UCPath FAQs

General UCPath Questions

What is UCPath?
UCPath is a system-wide project launched by the University of California (UC) to modernize its current payroll system, which is over 35 years-old. UCPath introduces new, modern technology that will integrate and standardize payroll, benefits and human resource (HR) systems across the UC system. When UCPath is live at all locations, every employee will have access to UCPath portal, where they will have the ability to view personal job data and payroll information, sign up for direct deposit, update tax withholdings, view or enroll in benefits, see vacation and sick leave balances and more. The UCPath Center is also part of the UCPath project. The UCPath Center will become the shared services hub for the UC system where payroll, benefits, and human resources information will be centralized and where staff will provide individualized support to UC employees.

When will UCPath go live?
UCLA will transition to UCPath in September, 2018. UCLA will partner with UC Santa Barbara as part of the UCLA/UCSB Pilot implementation, joining the Office of the President which launched UCPath in 2015, and our sister campuses -- Merced, Riverside, and ASUCLA – all of which are now live on UCPath as of January 2, 2018.

What does UCPath stand for?
UCPath = UC Payroll, Academic Personnel, Timekeeping & Human Resources

Why is UCPath launching as a series of deployments?
UCPath is the largest initiative of its kind in UC history. Data for more than 200,000 employees across 20 locations will be transitioned into the new UCPath system. Each campus has a large volume of complex data that must be moved from local payroll and personnel systems into the UCPath system. With so many employees and unique systems, the project is being completed in phases that allow the UCPath team to focus on deployment groups of four to five campuses at a time.

For the latest deployment updates, visit http://ucpathproject.ucop.edu/.
Why is UCLA implementing UCPath?
Creating a sustainable, more integrated, and efficient environment is a key component of UCLA’s operational strategy. The implementation of UCPath presents a unique opportunity for UCLA to: 1) implement modern, enterprise technologies, 2) employ best practices, 3) build upon an operational structure to create efficiency and respond to the growing and changing needs of our business over time.

What are the benefits of UCLA UCPath?
UCPath will transform human resource, benefits, and payroll services for all UC employees. It will improve our technology which improves systems today and accommodates future growth, strengthening our foundation. UCPath will also increase efficiency and productivity by unifying efforts across the UC system. The standard processes, shared services center, and new portal mean employees receive better customer service, helping UCLA achieve administrative excellence. Finally, all these improvements provide more freedom to focus on UC’s core mission of teaching, research, and public service.

What is the new UCPath Portal?
The new UCPath Portal is an online, self-service tool that gives employees 24/7 access to UC employment information based on their role. Similar to the current At Your Service Online (AYSO) website, UC employees will be able to log into the portal from mobile devices and computers at work or home. They will have the ability to view and update personal information, view paychecks, sign up for direct deposit, update tax withholdings, view or enroll in benefits, see vacation and sick leave balances and more. The UCPath portal has tutorials available for most tasks and users will have the option to submit inquiries through the “Ask UCPath” feature.

What is the UCPath Center?
The UCPath Center is the shared services hub for the UC system where payroll, benefits and human resources information will be centralized to ensure that employees receive consistent, accurate job-related information. UCPath Center staff provides individualized support to UC employees and will be available Monday – Friday from 8 a.m. to 5 p.m., except on UC holidays.

Who at UCLA is involved in the UCPath project?
The UCPath implementation is supported by a governance structure that includes the UCLA UCPath Executive Sponsors, Leadership Group, UCPath Project Team, Campus Advisory Group, and subject matter experts all working together to help ensure a successful campus transition. Please see Who’s Who in UCLA UCPath for an overview of the governance structure.

Who should I contact with questions about UCLA UCPath?
For general questions about the UCPath program and deployments, visit http://ucpathproject.ucop.edu/. For UCLA-specific questions and more information about how UCLA UCPath will affect employees, employees may wish to contact their department managers.
UCPath Portal Questions

Is the UCPath Portal replacing AYSO?
Yes, in part. Employees will however continue to access AYSO for their personal retirement information, to update beneficiaries, and to access previous years W-2 and all other historical information. All other personal and employment information, such as earnings statements and benefits-related content, will be in the UCPath Portal.

When will the UCPath Portal be available for employees?
The UCPath Portal is scheduled to be available on September 27th 2018 prior to the October 1 monthly pay period. The exact date will be communicated in advance of the portal’s availability.

Will retirees have access to the UCPath Portal?
Those who retire after UCPath goes live will have access to their historical information (e.g. W-2s) and will be given a way to sign on that does not require a Single Sign-on (SSO). This is also true for employees who leave UCLA and need access to their information in UCPath. Retirees or former employees with access to the UCPath Portal, will need to contact the UCPath Center in the event that assistance is needed.

Where will I access my retirement information?
All retirement tools and information will remain active and available in AYSO, including UC Retirement Plan (UCRP) balances and the retirement calculator. Fidelity will be accessible through both AYSO and the UCPath Portal.

When will a new employee, hired after UCPath goes live, have access to start updating their information on the UCPath Portal?
New employees will have access to the UCPath Portal on their effective job start date. However, new employees need their Single Sign-on (SSO) and Multi-Factor Authentication (MFA or DUO) set up in order to log into the Portal, which is a process handled locally at UCLA.

What is the turnaround time on updating information on the UCPath Portal?
The update is instant in the UCPath Portal and in the UCPath system. It takes one or two days to communicate the update with other systems that are connected to UCPath. For example, if you change your address on the UCPath Portal, you will see that update on the UCPath Portal immediately. However, any UCLA campus systems that receive data from the UCPath system may take one or two days to reflect the change.

Will I be able to enter a “preferred” name in the UCPath Portal and where will that appear?
Yes, the preferred name feature is new to the UCPath Portal and will be available when UCLA goes live on UCPath. Stay tuned for more details on this new feature including where your preferred name will appear.

Will my leave balances be visible on the UCPath Portal (e.g., comp time, PTO, and others)?
Yes, each of these balances will be visible on the UCPath Portal.

What information can Managers see about their employees on the UCPath Portal?
When managers log into the UCPath Portal, they will have access to certain information for their direct reports. Managers will be able to view employee contact address, phone number, email address, emergency contact information, and compensation. Compensation changes after UCPath go-live will also be visible to managers.

**When will I be able to see my paycheck in the UCPath Portal?**
Pay statements will be available on the UCPath Portal 1-2 days before pay day.

**Can we get a link to AYSO in the Portal?**
Yes, a link to AYSO will be provided in the UCPath Portal.

**Will there be a “Provide Feedback” option on the UCPath Portal?**
That currently doesn’t exist in the system, but the UCPath Center does currently take feedback via the ‘Ask UCPath Center’ function in the UCPath Portal.

**Is the login for the UCPath Portal the same as it is for AYSO?**
No, the login for the UCPath Portal is different from your login for AYSO. The UCPath Portal will use your Single Sign-on (SSO) and Multi-Factor Authentication (MFA or Duo) for signing in. Your login for AYSO will remain the same as it is today.
Payroll Questions

Are checks mailed home during the pre-notification period before a direct deposit election takes effect?
Setting up direct deposit may take up to one month and is subject to the payroll calendar. In some cases, a pay date may occur before a direct deposit is set up. In the event that this happens, the employees without direct deposit will receive their pay as a paper paycheck mailed to their home address on file via the U.S. Postal Service.

If you are changing your existing direct deposit account or adding an additional direct deposit account and a pay date occurs before the new additional account is set up, you will continue to receive your pay via your original direct deposit account until the change takes effect.

Is the Pay Calendar changing with UCPATH?
There will be no changes to pay dates. Pay dates will remain the same for both monthly and bi-weekly employees. The first UCPATH-generated check will be generated on October 1, 2018 for employees paid monthly, and October 3, 2018 for employees paid bi-weekly.

How will I get my W2s for 2018?
You will receive two (2) W-2s for 2018 earnings: one (1) for earnings before UCPATH goes live; and one (1) for earnings after UCPATH goes live. W-2s for wages earned before the UCPATH go-live will be available in AYSO, while those W-2s for wages earned post go-live will be available in the UCPATH Portal. Your designated W-2 delivery option in AYSO will transfer over into UCPATH (i.e., mail or online option).

Can my three direct deposits in UCPATH go to different financial institutions?
Yes, after go-live, you can elect up to three (3) Direct Deposit accounts at different financial institutions.

When will I be able to set up additional direct deposit accounts?
Once UCPATH goes live and employees have access to the UCPATH Portal in late September you will be able to set up additional direct deposit accounts.

What will happen to my Scholarshare deductions, Fidelity deductions, or 403(b) loan repayment deductions when UCPATH goes live?
These deductions will transfer automatically to UCPATH. The only deduction that will not carry over into UCPATH is the University Credit Union (UCU) payroll deduction. For more information about the UCU deduction and what steps UCU customers need to take to prepare for the transition to UCPATH, visit ucu.org/ucpath.

What will happen to my deductions that are to campus facilities such as the Recreation Center or Parking?
UCLA-specific deductions will convert automatically to UCPATH and employees should see no interruption in the deduction. The only deduction that will not carry over into UCPATH is the University Credit Union (UCU) payroll deduction. For more information about the UCU deduction and what steps UCU customers need to take to prepare for the transition to UCPATH, visit ucu.org/ucpath.
What if I have a faculty housing deduction?
Employees who have the Faculty Housing Deduction will not have to take any action before UCPath goes live. The Faculty Housing Deduction is being converted during cutover to UCPath and employees should see no interruption in the deduction.

What happens with garnishments on UCPath?
Garnishments are currently processed and will continue to be processed through the UCPath Center. Employees should call the UCPath Center directly should they have questions about garnishments. Additionally, court orders will be handled by the UCPath Center, not UC campuses.

Who does an employee go to if they don’t get paid or believe there is an error in their pay?
The UCPath Center is the first point of contact for all pay-related questions. Should an employee not receive their paycheck or find an error in their pay, they should contact the UCPath Center for resolution. They will be able to research and resolve the issue.

What if I don’t receive my check in the mail?
Employees should contact the UCPath Center if paper paychecks are not received after 5 days from the mailing date. The UCPath Center may place a stop on the check and reissue where appropriate.

Currently when we hire new students or new employees, there is often a delay, the pre-notification period, before their direct deposit activates. Will that continue to be the case?
Yes, the pre-notification period will remain in place.

Many student workers are from out of state. What should they do to plan for the pre-note period after they’ve enrolled in direct deposit?
The pre-note period for direct deposit is up to two pay cycles for biweekly employees and one pay cycle for monthly employees. Student workers should ensure their local address is listed as their home address on AYSO/the UCPath Portal so that they receive their paper checks with minimal delay.

If a new employee elects to do the Pay Card, will there still be a delay that may require the receipt of a paper check?
Yes, depending upon when the employee elects to sign-up for a pay card. There may still be a delay that may require the distribution of a paper paycheck.

Is the change in pay that may result from the new, industry-standard calculations in UCPath going to be an increase or a decrease?
UCPath uses industry standard calculations. These calculations employ a rounding model that is slightly different than that used in the current Personnel and Payroll System (PPS). While both are accurate models for calculating pay, there may be very small changes resulting in a slight difference in the calculations of taxes, voluntary deductions and flexible spending amounts. This could result in a very small, if any, increase or decrease in net pay calculations.

Will the Accounts Payable system continue to use the direct deposit information from UCPath when they issue expense reimbursements to employees, and if so, will the direct deposit function indicate which is the primary account for that purpose?
Yes, AP will continue to use the employee’s direct deposit account. Employees can designate a primary direct deposit account, if not, the AP payment will default to the direct deposit account with the highest percentage and/or earliest establishment date.

**Does the change to final pay, which states that employees will now receive their final pay on the next regular pay cycle – apply to both voluntary and involuntary separations?**

This change will apply to voluntary separations, unless there is an applicable collective bargaining agreement. Involuntary separations will follow a separate process and will most likely be processed within 72 hours or in accordance with the applicable collective bargaining agreement if the employee is represented.

**How is final pay distributed?**

Final pay is distributed via regular pay method in accordance with UC policy or in accordance with the applicable collective bargaining agreement if the employee is represented.

**Will overpayment collections by the UCPath Center be coordinated with campuses?**

The UCPath Center will reach out to the designated point of contact on campus to coordinate overpayment collections.

**Why was the benefits deduction holiday changed from July to October?**

In UCPath, the process for benefit deductions is based on paycheck date, as opposed to pay period end date, as UCLA currently does. Benefit premium deductions are taken twice per month. However, there are three (3) UCPath paycheck dates in October. As a result, there will be a premium holiday (no deduction) in October instead of July.
Time & Attendance Questions

Will I still use my current Time & Attendance system (Kronos, TRS, HBS etc.)?
Yes, employees will continue to use their designated T&A system (i.e., Kronos, TRS, HBS, etc.) and follow procedures established by their organization.

How will faculty time keeping and associated pay processes be handled once we go live on UCPath?
Initially, faculty and other academic staff will continue to track and submit time and attendance as they do today. There is a manual pay entry process in UCPath, as we have today in PPS. Additional detail on the manual pay entry process initiators will use to enter data into UCPath across different pay scenarios will be covered in UCPath training. It is anticipated that some faculty and academic staff populations will move to an online timekeeping system (e.g., TRS, HBS, etc.) sometime after the UCPath go-live in September. More information will be shared in the coming months.

What if we don’t submit time by the UCPath Center payroll deadline?
If time is not submitted in accordance with the payroll submission deadlines, there will likely be a delay in receiving pay. Generally, in this case, pay will be distributed on the next pay cycle.

Do we still plan to add academic appointees who earn sick and vacation to TRS?
We anticipate that, for those academic appointees that accrue, they will move to TRS sometime after the UCPath go-live in September. More information will be shared in the coming months.
Vacation Accruals and Paid Time Off (PTO) Questions

How long after UCPath go live do employees have to use their overmax vacation hours?
As UCLA prepares for transition to UCPath in September, all accrued vacation hours, including those over the policy maximum, will be converted into the new system. It should be noted that employees with accruals over the policy maximum should work with their organizations/departments to reduce their accruals and bring them below the policy limit, where applicable.

Employees will have four (4) months after the transition to reduce their vacation balances and will continue to earn vacation during this time. Should an employee fail to bring their vacation hours below the policy maximum after the four (4) month grace period, they will stop accruing vacation until the hours are brought below the maximum. Employees should consult their organization/department HR representative should they have questions or need more information.

If an employee has an overmax vacation balance at the time of conversion to UCPath, what happens to those hours? Is an exception request required before the hours will transfer to the overmax bucket in UCPath, or will the hours translate regardless?
For conversion, it is not necessary to have an approved exception request. As UCLA prepares for transition to UCPath in September, all accrued vacation hours, including those over the policy maximum, will be converted into the new system. It should be noted that employees with accruals over the policy maximum must work with their organizations/departments to reduce their accruals and bring them below the policy limit. Employees will have four (4) months after the transition to reduce their vacation balances and will continue to earn vacation during this time. A separate communication is being prepared with additional details.

Will post-docs be able to see their accruals on the UCPath Portal? If so, how will the process for tracking accrual balances be changing?
Postdoctoral scholars will be able to view PTO and sick leave balances via the UCPath Portal. At this time, most postdoctoral scholars do not report PTO and sick leave usage via an online time reporting system (e.g., TRS, HBS). Postdoctoral scholars will continue to use their current time reporting method (e.g., paper timesheets), and PTO and sick leave usage will be manually maintained by the appropriate department administrator.

How will post-docs be impacted by the move to UCPath?
All postdoctoral scholars will have their paid time off (PTO) and sick leave balances tracked in UCPath. Initial balances of postdoctoral scholar PTO and sick leave will be calculated by the UCPath system, based on the postdoctoral scholar’s job effective date, expected end date, and postdoctoral anniversary date. Postdoctoral scholars will be able to view PTO and sick leave balances via the UCPath Portal. At this time, most postdoctoral scholars do not report PTO and sick leave usage via an online time reporting system (e.g., TRS, HBS). Postdoctoral scholars will continue to use their current time reporting method (e.g., paper timesheets), and PTO and sick leave usage will be manually maintained by the appropriate department administrator.

I work at Extension and we may be the only place where we clock-in on a computer and the timesheet shows our accruals. Will we still be about to see our accruals there?
Yes, those accruals will still be visible there.
I heard from colleagues at Riverside, some people lost the accountability of their vacation time and it didn’t transfer over. Who do we contact if that happens?
Employees can let either the UCPath Center or your location know and they will work to resolve it.

Is there a lag time in the displayed accruals, as we have in the system today?
The balances are updated monthly on UCPath, as is the case today. The as-of date will be displayed on the dashboard.
Retirement Questions

Are there plans to migrate retirement information and tools from AYSO to UCPath?
Not at this time. However, some functions, such as changing 403(b) beneficiaries, can be accessed in the UCPath Portal and will connect to AYSO.

How do retirees deal with their UCU deductions?
Retiree checks are not processed by UCPath, so their deductions will remain unchanged.

How are we communicating to retirees about the changes that impact them?
We are sharing information via the UCLA retiree newsletter, EERC.
UCPath Pay Card

What financial institution issues the Pay Card?
The UC Pay Card is issued by ADP, which utilizes MB Financial Bank, N.A. for the Pay Card.

Is ADP FDIC insured?
Yes, the UC Pay Card is FDIC insured (subject to established limits) and qualified transactions are protected by Visa’s Zero Liability from unauthorized purchases. Visa’s Zero Liability policy provides protection from unauthorized purchases in certain circumstances.

Is there a transaction fee associated with the Pay Card?
No, there are no transaction or startup fees associated with the Pay Card. However, there are some fees associated with transactions such as multiple replacement cards, etc. More information on the Pay Card will be available at the time of go-live.

Who is currently using the Pay Card?
Office of the President is currently using the Pay card, while UC Riverside, UC Merced and ASUCLA have recently launched it.

Will represented employees have an option to obtain the Paycard?
The Pay Card will not be available for represented employees as it is subject to collective bargaining. However, bargaining units may request this option for their members. Stay tuned for additional information about the Pay Card in the coming weeks.

Once we have Pay Cards, can an employee have a direct deposit to a bank account for part of their pay and also have a Pay Card?
Yes.

Is the Pay Card handled locally or UC system-wide?
For non-represented employees, the Pay Card is managed through the UCPath Center.
UCPath Center

**Is UCPath a third party vendor?**
No, the UCPath Center is a University of California (UC) organization.

**What is the wait time when you’re calling the UCPath Center?**
The current average time it takes for a UCPath Center customer service representative to answer the phone is 3 seconds (July, 2018). It is anticipated that with the addition of UCLA and UC Santa Barbara, wait times may slightly increase.

**Will the UCPath Center be able to accommodate those who need assistance in a language other than English?**
Yes, the UCPath Center has staff that are prepared to assist customers in Spanish and other languages. The UCPath Center also partners with the interpreter service Language Line Solutions, servicing +240 languages and available on-demand.

**When UCLA goes live with UCPath, will the hours of operation change for the UCPath Center to support UCLA employees outside of business hours?**
At the moment the hours of the UCPath Center are 8:00 AM – 5:00 PM. However, the UCPath Center will monitor inquiry volume in order to determine if additional hours of support are needed.
Benefits

The local Benefits teams do Open Enrollment fairs and other onsite engagement because many need help with benefits enrollment. Is the UCPath Center prepared to do this? Although employees will be directed online, to the UCPath Portal for benefits enrollment, campuses may elect to host Open Enrollment fairs to assist employees who may not have access to computers. Employees may also call the UCPath Center if they have questions about their benefits or the enrollment process.

Can those without social security numbers still enroll in benefits in UCPath?
Yes, if they are eligible to enroll in benefits they will be able to do so on the UCPath Portal.
Other UCPath Questions

After UCPath launches, I will have two IDs. What will happen to my University ID/BruinCard?
UCLA employees will have two different ID numbers when UCPath launches – UCLA ID (or UID) and the UCPath Employee ID (EMPL ID). The new EMPL ID number is system-generated by UCPath and serves as an UC-system-wide identifier for transactions when contacting the UCPath Center. Employees will continue to use the UID/Bruin Card as it is used today, for campus transactions and identification.

Will employees out on leave of absence also receive communications about UCPath?
We’re using mass distribution lists for communications and are getting additional information from our conversion team.

Some bargaining units have many employees who receive paper paychecks, have they been contacted? They need to also get info mailed to home.
A broad-based mailing to home that includes the employee checklist is planned to go out in July.

Is UCPath information available in Spanish?
Yes, flyers and the Roadshow presentation are now available in Spanish at https://ucpath.ucla.edu/resources.

Many employees don’t access internet while at work. How can they access information about UCPath?
Managers can download, print, and post flyers in common areas. These are available at https://ucpath.ucla.edu/resources.

How many UC employees are on UCPath right now?
There are currently approximately 16,000 UC employees on UCPath.

How do I get my UCPath ID?
It will be on your paycheck and on the dashboard (the first page you see) on the UCPath Portal.

When I do reimbursements, do I still use the UID?
Yes, reimbursements will still be made through the existing accounts payable system. Reimbursements will still be received by employees in the way they are received now (e.g. direct deposit, etc.).

Will we ever use EDB after we go live?
Yes, inquiry access to EDB will be available in order to access historical data.

Will staff that currently update employee personal data in EDB (Employee Database entry process) still be able to make updates in UCPath?
Employees will need to update their own personal information directly within the UCPath Portal. Employees may call the UCPath Center if they need assistance with making these updates. Local UCLA administrative staff who submit employee changes are encouraged to direct employees to the UCPath Portal for personal data or benefit updates.
If an employee has questions on their deductions will I, as an HR manager, have access to this information to help?
The employee will need to contact the UCPath Center.

**How does employment verification work with the UCPath Center?**
Employees contact the UCPath Center to request employment verification. It may take up to 72 hours for the UCPath Center to provide written verification (by email or mail). If an employee needs a job description they can request that from their location (UCLA). The UCPath Center is currently preparing a self-generating letter on the UCPath Portal similar to what’s available on AYSO today.

**How will we deal with I-9’s once UCPath goes live?**
Locations will continue to be responsible for verifying I-9 information. They may continue to use their current method, or switch to a third party vendor. Implementation of UCPath does not require any one method.

**Will there be a special resource for HR and LR/ER to help with questions from unions so we can establish a regular report with someone?**
Per the UCPath Center, an urgent issues hotline will be available for select employees to access the Quality Care Unit. In addition, UCLA will have a central unit providing support for these kinds of issues, as well.

**What is the turnaround time for settlement agreement payouts?**
These are processed at the UCPath Center and are done in accordance with the terms of the settlement. Note the UCPath Center does not approve settlements, they just process them.

**Where will we get employee verifications in UCPath?**
The UCPath Center will provide employee verifications. This is currently a same-day process. Hopefully by the time UCPath goes live, instant employee verification will be available.

**What are some lessons learned from UCR?**
It is critical that employees submit their time in a timely manner. The payroll calendar will be reviewed in Operational Alignment sessions attended by UCLA and UCPath Center subject matter experts in late June. A key difference from the current state will be the restrictions around rush checks.

**Follow-up: Are unions aware of this change?**
Union have been notified of the changes coming with the UCPath implementation.

**Will there still be a coordinator on campus to help with intercampus transfers?**
Yes, there will still be a coordinator on campus to help with intercampus transfers – especially those between our campus and those campuses who are not yet on the UCPath system.

**Will having two W-2s impact my tax situation?**
Receiving two W-2s should not impact your tax situation. Please note that UCPath does use a different tax calculation methodology than PPS does. The methodology used by PPS and the methodology used by UCPath are both legally valid tax tables allowed by the IRS.

**Will there still be errors when people enter data into UCPath, as we have with EDB today?**
Yes, but we anticipate fewer errors.
If you are represented, and a form is turned in, does that get turned into the UCPath Center or the location? (e.g., dues deduction)

Forms are still submitted locally and are entered into UCPath.