

QRG

Quick Reference Guide (1-11 Steps)

How to Submit Supporting Documentation for an Existing LOA

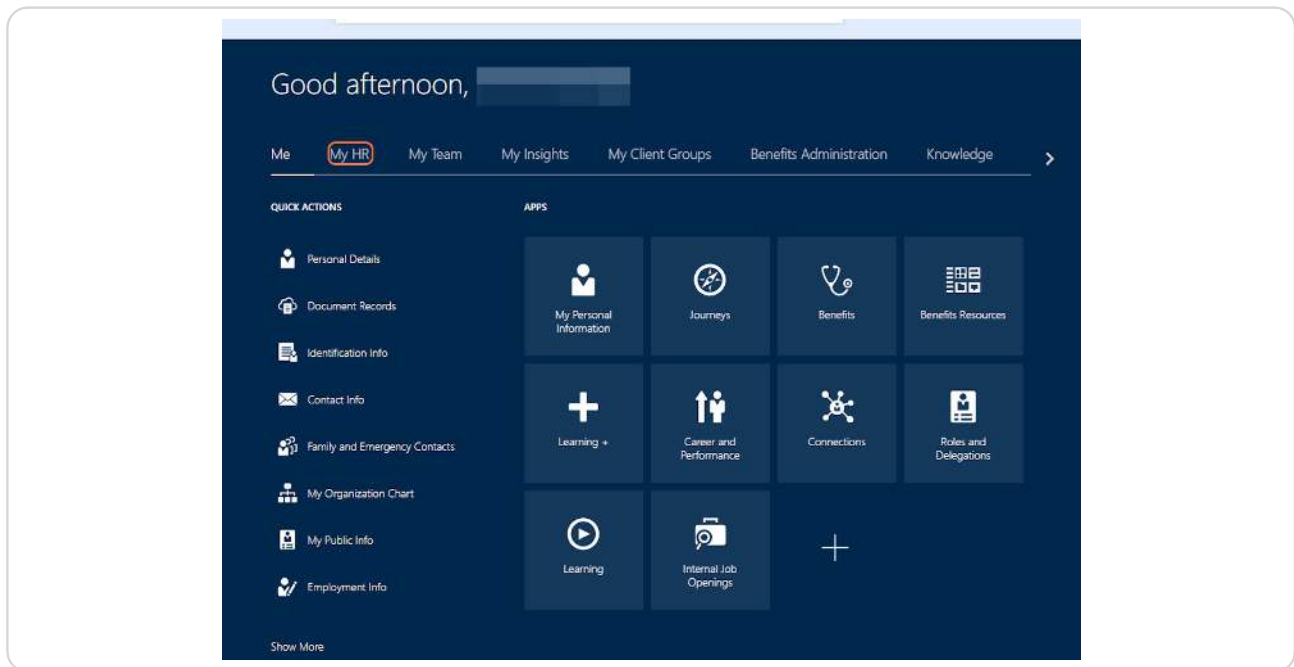
This QRG is for managers, HR representatives and associates who wish to submit supporting documentation for an existing leave of absence (LOA).



Last updated: September 11, 2025

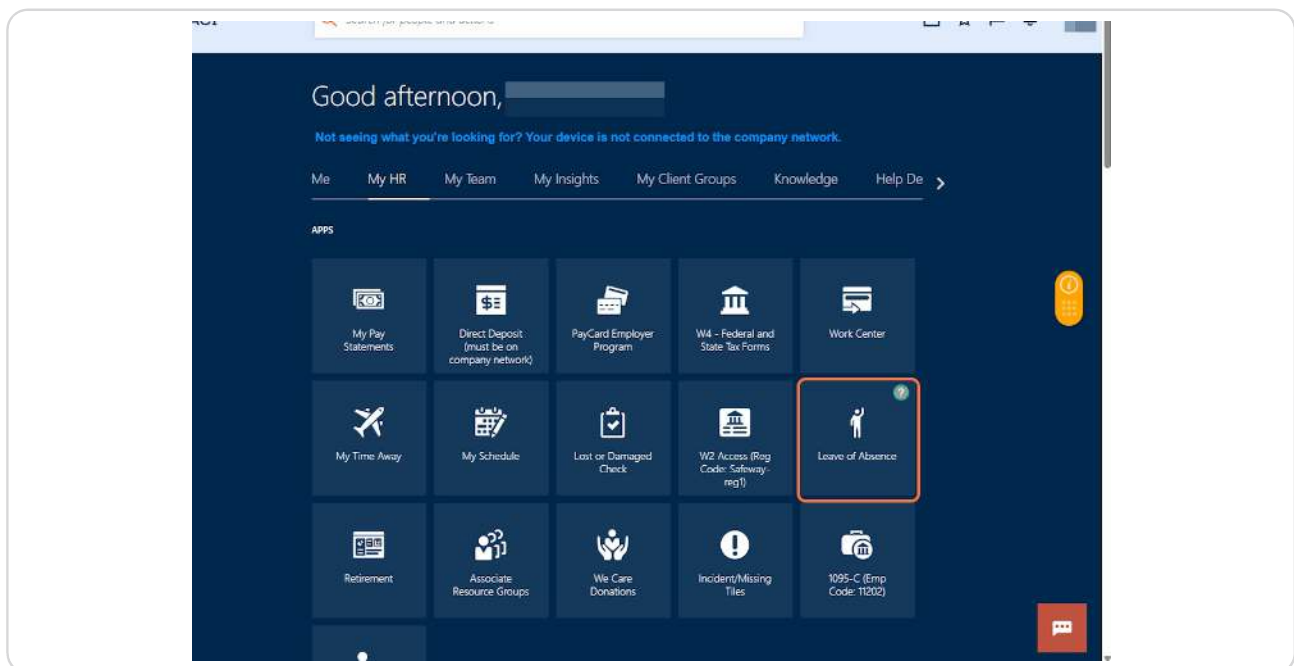
STEP 1

Sign in to myACI then click on My HR.



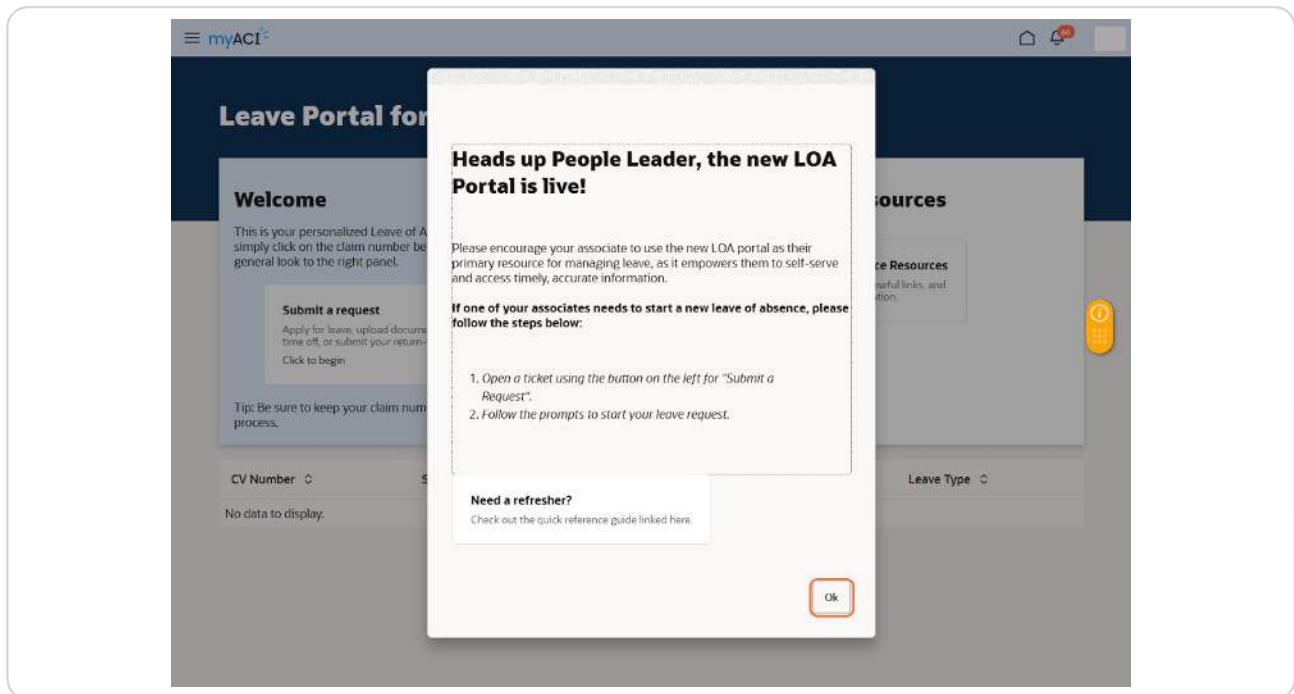
STEP 2

Click on Leave of Absence



STEP 3

If you are an HR/People Manager Submitting Documentation on behalf of an Associate, click OK to continue. If you are Submitting Documentation for yourself, skip to step 4.



STEP 4

Click on "Click to begin" to navigate to submit a request.

Associates: Be sure to copy your CV Number for the corresponding claim you are submitting documentation for, as you will need it when submitting your ticket.

HR/People Manager: Be sure to have the CV Number for the associates claim you are submitting documentation for, as you will need it when submitting your ticket.

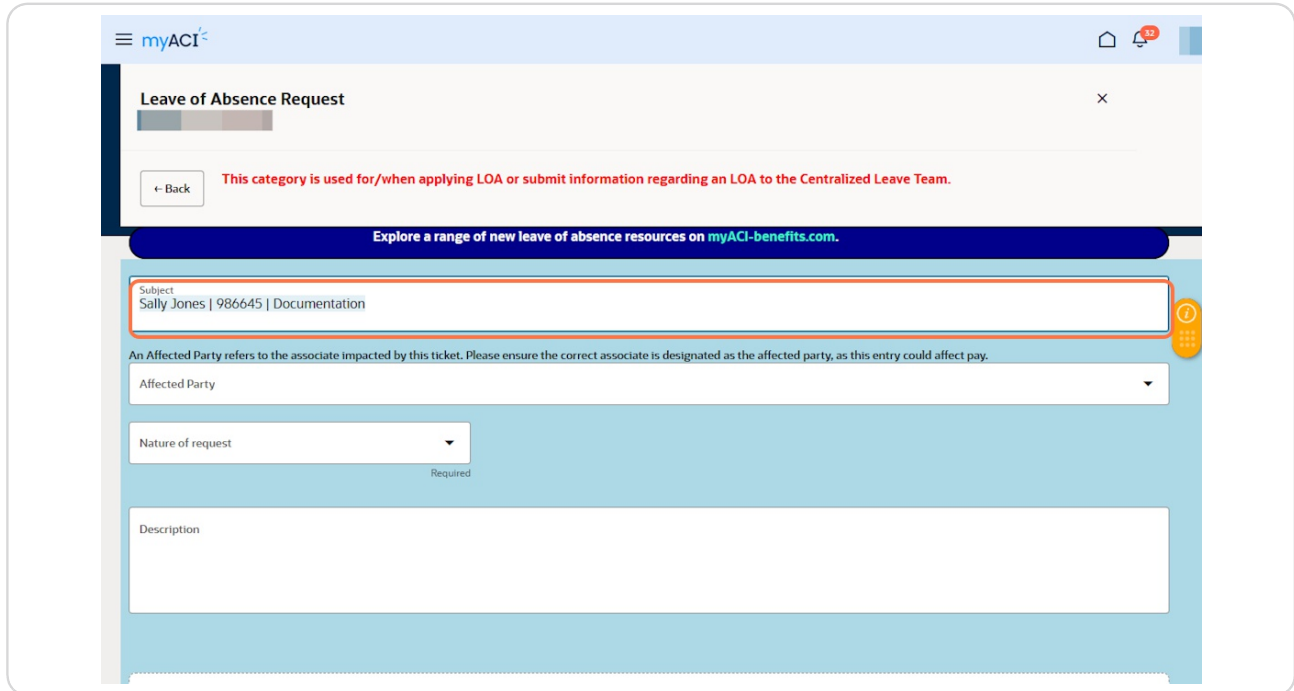
The screenshot shows a web portal titled "Leave Portal for [redacted]". It features a "Welcome" section with instructions and a "Submit a request" button highlighted by a red arrow. A "Links and Resources" section is also visible. Below these sections is a table of active leave claims.

CV Number	Status	Start Date	End Date	Leave Type
AC-25-368994	Pending	2025-06-11	2025-06-11	Continuous
AC-25-368993	Pending	2025-07-08	2025-08-20	Intermittent

STEP 5

Enter the subject for the leave request.

Example subject: "Sally Jones | 986645 | Documentation"

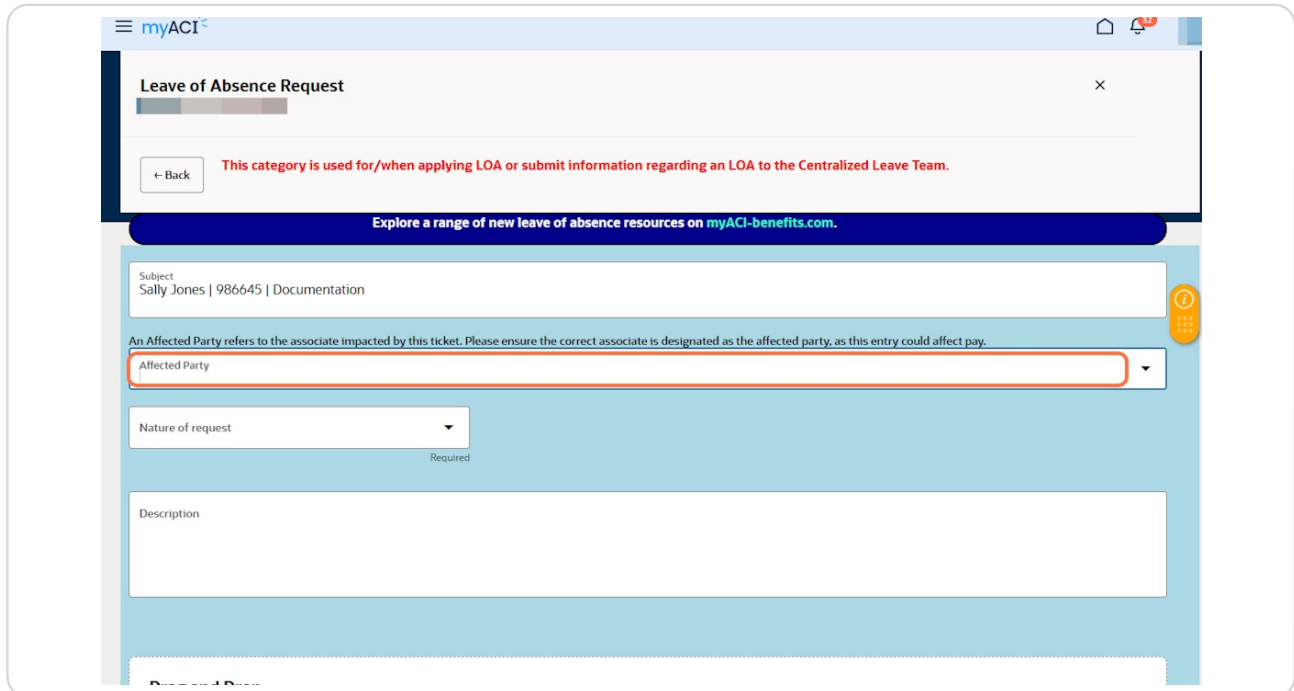


The screenshot shows a web application interface for submitting a "Leave of Absence Request". At the top, there is a navigation bar with the "myACI" logo and a home icon. Below this, a header section contains the title "Leave of Absence Request" and a close button. A red message states: "This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team." A blue banner below the message reads: "Explore a range of new leave of absence resources on [myACI-benefits.com](#)." The main form area has a light blue background. It includes a "Subject" input field with the text "Sally Jones | 986645 | Documentation", 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. Below that is a "Nature of request" dropdown menu, marked as "Required". At the bottom is a large "Description" text area.

STEP 6

In the Affected Party, enter the Employee ID (EID) of the associate who the documentation is being submitted for.

An Affected Party refers to the associate impacted by this ticket.



The screenshot shows a web application interface for a "Leave of Absence Request". At the top, there is a navigation bar with the "myACI" logo and a home icon. Below this, a header section contains a "Leave of Absence Request" title and a close button. 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 header reads: "Explore a range of new leave of absence resources on myACI-benefits.com." The main form area has a "Subject" field with the text "Sally Jones | 986645 | Documentation". Below this, a note explains: "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 "Affected Party" field is highlighted with a red border. Below this is a "Nature of request" dropdown menu, marked as "Required". At the bottom, there is a "Description" text area.

STEP 7

Select Submit supporting Document from request category.

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

- 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.

Save

STEP 8

Enter the leave of absence claim number. This can be found on the Associate Leave Portal page; letters sent from the Centralized Leave Team or in email notifications.

Example: AC-24-123456.

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

The screenshot shows a web form titled "Explore a range of new leave of absence resources on myACI-benefits.com." The form includes the following fields and sections:

- Subject:** "Sending in medical documentation"
- Affected Party:** A dropdown menu with a downward arrow.
- Nature of request:** "Submit supporting Document" with a dropdown arrow.
- Claim/Vantage AC Number (Found on any LOA letter):** "AC-24-123456". This field is highlighted with a red border. Below it, a note says "Enter 12 or fewer characters."
- Description:** A large text area.
- Attachments:** A section with a red warning message: "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments". Below this is a "Drag and Drop" area with the text "Select or drop files here." and a file upload interface showing "File Name" and "File Size" columns.

STEP 9

Use the detailed description box to enter any additional information about the documentation being submitted.

The screenshot shows a web form interface for submitting a ticket. At the top, a blue banner contains the text: "Explore a range of new leave of absence resources on [myACI-benefits.com](#)". Below this, the form has several sections:

- Subject:** A text input field with a "Required" label to its right.
- Affected Party:** A dropdown menu with a "Required" label to its right. A note above it 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."
- Nature of request:** A dropdown menu with a "Required" label to its right.
- Description:** A large text area, which is highlighted with a red border in the image.
- Attachments:** A section with a red warning message: "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments." Below this is a "Drag and Drop" area with the text "Select or drop files here." and a table with columns "File Name" and "File Size". The table currently shows "No data to display."
- Save:** A button at the bottom left of the form.

On the right side of the form, there is a vertical yellow button with a circular arrow icon and the text "Cancel".

STEP 10

Drag and Drop your documents in this section.

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

Important: Wait for the document to fully upload before moving to the next step.

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 11

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, there is a blue header bar. Below it, a red text message reads: "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Or". Below this message is a white box with the heading "Drag and Drop" and the text "Select or drop files here.". Below the white box is a table with two columns: "File Name" and "File Size". The table is currently empty, displaying "No data to display.". At the bottom left of the form, there is a "Save" button, which is highlighted with a red rectangular box.