
California State University, Dominguez Hills Toro Auxiliary Partners
1000 East Victoria Street, WH360 | Carson, CA 9074
(310) 243-3306

Memorandum

Date: March 20, 2020
To: University Community
From: Jerome Groomes
Executive Director

Subject: Notification for Toro Auxiliary Partners Customers & Staff – Safer at Home

Dear Campus Community,

In light of yesterday's announcement by Governor Newsom regarding California's urgent effort to slow the spread of the Novel Coronavirus, and the memo received from President Parham late last night, Toro Auxiliary Partners is abiding by the directive for all Californians except for essential staff needed for operations to stay home.

The Toro Auxiliary Partners are continuing to ensure that we maintain critical operations while we significantly reduce on-site staff. Toro Auxiliary Partners is taking all precautions necessary while our nation combats this health crisis. Effective immediately, Toro Auxiliary Partners employees will all work remotely with limited staff allowed on campus for critical operations; all employees will be available via email through the remainder of the semester.

Starting Immediately

Live Scan is CLOSED until the end of the semester.

Toro Auxiliary Partners On-Site Hours of Operations

Monday: 8am – 1pm (Limited to Critical Staff)

Thursday: 8am – 1pm (Limited to Critical Staff)

Toro Auxiliary Partners Accounts Payable Electronic Submissions

Check-runs for payment distribution have been modified to Fridays only. All payment requests must be received by Tuesday at noon to be processed on Friday.

- Invoices: Please provide individually to ensure proper processing.
- Reimbursements, Stipends, Checks: Will no longer be available for pickup as of March 27, 2020. All checks will be mailed to the address on file or the address noted on the submitted check request form.
- Direct Pay: All individuals are encouraged to sign up for Direct Pay to have their payments direct deposited into their bank account (https://csudhfoundation.com/wp-content/uploads/2018/06/DIRECT_DEP_DIRECT_PAY_6.27.18.pdf).

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Toro Auxiliary Partners Information Technology

Access to OneSolution Software System: Most I.T. requests are for password resets, please follow the below instructions after you have received your new password to reset your own password in the future. The ability for the user to change their password on their own will minimize requests and delays. Please note that a temporary reset password is only valid for 24 hours.

- So that you can reset your password on your own in the future, please go to the following link and set up your security questions: <https://vorpsync.aspgov.com/horizon/psf.exe#2>
- In the first box, ensure it is set to CLOUD_DOMAIN
- In the second box, enter your username. The name used after Dhillcl\
- Click Continue
- Enter your current password for DHILLCLD_DOMAIN
- Click Verify password
- Set-up your security questions
- Click Update

For Information Technology questions, please reach out to mpayne@csudh.edu

All Toro Auxiliary Partners staff will continue to monitor emails. You will still be able to email Toro Auxiliary Partners employees and get a response. For urgent concerns, Toro Auxiliary Partners employees have set up voicemail messages referring callers to their department leads. All members of the Leadership Team have set-up forwarding calls from their office line to their cellular phones.

Listed below are management individuals you can contact directly for urgent requests:

For Human Resources and Payroll Questions, please contact Amanda Dodd at ADodd@csudh.edu or 310.243.2373

For Business, Investment Accounts, LiveScan, and Customer and Board of Directors' concerns, please contact Jinna Matzen at jmatzen@csudh.edu or 310.243.3244

For Accounting (Accounts Payable, Accounts Receivable, Fund Balances, Financial Reports) Concerns, please contact Cherisse Ross at cross@csudh.edu or 310.243.2468

For Information Technology Concerns, please contact Marci Payne at mpayne@csudh.edu

For Dining and Filming concerns, please contact Richard Chester at rchester@csudh.edu or 310.243.3047.

For Grants and Contracts concerns, please contact Gillian Fischer at gfischer@csudh.edu

Dining Reduced Hours

Toro Fresh & Union Grind Coffee: Monday – Friday (7:30am – 2:30pm) (Toro Fresh – ChowNow Online Order for Pick Up)



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Toro Fresh & Union Grind Coffee Saturday (10:00am – 1:00pm)
EveryTable: Monday – Friday (10:00am – 3:00pm) (Online ordering/delivery available from their Compton location as well) Saturday – Sunday Closed

Locations Closed Until Further Notice: Subway, Green Olive, Panda Express, Booked and Brewed, DH Sports Lounge, 1910 Café & Lounge, and both Grab n Go's.

University Bookstore

CLOSED – Online Ordering Only

Required Signatures

Electronic signatures or scanned copies of signatures will now be accepted. If a signature cannot be provided, email approval with the email coming directly from the individual who is authorized to sign will be accepted.

Remote Work Timekeeping Procedure:

Employees working remotely are responsible for keeping track of hours worked for the purpose of completing electronic timecards every pay period. Salaried employees are required to continue entering all hours in worked in Paychex Flex (using either a Laptop or the Paychex mobile application). Managers should coordinate with hourly employees to determine the best method for tracking hours and completing electronic timecards. Hourly employees who work remotely may clock in and out through the Paychex system, or managers may opt to enter the scheduled hours into Paychex on behalf of the employee to minimize errors and missed punches. Managers have the ultimate responsibility to ensure all hours worked are entered and approved prior to the timecard deadline. As a reminder, hourly employees are still expected to take a 30-minute meal break, which should be reflected on the timecard.

For employees placed on paid Administrative Leave, managers must log in to Paychex and enter the employee's standard schedule into the timecard and approve every pay period based on the timecard deadline, with no exceptions. Employees on paid Administrative Leave will be paid at their current rate of pay.

Additional employment employees should continue to use the paper timesheet to track hours worked. Due to limited operations, we will accept paper timesheet submissions via email, along with the email approval from the authorized signer.

Toro Auxiliary Partners and Associated Students Payroll Check Distribution

Bi-weekly payroll pay dates will remain the same for all Toro Auxiliary Partners and ASI employees. Toro Auxiliary Partners will be open from 8:00 am to 1:00 pm on pay days to distribute live checks for employees who do not currently have direct deposit set up. We strongly encourage employees to log onto Paychex Flex and set up direct deposit to ensure timely pay. All unclaimed payroll checks will be mailed out after 1:00 pm on pay day.

Loker Student Union Timekeeping and Payroll Check Distribution

Loker Student Union employees should follow the timekeeping guidelines provided by your organization's leadership team during this time. Payroll dates will remain the same for all Loker Student Union Employees.



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Toro Auxiliary Partners will be open on your standard pay day until 1:00 pm to distribute live checks for employees who do not currently have direct deposit set up. We strongly encourage employees to submit a Direct Deposit Authorization form to ensure timely pay. All unclaimed payroll checks will be mailed out after 1:00 pm on pay day.

Employee Parking Permit Deductions

Employee parking permit payroll deductions will remain in effect for the month of March. Rest assured, we are working with Parking Services to implement a policy regarding the reimbursement of employee parking fees for employees working remotely or on paid Administrative Leave.

As we all try to navigate and inform our campus community of changing conditions, we understand that confusion may occur between our campus partners' instructions and ours. Although we do our best to align procedures in place, if you are a Toro Auxiliary Partners employee, please make sure you differentiate instructions sent to you from Toro Auxiliary Partners and information you receive from our campus constituents.

If you have any questions or concerns, please do not hesitate to reach out to me directly. I can be reached via email or by phone (my office number will be redirecting calls to my cellular phone).

Executive Director

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