

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.

Home My Items

Student Employment Portal



Employer Links	Student Employee Links	Information Links
Student Employee Position Offer (SEPO)	MyLeave (Bi-weekly timesheet)	Pay Day
Late Pay Requests	Direct Deposit	SEAN
Wage Change Offer (WCO)	W-4	Other
Termination Notice	W-2	
Change in Funding Request	Work Study Appeal	
Change in Reports to Request	Paycheck Deduction	<input type="button" value="See My Items"/>
Request to Fill Student Faculty (1500)	Paycheck Issue	
Payroll Expense Transfer (PET) Requests	Name Change	
Change in Working Title Request	Grievance	
One Time/Additional Pay Request		
Overpayment Notice Request		

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.

Home My Items

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

Student Employment - SE Case ID : 32455

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:

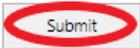
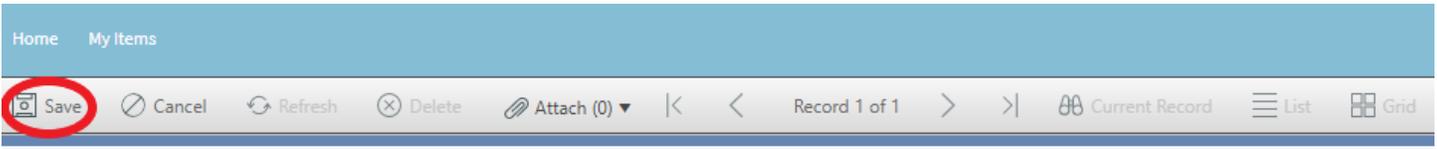
Supervisor Name:

Requestor Name:

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

Step 3—Submitting the Form

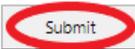
Once you have completed the form, you can submit your ticket by clicking on one of the options shown below:



Details Required to Complete the Request

Overpayment Notice

Student Name:	<input type="text" value="REDACTED"/>
Employee ID:	<input type="text" value="322192"/>
Employee job record number:	<input type="text" value="0"/>
Position Number:	<input type="text" value="00745392"/>
Department Number:	<input type="text" value="40126"/>
Department:	<input type="text" value="Financial Aid/ Student Employment"/>
Pay Period Begin Date:	<input type="text" value="12/1/2019"/>
Pay Period End Date:	<input type="text" value="12/14/2019"/>
Number of Hours Paid:	<input type="text" value="40.00"/>
Number of Hours Should:	<input type="text" value="35.00"/>
Amount Paid:	<input type="text" value="\$444.00"/>
Amount Should Have Paid:	<input type="text" value="388.50"/>
Difference:	<input type="text" value="55.50"/>
Supervisor Name:	<input type="text" value="Jennifer Biga"/>
Requestor Name:	<input type="text" value="Jennifer Biga"/>
Reason for overpayment:	<input type="text" value="Student incorrectly submitted timesheet before removing hours that were actually missed."/>



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](#).

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.

