RTO Exception Requests Manager user guide

November 2, 2020



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.

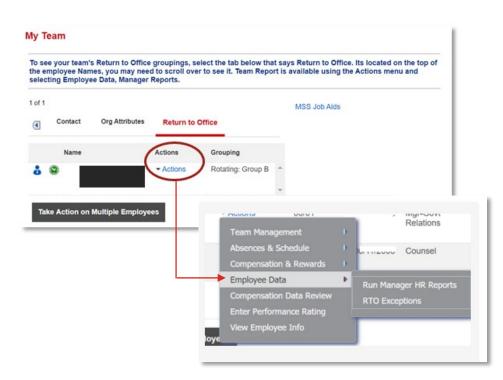


Submitting an exception request for a direct report

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:

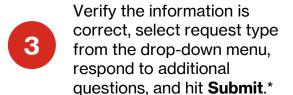
- Directly at MSS RTO Exception
- Via About You → For My Team





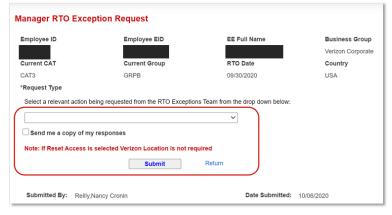
Completing an exception request

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



*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.







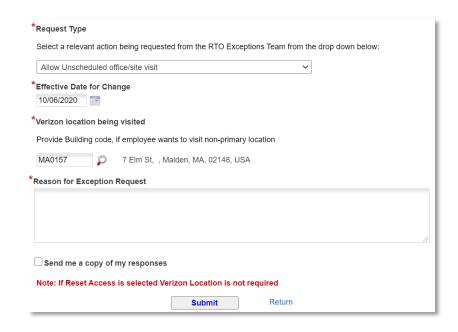
Completing an exception request: additional questions

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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):

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

Delegation can be accessed:

- Directly at <u>Delegations</u>
- Via About You ▶ For My Team
- Via Verizon@Work ▶ HR/Time Delegation

