



Business Process Document

Process Name	Temporary Additional Pay Process
Department	Human Resources
Process Purpose	To document the process to be used when requesting temporary additional pay for a staff member
Effective Date	November 2021
Revision Date	November 2021

Process Overview:

Temporary additional pay may be granted when duties are assigned on a short-term basis for a specific purpose.

The below process delineates the steps to be taken when requesting temporary additional pay for a staff member, 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 the request, via email, to the HR Business Partner (HRBP). The request should have a specific justification including a comparison to other employees in the same position within the department/division and an explanation for an individual versus a group change (if applicable).
3. HRBP submits the request to the Compensation Team via a ticket in the [Service Now portal](#). The HRBP will include the manager on the ticket, which will allow the

manager 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.

4. All requests are reviewed in accordance with the [Salary Administration Policy](#) found on the [Compensation website](#).
5. The Compensation Analyst will conduct an analysis of the request and will provide a recommendation to the HRBP who will review the recommendation with the requesting manager.
6. Once agreed upon, the HRBP will work with the requesting manager to enter the transaction into OneUSG Manager Self Service (MSS). The manager should upload the written recommendation provided by the Compensation Analyst as supporting documentation in the OneUSG transaction. 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.
7. Transactions should be future dated wherever possible. The transaction will also have an effective end date. Extensions in the system are not automatic and will need to be requested in OneUSG MSS prior to the new effective date of the transaction. Temporary Pay should be re-evaluated for need to continue.
8. 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.

Frequently Asked Questions (FAQs) for Temporary Additional Pay:

Q: What is the typical recommendation for Supplemental Pay?

A: Typically, supplemental payments are 10% of the employee's salary. 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: Does this process need additional approval documents?

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

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

A: The SLA 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 pay grade and/or salary recommendation has been accepted and job description is complete. 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.

Forms Associated with Process:

- Action Approval Form