



FAQ

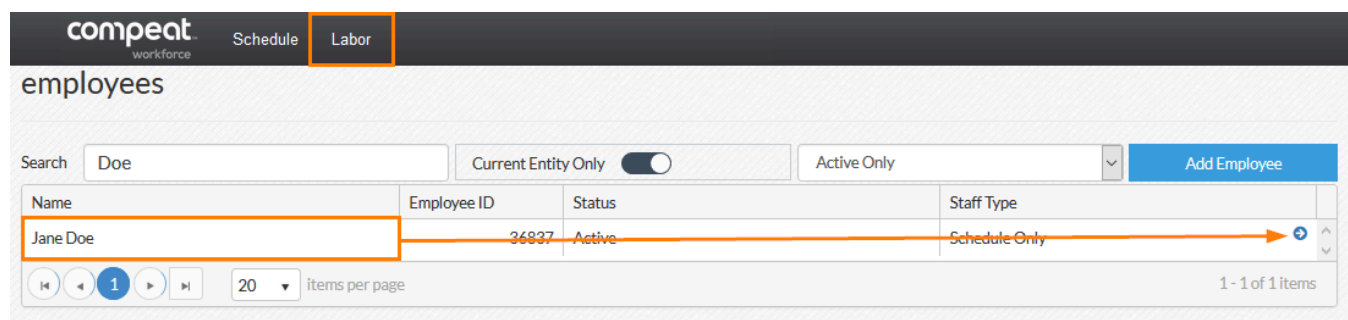
[Home](#) / [FAQ](#) / I'm trying to schedule an employee but they don't show up. Why?

I'm trying to schedule an employee but they don't show up. Why?

If you are unable to schedule an employee for a job, there are two things to consider in their setup.

Is the Job Added to the Employee Record?

First, verify whether the employee has the job assigned on their record.



The screenshot shows the Compeat workforce management interface. The top navigation bar includes the Compeat logo and tabs for 'Schedule' and 'Labor'. The 'Labor' tab is active. Below the navigation bar, the page title is 'employees'. There is a search bar with 'Doe' entered, a 'Current Entity Only' toggle switch, and a dropdown menu for 'Active Only'. A blue 'Add Employee' button is on the right. Below this is a table with the following data:

Name	Employee ID	Status	Staff Type
Jane Doe	36837	Active	Schedule Only

At the bottom of the table, there are pagination controls showing '1' of 1 items, '20' items per page, and '1 - 1 of 1 items'.

1. Go to **Labor > Employees > Employees**.

2. Locate employee in question and click the blue arrow to open their record.
3. Click on the **Entities & Jobs** tab and ensure they are assigned the job you wish to schedule.

compeat workforce Schedule Labor Jane Doe | 36837

entities & jobs

Assigned Jobs

[Add Job](#)

Entity	Job	Hourly Rate	New Rate	Effective Date	POS Export	Home Job
4	1 Server					<input checked="" type="radio"/>

[Back to List](#) [Save](#)

If you need to add the new job, click **Add Row**.

1. Select the **Entity**, **Job**, and **Hourly Rate** for this job.
2. Choose the **Effective Date**. Note: Set the effective date as the date the employee first worked this job. An incorrect effective date causes issues with wage calculations.
3. **Save** changes to the record.

compeat workforce Schedule Labor Jane Doe | 36837

entities & jobs

Assigned Jobs

[Add Job](#)

Entity	Job	Hourly Rate	New Rate	Effective Date	POS Export	Home Job
4	1 Serve					<input checked="" type="radio"/>
4	2 Host	7.25	7.25	7/13/2017		<input type="radio"/>

[Back to List](#) [Save](#)

Note: If you have a schedule open, click the **Refresh** icon at the top of the schedule to update the employee listing.

compeat workforce Schedule Labor

schedules ▶ foh sch grp

Week All All PUBLISH

Are they on a Leave of Absence?

If the employee is on a leave of absence, they will not show for scheduling.

compeat workforce Schedule Labor

employees

Search Doe Current Entity Only Active Only Add Employee

Name	Employee ID	Status	Staff Type
Jane Doe	36837	Active	Schedule Only

20 items per page 1 - 1 of 1 items

1. Go to **Labor > Employees > Employees**.
2. Locate employee in question and click the blue arrow to open their record.
3. On the **Personal** tab, verify whether a leave of absence (LOA) start date exists.

compeat workforce Schedule Labor

employment info Jane Doe | 36837

Employee	Dates
Staff Type Schedule Only	Hire Date 1/1/2012 LOA Start 7/3/2017
Status Active	Next Review 1/1/2013 LOA End
Class Full-time	Last Raise 10/23/2012 401K Eligibility
Type Hourly	Termination Rehired

If the leave of absence was entered in error, delete the date from the field and **Save** the record. Verify the employee *Status* is **Active** to the left of the leave of absence fields.

If you or a member of your team purposefully entered the leave of absence, enter a correct end date and **save** the record. Verify the employee *Status* is **Active** to the left of the leave of absence fields.

If neither of the above resolves your issue and the employee still doesn't show for scheduling, please send the employee name and entity to our Compeat Support Team at support@compeat.com for further review.

Was this Helpful ?

yes

no

Why doesn't this credit memo show in my payment batch?

Why is there an asterisk next to the items on my Inventory Count Variance Report?

How do I view which vendors are receiving a 1099 for this tax year?

How do I make a vendor a 1099 vendor?

How do I make a vendor's invoice with a different 1099 box type than the default?

I am trying to import vendor files but Compeat says the directory doesn't exist. What do I do?

Items aren't auto-populating when I place orders. What do I do?

I get a catch weight error when importing invoices. What do I do?

What kind of barcode scanner can I use for mobile inventory counts?

I get a sales tax error when importing invoices. What do I do?

How do I fix an item that was matched incorrectly on an invoice or order guide import?

Learn More

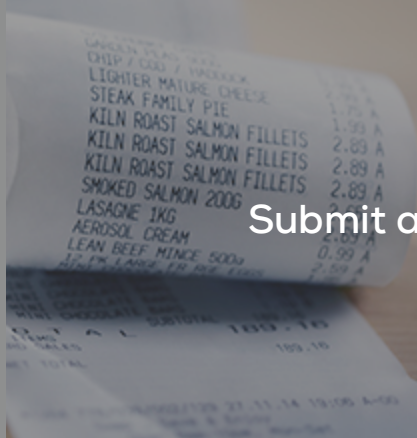


System Status



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