Initiating a ServiceLink Rehire Request for Contingent Worker

Navigation: [https://ucrsupport.service-now.com/ucr_portal/](https://ucrsupport.service-now.com/ucr_portal/)

ServiceLink Form (CWR – Rehire)

Onboarding – Rehire (CWR)

Employee Information (CWR)
Transfer From (CWR)

From the dropdown, select the UC Campus where the incumbent was previously employed. You can choose from:
- UC Riverside Campus
- Associated Students, UCLA
- Lawrence Berkeley National Lab
- UC Agricultural & Natural Resources
- UC Berkeley Campus
- UC Davis Campus
- UC Davis Medical Center
- UC Hastings School of Law
- UC Irvine Campus
- UC Irvine Medical Center
- UC Merced Campus
- UC Office of President
- UC San Diego Campus
- UC San Francisco Medical Center
- UC Santa Barbara Campus
- UC Santa Cruz Campus
- UCLA Campus

Employee Relationship Information (CWR)

Employee Type defaults to ‘N/A’

Organizational Relationship Information is “Contingent Worker”

Remote Hire

Onboarding Reason in ServiceLink is equivalent to Reason Code in UCPath

Contingent Workers on Visa/Remote Hires

If the incumbent is on a Visa, check the “On a Visa” box in the Employee Relationship Information section. Checking this box will prompt the system to send an email notification to International Students and Scholars Office. This email is for informational purposes only. When the SSC Fulfiller verifies documents and files paperwork, they will send an email notification to payroll Glacier.

Updated 9/18/2018
Employee Work Information (CWR)

With a Position

Without a Position

Onboarding Tasks (CWR)
Comments & Attachment (CWR)

ServiceLink Initiator

Once a ServiceLink form is successfully submitted, the Initiator will be directed to this confirmation page.

Every transaction is composed of a Request Number (REC), Item (RITM), and Tasks (SCTASK).

Clicking on the RITM Number and Description will take you to a view-only of the ServiceLink Fulfiller of the submitted Onboarding Transaction.

This "Stage" icon allows you to track a transaction's progress through fulfillment. Three green checks mean that all tasks are closed and the submitted transaction is complete.

Clicking on the RITM (from previous screen) will take you to your request. This page has information that will tell you the stage of the ticket as well as who is working on your request.

The Stage field gives information pertaining to the status of your request. Once all tasks associated with this request are closed, the stage will update automatically to "Closed Complete." This means that your request has been successfully completed and transacted in UCPath.
ServiceLink Fulfiller

Data Required for UCPath Onboarding Transactions

<table>
<thead>
<tr>
<th>Key Data Point</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee ID</td>
<td>Employee ID (or Empl ID) is generated by UCPath after a New Hire has been successfully processed.</td>
</tr>
<tr>
<td>Effective Date</td>
<td>The JOB Effective Date (different from the Position Effective Date) is the first day a given employee should be paid or the first day a contingent worker is performing services for UCR.</td>
</tr>
<tr>
<td>Action</td>
<td>Actions in UCPath include Hire, Rehire, Transfer, Add Contingent Worker, and Contingent Worker Extension.</td>
</tr>
<tr>
<td>Reason Code</td>
<td>Reason Codes are the reason why the Onboarding is taking place (i.e. Action = Rehire, Reason Code = Rehire, &lt;120 days break).</td>
</tr>
<tr>
<td>Employee Record Number</td>
<td>An employee can have one or more Empl. Records.</td>
</tr>
</tbody>
</table>

Personal Data

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Data Location on UCR Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>First &amp; Last Names</td>
<td>ServiceLink Form – Employee Information &amp; UCR Personal Data Form</td>
</tr>
<tr>
<td>Address Line 1, City, State, Postal Code</td>
<td>UCR Personal Data Form</td>
</tr>
</tbody>
</table>

Job Data

<table>
<thead>
<tr>
<th>Data Point</th>
<th>Data Location on UCR Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Populates Automatically – Riverside Campus</td>
</tr>
<tr>
<td>Department</td>
<td>ServiceLink Form – Employee Work Information</td>
</tr>
<tr>
<td>Location Code</td>
<td>Populates from Job Code</td>
</tr>
<tr>
<td>Job Code</td>
<td>ServiceLink Form – Employee Work Information</td>
</tr>
<tr>
<td>Employee class</td>
<td>Populated from Job Code</td>
</tr>
<tr>
<td>Supervisor ID</td>
<td>ServiceLink Form – Employee Relationship Information</td>
</tr>
<tr>
<td>Expected Job End Date</td>
<td>ServiceLink Form – Employee Relationship Information</td>
</tr>
</tbody>
</table>