

ORTEC Workforce for Warehousing

User Manual Temp Agency Scheduling

augustus 2026 - Public

ORTEC

Copyright

© Copyright 2026 ORTEC.
All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of ORTEC or an ORTEC affiliate company.

ORTEC Workforce for Warehousing and other trademarks, trade names, service marks, logos and other distinctive signs of ORTEC B.V. displayed in this publication are protected by Dutch law and other applicable legislations. Any unauthorized use or reproduction is strictly prohibited.

All other product and service names mentioned are the trademarks of their respective companies.

Table of Contents

1 Temp Agency Scheduling 1

2 Planning process 2

2.1 Contract situations 2

3 Requests 4

3.1 Assign temp agency employees 5

4 Contracts 8

4.1 Register a contract 8

4.2 Edit or delete contract(s) 9

1 Temp Agency Scheduling

The **Temp Agency Scheduling** application of the **ORTEC Workforce for Warehousing Suite** is typically used by a professional planner responsible for planning all temp agency employees of a specific temp agency. It supports creating new temp contracts and fulfilling temp requests.

© 2026, All rights reserved

2 Planning process

In the application, the temp agency planner creates the optimal match between:

- A request for temp agency employees and their availability; and/or
- A request for temp agency contracts and the availability of temp agency employees.

2.1 Contract situations

The **Temp Agency Scheduling** application supports the following contract situations:

- An employee is contracted by the temp agency and is asked to work a single shift.
    - The temp agency planner may need to sign a one-day contract with the parent company.
    - The temp agency pays the employee and does the planning.
    - The employee needs to have a Temp agency assignment in the **Employee Management** application, and to fulfill a temp agency request in temp agency scheduling.
- An employee is contracted by the temp agency and is asked to be available for the parent company for a short period of time.
    - The temp agency planner may need to sign a weekly or monthly contract.
    - The temp agency pays the employee; the parent company does the planning.
    - The employee has a Temp agency assignment in the **Employee Management** application and an assigned contract in temp agency scheduling.
- An employee is contracted by the temp agency and is asked to work for the parent company on an interim bases, for example, for a couple of months.
    - The employee still works for the temp agency but isn't available to them during this time.
    - The parent company pays the employee and does the planning.
    - The employee has both a Temp agency assignment and a Contract in the **Employee Management** application.
    - The employee isn't available in temp agency scheduling.

© 2026, All rights reserved

- An employee is contracted by the temp agency and is asked to work for the parent company, with a contract for definite or indefinite time.
    - The employee no longer works for the temp agency.
    - The parent company pays the employee and does the planning.
    - The employee has a contract in the **Employee Management** application.
    - The employee isn't available in temp agency scheduling.

© 2026, All rights reserved

3 Requests

In the application, requests for temp agency employees are received via the **Task Scheduling** application from the planner. For each scheduling interval in the**Task Scheduling** application, either the requested/assigned hours or the requested/assigned employees are displayed.

Only employees that aren't already planned in the **Task Scheduling** application are shown in the **Temp Agency Scheduling** application. Requests for temp agency employees are fulfilled as is. It's not possible to renegotiate the working times. Requests can only be fulfilled out of a proposal, not a schedule view.

3.0.1 Requested hours

Requests in hours are handled with the following columns:

- The **Employee** name with an optional phone number
- The **Area** of the employee. If this matches the area of the request, the employees are sorted first
- A column checking the **Skill** of the employee to the skill of the request
- A column indicating whether the employee already **Worked yesterday**, sorting those who haven't had one first
- The employee **Preference**

Either a preset shift (which has been added in the database) can be assigned, or a new shift can be created. When creating a shift, a break definition can be selected as well. By assigning shifts, the temp request gets fulfilled. The request will be indicated as completed if anywhere between -8 or +8 hours from the target are assigned.

3.0.2 Requested employees

Employee requests are handled with the following columns:

- The **Employee name**
- **Work area**
- **Team**
- **Shift times**
- **Preference**

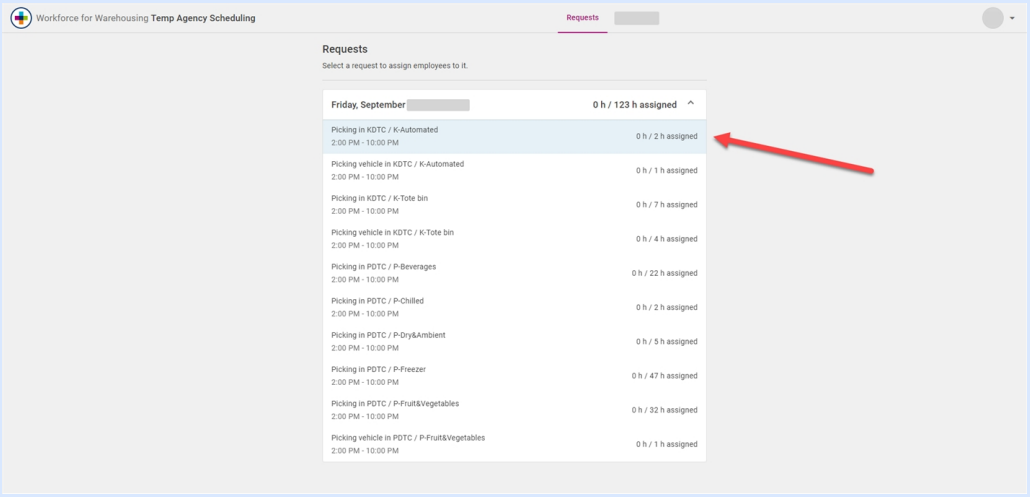
© 2026, All rights reserved

3.1 Assign temp agency employees

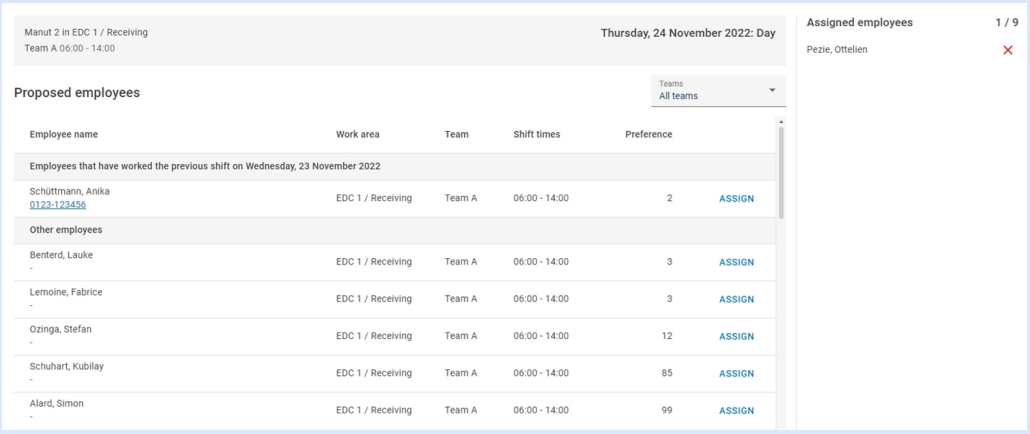
Each temp agency planner sees their own requests and finds the employees to fulfill them. To select another temp agency, access your account in the upper-right corner of the application screen, and select it (when authorized).

1. In the **Temp Agency Scheduling** application > **Requests** tab, select a request.

Example
Temp requests in hours:



Temp requests in employees:



© 2026, All rights reserved

2. When implemented and to check availability, call a proposed employee by clicking the blue underlined phone number.

3. (Hours) Either select a predefined shift, or create a new shift.
   - To select a predefined shift, go to the **Shift** dropdown list. Next, select an employee from the list and click **ASSIGN**. Repeat to add more employees to the selected shift.
   - To create a new shift, select the **CREATE SHIFT** button. Select an **Employee**, a **Start time** and **End time**, (optional) a **Break definition**, and click **ASSIGN**.

   Requests are ranked on:
   - matching area;
   - matching skills;
   - Has worked yesterday;
   - Preference as defined in the HR-system.

4. (Employees) View the **Proposed temp employees**.

   Proposed temp employees are employees who are available, which means no contract, not absent, and properly skilled.

   The order in which proposed temp employees are presented takes into account:
   - Employees that worked in the same team during the last team shift;
   - Corresponding shift area;
   - Corresponding shift times;
   - Preference as defined in the HR-system;
   - Alphabetically on last name.

5. (Employees) Optionally, via the **Teams** filter, find employees who work in a different team shift but could also fulfill the request.

   Example

   Search for employees working in Team A of the requested area, while the request is for Team B. This could be useful if you need to assign sub-optimal employees in case of labor shortage.

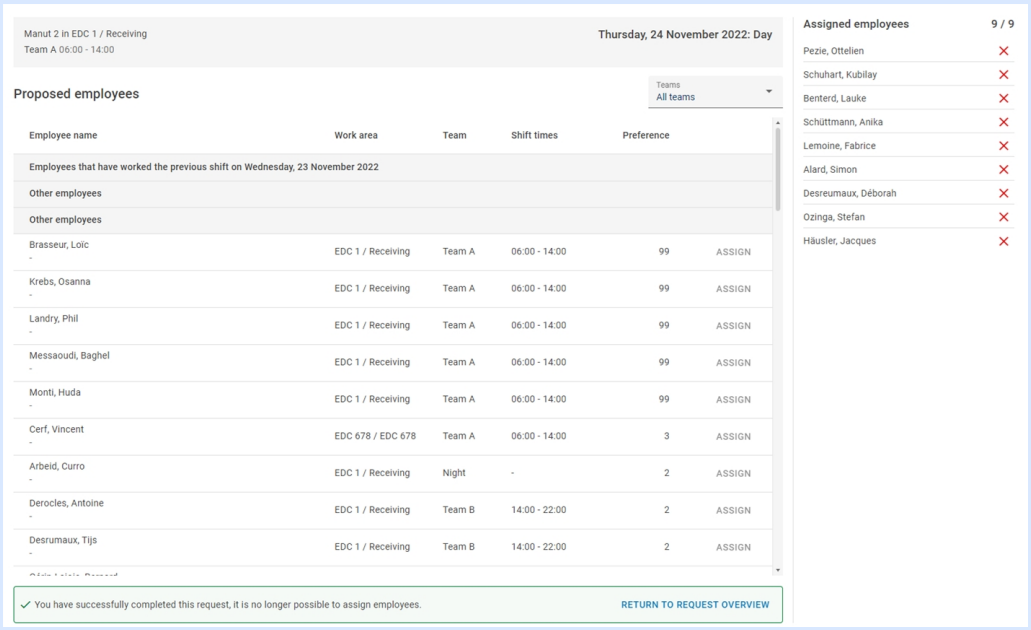
6. (Employees) Per temp employee you want to add, click **ASSIGN**.
   The proposed temp employee is added to the **Assigned employees**.

© 2026, All rights reserved

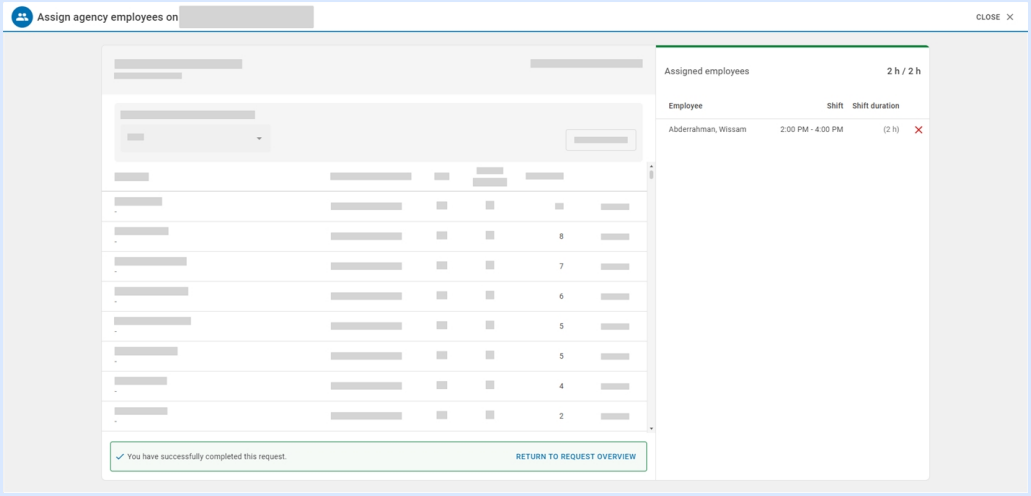
Assigned employees can be removed as long as the request isn't yet completed.

7. When a request has been completed, click **RETURN TO REQUEST OVERVIEW**.

Example
Completed temp request (employees):



Completed temp request (hours):



© 2026, All rights reserved

4 Contracts

In the **Temp Agency Scheduling** application, contract a temp agency employee for an extended period, by registering a contract. This makes it possible to plan the employee in the **Task Scheduling** application.

4.1 Register a contract

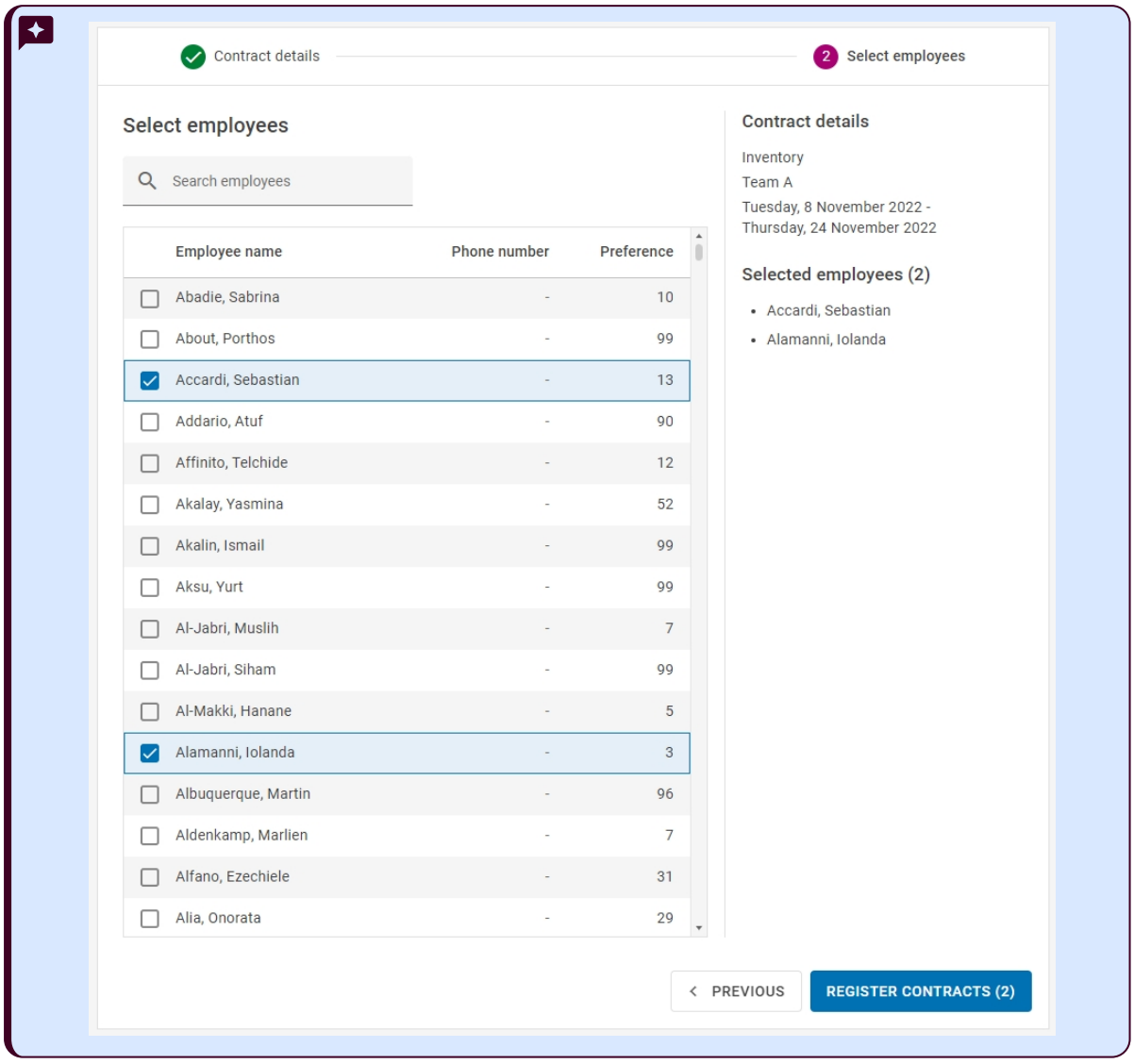
1. In the **Temp Agency Scheduling** application > **Contracts** tab, select **REGISTER CONTRACT(S)**.
2. On the **Register contract(s)** page > **Contract details** tab, fill in the required contract details, including:

    - **Work area**
    - **Team**
    - **Contract period**
        - When you choose **Week** or **Month**, also specify the **Start date**;
        - When you choose **Custom period**, specify both the **Start date** and **End date**.
3. Click **NEXT** to select employees.

    You'll see a list of employees with proper skills, not absent and with a temp agency assignment for the entire period as defined in the **Employee Management** application. The list is alphabetically ordered by employee name. The preference number is based on information from the HR-system. Use the search bar to find specific employees.

    Example
    Select employees.

© 2026, All rights reserved



4. Click **REGISTER CONTRACTS** to complete the process.

4.2 Edit or delete contract(s)

1. Find the contract of interest in the **Contracts** section.

   Find a contract via the **Search employees** filter.

2. Click the kebab menu (the three vertical dots menu) at the rightmost end of the entry.

© 2026, All rights reserved

3. Select **Edit** or **Delete** as needed.

> **Tip**: Select one or more contracts to change their end date.
>
> Edit or delete individual contracts if the contract starts today and/or in the future.

© 2026, All rights reserved

Contact information

For further information contact ORTEC, either through your existing ORTEC representative or by using the appropriate contact details listed on www.ortec.com.

Our website offers case studies, white papers, brochures, demos and much more.