

## Processing Cross Region Shifts

The cross-region shifts form provides a simple solution to transfer a colleague's shift to another store that is outside of your own region. Once you've filled out the form, your TPC will pick it up and deal with the rest of the process for you. This will ensure SOH is reported correctly for both stores and more importantly, the colleague will be paid right first time!

### The process to follow:

- Once the transfer shift has been agreed, the line manager of the covering colleague should complete the cross-region shift form on the WFM website – this can be found [here](#)
- Select the colleague that you would like to transfer from the drop-down list and complete the rest of the transfer details.
- You can add more than 1 shift to the form as long as they are all for the same colleague and in the same week.
- Once the colleague has worked the shift(s), the manager of the store they've worked in should check that the timecard matches what they actually worked. If there is a discrepancy you should raise this to the colleague's line manager.

### Things to note:

- You should aim to complete the cross-region shift form as soon as the shift has been agreed. The absolute deadline is end of day Saturday of the week the shift occurred in.
- Colleagues will not be able to clock for their shifts when in a store outside of their own region – make sure they understand this and are fully aware of the hours you're submitting for these shifts.
- Requests for a cross region shift cannot be processed after the timecard has been signed off – if you've left it too late you will need to raise a pay correction form to ensure the colleague is paid correctly. It will NOT be possible to amend your SOH spend to reflect the transfer.
- Do not use the form to transfer shifts within your own region – GMs can process these themselves in STAR, so these requests will be rejected.