



General Overview

What is Kissflow?

Kissflow is UC Merced's new workflow platform that will be used to manage payroll-related request submissions through standardized electronic forms and routing workflows.

Why are we moving to Kissflow?

The transition supports:

- Improved tracking and visibility of requests
- Standardized submission processes
- Reduced reliance on email-based requests
- Better audit readiness and documentation
- Enhanced reporting capabilities
- Improved access governance and security.

Is Kissflow replacing UCPATH?

No. UCPATH remains the system of record for employee and payroll transactions. Kissflow serves as the workflow and request submission platform.

Department Responsibilities

What should departments be doing now to prepare for go-live?

Departments should:

1. Review and validate requester and Org Report Viewer assignments.
2. Submit any needed changes during review period.
3. Ensure designated users attend required training.
4. Review project communications and job aids.
5. Participate in office hours and implementation sessions.
6. Prepare for the transition to Kissflow workflows.

How can departments help ensure successful implementation?

Departments can support a successful rollout by:

- Maintaining accurate requester lists.
- Ensuring Requesters complete training.
- Reviewing project communications.
- Using available job aids and support resources.
- Participating in office hours and feedback opportunities.

Access & Governance

Who can be designated as a Kissflow Requester?

Requester access is limited to employees who:

- Have a business need to submit payroll-related transactions on behalf of their department.
- Have the appropriate UCPATH inquiry access needed to support their responsibilities.
- Are approved by their Division Partner.
- Complete required Kissflow training.

Departments should designate only those employees who regularly perform payroll submission responsibilities.

Can student employees be designated as Requesters?

No.

Student employees are not eligible to be designated as Kissflow Requesters.

Requesters must have the appropriate UCPATH inquiry access and receive Division Partner approval as part of the established governance process.

Why did Division Partners receive a requester and Org Report Viewer review list?

As part of go-live planning, Division Partners received a preliminary list of authorized Requesters and Org Report Viewers for review and validation. This review helps:

- Confirm employees who require access at go-live.
- Identify employees who no longer require access.
- Ensure departmental representation is accurate.
- Support access provisioning and training assignments.

What happens after the Division Partner review is completed?

Following review and approval:

- Users will be provided with the appropriate Kissflow role(s).
- Training communications will be distributed.
- Departments will receive additional implementation guidance before go-live.
- Access records will be maintained in accordance with governance requirements.

What is the difference between a Requester and an Org Report Viewer?

Requester

- Creates and submits payroll requests in Kissflow.
- Tracks request status.
- Communicates with Payroll Services when additional information is needed.

Org Report Viewer

- Has reporting visibility for approved organizational units.
- Can review activity and workflow status.
- Does not receive Requester permissions through the Org Report Viewer role.

Can departments have multiple Requesters?

Yes.

Departments may designate multiple Requesters based on operational need, workload distribution, and business continuity requirements.

Does being a Requester provide access to all Kissflow forms?

No.

Access is assigned based on business need and role responsibilities. Not all Requesters will have access to every Kissflow form.

Why is UCPATH inquiry access required for Requesters?

Requesters are responsible for submitting payroll transactions and must have the appropriate UCPATH inquiry access needed to review employee and position information associated with those transactions.

Access Change After Go-Live

How do I request changes to Kissflow access after go-live?

After go-live, all requests to add, remove, or modify Kissflow access must be submitted through the ServiceNow HCM Access Request process. Examples include:

- Adding a new Requester
- Removing a Requester
- Requesting Org Report Viewer access
- Removing Org Report Viewer access
- Changing access associated with a user's responsibilities.

What process should departments use to request Kissflow access updates after go-live?

The preliminary implementation lists reviewed by Division Partners will only be used for initial provisioning.

After go-live, all ongoing access maintenance must be submitted through a ServiceNow HCM Access Request ticket. Departments should submit an HCM Access Request whenever a user:

- Needs new access
- No longer requires access
- Changes departments or responsibilities
- Requires changes to Org Report Viewer access.

How are inactive Requesters identified?

Payroll Services will periodically review access and may conduct requester certification activities to verify that users continue to require assigned access.

Training & Communications

Will all users receive the same training?

No.

Training will be tailored based on the user's responsibilities and forms they are expected to submit.

Examples include:

- Payroll Requesters
- Org Report Viewers
- Central Office Requesters
- Academic Personnel Coordinators
- Summer Salary Coordinators

How will I know what training I should attend?

Training invitations and supporting materials will be distributed to individuals identified through the access review process.

Training assignments will be based on assigned responsibilities and associated Kissflow forms.

What training resources will be available?

Resources may include:

- Instructor-led training
- Recorded demonstrations
- Job aids
- Office hours
- Frequently asked questions (FAQs)
- Form-specific guidance.

Central Office Requesters

I submit payroll forms as part of a Central Office function. Will I receive separate communications?

Yes.

Individuals identified as Central Office Requesters will receive communications specific to the forms and processes, they support. These communications may include:

- Form-specific submission guidance
- Workflow expectations
- Required training sessions
- Job aids and reference materials
- Go-live instructions.

Why are Central Office Requesters receiving separate training?

Some payroll forms are completed exclusively by designated Central Office units. Additional training will be provided to ensure consistent submission practices and processing expectations.

Summer Salary

Our department has a Summer Salary Coordinator. Will they need Kissflow access?

Yes.

If the Summer Salary Coordinator will be responsible for entering, submitting, reviewing, or tracking Summer Salary requests in Kissflow, access may be required.

Access decisions are based on assigned responsibilities rather than job title alone.

Will Summer Salary forms eventually move to Kissflow?

Yes.

Summer Salary forms are planned for future implementation. Additional communications, timelines, training, and job aids will be provided prior to deployment.

GLAAS - Related Forms

What is changing for forms currently submitted through GLAAS?

Departments will continue to complete the applicable GLAAS forms and gather the required information.

However, designated departmental Requesters will use the information from the GLAAS form to complete and submit the corresponding Kissflow form. The Kissflow submission will become the official method used to submit these requests to Payroll Services.

Do departments still need to complete GLAAS forms?

Yes.

Departments should continue to complete the applicable GLAAS forms and follow existing business requirements. The information from the GLAAS form will be used to complete the corresponding Kissflow submission.

Will Payroll Services continue to access GLAAS forms?

No.

Payroll Services will work directly from the Kissflow forms submitted by authorized departmental Requesters. Departments remain responsible for completing the applicable GLAAS forms and using the information from those forms to accurately complete the Kissflow request.

If I already complete a GLAAS form, why do I need to enter the information into Kissflow?

Kissflow serves as the official intake, tracking, and workflow platform for payroll requests. Using Kissflow provides:

- Standardized submission processes
- Request tracking and status visibility
- Centralized documentation
- Consistent access governance
- Improved reporting and audit readiness.

Public vs. Authenticated Forms

What is the difference between a Public Form and an Authenticated Form?

Public Form

- Available without campus authentication.
- Intended for limited use cases where login credentials are not required.

Authenticated Form

- Requires UC Merced login credentials.
- Captures submitter information automatically.
- Provides additional security and access controls.

Which forms will require authentication?

Forms containing employee, payroll, access, or other sensitive information will generally require authentication.

Implementation Timeline & Go-Live

Why is Kissflow being implemented in phases?

Kissflow is being deployed in phases to allow for appropriate testing, training, support, and stabilization before additional forms are introduced. This approach allows payroll Services to:

- Provide focused training.
- Gather feedback.
- Improve processes between phases.
- Minimize operational disruption.

Will all payroll forms go live at the same time?

No.

Forms will be introduced according to the project implementation schedule. Departments will receive communications before each phase detailing:

- Forms being deployed
- Training requirements
- Access requirements
- Go-live dates
- Available support resources

What forms are included in the initial go-live phase?

The first phase will include forms identified for initial deployment. Form-specific communications, job aids, and training materials will be provided before go-live. See the [Kissflow implementation](#) page for the list of forms by phase.

Phase 1 Forms:

- Payroll Services Inquiry
- Handshake Employer Account for Department
- Handshake Student Job Posting Request
- Cal Fresh Verification of Employment
- TRS Mass Replace Supervisors
- TRS Supervisor/Approver update
- UCPATH Reports To Update
- UCPATH Work Location Update
- Student Federal Work Study Contract Submission
- Fund Change
- Salary Cost Transfer (SCT)/Benefit Cost Transfer (BCT)
- Position Management [Central Office Only]
- Leave of Absence (LOA) [Central Office Only]
- HR Incentive Program [Central Office Only]
- Payroll Records Request [Central Office Only]

How will I know when a form is moving to Kissflow?

Payroll Services will communicate upcoming deployments through:

- Project communications
- Training announcements
- Job aids
- Stakeholder meetings
- Office hours

What are the current go-live dates?

Kissflow is being implemented in multiple phases. Go-live dates will be communicated as each phase is finalized and ready for deployment.

Why are the Intake Form and New Hire/Rehire Form being consolidated into a single process?

The consolidated process will:

- **Reduce duplicate data entry** by eliminating the need to submit information in multiple forms.
- **Improve compliance** by ensuring all required information and approvals are captured within a single workflow.
- **Enhance accountability and tracking** by providing visibility into the status of a transaction from initial request through final onboarding and payroll setup.
- **Support end-to-end processing** by both new hires and rehires, creating a more seamless experience for departments and central offices.
- **Improve reporting and audit readiness** by maintaining a complete record of actions, approvals, and supporting documentation in one location.
- **Increase efficiency** by reducing administrative burden and minimizing delays caused by incomplete and disconnected processes.

By consolidating the Intake and New Hire/Rehire forms, Kissflow will provide a more streamlined, compliant, and transparent process that enables departments and central offices to track employee onboarding activities from submission through completion.

What happens during the transition period?

Departments may temporarily use both existing processes and Kissflow workflows depending on the implementation phase and form type. Payroll Services will provide clear communication regarding:

- When forms move to Kissflow
- Training schedules
- Support resources
- Process changes

Where can I find information about future phases and forms?

Payroll Services will communicate upcoming deployment phases, form groupings, implementation schedules, and training opportunities through project communications as timelines are finalized.

Support

What should I do if I have questions or encounter issues?

Users should attend scheduled office hours, review available training materials, and job aids, or contact Payroll Services through the designated support channels for assistance.

Will support be available after go-live?

Yes.

Payroll Services will provide post-implementation support, office hours, training resources, and guidance as departments transition to the new workflows.

How will Kissflow continue to improve after implementation?

Kissflow is not a one-time implementation but a platform for continuous improvement. Following go-live, Payroll Services will partner with campus stakeholders to evaluate opportunities to enhance workflows, improve the user experience, strengthen compliance, and increase operational efficiency. To support ongoing enhancements, Payroll Services will establish a **quarterly Kissflow Community of Practice** that brings together department administrators, requesters, division partners, and central office representatives. The Community of Practice will:

- Share best practices and lessons learned.
- Provide a forum for user feedback and enhancement recommendations.
- Review common questions, challenges, and process improvements.
- Communicate upcoming system enhancements and new functionality.
- Promote consistency in campus business processes.
- Identify opportunities to improve efficiency, transparency, and compliance.

Feedback gathered through the Community of Practice, annual access reviews, training sessions, office hours, and user support channels will help inform future enhancements and ensure Kissflow continues to meet the evolving needs of the UC Merced community.

Our commitment is to continuously refine and improve Kissflow based on user experience, process effectiveness, and campus feedback while maintaining strong governance and compliance standards.

Additional Questions

Do I need to complete a new form from scratch every time?

When you duplicate a request, Kissflow creates a new item using the last saved values from the original submission. This can significantly reduce data entry when processing multiple similar transactions.

Examples include:

- Multiple student appointments
- Multiple new hires or rehires
- Similar additional pay requests
- Recurring personnel actions
- Multiple transactions within the same department or funding source

After duplicating the form, simply update the fields that differ and submit the new request.

How does the Duplicate feature work?

1. Open a previously submitted item.
2. Select Duplicate at the top of the item page.
3. Kissflow creates a new item using the last saved values from the original request.
4. Update any fields that have changed.
5. Submit the new request.

Which requests can be duplicated?

Only items in In Progress or Completed status can be duplicated.

Items in Rejected or Withdrawn status should be restarted rather than duplicated.

What information is copied?

The duplicated item contains the last saved values from the original request. This may include:

- Employee information
- Department information
- Funding details
- Supervisor information
- Dates
- Comments
- Other form-specific fields

Requesters should always review the duplicated request before submitting.

Why is the Duplicate feature important?

If your form is sent back or rejected, you will receive an email notification, and the item will appear in your Rejected Items folder in Kissflow. In most cases, you can select Restart to correct and resubmit the form. The restarted form retains all information from the original submission, eliminating the need to re-enter data. Once resubmitted, the form receives a new submission date and timestamp, and processing timelines are based on the resubmission date. If the wrong form type was selected (for example, Staff instead of Academic), the form type cannot be changed through Restart, and a new form must be submitted. Carefully selecting the correct form and reviewing information before submission helps avoid delays and unnecessary rework.

What happens if my form is sent back or rejected?

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Will Kissflow change the way I complete payroll forms?

For most users, the information required on Kissflow forms will be very similar to the current webforms. Most form fields and supporting documentation requirements remain unchanged. The primary change is the platform itself. Authenticated Kissflow users gain enhanced features such as

request status tracking, workflow visibility, automated notifications, and improved system messaging throughout the transaction lifecycle. These enhancements are designed to provide greater transparency into where a request is in the process while maintaining the same business requirements and transaction information users are familiar with today.

What will be covered in Kissflow training?

Kissflow training sessions focus on system access, navigation, notifications, dashboard features, and basic workflow functionality. Detailed instructions for completing specific forms, required documentation, routing requirements, and transaction-specific guidance are provided in the applicable Kissflow job aids. Users should attend training to learn how to use the system and refer to the corresponding job aid when submitting a specific transaction.

I missed a Kissflow training session. What should I do?

If you are an authenticated Kissflow user, you will have access to the Kissflow Box resource library, which contains recorded training sessions, job aids, and other reference materials. If you are unable to attend a live training session, we encourage you to review the recording and applicable job aid before submitting transactions. These resources are designed to help you learn system navigation, understand key functionality, and complete transactions successfully at your convenience.

My colleague forwarded me a training invitation and I attended. Will I automatically receive Kissflow access?

No. Attending training does not automatically grant Kissflow access. Access is managed through the campus provisioning process and must be requested and approved by your department's designated Kissflow access reviewer. If you believe you need access but were not included in your unit's access review, contact your department's designated reviewer or divisional partner for assistance.

Note: Training sessions may be attended by individuals who do not require system access. Access is granted based on an approved business need and the role identified during the provisioning process.

I want personalized training on a specific form (such as an SCT). Why am I being directed to a job aid instead?

Kissflow training is designed to teach users how to access and navigate the system, while transaction-specific instructions are provided through standardized job aids. Because payroll forms, requirements, and business processes apply consistently across campus, job aids serve as the official source of guidance for completing specific transactions. Using job aids helps ensure all users receive the same information, allows departments to access instructions on demand, and provides a reference that can be revisited whenever needed. If you have questions after reviewing the applicable job aid, Payroll Services can assist with clarifying requirements or addressing unique circumstances.

Will Payroll Services provide a special Kissflow training for my department or unit?

To ensure consistent user experience across campus, Payroll Services provides standardized Kissflow training, recorded training sessions, and job aids that are available to all authenticated users. These resources are designed to answer common questions about system navigation and transaction submission requirements. Departments are encouraged to review the applicable job

aids and recorded training sessions first, as they provide the same guidance used campus-wide. If questions arise after reviewing the available resources, Payroll Services can assist with clarifying requirements, addressing unique situations, or identifying the appropriate guidance for a specific transaction. This approach helps ensure that all users receive consistent information and that support resources remain accessible on demand whenever they are needed.

Why can't I enter transactions directly into UCPATH instead of using Kissflow?

Kissflow and UCPATH serve different purposes. Kissflow is used to collect the information and supporting documentation needed to begin a payroll transaction, while UCPATH is used by Payroll Services to complete the detailed transaction processing. Although Kissflow captures the key information required from departments, many payroll transactions require additional data review, system validations, specialized training, and processing steps within UCPATH. Using Kissflow allows departments to submit requests through a consistent process while benefiting from status tracking, notifications, and visibility into their transactions.

In short, Kissflow helps departments provide the information needed to initiate a request, and Payroll Services completes the detailed UCPATH processing required to move the transaction forward.

Can Payroll Services customize Kissflow for my department?

We welcome feedback and ideas for improving the user experience. Kissflow was designed to support a consistent payroll workflow across campus, so not every requested change will be incorporated.

As the campus gains experience with the platform, suggestions and lessons learned will be discussed through future Communities of Interest. While some enhancements may be considered, others may add complexity, require ongoing maintenance, or increase costs beyond the scope of the solution. Our goal is to keep Kissflow simple, effective, and focused on supporting payroll transactions for all users.

Why can't Kissflow automatically fill in information from my GLAAS form using Smart Attachments?

Kissflow's Smart Attachments feature was evaluated and tested during the project. While it can extract information from documents, testing showed that GLAAS forms do not contain the same built-in validations, required fields, and business rules used in Kissflow forms. This created a higher risk of revisions, corrections, and rejected transactions when extracted information did not meet form requirements.

The projected licensing and ongoing usage costs of Smart Attachments were also considered as part of the evaluation. Instead, Kissflow forms use guided entry, and validation checks to help users submit complete information up front. To make repeat transactions easier, many forms also include a Duplicate feature that allows users to copy a prior submission and update only the information that has changed.

My request is urgent. Can Payroll Services move it ahead of other requests?

Payroll Services understands that many transactions are important and time sensitive. Requests are generally processed based on published payroll schedules, processing deadlines, and the date a complete request is received. To ensure fairness and consistency across campus, requests are

not typically reprioritized based on individual department needs or preferences. Moving one request ahead in the queue may delay other transactions that were submitted earlier and are also awaiting processing.

Departments can help support timely processing by submitting complete requests as early as possible and following published payroll schedules and deadlines.

What is the difference between revision and a rejected form?

If information is missing, incorrect, or requires clarification, a request may be returned as either a revision or a rejected form.

- **Revision:** The request remains in the existing workflow and is routed back to you to update information and resubmit.
- **Rejected:** The request cannot continue in its current state. In most cases, you can use the Restart option to create a new submission using information from the original form.

Kissflow email notifications will explain the reason for the revision or rejection and provide guidance on next steps.

Who can see my Kissflow submissions?

Access to Kissflow information is based on a user's assigned role and business responsibilities. Requesters can view the transactions they submit, while authorized Org Report Viewers have visibility into transactions for approved organizational units. Users only receive access necessary to perform their assigned responsibilities.

Can I still submit payroll requests by email?

No. Once a form has moved to Kissflow, requests must be submitted through the applicable Kissflow form. Using the designated form ensures required information and documentation are collected, allows request tracking, and helps Payroll Services process requests consistently.

How do I know which Kissflow form to use?

Each form includes a description of its intended purpose, and form-specific job aids provide additional guidance. If you are unsure which form applies to your situation, review the applicable job aid before submitting. Using the wrong form may require a new submission and could delay processing.

Why are New Hire and Rehire requests due 7–10 business days before the employee's start date?

The 7–10 business day timeframe helps ensure new employees have sufficient time to complete required hiring and onboarding activities before their first day of work. This includes receiving and reviewing hiring documentation, scheduling required onboarding appointments and completing employment requirements that must be satisfied for compliance purposes.

Kissflow supports a single, end-to-end process for hiring intake and payroll processing, helping departments track requests while ensuring required hiring documentation is received before onboarding activities are scheduled. Submitting complete requests as early as possible helps create a smoother experience for both departments and new employees and reduces the risk of delayed start dates or pay-related impacts.

We only submit this type of transaction occasionally. How am I supposed to remember the process?

Kissflow training provides an overview of system navigation and functionality. Because some payroll transactions occur infrequently, job aids and recorded training materials are available for reference whenever needed. Users are encouraged to review the applicable job aid before submitting a transaction.

How do I check the status of my request?

Authenticated users can view the status of submitted requests directly in Kissflow. You can track progress, view workflow activity, and review notifications without needing to contact Payroll Services for routine status updates.

Why are some fields required?

Required fields help ensure Payroll Services receive the information needed to review and process a transaction. Completing required fields before submission reduces follow-up requests and helps requests move through the process more efficiently.

What should I do if I realize I made a mistake after submitting my form?

If you identify an error after submitting your request, review the current status of the transaction in Kissflow. Depending on where the request is in the workflow, you may be able to provide additional information through an Assigned Comment, revise the request if it is returned to you, or restart the form if instructed by Payroll Services. If you are unfamiliar with Assigned Comments, please refer to the Assigned Comments Job Aid available in the Kissflow Box resource folder.

What happens if I submit a duplicate request?

Submitting the same transaction multiple times can create confusion and processing delays. Before creating a new request, check the status of your existing submission in Kissflow. If you need to provide additional information or request a correction to an existing transaction, use an Assigned Comment when appropriate rather than creating a duplicate request. If you are unsure whether a request was successfully submitted, contact Payroll Services before submitting a new form.

What are Assigned Comments and when should I use them?

Assigned Comments allow requesters and Payroll Services to communicate directly within a specific Kissflow transaction. They can be used to provide additional information, answer questions, upload requested documentation, or request an action related to the transaction, such as asking for a form to be returned for correction.

Assigned Comments become part of the transaction's permanent audit trail and cannot be edited or deleted after submission. Users should only include information relevant to the specific transaction and use professional business communication.

If you are unfamiliar with Assigned Comments, please refer to the Assigned Comments Job Aid available in the Kissflow Box resource folder.

Where should I go for help?

Start by reviewing the applicable job aid, FAQ, or training recording, as many common questions are addressed in those resources. For questions related to a specific Kissflow transaction, use

Assigned Comments whenever appropriate, so communication remains associated with the transaction and becomes part of its audit trail. For general payroll questions that are not tied to a specific transaction, submit a request through the Kissflow Payroll Inquiry. If you are unfamiliar with Assigned Comments, please refer to the Assigned Comments Job Aid available in the Kissflow Box resource folder.

Why am I being asked to correct information that Payroll Services identified?

While Payroll Services reviews transactions for completeness and accuracy, departments are responsible for the information submitted and the business decisions associated with the request. In many cases, Payroll Services cannot determine a department's intended action or make assumptions about missing, conflicting, or incorrect information.

Kissflow provides an auditable record of the information submitted, reviewed, and processed for each transaction. Maintaining a clear record of department-submitted information and department-approved corrections supports compliance requirements, accountability, and accurate payroll processing.

When corrections are needed, the request may be returned for Revision or Rejected, depending on the type of change required. Kissflow will notify you of any required action and provide guidance on next steps.

Submitting complete and accurate information, along with all required documentation, helps reduce delays and allows Payroll Services to review and process requests more efficiently.

How will I know if Payroll Services needs additional information from me?

Kissflow will send email notifications when action is required on a transaction. Depending on the situation, you may receive an Assigned Comment, a Revision request, or a Rejected notification explaining the action needed. Requesters are responsible for monitoring both their email notifications and Kissflow dashboard for updates on submitted transactions. Responding promptly to requests for additional information can help avoid unnecessary processing delays.

If you are unfamiliar with Assigned Comments, please refer to the Assigned Comments Job Aid available in the Kissflow Box resource folder.

After I submit a request, am I done?

Submitting a request is the first step in the process. Requesters remain responsible for monitoring the status of their transactions, responding to Assigned Comments, and completing any Revision requests that are returned to them. Kissflow provides visibility into transaction status and sends email notifications when user action is required. Delays in responding to requested actions or providing additional information may impact processing timelines.