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
- UMS Employee Benefits Center

News
Blog Posts
- Blog: Here's How to Check 2022 Open Enrollment Off Your List created by April A Strowbridge yesterday at 12:00 AM
  Human Resources Operations
- Blog: MaineStreet HR Maintenance created by April A Strowbridge Human Resources Operations Oct 18, 2021
- Blog: COVID Leave effective October 1, 2021 created by April A Strowbridge Human Resources Operations Oct 13, 2021

Recent Updates
UMS Employee Benefits Center yesterday at 12:44 PM • updated by Zachary W Breton • view change
0710.11 Dental Insurance yesterday at 12:39 PM • updated by Zachary W Breton • view change
0710.14 EyeMed Vision Plan yesterday at 12:38 PM • updated by Zachary W Breton • 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:

<table>
<thead>
<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
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<tr>
<td>Senior Director of HR Operations</td>
<td>• Email <a href="mailto:kleblanc@maine.edu">kleblanc@maine.edu</a>&lt;br&gt;• Tel.: 262-7944 (desk) 409-9993 (mobile)</td>
<td>• Escalated issues&lt;br&gt;• Process Improvement Ideas&lt;br&gt;• Feedback</td>
</tr>
<tr>
<td>Kristine Leblanc, MS, MA, PMP</td>
<td></td>
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</tbody>
</table>
| Director of HR Operations | • Email aprilm@maine.edu  
• Tel.: 262-7934 (desk) 356-1094 (mobile) |
| --- | --- |

| HR Records Management (Payroll) | Inquiries: | • Payroll forms  
• Data Entry  
• PeopleSearch updates  
• Persons of Interest  
• Form W2 reissues  
• Emergency Off-Cycle check requests  
• Paycheck questions  
• General deductions  
• Tax withholding |
| --- | --- | --- |
| Faculty  
• Ali Bedard  
• Nancy Jackson  
Salaried  
• Rick Tyler  
• Carlene Harmon  
Hourly  
• Donnie Sorey  
Student  
• Brenda Foran - Graduate Assistants  
• Freylis Bileck  
• Ryan Jordan  
Generalist  
• Lori A. Smith  
• Joshua St. Louis  
| • Submit your inquiry: /servicedesk/customer/portal/13  
• Book an appointment: https://umspayroll.youcanbook.me  
• Web www.maine.edu/payroll  
• 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 | Payroll Specialists | • 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 |
| --- | --- | --- |
| • Karla Varnum, EBC Manager  
• Fred Meserve, Manager of Benefits & Wellness  
• Tammie Perez  
• Ann Remick  
• Zachary Breton  
• Kristin Hurd  
• Kathryn Powers  
| • Email swspayroll@maine.edu  
• Tel 973-3320  
| • 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 Specialists | • Matt Lamson  
• Jessica Bauer  
| Email swspayroll@maine.edu  
• Tel 973-3320  
| • Email 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>
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<th>HireTouch Setup and Security</th>
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<tbody>
<tr>
<td>• James Clark</td>
<td></td>
<td>• Technical support - HireTouch integration</td>
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<tr>
<td>• Susan Spencer</td>
<td><a href="mailto:hiretouch@maine.edu">hiretouch@maine.edu</a></td>
<td>• Recruitment project implementation</td>
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