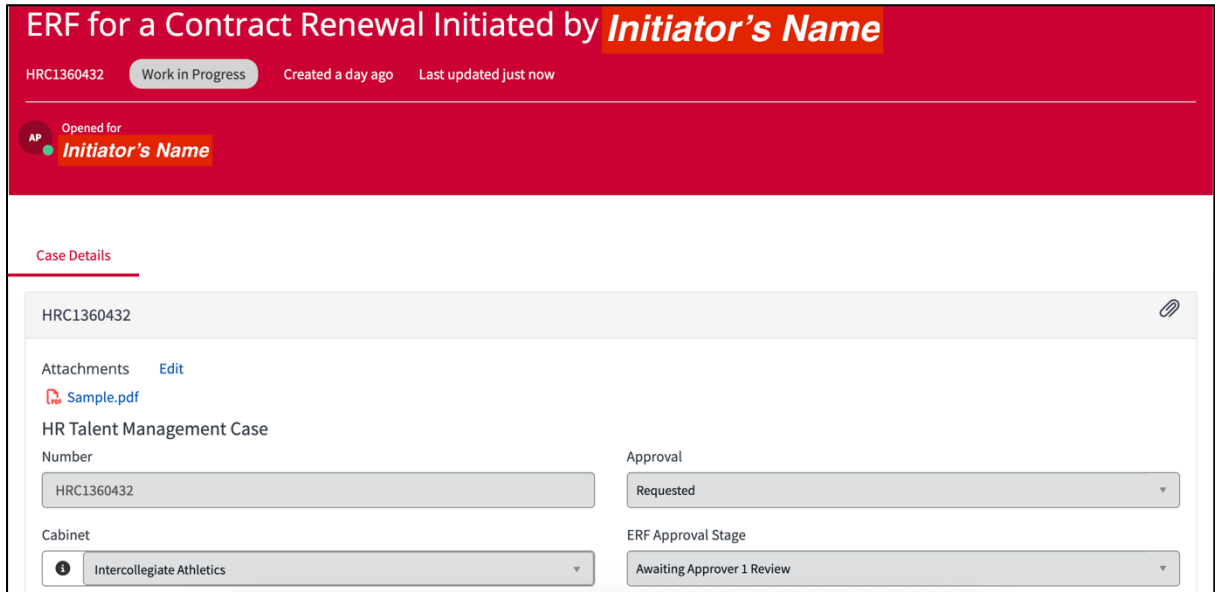


How to Check the Status of Your “Exception Request Form (ERF)” Submission

1. Upon successful completion of your Exception Request Form (ERF), you will be redirected to a confirmation page that will provide your case number and show the current approval status, along with the history of your request. You will also receive a notification to your standard Rutgers email address to confirm your ERF was submitted.



ERF for a Contract Renewal Initiated by **Initiator's Name**

HRC1360432 Work in Progress Created a day ago Last updated just now

Opened for **Initiator's Name**

Case Details

HRC1360432

Attachments Edit

Sample.pdf

HR Talent Management Case

Number: HRC1360432

Approval: Requested

Cabinet: Intercollegiate Athletics

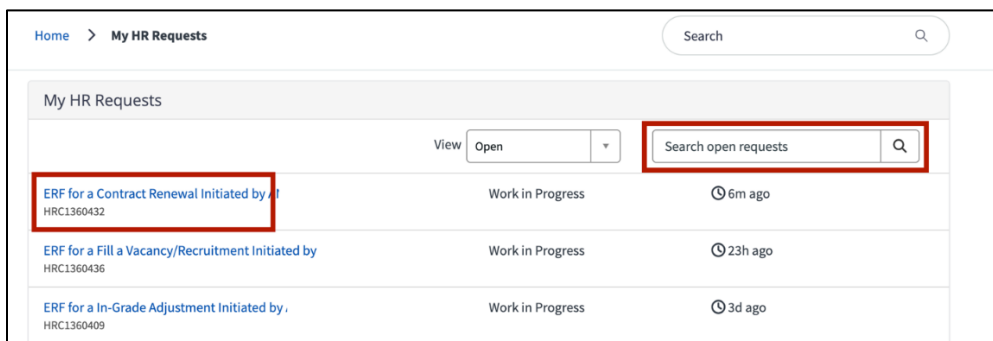
ERF Approval Stage: Awaiting Approver 1 Review

2. To check on the status of your ERF, navigate to the [HR and Payroll Support Portal](#) and login using your NetID and Password. Click on the “**Cases**” tab at the top of the screen.



HR and Payroll Support To-dos 19 **Cases** Knowledge Base Service Catalog Ask a question Feedback

3. Your case will appear under “**My HR Requests**”. You may click on the appropriate case number or search for the specific HRC# to view all information submitted.



Home > My HR Requests

Search

My HR Requests

View: Open

Search open requests

ERF for a Contract Renewal Initiated by Initiator's Name HRC1360432	Work in Progress	6m ago
ERF for a Fill a Vacancy/Recruitment Initiated by Initiator's Name HRC1360436	Work in Progress	23h ago
ERF for a In-Grade Adjustment Initiated by Initiator's Name HRC1360409	Work in Progress	3d ago

- Once you click on the desired case, you will see all the details you had submitted prior.

Number HRC1360432	Approval Requested
Cabinet Intercollegiate Athletics	ERF Approval Stage Awaiting Approver 1 Review
School/Unit Athl - Band	Opened by ANEESHA PATEL
Hiring Department Athl - Band	Opened 08-13-2026 01:34:59 PM
Transaction Type Temporary Staffing Firm	Submission Type Resubmission
Transaction Priority High	Initial Case Number HRC1360430
ERF Request Type Contract Renewal	Negotiating Unit -- None --
Position Type -- None --	Number of Positions
Role Supports Academic Mission Yes	Number of Summer Assignments

- As the ERF moves through the different stages, you will be able to see the status in the “Approval” and “ERF Approval Stage” fields.

Number HRC1360432	Approval Requested
Cabinet Intercollegiate Athletics	ERF Approval Stage Awaiting Approver 1 Review

Note: The “Approval” field will be marked as “Requested” while the case is opened. The field will update to “Approved” or “Rejected” once the case is closed.

FY27 Hiring Freeze Exception Request Process

How to submit, track, and respond to an Exception Request Form (ERF)

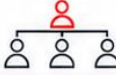
1. Review the Guidelines

- 1  Visit the FY27 Hiring Freeze and Position Cost Control Measures website to review the guidelines.
uhr.rutgers.edu/fy27-hiring-freeze

- 2  If your request meets the criteria for an exception, initiate an Exception Request Form (ERF) in the HR and Payroll Support Portal.
uhr.rutgers.edu/fy27-hiring-freeze/exception-request-form

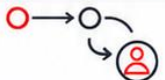


2. Complete the Exception Request Form

- 3  Log in with your NetID and password. Your name, title, department, and cabinet will auto-populate.
- 4  Select the appropriate drop-down options and complete all required fields. Use the help text by clicking the question mark next to any field.
- 5  Based on the transaction type selected, the system will auto-populate the approvers for your request on-screen.



3. Submit and Track Your Case

- 6  After submission, the case automatically routes to the first-level approver for your area, based on the approval matrix. *Approval matrices are available on the Exception Request Form page.*
- 7  You will receive an automated email from the portal with a case number confirming your submission was received and routed.
- 8  To check status, log in to the HR and Payroll Support Portal and click 'Cases' from the top menu bar. Open any case to view the ERF details you submitted.
rutgers.service-now.com/hrportal



4. Next Steps After Review

- 9  If approved, you will receive an automated email with the completed ERF attached. Upload it to PeopleSoft, ServiceNow, ROCS, or Marketplace, as appropriate.
- 10  If the case is not supported, the approver will provide comments explaining the reason for the denial. No further action will be taken unless circumstances change or additional justification becomes available.
- 11  If additional information is requested, do not reply to the notification. Submit a NEW case with the requested information and any supporting documents. Indicate that it is a resubmission and include the original case number.



Important: Please do not reply to any of the automatic notifications received throughout the ERF process as the email is not monitored. You may submit inquiries to FY27freeze@hr.rutgers.edu.