TO: Department Heads and Payroll Representatives

FROM: Saundra Hester, Director
Corporate Payroll Services

SUBJECT: Important Payroll Reminders

DATE: March 1, 2022

Corporate Payroll Services would like to remind departments about key information that will assist in their on-going processes as it relates to payroll operations. The below listing along with more detailed information can be found on the Payroll website located at https://finance.duke.edu/payroll.

- https://finance.duke.edu/payroll/schedules
  Link to the payroll calendars/deadlines for biweekly, monthly and non-compensatory payrolls.

- https://finance.duke.edu/payroll/replist
  Link to the Payroll website that provides information on the role of the Department Payroll Representative. The page includes the form that is used to update contact information for a Departmental Payroll Representative or a Department Head. This form may also be used to establish a new organizational key or change the department name associated with an existing organizational key. Reporting the most up-to-date contact and department information will ensure all necessary correspondence being sent by Corporate Payroll will be received timely by the unit.

- New Non-exempt (Biweekly) Hire Time Cards
  All late new hires that do not have an electronic or API time card should submit a biweekly paper time card for the pay period by the scheduled deadline.

- Non-exempt (Biweekly) Time Card Approvals
  Departments should be approving all time for their corresponding employees by the scheduled deadline (Tuesdays at 10am unless there is a schedule change due to a holiday).

  For those using the API Time and Attendance system, non-exempt (biweekly) time cards can also be approved using a mobile device via the Symplr Workforce App.

  For those using electronic time cards through Duke@Work, time cards can be approved via the DukeMobile App.

  If at all possible, departments should have backup approvers that have the ability to approve timecards in the absence of the primary approver. Instructions are available for setting backup approvers for time reporting via Duke@Work. For API, complete the Time and Attendance Permission Form found on the payroll forms page to add approvers.

- Payroll Reports
  The following reports will assist departments in validating their payroll in various stages:
    - ***Unapproved Timecard Report*** (API and Duke@Work) – provides a listing of all employees that have a timecard with an unapproved status.
        - Payroll recommends running this report after 8am on Monday to identify all unapproved timecards in your department. Managers should run the report again before system lockdown which begins at 10am Tuesday to address any last-minute non-approvals. Any outstanding unapproved timecards identified after 10am on Tuesday will need to have a paper timecard submitted to Corporate Payroll by 3pm to ensure the employee is paid timely.

NOTE: Federal and State laws regulate the frequency for paying employees and ensure employers pay employees for all hours worked according to the pay frequency identified. Duke University and Duke Health System's Code of Conduct sets the expectation that all members of the Duke community comply with applicable laws, regulations, and institutional policies. With this in mind, managers should make every attempt to review and approve all non-exempt timecards by the scheduled deadline (typically Tuesday at 10am) to ensure non-exempt employees are paid timely and accurately.

- ***Timecard Summary Report*** (Duke@Work) – This report verifies employee time entry by providing a summary of primary and secondary time by employee for the period. It is recommended to run this report on the Monday afternoon prior to pay date.

- ***Inactive Employees with Hours Report*** (API) - Provides a listing of employees that have termed or are in a leave without pay status. This report will alert departments when they have employees in an unpaid leave status but have hours submitted to be paid in API. Departments have an opportunity to return employees from an unpaid leave status to a paid status; allowing the system to pay all hours being reported in API as applicable.

- ***Employees Without Approving Supervisors*** (API) – Identifies all cost centers with no assigned supervisor to approve time cards. This report can be run the week prior to biweekly time card lockdowns.

- ***ZHGrossPay*** (SAP) - Provides the gross breakdown of each non-exempt (biweekly) employee's pay. Departments can confirm underpayments, overpayments and missing wages prior to the scheduled pay date. Payroll recommends running this report on the Monday prior to pay date. Instructions for running this report are available here.

➢ Off-cycle Checks

Corporate Payroll will run an off-cycle process once per week to correct errors identified with previous pay periods. All off-cycle requests with supporting documentation received by close of business each Friday will be processed the following week and available for pickup on Friday morning of the same week.

➢ Paper Checks – Frequently Asked Questions

Where was my check mailed?

All paper checks are mailed to the home address on record in SAP.

How do I request a replacement check?

Department can submit a request for a stop payment on the original check which will automatically lead to a reissue of the payment unless noted otherwise. All requests must be initiated by the designated Department Payroll Representative, Business Manager, or HR Manager by calling Duke Corporate Payroll at 919-684-2642.

Why are checks held at the Payroll office?

If a foreign national does not provide a valid SSN or ITIN within 60 days of date of hire, the individual's check will be held in the Corporate Payroll office until a valid SSN or ITIN is provided. Documents can be submitted by uploading to the Payroll Strongbox or dropping them off in person.

➢ Non-compensatory Recipient Direct Deposit

Prior issues relating to non-compensatory direct deposits have been resolved!! Departments should direct all student recipients to the Duke HUB to set up or change their direct deposit information. The Duke HUB will be the system of record so students will need to ensure what's currently in the HUB reflects where they want their payments deposited. Changes made to the student's direct deposit information in the HUB will overwrite existing information in SAP. This change will trigger a prenotification with the bank, which may result in the student receiving a paper check for the subsequent pay period.

NOTE: Non-compensatory offcycle payments will continue to be paid via paper check until further notice.

- Direct Deposit Prenotification
  Corporate Payroll utilizes a prenotification process to validate all new and changed bank account information. Employees should allow up to 2 pay periods before their check is direct deposited into their new account.

- Terminated Employees
  If an employee is terminated and then rehired, the employee will need to complete the Onboarding step in SuccessFactors and re-enter all information including their account for direct deposit. If the direct deposit step is skipped during Onboarding, the employee can set up direct deposit in Duke@Work once the rehire is complete.

- Terminated in Error
  If a department terminates an employee from Duke when they are transferring to another Duke department, it is considered a "termination in error." For these scenarios, the department will need to contact Corporate Payroll at 919-684-2642 to receive instructions on submitting a paper Hire form to Corporate Payroll for processing. Please note, the previously established direct deposit and tax information will remain the same.

- iForms Processing
  All iForms received in Corporate Payroll by the deadline posted on the payroll website under "Pay Schedules" (exempt and non-exempt (biweekly) will be processed in the corresponding payroll period. Payroll will do their best to process all documents that come into the office in a timely manner however, there is no guarantee that iForms received after the deadline will be processed for the current pay period.

- Payroll Area Transfers

  Transfers between payroll areas (biweekly to monthly or monthly to biweekly) introduce complexities in the transfer process. Corporate Payroll processes transfers considering the following:
  - Effective date of the transfer iForm (when is the employee switching to new payroll area)
  - Payroll area (Biweekly vs Monthly)
  - Pay dates of old and new payroll areas in comparison to when Corporate Payroll Services is running each payroll.

  Due to these factors, there could be a delay in processing the payroll area transfer. If the transfer is not complete by the payroll schedule deadline for "All Types of iForms", the department can contact Corporate Payroll to inquire about the payroll area transfer status.

- State Withholding Forms
  Employees working in an approved Duke registered state who do not want North Carolina state taxes withheld from their payments, should submit the corresponding state withholding paper form to Corporate Payroll Services by uploading to the Payroll Strongbox. Corporate Payroll will manually key this form.

  NOTE: Work address and home address must be the same state

- Tax Document Requests
  Online W-2 forms are available to active employees only via Duke@Work. If you are no longer active, your W-2 was mailed on January 31, 2022 to the home address on file in SAP.
  Inactive employees can request a copy of their current and prior year tax statement by completing the **Tax Document Request** form located at

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fresources.finance.duke.edu%2Fresources%2Fforms%2FTaxDocReqEmployee2021.xlsx&wdOrigin=BROWSELINK.

All IRS Forms 1099 (issued from Corporate Payroll for non-compensatory payments) and 1042-S (non-resident alien tax document) were mailed to the employee's home address on file. Individuals requesting a copy should complete the Tax Document Request form and submit to Corporate Payroll for processing.

Additional information related to Year-End Tax Statements can be found at https://finance.duke.edu/payroll/tax/yearend.

- Submitting Payment File Loads for Monthly and Biweekly Employees to Corporate Payroll
  Instructions for departments that are requesting to pay additional earnings to employees via a file load process can be found at https://finance.duke.edu/payroll/policies.

- Payroll Strongbox
  To eliminate the need to drop off sensitive documents physically at the Corporate Payroll office or send via U.S. or Campus mail, employees and departments can upload and submit documents to the Payroll Strongbox at https://strongbox.oit.duke.edu/strongbox/uploader/DUKE%20SSN%20COMPLIANCE/134611658066.

  Some examples of sensitive documents include:
  - Social Security card copy
  - Direct Deposit form
  - State Tax Withholding forms
  - Permanent Resident Card (Green Card) copy
  - Individual Tax Identification Number (ITIN) copy

- Payroll Training
  The Office of Education for Research Administration and Finance provides a variety of virtual, instructor-led and on-demand training in support of Corporate Payroll. Training is available to Department Payroll Representatives and other department staff who work with payroll transaction. Training can be found on the Corporate Payroll website. For training related questions, email ResearchFinanceEd@duke.edu.