Issues encountered in OneSolution (OS):

1. **Activating former employees.** Other employees have been reactivated with no issues except for one employee. Case was opened in March 2020 and still has no resolution. Employee, Human Resources and Finance Office has no access to Timecard online for this employee and employee continues to submit paper timesheet every pay period.
2. **Setting up new hires.** New employees have issues connecting to Employee Online and Timecard Online. Human Resources and/or Finance Office are continuously having to assist new employees in setting their new password and gaining access. Most employees are not able to reset their password.
3. **Earnings Register report has incorrect header.** Opened in 2/6/2019 and was promoted to Development but no resolution yet.
4. **Department of Retirement Systems (DRS) file is in the incorrect format.** Manual correction is always needed before the file is sent to DRS. If not corrected the file is rejected by DRS. Case has been opened with OS on 10/9/2019. The case has been transferred to OS Development with no resolution.
5. **Employees entering leave accruals but do not have enough to cover.** The system accepts leave hour entries (vacation, sick, floating holiday) in Timecard Online in excess of the employee's leave balance. The system generates a warning message to alert the employee to correct the entry but does accept an incorrect entry resulting in negative balance in the employee's accruals. Case was created with OS on 5/13/2020 with no resolution.
6. **DRS report.** Deductions and contributions should match in the Department of Retirement Systems (DRS) report and Payroll prelist report before processing Final payroll. During every payroll run, two employees are always a penny off their DRS deduction/contribution so manual correction should be made before Final payroll is run or else DRS report will not be processed by DRS.
7. **Final payroll changes during processing.** In few occasions, Trial Payroll was processed with no identified issues. When Final payroll was completed, errors appeared (one employee disappeared in the payroll report, one employee had an issue with their direct deposit).
8. **Inflated hourly rates.** During the pay periods March to September 2019, hourly employees' hourly rates were inflated. Payroll has had to manually fix the hourly rates for each program coded by each hourly employee before processing payroll. OS was able to identify the issue and resolve it.
9. **Cap of Accruals**. The system does not currently have a cap for compensatory time of 240 hours; therefore, employees are able to accrue past the cap which the Payroll Analyst is monitoring. For Vacation accruals we have a system cap of 320 hours, but some employees who are maxed out are currently being manually tracked. These cap adjustments would need to be performed by OS Professional Services for an additional fee.
10. **HR processing changes.** HR makes pay assignment changes (Pay, Supervisor, Division) during a pay period while employees are entering hours throughout. These changes HR are making cause the old information from their previous pay record to not transfer over to the new pay record. Therefore, some employees are having to reenter hours to correct the lost hours in their timecard. Payroll is also having to manually correct the hours as the hours show up twice or are missing on a payroll report used to bill grants. Possibility to correct it would be to have ALL employees enter hours once HR has finished processing payroll changes, but majority of employees enter hours throughout pay period.
11. **Program code for Accruals used.** When employees use their accruals, the system should default to program code 10099. Some codes have been identified as not being defaulted to the correct program code. Case was opened May 2020 with OS with no complete resolution.
12. **Assigned check number.** The system uses the same check numbers for every payroll processing. Case opened January 2020 with no resolution.
13. **Supplemental payroll**. Payroll was incorrect when originally processed. An off-cycle payroll was processed to pay the employees but everything showed up as 0. Case opened 7/30/2020 with no resolution.
14. **Timecard Online does not flag when Overtime (OT) should be coded.** System should generate a warning message to indicate that worked hours have exceeded 40 hours in the work week and instruct the employee to code the remaining hours to Overtime or Comp Time. Errors are identified causing the Payroll Analyst to reject the timecard and notify employee/supervisor to correct.
15. **Overtime calculation is consistently incorrect.** Payroll Analyst tracks OT calculation using an Excel spreadsheet and will correct payroll system when incorrect. At least one employee is corrected each payroll cycle.

16. **One hour of sick leave for every 40 hours worked.** Since the new Sick Leave Law began in 2018 the Payroll Analyst is tracking the hours accrued using an Excel Spreadsheet. With the hire of temporary employees, the hours are being tracked for approximately 60 employees. Then the accrued hours are manually added to the system to the employee's record.
17. **Compensatory Time for Exempt Staff during COVID response.** With the approved compensatory time accruals for Exempt staff the Payroll Analyst is manually tracking the hours using an Excel Spreadsheet then manually adding the hours to the employee's record.
18. **Vacation accruals hard coded to accrue based on service credits.** District staff are not able to change the hardcoded accruals to account for employees who have negotiated a different accrual amount. Currently, one employee negotiated a higher monthly accrual than what is in the system. These hours are manually added by the Payroll Analyst every 8th of the month payroll processing.
19. **Workflow emails to Supervisors**. Once an employee submits their timesheet, an email is sent to their supervisor for approval. The system often generates multiple emails for the same employee even though the supervisor has approved it. The supervisor will then contact the Payroll Analyst to ensure the timecard was processed.
20. **Benefit allocations incorrect.** Benefit allocations system in incorrect. The system should allocate benefits based on the employee's time coding to programs and not agency-wide based on total wages by program. The vendor was unable to provide a solution. The District could internally create a SQL report and create an allocation manually; however, this type of offline calculation can be error-prone.
21. **Running reports**. Human Resources would like the ability to run reports to fit our needs. OS does have a report writer that is more suited for a person with an IT background. One day of training was provided but it was not enough. If data is needed, data is pulled manually from the system and entered into an Excel Spreadsheet.
22. **Same information in multiple screens.** The same information is entered into multiple screens of an employee record. For example, to change an employee's supervisor it is need to be changed in 3 separate screens.
23. **Benefit deductions for employees incorrect.** The employees benefit deduction is correct in the HR screens but once payroll processes payroll the deduction is changed to a random number. Payroll Analyst is required to manually change to correct amount HR entered.
24. **Full-Time Non-Exempt payroll.** These employees are paid 86.67 hours per pay period regardless of how many hours they work. This number is figured out by taking 2080 hours and dividing by 24 pay periods which equals 86.67 hours. Currently OS is not automatically able to add extra hours worked during a holiday work week. For example, employee works 40 hours and is paid for 8 hours for the holiday. Employee should be paid 8 extra hours for that work week. Employee is required to code to another code or Payroll is manually adding 8 extra hours of pay.
25. **Online Open Enrollment and Benefit Tracking.** Currently the Employee Online system does have an option for employees to make changes and see their benefit information but in order to update the system code needs to be written to add documents and costs. Human Resources does not have the background to write code.