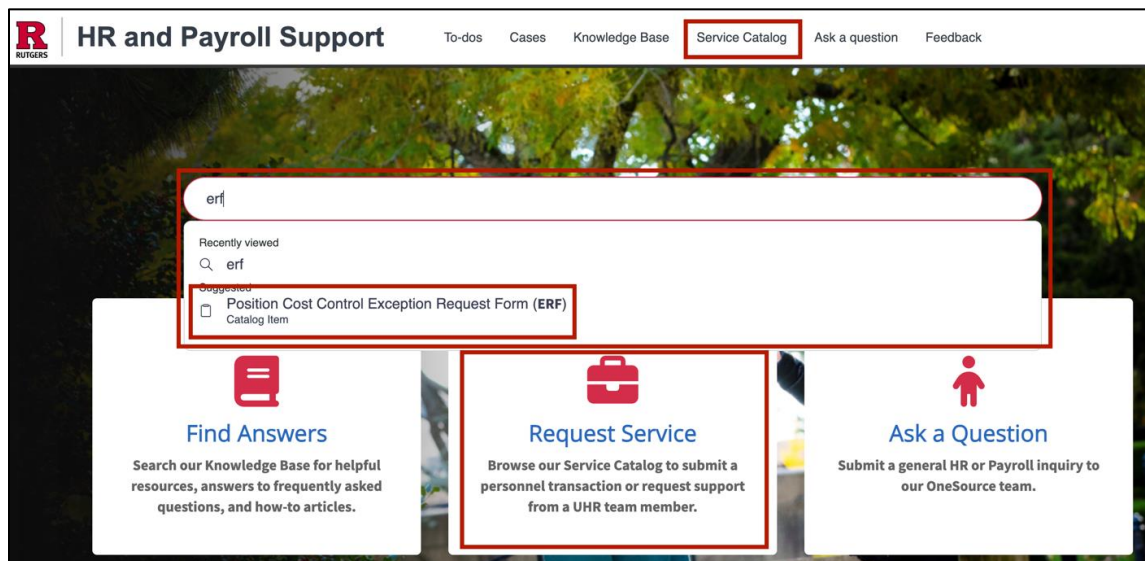


How to Submit an “Exception Request Form (ERF)”

If your request aligns with the FY27 Hiring Freeze and Position Cost Control Guidelines and meets the eligibility for an exception request, you may:

1. Navigate to the HR/ Payroll Self-Service Portal (<https://rutgers.service-now.com/hrportal>) and login using your NetID and Password.
2. Click “**Service Catalog**” on the top menu bar or the “**Request Service**” tile to access the service in the “Business Partners Services”, “HCM”, or “General” catalogs.

You can also type “ERF” in the search bar to go directly to the “**Position Cost Control Exception Request Form (ERF)**” service.



3. Your Cabinet and School/Unit will default based on your NetID login, but you will need to select your Department from the drop-down menu.

* Indicates required

*Requestor's Name: Requestor's Title:

*Cabinet: *School/Unit:

*Department:

*Submission Type:

4. Select your “Transaction Type” from the available drop-down menu options.

*Transaction Type:

Staff Role

-- None --
Faculty or Other Academic Role
Staff Role
Independent Contractor
Temporary Staffing Firm

5. Fill in all of the details pertaining to the nature of your request. The form is dynamic and will only display fields that are required and relevant to your transaction type.

Please note: Some fields with a red asterisk are required in order to submit your transaction. You may also see a list of the required fields on the right side of your screen.

*Position Type:

-- None --

*Negotiating Unit:

-- None --

*Request Type:

-- None --

*Permissible Exception Category:

-- None --

Employee Name (if applicable):

*Position Title:

*Position Grade:

*Based on the Exception Category identified above, please provide the justification below:

Why is this necessary to support the operating unit? What is the impact on the operating unit if this request is not approved at this time?

6. In order for the approvers to understand the cost or cost savings associated with your request, you must fill out the budget details section. The updated FY27 fringe rate benefit information is available on the [University Finance and Administration website](#). Here is a screenshot of the required budget details for faculty and other academic roles and staff positions:

FY'27 Budget Details

*What is the anticipated budget impact of this action?

-- None --

*Financial amount of request:

00.00

Budgeted

*Salary

00.00

*Fringe

00.00

*Other

00.00

Total

The budget details for Temporary Staffing Firms and Independent Contractors will look slightly different:

*Transaction Type:

Independent Contractor

*Does this Role Directly Support the Academic Mission (e.g., Academic Advisor, Student Success Support, Student Support Consultant)?

☐ Yes
 ☐ No

*Is this a single-day event or activity funded 100% through student fees?

☒ Yes
 ☐ No

*Event/activity Date:

MM-DD-YYYY

*Event/activity Name:

*Total Expense:

If you have questions regarding the Budget Details section of the form, please first review the [FAQs](#) as there are multiple questions related to the budget fields. If you

have additional questions, reach out to one of the following representatives based on your university affiliation:

University Affiliation	Point of Contact
Rutgers University-Camden	The Associate Dean of Finance and Administration or Director in charge of Finance in your unit. Alternatively, you may contact Dallas Grundy at dallas.grundy@rutgers.edu .
Rutgers University-Newark	The Associate Dean of Finance and Administration or Director in charge of Finance in your unit. Alternatively, you may contact Mary Tomasco at tamasco@rutgers.edu .
Rutgers University-New Brunswick	The Associate Dean of Finance and Administration or Director in charge of Finance in your unit. Alternatively, you may contact Nayland Smith at Nayland.Smith@rutgers.edu .
Rutgers Health	The Associate Dean of Finance and Administration or Director in charge of Finance in your unit. Alternatively, you may contact Kathy Bramwell at Kathleen.Bramwell@rutgers.edu .
Central Administration	Chief business officer for your area, or as directed by the area SVP or EVP.
Rutgers Cancer Institute	You may contact John Pounardjian at john.pounardjian@rutgers.edu .
Div 1 Athletics	You may contact Todd Knisley at todd.knisley@rutgers.edu .

7. Continue completing the form by entering information in the listed field boxes.
 - *Additional/helpful information is provided by clicking on the question marks that appear throughout the application process.*

*Based on the Exception Category identified above, please provide the justification below: 

Why is this necessary to support the operating unit? What is the impact on the operating unit if this request is not approved at this time? 

8. You may upload supporting documentation by clicking on the “**Upload**” button below and selecting the document you wish to submit with your request.

Upload Additional Supporting Documents ?

Attachment required if ERF will be used for more than one vacancy. ✕

 Upload

9. Once done, click “**Submit**” on the right side of the screen. If any mandatory fields are missing, an error message will appear highlighting the missing fields.

 Submit Based on the Exception Category identified above, please provide the justification below: What is the anticipated budget impact of this action?

Important: Please complete all required fields before submitting your response. This form does not allow you to save a draft. If you navigate away from the webform, you will need to restart the review and response process from the beginning.

FY27 Hiring Freeze Exception Request Process

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

1. Review the Guidelines

- 

Visit the FY27 Hiring Freeze and Position Cost Control Measures website to review the guidelines.

uhr.rutgers.edu/fy27-hiring-freeze
- 

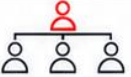
If your request meets the criteria for an exception, initiate an Exception Request Form (ERF) in the HR and Payroll Support Portal.

uhr.rutgers.edu/fy27-hiring-freeze/exception-request-form

2. Complete the Exception Request Form

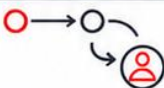
- 

Log in with your NetID and password. Your name, title, department, and cabinet will auto-populate.
- 

Select the appropriate drop-down options and complete all required fields. Use the help text by clicking the question mark next to any field.
- 

Based on the transaction type selected, the system will auto-populate the approvers for your request on-screen.

3. Submit and Track Your Case

- 

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.*
- 

You will receive an automated email from the portal with a case number confirming your submission was received and routed.
- 

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

- 

If approved, you will receive an automated email with the completed ERF attached. Upload it to PeopleSoft, ServiceNow, ROCS, or Marketplace, as appropriate.
- 

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.
- 

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.