# BEST Shared Services
# HR and Payroll
# Employee Reference Guide

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| Hours of Operation: | 8:00 a.m. – 5:00 p.m., Monday – Friday |
| Phone Number, Raleigh Area: | (919) 707-0707 |
| Phone Number, Statewide: | (866) NCBEST4U<br>(866) 622-3784 |
| Fax: | (919) 855-6861 |
| E-Mail: | best@osc.nc.gov |
| Mailing Address: | 1425 Mail Service Center<br>Raleigh, NC 27699-1425 |
| Website: | http://www.osc.nc.gov/best |

# Table of Contents



The Reference Guide:

- Is a resource for employees of the State of North Carolina.
- Exists to help employees find information related to common HR and Payroll needs.
- Seeks to equip employees with the answer to the question, "*Where do I go to…*" for common HR and Payroll questions.

# My Job

## Job

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| **Find My Job Description** | Supervisors will be able to provide a copy of the most up-to-date job description. Job descriptions are also part of the position history file which is maintained in agency Human Resources Offices; therefore, employees can also contact their agency Human Resources Office and request a copy. |
| **Learn About My Job Classification** | Employees should speak to their supervisor about job classification concerns. Their supervisor can initiate a job classification review if he/she feels there is justification. The employee's supervisor will forward an up-to-date job description to his/her agency Human Resources Office and request a classification review. Agency Human Resources Offices are responsible for all job classification decisions. |

# My Personal Information

## Employee and Labor Relations

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| **Locate My Personnel File** | Employee personnel files are maintained in the agency Human Resources Office. Employees will need to contact their agency Human Resources Office for instructions/procedures on how to add information to personnel files. |
| **Report Suspicion of Substance Abuse** | Employees should report suspicious activity to their supervisor or to the supervisor of that employee. The employee reporting suspicious behavior should be prepared to provide factual background to the allegation that another employee is using drugs. |

## Employee Information

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| **Change My Address or Phone Number** | Address and personal telephone numbers can be changed online via ESS (access My Personal Data tab, Addresses link) or an email directed to BEST Shared Services best@osc.nc.gov requesting an address change can be made. |
| **Change My Marital Status** | Marital status cannot be changed on ESS and will require employees to contact their Agency HR Administrator. Proof of the marital status change will need to be provided to an Agency HR Administrator. |
| **Change My Emergency Contact Information** | Changes to emergency contact information can be done online via ESS. |

## Employee Information (continued)

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| **Add Family Members or Dependents** | Family members and dependents can be added or deleted online via ESS (access My Personal Data tab, Family Member/Dependents link). If an employee does not have ESS access, they should contact their Agency HR Administrator. |

## Employee and Salary Verifications

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| **Verify My Employment** | Requests for employment verifications can be sent via fax, Mail Service Center mail, postal mail or call into BEST. |
| **Verify My Salary** | All requests for salary history verification should be forwarded in writing to BEST for response. Please advise mortgage companies, banks, and credit organizations to mail or fax their request(s) into BEST. |

# My Paycheck

## Direct Deposit

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| **Opt Out of Direct Deposit** | The direct deposit option is a condition of employment. In order for employees to receive an exemption to this policy, a request must be approved by the State Controller's office. To file for an exemption, employees will need to complete the Direct Deposit Exemption Request Form which is located on the BEST website or by clicking the link: www.osc.nc.gov/sigdocs/sig_docs/payroll/Direct_Deposit_Exemption_Request_Form.doc.<br><br>Submit the form to: Office of the State Controller<br>Attn: Karen Faggart<br>1410 Mail Service Center<br>Raleigh, NC 27699-1410<br><br>Or fax to Karen Faggart: (919) 981-5567 |
| **Sign Up for Direct Deposit** | Employees are to sign up for Direct Deposit through their Agency HR or Payroll Administrator. |

## Direct Deposit (continued)

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| **Maintain Bank Information** | Once employees are signed up for Direct Deposit, they may change their bank account information via ESS (access My Personal Data tab, Bank Information link). If an employee does not have ESS access, they can use a Direct Deposit Enrollment and Change form www.osc.nc.gov/sigdocs/sig_docs/payroll/BEACON_Direct_Deposit.pdf and submit to BEST via Mail Service Center (MSC) mail or postal mail.<br>If an employee does not have ESS access, employees may obtain the form from the BEST website or their Agency HR or Payroll Administrator. If an employee has ESS access, they need to click the link "Read Before Creating or Changing Direct Deposit Information" prior to changing their bank information. |

## General Information

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| **View My Pay Statement** | Pay statements will be available for viewing and printing via ESS. Agencies that choose to print pay statements will be responsible for distributing them to employees. |

# My Time

## Leave

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| **Request Leave** | To request leave for community service, civil, military, adverse weather, etc. employees should use Employee Self Services (ESS) (access My Working Time tab, Leave Request link). If an employee doesn't have access to ESS then the employee will need to contact his/her supervisor to request leave. |
| **Find Advanced Leave Application Form** | The Advanced Leave Application Form can be found via the BEST website, via ESS (access My Working Time tab, Advanced Leave Form Link www.osc.nc.gov/BEST/forms/TM_Advance_Leave_Form_V1R1.pdf), or from an Agency Leave Administrator. |
| **Request Vacation or Sick Leave** | Employees may initiate leave requests via Employee Self-Services (ESS). |
| **View My Available Leave Time** | Employees may view their quota balances in ESS by selecting "My Working Time" and then "Quota Overview" to see their current leave / quota balances. |
| **Learn How My Vacation Leave is Accrued** | Employees should contact their Agency HR Administrator to obtain information on vacation accrual rates. |

## Leave (continued)

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| **Request Voluntary Shared Leave** | Employees should complete a Shared Leave Application Form which may be obtained via the BEST website, online via ESS (access My Working Time tab, Voluntary Shared Leave Application Form link), or from an Agency Leave Administrator. Employees should submit the application form to their supervisor or an Agency Leave Administrator. You can also find the form by clicking on the following link: www.osc.nc.gov/BEST/forms/TM_VSL_Application_Form.pdf. |
| **Donate Voluntary Shared Leave** | Employees should complete a Shared Leave Donor Form which may be obtained via the BEST website, online via ESS, or from an Agency Leave Administrator. Employees should submit the form to their supervisor or Agency Leave Administrator. You can also find the form by clicking on the following link: www.osc.nc.gov/BEST/forms/TM_VSL_Donor_Form.pdf. |

## Time Entry

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| **Record Working Time** | Employees with ESS access can record their working time by choosing the Record Working time link in My ESS. From there, working time and leave can be entered into the employees' time sheet and be released for supervisor approval. |
| **Correct My Time** | Agency Time Administrators will make the corrections to employees' time and the changes will appear on the next scheduled payroll. |
| **View My Time Statement** | Employees may view their Time Statement via ESS (access My Working Time tab, Time Statement link). To view time for a specific period, access Time Statement for a Chosen Period link. Employees without ESS access must go to their Agency Time or Leave Administrator for a copy of their Time Statement. |

## Work Schedule

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| **Request a Change in My Work Schedule** | Employees can request a change in work schedule by asking their supervisor. |

## Other

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| **Learn About the Incentive Pay Plan** | Employees should pose any questions regarding incentive pay contract to their supervisor or an Agency Time Administrator. |

# My Benefits

## Disability

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| **Apply for Short Term Disability** | For employees who need to apply or have applied for disability, contact an Agency HR Administrator. For all other inquiries, contact the Retirement System at (919) 807-3050 (if within the local calling area of Raleigh) or 877-627-3287. |

## Insurance Plans

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| **Add/Drop Coverage for My Dependent** | **During the Year:**<br>Adding/dropping coverage for a dependent can be done during the year if there is a qualified status change. The process can be done on ESS within **30** days of the event.<br><br>**During Annual Enrollment:**<br>Adding/dropping coverage for a dependent during annual enrollment can be done on ESS. |
| **Submit a Cancer Plan Claim** | Click the link below to find the claim form:<br>www.osp.state.nc.us/Reward/ncflex/Forms/CancerForm_2011.pdf<br><br>Claim forms are also located at www.ncflex.org. For further information, contact Allstate Benefits (American Heritage Life Insurance Company) at 1-800-438-6388.<br><br>Claims can also be mailed to: Claims Department<br>Attn: Group Cancer<br>Allstate Benefits (AB)<br>1776 American Heritage Life Dr<br>Jacksonville, FL 32224-6688 |
| **Submit a Dental Claim** | Click the link below to find the claim form:<br>www.osp.state.nc.us/Reward/ncflex/Forms/Concordia_Dental_Claim_Form.pdf<br><br>Claim forms are also located at www.ncflex.org. For further information, contact United Concordia at 1-800-291-8039.<br><br>Send the claim form to: United Concordia Dental Claims<br>PO Box 69421<br>Harrisburg, PA 17106 |

## Insurance Plans (continued)

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| **Request a New Dental ID Card** | Please contact United Concordia at 1-800-291-8039 or www.unitedconcordia.com. |

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| **Obtain Flexible Spending Account Balance** | Available balance can be found in the Claims Plus Online Reimbursement System through www.ncflex.org or contact the P&A Group at 1-866-916-3475. |
| **File a Flexible Spending Account (FSA) Claim** | File a paper FSA Claim Form which can be found at www.ncflex.org. Employee should complete the form, sign and attach the appropriate documentation (see instructions on the back of the form to help) to substantiate the claim. Mail or fax the claim to the address and fax number listed on the form. For further information, contact the P&A Group 1-866-916-3475. |
| **Find Status of Evidence of Insurability Form** | A letter from the vendor will be sent to the employee when final determination has been made. For further information, contact ING at 1-877-464-5111. |

## Retirement

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| **Contact Retirement System** | The retirement system can be contacted at:<br>1-877-NCSECURE (1-877-627-3287)<br>(919) 807-3050 (Raleigh Area) |

## Savings Plans: 401(k) and 457

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| **Enroll in 401(k) / 457 Plan** | This must be completed by going to the Prudential website https://ssologin.prudential.com/app/retirement/Login.fcc. This can also be done by selecting 457 Savings Plans under My Benefits in ESS. |
| **Change My Address/Phone Number/Marital Status with Prudential** | Changes to personal information can be done by calling the plan at 1-866-627-5267 or the employee can log into his/her account at www.retirement.prudential.com/cws/ncplans. Changes can be made under the Personal Information tab on the website. |
| **Make Changes to My 401(k) / 457** | Changes to 401(k) and 457 contributions can be done by calling the plan at 1-866-627-5267 or the employee can log into his/her account at www.retirement.prudential.com/cws/ncplans. Changes can be made under the Personal Information tab. |
| **Designate a Beneficiary on My 401(k) / 457 Plan** | Beneficiary designation can be done by completing a Beneficiary Designation Form available through the employee's Human Resources or Benefits office. Employees can also designate a beneficiary by calling the toll-free number 1-866-627-5267 or by logging onto the website www.retirement.prudential.com/cws/ncplans. Employees can also contact their local Education and Enrollment Manager. A list of local Education and Enrollment Managers, by County is available on the website at: www.retirement.prudential.com/cws/ncplans. |

## Savings Plans: 401(k) and 457 (continued)

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| **Find My 401(k) / 457 Balance** | Balances can be found by calling 1-866-627-5267 and speaking with a Participant Services Representative. Employees can long onto their account at www.retirement.prudential.com/cws/ncplans. Employees will also receive a statement of their account every 3 months at the end of each calendar quarter. |
| **Rollover to My 401(k) / 457 Plan** | Contact Prudential at 1-866-627-5267 (1-866-NCPLANS)<br>Or via email at ncplans@prudential.com. |

## Savings Plans: 403(b)

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| **Enroll in Savings Plan 403(b)** | Complete a 403(b) Salary Reduction Agreement Form and send it to BEST via fax or mail. The form is located on the ESS portal and the BEST website. The form can be found by clicking the following link: www.osc.nc.gov/BEST/forms/403b_Salary_Reduction_Agreement.pdf. |