



**BOM Meeting, September 19, 2007
Frequently Asked Questions**

Salary

Q.1. How do I make salary adjustments for a contract that had incorrect start and end dates? Won't it draw an incorrect calculation?

A.1. Yes, it will result in a wrong calculation for salary adjustment. For summer, the salary is not part of the contract. Salary is based on the academic salary. For faculty that worked this summer, they won't be eligible for a merit or salary increase.

Q.2. How will the salary increase be calculated for hourly employees?

A.2. The calculation will be based on the hours the employee has worked.

Open Enrollment:

Q.3. What is the fallback plan for employees who failed to complete Open Enrollment?

A. 3. Employees are covered with the plan they were carrying before Open Enrollment began. We would advise that they go into ASU Interactive, (www.asu.edu/interactive) click on Employee Self Service>Benefits>Benefits Summary and review their plan. In order to do this, they will need to change the date to October 7, 2007, and then the employee can view the new benefits plan for the year.

If the employee is comfortable with that plan, they don't have to do anything. If they want to make changes, they must provide a detailed explanation of why they were not able to enroll by the deadline on the Appeal Form and complete the enrollment form; fax both to the HR Employee Service Center at 480-965-1971 by close of business Friday, September 21st (5:00 p.m.). Appeals will be reviewed by the ADOA (Arizona Department of Administration), and the employee will be notified of the outcome.

Q.4. We have an employee who completed Open Enrollment on-time, printed a file copy, and still received a letter from the Office of Human Resources (OHR) stating that they had failed to enroll. What should the employee do?

- A.4. The first thing they should do is go into ASU Interactive, Employee Self Service (www.asu.edu/interactive), click on Employee Self Service>Benefits>Benefits Summary and cross verify the Benefits against what was printed on their file copy. If the information doesn't match, attach a copy of what was printed and complete an Appeal Form and send it to the OHR Benefits Department before the deadline date.
- Q.5. Can an employee that enrolled in the Benefits program make changes? They wanted to change their Life Insurance option, based on a salary change.
- A.5. Yes.

Overpayments:

- Q.6. What options are available to employees that received overpayments?
- A.6. Employees have the option of making a lump sum payment, or requesting 5 repayments using the preferred PeopleSoft method.
- Q.7. Will graduate students be listed on the Overpayment Worksheet?
- A.7. Yes, their names will be listed on the worksheet.
- Q.8. Will overpays in September be listed on the Overpayment Worksheet?
- A.8. No. Contact the Human Resources (HR) Payroll Department by email for further information.
- Q.9. How do we handle overpayments within a department, if the account number has changed?
- A.9. Attach the paperwork with the old and new account numbers with an explanation, and send it to the HR Payroll Department.
- Q.10. We have some employees that have been overpaid. We submitted the forms previously on them. Some of these employees have had their repayments taken out of their pay advice, while others haven't. Should we resend the paperwork?
- A.10. No. These employees are listed on our Overpayment Worksheet, and we are working diligently to process these overpayments. Resending the paperwork will only cause duplication of efforts by our Payroll Department.
- Q.11. An employee had deductions taken for an overpayment, but the Payroll Department deducted more money than the employee anticipated. How can this be resolved?

- A.11. Submit a Pay Correction Form which can be found on-line at:
<http://www.asu.edu/hr/forms/index.html> to the HR Payroll Department.
- Q.12. How is a contract underpayment resolved?
- A.12. Contact the HR Payroll Department.
- Q.13. If an employee is identified as having been overpaid, will deductions be taken automatically?
- A.13. No. The accompanying forms must be sent to the HR Payroll Department in order for deductions to be taken.
- Q.14. How are we handling contract overpayments?
- A.14. With contracts, a change will automatically be pro-rated over the remainder of the contract. If someone got overpaid by a large amount, it would in essence shift money from the next tax year to this one, resulting in possible tax consequences, (e.g., someone is supposed to make \$60,000 or \$3,000 per pay period). If they were overpaid, by \$6,000 the first pay period, then they would have more taxable income this year, and the remaining payments would be lower – \$2,700.

Payroll:

- Q.15. During the blackout period (September 19-26), can time, vacation time, or sick-time be entered?
- A.15. Yes.
- Q.16. An hourly employee who entered time, had it rejected by the HR Payroll Department. Why?
- A.16. It was an anomaly with the PeopleSoft System. Submit a Pay Correction Form to the HR Payroll Department for the employee.
- Q.17. When viewing vacation accrual in PeopleSoft, the current vacation amounts are visible, but if a previous pay advice is viewed, the vacation accrual drops off. Why is that?
- A.17. We don't know it's a PeopleSoft system issue.
- Q.18. Will the OHR have another "Contract Party" at the University Services Building?
- A.18. Yes. PeopleSoft is very unforgiving and effects everything. With the complexity of these contracts, we would like to have the expertise on-site to assist with the loading of these contracts. We will announce the dates at a later time.

Q.19. Are you hiring anymore Human Resource (HR) Generalists?

A.19. Yes.

Q.20. How do we know who our HR Generalist's are?

A.20. We will be providing a list of name assignments shortly.

Q.21. How can we get an HR issue resolved?

A.21. Because of the issues with PeopleSoft, we have to use multiple sources to get answer's, which takes time and multiple people are involved. The volume of work is very high, and we are having to fix processes that have changed since the launch, in addition to refining the data management portion.

Q.22. With all the changes related to the PeopleSoft implementation, how can vacation be submitted for employees retroactive from July?

A.22. Submit a Pay Correction Form to the HR Payroll Department.

Q.23. Will you be sending out any more notices on Open Enrollment?

A.23. No. We sent emails and a memo. If you have an employee that didn't do Open Enrollment, and doesn't have any changes, nothing needs to be done. If you have employees that want to make changes, they must provide a detailed explanation of why they were not able to enroll by the deadline on an Appeal Form and complete the enrollment form; fax both to the HR Employee Service Center at 480-965-1971 by close of business Friday, September 21st (5:00 p.m.). Appeals will be reviewed by the ADOA and you will be notified of the outcome. (Answer 4 provides the process steps to do this.)