Faculty of Medicine Payroll

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Today's Focus

1. Flow of ServiceNow Tickets

2. Service Now Ticket Themes

3. ISC Responsibilities

4. Payroll Operations Responsibilities

5. Supported Retroactive Pay

6. Unsupported Retroactive Pay

7. Status of Business processes

8. Overpayments

9. Tax inquiries

10. Review Opportunities for Improvement

THE FUTURE OF PAYROLL

Prior State

- Portfolio based on faculty and department
- Uneven distribution of portfolio
- Email used for employee inquiries
- Manual data entry for employee life cycle changes (hires/compensation changes, terminations)
- Manual data entry for timesheet entry
- Paperwork often submitted late
- Payroll Representative skillset transactional and administrative in nature

Current State

- Portfolios based on employee last name in alignment of Workday business processes
- Average portfolio 4,082 per Specialist
- ServiceNow ticketing system used for employee inquiries
- Business processes entered and approved late
- NRPPT date issues with retroactivity
- Payroll job architecture changed to analytical

New Payroll Support Inquiry Process

Payroll has recently started using Service Now, the same system used by IT and the ISC for support.

Objective:

- Improve the level of support by allowing Payroll to:
    - Analyze and understand the root cause of issues and develop solutions
    - Identify common errors and themes that can be addressed through learning and communications
    - Analyze response times to identify areas for improvement
- Ensure no inquires are lost (e.g., email to Payroll Staff who then goes on leave or falls ill)
- Give more visibility and flexibility to Payroll Operations team in assigning and resolving requests
- Help standardize prioritization (all tickets are assigned to someone and given a priority level).

Service Desk Support Ticket Flow

The Service Desk triages tickets and assigns to appropriate teams in ServiceNow.

ISC Service Desk

ISC

- Product (HCM/FIN/Payroll)
- Security and Access
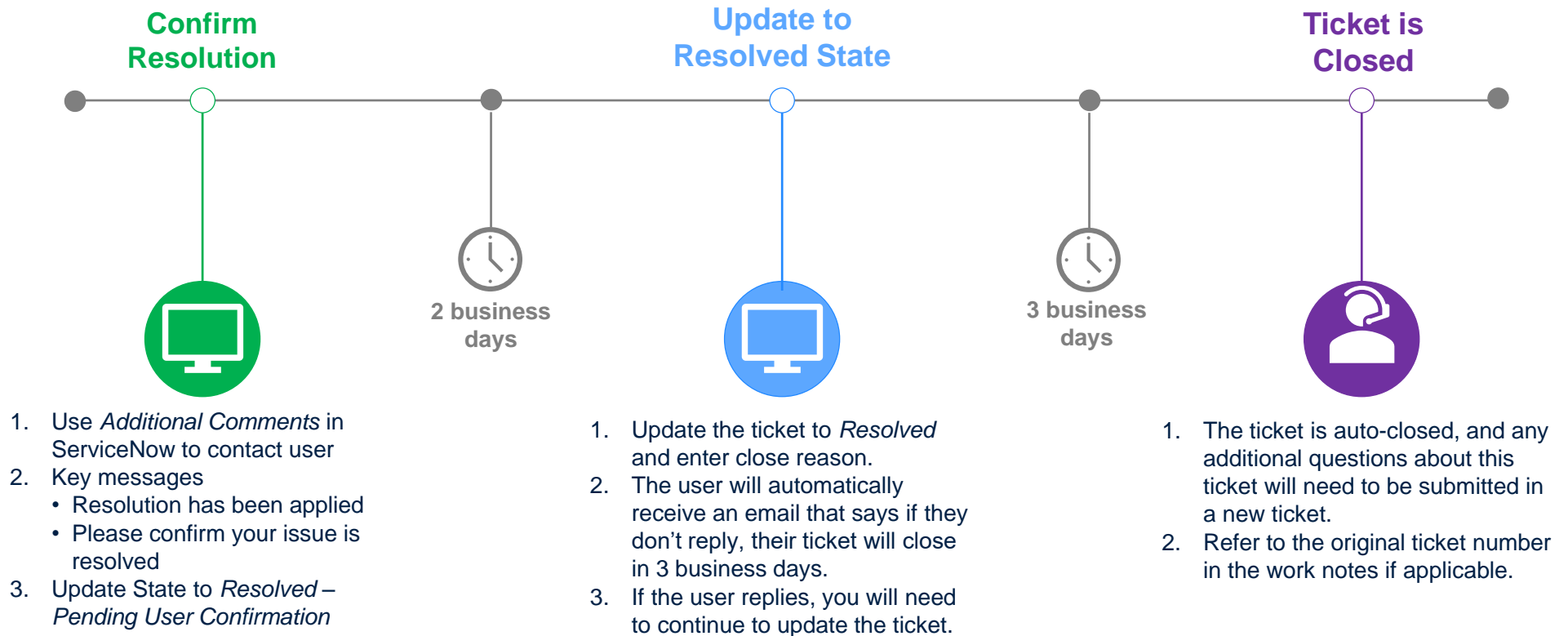- Data Reporting
- Change and Communications

Non ISC

- Central Human Resources
- Financial Operations
- **Payroll Operations**
- Information Technology

Service Now Tickets

Payroll Operations uses Service Now System for payroll Inquiries. An incident is considered resolved when:

1. The problem or question is resolved (via workaround or permanent solution)
2. Follow-up has been completed
3. User confirms resolution

Confirm Resolution

1. Use *Additional Comments* in ServiceNow to contact user
2. Key messages
   - Resolution has been applied
   - Please confirm your issue is resolved
3. Update State to *Resolved – Pending User Confirmation*

2 business days

Update to Resolved State

1. Update the ticket to *Resolved* and enter close reason.
2. The user will automatically receive an email that says if they don't reply, their ticket will close in 3 business days.
3. If the user replies, you will need to continue to update the ticket.

3 business days

Ticket is Closed

1. The ticket is auto-closed, and any additional questions about this ticket will need to be submitted in a new ticket.
2. Refer to the original ticket number in the work notes if applicable.

6

HCM/HR ISC Service Desk Responsibilities

45% | ISC TIER 1 Service Desk

Address Workday "how-to" and navigation questions. E.g.
- How to enroll on benefits?
- How to correct absences?
- How to create a job requisition?
- How to adjust an employee's vacation?
- How to assign costing allocations?
- How to change position of an employee?
- Where do I find my beneficiary details?
- Where do I look for assigned security roles?
- Where can I find my Tuition Waiver eligibility amount?

- Review articles from the Workday knowledge base and clarify as needed
- Provide basic information on UBC policies and procedures
- Support per information available on HR website
- Clarify community wide communications and point to appropriate team
- Information requests on Workday functionality
- Provide updates on process and policy updates, upcoming deadlines and changes

Note : This resolution rate for HCM tickets has increased YOY since go-live as knowledge is transferred from other support teams such as **Payroll Operations and ISC HCM Product.**

Payroll Operations Responsibilities

10% | **Payroll Operations**

- Over-payments
- Retro-payments (Unsupported)
- Record of employment requests
- Verification documents
- Tax related queries (TD1/T4/T4A)
- Tuition waiver
- Payroll accounting adjustments
- One-time payments
- Pension Inquiries

Why ServiceNow?

- Aligned portfolio assignments from Faculty/Department to last name in alignment with business process workflow

- Moved inquiries to ServiceNow ticketing system to provide enhanced service and identify key performance indicators and metrics

- Use performance analytics from ServiceNow to anticipate trends, prioritize resources, and drive service improvements

- Use functionality of ticket 'themes' to update Payroll Operations Website

- Provide continuity of coverage during leave periods

ServiceNow?

FY2023 Ticket Volume

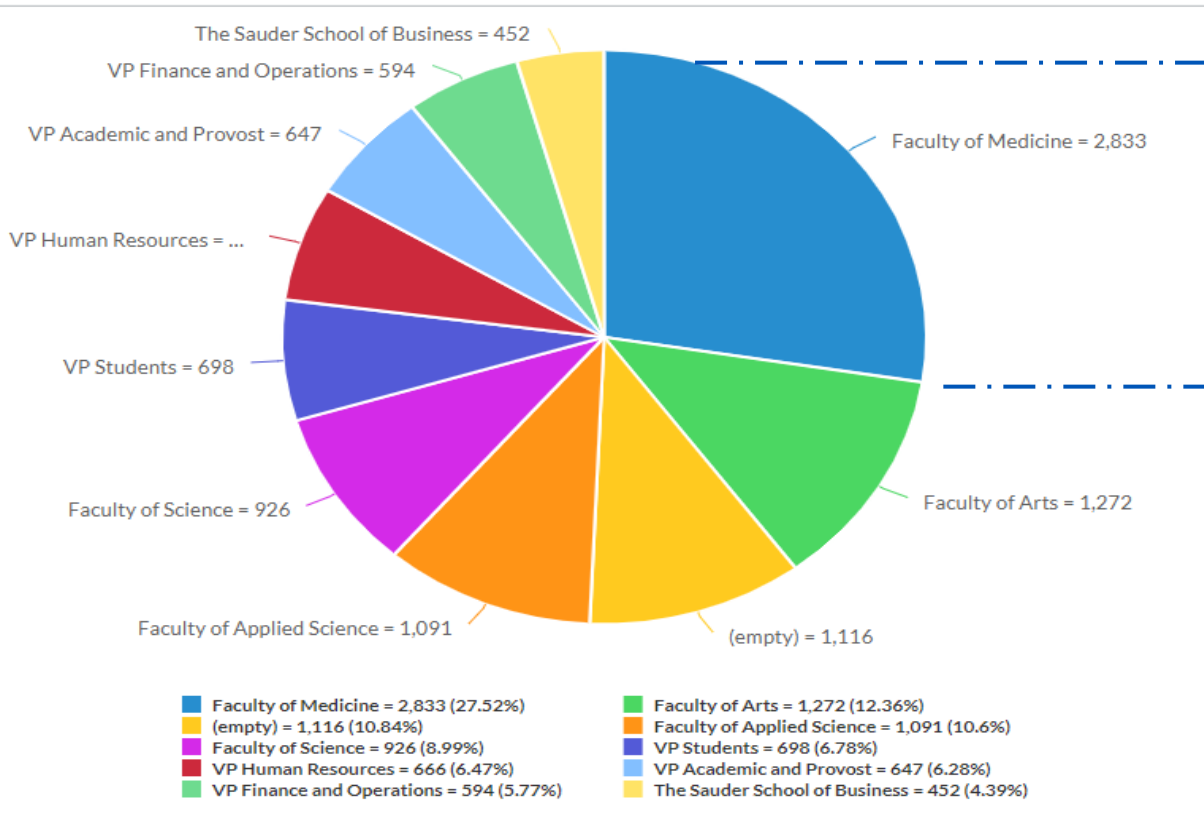## 12,538 Tickets Opened   12,681 Tickets Closed

Payroll Tickets Opened and Closed (Monthly) in FY2023
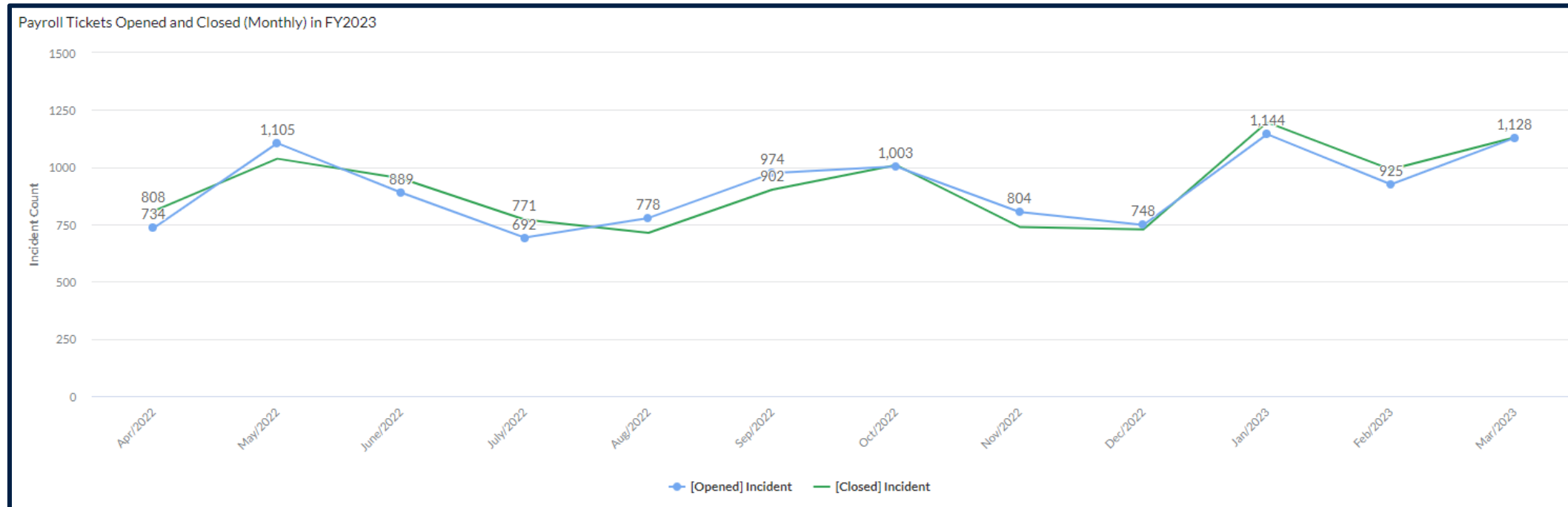
HCM/HR Support Ticket Resolution Rates – Payroll Operations

27.49% | **Payroll Operations: Faculty of Medicine FY2023**

Payroll Tickets Created and Closed (Monthly) - Faculty of Medicine
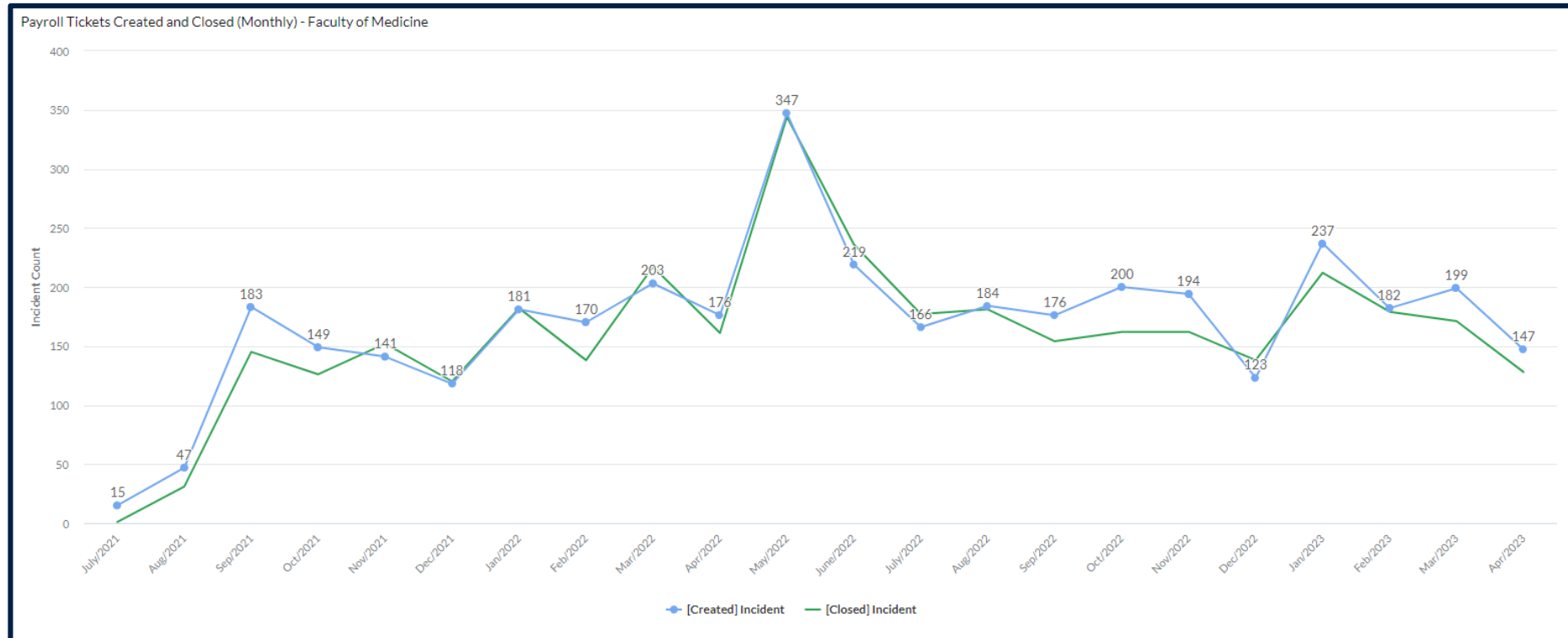
Payroll Support Ticket Distribution – previous 12 months

27.49% of the total number of tickets are from Faculty of Medicine total 2,833

The Sauder School of Business = 452
VP Finance and Operations = 594
VP Academic and Provost = 647
VP Human Resources = ...
VP Students = 698
Faculty of Science = 926
Faculty of Applied Science = 1,091
(empty) = 1,116
Faculty of Arts = 1,272
Faculty of Medicine = 2,833

- Faculty of Medicine = 2,833 (27.52%)
- Faculty of Arts = 1,272 (12.36%)
- (empty) = 1,116 (10.84%)
- Faculty of Applied Science = 1,091 (10.6%)
- Faculty of Science = 926 (8.99%)
- VP Students = 698 (6.78%)
- VP Human Resources = 666 (6.47%)
- VP Academic and Provost = 647 (6.28%)
- VP Finance and Operations = 594 (5.77%)
- The Sauder School of Business = 452 (4.39%)

Faculty of Medicine Support Ticket Themes

 # 2,833

46% | Pay

14% | Personal Information

19% | Leave/Benefits

8% | Maternity/Parental/OTP

13% | Tax slips/inquiries

13
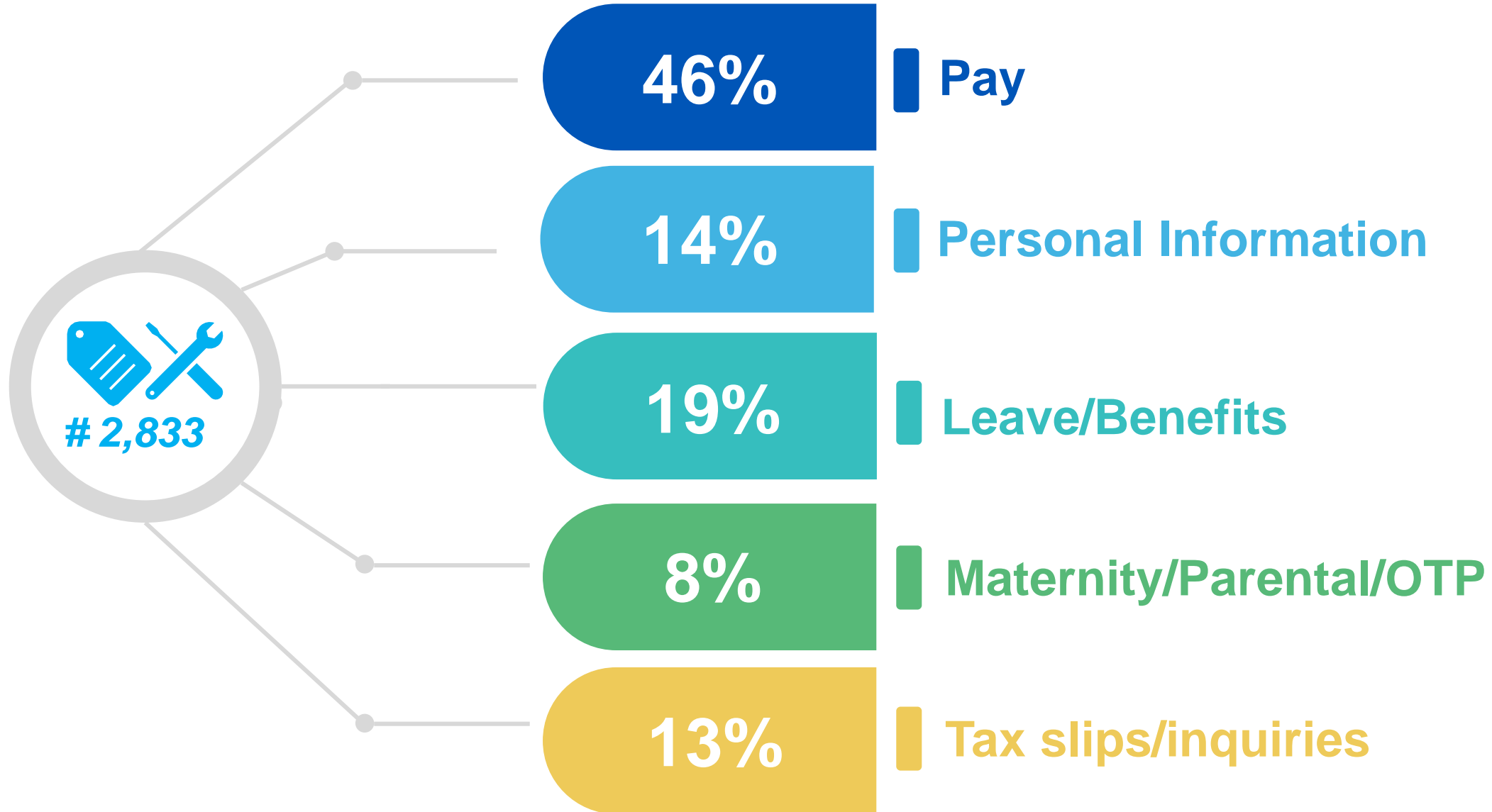
Retroactive Payments Challenging

Workday

- Payroll relies on information provided by other business processes to be accurate and on time. (E.g., hiring, onboarding)

- Workday is real-time. It expects transactions tied to a particular date to take place within a certain time frame.

- Workday is configured to process retroactive payments automatically when criteria are met.

Payroll Operations

- Majority of retroactive payments are processed correctly and automatically by Workday.

- Retroactive payment shows on payslips automatically (daily) once processed.

- Workday is unable to automatically process retroactive payments when criteria aren't met. e.g., if an employee enter hours in Workday after their position is terminated.

- When retroactive payments are not done automatically by Workday, Payroll Operations need to manually investigate and correct the transactions. This takes time and resources.

Supported Retroactive Pay

Every period, the payroll team runs a retro calculation to look for employees with supported retroactive events. Retro results are similar to a payroll result.

Supported events:
- retroactive time entry
- retroactive absence entries
- retroactive benefits change
- retroactive compensation changes (after November 1, 2020)

Basically, any data event that changes employee data is likely a supported event.

Hours entered but not submitted or approved do not get processed until the employee submits and the supervisor approves the time.

How to view transactions in progress:
Business Process Transactions Awaiting Action Compensation by Sup Org - Distributed

Unsupported Retroactive Pay

Retro calculations do not recalculate prior period earnings for *unsupported* retroactive changes.

Retro Transaction Type
Company transfer
Pay Group Transfer
Retro End Additional Job
Retro Hire
Retro Termination
Retro Timesheet
Tax authority change

NRPPT Date

No **R**etro **P**rior **P**rocessing **P**rior **T**o **D**ate

- The NRPPT date is assigned to each worker to identify the period for the retro pay calculations.

- This date determines the earliest period for which Workday can recalculate earnings and deductions in response to supported retroactive changes.

- For changes before the NRPPT date, payroll must manually calculate any differences and complete a manual pay input

- For workers with unsupported retro changes, the NRPPT date is set to the day after the last pay period with completed payroll results. (ie. Start date of the next pay period)

Transaction: **NRPPTD (No Retro Processing Prior To Date) by Employee - Distributed**

Faculty of Medicine Overpayments – prior 12 months

335 | **Number of FoM Payroll Overpayments**

Reasons:

Compensation:
- Error in compensation amount
- Late term end date entry
- Incorrect FTE

Terminations:
- Resignations approved late
- Incorrect vacation payout balances

Leave of Absence:
- Sick leave exhausted and not placed on unpaid leave
- Maternity/Parental incorrect start/end date
- Disability leave processed late

Time Tracking:
- Overused vacation
- Incorrect hours entered

Recruitment:
- Edit/cancel hire
- move of candidates; merge duplicates

HCM Core:
- Cancel (rescind) BPs - Correct hires, terminations, data changes ; Building temp promotions
- Run integration events with up/down stream systems

Overpayment

System considerations

- New configuration charges back the employee worktag or cost center
- Manual adjustment is required to reverse statutory deductions:
  - Canada Pension Plan
  - Employment Insurance
  - Income tax
  - BC Employer Health Tax

Payroll Operations:

- Not all overpayments are 'true' overpayments
- Limited time to make adjustments
- Volume has been consistent year over year
- Prior year tax amendments complex

Overpayment Guidelines

Guiding Principals:

- Overpayment of salary or wages will be repaid to UBC in full.
- Overpayments are payments paid through the Workday payroll system and included in the regular payroll deposit.
- Leave Without Pay, being deducted for time not worked, is not an overpayment situation and should be collected in full after the leave without pay is taken.

Notification:

- The Faculty or Department will notify Payroll Operations when an overpayment occurs by identifying the employee and details related to the cause of the overpayment.
- If an overpayment is discovered by Payroll Operations, the Faculty or Department will be contacted to identify the employee and provide details related to the cause of the overpayment.
- The Faculty or Department will be the primary point of contact with the employee.

Overpayment Guidelines

Collection:

Payroll Operations will work with the Department and employee on collection options.

- Payroll deduction: the employee's net pay will be reduced by the agreed repayment amount over the agreed number of periods.
- Cheque or money order: made payable to "The University of British Columbia" and mailed or delivered to:

Payroll Operations
TEF3 6190 Agronomy Road
Vancouver, BC
V6T 1Z3

Note: Forgiven overpayments become employment income in the year forgiven as per CRA regulations.

T4 Inquiries

Earnings and deductions are subject to taxes on a **when paid** basis as required by Canada Revenue Agency rules.

Box 14 Gross taxable income

Code 14/34 taxable vehicle benefit

Code 14/36 interest free low interest loans

Code 14/40 taxable allowances, non-cash taxable benefits (employer paid group term life)

Code 85 – Employe**e** paid health and dental T1 medical expense

Code 77 - WCB benefits when on salary continuance

T4 Inquiries

Pension Adjustments:

Reported on Box 52

Reduces RRSP contribution room

Faculty pension plan PA = Employee + Employer contributions

Staff pension plan PA = provided by Staff Pension Office as formula is required

Tax Inquiries

Description	Amount	YTD	
Statutory Taxes 4 items			
Canada Pension Plan (CPP)		3,499.80	Box 16
Employment Insurance - EI		952.74	Box 18
Federal Income Tax (FIT)	1,250.75	28,124.01	Box 22
Province Income Tax (PIT) - BC	570.90	13,140.60	Box 22
		45,717.15	

Find My T4

In Workday select "View All Apps"
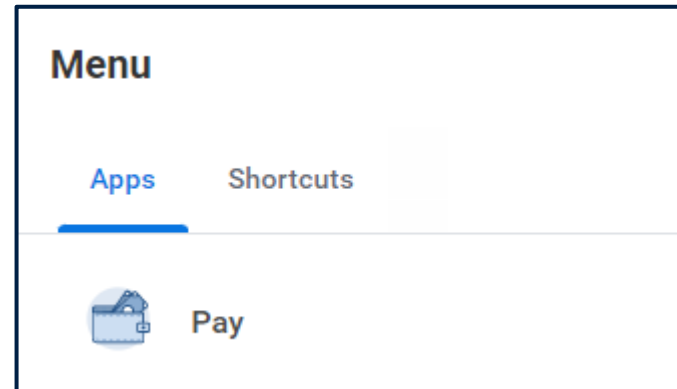
It's Wednesday, May 3, 2023

⊞ **View All Apps**

Select "Pay"

Menu

Apps   Shortcuts

Pay

Find My T4

Select "More"

Find My T4

Select "My Tax Documents"

My Tax Documents

Less (2)
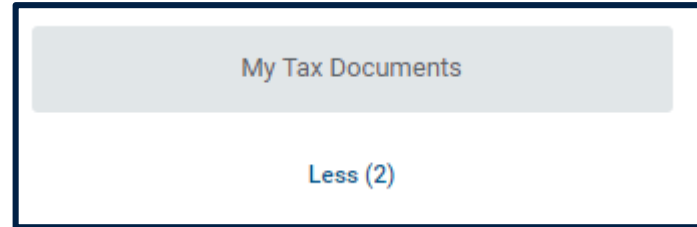
Find My T4

Select "View/Print"

T4A

Payroll:

Fellowship Earnings

Research grant

Research prize/award

- Box 105

Accounts Payable:

- T4A box 48 (fees for service)

Enrolment Services:

- Scholarships
- Bursaries
  - Box 105

Student should contact their Enrolment Services Advisor

Maternity/Parental Leave

- Employer paid benefits are covered during the length of the leave

- Employee chooses to remain contributing to pension and IRP

- Funds are deducted directly through pad withdrawal

Records of Employment

- Issued automatically if BP is processed on time

- Loaded directly to Service Canada through ROE Web

- Employee is not mailed a copy

ROE for semi-monthly pay reports:

1. Insurable earnings: last 13 pay periods (or less if the period of employment is shorter)

2. Insurable hours: last 25 pay periods (or less if the period of employment is shorter)

Improvement Opportunities – Payroll Community Engagement

✓ What have we done recently

- Established regular touchpoints between ISC Workday Product Teams and Payroll Operations

- Delivered 12 Payroll sessions for Facility Operations

- Updated Payroll Operations website

- Conducted Workday Webinars (trainings) in collaboration with ISC

What more can we do?

- Increase direct involvement/collaboration with managers who support HR areas (e.g. recruitment and onboarding)
- Further collaboration on clarifying and enhancing website content and support resources, will enable higher resolution rate and reduce tickets
- Conduct additional community engagement sessions to understand pain-points
- Create opportunities for Payroll Operations to share knowledge, ticket themes and trends
- Conduct office hours with multi team representation to determine size off issue we are trying to address.

Emergency Contacts

Jacqueline Hua, Payroll Team Lead

Wade Noseworthy, Payroll Team Lead

Callen Mascardo, Manager, Payroll Operations and Control

Thank You