Do I need to submit a Service Request for retroactive pay?
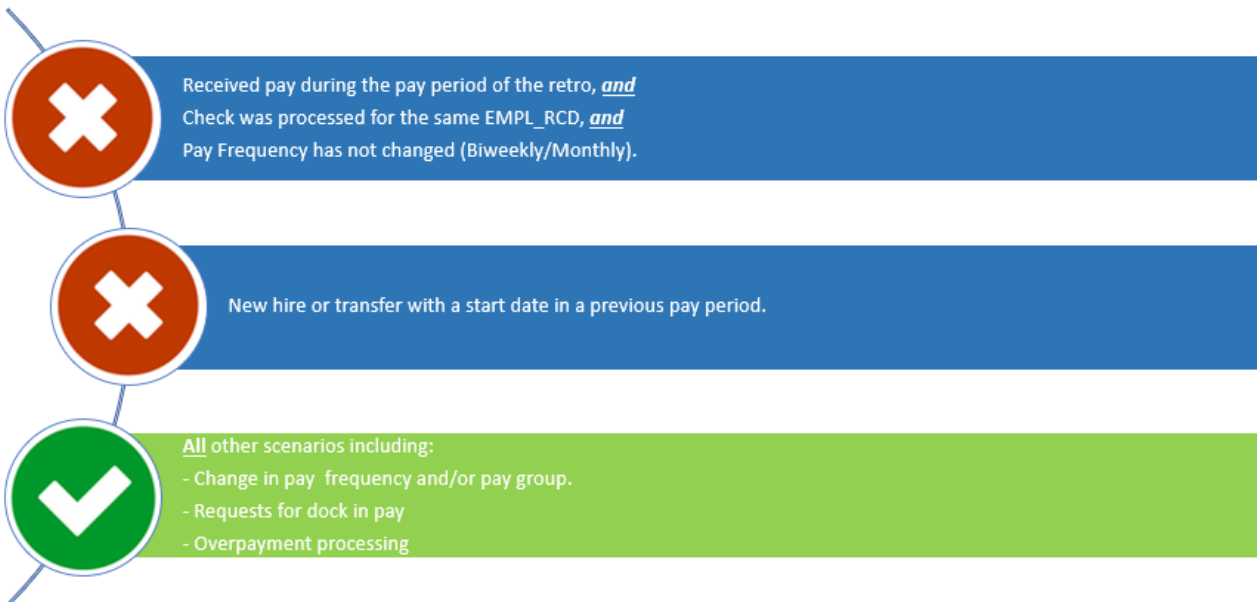
In ConnectCarolina, ePAR forms are used to submit HR actions, such as hires, transfers, and pay rate changes. If the effective date of an ePAR is in a pay period prior to the current pay period and impacts pay, the employee needs a retroactive pay adjustment. Retroactive pay appears in the employee's pay information and in payroll reports typically as 'RRG'.

In addition to RRG, other retro earning codes are:
- R18 and R19 - foreign national employees on treaty
- RRF - training grant
- RLO - retro longevity
- ROT - retro overtime

ConnectCarolina has an automatic process (the retro pay program) to pick up retro pay in certain situations such as salary changes affecting the previous pay period. Payroll Services also runs queries and validations for any new hire with an effective date in the prior period. In a few situations, the retro pay program does not pick up the retroactive pay and queries do not identify hires that have a date earlier than the prior pay period. In these situations, you must submit a Service Request for the employee to receive their back pay. Additionally, a Service Now Request is required if a dock in pay is necessary or if an overpayment needs to be processed.

Retro Pay: Do I need to create a ticket?

❌ Received pay during the pay period of the retro, *and*
Check was processed for the same EMPL_RCD, *and*
Pay Frequency has not changed (Biweekly/Monthly).

❌ New hire or transfer with a start date in a previous pay period.

✅ **All** other scenarios including:
- Change in pay frequency and/or pay group.
- Requests for dock in pay
- Overpayment processing

Departments are expected to **review the Payroll Prelim Report** between lockout and confirm to validate that all employees' pay is correct. Retroactive pay is usually loaded and viewable in the Payroll Prelim Report available via the HR/ Payroll Dashboard in the afternoon one day after lockout, and in Infoporte the following morning. For example:

Time Frame	Activity
Tuesday Noon	Payroll Lockout

Time Frame	Retroactive Pay available to view in:
Wednesday afternoon	HR Workcenter Payroll Prelim Report
Thursday morning	Infoporte Payroll Prelim Report

If retroactive pay is not included in the employee's pay after the above timeframes, please submit a Service Request. The retro pay program will automatically pick up the retro pay if the answer to the following questions are "Yes" (meaning, a ServiceNow request is **not** needed):

- 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)?

Payroll also runs queries to capture new hires hired in the previous pay period (meaning, a ServiceNow request is **not** needed).

- Is this a new employee whose start date was in the previous period?

If the answer to any of these questions is "No", the system will not automatically pick up the retropay and will not appear in Payroll queries, so you need to submit a Service Request for retro pay.
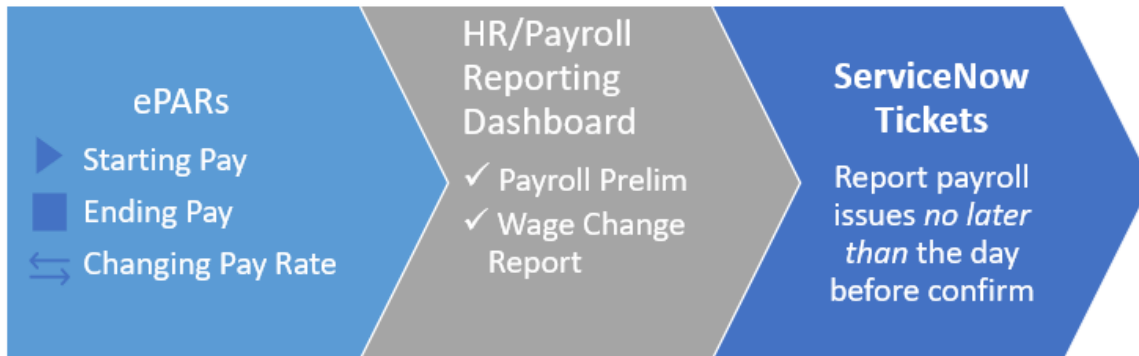
Here are some examples of employees who should receive retro pay, to illustrate when a Service Request is or is not necessary.

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.	No. A Service Request is not necessary for Maria to be paid for January in February pay. This will be identified on the late hire query run by Payroll.
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.
Jin receives compensation for a job they have held for five years (Empl Rec 0). Recently Jin retroactively transferred to another paid job (Empl Rec 0) with the same pay frequency (biweekly to biweekly).	No. Jin 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.

Eduardo recently transferred from an unpaid job to a paid job. The effective date for the new job falls in the prior pay period.	No. A Service Request is not necessary for Eduardo to be paid for the prior pay period. This will be identified on the late hire query run by Payroll.
You submitted an ePAR for Hanna's return from a short work break. The ePAR was not fully approved prior to the payroll lockout, so the effective date of the return falls in a previous pay period.	Yes. Since Hanna did not receive pay in the previous pay period due to the work break, you must submit a Service Request for her to receive the back pay.
Pranav 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. Pranav received pay for the same Empl Record in the previous pay period. As a result, the retropay program will automatically pick up the pay increase and a Service Request is not needed.
Malik, 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.	Yes. Since these are two different Pay groups the Retro Pay Program may not pick up the retro pay, therefore, you need to submit a Service Request.
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/).

You **must** validate payroll every pay cycle to prevent over/under payments!

ePARs
- ▶ Starting Pay
- ■ Ending Pay
- ⇆ Changing Pay Rate

HR/Payroll Reporting Dashboard
- ✓ Payroll Prelim
- ✓ Wage Change Report

ServiceNow Tickets

Report payroll issues *no later than* the day before confirm

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: Whether departments submit tickets or not requesting retro pay, it is <u>imperative</u> to validate their payroll to ensure payment accuracy preventing over/under-payments *before* the payroll confirms.**

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. If you know that you processed an ePAR that should impact pay for the current pay period, you should see that information reflected on this report. If you do not see what you are expecting, please log a Service Request reporting the issue *no later than* the day before payroll confirm.

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.