
IGNITE SOH Funding

STAR Process Change For Retail




GREAT
NEWS

We're changing how IGNITE is paid for.....

You told us that whenever you send a colleague on Ignite, this removes hours which would be used on the sales floor to support sales conversion and deliver great service to our customers.

We've listened to you and have now managed to source the funding required to pay for Ignite centrally.... You'll now be able to ensure that you can always maximise your sales opportunities and deliver exceptional service with this additional SOH.



You said...
We did....



IGNITE SOH Funding

What are we doing:

We are removing the cost of IGNITE to stores and have introduced a simple new process to follow when processing a new colleague to attend the IGNITE training.

Why are we doing this:

Previously the cost of IGNITE has been paid for by our stores and this may have led to challenges in deployment. We want to remove this cost barrier and further more support in having the right people in at the right times.

What this means for you:

You can now spend the full 29 hours that would have previously been taken up by IGNITE training, on sales floor hours. You must however ensure that you follow the correct process, or you will not receive the credit.

FAQ's:

- **What process do I follow in the event of a colleague not completing their full IGNITE training or if they do not turn up?**

Please update the schedule accordingly within STAR and the credit will be applied for the hours the colleague did attend on IGNITE training

- **What's the escalation process if the Ignite SOH funding process on STAR is not followed?**

Please escalate this to your TPC via a pay escalation so the colleague is paid. However it will not be possible to back credit the SOH.

- **How soon should this be scheduled into STAR?**

Ensure you schedule the colleague for IGNITE as soon as they appear on STAR to which you will then see the credit applied also.

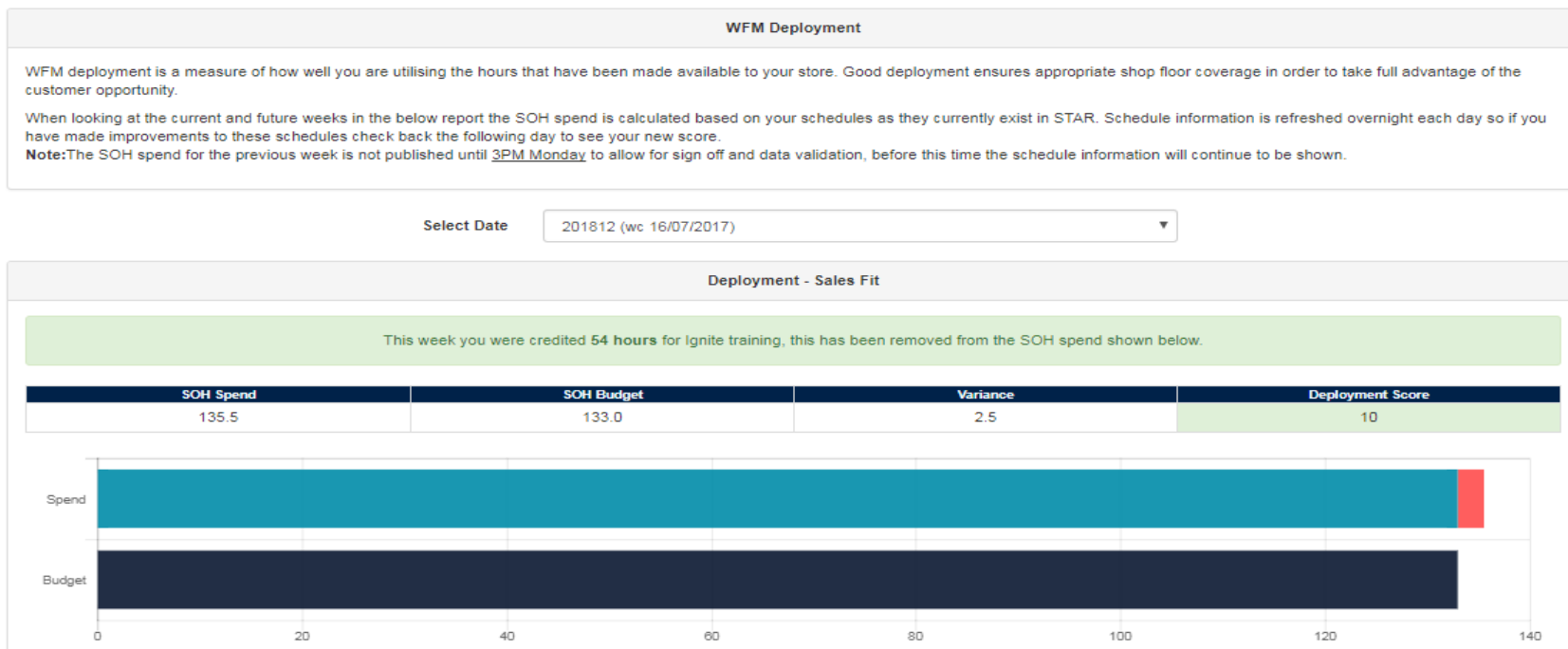
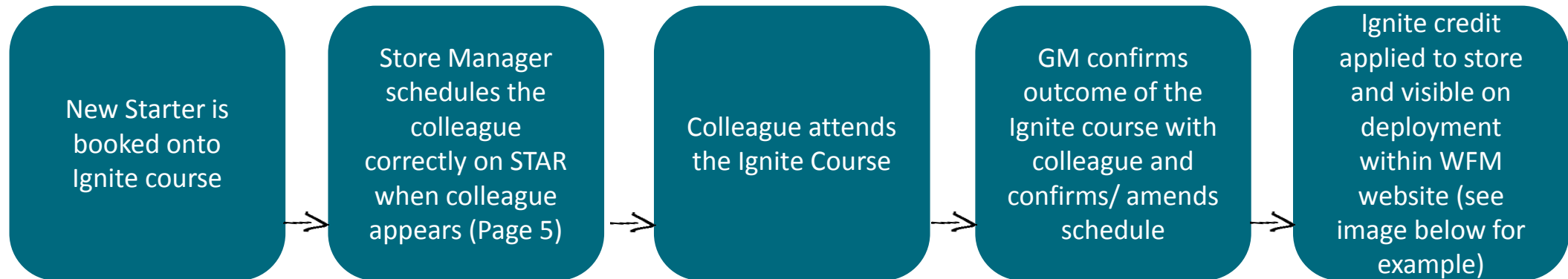
- **What should I do if I do not see a credit appear?**

Firstly please check you have scheduled the colleague correctly, if all is scheduled correctly then please raise via an email to

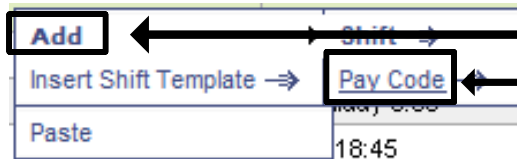
STAR@cpwplc.com

PLEASE NOTE: Do not use this process for any other reason other than a colleague attending IGNITE, as a credit will not be applied.

The IGNITE Journey



Process to follow within STAR



STEP 1:

Right click on a colleagues shift box within STAR, select "Add" followed by selecting "Pay Code"

A screenshot of the 'Pay Code Editor' window in the STAR system. The window has a title bar with a close button. Inside, there are several fields: 'Effective Date' (24/05/2017), 'Pay Code' (UK Out Store Training), '*Amount (hh:mm)' (9:00), '*Start Time' (9:00), '*Number Of Days' (1), and 'Transfer'. There are also checkboxes for 'Override Shift' (checked), 'Whole Shift', and 'Partial Shift'. A 'Comments' field contains 'IE-UK Ignite'. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons. A 'Notes' section with 'Add' and 'Delete' buttons is also present. Arrows point from the 'Pay Code' and 'Comments' fields to the corresponding steps in the instructions.

STEP 2:

Select the pay code: "UK Out Of Store Training"

Select the "IE-UK Ignite" option within the comments field

STEP 3:

Enter a total of 29 hours split over 3 days for the colleagues IGNITE course.

The amount of hours for IGNITE will change for a Temp colleague. This will be communicated by the Work Force Management team nearer the time of resourcing Temp colleagues