

NC OSHR Temporary Solutions Job Aid

Job Order Request Submission

Contact us:

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This Job Aid is meant to assist customers with Temporary Solution's job order portal. Please always start the job order process by clicking [here](#).

You can also access our site by copy and pasting the following into your browser:

<https://oshr.nc.gov/work-for-nc/temporary-solutions>

We suggest using **Google Chrome** when working through the job order portal. We also suggest making our website a bookmark in order to access our portal quickly and efficiently.

Please use this Job Aid for the following temporary requests:

- New Hires
- Reinstatements
- Salary Adjustments

****In this Job Aid we will be requesting a New Hire****

Helpful Tips

- If using the Job Order Portal on a laptop, the Job Details Tab may not be able to be seen
 - Solution: Try to zoom out on the laptop screen
- If a job order has been completed and accidentally cancelled etc. the portal should return to the step you were last on
 - Solution: If would like to re-create and go back, please click the back button on the bottom of the job portal screen
- Please always use the red back and next buttons when in the job order portal, rather than the back button in your Internet Browser
- If your agency has a designated I-9 Administrator, please specify that individual in Section 8 of the Job Order Request.

Temporary Solutions

1110 Navaho Drive, Suite 200,
Raleigh, NC
Phone: 984.236.1040

Visit us at:

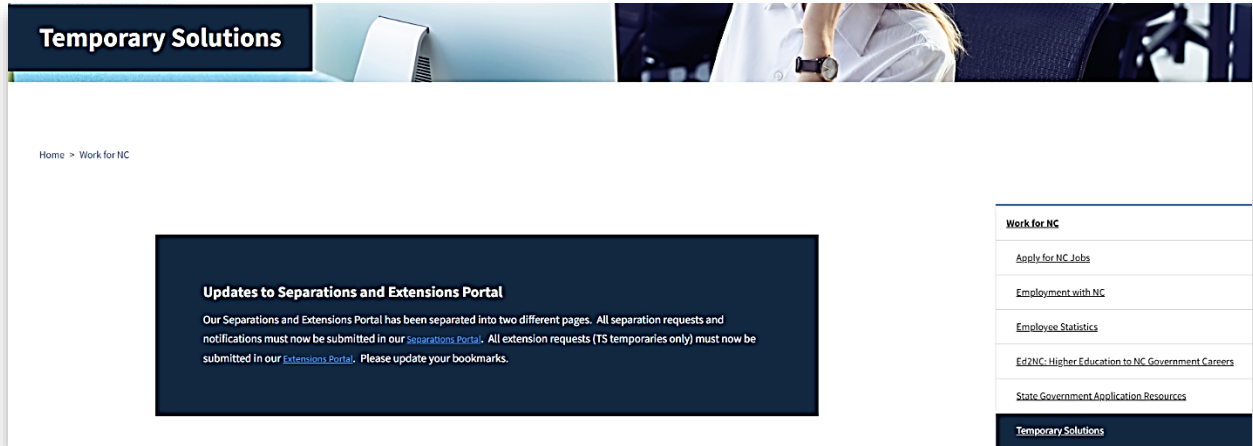
[NC OSHR: Temporary Solutions](#)
to learn more about our work



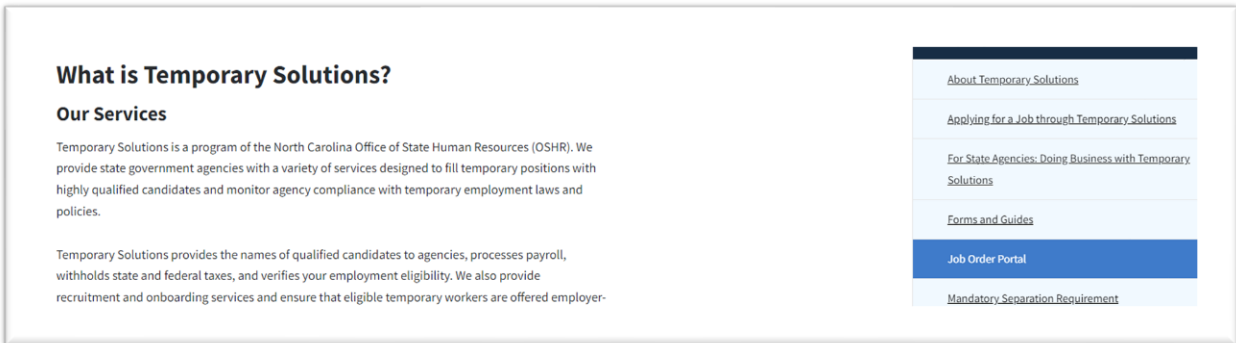
NORTH CAROLINA Office of
State Human Resources
Temporary Solutions

How to Complete a Job Order (Steps 1 –9)

To begin, the internet browser screen should be on the **Temporary Solutions homepage** (as shown below).



Steps to Get into the Job Order Portal



Click on the "Job Order Portal" tab located on the right side of the website.

After clicking the "Job Order Portal" link, your screen should display the five options available for processing.



****In this Job Aid we will be requesting a New Hire and so will be clicking the option New Hires, Reinstatements and Transfers ****

To request a **new hire**, please **click New Hires, Reinstatements and Transfers**.

Job Order Portal

Temporary Solutions has been assisting state government with temporary staffing needs since 1986. Our mission is to serve the state exclusively and at a minimal cost, which is passed on to you, our customer. As part of the Office of State Human Resources, we understand the unique needs of state government. Our Placement Counselors are trained to assist you in identifying the most appropriate state job classification and associated pay range for each job placement.

We have migrated to Cognito forms, but are collecting the same information.

Separation Requests and Notifications Now Required by Law (N.C.G.S. § 126-6.3(a4))


Cabinet and Council of State agencies are now required to notify Temporary Solutions when any temporary employee separates due to the 11-month limit. This communication must be submitted to Temporary Solutions before the temporary exceeds their 11-month limit, or before their exception to the 11-month requirement expires. For all Cabinet and Council of State temporaries who are paid in the Integrated HR-Payroll System (IHRPS), including those employed through Temporary Solutions or directly by the State agency, please submit your notification via the "Separations and Extensions" page below. For Cabinet and Council of State temporaries paid outside of the IHRPS – such as through a third-party staffing service or any other method used to fill a workforce need for a limited period of time – please contact OSHR/TS Compliance Monitor [Collie Cashwell](#).

Temporary Solutions

- [About Temporary Solutions](#)
- [Applying for a Job through Temporary Solutions](#)
- [For State Agencies: Doing Business with Temporary Solutions](#)
- [Forms and Guides](#)
- Job Order Portal**
- [Mandatory Separation Requirement](#)
- [Rehired Retirees](#)
- [Staff Directory](#)
- [Temporary Solutions Cost Calculator](#)
- [Temporary Solutions Payroll Deadlines Calendar](#)

[New Hires, Reinstatements and Transfers](#)

After **clicking the New Hires, Reinstatements and Transfers** link, you will be brought to the **Temp Solutions Job Order Portal**.



Job Order Form

If you have any issues or suggestions for changes, please contact Katie Black katie.black@nc.gov or Heather Garrett heather.garrett@nc.gov

1 Job Order Form 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact
8 I-9 Representative 9 Supervisor Contact 10 Recommendation

"Please note that payroll processing may be delayed if the requested date is after the first day worked on the employee's timesheet."

Submitter Email: (Questions/follow-ups regarding this JO will be sent to this email) *

Is this a reinstatement ? *

Yes No

Agency *

Division *

Purchase Order Number, if applicable

Please attach a budget authorization if necessary, for this job request

or drag files here.

Would you like to receive automated Job Order status updates via email?

Yes No

This is the beginning step of the **Job Order Process**.

If your screen takes you to any of the other steps (step 2-10), please press the red back button at the bottom of your screen. Do NOT use the back button of the browser.

Step 1 of Job Portal: Job Order

This is the **first step** of the Job Order Portal Process.

If for any reason your portal takes you to another step and you want to start with step 1 again, please press the bottom left **Back button (as suggested on page 1)**.

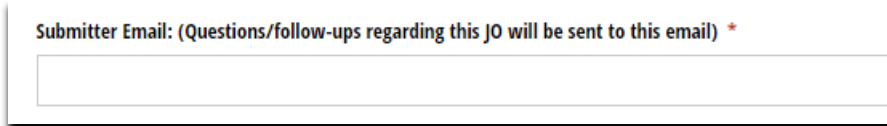
Explanation of the Selection & Text Box Completion

Date of Job Order

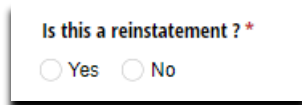
The **date** of the job order automatically populates as **today's date**. This **cannot** be changed. This assists with tracking purposes.

Submitter Email:

Please ensure the individual submitting the job orders enters their information in this section.

A screenshot of a web form field. The label reads "Submitter Email: (Questions/follow-ups regarding this JO will be sent to this email) *". Below the label is a rectangular text input box.

Is this a reinstatement:

A screenshot of a web form field. The label reads "Is this a reinstatement ? *". Below the label are two radio button options: "Yes" and "No".

Agency

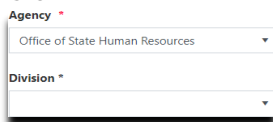
Please **select** the **agency** where the temporary employee will be working. You can select the appropriate agency by clicking the **arrow circled above**.

When you click the **drop-down arrow**, you will be provided a list of **all agencies** Temporary Solutions serves.

*****If you do not see your agency, please contact Temporary Solutions*****

Once you select your agency, a **Division** box should populate.

Division

A screenshot of two dropdown menus. The top menu is labeled "Agency" and has "Office of State Human Resources" selected. The bottom menu is labeled "Division" and is currently empty.

Not all agencies have divisions within their agency. If a division drop down does not populate and you do not need to select a division, please proceed with the job order request.

If a division field does populate, please **click** the **arrow** to select which division is requesting the temporary employee.

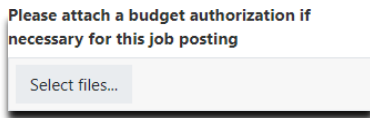
*****If you do not see your division, please contact Temporary Solutions*****

Purchase Order Number, if Applicable

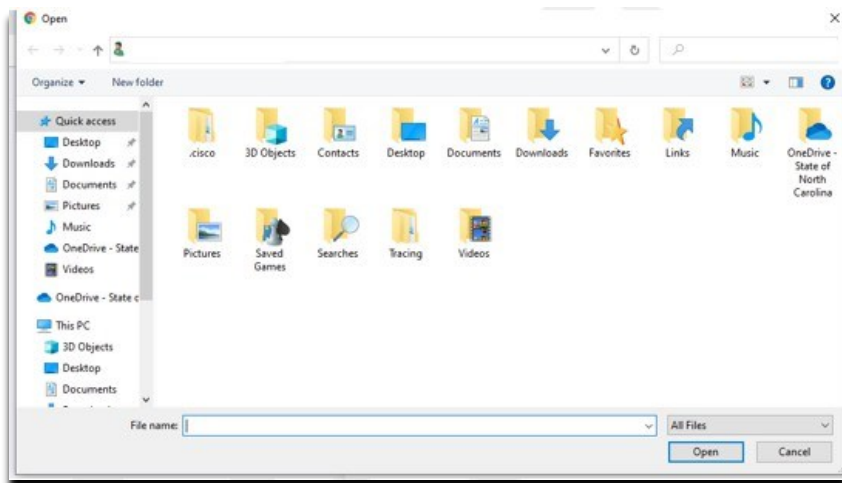
This is an *optional* field to complete. *If your agency utilizes purchase order numbers for billing purposes, please **type the appropriate information** in the blank text box to complete the form.*

Please attach a budget authorization if necessary, for this job posting

If your agency requires attachments to the job order, please **attach here**. You attach by **clicking** the **Select files...** button shown below.

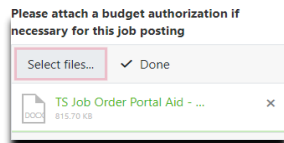


Once you have **clicked** the **Select Files...** button, a window should pop up (as shown below) requesting you to **upload** the **required file**.



Please **select** the correct document and click **Open**.

Once your document has uploaded correctly, you should receive a **Done** notification (as shown



below).

Please Note: You can upload more than one document if needed.

If there are any issues with attaching a document, please proceed with the job order request. You may send this attachment via email to your designated placement counselor **after** you receive your confirmation email.

Once you have completed the **required fields**, please **click the red Next button** at the bottom of the portal.

Step 2 of Job Portal: Job Details

This step is utilized to assist with recruitment efforts (blank form shown below).

TEMPSOLUTIONS
Your Solution to State Employment

Job Order Form

If you have any issues or suggestions for changes, please contact Katie Black katie.black@nc.gov or Heather Garrett heather.garrett@nc.gov

1 Job Order Form 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact
8 I-9 Representative 9 Supervisor Contact 10 Recommendation

Working Title *

Please enter a brief description of work

Requested Hourly Rate *

- +

< Back Next >

Please Note: Any areas with a **red** or **black** asterisk * mean they are required. [Explanation of the Selection & Text Box Completion](#)

Working Title of Position or OSHR Classification Title

Please complete this text box with either the **position's workingtitle** or the **classification** you would like for Temporary Solutions staff to use when recruiting for your vacancy.

Please enter a brief description of work

Please **copy & paste** or **type** the **description** of what the temporary employee will be doing in this role. This information will be used throughout the recruitment process.

Requested Hourly Rate

This rate will be the **maximum requested rate** for the temporary employee.

Please Note: The temporary employee **must qualify** for this rate.

Your agency's Placement Counselor will reach out to you/the supervisor *if* the temporary employee **does not** qualify for the maximum requested rate.

Please reach out to the agency's Placement Counselor with any questions or concerns.

Billing Rate

This will be **automatically** populated during job order completion. If you have questions regarding the **Billing Rate**, please check the **Temporary Solutions Forms & Guides** site as well as the **Temporary Solutions FAQs**.

Below you will see an example of a completed Job Details section.

The screenshot displays the 'Job Order Form' interface. At the top left is the 'TEMPSOLUTIONS' logo with the tagline 'Your Solution to State Employment'. The title 'Job Order Form' is centered at the top, with contact information for Katie Black and Heather Garrett below it. A progress bar shows 10 steps: 1 Job Order Form, 2 Job Details (active), 3 Work Schedule, 4 Shift Premium %, 5 Work Location, 6 Billing Contact, 7 HR Contact, 8 I-9 Representative, 9 Supervisor Contact, and 10 Recommendation. The 'Working Title' field contains 'Admin Assistant'. The 'Please enter a brief description of work' field contains 'Assist with phone calls'. The 'Requested Hourly Rate' field is set to '12.00'. At the bottom are 'Back' and 'Next' buttons, with the 'Next' button highlighted in red. A small '2' is visible in the bottom right corner of the form area.

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 3 of Job Portal: Work Schedule

Explanation of the Selection & Text Box Completion

Step 3 involves the temporary employee's work assignment dates and average hours worked.

You can erase data the fields of start date and end date. The status and average work hours are both drop down menus.

Below is an example of a **Work Schedule** step completed.

The screenshot shows the 'Job Order Form' with the 'Work Schedule' step selected. The form includes a progress bar with 10 steps: 1 Job Order Form, 2 Job Details, 3 Work Schedule (selected), 4 Shift Premium %, 5 Work Location, 6 Billing Contact, 7 HR Contact, 8 I-9 Representative, 9 Supervisor Contact, and 10 Recommendation. A note states: "Please note that payroll processing may be delayed if the requested date is after the first day worked on the employee's timesheet." The 'Status' dropdown is set to 'Retiree - NC State Government'. The 'Start Date' is 9/6/2024 and the 'End Date' is 9/28/2024. The 'Average Work Hours Per Week' dropdown is set to 12. Below this, there are two questions: 'Is this a seasonal appointment? (less than 6 months)' with 'No' selected, and 'Will the employee have a sporadic schedule?' with 'No' selected. At the bottom are 'Back' and 'Next >' buttons.

Status Selection Details

In this section, you will choose from the options shown below.

The screenshot shows a dropdown menu for 'Status' with the following options: Regular Temporary Employee, Retiree - NC State Government, Retiree - Non NC State Government, Full Time Student, Inmate, Intern, and Extern.

****If you are unsure of the status please select Regular Temporary Employee****

The screenshot shows the 'Status' dropdown menu with 'Regular Temporary Employee' selected. Below it is the question 'Is this a seasonal appointment? (less than 6 months)' with a radio button for 'NO' selected.

Start Date & End Date Details

The Start Date & End Date Details **are required fields**.

A screenshot of two input fields. The first field is labeled 'Start Date *' and contains the date '4/2/2020'. The second field is labeled 'End Date *' and contains the date '5/1/2020'. Both fields have a small calendar icon to their right.

Please Note: If this is a new hire and your agency would like Temporary Solutions to recruit, please put an estimated start and end date. Our Placement Counselor team can update these dates after actual start/end dates your estimated new hire.

A screenshot of the same two input fields as above. The calendar icons to the right of each date field are circled in red.

You can either **select** the **Start Date** and End Dates in two different ways.

1. By **clicking** the **calendar buttons** (shown circled in red below)
2. By **deleting** the pre-populated dates and **typing** the correct dates

Please Note: Max End Date for ALL Job Orders for a Regular Temporary Employee is 11 Months.

For Questions about a temporary employee’s eligibility for not taking a required 31-day break, please visit our FAQ’s page.

Average Work Hours Per Week Details

These are the average hours the temporary employee will work.

In order to **select** the **average hours per week**, please **click the drop-down arrow** circled in red below.

A screenshot of a dropdown menu labeled 'Average Work Hours Per Week *'. The menu shows the number '40' and a small downward-pointing arrow to its right, which is circled in red.

Please Note: You **must** use **drop down arrow**, you **cannot type** the average hours.

Is this a seasonal appointment? (less than 6 months) details

This is *not* a required area. The job portal will automatically select **no** (as shown below).

If this is a **seasonal appointment**, you will click the **radio button**. The **NO** will turn to **YES** (as shown below).

Is this is a seasonal appointment? (less than 6 months)

YES

Will the employee have a sporadic schedule? Details

This is **not** a required area. The job portal will automatically select **no** (as shown below).

Will the employee have a sporadic schedule?

NO

If the employee will have a sporadic schedule, you will click the **radio button**. The **NO** will turn to **YES** (as shown below).

Will the employee have a sporadic schedule?

YES

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Note: If you try to hit next when required fields are not complete, you will receive the notification shown below.

1 Job Order Form 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact
8 I-9 Representative 9 Supervisor Contact 10 Recommendation

"Please note that payroll processing may be delayed if the requested date is after the first day worked on the employee's timesheet."

Status *

Retiree - NC State Government

Start Date *

9/6/2024

End Date *

End Date is required.

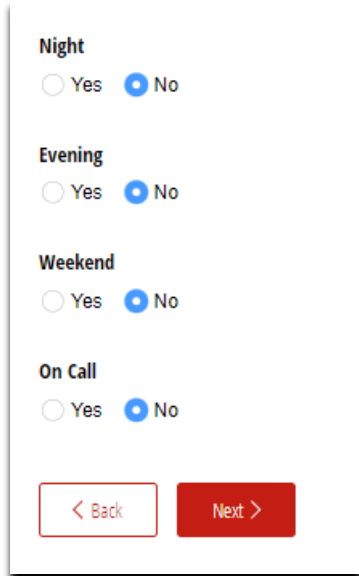
In this instance, we did **not** select an **end date**.

Step 4 of Job Portal: Shift Premium %

Explanation of the Selection & Text Box Completion

The portal screen should look as shown below.

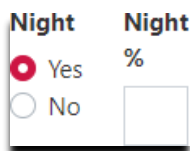
None of the buttons shown below are required. Please **select Yes** if any apply to this temporary employee.



The screenshot shows a form with four sections: "Night", "Evening", "Weekend", and "On Call". Each section has two radio buttons: "Yes" and "No". In all four sections, the "No" radio button is selected. At the bottom of the form, there are two buttons: a red-outlined button labeled "< Back" and a solid red button labeled "Next >".

If your temporary employee **does** receive shift premium, please **select Yes**.

Once you select **yes**, you will receive the **text box request shown below**.



The screenshot shows a form with two columns. The left column has the label "Night" and two radio buttons: "Yes" (selected) and "No". The right column has the label "Night" followed by a percentage sign "%", and an empty text box below it.

Please complete the % **text box** by **typing in the % amount** of premium to be received.

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 5 of Job Portal: Work Location

Explanation of the Selection & Text Box Completion

The Work Location is the employee's physical work location.

By completing these required fields, Temporary Solutions will be able to assist the recruitment and hiring process in greater detail.

The screenshot shows the 'Job Order Form' interface. At the top left is the 'TEMPSOLUTIONS' logo with the tagline 'Your Solution to State Employment'. To the right, the title 'Job Order Form' is displayed, followed by contact information: 'If you have any issues or suggestions for changes, please contact Katie Black katie.black@nc.gov or Heather Garrett heather.garrett@nc.gov'. Below this is a progress bar with 10 steps: 1 Job Order Form, 2 Job Details, 3 Work Schedule, 4 Shift Premium %, 5 Work Location (highlighted with a blue circle), 6 Billing Contact, 7 HR Contact, 8 I-9 Representative, 9 Supervisor Contact, and 10 Recommendation. The main content area starts with the instruction 'This is the employee's physical work location.' and lists several required fields, each with an asterisk: 'Street Address *' (text box), 'Address 2' (text box), 'City *' (text box), 'State *' (dropdown menu), 'Zip Code *' (text box), and 'County *' (text box). At the bottom left, there are two buttons: a white button with a left arrow and the text '< Back' and a red button with the text 'Next >'.

The Required * fields are as follows:

Street Address

City

State

Zip

Code

County

Please complete each **required** field by **typing** in each **text box**.

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 6 of Job Portal: Billing Contact

The **billing contact** is the person designated to receive invoices and financial information from Temporary Solutions.

The billing contact is who Temporary Solutions Financial Specialists will communicate with regarding invoicing and other financial needs.

Explanation of the Selection & Text Box Completion

The screen should look as shown below.

The screenshot shows the 'Job Order Form' for 'TEMP SOLUTIONS'. The 'Billing Contact' step is selected in a progress bar. The form includes the following fields: First Name, Last Name, Telephone Number, Email Address, Physical Address, Mail Service Center Number, City, MSC Zip Code, and Zip Code. A red 'Next >' button is visible at the bottom.

In order to complete Step 6, you must fill in the required text boxes listed below:

- First Name**
- Last Name**
- Telephone Number**
- Email Address**
- Physical Address**
- Address City**
- Zip Code**

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 7 of Job Portal: HR Contact

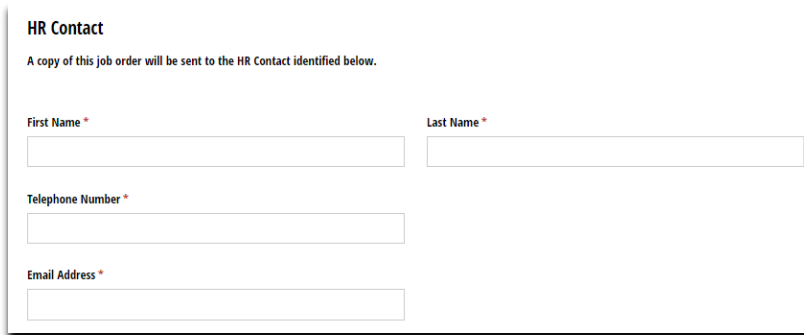
A copy of this job order will be sent to the HR Contact identified during the Job Order Portal completion.

Please Note: The HR Contact will be the designated I-9 Documentation Representative for your agency. Please make sure your HR Contact has been trained on I-9 Verification.

If your agency has a designated I-9 Administrator, please let Temporary Solutions know as soon as possible.

Explanation of the Selection & Text Box Completion

The screen should look as shown below.



The screenshot shows a form titled "HR Contact" with the instruction "A copy of this job order will be sent to the HR Contact identified below." The form contains four required text input fields, each marked with a red asterisk (*):

- First Name ***: A single-line text box.
- Last Name ***: A single-line text box.
- Telephone Number ***: A single-line text box.
- Email Address ***: A single-line text box.

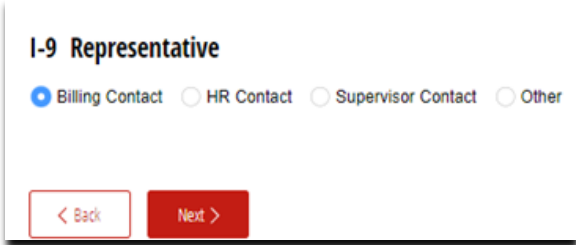
In order to complete Step 7, you must fill in the required text boxes listed below:

- First Name**
- Last Name**
- Telephone Number**
- Email Address**

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 8 of Job Portal: I-9 Representative

In this section, please indicate who will be responsible for completing Section 2 of the I-9 requirement and click next.



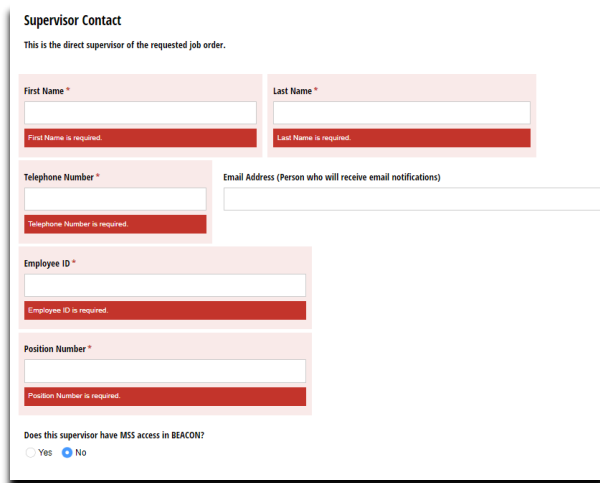
Step 9 of Job Portal: Supervisor Contact

A copy of this job order will be sent to the supervisor. The supervisor will be who the temporary employee will report to as well as who will approve the temporary employee's time.

If your agency uses a time administrator in order to approve time, please let Temporary Solutions know.

Explanation of the Selection & Text Box Completion

Your screen should look as shown in screen shot below.



In order to complete Step 9, you must fill in the required text boxes listed below:

First Name

Last Name

Telephone Number

Email Address

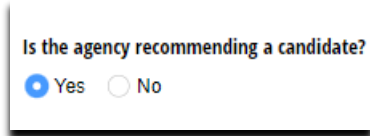
BEACON ID Number *(this is the supervisor's position number – used for time keeping purposes)* **BEACON Position Number** *(this is the supervisor's position number – used for time keeping purposes)* **Does this supervisor have MSS access in BEACON?** *(used for time keeping purposes)*

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.

Step 10 of Job Portal: Recommended Candidate

In Step 9, you can provide a recommended candidate's information to Temporary Solutions.

You are given the choice shown below.



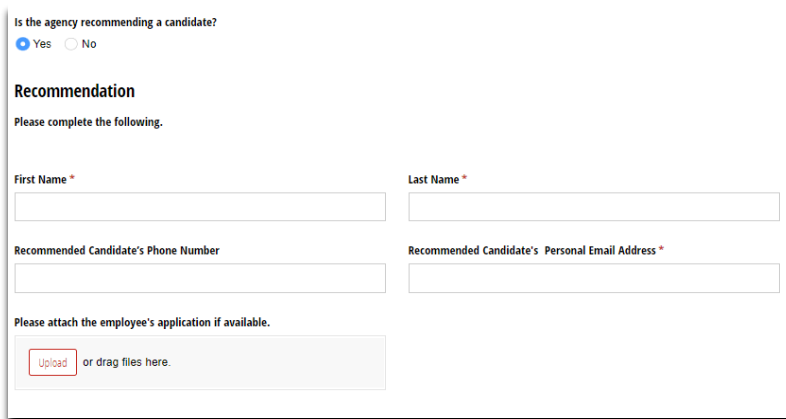
Is the agency recommending a candidate?
 Yes No

Explanation of the Selection & Text Box Completion

If you **do not** have a recommended candidate, please **select No**.

If you **do** have a recommended candidate, please **select Yes**.

After selecting **yes**, you are given the following options (shown below).



Is the agency recommending a candidate?
 Yes No

Recommendation
Please complete the following.

First Name * Last Name *

Recommended Candidate's Phone Number Recommended Candidate's Personal Email Address *

Please attach the employee's application if available.
 or drag files here.

In order to complete Step 9, you must complete the required text boxes listed below:

First Name

Last Name

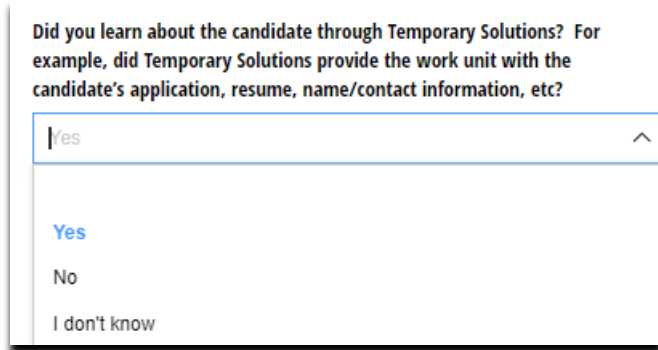
Recommended Candidate's Phone

Number Email Address

This information allows the Placement Counselor team to efficiently reach out to your recommended candidate in order to fill your vacancy as soon as possible.

After completing those required fields, please **select** Did you learn about the candidate through Temporary Solutions? For example, did Temporary Solutions provide the work unit with the candidate's application, resume, name/contact information, etc?

By clicking the down arrow, the response will turn from **Yes, No, or I don't know.**



Did you learn about the candidate through Temporary Solutions? For example, did Temporary Solutions provide the work unit with the candidate's application, resume, name/contact information, etc?

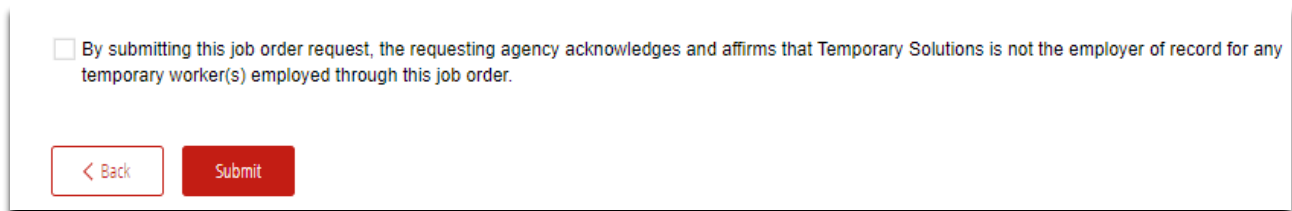
Yes

Yes

No

I don't know

The final step requires acknowledgment: By submitting this job order request, the requesting agency acknowledges and affirms that Temporary Solutions is not the employer of record for any temporary worker(s) employed through this job order.



By submitting this job order request, the requesting agency acknowledges and affirms that Temporary Solutions is not the employer of record for any temporary worker(s) employed through this job order.

< Back Submit

Once you have completed the **required fields**, please **click the red submit button** at the bottom of the portal. You will receive a confirmation email.

Congratulations you have completed your new job order successfully!