HiPay Concerns - DHRO Feedback
Group Two

CATEGORY	NO.	ISSUE/CONCERNS	COMMENTS/SUGGESTIONS	HawaiiPay Clarification	HawaiiPay Recommendation or Resolution
COMMUNICATION & SYSTEM SUPPORT	1.1	Pending or delayed response by HiPay to email inquiries from HR Office. On 9/21/18, there were no EPARs to print. HR emailed HIPay at 7:45 am on this issue, no response. Twenty minutes later HR called DHRD-PTO and spoke with the POC regarding the issue. The PTO POC called back an hour later to say that EPARs were ready to print.	This has occurred more than once. HR previously emailed HIPay on 8/15/18 regarding an "employee type" question with no response. On 8/22/18, HR emailed the same question again where a response was finally received 4 hours later.	The business process for printing of EPARs has not changed since the HawaiiPay implementation.	Recommendation is to continue to contact DHRD PTO branch for status on printing and issuance of EPARs as this is an operations function of the DHRD PTO branch for executive branch agencies.
	1.2	*How are Call Center employees trained on the changes, process, etc. Concerns with the accuracy of information being shared to employees by HiPay Call Center. *Situation where HIPay gave incorrect information to our Fiscal stating that Tax forms should be inputted by HR staff, yet, no access by HR. Employees also have no access yet.	HR called the Call Center to clarify and explain our access which excluded tax forms. Concerns that there may be other inaccurate information being shared.	This issue was resolved with the HIP Service Center team member the same day the call was received. DHRO called HawaiiPay team directly and there was also a misunderstanding on the question and what was interpreted by fiscal staff.	Federal and State Tax Withholding forms for new hires are entered by agency payroll transactions staff in HawaiiPay as this is a payroll field. The roll-out of employee self-service for entry and/or changes to Federal and State Tax Withholding assignments is pending. Until such time agencies will continue to enter this information into HawaiiPay. Please note that if an employee needs an accommodation or assistance with ESS, payroll will continue to have access to input this information on behalf of the employee.
	1.3	Departments are unaware when there is a change in HRMS.	Would appreciate if HIPay emailed all Departments to inform all when a conversion is taking place and what was changed in the system.	Under the HawaiiPay project conversion activities, there are items that the project directs with the contractor that may not have an effect to employees' assignments or records.	When there is required data conversion to address, fix or implement system enhances, these items will be communicated to all agencies by DAGS, HawaiiPay or the HIP Service Center or coordinated through DHRD PTO depending on what is being modified. Additionally, there are items that may pertain to HR or payroll in which the appropriate team will be notified.
	1.4	Is HIPay responsible to notify Departments when the HRMS is down or there is a problem (i.e. epar prints are not available)?	If yes, who and how (i.e. email, notice on the HIPay portal, etc.) is HIPay proactively notifying users because HDOA has not been getting these notices?	EPAR printing will remain as a current business process that is controlled by DHRD PTO, however, ETS' System Branch may assist depending on the nature of the issue.	DAGS/HawaiiPay is responsible for notifying users of scheduled downtime due to project activities and in the future when the State is fully operational in HawaiiPay.
	1.5	What questions/concerns are being received by employees through the HIPay Help Line?	How can HR assist to avoid multiple calls, etc.		HawaiiPay will post common questions/responses on the ags.hawaii.gov/HawaiiPay site within the HR and Payroll Staff section for reference.

Prepared by DAGS/HawaiiPay: 10/16/2018

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	1.6	What other issues are occurring and what is your guidance as to what HR can do to avoid them?		Issues are currently reported differently by agency, HawaiiPay encourages agencies to submit cases through the HIP Service Center if they are related to transactions, adjustments or corrections that involved HR and payroll to coordinate accordingly.	HawaiiPay is actively working with the following internal parties - EUTF, ERS, DAGS Parking on recommended business process modifications that will assist all agencies. These are pending review and resolution.
	1.7	Does ETS have the authority to alter employment records?			ETS, under the HawaiiPay project does not have the authority to alter employment records. ETS, under HawaiiPay is authorized to insert Job Data rows that may be required to address an issue with payroll data as required references to Job Data drivers. Additionally, if there is a required fix that necessitates a global fix to be able to issue payroll for the State, those will be reviewed and approved by the appropriate parties.
	1.8	Does ETS have the authority to view confidential employee information?			Designated ETS project staff and system support staff have been granted authority to view confidential employee information to support the system implementation and conversion. This has been authorized by the DAGS Accounting Division Chief. There are three (3) functional individuals under the HawaiiPay project team who have been granted edit access to facilitate necessary payroll corrections that need to be addressed that may prevent the State's payroll from processing completely. The access for these three individuals will be removed once the system is fully implemented and stabilized. The HawaiiPay project team also has authorized View Access only to support the HIP Service Center calls.
	1.9	We are receiving several complaints of incorrect Marital Status reflecting on employee pay statements. Therefore, employees' pay is incorrect.		HawaiiPay has received already received calls from ATG and DOH with this similar question. HawaiiPay explained that the TAX marital status is what appears on the pay statements and that information was converted from the payroll mainframe.	HawaiiPay provides guidance to employees and agencies to verify that their W-4 and HW-4 on file match their TAX marital status that appears on their pay statements. For payroll, any employee can file S Single status even though someone is married, etc.

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CORRECTION MODE	2.1	Conversion action created by HIPay resulted in numerous errors. Rather than HiPay correcting these errors, HR worked with the assistance of DHRD-PTO to manually fix this.	Concerns of recurring errors in the future when conversation action is again implemented since manual corrections were made vs. system updates.	HawaiiPay requires additional information on the type of errors being referenced in this scenario.	No response provided at this time.
	2.2	The processing of corrections through DHRD PTO has created a permanent unexpected workload to create PAEF, track PAEF, etc.	Please reconsider allowing the "Correct History" at the Department level after reviewing the PAEF metrics. If nothing else, please consider the "Correct History" function for same day transactions.	The PAEF is not required by DAGS/HawaiiPay, but required by DHRD PTO for correct history transactions to occur.	Correct History for HR and Payroll for the HawaiiPay system is limited to designated individuals who work in these respective areas. Expanding this access could cause payroll for the State to be in error that could result in pay not being issued. This is a significant risk to the State's payroll processing.
	2.3	*The new procedures (provided by DHRD/PTO) relating to making changes/deletions, is time consuming. HR must complete applicable forms (**see attached**), pdf to PTO for review, print EPARs. *The prior process of allowing HR direct access to HRMS with the Correction Mode was much faster/efficient where departments could directly access the employee's records and enter corrections when necessary (action like LOA, Service date, Step movement date, status change etc..) With the new procedures, backlog occurs which results in inefficient processes and increased workload.	Restore/open CORRECTION MODE (panel in HRMS) to allow Department HR personnel access and process corrections directly in the employee's record(s).	The PAEF is not required by DAGS/HawaiiPay, but required by DHRD PTO for correct history transactions to occur.	Correct History for HR and Payroll for the HawaiiPay system is limited to designated individuals who work in these respective areas. Expanding this access could cause payroll for the State to be in error that could result in pay not being issued. This is a significant risk to the State's payroll processing.
	2.4	Removal of correct history function creates additional work which is time consuming, not cost effective due to Department & DHRD doing double work, & no flexibility.	Allow one day/same day grace to enter action to HRMS and able to use correct history function.		Correct History for HR and Payroll for the HawaiiPay system is limited to designated individuals who work in these respective areas. Expanding this access could cause payroll for the State to be in error that could result in pay not being issued. This is a significant risk to the State's payroll processing.
	2.5	Unable to process Correction/Cancellation Actions more than doubled section's workload. Staff is required to complete a Personnel Action Entry Form (PAEF) for all corrections and cancellations. (e.g. An error in compensation for 58 employees required approximately 450 correction actions.		The PAEF is not required by DAGS/HawaiiPay, but required by DHRD PTO for correct history transactions to occur.	Correct History for HR and Payroll for the HawaiiPay system is limited to designated individuals who work in these respective areas. Expanding this access could cause payroll for the State to be in error that could result in pay not being issued. This is a significant risk to the State's payroll processing. DAGS/HawaiiPay would like to better understand the types of corrections that are being transacted.

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ERS	3.1	Is there a way to resolve differences on ERS FICA codes before conversion and after conversion?	**For example:** *on printed paper PCS, an EE's ERS FICA shows H. With the conversion action, the FICA was converted to H0 by HIP (but it should be H1). *Since ERS FICA code changed during conversion, all action after that shows FICA code as H0 instead of H1. *Currently Right HR staff manually checks for incorrect FICA codes affected by the conversion action and makes correction of the FICA code when time permits, or asked by HIP or Fiscal.	For each Group's deployment, all agencies were advised to review these assignments prior to the transition and go-live. This was communicated as part of the HR Concepts Training delivered in March 2018.	HawaiiPay recommends that these assignments continue to be reviewed and checked against the official ERS code tables as the system conversion has uncovered that there have been incorrect assignments due to the HR systems and payroll mainframe being separate. Incorrect assignments have been in place prior to the HawaiiPay system conversion, however, the new system now makes this information visible for HR and payroll teams to verify and coordinate appropriately. HawaiiPay has been in communication with ERS as there have been many situations that have surfaced through the modernization effort where some of the coding was in place prior to the project. Please also reference ERS guideline document prepared on 10/12/18 and issued at this meeting.
	3.2	ERS discontinued withholding of retirement contributions on vacation pay for employees hired after December 31, 1970. For employees hired prior to December 31, 1970, the compensation used to calculate retirement benefits could be based on the member's five highest paid years of credited service including vacation pay.	Per attached ERS memos dated January 8 & 17, 2018, the mechanism to withhold ERS deductions is the D-60. Is this procedure still in place in the HIPay system?		Will need more clarification on this item, would like to receive copy of the letter being referenced.
	3.3	Are HRMS corrections to the ERS Coding being automatically carried to the ePCS or does Payroll need to manually correct the ePCS after the HRMS input to correct the ERS code?			ERS coding will transfer to the online PCS once it is corrected in the HawaiiPay system by HR as they are the only ones who can drive this assignment. EPARs would be only type of trigger to payroll that something has changed.

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	3.4	Payroll is unable to process vacation payouts unless we input a rehire action in the system for our separated employees. Employment records should reflect actions in accordance to Federal and State law and Collective Bargaining Agreement (CBA) provisions. We have over 100 pending vacation payouts to process.		HawaiiPay recognized that this has been an issue as anyone who happened to be terminated prior to 1/1/2018 would require this action to issue a vacation payout or deferral.	HawaiiPay recommended to DHRD PTO that the required payroll fields be inserted into all terminated records to prevent these transactions and extra steps. This was implemented prior to the final payroll calculation and processing for the 10/5 pay date. The fix did not rehire terminated employees, but instead included the Payroll for North America required fields so that this error does not occur for anyone who needs to be issued a late or retroactive vacation payout or deferral. This fix will eliminate the error from reoccurring.
HRMS RELATED	4.1	Information from former Judiciary employees transferring to our Department have incomplete personnel information where data is missing in the HRMS fields (i.e. partial names, missing entries). HR was under the impression that when we (all agencies connected with HIPay) went Live, all Departments\systems were synced and information would be transferred seamlessly.	*HR manually clarifies information and submit corrections to DHRD. *Only experienced partial employee information for this Jurisdiction only. *Will HIPay complete the missing information in HRMS when a record is transferred from one jurisdiction to another or will the transferred record from another jurisdiction continue to port over incomplete?		Outside of the Executive Branch agencies, all other agencies maintain a separate HR system of record, which may require fields to be populated at time of transfer. Other jurisdictions are populating basic information in the HawaiiPay HR system in order to process payroll.
	4.2	Emergency Contact Report is inactive but should be available for access by HR.	HR is unaware if an employee updates their emergency contact.		A specific HR role for executive branch agencies would need to be established as to who from an agency would be able to generate a report to see changes made. HR users who have Query Manager access granted to them are able to generate this report.
	4.3	The HRMS system often "kicks out" the HR Staff from the Login page when viewing other pages or periodically leaving the screen. This occurs within the allotted 30-minute window.	Is this an individual system issue?	Recommendation is to have users call the HIP Service Center to diagnose and address the issue.	In the HawaiiPay system, the time out setting is a Global setting the all system users.

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	4.4	Address Query Report function is still inactive for Department access. As a result, HR is unable to forward address updates to EUTF if employees are updating their addresses independently via HRMS.	Could EUTF be allowed access to the address portion of the database? This will allow EUTF to have the most current address for all employees when EUTF submits their mass mail outs.	The ETS systems team will verify why the reporting function is not available for HR users. Has this been reported to DAGS/HawaiiPay already?	HawaiiPay has been communicating with EUTF to update the process, nothing has been established as yet.
	4.5	Who is responsible to perform the action of changing the Job Indicator from Secondary to Primary?	**For example:** *EE previously w/Judiciary started with Dept on 8/3/2018 but initial appointment with State still shows Secondary. *Once HR added actions and changed to Primary, EPAR shows Empl Rcd as **1** instead of 0. *Per PTO: "Per HIP, once the appointment for Judiciary is terminated, a process will run to change the other appointment to be primary rather than secondary."		Employee has to have at least one primary job and there is a nightly system process to assign a primary job if one does not exist or if an employee has more than one primary job. Jurisdictions/departments still need to coordinate on behalf of employees with multiple job assignments as there are different HR systems of record.
	4.6	HR staff should be able to print EPARs for action with most current eff. date, yet, sometimes for unknown reasons, they are unable to check off on the print EPAR box and needs to ask PTO to check off the print box for them.	Is this a HIP or PTO issue? Is it possible for HR staff to check the print EPAR box instead of asking PTO?	Recommendation is to contact DHRD PTO if this can be resolved. Has this already been reported to DAGS/HawaiiPay as this may be a possible bug/defect?	If issue persists, recommendation is to contact the HIP Service Center for research/resolution.
	4.7	Employee's record on HRMS was deleted by HiPay without notification to the department's HR office.			HawaiiPay recommended to DHRD PTO that the required payroll fields be inserted into all terminated records to prevent these transactions and extra steps. This was implemented prior to the final payroll calculation and processing for the 10/5 pay date. The fix did not rehire terminated employees, but instead included the Payroll for North America required fields so that this error does not occur for anyone who needs to be issued a late or retroactive vacation payout or deferral. This fix will prevent this issue from recurring.

Categories listed in alpha order then by Dept alpha

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	4.8	Entered information for a terminated Employee into HRMS with an EPAR reflecting same pay period.	Employee remains on the next pay period of Payroll Change Schedule (employee was not removed), therefore incurs an overpayment.		Regardless if an employee is terminated in HR, and employee can still be paid in payroll under certain criteria.
	4.9	If there are errors inputting data to HRMS, could an error message(s) pop up when there is a discrepancy with the data to immediately notify HR that there may be a concern?	**For example:** *In Job Data/Payroll/FICA Status - "Subject" is entered; in the ERS FICA Code - "Ko" is entered; & In the ERS Group Code - "No" is entered * if "Correct History" function will remain with DHRD-PTO, please consider adding "system checks" to ensure accuracy and consistency in data to minimize obvious errors before allowing the user to save the information.		HawaiiPay is considering the implementation of field validation for these fields. The timing of this modified functionality has not been determined as yet as we must evaluate the impact of any change to the Group 3 deployment.

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PAYROLL RELATED	5.1	*Former Judiciary employee transferred into our department. As a transfer, all existing deductions (i.e. FLEX, Deferred Comp, etc.) should remain as is however no premiums being deducted. When the employee transferred to our department, an EC-1 was submitted to EUTF notifying them of her transfer. *When she received her 1st paycheck on 9/5/18, she noticed that none of her medical premiums were being deducted. Our fiscal office was notified, who in turn contacted HIPay who said they would work on the resolving the issue. *HR contacted EUTF who confirmed that the transfer was completed on a timely basis and no changes were made. The employee was asked to contact EUTF to pay premiums to ensure medical coverage wouldn't be dropped. She was asked to monitor next paycheck on 9/20/18. * On 9/20/18, she notified HR that premiums were still not being deducted. HR contacted our fiscal office who again reached out to HIPay notifying them of the issue. *Our fiscal office also noticed, and informed HIPay, that other deductions were missing such as Island Flex, Deferred Comp, and FSA Admin Fee. *HIPay confirmed that the issue has been resolved and that on 10/5/18, premiums should be deducted.	*EUTF should be responsible for communicating changes DIRECTLY to HiPay since it creates double work for HR. This process should be seamless. *Only experienced this issue with this particular Jurisdiction only and there is another employee who transferred with the same situation.		DAGS/HawaiiPay is aware of timing and processing challenges related to employee hires and in this case, transfers in terms of coordinating deductions with what is in place with EUTF as the business process. Although the new system can accept changes at the time of notification from an agency, the current process requires that EUTF send any updates/adjustments through a file.
	5.2	Is there a way to decrease the "activation" time before a new employee is able to have direct deposit? Currently new employees must wait three pay cycles before the direct deposit is activated.	Despite HR inputting the information on time, the employee completing the direct deposit request on time, and receipt of pre-note being "clean", the direct deposit process still takes approximately 8 weeks before the direct deposit is in effect.		DAGS/HawaiiPay implemented the recommendation to institute a pre-notification process to validate a new account add to ensure that the account is valid and can credit the correct employee's account. A pre-note file and a live account file must to sent in different pay cycles as that is when pre-note or accounts are transmitted, once a pay cycle. This is also dependent on the employee's pay schedule - LAG or ATF.

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	5.3	Long-service employee did not receive paycheck OR Direct Deposit upon from implementation. There was no updates by HR to employee's record so unsure why she did not receive pay for that month. Payroll needed to process a manual check and the employee paid for her premiums separately.	Since then, she has received her pay in direct deposit but there is still concern why the situation occurred in the first place.	Department clarification is required to determine why this may have occurred. Audit and/or business processes may need to be reviewed. Please kindly submit a case to the HIP Service Center with the specific details for further assessment.	Pending additional information, no response prepared.
	5.4	There are a number of employees still receiving hard copy paychecks (number actually increased during the "crossover") which contradicts the purpose of having payroll online.	Is there any leverage available to require employees to use direct deposit?		As agencies are aware, there is a statute already in place that requires direct deposit for employees hired on or after July 1, 1998. The enforcement of this statute should be communicated by all hiring authorities. Once all employees are live in HawaiiPay, this statute, related policies or alternatives may be revisited by the appropriate executive/governance group.
	5.5	HR & EUTF process paper work timely for payroll deductions however HiPay delayed premium deductions for two (2) months in addition to Bus Pass deductions.		DAGS/HawaiiPay is aware of the reported timing delays with premium deductions as this requires coordination between agencies, EUTF and DAGS to ensure timely processing. There is a policy referenced in the Pre-Tax Transportation policy administered by DHRD that does not allow an employee to have a bus pass and a parking deduction at the same time, however, IRS rules on pre-tax transportation does allow multiple deductions and just limits the amount that can be processed on a pre-tax basis each year under the transportation benefit rule.	HawaiiPay recommendation has already been identified with the executive committee and change management board to review the business process and current policy to address these types of scenarios that result in additional coordination and timing delays.
	5.6	Replace lost payroll check	What are the official procedures? None implemented or lack of guidance from DAGS.		DAGS/HawaiiPay has included this is the payroll training guide as to the transaction requirement in the payroll system. There is also a funds cancellation process that needs to be submitted to DAGS Central Payroll.

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	5.7	Issuance of separate checks is time-consuming in addition to the potential of taxes being "under-withheld" resulting in employee possibly being penalized for this as a result.	Develop rules for different types of pay to eliminate issuance of separate checks. By developing rules for taxability of different types of pay, no need issue separate checks for TDI, Workers Comp and regular pay.	Business processes, different appointment types or organization of payroll numbers will need to be evaluated to determine where and when pay can be consolidated to a single check. More clarification and information may be needed here to appropriately respond to this question.	The new system has the ability to consolidate check issuance, however, the various business processes by jurisdiction/department and sometimes within the department currently require separate checks to be issued. The new system does consolidate earnings reported for each check so that YTS earnings, taxes withheld and social security limits are considered for an employees as a whole. Pending additional information,
	5.8	Enabling a "one-time" transaction to pay an employee.	This will allow for the payment of terminated employee for one pay cycle (for example, vacation) and then automatically removes them from the next PCS.		DAGS/HawaiiPay does have a process in place to pay a terminated employee. This transaction does require that the payroll department enter an earnings begin and end date so that the required ERS reporting is met for one-time, in most cases late payments. This one-time pay should not roll over on the subsequent online PCS.
	5.9	When will the payroll files be uploaded to DATAMART? We use Datamart for employment verification/salary paid purposes. Our work requires updated payroll information to complete employment verification for employees applying for mortgage loans, housing, Social Security, Unemployment, etc. The lack of information adversely affects our employees qualifying for benefits and loans. Pay info needed to compute average weekly wage and process work comp claims; we are subject to 20% penalty by law for failure to pay timely. We cannot provide assistance to employees calling due to discrepancies in their pay.	The last upload was 8/3/2018; we have been manually inputting data to determine current salary paid to date ... or is there another way to get this info?		HawaiiPay is working with DAGS accounting branch to facilitate what may still be needed to load these files. There is no reason why this information has not been loaded to DataMart as those files have been generated and provided. Additionally in PeopleSoft, there are queries to assist with employment verifications. These are currently available for payroll users under the Department folders.
	5.10	Is there a download excel file for the payroll register?	if YES, how does HR or Payroll staff access the Worksheet?		During the build of the payroll register reports, there is a report that was built to be Excel compatible. Other payroll register reports were built with the output as pdf to mirror the current process. The modification of all other payroll reports in an Excel format will need to be revisited.

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	5.11	For HRMS input of the Employee Type on the Payroll tab, please confirm if we should use "H" for hourly employees (i.e. 89-day) and not "E" Exception Hourly?	If yes, could you please share when the instructions will be updated.		DAGS/HawaiiPay communicated in training sessions that H-Hourly should be used for employees who are truly paid on an hourly basis especially for 89-day appointments. E-Exception Hourly has been utilized by executive branch agencies. DAGS/HawaiiPay will provide a brief guide after reviewing it with DHRD PTO.
	5.12	The post-vacation payout process with Prudential is inconsistent where it is often properly working where deferrals are missed.	What steps are being taken to resolve the situation?	Please note for clarification that DAGS/HawaiiPay is not able to solution for situations where leave balances are not current and takes time to compute the final balance for deferrals/payouts to be processed. The State does have the opportunity to implement the time and leave management system under Phase II of the contract whereby expanded tools and functionality may assist with updated leave balances. Independent of any system to be implemented, this will still require the employee, manager or an administrator to report leaves (with or without pay) into the designated system of record.	DAGS/HawaiiPay has been in contact directly with Prudential to verify files and any questions related to timing of processing. Additionally HawaiiPay responded on 10/2 to an inquiry made by the Deferred Compensation Board on 9/18 to the issues reported and resolutions for the situations where deferrals were missed. As many agencies reported to DAGS/HawaiiPay, the current business process is fairly complex that requires file processing dates, issuance of EPARS with the correct termination and post-vacation payout and payroll to confirm the final processing. HawaiiPay has recommended that in addition to having Prudential send the files to DAGS and DHRD that agencies also receive notification of their employees scheduled for payouts or deferrals.
	5.13	The rounding of deductions are different even when the semi-monthly gross is the same amount.	Why is this allowed?		Will need more specific information on this - what type of deductions are referenced here?
	5.14	Are the payroll totals balancing by department with all the "rounding" of salary information? Is this being monitored?	If not, what is being done to address this.		The salary information entered by HR is visible to payroll users for the purposes of calculating pay correctly. Payroll still has the ability to drive the gross amount paid, similar to what occurs in the legacy system.

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	5.15	Which days during the payroll processing presents the greatest risk of HRMS input negatively affecting payroll in progress?			In the new system, as soon as the payroll is processed and calculated for the entire state, which is usually about 4 days prior to the scheduled pay date, the payroll is open for PCS transactions and then closes 7 working days before the scheduled pay date. It is important that HR data is transacted before the online PCS opens up for the next cycle to be able to have the HR data reflected appropriately for payroll processing (new hires, transfers, job and comp. changes, etc.). To prevent any issues from occurring we recommend retroactive HR transactions are not entered when payroll is being confirmed. The 2019 payroll calendar has also been provided for reference.
	5.16	Why are ERS and EUTF deductions not being taken out properly which causes the need to double deduct in subsequent pay periods?			DAGS/HawaiiPay did not modify the current business process in the payroll modernization. ERS and EUTF send corrections and adjustments in a subsequent file that may require their staff to evaluate prior to include the correction on a future adjustment file. The HawaiiPay system does allow deduction corrections to be entered as soon as the error is identified, however, there isn't a corresponding task or business process that allows payroll users to authorize or enter these types of transactions. The State may re-visit the business process in the future when all departments are processing in HawaiiPay.
	5.17	Please confirm that W-2 information for CY2018 should be correct and accurate.			DAGS/HawaiiPay will support the W-2 process to close for CY2018 based on what has been processed through the payroll mainframe and HawaiiPay. This is also predicated on all adjustments being submitted by agencies on-time prior to the W-2 processing and final issuance by January 31, 2019.

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	5.18	*Departments were instructed that if an employee is out for two full pay periods we process on the Job Data panel. However, doing this shows their status as *Leave of Absence* and the individual is unable to be added to the E -PCS. *Staff remembers this instruction however were unaware that the status needs to show **active** or **leave with pay** for payroll to pay the TDI. Staff was only following instructions about the two pay periods.	HIP should share the problems/issues encountered by Departments and the solutions relating to this matter.		These instructions apply to any type of pay that needs to be processed. A status of leave of absence blocks all paychecks for being produced for that employee, regardless of the type of pay.
	5.19	Conversion actions that is being processed by the Office of Enterprise Technology Services (ETS) are adding actions to employee records that is resulting in the following: -system access/response time is significantly slower; -employee information is alerted affecting wages and benefits (e.g. change in retirement codes from Hybrid to Non-contributory; employee required to pay overpayment to ERS due to change			Before the implementation of payroll, the HRMS process is to utilize Job Data to transact leave records. Conversion records that needed to be inserted for the payroll conversion does not impact the overall performance of the system. The State should consider transitioning the use of Job Data for leave records to a Time and Leave system as that will significantly reduce the number of rows and records in Job Data going forward. This is the other reason that the Service History Page was developed as an option to transact leaves, with the anticipation of a Time and Leave system being implemented as a longer-term and better solution to manage this type of data.
	5.20	Excluded bargaining unit (BU) code entered in system but payroll is deducting union dues. Per Payroll, ETS stated to call the Union? An excluded BU code is an indicator to Payroll to not deduct for union dues.			DAGS/HawaiiPay is aware that HR is appropriately updating the BU code in the system. What has changed with HawaiiPay and due to the Janus Supreme Court case is that BU assignment changes will need to be confirmed with the union to properly authorize for payroll processing. HawaiiPay is reviewing system options to ensure that BU code changes result in the proper dues deduction assessment.

CATEGORY	NO.	ISSUE/CONCERNS	COMMENTS/SUGGESTIONS	HawaiiPay Clarification	HawaiiPay Recommendation or Resolution
	5.21	It appears that ETS may be inputting actions changing an employee's record without providing us notification.			DAGS/HawaiiPay has needed to address required Job Data changes or updates in order to successfully process payroll or assign the correct deduction types. These changes are communicated to the agency payroll office when they occur and our HIP Service Team and project team will encourage the information to be shared with HR teams.

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