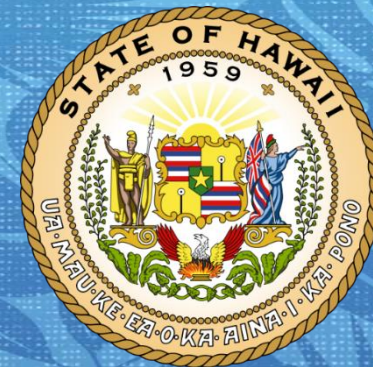




Payroll SME Meeting

November 18, 2019



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

TALK STORY TOPICS

1. Payroll Beneficiary Query
2. Beneficiary Enrollment Update
3. Pay Statement View
4. ERS Reporting and Adjustments
5. Tips on How Depts can tell when a check has been cancelled or overpayment has been reversed, etc. (Q&A Response from 10.21)
6. What is the time frame when an employee transfers to another department with their records (Q&A Response from 10.21)
7. Child Support New Hire Reporting
8. HIP New Hire Letter
9. Year End Updates
10. HIP Service Center



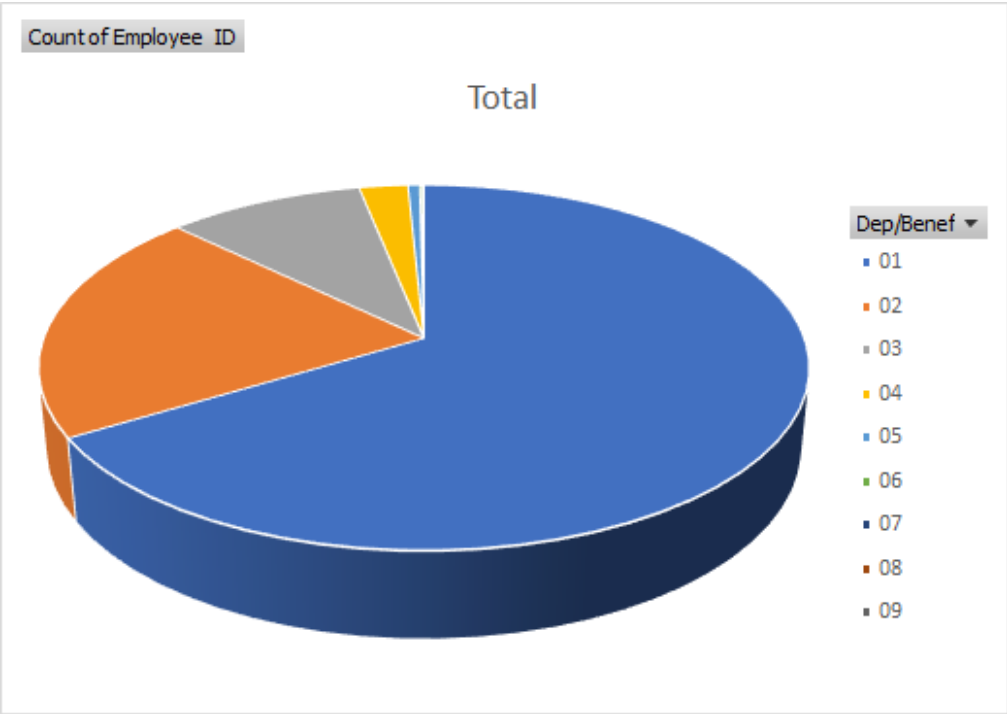
Payroll Beneficiary Query

Beneficiary Designation Navigation:

- Workforce Administration > Personal Information > Personal Relationships > Beneficiary Designation
1. A new query is available to allow you to view the employees that have designated a beneficiary within HIP
 - Query Name: M_BENEF_DESIGN_QRY
 2. A 2nd query is available to show all active employees that have NOT designated a beneficiary within HIP
 - Query Name: M_BENEF_NODESIGN_QRY

Beneficiary Enrollment Update

- As of today 11/18/19
- Number of Employees who have enrolled a beneficiary: 4,455
- Total number of beneficiaries that have been enrolled: 6,661



Pay Statement View

- The HIP Pay Statement will be updated to reflect additional information for our employees.
- Currently employees with the Employee Type of Salaried or Exception Hourly, do not see the Hours and Rate on earnings that are entered in the online PCS
- Soon these employees will now see these details with their State of Hawaii Pay Statement
- Employee's being paid an Amount only, will only see the amount under Earnings as they do today

HOURS AND EARNINGS					
<u>Description</u>	<u>Rate</u>	<u>Current Hours</u>	<u>Earnings</u>	<u>YTD Hours</u>	<u>Earnings</u>
Regular			2,148.00		23,628.00
Ordinary Overtime	24.780000	12.75	315.95	26.25	650.48

ERS Reporting and Adjustments

- As a reminder, all payroll transactions are reported to ERS each pay period, which also includes off-cycles and payroll corrections.
- For example, if an employee was paid in error and we cancel the check, the payment is reversed from ERS through a payroll file.
- You should not complete the payroll adjustment template as it would result in a duplicate adjustment.
- As ERS adjustments also likely include adjustments to the employees pay for W-2 reporting purposes, once it is updated in HIP, it is provided to ERS.

Tip: How Depts can tell when a check has been reversed

- When you need to confirm a paycheck has been reversed by Central Payroll.
- Payroll for North America > Payroll Processing USA > Produce Payroll > Review Paycheck.
- Search by the Employee ID number. Find the issued check that was recalled. You will see the Paycheck Option show Check Reversal

Paycheck Information				
Paycheck Status	Confirmed	Paycheck Option	Check Reversal	
Issue Date	07/20/2018	Paycheck Number	[REDACTED]	
<input checked="" type="checkbox"/> Off Cycle	<input type="checkbox"/> Reprint	<input type="checkbox"/> Adjustment	<input type="checkbox"/> Corrected	<input type="checkbox"/> Cashed

What is the time frame when an employee transfers to another department with their records?

- When an employee transfers to another department, once the entry is completed in HIP and “Saved” under the HR record (Job Data), then the new department is able to process payroll information for that employee.
- Executive Branch (Company = SOH) uses HIP as their HR system of record and transfer electronic HR records using the same employee record within Job Data
 - Since this process involves multiple departments, it may take longer for HR to have the entry completed.
- All other agencies use their own employee records and are able to complete transfers on their own.

Child Support New Hire Reporting

- With the W-4/HW-4 forms being available in HIP electronically, we have received a number of questions about the New Hire reporting required by Hawaii Child Support.
- Please note that all Executive Branch agencies that use HIP as their HR System of Record (Company = SOH) are reported electronically each pay period. Paper forms should not be provided separately
- We are working with other jurisdictions that would like to be included in this reporting and will notify you individually when requested and completed.

HIP New Hire Letter

- The HIP New Hire Letter has been updated to account for recent HIP changes, such as the Beneficiary Designation and Tax Withholding Updates.
- Please note that all New Hires should be provided this letter by their HR office to provide their login credentials as well as to provide the information that needs their attention within HIP.
- Payroll should not be entering W-4/HW-4 withholding forms for employees unless an accommodation is needed for an employee.

Year End Updates

1. Only four more off-cycles remain for calendar year 2019;
 - 11/18/2019, 11/22/2019, 12/02/2019, and 12/09/2019.
2. Only two more on-cycles remain for calendar year 2019;
 - 12/05/2019 and 12/20/2019.
3. SSN Name and Number errors must be resolved as soon as possible. If a department continues to use the incorrect information while trying to pay an employee, Central Payroll may elect to not pay this employee until this error is resolved. Any SSN corrections that are not resolved prior to 12/23/19 will need to be handled with a W-2 Correction

Year End Updates

4. W-2 Issuance:

A. W-2 Electronic Consent –

Continue to encourage your employees to use HIP ESS to enroll in W-2 electronic consent to receive their W-2 online only before it is available on paper.

- Query to see employee status is available: M_W2_CONSENTS

B. Change in Address –

The absolute last day to update addresses for W2 purposes will be 12/31/2019. This will guarantee that it is updated in time for the issuance of the W2 form.

C. Terminated Employees –

Employees would automatically get a paper W2.

HIP Service Center

- New HIP Service Center Hours of Operation:
 - Tuesdays and Thursdays 7:45 – 4:30 pm, excluding State Holidays
- Please encourage employees to visit <http://ags.hawaii.gov/hip/for-employees/> for answers to frequently asked questions on HIP features
- The Forgot Your Password feature will also greatly help employees with their inquiries, but it does require that employees setup their information in order to use this functionality.

HIP Dashboard: October 2019

Customer Service Data

	Prior Mo.	Current Mo.	Progress
Total HIP Service Center Agents (FTE)	4	2	↑
Total HIP Calls	4690	4589	↑
Total Salesforce Cases To Date	32272	32562	↓
Total Salesforce Cases Unresolved	56	56	↔
Avg. Time on Customer Service Call (minutes)	5.10	6.10	↓
Avg. Time to Answer a Customer Service Call (minutes)	0.75	1.00	↓

HIP Service Center: October 2019

Transaction Data

	Prior Mo.	Current Mo.	Progress
Total ESS Account Activations	1541	1090	↓
Total ESS Account Logins	19521	14729	↓
Total ESS Updates	2580	2346	↓
Direct Deposits	1909	1761	↓
Home & Mailing Addresses	671	585	↓
W4 Tax Withholdings	Not applicable	624	↔
Payroll Beneficiary	Not applicable	Not applicable	↔
Consent to Electronic W2	Not applicable	287	↔
Total Employees with ACH Direct Deposit	58824	60810	↑
Total Employees Paid in the month	66125	67483	↑
Total Direct Deposit Accounts Transmitted through ACH (avg. of 2 pay periods)	75597	77774	↔
Total Employees with ACH Direct Deposit	58824	60810	↑
Total Live Checks Issued (avg. of 2 pay periods)	5103	5706	↓
Total Off-Cycle Checks Issued (avg. of 4 off-cycle periods)	55	22	↑
Total Outbound Files Issued	111	127	↑
Total Inbound Files Processed	196	211	↑



MAHALO FOR YOUR TIME!

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 (Begin/End Date), Post Death Payment Reminders, Transferring Department – Changes in BU, Terminated Employee – Query Timing, ETS-303: Hawaii Information Portal Security Access Request Form, HIP System - User Responsibilities Reminder, Level 3 Approval – Timing for Requesting Denials, Employee Self Service Reminders, New Earnings Codes, Prior SME Topic Index

Prior SME Topic Index

- [Episode 9 – 08/19/19](#): National Payroll Week, Accessing our Website, Overpayment reminders – Personal Checks, Submitting Overpayment Adjustments (Worksheet), Garnishment Notices, Void Payroll Check Procedures, Off-Cycle Checks – Deduction Subsets, Reissuing Checks on the Off-Cycle, W-4/HW-4 Update, Social Security Verification, Early Distribution of Payroll Checks, ACH Delete/Reversal Bank Recall, EUTF Health Refunds
- [Episode 10 – 09/16/19](#): Employee’s Designation of Beneficiary, ERS Repayment Types, ERS Payroll Adjustments, Retro Payments after ERS Group/FICA Code changes, Union Dues Deduction Processing Update – HGEA, Adjustments to Online PCS Transactions, 2019 Year End Deadlines and W-2 Issuance, Access to our site, Phase 2 Time and Leave Activities.
- [Episode 11 – 10/21/19](#): ACH Option for Off-Cycle Payments, Priority Pay Deadlines & Lock Out Period, Child Support Disbursement Changes, Payroll Queries and Reports, Payroll Employees Designation of Beneficiary, Post-Death Payment Worksheet, US Dept of Labor – Final Rule: Overtime Update, Pay Statement View, Understanding your Pay Statement for Transferring Employees, 2019 Year End Deadlines and W-2 Issuance, W-2 Electronic Consent, Phase 2 Time and Leave Activities: “Y” Differential and Forms Audit.