



Additional Information Regarding July 22 Shift Hello Barbara and GigSmart Support

1 message

William Lodge <avmonkey@gmail.com>

Wed, Jul 22, 2026 at
6:18 PM

To: GigSmart <support@gigsmart.com>, Barbara Edwards
<support@ascen.com>

After reviewing everything that occurred during my shift, I believe I have identified what may have caused this issue.

This assignment was different from most GigSmart assignments because it involved traveling to multiple work locations during a single shift.

I arrived at the designated reporting location early and clocked in at 5:00 AM. Shortly after beginning the route and traveling to the first properties, I looked at my phone around 5:30 AM and discovered that my time clock had stopped. The GigSmart app displayed a message indicating that I was off-site and would not allow me to restart the time clock until I returned to the original reporting location.

Because I was actively working and traveling between multiple apartment communities as part of my assigned duties, I could not stop working to contact support. This situation had occurred previously, and I had always been able to correct my timesheet at the end of the shift without any issues. Based on that experience, I continued performing my assigned work.

At the same time, the GigSmart application's location services appeared to be malfunctioning. The app repeatedly requested or changed location status, significantly affected my phone's performance, and rapidly drained the battery. Because I was

working, I removed and reinstalled the application rather than attempting to troubleshoot Android permissions while on the route. Based on these events, I believe it is possible that the GigSmart application generated an automated alert indicating that I had left the job site when, in reality, I was performing my assigned duties at the multiple work locations required by this assignment. If such an alert was sent to Ally Waste, it may explain why I was incorrectly reported as absent.

If that is what occurred, the consequences have been substantial. I was removed from the current shift while actively working, lost my scheduled work opportunity for the following day, lost my confirmed Friday assignment, and now face the possibility of not being paid for the hours I worked on July 22. In total, this has resulted in approximately \$400 in lost wages and opportunities, pending the outcome of this investigation.

As someone who develops mobile applications—including workforce management platforms—I understand that geofencing and location validation can fail when an application is designed around a single reporting location but a job requires employees to travel between multiple locations. I respectfully request that GigSmart review the application's GPS logs, geofence events, and any automated alerts generated during my shift, together with Ally Waste's records, to determine whether this was a system issue rather than an attendance issue.

Thank you for your attention. I look forward to resolving this matter promptly.

Sincerely,

William Lodge

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