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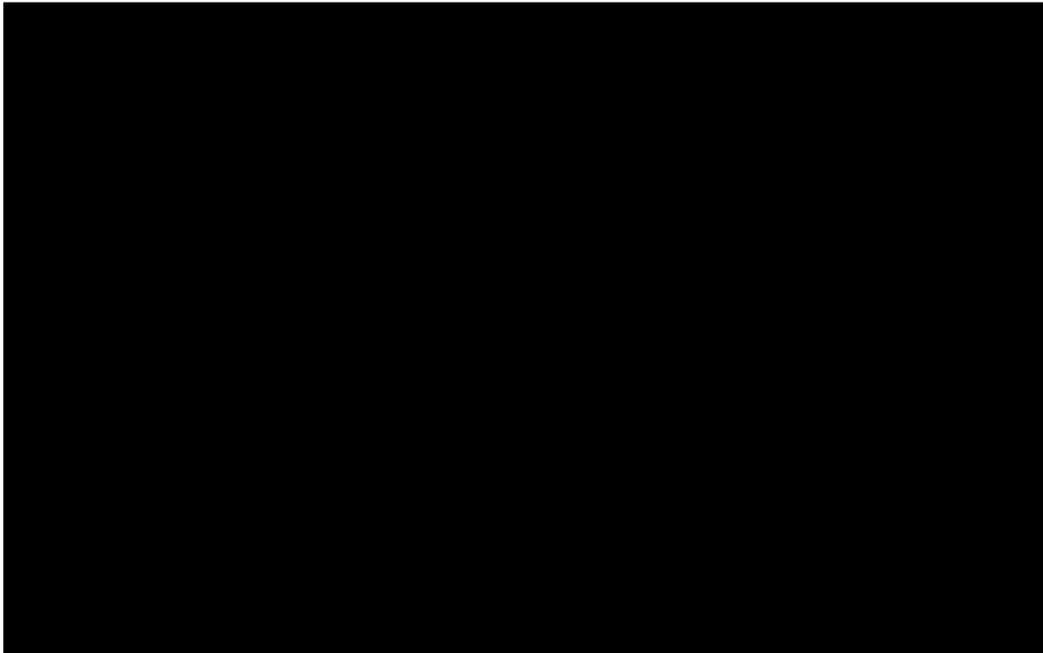
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## 02 HOW TO LOG IN TO TALEO

1. Click on [REDACTED] from the [REDACTED]



2. Navigate to Taleo through your iRecruitment role.
3. Select [REDACTED]



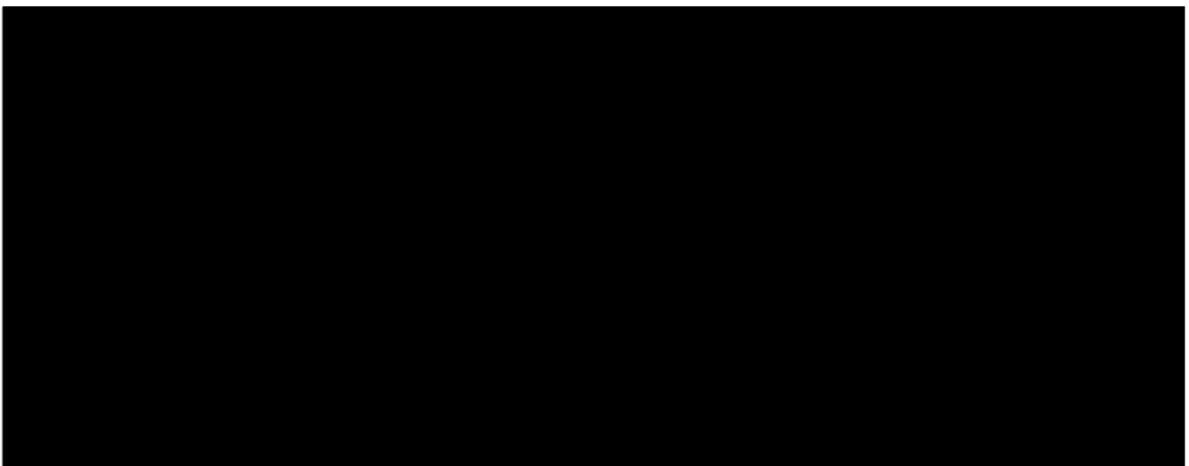
07 MOVE TO IRECRUITMENT

07A VERIFY THAT THE HIRING MANAGER NAME ON THE REQUISITION IS CORRECT

**The Hiring Manager name on the requisition MUST BE the name of the person who will create the offer** because once you have moved the requisition to iRecruitment, the Hiring Manager name cannot be changed on the requisition.

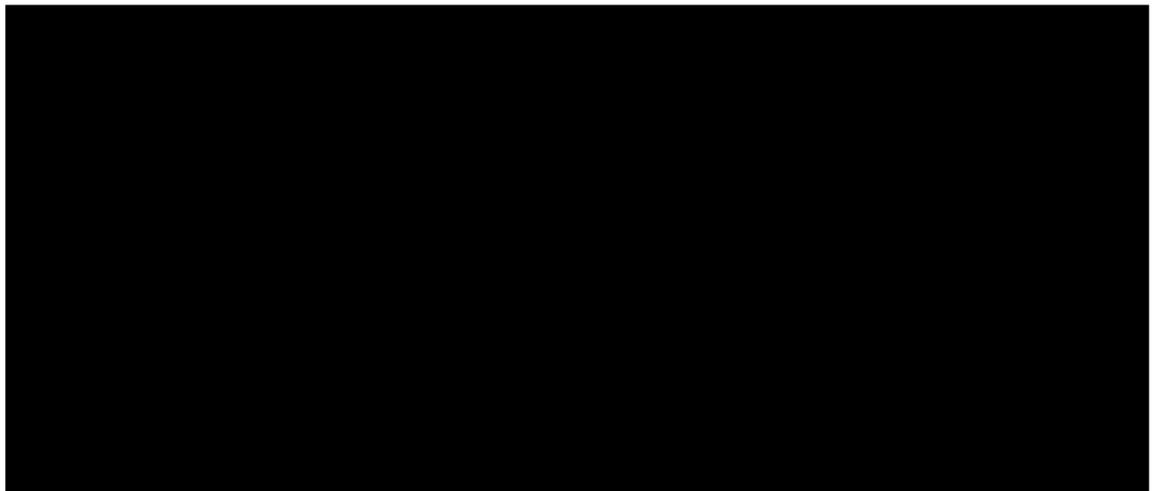
*Pre-requisite: The candidate has been matched to the job requisition and the resume is attached correctly*

1. Check the Hiring Manager Name
  - a. From the [REDACTED] page, hover over the [REDACTED] until a pop up occurs with requisition information and verify the Hiring Manager name is correct



2. If the Hiring Manager Name is incorrect

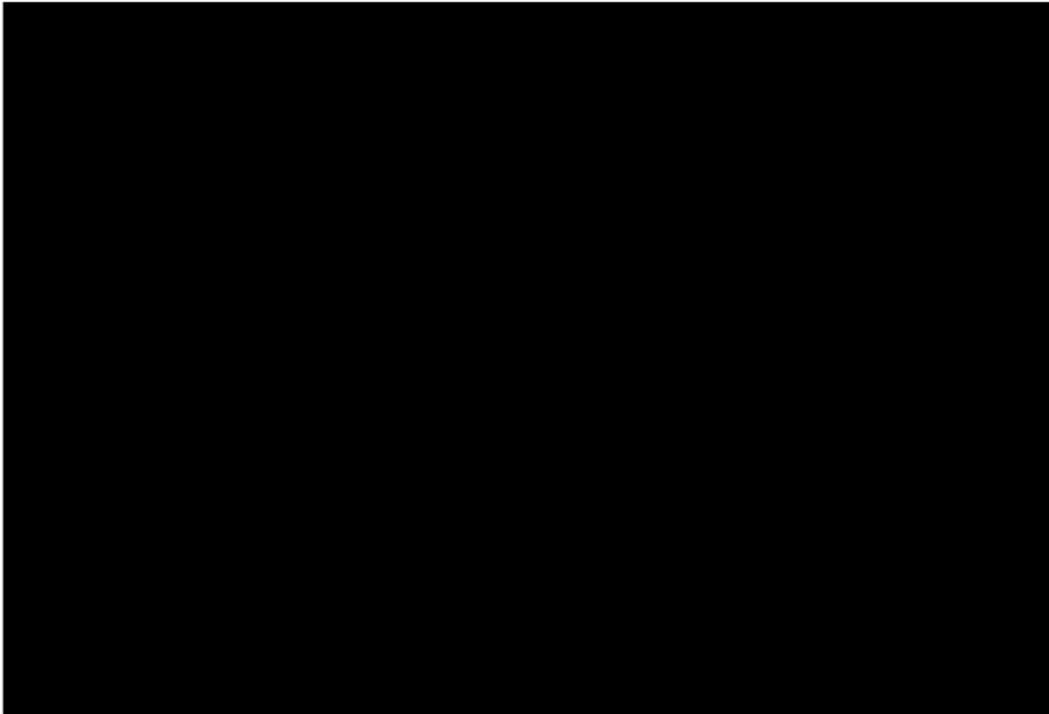
- a. Click on the [REDACTED]
- b. Select the [REDACTED]
- c. Click [REDACTED] button



- d. In the [REDACTED] section, enter and select the correct [REDACTED] name

US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

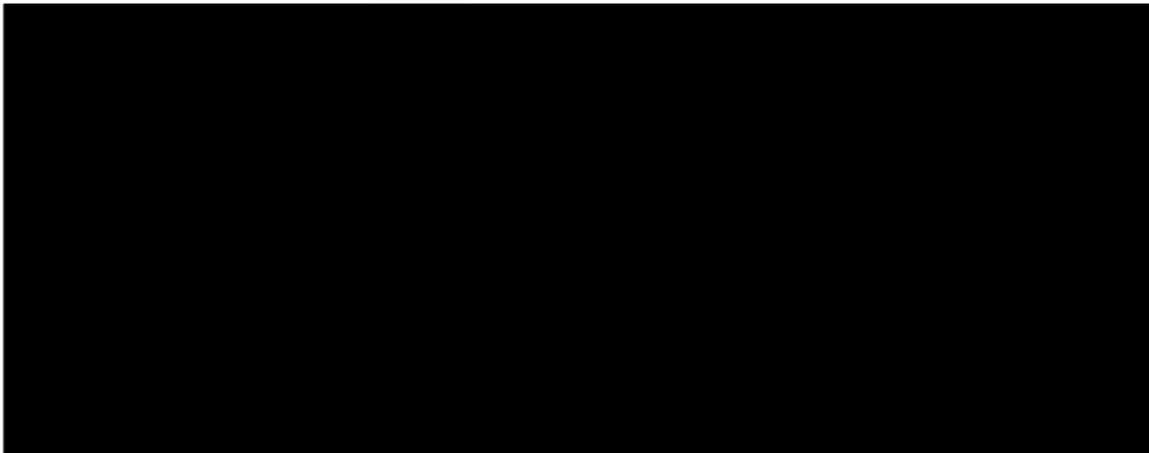
- e. Click [REDACTED] button



07B MOVE THE CANDIDATE TO STATUS GSI/IREC

*Pre-requisite: The candidate has completed applying and the resume is attached correctly*

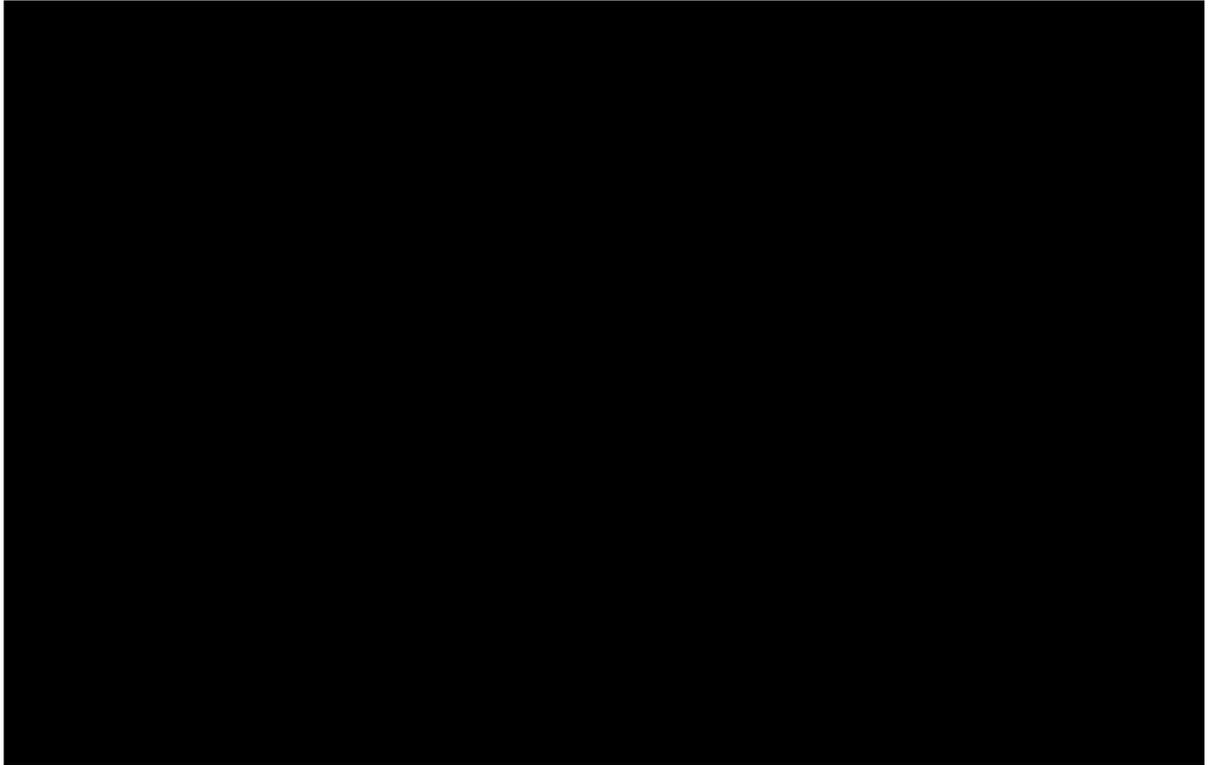
- 1. Change the [REDACTED] and [REDACTED]



- a. From the Candidate Job Submission page, select [REDACTED] from the [REDACTED] drop down
- b. Click [REDACTED] button
- c. Change New Step to equal [REDACTED] and New Status to equal [REDACTED]

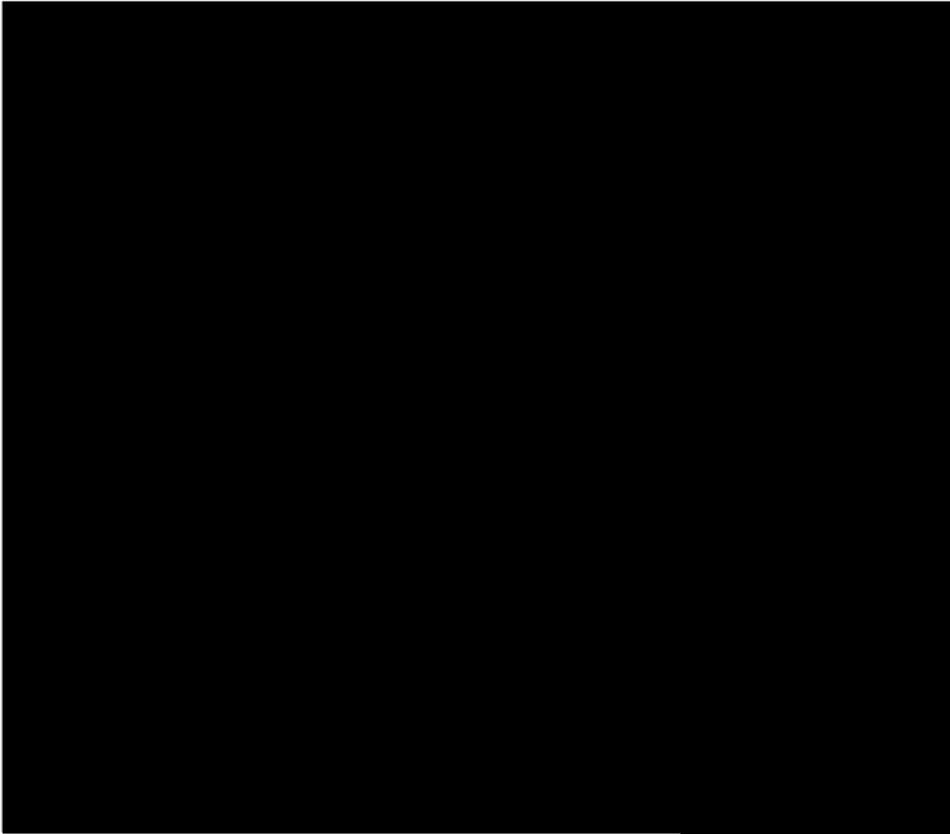
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

- d. Click mandatory checkbox in [REDACTED] section
- e. Click [REDACTED] button

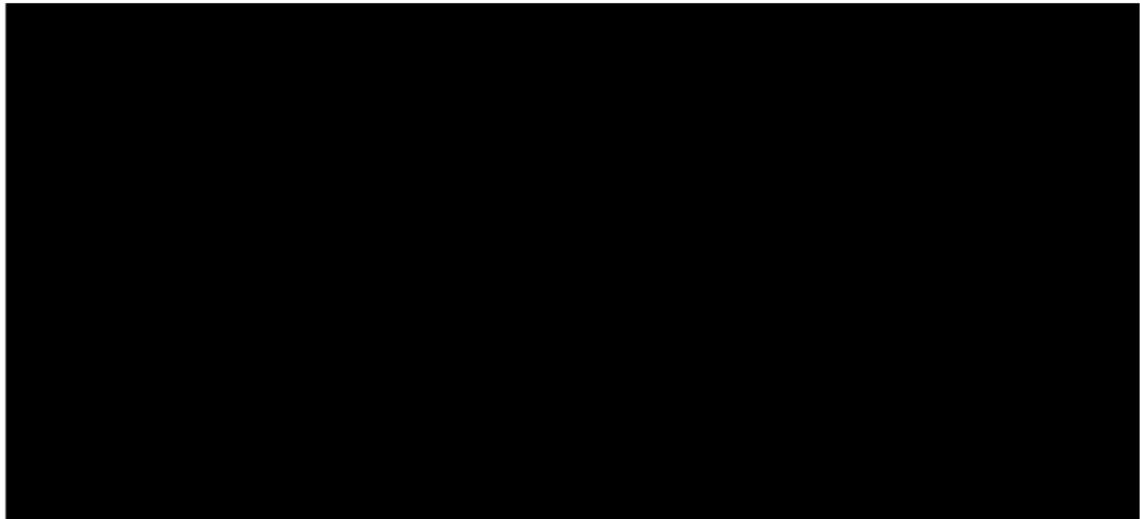


## 08 HOW TO LOGIN TO IRECRUITMENT

1. Click on [REDACTED] from the [REDACTED]



2. Navigate to iRecruitment using the [REDACTED] or [REDACTED] role
3. Select [REDACTED]



09 CREATE OFFER

09A VERIFY THAT THE TALEO REQUISITION AND CANDIDATE MOVED TO IRECRUITMENT

*Pre-requisites: A posted job requisition and a Candidate in Move to GSI status in Taleo*

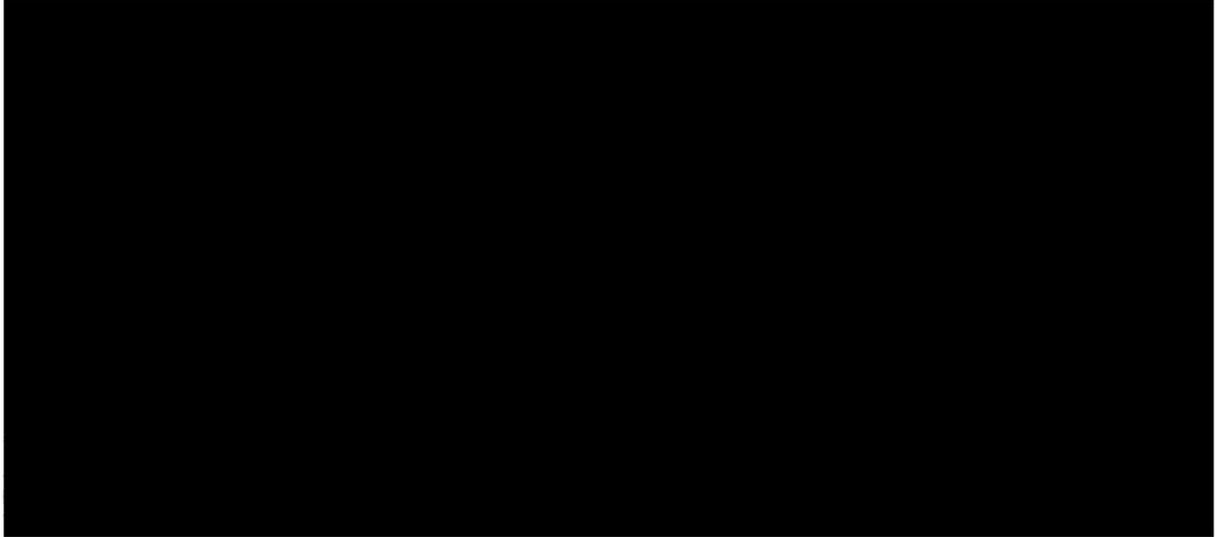
1. Login to iRecruitment



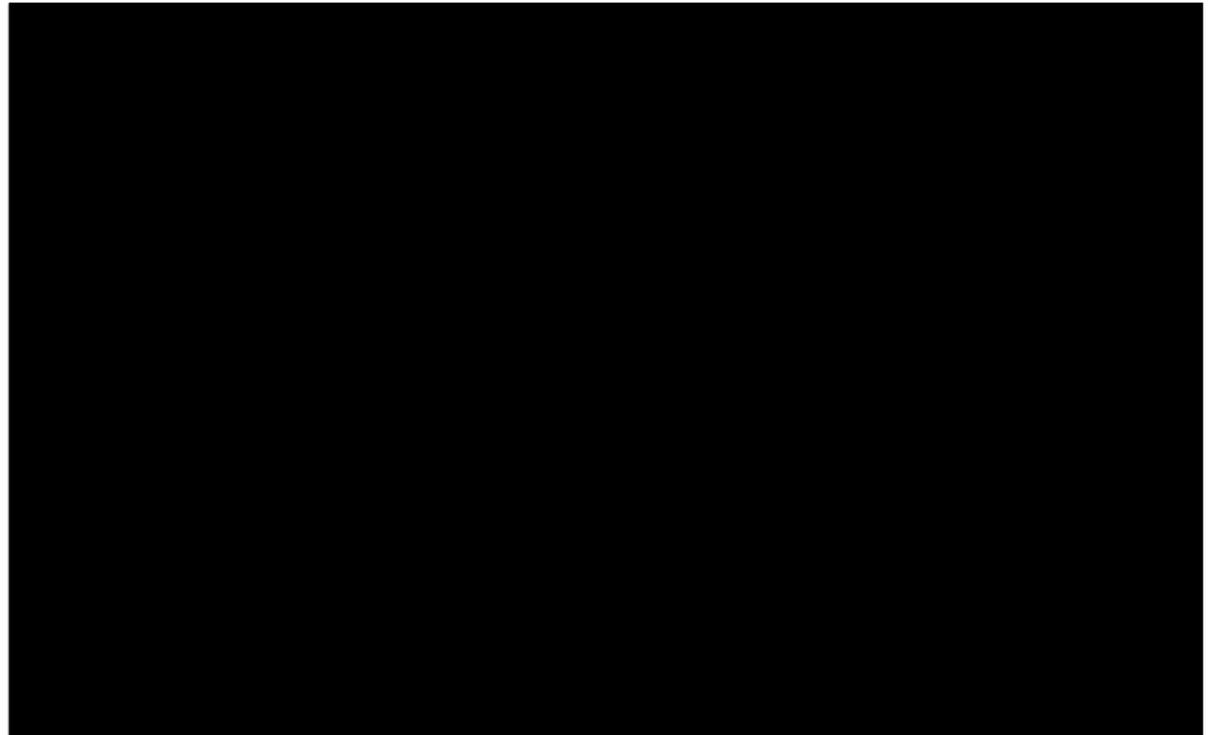
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

2. Look at your Vacancies list

a. Select the [REDACTED] tab

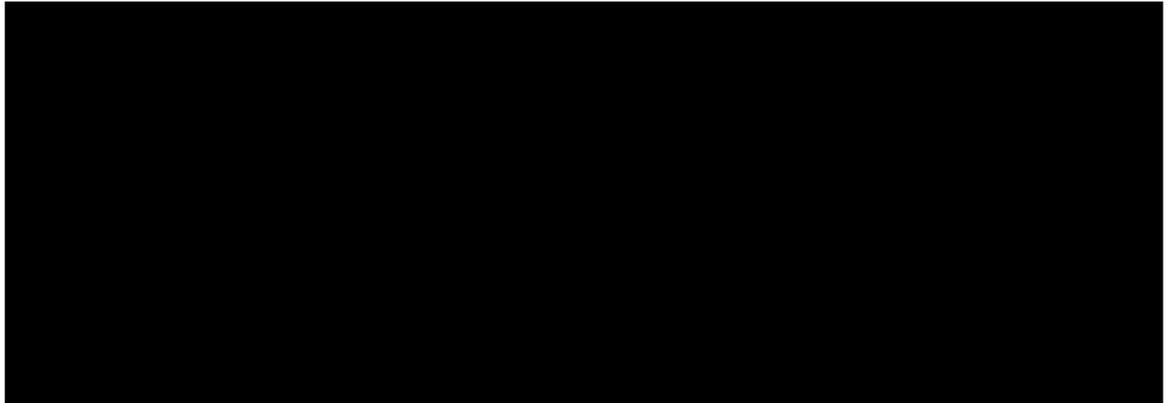


b. If there are a lot of requisitions displayed, click on the [REDACTED] title ([REDACTED] in the table) twice to sort the requisitions so the most recent requisitions are on the top

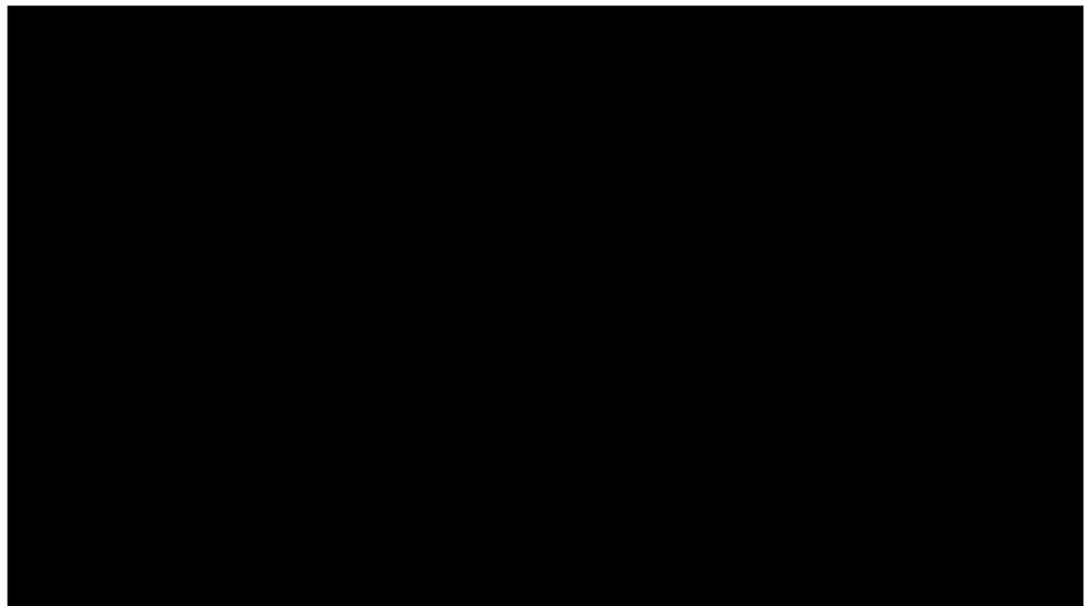


US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

1. If you don't see your requisition(s) and you need to make the offer right away, click the [REDACTED] button

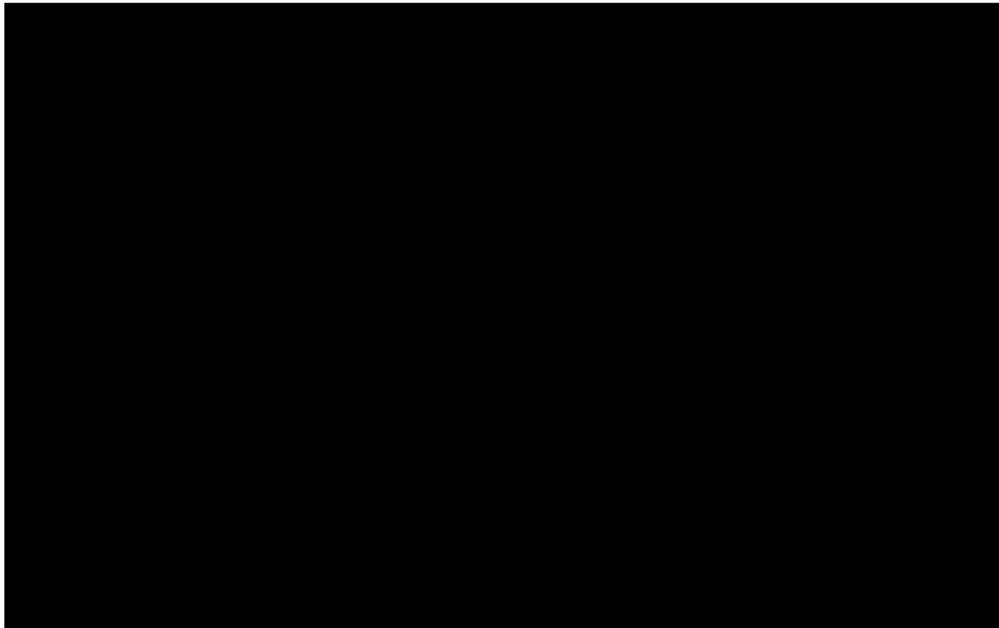


2. Wait 10-20 minutes, then refresh the page to see any changes by exiting the [REDACTED] tab and returning or doing a page refresh or starting a Taleo Requisition Number search
3. If after 30 minutes, you still do not see the requisition, go back to Taleo and check the [REDACTED]
  - a. If the status is [REDACTED]
    1. Review the Candidate History for the job submission
    2. Read the comments for event [REDACTED] (if you [REDACTED] it will show you the complete message) and correct the situation.

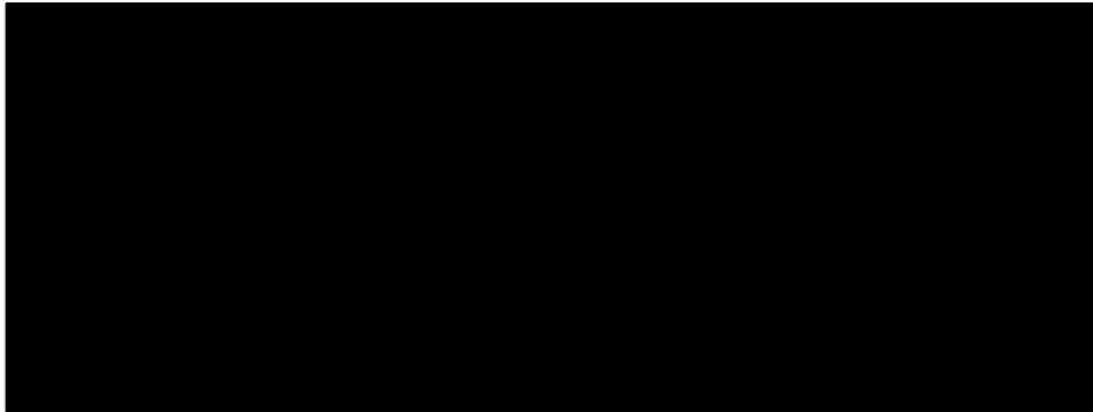


US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

- i. If the problem is related to the resume, select the [REDACTED] tab to look at the resume you uploaded.
  - 1. Ensure that the resume is in the [REDACTED] section. If not, click on the [REDACTED] button, click [REDACTED] button and select the resume file, scroll to the bottom and click [REDACTED] and [REDACTED] check boxes, then click [REDACTED] button.
  - 2. Ensure that there is a [REDACTED] under the [REDACTED] column. If not, click [REDACTED] button, then select [REDACTED]
  - 3. Ensure that there is a [REDACTED] under the [REDACTED] column. If not, [REDACTED] the [REDACTED] in the [REDACTED] until you see the [REDACTED] box pop up and click on it so that entry is deleted. Then click [REDACTED] button, click [REDACTED] button and select the [REDACTED] scroll to the bottom and click [REDACTED] and [REDACTED] [REDACTED] check boxes, then click [REDACTED] button.

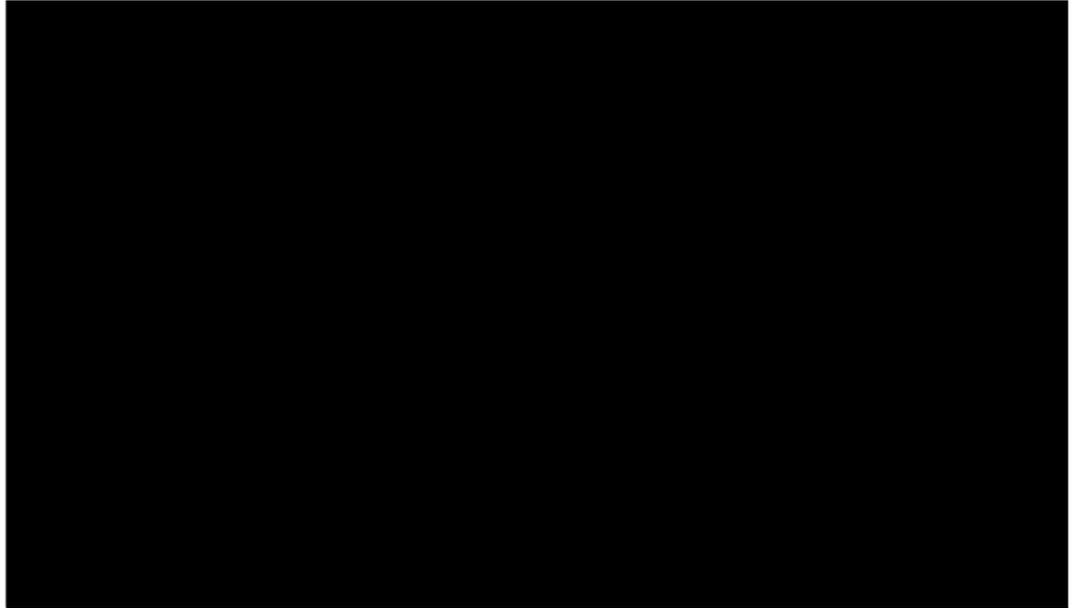


- 3. Select [REDACTED] from the [REDACTED] drop down



US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

4. Change the New Status back to [REDACTED] click the Details or Disposition checkbox, and click [REDACTED] button



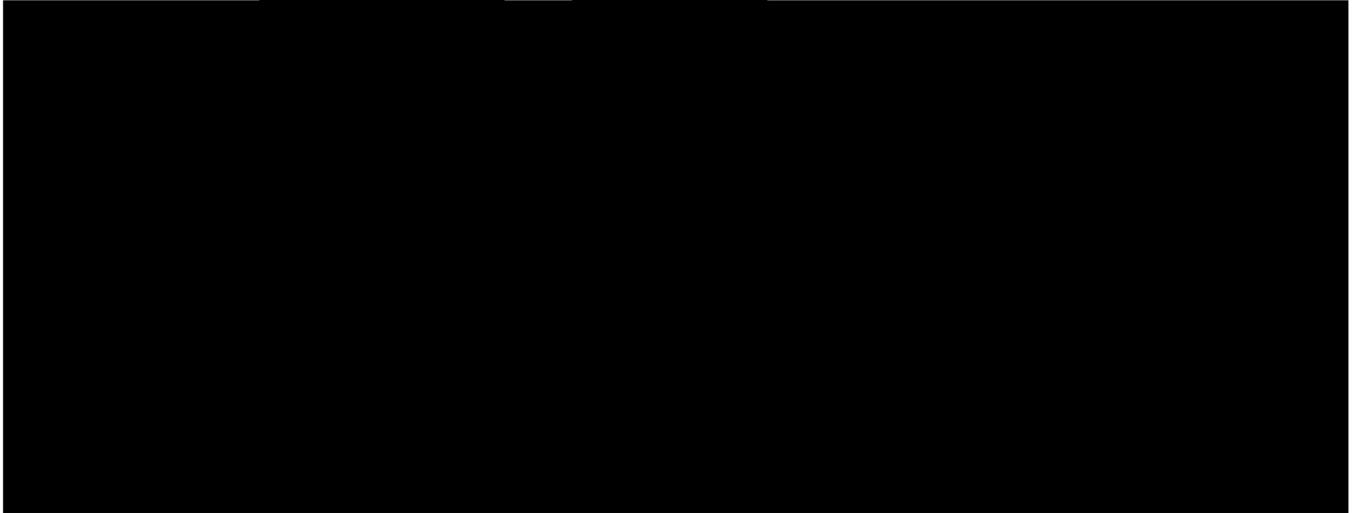
- b. If the status is [REDACTED] return to the top of [this section](#).

09B COMPLETE THE OFFER TEMPLATE

*Pre-requisite: The Candidate and Taleo Requisition have been moved to iRecruitment*

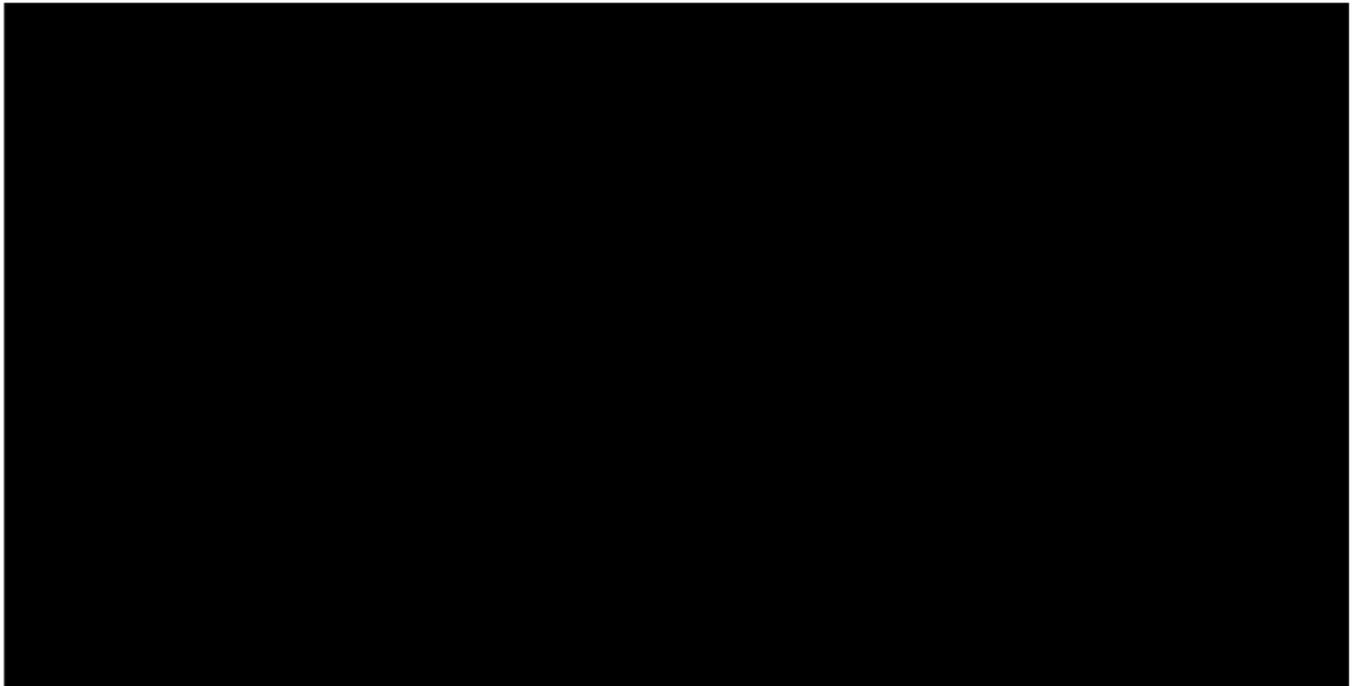
1. View the Applicant information for your requisition in iRecruitment

- a. Select the [REDACTED] under [REDACTED] for the Taleo Requisition Number of your choice



2. Create the Offer

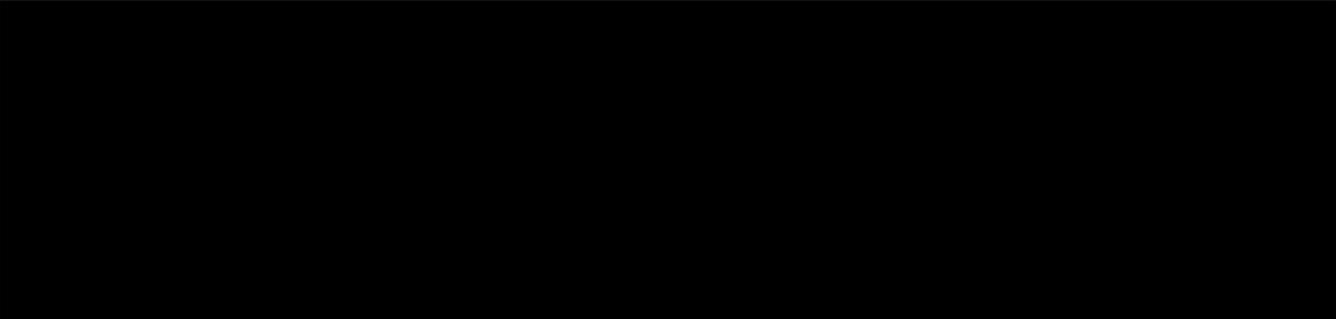
- a. Click the [REDACTED] checkbox on the far left
- b. Click [REDACTED] button



- c. Recruiting Area

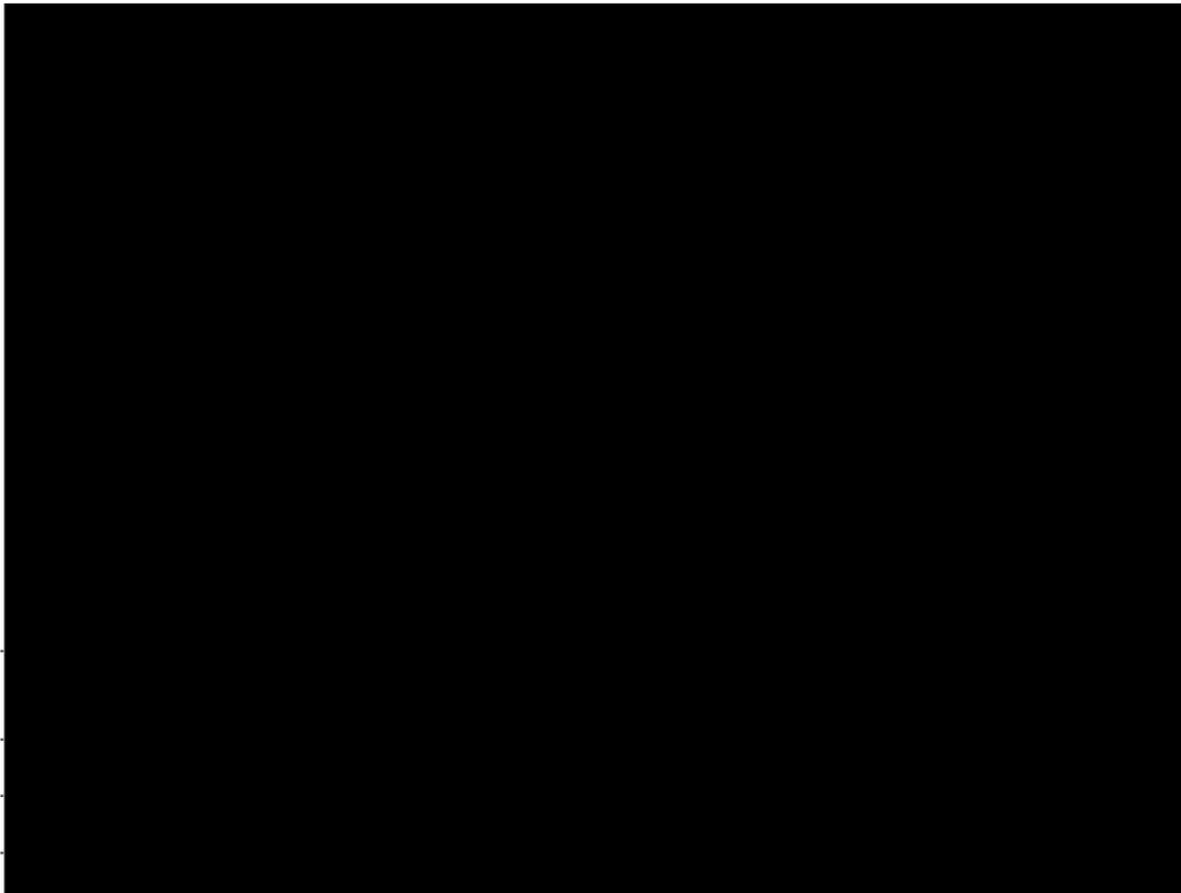
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

1. Specify the [REDACTED]
2. Select the [REDACTED]
3. Click [REDACTED] button

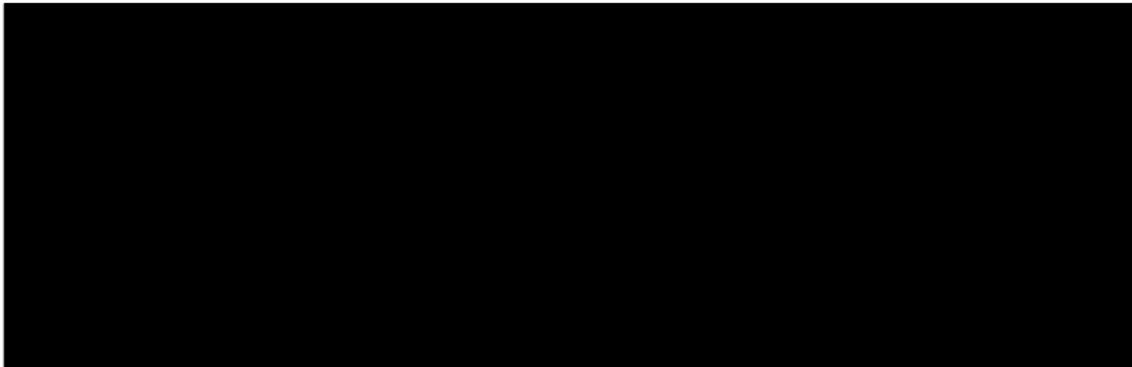


- a.
- b.
- c.
- d. Offer Basic Details

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 10.
- 11.
- 12.
- 13.



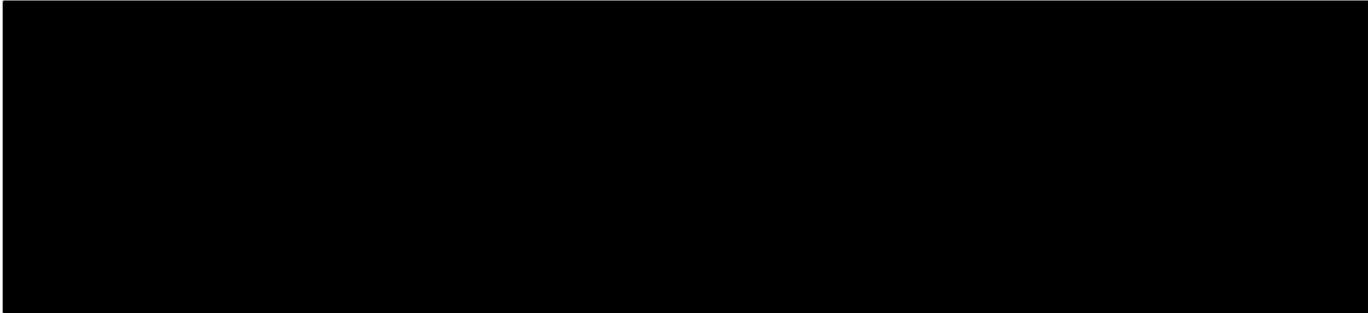
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.



e. Salary Information

1. [redacted] – number entered should be based upon the [redacted]
2. Click [redacted] so the program can calculate the annualized salary

f. Click [redacted] button



- g. Individual Compensation Plans for Offers – Ensure that you include in the Justification that the compensation Offer being provided is covered by the US College Recruitment Program. This is important information for the Offer Approvers.

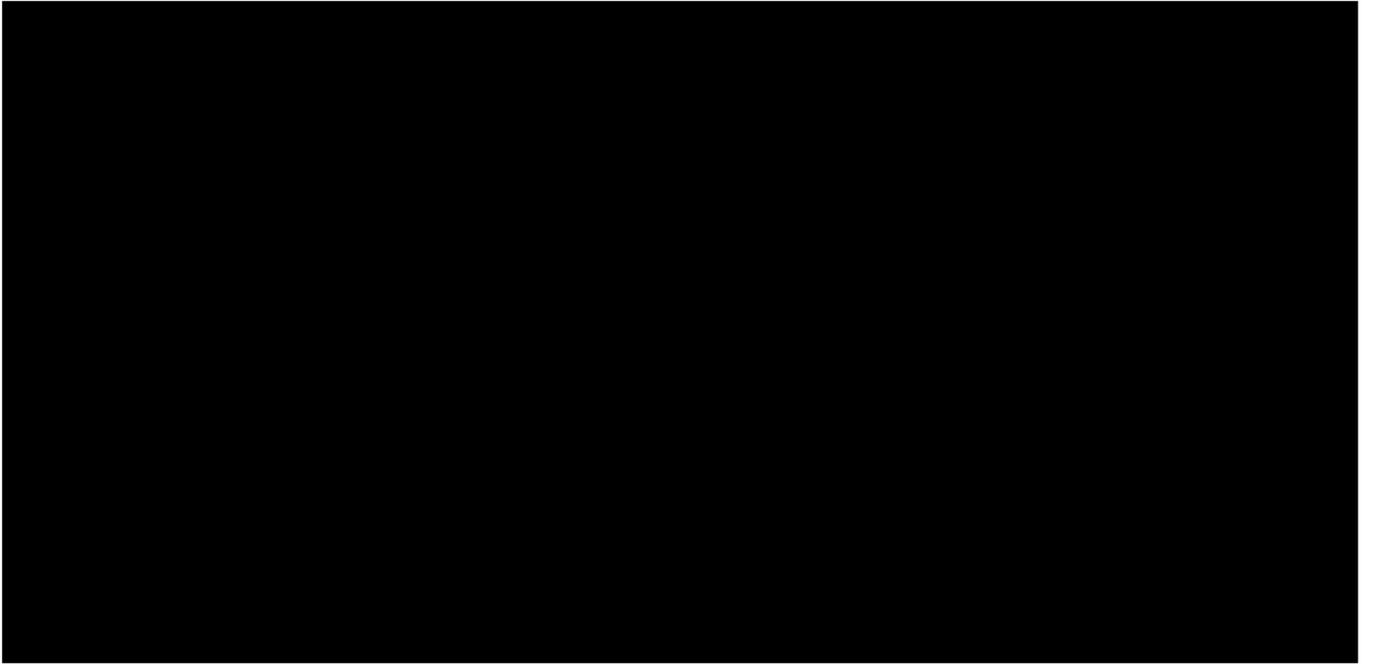
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

1. For Regular and MAP College Hires

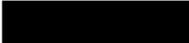
- a.
- b.
- c.

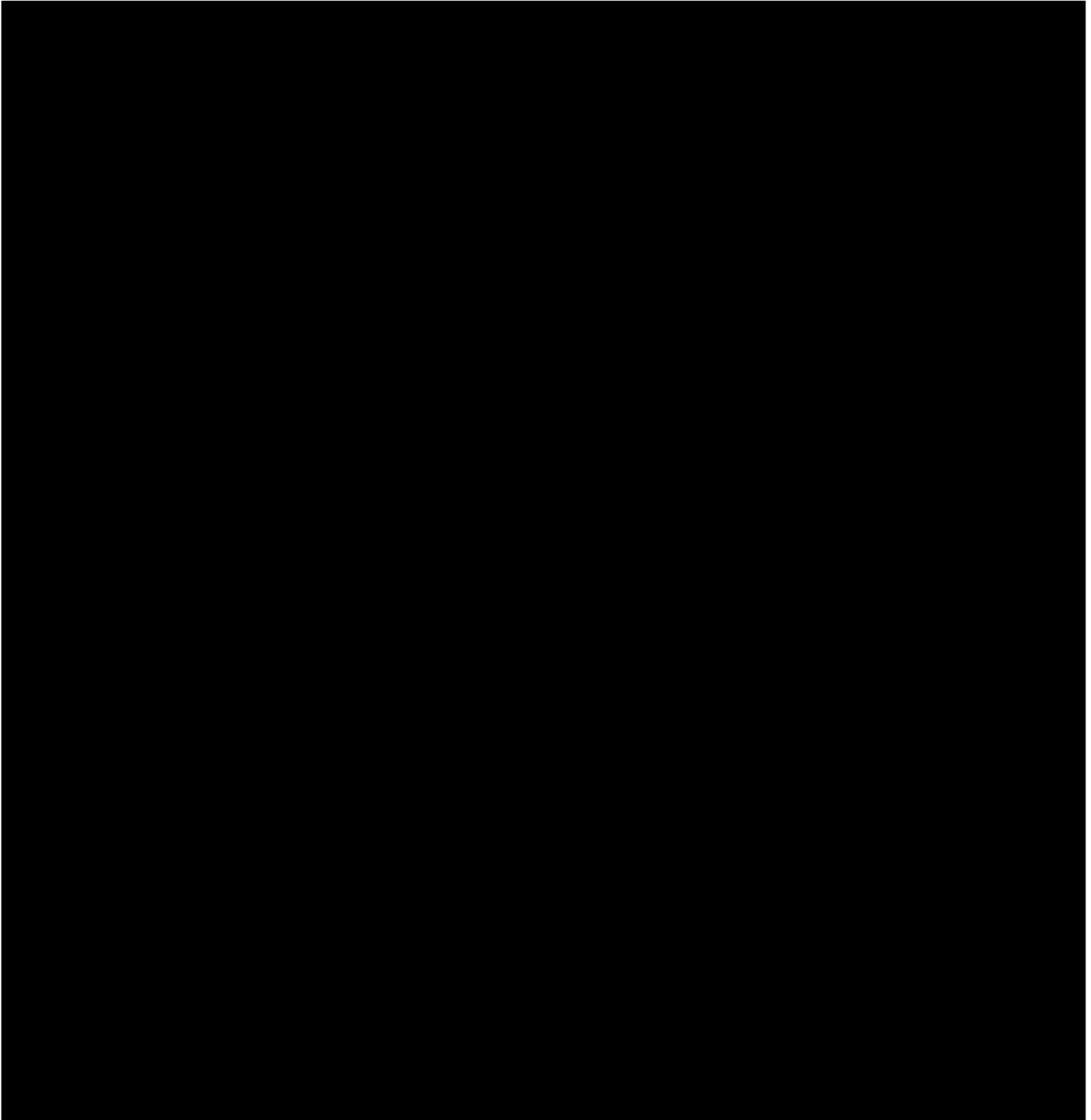


3. Click  button

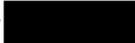


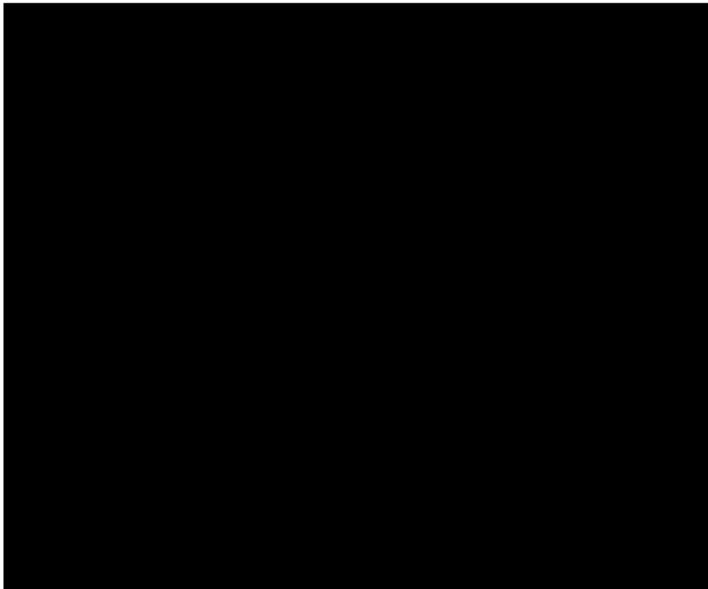
## US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

4. Create Offer: Review Page
  - a. Review the information on the page for accuracy
  - b. Review the Offer Letter
    1. Click  button



US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

- c. If there were any discrepancies, use the  button to go back and fix them.
- d. Enter any  to the Approver needed. Please enter the following for all offers:
  - a.   
(Do not include the hiring manager's name)
  - b. For TK where there's been a declined, also include   
(If there are multiple declines, just list the most recent decline)
- e. Approvers Section
  - 1. Expected Approvers list for Regular and MAP offers:



- 5. Click **Submit** button



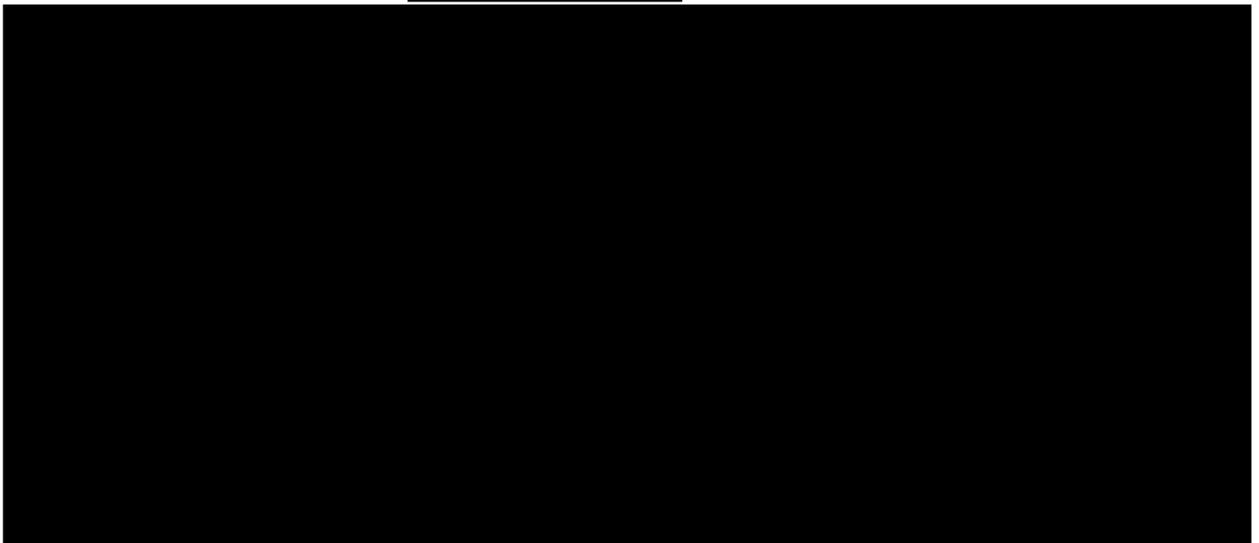
## 10 AFTER SUBMITTING THE OFFER

### 10A CHECK FOR NOTIFICATIONS AFTER SUBMITTING AN OFFER

Check periodically to see if you have any notifications from an Approver to act upon

*Pre-requisite: An offer has been submitted for the candidate*

1. In iRecruitment, select the [REDACTED] tab
2. Look in the [REDACTED] section for any new notifications
3. If you have a notification, click on the [REDACTED]



- a. Read the message
- b. Scroll down to the [REDACTED] to respond to the notification or perform an action
  1. To respond to the notification, use the [REDACTED] section
  2. To act upon the notification, choose an action from the [REDACTED] section

## 10B CHECK THE STATUS OF YOUR OFFER

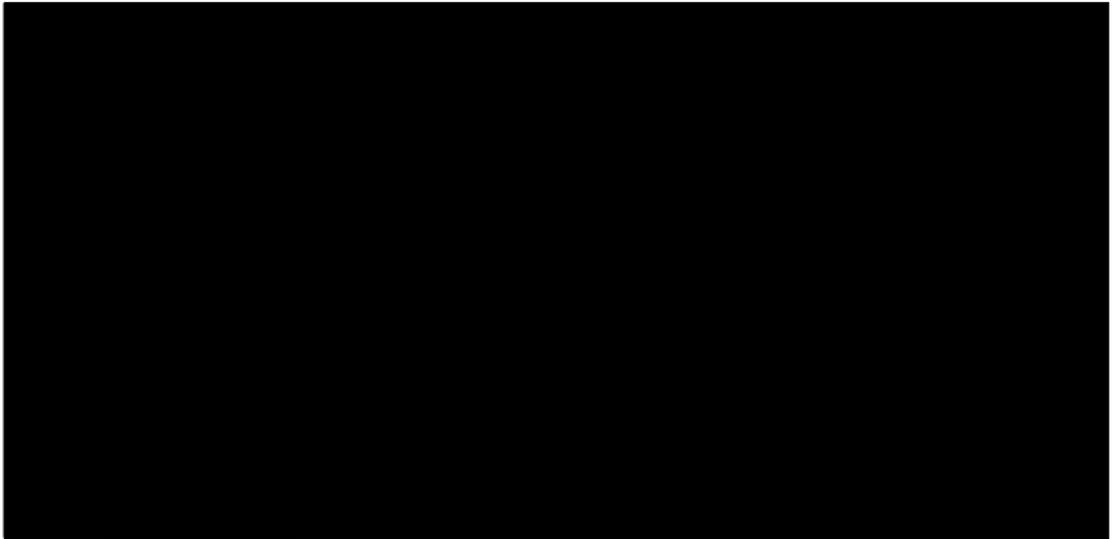
*Pre-requisite: An offer has been submitted for the Candidate*

### 1. Viewing Status

#### a. Viewing status in iRecruitment

##### 1. To View Requisition Vacancy Status

- a. Select the [REDACTED] tab
- b. If there are a lot of requisitions displayed, click on the [REDACTED] title ([REDACTED] in the table) twice to sort the requisitions so the most recent requisitions are on the top



- c. View the [REDACTED]



##### 2. To View Candidate Offer Status

- a. From the [REDACTED] page, select the [REDACTED] under [REDACTED] for the Taleo Requisition Number of your choice



- b. View the [REDACTED]



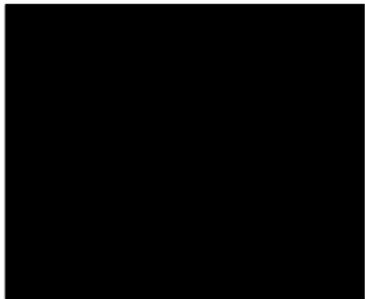
b. Viewing status in Taleo

1. Viewing Candidate Step/Status

- a. Select the [REDACTED] menu to display the candidate list and find your candidate, or
- b. Enter the [REDACTED] in the [REDACTED] box ([REDACTED] on screen) and click on the [REDACTED]

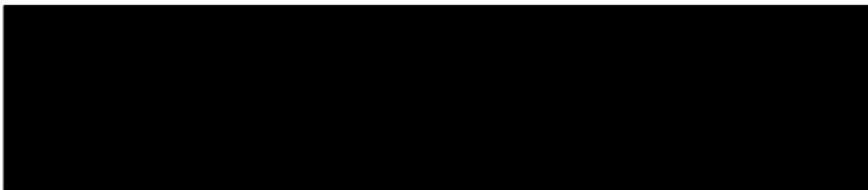


View the [REDACTED] for the job submission

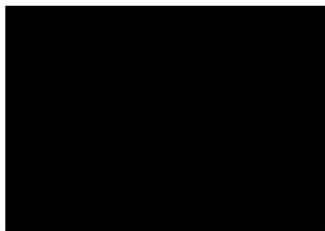


2. Viewing Requisition Status

- a. Select the [REDACTED] to display the requisitions list and find your requisition



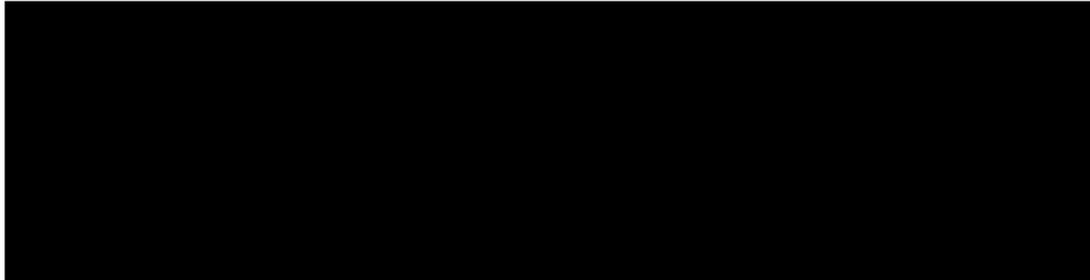
- b. View Requisition [REDACTED]



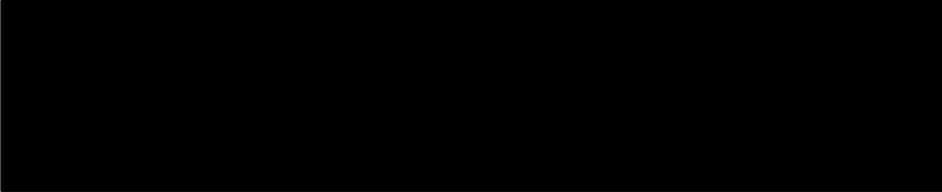
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

2. What Should You See?

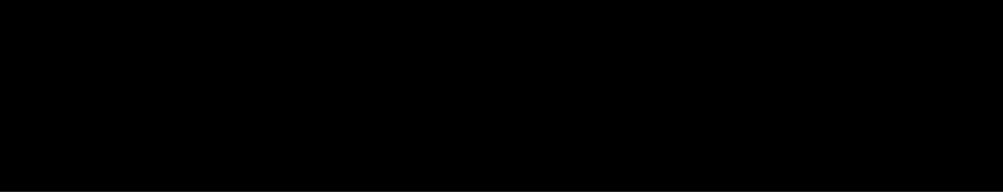
- a. After the Offer has been submitted



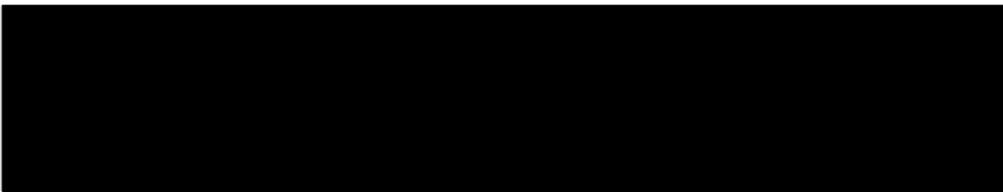
- b. After the Offer is approved



- c. After the Offer is extended by GHRIS



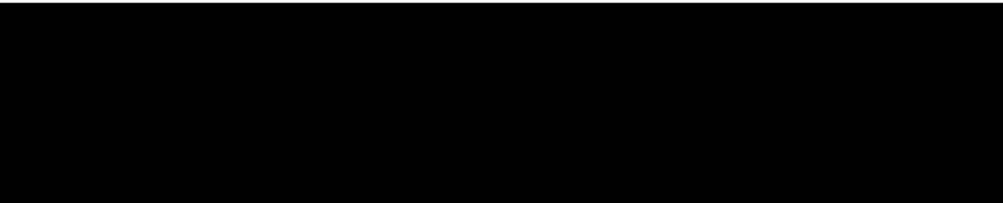
- d. After the Candidate accepts the Offer



- e. After the Candidate returns their paperwork



- f. After the Candidate is Hired



*This is the end of the standard College Recruiting Hiring Process*

A1: OTHER OPTIONS IN TALEO

## REJECTING A CANDIDATE

*Pre-requisites: a candidate has been matched to a requisition*

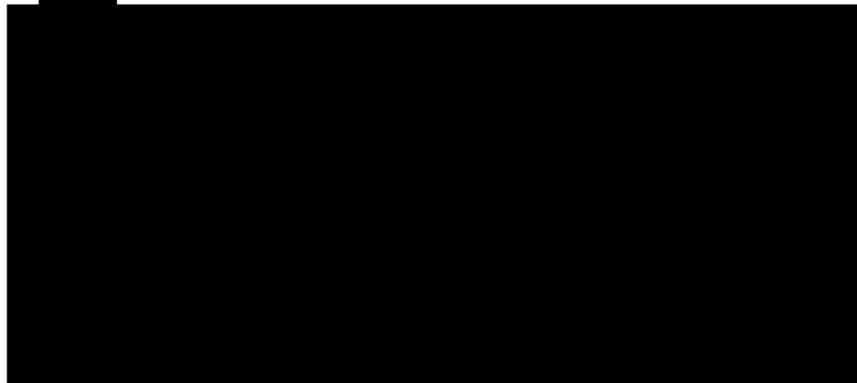
1. Find the Candidate Job Submission

a. Login to Taleo

b. Enter the Candidate name in the [REDACTED] at [REDACTED] of page and press [REDACTED] or click on the [REDACTED]

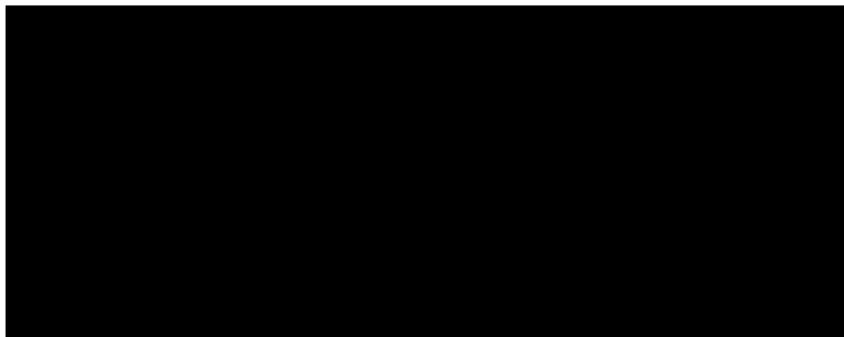


d. Hover over the [REDACTED] in the left column and select the job requisition by clicking on the [REDACTED]



2. Change the Status to Rejected

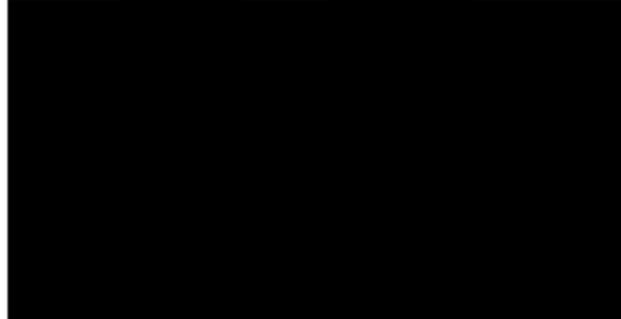
a. Select [REDACTED] from the [REDACTED] drop down



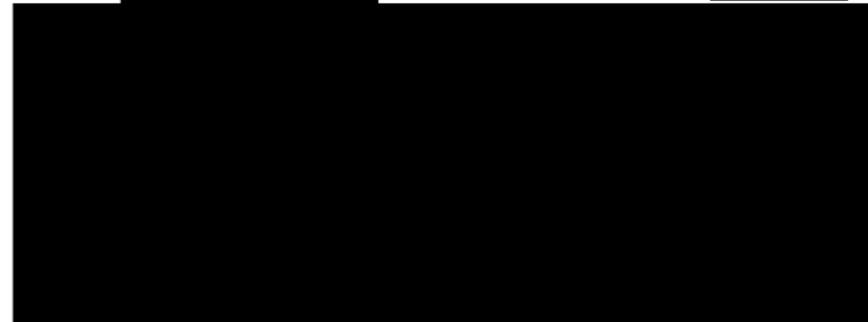
US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

b. If [REDACTED] has moved forward to the next step, you may have to select the correct step. For example if you were at step/status [REDACTED] the New Step may be [REDACTED] but if you didn't make it to Offer stage, select [REDACTED] from the [REDACTED] drop down.

c. Select [REDACTED] from the [REDACTED] drop down



d. Select [REDACTED] checkbox and add appropriate [REDACTED]



e. Click [REDACTED]

## IF A CANDIDATE WITHDRAWS/DECLINES

*Pre-requisites: a candidate has been matched to a requisition*

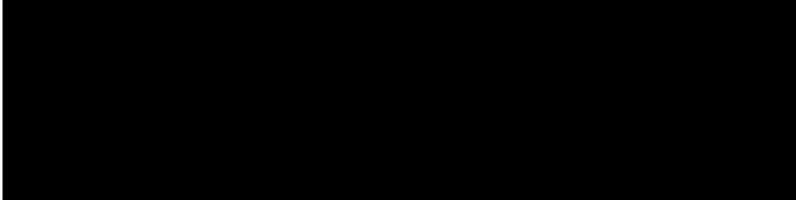
1. Find the Candidate Job Submission
  - a. Login to Taleo
  - b. Enter the Candidate name in the [REDACTED] at [REDACTED] of page and press [REDACTED] or click on the [REDACTED]
  - c. Click on the [REDACTED]
  - d. Hover over the [REDACTED] in the left column and select the job requisition by clicking on the [REDACTED]
2. Change the Status to Candidate Withdrew/Declined
  - a. Select [REDACTED] from the [REDACTED]
  - b. Select [REDACTED] from the [REDACTED] drop down
  - c. Select [REDACTED] checkbox and add appropriate [REDACTED]
  - d. Click [REDACTED]

A2 OTHER OPTIONS IN IRECRUITMENT

CANDIDATE WITHDRAWS BEFORE OFFER HAS BEEN SUBMITTED

Pre-requisite: Candidate has been moved to iRecruitment

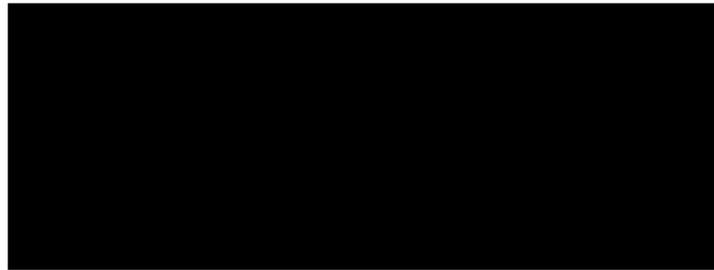
1. In iRecruitment, go to the [REDACTED] page
  - a. Select the [REDACTED] tab
  - b. If there are a lot of requisitions displayed, click on the [REDACTED] title ([REDACTED] in the table) twice to sort the requisitions so the most recent requisitions are on the top



- c. Select the [REDACTED] under [REDACTED] for the Taleo Requisition Number of your choice



- d. Select the checkbox in the [REDACTED] for the candidate that has withdrawn
    - e. Click [REDACTED] button



- f. Select appropriate status from [REDACTED] drop down, then the [REDACTED]



- g. Click [REDACTED] button
    - h. [REDACTED]

US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

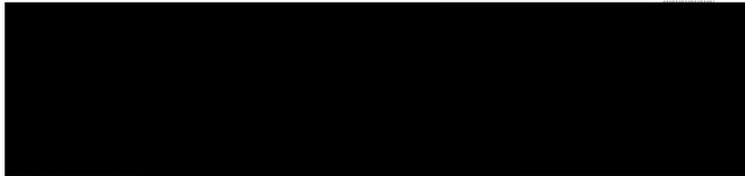
VIEWING THE OFFER LETTER AFTER IT HAS BEEN SUBMITTED FOR APPROVAL

*Pre-requisite: An offer has been submitted for the candidate but it is not yet accepted*

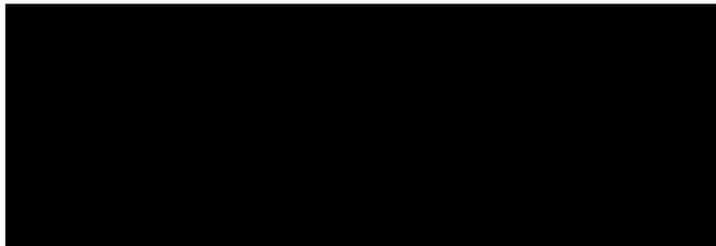
1. In iRecruitment, find the [REDACTED] page
  - a. Select the [REDACTED] tab
  - b. If there are a lot of requisitions displayed, click on the [REDACTED] title [REDACTED] in the table) twice to sort the requisitions so the most recent requisitions are on the top



- c. Select the [REDACTED] under [REDACTED] for the Taleo Requisition Number of your choice

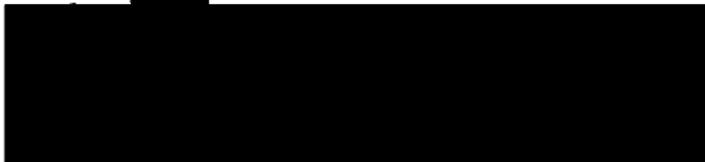


- d. Click on the [REDACTED]

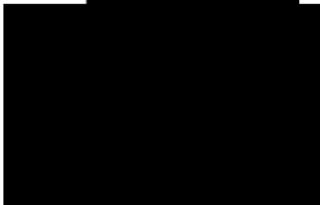


2. Request to view the [REDACTED]

- a. Select the [REDACTED] tab

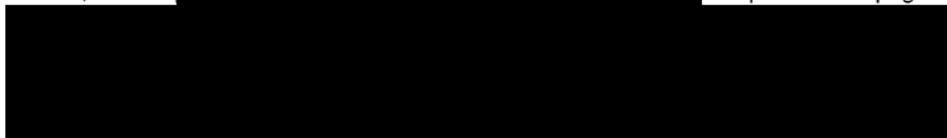


- b. Select [REDACTED] from the [REDACTED] ([REDACTED] of page) and click [REDACTED] button



- c. The offer letter will then be viewable

- d. To exit, click on [REDACTED] at top left of the page



### WITHDRAWING AN OFFER

*Pre-requisite: An offer has been submitted for the candidate but it is not yet accepted*

1. Go to the [redacted] home page
2. Select [redacted] under [redacted] from the list on the [redacted] of the screen
3. Login to iRecruitment Manager
4. Click on the [redacted] tab
5. Retrieve your vacancy by [redacted] field
6. Select the number in the [redacted] column (if no applicants are listed initially, select [redacted])
7. Click on the [redacted]
8. Click on the [redacted] tab
9. On the [redacted], select [redacted] in the [redacted]
10. Click the [redacted] button and process the transaction

*To change the candidate back to active status:*

1. Go to the [redacted] home page
2. Select [redacted] under [redacted] from the list on the [redacted] of the screen
3. Login to iRecruitment Manager
4. Click on the [redacted] tab
5. Retrieve your vacancy by [redacted] field
6. \*\*\*Select the number in the [redacted] column (if no applicants are listed initially, select [redacted]\*\*\*
7. Check the [redacted] under [redacted]
8. Select [redacted] or [redacted] (both options will have the same affect) and enter [redacted]  
[redacted] because none of the reasons apply to this case
9. [redacted]

Go back to the [redacted] tab, enter the [redacted] under [redacted] and select [redacted]  
The candidate should be [redacted] and the number [redacted] should be visible under [redacted]

Select the [redacted] under [redacted] and check mark the box to the [redacted] to create a new offer.

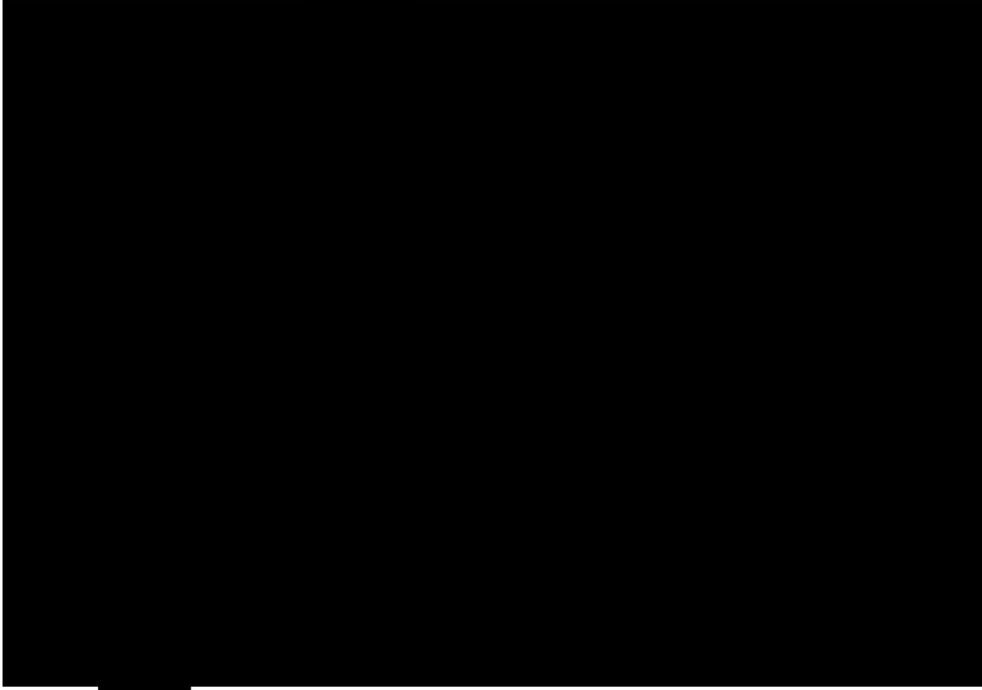
### MODIFYING AN OFFER IF YOU HAVE MADE A MISTAKE OR FORGOTTEN SOMETHING

*Pre-requisite: An offer has been submitted for the candidate but it is not yet accepted*

1. [redacted] with no [redacted] provided, just add [redacted]
2. Update the Offer
  - a. Select [redacted] from [redacted] drop down and click [redacted] button  
[redacted]
  - b. It will take you back to the [redacted] to edit it as needed

**ORACLE CONFIDENTIAL: NEED TO KNOW ONLY**

- c. On the review page, you will notice that the Offer Version has [REDACTED] and the change you made should be visible on the [REDACTED] side



- d. Click [REDACTED] button

C1 TIPS



C2 FAQ

FOR GENERAL QUESTIONS RELATED TO ORACLE RECRUITING CLOUD (TALEO) AND IRECRUITMENT, REFER TO RECRUITING SYSTEMS (A COMPLETE END-TO-END HIRING SOLUTION) - FAQs.

FOR MORE SPECIFIC QUESTIONS RELATED TO COLLEGE RECRUITING, REFER TO THE QUESTIONS/ANSWERS BELOW.

**FAQ QUESTIONS LIST:**

**Question#1: Candidate attempts to apply but cannot input EEO/Self ID information because they are sent directly to the final step**

**Question#2: In the offer letter, the Hiring Manager's name shows up twice.**

**Question#3: I need to change the job code for this req.**

**Question#4: My phone number does not show up in the offer letter even though my name does.**

**Question#5: Will we still be sending out employment verifications?**

**Question#6: Will the phone numbers in the offer letters be displayed in matching formats? (including parentheses and dashes, etc.)**

**Question#7: Will the RPMs receive a notification that the offer has been sent and accepted?**

**Question#8: Will recruiters be able to see where the approval flow is at any point in the offer approval**

**Question#9: Will the RPMs receive start date confirmation?**

**Question#10: What will be the process for H1-B notification to managers be now?**

**Question#11: Will there be a notification sent to managers that the offer has been sent?**

**Question#12: What should I do if a hiring manager is not available and a Start Date must be set or updated?**

**Question#13: Is there a way to narrow down the list of reqs that show up when we try to match a candidate in Taleo to avoid matching a candidate to the incorrect req?.**

**Question#14: When and how should I make a request for an offer extension for the candidate?**

**Question#15: When I try to send a correspondence to my candidate I get an unresolved variable error.**

**Question#16: What do I do when I'll be out of the office and need to continue the offer process?.**

**Question#17: What can I do if a candidate uploads their resume when I ask them to apply?**

**Question#18: Whom should I contact with technical issues?**

**Question#19: How do I create a MyHelp SR?**

Question#20: I am attempting to update a justification comment box in the “Individual Compensation Plans for Offers” section, however, when I move to the next page, my changes are not being saved.

Question#21: What should I do if I notice a Duplicate Check task has been assigned to someone for one of my requisitions/candidates?

Question#22: Who is considered an ‘ex-employee’?

Question#23: Error message received: “The following email address is already used by a candidate included in the database: [email address]” but when searching for this candidate by that email address, the candidate is not found.

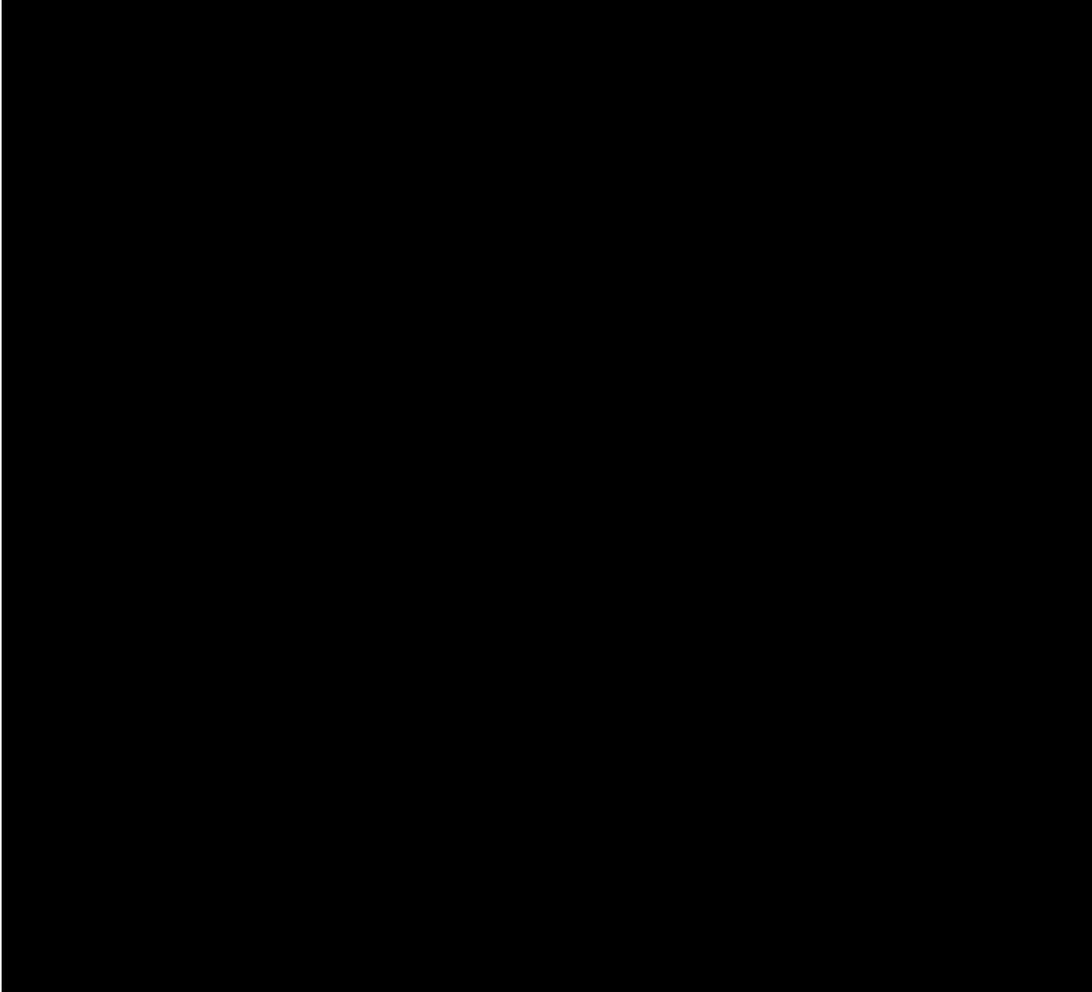
Question#24: If an offer is returned to me for resume edits after being submitted through iRecruitment for approvals, how do I proceed?

Question#25: How do I withdraw an already accepted offer in order to submit a new offer with a different hiring manager and team for the same candidate?

Question#26: How do I create a job requisition in Taleo for a summer intern?

Question#27: What should I do if the ‘rehire’ option does not appear while I am filling out an offer?

**Question#1: Candidate attempts to apply but cannot input EEO/Self ID information because they are sent directly to the final step;** they are not allowed to fill out any other sections.



Answer: The requisition that the Candidate is attached to did not get posted or was unposted. This can happen if you forget to approve a requisition, set opening and closing dates for posting, or have made an offer to a previous candidate on that requisition. For an unposted requisition, do the following:

- Go to the [redacted] tab for your requisition
- Click the [redacted] button
- For the line [redacted] select [redacted] for the [redacted]
- Look to the [redacted] line and uncheck all other checkboxes (otherwise you will be posting on other sites where you don't want the req to be seen).
- Click [redacted] button

**Question#2: In the offer letter, the Hiring Manager's name shows up twice.** For example: Uysal, Ms Aylin (Aylin).

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If you have any questions, please feel free to call Bhattacharya, Ms Satarupa at [REDACTED] or Uysal, Ms Aylin (Aylin) at [REDACTED]. Oracle's compensation structure is strictly confidential. The information in this offer is not to be disclosed to other Companies. This offer remains open until 2 weeks from the offer letter date. We look forward to having you begin work with us.

ANSWER: The reason is that the Hiring Manager has entered their name as the [REDACTED] name in the HR database. If they do not want the duplication, they should remove the [REDACTED] from the HR database.

**Question#3: I need to change the job code for this req.**

ANSWER: If the requisition has not been approved, select the [REDACTED] tab and click [REDACTED] button. Update the [REDACTED] in the [REDACTED] section and then click the [REDACTED] button.

After the requisition has been approved, you will not be able to change the job code. Create a new requisition.

**Question#4: My phone number does not show up in the offer letter even though my name does.**

ANSWER: Inform GHRS and ask them to fix the Offer letter. Then, to permanently fix the problem, go to [REDACTED]

**Question#5: You do not get approval for your offer because you need to modify something**

ANSWER: Go to [REDACTED]

**Question#5: Will we still be sending out employment verifications?**

ANSWER: This is still a manual process. College Recruiting will continue to do this with no changes to the existing process.

**Question#6: Will the phone numbers in the offer letters be displayed in matching formats? (including parentheses and dashes, etc.)**

ANSWER: Static phone numbers in the offer letter have been set to a format of (nnn) nnn-nnnn. It will be up to you to ensure that you follow the same convention and you will have to ask the Hiring Managers to follow the same convention if you want all phone number formats to match in an offer letter. It is suggested that you ask the Hiring Manager to ensure their phone number follows the convention when they first ask you to recruit for them.

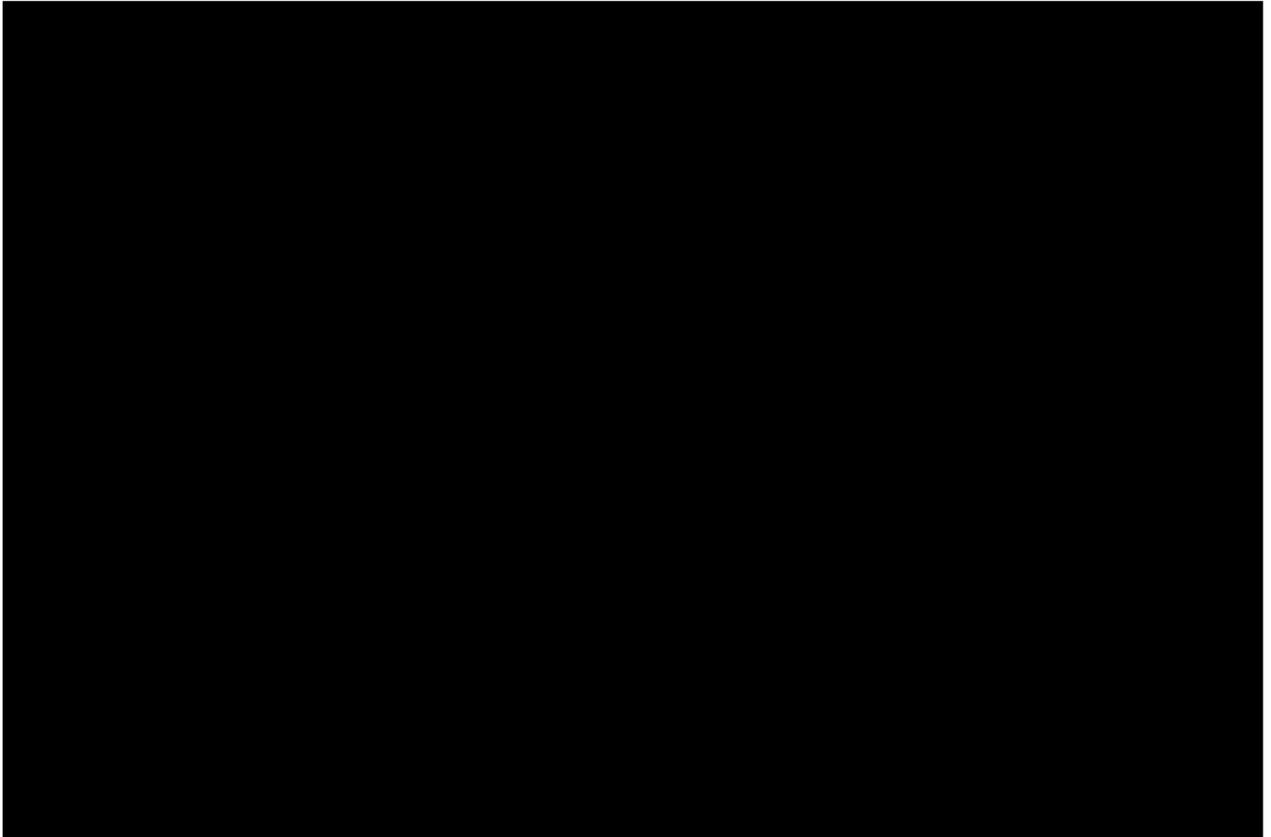
**Question#7: Will the RPMs receive a notification that the offer has been sent and accepted?**

ANSWER: RPMS are notified when the offer is extended and accepted.



**Question#8: Will recruiters be able to see where the approval flow is at any point in the offer approval process?**

ANSWER: Using their iRecruitment Manager role, the RPMs should be able to see where the offer is in the approval flow by selecting the selecting the [REDACTED] and reviewing the [REDACTED] of the [REDACTED]



**Question#9: Will the RPMs receive start date confirmation?**

ANSWER: The start date will be visible in Taleo once it occurs. Notification of start date was not given as a requirement. This will be covered in [REDACTED] headcount report.



**Question#10: What will be the process for H1-B notification to managers be now?**

ANSWER: Recruitment should simply state to managers "An email with specific instructions on F-1 to H-1B processing will come from Oracle US Immigration, and you should wait for that."

**Question#11: Will there be a notification sent to managers that the offer has been sent?**

ANSWER: The manager will be capable of seeing the candidate status in iRecruitment once you have established them as the Hiring Manager and submitted the offer. Expected notification alerts:

Situation	Receivers	Frequency
Candidate accepts of the offer documents but has not accepted all of them and/or clicked the Accept button.	[REDACTED]	[REDACTED]
Candidate accepts an offer but has not yet completed and returned their paperwork		
Candidate has returned all paperwork and it has been fully reviewed by GHRS		

Candidate has returned all paperwork and a new hire start date is needed

**Question#12: What should I do if a hiring manager is not available and a Start Date must be set or updated?**

ANSWER: The RPM can contact GHRS for help. The following are possible scenarios and their answers.

- If a manager is not available (vacation, unreachable), RPM can get the Start Date set by emailing GHRS who would update APEX with the start date. This should be handled as an exception and not normal process.
- If a manager leaves the company, GHRS can modify the Start Date from the side if there is a lot of time before the start date; otherwise if it is close to the start date, GHRS can assign the new hire to the new manager or the next level manager.

**Question#13: Is there a way to narrow down the list of reqs that show up when we try to match a candidate in Taleo to avoid matching a candidate to the incorrect req?**

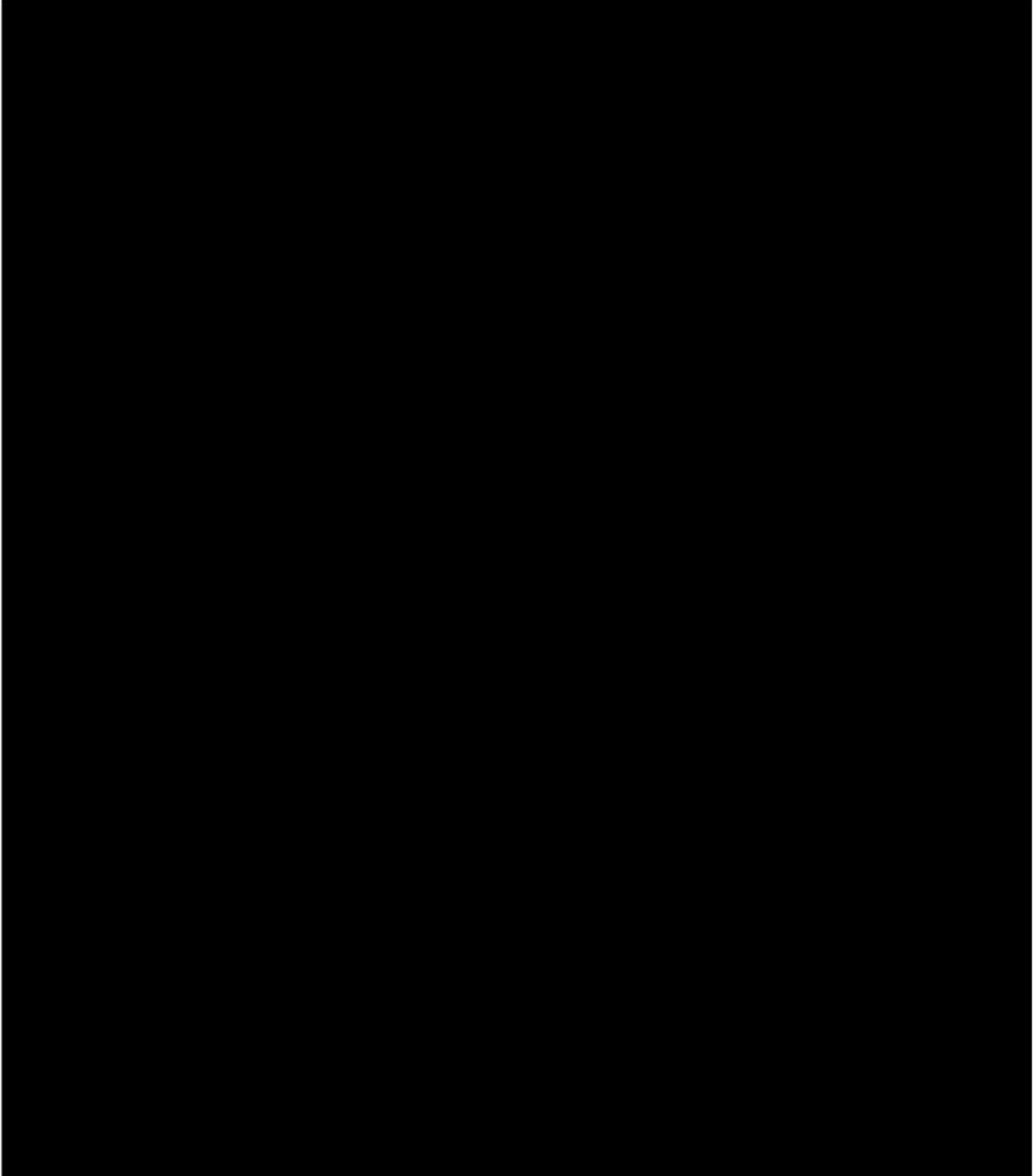
Answer: Not directly but the following can be used to help. These instructions have been integrated into the Instruction Manual Part 1: 06C Match the Candidate to the Job Requisition.

1. Look at the [REDACTED] and find a requisition that has the title you want and no candidates attached. You can use the [REDACTED] to help narrow down the list of requisitions that you are looking at.
2. Copy the [REDACTED]
3. Find the [REDACTED] and look at the list of candidates that are attached to it.
4. Find the candidate you want to match to the job requisition.
5. Select the [REDACTED] command and then paste the [REDACTED] that you had previously copied in step 2 and click refresh.
6. Select the [REDACTED]

**Question#14: When and how should I make a request for an offer extension for the candidate?**

Answer: If a candidate has not accepted their offer within the standard two weeks for which it is valid, the recruiter can ask GHRS to extend the offer up to 30 days after the offer expired. After that date, the offer will no longer be in the system to extend it. That means for regular and MAP college hires, the recruiter has up to 44 days (14 days offer is valid + 30 days) to extend an offer. And only 37 days (7 days offer is valid + 30 days) for interns.

**Question#15: When I try to send a correspondence to my candidate I get an unresolved variable error.**



Answer: The candidate already has an account in Taleo. Remove the dark highlighted words below from the message:

**Remove:**



**And Replace with:**



**Question#16: What do I do when I'll be out of the office and need to continue the offer process?**

- Your Repository requisition should be posted so you can ask your candidates to apply to it, thereby providing Oracle with their EEO information. That information will go with them to all the rest of the requisitions they are matched to.
- Add your colleagues as collaborators to your Repository requisition if you want them to be able to find your Repository requisition and candidates easily
- After the interview process is complete and the managers have provided their choices and the candidate makes their choice, you can
  - Create the job requisition and match the candidate to it and then change the hiring manager and recruiter names for that job requisition to your colleague's name. Then they can move the job requisition and candidate to iRecruitment like they do for all of their own requisitions and submit the offer.
  - Or you can let your colleague create job requisition as if the candidate was their own and match your candidate to their job requisition. Then they can move the job requisition and candidate to iRecruitment like they do for all of their own requisitions and submit the offer.
- If you happen to have already submitted the offer and are waiting for the approvals to complete,
  - Your manager or their management chain can do the approval for you. GHRS has the ability to reassign workflow transactions to a new approver. Send an email to the GHRS Offers queue to make them aware of transactions pending in a recruiter queue so GHRS can reassign it to the next level manager.
  - Or you can submit an SR to get the recruiter name changed to one of your colleagues.

**Question#17: What can I do if a candidate uploads their resume when I ask them to apply?**

- There is no need to worry and nothing special that you need to do. The standard process covers this when you match the candidate to the job requisition because you always need to attach the resume as a

Submission-specific Attachment before moving the candidate to iRecruitment. Therefore, the resume that the candidate uploaded will not be moved over to iRecruitment, only the resume that you upload as a submission-specific attachment will be moved.

**Question#18: Whom should I contact with technical issues?**

- For iRecruitment and offer-related issues: [REDACTED]
- For Taleo-related issues: Please submit a [REDACTED]

**Question#19: How do I create a MyHelp SR?**

- 1- Logon to [REDACTED] click [REDACTED] under [REDACTED]
- 2- Type [REDACTED] in the [REDACTED] on the [REDACTED]
- 3- Under the [REDACTED] section, Click [REDACTED]
- 4- In the new window, select [REDACTED] in the [REDACTED]
- 5- Click on [REDACTED] to add details.
- 6- Click the [REDACTED] button to open the [REDACTED] menu. Select [REDACTED] based concerns.
- 7- Click the [REDACTED] button to open the [REDACTED] menu. Select the [REDACTED] that best matches your issue.
- 8- Select the [REDACTED]
- 9- Enter a brief summary of the issue in the Summary, be sure to include [REDACTED] at the beginning of your summary, to identify it as a [REDACTED] issue. Then enter a detailed description in the Description area. Please be sure to include all relevant details to your issue in this area.
- 10- Do Not include any confidential information within the description. For example, candidate salary information or offer information should not be listed here.
- 11- Click the [REDACTED] to include any screen shots that you can provide.
- 12- Click [REDACTED] when you have entered all of the relevant information.
- 13- On the [REDACTED] page, review your [REDACTED] details. Click [REDACTED] to make adjustments or click [REDACTED] to submit your SR.

**Question#20: I am attempting to update a justification comment box in the “Individual Compensation Plans for Offers” section, however, when I move to the next page, my changes are not being saved.**

Please use the following workaround:

- Click [REDACTED] button to go to [REDACTED] page
- Click [REDACTED] button to save your transaction
- Then on your [REDACTED] page, Select your [REDACTED] transaction
- Click [REDACTED] button to go back to the [REDACTED] section
- Make sure that your amended justification is there
- Continue to work your Offer as you normally would to submit it

If this does not work, you will need to [REDACTED] instead.

**Question#21: What should I do if I notice a Duplicate Check task has been assigned to someone for one of my requisitions/candidates?**

Answer: This does not necessarily mean there is a problem with your candidate. The system may have noticed that there are several candidates with the same name so it has set a task to verify that there is no duplication of your candidate. Ask your candidate if they had applied with Oracle before at any point in time. If they didn't, you won't need to do anything further.

If they did apply earlier, find out what email address your candidate had used for that application. You will need to know both email addresses so you can ask for the two records to be merged. Whenever you face a duplicate issue you need to raise an SR to the Taleo Support Team, providing the candidate name, IDs, email addresses, requisition ID impacted, and include which (candidate ID/email address) is going to be the Master record so they can proceed and merge them. The Master record will be the record that remains on the system; specify that you want the Master record to be the one that you are actively working with.

Create an SR using the following steps for creating a MyHelp SR:

1. Logon to [REDACTED] click [REDACTED] under [REDACTED]
2. Type [REDACTED] in the [REDACTED] on the [REDACTED]
3. Under the [REDACTED] section, Click [REDACTED]
4. In the new window, select [REDACTED] in the [REDACTED]
5. Click on [REDACTED] to add details.
6. Click the [REDACTED] button to open the [REDACTED] menu. Select [REDACTED] based concerns.
7. Click the [REDACTED] button to open the [REDACTED] menu. Select the [REDACTED] that best matches your issue.
8. Select the [REDACTED]
9. Enter a brief summary of the issue in the **Summary**. Then enter a detailed description in the **Description** area. Please be sure to include all relevant details to your issue in this area.
10. Do Not include any confidential information within the description. For example, candidate salary information or offer information should not be listed here.
11. Click the [REDACTED] to include any screen shots that you can provide.
12. Click [REDACTED] when you have entered all of the relevant information.
13. On the [REDACTED] page, review your [REDACTED] details. Click [REDACTED] to make adjustments or click [REDACTED] to submit your SR.

**Question#22: Who is considered an 'ex-employee'?**

Answer: Do not check the 'ex-employee' box for any contract workers. Oracle interns DO count as ex-employees, so be sure to check the box for them.

**Question#23: Error message received: "The following email address is already used by a candidate included in the database: [email address]" but when searching for this candidate by that email address, the candidate is not found.**

US COLLEGE RECRUITING ORACLE RECRUITING CLOUD INSTRUCTION MANUAL PART 2: OFFERS

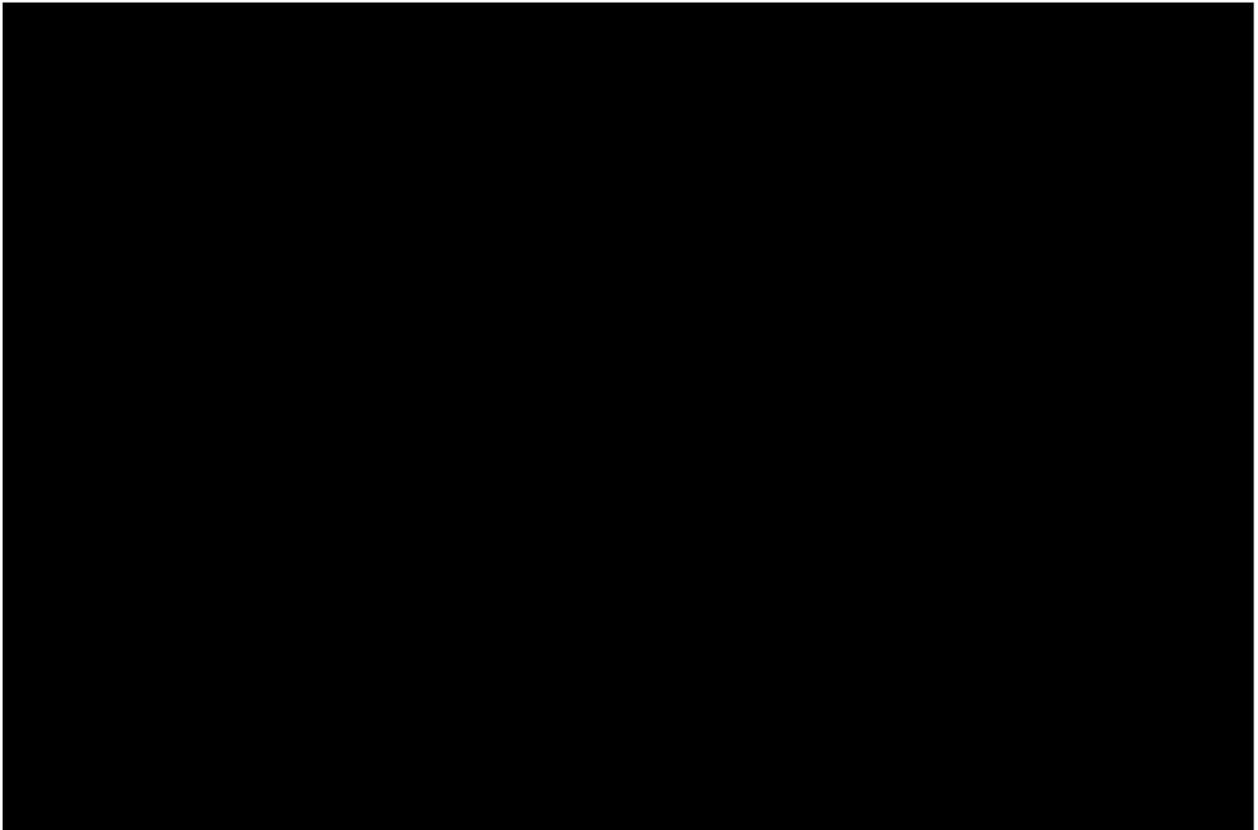
**ISSUE:** After entering a candidate's details to create their profile and pressing [REDACTED] the notification "The following email address is already used by a candidate included in the database: [email address]" is received. After attempting to search for duplicate candidates, no records are returned on the screen.

**REASON:** The candidate already has a profile in the Oracle Recruiting Cloud (Taleo) system and Recruiting Coordinators have the [REDACTED] role and have been given permissions to view campus requisitions and candidates who have only applied to campus requisitions. If a candidate has only applied to a professional requisition, then the Recruiting Coordinator will not be able to see their record.

**SOLUTION:**

1. The Recruiting Coordinator should first verify that they have input the correct email address.
2. If the email address is correct, **DO NOT CREATE A NEW CANDIDATE**. Have a Recruiting Program Manager find the candidate using the email address in Taleo and match the candidate to the [REDACTED]
3. After the candidate has been matched to the [REDACTED] the Recruiting Coordinator should attach the [REDACTED] that will be used for the background check and offer approval onto the candidate profile and ensure that it is marked as a resume and visible to the candidate.
4. Next, send the correspondence inviting the candidate to apply for a college requisition with some small changes (See the highlighted text below for changes to email template).

***Start of Email Template:***



**End of Email Template**

5. Finally, proceed with your normal process of sending the Background Check Request and then preparing the Candidate for an Offer.

**Question#24: If an offer is returned to me for resume edits after being submitted through iRecruitment for approvals, how do I proceed?**

- [Redacted]

**Question#25: How do I withdraw an already accepted offer in order to submit a new offer with a different hiring manager and team for the same candidate?**

- If the application is still active (check vacancy status in iRecruitment), withdraw the offer and then create a new offer with the updated details. If the application has closed, please instruct the hiring manager of the accepted offer to submit a "cancel hire" using the following link: [Redacted]
- Once the hiring manager has canceled the hire, you will then create a new requisition for the candidate for the new team in Taleo and follow our standard process. If you run into any issues, please reach out to [Redacted]

**Question#26: How do I create a job requisition in Taleo for a summer intern?**

Use job code [Redacted] and make sure to select [Redacted] for the [Redacted] so that it captures the "No Vacation" option when it moves over to iRecruitment. Everything else remains the same as a job requisition for a full-time position.

**Question#27: What should I do if the 'rehire' option does not appear while I am filling out an offer?**

Contact GHRS to connect your candidate with their ex-employee record.  
To avoid this issue, ensure that Taleo has completed the ex-employee check before moving to iRecruitment.