

**From:** Colleen Crooker [mailto:cc297@columbia.edu]  
**Sent:** Tuesday, October 12, 2004 5:54 PM  
**To:** 'DAList@columbia.edu'  
**Cc:** Lynne Gere  
**Subject:** PAC Implementation Update

To: Distribution List

From: Colleen Crooker, Vice President for Human Resources  
Gail Hoffman, Interim Treasurer and Controller

Dear Colleagues,

With the successful launch last Monday of People@Columbia, Columbia's implementation of the PeopleSoft Human Resources Management System (HRMS), the HR, Benefits and Payroll operations are now underway with new technology, some new processes and, for some, a new location. As Lynne Gere and the PeopleSoft team have explained, we are now in a "Stabilization Period," which our peers' experience tells us is an approximately three-month period during which we work out any system kinks, catch any oversights or errors that might occur, and work closely with system users to build their confidence and knowledge in working with the system. While the People@Columbia team will continue to be in close communication with all of you, we decided it would also be helpful to have regular communication from us on those Stabilization Period issues that involve HR, Benefits and Payroll operations.

First, we are happy to report that the first week of operations of the PeopleSoft HRMS was quite successful. We went live on Monday morning, October 4, and immediately began working on the first payroll for weekly and bi-weekly employees, which had a deadline of Tuesday evening per the new payroll schedule. We experienced some problems and worked through the weekend to correct many of those issues (e.g., weekly overtime, work/study hires). Once again, we have a Tuesday evening deadline for weekly workers. We are also processing an off-cycle payroll for faculty, staff and students who were not processed in the September 30 payroll, with the goal of completing most of the processing by Friday, October 15.

We are currently managing an extraordinarily large volume of backlogged transactions and ask for your patience and assistance as we work through it. As you know, this time of year is the highest in hiring activity; in addition, due to the conversion, our deadline for the September payroll was earlier than usual and we were of a couple of days between systems. Since last week, we have been feverishly working to enter transactions into the system. Staff worked over this past weekend, and we will be working long hours this week. We know that a significant number of calls to the HRPC Help Desk are from people who want to know the status of paperwork that has been submitted. We ask for your patience on this item, as we will be able to better report on transactions later this week.

Moving forward, we ask for your assistance in several ways.

First, we ask everyone to file Time Worked for employees through FFE and not to submit paper ZTs to Payroll OR the HRPC. We continue to receive a significant amount of paper ZTs, and this unexpected data entry stretches our staff extremely thin, taking them away from resolving issues coming through the HRPC Help Desk. If anyone needs training on how to enter time through FFE, please contact us. We also ask that you make sure that records you submit for entry are complete. In the old systems, missing data fields did not prevent a transaction from being finalized. In the People@Columbia HRMS, empty data fields can prevent transactions from being finalized, greatly increasing the amount of time they take and delaying their processing. Finally, we want to remind everyone that in the People@Columbia HRMS, we are able to enter transactions from paperwork as we receive it-as opposed to the batch processing that was required by the old legacy systems.

We therefore encourage everyone to send in paperwork as it is completed and not to wait until batches of paperwork have collected before they are sent along.

Some staff have reported confusion on location, phone numbers and mailing protocols for the HRIS, HRPC and Payroll departments. Please note the following contact information:

- Documentation previously sent to the ETC! and to Payroll (e.g., PAFs) should now be sent through campus mail
  - to: Columbia University, Human Resources Process Center, 330 5th Avenue, 11th Floor, University Mail Code 3202, New York, NY 10001.
- Any paperwork that was sent for approval to your DA, your HR manager, OFA, the CUMC HR office, or HROS should continue to be sent to those people and offices
- Payroll Operations and Payroll Accounting are now located at 330 5th Avenue. All staff have forwarding messages on their old phone numbers.
- All necessary HR & Payroll fax numbers have been forwarded to 330 5th Avenue, so you can continue to use them. This includes our university employment verification number, though there is a new number for this purpose, too:
  - (212) 851-2817.
- Benefits staff continue to be located at 1901 Interchurch and remain at their phone extensions.
- The telephone number for the HRPC Help Desk is
  - (212) 851-2888; the e-mail address is [hrpc@columbia.edu](mailto:hrpc@columbia.edu).
  - To expedite resolution, please include the details of your issue. Your issues are triaged to HRPC, Payroll, Benefits, and People@Columbia management and staff who monitor, research and resolve issues in the Help Desk log.

Thank you for all your assistance so far. Please continue to be in close contact with us about any issues, concerns or problems that arise. We will continue these communications on a frequent basis.

Best Wishes,  
Colleen Crooker & Gail Hoffman

cc: Lynne G.