RTO Exception Enhancement

Effective November 2, 2020:

- Managers can make RTO Exception requests through Manager Self-Service (MSS) and delegate the submission of exception requests, similar to other MSS delegations.
- The exceptions include request for team member unscheduled office visit, change in primary location, and reset of certification.

Note: As of November 2, employees can request a change in primary location and a reset of certification on their own.
Submitting an exception request for a direct report

Request exceptions for direct reports and/or employees delegated to you through the Actions drop-down by selecting Employee Data and RTO Exceptions.

RTO Exceptions can be accessed:
- Directly at MSS RTO Exception
- Via About You ➔ For My Team
Completing an exception request

2. Select the employee for whom you need to submit RTO exception.

3. Verify the information is correct, select request type from the drop-down menu, respond to additional questions, and hit Submit.*

*Note: Employees can submit certification reset requests on their own. As manager submissions are auto approved, if you are submitting a request on behalf of an employee, do so only after confirming they’ve responded erroneously to the RTO certification.
Completing an exception request: additional questions

Provide additional input for unscheduled office/site visits and change in primary location options

- Effective date for change
- Location (if applicable)
- Reason for exception request (must provide business reason)

After the RTO Exceptions team reviews the request, you will receive an email with a decision.
Delegating exception requests rights

You may delegate your right to submit RTO exception requests for your team to another manager within your BU (up to 6):

1. Select RTO Exceptions as function you wish to delegate
2. Select the start and end date of delegation
3. Select managers to whom you wish to delegate this right to
4. Review and click Create new delegations

Delegation can be accessed:
- Directly at Delegations
- Via About You → For My Team
- Via Verizon@Work → HR/Time Delegation