Please Note: This memo will also be shared via the Payroll listserv. We ask that you forward as appropriate to others in your organization or department who may need this information.

IMPORTANT UPDATE: Fixing Pay Impacting Transactions in UCPath – Off-Cycle Pay Requests and Instant Pay Cards

If you have an employee awaiting an off-cycle payment that has not yet been processed, and is facing a financial hardship, please consider calling the UCPath Center to cancel the off-cycle pay request and instead request an Instant Pay Card for the employee from the UCLA CRU. Funds on the Instant Pay Card can be accessed immediately when the card is used as a debit card, including to pay bills. Funds on the Instant Pay Card can also be transferred electronically by the employee to their regular bank account (transfer may take up to three days). For more information, please review the attached pay Card FAQ document and accompanying map of convenient banking locations.

Please note that the CRU has updated their Service Request Forms. Please use the HR/Admin Service Request Form to request an Instant Pay Card for an employee. The CRU will then provide you with the necessary documents, instructions and timeline for your request. Depending on the time of day the necessary documents are submitted, the Instant Pay Card may be available the same day.

Accessing the Cognos ‘Net Zero Pay Report’

Departments can determine if pay has been processed for their employees by running the Net Zero Pay Report in Cognos. The report provides detailed information to help identify employees who will not get paid, after the payroll run, and prior to checks being issued. The report will help departments, organizations and centralized units to get in front of any problems, allowing for quicker notification to the impacted employee and initiation of the appropriate corrective actions (e.g., off-cycle check requests, instant pay cards).

The report can be run by any department and centralized units such as Grad Division, APO, CHR, Medical Center Payroll, etc. For centralized units, the report can be run by Job Code across departments to focus on particular employee populations.

To access the report, complete the following steps:

1. Login into CDW
2. Click on ‘System Wide Report’
3. Click on ‘Payroll’
4. Look for the ‘Employee Pay Data Details’ report

**Expanded Options for Contacting the CRU**
If you would like to contact the CRU regarding an open case, please add a comment directly to your case by replying to the email generated by our ticketing system. If you would like to open a new case with CRU, please use the appropriate online form as described below. You can find links to these forms on the CRU website at: https://www.centralresourceunit.ucla.edu/contact.

- **CRU Service Request Form – Current Employee**
  If you are an employee with a question or request related to your pay, or your access to the UCPath Portal, you may use the CRU Service Request Form for Current Employees to open a case with the CRU. Your case will be assigned to a CRU team member who will research your inquiry and get back to you with more information and next steps. **Please note that our team prioritizes cases that are pay-impacting.** You may also copy and paste the following URL into your browser window to access the form: https://request.finance.ucla.edu/secure/?frm_id=UCLAServiceRequest

- **CRU Service Request Form – HR/Admin**
  If you are an Initiator or Approver in UCPath and would like to submit a question or request on behalf of an employee, or would like guidance on submitting a question, you may use the CRU Service Request Form for employees to open a case with the CRU. You may also use this link to request an Instant Pay Card. Your case will be assigned to a CRU team member who will research your inquiry and get back to you with more information and next steps. **Please note that our team prioritizes cases that are pay-impacting.** You may also copy and paste the following URL into your browser window to access the form: https://request.finance.ucla.edu/secure/?frm_id=HRAdminRequest

- **CRU Service Request Form – GLACIER**
  This form is for UCLA employees who are non-resident, alien employees with questions or requests related to tax compliance. You may also copy and paste the following URL into your browser window to access the form: https://request.finance.ucla.edu/secure/?frm_id=GLACIERRequest

- **CRU Service Request Form – Former Employee/Non-Employee**
  If an employee is not currently employed by UCLA (e.g., retired employee, separated employee, vendor, etc.), please use this form to submit a question or request to the CRU. You may also copy and paste the following URL into your browser window to access the form: https://request.finance.ucla.edu/?frm_id=ContactCRU
If you have a general question for the CRU, you may also email the CRU at contactcru@ucla.edu. This will automatically create a case which will be assigned to a CRU team member who will research your inquiry and get back to you with more information and next steps. You may also call CRU at (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m. The staff answering the phones during these hours are primarily focused on investigating and resolving immediate, pay-impacting issues.

If you have a question regarding UCLA HR policy, please contact your department’s HR office (e.g., HRPC North, HRPC South, etc.).

**UCPath Employee Services Support Continues**

The UCLA Central Resource Unit (CRU) and UCLA Business Transformation Office (BTO) continue to provide customer service support for Payroll-related questions and issues for UCLA employees. Please reference the matrix below for contact information:

<table>
<thead>
<tr>
<th>Employee Issue/Question</th>
<th>Contact for Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• If you believe your paycheck is inaccurate, then contact...</td>
<td><strong>The UCLA Central Resource Unit (CRU):</strong></td>
</tr>
<tr>
<td>• If you have questions about the calculations and deductions on your paycheck, then contact...</td>
<td>• <a href="mailto:cruservicerequest@ucla.edu">CRU Service Request Form – Current Employee</a>. This new service request form allows you to select the topic of your inquiry and automatically populates your contact information. The request form will generate a case that will be assigned to a CRU team member who will follow-up with you to resolve your issue. You may continue to email <a href="mailto:contactcru@ucla.edu">contactcru@ucla.edu</a> with your inquiries if that is more convenient. Your email will generate a case that will be assigned to a CRU team member who will follow-up with you to resolve your issue.</td>
</tr>
<tr>
<td>• If you did not receive a paycheck, then contact...</td>
<td>• <strong>Phone.</strong> Call (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m.</td>
</tr>
<tr>
<td>• If you are having technical issues (e.g. logging into UCPath, problems authenticating, etc.), then contact...</td>
<td></td>
</tr>
<tr>
<td>• If you are a transactor (someone who performs transactions on behalf of an organization or department) in UCPath and have a question, then contact...</td>
<td>• <a href="mailto:cruservicerequest@ucla.edu">CRU Service Request Form – HR/Admin</a>. This new service request form allows you to submit a question or request on behalf of an employee or request guidance on submitting a UCPath transaction. Additionally, this is the link to use to request an Instant Pay Card.</td>
</tr>
</tbody>
</table>
You may continue to email contactcru@ucla.edu. Your email will generate a case that will be assigned to a CRU team member who will follow-up with you to resolve your issue.

- **Phone.** Call (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m.

<table>
<thead>
<tr>
<th>If you have issues or questions that are <strong>non-payroll related</strong>, <em>(examples: benefits, vacation accruals, etc.)</em>, then contact…</th>
</tr>
</thead>
</table>
| **The UCPath Center:**  
  - **UCPath Portal.** Log in to the [UCPath Portal](#) and click on the Ask UCPath Center button to generate a ticket.  
  - **Phone.** Call (855) 982-7284, Monday – Friday, 8:00 a.m. to 5:00 p.m. |

You should continue to access the UCPath Portal to manage your personal data, view your paycheck, access benefits information, enroll in benefits, and view vacation and sick leave balances.

Thank you for your ongoing support of UCPath at UCLA.

Sincerely,

**UCLA UCPath Project Team**