



RosterApps Application Changes – QA 26.30 / Production 26.30

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Summary

Dependability History Report

The Dependability History Report is a new reporting capability that allows Company Admins to generate a comprehensive attendance and reliability record for employees across one or more locations and work groups.

This feature is available only when Dependability is enabled for the company. Dependability is considered enabled when the company has a Dependability rule set configured with at least one Attendance Point Rule or at least one Disciplinary Action Rule defined.

The workflow operates in three stages:

Request — Admins select a location and one or more work groups through a new UI, then submit a report request to the processing queue.

Overnight Generation — The system processes queued requests during off-peak hours, compiling dependability data for all employees matching the selected criteria.

Retrieval — Once generated, Admins can access and download the completed report for use in auditing, compliance reviews, and workforce management decisions.

This feature eliminates the need for manual data gathering and provides a consistent, repeatable process for tracking employee dependability across the organization.

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arcos RosterApps[®]

Acting as Company Administrator for Amazing Independent Repair

LOCATIONSJOB TITLESKILLSQUALIFICATIONSDEPARTMENTSJOB CENTERSRULE SETSSETTINGSTIME AND ATTENDANCE SETTINGSHISTORYREPORTS

Dependability Report by Location

Select a location and one or more work groups, then queue a report. Generated reports are available for download below.

Company Locations: ABE-GH-Agent

Work Groups

All | None

☐ Light duty for employees on OJI

☐ CSA FT

☐ CSA PT

☒ New Employees from Empower

☐ Ramp FT

☐ Ramp PT

☐ Covid 19 Paid LOA

☐ Group test

Queue ReportCancel

Reports are generated overnight — your report will be available tomorrow morning.

Dependability report requests

Location	Work Group(s)	Date Requested	Status	Action
AVP-GH-Agent	New Employees Imported	06/25/2026	Pending	Queued
ANC-GH-Agent	New Hire ATW CSA Probation	06/25/2026	Failed	Generation failed
ABE-GH-Agent	New Employees from Empower	06/25/2026	Failed	Generation failed
ABE-GH-Agent	CSA FT	06/25/2026	Failed	Generation failed
ABE-GH-Agent	Light duty for employees on OJI	06/25/2026	Pending	Queued
ABE-GH-Agent	New Employees from Empower, CSA FT, Light duty for employees on OJI, Group test	06/24/2026	Pending	Queued
ABE-GH-Agent	CSA FT, Light duty for employees on OJI, Group test	06/24/2026	Pending	Queued
ABE-GH-Agent	CSA FT, Light duty for employees on OJI	06/24/2026	Pending	Queued
ABE-GH-Agent	Light duty for employees on OJI	06/24/2026	Pending	Queued
ABE-GH-Agent	Ramp FT, CSA FT, CSA PT, Covid 19 Paid LOA, Group test	06/24/2026	Pending	Queued

Resolved Bugs

RAPD-15008 — Infractions Displayed in Wrong Location | Zendesk #65344

What was fixed: Infractions for employees were appearing in their Work Group location instead of the location associated with the shift that generated the infraction. This caused confusion for Supervisors and Timekeepers when agents trade shifts across locations. The fix ensures infractions now display in the correct shift location.

RAPD-15020 — EVB Process Log Override Message Missing Employee Info | Zendesk #65533

What was fixed: When an admin manually awarded an EVB award via preference, the Process Log displayed the admin information in the "Employee," "Employee Number," and "LoggedBy" fields instead of showing the employee who received the award. The fix ensures the Process Log correctly identifies the receiving employee and tracks preferences submitted on their behalf.

RAPD-16335 — EVB - Vacation Cancellation Request Stuck in Pending State | Zendesk #72786

What was fixed: When a supervisor approved a vacation cancellation for an agent with a split shift containing a Vacation PO segment, the system generated a secondary "Cancel - C-VC-PO" request. This secondary request became stuck in a loop, displaying "The shift is not in the correct status. The page will refresh and you can select again" and prevent any further action. The fix resolves the stuck state, so cancellation requests process cleanly without generating unactionable secondary requests.

RAPD-16690 — Active Date Selection Not Retained After Editing a Shift | Zendesk #75801

What was fixed: When a supervisor selected a specific Active Date on the employee calendar page and then navigated to the Edit Shift page, the system reset the Active Date back to the start of the work week upon returning. The fix ensures that the previously selected Active Date is retained after editing a shift, so supervisors don't lose their place in the calendar.

RAPD-16836 — Shorten Bid Package Fails to Clear Shifts from Agents Added After Initial Awards | Zendesk #77475

What was fixed: When a bid package's effective end date was shortened, shifts were only removed for employees who participated in the original bid. Employees who were transferred into the work group and manually assigned schedules after the initial award retained their shifts beyond the new end date. The fix ensures that shortening a bid package removes shifts for all bid group members — including those added after the initial award — from dates after the new effective end date.

RAPD-16690 – Default to Current Date | Zendesk #75801

What was fixed: The employee calendar now retains the selected Active Date after editing a shift, instead of resetting to the start of the work week.