

## Submitting a ticket—Overpayment Notice Request

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

## 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:

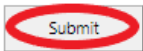
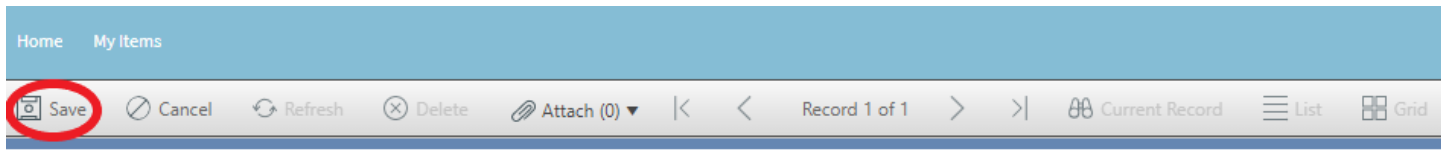
Supervisor Name:

Requestor Name:

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

# Step 3—Submitting the Form

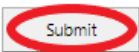
Once you have completed the form, you can submit your ticket by clicking on one of the options shown below:



## Details Required to Complete the Request

### Overpayment Notice

|                             |   |  |
|-----------------------------|---|--|
| Student Name:               | <input type="text"/>  |  |
| 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."/> |  |



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 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](mailto: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](mailto: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](mailto:stuemp@uccs.edu), or visit us in Cragmor Hall Room 104.**



University of Colorado  
Colorado Springs