Structure & Case Handling

UCLA Payroll Partners
1. Overview of UCLA Payroll Partners (CRU)
2. Department Structure
3. Case Handling and Case Lifecycle
4. Resources
Valued payroll partner to the Bruins, providing intuitive payroll processes and solutions
To provide departments with confidence in payroll solutions through excellent customer service, effective stewardship of information, provision of system expertise, and a one-voice partnership
We are committed to providing value to our Bruin community by collaborating with Bruin partners on payroll solutions. We are unwavering in our obligation to use one voice as we disseminate accurate and timely information.
Accountability
We operate with accountability on our areas of responsibility.

Transparency
We are transparent, honest, and operate with integrity among each other, our partners, and the Bruin community.

Empathy
We care about each UCLA employee by making positive impacts through our interactions with departments.
**Adaptability**
We work with campus stakeholders to implement solutions that meet their ever-evolving payroll needs.

**Champion**
We are champions for our clients by ensuring their voices are heard and supported.

**Collaboration**
We are recognized collaborators of UC stakeholders and campus departments for timely resolution of issues.
Our decisions and processes are based on the premise of proper stewardship of University assets and compliance with federal regulations and UC policies. This also includes being responsible stewards of our CRU time and resources.

We are committed to the internal growth, development, and advancement of our staff and the Bruin community.
Your Partners
Dept. Structure

UCLA Payroll Partners

- Training & Comms.
- Technical Operations
- Client Services
- Compliance
UCLA Payroll Partners

Dept. Structure

- Training & Comms.
- Technical Operations
- Client Services
- Compliance
Responsibilities

1. Payroll support for general ledger (GL) and gross pay
2. Employment Eligibility Verification and NRA processes
3. Reporting and analytics
4. Partnership with UCPath and UCLA stakeholders
5. Case management
6. Campus training and communications for UCPath & CRU
CRU Cases

UCPath Center Cases

Review our case handling infographic!
Case Lifecycle

- Receive
- Assign
- Review
  - Resolve & Close
  - Move to Workstream
  - Direct Dept. to UCPC & Close

EXAMPLE Compliance
Case Lifecycle

1. Example: Compliance - General Ledger
2. Review
3. Defect or Non-Defect?
   - Non-Defect: Resolve & Close
   - Defect:
Case Lifecycle

1. Defect
2. Inform Dept.
3. Log, Consult, & Prioritize
4. UCPC Fix
5. Test & Inform Campus
Proposed SLA

General Ledger Cases

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>within 5 business days*</td>
<td>within 5 business days*</td>
</tr>
<tr>
<td>Benefit Cost Transfer (BCT)</td>
<td>All Other Cases (Defects)</td>
</tr>
<tr>
<td>Mass Funding Upload</td>
<td></td>
</tr>
<tr>
<td>Payroll Journal Correction</td>
<td></td>
</tr>
</tbody>
</table>

*From the time the case is received by the CRU General Ledger team
**Current Workable Backlog**

*As of April 1, 2021*

**Current Defect Backlog**

*As of April 1, 2021*
Cases Resolved by GL Team

*Since February 2020

Backstage