

# Agent guide to Monet Anywhere



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## View Exception and Bid Alerts

Tuesday, March 15, 2011

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Monet AnyWhere™




### Agent Access

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- schedules for bidding
- my bids
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- change password

**Hi Hank Aaron !**


Welcome to the 'Monet Agent Viewer!' You can view your schedule here, can request for schedule here, can request for schedule changes as well as bid for schedules put up by your supervisor.

---

Exception Alert	Bid/Schedule Alerts
<p>You have 3 New Request Change Alerts <a href="#">View All</a></p> <p><b>Regular</b></p> <p>Pending - <a href="#">25 Mar 2011</a></p> <p> Accepted - <a href="#">23 Mar 2011</a></p> <p><b>Mid-day Minus</b></p> <p> Accepted - <a href="#">25 Mar 2011</a></p> <p><b>Mid-day Plus</b></p> <p> Accepted - <a href="#">22 Mar 2011</a></p>	<p>You have 0 New Bid/Schedule alert(s) <a href="#">View All</a></p> <p><b>Bid Offers</b></p> <p><b>Schedule(s) Changed</b></p> <p><b>Non Call Change</b></p>

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- The first page you'll see when logged into Monet Anywhere is the home page which displays your alerts. If there are any new alerts, you will likely get a popup window as well as see a new link in either the Exception Alert or Bid/Schedule Alerts table.
- Exception Alerts are requests for changes in schedules or availability whereas, the Bid/Schedule Alerts show Bid Request updates and Shift Swap updates.
- Each alert hyperlink can be clicked and viewed. Some can be interacted with after clicking the link.
- The status of an alert can be pending, accepted or declined. A ringing bell connotes an accepted exception.
- Using the option **View All** on top of each list displays the complete list of alerts.

## View my Schedule

Tuesday, March 15, 2011

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Hi Hank Aaron !

#### Interactive Schedule Calendar

Interactive Schedule Calendar

March 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

**Highlight** dates with at least  hours vacation time available

**Clear**

#### Bulk schedule change request/View

Bulk schedule change request/View

From  To  **Request Change** **View**

**Legend**

<span style="color: green;">■</span> Today	<span style="color: red;">■</span> Exception	<span style="color: blue;">■</span> Schedule released by supervisor
<span style="color: yellow;">■</span> Recommended	<span style="color: lightgrey;">■</span> Available	<span style="color: grey;">■</span> Insufficient Vacation Hours

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- The above Screen displays the interactive calendar of the current month.
- Blue Color indicates the days on which the agent has a schedule.
- Red color indicates the days on which the agent has exceptions. These could be - Regular, Midday+ or Midday- exceptions
- Click on a Particular Date to make a Schedule Change Request or view your schedule.
- You can make a Bulk Schedule Change Request by selecting the “from” “to” date.

View my Schedule Cont...

Tuesday, March 15, 2011

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Hi Hank Aaron !

View Schedule(s)

Day: 25/03/2011

Day	Schedule	Activity	Start	End
Friday, March 25, 2011	10:00 - 18:30	Work	10:00	18:30
		First Break	12:00	12:15
		Lunch	13:00	13:30
		Second Break	17:15	17:30
		OFF (-)	10:00	12:00

[Back to Myschedule](#)
[Request Change](#)
[Print Schedule](#)

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This screen displays the detail schedule of Hank Aaron for March 4, 2005. It specifies his start and end time, scheduled tasks his breaks and his exceptions.

- The above screen displays the schedule for an agent, which the supervisor had accepted via a bid offer.
- The agent can also view the exceptions (if any) for that given day.
- The agent can also view the non-call activity for example **Email handling** (if any) for any given day.

## Make a Schedule Change Request - Regular Day Off

Using the Interactive Schedule Calendar

- Monet Anywhere can recommended time off (Vacation) days which are presented to agents via the Interactive Schedule Calendar.
- The agent Hank Aaron goes to My Schedule, fills in how much time off per day in hours he wishes to take off, clicks highlight and makes a selection on more favorable times for vacation.
- The dark yellow is most recommended, light yellow has at least 8 hours, and the gray dates have insufficient hours.

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**Hi Albert Einstein !**

### Interactive Schedule Calendar

Interactive Schedule Calendar

July 2012						
<<						>>
Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

**Highlight** dates with at least  hours vacation time available

**Clear**

### Bulk schedule change request/View

Bulk schedule change request/View

From  To  **Request Change** **View**

**Legend**

<span style="color: green;">■</span> Today	<span style="color: red;">■</span> Exception	<span style="background-color: blue; color: white;">■</span> Schedule released by supervisor
<span style="background-color: yellow;">■</span> Recommended	<span style="background-color: #cccccc;">■</span> Available	<span style="background-color: gray;">■</span> Insufficient Vacation Hours

- The agent decides to request Monday July 2nd anyway even though it's not recommended since there isn't enough VAC hours remaining.

### Agent Access

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**Hi Albert Einstein !**

**Regular Exception - Schedule Change Request**

you have requested schedule change for the following date(s):

Select Exception:	Regular	Vacation Day
Select Supervisor:	Buzz Aldrin	
Date:	07/02/2012	To Date 07/02/2012
Min. # of Hours:	0	
Max. # of Hours:	0	
Earliest Start:	- : - (Hr:Mins)	
Latest Start:	- : - (Hr:Mins)	
Pref. Start Time:	- : - (Hr:Mins)	
Latest End:	- : - (Hr:Mins)	
Vacation Hrs.	8	

**Enter specific comments/remarks for the supervisor to see:**

Requesting more time than what's allowed.

Back to Myschedule
Clear
Save

- Agent gets a warning that the request exceeds the allowable limits

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**Hi Albert Einstein !**

**The requested exception exceeds the Time off Limits for the following Dates**

Date	Limited Exceeded	Allowed	Remaining	Requested
02 Jul 2012	EngSpa	8	0	8

1

**Submit Anyways**  
 **Cancel**  
 **Edit the Change Request**

Apply

- Agent can opt to submit anyway and the supervisor makes the final judgment on whether to award the time off or not or cancel

## Regular Exceptions

Tuesday, March 15, 2011

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Hi Hank Aaron !

#### Regular Exception - Schedule Change Request

you have requested schedule change for the following date(s):

<b>Select Exception:</b>	Regular <input type="text"/> On-site Interpreter <input type="text"/>
<b>Select Supervisor:</b>	Buzz Aldrin <input type="text"/>
<b>Date:</b>	03/25/2011 <input type="text"/> 03/25/2011 <input type="text"/>
<b>Min. # of Hours:</b>	4 <input type="text"/>
<b>Max. # of Hours:</b>	10 <input type="text"/>
<b>Earliest Start:</b>	08 <input type="text"/> : 00 <input type="text"/> (Hr:Mins)
<b>Latest Start:</b>	10 <input type="text"/> : 00 <input type="text"/> (Hr:Mins)
<b>Pref. Start Time:</b>	09 <input type="text"/> : 00 <input type="text"/> (Hr:Mins)
<b>Latest End</b>	21 <input type="text"/> : 00 <input type="text"/> (Hr:Mins)
<b>Vacation Hrs.:</b>	0 <input type="text"/>
<b>Enter specific comments/remarks for the supervisor to see:</b>	
<input type="text" value="I am available to work some extra hours if I'm needed on Friday."/>	
<input type="button" value="Back to Myschedule"/> <input type="button" value="Clear"/> <input type="button" value="Save"/>	

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- In the Schedule Change Request page, you can choose the supervisor to whom the Change Request is being made, and then select the type of exception applied for, as well as the other details such as max number of hours, start time and earliest start time etc.
- In this example, the agent is asking for an additional shift on the date shown. By saying he is available anywhere from 4 to 10 hours that day, starting anywhere from 8:00 AM to 10:00 AM and ending as late as 9:00 PM.

## Make a Schedule Change Request - Midday Negative

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Hi Hank Aaron !

#### Mid-day (-) Exceptions - Schedule Change Request

you have requested schedule change for the following date(s):

<b>Select Exception:</b>	Mid-day <span style="border: 1px solid black; padding: 0 5px;">▼</span> - <span style="border: 1px solid black; padding: 0 5px;">▼</span> Off Day <span style="border: 1px solid black; padding: 0 5px;">▼</span>
<b>Select Supervisor:</b>	Buzz Aldrin <span style="border: 1px solid black; padding: 0 5px;">▼</span>
<b>Date:</b>	03/25/2011 <span style="border: 1px solid black; padding: 0 5px;">▼</span> <span style="border: 1px solid black; padding: 0 5px;">▼</span> 03/25/2011 <span style="border: 1px solid black; padding: 0 5px;">▼</span> <span style="border: 1px solid black; padding: 0 5px;">▼</span>
<b>Start:</b>	10 <span style="border: 1px solid black; padding: 0 5px;">▼</span> 00 <span style="border: 1px solid black; padding: 0 5px;">▼</span> (Hr:Mins)
<b>End:</b>	12 <span style="border: 1px solid black; padding: 0 5px;">▼</span> 00 <span style="border: 1px solid black; padding: 0 5px;">▼</span> (Hr:Mins)
<b>Vacation Hrs.:</b>	<input style="width: 50px;" type="text" value="2"/>
<b>Working (Y/N):</b>	No <span style="border: 1px solid black; padding: 0 5px;">▼</span>
<b>Reason:</b>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>I have to go to the doctor, can I have a couple of hours off?</p> </div>
<span style="background-color: #4a7c9c; color: white; padding: 2px 10px; border: 1px solid #ccc;">Back to Myschedule</span> <span style="background-color: #4a7c9c; color: white; padding: 2px 10px; border: 1px solid #ccc; margin-left: 10px;">Clear</span> <span style="background-color: #4a7c9c; color: white; padding: 2px 10px; border: 1px solid #ccc; margin-left: 10px;">Save</span>	

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- Example: Agent Hank Aaron makes a request to the supervisor for 2 hours off during his shift to visit the doctor. This will be mid-day negative exception because it will be time the agent is not available.
- The agent selects the supervisor, date, start, end, 2 vacation hours for the time they are missing, and working set to 'no' since this time will not count toward his weekly hours.



**Make a Schedule Change Request - Midday Positive**

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Hi Hank Aaron !

**Mid-day (+) Exceptions - Schedule Change Request**

you have requested schedule change for the following date(s):

Select Exception:	Mid-day ▼ + ▼	Installs ▼
Select Supervisor:	Buzz Aldrin ▼	
Date:	03/25/2011	To Date 03/25/2011
Hours:	2 ▼ : 00 ▼	
Before/After:	After ▼	
Vacation Hrs.:	0	
Reason:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">I want to stay late for some overtime on Friday.</div>	
<a href="#">Back to Myschedule</a> <a href="#">Clear</a> <a href="#">Save</a>		

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- In this example agent Hank Aaron is offering to work some overtime. A mid-day positive exception is entered with the details shown in the picture above.
- Mid-day, +, Installs, Supervisor is Buzz Aldrin, Date, 2 hours occurring After the agent's normal shift time ends, 0 vacation hours

## My Schedule Changes

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Hi Hank Aaron !

My requested schedule changes

Exceptions per page: 10 ▼

No regular exceptions available.

#### Mid-day (+)

Exception Date	Exception	Status	Requested To	Accepted/Decline date	Action
22 Mar 2011	Training Time	Accepted	Buzz Aldrin	15 Mar 2011	<a href="#">Q</a>   <a href="#">X</a>

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#### Mid-day (-)

Exception Date	Exception	Exception Time	Status	Requested To	Accepted/Decline date	Action
25 Mar 2011	Off Day	10:00-12:00	Accepted	Buzz Aldrin	15 Mar 2011	<a href="#">Q</a>   <a href="#">X</a>

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#### Schedule change requests from Supervisor

##### Regular

Exception Date	Exception	Status	Requested By	Accepted/Decline	Action
25 Mar 2011	Orientation	Pending	Buzz Aldrin	<a href="#">Accept</a>   <a href="#">Decline</a>	<a href="#">Q</a>
23 Mar 2011	Orientation	Accepted	Buzz Aldrin	<a href="#">Accept</a>   <a href="#">Decline</a>	<a href="#">Q</a>

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No Mid-day (+) exceptions available.

#### Mid-day (-)

Exception Date	Exception	Exception Time	Requested By	Accepted/Decline	Action
11 May 2009	Installs	12:00-14:00	Buzz Aldrin	<a href="#">Accept</a>   <a href="#">Decline</a>	<a href="#">Q</a>
11 May 2009	Installs	08:00-10:00	Buzz Aldrin	<a href="#">Accept</a>   <a href="#">Decline</a>	<a href="#">Q</a>
05 May 2009	Installs	08:00-10:00	Buzz Aldrin	<a href="#">Accept</a>   <a href="#">Decline</a>	<a href="#">Q</a>

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Legend: [Q](#) View [✎](#) Edit [X](#) Delete

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- This screen displays all your schedule change requests to the supervisors and all the supervisor's requests made to you.

## Schedules for Bidding

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**Monet AnyWhere™** Site

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**Hi Hank Aaron !**

**Schedules Bidding**

Schedule Date	Day	Time Slot	Supervisor:	No. Bids	Action
24 Mar 2011	Thu	08:00-17:00	Buzz Aldrin	0	<a href="#">Submit Offer</a>
23 Mar 2011	Wed	08:30-17:00		1	

Page:1

**Legend:** [View](#) [Edit](#) [Delete](#)

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- Bids on this screen are created by the administrators or supervisors in WFM Live. If there is a shift in this list that you would like to offer to work you can offer a bid.
- Clicks Submit Offer to submit an offer to work the shift.

## Submit a Bid Offer

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**Monet AnyWhere™**

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**Hi Hank Aaron !**

**Submit Bid Offer**

Submit Bid Offer

I want to work an extra day this week.

Enter Your Comments :

[Back to Bidding List](#)   [Submit Offer](#)

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- You can enter your comments to the supervisor which are seen during the approve/decline process.

## View Status of My Bids

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Hi Hank Aaron !

#### Pending Bids (Yet to be awarded)

Pending Bids (Yet to be awarded)						
Schedule Date	Supervisor:	Time Slot	Day	Bid Status	No. Bids	Action
23 Mar 2011	Buzz Aldrin	08:30-17:00	Wed	Pending	1	
23 Mar 2011	8081 8081	08:30-17:00	Wed	Pending	1	
11 May 2009	8081 8081	08:00-17:00	Mon	Pending	1	
16 Mar 2009	8081 8081	08:00-16:30	Mon	Pending	1	
16 Mar 2009	Buzz Aldrin	08:00-16:30	Mon	Pending	1	

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#### Bids Awarded/Declined to me (Agent)

Bids Awarded/Declined to me (Agent)						
Schedule Date	Supervisor:	Time Slot	Day	Bid Status	No. Bids	Action
11 May 2009	Buzz Aldrin	08:00-17:00	Mon	Declined	1	
16 Mar 2009	Buzz Aldrin	08:00-16:00	Mon	Accepted	1	

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#### Bids Awarded/Declined to others

Bids Awarded/Declined to others						
Schedule Date	Supervisor:	Time Slot	Day	Bid Status	Accept/DeclinetoAgent	Action
18 Mar 2009	Buzz Aldrin	12:00-18:00	Wed	Declined	Albert Einstein	
18 Nov 2008		11:00-19:30	Tue		John Campbell	
23 Oct 2008		07:00-15:00	Thu		Jerry Rice	
23 Oct 2008		09:00-17:30	Thu		Grover Cleveland	
30 Sep 2008		13:00-18:00	Tue		Albert Einstein	
30 Sep 2008		13:00-18:00	Tue	Accepted	Albert Einstein	
24 Sep 2008		11:00-19:30	Wed		Philip Glass	
23 Sep 2008		13:00-18:00	Tue		Albert Einstein	
23 Sep 2008		13:00-18:00	Tue	Accepted	Albert Einstein	
18 Sep 2008		08:00-16:30	Thu		Jerry Rice	

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Legend: View Edit Delete

- The first list displays all the pending bids, which are available for bidding.
- The second list displays all the bids that are awarded to the agent.
- The third list displays all the bids that are declined or awarded to other agents.

View Alerts

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Hi Hank Aaron !

Schedule change Alerts from Supervisor

Regular				
Exception Date	Exception	Status	Requested By	Action
25 Mar 2011	Orientation	Pending	Buzz Aldrin	
23 Mar 2011	Orientation	Accepted	Buzz Aldrin	

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Mid-day (+)				
Exception Date	Description	Status	Requested By	Action
22 Mar 2011	Training Time	Accepted	Hank Aaron	

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Mid-day (-)				
Exception Date	Description	Status	Requested By	Action
25 Mar 2011	Off Day	Accepted	Hank Aaron	

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Bid alerts from supervisor

No Bid(s) alerts from supervisor

Schedule Alert(s) from Admin

No Schedule(s) alerts available.

Non Call Alert

No Non Call available.

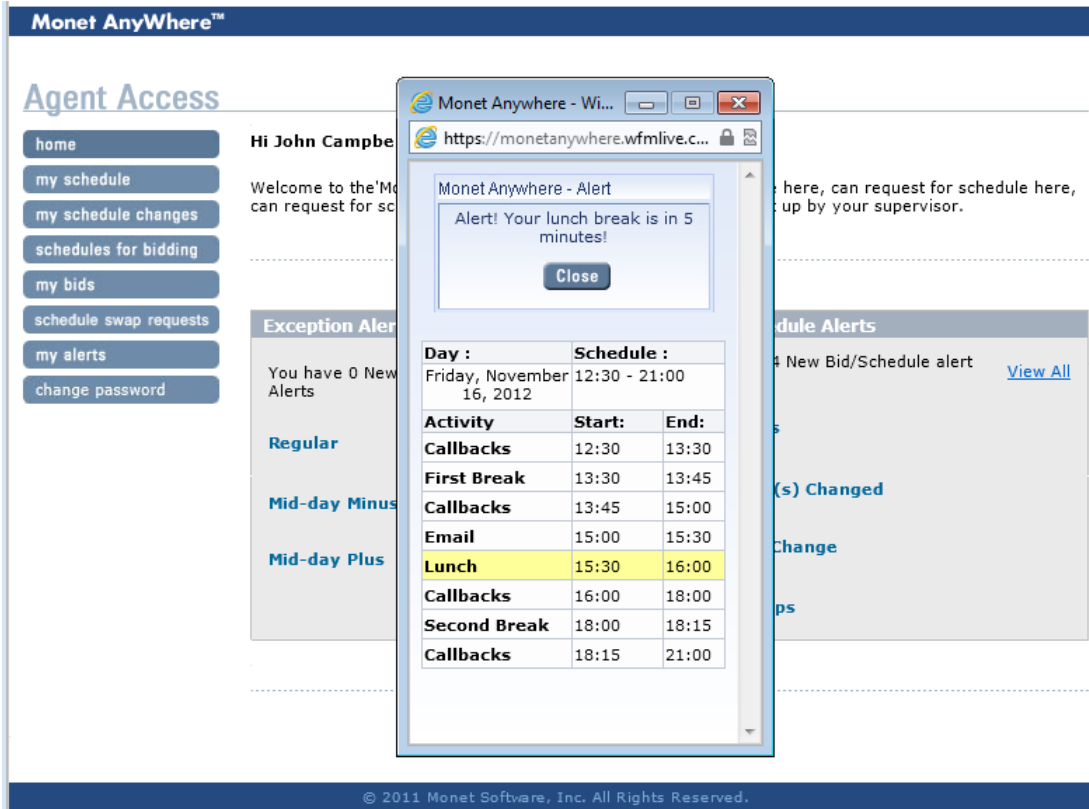
[Back to Home](#)

Legend: View Edit Delete

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- The above screen shows the exception alerts (Regular, midday+, midday -) made by the supervisor to the agents, as well as bid alerts made by the supervisors to the agents.

**Reminder Alerts**



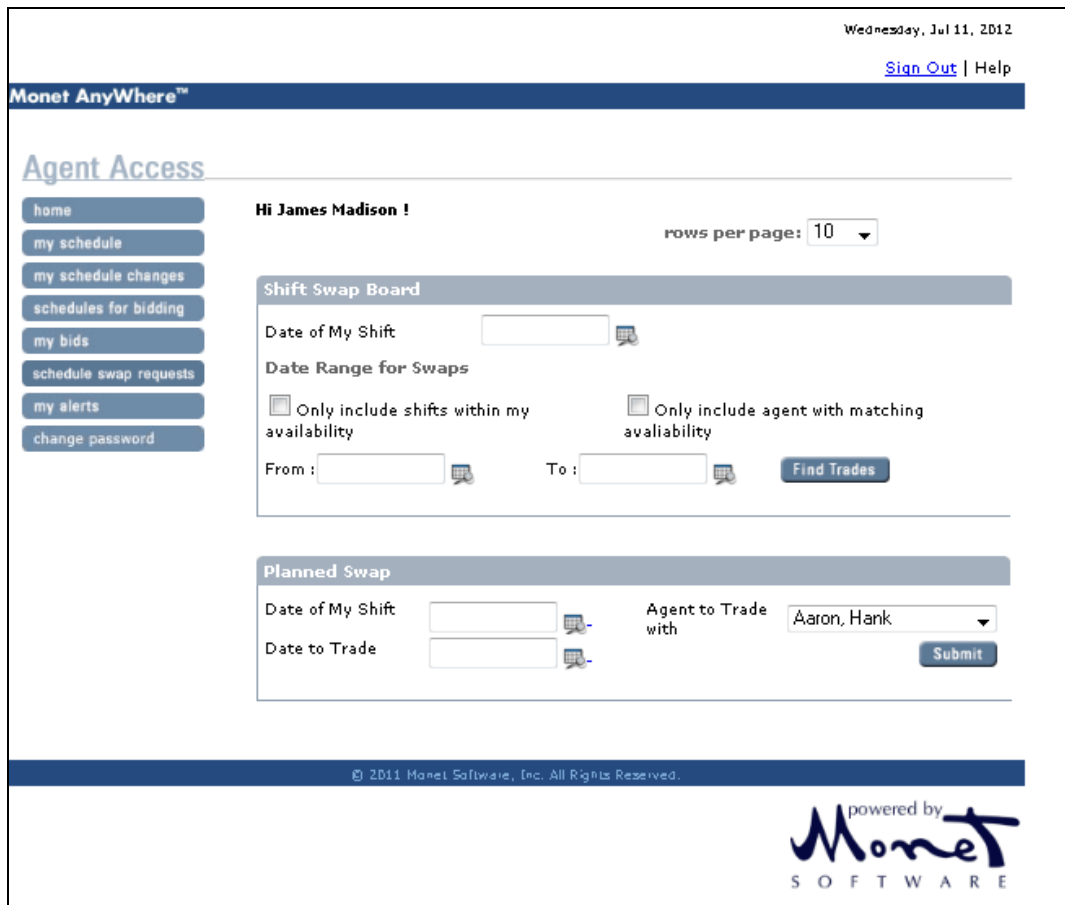
- The above screen shows an example reminder alert. Reminder alerts are configured by the administrator and can help agents by reminding them when it's time to switch statuses like going on break, lunch or handing inbound calls.

## Shift Swapping

### Overview

Agents may now swap shifts inside of Monet Anywhere as long as they do not have exceptions on their schedule for that day and the person they trade with handles the same work as they do meaning they will need to belong to the same skill team and handle the same non-call. Exceptions cannot be present on a day if shift swapping is to be used.

### Planned Swap and Swap Board



The screenshot shows the Monet Anywhere web interface. At the top right, it displays the date "Wednesday, Jul 11, 2012" and links for "Sign Out" and "Help". The main header is "Monet AnyWhere™". Below this is the "Agent Access" section with a navigation menu containing: home, my schedule, my schedule changes, schedules for bidding, my bids, schedule swap requests, my alerts, and change password. The user is identified as "Hi James Madison!". To the right of the user name is a "rows per page: 10" dropdown menu. The "Shift Swap Board" section includes a "Date of My Shift" input field, a "Date Range for Swaps" section with two checkboxes: "Only include shifts within my availability" and "Only include agent with matching availability", and "From:" and "To:" input fields with a "Find Trades" button. The "Planned Swap" section includes "Date of My Shift" and "Date to Trade" input fields, an "Agent to Trade with" dropdown menu currently showing "Aaron, Hank", and a "Submit" button. At the bottom, there is a copyright notice "© 2011 Monet Software, Inc. All Rights Reserved." and the "powered by Monet SOFTWARE" logo.

**Shift Swap Board:** This is used by agents who do not already know who they will swap with or what day they will trade in order to get their swap done. The agent must start with the day they wish to trade away, and then set a range of dates they are willing to search for trades within. Monet will find the shifts allowed for trading.

**Planned Swap:** This option is used by agents who do already know who they wish to trade with. This would be used when two agents have already discussed the details of their swap and agreed to it. Agent A would put in the details of his/her shift, the name of the agent trading and the date of the other agent's shift.

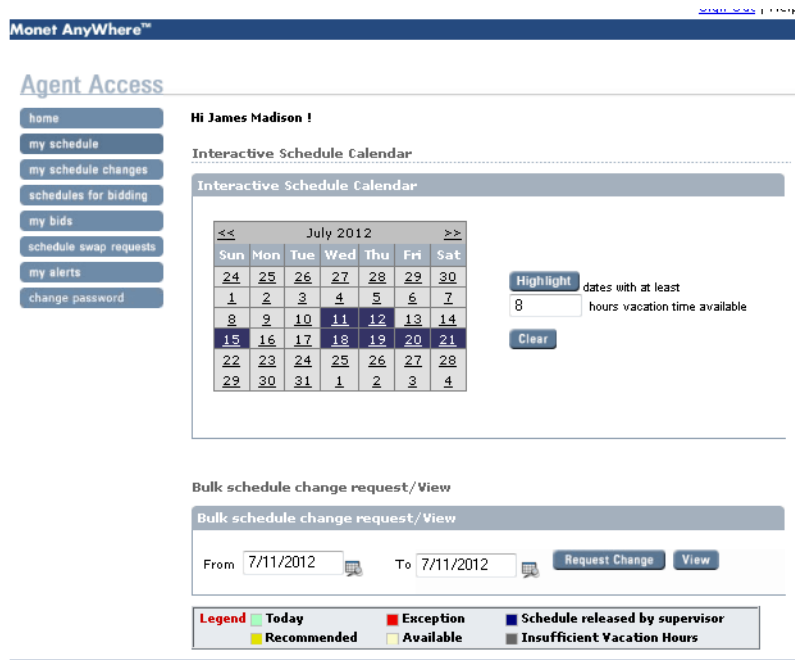
In both cases the process ends with the initiator of the swap clicking 'submit' and the swap being handled according to the administrator setting.

The two options exist in cases where some agents are available to swaps and others do not wish to be bothered by trade requests. Turning off swap board for these agents wishing for privacy will prevent other agents from "spamming" them with trade requests. This of course comes with its downside of not being able to do these sorts of trades themselves.

## Example A

### Example A

1. Agent checks schedule in Monet Anywhere and determines that Thursday, July 12<sup>th</sup> needs to be swapped away.



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Hi James Madison !

Interactive Schedule Calendar

Interactive Schedule Calendar

July 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Highlight dates with at least 8 hours vacation time available

Clear

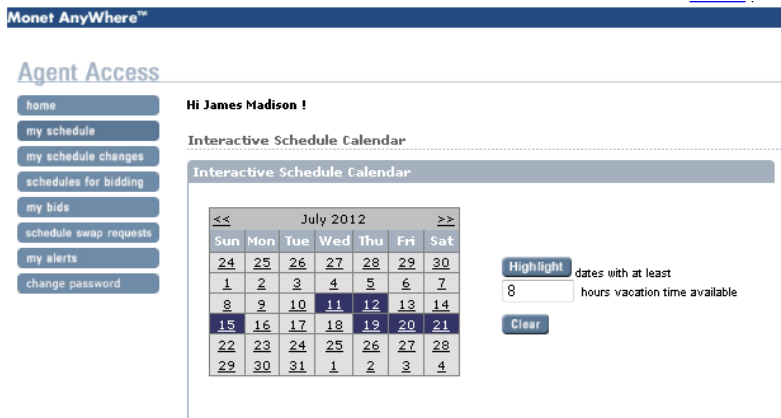
Bulk schedule change request/View

Bulk schedule change request/View

From 7/11/2012 To 7/11/2012 Request Change View

Legend

- Today
- Exception
- Schedule released by supervisor
- Recommended
- Available
- Insufficient Vacation Hours



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Hi James Madison !

Interactive Schedule Calendar

Interactive Schedule Calendar

July 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Highlight dates with at least 8 hours vacation time available

Clear



Wednesday, Jul 11, 2012

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Hi James Madison !

View Schedule(s)

Day: 07/12/2012

Day	Schedule	Activity	Start	End
Thursday, July 12, 2012	07:00 - 15:30	Work	07:00	15:30
		First Break	09:15	09:30
		Lunch	12:00	12:30
		Second Break	14:15	14:30

[Back to Myschedule](#)   [Request Change](#)   [Print Schedule](#)

- Agent goes to Schedule Swap Requests and uses the swap board to see if anyone can exchange that day for a day next week. Observing the agent schedule, James Madison should be able to trade July 16<sup>th</sup>, 17<sup>th</sup>, or 18<sup>th</sup>.

Wednesday, Jul 11, 2012

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## Agent Access

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Hi James Madison !

My requested Shift Swap changes

Exceptions per page: 10

Shift swap request

Shift swap change request from other agent

Shift swap request

[Request Change](#)

Legend: View Edit Delete

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Agent Access

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Hi James Madison !

rows per page: 10

**Shift Swap Board**

Date of My Shift: 07/12/2012

Date Range for Swaps

Only include shifts within my availability       Only include agent with matching availability

From: 07/15/2012      To: 07/21/2012      [Find Trades](#)

**Planned Swap**

Date of My Shift:

Date to Trade:

Agent to Trade with: Aaron, Hank

[Submit](#)

3. An eligible swap is found. Philip Glass can trade Jul 20<sup>th</sup> for July 12<sup>th</sup>.

Agent Access

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Hi James Madison !

rows per page: 10

**Shift Swap Board**

Date of My Shift: 07/12/2012

Date Range for Swaps

Only include shifts within my availability       Only include agent with matching availability

From: 07/13/2012      To: 07/21/2012      [Find Trades](#)

Select	Name	Date	Start Time	End Time
<input type="checkbox"/>	Glass, Philip	Friday, Jul 20, 2012	10:00	18:30

<< Previous 1 Next >>

[Submit](#)

**Planned Swap**

Date of My Shift:

Date to Trade:

Agent to Trade with: Aaron, Hank

[Submit](#)

4. The request is submitted to both the requested agent, and the supervisor.
5. If both supervisor and agent approves, the swap is executed.

## Example B

1. James Madison has already spoken to Philip Glass and wants to trade shifts.
2. James initiates the swap by going to Schedule Swap Requests
3. Planned Swap is chosen
4. The date of the shift that James wants to trade away goes in "Date of my shift"
5. The date of the shift that James wishes to work for Philip goes in "Date to Trade"

Wednesday, Jul 11, 2012

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### Agent Access

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**Hi James Madison !** rows per page: 10 ▼

**Shift Swap Board**

Date of My Shift

**Date Range for Swaps**

Only include shifts within my availability       Only include agent with matching availability

From:  To:  **Find Trades**

**Planned Swap**

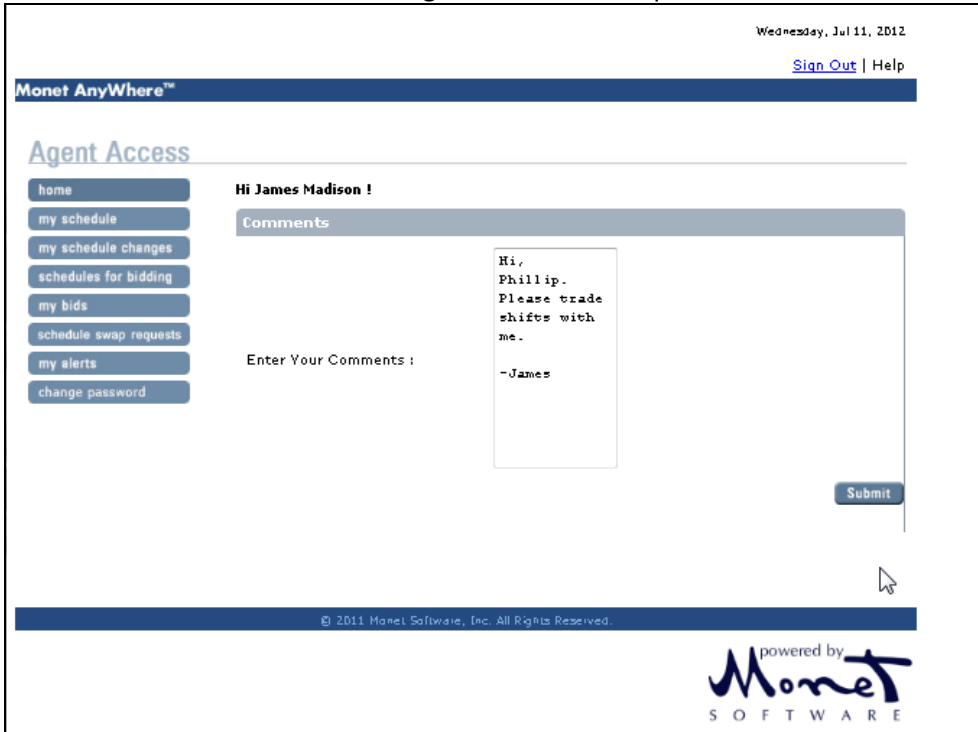
Date of My Shift       Agent to Trade with

Date to Trade  **Submit**

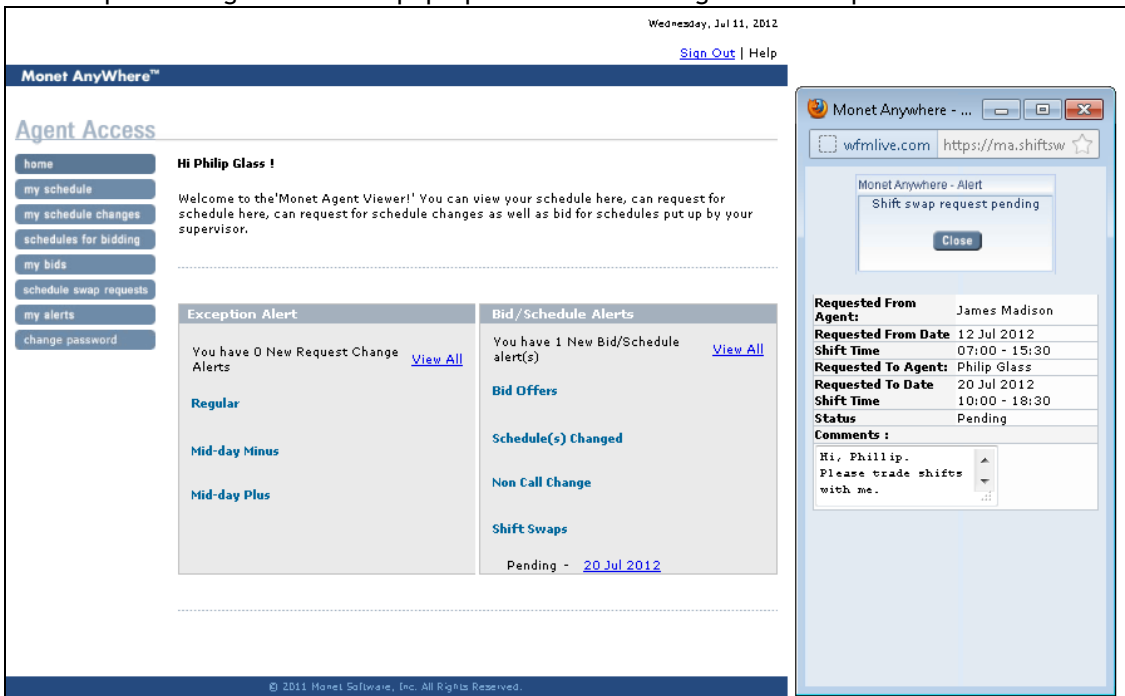
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## Approval Process:

1. Initiator sends a comment along with the trade request:



2. Philip Glass is given an alert pop-up from James asking for the swap.



- The person who receives the swap request (Philip Glass) chooses which supervisor it goes to (If multiple supervisors are a possibility.)

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## Agent Access

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**Hi Philip Glass !**

[View Schedule](#)

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<b>Requested Swap Date</b>	12 Jul 2012	<b>Requested Date</b>	11 Jul 2012
<b>Requested From</b>	James Madison		
<b>Supervisor Name</b>	Buzz Aldrin ▼		
<b>Agent Comment</b>	Hi, Phillip. Please trade shifts with me. -James		
<b>Supervisor Comment</b>	-		
<b>Start Time</b>	07:00	<b>End Time</b>	15:30
<b>First Break Start</b>	09:15	<b>First Break End</b>	09:30
<b>Second Break Start</b>	14:15	<b>Second Break End</b>	14:30
<b>Lunch Start Time</b>	12:00	<b>Lunch End Time</b>	12:30
<b>Swap Status</b>	Pending	<b>Approved/Declined Date</b>	-

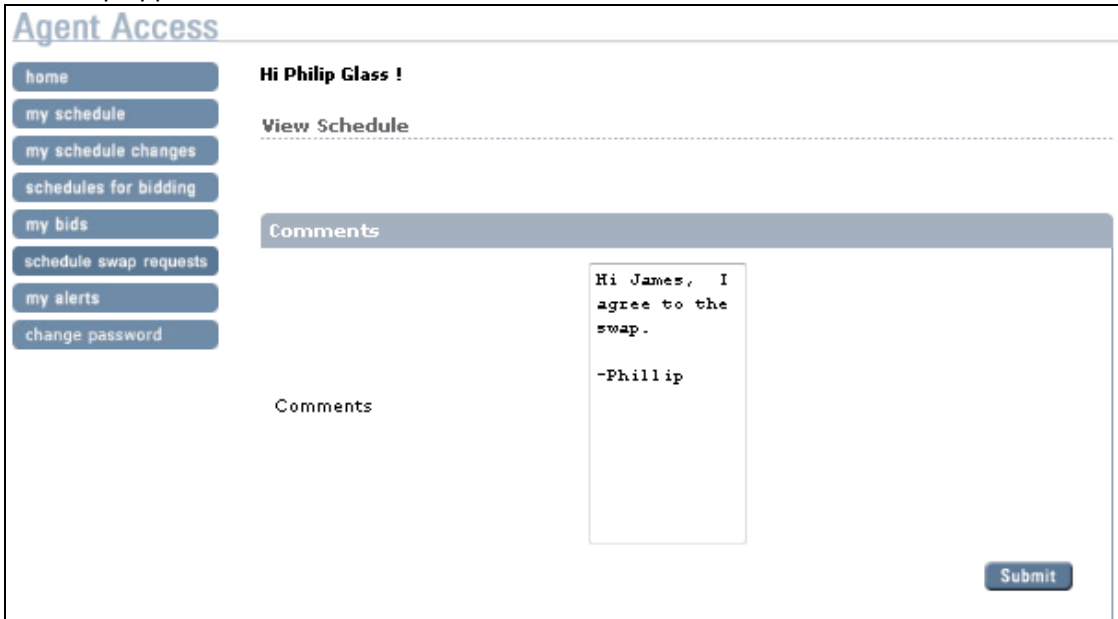
**Current Schedule**

<b>Current Scheduled Date</b>	20 Jul 2012	<b>Requested Date</b>	11 Jul 2012
<b>Start Time</b>	10:00	<b>End Time</b>	18:30
<b>First Break Start</b>	13:00	<b>First Break End</b>	13:15
<b>Second Break Start</b>	16:30	<b>Second Break End</b>	16:45
<b>Lunch Start Time</b>	15:00	<b>Lunch End Time</b>	15:30

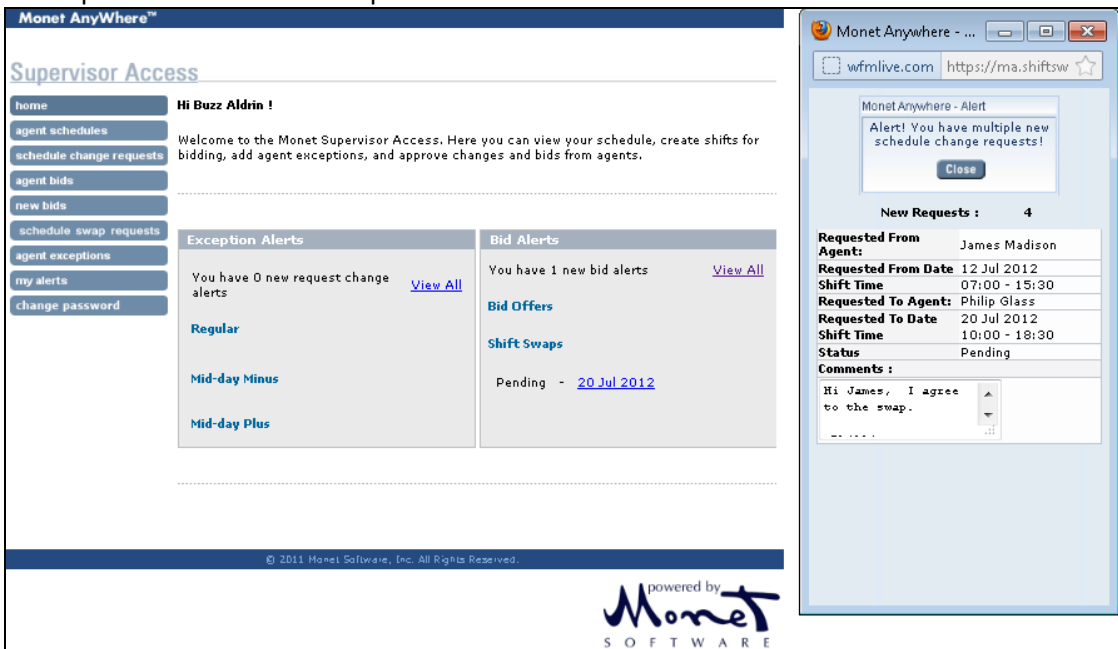
Back to Home
Accept
Decline

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#### 4. Philip approves and sends a note to James



#### 5. Supervisor receives the request



Swap is accepted and is active in WFM Live immediately.

*If there are any questions on this process please contact Monet Support at [support@monetsoftware.com](mailto:support@monetsoftware.com) or at 310-207-6800 EXT 2.*