Welcome to the University of Maine System Human Resources Operations service and support site. Human Resources Operations oversees and administers payroll, employee benefits, recruitment operations, and Human Resources reporting. Our staff processes personnel actions to ensure accurate status and recordkeeping for employee records in MaineStreet, the university’s employment record database and payroll processing application system.

Self Help Search and Support

We're here to help!

Submit your inquiry: /servicedesk/customer/portal/13
Book an appointment: https://umspayroll.youcanbook.me
Attend Webinar: Webinar Series and Training Opportunities
Virtual Suggestion Box

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HR Operations Service Guide- Contact Information

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<th>Team Members</th>
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<tr>
<td>Director of HR Operations</td>
<td>Email <a href="mailto:aprilm@maine.edu">aprilm@maine.edu</a> Tel.: 262-7934 (desk) 356-1094 (mobile)</td>
<td>Escalated issues Process Improvement Ideas Feedback</td>
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<td>• Faculty</td>
<td>Submit your inquiry: /servicedesk/customer/portal/13</td>
<td><strong>Employee Benefits Center</strong></td>
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<tr>
<td>◦ Ali Bedard</td>
<td>Book an appointment: <a href="https://umspayroll.youcanbook.me">https://umspayroll.youcanbook.me</a></td>
<td>• Karla Varnum, Associate Director, Employee Benefits</td>
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<tr>
<td>◦ Nancy Jackson</td>
<td>Web <a href="http://www.maine.edu/payroll">www.maine.edu/payroll</a></td>
<td>• Fred Meserve, Manager of Benefits &amp; Wellness</td>
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<tr>
<td>• Salaried</td>
<td>Tel 581-9104</td>
<td>• Tammie Perez</td>
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<tr>
<td>◦ Rick Tyler</td>
<td>◦ Option 1: Student inquiries</td>
<td>• Ann Remick</td>
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<td>◦ Carlene Harmon</td>
<td>◦ Option 2: Faculty</td>
<td>• Zachary Breton</td>
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<td>• Hourly</td>
<td>◦ Option 3: Hourly &amp; Salaried</td>
<td>• Kristin Hurd</td>
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<td>• Student</td>
<td>◦ Option 4: Employment Verification</td>
<td><strong>Payroll Specialists</strong></td>
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<td>◦ Brenda Foran -</td>
<td>◦ Option 5: All other inquiries</td>
<td>• Jessica Bauer</td>
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<td>Graduate Assistants</td>
<td>• Fax 561-3456</td>
<td>• Karen Marrero</td>
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<td>◦ Freylis Bileck</td>
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<td>• Kelley Morris</td>
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<td>• Generalist</td>
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<td><strong>Human Resources Information Systems</strong></td>
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<td>◦ Lori A. Smith</td>
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<td>• Kelly Zuras</td>
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<td>• Susan Spencer</td>
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<td><strong>Recruitment Operations</strong></td>
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<td>• Susan Spencer</td>
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**Inquiries:**

- Payroll forms
- Data Entry
- People/Search updates
- Persons of Interest
- Form W2 reissues
- Emergency Off-Cycle check requests
- Paycheck questions
- General deductions
- Tax withholding
- Moving/Relocation Expense Reimbursements
- Time & Labor Security and dynamic groups
- Retro Distributions, Suspense Account Reconciliations, Encumbrances
- New hire email notifications
- Raise processing: across-the-board increases

**Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):**

- Medical, dental and vision insurance benefits
- Life and accidental death and dismemberment insurance
- Long-term and short-term disability insurances
- Paid Leave
- Retirement contributions
- Planning for Retirement and Information for Retirees
- Medical leaves of absences, Family Medical Leave, FMLA
- Premium payroll deductions and billing
- Affordable Care Act (ACA) Form 1095-C
- Life Events such as marriage/divorce, birth or adoption, death of family member
- Annual Open Enrollment

**Payroll Specialists**

- Email swspayroll@maine.edu
- Tel 973-3320

**Human Resources Information Systems**

- Email hris@maine.edu
- Tel 581-5853

**Recruitment Operations**

- Email hiretouch@maine.edu

**Employee Benefits Center**

- Web www.maine.edu/benefits and https://mycampus.maine.edu/group/mycampus/benefits
- Email benefits@maine.edu
- Tel 973-3373
- Fax 561-3454

**Payroll Specialists**

- Payroll processing including printing and mailing checks
- Garnishment and levy question
- Paycheck replacements, lost, stolen
- Direct deposit rejections
- Overpayments
- Non-residents, Foreign National Information Form, Form 8233
- Time Entry & Approval, managing exceptions
- Production of Year End forms such as Form W-2 and Form 1042-S for non-residents
- IRS, Maine and other state, local and municipality tax reporting

**Human Resources Information Systems**

- HR Reporting and query questions
- Board of Trustee Reports - Workforce Profile, Turnover
- Freedom of Information Act requests
- Union dues and Union Rosters
- Affirmative Action reporting
- IPEDS (HR)
- HR Security
- Combined Charitable Appeal (CCAUE)

**Recruitment Operations**

- HireTouch Setup and Security
- Technical support - HireTouch integration
- Recruitment project implementation
- Onboarding activity guide
- Search process training and documentation