

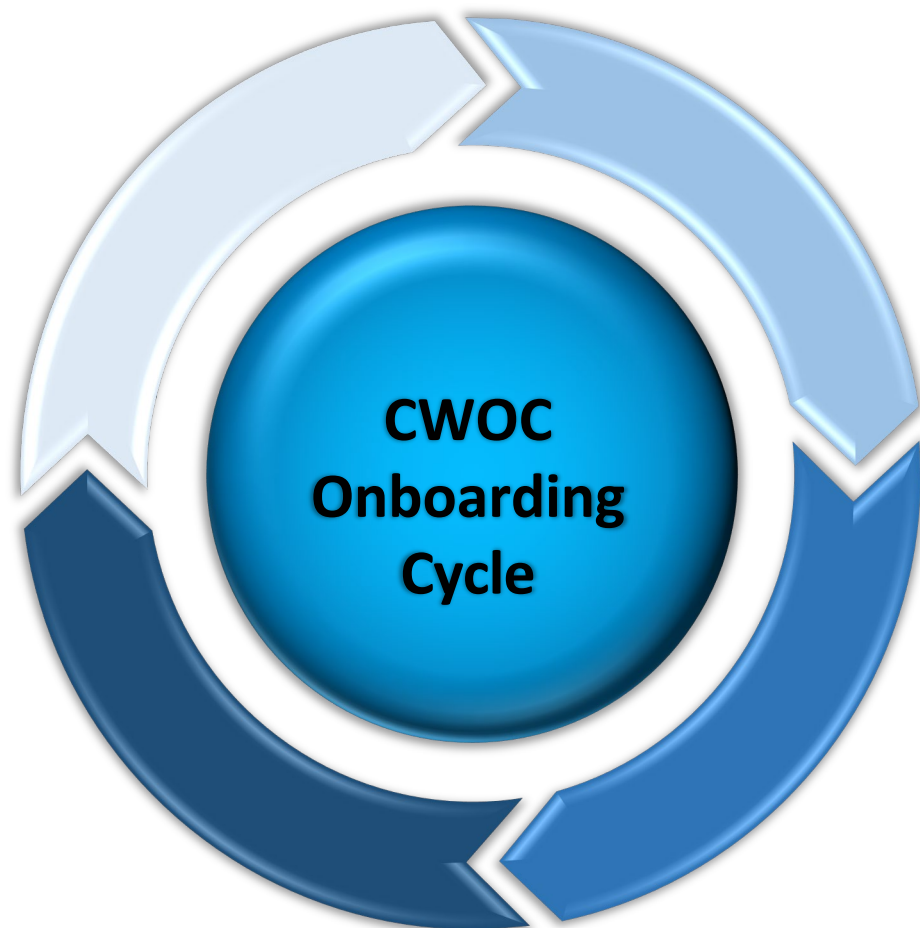
CWOC Contingent Worker Onboarding

Quick Reference Guide

The **Supplier Point of Contact (SPOC)** is the supplier employee who will gather needed details from the Assignment Sponsor and Contingent Worker to submit candidates for onboarding



The **Assignment Sponsor** is the JPMC employee responsible for providing oversight during the contingent worker assignment and relaying feedback back to the supplier



Step 0

Complete TPO and contract requirements for the engagement. Before the supplier can submit workers for onboarding, the contract must be fully approved.

Step 1

Assignment Sponsors confirms with CWOC if the selected supplier is active and has an active SPOC(s).

If the supplier is not yet setup with CWOC, a VP level Assignment Sponsor will need to first submit an Add Supplier Request Form to the CWOC Group.

Step 2

CWOC registered SPOC submits online Candidate Submission Form on Supplier Central.

Only the SPOC will have access to the form so s/he must work with the Assignment Sponsor to gather any JPMC specific details required for submission.

Step 3

SPOC provides contingent worker with Pre-Engagement Screening (PES) process instructions, e.g. background checks.

CWOC will send a daily End of Day (EOD) report to registered SPOCs; it will include the PES status as well as the overall onboarding status, e.g. if the worker is approved to begin the assignment.

Step 4

Assignment Sponsor can request building and/or system access for their resource after receiving the Ready to Work email.

CWOC will send a Ready to Work email to the Assignment Sponsor after receiving both PES clearance and any additional required approval(s), if applicable.

The **Contingent Worker Operations Center** is the centralized group responsible for creating/reactivating SIDs, providing onboarding updates to suppliers, and assisting, as needed, during and after onboarding



Global Workforce Screening is the group responsible for completing backgrounds checks for contingent worker onboarding, once the supplier and worker have initiated screening per the region-specific requirements

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Frequently Asked Questions

Q. How do I get access to the CWOC Candidate Submission Form?

Access to the CWOC Candidate Form Submission within Supplier Central is provided at the end of the Supplier Point of Contact (SPOC) setup. Please email CWOC (cwoc.group@jpmchase.com) if you need to be added as SPOC to gain access.

Q. What is the SLA to create or reactivate the provisional SID?

CWOC has a one business day SLA for reviewing submissions. The request will be processed, or rejected and submitter notified, within one business day.

Q. How long will it take to onboard my worker?

CWOC will create/reactivate the SID within one business day of submission and issue a Ready to Work email within one business day of PES clearance (and any additional approvals). Most of the onboarding time is spent in the PES clearance process. The PES Process Guide has screening SLAs by region.

Q. Can a supplier have more than one SPOC?

It is recommended that each supplier have at least two, and up to five, registered SPOCs.

Q. As an Assignment Sponsor, how do I get access to NEIM?

Access to NEIM can be requested in RSAM; suppliers and/or contingent workers cannot be granted access.

Q. Can contingent worker information be edited after submission?

Candidate information cannot be edited by SPOCs once submitted in Supplier Central. The Assignment Sponsor will have the ability to edit the information in NEIM once the provisional SID is created/reactivated.

Q. Can the contingent worker's supplier email address be provided instead of a personal email address?

An email address at the supplier's domain, or an educational domain, will not be accepted. Please provide the worker's personal email address.

JPMC Reference Links

[Contingent Worker Operations Center](#)

[Non-Employee Identity Management \(NEIM\)](#)

[New Hire Technology Ordering Wizard](#)

[Remote Access Request Guide](#)

[Request Center](#)

[RSAM](#)

[Smart Access](#)

Supplier Reference Links

[Supplier Central](#)

[JPMC Contingent Worker PES Process Guide](#)

Global Workforce Screening Teams

[EMEA](#)

[United States/Canada](#)

[Latin America](#)

[Asia](#)

Email cwoc.group@jpmchase.com with any questions; you can expect to receive a response within one business day.