


How to Process a Shift Swap Request

The screenshot shows the Rostering software interface for 'Supermarket Test Store'. The top navigation bar includes 'Admin', 'Home', 'Dashboard', 'Staff', 'Jobs', and 'Account'. The main content area displays a calendar for 'Week 18 from 25/07/2022' with days from Monday to Sunday. A 'Shift Swap Requests' window is open, showing a list of requests on the left. The selected request is for '1 August 2022 - Bakery' by Tina, with a reason: 'Please swap my Monday to Thursday as i have a doctors appointment on Monday - Have spoken to Tony about this swap'. The window also shows 'Tina Working This Week: 29h 00m' and 'Tony Working This Week: 6h 30m'. At the bottom, there is a 'Your Decision:' section with a dropdown menu, a 'Save Decision & Notify Staff' button, a comment box, and a 'Close' button.

- 1 Select the **Rostering** button – If this button has a number on the top left corner, it indicates there are swap requests waiting for you to action 
- 2 Select **View Swap Requests**
- 3 Select the Request you wish to view
- 4 Choose one of decisions
 - Approve Request – Remove timesheet and you will find a replacement
 - Approve Request – Swap timesheets with alternative provided by Requester or Give Extra Shift
 - Decline Request – They are still required to work
- 5 Enter any comments you wish to send the requester
- 6 Select **Save Decision & Notify Staff**
- 7 Select **Close**