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.

REMEMBER: Central Resource Unit (CRU) – CLOSED MONDAY, NOVEMBER 26, 2018 – 7:30 a.m. – 11:00 a.m.

The CRU will be closed on Monday morning, November 26, 7:30 a.m. – 11:00 a.m. This is a one-time closure. The CRU will resume normal business hours starting at 11:00 AM. You can however continue to submit a case through the contactCRU@ucla.edu site. We apologize for any inconvenience this may cause you.

CRU Normal Business Hours:

Payroll Office - Monday – Friday - 7:30 a.m. - 5:00 p.m.

Telephone Hours – 8:00 a.m. – 4:00 p.m.

RPNI Assessment

RPNI Assessment, also referred to as “UCRP Supplemental Assessment Interest,” is an assessment for the STIP Note and External Financing that covers debt service on advances made to UCRP in April 2011, July 2011, July 2014, and December 2015, and advances anticipated during FY 2016-17 and FY 2017-18. Departments will see this assessment appear on the Distribution of Payroll Expense Report (DOPE) as “RPNI”. Prior to UCPaath, departments would have seen this cost hit the Object Code – 8690.

Reminder: 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>
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<tbody>
<tr>
<td>• If you believe <strong>your paycheck is inaccurate</strong>, then contact...</td>
<td><strong>The UCLA Central Resource Unit (CRU):</strong></td>
</tr>
<tr>
<td>• If you have questions about the <strong>calculations and deductions</strong> on your paycheck, then contact...</td>
<td><strong>CRU Service Request Form – Current Employee.</strong> 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 <strong>did not receive a paycheck</strong>, then contact...</td>
<td><strong>Phone. Call (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m.</strong></td>
</tr>
<tr>
<td>• If you are having <strong>technical issues</strong> (e.g. logging into UCPath, problems authenticating, etc.), then contact...</td>
<td><strong>CRU Service Request Form – HR/Admin.</strong> 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. You may continue to email <a href="mailto:contactcru@ucla.edu">contactcru@ucla.edu</a>. 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 are a <strong>transactor</strong> (someone who performs transactions on behalf of an organization or department) in UCPath and have a question, then contact...</td>
<td><strong>Phone. Call (310) 825-1089 and select Option 5, Monday – Friday, 8:00 a.m. to 4:00 p.m.</strong></td>
</tr>
</tbody>
</table>
• If you have issues or questions that are non-payroll related, *(examples: benefits, vacation accruals, etc.)*, then contact...

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.

Employees should continue to access the UCPath Portal to manage personal data, view paychecks, 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**