

FAQs - eSS Staff Connect

Where do I find my Account Balances?

- On your eSS, select "My Profile", then click on "Accounts". This will display your Account Name(s) and Final Balance(s).

The right screenshot shows the following table:

| Account Name | Final Balance |
|-------------------|---------------|
| 22_AVG_HRS_MOY_2 | 109.00 |
| VAR_HRS_DON_22/23 | -118.00 |

Why am I seeing the error "Please validate your accounts"? What does it mean?

- VAR_HRS_DON 21/22** - All employees (IAM and UNIFOR) will see this account. This account will calculate MCD versus MCR. All MCD will be added to this account and all MCR will be deducted from this account. The account will display the net variance. FT employees can have a maximum variance of 520 hours donated. PT employees can have a maximum variance of 260 hours donated. With each new year, a new account will be displayed. 20/21 will change to reflect the new accounting year. The accounting period will be from April 1st – March 31st. Any employee that was previously at their max MCD will now be able to donate shifts.
- ~~**22_AVG_HRS_MOY_1** - All IAM employees will see this account. FT IAM employees can work no more than 104 hours over their scheduled hours per quarter and PT employees are allowed to work no more than 208 hours over their scheduled hours per quarter. This account adds to it all MCR and OT and deducts all MCD, Vacation and RO. The account displays the net result.~~
 - ~~*With each quarter the _3_ will change to reflect the quarter we are in and the 18_ will change to reflect the year. i.e Q2 2022 will display as 22_AVG_HRS_MOY_2~~
- 21/22_AVG_HRS_MOY_4** - FT UNIFOR employees can work no more than 416 hours over their scheduled hours until March 31st. PT employees are allowed to work no more than 1248 hours over their scheduled hours until March 31st. This account adds to it all MCR and OT and deducts all MCD, Vacation and RO. The account displays the net result. With each year, a new account will be displayed. 18/19 will change to reflect the new accounting year. The accounting period will be from April 1st – March 31st.

Why am I seeing "can not accept additional hours as minimum rest no longer respected" when I pick up a shift?

- The system reads your minimum rest from the first shift worked, then calculates if you have had 7 hours of consecutive rest within that 24-hour period.
- In the UNIFOR Collective Agreement, the minimum rest is outlined as a grey area. In turn, when the 7 hours of consecutive rest is not respected within a 24-hour period, the team considers each request individually and determines if you will receive sufficient rest time between trades.
- The minimum rest requirement outlined in the IAMAW Collective Agreement is a firm 7 hours of consecutive rest within a 24-hour period. We cannot assist with requests that would be in violation of the minimum rest requirement.

Why am I getting a qualification error when I am qualified to work a certain location?

- You will need to contact your local Workforce Training Department for questions related to your training/qualification profile. Please contact **WorkforcePlanning.Training@aircanada.ca** for qualification inquiries.

What is the difference between a Shift Trade and Shift Swap?

- **Shift Trades** are considered as trades involving different days, whereas **Shift Swaps** are only processed on the same day, indicating a time change. Please note, if you are over your allocated account hours and are unable to process a shift swap, we will process your shift swap manually so long as hours being received are not more than what is being donated and only on the same day. We will **not** process any **shift trades** that will bring you over your account limits.

Can I trade a shift today?

- All shift trades must be entered by 23:59 the day prior. There are no exceptions.
- For **UNIFOR** employees, partial shift trades are permitted provided that no shift is split into more than two (2) parts. No more than two (2) employees may cover a single shift. A minimum of one (1) hour must be worked by one of the employees involved with a partial shift trade and this must be processed at least 2 hours prior to the shift start time.

Why am I unable to split my shift?

- You are unable to split your shift if you are an IAMAW employee **OR** as a UNIFOR employee, the shift that has been picked up has already been split (no more than two (2) employees may cover a single shift) **OR** R/O has been granted that is signifying a system error, in this case the team will review on an individual basis.

I picked up a shift by accident, can it be revoked?

- Although it is unfortunate when a shift trade is accidentally picked up, Workforce Planning – Airports will not unilaterally undo shift trades made by employees. If this occurs, the only way to have a shift trade revoked is to discuss the situation with the other employee and ask them to pick it back up.

We remind all employees that you are responsible for making sure you are completely logged out of your Aeronet account when finished.

Can I use this form to request schedule change(s) / vacation change(s) / day(s) off / bid adjustment?

- While Workforce Planning does manage employees' schedules, this form is intended for **technical** issues you are having with your eSS account. Questions relating to your schedule will need to be directed to your **local** Workforce Planning Department.

Why can't I find my colleague when I search their employee number?

- The correct way to search an employee is by typing in their 6-digit employee number **without** the letters "AC" and it must be in "000000" format. If you see an error indicating that the employee cannot be found, double check that the employee number you have is correct.

I have a question regarding my pay / compensation.

- Workforce Planning – Airports does not manage employees' pay or compensation and will not be able to assist with any inquiries. Questions should be directed to **people.employees@aircanada.ca**.

I would like to change my personal / contact information.

- If information or contact information on your eSS profile is incorrect, you will need to make the changes on HR Connex, as this is where information such as name and phone number(s) are fed from. None of your personal information can be changed on Staff Connect, and Workforce Planning cannot make these changes on your behalf. Further questions will need to be directed to **people.employees@aircanada.ca**.

I have a shift in the pool that has been picked up by a colleague; however, the shift is still appearing in the Shift Trade Pool?

- The Shift Trade Pool anomalies should have been revoked from the pool prior to your new schedule being assigned. They have gotten buried by the new shift assignment and are now stuck on your eSS display.

Please note, other employees cannot see the shift in the Shift Trade Pool and there is no way to remove it. *(they have no value - Ghost lines).*