

Frequently Asked Questions about BGS Hiring and Payroll

Q: When do I receive my stipend payments?

A: You receive your stipend monthly on the last business day of the month.

Q: I am a new BGS student. When do I receive my first stipend payment?

A: You will receive your first stipend payment on the last business day of the month after your hiring is completed.

Q: When is the hiring paperwork due to BGS Finance?

A: For June 2025 matriculants: Friday, May 9, 2025
For August 2025 matriculants: Thursday, July 3, 2025

Q: How do I submit my hiring documents?

A: Once you have your PennKey, please send all documents via Penn's Secure Share to Carol Reich per the instructions in the Matrics Checklist.

<https://seureshare.apps.upenn.edu/secureShare/jsp/fast2.do>

Q: I am having difficulty setting up my PennKey. Who can help?

A: For questions regarding PennKey/Password please contact Catlin Herb, BGS Admissions Coordinator.
Catlin.Herb@Pennmedicine.upenn.edu

Q: I do not yet have a local address and/or U.S. phone number yet. What do I do?

A: Please complete your payroll forms to the extent possible and submit them by the due date with your permanent home address noted as your local address. You can leave the mobile phone number line blank if you do not have one yet. In the interim while obtaining these, it is very important to ensure you have enrolled in direct deposit when that hiring task is assigned to you. Once you have a local address and phone number, you can update your personal information through Workday, Penn's payroll system.

Q: I am an international student and my arrival in the U.S. will not be until after the hiring documents are due and/or I do not have all the documents yet. When should I submit my documents?

A: Please submit all the documents you do have by the document due date. You can submit the additional documents once you have them. Please include a note in the Secure Share about the missing documents and email Carol Reich (reichc@penmedicine.upenn.edu) with any additional information.

Q: Do I need to send supporting documents of identification with my forms?

A: Yes, please send the requested supporting documents through Penn's Secure Share.

Q: If I send the supporting documents of identification via Secure Share, why do I still need to go to the Onboard@Penn Center with my original documents?

A: The Onboard@Penn Center completes Part 2 of the required I-9 process, which is mandated by the federal government. This in-person process allows Penn to verify your work authorization via the documents submitted and to comply with the law.

Q: What happens if I do not get to the Onboard Center by the requested date?

A: Incomplete onboarding may delay your stipend and will impact the payment timing of your relocation allowance payment due to Penn payroll system deadlines.

Q: Due to my unusual personal circumstances, I may not be able to get to the Onboard Center by the requested date. What do I do?

A: Please email Carol Reich (reichc@penmedicine.upenn.edu) as soon as possible with the details of your situation so that alternate arrangements for completing Part 2 of the I-9 process can be considered.

Q: I already have (or had) a Workday record at Penn. Do I still have to submit hiring documents and go to the Onboard Center?

A: Yes, all the BGS documentation is still required. For U.S./Permanent Residents, the system-generated onboarding tasks may or may not necessitate going to the Onboard Center. If you are an international student with a current or prior Workday record, you will need to go to the Onboard Center to ensure that your most current passport and visa documents are reviewed and recorded.

Q: What happens if my direct deposit is not set up in time for my first stipend payment?

A: Penn requests that students enter their direct deposit information (U.S. banking institution) as part of the hiring process. If this is delayed and the system's payroll processing date passes, your stipend check will be issued via an ADP Aline® Card which you will receive in the mail at the local address you provide. This card will resemble an application for a credit card so please do not throw it away. This will be the only other way to access your stipend check before your direct deposit information is processed.

Q: When will I receive the relocation allowance?

A: If your hiring is fully completed by the University's payroll deadlines, the relocation allowance will be paid with the first stipend payment.

Q: I received the relocation allowance but it is less than I expected. Will I receive the rest separately?

A: The relocation allowance is taxable per U.S. Internal Revenue Service (IRS) law. The amount you received is the after-tax amount. There will not be an additional payment.

Q: I am an international student who will not be arriving in the U.S. until the middle of August. When will I receive my stipend and relocation allowance?

A: If you are an August matriculant who is not in the U.S. as of August 1, 2025, you will not receive your stipend or your relocation allowance in the August payroll. Presuming your hiring is fully completed, they will be paid with your September stipend on Tuesday, September 30, 2025. Please plan your finances accordingly.

Q: Oops, I missed the deadline to submit my hiring documents! What do I do?

A: Please submit your hiring documents as soon as possible. BGS Finance will process your hiring as quickly as possible. Please notify Carol Reich (reichc@penmedicine.upenn.edu) once you have submitted them or if you have special circumstances causing the delay.

Q: I have additional questions about the hiring process. Who do I contact for help?

A: Please contact Carol Reich, Associate Director, BGS. reichc@penmedicine.upenn.edu