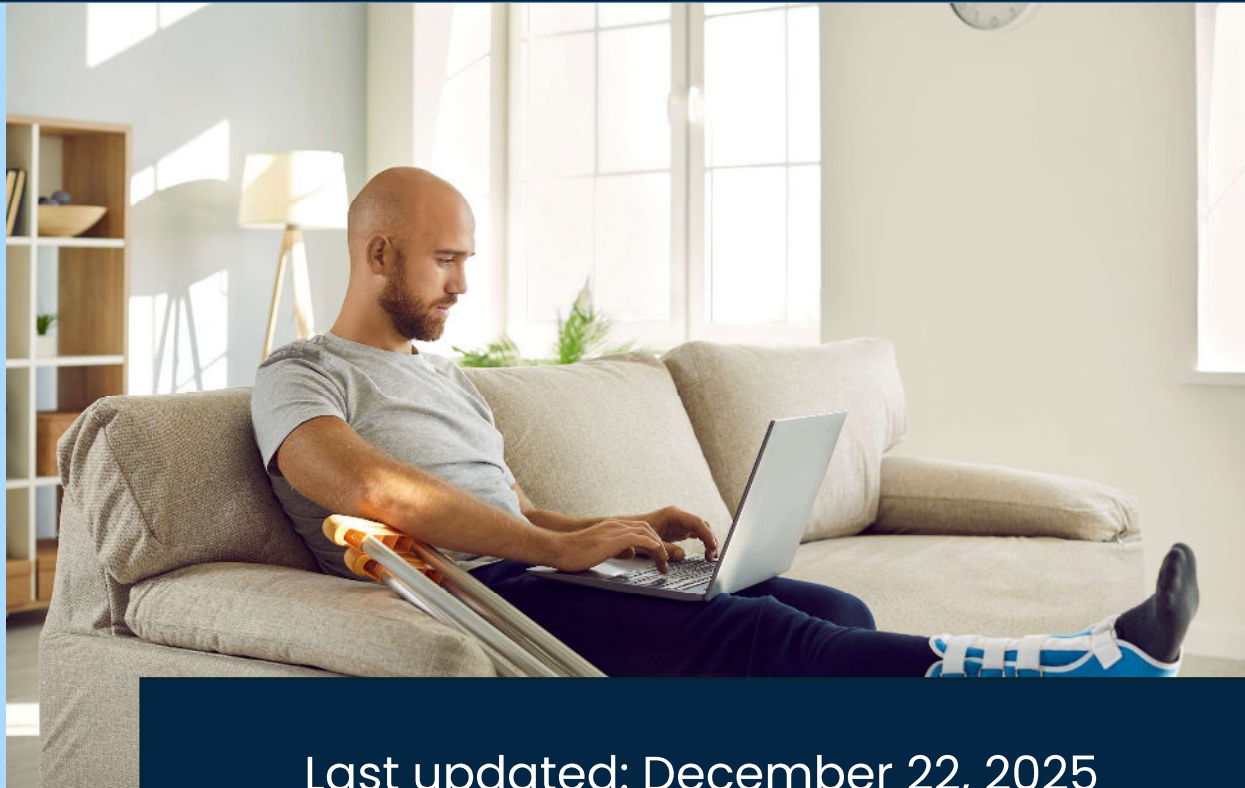


QRG

Quick Reference Guide (1-16 Steps)

How to Submit Supporting Documentation for an Existing LOA

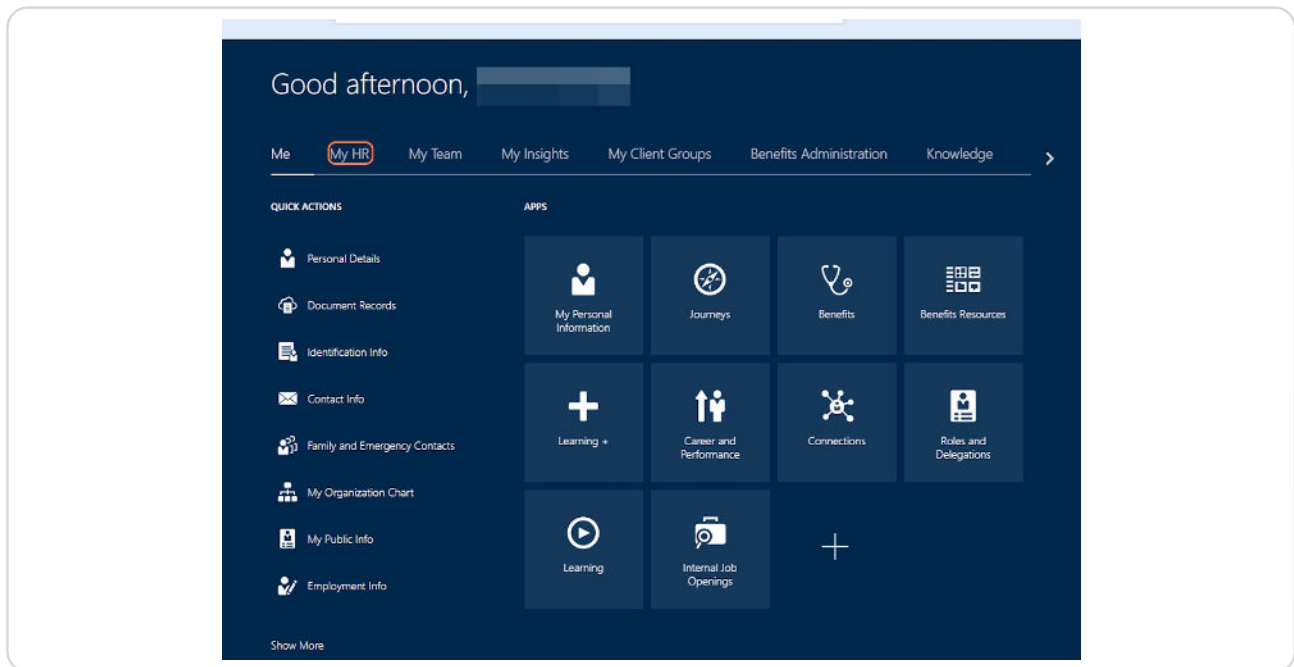
This QRG is for managers, HR representatives and associates who wish to submit supporting documentation for an existing leave of absence (LOA).



Last updated: December 22, 2025

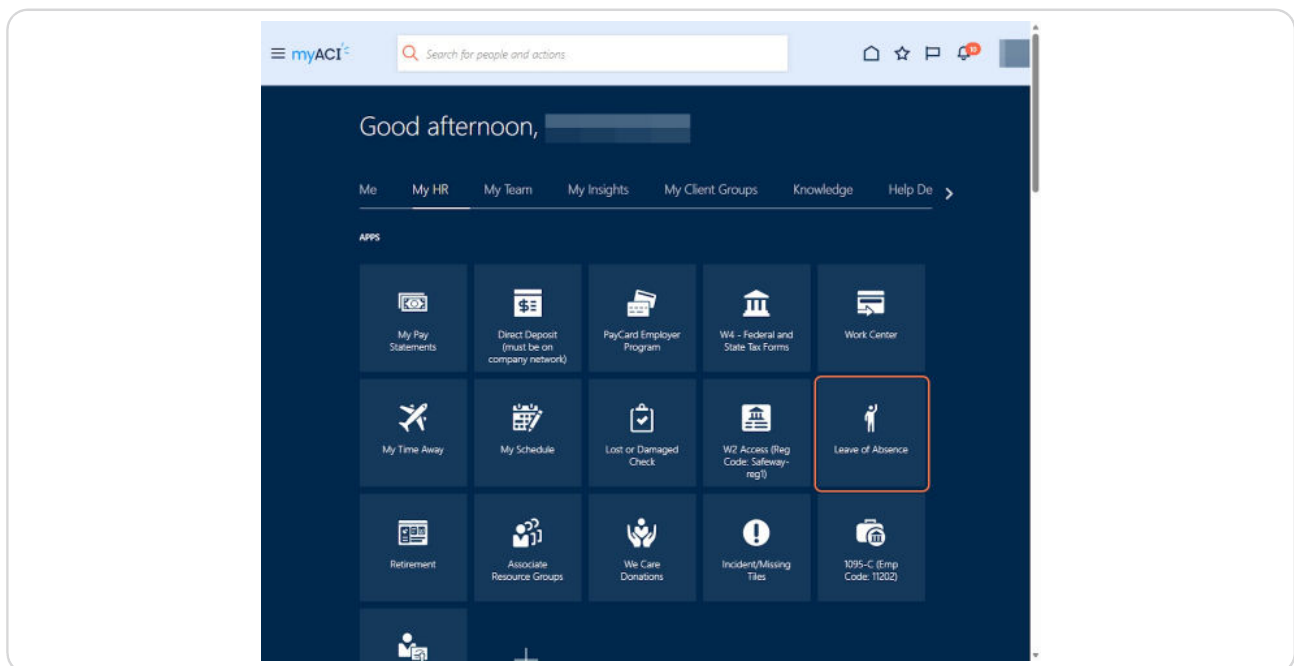
STEP 1

Sign in to myACI then click on My HR.



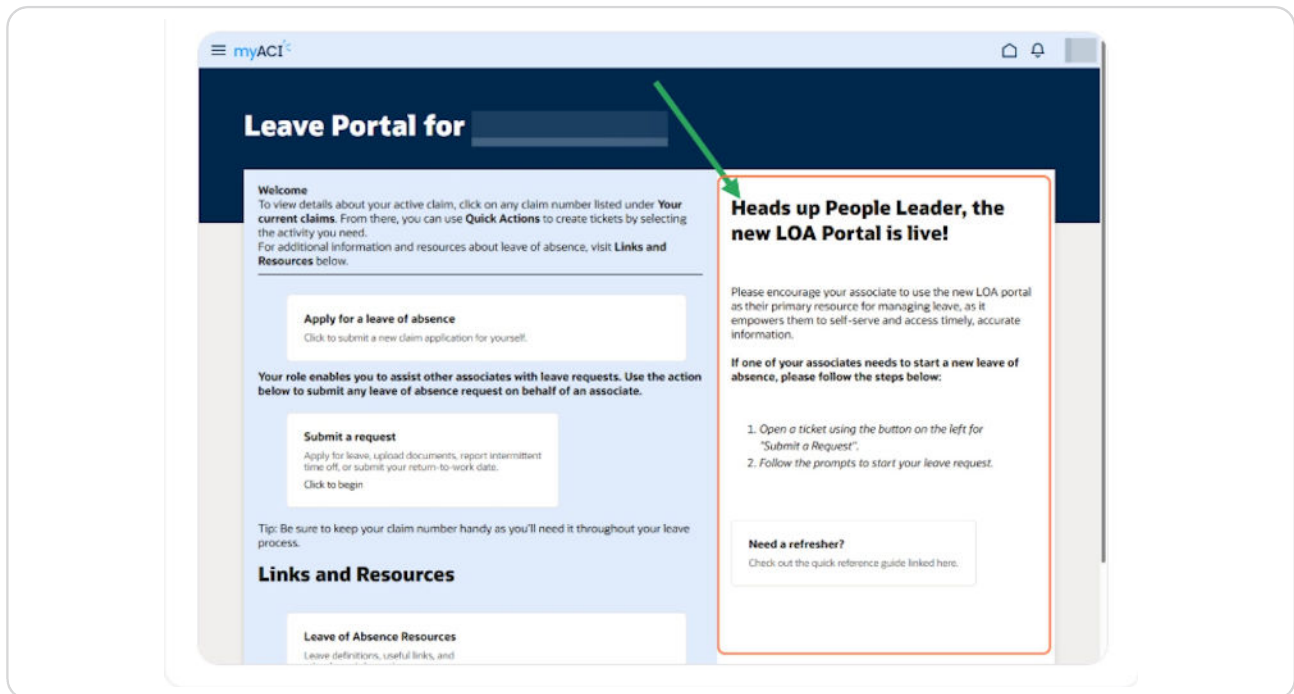
STEP 2

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.



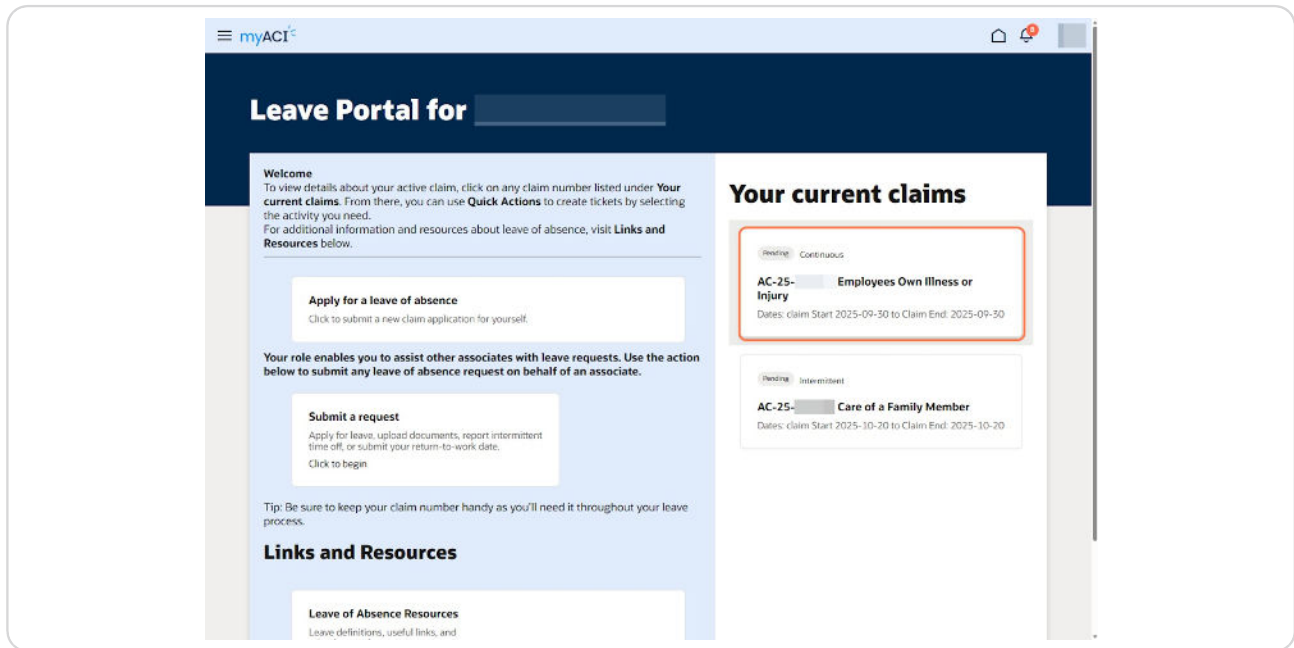
If you are an HR/People Leader Submitting Supporting Documentation on behalf of an associate, skip to step 9.



If you are an associate Submitting Supporting Documentation for yourself, proceed to step 4.

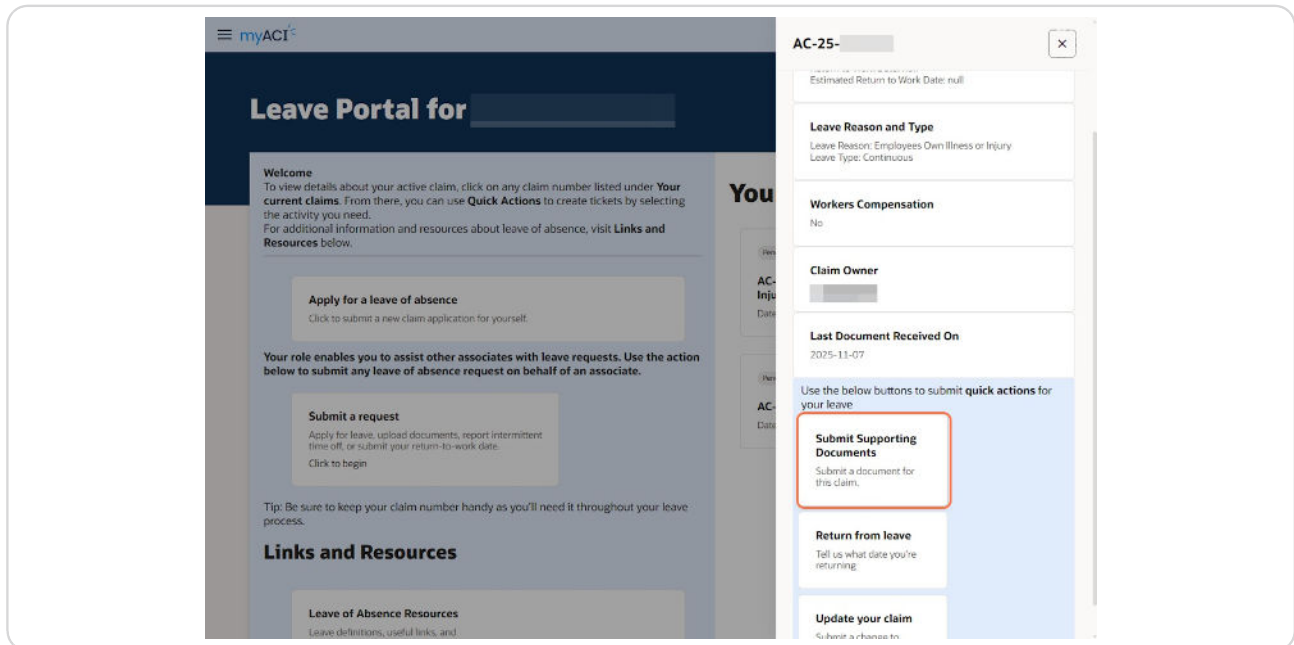
STEP 4

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



STEP 5

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

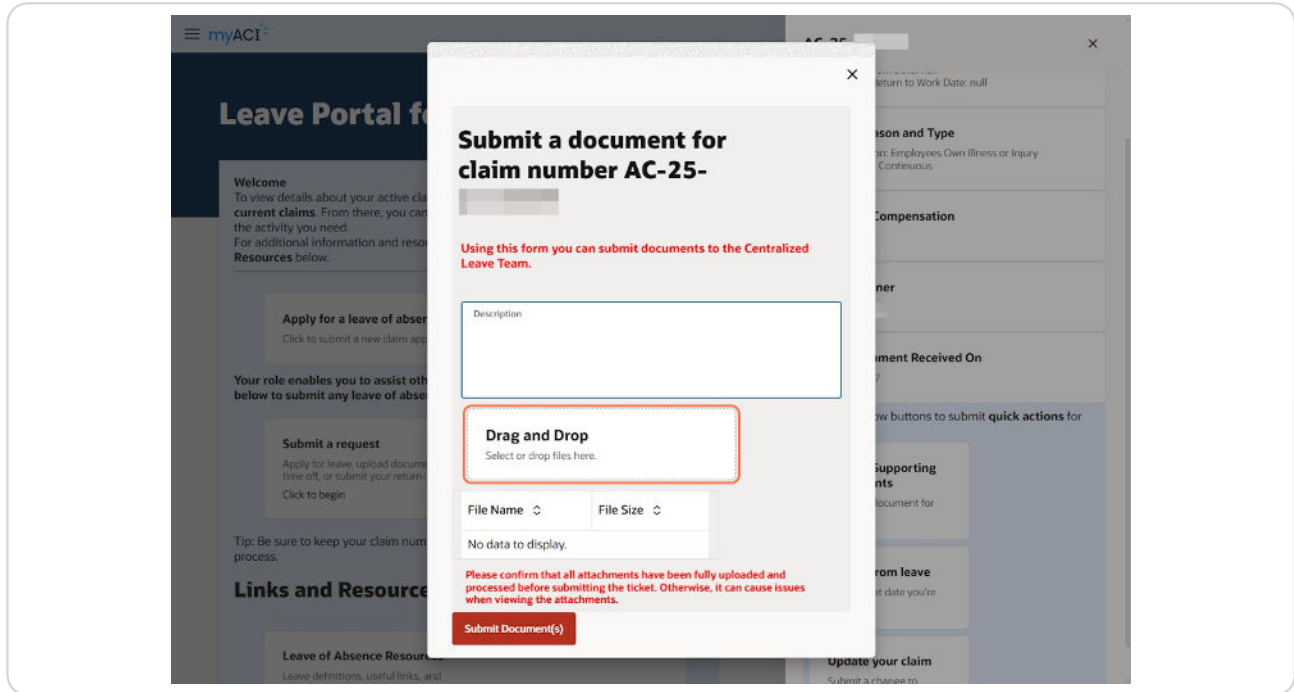


STEP 6

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.



The screenshot displays the 'myACI' Leave Portal interface. A modal window titled 'Submit a document for claim number AC-25-' is centered on the screen. The modal includes a 'Description' text area, a 'Drag and Drop' section with the instruction 'Select or drop files here.', and a table with columns 'File Name' and 'File Size'. Below the table, it states 'No data to display.' and includes 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.' A red 'Submit Document(s)' button is at the bottom of the modal. The background shows the portal's sidebar with sections like 'Welcome', 'Apply for a leave of absence', 'Submit a request', and 'Links and Resources'.

STEP 7

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

The screenshot shows the myACI Leave Portal interface. A modal window titled "Submit a document for claim number AC-25-" is open. The modal contains a "Description" text area, a "Drag and Drop" section with a "Select or drop files here" instruction, and a table showing the uploaded file "OR Letter.pdf" with a size of "625930". A red button labeled "Submit Document(s)" is at the bottom. A green confirmation box at the top left of the modal says "Confirmation SR number Attachment Completed". The background shows the portal's sidebar with options like "Welcome", "Apply for a leave of absence", "Submit a request", and "Links and Resources".

myACI

Confirmation SR number Attachment Completed

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
OR Letter.pdf	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)

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-" is open. At the top of the modal, there is a confirmation message: "Confirmation SR number Attachment Completed". Below this, the modal contains a "Description" text area, a "Drag and Drop" section with the instruction "Select or drop files here:", and a table of uploaded files. The table has two columns: "File Name" and "File Size". One file is listed: "OR Letter.pdf" with a file size of "625930". A green arrow points to the "Submit Document(s)" button at the bottom of the modal. The background shows the "Leave Portal" with sections for "Welcome", "Apply for a leave of absence", "Submit a request", and "Links and Resource".

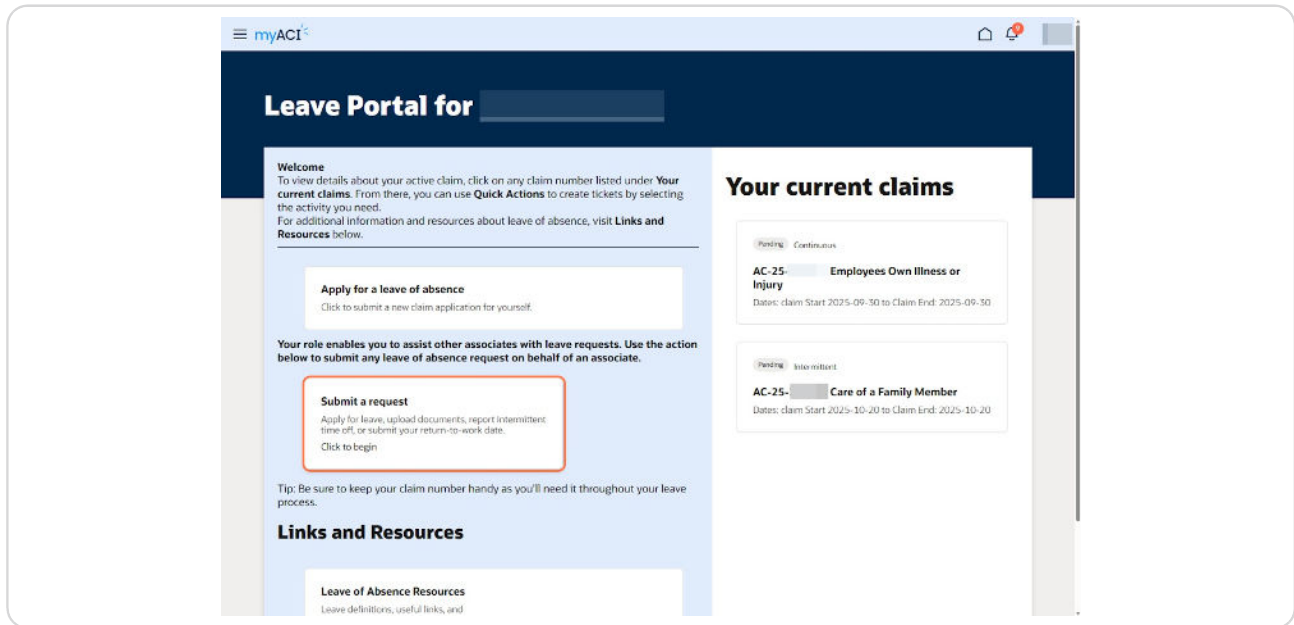
File Name	File Size
OR Letter.pdf	625930



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

STEP 9

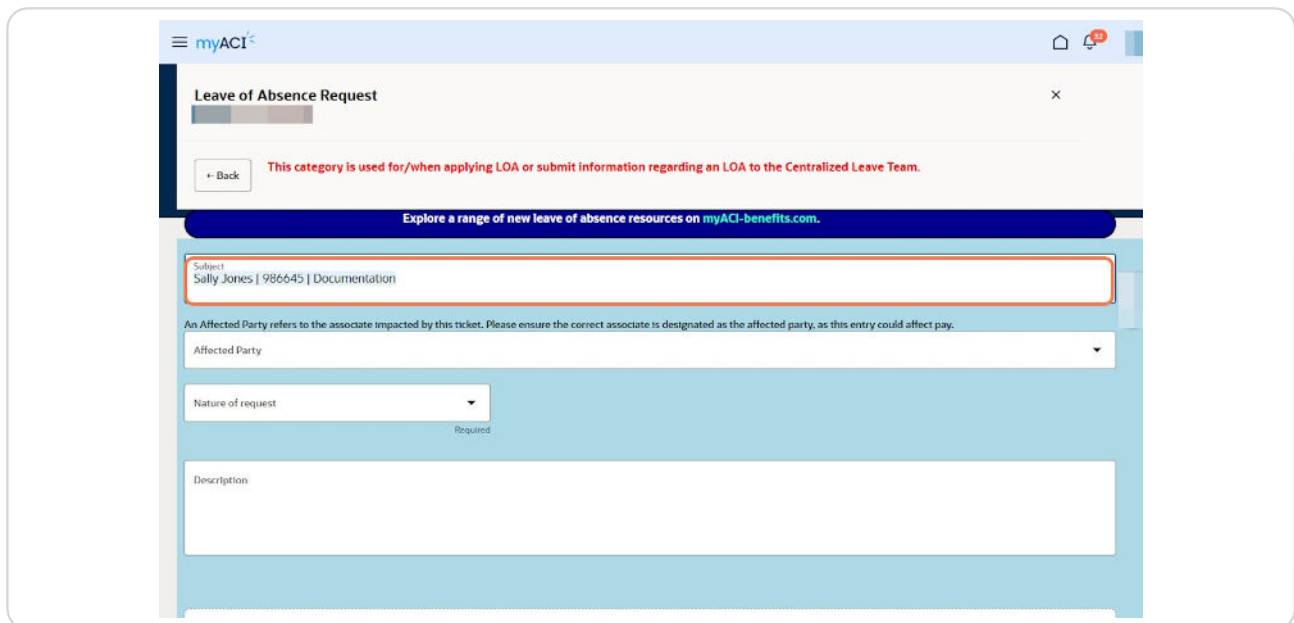
Click on "Submit a request" to navigate to submit supporting documentation request.



STEP 10

Enter the subject for the leave request.

EXAMPLE: Sally Jones | 986645 | Documentation



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.

STEP 12

Select "Submit supporting Document" from request category.

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.

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

ClaimVantage 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 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.

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

STEP 15

Use the detailed description box to enter any additional information about the supporting 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, followed by a "Required" label. 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." Below the note is an "Affected Party" dropdown menu. This is followed by a "Nature of request" dropdown menu, also labeled "Required". The "Description" text area is highlighted with a red border. Below the description area, 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 text "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

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