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
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.

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.
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.

<table>
<thead>
<tr>
<th>Department ID</th>
<th>Student Name</th>
<th>Job Code</th>
<th>Employee ID</th>
<th>Reason for Exception</th>
<th>Pay Period Hours Worked</th>
<th>Number of Hours</th>
<th>Additional Amount</th>
<th>Date Sent</th>
<th>Sent By</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000001</td>
<td>Student Example</td>
<td>000000</td>
<td>0000000000</td>
<td>Student did not submit timesheet before payroll close</td>
<td>11/20/2015-12/20/16</td>
<td>45</td>
<td>0</td>
<td>1/10/2016</td>
<td>Recca Stephens</td>
</tr>
</tbody>
</table>
Step 4—Attaching Your Documents

Once you have saved the completed form, attach it to your ticket using 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 question marks in 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.
Step 5—Submitting Your Ticket

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

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.

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.

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 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.