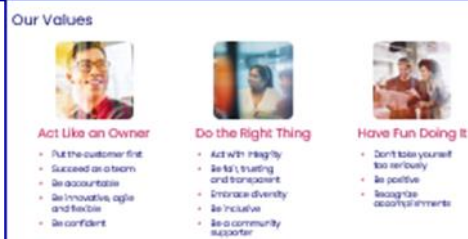


# New Hire Associate Roadmap



**Contact Us:**

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Associate = A

Recruiting = R

Manager = M

IT = IT US = United States CAN = Canada

FT = Full Time

**Pre-Hire**

- **R:** Send offer Letter, Confidentiality, Non-Solicitation Agreement (CNSA), and Arbitration Agreement
- **R:** Send background check (US & CAN) and drug screen (US)
- **R:** Send clear for hire email to manager
- **M:** Order assets
- **R:** Send welcome email
- **R:** Send WTPA Letter (Wage Theft Protection Act in some states)
- **M:** Send information:
  - Start Time
  - Work location, directions, parking
  - Who to ask for
  - What to bring
  - Dress code
  - Manager contact information
  - Where to eat
- **IT:** Send Compucom network ID & password to manager via Secure Package

**Day One**

- **M:** Meet/call associate to welcome and set up agenda for day/week
- **M:** Explain Internal Communications
- **M:** Review Intranet (CCCentral)
- **M:** Assign buddy and meet new associate
- **IT:** Deliver computer/laptop/keyboard/mouse/monitor/docking station
- **M & IT:** Send additional, job-specific login IDs/passwords & systems access information
- **A:** Setup new assets or webmail (may take up to 2 hours)
- **R:** Send welcome email with WD Instructions
- **M:** Pickup security badge (if required)
- **A:** Complete:
  - I-9/e-verify information (US only)
  - Applicable tax withholding info
  - Direct deposit bank Information
- **A:** Complete ALL Workday Inbox Items
  - Profile
  - Emergency contacts, Beneficiaries
  - Home phone
  - Verify/update all personal info
  - Add Covid-19 Vaccination status
- **M:** Request office phone (if required)
- **M:** Order mobile device(s) (if required)
- **A:** Order cell phone (if required)
- **A:** Review time tracking instructions

**By Week One**

- **M:** Within 3 days of start date, complete part 2 of the associate's I-9 (US)
- **A:** Attend new hire webinar and business unit new hire orientation if in EUE
- **M:** Review expectations and map out the agenda for the next two weeks (see "Onboarding checklist for new associates")
- **M:** Assign a mentor
- **A:** Take introductory online courses in CCLearn
- **A:** Complete (if required)
  - Amex application
  - Travel profile
  - Order business cards
- **A:** Review and acknowledge
  - Compucom policies
  - Client/customer policies
  - Travel & expense policy
- **A:** Begin working or starts job specific training
- **A:** Enter time in Workday (Hourly)

**By Week Two**

- **A:** Complete benefits enrollment via EasyHR (FT)
- **A:** Complete enrollment in retirement plan (US & Quebec)
- **A:** Complete handbook review
- **A:** Sign Code of Ethics
- **A:** Complete Foreign Corrupt Practices Act Training (if required)
- **A:** Enter current certs. in Clarify/Workday
- **M:** Set performance goals and objectives
- **M:** Define Business requirements, workflow, and required certifications
- **M:** Define key goals, expectations/SLAs

**By Day 30**

- **M & A:** Complete training plan
- **A:** Complete Information Security Policies in CCLearn
- **A:** Review IT Security Policy

**By Day 60**

- **A:** Demonstrate understanding of legal, rules and safety precautions
- **A:** Demonstrate understanding of Organizational structure
- **M:** Check in with associate and review agenda for the next few weeks or months

**By Day 90**

- **A:** Complete required technical training and certifications
- **A:** Complete any other required training e.g. customer relations skills
- **M:** Review goals and map out agenda for the next few weeks or months

**By Day 120**

- **M & A:** Define and outline potential career development/pathways
- **M & A:** Discuss meaningful ways to recognize and reward exemplary work