PeopleMatter New Hire Process for Team Members

The following process steps must be used to hire a new team member using PeopleMatter.

Note that ALL new team members MUST process through PeopleMatter.

Step 1: Direct all applicants to complete an online application

All applications must be submitted via the Careers page on the corporate website at http://heartlandjiffylube.com/.

We no longer accept paper applications. Note that all applicants are required to provide a valid email address to complete the online application. Be sure to bookmark (or save to favorites) the page on your browser.

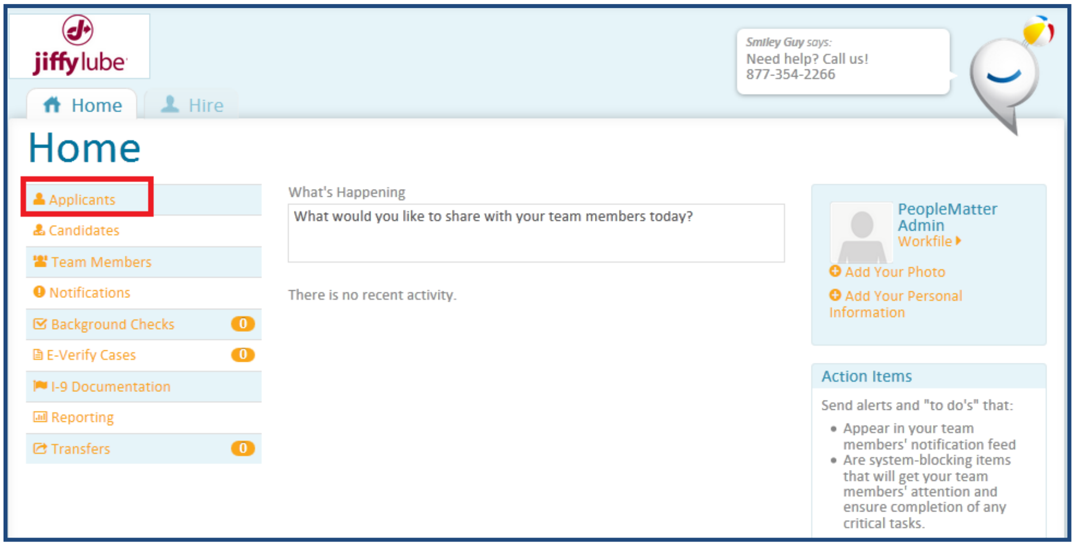
Step 2: Login to PeopleMatter

Your UserName is your Store email address. If you forget your password, select the "**Forgot Password**" link on the login screen, and an automated password reset link is sent to your Store email address. Follow the steps to access the site. **Be sure to bookmark (or save to favorites) the page on your browser.** https://my.peoplematter.at/heartlandautomotiveservices/home/admin

Step 3: Search for Applicants

Click the "**Workspaces**" button at the top-left of the screen, and then select "**Administrator**" to access the Home Page.

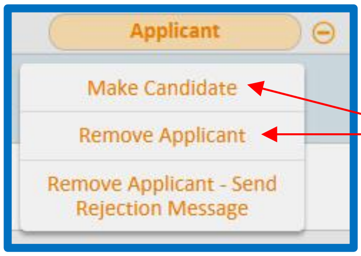
The "Home Page" will appear. To find all of your applications, on the Applicant Tracking Workspace (ATW), select "**Applicants**" on the options menu.



1 - Home Page

Step 4: Filter through Applicants, Identify Candidates, and Request Interviews

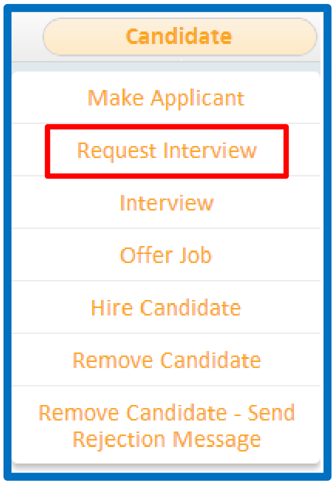
If you want to search by a specific criteria, use the filters on the ATW. For example, if you want to search by a candidate's name, type the name in the "Search" field.



To open the full profile, select the name of the applicant and review their application and availability.

From the Applicant drop down, you can choose "**Make Candidate**" if you are interested in the applicant or "**Remove Candidate**" if you are not.

2 - Applicant Drop Down Options



After making the applicant a candidate, select the "**Candidate**" drop down and select "**Request Interview**." You can choose to contact the candidate by phone or e-mail. If by phone, call the candidate. If by e-mail, edit the e-mail template that appears and select "**Send**." Be sure to follow your standard interview process. E-mail responses from your candidate are on the HIRE tab.

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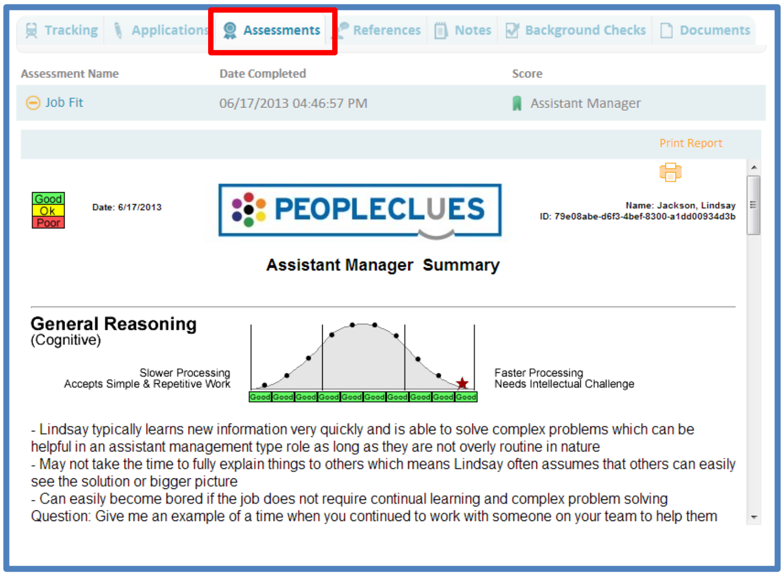
3 - Candidate Drop-down options

Step 5: Review Hiring Assessment Results

The online application process includes a hiring assessment for all positions except Lube Techs. Hiring assessment results are located on the Applicant Profile under the **Assessments** tab.



The assessment results are presented as either a Green, Yellow, or Red status, and as a percentage score (0% - 100%). The results are broken into six to seven separate scoring components, each containing targeted interview questions that can be used to help you in your hiring decision making process.

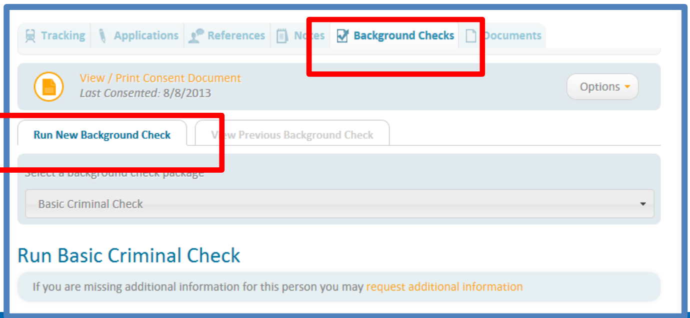
Hiring assessments are a great tool in the hiring process, but remember it is only a tool and only one component of the hiring decision making process. Interviews and other reference and/or background checks, are still required to ensure you hire good candidates.

Note: Any applicant that scores a **"Red or Discontinue"** status is not eligible for employment, without HR Manager approval.

4 - Hiring Assessment Report

Step 6: Conduct Background Checks

If you choose to move forward with hiring a candidate, **verbally make a conditional employment offer pending the results of a background check screening and Urine Analysis test**. Additionally, on the Candidate drop down, select '**Offer Job**.' Once this verbal offer has been made and accepted, submit a background check request.

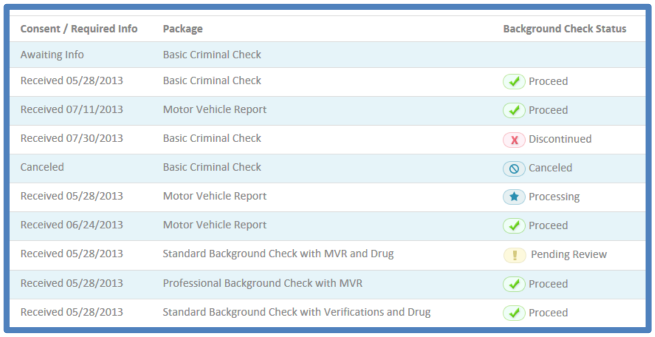


Select the '**Background Check**' tab and under the '**Run New Background Check**' tab, select the appropriate package for the position.

Select '**request additional information**', which sends a message to the candidate prompting him or her to access his or her PeopleMatter account and provide additional information necessary to generate the background check (i.e. SSN, date of birth, etc.). As soon as the candidate provides the information, the system generates a background check.

To submit the '**Drug Test'** request, you will be required to enter an ID in the **'Drug Screening field ID'** field. Enter your 4-digit "store number" in this field, i.e., 3145.

To confirm the background check's status, monitor the **Background Check Dashboard** found on the Home Page. If the candidate's background check is "clear", notification will be emailed to you to proceed with hiring the candidate. If the background check is not "clear," the human resources department receives notice. The human resource department will Approve or Decline the candidate. If the human resources department declines the candidate, you will be notified that you cannot proceed with hiring the candidate through PeopleMatter.



Consent / Required Info	Package	Background Check Status
Awaiting Info	Basic Criminal Check	
Received 05/28/2013	Basic Criminal Check	Proceed
Received 07/11/2013	Motor Vehicle Report	Proceed
Received 07/30/2013	Basic Criminal Check	Discontinued
Canceled	Basic Criminal Check	Canceled
Received 05/28/2013	Motor Vehicle Report	Processing
Received 06/24/2013	Motor Vehicle Report	Proceed
Received 05/28/2013	Standard Background Check with MVR and Drug	Pending Review
Received 05/28/2013	Professional Background Check with MVR	Proceed
Received 05/28/2013	Standard Background Check with Verifications and Drug	Proceed

6 - Background Check Dashboard

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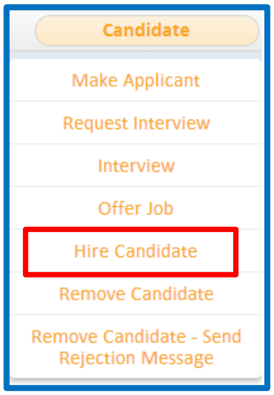
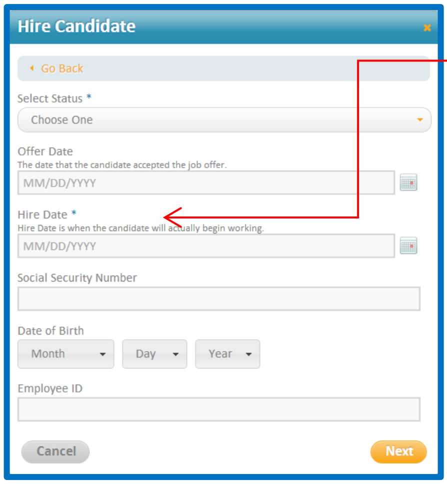
Step 7: Hire Candidate



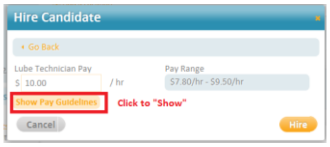
Complete the following steps:

1. From the "**Candidate**" drop-down found on the right side of the candidates' record, select "**Hire Candidate**".
2. Select the appropriate position/job on the pop-up screen **(only select one)**



7 – Hire Candidate Pop-up

3. Enter the "**Status**" (Full-Time or Part-Time)
4. Enter a "**Hire Date**" as the **"NEO Class"** date by selecting on calendar *(other fields are optional, and can be left blank)*
5. Select **"Next"** and enter the **"pay rate"** on the next screen. Be sure to follow the wage guidelines based on your role. If you are a Store Manager, you will be required to obtain approvals from your DM, RVP and/or SVP for any amount about your maximum level. Click on "**Show Pay Guidelines**" to learn more.



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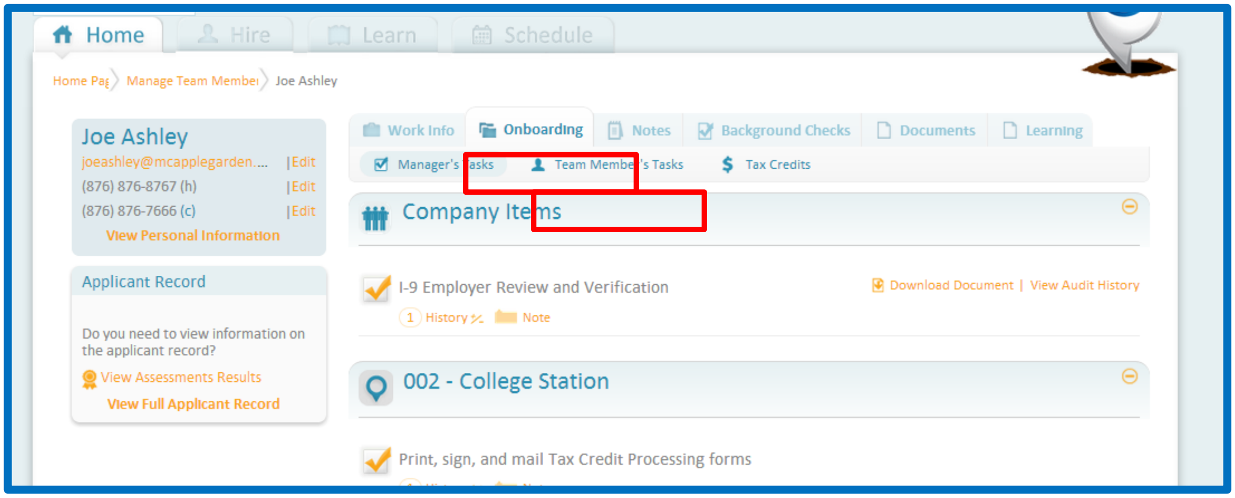
Step 8: New Team Member Completes Onboarding

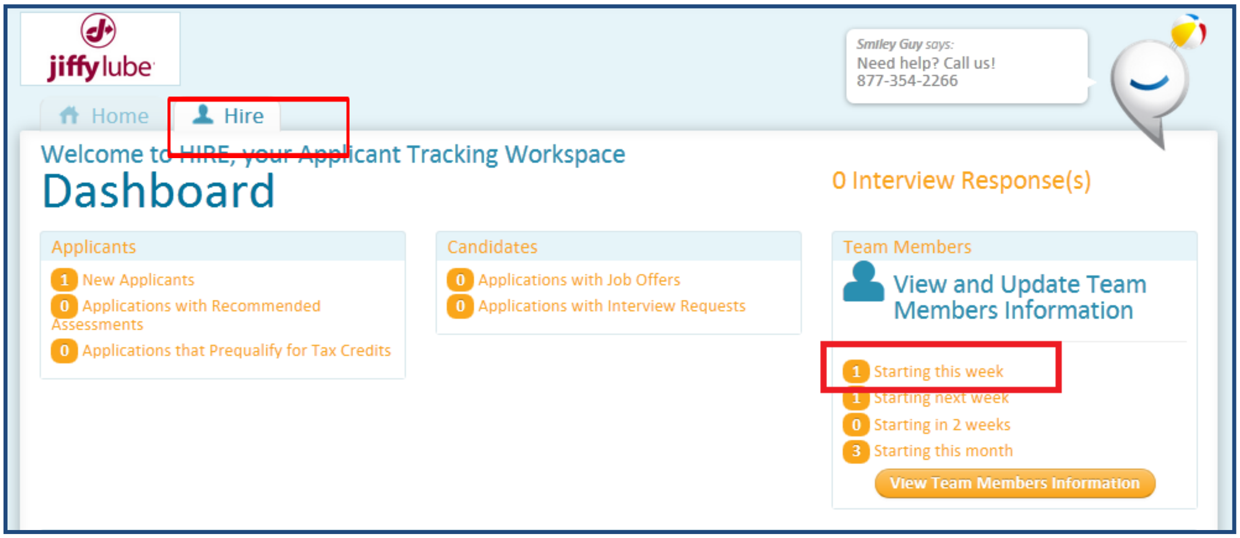
Team members can complete their new hire onboarding tasks either from home prior to their first day of work. You can check the status of your new team member's tasks by accessing their Team Member Record, selecting the **Onboarding** tab, and "**Team Member's Tasks**." If the tasks are unchecked, your Team Member has not completed his or her tasks. **If the Team Member is having issues completing their tasks, please have them contact PeopleMatter Support for help.**



8 – Team Member Onboarding Tasks

Step 9: HR Completes I9 – Search for Team Member

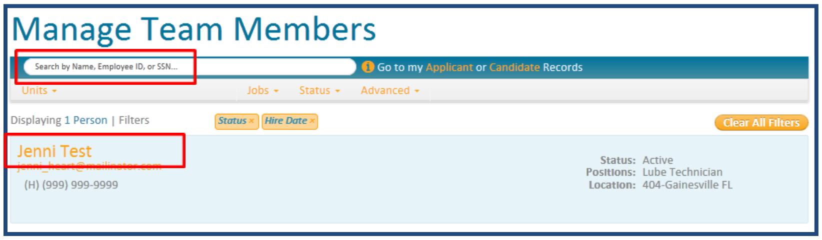
Click the "**Workspaces**" button at the top-left of the screen, and then select "**Administrator**" to access the Home Page. Then, the Home Page appears. Click on the "**Hire**" page to find your new team member by selecting "**Starting this week**" on the options menu.



9 – Team Member Dashboard

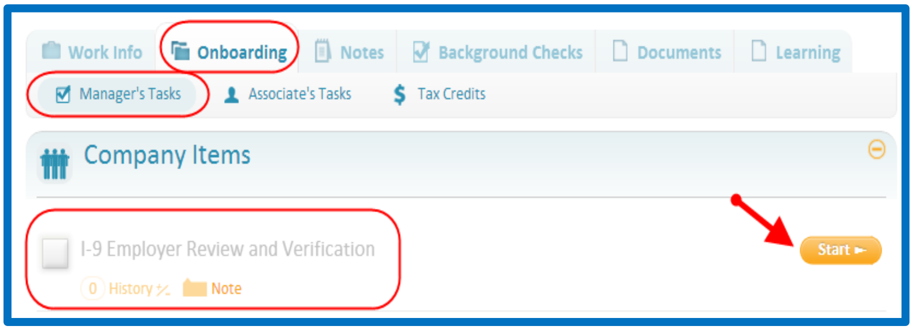
Step 10: Manager Completes Onboarding and I9 - Filter through Team Members

On the Applicant Tracking Workspace, use the filters to find your applicant by simply typing in their name in the "**Search**" field. Select the name of the Team Member.



To complete the Manager Onboarding Tasks, select the "Onboarding" tab and view the **Manager** and **Team Member** Tasks. Then select the "**Start**" button next to task, "**I-9 Employer Review and Verification**". Follow the workflow to complete the I-9 form.

If there is not a "**Start**" button visible, check to see if your new Team Member completed their onboarding tasks. Their tasks must be "**Submitted**" before you can complete the Manager's portion of the I9 form.



10 - Manager Onboarding Tasks

1. Select the "**Manager's Tasks**" button.
2. Select the "**Start**" button next to the "I-9 Employer Review and Verification task.
3. Follow the work-flow to complete the Team Member's I-9 form and proceed to complete E-Verify.

Note: New Team Member will appear in POS system –two days after attending NEO Class.

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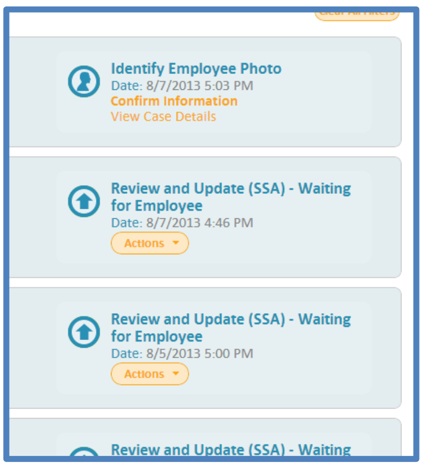


11 - E-Verify Status Examples

Step 10: Manager Completes E-Verify Process

After completing the I9 Form, the system prompts you to complete the E-Verify process. **Follow the prompts and carefully answer all questions and instructions for every employee, regardless of E-Verify status.**

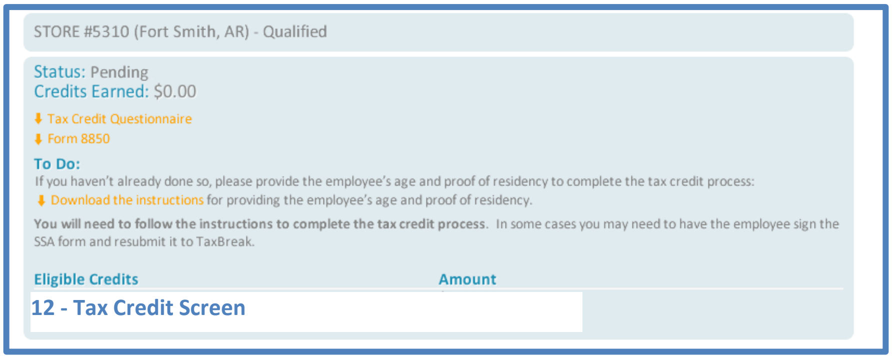
If the team member's status is "Waiting for Employee", he or she is required to complete portions of the E-Verify process. To complete outstanding E-Verify tasks, have the new team member sign into their PeopleMatter account and follow the screen prompts.

Once the employee is authorized, close the E-Verify case by following the screen prompts. It is your responsibility as a hiring manager to ensure the E-Verify process is completed. Please contact Human Resources or PeopleMatter Support with E-Verify questions. This process is a government requirement and is not an option.

Please view the E-Verify training video to see the step by step process:
http://www.youtube.com/watch?v=AvATTF44fb0&feature=youtu.be

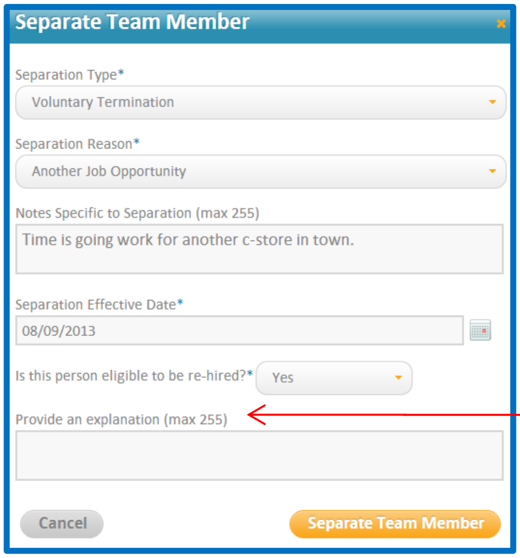
Step 11: Complete Tax Credit Processing Steps

After completing the “I-9 Employer Review and Verification” task, select the Tax Credits tab under Onboarding. If the team member is qualified, submit age and residency information using either the TaxBreak Mobile App or by mailing copies of the appropriate documents. Select the ‘Download the instructions’ link on the screen for specific instructions for submitting the required information. In some cases, additional documentation may be needed.



12 - Tax Credit Screen

If the team member is not qualified, there is nothing else for you to do.



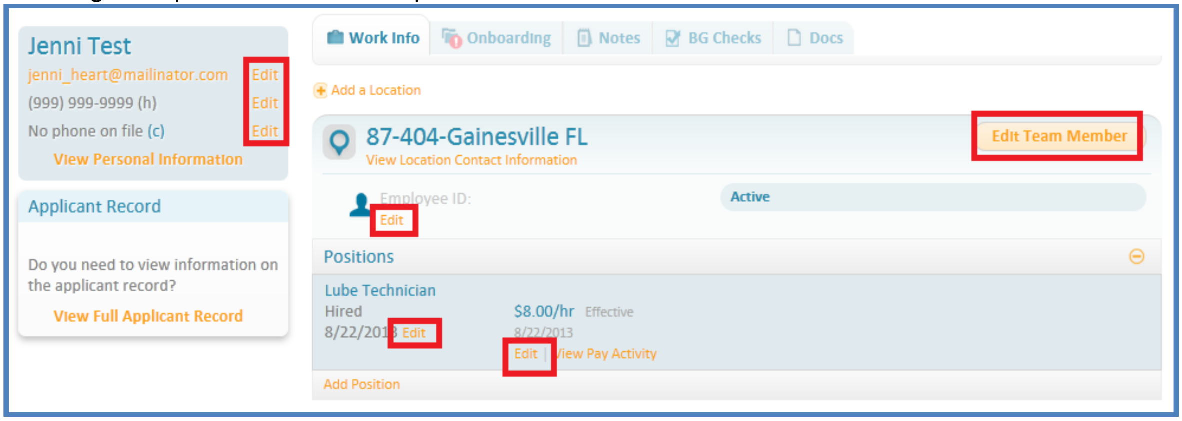
Step 12: Perform Team Member Changes

Many team member changes are performed through the PeopleMatter system. To help the corporate team keep current employee information in varying systems, PeopleMatter sends alerts to the corporate office.

The following changes are performed in PeopleMatter:

- **Transfer**: both the sending and receiving managers are involved in the PeopleMatter process. The sending manager sends the transfer request and the receiving manager accepts the transfer.
- **Team Member Biographical Change** (address, phone, email)
- **Terminations and Leave of Absence –** be sure to use the “**Explanation**” box to enter any notes or comments pertinent to the event.
- **Pay Rate Change** (can only be performed by the District Manager and above)
- **Rehires <u>cannot</u>** be processed without HR and LP approvals. Form is still **required.**

All changes are performed on the PeopleMatter team member record.



PeopleMatter New Hire Process for Team Members

- **Please do not Print reports, unless absolutely necessarily. When printing be sure to discard appropriately or file to protect confidential information.**
- **Assessments – HR Manager approval is REQUIRED to hire any candidate with a "Red/Discontinue" score.**
- **Rehires cannot be processed without HR and Loss Prevention approvals. The ReHire form is still required to be sent in to corporate before proceeding with the rehire.**
- **Be sure to bookmark (or save to favorites) the URL pages to be able to access the application and the Administrator login pages.**

PeopleMatter Flow:

- Applicant applies for position on the PM website.
- Store Manager:
    - reviews applications for open positions on PM and identifies qualified applicants.
    - moves qualified applicants to the candidate status and conducts necessary interviews.
    - Initiates background/UA
    - After candidates is clear to Continue process, SM hires them in PM
- New Teammate completes onboarding paperwork prior to NEO by clicking on the link they receive via email.
- At NEO, I-9 verification and Tax Credit processing takes place.
- Any changes of status will be completed through PM (promotions, pay changes, transfers, etc.)

Questions? Issues? Let PeopleMatter help you!

Call the Support Line, Monday – Friday, 8:30am – 11:30pm Eastern Time

877-354-2266 or Email: support@peoplematter.com