

Board of Education Meeting



School Business Systems Modernization Update
October 17, 2022

SBSM Update

At previous Board meetings we discussed the following items:

- The history and background of SBSM
- The specific goals of the SBSM initiative
- The impact on Gaston County Schools
- The historical conversion timeline

Current Payroll Issues

Global Payroll Issues:

- Retirement Contributions
- Multiple Voluntary Deductions
- Longevity Payments
- EPI Teacher Deductions
- Classified Employee Issues

Current Payroll Issues

Retirement Contributions

- **ORBIT** (NC State Retirement) files have been submitted through **June** / posted through **May**
- Empower (Prudential) **401(k)** posted through **September**. All other retirement plans - **457** and **403(b)** – posted through **June**

Current Payroll Issues

Multiple Voluntary Deductions

- A number of employees had **excess deductions** taken from their checks.
- We are working with Oracle and CherryRoad to correct the issue for **future pay cycles**.
- Some of these have been refunded, but **many have not**. We will be working with our on-site Oracle resource to **assist us with refunding** these excess deductions.

Current Payroll Issues

Longevity Payments

- No longevity payments were made to employees in **July and August**.
- We are working with CherryRoad to resolve this issue as soon as possible.
- The issue was resolved for **September** longevity payments.

Current Payroll Issues

EPI Teacher Deductions

- Since EPI teachers are contract employees, they are not subject to pay **FICA deductions** during their first two years, or any **retirement contributions**. However, we did withhold FICA and retirement from most of these individuals.
- We are **currently refunding** these deductions to these employees.

Current Payroll Issues

Classified Employee Issues

- The General Assembly approved salary increases amounting to the greater of 4% or \$15.00/hour
These salary increases have been entered into Oracle
All salary increases will be retroactive back to July 1, 2022

Current Payroll Issues

Classified Employee Issues

- School Nutrition employees were not paid the higher rate of pay for summer school. This rate **has been entered into Oracle** and should be reflected in the next bi-weekly pay slip.

Issue Resolution

In an effort to resolve outstanding issues and minimize ongoing issues, GCS has taken the steps detailed in the following slides.

Issue Resolution

We created an **Customer Service Team** to personally visit schools to meet with employees that have experienced payroll-related issues.

As of October 17th, our **Customer Service Team** has visited **36 schools**. All schools will be visited by the end of **October**.

Issue Resolution

The **Customer Service Team** also plans to support our **Central Office** supervisors so they can document any concerns from their employees.

We plan to have these visits completed by the end of **October** as well.

Issue Resolution

The week beginning **October 10th** we began working directly with **Oracle** (in addition to CherryRoad) to resolve several of our payroll issues.

Oracle has also sent **on-site support** to assist the payroll department beginning today. We will have this on-site support for about **20-25 business days**.

Issue Resolution

The Oracle **on-site support** will be used to:

- Identify and **correct** existing payroll issues;
- Assist GCS with the **reimbursement** of excess deductions to our employees;
- Enhance existing payroll procedures to improve the **efficiency and accuracy** of future pay runs.

Issue Resolution

Based on the information and questions gathered by the **Customer Service Team**, we have created a **FAQ** document to address many common questions and concerns.

We have also created **videos** and descriptions on how to read and understand the Oracle pay slips.

Both of these items are included in the **Oracle GCS Handbook** which is available to all employees.

Questions?





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Gaston County Schools