



## **Kelly Educational Staffing Absence and Scheduling Team (KAST) School Reference Guide 1.866.KELLY.98**

Refer to this guide to understand when to contact the KAST and when to contact your local Kelly® office.

### **Contact KAST at 1.866.KELLY.98:**

- To log absences in the Kelly Automated Scheduling System (KASS) for the following situations:
  - Same-day absences after the absence cut-off time
  - Long-term absences of five or more consecutive days.
- Special requests; specific requests for substitute employees will be honored when possible—but cannot be guaranteed—please allow a minimum of two days advance notice.
- To notify Kelly about assignment cancellations and extensions
- To obtain information or updates regarding last-minute assignments and/or unfilled classrooms
- To notify Kelly about assignment changes (e.g., reason for absence, substitute classroom switch)
- For substitute scheduling or arrival questions
- To report any school cancellations (e.g., snow days, building issues)

### **Contact your local Kelly office at 1.800.676.0047:**

- To update your school's substitute preferred or excluded list
- To add a school employee to KASS or update existing employee information
- To update school location information in KASS
- For invoicing/billing questions
- For assistance with KASS reporting requests
- To refer new substitute employee applicants to Kelly

E-mail all non-urgent support requests to KAST at [KESSCHEDULE@kellyservices.com](mailto:KESSCHEDULE@kellyservices.com).

[kellyeducationalstaffing.com](http://kellyeducationalstaffing.com)