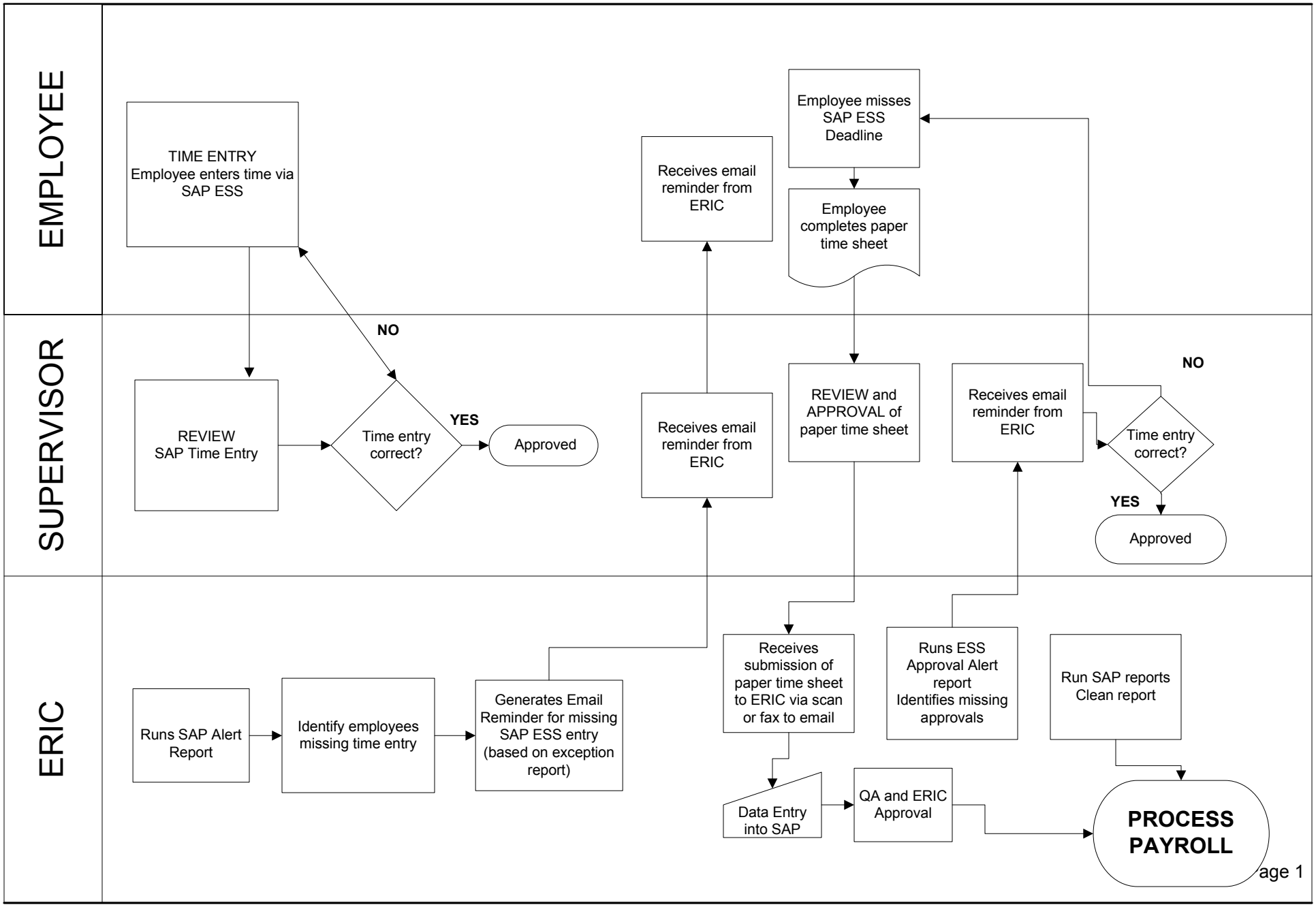
To Be Payroll Process – SAP ESS

State of UTAH, Eric Implementation DRAFT Monday, January 24, 2011



Human Resources “TO BE” Process Mapping Exercise

PROCESS ID:	Payroll – SAP ESS
HR AREA: (Note: A complete list of areas appears in Appendix A)	**Payroll – SAP ESS**
PROCESS: (include brief description)	**Payroll Process**
Sub-Process: (If applicable)	Wage Types Employee misses deadline to enter time into ESS Time entry correction Change to time entry post approval Paycheck issue resolution
Customer: (Employee, Supervisor, HR or Org)	Employee, Supervisor
Process Trigger/s: (Briefly describe the action/s that initiate this process)	**1)Employee enters time in SAP ESS**
Do “AS-IS” maps/documentations already exist for this process? (Y/N)	yes

PROCESS REQUIREMENTS (what must be in place, etc. by the agency for the transaction to be completed):
Employee enters time via SAP Payroll ESS

COMPLETION of PROCESS/TRANSACTION:

Utilizing the framework below, briefly summarize each step within each tier of the SSC.

TIER 0 – Self Service			
Tier 0 Trigger: ESS			
Steps to complete transaction	**Actions**	**Outputs**	**Notifications/Communications**
Knowledge Base: • Instructions on how to access SAP ESS • Instructions on how enter time via SAP ESS • Payroll deadlines (for ESS and paper time sheet submission) • Instructions on what to do if the ESS entry deadline is missed • Paper time sheet (download) • Instructions on how to submit paper time sheet		Time records to be approved	
Steps: **ENTRY** • Employee access ESS prior to the screens closing and enters time	Time entry in SAP ESS		
SUBPROCESS - Employee misses entry deadline • Employee downloads paper time sheet from Knowledge Base • Completes paper time sheet • Submits to Supervisor for review and approval • Supervisor submits replacement time sheet (via scan or fax to email)	Completion of paper time sheet/signature Review of time sheet/signature Submission of paper time sheet	Paper time sheet for approval Paper time sheet for submission	Paper time sheet sender is notified that submission was received
Steps: **APPROVAL**			

• Supervisor access ESS and approve employee time • If Supervisor rejects time, SAP notifies Employee that time has been rejected/requires correction • Employee re-enters time, Supervisor reviews and approves			
Escalation? • **Employee could call seeking assistance for access to ESS** • **Call seeking assistance in completing ESS entry or approving time in ESS** • **Call regarding missing entry deadline/ESS screens are closed, requires assistance on what to do** • **Supervisor needs to know where to send replacement paper time sheet**			
TIER 1 – ERIC Payroll Representative			
TIER 1 Trigger: • **Time is entered in ESS** • **SAP ESS time entry for employee is missing**			
Steps to complete transaction	**Actions**	**Outputs**	**Notifications/Communications**
SAP ESS time entries • Identify missing entries **Approvals** • Run ESS approval alert report • Identify missing approvals • Send reminder email to all Supervisors that still need to approve time • Supervisor receives email and	• Run SAP alert report to identify missing entries • Run ESS approval alert report	• Reminder email • Reminder email	• Warning/reminder is sent 10 AM on Monday morning to all ESS exceptions. Warning/reminder is sent to EMPLOYEE AND SUPERVISOR via email. • Warning/exception includes deadline. • Reminder is sent to all Supervisors that still need to approve time

approves time (what happens if they still do not approve?)			
Receives paper time sheet submissions (to replace missing time entries) • ERIC completes data entry • Quality Assurance of time entries • Approval	• Data entry • Approval of time		• Notify sender that submission is received
Run Payroll Reports until clean/complete • Alert • Time Edit • Others?	SAP standard reports: • Alert • Time Edit • Others?		
PROCESS PAYROLL			

ESCALATION Reasons

- **Employee demonstrates or identifies an issue that cannot be solved at Tier 1 level. Escalation and case created.**

TIER 2 – Subject Matter Expert

Tier 2 Trigger: Escalation from Tier 1

Steps to complete transaction	Actions	Outputs	Notifications/Communications
Case is created and handled by SME Customer is notified of resolution either through Tier 1 or via SME Case is closed			Upon case resolution, communication back to employee/customer.

ESCALATION Reasons

- **Resolution of case/transaction is dependent on clarification, decision or change in policy.**
- **Situation is unusual (exception) that requires additional review**

TIER 3 – Program Owner

Tier 3 Trigger: Escalation from Tier 2

Steps to complete transaction	Actions	Outputs	Notifications/Communications

Escalation of case to Tier 3 Program Owner. Customer is notified of resolution through Tier 2. Case is closed			Upon case resolution, communication back to employee/customer.

Notes/Comments/Questions:

Payroll One-Offs:

- *USDC Employees*
- *Seasonal Employees? Can be ESS or paper time sheets*
- *Blind (@ Education)*

How will ERIC know how many time sheets it should expect for a given pay period?
How will an employee be notified that time has been rejected? Is Supervisor accountable to notify the employee?
What is an approver misses the deadline and this has ramifications for an employee's paycheck? Can someone with ERIC act as the Payroll Coordinator/Approver?
What is the feedback loop back to employees re: errors?
What about changes after approval?

Who would deal with…

- *Past Corrections/Entries (Tier 2?) Today, the Payroll Coordinator must approve.*

Would a blanket email reminder to all State employees put the IT infrastructure/system at risk? State is getting a new email system.

What are the deadlines? For ESS? For the Scan/Send?

- *First notice would be sent on Monday at 10 AM (deadline, instructions, consequence?)*

FINAL REVIEW NOTES: