

Do I need to submit a Remedy ticket for retroactive pay?

In ConnectCarolina, ePAR forms are used to submit HR actions, such as hires, transfers, and pay rate changes. If an ePAR takes effect in a pay period that is earlier than the current pay period and impacts pay, the employee needs a retroactive pay adjustment.

ConnectCarolina has an automatic process (the retro pay program) to pick up retro pay in certain situations. But in other situations, the retro pay program does not pick up the retro pay and you must submit a Remedy ticket for the employee to receive their back pay. Additionally, a Remedy ticket 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 either of these questions is “No”, the system will not automatically pick up the retro pay, and you need to submit a Remedy ticket.

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 Remedy ticket?

Scenario	Is a Remedy ticket needed?
Maria is being hired into a paid EPA job effective January 25, 2016. This will be her first job at UNC. Maria’s Hire ePAR did not execute until after the January payroll lockout.	Yes. A Remedy ticket is necessary for Maria to be paid for January. Since she is a new employee and was not paid by UNC in January, a ticket is necessary for her to receive back pay.
John is an EPA 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 Remedy ticket 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 Remedy ticket.
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 Remedy ticket 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 prior to the payroll lockout, so the effective date of his return falls in a previous pay period.	Yes. Since Bill did not receive pay in the previous pay period due to his work break, you must submit a Remedy ticket for him to receive the back pay.

<p>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.</p>	<p>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 Remedy ticket is not needed.</p>
<p>Cindy, a paid EPA 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.</p>	<p>*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 Remedy ticket. However, if there is a FICA exemption on Job Earnings Distribution for her Post Doc appointment, then a ticket is necessary for FICA retro pay.</p>

Tip: Even if the retro pay program should pick up the employee's back pay, it's a good idea to monitor the Prelim Report in InfoPorte to make sure the employee will receive his or her back pay.