

# Payroll Services

## Unreported Absences Assessment Project

### 6-month Follow-up

#### Assessment Re-cap

- Assessment found that a total of 4363 hours was unapproved by the Payroll deadline between September 2018 and October 2019
- Campus community unaware of the potential monetary impact. Probably liability found during assessment period totaled between \$105,750 - \$251,526
- Payroll department not able to make deadlines

#### Process Improvements Implemented

- Clear reporting deadlines: Due dates for Absence Management entry and approval are posted on the Payroll website for the calendar year (4<sup>th</sup> working day of the month depending on holidays/weekends). In addition, due date reminders are included in the monthly Payroll Bulletin that is shared with all departments
- Potential monetary losses: Departments are made aware of the amount of funds they might be liable for when unapproved hours result in separating employees receiving payout for accrued time they had already used
- Escalation Protocol: Instead of waiting to reach out to management regarding unapproved absences after deadlines have passed, they are given the same information at the same time as Timekeepers.

Based upon the communication improvements, the amount of unapproved absences was drastically reduced in the first 6 months of implementation. There was a total of 286.75 unapproved hours. These were mostly a result from late submissions from employees who were off work on or around due dates.

