Attachment G - Kudos! Program Guide
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Introduction

Welcome to Kudos! By reviewing this program guide, you will be ready to use the Kudos system to recognize and reward your top performing temporary employees.

What is Kudos!?

Kudos is a secure Web-based system which manages all temporary employee recognition programs and includes the following programs:

Note: Do not use Kudos for any awards or bonuses that will be billed back to your customer.

- **Kudos Points** - A points-based, criteria-driven program that is used to recognize temporary employees for specific reasons. You can award Kudos Points to temporary employees, who can then redeem the points for merchandise, gift certificates, or debit cards on the Kudos Web site, accessed from myKelly.com. (All points awarded to temporary employees are subject to applicable income tax rules.) Each point equals $1.

  Notes:
  
  - Temporary employees (including in-house temporary employees) can receive, but not award, Kudos Points. Full-time employees can award points, but they cannot receive them.
  
  - The Kudos Points program now replaces Works Perks+. For more information about how Kudos Points compares with Work Perks*, refer to the table on page 2.
  
  - While you can use the Kudos system to award employee bonuses (e.g., referral bonuses, retention bonuses, performance bonuses, or miscellaneous bonuses) do not use the Kudos Points program for this purpose. To learn more about awarding bonuses using the Kudos system, refer to the program descriptions on this page or the detailed instructions on page 24.

- **Kudos eCards** - A program that enables you to recognize temporary employees by sending greeting cards by e-mail, regardless of whether or not you award points to the employees.

- **Kudos Employee Referral, Retention, or Performance Bonuses** - A program that enables you to submit requests for employee referral retention or performance bonuses using Kudos for faster processing and payment. This process replaces the usage of the *Standard Bonus Agreement* (e1594).

- **Kudos Employee Miscellaneous Bonuses** - A program for all other employee bonuses that do not fit into one of the preceding categories. This process replaces the usage of the *Standard Bonus Agreement* (e1594).

- **Kelly Educational Staffing Substitute Teacher of the Semester/Year** - A substitute teacher recognition program administered by Marketing.

- **Kelly Healthcare Resources Nurse of the Quarter/Year** - A nurse recognition program administered by Marketing or KHR branches.

- **Kelly Home Care Services Caregiver of the Quarter/Year** - A caregiver recognition program administered by Marketing or KHC branches.

- And more to come throughout the year!
What is the difference between Kudos! Points and Work Perks⁺?

Kudos Points offers many improvements over Work Perks⁺, both for branches and temporary employees.

<table>
<thead>
<tr>
<th>Improvements for Branches</th>
<th>Improvements for Temporary Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Offers a no-cost way to recognize employees via eCards.</td>
<td>• Enables employees to accumulate points over time.</td>
</tr>
<tr>
<td>• Provides ongoing enrollment of all temporary employees. (You don't have to enroll anyone!)</td>
<td>• Offers better award choices, including gift certificates, a vast merchandise catalog, and debit cards, which can be redeemed at 120 different merchants.</td>
</tr>
<tr>
<td>• Differentiates Kelly from our competition. (We are committed to recognition and have programs in place to support this goal.)</td>
<td>• Lets employees redeem points by the Internet or a toll-free phone number.</td>
</tr>
<tr>
<td>• Provides automated approvals—a faster approval process for immediate recognition.</td>
<td></td>
</tr>
<tr>
<td>• Provides an incentive-based program by offering the ability to bank points.</td>
<td></td>
</tr>
<tr>
<td>• Enables a better retention strategy.</td>
<td></td>
</tr>
<tr>
<td>• Facilitates measurement of the return on investment (ROI) for retention initiatives.</td>
<td></td>
</tr>
<tr>
<td>• Ensures better compliance with tax laws.</td>
<td></td>
</tr>
<tr>
<td>• Reduces the risk of fraud.</td>
<td></td>
</tr>
<tr>
<td>• Improves budget tracking and reporting to help you monitor spend.</td>
<td></td>
</tr>
<tr>
<td>• Enables employees to accumulate points over time.</td>
<td></td>
</tr>
</tbody>
</table>

How do I transition my Work Perks⁺ program into a Kudos! Points program?

After Kudos is launched to your branch, refer to the following steps to transition from the Work Perks⁺ program to the Kudos Points program.

1. Use the Kudos system to submit Kudos Points rather than awarding Works Perks⁺ gift certificates.

   **Note:** The Work Perks⁺ Web site and program will no longer be available for you to either order gift certificates or Work Perks⁺ brochures.

2. Implement a Kudos program by ordering Kudos Points brochures (refer to page 7 for additional information).

   **Note:** You may also allow your current Works Perks⁺ program to run its course over the next few months, and order the new Kudos Points brochures after your Works Perks⁺ brochure supply is exhausted.

3. If necessary, adjust your point allocations. For example, if you awarded employees a Works Perks⁺ $25 gift certificate when they earned 50 points, adjust the Kudos Points accordingly (e.g., 25 points = $25) and communicate this change to your employees.
**Whom do I contact with questions?**

- If you have questions about Kudos, contact the Customer Support Hotline at **1-800-KELLY-04** or via Lotus Notes at Mailbox US Hotline Services.

- If your temporary employees have questions about the program, direct them to the following contacts:
  - For questions about merchandise awards or existing orders, call the Maritz Award Headquarters at **1-877-AWARD-HQ**.
  - For all other Kudos questions, contact the Customer Support Hotline at **1-800-KELLY-28** or click the Kudos Program Headquarters e-mail link on the Kudos Contact Us page.
Budget Allocations and Pricing

As described below, points and bonus expenses issued within the Kudos system are reflected differently on your branch Operating Statement.

### Kudos Points

Each branch is allocated a spending limit, known in the Kudos system as a “budget.” This spending limit is a threshold for the maximum amount of points you can issue.

**Note:** Additional budget may be requested by contacting the Customer Support Hotline at 1-800-KELLY-04 or via Lotus Notes at Mailbox US Hotline Services.

When you issue points (one point = $1) they are immediately deducted from your spending limit in the Kudos system. However, they are not immediately reflected on the Operating Statement for your branch. Vendor invoices for issued Kudos Points must first be processed at Corporate before they appear on your Operating Statement. This delay could be up to one month. Also, your branch will be charged the total point value (one point = $1) plus a 10% fee.

Refer to the following table and example for accounting code and other information.

<table>
<thead>
<tr>
<th>Award Name: Kudos Point Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award Type</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

* 1 point=$1

** Your Branch pays for shipping and handling if the employee orders a gift certificate or a Your Choice debit card. Fee is 10% of points, capped at $5. Temporary employees pay for shipping and handling of merchandise. You will be billed for shipping and handling when the employee redeems their points. This may or may not occur during the same month as the issuance.

**Example**

Zach, from Branch 1000, awards Carlee 50 Kudos Points in March. Carlee redeems the 50 points for a gift certificate in March. Since Carlee redeemed the points during the same month the points were issued, the branch Operating Statement would reflect the following:

- Full point amount ($50)
- 10% fee ($5)
- Shipping and handling charges ($5)

**Note:** If Carlee had redeemed the points in April, the full point amount and 10% fee would be billed in March; however, the shipping and handling fee would be billed in April.
**Kudos Employee Bonuses**

There is no spending limit for employee bonuses in the Kudos system. The 10% fee does not apply to employee bonuses.

Bonuses are issued to employees via a payment from your payroll center. Since bonuses are issued on a weekly basis, this expense is reflected on your branch Operating Statement typically within the same month the activity occurred.

Refer to the following table and example for accounting codes and other information.

<table>
<thead>
<tr>
<th>Award Type</th>
<th>Award Amount</th>
<th>Issuance Fee</th>
<th>Shipping &amp; Handling</th>
<th>Total</th>
<th>Accounting Code</th>
<th>Timing of Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dollars</td>
<td>$1 and up</td>
<td>None</td>
<td>None</td>
<td>Dollar value of bonus</td>
<td>• 7625 (referral) • 7636 (retention) • 7637 (performance) • 7638 (other)</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

**Example**

Zach awards Carlee a $25 Referral Bonus on March 10. The bonus request is sent to Payroll for processing at the close of the week. Your payroll center issues a $25 bonus payment to Carlee. The bonus payout is reflected on your branch Operating Statement under accounting code 7625.

**What This Means to You**

Use the following Kudos reports (access to the reports varies by management level) to reconcile against your Operating Statement:

- My Recognitions Given
- Recognitions Given Manager’s Report
- Budget Allocation

Remember, there could be as much as a one-month delay between when you issue Kudos Points and when the expense for those points is reflected on your Operating Statement.
How to Use Kudos! Points

Identify temporary employees to recognize.

You can recognize an employee for any reason, including these:

- Meeting established criteria from your Kudos Points program
- Appearing on your most recent Top 30% Employee Report
- Providing exemplary service to a customer
- Celebrating a milestone, such as service anniversary or project completion

Plan your program.

Kudos Points is a completely customizable program. You can spontaneously recognize employees when you observe exemplary service, or you can set up a program to reward a variety of specific actions that are tracked over time. To determine your Kudos Points criteria for each branch and/or customer, do the following steps:

Note: To spontaneously recognize an employee, award the employee 25 points in the system.

1. Develop no more than ten actions that will constitute a Kudos Points award. Brainstorm with other branch staff, your customer, or other area branches if needed.

   Note: Make sure that point amounts reflect the correct value for your branch (i.e., certain criteria may be worth more to your branch).

2. Determine a point value for each criterion, as shown in the following example.

<table>
<thead>
<tr>
<th>Points</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Work a long-term assignment of six months.</td>
</tr>
<tr>
<td>10</td>
<td>Receive positive feedback from a customer.</td>
</tr>
<tr>
<td>5</td>
<td>Work 30 consecutive assigned days without a request for time off.</td>
</tr>
<tr>
<td>5</td>
<td>Be recognized by a peer for going above and beyond job duties.</td>
</tr>
<tr>
<td>5</td>
<td>Wild Card! Monthly order # drawing.</td>
</tr>
<tr>
<td>5</td>
<td>Take two courses in the Kelly Learning Center.</td>
</tr>
<tr>
<td>3</td>
<td>Receive a perfect score on a quality assurance survey from manager.</td>
</tr>
<tr>
<td>3</td>
<td>Take an ASAP assignment.</td>
</tr>
<tr>
<td>1</td>
<td>Direct Deposit sign-up.</td>
</tr>
</tbody>
</table>

Notes:

- Kudos Points must be awarded via the system in 25-point increments in any combination (e.g., the employee could receive multiple point awards for the same criterion).
- Remember, each point you award equals $1 out of your budget.
- Do not include Kudos Points values in your brochure for referrals. Referrals are a recruiting activity (i.e., not a retention activity) and must be categorized and tracked separately.
**Order your brochures.**

The Kudos Points brochure is a great tool to communicate the Kudos Points program to your temporary employees as it details the activities for which your branch recognizes and rewards. To order Kudos Points brochures, refer to the following steps.

1. Go to the Online Ordering System via KellyWeb.
2. Select from the list of Kudos brochures in the **Custom Marketing** section.
3. Follow the instructions to customize your brochure.

**Communicate with your temporary employees.**

To demonstrate our commitment to recognition and retention to employees and customers, distribute your Kudos Points brochure to employees in one of the following ways:

- Insert them in employee handbooks or orientation packets.
- Use them as payroll stuffers.
- Distribute brochures at an onsite employee meeting.
- Send out an informational newsletter.

The Kudos Points brochure provides an area for employees to keep track of their points. Ask employees to note their points on the brochure, and return it to you when they reach the point total goal. Tell employees you will then submit the points for approval.

Kudos Points will be awarded through the Kudos system and will follow the appropriate approval process. Since approvers may or may not approve the award, award points only if you know you have available budget.

**Note:** Refer to *Kudos! Approver Matrix* (e1714) for more information about the approver levels for each market or business unit.

**Award Kudos! Points.**

Refer to the next section “How the Kudos! System Works” for information about how to award Kudos Points.
How the Kudos! System Works

You can use Kudos to recognize temporary employees the following ways:

- Awarding Kudos Points
- Sending Kudos eCards (without awarding points)
- Submitting requests for Kudos Employee Referral, Retention, Performance, or Miscellaneous bonuses.

Awarding Kudos! Points from Your Kudos Points Brochure Criteria or Spontaneous Recognition

Access the Kudos! site.

1. From the Recruiting & Retention section of KellyWeb, click the Kudos link.

Note: Full-time and temporary employees will have access to different features on the Kudos site.

2. From the Kudos page, click Kudos Login.

3. From the Login page, enter your Lotus Notes user name in the Login ID field using uppercase characters (e.g., John R. Smith becomes SMITHJR).
4. Enter your password in the **Password** field.

**Notes:**
- When you log on to Kudos for the first time, enter *Kelly* in the **Password** field. You will be prompted to enter new logon information (e.g., password) and select/answer a reminder question after you log on to the system. Scroll down and click **Submit** to save the new information. Passwords must consist of seven characters or more.
- Passwords and reminder answers are case sensitive.

5. Click **Login**.

After you log on to Kudos, you will see the following navigational links.

**Note:** The following information applies only to full-time employees unless specified otherwise.

1. **Kudos Home** - Returns users to the **Kudos Home** page.
2. **Go Shopping** - Displays the merchandise, gift certificates, and debit cards temporary employees can redeem with Kudos Points.
   - Enables temporary employees to redeem their points by placing an order.
   - Contains a link to tips on searching the shopping Web site, AwardHQ.
3. **My Account** - Displays the temporary employee’s recent activity and point total.
   - Full-time employees cannot view account information.
4. **Reports** - Provides reporting that enables full-time employees to view all individuals for whom they awarded points. Managers can view information about points awarded by themselves and their staffs.
   - Enables temporary employees to view a report showing all points they have received.
5. **Profile** - Displays the user’s personal information, including password.
   **Note:** Changing the profile affects only Kudos information. It does not update personal information maintained in other systems (e.g., Human Resources, KSN).
6. **Contact Us** - Provides Kudos contact information.
7. **FAQ** - Lists frequently asked questions you or temporary employees may have about Kudos.
8. **Logout** - Logs you off the Kudos site and opens the **Login** page.
**Recognize your employee.**

Determine if the employee is already enrolled in the Kudos system.

1. **Click Recognize Someone Now!**

![Recognize Someone Now!](image1)

2. From the **Choose Recipients** page, enter your employee’s Social Security number (without dashes) in the **Participant ID** field.

![Choose Recipients](image2)
3. Click **Search**.

- If the employee’s name displays in **Search Results** box, you may award points to the temporary employee (Step 4 on page 12).
- If the employee’s name does not display in the **Search Results** box, transfer the employee’s information into the Kudos system by doing the following steps:

  **Note:** KSN employee data (except employees with statuses of *Candidate* or *Terminated*) is loaded into the Kudos system weekly. Only employees who are activated in the system can log on to Kudos.

  a. Click **Back**.
  
  b. From the **Kudos Home** page, click **Activate Employee Data**.

  c. From the **Activate Employee Data** page, follow the on-screen instructions.
Notes:

- If the employee’s name does not display, contact the Customer Support Hotline at 1-800-KELLY-04 or via Lotus Notes at Mailbox US Hotline Services.

- Temporary employee data from KSN (except for employees with statuses of Candidate or Terminated) is loaded into the Kudos system weekly. In order for the Kudos system to send e-mail messages to the employee, an e-mail address must have been entered into one of the e-mail fields in KSN. A personal e-mail address is preferred as business (i.e., customer) e-mail addresses may be blocked by spam filters. Also, temporary employees may not have Internet access at the customer location.

- Because KSN employee data is loaded into the Kudos system once per week, employee e-mail addresses you enter in KSN within the past week may not display in Kudos immediately.

---

**Award Kudos! Points to the temporary employee.**

1. From the **Kudos Home** page, click **Recognize Someone Now!**.

   **Note:** To save information you enter in the following steps **without submitting it**, click **Save & Exit**. The next time you log on to the system, you will be prompted to complete the recognition. You must complete or cancel any recognition you saved before the system will enable you to enter a new award. Your recognition will not be completed until you click **Submit**.

2. From the **Choose Recipients** page, enter the Social Security number in the **Participant ID** field for the temporary employee you want to recognize and click **Search**.

   **Note:** Do not change the default selection for the **Recipients** fields.

3. From the **Search Results** box, select the employee and click **Add**.

   **Note:** If the employee’s name does not display, you must transfer the employee to the Kudos system. For information, refer to “Recognize your employee” on page 10.

4. When the employee’s name displays in the **Selected** box, click **Next**.

5. From the **Choose Recognition Program** page, select the appropriate Kudos Points program and click **Next**.

6. From the **Choose Award Amount** page, enter the number of points (in 25 point increments) that you want to award the temporary employee in the **Award Amt.** field and click **Next**.

   **Note:** Leave the **Apply Global Award Amount** field blank.

7. From the **Choose eCard** page, determine if you would like to send a Kudos eCard to the temporary employee:

   - If you would like to send a Kudos eCard, select one of the displayed cards and click **Next**.

     **Note:** To replace the temporary employee’s name with a nickname (up to 25 characters), select **Other** under **eCard Salutation**, enter the appropriate text, and click **Next**.

   - If you would like to use one of the Kelly-specific eCards instead, refer the “Sending Kelly-specific eCards (with Kudos! Points)” section on page 17 for instructions.

   - If you would not like to send a Kudos eCard, select **No eCard** and click **Next**.
8. From the **Specify Recognition Criteria and Comments** page, select at least one recognition reason under **Criteria**. Your Kudos Points program criteria should fit into one (or more) of the following categories:

- Attendance
- Flexibility/Commitment
- Leadership
- Personifies Kelly’s Core Values
- Safety
- Training
- Milestones
- Customer Feedback
- Innovation/Creativity
- Performance
- Punctuality
- Sales Lead to Branch
- Employee Referral Only

**Notes:**

- You can select as many recognition reasons as you like.
- Do not select employee referral when awarding Kudos Points. Use this criterion for the Employee Referral Bonus program only.

9. Specify Criteria for each Initiative or Recognition Program. The program will display only recognition-specific criteria for each initiative.

<table>
<thead>
<tr>
<th>Program Name:</th>
<th>Team Player!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award Type:</td>
<td>Award Points</td>
</tr>
</tbody>
</table>

**Recognition Criteria (select all that apply):**
- ✔ Punctuality
- ✔ Performance

**Please enter your comments below (250 characters).**
Your selected recipient(s) will view these comments as part of their recognition. Managers and other individuals may also view these comments.

<table>
<thead>
<tr>
<th>Program Name:</th>
<th>Group B Thank You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Award Type:</td>
<td>Award Points</td>
</tr>
</tbody>
</table>

**Recognition Criteria (select all that apply):**
- ✔ Perfection
- ✔ Dedication

**Please enter your comments below (250 characters).**
Your selected recipient(s) will view these comments as part of their recognition. Managers and other individuals may also view these comments.

10. In the **Comments** box, enter a personalized message for the temporary employee that explains why he or she is being recognized (e.g., *We’re hearing great things about you. Thanks for the hard work!* ) and click **Next**.

**Notes:**

- You can also use this field to indicate to the employee how many points they will receive.
- Use this field to send comments to temporary employees only.

11. From the **Branch Designation** page, enter the branch number responsible for the award costs in the **Branch Designation** field and click **Next**.
Note: You can enter your branch number or a different branch number within the region.

12. From the Specify Notifications page, determine if you would like to notify others (e.g., branch staff or PTSA operations manager) about the temporary employee’s award.

Note: If the award is approved, you will receive notification automatically.

- To notify others: Search for and add the names of additional people you would like to notify. When all the names display in the Selected box, click Next.
- To not notify others: Click Next.

13. From the Confirm Recognition page, carefully review the award information:

- If all the information is correct, print a copy of the page for your records or for you to give to the temporary employee (if they don’t have an e-mail address). Click Submit to route the award request for approval by the two designated managers.

  Notes:
  - After you click Submit, award information cannot be changed.
  - The award request will remain pending until it is either approved (by both managers) or rejected.
  - For more information about the approval process, refer to “Approving Kudos Points and Employee Bonus Submissions—For Managers Only” on page 15.
  - Refer to the Kudos! Approver Matrix (e1714) for more information about the approval levels for each market or business unit.
  - The temporary employee will learn about your submission only if the request is approved by both managers.
- If any information is incorrect, click Prev to return to the appropriate page and make the necessary changes. To delete the award and start over from the Kudos Home page, click Cancel.

Document activity in Kelly StaffNet.

1. From the Employee Browser screen, search for the employee.
2. Select the employee and click Details.
3. From the Employee Details screen, click Add Comm.
4. From the Communication Details screen, complete the following fields:
   - Type – Select Employee Management.
   - Reason – Select Employee Recognition.
   - Resolution/Note – Enter the reason the employee was recognized.
   Note: You can also complete the Customer, Site Name, or Order Number fields.
5. Complete the form and click OK.

How Temporary Employees Redeem Kudos! Points
A temporary employee can redeem Kudos Points for merchandise, gift certificates, or Your Choice debit cards through the electronic or paper-based process, depending on whether or not the temporary employee has an e-mail address.

For detailed information about redeeming Kudos Points, refer to the *KTE Tip Sheet* (e1574).

**Note:** Kudos Points awards employees earn will be taxed as income regardless of whether or not they redeem the points.
Approving Kudos! Points and Employee Bonus Submissions—For Managers Only

You may be required to review Kudos Points awards and Kudos Employee Bonus (referral, retention, performance, or miscellaneous) request submissions. Whenever a full-time employee submits a Kudos award or bonus, the system will automatically send an approval request to the submitter’s immediate manager (first-level manager) via e-mail. If approved, this request will be forwarded to the second-level approver (indicated on the Kudos Approver Matrix) for final approval.

For Kudos Points, the temporary employee will learn about the submission only if the request is approved by both managers. For all employee bonuses, the temporary employee will learn about the submission only when the request is approved by both managers and Payroll Administration issues payment to the employee.

To approve or reject requests, do the following steps:

1. Click the Kudos link in the e-mail.
2. Log on to Kudos.
   
   **Note:** For logon instructions, refer to “Access the Kudos site” on page 8.

3. From the Kudos Home page, click the You have (x) new approval(s) link in the upper-left corner of the page.

![Kudos Home Page](image-url)
4. From the **Recognitions to Approve** page, decide whether to approve or reject the request.

**Note:** To view details of the recognition select the appropriate check box and then click the **View Full Award** button.

- **Page Number displays on pages with many recognitions** - Kudos only displays 10 recognitions at a time on the Approver's pages (where applicable). The Approver is aware of the number of pages with recognitions (as well as an approximate number of recognitions) if there are multiple pages, how many pages are available and what page they are on. This function is available on the following pages: Individual Recognitions to Approve, Individual Recognitions Approval History, Individual Search Results (For individual Recipients), and View Full Award.

- “**View Full Award**” on Recognition Approvals: Approvers can ‘View Full Award’ information via the Recognition to Approve page. To view full award, select the appropriate request, by clicking on the radial button next to the recognition. Next click **View Full Award**.
To approve the request, select the appropriate request and click **Approve**. From the **Confirm Approval** page, enter any additional people you would like to be notified of the approval and click the **Confirm** button located in the lower right of the page.

− You are approving the recipient, the point amount, and the branch where costs will be allocated. If you wish to change the branch cost allocation, do not approve the request. Instead, ask the submitter (e.g., via the rejection reason) to re-enter the request with the appropriate branch number.

− If you are the first-level manager and you would like to know whether the second-level manager approved or rejected the request, add your name to the list of people to be notified on the **Confirm Approval** page. You are not automatically notified unless you add your name.

− If the first-level manager approves the request, the system will automatically route the request via e-mail to the second-level manager for final approval.

− If the second-level manager approves the request, the system will send the recipient and submitter an e-mail message notifying them of the Kudos Points. If the submission is for any employee bonus, the request will be forwarded to Payroll Administration for payment.

To reject the request, select the appropriate request and click **Not Approve**. From the **Confirm Not Approve** page, enter a rejection reason (e.g., wrong branch allocated for payment), select additional people to be notified of the rejection, and click **Confirm**.

**Note:** The Kudos system will automatically send the submitter an e-mail stating that the request was rejected and the reason for the rejection.
Approval By Proxy

Approval by Proxy lets a participant, with proper permissions, approve recognitions on behalf of someone else. The Proxy functionality is critical due to the number of managers who have several branches for which they perform approvals.

If an Approver is on vacation, or out of the office for any extended length of time, managers now have the ability to delegate another approver by proxy, and be able to track if that approval was given by the Approver or by the assigned proxy.

As an Approver you will see a link on the Home page that says My Activities.

Upon clicking My Activities link, the Approver will be taken to a page that lists:

- My Approvals
- Managing Proxy Rights
- Approve By Proxy (This link appears only if an Approver has made you their Proxy.)
**My Approvals**

When the Approver clicks My Approvals, Kudos will open the Recognitions to Approve window.

1. Kudos displays a summary list of all recognitions for the specific User logged in.
2. The Approver selects one or more summary level recognitions and follows the standard approval process.

**Manage Proxy Rights**

Clicking Manage Proxy Rights allows the Approver to add or remove ‘proxy approvers’, granting individuals’ access to approve recognitions on behalf of the Approver.

**Adding and Saving to the Proxy list**

The Approver searches for the proxy approver by entering the participant ID or name of the person, and choosing **Search**.

Kudos will return the name that matches the search criteria and display it in the Search Results window. If no results match the search criteria, Kudos will display the message **No matching records found**.

The Approver adds the identified search results to the Proxy List, by clicking the **name** and then clicking **Add**.
The Approver then clicks **Save** and Kudos displays the message “Proxy assignments saved” and refreshes the updated Proxy list.

**Deleting from the Proxy List**
1. The Approver selects one or more Participants from their proxy list and clicks ‘Remove’, or they can delete their entire list by clicking **Remove All**.
2. The selections will be deleted from the Proxy List and appear in the Search results window.
3. The Approver then clicks Save and Kudos displays the message, Proxy assignments saved, refreshes the updated Proxy list, and removes the deleted Participant from the Search Results window.

**Approve By Proxy**
This section of the page provides a link for every person that has granted the designated Approver proxy rights. The proxy approval links will be in the following format: **Approve for Jane Doe**

1. The Approver clicks on one of the proxy approval links.
2. Kudos will open the ‘Recognitions to Approve’ window and displays a summary list of all recognitions for which the selected person has at least one recognition pending approval.
   **For example:** If Bob Smith is a proxy for Jane Doe, Bob Smith logs in and sees “Approve for Jane Doe”. Bob clicks this link and sees every pending approval that Jane Doe would see.
3. The Approver selects one or more summary level recognitions and follows the standard approval process.
4. Kudos records Approver and proxy Approver for each recognition. In the example above, the system would set all of Jane Doe’s recognitions to Approved, but record that Bob Smith did the approving.
5. In Approval History Kudos displays the Proxy Approver as the primary submitter. In the example above, Kudos would display Bob Smith as the submitter.

**Note:** Proxy Approvers will not receive an alert on the Kudos Home page.

**Note:** Proxy Approvers will not receive an email notifying them of pending approvals.
Sending Kelly-specific eCards (with Kudos! Points)

**Note:** The employee must have Microsoft Word in order to open Kelly-specific eCards.

1. When making your original points request, select **No eCard** for the **Choose eCard** page and click **Next**.
2. Continue with the request process as normal.
3. After the recognition is approved by both approvers, log on to Kudos.
4. From **Kudos Home** page, click **Kelly-specific eCards**.

5. From the **Select eCard** page, view the following cards:
   **Note:** To view a description for a card, move your mouse pointer over the card.
   - Welcome to Kelly
   - We’ve Missed You
   - Happy Birthday (four different versions)
   - We’re Hearing Great Things About You
   - Just a Note
   - Congrats!
   - Happy Anniversary
   - KHR Nurse of the Quarter
   - Program-specific eCards (used by the Marketing department only) [e.g., Employee of the Week, KES Substitute Teacher of the Semester/Year, KHR Nurse of the Year]

6. Click the eCard you want to use.
7. Click **Download Word Doc** and save the eCard to your computer.

8. Open the eCard document saved on your computer.

9. Complete the customizable fields (e.g., **Date, To, Comments, From**) as appropriate.

   **Note:** Be sure to delete any remaining `< >` symbols from the document.

10. Save the document to your computer.

11. Prepare an e-mail message for the employee you want to recognize and attach the eCard. In the e-mail message, indicate the number of Kudos Points the employee has been awarded. (You can also enter this information in the **Comments** field of the eCard document).

   **Note:** The e-mail message you send is in addition to the automated e-mail message the system generates and sends to the employee alerting him or her of the Kudos Points award.
Sending Kelly-specific eCards (without Kudos! Points)

**Note:** The employee must have Microsoft Word in order to open Kelly-specific eCards.

1. From **Kudos Home** page, click **Kelly-specific eCards**.

2. From the **Select eCard** page, view the following cards:

   **Note:** To view a description for a card, move your mouse pointer over the card.
   - Welcome to Kelly
   - We’ve Missed You
   - Happy Birthday (four different versions)
   - We're Hearing Great Things About You
   - Just a Note
   - Congrats!
   - Happy Anniversary
   - KHR Nurse of the Quarter
   - Program-specific eCards (used by the Marketing department only) [e.g., Employee of the Week, KES Substitute Teacher of the Semester/Year, KHR Nurse of the Year]

3. Click the eCard you want to use.
4. Click **Download Word Doc** and save the eCard to your computer.

5. Open the eCard document saved on your computer.

6. Complete the customizable fields (e.g., **Date**, **To**, **Comments**, **From**) as appropriate.

   **Note:** Be sure to delete any remaining `< >` symbols from the document.

7. Save the document to your computer.

8. Prepare an e-mail message for the employee you want to recognize and attach the eCard.
Sending Kelly-specific eCards (with Kudos! Points) to Employees Who Do Not Have E-mail

1. When making your original points request, select **No eCard** for the Choose eCard page and click **Next**.
2. Continue with the request process as normal.
3. After the recognition is approved by both approvers, log on to Kudos.
4. From **Kudos Home** page, click **Kelly-specific eCards**.
5. From the **Select eCard** page, view the following cards:
   - **Note:** To view a description for a card, move your mouse pointer over the card.
   - Welcome to Kelly
   - We've Missed You
   - Happy Birthday (four different versions)
   - We're Hearing Great Things About You
   - Just a Note
   - Congrats!
   - Happy Anniversary
   - KHR Nurse of the Quarter
   - Program-specific eCards (used by the Marketing department only) [e.g., Employee of the Week, KES Substitute Teacher of the Semester/Year, KHR Nurse of the Year]
6. Click the eCard you want to use.
7. Determine whether or not you want to save the eCard to your computer:
   - If you want to save the eCard, continue to Step 8.
   - If you do not want to save the eCard, complete the process using the following steps:
     a. Complete the customizable fields (e.g., **Date**, **To**, **Comments**, **From**) as appropriate.
        **Note** You can indicate the number of Kudos Points the employee has been awarded in the **Comments** field.
     b. Click **Print eCard**.
     c. Present the employee with the eCard.
8. Click **Download Word Doc** and save the eCard to your computer.
9. Open the eCard document saved on your computer.
10. Complete the customizable fields (e.g., **Date**, **To**, **Comments**, **From**) as appropriate.
    **Note:** Be sure to delete all < > symbols from the document.
11. Save the document to your computer.
12. Print the eCard and present it to the employee.
Sending Kudos eCards (Without Kudos Points)

**Note:** The temporary employees you recognize with eCards may find it easier to receive Kelly-specific eCards rather than Kudos eCards (i.e., eCards offered in the Kudos system). This is because Kelly-specific eCards are sent directly to employees’ personal e-mail accounts while Kudos eCards can be accessed only by logging on to Kudos.

To send Kelly-specific eCards, refer to “Sending Kelly-specific eCards (without Kudos! Points)” on page 19. To send Kudos eCards, do the following steps:

1. Log on to Kudos.
   **Note:** For logon instructions, refer to “Access the Kudos! site” on page 8.
2. From the Kudos Home page, click Recognize Someone Now!.
3. From the Choose Recipients page, enter the employee’s Social Security number in the Participant ID field and click Search.
4. From the Search Results box, select the employee and click Add.
   **Note:** If the employee’s name does not display, you must enroll the employee in the Kudos system. For information, refer to “Recognize your employee” on page 10.
5. When the employee’s name displays in the Selected box, click Next.
6. From the Choose Recognition Program page, select Kudos eCards and click Next.
7. From the Choose eCard page, select the Kudos eCard you would like to send to the temporary employee and click Next.
   **Note:** To replace the temporary employee’s name with a nickname (up to 25 characters), select Other under eCard Salutation, enter the appropriate text, and click Next.
8. From the Specify Recognition Criteria and Comments page, select at least one recognition reason under Criteria. Your criteria should fit into one (or more) of the following categories:

   - Attendance
   - Flexibility/Commitment
   - Leadership
   - Personifies Kelly’s Core Values
   - Safety
   - Training
   - Milestones
   - Customer Feedback
   - Innovation/Creativity
   - Performance
   - Punctuality
   - Sales Lead to Branch
   - Employee Referral Only
   **Note:** You can select as many recognition reasons as you like.
9. In the Comments box, enter a personalized message for the temporary employee that explains why he or she is being recognized (e.g., *We’re hearing great things about you. Thanks for the hard work!* ) and click Next.
   **Note:** Use this field to send comments to temporary employees only.
10. From the **Specify Notifications** page, determine if you would like to notify others (e.g., branch staff or PTSA operations manager) about the temporary employee’s eCard.

- To notify others: Search for and add the names of additional people you would like to notify. When all the names display in the **Selected** box, click **Next**.
- To not notify others: Click **Next**.

11. From the **Confirm Recognition** page, carefully review the eCard information.

**Note:** After you click **Submit**, award information cannot be changed.

12. Document activity in KSN. Refer to page 14 for more information.
Submitting Kudos! Employee Bonus (Referral, Retention, Performance, or Miscellaneous) Requests

Use Kudos to administer requests for temporary employee bonuses. When a full-time employee submits a Kudos Employee Bonus request, the system automatically routes the request for management approval (as indicated on Kudos! Approver Matrix [e1714]). If approved, the information will be released to Payroll Administration for payment processing.

This process replaces the Standard Bonus Agreement (e1594). Please discard this form.

1. Log on to Kudos. (For logon instructions, refer to “Access the Kudos site” on page 8.)
2. From the Kudos Home page, click Recognize Someone Now!.
3. From the Choose Recipients page, enter the temporary employee’s Social Security number in the Participant ID field and click Search.
   
   **Note:** Do not change the default selection for the Recipients field.
4. From the Search Results box, select the employee and click Add.
   
   **Note:** If the employee’s name does not display, you must transfer the employee to the Kudos system. For information, refer to “Recognize your employee” on page 10.
5. When the employee’s name displays in the Selected box, click Next.
6. From the Choose Recognition Program page, select the appropriate Kudos! Employee Bonus program from the list provided (referral, retention, performance, or miscellaneous) and click Next.
7. From the Choose Award Amount page, enter the bonus amount (in single dollar increments) for the temporary employee in the Award Amt. field and click Next.
   
   **Note:** Leave the Apply Global Award Amount field blank.
8. From the Specify Recognition Criteria and Comments page, select Employee Referral.
   
   **Note:** For employee referrals only. If you are using one of the other programs (retention, performance, or miscellaneous), click the applicable option.
9. In the Comments box, enter a personalized message for the temporary employee that explains why he or she is being recognized (e.g., Thanks for referring Joe Smith!) and click Next.
   
   **Note:** When the temporary employee logs on to Kudos, he or she can view what you enter in the Comments box.
10. From the Kelly Required Information page, enter the reason for the bonus (e.g., Sally Jones referred Joe Smith who worked 80 hours at $18.50 bill rate.) in the Reason for Bonus field.
   
   **Note:** Temporary employees cannot view what you enter in the Reason for Bonus field.
11. In the **Branch Designation** field, enter the branch number responsible for the bonus costs and click **Next**.

   **Note:** You can enter your branch number or a different branch number within the region.

12. From the **Specify Notifications** page, determine if you would like to notify others (e.g., branch staff or your PTSA operations manager) about the bonus.

   **Note:** If the bonus is approved, you will automatically receive notification.

   - To notify others: Search for and add the names of the additional people you would like to notify. When all of the names display in the **Selected** box, click **Next**.
   - To not notify others: Click **Next**.

13. From the **Confirm Recognition** page, carefully review the request:

   - If all the information is correct, click **Submit** to route the Kudos Employee Bonus request for approval.

   **Notes:**
   - After you click **Submit**, employee bonus request information cannot be changed.
   - The bonus request will remain pending until it is either approved (by both managers) or denied.
   - For more information about the approval process, refer to “Approving Kudos Points and Employee Bonus Submissions—For Managers Only” on page 15.
   - Refer to the *Kudos! Approver Matrix* (e1714) for more information about the approval levels for each market or business unit.
   - The temporary employee will learn about your submission only if the request is approved by both managers and Payroll Administration issues payment to the employee.
   - The temporary employees are not required to log on to Kudos to view their bonus information. If they choose to log on, however, they can view what you entered in the **Comments** box.

   - If any information is incorrect, click **Prev** to return to the appropriate page and make the necessary changes. To delete the bonus request and start over from the **Kudos Home** page, click **Cancel**.