






# STANDARD OPERATING PROCEDURES

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Training Resources	Ship8 Resource Site	Department:	Administration
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		Application Level:	EEC Webpage
		Application:	Website
Create Date	Effective Date:	Last Revision Date	Revision Number:
1/31/2024	1/31/2024	1/31/2024	01.1

Tools Required	Safety/Hazard Controls	Description of Work
Computer, keyboard, mouse & EEC webpage access	n/a	Using the Sync Soft EEC Training Request Management module to submit training request for specific training categories and subject matter.

<b>Legend</b>	<b>Stop</b> 	<b>Note</b> 	<b>Look Here</b> 	<b>Check Here</b> 	<b>Caution</b> 
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## 01. Change Revision Log

Rev.	Date	Change Description	Changed By
01.1	1/31/2024	New SOP format ROLLOUT	<a href="mailto:don.bolivar@jlahome.com">don.bolivar@jlahome.com</a>

## 02. Purpose

The purpose of the Training Request Management module allows the department supervisor or manager the ability to systemically submit training request for their direct reports. Completed training will then record on the Warehouse User List menu page.

## 03. Scope

These work standards apply to the Training Request Management module and how the task should be performed by a trained supervisor or manager. These steps involve creating and submitting training requests for direct reports. Upon completion, the training will be automatically recorded in the system.



## 04. Objective



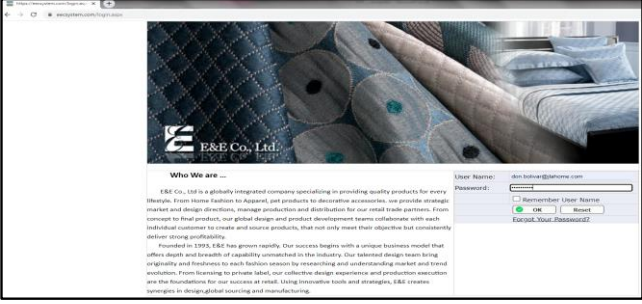


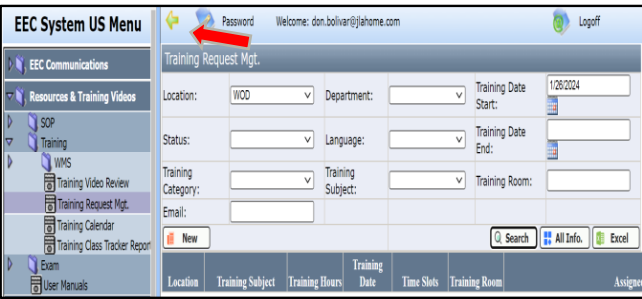
Training Request - if not created or maintained properly would impact the following conditions:

- I. The training department would not receive the request.
- II. No documented training for the associate would be recorded.
- III. Associate would be insufficiently trained.
- IV. Employee performance would be impacted.


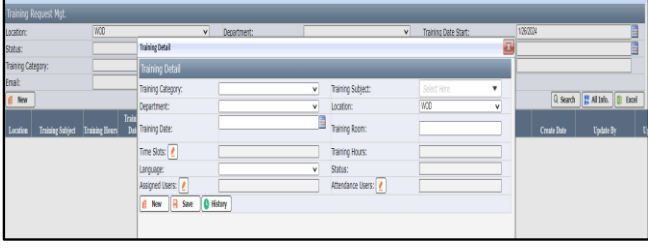
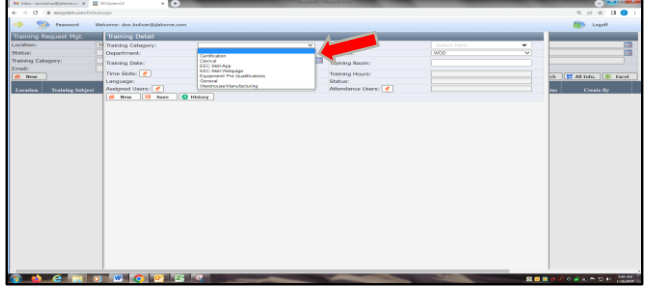
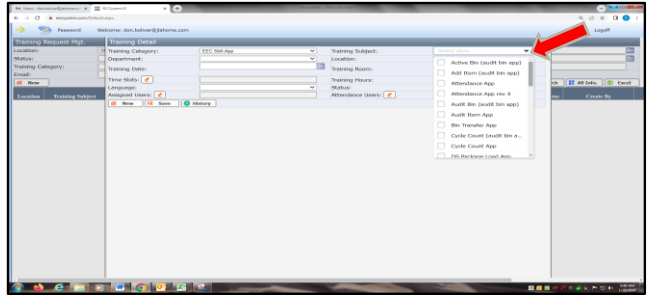

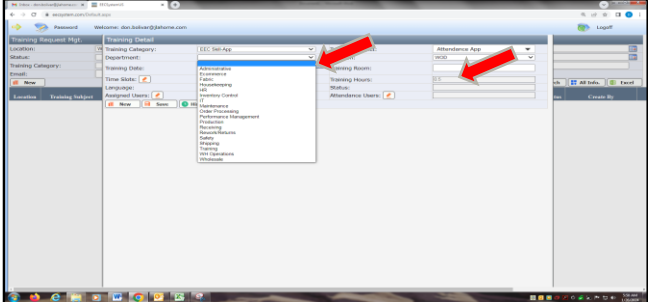
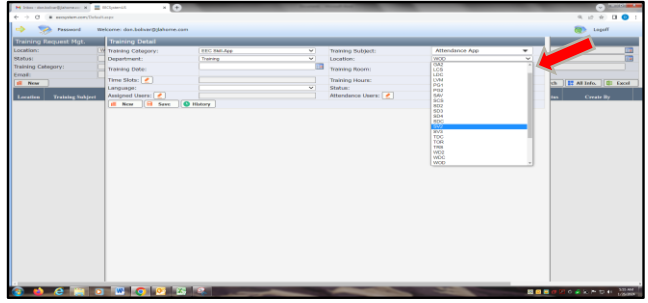
## 05. Stopping Points

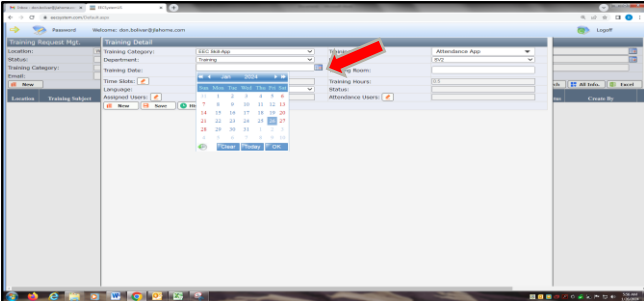
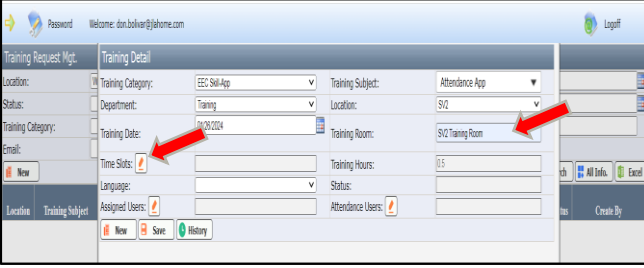

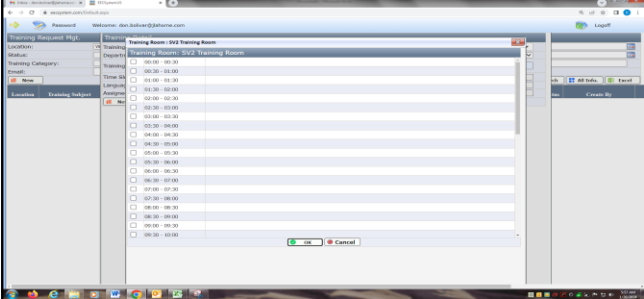
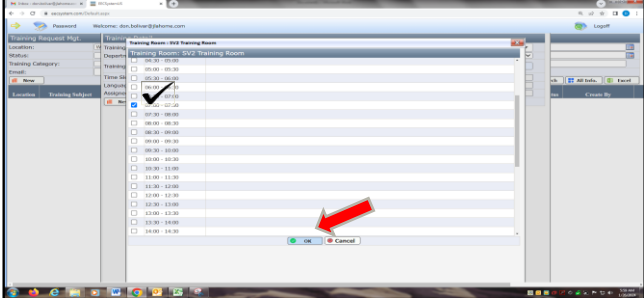
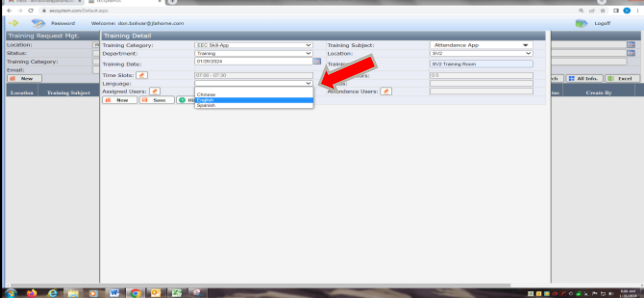
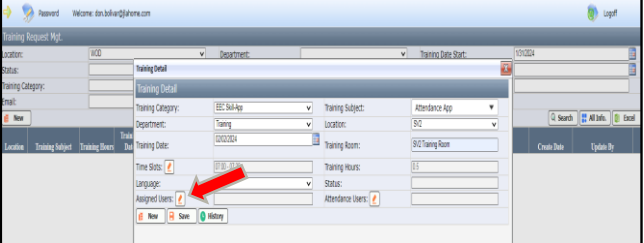
	<p><b>Always Remember:</b> "Do It Right The First Time" Requests for training should be submitted promptly to guarantee that associates are properly prepared to carry out their job responsibilities. Additionally, associates should undergo periodic refresher courses to maintain proficiency in their roles.</p> <p><b>Stop:</b> Do not submit training request for associates that are not under your direct supervision.  <b>Stop:</b> Remember to select the appropriate training category to receive all the relevant training subjects.  <b>Stop:</b> Do not leave a training request in "pending" status.</p>
	<p><b>EEC URL:</b>  <a href="https://eecsystem.com/login.aspx">https://eecsystem.com/login.aspx</a></p>

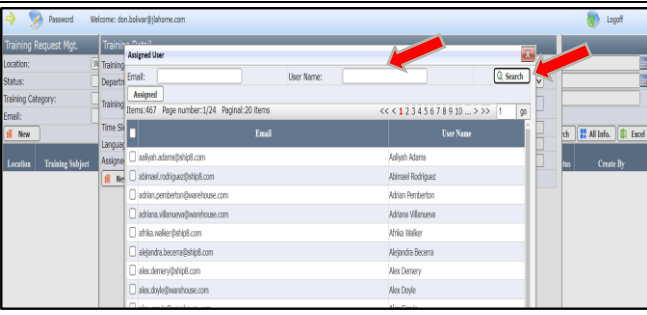

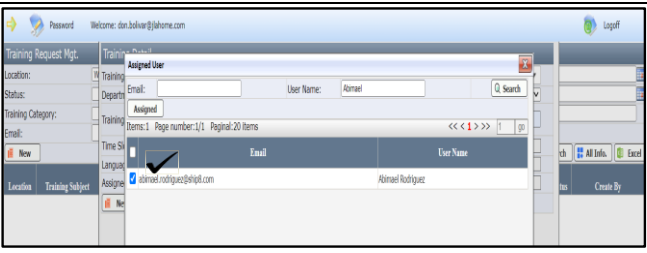

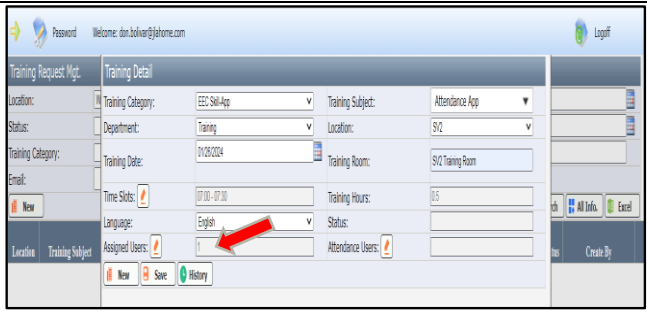
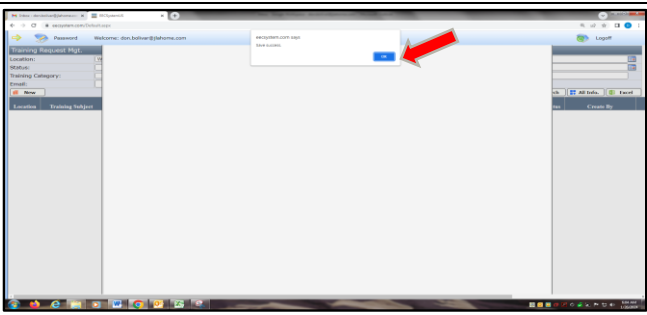

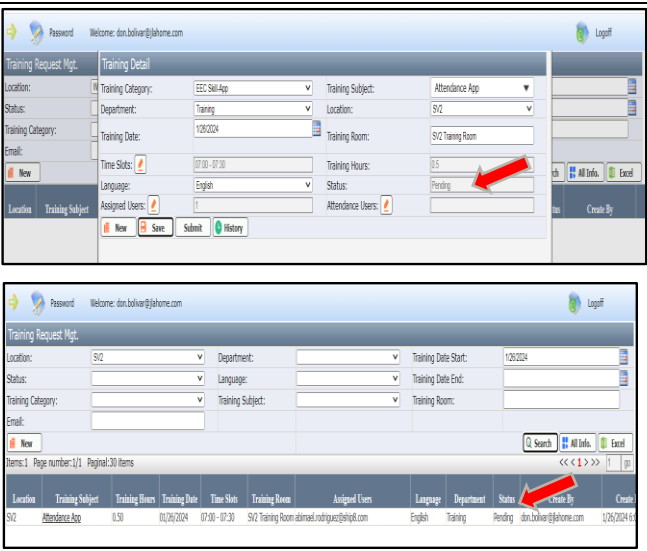
06. Login and navigation

Step #	Task Description	Example Guide
<p><b>Step 1</b></p>	<p>Log into the EEC webpage by entering your valid company email address, into the <b>User Name</b> field and your own unique password into the <b>Password</b> field</p> <p>Click the <b>OK</b> button</p>	
<p><b>Step 2</b></p>	<p>Click the <b>Resource &amp; Training Videos</b> module</p>	
<p><b>Step 3</b></p>	<p>Click the <b>Training</b> folder</p> <p>Select the <b>Training Request Mgt.</b> menu page</p>	
<p><b>Step 4</b></p>	<p>Expand the web page by clicking the directional arrow</p>	

7. Creating a Training Request

Step #	Task Description	Example Guide
Step 5	Click the <b>New</b> button	
Step 6	This will open the <b>Training Detail</b> page	
Step 7	Select the appropriate <b>Training Category</b> from the drop down list	
Step 8	<p>In this example, the <b>EEC Skills App</b> selected from the <b>Training Category</b> drop down list, which will result in a list of scanner applications relevant to the training subject area</p> <p>Select the appropriate <b>Training Subject</b> from the drop down list</p>	
Step 9	<p> <b>Note</b> - the <b>Training Hours</b> field will auto populate for the amount of training time for the selected subject matter</p> <p>Select the trainees assigned <b>Department</b> from the drop down list</p>	
Step 10	Select the trainees default warehouse location from the <b>Location</b> drop down list	

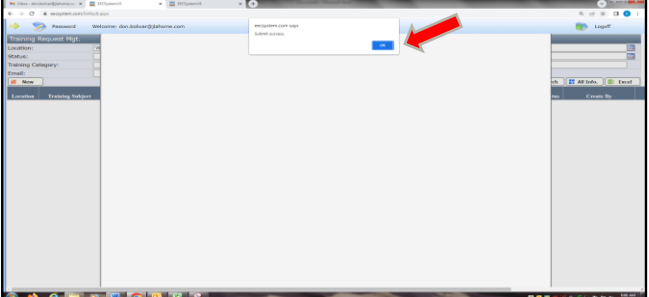
<p><b>Step 11</b></p>	<p>Click on the calendar icon</p> <p>Select the requested training date by checking a date on the calendar</p>	
<p><b>Step 12</b></p>	<p>Type in the appropriate training area into the <b>Training Room</b> field, ex: SV2 Training Room, SV3 Conference Room, H3 Training Office</p> <p>Click the icon next to <b>Time Slots</b></p>	
<p><b>Step 13</b></p> 	<p>The training room time slot box will display</p> <p><b>Note</b> - an unchecked box next to the increment time slot indicates that the time slot is available</p>	
<p><b>Step 14</b></p>	<p>Check the box next to the requested time slot</p> <p>Click the <b>OK</b> button</p>	
<p><b>Step 15</b></p>	<p>Select the trainee's language from the <b>Language</b> drop down list</p>	
<p><b>Step 16</b></p>	<p>Click the icon next to <b>Assigned Users</b></p>	

<p><b>Step 17</b></p>	<p>The <b>Assigned User</b> box will display</p> <p>Type in the trainees email address into the <b>Email</b> field or type in their name into the <b>User Name</b> field</p> <p>Click the <b>Search</b> button</p>	
<p><b>Step 18</b></p> <p></p>	<p>The user will display at the bottom of the page</p> <p>Check the box next to the users email address</p> <p><b>Note</b> - multiple trainees can be selected by entering their email address or their name and checking the box next to their email address</p>	
<p><b>Step 19</b></p> <p></p>	<p><b>Note</b> - a number will display in the field next to <b>Assigned Users</b> signifying the number of trainees assigned for the requested training</p> <p>Click the <b>Save</b> button</p>	
<p><b>Step 20</b></p>	<p>A Save success message will display at the top of the page</p> <p>Click <b>OK</b></p>	
<p><b>Step 21</b></p> <p></p>	<p><b>Note</b> - Pending will display in the field next to <b>Status</b> signifies the training request is in "<b>Pending</b>" status allowing for any required modifications to be made</p> <p>The request in "<b>Pending</b>" status can also be seen on the <b>Training Request Mgt.</b> web page.</p> <p>Furthermore it should be noted that the training request has not be communicated to the Training Department when it is in "<b>Pending</b>" status</p>	

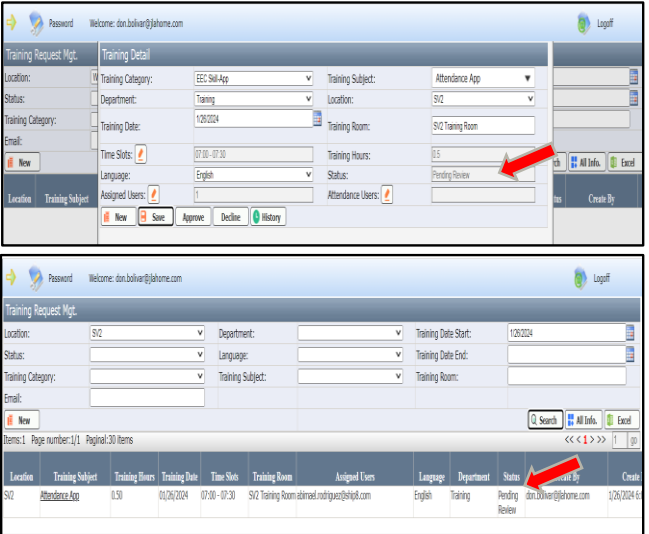
**Step 22** Click the **Submit** button to request the training



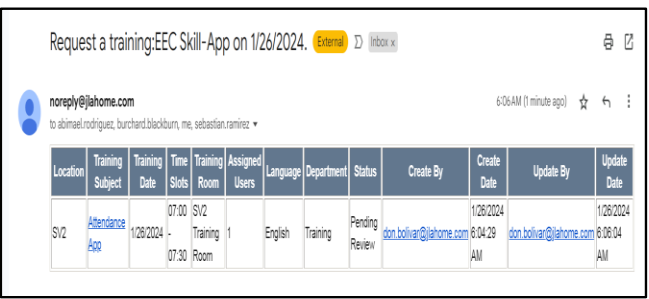
**Step 23** A Submit success message will display at the top of the page  
Click **OK**



**Step 24** **Note** - Pending Review will display in the field next to **Status** signifies the training request is in **"Pending Review"** awaiting further review with the Training Department  
The request in **"Pending Review"** status can also be seen on the **Training Request Mgt.** web page.

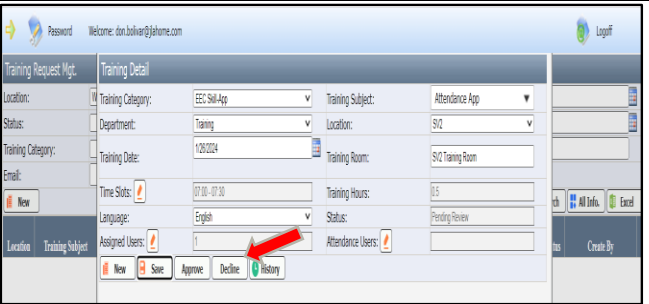


**Step 25** An **"Request for Training"** alert email will be sent to the Training Department for review



Location	Training Subject	Training Date	Time Slots	Training Room	Assigned Users	Language	Department	Status	Create By	Create Date	Update By	Update Date
SV2	Attendance App	1/26/2024	07:00 - 07:30	SV2 Training Room	1	English	Training	Pending Review	don.bolivar@jahome.com	1/26/2024 6:04:29 AM	don.bolivar@jahome.com	1/26/2024 6:06:04 AM

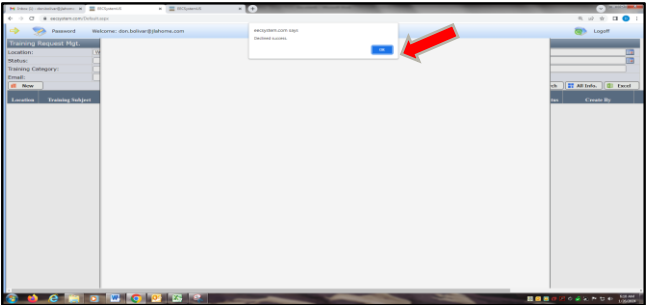
**8. Training Department Review process**

Step #	Task Description	Example Guide
<b>Step 26</b>	<p><b>Training Request "Declined"</b></p> <p>The Training Department will review the training request. Note that the request may be denied due to scheduling conflicts. If declined, the Trainer will email the requestor informing them of a scheduling conflict and to resubmit the request for another date or time.</p> <p>Click the <b>Decline</b> button</p>	


**Step 27**

A Declined success message will display at the top of the page



Click **OK**



**Step 28**

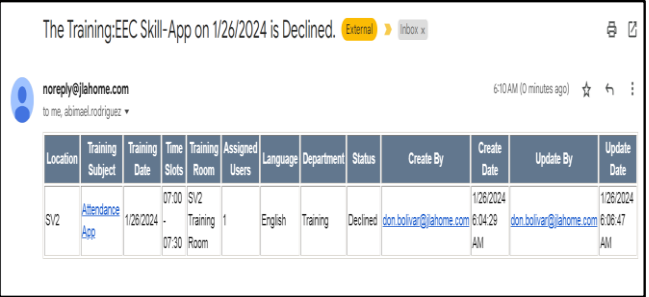
 **Note - Declined** will display in the field next to **Status** signifies the training request has been denied

The request in "**Declined**" status can also be seen on the **Training Request Mgt.** web page.

**Step 29**

An "**Declined Training**" alert email will be sent to the requestor



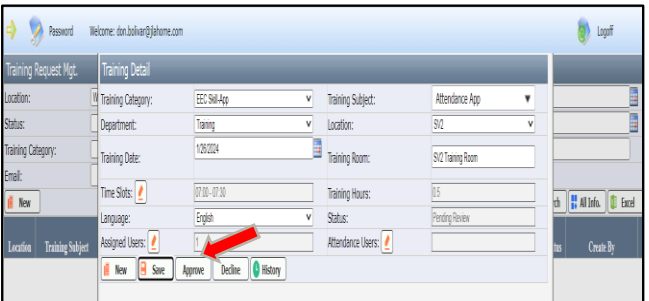
Location	Training Subject	Training Date	Time Slots	Training Room	Assigned Users	Language	Department	Status	Create By	Create Date	Update By	Update Date
SV2	Attendance App	1/26/2024	07:00 - 07:30	SV2 Training Room	1	English	Training	Declined	don.bolivar@jahome.com	1/26/2024 6:04:29 AM	don.bolivar@jahome.com	1/26/2024 6:06:47 AM

**Step 30**

**Training Request "Approved"**

The Training Department will review the training request. If there is no scheduling conflict, the request will be approved.

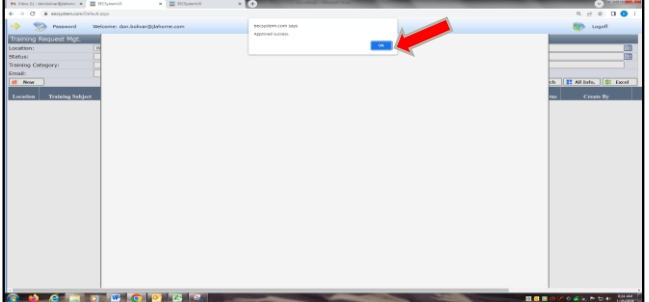
Click the **Approve** button


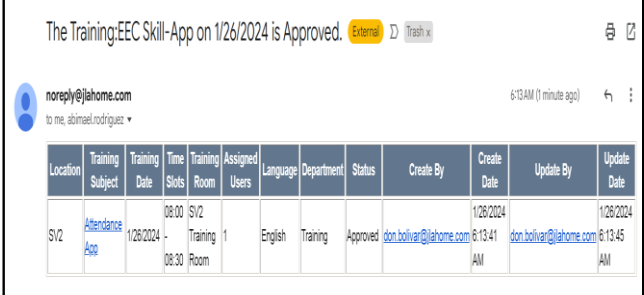


**Step 31**


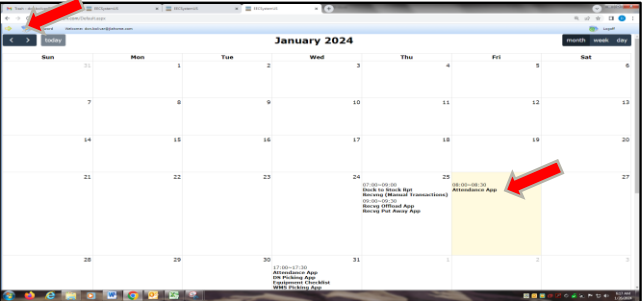
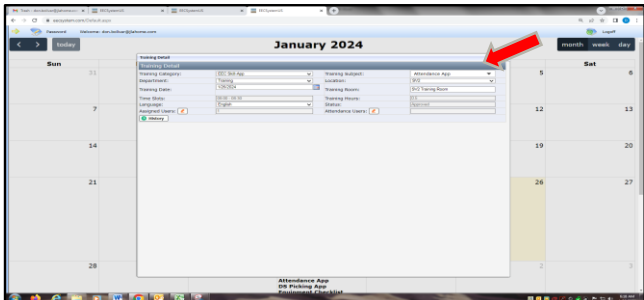
Approved success message will display at the top of the page

Click **OK**

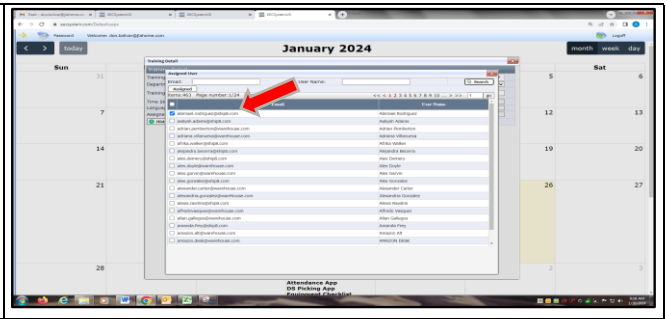


<p><b>Step 32</b></p>	<p>The request in "Approved" status can be seen on the <b>Training Request Mgt.</b> web page.</p>	
<p><b>Step 33</b></p>	<p>An "Approved Training" alert email will be sent to the requestor</p>	

**9. Training Calendar**

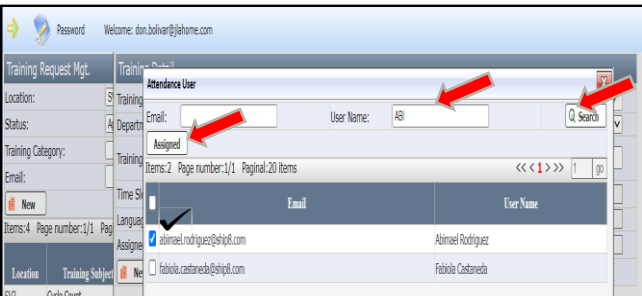
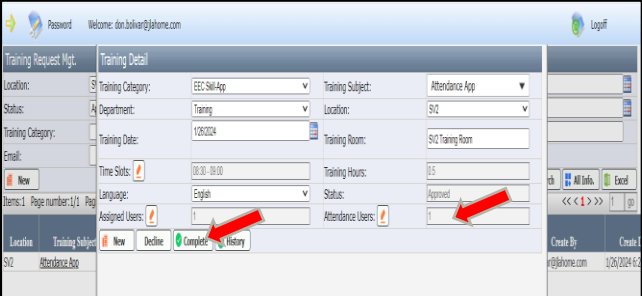
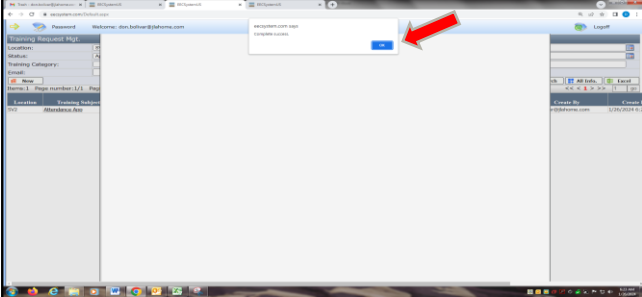
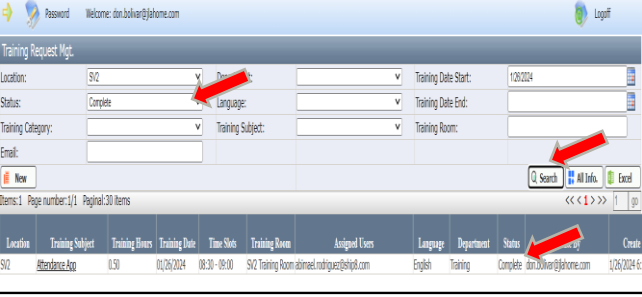
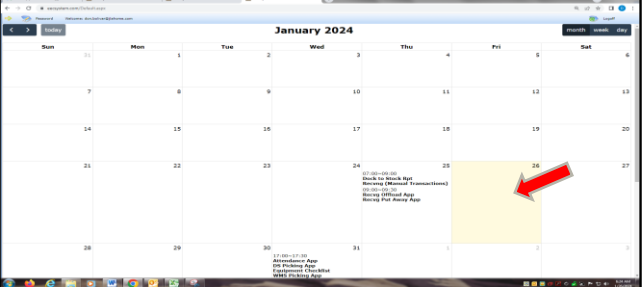
Step #	Task Description	Example Guide
<p><b>Step 34</b></p>	<p>Once the training request has been approved, it will display on the <b>Training Calendar</b></p> <p>Click on the <b>Resources &amp; Training Videos</b> module</p> <p>Click the <b>Training</b> folder</p> <p>Select the <b>Training Calendar</b></p>	
<p><b>Step 35</b></p>	<p>Expand the web page by clicking the directional arrow</p> <p>The <b>Training Calendar</b> for the current month will display all approved training on the respective dates</p> <p>Click on any of the training time periods to display the training detail</p>	
<p><b>Step 36</b></p>	<p>The <b>Training Detail</b> page will open displaying all the specifics of the training: category, subject matter, department, location, training location, scheduled date and time, language and number of assigned users or trainees</p> <p>Click the icon next to <b>Assigned Users</b></p>	

**Step 37** The **Assigned User** box will appear showing a checked box next to the assigned trainees email address


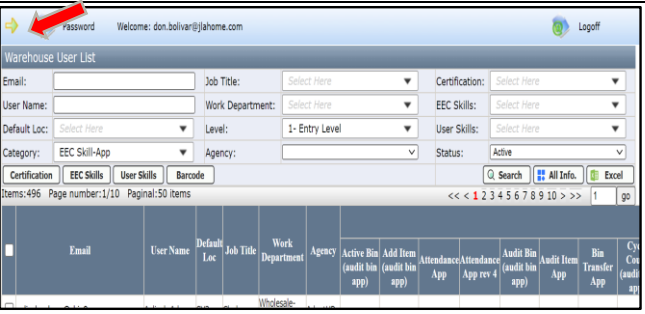
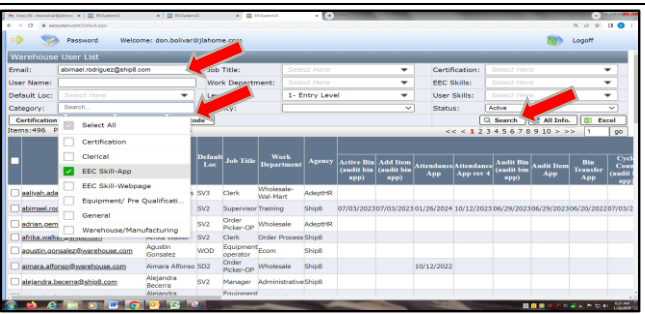
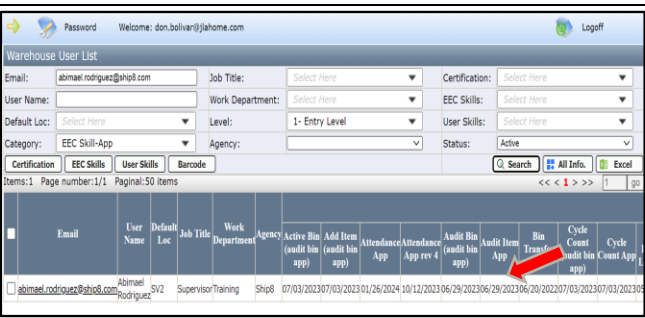


**10. Training Department - Completed Training process**

Step #	Task Description	Example Guide
<p><b>Step 38</b></p> <p>Once training has been completed, the Training Department will complete the approved training.</p> <p>Return to the <b>Training Request Mgt.</b> menu page, located under the <b>Resources &amp; Training Videos</b> module, <b>Training</b> folder</p>		
<p><b>Step 39</b></p> <p>Expand the page by clicking the directional arrow at the top of the page</p> <p>Select the appropriate warehouse location from the Location drop down list</p> <p>Select <b>Approved</b> from the <b>Status</b> drop down list</p> <p>Click the <b>Search</b> button</p> <p>Place the cursor under the <b>Training Subject</b> and click to open the <b>Training Detail</b> page</p>		
<p><b>Step 40</b></p> <p>Click the icon next to <b>Attendance Users</b> on the <b>Training Detail</b> page</p>		
<p><b>Step 41</b></p> <p>The <b>Attendance User</b> box will display</p>		

<p><b>Step 42</b></p> <p>➔</p>	<p>Type in the trainees email address into the <b>Email</b> field or type in their name into the <b>User Name</b> field</p> <p>Click the <b>Search</b> button</p> <p>Check the box next to the attendees email address</p> <p><b>Note</b> - multiple trainees can be selected by entering their email address or their name and checking the box next to their email address</p> <p>Click the <b>Assigned</b> button</p>	
<p><b>Step 43</b></p> <p>➔</p>	<p><b>Note</b> - a number will display in the field next to <b>Attendance Users</b> signifying the number of trainees that completed the requested training</p> <p>Click the <b>Complete</b> button</p>	
<p><b>Step 44</b></p>	<p>Complete success message will display at the top of the page</p> <p>Click <b>OK</b></p>	
<p><b>Step 45</b></p>	<p>The status of the requested training subject will refresh and can be viewed on the <b>Training Request Mgt.</b> module</p> <p>Select the appropriate warehouse location from the <b>Location</b> drop down list</p> <p>Select <b>Completed</b> from the <b>Status</b> drop down list</p>	
<p><b>Step 46</b></p>	<p>The <b>Training Calendar</b> will also refresh and will no longer display the training that has been moved to Completed status</p>	

11. Recorded Training

Step #	Task Description	Example Guide
<p><b>Step 47</b></p>	<p>Completed training will display under the <b>Warehouse User List</b> menu page</p> <p>Click the <b>Warehouse Management</b> module</p> <p>Click the <b>Warehouse User Management</b> folder</p>	
<p><b>Step 48</b></p>	<p>Expand the web page by clicking the directional arrow</p>	
<p><b>Step 49</b></p>	<p>Enter the trainees email address into the <b>Email</b> field</p> <p>Select the appropriate training category from the <b>Category</b> drop down list</p> <p>Click the <b>Search</b> button</p>	
<p><b>Step 50</b></p>	<p>The page will refresh, showing a list of applications, with each applications corresponding training completion date listed below it</p>	

## Management Approvals

By signing the below, you confirm that you have read, understand and approve the described procedures and standards to be the best practices.

Name (Printed)	Signature	Organization	Title	Date
			Manager	
			Director	
			Executive	