UNIVERSITY PAYROLL NEWSLETTER

Highlights and Hot Topics
Form W-2 and Form 1042-S Reissue Process

By Monica Bonifield

Employees who have not received a mailed Form W-2 or Form 1042-S*, may obtain a reissued form on or after February 10, 2006.

Electronic Form W-2 Reissues

Employees who did not consent to receive their Form W-2 electronically may still retrieve an electronic reissue of their Form W-2 after February 10, 2006. To retrieve this electronic reissue:

1. Go to the W-2 Access page of the Compensation tab in NESSIE.
2. Click on View Your W-2.
3. Log in using your Bluestem logon password.
4. Enter in your Personal Identification Number (PIN) or create one.
5. Click Continue.
6. Enter last 4 digits of SSN.
7. Click the OK button.
8. Click link to View & Print Your W-2.
9. Your Form W-2 will display on the screen.

You may print the form, e-mail it to yourself, or save your form to a hard disk, diskette or other memory device. You may also log off and retrieve it again later through the same process via NESSIE.

Reissues of Form 1042-S will not be available electronically.

Mailed Form W-2 or Form 1042-S Reissues

Employees who need a reissue of your Form W-2 or Form 1042-S to be mailed to them need to call the **JAT Reissue Call Center at (866) 923-6767** between the hours of 8:00 a.m. and 8:00 p.m. (Central Standard Time), Monday through Friday. If calling after hours, a voicemail system is available to leave a message. Messages will be retrieved and processed the next business day.

The employee will need to provide the following information:

- Social Security Number
- Password (birth date)
- Contact phone number in case the reissue is returned to vendor
- Mailing address

If an address change is required, a representative at JAT Call Center will change the address on the form and send the reissue to the correct address. This change of address will only be reflected on the reissued form. Employees should correct their address in NESSIE for future mailings.

*Some foreign national employees will receive a Form 1042-S instead of Form W-2. For more information on Form 1042-S, please see the IRS Web site.

E-Support for Payroll Customer Service

By Laura Barnett

Payroll Customer Service is pleased to offer employees and departments an additional method for requesting assistance with payroll related issues – **E-Support**.

Implemented by AITS, E-Support is a web-based application that works with the Clarify application used by the University of Illinois Help Desk. Unlike Clarify, E-Support is accessible online to all faculty, students and staff. This application is quick and easy to use, allows users to search for solutions on their own and helps them track their open issues.

The E-Support login screen presents you with two methods of access: Bluestem or Enterprise login. Both logins direct you to the E-Support portal under your ID. Your portal page displays any open cases submitted to the help desk. Even though you may never have used E-Support, you may have cases appear in this screen. If you placed a call to any of the university support organizations and a case was created in Clarify and remains open, it will appear in your E-Support portal.
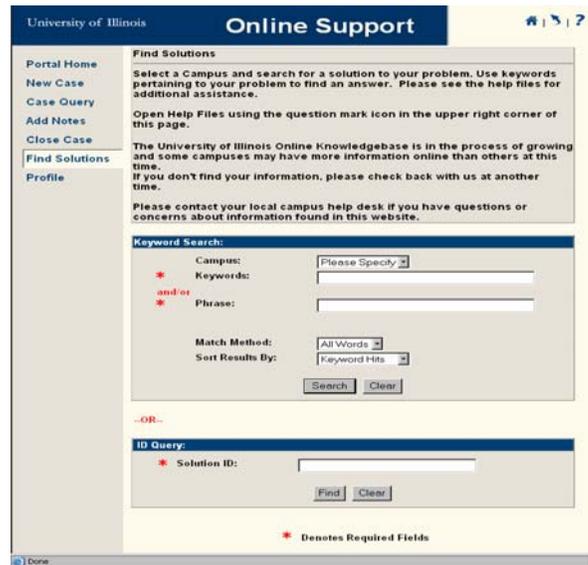
Searching for Solutions
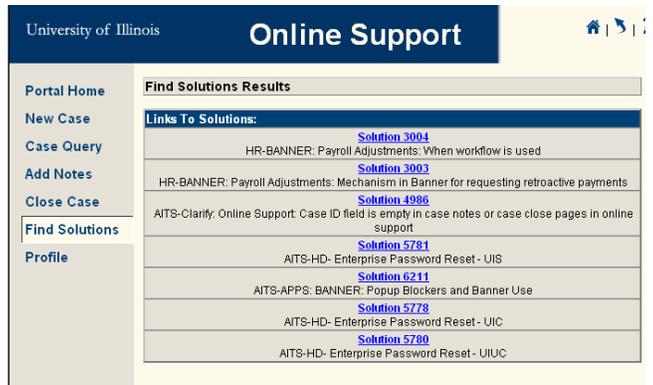To search for a solution to your current issue:
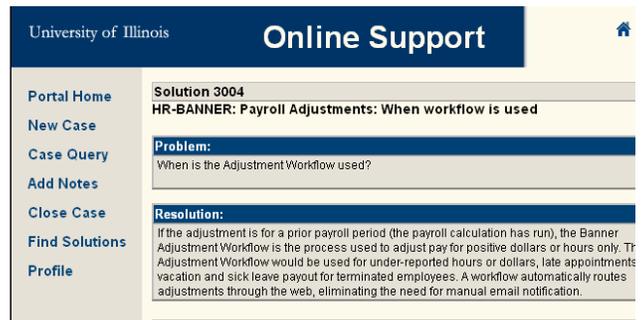1. Click on the **Start Here** button on the left of your portal page.
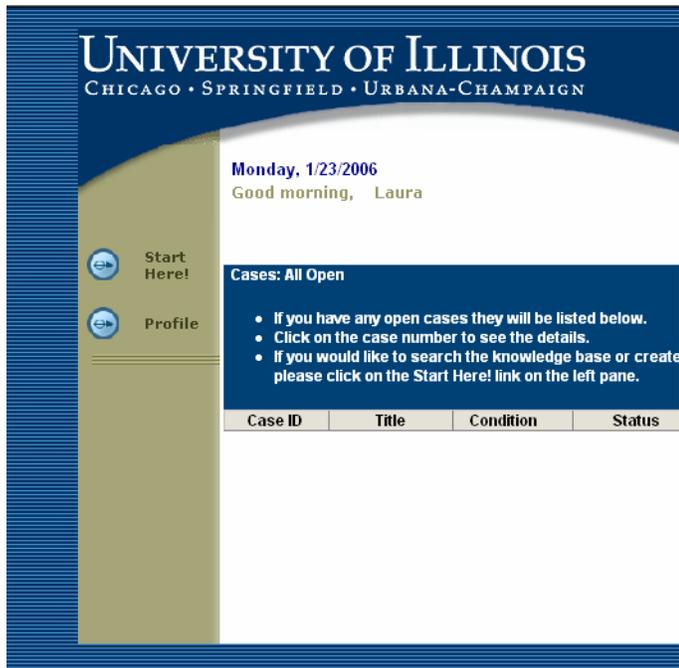
The Find Solutions page defaults.

2. Select **All** for the Campus from the drop down menu.
3. Enter a keyword or phrase and click on the Search button. Solutions containing your search criteria will be displayed in a table.

4. To review a solution, click the Solution number.

E-Support *(continued from page 2)*

Creating a New Case

1. From your home portal screen, click the Start Here button on the left.
2. Exit the defaulted Find Solutions page by clicking the New Case link that now appears on the left.
3. In the New Case Data Entry screen, select the Change Help Desk link to choose the recipient of this inquiry.

4. Choose University Payroll.

5. Click Submit.

6. Enter the Title – your issue or inquiry.

7. Choose the severity of the case from the drop down Severity menu.
8. Enter in the inquiry details into the notes section.
9. Click on the Create Case button. Your case will be displayed with the case number assigned.

After Case Creation

A case will be created and you will be directed to a summary screen for the case. The summary page lists notes in chronological order for easy review.

You will receive e-mail notification when:

- The case is created.
- The case is accepted by University Payroll.
- University Payroll updates the case.
- University Payroll closes the case.

More information on E-Support can be found at the CITES Online Support FAQ.

While University Payroll encourages the use of this new tool, E-Support will not replace the Payroll Inquiry email address or the Payroll Customer Service support numbers. Employees and departments may continue to email Payinq@uillinois.edu or call Payroll Customer Service at Urbana:(217) 265-6363,Chicago:(312) 996-7200 Springfield:(217) 206-7211.for assistance.

Individuals who are unable to log in to E-Support should contact the AITS Help Desk at (312) 996-4806 and (217) 333-3102 or email helpdesk2@uillinois.edu.

Current Quarter

Payroll Labs

With the rollout of Banner 7.2 in March 2006, University Payroll will offer payroll labs to assist users through this transition. Come prepared with questions and payroll transactions to be processed. Our first labs at UIC and UIUC are scheduled for March 6th and 13th. UIS payroll labs will be held on March 7th and March 14th. **Registration for the labs is required.** Please see the OBFS Training Registration to complete your registration and to view other offerings.

Banner 7.2 Demos

By Allison Bell

In March 2006, AITS will upgrade the UI-Integrate system to Banner version 7.2. In this new release, forms and menus have been changed to be more streamlined and easier to use. Changes in the Banner 7.2 HR-Pay module are mostly to navigation and the general look and feel of the system.

To help prepare HR-Pay end users for the change, HR Staff Development is offering "Banner 7.2 HR-Pay New Features Overview" sessions to explain navigation changes and changes specific to the Banner HR-Pay module.

Changes to the following Banner forms will be covered in this overview session:

- PPAIDEN
- PPAGENL
- PEAEMPL
- NBAJOBS
- NBAPBUD
- NOAEPAF
- NOAAPSM
- PZAADJT
- PEA1PAY

In addition, training materials will be updated to reflect the changes in the new version. These will be made available beginning in late February and through April. For a full calendar of activities and events, please see the HR Banner 7 upgrade page. To attend a session, visit the registration site.

Last Quarter

Customer Service Metrics

October – December 2005

	October	November	December
Total Activity	3,291	2,887	2,517
Pending Resolution	8	96	22
Closed	3,273	2,784	2,465

Total Activity represents the number of Clarify cases handled by Payroll Customer Service. Pending resolution refers to the number of cases still open out of those submitted at the end of each month. Closed are resolved issues.

Payroll Operations Metrics

During the last quarter, a total of **166** timesheets fell into an error status at Disposition 05 and had to be manually fixed by Payroll Operations. This error occurs when an employee's required statutory deductions are not active or do not exist during the pay period.

Adjustments Processed

October – December 2005

October	November	December
1,790	1,779	1,538

Electronic W-2 Consents

From November 3rd through January 18th, University of Illinois employees had the option of receiving an electronic W-2 by providing online consent through NESSIE. Those employees who chose to receive an electronic form instead of paper were able to retrieve their W-2 on January 11th. Over 15,000 University of Illinois employees took advantage of this opportunity.

Employees who consented for 2005, will automatically receive an electronic 2006 Form W-2 unless they withdraw their consent through the W-2 Consent link in NESSIE. Employees who did not provide consent for 2005 but would like to consent for 2006 may do so now by accessing the same W-2 Consent link.

Important Payroll Dates

Payroll Training Events
Now Open for Registration

UIUC

Payroll Overview
> February 20 – 9:00am to 12:00pm
> March 24 – 1:00pm to 4:00pm
> April 26 – 9:00am to 12:00 pm

Payments to Foreign Nationals Overview
> February 20 – 1:00pm to 4:00pm
> March 24 – 9:00am to 12:00pm
> April 26 – 1:00pm to 4:00pm

Payroll Adjustment Processing for Units, HRPPR120
> February 6 – 1:00pm to 4:30pm

Payroll Lab
> March 6 – 8:30am to 12:00pm; 1:00pm to 4:00pm
> March 13 – 8:30am to 12:00pm; 1:00pm to 4:00pm
> *Additional dates will be added as needed.*

UIC

Payroll Overview
> February 24 – 9:00am to 12:00pm
> March 27 – 1:00pm to 4pm
> April 25 – 9:00am to 12:00pm

Payments to Foreign Nationals Overview
> February 24 – 1:00pm to 4:00pm
> March 27 – 9:00am to 12:00pm
> April 25 – 1:00pm to 4:00pm

Payroll Adjustment Processing for Units, HRPPR120
> February 10 – 1:00pm to 4:30pm

Payroll Lab
> March 6 – 8:30am to 12:00pm; 1:00pm to 4:00pm
> March 13 – 8:30am to 12:00pm; 1:00pm to 4:00pm
> *Additional dates will be added as needed.*

UIS

Payroll Lab
> March 7 – 8:30am to 12:00pm
> March 14 – 8:30am to 12:00pm
> *Additional dates will be added as needed.*

For further information on the Payroll courses or to register for a class, please visit the OBFS Training Center.

Foreign National Mass Appointment Labs

The dates below are available for status review of new employees and for current employee renewals.

UIUC

> February 7 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 9 – 8:30am to 10:00am; 10:30am to 12:00pm
> February 14 – 8:30am to 10:00am; 10:30am to 12:00pm
> February 16 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 24 – 8:30am to 10:00am; 10:30am to 12:00pm
> February 28 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> March 3 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 7 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> March 14 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> March 21 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 19 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 30 – 1:30pm to 3:00pm; 3:30pm to 5:00pm

UIC

> February 6 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 9 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 17 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 21 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 23 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> February 28 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 2 – 1:30pm to 3:00pm; 3:30pm to 5:00pm
> March 10 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 17 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 22 – 8:30am to 10:00am; 10:30am to 12:00pm
> March 29 – 1:30pm to 3:00pm; 3:30pm to 5:00pm

Please refer to the registration site **for updates or changes to the Foreign National Mass Appointment Lab offerings.**

Payroll Calculation Deadlines

Pay Event		Calc date/ Time entry due	Pay Date
MN	**2**	**2/7/2006**	**2/16/2006**
BW	4	2/14/2006	2/22/2006
BW	5	2/28/2006	3/8/2006
MN	**3**	**3/7/2006**	**3/16/2006**
BW	6	3/14/2006	3/22/2006
BW	7	3/28/2006	4/5/2006
MN	**4**	**4/6/2006**	**4/14/2006**
BW	8	4/11/2006	4/19/2006
BW	9	4/25/2006	5/3/2006

Questions and Answers

Q: I think there is an error on my W-2. What do I need to do?

A: If you think there is an error on your form W-2 or have questions, you can verify that your reportable taxable gross and Medicare earnings are correct by accessing the Excel spreadsheet created by University Payroll titled Verification of Taxable Gross and Medicare Earnings on your W-2.

To use this spreadsheet, you will need to reference your final earnings statement issued to you for the calendar year 2005 and follow these steps:

- Enter the Year-to-Date (YTD) totals in the right column for each of the items listed on the earnings statement.
- Enter the Gross Pay YTD, Taxable Benefits and Excess Life YTD totals from the Summary section of the earnings statement.
- Enter any remaining YTD amounts listed within the Deduction Summary section of the earnings statement.
- The spreadsheet will automatically calculate the totals for you. The Medicare calculation will also automatically calculate based on the numbers entered above, and will only be applicable if you have Medicare deductions.
- If there is a discrepancy between the spreadsheet and your Form W-2, you should contact the University Payroll Service Center at Urbana:217-265-6363,Chicago: 312-996-7200,Springfield:217-206-7211.If needed, University Payroll will issue you a W-2C to be used for tax preparation.The W-2C and the original W-2 should be sent with your tax forms to the IRS.

You may access this and other tax information through the OBFS Payroll & Earnings Tax Information page.

Q: I noticed labor costs charged to Fund 300011 on my Labor Distribution Report. What does Fund 300011 represent and how did this occur?

A: When labor costs are charged against a closed fund or grant, the labor charges are moved to a payroll suspense fund (300011). Most often this occurs when a pay adjustment is done for a prior year and the state fund has closed. Occasionally, a terminated grant will result in charges being moved to the payroll suspense account. In both instances, the unit should perform a labor redistribution to the appropriate FOAP using PZAREDS. Units should regularly review the Labor Distribution Report to identify charges to the payroll suspense fund which need to be redistributed.

Q: I submitted an adjustment for an employee who was due a salary increase but was paid at the old rate. Payroll returned the adjustment to me because the job record shows only the old rate of pay. I already sent the PITR to HR. How do I get this employee paid?

A: Payroll can only pay the employee according to the salary information recorded in Banner, the system of record. The job records for the employee need to be updated to show the new job information including the new rate of pay. The Payroll Schedule found on the OBFS Payroll & Earnings Web site lists Human Resources due dates for PITRs (UIC and UIS) and HR Checklists (UIUC). If the PITR or HR Checklist is received by HR on or before the dates posted on the schedule, the job record should be updated appropriately for the corresponding pay period and the employee should receive the correct pay. If this did not occur and the employee did not receive the correct pay, submit an adjustment after the job records have been updated by HR. If your adjustment was returned to you because the job records have not been updated, resubmit the adjustment when HR has completed this task.