SERVICE LEVEL AGREEMENT

ADMINISTRATIVE COORDINATION TEAM
Contents

General Information
- Purpose 3
- Vision 3
- Mission 4
- Scope 4
- Governance 4
- Hours of Operation 4

Quality Control
- Reports 5
- Customer Surveys 5
- Steering Committee Review 5

Service Description, Expectations and Target Processing Times
- Purchasing
  - General Purchasing 6
  - Invoice Processing 6
  - New Vendor Set-Up 6
  - Procurement Card Receipts 7
- Travel & Entertainment
  - Travel & Entertainment Reimbursement 8
  - Travel Reservation 8
- Financial Requests
  - Access Requests 9
  - All Other Financial Requests 9
  - Expense Transfers (Non-PEAR) 9
  - Financial Assistance 9
  - Pro Forma Update 10
  - Recharge Processing 10
  - Reconciliation – General Ledger 10
  - Temporary ACT Assistance 10
- Personnel Requests
  - All Other Personnel/Payroll Requests 11
  - Appointment Extension 11
  - Employee Recruitment 11
  - Equity, Reclassifications & Stipends 12
  - Fund Change & Salary Transfer 12
  - Onboarding New Employees 12
  - Org Chart Update 13
  - Separation – Voluntary (Staff) 13
  - Separation – Involuntary (Staff) 13
  - Student Employee Changes 14
  - Student Employee Hiring Process 14
  - Student Employee Separations 14

Out of Scope 15
General Information

Purpose

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between the Administrative Coordination Team (ACT) and its customers. This SLA will:

- Outline services to be offered and working assumptions between ACT and its customers;
- Quantify service level expectations;
- Outline the potential methods used to measure the quality of service provided;
- Define mutual requirements and expectations for critical processes and overall performance;
- Strengthen communication between ACT and its customers

Vision

UC Merced’s Administrative Coordination Team (ACT) will provide a shared business environment for the Office of the Chancellor; Division of Finance and Administration; Division of Physical Operations, Planning and Development; the School of Social Sciences, Humanities and Arts; and the Office of Research and Economic Development, as well as all future customers. This business environment will provide the highest level of customer service to the campus by performing work efficiently and effectively, while constantly implementing best practices and continuous improvement. The primary goals for ACT include:

- Integrate people, processes, and technology to provide a balanced service level to all customers. Create a collaborative environment where trusted relationships and teamwork are encouraged between administration, central departments, and suppliers to further UC Merced’s core objectives.
- Leverage human resources and institutional knowledge while developing skill sets and technology in an effort to continuously improve service and productivity. Create an organizational structure that balances strategic and tactical efforts that promote efficiencies.
- Mitigate risk by focusing on compliance requirement and understanding the impact these requirements have on productivity and customer service. Develop an integrated organizational structure that will promote the consistent interpretation and enforcement of policies, procedures, laws and regulations.
Mission

The Mission of ACT is to provide our customers with quality, timely and efficient services. We will achieve this mission by utilizing technology, cultivating the skills of our staff and building strong relationships with our customers. We operate our center knowing that we live in a competitive environment and our goal is to ensure our customer’s satisfaction.

Scope

ACT’s financial teams will provide services to the Office of the Chancellor; Division of Finance and Administration; Division of Physical Operations, Planning and Development; the School of Social Sciences, Humanities and Arts; and the Office of Research and Economic Development. Teams can easily be scaled to accommodate customer growth.

Governance

ACT will be governed by dual committees to ensure timely responses to immediate needs and thorough campus review of the more critical issues.

The Governing Body is currently made up of senior leaders from each division supported by ACT unless a representative is identified to take their place. This committee will be responsible for personnel changes, budget inquiries and SLA adjustments. Committee meetings will be established on an as-needed basis.

The Steering Committee will be established when additional departments come on line and it will consist of staff members appointed by their senior leadership. This committee will review metrics, SLAs and team challenges, making recommendations to the Governing Body as needed. Committee meetings will be held quarterly, although metrics will be available on the ACT website on a monthly basis for review.

Hours of Operation

Daily hours of operation are 8:30am to 4:30pm Monday-Friday, with the exception of University approved holidays and campus curtailment/closures. Working hours may be adjusted due to system/power outages, emergency situations, or disaster.
Quality Control

Reports

ACT will maintain reports on processing times and Service Level Agreement (SLA) success rate on the ACT website. These reports will include data from the previous month as well as a 6-month summary of processing times. Our goal is a 95% success rate in meeting our SLA deadlines.

Customer Surveys

Customer surveys will be conducted annually. The target group for these surveys will be the staff that have used ServiceNow to submit a request in the previous 12 months, as well as the leadership served by the Administrative Coordination Team.

The survey will have three areas of focus:
- ServiceNow Portal
- Timeliness
- Customer Service

In addition to the 12-month survey, there is an active link on the ACT website for immediate feedback.

Survey results will be posted on the ACT website.

Steering Committee Review

The Steering Committee will meet quarterly to review processing times, SLA success rates and customer feedback. From these meetings, we will establish a priority list of specific topics that have the most opportunity for improvement within ACT.
Service Description, Expectations and Target Processing Times

Disclaimer: Processing times are directed towards ACT’s efforts only and do not include time waiting for approvals, waiting for additional information from customers/vendors, central offices processing times, and UCLA processing times.

Purchasing

General Purchasing – To submit a request for purchasing, non-travel and entertainment reimbursements, and recharges. Also includes preparing and submitting requisitions to Procurement Services for processing (all services, purchases above $10K, restricted items, agreement renewal and request for international vendors).

Customer’s Responsibility: Provide quote or detailed description of goods/services, vendor information, account information (Full Accounting Unit (FAU) or nickname), need-by date, business justification and approval(s). If it is an unauthorized purchase, completed documents must also be included.

ACT’s Responsibility: Prepare in CatBuy and submit to vendor or Procurement Services for processing. If the request requires a requisition, ACT will monitor until a purchase order (PO) is received from Procurement Services and the vendor has been contacted.

Target Processing Time: Once customer’s responsibility has been met, ACT has 2 business days to place order with vendor or submit requisition to Procurement Services for processing.

Next Steps in the Process: N/A.

Notes: ServiceNow tickets are closed once the order has been accepted by the vendor and the customer is notified. If items are not received timely, customer should contact ACT.

Invoice Processing – To get vendor invoices paid by UCLA.

Customer’s Responsibility: Attach invoice to ServiceNow request, reference Purchase Order (PO), acknowledge that goods/services have been received and correctly billed. Provide additional approval if necessary. If the invoice does not have a PO associated with it, additional information may be required. If it is an unauthorized purchase, completed documents must be included.

ACT’s Responsibility: Compare invoice to CatBuy for accuracy, make necessary adjustments and send to UCLA for payment. If the invoice is not associated with a PO, ACT will initiate the general purchasing process.

Target Processing Time: Once customer’s responsibility has been met, ACT has 5 business days to send invoice to UCLA.

Next Steps in the Process: Copies of the invoice will be sent to UCLA where they will review and initiate payment. ServiceNow ticket will be closed when copy of invoice is sent to UCLA.

Notes: N/A.

New Vendor Set-Up – To add a new vendor to the UC procurement system.

Customer’s Responsibility: Provide vendor contact information (address, phone, e-mail, website, names, etc.). Prior to opening this request, ensure that vendor is willing to accept a Purchase Order (PO).

ACT’s Responsibility: Guide new vendor on how to submit required information to Procurement Services through secured channels. Initiate CatBuy new vendor set-up. ACT will notify customer when vendor set up is complete.

Target Processing Time: Once customer’s responsibility as been met, ACT has 2 business days to fulfill its responsibilities.

Next Steps in the Process: Procurement Services will verify vendor information and obtain any necessary documentation prior to setting them up in CatBuy.

Notes: Processing time can vary due to vendor’s response.
**Pro Card Receipts** – To get procurement card transactions processed in the CatBuy system

**Customer’s Responsibility:** Attach receipt to ServiceNow ticket within 2 business days of purchase, provide description of goods or services, business purpose, approvals and work order number if applicable. Original receipts should be kept for reference or support during audits.

**ACT’s Responsibility:** Monitor CatBuy for expense to hit, create Purchase Order (PO) in CatBuy, notify customer when transaction is complete.

**Target Processing Time:** Once customer’s responsibility has been met, ACT has 5 business days to create PO in CatBuy.

**Next Steps in the Process:** Receipts should be maintained for monthly reconciliation by responsible party.

**Notes:** It is highly recommended that receipts are submitted within 2 business days of the initial transaction. After initial purchase, it could take 1-5 business days for the expense to hit in CatBuy. Receipts not submitted timely are at risk of hitting the default Full Accounting Unit (FAU), which could result in suspension or cancellation of the card by Procurement Services.
Travel & Entertainment Requests

Travel & Entertainment Reimbursement – To process reimbursement for approved UC Merced travel and entertainment expenses. This includes charges to a Travel and Entertainment card as well as expenses paid personally by the traveler or host.

**Customer’s Responsibility:** Submit description of all expenses and required receipts, provide University business justification for expenses, approvals, and required documentation. Provide approved exceptions to policy if required. *Once ACT has entered expenses into the Express System, customer will be required to review and submit transactions in Express.*

**ACT’s Responsibility:** Confirm all required documentation has been received. Enter information into Express. Notify customer when reimbursement is ready for review and submission. Follow-up in the Express system until payment is scheduled.

**Target Processing Time:** Once customer’s responsibility has been met, ACT has 2 business days to enter into Express.

**Next Steps in the Process:** Once processed by ACT and approved by appropriate department contact, the request will go into a queue for a UCM auditor to review and approve payment. Once approved by UCM auditors, request will be submitted to UCLA for payment.

**Notes:** For any approved business expenses incurred on your Travel & Entertainment card, this process will issue a payment directly to your card. Although all receipts may not be required for reimbursement, all receipts are required to be kept in the event of an audit. Receipts uploaded into ServiceNow will be permanently documented and readily available to support any audits; it is highly encouraged that you utilize this opportunity if you wish to avoid personal responsibility of the retention of receipts.

Travel Reservations – To request assistance booking airfare, car rental reservations, and making hotel arrangements. Hotel reservations may require traveler to update Travel and Entertainment or personal credit card in their CONNEXXUS system profile.

**Customer’s Responsibility:** Provide approvals (if already obtained), conference agenda (if applicable), University business justification, travel preferences, and identify any personal days included in the trip. Ensure profile and arrangers are up-to-date in CONNEXXUS.

**ACT’s Responsibility:** Create an itinerary and confirm with traveler. Prepare necessary Purchase Order(s) (PO) to pay for travel.

**Target Processing Time:** Once customer’s responsibility has been met, ACT has 2 business days to complete the process.

**Next Steps in the Process:** N/A.

**Notes:** Complicated travel arrangements or revisions may require the traveler to interact directly with a travel agent to finalize the itinerary.
Financial Requests

Access Request – To request electronic access to buildings and campus systems, e.g. Financial Systems, Post Authorization Notices (PAN) Review, UCMNetID, generic emails, affiliate requests, online directory changes, procurement card applications, and travel and entertainment card applications, etc.

Customer’s Responsibility: Provide business justification and any other necessary information; ensure approval. Some access requires the customer to complete specific training or background checks.

ACT’s Responsibility: Prepare and submit documents through authorizing department.

Target Processing Time: Once customer’s responsibility has been met, ACT has 2 business days to request access.

Next Steps in the Process: For building access, customer will need to pick up CatCard/keys and pay any necessary fees. Campus system access will be granted by central office responsible for system. Building access will be granted by the Campus Locksmith.

Notes: MSO/Business Officer approval may be required for authorizing departments to proceed.

All Other Financial Requests – To request help that does not fall into one of the specified requested item categories. This could include help ordering or moving landline phones, ordering new or replacement cell phones and cell phone plans, EZ-Park Permit purchases and reloads, and general inquiries, etc.

Customer’s Responsibility: Varies per request.

ACT’s Responsibility: Varies per request.

Target Processing Time: Varies per request.

Notes: If request is outside of the scope of ACT responsibilities, we will refer our customers to the appropriate office for handling.

Next Steps in the Process:

Expense Transfers (Non-PEARs) – To correct non-payroll entries on the general ledger (G/L) by moving expenses or updating the Full Accounting Unit (FAU). Corrections could include changing account, sub, object, project or source codes.

Customer’s Responsibility: Identify expense, provide correct FAU and business justification for move. Requests received after 120 days on the ledger will require additional justification before processing.

ACT’s Responsibility: Confirm information; process on-line through UCLA.

Target Processing Time: Once customer’s responsibility has been met, ACT has 5 business days to process.

Next Steps in the Process: If accounts associated with the transfer are grant funds, an additional step to get Research Assistant’s approval will be required prior to processing. Once processed, the transaction will be reviewed by Research Accounting Services (RAS) and the G/L will be updated the following business day unless rejected.

Notes: The need for the majority of expense transfers are identified by ACT personnel during regular review of the G/L or by department heads during the reconciliation process. Expense transfers cannot cross fiscal years.

Financial Assistance – Includes a variety of support areas that help the University better manage financial resources. Examples of Financial Assistance that the Administrative Coordination Team (ACT) provides may include Ad hoc or general assistance requests, budget calls, policy exceptions, Audit assistance, request for transfer of funds (TOF), including intercampus TOFs, closing open commitments, sub code deficit clean up, closing a Purchase Order (PO), and financial information for grant proposals.

Customer’s Responsibility: Varies per request.

ACT’s Responsibility: Varies per request.

Target Processing Time: Varies per request.

Notes: If request is outside of the scope of ACT responsibilities, we will refer our customers to the appropriate office for handling.

Next Steps in the Process:
Pro Forma Update – To request an updated version of the pro forma for your department.
Customer’s Responsibility: Provide new projections/assumptions
ACT’s Responsibility: Update pro forma with current expenses and new projections/assumptions
Target Processing Time: Once customer’s responsibility has been met, ACT has 5 business days to distribute updated reports.
Next Steps in the Process: N/A
Notes: N/A

Recharge Processing – To process a recharge unit’s billing to other departments for services provided.
Customer’s Responsibility: Include all backup documentation (request, description of services, approvals, rates, etc.).
ACT’s Responsibility: Enter into Financial Systems. In some cases, email backup will be sent to the mandatory Post Authorization Notification (PAN) reviewers by ACT.
Target Processing Time: Once customer’s responsibility has been met, ACT has 10 business days to enter into Financial Systems.
Next Steps in the Process: N/A
Notes: Errors may need to be corrected by non-PEAR or journal entry.

Reconciliations – General Ledger (G/L) – Create, distribute and collect signed monthly General Ledger (G/L) reconciliation reports.
Customer’s Responsibility: Account manager reviews the monthly account reconciliation report(s) and verifies that all non-payroll transactions posted against the account(s) are appropriate, allowable, and reasonable with the exception of adjustments/corrections that have been report to ACT for action.
ACT’s Responsibility: Reconciliation tickets will be generated on the 2nd Monday of each month. The reports will be distributed no later than Wednesday of that same week. Process adjustments/corrections and follow up on items that have been reported to ACT for action.
Target Processing Time: Processing time for ACT is 3 business days from when reports are generated.
Next Steps in the Process: Work with department to resolve any discrepancies noted.
Notes: A report of outstanding reconciliations is submitted to Business & Financial Services for follow-up with department heads.

Temporary ACT Assistance – This request allows a department to request temporary administrative support for small projects and staffing deficiencies. Fulfillment of this request is contingent upon available resources in ACT.
Customer’s Responsibility: Varies per request.
ACT’s Responsibility: Varies per request.
Target Processing Time: Varies per request.
Notes: If request is outside of the scope of ACT responsibilities, we will refer our customers to the appropriate office for handling.
Next Steps in the Process:
Personnel Requests

All Other Personnel/Payroll Requests - To request assistance for an action on a staff employee that doesn’t fall into specific requested item categories. This could include updating TRS supervisors, converting employees from contract to career, step increases, employee awards, online directory changes, etc.

Customer’s Responsibility: Open ticket in ServiceNow, give complete details of request. For students, please open a Student Employee Change Request.

ACT’s Responsibility: Varies based on request.

Target Processing Time: Varies based on request.

Notes: Actions for student employees are done on Student Employee Change Request.

Next Steps in the Process: ACT will submit documents to Human Resources Payroll Center (HRPC) for processing.

Appointment Extension – To extend the end date of a limited term or contract staff employee. For student appointments, open a Student Employee Change Request. For academic appointments, contact Academic Personnel.

Customer’s Responsibility: Provide justification, as necessary, and approvals.

ACT’s Responsibility: ACT prepares necessary form(s), obtains HR approval and submits documents to Human Resources Payroll Center (HRPC) for processing.

Target Processing Time: Once customer’s responsibility has been met, ACT has 10 business days to process.

Next Steps in the Process: HRPC processes changes and submits to UCPath Center.

Notes: Contact your Business Officer for additional guidance.

Employee Recruitment – To request assistance in the recruiting process for career, contract, and limited staff employees. For student recruitments, open a Student Employee Hiring request. For academic recruitments, contact Academic Personnel.

Customer’s Responsibility: Provide all necessary information including new or updated job description and organization chart. Respond timely to requests for additional information. Hiring manager coordinates with ACT to obtain reference checks and prepare offer letter; notifies all other interviewed candidates and completes disposition of the applicant pool in PAWS.

ACT’s Responsibility: ACT will assist hiring manager with editing job description and organization chart, submit all required documents to HR, assist with coordination of interviews if requested, prepare offer letter for HR approval.

Target Processing Time: Varies by request.


Notes: No offer, verbal or written, should be extended until HR has approved the offer. Job descriptions must be submitted and approved prior to recruitment.
**Equity, Reclassifications & Stipends** – To request assistance with the processes of modifying an employee’s salary and/or classification due to a change in their job or as a result of review of the current job market. This process is initiated in the following compensation changes:

- **Reclassification**: An update to the employee’s role due to the addition of duties which necessitates a change in payroll title.
- **Equity**: Change to the compensation of an employee to account for market conditions and/or additional responsibilities.
- **Stipend**: A temporary increase in an employee’s salary (with a specific beginning and end date) when management temporarily assigns higher level work than described in the employee’s job description or an employee for a period of 30 calendar days or more.

**Customer’s Responsibility**: Identify employee, provide current and proposed job descriptions (if applicable), provide justification and obtain approval. Complete exception forms as required.

**ACT’s Responsibility**: ACT will explain process, prepare appropriate documents, and submit via e-Docs. Follow-up with HR as needed. ACT will submit documents to Human Resources Payroll Center (HRPC) for processing.

**Target Processing Time**: Once customer’s responsibility has been met, ACT has 5 business days to submit request via e-Docs.

**Next Steps in the Process**: HRPC processes changes and submit to UCPath Center.

**Notes**: The typical cumulative time for these requests may take up to four months. Some reclassifications can result in a new timesheet in Time Reporting System (TRS).

**Fund Change & Salary Transfers** – To change the funding source for an employee whether it’s for future or past pay periods.

**Customer’s Responsibility**: Provide employee’s name, pay period dates to be changed, accounts involved, amount/percentage to be moved, justification and approval.

**ACT’s Responsibility**: ACT will prepare appropriate paperwork and submit to Human Resources Payroll Center (HRPC) for processing.

**Target Processing Time**: Once customer’s responsibility has been met, ACT has 10 business days to prepare paperwork and provide to HRPC for processing.

**Next Steps in the Process**: HRPC will process changes and submit to UCPath Center.

**Notes**: This will occasionally result in a new timesheet in Time Reporting System (TRS). Salary transfers are not allowed for previous fiscal years. If a transfer of funds is also required, please submit request through All Other Financial Requests ticket.

**Onboarding New Employees** – To prepare for a new employee’s first day of work.

**Customer’s Responsibility**: Verify start date; provide hiring documents, identify equipment, system and building access needs, and work location. Open ServiceNow ticket(s) to order equipment, software, office supplies, telephone, etc.

**ACT’s Responsibility**: ACT will prepare Personnel Action Form (PAF) and follow pre-set checklist for new employees, which includes: sending welcome emails: start process to get systems and building access; order live scan; provide information on how to obtain a CatCard; etc. ACT will coordinate new hire appointment with Human Resources Payroll Center (HRPC) and submit PAF and other required documents to them for processing.

**Target Processing Time**: By employees’ start date.

**Next Steps in the Process**: N/A

**Notes**: N/A
**Organization Chart Updates** – To request a current, updated or proposed organization chart for your department, outside of the charts distributed quarterly.

**Customer’s Responsibility:** Advise ACT of staff updates and chart preferences.

**ACT’s Responsibility:** Update and distribute to customer.

**Target Processing Time:** Once customer’s responsibility has been met, ACT has 5 business days to prepare and provide to customer.

**Next Steps in the Process:** Some organization chart revisions may require additional transactions to update payroll, Time Reporting System (TRS), Halogen and/or align department’s budgets and Full Time Equivalent (FTE) count.

**Notes:** ACT maintains two copies of each organization chart, one with working titles and one with payroll titles. The one with payroll titles is required by HR during the recruitment process. Customers are responsible for updating their department websites.

**Separation – Voluntary (Staff)** – To request assistance in the voluntary separation or interdepartmental transfer of a staff employee. For student employee separations, see Student Employee Separation request. For academic appointments, contact Academic Personnel.

**Customer’s Responsibility:** Submit ServiceNow ticket as soon as employee provides written notice of resignation. Supervisor acknowledges and accepts resignation in writing and uploads into ServiceNow. Have employee complete timesheet through separation date. Supervisor is responsible for collecting equipment, cards, keys, etc.

**ACT’s Responsibility:** ACT will help prepare paperwork and assist with off-boarding employee. ACT will submit paperwork to Human Resources Payroll Center (HRPC) for processing.

**Target Processing Time:** By employee’s separation date.

**Next Steps in the Process:** HRPC will process the separation and submit to UCPath Center.

**Notes:** Most final paychecks will be received via direct deposit on the next regularly scheduled pay period.

**Separation – Involuntary (Staff)** – To terminate a staff employee for poor performance or disciplinary reasons, or to separate a staff employee in a limited position or contract appointment where there is a specific end date. For student employee separations, see Student Employee Separation request. For academic appointments, contact Academic Personnel.

**Customer’s Responsibility:** Submit ServiceNow ticket as soon as decision has been made to separate employee. If employee is being separated for poor performance or disciplinary reasons, provide justification and HR approval for termination. DO NOT make changes to employee’s timesheet in Time Reporting System (TRS). **Supervisor uploads updated hard copy of timesheet information through separation date.**

**ACT’s Responsibility:** ACT will help prepare paperwork and assist with off-boarding employee. ACT will submit separation paperwork and documentation to Human Resources Payroll Center (HRPC) for processing.

**Target Processing Time:** By employee’s separation date.

**Next Steps in the Process:** HRPC will process the separation and submit to UCPath Center.

**Notes:** Most final paychecks will be received via direct deposit on the next regularly scheduled pay period.
Student Employee Changes – To request changes to a student employee’s current salary, account number (FAU), payroll title and/or appointment end date.
  
  **Customer’s Responsibility:** Provide justification for change, FAU, pay rate, effective date, and approvals.
  **ACT’s Responsibility:** ACT prepares Personnel Action Form (PAF) and submits to Human Resources Payroll Center (HRPC) for processing.
  **Target Processing Time:** Once customer’s responsibility has been met, ACT has 10 business days to process.
  **Next Steps in the Process:** HRPC will process changes and submit to UCPath Center.
  **Notes:** N/A

Student Employee Hiring Process – To request assistance in the student employee recruitment process.
  
  **Customer’s Responsibility:** Provide job description, justification, Full Accounting Unit (FAU), pay rate and approval. Advise ACT when position has been filled. Complete waivers as required.
  **ACT’s Responsibility:** ACT will work with customer and Center for Career & Professional Advancement (CCPA) to complete appropriate documents.
  **Target Processing Time:** Once customer’s responsibility has been met, ACT has 5 business days to submit documents to CCPA.
  **Next Steps in the Process:** CCPA completes hiring process and submits completed documents to Human Resources Payroll Center (HRPC). HRPC processes documents and submits to UCPath Center.
  **Notes:** Ticket will be closed when position(s) have been filled.

Student Employee Separation – To request assistance in the voluntary or involuntary separation of a student employee.
  
  **Customer’s Responsibility:** Submit ServiceNow ticket as soon as student employee provides verbal or written notice of resignation or when it is determined that an involuntary separation is necessary. For voluntary separations, provide reason for separation and have student employee complete timesheet through separation date. For involuntary separations, provide reason for involuntary termination, advise the student employee of their last day and complete the timesheet on behalf of the student employee.
  **ACT’s Responsibility:** ACT will help prepare Personnel Action Form (PAF) and obtain necessary approvals. ACT will submit paperwork to Human Resources Payroll Center (HRPC) for processing.
  **Target Processing Time:** By employee’s separation date.
  **Next Steps in the Process:** HRPC will process separation and submit to UCPath Center.
  **Notes:** Students who are voluntarily or involuntarily separated will receive their pay via EFT or hard check on the next bi-weekly pay cycle.
Out of Scope

- Writing business justifications
- Writing job descriptions
- Writing scope of work/contracts
- Requesting funding or FTEs
- Employee benefits decisions