

University Payroll & Benefits

Volume 4, Issue 4

November 2013

The University Payroll and Benefits Chicago Office Has a New Look!

The University Payroll and Benefits (UPB) Chicago Office remodel was successfully completed in July, and our office has moved back to its original location on the 1st floor in MAB. The new layout and brighter atmosphere has helped improve employee morale within UPB, and has provided private consultation rooms for customers.

Stop by and check us out!

Current phone and walk-in hours are below.

UPB CUSTOMER SERVICE

809 South Marshfield Avenue
1st floor (Mail code: 547)
Chicago, IL 60612

UPB Payroll Customer Service - 312-996-7200

UPB Benefits Office - 312-996-6471

Phone Hours: 9:00 a.m. - 4:00 p.m.

Walk-in Hours: 10:00 a.m. - 3:00 p.m.

UPB Student Insurance

The Student Insurance office located on the Urbana-Champaign campus has seen a good deal of change throughout the summer and fall in transitioning to its new primary role as a hub of customer service and outreach.

All claims processing has been outsourced to United Healthcare, the underwriter of the student insurance plan. Accordingly, the number of staff members has dropped from ten to five. Going forward, the Urbana-Champaign office will be handling all student insurance questions on a range of topics from adding dependents to general registration and waiver issues, as well as performing a wide range of outreach activities to help the student body at large better understand their insurance coverage.

To my customer. I may not have the answer, but I'll find it. I may not have the time, but I'll make it."

- Unknown

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Holiday Payroll Schedule

With the end of year quickly approaching, University Payroll and Benefits would like to highlight important information including dates for all units and employees to take note of.

Please refer to the OBFS News announcement: http://apps.obfs.uillinois.edu/news/dsp_News.cfm?FY=2014&A=68a5f125-7c95-47aa-a272-382a328ee1bf

Calendar Year 2013 Taxable Benefits

All taxable benefit reporting for calendar year 2013 must be submitted to UPB.

Please refer to the OBFS News announcement : http://apps.obfs.uillinois.edu/news/dsp_News.cfm?FY=2014&A=68a5f125-7c95-47aa-a272-382a328ee1bf#taxablebenefits13

Calendar Year 2013 Overpayment Processing

Deadlines must be met to facilitate timely correction of payroll records and avoid significant tax consequences for employees who received overpayments in 2013.

Please refer to the OBFS News announcement : http://apps.obfs.uillinois.edu/news/dsp_News.cfm?FY=2014&A=68a5f125-7c95-47aa-a272-382a328ee1bf#overpaymentprocessing13

Important Payroll Dates

Web Time Entry for Employees and Approvers

The tutorials are located at the following location:

<http://www.obfs.uillinois.edu/cms/One.aspx?portalId=909965&pageId=912750#WebTimeEntry>

The users may use the tutorials with or without audio; instructions are shown at the tutorial location.

Below is the link for future Webinars:

<http://training.obfs.uillinois.edu/index.cfm?campus>

New Hire Benefits Session – Now open for registration

<http://www.obfs.uillinois.edu/cms/one.aspx?portalId=909965&pageId=912779>

UPB Foreign National Mass Appointments Labs – Now open for registration

<http://apps.obfs.uillinois.edu/Registration/index.cfm?campus=F>

UPB Payroll Calculation Deadlines



Pay Event	Time Entry Cut Off Noon Superusers 5:00 p.m.	Pay Date
MN 11	N/A	11/15/2013
BW 24	11/13/2013	11/20/2013
BW 25	11/25/2013	12/04/2013
MN 12	N/A	12/16/2013
BW 26	12/10/2013	12/18/2013
BW 27**	12/23/2013	12/31/2013
BW 1	01/07/2013	01/15/2014

** denotes no voluntary deductions taken University Payroll and Benefits calendar is available at: <http://www.obfs.uillinois.edu/payroll/schedules/>

UPB Customer Service Metrics

Customer Satisfaction

For every call and visit made to University Payroll & Benefits Customer Service office, a case is created and tracked using Unicenter software. Below is a table showing the number of University Payroll & Benefits Customer Service cases closed monthly between July 2013 and September 2013.



*Note: This number has increased significantly due to a new process that includes Payroll & Benefits information.

Cases Closed:

July: 1673
August: 1651
September: 1440

Payroll Adjustments Processed

During the third quarter of 2013, there were 117 Disposition 05 and had to be manually fixed by UPB Payroll Operations. This error occurs when an employee's required statutory deductions are not active or do not exist during the pay period.

Payroll Operations Metrics:

July: 4495
August: 4593
September: 5054

*Note: The massive number attributes to the addition of the new SFN deduction (Required for Medicare when the employee earns over 200,000)