



Payroll - Frequently Asked Questions

ADP

Who do I contact to reset my ADP password?

Email request to payroll department at hsgdpayroll@hsgd.org.

How often should I login to ADP to keep me active as a user?

At least every two weeks.

Annual Leave

When will I receive annual/vacation leave after my resignation?

You will receive annual leave on the next paycheck following the last week of work. Permanent employees will need to submit a Personal Action (PA) Leave Form to be paid for vacation you have not used. The supervisor approval is required.

Benefits

Who do I contact if my benefit deduction is not correct?

Send an email to the Benefits Coordinator.

Database

Who do I contact to reset my HRIS or HSeIS password?

Email request to database department at dSupport@hsgd.org.

Cost of Living Allowance - COLA

Will I get a cost of living allowance after I have resigned or terminated employment with the agency?

No. Employee must be in paid status and employed with the agency to receive the cost of living allowance.

Doctor Appointments

Is there a time allowance for an employee to go to a doctor appointment?

Maximum 2 hours. If doctor appointment leave exceeds 2 hours, the system will instruct you to change doctor appointment hours to sick leave hours (for the entire amount of hours taken). The 2-hour doctor appointment can only be used two times in a one-month period. Please take into account time auto-deducted for lunch. Note: Time away from work taken to attend physical therapy will be counted against the employee's sick leave when the time away from work is in excess of two hours on any given day.

Direct Deposit

D1. How long does it take for direct deposit to be activated (or effective)?

Depending on your bank, it can take up to two pay periods following your receipt of a live pay check.

D2. I closed my bank account. When is it too late to delete my account information in ADP?

You can delete your banking information as soon as you close your account.

HRIS

Revision 3

HR1. What is HRIS?

HRIS (Human Resources Information System) is HSGD's in-house database that stores employee's personal employment data and timecards.

HR2. Who do I contact to reset my HRIS password?

Email request to database department at dSupport@hsgd.org.

HSeIS

HS1. What is HSeIS?

HSeIS (Head Start Electronic Information System) is HSGD's automated internal forms management and approval system.

HS2. Who do I contact to reset my HSeIS password?

Email request to database department at dSupport@hsgd.org.

Leave

L1. How do I submit a Leave Request?

Login to HRIS, click Request Leave; Select Leave Type; Enter start & end date of leave (the system calculates amount of leave taken); Save and Submit form. Attach supporting documentation (if applicable).

L2. What do I need to attach to my jury duty leave request?

The Jury Duty Summons is required with the Personnel Action Form (PA).

L3. Should I wait until I come back to work to submit the jury duty leave request?

No. Submit the request as soon as you get the summons to avoid missing the payroll cutoff deadline.

L4. What is needed to request leave under the Family Medical Leave Act (FMLA)?

The employee requesting the FMLA must have the doctor complete a Certification of Health Care Provider form that is appropriate for the type of reason for which FMLA is requested. The employee must also complete an FMLA form on HRIS. (The form can be found on HRIS and has a PA form attached). Supervisor or manager approval is required for FMLA PA form to be processed.

L5. Why do the hours on the Leave Request not appear on my time card?

PA form has not been approved by supervisor or is waiting to be approved by benefits department and payroll department.

L6. What do I need to do if I cannot take leave that I requested which has been approved?

If a Leave Request has been approved for a specific date, and later cannot be taken on that date, send an e-mail message to hsgdpayroll@hsgd.org stating to 'delete' the PA, and include the tracking number. You may request that the date be changed or submit a new request.

L7. How much time is allowed for a Bereavement Leave?

Paid Bereavement Leave of up to three days may be granted to an employee experiencing a death in the employee's immediate family after beginning employment with HSGD. Immediate family is defined as: spouse, son, daughter, stepchildren, son-in-law, daughter-in-law, father, mother, stepparents, mother-in-law, father-in-law, brother in law, sister in law, grandparents, grandchild, siblings, uncle, aunt, niece and nephew. Not included as immediate family members are god-father, god-daughter, god-children nor any type of relationship that is not listed above. Employees will be required to provide information to document the absence with date of death and date of service. If additional time is needed, employee may use sick days or personal leave days. Employees on probation are eligible for this leave.

L8. What if I need to be absent from work and I don't have any leave?

Login to HRIS to Request Leave Without Pay (LWOP)

L9. I'm taking Leave Without Pay before a holiday. Will I be paid for the holiday?

No. In order to be paid for a holiday, the employee must be in "paid status" the day before **and** the day after the holiday in order to be paid. Paid status includes personal, sick, annual, administrative leave, etc.

Overtime

O1. Do I have to get approval to work overtime? What do I need to do?

Yes, you must get pre-approval to work overtime from your supervisor. You should submit an overtime request form for approval via HSeIS.

O2. Why is my overtime not calculating?

In order to receive overtime, you must “work” over 40 hours. Sick, personal, annual, etc. is not included in the calculation.

O3. Can I be paid overtime for taking a short lunch?

No. You should speak to your supervisor to avoid unapproved overtime generated by taking short lunches.

Pay

P1. What do I need to do if I was not paid for the correct amount of hours?

Notify your supervisor and submit a Prior Pay Period Adjustment (PPPA) form via HSeIS.

P2. How do I submit a Prior Pay Period Adjustment (PPPA)?

Missing or Duplicate Punch Corrections

- a. The employee must submit a PPPA form; and attach the supporting payroll timesheet with the correct punches written on the timesheet and signed by employee and supervisor.
- b. Attach a copy of the Timecard with edits or correction with the Manager’s signature and date of signature, save and submit PPPA.

PA Leave Day not appearing on timesheet

- c. The employee must submit a Prior Pay Period Adjustment (PPPA) form; and attach the supporting payroll document. A Leave form must be submitted by using a date in a future pay period and a tracking number must be shown. Note - the actual date taken must be listed in the fields provided on the form in the comment section; the actual date will be corrected by Payroll once the form is received.

Payroll will process this additional information on the employee’s next pay check following complete approval of PPPA form by Payroll.

P3. When are pay increases effective?

The beginning of the next pay period following final approval.

P4. Who do I contact if my pay increase is not on my paycheck?

Send an email to the Human Resources Coordinator.

P5. Who do I contact if I am still being paid for a temporary assignment rate increase?

Send an email to your Supervisor so a PA can be completed informing HR to make the change.

P6. Will I be required to repay additional money I was paid while working in a temporary assignment when I am no longer working in the temporary assignment?

Yes. It is the responsibility of an employee and their supervisor to ensure that the employee is paid at the correct rate of pay when the temporary assignment ends.

Personal

PS1. After submitting my letter of resignation, can I use sick or personal leave during my resignation period?

Yes. Employees are allowed to take their remaining personal and sick days as needed during the resignation period pending approval of your supervisor.

PS2. I'm salaried. Can I submit a personal leave request for less than 8 hours?

No. Salaried employees are not allowed to take partial leave.

Resignation

After submitting my letter of resignation, can I use sick or personal leave during my resignation period?

R1. Yes. Employees are allowed to take their remaining personal and sick days as needed during the resignation period.

Sick

S1. After submitting my letter of resignation, can I use sick or personal leave during my resignation period?

Yes. Employees are allowed to take their remaining personal and sick days as needed during the resignation period.

S2. I'm salaried. Can I submit a sick leave request for less than 8 hours?

No. Salaried employees are not allowed to take partial leave.

Timecard

T1. How often should I review my timecard?

As a minimum by Thursday of each week and by Monday at 8 am of the payroll week to ensure all hours (worked, leave, training, etc.) are recorded.

T2. Can I change the type of fingerprint clock punch if I made a mistake?

Login to HRIS; select Timesheet; click on Detail; select Daily Time Card Log; click Edit; Make Correction to change the type of clock punch; click Finish.

T3. How do I get duplicate clock punches removed?

Send an email to hsgdpayroll@hsgd.org.

T4. Do I need to clock out when I leave one HSGD location to go to another?

No. This could result in missing time for which you will not be paid.

T5. How often do I need to add manual punches if I work offsite?

Login remotely to input your time daily. Contact database at dSupport@hsgd.org if you have any issues.

Training

TR1. What do I need to do to ensure that I get paid for time I spend in training?

Monitor your timecard daily. Ensure that you sign-in and out on training sign-in sheet. Send email to Staff Development prior to payroll Monday for missing training hours.

TR2. Should I clock in and clock out if I attend a training away from my work location?

An employee should not clock out when leaving your work location to attend training at another HSGD location. Review your timecard and contact Staff Development (if applicable) to determine if an edit is needed to document the time the employee left the training location.

Vacation

V1. When will I receive vacation/annual leave after my resignation?

You will receive annual leave on the next paycheck following the last week of work. Permanent employees will need to submit a Personal Action (PA) Leave Form to be paid for vacation you have not used. The supervisor approval is required.

W4

W4 1. How do I change my W4 tax withholdings?

Here are the steps to change your W4 in HRIS.

1. Log-in to HRIS
2. Click on "Online Form" Top mid-section of timesheet
3. Click on "W4 Data"
4. Complete your changes to your W4
5. Click "update"

Your signature will be applied to the W4 once you click update.