

DAILY POLICIES & PROCEDURES



CLOCKIN IN & OUT

Clock in and out as expected. Clocking in/out helps us with the tracking of your hours. After the third occurrence your time will no longer be adjusted. + (See below)



1ST OCCURRENCE - Warning

2ND OCCURRENCE - Written Action + Virtual Coaching


3RD OCCURRENCE- Suspension up to 15 DAYS

AFTER 3RD OCCURRENCE- **INVESTIGATIONS** (Termination up to 3 Years)

MONDAY OPERATIONS

TM	Last updated 1	Working Status	MGMT STATUS	Highli
	 2 weeks ago	REMOTE -WFH	RISE REPORT	

Working on it	HUDDLE MEETING	WATER COOLER HUDDLE	LEGAL
Stuck	BACKLINE	WATER COOLER H...	MGMT PASS
Done	FRONTLINE	DAILY WRAP	REMOTE -WFH
	BREAK	POSITIVE QUOTE	IN OFFICE
Positive Quote Post	BACK AT IT	OUT	
CLOCKED IN	LUNCH-MEAL	INVESTIGATIONS	

 Edit Labels

STAY IN COMPLIANCE BY BEING IN THE CORRECT WORKING STATUS
(SEE DAILY LIFE OF A TEAM MEMBER DOCUMENT)

DAILY POLICIES & PROCEDURES

Updates | Files | Activity Log | +

Update via email | Give feedback

Rich text editor toolbar: Bold (B), Italic (I), Underline (U), Strikethrough (ABC), Text Color (A), Background Color (A), Bulleted List, Numbered List, Table, Link, Unlink, Checkmark.

@ Mention | Upload | GIF | Emoji

Update

UNDER UPDATES POST ANY IMPORTANT NOTES YOU WANT MANAGEMENT TO SEE SUCH AS :

SOS- START OF SHIFT

EOS - END OF SHIFT

NEED HELP

NEED TO LEAVE EARLY

I HAVE A QUESTION ABOUT PAY , ETC...

**LEADERSHIP WILL RESPOND TO YOUR POSTING PER PRIORITY LEVEL
(P1-P4)**

FILING A COMPLAINT

TO FILE A COMPLAINT

Email investigations@biyuniverse.com

DO NOT INCLUDE YOUR NAME [ONLY TMID #] AS SUBJECT

IN THE BODY OF THE MESSAGE STATE THE NATURE OF YOUR COMPLAINT & PROVIDE DETAILS.

DAILY POLICIES & PROCEDURES

RESPONSE TIMES

P1- UP TO HOUR

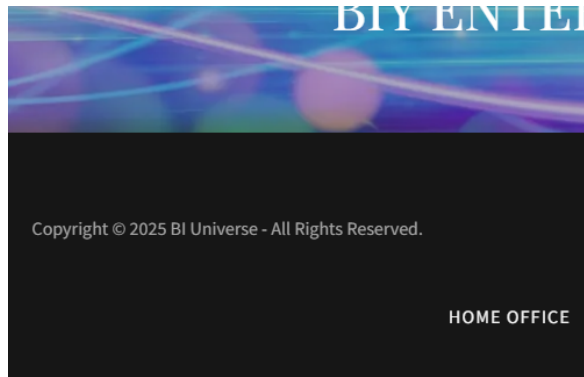
P2- BY END OF THE DAY

P3- BY END OF THE WEEK

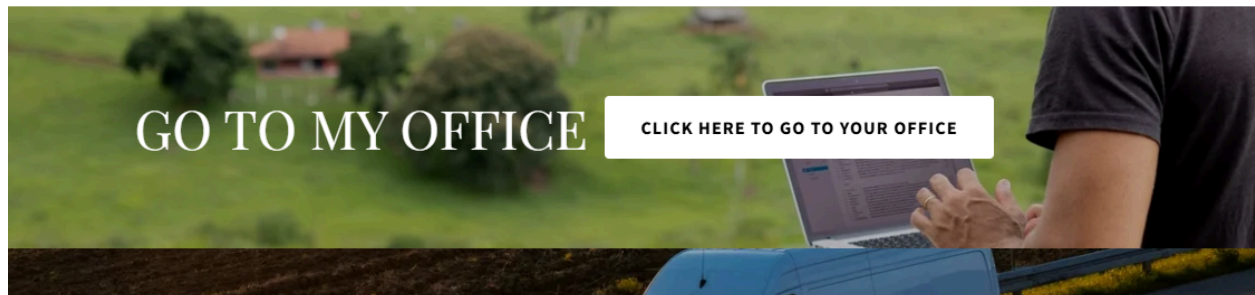
P4- BY END OF THE MONTH

CONNECTING TO MY DESKTOP

biyuniverse.com



CLICK HOME OFFICE AT THE BOTTOM OF THE PAGE
SIGN INTO ACCOUNT
GO TO MY OFFICE



FIELD OPERATIONS - If making deliveries or running errands, you will log into **FIELD OPERATIONS**.



DAILY POLICIES & PROCEDURES

ONCE IN HOME OFFICE CLICK YOUR OFFICE LOCATION - PROJECT



BI Universe
Let me know
questions!

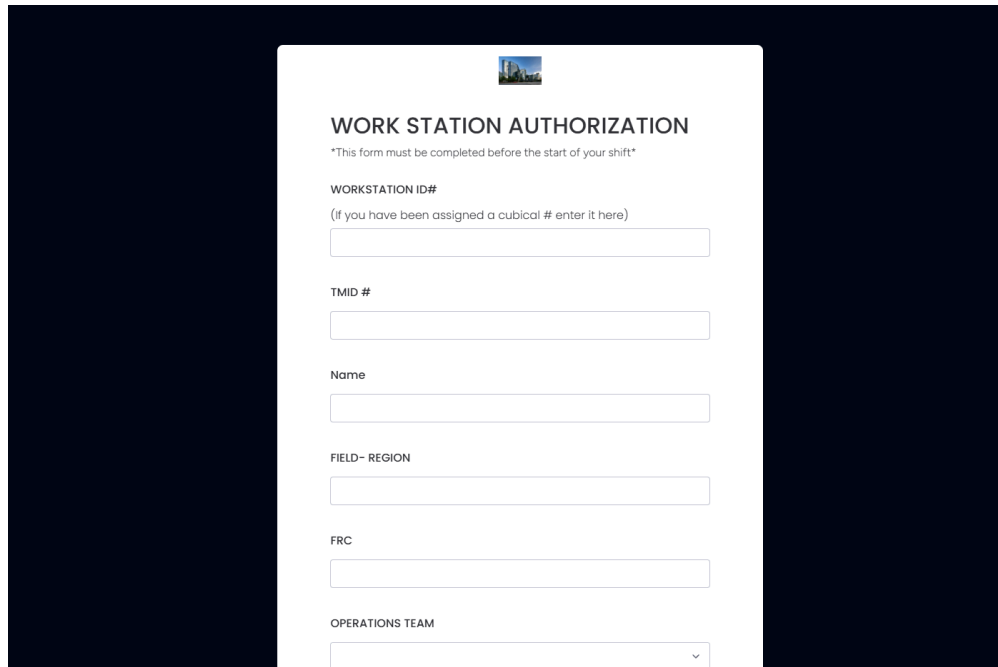
THEN COMPLETE THE WORK STATION AUTHORIZATION

WORK STATION & CUBICLES CAN BE FOUND HERE

REMOTE WORKSTATIONS & CUBICLES			
(TM 's in RED are MANAGEMENT & LEADERSHIP TEAM MEMBERS)			
GEORGIA FIELD- REGIONS			
Addison L MRS0316	Leavirua G FSRS0001	Logan B FSRS0002	Namiri P MRS2911
Jakeline M RS0001	Jennifer E RS0002	Grant C RS0003	Navy M RS0004
Susan J RS0005	Bethany D RS0006	Ari H RS0007	Taurus W RS0008
TEXAS FIELD- REGIONS			
Beyoniah W MRS0023	Alberto R RFSTS0001	Austin L RFSTS0002	Makayla J RFST0001
Oscar D. RFST0002	Beji J RFST0003	Ignacio R FRST0004	Brent C RFST0005
FLORIDA FIELD- REGIONS			
Nora I MRS0420	Tristian S RSF0001	Bethany D RSF0002	Grant C RSF0003
Aaliyah M RSF0004	Kai W. RSF0005	Olivia P RSF0006	Jayden L. RSF0007

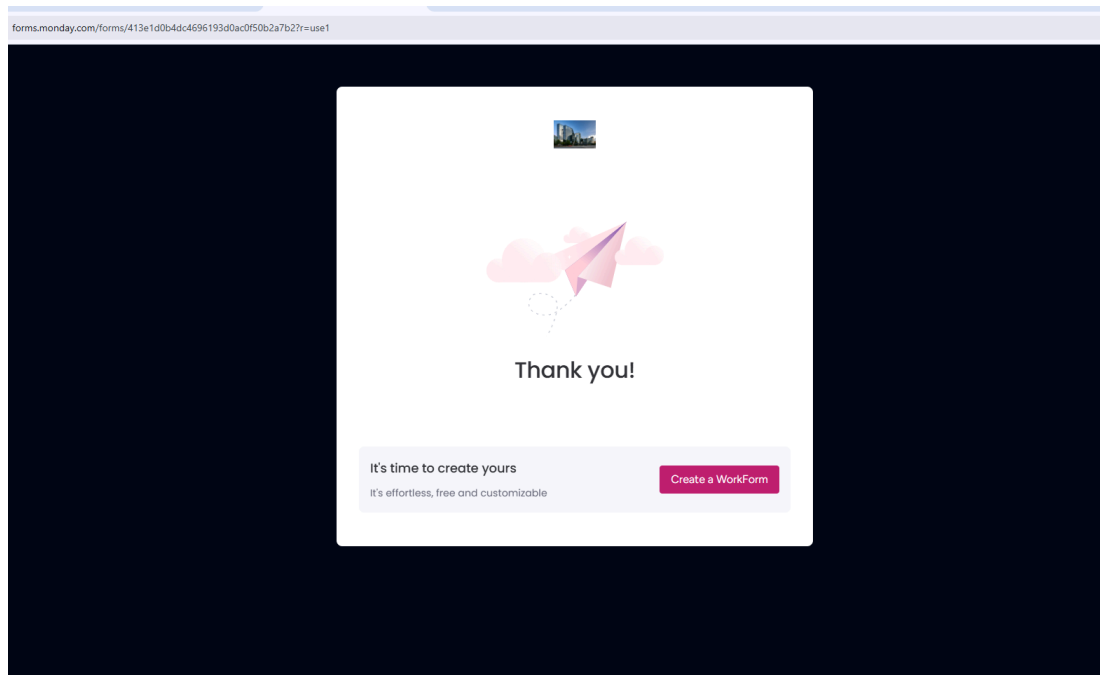
DAILY POLICIES & PROCEDURES

ENTER YOUR WORK STATION ID# BEFORE PUTTING IN YOUR TMID#



The screenshot shows a web form titled "WORK STATION AUTHORIZATION" with a small cityscape icon above the title. Below the title is a note: "*This form must be completed before the start of your shift*". The form contains several input fields: "WORKSTATION ID#" with a subtext "(If you have been assigned a cubical # enter it here)", "TMID #", "Name", "FIELD - REGION", "FRC", and "OPERATIONS TEAM" which is a dropdown menu. The form is centered on a dark blue background.

ONCE DONE YOU WILL SEE 👁👁

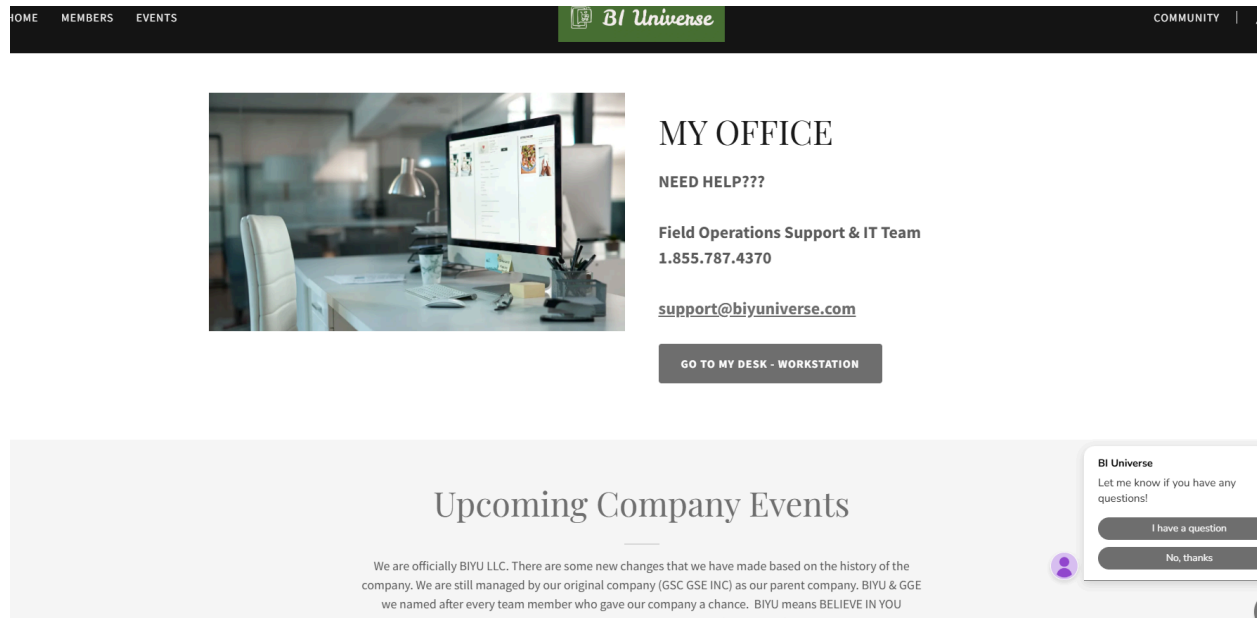


The screenshot shows a "Thank you!" message on a white card with a pink paper airplane icon. Below the message is a light purple box with the text "It's time to create yours" and "It's effortless, free and customizable". To the right of this box is a pink button labeled "Create a WorkForm". The card is centered on a dark blue background. At the top of the card, there is a small cityscape icon. Above the card, a browser address bar shows the URL "forms.monday.com/forms/413e1d0b4dc4696193d0ac0f50b2a7b27r=use1".

DAILY POLICIES & PROCEDURES

THEN YOU WILL BE IN YOUR OFFICE

"MY OFFICE"



HOME MEMBERS EVENTS COMMUNITY

MY OFFICE

NEED HELP???

Field Operations Support & IT Team
1.855.787.4370

support@biyuniverse.com

GO TO MY DESK - WORKSTATION

Upcoming Company Events

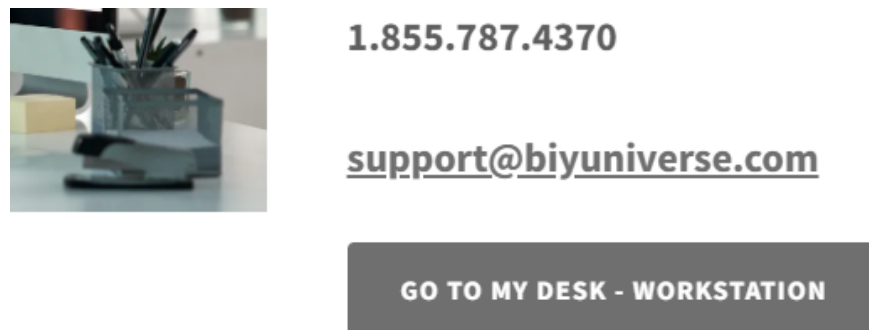
We are officially BIYU LLC. There are some new changes that we have made based on the history of the company. We are still managed by our original company (GSC GSE INC) as our parent company. BIYU & GGE we named after every team member who gave our company a chance. BIYU means BELIEVE IN YOU

BI Universe
Let me know if you have any questions!

I have a question
No, thanks

AT THE TOP OF MY OFFICE YOU WILL SEE

THE EMAIL TO SUPPORT + PHONE NUMBER TO SUPPORT



1.855.787.4370

support@biyuniverse.com

GO TO MY DESK - WORKSTATION

SUBMITTING A STHR (SUPPORT TICKET) HELP REQUEST

IF YOU NEED HELP WITH SYSTEMS

LOGGING IN, GETTING SET UP , ETC...

SUBMIT A STHR before contacting the HELP DESK or your TEAM MANAGER OR FIELD SUPERVISOR.

TO COMPLETE A STHR- <https://wkf.ms/3Vv8zFy>

DAILY POLICIES & PROCEDURES

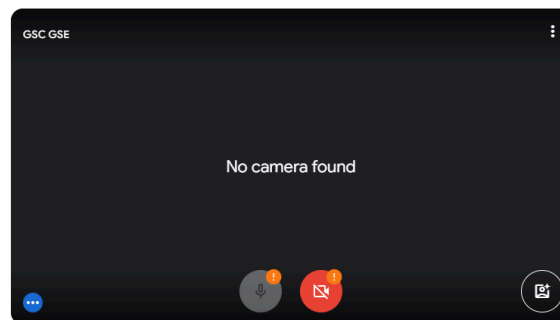
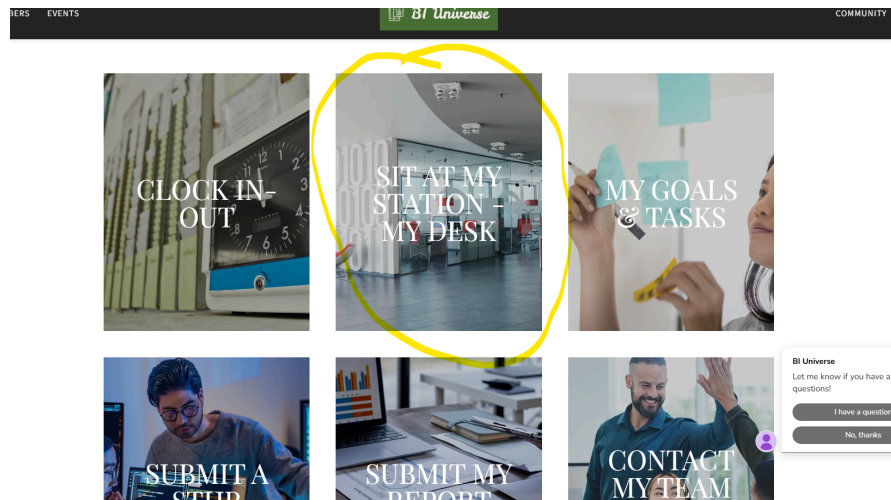
BREAKS & LUNCHES

BREAKS ARE PAID

LUNCHES ARE NOT PAID

WORKSTATION MEETINGS

AT THE BEGINNING OF EACH SHIFT, ALL TEAM MEMBERS MUST LOG INTO THE WORKSTATION ON YOUR REMOTE DESK.



REMOTE WORK STATIONS & C...

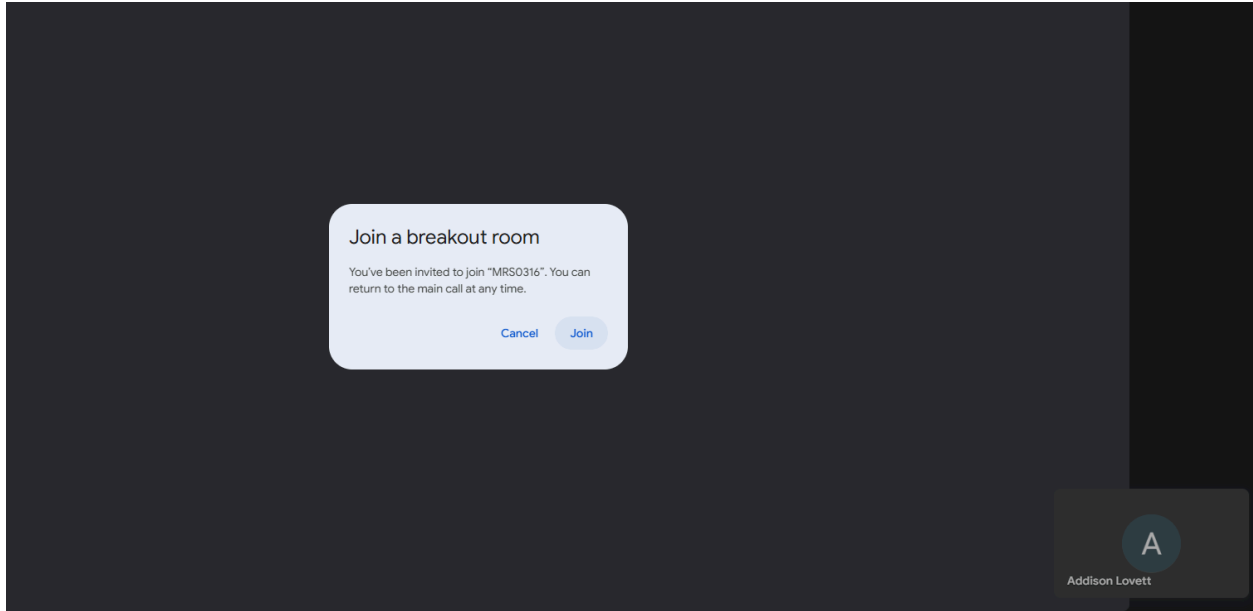
Scheduled for
Mon, Jan 20 12:00AM

Join anyway

Other ways to join

STATIONS WILL BE OPENING UP UP TO 10 MINUTES PRIOR TO START OF YOUR SHIFT... WHILE WAITING BE LOADING UP YOUR SYSTEMS: MONDAY, GOOGLE DOCS, PHONE SYSTEM, EMAILS, ETC...

DAILY POLICIES & PROCEDURES



YOU WILL BE INVITED TO THE MEETING ROOM WITH YOUR TEAM THROUGHOUT THE DAY. Some™ OR FS may have you watching a video or seminar while in the meeting. AFTER MEETING , YOU WILL BE INVITED TO YOUR WORKSTATION. CAMERA'S ARE REQUIRED TO BE ON.

WHEN COMING INTO MEETINGS, IF IN THE GEORGIA FIELD/REGION, HEART OR PARTY CONE WHEN COMING INTO MEETING. IF IN TEXAS OR FLORIDA EMAIL YOUR DIRECT TM OR FS TO VERIFY THAT YOU ARE IN THE MEETING.

MAIN ROOM- MAIN ROOM is monitored by GSC GSE INC & A COMPLIANCE TEAM MEMBER AT ALL TIMES. THEY ARE OUR WORKFORCE TEAM. OUR WORKFORCE TEAM CAN REMOVE YOU WITHOUT NEEDING APPROVAL FROM A NLM(NEXT LEVEL MANAGER) NO CAMERA ON AT ANYTIME IF YOU ARE A COMPLIANCE TEAM MEMBER, WORKFORCE TEAM MEMBER, OR FIELD INVESTIGATOR. IF YOU ARE NOT ON THE WORKFORCE TEAM , CAMERA'S ON / SCREEN SHARE WILL BE AT TEAM MANAGER DISCRETION IN THE MAIN ROOM.

STATIONS- WHILE CLOCKED IN , TEAM MEMBERS ARE ASSIGNED TO WORKSTATIONS. TEAM MEMBERS MUST REMAIN IN THEIR STATIONS UNTIL END OF SHIFT. WITH CAMERAS ON & SHARING SCREEN.

BREAKROOM- WHEN ON BREAK OR LUNCH, TEAM MEMBERS CAN EITHER LOG OUT OF THE GOOGLE MEETING AND JOIN BACK AFTER OR SWITCH OVER TO THE BREAKOUT ROOM UNTIL YOU COME BACK TO YOUR STATION.

DAILY POLICIES & PROCEDURES

ATTENDANCE- TEAM MEMBERS ARE LEADERS BY EXAMPLE

If you will be missing a day, a written request is required with the following

HOW TO WRITE A WRITTEN REQUEST ?

SUBJECT : TIME OF REQUEST [TMID #]

BODY : DATE(S) OF REQUEST

REASON FOR REQUEST OFF

Time off request should be put in at least 3 days prior to needing time off **UNLESS** there is an **LAST MINUTE EMERGENCY**.

EMAIL SYSTEMS

WHEN CLOCKED IN TEAM MEMBERS ARE REQUIRED TO BE LOGGED INTO THEIR ON MICROSOFT ACCOUNT if you are a NEW HIRE. IF YOU ARE AN OFFICIAL TEAM MEMBERS you will log in using your @biyuniverse.com OR project email. ALL EMAILS ARE SENT TO YOUR ASSIGNED EMAIL. FOR SECURITY OF EMAIL ACCOUNTS, THE MICROSOFT AUTHENTICATOR has to be downloaded on your phone to access your work email.

When replying to emails, react with your selected emoji. Anytime you reply to an email, react with your emoji at all times so that we know who sent and replied to what emails.

USE EMAIL TEMPLATES ONLY!!!! & USE SECURE EMAIL FEATURE CODE.

PHONE SYSTEMS

While in the phone systems management and leadership team members can listen in on calls. Depending on the call volume phone systems can ring all available phones at once, randomly, or by department/team.

When taking calls, take detailed notes. Complete all parts of the forms.

SALES

IF HOURLY,

1 to 4 SALES PER HOUR

DAILY POLICIES & PROCEDURES

IF COMMISSION

NO SET # PER HOUR, ALL SALES WILL BE COUNTED AT THE NEXT TO LAST DAY OF THE OPERATIONS SCHEDULE.

MARKETING

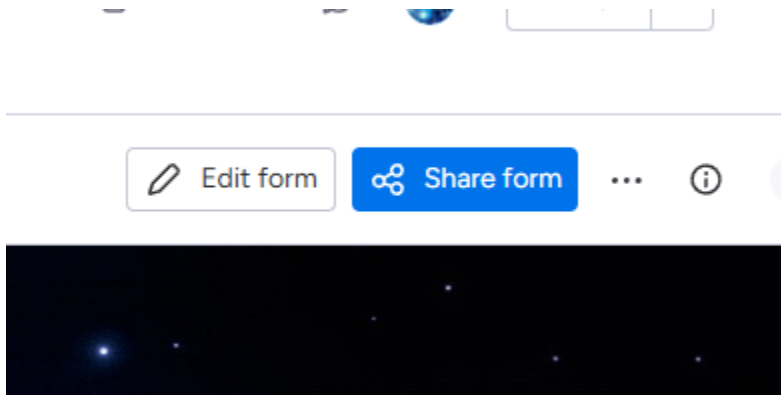
IF HOURLY OR COMMISSION , THE GOAL IS 100 MARKETING/ PROMOTIONS GOALS WEEKLY MEANING YOU HAVE COMMENTS, REACTIONS, AND SHARES TO OUR SOCIAL MEDIA POSTS.

GROUP CHAT

Effective 01/21/2025, we want all team members to react to all messages posted from MANAGEMENT & LEADERSHIP. This will confirm that you saw the messages.

ONLINE FORMS

WHEN COMPLETING ONLINE FORMS, you can either share the form link by clicking the blue icon on Monday.com



NEED HELP CONTACT YOUR TEAM MANAGER/ FIELD SUPERVISOR

IF YOU DO NOT HEAR FROM YOUR TM OR FS within the time frame provided then reach out to FI or COMPLIANCE

BEFORE CONTACTING YOUR TEAM MANAGER OR FIELD SUPERVISOR MAKE SURE THAT YOU HAVE COMPLETED A STHR IF YOUR REASON OF CONTACT IS SUPPORT.

DAILY POLICIES & PROCEDURES

CONNECT TEAM EMOJI RESPONSES

- 🟢 - DONE
- 🟡 - Task To Be Completed
- 🟠 - Actively Working on Task
- 🔴 - STUCK/ NEED HELP

SUPPORT

- 📧 RECEIVED
- ⚙️ WORKING ON IT (SUPPORT)
- ⚠️ HANG TIGHT/ BE WITH YOU SOON
- ✅ DONE- COMPLETED

- 📞 - CALL
- ✉️ - EMAIL
- 📧 - MAIL
- 🚗 - IN ROUTE

- 🟣 BREAK
- 🟣 LUNCH/MEAL

- 📅 MEETING / IN MEETING

- ⬛ COMPLIANCE/ INVESTIGATIONS

DAILY POLICIES & PROCEDURES

EMAILS & PHONE CALLS

CONNECTING WITH MEMBERS

E- Engage

S- Show Passion & Interest

C- Care & Connect

P- Purpose