



Request for Compensation for Lost Shift Due to App Failure

1 message

William Lodge <avmonkey@gmail.com>

Sun, Jul 26, 2026 at
5:37 AM

To: GigSmart <support@gigsmart.com>

Cc: Barbara Edwards <support@ascen.com>

Dear GigSmart Support,

I am writing to formally request compensation for the wages I lost as a direct result of the GigSmart application malfunction during my Ally Waste assignment.

While actively working my scheduled shift, the GigSmart app incorrectly marked me as off-site and stopped tracking my time, despite the fact that I continued performing my assigned work. This resulted in my shift being improperly recorded, my account being marked as a "no show," and my future scheduled work being canceled.

Although the "no show" status was eventually removed after I contacted support, I was never restored to the canceled shifts and lost the income I otherwise would have earned. The cancellation was caused by your application's faulty GPS and time-tracking functionality, not by any failure on my part.

Ascen has also confirmed in writing that scheduling and assignment decisions are managed by GigSmart, and they directed me to work directly with your team regarding this matter.

I am requesting reimbursement for the wages I lost from the canceled assignment(s). Based on my scheduled work, I am requesting payment in the same amount I would have earned for the canceled Wednesday shift, \$231.00

Please review my account history, GPS logs, support communications, and the corrected attendance record. These records will confirm that I reported the issue immediately, continued working my assigned shift, and that the original "no show" determination was incorrect.

I would appreciate a written response within 24 hours outlining how GigSmart intends to resolve this matter.

Thank you for your attention, and I look forward to your prompt response.

Sincerely,

William Lodge