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.

Recent Updates

- **Blog: UMS Wellness Program – COVID-19 Level 1 Incentive Adjustment Update**
  - Mar 27, 2020
  - Created by: April A Strowbridge
  - Human Resources Operations

  - Mar 19, 2020
  - Created by: April A Strowbridge
  - Human Resources Operations

- **Blog: COVID-19 Full Pay for Regular Employees**
  - Mar 19, 2020
  - Created by: April A Strowbridge
  - Human Resources Operations

- **Blog: Go Green! Consent to Electronic Delivery of Your 1095-C Form by 2/23/20**
  - Feb 21, 2020
  - Created by: April A Strowbridge
  - Human Resources Operations

- **How to Enter Time - Hourly COVID**
  - Mar 26, 2020 • updated by April A Strowbridge • view change

- **How to Enter Time - Hourly Administrative Leave**
  - Mar 24, 2020 • updated by April A Strowbridge • view change

- **1050.20 Paycheck Distribution Methods - Paper Check**
  - Mar 24, 2020 • updated by April A Strowbridge • view change

- **1010.00 Payroll Schedule**
  - Mar 24, 2020 • updated by Jessica Bauer • view change

- **How to Enter Time - Salaried**
  - Mar 21, 2020 • updated by April A Strowbridge • view change

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**HR Operations Service Guide- Contact Information**

Direct your inquiries as follows for the best service:

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<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
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| **Senior Director of HR Operations** | Email kleblanc@maine.edu  
Tel.: 262-7944 (desk) 409-9993 (mobile) | • Escalated issues  
• Process Improvement Ideas  
• Feedback |
| **Director of HR Operations** | Email aprilm@maine.edu  
Tel.: 262-7934 (desk) 356-1094 (mobile) | • Records management business processes  
• Data quality  
• Service-related initiatives |
| **Service Coordinators** | Email susan.spencer@maine.edu  
Tel 780-5109 | • Records management business processes  
• Data quality  
• Service-related initiatives |
| **HR Records Management (Payroll)** | **Inquiries:**  
|-------------------------------------|---------------------------------------------------------------|
| • Ali Bedard - Faculty  
• Nancy Jackson - Faculty  
• Rick Tyler - Salaried  
• Carlene Harmon - Salaried  
• Donnie Sorey - Hourly  
• Brenda Foran - Graduate Assistants  
• Freylis Bileck - Student  
• Ryan Gately - Student  
• Joshua St. Louis | • 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):  

| **Employee Benefits Center** | **Inquiries:**  
|-------------------------------|---------------------------------------------------------------|
| • Karla Kemp, EBC Coordinator  
• Fred Meserve, Leave Coordinator  
• Tammie Perez  
• Ann Remick  
• Zachary Breton | • benefits@maine.edu  
• Tel 973-3373  
• Fax 561-3454  

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| **Payroll Specialists** | **Inquiries:**  
|------------------------|---------------------------------------------------------------|
| • Matt Lamson  
• Jessica Bauer | • swspayroll@maine.edu  
• Tel 973-3320  

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| **Human Resources Information Systems** | **Inquiries:**  
|------------------------------------------|---------------------------------------------------------------|
| • Mikel Leighton  
• James Clark | • hris@maine.edu  
• Tel 581-5853  

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| **Inquiries:**  
|---------------------------------|---------------------------------------------------------------|
| • Payroll forms  
• Data Entry  
• PeopleSearch updates  
• Persons of Interest  
• Form W2 reissues  
• Emergency Off-Cycle check requests  
• Paycheck questions  
• General deductions | • Payroll processing including printing and mailing checks  
• Garnishment and levy questions  
• Time & Labor Security and dynamic groups  
• Retro Distributions, Suspense Account Reconciliations, Encumbrances  
• Paycheck replacements, lost, stolen  
• Direct deposit rejections  
• New hire email notifications  
• 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  
• Raise processing: across-the-board increases  
• IRS, Maine and other state, local and municipality tax reporting  
• Moving/Relocation Expense Reimbursements  
• 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 |