

BEST Shared Services Update

March 6, 2008

Agenda

- Shared Services – Herb Henderson
- Contact Center – Terry Senter
- Human Resources – Julie New
- Payroll/Time – Wendy Griffin
- Benefits – Ray Scerri
- Q & A

Shared Services

The Team

- Herb Henderson – Director – Shared Services
- Terry Senter – Manager – Contact Center
- Julie New – Manager – OM/PA
- Wendy Griffin – Manager - Payroll/Time
- Ray Scerri – Manager – Benefits
- Dusty Wall – OSP/Beacon Liaison

Contact Center

Contact Center – Did you know...

- Hours of Operation – 7 am to 7 pm
- If you can't get through by phone, you can email us any time at **BEST@ncosc.net**
- Emails processed between 7 am and 7 pm
- The following information can be found on the BEST Website - <http://www.ncosc.net/BEST>
 - System Status
 - Forms
 - Reference Guides

Trends/High Volume Calls

- ID Card reprints due to incorrect addresses
- Checks created in lieu of direct deposit
- Questions concerning leave balances
- Questions concerning any changes in the way an employee is paid
- Workflow questions
- “How to” navigate ESS
- “How to” read their remuneration statement
- NCID issues

Common NCID Issues

- User does not know how to create an NCID account
- User creates account with personal email and does not follow through with activation process – account never gets created
- User creates multiple NCID accounts
- Names are spelled wrong in either the NCID system or SAP – systems are unable to synchronize
- Birthdates are incorrect in either the NCID system or SAP – systems are unable to synchronize
- User creates accounts with Jr., Sr., III as part of the name field – systems are unable to synchronize
- User does not know who their NCID administrator is
- User forgot password and is unable to recall answers to challenge questions
- User locks their NCID

NCID/Beacon Authentication

Agency	EE's in NCID	% NCID	EE's in BEACON	% BEACON
Administrative Office of the Courts (Judicial Branch)	5,844	100%	186	3%
Board of Cosmetic Arts	42	100%	16	38%
Community College System	207	97%	89	42%
Crime Control and Public Safety	2,846	100%	146	5%
Department of Agriculture and Consumer Services	1,217	87%	531	38%
Department of Commerce	340	40%	50	6%
Department of Correction	2,810	13%	381	2%
Department of Cultural Resources	799	100%	235	29%
Department of Environment and Natural Resources	3,989	100%	1120	28%
Department of Health and Human Services	13,883	72%	266	1%
Department of Insurance	405	100%	35	9%
Department of Justice	1,275	94%	135	10%
Department of Juvenile Justice and Delinquency Prevention	1,708	89%	81	4%
Department of Labor	428	100%	30	7%
Department of Public Instruction	660	100%	137	21%
Department of State Treasurer	324	89%	10	3%
Department of the Secretary of State	187	100%	10	5%
Employment Security Commission	1,555	100%	30	2%
North Carolina Education Lottery	191	84%	27	12%
North Carolina School of Science and Mathematics	169	81%	18	9%
Office of Administrative Hearings	41	91%	12	27%
Office of the State Auditor	195	100%	81	42%
Wildlife Resources Commission	665	100%	17	3%
Totals	39,780	62%	3,643	6%

Human Resources

HR Helpful Hints

- Communicate, communicate, communicate
- Triage: Regular meetings of HR, Time, Benefits and Payroll
- Org Structure –
 - will govern ESS/MSS
 - ESS/MSS governs Time entry
 - Time must be entered in order to accrue: leaves and separations
 - Contingency plan for Time entry?
- Core Users:
 - NCID authentication NOW!
 - Workflow Training
 - Workflow roles distributed rather than concentrated
 - Back ups?
- March Actions – keep a list and spot check after Go Live

HR Priorities

- Temporaries – BiWeekly
 - March 8 – March 21 pay period to be paid April 4
 - Any temps not in PMIS (not converted) and currently working
 - EE's who were previously paid through AP but are now in BEACON

- All actions after Feb. 29 through March 20 – Dual Entry
 - PMIS Snapshot – February 29 and worked completely through ALL approvals (Agency Budget or OSBM, OSP etc.)
 - No supervisor position number changes acknowledged in PMIS after February 29

- No entry in PMIS after March 20

Hot Topics

- Time Data and Work Schedules
 - OT, Holiday, Night, Weekend, On Call, Call Back, etc
 - OM action through Workflow
 - Work Schedule changed ONLY first of month/pay period
- LWOP's turn into LOA's.... With AND without pay....
- Short Term / Long Term Disability
- Work Against's
- Dual Employment
- Temporaries
- Retired LEO's
- Military Leave
- RIF's
- Separations....

Payroll/Time

Payroll Calendar - March

March 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 0405 PY Corrections Time Entry COB	4 0405 PY Finalization	5 Reqs Posted to CMCS	6 CMCS Reqs Submitted	7 0405 Pay Day 0406 Period End	8 Go-Live Group 2 Temps (Biweekly)
9	10 Time Entry COB	11	12	13 0406 PY Corrections	14 0406 PY Corrections	15
16	17 0406 PY Finalization Time Entry COB	18 Reqs Posted to CMCS	19 CMCS Reqs Submitted	20 0406 Pay Day 0103 PY Corrections	21 Good Friday 0407 Period End	22
23	24 0103 PY Corrections Time Entry COB	25 0103 PY Corrections	26 0103 PY Finalization	27 0407 PY Corrections Reqs Posted to CMCS	28 0407 PY Corrections CMCS Reqs Submitted	29
30	31 0103 Period End 0103 Pay Day 0407 PY Corrections Time Entry COB					

Payroll Calendar - April

April 2008						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Go-Live Group 2 Monthly Payroll Users 0407 PY Finalization	2 Reqs Posted to CMCS	3 CMCS Reqs Submitted	4 0407 Pay Day 0408 Period End	5
6	7 Time Entry COB	8	9	10	11 0408 PY Corrections	12
13	14 0408 PY Corrections Time Entry COB	15 0408 PY Finalization	16 Reqs Posted to CMCS	17 CMCS Reqs Submitted	18 0408 Pay Day 0409 Period End	19
20	21 0104 PY Corrections Time Entry COB	22 0104 PY Corrections	23 0104 PY Corrections	24 0104 PY Corrections	25 0104 PY Finalization 0409 PY Corrections	26
27	28 0409 PY Corrections Time Entry COB Reqs Posted to CMCS	29 0409 PY Finalization CMCS Reqs Submitted	30 0104 Period End 0104 Pay Day Reqs Posted to CMCS			

Time/Payroll Items

- Pay Statement Changes
- How Time Approval affects Leave Accruals
- Agency Specific Benefits/Deductions
- Pay during weeks with a Holiday
 - On Call
 - Paid Holiday/Additional Hours
- Teacher Supplement
- Pre-SAP Earnings
- Overpayments from Central Payroll
- Longevity for April
- LOA

Benefits

Benefits Process

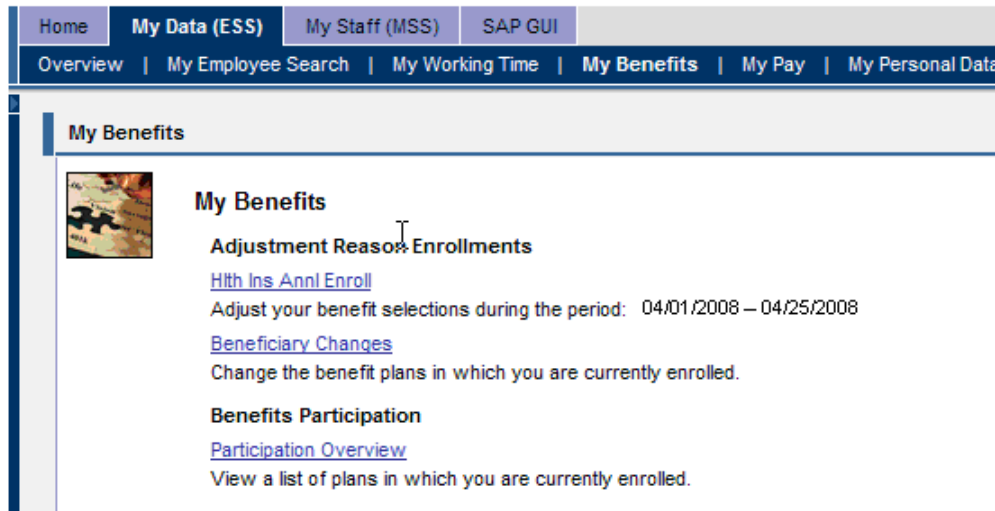
- New Hire/Rehire Enrollment
- Retirement Plans Enrollment
- Savings Plans Enrollment (401K and Roth, 457, 403b)
- Annual Enrollment
- Benefits Terminations (LOA)
- Benefits Terminations (Non-LOA)
- Life Changing Events

Benefits Process

- New Hire/Rehire Enrollment
 - [ESS Enrollment Guide](#)
- Savings Plans Enrollment (401K and Roth, 457, 403b)
 - [401\(k\) and Roth Savings Plans](#)
 - [457 Savings Plans](#)
 - Forms Sent to the Vendor
 - One-time Deferral Forms
 - 401(K) Enrollment Weekly File

Benefits Process

- State Health Plan Annual Enrollment
 - State Health Plan April 1 – April 25th
 - SHP Enrollment Kits are being mailed on March 18th
 - Kits will include a BEACON Enrollment Guide



- Enrollment forms sent to BEST ONLY
 - Forms must be at BEST by **11.59:59PM on April 25th**
- Deduction Changes should occur in June

Benefits Process

- Benefits Terminations (Non-LOA)
 - Timely Employment Termination
 - COBRA for Health plans
- Life Changing Events
 - [Creating the Adjustment Reason by Agency](#)

Group I Benefits Issues

- State Health Plan
 - Pre Payment Plan
- Address Information
- Life Changing Events
- Employees enrolled in Plans who were not eligible

Group II GO-Live

- RealLife HR
 - DOC and Battleship will have access end on COB March 14th
- NC Flex and SHP Enrollment Forms
 - Effective March 15th send Forms to BEST
 - Send BEST all NC Flex Forms
 - Send BEST all State Health Plan Forms
 - Do not send any forms to NC Flex vendors (Keiger) or BCBS after March 15th
- Savings Plan Forms
 - 401K send forms to vendor except for One-Time Salary Deferral. Send this form only to BEST.
 - 457 send all forms to vendor.
 - 403(b) send Salary Reduction Agreement form to BEST

Group II GO-Live

- Dependent Verification
 - Multiple dependents records for the same dependent converted into BEACON.
 - Name spelled differently
 - Example: SHP has Daughter as Beth and Dental as her as Betty.
 - Different Date of Births
- Benefit Plan Enrollment Verification
 - 100% Employee Verification by either
 - Employee viewing ESS
 - HBRs printing Benefits Confirmation Statement
 - Employee makes corrections on Benefits Statement and send form to BEST Shared Services or call BEST

BEACON HR/Payroll Project Resources

Group II Benefits Representative Meeting

March 13, 2008

at 1:00 – 3:00 pm

3514 Bush Street, Raleigh

Biltmore Auditorium

[BEST](http://www.ncosc.net/best) Website www.ncosc.net/best

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