

CREW Time: Unassigned to Role Guide

Purpose

This guide familiarizes store managers and staff with concepts around Unassigned to Role, and new reporting available in CREW Time that exposes it. The expectation is to be able to:

- Be able to find instances of Unassigned to Role (UR)
- Understand where this comes from
- Correctly assign these instances to productive tasks.

Viewing Task Details

Click on each day in the blue line at the top of the schedule, Activity Based View will display. Scroll down to see if Unassigned to Role is present.



Sources of UR

Unassigned to Role results when CREW Time knows it must provide a set number of hours for an employee, but there is not sufficient demand for the tasks they are qualified for or expected to perform.

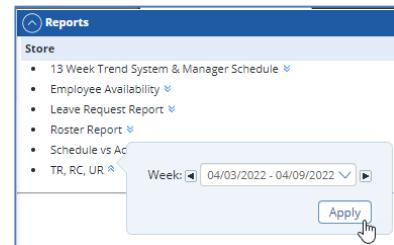
- Full time employees are expected to get a minimum of 47 hours / week and are not auto scheduled for tasks as Service Techs.
- If there is not sufficient demand for tasks at Crew Chief or above, they may get shift segments of UR.
- Part time (non-minor) employees are expected to work at least 3 hours. If there is insufficient demand for the entire shift, they may get a segment of UR.

Using the weekly Report

The Training, Receiving, Unassigned to Role (TR, RC, UR) report allows you to view these shifts and hours specifically. You can run it at any point before or after you have made edits or entered shifts.

Select the week you'd like to view. (Staff can access this in Store Reports menu.)

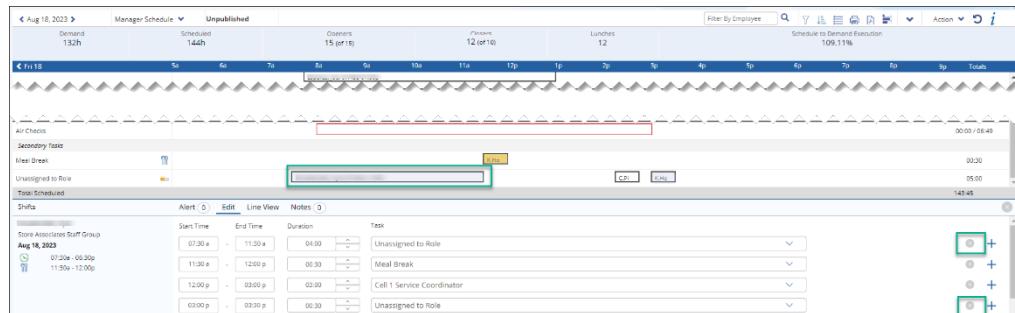
Once the report completes this data can be seen at a glance.



| Training Hrs | | 4/4/22 | 4/5/22 | 4/6/22 | 4/7/22 | 4/8/22 | 4/9/22 | Total |
|------------------------|--|--------|--------|--------|--------|--------|--------|-------|
| 4/3/22 | | 7.00 | 7.00 | 7.00 | | | 9.50 | 30.50 |
| | | 4.50 | 4.50 | 4.50 | 4.50 | 4.50 | | 22.50 |
| Total | | 11.50 | 11.50 | 11.50 | 4.50 | 4.50 | 9.50 | 53.00 |
| Receiving Hrs | | 4/6/22 | 4/8/22 | Total | | | | |
| 4/3/22 | | 6.00 | 6.50 | 12.50 | | | | |
| | | 6.00 | 6.50 | 12.50 | | | | |
| Unassigned to Role Hrs | | 4/4/22 | 4/5/22 | 4/6/22 | 4/7/22 | 4/8/22 | Total | |
| 4/3/22 | | 0.50 | 3.00 | | 0.50 | | 4.00 | |
| | | | | 1.50 | | | 1.50 | |
| Total | | 0.50 | 3.00 | 2.00 | 2.00 | 0.50 | 8.00 | |

Reassigning UR to a Task

The best way to manage UR is in the Activity Based View. Click on the unassigned to role shifts, then click the grey X in the dialogue box.



After you have removed the Unassigned Role shifts for each day, continue to finish schedule by assigning Open Shifts.

Contact

If you have any questions, please email wfmteam@discounttire.com We are happy to provide any assistance or coaching you or your stores need.