

HR Shared Services vs Payroll Shared Services

Below is a brief overview of which dept to contact:

Payroll Shared Services

- Questions related to time entry (Nightingale, Kronos, CATS) which includes leave balances and PTO payouts
- Overpayments except for salary reductions which are submitted via a reduction in pay form
- Retro payments before go live
- Off cycle checks
- Forms processing (I9s, tax forms, direct deposits)
- Correction to fundings sources for the following wage types: Overpayment Advances (3041), Overpayment Repayment (616P & 616B), EB15 Cost Transfers (3LUx) and Legacy Retro (3LHx)
- Requests for new wage types or updates to existing wage types excluding parking deductions.

HR Shared Services

- ISRs and related questions/corrections
- Miscellaneous deductions and related questions/corrections
- Vacation and retiree payouts for JHU staff
- Corrections to funding sources for supplements pays *except* Overpayment Advances (3041), Overpayment Repayment (616P & 616B), EB15 Cost Transfers (3LUx) and Legacy Retro (3LHx)
- Reduction in Pay for JHU semi monthly staff who miss 5 consecutive days or less (no ISR submitted)
- Parking wage type updates and/or the addition of new parking wage types.