Empower FAQ

These FAQs provide answers to some of the most frequently asked questions about Empower use and configuration. For additional information, please visit the program job aid section by going to Empower>Menu>Dashboard>mySchedule Job Aids. If you cannot find the answer to your question here or in the mySchedule Job aids in Empower, please follow this escalation path:

mySchedule Job Aid> Division/District Store Director Expert>Division/District SME (Subject Matter Expert)>Division Labor Manager

Information Updates

When do changes to the forecast update for the division?

Changes that occur after 9:00 or 11:00am (depending on division, when the 2nd punch notification is received), will not be updated in division level reporting until the following morning.

When are previous day sales and payroll data visible in Empower?

Empower is updated daily at 3 am (local time) with all sales data from the previous day. Once timesheet edits are completed (by 7 am, local time) another data feed is completed and updated to the system at 9 am or 11 am (depending on division requirements.

Are prior week adjustments reflected in Empower?

Currently, prior week or retro adjustments in Empower are not reflected in reporting or dashboards in the system. If an adjustment is made to a prior week, please be aware that this will cause data discrepancies.

Bookend Updates

How to submit a request for a bookend change or adjustment?

For bookends to be updated, please discuss the desired adjustment with the Labor Manager for the division. Once signed off, the Division Labor Manager will communicate this change to the appropriate parties and the change will be reflected within two business days.

How to update forecast after bookends are adjusted?

Once bookends are adjusted, go to Menu>Forecaster>and select the calculate icon (); this will ensure that any changes made to bookends will calculate correctly.

Forecasting

Unable to see/edit department forecasts?

Click on the Find icon ( ) to view department forecasts if they are absent from the page; this action will give visibility to all department forecast data.

What would happen if a sales target is zeroed out?

If a sales forecast is zeroed out and saved, this would break all links for the auto-scheduler and require a manual intervention from the Empower team. If this happens, please contact your division labor manager immediately for escalation.

How to ensure that changes in the target wage or hour adjustment are updated in the forecast?

Whenever a change is made to the target wage or hour adjustment, the full three step process of selecting the save icon ( )> link to calculate wages (Link to Calculate Wages)> and calculator icon ( ) on the forecaster page must be completed to see the reflected changes. Review the Weekly Job Planner to validate changes. If this process is not followed to completion, changes made will not take effect in the system.

How to calculate Target Hour adjustments?

To correctly calculate what the desired target hour adjustment for service centric departments, first review the number of hours targeted for the department by going to the Dashboard>Weekly Job Planner> and locating the appropriate service centric department for analysis. After reviewing the number of target hours displayed, determine the input by using the following formula: Hours Displayed/Hours Wanted

This will provide a decimal number (ex. 1.25) that can be used as a multiplier for the number of targeted hours for service centric departments. To reset, simply return these decimal numbers to be "1" and review through the Weekly Job Planner.

<u>Scheduling</u>

Why is an associate showing up in a department if it is not their primary department?

If an associate has a secondary role they will appear on all department schedules where they have a secondary role. This allows for that department to see who is available to schedule if necessary. If you do not wish for someone to appear on a schedule of their secondary department, you will need to edit that role on the Personnel tab.

Rerunning the Auto-Schedule

When re-running the auto-schedule, it is critical that the previous auto-schedule be fully deleted prior to re-running; if this step is skipped, the efficiency score will not calculate correctly.

How to "see coverage" for a department by day?

To help visualize coverage for a department or job in the scheduler, select the following: filter ()> view: Default> [OK]> Visualizer icon ( ). This will provide a bar (or gantt) view of the schedule for the selected labor filter. To return to the graph view, select the Graph icon ( ).

Scheduling target viewing for department managers

For Department managers to see target labor dollars for their department(s) only in scheduling they must first go to the filter ( ), and select the appropriate labor department. Once selected, department settings will default as appropriate for that user. If the labor line is "blank" total store data will be displayed.

Reporting

Why aren't the actuals matching up to the department totals after the schedule has been worked?

For all associate secondary roles, it is critical that the JobCode be updated manually for each role that is not the associate's primary role. This will ensure that Workbrain will validate against the correct code and apply the appropriate adjusted pay rate, if applicable. To do this please go to Empower>Personnel>Employee Information to update the JobCode for all secondary roles.

How are nightly premiums calculated in Empower?

If applicable for your location, nightly premiums are rounded to the nearest quarter-hour; PeopleSoft uses the rounded clocking to calculate nightly premium; this difference in calculation may cause slight discrepancies in reporting.