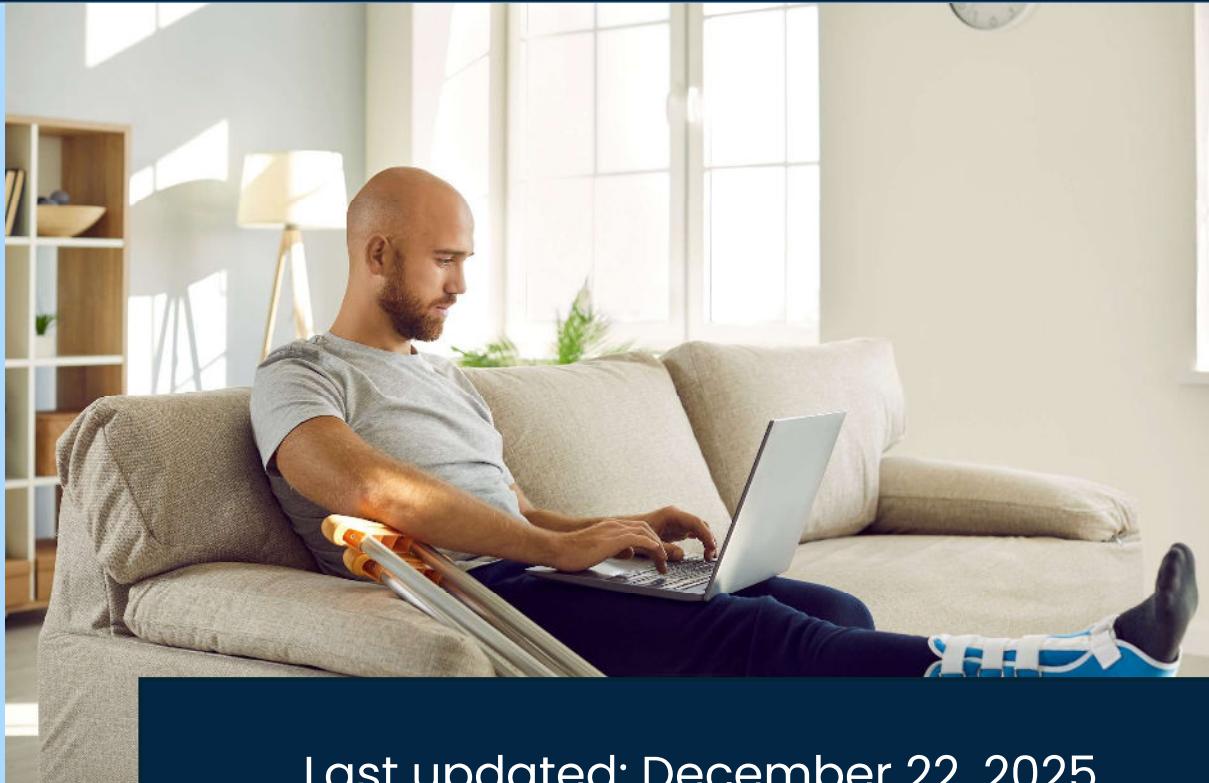


# QRG

## Quick Reference Guide (1-16 Steps)

### How to Submit Supporting Documentation for an Existing LOA

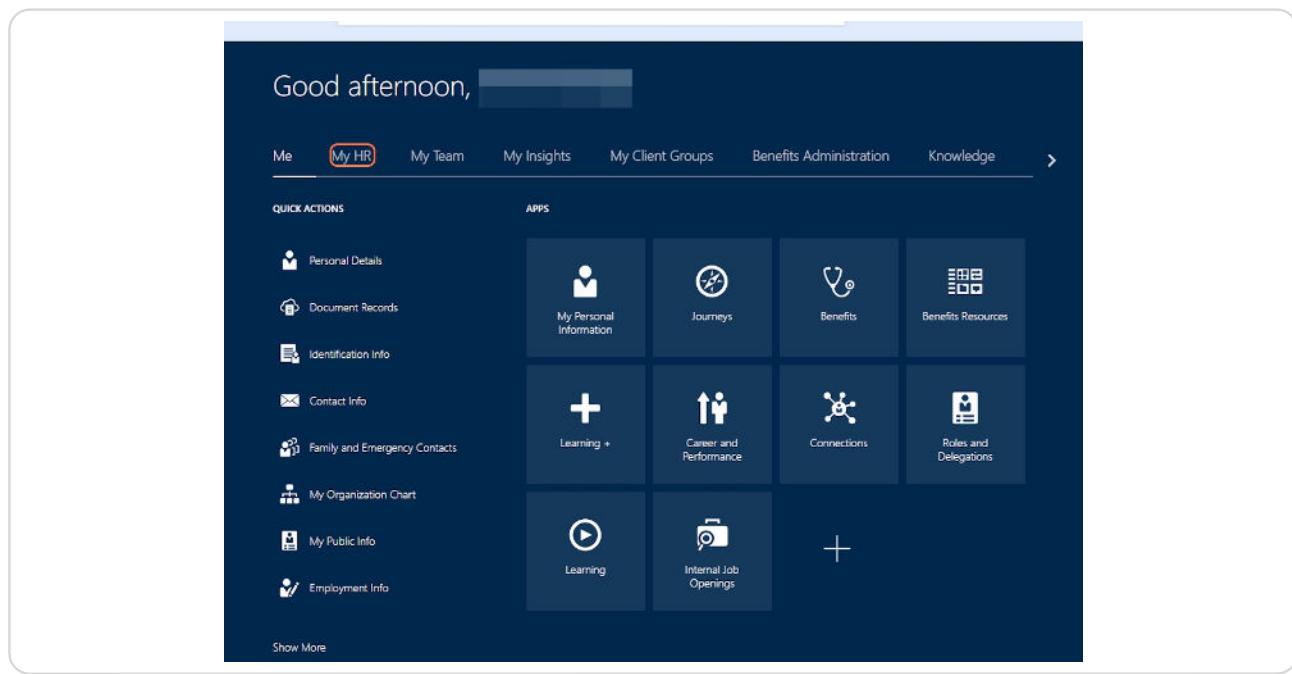
This QRG is for managers, HR representatives and associates who wish to submit supporting documentation for an existing leave of absence (LOA).



Last updated: December 22, 2025

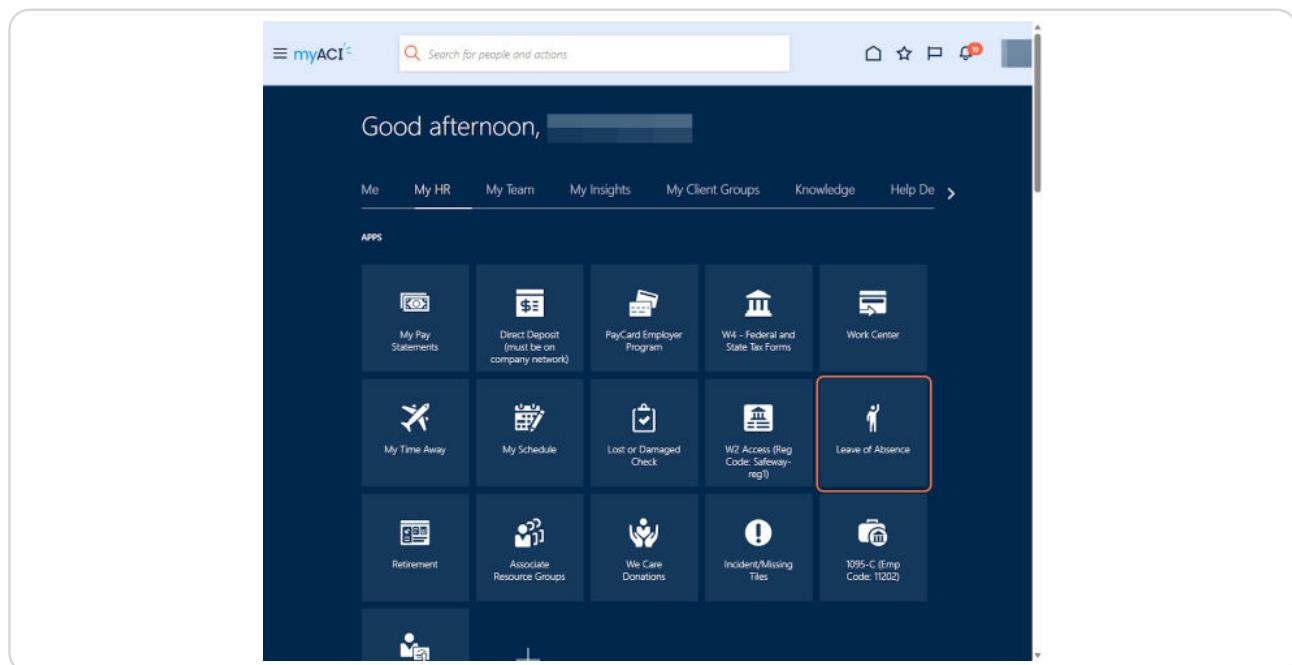
## STEP 1

Sign in to myACI then click on My HR.



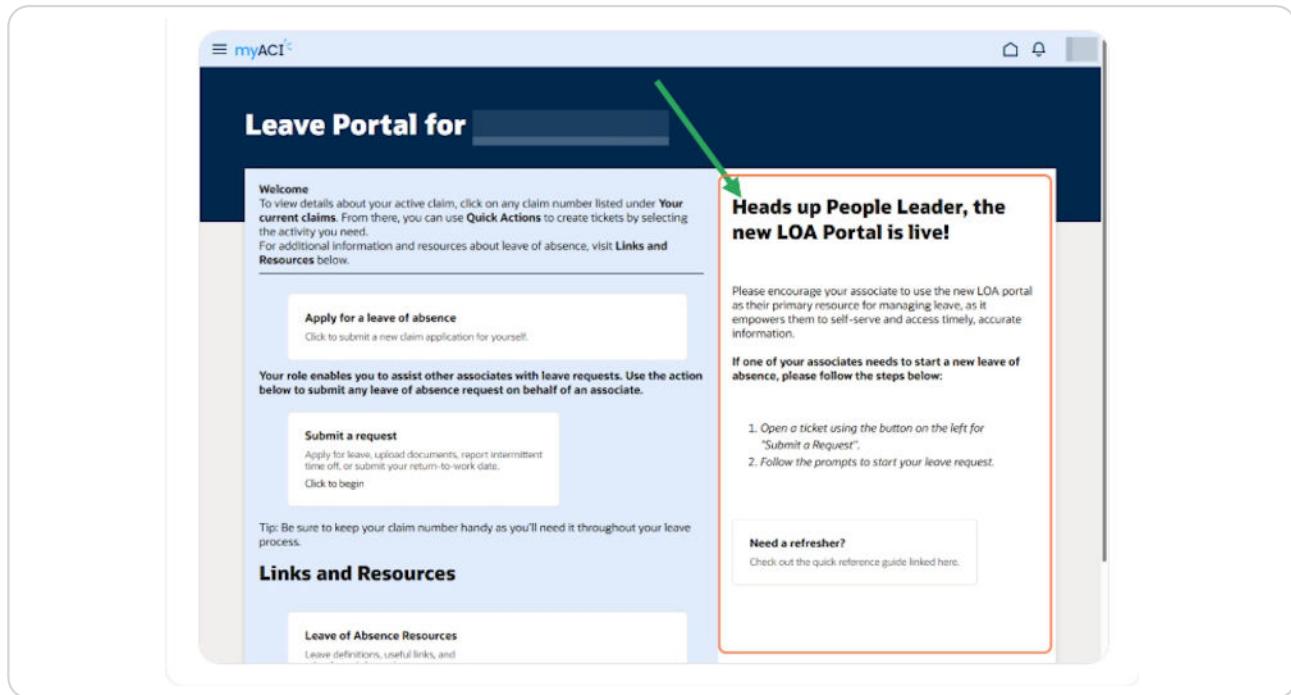
## STEP 2

**Click on Leave of Absence**



## STEP 3

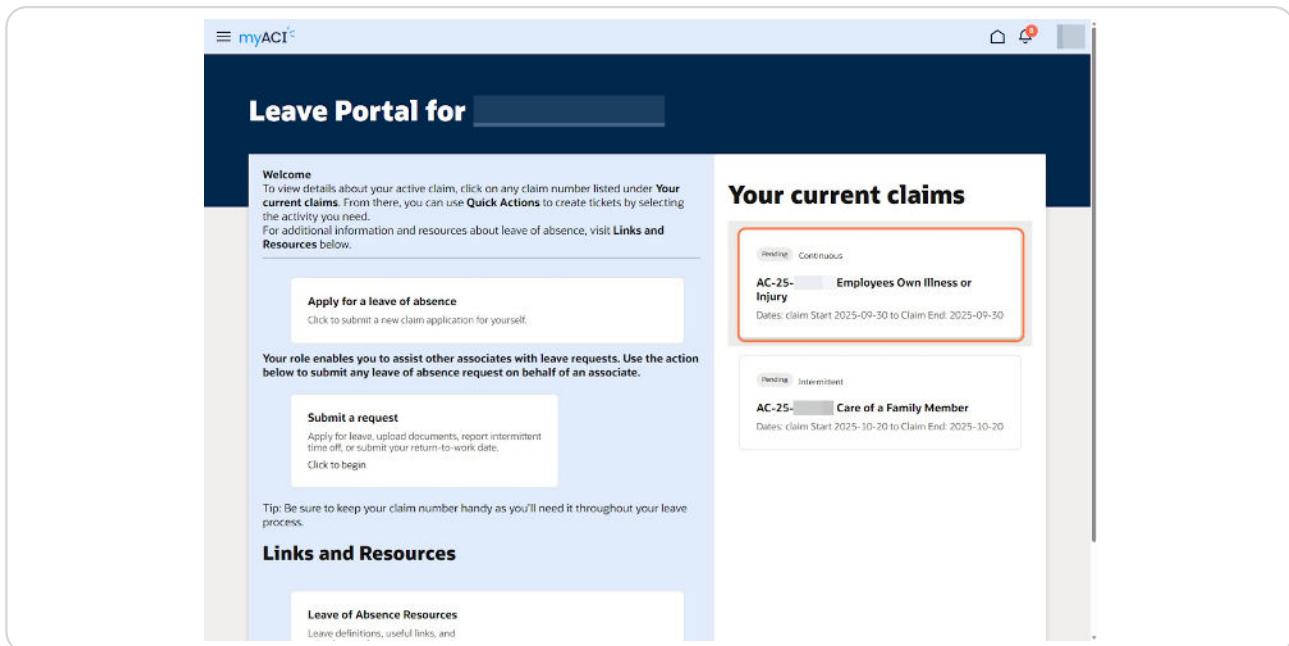
If you are an HR/People Leader, this section of the screen will appear for you. Associates will not see the "Heads up People Leader, the new LOA portal is live!" section on their view.



- i If you are an HR/People Leader Submitting Supporting Documentation on behalf of an associate, skip to step 9.
  
- i If you are an associate Submitting Supporting Documentation for yourself, proceed to step 4.

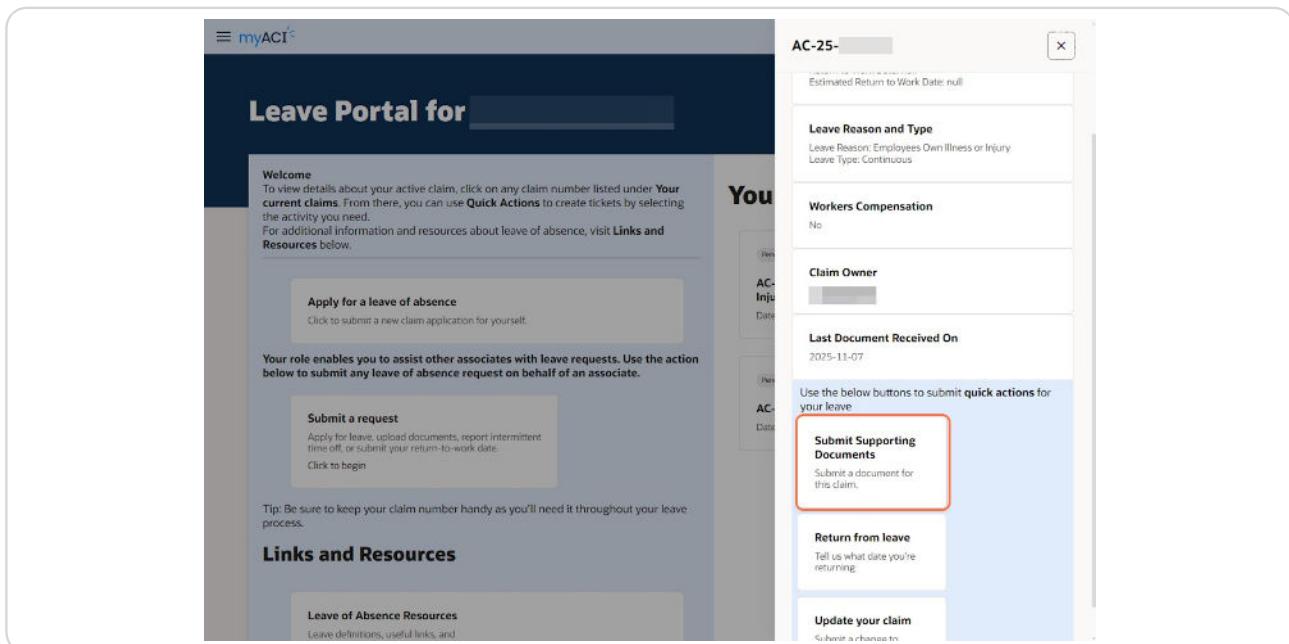
## STEP 4

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



## STEP 5

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

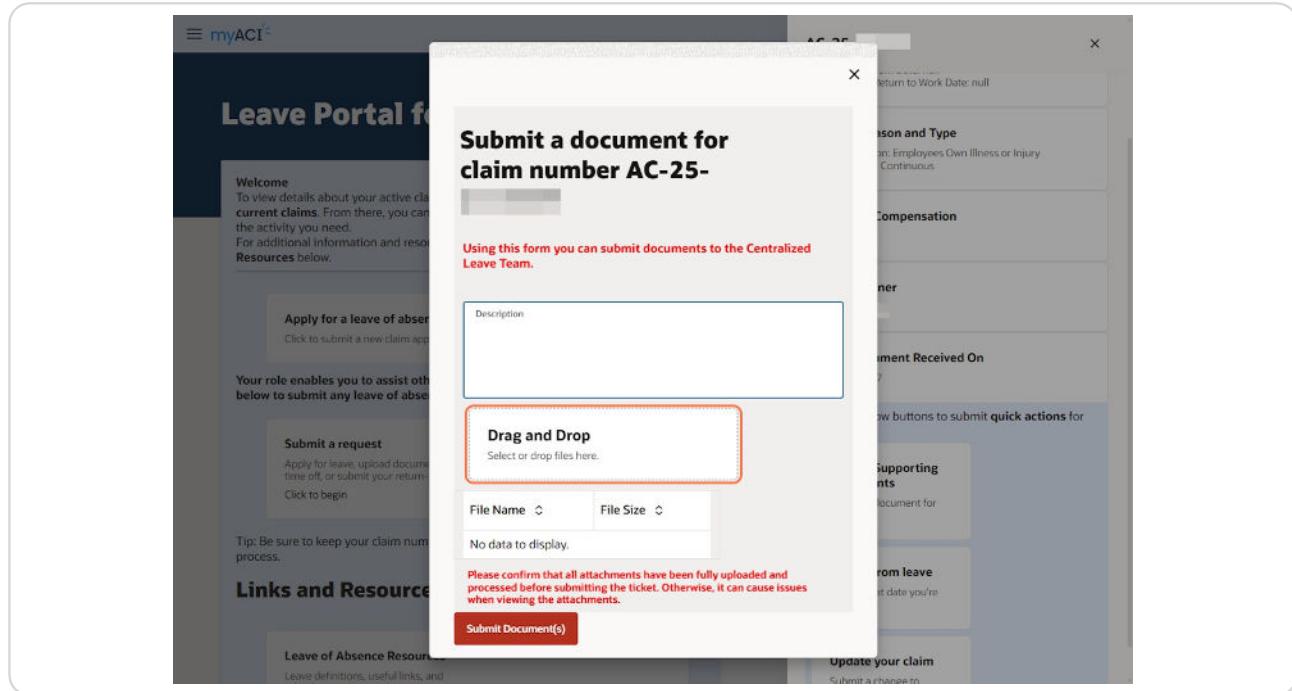


## STEP 6

**Drag and Drop your documents in this section.**

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

**IMPORTANT:** Wait for the document(s) to **FULLY** upload before moving to next step.



myACI

Leave Portal

Welcome

To view details about your active claims. From there, you can manage the activity you need. For additional information and resources, click on the Resources below.

Apply for a leave of absence

Click to submit a new claim application.

Your role enables you to assist others below to submit any leave of absence.

Submit a request

Apply for leave, upload documents, time off, or submit your return to work date.

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

Links and Resources

Leave of Absence Resources

Leave definitions, useful links, and more.

Update your claim

Submit a change in...

Submit a document for claim number AC-25-

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

Use the detailed description box to enter any additional information about the Submit a document request.

myACI

Leave Portal

Confirmation

SR number

Attachment Completed

Leave Portal

Welcome

To view details about your active claims or current claims. From there, you can view the activity you need.

For additional information and resources, click on Resources below.

Apply for a leave of absence

Click to submit a new claim application.

Your role enables you to assist others in the organization below to submit any leave of absence.

Submit a request

Apply for leave, upload documents, request time off, or submit your return-to-work application.

Click to begin

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

Links and Resources

Leave of Absence Resources

Leave definitions, useful links, and more.

Submit a document for claim number AC-25-

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

Description

Drag and Drop

Select or drop files here.

File Name: OR Letter.pdf

File Size: 625930

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

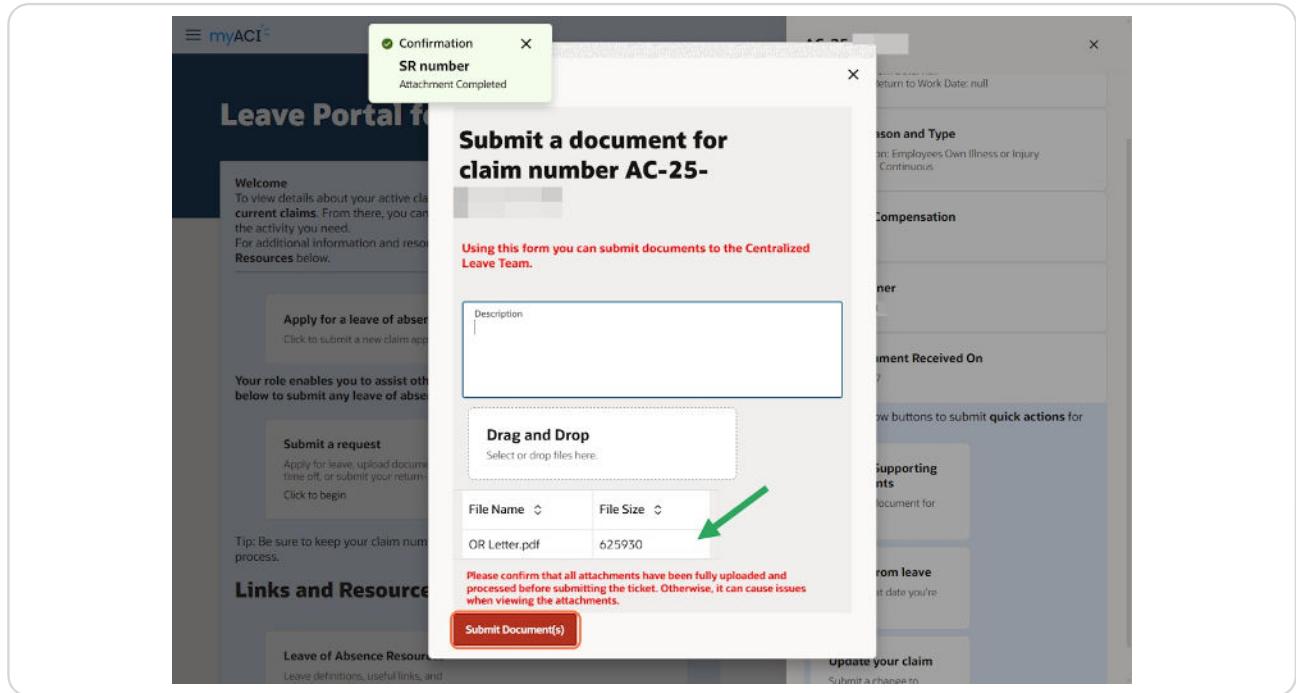
Submit Document(s)

Update your claim

## 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.



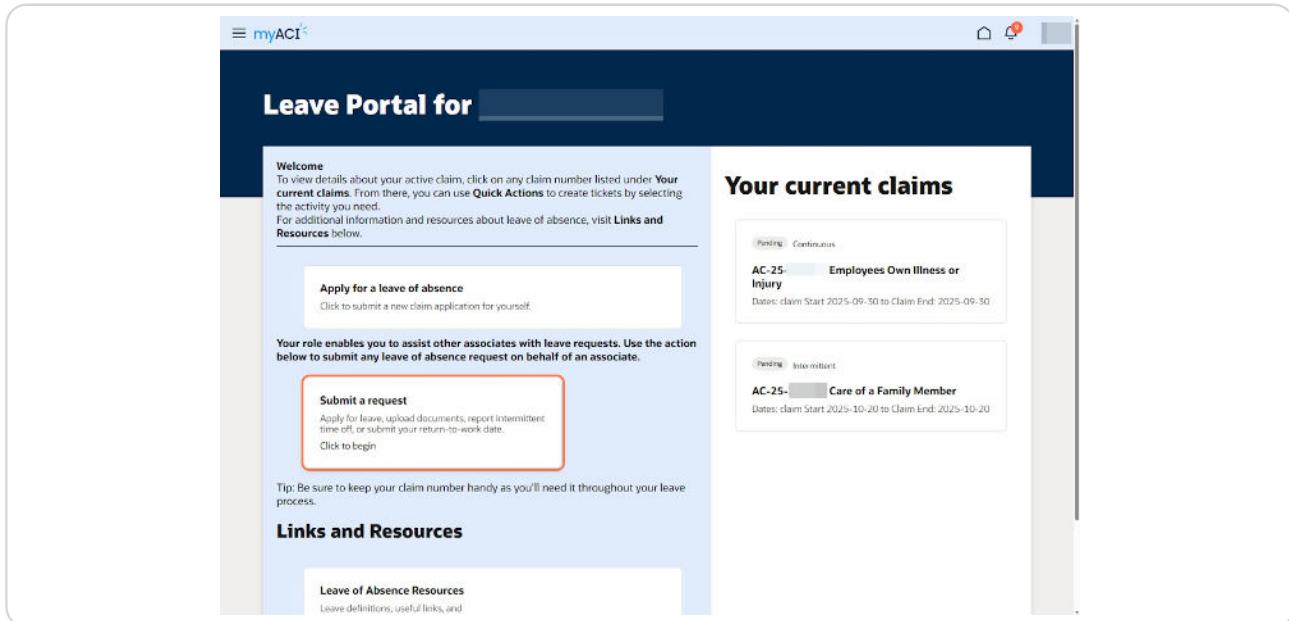
The screenshot shows the myACI Leave Portal. A modal window titled 'Confirmation' is open, displaying 'SR number' and 'Attachment Completed'. The main form is titled 'Submit a document for claim number AC-25-'. It includes a 'Description' field, a 'Drag and Drop' section, and a table showing 'File Name' (OR Letter.pdf) and 'File Size' (625930). A red tip at the bottom of the form 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.' A green arrow points to the 'File Name' field.



If you are an HR/People Leader Submitting Documentation on behalf of an associate, start here.

## STEP 9

Click on "Submit a request" to navigate to submit supporting documentation request.

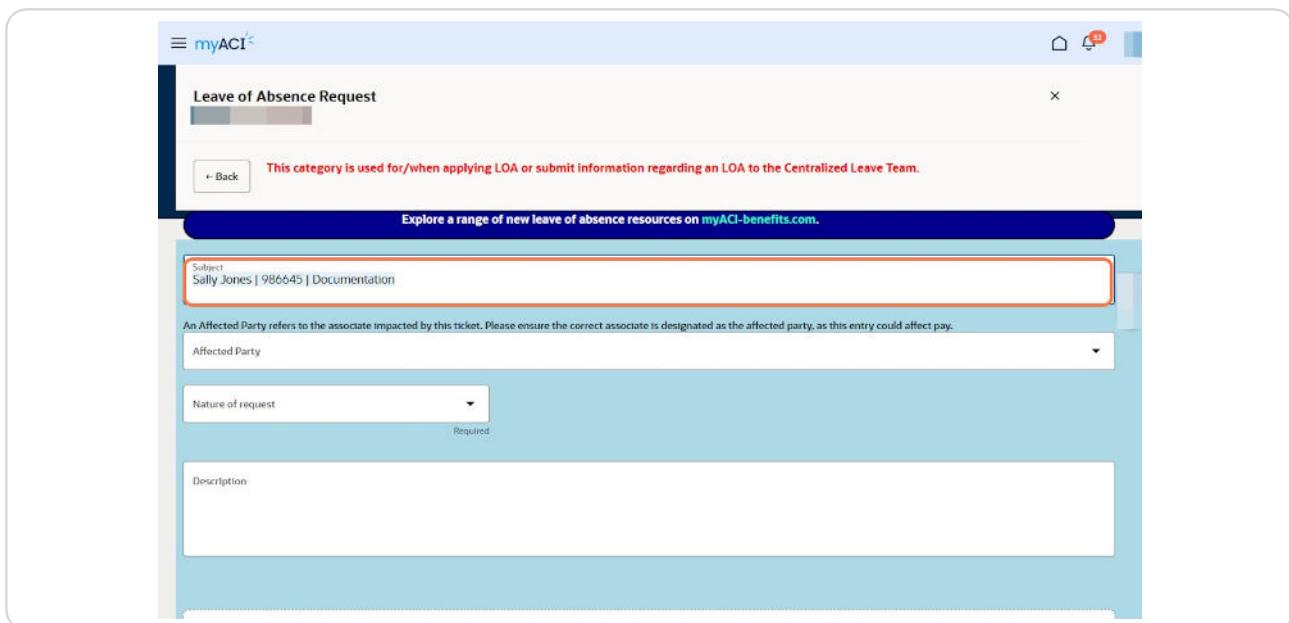


The screenshot shows the myACI Leave Portal interface. On the left, a sidebar titled 'Leave Portal for [REDACTED]' contains a 'Welcome' section with instructions to view details about active claims and a 'Links and Resources' section. The main content area is titled 'Your current claims' and shows two claims: 'AC-25- Employees Own Illness or Injury' and 'AC-25- Care of a Family Member'. On the right, a large button labeled 'Submit a request' is highlighted with a red box, with the text 'Apply for leave, upload documents, report intermittent time off, or submit your return-to-work date. Click to begin.' Below it is a tip: 'Tip: Be sure to keep your claim number handy as you'll need it throughout your leave process.'

## STEP 10

Enter the subject for the leave request.

EXAMPLE: Sally Jones | 986645 | Documentation

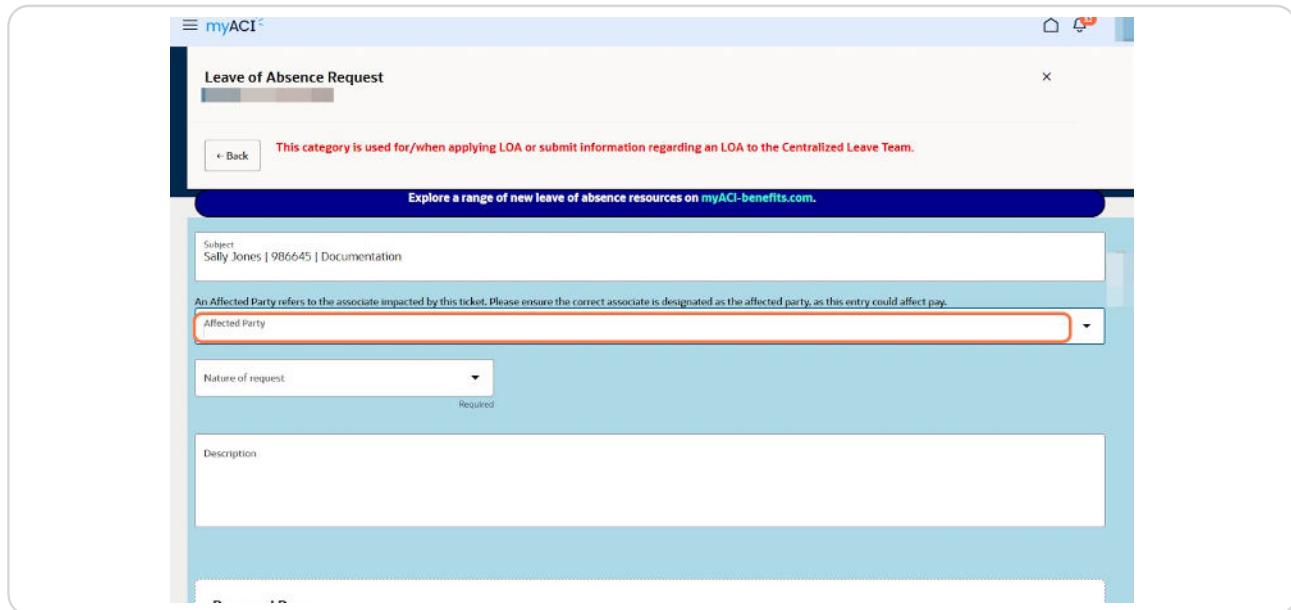


The screenshot shows the 'Leave of Absence Request' form. At the top, a message says 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' Below it, a banner encourages exploring new leave of absence resources on myACI-benefits.com. The 'Subject' field is highlighted with a red box and contains the text 'Sally Jones | 986645 | Documentation'. The form also includes fields for 'Affected Party' (a dropdown menu), 'Nature of request' (a dropdown menu with 'Required' status), and a large 'Description' text area.

## STEP 11

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

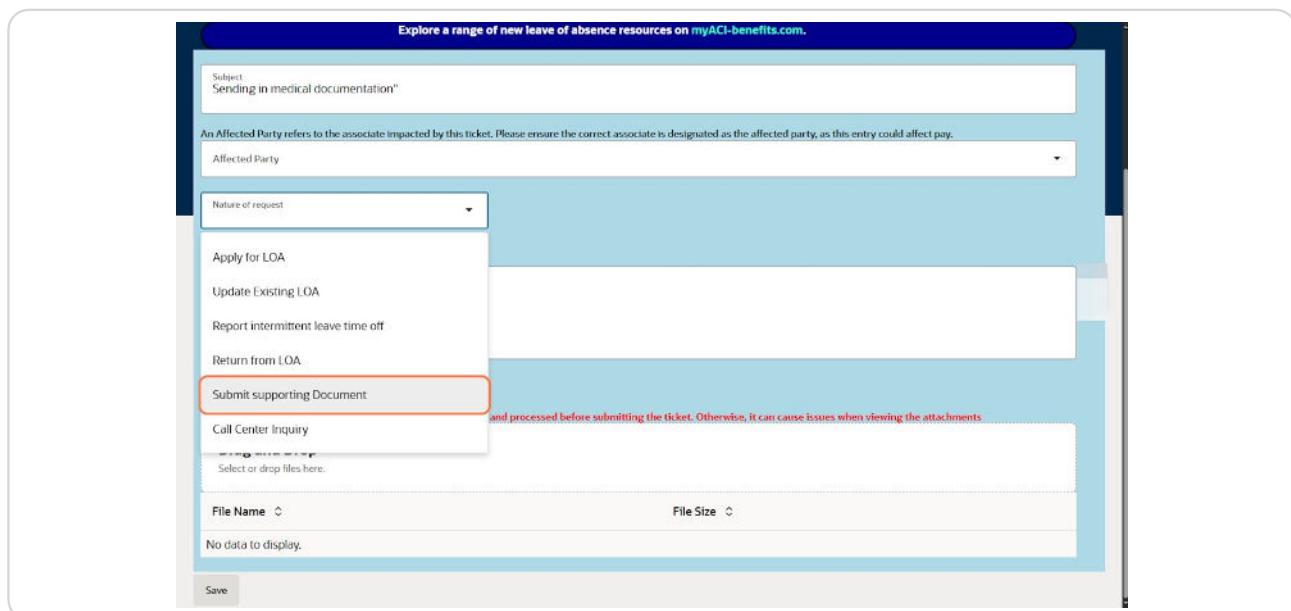
An Affected Party refers to the associate impacted by this ticket.



The screenshot shows the 'Leave of Absence Request' page in the myACI system. At the top, there is a message: 'This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.' Below this, a banner says 'Explore a range of new leave of absence resources on myACI-benefits.com.' The main form fields include 'Subject' (Sally Jones | 986645 | Documentation), 'Affected Party' (dropdown menu showing 'Affected Party'), 'Nature of request' (dropdown menu showing 'Nature of request'), and 'Description'. The 'Affected Party' field is highlighted with a red box.

## STEP 12

**Select "Submit supporting Document" from request category.**



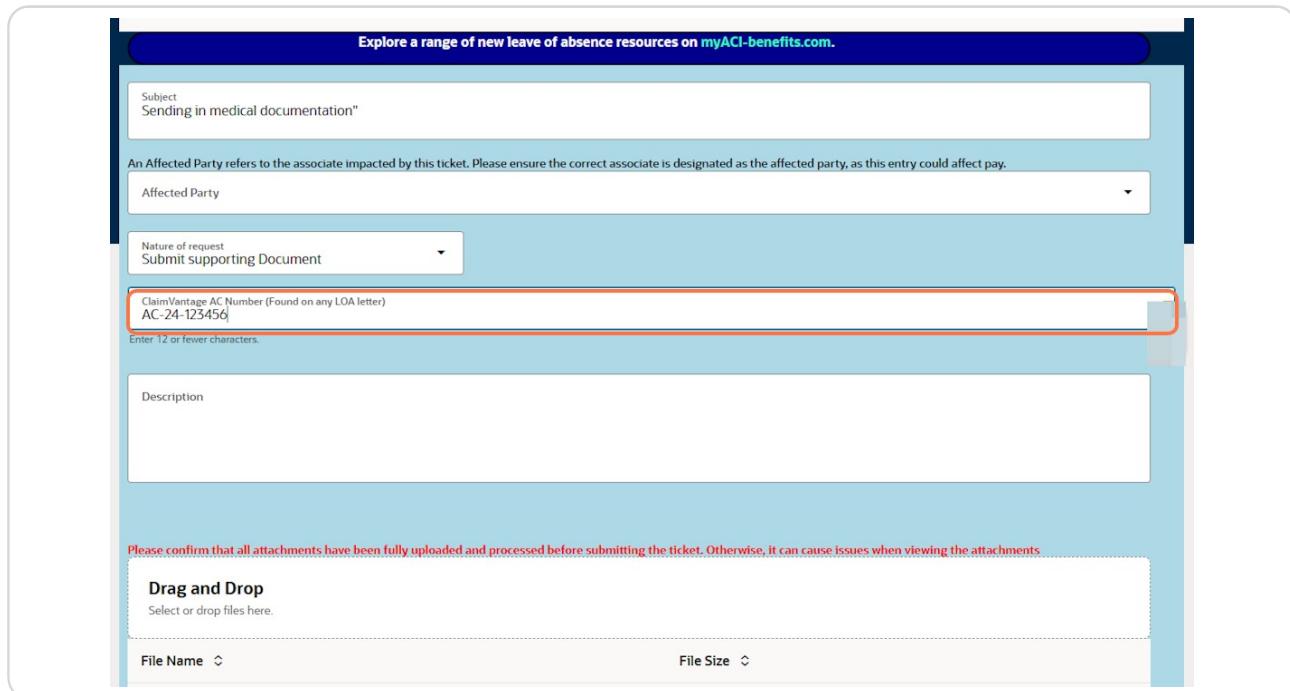
The screenshot shows the 'Leave of Absence Request' page in the myACI system. The 'Nature of request' dropdown is open, displaying several options: 'Apply for LOA', 'Update Existing LOA', 'Report intermittent leave time off', 'Return from LOA', 'Submit supporting Document', 'Call Center Inquiry', and 'File a ticket'. The 'Submit supporting Document' option is highlighted with a red box. The rest of the form fields are visible but not highlighted.

## STEP 13

Enter the leave of absence claim number (ClaimVantage AC#). 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.



The screenshot shows a web-based form for submitting a leave of absence ticket. At the top, a blue banner reads "Explore a range of new leave of absence resources on [myACI-benefits.com](#)." Below this, there are several input fields:

- Subject:** "Sending in medical documentation"
- Affected Party:** A dropdown menu with the placeholder "Affected Party".
- Nature of request:** A dropdown menu with the placeholder "Submit supporting Document".
- ClaimVantage AC Number:** A text input field containing "AC-24-123456", which is highlighted with a red border and a red validation message below it: "Enter 12 or fewer characters."
- Description:** A large text area for a detailed description of the request.

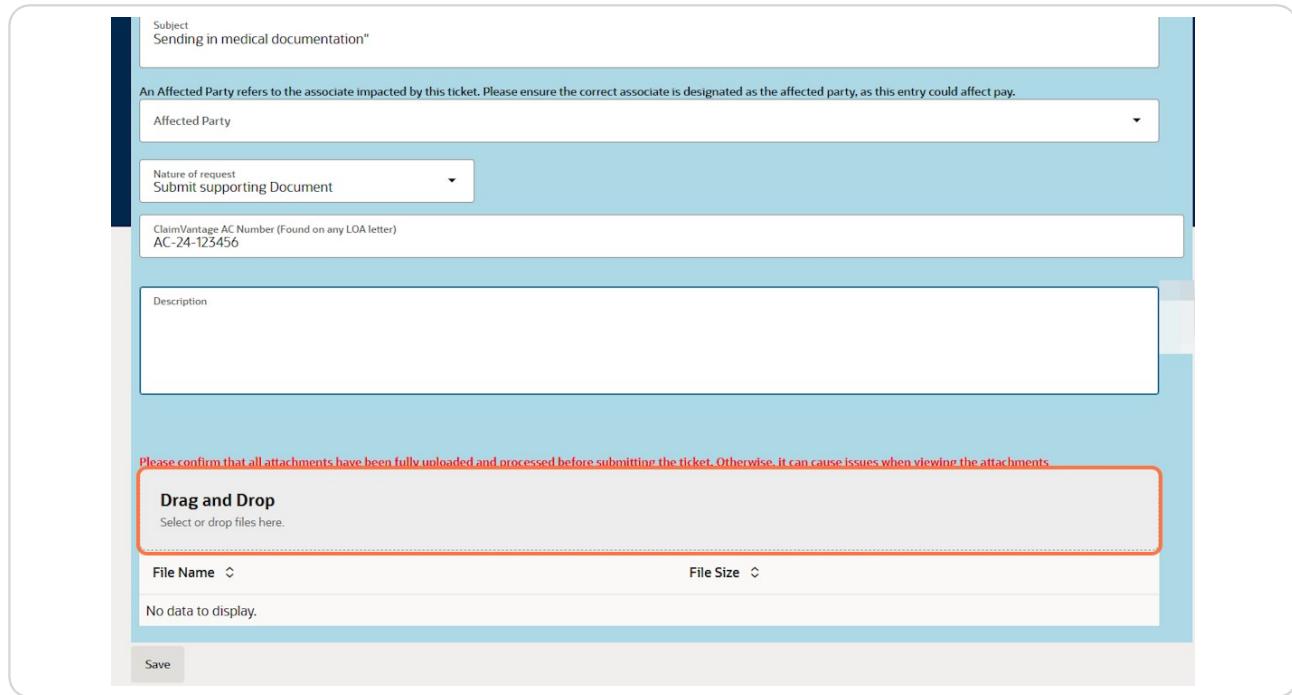
At the bottom of the form, there is a note: "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments." Below this, there is a "Drag and Drop" section for attachments, a "File Name" dropdown, and a "File Size" dropdown.

## STEP 14

**Drag and Drop the document(s) in this section.**

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

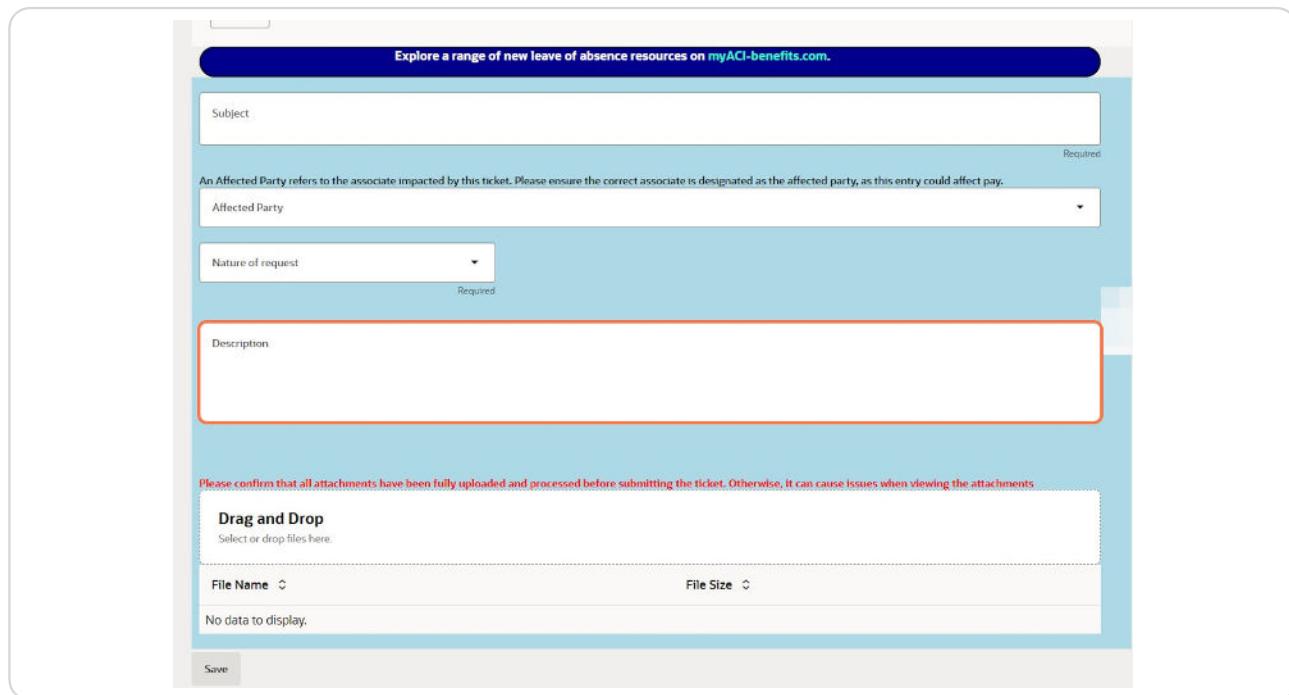
**IMPORTANT:** Wait for the document to fully upload before moving to the next step.



The screenshot shows a ticket submission interface. At the top, there is a subject line: "Subject: Sending in medical documentation". Below it, a note 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." A dropdown menu is set to "Affected Party". A dropdown for "Nature of request" is set to "Submit supporting Document". Below that, a field for "ClaimVantage AC Number (Found on any LOA letter)" contains "AC-24-123456". A large "Description" text area is empty. At the bottom, a red-bordered box contains the instruction "Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments." and a "Drag and Drop" area with the sub-instruction "Select or drop files here." Below this, there are "File Name" and "File Size" columns, both currently showing "No data to display." A "Save" button is at the bottom left.

## STEP 15

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



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

Subject Required

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

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.

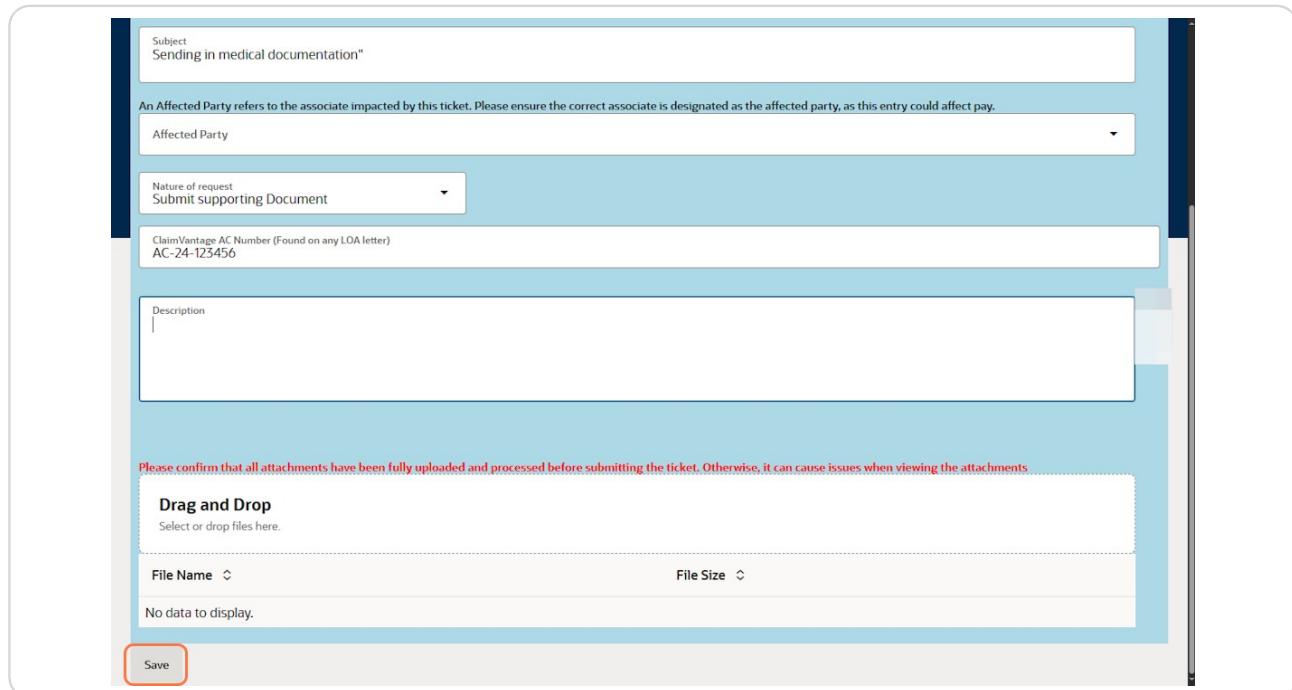
File Name	File Size
No data to display.	

Save

## STEP 16

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

**NOTE:** If you do not click "Save", 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