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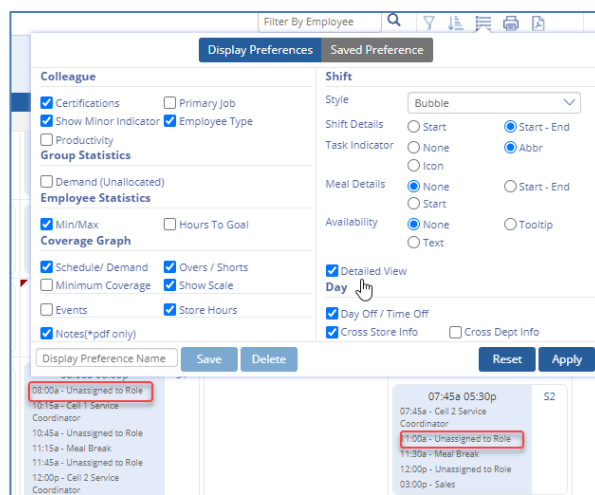
Purpose   This guide familiarizes store managers and staff with concepts around Unassigned to Role, and new reporting available in CREW Time that exposes it. The expectation is to be able to:

- ✓ 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   Select **Display Preferences** and check box for **Detailed View,** then **Apply**.

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**
Total			**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**
						1.50		**1.50**
					0.50		0.50	**1.00**
Total			**0.50**	**3.00**	**2.00**	**2.00**	**0.50**	**8.00**

Reassigning UR to a Task

The Unassigned to Role (UR) hours from both the System generated and Manager schedules are a part of reporting provided to staff.

Unassigned to Role Hrs (Sys)	Unassigned to Role Hrs (Mgr)
9	12
13	2
10	1

➢ The best way to manage UR for Full Time Employees is to make 1 or 2 FT employees Unavailable in their Availability. This will remove excess UR being generated on the schedule. From here the Manager can assign open shifts or drag a shift from a Part Time employee to fulfill the FT minimum hours.

➢ For Full Time UR you may want to select the segment and reset it to Training, for that associate to provide mentorship or observation to a trainee or someone moving up the career ladder.

➢ As with full timers, your part time people may benefit from reassigning a segment of Unassigned into Training in order to up-skill.

➢ Part time shifts may have UR at the start or end. We suggest deleting that portion of the shift as it is 'waste'.

Provided by: WFM – Mike Looney
Designed by: L&D – EM
Page 2 of 3
© 2020 The Reinalt-Thomas Corporation
Published on: 06/25/19 ver 1.0
Updated on: 01/04/23 ver 2.0

Workflow Display

- Printing a paper copy of the Activity Based View may help you keep track of these changes.

- Click on the day in the blue line at the top of the schedule, then click on Activity Based View. Review this for anything you might have missed. The Employee Availability Report will assist in finding employees to cover shifts.

- Use the activity-based view as the workflow play, Empty red boxes in the ABV are the same as empty grey boxes in KD18. These red boxes are areas of demand that the system could not find coverage for; use open shifts to fill these gaps.

Cell 2 Service Coordinator																
Cell 3 Crew Chief																
Cell 3 Service Coordinator																

Contact

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

Provided by: WFM – Mike Looney
Designed by: L&D – EM
Page 3 of 3
© 2020 The Reinalt-Thomas Corporation
Published on: 06/25/19 ver 1.0
Updated on: 01/04/23 ver 2.0