

# —SPS ALERT—

## SPS Alert 157: Timekeeping, Payroll and Benefits Updates:

*Release date: 7/8/2020*

### Important Dates Coming Up

**All Agencies:** Training Dates-**All In-Person Training Cancelled Until Further Notice**

- SPS-BEN-301A-Processing Employee Benefits in Workday for New ABCs Only. This process starts with the submission of the Security Form for ABC access.

### **SPMS ONLY:**

- SPS-POS-201, Processing Personnel Transactions in Workday for new HRCs.

Training Dates - We have modified the format of the POS 201 Processing Personnel Transactions in Workday training to virtual classroom setting. This will be a 2 day/half day training with one to two hours of lab work following the training.

Please note there is a waitlist for the training. Participants will be invited via email with instructions on how to register for one of the session dates listed below. If you do not receive an invite, rest assured that there will be additional dates as soon as they are available.

- July 21st and 22<sup>nd</sup>: 9am to 1pm (up to 2 hours of labwork afterwards)
- July 29th and 30<sup>th</sup>: 9am to 1pm (up to 2 hours of labwork afterwards)
- August 18th and 20<sup>th</sup>: 9am to 1pm (up to 2 hours of labwork afterwards)
- August 25<sup>h</sup> and 27<sup>th</sup>: 9am to 1pm (up to 2 hours of labwork afterwards)

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## For ALL Agencies:

### **IMPORTANT REMINDERS**

- **Employee: Mid-Year Election Change (COVID) Deadline - JULY 31<sup>st</sup> AT 3:00PM**

On May 28, 2020, the State of Maryland announced mid-year election changes eligible under IRS Notice 2020-29. **The**

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deadline for submitting this benefit event is **FRIDAY, JULY 31, 2020 AT 3:00PM.**

Mid-Year Election Change events will not be accepted after this deadline, including events that were started but not completed by the deadline.

ABCs should run the **SPS Benefit Open Election Events - Employees** report and contact employees with unsubmitted or incomplete benefit events. Remember to click on the **Notify Me Later** option, so large reports will not slow down the system for all users. For your convenience, the report includes the employee's email address to make contacting employees easy.

Additional instructions/tips for using this report:

- After running the report and exporting to Excel, filter on the **Benefit Event** column to identify "**Employee: Mid-Year Election Change (COVID)**"
- For these events, if the **Assigned To** column displays the employee name that means this event is sitting with the employee. If the event was returned to the employee by EBD you will see the reason reflected in the **Comments**
- If the **Assigned To** column displays EBD employee names that means the event is sitting with EBD for review. In some cases, the employee may have initiated the event and immediately selected Save for Later before getting to Change Elections; these events will not display the "Employee: Mid-Year Election Change (COVID)" name. These events are not as easily identifiable, but will appear at the end of the report with a **Benefit Event**= "Benefit Event:" and no further identification. You may need to open these events in SPS Worker History to see if they are an *Employee: Mid-Year Election Change (COVID)*. To limit the number of events you need to review, these events will never display with an ABC or EBD in the **Assigned To** column; they will only display the employee name.

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Employees should direct questions to ABCs; ABCs can direct

questions or concerns to [ebd.mail@maryland.gov](mailto:ebd.mail@maryland.gov)

- **Contact Information Changes**

As a reminder, how an employee changes their contact information in SPS depends on where the employee works:

- **SPMS** Employees make contact changes directly in SPS
- **CBPI** Employees contact their HR Office and the HR staff make the change directly in SPS
- **Benefits Only** Employees contact their HR Office and the HR staff follows their own HR System process to submit the change to SPS on the Delta File

Please make sure your employees are aware of how they can change important contact information that impacts SPS Benefits. This information may include: name changes, address changes, email address changes.

- **Contract Renewals**

Agencies should make sure that all contract renewals are processed in SPS on time without a break in service to ensure that contractual employees' benefits are not impacted. **Reminder:** employees without a current contract in SPS are not eligible for benefits; current benefits are cancelled when the renewal is delayed.

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## For BENEFITS ONLY Agencies:

- **ACA Schedule and Shell Record Schedule**

The new ACA and Delta File schedule has been posted on Shell Agency website (<https://dbm.maryland.gov/sps/Pages/BenefitsShell.aspx>) for the Benefit Only agencies.

- **REMINDER: Benefit Only Agency Employee Address Changes**

Benefit Only agencies must submit address changes via the Delta File (Shell Record File Process); employees should not contact EBD to update their address or contact

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information. **Please make your employees aware of your agency process.** This will reduce the number of address issues we have moving into the Open Enrollment period this Fall.

- **REMINDER: Benefit Only Agency Employee Login/Password Issues**

Benefit Only agency employees with a login/password issue should follow your agency process for resetting their password. **Please make your employees aware of your agency process.** This will enable a quicker resolution time to your employees.

## **For ALL SPMS Agencies:**

### **NEWS**

- **July 1<sup>st</sup> Compensation Events**

DBM has processed the compensation events that were due for July 1, 2020. Agencies may resume regular event processing. Please be aware of the following:

- Retro Reclasses may need additional steps if the position/employee had a compensation change effective July 1, 2020. Please refer to the Retro Reclass Job Aids on the SPS Help Center before starting a retro reclass event
- Report for compensation events may be run by agencies to see the July 1<sup>st</sup> events for their employees: ***SPMS Compensation Changes***
- Because July 1 was the start of the pay period, any compensation changes effective on that date will be for the entire pay period.

- **Issues with SPS Help Desk Calls**

Please remind your employees that the **SPS Help Desk** can be reached **via email** at [Shared.Services@maryland.gov](mailto:Shared.Services@maryland.gov). Employees may email us at this address and we will respond over the phone to assist them. We have received complaints from employees that have not been notified of this change.

Employees must include in the email: a call back number that we can reach them, and they will need to know their W# and the name of their agency. We handle requests from 7am to 5pm Monday-Friday.

Additionally, if your agency has a Help Desk for your

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employees, please also notify your employees of your specific procedures.

Remind new employees that the SPS Help Desk is for login and password issues for Workday and the Hub **only**. For any other questions related to timekeeping, changing contact information, etc., the agency support staff must be available for the employee. Your HR support staff may also direct employees to the SPS Help Center Job Aids.

Employees can use the **Forgot Password** process by setting up and managing their security questions—**BEFORE** they have a password issue. Here's the link to the Job Aid for Managing Security

Questions, [https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS\\_Help\\_Center/Employees/Update\\_Your\\_Password\\_Challenge\\_Questions.pdf](https://dbm.maryland.gov/sps/SPS%20Training%20Guides/SPS_Help_Center/Employees/Update_Your_Password_Challenge_Questions.pdf)

- **Quarterly SPS Role Audit**

On July 1<sup>st</sup> a report of your employee support roles was delivered to the Agency HR Director in their My Reports in Workday. This report must be downloaded and reviewed, and any changes/deletions must be submitted to [Shared.Services@maryland.gov](mailto:Shared.Services@maryland.gov) via the Security Form. Since this is a quarterly report, we ask each agency to notify us of their receipt of the report and the completion of the agency review. DBM keeps track of this information for the Legislative Auditors. The Agency receipt and completion of the review must be sent to the [Shared.Services@maryland.gov](mailto:Shared.Services@maryland.gov) email address with the Subject: Quarterly SPS Audit Review.

If your agency HR services are handled by DBM, your agency report is delivered to your HR Representative at DBM. If you have any questions about your agency support roles, please discuss with your assigned HR Representative at DBM.

- **PEP Rating Entry for Cycles ending June 30, 2020**

All PEP data must be entered into Workday by **July 31, 2020** to ensure accurate reporting of agency completion rates. Any questions can be directed to Sheryl Hagood at [sheryl.hagood@maryland.gov](mailto:sheryl.hagood@maryland.gov).

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