Understanding the Request Manager

The Request Manager is where all leave requests are compiled for supervisors to review. Understanding how to use the toolbar commands to filter and sort can make the process of managing leave requests more efficient. For example, knowing how to filter to see all leave requests from the previous pay period ensures those requests can be addressed before pay period close and decrease the number of historical corrections required.

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Understanding roles and responsibilities in managing leave
Albemarle County has defined specific responsibilities for different employee groups. All responsibilities identified below should be completed in a timely manner. Failure to do so can result in the need for historical corrections, which requires additional work by both supervisors and timekeepers.

Employees: submit leave requests, understand and identify leave washing as applicable, cancel leave requests when necessary
Supervisors: approve or refuse leave requests in the appropriate timeframe, monitor timecards for leave washing, work with employees to resolve leave washing
Timekeepers: monitor timecards for leave washing, monitor request manager to ensure that requests are managed by the appropriate supervisor

Opening the Request Manager
Log into Kronos and do one of the following:
1. In the Notifications center at the top of the page click on the Request Manager Alert button on the right side and select Time-Off from the dropdown menu. Opening from this link results in the Request Manager displaying all pending leave requests, unless they are very far out in the future.
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2. In the Links pane on the right-hand side of the page, click on Request Manager. Opening from the link results in the default time frame displayed being the next schedule period.

Understanding the Request Manager toolbar

Toolbar commands that should not be used
Because we are using an off-the-shelf product, rather than an in-house system, the Request Manager toolbar includes options that our organization does not use. Do not use the commands crossed out below, as doing so can cause errors, delay employees’ ability to approve their timecards, and require intervention by the system coordinator.

Edit: because of how Albemarle County designated roles and responsibilities for managing leave, supervisors and timekeepers do not have the permissions to edit a leave request.

Add Request: do not submit leave requests on behalf of your staff. It is their responsibility to do so. If an employee is incapacitated and cannot submit their own request before the timecard must be signed off, use the Entering leave directly on a timecard documentation.

Pending: putting a leave request into a pending state only causes problems for everyone involved. Please do not use this option.

Retract: if a supervisor or timekeeper retracts a leave request, the request becomes stuck on the timecard and requires additional work to remove it. Employees are responsible for retracting leave requests, so let them do that.

Appropriate leave commands to use for regular leave requests
Click to select the leave request. Once it is highlighted, you can click on one of the following commands:

Details: allows you to review the request information without taking any further action.

Approve: use to approve the request after reviewing the information.

Refuse: use to deny the request after reviewing the information. It is best practice to enter a comment explaining why you refused the request, following the process outlined below.
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Appropriate leave commands to use for cancellations
When an employee cancels an approved leave request, the cancellation must be approved by the supervisor to remove it from the employee’s calendar and timecard. For those situations, a slightly different toolbar appears when you click to select the leave cancellation request. The same commands are not used by Albemarle County, as indicated by the red circles below. The appropriate commands to use with cancellation requests are explained below:

**Details**: allows you to review the cancellation request information without taking any further action.

**Cancel Approved**: use to approve the cancellation request after reviewing the information.

**Cancel Refused**: use to deny the cancellation after reviewing the information. It is best practice to enter a comment explaining why you refused the request, following the process outlined below.

Looking for specific requests

**Looking for requests in a specific timeframe**
If necessary, use the two date selector options to look for leave requests in a specific timeframe, such as the previous pay period, or a future date.

1. The **Context Selector** allows you to select previously-used timeframes, as well as Previous Schedule Period, Current Schedule Period, Next Schedule Period.
2. The **Select Dates** command allows you to specify a range of dates. Use this option to look for requests that are so far out in the future that they do not appear by default.

Looking for leave requests in a specific state
Use the **Status** filter on the left side of the page to specify what types of requests you want to see.
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Click on the dropdown arrow to see all the statuses, and then check or uncheck boxes beside the different statuses to select and/or deselect a specific status.

![Dropdown menu with statuses]

Other organizing tips
You can sort your leave requests by any of the column headers. Click once on the header to sort by that column.

<table>
<thead>
<tr>
<th>Modified By</th>
<th>Subject</th>
<th>Submit Date</th>
<th>Status</th>
<th>Submitted By</th>
<th>Start Date</th>
<th>Employee</th>
<th>End Date</th>
<th>Pay Code</th>
<th>Comments</th>
<th>Multiple Period Indicator</th>
</tr>
</thead>
</table>

**Modified By:** the last person to perform an action on the request
**Subject:** indicates what division (Schools, Local Government, etc.) the employee is in. This is probably the least helpful column for most supervisors.
**Submit Date:** the date the request was submitted, which can be useful data if multiple people have asked for leave in the same timeframe.
**Status:** tracks where the request is in the process (submitted, approved, cancel submitted, etc.)
**Submitted By:** who created the request
**Start Date:** first day of requested leave
**Employee:** the employee who will be using the leave
**End Date:** last day of requested leave
**Pay Code:** type of leave requested
**Comments:** text of any comments included with the leave request
**Multiple Period Indicator:** lets you know if the request covers multiple weeks

Adding a comment
When you select the Approve or Refuse command, you have the opportunity to add a comment as part of your response. It is best practice to add a comment, especially when refusing a request.
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1. Click on the dropdown arrow for the **Select Comment** menu and choose from the available list. If nothing seems relevant to your comment, select **Other**.

2. Once you have chosen a category, click into the text box and enter additional information.

3. Complete the process of accepting or refusing the leave request by clicking on the appropriate command in the lower-right corner of the request window.