

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.

Student Employment Portal



Employer Links

[Offer Review \(Required before a SEPO or WCO is submitted\)](#)
[Student Employee Position Offer \(SEPO\)](#)
[Late Pay Requests](#)
[Background Check](#)
[Wage Change Offer \(WCO\)](#)
[Termination Notice](#)
[Change in Funding Request](#)
[Change in Reports To Request](#)
[Request to Fill Student Faculty \(1500\)](#)
[Payroll Expense Transfer \(PET\) Requests](#)
[Change in Working Title Request](#)
[One Time/Additional Pay Request](#)
[Overpayment Notice Request](#)
[Termination For Cause](#)

Student Employee Links

[MyLeave \(Bi-weekly timesheet\)](#)
[Direct Deposit](#)
[W-4](#)
[W-2](#)
[Work Study Appeal](#)
[Paycheck Deduction](#)
[Paycheck Issue](#)
[Name Change](#)
[Grievance](#)

Information Links

[Pay Day](#)
[SEAN](#)
[Other](#)

See My Items

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 one or multiple pay periods, you can leave the selection at 1. If it is multiple students over one or multiple pay periods, please choose the number of unique student names on the request.

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 30908

Submit

Details Required to Complete the Request

Late Pay Request

Please fill out the information below and then use the link below that to access the Late Pay Request sheet. Please fill out the worksheet, save to

Department Number: Department:

Number of Students:

Additional Details:

[Late Pay Request Sheet](#) [Payroll Calendar](#)

[Attach filled out Late Pay Request Sheet](#)
(Do not use quotations in the file name)

If you have already completed the Late Pay request spreadsheet, 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.

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 30908

Submit

Details Required to Complete the Request

Late Pay Request

Please fill out the information below and then use the link below that to access the Late Pay Request sheet. Please fill out the worksheet, save to

Department Number: Department:

Number of Students:

Additional Details:

[Late Pay Request Sheet](#) [Payroll Calendar](#)

Attach filled out Late Pay Request Sheet
(Do not use quotations in the file name)

Late_Pay_Request_....xlsx

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.

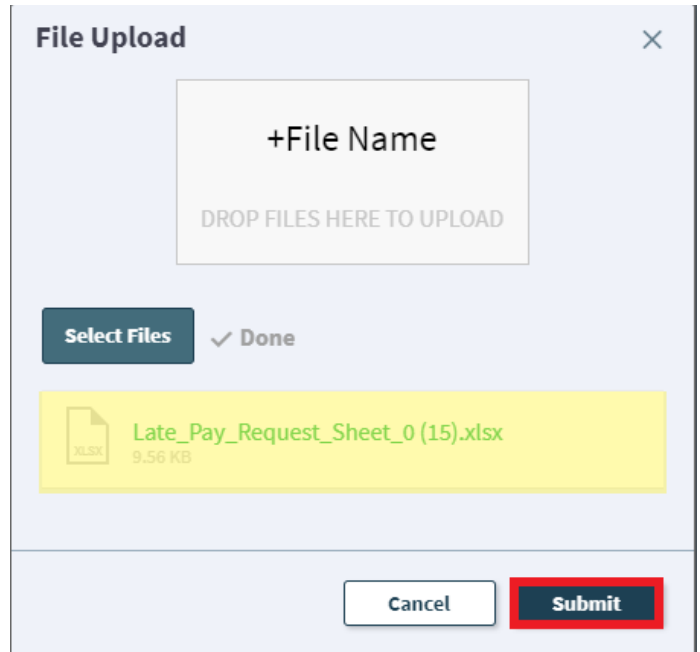
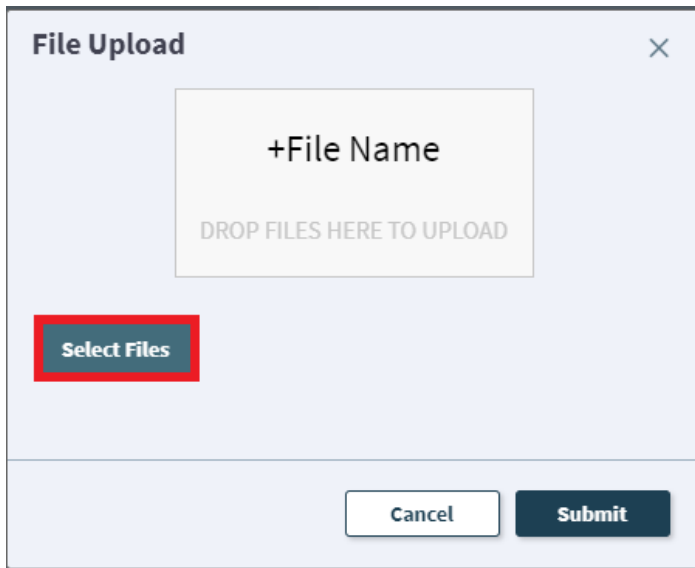
Department ID	Student Name	Job Record	Employee ID	Reason for Exceptions	Pay Period Hours Were Worked	Number of Hours	Additional Amount	Date Sent	Sent By
EX: 40126	Student Example	0	123456	Student did not submit timesheet before payroll close.	12/20/2015-1/2/2016	15	0	1/25/2016	Becca Stephens

Step 4—Attaching Your Documents

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

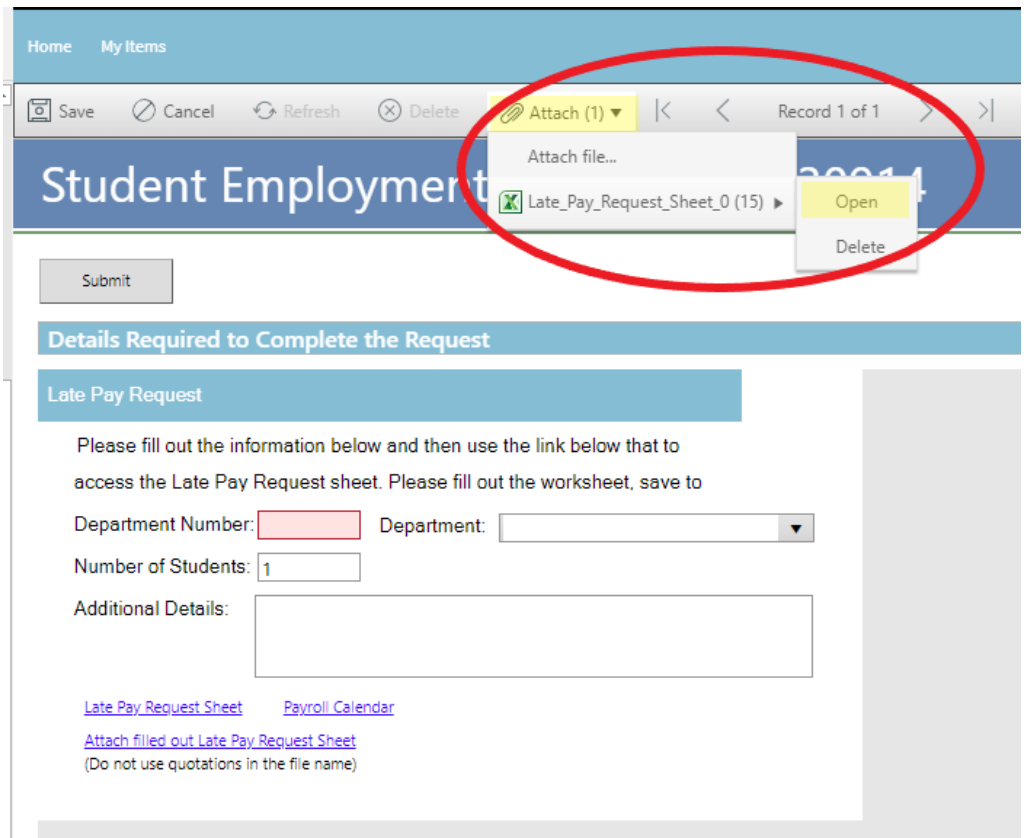
The screenshot shows a web application interface. At the top, there is a navigation bar with "Home" and "My Items" links. A button labeled "Use the attachment tool" is highlighted with a black box. Below this is a toolbar with icons for "Save", "Cancel", "Refresh", "Delete", and "Attach (0)". The "Attach (0)" button is circled in red. The main header area displays "Student Employment - SE Case ID : 30908". Below the header is a "Submit" button. A section titled "Details Required to Complete the Request" contains a sub-section for "Late Pay Request". This section includes instructions: "Please fill out the information below and then use the link below that to access the Late Pay Request sheet. Please fill out the worksheet, save to". Below the instructions are form fields for "Department Number" (with a red border), "Department" (a dropdown menu), "Number of Students" (with the value "1"), and "Additional Details" (a large text area). At the bottom of the form, there are two links: "Late Pay Request Sheet" and "Payroll Calendar". The link "Late Pay Request Sheet" is circled in red, and a button labeled "Use the link" is highlighted with a black box. Below the circled link, there is a note: "(Do not use question marks in the file name)".

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.



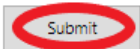
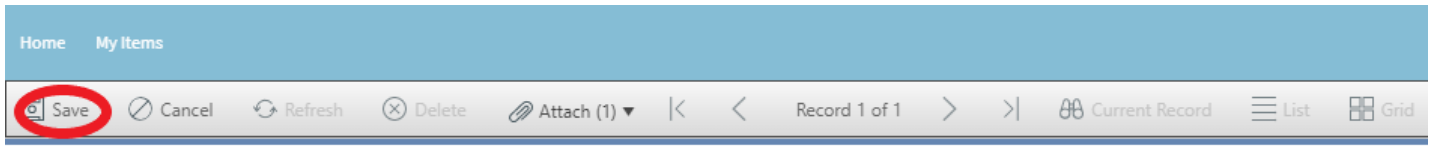
If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted your ticket, please refer to Editing a Ticket in the Abbreviated User Guide to attach the correct attachment to your ticket.

Users can 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.

The screenshot displays a web application interface for a "Student Employment" ticket. At the top, there is a navigation bar with "Home" and "My Items". Below this is a toolbar with buttons for "Save", "Cancel", "Refresh", "Delete", and "Attach (1)". A dropdown menu is open under "Attach (1)", showing "Attach file...", "Late_Pay_Request_Sheet_0 (15)", "Open", and "Delete". A red circle highlights the "Attach (1)" dropdown and the "Delete" option. Below the toolbar is a "Submit" button. The main content area is titled "Details Required to Complete the Request" and contains a "Late Pay Request" form. The form includes a "Please fill out the information below" instruction, a "Department Number" field, a "Number of Students" field with the value "1", and an "Additional Details" text area. There are also links for "Late Pay Request Sheet", "Payroll Calendar", and "Attach filled out Late Pay Request Sheet". A confirmation dialog box is overlaid on the form, asking "Are you sure you want to delete Late_Pay_Request_Sheet_0 (15)?". The dialog has a close button (X) in the top right corner and two buttons at the bottom: "No" and "Yes". The "Yes" button is highlighted with a red border.

Step 5—Submitting Your Ticket

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



Details Required to Complete the Request

Late Pay Request

Please fill out the information below and then use the [link below](#) that to access the Late Pay Request sheet. Please fill out the worksheet, save to

Department Number: Department:

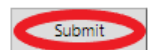
Number of Students:

Additional Details:

[Late Pay Request Sheet](#) [Payroll Calendar](#)

[Attach filled out Late Pay Request Sheet](#)

(Do not use quotations in the file name)



Please note that clicking Save does not save the ticket for you to edit later. It does submit the ticket same as if you click on either of the Submit buttons.

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

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 stuemp@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.



University of Colorado
Colorado Springs