

SHARP-SHOOTER

TAKING AIM TO BETTER SERVE THE CUSTOMER

Volume 4, Issue 1

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Customer Satisfaction Survey Report

The Customer Satisfaction Surveys have been returned, and we are pleased with the ratings by the SHARP users, managers and technical people. A big “Thank You” to everyone who participated. Many respondents gave their comments, most were positive and lau-

datory, and all were constructive. From those comments, we are planning to make some changes in the way we conduct Change Management for future SHARP upgrades. For instance, we are working on a way to notify the technical workers in a more timely

fashion. Some topics people commented about we really do not have any control over. We will take those into consideration and attempt to better educate management and supervisors for the next major upgrade. A comment summary is included below.

Seventy percent of the responses were positive, twelve percent had no opinion, and 18 percent gave ratings less than “good”. These ratings pleased us very much. The SHARP Upgrade Team understands we can do better and your comments will help us do that. *

Comment Summary

1. Many agency users were not given time away from their everyday work to do the CBT training. *We will try to stress the importance of dedicated time for training to management more next time. The Department of Administration will continue to make a training lab available to users.*
2. The CBT came out too late causing a mad rush to complete training and testing. *We attempted to have the CBT out sooner, but it could not be issued until system development and testing was completed, and the training database was created. We hope to have more time for users in the next major upgrade.*
3. Technical people would like more notification. Currently they have to rely on the functional user to pass them information from the SHARP Message Panel. *We plan to produce a routing list for technical contacts to automatically e-mail them as easily as we put messages on the message panel. Information will also be available on the SHARP Web Page (see page 2).*
4. Users would like to see the CBT format improved. *Us too. We are looking into better development software that will make the CBT interactive. **

Inside This Issue

This issue will focus on business process changes involving:

- ◆ Tips for Entering Holiday Hours Worked
- ◆ SHARP Paycheck Reversal Adjustment
- ◆ SHARP Web Page

SHARP Paycheck Reversal Adjustment

By: Joyce Dickerson

The paycheck adjustment process is the mechanism to change a confirmed paycheck from how it 'is' to how it 'should be'. Agencies can process some paycheck adjustments, depending on the type of adjustment being requested. Attachment 36 in the payroll CBT training manual lists types of adjustments, the adjustment process to be used, and who is responsible for entering the adjustment.

Certain adjustments can only be processed by the Division of Accounts and Reports, Payroll Services Section. These adjustments include:

(1) All retroactive benefit/deduction adjustments for group health insurance, flexible spending accounts, optional group life insurance, general deductions, and benefit program participation changes.

- (2) Pay affecting time and leave adjustments for previously adjusted checks.
- (3) Paychecks generated in Version 4.02 containing overtime, or where overtime is being added to the time sheet.
- (4) Refunds for savings bond account balances when an employee terminates participation.
- (5) Adjustments to pay periods when a paycheck was not issued, i.e., FMLA
- (6) Adjustments to paychecks with inactivated earnings codes.

Agencies must submit a completed form DA-180, Paycheck Reversal Adjustment, to the Division of Accounts and Reports, Payroll Services in the above instances.

To assist agencies in completing the SHARP Paycheck Reversal Adjustment Form DA180 and the attachment, we have included an example of the completed form along with the attachment. Please ensure that you are completing

this form and attachment correctly. Inaccurate and incomplete forms will be returned to the agency. The following is an explanation of the attachment to the DA180 form.

The amount in the first column, labeled "WAS", came directly from check number 2000002. It reflects the entire earnings, taxes, and deductions for the employee and the employer. The total pay and net should agree with the total earnings and net pay that shows in the system under Compensate Employees/Maintain Payroll Data/Inquire/Paycheck Data/Paycheck Earnings.

The amounts in the second column, labeled "SHOULD BE", are from an on-line check calculation. The on-line check used the earnings and deductions that should have been on the employee's paycheck, if everything had been entered correctly for the original on-cycle check.

The amounts in the third column, labeled "DIFFERENCE", are simply the difference between the first two columns. *

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SHARP Web Page

The Web Page developers from the Divisions of Accounts and Reports (A&R), Personnel Services (DPS) and Information Systems and Communications (DISC) are planning to expand the information and services available on the SHARP portion of the Department of Administration web site. The team has developed some ideas, but, to make this a true "customer" tool, we are interested in hearing more from users about what they would like to see on the site. Contact Doug Quinn with your ideas at voice: (785) 296-4886, fax: (785) 296-1168 or E-mail: dougq@dabdas.wpo.state.ks.us. Besides incorporating your ideas into the planning process, we plan to continuously assess the use of the site to ensure we are meeting your needs. We realize that the SHARP portion of the site can only provide true "self-service" for our customers when we integrate your feedback into our plans...so we encourage your ideas and comments.

The web site is available now for users to submit questions, and to view other questions and answers. We also plan to make copies of the SHARP-SHOOTER newsletter available on the site in the near future. Please give the Internet address the widest possible dissemination in your organization. The address is <http://da.state.ks.us/sharp>. *

TIMEKEEPERS: Tips for Entering Holiday Hours Worked

Entering holiday earnings codes into SHARP timesheets has become quite an art. It was a challenge for most timekeepers to enter holiday hours during the Christmas week. It is understandably more difficult to enter holiday hours when the holiday falls at the end of the week. In response to the questions involving entering holiday hours, we developed a list of helpful tips for entering holiday time. It is not an all-inclusive list and does not reference every situation.

For more information on holidays, you may want to review Kansas Administrative Regulation (K.A.R.) 1-9-2 Holidays. The information below is intended for employees covered by K.A.R. 1-9-2.

Included in this article are references to SHARP earnings codes that are commonly used to record holiday information. For a description of each earnings code listed below, refer to Attachment #2 (SHARP Earnings Types) of the Time and Leave (T&L) Computer Based Training (CBT). Holiday Information is also provided on pages 39-41 and 79-80 of the T&L CBT. A more detailed list of holiday tips will be included in the next edition of the T&L CBT.

- Tip #1: The middle letter of most holiday earned earnings codes represent whether or not the hours increase an employee's gross pay (D) or holiday compensatory time balance (C). For example, if you enter HCP 4, the holiday compensatory time balance will increase by 6 hours (4*1.5). One exception to the 'C' or 'D' tip is HCN. HCN increases gross pay; not holiday compensatory time balances.
- Tip #2: To double check whether or not an earnings code will increase

gross pay, refer to the 'Adds to Gross' column of T&L Attachment #2.

- Tip #3: Pay close attention to the FLSA/CTLA figures at the bottom of the Timesheet. For example: If a non-exempt employee has a 40 hour FLSA threshold, the FLSA and CTLA figures cannot be greater than 40 for either week.
- Tip #4: When an exempt employee works on the holiday, the holiday credit (HDE) should be changed to HCC. If it is an agency policy not to bank holidays, the hours entered under HCC can be paid out in the same pay period (using HTP with the corresponding hours and dollars).
- Tip #5: HCP and HCL will increase an exempt and non-exempt employee's holiday compensatory time balance by 1.5 times the hours entered on the timesheet.
- Tip #6: HDP and HDL will increase an exempt and non-exempt employee's gross pay by 1.5 times the hours entered on the timesheet.
- Tip #7: HDF will increase an exempt employee's gross pay by the exact dollar amount entered on the timesheet.
- Tip #8: HCF will increase the exempt employees holiday compensatory time balance by the exact number entered on the timesheet.
- Tip #9: For holiday credit eligible non-exempt employees, the hours entered using HDP/HCP should be equal to or less than the hours reported using HDC/HCC. The remaining hours worked on the holiday should be reported using HDL/HCL. For example, if HDC is 8 and the employee worked 12 hours on the holiday, the hours worked are entered as HDP (or HCP) 8 and

HDL (or HCL) 4.

- Tip #10: Refer to K.A.R.1-9-2(c)-(d)(1) for more information on recording holiday hours for non-exempt employees.
- Tip #11: Refer to K.A.R. 1-9-2(d)(2)(A)-(C) for more information on reporting holiday hours for exempt employees.
- Tip #12 Non-exempt employees who work less than full time on a regular schedule receive holiday credit equal to the amount of hours the employee was scheduled to work on that day (up to a maximum of 8). For example, if the employee is scheduled to work 4 hours, the employee will receive 4 hours HDC. Refer to K.A.R. 1-9-2(g) for more information.
- Tip #13: Refer to K.A.R. 1-9-2(h) for more information on non-exempt employees who work less than full time on an irregular schedule.
- Tip #14: Classified temporary employees hired June 14, 1998 and later are not eligible for holiday credit. Since they do not receive holiday credit (HDC/HDE), you should record hours worked on the holiday using HDL or HCL (not HDP or HCP) for non-exempt employees who fit this criterion. See Bulletin 98-01 and SHARP Message 228 for more information.
- Tip #15 (Overtime on the holiday): If an employee works 40 hours prior to the holiday, hours worked on the holiday are recorded as overtime or compensatory time earned. The 1.5 holiday premium pay or holiday compensatory time earnings codes are not used in this situation. Instead the OTP (Overtime 1.5 Version 7.0) or CME (Compensatory Time Earned) earnings codes are used.

continued on page four

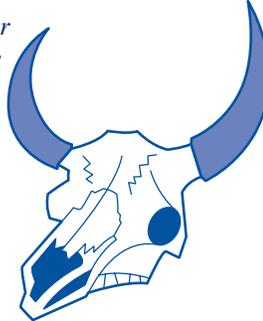
Dear Dead Eye...

Q: When processing a pay-affecting adjustment in SHARP 7.0, what information do I put on the panels for Paycheck Reversal/Adjustment?

A: When the system asks for "Run Control ID" you should always use "ADJ-ALL". On the adjustment panel, the first three boxes refer to the off-cycle that the adjustment is being processed in. These are the characters that will show up on the list box of paychecks. The company is always "SOK". The Pay Group and Pay Period End Date can be found in Informational Circular No. 99-P-005, dated October 13, 1998. The first 2 letters for the Pay Group will be "KA". The last letter will change with the off-cycle: the first off-cycle is run "A", the second, "B", and the third "C". The Pay Period End Date is the last confirmed on-cycle end

date. When the paycheck number and issue date are entered in the bottom part of the panel, the system will pull in the employee's information, including the pay period end date that is being adjusted. Remember when processing an adjustment you must click on the adjustment button at the bottom of the panel!

All questions for Dear Dead Eye are welcomed and should be directed to "Dead Eye" at the project address, (785)296-4886, GroupWise - Quimm, Douglas, or E-Mail - dougq@dabdas.wpo.state.ks.us All questions will be answered in the following issue of the newsletter.



Tips

continued from page three

- Tip #16: If OTP or CME is recorded on a holiday for a non-exempt employee, also record HDV (Holiday premium pay at .5) or HCV (Holiday Compensatory Time at .5). The hours recorded using HDV or HCV must match the OTP or CME hours recorded on the holiday. See K.A.R. 1-9-2(e) for more information.

For timekeepers of most agencies, recording holiday hours does not involve a lot of effort since most employees do not work on holidays. For other agencies that have a large number of employees who work on holidays, the effort to record hours during a holiday week is a challenge. It is our hope that the information provided in this article will make time and leave reporting for agencies somewhat easier for the next holiday. *



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