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

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

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- 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: FFCRA Benefits and the American Rescue Plan Act of 2021 created by April A Strowbridge
  Human Resources Operations Mar 29, 2021
- Blog: Special Flexible Spending Account Opportunity created by April A Strowbridge
  Human Resources Operations Mar 18, 2021
- Blog: COVID Time Reporting for getting Vaccinated created by April A Strowbridge
  Human Resources Operations Mar 05, 2021

Recent Updates

0260.00 Student Employees
Jun 10, 2021 • updated by April A Strowbridge • view change

1010.00 Payroll Schedule
Jun 10, 2021 • updated by Matthew A Lamson • view change

How to Enter Time Guides
Jun 10, 2021 • 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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| 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
- April Strowbridge
- Email aprilm@maine.edu
- Tel.: 262-7934 (desk) 356-1094 (mobile)

### Service Coordinator
- Susan Spencer
- Email susan.spencer@maine.edu
- Tel 780-5109
- Records management business processes
- Data quality
- Service-related initiatives

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

### Employee Benefits Center
- Karla Varnum, EBC Manager
- Fred Meserve, Manager of Benefits & Wellness
- Tammie Perez
- Ann Remick
- Zachary Breton
- Kristin Hurd
- Web [www.maine.edu/benefits](http://www.maine.edu/benefits) and [https://mycampus.maine.edu/group/mycampus/benefits](https://mycampus.maine.edu/group/mycampus/benefits)
- Email 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
- Email 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

Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):
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<td>• Mikel Leighton</td>
<td>• Linda Boody</td>
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<td>• James Clark</td>
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<tr>
<td>• Email <a href="mailto:hris@maine.edu">hris@maine.edu</a></td>
<td>• Email <a href="mailto:linda.boody@maine.edu">linda.boody@maine.edu</a></td>
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