

Job Code Update

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Document Name

Contact Assistance Request Task

Author(s)

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Document Purpose

Job Code Update

Overview

The process defines on how to change the job code for contractors and main employees in OOB.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.
2. Contact Number – Phone number of person you are trying to reach.
3. EMP ID – EMP id of person you are trying to reach.
4. Job Title – To understand the Job Code
5. Issue – Short description of Issue the Caller is experiencing.
- 6.

Other Information

NA

Process

This document explains on how to change the job code for contractors and permanent employee.

Permanent Employee:

1. Open OOB and UIDMS and check if the job code is already updated with the correct code or if it is blank.

2. If the job code is missing or incorrect, ask the user to contact Employee Service Center at 855-362-6247 and you may close the incident.

3. If the user was sent back from ESC, create an incident with priority 4 and send it to HR Shared Services Operations stating that the user was sent back from ESC in work notes.

Contractors:

1. The job code has to be updated by the Help Desk team(Voice/Non-Voice) whose employee number starts with " Z ". Example: Z01234567

2. Open OOB and UIDMS and check if the job code is already updated with the correct code or if it is blank.

In OOB, check under attributes for the job code details.

If no Job Code is found, click on Modify tab under attributes and enter the job code according to the job title.

Select Contractor under account settings for External Resource Type and update the Job Code ID.

After updating the details, click on submit.

Note: All Job Code starts with letter "J ".

After the Job Code is updated, open the users account in UIDMS and select "Refresh from eAccess".

Note : Any issues with the update or if any error is caused, send an email to Dwight G Lay with all the details at dwight.lay@freseniusmedicalcare.com