

New Hire

[Overview](#)[Procedures](#)[Frequently Asked Questions](#)[Reference](#)[Definitions](#)

Overview

The company wants to be the employer of choice in every community in which we operate. We are committed to creating a work environment where individual differences are appreciated and respected. We value America's diversity and constantly strive to reflect that diversity in our work force.

[Back to Top](#)

Procedures

1. Select the New Hire link under Manage Your Associates.
2. Select the associate using the radio button from the Select New Hire field.
 - a. The following fields are given for each associate:
 - **Name** – The name provided by the associate through the hiring application.
 - **SSN** – The SSN provided by the associate through the hiring application.
 - **SSN on File** – This field indicates Yes or No.
 - **Status** –
 - **New** - An associate who is new to the Company.
 - **Terminated** - An associate who has been separated from the Company.
 1. Determine if the associate is eligible for rehire.
 - If the associate is eligible, select the associate and continue with the New Hire process
 - If the associate is not eligible, reject the associate
 - **Active** - An associate currently working for the Company and actively working
 1. An associate cannot be employed in two locations for The Kroger Co., you must inform the associate that he/she can:
 - Transfer to the new location/division or
 - Continue working in the current location/division.
 - Contact the HRSSC to transfer or assist in hiring the associate
 - **Associate on file** – The name that is on the payroll system file (this field will be blank for Status of New).
 - **Enterprise User ID on File** – The EUID that is currently on file for an active or termed associate.
 - **Division** – The region where the associate will be/is working.
 - **Eligible for Rehire** – A yes or no status that is determined at the time of separation.
 - **Reject** – There are several reasons for rejecting an applicant
 - Allows you to remove an applicant that you have chosen not to hire
 - Allows you to reject an active associate
 - Allows you to remove an ineligible associate
 - Allows you to reject an associate that you received in error
 - b. If your new associate does not appear, contact the HRSSC at 1-800-952-8889, when prompted, say “ExpressHR” or enter 47.
3. Verify information in the fields on the [Setup New Hire](#) screen.
 - a. A background check was processed using the information in the following fields. If any of this information is not correct, the applicant must reapply through Unicru.
 - **Social Security Number**

- **First Name**
 - **Last Name**
 - **Date of Birth**
- b. The following fields can be updated (without affecting the background check results) if the information is not correct or has changed:
- **Address Line 1 / Address Line 2**
 - **City/Town**
 - **State/Province**
 - **Zip Code**
 - **Primary Phone**
- c. The following fields are not required in Unicru but need to be completed:
- **Ethnic Origin** – If the associate does not declare, use a visual determination to complete this field and click the Not Declared radio button.
 - **Gender**
 - **Verify Education;** Enter to go to next screen
4. Verify, change or add information in the fields on the Certificates and License screen.
- a. **Type** – Enter the category and description of the certificate or license.
 - b. **Certificates/License #** - Enter the document that displays completed requirements for a task or field of study.
 - c. **Issue Date** – Enter the date a certificate or license is issued.
 - d. **Expiration Date** – Enter the date a certificate or license expires and is no longer valid.
 - e. **State** – Enter the state where an associate received his/her certificate or license.
 - f. **Issuing Agency** - Enter the official authority or group that authorizes a certificate or license.
5. Complete information in the fields on the Job Information screen.
- a. **Division** – This field defaults based on selection in Unicru.
 - b. **Location Type** – Select one of the following:
 - Retail Store – Chosen when location is a store facility.
 - Office – Chosen when a location is an office facility.
 - Manufacturing Facility – Chosen with a location is a manufacturing facility.
 - Distribution Center – Chosen when a location is a distribution center.
 - c. **Location** – Based on Location Type selected, choose the alphanumeric description of the associate’s place of work.
 - d. **Department** – Based on the Location selected, choose the associate’s department.
 - e. **Position Title** – Based on Department selected, choose the associate’s job title.
 - f. **Position Code** – Based on the Position Title selected, this field defaults to the job code.
 - g. **Pay Type** – Based on the job selected, choose the type of pay.
 - h. **Hire Date** – Enter the date that the associate begins work.
 - i. **Salaried Hourly Indicator** – Based on the Position Title selected, this field defaults to “S” or “H.”
 - j. **Next Performance Review Date** – Enter the next date that the associate’s performance will be reviewed. This should be one (1) year from the date of hire.
 - k. **Full-Time/Part-Time Indicator** – Select one of the following:
 - 4 – Part-Time
 - 2 – Probationary Full-Time
 - 1 – Full-Time
 - 3 – Part-Time with Full-Time Benefits
 - 6 - Student
 - 7 - Casual
 - 0 – Temporary Employee
 - 9 – Strike Worker
 - l. **Home Wage Account** – Based on the Position Title selected, this field defaults
 - m. **Contract Reference ID** – Based on the Division, Location, Department and Job, this field defaults.
 - n. **C&A ID /Contract Group** - Based on the Division, Location, Department and Job, this field defaults.

- o. **Prism Union Code/Contract Code** – Select the appropriate code which identifies an associate’s group within the contract/agreement and is used to denote the type of union, benefits, local number, and/or other grandfathering rules.
 - If you have further questions, contact the Human Resources Shared Service Center (HRSSC) at 1-800-952-8889, when prompted say "ExpressHR" or enter 47#.
6. Complete the fields on the New Hire Pay Data screen.
- a. For Hourly Wage Progression associates, enter the following fields:
 - **Pay Step/Pay Rate** – Based on the Pay Detail screen selection, choose the correct rate.
 - If no experience credit, select base rate.
 - If experience credit applies, select rate based on experience credit.

Note: Click the View Prior Experience link for details.
 - **Pay Rate** – Based on Pay Step/Pay Rate selected, this field defaults.
 - **Accrued Credit Units** – Select one of the following based on the contract:
 - Hours
 - Days
 - Weeks
 - Months
 - **Accrued Credit Quantity** – Based on the Accrued Credit Units selection, enter the amount of credit granted from previous job experience.
 - b. For Salary and Hourly Non-Wage Progression associates, enter the following fields:
 - **Percent of Work Week** – Enter 100% for full-time associates and the applicable amount for part-time associates.
 - **Level** –
 - For merit increases enter the associate’s current level (Click the View Profile link on the upper right-hand corner for this information).
 - For promotional increases, select the associate’s new level (Make sure the new level matches the job offer, promotion, length of service, etc. notification that is sent from division HR to the manager and the HR Processor).
 - **Full-Time Annual Salary** – Enter the associate’s new salary dollar amount with all increases included.
 - **Pay Rate** – Enter the amount of wages paid per hour.
 - **Full-Time Bonus Potential/Bonus Potential** – This field defaults based on the level entered for the associate.
 - **Next Salary/Wage Review Date** – Enter the date of the associate’s next salary review (The next PED date is entered in a different field and is not necessarily the same as Next Salary Review Date).
 - **Part-Time Annual Salary** – This field defaults based on full-time annual salary entered and percent of work week.
 - **Part-Time Bonus Potential** – This field defaults based on full-time annual bonus entered and percent of work week.
 - **Will this associate have direct reports and need access to Manager Self Service.**
 - Select Yes or No.
7. Confirm and Acknowledge the New Hire information.
Note: The Time and Attendance section of the confirmation screen only applies to Fred Meyer, QFC, Ralphs, Food4Less, Smith’s, and Fred Meyer Jewelry.
8. Track the status of the event using your Workbox link.
- a. For part-time hourly wage progression associates at base rate with no previous experience credit, the associate will be automatically created in KRONOS and given an EUID within 15 minutes.
 - b. For all other new hires, track the status from the Workbox link as other approvals may need to occur first. Once the event is in your Outbox Complete, the new hire will automatically be created in KRONOS and given an EUID within 15 minutes.



Frequently Asked Questions

1. What are my responsibilities as the hiring manager/recruiter?
 - Direct all applicants to apply through the online application system, Unicru.
 - Use online application system to navigate through the hiring process.
 - Once the applicant accepts the position, initiate the drug test.
 - Complete the remainder of the new hire process through Unicru.
 - If the applicant does not pass through Unicru to ExpressHR, you will receive one of the following error messages:
 - a. Error Code 11 - Applicant is already in the ExpressHR New Hire Event. Please call 1-800-952-8889, keyword "ExpressHR." Applicant is already in the ExpressHR New Hire event as a new associate and therefore cannot be "added."
 - b. Error Code 22 – ExpressHR returned an error to the previously submitted New Hire record. Applicant is not available in ExpressHR New Hire Event. Applicant was assigned to an inactive manager or associate in a non-manager role. Please call 1-800-952-8889, keyword "ExpressHR."
 - c. Error Code 33 – ExpressHR returned an error to the previously submitted New Hire record. Applicant is not available in ExpressHR New Hire Event due to an invalid Division Code. Please call 1-800-952-8889, keyword "ExpressHR."
 - d. Error Code 44 – System Error, please call 1-800-952-8889, keyword "ExpressHR" and refer to Error Code 44. This applicant must be resubmitted through Unicru.
 - e. Error Code 55 - ExpressHR returned an error to the previously submitted New Hire record. System Error, please call 1-800-952-8889, keyword "ExpressHR" and refer to Error Code 55.
 - Print the new hire packet/paperwork and send completed paperwork to the HR department.
 - Initiate, confirm, acknowledge and track the New Hire event in ExpressHR.

2. Once I initiate the New Hire event in ExpressHR, do I have to update the time and attendance system?
 - Basic information is sent to time and attendance system but you may need to update some fields. Follow your division's time and attendance system procedures for new hires.
 - Check the following:
 - Associate knows his/her badge number.
 - Associate is enrolled in the time clock.
 - Associate has a schedule in the time and attendance system.
 - Update the TAA Group (i.e. NIGHT) when applicable.
 - If the TAA Group is changed to NIGHT, change the Pay Period and Daily Rule to the appropriate night pay rules for a night associate.
 - Update the Normal Shift Hours field for associates whose standard work shift is longer than eight hours.
 - If the associate has a standard shift that is longer than eight hours, change the Pay Period and Daily Rule to the appropriate pay rules.

Note: If an associate is hired at a base rate and part-time status, basic information is sent to the time and attendance system for hourly wage progression associates within 15 minutes. If experience credit or full-time status is involved, the associate will require additional approval and will not be in the time and attendance system until approvals are complete.

3. How does the approval process work for new hires that are hired above base rate or at a full-time status?
 - After a New Hire event is initiated, verified, confirmed and acknowledged in ExpressHR, the HRSSC reviews the event and sends to the HR department when needed.
4. How can I tell if an associate is eligible for rehire?
 - On the Select New Associate screen, the associate will have a “Y” for Yes and “N” for No in the **Elig for Rehire** field that indicates whether an associate is eligible for rehire.
 - If the associate is flagged with a “Y” proceed with the New Hire process.
 - If the associate is flagged with an “N” follow your Division HR Policy for hiring ineligible associates.
5. What should I tell the applicant, if the HR department says he/she is ineligible for rehire?
 - If the applicant has questions about ineligibility, direct them to your HR department. The HR department will be able to field these questions appropriately.
6. What should I do with the new hire packet that prints off of the online application system?
 - Once your associate completes the paperwork (i.e. division new hire paperwork), handle the completed paperwork using the current division process.
7. What types of documents are in the new hire packets?
 - There are various types of required documents (I-9 form, etc.) and division policy documents that need to be completed before initiating a New Hire event in ExpressHR.
8. Why would I receive an incorrect associate’s information on the New Associate Search screen?
 - The hiring manager may have submitted the wrong EUID during the hiring process.
Note: To prevent this from occurring, always double check the EUID after completing the online application system to ensure the associate’s information is sent to the correct manager.
9. Under what circumstances should an associate be “Rejected?”
 - An associate may be rejected if he/she:
 - Is not going to be hired.
 - Is already an “active” associate in ExpressHR.
 - Is not eligible for rehire.
10. What happens if an associate is “Rejected”?
 - You will be asked to confirm whether you want to permanently “Reject” the associate. Once you confirm the “Reject”, the associate’s name will no longer show on the Select New Associate screen in ExpressHR.
 - If a rejected associate needs to be changed to an active status, call the HRSSC at 1-800-952-8889, keyword "ExpressHR" or 47#.
11. Why would an associate with an active status apply at another location?
 - An associate may apply to another location because he/she:
 - No longer works at one location but was not terminated correctly.
 - May be looking for a second job and does not realize that he/she is applying to the same Company.
 - May want to transfer to another location and is not aware of the Location/Division Transfer procedures.
12. Can an associate work in multiple locations?
 - No. However, under special circumstance both location managers may allow an associate to work in multiple locations if it fits the Company and the associate’s needs.
13. What date should be used in the **Hire Date** field?

- The first month, day and year the associate begins work for the Company.
14. What date should be used in the **Next Performance Review Date** field?
- The next date that the associate's performance is scheduled to be reviewed.
15. What amounts should be used for the **Full-Time Annual Salary/Full-Time Bonus Potential** or **Pay Rate/Bonus Potential** fields?
- Use the amounts listed in the offer letter for the associate.
 - If you have further questions, contact the HR department.
 - Once the Level and Full-Time Annual Salary/Pay Rate any Bonus Potential is populated based on the standard for that level.
16. What date should be used for the **Next Salary Review Date** (salary only) field?
- The next month, day, and year your associate's salary is scheduled to be reviewed.
17. What date should be used for the **Next Wage Review Date** (hourly non-wage progression only) field?
- The next month, day, and year your associate's wages are scheduled to be reviewed.
18. How can I track the status of this event?
- If the request is waiting on approval from an HRSSC or a Reviewer, the request will be in your Outbox Pending.
 - If the request is approved or rejected by an HRSSC or a Reviewer or if the event has expired, the request will be in your Outbox Complete.
Note: If the event is rejected, a business-related reason is available in the **Comments** field.
19. When will I receive the new associate's EUID?
- Once the New Hire event receives all approvals, the new associate's EUID is immediately generated and stored in your Outbox Complete folder
 - In Outbox Complete, select the associate's record, the EUID is displayed in the upper left-hand corner under the associate's name.
20. When will my event expire?
- Your event expires within 12 days if no one approves your request.
21. What happens if the event expires or is rejected?
- If an event expires or is rejected by an HRSSC or Reviewer:
 - The event must be reinitiated (if applicable).
 - Follow up with the HRSSC and/or Reviewer.

[Back to Top](#)



Reference

Please refer to the following for more details:

- Business Ethics Policy
- Business Process for Kroger Enterprise Career Opportunities Website
- Employment of Minors Guidelines
- Equal Employment Opportunity Policy
- I-9/Immigration Reform and Control Act (IRCA) Policy, Administration, Forms and Other Documents
- Kroger Information Security – Associate Responsibility
- Protection of Confidential Information Policies and Procedures
- Records Management Retention
- Sexual Harassment and Other Forms of Harassment Policy
- Social Security Privacy
- The Kroger Co. Values Statement

- Tobacco (AVC) Policy

[Back to Top](#)



Definitions

[Back to Top](#)

