UCLA UCPath

Student Employee Town Hall Meeting

December 6, 2018

*Content is subject to change*
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UCPath Go-Live at UCLA

• UCLA, in partnership with UC Santa Barbara, launched UCPath on September 23, 2018, and transitioned more than 50,000 employees onto the UCPath platform

• UCLA is moving into its third month of the Stabilization phase and continues to work towards steady state across the campus

• Since going live, UCLA has had three (3) Monthly pay cycles and five (5) Bi-Weekly pay cycles produced in UCPath, generating more than 131,000 employee paychecks

• UCLA recognizes the difficulties that students employees have encountered, and assures everyone that our team in collaboration with departments and the UCPath Center are doing everything possible to rectify the situation with the ultimate goal of ensuring correct and timely pay for everyone

• Our UCLA Leadership is also working with the UCPath Center to find ways to minimize the re-occurrence of the issues and working to expedite the corrections
Michael Sattin & Heather Kira-Hoeke,
Co-Directors, UCLA Central Resource Unit (CRU)
• **What is the ‘CRU’?**
  – The **UCLA Central Resource Unit (CRU)** is a campus department (formerly the Payroll Office) that works in collaboration with the UCPath Center and campus departments to provide customer service support for Payroll-related questions and issues for UCLA employees.

• **What does the CRU do?**
  – The CRU serves as the **first point of contact** outside of your department for all pay-related issues for UCLA employees. This includes issues related to:
    - Paycheck inaccuracy
    - Questions about payroll calculations and deductions
    - Missed Pay
    - Departmental need for support on pay impacting issues or transaction entry issues
Known Student Employee Payroll Challenges

The following are known payroll challenges the CRU and the UCPath Center are currently working to resolve:

- Inaccurate, late or missed pay
- Delays in rate increase in UCPath
- Problems with Direct Deposit
- Incorrect processing of Tuition Remission and Fee Reimbursements
- FICA Exemption
Available Options

- There are several options available to students for receiving pay:

  **If you have Missed or Incorrect Pay, your options are...**
  - Off-Cycle Pay Check
  - UC Instant Pay Card

  **If you have an Emergency Situation, you should consider...**
  - Loan Possibilities
    - Academic Student Employees/Graduate Student Researchers (ASE/GSR)
      - Student Loan Services
      - University Credit Union
Options for Missed/Incorrect Pay

Off-Cycle Pay Check

What is it?
When a payment is processed outside of your regular (Monthly or Bi-weekly) pay cycle to address issues such as missing pay. Payment is issued via the same method as your regular pay (direct deposit or paper paycheck).

Am I Eligible to Receive it?
All employees are eligible provided rates and compensation are in the UCPATH system.

How Quickly Can I Get it?
Processing times are currently 7 days or longer.

What Can I do to Get it?
Work with your department payroll/HR representative who can submit an off-cycle payroll request on your behalf.
Options for Missed/Incorrect Pay

UC Instant Pay Card

What is it?
A debit card with a VISA logo that your funds are loaded onto.

Am I Eligible to Receive it?
Both qualifying represented and non-represented employees with a Social Security Number are eligible to receive the card. (Note: employee rate(s) and compensation information are required in the UCPay system).

How Quickly Can I Get it?
Requests submitted to CRU by 10:30 a.m. are processed the same day and ready for pickup 4:00 p.m. – 5:00 p.m. the same day.

What Can I do to Get it?
• Work with your department payroll/HR representative who can request an Instant Pay Card on your behalf through the UCLA CRU (via the HR/Admin Service Request Form)
• You will need to sign the Consent form provided to your department HR representative by the CRU
• Your department payroll/HR representative will then complete the Instant Pay Card Request and submit to CRU for processing
Options for Emergency Situations

Pay Advance - Academic Student Employee/Graduate Student Researcher

What is it?
An emergency loan (paper paycheck) that cannot exceed one paycheck amount. The loan amount must be repaid within 30 days

Am I Eligible to Receive it?
Yes, if you are a UCLA student employed as ASE/GSR and have been impacted by UCPath

How Quickly Can I Get it?
• Work with your department payroll/HR representative to complete the application. The charge will be posted via Bruin Bill
• Pick up the paper check in person, next day after 2 p.m., at Central Resource Unit, 10920 Wilshire Blvd., Suite 620. Business Hours: 7:30 a.m. - 5 p.m.

What Can I do to Get it?
Log on to https://grad.ucla.edu/gss/appm/asegsrloanrequest.pdf, and fill out an application
Short-Term Loan Program – Student Loan Services & Collections Loan Program

What is it?
The Short-Term Loan Program, offered by Student Loan Services & Collections (SLS&C) to help qualified students meet unforeseen minor expenses, consists of 3 loan types/levels: Emergency, Living Expense, and Financial Aid Advance.

Am I Eligible to Receive it?
UCLA students registered in the current term and in good standing are eligible. (Visit www.loans.ucla.edu/Short-Term-Loan-Program for details.)

How Quickly Can I Get it?
The application form is short and simple. Approval process takes only a few minutes. Once approved, the loan counselor will issue you a paper check.

What Can I do to Get it?
• Go to the Loan Services Office (A227 Murphy Hall) and fill out a loan application
• Show ID such as your Bruin Card, driver license/state-issued ID, or passport
• Provide an employment verification letter if applying for a Living Expense Loan
• Once approved, you will be issued a paper check for you to deposit
• Loan repayment due date is the 20th of the next month
Personal Loan – University Credit Union ‘We Welcome U’ Loan’ (New Employees)

What is it?
“We Welcome U” Personal Loan:
- 0% for up to 45 days*
- Borrow up to 60% of expected gross check*

*Terms and conditions apply. Log on to www.ucu.org for details.

Am I Eligible to Receive it?
Available to new employees (UCU members) only (must show employment offer letter and be verified with UCLA CRU).

How Quickly Can I Get it?
Processing time is up to 24 hours (funds are disbursed to the UCU account).

What Can I do to Get it?
Log on to www.ucu.org, or call (800) UCU-4510 to learn more.
Things You Can Do...

Access/Update Your Personal Information

- **UCPath Online** is the self-service portal that allows you to view, access and update your personal information including:
  - Paycheck
  - Home address, phone, email, etc.
  - Benefits
  - Update life events *(e.g. marriage, births, etc.)*
  - Leave balances *(e.g. vacation/PTO, sick, etc.)*

- Accessible **24/7**, mobile-friendly

- Visit [ucpath.universityofcalifornia.edu](http://ucpath.universityofcalifornia.edu)
  - You must use your **Single Sign-On (SSO)** and **Multi-factor Authentication (MFA)** to login.
  - For more information on updating your information, visit [https://sp.ucop.edu/sites/ucpathhelp/Pilot_Portal/PORplayer/data/toc.html](https://sp.ucop.edu/sites/ucpathhelp/Pilot_Portal/PORplayer/data/toc.html)
Things You Can Do...

Check Your Home Address

- All paper paychecks are **mailed to your home address on file, (not the mailing address) on pay day** via the U.S. Postal Service
  - Checks are **not available for pick-up** at the Central Payroll Office or department offices

- Employees should **contact the CRU** if paper paychecks are not received after **5 days from pay day**

- Student workers should consider using their **local residential address** as these addresses are served by the US Postal Service.

- **Do not use your departmental address. Delivery to campus will cause further delay.**
Things You Can Do...

Enroll in Direct Deposit

- If you still receive a paper paycheck, you should consider enrolling in Direct Deposit
  - Pay is automatically deposited to your bank account and immediately available on payday
  - No paper paycheck to replace if your check is lost, stolen or expired
  - No fees to receive your money via Direct Deposit; you eliminate costly check cashing fees
  - Protected by federal consumer protections and banking regulations
  - Help the environment by reducing paper waste
- Processing time may take up to two (2) pay cycles and is subject to an account verification process
- Visit ucpath.universityofcalifornia.edu to enroll

UCLA UCPath
Things You Can Do...

Get the UC Personalized Pay Card

- If you still receive a paper paycheck, and don’t wish to have a traditional direct deposit, consider signing up for the UC Personalized Pay Card

- **Benefits of the Personalized Pay Card:**
  - Acts like a debit card
  - Funds are automatically loaded on pay day
  - Avoid lost or stolen pay checks
  - Eliminate paycheck cashing fees and overdraft fees
  - Visa logo; can be used anywhere Visa is accepted

- Please note that the UC Personalized Pay Card is not processed at UCLA. You must visit ucpath.universityofcalifornia.edu to complete the Employee Consent Form
When You Have an Issue, You Should...

Step 1. Verify that a Pay Statement has been generated for you. If you are expecting a paycheck, please visit UCPath Online to determine if a pay statement has been generated for you. Pay statements are available 1-2 days in advance of pay day.

Step 2. If your pay statement is inaccurate or you do not receive a pay statement, please contact your department Payroll/HR administrator. If you are an hourly employee, you should verify that your department has submitted hours for you accurately and on time. Your department can also run a payroll report to determine if you will receive a paycheck.

Step 3. If your hours have been submitted correctly, please contact the CRU and open a case. A CRU Representative will work with your department to resolve your issue. You can contact the CRU a few different ways...

- **Phone the CRU.** Call (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m.
- **Visit CRU website.** Complete the CRU Service Request Form - Current Employees online at https://www.centralresourceunit.ucla.edu/contact to open a case
- **Email the CRU.** Send the CRU an email at contactcru@ucla.edu.
Thank You!

Visit https://www.centralresourceunit.ucla.edu/

For more information