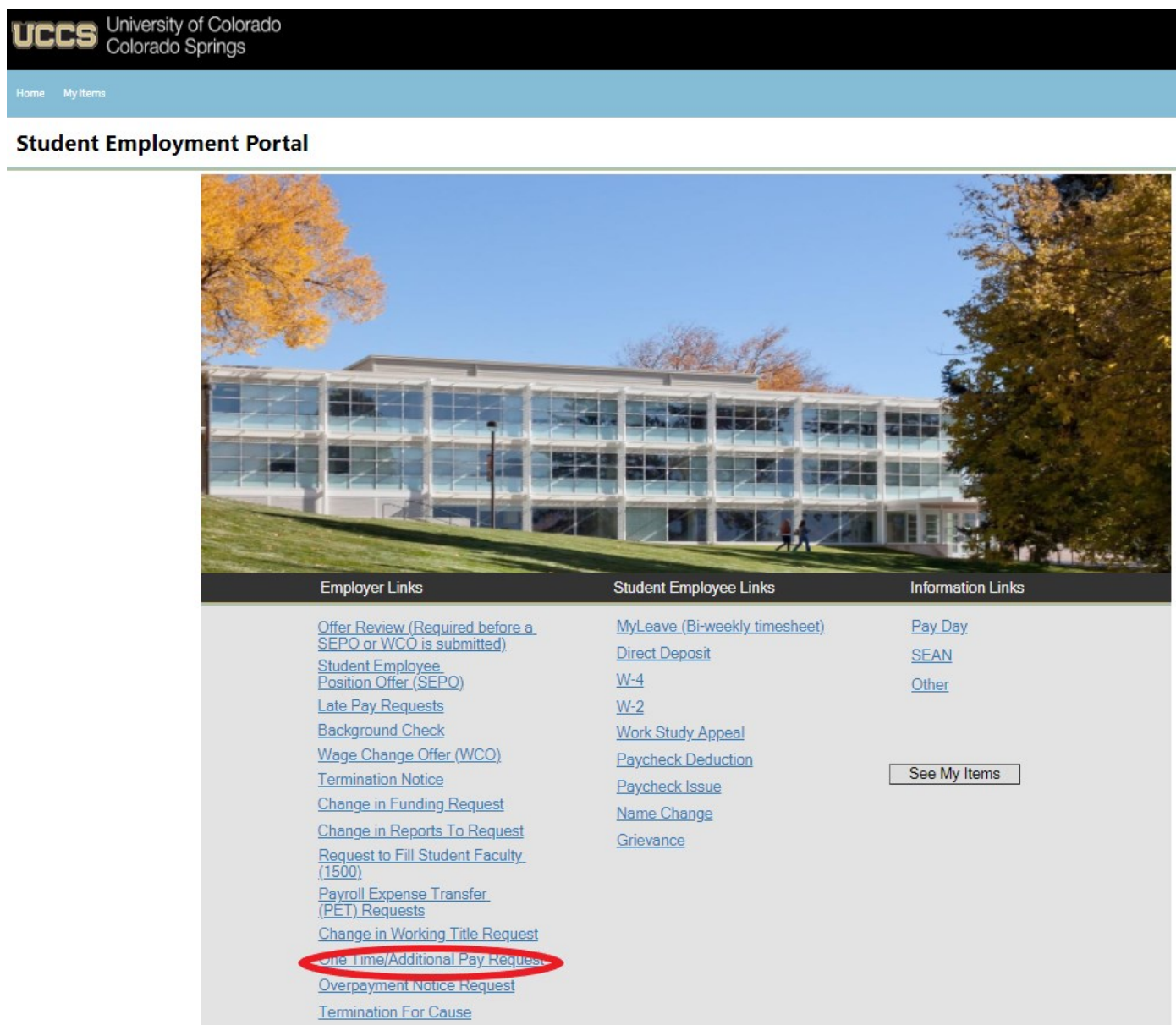


Submitting a ticket—One Time/Additional Pay Request

Use this ticket to request a one-time or additional payment to a student. This ticket may be used if students earned an additional amount for a special project that was not part of their normal duties and was not recorded on their timesheet, or they performed a one-time additional duty and needed to be reimbursed for the time or paid a specific amount for that duty. All one-time/additional pays must meet minimum wage standards.

Step 1—Open the One Time/Additional Pay Request ticket type

Choose the **One Time/Additional Pay Request** ticket type on the Cherwell home page.



UCCS University of Colorado
Colorado Springs

Home My Items

Student Employment Portal

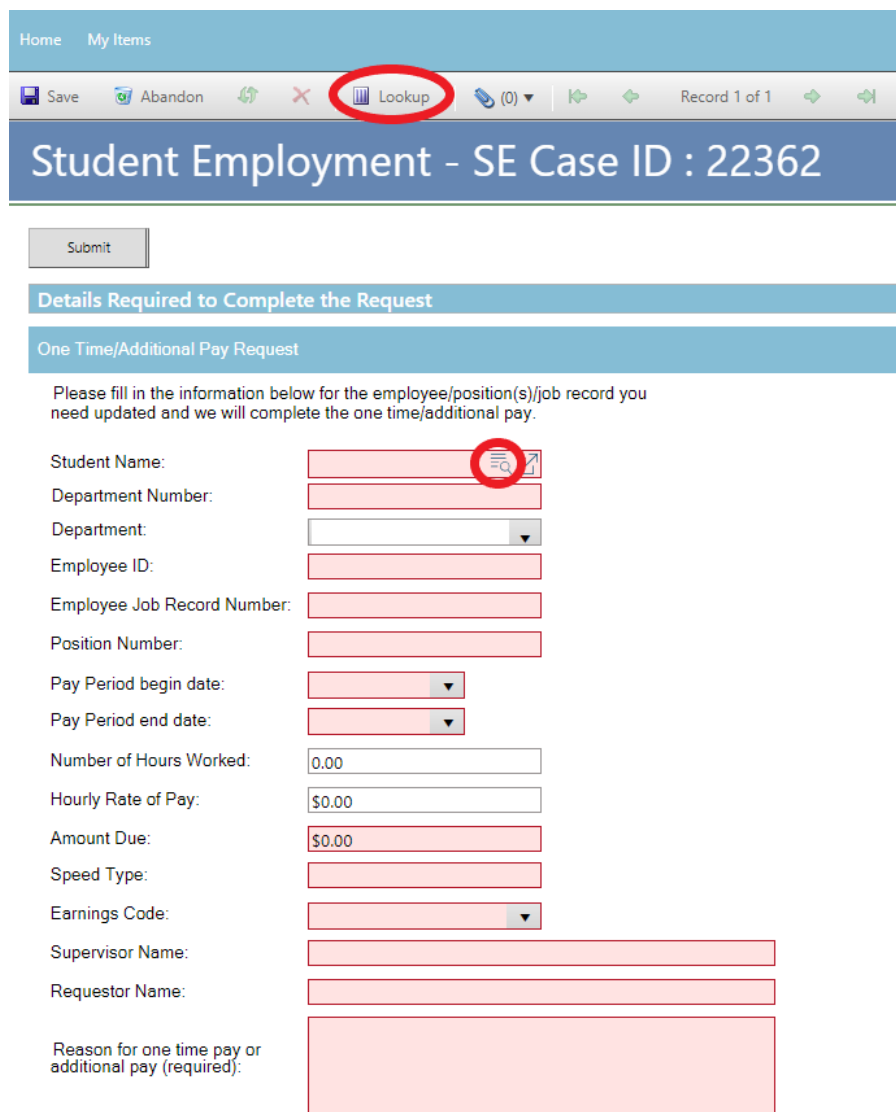
Employer Links	Student Employee Links	Information Links
Offer Review (Required before a SEPO or WCO is submitted)	MyLeave (Bi-weekly timesheet)	Pay Day
Student Employee Position Offer (SEPO)	Direct Deposit	SEAN
Late Pay Requests	W-4	Other
Background Check	W-2	
Wage Change Offer (WCO)	Work Study Appeal	
Termination Notice	Paycheck Deduction	See My Items
Change in Funding Request	Paycheck Issue	
Change in Reports To Request	Name Change	
Request to Fill Student Faculty (1500)	Grievance	
Payroll Expense Transfer (PET) Requests		
Change in Working Title Request		
One Time/Additional Pay Request		
Overpayment Notice Request		
Termination For Cause		

Step 2—Completing the Form

1. Put your cursor in the Student Name box. Then either type the student name (as the name is in CU-SIS) or use the search button (see red circle below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Tip: If you are having trouble finding the student, type their email address in the student name box. This will usually match the student in the system.

2. Type in your department number or select your Department name from the drop-down. Filling in one box will auto-fill the other box.
3. Fill in the rest of the form. You can choose to fill in just an amount due or you can fill in the number of hours worked and hourly rate of pay and the amount due will auto-calculate. The next page shows an example of a completed form.



Home My Items

Save Abandon Lookup (0) Record 1 of 1


Student Employment - SE Case ID : 22362

Submit

Details Required to Complete the Request

One Time/Additional Pay Request

Please fill in the information below for the employee/position(s)/job record you need updated and we will complete the one time/additional pay.

Student Name: 

Department Number:

Department:

Employee ID:

Employee Job Record Number:

Position Number:

Pay Period begin date:

Pay Period end date:

Number of Hours Worked:

Hourly Rate of Pay:

Amount Due:

Speed Type:

Earnings Code:

Supervisor Name:

Requestor Name:

Reason for one time pay or additional pay (required):

Step 3—Submitting the Form

Once you have completed the form, you can submit your ticket by clicking on one of the options shown below:

Home My Items

Save Abandon Lookup (0) Record 1 of 1

Student Employment - SE Case ID : 22362

Submit

Details Required to Complete the Request

One Time/Additional Pay Request

Please fill in the information below for the employee/position(s)/job record you need updated and we will complete the one time/additional pay.

Student Name: [Redacted] [Search]

Department Number: 40126

Department: Financial Aid/ Student E... [Dropdown]

Employee ID: 322351

Employee Job Record Number: 0

Position Number: 00745593

Pay Period begin date: 6/30/2019 [Dropdown]

Pay Period end date: 7/13/2019 [Dropdown]

Number of Hours Worked: 0.00

Hourly Rate of Pay: \$0.00

Amount Due: \$50.00

Speed Type: 42000123

Earnings Code: ADP - Add'l Pay [Dropdown]

Supervisor Name: Janice Zollinger

Requestor Name: Jennifer Biga


Reason for one time pay or additional pay (required): Student worked an event on 7/2/19 - agreed payment was \$50.

Submit

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 4—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

 Reply
  Reply All
  Forward
  IM



Student Employment Help

■ Jennifer Biga

Student Employment Ticket 32453 SE One Time/Additional Pay Request has been created

SE Case 32453

Description:

SE One Time/Additional Pay Request

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 32453. 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 32453](#).

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 additional 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 these requests as quickly as possible. If you do receive an email requesting information, the easiest way to resolve the issue is to reply to the email and provide the information requested. You can also use the Editing a Ticket section of the Abbreviated User Guide.

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 32453 SE One Time/Additional Pay Request has been resolved

Student Employment Case 32453

We are pleased to inform you that your Student Employment Case 32453 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:

One Time/Additional Pay Request entered on 1/17/2020. This should pay on 1/31/2020.

Thank you for contacting Student Employment; we have processed your One Time/Additional Pay Request. If there is anything else we can help you with, please create a new ticket or email StuEmpHelp@uccs.edu.

Description of the request:

SE One Time/Additional Pay Request

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 32453](#).

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.

