

Pacific Northwest Regional Council of Carpenters



*Affiliated with
United Brotherhood of Carpenters and Joiners of America*

Doug Tweedy, Executive Secretary-Treasurer / CEO
25120 Pacific Hwy. S., Suite 200 • Kent, Washington 98032
(253) 945-8813 • 1 (800) 573-8333 • Fax (253) 945-8879



Dear Member,

The purpose of this letter is to inform you of an important change in job dispatching procedures for Trade Show members.

Beginning December 1st, 2008, all Trade Shows jobs will be filled using the PNWRCC MIX 20/20 automated dispatching service. As you may know, construction jobs have been using this service for nearly two years with great success.

Prior to January 5th 2009, you must call MIX 20/20 at this toll-free number, 1-866-649-5463, to register yourself for Trade Show dispatch calls in the MIX 20/20 system. If you are not registered, the system will not call you for job opportunities.

MIX 2020 will precisely follow Union rules in calling available Members to fill jobs. Also, you will be able to access MIX 20/20 at anytime to update your availability status and perform other member functions by calling the toll- free number listed above from a touch-tone phone.

The two, included, tri-fold instructional brochures attached provide user information and instructions on how to use the system. Also, the system provides voice instructions that are easy to follow.

We recommend that you call MIX 20/20 as soon as possible to become registered for automated Tradeshow dispatching calls. If you have any questions, please call Jeff Skillman for WA area at 253-945-8842 or John McGraw for OR area at 971-344-0192. Karina or Natasha at the council office at 1-800-953-6444.

Remember, you must be registered before January 5th, 2009 to be called for any future Trade Show jobs.

Fraternally,

Doug Tweedy
Executive Secretary-Treasurer
PNWRCC

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Estimado Miembro,

El propósito de esta carta es para informarle un cambio importante en la manera que despachamos a Miembros al trabajo de Exhibiciones Profesionales (*Tradeshows*).

Empezando el **1ro de Diciembre del 2008**, todos los trabajos de Exhibiciones Profesionales (*Tradeshows*) serán cubiertos usando el servicio de despachos automatizado de MIX 20/20 del PNWRCC. Tal vez usted sepa, que los trabajos de la construcción han estado utilizando este servicio por casi dos años con gran éxito.

Usted debe llamar para registrarse antes del **5 de Enero del 2009**, al número gratuito 1-866-649-5463 de MIX 20/20, para llamadas a trabajar o los despachos a Exhibiciones Profesionales (*Tradeshows*) por el sistema MIX 20/20. Si usted no está registrado, el sistema no le llamará para oportunidades de trabajo.

El sistema MIX 20/20 seguirá las reglas exactas de la Unión llamando a Miembros disponibles para cubrir trabajos. También, usted podrá tener acceso al sistema MIX 20/20 en cualquier momento para poner al día su estado de disponibilidad y para efectuar otras funciones de miembro llamando al número gratis enumerado arriba de un teléfono de "touch tone".

Incluidos van dos folletos triples doblados, educacionales que le proporcionaran la información de usuario e instrucciones a cómo utilizar el sistema. También, el sistema le proporciona las instrucciones de voz que son fáciles de seguir.

Recomendamos que usted llame a MIX 20/20 lo mas pronto posible para registrarse y poner su nombre en la lista automatizada para llamadas de Trabajo de Exhibiciones (*Tradeshows*). Si usted tiene cualquier pregunta, llame por favor a Jeff Skillman para el área de **WA** al 253-945-8842 o a John McGraw para el área de **OR** al 971-344-0192. Para cualquier otra pregunta llame a Karina o Natasha al 1-800-953-6444.

Recuerde, usted debe haberse registrado antes del 5 de Enero del 2009 para poder llamarle en el futuro a trabajo de Exhibiciones Profesionales (*Tradeshows*).

Fraternamente,

Doug Tweedy
Secretario – Tesorero Ejecutivo
PNWRCC

MIX 20/20 DISPATCH

OUT OF WORK LISTS

Out of work lists usually designate the type of work or geographic area you have selected for potential employment. Depending upon Local rules, you may belong to one or more OOW lists. If a particular job does not fill using it's primary list, MIX can search for members of alternate (rollover) lists.

SKILL CODES

Designate the particular skills or qualifications you have obtained. Skill codes are administered by your Local, District, or Regional Office.

DISPATCH PROCESS

You called according to exact Council Rules. Generally, the member possessing the required skills, with the earliest out of work date (measured to the second), on the primary out of work list, is called first. Followed by other members on the primary list. Once the primary list is exhausted, calls proceed to rollover lists.

PRIVACY MANAGER

MIX 20/20 is not compatible with the privacy manager feature offered by many local telephone companies. Because it is an automated system, MIX callouts may not reach you within the allotted time. If you use Privacy Manager, make sure you authorize calls from MIX20/20 Caller ID. Contact your Local Telephone Company for details.



Member Information Exchange



Tahoe Interactive Systems
www.mix2020.com/dc

USING MIX 2020

The Pacific Northwest Regional Council of Carpenter's MIX20/20 system now provides members with 24-hour access to information from Regional, District, and local councils. Using a touch-tone phone, you will be able to hear important news and local announcements by union officials. From time-to-time, you may be asked your opinion on subjects important to you.

If your Local has instituted MIX job dispatching, you will be able to access and/or update your own personal information such as Out of Work status, Out of Work date, Telephone Reach Numbers, and a list of skills for which you are certified.

In addition, if you miss a job call, and the position is still open, you can accept the job using MIX.

This brief worksheet gives instructions for using the basic features of MIX 20/20 and includes: Designating yourself as Out-of-Work, how to hear your current skills, and how to hear Council and Local Area news. MIX 20/20 uses voice prompts and recorded messages to let you choose the desired menu options. To access other features of MIX 20/20, simply listen to the voice prompts and make the desired selections.

DIALING IN

Using a touch-tone phone, dial the MIX20/20 toll-free number. You will hear...

"Welcome to MIX 20/20..."

NOTE: SOME MIX SYSTEMS MAY OFFER MULTILINGUAL CAPABILITY. SIMPLY CHOOSE THE APPROPRIATE LANGUAGE ACCORDING TO THE VOICE INSTRUCTIONS.

"Please enter your Member ID:"

Enter the numeric portion of your UBCJA Member ID or Social Security Number in the spaces above.

The first time you use MIX, you will be asked to choose a PIN – You may use any four-digit number except for the last 4 digits of your Social Security Number.

You can change your PIN at any time, but if you forget it, you'll need to have it reset by the Administrator.

"Now Enter Your PIN:"

Enter your four-digit PIN in the spaces above.

Once you've logged in successfully, MIX will repeat your name, member status and your primary phone number. If any of this information is incorrect, contact your Administrator immediately.

MIX 2020
Toll Free Number:
(866) 649-5463

MAIN MENU

1. **Job Dispatch** – You will need to know the Job ID number to be able to hear details and accept or decline a job. If applicable to your Council.
2. **Council & Local News** – News Items are stored in Categories much like folders; you can hear a listing of News Categories by pressing the pound (#) key.
3. **Out of Work Status** – If you are currently out of work, this option renews your OOW status for another 30 days. You can also remove yourself from the OOW list however your Administrator will be notified.

If you are currently working, this option places you on the OOW list as of today.

You must renew your out of work status every 30 days to be considered for Job Dispatch.

4. **Member Information** – Allows you to perform the following tasks:
 - a. Change PIN
 - b. Review Telephone Numbers
 - c. Review OOW Lists
 - d. Update OOW Status
 - e. Review Skill Codes

GENERAL INFORMATION: TRADESHOW DISPATCH

AVAILABILITY LISTS

Availability lists usually designate the type of work or geographic area you have selected for potential employment. Depending upon your Union's rules, you may belong to one or more Availability Lists. If a particular job does not fill using the primary Availability List, MIX is capable of searching for members of alternate (rollover) lists.

SKILL CODES

Skill codes are administered by your Local, District, or Regional Office and represent the particular skills, certifications, or qualifications that you have earned.

DISPATCH CALLOUT ORDER

Job calls are consistently made in the precise order dictated by Union rules. MIX 20/20 tracks your availability date to the exact second. Because the system is fully automated, the chance for human error, even on the largest callouts, is virtually eliminated.

PRIVACY MANAGER WARNING

MIX 20/20 is not compatible with all privacy manager features offered by various local telephone companies. - If you use Privacy Manager, make sure you authorize calls from MIX2020 Caller ID. For more information, contact your Local Telephone Company for details.

MEMBER NOTES: TRADESHOW DISPATCHING

MIX ensures that your Local dispatching rules are followed fairly and consistently. Also, you will be able to update your work status at anytime of the day or night, simply by calling the system.

When you receive a Tradeshow Dispatch call, you will be required to enter your PIN for security purposes before proceeding. Then, based upon information you hear in the audio recording, you can either accept or decline the opportunity.

IMPORTANT:

After you have entered your PIN number, if you hang up during a Dispatch call, MIX considers it an automatic decline.

To insure the integrity of the automated dispatching process, detailed call 'events' are tracked for every single job call. This information is stored by the system for possible future reference. For quality purposes, calls may be recorded.

If you miss a Tradeshow Dispatch call, and the position is still open, you can call the MIX 20/20 Member Information Exchange to see if the job is still open. If it is not filled, you will have an opportunity to accept or decline the job.



Tahoe Interactive Systems
www.tahoe-inc.com



Tradeshow Dispatch



REGISTERING FOR TRADESHOW DISPATCH

Before you can receive any Tradeshow Dispatch calls you must first register in MIX 20/20 by calling (866) 649-5463. You only register one time.

You will be asked to enter your Member I.D. and PIN Number. Next, you will hear the MIX 20/20 Main Menu and press 3 on your touch-tone phone keypad to update your current work status.

Then, you will hear:

"Welcome to the MIX 20/20 Tradeshow Job Dispatching Registration Process. First let's review the critical points associated with automated dispatching."

After you have heard the "Critical Points" you will then be instructed:

"To register now for Tradeshow, press 1. To hear this information again, press 2."

Press 1 and you will be at the final step in the registration process - verifying your primary phone number. MIX will speak your primary phone number and ask if it is correct. If your primary number is correct, press 1. If not, press 2.

After verifying your correct phone number, you will hear:

"Congratulations, you are now registered for Trade Show automated job dispatching."

At that point, you have successfully completed the registration process!

RECEIVING A TRADE SHOW DISPATCH CALL

When you receive a Tradeshow Job Dispatch, you will hear:

"This is a Tradeshow Dispatch call from the Pacific Northwest Regional Council of Carperter's. This dispatch is intended for...<your first name>."

Sometimes, the system needs to make sure that you answered instead of an answering machine. In this instance, you will hear the following instruction:

"MIX 20/20, press 1" - simply press '1' to continue.

The person answering the call will be given the following options:

Press 1: to continue to hold (and call the member to the phone)

Press 2: if the member is unavailable

Press 3: to hear the Trade Show job dispatch

(If 3 is pressed:) Please enter your Member PIN:

Enter your four-digit PIN in the spaces above.

Once the PIN is validated, you will hear your current number of declines, and an audio recording describing the specific job assignment.

IF YOU **HANG UP AFTER ENTERING** YOUR PIN, MIX WILL CONSIDER IT AN **AUTOMATIC DECLINE**.

ACCEPTING / DECLINING JOB OPPORTUNITIES

After hearing the information about the job, press one of the following options using your touch-tone phone: Press:

1. **To hear the information again** – You can repeat the information up to three times.
2. **To Accept the Job** – You will hear confirmation of your acceptance and additional recorded information, if any is available, about the job. Your dispatcher and the contractor will receive written documentation of your acceptance and will expect you to arrive on time at the assigned location.
3. **To Decline the Job** – You will have one last opportunity to reconsider after declining the job. If a decline will result in a penalty, you will be notified at this time and allowed to reconsider your decision. Once you end the call, your decline will be acknowledged and a record kept by MIX 20/20.