UCPath Update

Staff Assembly Meeting, October 22, 2109

Susan McCutcheon, UCPath Program Lead
Randa Wilbur, UCPath Change Lead
UCPath Program Activities

- **Base Camp** (case escalation center) fully functioning with support staff on-site for Stabilization from
  - UCD UCPath Campus + Health Project Teams, Central Offices
  - HRSSO, DiSSC, AUSS-C, Health Service Channels
  - UCPath Center (UCPC), Riverside, CA
  - UCOP PMO, Oakland, CA
- **Daily Stabilization Calls** with UCPC to review Production issues

Go Live Has Gone Well – With Minor System Issues
### # of Transactions As of 10/21

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Minor System Issues

- No major widespread pay impacting issues experienced.
- Work Phone Numbers Wrong – conversion error (IET is fixing)
- Student Issues:
  - Students will NOT see their benefits in UCPath
  - We have expedited the hiring of 800 graduate students with UCPath Center (completed 10/14)
- Reports To and Home Departments Changes/Clean Up
- Pre-Conversion Missed Pay (last PPS payroll)
- Post doc transactions
- Time on Call Job Code – not calculating properly
- System defect causing primary job flag to be set incorrectly.
Training Update
Training Update – 10/18/19

- 12 Learning Labs Held
- 87 classes & webinars held
- 29 eLearning Courses
- 25 Instructor-Led Courses
Upcoming Training

- **Weekly Funding / Cost Transfer Webinars**
  - Mondays at 3:00 PM – last offering 10/28

- **Funding / Cost Transfer Learning Labs**
  - Last offering 10/24

- **ePerformance Training**
  - eLearning & Guides will be sent out with calls for appraisals

- Visit Learning Path or Training Resources pages for guides
  - [https://ucpath.ucdavis.edu/learning-paths](https://ucpath.ucdavis.edu/learning-paths)

- See Training Schedule for upcoming webinars/labs
  - [https://ucpath.ucdavis.edu/training/schedule](https://ucpath.ucdavis.edu/training/schedule)
Additional News
Employees: Who Do I Call With a Problem?

1. Your Dept Contact
   - My paycheck is inaccurate.
   - Did not receive a paycheck.
   - Get access to reports.
   - Technical issues (e.g. logging in, authenticating, etc.)

2. Your Service Channel
   - Escalation point for department contacts, supervisors, personnel and finance professionals.

3. UCPath Online
   - View my pay statements, leave balances, change withholdings, etc.
   - View or change direct deposit
   - Benefits enrollment.
   - Update my personal information.

4. UCPath Center
   - Benefits offerings.
   - Understand Accrual/Leave Balances.
   - Tax questions.
   - Other general questions.

5. Trailhead Student Support
   - In-person resource for student employees.

To Be Updated Soon
Department HR / AP Contacts

Please Use Aggie Service

• Open an Aggie Service Ticket to report issues/problems with pay or employee data
  • Will be routed to appropriate Service Channel

• Please **Do NOT** contact central payroll office directly
Additional News

- UCPath Center now responsible for managing all unemployment insurance claims. Email sent to all managers/supervisors Oct. 15th with instructions ([https://hr.ucdavis.edu/departments/elt/ru-e-insurance](https://hr.ucdavis.edu/departments/elt/ru-e-insurance)) and Davis Unemployment Insurance Point of Contact.

- Student Issues:
  - New Graduate Student processing/onboarding/access to UCPath (email went to GSR’s and Postdocs – posted on Grad Studies website
  - Students will NOT see their benefits in UCPath portal (provided by UC SHIP)
  - Student Positions Unmerging Effort (N= 597 impacted students)– Target completion date 10/20 or 11/3
  - Not all pay comes from UCPath (e.g. fellowships, etc).

- Employees Can Submit Life Event Changes from UCPath Online
Off Cycle Pay

If an employee experiences a pay error, it is important to find out which option is most acceptable to the employee:

Options to discuss with employee:

1. Can you wait until next pay period to get the error corrected?
2. Can you wait for an off-cycle pay correction (may take up to 5 business days?)
3. Do you need an emergency pay card or paper check issued locally*?

*Note: Pay Cards and paper checks do NOT provide full pay (Estimated amount – any difference will be paid on employee’s next regular paycheck).
Reminder: UCPath Online Help has step-by-step Tutorials!
For Employee Actions such as Direct Deposit, Benefits Life Event Changes, etc.

1. Access from UCPath Online Help/FAQ option in left menu
Reminder: UCPath Online Help has step-by-step Tutorials!
For Employee Actions such as Direct Deposit, Benefits Life Event Changes, etc.

1. Access from UCPath Online Help/FAQ option in left menu

2. Use the See It option to see a step-by-step demonstration
Reminder: UCPath Online Help has step-by-step Tutorials!
For Employee Actions such as Direct Deposit, Benefits Life Event Changes, etc.
Spanish Language Guides
Available on Employee Training Page
https://ucpath.ucdavis.edu/employee-resources/training
Changes in TRS

- Drop down boxes in TRS include FML – pay close attention. It can error out a timesheet (person won’t get paid).
- Supervisors need to pay attention before approving – is it FML Sick or Regular Sick?
December Outages Scheduled

- Cutover Activities For UC Irvine and UC Santa Cruz
  - Dec. 5 – Dec. 8
  - Dec. 18 – Dec. 22
  - Nov. 23 – 24 (impact on Open Enrollment)
Open Enrollment 2020

Begins:
Oct. 31 @ 8 a.m.

Closes:
Nov. 26 @ 5 p.m.

Downtime:
Nov. 23 @ 7 p.m. until
Nov. 24 @ 7 a.m.

You will make your Open Enrollment changes through UCPath
Open Enrollment Webpage

UC Davis & ANR Rates
hr.ucdavis.edu/rates

News:
• Enroll Through UCPath Online
• WHA Replaced
• Presentations & Help Desks

Medical Plan details will be available Oct. 28

hr.ucdavis.edu/employees/benefits/oe
Enrolling Through UCPath

• Dashboard with countdown to the end of Open Enrollment
• Must answer a security question
• Can submit Open Enrollment changes online once per day
• You must enroll in Duo to access UCPath Online and make benefits selections.
• UCPath Online rates will NOT be correct for UC Davis & ANR employees (correct rates available on HR website https://hr.ucdavis.edu/rates)

User guide will be available in UCPath
Reservations not required and seating is first come, first seated. Narrated presentations will be posted on the Health Care Facilitator Program site (hr.ucdavis.edu/hcf) shortly after the sessions.

OPEN ENROLLMENT HELP DESKS

Drop-in, individual counseling with Health Care Facilitators and Benefits Representatives. Counseling is on a first come, first served basis.
Questions?

UCPath Website
ucpath.ucdavis.edu