

## MANAGING TIME OFF REQUESTS

If you are using NCR Console's Employee Management, employees with proper user permissions can request time off or shift coverage (see the **User Permissions** help). Scheduling request features in NCR Console make it easy to track, approve or decline requests. All requests for time off will appear within the alerts box of your Console Dashboard.

To approve or reject **Time Off** requests:

1. Click **Unavailability Received** within the alerts box of the dashboard to bring up the alert.

The screenshot shows the NCR Console Dashboard for 'Demo Store'. The 'Alerts' section is on the left, with a table listing messages. The 'Unavailability Received' alert from 7/19/2016 is highlighted with a red box. Other sections include 'Current' with sales data, 'Monthly Progress' with a bar chart, 'Weather Forecast', and 'Sales Forecast'.

Message	Date
Unrecognized Clock-In Employee from POS	8/7/2016
Request to Cover Shift Received	8/7/2016
Request to Cover Shift Received	7/20/2016
<b>Unavailability Received</b>	<b>7/19/2016</b>
Message from Employee 4	7/19/2016

Sales By Day	Today	Prev Week	Prev Year
Sales	\$1,297	\$1,751	\$0
Transactions	70	90	0
Average Check	\$18.53	\$19.46	N/A

Sales By Week	Curr WTD	Prev WTD	Prev Yr WTD
Sales	\$10,089	\$12,618	\$0
Transactions	620	746	0
Average Check	\$16.27	\$16.91	N/A

Basis	Year Sales	Week Sales
4 Weeks	\$612,391	\$11,777

2. Click the **here** link within the alert

The dialog box displays the alert details: 'Unavailability Received', 'Schedule unavailability has been submitted by Employee 1 for 7/18/2016 to 7/24/2016.', and a 'Click here' link to view the submitted unavailability. It also shows the receipt time 'Received 7/19/2016 8:55 AM' and 'Print | Delete' options.

3. Any pending requests (for the date range shown at the top of the page) will be reflect below

You can also view pending requests at any time by:

1. Go to the **Store** tab and click **Labor**
2. Click **Employee Availability**
3. Click **More Options**

Employee Availability								Go Back	More Options
Previous		8/1/2016 - 8/7/2016				Next		Add New Employee Pending Requests	
	8/1 Mon	8/2 Tue	8/3 Wed	8/4 Thu	8/5 Fri	Sat	Sun		
Employee 1				Unavailable					
Employee 2	8am - 12pm		1 - 4pm		6 - 11am				
Employee 3		Unavailable							
Employee 4									
Employee 5					Unavailable		10am - 2pm		
Employee 6	7:30 - 11:30am								

View Unavailable Times View Available Times

4. Click **Pending Requests**
5. Click the request you wish to view

Pending Availability Requests				Go Back
Date Range : 7/1/2016 to 9/6/2016				Update
Name		Submitted	Status	
Employee 1	7/18/2016 - 7/24/2016	7/19/2016	Pending Approval	

6. You will have three options.
  - Click **Approve** to approve the request, which will automatically be reflected in the work schedule
  - Click **Reject** to reject the request
  - Click **Go Back** to go back to the previous screen

Pending Availability Request								Go Back
7/18/2016 - 7/24/2016								
	7/18 Mon	7/19 Tue	7/20 Wed	7/21 Thu	7/22 Fri	7/23 Sat	7/24 Sun	
Employee 1							Unavailable	

Status: Pending Approval

Approve Reject Go Back

7. You will be asked to confirm your request. Click **OK**
  - The request will now reflect a status of **Approved**
  - If the request is rejected it will show a status of **Rejected**

Pending Availability Requests				Go Back
Date Range : 7/1/2016 to 9/6/2016				Update
Name		Submitted	Status	
Employee 1	7/18/2016 - 7/24/2016	7/19/2016	Approved	

## MANAGING SHIFT COVERAGE REQUESTS

Responding to a shift coverage request is very similar to the time off request. To approve or reject **Shift Coverage** requests:

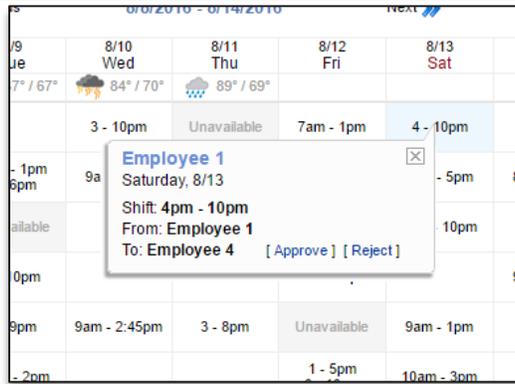
1. Click **Request to Cover Shift Received** on the dashboard alerts

The screenshot shows a dashboard for 'Demo Store'. The 'Alerts' section is highlighted, showing a list of messages. The alert 'Request to Cover Shift Received' dated 8/7/2016 is circled in red. Other alerts include 'Unrecognized Clock-In Employee from POS', 'Request to Cover Shift Received' (7/20/2016), 'Unavailability Received' (7/19/2016), and 'Message from Employee 4' (7/19/2016). The 'Current' section shows sales by day and by week. The 'Monthly Progress' chart shows sales for Jun 16 (\$56.7K), Jul 16 (\$54.8K), and Aug 16 (\$10.1K). The 'Weather Forecast' shows temperatures for Today (8/7), Tomorrow (8/8), and Tuesday (8/9). The 'Sales Forecast' table shows 4 weeks of basis, year sales (\$612,391), and week sales (\$11,777).

2. Click the **here** link within the alert
3. You will be taken directly to the work schedule. Any shift change requests will be highlighted in blue on the schedule
4. Click any shift(s) highlighted in blue to see that specific request
5. Click **View Request**

The screenshot shows a 'Work Schedule' grid for the period 8/8/2016 - 8/14/2016. The grid lists employees and their shifts. Employee 1 (Shift Supervisor) has a shift from 9am - 12pm on 8/8 and 1 - 6pm on 8/9. On 8/13 (Saturday), Employee 1 has a shift from 4pm - 10pm, which is highlighted in blue. A tooltip for this shift shows 'Employee 1 Saturday, 8/13 4pm - 10pm [View Request]'. Other employees and their shifts are listed in the grid.

6. Click **Approve** to approve the request. The schedule will be automatically updated to reflect the change
  - You will need to communicate the schedule out after changes are made (see **Communicating Schedules** for more information). If you reject the request you will be asked to confirm your choice



7. Click **OK**. No changes will be made to the schedule if the request is rejected

