

Right First Time Pay – STAR Second User Brief

As the designated second user for STAR in your store, you are the person responsible for ensuring that timecard signoff is completed accurately and on time when your manager is out of the business. Ultimately this means that it's up to you to ensure that you and the rest of your colleagues are paid correctly during this time, so it's incredibly important that you are clear on what is expected and what to do if you're unsure of anything

Key points to compliance:

- The deadline for timecard submission is 3pm (UK) or 11am (ROI) on Monday (or Tuesday if Monday is a bank holiday), but you can complete signoff on Sunday too. Make sure you give yourself plenty of time to complete this.
- You need to sign off every timecard that appears on your list each week. This includes your own timecard and that of your manager.
- Always check the timecard signoff report on the WFM website to ensure you haven't missed any. Make sure you know where to find this – your manager will be able to show you.
- No timecard should ever be signed off blank or with zero hours - timecards must always account for all the colleague's contract hours as a minimum.
- Do not edit any clocks to shorten a colleague's shifts to less than what they clocked for.
- If a system issue prevents the team from being able to clock in and out, you must follow the contingency process to ensure that you still keep accurate records of worked time.

Your manager will have given you training on how to use STAR and signoff timecards, but things don't always go according to plan, and it's not always easy to resolve an issue when you don't use the system regularly. Don't be careless with your colleagues' pay - make sure you know where to get help if you're unsure of anything.

Avenues of support:

- If you are unsure of how to signoff a timecard, use the Help button on the timecard signoff report to help you solve the problem. If the problem turns out to be outside of your control, you will be able to escalate the timecard to be completed on your behalf.
- Briefing packs are available on the WFM website for you to reference. Your manager will show you where to find them.
- The TPC or WFM lead for the region will also be able to support with any general or process queries.
- Your TPC is and WFM lead is

By signing this you are confirming that you have received training on STAR and the WFM website from your manager and are clear on your responsibilities as a second user as outlined above.

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2nd user signature

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Date

