

**Employee Placement System  
Voice Response System**  
A guide for UAW-GM & UAW - Delphi employees  
when using the Voice Response System to access the Employee Placement System.

**Helpful Hints: Remember you must delete an Application and then enter a new Application when re-applying to change your selections.**

**Review:**

- Reference Guide
- Plant Summary Booklet
- Community Guide
- Know your Social Security Number

**Be familiar with the different types of Applications. Be familiar with the plant locations and CISCO Codes. Refer to your reference guide booklet for plant locations and CISCO codes. Remember you must delete an Application and then enter a new Application to change your selections.**

**Remember both Appendix A and the Flowback Agreement specify the maximum number of job offers you are eligible to receive during the term of the Agreements. Keep in mind that after you have met the maximum, which is tracked in EPS, you will no longer be eligible for future job offers.**

**Use a touch-tone telephone - 1-800-628-4473. TDD connections are available.**

**Voice Response System Hours: Monday through Saturday, 4:00 a.m. - 11:00 p.m. EST**

**NEPC Representative Hours: Tuesday through Thursday, 9:00 a.m. - 11:30 a.m.; 1:00 p.m. - 3:30 p.m.**

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**Employee Placement System (EPS)  
Voice Response System**

**Dial 1-800-628-4473  
1-800-NAT-HIRE**

**Welcome Greeting  
Main Menu**

**Option 1 - LISTEN**

**Use this Option to LISTEN to the Applications you have on file in the Employee Placement System (EPS). You will be asked to enter your Social Security Number. The EPS will tell you whether you have any Applications on file. You can choose which Applications you would like to hear. Listening to your Applications DOES NOT change your Applications.**

**Option 2 - DELETE**

**Use this Option to DELETE an Application you have on file in the EPS. You will be asked to enter your Social Security Number. The EPS will check to see which Applications you have on file. You can choose which Application you wish to delete. If you delete an Application, written confirmation will be mailed to your address of record within two business days.**

**Option 3 - APPLY**

**Use this Option to APPLY for openings at other UAW-GM or UAW-Delphi plants. If you have not used the Voice Response System before, you may want to PRACTICE using Option 4 before entering an Application into EPS. You will be asked to enter your Social Security Number. If you are a skilled trades employee, you will be asked if you are interested in applying for production job opportunities at the plants you are selecting.**

**You can enter one or all of the following Applications:**

- Area Hire
- Extended Area Hire
- Return to Former Community

**Area Hire - includes all UAW-GM or Delphi plants within the 50 mile radius (or longer in some areas) of your current plant. You can apply to any of the plants. An Area Hire Directory, which lists the plants within Area Hire, is available in your Hourly Employment Office.**

**Extended Area Hire - includes all UAW-GM or Delphi plants outside your Area Hire. You can apply for any number of plants outside your Area Hire.**

**Return to Former Community - includes all UAW-GM or Delphi plants within a 50 miles radius of a plant where you formerly worked and still retain seniority. You must currently be working at a plant outside the Area Hire of former plant. You obtain a listing of the plants when your Former Community from Area Hire Directory that is available in your Hourly Employment Office.**

**Once you have chosen the type of Application you are filing, you will be asked to enter the CISCO Code for each of the plants that you are selecting. After you have completed filing an Application, you will be advised that your Application has been recorded. Written confirmation of your Application will be mail to your address of record within two weeks.**

#### **Option 4 - PRACTICE**

**Use this Option to PRACTICE entering an Application. You will be asked to enter your Social Security Number. You can choose to practice filing an Area Hire, Extended Area Hire, or Return to Former Community Application. The information you enter during your Practice session WILL NOT be recorded.**

#### **Option 6 - TALK**

**Use this Option to be transferred to an Employee Placement Center Representative. Employee Placement Center Representatives will be available Tuesday through Thursday. Hours of Operation: 9am-11:30am; 1pm-3:30pm**