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: Introducing the new HR PayPro Group created by April A Strowbridge Human Resources Operations Jul 27, 2021
- Blog: Student Employees & Earned Paid Leave created by April A Strowbridge Human Resources Operations Jun 17, 2021

Recent Updates
- Retirement Plan about 7 hours ago • updated by Tammie Lorraine Perez • view change
- 0570.00 Earnings Codes yesterday at 2:01 PM • updated by April A Strowbridge • view change
- How to Enroll in Benefits yesterday at 9:09 AM • updated by Zachary W Breton • view change

HR Operations Service Guide- Contact Information
Direct your inquiries as follows for the best service:

<table>
<thead>
<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
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<tbody>
<tr>
<td>Senior Director of HR Operations</td>
<td>Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a> Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
<td>• Escalated issues • Process Improvement Ideas • Feedback</td>
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<tr>
<td>Kristine Leblanc, MS, MA, PMP</td>
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Human Resources Partner
Contact your HR Partner for inquiries not related to those shown below.
<table>
<thead>
<tr>
<th>Director of HR Operations</th>
<th>• April Strowbridge</th>
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<tbody>
<tr>
<td></td>
<td>• Email <a href="mailto:aprilm@maine.edu">aprilm@maine.edu</a></td>
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<tr>
<td></td>
<td>• Tel.: 262-7934 (desk) 356-1094 (mobile)</td>
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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

**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

**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 |
| Tax withholding |

**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

**Payroll Specialists**

- Matt Lamson
- Jessica Bauer

- Email swspayroll@maine.edu
- Tel 973-3320

**Human Resources Information Systems**

- Mikel Leighton
- James Clark
- Susan Spencer

- Email hris@maine.edu
- Tel 581-5853

**Inquiries:**

- Medical, dental and vision insurance benefits
- Life and accidental death and dismemberment insurance
- Long-term and short-term disability insurances
- Paid Leave
- 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 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
| Recruitment Operations | Email mikel.leighton@maine.edu | • HireTouch Setup and Security  
• Technical support - HireTouch integration  
• Recruitment project implementation  
• Onboarding activity guide  
• Search process training and documentation |
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<td>• Mikel Leighton</td>
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