

UNIVERSITY PAYROLL & BENEFITS NEWSLETTER

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Highlights & Hot Topics

SSN/TCN Information for Foreign Nationals and Units Employing Foreign Nationals

By Deb Moreton and Melvin Fason

Foreign Nationals employed by the University of Illinois **must** apply for a Social Security Number (SSN) at the local Social Security Administration (SSA) Office in person. When submitting the application, they will need to present original proof of identity, the original immigration documents showing eligibility to work in the United States.

Foreign nationals must wait at least 10 days after entering the United States before applying for a card. Social Security Administration (SSA) must verify a foreign national's immigration status with the Department of Homeland Security (DHS). This typically takes 10 days after entry into the U.S. before the immigration status information is available to the SSA. Issuance of an SSN may take 2 to 4 weeks.

Since the SSN may not be available before the employment start-date, a Temporary Control Number (TCN) can be issued to a non resident alien employee to continue the hiring process prior to receiving his/her SSN.

As soon as the social security card has been received, the foreign national must come into the UPB Service Center with the original and a copy of the SSN Card. Payroll will then update the social security number in the system of record (Banner).

TCNs are issued to non resident alien employees at the Office of International Services on the Chicago and Springfield campuses. On the Urbana campus, TCNs are issued to non resident alien employees at the University Payroll and Benefits office.

- The following documentation is required to request a TCN:
 - Receipt of application for a SSN
 - Documentation from department indicating pending employment.

For more information on "How to get a Temporary Control Number (TCN)" go to www.obfs.uillinois.edu/payments-foreign-nationals.

If you have questions please contact University Payroll and Benefits Campus Customer Service Center.

Chicago

Marshfield Avenue Building
Room 106 (MC 547)
809 S. Marshfield Avenue
Chicago, IL 60612-7205
Phone: 312-996-7200
Fax: 312-996-1932

Walk-In Inquiries (M-F 9:00 a.m. to 4:30 p.m.)

Access to Specialist via Phone (M-F 9:00 a.m. to 4:30 p.m.) and Email Service

Urbana

Henry Administration Building 177 (MC 318)
506 S. Wright Street
Urbana, IL 61801
Phone: 217-265-6363
Fax: 217-244-1908

Walk-In Inquiries (M-F 9:00 a.m. to 4:00 p.m.)

Access to Specialist via Phone (M-F 9:00 a.m. to 4:30 p.m.) and Email Service

Springfield

HRB 18
One University Plaza
Springfield, IL 62703
Phone: 217-206-7211
Fax: 217-206-7010

Walk-In Inquiries (M-F 9:00 a.m. to 4:30 p.m.)

Access to Specialist via Phone (M-F 9:00 a.m. to 4:30 p.m.) and Email Service

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Benefits

Employees Returning From Leave

By Brenda Butts and Carole Devaney

Employees **who have returned to work** and whose coverage was either terminated due to non-payment of premium, or waived due to going on a leave of absence (full-time employees only) must have coverage reinstated the first day of the first full benefit period following the employee's physical return to work. For example, state insurance would be effective on September 1 for an academic employee returning to work on August 16. The same health and dental coverage that was in force prior to the termination or waiver will be reinstated. **Dependent coverage will not automatically be reinstated** upon the employee's return to work. The return to work is a qualifying change in status in which the employee has 60 days to request, in writing, the addition of dependent and/or optional life coverage. The requested coverage will be effective the date of the request or the date of the event, whichever is later.

In cases where coverage was terminated by CMS due to non-payment of premium, the State of Illinois will take action to recover unpaid premiums by an involuntary withholding, such as but not limited to, a State of Illinois income tax refund, involuntary payroll deductions or Illinois lottery wins.

Employees **who have returned to work after waiving coverage to become a dependent of their state-employed spouse** must have the same health and dental coverage that was in force prior to the waiver reinstated the date they physically return to work. **Upon request**, dependent and optional life coverage may be transferred back when the employee returns to work if the coverage was carried by the spouse during the Leave.

Employees who do not return to active status after the summer break period by September 1, will have their coverage automatically terminated. The maximum period for this leave is 3 months.

Foreign National Employees

In most cases, new foreign national employees should be coded as not-benefits eligible in the HRFE. They are informed of benefit eligibility based on the Substantial Presence Test (SPT) determination and the job.

An appointment for the SPT can be scheduled at <http://training.obfs.uillinois.edu/index.cfm?campus=F> or by contacting UPB customer service. Benefit eligibility is verified when Resident Alien status is updated in Banner. A valid employee social security number is required in order for insurance plans to receive membership information.

Foreign national employees are required to have health insurance coverage to maintain their visa status as part of their U of I agreement. Employees who are not eligible for the SURS are not eligible for State or University insurance benefits.

New hire Information

Letters sent to new employees regarding benefit enrollment procedures are often returned to UPB due to incorrect addresses. It would be very helpful if departments would remind their new hires to update mailing addresses in Nessie as soon as possible.



Student Insurance

DID YOU KNOW???

Since the summer semester started on May 14, 2011, Student Insurance customer service had:

- **968 walk-in's**
- **839 faxes**
- **608 e-mails**

The fall semester begins on August 21, 2011.

Student Insurance contact information:

Direct (217) 333-0165

E-mail at: www.si.illinois.edu or insure@illinois.edu



“Cool weather is just around the corner”

Customer Service Metrics

Customer Satisfaction

For every call and visit made to Payroll Customer Service, a case is created and tracked using Unicenter software. Below is a table showing the number of Payroll Customer Service cases closed monthly between January 2011 and March 2011.

	April	May	June
Cases Closed	1920	1712	1793

Payroll Operations Metrics

During the second quarter of 2011, 16 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.

Payroll Adjustments Processed

April 2011 – June 2011

April	May	June
3060	4000	5024





Payroll Training Events

UIUC

- **Adjustment Processing for Units**
Sept 7, 2011 – 9:00am to Noon,
Lab #11, 111 E. Green Street
- **Department Time Entry for Biweekly Employees**
Sept 22, 2011 – 9:00am to Noon,
Lab #11, 111 E. Green Street
- **Labor Redistribution**
Aug 9, 2011 – 9:00am to 10:30am,
Lab #11, 111 E. Green Street
- **One-Time Payments**
Aug 9, 2011 – 11:00am to 12:30pm,
Lab #11, 111 E. Green Street

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

UIC

No training scheduled.

UIS

No training scheduled.

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

Payroll Webinars - All Campuses

Below is the link for future Webinars
<http://training.obfs.uillinois.edu/index.cfm?campus=w>

Foreign National Mass Appointment Labs

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

UIUC

- Wednesday, August 3rd - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm
- Thursday, August 4th - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm
- Monday, August 8th - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm
- Monday, August 15th - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm
- Wednesday, August 24th - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm
- Monday, August 29th - All day**
9:00am – 10:30am, 11:00am – 12:30pm, 1:30pm – 3:00pm

September dates will be posted after Friday, August 12th

UIC

- Tuesday, August 2nd - All Day**
9:30am – 11:00 am, 11:30am – 1:00 pm, 2:00pm – 3:30 pm
- Thursday, August 18th - All Day**
9:30am – 11:00 am, 11:30am – 1:00 pm, 2:00pm – 3:30 pm
- Tuesday, August 23rd - All Day**
9:30am – 11:00 am, 11:30am – 1:00 pm, 2:00pm – 3:30 pm
- Thursday, August 25th - All Day**
9:30am – 11:00 am, 11:30am – 1:00 pm, 2:00pm – 3:30 pm
- Wednesday, August 31st - All Day**
9:30am – 11:00 am, 11:30am – 1:00 pm, 2:00pm – 3:30 pm

September dates will be posted after Friday, August 12th

Please refer to the [registration site](#) for updates or changes to the Foreign National Mass Appointment Lab offerings.

Questions & Answers

Q: Have deadlines been provided for when departments need to have paperwork submitted to Human resources to ensure that all transactions are included in the payroll calcs for the Fall Semester?

A: As we approach the new fall semester for 2011 it is pertinent that all necessary documentation is submitted to Human Resources in a timely manner in order to accurately compensate academic professionals and staff. Please refer to the 2011 Payroll Schedule regarding these important deadlines:

<http://www.obfs.uillinois.edu/cms/one.aspx?portalId=909965&pageId=919536>

If the deadlines are not met in a timely fashion, payroll adjustments will need to be submitted via PZAADJT and Workflow. Adjustments submitted via Workflow by noon Tuesday will pay the upcoming Friday. Adjustments submitted after the given deadline, will pay the following Friday. Please visit the OBFS (Office of Business and Financial Services) Website for more detailed information: <http://www.obfs.uillinois.edu/> Or you may contact the Payroll Customer Service Center at:

Chicago: 312/996-1922
Urbana: 217/265-6363
Springfield: 217/206-7211

E-mail address: payinq@uillinois.edu

Q: I want to process a payment request for a visitor entering from a country that participates in the Visitor Waiver Program (VWP) with a WB or WT and does not have an I-94 departure card. What do I do?

A: Effective 2010, U.S. Department of State implemented the ESTA program in which visitors under the VWP are not required to have an I-94 departure card. However, the visitor will have an entry stamp providing the date of entry to the U.S. and the immigration status of WB or WT. This must be provided with your payment request.

For more information about the ESTA program, click here: [Electronic System for Travel Authorization \(ESTA\)](#)

You may also visit: http://www.travel.state.gov/visa/temp/without/without_1990.html#vwp

Payroll Calculation Deadlines

Pay Event	Calc Date/Time Entry Due Date	Pay Date
BW 17	8/9/2011	8/17/2011
MN 8	8/8/2011	8/16/2011
BW 18	8/23/2011	8/31/2011
BW 19	9/7/2011	9/14/2011
MN 9	9/11/2011	9/16/2011
BW 20	9/20/2011	9/28/2011
BW 21	10/4/2011	10/12/2011
MN 10	10/9/2011	10/14/2011

Payroll calendar is available at:

<http://www.obfs.uillinois.edu/payroll/schedules/>



August