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.

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