# SERVICE CENTER

# Affinity Group 3 May 30, 2017

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

- AGs:
  - Workshop June 6<sup>th</sup> Upcoming Process and Data Changes
- Benefits:
  - WRS Prior Service (Follow-up)
- HR:
  - CAT Rate Loads
- Absence Management:
  - Memorial Day Absence Load Process Review
- Payroll:
  - May Calendar Review
- Questions/Institution Feedback



### All AG Workshop – June 6th

- Audience: HR Directors, and HR, Payroll and Benefits Coordinators
- Topic: Important updates regarding BAS, COBRA, & PUM Projects
- When: June 6<sup>th</sup> 9:00 am 10:30 am

High Level Project Summaries:

- Benefit Administration System (BAS)
  - The Department of Employee Trust Funds (ETF) is developing a new, web based Benefit Administration System (myETF).
  - MyETF requires employers to create new file formats to electronically share information with ETF regarding Payroll, Employment and Insurance.
  - MyETF is scheduled to launch January 1, 2018.



#### All AG Workshop – June 6th

#### PeopleSoft Update Manager (PUM) / Ptools

- PeopleSoft Maintenance and enhanced functionality
- Includes direct deposit self service
- Roll out September 2017

#### • <u>COBRA</u>

- Standardization and centralization
- Roll out later in 2017 (exact date TBD)



#### All AG Workshop – June 6th

- The workshop will be delivered as a web conference through Blackboard Collaborate.
- login / dial-in information:
  - Join the Blackboard Collaborate session
  - Number: 1 (888) 291-0312
  - Passcode: 9113 211#
- The workshop will also be recorded and the archived recording will be made available for your reference.



# Reminder: WRS Previous Service

- Navigation: Workforce Administration > Job Information > Job Data
  > UW Benefits tab
- Fields:
  - Previous WRS Local Service
  - Previous WRS State Service
  - WRS Before July 1, 2011
  - Rehired Annuitant

#### • What has changed/improved:

 A new process will populate the above fields for concurrent active Jobs if values exist in Benefit Primary Job.



# **WRS Previous Service**

- UWSC Benefits Team has been working towards maintaining consistent WRS Previous Service data across all Empl Rcds.
  - Best Practice:
    - Allow the processes to auto populate the WRS Previous Service fields on the UW Benefits tab.
    - Utilize the New Hire Hold to manage any that do not auto-populate and need additional review.
    - Let the batch processing do the work for you! This process will reduce the number of employees on the New Hire Hold and those that need manual review.

\*If you are going to manually update the UW Benefits tab when entering a hire/rehire before overnight processes run, please make sure you are entering/updating the same values across all active Empl Rcds.

#### Questions?



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# A-Basis Pay Increases from CAT

- Planned for June 8<sup>th</sup> UW Service Center inserts job row in HRS with effective date of <u>July 1, 2017</u> for A-Basis rate from the CAT including:
  - Proposed Rate Adjustments (various Action Reasons/Excluding UW Madison)
  - Faculty Promotion Adj (003) (Excl. UW Madison)
  - **DO NOT** enter the above manually
  - Title changes are <u>NOT</u> loaded to HRS

# Institution Review of A-Basis

- Week of June 12 UW Service Center provides HR and Budget Directors a report of A-basis rates that loaded from the CAT
  - Includes list of all A-basis rates that were loaded
  - Includes list of increases not loaded (ex. position number mismatches, future transfers, rehires)
- June 12 to July 14 institution review period
  - Institutions process their own corrections or submit corrections to the UW Service Center
  - A-Basis terminations after July 1 already entered-UW Service Center will manually enter rate increases for these employees (institutions should monitor and verify)

#### H-Basis Pay Increases from CAT

- June 8<sup>th</sup> UW Service Center inserts job row in HRS with effective date of June 25, 2017 for H-Basis rates from the CAT:
  - Proposed Rate Adjustments (various Action Reasons/Excluding UW Madison)
  - **DO NOT** enter the above manually
  - Title changes are <u>NOT</u> loaded to HRS

# Institution Review of H-Basis

- Week of June 12 UW Service Center provides HR and Budget Directors a report of H-basis rates that loaded from the CAT
  - Includes list of all H-basis rates that were loaded
  - Includes list of increases not loaded (ex. position number mismatches, future transfers, rehires)

#### June 12 to July 7 – Institution Review Period

- Institutions process their own corrections or submit corrections to the UW Service Center
- H-Basis terminations after June 25 already entered :
  - UW Service Center will manually enter rate increases for these employees (institutions should monitor and verify)

### **C-Basis Pay Increases from CAT**

- August 31 UW Service Center inserts job row in HRS with effective date equal to the date of each institution's academic year for C-basis staff.
- This is the day after the Return from Short Work Break (RBK) Process is ran, which also Encumbers C-Basis Employees.
  - Proposed Rate Adjustments (various Action Reasons/Excluding UW Madison)
  - Faculty Promotion Adj (003) (Excl. UW Madison)
  - **DO NOT** enter the above manually
  - Title changes are <u>NOT</u> loaded to HRS

### Institution Review of C-Basis

- Week of August 28 UW Service Center provides HR and Budget Directors a report of C-basis rates that loaded from the CAT
  - Includes list of all C-basis rates that were loaded
  - Includes list of increases not loaded (ex. position number mismatches, future transfers, rehires)
- September 1 to September 8 institution review period
  - Institutions process their own corrections or submit corrections to the UW Service Center
  - C-Basis terminations after start date of academic year-UW Service Center will manually enter rate increases for these employees (institutions should monitor and verify)

#### Questions



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#### **Bi-weekly Holiday Load Schedule**

The UW Service Center will identify all active full time bi-weekly employees (FTE = 1) who are eligible for legal holidays.

Memorial Day - 05/29/17: Was loaded 05/24/17-05/26/17 (Complete)

Independence Day - 07/04/17: Will be loaded 06/22/17-06/23/17

Labor Day - 09/04/17: Will be loaded 08/29/17-08/30/17

Thanksgiving - 11/23/17: TBD

Christmas Day - 12/25/17 & New Year's Day - 01/01/18: TBD

**Christmas Eve & New Year's Eve Day:** Because these dates will be floating holidays, the UWSC will not automatically load any hours.

#### Report: Legal Holidays Loaded

Employees who were loaded manually by the Service Center.

The employees are active in the HPR pay group & 1.0 FTE

Fields included are:

- Department ID
- Employee ID
- Employee Record
- Employee Name
- Date of Holiday
- Holiday Name
- Hours Loaded



### Report: Legal Holidays Not Loaded

Employees who were not loaded manually by the Service Center.

Fields included are:

- Department ID
- Employee ID
- Employee Record
- Employee Name
- Date of Holiday
- Holiday Name
- Reason for Not Loading



#### **Reasons for Not Loading**

• Part-Time Employee

The employee is active in the HPR pay group, but less than 1.0 FTE as of the holiday date.

Department Excluded

The department that the employee is in as of the holiday date was provided to the UW Service Center as 'opting out' from this load process.

• Pre-Existing Legal Holiday

There was already a Legal Holiday absence take on the date of the holiday at the time that the UW Service Center prepared the load.

#### Reminder: Pre-Existing Time at Load

Employees who had a legal holiday take entered at the time the UW Service Center attempted to load legal holidays did not have a legal holiday loaded for them.

Other absences or reported hours did not stop legal holiday from loading. Other absences entered on the holiday will ADD hours to the same day legal holiday is being added from the UWSC.

#### Reminder: Working the Legal Holiday

Employees who work on an observed legal holiday for a full or partial day should have the pre-loaded absence event voided or adjusted.

**Example**: If an employee was called into work after the UWSC loaded the Legal holiday, we would need to void the legal holiday.

#### Reminder: Deferring the Legal Holiday

Full Time employees who, due to scheduling, do not wish to have some or all of the legal holiday hours charged on an observed legal holiday should have the absence changed or voided for them.

**Example:** If an employee puts in 36 hours of work in a week containing a legal holiday and they do not wish to use all 8 hours of legal holiday, the coordinator would change the take to 4 hours. The 4 hours of legal holiday usage will be returned to the balance to be used at a later date, effectively "deferring" 4 hours of legal holiday.

#### **Reminder: Exhaustion of Balances**

If there is not enough Legal Holiday balance remaining to support an automatically loaded or manually entered take, HRS will only process up to the balance and the rest will process as unpaid.

Results by Calendar will display the portion of the take that is paid and unpaid; see <u>AM - Results by Calendar</u> Absence Data section for an overview.

#### **KB & Questions**

All of the information regarding Bi-weekly Legal Holiday is now housed in the new Bi-weekly Legal Holiday KB:

https://kb.wisc.edu/hrs/page.php?id=72315

#### Institution Feedback

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

#### Questions



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#### PY: Calendar Review – May 2017

April 2017 Today	]		May 2017	5A 5	B 5M	June 201
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1 [5M] Pay Period Begin	2 [4C] 3rd Batch Prelim Calc	3 [4C] 4th Batch Prelim Calc	4 [4C] Final Calc	5	6
	[4C] 2nd Batch Prelim Calc	[4C] Payroll and Benefit Retro and Payline Load	[4C] FICA Deadline	[4C] Confirmation Deadline (Eve)		
	[4M] Pay Date	Payine Loau				
7	8	9	10	11 [4C] Pay Date	12 [5A] 1st Batch Prelim Calc	13 [5A] Pay Period End
4 [5B] Pay Period	15 [5A] Payroll and	16 [5A] 4th Batch	17 [5A] Final Calc	18 [5M] 1st Batch	19 [5M] 2nd Batch	20
[5A] 2nd Batch Prelim Calc	Benefit Retro and Payline Load [5A] 3rd Batch Prelim Calc	Prelim Calc [5A] FICA Deadline	[5A] Confirmation Deadline (Eve)	Prelim Calc	Prelim Calc	
1	22	23	24	25	26	27
5M] 3rd Batch Prelim Calc	[5M] 4th Batch Prelim Calc [5M] Payroll and Benefit Retro and Payline Load	[5M] FICA Deadline [5M] 5th Batch Prelim Calc	[5M] Final Calc [5M] Confirmation Deadline (Eve)	[5A] Pay Date		[5B] Pay Period End
8	29	30	31	1	2	3
6A] Pay Period Begin 5B] 1st Batch Prelim Calc	[5B] 2nd Batch Prelim Calc Memorial Day	[5B] Payroll and Benefit Retro and Payline Load [5B] 3rd Batch Prelim Calc	[5B] FICA Deadline [5M] Pay Period End [5B] 4th Batch			
			[5B] 4th Batch Prelim Calc			



#### PY: Calendar Review – June 2017

			June 2017			
Sun	Mon	Tue	Wed	Thu	Fri	Sat
8	2.9	30	31	1 [5B] Final Calc [5B] Confirmation Deadline (Eve) [5M] Pay Date [6M] Pay Period	2	3
	5	<u>6</u>	7	Begin 8 [5B] Pay Date	<u>9</u>	10 [6A] Pay Period End
<u>1</u> [6B] Pay Period Begin	<u>12</u> [6A] 2nd Batch Prelim Calc	<u>13</u> [6A] 3rd Batch Prelim Calc	14 [6A] 4th Batch Prelim Calc	[6A] Final Calc	<u>16</u> [6M] 1st Batch Prelim Calc	<mark>17</mark> [6M] 2nd Batch Prelim Calc
[6A] 1st Batch Prelim Calc		[6A] Payroll and Benefit Retro and Payline Load	[6A] FICA Deadline	[6A] Confirmation Deadline (Eve)		
8	19	20	21	22	23	24
[6M] 3rd Batch Prelim Calc	[6M] 4th Batch Prelim Calc [6M] Payroll and Benefit Retro and Payline Load	[6M] 5th Batch Prelim Calc [6M] FICA Deadline	[6M] Final Calc [6M] Confirmation Deadline (Eve)	[6A] Pay Date	[6B] 1st Batch Prelim Calc	[6B] Pay Period End
5	26	27	28	29	30	1
6B] 2nd Batch Prelim Calc	[6B] 3rd Batch Prelim Calc	[6B] 4th Batch Prelim Calc	[6B] Final Calc [6B] Confirmation	đana:	[6M] Pay Date [6M] Pay Period	i.e.
[7A] Pay Period Begin	[6B] Payroll and Benefit Retro and Payline Load	[6B] FICA Deadline	Deadline (Eve)		End	

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#### Contact Us

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

Visit our support page at <a href="https://kb.wisc.edu/hrs/page.php?id=17960">https://kb.wisc.edu/hrs/page.php?id=17960</a>

AG Support phone numbers	AG Support email addresses	LiveChat & Webforms
7:45 a.m 4:30 p.m 5 days a week (Mon-Fri)	7:45 a.m <b>4</b> :30 p.m 5 days a week (Mon-Fri)	7:45 a.m 4:30 p.m 5 days a week (Mon-Fri)
AG1: (888) 298-0141 (toll free) or (608) 262-0600	AG1: <u>ag1@uwsa.edu</u>	Click here to chat with a support agent
AG2: (888) 298-0151(toll free) or	AG2: ag2@uwsa.edu	Use our web from to submit an incident
(608) 262-0419	AG3: ag3@uwsa.edu	
AG3: (888) 298-4159 (toll free) or (608) 262-6093		

#### Support Request - Emails

• Please include the following in the subject line of your email:

#### Description – EE Name – Empl Id/EmplRcd

- Example Email Subject:
  - W2 Inquiry Buckingham B Badger 01234567/0