Highlights and Hot Topics

Reminder: New Campus Phone Numbers for Payroll Customer Service

Effective August 1, 2009, the University Payroll Customer Service toll-free number 866-476-3586 will no longer be operational and there will be local phone numbers for each campus Service Center. This change will allow you to reach a local service representative that is familiar with your campus. The campus locations remain the same. University Payroll is implementing these changes in response to campus requests to have localized service for payroll issues. Implementation of this new approach is as follows:

Urbana-Champaign Campus
The existing local phone number remains the same. However, calls will not be redirected to other campuses. Effective August 1, 2009, all calls to the current local number will be answered by a University Payroll representative from the Urbana-Champaign campus.

University Payroll Customer Service at Urbana-Champaign
Henry Administration Building 100-A (MC 318)
506 S. Wright Street
Urbana, IL 61801
Phone: 217-265-6363
Fax: 217-244-1908

Chicago Campus
Effective August 1, 2009, the toll-free number 866-476-3586 will be discontinued and replaced by the local number stated below. All calls to the new local number will be answered by a University Payroll representative from the Chicago campus.

University Payroll Customer Service at Chicago
Marshfield Avenue Building - Room 106 (MC 547)
809 S. Marshfield Avenue
Chicago, IL 60612-7205
Phone: 312-996-7200
Fax: 312-996-1932

Springfield Campus
Changes were already implemented on June 19, 2009. On this campus, customer service representatives from the offices of Benefits and Payroll work together to respond to customer calls.

University Payroll and Benefits Customer Service at Springfield
HRB 18
One University Plaza
Springfield, IL 62703
Phone: 217-206-7211
Fax: 217-206-7010

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On October 16, 2009, the Human Resources and Payroll Module of Banner will be upgraded from version 7.2.7 to 8.1. Banner forms affected by this upgrade are:

- Labor Redistribution (PZAREDS)
- Electronic Approval Proxy Rules (NTRPROX)
- Adjustment Processing (PZAADJT)

The Payroll training materials and job aids will be modified to reflect the Banner 8.1 changes prior to this implementation.

Here is a snapshot look at some of the upcoming changes:

**Tabbed User Interface**

The first two forms now include the tabbed user interface for the functions found under the Option menu. For PZAREDS, those functions are Edit Labor Distribution, Search and Replace and Comments.

**Effort Certification**

Effort Certification is a new out-of-the-box module for Banner 8.x. At this time, the University of Illinois will not be implementing this functionality within Banner. However, Effort Certification check boxes appear in multiple Banner forms including PZAREDS and PZAADJT. The check boxes are not available for selection.

**Menu Options**

Another minor change for the PZAREDS form is the renaming of Approve Redistributions to Submit Redistributions in the Option Menu. The Labor Redistribution training materials and job aids will be modified to reflect these changes prior to the release of Banner 8.x on October 16, 2009.

For NTRPROX, the Time Entry Proxy option changed to Other Modules to accommodate added proxy functionality within Banner 8.x.

The proxy is entered in Proxy ID and the applicable module (TIME for Time Entry) is added in the Proxy Modules section below.

Revised training materials will be available on the Payroll & Earnings Training Materials website (http://www.obfs.uillinois.edu/job aids/payroll.shtml) and will be included in classes offered prior to implementation of Banner 8.x.
Customer Service Metrics  
April – June 2009

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Cases</td>
<td>2156</td>
<td>1589</td>
<td>2084</td>
</tr>
</tbody>
</table>

Total Closed represents the number of Unicenter cases resolved by Payroll Customer Service during the specified month.

Payroll Operations Metrics
During the last quarter, a total of 213 timesheets 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  
April – June 2009

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<td>3434</td>
<td>2854</td>
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Payroll Training Events  
Now Open for Registration

All Campuses (UIUC/UIC/UIS)

OBFS Webinar Training Events
Payroll Overview Webinar
August 25, 2009– 1:30pm to 3:30pm
For more information or to register, go to the OBFS Webinar Training Events Registration Page at: [http://training.obfs.uillinois.edu/index.cfm?campus=w](http://training.obfs.uillinois.edu/index.cfm?campus=w)

UIUC
Payments to Foreign Nationals Overview
August 19, 2009 – 1:00pm to 4:00pm
One Time Payments, HRPPR135
September 22, 2009 – 11:00am to 12:30pm
Labor Redistributions, HRPPR130
September 22, 2009 – 9:00am to 10:30 am
Department Time Entry, HRPTA105
August 12, 2009 - 1:00pm to 4:00pm
Payroll Adjustment Processing for Units, HRPPR120
August 12, 2009 - 9:00am to 12:00pm

UIC
One Time Payments, HRPPR135
September 10, 2009 – 11:00am to 12:30pm
Labor Redistributions, HRPPR130
September 10, 2009 - 9:00am to 10:30 pm
Department Time Entry, HRPTA105
August 6, 2009 – 1:00pm to 4:00pm
Payroll Adjustment Processing for Units, HRPPR120
August 6, 2009 - 9:00am to 12:00pm

VETERANS DAY
Wednesday, November 11
While Veterans Day is not a recognized holiday for the University of Illinois, it is an observed bank holiday. To ensure funds for BW 23 are posted to the accounts of employees by pay day November 11, funds will be sent to the various banking institutions on Tuesday, November 10, 2009.

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For further information on the Payroll courses or to register for a course, please visit the [OBFS Training Center](http://training.obfs.uillinois.edu/index.cfm?campus=w).
Office of Business and Financial Services

Foreign National Mass Appointment Labs

UIUC
August 4 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
August 13 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
August 26 – 1:30 pm to 3:00 pm
August 27 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
August 31 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 3 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 14 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 16 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 21 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 23 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm
September 29 - 8:30 am to 10:00 am; 10:30 am to 12:00 pm; 1:30 pm to 3:00 pm

UIC
August 10 – 9:00 am to 10:30 am; 11:00 am to 12:30 pm; 1:30 pm to 3:00 pm
August 25 - 9:00 am to 10:30 am; 11:00 am to 12:30 pm; 1:30 pm to 3:00 pm
September 1 - 9:00 am to 10:30 am; 11:00 am to 12:30 pm; 1:30 pm to 3:00 pm
September 15 – 1:30 pm to 3:00 pm
September 17 - 9:00 am to 10:30 am; 11:00 am to 12:30 pm
September 24 - 9:00 am to 10:30 am; 11:00 am to 12:30 pm; 1:30 pm to 3:00 pm

Please refer to the registration site for October dates
http://training.obfs.uiillinois.edu/index.cfm?campus=F

Questions and Answers

Q. What employee type is eligible to receive a pay loan?
A. Pay loans are available to Civil Service, Academic Professional, and Faculty employees.

Q. Why does Payroll not allow loans to be granted to Extra Help and Student Employees?
A. Based on the inconsistent length of appointment and sporadic work schedules, repayment of the loan may be hampered. Pay loans are also not appropriate for terminal vacation and sick leave payouts and Non Resident Alien employees without a TCN, SSN, or ITIN.

Q. When is a request for a pay loan appropriate?
A. Pay loans should only be requested when an employee’s job or job change is not in Banner and the employee has not received pay due. The employee may receive up to 60% of his/her base pay. Pay loans will be denied by University Payroll when an employee’s job exists in Banner even though the employee has not been paid. The payroll adjustment process exists to pay these payments and the department must follow the adjustment procedures.

Q. How do I repay the loan?
A. An adjustment is created to pay the employee the entire amount of pay missed. At this time, the employee will have received both the pay and the 60% loan. Payroll will recapture the entire 60% loan on the subsequent ORIGINAL pay event.