



HCM Newsletter

February 2017

From the Editor

February is racing to a close and before we know it, it will be Spring. The topic for this month's issue of the newsletter is the "Request Tracker" available in BUworks portal. The Request Tracking application allows you to track a form such as Create/Maintain/Delimit Position or a Personnel Administration (PA) action such as Hire/Re-hire/Transfer/Employee Position Update (EPU) etc. that you may have initiated and submitted. It provides expanded search capabilities, more specific information about where a form is in the workflow, and the department that is currently reviewing the form.

For your employees to be paid on time, please familiarize yourself with monthly OM & PA forms cut-off dates for the March 2017 payroll by visiting <http://www.bu.edu/payroll/resources/payroll-calendars>

Please keep in touch and feel free to email me at srao22@bu.edu with questions or comments. Your suggestions are much appreciated.

Shuchita Rao

(HCM Trainer)

NEWS

1. HIRING Form Enhancement: The hire form in BUworks requires a BUID# OR a social security number.

When hiring a US Citizen or Permanent resident, *always make sure you ask the candidate if they already have a BUID* and enter it into the hiring form. This applies to US citizens, permanent residents as well as foreign nationals (non-US citizens or non-US lawful permanent residents) working with ISSO (International Students and Scholar's Office) for immigration sponsorship.

For **Foreign Nationals**, please check the box "Check if this is an ISSO sponsored employee hire". Then, enter the BUID number for the individual obtained from ISSO.

Hire Selection

Effective Date of Hire: * 03/01/2017

Please enter a UID or a Social Security Number: * U123456789

Check if this is an ISSO Sponsored Employee Hire:

If the candidate does not have a BUID, then enter the SSN.

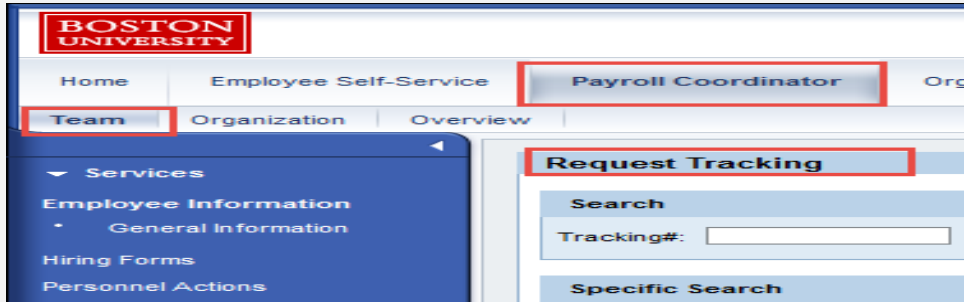
For **foreign nationals**, if the form won't let you proceed using the issued BUID number and requires you to enter a SSN, enter 999-99-9999 under the SSN box in addition to the BUID# to continue. If you encounter further issues, please email hrrsys@bu.edu

2. BROWSER ISSUE: The latest version of Google Chrome, version 56.0.2924.76, does not work with the BUworks Central portal. It will only show the heading of the BUworks Landing Page and no tabs will appear, making navigation impossible. Alternate browsers such as Firefox or IE are working without any issues.

FAQs about the Request Tracker

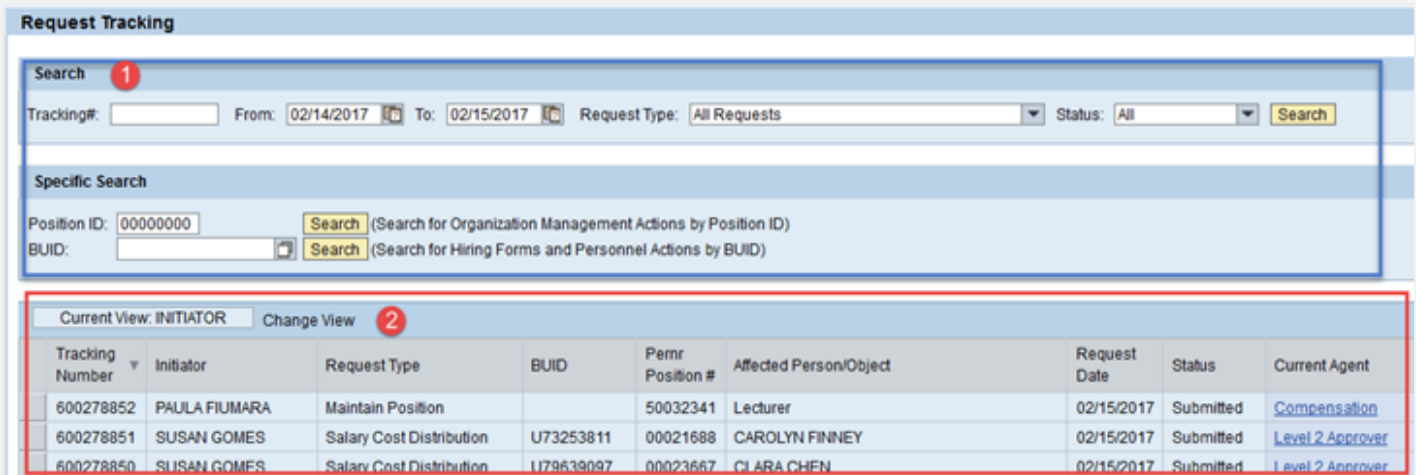
1. What is the Request Tracker?

- A. The Request Tracker is an application that helps Managers/Payroll Coordinators track OM & PA forms submitted via the BUworks portal for approval. Once submitted by the initiator, the form goes through a workflow where the forms may need to be approved by Central HR departments such as Compensation, Budget, HRIS departments, department level approvers and in case of faculty appointments, the Provost's office.



2. What are the different parts of the Request Tracker?

- A. There are two parts to the request tracker. The upper half (labeled 1) of the screen is for searching requests. The bottom half of the screen (labeled 2.) is the transaction display area.



3. What purpose do the columns in the bottom half of the screen (the transaction display area) serve?

- A. There are eleven columns in the transaction display area of the request tracker. An explanation of the columns is given in the following table:

Tracking Number	Initiator	Request Type	BUID	Pemm Position #	Affected Person/Object	Request Date	Status	Current Agent	Last Action Date	Date Completed
600278814	SUSAN GOMES	Salary Cost Distribution	U91563871	00027262	MICHAEL WINTER	02/15/2017	Submitted	Boston Medical Center	02/15/2017	
600278813	SUSAN GOMES	Salary Cost Distribution	U07642911	00002310	SHARON COLEMAN	02/15/2017	Submitted	Level 2 Approver	02/15/2017	
600278812	SUSAN GOMES	Salary Cost Distribution	U41300741	00012212	MARIA BRITO	02/15/2017	Submitted	Level 2 Approver	02/15/2017	
600278811	SUSAN GOMES	Salary Cost Distribution	U73153975	00021658	DOUGLAS ANNIS	02/15/2017	Submitted	Level 2 Approver	02/15/2017	
600278810	SUSAN GOMES	Salary Cost Distribution	U79985282	00023763	HASAN ALHELO	02/15/2017	Submitted	Boston Medical Center	02/15/2017	
600278809	SEAN HELLYER	New Hire - Staff	TMP_00095940	00095940	LUCINDA GOULD	02/15/2017	Completed		02/15/2017	02/15/2017
600278808	Mr MATTHEW CLEMENT	Create Internal Order		00000000	New	02/15/2017	Submitted	Financial Affairs	02/15/2017	
600278807	Mr MATTHEW CLEMENT	Create Internal Order		00000000	New	02/15/2017	Submitted	Financial Affairs	02/15/2017	

Number	Column Name	Description
1	Tracking Number	Nine Digit Number generated by SAP to track a submitted form
2	Initiator	Name of the person who submitted the form

3	Request Type	Name of the action/form
4	BUID	Employee's BUID
5	Pernr Position	Employee's PERNR (Personnel identification number in SAP)
6	Affected Person/Object	Name of person/position being affected
7	Request Date	Date the form was submitted
8	Status	Status (Submitted/In-Process/Rejected/Completed)
9	Current Agent	Department currently reviewing the form
10	Last Action Date	The date on which the last action happened
11	Date Completed	The date of completion if the status is "completed"

4. How can we see contact details of the current agent reviewing the form?

- A. Upon clicking the current agent on any specific request (such as Level 2 approver in the example below), you can see the employee/ a list of the employees associated with the department reviewing the form.

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5. What are the different search capabilities available in the Request Tracker screen?

- B. There are several ways to search submitted requests. One can search by tracking number, from and to dates (eg: 01/01/2016 to 03/01/2016) when the form was submitted, Type of request (Name of action: Create/Maintain/Delimit Position "OM" actions or a "PA" action such as Additional/Recurring Payment), Status (Submitted/In-Process/Completed/Rejected) You can also perform a search and look up the actions submitted for a specific Position or an employee by providing the Position Id and BUID respectively.

Search

Request Tracking

Search 1

Tracking#: From: To: Request Type: Status: 2 3 4

Specific Search

Position ID: (Search for Organization Management Actions by Position ID) 5

BUID: (Search for Hiring Forms and Personnel Actions by BUID)

Standard Search		
1	Tracking #	A 9-digit system generated number assigned to a request.
2	From / To	Date request was initiated - From (Begin Date) / To (End Date) in calendar format MM/DD/YYYY.
3	Request Type	Type of request being generated such as All Requests, Additional Payments, Create Position, Hire and Rehire, Leave of Absence, etc.
4	Status	Status of the request such as All, Submitted, In Process, Completed, Rejected, Cancelled, etc.
Specific Search		
5	Position ID	Search for Organization Management Actions by Position ID.
	BUID	Search for Hiring Forms and Personnel Actions by BUID. Boston University Identification number also referred to as Person ID in SAP.

6. Is a training document on the Request Tracker available?

- A. Yes. There is a guide available at the HCM Help Website <http://www.bu.edu/tech/files/2016/01/Request-Tracker-Work-Instructions.pdf>

Tips & Tricks

- At times you may need to use your scroll bar to view additional information.
- Request Tracking displays all transactions for a rolling 30-day period. Only the transactions initiated in the last 30 days from the user's current login date will be loaded and displayed.
- Users have the ability to search for transactions that are older than 30 days by entering a tracking number or by searching by dates, request type, status, and/or by using specific search.

Upcoming Instructor Led Trainings (Please register at <http://www.bu.edu/tech/training>)

Training Name	Date and Time	Location
HCM Overview Training	Wednesday, March 1 (9:30AM to 11AM)	Room HR244, 25 Buick St
HCM Overview Training	Thursday, March 2(9:30AM to 11AM)	L1110 (11 th floor, Instructional Building, 72,E. Concord Ave, BUMC)
PPOSE/Nakisa Training	Friday, March 3(9:30AM to 11AM)	Room HR244, 25 Buick St
PPOSE/Nakisa Training	Thursday, March 9(9:30AM to 11AM)	L1110 (11 th floor, Instructional Building, 72,E. Concord Ave, BUMC)
OM & PA forms (Maintain Position form and Emp.Position Update (EPU)	Tuesday, March 14 (9:30AM to 11AM)	Room HR244, 25 Buick St
OM & PA forms (Maintain Position form and Emp. Position Update (EPU)	Thursday, March 16(9:30AM to 11AM)	L1110 (11 th floor, Instructional Building, 72,E. Concord Ave, BUMC)
Hiring Form	Friday, March 17 (9:30AM to 11AM)	Room HR244, 25 Buick St
Hiring Form	Thursday, March 23 (9:30 AM to 11AM)	L1110 (11 th floor, Instructional Building, 72,E. Concord Ave, BUMC)