WELCOME

NANCY JAGGER

UNIVERSITY of WASHINGTON
INTEGRATED SERVICE CENTER
AGENDA

> Welcome
> ISC Update
> Compensation Updates and Payroll Impacts
> Reporting Update
> Benefits Update
> Q&A
MONTH 1! HERE ARE THE NUMBERS...

> During the first 5 weeks of operations (24 business days), 20,923 cases have been created in UW Connect
  > In aggregate, this averages out to ~870 cases per day or 1.8 cases coming into the ISC every minute we are open for business

> Main topics for inquiries coming into the ISC involve:
  > Benefits Enrollment/Eligibility
  > Security Change Requests
  > Supervisory Organization Change Requests
  > Time Reporting
  > Request/Correct Absence
  > Payslip/Payment Inquiries
Weekly ISC Case Volume

- WK26 Ending 6/30: 5,715
- WK27 Ending 7/7: 4,366
- WK28 Ending 7/14: 4,074
- WK29 Ending 7/21: 3,212
- WK30 Ending 7/28: 2,905

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WE HEAR YOU

> Communication on known issues
  – Making better use of the Admin Corner on ISC website
  – Consistent and streamlined information to you

> Clarity on prioritization of tickets into the ISC

> Better understanding of roles and responsibilities
COMPENSATION UPDATE AND PAYROLL IMPACTS

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TWO MOST COMMON ISSUES

> Requesting TSI, TPI or ADS
  – You should not change an employee's base pay as part of the request compensation change transaction.
  – For a TSI, you should add an additional salary using the "Add" button that is below the base salary section.
  – For TPI or ADS, you should add an allowance using the section at the bottom of the request compensation transaction details page.
  – For more detailed information, please see the user guide.

> Progression Start Dates
Top payroll reasons for errors or delays in payment:

> Recording leave
> End job - compensation removed
> FTE %
> Under and over payments (required information needed for payment)

Other payroll issues:

> Stipends vs. Awards
> Pay Slips (comparison to time records)
REPORTING UPDATE

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REPORTING – TIME

TIME REPORTS TO RUN EACH WEEK AND BEFORE PAYROLL

> R0521 – Reported Time Blocks
> R0283 – Unapproved Time in a Pay Period
> R0408 – Zero Hour Timesheets
> R0329 – Cost Overrides Done in Time Tracking
> R0348 – Student Hours Summary
> R0010 – Overtime by Employee

> My Team’s Schedule – can be used to view and adjust work schedules for employees

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PAYROLL REPORTS

Payroll Reports to run prior to **Final Pay Calculation**

> R0430 – Earnings and Actuals - Prompt for Worker
> R0431 – Earnings and Actuals - Prompt for Org.

**Other useful reports**

> R0525 – Payroll Costing by Organization
> R0525.1 – Payroll Costing by Allocation Cost Center
REPORTING - ABSENCE

USEFUL ABSENCE REPORTS

> Workers on Leave, Workers Returning from Leave, Workers Returned from Leave
> Time Off Results Summary
> R0505 – View Time Off Balance - by Specific Employee
> R0500 – Business Process Transactions Awaiting Action - Absence Focused
> R0331, R0332, R0335 reports – search “Audit Holiday” in Workday
REPORTING – END DATES

USEFUL COMPENSATION REPORTS

> Compensation Plan Assignments with Actual End Dates

> RO321 - Upcoming End Employment Dates
REPORTING – UPDATES

KNOWN REPORTING ISSUES

Current Report Issues and Update
> ISC > Admin’s Corner > Workday Reports

Access to Reports
> View-Only roles and reports
**BENEFITS**

**TOP BENEFITS ERRORS**

Integrations

> 43 Integrations

> Issues with HCA
  > 71 known employees
  > Researching dependent records
  > Temporary workaround

HCM Transactions

> Benefits is a downstream impact to HCM changes

> Refer to User Guides for correct entry to avoid redundant work
  > Ex: switch primary job
  > Ex: 200% FTE
  > Ex: corrections to term dates
THANK YOU FOR YOUR DEDICATION AND COMMITMENT!