BIZeBEARS – Create a Ticket
SLAE Services Center

CREATE TICKET

From the dashboard, roll your mouse over the new ticket option. You can choose to make a new ticket or use one of the templates, which apply to specific departments.
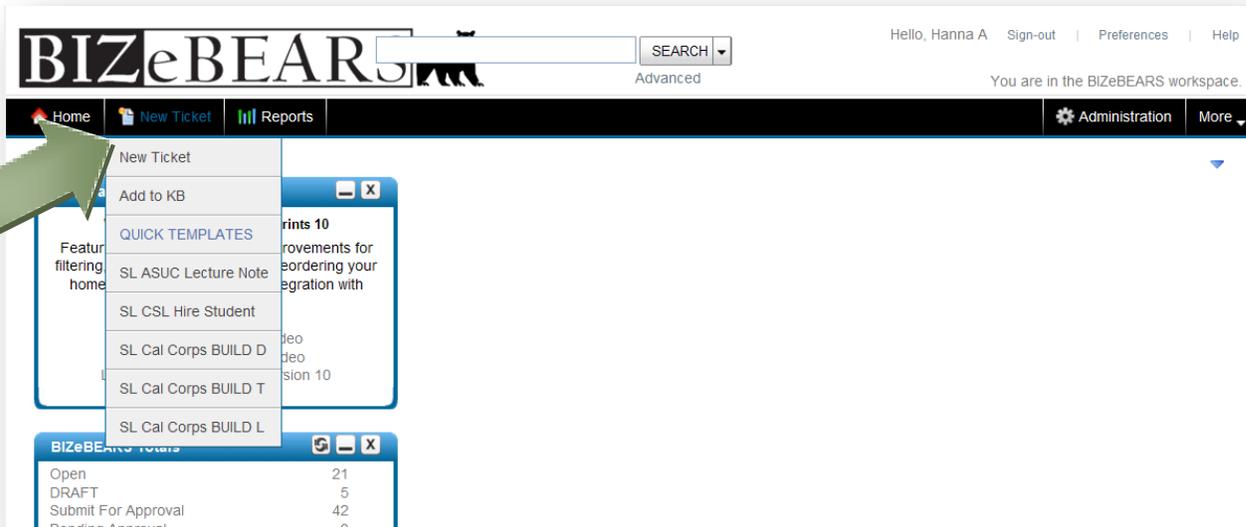

Diagram 1

A <u>pop-up window</u> will appear. Note: if necessary, you must configure your Internet browser to allow pop-up windows. In the "Subject" field, enter information relevant to the ticket. This will be the subject line in all e-mail communications. **Fields in red and marked with an asterisk (*) are required.**

Your name is automatically populated in the "Requestor Name" field. Data from the Calnet Directory is used to automatically populate the remaining contact info fields.
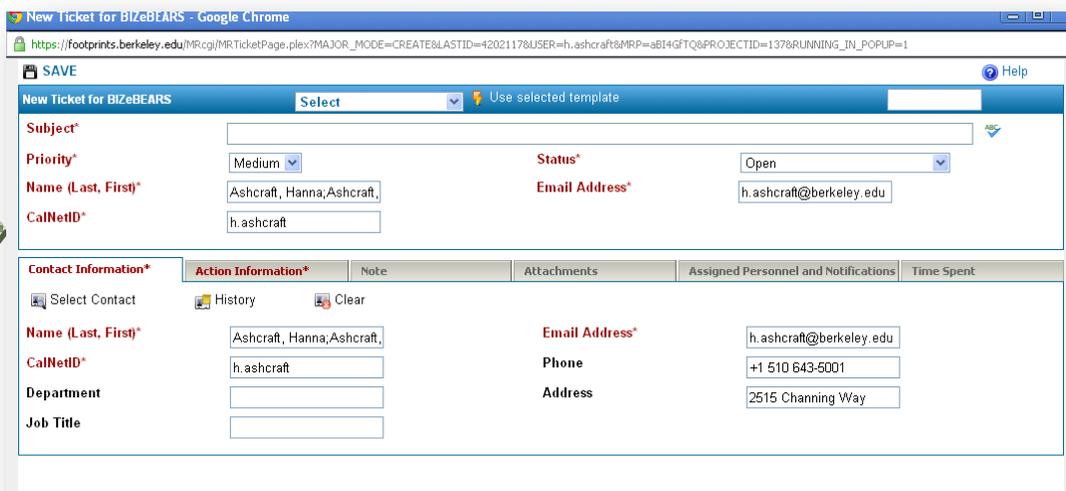

Diagram 2

Next, click on the "Action Information" tab and select the appropriate action type:
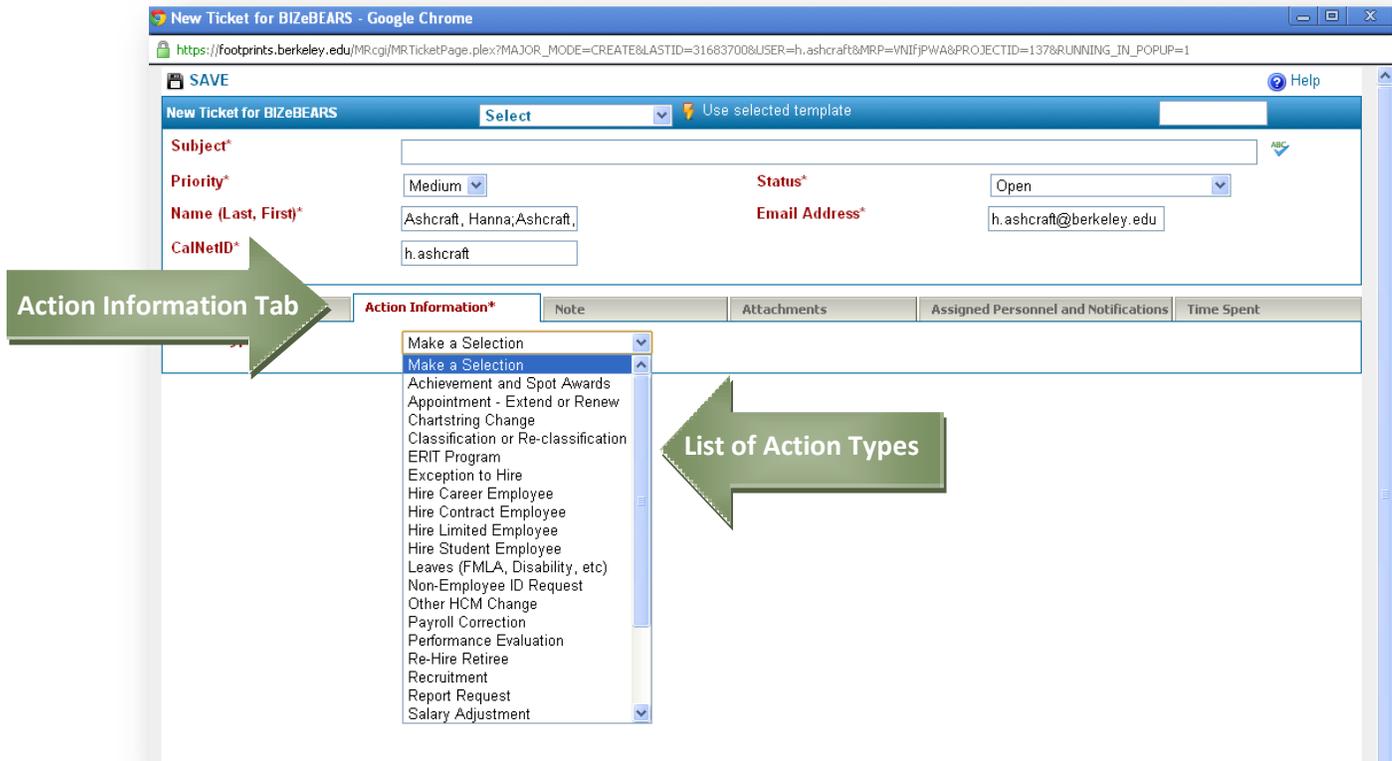

Diagram 3

There are currently 24 different HR action types, with more being developed.

Each action type generates a different pop-up window with unique fields. BIZeBEARS is specifically designed so that department users only have to give necessary and relevant information for each particular action type they are requesting, without redundant or superfluous information. Each action type, however, does require information from the department, such as employee name, chartstring, etc. All fields that are marked with an asterisk (*) must be filled out before a ticket can be submitted. Without required information, the action cannot be completed.

As an example, if you select the action type "Hire Student Employee" the following pop-up window appears:

For more info, click on the "Policy Information" button and you will be redirected to the appropriate HR policy webpage

FootPrints - Google Chrome

https://footprints.berkeley.edu/MRcgi/MRgotDecision_fields.pl?USER=H...fjPWA&PID=53164876&DECISIONFIELDNAME=Action__bType&MR=&DECISION_FIELD_VALUE=Hire__bS

Dependent Ticket Fields

HIRE STUDENT EMPLOYEE
Complete this form to hire a student employee, either wo... ...ease note that all student employees must be currently enrolled in regular academic units at UCB (student status).

[Policy Information]

Requesting Department* [Make a Selection ▼]   **Location and/or Address of Employment*** [ ]

MASS TRANSACTION
For requesting the same action with identical information (e.g., job title, ...etc.) for TEN or more employees.
Mass Transaction Request? [No Choice ▼]

If yes, please follow these steps:
1. Complete this form with information of the first person in the alphabet ... ...sheet.
2. Attach spreadsheet to ticket.

[SPREADSHEET TEMPLATE]

Number of Transactions [ ]

Mass Transactions exist in order for those making nearly identical tickets for TEN or more actions.

PERSONAL INFORMATION
Candidate Name (Last, First)* [ ]   **Student ID #*** [ ]
Candidate Phone Number [ ]   **Candidate Email Address** [ ]

JOB INFORMATION
Requested Start Date of Action* Mon Day Year [ ][ ][ ] 🗓 ☐ current date   **End Date of Student Appointment*** Mon Day Year [ ][ ][ ] 🗓 ☐ current date
Student Job Code and Title* [Make a Selection ▼]   **Working Title*** [ ]
Pay Type* [Make a Selection ▼]   **Pay Rate*** [ ]
Average Hours/Week [ ]   **Student's UCB Work Experience*** [Make a Selection ▼]
Work Study* [Make a Selection ▼]   **Has Student Accepted Work Study?** [No Choice ▼]
Alpha Code Abbreviations: FED=Federal | DIR=Directors | CS=Community Service | NP=Non-profit Only | FP=For-profit Only
Alpha Codes [No Choice ▼]

Supervisor & Hiring Manager Information

Diagram 4

**Please remember to click "Save." This saves the information you entered, but does not mean you have submitted the ticket.

Created Payroll File: [ ]   **Created Personnel File:** [ ]
Other: [ ]

SAVE!!   💾 **SAVE** Note: You must click this 'SAVE' button BEFORE clicking the 'SAVE' button on the main Create Page.   Scroll down!

Diagram 5

Please enter a message in the Notes field explaining what action you are requesting and answer any questions you think your approver or the Validation Team may have about the ticket. Some action types, like reclassification, require that you attach documentation. Attach all needed files (on the "Attachments" tab) to expedite the action.
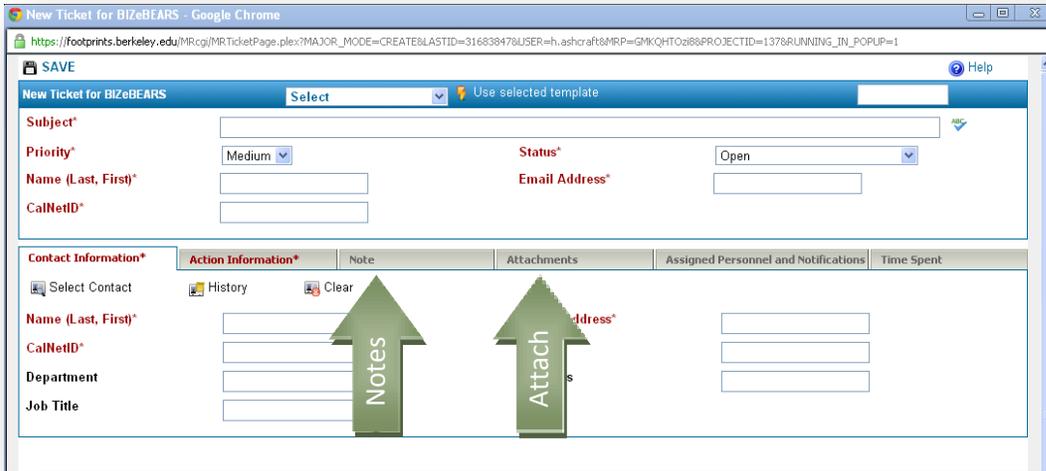

Diagram 6

SUBMIT TICKET
To submit your ticket for approval:
      1   Set the status to "Submit for Approval"
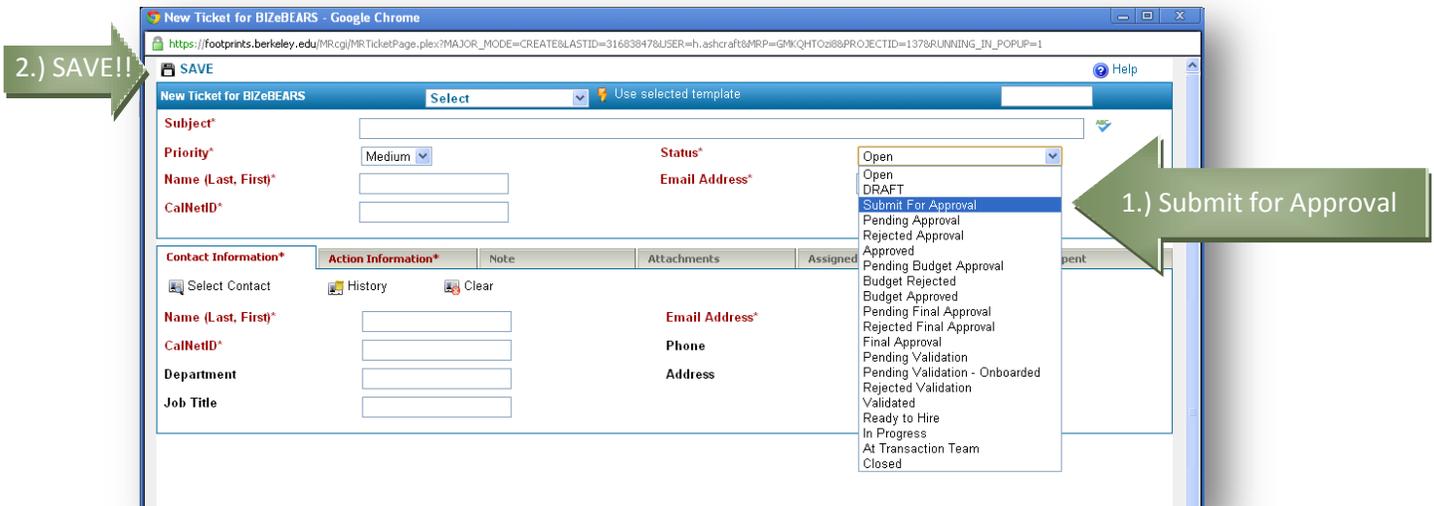   2   Click "Save."

Diagram 7

**Before you submit your ticket for approval, please remember:
1. If you are an Originator *and* an Approver, you must still click "Submit for Approval" and then go through the Approval process. **You may not skip this step or your ticket will get stuck**
2. All required fields must be filled out before submitting the action.

SAVE TICKET TO WORK ON IT LATER (OPTIONAL)
If you are still gathering and/or confirming information or want to work on a ticket at a later time, you can save the ticket as a draft. The following steps will show you how to save a ticket as a draft:

1. Set the status from "Open" to "Draft"
2. Click "Save."

You may save a ticket multiple times in the DRAFT mode before submitting it to your approver. In this way, you can reopen the ticket to fill in any missing information before you submit it for approval.
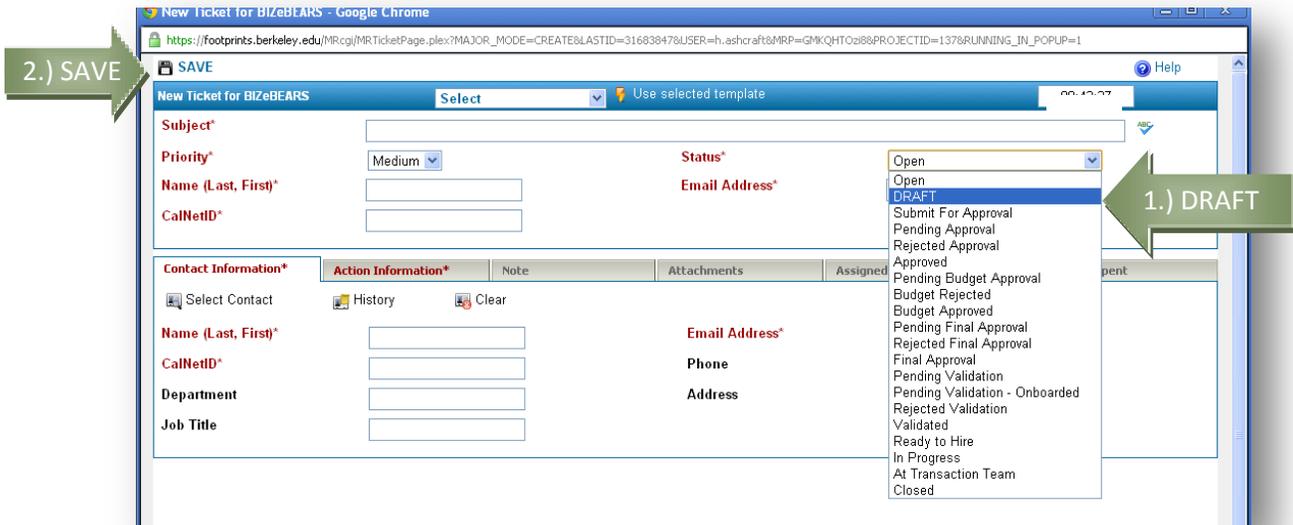

Diagram 8

E-MAIL NOTIFICATION
When you submit a ticket, you will receive an email with much of the information you filled into the ticket. BIZeBEARS is designed to send an e-mail every time you, or somebody in the workflow changes, the status of the ticket. These e-mails provide you with confirmation that you have submitted the ticket for approval and allow you to track the progress of your action request through the entire process.