

Office Of The Controller- Payroll Services (OOTC-PS) – VEOCI User Guide

OOTC-PS uses a new platform designed to enhance your customer service experience- **VEOCI**. The system is used to:

- Manage email inquiries
 - To submit payroll inquiries, please email to **Central Payroll Help** or centralpayrollhelp@umaryland.edu
 - To submit foreign national inquiries, please email **NRA Help** or nrahelp@umaryland.edu
- Form requests
 - Requests such as W2 copies, payroll advances, mailing label for paper paychecks, or alternative check pick up person
 - **Please see below instructions of logging into our new VEOCI system to submit a form request:**

VEOCI Link: <https://veoci.com/v/home/tab/rooms>

Enter your Email Address on the Login page.

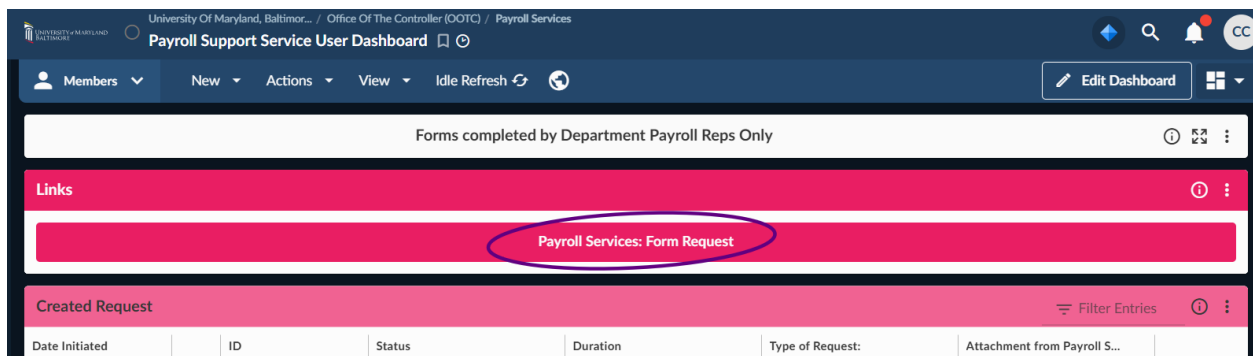
Click 'Next'

Click 'UMID Login'

Enter your UMID and Password and Click 'Login'

Submitting an OOTC-PS Form Request

- 1, Select Central Administration Support Services Request-
On your Dashboard Page, click on 'Payroll Services: Form Request'



The screenshot displays the 'Payroll Support Service User Dashboard' for the University of Maryland, Baltimore. The dashboard includes a navigation bar with 'Members', 'New', 'Actions', 'View', and 'Idle Refresh' options. A 'Forms completed by Department Payroll Reps Only' section is visible. Below this, a 'Links' section contains a prominent pink button labeled 'Payroll Services: Form Request', which is circled in red. At the bottom, there is a 'Created Request' table with columns for 'Date Initiated', 'ID', 'Status', 'Duration', 'Type of Request:', and 'Attachment from Payroll S...'. The table is currently empty.

2. Create New Entry

Click on 'Submit' after Completing the Request

Workflow Steps

PAYROLL- FORM REQUEST

Create New Entry

1. Request

Payroll Forms should not be completed by the Employee; Only Department Payroll Reps.

Request Details

Type of Request: **REQUIRED**

- W2- Copy
- W2- Correction
- Payroll Advance
- Alternative Check Pickup Person (one-time authorization)
- Mailing Label Request
- Other

Payroll Rep: **REQUIRED**

Type name or email... [Me]

Alternative Contact Phone Number

(201) 555-0123

Submit

3. After submission, you will receive email confirmation that your request has been submitted successfully. Please see the following sample email.

