

The background is a solid blue color with various white line-art icons scattered throughout. These icons include different types of leaves and branches, a mortar and pestle, a pill bottle, a heart, and a capsule. The text is centered in the upper half of the page.

Blooms 
THE CHEMIST

HR ONBOARD FAQ

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When will the system go live?

Monday 2 May 2022.

What will HR Onboard do?

The initial release will be for the onboarding of new team members, including:

- Creating offers
- Automatically building employment contracts
- Sending offers
- Team member form completion such as TFN declarations, super choice forms, AHPRA registration, work rights and vaccination status
- Team member engagement with additional information such as places to eat and directions to store

What is HR Onboard not replacing?

All other paper based forms outside of onboarding a new team member, including but not limited to;

- Change of conditions,
- Terminations,
- New partners details
- Change of personal information.

How will I get access to the system?

On the morning of 2 May 2022, you will receive an email, which will outline the process to login and provide a range of helpful resources to get you started in HR Onboard.

How will team members accept an offer online?

There is an electronic offer acceptance process with 2 factor authentication via text message. There is no requirement for Manager or team member to print the employment contract.

How do team members receive the offer?

Once their manager completes and sends the offer electronically, they will receive an email to their nominated email address and a text message. They can proceed with the offer using the email or text message on desktop or phone.

Will I receive notification when the offer is completed?

You will receive email notifications at various stages of the process, including when the offer is completed by the team member.

How do I know the status of the employment offers I have made?

HR Onboard provides a dashboard and reporting capability to track the progress of team members as they progress along their onboarding journey. You will always know how an onboarding journey is progressing.

Will team members be added into time and attendance immediately?

At go-live, there will still be a weekly cycle as the integration of the onboarding system into the payroll system is being completed in the background. Once the integration is completed, team members will be imported into the time and attendance system daily.

Will there be training?

Training sessions have already occurred on the dates below. If you missed them, don't worry, we have a library of training videos available on Engage. HR Onboard also has a help centre for general queries.

- Tuesday, 26th April - 7:30 pm (AEST)
- Wednesday, 27th April - 7:00 am (AEST)
- Wednesday, 27th April - 7:00 pm (AEST)

Can I still send paper employee forms after 2 May 2022 (go-live date)?

We will no longer accept paper forms for new hires starting after 2 May 2022.

Can I upload my own contract?

The system will build a contract for you based on a best practice dynamic contract template. If you have any questions, please contact HR.

How will managers login to HR Onboard?

For security purposes, our IT team has setup Single Sign On (SSO) capability for HR Onboard. This will mean that you sign on using a HR Onboard icon in the Engage toolbar. This means you won't need to remember another password or save another website, and it also has great security to ensure team members information is safe and secure.

How will team members login to HR Onboard?

They will be invited to setup their own password during the onboarding process. This does not require Single Sign On through Engage.

Can new store partners be entered in HR Onboard?

No, as they are not an employee who needs to complete a TFN declaration and other onboarding forms. The paper based form will continue until this is converted into an electronic form in the future.

What onboarding forms can be completed during a team member's onboarding?

The following forms are available and are presented to team members conditionally based on entered information such as DOB and position title. Forms include:

- Tax file number - All team members
- Super choice form - All team members
- Work rights - All team members
- Vaccination status - All team members
- AHPRA - Select team members based on position title
- Uniform form - All team members
- Parental consent form - Select team members based on DOB

Is it ok for a team member to accept the job offer electronically?

Yes. The team member will electronically sign using 2 factor authentication. They will be required to:

1. Download their employment contract
2. Tick a box confirming they have read it
3. Enter a unique verification code they have received via text message

Will the system default onboarding fields based on earlier inputs?

Yes. For example, the team member name, which is entered to create an offer, will pre-populate in the TFN declaration for the team member. They can edit some of this information if there are any errors.

Can HR Onboard be used for provisioning tasks such as uniforms?

Yes, the sizing information is collected, and it will pre-fill the order form for uniforms. You will still need to review this form in HR Onboard, determine quantities and place the order with the supplier. But this allows for a streamlined capture of the uniform sizing prior for a team member starting.

Will HR Onboard capture AHPRA details for a new hire?

Yes, there will be a section for new team members to enter their AHPRA details and upload supporting documentation. HR Onboard will not provide reminders if a registration is expiring in the future.

Can I edit an offer once sent?

Yes, the offer creator can edit the offer once it is sent. This will restart the onboarding workflow for a team member.

Can I delete the offer after it's sent?

Yes, the offer creator can delete the offer after it has been sent which will withdraw the offer.

Who do I contact if I have an issue with the system?

Your first point of contact is your area manager. If they are unable to assist, they will escalate to the HR team.

What is the difference between onboarding and journeys?

Onboarding is the process of sending and accepting an offer of employment. Journeys are a separate module which give members an insight into places to eat, company history and directions. Engaging with journeys is optional for team members.

Can I customize the onboarding journey?

The onboarding journey is set at a Blooms group level. This is therefore maintained by BSO. The initial release will be a simplified version of journeys and this will be developed over time.

What can a team member view in journeys?

Team members can view:

- Blooms 'About us' information
- Blooms 'History' information
- Blooms 'Values' section
- Places to eat around your store
- Directions to your store

Can I add store policy documents?

By default we have included generic policy documents for all offers. You can add/delete policy documents specific to your store.

What if a team member does not receive the 2 factor SMS?

You can resend it to their phone or retrieve within HR Onboard and provide it to them over the phone.

Can HR Onboard be used as a document management tool?

HR Onboard is a new team member online onboarding tool. It is not a document management system. It will contain documentation in relation to the onboarding process, such as employment contract, TFN declaration, Super Choice Form and AHPRA registration. You cannot import internal files to the system after the offer has been sent to the team member.

Who will have access to HR Onboard?

Owners and managers. You will receive an invite on 2 May 2022. If you have any issues logging in, please contact IT services.

Can I add internal files to a team member's offer file?

You can add any files you wish allocated to a team members file, during the onboarding and these files cannot be viewed by team members. The section is called "internal files" and examples of documents to save here are interview notes and resumes.

Unfortunately, this section cannot be used to store all team member documents, and we recommend you maintain a filing system in store.

How do I update a contract for an existing team member?

Use HR Onboard for new hires and continue to use contract templates on engage for existing team members. We will be releasing a contract update module soon which will cover existing team member updates.

What are users in HR Onboard able to view?

Managers will be able to view all offers they have created. Owners will be able to view all offers for their entities.

Can team members view their documents at a later date?

Team members can login to their account and view all onboarding documents later.

Can a team member save and return to their onboarding if they don't have a document?

Team members can save their information and return later as they have their own login. You can also view their progress in their offer file dashboard.

What if a team member works across multiple stores?

A new offer of employment will be required for every individual store. Each Blooms is treated like a separate business, and therefore requires a different employment offer.

What if a team member doesn't have their passport or birth certificate to upload in the work rights section?

The work rights section is a new addition to onboarding for us. Ensuring our team have the right to work in Australia and all the appropriate documents is a legal requirement of every employer and also part of QCPP. Any issues that arise in this area can be discussed with your

new team member to ensure a smooth transition into your business. It is also worth noting that's team members can save and return to their onboarding journey if they need more time to obtain documentation.

If this section becomes too challenging for our new team it can be made optional, however compliance in this area cannot be guaranteed for you.

Can I change a start date in HR Onboard?

You can change a start date if circumstances have changed. If you are changing a start date after a team member has accepted an offer, please advise payroll@blooms.net.au to ensure their start date is up to date, as payroll have already been processed the new hire in the payroll system after they accepted the offer.

What help and training is available?

HR Onboard has a help centre for general queries. We have also created a video library which covers every aspect of HR Onboard. This will help you get started and also be a resource of future team members who may need to access the system.

If I can't login for the first time when the system goes live (2 May 2022), who do I contact?

Please contact IT Services on 1300 780 785 (Option 1). After the go live date, please raise a support ticket for new managers that require access.

If I have a new manager after go-live, how do I request for access to HR Onboard?

Store partners need to raise a ticket to IT to inform that a new manager is joining the store and requires access to HR Onboard.

Will HR Onboard automatically set up new team members on Engage and The Learning Centre once they've accepted the offer?

Once the team member has accepted the offer of employment through HR Onboard:

- For a new retail manager, Store Partner need to raise a ticket to IT to request for the new manager to be setup on Engage
- For other Store team members, the store Manager will need to set the team member up with access on Engage as below:

Engage > Administration > Invite Members > fill in the required details > Press "Send Invitation"

Note: the invitation link will only be valid for 1 week, so please ask the team member to verify their email asap once it's been sent.

If you don't have Administration access as a Store Manager or Partner, please reach out to IT Services