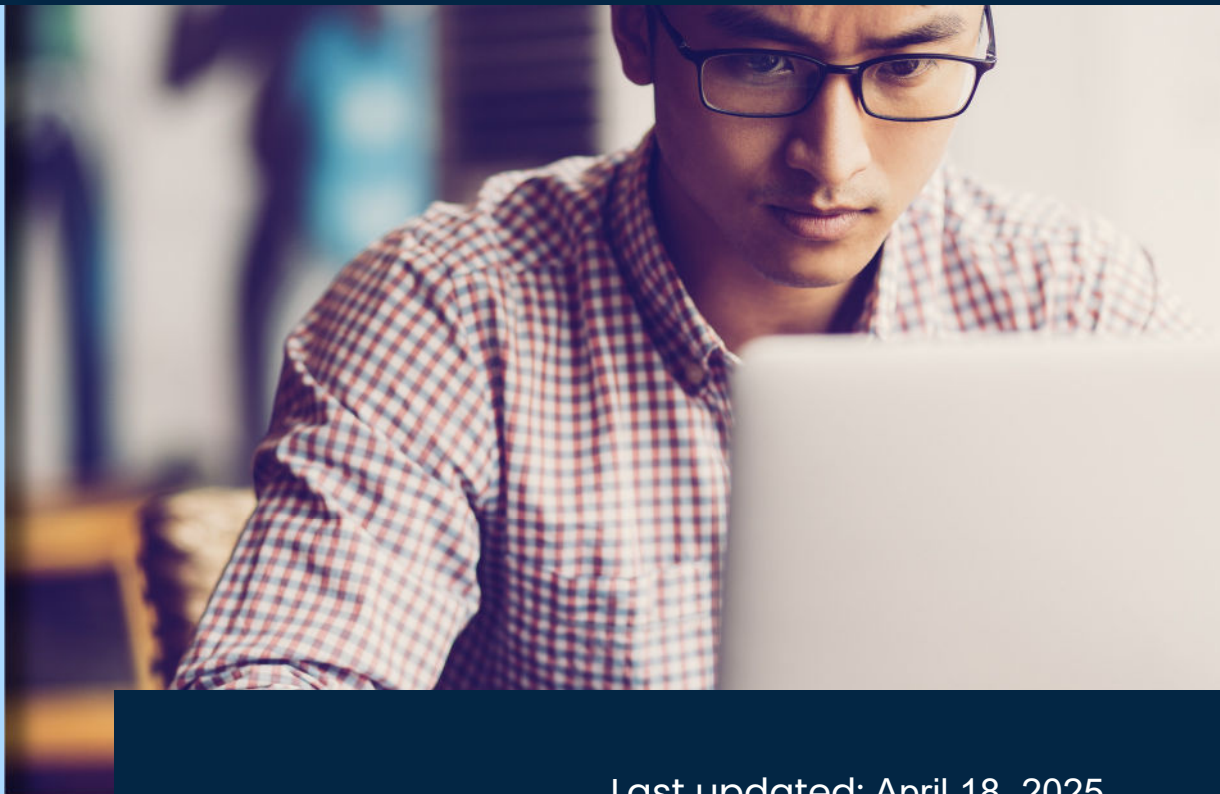


# QRG

## Quick Reference Guide (13 Steps)

### How to Report Intermittent Hours for an Existing Claim

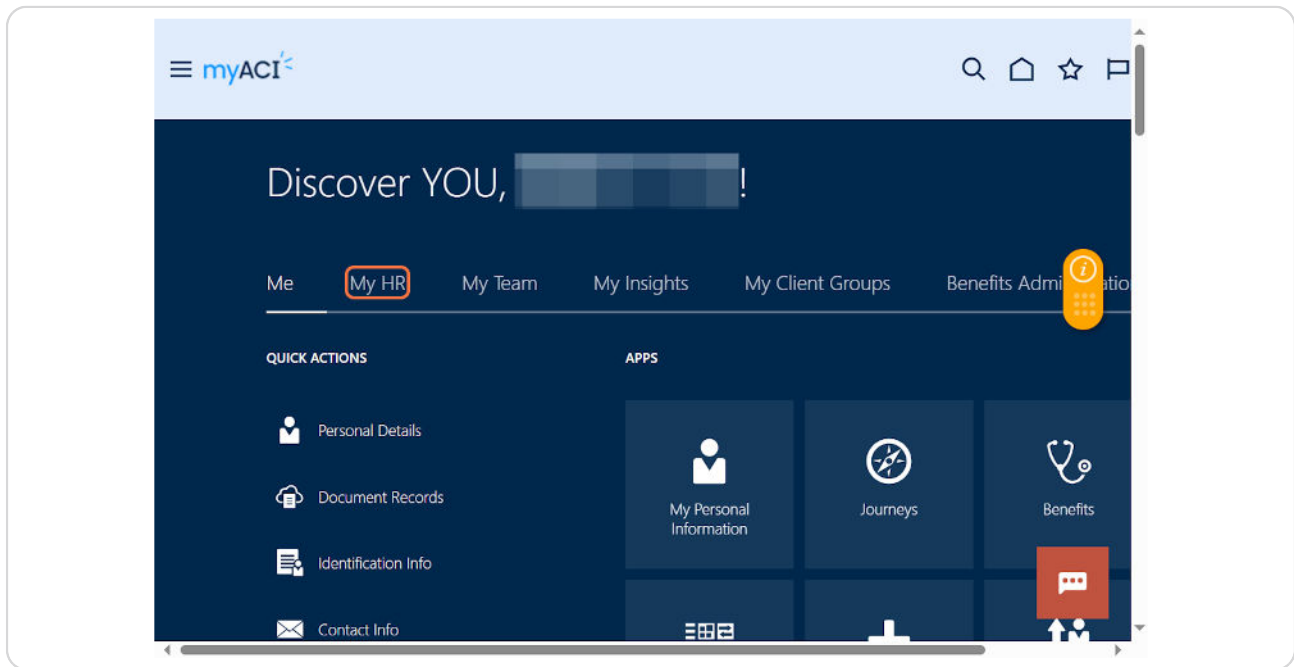
This QRG is for managers, HR representatives and associates who need to report intermittent hours either for themselves or on behalf of an associate.



Last updated: April 18, 2025

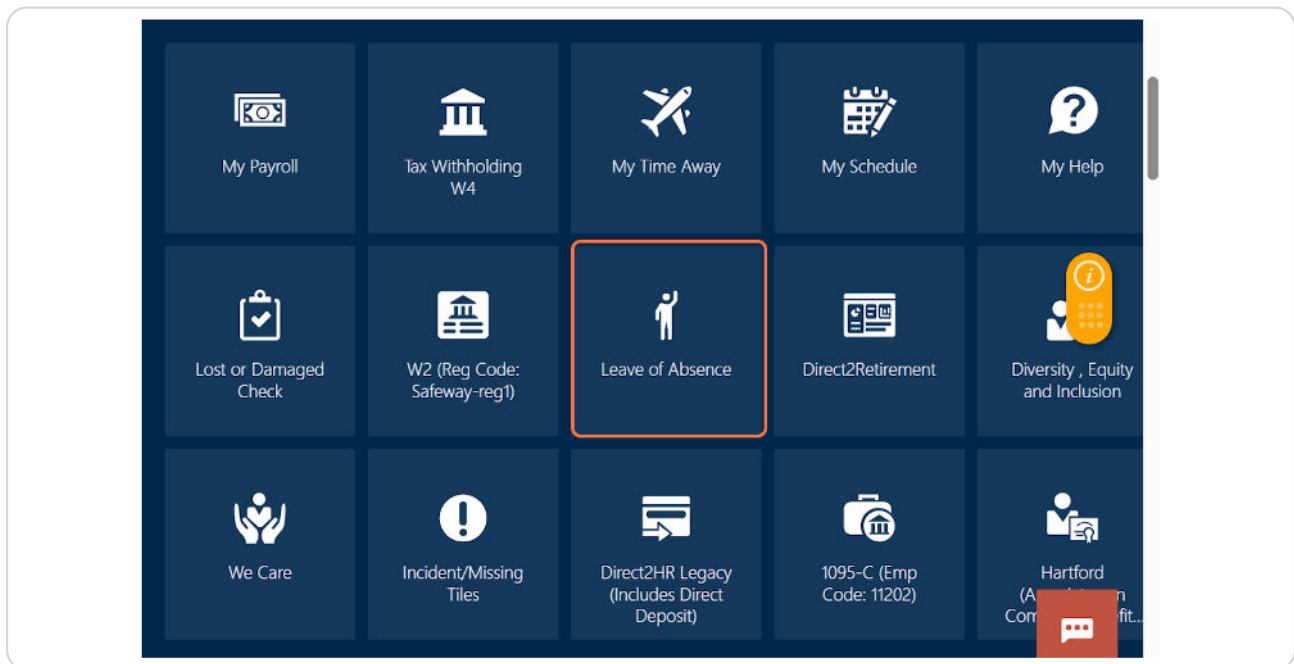
## STEP 1

Sign in to myACI then click on My HR.



## STEP 2

**Click on Leave of Absence.**



### STEP 3

Enter the reason for your intermittent time off.

Example: Joe Black | 599843 | Intermittent Time

The screenshot shows a web application interface for submitting a Leave of Absence Request. At the top, there is a header bar with the 'myACI' logo and a home icon. Below the header, a modal window titled 'Leave of Absence Request' is displayed. Inside this modal, there is a 'Back' button and a red text message: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' Below this, a blue banner encourages users to explore new leave of absence resources on 'myACI-benefits.com'. The main form area has a light blue background. It starts with a 'Subject' field containing the text 'Joe Black | 599843 | Intermittent Time', which is highlighted with a red border. Below the subject field is a note: 'An Affected Party refers to the associate impacted by this ticket. Please ensure the correct associate is designated as the affected party, as this entry could affect pay.' This is followed by an 'Affected Party' dropdown menu. Then, there is a 'Nature of request' dropdown menu, which is marked as 'Required'. Finally, there is a large 'Description' text area for providing details about the request.

myACI

Leave of Absence Request

Back This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.

Explore a range of new leave of absence resources on [myACI-benefits.com](#).

Subject  
Joe Black | 599843 | Intermittent Time

An Affected Party refers to the associate impacted by this ticket. Please ensure the correct associate is designated as the affected party, as this entry could affect pay.

Affected Party

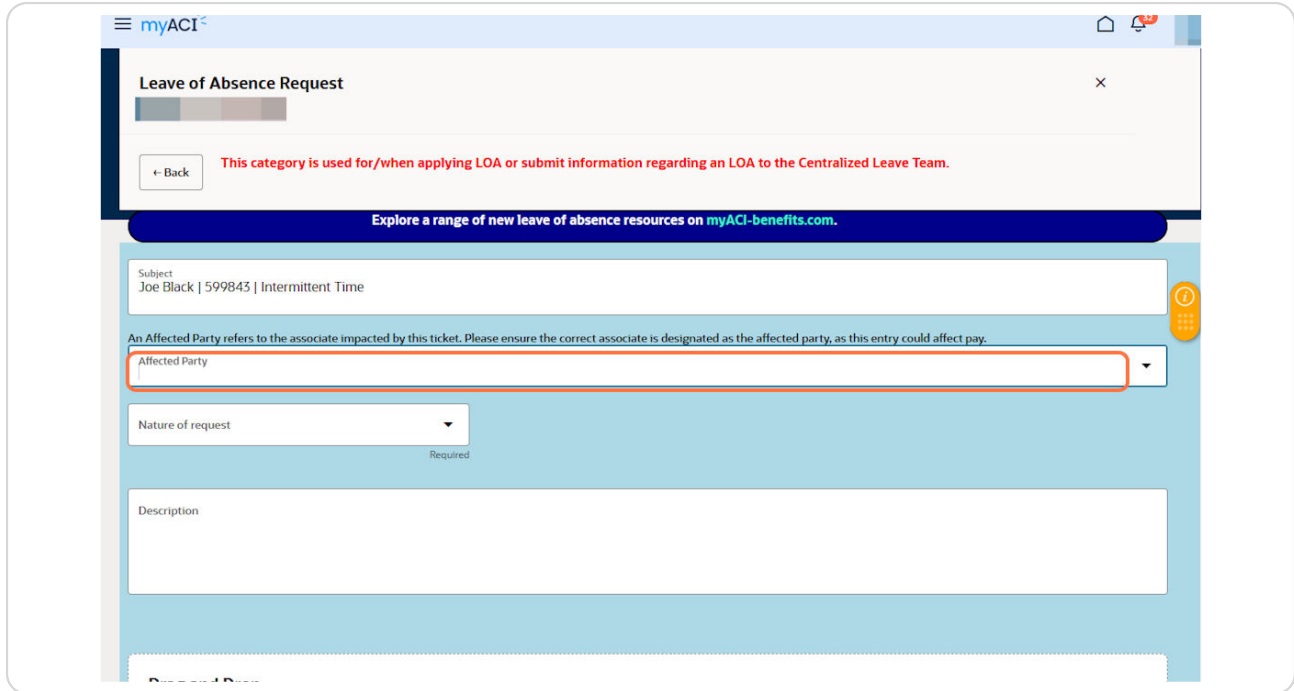
Nature of request  
Required

Description

## STEP 4

**In the Affected Party Box, enter the Employee ID of the associate who is needing to report intermittent hours.**

An Affected Party refers to the associate impacted by this ticket. Please ensure the correct associate is designated as the affected party, as this entry could affect pay.



The screenshot shows a web browser window with the myACI logo in the top left. The page title is "Leave of Absence Request". Below the title is a "Back" button and a red text message: "This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team." A blue banner below that says "Explore a range of new leave of absence resources on myACI-benefits.com." The main form area has a "Subject" field with the text "Joe Black | 599843 | Intermittent Time". Below the subject field is a red-bordered box labeled "Affected Party" with a dropdown arrow, which is highlighted by a red rectangle. Below this is a "Nature of request" dropdown menu with a "Required" label. At the bottom is a large "Description" text area. The browser's address bar shows "myACI-benefits.com".

## STEP 5

Select Report Intermittent leave time off from request category.

The screenshot displays a web form titled "Leave of Absence Request". A dropdown menu is open, showing the following options: "Apply for LOA", "Update Existing LOA", "Report intermittent leave time off" (highlighted with an orange border), "Return from LOA", "Submit supporting Document", and "Call Center Inquiry". Below the dropdown is a label "Nature of request" and a "Required" asterisk. The background shows parts of the form with text like "LOA or submit information regarding an LOA to th", "of new leave of absence resources on myACI-bene", and "Please ensure the correct associate is designated as the affect".

## STEP 6

Enter the leave of absence case number. This can be found on the letter that was sent from the Centralized Leave Team or in an email notification.

Example: AC-24-123456

**DO NOT SKIP THIS STEP.** It's important that we have the accurate case number.

**\*\*Note:** If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.

The screenshot shows the 'myACT' web interface for a 'Leave of Absence Request'. The form is titled 'Leave of Absence Request' and includes a 'Back' button. A red message states: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' Below this is a blue banner with the text: 'Explore a range of new leave of absence resources on myACT-benefits.com.' The form fields include: 'Subject' (Joe Black | 599843 | Intermittent Time), 'Affected Party' (a dropdown menu), 'Nature of request' (Report intermittent leave time off), 'ClaimVantage AC Number (Found on any LOA letter)' (AC-24-123456, highlighted with a red border), 'Date Off 1' (with a calendar icon), 'Number of Hours Missed 1', 'Number of Minutes Missed 1', 'Treatment or Incapacity 1' (a dropdown menu), and 'Select the leave to apply the intermittent hours missed from work 1' (a dropdown menu). A small orange icon with a question mark is visible on the right side of the form.

STEP 7

Select the date that intermittent hours were used.

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two single ticket.

Date Off 1

Number of Hours Missed 1

Numbe

<

April 2025

>

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Number of Hours Missed 2

Numbe

Number of Hours Missed 3

Numbe

Date Off 4

Number of Hours Missed 4

Numbe

Treatment or Incapacity 4

## STEP 8

Type in how many intermittent hours were used on the date you've just selected.


**Note:** You can only enter whole numbers in this box (e.g., 4, not 4.5 or 4 1/2).

**Example:** If you used 4 hours and 30 minutes, enter 4 under "Number of Hours Missed." Then, enter 30 under "Number of Minutes Missed" (see step 9 below).

e off

any LOA letter)


claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVar



Number of Hours Missed 1


Enter 2 or fewer characters.

Number of Minutes Misse



Number of Hours Missed 2

Number of Minutes Misse



Number of Hours Missed 3

Number of Minutes Misse

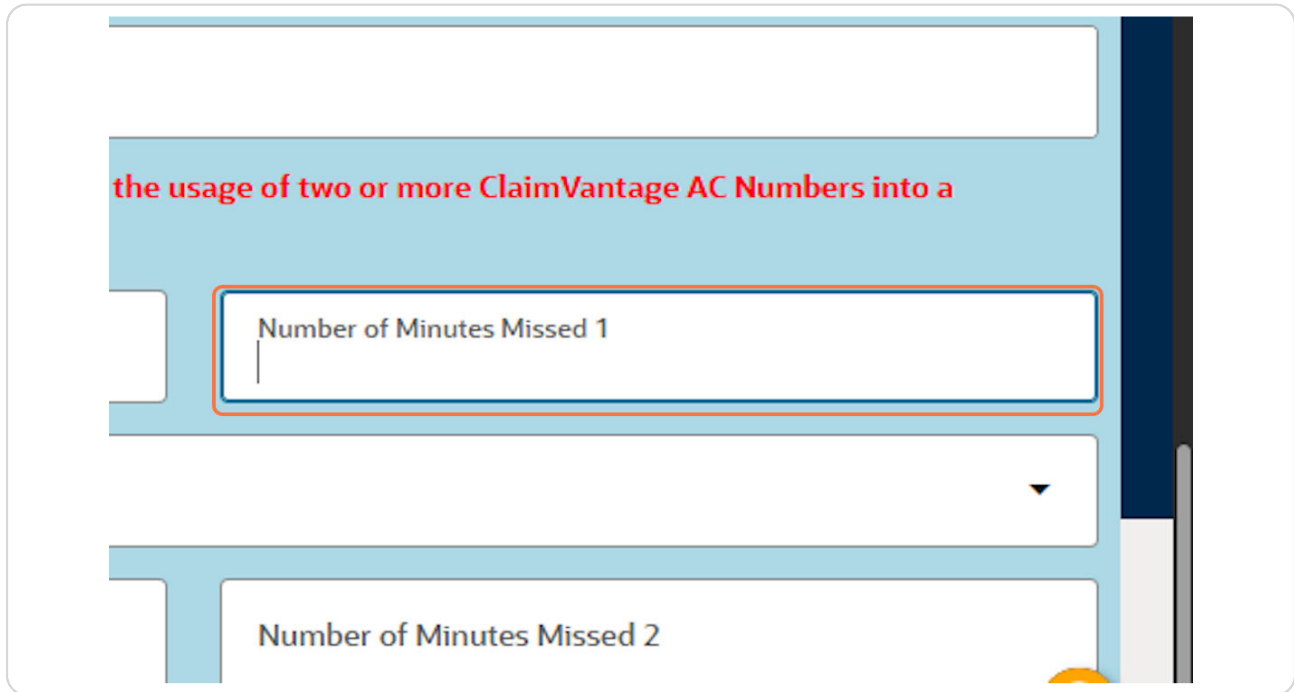


## STEP 9

Type in how many intermittent minutes used on the date you've just selected.

**Note:** You can only enter whole numbers in this box.

**Example:** If you used 4 hours and 30 minutes, enter 4 under "Number of Hours Missed" (see step 8 above). Then, enter 30 under "Number of Minutes Missed."



The screenshot shows a portion of a web form. At the top, there is a light blue header bar with the text "the usage of two or more ClaimVantage AC Numbers into a" in red. Below this, there are two input fields. The first field is labeled "Number of Minutes Missed 1" and has a red border. The second field is labeled "Number of Minutes Missed 2" and has a blue border. A small orange circle is visible at the bottom right of the form area.

## STEP 10

### Select the reason for taking intermittent hours: Incapacity or Treatment

**Treatment:** Scheduled medical appointment.

**Incapacity:** Medical treatment or recovery periods or flare-ups of a chronic condition for own serious health condition or to care for a family member with a serious health condition.

Report intermittent leave time off

Claim/Vantage AC Number (Found on any LOA letter)  
AC-24-123456

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more Claim/Vantage AC Numbers into a single ticket.

Date Off 1

Number of Hours Missed 1

Number of Minutes Missed 1

Treatment or Incapacity 1

Treatment

Incapacity

Date Off 3

Number of Hours Missed 3

Number of Minutes Missed 3

Treatment or Incapacity 3

Date Off 4

Number of Hours Missed 4

Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5

Number of Hours Missed 5

Number of Minutes Missed 5

Treatment or Incapacity 5

## STEP 11

**If needing to report intermittent hours for more than 1 day, repeat steps 7-11.**

**Note: If needing to report intermittent hours for more than 5 days, you will need to submit a new ticket.**

ClaimVantage AC Number (Found on any LOA letter)  
AC-24-123456

If you have multiple intermittent claims, each claim must have its own separate ticket for reporting time. Do not combine the usage of two or more ClaimVantage AC Numbers into a single ticket.

Date Off 1

Number of Hours Missed 1

Number of Minutes Missed 1

Treatment or Incapacity 1  
Incapacity

Date Off 2

Number of Hours Missed 2

Number of Minutes Missed 2

Treatment or Incapacity 2

Date Off 3

Number of Hours Missed 3

Number of Minutes Missed 3

Treatment or Incapacity 3

Date Off 4

Number of Hours Missed 4

Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5

Number of Hours Missed 5

Number of Minutes Missed 5

Treatment or Incapacity 5

## STEP 12

Use the detailed description box to enter any additional information regarding the intermittent hours being reported.

Treatment or Incapacity 3

Date Off 4

Number of Hours Missed 4

Number of Minutes Missed 4

Treatment or Incapacity 4

Date Off 5

Number of Hours Missed 5

Number of Minutes Missed 5

Treatment or Incapacity 5

Description

Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.

Drag and Drop

Select or drop files here.

File Name

File Size

No data to display.

Save

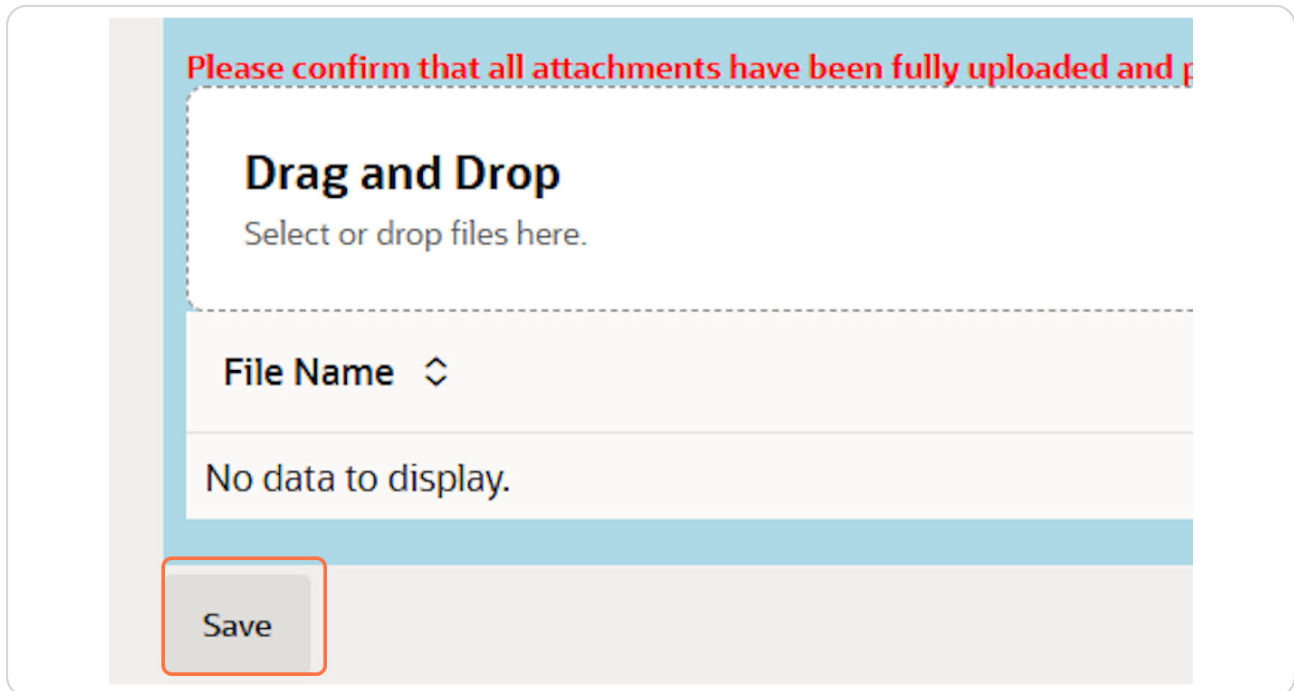
Created with *Tango*

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### STEP 13

**Click on Save in the lower left corner of the screen to save and submit the intermittent hours.**

If you do not click on the Save button, the time will not be submitted.



The screenshot shows a web interface with a light blue header bar. Below the header, there is a red text prompt: "Please confirm that all attachments have been fully uploaded and p". Below this, there is a white box with a dashed border containing the text "Drag and Drop" and "Select or drop files here.". Below this box, there is a white box with a dashed border containing the text "File Name" and a dropdown arrow. Below this box, there is a white box with a dashed border containing the text "No data to display.". At the bottom left of the form, there is a grey button labeled "Save" which is highlighted with a red rectangular border.