

Offer Process Guide

The Offer Process includes:

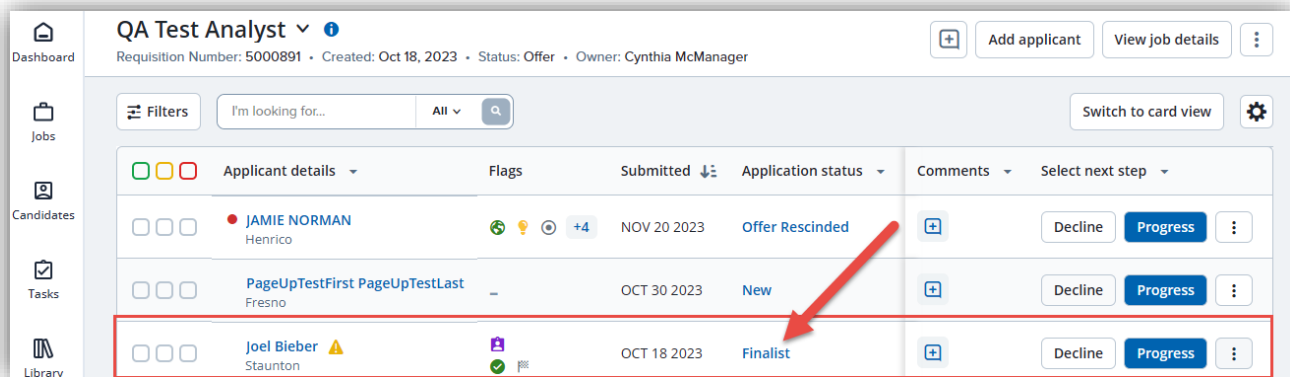
- ✓ [Moving the status to *Prepare Offer Card*](#)
- ✓ [Filling in the details of the Offer](#)
- ✓ [Adding offer documents](#)
- ✓ [Initiating the offer approval process](#)
- ✓ [Approving the offer](#)
- ✓ [Sending the offer to the candidate](#)
- ✓ [Removing an offer](#) (*supplemental)

NOTE: Screenshots are in the Recruiter view unless otherwise noted.

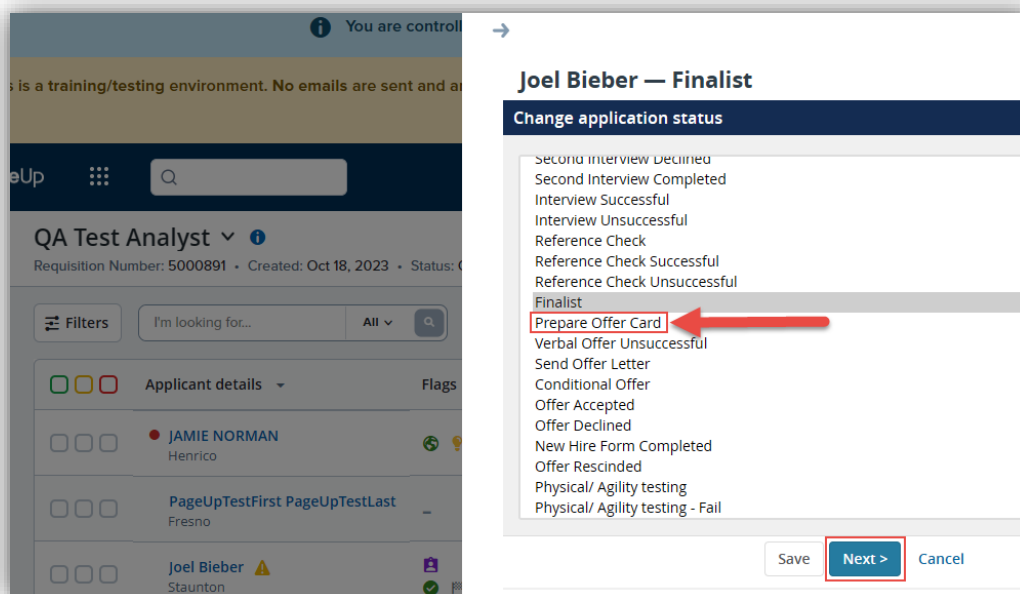
Prepare Offer Card

After screening applicants and determining the finalist(s), job offer details are prepared.

In the Applicant Progress Board, locate the applicant finalist and click on their application status.



A list of application statuses will appear. Select **“Prepare Offer Card”** and click **Next** to continue.



Review the status change details. Confirm that “No” is selected for both communication options and “Yes” for *Update job status from Approved to Offer*. Click **Move now** button.

Collins — Reference Check Successful

Confirm status change

You are about to move Collins to a different status:

From status: Reference Check Successful
To status: Prepare Offer Card

Communication template: -- No template --

Email to Applicant: ☐ Yes ☒ No

Additional users from Job: ☐ Yes ☒ No

Note

The following will be added to the applicant notes for administrators to view:

Update job status from Approved to Offer: ☒ Yes ☐ No

Move now Cancel

The offer card will load on screen. The *Personal details* section is populated with data from their applicant card. The *Job details* section will automatically populate with data from the job card.

Review the job details data to confirm accuracy. Confirm the offer card is synced to the job card and PD.

Offer details

Collins

Personal details

Address: [Redacted] United States Phone: [Redacted]
Cell: [Redacted]

E-mail: [Redacted] 12@gmail.com

Applicant number: [Redacted]

Employment status: Never employed by the Commonwealth

[View profile](#)

Job details

Working Title: Custodian (R0045)

State Role Title: Hsekeep &/or Apparel Worker I

Role Title: Hsekeep &/or Apparel Worker I

Job Type: Wage (Hourly)

Agency - Parent: New College Institute

Agency: New College Institute

Department:

Site no.: 93800CENTR - MARTINSVILLE

Site title: New College Institute

Offer Details

The details most important to the offer are contained in this section.

In the **Offer Details** section, **complete all necessary and required (*) fields**.

Select the position that will be filled for current offer (as applicable).

The screenshot shows the 'Offer details' form. The 'Positions' section is highlighted with a red box. It contains a table with two rows. The first row is selected with a radio button. The second row is unselected. The table has columns for 'Position Number', 'Type', and 'Applicant'.

Position Number:	Type:	Applicant
☒ TEST1251 Position No: TEST1251		-
☐ TEST1234 Position No: TEST1234	New	-

*Required fields

- ✓ **Start date** - Hire date
- ✓ **Day One Reporting Date** - First day to report to work
- ✓ **Day One Reporting Time** - Time to arrive

Salary details

- ✓ **Annual salary** - Employee salary
- ✓ **Hourly Pay rate** - Use only for wage/hourly hires

The screenshot shows the 'SALARY DETAILS' form. It has two input fields: 'Annual salary' with the value '41,000' and 'Hourly Pay rate (Wage only)' which is empty.

SALARY DETAILS	
Annual salary:	41,000
Hourly Pay rate (Wage only):	

Onboarding details

- ✓ **Onboarding Form** - New hire form
- ✓ **Onboarding Workflow** - Select option:
 - "Onboarding"
 - Offer Card
 - Send online offer letter/docs
 - New hire form
 - Onboarding portal
 - New Hire Task Management
 - "No Onboarding"
 - Offer Card
 - Send online offer letter/docs
 - New hire form (if online offer is sent through the system)
- ✓ **Reports to Manager** - Manager/Supervisor the new hire is reporting to
- ✓ **HR Rep/Onboarding Specialist** - Agency HR Rep responsible for overseeing the onboarding process
- ✓ **HR Rep/Onboarding Specialist 2** - Secondary agency HR Rep responsible for overseeing onboarding process (if applicable)

NOTE: The **Onboarding Specialist** is a permissioned role that gives a user access to confidential onboarding documents like the new hire form & other onboarding forms (I-9, W-2, and VA-4). An access request must be submitted to RMS Inquiry to be granted this permission.

Offer Progress

This sub-section is **automatically populated when an applicant accepts or declines an offer**, or the application status is manually updated to Offer Accepted or Offer Declined in the system. **The fields in this section cannot be updated manually.**

Offer documents

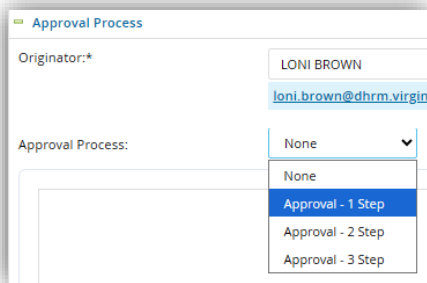
Upload the offer letter and other documents relevant to the offer.

1. Select the **Add document** button.
2. In pop-up window, select **Upload file**. Choose documents as appropriate (agency offer letter).
3. Select the **Save and close** button after document is added. (If multiple documents are being uploaded, select Save and add another).

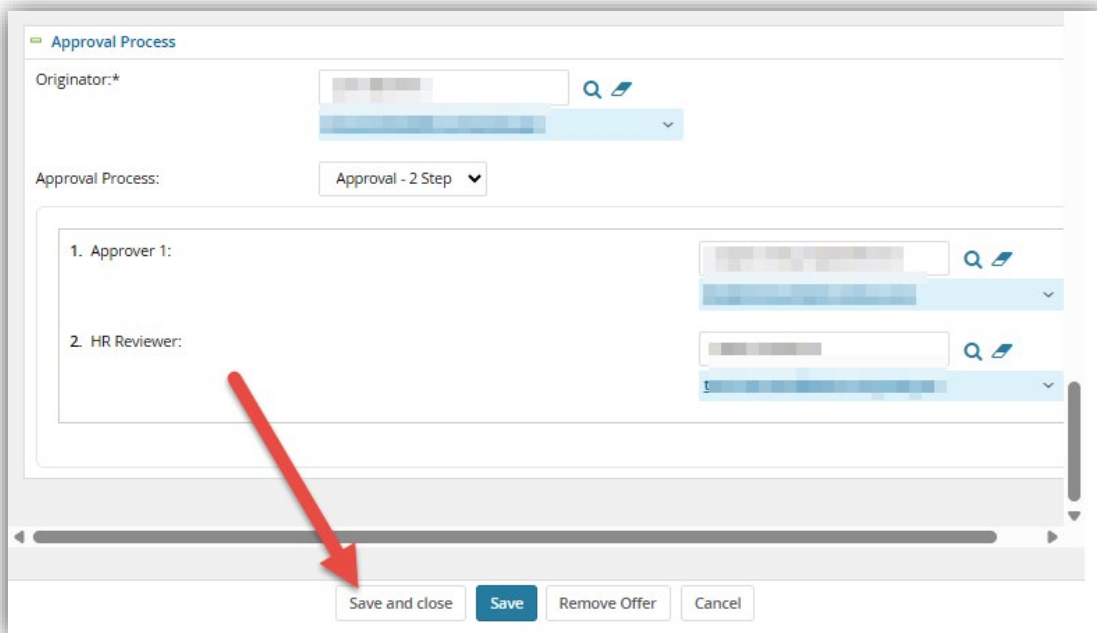
Initiate Offer Approval Process

Once the offer details are complete, scroll down to the **Approval Process** section.

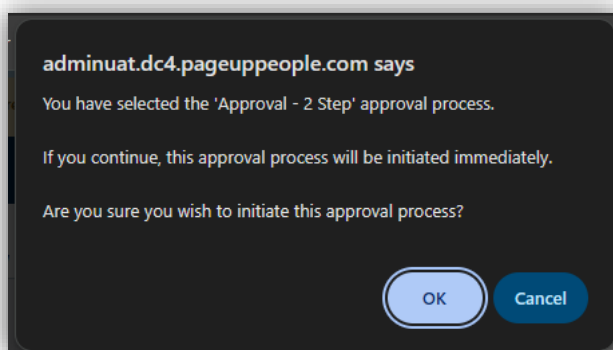
Select the appropriate *Approval Process* (up to a 3-step approval) and designate the offer approver(s) by putting their name in an approver field.



Click **Save and Close** or **Save** to begin the approval process.



A pop-up window will appear that requires confirmation of initiation for the approval process to begin immediately after saving.



NOTE: All additional application status changes on the finalist should wait until the offer is fully approved.

Approving/Declining an Offer

When the approval process is initiated, the first approver will receive an email notifying them that the offer is ready for review.

Email template -

From: COV Recruitment Team [noreply@dhrm.virginia.gov]

Subject: Offer approval needed

Dear [Approver],

You are required to approve the offer details for [Finalist] for the position of [Job Title], job number [Req #], so that an offer can be made.

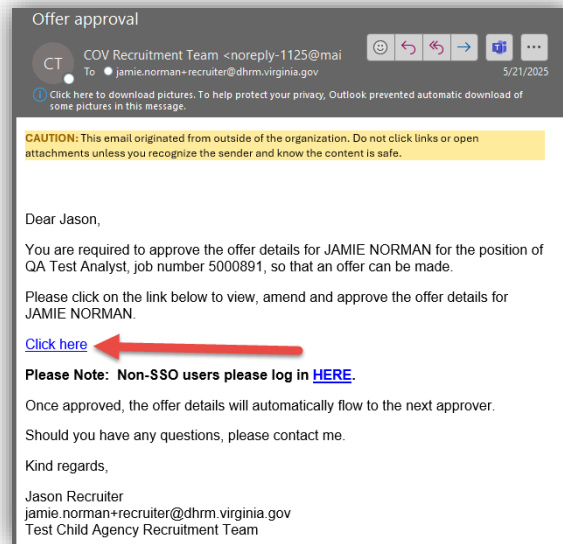
Please click on the link below to view, amend and approve the offer details for [Finalist].

Click here [hyperlink to offer card]

Please Note: Non-SSO users please log in [HERE](#) [hyperlink to alternate login].

Should you have any questions, please contact me.

Kind regards,
[Originator]



In the email:

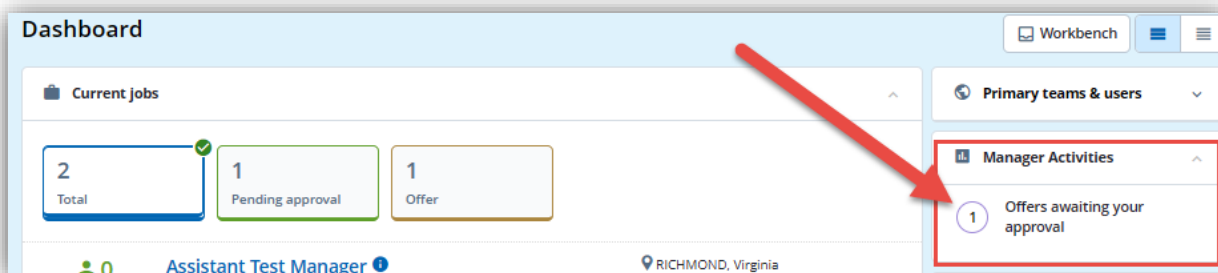
Approver can select the “Click here” hyperlink to be taken directly to PageUp via single sign on.

NOTE: Non-SSO/ Non-COV users have a designated hyperlink in the word “HERE”, as specified in the email.

Offer approval notifications are also visible on PageUp dashboards.

Recruiter dashboard

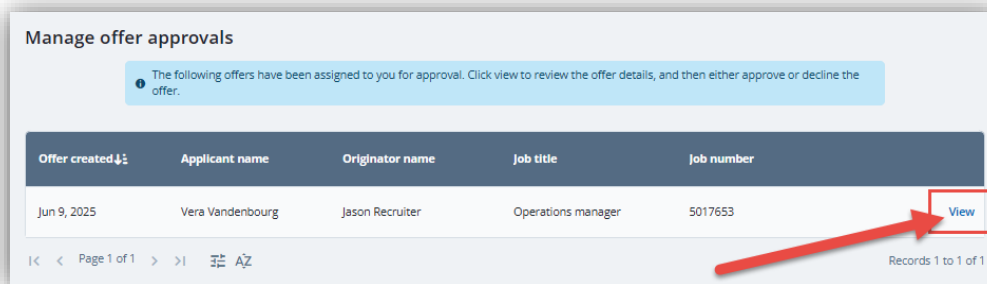
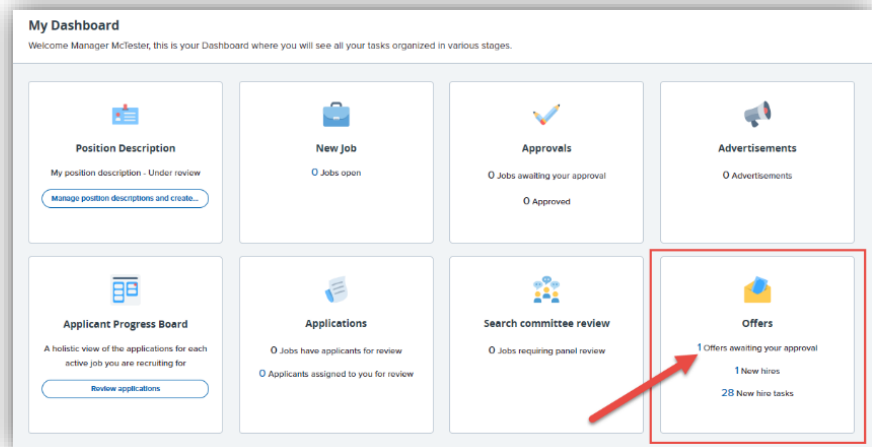
Find the notification in the top right of the dashboard, under **Manager Activities**



Non-recruiter dashboard

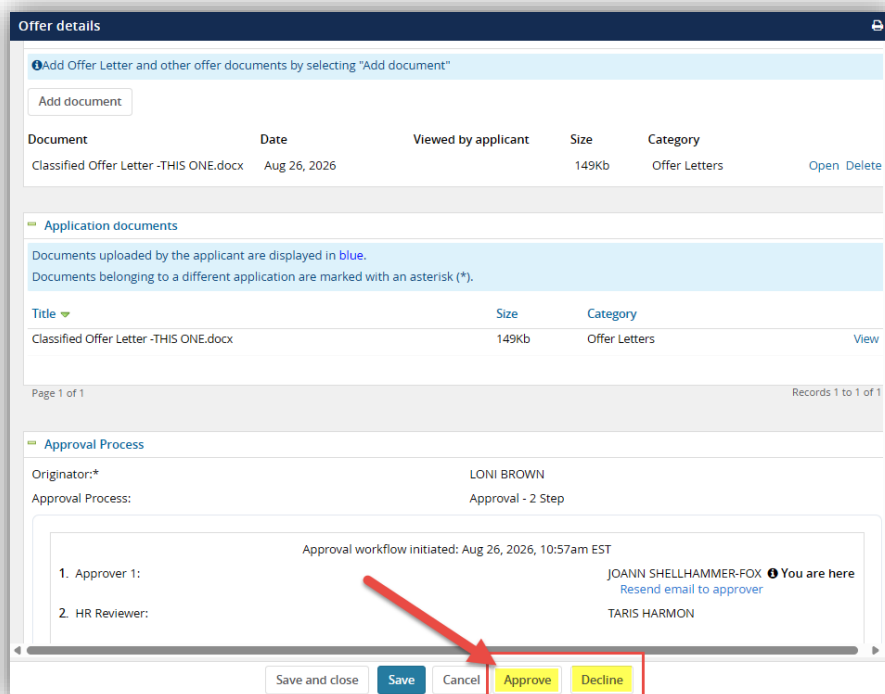
Offer card approval notifications are in the **Offers** tile.

On selection, the **Manage offer approvals** screen will display all pending approvals. Click **View** against the applicable offer.



Review the Offer Card details carefully.

At the bottom of the offer card, click the **Approve or Decline** button, based on the review.



Approve

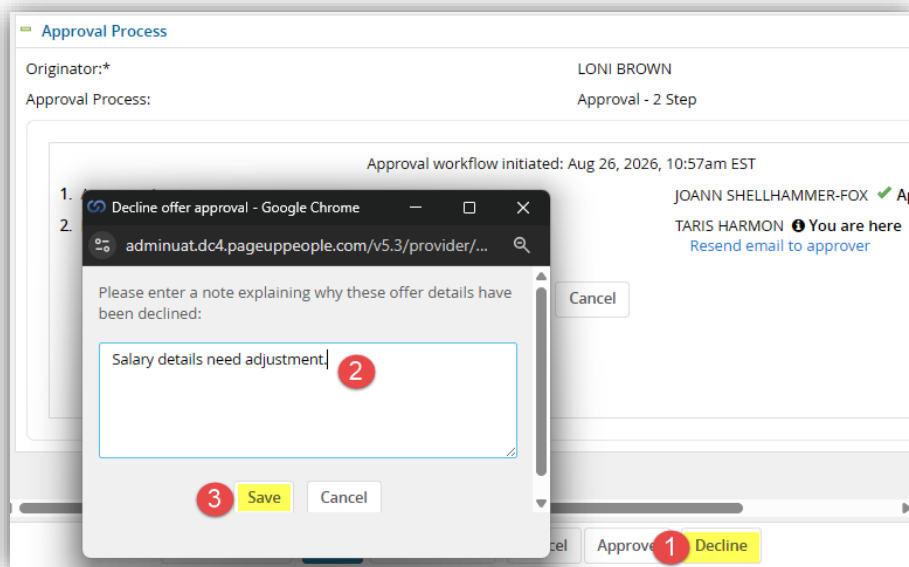
- ✓ Triggers a notification to the next approver to act (as applicable).
- ✓ The approval notification is removed from the dashboard.
- ✓ The offer card has an *Approved* date stamp and green checkmark next to the approver's name.
- ✓ After the last approval, an offer approved email notification is sent to the Originator (the creator of the offer card).

NOTE: If there is only one approver and it is the originator, the approval button will be accessible immediately, bypassing the previous steps.

Decline

If the offer card needs adjustments:

1. Select the **Decline** button on the bottom of the offer card.
2. A pop-up window will appear. Enter in a detailed note describing why the offer has been declined.
3. **Save.**



4. An email notification is sent to the Originator (Recruiter).

Email template:

From: COV Recruitment Team <noreply@dhrm.virginia.gov>
Subject: Offer approval declined

Dear [Originator],

Job offer details for [Finalist] for the position of [Job Title], job number [Req #], have been declined during the approval process.

The job offer approval was declined by [Approver name].

The following reason was given:

Salary details need adjustment.

Kind regards,

5. After reviewing the reasons for declining the offer, open the offer card.
6. Make all needed adjustments to the offer card.
7. In the approval section, select the **Restart** button.
8. A pop-up window will appear with message to confirm restart action. Click **OK** to proceed.
9. Select the Approval Process, and **Save**. The approval process is re-initiated.

The screenshot shows a web interface titled "Approval Process". At the top, it says "Originator:* BROWN" and "Approval Process: Approval - 2 Step". Below this, a box contains the text "Approval workflow initiated: Aug 26, 2026, 10:57am EST". Underneath, there are two entries: "1. Approver 1: FOX" with a green checkmark and "Approved Aug 27, 2026", and "2. HR Reviewer: MON" with a red X and "Declined Aug 27, 2026". At the bottom center, there is a button labeled "Restart" which is highlighted with a red rectangular box.

Sending an Online Offer (Offer Letter)

1. Once the offer has been approved, the Originator (as designated in the Approval process section) will receive a notification of approval via email.
2. To send the formal online offer letter to the applicant, navigate to the applicable job.
3. Locate the applicant who is receiving the offer and select application status "**Send Offer Letter**". Click **Next** in the *Change application status* window.
4. A default communication is triggered and sent to the finalist for this status change. The email provides details on how to log into the online applicant account, to review the offer documents and formally accept/ decline the offer.

IMPORTANT: If updates are made to the communication template, it is recommended to **keep the instructions for viewing the online offer**, so the candidate understands the process.

Email template

From: COV Recruitment Team <noreply@dhrm.virginia.gov>
Subject: Congratulations! Your Offer Letter is Here

Dear {FIRSTNAME},

We would like to formally welcome you to {DEPARTMENT} in the position of {JOBTITLE}.

In order to view your job offer, which outlines the terms and conditions of your employment, please follow the steps below:

1. Log into your Commonwealth of Virginia Applicant Account using this link: <https://secure.dc4.pageuppeople.com/apply/1125/aw/applicationForm/default.asp>
2. Once logged in, at the top of the screen you will see a yellow bar. Click on the '**View Offer**' link to review your job offer.
3. Review all offer documents and return to the Employment offer screen.
4. Select the checkbox if you agree to the terms of the offer. This will activate the acceptance button. To accept the offer, click the '**I accept**' button.
5. Once you indicate your online acceptance, you will be prompted to complete an online '**New Hire Form**'. Please fill out the details of the form accordingly.

Should you require further information or have any questions, please do not hesitate to contact me at {JOBOWNEREMAIL}.

Kind Regards,
{JOBOWNERFIRSTNAME} {JOBOWNERLASTNAME}
{DEPARTMENT} Recruitment Team

Once the candidate approves or declines the offer in their applicant portal, a notification will be sent to the designated contacts on the offer card. The application status is automatically updated.

On **Accept**, the applicant will immediately have access to:

- ✓ The New Hire Form
- ✓ The Onboarding Portal (through their applicant portal)
- ✓ All Onboarding Tasks

Move the applicant to status of Hired.

IMPORTANT: Disposition all remaining candidates and close job (refer to job aid: [Closing a Job Guide](#)).

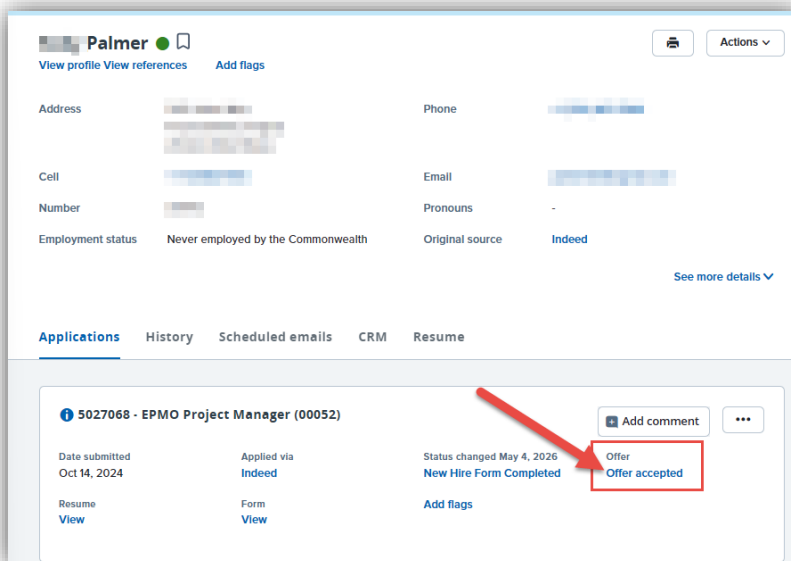
Next Steps

Refer to the [Onboarding Resource Guide](#) for information on how to manage onboarding tasks.

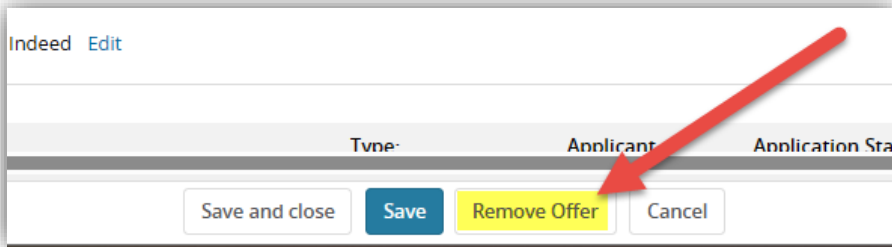
Removing an Offer

To revoke an offer in the event of an unexpected change, there are specific steps to follow. This action will unlink an applicant from a position. Removing an offer permanently deletes all associated offer details and documentation. This should only be done if you are retracting and deleting the offer completely, and not as a means for editing.

1. Open the applicant card by selecting the applicant.
2. In the Applications tab, find the job where the offer was made.
3. Open the offer card by clicking the offer status under the **“Offer”** heading.

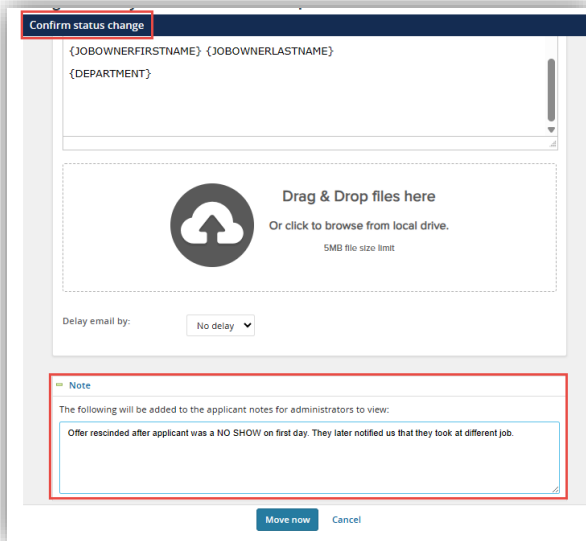


4. Locate the **Remove Offer** button at the bottom of the window and select.



5. Confirm the permanent removal of the offer by clicking the **Confirm** button.
6. Offer card will reload with fields blank. Click **Cancel** to close the window.
7. **IMPORTANT:** Immediately change the applicant status (ex. "Offer Rescinded").
8. Select **Next** so all relevant parties can be notified of the change. **If the applicant remains in the "Send Offer Letter" status they will still have access to the offer link in their portal.**
9. **Add a Note** on the status change field or as a **Comment** so there is clear documentation on why the offer was revoked.

Status change window after selecting **Next** has the option to add a **Note** at the bottom.



The applicant card has an "Add comment" option in the **Applications** tab.

1. Click **Add comment**
2. Type comment in blank field.
3. Click **Post** to save comment.

