

HRS-CAPS/SAMPLE SERVICE AGREEMENT

PURPOSE

The purpose of this service agreement (SA) is to establish a cooperative relationship between Human Resource Services Core Administrative Processing Support (HRS-CAPS) Center and its customers. This SA will:

- Outline services to be offered and working assumptions between HRS-CAPS and its customers;
- Quantify and measure service-level expectations;
- Outline the methods used to measure quality of service provided;
- Define mutual requirements and expectations for critical processes and overall performance;
- Strengthen communication between HRS-CAPS center provider and its customers;
- Provide a process for resolving conflicts.

VISION

The University, through the Operational Excellence Initiative (OEI), has adopted a guiding set of principles around which shared services initiatives are assessed. The creation and operation of HRS-CAPS is guided by the following shared services principles:

- Ensuring that the ultimate customer or end user is the top priority
- Using service level agreements to foster accountability and emphasize roles and responsibilities.
- Standardizing processes to drive out cost, improve service, achieve consistency, and reduce rework
- Fully communicating to customers
- Embracing principles of continuous quality improvement
- Aggregating transactions at a division, campus or system level as appropriate

MISSION

The mission of the HRS-CAPS center is to provide our customers with quality, timely and efficient services. We will achieve this mission by using technology, cultivating the skills of our staff and building strong relationships with our customers to ensure customer satisfaction. We will operate our HRS-CAPS centers understanding that our work supports the faculty, students and staff as they carry out the University of Missouri's mission of teaching, research and service.

SCOPE

HRS-CAPS will be responsible for processing HR transactions for all faculty, staff, student and courtesy appointments in your division. Transactions include:

- Processing all ePAF paperwork and related forms
- Creation and data entry of turnaround PAFs that cannot be initiated in ePAF (e.g., changes to 9 month contracts.)
- Creation and data entry of emeritus and other courtesy appointments
- Data entry of additional pay forms
- Conducting New Employee Registration (NER) to verify completion of employee paperwork (W-4, direct deposit, Personal Data Form(PDF), Appointment Notification Form(ANF)) and to verify eligibility to work (E-Verify & I-9.)

- Managing FICA compliance for student employees
- Creating of EMPLIDS for faculty and staff hires where no Criminal Background Check (CBC) is required
- Identifying the need for and preparing rosters or on-line check requests for missed pay
- Facilitating the overpayment process with Payroll staff on behalf of departments
- Processing vacation payout on terminations, transfers to non-benefit eligible positions and retirements
- Entering leave adjustments to reduce or adjust paid time off(PTO) balances related to terminations, retirements, returns from leave of absence, and transfers to non-benefit eligible positions
- Processing payment of transition assistance in Time & Labor
- Problem solving related to personnel actions
- Imaging of personnel paperwork
- Managing data in the Position Management module for all staff and faculty positions
- Management of work authorization for non-resident aliens (re-verification and edit reports)
- Handling leave accrual processing questions
- Handling general Time & Labor processing questions
- Providing ePAF training and troubleshooting technical issues

HOURS OF OPERATION

Daily hours of operation during the academic year are 8:00 AM to 5:00 PM Monday to Friday with the exception of official University Holidays. Summer Hours are 7:30 AM to 4:00 PM. Working hours may be adjusted due to emergency situations, peak processing periods or other unforeseen circumstances.

SERVICE EXPECTATIONS

The services listed below indicate (where possible) the expectation of turnaround times, deadlines and service expectations for HRS-CAPS and department processors.

CAPS CENTER SERVICE EXPECTATIONS:

SERVICE	SERVICE EXPECTATION
Processing deadlines	Meet all deadlines
ePAF processing	Hire/Rehire ePAFs processed within 24 hours of employee providing required documents (e.g., I-9 documents) Job Change/Status change ePAFs – 48 hour turnaround (<i>72 hour turnaround during peak processing periods</i>)
Processing payment of Transition Assistance	Ensure transition pay on appropriate pay cycle
Terminations & Retirements	Vacation paid out and appropriate reduction of paid time off balances processed on last paycheck (Terminations). Enter PTO in Time & Labor to ensure no break in pay for employee and appropriate reduction of leave balances (Retirements) <i>Contingent on timely processing of termination or retirement by department</i>
Email	24 hour turnaround
Phones inquiries	Return daily
NER	Offered daily 8 a.m. – 4 p.m. with option for special NER by prior arrangement (minimum of 10 new hire employees)

Creating EMPLIDS	24 hour turnaround
I-9	Complete within 24 hrs. of employee's attendance at NER* <i>Contingent on presentation of appropriate documents by new employees *</i>

CAPS DEPARTMENT EXPECTATIONS:

SERVICE	SERVICE EXPECTATION
Processing deadlines	Meet all deadlines
Request EMPLID	At least 48 hrs before NER
Hires/Rehires	Submit ePAF \geq 48 hrs before the first day of work and/or attendance at NER (whichever is earlier) and comply with CBC requirements before submission of ePAF
NER	Send employee on or before first day of work during published NER hours.* Communicate NER hours to new employees. Schedule special NER at least 2 days in advance and observe minimum attendee requirement. <i>Departments are expected to reinforce/communicate NER requirements with new employees.</i>
Terminations	Submit ePAF before effective date of termination
Retirements	Submit ePAF within 2 days of employee notification of retirement.
Job change and status change ePAF	Submit ePAF before the effective date of personnel action.
Overpayments	Timely communication with employee to obtain repayment

FUNDING

Each college, school or division participating in an HRS-CAPS center will pay its share of the total cost based on the number of employees (including courtesy appointments) in the division. The funds will be transferred to HRS at the beginning of the service agreement period and annually thereafter effective at the beginning of the Fiscal Year. The employee data will be reviewed every 3 years, and changes made based on the distribution of number of academic, staff, student and courtesy appointments in the division. Annually the amount will be revised based on merit increases awarded to HRS-CAPS staff consistent with Salary and Wage Guidelines.

The direct costs to the division for CAPS service include compensation for staff and cost of required equipment. The HRS-CAPS Center is managed by an Assistant Director who is funded by HRS and directly supervised by a Manager who is partially funded by HRS. HRS will fund on-going annual support & maintenance fee for scanner, supplies and any other operational expenses.

Divisional Share: = \$

PERIODIC QUALITY REVIEWS

HRS-CAPS manager will conduct division/department visits to review the CAPS unit's performance against agreed upon service level expectations.

SUPERVISION/EVALUATION

The primary supervision of the HRS-CAPS staff resides in HRS. Annual performance evaluations will be conducted, including relevant information gathered during regular division/department visits and specific feedback from departments.

SERVICE CONSTRAINTS

Workload- Increases in workload caused by natural or man-made acts such as power outages, weather, system unavailability or system response time may result in temporary reductions of service-level delivery. NOTE: Mid-August/September, January and June are peak processing periods for PAF activity. During those periods turnaround times may be slightly extended as noted under Service Expectations.

Conformance Requirements- Changes to University policy and/or federal or state regulations may alter procedures and service delivery time frames.

Dependencies- Achievement of our service-level commitment is dependent upon customer compliance with policies and procedures of the University of Missouri and timely notification to HRS-CAPS Staff of departmental personnel actions.

ISSUE RESOLUTION

If concerns or issues arise, CAPS staff and/or department/division staff are encouraged to address those issues with the person or persons most directly involved including the HRS-CAPS manager as appropriate. If either the HRS-CAPS manager or the division/department customers identifies a substantive breach of responsibility or other problem that requires resolution prior to the next periodic review, the Associate Vice Chancellor for Human Resource Services and the Division Fiscal Officer will engage in a joint effort to resolve the matter. In the event remedial efforts fail, either party can raise the issue to the Vice Chancellor for Administrative Services, the Dean or the Vice President for Human Resource Services, as appropriate, for final resolution.

TERMS OF AGREEMENT

This agreement commences on **July 1, 2014**. Any and all modifications will be made in the spirit of the original agreement and must be reviewed by the representatives of the divisions and HRS. This service agreement is subject to periodic review and may be discontinued or modified at the discretion of either party at the beginning of a fiscal year. The service agreement remains in effect until discontinued or modified in writing with 90 days of notice if either party elects to terminate the agreement.

Karen Touzeau
Associate Vice Chancellor, Human Resource Services

Date

Dean or Division Head

Date

Division Fiscal Officer

Date