HR User Group Meeting: December 14, 2010 at 1:00pm

The below questions are organized into 4 categories:

- General
- Profile
- Payroll
- Benefits

General

1. Some Agencies have payroll and HR functions shared between HR and Finance. How will that work going forward?
    a. The Project team will continue to send agency readiness emails and communications to HR, benefits and payroll specialists to increase the likelihood of reaching staff who work in payroll but are not physically located within the HR office.

2. Is agency HR responsible for training employees?
    a. DAS HRD will provide job aids and communications for employees' use. We will be distributing these through various channels, including asking you to share some messages with your employees. Agency HR is welcome to provide training and reinforce messages to prepare employees. We would suggest common vehicles such as new employee orientation, brown bag lunches, and your agency intranet.

3. Where can employees find the job aids?
    a. Closer to implementation, job aids will be posted at selfservice.ohio.gov.

4. Will DAS provide signs/posters for agencies to post at their location?
    a. Yes. Posters will be provided to agencies for posting at work sites prior to implementation. DAS will also provide other communications (e.g., e-mail memos) to agencies for distribution to their employees.

5. Will new hires be expected to use Employee Self Service? How will this be communicated to them?
    a. Yes, all employees should use Employee Self Service. Agencies are encouraged to add Employee Self Service messages and information to new employee orientation. In addition, the system generated New Hire e-mail will be modified to point them toward Employee Self Service.

6. What Employee Self Service functions will former employees have access to?
    a. We are currently defining security roles for Employee Self Service and what functions they will have access to.

7. Who will participate in testing?
    a. The project team is still finalizing the list and will send out notifications shortly.

8. Does the effective date for an Employee Self Service change have to be at the beginning of a pay period?
    a. Not all transactions need to be dated at the beginning of a pay period. Through the job aids, it will be indicated when this is required.

9. What happens when an employee doesn't submit the proper documentation for a change (e.g., name change)?
    a. The same thing that happens now will continue to occur. To help during the transition, we may create queries so agencies can see what's pending. Over time these queries and reminders will stop and agencies will need to rely on their daily checklist.

Profile

10. Will the employee be able to change which e-mail address is preferred?
    a. No, the "business e-mail" will be defaulted as their preferred.

11. Will name changes still have to be done at the beginning of the pay period?
    a. The process for name changes will remain the same. Just like today, the name change won't be recognized until it's approved.

12. Will name change show up the same as a life event?
    a. No

13. For name changes do you still have to complete a PA (Personnel Action)?
    a. We hope to eventually phase out PAs for name changes, but for now keep using the PA.

14. What happens to someone's name if they request a name change but do not submit the proper documentation in a timely manner?
    a. His/her name would stay the same until the Benefits Specialist approves the change.

15. Going forward will there ever be a time where an employee's address changes would update other areas that store their address information (e.g., benefits vendors' files)?
    a. Depending on the vendor file, this already occurring. The process is not being modified, e.g., health care providers.

16. Will employees receive a checklist of things to do following an address change?
    a. Yes, an e-mail will be sent to employees reminding them of other actions they may have to take.

17. Is there a way the agency will be notified when an employee makes an address change to help the agency update in-house systems and databases?
    a. We are currently looking into agency specific needs and may run queries that provide this information. If you feel that the new fields open to employees impacts your in-house systems, please send your concerns to melissa.walpole@das.state.oh.us.

18. Will agency HR still have the ability to make address changes for employees in Employee Self Service?
    a. Yes. Agency HR access is not changing.

Payroll

19. How far back will employees be able to request a re-issued W-2?
    a. Employees will be able to request back to 2007.

20. How often can employees request a re-issued W2?
    a. There is no limit to the number of requests.

21. Will one account be designated as a balance account for direct deposit?
    a. Yes, at least one account will be required to be the balance account.

22. Are employees currently limited to 1 direct deposit account?
    a. Yes, employees will not be able to add multiple direct deposit accounts until we launch the new direct deposit functions. Upon launch, employees will be allowed to have up to 5 direct deposit accounts.

23. Will Agency HR be able to approve direct deposits?
    a. No. However there is a routing number validation built in to the system. There is not an account validation. Also, agencies should be running the Payroll EFT Errors report daily to validate if bank account information was entered correctly. The instructions for this process are located within the Payroll Processing Manual under the section Accessing the Payroll EFT Errors Screen at http://www.das.ohio.gov/LinkClick.aspx?fileticket=Bciu4qOMHSY%3d&tabid=373.

24. Will the effective date of direct deposit changes/updates default to a future pay period?
    a. The timing of when a direct deposit impacts a paycheck is to be determined based on when the employee enters it during the pay period.

25. Is future dating allowed for direct deposits?
    a. There is no future dating on direct deposits.

26. What happens if an employee wishes to make a direct deposit change/update in Employee Self Service and the bank routing number isn't available?
    a. The process would work the same as it does today. If a bank routing number needs to be added, agencies should contact HRD Payroll to request that it be added.

27. For employees that have multiple direct deposit accounts, which account will travel reimbursements be deposited into?
    a. We are still determining this with the Finance/Travel team.

28. Will employees have to submit a paper W-4 form if they use Employee Self Service to update tax exemptions?
    a. No, if an employee makes the change in Employee Self Service, no paper form is required, unless they are submitting for greater than 9 exemptions.

29. How often can an employee update their tax withholding?
    a. An employee can update their tax withholding information as often as they like.

30. Will the effective date for W-4 changes be applied to any state and local changes that may be required?
    a. This feature is not currently available in Employee Self Service. Employees will need to continue to submit state and local changes to their agency payroll specialist.

31. Can employees update their state and local tax withholding using Employee Self Service?
    a. No. Employees will only be able to update their federal tax withholding through Employee Self Service.

32. Can agency HR receive a query to remind them to check local withholdings when people move?
    a. We are looking into what queries can be built.

33. Will agency HR be able to obtain a record of what tax changes an employee made and when, so there are no questions during tax season?
    a. Yes, DAS is currently looking into a way to provide you that audit feature.

34. If agency HR is notified by the IRS that an employee's tax withholding must be changed, how will that be handled in Employee Self Service?
    a. This is yet to be determined.

35. If the IRS notifies agency HR of a tax withholding, will the employee have access to change the withholding?
    a. If the withholding is at the federal level, yes.

36. When people move, the agency updates the city withholdings. Will there be a query available letting the agency know to check the employee's local withholdings?
    a. We are currently looking into agency specific needs and may run queries that provide you this information.

Benefits

37. Some employees show a conflicting marital status of single while having a spouse covered under their benefits. Will that be cleaned up?
    a. Yes. The marital status will be updated based on their coverage code. Where we cannot make the reasonable assumption of marital status, agencies will be asked to identify the marital status through an agency readiness task. An update to the record will be made by the project team.

38. Are you only changing the unknown marital status?
    a. Yes, we are going through an effort to clean up the marital status as part of our Agency readiness tasks.

39. Are you changing those with spouse coverage or only those with family?
    a. It has to say you are married or single definitively. If we can define that healthcare coverage code, we'll leave it alone. You will get a list of every person we do not update.

40. After an employee updates the marital status, must he/she provide proof of marriage?
    a. Yes, the validation process will not change.

41. Will employees' with domestic partners be listed as "single" or "married"?
    a. We will be making the designation based upon the health care coverage code. If it is updated erroneously, the agency will have to let the project team know so that it can be corrected.

42. If agencies decide to update the marital status field, what will the effective date be?
    a. We are asking the agencies to NOT update this field. If you do, please make sure that the date is the Sunday at the beginning of the next pay period. Then you will need to contact HCM Benefits to void the event.

43. How do life event reminders work?
    a. The process is the same as it is now. If proof is not submitted within the 30 day required timeline, an email is generated by the system to the employee and the agency benefits specialist.

44. eBenefits open enrollment job aids are still not updated, when will they be updated?
    a. The eBenefits open enrollment job aids that are currently posted are from the previous open enrollment. They will be updated in time for the next open enrollment.

45. Will employees be able to make dependent status changes in eBenefits?
    a. The process will be the same as it is now.

46. What happens when employees forget or neglect to inform agency HR of a life event change?
    a. The process is the same as it is now. Each situation is handled individually and according to established policy/procedure.