

# UC Merced Payroll Services

## Service Level Expectation

<b>Area of Service</b>	
All service levels have the assumption that all inquiries and/or documents received by Payroll are detailed, complete, follow policy and have all of the proper approvals/documentations.	
<b>1</b> Payroll Help Desk - Phone and/or Email	The turnaround time for phone or email response will be within 24 hours (during business days).
<b>2</b> W-2 Requests	The turnaround time for W-2 request will be within 48 hours (walk thru of online access, paper copies).
<b>3</b> Payroll/Personnel System (PPS) Access	Request of PPS access upon the completion of the PPS Overview/Inquiry Training.
<b>4</b> Payroll Time Reporting (PTR) System Access	Request for PTR access for Departmental Management Services Officer (MSO) and EDB Processors.
<b>5</b> Departmental Payroll Deductions	Processing of payroll deductions for unions, recreation enrollment/cancellation and clearing parking suspensions
<b>Point of Contact (PoC)</b>	
For payroll related inquiries, please call or email the Payroll Help Desk for assistance.	
<b>Primary PoC</b>	Payroll Help Desk: (209) 228-2729 <a href="mailto:payroll@ucmerced.edu">payroll@ucmerced.edu</a>
<b>Initial Escalation PoC</b>	Lisa Hua, Payroll Analyst <a href="mailto:lhua@ucmerced.edu">lhua@ucmerced.edu</a>
<b>Secondary Escalation PoC</b>	Emily Bustos, CPP - Interim Payroll Director <a href="mailto:ebustos@ucmerced.edu">ebustos@ucmerced.edu</a>