



***Training Videos are also available in English and Spanish by visiting
<https://www.luxurymethod.com/training/>***

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Initial Login - First Time Users Only

If you need assistance logging in, please reach out to your Client Engagement Specialist directly, email lmts@coworxstaffing.com or call our customer care line at 908-462-5137.

Do not click the Contact Us link on the log in page.

You should have received an email from the Luxury Method Customer Care Team, once your onboarding has been completed and you are approved to work for Luxury Method

1. To set up your account initially, click on the hyperlink or copy and paste the URL into the address bar of your web browser on your computer or Mobile Device (Chrome, Safari, Microsoft Edge, etc)

https://mingle-portal.inforcloudsuite.com/COWORXSTAFFING_PRD

****Please bookmark this page or save to your favorites****

- a. Click the Forgot Password Link on the Log in page to set your password and create your account
2. On the Forgot Password screen, type in the following:
 - a. your email address on file with CoWorx/Luxury Method
 - b. in the “enter the code shown” field, type in the characters you see in the box above
 - c. Click Email Me

Forgot Password
Enter your Infor OS identity email address to receive an email to reset your password. Any email opt-out settings will be ignored for this operation.

Email Address

Type the characters that you see
AwRsg
[Try a new code](#)

Enter the code shown

EMAIL ME

Forgot Password

Forgot Password
Thank you for your password reset request.
Check your email for the password reset instructions.

3. You will receive an email from NOREPLY@INFORCLOUDSUITE.COM to the email address that is on file with CoWorx Staffing/Luxury Method with a subject of Infor CloudSuite Identities – Account Registration – COWORXSTAFFING_PRD
 - a. This email message will include a link for you to verify your account and will list the supported web browsers.
 - b. Please check your Junk Mail or Spam folders if you do not receive this message in your Inbox.

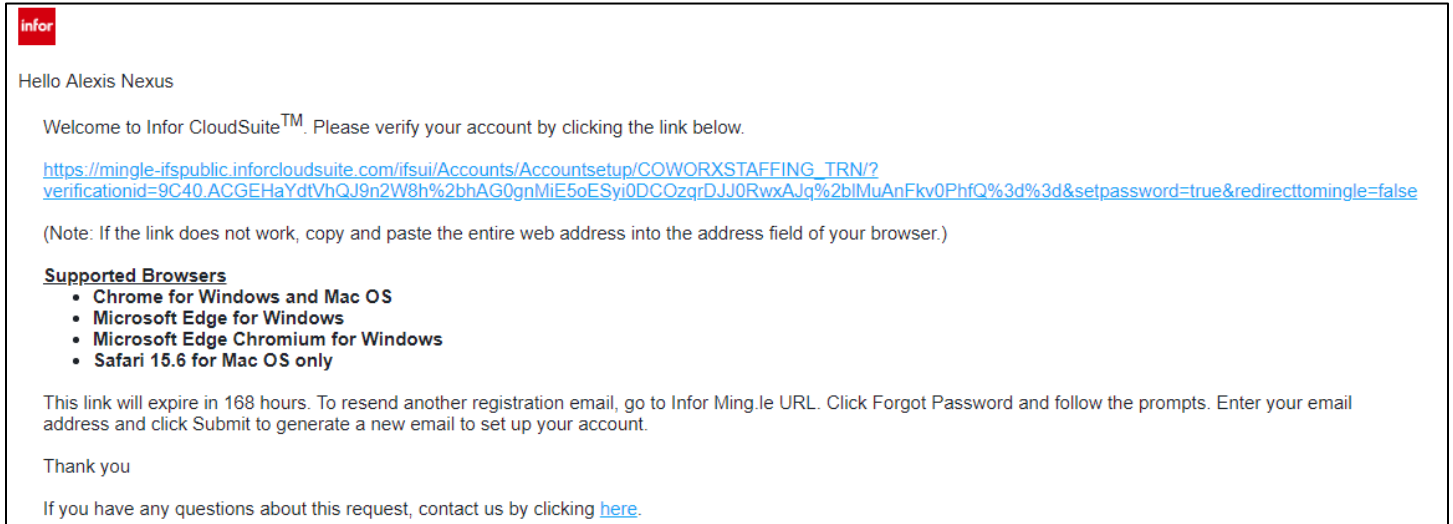
• Infor CloudSuite Identities - Account Registration - COWORXSTAFFING_PRD



• noreply@inforcloudsuite.com

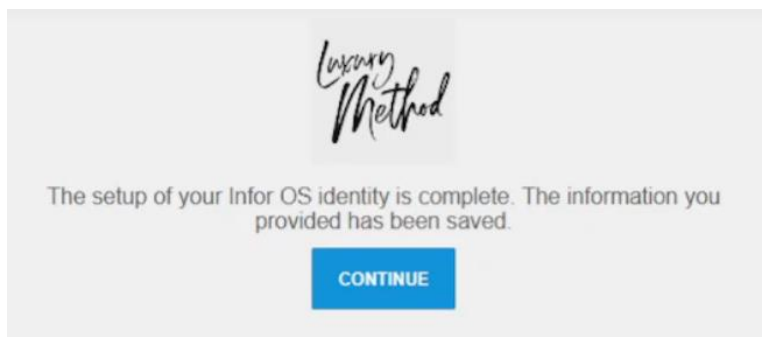
4. Click the link in the email or copy and paste it into your web browser.

If you have any questions, please contact the Luxury Method Customer Care team at 908-462-5137. Do not click on the contact us link at the bottom of the email.



5. A screen will pop up with your First Name, Last Name, Username (Employee Id Number) prepopulated.
- a. In the Title Field, type RSS
 - b. Type your new password in the Password field
 - i. Passwords must follow the following criteria
 1. Minimum 8 characters in length
 2. One uppercase letter
 3. One lowercase letter
 4. One number
 5. One special character
 - ii. Retype your new password in the Confirm Password field
 - iii. Click Create Account
6. The next screen is letting you know your initial setup is complete
- a. Click Continue

The image shows a "Luxury Method" logo at the top. Below it, the text says "Set up the Infor OS identity." There are several input fields: "Sophia" (First Name), "Jackson" (Last Name), "Title" (highlighted with a red box), "0200FAKE2" (Username), "Password" (highlighted with a red box), and "Confirm Password" (highlighted with a red box). At the bottom, there is a blue button labeled "CREATE ACCOUNT".



7. You will receive an email confirming your account set up from noreply@inforcloudsuite.com with the subject of Infor CloudSuite Identities - Account Verification - COWORXSTAFFING_PRD

Accessing Web Browser in Mobile Device

1. One of the below web browsers should be downloaded on your mobile device
2. You can access the new scheduling and online technology
 - a. Click on the app icon to open the web browser on your mobile device
3. Go to https://mingle-portal.inforcloudsuite.com/COWORXSTAFFING_PRD

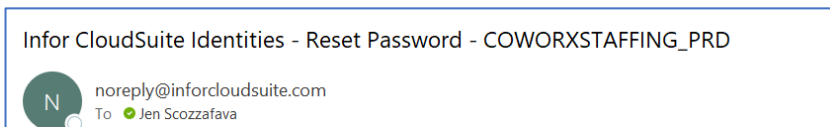


Reset Password

1. Go to https://mingle-portal.inforcloudsuite.com/COWORXSTAFFING_PRD
 - a. Click the Forgot Password Link on the Log in page to set your password and create your account
2. You will be brought to a screen where you will need to provide your email address connected to your account and type the characters that you see in the box above the field
 - a. Follow the instructions on the screen and click Email Me

Forgot Password
Thank you for your password reset request.
Check your email for the password reset instructions.

3. You will receive an email from NOREPLY@INFOR.COM to the email address that is on file with CoWorx/Luxury Method
 - a. The subject of the email is Infor CloudSuite Identities – Reset Password – COWORXSTAFFING_PRD
 - b. Please check your Junk Mail or Spam folders if you do not receive this message in your Inbox.



- c. Click on the link in the email from noreply@inforcloudsuite.com or copy and paste the link in your browser and follow the prompts to reset your password
 - i. Your password must be a Minimum 8 characters in length, one uppercase letter, one lowercase letter, one number & one special character
- d. Click Save Changes

- e. Click the “Click here to log on” link when prompted

Password Updated Successfully
Your password has been reset successfully. [Click here to log on](#)

4. If your link has expired, you will need to start over with [step 1 above](#)

COWORX/LUXURY METHOD CANNOT RESET YOUR PASSWORD FOR YOU.
You must click on the Forgot password link and wait for the email

Every 90 days passwords expire and must be reset

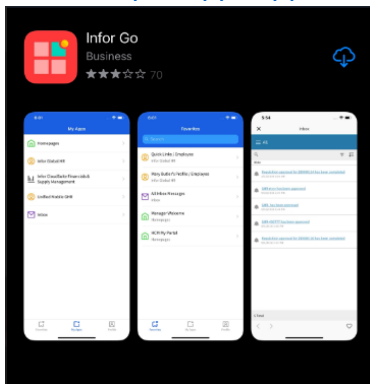
Account Locked

1. If you have attempted to log into your account multiple times incorrectly, you will get locked out of your account.
 - a. If this happens, click the Forgot Password link, and follow the instructions for [resetting your password above](#)

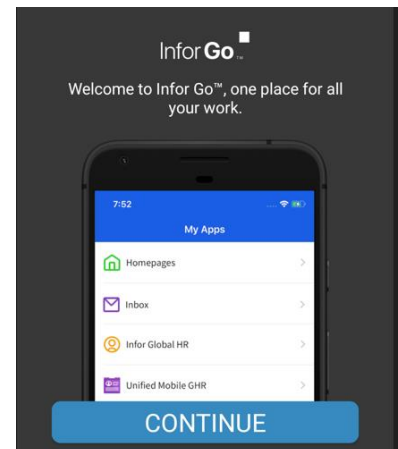
If you need assistance logging in, please reach out to your Client Engagement Specialist directly, email lmts@coworxstaffing.com or call our customer care line at 908-462-5137. Please do not click on the Contact us links you see on screen or in emails auto generate from the technology

Downloading the Infor Go App – iOS device

1. iPhone users can download the Infor go app from the App Store by clicking the link below
 - a. <https://apps.apple.com/us/app/infor-go/id1446388736>



2. Follow prompts to install the app
 - a. Click Install to Install the app
 - b. Once the app is finished downloading, open the app
3. Infor will ask you for permission to send you notifications. You can select Don't Allow or Allow.
 - a. You will then see the screen below
 - b. Click Continue



4. You will need to create your Profile by scanning a QR code.
 - a. Click on the blue circle to Scan the QR Code



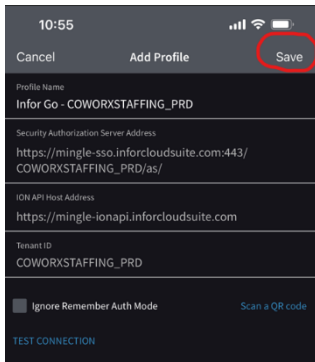
- i. You may be asked to confirm permissions for this app to allow Infor Go to use your camera
 1. Please select While using this app or Only this time as preferred

5. Your camera should open so you can scan the QR code
 - a. The QR code was included as an attachment in your original welcome email from the Luxury Method Customer Care Team
 - b. You can also scan the image to the right or find the file [here](#)
 - i. If you are unable to scan the image using your camera, save the image as a picture file to your device's gallery
 1. Click on the three-dot menu in the right corner and select From Gallery
 - a. Find the photo you saved



Note: In your initial email sent from the Luxury Method Customer Care Team, the QR codes were attached so you can easily save them to your device, or you can right click on the image to the right and Save as Picture to your device

6. Once the QR Code is scanned, the add Profile screen will pop up
 - a. Do not edit any of the information there just click Save on the top right corner



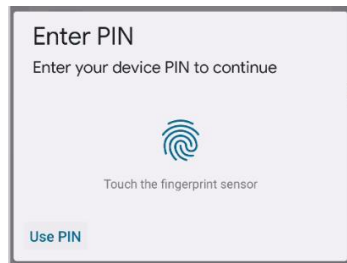
7. You will then see the Choose a Server screen where Infor Go-COWORXSTAFFING_PRD is checked off
 - a. Click Continue on the bottom of the screen
8. You will be directed to the Sign on screen
 - a. Sign on to the app using your username and password
 - i. Username = Employee Id number
 - ii. Password = the password you set above

Logging into the Mobile App-iOS device

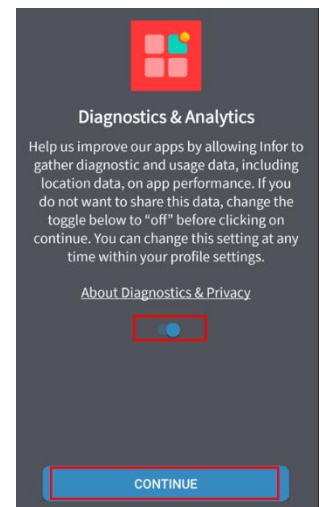
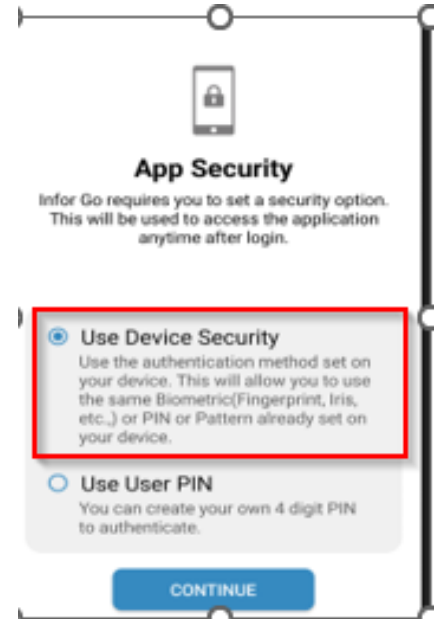
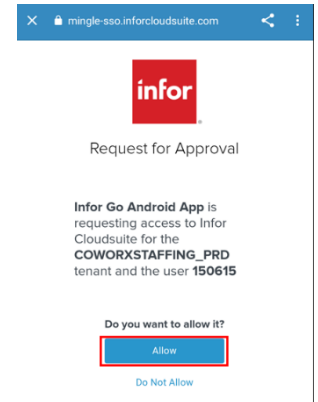
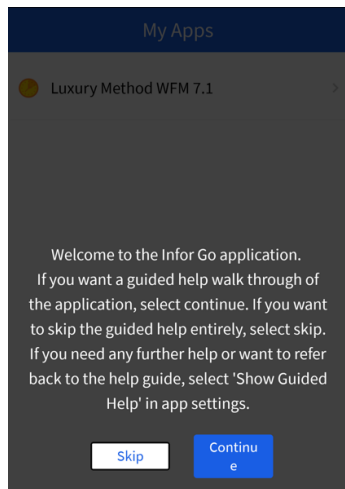
- 1) After you sign in with your username and password, you will be brought to a Request for approval screen
 - a. Click the Allow button
- 2) You will see Infor Go reload and then be asked to set a security option
 - a. Your options are
 - i. Use Device Security
 1. This option will allow you to use the same method you use to unlock your device (your stored FaceID, TouchID, or Passcode, etc) – **RECOMMENDED**
 2. Use User Pin You can create your own 4-digit pin to authenticate
 - b. Select one of the options and click Continue

NOTE: CoWorx/Luxury Method does not have the ability to reset or edit this pin number, if forgotten. We strongly recommend selecting the Use Device Security option.

- 3) You will then be prompted to enter in your device security or pin to access the app



- 4) If it's the first time using the app, you will be asked about Diagnostics & Analytics capture.
 - a. Either leave the button slid to the right to allow or tap on it to slide it to the left to not allow
 - b. Click Continue
- 5) If it's the first time using the app, the next screen will pop up offering a guided walkthrough, select Continue if you'd like to take the guided tour or skip if you don't



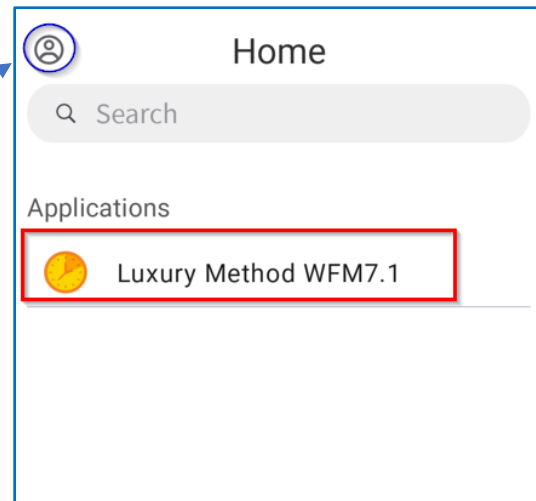
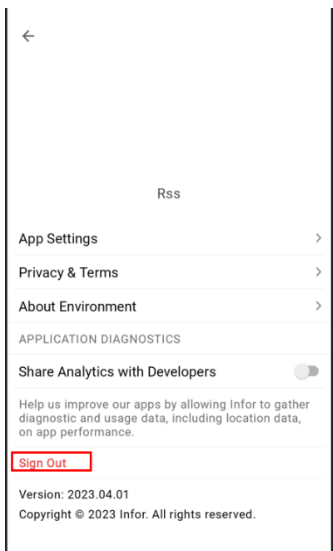
- 6) You should now see Home Page
 - a. Under Applications, you will see **Luxury Method WFM 7.1**
 - i. To enter the site to view your schedule or start adding clocks, click on **Luxury Method WFM 7.1**

7) At the top of the screen, you will see the Profile Icon

- a. If you click on this icon, it will bring you to your profile where you can Sign out of the app and update settings

8. To return to the Home page, click on the back arrow on the top left corner of the Profile screen

- a. Click on Luxury Method WFM 7.1 to enter the system



Downloading the Infor Go App – Android device

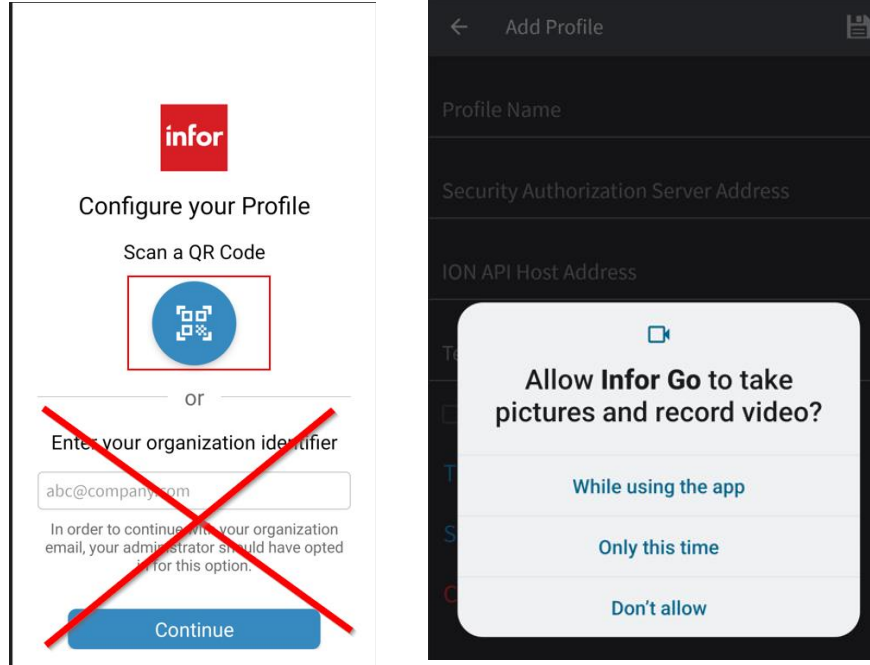
1. Android users can download the Infor go app from the Google Play store by clicking the link below <https://play.google.com/store/apps/details?id=com.infor.go>
2. Follow prompts to install the app
 - a. Click Install to Install the app
 - b. Once the app is finished downloading, open the app



3. If you see a screen like the one below
 - a. Click Continue



4. You will need to set up your Profile by scanning a QR code
 - a. Click on the blue circle to Scan the QR Code below
 - i. You may be asked to confirm permissions for this app to allow Infor Go to use your camera
 1. Please select “While using this app” or “Only this time” as preferred

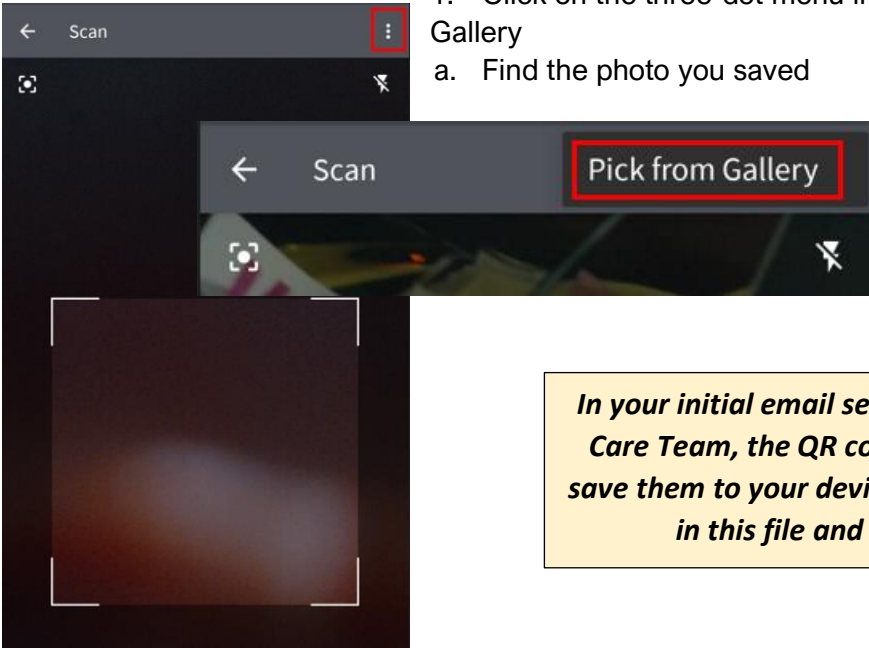


Note: To use the app, you must scan the QR code, we do not have an organization identifier

5. Your camera should open so you can scan the QR code
 - a. The QR code was included as an attachment in your original welcome email from the Luxury Method Customer Care Team
 - i. You can also scan the image to the right or find the file here
 - ii. If you are unable to scan the image using your camera, save the image as a picture file to your device's gallery

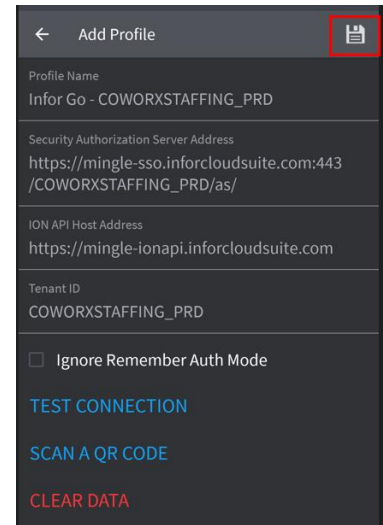


1. Click on the three-dot menu in the right corner and select Pick From Gallery
- a. Find the photo you saved

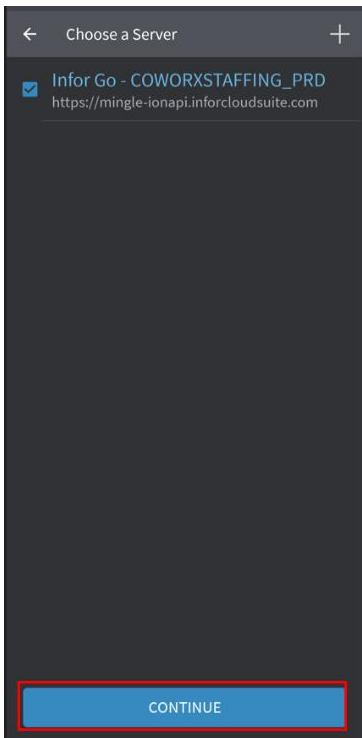


In your initial email sent from the Luxury Method Customer Care Team, the QR codes were attached so you can easily save them to your device, or you can right click on the image in this file and Save as Picture to your device

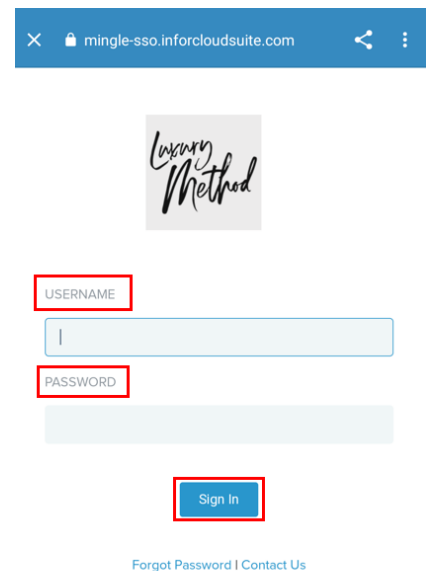
- b. Once the QR Code is scanned, the add Profile screen will pop up
 - i. Click the floppy disk icon in the right top corner to Save



6. You will then see the Choose a Server screen where Infor Go-COWORXSTAFFING_PRD is checked off
 - a. Click continue on the bottom of the screen

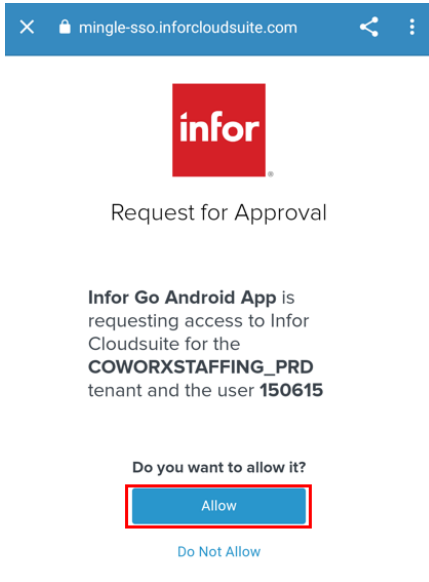


7. You will be directed to the Sign on screen
 - a. Sign on to the app using your username and password
 - i. Username = Employee Id number
 - ii. Password = the password you set above
 - Click Sign In



Logging into the Mobile App-Android device

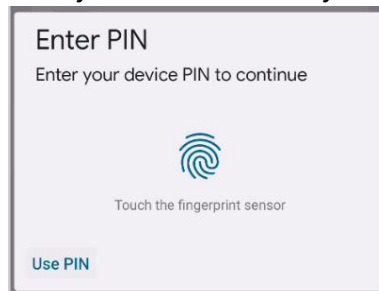
- 8) After you sign in with your username and password, you will be brought to a Request for approval screen
 - a. Click the Allow button



- 9) You will see Infor Go reload and then be asked to set a security option
 - a. Your options are
 - i. Use Device Security
 1. This option will allow you to use the same method you use to unlock your device (fingerprint, pin number, face scan, etc) - **RECOMMENDED**
 - ii. Use User Pin
 1. You can create your own 4-digit pin to authenticate
 - b. Select one of the options and click Continue

NOTE: CoWorx/Luxury Method are not able to reset or edit this pin number if forgotten. We strongly recommend selecting the Use Device Security

- 10) You will then be prompted to enter in your device security or pin to access the app



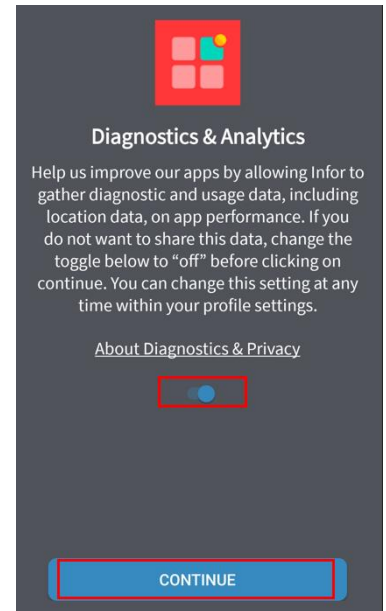
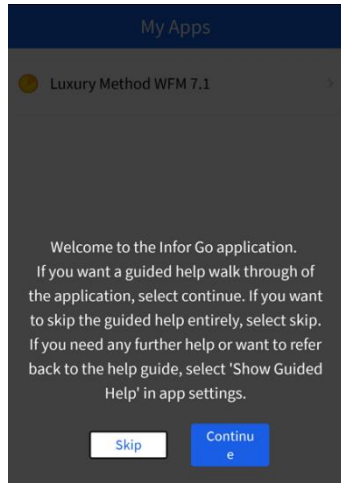
App Security

Infor Go requires you to set a security option. This will be used to access the application anytime after login.

- Use Device Security
Use the authentication method set on your device. This will allow you to use the same Biometric(Fingerprint, Iris, etc..) or PIN or Pattern already set on your device.
- Use User PIN
You can create your own 4 digit PIN to authenticate.

CONTINUE

- 11) If it's the first time using the app, you will be asked about Diagnostics & Analytics capture
 - a. Either leave the button slid to the right to allow or tap on it to slide it to the left to not allow
 - b. Click Continue
- 12) If it's the first time using the app, the next screen will pop up offering a guided walkthrough, select Continue if you'd like to take the guided tour or skip if you don't



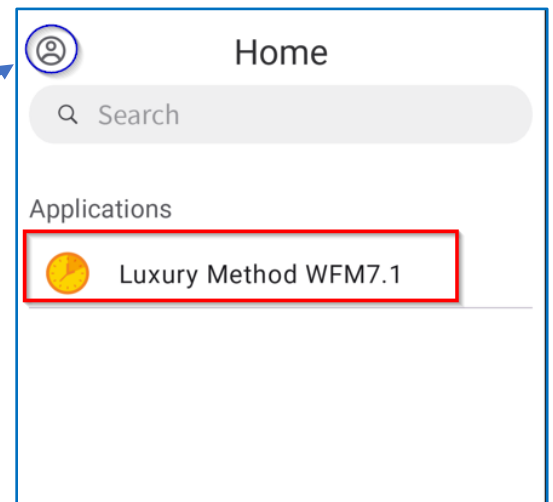
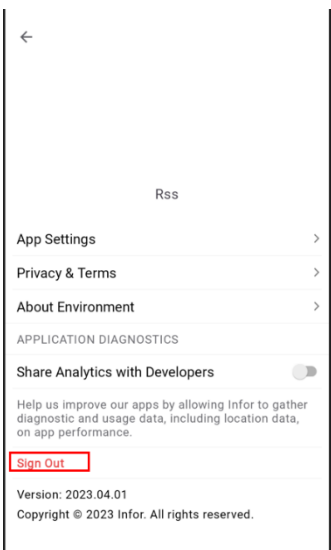
- 13) You should now see Home Page
 - a. Under Applications, you will see **Luxury Method WFM 7.1**
 - i. To enter the site to view your schedule or start adding clocks, click on **Luxury Method WFM 7.1**

14) At the top of the screen, you will see the Profile Icon

- a. If you click on this icon, it will bring you to your profile where you can Sign out of the app and update settings

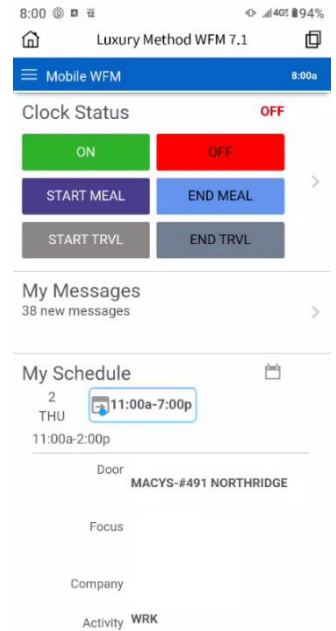
9. To return to the Home page, click on the back arrow on the top left corner of the Profile screen

Click on Luxury Method WFM 7.1 to enter the

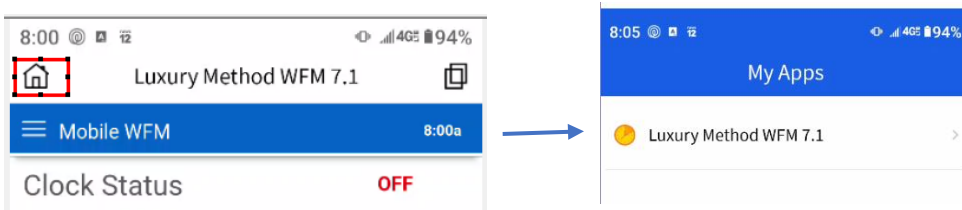


Using the Mobile App on your iOS or Android device

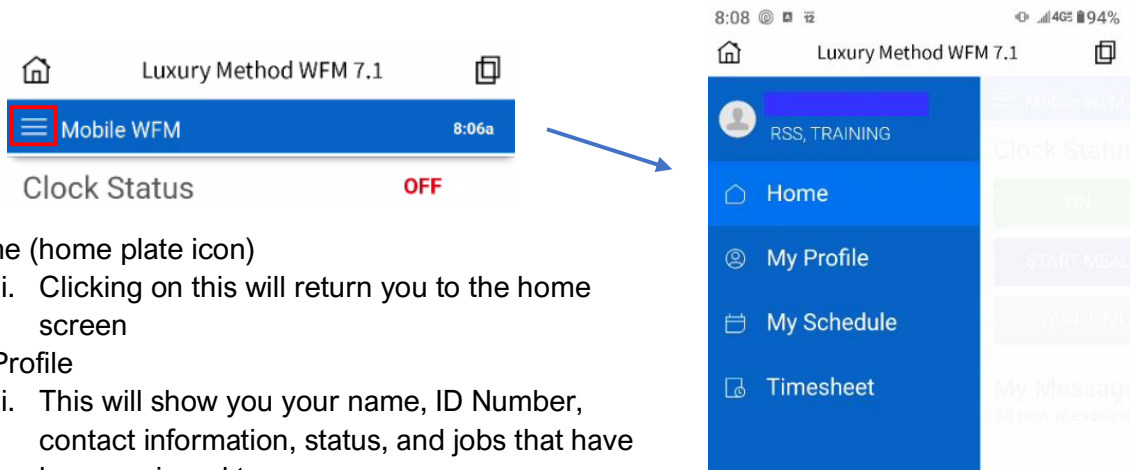
- 1) Once you enter the app, by clicking on Luxury Method WFM 7.1, you will be on your home screen
 - a. On this screen you will see your Clock Status, Clock on/off buttons, My Messages, and My Schedules



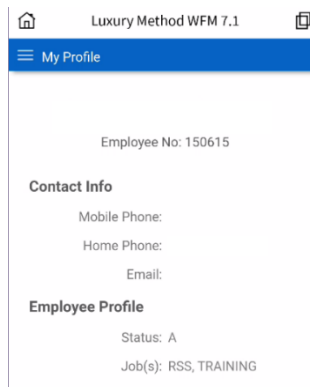
- 2) The house icon at the top right of your screen will take you back to the My apps page so you can access My profile to sign out or update settings



- 3) The three bars right under the house icon next to the Mobile WFM header (aka the hamburger menu), will open the menu that leads to the different sections of the app



- a. Home (home plate icon)
 - i. Clicking on this will return you to the home screen
- b. My Profile
 - i. This will show you your name, ID Number, contact information, status, and jobs that have been assigned to you
- c. My Schedule
 - i. You will be able to view your schedules
 1. See section below for more details in the Schedules Section
- d. Timesheet
 - i. You will be able to access your timesheets
 1. See section below for details in the [Timesheet section](#)

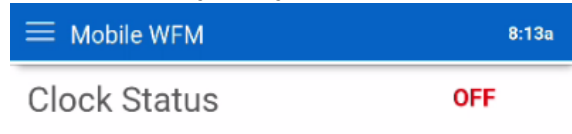


Home

1) The home screen will show you the following information

a. Clock Status

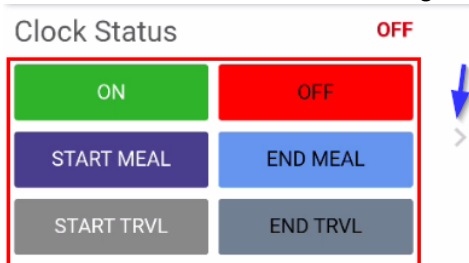
i. This will show you if you are clocked on or off



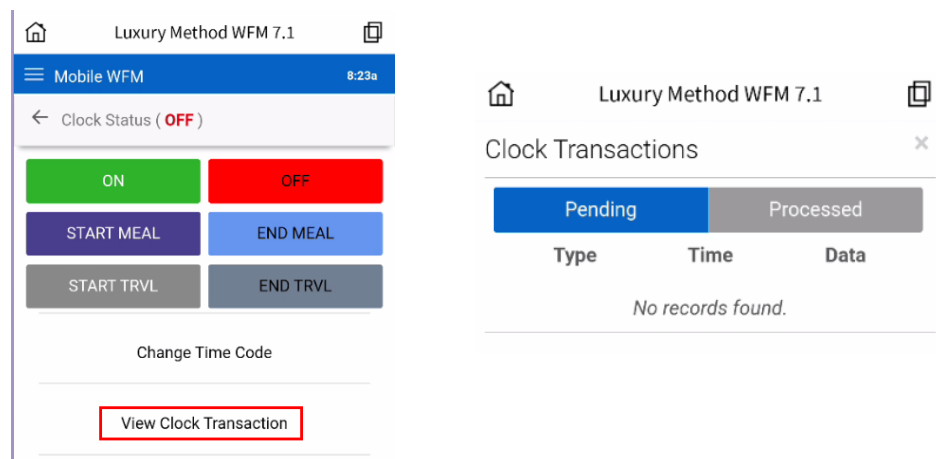
b. Clock on/off Buttons

i. These will be used to clock on/off for shifts and meals in real time

1. See more information below in the Using the Clock Buttons section

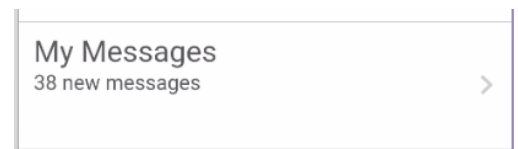


a. Clicking the chevron symbol on the right will open another screen where you can View Clock Transactions



c. My Messages

i. This will inform you of how many new messages you have and is a shortcut to the Messages section of the system. Click on the arrow to view your messages

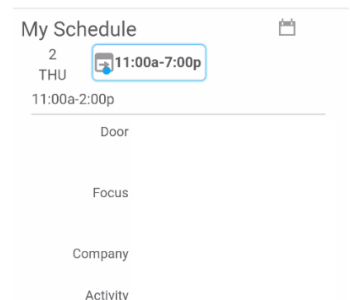


1. See the [Alerts section](#) at the end of this guide for the types of messages you could receive

d. My Schedules

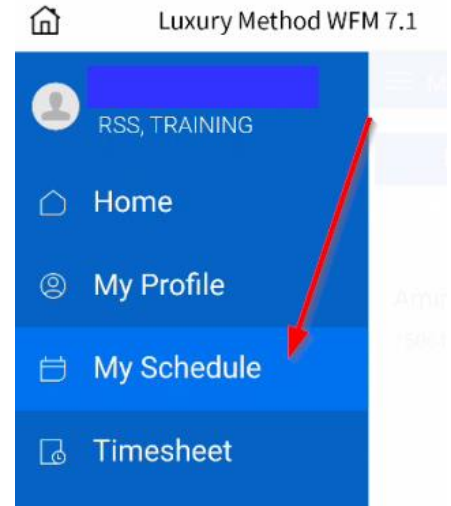
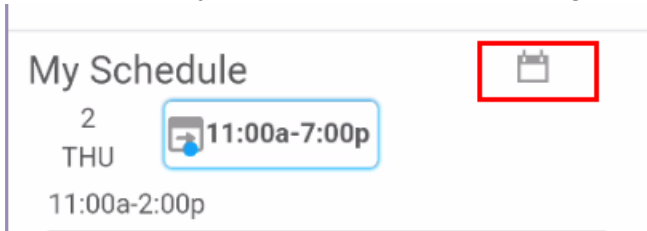
i. This is a quick view of any scheduled shifts that you have for the current day

1. You can quickly get to your schedule if you click on the calendar icon to the right

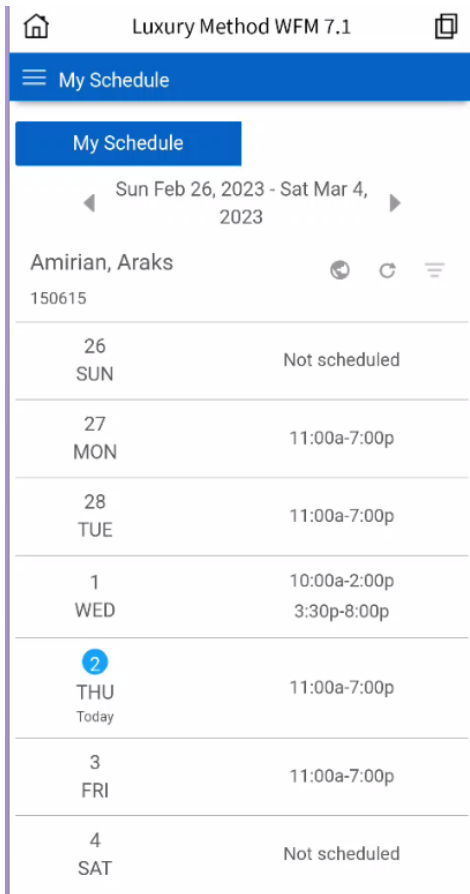


My Schedule

- 1) On the home page, you will see any shifts that you have scheduled for the current day. To see all your shifts, you can either click on the calendar icon on the Home Page in the My Schedule section or you can select My Schedule from the hamburger menu



- 2) Clicking either option will bring you to the My Schedule screen which will default to the current week that we are in



a. Today's date is highlighted in blue

- 3) To see the details of the shift, click on the day. You will see the Times, job, Door, Focus, Company, and Activity for each shift including meal breaks

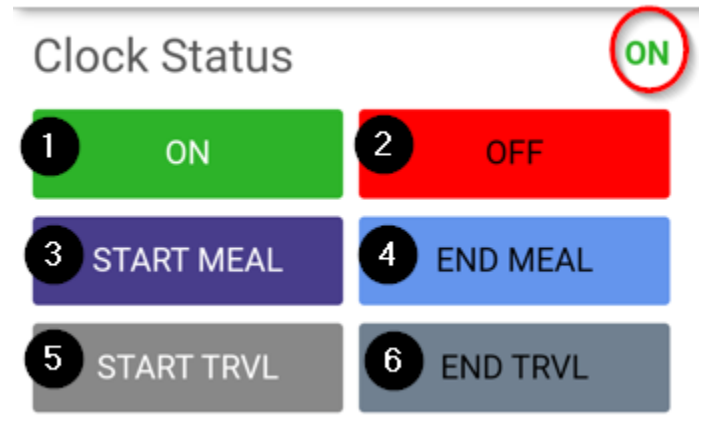


Schedules are view only
Please see below for how to Reject a Shift

In the mobile app, you will be able to clock in and out for your shift, meals, and travel in real time

Using the Clock Buttons on the Home Screen

1. To start your shift, click the green **ON** button
 - a. Your clock status will change to **ON**
2. To end your shift, click the Red **OFF** button
 - a. Your clock status will change to **OFF**
3. If you are taking an unpaid meal break, to start your meal period, click the dark blue **START MEAL** button
 - a. Your clock status will remain **ON**
4. To end your meal period, click the blue **END MEAL** button
 - a. Your clock status will remain **ON**



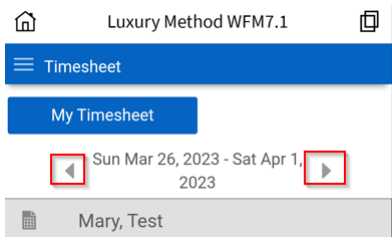
Meals should ALWAYS be clocked in between the ON/OFF clocks of a shift

5. **ONLY** If you worked between two locations in one day, click the **START TRVL** button when you start traveling to your second location
 - a. Your clock Status will be **ON**
6. Click the **END TRVL** button once you arrive at your next shift
 - a. Your clock Status will be **OFF**
 - i. Once you start your next shift, you will click the ON button again to start working your next shift

DO NOT clock for Travel Time for commuting to your first shift of the day or from your last shift of the day.

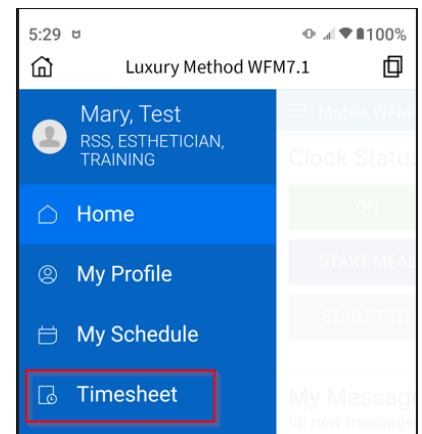
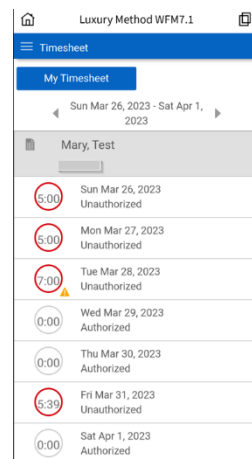
Timesheet-Mobility

1. To view your timesheet, click the burger menu on the top left of the screen and select Timesheet
2. Your timesheet will default to the current work week



- a. To change the week you are looking at, click on the arrows before or after the date

3. You will see the total actual hours entered for a specific date worked and if the timesheet is Authorized or Unauthorized



4. To see more details, click on the day you want to view
 - a. Once the details screen opens, you will see the following
 - i. If your timesheet is Unauthorized, you can see the reason at the top of the screen
 1. For example, “Time submitted is different than scheduled time”
 - ii. Clocks – These are the clocks that you added using the buttons on the Home page. You can edit them if needed (see section below for Editing Clocks-In Mobility)
 - iii. Work Details – These are the Work Details of the shift
 - iv. Sales – Any self-reported sales entered or Missed Meal Alerts will show in this section
 - v. Code Summary – This is a summary of hours based on Time Code
 1. Time codes tell you of the type of work
 - a. SCHEDULE – future shift, no clocks (time worked) added
 - b. MISSING TIME – past shift, no clocks (time worked) added
 - c. WRK – worked time within the schedule
 - d. EXCEPTION NO SHIFT – clocks (time worked) added, no schedule
 - e. CLOCKED OUT EARLY (EXCEPTION-LEFT EARLY)
 - f. CLOCKED IN LATE (EXCEPTION-LATE)

🏠
Luxury Method WFM7.1
📄

☰
Timesheet

←
Sun Mar 26, 2023

✖ Unauthorized by the system.
Time submitted is different than scheduled time

Clocks + ▼

Time: 12:00p

Type: ON

Time Code:

Map:

🗑

Time: 5:00p

Type: OFF

Time Code:

Map:

🗑

Work Details ▼

Start Time: 12:00p

End Time: 5:00p

Hours: 5:00

Time Code: EXCEPTION NO SHIFT

Hour Type: REG

Job: RSS

Sales

+ ▼

Units: 1:00

Total Sales \$: \$150.00

Sales/Premium Code: Test Brand A

Units: 1:00

Total Sales \$: \$150.00

Sales/Premium Code: Test Brand B

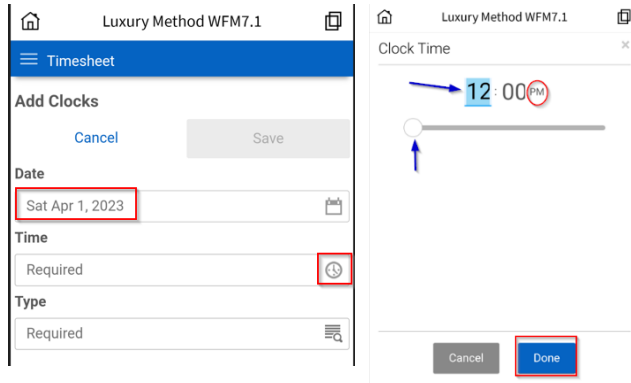
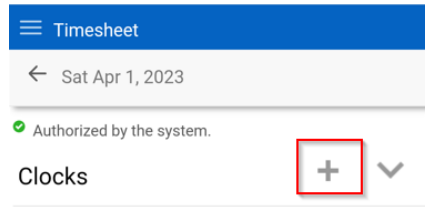
Code Summary

▼

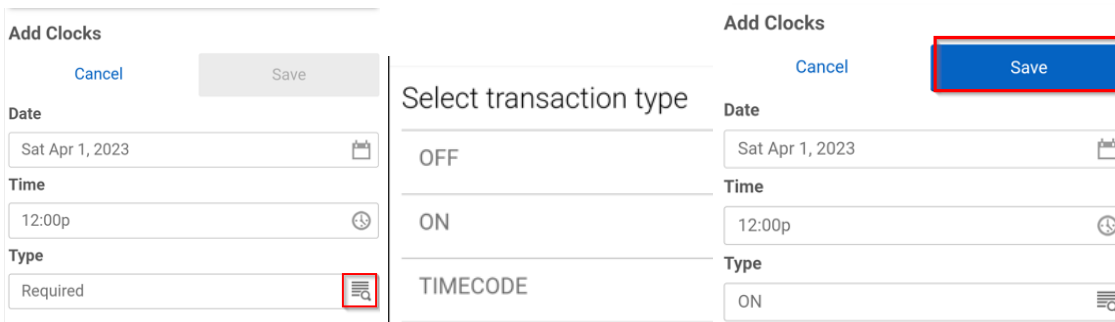
	REG	TOTAL
EXCEPTION NO SHIFT	5:00	5:00
TOTAL	5:00	5:00

Adding Clocks Manually-Mobility

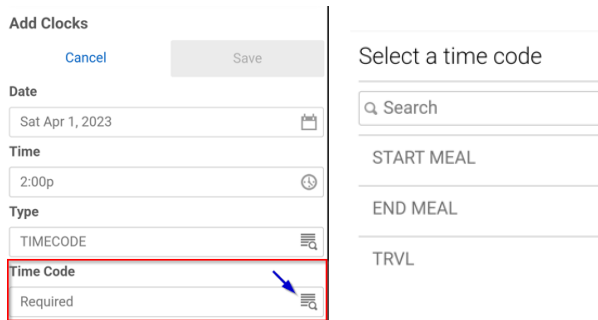
- To Add a clock, click the plus (+) sign
- On the Add Clocks screen, the date will default
- Click on the clock icon in the TIME field
 - Either tap and type the Hour and minutes or use the slide bar underneath the display
 - Tab on AM to change to PM or vice versa
- Click the Done button at the bottom of the screen



- Click on the List icon in the TYPE field
 - Select ON, if you are clocking on for your shift
 - Select OFF, if you are clocking off for your shift or clocking off to end travel to a second worksite location in the same day
 - Click the Save button at the top of the screen to Save the clock
 - You will return to the Timesheet screen where you will now see the clock



- Select TIMECODE, if you are clocking on to start your unpaid meal break, clocking off to end your unpaid meal break, clocking on to begin traveling to a second worksite location in the same day



To manually add a clock to report Travel Time between two different doors in a day: Select the timecode TRVL to start traveling to your second shift. Once you arrive, select the TYPE of OFF

Editing Clocks in Mobility

1. Click on the Clock detail that you need to edit
 - a. On the Edit Clocks screen the Date, Time and Type will default
 - b. Select the field you need to change and update the information
 - c. Click Save

The left screenshot shows the 'Timesheet' screen for 'Sat Apr 1, 2023'. It displays a message: 'Unauthorized by the system. Timesheet is missing a clock OFF'. Below this is a 'Clocks' section with a list of clock entries. The entry shown has 'Time: 12:00p', 'Type: ON', and 'Time Code:'. A blue arrow points to the 'Time Code' field. The right screenshot shows the 'Edit Clocks' screen. It has a 'Cancel' button and a 'Save' button. The form contains three input fields: 'Date' (Sun Mar 26, 2023), 'Time' (12:00p), and 'Type' (ON).

For any work outside of a scheduled shift, you will need to provide the door/focus you worked that day by editing the Work Details section

Work Details consists of the door and focus you worked at during your shift

Editing Work Details-Mobility

1. If you work a shift outside your scheduled shift, you will need to edit the Work Details in order to identify where you worked and what your focus was
 - a. Any WORK DETAIL with a Time Code of EXCEPTION NO SHIFT must have a focus/door added in order for us to process it for payroll

The screenshot shows the 'Work Details' section for 'Sat Apr 1, 2023'. The details listed are: Start Time: 12:00p, End Time: 2:00p, Hours: 2:00, Time Code: EXCEPTION NO SHIFT (highlighted with a red box), Hour Type: REG, and Job: RSS.

The time code is a description of the what happened during the work period, e.g. Exception-no shift, Clocked Out Early, Meal

2. Click into the Work Detail

The screenshot shows the 'Work Details' section for 'Sat Apr 1, 2023'. The details listed are: Start Time: 12:00p, End Time: 2:00p, Hours: 2:00, Time Code: EXCEPTION NO SHIFT, Hour Type: REG, and Job: RSS. A blue arrow points to the 'End Time' field.

- a. Scroll to the bottom to the Focus field
 - i. Find the focus in the door that you worked in and tap on it
 - 1. You can search for the door or focus by using the Search box
 - a. Type % and then the door name or number or the focus name you are looking for and then select the appropriate option

Timesheet

Edit Work Details

Cancel Save

Start Time
12:00p

End Time
5:00p

Hours
05:00

Time Code
EXCEPTION NO SHIFT

Hour Type
REG

Job
RSS

Door
Select

Focus
Select

Select this checkbox to Reject Shift

Luxury Method WFM7.1

Select a Focus

Q %test

TEST BRAND A
BLOOMINGDALE'S #22-SAN FRANCISCO-CWX

TEST BRAND B
BLOOMINGDALE'S #22-SAN FRANCISCO-CWX

TEST BRAND C
BLOOMINGDALE'S #22-SAN FRANCISCO-CWX

Timesheet

Edit Work Details

Cancel Save

Start Time
12:00p

End Time
5:00p

Hours
05:00

Time Code
EXCEPTION NO SHIFT

Hour Type
REG

Job
RSS

Door
Select

Focus
BLOOMINGDALE'S #22-SAN FRANCISCO-C...

- ii. Once you have selected the correct door and focus, click the Save button at the top of the Edit Work Detail Screen

When searching in Infor, you must use the % sign before or after the words. For example, type %Beverly% in the Description field and click Find, if you were looking for Bloomingdale's Beverly Center

You CANNOT edit the focus/door for a scheduled shift

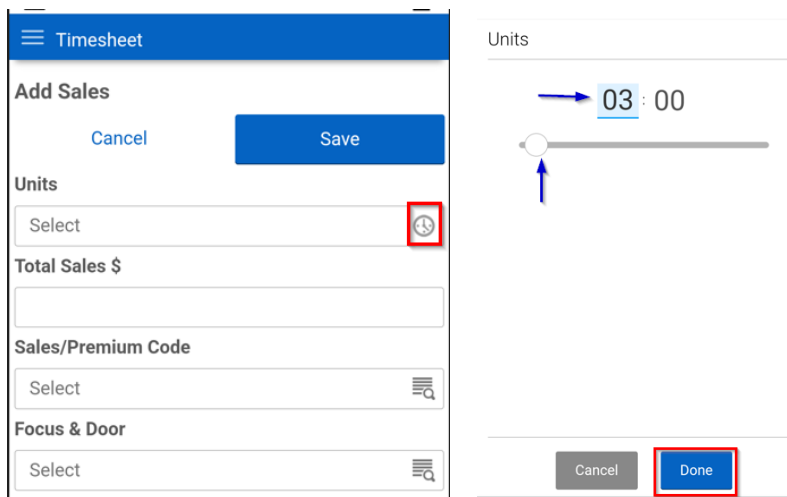
Adding Self-Reported Retail Sales-Mobility

Self-Reported Sales CANNOT be added to your timesheet until WORK has been submitted for that day in that door and focus. You will get an error on your timesheet if you try and submit the sales prior to submitting time.

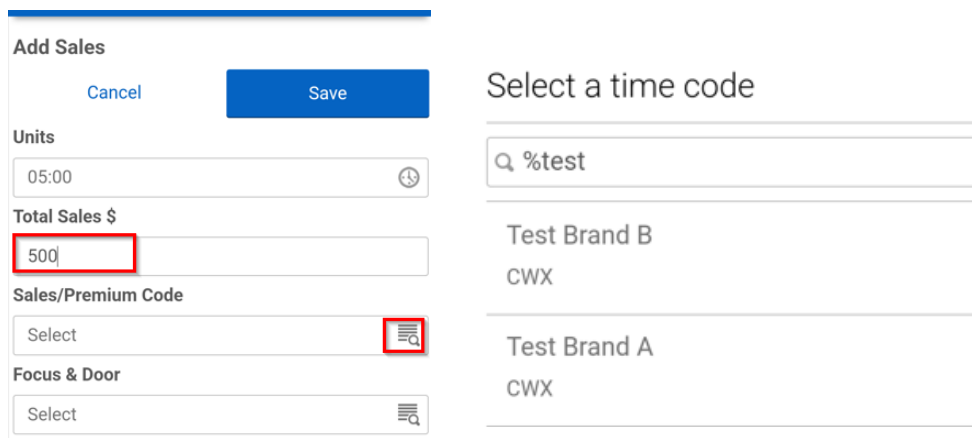
1. To add self-reported Sales to your timesheet, click the plus sign (+) next to SALES



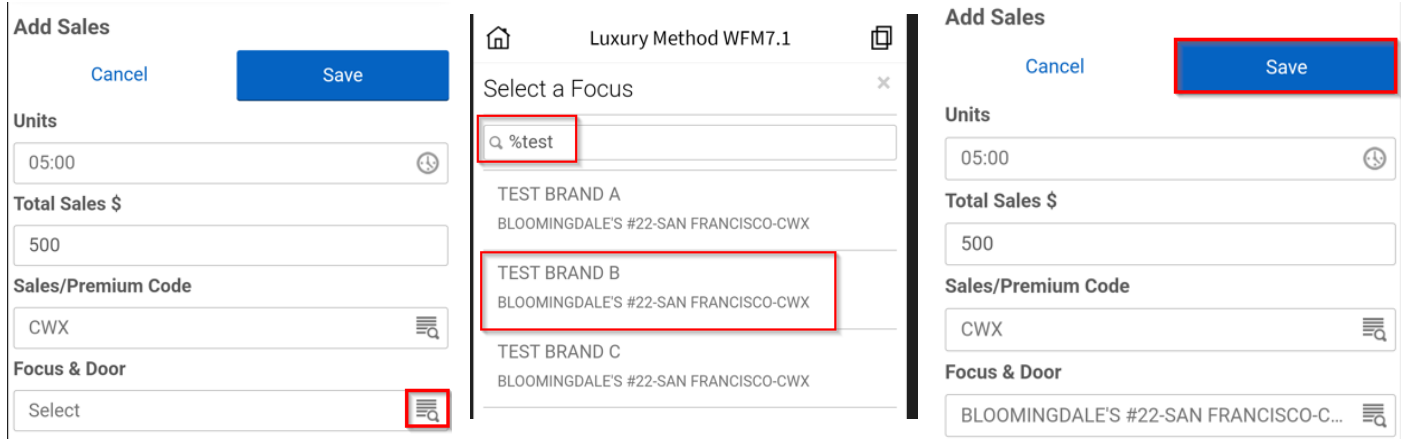
- a. Click the clock icon in the Units field
 - i. Type the number of units sold by tapping and typing the number or using the slide bar underneath the display
 1. Click DONE



- b. Click in the TOTAL SALES \$ field and enter the dollar amount sold
 - i. NUMBERS ONLY
- c. Click on the list icon in the Sales/Premium Code field
 - i. Select the time code (Sales brand sold)
 1. You can search for the sales brand
 - a. Type % and then the door name or number or the focus name you are looking for and then select the appropriate option



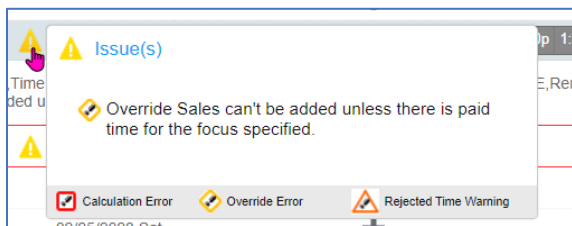
- d. Click on the list icon in the Focus & Door field
 - i. You can search for the door or focus by using the Search box
 - 1. Type % and then the door name or number or the focus name you are looking for and then select the appropriate option
 - ii. Once you have selected the correct door, click the Save button
 - 1. **THE FOCUS/DOOR MUST BE FOR THE SHIFT THAT YOU WORKED THAT DAY OR YOU WILL GET AN ERROR**
- e. Click the SAVE button when finished



- i. You should now see the sales you entered on your timesheet

Sales	
Units:	1:00
Total Sales \$:	\$150.00
Sales/Premium Code:	Test Brand A
<hr/>	
Units:	1:00
Total Sales \$:	\$150.00
Sales/Premium Code:	Test Brand B

- 2. If you receive an error on your timesheet that states “Override Sales can’t be added unless there is paid time for the focus specified”, it means the focus/door you selected when entering your sales is incorrect. You must have time submitted for a specific focus/door before you can enter sales for that focus/door

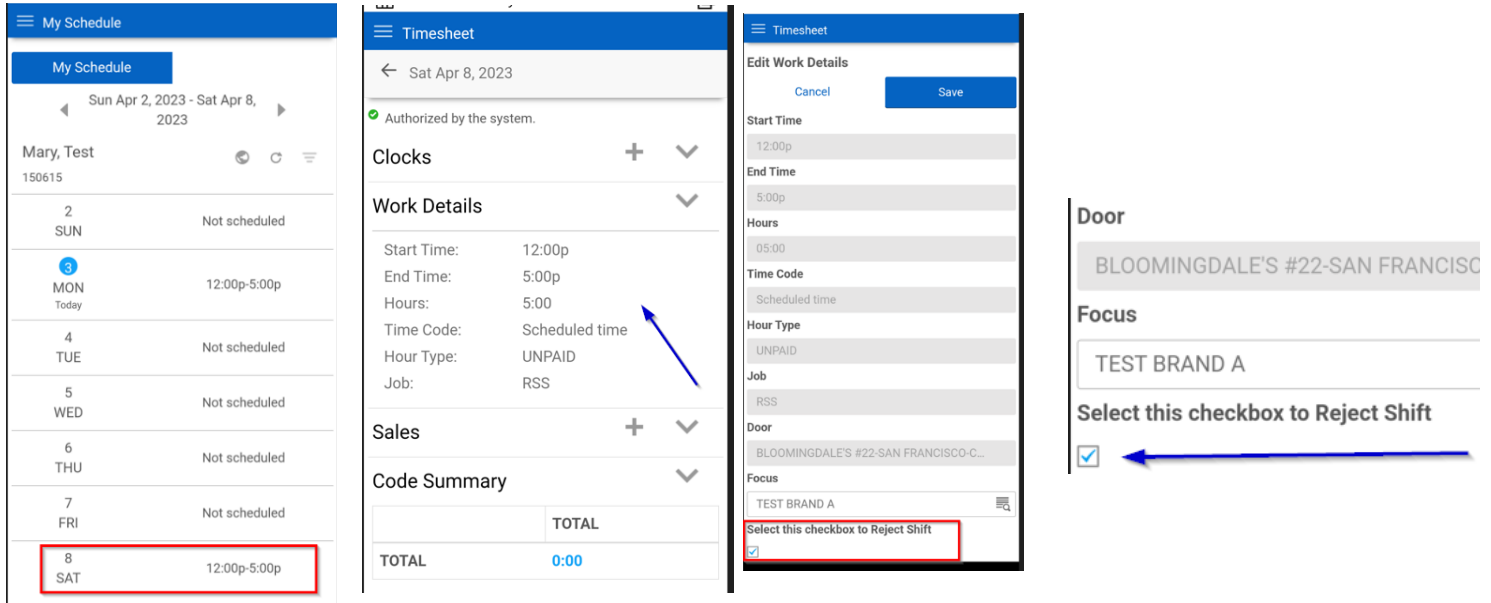


- a. You will need to log into the desktop version, delete the error and re-enter the sales with the correct focus (see Adding Sales to Desktop below)
- 3. To delete the Error, click the box next to the garbage can icon on the Edit Work Premium error line and click the Submit button

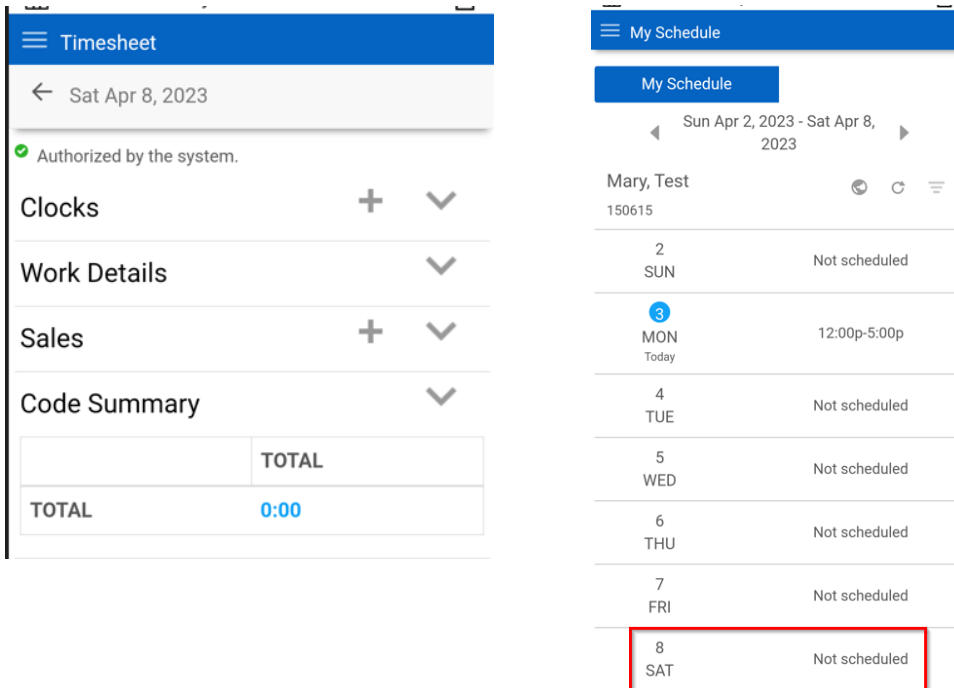


Rejecting Shifts-Mobility

1. Rejecting shifts are done at the timesheet
2. Go to the date of your scheduled shift, click into the Work detail on that day
 - a. The Time Code should be Scheduled Time
 - i. In the Edit Work Details screen, scroll to the bottom of the screen to where it says "Select this checkbox to Reject shift" and check off the box



- b. Click Save at the top of the Edit Work Details screen
3. Your entire shift for that door and focus will be removed from your timesheet and the shift will become unassigned



Only reject shifts if you are unable to work the entire shift. If you need to start or end the shift at a different time, please reach out your Account Executive and request they change the schedule.

Using the Desktop

1. In addition to the mobile app, you can also log into the Luxury Method WFM application via a web browser,
 - a. We refer to this as the Desktop
2. This can be accessed via any Web Browser on any device
 - a. Desktop, Laptop Computer
 - b. Mobile Web Browser on Tablet or Phone

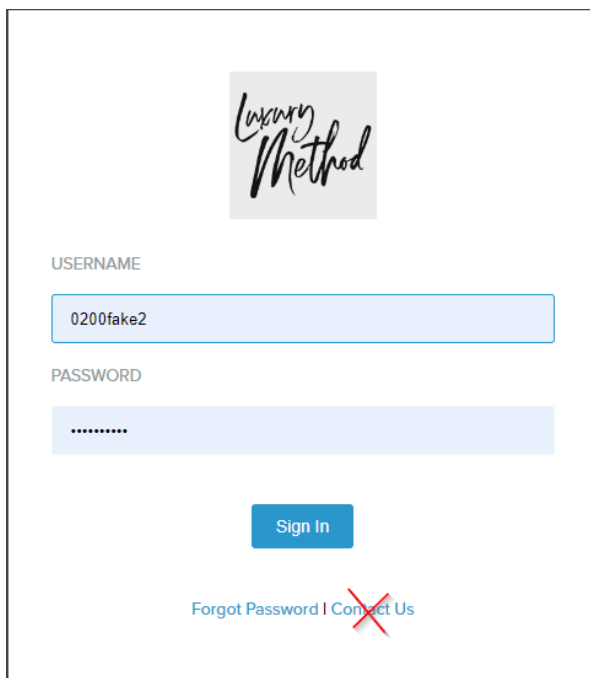


Logging In

If you need assistance logging in, please reach out to your Client Engagement Specialist directly, email lmts@coworxstaffing.com or call our customer care line at 908-462-5137.

Do not click the Contact Us link on the log in page.

1. You will use the same log in credentials as you did in mobility
 - a. Link: https://mingle-portal.inforcloudsuite.com/COWORXSTAFFING_PRD
 - b. Username: Employee Id number
 - c. Password: As set by you



If you forgot your password, please click the Forgot Password link on the log in screen.

CoWorx/Luxury Method cannot reset your password for you

Dashboard

1. When you log in, you will be on your dashboard
 - a. The blue menu bar on the top can help you navigate the desktop version of the application
 - i. The home plate icon will always take you back to this page
 - ii. The envelope icon will take you to your messages screen so you can view and delete messages
 - iii. Timesheet will take you to your Timesheet
2. Another way to go directly to your Timesheet is to click on the My Timesheet link under Quick Links

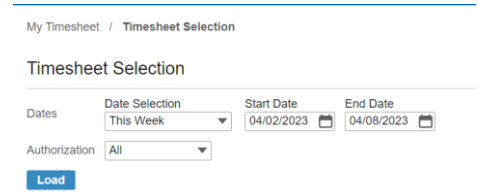


QUICK LINKS

[My Timesheet](#)

My Timesheet

1. When you click on My timesheet or Timesheet on the blue menu bar, you will be brought to the
2. Timesheet Selection Screen
 - a. This will default to the current week (This week) for all timesheets
 - b. You can change the dates if you are looking for a prior or future timesheet
3. Click the Load button to view your timesheet for the set parameters
4. You will see the work line summary for each day of the week on your timesheet
 - a. Starting from the left, you will see the following.
 - i. An arrow that allows you to expand the timesheet to see all the work details
 - ii. An X or check mark icon that shows if that line on the timesheet is Authorized or Unauthorized
 1. Hovering over the X icon will give you the reason its unauthorized
 - iii. A lock icon to show if the timesheet is locked or unlocked
 - iv. The date and day of the week
 - v. Total Scheduled hours for the day if any
 1. Hovering over this will give you the times you were scheduled (including breaks)
 - vi. Total hour worked
 1. Hovering over this will give you a summary of hours worked on that day
 - vii. Clocks added
 1. Hovering over these should tell you if these are on/off/meal/travel
 - viii. Time Code Summary
 1. This gives you the summary of time codes applied in the work details
 - ix. Hour Type summary



Timesheet		03/19/2023 - 03/25/2023		Submit	
Jackson, Sophia					
Detail	Scheduled	Worked	Clocks	Time Code Summary	Hour Type Summary
03/19/2023 Sun		05:00	+	12:00p 5:00p	REG 5:00
03/20/2023 Mon			+		
03/21/2023 Tue	05:00	04:00	+	12:00p 4:00p	REG 4:00
03/22/2023 Wed			+		
03/23/2023 Thu			+		
03/24/2023 Fri			+		
03/25/2023 Sat	05:00	07:00	+	12:00p 2:00p 5:00p 5:15p 5:45p 6:00p 8:00p	REG 7:00

Accurate with Meals Accounted for Code Summary

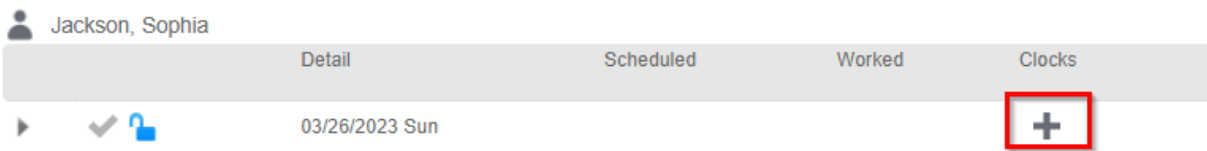
	REG	Total
WRK	8:30	8:30
TRVL	0:30	0:30
EXCEPTION NO SHIFT	7:00	7:00
Total	16:00	16:00

5. You will be able to see any clocks added for a day
 - a. If you click on the arrow to the far left on the date line, it will expand so you can see the work details of the shift
 - i. This will show you if the work detail line is Authorized
 - ii. The start and end time of the shift
 - iii. The total number of hours/units
 - iv. Rate
 - v. Time Code
 - vi. Hour Type
 - vii. Job
 - viii. Door
 - ix. Focus
 - x. Reject Shift box

Authorized	Start Time	End Time	Hours/Units	Rate	Time Code	Hour Type	Job	Door	Focus	Reject shift
<input checked="" type="checkbox"/>	12:00p	4:00p	4.00	25.00	WRK	REG	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX		TEST BRAND A	<input type="checkbox"/>
<input type="checkbox"/>	4:00p	5:00p	1.00	0.00	EXCEPTION-LEFT EARLY	UNPAID	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX		TEST BRAND A	<input type="checkbox"/>
<input checked="" type="checkbox"/>			1.00	100.00			Test Brand B		TEST BRAND A	
<input checked="" type="checkbox"/>			2.00	150.00			Test Brand A		TEST BRAND A	

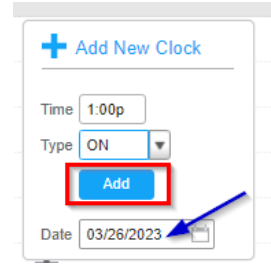
Adding & Editing Clocks Manually-Desktop

1. To add a clock to a timesheet, click the plus (+) sign in the Clocks column on the day that you want to add the clock

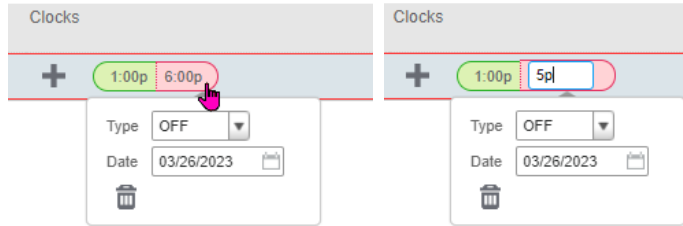


- a. The Add New Clock box will appear
 - i. Type the Time in the time box
 1. YOU MUST USE AM or PM (for example typing 1pm will add a clock for 1:00p
 - a. If you forget the pm, the system will default to am
 - ii. Select the Type from the dropdown
 1. ON (start of shift)
 2. OFF (end of shift)
 3. START MEAL (start of unpaid meal break)
 4. END MEAL (end of unpaid meal break)
 5. START TRVL (start travel to second shift at a different location in the same day)

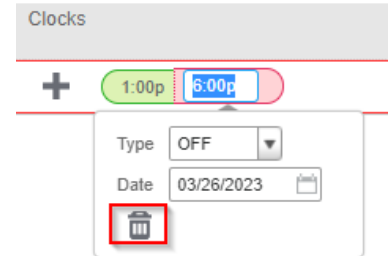
- 6. END TRVL (end travel to second shift at a different location in the same day)
- iii. Play close attention to the Date box to make sure you are adding the clock the correct day
- iv. Click the Add button
- v. Click the Submit button to save changes



- b. There are two ways to edit an existing clock on the desktop
 - i. Click on the clock that needs to be edited, change the time, and then click enter making sure the date is correct before updating
 - 1. Click the Submit button to save changes



- ii. Click on the clock that needs to be edited and click on the trash can icon to delete the clock, then re-enter the clock correctly making sure the date is correct
 - 1. Click the Submit button to save changes

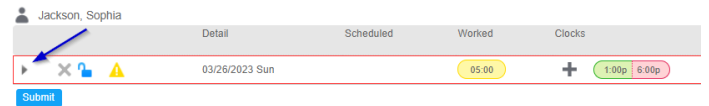


Editing Work Details-Desktop

- 1. If you work a shift outside your scheduled shift, you will need to edit the Work Details to identify where you worked and what your focus was
 - a. Any WORK DETAIL with a Time Code of EXCEPTION NO SHIFT must have a focus/door added for us to process it for payroll



- 2. Click on the arrow all the way to the left side of the screen for the date you need to add the focus to expand the Work Detail section of the timesheet



- a. Click the list/magnifying glass icon in the Focus field on the line with the EXCEPTION NO SHIFT time code
 - i. You can either search by the focus description or by the door name

1. To search for the Focus, type the percent sign (%) and then part of the focus name in the Description field
2. To search by the door name, type the percent sign (%) and then part of the door name or number in the Door field
3. Once you have selected the correct door, click the Submit button to save the timesheet

The screenshot shows a search interface with a 'Find' button highlighted in red. Below it, there are input fields for 'Description' and 'Door'. The 'Description' field contains '%san fran' and the 'Door' field contains '%san fran'. A blue arrow points to the 'Find' button. Below the search fields, there is a table with three rows: 'TEST BRAND A', 'TEST BRAND B', and 'TEST BRAND C'. The 'TEST BRAND B' row is highlighted with a blue box, indicating it is the selected focus.

When searching in Infor, use the % sign before or after the words. For example, type %Beverly% in the Description field and click Find if you were looking for Bloomingdale's Beverly Center

You CANNOT edit the focus/door for a scheduled shift

Adding Self-Reported Retail Sales-Desktop

Self-Reported Sales CANNOT be added to your timesheet until WORK has been submitted for that day in that door and focus. You will get an error on your timesheet if you try and submit the sales prior to submitting time

1. To add self-reported Sales to your timesheet, click the Add Sales button

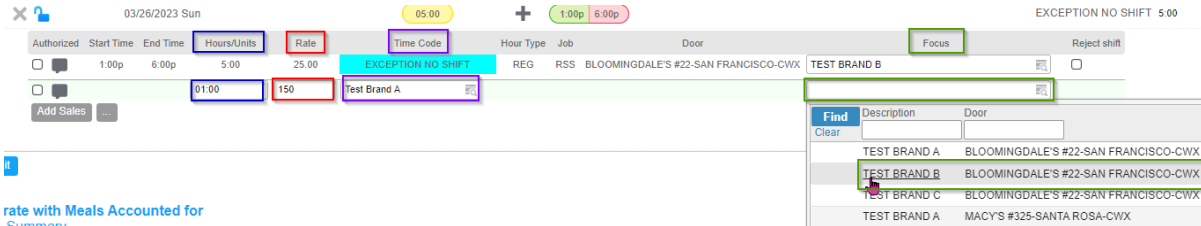
The screenshot shows the Infor timesheet interface for user Jackson, Sophia. The date is 03/26/2023 Sun. The interface shows a table with columns: Authorized, Start Time, End Time, Hours/Units, Rate, Time Code, Hour Type, Job, Door, and Focus. The 'Add Sales' button is highlighted in blue.

- a. In the Hours/Units field enter the number of units sold (minimum of 1)
- b. In the Rate column type the total number of sales for that brand
- c. In the Time Code column
 - i. Click on the list/magnifying glass icon to open the search
 1. Select the time code (Sales brand sold)
 - a. You can search for the sales brand
 - i. Type % and then the door name or number or the focus name you are looking for and then select the appropriate option

The screenshot shows the Infor timesheet interface with the 'Add Sales' button highlighted in blue. A search dialog is open, showing a search for Focus. The search results show 'TEST BRAND B' selected in the Focus field.

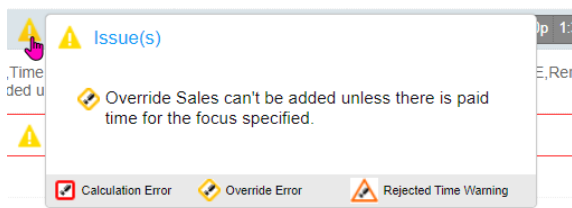
- d. Click on the list icon in the Focus field
 - i. You can either search by the focus description or by the door name

1. To search for the Focus, type the percent sign (%) and then part of the focus name in the Description field
 2. To search by the door name, type the percent sign (%) and then part of the door name or number in the Door field
 3. Once you have selected the correct door, click the Submit button to save the timesheet
- ii. Once you have selected the correct door, click the Save button

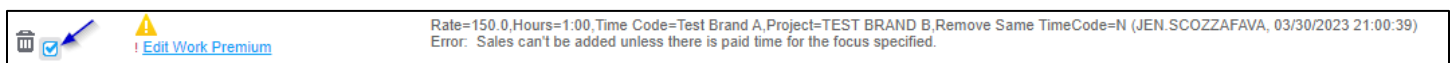


THE FOCUS/DOOR MUST BE FOR THE SHIFT WORKED THAT DAY OR YOU WILL GET AN ERROR

- e. Click the SAVE button when finished
 - i. You should now see the sales you entered on your timesheet
2. If you receive an error on your timesheet that states “Override Sales can’t be added unless there is paid time for the focus specified”
 - a. This means there is not work on that day for the focus/door that you selected when adding the sales



3. To delete the Error, click the box next to the garbage can icon on the Edit Work Premium error line



- 4) You will need to re-enter the sales with the correct focus/door selected

Rejecting Shifts-Desktop

1. Rejecting shifts are done at the timesheet
2. Go to the date of your scheduled shift
 - a. The Time Code should be Scheduled Time
 - b. Open the Work Details by clicking the arrow to the left
 - c. Check off the Reject Shift box next to the shift
 - d. Click the Submit button

Mary, Test		Detail	Scheduled
▶	✓	04/09/2023 Sun	05:00
▶	✓	04/10/2023 Mon	05:00
▶	✓	04/11/2023 Tue	05:00
▶	✓	04/12/2023 Wed	05:00
▶	✓	04/13/2023 Thu	
▶	✓	04/14/2023 Fri	06:30
▶	✓	04/15/2023 Sat	03:00

Authorized	Start Time	End Time	Hours/Units	Rate	Time Code	Hour Type	Job	Door	Focus	Reject shift
<input checked="" type="checkbox"/>	2:00p	5:00p	3:00	0.00	SCHEDULE	UNPAID	RSS	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX	TEST BRAND C	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	5:00p	5:30p	0:30	0.00	MEAL	UNPAID	RSS	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX	TEST BRAND C	<input type="checkbox"/>
<input checked="" type="checkbox"/>	5:30p	9:00p	3:30	0.00	SCHEDULE	UNPAID	RSS	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX	TEST BRAND C	<input type="checkbox"/>

04/15/2023 Sat 03:00 SCHEDULE 3:00

Submit

- Your entire shift for that door and focus will be removed from your timesheet and the shift will become unassigned

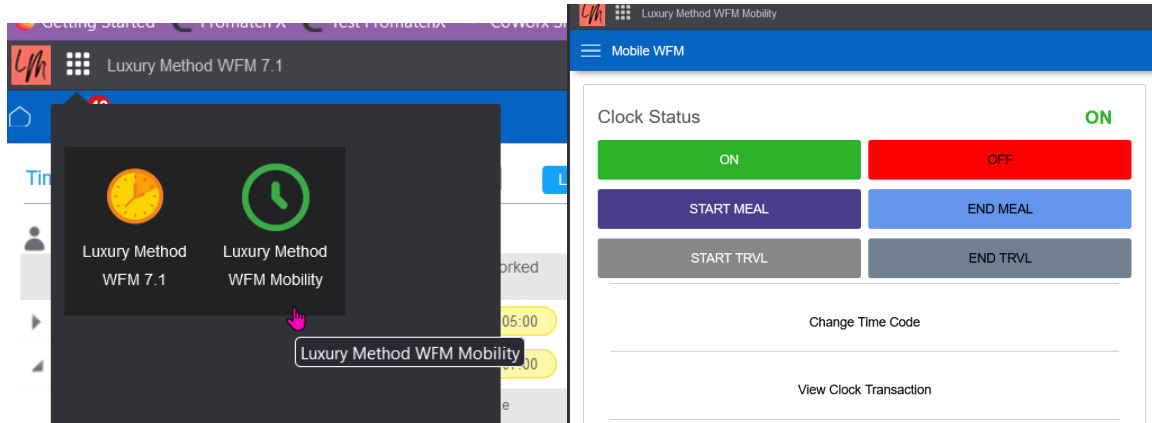


Only reject shifts if you are unable to work the entire shift. If you need to start or end the shift at a different time, please reach out to your Account Executive and ask them to change the schedule.

Only Reject shifts for a FUTURE date

Accessing Mobility from Desktop

- You can access the Luxury Method Mobility application while logged into the desktop
- On the black menu bar at the top of the screen, all the way to the left side next to the Luxury Method Logo, click on the waffle menu
 - Click on the Luxury Method WFM Mobility icon
 - You will be brought to Mobile WFM, you can clock on and off in real time from this screen



Alerts

1) Upcoming Shift & Meal Break Reminder Alert- **California RSS/RSCs ONLY**

- a. If you have a scheduled shift in California, you will receive a reminder 15 prior to your shift start to make sure you are taking your mandated state rest periods/meal breaks

YOUR SCHEDULED START TIME IS APPROACHING. YOU MUST TAKE YOUR MANDATORY MEAL BREAK, IF APPLICABLE.

LASTNAME	FIRSTNAME	Date	Start Time	DOOR	FOCUS
Mary	Test	04/01/2023	03:00 PM	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX	TEST BRAND B-

YOU CANNOT WAIVE YOUR 30-MINUTE MEAL BREAK IF WORKING MORE THAN 6 HOURS.

2) No Sales Reported Alert

- a. If you did not enter sales for your prior days worked, you will receive this message

THE TIMESHEETS BELOW WERE SUBMITTED WITHOUT RETAIL SALES. PLEASE ADD YOUR SALES TO YOUR TIMESHEET AS SOON AS POSSIBLE.

SHIFT DATE	DOOR	FOCUS	COMPANY
03/12/2023	BLOOMINGDALE'S #22-SAN FRANCISCO-CWX	TEST BRAND A	CWX

TIMESHEETS ARE LOCKED TUESDAYS AT NOON ET. IF YOU DO NOT HAVE SALES TO REPORT, PLEASE DISREGARD.

3) Missing time

- a. If you are scheduled a shift and have no clocks/hours worked applied to the scheduled shift, you will receive this message
 - i. This alert is sent out Mondays, Wednesdays, and Fridays at 9pm ET if applicable.

No time worked has been added for the shifts on the dates below. If you worked, please update your timesheet

Employee	Last Name	First Name	Date
0200FAKE2	Jackson	Sophia	03/21/2023
0200FAKE2	Jackson	Sophia	03/25/2023

Timesheets are locked Tuesdays at noon. If you didn't work, please contact Luxury Method at 1-800-754-7000 x6991

4) ALERT-Change to Luxury Method Schedule

- a. You will receive this if a change was made to a previously published schedule

BELOW ARE THE CHANGES TO YOUR SCHEDULE. IF THE SHIFT TIME IS BLANK, IT MEANS YOUR SHIFT HAS BEEN CANCELLED!

COMPANY	SHIFT DATE	SHIFT TIME
LM TEST COMPANY	04/09/2023	02:00 PM - 07:00 PM
LM TEST COMPANY	04/10/2023	02:00 PM - 07:00 PM
LM TEST COMPANY	04/11/2023	02:00 PM - 07:00 PM
LM TEST COMPANY	04/12/2023	02:00 PM - 07:00 PM
LM TEST COMPANY	04/13/2023	-
LM TEST COMPANY	04/14/2023	02:00 PM - 09:00 PM
LM TEST COMPANY	04/15/2023	12:00 PM - 03:00 PM

IF YOU ARE UNABLE TO WORK, PLEASE REJECT THE SHIFT ON YOUR TIMESHEET. SEE TRAINING GUIDE FOR INSTRUCTIONS.

5) Schedule has been Published

- a. You will receive this once a new schedule has been published with shifts assigned to you

BELOW ARE YOUR SCHEDULED SHIFTS:

COMPANY	DOOR	FOCUS	DAY	START	END	Job
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND C	03/20/2023	01:00 PM	04:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND C	03/20/2023	04:30 PM	07:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND A	03/22/2023	03:00 PM	03:15 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND C	03/22/2023	10:00 AM	03:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND A	03/22/2023	03:45 PM	05:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND C	03/23/2023	04:30 PM	07:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND C	03/23/2023	01:00 PM	04:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND B	03/24/2023	12:00 PM	03:00 PM	RSS
LM TEST COMPANY	MACY'S #325-SANTA ROSA-CWX	TEST BRAND B	03/24/2023	03:30 PM	07:00 PM	RSS

IF YOU ARE UNABLE TO WORK, PLEASE REJECT THE SHIFT ON YOUR TIMESHEET. SEE TRAINING GUIDE FOR INSTRUCTIONS.