PY1 From
- CYE Review
- Institution Feedback
- December Calendar Review
- Questions
- Contact Us

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SERVICE CENTER

HRS 9.2 Upgrade Project Check-In December 13, 2016

The University of Wisconsin Service Center will

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 - Collaborate...by being supportive and constructive
 - Act with Integrity...always and in all matters

Agenda

- UAT Update
- Regional Training Schedule
- Introduce Tip Sheets
- Questions



UAT Calendar

December

2016

HRS 9.2 User Acceptance Testing

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|---|--|-------------------------|--|---|----------|
| | | | | 1 | 2 Site Leaders return weekly testing results | 3 |
| 4 First nightly batch for 11A payroll | 5 UAT Week 3 Complete University Staff Hire script – nightly bactch 11A | 6 AG UAT Check-In Nightly batch 11A | 7 Nightly batch 11A | 8 Final <u>Calc</u> and Confirm 11A | 9 Site Leaders return weekly testing results Post confirm 11A | 10 |
| 11 First nightly batch for 11M payroll | 12 UAT Week 4 Complete Academic Staff script – nightly batch 11M | 13 AG UAT Check-In Nightly batch 11M Benefits Billing Charges | 14 Nightly batch 11M | 15 Final <u>Calc</u> and Confirm 11M | 16 Site Leaders return weekly testing results Post confirm 11M | 17 |
| 18 | 19 | 20 Site Leaders return all remaining test results UAT concludes | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| | January 2017 TAM UAT | | | | | |



UAT Scripts

- Return completed scripts to <u>bkrause@uwsa.edu</u>
- Please include name and institution

| | | | | UAT-03 | 3-Self Service Sc | ript - Excel | | | |
|-------------------------|--------------------|--------------|---|--------|---------------------|-------------------------|---|----------------------|-----------------------|
| FILE HOME INS | ERT PAGE LAYOUT | FORMULAS DAT | A REVIEW VIEW A | ACROBA | AT | | | | |
| Paste Format Painter | Arial • 11 B I U • | | Image: System Image: System Image: System Image: System Image: System Image: System | er 🔻 | General \$ - % > | ▼ €.0 .00 .00 →.0 | Conditional Format as Cell Formatting * Table * Styles | Insert Delete Format | ∑ AutoSum ↓ Fill → |
| Clipboard 🗔 | Font | r <u>s</u> | Alignment | E. | Number | E. | Styles | Cells | Ed |
| | | | | | | | | | |

| _ | | | 4. | |
|---|--------|--------|----|-----------------|
| | \sim | \sim | Jx | Test Script ID: |
| | | | | |

| | Α | В | С | F | G | Н |
|---|---------------------------------|------------------------------------|-----------------------------|---|-------|--|
| 1 | Test Script ID: | | Test Script Description: | UAT Test Script. Employee Self Self Service. | | |
| 2 | Business Unit: | UWSA | Name: | Brad Krause | | Your own name |
| з | | | Empl ID: | 56571 | | Your Empl ID |
| 4 | Test Script Objective Number | Test Script Objective | HRS Module | Pass/Fail | Notes | Support Documentation |
| | | Sign In as Employee with Access to | | | | |
| 5 | 1 | Self Service | ALL | Pass | | |
| | | View/Update Person Data (e- | | | | https://kb.wisc.edu/private/d.php?id=16884&ks=epesuget |
| 6 | 2 | Profile) | HR | Pass | | aha |
| 7 | 3 | View Benefits Data - ESS | BN | Pass | | https://kb.wisc.edu/private/d.php?id=15383&ks=usarytu muiy |
| 8 | 4 | Enter Takes - ESS | АМ | Pass | | https://kb.wisc.edu/private/d.php?id=17773&ks=ymahygy yran |
| 9 | 5 | Enter Time - ESS | TL | Pass | | https://kb.wisc.edu/private/d.php?id=16508&ks=hyjeSeSy naby |



A1

Regional Training Schedule

- Weeks of February 6 and 13, 2017
- Benefits and Talent Acquisition Manager
 - Benefits 3-4 hours
 - TAM 8 hours
- Requires Training Lab for up to 15 people
- Contact <u>bkrause@uwsa.edu</u>



Tip Sheets

- Tips Sheets show changes from version 9.0 to 9.2
- Navigation is provided
- Screen shots provide a comparison view
- Links will be posted to the Service Center Web Site
- All modules will have Tip Sheets



| 9.0 Screenshot | | | | | | 9.2 Screenshot | | | | | | |
|----------------|---------------------|------------|-----------------|-------------------|------------------------------------|--------------------------|--|-------------------------|---------------|-------------------|-------------------------|----------------|
| nafit Fr | nroliment Summar | | rit Deduction S | ummary | | | Favorites * Main Menu * | > Benefits * > | Review Employ | ee Benefits * > C | urrent Benefits Summary | r. |
| | | | ployee | | ID: | Benefit Rod Nbr: 0 | Benefit Enrollment Summary | Benefit Deduction S | lummary | | | |
| - | | - | | | 10. | Primary Empl Rod: 0 | | Employee | | 10 | Benefit Record h | lumber 0 |
| metits s | System: Benefit | ts Adminis | tration | | | | | | | 10 | Primary Empl Recor | |
| enefit Pr | 100 CT- | Univ Sta | Full Time | | | | | lenefits Administration | | | | |
| ments s | Status Active | | | | | | Benefit Program (Benefits Status A | 202 Univ Staff Full Tim | | | | |
| urrent E | Enrollments | _ | | | | | | 1900.0 | | | | |
| ian Type | | Elect | Benefit Plan | | Coverage or Participation | Coverage Begin | Current Enrollments | | Benefit | | Coverage or | |
| 0 | Health | ε | UNITYU | Unity UW | Family | 01/01/2013 | Plan Type | Coverage Election | Plan | Description | Participation | Coverage Begin |
| | AnthemDen | T | | | | 01/01/2012 | State Group Health | Elect | UNITYU | Unity UW | Family | 01/01/2013 |
| 2 3 | Benefits+ | W | | | Walved | 01/01/2012 04/10/2011 | Anthem DentalBlue Dental | Terminate | | | | 01/01/2012 |
| 4 | Dental WI Vision | W. | | | Walved | 04/10/2011 | EPIC Benefits+ | Waive | | | Waived | 01/01/2012 |
| r Y | Imput Inco | T | - | | FIERED | 01/01/2015 | Dental Wisconsin | Waive | | | Waived | 04/10/2011 |
| z | Union Den | T | - | | | 09/01/2011 | VSP Vision Insurance | Walve | | | Waived | 04/10/2011 |
| м | SGL Basic | E | SGLBAS | SGL Basic | \$81000 | 04/10/2011 | Imputed Income | Terminate | | | **** | 01/01/2015 |
| N | SGL Sup | ε | SGLSUP | SGL Sup | \$81000 | 04/10/2011 | Union Dental | Terminate | | | | 09/01/2011 |
| 0 | SGL Add | w | ADDITION OF THE | 100000 | Walved | 04/10/2011 | State Group Life - Basic | Elect | SGLBAS | SGL Basic | \$81000 | 04/10/2011 |
| p | SGL Sp&Dep | ε | SGLSD2 | SGL SpDP 2 | \$10000 | 04/10/2011 | State Group Life-Supplemental | Elect | SGLSUP | SGL Sup | 581000 | 04/10/2011 |
| 2 | I&F EE | ε | IFE140 | Empl 140 | \$140000 | 01/01/2016 | | | | | 1220 | |
| R | I&F SpiDP | Ε | IFS60 | Sp/DP 60 | \$60000 | 01/01/2016 | State Group Life - Additional | Waive | | | Waived | 04/10/2011 |
| 5 | I&F Child | E | IFC25 | Cinild 25 | \$25000 | 11/01/2015 | State Group Life - Sp/DP & Dep | Elect | SGLSD2 | SGL SpDP 2 | \$10000 | 04/10/2011 |
| т | UW EEs Inc | W | | | Walved | 04/10/2011 | Ind & Fam Life - Employee | Elect | IFE140 | Empl 140 | \$140000 | 01/01/2016 |
| v - | AD&D | E | ADF100 | Fam 100 | \$100000 | 04/10/2011 | AD40 | Elect | ADE100 | Fam 100 | \$100000 | 04/10/2011 |
| z | ICI WDC Rath | - | ICCLS4 WDCR | CL S4 Roth WDC | 75% of Salary \$75 After Tax | 02/01/2015 06/25/2014 | | | | | | |
| N | 403b Fidel | F | FIDLTY | Fidelity | \$75 After Tax \$550 Before Tax | 05/25/2014 02/05/2016 | Income Continuation Insurance | Elect | ICCL54 | CL S4 | 75% of Salary | 02/01/2015 |
| 2 | Legal Hol | E | LEGAL | Legal Hol | | 04/10/2011 | Roth WI Deferred Comp | Elect | WDCR | Roth WDC | \$75 After Tax | 06/25/2014 |
| | FSA Med | E | ERAMDB | ERA Med | \$2000 Pledge | 01/01/2016 | 403(b) Fidelity | Elect | FIDLTY | Fidelity | \$550 Before Tax | 02/05/2016 |
| i) | FSA Dep | W | | | Walved | 01/01/2016 | Legal Holiday | Elect | LEGAL | Legal Hol | | 04/10/2011 |
| 6 | HSA | W | | | Walved | 01/01/2016 | FSA Medical | Elect | ERAMOB | ERA Med | \$2000 Pledge | 01/01/2016 |
| N | DOA Svc | E | DOAGEN | DOA Gen | 0% of Earnings | 02/10/2011 | FSA Dependent Care | Waive | | | Waived | 01/01/2016 |
| ¢ | | т | | | | 12/01/2013 | Health Savings Account | Waive | | | Waived | 01/01/2016 |
| 6 | WRS | E | WRSGEN | WRS Gen | 6.6% of Earnings | 02/10/2011 | DOA Prior Service | Elect | DOAGEN | DOA Gen | 0% of Earnings | 02/10/2011 |
| | | - | | | | | | Terminate | | | | 12/01/2013 |
| | | | | | | | Wisconsin Retirement System | Elect | WRSGEN | WRS Gen | 6.6% of Earnings | 02/10/2011 |

- In 9.0, only the Election Code of E, W, or T appeared in the Coverage Election column. In 9.2 the full description of Election Terminate, o Waive will appear.
- The column header containing the long Description of the Benefit Plan is missing in 9.0. In 9.2 it is displayed.



BN: On Demand Event Maintenance: Event Status Update Page

Navigation Path: Benefits \rightarrow Manage Automated Enrollment \rightarrow Events \rightarrow On Demand Event Maintenance (Enter Empl ID) \rightarrow Event Status Update

| 9.0 Screenshot | 9.2 Screenshot | | | | |
|---|--|--|--|--|--|
| BenAdmin Event Status Update | Favorites * Main Menu * > Benefits * > Manage Automated Enrollment * > Events * > Update Event Status | | | | |
| EmpiliD: Ben Rcd#: 0 | Update Event Status | | | | |
| Event Status Update Find First 💶 1-42 of 42 💵 | Empl ID Ben Record 0 | | | | |
| Sched ID Event ID Pgm Process Status Eligibility Change Disc Out of Seq Process Indicator | Event Status Update 12 Find Find Find Find Find Find Find Find Last inal Schedule ID EV16 Image: Address Eligibility Changed Image: Address Eligibility Changed | | | | |
| OE17 0 C02 Enrolled I Normal Prc 01/01/2017 OpenEnroll 900 Open Enrollment Print Both Closed | Event ID 1 Job Eligibility Changed Event Class MSC Miscellaneous Event Out of Sequence Event Priority 75 FinalizeApply Defaults Benefit Program C02 Print Option Supress Print of Both Forms Process Status Finalized - Enrolled *Process Normal Processing | | | | |
| EV16 3 C02 Prep None I Normal Prc 06/26/2016 DTA 376 Job Data Change Suppr Both Closed | Action Source Job Data Change "Event Status Closed to Processing Schedule ID OE10 Address Eligibility Changed Event Date 01/01/2016 Event Disconnected MultiJob Indicator Changed Event ID 0 Job Eligibility Changed Event ID 0 Job Eligibility Changed | | | | |
| EV16 2 C02 Prep None Image: Constraint of the const | Event Priority 300 Finalize/Apply Defaults Event Priority 300 Print Option Print Both Forms Process Status Finalized - Enrolled *Process Normal Processing Action Source Open Enrollment *Event Status Closed to Processing | | | | |
| helps better define what each piece of information means within | o each Event for 9.2 rather than appear as two rows along the top. This an Event. Jate Event Status screens remains the same in 9.2 for Processing, | | | | |
| | | | | | |



BN: Base Benefits: Health Benefits

Navigation Path: Benefits \rightarrow Enroll in Benefits \rightarrow Health Benefit (Enter Empl ID)

| 9.0 Screenshot | 9.2 Screenshot |
|---|---|
| Health Benefit Elections | Favorites * Main Menu * > Benefits *> Enotil In Benefits *> Health Benefits |
| Employee ID: Benefit Rcd Nbr: 0 | Health Benefits |
| Plan Type Find View A8 First III 1 of 7 Last Plan Type: 10 State Group Health 1 | Employee 10 Benefit Record Number 0 Pain Type Priod (Verv All Priod (* 1 of 7 * Last Pain Type 10 Strate Grand MultiM |
| Coverage <u>Find</u> View All First II 1 of 1 ID Last | Files Type 10 State Group Health Image: State Group Health Coverage Files (% 1 of 1 %): Lest "Coverage Begin Date [101(2013) [§ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ |
| Coverage Begin Date: 01/01/2013 0 Deduction Begin Date: 12/01/2012 0 Coverage Election: Image Election: Image Election: Image Election: Election Date: 10/19/2012 Frontiment Code: Enrollment Reason: Image Election: Image Election: 10/15/2012 Benefit Plan: If Your Choice App Received: 10/15/2012 Benefit Plan: UNITYU Unity UW Health Option Code: X15 Coverage Code: 15 Family Family Family | Coverage Election |
| Physician/Clinic: Previously Seen Employee Status: Active Enroll Al Dependents | DependentSeneficiaries Personalize (12) Item Relationship to Employee Physician/Clinic Person Type Age Limit Fig 01 0_ Onlid Tax Dependent Ovalified Child V Ovalified Child <t< td=""></t<> |
| Dependent/Beneficiaries Personalize [5] # 1.2 or 2 ID Name Relationship Physician/Clinic Prev Seen Type Age Limit Flg 01 O Child O Child O Child Y 02 Spouse Spouse No | (2 Base (2 Refue to Search (2) Notice Helloy (2 Refere) |
| this information from the rest of the Coverage box. | In 9.2, a subsection box around the Coverage Election Fields separate 9.0 below the Previously Seen button, will be located on the left side of |
| | |



| | ate Dependent/Beneficiary (Enter Empl ID) |
|--|--|
| 9.0 Screenshot | 9.2 Screenshot |
| Basma Address Personal Profile | Favorites * Main Manu * > Benefix * > Employee/Dependent Information * > Update DependentBenefictary Users |
| Person ID: | Person ID |
| Personal Profile End Vanx Ad Friet 🖬 1 at 2 🗖 Last | Personal Profile Find View All Find View A |
| Dependent Beneficiary ID: 01 Name: ETF Member ID: | Dependent/Deneficiary 01 Name: ETF Member |
| | Date of Birth [03/21/2000] Birth Location |
| Date of Birth: 03212000 B Birth Country: Q Birth State: Q Date of Death: Birth Location: | Birth Country Q, Birth State Q, |
| Medicare Entitied Date: | Date of Death B Phone Numbers Medicare Entitled Date B Riders/Orders exist |
| Personal History End View Al First III 1 of 1 III Last | Personal History Find View All Find With All Find W Last |
| *Effective Date: 02/10/2011 🕫 🖝 | *Effective Date (02102011) |
| *Relationship to Employee: Child Tax Dependent - *Denendent Reneficiany Type: Both - | *Relationship to Child Tax Dependent |
| "Gender: Male | *Dependent Beneficiary (Both |
| *Marital Status: Single - As of: | "Gender Mate |
| Student As of: | *Marital Status Single As of B |
| Smoker As of: | Student As of 8 |
| Occupation: | Smoker As of B |
| Grandchild's Parent: | |
| *Other Health Insurance Unknown • | Occupation |
| Insurance Company Name: | Grandchild's Parent |
| Other Insurance Policy Number: | |
| Other Insurance Group Number: | Other Health Insurance: |
| | Insurance Company name: Other Insurance Policy Number |
| ▼ 📕 US Federal Government | Other Insurance Group |
| FEHB Participant: N Dependent's Fed Plan Type: Q | winner: |
| Medicate Indicators End View At First III + of + III Last | US Federal Government |
| *Effective Date 11/29/2016 Medicare Number | E FEHB Participant Dependent's Fed Plan Type - |
| Medicare B Indicator: Medicare Reason B | Medicare Indicators Find View All Find (* 1 of 1 (* 1 and |
| Medicare D Indicator: 📃 Medicare Reason D | *Effective Date [11:04:0215] Medicare Rumber Medicare A Indicator Medicare A Indicator |
| v Holessin | Medicare B Indicator Medicare Reason B |
| National ID Personal | Medicare D Indicator Medicare Reason D |
| USA Q PR Q Social Security Number | ✓ National ID Personalize Find View All Ø1 Find (0) 1 of 1 (0) Last |
| Bare ARturn to Search Ellotty Ellopdate/Display Ellopdate/Display Ellopdate/Display | Country *National ID Type Description National ID Presonalize Init View All View |
| Name Address Personal Profile | USA Q, PR Q, Social Security Number |



Questions





FSA Overrides

1/1/2017 and Forward

- Employee contributions will be deducted in equal amounts from each paycheck, pre-tax, through the Plan Year.
 - Employees must follow the 26, 12, 9-pay schedules
 - UWSC Benefits Team will be querying for overrides that are placed on employee Spending Accounts and will remove any that are not allowed
 - Only 9-pay employees will have overrides on their accounts
- Employees may not have overrides placed on their FSA accounts UNLESS it is their final paycheck prior to retirement/termination.

Benefit WED Reports

The following reports need to be worked to ensure Benefit Plan enrollment or coverage has been updated for correct deductions.

- UW_BN_AGE_70
- UW_BN_ICI_COELECT
- UW_BN_ICI_MISSING_ENROLLMENT
- UW_BN_ABBR_MISMATCH
- UW_BN_ABBR_UNROUNDED
- UW_BN_ICI_ABBR
- UW_BN_SGL_ABBR

Benefit WED Reports

The reports listed below need to be worked to ensure benefit events are processed timely and correctly. In addition, it will ensure enrollment opportunities are given to employees or enrollments are confirmed.

- UW_HR_NEW_HIRE_HOLD
- UW_BN_EPENDING
- UW_BN_BAS_OPEN_ACTN_REQ
- UW_BN_PRIMARY_FLAG_ASSIGNED_CAMPUS

Questions





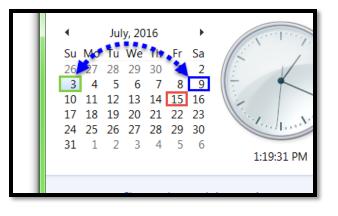
PY1 Compensating Control Log

The PY1 Compensating Control Log form is completed by campuses on a weekly basis.

A recently modified version of the form can be found here https://uwservice.wisconsin.edu/docs/publications/sod-compcontrol-log-py1.pdf

Things to remember

- -The start date will always be a Sunday
- -The end date will always be the following Saturday
- -The due date is the following Friday



New PY1 Compensating Control Log Form

PY1 HRS DUTIES COMPENSATING CONTROL LOG

| Review Period Start Date | Review Period End Date | Reviewed Paycheck Chain of Custody Register – <i>Note Payroll</i> <i>Date, ID, On/Off Cycle</i> | Discrepancies & Actions Taken | Printed Name and Signature | Date of Signature |
|--------------------------------|------------------------------|--|---|--|----------------------|
| 12/11/2016 Sunday | 12/17/2016 Saturday | If discrepancies have been found, note the information above related to the discrepancy. If no discrepancies are found, leave this column blank. | If Discrepancies have been found, enter the actions taken to resolve. If no discrepancies are found, indicate "no discrepancies found for review period." | Type your name Printed Name and Signature required | Date Signed |

Questions





CYE – Important Dates

| Important Ca | alendar Year-End Payroll Dates - 2016-2017 as of November 18, 2016 | | | | | |
|--------------|---|--|--|--|--|--|
| Date | Event | | | | | |
| 12/01/2016 | Last on-cycle pay date in 2016 for monthly paid staff | | | | | |
| 12/16/2016 | Check Correction deadline to guarantee employees' original W-2s reflect the correct amounts | | | | | |
| 12/22/2016 | Last on-cycle pay date in 2016 for bi-weekly paid staff | | | | | |
| 12/28/2016 | NOON – Deadline for Missed Payroll submissions for inclusion on 2016 W-2s | | | | | |
| 12/29/2016 | Last off-cycle check date for 2016 (bi-weekly and monthly paid staff) | | | | | |
| 12/30/2016 | 11:00AM! Deadline for Foreign National Personal Data Changes in Glacier (related to 1042-S 2016) | | | | | |
| 01/06/2017 | Final deadline for last minute Check Correction adjustments on an employee's W-2 (not guaranteed, based on volume) | | | | | |
| 01/06/2017 | Deadline for Taxable Fringe Adjustments for calendar year 2016 | | | | | |
| 01/06/2017 | Deadline for Guaranteed Personal Data Changes (for ACA and W2 data) | | | | | |
| 01/23/2017 | Targeted date for finish printing W2s | | | | | |
| 02/14/2017 | Targeted print date for 2016 Fellowship/Scholarship Letters | | | | | |
| 01/30/2017 | Targeted date for employees to receive 2016 W-2s | | | | | |
| 01/31/2017 | IRS postmark deadline for employees 2016 W-2s | | | | | |
| 02/23/2017 | Targeted print date for 2016 1042-S forms - subject to change due to the HRS Upgrade | | | | | |
| 03/01/2017 | CYE posts to WISDM (approximately) | | | | | |
| 03/10/2017 | Targeted date for employees to receive 2016 1042-S forms (3/15/17 due) | | | | | |



Institution Feedback

- UW-River Falls
- UW System Administration
- UW-Stout
- UW-Superior
- UW Colleges
- UW-Extension
- UW-Green Bay
- UW-Parkside

Calendar Review – December 2016

| G | Foday | | December 2016 | 12A 12B | 12M | Ð |
|---|---|--|--|---|--------------------------------|---|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| 27 | 28 | 29 | 30 | 1 [11M] Pay Date [11B] Final Calc [12M] Pay Period Begin [11B] Confirmation Deadline (Eve) | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 [11B] Pay Date | 9 | 10 [12A] Pay Period End |
| 11 [12B] Pay Period | 12 [12A] 2nd Batch | 13 [12A] Payroll and | 14 [12A] 4th Batch | 15 [12A] Final Calc | 16 [12M] 1st Batch | 17 |
| Begin [12A] 1st Batch Prelim Calc | Prelim Calc | Benefit Retro and Payline Load [12A] 3rd Batch Prelim Calc | Prelim Calc [12A] FICA Deadline | [12A] Confirmation Deadline (Eve) | Prelim Calc | |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| [12M] 2nd Batch Prelim Calc | [12M] 3rd Batch Prelim Calc | [12M] 4th Batch Prelim Calc | [12M] 5th Batch Prelim Calc | [12A] Pay Date [12M] Final Calc | [12B] 1st Batch Prelim Calc | [12B] Pay Period End |
| | | [12M] Payroll and Benefit Retro and Payline Load | [12M] FICA Deadline | [12M] [12M] Confirmation Deadline (Eve) | | Christmas Eve |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| [1A] Pay Period Begin | [12B] 2nd Batch Prelim Calc Christmas Day (Observed) | [12B] Payroll and Benefit Retro and Payline Load [12B] 3rd Batch Prelim Calc | [12B] FICA Deadline [12B] 4th Batch Prelim Calc | [12B] Final Calc [12B] Confirmation Deadline (Mor) | | [12M] Pay Period End New Year's Eve |

SERVICE CENTER

Contact Us

Contact your Affinity Group via Telephone, Email, Web Forms our Chat

Visit our support page at https://kb.wisc.edu/hrs/page.php?id=17960

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| AG Support email addresses | LiveChat & Webforms |
|--|--|
| 7:45 a.m 4:30 p.m 5 days a week (Mon-Fri) | 7:45 a.m 4:30 p.m 5 days a week (Mon-Fri) |
| AG1: ag1@uwsa.edu | Click here to chat with a support agent |
| AG2: ag2@uwsa.edu | Use our web from to submit an incident |
| AG3: ag3@uwsa.edu | |
| | |
| | 7:45 a.m 4:30 p.m 5 days a week (Mon-Fri) AG1: <u>ag1@uwsa.edu</u> AG2: <u>ag2@uwsa.edu</u> |

Support Request - Emails

- Please include in the subject line of your email the following:
 - EE Name Employee ID/Empl Rcd Description
 - Example:

Email Subject: Buckingham B Badger – 01234567 Rcd 0 – Benefits Inquiry Description