

How to Claim Student Associate Payment

Frequently Asked Questions

1. How do I update my bank details before I submit a claim?

Log into the NUS Integrated Student Information System (ISIS). On the left handside, go to Campus Finances -> Manage Bank Accounts -> Credit Bank Account Details and update that section with a Singapore bank account under your name. Note that "Credit" in "Credit Bank Account" means that Yale-NUS College credits (transfers) money to that account. It is not related to the type of bank card associated with the account.

It is **essential** to update your bank details. Otherwise no payments can be transferred to you.

The screenshot shows the NUS ISIS interface. The left sidebar contains a menu with options like 'Self Service', 'Enrollment', 'Campus Finances', and 'Maintain Bank Accounts'. The main content area is titled 'Bank Account Details' and is split into two sections. The top section, 'Debit Bank Account Details', contains a table with the following fields: Bank Name, Branch Name, Account Holder 1 Name, Account Holder 2 Name, Termination Effective Date, and Account Status. The bottom section, 'Credit Bank Account Details', is currently empty. A red circle highlights the 'Credit Bank Account Details' section header.

2. When should I submit my payment claim?

The payment claim for work you have done in a given month is due by the 1st working day of the following month (e.g. your April 2017 claim is due by 2 May 2017). If the 1st falls on a weekend or a public holiday, the deadline will be the next working day.

3. What documents should I include in a payment claim?

Every claim must include two documents:

- 1) Request for Payment (RFP) form;
- 2) Student Associate Timesheet.

Please read the instructions carefully before filling out the documents. They are at the top and in the cell comments of the timesheet, and on Page 2 of the RFP form.

Fill out the required portions of both documents, print and sign them. Staple the two documents together (RFP on top), then bring the claim to your supervisor. After your supervisor signs on the timesheet, bring the claim to your departmental contact point for SAP.

Download the RFP form and timesheet on this page, under "For Students": <http://cipe.yale-nus.edu.sg/career-services/student/on-campus-jobs/>.

4. The timesheet and Request for Payment form are asking me for a WBS number. What's that?

The WBS number indicates a budget item (a pool of funds), from which your Student Associate salary will be paid. Ask your supervisor for the correct WBS number before you start filling out the timesheet.

5. The timesheet is asking me for a description of duties. What should I enter?

Before you fill out the claim, check with your supervisor how detailed the description should be. It can be as simple as "Student Associate work" or as detailed as "1 hour of purchasing ingredients and 3 hours of baking cookies for RC party." More importantly, there **MUST BE** a description for every work shift that you list, even if you just copy and paste the same description throughout. If even a single shift has no description of duties, the NUS Finance office will return the timesheet.

6. I have a Student Associate position with two different departments. Can I claim my hours from both jobs on the same timesheet?

No. A timesheet only supports one WBS number (see above), and so only one department's budget can be listed in a claim. Similarly, the RFP form only allows one departmental approver. If you have two SA jobs, submit a separate payment claim (RFP form + timesheet) to each of the two departments.

7. I have two Student Associate positions with the same department. Can I claim my hours from both positions on the same timesheet?

No. Even if it's the same department, it will likely be two different supervisors that have to approve your timesheet and two different WBS numbers for you to use. Submit a separate claim (RFP form + timesheet) for each of the two jobs.

8. The Request for Payment form is asking for a Purpose of Payment. What should I write?

Please write "Student Associate", followed by your hiring department or hiring faculty name, the month and year for which you are claiming payment.

Examples:

Student Associate – Dean of Students Office, April 2017

Student Associate – Prof. Amy Chua, May 2017

9. Who should sign on my Request for Payment form under "Approved By"?

No signature is required in that field. Instead, please enter the name (only the name) of a Director or Associate Director at your hiring department or division. Check with your supervisor on the correct name to enter, and reuse it for every month's claim.

10. Who should sign on my Request for Payment form under "Verified By"?

Leave this field blank when you submit the claim. It's for the departmental contact point to complete.

11. Here is an interesting thing: the supervisor who approved my timesheet is the same as the person who will be listed under “Approved By” or “Verified By” in the RFP form. Is that alright?

The same person CANNOT sign both on your timesheet and under “Approved By” on your RFP form, as this presents a conflict of interest.

The same person can sign on your timesheet and under “Verified By” on your RFP form.

12. I am claiming payment for two months at the same time, from the same job. What should I do?

If you are submitting timesheets for the past two months for the same position, submit them with one RFP form on top, where you enter the total amount from both timesheets.

13. I am claiming payment for three or more months at the same time. What should I do?

If you are claiming for earlier than the past two months, you or your supervisor must send an email note of explanation to the hiring department’s contact point for SAP. After sending the note, please print it and staple it to your claim.

Submit the claim with one RFP form on top, where you enter the total amount from all timesheets.

14. Can I print two timesheets on the same sheet of paper?

Please print a timesheet on a full A4 page, single-sided, in portrait orientation. That ensures it can be properly processed by the online payments system.

15. Me or my supervisor are overseas when the next payment claim is due. What to do?

If you are overseas, fill out the payment claim documents, print them, sign them and scan them over to your supervisor and departmental contact point. Explain in your email to them that you are overseas.

If your supervisor is away, email them (and Cc your departmental contact point) with a soft copy of your timesheet and ask them to approve it by email, and state in the email that they are overseas. This is accepted in place of a physical signature.

16. When should I expect to receive my payment?

If all documents are correctly filled out and your bank details are updated in myISIS, your claim will be processed within 3 weeks.

17. You mentioned a departmental contact point – do I submit my payment claim to them?

Yes. After your supervisor signs on the timesheet, submit your claim to the Student Associate Program contact point at your hiring department or division (see the table below). In some cases, your supervisor and the departmental contact point will be the same – then, just give them the claim after you complete and sign it.

Department	SAP Contact Point	Email Address
Admissions & Financial Aid	Lauren Schroeder	lauren.schroeder@yale-nus.edu.sg
Cendana College Rector's Office	Maggie Keng	maggie.keng@yale-nus.edu.sg
Centre for Teaching and Learning	Lily Seah	lily.seah@yale-nus.edu.sg
Dean of Faculty	Jenifer Raver	jenifer.raver@yale-nus.edu.sg
Dean of Students (including Athletics, Health and Wellness; Campus Life, Operations and Student Services)	Shirley Thia	shirley.thia@yale-nus.edu.sg
Division of Humanities	Mastura Binte Mohammad Saleh	mastura.saleh@yale-nus.edu.sg
Division of Sciences	Aniza Binte Abdul Wahid	aniza@yale-nus.edu.sg
Division of Social Sciences	Renee Lau	renee.lau@yale-nus.edu.sg
Educational Resources and Technology (Arts), including Fabrication Lab	Nabila Binte Abu Talib	nabila.abutalib@yale-nus.edu.sg
Educational Resources and Technology (Media Services)	Wayne Xu	waynexu@yale-nus.edu.sg
Educational Resources and Technology (IT Services and IT Development)	Paul Tan	paul.tan@yale-nus.edu.sg
Educational Resources and Technology (Library)	Sarah Ruslan	sarah.ruslan@yale-nus.edu.sg
Elm College Rector's Office	Indrani Kaliyaperumal	indra@yale-nus.edu.sg
Executive Vice President (Academic Affairs)	Diana Bain	diana.bain@yale-nus.edu.sg
Infrastructure, Safety & Health	Chee Keong Goh	cheekeong.goh@yale-nus.edu.sg
Office of the President (Alumni Affairs and Institutional Affairs)	Samson Berhane	samson.berhane@yale-nus.edu.sg
Office of the President (Development Office)	Joella Lopes-Lam	joella.lopeslam@yale-nus.edu.sg
Public Affairs	Melissa Wang	melissa.wang@yale-nus.edu.sg
Research & Grant Administration	Xinlei Hong	xinlei.hong@yale-nus.edu.sg
Saga College Rector's Office	Hui Tze Ngu	huitze.ngu@yale-nus.edu.sg
Writers' Centre	Caroline Manela	caroline.manela@yale-nus.edu.sg

18. My payment is taking longer than 3 weeks to arrive. How can I find out what's happening?

If your payment is taking too long, please inquire politely with the relevant contact person at the Yale-NUS Finance office who handles payment claims for your hiring department or division (see list below).

When you email them, please send them your full name, Yale-NUS Student ID number, hiring department and month(s) for which you are awaiting payment.

Alice Leong alice.leong@yale-nus.edu.sg – Alice manages claims for the Dean of Students Office (including DOS admin support, Athletics, Student Orgs and Diversity & Inclusion), Rectors' Offices, Butteries.

Kden Tan (read as Kay-den) kden.tan@yale-nus.edu.sg – Kden manages claims for all Faculty Divisions (Sciences, Social Sciences and Humanities research, and Student Associate support for the majors); EVP Academic Affairs, Research and Grant Administration Office, Registry, Student Services.

Gary Chin gary.chin@yale-nus.edu.sg – Gary manages claims for the Development Office, Admissions & Financial Aid Office, Infrastructure, Safety & Health; Public Affairs, President's Office, EVP Institutional Affairs, EVP Administration.

Heng Ping Wong wong.hengping@yale-nus.edu.sg – Heng Ping manages claims for CIPE and Educational Resources and Technology (ERT) – including Library, Arts & Media, IT Services, Fabrication Lab.

19. Who should I contact if I have any other questions?

For questions related to the payment claiming processes above, please contact your departmental or divisional contact point for the Student Associate Program (see table under Q17).

If you have any other questions, please contact Zhana Sandeva, Program Manager at CIPE – zhana.sandeva@yale-nus.edu.sg.