



Overview

This guide can be used to understand Jargon used in the Workforce Management System (WFM)

WFM	Workforce Management - a system to schedule colleagues.
RWS	Reflexis Workforce Scheduler - all the menu options in relation to schedule creation.
RTA	Reflexis Time & Attendance - all the menu options to deal with time and attendance and managing exceptions.
Exception	An occasion where a colleague has either clocked in differently to a scheduled shift or not clocked in, exceptions will need to be cleared daily.
Associate	A colleague.
Missed Punch	When a colleague hasn't clocked in or out, this creates a missed punch and an exception.
Timecard	This is the place where colleagues clocks can be managed, also where special pay is added .
Special Pay	Used to add pay codes to a colleagues timecard, this includes holiday, absence reasons, test purchase payments and call outs.
Roster Screen	This displays a list of colleagues, a summary of each colleague can be viewed. This is where certifications and availability can be updated.
Day Off	Used to book "days off" e.g. for holiday.
Time Off	Used to book of "hours in a day" e.g. wanting to take 3 hours holiday on a particular day.
Availability	These are hours when a colleague is "available" to be schedule outside of their core working hours.
ESS	Employee Self Service - this is where a colleague can view their schedule, book days off and book time off.
MSS	Manager Self Service.
Skills and Certifications	Certifications are used by the system to schedule colleagues against tasks. Certifications are saved against colleagues once they have been trained to carry out the task. Skills are not currently used.



Exception Management Icons

If the user clicks **i** on the Exception Management screen the below legend is displayed.

This give the descriptions of the icons as shown:

Exception Management Legend ✕

Warning Review Status

▶ Not Reviewed	▼ All Reviewed	▶ Partially Reviewed
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Transaction Types

○ Clock In	○ Clock Out	⌘ Meal Start
⌘ Meal End	➔ Scheduled Labor Transfer	➔ Unscheduled Labor Transfer
⌘ Break Start	⌘ Break End	➔ Back on Schedule

Timecard Status

⌘ Timecard Signoff Completed	⌘ Timecard Unsigned	⌘ Timecard SignOff In Process
⌘ All Audits Approved	⌘ Unapproved Audits	⌘ Rejected Audits

Warnings/Errors

⌘ Early Clock	⌘ Late Clock	⌘ Unscheduled Shift
⌘ Unscheduled Absence	⌘ Missed Clock	⌘ Missed Meal
⌘ Minor	⌘ Not released to Payroll	

Schedule View Icons

If the user clicks on the **i** on the Schedule View screen the below legend is displayed.

This give the descriptions of the icons as shown:

Schedule Legend **Schedule Views** **Icons** ✕

Details

1. Shift Bubble
2. Effective Task
3. Day Off/Time Off Indicator
Day Off
Time Off
4. Release Transfer Share Indicator
5. Alert
6. Notes
7. Cross Store Shift Unit : Shift timings will be striked out
8. Shift Trading Status
Traded
Traded With Response
9. Click here to add shift in case shift is not present or split shift is allowed
10. This background color here indicates inactive cell due to termination, inactive, not hired or non home associate

Southern Coop Tasks:

DM = Management Shift

SA = Store Activity

IS = ISB / Hot Food

PO = Post Office

Responsible	Accountable	Consult	Inform	Date & Version
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