

Question: I see that I have the option to 'decline' a date of service when I log into Planning Center. If I click that will you find me a replacement?

Answer: Clicking decline does not find you a replacement; you are still responsible for arranging a switch for that date. When you have found a replacement you can notify your ministry lead and copy the office. If you are having trouble finding a replacement, contact your ministry lead for help.

Question: I'm scheduled for a team that I should have been removed from. Why?

Answer: An email is sent prior to each scheduling rotation, with instructions on verifying team assignments. If the office did not receive any communication to remove you from a team, you remained on the roster, to be included on the next schedule. If you were assigned to the schedule in error, please contact your Ministry Team Leader for help in resolving the issue, and copy the office so we can update the roster.

Question: I like to be scheduled with my spouse and/or child, but we are assigned to different dates. Why?

Answer: You can update your profile preferences to show that you would like to serve with other members of your family, but that does not guarantee you will be scheduled together. There are many reasons for this, but we have found the following causes to be most common:

- You have separate block out dates. For example, if your spouse blocked out dates they are unavailable but you didn't make it in to update your availability, the system may have scheduled you on different days.
- You signed up for October 2, but your spouse did not. The system does not guarantee that when 1 member of a family is scheduled, others will be assigned to the same date.
- The system plugs in the best option for each position, taking into account other members of the team signing up for positions and/or blocking out dates.
- *The only way to GUARANTEE you serve with your spouse/child is to sign up for dates together. This is also communicated in each email sent prior to setting a new volunteer schedule.

Question: Why am I scheduled 2 or 3 times close together, and then not scheduled at all the next month?

Answer: The Planning Center auto-scheduler takes lots of variables into account when building the volunteer schedule. It considers date last scheduled, dates blocked out by other members of the same team, pre-set scheduling preferences, and conflicts that volunteers may have across multiple teams. That means that sometimes you may be schedule twice close together at the beginning of a scheduling period, but possibly not at all later on.