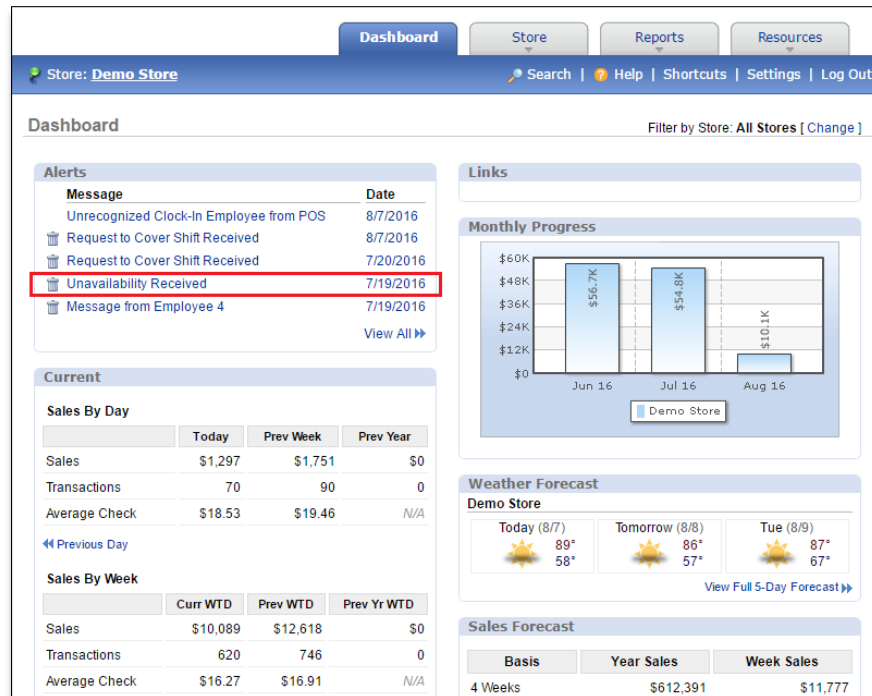


## MANAGING TIME OFF REQUESTS

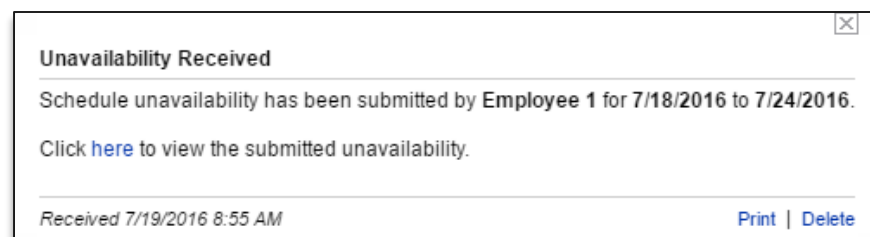
If you are using NCR Console's Employee Management, employees with proper user permissions can request time off or shift coverage (see the **User Permissions** help). Scheduling request features in NCR Console make it easy to track, approve or decline requests. All requests for time off will appear within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




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



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

Add New Employee

Pending Requests

Previous

8/1/2016 - 8/7/2016



Next

	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 <a href="#">Go Back</a>			
Date Range : 7/1/2016  to 9/6/2016  <a href="#">Update</a>			
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 <a href="#">Go Back</a>							
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							
<a href="#">Approve</a> <a href="#">Reject</a> <a href="#">Go Back</a>							

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 <a href="#">Go Back</a>			
Date Range : 7/1/2016  to 9/6/2016  <a href="#">Update</a>			
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' with tabs for Dashboard, Store, Reports, and Resources. The Alerts section is highlighted, showing a list of messages. The 'Request to Cover Shift Received' alert is highlighted with a red box. The Current section shows Sales By Day and Sales By Week. The Links section shows a Monthly Progress bar chart, Weather Forecast, and Sales Forecast.

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

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

	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

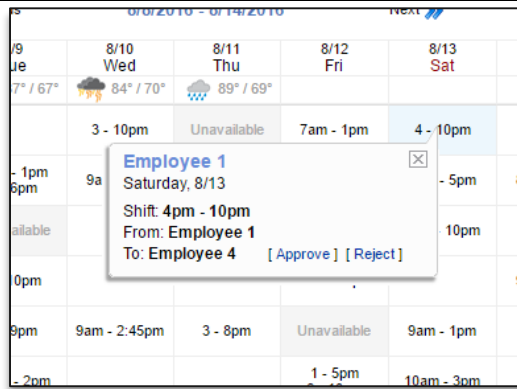
Basis	Year Sales	Week Sales
4 Weeks	\$612,391	\$11,777

2. Click the **here** link within the alert
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 for the week of 8/8/2016 to 8/14/2016. Employee 1's shift change request is highlighted in blue. A pop-up window shows the request details for Saturday, 8/13, from 4pm to 10pm, with a 'View Request' button highlighted in red.

	8/8 Mon	8/9 Tue	8/10 Wed	8/11 Thu	8/12 Fri	8/13 Sat	8/14 Sun	Total
Employee 1 (Shift Supervisor)	9am - 12pm 1 - 6pm		3 - 10pm	Unavailable	7am - 1pm	4 - 10pm		27 Hrs \$351.00
Employee 2 (Manager)		9am - 1pm 2 - 6pm	9a			-5pm	8am - 2pm	44 Hrs \$880.00
Employee 3 (Team Member)	5 - 8pm	Unavailable				10pm	2 - 11pm	25.45 Hrs \$257.50
Employee 4 (Team Member)	4 - 10pm	4 - 10pm					9am - 2pm	30 Hrs \$360.00
Employee 5 (Team Member)		2 - 9pm	9am - 2:45pm	3 - 8pm	Unavailable	9am - 1pm		21.45 Hrs \$206.63
Employee 6					1 - 5pm			29.30 Hrs

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

