ESS Mobile 3.0: Processing Application Messages
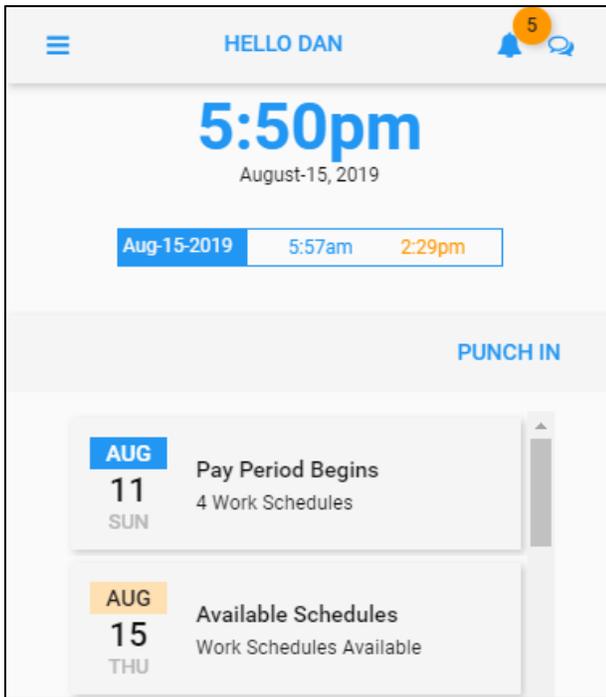
<div style="float:right; border:1px solid #caa000; padding:4px;">Job Aid</div>

A number badge over the bell icon alerts employees to check their unread application notifications. Currently all application notifications are associated with open schedules that employees can pick up or drop off and schedules available for trade.

To access application messages, click the bell icon. The following screen is displayed with a list of application messages received.
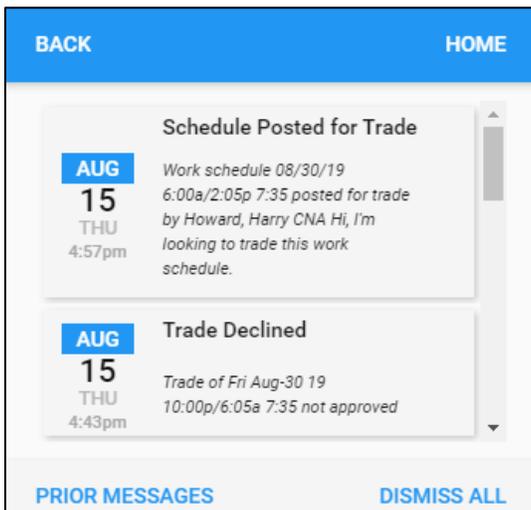
Types of Application Messages

This section describes types of application messages that employees may receive.

Open Schedule Notification Messages

Open schedules are upcoming schedules that have not been assigned to employees. Employees receive a notification when an open schedule is added, modified or removed. In addition, employees can receive notifications when an employee's pickup or drop-off open schedule request is approved or denied by their supervisor.

- Work Schedule Added. When a new open schedule is added on the visual shift board, the employee who is associated with the schedule template can receive the notification so that the employee can pick up the posted open schedule.
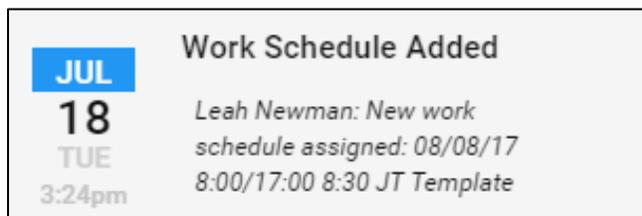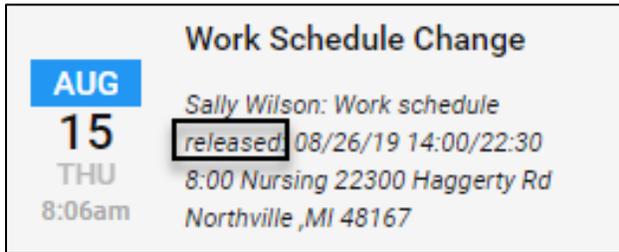

When the employees' pickup open schedule requests are approved, they can also receive the notification for schedule change.
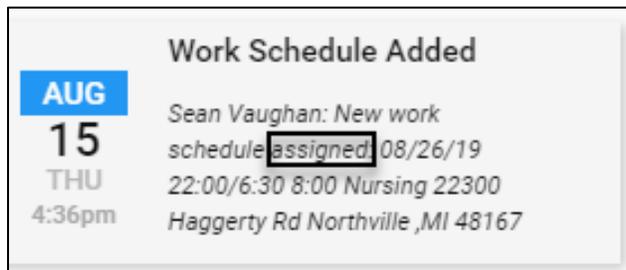
- Work Schedule Change. When an existing work schedule is modified from the shift board, the employee who is associated with this schedule template can receive the notification.
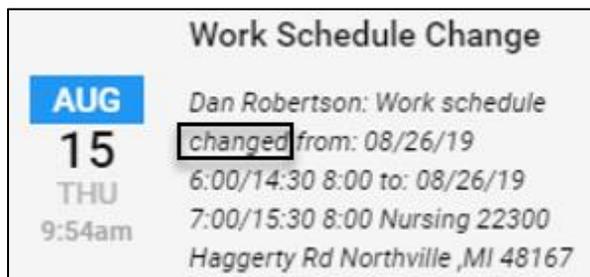
When the employee is released from their assigned work schedule, they receive the notification for schedule released.

- Pickup of Schedule not Approved. Employees whose pickup open schedule requests are denied by supervisor can receive the notification.

- Drop Schedule not Approved. Employees whose drop their work schedule requests are denied by supervisor receive the notification.
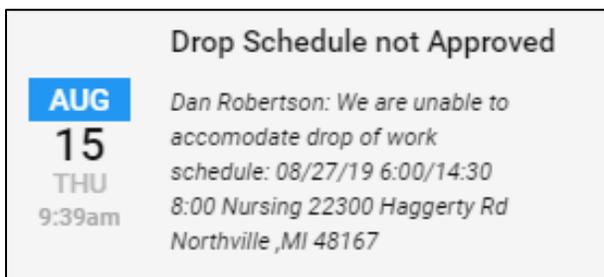
Trade Notification Messages

The employee may receive the following trade related application messages whey they swap their work schedule with others.

- Schedule Posted for Trade. When a schedule is posted by an employee to trade with other employees, the employees can receive the notice so that the employee can pick up the posted schedule or swap his/her schedules with the trade schedule.

> **Schedule Posted for Trade**
>
> **JUL**
> **18**
> TUE
> 3:27pm
>
> Work schedule 08/09/17
> 8:00/17:00 8:30 posted for
> trade by Ethelstan, Kevin U CNA
> Hi, I'm looking to trade this
> work schedule.

- Offer Received. The employee who initiates the trade schedule request receives the following messages from other employees who prefer to pick up the schedule without swap or who want to swap their schedules with the initiator.

> **Offer Received**
>
> **AUG**
> **15**
> THU
> 11:07am
>
> Offer for Mon Aug-26 19
> 7:00a/3:30p 8:00 received from
> Henderson, Ryan pickup without
> trade Hi, I'm interested in working
> your schedule.

> **Offer Received**
>
> **AUG**
> **15**
> THU
> 12:07pm
>
> Offer for Tue Aug-27 19
> 6:00a/2:30p 8:00 received from
> Henderson, Ryan trade Sun Aug-
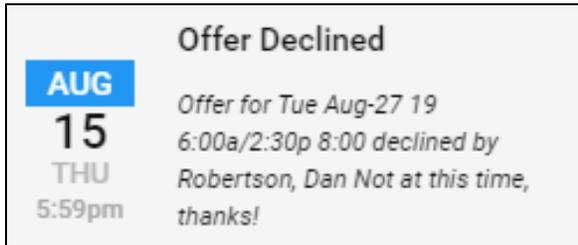> 18 19 6:00a/2:30p 8:00 Hi, I'm
> interested in working your
> schedule.

- Offer Withdrawn. When the employees who cancel their trade offer of pickup or swapping schedules, the employee who initiates the trade schedule request receives the following message to indicate that employees who offer to trade do not want to pick up or swap any more.
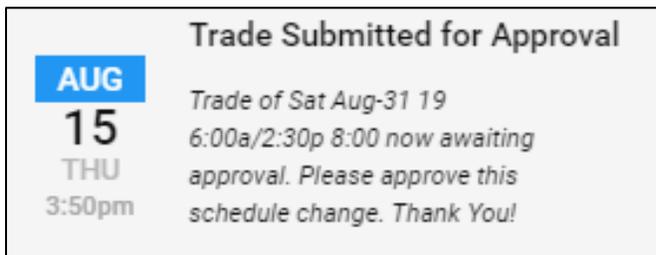
> **Offer Withdrawn**
>
> **AUG**
> **15**
> THU
> 12:25pm
>
> Offer for Sun Aug-27 19
> 6:00a/2:30p 8:00 withdrawn by
> Henderson, Ryan Sorry, I must
> withdraw my earlier offer.

- Offer Declined. When the employees who offer to trade are declined from the employee who initiates the trade schedule request, they receives the following notification to indicate their offers are denied.

> **Offer Declined**
>
> **AUG**
> **15**
> THU
> 5:59pm
>
> *Offer for Tue Aug-27 19 6:00a/2:30p 8:00 declined by Robertson, Dan Not at this time, thanks!*
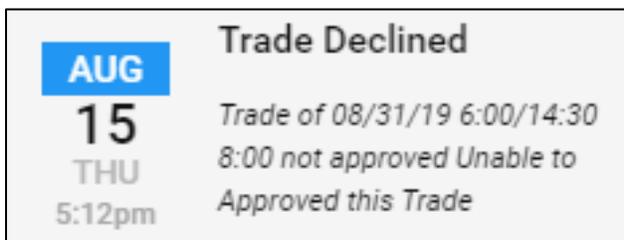
- Trade Submitted for Approval. When the employee who initiates the trade schedule request decides to trade his/her schedule with another employee who is tagged as preferred and submits the trade request to supervisor for review, all employees associated with this trade request receive the notification to indicate that this trade request is currently awaiting approval.

> **Trade Submitted for Approval**
>
> **AUG**
> **15**
> THU
> 3:50pm
>
> *Trade of Sat Aug-31 19 6:00a/2:30p 8:00 now awaiting approval. Please approve this schedule change. Thank You!*

- Trade Approved. When the supervisor approves the trade request, the employee who initiates the schedule trade and the employee who agrees to trade receive the following message from supervisor which indicates the trade request is approved.

> **Trade Approved**
>
> **AUG**
> **15**
> THU
> 3:56pm
>
> *Trade of 08/31/19 6:00/14:30 8:00 approved. Trade Approved.*

- Trade Declined. When the supervisor denies the trade request, the employee who initiates the schedule trade and the employee who agrees to trade receive the notification to indicate the trade request is rejected.

> **Trade Declined**
>
> **AUG**
> **15**
> THU
> 5:12pm
>
> *Trade of 08/31/19 6:00/14:30 8:00 not approved Unable to Approved this Trade*
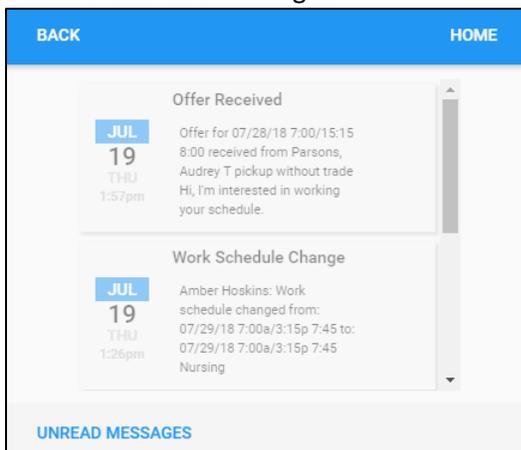
Processing Application Messages

The following application message operations are available:
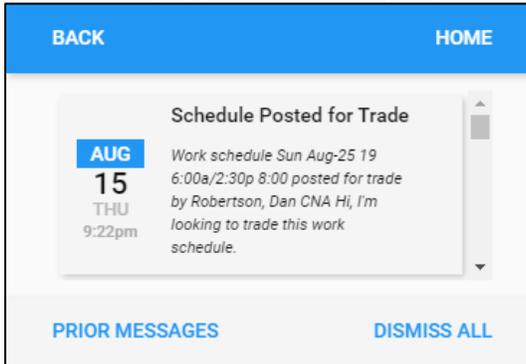
- Once new messages are accessed, they are moved to PRIOR MESSAGES folder. Tap PRIOR MESSAGES to access these read messages.

In the PRIOR MESSAGES folder, tap UNREAD MESSAGES to go back to access unread messages.

- Tap DISMISS ALL to dismiss unread messages to the PRIOR MESSAGES folder. All messages can be dismissed after tapping DISMISS ALL. Once all messages are dismissed, the following screen is displayed.
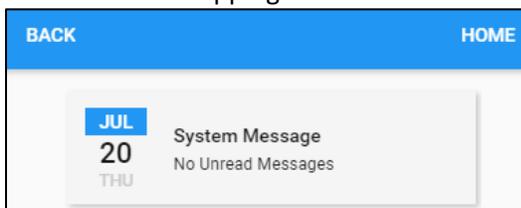
The Bell icon with no badge number ( ) indicates that there is no notification from the system displayed on the Home screen.