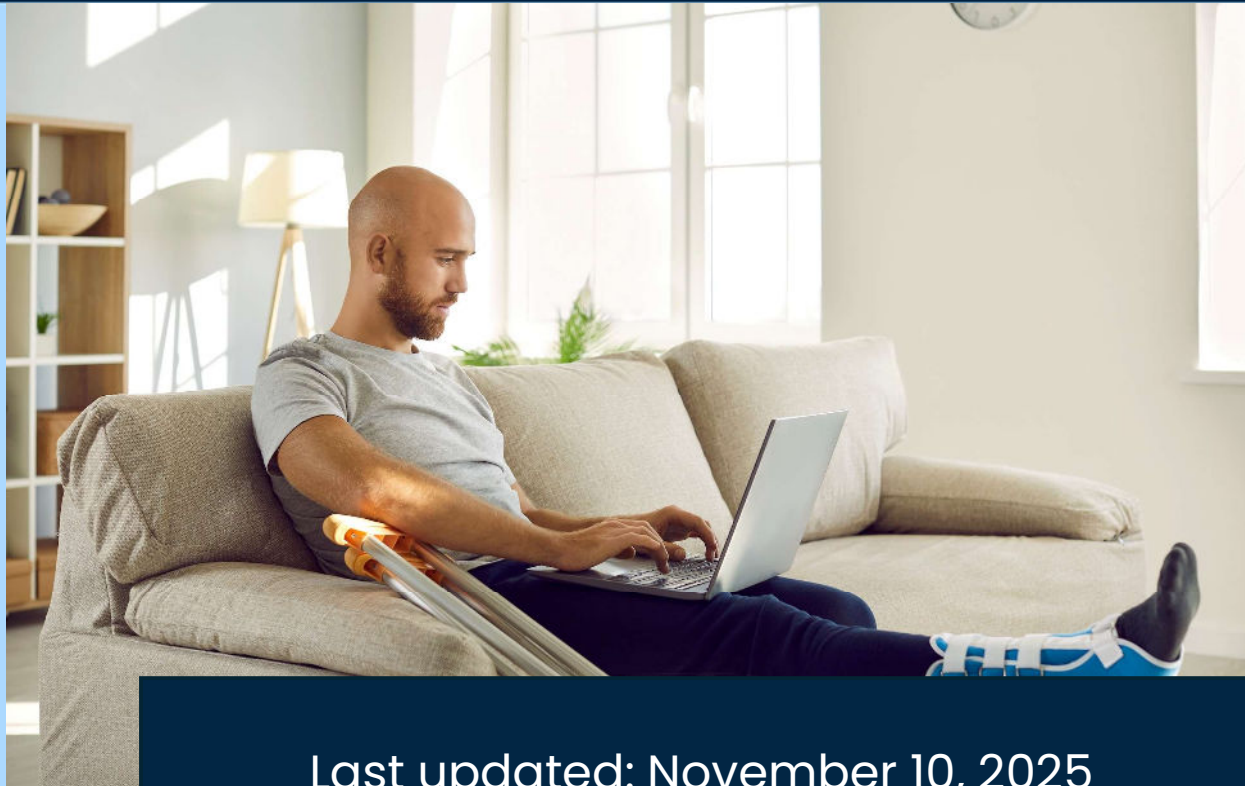


QRG

Quick Reference Guide (1-17 Steps)

How to Submit Supporting Documentation for an Existing LOA

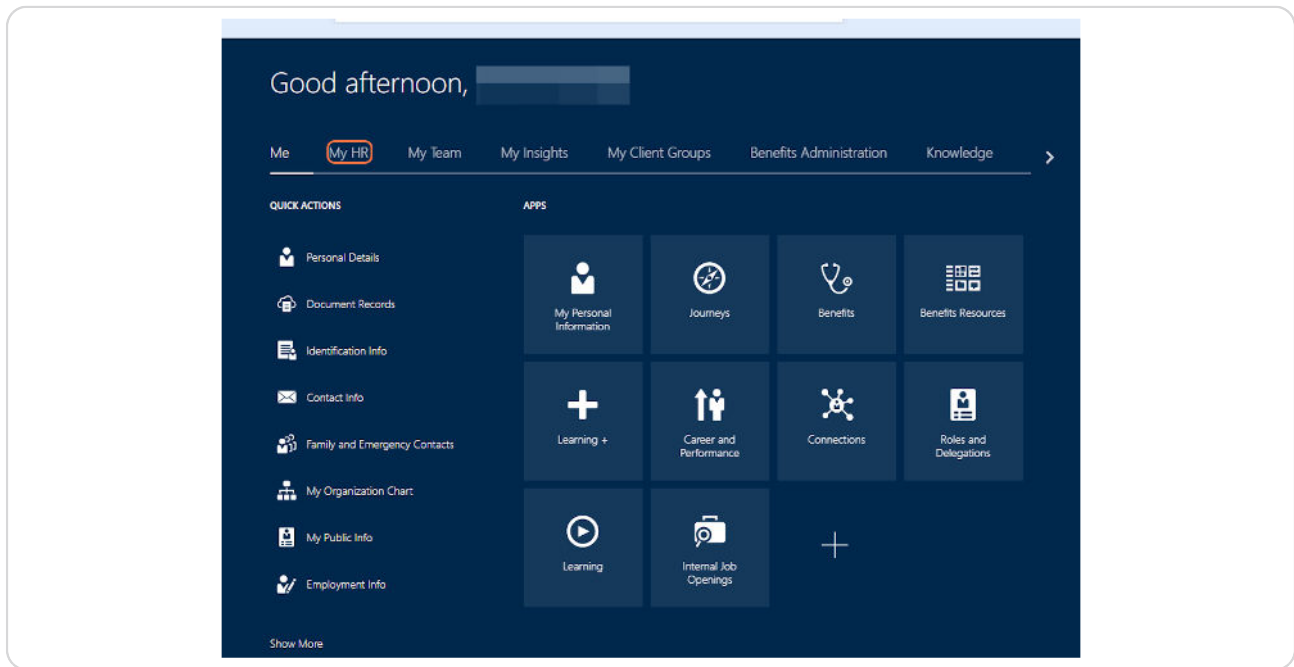
This QRG is for managers, HR representatives and associates who wish to submit supporting documentation for an existing leave of absence (LOA).



Last updated: November 10, 2025

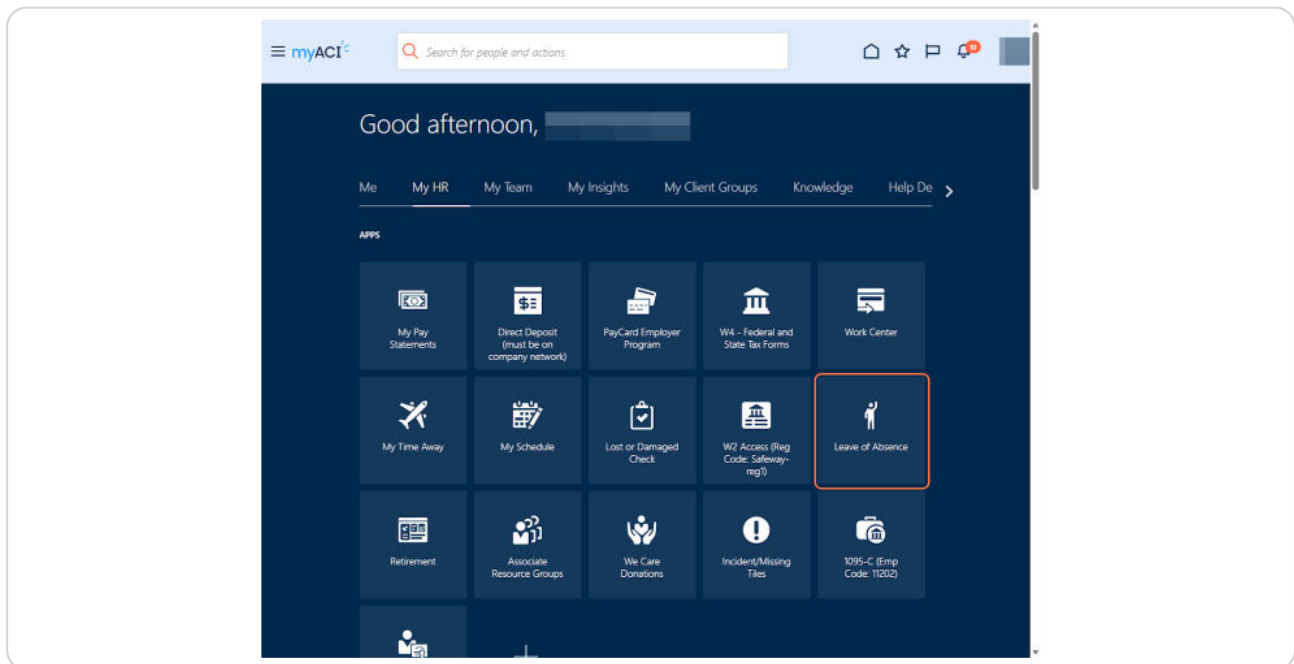
STEP 1

Sign in to myACI then click on My HR.



STEP 2

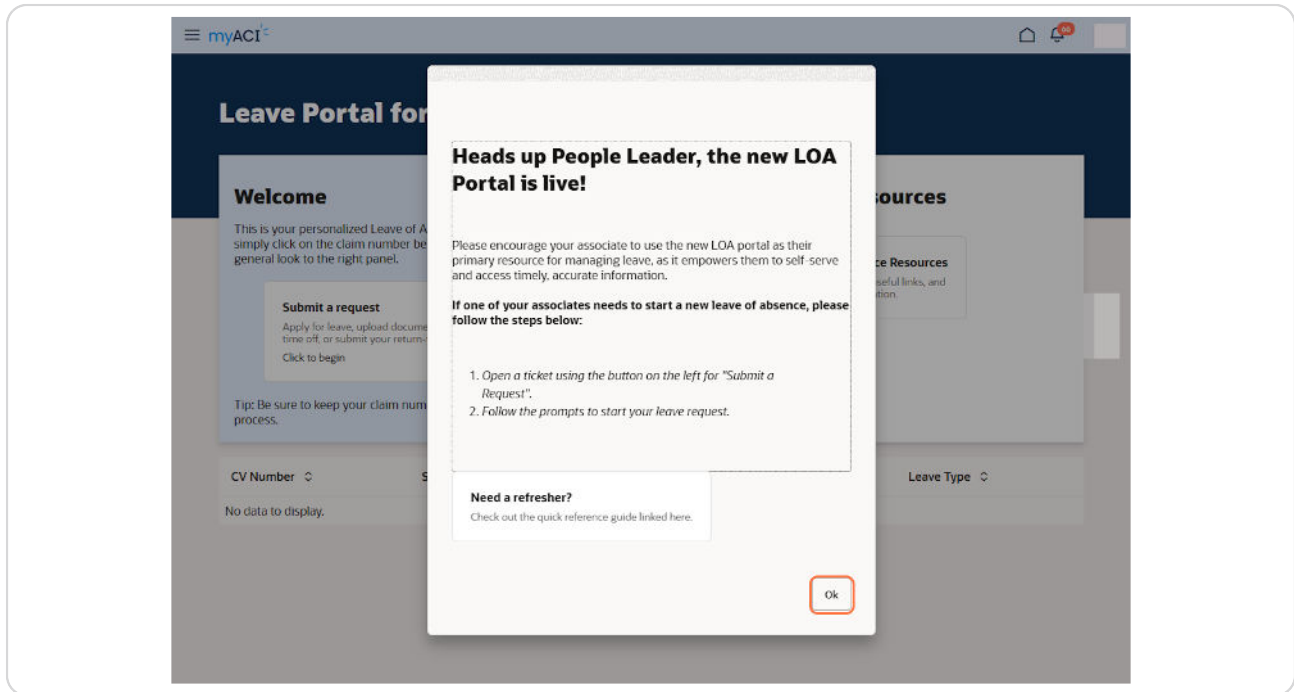
Click on Leave of Absence



STEP 3

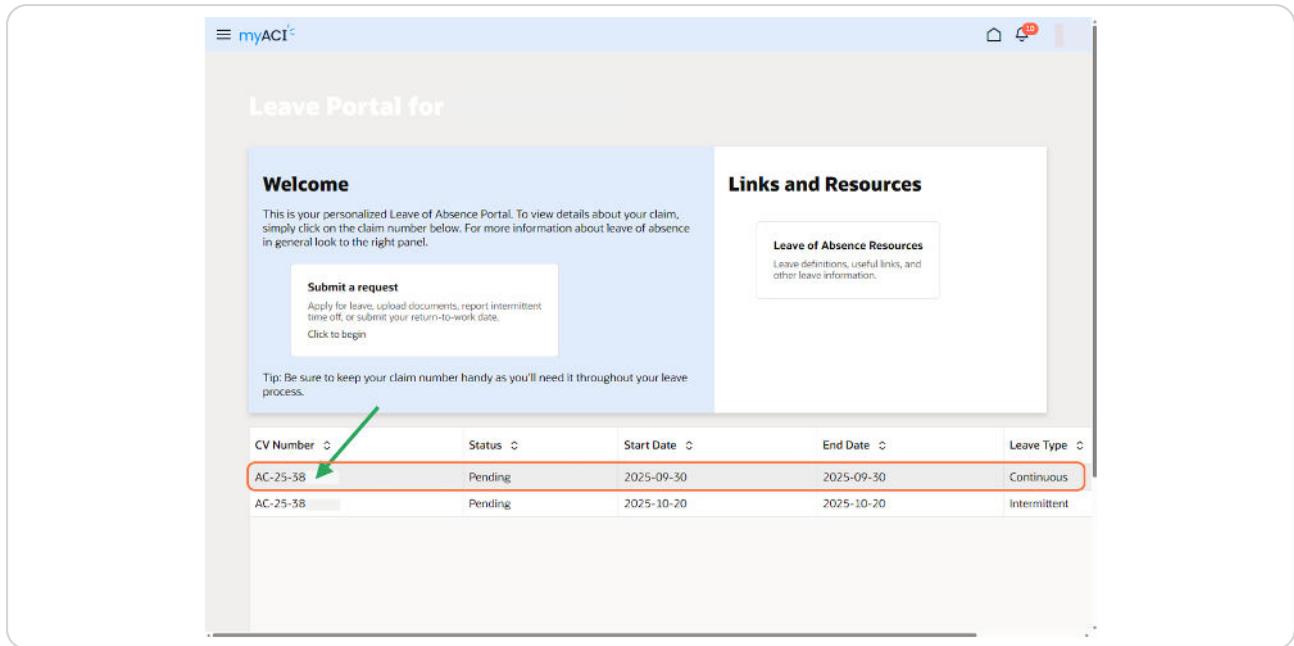
If you are an HR/People Manager Submitting Documentation on behalf of an Associate, click OK then proceed to step #9.

If you are an Associate Submitting Documentation for yourself, proceed to step #4.



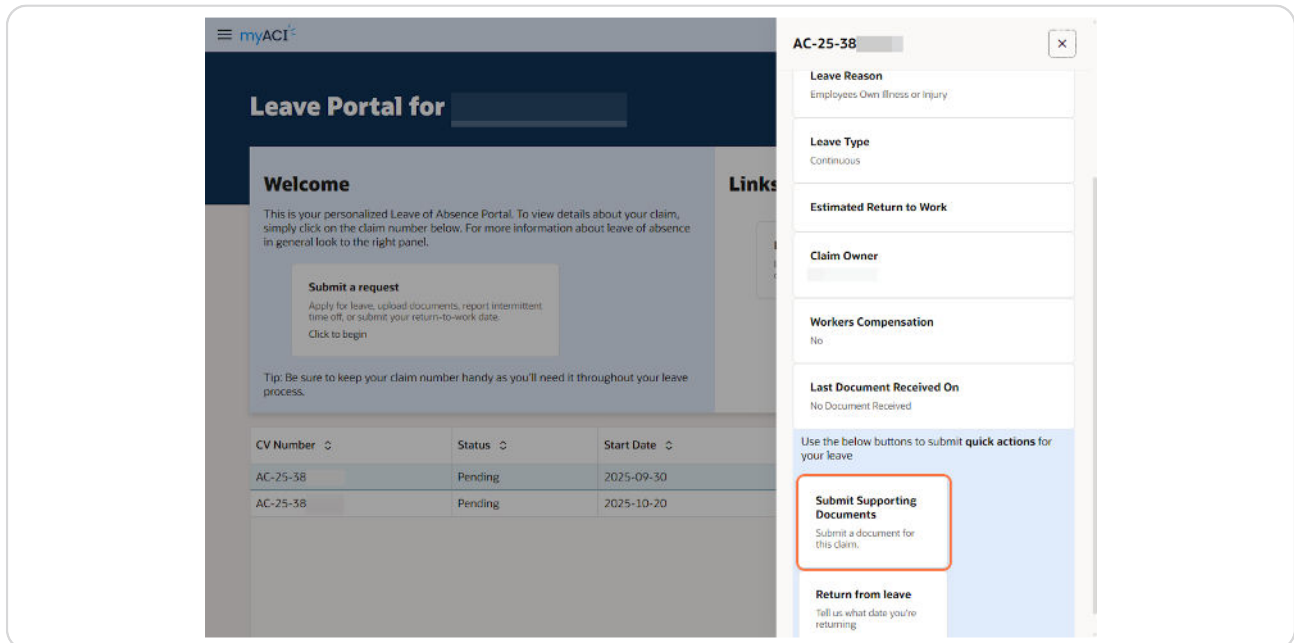
STEP 4

Click on the claim number that you are submitting supporting documentation for.



STEP 5

Click on "Submit Supporting Documents" in the quick action section.



STEP 6

Use the detailed description box to enter any additional information about the Submit Supporting Documents request.

The screenshot shows the myACI Leave Portal interface. A modal window is open, titled "Submit a document for claim number AC-25-38". The modal contains a "Description" text area, a "Drag and Drop" section with instructions to "Select or drop files here.", and a table with columns "File Name" and "File Size". The table is currently empty, displaying "No data to display." Below the table, there is 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." At the bottom of the modal is a red button labeled "Submit Document(s)". The background of the portal shows a "Welcome" message and a "Submit a request" section.

myACI

Leave Portal for

Welcome

This is your personalized Leave of Absence page. You can simply click on the claim number below to view the details. In general look to the right panel.

Submit a request

Apply for leave, upload documents, track your time off, or submit your return to work request. Click to begin.

Tip: Be sure to keep your claim number handy for the entire process.

CV Number

AC-25-38
AC-25-38

Submit a document for claim number AC-25-38

Using this form you can submit documents to the Centralized Leave Team.

Description

Drag and Drop
Select or drop files here.

File Name	File Size
No data to display.	

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

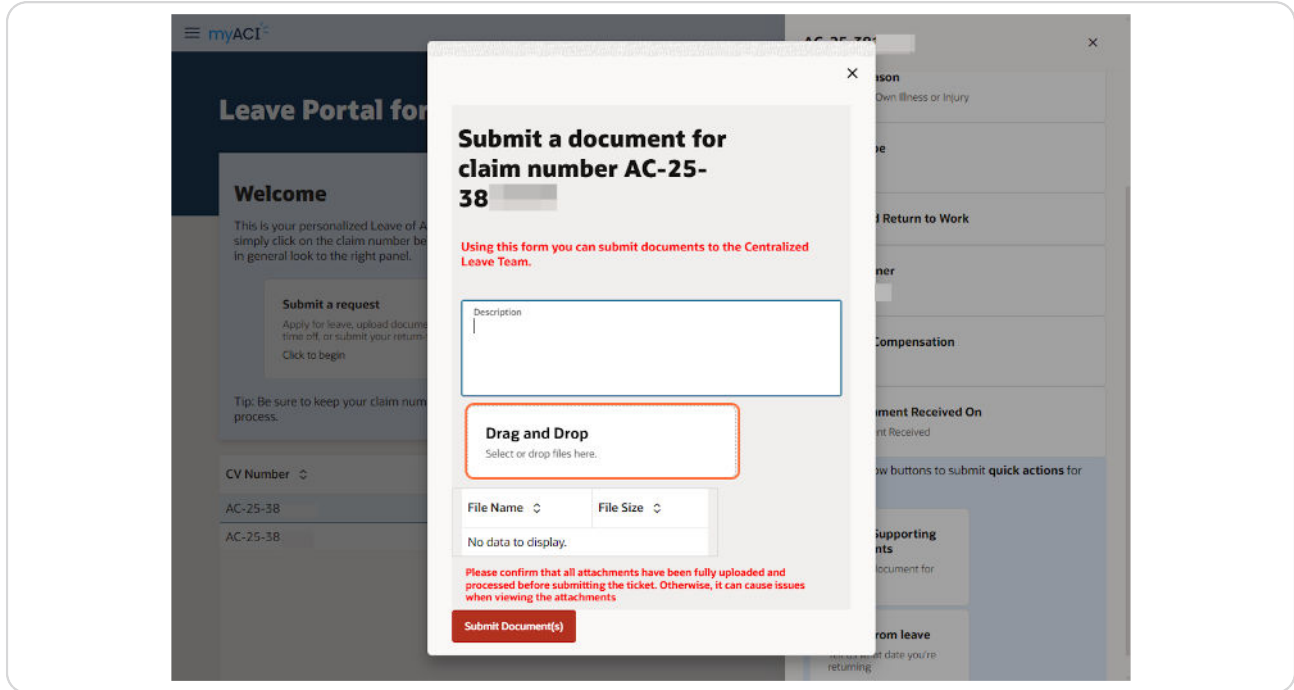
Submit Document(s)

STEP 7

Drag and Drop any 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.



The screenshot displays the 'myACI' Leave Portal interface. A modal window titled 'Submit a document for claim number AC-25-38' is open. The modal includes a 'Description' text area, a 'Drag and Drop' section with the instruction 'Select or drop files here.', and a table for file uploads. The table has columns for 'File Name' and 'File Size', and currently shows 'No data to display.' Below the table, a red warning message states: 'Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.' A red 'Submit Document(s)' button is at the bottom of the modal. The background shows the 'Leave Portal for' page with a 'Welcome' message and a 'Submit a request' button.

myACI

Leave Portal for

Welcome

This is your personalized Leave of Absence page. Simply click on the claim number below to view the details and submit a request. In general look to the right panel.

Submit a request

Apply for leave, upload documents, or submit your return to work request. Click to begin

Tip: Be sure to keep your claim number handy throughout the process.

CV Number

AC-25-38

AC-25-38

Submit a document for claim number AC-25-38

Using this form you can submit documents to the Centralized Leave Team.

Description

Drag and Drop

Select or drop files here.

File Name	File Size
No data to display.	

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

Submit Document(s)

STEP 8

Click on "Submit Document(s)" to save and submit your documentation.

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

The screenshot shows the myACI Leave Portal interface. A modal window titled "Submit a document for claim number AC-25-38" is open. The modal contains a "Description" text area, a "Drag and Drop" section with the text "Select or drop files here.", and a table of uploaded files. A green arrow points to the "File Size" column of the table. Below the table is a red warning message and a "Submit Document(s)" button.

File Name	File Size
Certification of Hea...	125564

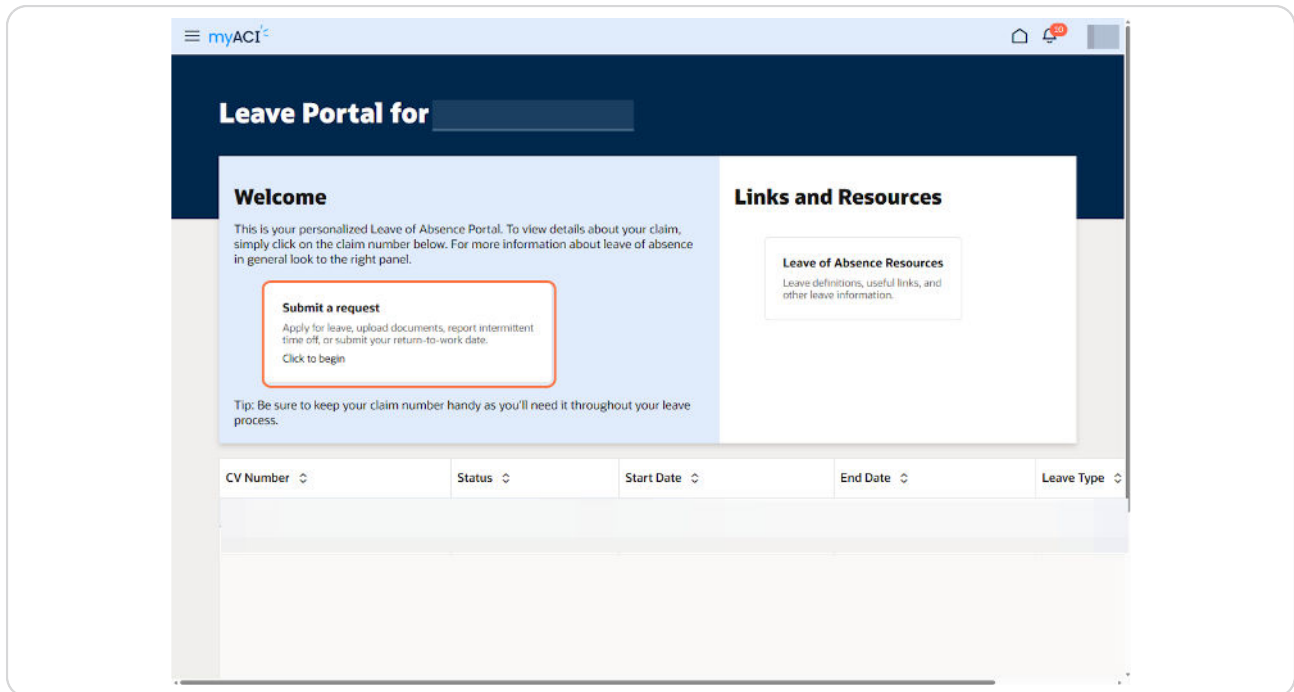
STEP 9

HR/People Manager Submitting Documentation on behalf of an Associate steps.

STEP 10

Click on "Submit a request" to navigate to submit a ticket.

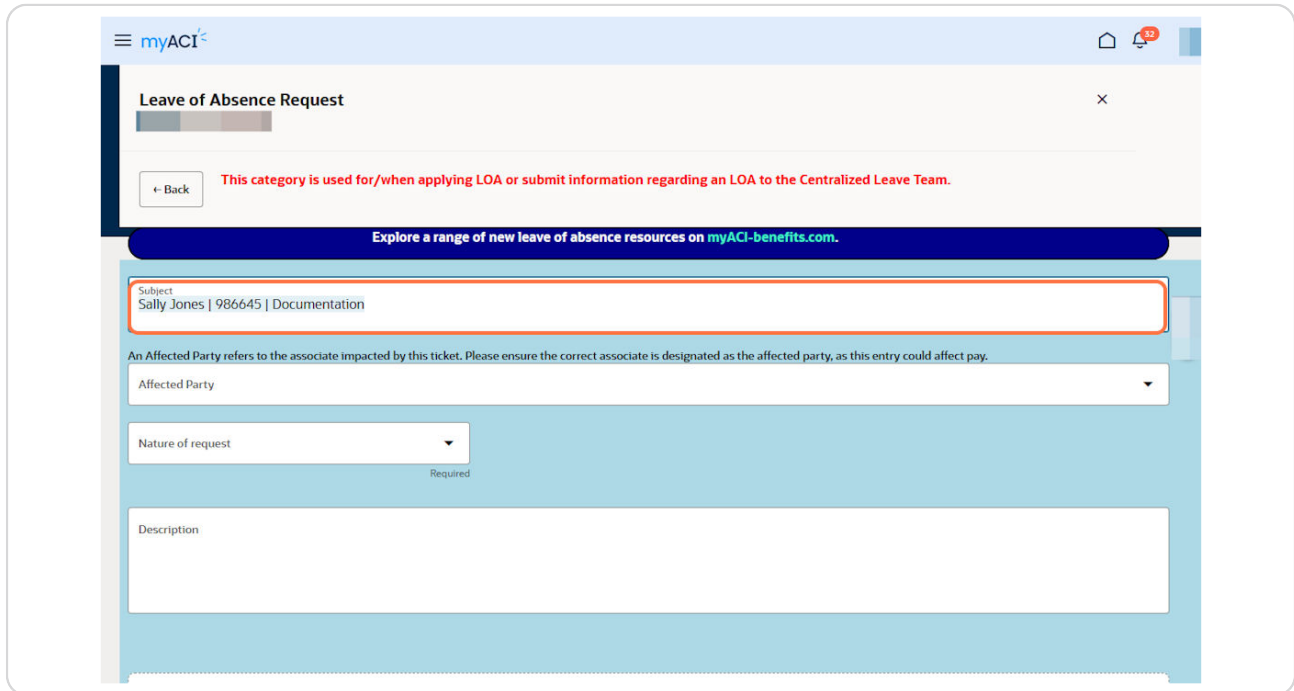
HR/People Manager: Be sure to have the CV Number for the associates claim you are submitting documentation for, as you will need it when submitting your ticket.



STEP 11

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 '32' badge. The main title is 'Leave of Absence Request' with a close button (X). Below the title is a 'Back' button and a red informational message: '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 form fields include: 'Subject' (with the example text 'Sally Jones | 986645 | Documentation' and a red border), 'Affected Party' (a dropdown menu), 'Nature of request' (a dropdown menu with a 'Required' label), and 'Description' (a large text area).

STEP 12

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 the 'Leave of Absence Request' form in the myACI system. The form includes a 'Subject' field with the text 'Sally Jones | 986645 | Documentation'. Below this is a red banner with the text 'Explore a range of new leave of absence resources on myACI-benefits.com.' The 'Affected Party' field is highlighted with a red box. Below this is a 'Nature of request' dropdown menu. The form also includes a 'Description' field and a 'Save' button at the bottom.

STEP 13

Select "Submit supporting Document" from request category.

The screenshot shows the 'Leave of Absence Request' form in the myACI system. The 'Nature of request' dropdown menu is open, and 'Submit supporting Document' is selected. The form also includes a 'Subject' field with the text 'Sending in medical documentation'. Below this is a red banner with the text 'Explore a range of new leave of absence resources on myACI-benefits.com.' The 'Affected Party' field is highlighted with a red box. Below this is a 'Nature of request' dropdown menu. The form also includes a 'Description' field and a 'Save' button at the bottom.

STEP 14

Enter the leave of absence claim number. This can be found on email notifications that are sent from the Centralized Leave Team (CLT).

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 15

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

The screenshot shows a web form interface. At the top, a blue banner contains the text: "Explore a range of new leave of absence resources on [myACI-benefits.com](#)." Below this is a "Subject" text input field, with a "Required" label to its right. A note below the subject field 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." This is followed by an "Affected Party" dropdown menu. Below that is a "Nature of request" dropdown menu, also marked as "Required". The "Description" text area is highlighted with a red border. Below the description field, a red warning message reads: "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments." Underneath is a "Drag and Drop" section with the instruction "Select or drop files here." Below this is a table with two columns: "File Name" and "File Size", both with sort arrows. The table currently shows "No data to display." At the bottom left of the form is a "Save" button.

STEP 16

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 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

STEP 17

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.

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

ClaimVantage 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.

Save