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       How-to       FAQ       Forms       News

Self Help Search and Support

We're hear to help!

Submit your inquiry: /servicedesk/customer/portal/13

Book an appointment: https://umspayroll.youcanbook.me

Attend Webinar: Webinar Series and Training Opportunities

Table of Contents

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

News

Blog Posts

- Blog: Special Flexible Spending Account Opportunity created by April A Strowbridge Human Resources Operations Mar 18, 2021
- Blog: New Feature: Paycheck Delivery Address created by April A Strowbridge Human Resources Operations Mar 05, 2021
- Blog: COVID Time Reporting for getting Vaccinated created by April A Strowbridge Human Resources Operations Mar 05, 2021

Recent Updates

- How to Schedule the Import/Export process using the Financial Aid Interface
  Mar 25, 2021 • created by Ryan Jordan

- Webinar Series and Training Opportunities
  Mar 23, 2021 • updated by Joshua T St Louis • view change

- 1040.20 Tax Withholding
  Mar 23, 2021 • updated by April A Strowbridge • view change

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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<tr>
<td>Senior Director of HR</td>
<td>Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a></td>
<td>• Escalated issues</td>
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<tr>
<td>Operations</td>
<td>Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
<td>• Process Improvement Ideas</td>
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<tr>
<td>Kristine Leblanc, MS, MA, PMP</td>
<td></td>
<td>• Feedback</td>
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Human Resources Partner

Contact your HR Partner for inquiries not related to those shown below.
| **Director of HR Operations** | **Email** aprilm@maine.edu  
**Tel.**: 262-7934 (desk) 356-1094 (mobile) |
|-------------------------------|---------------------------------------------|
| **Service Coordinator** | **Email** susan.spencer@maine.edu  
**Tel** 780-5109 |
| **HR Records Management (Payroll)** | **Records management business processes**  
**Data quality**  
**Service-related initiatives** |
| **Faculty** | **Payroll forms**  
**Data Entry**  
**PeopleSearch updates**  
**Persons of Interest**  
**Form W2 reissues**  
**Emergency Off-Cycle check requests**  
**Paycheck questions**  
**General deductions** |
| **Salaried** | **Inquiries:**  
**Web** www.maine.edu/payroll  
**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 |
| **Hourly** | **Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):** |
| **Student** | **Employee Benefits Center**  
| **Generalist** | **Web** www.maine.edu/benefits and https://mycampus.maine.edu/group/mycampus/benefits  
**Email** benefits@maine.edu  
**Tel** 973-3373 (voicemail while remote working)  
**Fax** 561-3454 |
| **Faculty** | **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** |
| **Salaried** | **Payroll Specialists**  
**Email** sswspayroll@maine.edu  
**Tel** 973-3320 |
| **Hourly** | **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** |
| **Student** | **Generalist**  
| **Generalist** | **Web** www.maine.edu/payroll  
**Email** payroll@maine.edu  
**Tel** 581-9104 (voicemail while remote working)  
**Option 1**: Student inquiries  
**Option 2**: Faculty  
**Option 3**: Hourly & Salaried  
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**Option 5**: All other inquiries  
**Fax** 561-3456 |

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**Service Coordinator**  
- **Susan Spencer**

**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

**Inquiries:**
- **Web** www.maine.edu/payroll  
- **Email** payroll@maine.edu  
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- **Fax** 561-3456

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**Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):**
- **Payroll forms**  
- **Data Entry**  
- **PeopleSearch updates**  
- **Persons of Interest**  
- **Form W2 reissues**  
- **Emergency Off-Cycle check requests**  
- **Paycheck questions**  
- **General deductions**

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

**Payroll Specialists**
- **Matt Lamson**
- **Jessica Bauer**
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<tr>
<th>Human Resources Information Systems</th>
<th>Email <a href="mailto:hris@maine.edu">hris@maine.edu</a></th>
<th>Tel 581-5853</th>
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<tbody>
<tr>
<td>Mikel Leighton</td>
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<td>James Clark</td>
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<tr>
<th>Recruitment Operations</th>
<th>Email <a href="mailto:linda.boody@maine.edu">linda.boody@maine.edu</a></th>
<th>Tel 780-5385</th>
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<td>Linda Boody</td>
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