



## TerrierTemps New Temporary Worker Guide for Hiring Managers

### Covid-19 Testing/Tracking

- Please see BU's Visitor and Guest policy to determine if your worker will need to be set up in BU's systems for the Covid-19 testing and tracking program and follow the directions for completing the affiliate form.
  - <https://www.bu.edu/provost/files/2020/09/Policy-Regarding-Campus-Visitors-During-the-COVID-19-Pandemic.pdf>
- Affiliate Add forms are here:
  - [https://bu.service-now.com/sp?id=sc\\_category&sys\\_id=8a6c9db1db15e3000dd825894b961996](https://bu.service-now.com/sp?id=sc_category&sys_id=8a6c9db1db15e3000dd825894b961996)
- The information needed to complete the Affiliate Add form for your worker will be provided by the TerrierTemps Project Management Office Team

### Onboarding to BU Systems

- TerrierTemps program does **not** have access to BU systems; any requests for a BU ID, email address, or access to other internal systems will need to come from your department and go through BU HR and BU IS&T.
- Follow this web address for specific instructions for onboarding temps for each campus (the Medical Campus or the Charles River Campus)
  - <http://www.bu.edu/hr/manager-resources/hiring-temporary-personnel/temporary-agency-personnel/>

### Approving a work order

- The following URL will take you to SAP through which the TerrierTemps portal can be accessed under the Procurement Tab: <http://www.bu.edu/buworkscentral>
- Toward the right of your screen you will see a clipboard icon titled "**Work Items.**"
- You should see a red box near the icon with a 1 inside it.
- Click on the clipboard icon. This should say "**Approve.**" Click on the "**Approve**" link to view more details.
- Please review the details of the Work Order and click "**Approve**" when ready.
- When this is complete you should receive a notice that says "**Success!**"
- **If you do not see any notifications listed**, click on your name on the upper right-hand corner of your Fieldglass homepage and check for Linked Accounts. You may have a second profile that is storing the approval.

Questions? Please contact the TerrierTemps Program Team:  
[butemps@bu.edu](mailto:butemps@bu.edu)

617-358-1042

## Timecard Approvals

- When a temporary worker is confirmed, the TerrierTemps PMO will send the Hiring Manager the following reference guides:
  - Hiring Manager Timecard Approvals
  - Setting Up a Proxy - to approve your TerrierTemps worker's timesheet when you are away on vacation.
- Shortly after a work order is processed, the worker will receive an invitation to register in Fieldglass so that they can enter their time for your approval on weekly basis.
- We ask all hiring managers to review and approve timesheets **by close of business Monday**. Timesheets that are not approved on Monday by close of business may result in a delay in invoicing, payment to temporary employees, and payment to suppliers.
- **Any questions or problems that workers may have with their timecards should be directed back to their agencies or to the TerrierTemps office.**

## Performance Improvement and Termination

- **Worker Evaluations:**
  - You will receive quality evaluation requests from Fieldglass at 14 days and 30 days into the assignment.
  - These evaluations take approximately one minute to complete and help us to evaluate the quality of workers provided by our suppliers; please make sure you complete these when prompted.
- **Performance Issue/Coaching:** A time may arise where your worker needs minor behavioral or performance improvement in the form of redirection or coaching.
  - **Please report all needs to the TerrierTemps office as soon as possible** so that their employer can have a discussion with the worker on any needed changes.
  - **Due to co-employment issues, it is very important that discussions of this nature come from the worker's employer, not their onsite supervisor.**
- **Termination:** If the appropriate counseling discussions have occurred and changes in behavior or performance are not improving, please reach back out to the TerrierTemps office to discuss removing and replacing your worker.
  - **Do not attempt to hold a termination discussion with a temporary worker!**
  - As with behavior and performance issues, discussions of this type must come from the worker's employer.
- The TerrierTemps PMO Team is available to assist with any questions or concerns that come up during your temporary worker's assignment. Feel free to reach out to them for any questions.

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