



Real Recognition Program User Guide

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All About Real Recognition

New and Improved

REAL RECOGNITION

We are excited to launch an updated Real Recognition system which is visual, engaging, intuitive and interactive.

The new Real Recognition platform invites all Nestlé employees (including you!) to:

- Recognize their peers with Real Thanks and Real Star incorporating eCards and Badges for living the Nestlé Success Drivers
- Use their smart phones and tablets to send and receive recognition, access AwardperQ balances and redeem for awards
- Shop for travel and great merchandise including the Nestlé Corner where you can buy Nestlé branded merchandise
- Opportunity to view public recognition of their peers, add comments and like posted messages
- Create and access public profiles
- Follow the public recognition activities
- Contribute comments, photos and videos to help celebrate their co-workers' Service Anniversaries

Nestlé Managers will also be able to:

- Reward employees using Real Excellence for large contributions to the OMP
- View dynamic reporting of recognition activity
- Recognize employee Service Anniversaries with a personalize website, inviting co-workers, friends and family to contribute

Real Recognition Overview

REAL RECOGNITION

Program Name	Who Is Eligible	What It Is
Real Thanks	Everyone at Nestlé	Real Thanks gives employees the opportunity to show appreciation to a co-worker who helps them be their best.
Real Star	All Salaried Nestlé Employees	Real Star empowers salaried employees to reward a colleague for exceptional demonstration of the Nestlé Leadership Framework.
Real Excellence	Nestlé Managers	Real Excellence gives managers the ability to nominate, recognize and reward any Nestlé employee for exceptional efforts and longer term achievements.
Service Anniversary	Hourly and Salaried Nestlé USA Employees	AwardperQs and a Personalized Website are presented to an employee to recognize every five (5) year anniversary with the company.

Logging into the Real Recognition Website

REAL RECOGNITION

Everyone at Nestlé can access Real Recognition by using their work computer, a factory computer/kiosk, or their own personal smartphone, tablet or computer.

Enter via Nestlé HR Connection
or
<https://nestlerealrecognition.performnet.com>

The screenshot shows the Real Recognition login interface. At the top left, it says "Welcome". In the top right, there are logos for "REAL RECOGNITION" and "Nestlé Good Food, Good Life". Below the welcome message, there is a paragraph: "In the boxes provided below please enter your Login ID and Password. First time users your login ID is your SAP ID and your password is nestle123. Upon logging in you will be asked to update your password." The login form consists of two input fields: "Login ID" and "Password". To the left of these fields is a large white arrow pointing right inside a circle. Below the "Login ID" field is a blue "Log In" button and a "Help" link. Five orange callout boxes with numbers 1 through 5 point to specific elements: 1 points to the "Login ID" label, 2 points to the "Password" label, 3 points to the "Log In" button, 4 points to the "Help" link, and 5 points to the "Help" link.

First Time Login outside of Nestlé HR Connection

1. Enter your **SAP ID** as your Login ID
2. Enter your Password as **nestle123**
3. Click “Log In”
4. Upon logging in you will be asked to update your password
5. Click the “Help” link for Login ID or Password assistance in the future

Navigating the Website

REAL RECOGNITION

The screenshot shows the REAL RECOGNITION website interface. At the top left is the REAL RECOGNITION logo and the Nestlé logo with the tagline "Good Food, Good Life". The top right shows the user profile for Karen Brock, with 130 Points and options for "My Awards", "Alerts", and "Logout". The main navigation bar includes "Home", "Activities", "Shop", and "All". The main content area is divided into several sections: 1. A search bar labeled "I'd like to recognize:" with a "Last Name" input field and a search icon. 2. A "My Budgets" section showing a progress bar for "Real Star" with a value of 95 out of 100. 3. A "My Badges" section displaying three earned badges: "Grow Talent and Team", "Collaborate Internally", and "Compete and Connect Externally". 4. A "Resource Center" button at the bottom left. The footer contains links for "Privacy Policy", "T&Cs", "Rules", "FAQs", and "Contact Us", along with the copyright notice "Copyright ©2014 © WORLDWIDE™. All rights reserved."

The information displayed on the Home page is based on Login ID. To see all available website pages for your group, click the "All" link.

What can you do?

1. Send Recognition
2. See earned Badges
3. See your available Real Star budget (if applicable)
4. View your profile including your earned AwardperQs total
5. Shop for rewards
6. Access Resources for valuable program & company information

How to send a Real Thanks

1. On the Home page enter the last name of the employee you would like to recognize in the “I’d like to recognize” box. When it appears, click the name of the employee you wish to recognize, then click the Add button. Continue this process if you are recognizing more than one employee. They will show up in the Selected Recipients list
2. In the “Select a Promotion drop down box” choose “Real Thanks”
3. If you would like to add an eCard select “Add a Card”, otherwise you can continue without an eCard
4. Type your message — it will appear on the Public Recognition section of the site’s Home page for everyone to see (subject to user’s privacy settings)!
5. Hit “Send”

How to send a Real Star



I'd like to recognize:

Last Name



1

Advanced >

1. On the Home page click the word "Advanced" in the "I'd like to recognize" box
2. In the "Select a Promotion drop down box" choose "Real Star"
3. Type the Employee's last name. When it appears, click the name of the employee you wish to recognize, then click the "Add" button. Continue this process if you are recognizing more than one person. They will show up in the "Selected Recipients" list
4. System automatically awards 5 AwardperQs
5. Select an eCard design
6. From the "Tell Us Why" box select a reason for the recognition
7. Type your message — it will appear on the Public Recognition section of the site's Home page for everyone to see!
8. Hit "Preview" to see your card – use the "Edit" button to make changes
9. Hit "Send"

Select a Promotion

Select Recipients

Selected Recipients

Budget Deduction

Select an eCard

Tell us Why

Send Copies

8

Real Star

Comments
Behavior
Copies

Thank You for all of your help in launching the new website!
Collaborate internally
A copy of the email will be sent to each recipient's manager.

Recipient	Award	Calculated Budget Deduction
Turner, Lee 60057996 - N/A - N/A	5	5
Total Calculated Budget Deduction:		5

Available Budget	95
Calculated Budget Deduction	5
Remaining Budget	90

9

How to give a Real Excellence

REAL RECOGNITION

Select an eCard

I'd like to recognize:

Last Name

Select a Promotion

Real Excellence

Select Recipients

Last Name

Selected Recipients

Recipient	Award
Vartanyan, Loreta <input type="button" value="Add"/>	80057096 <input type="button" value="Calculate Award"/>

Calculator Questions

Are you recognizing an observed Nestlé Leadership Framework Behavior or an accomplishment driving the Company's OMP?

Was this a project that took extra-effort outside of normal job responsibilities?

Was this person a lead member of the team/group responsible for the project's success?

Did the outcome of the project/work you are recognizing lead to a process improvement, better quality, higher productivity, savings/cost reduction or generate increased/new revenue?

Are you recognizing a behavior or accomplishment driving the NCE culture or Safety initiative?

Tell us Why

Send Copies

Send copy to manager

Send copy to me

1. On the Home page click the word "Advanced" in the "I'd like to recognize" box
2. In the "Select a Promotion drop down box" choose "Real Excellence"
3. Type the Employee's last name. When it appears, click the name of the employee you wish to recognize, then click the "Add" button. They will show up under "Selected Recipients"
4. Click "Calculate Award" to use the Recognition Calculator to get a recommended award amount
5. Select an eCard design
6. From the "Tell Us Why" box select a reason for the recognition
7. Type your message — it will go to the employees manager for approval
8. Hit "Preview" to see your card – use the "Edit" button to make changes, including adjusting the award amount if needed.
9. Hit "Send"

Earn BADGES for sending and giving Real Thanks!

REAL RECOGNITION

On the new Real Recognition program website, you will earn badges for recognizing coworkers and managers with Real Thanks. The system automatically tracks the number of recognition a person sends and receives. Your badges will be displayed on your personal page.



Program Assistance

REAL RECOGNITION

If you have questions about the Real Recognition program website, click the frequently Asked Questions (FAQs) link. If you can't find an answer to your question, click the "Contact Us" link.

The screenshot displays the Real Recognition program website interface. At the top, there are navigation tabs for Home, Activities, Shop, and All. The main content area is divided into several sections:

- I'd like to recognize:** A search bar with the placeholder text "Last Name" and a magnifying glass icon. Below the search bar is a link labeled "Advanced >".
- My Budgets:** A section showing a progress bar for a budget. The text "Remaining as of 10/15/2014 01:33 PM CST" and "Refresh" is visible. The progress bar is labeled "Real Star" and "No end date", with a value of "0" out of "100".
- My Badges:** A section displaying three earned badges, each with an icon and text:
 - Grow Talent and Team:** Earned Date: 10/08/2014
 - Collaborate Internally:** Earned Date: 10/08/2014
 - Compete and Connect Externally:** Earned Date: 10/08/2014
- Resource Center:** A blue button with a clipboard icon and the text "Resource Center".

At the bottom of the page, there is a footer with links for "Privacy Policy", "T&Cs", "Rules", "FAQs", and "Contact Us". An orange arrow points to the "Contact Us" link. On the right side of the footer, there is a copyright notice: "Copyright ©2014 by WORLDWIDE™. All rights reserved."

About Public Recognition

The Real Recognition website automatically displays Real Thanks and Real Star messages on the Public Recognition tile on the Home page.

- Site users can Like or Comment on any message by clicking the link
- Click on the icons in the box on top of the Public Recognition tile to follow other individuals
- Click on a name to view Employee's public profile, see badges earned, to recognize that person and to add them to your follow list
- Employees may OPT OUT of having anything about them posted on the site by changing their Profile/Preferences.
 - To Opt out of Public Recognition
 - Click on your name on the top right
 - Click on the word Preference
 - Select your choices under My Preferences
 - Scroll down and click Save

How to Change Your Preferences

REAL RECOGNITION

You can specify your preferred language, opt-out or opt-in to display public recognition and opt-in for text messaging

1. Click on your name on the top right
2. Click on the word Preference
3. Select your choices under My Preferences
4. Scroll down and click Save

How to Download the EZ Thanks App

Real Recognition EZ THANKS APP Download Instructions

Now it is even easier to recognize a co-worker!

1. Go to the App/Play Store on your mobile device
 - This app is available for iPhone and Android users
2. Search for the EZ Thanks App
3. Double check you have the right app
4. Install the EZ Thanks App
5. Once installed, tap on the app to open
6. Enter access credentials
 - Login ID = Your Nestlé SAP ID (including the leading 0(s) if applicable)
 - Password* = Your Real Recognition website password
 - If you do not know your password, please see notes below
 - App ID = nestle (all lowercase)
 - Forgot your Password?
 - » Go to the Real Recognition website
 - » Click on “Your Name” in the upper right of the home page
 - » Select “Security” from the drop down list
 - » Set your password and security questions
7. You have successfully accessed the EZ Thanks App!



MANAGER'S SECTION

Reporting

REAL RECOGNITION

REAL RECOGNITION



Test Manager

5 Points

Find Others Alerts Logout



Home Activities Shop My Reports All

Overall Recognition Given Participation Rate by %

Dates : 01/01/2014 - 10/29/2014, Promotion(s) : Show All, Organization(s) : Show All



Have Given (%) Have Not Given (%)

Overall Recognition Received Participation Rate by %

Dates : 01/01/2014 - 10/29/2014, Promotion(s) : Show All, Organization(s) : Show All



Have Received (%) Have Not Received (%)

Login Status

Dates : 01/01/2014 - 10/29/2014, Organization(s) : Show All



Have Logged In Have Not Logged In



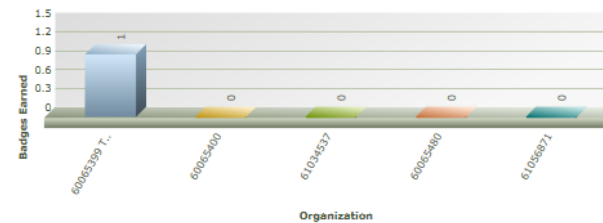
All Reports



Manage My Reports

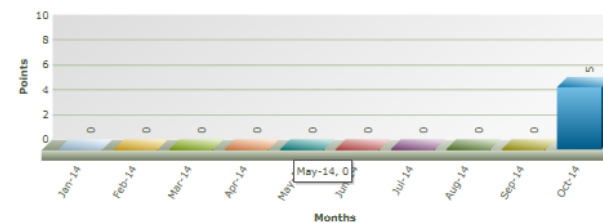
of Badges Earned

Dates : 01/01/2014 - 10/29/2014, Organization(s) : Show All



Total Points Received by Month

Dates : 01/01/2014 - 10/29/2014, Promotion(s) : Show All, Organization(s) : Show All



Main Reports Page

Save up to 5 of your favorite reports to your "My Reports" page. You must save a minimum of 1 report.

1. Click on "Manage My Reports" tile to update the order of the reports

Reporting

REAL RECOGNITION

Pick a Report: All Reports

1

All Reports



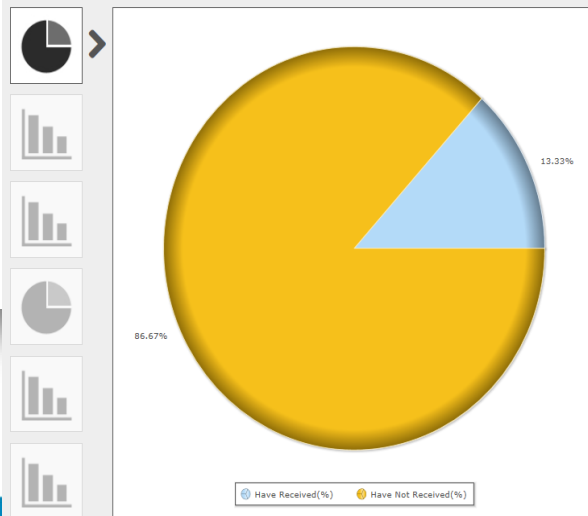
Core

- **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 detail budget usage information.
- **Enrollment Activity - By Organization**
Displays enrollment information for all participants in your group.
- **Individual Activity**
Displays an overview of all program activity for an individual participant.

Recognition Received - Participation by Organization

Provides summary and detail information for all recognition received by organization.

As of 10/20/2014 11:49 AM



Overall Recognition Received Participation Rate by %

Report Filters [Change Filters](#)

Dates: 01/01/2014 - 10/20/2014
Organization(s): Show All
Department(s): Show All
Job Title(s): Show All
Participant Status: Active
Received: Have
Promotion Status: Active
Promotion(s): Show All

[Add to My Reports](#)

2

- You can update your Reports Dashboard for a quick view of the reports that are most important to you.
1. Click on "All Reports" and click on the report you want added to your Report Dashboard
 2. Click the "Add to My Reports" button
 3. Click on "Manage My Reports" tile to update the order of the reports

The screenshot shows the REAL RECOGNITION dashboard interface. At the top, there are navigation tabs for Home, Activities, Shop, My Reports, and All. The "My Reports" tab is active, showing a grid of report tiles. A large orange arrow with the number "3" points to the "Manage My Reports" tile. Other visible tiles include "Overall Recognition Given Participation Rate by %", "Overall Recognition Received Participation Rate by %", "Login Status", "# of Badges Earned", and "Total Points Received by Month". The dashboard also features the Nestlé logo and a user profile for "Test Manager" with 5 points.

Reporting

Pick a Report: All Reports

1

You can update your Reports for a quick view of the data that is most important to you.

1. Click on “All Reports” and click on the report you want to change
2. To change report parameters, click on the “Change Filters” button

All Reports



Core

- **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 detail budget usage information.
- **Enrollment Activity - By Organization**
Displays enrollment information for all participants in your group.
- **Individual Activity**
Displays an overview of all program activity for an individual participant.
- **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.



Recognition

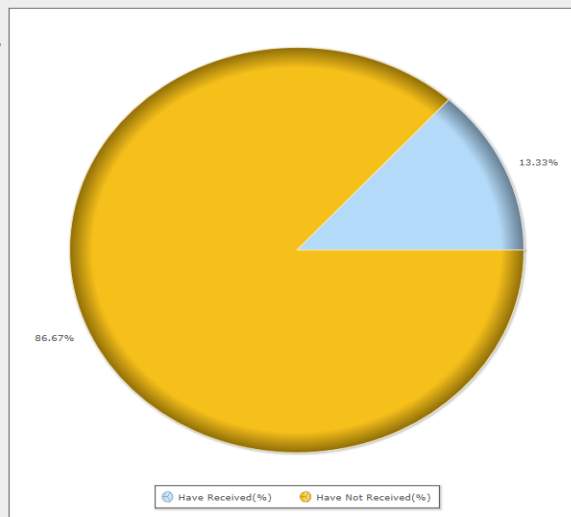
- **Recognition Activity - List of Behaviors**
Summarizes the specific behaviors for which participants in your group have been recognized.
- **Recognition Given - List of Givers**
Provides summary and detail information for all recognition given by participants in your group.
- **Recognition Given - Participation by Organization**
Provides summary and detail information for all recognition given by organization.
- **Recognition PURL Activity**
Provides summary and detail recipient and contribution information.
- **Recognition Received - List of Recipients**
Provides summary and detail information for all recognition received by participants in your group.
- **Recognition Received - Participation by Organization**
Provides summary and detail information for all recognition received by organization.

Recognition Received - Participation by Organization

Provides summary and detail information for all recognition received by organization.

As of 10/20/2014 11:49 AM

Export



Overall Recognition Received Participation Rate by %

Report Filters [Change Filters](#)

2

Dates: 01/01/2014 - 10/20/2014
Organization(s): Show All
Department(s): Show All
Job Title(s): Show All
Participant Status: Active
Received: Have
Promotion Status: Active
Promotion(s): Show All

[Add to My Reports](#)

Reporting

Change Report Filters

Time Frame

Start 01/01/2014

End 10/29/2014

Auto Update

By checking Auto Update, the report will automatically update to the present date and you do not need to select an end date.

Participants

Organization(s) Show All

Department(s) *
BEV Anderson Fill/Pak/PET-A-L1
BEV Anderson Fill/Pak/PET-A-L2
BEV Anderson Fill/Pak/PET-A-L3
BEV Anderson Fill/Pak/PET-A-L4

Job Title(s) Show All

Participant Status Active

Country *
Show All
United States

Basics

Promotion Status Active

Promotion(s) *
Show All
Real Excellence
Real Star
Real Thanks

Export Selection

(Click on the CSV export to view your requested report.)

Received Received

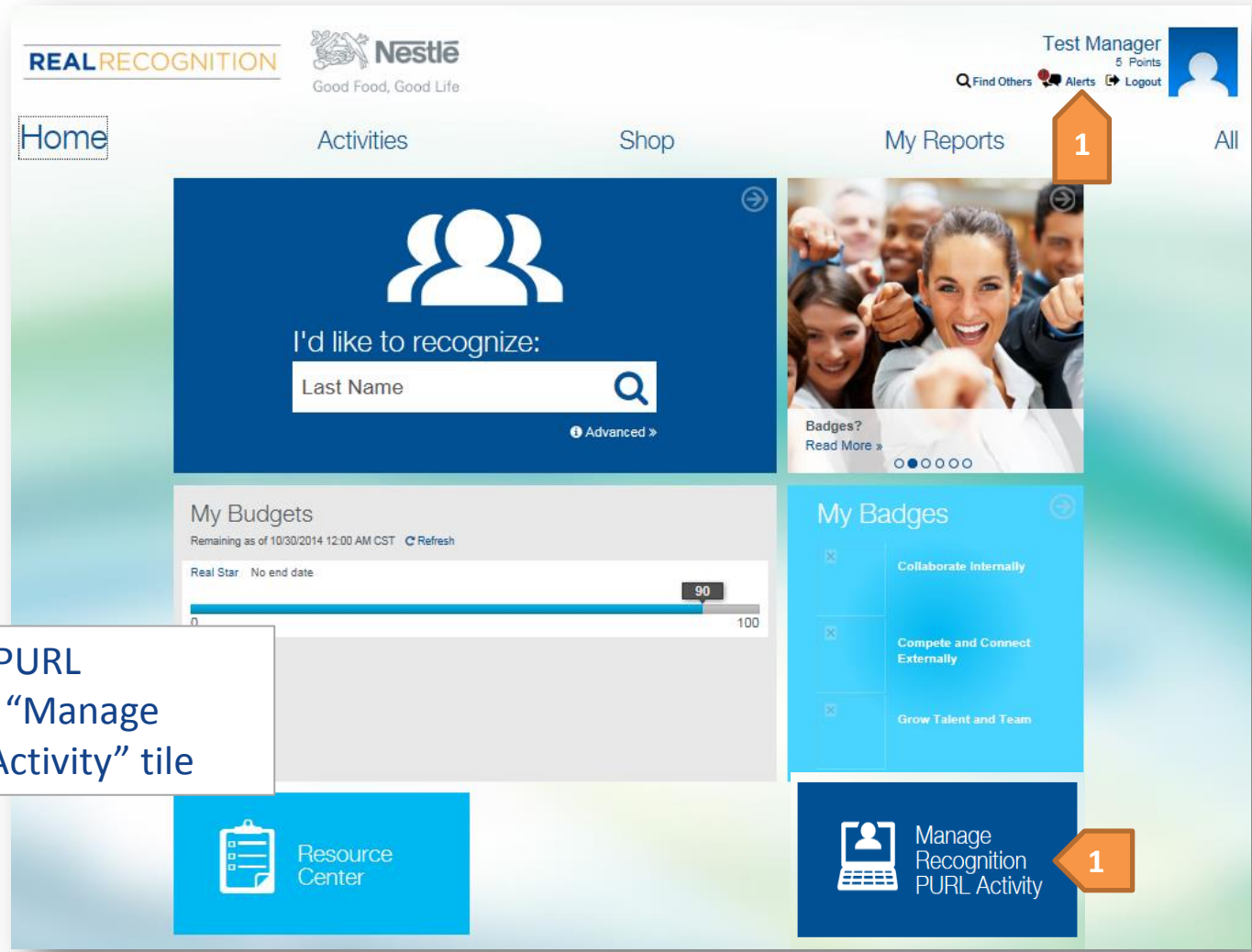
* Multi-selection allowed

Update Report

From here, you are able to

1. Modify your report parameters as needed
2. Run the report
3. Export your report results to Excel or a PDF and then save to your computer or review (reports are no longer emailed to you)

Managing Personal URLs (PURL)



Create an Anniversary PURL
1. Click on "Alerts" or "Manage Recognition PURL Activity" tile

Managing PURLs

Adding Co-Worker Contributors

1. Click on View/Add Contributors
2. Invite Contributors – search by Org Unit or by individual name.
3. Click the Add button to add them to the invitation
4. Click Next.

Manage your Recognition PURL activity below:

View/Add Contributors	Promotion Name ^	Recipient v	Contributors v	Contribution End Date	Award Date ^	
 View/Add Contributors	Service Anniversary 5 Year PURL	Fesik, Denise	4 Invited 1 Visited	10/22/2014	10/23/2014	View/Contribute to PURL


Select Contributors

1 Invite Co-Workers

2 Invite Friends and Family

3 Send Invitations

The team members listed below have been preselected to contribute to this Recognition PURL. Use *Select Team* to add additional team members. Select *Search by Individual* to add additional company employees. Select *Next* to invite friends and family members.

 [Add Team Members](#)

Last Name Last Name here

Filtered by: Last Name: Urey

1 Results

Select All	Name ^	Org Name v	Country v	Department v	Job Title v
 Add	Urey, Sean	60057996		NUSA HR Glendale Compensation	Director Compensation

[Done Adding](#)

Managing PURLs

Service Anniversary 5 Year PURL

Select Contributors

- 1 Invite Co-Workers
- 2 Invite Friends and Family
- 3 Send Invitations

To invite a recipient's friends and family from outside the organization, enter their email address. Enter multiple email addresses separated by a semi-colon.

1

added 1 contributor(s)

Selected Contributors

Contributors	Invitation Sent	Remove
lisa.hjortaas@biworldwide.com		<input type="button" value="x"/>
Urey, Sean 60057996 • NUSA HR Glendale Compensation • Director Compensation		<input type="button" value="x"/>
Wright, Matthew 61035082 • NUSA HR Glendale E&T Pillar • Manager National NCE Pillar Lead	10/20/2014	<input type="button" value="x"/>
bobbiwatts@hotmail.com		
Vartanyan, Loreta 60057996 • NUSA HR Glendale Compensation • Consultant Compensation		
Turner, Lee 60057996 • NUSA HR Glendale Compensation • Consultant Compensation		

2

Select Contributors

- 1 Invite Co-Workers
- 2 Invite Friends and Family
- 3 Send Invitations

Send invitations to the following contributors:

Contributors
lisa.hjortaas@biworldwide.com
Urey, Sean 60057996 • NUSA HR Glendale Compensation • Director Compensation

3

Adding Contributors

1. Invite friends and family outside of Nestlé – Enter their email addresses with multiple addresses separated by a semi-colon
2. Click “Next”
3. Click “Send” to send invitations to the selected contributors

THANK YOU!