

HR SERVICE CATALOG

HR Service Request Portal

The HR Service Request Portal is an online ticketing system used by Human Resources to provide customer support. UCR faculty and staff can use the service to submit a request for:

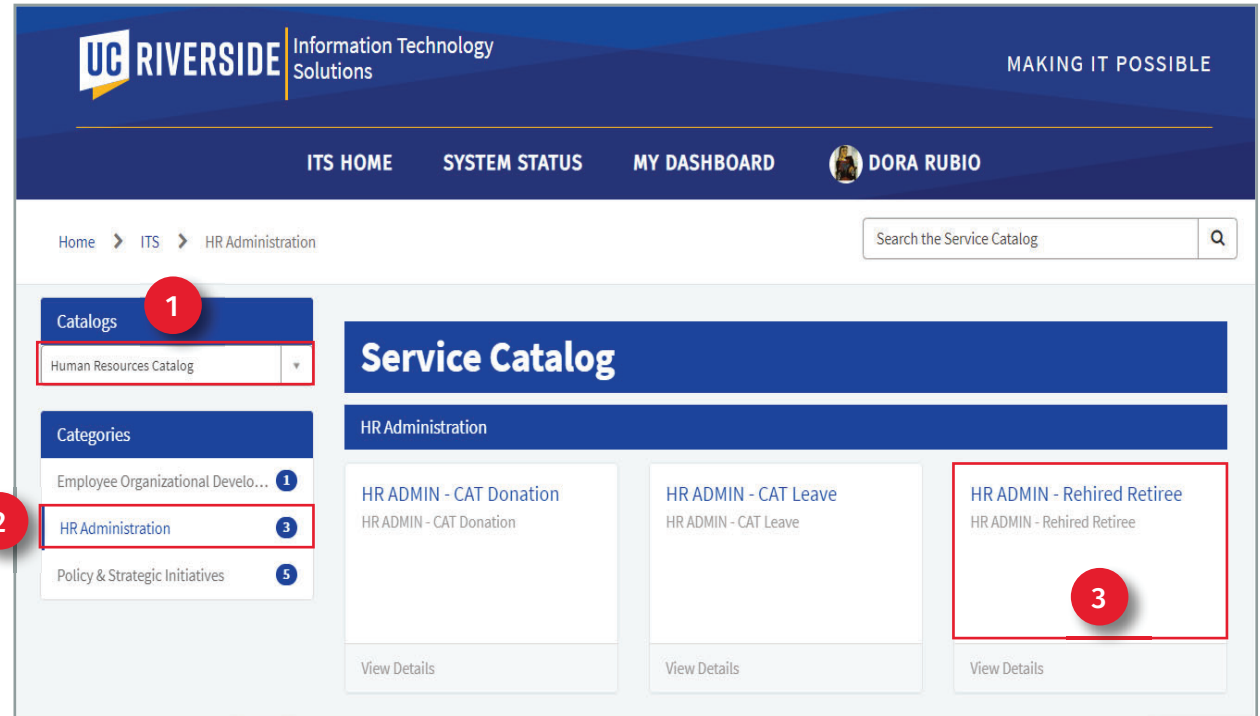
1. Communication & Design
2. Covered Services
3. EOD - Special Training
4. ePer and Performance Development
5. HR Admin - Catastrophic Donation
6. HR Admin - Catastrophic Leave
7. HR Admin - Rehired Retiree
8. HR Policy Request
9. HR Systems and Project Management

The screenshot shows the HR Service Catalog interface. At the top, it features the UC Riverside logo, 'Information Technology Solutions', and the slogan 'MAKING IT POSSIBLE'. Navigation links include 'ITS HOME', 'SYSTEM STATUS', 'MY DASHBOARD', and a user profile for 'DORA RUBIO'. A search bar is present with the text 'Search the Service Catalog'. On the left, a 'Catalogs' dropdown menu is set to 'Human Resources Catalog', and a 'Categories' list includes 'Employee Organizational Develo...' (1), 'HR Administration' (3), and 'Policy & Strategic Initiatives' (5). The main 'Service Catalog' area displays a grid of service cards, each with a numbered red circle callout: 1. Communication & Design; 2. Covered Services; 3. EOD -Special Training Requests; 4. ePer and Performance Development; 5. HR ADMIN - CAT Donation; 6. HR ADMIN - CAT Leave; 7. HR ADMIN - Rehired Retiree; 8. HR Policy Request; 9. HR Systems and Project Management. Each card includes a brief description and a 'View Details' link.

HR ADMIN REHIRED RETIREE REQUEST FORM

To submit requests for **HR Admin Rehired Retiree**, navigate to the ITS ServiceNow Homepage. Under the **Browse Services** option, select **Administrative & Business**.

1. From the Catalogs dropdown menu, select **Human Resources Catalog**.
2. Then select **HR Administration** from the Categories menu.
3. The HR Administration category items display, click the **HR Admin Rehired Retiree** request option.



HR ADMIN REHIRED RETIREE REQUEST FORM

- The **HR Admin - Rehired Retiree** form will open.
- The **Requestor's** information is auto-populated.
- If requesting service on behalf of another person, enter name of individual in the **Requestor** field.
- Select the **UCR Campus Dept** rehiring the retiree.
- Then select the **Organization**.
- Enter the retiree's **Retirement Date** or click the calendar icon to select the date.
- In the **Retirement Election** field, select one:
 - Monthly Retirement Income**
 - Lump Sum**

The screenshot shows the 'HR ADMIN - Rehired Retiree' form. Red circles with numbers 4 through 10 point to specific fields: 4 (Title), 5 (Organization), 6 (Requestor dropdown), 7 (UCR Campus Dept), 8 (Organization), 9 (Retirement date with calendar icon), and 10 (Retirement election). A green callout box states: 'NOTE: All fields marked with an asterick are required information.'

Field	Value	Required
Title	HR ADMIN - Rehired Retiree	Yes
Requestor (If requesting on behalf of another person, please enter name of individual here)	Dora Rubio	Yes
Organization	ORG20	Yes
Employee ID	10	No
NetID:	dc	No
Last Name	Rubio	No
Department Name	Human Resources Dept	No
Organization Name	Chancellor	No
* UCR Campus Dept		Yes
* Organization		Yes
* Retirement date	MM/DD/YY	Yes
* Retirement election:	-- None --	Yes

HR ADMIN REHIRED RETIREE FORM

11. Select the **Rehire Type**:

- **New Appointment**
- **Appointment Extension**
- **Exception to Policy**

12. Then select the **Appointment Type**:

- **Limited**
- **Career**

13. Enter the **Appointment % Time**.

14. Click the calendar icon to select the appointment **Begin Date**.

15. Next indicate an **End Date** for the appointment.

16. In the **Personnel Program** field select one:

- **MSP**
- **PSS**
- **SMG**

The screenshot shows a web form with the following fields and callouts:

- 11**: *Rehire type: (dropdown menu with "-- None --")
- 12**: *Appointment type: (dropdown menu with "-- None --")
- 13**: *Appointment % time: (text input field)
- 14**: *Begin date: (text input field with "MM/DD/YY" placeholder and a calendar icon)
- 15**: End Date: (text input field with "MM/DD/YY" placeholder and a calendar icon)
- 16**: *Personnel program: (dropdown menu with "-- None --")

NOTE: All fields marked with an asterick are required information.

HR ADMIN REHIRED RETIREE REQUEST FORM

17. Provide the **Job Title**.
18. Enter what the **Annualized Salary** will be.
19. Indicate if the retiree will be **Hired Into Same Position, Yes** or **No**?
Note: Additional field will display when **Yes** is selected (**step 20**).
20. If Yes is selected above, **Was Position Posted for Recruitment? Yes** or **No**.
21. Enter the **Cumulative Number of Months Employed as Retired Employee (at all UC locations)**.
22. Please advise if there **Is there a Current Appointment at Another UC Location? Yes** or **No**.
Note: Additional field will display when **Yes** is selected (**step 23**).
23. If Yes was selected above, **Provide Details** in this field.

The screenshot shows a web form with the following fields and callouts:

- 17**: * Job title (text input)
- 18**: * Annualized salary (text input)
- 19**: * Hired into same position (dropdown menu with 'Yes' selected)
- 20**: * Was position posted for recruitment? (dropdown menu with '-- None --' selected)
- 21**: * Cumulative number of months employed as Retired Employee (at all UC locations) (text input)
- 22**: * Is there a current appointment at another UC location? (dropdown menu with 'Yes' selected)
- 23**: * Provide details: (text input)

NOTE: All fields marked with an asterick are required information.

HR ADMIN REHIRED RETIREE REQUEST FORM

- 24. The **Required Information** box will list the fields that must be completed in order to submit this request.
- 25. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
- 26. Finally, click the **Submit** Button.

The screenshot shows a web form interface. At the top right, there is a blue 'Submit' button labeled '26'. Below it is a light blue box titled 'Required information' labeled '24'. This box contains several red-bordered fields: 'UCR Campus Dept', 'Organization', 'Retirement date', 'Retirement election', 'Rehire type', 'Appointment type', 'Appointment % time', 'Begin date', 'Personnel program', 'Job title', 'Annualized salary', 'Hired into same position', 'Cumulative number of months employed as Retired Employee (at all UC locations)', and 'Is there a current appointment at another UC location?'. At the bottom right of the form, there is a red-bordered button with a paperclip icon and the text 'Add attachments' labeled '25'.

REQUEST DETAILS SCREEN

Once the Request is submitted, the **Request Detail** screen will open. An email notification will be received when a Request is submitted. The email will provide a link to access and track the Request.

Information available here includes:

1. The **Request Item Number (RITM#)** that has been assigned to this Request.
2. The **Request Form Details** submitted.
3. Add additional individual(s) to this request with the **Watch List** option.
4. Use the **Attachments** option to add attachments to the Request here or you can edit and delete any attachments submitted with the form.
5. Type and **Send a message** to HR Administration regarding this submission.

