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

Table of Contents
- 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: Administrative Holidays Dec. 23 and Dec. 30 created by April A Strowbridge Human Resources Operations Dec 20, 2021

• Blog: MaineStreet Human Resources Maintenance - December 15 created by April A Strowbridge Human Resources Operations Dec 13, 2021

• Blog: Calendar Year End Guidelines 2021-2022 created by April A Strowbridge Human Resources Operations Nov 29, 2021

Recent Updates

1040.30 Tax Withholding for Nonresident Aliens yesterday at 4:04 PM • updated by April A Strowbridge • view change

How to Set up W-4 Tax Withholding Status for Nonresident Alien yesterday at 4:02 PM • updated by April A Strowbridge • view change

e-REHIRE (e-Authorization Training Guide) yesterday at 11:00 AM • updated by Ryan Jordan • 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>
</tr>
</thead>
</table>
| 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 | | |

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) |
|--------------------------|----------------------------------------|
| 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  
- Lori A. Smith  
- Joshua St. Louis |
| Inquiries:  
- 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 | Web www.maine.edu/benefits and https://mycampus.maine.edu/group/mycampus/benefits  
- Email benefits@maine.edu  
- Tel 973-3373  
- Fax 561-3454 |
| Payroll Specialists | Email swspayroll@maine.edu  
Tel 973-3320 |
| Human Resources Information Systems | Email hr@maine.edu  
Tel 581-5853 |

- Payroll forms  
- Data Entry  
- PeopleSearch updates  
- Persons of Interest  
- Form W2 reissues  
- Emergency Off-Cycle check requests  
- Paycheck questions  
- General deductions  
- Tax withholding  
- 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
<table>
<thead>
<tr>
<th>Recruitment Operations</th>
<th>Email</th>
<th>HireTouch Setup and Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>• James Clark</td>
<td><a href="mailto:hiretouch@maine.edu">hiretouch@maine.edu</a></td>
<td>• Technical support - HireTouch integration</td>
</tr>
<tr>
<td>• Susan Spencer</td>
<td></td>
<td>• Recruitment project implementation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Onboarding activity guide</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Search process training and documentation</td>
</tr>
</tbody>
</table>