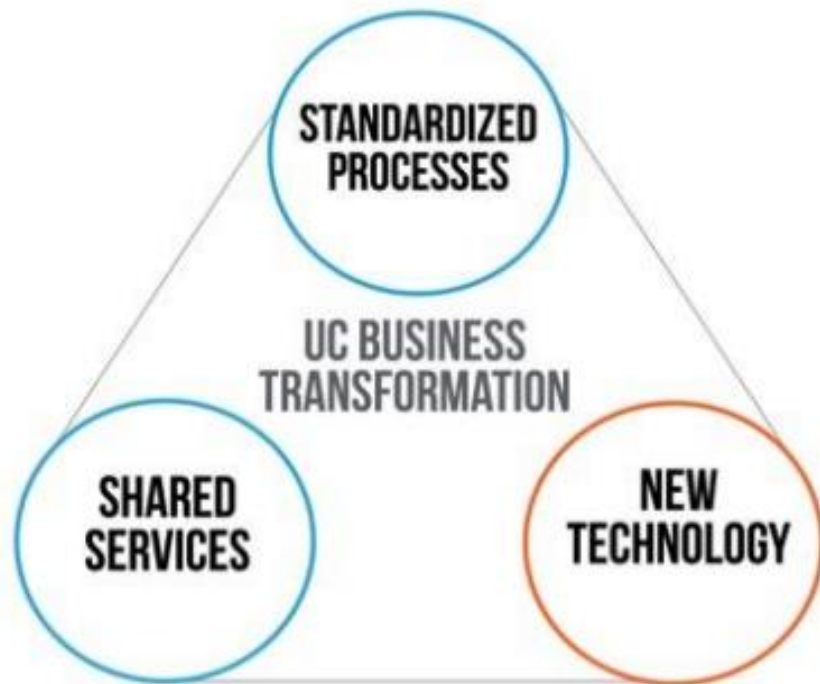


UCPath Operations

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April 26, 2022



UCPath stands for UC Payroll, Academic Personnel, Timekeeping & Human Resources

UCPath has standardized payroll, benefits and human resources for all UC employees.

UCPath Online is a 24/7 self-service portal for UC

Employees can view and update personal information

UCPath Lifecycle Processes



Transaction Processing

- Responsible for review and processing of HR transactions in coordination with our location transaction partners. Responsible for review and processing of exception and/or correction requests received via case.
- Supports the Locations with managing any system issues that occur during processing transactions.
- Mass HIRE and Mass PAY processing

Leave Administration

- Responsible for the accurate data entry of Extended Leave of Absence data in both the Absence Management and Workforce Administration Module
- Audits Leave records and eligibility
- Managers leave approvals and corrections

Return from Leave

- Processes EA Transaction and the Return from Leave (RFL) is added to job data making payroll status Active.
- Manages employee's billing account is assessed upon return to work from a leave of absence or short work break
- Regular audits for billing and reconciliation

Eligibility and ACA Administration

- Audits daily benefits and retirement eligibility system changes for payroll processing
- Processes ACA reporting (1095c and 1094c) and audits monthly
- Responsible for ACA module functionality
- Processes systemwide ACA Initial and Standard Measurement Period

Compliance Audits & Vendor Mngt.

- Manages systemwide enrollment audits
- Manages state benefits court orders
- Responsible for system benefit module audits
- Manages vendor weekly and monthly error report
- Manages vendor cases related to eligibility or data discrepancies
- Manages COE escalated cases

Benefits Reconciliation

- Processes self-service benefit premium recon
- Process OE benefit premium reconciliation audits
- Implement benefits premium processes and practices
- Audits benefit vendor error premium reports
- Manages one time benefit deductions for payroll processing
- Responsible for system defects, enhancements and change request related to premium deductions.
- Manages changes to ABBR

Payroll Processing

- On/Off Cycle Payroll Processing
- Load In Bound Files to Staging
- Post Confirm Process, Taxes, Accruals and Payroll.
- Responsible for Accrual roadmap items
- Payroll/Workers Comp Adjustments
- Banking/Funding

Accruals Administration

- Responsible for system accrual module audits
- Manage leave accrual processing
- Manage service months inquiries/updates
- Identifies accrual defects
- Process eAccrual forms

Payroll Maint.

- Manages, tests, and implements defects, enhancements for payroll configuration requirements and testing of enhancements (defects, enhancements, Tax updates)
- Location testing support and testing of enhancements and change requests both system wide and location specifically.
- Responsible for Payroll roadmap items

Escalated Production Support

- Supports case management resolution related to inquiries submitted to UCPath by employees and locations
- Benefit Transaction Processing: Exception requests, retirement issues, Benefits COE Appeals
- Payroll Transaction Processing: Stop and Reissues, Overpayments, Adjustments, W2 corrections, Missed Pay, Retro Pay

Work Authorization

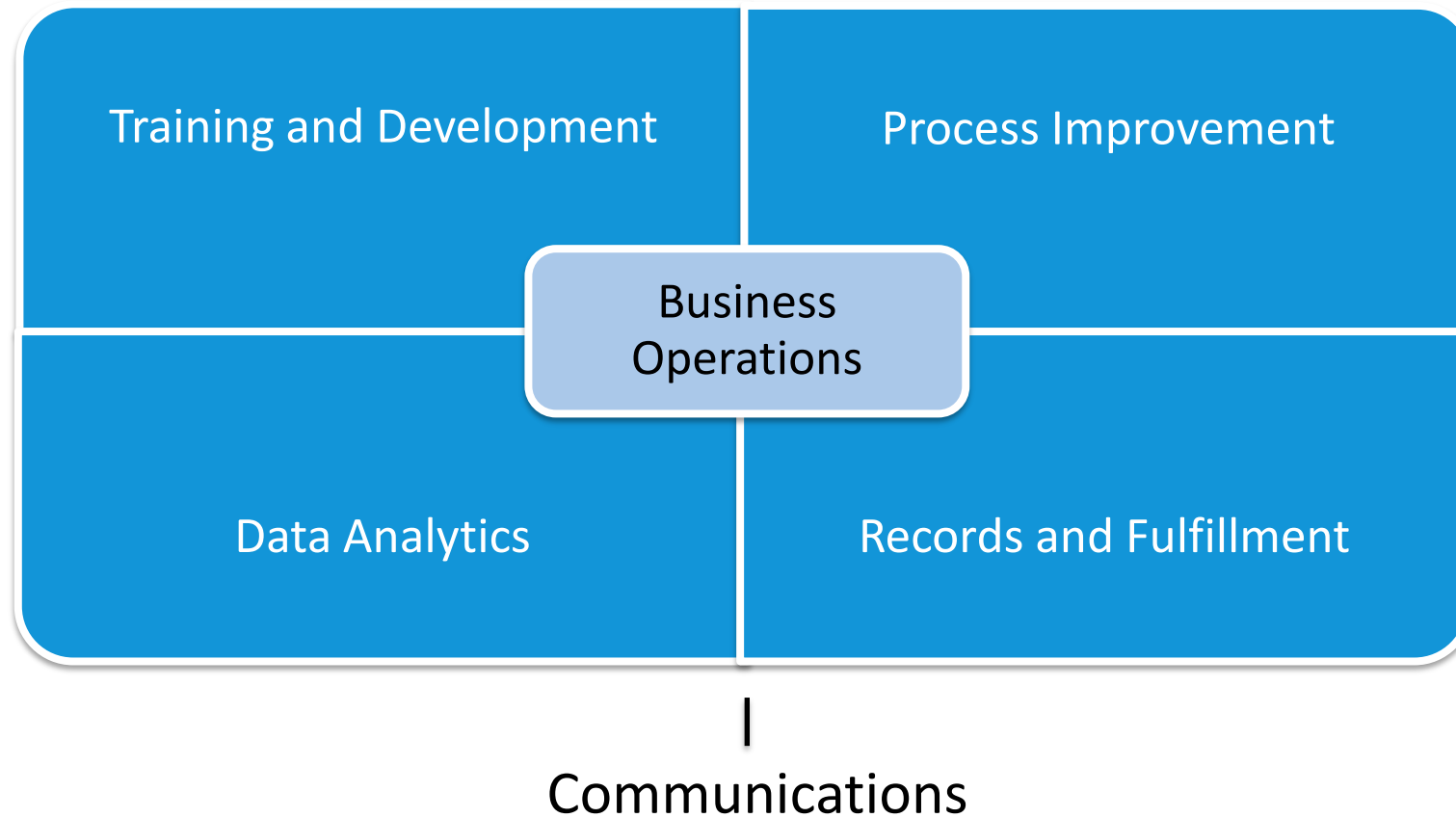
- Responsible for maintaining Audits/Reports impacting NRA employees
- Imputed income audit for post doc employees, I-619 Error log report, Review NRA documents, NRA F1/J1 FICA Report
- FICA review, Tax treaties, GLACIER, Post Doc billing, 1042-S corrections, Year End Processing
- I-9 compliance tasks: Validate I-9 forms are completed in Tracker, monitor work authorizations for Non-Resident Alien (NRA) Employees

Unemployment Insurance (UI)

- Facilitates the Unemployment Insurance process between location and Employment Development Department (EDD)
- Claims and State Inquires, Appeals, Decisions and Hearings, EDD Benefit Audits and Wage Verification Audits

Core Services Provided to Location's

UCPath Center							
Employee Services	Production Team					Business Ops	IT Shared Services & GL
	Workforce Admin	Benefits	Accrual Management	Payroll	Escalated Support		
<ul style="list-style-type: none"> Inbound Calls, Chats & Cases Settlement Agreement coordination Employment Verification 	<ul style="list-style-type: none"> Processing Human Resource Transactions Processing Leave of Absence Transactions Processing Mass Wage increase Processing Position and Job corrections Unemployment insurance Claims 	<ul style="list-style-type: none"> Eligibility and ACA Admin Vendor Management Interfaces Compliance Audits Benefit Recon Projects ACA/OE Billing Retirement Tier processing 	<ul style="list-style-type: none"> System accrual module audits Manage leave accrual processing Service month credit & updates 	<ul style="list-style-type: none"> On/Off Cycle Payroll Processing Load IB Files to Staging Post Confirm Process Banking Interfaces Vendor Funding Payroll Adjustments Payroll Taxes 	<ul style="list-style-type: none"> Transaction Case resolution eFrom processing Payroll Adjustments Pre/Post Conversion Work Auth 	<ul style="list-style-type: none"> Training material updates Improve processes Share data metrics Send comms Mail new hire benefit kits 	<ul style="list-style-type: none"> System Outages Sev 1 escalations Local Accounts are not configured Web Service issue, GL processing delay GL data discrepancy
<p>Gross salaries paid \$19.7B / Paychecks produced 4,446,521</p>							



Training and Development

- Design and deliver internal and external training
- Maintain all UCPath help sites

Process Improvement

- Identify, analyze and improve existing business processes to optimize performance (overpayments, benefits billing, off-cycle)

Data Analytics

- Reports data metrics to internal and external business partners (weekly ops status report, monthly service description metrics, online dashboard, daily backlog metrics)

Records and Fulfillment

- Process all inbound and outbound mail (new hire benefit kits, garnishments, returned checks)

Communications

- Send all internal and external communications (location partners, employee targeted mass email, UCPath online alerts)

Event	Event Description
MAY	
Retirements	Planning for end of summer seasonal retirements submitted as Smart HR Template Transactions in UCPath that qualify for COLA
JUNE	
Update Personal Information Banner	notify users to update their personal info
Terminations	Planning for effective end dates on transactions. Winter, Spring, Summer, Fall seasonal terminations are submitted as Smart HR Template Transactions in UCPath to end employee records.
Fiscal Year End GL Activities	Close out GL activities for the fiscal year



Job Aid: Retirement Transaction Process for July 1 Retirement - COLA

Overview

This document reviews the process for an employee who wishes to retire July 1st and qualify for the inactive Cost of Living Adjustment (COLA).

UCPath Terminology/Dates for Retirement Template

Term	Description
Effective Date	This date is entered in the Effective Date field for use within the UC_RETIREMENT template transaction. This date reflects the first day on which the employee is no longer on active HR status.



UCPath Reminder: July 1 Retirement Processing and COLA Eligibility

To: General UCPath Communications distribution

As a reminder, to qualify for the *Inactive* Cost-of-Living Adjustment (COLA) increase, eligible UC Retirement Plan (UCRP) benefit recipients must have 1976 Tier service credit or Safety classification and have at least one business day break in service prior to the July 1 retirement date.

Refer to the updated [Retirement Processing for July 1 Retirement Date - COLA](#) job aid for terminology, examples, and guidance on processing this transaction in UCPath.

External Training

- IT monthly releases/IT Roadmap
 - Maintain current training assets housed on help sites
 - UCPath Help: [Location Users](#) (# of training assets)
 - UCPath Help: [Self-service Users](#)
 - UCPath Help: [UCPath Center Users](#)
 - Develop new training assets

Pain points: Happy path, module based, no single source of truth

Internal Training

- Some new hire training conducted by training team
- ILT training on new initiatives

Pain points: No new hire training programs, business does most training

- **External Training**
 - Enhance training assets
 - Scenario based (non-happy path)
 - Role based
 - Micro-learnings
 - Video demonstrations
 - Train the trainer sessions
 - Webinars
 - Seasonal activities
 - Data Trends

- **Internal Training**
 - Develop new hire training program for all departments
 - Multi week training
 - Hands on
 - Proven proficiency before live work
 - Knowledge building
 - Refresher training
 - Cross-training



UCPath

Ask UCPath Center