

From: Colleen Crooker [mailto:cc297@columbia.edu]
Sent: Friday, October 15, 2004 3:45 PM
To: 'DAList@columbia.edu'
Subject: PAC Implementation Update II

Dear Colleagues:

As we mentioned in our previous email, this week we ran an off-cycle payroll for officers who were not processed in the September 30 payroll.

We processed approximately 600 transactions and those paychecks or pay advice statements have already been distributed. We will be running yet another off-cycle payroll over the weekend to complete another 185 transactions, and paychecks/pay advice statements from that payroll will be distributed on Monday. Please direct any inquiries on this payroll run to the HRPC Help Desk.

By Monday, which will mark two weeks since we have gone live with the new People@Columbia system, we will have run 5 payrolls, 3 of which were off-cycle payrolls. Since going live, we have hired or rehired nearly 2,000 faculty, staff and students and processed almost 3,000 additional transactions for all categories of University faculty and staff.

Our staffs continue to work long hours and we want to acknowledge them all for this great effort. We also recognize that there are still people waiting for paychecks and various pay adjustments, and for each of those people the wait creates a hardship. As we mentioned previously, this is our busiest time of year for hiring activity, and there is much higher than expected volume of paperwork that came in after deadline for entry into the legacy systems. To keep you as informed as possible, and so we can work together as effectively as possible, we want to outline how the processing work is being prioritized and scheduled:

Our first priority has been to meet our scheduled payrolls-which so far have been weekly and bi-weekly-and to resolve any errors that have arisen with any paychecks. We have already begun work on the October monthly payroll. Almost simultaneously, we have been focusing on hires and rehires of faculty staff and students, processing them with regular and off-cycle payrolls. This group of hires/rehires are being prioritized the order in which paperwork has been received at the Human Resource Process Center.

As we identify problems that impact the generation of a paycheck-such as someone mis-coded in the system or paperwork missing for someone-we are giving those issues priority in our Help Desk operation. Once all of these transactions have been completed, we will turn our attention to pay adjustment transactions (such as promotions) and non-pay transactions.

Faculty, staff and students who have started work in September and October, and who still have not received paychecks, are our first priority. If you are an administrator for anyone in this situation and need to know the status of the transaction, or are concerned that there may be a problem with it, please contact the Help Desk at (212) 851-2888 or at hrpc@columbia.edu. As we mentioned, these calls will receive priority and we will work to get back to you with information as soon as possible.

We also ask that you confirm that paperwork has left your department and, if possible, when it was sent to HRPC. For any current transactions, please send in paperwork as soon as it is ready and certainly before deadlines.

Again, we will remain in frequent communication with you as we work through this high volume of work and the launch of this new system.

Thank you for your continued patience and assistance.

Regards,

Colleen Crooker
Vice President for Human Resources

Gail Hoffman
Interim Treasurer and Controller