

## **ONE STEP RETAIL SOLUTIONS COMMUNICATIONS OFFICE**

Phoenix, AZ

Orientation Manual

All Staff

### **STAFF CHECK IN/OUT SHEET**

It is every staff member's responsibility to check in and out at Reception upon entering and departing the premises of One Step Data, Inc. This includes lunch break, morning and afternoon breaks and any other absences from the office; this will provide the Receptionist with the ability to forward calls intelligently. She needs to know who is in and who is out; verbal notification is not acceptable.

It is important that you actually check in and out by entering the time that you are leaving and arriving back. This way if someone is looking for you, for example, during your lunch hour, the receptionist will know when you are expected to be back, the same goes for your morning and afternoon breaks.

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### **PUNCHING IN AND OUT PROCEDURES (Time and Labor)**

Time in a Box is a software application that emulates the old-fashioned punch in/out clock units. Those employees that are not overtime exempt are required to punch in/out in order to record their hours worked. Instead inserting a time card into a clock, you will simply punch in/out right from your computer.

You must always remember to punch in as soon as you arrive, however, if you forget to punch in, punch in immediately upon remembering. You may then submit a punch edit form to correct your time. Either the HR Manager or the Director of HR can correct a missed punch. Fill in the Punch Edit request form by writing in the day and time you need edited and the time you want the punch edited to. For example, you arrived at 8:00 am but forgot to punch in until 8:15 am, your punch edit form should show you are asking Regular In to be edited to 8:00 am as the actual time you arrived. Additionally, you must have a fellow OSD member or your senior verify your edit as true. Someone must have witnessed you were here at the edited time and initial and date your edit form.

At the close of the pay period a time card will be printed out, which is a log of all your punches in and out as well as a total of time worked. The HR Manager will bring this record to you to sign as true before they are turned in to Finance for payroll.

Directions on how to use Time and Labor are listed below.

1. From your desktop, click on your "Internet Explorer" icon.
2. In the URL field type the address :  
<https://timeandlabor.paychex.com/secure/login.asp>
3. In the Client ID field you will always use 04804899.
4. Your Login ID will be your first and last name in all UPPERCASE letters, no spaces. Your password will be your first and last name (no spaces) in all lower case letters. You will be required to reset your password.
5. Once you are on the main page click "Punch". This is how you will clock in and out.
1. For more information on logging in and out please visit :  
<\\onestepretail.sharepoint.com@SSL\DavWWWRoot\Div1\Shared Documents\Shared with Everyone\1 Logging in to Time and Labor Online.pdf>

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### **USING VOICE MAIL**

Checking messages from inside the office:

1. Access the VM (Voice Mail) or click on the Voice Mail button on your ShoreTel telephone.
2. When prompted, enter your password then press # (pound).
3. The system will tell you if you have any messages. If you do, press 1 to check them. To delete the message press 3, the system will confirm the message has been deleted. To listen to saved messages press 2.

Checking messages from outside the office:

1. Call the main number 623-5808181.
2. If the Receptionist answers, ask her to transfer you to voice mail.
3. If the automated system answers, enter your extension number.
4. When you hear the machine start press \*# then when prompted enter your extension followed by your password.
5. See step 3 above to continue.

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### HOW TO USE THE FAX MACHINE

There is a stack of comm. baskets located at the Reception area next to the fax machine. The middle basket is for outgoing faxes, the top is for outgoing mail, and the bottom is for completed faxes.

There are fax cover sheets located next to the fax machine. When you want to send a fax, you must fill one of these out with all the relevant information and then place it and the documents to be faxed in the "Fax Out" basket.

Once the fax has been sent, the Receptionist will staple the confirmation sheet to your document as will stamp "FAXED" on the cover sheet with the date and her initials. This confirmation sheet is printed out by the fax machine, it shows the time and date it was sent and if it went through without errors. The finished fax will be put in your comm. box in the comm. room.

If the Receptionist is not available or if the fax is confidential you may fax it yourself.

1. Insert the document face down on the feeder.
2. Press the "On Hook Dial" button to bring up a dial tone. If the machine is on energy saving mode, you will have to press the green light button before pressing the "On-Hook Dial" button.
3. Press 9 plus 1 plus the number you wish to dial.
4. Wait for the system to dial out.
5. When you hear the fax tone press the "Start" button.

The fax will be sent. If it did not go through, see the Receptionist.

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### COMMUNICATION BOXES AND YOUR 3-BASKET SYSTEM

These are for receiving hard copies of documents and mail.

#### **Communication (Comm) Boxes**

These boxes are located in the communications room (comm. room). Each employee has a box assigned to them. These are designated with their name, title, and division they work in. To avoid unusual and unnecessary traffic, all non-urgent paperwork that needs to be given to a particular person should be placed in their box rather than being handed to them in person. All employee mail is also distributed to these boxes upon arrival. You must check these boxes periodically throughout the day.

#### **3-Basket System**

All OSRS employees have 3 baskets that are stacked on top of each other. You will find these on your desk.

The top basket is the "In" basket, is to hold all incoming work that needs to be handled that you have not yet viewed.

The middle basket is the "Pending" basket, it holds all pending work, work that is in progress but not complete.

The bottom basket is the "Out" basket, it holds completed work that is ready to be filed or handed off to someone else.

It is good practice to have your in and out baskets empty at the end of each work day.

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### **SETTING UP A NEW VOICE MAIL BOX OWNER**

Before you can be recognized by the system you must set up your own voice mail box. The voice prompter will walk you through how to set up your VM box.

1. Using the phone at your desk, dial extension 8100 or click the Voice Mail button.
2. Enter the default password (1-2-3-4) followed by #.
3. Follow the tutorial instructions on how to change password, then record your first/last name.
4. After following the step above Press 7 + 1 to record the personal greeting below.

YOU HAVE REACHED THE VOICE MAIL OF (your name). I AM EITHER AWAY FROM MY DESK OR ON ANOTHER CALL AT THIS TIME. PLEASE LEAVE YOUR NAME AND NUMBER AND I WILL RETURN YOUR CALL ASAP. THANK YOU.

5. The system will repeat your greeting to you. If you do not like the recording you can re-record it at this time.
6. Your voicemail box is now set up. You may re-do any of your settings at any time by dialing 8100, entering your password, and pressing 7.

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### HOW TO USE THE COPY MACHINE

The copier is located in the comm. room.

1. Your user code must be entered before you can use the copier. This code is the last 4 digits of your Social Security number. If your code isn't functioning, inform HR so it can be taken care of.
2. Punch in your user code using the number keys followed by the # sign.
3. The operation panel will come up on the screen. This is a touch panel on which you can select any of the features displayed by simply touching the desired function. The features are self-explanatory. However, if at any time you need assistance, ask the HR Manager or HR Assistant or consult the manual.

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### **HOW TO GET SUPPLIES**

All supplies are distributed by Finance only.

When you need any type of supplies, please see the Director of Finance between 11am and 11:15am, Monday through Friday and she will provide you with the supplies you.

If the item is not a regular stock item you may be asked to write a CSW (Completed Staff Work - refer to your employee manual on how to write and submit one) for the item.

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### THE MAIL SYSTEM

Mail generally arrives around 11:30am. All incoming mail will be placed in your com. box in the comm. room by the Receptionist.

All outgoing mail must be placed in the "Mail Out" basket in the Reception area, she will put it in the mailbox in front of the building before 4:00 pm daily. The Receptionist will post the letters. If you have a high volume to be sent out, please tell the Receptionist in advance so that she can take all necessary steps to get them out in a timely manner.

All outgoing company mail must be in envelopes bearing the OSD logo and return address. No personal mail may be mailed in company logo envelopes. Personal mail must have postage already applied or paid for to the Receptionist by the sender. Company mail will have postage applied by the Receptionist with the postage meter. Only the Receptionist is allowed to use the postage meter.

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### HOW TO GET SOMETHING FIXED

If you are having trouble with your phone, voicemail, or computer, contact the IT Manager by email. Explain the situation in detail. The problem should be fixed soon.

If you are having computer problems and are unable to send email, write a note to the IT Manager and put it in his comm. box. Describe the situation in detail.

If there is a maintenance problem, please inform the HR Manager so she may contact the appropriate building administrator(s) to get it fixed.

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