ASC Frequently Asked Questions

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How to bid on shift offers

How do I bid by email and text?
Reply to shift offer emails and text messages with one of the following characters followed by the unique reference number given in the offer.

Y + Ref # for “YES, I want this shift (or set of shifts)” e.g. Y12345
N + Ref # for “NO, I don’t want this shift (or set of shifts)” e.g. N12345
P + Ref # for “I can do PART of the shift (e.g. 8am to 1pm)” e.g. P12345 08:00-13:00
M + Ref # for “MORE information about the shifts in the set” e.g. M12345

No other reply will be accepted.

How do I bid when I receive a call or voicemail?
Watch the 2 minute video Receiving and responding to a phone call.
Watch the 2 minute video Receiving and responding to a voicemail message.

I accidentally bid, how do I cancel my bid?
When making a bid by phone, you will be asked to confirm your bid by replying yes a second time. You may cancel your bid by pressing 2 on the keypad. Subsequent responses to a shift offer can be used to change your bid. You can follow up a “Yes” response with a “No” response to the same shift offer by text, email or online in the employee portal. Your revised response must be received before the award process is triggered for your change to take effect.

What if I can only work part of a shift offered?
You may express Partial interest in a single shift by phone, text, email, or in the Employee Portal. In practice this is treated as a type of No response; “No I am not able to work the full shift, but you might like to contact me for part of it”. In this case you should not expect an automated Award or Regret message. Instead, a clerk from the staffing office may contact you by phone to book you for some part of the shift if no one is found to work the full shift.

What if I can only work part of a set of shifts offered?
For a single shift it is possible to express interest in only part of the shift. For a set of shifts you must only bid if you can work the full set. If nobody is able to work the full set, it will be broken up and offered again as single shifts; at which point you may bid on any of the shifts you are interested in.
How long do I have to bid

How long do I have to bid on a shift?
You will always have at least a '15 Minute Window' to bid on a shift.

What is the 15 minute window?
The '15 Minute Window' is the period of time during which bids for a shift offer are considered. The 15 minute window for a shift offer begins at the time the offer was made. Shifts cannot be awarded until this window ends.

What happens after the 15 minute window closes?
Shifts are awarded according to current scheduling practices (i.e. fatigue policy and other scheduling rules). If no one bids on the shift during the 15 minute window, the shift offer will remain open and be awarded on a first come-first served basis.

Should I bid after the 15 minute window closes?
Yes, you should bid on all shifts you are interested in. You can still bid on a shift after the 15 minute window has expired, and the shift may be awarded to you if it has not already been awarded to someone else. If nobody bids on the full shift, we will look at staff who expressed interest in part of the shift.
Awarding shifts

Who decides who gets the shift?
The ASC tool is used to automate the process of communication of offers, bids and awards. A clerk in the staffing office is still responsible for following standard procedures defining which employees are to be offered a particular shift, and which employee ought to be awarded a particular shift.

How soon is the shift awarded after the window closes?
For a straight time callout made to casual and part time staff, if a bid is received within the 15 minute window it may be awarded as soon as the window closes. If no employee bids on the full shift, we may leave the callout open for longer, and wait for someone to bid. You may still bid on shifts after the 15 minute window has expired. For an overtime callout, similarly the shift may be awarded at any point after the 15 minute window has expired and a bid for the full shift has been received.

Why did I not get the shift I bid on?
You should not expect to be awarded every shift you bid on. Shifts will be awarded according to regular scheduling guidelines, as they are now.

How will overtime shifts be awarded?
An overtime shift will be awarded after 15 minutes window closes, and according to seniority. If no one bids on the shift during the 15 minute, the shift offer will remain open and awarded on a first come-first served basis subject to annual cap on overtime hours.
Notifications of award and regret

When will I get a notification message?
The employee who is awarded a shift will always receive an award notification. At the time a shift is awarded, you will be sent a message of regret if you bid on the full shift, and have contact preferences set to be notified when you expressed interest in a shift offer but are not the awardee.

How will I know if I am awarded a shift and am expected to work?
You will receive a notification by the selected contact method(s) when you have been awarded a shift. The notification includes: the shift icon (same as the unit schedule), start-end time, the unit and the shift offer reference number.

Example of an award notification received by text:

![Award Notification Example]

How will I know if I am not awarded a shift?
By default, the option to receive a notification when you have expressed interest in a shift offer but are not awarded the shift is selected. If you leave this option selected you will receive a notification that the shift has been awarded to someone else.

Example of a regret notification received by text:

![Regret Notification Example]

Why did I not receive a confirmation message?
Notifications of award will be sent to the employee who bid on and was awarded a full shift. If you bid on a full shift, you will be sent a regret notification when that shift is awarded to another employee. You will not receive any automated responses if you indicate only Partial interest in the shift.

Do I need to respond to notifications?
Notifications of Award and Regret are for your information, and no response is required.
**Difficulties with text or email**

**Why am I receiving shift offers by phone, but not by email?**
Please ensure that your email address is entered correctly in the ASC Employee Portal, that the Email contact method is marked active, and that the contact method is set to 24 Hrs every day of the week.

**Why am I receiving shift offers by phone, but not by text?**
Please ensure that your cell phone number is entered correctly in the ASC Employee Portal, that the Text Message contact method is marked Active, and that the contact method is set to 24 Hrs every day of the week.

**Why have shift offers stopped coming by text?**
Our text message provider must follow Canadian anti-spam legislation which requires that all mass communication campaigns via text message take action on certain keywords which can result in “accidental number blocking”. When an employee responds to an ASC text message with any of the following keywords: stop, arrêt, quit, unsubscribe, end, cancel, arret his/her phone number must be added to a “black list”, meaning that our text message provider is unable to send any further text messages to that number until the employee unblocks the number. To unblock/restore the SMS messages, the employee must send one of following keywords: start, commence, ouvr, begin, open to any ASC SMS number or in response to any prior ASC text message previously received.

**Why am I getting a message that "the response we received was invalid "?**
Replies to shift offer emails and text messages must exactly match a particular format, with one of the following characters followed by the unique reference number given in the offer.

- **Y + Ref #** for “YES, I want this shift (or set of shifts)” e.g. Y12345
- **N + Ref #** for “NO, I don’t want this shift (or set of shifts)” e.g. N12345
- **P + Ref #** for “I can do PART of the shift (e.g. 8am to 1pm)” e.g. P12345 08:00-13:00
- **M + Ref #** for “MORE information about the shifts in the set” e.g. M12345

No other reply will be accepted.

If you receive this message in response to an email that correctly matches the format above, it is possible that the email address entered in your contact preferences does not exactly match the email address used to respond to the shift offer. Please ensure your email address is entered correctly in the ASC Employee Portal. In particular that any periods in the email address are included. E.g. firstname.lastname@gmail.com is not entered as firstnamelastname@gmail.com.
Difficulties with phone calls

Why does the message left by the system on my voicemail keep repeating the same question?
When a phone call from ASC is not answered and goes to voicemail the computer may fail to identify the voicemail greeting as such and proceed to interact as if a live person had answered the call. The message left in this case will consist of the system repeatedly trying to identify that the correct person has answered the phone. This can be fixed by recording a standard voicemail message for example: “Hello, you have reached the mailbox of <Name>, please leave a message after the beep.”

Once ASC has left a voicemail, it is not possible to interact with that recording via voice commands or keypad presses. Such interaction is only possible when a call is answered in person.

How do I get the system to understand my commands?
The ASC Interactive Voice Response (IVR) system may sometimes struggle to understand voice commands given in environments with lots of background noise on the call (particularly if the phone is put on loudspeaker). To minimise issues you may find it helpful to press the “mute” button on your phone and respond via the keypad.

Why happens if my voicemail is full?
When a call is not answered, and goes to a full voice mailbox, it is not possible to leave a message. If you wish to receive shift offers you can either ensure that your mailbox does not become full, or opt to receive shift offers by email and/or text.