UKG PRO FAQ FOR EMPLOYEES

What is UKG Pro?

We are migrating the current instances of Kronos timekeeping and scheduling tools into a single instance of Kronos' new product, UKG Pro. UKG Pro offers a web-based application and with it, we are introducing single sign-on capabilities that will integrate with Workday to capture and utilize shared employee data and work more closely with our existing scheduling application, TeleStaff.

For those team members who use TeleStaff today, when they log into UKG Pro using their GMR credentials, they will have access to TeleStaff information as well.

When will employees be transitioning to UKG Pro?

LAUNCH DATES FEB 10,2024 - FEB 12,2024

Pay Group	Clock in UKG Pro	Chiclet Available @11 EST
Pay Group 1	2/10/2024	2/9/2024
Pay Group 4	2/11/2024	2/9/2024
Pay Group 9	2/12/2024	2/9/2024

LAUNCHES DATES FEB 17,2024 -FEB 19, 2024

Pay Group	Clock in UKG Pro	Chiclet Available @11 EST
Pay Group 5	2/17/2024	2/16/2024
Pay Group 6	2/17/2024	2/16/2024
Pay Group 10	2/17/2024	2/16/2024

LAUNCH DATES FEB 24, 2024 -FEB 26, 2024

Pay Group	Clock in UKG Pro	Chiclet Available @11 EST
Pay Group 2	2/24/2024	2/23/2024
Pay Group 3	2/25/2024	2/23/2024

LAUNCH DATES MARCH 2, 2024 - MARCH 4, 2024

Pay Group	Clock in UKG Pro	Chiclet Available @11 EST
Pay Group 7	3/3/2024	3/1/2024
Pay Group 8	3/4/2024	3/1/2024

If you are unsure which pay group you fall under, please contact your timekeeper or email: UKGProhelp@gmr.net.

What is changing?

The look and navigation within UKG Pro will be different than what you are used to with the current Kronos products.

Listed below are some of the changes you will encounter after moving to UKG Pro:

- **Streamlined Team Member Experience**: Integrated schedules, time off requests, accrual balances, timecards and leave of absence – all in one app.
- **Increased Visibility**: Access to view real time data on your schedule and timecard
- **Modern Tools**: Easy to use tools that are cloud-based and will streamline administrative processes

What is NOT changing for team members?

For hourly team members, they will continue to "punch in and punch out" as they do today via the timeclock or directly through the UKG Pro website. Air team members will continue to utilize their current processes.

How will team members punch in/out after the UKG Pro implementation?

While enhancements for the timeclocks are still being developed, we don't anticipate significant changes to the punch in/punch out process that team members follow today. If anything, the process will be improved, such as having upgraded firmware on timeclocks that will produce immediate notifications of "missed punches," so paychecks can be accurately calculated.

Does this impact AIR and Ground operations?

Yes, all employees are moving to this timekeeping system except CrowdRX and Comtrans.

Is a new password required for UKG Pro?

No, you will use single sign on via an OKTA chiclet.

Can team members punch in or out from anywhere using their smartphone?

Employees will follow local standard operating procedures, same as they do today.

How can team members be sure their punch was received?

They will be able to see their punch in UKG Pro on their timecard.

Pay To The Minute for All Non-Exempt Employees with Upgraded UKG Pro

Why is this change being made?

With the upgrade and move into a single timekeeping system (UKG Pro), we are standardizing the practice of paying to the minute. Historically, the practice of rounding to the nearest 15-minute mark was widely accepted as a standard pay practice and used by many companies The new UKG Pro timekeeping system provides an opportunity to standardize GMR-wide practices.

Does this negatively impact my pay?

No. Many of our non-exempt employees were already being paid to the minute based on time punches. For those who were previously paid under a rounding practice, they will now be paid to the minute all the time, instead of being paid to the minute some of the time, rounded up some of the time and rounded down some of the time.

Does this change how I clock in and out each day?

No. You will continue to clock in and out as you have been instructed in the UKG Pro system. The UKG Pro system is configured to calculate time based on the new practice.

Training and Support

Will training be available? If yes, when?

Yes. Support is available in Cornerstone, our Learning Management System (LMS) prior to launch. employees will be able to browse for, and self-assign job aids, which can be taken at their own pace and convenience. The job aids will be published as links within Cornerstone's Tools.

Where can we go if I have more questions?

For more information, please contact your timekeeper or local manager, or email: UKGProhelp@gmr.net.