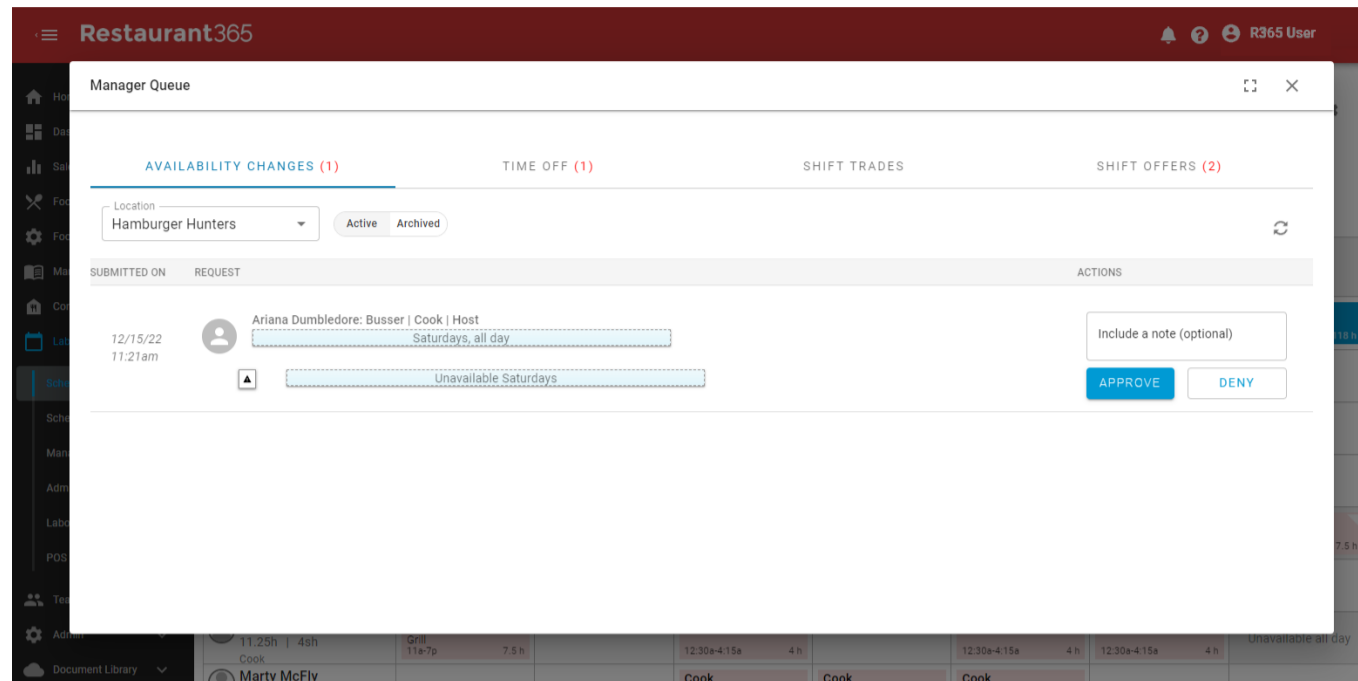


Scheduling: Managing Requests in the Manager Queue

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This article reviews the Manager Queue within **R365 Scheduling** (<https://help.restaurant365.net/en/support/solutions/articles/12000055795-new-scheduling-overview-security>). Here, Users can view, approve, and deny Employee scheduling-related requests.



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Overview

The Manager Queue is the Restaurant Manager's one-stop for all Requests. Whenever an Employee submits a request, his/her Manager will also receive a SMS/Email notifying him/her of that request. Within the Manager Queue, Restaurant Managers can view the number of open requests and Approve or Deny those requests, which include Shift Trades, Shift Claims, Time off Requests, and Availability Changes.

Managers can also receive and respond to Employee requests using the R365 Red App. Click here for more information on [using the Mobile App to manage requests](https://help.restaurant365.net/en/support/solutions/articles/12000065316-new-scheduling-managing-requests-on-the-mobile-app) (<https://help.restaurant365.net/en/support/solutions/articles/12000065316-new-scheduling-managing-requests-on-the-mobile-app>).

Opening the Manager Queue



The Manager Queue is accessible from the [Schedule Calendar](https://help.restaurant365.net/en/support/solutions/articles/12000055797-new-scheduling-schedule-calendar) (<https://help.restaurant365.net/en/support/solutions/articles/12000055797-new-scheduling-schedule-calendar>), and can be opened by clicking the bell icon. When clicked, the Manager Queue will load in a pop-up modal.

Manager Queue Tabs

The Manager Queue Tabs label the types of requests made by Employees. Each tab will display the number of open requests currently on that tab. There are four tabs that make up the Manager Queue:

1. Availability Changes
2. Time Off
3. Shift Trades
4. Shift Offers

Manager Notifications

Managers who should receive notifications for Employee Schedule Requests can be assigned in the following two ways:

Location Record

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On the Location Record, a single Employee can be assigned as the 'Location Manager'. When an Employee is assigned as the 'Location Manager', they will receive notifications for all Employee Schedule Requests for that Location.

The 'Location Manager' field is located on the 'General' tab of **Location Records**

(<https://help.restaurant365.net/en/support/solutions/articles/12000039165>). One Employee can be selected from the drop-down menu. Only Employees with an **Employee Record** (<https://help.restaurant365.net/en/support/solutions/articles/12000077333>) that is associated with the Location will be listed in this menu.

The screenshot shows the 'General' tab of a Location Record form. The 'Location Manager' dropdown menu is highlighted with a red box and a red arrow pointing to the name 'Isabelle Taylor'. Below the form, there is a summary bar showing 'Location Manager' and 'Isabelle Taylor' with a plus icon and a refresh icon.

Department Record

On the Department Record, one or more Users can be assigned as 'Department Managers'. When a User is assigned as a 'Department Manager', they will receive notifications for Employee Schedule Requests submitted by Employees who are associated with that Department's Jobs.

The 'Managers' field is located in the 'Department Information' section of **Department Records**

(<https://help.restaurant365.net/en/support/solutions/articles/12000077346>). Only Users with an Employee Record linked to their **User Record** (<https://help.restaurant365.net/en/support/solutions/articles/12000039184>), access to the Location, **and** the following Permission can be assigned:

- Labor → Scheduling → Schedule → Add/Edit/Delete Shifts

The screenshot shows the 'Department Information' section of a Department Record form. The 'Managers' dropdown menu is highlighted with a red box and shows '1 Assigned'. The form also includes fields for Title (BOH), Location (Location 1), and Description (Add your description here).

Header Settings

Identical header settings are located at the top of all four tabs. These header settings provide the following functionality:

The screenshot shows the header settings for the Manager Queue. It includes a 'Location' dropdown menu (labeled 1) set to 'Location 1', two buttons for 'Active' (labeled 2) and 'Archived' (labeled 3), and a refresh icon (labeled 4).

- 1) **Location Selector** - Select the Location to view the available Requests. The default selection will be your user's Default Location
- 2) **Active Requests** - Select to view the Active Requests
- 3) **Archived Requests** - View any Requests that have already been Approved or Denied. Learn more about **Archived Requests below**
- 4) **Refresh** - Click this icon to Refresh the contents of the Manager Queue without refreshing the page

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Availability Changes Tab

Employees can **Request Availability Changes** (<https://help.restaurant365.net/en/support/solutions/articles/12000056465-updating-your-profile-and-availability>) through the Availability Screen in the **R365 App (Red)** (<https://help.restaurant365.net/en/support/solutions/articles/12000055812-r365-app-red>). Once submitted, it will appear in the Availability Changes tab for Manager Approval or Denial.

- 1) **Request Submitted On Date / Time** - Displays the Date and Time in which the Request was submitted by your Employee
- 2) **Employee Name: Employee Job(s)** - Displays the Employee Name, followed by their Job(s)
- 3) **Prior Availability Settings** - Displays the original values for the changes being requested. These can be compared to the newly requested Availability (#4)
- 4) **New Availability Settings** - Displays the requested changes to the Employee's Availability. These can be compared to the original Availability (#3)
- 5) **Note to Employee** - Optionally enter a Note to the Employee regarding your Approval or Denial
- 6) **Approve / Deny Buttons** - Click 'Approve' to Approve the Availability Change Request. Click 'Deny' to Deny the Availability Change Request

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Time Off Tab

Employees can **Request Time Off** (<https://help.restaurant365.net/en/support/solutions/articles/12000056464-making-schedule-requests-trade-offer-claim-time-off->) through the Time Off screen in the **R365 Red App** (<https://help.restaurant365.net/en/support/solutions/articles/12000055812-r365-app-red->). Once submitted, it will appear in the Time Off tab for Manager approval or denial.

- **Note:** Time Off requests can also be viewed, approved, or denied on the **Time Off tab** (<https://help.restaurant365.net/en/support/solutions/articles/12000089833>), within the **Manager Tools page** (<https://help.restaurant365.net/en/support/solutions/articles/12000077367>).

- 1) **Request Submitted On Date / Time** - Displays the Date and Time in which the Request was submitted by the Employee
- 2) **Employee Name: Employee Job(s)** - Displays the Employee Name, followed by their Job(s)
- 3) **Time off Details** - Displays the Date of the Requested Time off, along with the time range for the Time off. A reason for the Time Off Request will also be displayed if entered by the Employee
- 4) **Note to Employee** - Optionally enter a Note to the Employee regarding your Approval or Denial
- 5) **Approve / Deny Buttons** - Click 'Approve' to Approve the Time Off Request. Click 'Deny' to Deny the Time Off Request

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Shift Trades Tab

A Requesting Employee can **Request to Trade a Shift** (<https://help.restaurant365.net/en/support/solutions/articles/12000056464-making-schedule-requests-trade-offer-claim-time-off->) with a Receiving Employee in the **R365 App (Red)** (<https://help.restaurant365.net/en/support/solutions/articles/12000055812-r365-app-red->). Before a Shift Trade arrives in the Manager Queue, the Receiving Employee must first Approve the Shift Trade on the **R365 App (Red)** (<https://help.restaurant365.net/en/support/solutions/articles/12000055812-r365-app-red->). After the Receiving Employee Approval, the Manager will then be able to Approve or Deny the Shift Trade Request.

- 1) **Request Submitted On Date / Time** - The Date and Time in which the Request was submitted by the Requesting Employee
- 2) **Requesting Employee Name: Employee Job(s)** - The Requesting Employee Name, followed by their Job(s)

- 3) **Requesting Employee Hours** - The Requesting Employee's scheduled and/or actual hours after the Shift Trade. This may include **Minor Rule violations** (<https://help.restaurant365.net/en/support/solutions/articles/12000081660>), if the trade is outside of the set day/time constraints
- 4) **Requesting Employee Shift Details** - The Job, Date, and Time range of the Shift that is being Traded to the Receiving Employee
- 5) **Receiving Employee Name: Employee Job(s)** - The Receiving Employee Name, followed by their Job(s)
- 6) **Receiving Employee Hours** - The Receiving Employee's total hours, including overtime (if applicable), after the Shift Trade. This may include **Minor Rule violations** (<https://help.restaurant365.net/en/support/solutions/articles/12000081660>), if the trade is outside of the set day/time constraints
- 7) **Receiving Employee Shift Details** - The Job, Date, and Time range of the Shift that is being Requested by the Requesting Employee
- 8) **Note to Employee** - Optionally enter a Note to the Employees regarding your Approval or Denial
- 9) **Approve / Deny Buttons** - Click 'Approve' to Approve the Shift Trade Request. Click 'Deny' to Deny the Shift Trade Request

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Shift Offers Tab

Employees can **Offer their Assigned Shifts** (<https://help.restaurant365.net/en/support/solutions/articles/12000056464-making-schedule-requests-trade-offer-claim-time-off->) for other Employees to Claim. When an Employee offers and Shift, they receive a warning that they are still responsible for the Shift until it has been Claimed and the Claim has been Approved by a Manager. Multiple Employees can Claim an Offered Shift. It is up to the Manager to decide who will receive the Offered Shift (Approving the Claim) or who will not (Denying the Claim).

- 1) **Request Submitted On Date / Time** - The Date and Time in which the Shift was Offered by the Offering Employee
- 2) **Offering Employee Name** - The Offering Employee Name
 - **Note:** If the Shift being Claimed is a Published Unassigned Shift, this line will be blank (as there is no Employee Offering the Shift)
- 3) **Offered Shift Details** - The Job, Date, and Time range of the Shift that is being Offered
- 4) **Claiming Employees Name: Job(s)** - Each Employee that submits a Claim for this Shift will be listed here along with their Job Codes and their total scheduled hours after picking up the shift
 - **Note:** If claiming this Shift violates any set **Minor Rules** (<https://help.restaurant365.net/en/support/solutions/articles/12000081648>), then the violation type and the number of hours/days that cause this violation will be listed here. Click here to learn more about **Minor Rule violations** (<https://help.restaurant365.net/en/support/solutions/articles/12000081660>).
- 5) **Selected Claim Radio Buttons** - Click the radio button next to the Employee you wish to Approve the Claim for. The 'Approve' button will be grayed out until you make a selection using these radio buttons
- 6) **Note to Employee** - Optionally enter a Note to the Employees regarding your Approval or Denial
- 7) **Approve / Deny All Buttons** - To Approve a submitted Claim, first select an Employee by clicking the Selected Claim Radio Button (#5) next to the Employee's Name, then click 'Approve'. Click 'Deny All' to Deny all existing Claim Requests and cancel the Shift Offer from the Offering Employee

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Archived Requests

When the Request Status is toggled to 'Archived', a listing of all previously submitted requests is displayed along with the date and time the request was made, the requester's name and job code, the details of the request, the status of the request, and the date and time the request was either Approved or Denied.

The User can view any type of Archived request as he/she navigates the Manager Queue. Simply toggle the Request Status to 'Archived' while on each Request Type page.

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