



New-Hire Onboarding SOP

Version 1.0

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Purpose

Ensure every new employee has system access, equipment, and orientation within five business days of hire.

Effective July 7, 2025

Scope

Applies to all full-time hires at Hyrule Haberdashery; excludes contractors.

Definitions

- **I-9** – Form mandated by the U.S. government to verify identity and legal work authorization of all paid employees in the USA.
- **Direct deposit form** – Signed documentation authorizing Hyrule Haberdashery to deposit paycheck directly into an employee's bank account.

Materials/Prerequisites

Equipment

- Desktop kit

Forms

- New retail drive access form
- Employee contract

Documentation

- Welcome packet PDF
- Handbook PDF
- New employee social media template
- Entry interview cheat sheet
- New user desktop checklist

Procedure

Pre-boarding (Day -5 to -1)

1. Confirm candidate's signed offer letter with HR representative **within eight hours** of receipt.
2. Submit new user request with IT department **no later than day -3**.
3. Use new user desktop checklist to prepare desktop kit **no later than end of day -1**.

Day 1

4. Email welcome packet/handbook to new employee's work email.
5. Create retail-drive access for new employee.
6. Conduct orientation with employee in the back office training room.
7. Collect I-9, contract, and direct deposit forms from new employee.

Post-day 1 / Week 1 follow-up

8. Conduct entry interview with employee utilizing entry interview cheat sheet.
9. Publish new employee social media feature **within five days of orientation**.
10. Follow up with store manager regarding new employee acclimation.

Timeline/SLA

Action	Owner	Target time
IT request processed	IT Helpdesk	≤ 24 hrs of new user request receipt
Desktop kit ready	Store Manager	By end of day -1
Welcome packet emailed	HR Representative	By 09:00 on day 1
Orientation conducted	Store Manager	Day 1, 10:00-12:00
Entry interview completed	Store Manager	By end of day 2
Social-media post live	Marketing	By end of day 5
Manager follow-up	Vice President	By end of employee's first full week

RACI Matrix

Task	HR	Hiring manager	IT	Marketing	Store manager	VP
Submit IT request	A/R	C	I		I	I
Prepare desktop kit	I		C		A/R	I
Conduct orientation	I				A/R	I
Publish social post	C	C		A/R	C	I
Confirm Followup	I				C	A/R

Legend – **R** Responsible · **A** Accountable · **C** Consulted · **I** Informed

Revision History

Version	Date	Author	Change
1.0	07/07/2025	Matt Robertson	Final portfolio-ready export.
0.4	07/07/2025	Matt Robertson	Adjust emphasis formatting.
0.3	07/04/2025	Matt Robertson	Expand information; Add Timeline & RACI matrix information.
0.2	07/03/2025	Matt Robertson	Formatting changes.
0.1	07/03/2025	Matt Robertson	Initial draft.