



Labor Dispatch Functionality

May, 2011





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TempWorks Enterprise Dispatcher functionality allows large numbers of Employees to be assigned to various Orders on a daily basis. With Dispatcher these Employees, their hours, their transportation capabilities, Repeats and No Returns is made easy. Dispatcher is a configurable part of TempWorks Enterprise, unless your version has been configured, you will not be able to access Dispatcher.

Orders (Ticket List)

C...	Order St...	Assig...	Req...	Ticket #	Customer	Job	Shift	Location	Start	Time	Supervisor
	0	10	4294969650	Largo Boats	Booth Att...	Evening	Primary	5/23/2...	15:00	Buffet,James	
	0 of 10	0	5	4294969647	ABC Corporation	"c" Opera...	Evening	Shipping	5/23/2...	15:00	Doeh,John
	0 of 4	0	4	4294969646	Aldi, Inc	Warehou...	Morning	Tap Room	5/23/2...	08:00	Smith,Jacob
	0 of 7	0	7	4294969648	Crom Equipment	Assembler	Morning	Warehouse	5/23/2...	08:00	Benning,Joe
	0 of 5	0	5	4294969649	Stoerzinger Suppl...	"c" Opera...	Evening	Warehouse	5/23/2...	15:00	Jones,Jill
	0 of 11	0	11	4294969651	Harper Designs	Clerk I	Morning	Warehouse	5/23/2...	08:00	Doeh,John

new order

Customer: Aquafina

Job Title: Crane Operator

Supervisor: Jones, Jill

Start Date: 5/23/2011

Shift: Morning

Worker Comp Code: 8810

Number Required: 10

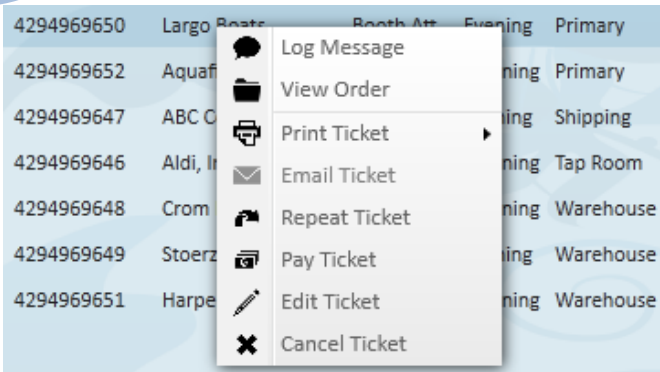
Pay Rate: \$15.00 Bill Rate: 28

Save

- Search box (1) will allow the user to search the tickets by
 - Ticket number,
 - Customer name
 - Job title
 - Supervisor
- Clicking the plus sign icon (2) on the right upper corner of the ticket field will allow the user add a new ticket. This is done through a pop out box which enables the user to select the:
 - Customer, Job Title, Supervisor, Start Date, Shift, Worker Comp Code, Number Required and Pay/Bill Rates.
 Once selections are made click Save to add that Ticket to Dispatcher:
- Tickets can be listed in any order. Click on the column header (3) of the column you would like the list sorted by.
- By Right Clicking on the Column Header you can add or remove necessary columns.

When creating Orders the “traditional” way, any Order with the Order Type of DP (Daily) will be displayed in Dispatcher.

Ticket (Order) Context Menu



Right clicking on a ticket will bring up a context menu, this menu will include the following capabilities:

- **Log message:** A pop out box will appear to log a message on the highlighted ticket.
- **View Order:** Clicking this will navigate the user to the actual Order.
- **Print Ticket:** Will allow the user to print the highlighted ticket with ticket.
- **Email Ticket:** Will allow the user to email the highlighted ticket.
- **Repeat :** A pop out box will appear:

Employee Name	Reg Hours	OT Hours	Repeat	Direct	DNA
Bailey, Brian	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpenter, Kelley	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- **Repeat Date:** Enter the date the Customer want Employees to return
 - **Required:** Enter the number of Employees the Customer has requested
 - **Repeat:** Check to indicate that Employee should return
 - **Direct:** Check to indicate the Employee will report directly to the job
 - **DNA:** Check to indicate if the Employee has been asked to not return
- **Pay Ticket:** A pop out box will appear allowing the user to fill in hours worked by all assigned employees.

Status	Name	RT Hrs	OT Hrs	Bill	Pay	Adj
	Bailey, Brian John	8	0	\$28.00	\$15.00	\$0.00
	Carpenter, Kelley	8	0	\$28.00	\$15.00	\$0.00

Hours entered into Regular and OT will autofill for each Employee on that Ticket

- **Edit Ticket:** Clicking this will open the ticket so information can be edited
- **Cancel Ticket:** Will close the ticket (mark the Order/Ticket as closed) and remove it from the ticket list.

Signing In Employees

employees Show Assigned ✔ +

St...	DNA	Name	Pay Ready	Has Worked At Customer	Cus...	Week...	Reg Hours	OT H...	Direct	Arrival TL...	I9 Expirati...	Note	Trans...	Riding Cap
		Anderson, Eric	<input type="checkbox"/>		0	0	0	0	<input type="checkbox"/>					3
		Dravid, Carrie	<input type="checkbox"/>		0	0	0	0	<input checked="" type="checkbox"/>					
		Cameron, Charles	<input type="checkbox"/>		0	0	0	0	<input type="checkbox"/>					
		Barker, Shannon	<input type="checkbox"/>		0	0	0	0	<input type="checkbox"/>					
		Alaska, Joe	<input type="checkbox"/>		0	0	0	0	<input type="checkbox"/>					

The Employees area displays all Employees who have signed or called in for that day/shift.

The sign in dialog pops up when the user clicks on the check mark button

employee sign in ✕

Bailey	Brian	435446357
Barker	Shannon	546546541
Barry	Greg	683458123
Baughman	Kathy	504929238
Becker	Polly	476829146
Becket	Sam	277887777
Bomett	Drew	454545445

Is Direct
 Has Transportation

When signing in, an Employee can be found by keying in their last name (or the first few letters of their last name) or by keying in the last 4 digits of their Social Security Number.

Is Direct - if this person will be going to a job straight from home you can indicate that by clicking Is Direct.

Has Transportation - if this person has a vehicle. When Has Transportation is checked a box will appear to indicate how many passengers they can take with them.

If an Employee is not showing up when looking them up it may be because they have been deactivated.

If a new Employee shows up for work they can be added to Enterprise by clicking the Plus Sign button

. This will open a pop up box to enter the new Employee's information:

add new employee ✕

personal information

SSN	<input type="text" value="051-00-9494"/>	Street	<input type="text" value="123 Main Street"/>
First Name	<input type="text" value="Glenn"/>	Street 2	<input type="text"/>
Last Name	<input type="text" value="Major"/>	City	<input type="text" value="Eagan"/>
Initial	<input type="text" value="Lawrence"/>	State	<input type="text" value="MN"/>
Phone	<input type="text" value="(321) 654-6544"/>	Zip	<input type="text" value="55121-"/>
Email	<input type="text" value="Glenn@ggl.com"/>	County	<input type="text" value="Dakota"/>
		School District	<input type="text"/>
		Country	<input type="text" value="United States of America"/>

tax setup/other

Branch	<input type="text" value="Labor Hall 101"/>
Federal Ex	<input type="text" value="0"/>
State Ex	<input type="text" value="0"/>
Marital Status	<input type="text"/>
Spec Tax	<input type="text"/>

avator

Upload a custom avator by dragging it into this box.

Employees

The screenshot shows a software interface for managing employees. At the top, there is a search bar labeled 'Search...' with a green circle and the number '1' next to it. To the right of the search bar is a checkbox labeled 'Show Assigned' with a green circle and the number '2' next to it. Below the search bar is a table with the following columns: Status, DNA, Name, Pay Ready, Has Worked At Customer, Custo..., Week..., Reg Hours, OT H..., Direct, Arrival TI..., I9 Expirati..., Note, Trans..., and Riding Cap. The table contains several rows of employee data. A blue circle with the number '4' is next to the 'Status' column header. A red triangle with the number '5' is next to the 'DNA' column header. A green circle with the number '3' is next to a car icon in the 'Riding Cap' column for the first row. A green circle with the number '6' is next to the 'Note' column header.

Status	DNA	Name	Pay Ready	Has Worked At Customer	Custo...	Week...	Reg Hours	OT H...	Direct	Arrival TI...	I9 Expirati...	Note	Trans...	Riding Cap
●	▲	Alaska, Joe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
●		Anderson, Eric	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
		Barker, Shannon	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
		Becket, Sam	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
		Bomett, Drew	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
●		Cameron, Charles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					
		Major, Glenn	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	0	<input type="checkbox"/>					

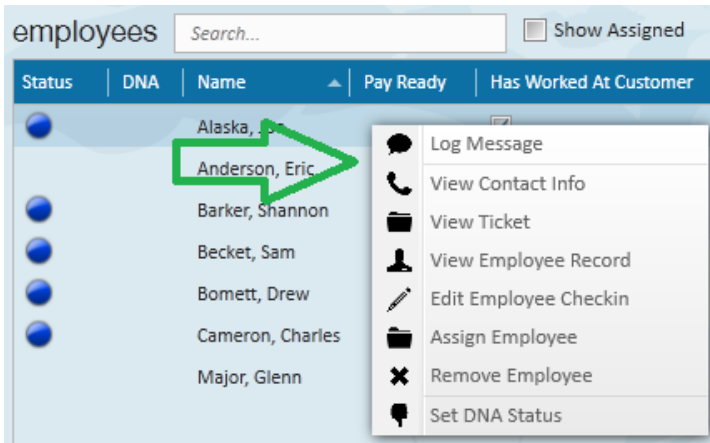
The Employees list will display all Employees who have signed in for that day/shift. These employees can be sorted by any column.

1. Employees on the list can be searched by keying in the first few letters of their last name.
2. Show Assigned, when clicked, will display all of the assigned as well as not assigned employees.
3. To Clear the Hall after Dispatching is completed click on the Clear Hall button.
4. If an Employee has previously worked at a Customer a blue indicator will appear.
5. If an Employee has been asked to not return to a specific Customer a red indicator will appear.
6. When signing in an Employee, if they have been flagged as having Transportation a car will appear along with how many additional Employees they can take.

In addition, other Columns can appear in the Employees area:

- Pay Ready: This will indicate if an Employee is not Pay Ready (as set in their Payroll Set up)
- Customer Hours: Will display how many hours this Employee has logged for the Customer which is highlighted above
- Week Hours: This will display how many hours total this Employee has logged for this week
- Regular Hours: This will display how many regular hours this Employee has logged this week
- OT Hours: This will display how many overtime hours this Employee has logged this week

Employee Context Menu



- **Log Message:** Allows user to log a message on the selected Employee's Record
- **View Contact Info:** Displays the phone numbers for selected Employee
- **View Ticket:** If Employee is assigned this navigates to the related Order
- **View Employee:** Will navigate to that Employee's record
- **Edit Emp CheckIn:** Allows user to change the Direct and Transportation status
- **Assign Employee:** Clicking this will Assign the Employee to the current Ticket
- **Remove Employee:** Will remove the Employee from Dispatcher and allow a note to be added
- **Set DNA Status:** Will set an Assignment Restriction for the current Ticket

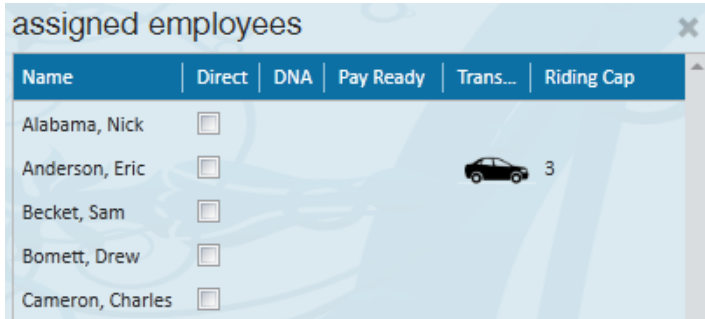
Assigning Employees


There are several ways to Assign an Employee to a Ticket.

1. Highlight the Ticket to be filled then Double Click on the Employee you'd like to assign.
2. Highlight the Ticket to be filled then Right Click on the Employee you'd like to assign.
3. Highlight the Ticket to be filled then Drag and Drop the Employee into the Assigned Employee area:

The screenshot displays a software interface with two main panels: 'orders' and 'employees'. The 'orders' panel shows a table with columns: Order St., Ticket #, Customer, Job, Shift, and Location. Two rows are visible: one with a red '0 of 10' indicator and another with a green '5 of 7' indicator. The 'employees' panel shows a table with columns: Status, DNA, Name, Pay Ready, Has Worked At Customer, Lus..., Week..., Reg Hours, OT H..., Direct, Arrival TL..., I9 Expirati..., Note, Trans..., and Riding Cap. Three employees are listed: Barker, Shannon; Alaska, Joe; and Major, Glenn. A green arrow originates from the 'Has Worked At Customer' checkbox for Shannon Barker and points to the 'assigned employees' panel on the right. This panel has columns: Name, Direct, DNA, Pay Ready, Trans..., and Riding Cap. It lists five employees: Alabama, Nick; Anderson, Eric; Becket, Sam; Bomett, Drew; and Cameron, Charles. A green arrow also points to the 'assigned employees' panel from the bottom right.

Assigned Employees



Name	Direct	DNA	Pay Ready	Trans...	Riding Cap
Alabama, Nick	<input type="checkbox"/>				
Anderson, Eric	<input type="checkbox"/>			 3	
Becket, Sam	<input type="checkbox"/>				
Bornett, Drew	<input type="checkbox"/>				
Cameron, Charles	<input type="checkbox"/>				

By selecting a ticket from the Ticket List, the Assigned Employees List will show the currently assigned employees.

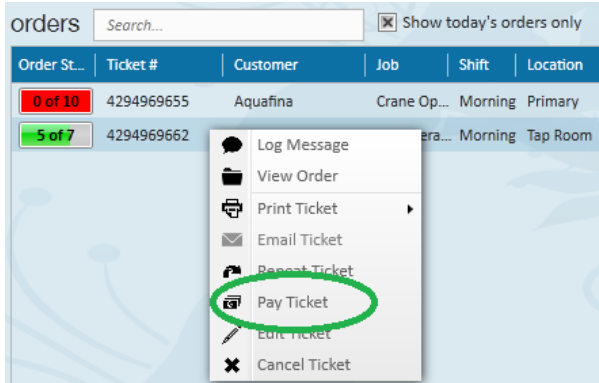
This will also show:

- Direct: This will be checked if an Employee has gone Directly to the job
- DNA: This will display if an Employee has been assigned to a Ticket where they have an Assignment Restriction but that Restriction has been ignored
- Pay Ready: This will have a check mark if the Employee is not Pay Ready (from the Employee Payroll Setup)
- Transportation: A vehicle will be displayed if this Employee has their own transportation
- Riding Cap: This will display the maximum number of Employees who can ride with this Employee

Assignment Result Status (preliminary)

Entering Hours

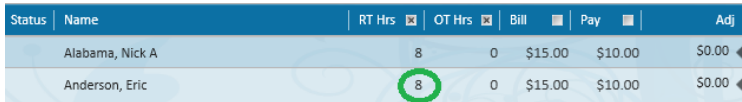
To Pay a Ticket find the Ticket in the Orders area, Right click on that Ticket and select Pay Ticket:



Entering the hours into the Set all Reg Hours field will auto-populate those hours into each Employee record:



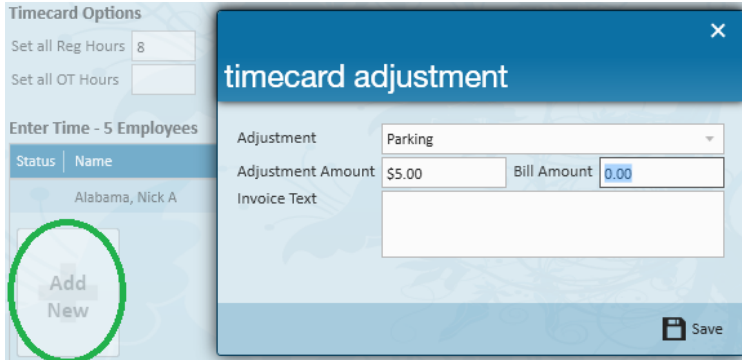
If an Employee on that ticket works different hours, click on the RTHrs column on that Employee's line and change the hours as needed:



If an Employee has any type of Adjustment (transportation reimbursement) click on the Adjustment arrow:



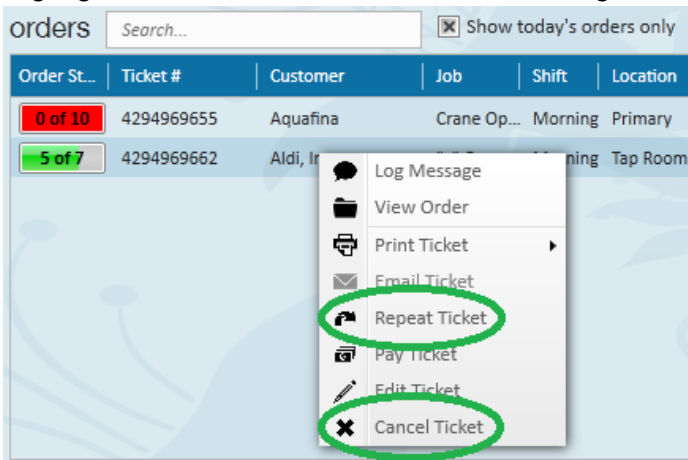
Once the Adjustment area has been opened click on Add New button, select the Adjustment and enter the amounts affecting the Paycheck and/or Invoice.



Repeat and Cancel Tickets

Once a Ticket is returned to the office, Repeats and Cancellations can be logged in Dispatcher.

Highlight the Order in the Orders area then Right click:



If Repeating the Ticket, select Repeat Ticket, the following popup box will appear:

The 'repeat ticket' popup box contains the following information:

- Repeat Date: 5/25/2011
- Required: 7

Employee Name	Reg Hours	OT Hours	Repeat	Direct	DNA
Anderson, Eric	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bomett, Drew	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alabama, Nick	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Becket, Sam	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cameron, Charles	0	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Repeat:

Direct:

DNA:

Check this box if this Employee will go back

Check this box if the Employee will report directly to the job

Select this if the Employee has been asked to NOT return

If Cancelling a Ticket, select Cancel Ticket, the following popup box will appear where confirmation of the Cancellation can be made:

The 'TempWorks Enterprise' popup box contains the following information:

- Warning icon: Are you sure you want to cancel this ticket?
- Cancel ticket 4294969662 for Aldi, Inc
- Buttons: Yes, No



Still Have Questions?

For more information about Labor Dispatcher contact our Customer Support group at 651-452-0366 or send an email to: support@tempworks.com.

To schedule training on Labor Dispatcher, submit suggestions on how to improve this document or to request documentation on other Enterprise functionality please contact our Training team at: trainers@tempworks.com.