



Dillon Dority <dillon.dority@gmail.com>

****Welcome to the Team! - Response Required - SAVE FOR LATER REFERENCE****

James Fairley <jfairley@sasretailservices.com>
To: Dillon Dority <dillon.dority@gmail.com>

Tue, May 6, 2025 at 9:23 PM

Dillon Dority,

WELCOME TO THE TEAM!!!

I wanted to reach out to you directly and let you know that your employee ID number (EID) has been activated (**800609649**) as of (5/6/25) and you are one step closer to being ready to be put on the schedule. We just need a few things from you to finalize the process. Dependability, Flexibility and Reliability are huge factors when scheduling team members to projects. We do OUR best to send travel/schedule details out to everyone it pertains to the week prior to the project, however we ask that team members give us ample time (at least 2 weeks) notice when requesting time off to ensure we don't process travel for anyone not able/available to work.

Please take this time to review the attached Timekeeping Change – Merchandiser Guide Document and set up your personal 4-digit pin which will be needed to report any hours traveled or worked moving forward.

Below is the link to access the WF & Safety trainings. You will need to use your Oracle login to access the WF & Safety trainings in Pathways. Let me know if it's not showing up for you.

This is the training you are looking for:



Some other state such as CA & IL may require an additional course.. but any training done voluntarily will not be compensated for.

Below is the link to access the WF & Safety training. You will need to use your Oracle login to access the WF training in Pathways.

<https://www.schoox.com/academy/AdvantageSolutions/home/>

Your sign on will be your firstname.lastname

Your password should be the password that you had originally setup when you came onboard or had changed it to for Oracle.

If you are having any problems with logging in, call the help desk.

888-900-4276

Online Training **MUST** be completed by **(5/9/25)** then you will show up on the daily reports once completed so you can be paid for your time.

I have also attached the 2025 SAS WFM (Whole Foods Market) Remodel Travel Team document that gives you the policies and procedures to follow for the WFM Travel team and instructions for first time flyers. **Please make sure you read over all of it.** If you have any questions, please feel free to reach out to me. Lastly, please answer the questions below and send back to us so that we can get you on the schedule and book travel for you ASAP. We are going to try to get you on a project as soon as we can but **WE MUST HAVE THE QUESTIONS BELOW ANSWERED BEFORE WE CAN BOOK IT.** So please send this back ASAP!!

KEEP IN MIND: EMAILS ARE OUR #1 SOURCE OF COMMUNICATION BUT SOMETIMES PHONE CALL ARE IMPORTANT/NECESSARY!!

Please reply to all on this email and put the answers next to questions and so we know what answers below to what questions. It really does make things easier 😊 and is much appreciated.

Sex as listed on Real ID (for traveling purposes):

Do you have a Valid photo ID or passport (for flight traveling purposes):

First/Last Name as shown on ID (for traveling purposes):

DOB:

Full Address (include City, State & Zip):

Preferred Email address (must match email on Oracle profile):

Preferred Phone (cell) (must match phone number on Oracle profile):

Closest Major Airport to you:

Emergency Contact (include Name, relationship to you and phone number) (cannot be someone on our team):

Do you speak any other languages other than English? If yes, what other languages are you fluent in?

Polo Shirt Size:

Do you have your own reliable transportation?

Are you willing/able to work local (up to 6 hours' drive time)?

-

Do you have a valid (undamaged) driver's license?

If needed, would you be a responsible driver (at least 21 years of age/25 in some states)?

Do you currently owe fees or on the do not rent list with National or Enterprise car rental companies?

In the upcoming weeks/months, are there any dates you are currently aware of that you will need to request off? If yes, please specify dates. Please Note, we request at least a 2 week notice for time off requests and must be submitted in writing (email)! IF YOU HAVE ANY DATES, YOU ARE AWARE OF THAT YOU NEED OFF BETWEEN NOW AND DEC 31st, PLEASE SPECIFY HERE:

Do you have any travel/availability restrictions?

What is the EARLIEST Date you can start work?

Did someone refer you (new hires only)? If so, please provide their first and last name?

Do you have someone that you PREFER (not guaranteed) to travel/room with? If so, please give their first and last name and be specific (travel with/room with or BOTH):

Attachments:

- Team Structure
- Preparing for Flight Travel
- Time Off_Payroll Calendar 2025
- Travel Policy Call Outs
- 2025 SAS WFM Remodel Travel Team
- Timekeeping Change – Merchandiser Guide
- When to Call vs when to email
- Video on how to report time in PROD

James Fairley

Regional Operations Manager

E: jfairley@sasretailservices.com

P: 713-301-7188

yourADV.com



Merchandising powered by SAS

Getting this email outside of normal working hours? *I am sending you this email at a time that works for me. I*

only expect you to respond to it at a time that works for you or during your office hours.

----- Forwarded message -----

From: Jayson McCallum <JMcCallum@sasretailservices.com>

To: Shanna Coffman Alger <shanna.coffmanalger@sasretailservices.com>, Jessica Gamez <jessica.gamez@sasretailservices.com>

Cc:

Bcc:

Date: Sat, 24 Jun 2023 22:40:41 +0000

Subject: **When to Call verses When to Email**

Please make sure this email is attached to all Welcome Emails moving forward..

All Team Members Field Bcc-

Attention ALL TEAM MEMBERS:

To be clear, if there is a matter that need to be addressed in a timely manner or if there is an Urgent matter, including but not limited to CALLING OUT prior to or ON travel day, Missed flights, travel discrepancies, etc.; Pick up the phone and CALL.. Do not text and do not email.. Again, Pick up the phone and CALL the Project Supervisor ASAP.

If there is a matter on the weekend or late night that NEEDS ATTENTION; contrary to popular belief; we are NOT always sitting in front of our computers checking emails, so an email on Saturday or Sunday or at 2am on any day is not adequate communication, when you should pick up the phone and call so that we can address in a timely manner. Example: if you are going to miss your flight (for any reason) at 6am and you email at 3am.. We do not start work even on a typical workday until 7 to 8am CST.. so, by the time we see this 3am email, it's too late and we lose all funds for that now MISSED FLIGHT (an attendance infraction). But if you would have called at 3am, we have the opportunity to get up and CANCEL the flight, so we don't lose the money it cost to purchase the flight (sometimes hundreds of dollars per ticket).

If a matter is not urgent and doesn't NEED an answer on the weekend or in the middle of the night, please for these circumstances, out of respect for the Supervisor's time off or while sleeping, EMAIL your question, request, thought and let us get back to you the following day or on Monday (if sent over the weekend). Again, this is for NON-URGENT, NON-TIME SENSITIVE Matters. Matters that CAN wait; email and we will get back to you at our earliest convenience.

Example: Why would anyone email on Sunday morning and say, "Call Me ASAP, its urgent".. Being a Sunday, this might not get read until Monday. If truly urgent, why not just pick up the phone and call whomever they need to speak to? I'm not understanding the logic here. We can't help with accommodations if we are not PROPERLY looped in.

- Again IMPORTANT, URGENT, TIME SENSITIVE, CAN'T wait until Morning or Monday = PICK UP THE PHONE AND CALL THE PROJECT SUPERVISOR. If you don't get the Project Supervisor on the phone, Call myself.. Except for Mon, Wed & Fri between 7pm CST – 9pm CST; my phone is always on (even when I'm sleeping)..
- NOT URGENT, NOT TIME SENSITIVE, CAN wait until Morning or Monday = SEND AN EMAIL AND ALLOW TIME FOR THOSE COMMUNICATED WITH TO GET BACK TO YOU. However, if you email during the week and do not get a reply within 24 hours, PLEASE FOLLOW-UP to ensure it was not missed. If you email over the weekend and do not get a reply by EOD Monday (excluding Holiday Monday); PLEASE FOLLOW-UP to ensure it was not missed. ALL Time off requests, MUST BE EMAILED and sent at least 2 weeks prior with Sunday being the deadline (this is outlined in the Time Off_Payroll Calendar 2023

Feel free to copy me on any and all requests sent to the Supervisor via email. If you get an auto reply from someone you reach out to; that means they are NOT available, and you should reach out to one of the other Supervisors or the Ops Manger.

Side NOTE for Weekends: to report flight delays, trouble checking into hotel, trouble picking up the rental car or with assistance with contacting your driver/passengers. If you need to call, please call Patricia Booker @ 878-847-8035. If not urgent and you email; please be sure to include Patricia on that email so she is looped in at patricia.booker@sasretailservices.com . Patricia works Sat and Sun so they you have a direct contact. Patricia is for TRAVEL related NON-EMERGENCIES. Patricia is not who you call if you are not going to make your flight, Patricia is not who you call if you are calling out, Patricia does not have the ability to change your flight or hotel or ANY travel from what was originally booked WITHOUT authorization from either myself or the Project Supervisor.

Help us be able to help you in a timely manner.. The better communication we have the less impact things typically have.. THANK YOU ALL IN ADVANCE!

Have a Blessed Day and Stay Safe!

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Communication is Key!

Jayson McCallum

Special Projects Operations Manager / Wholefoods Market

CENTRAL TIME ZONE

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Upcoming PTO –

July 23rd – July 28th

October 13th

C: 310-346-1732

jmccallum@sasretailservices.com

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8 attachments



Team Structure.pptx

52K



Timekeeping Change - Merchandiser Guide.pdf

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Preparing for Flight Travel.pdf

250K



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2025 SAS WFM Remodel Travel Team.pdf

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TRAVEL POLICY CALL OUTS.pdf

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Time Off_Payroll Calendar 2025.pdf

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