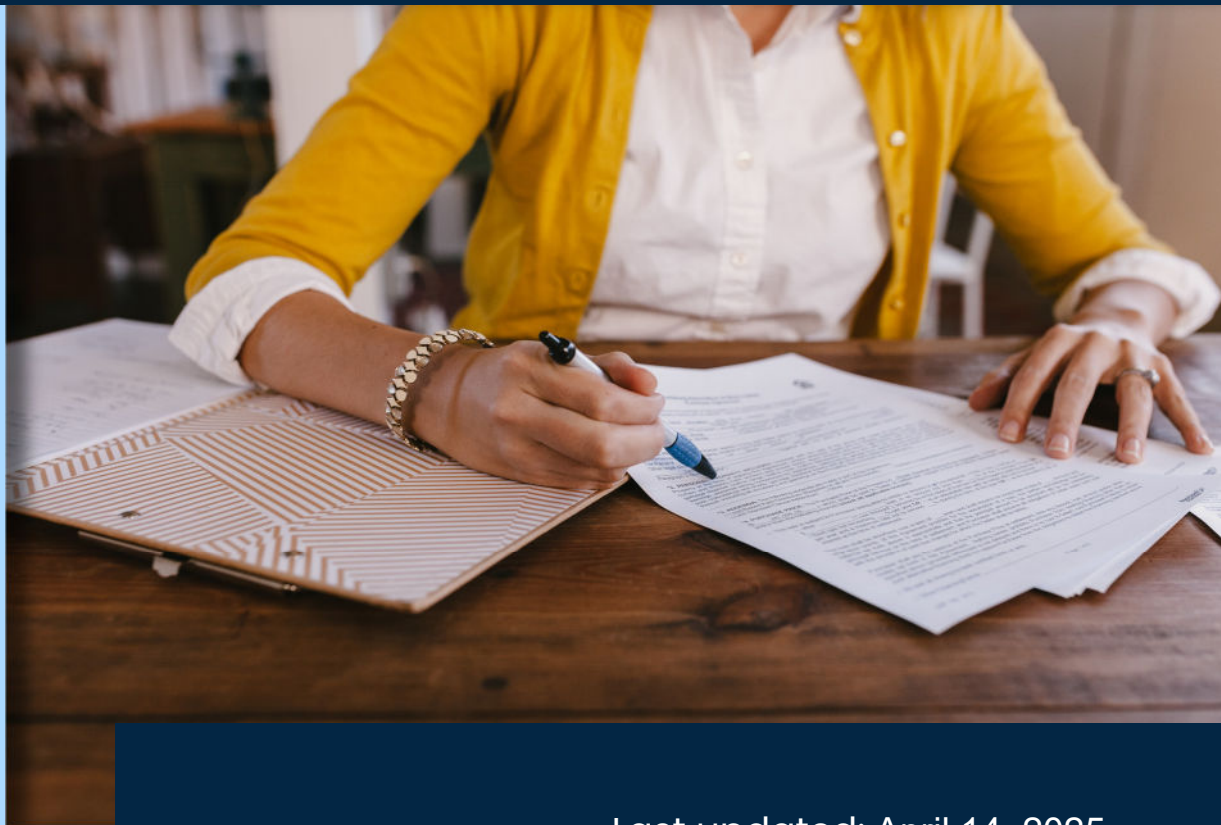


QRG

Quick Reference Guide (9 Steps)

How to Submit Supporting Documentation for an Existing LOA

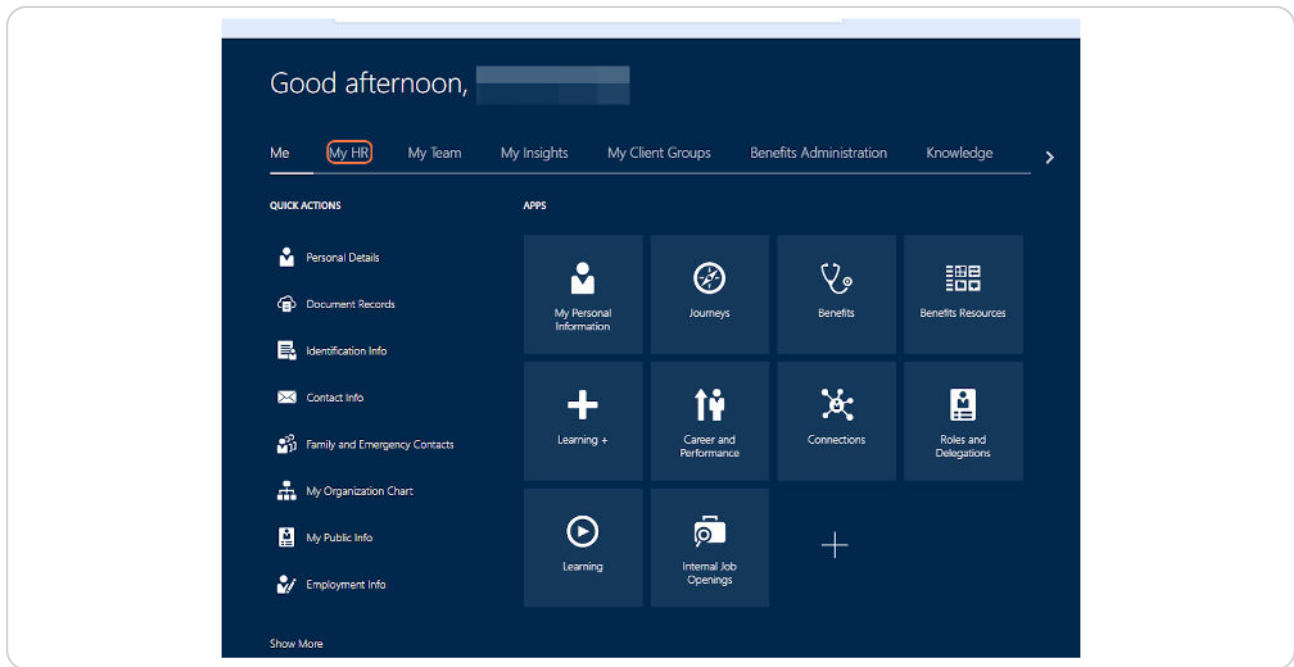
This QRG is for managers, HR representatives and associates who wish to submit supporting documentation for an existing leave of absence (LOA).



Last updated: April 14, 2025

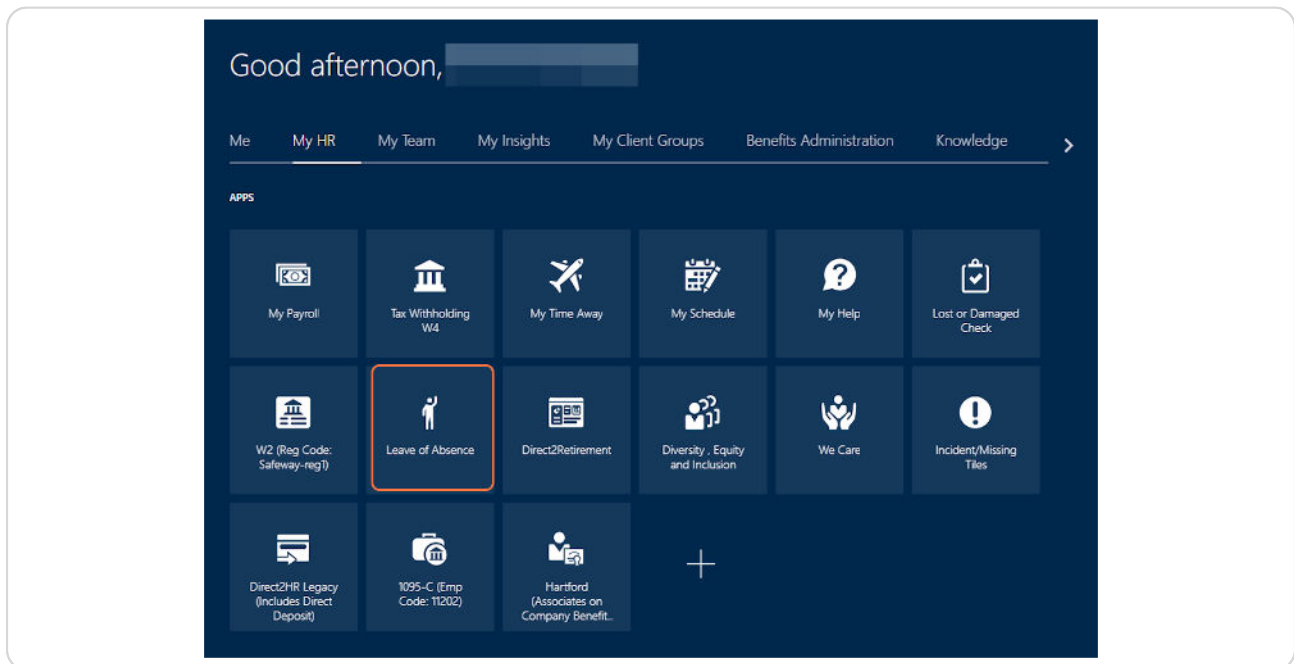
STEP 1

Sign in to myACI then click on My HR.



STEP 2

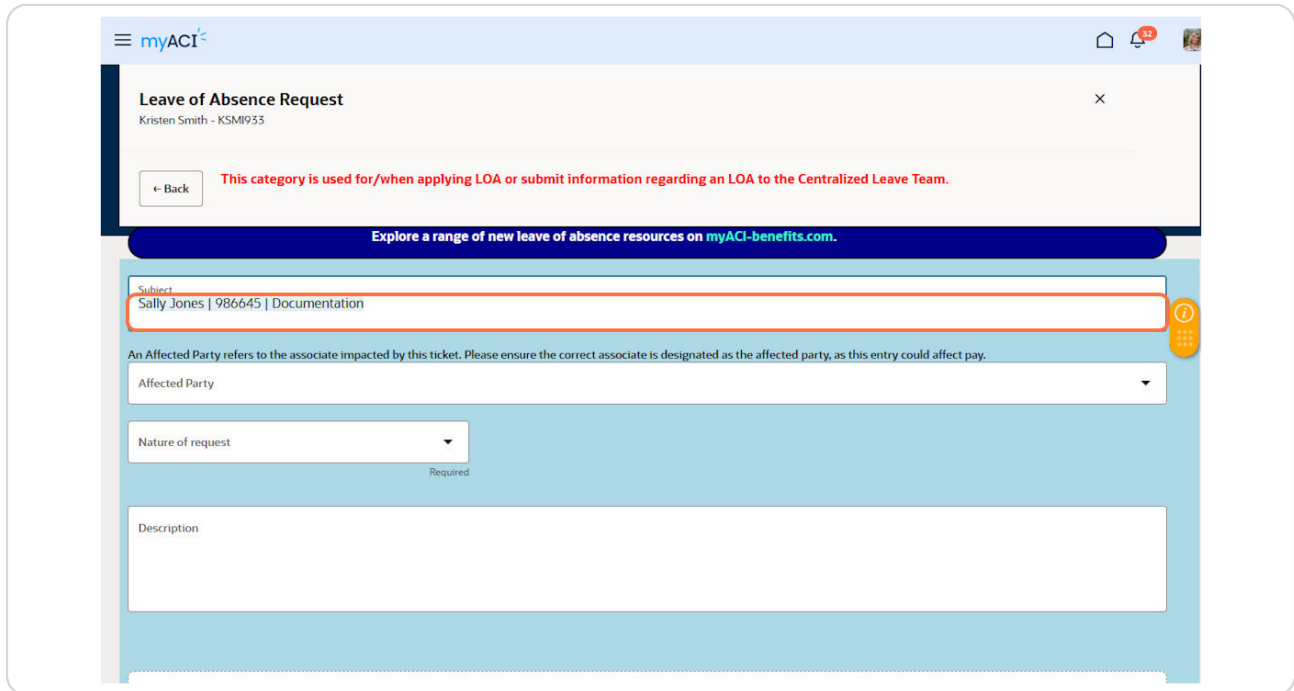
Click on Leave of Absence.



STEP 3

Enter the subject for the leave request.

Example subject: "Sally Jones | 986645 | Documentation"

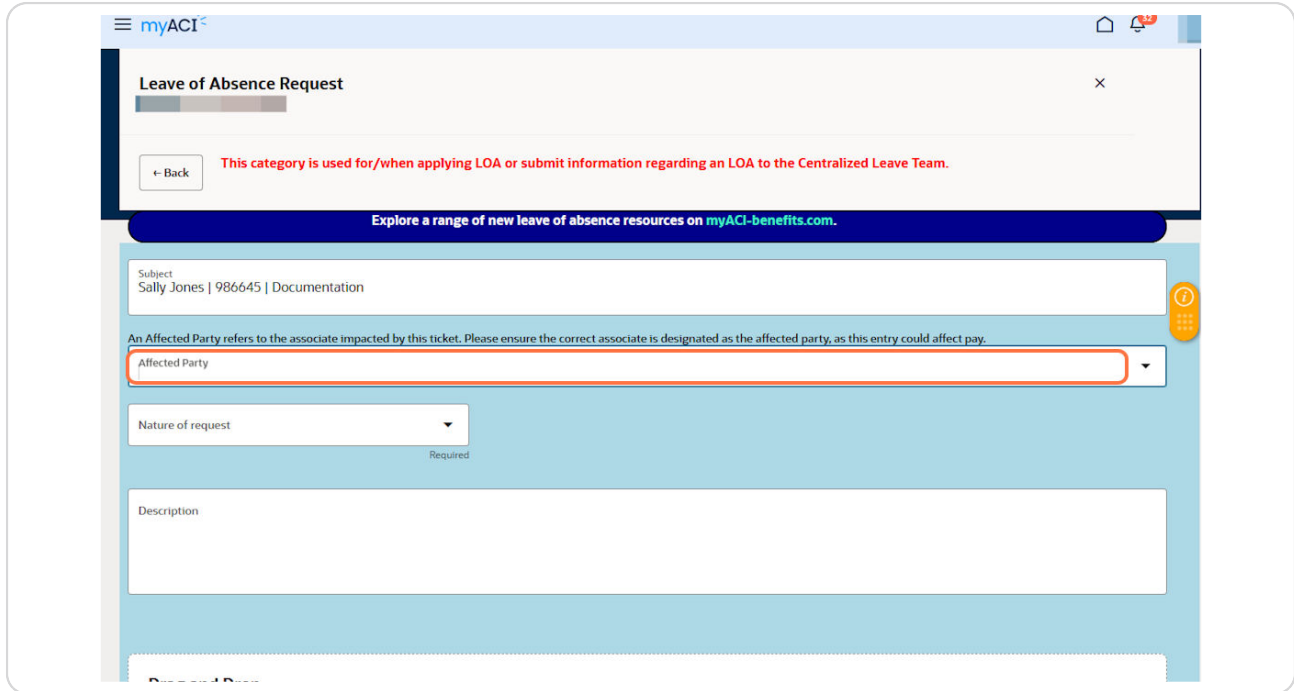


The screenshot shows the 'myACI' web interface for a 'Leave of Absence Request'. The header includes the myACI logo, a home icon, and a notification bell with a red '23' badge. The main title is 'Leave of Absence Request' with the user 'Kristen Smith - KSMI933' below it. A 'Back' button is on the left, and a red message states: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' A blue banner below the message says: 'Explore a range of new leave of absence resources on [myACI-benefits.com](#).' The form fields include: 'Subject' (with the example text 'Sally Jones | 986645 | Documentation' and a red border), '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.' (with a dropdown menu showing 'Affected Party'), 'Nature of request' (with a dropdown menu and a 'Required' label), and 'Description' (with a large text area).

STEP 4

In the Affected Party Box, enter the Employee ID of the associate for whom the medical documentation is being submitted for.

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 red 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 form has a "Subject" field with the text "Sally Jones | 986645 | Documentation". Below this is a red-bordered box labeled "Affected Party" with a dropdown arrow. A note above this box states: "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." Below the "Affected Party" box is a "Nature of request" dropdown menu with a "Required" label. At the bottom is a large "Description" text area.

STEP 5

Select Submit supporting Document from request category.

Apply for LOA

Update Existing LOA

Report intermittent leave time off

Return from LOA

Submit supporting Document

Call Center Inquiry

Select or drop files here.

File Name	File Size
No data to display.	

STEP 6

Enter the leave of absence claim 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.

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

Subject
Sending in medical documentation"

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
Submit supporting Document

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

Enter 12 or fewer characters.

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

STEP 7

Use the detailed description box to enter any additional information about the leave of absence request.

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

Subject
Sending in medical documentation™

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
Submit supporting Document

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

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.	

STEP 8

Drag and Drop your documents in this section.

NOTE: Documents must be in PDF or JPEG format no larger than 8MB.

Important: Ensure ALL documents have been uploaded before moving to next steps

Subject
Sending in medical documentation*

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
Submit supporting Document

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

Description

Please confirm that all attachments have been fully unloaded 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

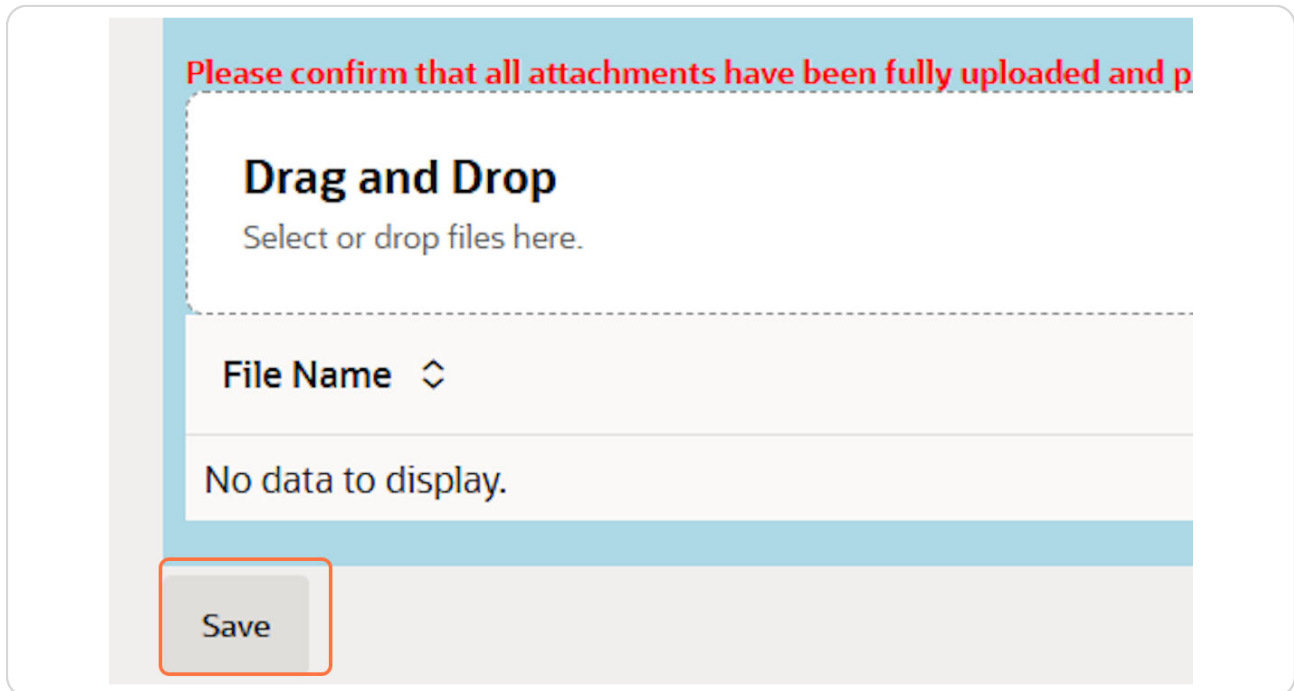
No data to display.

Save

STEP 9

Ensure that all fields above are completed. Then click on "Save" in the lower left corner of the screen to save and submit the documentation.

If you do not click on the Save button, the documentation will not be submitted to the claim.



The screenshot shows a web form interface. At the top, a red text message reads: "Please confirm that all attachments have been fully uploaded and p". Below this is a dashed box containing the text "Drag and Drop" and "Select or drop files here.". Underneath the dashed box is a section titled "File Name" with a dropdown arrow. Below this section, it says "No data to display.". At the bottom left of the form, there is a "Save" button, which is highlighted with a red rectangular border.