



RE: BOM Meeting, October 19, 2007

1. Update on Health Benefits

- Health Benefits – a data feed from PeopleSoft to ADOA (Arizona Department of Administration) was forwarded on-time.
- The flow of data is as follows: From us to ADOA, it's converted to Lawson, then it's converted to the various health plan administrator's such as United Health Care, etc. From those agencies it goes to WHI - which is ASUs pharmaceutical plan administrator. WHI provides the verifications to CVS, Walgreens, and others. Then this information is forwarded to the various pharmacies. If WHI doesn't have the information on file, they can't fill the prescription, because the employee is not identified on the plan.
- Between ADOA and WHI is where the breakdown is. The Office of Human Resources (OHR) is working with ADOA. No specific pattern was identified on which employees were impacted, so no one was notified till we had more accurate information.
- ADOA assures us that on October 22, the issue will be fixed. The timeframe is still on-track. The interim solution is not an ideal one. Contact ADOA, for a one-day solution. This is not a permanent fix.

2. The Phone System

- Phone system - OHR has received a lot of feedback on long waits on phone calls, and sending inquiries to askHR.
- On October 1st – we implemented Customer Relationship Management (CRM). This was implemented to streamline the system.
- The calls and askHR emails are now being tracked by tickets. A large amount of duplication of effort was being done by Human Resources (HR), so now inquiries can be tracked to understand who was working on the ticket and the status.
- The system was implemented to gather data, manage requests, measure our response time, and identify issues still open, and when problems are closing.

3. Use of Call Center

- The Call Center was implemented October 1st. In the past, when you called HR if you could get through, it was between the hours of 8 a.m.-5 p.m. This system enables our phone to be answered 7 days a week, 24 hours a day, even on weekends.

- The service was outsourced so the HR Customer Service Center (HR CSC) could focus on employees that come to HR, phones and CRM tickets and tracking.
- The Call Center was brought up quickly, and enough time may not have been allocated to train staff properly. The intent was to manage the phone calls of October 1st, when our most complex payroll ran, i.e. – salary increases and 26.1 to 26. We wanted to implement quickly to help manage the phone calls for that Monday.
- This is the same Call Center University Technology Office uses.

Questions and Answers – Benefits, CRM and Call Center

Q.1. Should you create a work ticket first, and then reference it with your HR partner?

A.1. Yes, please submit the ticket first, and reference the CRM ticket number. This also provides HR with a knowledge base of information which can also be provided to others who experience the same problem.

Q.2. What happens if you have an issue or problem with CRM?

A.2. Call or email the Leadership Team.

Q.3 Will there be a priority system with the Call Center?

A.3 Yes, in time. Right now our priority is payroll short issues. Eventually we will prioritize the issues, as we go forward.

4. Status of Outstanding Issues

a. **Overpayments** - last payroll not all overpayments were completed. Contract pay has been more difficult, and overpayments are one of the bigger problems. The problem is that PeopleSoft tries to take overpay away, but PeopleSoft also tries to pay back the over pay. We have a fix. We are targeting this next payroll period for completion

b. **Faculty on Fiscal Year, Are Still at 26.1, Not On 26** – we have a fix. The target date to have fixed is the next payroll cycle. For contract people, they won't receive retro pay; the contracts will be balanced out from now till the end of the year. It won't be an additional pay. This will start with the next payroll.

c. **Vacation Accruals** – hasn't been a high priority, because the concentration has been paying employees and benefits. We have 600 people we are working through. These people have to be setup – review the files, etc.

Questions and Answers/Outstanding Issues – Overpayments, Faculty on Fiscal Year, Still at 26.1, Not on 26, Vacation Accruals, and Adjustment Checks

Q.1. Will you send out an email to Faculty on Faculty on Fiscal Year, that are still on 26.1, and not on 26?

A.1. Yes, we will send out an email. Since it affects only certain groups, we will send out an email to faculty targeting the specific groups affected.

Q.2. How will overpayments be spread for the rest of the year?

A.2. Payments will be in four pay periods, from now to year-end.

Q.3. Are we working with Post Doctorates to get 10 days of vacation?

A.3 Yes. The new policy starts January 1st of 2008.

Q.4 Are academic professionals going to receive vacation?

A.4 Yes. The academic professionals are primarily part of that approximately 600 identified under the vacation accrual group we are working on.

Q.5 What is the forfeiture timeframe for overages when it comes to vacation?

A.5 It is December 31 for employees that have vacation overages.

Q.6 When will the majority of vacation accruals that need to be updated be completed?

A.6 In the next couple of payrolls, the first changes will take place at the end of November.

Q.7 What about the feed of data between PeopleSoft and a variety of Databases to update personal data?

A.7 The issue is being worked, none of the data has been updated for the fall. We are working through interfaces for a variety of systems. The mail drop issue has been resolved. The directory update – some improvements were made, but outstanding issues remain. The feed is in place from HRIS to the directory, however some issues still remain.

Q.8 I have an employee that terminated, but his check is still coming to our department. What should I do with the check?

A.8 Send the check back to HR, and we will re-route it.

Q.9. have several employees that have filed for direct deposit. Two payrolls have gone by and checks still aren't going into direct deposit. What should I do?

A.9. Contact HR. Direct deposit should be going in after one payroll.

Q.10 What happens if I submit I9 paperwork after the employee is already working?

A.10. I9 paperwork must be completed before the employee start date. We will not pay an employee for anytime worked before their I9 date. It is the responsibility of new employees and DTAs to ensure paperwork is completed and submitted on-time.

Q.11. What are the actual DTA deadline dates?

A.11. The DTA window is Friday by noon. We would prefer that the DTA approve all time that they can on Friday. We provide a small window on Monday, but this window is to load time for employees that worked over the weekend. Monday is "catchup" day. We have no flexibility in the schedule for Monday.

Q.12. Is the Payroll Production Schedule for November on the web site?

A.12. Yes, the calendar can be viewed at the HRIS Web site at: <http://hris.asu.edu/> under payroll calendars. Please consult the payroll schedule as we have 3 holidays in November and it will affect the payroll production schedule.

Q.13. What are the important deadlines for the November payroll?

A.13. The Friday deadline moves to Wednesday, Nov. 14th at noon. DTAs will have to do estimations for Wednesday, Thursday, Friday, and the weekend for any employees who work. You will not be able to go in on Monday and change anything. Monday of the following week we will be transmitting payroll. DTAs will be estimating, the system will not be doing the estimation for you. We will pay what is in the system Wednesday afternoon. If you over estimate, you can do a pay correction the following paycheck.

Q.14. I have an employee who has two jobs. Where does the overtime come out of?

A.14. The overtime pay is coming out of the home department. We are working on an expense transfer to get that fixed.

Additional Notes:

- New changes are being made to our web site. It will be easier to find things; we are changing the look, and moving towards the use of Bulletin Boards. We are looking at a BOM/HR Bulletin Board. Again, please consult the DTA Bulletin Board on a regular basis.

- Department changes – the Office of HR has merged with UTO. The new department name is the HR Systems Team, and it will be headed by Tina Thorstenson, UTO staff and members of Cedar Crestone. The change took effect 1 October. The UTO team will be located in HR.