

Chapter 5: Clerical

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Hiring Procedure

A location requirement analysis must be performed by Human Resources on the location requesting to hire an employee or if an employee needs to be replaced. Once approved the manager can request a temp employee.

New Hire Paperwork

The following items need to be filled out anytime a new hire begins work

ADP Log In Paper : This allows HR to sign the employee up so they can view their pay stubs as well as clock in and out, and submitting a time off request. Please make sure the employee puts an e-mail address.

Employee handbook/Handbook Acknowledgement : The handbook is posted on the website & upon entering the ADP website an employee will need to acknowledge the handbook. All other paperwork will be handled by the temp agency.

Corrective Discipline

Proper documentation is essential in addressing poor performance for a number of reasons. In an effort to get the “right” performance from an employee, we first need to express to them what constitutes “right” performance and “wrong” performance. Right performance results in positive feedback and reinforcement in the hope that it will be repeated, while wrong performance doesn’t help us meet our objectives and, if repeated, can cause us to miss our goals. Consistent wrong performance may ultimately result in termination of employment. We don’t want to get to that point with a poor employee without having established documentation to support poor performance. If we fail to properly document poor performance, we will likely lose thousands of dollars to the employee in the form of unemployment insurance. That dollar amount may end up going against your store numbers. So, in addressing poor performance, you would likely start with a verbal warning. Even a Verbal Warning will require documentation. In fact, most performance issues that require documentation will follow 4 progressive steps:

- Verbal Warning
- Written Warning
- Suspension
- Termination

It is not always necessary to follow these 4 steps. Some behaviors may be more serious and might require you to start at a written warning, while some behavior (theft for example) should result in immediate termination. There is no hard and fast rule regarding what constitutes one level of discipline over another except the need to be consistent. If you give a verbal warning to an employee who was late two times in one week before proceeding with a written warning, then you should handle other similar violations in the same way. If the employee continues to be late, you would issue a Written Warning (using the same form). If the behavior continues, then suspension, and then ultimately termination. If you are ever in doubt as

to how to document a disciplinary violation, please consult Human Resources. In fact, if you are new to your role, you should rely on Human Resources for assistance in disciplining employees until you are more comfortable with the responsibility.

Terminations

When finally having to terminate an employee not only do the write up's need to be documented (unless extremely severe, in which case HR will be assisting), but a separation form as well as HR1 termination forms need to be filled out.

HR1 has 3 different forms in one packet. Only two will be used, and they are QUIT and DISCHARGE. The manager would fill out the form that corresponds with the type of termination that is taking place.

Quit/Resignation

If an employee gives notice that they will be quitting, an exit interview needs to be done. There is an exit interview form that the manager would fill out with the employee to get feedback on their experience at United Auto Supply. A letter of resignation needs to be obtained from the employee leaving. The last step would be to fill out a separation form as well as the HR1 QUIT form and sent to HR along with the letter of resignation.

Statements

In the event an employee walks off the job or quits suddenly, the manager must immediately write up a statement describing in detail what happened. This statement must include dates, times, places, what happened, people involved.

Also when an employee is terminated, the manager needs to write or type a statement detailing the same information that is listed above. This is what helps HR to fight unemployment.

Information

If ever a manager needs help deciding whether or not an action is worthy of termination, or not sure that they have enough documentation; then they may call HR at United Auto Supply or even more recommended is Steve Krell with HR1. He is the unemployment expert and can answer any question anytime. He can be reached at (315)463-0004 ext. 302.

ADP

Video training is available on the ADP website and should be done on the managers own time. Go the UAS website, and click on UAS employee in the left column. From there, click on ADP stuff and user login. The login is the first initial and last name @unitauto (EX. jsmith@uniteauto) and the password. When logged into the system, click on the time and attendance tab and click home. Once on the home page, in the upper right is a training link. Here is where you can learn anything a manager has questions about. It also allows for printing materials as well. Any other questions, please contact HR.

Also remember that as a manager, you still need to be clocking in and out like your employees.

WIP/ DST/ FORD E-COUNTER

WIP/DST/FORD E-COUNTER are programs that allows customers from United Auto Supply access to online ordering. UAS customers can place their orders and the order immediately enters UAS system so we can pull the parts and deliver the parts. These functions allow our customers to enter part numbers for stock check, look their own parts up in catalogue to add to order, and see the many specials that UAS is offering. The online ordering also has features like interchange, buyers guide, and order history.

WIP/ DST/FORD E-COUNTER is accessible through UAS website or nexpart.com. From there you would type in username and password. On the homepage, you will see specials and non catalogued items we carry. Clicking on these and entering quantity will automatically add these to the shopping cart.

Clicking on catalogue at the top of the page will take you to our catalogue to look up parts and check stock in locations.

It is a good idea to familiarize yourself with these features because a large volume of our customers utilize this program.

Warehouse Accident

Check condition of employee

If necessary, dial 911

Fill out employee accident form

Filling out C2 form

If serious accident, photograph site of accident from all angles

Arrange for a drug screening.

Get statements of any witnesses of accident

Preventive action taken

Vehicle Accident

Check condition of driver

If necessary, dial 911

Notify corporate office via a rapid response.

If possible, go to scene and complete accident report. If not able to leave store, have driver complete accident report. Also obtain witness statements if applicable

When able to leave store, go to scene and photograph scene from all angles.

Arrange for a drug screening.

Find out what Police Department will be filing report

Compile email; attach photos and accident report to Beth Detor.

Find location of vehicle if towed from scene

Make copies of everything and place in vehicle file

Losing your Internet

Post your account #, along with the phone # for your internet provider where all employees can easily access.

If your light on your air card is flashing you are on air card, if it is solid you are on land line connection.

Contact your internet provider, I.E. Time Warner, Verizon, to see if there are connection issues in your area

Contact Kendra Lanty to make corporate aware of your situation

Await further instructions from corporate