Submitting a ticket—Late Pay Request

Use this ticket to request pay be entered for a student if the deadline for submission of time has been missed or a student did not get paid for a pay period. Please complete the form (link provided) and attach to your request. You may submit multiple requests (both multiple students and multiple pay periods) at one time by using the Late Pay Request Sheet. The form can also be found on the Student Employment forms page at https://stuemp.uccs.edu/forms.

Step 1—Open the Late Pay ticket type

Choose the **Late Pay Requests** ticket type on the Cherwell home page.

Step 2—Adding Ticket Information

Enter the department number or select the department name from the drop down. Then enter the number of students that will be submitted on the Late Pay form. If it is one student with multiple pay periods, you can leave the selection at 1. If it is multiple students over multiple pay periods, please choose the number of unique student names on the request.

If you have already completed the Late Pay request speadsheet, skip to Step 4: Attaching Your Documents. Otherwise, proceed to Step 3: Completing Your Documents.

Step 3—Completing Your Documents

Click on the link for the Late Pay Request Excel spreadsheet. You will need to complete and attach this form in order for us to complete your request. This is the same form you would access from our website: https://stuemp.uccs.edu/forms. Be sure your pop-up blocker is turned off when you are trying to open the forms in Cherwell.

There is also a link to the Payroll Calendar for your convenience to assist in completing the form with appropriate dates.

The link will open an Excel document. Complete the spreadsheet with the information needed to enter the Late Pay. Be sure to save the document once complete so you can attach to your ticket.

Department ID	Student Name	Job Record	Employee ID	Reason for Exceptions	Pay Period Hours Were Worked	Number of Hours	Additional Amount	Date Sent	Sent By
EX: 40126	Student Example	0	123456	Student did not submit timesheet before payroll close.	12/20/2015-1/2/2016	15	0	1/25/2016	Becca Stephens

Step 4—Attaching Your Documents

Once you have saved the completed form, attach it to your ticket using one of the options shown below:

You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.
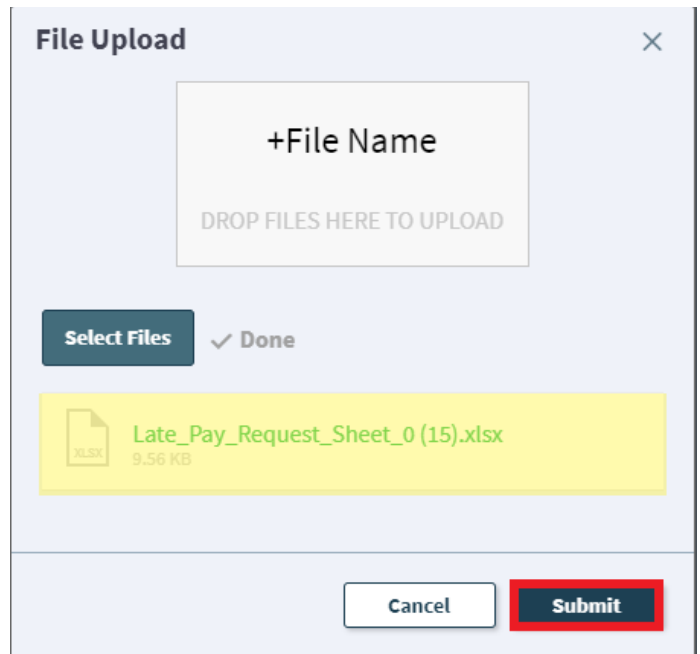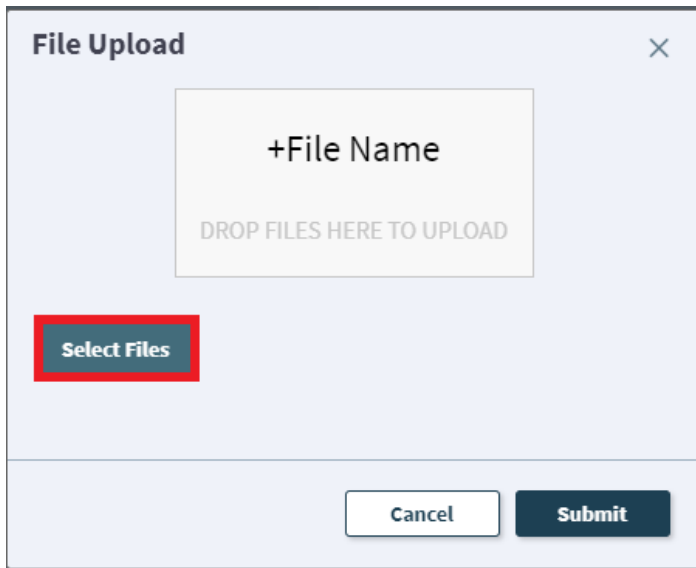
Repeat this step until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
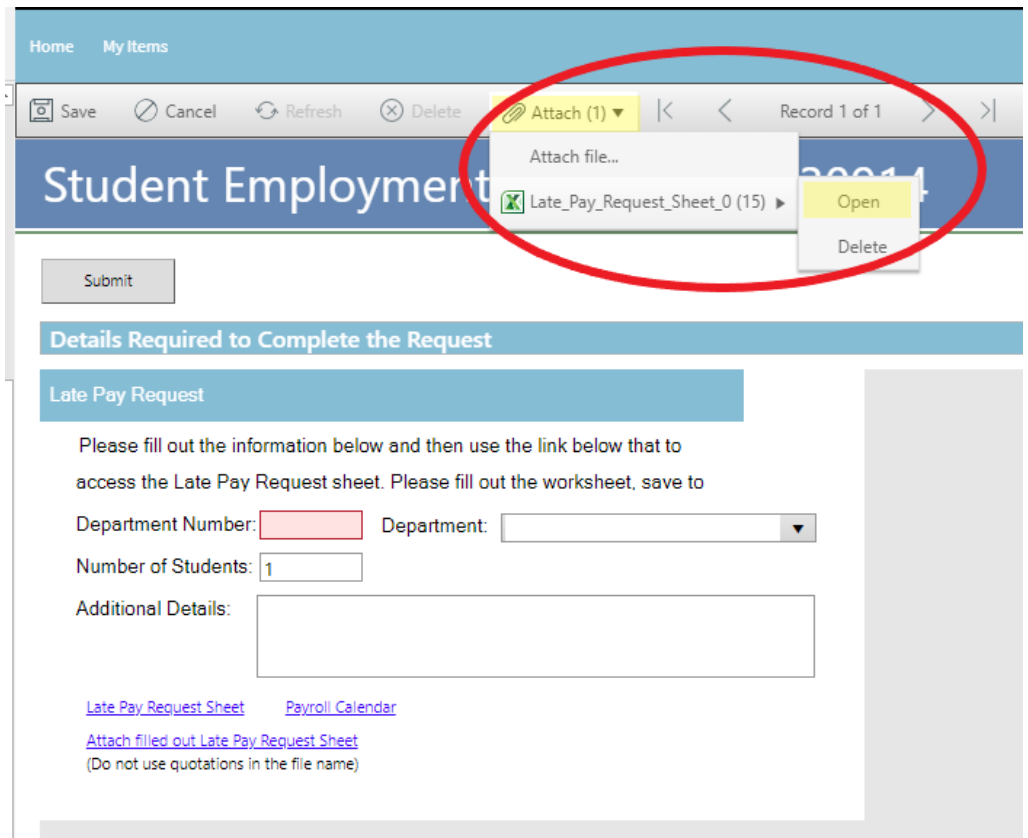
If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted your ticket, please refer to Editing a Ticket in the Abbreviated User Guide to attach the correct attachment to your ticket.

With the recent Cherwell upgrade, users can now delete any incorrect attachments. Follow the same steps described on the previous page to open and check a document but select Delete instead of Open. Cherwell will ask you if you are sure you want to delete. Once you confirm, your document will no longer be attached to the ticket.

Step 5—Submitting Your Ticket

You can submit your ticket by clicking on one of the options shown below:

Step 6—Communication

After you submit your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents you attached to the ticket.

Reply   Reply All   Forward   IM

Student Employment Help   ◼ Jennifer Biga

Student Employment Ticket 6999 SE Late Pay Requests Inquiry has been created

Late_Pay_Request_Sheet_0(7).xlsx
10 KB

SE Case 6999

Description:
SE Late Pay Requests Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 6999. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6999 .

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

If we have any questions regarding the late pay, we may send an email through the system, but it is more likely that we will call you as we do generally try to process late pay as quickly as possible.

Once we have completed the request, you will receive an email confirming that we have resolved the ticket.

Reply Reply All Forward IM

Student Employment Help   ▪ Jennifer Biga

Student Employment Case 6999 SE Late Pay Requests Inquiry has been resolved

Student Employment Case 6999

We are pleased to inform you that your Student Employment Case 6999 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.
Resolution:
Late Pay entered for [student name] on 7/18/18. This should pay on Friday, August 3.

Description of the request:
SE Late Pay Requests Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6999 .

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. The easiest way to resolve issues is to reply to any emails you receive that were sent through Cherwell regarding the ticket. The other option is to refer to the [Editing a Ticket section of the Abbreviated Cherwell Guide](#).

Reply Reply All Forward IM

Student Employment Help   Jennifer Biga

Regarding Student Employment Case 5404

Student Employment Case 5404

Dear Jennifer,

Regarding your SE Case 5404 , logged on 6/18/2018 11:35 AM, we have the following question or update:

Please attach an updated form with signatures. We cannot process this termination until we receive a signed termination notice request.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 5404 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

Once we have reviewed your ticket, if everything looks accurate, we will log an effective date and a follow-up date on the ticket in our system. This will generate another email and move the case to pending.

Reply Reply All Forward IM

Student Employment Help   Jennifer Biga   1:31 PM

Termination Request   ∨

We have reviewed the termination request you submitted for ▮▮▮▮▮▮. Due to the effective date of 6/14/2018, we will not complete this process until after 6/29/2018. You will receive further notification once we have completed this request. Thank you!

{CMI: HRPROD018686}

Note: This step may be skipped if the termination happens in the past. In that case, we will review the ticket and, if we have all of the information, process the termination at any time. You may not receive the above email but you will receive the email on the following page confirming that the termination has been completed.

Once we have completed the termination, you will receive an email confirming that we have resolved the ticket.

Reply   Reply All   Forward   IM

Student Employment Help   ■ Jennifer Biga

Student Employment Case 5404 SE Termination Notice Inquiry has been resolved

Student Employment Case 5404

We are pleased to inform you that your Student Employment Case 5404 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.
Resolution:
Termination Completed on 6/29/2018 for █████████

Description of the request:
SE Termination Notice Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5404 .

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

Troubleshooting

If you are unable to access Cherwell, are having trouble finding the student in Cherwell, or are uncertain what ticket type to submit, you can send an email to stuemphelp@uccs.edu. This will automatically create a generic ticket. We try to process these tickets as quickly as other tickets. However, it is likely that these tickets could be delayed in processing as we may need to request additional information from you.

Student Employment Office

Student Employment is here to help. If you have questions about any step in this process, please contact Student Employment at (719) 255-3454, stuemp@uccs.edu, or visit us in Cragmor Hall Room 104.

UCCS University of Colorado
Colorado Springs