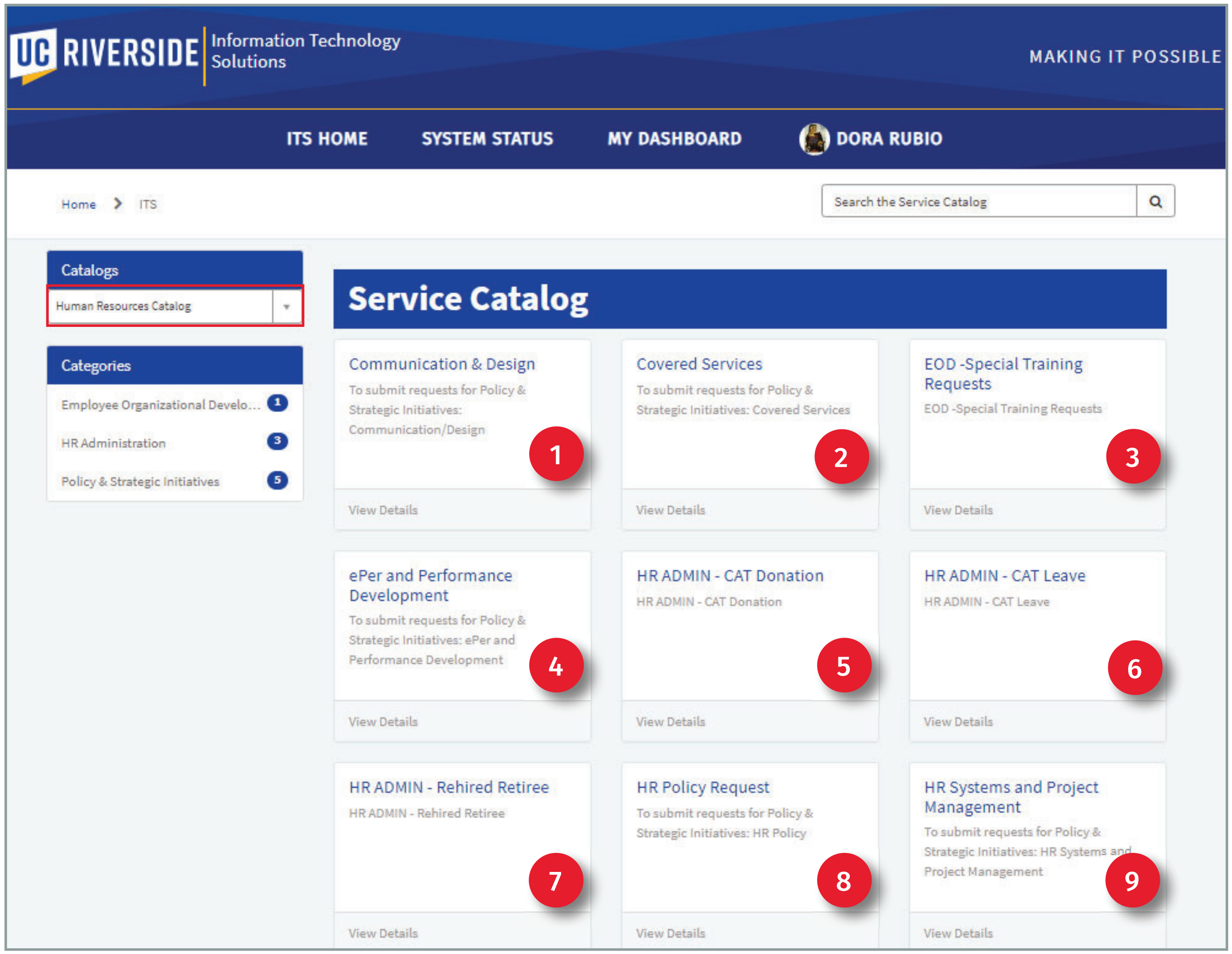
HR SERVICE CATALOG

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:

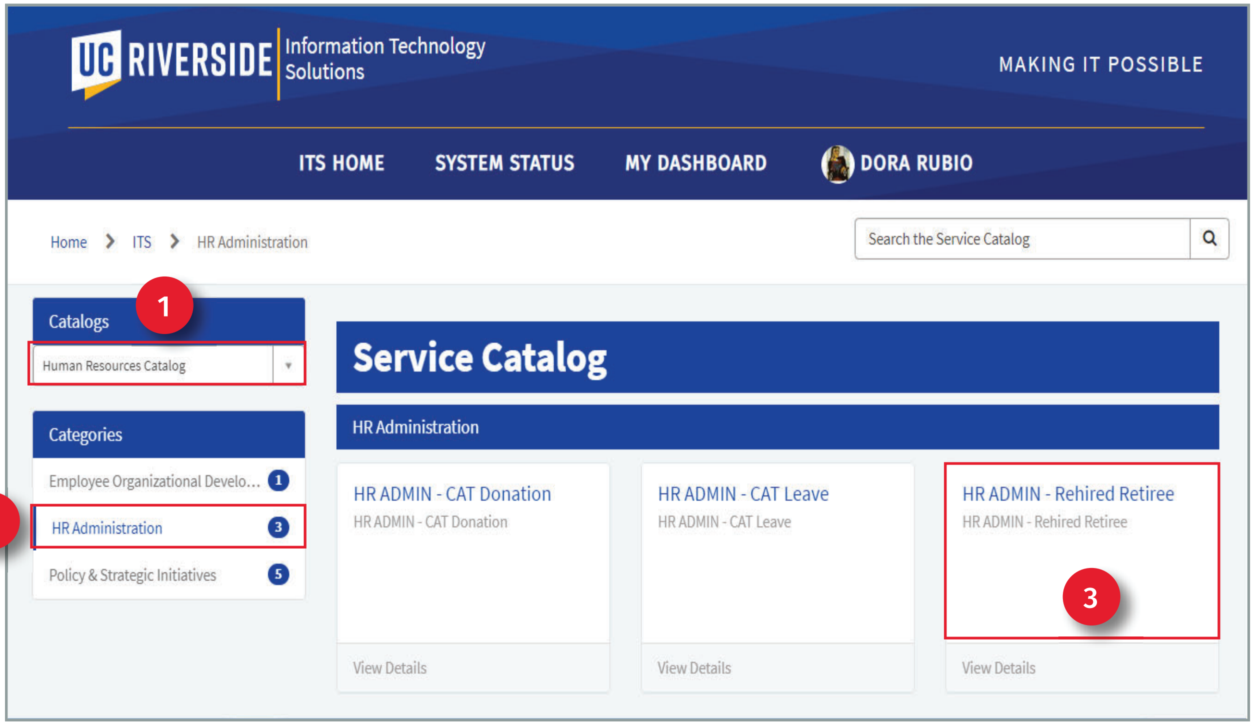
1. **Communication & Design**
2. **Covered Services**
3. **EOD - Special Training**
4. **ePer and Performance Development**
5. **HR Admin - Catastrophic Donation**
6. **HR Admin - Catastrophic Leave**
7. **HR Admin - Rehired Retiree**
8. **HR Policy Request**
9. **HR Systems and Project Management**



HR ADMIN REHIRED RETIREE REQUEST FORM

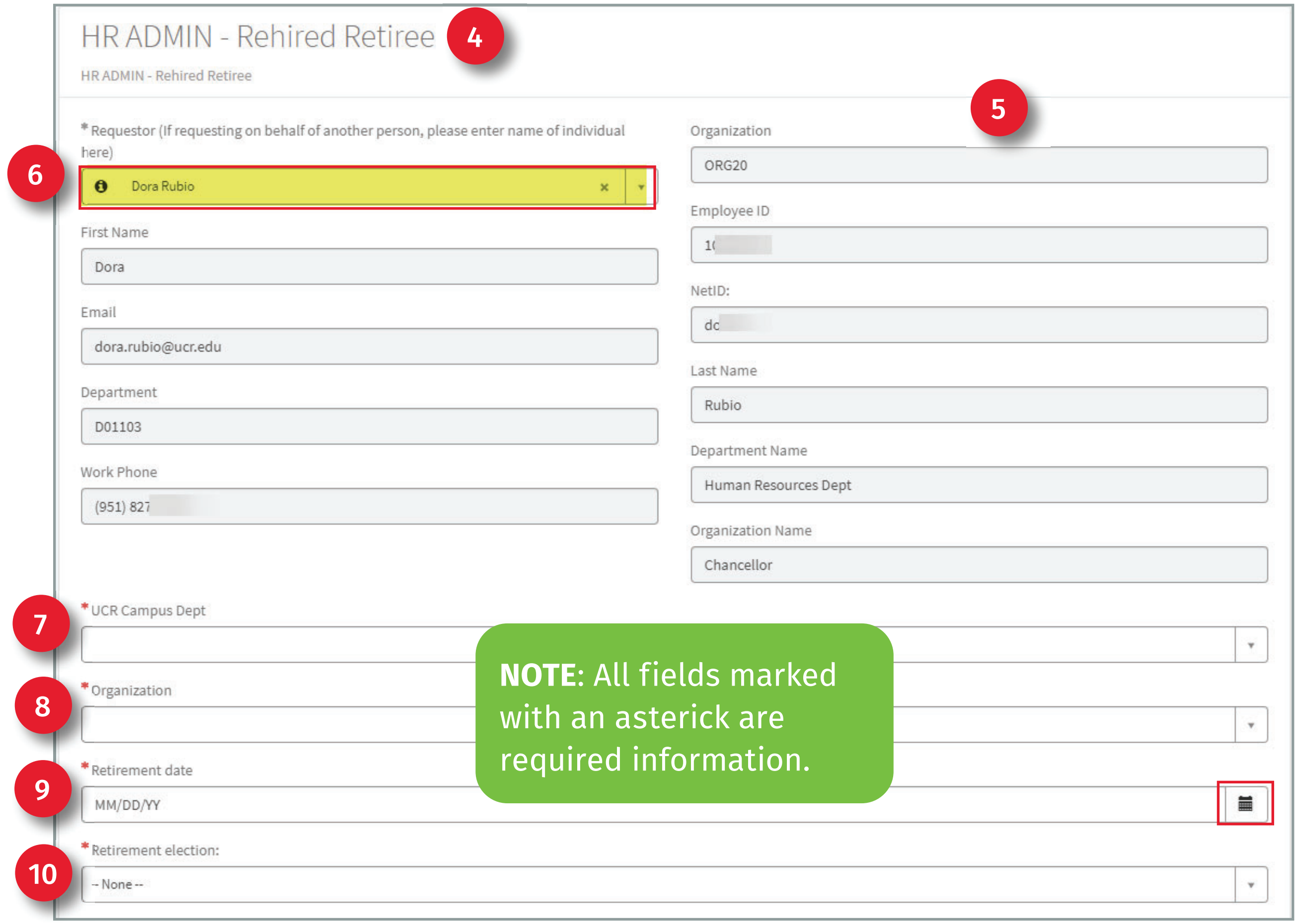
To submit requests for **HR Admin Rehired Retiree**, navigate to the ITS ServiceNow Homepage. Under the **Browse Services** option, select **Administrative & Business**.

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



HR ADMIN REHIRED RETIREE REQUEST FORM

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



HR ADMIN REHIRED RETIREE FORM

11. Select the **Rehiree 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**

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

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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.

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

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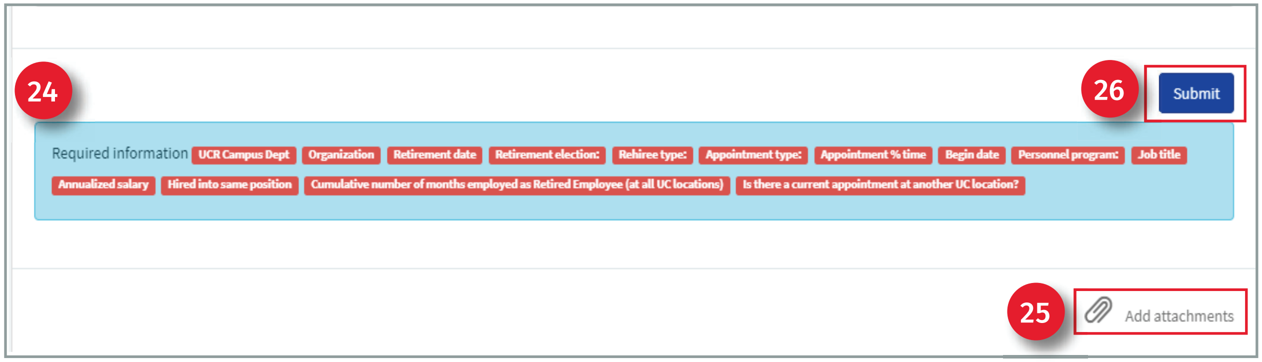
24. The **Required Information** box will list the fields that must be completed in order to submit this request.
25. Attachments can be added to the form by clicking the **Add Attachments** icon at the bottom of the form.
26. Finally, click the **Submit** Button.



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 indivual(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.