HR Transaction Services (HRTS) Service Level Agreement

General Commitments

- HRTS processes transactions M-F, 7am to 5pm (or later by prior agreement), except for University holidays and system lockout periods.
- Schools/VP Areas may elect to use some or all of our services, at their discretion.
- Transactions will be accepted only from designated Department Approvers. Incomplete forms or unapproved requests will be processed when the information is complete and approved. We will follow up with Local HR during the same business day to communicate any missing information or approvals.
- Transactions will be acknowledged and/or completed within 24 hours, i.e. by the same time tomorrow (or next business day). Exceptions: (1) when transaction effective date is within a future pay period, and (2) when early completion would have adverse downstream impacts (e.g. a reclassification from NX1 to EX1 performed too early would impact leave accruals and timecards).
- Transactions received by 5pm, two days prior to the PeopleSoft Payroll deadline, will be processed to meet the Payroll deadline. Other exception situations for emergency turnaround to be negotiated.

Specific Service Level Commitments by Transaction Type

Process	Service Expectation	Notes
Hire and Rehire	Hires and rehires will be processed within the appropriate payroll period.	Includes temp, casual, and student hires
Voluntary or Involuntary Termination	The final check will be processed and available on the last day of employment assuming that the timecard for the employee has been completed and approved. HRTS calculates and includes in the termination web form any partial vacation accrual earned. • Local department TLA approves Axess timecard	Assumes employee timecard has been completed and approved Includes temp, casual, and student terminations
Layoff or Retirement Termination	Final check will be processed and available on last day of employment. Terminal Vacation (TV) will be processed within the appropriate payroll period. • Local department confirms retirement eligibility by working with Stanford Benefits • Local department provides any severance amount • Local department provides start date of TV • HRTS calculates partial vacation accruals to be earned, projects out TV schedule, and enters vacation payout into the Termination web form • Local department TLA approves Axess timecard	Assumes employee timecard has been completed and approved
Transfer	Processed within the appropriate payroll period.	
Leave of Absence	Processed within the appropriate payroll period.	Includes seasonal layoffs
Release a Job Record	HRTS releases PeopleSoft job record no later than the effective date of the transfer or rehire into the new department.	

Off-Cycle Check	Processed to be complete and ready for the requested date. HRTS calculates any retroactive amount due.	Approved transaction must upload by 9 AM on the date the check is needed.
Reclassification	Processed within the appropriate payroll period, including the processing of any Supplemental Pay requests for retro pay due. HRTS calculates any retroactive amount due.	
Employment Update	Processed within the appropriate payroll period.	
Supplemental Pay (Other) than	Processed within the appropriate payroll period. HRTS calculates the per-pay-period amount for any recurring payment (e.g. TAR or SUP), and any retro amount due.	
Supplemental Pay (Year End Bonuses)	Year-end Bonus Supplemental Pay requests will be processed within the appropriate payroll period.	All of the necessary information must be received at least two (2) weeks prior to the PeopleSoft Payroll deadline
Supplemental Pay (Other)	Processed within the appropriate payroll period. HRTS calculates the per-pay-period amount for any recurring payment (e.g. TAR or SUP), and any retro amount due.	
Position Management	Position Management requests (changes) will be processed within the appropriate payroll period. Creation of new positions will be processed within one business day.	
Job Posting in Trovix	The creation of the requisition and job posting in Trovix will be processed within one business day. • Local department must provide Job Classification Code (JCC) prior to posting • If hiring manager not found in Trovix, HRTS will enter the requestor as hiring manager, and handle hiring manager setup	HRTS will update the open job requisition once the hiring manager has been set up in Trovix
Background Check Initiation	HRTS initiates Background Checks within one business day. Email instructions for Pending cases will be sent within 24 hours of HireRight completion.	Clients may prefer to initiate in HireRight
Procurement Contract Search	HRTS reviews employment history for possible past employment contracts within three business days.	Requires University-wide PeopleSoft access

**PeopleSoft Payroll
Deadlines:** http://www.stanford.edu/group/fms/fingate/staff/payemployee/res_jobaid/payroll_schedule_deadline.html

HR Transaction Services Department Contact Information
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Transaction components and services performed by local school/department HRA/HRM

- Obtain all required approvals prior to submitting a transaction to HRTS
- Follow up on missing information, missing approvals, or items stuck in PeopleSoft approval workflow
- Time Leave Administrator functions (e.g. Historical edits in timecards, reminder emails, approvals, overtime tracking and alerts, Terminal Vacation inputs)
- Monitor future dated transactions and employee notifications through a calendar tickler system and complete them (e.g. end of new hire trial period, end of a fixed-term assignment)
- Answer questions for your supported teams on HR procedures, HR job aids, or Administrative Guide
- Write and distribute employee letters or memos (e.g. Reclassification or FTE change, Terminations)
- Job requisition search distribution reports and search files
- Labor distribution schedules and suspense accounting
- Department leave tracking: files, spreadsheets, claim paperwork