UNIVERSITY PAYROLL NEWSLETTER

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Highlights and Hot Topics

Customer Service Help Desk Strategy

By Monica Bonifield

In an effort to maximize resources and develop efficiencies in resolving a high volume of customer service issues, University Payroll Customer Service has implemented a new Help Desk Strategy.

The University Payroll Service Center receives an average of 3,200 requests for assistance every month. The issues range from providing guidance on how to process a pay adjustment to troubleshooting Banner error messages within the payroll related forms.

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The Customer Service Help Desk receives the issues via the following avenues:

- Walk-in customers
- Help Desk phone line
- Payroll Inquiry email
- Clarify tickets logged by AITS, BIS, Benefits or HR Help Desks

The Help Desk now utilizes a multi-tiered, phased approach. The goal of this strategy is to have a single point of entry for all issues coming to the Service Center utilizing the Clarify Customer Relationship Management tool. The objectives are to not only eliminate a duplication of effort by Customer Service Representatives (CS Reps) responding to the same issue routed to the Help Desk by different means, but also to ensure that all issues are appropriately logged, assigned and resolved in a timely manner. The added benefits to this program include tracking and quantifying customer issues, trends and activity.

Clarify is the primary resource used to track Payroll Agent and Customer activities and resolution status. Reports from Clarify are extracted on a monthly basis to measure and evaluate:

- Payroll Staff performance
- Payroll Staff training needs
- Payroll Staff resource needs
- Customer/end-user training needs

For more information on Customer Service metrics, please refer to page 6 of this newsletter.

Overpayment Processing

By Angela Alonzo

On occasion, an employee is overpaid. This may be due to an administrative error in the maintenance of a job record or an error in time entry. When an employee receives more pay than earned, it is the fiscal responsibility of the employing unit to notify University Payroll to initiate the overpayment collection process. Both the employing department and University Payroll have a responsibility to resolve overpayment situations pursuant to OBFS Policy and/or the Internal Revenue Code.

The following table provides a guideline to resolving overpayments based on the status of the payment.

Status of Payment	ANA	Adjustment	Result
Current pay period, not calculated	Current Pay Period Correction	N/A	Overpayment prevented
Current pay period, not distributed	Pay Stop	Submit adjustment for correct pay due	Overpayment prevented
Prior pay period	Overpayment	N/A	Initiate collection process

If the job record error is the cause of the overpayment the department representative must submit a PITR or HR Checklist as appropriate.

The employing unit should act as a liaison between University Payroll and the unit's employee, to ensure that the employee understands the procedures for collection as described in the Collection Process section of Overpayment Policy; University Payroll Responsibility.

University Payroll will use the employee's permanent address (PR) in Banner for all correspondence in reference to the overpayment and will copy the employing unit.

It is the responsibility of University Payroll to process ANA transactions following the collection policy to ensure that the overpayment prevention or collection process is initiated within 3-5 business days, unless otherwise communicated.

If the overpayment is a large amount, the employee can request the amount be divided into two deductions.

If an employing unit would like to make other arrangements to collect overpayments, the unit is responsible for the collection activity, and credit to the departmental accounts will not take place until the full amount is repaid.

Upon request, University Payroll will calculate the net amount due for those employees who have made arrangements with the employing unit to make restitution via personal check/money order. When the employee has paid the overpayment in full, the unit representative should submit the funds collected to University Payroll. This will ensure proper credit to departmental accounts, and an adjustment to the employee's tax records.

Departmental expense accounts will be credited within 5-10 business days of receipt of payment in the University Payroll clearing account, unless otherwise communicated. The employee's W-2 record will be appropriately adjusted as defined by IRS regulations.

Current Quarter

Earning Statements

As part of the University efforts to make administrative operations more cost efficient, effective April 11, 2005, paper earnings statements are printed at a central location on the Urbana-Champaign campus. Earnings statements for UIC employees are sent to the Chicago campus for distribution through campus mail. There was no change to the printing or mailing for Springfield Campus employees.

All employees may print their earnings statement from NESSIE as early as three days before payday.

NESSIE link:
https://nessie.uihr.uillinois.edu/cf/index.cfm

1. Click on Compensation tab.
2. Click on the Earnings Statement link.
3. Log in using your University NetID and password.
4. Enter your Personal Identification Number (PIN) or create one.
5. Click on Print Earnings Statement link.

No Deduction Payroll

BW 13 (Pay Date 06/29/05) will be a no deduction payroll. Voluntary deductions will not be taken from the pay event resulting in a higher net pay. Voluntary deductions can include payroll deductions taken for health and dental benefits, savings bonds purchases, and parking fees.

Typically only statutory deductions (for example, federal and state taxes) and involuntary deductions (for example, child support) will be taken during these payroll events.

BW 14 Calc Date

Due to the Fourth of July holiday, the BW 14 payroll calculation will be moved to July 6th. Consequently, department approvers will have until noon on July 6th for timesheet approval. Superusers have until 5 p.m. on the 6th to extract, complete, submit and approve timesheets.

Union Dues-Fair Share Deduction Changes

Effective pay date 4/20/05 BW 8

U19 Fireman Oilers Local 7 - UIC
Boiler Room Fireman dues increased to $33.94
Utility Laborers dues increased to $32.51
Fair share is 85% of dues

U04 Graphic Comm Intl Loc 219 - UIUC
Press/Pre Press Tech I dues changed to $16.17
Press/Pre Press Tech II dues changed to $17.26
Press/Pre Press Tech III dues changed to $19.85
Compositor dues changed to $17.01
Binary Worker 0-18 months dues changed to $11.97
Binary Worker over 18 months dues changed to $12.60
Jr. Proof Reader 0-12 months dues changed to $13.52
Jr. Proof Reader over 12 months dues changed to $13.93
Sr. Proof Reader dues changed to $15.93

U22 Local 73 - UIC
Dues and Fair Share increased to $8.52 per pay

Effective pay date 5/4/05 BW 9

U52 Local 399 - UIC
All plans increased between $1.00 and $2.50

U33 United Brotherhood of Carpenters and Joiners - UIUC
Dues increased to $53.74
Journeyman increased to $71.66
Foreman increased to $73.41

Effective pay date 6/1/05 BW 11

U43 Fraternal Order of Police - UIC
Dues will be $19.00 and Fair Share will be $16.50

Fiscal Year End

At fiscal year end, labor distributions for state funded jobs will be split in the following manner:

BW 14 – 90% of the pay event will be assigned to the 2005 distribution, 10% will be assigned to the new 2006 distribution.

MN7 – 50% of the pay event will be assigned to the 2005 distribution, 50% will be assigned to the new 2006 distribution.

Exception for MN 7 pay events – 9/12 will have 100% of the pay event assigned to the new 2006 distribution.

A note about changes to job records:

Jobs with 9/12 employee classes (AA, AB, BC, and BD) on state funds:

- If the effective date of the appointment is before 6/16/05, use FY'05 state fund code (100005).
- If the effective date of the appointment is 6/16/05 or later, use FY'06 state fund code (100006).

Jobs with non-9/12 employee classes on state funds:

- If the effective date of the appointment is before 7/1/05, use FY'05 state fund code (100005).
- If the effective date of the appointment is 7/1/05 or later, use FY'06 state fund code (100006).

If a terminated job is reactivated, be sure that the state fund code used on the labor distribution record follows the guidelines above.

Transaction Cleanup: PZAREDS and PZAADJT

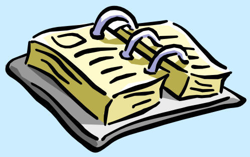
Currently, there are over 1,000 incomplete adjustments with activity dates prior to March 1, 2005. The office of University Payroll will delete payroll adjustments in Banner that have been started by campus units before March 1, 2005, but have not been approved by the units by May 31, 2005.

This deletion of payroll adjustments applies only to adjustments processed in Banner; it does not apply to adjustments submitted in ANA (Adjustment Notification Application).

Labor redistributions pending department approval need to be completed by July 14th to be posted in the finance period 12 data.

(For more information, please see the Labor Redistribution Deadlines for Fiscal Year End in the Important Payroll Dates section of this newsletter.)

Important Payroll Dates



Labor Redistribution Deadlines for Fiscal Year End

- July 8, 2005 (5pm) – Redistributions must be completed to appear on preliminary FY'05 statements.
- July 14, 2005 (5pm) – Redistributions must have a posting override date in June 2005 to appear in FY'05 period 12 statements.
- July 15 through July 30, 2005 – No redistributions will be posted during period 14.
- July 31, 2005 – All redistributions completed after July 14, 2005 will post in FY'06.

Payroll Calculation Deadlines

Pay Event		Calc date/ Time entry due	Pay Date
MN	**5**	**05/09/05**	**05/16/05**
BW	10	05/10/05	05/18/05
BW	11	05/24/05	06/01/05
BW	12	06/07/05	06/15/05
MN	**6**	**06/09/05**	**06/16/05**
BW	13*	06/21/05	06/29/05
BW	14	07/06/05	07/13/05
MN	**7**	**07/08/05**	**07/15/05**
BW	15	07/19/05	07/27/05
BW	16	08/02/05	08/10/05

Payroll Training Events

Coming Soon

- Foreign National Payment Processing
- Payroll Overview
- HRPTA106 – Approving Time on the Web and in Banner

Please watch for an announcement.

Now Open for Registration

May 11, 2005
8:30am to 1:00pm, UIC
HRPPR120 – Adjustment Processing for Units

May 11, 2005
2:00pm to 3:30pm, UIC
HRPPR135 – One Time Pay

May 12, 2005
8:30am to 12:30pm, UIC
HRPTA105 – Departmental Time Entry for Bi-Weekly Employees

June 14, 2005
9:00am to 10:30am, UIS
HRPPR130 – Labor Redistributions

June 22, 2005
8:30am to 1:00pm, UIUC
HRPPR120 – Adjustment Processing for Units

June 22, 2005
2:00pm to 3:30pm, UIUC
HRPPR130 – Labor Redistributions

June 23, 2005
8:30am to 12:30pm, UIUC
HRPTA105 – Departmental Time Entry for Bi-Weekly Employees

June 28, 2005
8:30am to 1:00pm, UIC
HRPPR120 – Adjustment Processing for Units

June 28, 2005
2:00pm to 3:30pm, UIC
HRPPR135 – One Time Pay

June 29, 2005
8:30am to 12:30pm, UIC
HRPTA105 – Departmental Time Entry for Bi-Weekly Employees

For further information on the Payroll courses or to register for a class, please visit the OBFS Training Center

Last Quarter

Customer Service Metrics

January – March 2005

	January	February	March
Total Activity	3350	3192	3132
Pending Resolution	85	199	28
Closed	3265	2993	3104

Total Activity represents the number of Clarify cases handled by Payroll Customer Service during that month, which include new cases and cases pending resolution from previous months. Pending resolution refers to the number of cases still open out of those handled at the end of each month. Closed are resolved issues.

Payroll Operations Metrics

During the last quarter, a total of **314** timesheet fell into an error status at Disposition 05 and had to be manually fixed by Payroll Operations. This error occurs when an employee's required statutory deductions are not active or do not exist during the pay period.

Adjustments Processed

January – March 2005

January	February	March
3661	3005	3948

Questions and Answers

Q: I performed several labor redistributions, but my reports do not reflect the change in labor distributions. What happened?

A: Most likely, the labor redistribution was started but not completed. The process involves several steps – the redistribution moves from Changed, to Pending, to Marked for Approval to Completed. Completed redistributions will show in PZILIST with an Event Type of Redistributed and a pay event disposition of 60 (Payroll completed) or 70 (Finance completed). Incomplete redistributions have a disposition of 48. To complete a redistribution waiting at disposition 48, open PZAREDS for the employee and the pay event and proceed with the remaining steps. Events with a status of X (Changed) need to be moved to Pending, Marked for Approval and Completed. Events with a status of P (Pending) need to be marked for approval and completed. Events with a status of A (Marked for Approval) need to be completed.

(Only events in a pending status can be erased.)

Q: I've submitted an adjustment through Workflow, but my Department Approver did not receive the work item in her worklist. Where did the work item go?

A: It could be one of two things: (1) another timesheet organization other than your organization code was specified on the Payroll Default screen of the job record during the pay period in question and thus, it was routed to the approver for that org code; or (2) the work item was in the approver's worklist, but you have multiple approvers and/or proxies defined. The work item appears in all of your approvers' (and their proxies) worklists. However, once the work item is opened or reserved by an approver, it will be removed from all other worklists.