July Promotion Update

https://doyoukare.com/docs/communities/uncategorized/july-promotion-update/

We recently launched a new promotion to encourage pairing with new HERO workers who have **under 5 shifts in our system**. This is designed to offer you shift fee discounts to offset the risks of accepting new workers while giving you access to fresh talent.

During this pilot, we uncovered a few unexpected issues that could affect your shift experience. Out of respect for your time and trust, we've decided to pause the promotion early, effective **July 11th, 4:00 PM MT**.

We know this isn't ideal. Our intent was to improve shift matching and reduce your costs—but delivering a reliable, seamless experience comes first.

Here's what you can expect:

- Any **discounts already earned** will still be honored.
- No further shifts will be eligible under the current promotion.
- We're working quickly to **re-release a more robust version** soon—one built on what we learned from this trial.

We appreciate your understanding and value your continued partnership. If you have any questions or feedback, reach out to Herosupport@doyoukare.com or your Account Manager.