

Assembler Store Decline / No Drop Process

Schedules provided to Assemblers by Advantage Sales & Marketing LLC (“ASM” or the “Company”) are based off of legitimate business needs such as a store’s specific product sales ranking as well as general store volume and sales activity. At times, a store may not receive a shipment or decline our assembly services based on changes at store level, outside of ASM’s control.

Assemblers and managers are expected to follow these steps to help minimize store decline/no drop occurrences and to help provide for effective scheduling and payment if a decline/no drop takes place.

1. Sometime in advance of reporting to a scheduled store, ASM Assembler must call and verify the appointment with the D28 ASM or store personnel and confirm that his/her services are needed and that product will be available.
2. After verbal confirmation of the assembly appointment, if an Assembler arrives at a store and our services are declined or product is not available, the assembler while at the store location must immediately report the issue to ASM by contacting the Home Center team Administrator at 770-840-1845 to provide the store manager’s name and contact information. If an Assembler is unable to reach the Administrator at ASM, they should contact their ASM manager immediately. (The manager will then follow up with Administrator.)
3. The Administrator will contact the store manager to discuss and resolve the issue. If she cannot resolve the issue, the Assembler should report to an alternate store (if available) assigned by their ASM manager. The Assembler will be provided with a form by Administrator to document the time in the store that refused assembly, as well as any travel time to an alternate store. (There is a form specific for no-drop situations [“Assembly No Drop Timesheet”]; no-drop related time should be documented on the Assembly No Drop Timesheet, not recorded on the ICR time form.) Remember to follow the above call-in process with any alternate store identified by one’s ASM manager prior to traveling to that store. Any time when an Assembler is instructed or required to wait for work (not including time where the associate is relieved of all duty and free to take care of personal activities), as well as any travel time to the subsequent store that day are considered work time and must be recorded on the Assembly No Drop Timesheet.
4. Within the same week of the potential decline/no drop occurrence, Administrator will submit the provided Assembly No Drop Timesheet to payroll providing necessary reporting time pay to the Assembler (i.e., four hours minus time in the no-drop store and any travel to alternate store), as well as for the time spent at the no-drop store and travel to the alternate store, after determining the validity of the decline/no drop occurrence.

IMPORTANT: Managers and Assemblers should not submit reporting time hours in Oracle or via the ICR forms. Reporting time hours should only be submitted via the no-drop timesheet when applicable.

Payments issued for no drop and store declines will be monitored weekly to review that associates are fully and accurately reporting no drop’s and store declines and that there is no abuse or under-reporting of this process. Inaccurate reporting may result in disciplinary action up to and including termination of employment. Independently, any reporting time pay that exceeds the compensation for hours actually worked will be excluded for purposes of overtime calculations.

As a reminder, the Company is committed to paying associates for all hours worked for the company and to complying with any applicable wage and hour requirements. Accordingly, associates are expected to record all hours worked and off-duty meal periods taken (of at least 30 minutes). Associates are also reminded to review and comply with the Company’s Timekeeping Policy and to promptly direct any questions about the above No Drop Process, the Company’s Timekeeping Policy, or any other wage/hour requirements believed to apply to one’s employment to one’s supervisor, next level manager, Human Resources representative, or the Company’s Ethics Line.