

Frequently Asked Questions—Person of Interest (POI)

HCM Wave 3B Release 1: Creating and Maintaining POIs

This guide contains answers to questions asked during the POI webinar that was facilitated for Wave 3B, Release 1 of HCM.

Note: This document may be updated as more questions are identified. If you have questions that are not addressed in this document, email hcm_community@cu.edu.

POI Types and Pre-Employment

Q. Can you provide examples of POI types?

A. Go to the following link for more information about all POI Types:

<https://www.cu.edu/hcm-community/policies/person-interest-poi-types>

Q. Previously, I was told not to use Pre-Employment as a POI type. Are we now able to use the Pre-Employment POI type?

A. Pre-Employment is available for use, but there may be a campus-specific business process that does not want this POI type used. Refer to your Campus HR for campus-specific business processes and restrictions.

Q. If you're adding a Pre-Employment POI, and you're confident that the person will be hired soon, shouldn't the exit date be set sooner, rather than one year out?

A. Yes. You have the ability to change the planned exit date as necessary. The system provides a default of one year.

Q. For Pre-Employment POI, once the employment information is active, do you then inactivate the POI? The employee would have access with employment.

A. Yes, this would be a best practice.

POIs and Sponsors

Q. If one person needs two types of POI access, do they need two different sponsors?

A. Each POI type that is added will require a sponsor. The sponsor can be the same person on all POI types, but will need to be added each time a new POI type is added.

Q. Will HCM keep history of POI sponsors?

A. Yes, it will show as different record lines. Also, it will allow you to delete (-) sponsors, or inactivate sponsors, if needed. However, you should not need to delete a sponsor because this would require Correction Mode.

Q. For current POIs, do we need to update the Sponsor field for each currently active POI?

A. When you modify a current POI that does not have a sponsor defined, the system will notify you and prompt you to add one.

POI Types and Social Security Number Requirements

Q. When hiring a POI without an SSN, will the system prevent me from being able to hire the person without entering it?

A. No. The person entering the information is responsible for ensuring the person has a social security number. Additionally, Employee Services will be running an audit to find missing social security numbers for Security and Pre-Employment POI types.

Q. Is it still recommended to use the formula 888MMDDYY (of birth date) for people who don't have an SSN, as a way to identify them?

A. No. Do not use this method. Do not create fictitious SSN data. Leave the field blank, and the system will populate it with XXX-XX-XXXX, which Employee Services regularly audits.

Q. What do I do if I have a POI who needs level 15 access and/or Pre-Employment, but I don't have an SSN?

A. POIs with a Security type or Pre-Employment type **must** have an SSN. This is a requirement defined by a procedural statement. If the person is international, you can check the box on the I9 tab for Employee Services to run a report and follow up on getting the SSN once the individual has it.

Planned Exit Dates and Reactivation

Q. Will we get notification if a POI is set to expire?

A. You will not receive a notification. We suggest that you run a POI Report on a regular basis. This report is a query, available from the Resources tab of the HCM WorkCenter.

Q. If someone was inactivated, can you add a record to reactivate the POI?

A. Yes. Refer to *Maintaining a POI Relationship Step-by-Step Guide* for more information.

Q. How can a department extend a POI relationship longer than five years?

A. This is no longer possible. You should regularly run the POI Report to determine whether POIs need their planned exit date extended.

Q. It is common for affiliates and external instructors to have POI relationships long after five years (e.g., CU Succeed high school teachers teaching UCD courses). What do you do after five years?

A. You must extend the planned exit date. Refer to *Maintaining a POI Relationship Step-by-Step Guide* for more information.

Q. Under what circumstances is a POI prevented from renewal?

A. If a person is indicated as ineligible for rehire or terminated for cause, you should reach out to the campus HR group to get more information.

Q. If the POI planned exit date is in May 2018, do I need to wait until May to extend the exit date?

A. No, you can extend the date now, if needed.

Q. If an employee is on SWB, would I need to add new POI information for them if they are coming back in summer or fall?

A. If the individual is an employee, you will not need to do anything in POI.

POIs and Campus Business Processes

- Q. Should we be asking all new POI's if they have ever been a POI in our system before? Someone could have had a maiden name when they were a POI once, then came back at a different time to get another POI with a new name, how would we know to ask for a previous name?**
- A. Yes. On the POI Worksheet, a section has been added for previous name in order to help discover this information. Additionally, a section for previous person/employee ID has been added.
- Q. I complete a Background check and get an approval on all Clinical Volunteers before I complete a POI request. Under the CU Personal Data tab, would I add this information?**
- A. If this is your practice, then yes.
- Q. Once a POI is entered, how long does it take before they get the access they need?**
- A. That depends on your campus process.
- Q. Is there somewhere to find what access is granted by each POI type?**
- A. The [POI types](#) document provides information about this topic. For detailed information about campus-specific access, reach out to your campus HR or security coordinator.

Data Entry

- Q. Can the Comments field be mandatory?**
- A. The system does not require this field to be populated. However, your campus may require you to enter comments as part of its campus business process.
- Q. Do you have to use the calendar for the birthdate, or can you simply type it?**
- A. You can type it in the field and press **Tab** to populate the age.