



## PROGRAM FAQs

### Accessing the Program:

- External URL: [jackintheboxinc.achievers.com](http://jackintheboxinc.achievers.com)
- Mobile App (search for Achievers )
- Link on Portal
- Link on myUltiStuff

### Leaving Recognition:

#### **What are the different types of Recognition included in RAVE?**

- RAVE for Recognition: Recognition Only; No Points – *Recognize Effort*
- RAVE for Rewards: Point Based – *Reward Outcomes*
- Career Celebration: Electronic Cards with points at significant milestones (1yr, 3yrs, 5yrs, 10yrs, 15yrs+)

#### **When I send recognition to someone, how is the person notified?**

- The person you are recognizing will receive an email notifying them they have been recognized
- Notification email contains a link to view the message but does not include the full message

#### **Is anyone else notified?**

- The person's direct supervisor will automatically receive email notification
- If you add other names in the 'who else should know' field that will also trigger email notification

#### **What part of my recognition message will show up on the newsfeed?**

- Name of the person recognized
  - Name of the person recognizing
  - Recognition message
  - Imagery - you can choose from a gallery of preselected images or upload your own
- \*\* Whether points were awarded or not and the number of points will **not** appear on the newsfeed


#### **Can I prevent a recognition message from appearing on the newsfeed?**

- No all recognitions are publicly displayed on the newsfeed – if the nature of what you are recognizing is confidential or private please take advantage of another means of recognition

#### **Why can't I find an employee in the database?**

- The employee is not eligible (eligible employees include corporate employees, DMs, DOs & FBCs)
- New Hires or employees that are new to an eligible position may not be reflected in database for 1-2 weeks

## Can I recognize directly from Outlook?

- Yes! To install the Outlook add-in, access the web application of Outlook from office.com
  - In Outlook Web, click the gear icon  in the ribbon
  - Select **Manage add-ins**
  - On the **Add-Ins** page, use the **Search** box to browse for the **Achievers for Outlook** add-in
  - Once you have installed Achievers for Outlook, you can access the add-in from the top of an open email
- To send recognition from Outlook:
  - Open an email in Outlook.
  - Click the Recognize button in your Outlook ribbon. The Achievers for Outlook task pane opens. The pane lists all recipients of the email.
  - If it is your first time sending a recognition from Outlook, you will have to enter the URL of your Achievers program - <https://jackintheboxinc.achievers.com/login>
  - In the list, select the recipients you want to recognize. *Note that all recipients are selected by default.*
  - When you have selected the recipients that you want to include in the recognition, click Recognize.
  - Your Achievers program opens. You may be prompted to log in to the platform. The email recipients that you selected are automatically added to the recognition as nominees.

## Details about Points:

### How many points can I give to others each month?

| Level                         | Monthly Point Allocation | Min Points per Recognition | Max Points per Recognition | Boost Amount |
|-------------------------------|--------------------------|----------------------------|----------------------------|--------------|
| Individual Contributors / DMs | 2,000 points             | 500 points                 | 2,000 points               | 500 points   |
| Supervisors / Managers        | 5,000 points             | 500 points                 | 2,500 points               | 500 points   |
| Directors                     | 15,000 points            | 500 points                 | 5,000 points               | 1,000 points |
| VPs and Above                 | 20,000 points            | 500 points                 | 5,000 points               | 1,000 points |

### When do I get my new points?

- New points are loaded on the first of every month

### What happens if I don't use them?

- Your monthly allocation of points will go back to the Company for future allocations if they are not used during the month
- Points to Allocate are “use it or lose it”

### What is Boost?

- Boost allows you to easily add points to recognitions left by someone else; when you “boost” (whether points were included in original recognition or not) you give points from your monthly allocation

### **Who can receive points?**

- You can give points to anyone in the RAVE program other than VPs and Corporate Officers

### **Do points I am given ever expire?**

- As long as you are employed by Jack in the Box Inc. points given to you do not expire

### **Point Redemption:**

#### **How do I redeem points?**

- Within the catalog tab on the RAVE site

#### **Can I redeem points after I leave the Company?**

- No, you cannot redeem points after you separate from the Company; all accumulated points need to be redeemed prior to your last day

#### **Is the monetary value of points I redeem taxable income?**

- Yes, per IRS regulations, the monetary value of points redeemed is considered taxable income
- Applicable Federal, state, and local taxes will be withheld from your next regular paycheck
- Net wages on your next regular paycheck will be reduced by the amount of the withholdings
- 401k deferrals on the monetary value of any points redeemed will also be applied to your next regular paycheck