COX AUTOMOTIVE™

EMPLOYEE SERVICE CENTER

New Team Member Guide

Employee Service Center

About This Guide

Starting a new job is exciting and challenging. We also understand that it can be a stressful time.

We have developed this onboarding guide to help reduce some of the uncertainty and help you become a successful member of *Cox Automotive*. This guide provides you with practical information and resources to help you integrate into your new role.

Adjusting to a new job and environment takes time. To help you with your transition, we have divided this process into sections:

1. Welcome to Cox
2. Soft Skills
3. Tools and Resources

Throughout this manual you will see these call out icons, which will direct you to other resources or to learn more:

Good to know!

Exercises

Real World Examples

Important Information

Attendance

Your regularly scheduled shift is assigned by your supervisor/manager and adherence to the attendance policy is required. You are expected to be on time to your workstation each work period.

Occasionally, situations arise which may prevent you from reporting to work on time. While your job is important, supervisors must make arrangements to cover your work during your absence. If you know you are going to be late, you must contact a supervisor or manager as quickly as possible. All absences, including tardiness must be reported personally by you to your direct supervisor or manager, unless medically unable to do so.

Acceptable methods of contact are: text message, voicemail or email to your direct supervisor or manager.

Contact Information

Name	Position	Contact Information
Kimberly Fraites *Kimberly.Fraites@coxautoinc.com*	Sr. Manager Winter Garden, FL	Office: 407-905-3272 Cell: 407-865-4892
Open	Sr. Manager Riverside, CA	Office: Cell:
Rochelle McCullough *Shelli.McCullough@coxautoinc.com*	Support Supervisor Winter Garden, FL	Office: 407-905-3275 Cell: 407-848-7996
Jason Boddie *Jason.Boddie@coxautoinc.com*	Payroll Supervisor Winter Garden, FL	Office: 407-905-3273 Cell: 407-961-9095
Debbie Urzua *Deborah.Urzua@coxautoinc.com*	Leave and Support Supervisor Riverside, CA	Office: 951-351-4630 Cell: 951-743-9873
Susan Green *Susan.Green@coxautoinc.com*	Payroll Supervisor Riverside, CA	Office: 951-351-4607 Cell: 951-901-5866
Simara Williams *Simara.Williams@coxautoinc.com*	Trainer Orlando, FL	Office: 407-905-3276 Cell: 407-961-8605

Attendance Forms

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Cox Automotive's Paid Time Off (PTO) plan provides eligible team members with the flexibility to use paid time off to meet their personal needs.

Absence Request Form E-mail to ESC Print Form COX AUTOMOTIVE

To be completed by employee to request time away from work (paid or unpaid) or to request to be paid for days/hours that you missed from work due (i.e. personal, illness, funeral leave).
Please complete a separate form for each week.

Date of Request:

Employee Name: **Employee ID#:**

Region/Group: **Location:**

Department: ☐ Full Time ☐ Part Time

Reason for Absence

☐ **Paid Time Off (PTO)** ☐ **Health Reasons/Illness** ☐ **Military Leave**
☐ **Jury Duty (attach documentation)** ☐ **Family & Medical Leave (FMLA)** ☐ **Funeral Leave**
☐ **Unpaid Time Off/Personal Leave** ☐ **Worker's Comp (On the Job Injury/Illness)** **Deceased's Relationship to Employee**
Date of WC Injury/ Illness:

Day	Date of Absence	Request to be Paid or Unpaid	If Paid, Number of Hours of Work Missed	For Manager Use: Was Time Off Requested In Advance? (i.e. Scheduled)	For Manager Use: Considered Excused or Unexcused
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					

Signature of Employee Date

Approval of Manager/Supervisor Date

PTO may be used in 2-hour increments" and "During the course of a plan year, an employee may elect to use PTO prior to having accrued the time, but may not be advanced PTO in excess of the number of hours the employee would accrue within the applicable plan year.

For Employee Service Center Use Only

☐ If PTO, Avail. Hours ________ Date Entered into KRONOS: Entered by:
☐ PTO Scheduled Hours ________ ☐ PVO Unscheduled Hours ________ ☐ Jury Hours ________ ☐ STD Hours ________
☐ Bereavement Hours ________ ☐ Non-worked Hours ________ ☐ PT Sick ________ ☐ PT Pers ________
If Retro, Date Entered into PeopleSoft: Entered by: ☐ Entered Historical In KRONOS

Cox Automotive hourly team members are required to complete and submit a written or electronic request to their manager for all requested time off. Time off may not be taken until the PTO request is approved by a manager.

PTO requests should be submitted to a manager for approval as soon as possible, but no less than the week prior to the requested time off.

All hourly, non-exempt team members <u>must</u> be compensated for all the time worked. All hourly, non-exempt team members must clock in and out on a daily basis, including in and out for a meal break.

If you clock out but continue to perform work or, if you log in from home to check or reply to emails you must submit a Time Correction form to your manager.

If you fail to clock in or out from your shift or meal break, you can use the Time Correction form to request a missed punch correction.

Time Correction requests must be submitted on a daily basis as they occur.

Time Correction/Missed Punch Form COX AUTOMOTIVE

To be completed by employee and signed by manager/supervisor. Please indicate (circle) AM or PM for all times. Forms can be used for multiple employees and should be submitted to Employee Service Center daily. Please use a new form each day.

Group: **Location:**

Print Form

Employee Name (Please Print)	Employee ID# *	Date	Shift Begin (Include AM/PM)	Lunch Out	Lunch In	Shift End (Include AM/PM)	Employee Signature**

* The Employee ID number is 8 digits, beginning with two zeros. (not the same as the number shown on the employee timecard)
** Employee Signature acknowledges approval of time card adjustments/corrections indicated.

Name of Manager/Supervisor (please print) Approval Signature of Manager/Supervisor Date

Revised 2012-12-19

For Employee Service Center Use Only

Date Entered into KRONOS: Date Entered into PeopleSoft (if retro): Entered by:

Module 1:

In this section, you will learn more about:

Our Company

Who is Cox Automotive

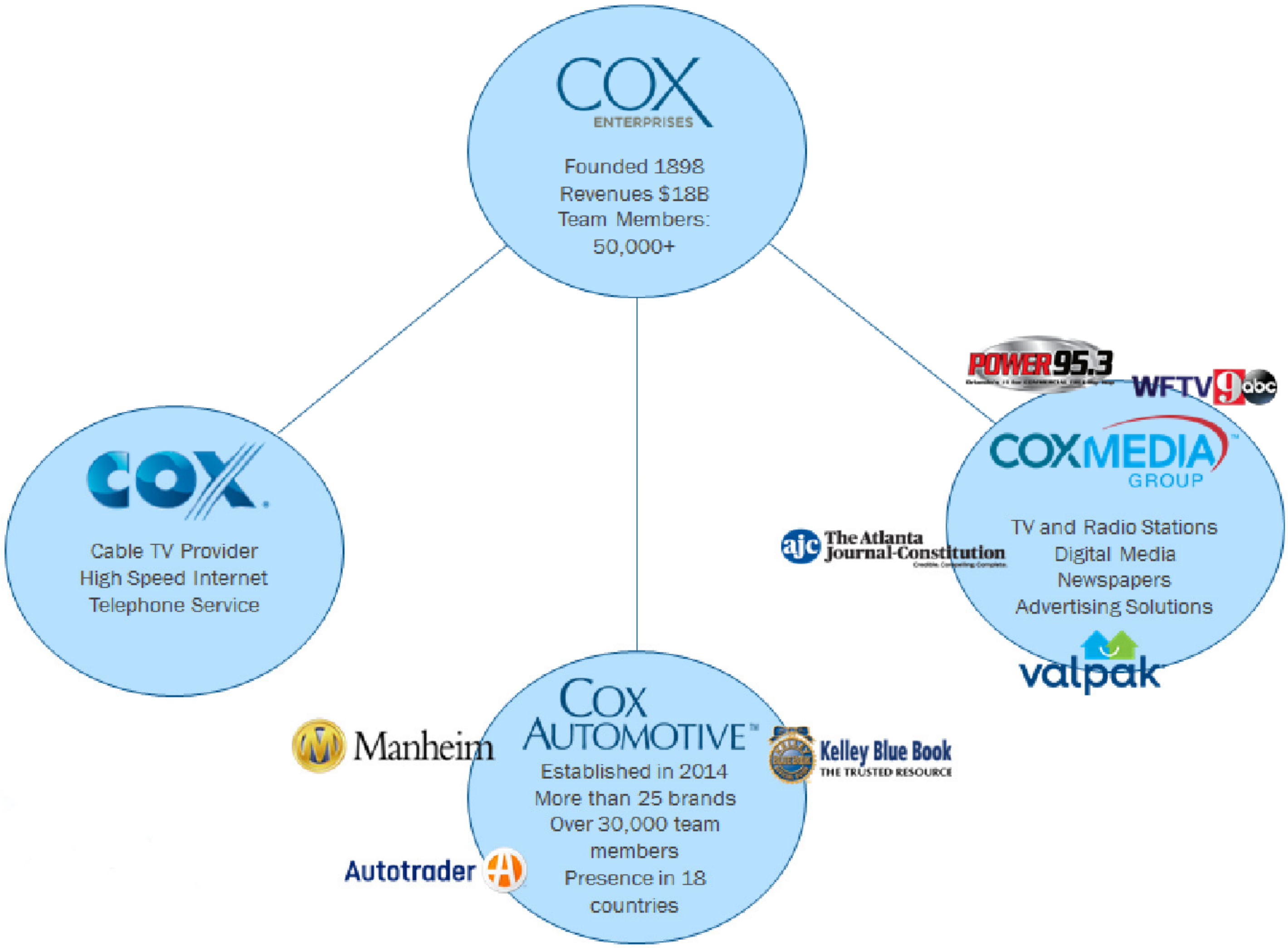
Our Values

Org Chart

Our Brands

The Employee Service Center

Our Company



Cox Enterprises is a leading communications, media and automotive services company. With revenues of $18 billion and approximately 55,000 employees, the company's major operating subsidiaries include:

- *Cox Communications* (cable television distribution, high-speed Internet access, telephone, home security and automation, commercial telecommunications and advertising solutions)
- *Cox Media Group* (television and radio stations, digital media, newspapers and advertising sales rep firms)
- *Cox Automotive* (automotive-related auctions, financial services, media and software solutions)

The company's major national brands include AutoTrader, Kelley Blue Book, Manheim, Savings.com and Valpak.

Who is Cox Automotive

Cox Automotive
EMPLOYEE SERVICE CENTER

Our Vision:

Transform the way the world buys, sells and owns vehicles.

Cox Automotive is the world's leader in vehicle remarketing services and digital marketing and software solutions for automotive dealers and consumers.

Our goal is to simplify the trusted exchange of vehicles and maximize value for dealers, manufacturers and car shoppers. We've built the industry's strongest family of more than 25 brands to provide industry-leading digital marketing, software, financial, wholesale and e-commerce solutions to help our clients thrive in a rapidly changing automotive marketplace.

Our Mission:

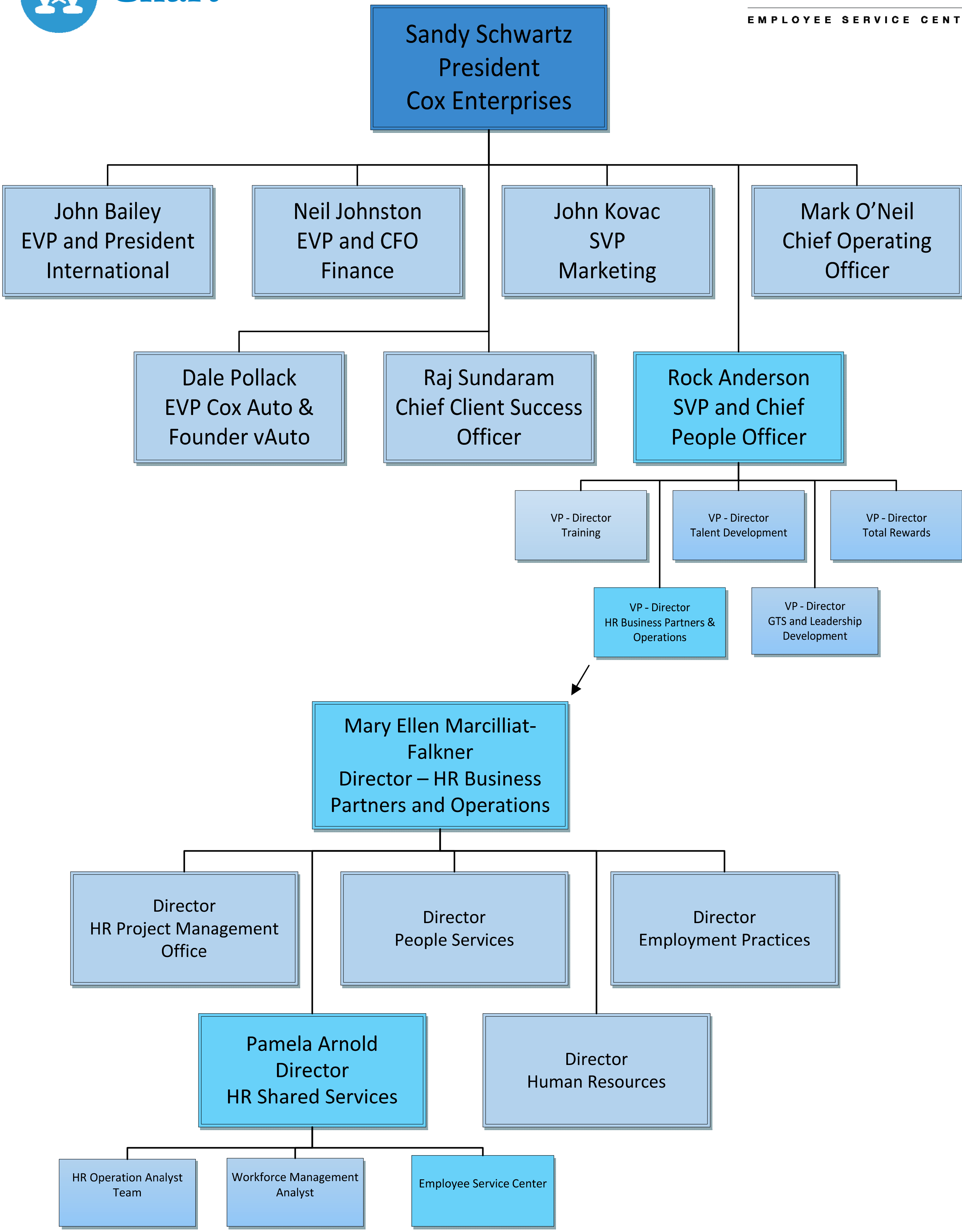
To provide key solutions that create greater efficiencies in the automotive ecosystem.

We build solutions. We drive innovation.
We embrace new technology.

Our Values

- Our *TEAM MEMBERS* are our most important resource.
- We value *DIVERSITY* and *INCLUSION*.
- Our *CLIENTS* are our lifeblood.
- We are *INNOVATIVE*.
- We make a positive difference in our *COMMUNITIES*.

Chart


Sandy Schwartz
President
Cox Enterprises
John Bailey
EVP and President
International
Neil Johnston
EVP and CFO
Finance
John Kovac
SVP
Marketing
Mark O'Neil
Chief Operating
Officer
Dale Pollack
EVP Cox Auto &
Founder vAuto
Raj Sundaram
Chief Client Success
Officer
Rock Anderson
SVP and Chief
People Officer
VP - Director
Training
VP - Director
Talent Development
VP - Director
Total Rewards
VP - Director
HR Business Partners &
Operations
VP - Director
GTS and Leadership
Development
Mary Ellen Marcilliat-
Falkner
Director – HR Business
Partners and Operations
Director
HR Project Management
Office
Director
People Services
Director
Employment Practices
Pamela Arnold
Director
HR Shared Services
Director
Human Resources
HR Operation Analyst
Team
Workforce Management
Analyst
Employee Service Center

Our Brands

Cox Automotive businesses operate in five core focus areas with a domestic and global presence.

Our brands lead the industry with best-in-class offerings that connect all the pieces of the automotive puzzle that our customers live with every day into one scalable solution. We bring together the best and brightest partners and teams to create value, efficiency and opportunity for our customers to run their businesses more effectively and profitably.

Exercises

1. Select a brand from the list above. Use the internet and other resources, to learn more about the selected brand. Share your thoughts with the team.

The Employee Service Center

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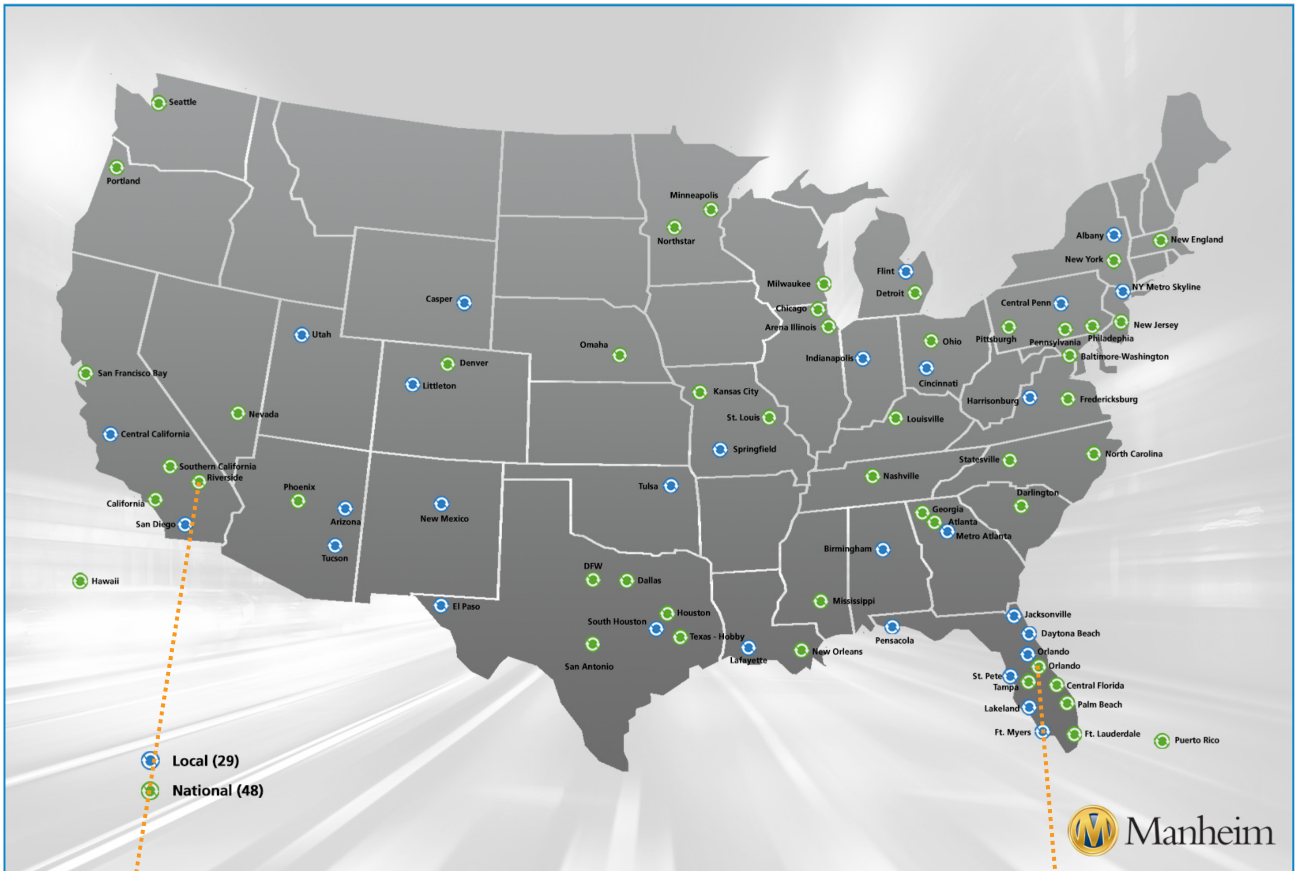
The Employee Service Center (ESC) currently supports the entire *Cox Automotive* population across all business units in the entire US; including Puerto Rico and Hawaii.



Two Locations - One Team!

Riverside, CA

Opened in 2011 after an expansion to support all Manheim auction locations

Winter Garden, FL

Opened in 2009 to support the Florida Manheim auction locations

Our Org Structure

Cox Automotive
EMPLOYEE SERVICE CENTER

- Pamela Arnold, Director, HR Shared Services
  - Kimberly Fraites, Sr. Manager, ESC - Orlando
    - Kimberly Fraites, Sr. Manager, Winter Garden, FL
      - Tier 1 Supervisor
        - Support Specialists
        - Onboarding Specialists
      - Tier 2 Supervisor
        - Payroll Clerks
        - Payroll Specialists
        - Benefits Specialists
  - Open, Sr. Manager, ESC - Riverside
    - Open, Sr. Manager, Riverside, CA
      - Tier 2 Supervisor
        - Payroll Clerks
        - Payroll Specialists
        - Benefits Specialists
      - Leave Supervisor
        - Leave Specialists
        - Support Specialists

Areas We Support

The Employee Service Center (ESC) focuses on the centralization of key operations; such as:

- Payroll
- Benefits
- Leave Management

This centralization allows for the standardization of pay and work rules, consistency in transactional process and a better customer experience.

We are team members helping team members!

Systems and Tools

In addition to processing payroll, managing benefits and leave of absences, our support extends through many different systems and tools:

- Compass
- SAS (Salary Administration Solution)
- Spark
- Manager Center/Manager Self-Service
- Kronos
- PeopleSoft Time & Labor
- Learning Lane
- Fuel
- InSite

InSite Your Cox Info Source
ORACLE PeopleSoft
KRONOS
LEARNING LANE
Compass Chart your course. Create our future.
FUEL
Manager Center

Exercises

1. Using the materials provided, draw a visual representation of our company and the ESC.

2. Share your drawing and your thoughts with the team.

ESC Roles

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EMPLOYEE SERVICE CENTER

Tier 1 Support
- General pay, leave and benefit questions
- Online navigation assistance
- Kronos badge replacements
- New Hire I-9 documentation

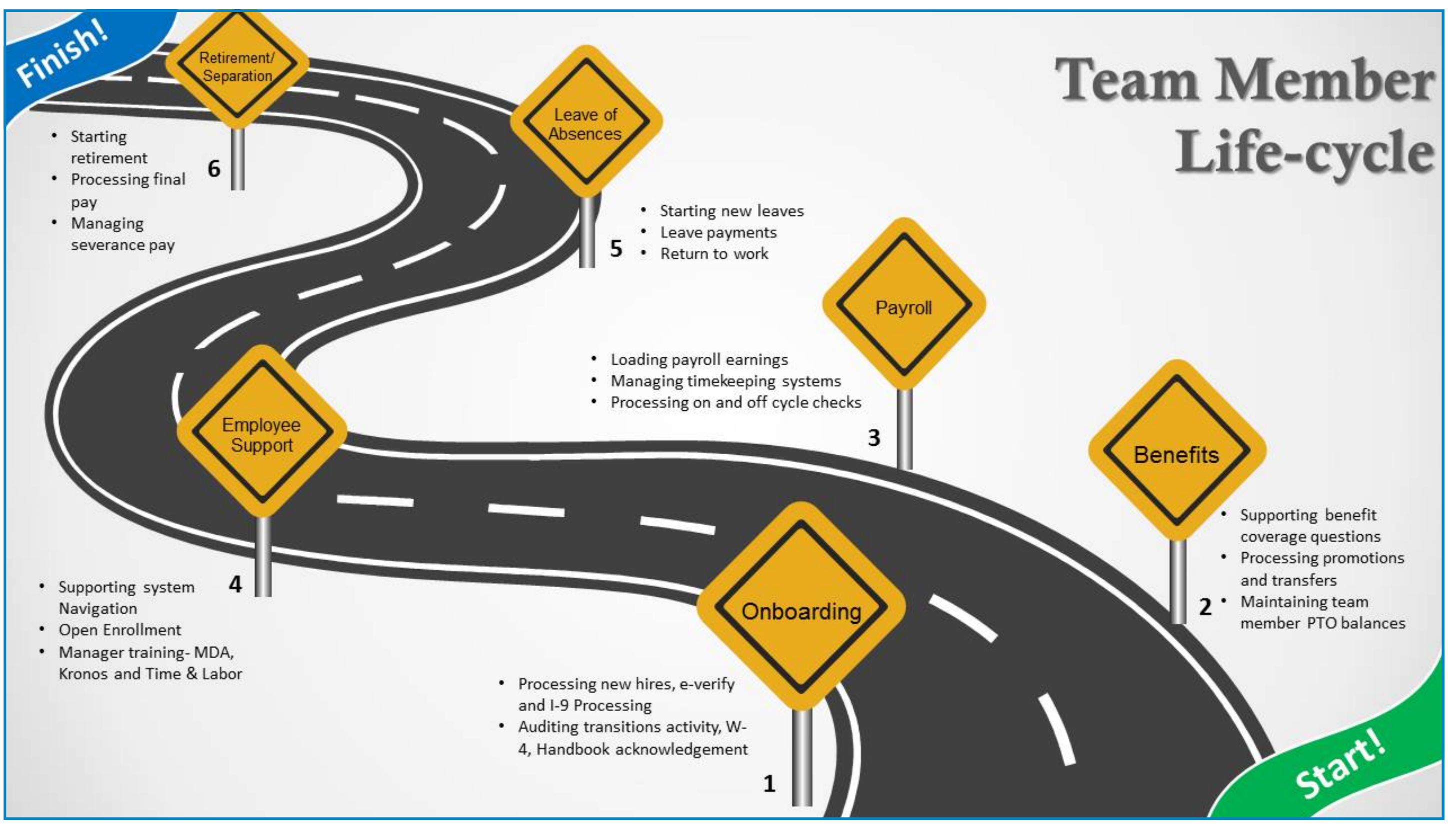
Onboarding
- Onboarding inquiries
- Hires & rehire processing
- Transitions

Support Clerks
- Kronos data entry
- Subphoenas

Payroll
- Payroll inquiries
- Payroll processing
- Off cycle checks
- Tax changes / State & Local tax entries
- Kronos access requests
- Severance processing
- Garnishments

Benefits
- Benefits inquiries
- Manager Direct Access changes
- Life insurance / death claims
- Peoplesoft changes
- Life events
- Healthcare support orders

Leave
- Leave inquiries
- Administer LOA programs
- Facilitate FMLA processes



ESC Community

Cox Automotive
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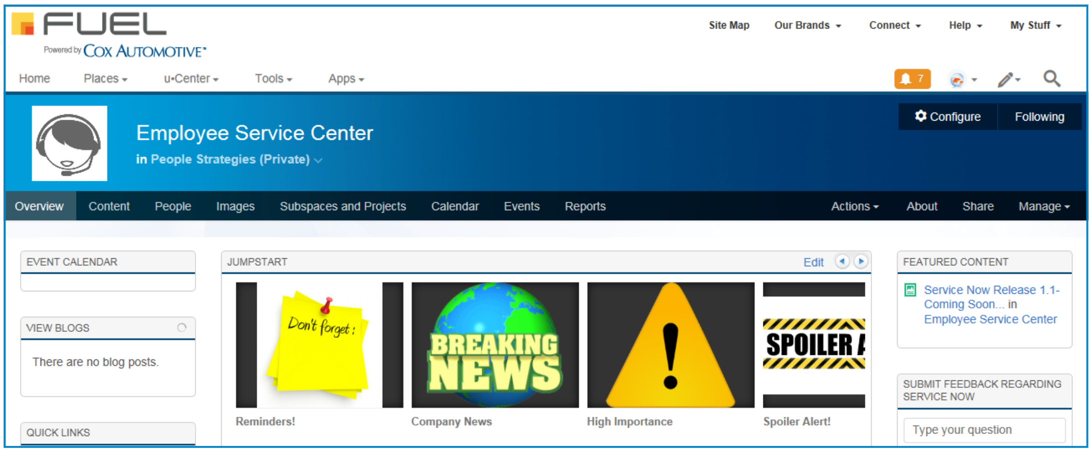
The ESC Community in *Fuel* is YOUR space!

The ESC Community is your main source of resources. It is a compilation of great ideas that come directly from your team. In the Community, you can find quick links to the most commonly used programs and sites, training documents and best practices.



Exercises

1. Find the ESC Community in Fuel. Describe the steps you took below.

2. Read an article of your choice from the High Importance section and summarize it.

3. What information can you find in the HR Tool Belt section?

4. What information can you find in the Training section?

Module 2:

In this section, you will learn more about:

- Email Etiquette
- Social Media Use
- HIPAA Compliance
- Protecting Privacy

Email Etiquette

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Email etiquette refers to the principles of behavior one should follow when writing or answering email messages.

Without basic etiquette, your email can be easily misinterpreted by your reader. Therefore, it is crucial that you follow the basic rules of etiquette to construct an appropriate tone.

Do ✓	Don't ✗
• Use a meaningful subject. • Use a proper salutation. • Check for punctuation, spelling and grammar. • Write in a positive tone. • Be polite - use *please* and *thank you*. • Use a font that has a professional or neutral look. • Try to keep the email brief. • Re-read before sending. • Include a proper closing and signature. • Use your templates when applicable.	• Don't type all in CAPS. • Avoid slang or text-message type (ex: How r u?). • Avoid using negative words. • Don't reply all on your email if the message isn't relevant to everyone. • Don't respond if you're upset. Take time to cool off and consider the appropriate response. • Don't use sarcasm or rude jokes.

Think twice about whether or not the content of your email is appropriate for virtual correspondence. Once you hit SEND, anyone might be able to read your email.

Standard Signatures

Team Signature

Benefits Specialist Team
Employee Service Center
COX AUTOMOTIVE
Telephone: **855.449.0010**
Confidential & Proprietary

Personal Signatures

First Last | Position, Employee Service Center
Cox Automotive | 1275 East Story Road | Winter Garden, FL 34787
Main ESC Contact Number ☎: 1-855-449-0010
Main ESC Email Box ✉: ESC@coxautoinc.com
COX AUTOMOTIVE
Employee Service Center

Remember: not all messages are best delivered via email. There are many instances when one should stop and say: "It's time to meet or talk in person because we've gotten as far as we can through email".

Email Etiquette Quiz

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1. When writing an email message, paragraphs should:
   A. Be long
   B. Be short
   C. Be indented

2. The best way to make several points in one email is to:
   A. Include all the points in one paragraph
   B. Use lists with bullets or numbers
   C. Emphasize by typing in CAPS or use red, bold font

3. The tone of a professional work email should be:
   A. Conversational
   B. Formal
   C. Casual - like the tone you use with your friends

4. When sending an email, you should copy (CC):
   A. Everyone in the department
   B. Your supervisor and boss, so they know you're working hard
   C. Only those people who absolutely must know

5. When replying to an email, you should:
   A. Always reply to all, so that everyone know you replied
   B. Reply only to those who need to remain in the conversation or be aware

6. What is the most important thing you should do with every email?
   A. Spell check, use full sentence structure and use proper grammar
   B. Have a nice greeting: Hi, Hello, etc.
   C. Have a proper sign off: Thank you, Sincerely, etc.
   D. All of the above

SCORE:
5 - 6 = Great job. Keep emailing!
4 - 3 = You're ok. Be a little more cautious though. You could learn a few tips.
2 - 1 = You could use some help. Let's review the email etiquette section again.

Social Media Use

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Team members who engage in social media should be aware that their activity can impact Cox Automotive's business, the public's perception of our company and the individual's personal and professional reputation.

Real World Examples

1. *"Linda"* **posts a racist rant on social media. Her followers notice where Linda works through her profile and complaints are filed with her employer thus leading to her termination.**

2. After a rough day at the HR Call Center, *"Mary"* **posts derogatory comments on social media about a customer and how her boss handled the situation.** *"Mary's"* **co-workers report the post to her manager. She is terminated for violating the company's social media policy.**

Exercises

1. Find the Employee Handbook in Fuel and read the company's Social Media policy.

2. Summarize the policy below.

____

____

3. How can this policy help create and maintain your personal brand?

____

____

HIPAA Compliance

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The *H*ealth *I*nsurance *P*ortability and *A*ccountability *A*ct is a federal law designed to protect a subset of sensitive information, known as protected health information (*PHI*).

Covered Entity	Protected Health Information (*PHI*)
A covered entity is any person or organization that provides services, bills or is paid for health care services in the normal course of business.	*PHI* is any information provided to a covered entity that can be used to identify a patient - whether living or deceased - that relates to the patient's past, present or future physical or mental health or condition. This includes healthcare services provided and payment for those services.

Any of the following are considered identifiers under HIPAA:

- Patient names
- Telephone numbers
- Fax numbers
- Social Security Numbers
- Drivers license numbers
- Email addresses
- Dates (except year)
- Healthcare record numbers
- Account numbers
- Biometric identifiers
- Health plan beneficiary numbers
- Type of treatment or injury
- Demographic information
- Names of relatives

As a Cox HR representative, you are in a position to receive PHI from healthcare plans and/or team members. Safeguarding this information is a top priority!

Who does HIPAA apply to?

HIPAA covers all team members covered by a medical and dental plan or a flexible spending account. This also applies to retirees and team members our on long term disability (LTD) who are covered by Cox medical plans. While short term disability (STD) and Workers Comp are not governed by HIPAA, you should never share *PHI* with Workers Comp vendors or the STD plan.

Real World Examples

1. *"Suzie"* calls the ESC and during the conversation, she tells the Specialist that her son is a diabetic and shares the name of their prescription.

2. *"Jane"* and *"Tim"* are talking in the lunchroom about their co-worker *"Paul"*, who was involved in a car accident the previous night and is in the hospital with multiple fractures.

Protecting Privacy

Personal information can be subcategorized into two types:

Private and Proprietary Information

- Any non-public or sensitive information; including but not limited to: trade secrets, confidential information of our Company, its customers, its business aprtners, its employees or other with whom it does business.

Peronally Identifiable Information

- Any information that allows the identification of a particular individual.

Examples of Private and Proprietary Information:

- Planned acquisitions
- Customer lists
- Personal data
- Financial data
- Company policies
- Business processes
- Marketing strategies
- Market expansion plans
- Planned advertising programs
- Prototypes
- Suppliers lists and pricing
- Testing data
- Schematics and software
- Plans for improvement of software or services

Examples of Personally Identifiable Information:

- Financial account information
- Personal identification numbers (PIN)
- Drivers license numbers
- DMV information and driving record history
- Passport number
- Medical information (past, present or future)
- Digitalized or electronic signatures
- Insurance related information
- Collections history
- Biometrics data
- Personal email address
- Personal postal address
- User names
- Employee ID number
- Bill / invoice images
- Social Security Number (any portion)
- Date of birth
- Place of birth
- Mother's maiden name
- Unlisted telephone numbers

How can I protect our customers' private information?

Secure Your Workplace

- Lock files and paperwork.
- Remove printed documents from the printer.
- Shred any sensitive or confidential documents.
- Lock your workstation when leaving your desk.

Caller Verification

- Verify the name and last name of the caller.
- Verify the employee ID.
- Verify the last four digits of their social security number.
- Verify their month and day of birth.

Password Security

- Never share your passwords.
- Never write down your passwords.
- Create passwords that are hard to guess but easy to remember.
- Change your passwords periodically.

Privacy Do's and Don'ts

- Use approved methods to securely transmit or distribute personal information
- Use approved methods to store personal information

- Do not share PeopleSoft screenshots or other information with outside parties; including current or former team members.
- Do not store personal information on unauthorized devices or communication services.

Exercises

1. **Find the SafeSend application on the ESC Community in Fuel.**
2. **Log in to SafeSend and view the web tutorial.**
3. **Upload and send a file to the person sitting next to you.**
4. **Discuss what other steps you can take to keep information private and secured.**

Module 3:

In this section, you will learn more about:

Online Resources

FUEL

InSite
Your Cox Info Source

HRDIRECT

Cox Automotive Global Learning
a world of opportunity

Collaboration Tools

BOMGAR™

box

join me

Online Resources

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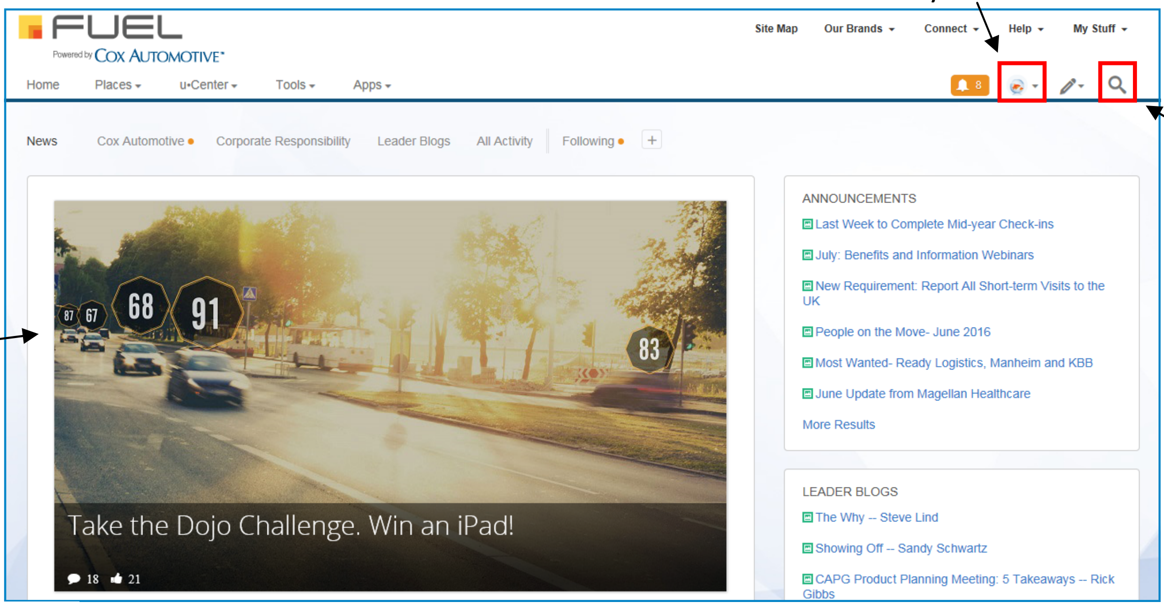
FUEL
Powered by COX AUTOMOTIVE

Fuel is Cox Automotive's company-wide intranet portal. From breaking news to on-the-job resources, *Fuel* is home to all things Cox Automotive!!

With *Fuel*, you can share your thoughts and ideas, follow what your colleagues and team are doing and get updates from other parts of the company!

My Profile

Top Stories



Click on the spyglass to search for topics of interest

Exercises

1. **View and update your Fuel profile.**

2. **Follow one of your colleagues.**

3. **What are three top stories in Fuel? Like one of those articles.**

4. **Run a search for Fuel Navigation Overview. Watch the Navigation overview video. Share your thoughts below.**

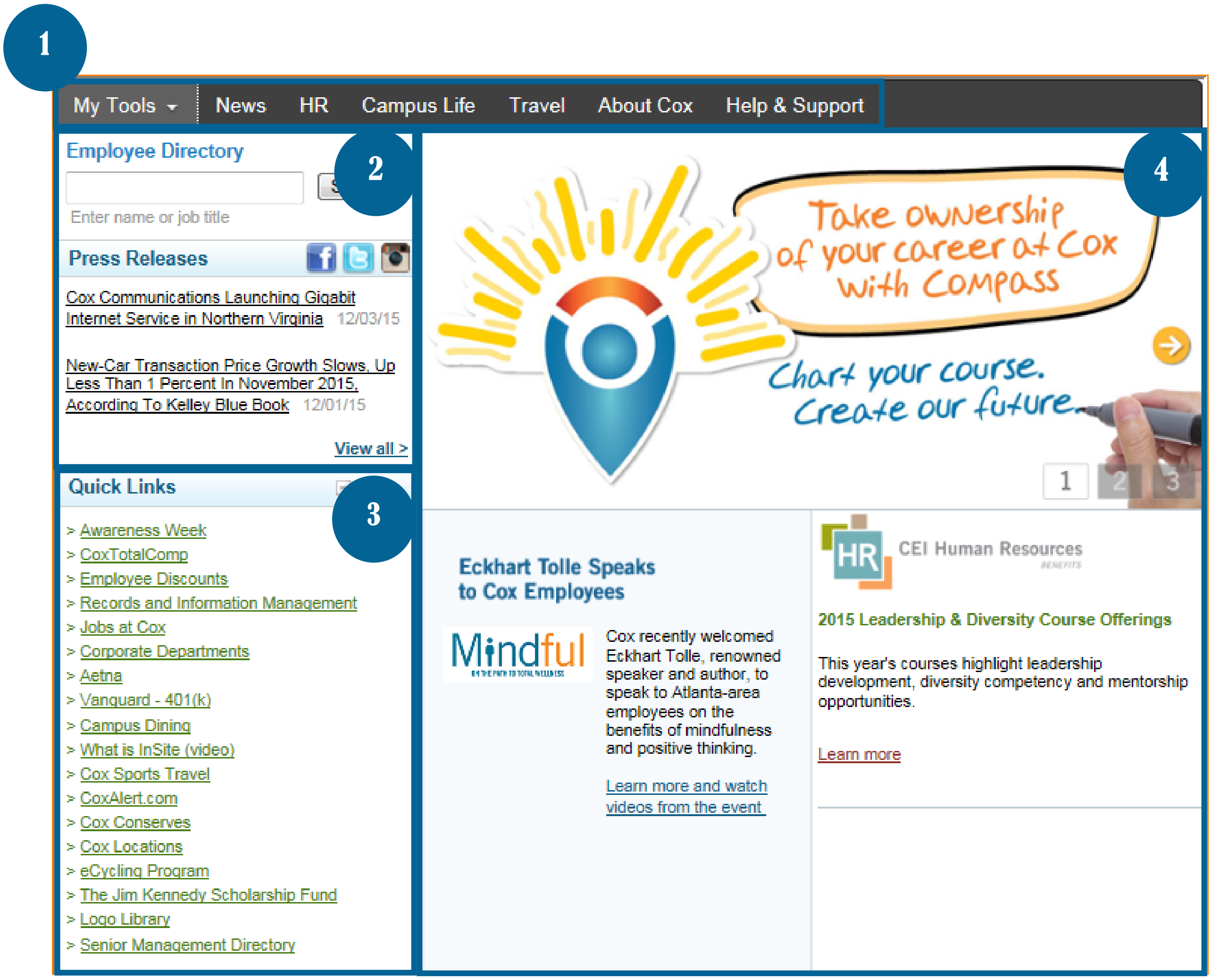
5. **What are some of the Tools available on Fuel?**

InSite — Your Cox Info Source

Cox Automotive — EMPLOYEE SERVICE CENTER

InSite is your primary channel for company information and business related tasks.

Via *InSite* team members can view and print pay stubs, enroll in benefits, view employee discounts, update their personal information, update W-4 information, set up direct deposit and much, much more!



The *Home Page* provides access to a wealth of information:

1. *Navigation Bar* – Your navigation bar provides access to all the pages within InSite. My Tools provides access to all the self-service tools
2. *Employee Directory and Press Releases* – In this section, you can use the employee directory to find the contact information for any employee across all Cox companies or read our company's latest press releases.
3. *Quick Links* – The Quick Links section provides you with easy access to some of the most common areas within InSite
4. *Latest News* – In this section, you can read the latest company news. Check this section often as articles change frequently.

HRDIRECT

PeopleSoft | VISTA | Kronos | InSite | Benefits Literature | Contact Us

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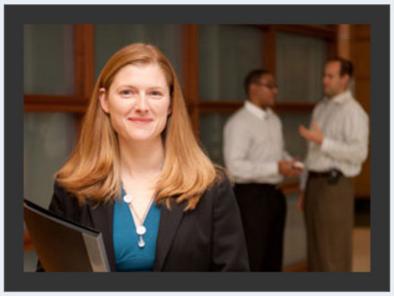
HR Direct gives you fast and easy access to information and tools that can help you support team members as well as learn about Cox's Payroll and Benefits. Find job aids, forms, training videos, simulations and much more!

- Home
- Benefits
- Cox Total Comp
- Compass
  - Marketing
  - Training
- Know Your Numbers
- Open Enrollment
- Payroll
- Payroll Year-End
- PeopleSoft Requests/Wizard
- Reference Guides
- Retirement Information
- ServiceNow - HR
- Summary Plan Descriptions
- Time and Labor
- Training Center
- Help and Info for HR Support Teams
- Site Contents

The navigation pane will help you find information on Benefits, Payroll, training information and more.

Two areas you might find of particular use are the ***Benefits Resources*** and ***Reference Guides.***



Benefits Resources

Resource
- Aetna Life Insurance Claim Form
- Benefits Toolbox
- Cox Total Comp
- Forms Library

Benefits Reference Guides

Here you will find reference guides for PeopleSoft, Life Events and Manager Center.

URL
- LBC Reference Guide
- Life Events Reference Guide for HR
- HRIM Reference Guide
- VISTA User's Manual
- PeopleSoft 9.1 HR Quick Reference Guide
- Manager Center Reference Guide (HR Edition)

Payroll and Kronos Reference Guides

In this section you will find links for reference guides related to payroll and Kronos.

URL
- Payroll Reference Guide
- Payroll Quick Reference Guide
- Kronos 6.2 Manager Supervisor Guide
- Kronos Participants Guide
- Kronos 6.2 Manager Supervisor Guide
- Kronos Time Administrator Guide - HTML
- Kronos Time Administrator Guide - Java

Benefits
- Benefits Toolbox
- Cox Total Comp
- Forms Library
- Rate Sheets
- Etc…

Compass
- Goals and Performance
- Onboarding
- Recruiting Webinars & Recordings
- Quick Reference Guides
- Help & Support

Payroll
- Forms Library
- Processing Calendars
- Pay Card resources
- Year End Processing
- Regulatory Corner

Reference Guides
- Life Events
- Vista User Manual
- PeopleSoft 9.1
- Manager Center
- Payroll

Training Center
- Job Aids
- Presentations
- FaceTime Forums
- Reference Material
- Simulations

Exercises

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1. Find and view the *HR Direct Orientation* in the Training Center.

2. Open the *Benefits At A Glance* document from the Benefits Toolbox.

3. What is the definition of live events according to the Life Events Reference Guide?

4. What areas of HR Direct do you think will be most helpful to you and why?

5. What is *Compass* and what information can you find there?

6. Where would you find information about preparing an online check?

7. What are some of the resources available to Benefits Specialists?

8. What are some of the resources available to Payroll Specialists?

9. What job aids can you find regarding Payroll Year End processing?

Learning Navigator is your one-stop spot on *Fuel* for finding the right training and development resources that meet your needs and suit your style of learning.

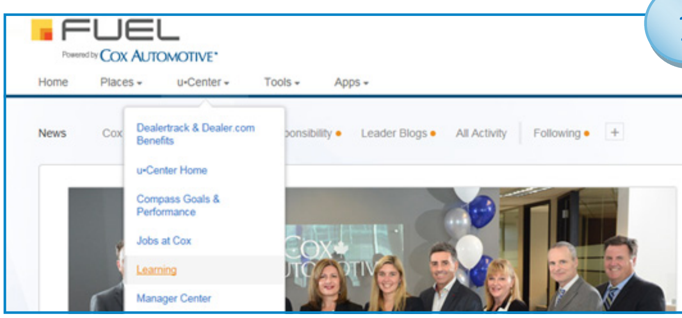
Here you will find a wide variety of content, ranging from Learning Lane courses and classroom offerings to an ever-changing array of videos, podcasts, articles and more.

How it works…

The *Learning Navigator* home page provides general Global Learning information and recommendations. Users can explore content based on competency and filter by the category that best fits their needs to easily find learning resources suited for their role.

- Formal classes through Learning Lane
- Informal learning opportunities, such as articles, podcasts and videos

How do I get there?



1. From the *Fuel* homepage, click on the *u.Center* drop-down.

Click *Learning*.

2. Welcome to *Learning Navigator*.

Exercise:

1. From Learning Navigator, click on the MENU button to find the Daily Drivers. Read the prior day's Daily Driver post. What is the title of the Daily Driver your read? Share your thoughts on that Driver below.

LEARNING LANE

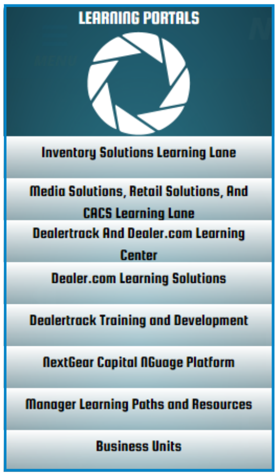
Gain practical, valuable knowledge...

COX AUTOMOTIVE™
EMPLOYEE SERVICE CENTER

Learning Lane; one of the resources available through Learning Navigator is your primary source of formal classroom and eLearning content for all Cox Automotive team members.

To access Learning Lane, click on the *MENU* icon on Learning Navigator.

Click on the appropriate business.



Use the buttons on your Learning Lane homepage to explore learning opportunities specific to our different brands and business units.

You can also access enterprise-wide training and resources, such as personal and business skills, courses to help you grow your career and more!

Exercise:

1. Log in to Learning Lane and enter the Road Trip section. Click on the eLearning button and watch the Cox Automotive presentation. In the spaces below, share your thoughts on this presentation.

BOMGAR™

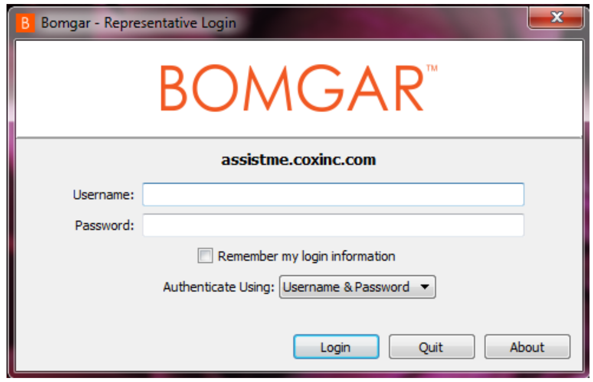
Cox Automotive™
EMPLOYEE SERVICE CENTER

Bomgar is a remote support solution that allows our specialists to remotely connect to the end-user's system.

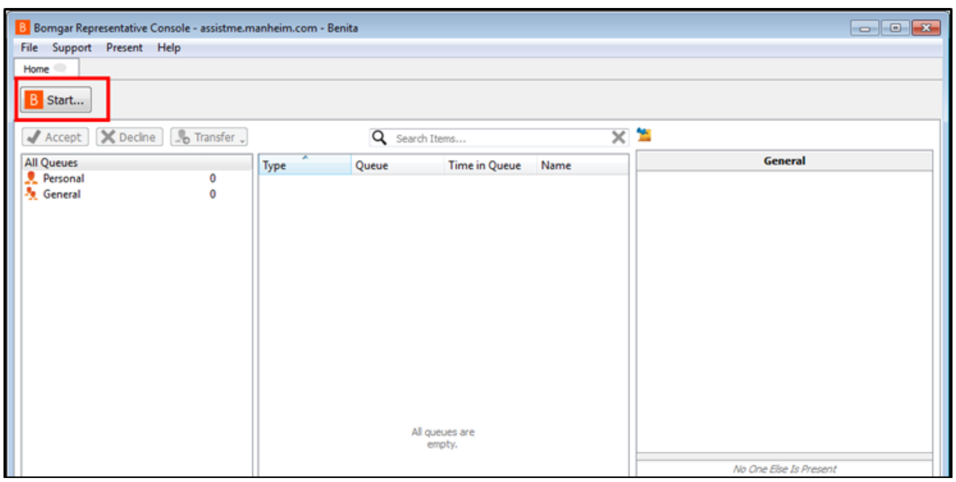
When should I use *Bomgar*?

There are three questions you should think about when working with customers:

1. Is the customer I'm working with good with computers?
2. Can they follow the instructions I'm giving them over the phone?
3. Have basic troubleshooting steps been able to resolve the issue?



When the answer to any of these questions is "NO", you should use *Bomgar* to assist in resolving the customer's issue.



To remote into your customer's computer, log in to the *Representative Console* and *Start Session*.

There are three methods for connecting with a customer:

- Send an Email
- Choose Consultant
- Generate Session Key

Choose one of these options to begin the support section with the customer.

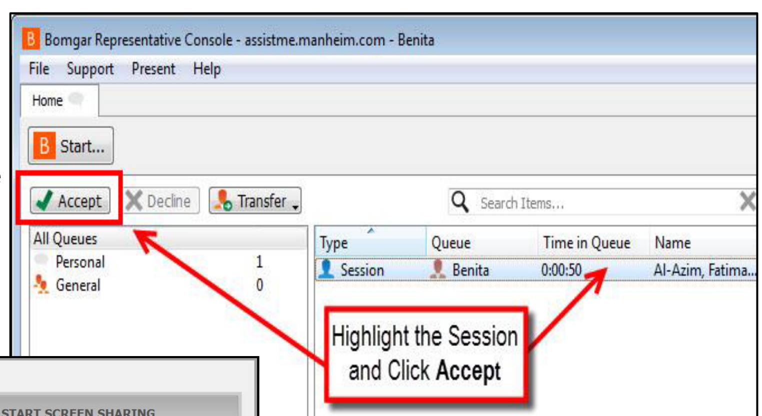
The customer will be prompted to download Bomgar. When the download is complete and Bomgar is installed, instruct the customer to accept the Full Terms & Conditions.

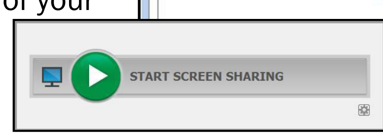
From your queue screen, highlight the session and click ***Accept***.

Click the ***Start Screen Sharing*** button to begin the session.

Instruct the customer to click ***Allow***

You now have shared access/control of your customer's computer!





- Assure your customer that they are working with a professional and they are able to see everything you are doing. Let them know you understand their concerns.
- Assure your customer that you will not be accessing anything that you do not need in order to resolve their issue. Make them feel comfortable with your abilities to help them resolve their issue.
- Inform the customer that all Bomgar software is downloaded for this session only and gets automatically removed as soon as the session ends.

Objection	Prospecting Preparation
I do not trust you connecting to my computer; could you give my computer a virus?	Once I am connected to your computer, the option you will select is for me to "View Only." I will guide you through the process and will not take over control of your computer.
Will you have access to my files?	I will not have access to any files on your computer, only the current active screen.
What about the security risk?	The connection we make will be secure and you will not have to modify any security settings in order for Bomgar to connect.
Will you be able to access my files after the call is over?	No, once the session is closed the current viewing access will end.

Exercises

1. Partner with the person sitting next to you. Using the processes listed above, remote into their computer. When you have completed the process, allow your partner to remote into your computer. Discuss any challenges you might have faced working through the steps.

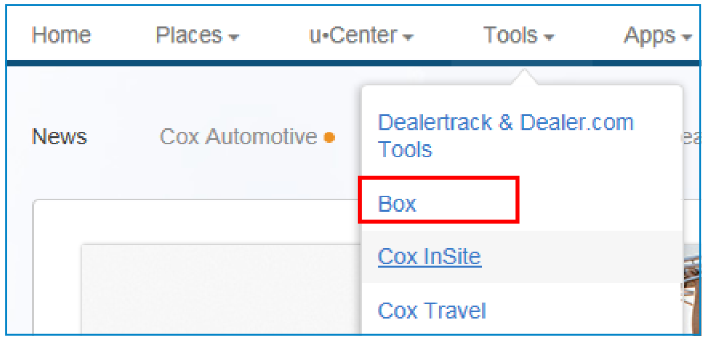
2. Working with your partner, discuss how would you handle a customer that needs Bomgar assistance but does not want you to remote into their computer. How would you engage the customer?

Cox Automotive
EMPLOYEE SERVICE CENTER

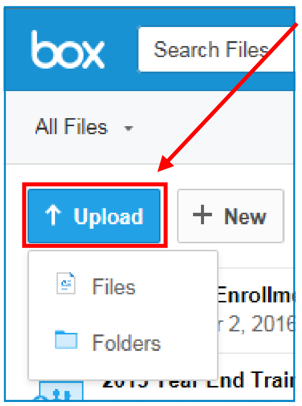
Box provides cloud based document management and sharing so that you can keep your files in one place that you can access anywhere

To access, go to *Fuel* and click on ***Tools***. From the drop-down menu, click *Box.*

Through single sign-on, you will be automatically logged in to your *Box* account.



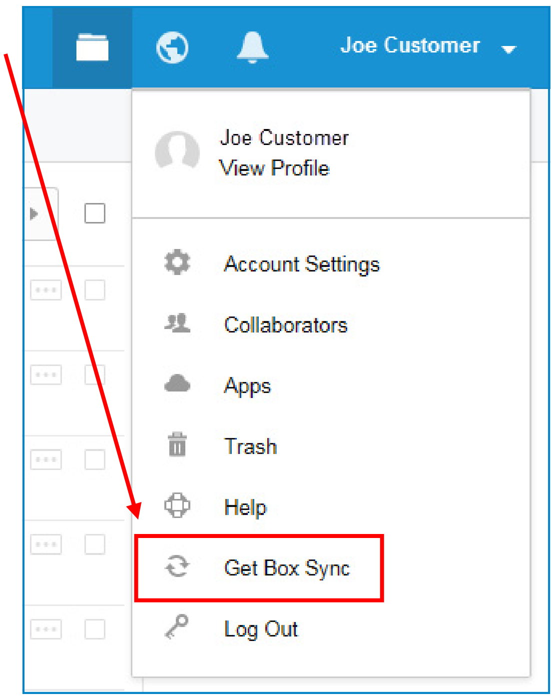
Add files or folders for others to see and share.

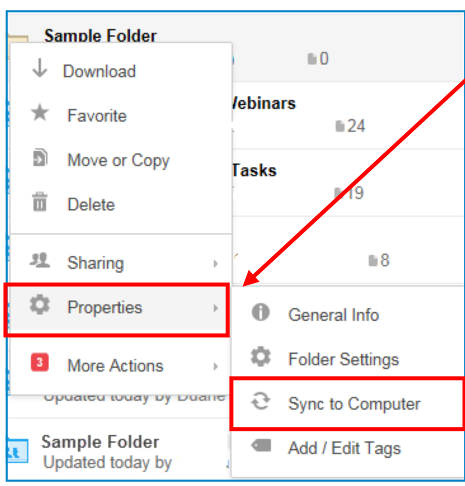


Click the ***Upload*** button to load files or folders.

Download and install the latest version of Box Sync for Windows to sync content between your desktop and your *Box* account.

Drag folders from your computer into your *Box* folder to sync them with your account online.





From your *Box* account, right click on any folder to sync it with your desktop.

The blue icon means the folder is synced.

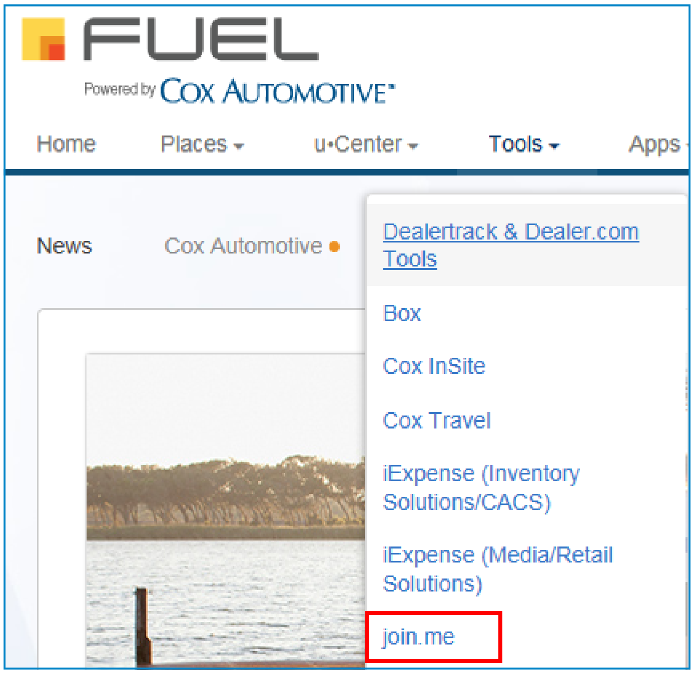
Exercises

1. Log in to your Box account and download Box Sync.

2. Create a new folder. Upload a new document via your Box Account. Drag and drop a new document via the Box folder in your Desktop.

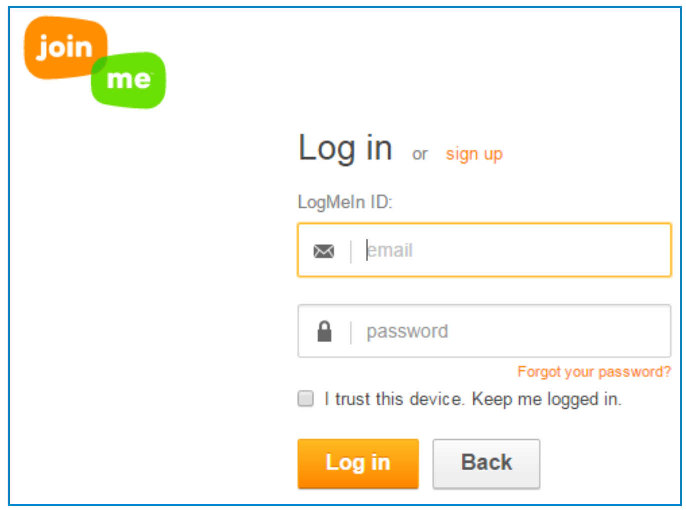
EMPLOYEE SERVICE CENTER

Join Me is an online tool that offers screen sharing and online meetings.



Click *Join Me* from the Tools drop-down menu on *Fuel*. You will be directed to the *Join Me* webpage.

Type in your email address - *Join Me* will recognize your enterprise account. You will <u>not</u> need to enter your password. Click the ***Log In*** button.



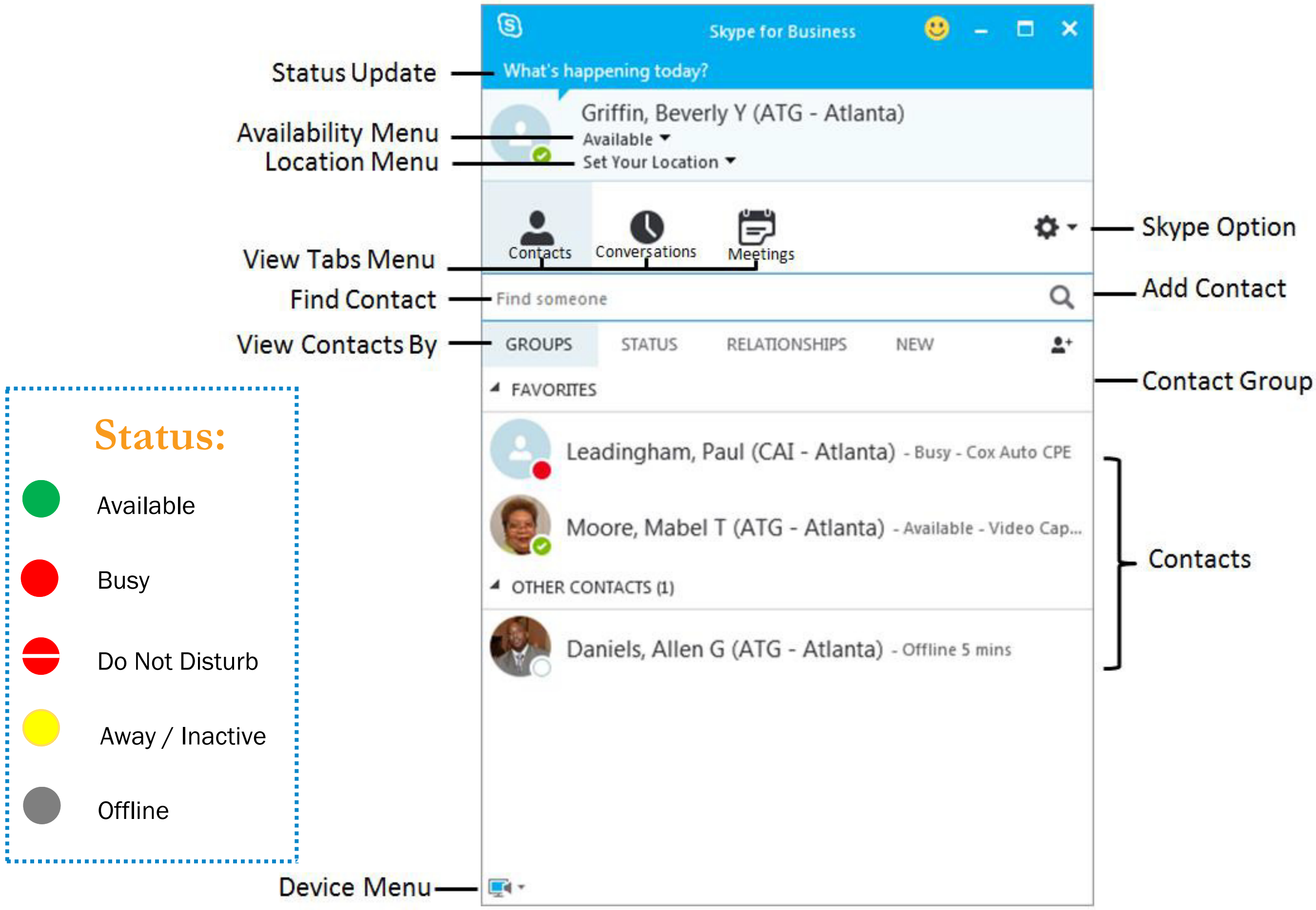
You can personalize your meeting background. Your background is the photo that attendees see when they are waiting for your meeting to start.

Exercises

1. Once logged in, personalize the meeting link that you provide to attendees. Provide the link in the spaces below.

2. Download the Join.Me application to begin hosting meetings. Click on the application to log in. Start a meeting and share your screen.

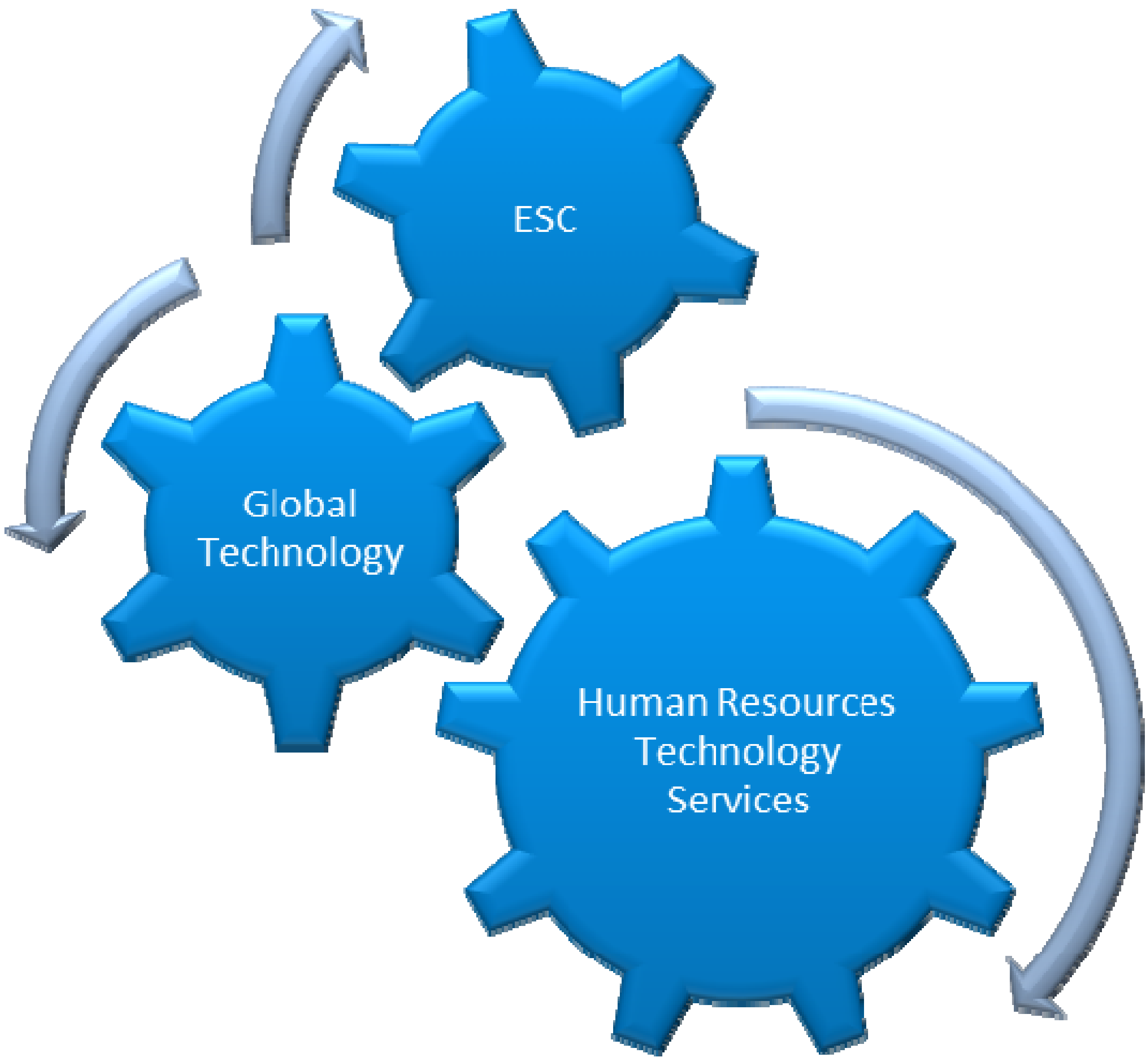
Skype is super efficient way to quickly connect with co-workers! With *Skype*, you can instant message, call, video chat, and share documents with peers.



Skype Basics	
To start a conversation:	Double-click the name of the contact or point at the contact's picture and click the *IM* button.
To send an instant message:	Type the message in the text box then press *Enter*.
To end a conversation:	Close the conversation window by clicking the "*X*" in the upper right corner.
To make a call:	Point to a contact's picture and click the *Call* button or the *Video Call* button.
To share a file:	Click the *Present* button in the conversation window. Select the *Attachments* tab and click *Add Attachment* or simply drag and drop the file into the IM text box.
To share your desktop:	Click the *Present* button in the conversation window and select either *Desktop*, *PowerPoint*, or *Program*.

Module 4:

In this section, you will learn more about:



CEI Human Resources
TECHNOLOGY SERVICES

Cox Automotive
EMPLOYEE SERVICE CENTER

The CEI Human Resources team provides technical HR support to all divisions/companies under the Cox umbrella. The team is organized into three main groups:

Operations
- Payroll & Tax
- HR Benefits
- Reporting & Analytics

Support
- 1st Level Support
- Security
- Training

Product Management (Compass)
- Recruiting & Onboarding
- Goals & Performance

Need blurb here...

Resolve escalated HR, benefits, payroll and Compass issues from the ***divisional*** HR service centers

Correct historical data in PeopleSoft

Process enterprise-wide payroll, manage garnishments and state/federal payroll taxes

Global HR Technology

COX AUTOMOTIVE™
EMPLOYEE SERVICE CENTER

The Cox Automotive Global HR Technology team provides division specific HR support. This group is responsible for understanding how our systems work, not just in general, but specifically for Cox Automotive.

This group also supports the integration between our HR Technology systems and other Cox Automotive groups, such as Legal, Finance and Technology.

CEI Owned Systems	CAI Owned Systems
PeopleSoft & Manager Self Service	Spark
Kronos	ATG iExpense
Org Charts	JJ Keller
Compass Taleo (Recruit & Transitions)	HR Acuity
Compass Fusion (Goals & Performance, Talent Management & Succession Planning)	Ultipro
Compass SumTotal	SAP
Navex / Policy Tech	JobVite
	Taleo Learn
	Service Now – HR Portal

Requests escalated to CEI HRTS

COX AUTOMOTIVE
EMPLOYEE SERVICE CENTER

System	Type of Change	Category	Field Type	Escalated By
Kronos	New / Replace	Setup	Clock	CAI HR Tech
Kronos	New	Setup	Timestamp setup	CAI HR Tech
Kronos	New / Update / Deactivate	Setup	Location setup	CAI HR Tech
Kronos	New / Update / Deactivate	Setup	Department setup	CAI HR Tech
Kronos	New	Setup	Badge order	ESC*
Kronos	New / Modify / Delete	Security	Manager access	ESC*
Kronos	Reset	Security	Password reset	ESC*
Kronos	New / Modify / Delete	Setup	Pay codes	CAI HR Tech
Kronos	New / Modify / Delete	Setup	Work rules	CAI HR Tech
Kronos	New / Modify / Delete	Setup	Work group	ESC*
PeopleSoft	New / Update / Deactivate	Setup	Company	CAI HR Tech
PeopleSoft		Setup	Business unit	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Location	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Department	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Job code	Compensation
PeopleSoft	New / Update / Deactivate	Setup	Pay group	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Earning / deduction codes	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Action / Reason	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Tax location code	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Union code	CAI HR Tech
PeopleSoft	New / Update / Deactivate	Setup	Acquisition code	CAI HR Tech
PeopleSoft		Data Entry	Corrections to data	CAI HR Tech & ESC*
PeopleSoft	Reset	Security	Password resets	ESC*
PeopleSoft	New	Security	New user	CAI HR Tech
PeopleSoft	Update	Security	Update user	CAI HR Tech
PeopleSoft	New / Modify / Delete	Setup	Garnishment	ESC*
PeopleSoft	New / Modify / Delete	Setup	LBC Directory – General	CAI HR Tech
PeopleSoft		Setup	LBC Directory – Primary	n/a – ESC processes
PeopleSoft		Setup	LBC Directory – MDA Gatekeeper	n/a – ESC processes
PeopleSoft		Mass file load	Email upload	CAI HR Tech
PeopleSoft		Mass file load	Data prep upload	CAI HR Tech
PeopleSoft		Mass file load	Leave plan upload	CAI HR Tech
Taleo – ONB	New / Modify / Delete	Setup	New workflow	CAI HR Tech
Taleo – ONB	New / Modify / Delete	Setup	New content	CAI HR Tech
Taleo – REC	New / Modify / Delete	Setup	Work location	CAI HR Tech
Taleo – REC	New / Modify / Delete	Setup	Correspondence updates	CAI HR Tech

*ESC escalates to CEI HRTS via a ticket in ServiceNow

Important Contacts

Cox Automotive
EMPLOYEE SERVICE CENTER

Department Name	Email	Phone#	Notes
ADP Tracking	N/A	N/A	CQF
Aetna (Med/Den)	www.aetna.com	888-553-3449	
PayFlex Cobra	www.PayFlexDirect.com	888-678-7835	Mon.-Fri. 7am to 7pm CT
Aetna Flex Spending	www.aetna.com	888/238-6226	
Aetna Life	N/A	800-523-5065	
Aetna LTD	N/A	800/726-7777	
Aetna RX	www.aetnahomedelivery.com	866-612-3862	
AP Shared Services	apsuppliermainte-nance@manheim.com	855-435-7772	Vendor# 21244
ATG Help Desk		877-210-5210	Service Station
ATG TRAX assistance	Support@beeline.com	866-233-5463	Timekeeping for contractors
Bank of New York	N/A	800-634-7936	1099 for retirees
Broadspire	N/A	800-301-2552	Workers Compensation
Corporate HR	CorporateHR@Manheim.com	678-645-2717	
Corporate Payroll	cpay.corp.payroll@coxinc.com.	678-645-4687	Corporate payroll contact
Cox Headquarters	N/A	678-645-0000	
CSC- Customer Support Center	CSC@Coxinc.com	678-645-4357	For software related issues
Customer Care		866-626-4346	Manheim Auction
EAP Magellan	Magellanassist.com	800-888-2273	
Employment Practices	N/A	877-293-0003	
HRTS	hrtssupport@coxinc.com	855-413-2413	
iExpense	N/A	678-645-2500	Technical Difficulties
iExpense Direct Deposit	apsharedser-vices@manheimcom	N/A	Questions Only
InSite	InSite.CoxEnterprises.Com	678-645-4357	
InSite Password reset	csc@coxinc.com	877-426-9662	
Manheim Help Desk	N/A	678-645-2500	
Retiree Services	benefitshelp@coxinc.com	877-741-4747	
Global Cash Paycard		866-395-9200	
Subpoena for records	Dorcas.Morris@coxinc.com	N/A	Contact- Dorcas Morris
Spark Password Reset	idm@coxautoinc.com	6-HELP/6-4357	
Total Rewards	totalrewards@manheim.com	N/A	
Technology Provisioning	technologyprovision-ing@manheim.com	N/A	Onboarding
Vanguard	www.vanguard.com	800-523-1188	Plan # 090535
Verify Job	N/A	800-800-4857	CO. Code 7720 & Fax# 910-392-8159
VSP Vision	http://vsp.com	800-877-7195	
W-2 reprint	https://w2.adp.com	800-422-9410	ADP