

DFA Conversations

Payroll

April 15, 2021

Agenda

- Payroll Overview
- Updates to the Overpayment Process
- The New Pay Card
- The Payroll Certification Program Rollout



Payroll Overview

Amy Grove Beckhorn

Assistant Director, Payroll and Campus Services



Our Staff, Network, and Primary Function

- We have eight employees, exempt and nonexempt.
- We maintain close working relationships with other units in the Division of Financial Affairs, Human Resources, Workforce Policy and Labor Relations, and Information Technology.
- We support payroll for all Cornell employees including student workers, eCornell, Cornell Tech NY campus, Geneva AgriTech, and Cooperative Extension offices.
 - This means we are producing a payroll roughly once per week.
 - Payroll never stops – once one period is completed, we are working on the next one!

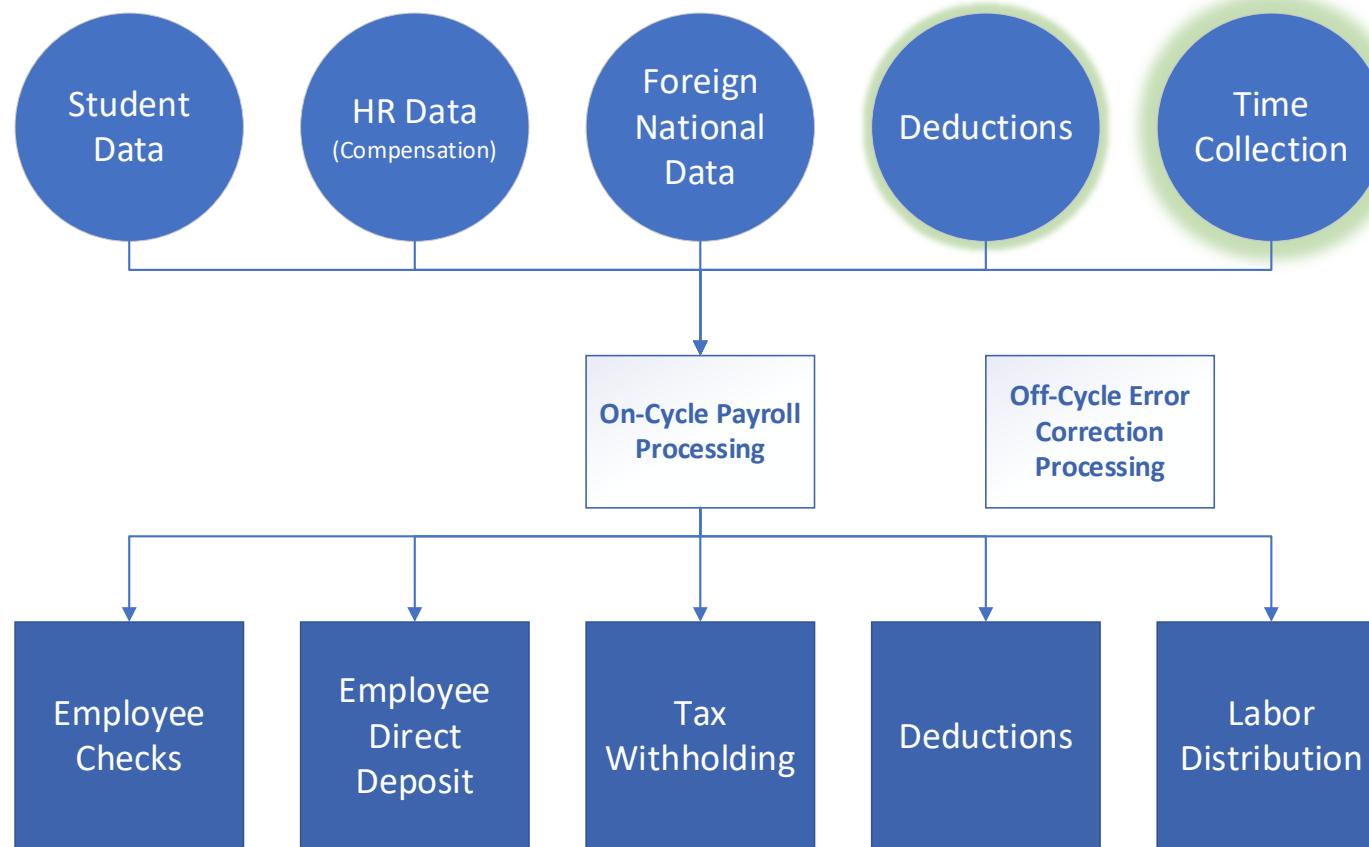
Our Customers

- Employees – faculty, staff, and students
- Administration and leadership
- Departments
- Human Resources, Workforce Policy and Labor Relations
- Department of Labor and other government agencies
- Union offices
- Garnishment administrators

Our Other Key Functions

- Produced **567,857 paychecks** in 2020, and **32,754 W-2s** for the 2020 tax year.
- Maintain the Workday Time Tracking and Payroll system.
 - Including 143 calculations for time, 238 for earnings, 638 for deductions.
- Support Kuali Financial Systems (KFS) Payroll integrations.
- Support all types of paycheck-related needs or questions.
 - Including paycheck and tax document reissues, employment verifications, garnishments, help understanding payslips and financial documents.
- Perform internal and external audits to ensure compliance with federal and state regulations, collective-bargaining agreements, and policy.

What Goes into Producing a Paycheck?



What Is an Off-Cycle Check?

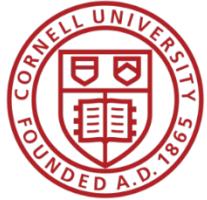
An off-cycle check is an additional payment used to fix errors.

On average, we produce 15 additional checks a week – only ~0.1% of our check total.

Between doing research and manual calculations, and setting up delivery, it typically takes about 3 hours of work to produce **each check**.

How We Ensure Accurate Data

- Audits and reporting!
 - Both in the payroll office and by our partners on campus.
- Accurate data means:
 - Fewer fixes.
 - Faster resolution to questions.
 - Happier employees!



Updates to the Overpayment Process

Karen Husick

Assistant Director, Payroll Applications



Overpayments v. Retro Pay v. the Retro Process

Overpayments

- A payment of wages that is greater than the amount earned for a pay period.
- Can be caused by data entry errors, late terminations, etc.
- Can be identified by multiple means, but most are identified through the **retro process**.
- Happen less than 0.01% of the time.

Retroactive (Retro) Pay

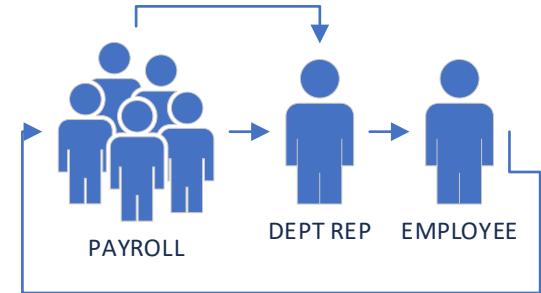
- Compensation added to an employee's paycheck to **make up for a shortfall** in a previous pay period.

Retro Process

- An automated Workday function that **identifies** and can **pay shortfalls or collect overpayments** in the employee's next on-cycle paycheck.
- Can identify overpaid compensation in a previous pay period.

What Happens When Someone's Overpaid?

1. We contact the department representative to confirm if the overpayment we discovered is correct.
2. We contact the employee (when appropriate) to ask if we can collect the overpayment from their next check.
3. We continuously follow up with the department representative throughout the recovery process to advise on the collection status.



Payroll Overpayment Recovery Change

Goal: Align our overpayment recovery practices across pay groups so that most overpayments are collected from active employees' next payroll check.

This change:

- Is permitted by NYS Law.
- Recovers all types of overpayments from employees.
- Is calculated through the Workday Retro automated process.
- Enables overpayment recovery from the employees next available paycheck.

Exceptions might occur in some situations, such as when the recovery amount exceeds the employees next check amount.

Payroll Overpayment Recovery Change

New for Biweekly Payroll

- All overpayments (timecard adjustments, late compensation) can be recovered from the next paycheck.
- Overpayments due to administrative errors will be communicated to employees and department representatives, requiring confirmation from them that they agree before recovering it from the next paycheck.
- Timecard adjustments will continue to process as they do today.

New for Semimonthly Payroll

- All overpayments can be recovered from the next paycheck.
- Employees and department representatives will be notified that overpayments will be recovered from the next paycheck, and they must confirm that they agree.

Galvanize (ACL) – NEW Overpayment Communication Tool

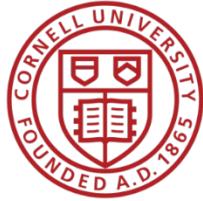
Goal: Streamline the payroll overpayment communication process to ensure end-to-end clarity for the identification, validation, calculation, communication, and closure of overpayments.

Galvanize, formerly ACL (HighBond), is the end-to-end platform that connects security, risk management, compliance, and audit. It is an online database that allows us to combine automated communication processes with increased data delivery and analysis.

Galvanize (ACL) – NEW Overpayment Communication Tool



We transformed this tedious, multi-step process into a streamlined automated procedure that will provide opportunities for future improvements.



The New Pay Card

Amy Grove Beckhorn

Assistant Director, Payroll and Campus Services



What is a Pay Card?

- We have partnered with U.S. Bank to provide a VISA® payroll card (pay card) as an alternative to a traditional bank account.
- Works just like any direct deposit account:
 - Deposit your whole paycheck onto the card or split it between multiple accounts, including a traditional bank account.
- To sign up:
 - Email payroll@cornell.edu with your **name** and **birthdate**.
 - **Reminder:** Do not send any sensitive information (e.g., social security number) through email!

U.S. Bank Focus Pay Card Advantages

The Focus Card

The advantage of reloadable pay.

Enjoy the convenience and security of receiving your pay on the U.S. Bank Focus Card. Use your card for in-store and online purchases, and even load it with other funds like cash and tax refunds. With simple account access, your account information is always available. The Focus Card is yours for life, with benefits designed for you.



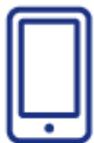
Automatic pay days

Your pay will be automatically loaded to your card.



Reload your card easily

You can add money from other sources like direct deposit, cash and tax refunds.



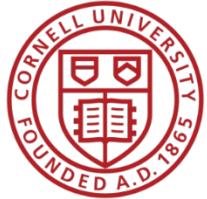
Easy account visibility

Check your balance anytime in the U.S. Bank Focus Mobile App. Set up text¹ alerts and stay up-to-date.



Secure and protected

Your pay – and your balance – is protected if your card is lost or stolen.²



The Payroll Certification Program Rollout

Amy Grove Beckhorn

Assistant Director, Payroll and Campus Services



Who is our Payroll Certification Program for?

Primary Audience: Payroll Representatives (pay reps)

A pay rep is an on-campus or business service center employee who:

- Is responsible for overseeing nonexempt time entry and time off for the organizations to which they are assigned.
- Works with Payroll as the first step in error resolution and correction.
- Is typically only serving as a pay rep as a portion of their regular duties.
- The “pay rep” security role is assigned to an employee in Workday.

Pay Rep Certification Training

Six training modules are split into weekly 1-to-2-hour sessions.

Attendees who complete all modules and assessment receive certification.

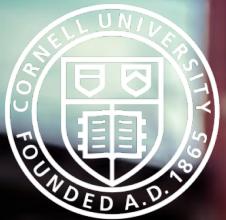
Module Name	Description
Payroll Introduction	Introduction to processing, earnings, deductions, labor distribution, and tools used to audit.
Time Tracking	Reading and reviewing timecards, time entry codes, time calculations, rounding, retroactive time entry.
Workday Time Tracking Reporting	In-depth coverage of reports available to audit time and attendance and payroll information.
Absence and Leaves as it Relates to Payroll and Time Tracking	Time off types, paid time off, leaves, and Workday Time Tracking and payroll impacts.
Time Clocks	Time collection types available, when to use a time clock, maintenance of external time clocks, how to audit punches.
Unions as it Relates to Payroll and Time Tracking	Collective-bargaining agreements and policies, membership, interpretation vs. configuration.

Benefits of Payroll Certification

- Boosts productivity.
- Reduces errors such as overpayments and underpayments
- Improves consistency in applying university policies and collective-bargaining agreements and provides visibility of available resources.
- Highlights resources available for pay reps to use.
- Eases transitions for employees transferring to or leaving units.
- Allows units to streamline their internal processes.
- Provides professional development.

Certification Requirements

- **Current** pay reps will have until February 28, 2022 to achieve certification.
- **New** pay reps will have 12 months from position assignment to complete certification.
- **Pay reps who do not achieve certification** within established timeframes will no longer be permitted to function as a pay rep in Workday.



Thank You