

RTO Exception Requests Manager user guide

November 2, 2020



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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

1

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

My Team

To see your team's Return to Office groupings, select the tab below that says Return to Office. Its located on the top of the employee Names, you may need to scroll over to see it. Team Report is available using the Actions menu and selecting Employee Data, Manager Reports.

1 of 1

Contact Org Attributes **Return to Office**

MSS Job Aids

Name	Actions	Grouping
  [Redacted]	Actions ▼ Actions	Rotating: Group B

Take Action on Multiple Employees

- Team Management
 - Absences & Schedule
 - Compensation & Rewards
 - Employee Data**
 - Compensation Data Review
 - Enter Performance Rating
 - View Employee Info
- myTeam Relations
 - Counsel
 - Run Manager HR Reports
 - 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.

Manager RTO Exception Request

Your Organization is displayed below. Click the select button to navigate to the transaction. Select button will be invisible for employee who is not eligible for the transaction

1 of 1

Employee ID	Job Title	Location	Select
[REDACTED]	Sr Analyst-Talent Acquisition	Malden, MA,02148	Select

Manager RTO Exception Request

Employee ID [REDACTED]	Employee EID [REDACTED]	EE Full Name [REDACTED]	Business Group Verizon Corporate
Current CAT CAT3	Current Group GRPB	RTO Date 09/30/2020	Country USA

*Request Type

Select a relevant action being requested from the RTO Exceptions Team from the drop down below:

☐ Send me a copy of my responses

Note: If Reset Access is selected Verizon Location is not required

Submitted By: Reilly,Nancy Cronin

Date Submitted: 10/06/2020


Completing an exception request: additional questions

3

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.



***Request Type**
Select a relevant action being requested from the RTO Exceptions Team from the drop down below:

Allow Unscheduled office/site visit

***Effective Date for Change**
10/06/2020

***Verizon location being visited**
Provide Building code, if employee wants to visit non-primary location

MA0157 7 Elm St, Malden, MA, 02148, USA

***Reason for Exception Request**

☐ Send me a copy of my responses

Note: If Reset Access is selected Verizon Location is not required

[Submit](#) [Return](#)

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

Home > Create New Delegations - Select Functions

[Related Links & Resources](#) ▼



Manage Leaves ⓘ	<input type="checkbox"/> Initiate/View	<input type="checkbox"/> Approve
RTO Exceptions ⓘ	<input checked="" type="checkbox"/> Initiate/View	<input type="checkbox"/> Approve
Run Manager HR Reports ⓘ	<input type="checkbox"/> Initiate/View	<input type="checkbox"/> Approve

☐ Select date & apply to all functions

From date: 10/07/2020 End date: MM/DD/YYYY

Selected Function(s) ⓘ

Function	From date	End date
RTO Exceptions	10/07/2020	MM/DD/YYYY

Continue > Cancel

Search for Delegate

Name/EID

Last, First Name (or EID)

Selected Functions ⓘ

RTO Exceptions

Selected Delegates ⓘ

Delegate	Title	Location	Remove
Reilly, Nancy Corbin	Mgr-Talent Acquisition	Quincy, MA	