

## Requesting HR Support

There are multiple ways to open a ticket to request help:

- Go to [sharedservices.berkeley.edu](https://sharedservices.berkeley.edu) and click on submit a ticket
- Call 664-9000, choose option 3 for HR/APS support and follow the prompts
- Email [hrapsccshelp@berkeley.edu](mailto:hrapsccshelp@berkeley.edu)
- Go to [blu.berkeley.edu](https://blu.berkeley.edu) and click on Campus Shared Services. Then click on "Submit Ticket Here"

**Important:**

When submitting a ticket be sure to include Chris Mount.

**CSS HR partner: Najah Trotty ([ntrotty@berkeley.edu](mailto:ntrotty@berkeley.edu); 664-9786). CSS HR forms: <http://diversity.berkeley.edu/forms>**

| Transaction type   | You need to:   |
|--|--|
| <b>Job classification</b><br>(only for getting a new position classified for the first time) | Send job description and classification request to Najah Trotty (be sure to cc: Chris Mount). Najah will forward to central HR. (A position must be classified by central HR/Compensation and funding must be approved internally.) If creating a new student position, be sure to identify whether the position will be work study or non-work study.   |
| <b>Recruitment</b>   | <p><b>Staff and non-Work-Study Students</b></p> <ol style="list-style-type: none"> <li>1. If the position is subject to the campus hiring freeze, submit a Request for Exception to the Hiring Freeze to Debbie Fong.</li> <li>2. Complete the Staff (or Student) Recruitment Form and get approval from program manager.</li> <li>3. Complete the Position Management Form if you need to create a new position management number or make changes to an existing number (e.g., increase headcount).</li> </ol> <p>If you have an existing job title and position management number, you do not need to fill out the Position Management Form.</p> <ul style="list-style-type: none"> <li>• Send all forms with approvals and job description to Najah Trotty.</li> <li>• If the position requires a criminal background check please include a completed IOC as well.</li> </ul> <p><b>Work-Study Students</b></p> <p>CSS will post new work-study listings or repost job listings. If you have a work-study eligible student to refer to a specific job, CSS will contact the student and initiate the referral process. Complete the Student Recruitment Form if</p> <ol style="list-style-type: none"> <li>1. It's a new work-study position, or</li> <li>2. There is a change to an existing position.</li> </ol> <p>If you have an existing posting number, <i>and no changes need to be made</i>, you don't need to complete a recruitment form. Simply open a ticket with HR/APS to request reposting. (If ready to hire, follow hiring instructions.)</p> |
| <b>Hiring</b>  | <p>Complete the appropriate Appointment Form (Staff or Student). Include the following:</p> <ul style="list-style-type: none"> <li>• job description and PEM</li> <li>• other required documents (e.g., IOC Form for criminal background check)</li> </ul> <p>Submit all items via a HR/APS ticket with a cc to Najah Trotty. CSS will contact your new hire to schedule a hiring appointment and will update you with the status of the hire.</p>   |
| <b>Benefits</b>  | Contact CSS for any benefits questions/issues.   |
| <b>Leaves Administration</b>   | <p><b>Employees:</b> Open an HR/APS ticket with CSS.</p> <p><b>Supervisors:</b> As soon as you become aware of a situation in which an employee might require a leave of absence, complete the Leaves Form (if applicable) and forward to Najah.</p>   |
| <b>Employee relations or labor relations</b>   | If you need information regarding layoffs, performance improvement plans, disciplinary actions, or other complex employee/supervisor interactions contact Najah, with a cc: to Chris Mount.  |
| <b>Payroll and Timekeeping</b>   | <p><b>Non-exempt and hourly employees (including students):</b></p> <p>Submit your paper timesheet to your supervisor prior to the due date.</p> <p><b>Supervisors:</b></p> <p>Scan and email signed, approved timesheets to <a href="mailto:csstimesheets@berkeley.edu">csstimesheets@berkeley.edu</a> (please indicate your Dept in subject line). This method will generate a confirmation email to the sender. However, if you do not have access to a scanner you may fax the timesheet to 664-9300.</p> <p><i>Exempt employees continue to use CalTime for their timesheets.</i></p> <p>Always notify CSS HR when there is a situation involving leave without pay.</p>  |
| <b>Pre-Employment Activities (Onboarding)</b>  | University onboarding (benefits, employee ID, etc) is handled by CSS HR. Program onboarding still takes place within your unit. Note: Please allow a few days for electronic timekeeping systems to be updated.  |
| <b>Separations (Including retirement)</b>  | Complete the Separations Form and submit via an HR/APS ticket with CSS. Note: Final timecards (paper or electronic) should be submitted and approved by supervisor for payroll purposes.   |
| <b>Other Employment Related Services</b>   | Issues related to visas and immigration, compensation, reclassifications, appointment changes, and any other employment questions: contact Najah. Note: for any appointment changes (staff or student) complete the Appointment Change Form and send to HR/APS with a cc to Najah.   |

**Benefits orientations**  
457 Evans Hall  
Tue and Wed at 10:30am

## Requesting IT Support

CSSIT now provides IT support to all E&I staff. This includes computer support (setup, troubleshooting, security issues, device moves, printer configuration), application support (Adobe Suite, Microsoft Office, bConnected, BearBuy, BFS/BAIRS, CalTime, CalPlanning), general IT support (including phones and network), and equipment purchases. Please note: CSSIT does not support E&I program-specific databases like Fishbowl, SCARAB, and Quincy—please contact your local staff for those systems.

There are multiple ways to open a ticket to request help:

- Go to [sharedservices.berkeley.edu](https://sharedservices.berkeley.edu) and click on Submit a ticket (see below for a detailed walk thru)
- Call 664-9000, choose option 1 for IT support and follow the prompts
- Email [itccshelp@berkeley.edu](mailto:itccshelp@berkeley.edu)
- Go to [blu.berkeley.edu](https://blu.berkeley.edu) and click on Campus Shared Services. Then click on "Submit Ticket Here"

1. Go to [sharedservices.berkeley.edu](https://sharedservices.berkeley.edu)
2. Click on Submit a Ticket (located in the upper left corner of the page).
3. A submenu appears. Click on IT.
4. After authenticating with your CalNet ID, an Information Technology form appears. Your basic info (name, phone number, email) is pre-filled.
5. Enter your location, detailed information about the problem you are experiencing (or the service you need), and the urgency. Click on Create Ticket.

## Purchasing IT-related products and services

1. Email your program approver (see next page) with detailed information on what you want to order.
2. The program approver will provide funding information and then forward to the program procurement lead, who is responsible for opening a ticket with CSSIT.

The following items/services are handled by CSSIT: desktop computers, laptops, tablets, smartphones, landlines, and printers. A CSSIT tech will deliver the item(s) to your location and handle any necessary set-up or data migration. When selecting a new copier, CSSIT recommends departments lease a copier through the UCSF/Berkeley print management program.

Note: CSSIT support may be limited, or unavailable, if you choose to order non-JACS standard computers. (JACS computers are the campus-recommended Mac and PC models.)

### For all B&FS transactions in E&I:

All transactions require approval by the program approver. The program approver will identify a funding source (chartstring or fund name), add it to the email request, and forward to the program procurement lead for action. The email serves as electronic approval.

**Dept Head/Program Approver**  
Gail Kaufman

**Office Manager/  
Procurement Lead**  
Mary Lim

**Financial Analyst**  
Rhonda Robinson

| Transaction type   | You need to:   | System used   |
|--|--|---|
| <b>Purchasing</b><br>(See the IT section for instructions on purchasing computers, cell and landline phones, tablets, etc) | Email your program approver with details on items/services to be purchased. If you would like CSS to purchase your item on a bluCard please indicate so in your email.   | BearBuy   |
| <b>Pre-Approval</b><br>(When required by your department for payment request, travel requests, entertainment.)             | Email your program approver with a proposed amount and purpose of your request and justification.<br><b>You need an affirmative response from your program approver for the request to be considered pre-approved.</b>   |   |
| <b>Payment Requests</b><br>(Honorariums, reimbursements for employees, etc)  | Email your designated program approver with your request. If you want to pick up a check, or have it delivered to the dept, please indicate that in your email. Reimbursement requests should include scans of the detailed original receipt(s) with reason for purchase. Request should be emailed to program approver.   | BearBuy request submitted by program procurement lead.  |
| <b>Entertainment Reimbursement Requests*</b>   | Pre-approval from program approver is required. Provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Entertainment Reimbursement Claim Form. ( <b>Original signatures</b> from you and the program approver are required on the form.)   | BearBuy request w/signed entertainment reimbursement request form, emails, and electronic receipts. |
| <b>Travel Reimbursement*</b>   | Pre-approval from program approver may be required; check ahead of time with your approver. Traveler should provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Travel Reimbursement Claim Form. ( <b>Original signatures</b> from you and the program approver are required on the form.) <i>Timely submission for reimbursement is essential.</i> | BearBuy request w/signed travel reimbursement request form, emails, and electronic receipts.        |
| <b>Catering**</b>  | Pre-approval from program approver is required.<br>Email your program approver with details on the catering request <b>in advance</b> . Be sure to include all information that will be required for placing the order.  | Program Procurement Lead submits approved catering request to vendor in BearBuy.                    |
| <b>Student Awards/Stipends</b>   | Email your departmental DSAS preparer with information about the student receiving the award. Check with your DSAS preparer for required forms and information that you need to submit. Each program will have a designated DSAS reviewer as well.   | Designated DSAS preparer enters in DSAS.  |
| <b>BluCard (dept-held)**</b>   | Email your program approver with the items/services you need to purchase and indicate the need to purchase on the program bluCard. The program approver will forward the request to the the dept bluCard holder to complete the order.   | The cardholder must reconcile in BFS.   |
| <b>Campus Recharge Services</b>  | Email your program approver with information about the service you require. Services might include mail services, media services, printing requests, classroom requests and room rentals, criminal background checks (coordinate w/HR), meeting & event spaces.  | IOC   |
| <b>Checks and donations</b>  | <b>Gift donations</b> (i.e., checks from donors) must be submitted to Marguerite Judson. Be sure to identify your program and include any pertinent handling instructions with your check. Questions regarding online giving should be directed to Marguerite Judson.<br>Business checks (invoices, overpayments, etc) should be delivered immediately to Rhonda Robinson.                                       | CDS   |
| <b>Cash advance</b><br>CEP only—for authorized student travel only.  | Email your program approver with details on the request and include a line item explaining what the cash is to be used for. Requests must be submitted to your program approver at least 1 month in advance.   | BearBuy. Must be reconciled immediately after trip.   |

\* If a Program Manager is submitting for reimbursement, approval goes to the Executive Director.

\*\* If you make last-minute purchases, or purchases from non-Bear Buy vendors, you may use a personal credit card or a US Bank Travel Card and then submit your expenses for entertainment reimbursement. (US Bank Travel cards are personal credit cards that employees may use for business expenses and then submit for reimbursement.)