CURRENT PRIORITIES

HYPERCARE

Preliminary Paycheck Timeliness/Accuracy by Pay Period

The chart below shows a preliminary measurement of paycheck timeliness & accuracy by pay period. It measures the number of paychecks delivered by pay day vs. the number off-cycle checks (representing a missed check or significant correction) for each pay period. It does not capture overpayments or other corrections made in subsequent on-cycle payrolls. UCR is working with the UCPath Center on enhanced paycheck accuracy metrics.

Accuracy Over Time

![Accuracy Over Time Chart]

Hypercare Next Day Check Metrics

This graph presents Next Day Check requests submitted to the UCPath Center. The red boxes highlight a monthly or bi-weekly payday. As expected, the increase in paycheck accuracy correlates a significant decrease in requests for next day checks.

Hypercare exit criteria are still being discussed with UCPath Center leadership, with the goal of agreeing on a shared set of exit criteria. These criteria can then be used as a model for future deployments.
**TRAINING**

New online courses are now available in the LMS:

- **UCRPDM200: Advanced FOM ServiceLink Position Data Management**
- **UCRONB200: Advanced FOM ServiceLink Onboarding**
- **UCRSL120: ServiceLink Navigation for Fulfillers**

In-person training is still on-going. Upcoming training opportunities include:

- **Wednesday, May 9:**
  FOM ServiceLink: UCREL220: Advanced FOM ServiceLink Extended Leaves for Staff (In-Person Training, 1.5 hrs) from 2:30PM to 4PM in Hinderaker 0154

- **Thursday, May 10:**
  FOM ServiceLink: UCRPDM200: Advanced FOM ServiceLink Position Data Management (In-Person Training, 1.5 hrs) from 10AM to 11:30AM in Hinderaker 0154

- **Monday, May 14:**
  FOM ServiceLink: UCRSWB100: FOM ServiceLink Short Work Break (In-Person Training, 1.5 hrs) from 10AM to 11:30AM in Hinderaker 0154

The Training Team has also been offering UCPath Inquiry Training to Central Offices and one-on-one training opportunities tailored to the needs of an Accountability Structure or Shared Service Center. If you are interested in having the Training Team come by your workstation and provide UCPath and/or ServiceLink training to you and your staff, please email Kathleen Cool at fomucpathtraining@ucr.edu to schedule a meeting.

**INCORRECT BENEFIT ENROLLMENT NOTICES**

An issue was identified where, under certain conditions, UCR employees for whom job changes were transacted (such as faculty who added a concurrent job) were incorrectly issued a notice to enroll in benefits. This caused confusion and concern for these employees. This issue has been traced to an incorrect configuration in UCPath. The issue was addressed by an update to UCPath on April 30th and should no longer occur.

**GENERAL LEDGER TOPICS SESSIONS**

In preparation for fiscal year-end closing activities, Business & Financial Services is hosted two user group sessions on April 25th, 2018 to provide updates on UCPath general ledger related topics and answer related questions. The meeting topics included: 1) SuperDOPE; 2) the FAU Change Request Tool; 3) the Salary Cost Transfer tool and the interim manual request process; 4) UCPath related GL issues (e.g. GSHIP/FR/NRTR, salary cost transfers, default FAU charges, etc.); and 5) salary and benefit related ledger reconciliation processes. For those who were unable to attend the meeting presentation and FAQs have been posted to the Accounting Office website.
New UCR specific job aids have been created for some of the most common issues experienced during HyperCare. Click the links below to download a copy of the job aids or visit the Training Resource Page.

1. **UCPATH WORKCENTER**
   The UCPath Workcenter is a simplified PeopleSoft workspace that does not require you to navigate through multiple menus to locate available screens. Instead, you will see a list of screens (e.g. Job Data, PayPath Actions, etc.) based on your security access. At this time, there may be a few screens missing from the UCPath Workcenter such as "Modify a Person". These screens may be accessed in the UCPath PeopleSoft menu.

2. **INTERLOCATION ONE-TIME PAYMENTS**
   This job aid describes how UCR processes one-time payments for employees who complete consultant work at another UC location (e.g. UCLA wants to pay a UCR Professor $1000 for consultative work). The job aid includes the responsibilities of the Shared Service Center AWE Approvers and who to contact if you have questions.

3. **HOW TO USE THE UCPATH PORTAL/OVERVIEW JOB AIDS & VIDEOS**
   The UCPath Portal Basics job aid (in the Help/FAQ section) provides a brief overview of the portal dashboard. Click here to review.
   The UCPath Help Site job aid (in the Help/FAQ section) provides a brief overview of the help site and how to use it. Click here to review.
   UCPath Employee Portal Overview Video
   UCPath Manager Portal Overview Video

4. **HRDW USER GUIDE**
   HRDW is an online reporting application. Access to HRDW is granted by the department System Access Administrator (SAA). Users who are authorized to use HRDW can access the application from their R'Space portal under the “Authorized Apps” tab. This user guide introduces the basic layout and navigation of HRDW, including running a report, saving reports and exporting reports to Excel.

5. **COGNOS USER GUIDE**
   Cognos is a web-based reporting tool for creating and managing custom UC reports. You can access Cognos from the UCPath Portal. Access to Cognos is based on UCPath security roles. This user guide introduces the basic layout and navigation of Cognos reports for UCPath, including accessing and running a report, report parameters, saving reports and exporting reports to Excel.