Human Resources Operations Knowledge Base

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.

Support and Help

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

Table of Contents

- Forms
- Frequently Asked Payroll and Benefits Questions
- How-To Articles
- HR Operations Coronavirus COVID-19 Information
- HR Operations Standard Operating Procedures
- UMS Employee Benefits Center

News

Blog Posts

- Blog: Administrative Holiday Declared for Tuesday, December 26, 2023 created by April A Strowbridge
- Human Resources Operations

- Blog: Calendar Year End Guidelines 2023-2024 created by April A Strowbridge
- Dec 21, 2023
- Human Resources Operations

- Blog: Repaving MaineStreet: Shifts and Schedules created by April A Strowbridge
- Jul 14, 2023
- Human Resources Operations

Recent Updates

Webinar Series and Training Opportunities
yesterday at 11:43 AM • updated by Freylis Bileck • view change
How to Set up W-4 Tax Withholding Status for Nonresident Alien
Jan 07, 2024 • updated by April A Strowbridge • view change
Nonresident Frequently Asked Payroll Questions
Jan 07, 2024 • updated by April A Strowbridge • view change

Human Resources Partner

Contact your HR Partner for inquiries not related to those shown below.

HR Operations Service Guide- Contact Information

Direct your inquiries as follows for the best service:

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<th>Team Members</th>
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| Director of HR Operations | Jason Talbert | • Escalated issues  
| | | • Process Improvement Ideas  
<p>| | | • Feedback |</p>
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<th>Payroll Operations Director</th>
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<tr>
<td>April Strowbridge</td>
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<tr>
<td>HR Records Management</td>
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<tr>
<td>(Payroll)</td>
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<td>Faculty</td>
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<td>❯ Ali Bedard</td>
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<td>❯ Nancy Jackson</td>
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<td>Salaried</td>
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<td>❯ Rick Tyler</td>
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<td>❯ Lori A. Smith</td>
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<tr>
<td>❯ Freylis Bileck</td>
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<td>❯ Lindsay Tibbetts</td>
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<td>Generalist</td>
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<td>❯ Michael Cote</td>
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<td>Payroll Processing</td>
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<td>❯ Jessica Bauer</td>
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<td>❯ Karen Marrero</td>
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<td>❯ Kelley Morris</td>
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Inquiries:
- Submit your inquiry: `/servicedesk/customer/portal/13`
- Book an appointment: `https://umspayroll.youcanbook.me`
- Web `www.maine.edu/payroll`
- Email `payroll@maine.edu`
- Tel 581-9104
  - Option 1: Student inquiries
  - Option 2: Faculty
  - Option 3: Hourly & Salaried
  - Option 4: Employment Verification
  - Option 5: All other inquiries
- Fax 561-3456

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

- 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
- 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

Employee Benefits Center
- Karla Varnum, Associate Director, Employee Benefits
- Fred Meserve, Manager of Benefits & Wellness
- Tammie Perez
- Ann Remick
- Zachary Breton
- Kristin Hurd

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

Human Resources Information Systems
- Jacob Foster, Compensation
- Kelly Zuras
- Susan Spencer

Medical leave processing: across-the-board pay increases
- 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
- Susan Spencer

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

| Web `www.maine.edu/benefits` and `https://mycampus.maine.edu/group/mycampus/benefits`
| Email `benefits@maine.edu`
| Tel 973-3373
| Fax 561-3454
| Web `www.maine.edu/payroll`
| Email `hris@maine.edu`
| Tel 581-5853
| Email `hiretouch@maine.edu`
| Web `www.maine.edu/payroll`