

Term	Definition
Assignment	The engagement of a contingent worker (CW) in a specific role, at an agreed upon rate, for a specific period of time.
Bill Rate	Expressed in \$/hour terms, the bill rate is paid to the temp, staffing or payrolling agency (also known as the supplier) for the hours worked by a contingent worker. It includes the pay rate for the worker plus a fixed markup. The bill rates in Fieldglass reflect market prices for Boston, and have been approved by Harvard. When requisitioning a contingent worker, the bill rate maximum should not be exceeded if possible.
Business Unit	In Fieldglass, the business unit is the Harvard tub; specifically, the “tub” segment of the Harvard Chart of Accounts. In Fieldglass, the Legal Entity is also the tub. Each “tub” has a Harvard owner, who approves requisitions with an estimated spend $\geq$ \$250K online in Fieldglass.
Buyer	In Fieldglass, “buyer” refers to Harvard University.
Contingent Worker (CW)	Also referred to as “contract” or “temporary” workers, CWs are provided by an outside temp, staffing or payrolling agency for a limited period of time. CWs are used to augment the regular workforce, backfill an employee on leave, fill in for a staffing vacancy, or bring specialized skills.
Cost Center	In Fieldglass, the cost center is the Harvard org; specifically, the “org” segment of the Harvard Chart of Accounts. Each “org” has a Harvard owner, who approves requisitions with an estimated spend $\geq$ \$10K online in Fieldglass.
Hiring Manager	The Harvard manager who requests/supervises the contingent worker. In Fieldglass, also referred to as the Engagement Manager (EM), the “requesting” manager, or the requisition owner.
Independent Contractor (IC)	A self-employed individual performing contracted services outside of Harvard’s normal course of business. The individual and the services must meet strict IRS and Massachusetts criteria in order to be classified as an independent contractor (also called an “IC” or a “1099”). Independent contractors are not included in the MSP at present.
Job Posting	A job requisition, job order, or a temporary (contingent) position to be filled.
Job Seeker	An applicant, or candidate, who has been submitted by a supplier for review and consideration.
Job Template	A set of information about a contingent job role that includes the job title, job description, minimum education, pre-employment screening requirements, tenure limit, and eligibility for overtime. Hiring managers start the requisitioning process by selecting the most relevant Job Template; information about the specific skills or experience needed for the assignment may be added in the <i>Additional Job Details</i> field.
Managed Service Provider (MSP)	A company that manages an organization’s contingent workforce. MSP’s are typically responsible for overall program management, supplier selection and contracting, consolidated billing across suppliers and the distribution and fulfillment of requisitions. Yoh is Harvard’s MSP and its sole supplier. The temp, staffing, payrolling companies employing CWs are Yoh’s suppliers.
Pay Rate	Expressed in \$/hour terms, the amount paid to the contingent worker by the staffing, temp or payrolling agency. CW’s working in non-exempt, overtime-eligible roles will receive the base pay

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	rate (also called straight time) for the first 40 worked in a week and “time and a half” (1.5x base pay, also called overtime) for hours >40.
Payrolled (Worker)	Contingent workers pre-identified by a Harvard hiring manager who are employed directly by an external payrolling agency to work on assignment for Harvard. The payrolling agency does not engage in any candidate sourcing or assessment. As a result, the supplier markup is significantly lower than for recruited workers.
Rate Card	A schedule of market-priced billing rates, expressed in \$/hour, for various contingent roles, ranging from a minimum to a maximum billing rate for both straight- and overtime (if applicable for the role). The rate card is advisory. Actual rates are proposed by suppliers for each worker, and are either accepted or declined by Harvard managers. Rate card maximums are used to estimate the cost for the requisition, which may trigger Harvard financial approvals.
Recruited (Worker)	Agency-recruited and –provided contingent workers who are paid on an hourly basis.
Requisition	The electronic request form in Fieldglass that is generated by a Harvard Hiring Manager to requisition a contingent worker. It typically includes the job description, start date, end date and Harvard billing code. The manager may specify the maximum hourly bill rate s/he is willing to pay. The MSP distributes the requisition to qualified suppliers. Suppliers propose candidates for the role. Once the Hiring Manager selects a candidate, the Requisition becomes a Work Order.
Supplier	The temp, staffing or payrolling agency employing the contingent worker.
Segment Object Detail	In Fieldglass, a function used to display and enable selection of Harvard’s chart of accounts segments.
Statement of Work (SOW)	Agencies, vendors, or consultants may be paid on the basis of milestones achieved or work product delivered, regardless of hours worked. These arrangements are usually governed by a “Statement of Work” (SOW). SOW engagements are not included in the MSP at present.
Temps and LHT’s	Under the MSP model, Harvard department may continue to directly employ “temps” for 3 months (non-exempt) or 6 months (exempt), or they may employ LHTs (Less-Than-Half-Time Temps) for no more than 14 hours per week indefinitely.
Vendor Management System (VMS)	A web-based tool that streamlines and automates contingent worker recruitment, time-keeping and invoicing. All parties involved in the process -- Harvard’s requisitioning managers and approvers, Yoh, suppliers and contingent workers -- use the common VMS, Fieldglass. Fieldglass has been integrated with Harvard’s Oracle, PeopleSoft and Identity and Access Management Systems.
Work Order	Once a candidate is selected, the work order is initiated by the Harvard Hiring Manager and accepted by the supplier. It serves as the written confirmation of the important details about the contingent work assignment. If the hiring manager needs to extend the assignment, or alter any significant details about it, a Work Order Revision (WOR) is required. At Harvard, WORs require re-approval if the Tub-Org coding is changed or the cost of the engagement increases.
Yoh Program Management Office (PMO)	A team of on-site Yoh resources who oversee Harvard’s Managed Services Program. The Yoh PMO Office is located at 124 Mount Auburn Street, Cambridge and can be reached at 617-495-1508 or <a href="mailto:yohharvard.pmo@yoh.com">yohharvard.pmo@yoh.com</a> .