

From: [Aquila, Courtney](#)
To: [Vivas, Sylvia](#)
Subject: FW: Payroll Customer Service Update
Date: Wednesday, May 6, 2020 4:11:29 PM

-----Original Message-----

From: ucsd-timekeepers-l-bounces@mailman.ucsd.edu <ucsd-timekeepers-l-bounces@mailman.ucsd.edu> On Behalf Of Rodriguez, Paul
Sent: Thursday, April 2, 2020 2:53 PM
To: ucsd-timekeepers-L@ucsd.edu
Subject: [ucsd-timekeepers-L] Payroll Customer Service Update

Greetings,

To improve our ability to provide customer service during this season of remote working and social distancing, we are announcing the following initiatives we are implementing:

1. On Monday April 6th we will be live on SNOW, UC San Diego's centralized Service and Support Portal that provides help for business services and IT needs. We will have a visible presence on the opening web page, go to <https://ucsd servicedesk.service-now.com/services> which will require a login. You can also type support.ucsd.edu in the Web Address URL area of your browser. As with BFS-ASK, please use this new portal to ask questions, report issues, and request services.

Also this coming Monday our BFS-ASK ticketing system will stop accepting new cases however it will remain open for any existing cases you may have with us. We will work through your existing BFS-ASK cases until all have been resolved.

2. For the upcoming April 15th biweekly and future pay days, payroll checks will be mailed to home addresses on file in the Permanent Address fields in PPS. We have been successful in making the necessary programming changes. Payroll checks will be postmarked for mailing by each pay day which is in alignment with our future state in UCPATH. As per the recent 3/30/20 pps-users notice please note again the following - Please notify your employees and especially student workers still residing in our region since many of them have their parent's or other non-San Diego county addresses in these fields. These PPS fields (permanent address) will need to be updated for the best mailing address available. Your help in securing the best addresses in PPS is greatly appreciated. Please promote Direct Deposit whenever possible!

Thank you in advance for your cooperation and support. Stay safe and well!

Payroll Office