

# SUPPLIER REPORT CARD REVIEW

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Guide to using WorkRecords to monitor  
successful process improvement

# Order Management

ORDER MANAGEMENT	Total Orders Created	79			
	Total Orders Create <i>After</i> the Start Date	5			
	% of Orders Created After Start Date	6.33%			
	# of Duplicate Orders with Same Rate	1			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Reduces edits caused by workers who can not check-in at the Kiosk because an order is not available
- Improves management of overtime
- Reduces edits caused by workers checking in and out on two different orders
- Reduces costs for suppliers when two timecards are created in one week due to duplicate orders
- Reduces confusion for the worker when they try to check in

# Order Management: Search Orders

ORDER MANAGEMENT	Total Orders Created	79			
	Total Orders Create <i>After</i> the Start Date	5			
	% of Orders Created After Start Date	6.33%			
	# of Duplicate Orders with Same Rate	1			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Run your Search Orders view for the week-ending date range
  - Enter the results returned in *Total Orders Created*
  - Compare “Estimated Start Date” and “Date Order Confirmation Created” columns and input the number in *Total Orders Created After the Start Date*
  - % of Orders Created After the Start Date automatically populates

# Order Management: Search Duplicate Active Orders

ORDER MANAGEMENT	Total Orders Created	79			
	Total Orders Create <i>After</i> the Start Date	5			
	% of Orders Created After Start Date	6.33%			
	# of Duplicate Orders with Same Rate	1			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Run your Search Duplicate Active Orders view for the week-ending date range sorting by SSN (or Worker Name) and populating the buyer selector
  - Filter by each SSN and check to see if the BillRate is the same
  - Input the total number of orders at the same rate in the *# of Duplicate Orders with Same Rate* field
  - Close out any duplicates for future reporting

# Edits Reduction

EDITS REDUCTION	Total Number of WorkSegments	501			
	Total Number of Edits	94			
	% of Edits to WorkSegments	18.76%			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Workers checking in/out properly saves time
- Improves accuracy of attendance reporting
- Improves security and reduces fraud opportunity

# Edits Reduction: Review WorkSegments

EDITS REDUCTION	Total Number of WorkSegments	501			
	Total Number of Edits	94			
	% of Edits to WorkSegments	18.76%			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Run your view for the week-ending date range
  - Enter the results returned in *Total Number of WorkSegments*
- Note: the name of this view varies by supplier and may not include “Review” or may use “WorkSegment”. If you are unsure which view to use, please contact [support@workrecords.com](mailto:support@workrecords.com)

# Edits Reduction: Edits Made to Unapproved WorkSegments

EDITS REDUCTION	Total Number of WorkSegments	501			
	Total Number of Edits	94			
	% of Edits to WorkSegments	18.76%			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13	08/03/13

- Run your view for the week-ending date range
  - Enter the results returned in *Total Number of Edits*
  - *% of Edits to WorkSegments* will automatically populate
- Note: the name of this view varies by supplier and may also be called Audit TimeSegment Edits. If you are unsure which view to use please contact [support@workrecords.com](mailto:support@workrecords.com)

# Worker Compliance

WORKER COMPLIANCE	Exception Report used in 100% of Workers who couldn't sign in (Y or N)			
	Spot checked workers check in/out security photo. (Y or N)			
	OTHER			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13

- Exception report improves communication between supplier and buyer
- Ensures accuracy of edited hours
- Spot-checking enhances security function
- Reduces buddy-punching



# Worker Compliance: any view with security photos

WORKER COMPLIANCE	Exception Report used in 100% of Workers who couldn't sign in (Y or N)			
	Spot checked workers check in/out security photo. (Y or N)			
	OTHER			
	Week-Ending Reported	07/13/13	07/20/13	07/27/13

- Run any work-segment report that included check-in/out security photos
  - Review for clarity and consistency
  - Compare to file photo
  - Note any with no photo or wrong worker
- Note: these views vary by supplier and may called “Audit Security Photos” or “WorkSegments with Security Photos”

# WorkRecords e-Support Site

- Accessible through [www.workrecords.com](http://www.workrecords.com) “Contact Us”
- Provides 24/7 support for:
  - Frequently Asked Questions,
  - Training Videos
  - QuickGuides for key functions required in WorkRecords
- Tracks support requests for status updates and future use of responses
- Offers excellent resources for training new employees