Human Resources Operations Knowledge Base

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.

Support and Help
How-to
FAQ
Forms
News

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
Virtual Suggestion Box

News
Blog Posts
- Blog: Important Changes to Time Entry and Approval created by April A Strowbridge Human Resources Operations Sep 19, 2022
- Blog: Payroll Deadlines for Fiscal Year 2022 created by April A Strowbridge Human Resources Operations Jul 01, 2022
- Blog: FY23 Raise Processing created by April A Strowbridge Human Resources Operations Jun 23, 2022

Recent Updates
0780.00 Tuition Waiver Benefits
Nov 17, 2022 • updated by Tammie Lorraine Perez • view change
How to Complete Form I-9 MaineStreet as Administrator
Nov 16, 2022 • updated by April A Strowbridge • view change
0220.00 FLSA Exempt and Non-Exempt
Nov 16, 2022 • updated by April A Strowbridge • view change

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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

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

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<tr>
<th>Team Members</th>
<th>Contact Information</th>
<th>Areas of Coverage</th>
</tr>
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</table>
| Senior Director of HR Operations | • Email kleblanc@maine.edu
• Tel.: 581-5855                  | • Escalated issues
• Process Improvement Ideas
• Feedback |
<p>| Kristine Leblanc, MS, MA, PMP    |                                      |                                          |</p>
<table>
<thead>
<tr>
<th>Director of HR Operations</th>
<th>Email <a href="mailto:aprilm@maine.edu">aprilm@maine.edu</a></th>
<th>Tel.: 262-7934 (desk) 356-1094 (mobile)</th>
</tr>
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<tbody>
<tr>
<td>HR Records Management (Payroll)</td>
<td>Inquiries:</td>
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<tr>
<td>Faculty</td>
<td>Submit your inquiry: /servicedesk/customer/portal/13</td>
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<tr>
<td>Ali Bedard</td>
<td>Book an appointment: <a href="https://umspayroll.youcanbook.me">https://umspayroll.youcanbook.me</a></td>
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<tr>
<td>Nancy Jackson</td>
<td>Web <a href="http://www.maine.edu/payroll">www.maine.edu/payroll</a></td>
<td></td>
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<tr>
<td>Salaried</td>
<td>Email <a href="mailto:payroll@maine.edu">payroll@maine.edu</a></td>
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<tr>
<td>Rick Tyler</td>
<td>Tel 581-9104</td>
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</tr>
<tr>
<td>Carlene Harmon</td>
<td>Option 1: Student inquiries</td>
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<tr>
<td>Hourly</td>
<td>Option 2: Faculty</td>
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<tr>
<td>Donnie Sorey</td>
<td>Option 3: Hourly &amp; Salaried</td>
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<tr>
<td>Student</td>
<td>Option 4: Employment Verification</td>
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<tr>
<td>Brenda Foran - Graduate Assistants</td>
<td>Option 5: All other inquiries</td>
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<tr>
<td>Freylis Bileck</td>
<td>Fax 561-3456</td>
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<tr>
<td>Generalist</td>
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<tr>
<td>Lori A. Smith</td>
<td>Forms/paperwork Submission</td>
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<td>(See How to Submit Paperwork, Forms and Spreadsheets for details):</td>
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**Employee Benefits Center**

- Karla Varnum, EBC Manager
- Fred Meserve, Manager of Benefits & Wellness
- Tammie Perez
- Ann Remick
- Zachary Breton
- Kristin Hurd
- Kathryn Powers

**Payroll Specialists**

- Matt Lamson
- Jessica Bauer

**Human Resources Information Systems**

- James Clark
  - Susan Spencer
  - Jacob Foster

**Inquiries:**

- Payroll forms
- Data Entry
- PeopleSearch updates
- Persons of Interest
- Form W2 reissues
- Emergency Off-Cycle check requests
- Paycheck questions
- General deductions
- Tax withholding
- Moving/Relocation Expense Reimbursements
- Time & Labor Security and dynamic groups
- Retro Distributions, Suspense Account Reconciliations, Encumbrances
- New hire email notifications
- Raise processing: across-the-board increases

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**Forms/paperwork Submission (See How to Submit Paperwork, Forms and Spreadsheets for details):**

- 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

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

**Inquiries:**

- Payroll processing including printing and mailing checks
- Garnishment and levy question
- Paycheck replacements, lost, stolen
- Direct deposit rejections
- 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
- IRS, Maine and other state, local and municipality tax reporting

**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
- Combined Charitable Appeal (CCAUE)
<table>
<thead>
<tr>
<th>Recruitment Operations</th>
<th>Email <a href="mailto:hiretouch@maine.edu">hiretouch@maine.edu</a></th>
<th>HireTouch Setup and Security</th>
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<tbody>
<tr>
<td>• James Clark</td>
<td>• Technical support - HireTouch integration</td>
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<tr>
<td>• Susan Spencer</td>
<td>• Recruitment project implementation</td>
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<td>• Onboarding activity guide</td>
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<td>• Search process training and documentation</td>
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