

### About Employee Requests:

- You can manage your employee's requests using Control Center.
- You can also receive notifications to your mobile device or email to alert you when requests are pending review.
- If employees change managers after they submit requests but before these requests are approved or refused, neither the previous nor the new manager can act upon these requests. The employee has to cancel these requests and submit them again for the new manager's approval.

### Review requests:

1. Managers are notified of employee schedule requests. To review the notifications, do one of the following:
  - From your Home page, click **My Notifications > Employee Requests**.
  - Click **Notifications** to open a preview summary of requests, alerts, and other notifications. To open the detailed view, click **View All**. In **Categories**, select **Employee Requests**.
2. Select a request.
3. In **Details**, click the tabs to see:

If recommendations are configured for time-off requests, the system recommends whether to approve a request:

  - **Green** = Approval is recommended.  
The request presents no accruals or team absence issues.
  - **Orange** or **yellow** = Approval may be acceptable.  
The request has accruals warnings or spans a percentage of days that approach or are at the daily quota of time-off requests.
  - **Red** or **pink** = Refusal is recommended.  
The request exceeds accruals balances or spans a percentage of days that are above the daily quota of time-off requests.
4. You can also review the following:
  - **Rule Violations:** Applies to Shift Swap and Open Shift only. Requests are verified against schedule rules. For each employee, the rules that will be broken if you approve these requests are listed in order of severity, highest severity first.
  - **Requested Dates:** If configured, you can add time periods to time-off requests.
  - **Requesting Same Shift:** Applies to Open Shift only. Shows all employees who requested the same shift, listed in order of priority based on a procedure set. If no procedure set is selected, they are listed in alphabetical order.
  - **Request Details:** Shows various details of the selected request, such as submission date, or requested time off period.

- **Accruals:** Requested accruals takings, available accruals balances, and projected balances for the requested period for the employee.
- **Team Absences:** Active time-off requests among the employee's team.
  - **Blank** days have no active time-off requests.
  - **Yellow** days have some active time-off requests.
  - **Pink** days have the maximum of active time-off requests.
- **Comments and Status History:** Comments identify the reason for shifts or pay codes in the schedule. The comment is part of only the schedule request, not of the shift or paycode.

### Set requests to pending:

Managers can delay approval or refusal of requests.

1. Select a request.
2. (Optional) Click **Add Comments**.  
Select a Comment. Enter a Note. Click **Add**. Notes must be associated with a comment. You can enter more than one comment and note.
3. Click **Pending**.
4. Click **Done**. As configured, the system notifies the employee.

### Approve or refuse requests:

5. Select a submitted or pending request.  
If recommendations are configured for time-off requests, the system recommends whether to approve a request:
  - **Green** = Approval is recommended.  
The request presents no accruals or team absence issues.
  - **Orange** or **yellow** = Approval may be acceptable.  
The request has accruals warnings or spans a percentage of days that approach or are at the daily quota of time-off requests.
  - **Red** or **pink** = Refusal is recommended.  
The request exceeds accruals balances or spans a percentage of days that are above the daily quota of time-off requests.
4. (Optional) Click **Add Comments** .  
Comments identify the reason for shifts or pay codes in the schedule. The comment is part of only the schedule request, not of the shift or paycode.
  - Select a **Comment**. Enter a **Note**. Click **Add**. Notes must be associated with a comment. You can enter more than one comment and note.
  - Click **Apply**.
5. Click one of the following:
  - **Approve:** If a time-off request requires approval by more managers, the system notifies the other approvers of your approval.

- **Important:** You cannot approve a time-off request that mixes requests that are based on recommendations and requests that are not. Instead, approve only the types of requests that are based on recommendations separately from the requests that are not.
- **Refuse. Important:** If a time-off request requires approval by multiple managers, and is refused by any approver, the request is refused.

**Tip:** Managers can "refuse" requests, but employees can "reject" requests from other employees such as to swap shifts.

6. Click **Done**. As configured, the system notifies the employee.
7. If requests affect partial shifts, you may have to adjust the schedule to remove odd shift segments or breaks.