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
Search for Answers and/or Submit Question directly to HR Operations Team

Book an appointment with a team member:
- [https://umspayroll.youcanbook.me](https://umspayroll.youcanbook.me)

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- Forms
- Frequently Asked Payroll and Benefits Questions
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- HR Operations Coronavirus COVID-19 Information
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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 |
| Kristine Leblanc, MS, MA, PMP |                                                             |                                                      |

| Director of HR Operations | Email aprilm@maine.edu
Tel.: 262-7934 (desk) 356-1094 (mobile) |                                                      |
<p>| April Strowbridge        |                                                             |                                                      |</p>
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<tr>
<th>Service Coordinator</th>
<th>Email <a href="mailto:susan.spencer@maine.edu">susan.spencer@maine.edu</a></th>
<th>Tel 780-5109</th>
<th>Records management business processes</th>
<th>Data quality</th>
<th>Service-related initiatives</th>
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| HR Records Management (Payroll) | Faculty:  
- Ali Bedard  
- Nancy Jackson  
Salaried:  
- Rick Tyler  
- Carlene Harmon  
Hourly:  
- Donnie Sorey  
Student:  
- Brenda Foran - Graduate Assistants  
- Freylis Bileck  
- Ryan Jordan  
Generalist:  
- Joshua St. Louis | Email payroll@maine.edu  
Tel 581-9104 (voicemail while remote working)  
- Option 1: Student inquiries  
- Option 2: Faculty  
- Option 3: Hourly & Salaried  
- Option 4: Employment Verification  
- Option 5: All other inquiries  
Fax 561-3456 | Payroll forms  
Data Entry  
PeopleSearch updates  
Persons of Interest  
Form W2 reissues  
Emergency Off-Cycle check requests  
Paycheck questions  
General deductions |
| Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details): |
| Employee Benefits Center | benefits@maine.edu  
Tel 973-3373 (voicemail while remote working)  
Fax 561-3454 | 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 1095-C  
Life Events such as marriage/divorce, birth or adoption, death of family member  
Annual Open Enrollment |
| Payroll Specialists | Matt Lamson  
Jessica Bauer | swspayroll@maine.edu  
Tel 973-3320 | 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 |
| Human Resources Information Systems | hris@maine.edu  
Tel 581-5853 | 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 |
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<th>Recruitment Operations</th>
<th><a href="mailto:linda.boody@maine.edu">linda.boody@maine.edu</a></th>
<th>HireTouch Setup and Security</th>
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<td>• Linda Boody</td>
<td>Tel 780-5385</td>
<td>Technical support - HireTouch integration</td>
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