Submitting a ticket—Overpayment Notice Request

Use this if a student was overpaid during a pay period.

Step 1—Open the Overpayment Notice Request ticket type

Choose the **Overpayment Notice Request** ticket type on the Cherwell home page.

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. Fill in the rest of the form.

   a. You can type in your department number or choose your department name from the drop-down. Once you fill in one box, the other will auto-populate.

   b. The same thing will happen with the Pay Period Begin and End Date—choose one and the other will auto-populate.

   c. When you fill in the Amount Paid and the Amount Should Have Paid, the form will auto-calculate the Difference.

Please fill in all information as all of this information is needed when we contact Employee Services to resolve this request. The next page shows an example of a completed form.

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:

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 8188 SE Overpayment Notice Request Inquiry has been created

SE Case 8188

Description:
SE Overpayment Notice Request 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 8188. 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 8188 .

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 overpayment notice, we will either send an email through the system or call you. These requests do take a bit of time to complete and will have multiple layers of communication between our office, the ticket requestor, the student in question, and Employee Services. If we do send an email through the system, the easiest way to provide the information requested is to reply to the email you received. 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 8188 SE Overpayment Notice Request Inquiry has been resolved

Student Employment Case 8188

We are pleased to inform you that your Student Employment Case 8188 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:
We have submitted the overpayment notice for (Student Name) to Employee Services.

Description of the request:
SE Overpayment Notice Request 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 8188 .

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1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
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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