

Structure & Case Handling

UCLA Payroll Partners

UCLA Central Resource Unit
Research Administration Forum
April 8, 2021

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1.

Overview of UCLA Payroll Partners (CRU)



2.

Department Structure



3.

Case Handling and Case Lifecycle



4.

Resources



Agenda

Vision

Valued payroll partner to the Bruins, providing intuitive payroll processes and solutions

Mission

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.

Core Values



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.

Core Values



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.

Core Values



Stewardship

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.



Growth

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

Core Values

Your Partners



UCLA Payroll Partners



Training &
Comms.



Technical
Operations



Client
Services



Compliance

Dept. Structure

UCLA Payroll Partners



Training &
Comms.



Technical
Operations



Client
Services



Compliance

Dept. Structure

Responsibilities

1.

Payroll support for general ledger (GL) and gross pay



2.

Employment Eligibility Verification and NRA processes



3.

Reporting and analytics



Responsibilities

4.

Partnership with UCPATH and UCLA stakeholders



5.

Case management



6.

Campus training and communications for UCPATH & CRU





CRU Cases

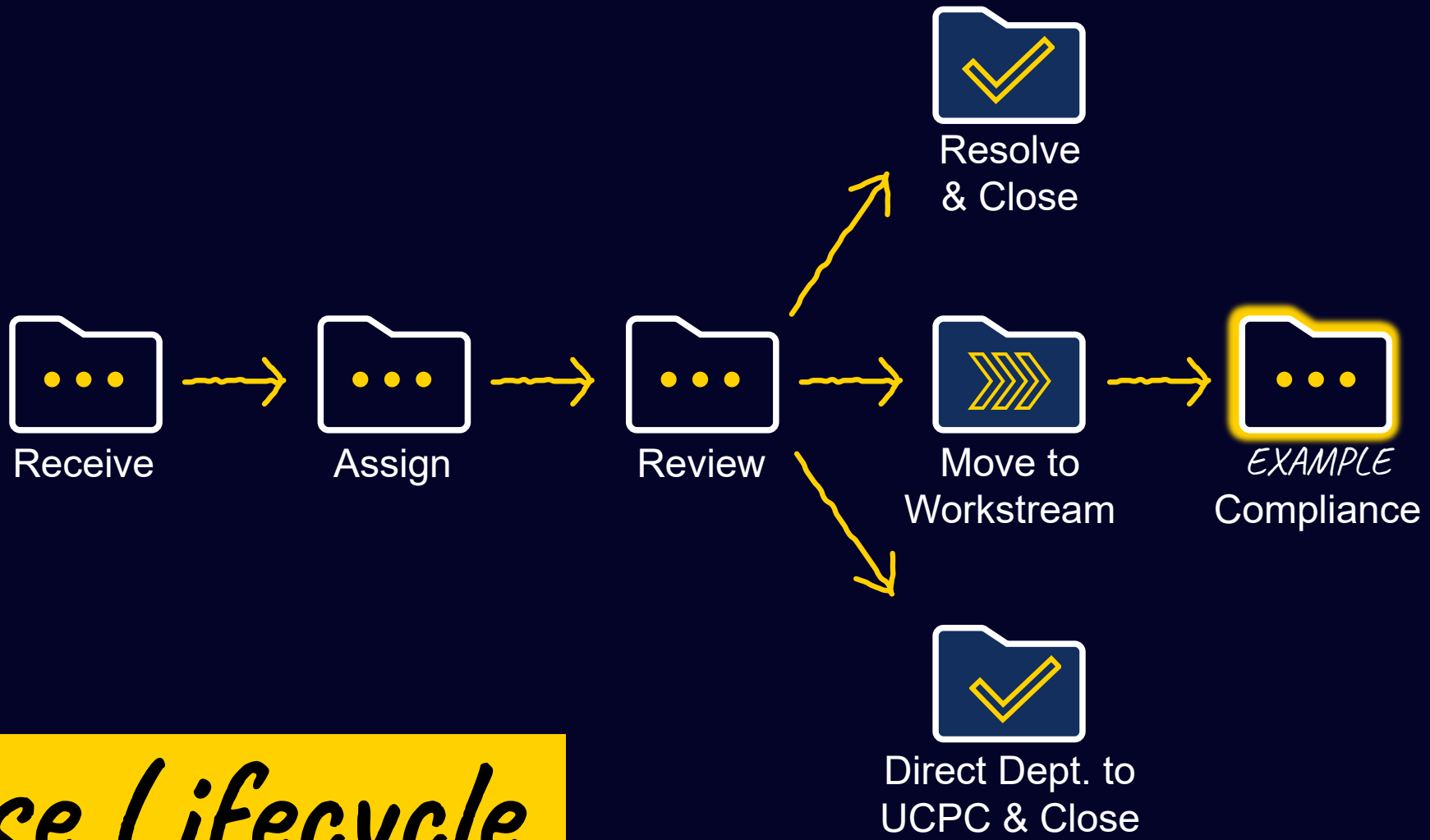


UCPath Center Cases



Review our case handling infographic!

Case Handling



Case Lifecycle

EXAMPLE
Compliance
General Ledger

Review

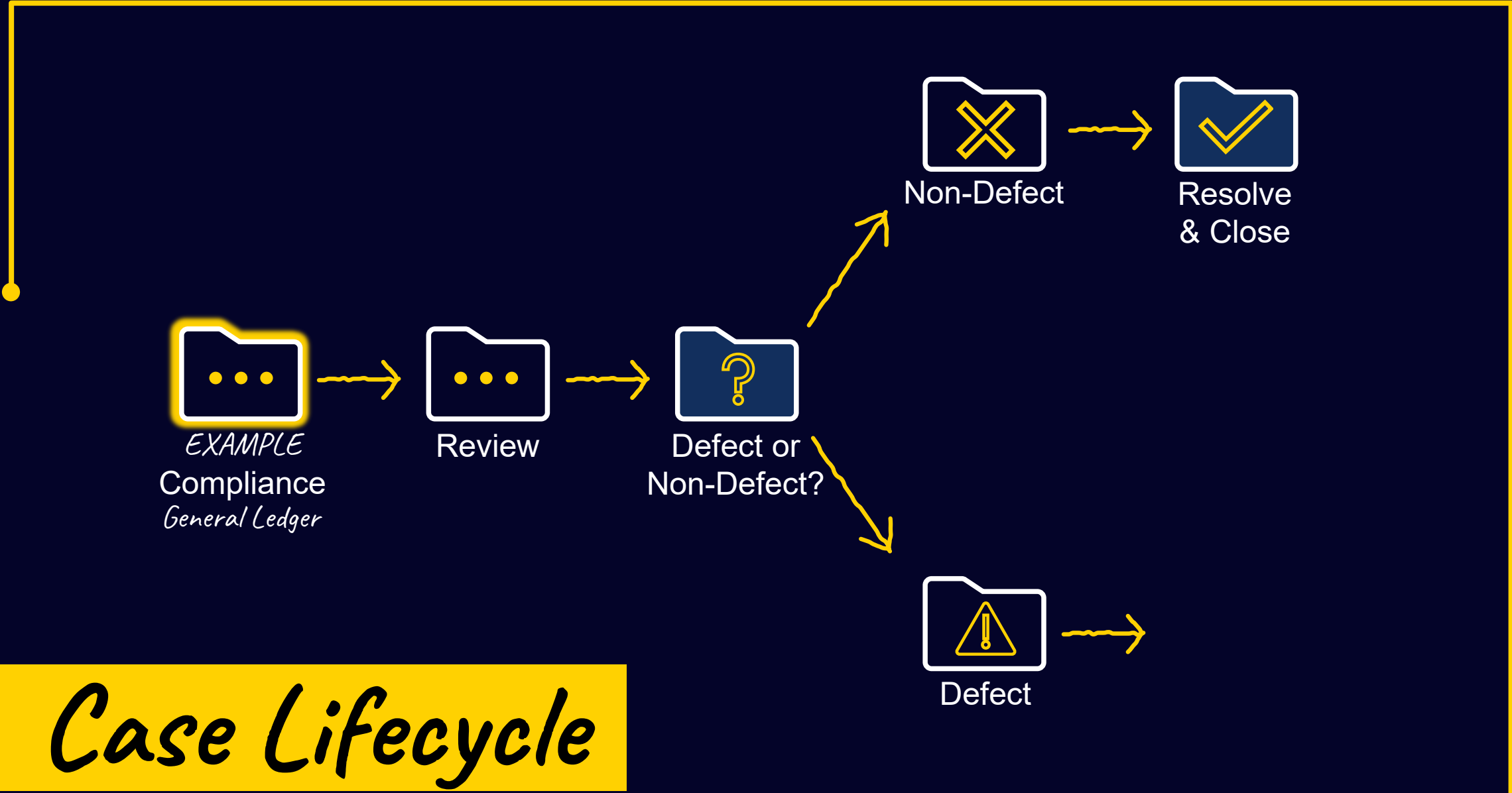
Defect or
Non-Defect?

Non-Defect

Resolve
& Close

Defect

Case Lifecycle





Case Lifecycle

Proposed SLA

General Ledger Cases

Resolution

within 5 business days*

Benefit Cost Transfer (BCT)

Mass Funding Upload

Payroll Journal Correction

Response

within 5 business days*

All Other Cases (Defects)

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

GL Resources



**General Ledger
Resource Page**



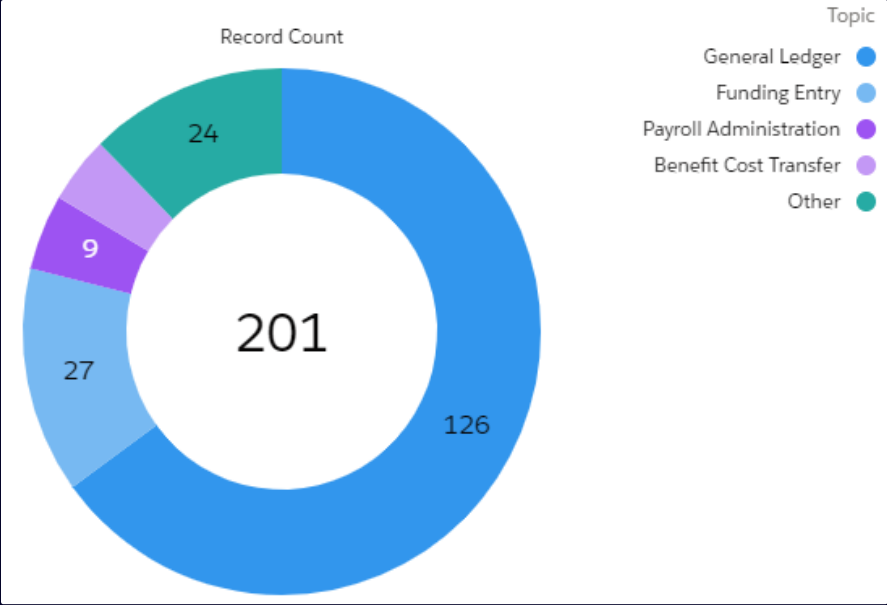
**UCPath Help
Site Topics**



**CRU UCPath
Clinic**



Click to receive clinic notifications!

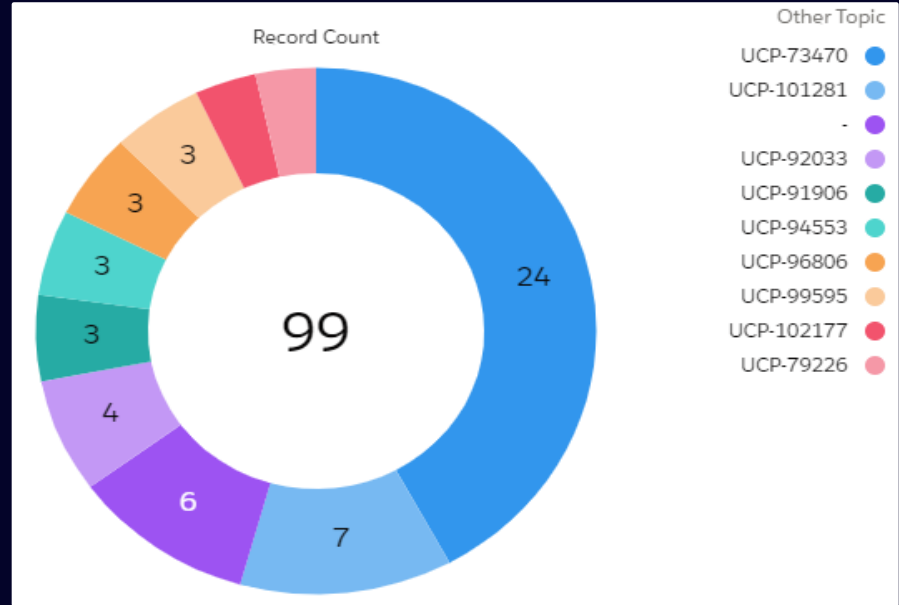


Current Workable Backlog

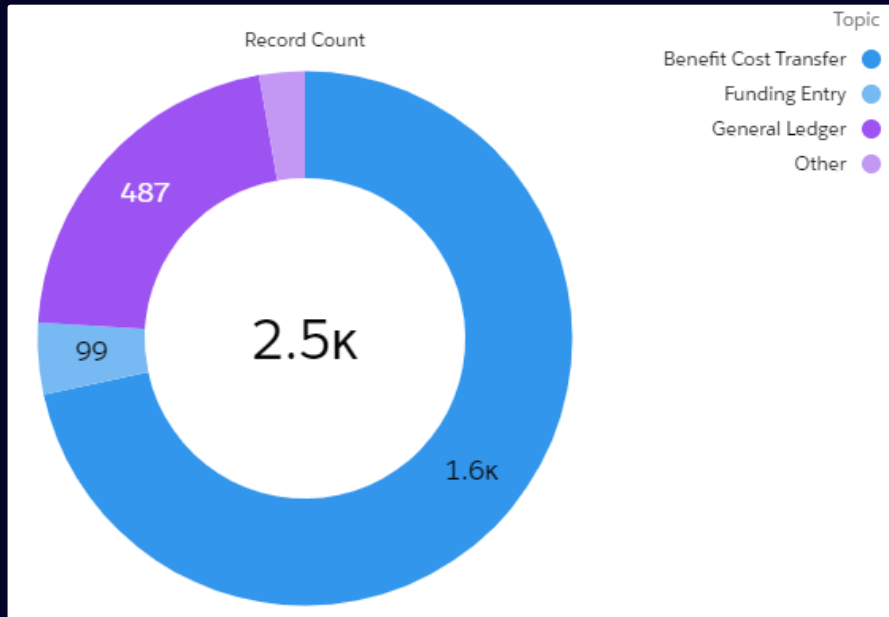
*As of April 1, 2021

Current Defect Backlog

*As of April 1, 2021



Backstage



Cases Resolved by GL Team

*Since February 2020

Backstage



Q & A