

JHU ISR Processing Policy & Procedure

A. Purpose

The Human Resources Internal Service Request (ISR) processing policy was created to establish processes for timely submittal of HR transactions to alleviate University and employee liability and to comply with Federal and State Regulations.

B. Policy

This policy defines the Johns Hopkins University responsibility for processing HR transactions (ISR).

C. Responsibility

1. Employee

- a. Notify your manager/supervisor of any HR transactional changes.
- b. Notify your manager/supervisor of any HR changes that you expected and didn't receive or if you receive additional compensation that you were not expecting.

2. Manager/Supervisor/HR/Payroll Representative

- a. Submit all HR transactions within determined time frame by type as referenced in this policy.
- b. HRSS processing deadlines must be followed.
 - i. Please review the HR/Payroll Shared Services website and be sure that ISRs are submitted timely.
 - ii. If transaction being submitted will prevent or reduce an overpayment and has not made the HRSS deadlines, email the appropriate team listed below to explore options that may avoid or significantly reduce the overpayment.
 1. HRSharedServices-Homewoodclients@jhu.edu
 2. HRSharedServices-BSPHclients@jhu.edu
 3. HRSharedServices-HealthSystemclients@jhu.edu
 4. HRSharedServices-somclients@jhmi.edu

3. HR/Payroll Shared Services

- a. Complete HR transactions as defined in published [HR/Payroll Shared Services Service Level Agreement](#).

4. Divisional HR

- a. On a quarterly basis, review ISR report for critical HR transactions and work with responsible individuals (e.g. vice president, department head, business officer, etc.) for those areas which report data indicate are frequently late with ISR processing.
- b. Critical HR transactions include:
 - i. Hires
 - ii. Salary Changes
 - iii. Terminations
 - iv. Leave of Absences

D. Deadlines

- a. ISR deadlines are posted on HR/Payroll Shared Serves website @ http://ssc.jhmi.edu/hr_payroll/deadlines.html .
- b. HR transactions should be processed in a timely fashion so that transactions that affect employee's pay are reflected in the appropriate payroll.

E. Discipline Procedure

- a. Failure to comply with the policy and procedures regarding all HR transactions and submissions within time frame as defined above will be considered a violation of policy which is subject disciplinary actions.