



Training for Human Resources Partners

Payroll

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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

Payroll Training for Human Resources Partners

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



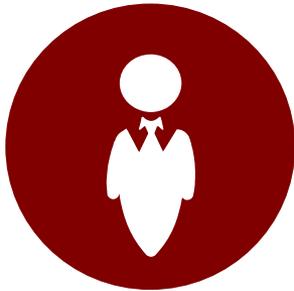
"Strive not to be a success, but rather to be of value."

– Albert Einstein

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.

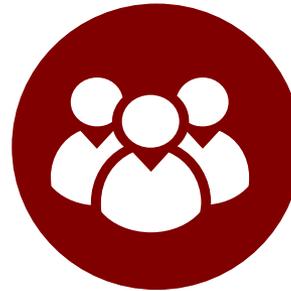
Who is involved in the Payroll process?



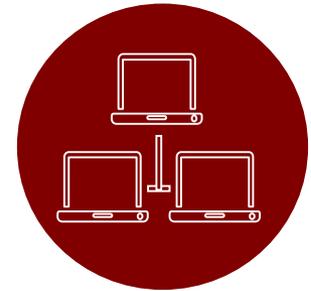
Employee



**Human
Resources
Partner**



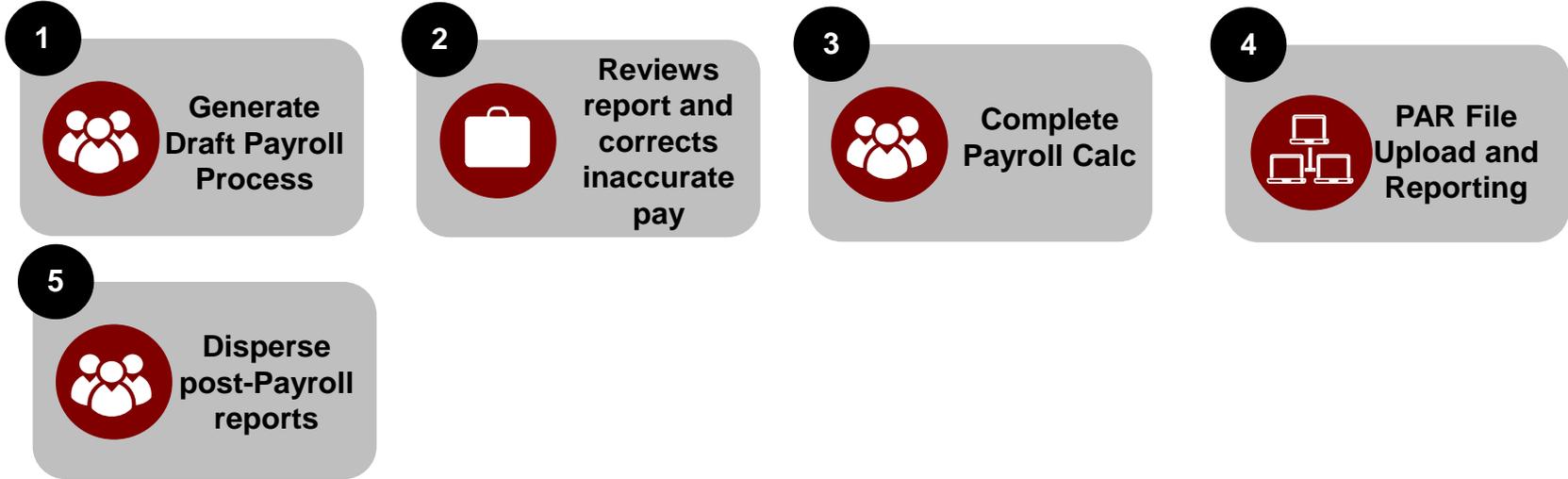
**Shared
Services
Office**



ITS

How will the Payroll process work with Shared Services?

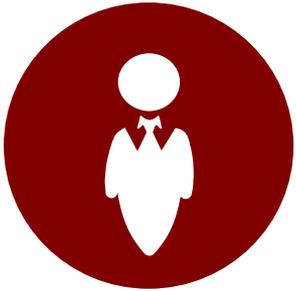
Current Pay Period



Previous Pay Period



Roles and Responsibilities



Employee



**Human
Resources
Partner**



**IT
Services**



**Shared
Services
Office**

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

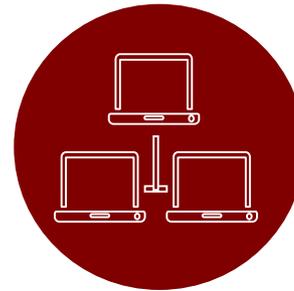
Roles and Responsibilities



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



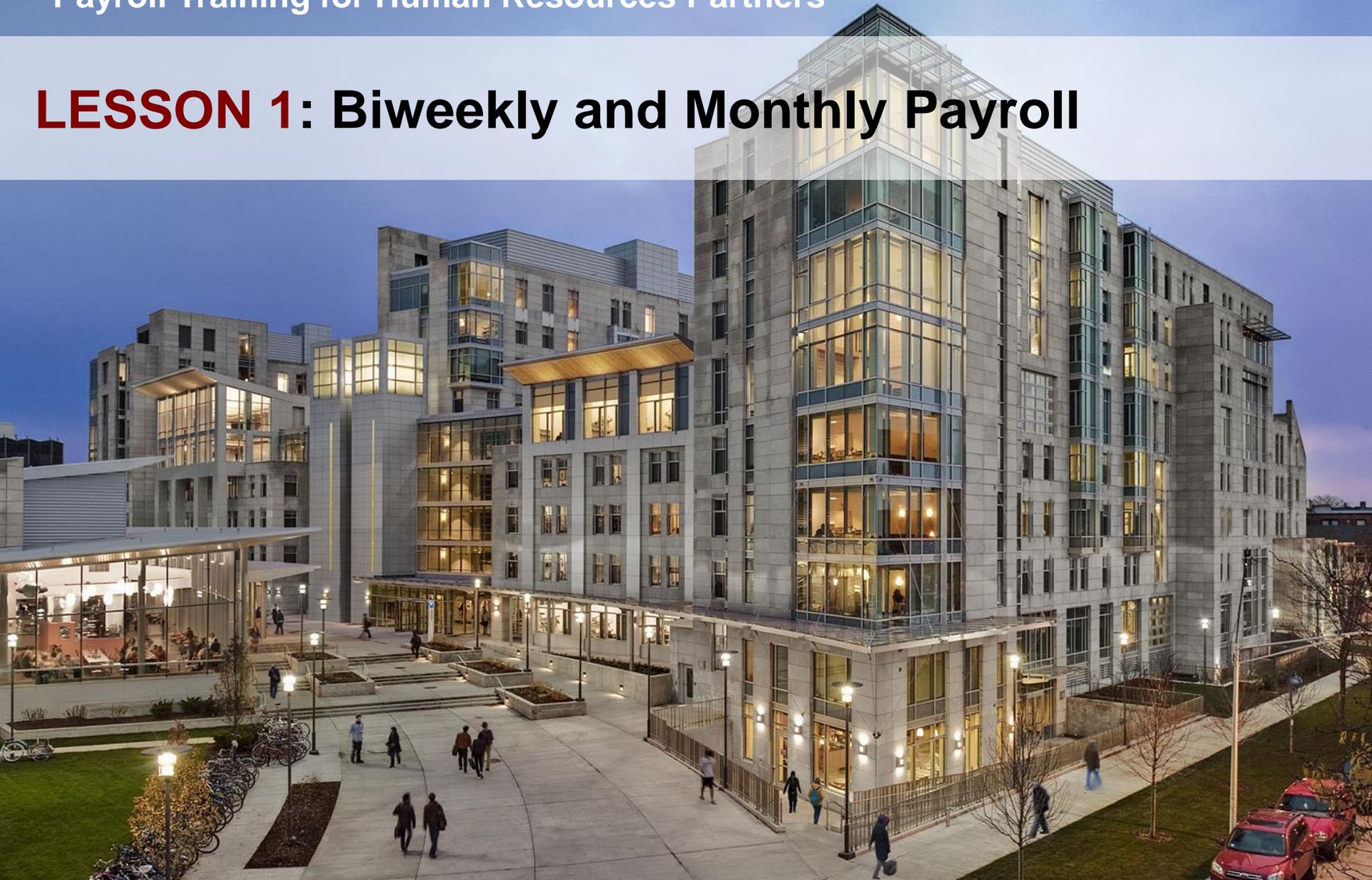
Select all that apply.

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:

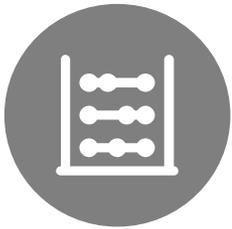
- Generate and review audit reports to identify discrepancies and outliers
- Understand typical payroll discrepancies

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.

RPT - Pay Calculation Result Earning - HR and Budget Partner Audit Actions

Organization

*

⋮

Include Subordinate Organizations

*

Periods

*

⋮

Biweekly and Monthly Payroll

Payroll Reconciliation Report – Output File

Employee ID	Worker	Chicago ID	CNET ID	First Name	Last Name	Manager	Supervisory Organization
00000000	First Name Last Name	00000000E	samplecnet	First Name	Last Name	Sample Manager	Sample Supervisory Org
00000001	First Name1 Last Name1	00000000F	samplecnet	First Name1	Last Name1	Sample Manager1	Sample Supervisory Org

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.

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

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.



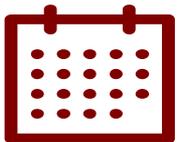
KEY CONSIDERATIONS

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*

*For the current pay schedule, please see:
http://finserv.uchicago.edu/pdf/2017_Cal.pdf.

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

Payroll Training for Human Resources Partners

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].

The screenshot shows the ServiceNow user interface for the Shared Services Office. At the top left is the University of Chicago logo. A search bar is located at the top right. Below the logo is a navigation menu with links: 'Submit a Request', 'My Requests', 'Find Services', 'Knowledge Base', and 'Chat'. A breadcrumb trail reads: 'Home > Shared Services Catalog > HR/Payroll Requests > Adjust payroll payment'. On the left side, there is a 'Service Categories' sidebar with a list of options: 'Ask a Question', 'HR/Payroll Requests', 'Finance Requests', 'Research Administration Requests', 'Procurement/Payment Requests', 'Systems Access Requests', and 'GEMS Card and Expense Requests'. The main content area features a large heading 'Adjust payroll payment' with a sub-heading 'Also known as Request to adjust payroll payment'. Below this is a paragraph of instructions: 'Please use this form to request that Shared Services correct a payroll error in Workday on behalf of your department. This form can also be used to request an on-demand payment. If you have any questions about how to complete this form, please contact Shared Services at XXX-XXX-XXXX.' On the right side, there are two call-to-action buttons: 'Request this service' (with a mouse cursor pointing to it) and 'Need Support?'. Below the 'Need Support?' button is a text box that says 'Submit a ticket to the SSC Service Desk or call 2-xxxx.'

Using ServiceNow

Complete the Adjust Payroll Payment Form in ServiceNow

Required Information

- ✓ **Submitter Information**
 - ✓ Name
 - ✓ Department
- ✓ **Request Information**
 - ✓ Payroll Change Period
 - ✓ Earn Code
 - ✓ FAS Account Charged
 - ✓ Workday Position ID
 - ✓ Add / Reduce (+/-)
 - ✓ Number of Hours
 - ✓ Rate of Pay
 - ✓ Off-cycle Payment Options
 - ✓ Comments



Adjust payroll payment

Request to adjust payroll payment

Please use this form to request that Shared Services correct a payroll error in Workday on behalf of your department. This form can also be used to request an on-demand payment. If you have any questions about how to complete this form, please contact Shared Services at XXX-XXX-XXXX.

All fields marked with an asterisk * are required.

Submitter Information

Who is submitting this form?

* What is the submitter's department?

* Are you submitting this request on behalf of someone else?

Who should be copied on this request?

Confidentiality Note: Anyone copied on this request will be copied on all communications with Shared Services. Carefully select the individuals who should be added; if you are requesting this service on behalf of someone else, the requestor will automatically be copied on this request.

* What is the name of the employee whose payroll needs adjustment?

* What is the employee's department?

Request Information

What changes are needed?

Payroll Change 1

* Effort Period

* Add/Reduce (+/-)

Please select date of PPE

* Earn code

* Number of Hours

* FAS Account Charged

This field can be entered as 10; if this payment is for wages for an hourly job, please attach a copy of the time card signed by the employee.

* Rate of pay

This field can be entered as 10.

FAS Sub Account

* Workday Position ID

Adjustment Amount

* Is another change needed?

Off-cycle payment information

* Should this request be processed as an off-cycle payment?

Repayment plan information

For overpayments, provide a proposed repayment plan

Which FAS Account Number should be used for the \$250 (Off Cycle) or \$150 (Overpayment) processing fee?

(Please do not list the sponsored award account)

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