Reference Guide

Accept a Work Order and Complete Worker Onboarding Items (Temp Staff Suppliers)

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WORK ORDERS

Introduction

When a candidate is selected for hiring, a work order is created by SAP.

A work order, initiated by the buyer (SAP), contains the dates, rates, and other terms of service. Work orders also have onboarding tasks associated with them. Onboarding tasks are action items to be completed in association with an external worker starting his or her assignment. Suppliers are responsible for accepting or declining a work order.

See below the high-level process for services ordering on Fieldglass for **Temp Staff Suppliers**.
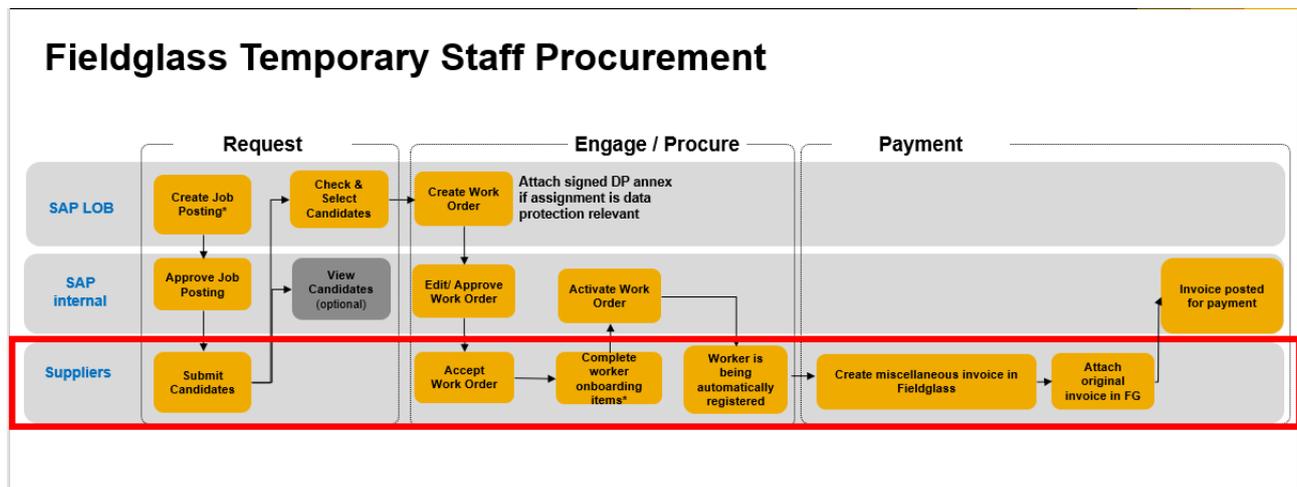
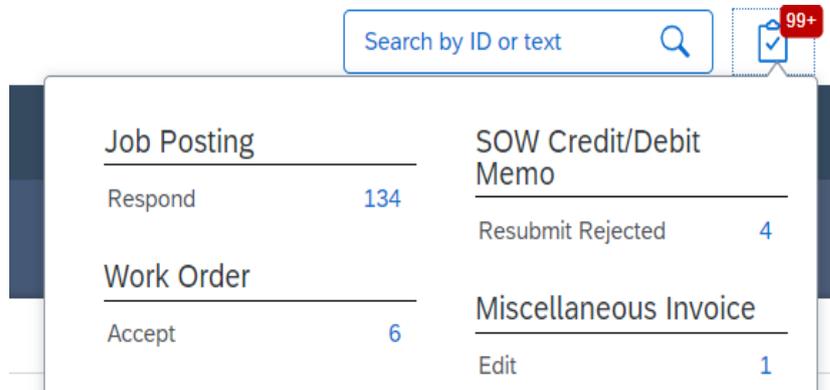**In this Chapter**

In this chapter, you will learn to:

- Accept a work order
- Decline a work order
- Complete the Worker Onboarding Items

Accepting a Work Order

When a buyer creates a work order for a job seeker you submitted, you will receive a notification and a work item to accept the work order.

1. From the **Work Items** menu, click on the **Accept** link in the **Work Order** section.

    Note: You can also view work orders by clicking **View > Work Orders**.

The work Order will be displayed.

The information related to the work order is organized using several tabs.

Fieldglass Work Order Tabs	
Tab Name	**Description**
Details	The **Details** tab displays detailed information about the work order. Review this information before accepting or declining a work order.
Manage	The **Manage** tab displays onboarding, offboarding, and milestone action items.
Time & Expense	The **Time & Expenses** tab displays time sheet and expense report information.
Related	The **Related** tab displays documents related to the work order, such as a job posting.

2. Click **Accept**

3. Complete the requested fields for the work order acceptance.

- **Supplier Reference** is an optional field that can be used to track internal supplier information about the worker, such as an ID number.

- Enter the correct **Worker Email** address. Here you need to enter the unique e-mail address of the worker. This information is used to identify the worker as a unique worker.

- Next, please select the **remit-to-address**. This is the address where the buyer should send payment for this particular worker. Remit-to addresses are created and maintained by your Fieldglass supplier administrator.

4. Confirm the **Pay Rate**(s) listed and update if necessary.

5. Select under **Adjustments** the correct tax level for this worker. You can find an overview of all available tax adjustments from your Fieldglass homepage -> Reference Library -> Supplier TAX Guidance Document.

   This is a **very important step** and ensures that your invoices will contain the correct tax level.
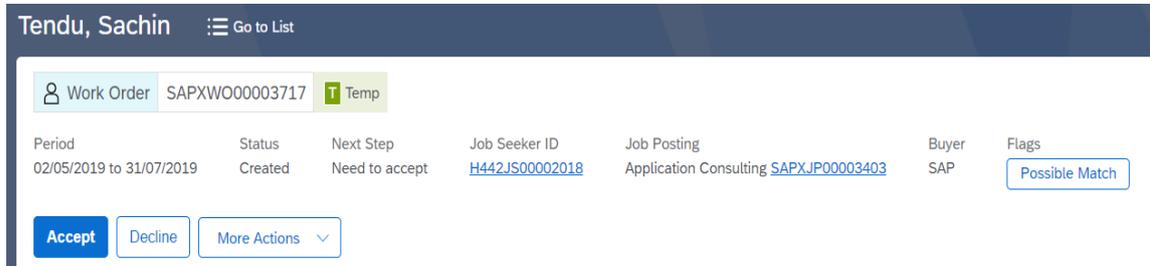
6. Click **Next**. If Fieldglass finds any errors in the information you submit, the system will display a description of the errors and highlight the fields in red. Correct the errors and click **Next** again.

7. Click **Accept**.

Declining a Work Order

To decline a work order:

8. Display the **Work Order** page for the work order you want to decline.
    Note: You can access work orders that you want to decline from the **Work Items** menu, or by selecting **View > Work Orders** and selecting the desired work order.

9. Click **Decline**. The **Decline Work Order** dialog box is displayed.

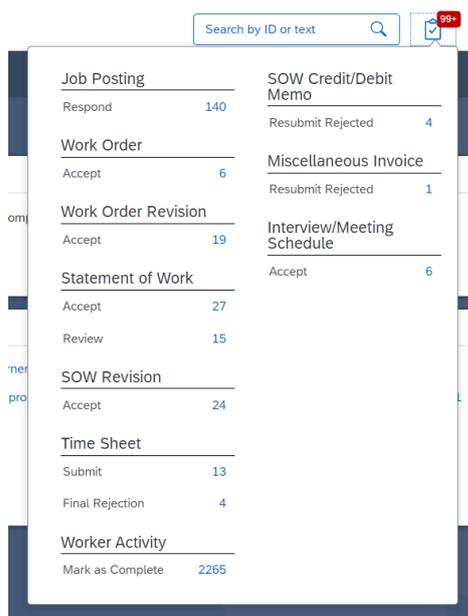10. In the **Reason** list, select the reason that explains why you are declining the work order.

    Note: If the **Reason** list does not contain any selections, ask your supplier Fieldglass supplier administrator to add Work Order Decline reason codes. This can be done from the Admin Configuration Menu -> Configuration -> Reason.

11. Enter additional information in the **Comments** field, if necessary.

12. Click **Decline**.

Worker Onboarding Items

13. From your Fieldglass Home Page, go to the work Items -> Worker Activity

14. Review the items listed in the Worker Activity Items section. These are items that require action as a part of bringing the worker on board.

15. For every Worker (Work order) you, as a supplier, need to complete the Onboarding Activity item, namely the C-User package. The C-User package includes CPS (Confidentiality and Privacy statement), C-User Questionnaire and Human Firewall Training.

16. To view details about an onboarding item, click the Action link for the item.

17. Click C-User Package. Complete the actions that are requested. These actions may include items such as completing attached forms, completing information requests, or other actions that need to be taken outside the Fieldglass application.

18. Click CPS form (language) link to download the form. Print, sign and scan the CPS form.
19. Click Upload.