

FAQ's related to Payroll Time Reporting (PTR)

1. Question: Why Can't I log into my (PTR)?

Answer: Are you using your UCMNetID login and password?

(Yes) It could be the internet browser that you are using. Internet Explorer version 10 is currently incompatible with PTR. We are working on a solution. In the meantime, please try a different browser such as Chrome, Firefox, Safari or Internet Explorer version 9. It may also be that you have duplicate account in the Identity Management System and PTR is not locating the correct match. Please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for further assistance.

(No) If you need assistance with your UCM Net ID or password please contact Identify Management (IDM) by email at idm@ucmerced.edu or by phone at 209-228-2967.

2. Question: Why am I getting the message, "You must be a UC Merced employee and have an employee ID in your UCMNetID profile to access PTR" when trying to log into PTR?

Answer: It could be one of two reasons.

1) Your appointment was recently entered into the payroll system. It takes an overnight feed from the payroll system to update the Payroll Time Reporting system and to have your timesheet imported.

2) You may have duplicate account in the Identity Management System and PTR is not locating the correct match. Please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for further assistance.

3. Question: I don't know my UCM Net ID or Password, who should I contact?

Answer: If you need assistance with your UCM Net ID or password please contact Identify Management (IDM) by email at idm@ucmerced.edu or by phone at 209-228-2967.

4. Question: I have been working but cannot log into PTR to submit my timesheet. What is wrong?

Answer: Your appointment may have ended, on your PTR menu see "My Info." If you have a new appointment or your current appointment should be extended, please follow up with your department. Please contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for further assistance.

5. **Question: My timesheet does not appear for the current month, why can't I "create" a timesheet for the current pay cycle?**

Answer: Your appointment might have ended or extended and the timesheet might not have been imported. Please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for further assistance.

6. **Question: I would like to know if there was a way for me to set up my own schedule in PTR.**

Answer: Unfortunately, your schedule can only be updated by your supervisor. Please contact your supervisor to update your schedule. Your supervisor can be reached via email directly from PTR. Simply click on "My Info," click on the "Appointment" tab and click on "Supervisor." Instructions for supervisors on updating employee schedules can be found on the **Business and Financial Services** website in the "Department Users" tab under "Guidance". Please contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for further assistance.

7. **Question: Why doesn't the down menu open on my timesheet to adjust my time?**

Answer: Your appointment might be missing or your schedule might be set at zero hours.

- 1) On your PTR menu click on "My Schedule" if currently at zero hours your supervisor will need to update your schedule in order for the pull down menu to be available. Instructions for supervisors on updating employee schedules can be found on the **Business and Financial Services** website in the "Department Users" tab under "Guidance".
- 2) On your PTR menu click "My Info" then click on the Appointment tab, if your appointment is missing please contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for further assistance.

8. **Questions: I received a message that my timesheet is incorrect I tried to make the corrections but can't open my timesheet to make the necessary updates?**

Answer: Once you submit your timesheet and it has been approved, you cannot make adjustments to it. If your timesheet has not been processed, your supervisor can "reject" your timesheet; which will allow you to make the correction to your timesheet. If your timesheet has been processed, your supervisor will need to make the correction via "Timesheet Adjustment". Instructions for a supervisor on how to Review/Approve/Reject a timesheet or how to Process a Timesheet Adjustment can be found on the on the **Business and Financial Services** website in the "Department Users" tab under "Guidance". Please contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for further assistance.

9. Question: I am a Post-Doc Employee, why can't I access PTR?

Answer: Post Doc employees are exempt employees paid monthly based on their appointment in the payroll system. They are exempt from submitting a timesheet.

10. Question: Who should I contact if I have a PTR inquiry?

Answer: PTR inquiries should be sent to centralpayroll@ucmerced.edu. Inquiries can be sent directly from PTR by clicking on "Help Central" from your PTR Menu, click on "Contact Us," type your inquiry and click "Submit."

FAQ's related to Employee Paycheck

11. Question: I have a job that is paid by the department. When I received my work-study award, it was applied to my current job. Will this change have any impact on how I receive my pay? Once my work-study award has been met, will I be able to continue my job and be paid by the department?

Answer: Changing from being paid by the department to work-study will not have any impact on your pay. Once your work-study award has been met, the department will need to determine whether or not they will continue to hire you and pay you by the department fund. Please consult with your department on this matter as they are the unit that authorizes your pay. Please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for further assistance.

12. Question: I am a biweekly employee, why doesn't my timesheet say "Holiday Pay" for July 4th? Will this change when I submit the timesheet?

Answer: You are on a biweekly pay cycle; therefore, your holiday pay will be calculated by the EDB processors based on the Holiday Pay Table when they review your timesheet; and if eligible, will be paid accordingly. The Holiday Pay Table is available on the **Business and Financial Services** website in the "Employee Users" tab under "Guidance".

13. Question: I recently updated my direct deposit information, how can I find out if my next pay will be direct deposited or not?

Answer: You can email Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for assistance.

14. Question: What should I do if I have a lost or stale dated check?

Answer: All checks are issued from UCLA (on the behalf of UC Merced) and you will have to go through a formal process to have your check reissued. You will need to contact UCLA

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Central Payroll Customer Service (310) 794-8736. Provide your employee identification number and the following information: Check Number, Check Amount Gross, and Check Date. Instructions and the required form for check reissuance will be provided. Please contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for further assistance.

15. Question: How is my hourly rate determined?

Answer: Your hourly rate can be determined by calculating it using either or both of the following methods.

- 1) Take your monthly salary and divide it by 174 (the average working hours in a month).
For example, your monthly salary is \$3250.00 per month: $\$3250.00/174=\18.68 per hour.
- 2) Take your annual salary and divide it by 2088 (the number of working hours in a year).
For example, your annual salary is \$39,000.00 per year: $\$39,000.00/2088=\18.68 per hour.

16. Question: How can I change my tax withholding?

Answer: Go to [At Your Service Online \(AYSO\)](#) and enter your "Username" and "Password." Once you are logged in, under "Income & Taxes" click on Tax Withholdings. Then, click on "Change Withholding" to make any updates and click "Submit." An email confirmation will be sent to the email address provided on AYSO.

17. Question: What is DCP?

Answer: Defined Contribution Plan (DCP) is a mandatory supplemental retirement plan which provides benefits based on amounts contributed on a pre-tax basis and after-tax contributions. The Pretax Account holds 3 types of mandatory employee contributions:

- 1) Contributions required to be made by summer or equivalent term employees
- 2) Contributions required to be made by Safe Harbor participants (7.5 percent of covered compensation)
- 3) Contributions that The Regents temporarily redirected from UCRP to the DC Plan until Spring 2010

If you would like more information on the DCP Plan, you can go to [At Your Service](#) and view the [Defined Contribution Plan Summary Plan Description](#) for further information.

18. Question: Do I need to pay DCP if I am a student?

Answer: A student employee (non-career) who is a U.S. citizen, permanent resident or resident alien **must be** registered a minimum of half-time (6 units for undergraduates and 5 units for graduate students at UC Merced) and **have appointments totaling less than 80% for any portion of the month to remain exempt from DCP/Medicare deductions.** During

the academic year, a registered graduate student who has advanced to Ph.D. candidacy is not subject to the unit requirement but is subject to the less than 80% requirement. (See [Accounting Manual Reference](#) for more details).

University student employees who do not meet the minimum unit requirement will be subject to withholding in the same manner as other non-career employees; that is, they will be required to contribute 7.5% of their gross earnings to the [Defined Contribution Plan](#) (DCP), as an alternative to Social Security contributions, and 1.45% to Medicare (total FICA percentage will equal 8.95%). If you would like more information on the DCP Plan, you can go to [At Your Service](#) for further information.

** Please note: Percentage is subject to change from year to year.*

19. Question: What is FICA?

Answer: Federal Insurance Contribution Act (FICA) is a mandatory tax provision imposed on employers and employees. Total FICA percentage will equal 8.95% and is composed of two tax provisions.

- 1) **Social Security Tax** also known as **OASDI** which provides for old-age, survivors, and disability insurance benefits. Employers are to withhold 6.2% of an employees earned income to be paid into Social Security.
- 2) **Medicare Tax** which provides for health insurance for retirees and certain disabled persons. Employers are to withhold and an additional 1.45% of an employees earned income to be paid into Medicare.

20. Question: What is Agency Fee?

Answer: The Higher Education Employer-Employee Relations Act (HEERA) was amended in January 2000 to establish an “agency shop” at the University of California. By law, UC employees who are represented by a union but do not join and pay membership dues are required to pay a “fair share” fee through mandatory paycheck deductions. The deductions are paid to the union to help cover the union’s costs for negotiations, contract administration, and related representational activities. For more information about Agency Fees/Dues visit [At Your Service](#) for more [Union Background Information](#).

21. Question: What is Union Dues?

Answer: A payroll deduction by your positions represented union where you have elected to be a full member. Your representing union determines the union dues. For more information about Agency Fees/Dues visit [At Your Service](#) for more [Union Background Information](#).

22. Question: How can I get access to PPS?

Answer: Have you taken the Personnel/ Payroll System (PPS) Inquiry and Overview class?

(Yes) The Payroll/Personnel System Access Form also known as the DACCS request form must be completed, signed and emailed to dsa@ucmerced.edu. This form can be found **Business and Financial Services** website in the "Department Users" tab under "Forms".

(No) The Personnel/ Payroll System (PPS) Inquiry and Overview class is a mandatory class that must be taken before inquiry access can be granted. For class information and to enroll on the next scheduled PPS Training please visit the UC Learning Center, Learning Management System (LMS) to enroll or contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729.

23. Question: When is the next Personnel/Payroll System (PPS) training?

Answer: For class information and to enroll on the next scheduled PPS Training please visit the UC Learning Center, Learning Management System (LMS) to enroll or contact Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729.

FAQ's related to At Your Service Online

24. Question: I recently made a change to my direct deposit information on the At Your Service Online (AYSO) website. When I went into AYSO, I noticed a message stating that my check deposition is "PENDING", what does that mean?

Answer: [At Your Service Online \(AYSO\)](#) will show a "pending" status until you actually receive your first direct deposit. It usually takes up to 2 pay compute cycles until your direct deposit is activated. To find out if your next pay will be direct deposited or not email Central Payroll at centralpayroll@ucmerced.edu or call at 209-228-2729 for assistance

25. Question: Who has access to At Your Service Online (AYSO) website?

Answer: Employees who have access to [At Your Service Online \(AYSO\)](#) include:

- Career, limited, contract and student employees
- Graduate Student employees and Post-Doctoral Scholars
- Separated employees within 12 months from their separation date.

26. Question: How do I log into At Your Service Online (AYSO)?

Answer: How to log into [At your Service Online \(AYSO\)](#) depends on the type of user.

New User within 31 days of your date of hire (within Period of Initial Eligibility [PIE])

- Username-click on "New User" to create. (You will need to know your Social Security Number XXXXXXXXX).
- Password: your temporary password is your 8 digit date of birth (MMDDYYYY).

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- **New User after 31 days** from your date of hire (PIE period has ended)
 - Username-click on “New User” to create. (You will need to know your Social Security Number XXXXXXXXX).
 - Password-your temporary password may have expired. Contact (209)228-2729 for assistance to set up a new temporary password.
- **Prior User** (you previously created an AYSO Username and Password)
 - Enter your previously established Username and Password.
 - If you forgot your username and/or password, click on the Forgot Username or Password link. You will be asked to answer several challenge questions that you created previously.

27. Question: How do I access my electronic earning statements?

Answer: To access your online earning statements log into [At Your Service Online \(AYSO\)](#). Click on earning statements under Income and Taxes.

28. Questions: How do I enroll in Electronic W-2?

Answer: To enroll in Electronic W-2 go to [At Your Service Online \(AYSO\)](#). Click on W-2 under Income and Taxes and select the electronic delivery method.

29. Question: How do I sign up for direct deposit?

Answer: To enroll in direct deposit or update your direct deposit information, go to [At Your Service Online \(AYSO\)](#). Click on Direct Deposit under Income and Taxes and enter your information.

30. Question: How do I change my direct deposit information?

Answer: To Change your Direct Deposit Information:

- 1) Go to [At Your Service Online \(AYSO\)](#)
- 2) Enter Username and Password
- 3) Click on the “**Direct Deposit**” Link in the “Income and Taxes” Box
- 4) View your current Check Disposition.
- 5) Click “**Continue**” to change how your check is handled.
- 6) Select “**Direct Deposit**” or “**Paper Check**” and Click “**Continue**” For Direct Deposit
- 7) Select **Checking or Savings**
- 8) Enter your **Transit Routing Number** and **Account Number** as provided to you by your bank. See the sample check to identify the proper numbers from your check.
- 9) Click “**Submit**”
- 10) Check the **Authorization Box** and Click “**Confirm**”

31. Question: I recently moved, how do I update my mailing address through At Your Service Online (AYSO)?

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Answer: To update your mailing address:

- 1) Log into [At Your Service Online](#).
- 2) On "About Employee" click on "Contact Information"
- 3) Click on "Address" to update.
- 4) Don't forget to submit.

32. Question: When will I receive my W-2?

Answer: The W-2 form must be postmarked by January 31st of each year. If you elected to have paper W-2 your form will be mailed out to the address on your employee record. If you elected electronic W-2 you will receive an email notification when the form is available usually by the end of the third week of January. If you do not know your current W-2 elections please contact Central Payroll at centralpayroll@ucmerced.edu or call Central Payroll at 209-228-2729 for assistance.

33. Question: If I opt-in for the online W-2, do I have to opt each tax year?

Answer: No, you do not need to update your election each year. Your latest election will remain on file until you change it.

34. Question: Why aren't my December earnings included in my W-2?

Answer: For tax reporting purposes, wages are reported when they are paid, not when earned. December earnings are paid on the first banking day in January are reported in the new tax year.

35. Question: I have work-study; will my work-study be included on the Form W-2?

Answer: Yes, work-study is reportable income thus it will be included on your Form W-2.