

Contingent Worker Operations Center  
Supplier Point of Contact Training

August 2019

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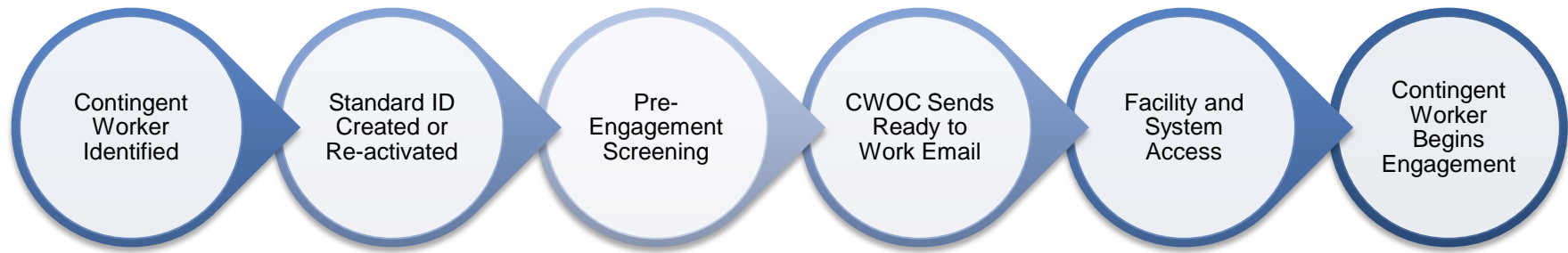
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# Contingent Worker Onboarding Lifecycle



Assignment Sponsor confirms a contract has been fully approved for the engagement. The Supplier then works with Assignment Sponsor to identify Contingent Worker(s), and indicate whether new or returning.

The SPOC submits the required details via the Candidate Form Submission in Supplier Central. CWOC creates *Provisional* SID for Contingent Worker(s) within 1 business day.

SPOC provides *Provisional* SID to the Contingent Worker(s) to initiate Pre-Engagement Screening. Required regional screening components are completed by the Contingent Worker.

Once the Contingent Worker(s) successfully clears Pre-Engagement Screening, and any additional approvals are received, CWOC notifies the Assignment Sponsor via Ready to Work Email and SPOC via the EOD Report. The SID is now *Confirmed*.

Assignment Sponsor requests system and badge access, as needed.

Contingent Worker completes necessary training and begins their assignment.

## Types of Contingent Workers

There are two types of Contingent Workers:

- New
- Returning

A Contingent Worker that already has an assigned SID due to a previous assignment or employment at JPMorgan, is considered a returning worker. SPOCs should identify returning workers and provide their previously assigned SID if known.

Prior JPMorgan employees (including JPMorgan legacy organizations) require a Human Resources re-entry check prior to the onboarding process to ensure that the individual is permitted to return to JPMorgan. The re-entry check is important in that it ensures that the individual was not removed for cause, or if the job was eliminated, that sufficient time has passed to return. For a former JPMorgan employee, the Supplier SPOC submits a Re-entry Check Form to the CWOC Group for the re-entry eligibility status. If the former employee is 'eligible', the SPOC may consider the individual as a candidate for an assignment.

When candidates (new, returning, or eligible former employees) have been selected for assignments, it is the responsibility of the SPOC to securely submit the required onboarding information via Candidate Form Submission via the CWOC section with the Supplier Central website.

## Supplier Point of Contact's Roles and Responsibilities

The Supplier Point of Contact (SPOC) is an employee of the supplier who will submit all Contingent Worker information accurately and securely to the Contingent Worker Operation Center (CWOC). Suppliers can designate a maximum of five people in their organization to serve as SPOCs. At least one SPOC must be designated prior to commencing any onboarding transactions. Responsibilities of the SPOC are outlined below:

- Serve as the main point of contact with the CWOC Group regarding the onboarding of Contingent Workers
- Ensure all onboarding related requests and inquiries to CWOC are sent by the registered SPOC and not other supplier personnel
- Work directly with internal JPMorgan Assignment Sponsors to efficiently submit and onboard contingent workers
- Require Contingent Worker(s) to complete Pre-Engagement Screening and meet assignment authorization requirements for the assignment location
- Serve as the main point of contact to resolve issues that may arise during Contingent Worker onboarding
- Understand the difference between *Provisional* versus *Confirmed* Standard IDs (SIDs)
  - *Provisional* SID – Status of the SID prior to completing the onboarding process
  - *Confirmed* SID – Status of the SID once the Ready to Work email is sent to the Assignment Sponsor and 'Onboarded' status shows in Supplier Central

## CWOC Candidate Form Submission via Supplier Central

The Candidate Form Submission on CWOC's page within Supplier Central is used by the SPOC to input the Contingent Worker's Information. While some of the JPMorgan related information is not available to the SPOC, it is one of the SPOC's duties to reach out to the Assignment Sponsor to gather the required information to submit on the Candidate Form. The Supplier Central User Guide provides an overview of each field on the Candidate Form Submission.

Once the contingent worker has been submitted to CWOC, CWOC will review the submission for quality. Any inaccurate submissions will be rejected and the SPOC will be notified via email. Clean submissions will be processed and the Assignment Sponsor will receive an auto-generated email containing the Contingent Worker's *Provisional* SID. SPOCs will be notified that the *Provisional* SID has been created via the status column under Submissions found on the CWOC landing page of Supplier Central. A more detailed status will be provided daily on the End of Day Report.

A *Provisional* SID permits the Assignment Sponsor to pre-order the following items to jumpstart the Contingent Worker's ability to begin their assignment once his/her SID switches to a *Confirmed* SID status.

- Workspace
- Phone
- Desktop Hardware (PC, Printer, VDI)

## Pre-Engagement Screening

The SPOC initiates Pre-Engagement Screening (PES) by providing Contingent Worker(s) with their *Provisional* SID found on the CWOC landing page of Supplier Central and the End of Day Summary Report. It is the Contingent Worker's responsibility to follow the instructions for PES found in the [Global Contingent Worker Pre-Engagement Screening \(PES\) Initiation Guide](#). Specific screening requirements and turn-around times will vary by country and are based on the Contingent Worker's physical work location. Each End of Day Summary Report will contain the Contingent Worker's PES results:

Screening Status	Description
Cleared	Worker has Cleared PES.
Not Cleared	Candidate is ineligible at this time. If you require further information regarding PES, the candidate can contact GWS.
Pending GS&I Review	Validation of PES record is required.
Rejected - Referral Related	Request was rejected. If you require further clarification, please contact CWOC.
SID Terminated - PES not Completed by Start Date	SID terminated because there is no record of cleared PES by the start date.

Contingent Workers may be privy to additional internal checks which are outlined within the "Pending Approval(s)" section and defined on the Legend tab of the EOD Summary Report. For more detailed information, please refer to the [Contingent Worker Operations Center Onboarding Toolkit](#)

The Assignment Sponsor will receive notification of the Contingent Worker's successful PES completion through a "Ready to Work" email which updates the Contingent Worker's SID status to *Confirmed*. Once the Ready to Work email is released, the Assignment Sponsor and Contingent Worker may begin to coordinate the Contingent Worker's assignment details (Logistics, Start Date, Time, etc.)

# Voltage Secure Mail

**Voltage SecureMail is a JPMC enterprise-wide solution for securing email communications with internal and external recipients**

- SPOCs do not need any special software for incoming/outgoing secure messages.
- Both the message body and any attachments are always protected provided the recipient responds to the initial message received from CWOC.Group@jpmchase.com
- It will work with any fully functional browser on any platform.
- SPOCs need to create an account and test Voltage SecureMail during their initial setup with CWOC before they are fully registered to submit Contingent Workers via Supplier Central



## Resources

The majority of the forms needed for the onboarding process can be found on the JPMC internet on the [Supplier Personnel Policies](#) page. Forms housed on this page include:

- The Re-entry Check Form- This form is completed by Contingent Workers who have previously worked as an employee of JPMC or a JPMC heritage company.
- Supplier Central User Guide- Provides further information for each field on the Candidate Form Submission
- Candidate Form Quick Reference Guide- Overview of the CWOC page within Supplier Central
- Global Contingent Worker Pre-Engagement Screening (PES) Initiation Guide - used by the Supplier and Contingent Worker to initiate the required regional background screening.
- Contingent Worker Operations Center Onboarding Toolkit – contains detailed information Assignment Sponsors and Suppliers need to onboard new and returning Contingent Workers to JPMC.

### Contingent Worker Operations Center (CWOC)

- Email – [CWOC.Group@jpmchase.com](mailto:CWOC.Group@jpmchase.com)
- Helpline – (201) 595-1807 or (855) 900-2962

For all PES related inquiries please reach out to one of the Global Workforce Screening's regional teams:

- Europe / Middle East / Africa - [EMEA.SECURITY.CHECKING@jpmorgan.com](mailto:EMEA.SECURITY.CHECKING@jpmorgan.com)
- United States /Canada - [gws.contingent.workers@chase.com](mailto:gws.contingent.workers@chase.com)
- Latin America / Bahamas - [jpmc.latam.pes@jpmchase.com](mailto:jpmc.latam.pes@jpmchase.com)
- Asia Pacific - [Asia.PES@jpmorgan.com](mailto:Asia.PES@jpmorgan.com)