

ADDING A TEMPORARY NUMBER VIA THE VRU – JOB AID FOR T&E EMPLOYEES

In addition to using CMA, employees will now be able to add a temporary phone number using the VRU.

Procedure Guidelines

- When a temporary phone number is added, this is the only number that will be called by the VRU. All other phone numbers in CMA are overridden while the temporary number remains in effect.
 - Temporary phone numbers are in effect for a maximum of 8 hours from time of entry (ie. local time).
- If a temporary phone number is required for greater than 8 hours, it is the employees' responsibility to record the expiry date/time and re-enter the temporary phone number to extend the expiry time, if necessary.
- If an employee wishes to cancel a temporary phone number before the assigned expiration date/time, the crew dispatcher must be contacted for assistance.

Adding a Temporary Phone Number Via the VRU	
RESPONSIBLE	PROCESS STEPS:
Employee	1. From the main menu: <ul style="list-style-type: none"> ▪ Canadian employees: press '2' to enter a temporary telephone number. ▪ US employees: press '8' to enter a temporary telephone number. 2. At the prompt, enter the 10 digit temporary phone number followed by the # sign. (It is not necessary for radio phone users to press the '#' key.)
VRU	3. The VRU will repeat back the 10 digit telephone number and ask if it is correct.
Employee	4. Respond to the VRU: <ul style="list-style-type: none"> ▪ press '1' if the temporary telephone number is correct, or; ▪ press '2' to re-enter the temporary phone number (return to step 2).
VRU	5. If the temporary phone number was successfully sent to CMA in step 4, the VRU will relay the following message: "Your temporary phone number was successful." 6. The employee will be returned to the VRU main menu.
Employee	7. Choose one of the following options: <ul style="list-style-type: none"> ▪ hang-up to end, or; ▪ select another option from the VRU main menu.