



Starbucks Partner Hours Outage - Partner FAQ - USCO and CACO, November 26

For all company operated baristas and above

As you know Starbucks, like other companies, relies on an outside third-party vendor to provide Starbucks Partner Hours. There is still no timeline for resolution and we are doing everything we can to prioritize partner care and ensure partners get paid.

Blue Yonder

What is a ransomware incident?

A ransomware incident is when a bad actor uses malicious software (malware) encrypts files or servers, demanding a ransom to restore access.

Has partner data and information been compromised with this issue?

We have not received notification from Blue Yonder that partner personal information has been compromised.

When will services be restored?

We do not have a resolution timeline, and we'll be providing updates as soon as we know more.

Partner Pay

How will partners be paid for their time since SPH is down?

- For all U.S. and Canada partners there is no impact to payroll processed for the week of 11/11 – 11/17. Partners will be paid as normal based on their timecard punches.
- For the week of 11/18 – 11/24, hourly partners, including Retail Management Trainees, will be paid for their scheduled shifts (not punches) that were captured in SPH as of 11/19.
- NEW Auto-pay will be initiated to ensure all ASMs and SMs are paid for 40 hours, even if hours aren't captured in SPH. **Note:** In locations where salaried managers are required to log hours in SPH, continue to log hours in the Punch Communication log. Please maintain all completed Punch-Communication Log pages in the safe.

If I do not receive my full pay on 11/29, what should I do? (refer to Understanding Pay Periods page on Partner Hub for pay cycle information)

- We will ensure partners who receive less than their worked hours or intended sick and/or vacation time will be paid correctly, as soon as possible.
- For partners who receive their next paycheck on 12/6 and are not paid weekly, the approach to pay for the week of 11/18 – 11/24 will be the same.
- If access to SPH is restored prior to 11/29, SMs will be asked to enter / edit punches for the past week up until the outage was restored.

If you are missing pay due to a missed shift (for example because you picked up a shift or because you were going to use sick and/or vacation time for a shift that was removed from the schedule) including missing overtime or Predictability Pay:

- When access to SPH is restored, SMs will enter punches for this week in back pay edits and you will receive your adjusted pay on your next paycheck depending on your pay cycle.

If you are missing more than 8 hours of pay on your paycheck (for example you did not get paid for a planned vacation during the week of 11/18 – 11/24 because you could not enter PTO):

- We recognize there may be situations where your pay is more significantly impacted due to this outage. In these situations, partners should notify their SM as soon as possible.
- SMs, please refer to the *Payroll Administration > Pay Advances and Processing Payroll > Wage Corrections Procedures* section in the Partner Resources Manual for details on how to support.

Will I have to pay back overpayment?

For the week of 11/18 - 11/24, no. We are hopeful this outage will not extend to impact payroll processing for future weeks; however we are continuing to look for ways to improve pay accuracy and processing should the outage continue.

What if I worked over-time the week of 11/18 – 11/24?

Once access to SPH is restored, SMs will enter/edit punches for the past week up until the outage resolved and partners will be paid for any over time worked the week of 11/18 – 11/24 on their following paycheck.

What if I work in a state or area that requires predictability pay or premium pay and I am not paid appropriately for the week of 11/18 – 11/24?

We will continue to comply with state and local laws where predictability pay and premium pay are required. In circumstances like this, SMs and partners should continue to capture punches in the punch communication log and use the Schedule Change log for your local jurisdiction so that this time can be entered appropriately when system access is restored.

Once access to SPH is restored, SMs will enter/edit punches and any premium pay or predictability pay for the past week up until the outage resolved and partners will be paid on their following paycheck.

What if I noticed a discrepancy on my paycheck for the weeks prior to 11/18 and planned to ask my manager to submit a retroactive pay adjustment?

At this time, retroactive pay adjustments cannot be submitted in SPH. Once access is restored, SMs can enter / edit punches and process the retroactive pay adjustment as part of the normal process and the time will be paid on your next paycheck, unless an off-cycle payment is requested through the Partner Service Portal.

What if I missed pay due to military, bereavement, or jury duty pay for the week of 11/18 – 11/24 because it wasn't entered to cover a removed shift?

When access to SPH is restored, SMs will enter punches for this week in back pay edits and you will receive your adjusted pay on your next paycheck depending on your pay cycle.

Does this impact how I am paid for digital tips?

- For digital and credit card tips the week of 11/11 - 11/17: there is no impact, you will be paid for your tips as normal.
- For digital and credit card tips the week of 11/18 - 11/24: partners will be paid for their scheduled shifts (not punches) that were captured in SPH as of 11/19.
- **How do we process cash tips?**
 - Cash tips for 11/18 - 11/24 should be paid based on scheduled hours for the week of 11/18 consistent with digital and credit card tips.
 - Use the printed schedule for the week of 11/18 for each partner's total hours.
 - It is important we are consistent with how we process tips across stores, please process cash tips as directed above.

Store Manager Support

What if I am in a state or area with a quick pay requirement for separations? What should I do?

- We will continue to comply with state and local laws. In states or areas with a quick pay requirement for separations, SMs should process the separation in Partner Central as normal and separated partners will be paid in the same way the partner has elected to receive their paycheck.
- At this time, final payments will be issued based on a partner's scheduled hours in Starbucks Partner Hours until this outage is resolved. When access to SPH is restored, SMs will enter/edit punches for this past week up until the outage is resolved and if separated partners were underpaid, they will receive any final pay adjustments to make their pay whole in the same method a partner has elected to receive their paycheck.

NEW What if I am supposed to be onboarding a partner?

- We know there may be instances where you have planned to onboard a partner or begun to train a new partner. Consider working with the partner to reschedule their onboarding or training to another week. If you plan to proceed with a partner's scheduled shifts, they must have an active and accessible partner number. SMs can continue to complete hiring activities and can get partner numbers from Partner Central.
- If you proceed with their scheduled shifts, utilize the punch communication log. For new hires that have already started working (even if shifts weren't captured on the schedule), they can continue to work and use the punch communication log.

- If they do not have an active partner number, inform them that you will have to reschedule for another week until you can get access to the system.
- In situations where a new hire did not have scheduled hours in SPH but still worked, they may be more significantly impacted on their paycheck. If the partner requests support, refer to the FAQ around processing off-cycle pay requests or an emergency wage advance