



Office of General Services  
**Business Services Center**

# **BSC HR User Group**

**May 23, 2019**

# Payroll Administration

## Topic

- New York State Payroll Online

## Presenter

Office of State Comptroller Payroll Online Team



# NYS Payroll Online

# HCM Transaction and Salary Calculations

Topics:

Presenter: Brian Parks

- New Template Activity Codes
- Overpayments
- Location Pay Exception Report
- Certification Issues
- Interfacing Transactions vs. Direct Entry into NYSTEP
- Template Submittal Process



# New Template Activity Codes

- HCM - New Template – Activity Codes
- When an agency selects an Activity Code in the template, it generates comments and assists the approver and committer in coding the template with the appropriate action reason code.
- The following activity codes are now available for use:
  - WC FULL: Workers Comp Leave Full – Charging Accruals
  - REIN WC FULL: Return from Workers Comp Leave Full
  - CHG ACA: Change to Affordable Care Act Eligibility



# Overpayments

- To help reduce overpayments, all HR templates, especially those that would result in an overpayment if not processed in the current pay period, need to be submitted to BSC as soon as possible. Even if the template submittal cutoff deadline has passed, the HCM template should still be submitted with a late transaction request. This will allow the BSC to make every effort to review and process templates promptly and avoid overpayments.
- When an overpayment is identified, BSC works in partnership with the Office of State Comptroller (OSC) and our customer agencies/employees to recover overpayments.



# Location Pay Exception Report

- BSC runs the Location Pay Exception Report from PayServ each pay period for the previous pay period.
- BSC utilizes this report to help ensure accurate location pay to all eligible employees.
- BSC will reach out to customer agencies to clarify mismatches and to periodically confirm state employees' additional payment eligibility.



# Certification Issues

- Certification Issue – Comparing PayServ transactions against NYSTEP transactions
- The BSC is taking a proactive approach in resolving certification issues as soon as possible. We are sending status update emails to DCS before each Tuesday to notify them of potential certification issues before they appear on OSC's report. This will allow us to notify agencies sooner if further action is needed on the agency's part.





# Interfacing Transactions vs. Direct Entry into NYSTEP

- Certain transactions require direct entry into NYSTEP (e.g., recertifications), but by trying to minimize errors, we are working toward limiting any other type of direct entry, correcting transactions from HCM and re-transmitting from HCM to the control systems (NYSTEP & PayServ).
- The Comments section of the template does not transmit to NYSTEP. However, it is still very important to include details of the transaction so that we can work with Civil Service and/or OSC to process.



# Template Submittal Process

- HCM Smart HR templates submitted by agencies go to BSC HCM Template Approvers' worklist for review.
  - Approver verifies the information as it relates to processing in NYSTEP.
  - Incomplete template or template with error will be denied back to the agency to make changes/updates and resubmit.
  
- Approved templates move to the BSC HCM Template Committers' worklist for further review.
  - Committer verifies the information as it relates to processing in PayServ.
  - No error template is committed to HCM and set up for transmittal to the control systems (NYSTEP & PayServ)
  - Error found template is cancelled agency notified to resubmit.



# Benefits Administration

## Topic

- HCM & Benefits Template Training

## Presenter

Amanda Wheeler  
Brian Parks



# HCM & Benefits Template Training

- Emphasis on the following fields in HCM:
  - Benefit Flag – What kind of benefits is the employee entitled? (CSEA, M/C, etc.)
  - Eligible for Health Insurance – Y/N: Is the employee eligible to benefits?
  - Eligibility Date Value – What is the **first** date the employee for eligible for benefits?
- When an agency submits information accurately and on time, this helps the employee to enroll timely.
- BSC trainings will be available for agency staff on specific HCM templates affecting employees' benefits. Please email Customer Care at [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov) to schedule a training.



# HRIT Administration

Topic

LATS-NY Release 11.0 Updates

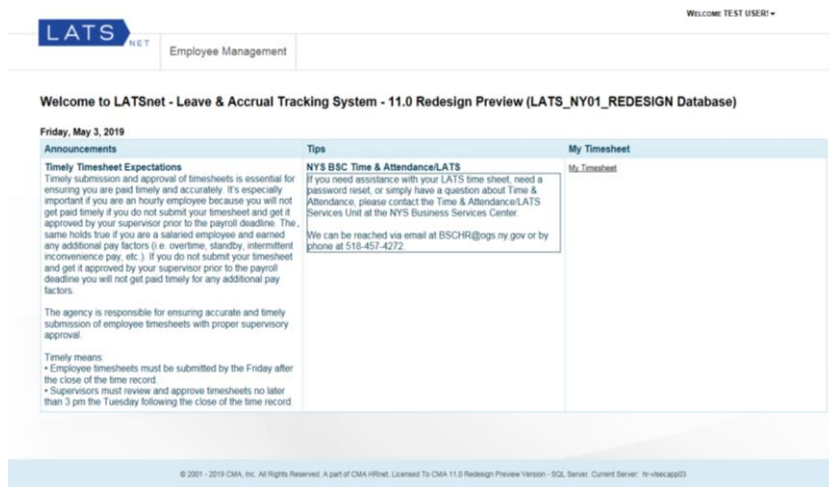
Presenter

Jim Shea  
Shawn Trombley



# LATS-NY Release 11.0 Updates

- LATS-NY Mega Menu** - The LATS-NY System menus will be updated to a cleaner look that will be easier to navigate. Menu selections will be organized into more intuitive groupings that should result in more efficient system functionality.



# LATS-NY Release 11.0 Updates

- Reminder: Timesheet Due – In addition to the existing emails employees and supervisors receive, reminder emails will be sent:
  - to the employee the day they are required to submit their timesheet.
  - to the supervisor the day before they are due to review and approve the timesheet.
  - these messages should help to improve timesheet timeliness metrics, as well as to ensure that employees are paid timely and accurately.
- Timekeeper Search – a search function will be added to the Timekeeper Tab.



# Time & Attendance Administration

Topic

Presenter

- Miscellaneous Payments Overview

Dan Rivet





# Miscellaneous Payments Overview

- 97% of miscellaneous payments submitted by employees and approved by supervisors are accurate.
- BSC has dedicated resources to review payments with a risk-based methodology.
- The payment related customer service improvements are:
  - developing edit checks in LATS-NY to prevent common timesheet errors.
  - developing additional training resources for employees and supervisors.
  - Providing additional reporting for agencies to identify trends with timesheets.



# Interactive Session

## Topic

- Hourly Employee Benefits Eligibility Report
- Direct Deposit

## Presenter

Caitlyn Zaunter  
Emery McGlone

Bethany Nacco



# Hourly Employee Benefits Eligibility Report

- Purpose: The BSC provides a list of employees who have worked half-time (50%) or more for 4 or more consecutive pay periods. The employee may be eligible for benefits once they reach 6 consecutive pay periods.
  
- Sample report and review:
  - Report is e-mailed to agencies bi-weekly.
  - Agency returns spreadsheet to BSC with comments next to each employee's name.
  - Agency submits an HCM template to change employee benefits eligibility.
  - After the BSC receives an HCM template notifying us an employee is now eligible for benefits, we will send the employee a benefits packet offering medical, dental, and vision insurance coverage.
  
- Q&A Session regarding the process/agency reports



# Direct Deposit

- **Process:** The BSC processes Direct Deposit Forms. If a Direct Deposit Form is received from an employee's Government email address (NY.gov) multiple emails are sent to the employee's NY.gov email account verifying receipt of the form, denial of a form and/or processing of a form. Under these circumstances, it is easy to validate the employee completed and submitted the form. When the form is received from other mechanisms (i.e. US mail, personal email), validation that the form was completed and is being submitted by the individual is more complicated.
  
- Group Discussion
  - How did your Agency handle this process before the BSC?
  - What worked well for your Agency?
  - What challenges did your Agency have?
  - What suggestions did your Agency have?



# BSC Reports

We are currently reviewing all reports distributed to our customers, evaluating:

- What is the purpose of the report?
- What is the frequency of delivery?
- Who is receiving the report?

Once compiled, we provide customers with a report listing and seek your input on the following:

- Is the report useful? Would you like to continue receiving it?
- Do you recommend any adjustments to the report?
- Do you recommend modifying the distribution timeframe?
- Do you recommend modifying the recipients?



# Next BSC HR User Group

- Thursday, July 18, 2019 – 2:30pm – 4:00pm.
- Please email agenda items to [BSCCustomerCare@ogs.ny.gov](mailto:BSCCustomerCare@ogs.ny.gov) by June 14, 2019.

