Aramark FAQs

ELIGIBILITY & ACCESS

RECOGNITION DIFFERENCES

ACHIEVEMENT AND PLATINUM AWARD NOMINATIONS

APPROVAL

PRESENTATION

REDEEM / ORDER AWARD

TAXATION

REPORTS

LANGUAGES

FEATURES

CONTACT INFORMATION

ELIGIBILITY & ACCESS

Who is the recognition program for?

The Encore! Encore! program is designed for everyone — because we all create experiences that enrich and nourish lives.

Who has access to this web-based system?

All Aramark employees can access the web-based system. Only managers with direct reports are able to give rewards and recognition with a monetary value (e.g. Spot, Achievement, and Platinum Awards). All employees have access to receive recognition. In addition, all employees can send eCards to co-workers.

What if I cannot find an Aramark employee in the system?

If you are trying to recognize someone and can’t find their name in the system, it might be that they haven’t been loaded into the system yet. To search for an employee, start typing in the recipient’s name and employees matching that name will appear. Simply choose your desired recipient. To help verify you chose the correct recipient, you will also see their work location below their name.

Back to Main Page
How long does an employee have to redeem an award?

The employee has 12 months from the date the award is issued to redeem the award. Platinum and Gold cash awards are redeemed through the catalog and will be issued in the employee’s paycheck. Once an employee has terminated employment, he/she will no longer be eligible to redeem or receive awards.

How do I get back to the Home page?

Click on the logo at the top of the screen. This acts as a shortcut back to the home page of the system.

Is the Encore! Encore! site accessible from home?

Yes, all you need is the URL and a computer, smartphone or tablet.
https://www.appreciatehub.com/aramark

What if I don’t have an Aramark email address?

You can still access the website. Your manager’s email address will be used to send you notifications regarding eCards and awards.

RECOGNITION DIFFERENCES

How do I know when to send an eThanks and when to give a Spot, Achievement, or Platinum Award?

Send an eCard when a co-worker’s effort makes you smile, or you want to say “nice job.”

Give a Spot Award when effort is above and beyond daily tasks.

Nominate for an Achievement Award when:

- Critical deadlines are met in the face of a great challenge
- Innovative ideas improve our business or operations
- Achievements strengthen fiscal performance

Nominate for a Platinum Award when there is:

- Successful completion of a large-scale, high-profile (i.e., press worthy), company-impactful event
- Innovation or service excellence that has an extraordinary impact on our consumers, clients, workplace or the world around us (e.g., Super Bowl)
- Implementation of a several month-long initiative that significantly improves our operational excellence
ACHIEVEMENT AND PLATINUM AWARD NOMINATIONS

How do I know what to enter in the Achievement and Platinum Award nomination description?

The program website will ask you to input the reason for an award nomination. Try to frame your description in the stages of Situation → Action → Result. Describe the Situation; explain the Nominee’s Actions; and show the Results of the actions. Please be as descriptive and specific as possible in order to facilitate approval of an award.

What is the Nomination Wizard™?

The Nomination Wizard™ is provided to help facilitate nomination consistency and fairness, and make the nomination process easier. It consists of a short series of questions to determine the impact of the action being recognized. The Wizard automatically calculates the associated Achievement Award level: Bronze, Silver, Gold, or the Platinum Award Level: 1, 2, or 3.

Can the Wizard questions be re-answered to change the outcome of the award level for Achievement and Platinum Awards?

Yes, you can re-answer each question to change the recommended Bronze, Silver, Gold, or Platinum Award Level: 1, 2, or 3.

Will nominators receive notification once the nomination is approved?

Yes, you will receive an email informing you that the nomination has been approved.

How do Platinum Awards differ from Achievement Awards?

There is a Nomination Wizard for Platinum Awards similar to the one for Achievement Awards. The Nomination Wizard™ is provided to help facilitate nomination consistency and fairness, and make the nomination process easier. It consists of a short series of questions to determine the impact of the action being recognized. The Wizard automatically calculates the associated the award level: Platinum 1, 2 or 3. Since the costs for these special awards are significant, you must seek approval from your HRVP and COO prior to nominating someone for a Platinum Award.

APPROVAL

Where can I see all the approvals I have to take action on?

If you have approvals pending, a table will display within the area of the Toolbox. Clicking on the Award Level will direct you to the approval form. Submitting the form with either approve or decline will remove the alert from the table and the circle next to Toolbox.
How does the approval process work?

When a manager submits an Achievement Award nomination, the nominee’s manager will receive an e-mail prompt to approve or decline the nomination. If the nominee’s manager is the nominator, the nomination will route to the next-level manager for approval. If a nomination is approved, the nominator will receive an email with instructions for presenting the award certificate. If a nomination is declined, the approver will be asked to provide a brief explanation of his/her decision.

When a manager submits a Platinum Award nomination, your HRVP will receive an e-mail prompt to approve or decline the nomination. The HRVP can then mark the award as Approved, Declined or Pending (used when more time is needed to evaluate or seek approval from the COO). If approved by the HRVP, notification will be sent to the nominator, who will print a special Platinum certificate and present the award to the recipient.

**Note: Spot Awards do not require approval.**

What do I need to do as an approver?

As an approver, you play a critical role by ensuring that the program is fair, consistent and valuable to employees. The following outlines approver responsibilities:

**Timeliness:** You will receive an email when you need to review an Achievement or Platinum Award nomination. To ensure a positive recognition experience for employees, please review nominations sent for your approval as soon as you receive the email.

**Quality:** While the approval process is designed to take just a few minutes of your time, please review the nomination carefully to ensure that it is for above and beyond actions, that the award level is appropriate and that the description is clear.

**Feedback:** If declining the nomination, you are prompted to provide specific details about the decline. This information will be automatically provided back to the nominator and help the nominator understand the reason for the decline.

Can the approver change the award level?

Yes, the approver has the ability to edit the nomination at the time of approval to change the Bronze, Silver, and Gold award levels.

**PRESENTATION**

Once a nomination is approved, how long does the presenter have to make the award presentation?

The award appears in the nominee’s online recognition account (My Account) immediately. Therefore, the presenter should try to present the award as soon as possible.
How do I know what presentations I need to make?

If you have presentations assigned to you, within the area of the Toolbox, a table will appear under Pending Presentations with basic information on the presentation. Click on the award level link to display the approval form with all the information submitted from the nominator and approvers. Click on the PDF link to access the eCertificate for your presentation.

REDEEM / ORDER AWARD

How do I redeem my recognition award?

For Spot, Bronze and Silver Awards:
You can redeem these awards by clicking the “Alert Bell” on the home page then select Redeem to order from the catalog, or through My Account > Unredeemed Awards to find the awards under Appreciation Received. As you browse the awards on the online catalog, you can click on any of the photos of the awards to see a larger image of the award and a detailed description. Once you’ve chosen the award you want, click on the order button and follow the online instructions. You will be asked for contact and shipping information. After you click continue it will take you to a page where you can complete your order. You can view your order confirmation number, shipping information, and customer service contact information.

For Gold and Platinum Awards:
You can redeem these awards by clicking the “Alert Bell” on the home page then select Redeem to choose the cash award option. Once you redeem your cash award on the website it will be reported to payroll and paid in your paycheck as soon as administratively possible.

Is the information I enter during order entry secure?

Yes. After you press the order button, all information processed uses 128 bit SSL encryption. This means that if a third party intercepts the information as it travels across the network, it cannot be read.

How do I track an order I have placed?

Go to My Account Orders and find the appropriate order. Click on the “view details” link next to your order number to view tracking and shipping information.

Can my award be returned?

If an award is damaged or broken, please call the toll-free number provided with the award to obtain a Return Authorization Number. Attach that number to the award. Then return it to one of the following addresses:

In the United States: O.C. Tanner 1865 South Main Street, Suite 12, Salt Lake City, UT 84115.

In Canada: O.C. Tanner 4200 Fairview Street Burlington Ontario Canada L7L 4Y8.
If you are located outside the U.S. or Canada, please contact O.C. Tanner by e-mail at orders@octanner.com.

Returned items should include a note outlining the specifics of the problem and where the replacement should be mailed. Allow up to three weeks for the award to be sent back to you.

**Can my award be exchanged?**

O.C. Tanner offers a 90 day exchange policy. Recipients wishing to exchange their award should contact the toll-free number provided with the award within 90 days of receiving the award.

**TAXATION**

**Notice for U.S. Associates**

**IMPORTANT – PLEASE READ:** Awards given to employees are generally considered wages subject to federal income tax, social security tax, Medicare tax, and state and local income tax withholding.

All cash awards will be included in your pay and subject to tax from dollar one. Cumulative non-cash awards, with values in excess of $100 in a calendar year, will also be subject to tax.

The taxes withheld on taxable awards will be deducted from your paycheck in the month following redemption of the award. The tax impact is proportional to the size of your award and could impact your net pay for that paycheck.

**Notice for Canadian Associates**

**IMPORTANT – PLEASE READ:** All awards given in Canada will be subject to federal, provincial and territorial tax laws.

**REPORTS**

**What reports are available to me?**

In the Toolbox, managers with direct reports can access My Team Health and Top Recognizers reports from the Dashboard. Only Administrators will have the ability to pull detailed reports.

**How do I find information on awards I have given or received?**

Go to My Account History to view all awards you have given and received.
**LANGUAGES**

**How do I update my preferred language?**

Click on the Change Language menu located at the bottom of the screen. This will display the system languages available to you. Answer the prompt to update your preferred language and the language will be stored in the Profile section in My Account. You may also change your language by clicking on My Account and then My Profile.

**FEATURES**

**What is the Toolbox?**

The Toolbox allows managers with direct reports to approve Achievement and Platinum Award nominations, manage presentations, access program information and run reports. This provides an area with all the tools necessary to manage the program.

**What is the little bell with the numbers inside that sometimes appear on the site?**

These are alerts. These indicate you have items needing your attention. Click on the bell to view information pertaining to the alert.

**How do I order Spot Award Cards?**

Managers with direct reports may order Spot Award Cards by accessing the order page within the Toolbox. Keep in mind that the printed cards are more costly to produce and not eco-friendly. We encourage you to give Spot Awards through the website. Managers can print a Spot Award certificate to hand to the employee in place of the card. Spot Award Cards are available in bundles of 10. Minimum order is 10. Maximum order is 50.

**CONTACT INFORMATION**

**Who do I contact if I have any questions about My Account, an Award, or Order?**

**Contact O.C. Tanner, our program administrator, as shown below:**

**USA**

- Toll-free number: 1-888-708-7080 or ext.: 43330
- Fax Number: 1-801-493-3254
- Email address for support: orders@octanner.com
- Phone support schedule: 6:30am - 5:00pm MST (M-F)
- Language(s) for phone support: English
  - Spanish - ext.: 37212
  - Spanish email: ordenes@octanner.com
Canada
Toll-free number: 1-800-668-7227
Non Toll-free number: 1-905-632-7255
email address for support: info@octanner.ca
Phone support schedule: 8:00am - 5:00pm EST (M-F)
Language(s) for phone support: English, French
Business address: 4200 Fairview Street
Burlington, ON L7L4Y8

Europe
Toll-free number: 008000 2826637 (EU recipients)
Non Toll-free number: 44 208 4187459 (non-EU recipients)
email address for support: Client Services Europe
Phone support schedule: 8:00am - 5:00pm GMT (M-F)
Language(s) for phone support: English, Spanish, Italian, French, German
Business address: 6a Imprimo Park
Lenthall Road
Loughton, Essex 1G10 3UF

Other Locations
Phone: 1-801-493-3001
Extension: 33001
Fax: 1-801-493-3002
Returns: 1-801-493-3001
Email: global@octanner.com