

Onboarding an Employee or Contractor

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Introduction

The process begins with Human Resources. Once all paperwork (SOW, approvals, background checks, etc.) is submitted, the new hire will be approved and entered into PeopleSoft. See the example email below for requesting an approval in PeopleSoft:

Hi Lindy,

Can you please submit this person for approval in PeopleSoft? Patrick will be joining us as a contractor and will be on the AP Project Resolution Team. Would you please let us know when this request is approved by Oliver? Thanks so much.

Patrick Wilson
Reporting to Wes Fish
Start date: 3/22

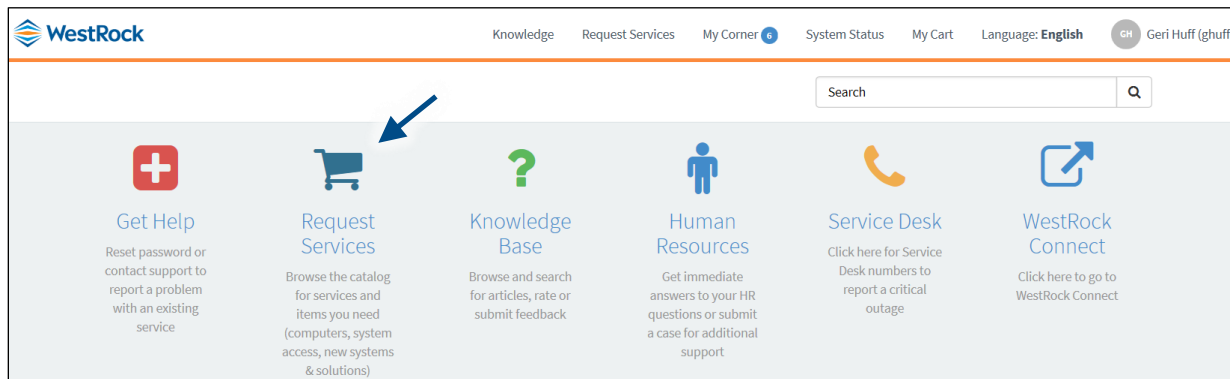
Thank you,

Accessing and Processing in ServiceNow

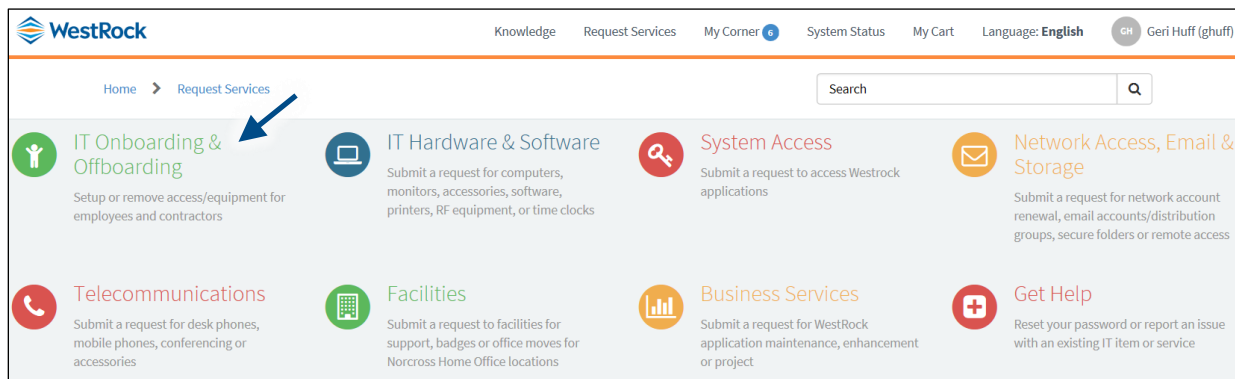
- 1 Open the WestRock Intranet and click the **HELP** tab.
- 2 Click **ServiceNow**:

The screenshot shows the WestRock Connect intranet interface. At the top, there is a navigation bar with tabs: LIFE & CAREER, TOOLS, RESOURCES, ORGANIZATION, ABOUT, and HELP. Below the navigation bar, the date and temperature are displayed: THURSDAY 76°F, NORCROSS, GEORGIA OCTOBER 12, 2017 12:47 PM. A welcome message for Lauren Jeanminette is visible. A search bar is located on the right. The main content area features a large 'WestRock Connect' logo. On the left, a sidebar contains a 'HELP' tab. The main content area shows a breadcrumb trail: Home > Help > Home. A 'NEW!' announcement states: 'OCT 16: ServiceNow Replaces ServiceONE for Enhancement and Maintenance Requests, Production Changes. For step-by-step instructions on working with requests and production changes in ServiceNow, click here.' Below this, a 'ServiceNow' link is highlighted with a blue arrow. At the bottom, there are two columns of links: 'IT Requests for Support' (Incident, Security Concern) and 'IT Requests for Service' (System Access, Renew contractor network access).

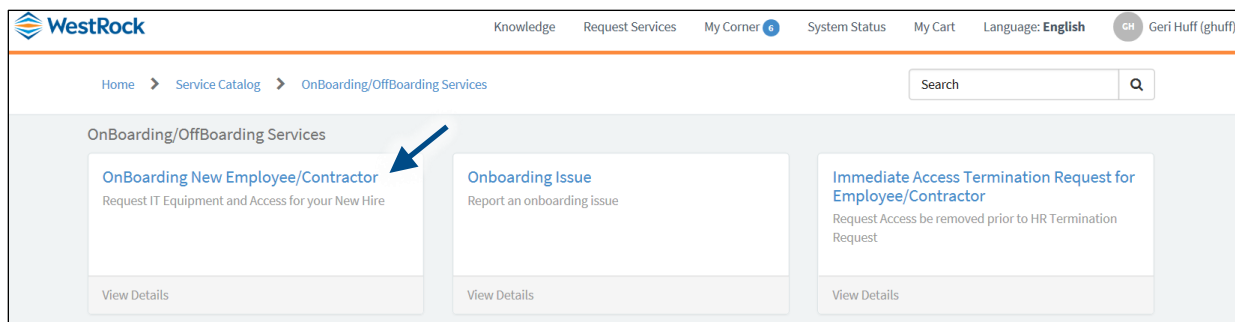
3 Click **Request Services**:



4 Select **IT Onboarding & Offboarding**:



5 Click **OnBoarding New Employee/Contractor**:



6 Select the **New Hire Region** and **Specific Region**.

7 Type the **New Hire Name** in the field provided:

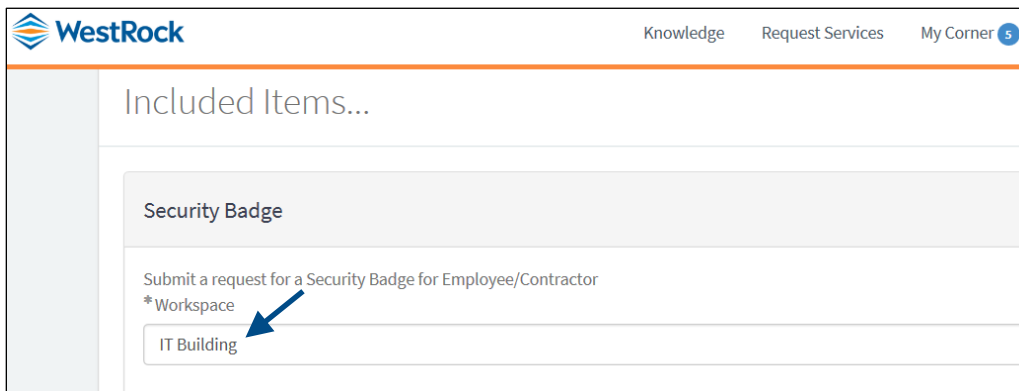
*New Hire Name
<input type="text" value="Lorinda Pazzmore (pazzmore)"/>
*New Hire Type

Note: If the employee name does not appear in the New Hire Name field, the person is not in PeopleSoft. The text in parenthesis will be the employee network ID.

- 8 Select the **New Hire Type** and enter the **Arrival Date**.
- 9 In the Equipment and Telecommunications section, select the following:

<input type="checkbox"/>	14" Laptop with dock, keyboard, mouse, briefcase (no monitor)
<input checked="" type="checkbox"/>	15" Laptop with dock, keyboard, mouse, briefcase (no monitor)
<input type="checkbox"/>	Desktop Small Form Factor with keyboard, mouse (no monitor)
<input type="checkbox"/>	Single 22" Standard Monitor
<input checked="" type="checkbox"/>	Dual 22" Standard Monitors
<input type="checkbox"/>	VPN (Remote Network Access)
<input type="checkbox"/>	Internet Access - non work related Internet access
<input checked="" type="checkbox"/>	Email Account
<input type="checkbox"/>	USA Mobile Device
<input type="checkbox"/>	Desk Telephone Extension

- 10 In the Other Items section, select **Security Badge**.
- 11 Enter the exact location the new employee will be working in the Workspace field:



The screenshot shows the WestRock onboarding system interface. At the top, there is a navigation bar with the WestRock logo, 'Knowledge', 'Request Services', and 'My Corner' with a notification icon. Below the navigation bar, the main content area is titled 'Included Items...'. Under this title, there is a section for 'Security Badge'. The text 'Submit a request for a Security Badge for Employee/Contractor' is displayed. Below this, there is a label '*Workspace' and a text input field containing 'IT Building'. A blue arrow points to the 'IT Building' text in the input field.

- 12 To add the 15" Laptop New Hire Bundle, select Yes in the dropdown menu and type the shipping information in the field provided:

15" Laptop New Hire Bundle

15" standard HP 850 with docking station, keyboard, mouse, and briefcase.
This item will be charged to the Cost Center indicated above. If you have concerns about the Cost Center being charged, please note it in the Special Instructions below.

*Are you willing to accept used equipment at a reduced price (pending availability)?

Yes

Your request will be shipped to the On Behalf Of and Location listed above. If you have different shipping information, please provide it in the box below.

AP Resolution Project

Note: Follow the step above when adding a 22" Standard Monitor P223va.

- 13 Type the new hires name in the Suggested Name field:

Request Email Account or Changes

Submit a request for email accounts, shared email or distribution lists.

*Suggested Name

Laronda Passmore

- 14 Review the information and scroll up to click the **Submit** button.

- 15 Click **Send**:

WestRock Knowledge Request Services My Corner System Status My Cart Language: English Geri Huff (ghuff)

Home > Ticket Form Search

Onboarding

Type your message here...

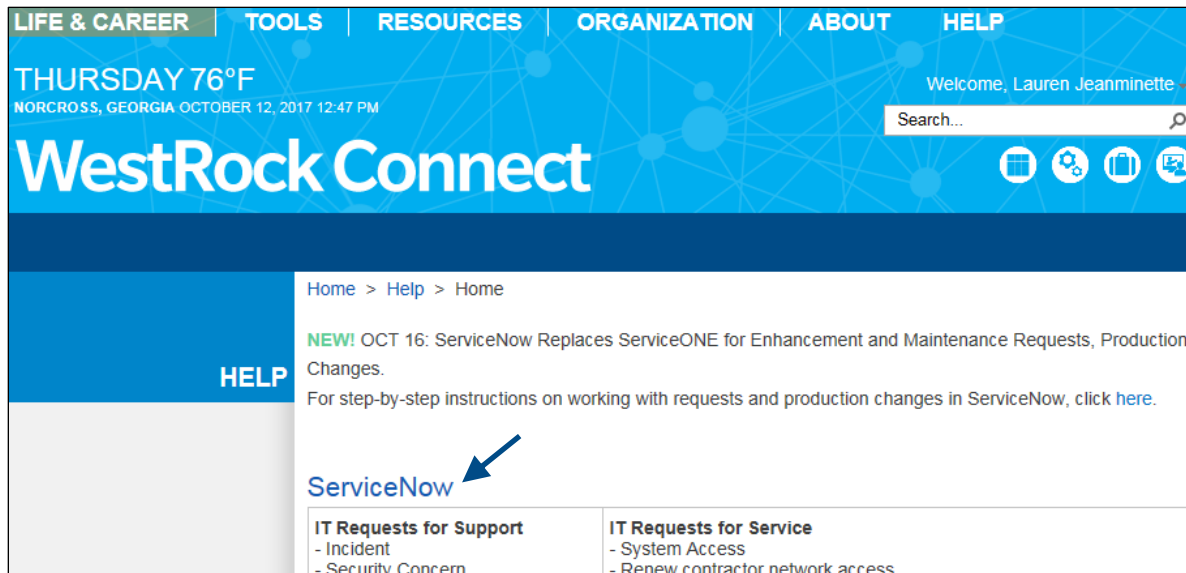
Geri Huff (ghuff)
Created now
REQ0257495 Created

Number: REQ0257495
Severity: 3 - Moderate
Created: just now
Price: [REDACTED]

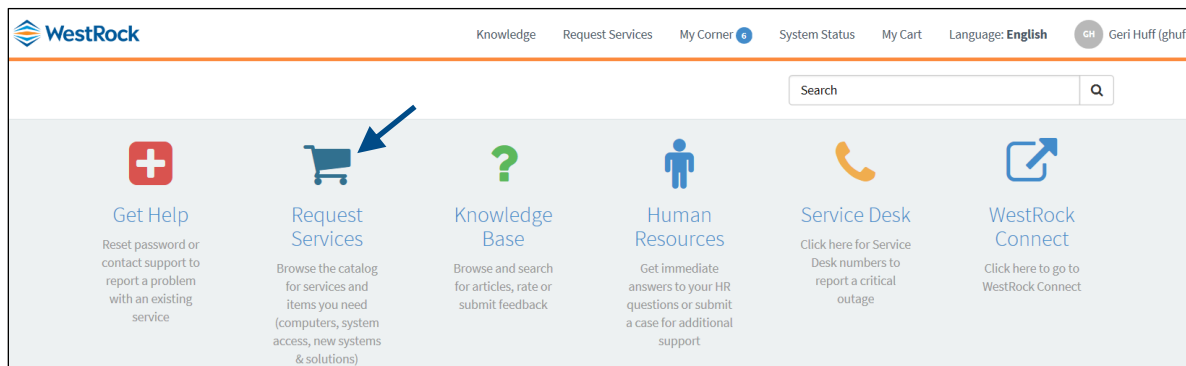
Drop files here

Submitting a Request to Access Westrock Applications

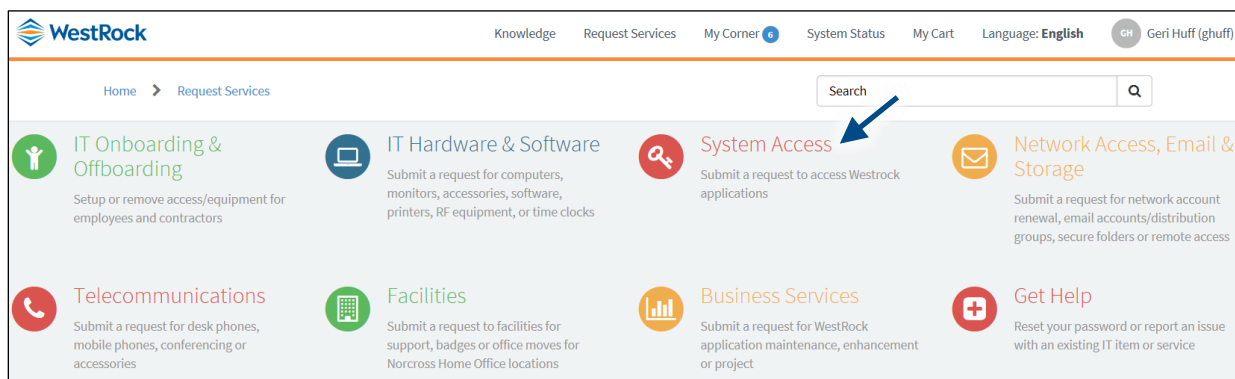
- 1 Open the WestRock Intranet and click the **HELP** tab.
- 2 Click **ServiceNow**:



- 3 Click **Request Services**:



- 4 Select **System Access**:



5 Enter the required information, including:

- On Behalf of
- Department
- Title
- Manager
- Division
- Cost Center
- Location

*On Behalf Of <input type="text" value="Laronda Passmore (Passmore)"/>	Manager <input type="text" value=""/>
Department <input type="text" value=""/>	Division <input type="text" value=""/>
Title <input type="text" value=""/>	Cost Center <input type="text" value=""/>
Email <input type="text" value=""/>	Location <input type="text" value=""/>

6 Select the **Applications** you'd like to include:

Application
<input type="radio"/> SAP BI/BW (BWP)
<input type="radio"/> SAP BPM (BMP)
<input type="radio"/> SAP BPM (BMR/BMD/BMS)
<input checked="" type="radio"/> SAP ERP (ECP)
<input type="radio"/> SAP ERP (ECR/ECG/ECS)
<input type="radio"/> SAP ERP (P01)
<input type="radio"/> SAP ERP (S0P)
<input type="radio"/> SAP ERP (S0Q/S0D/S0T)
<input type="radio"/> SAP GRC (GRP)

7 Select **Add** for Requested Access, enter the **Role** and **Reason for Request**, and then click **Add to Cart**:

*Requested Access <input checked="" type="radio"/> Add <input type="radio"/> Change <input type="radio"/> Remove
*Role <input type="text" value="Please mirror access of Geri Huff"/>
*Reason for Request <input type="text" value="Accounts Payable Resolution Team"/>
<input type="button" value="Add to Cart"/> <input type="button" value="Add attachments"/>

8 For JDE access, enter the required information, including:

- On Behalf of
- Department
- Title
- Manager
- Division
- Cost Center
- Location

The screenshot shows the WestRock JDE onboarding interface. At the top, there is a navigation bar with links: Knowledge, Request Services, My Corner, System Status, My Cart, Language: English, and a user profile icon. Below this is a breadcrumb trail: Home > Service Catalog > System Access > JD Edwards. A search bar is located on the right. The main content area contains a description of Oracle's JD Edwards (JDE) EnterpriseOne and a form for entering user information. The form has two columns of fields, each with a dropdown arrow icon on the left. The fields are: On Behalf Of (with 'Larunda Pazzmore (pazzmore)' selected), Manager, Department, Division, Title, Cost Center, Email, and Location.

9 Select the **Applications** you'd like to include:

Application
<input type="radio"/> JDE Asia
<input checked="" type="radio"/> JDE Enterprise One
<input type="radio"/> JDE Enterprise One (Non-Production)
<input type="radio"/> JDE Enterprise One Archive
<input type="radio"/> JDE Enterprise One DAS-Data Query and Download Tool
<input type="radio"/> JDE Europe

10 Choose **Add** for Requested Access and then...

- Select the Functional Role on the drop-down menu.
- Type a Functional Description.
- Select the Business Unit Role on the drop-down menu.
- Type a Business Description.
- Enter Additional Comments.

WestRock Knowledge Request Services My Corner 6 System Status My Cart Language: English CH Geri Huff

Home > Service Catalog > System Access > JD Edwards

Search

☐ JDE Europe
☐ JDE Japan

*Requested Access

☒ Add
☐ Change
☐ Remove

*Functional Role: RT0131

*Business Unit Role: BU0001

Functional Description: AP-Voucher Approval

Business Description: All Business Units

Printer Role:

Additional Comments: Accounts Payable Resolution Team-Please copy Sujin Yu on access emails. Thank you!

11 Click **Add to Cart**.

12 Confirm the information presented is correct and then click **Place Order** button.

13 Click **Send**:

WestRock Knowledge Request Services My Corner 6 System Status My Cart Language: English CH Geri Huff (ghuff)

Home > Request

Search

REQ02574017 - 2 Items

Type your message here...

Geri Huff (ghuff)
@ your name
REQ02574017 Created

Add Application Access: JDE Enterprise One
WV00000017
0/5

Add Application Access: SAP ERP (ECP)
WV00000017
0/5

Drop files here