DAY OFF

Time Off Requests

We complete the schedules 2 – 3 weeks in advance and submit travel 2 weeks in advance. It is MANDATORY that **you email any time off requests** to us at least TWO WEEKS in advance of the date you need off (Sunday by E.O.D. being the cut off) to your direct Supervisor and copy the Ops Manager. If you know sooner, please feel free to let us know via email and we will add it to our time off calendar. We will no longer honor any requests after travel has been done for the projects you are scheduled on unless it is an emergency, which means your attendance record will be affected, and you will be at risk for a CAF for Attendance. Last minute time off request REVERSALS (meaning you decide you don't need off for dates specified) may not result in schedule changes during that time period if travel has already been booked.

Excessive Time Off Requests will be denied. Max of 14 days in a 6-month period with proper notification. Time off requests are NOT automatically approved (exceptions would be heavy project weeks or weeks were you were already scheduled and travel booked for a multi-week project)

REFERENCE THE SEPARATE TIME OFF_PAYROLL CALENDAR 2026

Keeping all that in mind, if you call out from a project, it is highly possible that you will not be scheduled for 2 – 3 weeks since the schedules are made that far in advance. 9 times out of 10 it depends if we can find flights that work and are within budget. So please make sure you give us 2 weeks' notice for time off to ensure that there is no lapse in schedule.

Also, NCNS (no call/no shows) are not acceptable and are grounds for disciplinary action up to termination regardless of if travel (flights, etc.) is affected. If you are going to be absent or tardy, it is your responsibility (individually) to contact your leadership team as soon as possible (no less than 2 hours prior to scheduled flight or shift) so that we are looped in and if possible, can make other arrangements.

If you reach out to anyone in the leadership team (text, call/voicemail or email, etc.) and you do not get a response within 30 minutes PLEASE follow-up especially if you are calling out for a scheduled shift or not going to make your flight. Do NOT assume that your message was received if you do not get some sort of reply/response. If a matter needs to be tended to in the middle of the night or early morning, a text or email is not adequate communication. PLEASE pick up the phone and CALL. If during typical sleeping hours, call until you get someone if sometimes time sensitive cannot wait until morning.

__When calling off (for ANY REASON) for a scheduled shift, please make sure to let your supervisor, your lead & driver/passengers (if applies) know so that we are all looped in.__

Time Keeping & Schedule-Log onto PROD

You are responsible for entering your own ACCURATE time on the day of travel or work. NO EXCEPTIONS. You will need to set up a personalized 4-digit PIN in PROD in order to have access to PUNCH your time clock. See the separate email for more info (Timekeeping Change – Merchandiser Guide) to show you how to set up your pin and step by step instructions on how to report your time. NOTE: You are still responsible for EMAILING your travel time to the designated team lead, project elite and project supervisor ON THE DAY OF TRAVEL and IN PROPER FORMAT and you are also responsible for signing in and out on the paper sign in sheet for every shift worked. Make sure you are following all necessary steps. Falsification of time goes against company policy and are grounds for immediate termination. Failure to report your time leads to hours not being processed by payroll.

Keep in mind when working PM (overnight) shifts any hours BEFORE midnight will be on the starting day and any hours AFTER midnight will be on the following day.. Just like a clock the date changes at midnight.

In order to sign into PROD you will need to go to the following website: https://prod.sasretail.com/en/field

Your sign on will typically be your firstname.lastname
Your password would have been provided to you at the time of onboarding or you may have changed it. Your lead and/or Supervisor does NOT know your password but can help you if you forget your username.

Always make sure your personal info including but not limited to address, email & phone number are updated in Oracle AS WELL AS EMAILED TO YOUR SUPERVISOR. Airport changes need to be advised at least 2 weeks in advance to avoid disruption in travel booking.

To look at your Pay Stub or make personal information changes:
Log onto Oracle: https://hrispub.asmnet.com/

Your sign on will be your firstname.lastname
Your password would have been provided to you at the time of onboarding or you may have changed it. Your lead and/or Supervisor does NOT know your password.

If you cannot sign on, you will need to call the Associate Service Center at 1-888-900-4276 or create a help desk ticket @ https://advantageprod.service-now.com/esc

Important Note: It is suggested that you sign up for direct deposit for a pay card to avoid delays in getting your funds each payday, HOWEVER you will receive PAPER CHECK IN THE MAIL for AT LEAST the first TWO PAY PERIODS. This means, it could take UP TO 5 BUSINESS DAYS AFTER PAY DAY for you to receive your check. If you do not have your check by the Thursday FOLLOWING the Friday pay date, reach out to your supervisor to assist you in communicating with our payroll team to find a solution. We cannot assist before the 5 business days, but I suggest you not wait longer than the 5 days.

If you have payroll questions, please download, and email your pay stub in question to your supervisor.

!!SAVE THIS DOCUMENT FOR EASY ACCESS!!