

Do I need to submit a Service Request for retroactive pay?

In ConnectCarolina, ePAR forms are used to submit HR actions, such as hires, transfers, and pay rate changes. If the effective date of an ePAR is in a pay period that is earlier than the current pay period and impacts pay, the employee needs a retroactive pay adjustment. Retroactive pay appears in the employee's pay information and in payroll reports as 'RRG'.

ConnectCarolina has an automatic process (the retro pay program) to pick up retro pay in certain situations. In other situations, the retro pay program does not pick up the retro pay and you must submit a Service Request for the employee to receive their back pay. Additionally, a Service Request is required if a dock in pay is necessary or if an overpayment needs to be processed.

The retro pay program will automatically pick up the retro pay if the answer to the following questions is "Yes".

- Did the employee receive pay in the previous pay period(s) for which the retro pay is effective?
- Was the pay received in the previous pay period(s) for the same Empl Record as the retro pay?
- Is the Pay Frequency the same (monthly to monthly or biweekly to biweekly)?

If the answer to any of these questions is "No", the system will not automatically pick up the retro pay, and you need to submit a Service Request.

Here are some examples of employees who should receive retro pay. Will the retro pay be picked up automatically, or do you need to submit a Service Request?

Scenario	Is a Service Request needed?
Maria is being hired into a paid EHRA job effective January 25, 2021. This will be her first job at UNC. Maria's Hire ePAR did not execute until after the January payroll lockout.	Yes. A Service Request is necessary for Maria to be paid for January. Since she is a new employee and was not paid by UNC in January, a Service Request is necessary for her to receive back pay.
John is an EHRA student who receives compensation for his job on Empl Rec 0. You enter an ePAR to hire John into a secondary job with compensation (Empl Rec 1). The secondary job became effective during the previous pay period.	Yes. John did receive pay during the previous pay period, but the previous paycheck was for a different Empl Record. This means that you need to submit a Service Request for John to receive back pay for his secondary job.
Margie receives compensation for a job she has held for five years (Empl Rec 0). Recently she retroactively transferred to another paid job (Empl Rec 0) with the same pay frequency (biweekly to biweekly).	No. Margie was paid in the prior pay period, both jobs have the same Empl Record number, and pay frequency so the system will pick up the retro pay. You do not need to submit a Service Request.
Susan recently transferred from an unpaid job to a paid job. The effective date for her new job falls in the prior pay period.	Yes. You must submit a Service Request for Susan to receive her back pay since she did not receive pay in the prior pay period.
You submitted an ePAR for Bill's return from a short work break. The ePAR was not fully approved	Yes. Since Bill did not receive pay in the previous pay period due to his work break, you

prior to the payroll lockout, so the effective date of his return falls in a previous pay period.	must submit a Service Request for him to receive the back pay.
Ed received a pay increase for a secondary job, but the ePAR did not execute in time to make the payroll deadline for the pay period.	No. Ed received pay for the same Empl Record in the previous pay period. As a result, the retro pay program will automatically pick up the pay increase and a Service Request is not needed.
Cindy, a paid EHRA Student employee, is graduating and transferring to a Postdoctoral Scholar paid job. The transfer took place in May, but the ePAR was not approved and completed in the system until July.	*Depends. If Cindy received a paycheck during the prior pay periods (May and June) and the transfer occurred on the same Empl Record, the retro pay program will pick up Cindy's retro pay. You do not need to submit a Service Request. However, if there is a FICA exemption on Job Earnings Distribution for her Post Doc appointment, then a Service Request is necessary for FICA retro pay.
Cindy, a paid SHRA Student employee, is graduating and transferring to a Postdoctoral Scholar paid job. The transfer took place in May, but the ePAR was not approved and completed in the system until July.	Yes. Since Cindy is changing from biweekly to monthly, you will need to submit a Service Request. The change could also involve updates on FICA for her Post Doc appointment.

Tip: There are two Payroll Reports available on the HR/Payroll Reporting Dashboard to monitor employee pay. They should be run during payroll lockout and specifically the day before confirm. As a reminder, Payroll calendars can be found on the Payroll website (<https://finance.unc.edu/services/payroll-preparation-and-distribution/>).

1. **Payroll Prelim Report:** This report is similar to the report of the same name in InfoPorte but is available in real time rather than on an overnight lag. Additionally, this new Payroll Prelim Report includes TIM details that are not included in the InfoPorte version.

Note: If there is no information visible on the report (and you are running the report during Payroll lockout and before payroll confirm), it means payroll is running a process so re-run the report in an hour.

2. **Payroll Wage Change Report:** This report shows employees with pay increases and decreases, a dock in pay, additional pay, and one-time payments in the current pay cycle.

For detailed instructions on how to use the new payroll reports including tips to prevent under and overpayments, refer to the Working with Payroll help document in ConnectCarolina (https://sakai.unc.edu/access/content/group/73e2c8d3-9da9-4aaa-a7f2-039777330d77/cc/ConnectCarolina_WebHelp/default.htm#HR/Payroll/Working%20With%20Payroll/Working%20with%20Payroll.htm%3FTocPath%3DHuman%2520Resources%7C).

