



## OneUSG Connect Update

July 19, 2019

Dear Faculty and Staff,

It has now been over four weeks since we went live with OneUSG Connect. We appreciate the patience and support each of you has demonstrated as we move through the implementation. As with any system implementation, there have been a few bumps in the road, but overall, things have gone well. Below are three key points.

### 1. Payrolls Successfully Processed

We have run our first two bi-weekly payrolls in OneUSG Connect, with the second one being issued today, and while there were a few hiccups such as missed punches, no time recorded and time coding errors, we are happy to report the majority of our bi-weekly employees were paid correctly. This first pay run also allowed us to identify opportunities for improvement such as:

- Creating and publishing [Time Reporting Guidelines](#), which includes guidance on mobile clocking.
- Creating and publishing a new AU specific [Personnel Action Deadline and Payroll Calendar](#), which provides key information such as ePAR and Time & Absence approval deadlines. (This is in addition to the OneUSG provided calendar but provides key dates unique to our university.)
- Sending weekly reminders to the non-exempt manager payroll email list to approve time and absence requests. If you would like to be added to this email list, please notify Crystal Hunt [crhunt@augusta.edu](mailto:crhunt@augusta.edu).

### 2. Time and Leave Request Approvals by Managers and Time Approvers

As we work to identify additional opportunities for improvement, we also ask that managers make sure they are approving timecards and absence requests by the posted deadlines for each pay period. As we have adjusted to the new timekeeping system, Payroll has approved requests that were pending in the system for time taken in the respective pay periods to ensure employees are paid appropriately. Payroll is allowing this “grace period” for managers to get used to approving time in the new system. Payroll will approve in this manner for one more pay period only, and beginning with the pay period that begins on Sunday, July 28, 2019, Payroll will no longer approve requests routing through the system so managers must approve timecards and absence requests by the posted deadline or employees may be underpaid. If an employee is underpaid, based on the new OneUSG procedures, we will be unable to process an off cycle paycheck until the following Friday.

### 3. Update on Communications and Known Issues

In an effort to keep key stakeholders informed of known issues, defects or informational items, we had been regularly conducting a WebEx/conference call for practitioners and Change Champions. Since the project is going smoothly, these calls will now only be held on an ad-hoc basis. The [Daily Status Call PowerPoint presentations](#) have been posted to the [Augusta University OneUSG](#) website under

[Communications](#) for your review.

- One known issue of note is an overage in leave accruals for biweekly employees. During the conversion to OneUSG Connect, AU biweekly employees were granted a June accrual for Sick and Vacation balances from Augusta University and a duplicate accrual from OneUSG. **This has been corrected.** An adjustment was made to all impacted employee balances to correct the duplicate accrual in the pay period ending July 13, 2019.

We are very proud of our teams and we thank all of you for the engagement you have shown as a campus. This project has been a heavy lift for many, and we could not have achieved success thus far without your partnership and support. We continue to partner with the OneUSG Connect team to resolve all issues and assist with campus questions and concerns. Should you need assistance or have questions or concerns, you may contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) or call 877-251-2644.



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