



## JazzHR Relaunch – Leader Quick Guide

### Why We're Relaunching

**Goal:** Wipe & rebuild JazzHR to ensure accuracy, compliance, and operational efficiency.

### Key Fixes:

- **Data Integrity** – Remove outdated & inaccurate records.
- **Workflow Repairs** – Restore broken automations between JazzHR, ADP, LMS, and IT.
- **Legal Compliance** – Eliminate I-9 timing risks & ADA accommodation delays.
- **Operational Efficiency** – Reduce candidate drop-off & false turnover data.

### Blackout Period

**Dates:** Sept 1–14, 2025

**Impact:** No JazzHR access for any user.

**Who Manages Recruiting:** HR Generalists will handle critical roles.

### During Blackout:

- Roles prioritized: SM, GM, Corporate openings, and urgent hourly needs as identified by locations.
- Ads posted on Indeed by HR.
- Daily applicant updates sent to managers by 4 PM.
- Interviews & candidate contact continue as normal.
- Offers sent only via HR Generalists.

### Timeline & Key Deadlines

Date	Action
<b>Friday, August 22</b>	Last day JazzHR Job Posting Request forms will be accepted.
<b>Monday, August 25</b>	Last day to issue offers via JazzHR. AD/RD can start submitting critical role requests
<b>Thursday, August 28</b>	Deadline for candidates to sign offers sent via JazzHR. Final critical role request deadline.
<b>Friday, August 29</b>	Job Posting Request Form will be permanently deleted.
<b>Sunday, August 31</b>	Final day to extract important info (candidates, resumes, notes) from JazzHR.
<b>September 1-14</b>	Blackout begins. JazzHR is completely unavailable. HR will post urgent jobs on Indeed & send daily applicant updates.
<b>September 9-12</b>	Relaunch training for all hiring managers.



Date	Action
Sunday, September 14	Blackout ends. JazzHR relaunch. <b>Mandatory relaunch training required before regaining access.</b>

## Before & After – Workflow Fix Example

### Old Process:

Offer → Hired in ADP → I-9 Complete → IT Notified → Equipment Ordered (Delayed & Risky)

### New Process:

Offer Accepted → IT Immediately Notified → Equipment Ready for Day 1 → Hired in ADP & I-9 completed on first day of employment (Compliant & Efficient)

### Your Role as a Leader

- Meet all deadlines for offers & critical role requests.
- Identify **urgent** positions for posting during blackout.
- Partner with your HR Generalist on interviews & offers.
- Complete relaunch training to regain JazzHR access.



## Frequently Asked Questions (FAQ's)

### 1. Why is JazzHR being temporarily shut down?

To implement a refreshed and improved workflow system that will streamline and enhance our recruitment process and ensure the integrity of the data being reported from the system.

### 2. How long will JazzHR be unavailable?

Access to JazzHR will be temporarily unavailable from **September 1 to September 14**, a *full two-week blackout period*.

### 3. Will I be able to access job postings, candidate profiles, or notes during the blackout?

No. All access to JazzHR will be completely disabled during this period.

### 4. What will happen to existing candidate data?

All data currently in JazzHR will be permanently deleted. Please extract any necessary candidate information, resumes, or notes **before September 1**.

### 5. Can I post jobs or review applicants during the blackout?

No, however, HR will post urgent job openings directly to Indeed.

### 6. How will I receive resumes for new applicants?

Your region's HR Generalist will send you a daily email by 4 PM CST with all new applicants' resumes. Hiring managers will continue to screen candidates, interview, and extend verbal offers.

### 7. How do I extend offers during the blackout?

You may **verbally extend offers** to candidates.

Once a candidate accepts, email [recruiting@whitewatercw.com](mailto:recruiting@whitewatercw.com) and your **HR Generalist** with the subject line "**Extend Offer Letter**" and include:

- Candidate's full name
- Phone number
- Email address
- Full home address (city, state, zip)
- Position title
- Store number
- Start date
- Salary/pay rate

The assigned HR Generalist will extend the offer letter via email. Once the candidate has signed and returned the offer letter, the HR Generalist will handle all steps of the onboarding process. The HR Generalist will notify the hiring manager once the candidate is cleared for start.



## **8. What if a candidate hasn't signed their offer before September 1?**

Encourage them to sign by **Thursday, August 28** to avoid onboarding delays. Any offer letter launched via JazzHR not signed by the candidate by the blackout date will need to be manually relaunched by your HR Generalist.

## **9. What if I need to post a critical role during the blackout?**

If you have a need after August 28, please email your respective HR generalist and cc [hr@whitewatercw.com](mailto:hr@whitewatercw.com)

- Include: Title, salary range, reason for opening, HM name, store number, city and Zip
- These requests will be reviewed a on a case by case basis

## **10. Will any of my current requisitions or candidate pipelines carry over to the new system?**

No. You'll need to save anything important before September 1, as nothing will be migrated. All data will be permanently deleted. Once the system is live, all Area Directors, Regional Directors, and Corp Managers that have successfully completed the new JazzHR training, will have access to open all requisitions needed.