CREW Time FAQs

Forecasting

Q What data is used in the forecast?

A CREW Time uses your store's invoice, air check, and phone call data to determine the labor forecast.

Q How does CREW Time estimate phone call data?

A Three minutes are allocated for a phone call. CREW Time looks at the number of anticipated incoming calls from other stores, customer, and offices to determine how many hours to forecast.

Q Will outbound phone calls be included in future forecasts?

A Use of outbound phone data is under consideration.

Q How does CREW Time know how many salesmen are needed for a day?

A CREW Time calculates from the forecasted demand drivers (invoices, phone calls, air checks) to schedule people accordingly. Hours are allocated for sales tasks based on the number of invoices in each type that are forecasted for the day, and the number of phone calls expected.

Q How does CREW Time use bay times?

A CREW Time uses your store's data to forecast the time needed for the services it has forecast based on your store's bay time for those services. If your bay time improves due to a more experienced crew or more efficient environment CREW Time will update accordingly.

Weekly Schedule

Q What does the red mark in the corner of an employee shift mean?

A This is an alert. Alerts can occur for several different reasons, including an employee being either over-scheduled or under-scheduled on hours. Click on the **Alert** box at the bottom of the schedule for details.

Q How do I edit the schedule for someone who has quit or been transferred to a different store?

A Unallocate their shift(s). They'll become open shifts, and you can assign them to another available, qualified employee.

Q How does CREW Time handle an employee who transfers to my store?

A The employee will display in your store's CREW Time two days after their Workday updates.

Q How do I schedule employees out for company functions, such as meetings and training?

A You can add a **Day Off Request** for an employee and use reason such as **Company Function**, **Meeting** or **Other**.

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Published on: 05/02/19 ver 1.0
Updated on: 09/07/23 ver 2.0

Q How do I schedule new hires that are in the Academy?

A They are scheduled at the Academy and not through your store.

Q Do I schedule trainees for a specific role when in the store (such as Tech L, Tech R, etc.)?

A When adding shifts for trainees, select **Training** from the **Task** menu until they are done with training, observations are complete, and they are updated in the LMS.

Q How is scheduling high school students who can only work afternoons handled?

A For an employee to be scheduled automatically they need to have availability of at least four hours for a given day if they are over the age of 18. If they are younger than 18, they need to be available for at least three hours to be scheduled. For each employee you expect to be scheduled at 3:00 there should be an equivalent all-day employee who is marked unavailable from 3:00 on. If the system knows your morning crew will be unavailable it will schedule after-school people to replace them.

Q How do you schedule a trainer?

A There is no “trainer” task. The trainer will be assigned to their specific role based on how the schedule generates. Focus on adding a training shift for the trainee that aligns with their availability and the trainer’s hours.

Q What should you do if an employee’s shift for a day is broken up into multiple different tasks?

A Often this is due to lunch breaks and demand from other tasks needing to be covered. The easiest way to edit this would be to access the Activity Based View for the day. You can then click and drag tasks around to consolidate them to specific employees. Employees themselves can then be dragged around the view so you can place certain people with others in order to maximize a team’s efficiency.

Availability

Q What is the difference between Availability 1 and Availability 2?

A Having two availabilities allows for an employee to be available at two different times for a specific day. An example of this would be if an employee is available from 7:00 AM – 11:00 AM, has to attend a class from 11:00 – 2:00, and is available again from 2:00 PM – 6:00. Availability 1 would be 7:00 AM – 11:00 AM, and Availability 2 would be 2:00 PM – 6:00 PM. However making availability 1’s shift from 8:00 AM – 1:00 PM and availability 2’s shift from 1:00 PM – 6:00 PM will result in the system seeing it as the employee being available from 8:00 AM – 6:00 PM since there is no break between the end of shift 1 and the start of shift 2.

Q What is the difference between permanent availability and temporary availability?

A Permanent availability is the primary availability set for an employee. If an employee needs to set a temporary schedule for an upcoming week, you may create a Temporary availability. Temporary availability will only last one week. CREW Time will automatically switch back to the employee’s Permanent availability once their Temporary availability is expired.

Q How does availability work for new hires in CREW Time?

A New hires need to speak with their manager right away to get their availability set in CREW Time. This will ensure they start getting scheduled correctly. Since new hires are trainees, however, the schedule will not create shifts for them. The manager will have to manually add their shift to the schedule.

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Q Can availability preferences be copied within an availability set (for example, setting From and To times for Monday and copying those to Thursday)?

A Unfortunately, this is not possible. Each day needs to be configured individually.

Q Both my Manager and Senior Assistant Manager were scheduled off on the same day. How can we fix this?

A Be sure your Manager and Senior Assistant have a different designated day off (marked as not available) during the week.

Q I want to set up early outs. How can I do this?

A This is one of the power user features of availability. If a full timer typically likes Tuesday off and you're able to let them go at 3:00 Monday afternoon, this can easily be set up as their permanent availability.

Requests

Q What is the difference between a time off request and a day off request?

A Time off requests are used for partial days; a few hours to go to the dentist for example. Day off requests are used for full days.

Q What is the significance of the Request Calendar?

A The calendar allows managers to more quickly identify overlapping time and day off requests. Requests appear in the calendar in the order they are received. It also cuts out the need for a physical calendar or notebook for tracking time off and day off requests. If an employee transfers their information transfers with them.

Q Can store associates submit requests through the mobile application?

A Employees can submit time off, day off, and availability requests through the mobile application. All requests must be approved by the manager to be put into effect.

Q Can managers be alerted when an employee submits a request?

A There is not currently an email or other notification. This is under consideration, however. Managers should check the Calendar daily or when they are advised of a request in the interim.

Q How far in advance can requests be submitted?

A Requests can be submitted 365 days in advance.

Publishing a Schedule

Q What is "Publishing" a schedule?

A When you **Publish** a schedule, it can be viewed by your employees on their mobile devices. This can be done manually anytime Wednesday through Friday evening. It's automatically done Friday at ~midnight.

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Q Can you still manually move shifts around after a schedule is published (for example, an employee calls in sick the day of his or her shift and someone needs to manually fill in)?

A Yes. You can still manually allocate those hours to another employee even after the schedule is published. You cannot edit a shift that started in the past, however (yesterday, or earlier today).

Q What is a Week in Process schedule?

A On Saturday night the upcoming week's schedule is archived and becomes a Week in Progress schedule. It can still be edited if changes need to be made.

Q How does CREW Time handle air check demands?

A CREW Time explicitly accounts for air check demand. Your air check demand is calculated from data modeled from the Haltec machines. You no longer need to click the CSL.

Q Should I schedule an air check role?

A If you need one, you should assign it to an appropriately qualified employee, just as you would Receiving. This is up to a manager's discretion.

Q What roles can the air checks be assigned to?

A Air checks can be assigned to any Sales Apprentice Level or higher employee. For 2-person air check play, the Sales Apprentice may be assisted by any qualified employee.

Q What happens when an employee is rehired?

A Rehires that still have current certifications will be scheduled for tasks they are qualified to perform.

Q What is the significance of splitting shifts?

A Eight hours is the maximum number of hours part-time employees can work in a day. However, it is still recommended to split a part-time shift between multiple part-time employees where possible. This can be done by configuring some part-time employees' availability for earlier in the day, while configuring other part-time employees' (for example, school students) for later in the afternoon. This will ensure part-time employees are getting hours while not being overworked. Shifts that have already been assigned when the schedule is generated can also be split manually using the **Split** function at the bottom of the schedule screen.

Q How do you plug a Senior Assistant Manager into the Manager role if the Manager is on vacation?

A You don't need to do this. The schedule will not generate the Senior management role in the schedule. The Senior Assistant Manager, however, will always have permission to edit the schedule, approve requests, and other management scheduling functions.

Q Are weather changes/forecasts considered in CREW Time?

A Short term weather is not a factor in CREW Time. Seasonality for snow regions however is part of the store's forecast. Integrating a ten-day weather forecast is currently being considered.

Q Does CREW Time pull events and promotions (Black Friday, Championship Weekend, etc.) in with historical data?

A Any event that has led to an increase in business for your store adds that increase percentage into the forecast.

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Q How would an employee not on my store's roster (maybe the employee works out of a warehouse but can float around to different stores) be scheduled a Receiving shift?

A Currently employees working in other stores are not visible to you. When that functionality becomes available, they can be shared between stores and get shifts for tasks they are available and qualified for. Receiving would still need to be manually scheduled, though.

Q Will CREW Time eventually pick up on trends for what employees get assigned to specific roles?

A No. CREW Time will continue to schedule based on an employee's availability and certifications. If you want to change a task assigned to an employee for day, it must be changed manually.

Q Are new stores going to be using CREW Time?

A Yes, newly opened stores will use CREW Time to generate schedules. Forecasts will be generated using a 3-week average model.

Q How are new employees added into CREW Time?

A The employee's record is updated in Workday. The employee will display in CREW Time 2 days after that.

Other

Q How do we remove employees from CREW Time?

A The employee's record is updated in Workday, and changes will display in CREW Time 2 days after the record is updated in Workday. If not, ensure the Employee Data Change form has been submitted, and then submit a Support ticket.

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