Awards Administration Process QRG

Introduction	This document contains instructions on how to process an Award redemption. To ensure a seamless awards process for Our People, the New Club Member & Award Recipient Entry Log must be completed no later than the 5th of each month.
Award Cash-Out Request and Trip Request	The Award Cash-Out Request and Trip Request is for Club, Regional Manager of the Year, and Tahoe Awards. Employees should follow the prompts to complete the Award Cash Out Request or the Award Booking Request form on the Awards page located on the KC. When completing either request form, the employee will be required to enter the month and year the award was received.
	If you become aware of a termination or a promotion to AVP for the employee, fill out the Employee Termination & AVP Promotion form. When answering Question 3, consider the following:
	- If there are no extenuating circumstances surrounding the termination, answer "No", which will route any open awards to the applicable RVP for cash-out approval. - If there are extenuating circumstances surrounding the termination, answer "Yes", which will forfeit all open awards.
Award Cash-Out Request and Trip Request - Unable to Locate Award	If the automated system is unable to locate an award for a submitted request, an approval request will be sent to the applicable Regional Office Manager for action. Please follow the instructions listed in the approval request for the appropriate action needed:
	- If this award is valid but has not been submitted through the award recipient entry log, input the award details ASAP and click **Approve**. - If the employee made a data entry error, please **Reject** and have the employee resubmit the log with the correct award information. - If the award request is invalid, please **Reject** and discuss with the employee.
Reporting Ad-Hoc Request	Reporting is automatically sent monthly. However, if there is a need for a report, fill out the Award Ad-Hoc Reporting Request form.
	In reference to Question 4, there are three types of award statuses:
	- Open: Award is eligible for a trip/cash-out and has not been redeemed - Used: Award level is ineligible for a trip/cash-out or is eligible and has been previously redeemed - Both: Open and Used apply
	In reference to Question 5, the three types of awards are:
	- Eligible: Award is eligible for a trip/cash-out - Ineligible: Award is ineligible for a trip/cash-out - Both: Eligible and Ineligible apply
	In reference to Question 6, the two options are:
	- Entire region: Only those awards listed for that region will show "Specific employee" followed by "ID": Awards will show regardless in which region they were earned

Award Authorization Form Copy Request

The Award Authorization email is sent to Payroll, Accounting, and the Office Manager. If the email is misplaced, the Award Authorization Form Copy Request will need to be completed.

There are two options for Question 2:

- Cash out: The Employee ID, Award Type, Month Achieved, and Year Achieved need to be provided in Questions 3-6
- Trip: Vendor (from Concur), Date of Charge (not the bank posting date), and Amount need to be provided in Questions 3-5

Questions

For any questions, please contact: julie.curlee@discounttire.com