The **Controller’s Connection** provides important financial administration information to NYU administrators, faculty, researchers and employees. Our goal is to provide news and updates that affect day-to-day work with systems and processes administered by the Office of the Controller. **This edition of Controller’s Connection focuses on the Payroll Department.**

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**April 15, 2011**

**myTime Outages**
In the past few days we have experienced a spree of myTime system service interruptions. Payroll, ITS, and our vendor, Workforce, are working to identify the cause and resolution. However, the issue appears to be a connectivity problem within NYUHome. A fix should be in place soon. To receive further updates, please see below.

**myTime Outage Communications**
Given the system outages described above, the Payroll Team recommends subscription to the NYU IT Service Notifications. These email notifications report scheduled, unscheduled, and emergency maintenance for all academic, administrative and financial IT services. Click [here to subscribe to IT Service notifications or visit the ITS website: http://www.nyu.edu/its/status/notices/](http://www.nyu.edu/its/status/notices/)

**Local 810 Overtime Fix and Retroactive Payment**
A myTime configuration adjustment was completed this week in light of the Local 810 Collective Bargaining Agreement for overtime worked following a Holiday. As a result, the system will calculate this premium pay in accordance with the Local 810 Collective Bargaining Agreement going forward. In addition, employees who experienced a miscalculation prior to the configuration update will receive a retroactive payment on April 15, 2011. If employees who were affected by this issue have any questions regarding this adjustment, they should contact the Payroll Service Center (PSC) by email: [AskPayroll@nyu.edu](mailto:AskPayroll@nyu.edu) or phone, 212-443-8463 (3-TIME).

**FICA Fix and Refunds for FICA Exempt Students**
The issue that caused FICA Exempt students to be FICA withheld has been identified and a fix was implemented this week. As a result, these students will no longer have FICA withheld from their paycheck. In addition, payments are being processed for FICA tax withheld prior to the fix. Students who were affected by this issue received the retroactive payment on Tuesday, April 12th. If students have any questions regarding this adjustment, they should contact the Payroll Service Center (PSC) by email: [AskPayroll@nyu.edu](mailto:AskPayroll@nyu.edu) or phone, 212-443-8463 (3-TIME).
**myTime Approver Notification Messages**

A fix was implemented to restore the Approver Notification functionality last week. As a rule, myTime sends notifications for all active timesheets regardless of whether time has been recorded against them or not. If approvers do not approve all active timesheets, they will continue to receive reminders that there are timesheets to be approved.

**Actions for HROs/Approvers:**
- The most expeditious way to stop approval notices from generating is to approve all active timesheets, even those with no current hours recorded against them.
- The best approach for approvers to approve all active timesheets, including the ones with no time recorded, is to review all the timesheets and identify the employee timesheets in the current pay period that require approval.
- Once you have selected the employees and reviewed their timesheets for the current pay period, click on the Save Approvals button at the top of the screen.

**Please note:**
Amended timesheets from prior periods will only flow to the next payroll if you select them for approval. If you select the Approve All button, all timesheets across all pay periods will be approved. This is **not** the way you want to approve timesheets if you’re an approver of employees in multiple pay cycles.

**Double “N” Numbers**
Employees with two “N” numbers often have difficulty logging their time in myTime. The process to clear these errors is two-fold:

1. Removal of one “N” number in the ID registry and,
2. Work by the Payroll team to ensure myTime is brought up to date with the correct “N” number.

The correction process in Payroll has recently been finalized. The Payroll team is working through the open tickets for this situation. This situation will continue to occur until the root cause at ID generation is resolved.

**Actions for HROs/Approvers:**
If you identify a double “N” number situation, the starting point is to contact the ID Issues group (midissues@nyu.edu) to have the work done to determine which “N” number is valid going forward. If you have already done this, please communicate the valid number when reporting this issue to Payroll for resolution on the myTime side.

**Code 100/110 Employees Dropped from myTime Views**
Last week, Code 100 and 110 employees were dropped from the views of approvers. ITS has made a fix to rectify this situation. Please contact AskPayroll@nyu.edu if you continue to experience difficulties.

**The myTime “SUBMIT” Button**
As many of you may have noticed, the Submit button was removed for the Clerical/Technical population only. The Submit button still exists for all student populations. However, students do not have to actually click the submit button to get paid. With that in mind, if a student pre-populates their timesheet with hours, those hours will be paid out.
**Actions for HROs/Approvers:**
Review each student timesheet to ensure the student is getting paid for the hours actually worked.

**Known myTime Issues**

**Time Off Balances for new Appointments**
Time Off Balances are not automatically converting to new appointments. Employees contacting the PSC are being instructed to contact their HROs to complete a Request to Correct Time Off Balance form while the issue is being worked on.

**Tips and Tricks**

**Lowering your Wait Time**
As many of you are aware, the wait times on the PSC line continue to be longer than we would like. The PSC team has a standing “stand up” meeting for approximately 15 minutes each morning between 10 and 10:30. This allows the team to be brought up to speed on new issues and system changes, set priorities for the day based on staffing and other events and seeks to improve consistency of service to our customers.

**Actions for HROs/Approvers:**
Your wait time will be reduced if you call outside of the 10-10:30 window. As always, communicating via email at mailto:askpayroll@nyu.edu is an alternative.

**Reducing Duplicate Tickets**
To help the PSC manage the ticket volume and ensure we are addressing your issues in a more timely manner, it is important to understand how the NYU issue tracking system works with emails.

- First time communications sent to askpayroll@nyu.edu automatically create a ticket and a ticket number is assigned.
- Replying to the automatically generated email with the ticket number is the easiest way to ensure that your follow up questions are attached to the original ticket.
- If you send a new email to the askpayroll@nyu.edu address, a new ticket and ticket number is created.

**Actions for HROs/Approvers:**
Reply to existing tickets rather than writing a new email and always use the email confirmation with the ticket number when following-up on a ticket. Remove askpayroll@nyu.edu from the email addressee line if you see that a previous email has already been sent to askpayroll@nyu.edu and it is not part of the automatically generated confirmation chain.

**Distinguishing Tickets**
For those of you with many open tickets, it can be difficult to keep track of which incident number goes with which issue. The PSC staff is working to ensure their email communications back to you are as descriptive as possible working within the limitations of Remedy.

**Actions for HROs/Approvers:**
When you write to AskPayroll@nyu.edu, include information in the subject line that will be relevant to you. Examples include employee name, N number, Pass action number, etc.
iLearn Training

Don’t forget! All of the myTime training is available through iLearn! Login to NYUHome and click on the Work tab.

You can also login to the Work tab directly: http://www.nyu.edu/work

• Click on NYU iLearn Login and visit your Learning Plan.
• NYU myTime courses are in the FIN 220 – 225 series.

Those courses you are not enrolled in will appear in the Course Catalog. Courses you are enrolled in appear in your Learning Plan.