



**Office of  
General Services**

**Business  
Services Center**

# HR Users Group

June 22, 2018

# Benefits Administration

- Hourly Employee and Benefits Eligibility

Dawn McNally

# Benefits Eligibility For Hourly Employees

- When an employee has a change in employment status, and they have satisfied NYSHIP eligibility, they may be eligible for NYSHIP benefits.
- An employee\* must meet all of the following requirements to be eligible for NYSHIP Benefits:
  - Be appointed or elected to a position in State service
  - Be expected to work at least six consecutive biweekly payroll periods
  - Be expected to work at least half-time (50% or more) on a regular schedule
  - Be on the payroll and receiving a paycheck at the time of enrollment
- The BSC Benefits Unit will be sending out a standard e-mail, along with a report to inform Agency Liaisons of employees that may be reaching eligibility for Benefits on a bi-weekly basis.

\*Exceptions: Some employees have additional or unique eligibility requirements, such as paid elected officials, paid members of the NYS Legislature, seasonal employees, UUP-represented employees.



# Benefits Eligibility For Hourly Employees - Continued

- If an agency determines that the employee has met eligibility, the agency is responsible for completing a job data incumbent template in HCM to change the benefit flag for that employee.
  - The Onboarding Team will then send the employee a package with information that explains their options under NYSHIP and will include all applicable enrollment forms.
  - As a reminder, when an agency is hiring a new employee, if the employee is expected to work more than 50% and at least six consecutive pay periods, the employee should be placed in a benefits-eligible position, and be offered Benefits at their time of hire.
  - Coming Soon: A benefits eligibility job aid to explain this process and the required steps to take when submitting the template.
- Just a reminder when submitting all hire or transfer templates, please refer to the “Benefit Eligibility Template Field” Job Aid found on the HCM Portal under HCM User Job Aids. This job aid will give you guidance on completing this field. It will also ensure that employees are receiving the correct onboarding packet.

Q: Will the agency determine eligibility, or will the BSC?

A: The agency will determine eligibility.



# Payroll Administration

- Reissuance of State Payroll Checks Ed Ryan
- Payroll Reversal & Exchange Checks Ed Ryan

# Payroll Administration

In March, OSC released Payroll Bulletin [#1639](#) regarding the new procedure for the stop payment / reissue process for NYS Payroll checks. Here is a reminder of the process:

- A request for paycheck reissuance must be submitted in writing to the BSC Payroll Admin mailbox at [BSCP payrollAdmin@ogs.ny.gov](mailto:BSCP payrollAdmin@ogs.ny.gov). The BSC Payroll Unit will complete the TD346 form and send it to the NYS Treasury Office for processing.
- Once the stop payment has been successfully processed by the Treasury Office, OSC reissues a payroll check.
- The reissued check is mailed to the your agency's address (the address shown in the "Location" panel in PayServ) and written to the attention of the employee in your agency.
- Requests to update the Agency address in PayServ and questions regarding paycheck reissuance should be directed to the OSC's Direct Deposit Returns and Reversals mailbox. **Please note:** Any updates to this address will also be applied to the return address for W-2's and Direct Deposit Advices at [DDReturnsAndReversals@osc.state.ny.us](mailto:DDReturnsAndReversals@osc.state.ny.us).

Q: If an employee loses or destroys their check, does the BSC offer petty cash?

A: No, the BSC does not.

Q: Regarding this bullet for the March bulletin:

*The reissued check is mailed to your agency's address (the address shown in the "Location" panel in PayServ) and written to the attention of the employee in your agency.*

A: Agencies need to maintain up-to-date address in the Location Panel in PayServ.

**Please note:** Any updates to this address will also be applied to the return address for W-2's and Direct Deposit Advices.



# Payroll Administration

In April, OSC released Payroll Bulletin [#1646](#) regarding the new procedure for the stop payment / reissue process for NYS Payroll checks. Here is a reminder of the process:

- All paychecks issued to employees for a paycheck reversal (AC230) or exchange (AC1476) will be issued through the Statewide Financial System (SFS). Checks will no longer be accompanied by a transmittal letter. They will automatically be addressed to the employee's attention and mailed to the address your agency has provided to the AC230 unit.
- **BSC**: continues to send Check Reversal (AC230) and Exchange(AC1476) forms to OSC.
- **Your agency**:
  - Receives and distributes checks to the employees or next-of-kin.
  - Maintains an up-to-date address list with the AC230 Unit.
  - Sends address update requests to the Payroll Reversal and Exchange mailbox.

Q: Can agencies ask to receive the check?

A: When checks are sent back to the BSC, Payroll Unit will notify the employee or next-of-kin right away in response to their inquiries. Any questions from your employees or their next-of-kin, please advise them to contact the BSC Payroll Unit.



# HCM Transactions and Salary Calculations

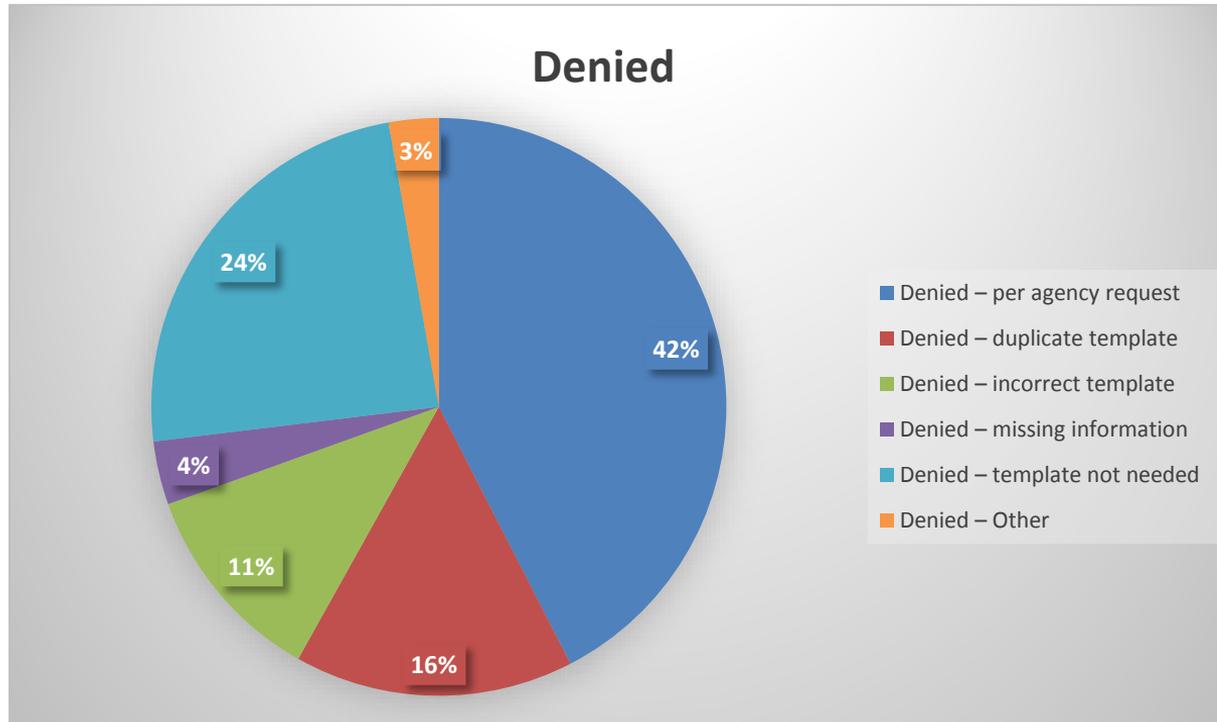
- HCM Transactions

Brian Parks

# HCM Transactions and Salary Calculations

- Quarter 4 Denied and Cancelled Template Metrics
  - Top 3 Reasons: Per Agency Request
    - Incorrect Template Type
    - Duplicate Template
  - Suggested Solutions:
    - Save for Later function in HCM, for review prior to submit
    - Review of Job Data for previous transactions
    - Template Status query – NY\_Template\_Status
    - HCM-NY Smart HR Template Job Aid
- BSC pulled the numbers for cancelled and denied templates; have reviewed the data; many of these errors can be fixed with internal auditing
- Pain Point – the effective date default's to “today's date”, so be mindful of this when filling out this portion

# Quarter 4 Denied Template Data

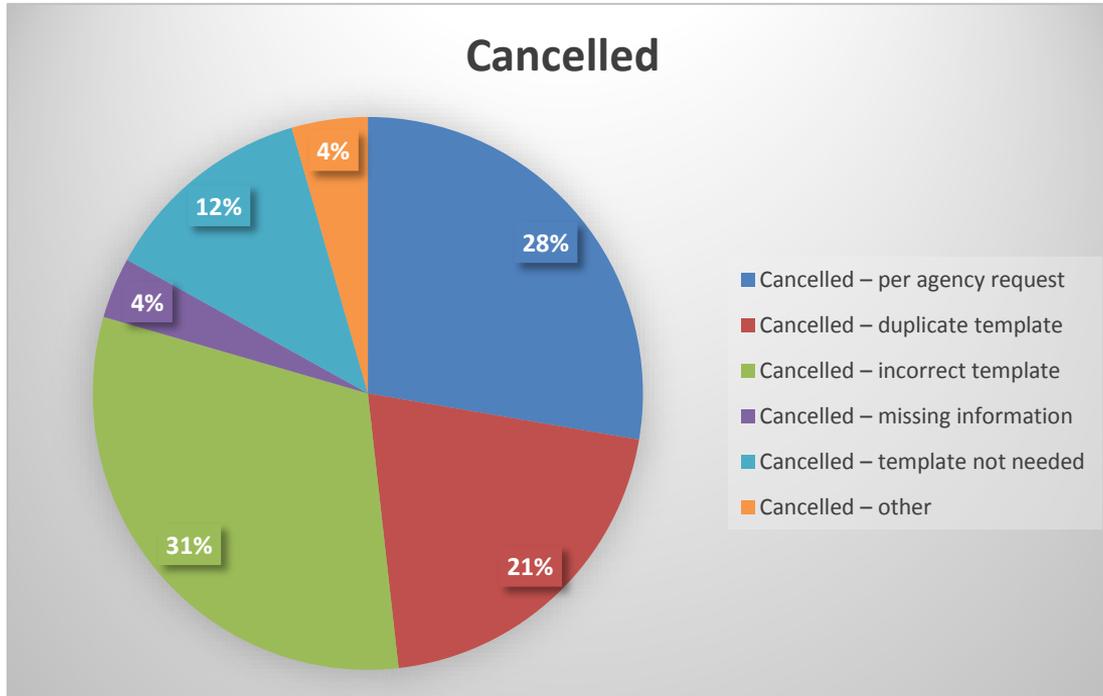


Q: Is the query live, or do you have to wait for an upload overnight?  
A: The data is live.

Q: Hire/New Hire eligible to receive benefits after so many pay periods; do you need to put TA no in, and then change?  
A: At the agency level, put the information in right away, it can be changed later if needed.

Q: What do you do when you have a new hire with no N#?  
A: When a template is submitted you can retrieve the N# within 3-4 hours of template submittal by using the NY\_AGENCY\_EMPL\_ID query in HCM.

# Quarter 4 Cancelled Template Data



Q: Can the effective date on the HCM Template not default, to avoid errors?

A: The effective date defaulting is PeopleSoft delivered functionality which we are addressing through training rather than a system customization. All templates can be saved in draft status prior to submitting to the BSC so this can be used as “workflow” functionality within agencies for extra quality assurance prior to submittal of templates. Also, all agency users with the appropriate roles can view the template status of all templates submitted by their agency by viewing the NY\_TEMPLATE\_STATUS query in HCM.

Q: Is there a list of queries out there?

A: Team will get a list together to be posted.

Q: Is there a Job Aid for the status query?

A: Yes, team will put a job aid on SharePoint. Questions can be emailed to Brian Parks or the [BSC Ops mailbox](#).

- HCM User job aids are on the home page of HCM

UPK in the top right corner also shows a lot of information.

# HCM Access Request Form

We have updated the HCM Access Request Form. The new form is now accessible to Data Access Officers on the HCM portal.

If you have any questions please contact BSC HRIT Team at [BSCHRIT@ogs.ny.gov](mailto:BSCHRIT@ogs.ny.gov)

## Time & Attendance Administration

- Accurate Payments Submitted by Customers Shay Brickel
- Successful Management of Outstanding Timesheets Dan Rivet
- Overtime Meal Eligibility Shay Brickel
- Leaves Timekeeper Rollout Complete Dan Rivet



# Time & Attendance – Accurate Payments Submitted by Customers

## Audits of Employee Payments Find Fewer Errors

- Over the course of the last year error rates for all payments types with exception of holiday payments has been reduced by 75%.
- For some of our newer onboarded agencies, we have seen error rates reduced by as high as 40% on certain payment types in only a matter of months.
- The BSC will continue to work with our customer agencies to bring these rates down even further.
  - Training
  - Job Aids
  - Direct Outreach to Employees

Q: Can LATS-NY be changed to accommodate the ability for hourlies to earn OT Meals?

A: Yes, this is in progress.

Q: If an employee is on an AWS schedule earns non-comp in week one, can they use it in week two?

A: Yes

Q: Why are employees earning straight time for up to 40 hours when they work voluntary overtime and have unscheduled sick leave?

A: LATS-NY is set up based on prior guidance from governing agencies. However, given new questions we are following up with governing agencies.



## Time & Attendance - Successful Management of Outstanding Timesheets

### Agencies Have Significantly Decreased by 82 Percent the Number of Employees with Three or More Outstanding Timesheets

- At the request of the BSC Customer Advisory Council and GOER, we began providing agencies and GOER with monthly reports on the Number of Employees with Three or More Outstanding Timesheets at the end of August 2017.
- At one point there were 285 employees across the agencies the BSC serves with 3 or more outstanding timesheets.
- As of May 31, 2018, we are at our lowest – 51 employees with 3 or more outstanding timesheets.
- As a result, there is less risk that employees will be over or under paid and that inactive employees will be paid.



## Time & Attendance - Overtime Meal Eligibility (Update)

Based on a recent discussion with Civil Service and GOER the BSC has learned that an Overtime meal can be earned independent of overtime status

In order to qualify an employee must:

- Work 3 hours in addition to their regular shift
- Time worked must be contiguous with their shift
- Employee must work at least equivalent to that of a full time employee (7.5 or 8 hours)
  - If an employee works 10 hours days or a compressed week it must be 3 hours in addition to their regular schedule i.e 13 hours

## Time & Attendance - Leaves Timekeeper Rollout Complete

- Effective 5/29/18 all identified agencies who were managing their medical leaves are now also responsible for timesheets of their employees on leave.
- We are providing support to agencies who have taken back the timekeeper roles
- Time & Attendance will continue to perform quality assurance auditing of the role and provide feedback as needed.

Q: Separated employees do not disappear from timekeeper; can non-active employees be removed to create more manageable lists?

A: We can look at the deactivation process to see if we are dropping the timekeeper from separated employees, and you can also put a beginning date and end date in LATS for timekeeper. There will be a CMA update in the Fall (possible system enhancement to resolve this).



# HRIT

- New functionality within the NYS\_ENCUM\_HIR (Appoint/Leave) template
- HCM NY Encumbent Hires Appoint Leave Template job aide is available on the HCM Portal under HCM Job Aides
- LATS-NY 10.2 Release scheduled for the end of June 2018

Nicole Millson

Amanda Taylor



# Next HR Users Group

- Thursday, August 9th, 2018 9:00 a.m. to 10:30 a.m.
- Agenda items are due Friday, July 13th, 2018 and can be submitted at <https://bsc.ogs.ny.gov/content/hr-users-group> or emailed to [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov)

