Web Ticket / Call Center

- Preferred method is to self-initiate a web ticket. Link to the form can be located in the left navigation menu of MyUP.com portal
- Selecting the correct topic category will route the ticket to the correct Timekeeper
- Comments must remain professional and courteous
- Using Phone Center versus self-service increases response time and opportunity for misunderstanding of the issue.
- Chairman must first ascertain a web ticket was opened prior to contacting Timekeeping Supervisors or Management.

Question: When doing a quick tie-up, I am unable to claim additional arbitraries such as 25-mile zone, instructor pay, etc. or put in comments on mileage changes. Why? What is the best way to make claims in this case?
Answer: The FRA does not allow employees to make additional claims or comments when dead on the hours of service. This is the reason CMTS only allows a few functions when doing a quick tie-up. The best way to handle this scenario is to wait until your next trip to make the claim(s). When you report for your next trip, do your delayed reporting(s) before, rather than after, your current trip (time permitting). By doing so, your delayed report(s) and claims will be out of the way when your current trip is complete. Some employees will resort to doing a non-service claim after the quick tie-up to make additional claims, however these claims are routed to a timekeeper whereas those claimed on a working time slip may not be. It is in your best interest to keep the timekeeper out of the process where possible.

Question: What is the best way to submit a claim for something I forgot to claim on a previous trip?
Answer: If not doing a delayed report as mentioned above, you can update any working time slip up to the time limit for submitting claims. CMTS has an "update time slip" feature that should be used for items that were not claimed on a previous working time slip such as 25-mile zone, instructor pay, etc. In order to update a prior time slip: A) Log into CMTS and select TIMESLP INQUIRY. B) Select the time slip which requires update and press the ADJUST TIMESLIP button. C) You are now able to claim or adjust anything that would normally be available on your working time slip. It is important to note the FRA mandates this feature only be available while on duty. As such, you should try to update any old time slips when you first come on duty, time permitting. Using a non-service "Claim Not Found" is an option, but one that will require Timekeeper review and scrutiny. As indicated in the prior Q&A, it is in your best interest to update your own time slip where possible rather than have the Timekeeper do it for you.

Question: If I have a question for Timekeeping, should I call the toll free timekeeping number or use the Timekeeping Customer Service web page?
Answer: While Timekeeping does have a toll free number you can call, the employees who answer these calls are not necessarily timekeepers or even former timekeepers. They are call center employees who typically take the callers question or complaint and fill out a Customer Service Form on behalf of the employee. Ultimately, the issue still goes to the same person who would respond had you entered your own inquiry on-line. By going on-line and entering your own ticket, you will be able to communicate

directly with the person who either handled your initial claim or can respond to the issue at hand. This eliminates any chance for miscommunication between you and the call center rep.

Question: How do I access the Timekeeping Customer Service form and what if I want my local chairman to see my question and the timekeeper response?
Answer: Click Timekeeping Service Center located in the left navigation pane on your MyUP home page. After entering your ticket, you will see a button near the bottom of the form titled Local Chairman Information. Click on the button to reveal a local chairman look-up icon. After clicking on the icon, you will be prompted to input the chairperson name, EID, or user ID. You can simply type in the last name of the chairman and press search. At this point, you can click on the appropriate name. After submitting your ticket, both the employee and chairman will be able to see the ticket and response.

Question: Is it really necessary to show transports, deadheads, and additional trains on the activity section of the hours of service form on tie-up?
Answer: Yes. Not only is it a federal requirement, it does assist the timekeeping staff and local chairperson research or validate some claims.

Question: Am I required to submit a Timekeeping Service Center ticket for all claims that are denied by Timekeeping?
Answer: No, you only need to submit those for obvious mistakes. There are always some issues that are known areas of dispute between the organization and carrier. In this case, a ticket is not required. Instead, provide your local chairman with a copy of the time slip and declination information which can be found on the bottom of your “Recap of Earnings Statement.” The sooner this information is provided to the local chairman, the quicker an appeal can be processed on your behalf.

Question: Which non-service claim option do I use for Rules?
Answer: Use the one titled COMPANY BUSINEES. Timekeeping prefers this selection be used for all claims related to company service, whether it is simulator, rules classes, safety meetings, etc. The claim should indicate the date/time of the event, whose authority or class instructor, location, and reason for the company service.