



# Frequently Asked Questions: E-Recruiting

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## General Questions

### 1. What is E-Recruiting?

E-Recruiting is a global SAP recruiting tool.

### 2. What can candidates use the E-Recruiting tool for?

#### a) *Finding job postings*

Candidates can search for job postings published by SAP recruiters on behalf of SAP hiring managers.

#### b) *Applying for advertised job postings*

Candidates can apply online for advertised posts.

#### c) *Registering in the talent pool*

Candidates can register in the talent pool and upload all their application documents so that they can be informed about suitable jobs when they arise. If a recruiter identifies a match between an applicant's profile and a job profile, he or she will request the applicant to apply specifically for the job concerned.

### 3. Is my data safe?

The E-Recruiting tool complies with all the stipulations of the Data Protection Act and of SAP's own data protection officer.

## Application Process

### Access to E-Recruiting

### 4. I am an applicant. How do I access E-Recruiting?

You can access E-Recruiting via <http://www.sap.com/bulgaria/careers/index.aspx> . Search for one or more job postings and click on Apply.

### 5. My e-mail address is already registered, how can I log on to the system?

Access the web page <http://www.sap.com/bulgaria/careers/index.aspx> and choose "login". Proceed to the link "*password forgotten*" and enter your e-mail address. After pressing the button "*submit*" you will immediately receive a system-generated e-mail with new access data (user name and password).

### 6. I forgot my password and my user name, what can I do?

Click the link: "*Password forgotten*". If you have forgotten your password, you can have a new password sent to the e-mail address stored in your profile. To receive your new password, enter your e-mail address and submit the password request.

### Entering data, uploading documents, editing entries

### 7. Why do I have to give details like resume, cover letter, qualifications, and so on twice - once in the category and once upload them under attachments?

Entering details in the different categories gives a standard overview for easy comparison of candidates. Uploading documents makes it possible to assess candidates more individually.

### 8. How can I edit the entries in my profile?

You can change your entries at any time using the *Edit* button. There is also a *Delete* button for removing entries.



9. Can I enter my data in more than one language?

Your application should be in the same language as the job posting you are responding to (usually English or German). If you decide to register in our talent pool, it is helpful if you key in your data in English. This makes it easier to match your application to suitable job postings and you may be asked to apply for one of these jobs.

10. Do I really have to make entries in every section of *Your Profile*?

It makes sense to provide as much information about yourself and your skills and experience as possible. However, if you use the *Fast track* option, you only need to enter information in certain mandatory fields (marked by asterisks). Your application still needs to contain all the regular application documents, though, such as a cover letter and your resume.

11. What is the *Fast track* option?

If you choose to use the *Fast track* option, you only need to enter application data in certain mandatory fields (marked with red asterisks). However, you still need to submit a complete set of application documents, including a cover letter and resume.

12. I was asked to attach additional documents to my application. Can the HR department see all my documents straight away or do I have to reapply?

The HR department can see the newly attached documents. You therefore do not have to reapply.

13. I have uploaded all my application documents. If I am applying for more than one job, can I select which documents I attach to each separate application?

As soon as you release your profile, all the documents you have attached to it are visible in every application you submit. However, you have the option in the application wizard of writing a new cover letter for each application in the *Cover letter* category.

14. How can I change my cover letter after I have submitted my application?

In this case, you need to withdraw your application, rewrite the cover letter, and then reapply for the job.

### What happens next?

15. What does the *Candidate status* tell me?

It provides information about the current status of your application, such as whether it is being processed, whether it has been rejected, whether it has been withdrawn, whether it is still in draft, or whether you are to be hired.

16. Who can access my application and uploaded documents?

Nobody except you, not even HR staff, can see your data until you have given your consent and released your profile. Please read the corresponding data privacy statement carefully and then click the button to agree to and accept it. You can lock your profile at any time to prevent further access to your data.

17. How long is my data stored in E-Recruiting?

That is your decision. You are the only person authorized to handle your data. No-one else can change or delete it.

18. How long do I have to wait for initial feedback on my application?

If you have applied for a specific job, you should receive initial feedback within 2-3 weeks. If you have registered in our talent pool, you will receive feedback as soon as there is a job available that matches your profile.



## Job opportunities, searching for job postings

19. What kind of job postings can I find in E-Recruiting?

E-Recruiting contains all job postings advertised for internal and external applicants. However, at the moment you will only find job postings from SAP subsidiaries that are already operating the E-Recruiting tool (see above).

20. How can I search for suitable jobs in E-Recruiting?

You can use the *Apply Directly* function. If you already know which job you want to apply for and you know the reference code for this job, then please use the *Quick search* option.

By selecting *Search for Jobs*, you can browse for job opportunities using various search criteria, such as function area, country, and contract type. You can also save your search results in this section.

Selecting *Favorites* allows you to display the results of previous searches and apply directly for one of the jobs listed.

Under *Applications*, you can call up an overview of the applications you have released and also withdraw individual applications. Withdrawn applications are no longer visible to anyone.

21. Why don't I get any results when I enter the German search term "Entwickler"?

The application interface is set to English by default. You can either enter "Developer" as your search term or change the search settings to German.

22. How can I apply for jobs at SAP international subsidiaries?

To search and apply for jobs at our subsidiaries, go to: [www.sap.com/careers](http://www.sap.com/careers). Select the country where you want to work. Here you will find information on Jobs & Careers.

23. Are the job postings I am interested in up-to-date?

All job postings on <http://www.sap.com/bulgaria/careers/index.aspx> are updated daily.

24. After I applied for a job, I noticed that the reference code had changed. Do I have to reapply or will my application remain assigned to the right job posting?

Even if the reference code has changed, your application will remain assigned to the correct job posting.

## Application

25. How do I apply for a job in E-Recruiting?

You can apply for a job you saved under *Favorites*, or use the *Apply Directly* function if you know the reference code for the job you are interested in.

26. How can I apply for various jobs at the same time?

If you want to apply for more than one job (E-Recruiting permits you to apply for up to three different jobs), you can display a selection of job postings in the *Search for Jobs* section. Mark the first job posting you favor and click *Apply*. The application wizard opens and you can enter your data, upload your documents, and so on. When you click *Submit* on the last page, your complete application data is transferred to our database. By clicking *Back*, you return to the search results and can apply for the next job of your choice.

27. What happens when I apply for a job?

First, a recruiter checks your completed application. If it matches the job profile, he or she forwards your application to the responsible manager. The manager then decides how to proceed with the



application.

28. How can I withdraw my application?

When you select *Applications*, you get an overview of all the applications you have submitted. Mark one of the applications displayed and click *Withdraw/Delete*.

Important

When you click *Withdraw/Delete*, you receive the following message: "You do not want to proceed with this application. Note that you may also have to delete completed questionnaires and application cover letters. If you reapply, you will have to enter this data again." The hiring manager and recruiter can see that the application status has changed, but they can no longer see your completed application and documents.

29. I applied for a job. Will my application be automatically checked for a match with all other job postings?

You need to apply separately for every job you're interested in, that means assign your application in your profile to further job postings.

30. Can't I apply via e-mail?

E-mail applications are by default no longer accepted.