COOK & ASSOCIATES
Management Consultants

PEP Manual F

EMPLOYEE FEEDBACK ANALYSIS (EFA)

***P**roductivity **E**valuation **P**rogram*

Specialists in Labor Management

User Copy

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PEP MANUAL F EMPLOYEE FEEDBACK ANALYSIS (EFA)

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PEP MANUAL F EMPLOYEE FEEDBACK ANALYSIS (EFA)

I. INTRODUCTION

Welcome to PEP's Employee Feedback Analysis (EFA) module. The objective of EFA is to encourage more effective manager/employee dialogue and to monitor the results. This process should provide information to significantly improve methods and procedures in the overall operation and in the PEP Program. EFA also streamlines the overall editing process and the amount of manager and clerical processing time.

The Employee Feedback Analysis module consists of two parts:

- **EMPLOYEE ON-SCREEN REVIEW:** Using a revised employee on-screen review panel allows data to be entered into PEP from the screen and, if desired, have managers make the changes directly**.**

- **PUSH NOTIFICATIONS:** Automatically lets employees know if any changes have been made to their data.

The EFA module is loaded with new features including the following:

- A tablet computer can be used to work with employees on the production floor

- Working with the employees, managers select pre-defined reasons for editing actions

- The PEP Transaction file is automatically updated from the manager's On-Screen entries

- Validations and Corrections can be made on a continuous basis until the week is closed

- "Rubber-stamping" will be virtually eliminated by reviewing the various Reason Codes

- Timeliness is improved by having editing done electronically

- Manager editing time is reduced by eliminating duplicate work

- Data entry for editing is virtually eliminated in the PEP Office

- Action oriented input details are provided to carefully monitor corrections and validations

- Summarized reports highlight manager effectiveness and system strengths and weaknesses
- Employees are assured that they are informed when changes are made to their data
- PDF archived files provide foolproof documentation of past changes

Employee On-Screen Review data and Push Notifications are processed every time PEP is updated. The EFA process and the many new features do not alter the way PEP is currently run. The 9/01/20 upgrade should be installed even if there is no intention to proceed with the EFA module.

II. HOW TO USE EFA: SIMILARITIES & DIFFERENCES IN THE PEP EDITING PROCESS

For the most part, the current requirements for PEP editing remain the same, however, EFA streamlines the process and automatically accumulates additional valuable information. The process of obtaining the Daily Activity Sheets and having those source documents available for editing should be the same as currently used. PEP updating and sending information to the network should also be the same as is currently being done and all existing reports will be available. In this chapter, the most important differences are in bold-italics.

A. DAILY EDIT REPORT

The Daily Edit Report (Report 2) remains the same. It still uses the management by exception principle to highlight extraordinarily high and low employees to help managers focus on areas that need the most attention, as well as listing any incorrect data. This assures that excessive incentives are not being paid and shows where action needs to be taken to get low performers up to an acceptable level. It is important this report continues to be used to guarantee appropriate actions are being taken by PEP Center managers and the PEP Office.

B. WORKING WITH EMPLOYEES TO VALIDATE OR MAKE CORRECTIONS (MOBILITY)

Mangers will continue to work with employees to validate or make corrections for employees listed on the Edit Report. ***However, using Employee On-Screen Review, validations or corrections can be made on the screen, reviewed with the employee, and submitted directly into PEP. If managers have tablet computers, Employee On-Screen Review can be called up on the tablet, changes made, and reviewed with employees on the production floor.***

C. REASONS FOR HIGH/LOW VALIDATIONS OR CORRECTIONS

One of the biggest changes in the editing process is to provide a pre-defined list of reasons for the validations or the corrections. The managers select reasons from the list and the information goes into a database that is used to monitor the editing process and to provide information for improving operations.

D. AUTO NOTIFICATION OF CHANGES TO THE EMPLOYEES AND THOROUGH ARCHIVING

If the employees so desire, they can receive either a text or email to show changes that have been made to their data and the impact on their Productivity Index. This is automatically done each time PEP is updated and the changes entered into the PEP program. A PDF Image of the Calculation Sheet is automatically archived for each employee where a data change has occurred.

E. NECESSARY PEP OFFICE PARTICIPATION

The PEP Office is still responsible to see that edits are being made properly. ***Since this is the first time in PEP that changes can be made outside the PEP Office, monitoring of these changes is imperative. This is facilitated by having a new report (Report 130) available to monitor all the details of the changes, including the old & new PEP data and the manager that made the changes.*** In addition, the PEP Office is responsible for:

- ***Provide EFA training for managers and employees***
- Make normal corrections to edits before sending to the network
- ***If necessary, Suspend, Close or Re-open Data Entry***
- Complete edits that could not be done by the managers
- ***Maintain Reason Codes, Sign-Ons and Push Notification contact data***
- Perform regular updates and extracts to Network

F. USING NEW REPORTS TO MINE VALUABLE DATA

New reports (Reports 132 – 134) are now also available to obtain valuable data to improve operations. These reports detail changes by employee, by manager and by reason codes.

* * * *

Manager validations & corrections are automatically loaded into PEP and Push Notifications sent to employees every time an update is made. Similarly to what's currently done, the PEP "X" Node computer will have the most recent file with corrected edits after each update. However, the updated file will not be available to the network computers until the extract to network is run. Prior to extracting to the network, changes can be made on the PEP "X" Node computer through PEP Employee On-Screen Review. Using Employee On-Screen Review, rather than changing the PEPTRAN file, means the editing activity will be included in the various reports.

III. SETTING UP EMPLOYEE ON-SCREEN REVIEW

Prior to activating the EFA module, two setup actions are required by the PEP Office:

- **Reason Codes**
- **Sign-Ons**

These actions are described in the following two sections. ***All the setup requirements can be done in advance of activating EFA. The management team can then review Reason Codes and Sign-Ons, and when comfortable, implement the EFA module by selecting "Activate" as described in Chapter IV.***

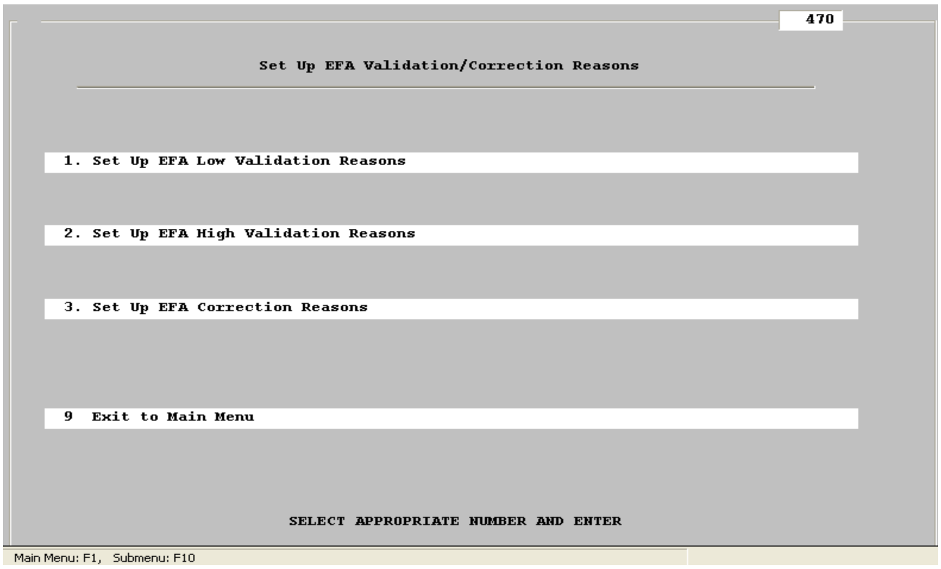
A. REASON CODES

A major benefit of using the EFA module is to track "***the reasons***" that productivity levels are too high or low, or why errors have to be corrected. The PEP Office and the management team can analyze this information to identify opportunities to improve operating efficiency and PEP.

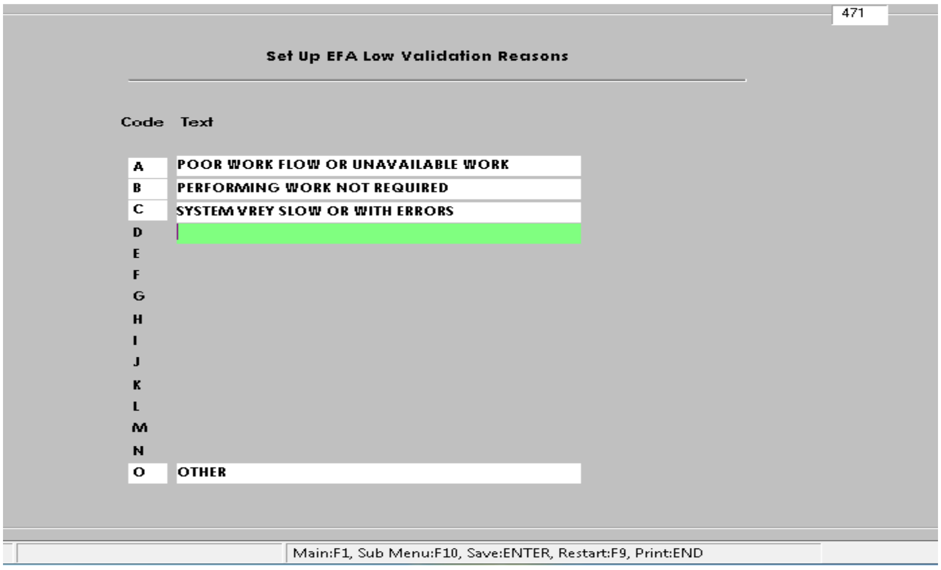
The first step in this process is to survey the PEP Center managers and employees and identify the most frequent reasons for high or low productivity levels, or why errors occur. Using this survey, a list of reasons can be developed for High & Low Validations and Corrections. A maximum of 14 reasons can be created for each situation. Reason codes 15 (O) and 16 (P) are permanently named. The "O" code is selected where no pre-defined Reason Code is applicable. If a description is then given by the user, the Reason Code will remain "O". If no description is given, the program will automatically change the reason to "P". In addition, if no pre-defined codes are selected, the program will automatically assign "P" as the Reason Code. ***For sample Reason Codes, see Appendix A.***

1. Setting Up Reason Codes

To set up reasons, go to menu 470 and select the appropriate option. ***Menu 470 is only accessible on an "X" Node computer.*** The selected Reason Code screen will appear. ***There can only be one set of Reason Codes for each Building.***


470
Set Up EFA Validation/Correction Reasons
1. Set Up EFA Low Validation Reasons
2. Set Up EFA High Validation Reasons
3. Set Up EFA Correction Reasons
9 Exit to Main Menu
SELECT APPROPRIATE NUMBER AND ENTER
Main Menu: F1, Submenu: F10

As an example, displayed below is the Low Validations Reason Code screen:


471
Set Up EFA Low Validation Reasons
Main:F1, Sub Menu:F10, Save:ENTER, Restart:F9, Print:END

Code	Text
A	POOR WORK FLOW OR UNAVAILABLE WORK
B	PERFORMING WORK NOT REQUIRED
C	SYSTEM VREY SLOW OR WITH ERRORS
D	
E	
F	
G	
H	
I	
J	
K	
L	
M	
N	
O	OTHER

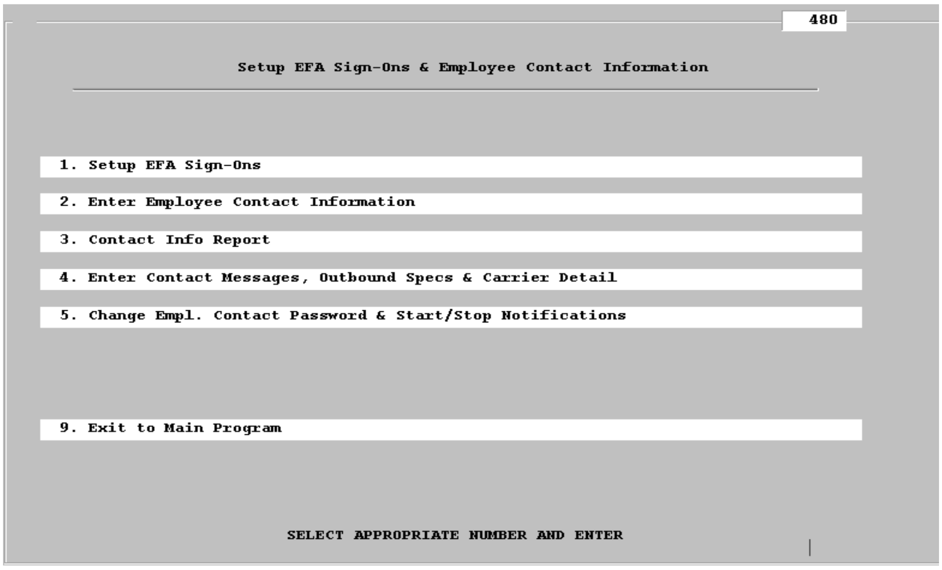
Each Reason Code description can have a maximum of 35 characters. As you finish each Reason Code, press Enter or Tab to move to the next code. If a description uses all 35 characters, the cursor will automatically move to the next code. If you want to re-start the screen, press the F9 key. To print a hard copy of the Reason Codes descriptions, press the End key. To exit the screen and write the records into the PEP file, press Enter to save the changes and then press F10 to go to the next category or F1 to return to the main menu.

2. Maintaining Reason Codes

If you want to re-word a code, the history will remain. If you delete a code, the history will be removed. A Reason Code can be removed by putting the cursor on that Reason Code and pressing the F7 key. The description will be changed to red and a "Delete" note will appear on the top of the screen. When the new week is started, the deleted Reason description will be removed from the screen and all the history will be deleted. The code can then be reused for a new reason. ***When a Reason Code has been deleted, it will no longer be available on the network after the network has been updated.***

B. USER SIGN-ONS

To set up the EFA Sign-Ons for EFA, go to menu 480. ***Menu 480 is only accessible on an "X" Node computer.*** Access to this menu requires a password. Type the password "105EFA" in the password pop-up to view the following menu:



480

Setup EFA Sign-Ons & Employee Contact Information

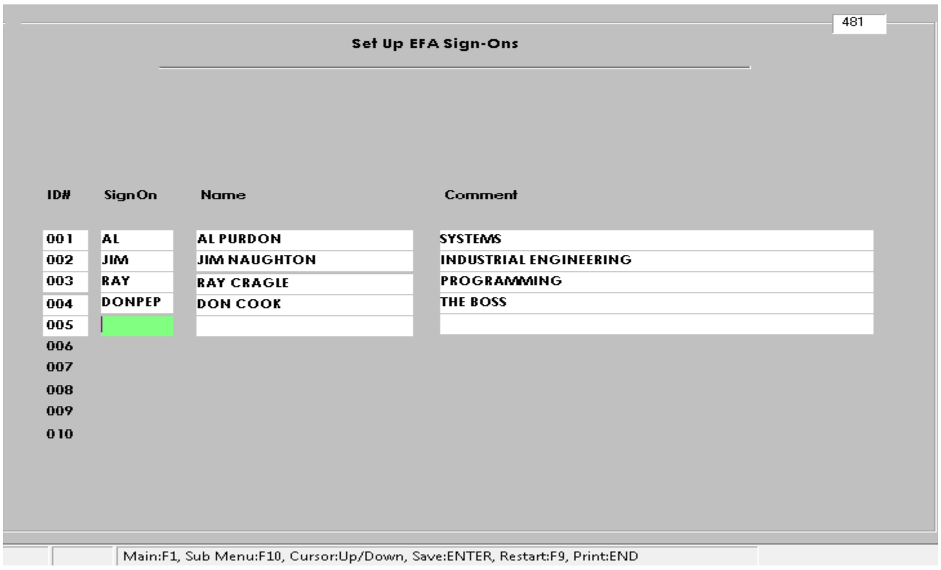
1. Setup EFA Sign-Ons
2. Enter Employee Contact Information
3. Contact Info Report
4. Enter Contact Messages, Outbound Specs & Carrier Detail
5. Change Empl. Contact Password & Start/Stop Notifications

9. Exit to Main Program

SELECT APPROPRIATE NUMBER AND ENTER

1. Setting Up Sign-Ons

Then select menu option 1 to enter the various authorized EFA Sign-Ons:



481

Set Up EFA Sign-Ons

ID#	SignOn	Name	Comment
001	AL	AL PURDON	SYSTEMS
002	JIM	JIM NAUGHTON	INDUSTRIAL ENGINEERING
003	RAY	RAY CRAGLE	PROGRAMMING
004	DONPEP	DON COOK	THE BOSS
005			
006			
007			
008			
009			
010			

Main:F1, Sub Menu:F10, Cursor:Up/Down, Save:ENTER, Restart:F9, Print:END

- **Sign-On**: Enter the Sign-On for various authorized personnel in this field. The Sign-On is a maximum of 6 alpha-numeric characters but an embedded blank space (such as "J Finn") will not be accepted. **There will be no difference between upper or lower case characters in a Sign-On.**

- **Name:** Enter the authorized person's name that will appear on printed Employee Calculation Sheets and the EFA History reports.

- **Comment:** This is an optional field where you can enter any notes such as the PEP Center or Shift that the User is normally responsible for.

2. Maintaining Sign-Ons

The data in each of the three fields can be modified at any time. The only constant field is the 3-digit ID#. If you want to change any of the Sign-On information, the history will remain. If you delete a Sign-On, the history will be removed. A Sign-On can be removed by putting the cursor on that Sign-On and pressing the F7 key. The Sign-On information will be changed to red and a "Delete" message will appear on the top of the screen. When the new week is started, the deleted Sign-On will be removed from the screen and all history will be deleted. The 3-digit ID number can then be reused for a new Sign-On. ***When a Sign-On has been deleted, it will no longer be available on the network after the network has been updated.***

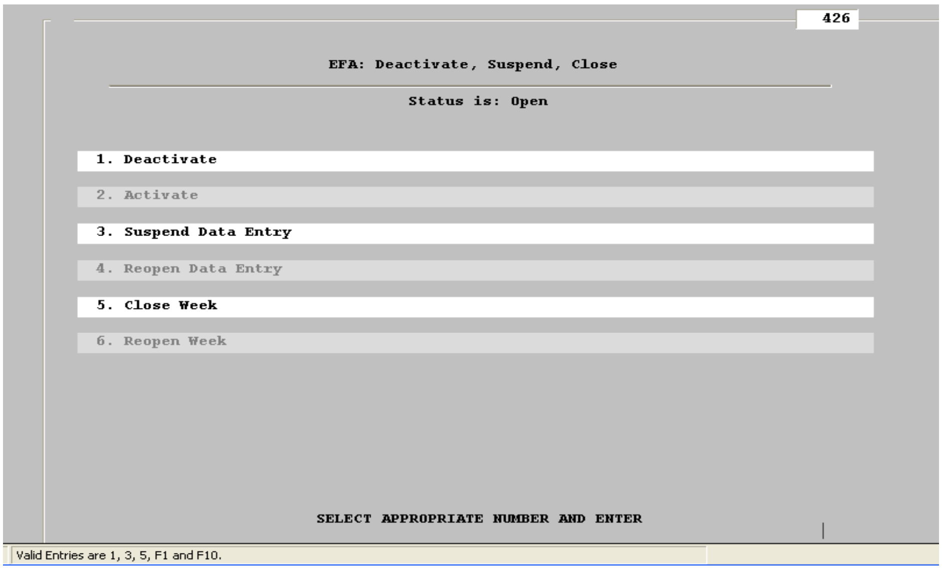
Existing Sign-Ons can also be changed, if for some reason, the Sign-On has been compromised. In this case, only the Sign-On needs to be re-entered. Any new Sign-Ons or changes to existing Sign-Ons will take effect the next time the network files are updated.

IV. OPERATING EMPLOYEE ON-SCREEN REVIEW

A. TURNING EFA DATA ENTRY MODULE ON/OFF AND SUSPENDING DATA ENTRY

Screen 426 is used to Deactivate (or Activate), Suspend (or Re-Open) and Close Week (or Re-open Week). ***Using the options on this screen does not interfere with PEP Processing; it simply creates the status for remote data entry. As an example, selecting Close Week does not close the PEP Week, it simply closes the remote data entry and results in the message "Week ## Closed". In addition, in PEP when a week is closed, or in Auto-Processing when Final and End-of-Week is selected, PEP will automatically close the week for remote data entry. When the new week is started, PEP will automatically re-open remote data entry once the network is updated.***

At installation, the EFA module is not usable until it is activated. However, setup information such as Reason Codes, Manager Sign-Ons and Push Notification information can be done before EFA is activated. Once the EFA module is activated, the PEP Office still has the ability to suspend or close the data entry process through menu 426 "EFA: Deactivate, Suspend, Close" (i.e., Main Menu option 4, then sub-menu option 2 and then sub-menu option 6). ***Selecting any of the options on menu 426 will not delete any data or any Reason Code, Manager Sign-On information or Push Notification data. Menu 426 is only accessible on the X-Node computer.***



426

EFA: Deactivate, Suspend, Close

Status is: Open

SELECT APPROPRIATE NUMBER AND ENTER

Valid Entries are 1, 3, 5, F1 and F10.

The Current Status of remote data entry is shown on the top of the screen. As an example in the screen print above, the Current Status is "Open". Based on the Current Status, the screen will grayout options not available for that status condition. In other words, it will not permit selection of those grayed-out options. As an example in the sample screen print, the status is "Open" and options 1, 3, and 5 are available for selection. The following summarizes each of the menu options.

1. **Deactivate:** During installation, the EFA module is set to "Deactivate". After activating EFA, option 1 can be used if it is desired to once again deactivate the program. Select option 1 and press Enter to deactivate EFA. Starting a New Week will not change the Deactivate status – it can only be changed by selecting option 2.

2. **Activate:** After setting up the Reason Codes and Manager Sign-Ons, the EFA Module is ready to be activated. Select option 2 and press Enter to activate EFA. You will not have to re-activate EFA when you start a new week.

3. **Suspend Data Entry:** There may be times when the PEP Office wants to temporarily stop managers from submitting validations or corrections. For example, the PEP Office may have finished running an update and wants to review previous EFA submissions before accepting any new entries. In this case, select option 3 and press Enter to suspend EFA data entry. Anyone trying to log in to submit a validation or correction will see the message: "Input Temporarily Suspended". If the PEP Office has suspended data entry and then decides to close the week, the status will be changed to Closed and a manager trying to submit a correction or validation will see the message "Week ## Closed".

4. **Re-open Data Entry:** To re-open data entry, select option 4 and press Enter. When a new PEP Week is started, re-opening EFA data entry will automatically occur.

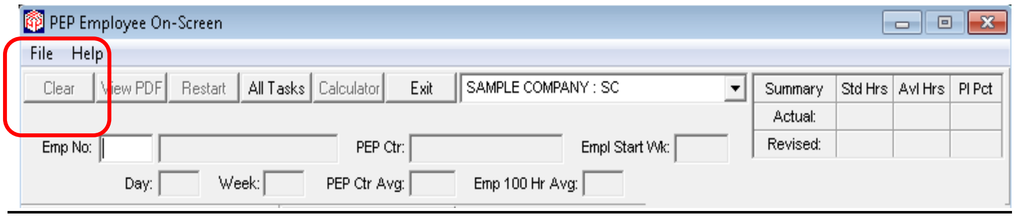
5. **Close Week:** When it is desired to close the week, select option 5 and press Enter. Anyone trying to log in to submit a validation or correction will see the message: "Week ## Closed". If a manager sees this message but has a correction or validation that still needs to be submitted, they should contact the PEP Office and request the week to be reopened.

6. **Re-Open Week:** To re-open the week, select option 6 and press Enter ***(the standard procedure for restoring a previous week must be followed before trying to reopen a previous week's data entry)***. When a new PEP Week is started, re-opening EFA data entry will automatically occur. ***However, if a previous week's On-Screen file is still on the network, PEP will automatically check whether Validations or Corrections are being submitted for the current week and reject any changes to a closed week.***

B. LOGGING IN & OUT

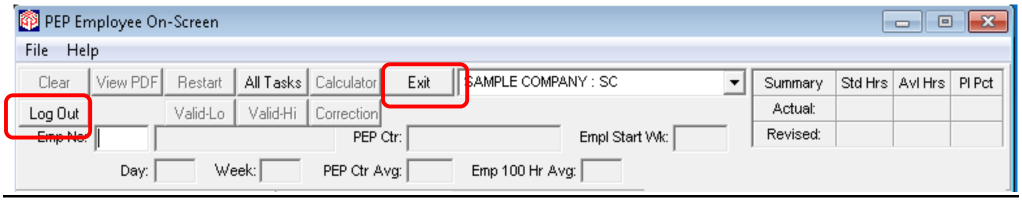
The Employee Feedback Analysis module can only be accessed by personnel who have been assigned a User Sign-On. To use the EFA module in Employee On-Screen, double-click the shortcut on the desktop. When the screen appears, use the following steps to log in or log out:

1. **Log In:** Click on the "File" option in the top toolbar. A pull-down list will appear with the options for "Log In" and "Exit".


PEP Employee On-Screen
File
Help
Clear
View PDF
Restart
All Tasks
Calculator
Exit
SAMPLE COMPANY : SC
Summary
Std Hrs
Avl Hrs
Pl Pct
Actual:
Revised:
Emp No:
PEP Ctr:
Empl Start Wk:
Day:
Week:
PEP Ctr Avg:
Emp 100 Hr Avg:

Click "Log In" and a pop-up screen will appear to type in your User Sign-On. Then click "Ok" to finish logging in or "Cancel" to exit the window without logging in.

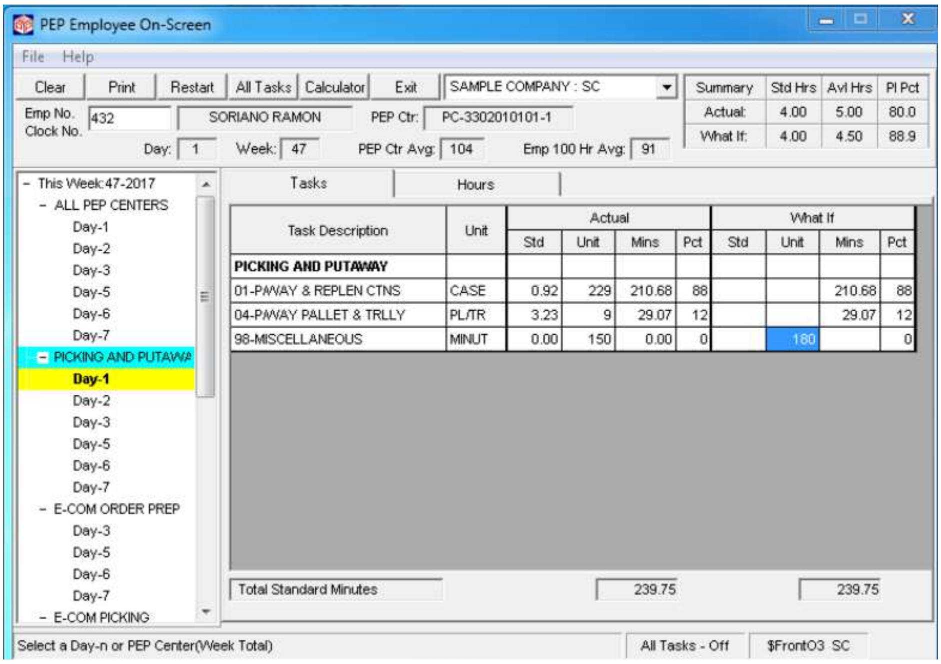
2. **Log Out:** There are two ways to log out of the EFA module. If you are finished using Employee On-Screen for the day, click "Exit" on the toolbar or "X". If you want to leave Employee On-Screen open, but turn off the EFA module, click on the "Log Out" button located below the "File" option on the toolbar.


PEP Employee On-Screen
File
Help
Clear
View PDF
Restart
All Tasks
Calculator
Exit
SAMPLE COMPANY : SC
Summary
Std Hrs
Avl Hrs
Pl Pct
Log Out
Valid-Lo
Valid-Hi
Correction
Actual:
Revised:
Emp No:
PEP Ctr:
Empl Start Wk:
Day:
Week:
PEP Ctr Avg:
Emp 100 Hr Avg:

C. EMPLOYEE ON-SCREEN PANEL & EMPLOYEE CALCULATION SHEET

Screen changes and changes to the Employee Calculation Sheet are shown in red.

1. Old On-Screen


PEP Employee On-Screen
File Help
Clear
Print
Restart
All Tasks
Calculator
Exit
This Week:47-2017
ALL PEP CENTERS
Day-1
Day-2
Day-3
Day-5
Day-6
Day-7
PICKING AND PUTAWA
Day-1
Day-2
Day-3
Day-5
Day-6
Day-7
E-COM ORDER PREP
Day-3
Day-5
Day-6
Day-7
E-COM PICKING
Tasks
Hours

SAMPLE COMPANY : SC

Emp No. / Clock No. 432 SORIANO RAMON PEP Ctr: PC-3302010101-1

Day: 1 Week: 47 PEP Ctr Avg: 104 Emp 100 Hr Avg: 91

Summary	Std Hrs	Avl Hrs	Pl Pct
Actual:	4.00	5.00	80.0
What If:	4.00	4.50	88.9

Task Description	Unit	Actual				What If			
		Std	Unit	Mins	Pct	Std	Unit	Mins	Pct
PICKING AND PUTAWAY									
01-P/WAY & REPLEN CTNS	CASE	0.92	229	210.68	88			210.68	88
04-P/WAY PALLET & TRLLY	PL/TR	3.23	9	29.07	12			29.07	12
98-MISCELLANEOUS	MINUT	0.00	150	0.00	0		180		0

Total Standard Minutes 239.75 239.75

Select a Day-n or PEP Center(Week Total) All Tasks - Off $Front03 SC

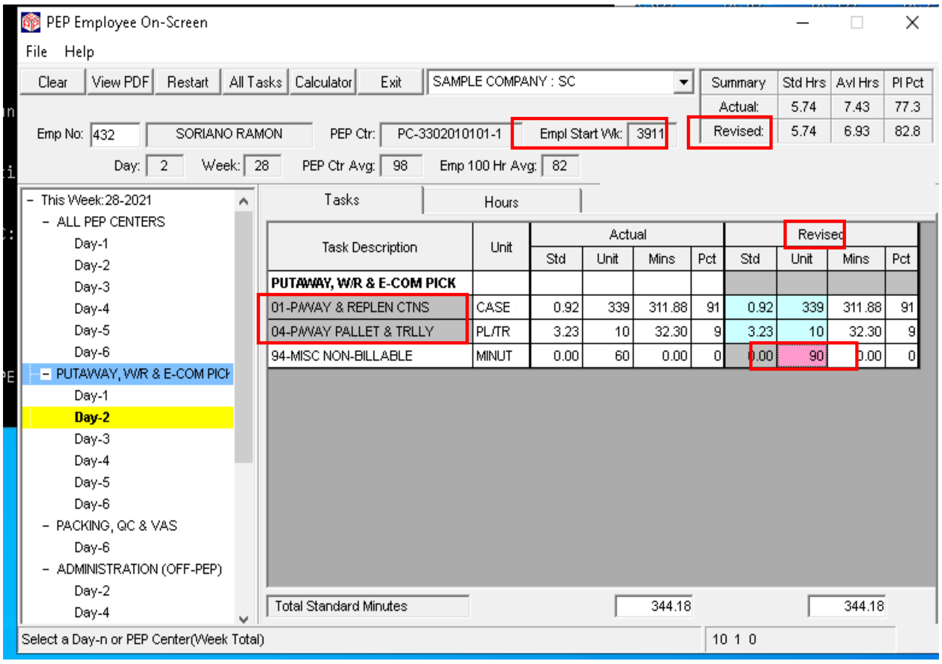
2. New On-Screen – with EFA Turned Off

Changes:

- The term “Print” in the toolbar has been changed to “View PDF”. This “View PDF” should be used if it is desired to view and/or print the PDF image of the Employee Calculation Sheet ***prior to any EFA activity***
- Employee Start Week is now included
- The What-if term has been changed to Revised
- Imported tasks are shaded
- All fields are now shown in the Revised section and the changed field is shaded Red
- (Not Shown) Special Projects, Non-PEP or Transferred Hours can now be automatically adjusted to have the employee’s Productivity equal to their 100 Hour Average, a

selected Productivity Index, or to have Time Available equal zero (for Special Projects only 1 Special Project task can be automatically adjusted).

- A “#” entered into the Revised field will adjust, where possible, the Special Project, Non-PEP or Transfer hours to have the employee’s productivity equal their 100 Hour average.
- A “$” entered into the Revised field will adjust, where possible, the Special Project, Non-PEP or Transfer hours to have the employee’s Productivity Index equal a selected value.
- A “*” entered into the Revised field will adjust the employee’s Time Available to equal zero (only possible if there are no Standard Hours).



SAMPLE COMPANY : SC

Summary	Std Hrs	Avl Hrs	PI Pct
Actual:	5.74	7.43	77.3
Revised:	5.74	6.93	82.8

Emp No: 432 SORIANO RAMON PEP Ctr: PC-3302010101-1 Empl Start Wk: 3911

Day: 2 Week: 28 PEP Ctr Avg: 98 Emp 100 Hr Avg: 82

- This Week:28-2021
  - ALL PEP CENTERS
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - Day-5
    - Day-6
  - PUTAWAY, W/R & E-COM PICK
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - Day-5
    - Day-6
  - PACKING, QC & VAS
    - Day-6
  - ADMINISTRATION (OFF-PEP)
    - Day-2
    - Day-4

Task Description	Unit	Actual				Revised			
		Std	Unit	Mins	Pct	Std	Unit	Mins	Pct
PUTAWAY, W/R & E-COM PICK									
01-P/WAY & REPLEN CTNS	CASE	0.92	339	311.88	91	0.92	339	311.88	91
04-P/WAY PALLET & TRLLY	PL/TR	3.23	10	32.30	9	3.23	10	32.30	9
94-MISC NON-BILLABLE	MINUT	0.00	60	0.00	0	.00	90	.00	0

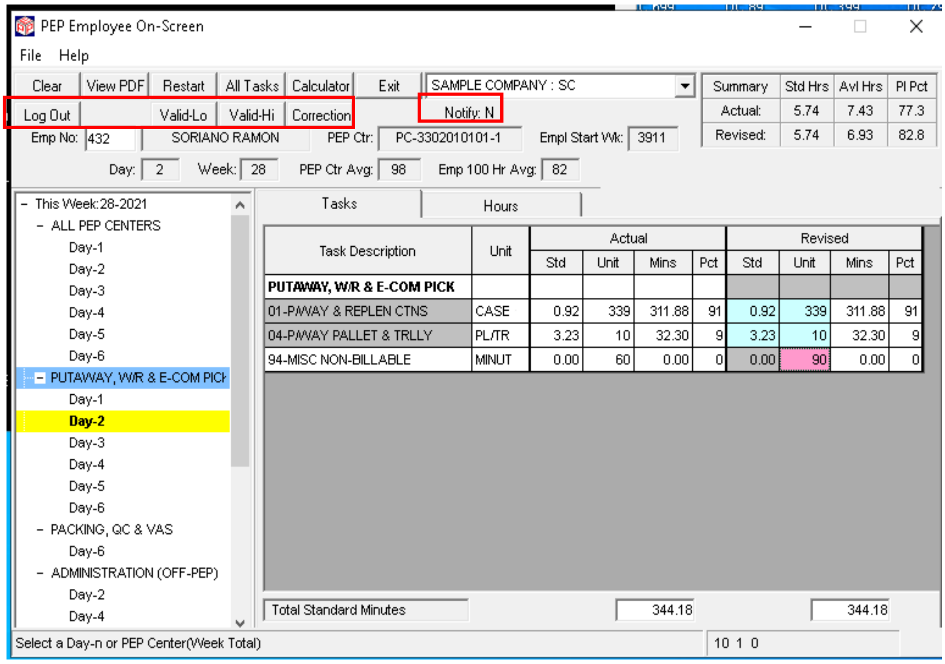
Total Standard Minutes 344.18 344.18

Select a Day-n or PEP Center(Week Total) 10 1 0

3. New On-Screen – with EFA On

Changes:

- Logout: Field is used when editing session is completed to log out of EFA
- Validate Low, Validate High, and Correction: For the Current Week, when a specific Employee, PEP Center, and Day are selected, 3 buttons display in order to have the validations and corrections submitted. See new screen on the following page
- Notify: Shows whether the employee has requested Text (T), Email (E), Both (B), No Notification (N)



SAMPLE COMPANY : SC

Notify: N

Summary	Std Hrs	Avl Hrs	Pl Pct
Actual:	5.74	7.43	77.3
Revised:	5.74	6.93	82.8

Emp No: 432 SORIANO RAMON PEP Ctr: PC-3302010101-1 Empl Start Wk: 3911

Day: 2 Week: 28 PEP Ctr Avg: 98 Emp 100 Hr Avg: 82

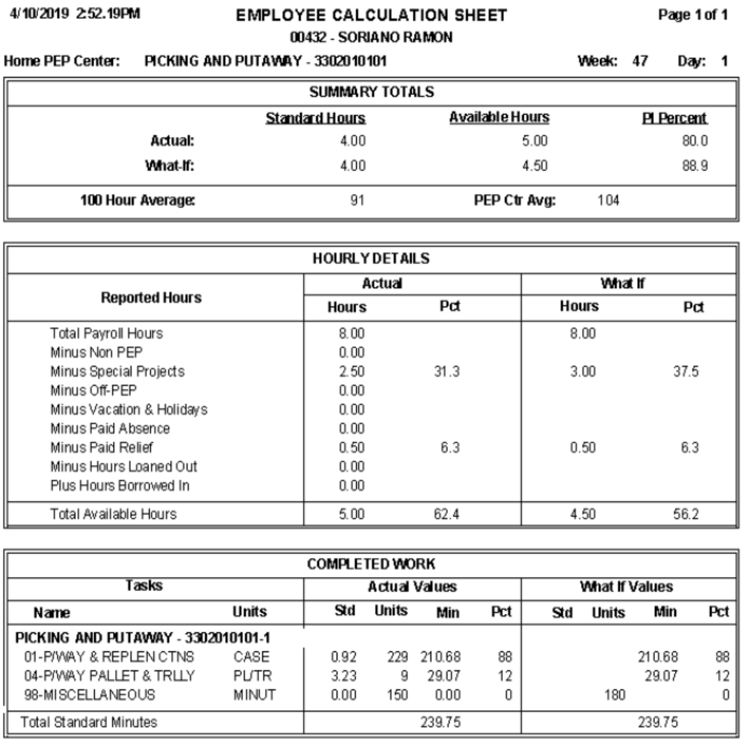
- This Week:28-2021
  - ALL PEP CENTERS
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - Day-5
    - Day-6
  - PUTAWAY, W/R & E-COM PICK
    - Day-1
    - **Day-2**
    - Day-3
    - Day-4
    - Day-5
    - Day-6
  - PACKING, QC & VAS
    - Day-6
  - ADMINISTRATION (OFF-PEP)
    - Day-2
    - Day-4

Task Description	Unit	Actual				Revised			
		Std	Unit	Mins	Pct	Std	Unit	Mins	Pct
PUTAWAY, W/R & E-COM PICK									
01-P/WAY & REPLEN CTNS	CASE	0.92	339	311.88	91	0.92	339	311.88	91
04-P/WAY PALLET & TRLLY	PL/TR	3.23	10	32.30	9	3.23	10	32.30	9
94-MISC NON-BILLABLE	MINUT	0.00	60	0.00	0	0.00	90	0.00	0
Total Standard Minutes				344.18				344.18	

Select a Day-n or PEP Center(Week Total) 10 1 0

4. Old Employee Calculation Sheet

.



4/10/2019 2:52.19PM **EMPLOYEE CALCULATION SHEET** Page 1 of 1

00432 - SORIANO RAMON

Home PEP Center: **PICKING AND PUTAWAY - 3302010101** **Week:** 47 **Day:** 1

SUMMARY TOTALS			
	Standard Hours	Available Hours	PI Percent
Actual:	4.00	5.00	80.0
What-If:	4.00	4.50	88.9
100 Hour Average:	91	**PEP Ctr Avg:**	104

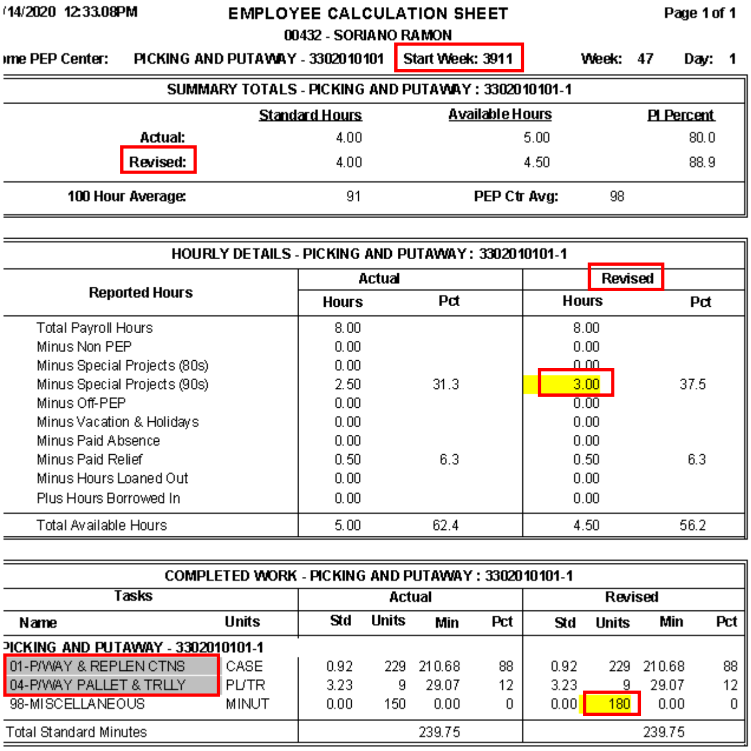
HOURLY DETAILS				
Reported Hours	Actual		What If	
	Hours	Pct	Hours	Pct
Total Payroll Hours	8.00		8.00	
Minus Non PEP	0.00			
Minus Special Projects	2.50	31.3	3.00	37.5
Minus Off-PEP	0.00			
Minus Vacation & Holidays	0.00			
Minus Paid Absence	0.00			
Minus Paid Relief	0.50	6.3	0.50	6.3
Minus Hours Loaned Out	0.00			
Plus Hours Borrowed In	0.00			
Total Available Hours	5.00	62.4	4.50	56.2

COMPLETED WORK									
Tasks		Actual Values				What If Values			
Name	Units	Std	Units	Min	Pct	Std	Units	Min	Pct
PICKING AND PUTAWAY - 3302010101-1									
01-P/WAY & REPLEN CTNS	CASE	0.92	229	210.68	88			210.68	88
04-P/WAY PALLET & TRLLY	PL/TR	3.23	9	29.07	12			29.07	12
98-MISCELLANEOUS	MINUT	0.00	150	0.00	0		180		0
Total Standard Minutes				239.75				239.75	

5. New Employee Calculation Sheet – with EFA Turned Off

Changes:

- The What-if term has been changed to Revised
- Imported tasks are shaded
- All fields are now shown in the Revised section and the changed field is shaded yellow
- The Employee History Start Week is shown after the Employee's Name



14/2020 12:33.08PM **EMPLOYEE CALCULATION SHEET** **Page 1 of 1**

00432 - SORIANO RAMON

me PEP Center: PICKING AND PUTAWAY - 3302010101 Start Week: 3911 Week: 47 Day: 1

SUMMARY TOTALS - PICKING AND PUTAWAY : 3302010101-1

	Standard Hours	Available Hours	PI Percent
Actual:	4.00	5.00	80.0
Revised:	4.00	4.50	88.9
100 Hour Average:	91	**PEP Ctr Avg:**	98

HOURLY DETAILS - PICKING AND PUTAWAY : 3302010101-1

Reported Hours	Actual		Revised	
	Hours	Pct	Hours	Pct
Total Payroll Hours	8.00		8.00	
Minus Non PEP	0.00		0.00	
Minus Special Projects (80s)	0.00		0.00	
Minus Special Projects (90s)	2.50	31.3	3.00	37.5
Minus Off-PEP	0.00		0.00	
Minus Vacation & Holidays	0.00		0.00	
Minus Paid Absence	0.00		0.00	
Minus Paid Relief	0.50	6.3	0.50	6.3
Minus Hours Loaned Out	0.00		0.00	
Plus Hours Borrowed In	0.00		0.00	
Total Available Hours	5.00	62.4	4.50	56.2

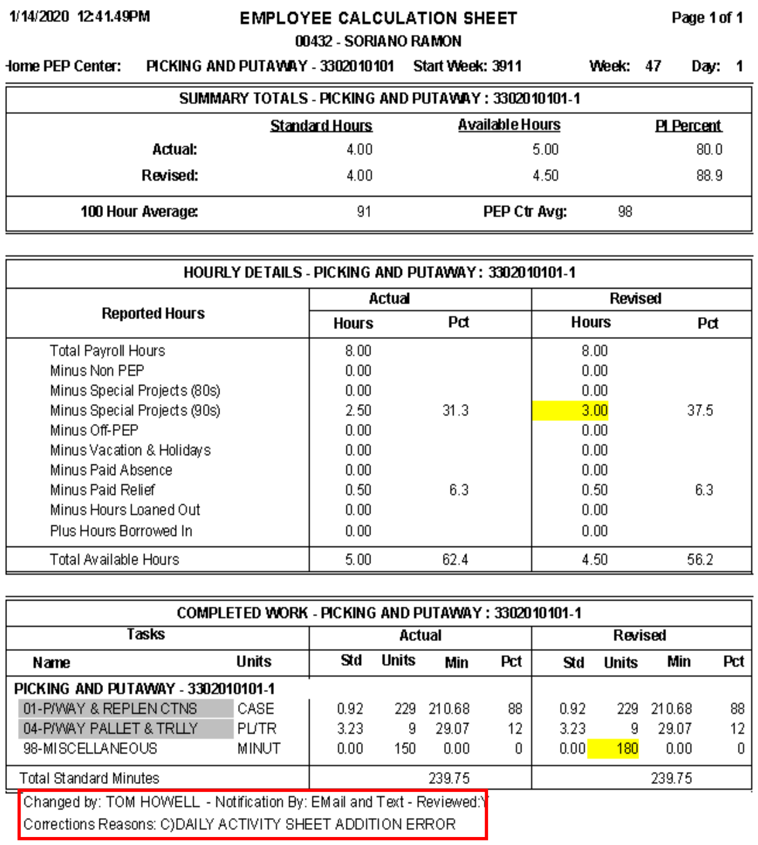
COMPLETED WORK - PICKING AND PUTAWAY : 3302010101-1

Tasks		Actual				Revised			
Name	Units	Std	Units	Min	Pct	Std	Units	Min	Pct
ICKING AND PUTAWAY - 3302010101-1									
01-P/WAY & REPLEN CTNS	CASE	0.92	229	210.68	88	0.92	229	210.68	88
04-P/WAY PALLET & TRLLY	PL/TR	3.23	9	29.07	12	3.23	9	29.07	12
98-MISCELLANEOUS	MINUT	0.00	150	0.00	0	0.00	180	0.00	0
Total Standard Minutes				239.75				239.75	

6. New Employee Calculation Sheet – with EFA On

Changes:

- Who made the change, Type of Notification and whether the change has been reviewed with the Employee is shown at the bottom
- In addition, the reason(s) is also shown on the bottom



1/14/2020 12:41.49PM EMPLOYEE CALCULATION SHEET Page 1 of 1

00432 - SORIANO RAMON

ome PEP Center: PICKING AND PUTAWAY - 3302010101 Start Week: 3911 Week: 47 Day: 1

SUMMARY TOTALS - PICKING AND PUTAWAY : 3302010101-1

	Standard Hours	Available Hours	PI Percent
Actual:	4.00	5.00	80.0
Revised:	4.00	4.50	88.9
100 Hour Average:	91	PEP Ctr Avg:	98

HOURLY DETAILS - PICKING AND PUTAWAY : 3302010101-1

Reported Hours	Actual		Revised	
	Hours	Pct	Hours	Pct
Total Payroll Hours	8.00		8.00	
Minus Non PEP	0.00		0.00	
Minus Special Projects (80s)	0.00		0.00	
Minus Special Projects (90s)	2.50	31.3	3.00	37.5
Minus Off-PEP	0.00		0.00	
Minus Vacation & Holidays	0.00		0.00	
Minus Paid Absence	0.00		0.00	
Minus Paid Relief	0.50	6.3	0.50	6.3
Minus Hours Loaned Out	0.00		0.00	
Plus Hours Borrowed In	0.00		0.00	
Total Available Hours	5.00	62.4	4.50	56.2

COMPLETED WORK - PICKING AND PUTAWAY : 3302010101-1

Tasks		Actual				Revised			
Name	Units	Std	Units	Min	Pct	Std	Units	Min	Pct
PICKING AND PUTAWAY - 3302010101-1									
01-P/WAY & REPLEN CTNS	CASE	0.92	229	210.68	88	0.92	229	210.68	88
04-P/WAY PALLET & TRLLY	PL/TR	3.23	9	29.07	12	3.23	9	29.07	12
98-MISCELLANEOUS	MINUT	0.00	150	0.00	0	0.00	180	0.00	0
Total Standard Minutes				239.75				239.75	

Changed by: TOM HOWELL - Notification By: EMail and Text - Reviewed:Y
Corrections Reasons: C)DAILY ACTIVITY SHEET ADDITION ERROR

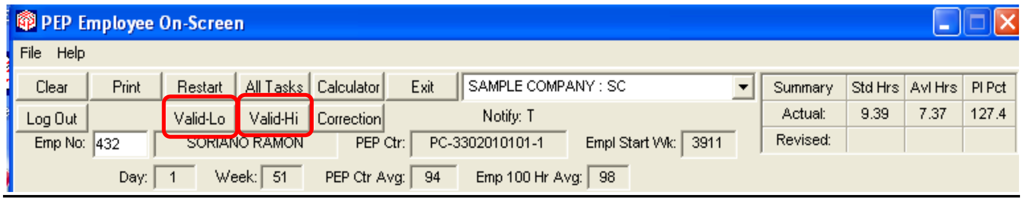
D. VALIDATIONS

For the employees listed in the "Unvalidated Edits" section of the Daily Edit Report, the following describes how the manager submits a validation once they have verified that all of the employee's payroll and production data is accurate. Two situations can occur:

- **The Reason for the Validation is Known**: In this case, proceed to press the appropriate Validate button.

- **The Reason for the Validation is not known**: Either use a tablet computer to review the data with the employee or print the Employee Calculation Sheet to review with the employee.

Validations can only be submitted for a specific Workday or PEP Center; validations for "All Centers' or "All Week" cannot be submitted. Once the reason or reasons are identified, click on the appropriate Validation button, i.e., Val-Low or Val-High.


PEP Employee On-Screen
File
Help
Clear
Print
Restart
All Tasks
Calculator
Exit
Log Out
Valid-Lo
Valid-Hi
Correction

SAMPLE COMPANY : SC

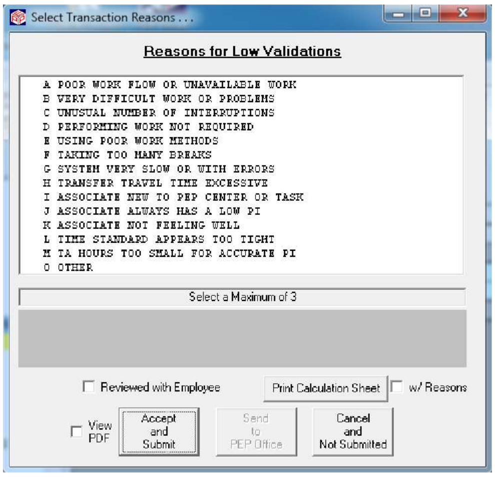
Notify: T

Emp No: 432 SORIANO RAMON PEP Ctr: PC-3302010101-1 Empl Start Wk: 3911

Day: 1 Week: 51 PEP Ctr Avg: 94 Emp 100 Hr Avg: 98

Summary	Std Hrs	Avl Hrs	PI Pct
Actual:	9.39	7.37	127.4
Revised:			

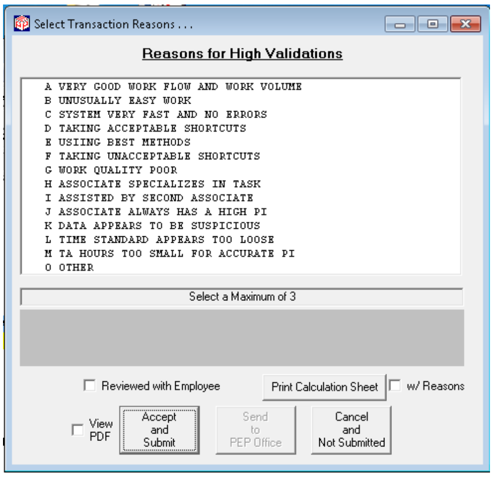
After pressing the Validation button, one of the following pop-up screens will appear. It will provide the pre-defined reasons for the validation. Buttons at the bottom show additional actions that are available.


Select Transaction Reasons . . .
☐ Reviewed with Employee
Print Calculation Sheet
☐ w/ Reasons
☐ View PDF
Accept and Submit
Send to PEP Office
Cancel and Not Submitted

Reasons for Low Validations

```
A POOR WORK FLOW OR UNAVAILABLE WORK
B VERY DIFFICULT WORK OR PROBLEMS
C UNUSUAL NUMBER OF INTERRUPTIONS
D PERFORMING WORK NOT REQUIRED
E USING POOR WORK METHODS
F TAKING TOO MANY BREAKS
G SYSTEM VERY SLOW OR WITH ERRORS
H TRANSFER TRAVEL TIME EXCESSIVE
I ASSOCIATE NEW TO PEP CENTER OR TASK
J ASSOCIATE ALWAYS HAS A LOW PI
K ASSOCIATE NOT FEELING WELL
L TIME STANDARD APPEARS TOO TIGHT
M TA HOURS TOO SMALL FOR ACCURATE PI
O OTHER
```

Select a Maximum of 3


Select Transaction Reasons . . .
☐ Reviewed with Employee
Print Calculation Sheet
☐ w/ Reasons
☐ View PDF
Accept and Submit
Send to PEP Office
Cancel and Not Submitted

Reasons for High Validations

```
A VERY GOOD WORK FLOW AND WORK VOLUME
B UNUSUALLY EASY WORK
C SYSTEM VERY FAST AND NO ERRORS
D TAKING ACCEPTABLE SHORTCUTS
E USIING BEST METHODS
F TAKING UNACCEPTABLE SHORTCUTS
G WORK QUALITY POOR
H ASSOCIATE SPECIALIZES IN TASK
I ASSISTED BY SECOND ASSOCIATE
J ASSOCIATE ALWAYS HAS A HIGH PI
K DATA APPEARS TO BE SUSPICIOUS
L TIME STANDARD APPEARS TOO LOOSE
M TA HOURS TOO SMALL FOR ACCURATE PI
O OTHER
```

Select a Maximum of 3

1. **Reasons for Validation**: Select the reason(s) for the low or high productivity level by clicking on the appropriate line(s). You can select a maximum of three reasons. ***If you select "O – Other" as one of the reasons, a second screen will appear once you click the "Accept & Submit" button so you can type a description of the reason.***

2. **Employee Discussion**: If you have discussed the reasons with the employee, click the "Review with Employee" box.

3. **Submit or Cancel the Validation**: To submit the validation, click the "Accept & Submit" button. This will automatically update the validation and reasons in PEP. Then the screen will blank out to accept the next employee. If for any reason you do not want to submit the validation, click the "Cancel & Not Submitted" to close the screen and return to the Main On-Screen window.

Of all the options, only the Reason Codes (***however, an edit without a Reason Code will be accepted***) and the "Accept & Submit" are required, the other actions are optional, including:

- Review with Employee

- Print Calculation Sheet with or without Reasons
- View the Calculation Sheet

For both Low and High Validations, listed below are several special circumstances that may affect the submission of these validations:

1. **Validation Cannot be Submitted**: The message "Correction for Same Day is Waiting for Update" will appear when you press the Validation High or Low button on the Reason Code panel and the "Accept & Submit" button will be disabled.

2. **Correction Made After Validation**: If a correction is made using the EFA module after a validation has been submitted, the validation record will be deleted from PEP. If the employee's PI is still high or low, the employee will re-appear in the "Unvalidated Edits" section of the Daily Edit Report and a new validation will need to be made.

3. **Reviewing with the Employee After the Validation is Submitted**: If a validation has been made and the "Review with Employee" field is unchecked, and then the manager reviews the validation with the employee, a second validation can be submitted, ***with or without selecting any Reason Codes,*** and the "Review with Employee" field set to "Yes". If this second validation entry has no Reason Codes, the original validation will be modified to note that the validation has been reviewed with the employee. ***But if the second validation is submitted with Reason Codes, the second validation will replace the original validation.***

E. CORRECTIONS

For employees listed in the "Unvalidated Edits" section or the "Error" section of the Daily Edit Report, the following describes how a manager checks whether a correction must be made. Normally that correction will be either to an employee's production, or payroll and transfer information. Three situations can occur:

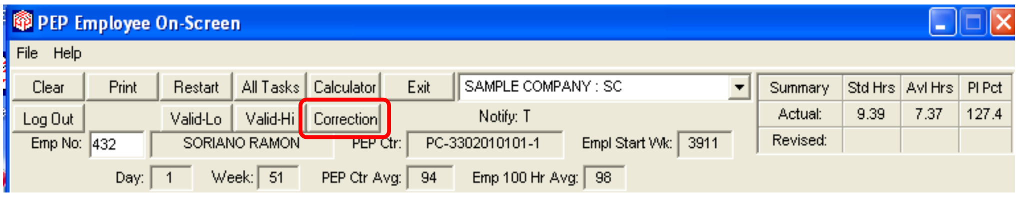
- **The Correction and the Reason is Known and Push Notification is On:** In this case, click the "Correction" button to submit the correction.

- **The Correction and the Reason is Known and Push Notification is Off:** The correction can be shown to the employee while using a tablet computer or a copy of the Employee Calculation Sheet can be given to the employee, then click the "Correction" button to submit the correction.

- **The Correction and/or the Reason is Not Known**: Either use a tablet computer or print a copy of the Employee Calculation Sheet to review the data with the employee and determine the correction and/or the reason. If the employee is not on Push Notification, a printed copy of the corrected Calculation Sheet should be given to the employee.

If the Push Notification is not on for an employee, a copy of the Calculation Sheet will automatically be sent to a folder in the PEP Office for follow-up with the employee. This is done, even if the manager has checked the "Review with Employee" so that it can be verified that the change was actually reviewed.

Corrections can only be submitted for a specific Workday or PEP Center; corrections for "All Centers' or "All Week" cannot be submitted. After identifying the correct data and reasons, the manager enters the corrected payroll, transfer or production data in the appropriate "Revised" field. The new Productivity level will then be shown and the manager can proceed to submit the correction by clicking on the Correction button. If another correction has been submitted but not yet imported, you will get a "Pending" message and will have to re-submit the correction after the next update has been run.



SAMPLE COMPANY : SC

Notify: T

Emp No: 432

SORIANO RAMON

PEP Ctr: PC-3302010101-1

Empl Start Wk: 3911

Day: 1

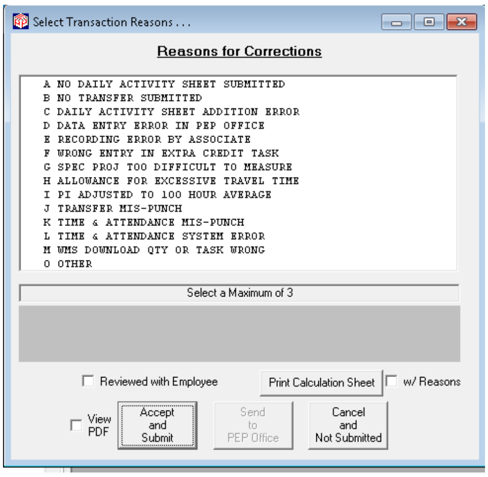
Week: 51

PEP Ctr Avg: 94

Emp 100 Hr Avg: 98

Summary	Std Hrs	Avl Hrs	Pl Pct
Actual:	9.39	7.37	127.4
Revised:			

After pressing the Correction button, the following pop-up screen will appear. It will provide the pre-defined reasons for the correction. Buttons at the bottom show additional actions that are available.



```
A NO DAILY ACTIVITY SHEET SUBMITTED
B NO TRANSFER SUBMITTED
C DAILY ACTIVITY SHEET ADDITION ERROR
D DATA ENTRY ERROR IN PEP OFFICE
E RECORDING ERROR BY ASSOCIATE
F WRONG ENTRY IN EXTRA CREDIT TASK
G SPEC PROJ TOO DIFFICULT TO MEASURE
H ALLOWANCE FOR EXCESSIVE TRAVEL TIME
I PI ADJUSTED TO 100 HOUR AVERAGE
J TRANSFER MIS-PUNCH
K TIME & ATTENDANCE MIS-PUNCH
L TIME & ATTENDANCE SYSTEM ERROR
M WMS DOWNLOAD QTY OR TASK WRONG
O OTHER
```

1. **<u>Reasons for Correction</u>**: Select the reason(s) for the correction by clicking on the appropriate line(s). You can select a maximum of three reasons. ***If you select "O – Other" as one of the reasons, a second screen will appear once you click the "Accept & Submit" button so you can type a description of the reason.***

2. **<u>Employee Discussion</u>**: If you have discussed the correction and reasons with the employee, click the "Review with Employee" box.

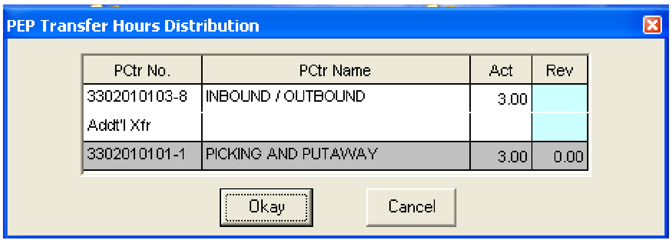
3. **<u>Submit or Cancel the Correction</u>**: To submit the correction, click the "Accept & Submit" button. This will automatically update the correction and reasons in PEP. Then the screen will blank out to accept the next employee. If for any reason you do not want to submit the correction, click the "Cancel & Not Submitted" to close the screen and return to the Main On-Screen window.

Of all the options, only the Reason Codes (***however, an edit without a Reason Code will be accepted***) and the "Accept & Submit" are required, the other actions are optional, including:

- Review with Employee
- Print Calculation Sheet with or without Reasons
- View the Calculation Sheet

<u>Corrections to Transfers:</u> When a correction is required for an employee transfer, that correction will affect both the Home and Borrowed-In PEP Centers. The transfer error can be identified by either of the two managers. However, ***a key Labor Management concept is to be sure that the Home PEP Center managers are responsible for controlling the transfer of their employees***. Therefore, if a Borrowed In manager believes that a transfer is incorrect; the correction cannot be submitted directly to PEP. Instead, it must be done through the PEP Office, or by contacting the Home PEP Center manager to make the change.

When Home PEP Center managers determine that a transfer is missing or incorrect, they can use the Hours Loaned Out "Revised" field to enter the correction. By clicking on this field, the following screen will appear:



PCtr No.	PCtr Name	Act	Rev
3302010103-8	INBOUND / OUTBOUND	3.00	
Addt'l Xfr			
3302010101-1	PICKING AND PUTAWAY	3.00	0.00

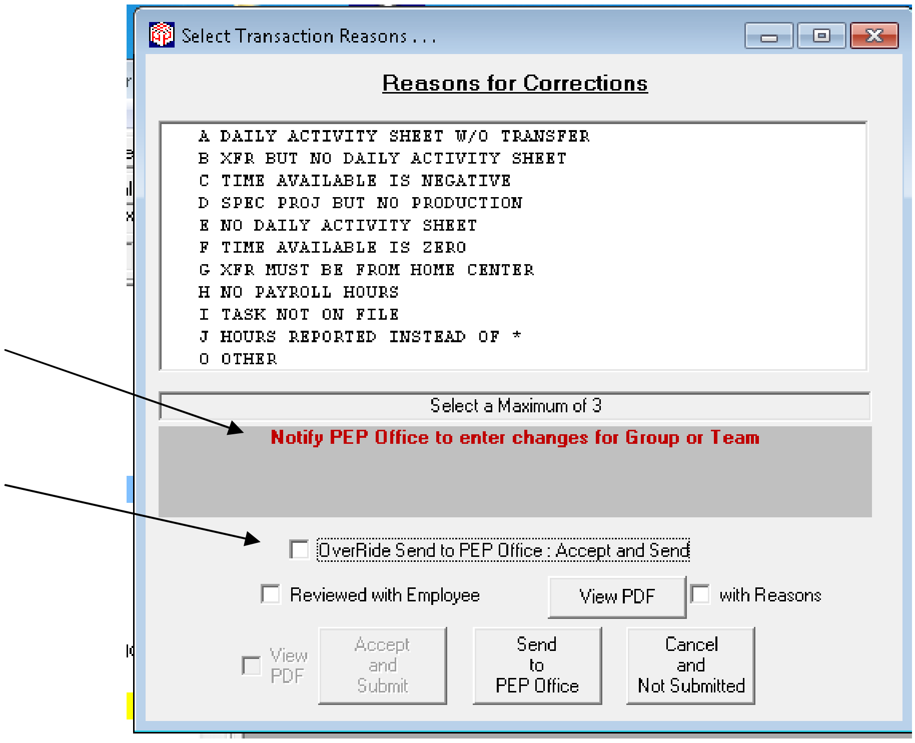
For the selected workday, this screen will list each PEP Center that the employee has been transferred to and the Hours Loaned Out to each PEP Center. Also, if the employee has production data in a PEP Center but no Transfer Hours, the PEP Center will be listed with "0.00" in the "Act" field. To change the Loaned Out value, type the correct value in the Revised field for the appropriate Borrowed-In PEP Center. If a Transfer needs to be made to a PEP Center that is not shown on the screen, type the PEP Center Number in the field "Add'l Xfr"); then click on the "Rev" field of that line (at which point, the name of that PEP Center will be displayed on the screen) to enter the Hours. ***Note: Adding or modifying a transfer to Off-PEP will also be made from this pop-up screen.*** Once the correct Loaned Out Hours have been entered, click "Okay" to return to the Employee On-Screen window and view the impact of the transfer correction on the Home PEP Center, and if desired, any of the Borrowed-In PEP Centers. If any other corrections to the Home PEP Center data have already been entered, or if no other corrections are required, the manager can then click on the "Correction" button to submit the correction. When the correction is submitted, a Calculation Sheet is saved ***for each PEP Center affected by the Transfer change***.

For Corrections, listed below are several special circumstances that may affect the submission of these corrections:

1. **Correction Cannot be Submitted**: A message will appear when you press the Correction button on the Reason Code panel "Correction for the Same Day is Waiting for Update".

2. **Correction for Group or Team:** ***This condition will occur for any PEP Center which has Group or Team entries.*** Group or Team changes are normally made on the Group or Team entry screens in the PEP Office. When "Correction" is pressed, a message will display "Notify PEP Office to enter changes for Group or Team" and the selection for "Accept and Submit" will be disabled.

A 2nd message will also display "OverRide Send to PEP Office: Accept and Send" with a check box next to the message. The screen below shows these messages.



Reasons for Corrections

A DAILY ACTIVITY SHEET W/O TRANSFER
B XFR BUT NO DAILY ACTIVITY SHEET
C TIME AVAILABLE IS NEGATIVE
D SPEC PROJ BUT NO PRODUCTION
E NO DAILY ACTIVITY SHEET
F TIME AVAILABLE IS ZERO
G XFR MUST BE FROM HOME CENTER
H NO PAYROLL HOURS
I TASK NOT ON FILE
J HOURS REPORTED INSTEAD OF *
O OTHER

Select a Maximum of 3

Notify PEP Office to enter changes for Group or Team

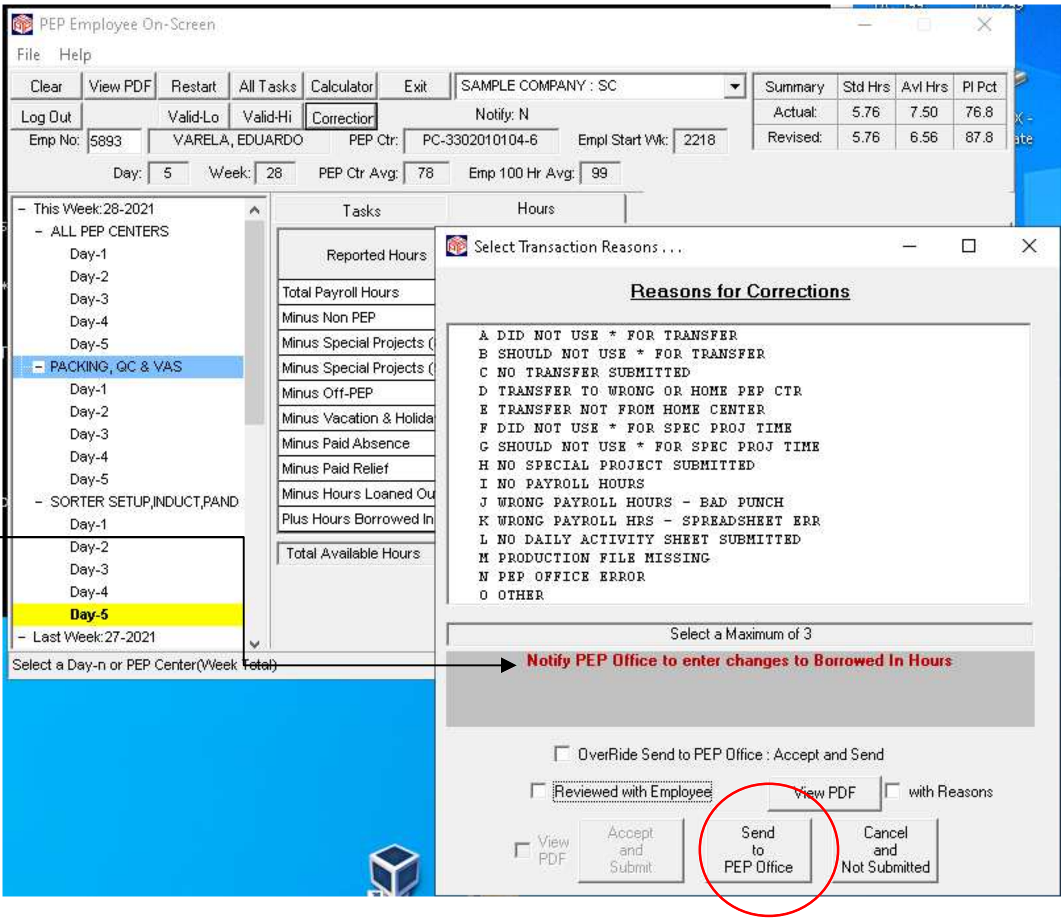
☐ OverRide Send to PEP Office : Accept and Send

☐ Reviewed with Employee

If the PEP Office is to make the Group or Team change, then select "Send to PEP Office" at the bottom of the screen. If it is desirable to ignore the "Send to PEP Office" option and process the change for the employee directly, click on the "OverRide" check box and the "Accept and Submit" button will become available. The change for the employee will be directly processed. Depending on the change, the distribution of the Group or Team units to the other employees will not update, they will remain as originally entered. ***By selecting "Send to PEP Office", a PDF copy of the Calculation Sheet with corrections for an individual employee will be sent to a folder on the network to inform the PEP Office that they need to make the change through the Group or Team entry screen.***

3. **Correction to Borrowed In Transfer:** The message "Notify PEP Office to make changes to Borrowed-In Hours" will appear when "Correction" is pressed and the "Accept & Submit" button will be disabled so only "Send to PEP Office" or "Cancel & Not Submitted" can be clicked. See an example on the following page. ***By selecting "Send to PEP Office", a PDF copy of the Calculation Sheet with the Borrowed In Hours will be sent to a folder on the network to***

inform the PEP Office that they need to make the change to Loaned Out Hours in the Home PEP Center.


PEP Employee On-Screen
File
Help
Clear
View PDF
Restart
All Tasks
Calculator
Exit
Log Out
Valid-Lo
Valid-Hi
Correction
Tasks
Hours
Select Transaction Reasons . . .
☐ View PDF
Accept and Submit
Send to PEP Office
Cancel and Not Submitted
View PDF

SAMPLE COMPANY : SC

Notify: N

Emp No: 5893 VARELA, EDUARDO PEP Ctr: PC-3302010104-6 Empl Start Wk: 2218

Day: 5 Week: 28 PEP Ctr Avg: 78 Emp 100 Hr Avg: 99

Summary	Std Hrs	Avl Hrs	Pl Pct
Actual:	5.76	7.50	76.8
Revised:	5.76	6.56	87.8

- This Week:28-2021
  - ALL PEP CENTERS
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - Day-5
  - PACKING, QC & VAS
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - Day-5
  - SORTER SETUP,INDUCT,PAND
    - Day-1
    - Day-2
    - Day-3
    - Day-4
    - **Day-5**
- Last Week:27-2021

Select a Day-n or PEP Center(Week Total)

Reported Hours
Total Payroll Hours
Minus Non PEP
Minus Special Projects (
Minus Special Projects (
Minus Off-PEP
Minus Vacation & Holida
Minus Paid Absence
Minus Paid Relief
Minus Hours Loaned Ou
Plus Hours Borrowed In
Total Available Hours

Reasons for Corrections

```
A DID NOT USE * FOR TRANSFER
B SHOULD NOT USE * FOR TRANSFER
C NO TRANSFER SUBMITTED
D TRANSFER TO WRONG OR HOME PEP CTR
E TRANSFER NOT FROM HOME CENTER
F DID NOT USE * FOR SPEC PROJ TIME
G SHOULD NOT USE * FOR SPEC PROJ TIME
H NO SPECIAL PROJECT SUBMITTED
I NO PAYROLL HOURS
J WRONG PAYROLL HOURS - BAD PUNCH
K WRONG PAYROLL HRS - SPREADSHEET ERR
L NO DAILY ACTIVITY SHEET SUBMITTED
M PRODUCTION FILE MISSING
N PEP OFFICE ERROR
O OTHER
```

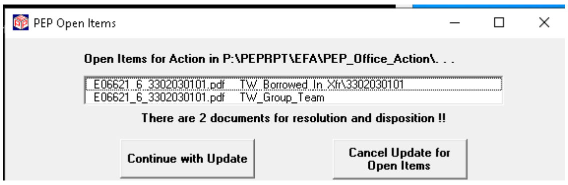
Select a Maximum of 3

Notify PEP Office to enter changes to Borrowed In Hours

☐ OverRide Send to PEP Office : Accept and Send

☐ Reviewed with Employee ☐ with Reasons

4. **Running Updates when PEP Office Action PDFs Exist:** When any corrections are submitted by clicking the "Send to PEP Office" button, the PDF file will be saved in the "PEP Office Action" folder in the appropriate sub-folder ("TW_Group_Team" or "TW_Borrowed_In_Xfr"). The PEP Office will need to review each PDF image to identify what the requested correction is and then take the appropriate action to load the correction into PEP. ***To inform the PEP Office that uncorrected PDF files are in the "PEP Office Action" folder, PEP will automatically check the folders each time an update is run. If no PDF files are in the folder, the update will continue to run. However, if any PDF files are in either folder, the following pop-up screen will appear:***


PEP Open Items
Continue with Update
Cancel Update for Open Items

Open Items for Action in P:\PEPRPT\EFA\PEP_Office_Action\. . .

E06621_6_3302030101.pdf TW_Borrowed_In_Xfr\3302030101
E06621_6_3302030101.pdf TW_Group_Team

There are 2 documents for resolution and disposition !!

The window will list all the PDF files that are in one of the "PEP_Office_Action" folders (up to 10 will be listed in the window with a scroll bar to view any additional PDF images). When this pop-up appears, the PEP Office has two options:

- **Continue with Update**: This option will run the update as is normally done and will ignore any actions related to the PDF images in these folders. Using this option means that the PEP Office will temporarily ignore these corrections and take action at a later time.

- **Cancel Update for Open Items**: When this option is selected, the update routine will be cancelled and the user will be returned to the PEP Main Menu. At that time, the PEP Office Action folder(s) can be accessed and the appropriate action taken.

To avoid making duplicate corrections and to be sure that this pop-up does not continue to appear after the corrections have been entered into PEP, the PDF files in the "PEP Office Action" folders should be deleted when the correction has been made.

5. **Reviewing with the Employee After the Correction is Submitted**: If a correction has been made and the "Review with Employee" field is unchecked, and then the manager reviews the correction with the employee, a second correction can be submitted, ***with or without selecting any Reason Codes,*** and the "Review with Employee" field set to "Yes". If this second correction entry has no Reason Codes, the original correction will be modified to note that the correction has been reviewed with the employee. ***If the second correction is submitted with Reason Codes, the reasons and the "Review with "Employee" will replace the original correction.***

Calculation Sheet Files: ***While a Calculation Sheet can be printed at any time, the EFA Module will automatically create and save Calculation Sheets for certain conditions, even if a copy has not been printed, to a folder named "EFA" located in the network PEPRPT folder. Details for the archived PDF files are contained in Chapter VII***.

V. SETTING UP AND STARTING PUSH-NOTIFICATIONS

Employees who choose to receive a Push Notification any time a change is made to their productivity data can choose one of three options:

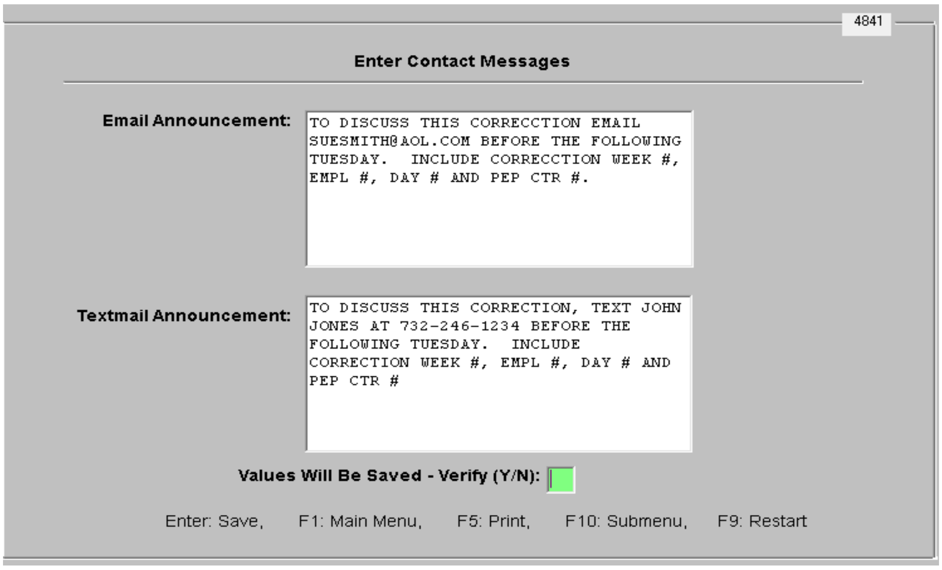
- **E-Mail:** An email with an attached copy of the Employee Calculation Sheet will be automatically sent.
- **Text Message**: A text message with an attached copy of the Employee Calculation Sheet will be automatically sent.
- **Both:** An e-mail and a text message will be sent, with copies of the Employee Calculation Sheet attached to each message.

How an employee has been set up for Push Notification, whether Push Notification is turned on or off, can be seen by the code in the far right column of Report 9. To access the menu 480 options you will have to enter the password”105EFA” to continue. ***Menu option 480 is only accessible on an X-Node computer***.

For any employees who choose not to accept Push Notifications, a copy of the Employee Calculation Sheet will be saved to a network folder that can be hand-delivered to the employee.

A. PUSH NOTIFICATION MESSAGES

When the text or e-mail notices are created, they should contain a generic message that will be sent to the employee. Since the message or text will come from the person who signed into the PEP computer to do the update, and probably not the person who should handle the request, a message should tell the employee who to contact if they disagree with the correction or have additional questions. So the person who will be handling the request can easily find the correction in the Archived Corrections folder, the message should also tell the employee to include the Week Number, their Employee Number, the Day and PEP Center Number of the correction. To define these messages; select menu option 4841 “Enter Contact Message”.


4841
Enter Contact Messages

Email Announcement: TO DISCUSS THIS CORRECCTION EMAIL SUESMITH@AOL.COM BEFORE THE FOLLOWING TUESDAY. INCLUDE CORRECCTION WEEK #, EMPL #, DAY # AND PEP CTR #.

Textmail Announcement: TO DISCUSS THIS CORRECTION, TEXT JOHN JONES AT 732-246-1234 BEFORE THE FOLLOWING TUESDAY. INCLUDE CORRECTION WEEK #, EMPL #, DAY # AND PEP CTR #

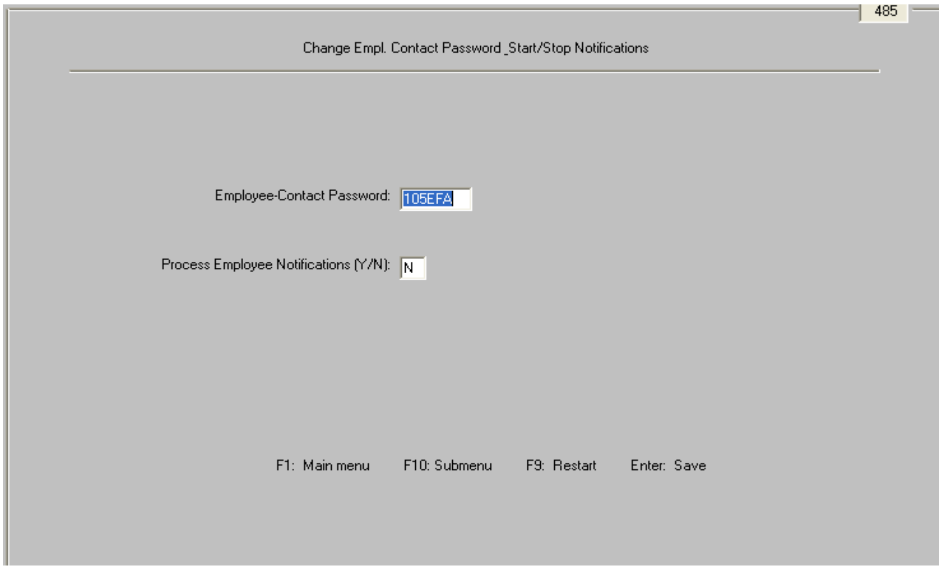
Values Will Be Saved - Verify (Y/N):
Enter: Save, F1: Main Menu, F5: Print, F10: Submenu, F9: Restart

When the screen appears, type in the text for the Contact Message. Press Enter to save the entries. A confirmation field will appear at the bottom of the screen. Type "Y" and press Enter to save the changes. ***The generic messages only need to be set up one time***.

B. PASSWORDS AND ENCRYPTION

Keeping each employee's personal information confidential is a very important consideration in the EFA and Push-Notification modules.

1. **Passwords**: The menu option for entering employee contact information is password protected. A password is also required to print the Employee Contact Information Report. At installation, this password is the same as the password to enter screen 480 (i.e., "105EFA"), but it can be reset at any time. To change the password, go to screen 4845 "Change Empl. Contact Password & Start/Stop Notifications". A password pop-up will appear. Type the default password "105EFA" and press Enter to view the following screen.



Change Empl. Contact Password_Start/Stop Notifications

Employee-Contact Password: 105EFA

Process Employee Notifications (Y/N): N

Type the new password in the Employee Contact Password field and press Enter. The password must be six characters long and can only accept alpha and numeric characters. Also, the password will not distinguish between upper or lower case characters. A confirmation field will appear at the bottom of the screen. To verify your entry, type “Y” and press Enter to save the new password. Once saved, that password will be needed for screens 4842 “Enter Employee Contact Information”, 4843 “Contact Info Report” and 4845 “Change Empl. Contact Password & Start/Stop Notifications”. The password for screen 480 will always be “105EFA”. ***If the Employee Contact Information password has been changed and you forget the new password, contact Cook & Associates for assistance to reset the password.***

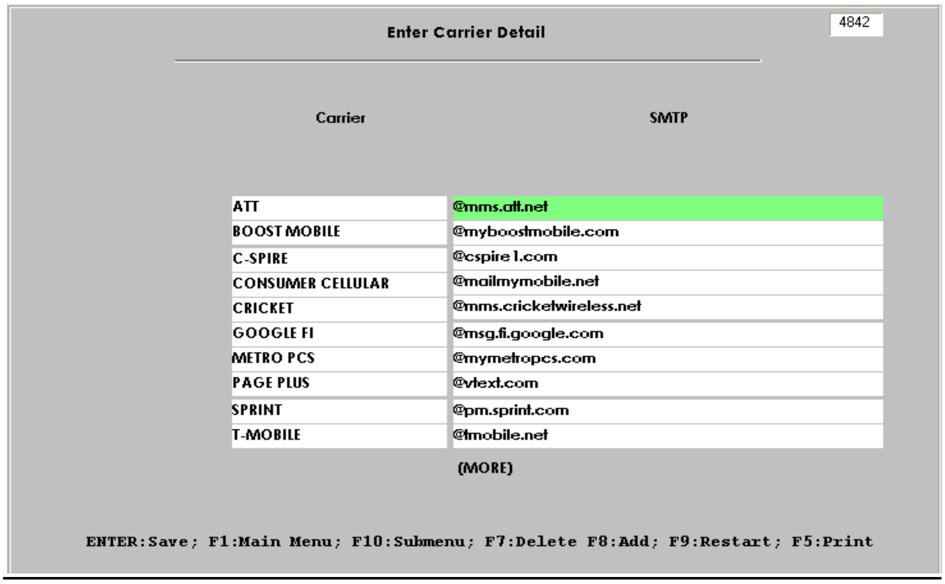
2. **Encryption:** When the employee contact information is saved, the email address and/or text message contact information is saved using encrypted characters. Anyone who tries to access the data in this file will not be able to read the information.

C. ENTERING OUTBOUND SPECS & CARRRIER SPECS

To use Push Notifications, the program needs the specifications to send out the messages and also the specifications to address text messages properly.

1. **Outbound Specs**: The Outbound Specs are the data the program needs to connect to the company’s outbound email system. This is a one-time setup action that can be performed when the module is ready to be turned on. If you are using Microsoft Outlook for your email accounts, this is the default, and no action is required. If you are using a different email server, contact Cook & Associates for assistance in setting up the appropriate Outbound Specifications.

2. **Carrier Specs**: For employees who choose to receive text messages, the Push Notification program has to format the text message based on which cell phone company an employee uses. At installation, the list of existing cell phone companies will be pre-loaded, but if a new company begins operation, their specifications will need to be added. To update the Carrier Specs, go to menu 4842 "Enter Carrier Specs":



Enter Carrier Detail

4842

Carrier	SMTP
ATT	@mms.att.net
BOOST MOBILE	@myboostmobile.com
C-SPIRE	@cspire1.com
CONSUMER CELLULAR	@mailmymobile.net
CRICKET	@mms.cricketwireless.net
GOOGLE FI	@msg.fi.google.com
METRO PCS	@mymetropcs.com
PAGE PLUS	@vtext.com
SPRINT	@pm.sprint.com
T-MOBILE	@tmobile.net

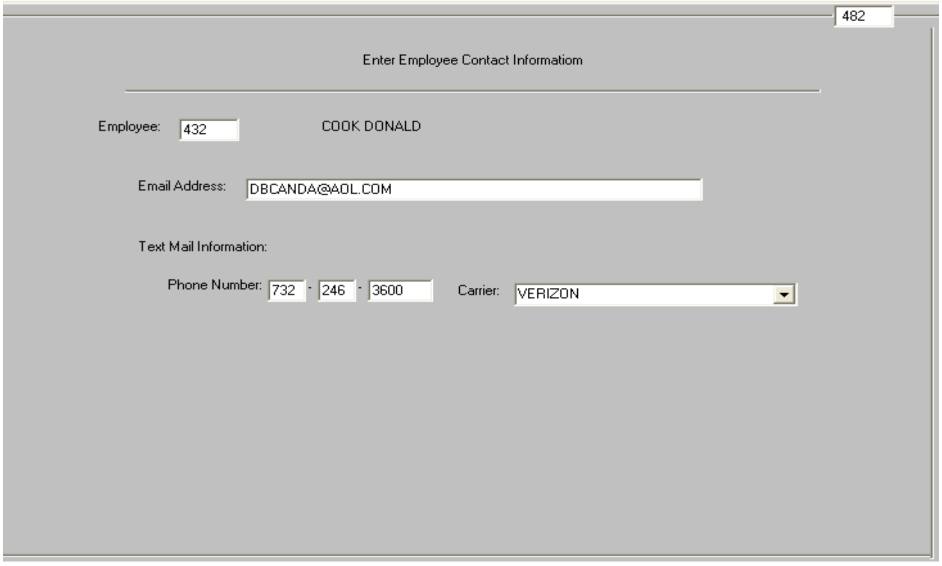
(MORE)

ENTER:Save; F1:Main Menu; F10:Submenu; F7:Delete F8:Add; F9:Restart; F5:Print

For each carrier, enter the carrier's name in the first field and their SMTP address format in the second field. Press Enter to save the entries.

D. ENTERING EMPLOYEE CONTACT INFORMATION

To set up the employee contact information, go to screen 482 "Enter Employee Contact Information". The Employee Password pop-up screen will appear. Type in the password and press Enter to view the screen.



Enter Employee Contact Informatiom

Employee: 432 COOK DONALD

Email Address: DBCANDA@AOL.COM

Text Mail Information:

Phone Number: 732 - 246 - 3600 Carrier: VERIZON

1. **Setting Up a New Employee:**

- **PEP Number:** Input the employee's PEP Number and tab to the next field. The employee's name will appear and, if any contact data has been previously entered, it will also appear on the screen.

- **Email Address:** If the employee wants to receive corrections by email, enter the employee's email address in this field. If no email address has been given, tab to the next field.

- **Phone Number:** If the employee wants a text message (alone or in addition to an email), enter the employee's cell phone number in this field.

- **Text Message Carrier:** If a cell phone number has been provided, click on the down arrow for this field and select the appropriate carrier name.

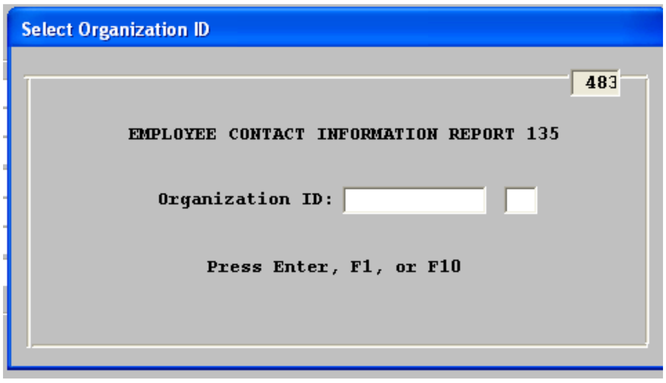
When the fields have been filled in for the employee, press Enter to save the information. The employee's data will be immediately saved and the screen will blank out to accept another entry.

2. **Modifying an Existing Employee's Data**: To change an email address or cell phone number, type the new information in the field; or to remove an email or cell phone, blank out the field. When changing an email address, make sure that any characters from the old address are deleted from the screen.

3. **Deleting an Employee's Data**: To remove all contact information for an employee, enter the employee's PEP Number. When the contact data appears on the screen, press the "F7" key. All data will immediately be removed from PEP and the screen will be blanked out and ready for the next employee.

E. CONTACT INFO REPORT

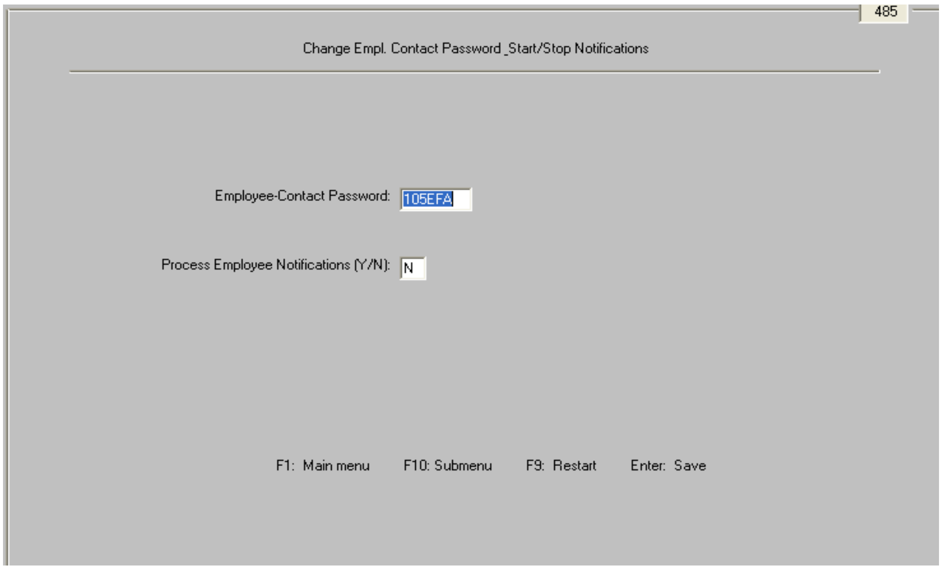
If, for any reason, you need to review the information for all employees who have given their contact information, you can print the Contact Info Report by going to menu 483 "Contact Info Report". The Employee Contact Information password pop-up screen will appear. Type in the appropriate password, press Enter and the following screen will appear.



Type in the Organization ID that you want to print. The entry can be any level from Company to PEP Center. Then press Enter to create and print the report. ***To maintain employee confidentiality, no copy of the report will be saved or sent to the network.***

F. TURNING PUSH NOTIFICATIONS ON & OFF

At installation, the Push Notification module is not active. When the company chooses to begin using the module, and the initial setup steps have been completed (i.e., loading the Employee Contact Information, setting up the Outbound Specs and the Notification Messages), use screen 4845 "Change Empl. Contact Password & Start/Stop Notifications". At screen 480, enter the password "105EFA" and at 4845, enter the Employee Contact password.


485
Change Empl. Contact Password _Start/Stop Notifications

Employee-Contact Password: 105EFA

Process Employee Notifications (Y/N): N

F1: Main menu
F10: Submenu
F9: Restart
Enter: Save

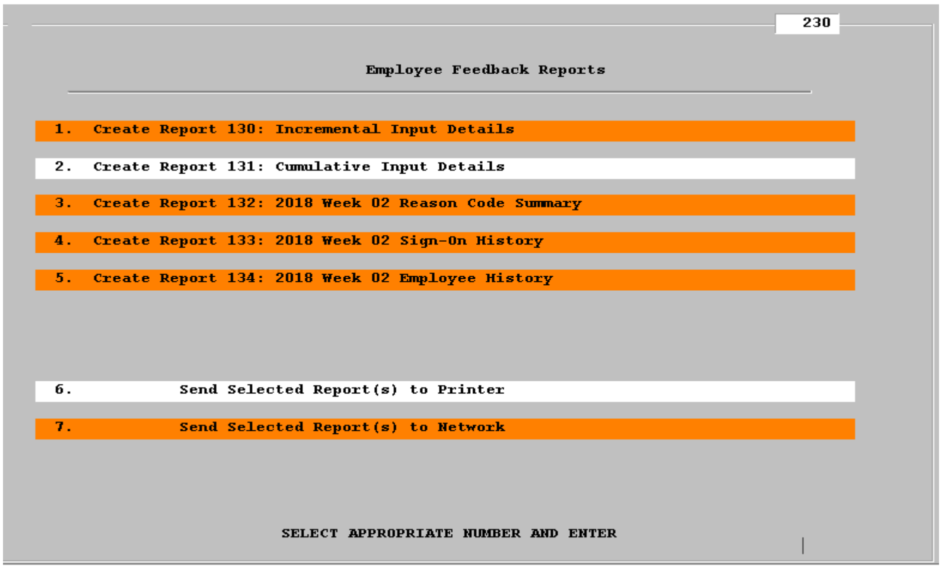
Tab to the "Process Employee Notifications" field and type "Y" to begin using Push Notifications. Press Enter and a confirmation field will appear. Type "Y" and press Enter again to activate Push Notifications. If at any time you choose to stop using Push Notifications, return to this screen and type "N" in this field. ***If Push Notifications are turned off, none of the setup information is deleted from PEP, so the program can be turned back on at any time without having to re-enter all the setup data.***

VI. EMPLOYEE FEEDBACK ANALYSIS REPORTS

EFA Reports are designed to provide the Management Team and the PEP Office the tools to monitor the EFA process and to provide historical data that highlights operational patterns and identifies opportunities to improve the building's overall effectiveness and the PEP System operating efficiency. This is accomplished with the following set of reports.

- Reports 130 & 131: Incremental & Cumulative Input Details
- Report 132: Reason Code Summary
- Report 133: Sign-On History
- Report 134: Employee History

To request the reports, select option 2 on the Main Menu "Special Reports & Employee Review" and press Enter; then on menu 200 select option 3 "Employee Feedback Reports" and press Enter. Then on menu 230, select the report or reports you want to view or print. To print the reports, select option 6. For the PEP Office to view the reports through Report Manager, press Enter after selecting the desired reports and the reports can be viewed through Report Manager. If you want the reports viewed on the network, select option 7 and the reports can be viewed through Report Manager on network computers. ***Menu 230 is only accessible on an "X" node computer.***



```
                                                          230
                      Employee Feedback Reports

 1.  Create Report 130: Incremental Input Details
 2.  Create Report 131: Cumulative Input Details
 3.  Create Report 132: 2018 Week 02 Reason Code Summary
 4.  Create Report 133: 2018 Week 02 Sign-On History
 5.  Create Report 134: 2018 Week 02 Employee History



 6.            Send Selected Report(s) to Printer
 7.            Send Selected Report(s) to Network



                 SELECT APPROPRIATE NUMBER AND ENTER
```

The sample screen print shows Reports 130, 132, 133 and 134 selected and sent to the network. All reports are created at the Company level and sorted by PEP Center. In addition, Reports 132 and 133 also show totals for the entire company. ***Also, all reports except Reports 130 and 131 are***

created for the most recently closed week and automatically include a last page containing a description of the Reason Codes for Low Validations, High Validations and Corrections.

Copies of all the reports are in Appendix (B) of this manual. The following sections review the objective, description and use of the various reports.

A. REPORTS 130 & 131: INCREMENTAL & CUMULATIVE INPUT DETAILS

The only difference between Report 130 & 131 is the time period covered by the data. Report 130 prints all of the information since the prior version of the report was requested. Report 131 prints all of the week to date information for the input details.

1. Objective: ***Since this is the first time in PEP that changes can be made outside the PEP Office, monitoring of these changes is imperative.*** This is the objective of Reports 130 and 131. They guarantee that each Sign-Ons actions are appropriate and that potential serious conditions are avoided.

2. Description: The report is created by PEP Center and contains separate sections for Corrections, High Validations and Low Validations.

   - **Corrections:** ***Corrections are sorted by the difference between the Original and Revised PI (from largest to smallest difference) for employees with Time Available greater than 30 minutes. Employees with less than 30 minutes Time Available are shown at the end of the section. This means that corrections having the largest impact on an employee's Productivity are listed first to put greater priority on those changes that make the biggest impact.*** For each employee correction, the report shows the Original and Revised Productivity data (PI, Standard & Time Available Hours, Task Details, and Transfers & Payroll info). The Original data is on the first line (shaded) and the Revised data on the second line. In addition, it shows who made the correction, the reason(s) for the correction, the employee name, Start Week & Job Class, the Workday and the Date & Time the correction was submitted. ***At the far right, any changes in Payroll data are highlighted by vertical lines to be sure this is approved, and if necessary, entered into the Time & Attendance system.*** It also shows any Non-PEP changes, and whether the data was reviewed with the employee (Y/N) and whether the employee received an automatic notification (N = No, T = Text, E = Email, B = Text & Email). If multiple corrections on the same day for the same employee have been entered, both corrections will be shown on the report and the sorting order will be based on the Original PI and the Final PI.

- **Validations:** ***For High Validations, the employees are listed from High PI to Low PI while the Low Validations are listed from Low PI to High PI***. As with Corrections, High and Low Validations with Time Available greater than 30 minutes are listed first and employees with less than 30 minutes are listed at the bottom. ***This sorting order means that Validations can be reviewed in priority order, i.e., extremely high or extremely low productivities first.*** The layout of the section is similar to the Corrections section except there is only one data line, since corrections aren't made to validations, and there is no Auto Notification of employees.

3. Using the Report Effectively: ***The PEP Office and/or the Management Team should continue to review the PEP Daily Edit Report (Report 2) to be sure all the edits are being addressed***. Then they should use this report to guarantee that the Validations and Corrections are realistic.

- Do the submitted actions make sense?
- For Corrections, has the correct data been changed?
- For Corrections, is the magnitude of the change realistic?
- Are there reasons given for the correction or validation and are they rational?
- Were the actions discussed with the Employee?
- Did the actions indicate the Sign-On has been properly trained?
- Did the PEP Office have to alter the action taken and was it discussed with the manager?

B. REPORT 132: REASON CODE SUMMARY

1. Objective: ***This report is the foundation for improving methods and procedures in the overall building operation and the PEP Program.*** In other words, it utilizes the Manager/Employee Feedback actions to highlight problems and potential improvements. All the other EFA Reports focus on making sure the process is under control at both the managerial and employee levels, ***but this report is the heart of the feedback process. For the first time in PEP, or for that***

matter any other Labor Management System, the manager/employee interface is chronicled and archived.

2. Description: This report is created by PEP Center for the entire company. It has separate sections for High Validations, Low Validations and Corrections. It also has a summary section (underneath Low Validations) that shows the Average Edits and the Percent Reviewed for each organizational group. The Company summary is shown first and followed by each PEP Center. The PEP Centers are sorted from high to low based on the average number of edits (High & Low Validations plus Corrections) per active week in the last 52 weeks. This Sortation order means that the PEP Centers can be viewed in priority order with the PEP Centers with the most edits per week coming first.

   - **Columns**: Time Period, Average FTE's, Average Edits, Percent Total (equals the number of employees with edits each day divided by the number of employees that worked that day), Percent Reviewed with Employee (number of employees whose edits were reviewed with the employee divided by the total number of employees with edits), for each type of Edit, the Percent of Validations or Corrections by Reason Code (Code "O" means "Other" was selected and contains a description. Code "P" means "Other" was selected without a description ***or an edit was submitted without any Reason Codes***).

   - **Lines**: The first line shows the Company or PEP Center name (shaded). To show a total historical profile, 4 lines are provided: This Week, Last Week, Year-to-Date, Last 52 Weeks.

3. Using the Report Effectively: Based on this report, the PEP Office and the management team should analyze and take corrective actions on a weekly basis.

   - **Reason Codes:** Use the Reason Code percentages to identify the most frequent reasons for Validations and Corrections. Then take actions based on this analysis to improve operational efficiency and to eliminate conditions that are affecting the building's metrics and the PEP processing system. ***Be sure that Reason Code "P" is not being used to rubber-stamp edits and bypass the concepts of the Employee Feedback Analysis process.***

   - **Summary Data:** Use statistics such as Average Edits and the Total Employees with Edits to be sure that proper control ranges have been established. Once this is confirmed, take actions to correct the editing environment in those PEP Centers that appear to be out of control due to inadequate training, poor performance, or a failure to follow up and correct editing problems.

- **Follow Up:** Using the historical profile, see whether the trends in the data are showing that improvements are being made based on the recommendations and training provided to the management team.

C. REPORT 133: SIGN-ON HISTORY

1. **Objective**: ***This report is the foundation for "managing the managers".*** It accomplishes this by providing the history for all the User Sign-Ons. Using this data, the PEP Office and the Management Team can evaluate the "Sign-Ons" effectiveness and take appropriate actions. It clearly assigns responsibility by manager for the Employee Feedback Analysis and editing process.

2. **Description**: The report is created by User Sign-On for the entire Company. It separates sections for High Validations, Low Validations and Corrections. It also has a Summary Section (underneath Low Validations) that shows the Average Edits and the Percent Reviewed for the Total Company and each Sign-On. The Company summary is shown first, then the Sign-Ons are sorted from high to low based on the average number of edits (High & Low Validations plus Corrections) per active week in the last 52 weeks. This Sortation order means that Sign-Ons can be viewed in priority order with the highest Sign-On activity coming first. The Sign-On history is not by PEP Center. In other words, the Sign-On activity for any one person is consolidated for all PEP Centers.

   - **Columns**: Time Period, Average Edits during the Time Period, Percent Reviewed with Employee (number of Employees whose edits were reviewed with the Employee divided by the number of Employees with Edits), for each Type of Edit, the Percent of Validations or Corrections by Reason Code (Code "O" means "Other" was selected and contains a description. Code "P" means "Other" was selected without a description ***or an edit was submitted without any Reason Codes***).

   - **Lines**: The first line shows the Company or Sign-On name (shaded). For easy reference, the Sign-Ons are numbered consecutively. To show a total historical profile, 4 lines are provided: This Week, Last Week, Year-to-Date, Last 52 Weeks

3. **Using the Report Effectively**: Based on this report, the PEP Office and Management Team should analyze and take corrective actions on a periodic basis, i.e., at least each month. The report should be used to identify problem areas such as:

- Is the workload for the Sign-On realistic?

- Are the Reason codes for any Sign-On dis-proportionate from the Company and why?

- Is the Sign-On not following the requirements for Employee Feedback Analysis and over-using code"P" ***and bypassing the objective of EFA***?

- Is the Sign-On "rubber stamping" the reasons for the Validations or Corrections?

- If the percent for Codes "O" and "P" are high, has the PEP Office analyzed the descriptions for Code "O" and revised the Reason Code list (this can be done by using the Archived Reason Code "Other" PDF Images folders)?

- Does the activity shown on the report indicate that the person is properly trained?

- Is the Sign-On spending a realistic percent of time reviewing edits with employee?

- Follow up by using the historical profile to see whether the trends in the data are showing that improvements are being made based on the recommendations and training provided to the management team

D. REPORT 134: EMPLOYEE HISTORY

1. **Objective**: This report provides the information to work with employees to improve their performance and to clean up their recording errors. It accomplishes this by providing a 4 week history for any edit activity during that period. Using this information, managers can take effective action to determine the reasons for High & Low Validations and Corrections and determine whether the edits are caused by the systems, by training, or by the employee.

2. **Description**: The report is created by PEP Center for the entire company. It contains 4 weeks of data and a total for the 4 week period. A company summary is shown first and followed by each PEP Center. The PEP Centers are sorted from high to low based on the total number of edits (High & Low Validations plus Corrections) in the 4 week period. The employees in the PEP Center are sorted from high to low based on the total edits during the 4 week period. This Sortation order means that the PEP Centers can be viewed in priority order with the PEP

Centers with the most total edits coming first and the employees within the PEP Centers with the highest edits also coming first. The data is based on the employee's worked-in PEP Center.

- **Columns:** Reference Numbers for each PEP Center and for employees within the PEP Center, Employee Number, Employee name, Employee Start Week, and then 4 weekly sections along with a total section on the far right. Within each section, there are 4 fields, H for High Validations, Reasons (showing the 3 most frequent Reason Codes), L for Low Validations, and C for Corrections and T for the Total Edits.

- **Lines:** The first line shows the Company or PEP Center name (shaded). Each line within the PEP Center shows the employee data. At the bottom, the PEP Center totals are shown.

3. **Using the Report Effectively**: Based on this report, the PEP Office and the managers should analyze the data and take action at least once a month. The report should be used to identify problem areas such as:

- Is the total number of edits acceptable and is it increasing or decreasing during the 4 week period?

- Are the problems identified by the most frequent codes being generated due to systems, training or employees?

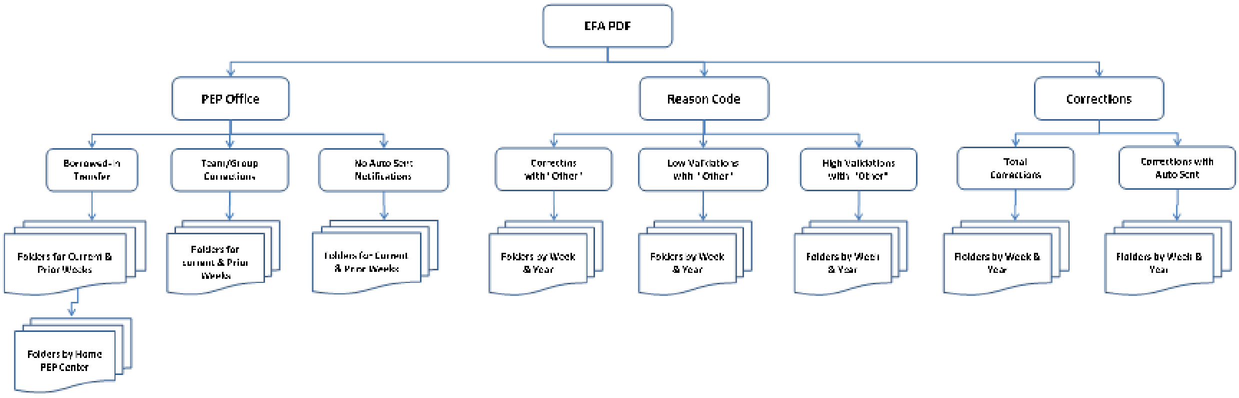
- Identify the employees with the most edits and determine whether actions taken over the 4 weeks are showing a decrease in the number of edits for the employee.

- Determine whether the editing range should be changed for employees to reduce the need for High or Low Validations (Normally this can be done for high performing employees if it is certain that their data is correct. However, changing the range for low employees is probably not recommended since they must be able to meet minimum standards).

VII. ARCHIVED EMPLOYEE CALCULATION SHEET PDF IMAGES

When corrections are submitted using the EFA module, a PDF image of the Employee Calculation Sheet is automatically saved to a folder on the network. Also, a PDF image of the Employee Calculation Sheet is saved for both Corrections and Validations if the Reason Code "Other" is selected. The PDF folders serve several purposes:

- Actions that should be taken by the PEP Office
- Analysis of the "Other" Reason Code to improve the list of pre-defined Reason Codes
- Archived employee corrections to be used if employees have questions


EFA PDF
PEP Office
Reason Code
Corrections
Borrowed-In Transfer
Team/Group Corrections
No Auto Sent Notifications
Corrections with 'Other'
Low Validations with 'Other'
High Validations with 'Other'
Total Corrections
Corrections with Auto Sent
Folders for Current & Prior Weeks
Folders for Current & Prior Weeks
Folders for Current & Prior Weeks
Folders by Week & Year
Folders by Week & Year
Folders by Week & Year
Folders by Week & Year
Folders by Week & Year
Folders by Home PEP Center

The above chart shows the folder structure for the various PDF saved images. All the folders are in the "PEPRPT\EFA" folder with sub-folders for each of the purposes.

A. PEP OFFICE ACTIONS

There are three types of actions that are performed by the PEP Office:

1. **Borrowed-In Transfers:** This will only be required if a manager attempts to put in a transfer from a Borrowed-In PEP Center (transfers must be entered from the Home Center). Therefore, unless the Borrowed-In PEP Center manager asks the Home PEP Center manager to perform the transfer, these PDFs will be automatically flagged by EFA to let the PEP Office enter the transfer information. ***Once the transfer has been entered, the PDF should be deleted to prevent a duplicate entry.*** Non-deleted PDFs are kept for the Current and Previous week.

2. **Team/Group Corrections:** These corrections must be entered using the Team or Group entry screens in the PEP Office. EFA identifies whether the original data was entered through the Group or Team screen and provides the PDFs so that the PEP Office can make the appropriate corrections using the Team/Group screen. ***Once the team or group entry has been entered, the PDF should be deleted to prevent a duplicate entry.*** Non-deleted PDFs are kept for the Current and Previous week.

3. **No Auto Sent Notifications**: These PDFs are provided to the PEP Office to be sure that employees who have not received Auto Notifications are aware of the changes made to their data. This can be for employees where the PDF shows that the change was not discussed with the employee; or if it shows the corrections were discussed, the PEP Office may want to verify that this is correct. ***Once the PEP Office is assured that the employee has been appropriately notified, the PDF should be deleted to prevent duplicate effort.*** Non-deleted PDFs are kept for the Current and Previous week.

B. REASON CODE "OTHER"

These folders are used to analyze the reasons that are given when the "Other" code has been selected. Sub-folders are provided for Corrections, Low Validations and High Validations. The data is kept for 13 weeks. The PDFs during that period can be reviewed to see the frequency of the "Other" reasons and decide whether the pre-defined Reason Codes should be altered.

C. EMPLOYEE CORRECTIONS

There are two types of Archived Corrections:

1. **All Corrections Archived:** These PDFs are archived for 5 years and can be used to provide correction details for all employee corrections made over a five year period. They can be used to provide details to employees who request change documentation.

2. **Corrections Sent:** These PDFs are provided for all corrections where an Auto Notification was given to the employee. These PDFs are archived for 5 years and can be used to verify that Auto Notifications have been sent to an employee.

APPENDIX A: SAMPLE REASON CODES

APPENDIX A – SAMPLE REASON CODES

LOW VALIDATIONS

A. Poor Work Flow or Unavailable Work
B. Very Difficult Work or Problems
C. Unusual Number of Interruptions
D. Performing Work Not Required
E. Using Poor Work Methods
F. Taking Too Many Breaks
G. System Very Slow or With Errors
H. Transfer Travel Time Excessive
I. Associate New to PEP Center or Task
J. Associate Always Has a Low PI
K. Associate Not Feeling Well
L. Time Standard Appears Too Tight
M. TA Hours Too Small for Accurate PI
N. Total PEP Ctr PI Unusually Low
O. Other – With Description
P. Other – Without Description or No Reasons

HIGH VALIDATIONS

A. Very Good Work Flow and Work Volume
B. Unusually Easy Work
C. System Very Fast and No Errors
D. Taking Acceptable Shortcuts
E. Using Best Methods
F. Taking Unacceptable Shortcuts
G. Work Quality Poor
H. Associate Specializes in Task
I. Assisted by Second Associate
J. Associate Always Has a High PI
K. Data Appears to be Suspicious
L. Time Standard Appears Too Loose
M. TA Hours Too Small for Accurate PI
N. Total PEP Ctr PI Unusually High
O. Other – With Description
P. Other – Without Description or No Reasons

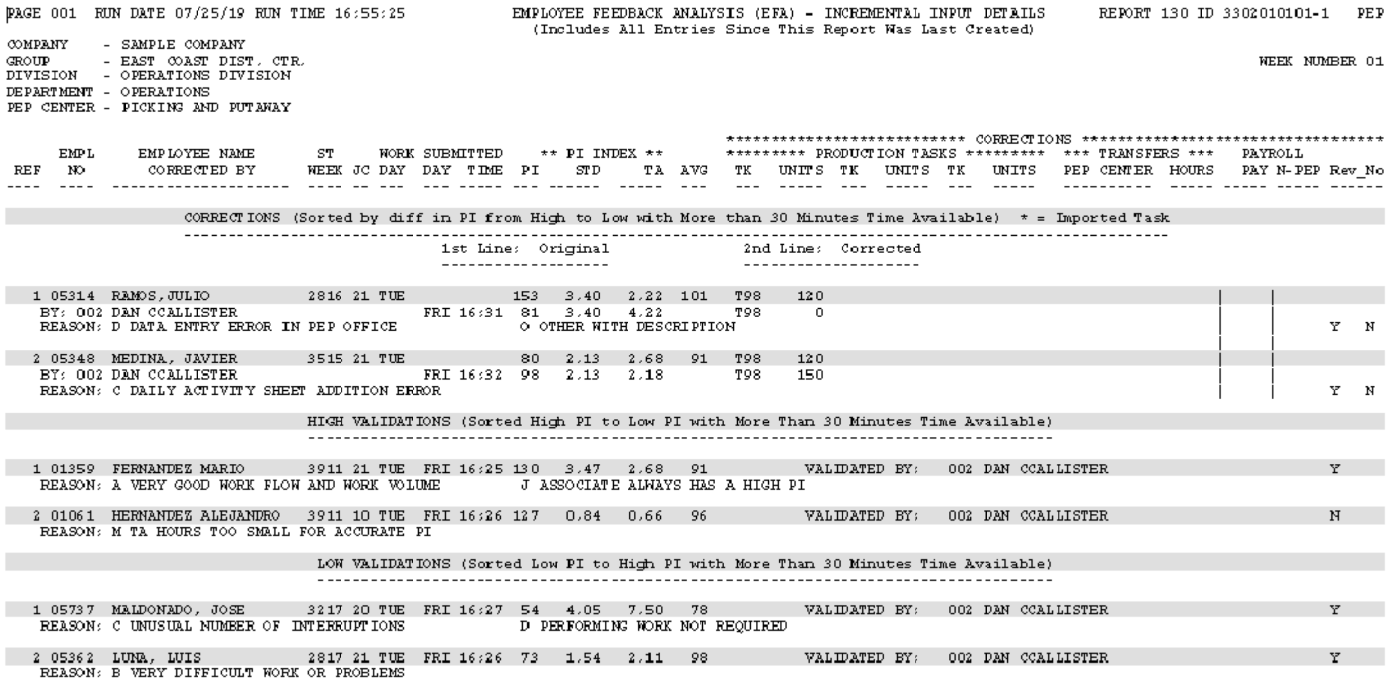
CORRECTIONS

A. No Daily Activity Sheet Submitted
B. No Transfer Submitted
C. Daily Activity Sheet Addition Error
D. Data Entry Error In PEP Office
E. Recording Error by Associate
F. Wrong Entry in Extra Credit Task
G. Special Project Too Difficult to Measure
H. Allowance for Excessive Travel Time
I. PI Adjusted to 100 Hour Average
J. Transfer Mis-Punch
K. Time & Attendance Mis-Punch
L. Time & Attendance System Error
M. WMS Download Quantity or Task Wrong
N. Revised Correction by PEP Office
O. Other – With Description
P. Other – Without Description or No Reasons

APPENDIX B: REPORT COPIES

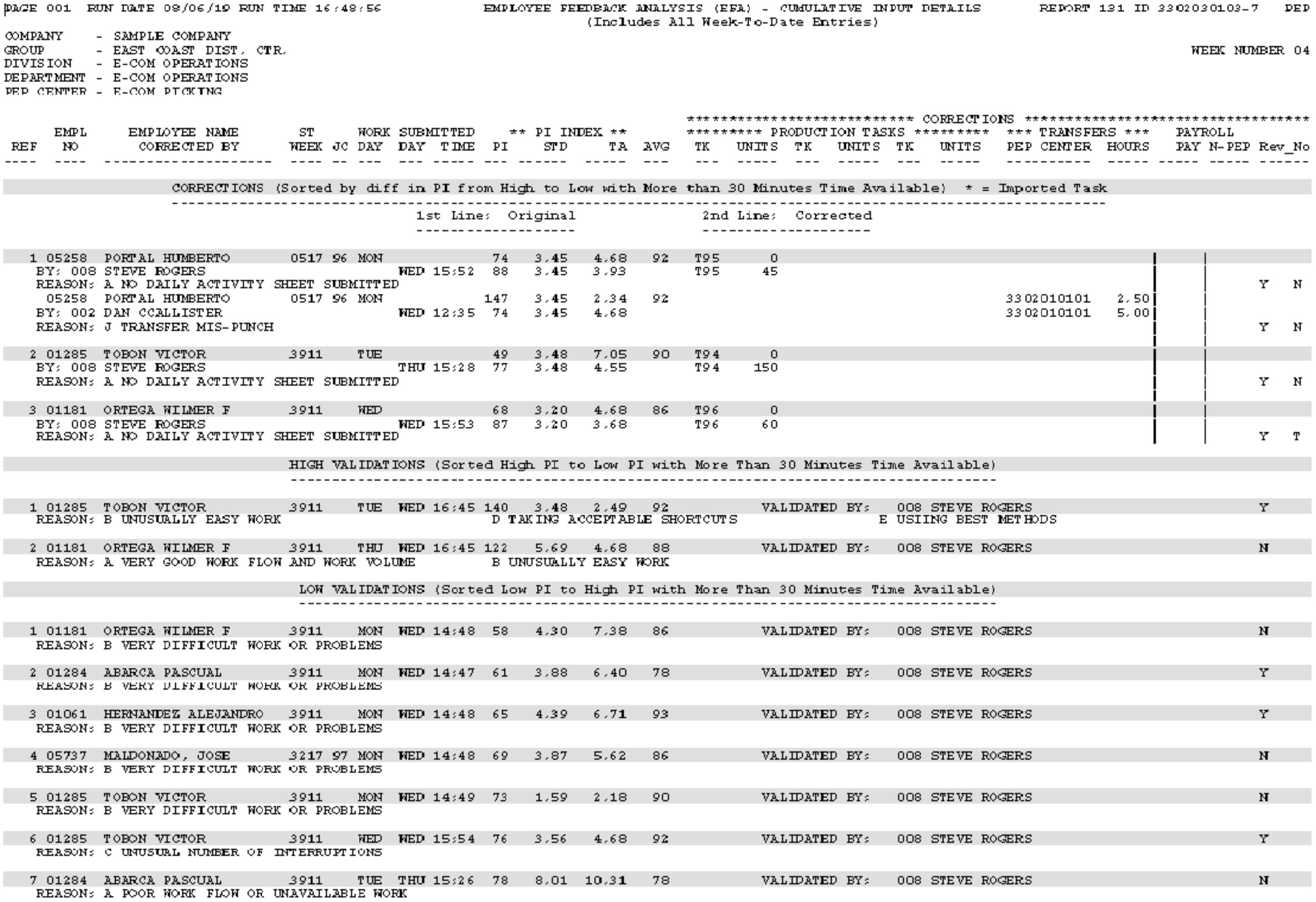
APPENDIX B – SAMPLE EFA REPORTS

A. Report 130: Incremental Input Details



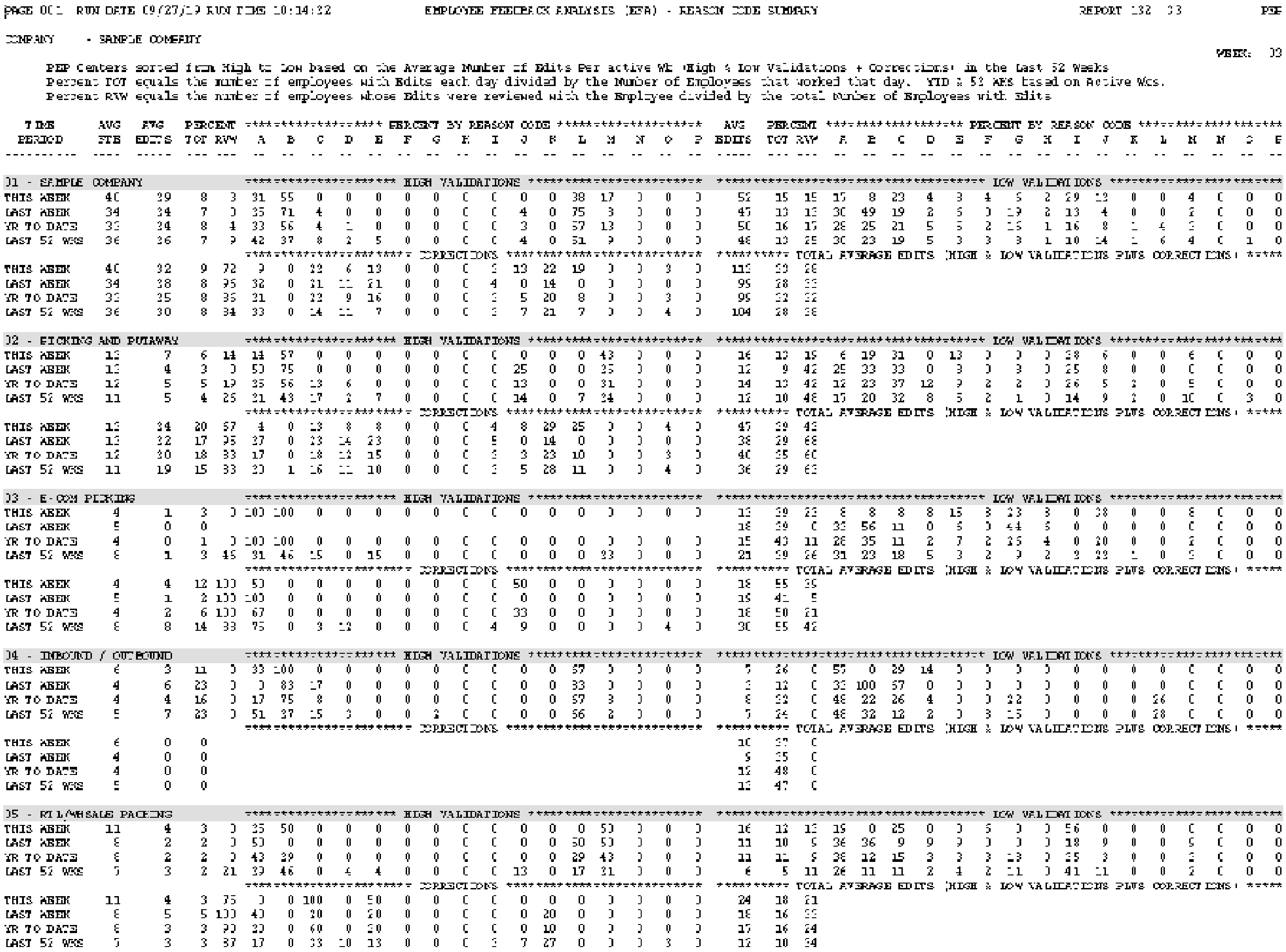
```
PAGE 001  RUN DATE 07/25/19 RUN TIME 16:55:25           EMPLOYEE FEEDBACK ANALYSIS (EFA) - INCREMENTAL INPUT DETAILS      REPORT 130 ID 3302010101-1   PEP
                                                          (Includes All Entries Since This Report Was Last Created)
COMPANY    - SAMPLE COMPANY
GROUP      - EAST COAST DIST. CTR.                                                                                                        WEEK NUMBER 01
DIVISION   - OPERATIONS DIVISION
DEPARTMENT - OPERATIONS
PEP CENTER - PICKING AND PUTAWAY
                                                                        *************************** CORRECTIONS **********************************
      EMPL     EMPLOYEE NAME      ST     WORK SUBMITTED    ** PI INDEX **       ********* PRODUCTION TASKS *********  *** TRANSFERS ***    PAYROLL
 REF   NO      CORRECTED BY       WEEK JC DAY DAY  TIME PI    STD      TA  AVG   TK   UNITS  TK   UNITS  TK   UNITS   PEP CENTER  HOURS    PAY N-PEP Rev_No
---- ----  -------------------- ---- -- --- --- ----- --- ------  ----- ---   ---  -----  ---  -----  ---  -----   ----------  ----- ----- ----- ------

                    CORRECTIONS (Sorted by diff in PI from High to Low with More than 30 Minutes Time Available)  * = Imported Task
                    ------------------------------------------------------------------------------------------------
                                               1st Line:  Original              2nd Line:  Corrected
                                               -------------------              --------------------

   1 05314  RAMOS,JULIO          2816 21 TUE            153   3.40   2.22  101   T98    120                                    |     |
    BY: 002 DAN CCALLISTER                   FRI 16:31   81   3.40   4.22        T98      0                                    |     |
    REASON: D DATA ENTRY ERROR IN PEP OFFICE              O OTHER WITH DESCRIPTION                                             |     |        Y   N
                                                                                                                               |     |
   2 05348  MEDINA, JAVIER       3515 21 TUE             80   2.13   2.68   91   T98    120                                    |     |
    BY: 002 DAN CCALLISTER                   FRI 16:32   98   2.13   2.18        T98    150                                    |     |
    REASON: C DAILY ACTIVITY SHEET ADDITION ERROR                                                                              |     |        Y   N

                               HIGH VALIDATIONS (Sorted High PI to Low PI with More Than 30 Minutes Time Available)
                               -----------------------------------------------------------------------------------

   1 01359  FERNANDEZ MARIO      3911 21 TUE  FRI 16:25 130   3.47   2.68   91          VALIDATED BY:   002 DAN CCALLISTER                      Y
    REASON: A VERY GOOD WORK FLOW AND WORK VOLUME         J ASSOCIATE ALWAYS HAS A HIGH PI

   2 01061  HERNANDEZ ALEJANDRO  3911 10 TUE  FRI 16:26 127   0.84   0.66   96          VALIDATED BY:   002 DAN CCALLISTER                      N
    REASON: M TA HOURS TOO SMALL FOR ACCURATE PI

                                LOW VALIDATIONS (Sorted Low PI to High PI with More Than 30 Minutes Time Available)
                                ----------------------------------------------------------------------------------

   1 05737  MALDONADO, JOSE      3217 20 TUE  FRI 16:27  54   4.05   7.50   78          VALIDATED BY:   002 DAN CCALLISTER                      Y
    REASON: C UNUSUAL NUMBER OF INTERRUPTIONS             D PERFORMING WORK NOT REQUIRED

   2 05362  LUNA, LUIS           2817 21 TUE  FRI 16:26  73   1.54   2.11   98          VALIDATED BY:   002 DAN CCALLISTER                      Y
    REASON: B VERY DIFFICULT WORK OR PROBLEMS
```

B. Report 131: Cumulative Input Details



```
PAGE 001  RUN DATE 08/06/19 RUN TIME 16:48:56                EMPLOYEE FEEDBACK ANALYSIS (EFA) - CUMULATIVE INPUT DETAILS        REPORT 131 ID 3302030103-7   DEP
                                                                            (Includes All Week-To-Date Entries)
COMPANY    - SAMPLE COMPANY
GROUP      - EAST COAST DIST. CTR.                                                                                                                      WEEK NUMBER 04
DIVISION   - E-COM OPERATIONS
DEPARTMENT - E-COM OPERATIONS
PEP CENTER - E-COM PICKING

                                                                                            *************************** CORRECTIONS ***********************************
      EMPL     EMPLOYEE NAME         ST      WORK SUBMITTED     ** PI INDEX **              ********* PRODUCTION TASKS *********   *** TRANSFERS ***    PAYROLL
REF    NO       CORRECTED BY        WEEK JC DAY  DAY  TIME  PI     STD      TA   AVG     TK   UNITS  TK   UNITS  TK   UNITS   PEP CENTER  HOURS      PAY N-PEP Rev_No
----  ----  --------------------  ---- -- ---  --- ----- --- ------  -----  ---     ---  -----  ---  -----  ---  -----   ----------  ----- ----- ----- ------

                         CORRECTIONS (Sorted by diff in PI from High to Low with More than 30 Minutes Time Available)  * = Imported Task
                         ------------------------------------------------------------------------------------------------------
                                                   1st Line:  Original                  2nd Line:  Corrected
                                                   -------------------                  -------------------

   1 05258  PORTAL HUMBERTO        0517 96 MON                 74    3.45    4.68   92   T95      0                                         |     |
    BY: 008 STEVE ROGERS                       WED 15:52  88    3.45    3.93        T95     45                                         |     |
    REASON: A NO DAILY ACTIVITY SHEET SUBMITTED                                                                                         |     |        Y    N
     05258  PORTAL HUMBERTO        0517 96 MON                147    3.45    2.34   92                                   3302010101    2.50|     |
    BY: 002 DAN CCALLISTER                     WED 12:35  74    3.45    4.68                                             3302010101    5.00|     |
    REASON: J TRANSFER MIS-PUNCH                                                                                                        |     |        Y    N

   2 01285  TOBON VICTOR           3911    TUE                 49    3.48    7.05   90   T94      0                                         |     |
    BY: 008 STEVE ROGERS                       THU 15:28  77    3.48    4.55        T94    150                                         |     |
    REASON: A NO DAILY ACTIVITY SHEET SUBMITTED                                                                                         |     |        Y    N

   3 01181  ORTEGA WILMER F        3911    WED                 68    3.20    4.68   86   T96      0                                         |     |
    BY: 008 STEVE ROGERS                       WED 15:53  87    3.20    3.68        T96     60                                         |     |
    REASON: A NO DAILY ACTIVITY SHEET SUBMITTED                                                                                         |     |        Y    T

                                        HIGH VALIDATIONS (Sorted High PI to Low PI with More Than 30 Minutes Time Available)
                                        ------------------------------------------------------------------------------------

   1 01285  TOBON VICTOR           3911    TUE  WED 16:45 140    3.48    2.49   92             VALIDATED BY:   008 STEVE ROGERS                            Y
    REASON: B UNUSUALLY EASY WORK                            D TAKING ACCEPTABLE SHORTCUTS                  E USIING BEST METHODS

   2 01181  ORTEGA WILMER F        3911    THU  WED 16:45 122    5.69    4.68   88             VALIDATED BY:   008 STEVE ROGERS                            N
    REASON: A VERY GOOD WORK FLOW AND WORK VOLUME            B UNUSUALLY EASY WORK

                                         LOW VALIDATIONS (Sorted Low PI to High PI with More Than 30 Minutes Time Available)
                                         -----------------------------------------------------------------------------------

   1 01181  ORTEGA WILMER F        3911    MON  WED 14:48  58    4.30    7.38   86             VALIDATED BY:   008 STEVE ROGERS                            N
    REASON: B VERY DIFFICULT WORK OR PROBLEMS

   2 01284  ABARCA PASCUAL         3911    MON  WED 14:47  61    3.88    6.40   78             VALIDATED BY:   008 STEVE ROGERS                            Y
    REASON: B VERY DIFFICULT WORK OR PROBLEMS

   3 01061  HERNANDEZ ALEJANDRO    3911    MON  WED 14:48  65    4.39    6.71   93             VALIDATED BY:   008 STEVE ROGERS                            Y
    REASON: B VERY DIFFICULT WORK OR PROBLEMS

   4 05737  MALDONADO, JOSE        3217 97 MON  WED 14:48  69    3.87    5.62   86             VALIDATED BY:   008 STEVE ROGERS                            N
    REASON: B VERY DIFFICULT WORK OR PROBLEMS

   5 01285  TOBON VICTOR           3911    MON  WED 14:49  73    1.59    2.18   90             VALIDATED BY:   008 STEVE ROGERS                            N
    REASON: B VERY DIFFICULT WORK OR PROBLEMS

   6 01285  TOBON VICTOR           3911    WED  WED 15:54  76    3.56    4.68   92             VALIDATED BY:   008 STEVE ROGERS                            Y
    REASON: C UNUSUAL NUMBER OF INTERRUPTIONS

   7 01284  ABARCA PASCUAL         3911    TUE  THU 15:26  78    8.01   10.31   78             VALIDATED BY:   008 STEVE ROGERS                            N
    REASON: A POOR WORK FLOW OR UNAVAILABLE WORK
```

C. Report 132: Reason Code Summary



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PAGE 001  RUN DATE 09/27/19 RUN TIME 10:14:32          EMPLOYEE FEEDBACK ANALYSIS (EFA) - REASON CODE SUMMARY                              REPORT 132  03          PEP

COMPANY    - SAMPLE COMPANY
                                                                                                                                                     WEEK:  03
      PEP Centers sorted from High to Low based on the Average Number of Edits Per active Wk (High & Low Validations + Corrections) in the Last 52 Weeks
      Percent TOT equals the number of employees with Edits each day divided by the Number of Employees that worked that day.  YTD & 52 WKS based on Active Wks.
      Percent RVW equals the number of employees whose Edits were reviewed with the Employee divided by the total Number of Employees with Edits

   TIME     AVG   AVG  PERCENT ****************** PERCENT BY REASON CODE *******************     AVG PERCENT ****************** PERCENT BY REASON CODE *******************
  PERIOD    FTE EDITS  TOT RVW   A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P  EDITS  TOT RVW   A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P
---------- ---- ----- ---- --- --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  -----  --- --- --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --

01 - SAMPLE COMPANY             ******************* HIGH VALIDATIONS ********************  *************************** LOW VALIDATIONS ******************************
THIS WEEK     40    39    8   3  31  55   0   0   0   0   0   0   0   0   0  38  17   0   0   0     52   15  15  15   8  23   4   3   4   5   2  29  12   0   0   4   0   0   0
LAST WEEK     34    34    7   0  35  71   4   0   0   0   0   0   0   4   0  75   3   0   0   0     47   13  13  30  49  19   2   5   0  19   2  13   4   0   0   2   0   0   0
YR TO DATE    33    34    8   4  33  56   4   1   0   0   0   0   0   3   0  57  13   0   0   0     50   16  17  28  25  21   5   5   2  15   1  16   8   1   4   3   0   0   0
LAST 52 WKS   36    36    7   9  42  37   8   2   5   0   0   0   0   4   0  51   9   0   0   0     48   13  25  30  23  19   5   3   3   3   1  10  14   1   6   4   0   1   0
                                ********************* CORRECTIONS **********************  ********** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK     40    32    9  72   9   0  22   6  13   0   0   0   3  13  22  19   0   0   3   0    113   33  28
LAST WEEK     34    38    8  95  32   0  31  11  21   0   0   0   4   0  14   0   0   0   0   0     95   28  33
YR TO DATE    33    35    8  35  21   0  22   9  16   0   0   0   3   5  20   8   0   0   3   0     95   32  32
LAST 52 WKS   36    30    8  34  33   0  14  11   7   0   0   0   3   7  21   7   0   0   4   0    104   28  38

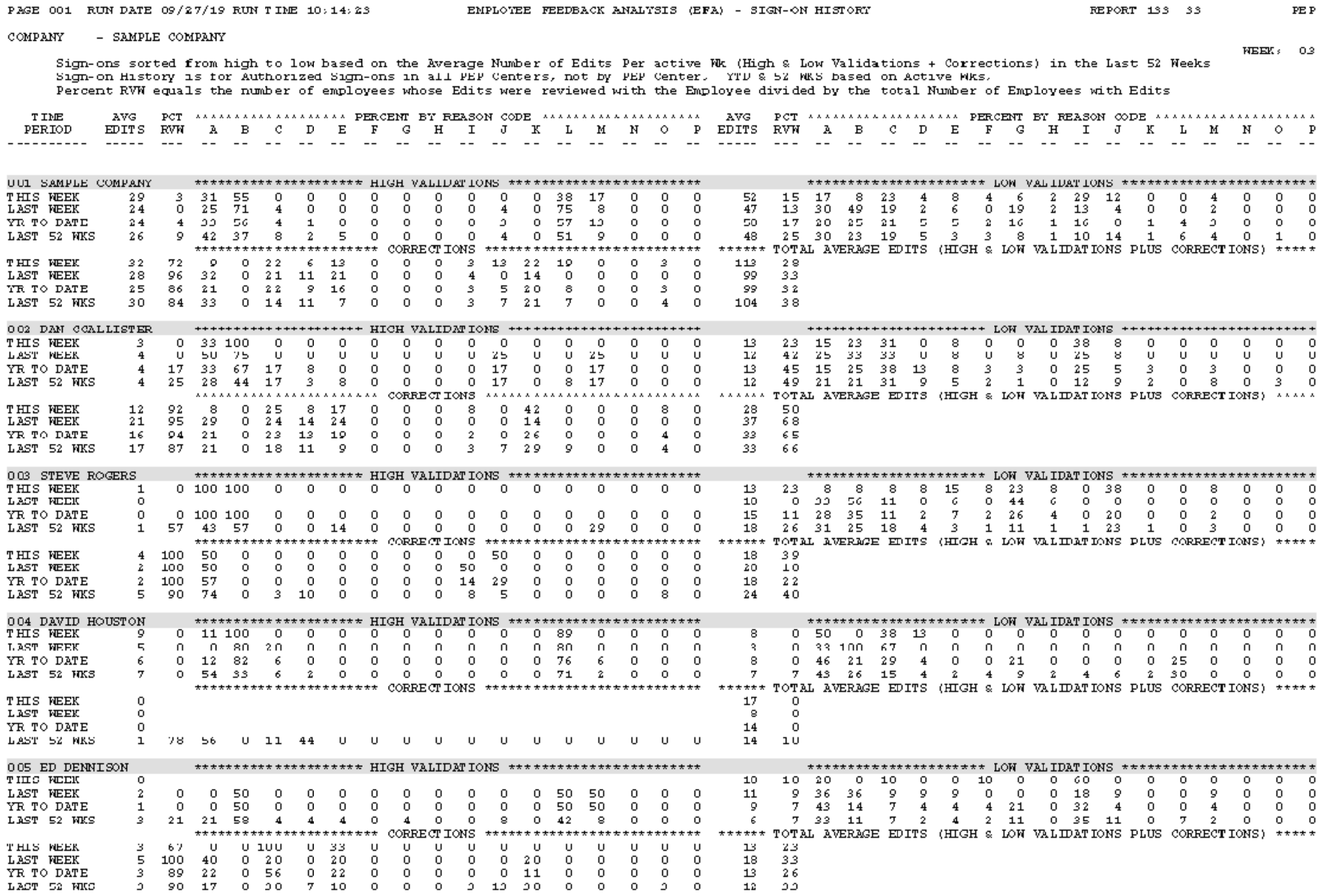
02 - PICKING AND PUTAWAY        ******************* HIGH VALIDATIONS ********************  *************************** LOW VALIDATIONS ******************************
THIS WEEK     13     7    6  14  14  57   0   0   0   0   0   0   0   0   0   0  43   0   0   0     16   13  15   6  19  31   0  13   0   0   0  38   6   0   0   6   0   0   0
LAST WEEK     13     4    3   0  50  75   0   0   0   0   0   0   0  25   0   0  25   0   0   0     12    9  42  25  33  33   0   3   0   3   0  25   8   0   0   0   0   0   0
YR TO DATE    12     5    5  19  35  56  13   6   0   0   0   0   0  13   0   0  31   0   0   0     14   13  42  12  23  37  12   9   2   2   0  26   5   2   0   5   0   0   0
LAST 52 WKS   11     5    4  25  31  43  17   2   7   0   0   0   0  14   0   7  24   0   0   0     12   10  48  15  20  32   8   5   2   1   0  14   9   2   0  10   0   3   0
                                ********************* CORRECTIONS **********************  ********** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK     13    34   20  57   4   0  13   8   8   0   0   0   4   8  29  25   0   0   4   0     47   29  43
LAST WEEK     13    32   17  95  37   0  23  14  23   0   0   0   5   0  14   0   0   0   0   0     38   29  68
YR TO DATE    12    30   18  33  17   0  18  12  15   0   0   0   3   3  23  10   0   0   3   0     40   35  60
LAST 52 WKS   11    19   15  33  20   1  16  11  10   0   0   0   3   5  28  11   0   0   4   0     36   29  63

03 - E-COM PICKING              ******************* HIGH VALIDATIONS ********************  *************************** LOW VALIDATIONS ******************************
THIS WEEK      4     1    3   0 100 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0     13   39  23   8   8   8   8  15   3  23   3   0  38   0   0   8   0   0   0
LAST WEEK      5     0    0                                                                        18   39   0  33  56  11   0   5   0  44   5   0   0   0   0   0   0   0   0
YR TO DATE     4     0    1   0 100 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0     15   43  11  28  35  11   2   7   2  15   4   0  20   0   0   2   0   0   0
LAST 52 WKS    8     1    3  45  31  46  15   0  15   0   0   0   0   0   0   0  23   0   0   0     21   39  26  31  23  18   5   3   2   9   2   9  22   1   0   5   0   0   0
                                ********************* CORRECTIONS **********************  ********** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK      4     4   12 100  50   0   0   0   0   0   0   0   0  50   0   0   0   0   0   0     18   55  35
LAST WEEK      5     1    2 100 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0   0     15   41   5
YR TO DATE     4     2    6 100  67   0   0   0   0   0   0   0   0  33   0   0   0   0   0   0     18   50  21
LAST 52 WKS    8     8   14  33  75   0   3  12   0   0   0   0   4   9   0   0   0   0   4   0     30   55  42

04 - INBOUND / OUTBOUND         ******************* HIGH VALIDATIONS ********************  *************************** LOW VALIDATIONS ******************************
THIS WEEK      6     3   11   0  33 100   0   0   0   0   0   0   0   0   0  57   0   0   0   0      7   26   0  57   0  29  14   0   0   0   0   0   0   0   0   0   0   0   0
LAST WEEK      4     6   23   0   0  83  17   0   0   0   0   0   0   0   0  33   0   0   0   0      3   12   0  33 100  57   0   0   0   0   0   0   0   0   0   0   0   0   0
YR TO DATE     4     4   16   0  17  75   8   0   0   0   0   0   0   0   0  57   8   0   0   0      8   22   0  48  22  26   4   0   0  22   0   0   0   0  26   0   0   0   0
LAST 52 WKS    5     7   23   0  51  37  15   0   0   0   2   0   0   0   0  56   2   0   0   0      7   24   0  48  32  12   2   0   3  15   0   0   0   0  28   0   0   0   0
                                ********************* CORRECTIONS **********************  ********** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK      6     0    0                                                                        10   37   0
LAST WEEK      4     0    0                                                                         9   35   0
YR TO DATE     4     0    0                                                                        12   48   0
LAST 52 WKS    5     0    0                                                                        13   47   0

05 - RTL/WHSALE PACKING         ******************* HIGH VALIDATIONS ********************  *************************** LOW VALIDATIONS ******************************
THIS WEEK     11     4    3   0  25  50   0   0   0   0   0   0   0   0   0   0  50   0   0   0     16   13  13  15   0  25   0   0   5   0   0  56   0   0   0   0   0   0   0
LAST WEEK      8     2    2   0  50   0   0   0   0   0   0   0   0   0   0  50  50   0   0   0     11   10   5  36  36   9   9   0   0   0   0  18   9   0   0   5   0   0   0
YR TO DATE     8     2    2   0  43  29   0   0   0   0   0   0   0   0   0  29  43   0   0   0     11   11   5  38  12  15   3   3   3  13   0  25   3   0   0   2   0   0   0
LAST 52 WKS    7     3    2  21  39  46   0   4   4   0   0   0   0  13   0  17  21   0   0   0      6    5  11  26  11  11   2   4   2  11   0  41  11   0   0   2   0   0   0
                                ********************* CORRECTIONS **********************  ********** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK     11     4    3  75   0   0 100   0  50   0   0   0   0   0   0   0   0   0   0   0     24   18  21
LAST WEEK      8     5    5 100  40   0  20   0  20   0   0   0   0   0  20   0   0   0   0   0     18   16  33
YR TO DATE     8     3    3  90  20   0  60   0  20   0   0   0   0   0  10   0   0   0   0   0     17   16  24
LAST 52 WKS    7     3    3  37  17   0  33  10  13   0   0   0   3   7  27   0   0   0   3   0     12   10  34
```

D. Report 133: Sign-On History



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PAGE 001  RUN DATE 09/27/19 RUN TIME 10:14:23          EMPLOYEE FEEDBACK ANALYSIS (EFA) - SIGN-ON HISTORY                         REPORT 133  33          PEP

COMPANY    - SAMPLE COMPANY
                                                                                                                                          WEEK:  03
      Sign-ons sorted from high to low based on the Average Number of Edits Per active Wk (High & Low Validations + Corrections) in the Last 52 Weeks
      Sign-on History is for Authorized Sign-ons in all PEP Centers, not by PEP Center.  YTD & 52 WKS based on Active Wks.
      Percent RVW equals the number of employees whose Edits were reviewed with the Employee divided by the total Number of Employees with Edits

  TIME       AVG   PCT ^^^^^^^^^^^^^^^^^^^^ PERCENT BY REASON CODE ^^^^^^^^^^^^^^^^^^^^^   AVG   PCT ^^^^^^^^^^^^^^^^^^^^ PERCENT BY REASON CODE ^^^^^^^^^^^^^^^^^^^^^
 PERIOD     EDITS  RVW   A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P  EDITS  RVW   A   B   C   D   E   F   G   H   I   J   K   L   M   N   O   P
----------  -----  ---  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  -----  ---  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --  --


001 SAMPLE COMPANY     ********************* HIGH VALIDATIONS **********************             ********************* LOW VALIDATIONS ***********************
THIS WEEK      29    3  31  55   0   0   0   0   0   0   0   0   0  38  17   0   0   0     52   15  17   8  23   4   8   4   6   2  29  12   0   0   4   0   0   0
LAST WEEK      24    0  25  71   4   0   0   0   0   0   0   4   0  75   8   0   0   0     47   13  30  49  19   2   6   0  19   2  13   4   0   0   2   0   0   0
YR TO DATE     24    4  33  56   4   1   0   0   0   0   0   3   0  57  13   0   0   0     50   17  20  25  21   5   5   2  16   1  16   0   1   4   3   0   0   0
LAST 52 WKS    26    9  42  37   8   2   5   0   0   0   0   4   0  51   9   0   0   0     48   25  30  23  19   5   3   3   8   1  10  14   1   6   4   0   1   0
                       ************************ CORRECTIONS **************************  ****** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK      32   72   9   0  22   6  13   0   0   0   3  13  22  19   0   0   3   0    113   28
LAST WEEK      28   96  32   0  21  11  21   0   0   0   4   0  14   0   0   0   0   0     99   33
YR TO DATE     25   86  21   0  22   9  16   0   0   0   3   5  20   8   0   0   3   0     99   32
LAST 52 WKS    30   84  33   0  14  11   7   0   0   0   3   7  21   7   0   0   4   0    104   38

002 DAN CCALLISTER     ********************* HIGH VALIDATIONS **********************             ********************* LOW VALIDATIONS ***********************
THIS WEEK       3    0  33 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0     13   23  15  23  31   0   8   0   0   0  38   8   0   0   0   0   0   0
LAST WEEK       4    0  50  75   0   0   0   0   0   0   0  25   0   0  25   0   0   0     12   42  25  33  33   0   8   0   8   0  25   8   0   0   0   0   0   0
YR TO DATE      4   17  33  67  17   8   0   0   0   0   0  17   0   0  17   0   0   0     13   45  15  25  38  13   8   3   3   0  25   5   3   0   3   0   0   0
LAST 52 WKS     4   25  28  44  17   3   8   0   0   0   0  17   0   8  17   0   0   0     12   49  21  21  31   9   5   2   1   0  12   9   2   0   8   0   3   0
                       ^^^^^^^^^^^^^^^^^^^^^^^^ CORRECTIONS ^^^^^^^^^^^^^^^^^^^^^^^^^^  ^^^^^^ TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) ^^^^^
THIS WEEK      12   92   8   0  25   8  17   0   0   0   8   0  42   0   0   0   8   0     28   50
LAST WEEK      21   95  29   0  24  14  24   0   0   0   0   0  14   0   0   0   0   0     37   68
YR TO DATE     16   94  21   0  23  13  19   0   0   0   2   0  26   0   0   0   4   0     33   65
LAST 52 WKS    17   87  21   0  18  11   9   0   0   0   3   7  29   9   0   0   4   0     33   66

003 STEVE ROGERS       ********************* HIGH VALIDATIONS **********************             ********************* LOW VALIDATIONS ***********************
THIS WEEK       1    0 100 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0     13   23   8   8   8   8  15   8  23   8   0  38   0   0   8   0   0   0
LAST WEEK       0                                                                          10    0  33  56  11   0   6   0  44   6   0   0   0   0   0   0   0   0
YR TO DATE      0    0 100 100   0   0   0   0   0   0   0   0   0   0   0   0   0   0     15   11  28  35  11   2   7   2  26   4   0  20   0   0   2   0   0   0
LAST 52 WKS     1   57  43  57   0   0  14   0   0   0   0   0   0   0  29   0   0   0     18   26  31  25  18   4   3   1  11   1   1  23   1   0   3   0   0   0
                       ************************ CORRECTIONS **************************  ****** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK       4  100  50   0   0   0   0   0   0   0   0  50   0   0   0   0   0   0     18   39
LAST WEEK       2  100  50   0   0   0   0   0   0   0  50   0   0   0   0   0   0   0     20   10
YR TO DATE      2  100  57   0   0   0   0   0   0   0  14  29   0   0   0   0   0   0     18   22
LAST 52 WKS     5   90  74   0   3  10   0   0   0   0   8   5   0   0   0   0   8   0     24   40

004 DAVID HOUSTON      ********************* HIGH VALIDATIONS **********************             ********************* LOW VALIDATIONS ***********************
THIS WEEK       9    0  11 100   0   0   0   0   0   0   0   0   0  89   0   0   0   0      8    0  50   0  38  13   0   0   0   0   0   0   0   0   0   0   0   0
LAST WEEK       5    0   0  80  20   0   0   0   0   0   0   0   0  80   0   0   0   0      3    0  33 100  67   0   0   0   0   0   0   0   0   0   0   0   0   0
YR TO DATE      6    0  12  82   6   0   0   0   0   0   0   0   0  76   6   0   0   0      8    0  46  21  29   4   0   0  21   0   0   0   0  25   0   0   0   0
LAST 52 WKS     7    0  54  33   6   2   0   0   0   0   0   0   0  71   2   0   0   0      7    7  43  26  15   4   2   4   9   2   4   6   2  30   0   0   0   0
                       ************************ CORRECTIONS **************************  ****** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK       0                                                                          17    0
LAST WEEK       0                                                                           8    0
YR TO DATE      0                                                                          14    0
LAST 52 WKS     1   78  56   0  11  44   0   0   0   0   0   0   0   0   0   0   0   0     14   10

005 ED DENNISON        ********************* HIGH VALIDATIONS **********************             ********************* LOW VALIDATIONS ***********************
THIS WEEK       0                                                                          10   10  20   0  10   0   0  10   0   0  60   0   0   0   0   0   0   0
LAST WEEK       2    0   0  50   0   0   0   0   0   0   0   0   0  50  50   0   0   0     11    9  36  36   9   9   9   0   0   0  18   9   0   0   9   0   0   0
YR TO DATE      1    0   0  50   0   0   0   0   0   0   0   0   0  50  50   0   0   0      9    7  43  14   7   4   4   4  21   0  32   4   0   0   4   0   0   0
LAST 52 WKS     3   21  21  58   4   4   4   0   4   0   0   8   0  42   8   0   0   0      6    7  33  11   7   2   4   2  11   0  35  11   0   7   2   0   0   0
                       ************************ CORRECTIONS **************************  ****** TOTAL AVERAGE EDITS (HIGH & LOW VALIDATIONS PLUS CORRECTIONS) *****
THIS WEEK       3   67   0   0 100   0  33   0   0   0   0   0   0   0   0   0   0   0     13   23
LAST WEEK       5  100  40   0  20   0  20   0   0   0   0   0  20   0   0   0   0   0     18   33
YR TO DATE      3   89  22   0  56   0  22   0   0   0   0   0  11   0   0   0   0   0     13   26
LAST 52 WKS     3   90  17   0  30   7  10   0   0   0   3  13  30   0   0   0   3   0     12   33
```
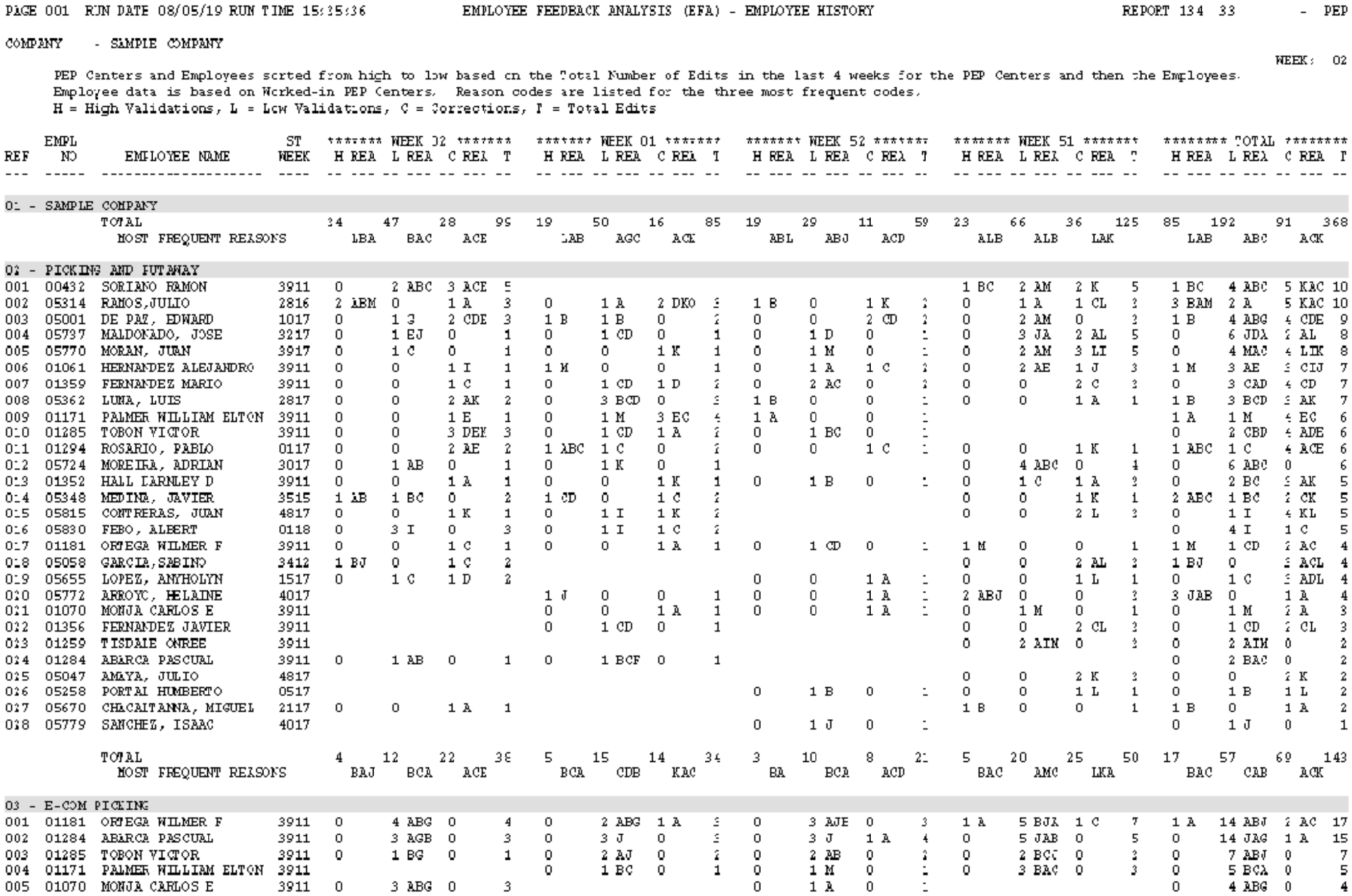

E. Report 134: Employee History



```
PAGE 001  RUN DATE 08/05/19 RUN TIME 15:25:36             EMPLOYEE FEEDBACK ANALYSIS (EFA) - EMPLOYEE HISTORY                         REPORT 134  33         -  PEP

COMPANY    - SAMPLE COMPANY
                                                                                                                                                          WEEK:  02
       PEP Centers and Employees sorted from high to low based on the Total Number of Edits in the last 4 weeks for the PEP Centers and then the Employees.
       Employee data is based on Worked-in PEP Centers.  Reason codes are listed for the three most frequent codes.
       H = High Validations, L = Low Validations, C = Corrections, T = Total Edits

     EMPL                         ST      ******* WEEK 02 *******      ******* WEEK 01 *******      ******* WEEK 52 *******      ******* WEEK 51 *******      ******** TOTAL ********
REF   NO       EMPLOYEE NAME      WEEK    H REA   L REA   C REA   T    H REA   L REA   C REA   T    H REA   L REA   C REA   T    H REA   L REA   C REA   T    H REA   L REA   C REA   T
---  -----  --------------------  ----   -- ---  -- ---  -- ---  --   -- ---  -- ---  -- ---  --   -- ---  -- ---  -- ---  --   -- ---  -- ---  -- ---  --   -- ---  -- ---  -- ---  --

01 - SAMPLE COMPANY
            TOTAL                        24      47      28      95   19      50      16      85   19      29      11      59   23      66      36     125   85     192      91     368
              MOST FREQUENT REASONS         LBA     BAC     ACE          LAB     AGC     ACK          ABL     ABJ     ACD          ALB     ALB     LAK          LAB     ABC     ACK

02 - PICKING AND PUTAWAY
001  00432  SORIANO RAMON         3911    0       2 ABC   3 ACE   5                                                              1 BC    2 AM    2 K     5    1 BC    4 ABC   5 KAC  10
002  05314  RAMOS,JULIO           2816    2 ABM   0       1 A     3    0       1 A     2 DKO   3    1 B     0       1 K     2    0       1 A     1 CL    2    3 BAM   2 A     5 KAC  10
003  05001  DE PAZ, EDWARD        1017    0       1 G     2 CDE   3    1 B     1 B     0       2    0       0       2 CD    2    0       2 AM    0       2    1 B     4 ABG   4 CDE   9
004  05737  MALDONADO, JOSE       3217    0       1 EJ    0       1    0       1 CD    0       1    0       1 D     0       1    0       3 JA    2 AL    5    0       6 JDA   2 AL    8
005  05770  MORAN, JUAN           3917    0       1 C     0       1    0       0       1 K     1    0       1 M     0       1    0       2 AM    3 LI    5    0       4 MAC   4 LIK   8
006  01061  HERNANDEZ ALEJANDRO   3911    0       0       1 I     1    1 M     0       0       1    0       1 A     1 C     2    0       2 AE    1 J     3    1 M     3 AE    3 CIJ   7
007  01359  FERNANDEZ MARIO       3911    0       0       1 C     1    0       1 CD    1 D     2    0       2 AC    0       2    0       0       2 C     2    0       3 CAD   4 CD    7
008  05362  LUNA, LUIS            2817    0       0       2 AK    2    0       3 BCD   0       3    1 B     0       0       1    0       0       1 A     1    1 B     3 BCD   3 AK    7
009  01171  PALMER WILLIAM ELTON  3911    0       0       1 E     1    0       1 M     3 EC    4    1 A     0       0       1                                 1 A     1 M     4 EC    6
010  01285  TOBON VICTOR          3911    0       0       3 DEK   3    0       1 CD    1 A     2    0       1 BC    0       1                                 0       2 CBD   4 ADE   6
011  01294  ROSARIO, PABLO        0117    0       0       2 AE    2    1 ABC   1 C     0       2    0       0       1 C     1    0       0       1 K     1    1 ABC   1 C     4 ACE   6
012  05724  MOREIRA, ADRIAN       3017    0       1 AB    0       1    0       1 K     0       1                                 0       4 ABC   0       4    0       6 ABC   0       6
013  01352  HALL DARNLEY D        3911    0       0       1 A     1    0       0       1 K     1    0       1 B     0       1    0       1 C     1 A     2    0       2 BC    3 AK    5
014  05348  MEDINA, JAVIER        3515    1 AB    1 BC    0       2    1 CD    0       1 C     2                                 0       0       1 K     1    2 ABC   1 BC    2 CK    5
015  05815  CONTRERAS, JUAN       4817    0       0       1 K     1    0       1 I     1 K     2                                 0       0       2 L     2    0       1 I     4 KL    5
016  05830  FEBO, ALBERT          0118    0       3 I     0       3    0       1 I     1 C     2                                                                 0       4 I     1 C     5
017  01181  ORTEGA WILMER F       3911    0       0       1 C     1    0       0       1 A     1    0       1 CD    0       1    1 M     0       0       1    1 M     1 CD    2 AC    4
018  05058  GARCIA,SABINO         3412    1 BJ    0       1 C     2                                                              0       0       2 AL    2    1 BJ    0       3 ACL   4
019  05655  LOPEZ, ANYHOLYN       1517    0       1 C     1 D     2                                 0       0       1 A     1    0       0       1 L     1    0       1 C     3 ADL   4
020  05772  ARROYO, HELAINE       4017                                 1 J     0       0       1    0       0       1 A     1    2 ABJ   0       0       2    3 JAB   0       1 A     4
021  01070  MONJA CARLOS E        3911                                 0       0       1 A     1    0       0       1 A     1    0       1 M     0       1    0       1 M     2 A     3
022  01356  FERNANDEZ JAVIER      3911                                 0       1 CD    0       1                                 0       0       2 CL    2    0       1 CD    2 CL    3
023  01259  TISDALE ONREE         3911                                                                                           0       2 AIN   0       2    0       2 AIN   0       2
024  01284  ABARCA PASCUAL        3911    0       1 AB    0       1    0       1 BCF   0       1                                                                 0       2 BAC   0       2
025  05047  AMAYA, JULIO          4817                                                                                           0       0       2 K     2    0       0       2 K     2
026  05258  PORTAL HUMBERTO       0517                                                                   0       1 B     0       1    0       0       1 L     1    0       1 B     1 L     2
027  05670  CHACAITANNA, MIGUEL   2117    0       0       1 A     1                                                              1 B     0       0       1    1 B     0       1 A     2
028  05779  SANCHEZ, ISAAC        4017                                                                   0       1 J     0       1                                 0       1 J     0       1

            TOTAL                         4      12      22      38    5      15      14      34    3      10       8      21    5      20      25      50   17      57      69     143
              MOST FREQUENT REASONS         BAJ     BCA     ACE          BCA     CDB     KAC          BA      BCA     ACD          BAC     AMC     LKA          BAC     CAB     ACK

03 - E-COM PICKING
001  01181  ORTEGA WILMER F       3911    0       4 ABG   0       4    0       2 ABG   1 A     3    0       3 AJE   0       3    1 A     5 BJA   1 C     7    1 A    14 ABJ   2 AC   17
002  01284  ABARCA PASCUAL        3911    0       3 AGB   0       3    0       3 J     0       3    0       3 J     1 A     4    0       5 JAB   0       5    0      14 JAG   1 A    15
003  01285  TOBON VICTOR          3911    0       1 BG    0       1    0       2 AJ    0       2    0       2 AB    0       2    0       2 BCC   0       2    0       7 ABJ   0       7
004  01171  PALMER WILLIAM ELTON  3911                                 0       1 BC    0       1    0       1 M     0       1    0       3 BAC   0       3    0       5 BCA   0       5
005  01070  MONJA CARLOS E        3911    0       3 ABG   0       3                                 0       1 A     0       1                                 0       4 ABG   0       4
```

APPENDIX C: TRAINING REQUIREMENTS

APPENDIX C: TRAINING REQUIREMENTS

There are a variety of ways that training can be accomplished for Employee Feedback Analysis (EFA). This Appendix section summarizes one of the approaches.

A. PRE-REQUISITES

Prior to starting the training in the new EFA module, the PEP Team, key Building Managers, PEP Center Managers and Human Resource Personnel should be trained or re-trained in how to use the existing Edit Report (Report 2), including the current Validation and Correction procedures. In addition, all participants should be trained or re-trained in how to use the current Employee On-Screen Task & Hours panels, including the use of the "What-if" columns. This can probably be accomplished in a two to three hour session.

B. SETTING UP THE PROGRAM, TRAINING THE PEP OFFICE AND CREATING A PILOT INSTALLATION

Prior to starting any training, the new PEP software upgrade should be installed on all PEP Data Entry computers and network user computers. ***(As previously mentioned, the 9/16/19 upgrade should be installed even if there is no intention to proceed with the EFA module).*** The PEP Office should then take the following steps:

1. **Create An Initial Set Of High & Low Validation And Correction Codes:** This can either be done by using the sample codes in Appendix A or a customized set can be developed for each specific building by meeting with the management team and discussing possible reasons for the validations and corrections.

2. **Set Up The Sign-Ons:** This can initially be PEP Office personnel and a few selected managers. Once the initial training is completed, this can be expanded into a list of trained Sign-Ons to cover the entire building.

3. **Activate The EFA Module:** Using the existing edit routines, have the PEP Office and selected Sign-Ons make validations and corrections using EFA. The remaining part of the building can continue to operate similar to what's currently being done. "Play with" the revised Employee On-Screen panels and print the revised Calculation Sheets to see what can be done with the new features. Also, check on transfers, Group data entry, etc.

4. **Review The Results Of The EFA Activity:** This can be done by checking the following activities and reports:
   - Check the Edit Report to see whether the validations and corrections are reflected in the updated data.
   - Review Report 130 (or Report 131) to check that the EFA activity is recorded properly. If changes are required, enter the corrections.
   - Check that the folders have been automatically set up for the various PDF archiving and that the documents are in each folder.
   - After closing the week, review Reports 132, 133, and 134 to see the results of the EFA activity.

5. **Set Up A Test For Push Notifications:** If it is decided to use Push Notifications, take the following steps:
   - Enter the standard instructions for the employees to respond to the text or email.
   - Select some sample employees and enter their contact information.
   - Verify that the appropriate notifications are received.

C. FINAL IMPLEMENTATION

After running the Pilot Installation for perhaps two to four weeks, if the PEP Management Team is confident of the results, get Building Management permission to implement the program throughout the facility.

1. **Standardize The Review Process:** Based on the new EFA features, refine the existing edit review process, including:
    - Distribution of the Daily Activity Sheets
    - PEP Office responsibility for the Edit Report before sending to the network
    - How the PEP Center managers should use the Edit Report to make validations and corrections

2. **Training:** As in all new implementations, training is paramount. This can be done in group seminars which should be geared to between two and four hours and should cover all of the activities that the PEP Office participated in during the pilot installation.

3. **Setting Up The Program For Full Implementation**: At the management training meetings, the PEP team should refine the reasons for validations and corrections and enter the revisions in the program. Then the following should be done:
    - Expand the Sign-Ons to cover all PEP Centers
    - If desired, expand the Auto-Notification for all employees who want emails or texts for changes.

4. **Start EFA:** It's imperative that the PEP Office carefully monitors the EFA activities:
    - Check Report 130 (131) thoroughly and review the results with the PEP Center Managers and Sign-Ons.
    - Provide additional training where required
    - Streamline the editing process and make any necessary changes
    - Take corrective action for any Managers, Sign-Ons or Employees who are not fulfilling the EFA requirements

5. **Use The EFA Data:** The PEP Office should analyze the EFA Reports and spearhead a move with the Management Team to make appropriate changes and improvements.
    - Use Chapter VI in this manual "Employee Feedback Analysis Reports" to see how the reports can be used to improve the building operations and the PEP Program
    - Once the recommendations for improvement have been identified, follow-up to be sure that the desired benefits are being achieved