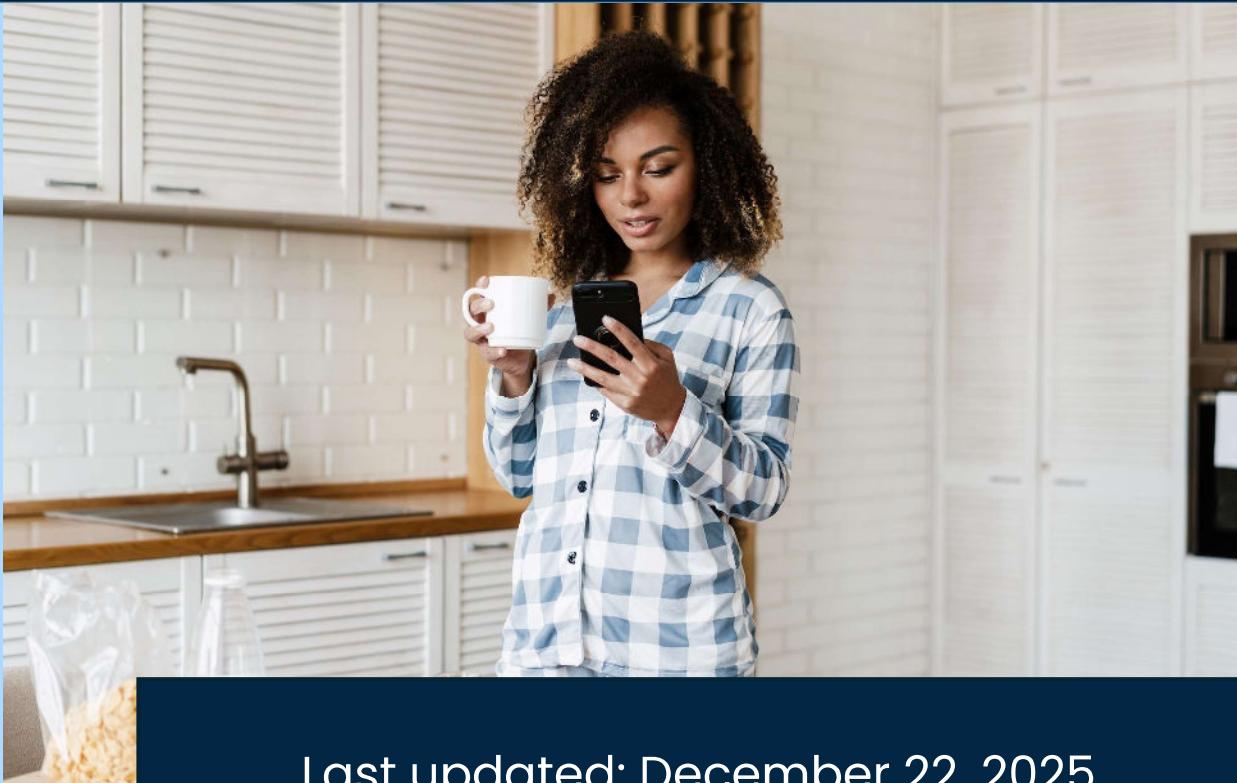


QRG

Quick Reference Guide (1-20 Steps)

How to Update an Existing Leave of Absence Claim

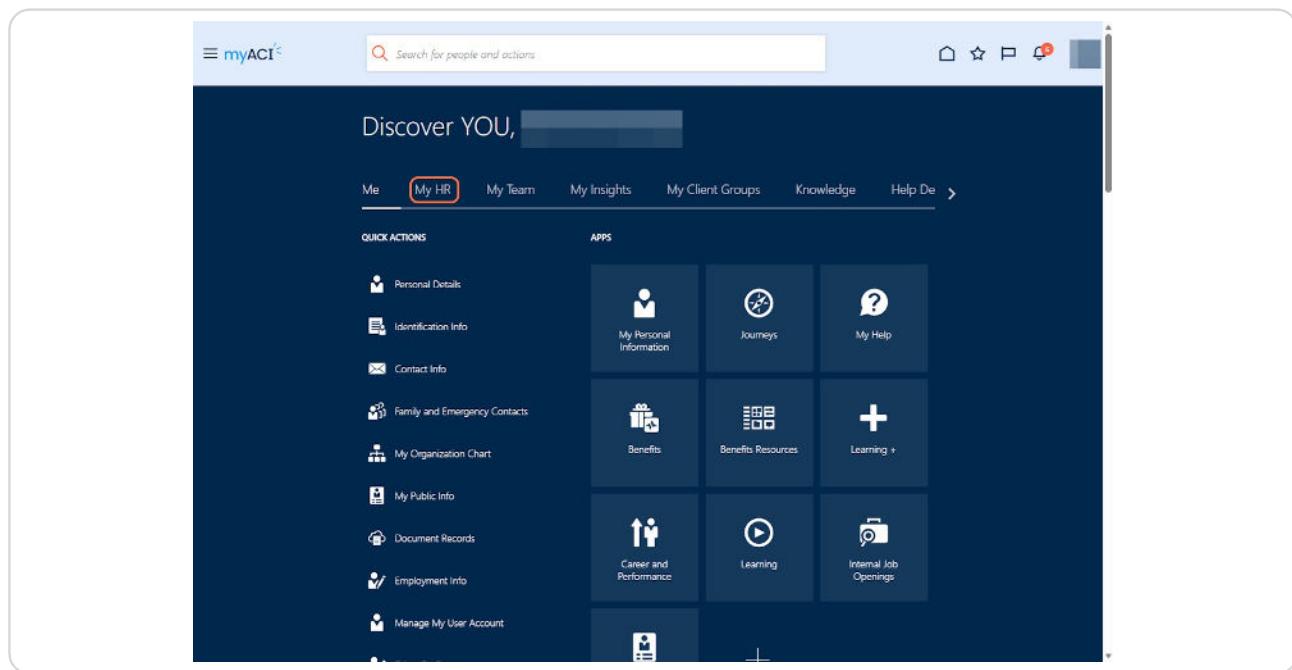
This QRG is for managers, HR representatives and associates who need to update the start date or leave reason of an existing leave of absence for themselves or on behalf of an associate.



Last updated: December 22, 2025

STEP 1

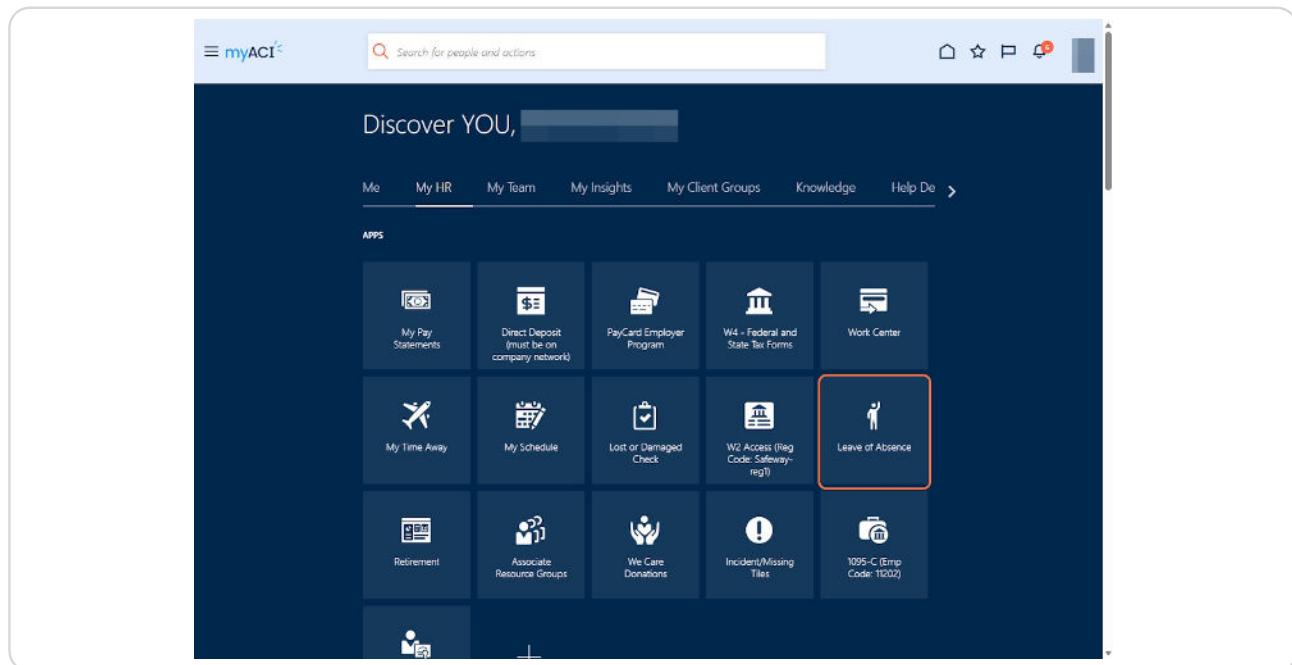
Sign in to myACI then click on My HR



The screenshot shows the myACI dashboard with a dark blue header. The header includes the myACI logo, a search bar with the placeholder "Search for people and actions", and several icons for account management. Below the header, the main content area has a title "Discover YOU, [redacted]". A navigation bar with tabs "Me", "My HR" (which is highlighted with an orange border), "My Team", "My Insights", "My Client Groups", "Knowledge", and "Help De >" is visible. Under the "QUICK ACTIONS" section, there are ten items: "Personal Details", "Identification Info", "Contact Info", "Family and Emergency Contacts", "My Organization Chart", "My Public Info", "Document Records", "Employment Info", and "Manage My User Account". To the right, a grid of "APPS" is displayed in three rows of four. The first row contains "My Personal Information", "Journeys", and "My Help". The second row contains "Benefits", "Benefits Resources", and "Learning +". The third row contains "Career and Performance", "Learning", and "Internal Job Openings".

STEP 2

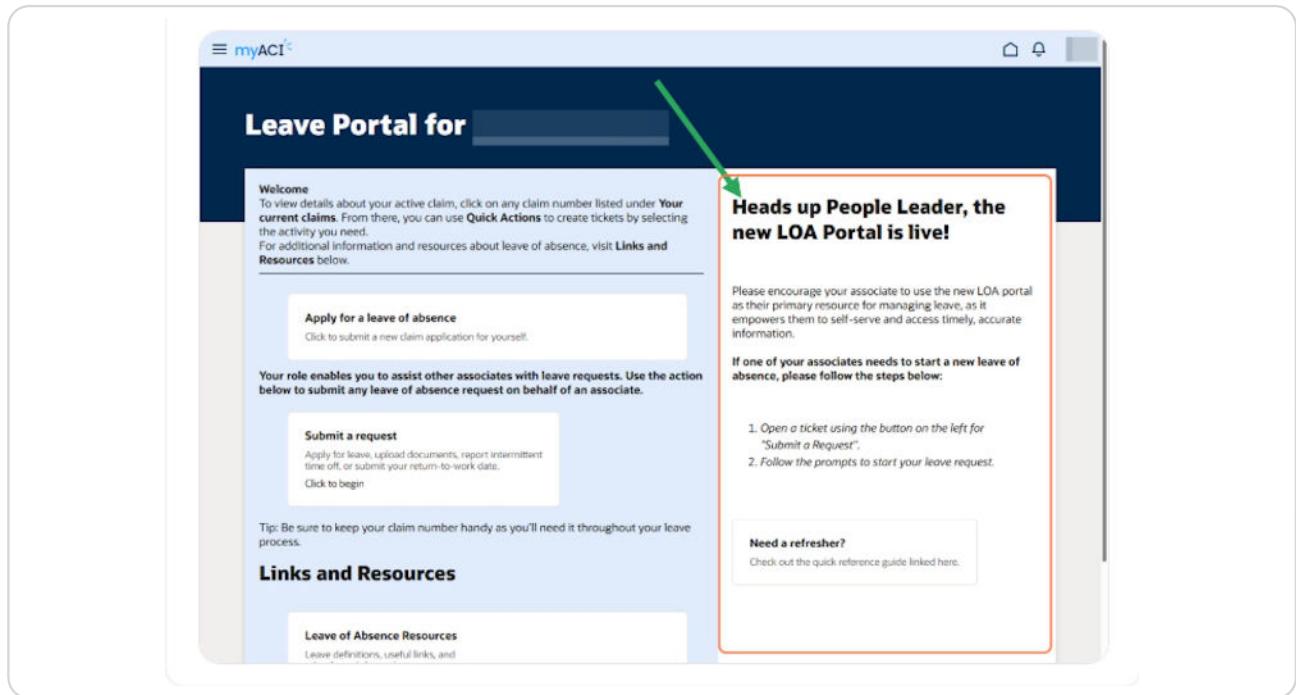
Click on Leave of Absence



The screenshot shows the myACI dashboard with the "My HR" tab selected. The main content area has a title "Discover YOU, [redacted]". Below the title, a navigation bar with tabs "Me", "My HR" (highlighted with an orange border), "My Team", "My Insights", "My Client Groups", "Knowledge", and "Help De >" is visible. Under the "APPS" section, there is a grid of various HR-related applications arranged in three rows of five. The first row contains "My Pay Statements", "Direct Deposit (must be on company network)", "PayCard Employer Program", "W4 - Federal and State Tax Forms", and "Work Center". The second row contains "My Time Away", "My Schedule", "Lost or Damaged Check", "W2 Access (Req. Code: Safeway-regT)", and "Leave of Absence" (which is highlighted with an orange border). The third row contains "Retirement", "Associate Resource Groups", "We Care Donations", "Incident/Missing Tires", and "1095-C (Emp. Code: 11202)".

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.

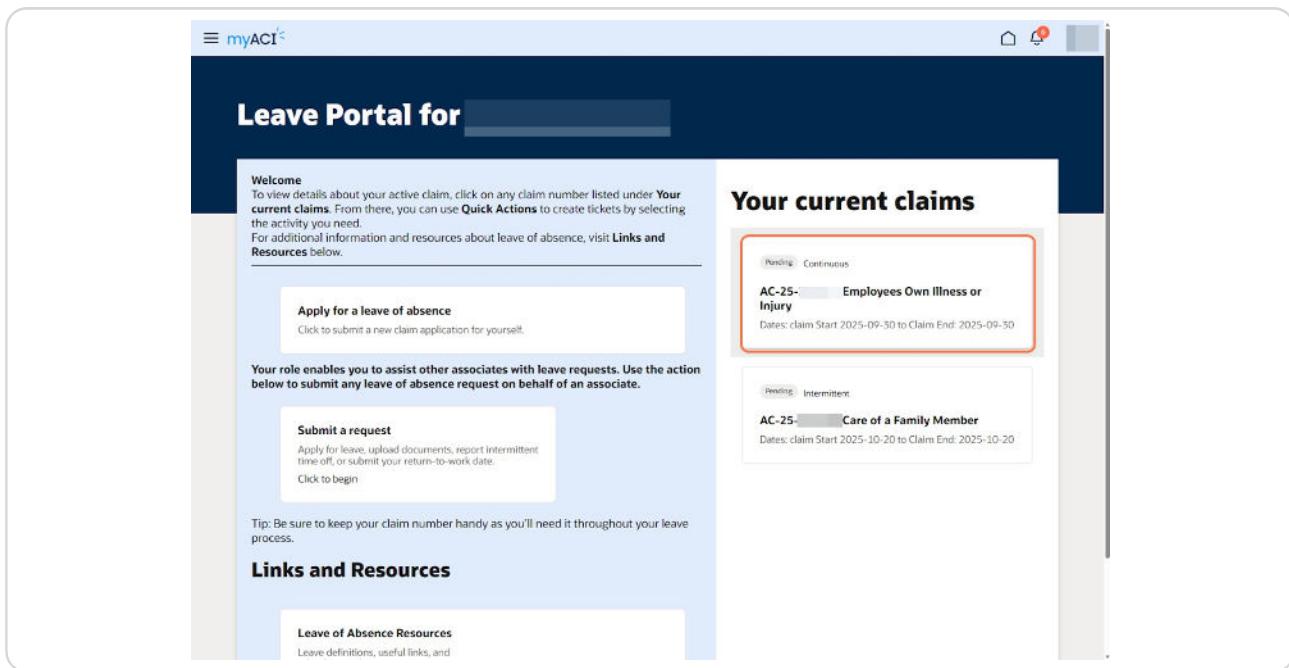


i If you are an HR/People Leader Updating Existing LOA request on behalf of an associate, skip to step 11.

i If you are an associate needing to Update your claim for yourself, proceed to step 4.

STEP 4

Click on the claim number that you are needing to update your claim for.



Welcome
To view details about your active claim, click on any claim number listed under **Your current claims**. From there, you can use **Quick Actions** to create tickets by selecting the activity you need.
For additional information and resources about leave of absence, visit [Links and Resources](#) below.

Apply for a leave of absence
Click to submit a new claim application for yourself.

Your role enables you to assist other associates with leave requests. Use the action below to submit any leave of absence request on behalf of an associate.

Submit a request
Apply for leave, upload documents, report intermittent time off, or submit your return-to-work date.
Click to begin

Tip: Be sure to keep your claim number handy as you'll need it throughout your leave process.

Links and Resources

[Leave of Absence Resources](#)
Leave definitions, useful links, and

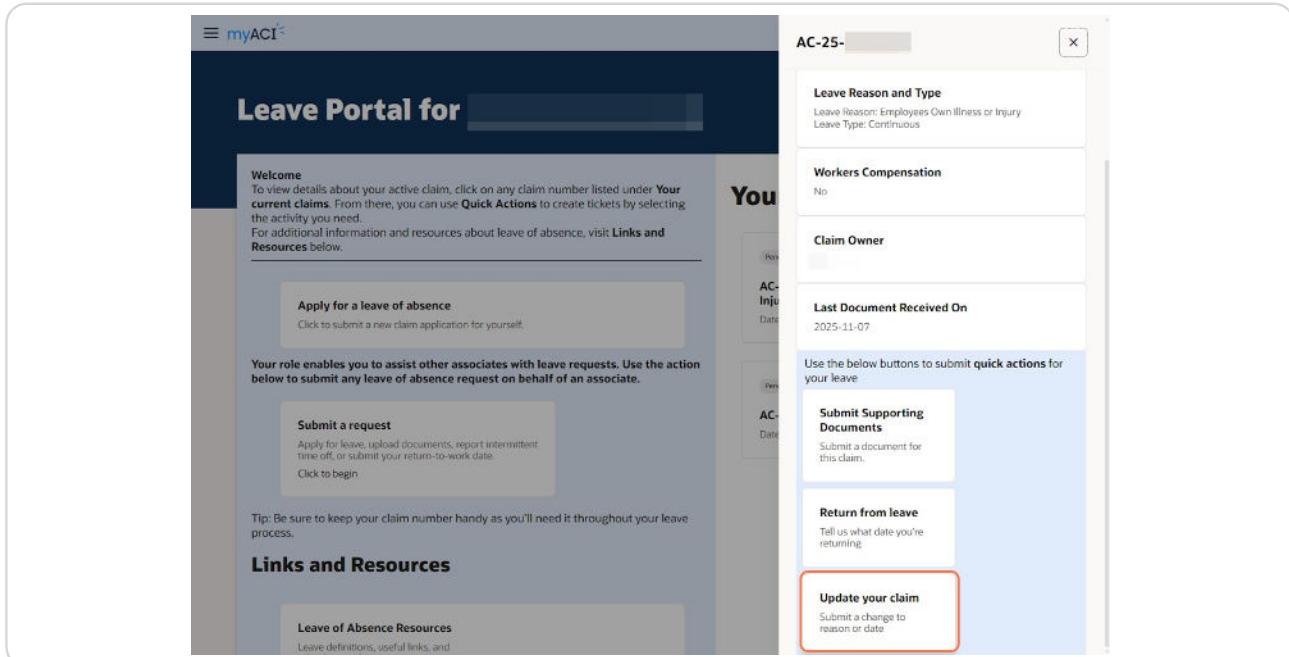
Your current claims

AC-25- Employees Own Illness or Injury
Pending: Continuous
Dates: claim Start 2025-09-30 to Claim End: 2025-09-30

AC-25- Care of a Family Member
Pending: Intermittent
Dates: claim Start 2025-10-20 to Claim End: 2025-10-20

STEP 5

Click on "Update your claim" in the quick action section.



Welcome
To view details about your active claim, click on any claim number listed under **Your current claims**. From there, you can use **Quick Actions** to create tickets by selecting the activity you need.
For additional information and resources about leave of absence, visit [Links and Resources](#) below.

Apply for a leave of absence
Click to submit a new claim application for yourself.

Your role enables you to assist other associates with leave requests. Use the action below to submit any leave of absence request on behalf of an associate.

Submit a request
Apply for leave, upload documents, report intermittent time off, or submit your return-to-work date.
Click to begin

Tip: Be sure to keep your claim number handy as you'll need it throughout your leave process.

Links and Resources

[Leave of Absence Resources](#)
Leave definitions, useful links, and

AC-25- Employees Own Illness or Injury

Leave Reason and Type
Leave Reason: Employees Own Illness or Injury
Leave Type: Continuous

Workers Compensation
No

Claim Owner

Last Document Received On
2025-11-07

Use the below buttons to submit quick actions for your leave

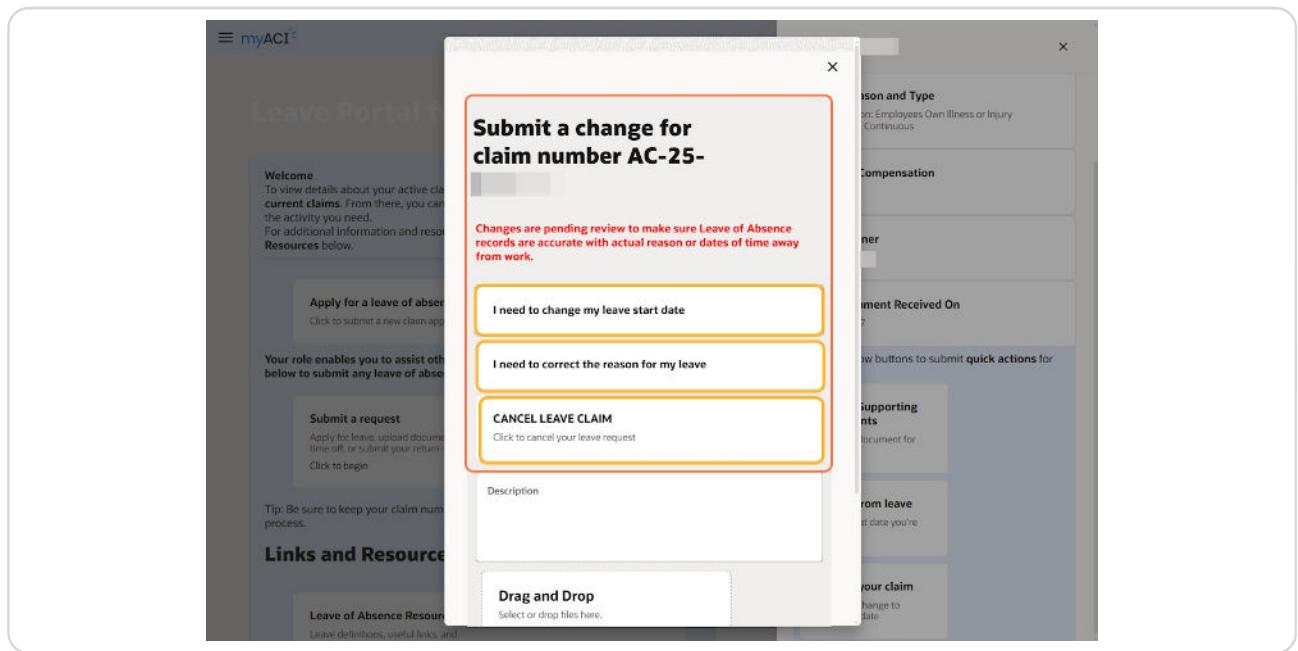
Submit Supporting Documents
Submit a document for this claim.

Return from leave
Tell us what date you're returning.

Update your claim
Submit a change to reason or date

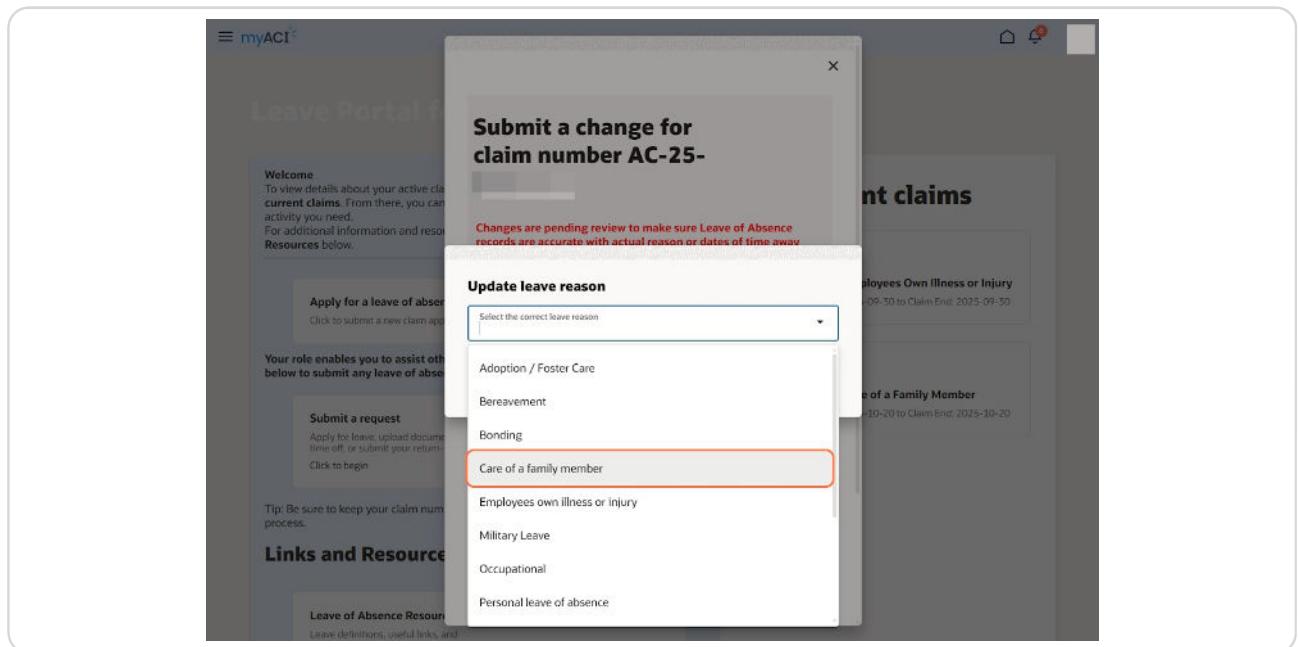
STEP 6

Select one of the three reasons you are needing to update your claim for.



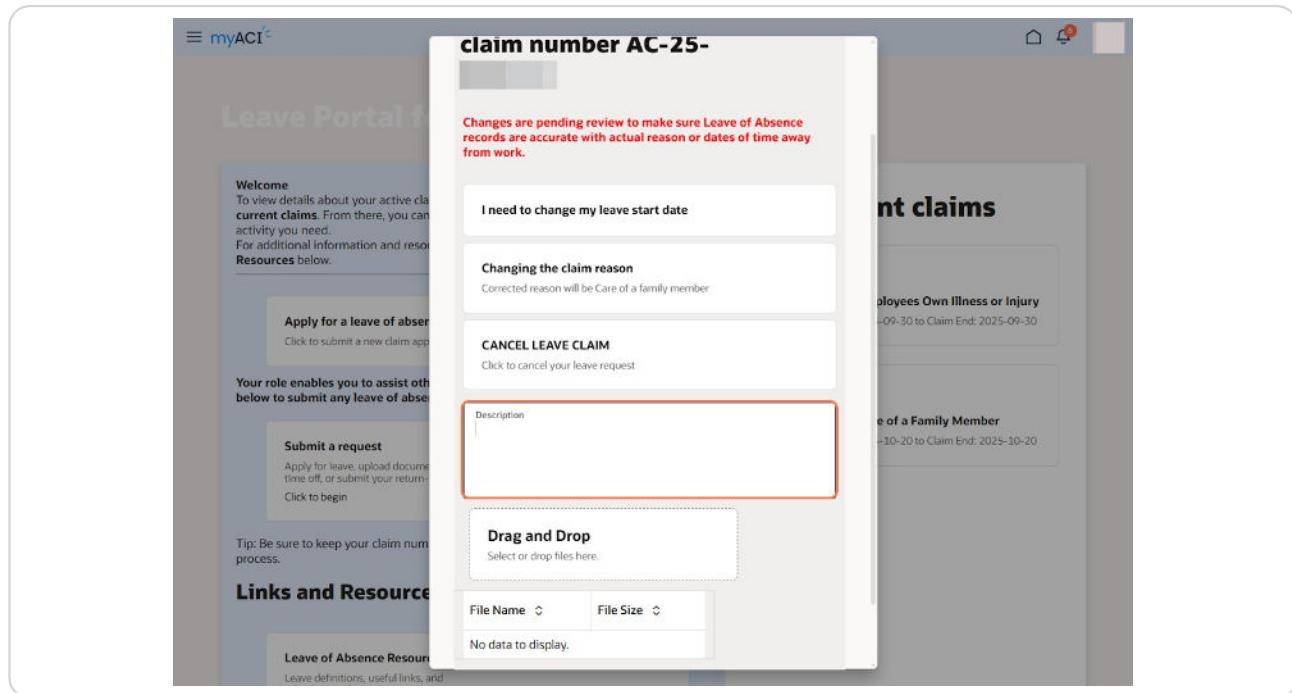
STEP 7

Based on the reason you are needing to update your claim for in question 6, answer the question(s) that populate for the update leave reason.



STEP 8

Use the detailed description box to enter any additional information about the Update your claim request.

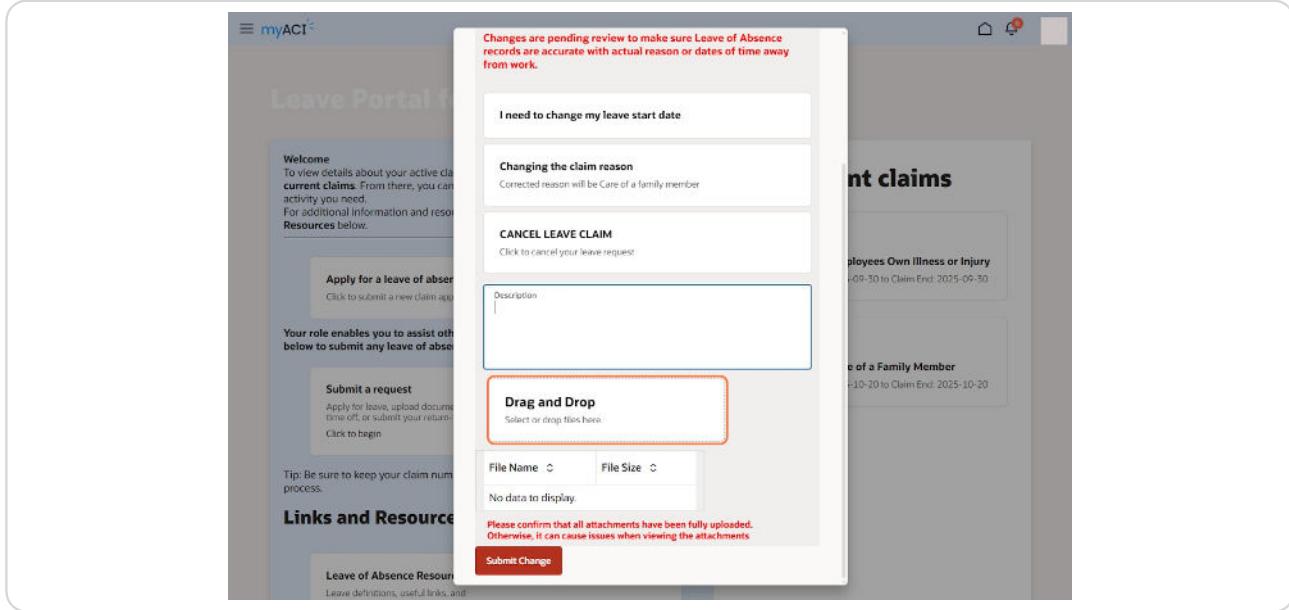


STEP 9

Drag and Drop any documents in this section.

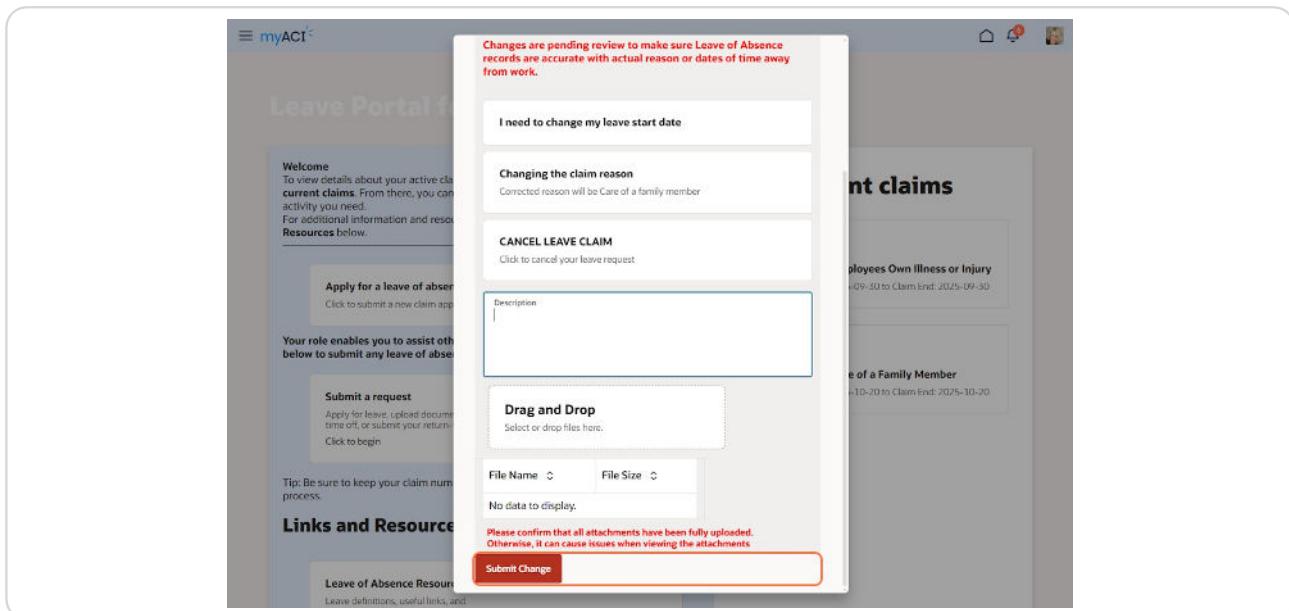
NOTE: Documents must be in PDF or JPEG format that are no larger than 8MB.

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



STEP 10

Click on "Submit Change" to save and submit your updates to your claim.





If you are an HR/People Leader Updating Existing LOA request on behalf of an associate, start here.

STEP 11

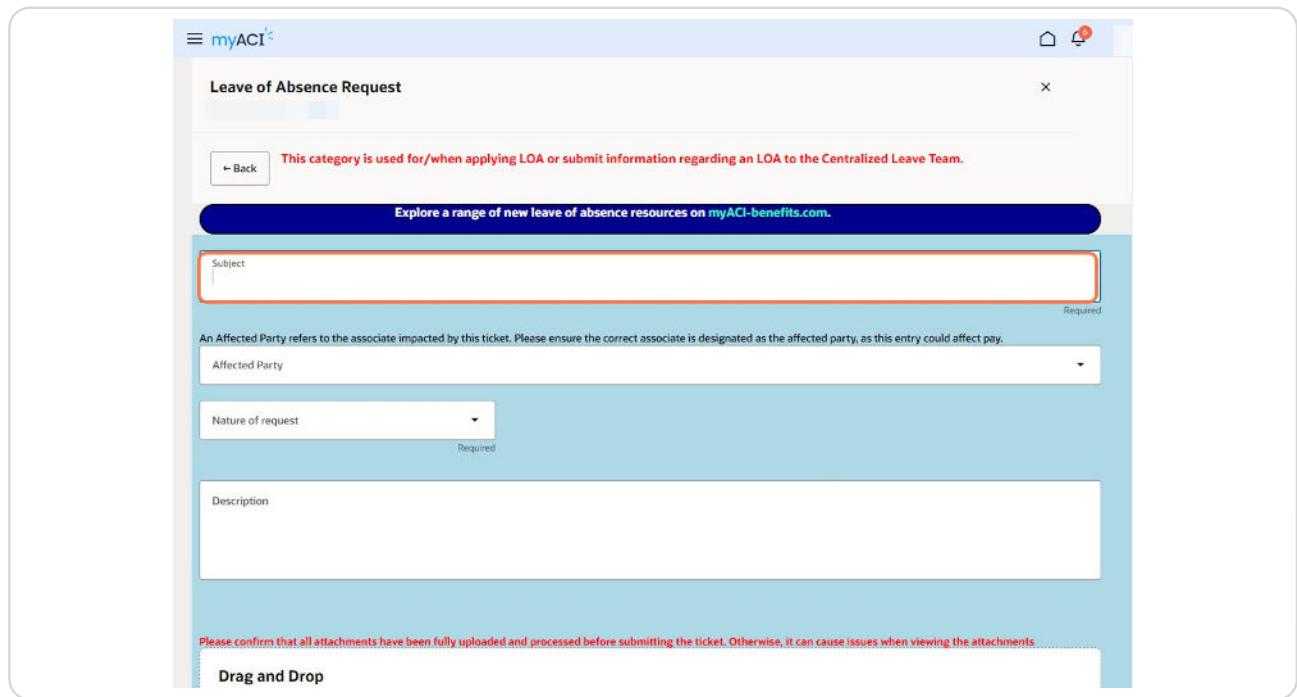
Click on "Submit a request" to navigate to Update Existing LOA request.

The screenshot shows a user interface for managing leave requests. On the left, a sidebar titled 'Welcome' provides instructions for viewing active claims and using 'Quick Actions' to create tickets. It also links to 'Links and Resources' for leave of absence. The main area, titled 'Your current claims', lists two pending claims: 'Employees Own Illness or Injury' (continuous) and 'Care of a Family Member' (intermittent). Each claim entry includes the claim number, status, and dates. A prominent button labeled 'Submit a request' is highlighted with a red box, indicating the next step in the process. A tip at the bottom of the sidebar suggests keeping the claim number handy.

STEP 12

Enter the subject for the leave request.

EXAMPLE: Sally Jones | 986645 | Change Leave Reason



myACI

Leave of Absence Request

This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.

Explore a range of new leave of absence resources on myACI-benefits.com.

Subject

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

Description

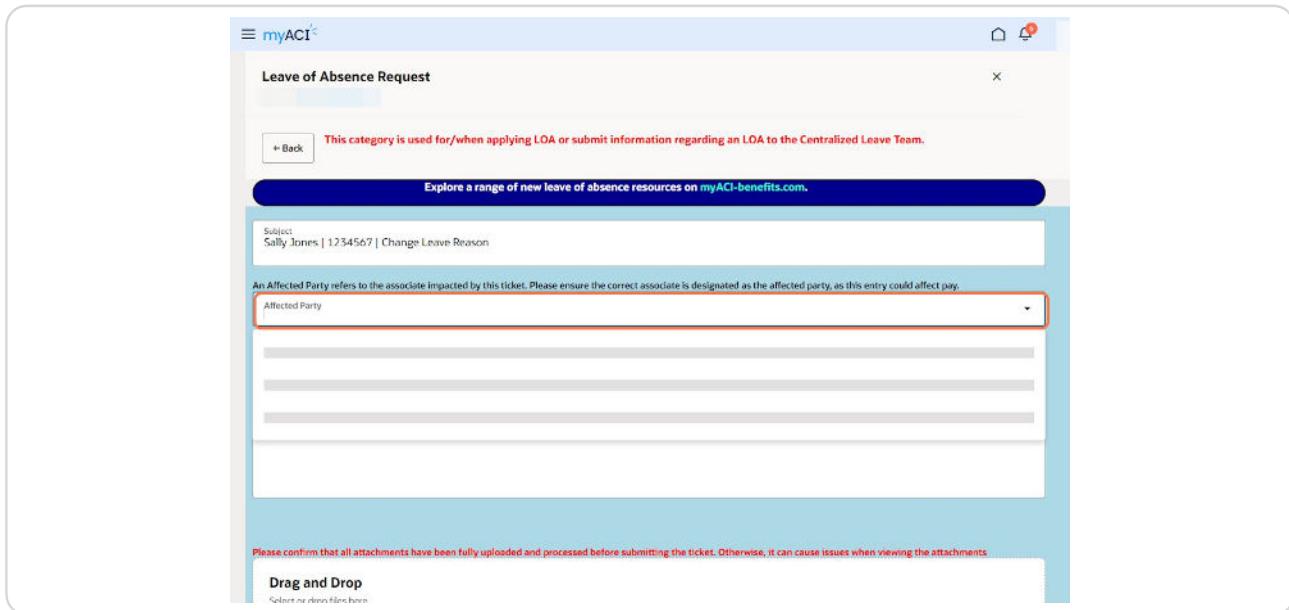
Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.

Drag and Drop

STEP 13

In the Affected Party, enter the Employee ID (EID) of the associate who you are needing to update their existing LOA for.

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



myACI

Leave of Absence Request

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

Subject: Sally Jones | 1234567 | Change Leave Reason

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

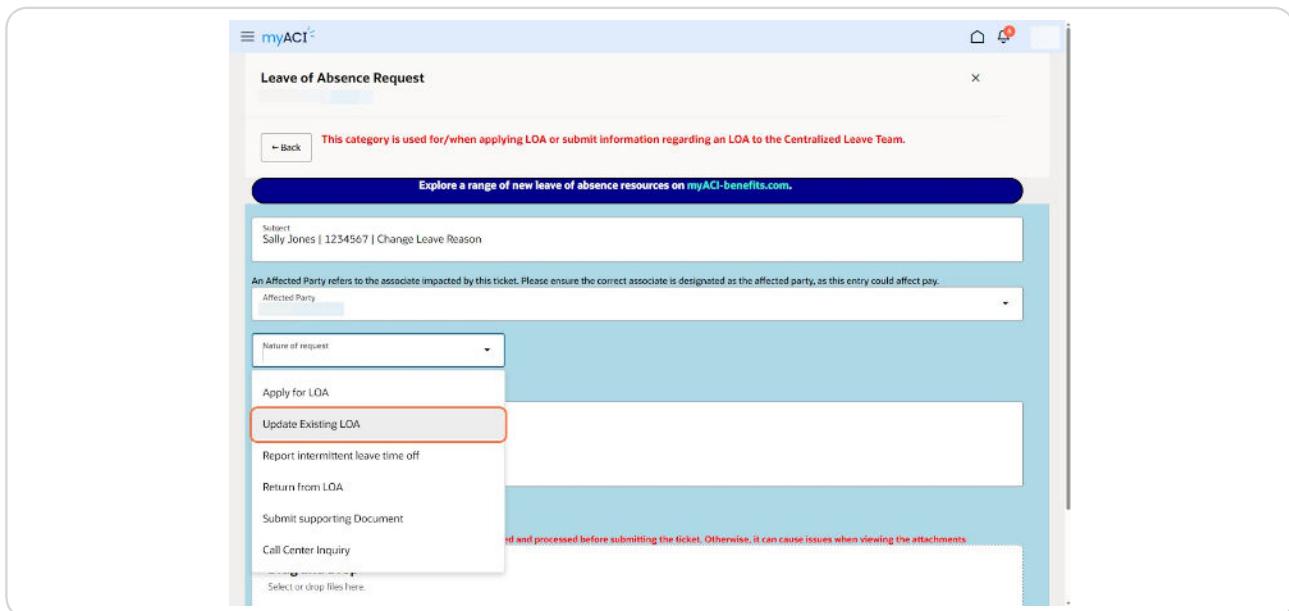
Please confirm that all attachments have been fully uploaded and processed before submitting the ticket. Otherwise, it can cause issues when viewing the attachments.

Drag and Drop

Select or drop files here.

STEP 14

Select "Update Existing LOA" from request category.



myACI

Leave of Absence Request

This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team.

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

Subject: Sally Jones | 1234567 | Change Leave Reason

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

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

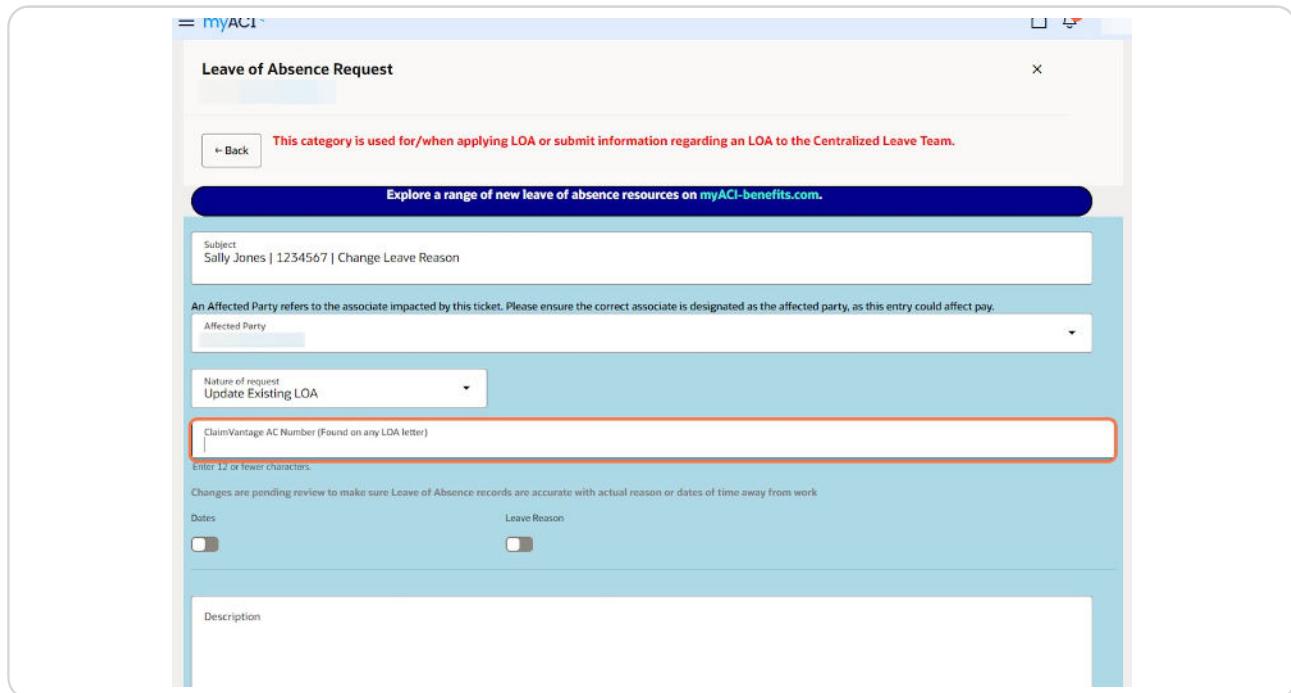
Select or drop files here.

STEP 15

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.

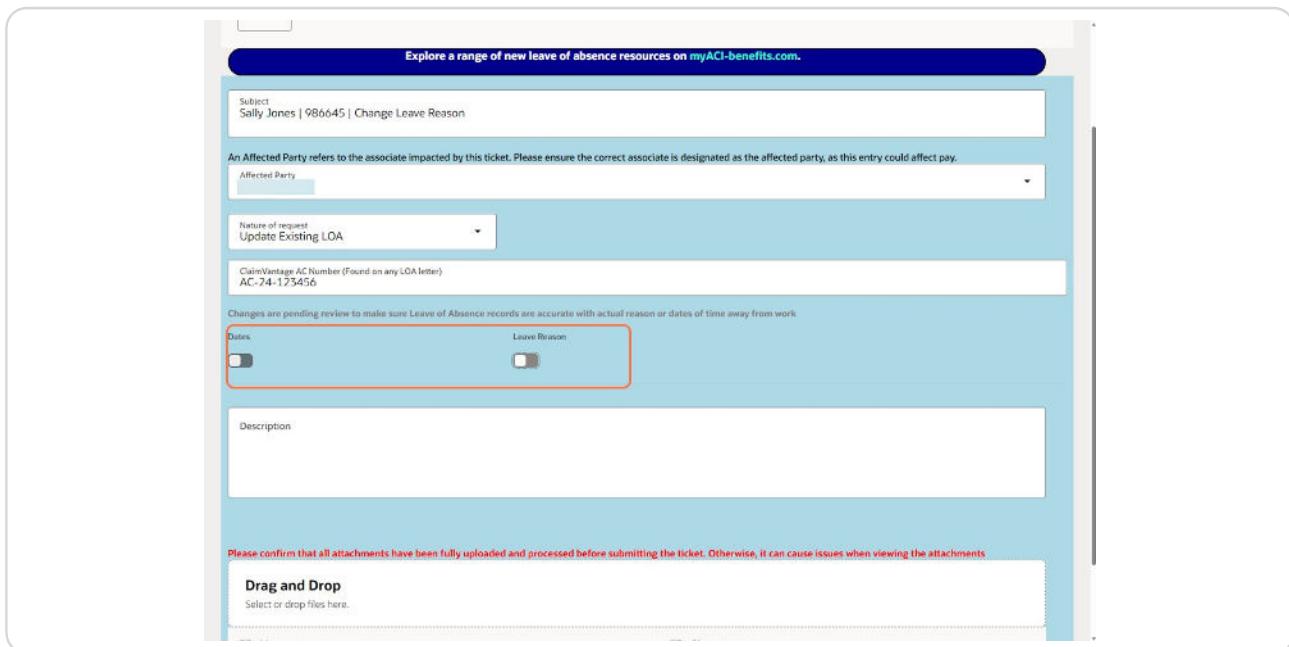
DO NOT SKIP THIS STEP. It's important that we have the accurate case number.



The screenshot shows a web-based application window titled "Leave of Absence Request" from "myACI". The window has a light blue header and a white content area. At the top left is a "Back" button and a red "X" button. A red banner at the top states: "This category is used for/when applying LOA or submit information regarding an LOA to the Centralized Leave Team." Below this is a dark blue bar with the text "Explore a range of new leave of absence resources on myACI-benefits.com.". The main content area has several input fields: "Subject" (Sally Jones | 1234567 | Change Leave Reason), "Affected Party" (dropdown menu), "Nature of request" (dropdown menu, currently "Update Existing LOA"), and a large text input field for "ClaimVantage AC Number" (Found on any LOA letter). This input field is highlighted with a red border and the placeholder "Enter 12 or fewer characters.". Below these fields is a note: "Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work." At the bottom are "Dates" and "Leave Reason" sections with toggle switches, and a "Description" text area.

STEP 16

Select the reason needing to update the associates LOA claim for.



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

Subject: Sally Jones | 986645 | Change Leave Reason

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: Update Existing LOA

ClaimVantage AC Number (Found on any LOA letter): AC-74-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates: Leave Reason:

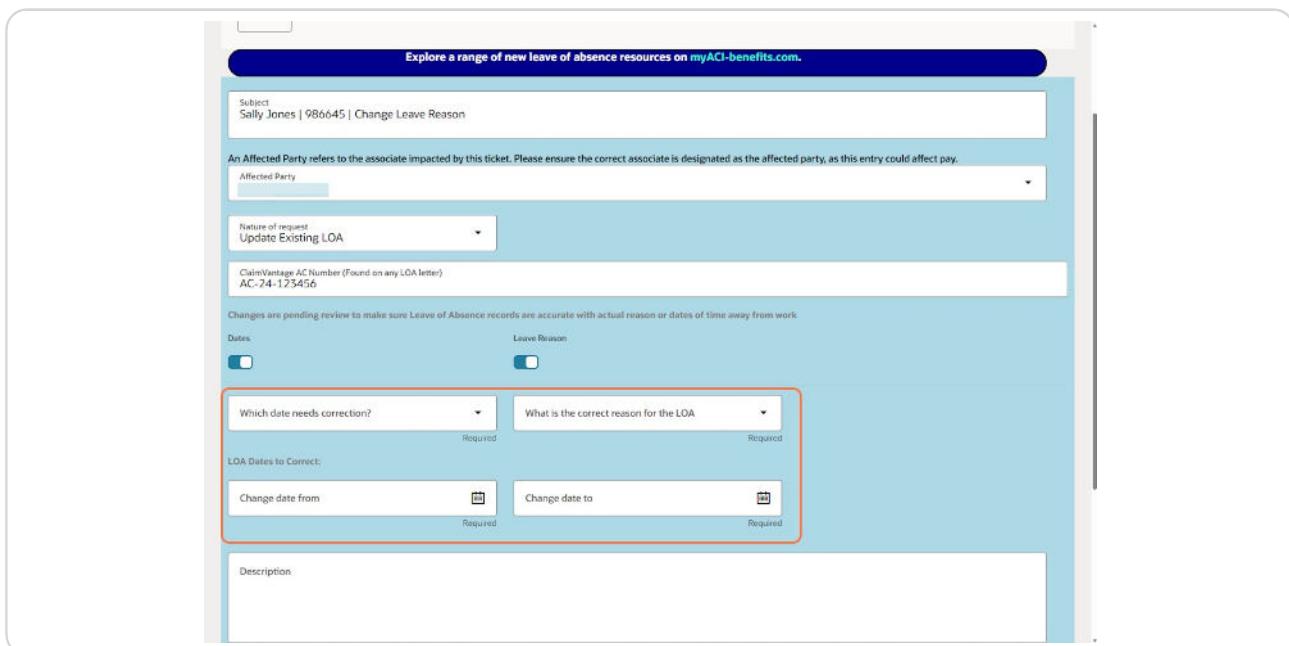
Description:

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.

STEP 17

Based on the reason needing to update the associates existing LOA claim for in question 16, answer the question(s) that populate for the update reason.



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

Subject: Sally Jones | 986645 | Change Leave Reason

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: Update Existing LOA

ClaimVantage AC Number (Found on any LOA letter): AC-74-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates: Leave Reason:

Which date needs correction? What is the correct reason for the LOA?

LOA Dates to Correct:

Change date from: Change date to:

Description:

STEP 18

Use the detailed description box to enter any additional information about updating the associates existing loa claim request.

Sally Jones | 1234567 | Change Leave Reason

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: (dropdown menu)

Nature of request: Update Existing LOA (dropdown menu)

ClaimVantage AC Number (Found on any LOA letter): AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates: (dropdown menu) Leave Reason: (dropdown menu)

What is the correct reason for the LOA: Care for child (dropdown menu)

Description: (large text area)

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.

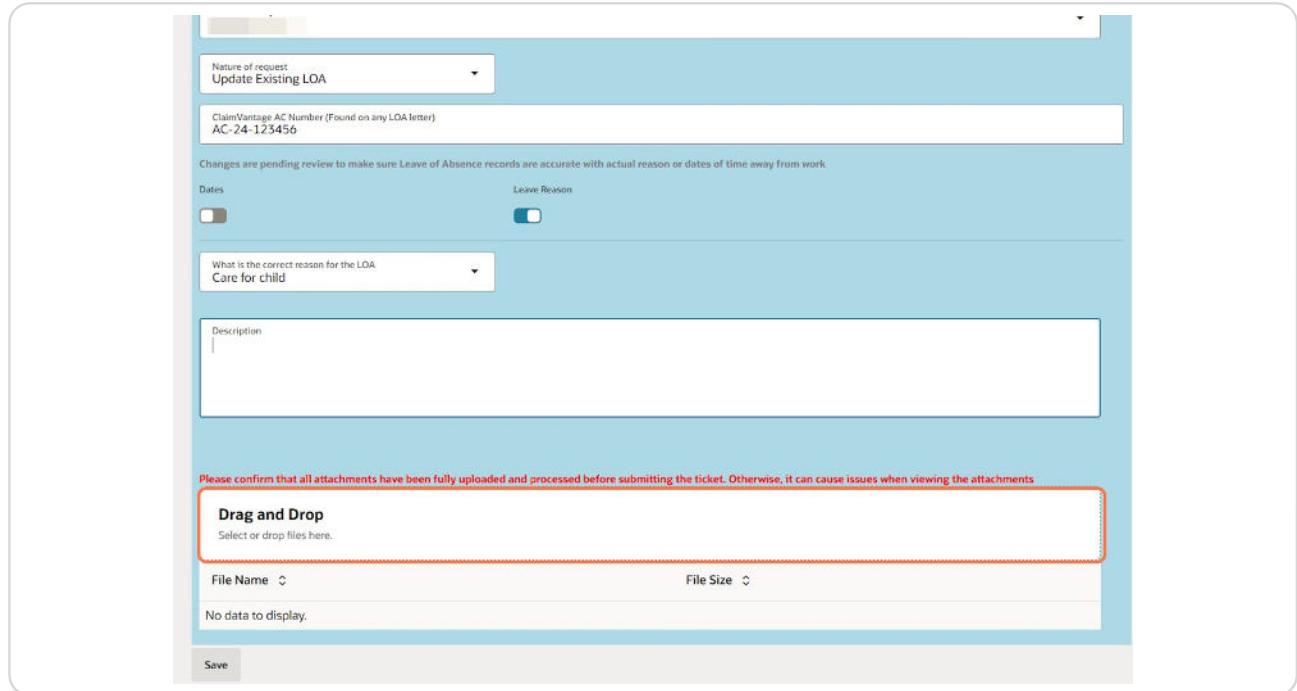
File Name: (dropdown menu) File Size: (dropdown menu)

STEP 19

Drag and Drop any 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.



Nature of request: Update Existing LOA

ClaimVantage AC Number (Found on any LOA letter)
AC-24-123456

Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work

Dates Leave Reason

What is the correct reason for the LOA?
Care for child

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

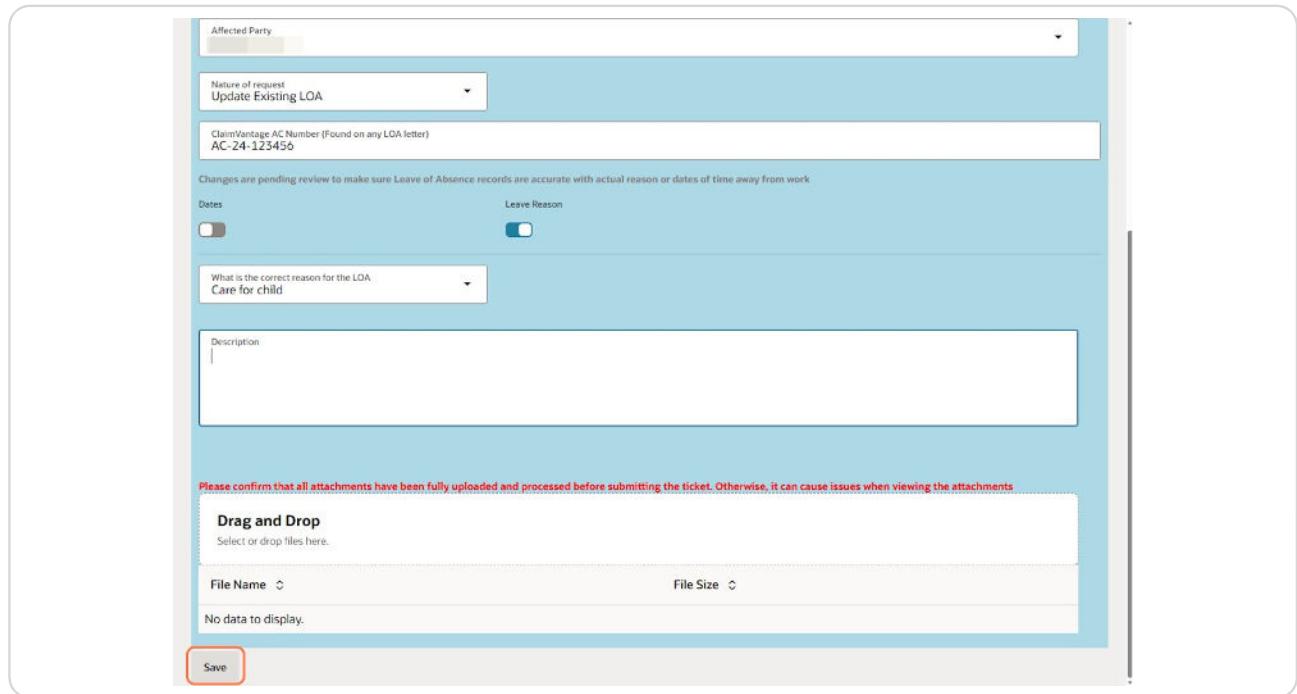
No data to display.

Save

STEP 20

Click on "Save" in the lower left corner of the screen to save and submit the update existing LOA request.

NOTE: If you do not click "Save", the updates will not be submitted to the claim.



A screenshot of a web-based leave of absence (LOA) request form. The form is titled "Update Existing LOA". It includes the following fields:

- Affected Party:** (dropdown menu)
- Nature of request:** Update Existing LOA (dropdown menu)
- ClaimVantage AC Number (Found on any LOA letter):** AC-24-123456
- Changes are pending review to make sure Leave of Absence records are accurate with actual reason or dates of time away from work:**
- Dates:** (checkbox)
- Leave Reason:** (checkbox)
- What is the correct reason for the LOA:** Care for child (dropdown menu)
- Description:** (text area)
- 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:** (dropdown menu)
- File Size:** (dropdown menu)
- No data to display.**

The "Save" button at the bottom left is highlighted with a red box.