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

**Forms**
- 0570.00 Earnings Codes
  - yesterday at 5:53 AM • updated by April A Strowbridge • view change
- 1010.00 Payroll Schedule
  - Jul 01, 2020 • updated by Matthew A Lamson • view change
- 0310.20 Non-U.S. Citizens Working Outside US
  - Jun 28, 2020 • updated by April A Strowbridge • view change
- 1030.00 Payroll Actions
  - Jun 28, 2020 • updated by April A Strowbridge • view change

**News**

- Blog: How to e-Sign any PDF document
  - created by April A Strowbridge • May 19, 2020
  - Human Resources Operations
- Blog: Updated COVID-19 Sick Leave Usage Guidance
  - created by April A Strowbridge • May 7, 2020
  - Human Resources Operations
- Blog: New Version of Form I-9 Employment Eligibility Verification
  - created by April A Strowbridge • Apr 30, 2020
  - Human Resources Operations
- Blog: New GL compensation accounts and retro distributions of payroll
  - created by April A Strowbridge • Apr 29, 2020
  - Human Resources Operations

**Self Help Search and Support**

**Ask the HR Operations Team**
Submit Question Directly to HR Operations Team

**Table of Contents**

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

---

**HR Operations Service Guide- Contact Information**

Direct your inquiries as follows for the best service:

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

<table>
<thead>
<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
</tr>
</thead>
</table>
| **Senior Director of HR Operations** | • Email kleblanc@maine.edu  
  • Tel.: 262-7944 (desk) 409-9993 (mobile) | • Escalated issues  
  • Process Improvement Ideas  
  • Feedback |
| Kristine Leblanc, MS, MA, PMP | | |
| **Director of HR Operations** | • Email aprilm@maine.edu  
  • Tel.: 262-7934 (desk) 356-1094 (mobile) | • Records management business processes  
  • Data quality  
  • Service-related initiatives |
| April Strowbridge | | |
| **Service Coordinators** | • Email susan.spencer@maine.edu  
  • Tel 780-5109 | |
| Susan Spencer | | |
### HR Records Management (Payroll)
- 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

#### Inquiries:
- 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

---

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

### Employee Benefits Center
- Karla Kemp, EBC Coordinator
- Fred Meserve, Leave Coordinator
- Tammie Perez
- Ann Remick
- Zachary Breton

#### Inquiries:
- Email benefits@maine.edu
- Tel 973-3373
- Fax 561-3454

### Payroll Specialists
- Matt Lamson
- Jessica Bauer

#### Inquiries:
- Email swspayroll@maine.edu
- Tel 973-3320

### Human Resources Information Systems
- Mikel Leighton
- James Clark

#### Inquiries:
- Email hris@maine.edu
- Tel 581-5853

---

### Payroll forms
- Data Entry
- PeopleSearch updates
- Persons of Interest
- Form W2 reissues
- Emergency Off-Cycle check requests
- Paycheck questions
- General deductions

---

### Medical, dental and vision insurance benefits
- Life and accidental death and dismemberment insurance
- Long-term and short-term disability insurances
- Leave accruals
- 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 1096-C
- Life Events such as marriage/divorce, birth or adoption, death of family member
- Annual Open Enrollment

---

### 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
<table>
<thead>
<tr>
<th>Recruitment Operations</th>
<th></th>
</tr>
</thead>
</table>
| • Linda Boody         | • linda.boody@maine.edu  
|                        | • Tel 780-5385            |

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