

# Welcome to the 2009-2010 Academic Year

## Student Payroll Policy and Service Overview –rev 8/21/09

Dear Time Administrators and Supervisors of students,

Payroll is working hard to meet our student's payroll needs, to improve our payroll processes and communications. Thank you for your patience and understanding as we to process incoming work particularly at the start of each term. We hope this overview will create the initial foundation of knowledge that will help us all over time.

### Payroll's Commitment to You:

#### Timely Entry –

Student Payroll will process student work authorizations on a *first come, first served basis*. We are generally able to complete actions within one week of receiving paperwork at our offices at 128 School Street on the Gorham Campus. Allow extra time if you are using intercampus mail. (*Most intercampus mail is received within 1-3 days of it being placed in your outgoing mail box. However, a small percentage can get stuck to someone else's mail and may go through another mail cycle or two before it is delivered to payroll.*) We plan our overtime and temporary help for the upcoming week based on the volume of paperwork received.

#### Notification -

Payroll will notify supervisors and students via email that their hiring paperwork has been processed. Payroll will issue email notifications approximately twice a week for all paperwork processed since the last notification.

#### Updated Information-

To help us all minimize time spent administering student workers, Student Payroll will be revising this document to include new FAQs and Best Practices that we have learned (from you and with you). This document is posted on our Student Payroll website.

### Here's where we need your help:

#### Timely Complete Paperwork-

We acknowledge student Work Authorizations by email. Please allow two weeks before calling to check on Work Authorization paperwork.

#### Best practices:

- a) If time is of the essence, deliver your original paperwork directly to 128 School Street. If you make a list of the paperwork included in your delivery, we will be happy to date stamp your list (after a quick review) as received by Payroll/Human Resources.
- b) Include a complete hiring packet for your student. Paperwork is returned to the department if we don't have all the forms when the packet arrives. A complete student hiring packet includes:

Required:

- USM Work Authorization for Student Employees (authorized department employer, supervisor and employee signatures required)
- I-9 Employment Eligibility Verification (supervisor and employee signatures required)
- W-4, (Employee only),
- Maine W-4ME (Employee only),
- Payroll direct deposit form with attached voided check (Employee only)  
Please note as of 6/1/2008, all new direct deposits are defaulting to suppress print of a pay stub (aka deposit advice). All paystubs are available electronically via Employee Self Service.

If applicable:

- Student Employee Break Waiver form (supervisor and employee signatures required)

#### Check Before You Call-

If you ***have not received an acknowledgement*** that your student work authorizations have been processed and have allowed a week for mail and a week for processing:

- a. Is your UNET email forwarded to your GroupWise email? The link to information about your UNET email can be found at <http://mail.maine.edu>. (All USM employees have two email accounts. Supervisors need to know how to access their [username@maine.edu](mailto:username@maine.edu) email (UNET) or they must have their UNET email forwarded to your [username@usm.maine.edu](mailto:username@usm.maine.edu). This is a one time change that will allow you to get all your email in one place, GroupWise.
- b. Are you the supervisor named on the work authorization form? The email acknowledgement goes to the person indicated on the form.
- c. Has the person responsible for mailing the packet from your department done so? We've had people apologize to us for giving student payroll a hard time, only to find that the person to whom they gave the paperwork for mailing – still has it on their desk.

After confirming the above, then absolutely call Student Payroll at extension 5202. We can confirm if activity has occurred for a student, whether an email acknowledgment has been sent to you for the student, and if perhaps we've made a data entry mistake. (Yes, we admit we make occasional mistakes).

- We can help direct you to the right place to resolve email issues and get your student recording time.
- If two weeks has elapsed since the original paperwork has been signed and student payroll has not received it, we will accept a copy to replace the original. Please indicate it is a copy, just in case the paperwork does show up in the meantime. If you have a stamped receipt from Payroll/HR, these will go to the top of the pile. If there is no record of receipt, these work authorizations will go to the bottom of the pile and will be processed in order received.

(cont.)

- Supervisors, unless you have confirmation that the job is set up, ***Do not enter time for the Student.*** Any job you see that the student cannot see is likely from a previous summer session or fiscal year. It is prohibited to charge time to an FWS account that has closed. It creates a substantial amount of work to correct and puts your department and division at risk of losing future work study funding.

### Some Trouble Shooting the Student Can Do

You've received acknowledgement, but your student(s) can't get into PeopleSoft or can't enter time:

1. Confirm the student has activated their @maine.edu email account. If they have not activated their email, then this needs to happen before they can look at PeopleSoft. The Help Desk (780-4029) can help with issues up to and including logging-in PeopleSoft.
2. If they are signed on to PeopleSoft, but not getting the Employee Self Service item on their menu option or are unable to enter time, please try the following:
  - ✓ Confirm the student is using Internet Explorer as their web browser. PeopleSoft only guarantees service to Internet Explorer.
  - ✓ Delete Cookies and temporary files in Internet Explorer. Menu item: Tools>Options>General tab> Delete Cookies button and then Delete temp files button. Close out of Internet Explorer and restart your computer and try again.
  - ✓ After these two steps have been done and student is still not able to record time, then **the supervisor** should call Student Payroll.

### **Additional Information**

#### Setting Students Expectations:

All of us want to be paid properly and on time. We all have bills to pay. Payroll only needs a **complete, timely hiring packet** to get the employee setup to be paid. As the supervisor, you can be fairly confident that your student will be paid in a timely manner if you are using a two week lead time to get paperwork to Student Payroll. If you are cutting it close, do not make promises or call to try to get priority for your paperwork. We already have a week's worth of work at any point in time. Prepare your student that it might be next pay cycle before they receive their first paycheck. Best Practice – prepare your paperwork on the day your student starts and forward completed packet to Payroll that day. When you offer a job and the student accepts, provide them with the list that accompanies I-9 of 'original' identification that are needed to complete an I-9. Paperwork will not be processed until I-9 has been received. If they do not provide the required documents within three days of starting work, you need to have them stop working until they provide the information. Let your students know that if they do not get the documents to you that this *will* cause a delay in getting them processed. In some cases, delays may cause them to **lose their federal funded awards.**

#### Off-cycle Check Process

Payroll's practice is to pay all employees on the scheduled payroll cycles. As a safety net, off-cycle checks are available in the following situations:

(cont.)

- a. If the employee misses entering time by the deadline, they have not complied with their end of the work authorization contract. Once time is entered and approved, it will pay automatically with the next paycheck. The supervisor's first question needs to be, "Can you wait till your next paycheck?" If the student cannot wait, the supervisor can request an off-cycle check for a first incident. We believe that everyone is entitled to one mistake per year in entering time, but payroll will not honor subsequent requests for late time entry.
- b. If the supervisor or time administrator missed approving time, the supervisor needs to be up front with the employee and ask, "Can you wait till your next paycheck?" Once time is entered and approved, it will pay automatically with the next paycheck. If the answer is, the student needs their pay, an off cycle paycheck can be requested. Since this is manually intensive and expensive process, and due to supervisor error, these requests must be approved by the director or dean of the area. We believe that everyone is entitled to one mistake per year in approving time. A fee may be assessed to departments for subsequent requests due to late approvals.
- c. Student Payroll takes responsibility for system and security glitches that are out of your control. If the student(s) are unable to wait till their next paycheck, we will honor requests for off-cycle paychecks. Once student's time is entered and approved, the supervisor should email the request for an off-cycle paycheck for their student employee to [payroll@usm.maine.edu](mailto:payroll@usm.maine.edu) (*Supervisor is the preferred contact. Often times the same issue extends to multiple students. Payroll needs to have a single point of contact for the department.*)

All requests for off-cycle checks must include:

- ✓ employee name,
- ✓ EMPLID,
- ✓ Rate of Pay,
- ✓ **Employee** Record Number
- ✓ Exact dates and hours worked.

Put this information in an email to [payroll@usm.maine.edu](mailto:payroll@usm.maine.edu) or a memo for the director/dean to approve, sign and fax (780-5554) to the attention of John Toye, Director of Payroll. Requests received by noon, can generally be processed the same day. Direct deposits are sent to the bank the afternoon the request is processed. Checks are printed in the late afternoon in Bangor. They are mailed to the department designated by the student employee to receive their check. Allow 4 business days for delivery to the department.

#### Avoid these Budget Trouble Spots

1. Letting your student enter time late can lead to loss of the student's work study award and associated wages charged to the department instead. Best practice is to monitor and approve your student time weekly. At creation of the work authorization, review, with you student worker, the bullet points on the student's signature section of the work authorization contract. If late entry continues, deal with it as performance issue and follow HR's progressive discipline processes.
2. Approving time late not only gives you a bad reputation as a supervisor, it impacts the reputation of the University. Best practice is to pre schedule your

- calendar for Mondays to approve time. Confirm you are on the Student-Pay Listserv to assure you get holiday deadline messages and other important student payroll information. Read the bullet points in the supervisor signature section of the work authorization contract to assure you are aware of your responsibilities.
3. Approving federal work study time late (may be too late). If you approve these hours after the funding end dates, the wages will be charged to your department funds.
  4. Take care with student working multiple jobs to avoid overtime. Overtime is not permitted for federal work study and in most cases; students should not be working 40 plus hours. Students are at risk of losing their FICA tax exemption when they work 40+ hours. Overtime is charged to department funds. The last hours worked on the timesheet are the hours charged for the overtime, so you may not be able to control which department gets charged for overtime. Best Practice: make sure you know if your student workers are working for other departments. Ask them to let you know if they ever start another position. Otherwise, avoid overtime for student employees.
  5. If your student has multiple jobs and you are depending on the federal work study award for funding, you have a bigger responsibility in monitoring the dollars to make sure that you don't let the student work after the award is spent down. Best Practice: Know if your students have other jobs and ask them to keep you informed. Monitor your student's awards biweekly to see how much remains. Otherwise, your department's budget may be charged an unexpected expense.

### **Key Dates**

	<b>Work Auth earliest Start and latest End dates</b>	<b>Lock Out Date</b> (hours may not be entered for timesheets dates after lock out date. A new work auth must be submitted.)	<b>Last Date to Approve FWS Time</b> (late approvals get charged to your dept funds)
<b>Summer Session 2009</b>	<b>Federal Work Study:</b> Mon 5/18/2009 to Sat 08/29/2009  <b>Dept-Funded Work Study:</b> Sun 05/17/09 to Saturday 08/29/2009	Saturday 08/29/2009 (iei.e. will not allow timesheet entries for 8/30/09 and beyond)	Monday 08/31/2009
<b>Academic Year 2009-2010</b>	<b>Federal Work Study:</b> Mon 8/31/09 – Sat 05/15/10  <b>Dept-Funded Work Study:</b> Sun 8/30/09 to Saturday 05/15/10	Saturday 05/15/2010 (iei.e. will not allow timesheet entries for 5/16/2010 and beyond)	Monday 05/24/2010