



KELLY EDUCATIONAL STAFFING ABSENCE & SCHEDULING TEAM FREQUENTLY ASKED QUESTIONS FOR SCHOOLS

How do I contact the Kelly Educational Staffing Absence & Scheduling Team (KAST)?

You can contact KAST toll-free at 866-KELLY-98. Send any non-urgent questions/requests via e-mail to KAST at KESSCHEDULE@kellyservices.com.

When will KAST representatives be available?

The KAST center is open from 5:00 A.M. EST to 8 P.M. EST.

When should I contact KAST?

You should continue to use the Kelly Automated Scheduling System (KASS) for creating absences and scheduling activities. Contact KAST for any absence or scheduling activities that happen outside of the standard KASS process, such as assistance with logging absences after the absence cut-off time (for same-day requests), long-term absences, and special requests. Contact KAST to notify them about any absence cancellations or updates, and to obtain support on KASS functionality. For a complete list of reasons to contact KAST, refer to your KAST Reference Guide.

Who will contact the school to confirm any last-minute substitute employee assignments or provide updates regarding unfilled classrooms?

A KAST representative will contact appropriate school representatives to confirm last-minute scheduling assignments and/or to provide updates regarding unfilled classrooms.

Will KAST representatives assist me with a specific substitute employee request?

Yes. KAST representatives will accept (but we cannot guarantee) substitute employee requests to fill an absence with at least two days in advance. If there is less than two days notice, KAST will fill the absence with another qualified and available substitute employee.

When should I contact my local Kelly branch?

Contact your local Kelly branch to update your school's preferred substitute or excluded lists. Your local Kelly branch will also assist you with all billing/invoicing questions, reporting requests, and updates to KASS school or employee data. For a complete list of reasons to contact your local Kelly branch, refer to your KAST Reference Guide.

What should I do if I need to log a same-day absence request and the absent employee has not been entered into KASS, or the absent employee's information needs to be updated?

A KAST representative can assist you with entering/updating the absent employee's information in KASS and logging the absence. Your local Kelly branch may contact you to confirm the employee information that was entered into KASS and/or to obtain additional information.

What happens if I need to provide important substitute employee performance feedback or report an incident and my local Kelly branch is not open?

A KAST representative can gather the necessary information from (and may take any appropriate action regarding substitute employee follow-up) and relay the information to your local Kelly branch.

Can my local Kelly branch still assist me with scheduling activities?

While your local Kelly branch will always be available to you as a resource to discuss any concerns, questions, or requests you may have, the KAST has been established to provide you with dedicated support for scheduling activities. After a short transition period, your local Kelly branch will no longer be able to perform scheduling and absence creation/maintenance functions in KASS; KAST will manage all scheduling activities. Refer to your KAST Reference Guide for a complete list of when to contact KAST and when to contact your local Kelly branch.