



Booking TTOCs

[Confirmed replacement vs. requested replacement]

Requesting a TTOC is not the same as having a confirmed replacement already in place and have different outcomes.

Booking a specific TTOC:

Please note that *requesting* a TTOC and making *confirmed* arrangements with a TTOC are not the same thing and have very different outcomes.

If you have confirmed with your replacement that they are filling in for you, you must select the Yes radio button which will complete your absence with your replacement in place. If you do not select Yes, ADS will submit your absence to the queue and will search for a replacement. This can result in two people showing up for the same job.

When confirmed arrangements are made with a TTOC, they will not receive a call from ADS as the algorithm views this absence entry as completed.



Absence for:

Have you confirmed (pre-arranged) this absence?

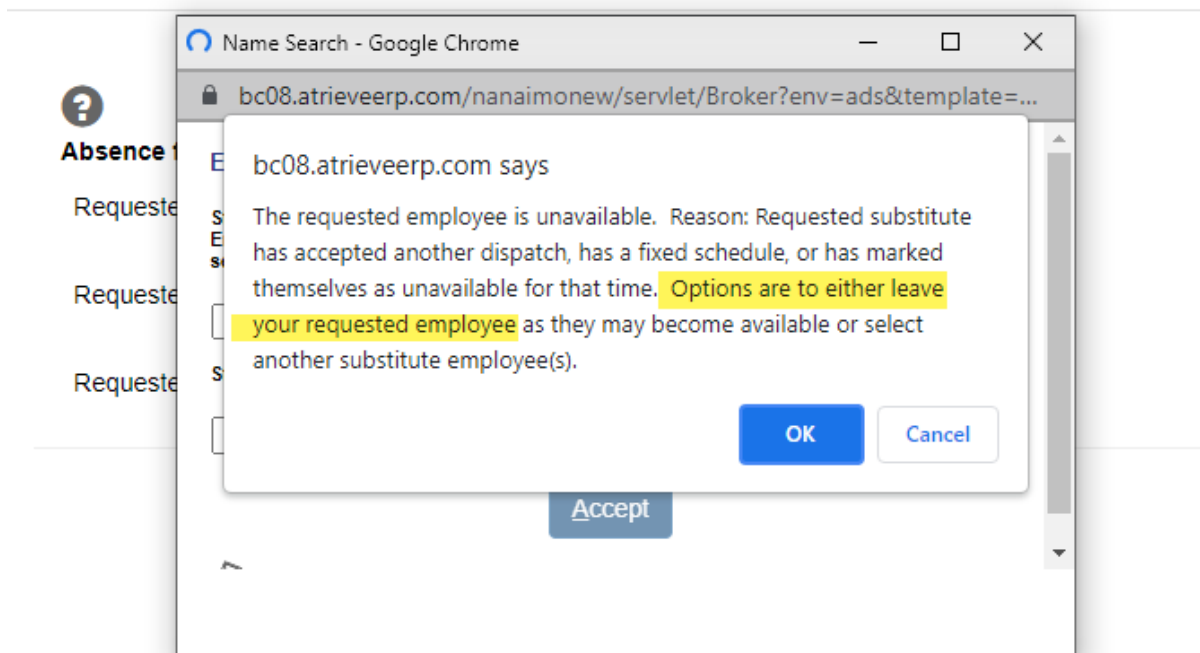
will fill

Yes

No

If the following message pops up when trying to book a specific replacement but you have confirmed with them that they can cover, they can still be entered as a replacement. This is just a warning, this message does not mean someone cannot be booked. It is simply to warn people that the TTOC *may not* be available but they can still be booked for the shift if the absentee chooses OK when they get the following dialogue box.

Absence Entry: Replacement Request



Requesting a specific TTOC:

Please note that *requesting* a TTOC and making *confirmed* arrangements with a TTOC are not the same thing and have very different outcomes.

If you request a TTOC, ADS will only call them if they do not have an unavailability record entered.

ADS will call a requested TTOC three times for the dispatch, if after the third time with no response, it will move on to the next available TTOC in the rotation.