

Duke Financial Services Corporate Payroll Services

RE: New Process of Requesting Assistance – Payroll Incident Management System

Date: October 11, 2024

As we continue to enhance our ability to serve the Duke community, we are pleased to announce that we will be launching an incident management system for payroll on October 15, 2024, enabling individuals to submit requests for assistance to Corporate Payroll Services electronically. This new system will allow Corporate Payroll Services to respond to customer requests more effectively and efficiently as well as track requests to ensure completion and utilize the information to identify opportunities for system and communication enhancements.

The incident management system will have two dedicated links – one for current Duke employees and one for former Duke employees and other external users. The links can be found at <https://finance.duke.edu/payroll/incidentrequest>. Duke employees will have a dedicated, internal link (requires multi-factor authentication) that automatically pre-populates user-specific information. Former Duke employees and other external users will access the system through a separate link requiring submission identifying information and contact information.

Duke employees, Departmental Payroll Representatives, and other administrative staff who work with payroll should begin utilizing the new system on October 15. Beginning November 15, Corporate Payroll Services will begin decommissioning the payroll@duke.edu, time-attendance@duke.edu, and overpayments.payroll@duke.edu email boxes. Users submitting requests to these email addresses will receive an automated message request that all requests be submitted via the incident management system. Corporate Payroll anticipates phasing out the use of the emails as an option for submitting initial request for information over the next several months.

For more information and quick reference guides for submitting a request, visit [Submitting a Payroll Request](#).

To ensure a smooth transition, please share this information with the employees in your unit.

If you have questions related to the new system, please do not hesitate to reach out to Cassandra Hester, Senior Director, Corporate Payroll Services.