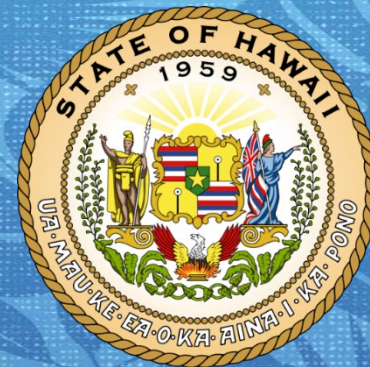




Payroll SME Meeting

July 15, 2019



Department of Accounting and General Services
in coordination with the
Office of Enterprise Technology Services

TALK STORY TOPICS

1. Overpayment Reminders
2. Earnings Period (Begin/End Date)
3. Post Death Payment Reminders
4. Transferring Department – Changes in BU
5. Terminated Employee – Query Timing
6. ETS-303: Hawaii Information Portal Security Access Request Form
7. HIP System - User Responsibilities Reminder
8. Level 3 Approval – Timing for Requesting Denials
9. Employee Self Service Reminders
10. New Earnings Codes
11. Prior SME Topic Index



Overpayment Reminders

- If overpayment is discovered early (e.g. before ACH occurred) and there are no garnishments on the paycheck, please create a HIP Service Ticket to request a reversal and follow up with Central Payroll. Note: there is a charge by the bank.
- If there are garnishments, then the overpayment will need to be recovered through OPR.
- When setting up OPR, be aware of the Effective Date, Goal Amount and Goal Balance.
- Goal Amount is the total amount to be recovered while Goal Balance is the amount recovered to date.
- You can update these fields by adding a new entry with a more current effective date.
- If C-53 or TDRs are involved, make an extra copy to be cc'd to Central Payroll

Overpayment Reminders

- If OPR exists for employees who are terminated or retired and they will not have foreseeable pay to recover overpayment, action is needed to track the OPR. You may need to refer the uncollectible amount to the AG. Once confirmed, you may consider closing out the OPR entry. Refer to [Comptroller's Memorandum No. 2019-01](#).
- Creating a new entry with a new sequence does not turn off the old OPR entry. To not duplicate an OPR entry when making changes, add a new entry with a more current effective date
- <https://hipservice.hawaii.gov/s/article/Changing-OPR-Entries>
- <https://hipservice.hawaii.gov/s/article/End-dating-Additional-Pay-for-OPR>

Overpayment Reminders

- Creating a new entry with a new sequence does not turn off the old OPR entry. To not duplicate an OPR entry when making changes, add a new entry with a more current effective date.

Incorrect way to change/turn off OPR

Create Additional Pay

State of Hawaii Employee Empl ID 12345678 Empl Record 0

Additional Pay Find | View All First 1 of 1 Last

*Earnings Code OPR Overpayment Recovery

Effective Date 12/15/2018

Payment Details Find | View All First 1 of 1 Last

*Addl Seq Nbr 1 End Date 12/15/2018 Reason Not Specified

Rate Code Earnings \$-1,000.00 Hours Hourly Rate

Goal Amount \$-10,000.00 Goal Balance \$-8,000.00

Sep Check Nbr OK to Pay Disable Direct Deposit Prorate Additional Pay

Applies To Pay Periods First Second Third Fourth Fifth

Job Information Employee Type Excep Hrlly Standard Hours 80.00 Compensation Rate \$3,000.000000 Frequency Monthly

Default Job Data Position 88888888

Overpayment Reminders

- Creating a new entry with a new sequence does not turn off the old OPR entry. To not duplicate an OPR entry when making changes, add a new entry with a more current effective date.

Correct way to change/turn off OPR

Create Additional Pay

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Additional Pay Find | View All First 1 of 1 Last

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*Addl Seq Nbr 1 End Date 12/15/2018

Rate Code Earnings \$-1,000.00 Reason Not Specified

Hours Goal Amount \$-10,000.00 Hourly Rate Goal Balance \$-8,000.00

Sep Check Nbr OK to Pay Disable Direct Deposit Prorate Additional Pay

Applies To Pay Periods

First Second Third Fourth Fifth

Job Information

Employee Type Excep Hrlly Standard Hours 80.00

Compensation Rate \$3,000.000000 Frequency Monthly

Default Job Data

Position 88888888

Overpayment Reminders

Changing OPR Entries

<https://hipservice.hawaii.gov/s/article/Changing-OPR-Entries>

The screenshot shows the 'Additional Pay' form with the following sections and annotations:

- *Earnings Code**: OPR (with a red circle 2 next to the search icon)
- Effective Date**: 11/01/2018 (with a red circle 2 next to the date field)
- Payment Details**:
 - *Addl Seq Nbr: 1
 - Rate Code: (with a red circle 1 next to the search icon)
 - Earnings: \$-808.08 (with a pink arrow 'a' pointing to it)
 - Hours: (with a pink arrow 'b' pointing to it)
 - Goal Amount: \$-808.08 (with a pink arrow 'b' pointing to it)
 - End Date: (with a red circle 1 next to the search icon)
 - Reason: Not Specified
 - Hourly Rate: (with a red circle 3 next to the field)
 - Goal Balance: (with a red circle 3 next to the field)
 - Disables: Disable Direct Deposit, Prorate Additional Pay
 - OK to Pay:
- Applies To Pay Periods**:
 - First, Second, Third, Fourth, Fifth
- Job Information**:
 - Employee Type: Excep Hrlly, Standard Hours: 40.00
 - Compensation Rate: \$8,629.000000, Frequency: Monthly
- Default Job Data**:
 - Position: (with a red circle 3 next to the field)
 - Business Unit: (with a red circle 3 next to the field)
 - Department: (with a red circle 3 next to the field)
 - Job Code: (with a red circle 3 next to the field)
 - Combination Code: (with a red circle 3 next to the field)
 - GL Pay Type: (with a red circle 3 next to the field)
 - Shift: Not Applicable
- Job Data Override**:
 - Position: (with a red circle 3 next to the field)
 - Business Unit: (with a red circle 3 next to the field)
 - Department: (with a red circle 3 next to the field)
 - Job Code: (with a red circle 3 next to the field)
 - Combination Code: 374075
 - GL Pay Type: (with a red circle 3 next to the field)
 - *Addl Shift: Use Job Shift
- Tax Information**: (with a red circle 4 next to the section header)

At the bottom right, there is a blue link labeled 'Edit ChartFields' with a pink arrow pointing to it from the red circle 3 area.

At the bottom of the form, there are buttons: Save, Return to Search, Notify, Refresh, Update/Display, and Include History.

Overpayment Reminders

End dating
Additional Pay for
OPR

<https://hipservice.hawaii.gov/s/article/End-dating-Additional-Pay-for-OPR>

The screenshot shows the 'Additional Pay' system interface. At the top, there is a search bar with '*Earnings Code' set to 'OPR' and a magnifying glass icon. Below this is the 'Effective Date' section with a date field set to '10/31/2018'. The 'Payment Details' section contains several fields: '*Addl Seq Nbr' (1), 'Rate Code', 'Earnings' (\$-263.36), 'Hours', 'Goal Amount' (\$-808.08), and 'Sep Check Nbr'. There are also checkboxes for 'OK to Pay' (checked), 'Disable Direct Deposit', and 'Prorate Additional Pay'. The 'Applies To Pay Periods' section has checkboxes for 'First' (checked), 'Second', 'Third', 'Fourth', and 'Fifth'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Notify', 'Refresh', 'Update/Display', and 'Include History'. Red callouts are placed over the interface: '1' is over the 'End Date' field, '2' is over the 'Effective Date' field, '3' is over the 'Reason' dropdown menu, and '4' is over the 'Save' button.

Earnings Periods – Begin/End Dates

- Earnings begin date can't be before the hire date
 - Ex. If an employee is hired on July 5, the begin date will need to be July 5, not July 1
- Friendly Reminder- The difference between the end and begin dates must be 14/15/16 days or less, no matter what the earning code is !!!
- Begin and end dates must be in the same pay period
 - Ex. July 1 – 15 vs. July 16 - 31 Begin date = July 2 End date = July 17
 - This is wrong even if the difference is 15 or less because the begin date is in the first pay period of July and the end date is in the second pay period of July
 - Ex. Should be Row one – Begin date = July 2 End date= July 15
Row two – Begin date = July 16 End date July 17

Post Death Payment Reminder

- As a reminder, CP is now entering post-death payments for processing on off-cycle days. Please do not include these payments on your online pcs.
- Please create a HIP ticket and attach the Post Death Payment worksheet and beneficiary information
 - <https://hipservice.hawaii.gov/s/article/Post-Death-Payment-to-Beneficiary>

Transferring Department – Changes in BU

- Employee should contact the union of any changes to his/her employment status. The union will assess the change and inform the member on the next steps moving forward.
- For example, if an employee is going from BU 13 to exempt, the employee would need to contact the union regarding this change.
- CP's recommendation would be to have the employee communicate this change via email or letter.

Terminated Employee – Query Timing

- Reminder: Prior to submitting PCS, run query **M_PY_TERM_EE_ON_PCS**
- By running this query prior to submitting your PCS, it will allow payroll departments and human resource offices to fix the error prior to HR lockout.

ETS-303: Hawaii Information Portal Security Access Request Form

Please follow these steps:

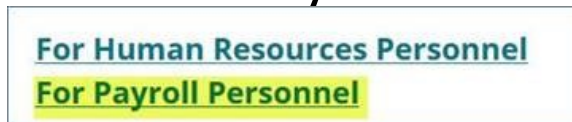
1. Access this website by clicking the following link.

<http://ags.hawaii.gov/hip/>

2. Click the FOR PAYROLL AND HUMAN RESOURCES PERSONNEL box.

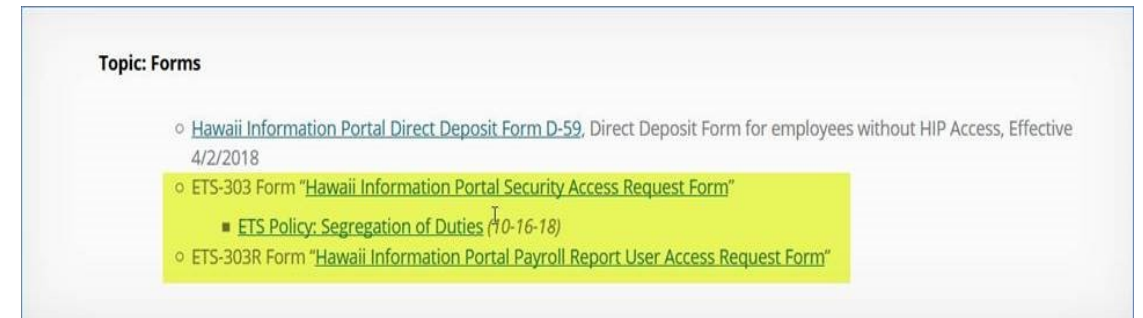


3. Click the For Payroll Personnel link



4. Enter **HIP2018!** For the password.

5. Scroll down and find the links for Payroll access.



ETS-303: Hawaii Information Portal Security Access Request Form

For Example:

7/15/2019

ETS-303 Form: Hawaii Information Portal Security Access Request Form

ETS-303 Form: Hawaii Information Portal Security Access Request Form

This security form must be completed prior to access being granted or modified. For assistance, please contact the Hawaii Information Portal Service Center at hip@hawaii.gov or (808) 201-SERV (7378).

This form is to be used for HR Users in Non-Executive Branch Departments, and Payroll Users.

For the purposes of this form, Non-Executive Branch Departments include: Department of Education, Hawaii Health Systems Corporation, Hawaii State Judiciary, Hawaii State Legislature, Office of Hawaiian Affairs, Stadium Authority (for casual appointments only), and University of Hawaii.

* Required

Section I. User Information

This section requests information about the employee that the security request is for.

User's Full Name *

Christy M. Yamakawa

User's Hawaii Information Portal ID Number *

000

User's Email Address *

christy.yamakawa@hawaii.gov

<https://docs.google.com/forms/d/e/1FAIpQLSt0wvsTx4kzhzSolEmABC9D8FjJNogIgrOCVemrddwHqCeGjgr/form/Response>

7/15/2019

ETS-303 Form: Hawaii Information Portal Security Access Request Form

User's Phone Number *

586-3211

User's Job Title *

Please note that the person's job responsibilities must be appropriate for the type of request that they are asking.

Pre Audit Clerk I

User's State of Hawaii employing department, agency, or jurisdiction *

Accounting and General Services (excluding Aloha Stadium)

Section II. Approver Information

Please complete this section about the approver of this security request. Please note that the individual named below will be contacted to approve this request.

Name of the Approver for this request *

Note: this must be the User's direct supervisor.

Gary M. Soga

Email address for Approver *

gary.m.soga@hawaii.gov

Phone number for Approver *

586-3211

<https://docs.google.com/forms/d/e/1FAIpQLSt0wvsTx4kzhzSolEmABC9D8FjJNogIgrOCVemrddwHqCeGjgr/form/Response>

7/15/2019

ETS-303 Form: Hawaii Information Portal Security Access Request Form

Revoke All User Access? *

Yes

No

NEXT

Never submit passwords through Google Forms.

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Google Forms

1/3

<https://docs.google.com/forms/d/e/1FAIpQLSt0wvsTx4kzhzSolEmABC9D8FjJNogIgrOCVemrddwHqCeGjgr/form/Response>

7/15/2019

ETS-303 Form: Hawaii Information Portal Security Access Request Form

ETS-303 Form: Hawaii Information Portal Security Access Request Form

* Required

Section III. Row-Level Security Access

This section collects information on which segment of your employee population the user needs access to. Requests should be as limited as possible so as to meet business needs without exposing the user to State of Hawaii employees' personally identifiable information.

What HIP Company IDs does the user need access to? *

DAGS Central Payroll staff member and need all Departments

BACK

NEXT

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Google Forms

<https://docs.google.com/forms/d/e/1FAIpQLSt0wvsTx4kzhzSolEmABC9D8FjJNogIgrOCVemrddwHqCeGjgr/form/Response>

1/1

ETS-303: Hawaii Information Portal Security Access Request Form

For Example:

7/15/2019 ETS-303 Form: Hawaii Information Portal Security Access Request Form

ETS-303 Form: Hawaii Information Portal Security Access Request Form

DAGS Central Payroll Access Only

DAGS Central Payroll Access Only
Only complete this section if the user works for the Department of Accounting and General Services (DAGS) Central Payroll Office.

	Add Access	Remove Access
Payroll Accountant – View access only to all utilized payroll pages.	<input type="checkbox"/>	<input type="checkbox"/>
Payroll User – Make updates to paysheets, priority pay transactions and employee taxes, deductions, and direct deposit.	<input type="checkbox"/>	<input type="checkbox"/>
Payroll Garnishments User – Update Garnishment pages.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Online PCS Super User – Access to the Online PCS setup pages.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payroll Correction Mode User – Correction access to all utilized payroll page.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payroll Super User – Access to update all utilized payroll pages.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payroll Analyst – Access to the HawaiiPay System core payroll tables.	<input type="checkbox"/>	<input type="checkbox"/>
HR Super User – Department of Human Resources access to correct employee HR information.	<input type="checkbox"/>	<input type="checkbox"/>

<https://docs.google.com/forms/d/e/1FAIpQLSfcwvsTx4khrzSolEmABC9DBF4JNog6grOCVemrddwHqCeGjg/form/Response>

7/15/2019 ETS-303 Form: Hawaii Information Portal Security Access Request Form

BACK NEXT

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Google Forms

<https://docs.google.com/forms/d/e/1FAIpQLSfcwvsTx4khrzSolEmABC9DBF4JNog6grOCVemrddwHqCeGjg/form/Response>

1/2

7/15/2019 ETS-303 Form: Hawaii Information Portal Security Access Request Form

ETS-303 Form: Hawaii Information Portal Security Access Request Form

* Required

Section V. Justification

Please provide a justification for the security request *

Please explain the reason for this access request and how the user intends to use the data. Please note that the request must comply with the Segregation of Duties Policy at: <https://ags.hawaii.gov/hawaii/pay/files/2018/10/ETS-segregation-of-duties-policy.pdf>. Security access to the State's payroll system should be limited if at all possible, to ensure the privacy and protection of State employee's personally identifiable information. Incomplete or insufficient justification will not be adequate for audit purposes.

Access a requirement for this position.

BACK SUBMIT

Never submit passwords through Google Forms.

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Google Forms

<https://docs.google.com/forms/d/e/1FAIpQLSfcwvsTx4khrzSolEmABC9DBF4JNog6grOCVemrddwHqCeGjg/form/Response>

1/1

Soga, Gary M

From: ETS-303 Form: Hawaii Information Portal Security Access Request Form
Sent: <jennifer.e.halaszyn@hawaii.gov>
 Sunday, June 16, 2019 8:11 PM
To: Soga, Gary M
Subject: You have received a request for security access to the Hawaii Information Portal

A request has been submitted for security access to the Hawaii Information Portal (HIP), the State's payroll system. You should have received an email confirmation of this request with a PDF file attachment. **To complete this request, forward the email confirmation of the request with the PDF attachment to hip@hawaii.gov.** In the body of your email, use "I am approving this security request and confirm that this employee is under my supervision."

If you did not authorize submission of this request, please contact hip@hawaii.gov immediately to report the issue.

This automatic message was sent to you via the Form Notifications add-on for Google Forms. Form Notifications was created as an sample add-on, and is meant for demonstration purposes only. It should not be used for complex or important workflows. The number of notifications this add-on produces are limited by the owner's available email quota; it will not send email notifications if the owner's daily email quota has been exceeded. Collaborators using this add-on on the same form will be able to adjust the notification settings, but will not be able to disable the notification triggers set by other collaborators.

Important Points Regarding Security

- ETS-303 Security Form is used for both granting and revoking access and includes a question “Revoke All User Access” or you may individually select a role to add or remove
- The email address entered in the “Email address for Approver” will receive the PDF of the security form that the security administrator needs to process the request
 - Approvers may need to double check their junk mail folder to locate the email
- Please review the submission instructions provided at the end of the form.

HIP System - User Responsibilities Reminder

- Acceptable Usage of IT Resources: <https://dhrd.hawaii.gov/wp-content/uploads/2012/11/0103001-090717.pdf>
- Highlights:
 - Take all reasonable precautions to protect the State's IT resources from unauthorized access, use, disclosure, modification, duplication, and/or destruction
 - Do not disclose passwords to any other individual as Users shall be held responsible for all computer transactions that are made with their user IDs and passwords
 - Passwords shall be changed immediately upon suspicion that an unauthorized person is aware of the User's password

Level 3 Approval – Timing for Requesting Denials

- Please create a HIP ticket to request a denial/stop pay
- Day(s) before PCS deadline: CP starts reviewing and letting depts know if changes need to be made (ex. Date range exceeds one pay period)
 - If already approved by dept, CP can deny the payline for dept to fix
 - If not yet approved, dept can change before submitting
- Around 10am on 1st day after PCS deadline, CP starts moving forward with payroll
- After 10am on the 3rd day after PCS deadline, it is too late for CP to deny
 - Will then be a deletion/reversal request through the bank

Employee Self Service Reminders

- The HIP system is now equipped for password recovery for employees with valid State of Hawaii business email addresses (a valid email should end with .us .edu .gov or .org)
 - Provide employees with these instructions for [How to Set Up Password Recovery on Your HIP Account](#)
- The end of the year is coming up soon. Please have employees think about consenting to view their W2 online so that a hard copy will not be printed

New Earnings Codes

- An updated earnings code listing is available at <http://ags.hawaii.gov/hip/files/2019/07/PCS-Earnings-Codes.pdf>
- Earnings codes recently created:
 - CD Compression Differential
 - MOB Mobile Device Allowance
 - PD Permanent Differential
 - RD Related Differential
 - REL Relocation Allowance
 - RTD Retention Differential
 - SD Shortage Differential
 - SDT Same Day Travel
 - SJD Salary Adjustment Differential
 - TD Temporary Differential

Prior SME Topic Index

- [Episode 1 - 11/09/18](#): Introduction of Payroll SME's , ACH Rejections , Leave Without Pay And Payroll , UAC Validation , Hour Limitation on the PCS , Off-Cycle Pay Checks , Transfers Into Another Department/Jurisdiction
- [Episode 2 - 12/12/18](#): Group 3 Implementation Update, Countdown to Year End, ACH Rejections– New Update! , New Earn Codes and Online PCS Updates, WIK Code Reminders, Deduction Subsets, Deferred Vacation Payouts, Upcoming Deadlines.
- [Episode 3 - 02/14/19](#): Cancelling Checks and the Reversal Process , Cancelling a Payment with a Prudential Deduction , Statutory Dues Processing and Refunds Update , Central Payroll Processing Schedule , What are the Special Accumulators? , Tax Exemption for Military Spouse , Helping your employees with their W-2 Forms , Payroll SME Poll for Future Topics.
- [Episode 4 - 03/18/19](#): SSA Verification Process , Distributing Paper Checks to Employees , ACH/Pre-Note Returned Notifications , Online PCS Review After Payroll, TDR Comments , Selecting the correct Empl Record on PCS , Timing of OPR Entries , Priority Pay

Prior SME Topic Index

- **Episode 5 - 04/15/19:** EUTF Team , Non-Cash WIK (WF code) , Garnishment Inquiries , Federal and State Tax Calculations , New HIP Ticket System , Post Death Payments , Employment Verification , Earnings Dates , W2 Reprints and Corrections , Password Resets
- **Episode 6 - 05/20/19:** Guest Speaker: Seina Rahim, American Payroll Association Hawaii Chapter , The Power of our Super SME's , State Tax Calculations-Clarification , Priority Pay-Lock out days , Reversal Requests/Priority Pay Timing, Query Inactive Employees being paid , Salary Overpayment Process , Earning Code Updates , ERS Related Updates , Direct Deposit and Transferring Employees , HIP Service Center
- **Episode 7 - 06/17/19:** Delete/Reversal Requests – Reminder!, Cancelled Check Forms (C-53) , Employees Transferring Departments with OPR , OPR entries on Additional Pay, Union Dues Refunds , Post Death Payment to Beneficiaries , Terminated Employees Who are Receiving Pay , Earnings Begin and End Dates , Workers Comp Reclass , Fiscal Year Update to UAC, Mass Pay Increase Update
- **Episode 8 - 07/15/19:** Overpayment Reminders, Earnings Period, Post Death Payment Reminders, Transferring Departments- Changes in BU, Terminated Employee – Query Timing, ETS – 303 Security Access Request Form, HIP System – User Responsibilities Reminder



MAHALO FOR YOUR TIME!