Training for Human Resources Partners

Payroll
# Table of Contents

<table>
<thead>
<tr>
<th>Lesson</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Introduction</td>
<td>15 min</td>
</tr>
<tr>
<td>Overview: Roles and Responsibilities for Payroll</td>
<td>15 min</td>
</tr>
<tr>
<td>Lesson 1: Biweekly and Monthly Payroll</td>
<td>10 min</td>
</tr>
<tr>
<td>Lesson 2: Using ServiceNow</td>
<td>20 min</td>
</tr>
<tr>
<td>Course Wrap-Up</td>
<td>10 min</td>
</tr>
</tbody>
</table>
Course Objectives

Upon completing this course, you will be able to:

• Understand how the Shared Services Office will support payroll at the University of Chicago
• Generate and review audit reports to identify discrepancies and outliers
• Understand typical payroll discrepancies

• Submit a payroll adjustment in ServiceNow
• Submit an off-cycle payment request in ServiceNow
• Submit an overpayment request in ServiceNow
Overview of Roles, and Responsibilities
Overview

Upon completing this overview, you will be able to:

- Describe the roles, and responsibilities regarding Payroll
The Shared Services Office serves University of Chicago faculty and staff who need assistance with administrative matters relating to Human Resources and Procurement. The agency’s ownership and rapid resolution of requests, questions, and issues allows faculty and staff to focus on the University’s core mission of research, teaching, and advancing academic pursuits.

The Shared Services Office is a key point of contact for University of Chicago staff with questions about HR and Payroll related matters. Their efforts ensure payroll is processed accurately and efficiently.

"Strive not to be a success, but rather to be of value."
– Albert Einstein
Who is involved in the Payroll process?

- Employee
- Human Resources Partner
- Shared Services Office
- ITS
How will the Payroll process work with Shared Services?

### Current Pay Period

1. **Generate Draft Payroll Process**
2. **Reviews report and corrects inaccurate pay**
3. **Complete Payroll Calc**
4. **PAR File Upload and Reporting**
5. **Disperse post-Payroll reports**

### Previous Pay Period

1. **Identify inaccurate pay**
2. **Complete Adjustment Form**
3. **Receive & Process Adjustments**
Roles and Responsibilities
Roles and Responsibilities

Employee

- Review pay statements to ensure accuracy
- Contact HR Partners to submit payroll correction forms through ServiceNow, as necessary
Roles and Responsibilities

Employee

Human Resources Partner

IT Services

Shared Services Office
Roles and Responsibilities

Human Resources Partner

**Current Pay Period (before close)**

- Generate and review payroll reconciliation report in Workday Worklet
- Make updates in Workday, as necessary

**Previous Pay Period (after close)**

- Complete ServiceNow form to request payroll corrections
Roles and Responsibilities

Employee

Human Resources Partner

IT Services

Shared Services Office
Roles and Responsibilities

IT Services

- Create file that updates the general ledger
- Create IRF File
Roles and Responsibilities

Employee  Human Resources Partner  IT Services  Shared Services Office
Roles and Responsibilities
Shared Services Office
Payroll

1. Run payroll in draft and final modes
2. Calculate and review audit reports
3. Process payroll corrections
4. Create payment files
5. Create Payroll Activity Repository (PAR) file
6. Print and distribute checks
7. Review accounting reports
Knowledge Check

Select all that apply.

The Shared Services Office supports payroll at the University of Chicago in the following ways:

A. Process payroll corrections
B. Run payroll in draft and final modes
C. Create Payroll Activity Repository (PAR) file
Payroll Training for Human Resources Partners

LESSON 1: Biweekly and Monthly Payroll
Lesson Objectives

Upon completing this lesson, you will be able to:

• Generate and review audit reports to identify discrepancies and outliers
• Understand typical payroll discrepancies
Human Resources Partners will perform a variety of tasks related to processing biweekly and monthly payroll.

### Biweekly and Monthly Payroll

#### Pay Periods

Human Resources Partners will perform a variety of tasks related to processing biweekly and monthly payroll.

### Current Pay Period: Generate and review payroll reconciliation report

1. Look for high-level inaccurate pays, such as employees with no compensation, or dropped transactions, to get a sense of gaps or outliers
2. Work with employee or managers to investigate and address information that needs correction
3. Enter corrections directly into Workday when possible, or work with the Shared Services Office to supply information prior to the final payroll calculation

### Previous Pay Period: Complete Payroll adjustment form

1. Identify inaccurate pays and submit payroll adjustment form in ServiceNow
2. Communicate overpayment amount or create repayment plans (if necessary)
3. Assess when an off-cycle payment is required, request off-cycle processing, and supply FAS account for processing
Biweekly and Monthly Payroll

Payroll Reconciliation Reports
A new report has been created to enable HR Partners to proactively identify potential payroll discrepancies before final payroll is run.
Biweekly and Monthly Payroll

Payroll Reconciliation Report – Output File

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Worker</th>
<th>Chicago ID</th>
<th>CNET ID</th>
<th>First Name</th>
<th>Last Name</th>
<th>Manager</th>
<th>Supervisory Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000000</td>
<td>First Name Last Name</td>
<td>00000000E</td>
<td>samplenet</td>
<td>First Name</td>
<td>Last Name</td>
<td>Sample Manager</td>
<td>Sample Supervisory Org</td>
</tr>
<tr>
<td>00000001</td>
<td>First Name1 Last Name1</td>
<td>00000000F</td>
<td>samplenet</td>
<td>First Name1</td>
<td>Last Name1</td>
<td>Sample Manager1</td>
<td>Sample Supervisory Org</td>
</tr>
</tbody>
</table>

The first half of the spreadsheet has information identifying the employee.
Biweekly and Monthly Payroll
Payroll Reconciliation Report – Output File Continued

The second half of the spreadsheet has information identifying the employee’s pay information including the following data points.

<table>
<thead>
<tr>
<th>Position Start Date</th>
<th>Period</th>
<th>Sub Period (if different from Pay Period)</th>
<th>Payment Date or Reversal Date</th>
<th>Earning</th>
<th>Current Period Amount</th>
<th>Current Period Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2017</td>
<td>06/01/2017 - 06/30/2017</td>
<td></td>
<td>6/30/2017</td>
<td>REGULAR PAY - MONTHLY</td>
<td>5,000.00</td>
<td>165</td>
</tr>
<tr>
<td>10/3/2016</td>
<td>06/01/2017 - 06/30/2017</td>
<td></td>
<td>6/30/2017</td>
<td>REGULAR PAY - MONTHLY</td>
<td>3,100.00</td>
<td>176</td>
</tr>
</tbody>
</table>

- **Position Start Date**: Start date of employee
- **Period**: Report was generated for this period
- **Sub Period**: Often blank; only shows if employee is paid twice in the period selected
- **Payment Date or Reversal Date**: Date payment is issued to employee
- **Earning**: Type of earning
- **Current Period Amount**: Amount employee is paid in pay period
- **Hours**: Number of hours worked in the pay period
Biweekly and Monthly Payroll

Payroll Reconciliation Report – Key Considerations

When analyzing the payroll reconciliation report output file data, here are key considerations to keep in mind.

KEY CONSIDERATIONS
1. Terminated employees who are getting paid
2. New employees who aren’t getting paid (0 pay results)
3. Employees being overpaid or underpaid
Biweekly and Monthly Payroll

Payroll Reconciliation Reports Availability

**Biweekly Payroll Reconciliation Reports:** Available to be generated in your Workday Worklet Tuesday mornings prior to payroll run (calculation) at 8am*

**Monthly Payroll Reconciliation Reports:** Available to be generated in your Workday Worklet Tuesday mornings prior to payroll run (calculation) at 8am*

Biweekly and Monthly Payroll

Typical Payroll Discrepancies
Discrepancies typically fall into one of the following three categories:

OFF-CYCLE PAYMENTS
Off-cycle Payments are payments paid outside the regular payroll cycle. Examples include certain types of bonuses and missed salary payments.

PAYROLL ADJUSTMENTS
Payroll adjustments are performed when an employee’s pay requires correction for a prior pay period. This is typically due to a late update to compensation or other missed information that will impact an employee’s pay.

OVERPAYMENTS
Overpayments occur when an employee receives more money in their paycheck than the amount to which he or she is entitled. The University has several different ways to recoup these funds.
Knowledge Check

True or False.

Overpayments can be considered a discrepancy in payroll.

A. True
B. False
LESSON 2: Using ServiceNow
Lesson Objectives

Upon completing this lesson, you will be able to:

- Submit a payroll adjustment in ServiceNow
- Submit an off-cycle payment request in ServiceNow
- Submit an overpayment request in ServiceNow
Using ServiceNow

Adjust Payroll Payment Form in ServiceNow

If you identify a discrepancy that requires the Shared Services Office’s assistance, submit the request for an adjustment through ServiceNow. The Shared Services Office will process the request and respond within the appropriate time period [SLAs still TBD].
Using ServiceNow

Complete the Adjust Payroll Payment Form in ServiceNow

<table>
<thead>
<tr>
<th>Required Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Submitter Information</td>
</tr>
<tr>
<td>✓ Name</td>
</tr>
<tr>
<td>✓ Department</td>
</tr>
<tr>
<td>✓ Request Information</td>
</tr>
<tr>
<td>✓ Payroll Change Period</td>
</tr>
<tr>
<td>✓ Earn Code</td>
</tr>
<tr>
<td>✓ FAS Account Charged</td>
</tr>
<tr>
<td>✓ Workday Position ID</td>
</tr>
<tr>
<td>✓ Add / Reduce (+/-)</td>
</tr>
<tr>
<td>✓ Number of Hours</td>
</tr>
<tr>
<td>✓ Rate of Pay</td>
</tr>
<tr>
<td>✓ Off-cycle Payment Options</td>
</tr>
<tr>
<td>✓ Comments</td>
</tr>
</tbody>
</table>

Complete the Adjust Payroll Payment Form in ServiceNow.
Payroll Adjustments
How the Shared Services Office processes a Payroll Adjustment, Off-Cycle Payment, or Overpayment

1. **HR Partner**
   submits the request for a payroll adjustment through ServiceNow

2. **The Shared Services Office**
   receives the request and validates that all required information is included

3. **The Shared Services Office**
   processes the payroll adjustment, off-cycle payment, or overpayment in Workday
Payroll Adjustments
Processing a Payroll Adjustment

Scenario

Darius Martin informs you that his most recent paycheck did not include 16 hours of sick pay. You investigate and determine that Darius should have received the pay in the prior pay period. You must submit a request through ServiceNow for the Shared Services Office to add the missed hours to his next scheduled payment.
Off-Cycle Payment

Processing an Off-Cycle Payment

Scenario

Kate Glunz, an employee in the Harris School of Public Policy, was promoted to manager in June. She received formal communication that her promotion and commensurate salary increase would be effective June 1. However, her June 30th paycheck did not contain the new salary. She informs you, and after investigating, you determine that her superior did not fully complete the promotion process.

You must update her compensation in Workday first, and then submit a request through ServiceNow for the Shared Services Office to issue Kate an adjustment.
Overpayments
Processing an Overpayment

Scenario

James Henderson, a former project manager in IT Services, left the University in April 2017. He erroneously continued to receive a paycheck until May 31, 2017. You identify the inaccurate pay and submit a request to the Shared Services Office through ServiceNow to process the overpayment.
Knowledge Check

True or False.

The HR Partner processes the payroll adjustment.

A. TRUE
B. FALSE