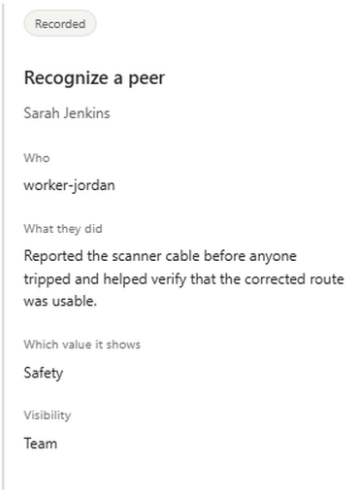
RECOGNITION AND REWARD FULFILLMENT

Fulfil reward claims with the receipt in view

Keep the approved claim, fulfillment record and receipt together so the accountable owner can confirm delivery and record the balance debit once.

Recognize a peer > Approve the points within the policy (when triggered) > Choose a reward against an authorized balance (when triggered) > Fulfil the claim once and confirm receipt (when triggered)

SkillSmith · Keep recognition connected to the recorded contribution



SkillSmith · Make the example recognition rule visible



SkillSmith · A recorded observation stays attached to its task



Keep recognition connected to the recorded contribution

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Assigned team member	Recognize a peer; Choose a reward against an authorized balance	Respond with balance checked, behaviour, claim reference and note.
Team lead	Approve the points within the policy	Respond with approved / declined and points posted to the balance.
Accountable owner	Fulfil the claim once and confirm receipt	Respond with balance debited once, fulfilled and receipt confirmed.

Use the existing receipt for a completed claim

In a worked example, a fulfillment follow-up arrives for an already completed claim; keep the existing claim and receipt together so fulfillment is not recorded twice.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Recognition form	Open the selected material for this occurrence.
Recorded response	fulfilled, receipt confirmed and balance debited once	Save the response with its work context.
Review point	a claim was approved	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Recognize a contribution (and fulfil a reward where the site runs one)

Bring recognition form into the prepared work. Assigned team member, Team lead and Accountable owner each receive the context needed for their part.

01 Recognize a peer

Record recipient, behaviour, note, visibility and points (reward profile only).

02 Approve the points within the policy

When the reward profile variant is selected and the recognition carries points above the auto-approve threshold, record approved / declined and points posted to the balance.

03 Choose a reward against an authorized balance

When the reward profile variant is selected and the recipient chooses to redeem, record reward chosen, balance checked and claim reference.

04 Fulfil the claim once and confirm receipt

When a claim was approved, record fulfilled, receipt confirmed and balance debited once.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Recognize a contribution (and fulfil a reward where the site runs one)

A thank-you for the behaviours the site wants - a good catch, an implemented idea, a verified skill, a helped colleague - given quickly and visibly. That is the whole blueprint by default. Sites that run points and rewards turn on the reward profile, which adds approval, a claim and fulfilment with their own gates.

Good-catch recognition · Plant A

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Recognition form The task uses this material	The recognition form (recipient, behaviour, note).
Incentive rules The task uses this material	The values, badges and who may give recognition.
Policy The task uses this material	Earning rules, approval limits, caps, expiry and the reporting safeguard.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose recognition form from the resources your team uses.

02 Agree the responsibilities

Confirm assigned team member, team lead and accountable owner for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Walk through these conditional steps: “Approve the points within the policy”; “Choose a reward against an authorized balance”; “Fulfil the claim once and confirm receipt”.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains fulfilled, receipt confirmed and balance debited once. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring recognition form. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do the conditional steps become part of the method?

The conditional route is used when the reward profile variant is selected and the recognition carries points above the auto-approve threshold. Select the variant or respond to the recorded condition before treating that step as required.

What is the outcome for the wider workflow?

Recognition posted per the program's visibility. In the reward profile - points approved or declined; a claim fulfilled once with receipt, or declined with the balance shown.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
Recognition is separated from the contribution it is meant to acknowledge.	Use the prepared recognition work to connect a contribution, a responsible decision and reward fulfilment where the site runs one.
The person has to leave the work to find its instructions or help.	Open the selected resources with the task, and keep a question attached when help is needed.
The current status hides which response or version came before it.	Keep fulfilled, receipt confirmed and balance debited once with the work, with recorded history available for later review.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Which approved claim is being fulfilled and what confirms receipt?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact