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 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 the Supervisor Quick Link from the HR home page: [http://www.usm.maine.edu/hrs/supervisors](http://www.usm.maine.edu/hrs/supervisors)

**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 for new hires and rehires (Please use online form for the most recent version):

- **USM Work Authorization for Student Employees and Statement of Understanding** (authorized time approver signs work auth, supervisor and employee signatures are required on Statement of Understanding)

Required on new hires; required for rehires only if student has not worked for USM in the last three years (if in doubt you can call payroll)

- **I-9** Employment Eligibility Verification. Please use online form for the most recent version of I-9 and instructions that accompanies it (supervisor and employee signatures required). (Note as of 8/2/2012, the current I-9 form is set to expire on 8/31/2012. Where the federal agency (DHS USCIS) has not published a new edition, we are to use the existing form until further notice.) The newest form will always be available on the HR Forms page.

Required on new hires; required for rehires only if student needs to change

- **W-4**, (Employee signs),
- **Maine W-4ME** (Employee signs),
- **Payroll direct deposit** form (Employee signs) and attaches voided check or bank form letter providing employee’s and bank’s information. Employee may provide evidence that s/he has been declined for a bank account to be exempted from direct deposit. A letter or email from bank will serve as evidence.
  - Paystubs are distributed electronically via Employee Self Service.
  - Live paychecks will be available at the Payroll Office 128 School Street, Gorham ME 04038 on or after the given payday. Office hours are Monday-Friday 8am-4:30pm (closed on university observed holidays).
  - Beginning 3/18/2011, new hire packet will be delayed if direct deposit form is not included with new hire packet.

If applicable:

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

Troubleshooting Before You Call-

**Why is Student Work Authorization Tool not allowing me to process a student?**

- A two day delay occurs between information changed in Campus Solutions and the data being available to the Student Work Authorization tool. Ask your student if they recently registered or did an add/drop. If they have, then wait 2 days and try again.

- If you are getting an error indicating Student should contact, the Financial Aid department, have student do so to assure that the issue has been resolved. Then wait 2 days for the changes to be available to Student Work Authorization.
Why haven’t you (as supervisor) received an acknowledgement that your student work authorizations has 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](http://mail.maine.edu). (All USM employees have two email accounts. Supervisors need to know how to access their `username@maine.edu` email (UNET) or they must have their UNET email forwarded to your `username@usm.maine.edu`. This is a onetime 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.

If above troubleshooting doesn’t resolve, then absolutely call Student Payroll at extension 5047. 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 be processed in order received.

- 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 academic 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

**I can’t get into MaineStreet:**

- 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 MaineStreet. The Help Desk (780-4029) can help with issues up to and including logging-in MaineStreet.
I got my email from Payroll indicating my job was set up, but I don’t have the EMPLOYEE SELF SERVICE menu item:

- If they are signed on to MaineStreet, but not getting the Employee Self Service item on their menu options or are unable to enter time, please try the following:
  - Confirm the student is using Internet Explorer as their web browser. MaineStreet 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.

I can get into Employee Self Service, but my Timesheet won’t let me enter time for my first week:

- If the student is not able to display the first week’s timesheet for the expected days (using the VIEW BY TIME PERIOD, the default), then student may need to use VIEW BY “Day” for the first week only. Student may then scroll day by day and enter appropriate time. If this does not resolve the ability to enter time, then 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:

a. If the employee misses entering time by the deadline, s/he has not complied with the Statement of Understanding portion of the work authorization. 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. Let the employee know that this is a one-time request and that will need to wait if till next paycheck if time is late again.

b. If the supervisor or backup time approver has 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 (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 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 submitted for the next off-cycle check run. Off-cycle checks are only run on Thursdays that are not holidays or production payroll days. Direct deposits are sent to the bank the afternoon the off-cycle run is processed. Checks are printed in the late afternoon in Bangor. Paychecks are available at the HR/Payroll office, 128 School Street, Gorham campus. Business hours are 8am-4:30pm Monday thru Friday except on observed holidays.

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. Establish a back up time approver within your department. This person will need to be a regular employee with approval capabilities and you will need their permission to designate them a back up time approver. The work authorization will have a space to list this person.

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. Tools: you can view the FWS Award on the student’s timesheet or you may use this link to instructions for two other methods: http://www.usm.maine.edu/hrs/supervisors then select the “Review Work Study Awards”
## Key Dates

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<th></th>
<th>Work Auth earliest Start and latest End dates</th>
<th>Lock Out Date (if student hours are not entered by this date, supervisor will need to enter the time)</th>
<th>Last Date to Approve FWS Time (late approvals get charged to your dept funds)</th>
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<tr>
<td><strong>Summer Session 2012</strong></td>
<td><strong>Federal Work Study:</strong> Mon 5/14/2012 to Fri 08/31/2012</td>
<td>Saturday 09/01/2012</td>
<td>Friday 8/31/2012 (early deadline due to holiday)</td>
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<td><strong>Dept-Funded Work Study:</strong> Sun 05/13/12 to Saturday 09/01/2012</td>
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<td><strong>Academic Year 2012-2013</strong></td>
<td><strong>Federal Work Study:</strong> Tue 9/4/2012 – Sat 05/11/13</td>
<td>Saturday 05/11/2013</td>
<td>Monday 5/13/2013</td>
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<td><strong>Dept-Funded Work Study:</strong> Sun 9/1/2012 to Saturday 05/11/2013</td>
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