Office of Human Resources

	NeoEd – Applicant Tracking System (ATS) **Frequently Asked Questions**

1. I don't know what Labor Distribution to use.
   o Check the Labor Distribution FOAP https://pasadena.edu/hr/neoed.php on PCC HR web site. Check with the Cost Center manager who funds the job for guidance, or Fiscal to confirm.

2. I submitted a requisition to the approval workflow. Why is it still in "Draft" mode?
   o Open the requisition > go to Approvals tab > Check the Approval status to make sure that it wasn't denied and returned to you by an approver.

3. Can I use a single requisition for multiple vacancies?
   o Yes, if the job has the same duties, same job class specification, funded by the same labor distributions, etc.
   o In case each vacancy has different percentage distributions, indicate it in the Comments box. Also record the full name of each incumbents, if known.

4. I can see the requisition, but cannot approve it.
   o You can only approve requisitions that has been assigned and reached you in the workflow order.

5. Who edited the requisition I created?
   o Open the requisition > Go to History tab to check the audit trail.

6. The Class Specification and/or Work Location doesn't exist.
   o Contact HR for assistance.

7. I updated the pre-built approval workflow several times, and don't remember the original order. How do I bring it back?
   o Edit the req > Remove the Department / Division and add it again > Click the "**Next**" or "**Save and Continue to Next Step**" green button on the top right corner.

8. I followed step #7, but the pre-built workflow didn't refresh?
   o After updateing the Department / Division, **always** use the "**Next**" or "**Save and Continue to Next Step**" green buttons on the top right corner to go forward. This allows the application to commit the changes, and bring in the pre-built workflow.

9. I can't find an approver.
   o You can only see approvers that are given privileges to approve requisitions in your group. In case of reorganization, staff change, grant funded, or special circumstances, contact HR to register additional approvers and/or swap the tasks.

10. Some approval groups have multiple members. How do I know which one is the right one?
    o Check with the Cost Center Managers who fund the position before submitting the req. You might be asked to remove some approvers if their individual funds are further divided into sub-groups. Fiscal might also ask you to update the approver list after submission.

11. The position reports to my office, but is funded by a different office. Should my office create the position?
    o The funding office can create the requisition, and use the Work Location and Comments box to indicate the hiring office.
    o Or the hiring office can create the requisition, and request HR to add privileges to the funding office to approve the req under their (hiring) office.
      ▪ This is mostly a case-by-case situation. Please contact HR and Fiscal for more information. HR will coordinate with Fiscal, the hiring office and the Cost Center Managers of the funding office for a viable solution.

12. Can I update the approval workflow without it being denied and returned to me first?
    o Yes, except for when an approver puts it on hold, and you want to reroute it to a different approver. Ask the approver to return it to you first.

13. When can HR intercept and update the req after it is approved by all?
    o HR can update minor corrections (spelling errors, hiring manager replacement, etc.) on request. Explicit authorization is required.
    o For fiscal related information, increase number of vacancies, changes in job class specification, and other important data, please create an amended copy and submit for approval again. Use the Copy function to avoid retyping everything manually.

14. I have a simple question, can you give me a simple answer, right now, by phone?
    o Questions will be answered in the order they are received. To expedite your tickets, **always include full context information** (req. number, what you are trying to achieve, where you are stuck, screenshots etc.). Allow HR adequate time to investigate first.

    Don't forget to always check the User Guides available at https://pasadena.edu/hr/neoed.php before requesting assistance!