

One Time Schedule Changes

What is a One Time Schedule Change (OTSC):

Customer wants to shift their event's day or time for a single event. This process communicates the change in date or time to the customer, host, public, and TM Admin.

Why would this happen:

The Customer may have a conflicting or overlapping event, they are closed, there's a big sports/cultural thing they're going to show on the TVs, or maybe the host is unable to be there and no sub is available (weather, illness, or other).

How does the process work:

FIRST:

One Time Schedule Change Form is filled in by Sam, admin or customer.

This form creates a record in the life cycle event table, which links to the Schedule record via Zapier Zap

THEN:

Zapier Zap

1. Updates the Date and or Time on the Reality Table entry to the new schedule
2. Send a Client Email to confirm the change
3. Send a Host Email to confirm the change and request response from the host
4. Send a message to #existingnight-alerts



Ch-Ch-Changes Bot APP 4:17 PM



The Test Site for Testing 88 will have a One Time Schedule Change, moving their show from Monday Feb 24, 2025 at 7:00 PM to Tuesday Feb 25, 2025 at 6:00 PM.
This is a Day of the Week, Start Time change.

The Reality Table entry has been updated with this new date and/or time.

Notes: testing testing, read all about it

[@Mia McGill](#) Please note for socials

[@Sophie Seaberg-Wood](#) Please note for Morning Rounds

[@Mary Kate Derrick](#) Host has been emailed, and the Host Calendar should be updated. Could you check on both?

[@Sam Wilczyk](#) is the SAM

5. Updates LCE Status to Complete

Revision #1

Created 18 February 2025 22:25:00 by Michelle Jones

Updated 21 February 2025 23:20:44 by Michelle Jones