



# VACATION eBID FAQs:

## **Q1. Is the bidding process over the phone?**

No, the bidding is online and the computer system will be granting vacation requests based on the standing bid list and availability.

## **Q2. How does the system know the order of my choices?**

You need to organize the standing bid list by having the most desired choices at the top of the list and the least desired at the bottom.

## **Q3. What is a standing bid?**

A standing bid is a choice you added for the computer to consider during the eBid process.

## **Q4. How do I add a standing bid?**

Download and follow the Vacation eBid Jobaid: <https://yyzd301.com/wp-content/uploads/2022/11/VACATION-eBID-JOBAID.pdf>

## **Q5. An error occurs when I am trying to add a standing bid.**

If you selected 2 weeks, it must be in conjunction with each other and in sequence.

Example of a bad standing bid selection of 2 weeks: Trying to select WK5 and WK22 at the same time. You need to add them individually because they are not in conjunction with each other.

## **Q6. How many standing bids can I add?**

As many as you want.

## **Q7. When can I bid for my GHO and VPP?**

GHO and VPP will be active on the 4<sup>th</sup> Round for bidding.

## **Q8. What are Rounds?**

When the computer system cycles through the seniority list, it would be considered a round. In each round only 1 choice from the standing bid will be awarded. This choice could be multiple weeks in conjunction with each other.

**Q9. How do I know which weeks are left?**

Under the “Add My New Standing Bid” and the column Slots Available.

**Q10. Why do the Slots Available decrease?**

The system will automatically update slots availability based on what is taken by each employee throughout the bidding process.

**Q11. Aeronet Password does not work when attempting to login.**

You will need to reset your [Aeronet password](#) and then try to login again.

**Q12. The system wants me to Authenticate my credentials when trying to login.**

If you’re accessing the system eBid outside the AC network you will need a physical FOB key or a registered mobile number to receive the passcode via text for authentication.

If you lost the FOB key or changed your mobile number, contact IBM help desk: 1-866-274-5444.

**Q13. A blank screen appears after login.**

Logout (on the top right of the screen) and then try to log back in.

**Q14. If I am outside the country and I don’t have any mobile reception, how do I authenticate?**

Setup the Microsoft Authentication APP (MFA) before you travel. The app will work as long as you have WIFI connection.

Learn how to install the MFA: <https://yyzd301.com/mfa/>

**Q15. Where can I find the Vacation eBid Jobaid?**

1. Under [Unifor SharePoint](#) > Vacation eBid tab
2. <https://yyzd301.com/wp-content/uploads/2022/11/VACATION-eBID-JOBAID.pdf>

The Jobaid will guide you through the eBid questions and how to add standing bid.

**Q16. Where do I go to find out what was awarded to me?**

Check your company email and look for “Bid Award Notification – Next Bidder Round notification” or you can check view the Awarded section on the ebid.

**Q17. I am currently on a sick leave and I don't have access to the vacation eBid.**

You will need to contact Cynthia Loong ([Kakeicynthia.Loong@aircanada.ca](mailto:Kakeicynthia.Loong@aircanada.ca)) and CC [info@yyzd301.com](mailto:info@yyzd301.com). Please include your full name, employee# and indicate the date when your doctor submitted the FAF form to OHS for your return-to-work date.

**Q18. I recently transfer to Toronto Airport and I don't have access to the eBid tools.**

Check your HR profile and see if the current location/department has been updated in the system. If your status has not changed, send an email to Chika ([Tharuchikah.kanaganathan@aircanada.ca](mailto:Tharuchikah.kanaganathan@aircanada.ca)) and CC [eBidhelp@aircanada.ca](mailto:eBidhelp@aircanada.ca), [info@yyzd301.com](mailto:info@yyzd301.com). Please include your full name, employee#, a brief summary of the problem, and a screenshot of your HR profile with the incorrect department code.

**Q19. Who do I report any discrepancies for vacation entitlement or seniority?**

Send an email to [eBidhelp@aircanada.ca](mailto:eBidhelp@aircanada.ca) and CC [info@yyzd301.com](mailto:info@yyzd301.com). Please include your full name, employee#, a brief summary of the problem and attach a screenshot of the problem.

**Q20. Why did I miss my eBid?**

1. You may not have added any standing bids for the computer to process.
2. You may have failed to input enough valid standing bids.

**Q21. What is the next step if I missed a bid time?**

Log into eBid and quickly add your standing bids. The computer system will process your request after it completes the current bid process.

**Q22. I change my mind after my bid, can I call the Help Desk for assistance?**

An awarded vacation bid can not be change, please do not call the eBid Help Desk for assistance. But an employee can request a change by submitting a Vacation Waitlist through the [Unifor SharePoint > VACATION WIATLIST \(FORM\)](#)

Vacation Waitlist Guide and FAQs:

<https://yyzd301.com/wp-content/uploads/2022/07/VACATION-WAITLIST-GUIDE-1.pdf>

**Q23. I did not get the vacation I wanted, what can I do?**

Submit a Vacation Waitlist form. The request will be approved base on availability and seniority.

**Q24. Can I swap my vacation with another employee?**

No, both employees must submit a Vacation Waitlist form.