Progress in Opening Up Channels of Communication

- Regularly scheduled open forums now held.
- Some small group working sessions underway (e.g., ePAF development).
- Multiple fixes now in place and others in process (see attached update from Beth Jones, Associate Vice President for Finance and Administration)

Subcommittee recommends recognition, with gratitude, of those on the implementation team who have worked so hard to smooth the transition

Reported Issues and Ongoing Concerns

- Payroll errors attributable to ADP remain pervasive. One college (Arts and Sciences) reports 631 employees (faculty, staff, and students) with such errors in the November 2009 pay period alone, and financial officers and accountants for the college indicate that “January is no better.” Instead, they are “informed of increasingly wrong payroll in the months of December and January.” Root of errors is coding of employees with multiple speedtypes. Non-payments, underpayments, and overpayments in that college have reportedly quadrupled when compared to January 2009.

Examples:
- ADP is reportedly at fault for failing to correctly process a payroll adjustment to a grant-funded faculty member in Political Science during her partial leave in Fall 2009, resulting in incremental overpayments over that semester totaling $6,367. The faculty member is now being asked in February to issue repayment.

- ADP unable to discriminate between two employees who happened to have the same name, despite presence of employee social security number on the requisite pay form. The wrong employee was paid on 12/15/09, and the correct employee was not paid until 1/29/10.

- Payroll errors compounded by furloughs. One college reports on January 15, 2010 no fewer than 44 furlough-related payment errors from September 2009 still unresolved.

- Faculty member in Psychology overpaid in November 2009. Remedy at that time was to schedule funds to be taken out of January pay. Instead, faculty member subsequently overpaid in December and January. Faculty member now owes $1,800.

- Employee in Chemistry underpaid by $980, with only one of three paychecks in 2010 being correct. Employee estimates number of hours spent trying to resolve personal pay issues in the “high 20’s.” Staff in Chemistry, currently in the middle of planning a department-wide move, report that they have neither the time nor the staff to manually check time sheets submitted to date against ADP payroll.

- PSHR/ADP FTE conversion errors – a faculty member coded as ¾ time in PSHR converted incorrectly into ADP as full-time and was subsequently charged 8 hours of furlough instead of 6 hours. Problem identified at the college level and corrected by HR on 2/10/10.
- **Processing Delays.** Example: All Geosciences GTAs (19 students) overpaid in September 2009. All graduate students provided refund checks by October 2009. Receipt of overpayments not acknowledged until January 2010, and no credits returned to department budget as of February 10.

  - Four PAFs (two for post-doctoral associates and two for senior research scientists) from Psychology hand-delivered on 11/11/09 but not processed until 1/28/2010.

  - PAF for visiting faculty member increasing salary from ¾ time to full-time submitted to HR on 11/5/2009, but not yet processed as of 2/11/10.

- **Inefficiencies.** ADP is blamed for issuing W2 forms with incorrect taxpayer IDs. The error resulted in the need to reprint and re-mail W2 forms to university employees. Separately, it is reported that ADP cannot produce a list of full-time university staff.

- **System Reportedly Cannot Handle Multiple Speedtypes.** Users report continuing problems with student assistant and temporary time entries. Complexities exist in reporting hours with funding sources that cross departments and units. Many areas remain reliant on paper timesheets to ensure correct payment distribution. An open forum and retraining sessions were promised on this topic in January, but they seem to have been delayed.

- **Difficulties in Prior Period Adjustments.** College staff report continuing access issues with ADP’s PPGRA system. In addition to not being able to change past entries when the need arises, staff have not been able to access hire and payroll report information or input pay for anyone in another college, and this severely curtails their ability to research and resolve pay issues. Staff report delays after submitting requests for help from Shared Services to resolve the access issues blocking entry into PPGRA. Such delays exceed some of the markers College staffs were given for turnaround of solutions from Shared Services. Without prompt resolutions, new entries for graduate assistant January pay were in jeopardy, and personnel were also unable to address corrections to errors made during the Fall semester.

- **Impact for Research and Sponsored Programs.**
  - Drawdown of federal funds and invoicing other sponsors for reimbursement are presently very risky because of the possibility that some payroll expenses are overstated and others understated because of delays in processing payroll adjustments. Staff report they cannot trust the accuracy of the source data.

  - There are currently 234 open sponsored projects with end dates of January 31, 2010 or prior. There are concerns that we may not be able to get full reimbursement from sponsors for those projects that already ended, due to payroll charges not appearing on the project accounts. The research office typically has 30 to 45 days after termination to submit final invoices, and given the number of projects that ended December 31 or prior, they may end up with a significant amount of unreimbursed costs.

  - Financial reports generally require certification of the accuracy of the information in the report. Normally the research office will coordinate final reports with the PI and department administrator because they would have documentation of payroll expenses that should be charged to a project, but presently all expenses included in financial reports are not reflected in the financial system at the time of submission. This could lead to numerous audit findings. Because of such problems, there is a crucial need to review each invoice and financial report that has been submitted to sponsors to ensure accuracy or make corrections, once payroll adjustments are posted to project accounts. This represents a tremendous cost to the University in terms of man hours that must be devoted to this effort at the Research Financial
Checks and Balances. Concerns regarding checks and balances in ADP payroll continue. College staff report occurrences where payments have been made in excess of 80 hours (up to 160 hours in one case) and EFTs are not being cross-checked to ensure monthly payroll distribution amounts are whole and correct. The EFT matter may have to do with the complexity of furloughs. Checks should be automated and not rely so heavily on after-the-fact review by unit-level staff.

Oversight and Organizational Structure. There is uncertainty about the extent of HR oversight on timesheet and timecard submissions. Staff members wonder how many are being approved and paid without actual supervisory approval.

PERS. Effort reports not rolled out for Summer/Fall yet due to source data issues with ADP. Delays could produce vulnerabilities for next year's audit.

Overarching Concerns

The number and variety of known problems (and those yet to be discovered) have the potential for a domino effect into FY11, compounding other likely budgetary constraints.

Morale continues to diminish and needs to be revived. The onus is being placed on unit-level business managers and college staffs to identify ADP problems, bring them to the attention of those who can design fixes, and then follow-up to ensure timely resolution. This constitutes an inefficient placement of burden. ADP users voice for a clear desire to see automated checks and balances within the system.

Uncertainty about organizational responsibility. Until automated checks are in place, ADP users request increased clarity about whom to go for in the event of particular problems.

Inability to conduct accurate expenditure reviews. College staffs worry about the potential for present data inaccuracies to snowball disastrously at fiscal year-end close.

Requests and Recommendations.

1. **Project Map and Timeline.** The subcommittee renews its request of the implementation team that College financial, HR, and administrative personnel be provided with an estimated timeline for resolution of all known problems with the system.

2. **Shift from Open Forums to Small, Targeted Working Groups.** While the initial open forum meetings were successful in reducing the finger-pointing and helped refocus attention on devising fixes, some Staff Council members and HR representatives who attended the latter sessions report that they did not take away much that could assist them in trying to move forward with ADP. Therefore, the subcommittee recommends that a series of smaller working groups replace the open forums. The working groups should focus on areas of specific concern, e.g., sponsored research, eTIME issues related to student assistants, access issues for unit administrators, and the like.

3. **Increase User-End Access to ADP Programmers.** Those persons throughout the University who have struggled so significantly with ADP have frequently complained that they have little direct opportunity to express both concerns and ideas with ADP personnel about how to better tailor the systems to GSU’s needs. The subcommittee renews its recommendation that ADP programmers be asked to participate in select working group sessions with faculty and staff as an expectation of GSU’s continued partnership
with them.
Update on Issues from Senate report for ADP/GSU Project
Beth Jones
February 10, 2010

- Open Forum to discuss ADP issues: An open forum to discuss ADP issues and concerns has been ongoing on a weekly basis since the week of November 10, 2010.

- GL and Furlough split distribution
  
  Interface between ADP and Financial is complete

  Payrolls posting is up to date for the payrolls in January. The bi-weekly payrolls have posted. There are errors in the monthly payroll posting to GL for January and the colleges/units with errors have been notified. We will post January as soon as the errors are corrected.

  Furlough distribution program is complete and in production
  
  - Going forward, the distribution of payroll data will occur
  
  - Furlough information for September is complete and is being used to evaluate a template provided by ADP that may assist with the input of remaining months
  
  - Pending the outcome of the use of the ADP template, furlough distribution information for October, November, and December should be in by March 15, 2010.

- ePAF on ADP: The ePAF is in the testing phase with implementation and a campus rollout scheduled beginning in March. Training began for phase 3 of the testing on yesterday.
  
  - There is testing in the early stages of the automatic update program
  
  - The notification program is 80%
  
  - The print program validation is 90%.

- Foreign Nationals: The testing is should be complete by 2/19/2010. They are getting paid, but are having taxes taken out based on how much they are paid and not on treaty agreements. The foreign national exemption is usually for part of the salary and not the entire salary. We may do refunds if necessary.

- PERS: This is the interface between ADP and Maximus (effort reporting system). The testing should be complete this week. As a work around so that we could get the effort certified for summer 2009, we created a file from ADP and uploaded to Maximus. The automated programs should be in place for fall 2009 review the middle of March.
o Overpayments: We have built and run a report to try and find overpayment problems. This is an ongoing effort.

o Etime training: An outcome of the open forum was that more training on eTIME was needed. Also as a result of the questions received at the open forum, we have a dialogue going with ADP and Shared Services about the critical issues we need to resolve.

o ADP Reporter Training: Classes for ADP reporter were provided on October 26 and November 10, 2009

o Prior Period adjustments: Budget and Planning is handling the prior period adjustments. Adjustments that were submitted to Budget & Planning by January 31, 2010 with complete documentation should be updated by March 1, 2010.

o Federal Work Study: We had a meeting with Federal Work Study last week. The program is being validated and changes submitted to ADP for resolution.

o Updating of speedtypes: The interface from the Financial System to ADP is complete. ADP has updated information each day.

o Benefits and Open Enrollment: Open enrollment is complete. The Benefits Office is now offering a Benefit’s Orientation every Wednesday for new employees. This will help new employees to understand their benefits and educate them to sign up for ADP, review their benefits, and how to look up their pay stub.

o PAF scanning: We have an agreement with a ScanAmerica so that we can make the completed paper PAF’s available for viewing to users over the web via a secure network for Georgia State users.

o Federal Stimulus: The federal stimulus adjustments for July and August ($10.9 million) have been updated in ADP and in the Spectrum+ system. The adjustments to the October and November ($5.6 million) payrolls will be completed once the furlough splits for those months have been corrected. These October and November adjustments will affect selected departments in Arts & Sciences, Education, IS&T, Finance & Administration and the Provost units. Budget & Planning has coordinated with the appropriate administrative officers in these units to identify & move salaries so as to minimize the impact to the University community.
Reporting from ADP: We are working with IS&T to get access to what is called the R database so that GSU can write programs against the data. This will be day old data.