Penn Employee Solution Center

One Call. One Team. One Penn.

Tel **215-898-7372**

Email **hcmsolutioncenter@upenn.edu**

www.hr.upenn.edu/hcm/penn-employee-solution-center

Hours: **9:00 am - 5:00 pm** Eastern Time, Monday - Friday

Now, the Penn Employee Solution Center will answer your HR and payroll questions. The Penn Employee Solution Center launched in January 2018 with a group of early adopter schools and centers. Since then, the Solution Center has solved hundreds of inquiries – answering frequently asked questions, untangling complicated issues, and navigating through the Penn community resources on behalf of customers

Penn Law is now participating.

The Solution Center is part of Penn's Human Capital Management Transformation Initiative to improve our people-centered services and provide consistent, up-to-date responses to the Penn community's questions.

The vision for the Solution Center is to provide the Penn community with optimal customer service, timely resolution to questions and issues, and build an integrated knowledge base.

Please provide your Penn ID when requested. Go to www.hr.upenn.edu/hcm for more information on the HCM Transformation Initiative.

Health and welfare benefits questions or questions from retirees or on retirement will continue to be serviced by PENN BEN and PENN RET during this initial phase, although the Solution Center will be able to help transfer calls to those service centers.

Penn Benefits Center: 1-888-PENN-BEN, 1-888-736-6236
Retirement Call Center: 1-877-PENN-RET, 1-877-736-6738

Participating Organizations to Date

- Annenberg School for Communications
- Graduate School of Education
- Law School
- Office of Development & Alumni Relations
- Office of the Executive Vice President
- School of Arts & Sciences
- School of Dental Medicine
- School of Design
- School of Engineering and Applied Science
- School of Nursing
- School of Social Policy & Practice
- School of Veterinary Medicine
- The Wharton School

May 1, 2018

Areas of Initial Focus

- Compensation
- Leave Administration PTO, FMLA, Disability Leaves
- Payroll Questions about changes in amount, errors in payment, pay dates
- Recruitment
- Staff and Labor System usage, policy and procedure
- Time Reporting eTime, PTO system