**Intended Audience:** Accountability Structure Fulfillers & Shared Services Center Fulfillers

Additional enhancements have been made to the ServiceLink Fulfiller view. These changes are documented below and will be available for use on Thursday, September 6th.

**New UCPath Fulfiller View**

**What's NEW**

- With these enhancements, Fulfillers (both Shared Services Center and Accountability Structure) will now see UCPath Fulfiller view located under the file cabinet icon in the left hand navigation of ServiceLink.
- Ability to display “Comments” submitted in the form by the initiator are now available to be added in the Fulfiller view. This column is listed as the “Initiator Comments” under the gear icon. This will NOT be one of the default columns in the UCPath Fulfiller View, but can be added by users.
- Ability to display transaction “Effective Date” as well as search and filter by transaction effective date. The effective date column will NOT be one of the default columns in the UCPath Fulfiller View, but can be added by users.
- Search boxes available in the default UCPath Fulfiller View allowing users to search a field by clicking on the magnifying glass icon.

**How To**

The UCPath Fulfiller View will appear under “All Applications” in the Application Navigator located in the left hand navigation of ServiceLink (see screenshot). Like all Applications, it can be favorited and appear under the customizable favorite list.

There are four modules within the UCPath Fulfiller View application:

1. **Open Tasks Assigned To My Group** - displays all open task tickets that are assigned to the Group(s) you belong to. These tasks are not assigned to you directly.

2. **My Work** – displays task tickets that are assigned to you that are currently in progress.

3. **Closed Tasks** – displays all closed task tickets that are assigned to the Group(s) you belong to.

4. **All UCPath Request** – displays all UCPath requested items (RITM), regardless of State.
Data included in the four modules are displayed via standard column fields that are searchable. Many of these fields have been recently added to ServiceLink to facilitate querying data and managing your queue at both Shared Services Center and Accountability Structure levels.

1. Each field is searchable by clicking on the magnifying glass icon.
2. The displayed data can also be exported to Excel (.xlsx) by right-clicking the list header bar (anywhere near the field headers Number, Request item, Opened, etc.) and selecting the “Export” option from the dropdown.

The following fields are included in the default UCPath Fulfiller View:

- **Number** – Task Number
- **Request Item** – RITM ID
- **Short Description of Task**
- **Employee ID**
- **Employee First Name**
- **Employee Last Name**
- **Position Number**
- **Item** – Request type such as Onboarding – New Hire, Offboarding, Extended Leave Administration and etc.
- **Initiator** – Person who submitted the request
- **Department Code** – Department code of employee the request is being transacted on
- **State** – Status of task
- **Assignment group**
- **Assigned To**

Additional related UCPath fields can be added to the view by the fulfiller. To add additional related UCPath fields to your view:

- Click on the gear icon to open the Personalize List Columns selector.
Within the UCPath Fulfiller View, Fulfillers will also have the ability to:

1. Change the order of the columns
2. Sort by
3. Remove and add fields

Refer to ServiceLink Navigation for Fulfillers training material for additional information.

Questions regarding FOM|UCPath training can be sent to fomucpathtraining@ucr.edu.