



 **Total Rewards**

My Recognition Program

Your Rewards, Personalized.



**Franciscan
Missionaries
of Our Lady**
HEALTH SYSTEM



Program Overview

You are the heart and hands of our ministry, and the contributions you make to bring our mission to life are invaluable. We know recognizing you for the work you do and the personal milestones you experience with us is important to you. It's important to us, too. The Total Rewards My Recognition Program is one way we formally recognize and celebrate our team members in a personalized way.

How It Works

The program includes real-time acknowledgement for special celebratory milestones, special days and acknowledgment of the ways in which you exemplify our core behaviors and values. It will feature both points-based recognition rewards as well as personalized acknowledgement for your valuable contributions. We will be adding new features along the way, with you and your feedback in mind.

There are flexible ways to redeem points you earn based on what's important to you. By partnering with Awardco, we are able to provide team members with a recognition platform that allows you to track the recognition you receive and be rewarded with points that you determine how to spend. With a massive database of options, through Awardco you can redeem your points on Amazon items, transfer them to cash, purchase gift cards and more.

This guide will walk you through all the recognition opportunities available under the program and how you can redeem your points as you earn them.

How To Receive and Redeem Points:

When you celebrate a milestone that is included in the My Recognition Program, you will receive a personalized email from us celebrating you or your contributions to FMOLHS. If the milestone has a point value associated with it, your email will let you know how many points will be added to your Awardco account for you to redeem how you choose. You will be able to redeem your points on:

- Amazon items
- Entertainment tickets
- Travel
- Pre-paid gift cards
- E-gift cards
- Cash out points on your paycheck

Team members can view or redeem their points by visiting fmolhs.awardco.com and using the Single Sign On (SSO) feature.



GENERAL PROGRAM QUESTIONS

Which personal milestones or days are included in the Recognition Program?

The special days or milestones that are included in the new My Recognition Program are Service/Anniversary, Birthday and Christmas. Below is an overview of the eligibility for participation and what you can expect when you experience one of these recognition moments.

How do we formally recognize our team members across the organization?

We are excited to include PRAISE in the My Recognition Program. PRAISE is given to team members who exemplify our Core Four Behaviors. Leaders are able to give PRAISE to team members with PRAISE points or without. Team members will also be able to give PRAISE to each other without points.

PRAISE Recognition

PRAISE is our recognition program that allows us to recognize and share our appreciation for each other. Through our recognition platform, Awardco, you can send PRAISE to someone for exemplifying our Mission, Values and Core Four Behaviors.

PRAISE sent from a leader may also be accompanied by PRAISE points, which are added to your Awardco account to redeem when and how you want.

Send PRAISE

Here are more details on what to keep in mind when sending and receiving PRAISE:

- Everyone is encouraged to send PRAISE!
- Leaders and team members can send PRAISE on our Awardco site by sending a note to the team member and tagging the Core Four Behavior they demonstrated.
- All team members and leaders are eligible to receive PRAISE on our Awardco site. Contract team members and leaders are not eligible to receive PRAISE through Awardco.

PRAISE Points

- A leader may award PRAISE points up to a maximum of 20 points per PRAISE given. A personalized email will be sent to your FMOLHS email when recognition is given on our Awardco site.
 - PRAISE points are given by a leader to recognize someone for living our Mission and demonstrating our Core Four Behaviors.
- Those eligible for PRAISE Points:
 - Active team members (full-time, part-time and PRN)
 - Employed providers and physicians.
- Contract team members are not eligible for PRAISE points.

[For more information on the PRAISE recognition program, please review the Team Member FAQs.](#)



Service or Anniversary Recognition

A Service or Anniversary Recognition celebrates your work anniversary with our ministry and is based on the date you were hired or started with our organization. Below are more details on the criteria for a service or anniversary recognition and what to expect when you experience this milestone.

- Team members are recognized by a personal email message each year on the anniversary of their start date with our ministry. Service anniversaries will also be recognized in October with local celebrations.
- Recognition for this program is based on years of service noted in Oracle as your Seniority Date – Time Accrual Date.
- Based on a team member’s primary assignment only.
- Those eligible for points-based recognition:
 - Active team members (full-time and part-time)
 - Team members on leave
 - Employed physicians and providers
- Those not eligible for points-based recognition:
 - Contracted employees
 - PRN team members
- All other anniversary years are recognized with a personalized message to the team member and their leader.
- Monetary or a points reward are given on certain milestone years through a personalized email to your FMOLHS email address. Those milestones are listed at right with the corresponding point value.

GIFT AMOUNT (1 POINT = \$1)	
5 Years	50 points
10 Years	100 points
15 Years	150 points
20 Years	200 points
25 Years	300 points
30 Years	400 points
>35 Years.....	500 points



Birthday Recognition

Recognizing and celebrating your life milestones with you is important to us. This recognition is based on your date of birth listed in Oracle. Below are the details and criteria for this type of recognition.

Birthday Recognition is meant to celebrate and recognize a team member each year on their birthday through:

- A personalized email to their FMOLHS email address.
- An email notification to the team member’s leader about their birthday.
- 5 points added to the team member’s account to celebrate their birthday.

Eligibility for birthday recognition:

- Active team members (full-time, part-time, PRN)
- Team members on leave
- Employed physicians and providers

Christmas Recognition

The holidays are a special time to recognize those most important to us, which is why we pause to celebrate and thank our team members on this important occasion. Below are the details and criteria for this type of recognition.

- Christmas Recognition helps to recognize and reward a team member each year during the Christmas season.
- Based on budgetary allowance, eligible team members will receive a monetary or points reward that will be awarded through a personalized email to their FMOLHS email address in November if approved.
- The points reward value will be shared annually prior to the recognition date.
- Those eligible for points-based recognition:
 - Active team members (full-time, part-time and PRN)
 - Team members on leave
 - Employed physicians and providers
- Those not eligible for points-based recognition:
 - Federal student workers
 - Contract staff



Eligibility

Who is eligible to participate in the new My Recognition Program?

Each recognition program has its own specific eligibility criteria. Please refer to the previous section that describes each program's eligibility criteria.

Why are some groups not eligible to participate in the points-based aspect of the recognition programs?

Some job classes such as contract staff have special contracts upon hire or legal regulations that restrict their participation in certain point or reward programs.

If I receive recognition for one of the eligible programs, do I have to wait to receive or redeem my points?

No wait required. Points are added to your Awardco account as soon as you receive your recognition email acknowledging your personal milestone or contribution. Once those points are added to your account, the choice is yours if you'd like to spend or cash them out immediately or save them up for something special.

Redeeming Points

How do I redeem my points?

Log into our Awardco website, fmolhs.awardco.com. Once on the website, go to "Spend Points" and select how you want to redeem your points. The choice is yours!

What are my choices for the redemption of my points?

The following options are available to redeem earned points:

- Amazon items
- Entertainment tickets
- Travel
- Prepaid gift cards
- E-gift cards
- Cash-out on a paycheck

Do I have to pay taxes on my redeemed points?

Yes. Redeemed rewards are considered taxable income, subject to both federal and state taxes, and as such are included on your paycheck for W2 purposes. Please note that applicable sales tax is built into the cost of an Amazon purchase.

Do you have to redeem your points within a certain time period or can you save them until the end of year and redeem them all at once?

You are not required to redeem your rewards in a certain time period. Your awarded points will roll over each year, so you can save them up to redeem them on something big or redeem them as you earn them. The choice is yours.

Can I combine my Well-being points with my Recognition points?

Definitely! Our Health and Well-being Program is also hosted on the Awardco platform, making it easy to spend all the points you've earned under each program. For more information on the My Health and Well-Being Program, visit fmolhs.org/careers/total-rewards.

What if I leave the organization? What happens to my points?

Points must be redeemed or cashed out prior to your termination date.

Can I donate points that I am rewarded to other team members?

Points earned or rewarded are not able to be donated to other team members. If you desire to assist another team member, you have the option of redeeming your earned points for a gift card or another item that you can give to a team member.





NAVIGATING THE AWARDCO PLATFORM

How do I log in to the Awardco website?

Before you log in for the first time, you will need to have the Welcome Email sent to you from Awardco available as it contains your login information as well as the web address. There are two ways to access the Awardco site:

- Enter fmolhs.awardco.com in the internet browser (do not enter into the internet search engine) and sign in with SSO if logging in from an FMOLHS device or enter your username and password if using another device.
- Navigate to TeamTalk and select the PRAISE or Awardco shortcut located at the top of the homepage.

NOTE: If you are unable to locate your welcome email, please contact Awardco at support@awardco.com.

Can I view other team members' recognitions or milestones?

Yes, the FMOLHS site on Awardco has a social feed where team members can see other recognitions such as birthdays and service awards. To access the "Feed," you would log in to your Awardco account and click on "Feed" in the upper left side of the home page or go directly to the Feed on the homepage.

Who do I contact if my recognition points aren't showing in my Awardco account?

Please contact your askHR team at askHR@fmolhs.org or by phone at (833) 482-7547 or Awardco at support@awardco.com.

Will FMOLHS be adding any additional recognition opportunities to the My Recognition Program?

Yes. FMOLHS is continuing to review opportunities to recognize and celebrate our team members. As new programs are developed, we will include them in the My Recognition Program.

Can other team members see the recognition given to me?

Service and Birthday recognitions are public recognition on our platform "Feed." You can access the Feed by logging into our Awardco site and clicking on the word "Feed" in the left upper side of the home page or reviewing it directly on the home page.

Can I make my recognition private if that is my preference?

Yes, you can make recognition given to you private by logging into our Awardco site. Go to the right upper corner of the home page and click on the down arrow by your name. Click on "My Account" and then scroll to the bottom of the screen. Next to "Private Recognition," highlight "OFF." By setting this feature to private, all future recognitions will be marked as private and will not post to the public feed.

Who do I contact if I have questions about the My Recognition program?

If you have any questions about the My Recognition program, please contact your askHR team at askHR@fmolhs.org or by phone at (833) 482-7547.

How do I add or change a profile picture?

- Log in to your account.
- Once you've logged in, click on "My Account" under your name, on the right-hand side of the page.
- On your profile page, next to your current picture, click "Change Picture."
 - Note: If you haven't added a picture yet, your current picture will be your initials.
- Choose the file you want to use as your photo and click "Open." Your new picture will be displayed for your account.

Can I purchase additional points?

If the item you are hoping to redeem requires more points than you currently have, the best solution is to purchase a gift card with points and pay the difference for whatever item you're hoping to buy directly from a retailer. Awardco is unable to sell additional points due to tax reporting requirements. If you need help locating a specific item, please contact the Awardco support team for assistance.



Are you allowed to comment on the recognition that is visible on the public feed?

Yes. You are allowed to comment on PRAISE that is visible on the public feed. Comments should be positive and include appropriate words and/or emojis.

- **How do I opt-in to receive a text message when I am recognized in Awardco?**

You can opt-in to receive text messages by following these steps:

- Log in to Awardco
- By your name in the upper right corner of the homepage, Click on the drop-down arrow
- Select "My Account"
- Go to Notifications and then to the SMS tab
- Turn SMS Notifications to "ON"

If you do not have a phone number in Awardco, you will be prompted to add one to your profile before you can enable the feature.

Note: Additionally, when a team member receives a text from Awardco for the first time, it will be immediately followed up with the following introductory message: You have opted in to receive notifications from Awardco. Message frequency varies. Message and data rates may apply. Reply STOP to opt out.

What number will be used when Awardco sends the text message notification?

We have a dedicated number assigned to our organization. The number that will display as the sender of the text will be (833) 491-0267.

How do I opt-out of receiving text messages when I am recognized?

To opt-out of receiving SMS messages from Awardco, simply follow the steps above and turn SMS Notifications to "OFF." You can also reply to any text messages you receive from Awardco with the word "STOP." If you want to resume receiving text notifications, reply with the word "START."

How to Reset your Password?

- Navigate to our company Awardco website – fmolhs.awardco.com
- Select "Forgot Password"
- Enter your email address and select "Submit"
- Open the email from no-reply@fmolhs.awardco.com and click the reset link

What is My Circle?

It is a fun feature on Awardco that allows you to select the persons that you want to stay connected with throughout our organization and also makes suggestions of persons to include in your circle. This feature highlights the people in your circle, reminds you when someone hasn't been recognized in a while and suggests even more people to recognize — helping you build a culture of appreciation across teams, departments, and locations. Consider it like the people you want to "follow" as allowed in other social media platforms.

How do I access My Circle?

My Circle can either be accessed by clicking on the Profile icon or the "Who Do You Want to Recognize?" widget on the homepage.



How do I add people to My Circle?

To add people to My Circle, search for names in our organization using the search box under “Add People to My Circle.” Any person added will show up in the “People in My Circle” section. There you will see data such as how many recognitions specific users have given to you and how many recognitions you’ve given them. You’re also able to see how many days have passed since the last time you’ve recognized them. Use the Summary Time Frame drop-down menu to view My Circle data from different time periods.

What is a Virtual Prepaid Rewards Card?

A Virtual Prepaid Rewards Card is a 16-digit card account that can be used digitally for electronic shopping. The redeeming user can start shopping online, over the phone, or add the card to a favorite retailer or other mobile app, wherever debit cards are accepted.

Note: A Virtual Prepaid Rewards Card cannot be used in a physical store unless it is converted to a physical gift card. This process is explained below. Virtual cards can take 2-3 business days from the time the order is processed to arrive in the inbox of their recipient.

When does the Virtual Prepaid Rewards Card expire?

Awardco will send the user a link to activate the card once points are redeemed for the card. The link will expire four months after its creation. After the card has been activated, the card will expire in six months and any remaining value will be forfeited.

Can a Virtual Prepaid Rewards card be converted to a Physical Prepaid Rewards card?

Yes. When the user receives the activation link for their virtual gift card in their email inbox, they will click the link and be taken to a page that will ask the user to select their desired card format. There is a \$3-5 processing fee for the conversion to a physical gift card. Standard delivery to receive the Physical Prepaid Rewards Card is 5-7 business days but may take up to three weeks. It will be shipped in a plain white envelope. Note: For orders outside of the U.S., delivery times vary.

How is the Virtual Prepaid Rewards Card activated?

- Click the activation link in the email you received.
- Copy the code and access the MyPrepaidCenter.com/redeem link provided. Enter the copied code.
- Complete the registration process with recipient information, and accept the terms and conditions.
- Receive your virtual card.
- Click “Add to Wallet” to access the virtual card at brick-and-mortar retail locations.
- To request a physical card, click “View Card Details,” then select “Request Plastic Card.”
- The Virtual Prepaid Card option offers instant delivery and retention of the full value of the award. This virtual card cannot be used in stores or where virtual payment processing is not available. This option is used online or can be added as a payment option to apps.



- The Physical Prepaid Card option is delivered in 7-10 business days. Converting the Virtual Prepaid Card to a Physical Prepaid Card requires a \$3-5 fee. This fee is not assessed by Awardco and covers the creation of a physical card and the delivery of the card. This card may be used online or in person.

Are there any other steps if I choose the Virtual Prepaid Card?

- Yes. When the Virtual Prepaid Card option is selected, the user will be taken to the Review and Confirm page where they will be asked to enter their physical address. This information is required to assign a functioning billing address to the virtual card. In some cases, a billing address will be required in the check-out process for an online retailer. The address entered here will operate as the billing address that should be entered in the billing address field when required.
- Once the address is entered for the Virtual Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page displaying the card details.
- Once the user agrees to the terms, they will be taken to a final screen where the card details will be displayed. At this point, an access code will be emailed to the email account originally entered when the order was placed. This code will let the user access the site at a later date so there will be no need to write down the card information. At the bottom of the page, the user will be given the choice to "Secure Payment." Securing payment is not necessary and is simply an option made available by Prepaid Digital Solutions to create an account with their site in order to store the card details. Storing a card inside an account allows the user to access the card details without entering the access code that is sent in the final confirmation email. Creating an account may also be a good option for users who will have multiple cards to track as they will be able to access the details for multiple cards in one place instead of being required to search for the cards individually using the access codes.
- Once the "Secure Payment" option is chosen, the user will create an account by determining their own username and password that will be used in the future to access the card details through the prepaiddigitalsolutions.com site.

Are there any other steps if I choose the Physical Prepaid Card?

- Yes. If the user would like to receive a Physical Prepaid Card, after clicking on the activation link in the email containing the initial confirmation, they will be taken to the same selection page displayed above. The associated fees and service level agreements for the physical option will be displayed under the Physical Prepaid Card option.
- Once the Physical Prepaid Card option is selected, the user will be asked to enter personal information and an address that will function as a billing address. All listed fields are required.
- Once the address is entered for the Physical Prepaid Card, a product terms page will appear that requires agreement before the user will be taken to the page confirming the placement of their request for a physical card. Once the product terms have been agreed to, the user will be taken to a page that communicates the expected delivery time for the card and lists the current balance. At this point, the transference fee will have been removed from the card balance. The same option to secure payment is made available at this point but having selected a physical card, it may not be as necessary to create an account to store the card details as those details are not available online.
- Should a user with a physical card elect to create an account, the balance will be displayed once the user logs into the Prepaid Digital Solutions account.

How do I track my order of purchase of e-Gift cards and Prepaid Virtual cards?

- Log in to your company's Awardco website
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- If the order says "Processed" under the order's date, contact the Awardco support team for additional status information



Note: While tracking information is not shown in your order details for these items, you may contact the Awardco support team for more information on the status of your order. Keep in mind, depending on the card ordered and your location, it may take up to 15 business days for these cards to be fulfilled. If the order status shows "Processed" and you have not received the card, contact the Awardco support team. Remember to check your inbox's spam folder for the card before contacting the team.

How do I contact the card vendor's Customer Service?

For the user's security, once the prepaid card is activated through either the virtual or physical options, Awardco Support is no longer able to contact the card vendor on the user's behalf. Any issues with the card service or delivery of the physical card option will need to be handled by the user contacting the vendor directly. While Awardco Support can no longer initiate the service request with the card vendor on the user's behalf, the user may copy support@awardco.com on the email chain created with the vendor so that Awardco can remain

apprised of the situation and provide assistance in requesting help from the vendor. The card vendor's Customer Service team can be reached through the Contact Us link on account.mypaymentvault.com/CardLogin or by email and phone.

How do I contact the Awardco support team?

There are three ways to contact the Awardco support team, which is available 24 hours on weekdays except for recognized holidays:

- **Chat** – Contact Awardco support by clicking the blue "Chat" button in the bottom right corner of the web page or at the bottom of any page in your company's Awardco platform. The Chat bot will attempt to solve the inquiry; the user will be redirected to a support representative if needed.
- **Email** – Create a support ticket automatically by emailing support@awardco.com. Be sure to include as much detail as you can including your full name, company name and a detailed outline of the issue you're experiencing.
- **Phone** – You can contact the Awardco support team by phone at: **(800) 320-0893**





REDEEMING POINTS ON AMAZON

How do I spend points on Amazon?

- Sign into the Awardco platform
- Hover your mouse over “Spend Points”
- In the drop-down menu, select “Amazon”
- Search for your desired items
- Add these items to your cart
- Select “Checkout” to begin finalizing your order

Note: Fluctuations in item availability may cause order delays and/or cancelations. Should this happen, our support team will be proactive in reaching out in a timely manner via email. Points will be returned for all canceled items.

As always, if you require any assistance when placing your order, please contact the Awardco Support team by emailing support@awardco.com or by clicking the blue “Support” button in the bottom right corner of every page in the platform.

How do I track my order of a physical item through Amazon?

- Log in to your company’s Awardco website
- Click your name in the top right corner of the screen
- Select “Orders” from the dropdown menu
- Locate the Tracking field under your order
- Navigate to the appropriate shipping website (e.g. for UPS, Google “UPS Tracking”)
- Input tracking number

Note: The tracking information will be displayed once the order is processed. While most orders will process immediately, some orders may be pulled for manual review and may take several business days to transition to processed. When an item is shipped by Amazon Logistics, you will be unable to track this information on your own. To track an order that is being shipped via Amazon Logistics, contact the Awardco support team. Remember to check your inbox’s spam folder for the card before contacting the team.



How do I track my order of an Amazon e-Gift Card?

- Log in to your company's Awardco website
- Click your name in the top right corner of the screen
- Select "Orders" from the dropdown menu
- Locate and click the "Show Claim Code" text under the value of the card

Note: With orders placed for the Amazon eGift Card option, fulfillment to your email address should be immediate but there are cases where the fulfillment of the order can take several days. If you do not receive your Amazon e-Gift Card via email, you may check this orders page to see if a claim code has been generated for the card. Click the "Show Claim Code" button in the order details to reveal the gift card code and input this code into your personal Amazon account. If your order says processed, but no claim code is visible, you may contact the Awardco support team for additional information about your order. Remember to check your inbox's spam folder for the card before contacting the team.

How do I return, cancel or refund an Amazon order?

To initiate a return, order cancellation or replacement, you will need to send in a support ticket to Awardco's support team. This allows the team to contact Amazon on your behalf. In your support ticket, you will need to include:

- Your name, as it appears in your account, and the name of your organization
- When you placed your order
- The exact item(s) you need to replace/cancel/return
- The reason you need to replace/cancel/return the item(s), e.g. the item was damaged, not what you expected, wrong size, etc.
- State whether you want to return the item(s) for a refund or if you want to receive a replacement.
 - If Amazon approves the return, you will likely be required to return the item to an Amazon warehouse.
 - If Amazon requires the return of the original item, the Awardco support team will send you a return label via email. Use the return label to ship the item back to Amazon.
 - Once Amazon receives the returned item, your point refund or your replacement will be sent to you.
 - If you have not received your point refund or replacement item seven business days after the day you send the item back to Amazon, please reach out to our support team again.

NOTE: *If you terminate employment with FMOLHS and have points in your account at Awardco, you must spend or cash out the points prior to your termination date.*