Human Capital Management (HCM) – Q&A’s

Approvals

1. If I am the acting approver for the department chair currently in PeopleFlow, will I be set-up in HCM to still approve all payments and distribution changes; etc...for employee’s to ensure accuracy?
   Yes.

2. Will the workflow/approval steps still be delegate>>initiator>>department chair and then to other approvals?
   Yes, the system will know how to flow the action item, it has been established based on the transaction type.

Employee Self Service

3. Will Social Security Numbers be brought into this system?
   Yes, Social Security Numbers (SSNs) will be brought into the new system for official use only. Employees and managers will continue to use an employee’s identification (splash card) number for identification purposes.

4. Who has access to Employee Self-Service?
   Every Employee. Managers cannot view personal information.

5. As managers, if we can't access employees’ personal information, will we be able to tell if employees have updated their information?
   No, managers cannot see employee personal information. At this time, we are asking that managers and/or initiators “encourage” employees to update their personal information as applicable.

6. Would we have to have an emergency address? I don’t have a designated place I'm necessarily going?
   No, however, if you have one you most likely would go, enter that.

7. Most people do not have an evacuation address. If it is a hurricane, they go to a hotel depending on the direction of the storm. Do they need to put in an evacuation address?
   If you have an address that could serve as a mailing address if evacuated, then include it. We strongly encourage all employees to complete.

8. Can faculty update their evacuation info in this system directly?
   Yes, all employees should do so via Employee Self Service.

9. What exactly will employees who are not initiators, delegates or managers have access to in HCM?
   Employee Self Service & Employee IRecruitment
10. Will employees have access to enter, edit, and see their personal information?
Yes, Employee Self Service (ESS) function will provide access to employees to their information.

11. Is "Main Address" our home address or work address?
It refers to the home address.

12. Is there any cross over with direct deposit accounts to Accounts Payable (A/P) direct deposit?
Not aware that there is. Since this is primarily an A/P question, we would direct you to A/P for further assistance.

Employee Self Service & Benefits

13. Will the tuition waiver also be processed through the employee self-service?
Tuition waiver eligibility is viewed in HCM, the process for requesting a waiver is not changing.

General

14. Will all employees be training on HCM?
Yes. We will have User Productivity Kits (UPKs) for employees and videos.

15. Will we be able to print out verification of employment through this portal?
No. Verifications of employment will continue to be handled via our vendor Equifax.

Leave Management

16. Once an employee’s leave request is approved, does the employee submit this request in Kronos?
WFMO’s leave coordinator will change the status of the employee in HCM; the department’s timekeeper will document time taken if the employee is on leave. If the employee is on intermittent FMLA, the employee will note this in Kronos.

17. How does HCM leave management work with Kronos?
Will this system interact with Kronos to deplete sick/vacation leave as appropriate during an extended leave?
Leave request and status updates will be processed in HCM. Hours paid during a Leave are processed in Kronos based on current Tulane policy.

18. Are leave dates supposed to be sent through HCM or Kronos?
Employees submit request to take a leave (not vacation or sick pay) in HCM. (Managers can submit on employee’s behalf if leave is due to an emergency and the employee is unable to complete the request). Hours paid during a Leave are submitted in Kronos.
19. I have an employee who began her leave in June and will return in September. Will her info be fed into the new system so I can process her return from leave?
   Yes.

Manager Self Service (MSS)

20. Can the manager be also the initiator?
   Yes.

21. HCM, will I be able to track the status of PAF?
   Yes, via Worklist >>> Full List.

22. What if we are both initiators and managers?
   You will have access to both.

23. Can you restrict access? I am the initiator for my entire department, and we don't want managers to be able to initiate PRFs, etc...?
   A manager with direct reports will have access to all Manager Self Service & I Recruitment functions. However, approvals are required and the approval process is your control. Suggestion: Create a best practice to address. Example: Department Approver “rejects” all requests not initiated by the authorized initiator.

24. Will we receive email notices for HCM actions awaiting our attention?
   Yes.

25. Like BPM, you have to check INSIDE the system to find anything out, right?
   You will get both - you'll see it in your HCM Worklist and you will get an email.

26. If a department has several Delegates, but only one delegate has access to "staff" confidential information, how will this transfer in the new HCM? I process People Flow for Staff salaries when budgeting, and such, but others hire adjunct faculty, and do not see confidential staff information?
   Manager with direct reports will have access to all Manager Self Manager with direct reports & I Recruit functions. Required approvals provide controls.
   Potential resolutions:
   - Use this as a development opportunity for managers. The new system eliminates the need for forms, such as PAFs. New system is a tool to submit request for approval in an efficient manner communicating directly from manager and to approver via HCM.
   - Create department best practice. Example: Department Approver “Reject” all requests NOT initiated by the authorized initiator.
Manager Self Service (MSS)/Delegate

27. Will I be the delegate/initiator for my entire faculty?
   If you are today, yes.

28. I am both initiator and manager, or do I have to be only one?
   No you can be both; you could have your own direct reports and be an initiator for a manager also.

29. Will we be able to have more than one manager/initiator per Org. If yes, will you be able to delegate specific employees to the manager/initiator?
   Managers will have access to all their direct reports. Initiators will have access to all direct reports for their assigned managers. The system does not allow for further designation.

30. Can we only change information for our direct reports or can we submit changes for anybody in our organizations?
   For Managers – Only your direct reports. For Initiators - who you have access to now.

31. If we are both department head and plus one, do we have to approve it twice?
   No.

32. What about approved reclassifications? If someone receives a title change approved by the reclassification committee, they will need to apply through iRecruitment?
   A reclassification that is due to a change in the job, such as being regraded, will not go through iRec.
   A promotion though, where a person is taking a new job, will go through iRec.

33. I only have 1 direct report but I do PAFs for all in the dept. Will I see all dept. employees in the Personnel Action Request and My Employees?
   Whatever access you have now you will have in HCM. The only change is that a manager will be now be able to see info on their direct reports.

34. Are we going to be able to backdate requests like we can now do in PeopleFlow. For instance, can I submit a request for 06/30/13 when the current date is 07/30/13?
   Yes.

35. Will we receive turnaround documents in the new system once everything has been approved?
   No. You will receive notifications, however, for every stage.

36. Will we be able to print the changes so we have a record of it since turnaround documents are not available in the new system?
   Yes. You will see a history of the changes in the system.
37. **What's the difference between "return for correction" and "request information?"**
   Return for Correction allows the person who initiated the form to update it. Request Information just opens a conversation where you could ask questions from the initiator.

38. **Currently, we "reject" to bump forms back to the initiator, but it sounds like we would be using "return for correction" instead?**
   Yes. In HCM- "Reject" aborts the transaction all together.

39. **Clarification on Faculty Sabbaticals--there is an electronic process now for faculty to request approval to get a sabbatical for a particular semester. Assuming they are approved by their dean and the provost, does the faculty member have to go into HCM to "request a leave of absence" for sabbaticals? Or can the dean’s office just change their status to being on sabbatical?**
   That task is also in Manager Self-Service and in the delegated responsibility.

**Manager Self Service (MSS)/Delegate/Contingent Worker**

40. **Are people currently in the 5000 company being converted over into contingent workers?**
   No, they were not converted.

41. **Are volunteer faculty (unpaid adjuncts, etc.) considered contingent workers? Does this replace the 5000 company?**
   Yes.

42. **Would you give an example of a type of contingent worker?**
   Contingent worker are temporary workers or independent contractors. Also, temporary employee hired via an external search firm, clergy, and volunteers.

43. **If a contingent worker gets approved, is the originator notified?**
   Yes, you will get an email and you will still need to obtain approval, volunteers will still be approved by WFMO-Employee Support Services.

**Manager Self Service (MSS)/Delegate/Labor Distribution**

44. **Is the "personnel action request" is where we will also be able to change salary distributions and efforts?**
   No a salary distribution change is performed in a different task. Manager Self Service Labor Distribution.

45. **What is the name of the task to change distributions?**
   Manager Self Service>Labor Distribution.
Manager Self Service (MSS)/Separation

46. If an employee has left the university, how do you take them out of the system?
   An employee will be terminated officially by the employee’s manager via the manager self-service module demonstrated during training. An initiator can also initiate an employee termination.

One Time Payments

47. I was processing a 1 time payment to monthly employees but they are now bi-weekly. I can still process a one-time payment for them?
   Non-exempt employees are eligible for one-time payments in very special circumstances such as teaching a class. Contact WFMO for details.

48. I will be doing several one-time pays for adjuncts in early August, should wait for the new system?
   Yes, please wait for HCM to go live.

Student Workers

49. Will we be using HCM to hire students?
   Yes, at a future date. Not applicable for the August 8, 2013 Go Live date.

Training

50. Will we be able to participate hands on?
   Because there is much to share regarding the system capabilities, it was determined that 3 demo trainings would be appropriate with additional hands on tools to be available as we proceed.

51. Can you register to do any training more than once?
   Yes.

52. Will we get an instruction packet that we can print out or are the UPKs the only tool?
   While we will have many training tools to utilize, we are making every effort to reduce the need for paper documents to maintain our goal of reducing paper, being green. However, the UPKs do allow users to print. All other are internet based tools.

53. What type of notification/training will be sent to all Tulane staff regarding the new system?
   UPKs & videos for employees, UPKs, videos and virtual training for managers and initiators.

54. Is the UPK tab on the HCM home page?
   UPKs will be posted soon; WFMO will notify employees when they become available.
Compensation

55. Will salary history be available or only current year salary?
   Current only. History begins August 8, 2013. Paychecks issued prior to conversion are available on My Paychecks & more.

IRecruitment

56. What positions require drug screens? Where can I find this information?
   As indicated by the job description.

57. When will the posting name/number be assigned in the process?
   Upon submitting Create Vacancy, it auto populates.

58. Is the end date only needed for temporary positions?
   Employment will enter the end dates.

59. Are start dates no longer confined to Fridays?
   Start dates for staff are still confined to Friday.

60. How do we know whether there are goals for women and minorities?
   As directed by Office of Institutional Equity (OIE), if further information is needed, please contact OIE.

61. What if you have more than one account number for the position? How do you distribute that information on the offer?
   On the offer you will use the primary account. Once hired in the system, you will be able to complete the Labor Distribution for the position in MSS>Labor Distribution.

62. Faculty adjuncts are sometimes hired in two divisions (Ex: SLA & SCS). Will both areas be able to hire an adjunct for the same semester?
   We create a vacancy with multiple openings and continue to hire off that one vacancy for the entire semester.

63. Will the job codes change?
   Job codes will not be needed in the new system. Positions will be identified by job.

64. One of the screens after the position was listed/posted had information regarding applicants and candidates, could I just select applicant from that page?
   If you saw a link to applicants you can. You can actually access information many different ways in the system, according to your preference.