



## Business Process Document

Process Name	<b>Interim or Acting Pay Process</b>
Department	<b>Human Resources</b>
Process Purpose	<b>To document the process to be used when requesting interim or acting pay for a staff member</b>
Effective Date	<b>November 2021</b>
Revision Date	<b>November 2021</b>

### Process Overview:

**Acting appointments** typically occur when an ‘Administrator’ is absent or reassigned for a short period of time (usually 3 months or less). The absent administrator retains the responsibility of their position but delegates the authority to the ‘acting’ person

**Interim appointments** typically occur when an ‘Administrator’ resigns, and a replacement is sought or if an administrator is absent for a long period of time (usually exceeding 3 months). The ‘Interim’ person has both the authority and responsibility of the office.

The below process delineates the steps to be taken when requesting interim or acting pay, and the resulting process steps once approved.

### Step by Step Process:

1. The manager meets with the department/division leader to discuss and receive approval prior to submitting the request to Human Resources.
2. Manager submits request via email to HR Business Partner (HRBP). The request should have specific justification to include the name and title of the employee

whose work is being reassigned and information on the specific duties being reassigned.

3. HRBP submits the request to the Compensation Team via a ticket in the [Service Now portal](#).
4. The HRBP will include the manager on the ticket, which will allow them to view the communications between the Compensation Analyst and the HRBP and to respond with requested information by replying to the ticket's generated email. These responses will update the ticket accordingly.
5. All requests are reviewed in accordance with the [Salary Administration Policy](#) found on the [Compensation website](#).
6. The Compensation Analyst will conduct an analysis of the request and will provide written documentation of the recommendation to the HRBP.
7. The HRBP will review the recommendation with the hiring manager.
8. Once agreed upon, the HRBP will work with the requesting manager to enter the transaction into OneUSG Manager Self Service (MSS).
9. The transaction will include an effective end date, typically in 90 days.
10. Renewals in the system are not automatic and must be requested in OneUSG MSS prior to the new effective date of the transaction. At the beginning of each month, the Compensation Department will provide the HRBPs with any Interim/Acting payments that are expiring that month. HRBPs will send a reminder to managers to evaluate the need to continue.
11. The hiring manager should upload the written recommendation provided by the Compensation Analyst as supporting documentation in the OneUSG transaction.
12. The appropriate Cabinet member should be added as an ad hoc approver following the one-up supervisor (provided the cabinet member is not the requester or the one-up supervisor) to approve the transaction per the Salary Administration Policy.
13. Transactions should be future dated wherever possible.

14. Once the transaction is completed, the HRBP, will provide a letter with the appropriate pay adjustment and effective date to the impacted employee/s and the requesting manager. This will complete the process.

### **Interim Pay FAQs:**

**Q: What is the “typical” interim pay recommendation?**

**A:** Typically, interim payment amounts are the higher of either 10% of the monthly salary of the prior incumbent in the role, or the minimum of the salary range for the position for which the Acting or Interim appointment is made. Requests for other amounts will be considered based on the justification provided and will need to be approved by the Chief Human Resources Officer (CHRO) in consultation with the Chief Administrative Officer (CAO).

**Q: What happens if the transaction needs to be approved retroactively?**

**A:** The effective date of the transaction will determine the need for signatures outside of the transaction approvals. Retroactive transactions, or transactions with immediate effective dates, may require completion of an Action Approval Form and a Retro Payroll Form. Your HRBP will work with you to determine the need for the form. Should it be determined that a form is needed, the completed form should be uploaded into the MSS transaction. The HRBP will process the Retro Pay form accordingly.

**Q: Will I get a reminder to renew the interim/supplemental pay before the end of the approved period?**

**A:** Yes, your HRBP will send a reminder at the beginning of the month in which the interim pay is scheduled to end.

### **Service Level Agreement (SLA) FAQs:**

**Q: What is the Service Level Agreement (SLA) for this process?**

**A:** The Service Level Agreement for this process is two (2) business days.

**Q: When does the SLA “clock” begin?**

A: The SLA clock begins when the HRBP has entered the ticket into Service Now to assign it to the Compensation team.

**Q: When does the SLA “clock” end?**

A: The Compensation Analyst will mark the ticket complete once the final salary recommendation has been accepted. The SLA will end when the ticket has been marked complete.

**Q: How will questions/requests for more information from the manager impact the SLA?**

A: If a question or request is made to the requesting manager, the ticket’s status will be changed to “pending” which will, in turn, place the SLA on hold. When the response/information is provided, the status of the ticket will return to “work in progress” and the SLA time resumes.

**Q: How is the SLA calculated?**

A: SLAs will come directly from the Service Now system based on Opened Date and Closed Date.

**List of Forms Associated with Process:**

- Action Approval Form
- Retro Pay Form