Jumpstarting Jobstack:

YOUR GUIDE TO 24/7 ORDERING

Table of Contents

Why JobStack

YOUR SCHEDULE DOESN'T FOLLOW A 9–5, SO WHY SHOULD YOUR STAFFING PARTNER?

With JobStack, you can place orders from your smartphone, desktop or tablet 24 hours a day, seven days a week. Our technology works like an extension of our staff—matching only qualified associates to your job orders and with the added benefit of increased transparency.

REDEFINE YOUR WORKFORCE

After each shift, we encourage you to rate the workers you received, which allows you to build the best team for the work you need done. Ratings make sorting through available workers easier, and enables you to invite back the workers who were the best fit for your needs.

ELIMINATE PAPERWORK

Keeping track of staffing orders can be time-consuming. With JobStack, you can see your order history and approve billable hours right from the app. You can also email your order history from the app, as well—simplifying how you share information from the app, simplifying how you share information.

Key Terms

MAKING IT EASIER TO GET STARTED

Passcode: A unique code generated by your PeopleReady representative.

PIN: A unique authentication sent to your mobile device.

Extend Workers: Orders that are in progress,* but need to be extended further into the week or need additional workers.

Place an Order: Place a new order or re-order any position in your order history.

No Show: If a worker does not report to a shift, they are deemed a "No Show." Report a "No Show" immediately through the app so we can find a replacement.

Do Not Return: If a worker is not a good fit, select "Do Not Return." This will prevent the worker from seeing jobs at your location in the future.

> **"JobStack allows me to extend orders from out in the field, instead of having to drive to the office."**
>
> – Francesca Melgar, Assistant Manager, Monsanto Company

*In progress is defined as being within 12 hours of the shift's start time.

Quick Start Guide

GET STARTED TODAY!

1. Access our online portal or download the JobStack app from the Apple App Store or Google Play.

2. If you're a first-time user, click "Register Now" and set up your profile.

3. Enter a six-digit PIN (sent to you via email) to validate your email.

4. Create your password.

5. Agree to the Terms & Conditions.

6. Explore the app and start ordering!

Did you know that your login credentials are the same for both the JobStack desktop app and the JobStack mobile app? Try both platforms to see which works best for your needs! To access JobStack on your computer, visit **www.jobstack.com/online**.

Navigating JobStack

VIEW CURRENT ORDERS

See your orders in real time. When you view your order, you will see a list of all current and future shifts, including the names of the workers assigned to the shift.

To cancel an order, tap cancel. You will be prompted to call the branch to confirm.

EXTEND WORKERS

1. Select "Extend Workers." Previous order details will be populated, including the job title, company name, location, pay rate and job description.

2. Edit the dates, shift times, number of workers and report-to information. Note: You can add multiple shifts in one day, but each shift must be at least four hours long.

3. Review your order details.

4. Select the workers you want dispatched to your job site.

PLACE AN ORDER

1. Select "Place an Order." This tab allows you to place a new order and see job summaries from any order you have ever placed or been quoted for. You will also be able to see the job title, location, bill rate and date of your last order.

2. To place a new order, select the: job site location; job type; job title; job duties and requirements; dates for the order; and number of workers required.

3. To select a job to reorder, previous order details will be populated, including the job title, company name, location, pay rate and job description. You may also edit the dates, shift times, number of workers and report-to information.

4. Note: You can place orders on the day of service when extending orders or reordering, but the start time cannot be within one hour of when you are placing the order. New orders require a two-day notice. Each shift must be at least four hours long.

5. Review your order details and submit the order.

SUBMIT RATINGS

Submitting worker ratings helps you build your team. When placing orders or extending workers, you will be shown a list of associates who have worked with you in the past or who are currently dispatched to one of your orders.

- **Do Not Return:** If a worker was not a good fit, select "Do not return." This will prevent the worker from seeing jobs at your location in the future.

- **No Show:** If a worker does not show up to the jobsite, mark the worker as a "No Show." The sooner you complete this action, the sooner we can find you a replacement worker.

SHARE YOUR ORDER HISTORY

When using the JobStack desktop:

1. Select "Email Order History."

2. Your email address will be prepopulated, as will the date range. Both of these fields are editable.

3. Hit submit to send your ticket ID, start time, job title, job address, worker name, time worked and more.

When using the JobStack desktop:

1. Select "Download Order History."

2. Select the date range you would like to download.

3. Select the type of file you would like to download (PDF or XLS).

4. Attach your file to an email.

Troubleshooting & FAQs

If you have any trouble with JobStack or have questions about PeopleReady, please contact your local branch or call our app support line at 800.518.0104.

Q: I'm using the JobStack mobile app, but want to try the desktop app. How do I register?

A: If you're already using one version of JobStack, you don't have to register for the other. You can use the same email address and password for both the desktop app and the mobile app.

Q: Are multiple users able to log in from one desktop login?

A: No. Every login is synced to a specific email address and a unique passcode. As such, each user will need to create their own login.

Q: How can I be sure that all of my job requirements are being met when the app fills my order?

A: JobStack uses existing requirements for repeat orders. For new orders, you will be able to select the necessary background and compliance requirements for that specific order. If you have any questions, your PeopleReady branch can help ensure that your order is processed correctly.

Q: I have multiple job sites. Can I place orders for all of these sites through one account?

A: Yes. JobStack enables you to place orders for all of your job sites and watch them fill in real time. Plus, each time an associate is dispatched to your work site through JobStack, you'll receive a notification alerting you that your order is being filled.

Q: Can I cancel an order from the app?

A: No. In the "Current Orders" tab, select "Cancel Order" to view the phone number for your servicing branch. Please call the PeopleReady branch to cancel your order.

Q: How can I see the status of my order?

A: In "View Current Orders," you can view the number of workers you need and how many are currently on that work ticket.

Q: What if I need to update my profile?

A: You can update your phone number and email address through the app. To update your physical address or any other information, please contact your PeopleReady branch. Ensuring that we have the most up-to-date information on file allows us to best service your order.

Q: Can I edit my job order using the app?

A: You can only edit your order when you are using "Place an Order." Any changes to a current order must be made through the PeopleReady branch.

Q: Why am I asked to rate associates?

A: PeopleReady asks that you rate our associates on a scale of 1 to 5 in order to determine the best fit for future orders. There is also the option to rate as "Do Not Return." The "Do Not Return" rating prevents a worker from being dispatched to a job for your company in the future.

Q: Can I submit hours using the app?

A: Yes. The app allows you to enter the time worked by associates. Once entered, associates on the app will get a notification alerting them that their hours have been submitted. Associates can then confirm their hours to be paid.

Q: What do I do if I forgot my password?

A: When you log in to the app, select "Forgot Password." From here, you will be prompted to enter your phone number, and a new PIN will be texted to you. After you enter this PIN, you will be able to create a new password.