

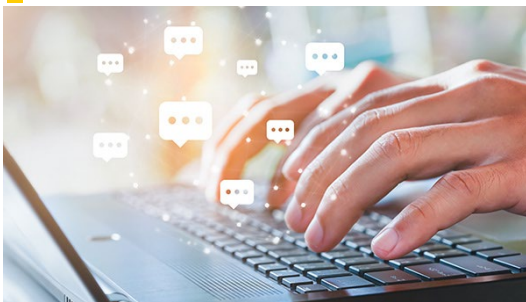
UC Irvine UCPATH Transactor Digest

October 2025

A source of updates and information for UCI UCPATH Transactional Users

Visit the transactional user page on the ucpath.uci.edu website for UCPATH support documents, FAQs, and more.

UCPATH Notice: Live Chat Enhancements



On September 22, UCPATH launched an enhanced version of its Live Chat feature, bringing meaningful improvements to the employee support experience. Employees will find a more reliable, accessible and user-friendly way to connect with UCPATH agents.

What's New:

Improved Chat Availability

- The chat icon remains visible during business hours.

- The chat queue allows for an unlimited number of employees to join.
- Employees will no longer see a "No Agents Available" message due to queue limits; previously, if the chat had too many people in the queue, it would state "no agents available."

Estimated Wait Times

- To help manage wait expectations, an estimated wait time is displayed when UCPATH has 10 or more people accessing chats in the queue.

Persistent Chat Sessions

- If an employee navigates away from a chat-enabled page, their chat session will stay active in the background until the employee closes it.
- Returning to a supported page will reopen the chat window (if the employee hasn't closed it) and restore previous messages.
- This enhancement reduces interruptions and creates a smoother support experience.

Looking Ahead: Enabling Future Chatbot Support

This upgrade lays the foundation for integration with UCPATH's chatbot. The chatbot will be deployed soon and will provide 24/7 support and consistent responses to common inquiries, helping to expand self-service support across the UC system.

Training Tips Recordings Now Part of the PowerPoint



The UCPATH team places the PowerPoint (PPT) and recording of each bi-weekly, virtual Tuesday Training Tips session on our website at ucpath.uci.edu > Transactor Support > Common Resources > Tues Training Tips Archives. To consolidate information for ease of use, the recording link is now on the first slide of the PowerPoint presentation, instead of posting the recording and the PPT separately.

Manage Human Resources Workshop Rescheduled

The virtual Manage Human Resources Workshop has been moved to Tuesday, Nov. 4, at 1 p.m. Please register using [this link](#), and attend to learn more about Manage HR.

- Learn how Manage HR can speed up your hire process and workflow. Take this opportunity to practice using the training environment.
- Discover common questions, answers, and reasons to utilize Manage HR.



Pre-requisite: To enhance the workshop experience, please complete the UCLC Manage HR e-learning course.

- [Register online](#) to attend.
- Zoom Meeting Link: <https://zoom.us/j/6485693025>, (same as Tues. BW Tips Meeting).

UCPath Transaction Tips and Reminders

- Reinstatements are not just for Auto-Terms. Any time an employee was terminated in error and returns to the exact same position with no break in service, a Rehire/ Reinstatement transaction should be processed.
- Looking for a report to see all the positions a student has? Matt Levin, Manager, Business Intelligence, recommends the Job Distribution report. In the top right, select Toggle Filter = Employee, this will show the full employee, for all active employees in a department.
- Since the July UCPath update, new employees have been unable to login to UCPath until their start date. Please share with new employees who may be eager to login and check their information, that they will get an error message about



onboarding. If they wait until their start date, then they will be able to login. If you have onboarding information that you send or share with employees, please update those materials as well.

- Rehired retirees cannot work more than 43% in a 12-month period without suspending their pension. For example: Last month, two cases exceeded the threshold; pensions were suspended by RASC, and employees reverted to career status.
- Savings Choice participants with under 10 years of service credit are not considered retirees; therefore, they are not considered rehired retirees. For example: In recent months, two Savings Choice "retirees" were incorrectly processed as rehired retirees. Since they were never retirement-eligible, they were reclassified as reinstated employees. In this case the termination transaction should not be processed as retirement, but as a normal termination transaction.
- The Leaves, ADA, and WC Team Training Schedule 2026 is now posted on our website under the Extended Absences section. This includes:
 - My Sedgwick Training-2x per year
 - Expecting Parents Workshop- Every other month
 - Disability Accommodation Requests and the Interactive Process training – 2x per year
 - Managing Staff Leaves for Supervisors – 2x per year
 - Leaves & UCPATH entries for De-Centralized Campus – 2x per year

Extended Absences

This page provides information on how to process all leaves of absence (LOA) within UCPATH, including paid, unpaid, intermittent, PFCB, sabbatical, etc. for Academics, staff, and graduate students.

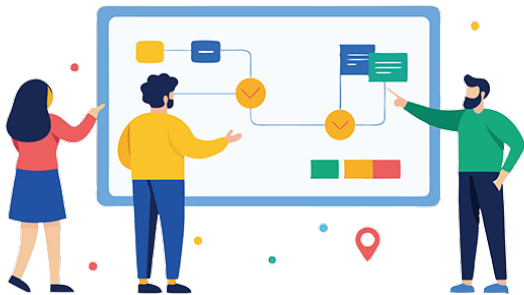
HR Resources and Representatives:
UCI HR Resources
HR Representatives
[Temporary Layoff Process in UCPATH](#)

Roles and Responsibilities:
[Leaves, ADA, and WC 2026 Training Schedule](#)
Questions about Leaves? Contact [EEC Leave Inquiry](#).
[PFCB Training](#) [[Presentation](#)] [[Recording](#)]

Inactivating Positions

Due to an on-going UCPATH application issue, transactors are unable to inactivate and freeze positions. If you need to inactivate a position, please open an EEC ticket to HRIS team and they will work with UCPATH to get it processed. Use General Category > General HR System support.

New Process for UCPATH Retirement Transactions



Why the Change?

- Date discrepancies between UCPATH & RASC elections resulting in retirement processing delays.
- Prevent incorrect processing of Savings Choice Separations (<10 yrs is a Resignation, not Retirement).

What's New as of 10/1/2025?

- Transactors must open an EEC (ServiceNow) Retirement Inquiry before UCPATH entry.
- Benefits team validates dates & retirement eligibility first.

Outcome / New Process Flow:

- An employee provides notice to their department.
- The department's UCPATH transactor opens an EEC Retirement Inquiry with the dates that were provided by the employee.
- The Benefits team validates the dates with the RASC system and confirms retirement vs resignation.
- The Benefits team responds with confirmation and closes the EEC case.
- The UCPATH transactor enters the retirement action in UCPATH.

To follow the new process, open a Retirement Inquiry in [EEC](#) using Benefits Administration category > Retirement Inquiry or by using this [direct link](#).

Earn Code List is Available

The UCPATH Earn Code List is available now on UCPATH.uci.edu for those who don't have access to the UCPATH Transactor Hub. This will be updated monthly. Please access this list from the Transactor Hub if you are a transactor, as that will be most up to date information.

Get Help / Support Resources

This page is for UC Irvine UCPATH transactors. It provides resources for getting help with transactions and questions, opening cases, staying up to date with latest information, and accessing frequently used forms and knowledge resources.

[Open an EEC Case](#) [Forms & Resources](#)

Get Help - Ask Questions - Open a Case

Local UCI / Departmental Support (POC list, etc.)	+
UCI TEAMS Chat Group	+
Employee Experience Center (EEC) – UCI	+
Drop-In Center Discontinued – Alternative Support	+
UCPATH Center (UCPC) – Systemwide/Riverside	+
Create a Case – When, Where, and How	+

Latest Information

Tuesday Training Tips (Virtual Bi-weekly Meetings)	+
Updates & Announcements - Local	+
Updates & Announcements - Systemwide	+
Transactor Digest(s) + Subscribe	+
UCPATH Quick Tips and Workarounds	+
UCPATH Approver Training Series	+

Frequently Used Forms

[Position / Job Data Form](#)

Knowledge Resources

[UCPATH Earn Code List \(as of 9/11/25\)](#)

Student FICA Exemptions During Summer

Recently, EEC received over 50 cases from student employees questioning DCPSH (Defined Contribution Plan Safe Harbor) and Medicare deductions included on their Aug. 29 checks. These inquiries were individually researched and responded to by Central Payroll Services & Time Administration.



It appears that some students don't realize that Summer employment may not be exempt if not taking required units. To qualify for exemption from mandatory

contributions made into the DC Safe Harbor Plan and FICA, Student Employees must meet the following criteria:

- Be enrolled in the applicable minimum number of units at least one day of pay period.
 - *Undergraduates*: minimum of six units
 - *Graduate student*: 3 units (5-week Summer Session)
 - *Graduate student*: 6 units (all other summer session courses)
- Graduate students enrolled and approved for advancement to doctoral candidacy (i.e., Doctoral II students) are not subject to unit requirements during the **academic year**, as the preparation of a dissertation satisfies the half-time enrollment requirement.
- Have a total active appointment percentage, including fixed and variable appointments, of less than 80% time for the month or any partial period within the month.
- Students who do not meet the exempt criteria will be required to contribute 1.45% of their gross earnings to Medicare and 7.5% of their gross earnings to the Defined Contribution Plan (DCP).

Correct Action Reasons

Remember to view Action Reason Code details. It's important to read the descriptions to find the correct combination of Action and Reason. Review [Template Transactions- Action Reason Codes and Descriptions](#) for reference.

- Concurrent Hire: UCPC does not know if a job is going to end; therefore, if there is an active job, you should use concurrent hire even if you believe the job will end before your job starts.
- If you have questions on which action reason to use, please open an [EEC ticket](#) to UCPath support.



Remind Employees to Go Paperless with UCPATH

There are many good reasons to go paperless, and UCPATH makes it easy to do so. [Learn more about how and why to go paperless.](#)

- You can sign up for electronic delivery of your W-2 and 1095-C tax forms in your online UCPATH account.
- If you're still getting your paycheck in the mail, this is the perfect time to sign up for direct deposit for quick and easy access to your paycheck.

Did You Know ... ?

A job aid is available to help you navigate the Payroll Processing Schedule. Use this [job aid](#) to review deadlines, track deliverables, and stay on top of each step so payroll is processed accurately and on time

Tuesday Training Tips Call-In Sessions

All transactors are invited to attend our bi-weekly Tuesday Training Tips call-in sessions on timely topics and lessons learned. Topics are published on the UCI UCPATH [transactor website](#) the day before the meeting, and an agenda is emailed to transactors in advance. Join us for sessions on Oct. 28, Nov. 18 and Dec. 9 (only one session these months due to holidays).



- The Zoom # for these sessions will be: <https://zoom.us/j/6485693025>
- One tap mobile: +16699006833,,6485693025#

Subscribe to Keep Informed

- **To Get News Quickly - Subscribe to the UCPATH Teams Announcement Channel**

The UCPATH Support team uses our TEAMS UCPATH-Announcements Channel to communicate information quickly to transactors. In Microsoft Teams, [subscribe](#)

[to our UCPATH Teams Announcement channel](#) to keep up to date with any system outages, changes, and other reminders. This is often the fastest way to receive important transactor updates in real time. Remember to also turn on notifications to get notified of these types of issues in a timely manner.

- **Subscribe to UCI UCPATH Emails and Monthly Transactor Digest**

If you or someone you know is a transactor who does not already receive our emails, please [SUBSCRIBE](#) to receive the monthly Transactor Digest and other UCI UCPATH emails. We send our emails out through UC Irvine's ZotMail system, so subscribers should check their email settings to ensure our emails can come into their inbox and are not automatically set to divert to a junk or other folder.

Find Resources on the Transactor Web Page

Visit the [UCI UCPATH Transactor Web Page](#) for resources such as pay cycle clocks and transaction deadlines, latest information, support documents, training schedules, job aids, UCPATH system access (security) information, processing schedules, and more.

UC Irvine Division of Finance & Administration | With U • For U

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Questions? Email ucpath@uci.edu

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