Cheers – Website Usage Guide
What to Recognize?

Recognize colleagues who have demonstrated exceptional performance, who have gone the extra mile, and those who have supported you in your work.

Appreciate them for demonstrating any of the following behaviours:

<table>
<thead>
<tr>
<th>Recognition Behaviours</th>
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<tbody>
<tr>
<td>Energy and Focus transform challenges into opportunities</td>
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<tr>
<td>Innovation keeps us ahead of the curve</td>
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<td>Outstanding execution delivers impact</td>
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<td>Team work, boundaries do not</td>
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<td>We grow when our people grow</td>
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Make the most of the Cheers Program

A web-based initiative to be recognized for your exceptional work and appreciate your colleagues

Be Recognized ➤ Earn Points ➤ Redeem gifts

Access the program website from Genpact via Single Sign On
Home page

Easy Recognition – Recognize your colleagues instantly

Social – Browse through an extended view of recognition issued in the program

Budget Meter – Displays the budget left with the participant

Badges – List of badges that can be unlocked and those that have been won/received
Raise a Recognition – Step 1

On the Home Page, use the Easy Recognition tool to raise a non-points recognition

Type the OHRID of the recipient you wish to recognize.

The participant will automatically populate, select the recipient.

You will be automatically taken to the next step.
Step 2

1. From the recognition drop-down, select the appropriate non-points recognition

Type your comments

2. Click on ‘Send’ to send the recognition to the recipient immediately.

Click on ‘Add More’ to include further details to the award.

Click on ‘Cancel’ to cancel the recognition.
Step 3

1. Add more recipients, if required.
2. Enter the points value.
3. Select an eCard to send to the recipient/s.
4. Select the badge.
5. Copy participants.

Tell us Why
- Energy and Focus transform challenges into opportunities
- Innovation keeps us ahead of the curve
- Outstanding execution delivers impact
- Team work, boundaries do not
- We grow when our people grow
- We succeed when our customers succeed

Send Copies
- Send copy to me
- Send copy to others

Search for Email Recipients
- Enter ID
- Enter ID here

Selected Email Recipients
- You have not added anyone.
Step 4

1. Preview the recognition details.
2. Click on ‘Edit’ to change any details.
3. Click on ‘Send’ to send the award to the recipient/s.

The recognition will automatically trigger to the winner/s.
Win Badges

View the recognition on the Social Wall and ‘Like’ or ‘Comment’ on it.

Sudeep K was recognized by Sridhar P
Thanks for your support!
Like • Comment • About 2 minutes ago

Receiver

Peer Star: On receiving 5 Note of Thank

Peer Champ: On receiving 10 Note of Thank

Manager’s Star: On receiving 3 Bronze Cheers

Manager’s Champ: On receiving 3 Silver Cheers
Budget Transfer

1. Click on Transfer to initiate the budget transfer process

2. Select the Budget Master
Budget Transfer contd.

1. Displays the budget available with the participant that can be allocated.
2. Search the participant to whom you wish to allocate the budgets.
3. Enter the amount to be transferred and click on Preview.
Budget Transfer contd.

The page summarizes the transaction

Click Submit to transfer the budget
Activities Page

1. **News** – Highlights the Gold and Diamond winners

2. **Banners** – Carousel highlighting special events or messages

3. **Resource Center** – View documents related to the website and the program

4. **Tips** - Quick tips to recognize your colleagues
Shop Page

Shop for Merchandise – Redeem your points with reward items. Click on this banner to access the rewards catalogue.
My Reports Page

1. **My Reports** – This tab is accessible to all Managers in Genpact

2. **All Reports** – View all reports to view program performance for your team hierarchy

3. **Quick Reports** - Save up to 5 favourite reports for quick view and analysis

4. **Manage My Reports** - Change the display order of your Quick Reports
1. View all features available in the program
2. Click on your name to view your account details
3. Find Others – View profile details of other members in the program
4. Alerts – View any recognitions pending for your approval or other alerts pending your action
5. Log out of the portal
Access Account Details

1. Click on your **name** to view your Cheers account details
2. Click on the relevant tab to view specific details
3. Upload a new profile picture
4. Professional details are pre-populated as per Genpact records, edits are not possible
   - The address can be modified at the time of redemption
Various badges that you have the potential to win are mapped to different awards or other activities.

Badges you have won are highlighted. The most recent earned date is displayed for badges won. Badges waiting for you to unlock them are visible in grey.

Badges that you are progressing towards are displayed with a counter.
Alerts & Messages

Review any recognitions pending for your approval, or other alerts pending your action.

View a repository of all email communication triggered to you from the system.
View your Cheers Account Summary
- This statement details those transactions where points were credited or debited in your account.
Follow List

Add colleagues to your “Follow List” to view their activity in the program

View their recognition activity in the ‘Social Wall’
- Click on the ‘Followed’ tab
Activity History

1. View details of all ‘Recognitions Received’ and ‘Recognitions Sent’

2. Filter by time period and name of the award

3. Click on the date next to the appropriate award to view more details
Preferences

Cheers portal is available in Chinese language

Control how your information is displayed to your colleagues on the portal
Delegate Rights

1. Search the participant to whom you wish to assign the rights.
2. Added Participant shows up in the search. Click Add to add the participant.
3. Click Edit to assign the rights – Budget transfer or Recognition submission.
4. Press Remove to revoke the rights.
Act as a Delegate

If you have been assigned the rights, you would see the link on the top.

Click on the name for whom you wish to recognize and start the process.
Act as a Delegate contd.

1. Recognize participants on behalf of the delegator

2. Transfer budget on behalf of the delegator*

3. Switch to your own account by clicking on the link

*Note: For the first time in the new platform the delegator has to assign the rights to transfer the budgets.
Most frequent used reports

1. Click on ‘All Reports’

2. Click **Budget Balance** to see budget allocated to and used by participants

3. Click **Recognition Received – List of Recipients** to see recognition received by participants

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- **Award Item Selection - Participation by Organization**
  - Report Award Item Selection by Organization

- **Award Level Activity - Participation by Organization**
  - Report Award Level Activity by Organization

- **Awards Received - List of Recipients**
  - Displays the number of awards that have been received by participants in your group.

- **Awards Received - Participation by Organization**
  - Displays the number of awards that have been received by organization.

- **Badge Activity**
  - Badge Activity Report

- **Budget Balance**
  - Provides summary and budget usage information.

- **Hierarchy Export**
  - Export the current site’s hierarchy information.

- **Login Activity - List of Participants**
  - Displays an overview of all program activity for all participants in your group.

- **Login Activity - Participation by Organization**
  - Displays an overview of all program activity at Organization level.

- **Participant Export**
  - Export the current site’s participant information.

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**Recognition**

- **Recognition Given - List of Givers**
  - Provides summary and detail information for all recognition given by participants in your group.

- **Recognition Given - Participation by Organization**
  - Provides summary and detail information for all recognition given by organization.

- **Recognition Received - List of Recipients**
  - Provides summary and detail information for all recognition received by participants.

- **Recognition Received - Participation by Organization**
  - Provides summary and detail information for all recognition received by participants in your group.
Steps to download: Recognition Received – List of Recipients report

Click Change Filter in case the filter criteria doesn’t match your download requirement
Select appropriate filters

1. The date range should not exceed more than a month*

2. Other filters should have the value as ‘Show All’

3. Select the value as ‘Have’

4. Click ‘update report’

*Note: In case you are not getting the extract it means you need to further reduce the date range
Click on Export to download the report.

You will be notified by email when the report is ready.

Your Recognition Received - List of Recipients extract is being generated and will be available shortly. You will be notified when the extract is available to download.
Visit Cheers portal and go to the Alert section and download the report.
Budget Balance report

1. Values appearing in the calendar should not be changed.
2. Budget selection – select Shared
   Budget Status – Select Active
   Promotion Status – Select Active
3. Select Bronze Cheers
4. Click ‘update report’
Clicking ‘Update Report’ will display the result in the table
Click on Bronze Cheers
You will be notified when the report is ready
Click on Download under the Alert section

**Note:** The data applicable is only from the launch of new platform
# Program Help

<table>
<thead>
<tr>
<th>Queries on</th>
<th>Countries</th>
<th>Genpact SPOC</th>
<th>Helpdesk</th>
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</tr>
<tr>
<td></td>
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<td>Go to the Rewards Catalogue and click on ‘Contact Us’, and submit your query.</td>
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Thank you