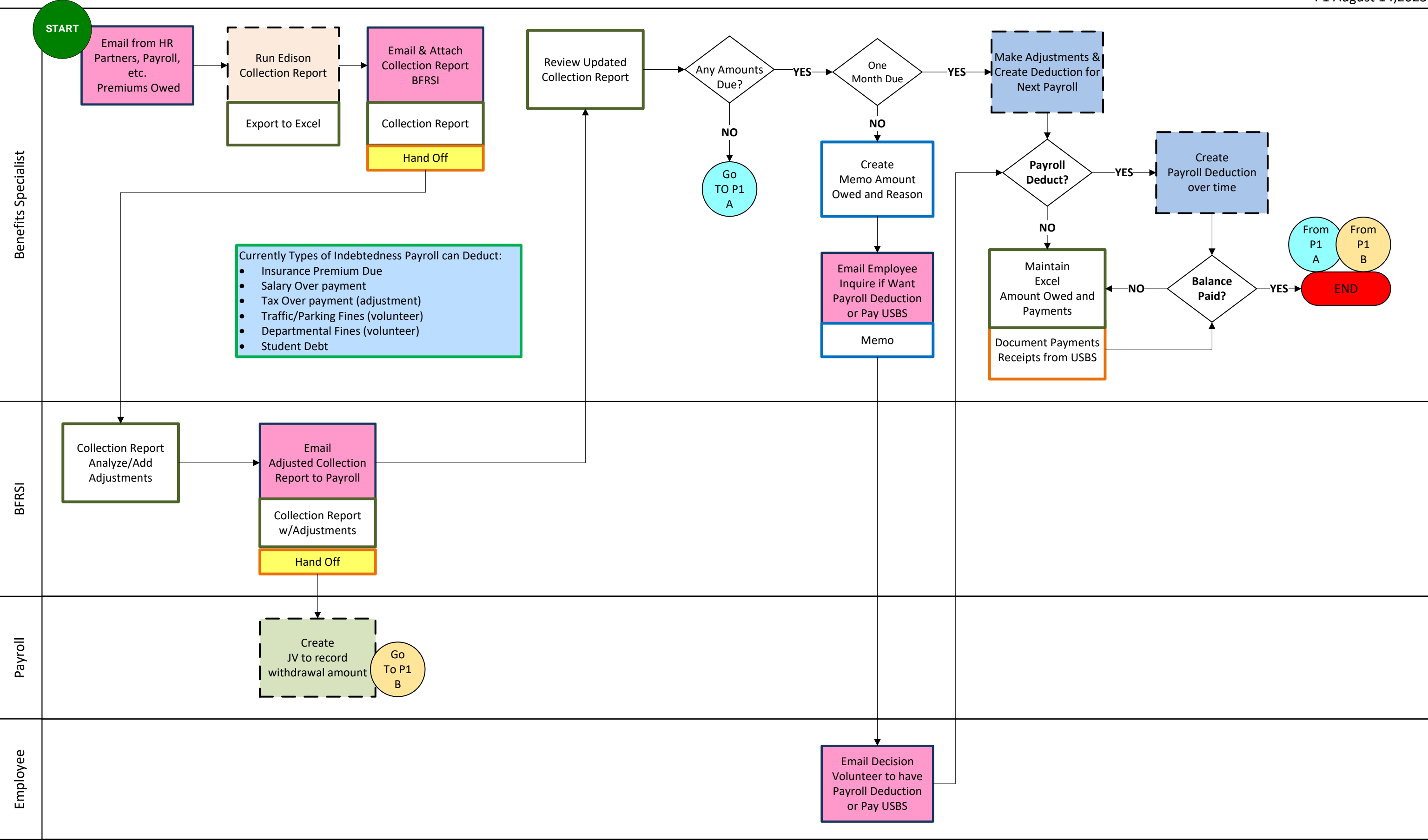


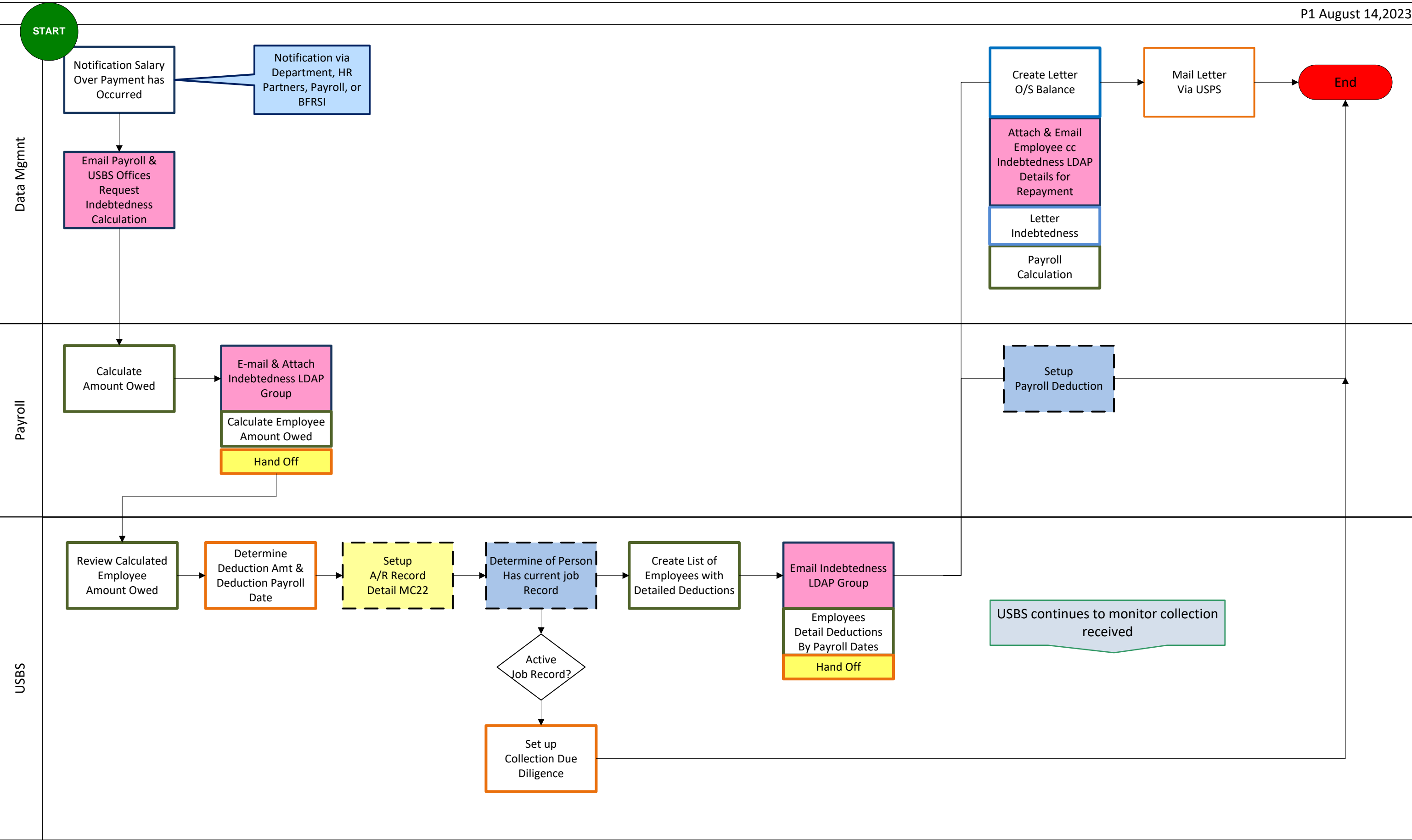
Employee Indebtedness ‘AS IS’ Premium Due

P1 August 14,2023



Employee Salary Overpayment Indebtedness 'AS IS'

P1 August 14,2023



Pains & Issues:
The issues and pain points identified during the AS IS Process Mapping and Analysis workshop are noted below.
The issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Employee's payroll is insufficient to cover medical premiums.

RCA: Hours worked not sufficient there maybe an official garnishments, leave without pay, or on Workers Comp.

2. Several Excel and Word documents are created during the process.

RCA: Manual process to calculate deduction and taxes.

3. Several manual emails with attachments.

RCA: Since process is not electronic, manual e-mails have to be created for notification during the process.

4. Medical Premiums due are currently not set up as an Employee Indebtedness AR record.

RCA: Current process notifies the employee premiums are due and to pay at the USBS cashier window.

5. Employee Indebtedness (fines, parking tickets, rent, tuition etc) are voluntary for payroll deduction.

RCA: Current process is to allow the employee the option to select payroll deduction or pay at the USBS cashier window.

6. Employee no longer employed.

RCA: Employee has terminated before salary overpayments can be collected.

7. Lack of response from employee to make payments.

RCA: Since premium due and other fines are not mandatory for payroll deduction, notifications are ignored.

8. There is a current process to collect all indebtedness through payroll deduction.

RCA: Not UofM policy to collect through payroll deductions.

9. Employee eContracts/offer letters need to include a responsibility statement if employee owes the university amounts will be payroll deducted.

RCA: Not the current practice.

10. Need of guidelines how long employees can stretch out repayments.

RCA: One has not been established.

11. Out of compliance on State TCA 9-4-604 no one can receive state funds if owe the state.

RCA: Current guidelines are not completely followed.

