



HR – JIRA [HRS-51310](#), Org Dept Alpha prefix is dropping  
Follow-up with Brad to ensure SFS side is working as  
expected.

JIRA assigned to Brad on 12/3/18. He is doubtful there  
could be any issues, though.

Validate HR side in HRQA - FAIL

*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

- Service Center Communications Update
- Hot Topics
- Missed Payroll Criteria Changes
- Review Paycheck Search Criteria
- New Award Earnings Code
- UW Employees Inc. Rate Change
- BAS Update
- Calendar Review
- Institution Feedback

# Communication Recommendations

- Committee: Gareth Green, Jesse Czech, Tina Howell, Jenny Hanewall-Marnocha, Brad Krause
- Feedback collected from the Institutions
- Recommendations accepted by SC Managers on April 17, 2017

# Mass E-mail

- Used for unexpected emerging issues
  - HRS Performance Issues
  - HRS Outages
  - Strategic Leadership Emails
  - Systemwide
- Operational process emails should be moved to AG calls
- E-mails will be signed by “The Service Center” (exceptions for strategic leadership emails)
  - Provides consistency with our SC customer service approach of contacting the SC using their affinity group

# SC Communication Template

- In all steps listed below be succinct and away from unnecessary details.
  - Topic
  - What is the SC doing to address
  - Action needed by our customers
  - Timing of resolution expected
  - Timing of follow up

# UWSC – HRS Administrative Page

- Utilize “what’s happening right now feed” for documentation and tools to support operational activities (Simplify, stay out of the weeds)
- Reduce routine reminders/messages and provide tools such as:
  - Cypress Reports
  - Public Queries
  - Checklists/Training
  - Other?
- How will this “what’s happening right now feed” be organized, by module, by date, other? TBD

# Affinity Group Calls and Workshops

- Use AG calls to introduce projects, knowledge transfer and awareness of operational cyclical and emerging HRS events / updates
- Use Workshops to introduce projects, knowledge transfer and awareness of operational cyclical and emerging HRS events / updates on a specific situation warranting (lengthy, urgent, very complex) single coverage.



UNIVERSITY OF WISCONSIN SYSTEM

# Hot Topics Transition

August 29, 2017



# Transition of Hot Topics

- Planning team: Erin Schoonmaker, Jenny Hanewall-Marnocha, Brad Krause
- Transitioning Hot Topics to a Benefits & Payroll User Group
  - Updates from UW System HR and Service Center.
  - Roundtable discussion on topics submitted from institutions.
  - Topics will be solicited in advance of the meetings and agenda sent out prior to the meetings.
  - Information that needs to be communicated quickly and cannot wait for a User Group call will be presented in weekly AG calls.

# Transition of Hot Topics

- Requesting feedback from institutions on timing of the user group meeting.
- Email distribution list will be created.
- Email [ohrwd@uwsa.edu](mailto:ohrwd@uwsa.edu) with initial list of participants from your institution.
- First meeting date and request for topics will be sent out once feedback is received.
- Questions?

# Missed Payroll Criteria Changes

- Effective October 2017
- Reduce Number of Missed Payrolls Processed
- Compliance with BAS
- Reduce amount of FTE devoted to process

# MPR Criteria Comparison

Criterion	Current	New
Check Cycle Frequency	Twice a Week	Once a Week
MPR Approval Time	21 Days	15 Days
SH Reg Gross Min	5 Hours	> 8 Hours
US Reg Gross Min	8 Hours	> 10 Hours
FAASLI Reg Gross Min	10%	25%
L-Basis Lump Gross Min	N/A	\$300
Per Emp Requirement	N/A	New
Length of Time Req.	2 Mos./4 Bi-weekly PPs	1 Mo./2 Bi-weekly PPs

# Review Paycheck Search Criteria






- Employees have begun to exceed of 300 rows in Review Paycheck
- If you are not finding the check you are looking for, additional search criteria may be necessary

## Review Paycheck

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

### Search Criteria

Company	begins with ▾	<input type="text"/>	
Pay Group	begins with ▾	<input type="text"/>	
Pay Period End Date	= ▾	<input type="text"/>	
Off Cycle ?		<input type="checkbox"/>	
Page Nbr	= ▾	<input type="text"/>	
Line Nbr	= ▾	<input type="text"/>	
Separate Check Nbr	= ▾	<input type="text"/>	
Paycheck Number	= ▾	<input type="text"/>	
Empl ID	begins with ▾	<input type="text"/>	
Name	begins with ▾	<input type="text"/>	

Case Sensitive

Search

Clear

Basic Search 

Save Search Criteria

# New Award Earnings Code

- New Earnings Code Added with mid-August
- Earnings Code: LRA
- Earnings Code Description: Emp Recognition Awd
- Both Monthly and Biweekly EEs are Eligible

# UW Employees, Inc. – Rate Change

**Effective October 01, 2017**

Rates are decreasing

Age as of Jan 1st	Coverage Level	Old Premium	New Premium
Under 35	\$33,000	\$1.00	<b>\$0.75</b>
35 - 39	\$28,000	\$1.25	<b>\$0.94</b>
40 – 44	\$25,000	\$1.60	<b>\$1.20</b>
45 – 49	\$18,000	\$2.00	<b>\$1.50</b>
50 – 54	\$15,000	\$2.40	<b>\$1.80</b>
55 – 59	\$13,000	\$3.80	<b>\$2.85</b>
60 – 64	\$12,000	\$4.35	<b>\$3.26</b>
65 and over	\$7,000	\$3.00	<b>\$2.25</b>

*Rates increase with age and are subject to change.  
The UW System does not contribute to the premium.*

# UW Employees, Inc.

- Premiums taken a month in advance
  - Paychecks
    - Bi-weekly paid employees - check issued 9/14/2017
    - Monthly paid employees – check issued 9/29/2017
- Communication to employees – targeted for 9/1.
  - Portal article
  - Targeted email to enrolled employees



# BAS Update

- Background: In June 2017, the Service Center announced ETF's new Benefit Administration System (myETF) will require the UW to report an Adjusted Continuous Service Date for all WRS eligible employees, University Staff and FA/AS/LI
  - 19,000 FA/AS/LI active employees in HRS did not have an adjusted continuous service date
  - The “UW\_HR\_MISSING\_ADJ\_CONTINUOUS\_SVS\_DT” WED report was limited to CP empl class
- UPDATE:
  - An adjusted continuous service date has been populated in HRS for the original population of missing FA/AS/LI employees
  - Effective August 29<sup>th</sup>, the existing WED report will include all required employee classifications
- A future enhancement will add an Empl class column to the WED report

# Questions



# PY: Calendar Review – September 2017

← Today →

September 2017

9A 9B 9M 9C

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

# Contact Us

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

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

## AG Support phone numbers

7:45 a.m. - 4:30 p.m.  
5 days a week (Mon-Fri)

AG1: (888) 298-0141 (toll free) or  
(608) 262-0600

AG2: (888) 298-0151(toll free) or  
(608) 262-0419

AG3: (888) 298-4159 (toll free) or  
(608) 262-6093

## AG Support email addresses

7:45 a.m. - 4:30 p.m.  
5 days a week (Mon-Fri)

AG1: [ag1@uwsa.edu](mailto:ag1@uwsa.edu)

AG2: [ag2@uwsa.edu](mailto:ag2@uwsa.edu)

AG3: [ag3@uwsa.edu](mailto:ag3@uwsa.edu)

## LiveChat & Webforms

7:45 a.m. - 4:30 p.m.  
5 days a week (Mon-Fri)

[Click here to chat with a support agent](#)

[Use our web form to submit an incident](#)

# 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*