REQUESTING 'EDO' THROUGH THE VRU –
JOB AID FOR TRAIN CREWS

Requesting 'EDO' Through the VRU	
Responsible	**Process Steps:**

Employee	1. Call VRU to request EDO.
	
	   i. Receive global broadcast message, if applicable.
	
	   ii. Enter employee ID.
	
	   iii. Enter PIN number.
	
	2. Press '9' to request an 'Earned Day Off'.

VRU	3. "Please enter your six digit earned day off start date, followed by the pound sign."
Employee	4. Enter your six digit 'EDO' start date (i.e., yymmdd) followed by the '#' sign.
VRU	5. "Please enter the number of earned days off you are requesting, maximum of 3 days allowed."
Employee	6. Enter the number of EDOs you are requesting (i.e., 1, 2 or 3).

VRU	7. The VRU will send the data to CMA, where CMA will edit the data passed and send a response back to the VRU. Depending on the response from the mainframe, the employee will hear one of the following:
	
	   i. "You entered an invalid date. Press '7' to speak to a Crew Dispatcher or press '#' sign to return to previous menu."
	
	   ii. "You entered an invalid number of days. Press '7' to speak to a Crew Dispatcher or press '#' sign to return to previous menu."
	
	   iii. "You have an insufficient number of earned days off for this request. Press '7' to speak to a Crew Dispatcher or press '#' sign to return to previous menu."
	
	   iv. "You entered an ineligible start date. The start date must be the 15th, 16th, or 17th day of your mileage period. Press '7' to speak to a Crew Dispatcher or press '#' sign to return to previous menu."
	
	   v. "The date you entered is not at least 72 hours in advance. Press '7' to speak to a Crew Dispatcher or press '#' sign to return to previous menu."
	
	   vi. "Your earned day off request was successful."
	
	   vii. "Your earned day off request was unsuccessful."

Employee	8. Respond to the VRU messages by:
	
	   ▪ pressing '7' (to speak to a Crew Dispatcher)
	
	   ▪ pressing '#' (to return to the previous menu)
	
	   ▪ hanging-up to end the call

      September 29, 2008