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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- How-To Articles
- HR Operations Coronavirus COVID-19 Information
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News

Blog Posts

- Blog: Electronic Forms are ready! created by April A Strowbridge Human Resources Operations Jan 26, 2022

- 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

Recent Updates

How to Process Faculty Related Payments via Spreadsheet
Mar 05, 2022 • updated by April A Strowbridge • view change

UMS Employee Benefits Center
Mar 04, 2022 • updated by Zachary W Breton • view change

How-to Articles - Employee Self-Service Onboarding
Mar 04, 2022 • 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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<td>Senior Director of HR Operations</td>
<td>• Kristine Leblanc, MS, MA, PMP • 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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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 | **Inquiries:**  
- Submit your inquiry: /servicedesk/customer/portal/13  
- Book an appointment: https://umspayroll.youcanbook.me  
- Web [www.maine.edu/payroll](http://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 |
| **Salaried**  
- Rick Tyler  
- Carlene Harmon |  
**Weekly**  
- Donnie Sorey  
- Student  
- Brenda Foran - Graduate  
- Assistants  
- Freylis Bileck  
- Ryan Jordan  
- Generalist  
- Lori A. Smith  
- Joshua St. Louis |
| **Hourly** |  
- Inquiries:  
- 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** | **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  
**Fax**: 561-3454 |
| **Karla Varnum**, EBC Manager  
**Fred Messerve**, Manager of Benefits & Wellness  
**Tammie Perez**  
**Ann Remick**  
**Zachary Breton**  
**Kristin Hurd**  
**Kathryn Powers** | **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** | **Email**: swspayroll@maine.edu  
**Tel**: 973-3320 |
| **Matt Lamson**  
**Jessica Bauer** | **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** |
| **Human Resources Information Systems** | **Email**: hr@hris@maine.edu  
**Tel**: 581-5853 |
| **James Clark**  
**Susan Spencer** | **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 hiretouch@maine.edu | HireTouch Setup and Security  
|------------------------|---------------------------|-----------------------------|
| - James Clark  
| - Susan Spencer        | - Technical support - HireTouch integration  
|                         | - Recruitment project implementation  
|                         | - Onboarding activity guide  
|                         | - Search process training and documentation |