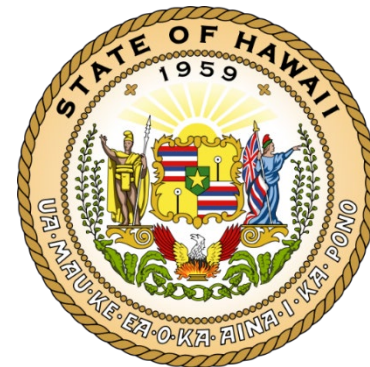# Payroll SME Meeting
June 22, 2020

Department of Accounting and General Services

TALK STORY TOPICS

1. Security & Confidentiality

2. Salesforce Tickets

3. Priority Pay Off Cycle Checks

4. Stop Payments

5. Fiscal Year-End

6. SSO for Executive Branch

7. ERS-Related Items

8. ERS Department Queries

9. Beneficiary Update Procedures

10. Viewing Paycheck

11. Time & Leave Project Updates

Security & Confidentiality

- The Central payroll office and the department payroll offices in the state need to work together to keep all office and phone numbers confidential especially from individuals who no longer work for the state. This is to ensure a safe work environment for all employees.

- As a standard practice, employee's payroll questions should be directed to their payroll staff. If staff is unable to answer the question, they should consult with their Payroll SMEs. Payroll SMEs should review the Payroll SME articles and Library of Knowledge of Articles prior to creating a Salesforce Ticket.

- All questions related to garnishments should be directed to dags.garnishment@hawaii.gov. This option allows CP the time to do research before getting back to the employee.

- Please remind your staff that the HIP Inbox should only be used for payroll software issues.

Salesforce Tickets

- Prior to creating a Salesforce ticket, refer to previous SME meeting topics/ library knowledge articles

- When creating a ticket be sure to include key information in the description (i.e. Name, Empl ID, description of the issue, report/query name, any screenshots/supporting documents.)

- Be sure to follow up with cases that you have submitted if immediate attention is needed. Sometimes further research is needed so there may be a delayed response.

- Please keep correspondence within Salesforce cases by commenting in the case rather than responding to emails as this will help keep the documentation in order.

Priority Pay Off Cycle Checks

- Reminder that off-cycles are processed two days before and two days after paydate

- If priority pay is less than 25% of gross, add on to next on cycle instead of doing off cycle

- Deadline is 12 noon. All approvals should be in, as well as comments explaining why the priority pay is being issued

  - CP will do our best to follow up and give extensions if approvals are not in/comments missing, but may not be able to process if timely response by department is not received

- Priority pay check dates

  - If processed before paydate, check date should be the upcoming paydate

  - If after paydate, check date should be three business days after paydate

Stop Payments

- Please submit stop payment requests (Form C-61) directly to DAGS Accounting: Clerical for processing via esign

  - Do not submit a Salesforce case

- Once you receive confirmation that it has been approved and payment stopped, you may enter priority pay for a net pay refund to reissue payment to employee

  - Priority pay comment should include the date of the original check for audit purposes

Fiscal Year-End

- First pay period of new fiscal year – July 2, 2020

- The Online PCS was created for you for this pay period and the fiscal year in the UAC was converted from 20 to 21

- If your fiscal year was a value other than 20, it was not updated

- Please remember to update any funding that needs to stay for fiscal year 2020!

SSO for Executive Branch

- **Please bookmark https://execsso.hip.hawaii.gov on all of your electronic devices and use that URL exclusively for HIP from this point on**. Instead of using your HIP User ID and Password, you'll be prompted to use your Office 365 account (i.e., your @hawaii.gov email address) and Office 365 account password to get in to HIP. Please discontinue using hip.hawaii.gov and remove any bookmarks you have for the HIP URL as those will no longer work.

- **To securely access to your data from anywhere outside the office, your Office 365 must be registered for Multi-Factor Authentication (MFA).** MFA is used in conjunction with your existing Office 365 password to provide an additional step of verification that ensures only YOU are able to access your data. If you have not registered for MFA yet, please do so <u>while you're at your work site</u>:

  - Go to https://aka.ms/MFASetup to begin registration.

  - Logon with your Office 365 credentials.

  - Register and confirm 2 authentication options. Note that it may take up to 15 minutes to take effect.

SSO for Executive Branch (cont.)

- **Logon to HIP via https://execsso.hip.hawaii.gov using your Office 365 email address and password when prompted.** Depending on what device you're using and where you are, HIP will be able to detect your device's access to the network and trigger MFA if it's necessary.

  - If you're using an electronic device off the State's network, MFA will trigger and you'll be prompted to use MFA with the default method you've registered on your O365 account.

  - If you're using an electronic device that is already connected to the State's network, HIP will let you in without an MFA prompt.
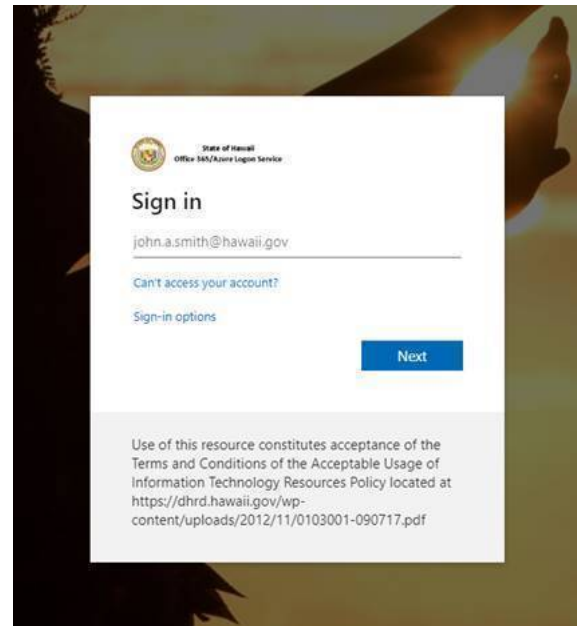
ERS-Related Items

- Please remember to include the specific earnings dates/periods for all retroactive pay entered on the payroll change schedule. Failure to include these earnings dates triggers a file error and delay when ERS attempts to load payroll data into their system.

- Central Payroll runs a query to search for all BR earnings that don't have earnings dates or incorrect earnings dates (i.e., future dates) in order to prevent errors, however, it is helpful to have payroll departments ensure that these entries are included and accurate before submitting for processing each pay cycle.

  - Departments, please start running these queries effective 7/2/20 processing (see next slide).

- FT and PT designations and multiple job assignments will be evaluated through the Change Management Board (CMB) as the PT assignments do not always appear to meet the ERS eligibility requirement. Inaccurate designations can also trigger errors when ERS attempts to load payroll data. Note: Please advise your HR teams of this item as it is important in determining ERS eligibility.

ERS Department Queries

- Two New Queries Effective for the 7/2/20 Payroll Processing

1. M_PY_BR_NOT_PRIOR_DT – Identifies PCS entries for "BR" earnings with earnings begin and end dates of a current or future period that need to be corrected to reflect the actual period during which the pay was originally earned

   - Enter the check date when prompted to run this query. It can take about 10 minutes to run due to the security on both the PCS and Job pages.

2. M_PY_FICA_RET_AUDIT – Identifies employees with invalid ERS FICA and ERS Group code combinations that need to be corrected

Beneficiary Update Procedures

- Please work with your HR teams to encourage existing employees to enter their payroll beneficiary designations in HIP. This Employee Self-Service (ESS) feature has been available since the Fall of last calendar year.

- All new hires and rehires should be following the HIP onboarding process to enter this information when completing other required tasks.

  - Note: We received a recent request to look up a payroll beneficiary for an existing employee who passed recently and did not have any information updated in HIP and unfortunately the original payroll beneficiary form had to be pulled and it did not have the updated beneficiary information, which can delay the issuance of a deceased employees last paycheck or vacation payout.

Viewing Paycheck

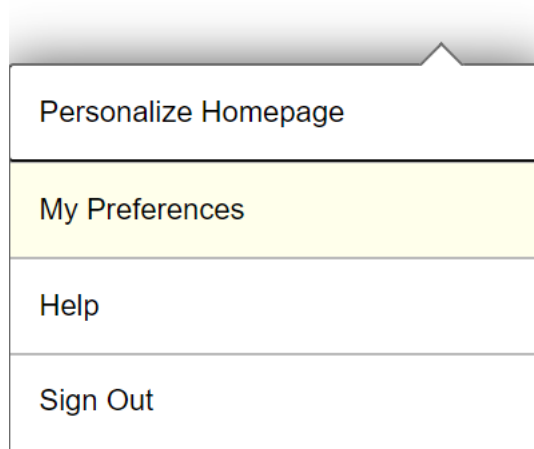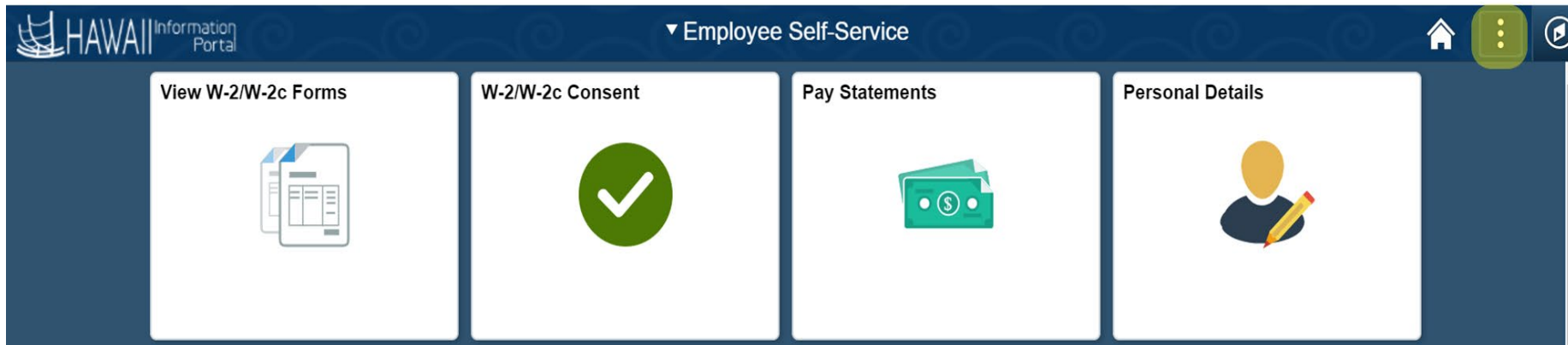If you click the ADA Assistance button when you sign in, your paycheck will display as HTML

In order to view your paycheck as a PDF, log in without the ADA Assistance button clicked. If you do, please log out and log back in without clicking the ADA button.

Viewing Paycheck (cont.)

- If that does not work, please log into My Preferences

Viewing Paycheck (cont.)

- Toggle the Accessibility Layout to "Screen reader mode on" and then to "Screen reader mode off". Then click "Save."

- Click Ok, logout and login again but be sure not to click any mention of "Enable Screen Reader Mode" or ADA Assistance

Time & Leave Project Updates

New features in HIP will take employee timesheets and leave transactions, and certain additions to pay that are managed by payroll offices, and turn them automatically into "payable time". With this feature, payroll is processed without the PCS and records are available in HIP.

This started in January where the Time and Leave Project moved from its **Design** phase into **Testing** and finally **Deployment**.

Design → Testing → Deployment
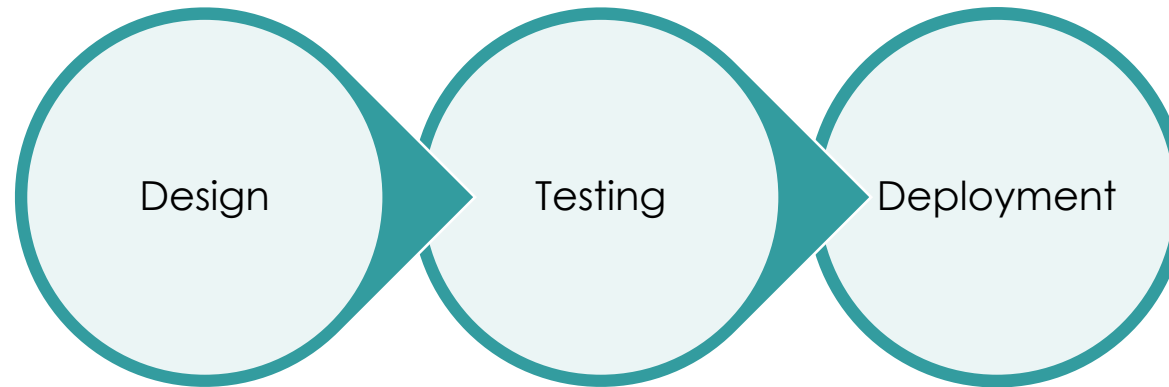
Congratulations to the following departments and offices for being part of Group 1 which was successfully deployed on the new Time and Leave project and went live on May 4, 2020!

The Office of the Governor, the Office of the Lieutenant Governor, and the Department of Accounting and General Services

Great job!

Time & Leave Project Updates

With the deployment of new Time and Leave feature, a new paycheck format has been implemented that includes vacation and sick leave balance information. Timesheets, vacation and sick leave requests in HIP are routed electronically to supervisors or managers for approval. There are many preparation tasks required of departments prior to Time and Leave deployment.

The following departments are in the final stages of qualification for Group 2 deployment in December 2020!

Attorney General, Budget and Finance, Business, Economic Development and Tourism, Commerce and Consumer Affairs, Defense, Hawaiian Home Lands, Health, Human Services, Taxation, Transportation

Well done on all your hard work and preparation!

MAHALO FOR YOUR TIME!

Prior SME Topic Index – see **http://ags.hawaii.gov/hip/for-payroll-personnel/**

- 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 – see http://ags.hawaii.gov/hip/for-payroll-personnel/

- 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 – see http://ags.hawaii.gov/hip/for-payroll-personnel/

- 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.

- Episode 12 – 11/18/19: Payroll Beneficiary Query & Update, Pay Statement View, ERS Reporting & Adjustments, How to tell if a check is reversed, Time frame for transferred employees, Child Support New Hire Reporting, HIP New Hire Letter, Year End Updates, HIP Service Center.

Prior SME Topic Index – see **http://ags.hawaii.gov/hip/for-payroll-personnel/**

- Episode 13 – 01/21/20: Year End and W-2 Issuance, W-2 Consent Query, 2020 W-4 Tax Changes, Upcoming Activities.

- Episode 14 – 02/20/20: Tax Calculator, Federal withholdings "n/a", Security & Confidentiality, Prior Year Overpayments, Requesting a W2C, W2 Requests from Former Employees, Salesforce comments, Time & Leave Project Updates.

- Episode 15 – 04/29/20: FFCRA, EFML, and EPSL, FFCRA payment worksheet