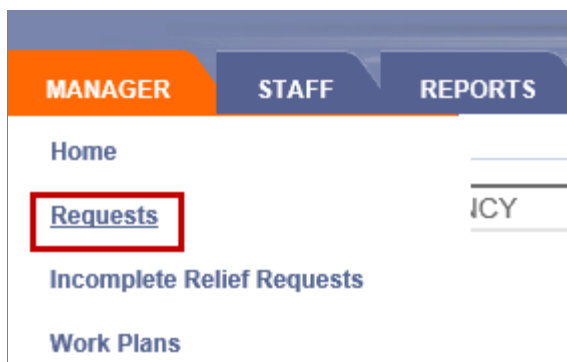


Employees who are scheduled in Workforce ESP may use Self Self Service to submit requests to fill available relief shifts. These requests display as “Pending Requests” for approval on the Manager Home Page. As the approver for their Org Unit(s), Managers are responsible reviewing and responding to each relief request that is submitted.

This feature is not used at all sites/programs. For more information, contact your timekeeper or manager.

From your Manager Home Page,

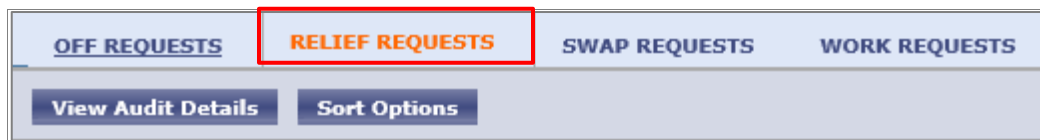
1. Click the **Manager tab**, then select **Requests**.



The *Requests* screen appears.

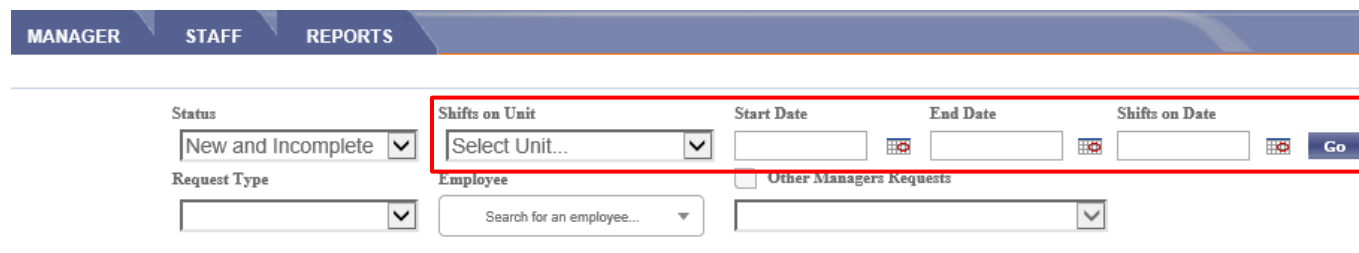
2. Click the **Relief Requests** tab.

All requests to work relief shifts will populate the list.



**i** You can use one or more one of the following fields to limit the number of requests that appear, within the Relief Requests you have access to. Click Go after making your selections to apply them.

- Select a **unit** in the **Shifts on Unit field** to limit the view to only a single unit
- Enter a **date range** in the **Start Date and End Date fields** to create a date range
- Enter a **date** in the **Shifts on Date field** to limit the shifts you view to those scheduled on a specific date



3. Click the **plus button (+)** next to the Request ID to view requests (Quick Review).

OFF REQUESTS		RELIEF REQUESTS	SWAP REQUESTS				
View Audit Details		Sort Options					
<input type="checkbox"/>	Request ID	Employee	Request Date/Time	Description	Sent To	Status	
<input checked="" type="checkbox"/>	123	Hutchings, Amy [PT -NP]	17/Feb/2021 10:05	Feb 18-Mar 02 EMERGENCY	EMERGENCY	Incomplete	
<input checked="" type="checkbox"/>	125	William, James [PT -NP]	22/Feb/2021 20:27	Apr 10-Apr 10 EMERGENCY	EMERGENCY	Incomplete	
<input checked="" type="checkbox"/>	126	William, James [PT -NP]	22/Feb/2021 21:02	Apr 06-Apr 07 EMERGENCY	EMERGENCY	New	
<input checked="" type="checkbox"/>	127	William, James [PT -NP]	23/Feb/2021 09:37	Apr 20-Apr 21 EMERGENCY	EMERGENCY	New	

The expanded view shows all the details of the shifts requested by the employee.

OFF REQUESTS		RELIEF REQUESTS	SWAP REQUESTS			
View Audit Details		Sort Options				
<input type="checkbox"/>	Request ID	Employee	Request Date/Time	Description		
<input checked="" type="checkbox"/>	127	William, James [PT -NP]	23/Feb/2021 09:37	Apr 20-Apr 21 EMERGENCY		
Shift Date	Description	Status	Last Viewed By			
20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending				
21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending				
20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending				
20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending				
21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending				
21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending				

4. Click the **minus button (-)** to close the quick review.

OFF REQUESTS		RELIEF REQUESTS	SWAP REQUESTS			
View Audit Details		Sort Options				
<input type="checkbox"/>	Request ID	Employee	Request Date/Time	Description		
<input checked="" type="checkbox"/>	127	William, James [PT -NP]	23/Feb/2021 09:37	Apr 20-Apr 21 EMERGENCY		

5. Click the **Request ID** beside the employee's name in the **Request ID column**, to do a detailed review of requests. (Review, Approve, or Deny the Request)

OFF REQUESTS		RELIEF REQUESTS		SWAP REQUESTS			
View Audit Details		Sort Options					
		Request ID	Employee	Request Date/Time	Description	Sent To	Status
<input type="checkbox"/>	<input type="checkbox"/>	123	Hutchings, Amy [PT -NP]	17/Feb/2021 10:05	Feb 18-Mar 02 EMERGENCY	EMERGENCY	Incomplete
<input type="checkbox"/>	<input type="checkbox"/>	125	William, James [PT -NP]	22/Feb/2021 20:27	Apr 10-Apr 10 EMERGENCY	EMERGENCY	Incomplete
<input type="checkbox"/>	<input type="checkbox"/>	126	William, James [PT -NP]	22/Feb/2021 21:02	Apr 06-Apr 07 EMERGENCY	EMERGENCY	New
<input type="checkbox"/>	<input type="checkbox"/>	127	William, James [PT -NP]	23/Feb/2021 09:37	Apr 20-Apr 21 EMERGENCY	EMERGENCY	New

- i** In the *Relief Request* window, the default setting for each of the shifts requested will show as *Pending*. The approver may also find that the employee has added a comment to the request in the *Comment Summary* section.

Relief Request - William, James - Internet Explorer

**RELIEF REQUEST**

Request ID: 127      Request Date: 23/Feb/2021      Sent To:

Date	Details	Status	Last Viewed By
Tue 20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose

**Comment Summary** Add Comment

Date: 23/Feb/2021  
 From: William, James  
 Add comments related to this request here.

Employee Schedule   Unit Schedule   Audit Details   Banks

Update   Cancel   Help

**i** If more than one employee has made a request for the same shift, the Details column is highlighted orange.

RELIEF REQUEST

Request ID: 127      Request Date: 23/Feb/2021      Sent To:

Date	Details	Status	Last Viewed By
Tue 20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose

Comment Summary      Add Comment

Date: 23/Feb/2021  
From: William, James  
Add comments related to this request here.

Employee Schedule   Unit Schedule   Audit Details   Banks

Update   Cancel   Help

6. Click the **Details** for a shift to see which employees have submitted the same request.

RELIEF REQUEST

Request ID: 127      Request Date: 23/Feb/2021      Sent To:

Date	Details	Status	Last Viewed By
Tue 20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Pending	Antonio Rose

Comment Summary      Add Comment

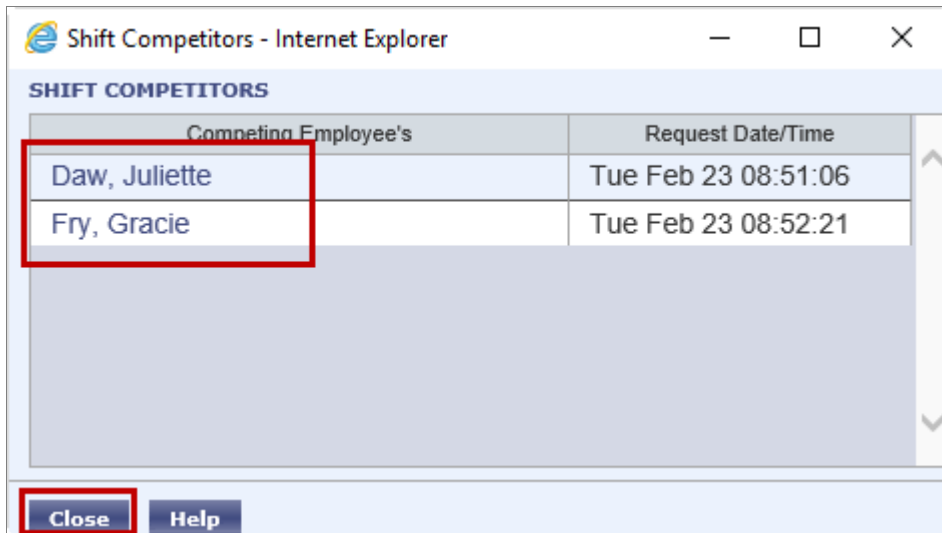
Date: 23/Feb/2021  
From: William, James  
Add comments related to this request here.

Employee Schedule   Unit Schedule   Audit Details   Banks

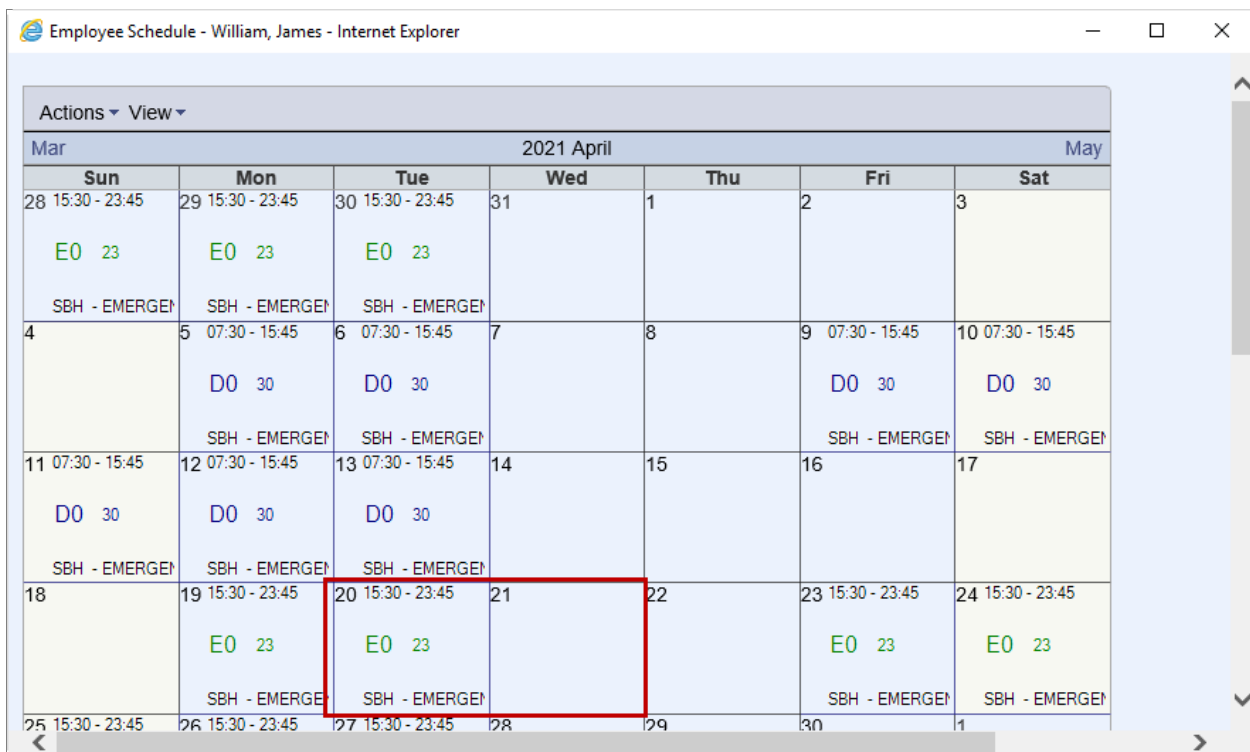
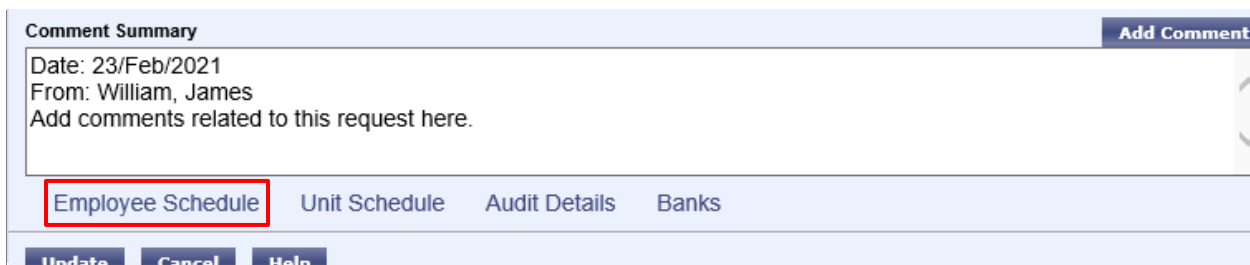
Update   Cancel   Help

The *Shift Competitors* window opens, showing which employees submitted the request, in the order they were submitted.

7. Click **Close** to close the *Shift Competitors* window.



- Click the **Employee Schedule** link to view the employee's schedule, for the same month as the date of the relief request, prior to approving the request.



9. Change the **status** in the **Status column**, for each of the requests, to one of the following:

- **Approved to Workforce ESP** – Employee has been approved
- **Denied** – Employee has been denied the requested shift
- **Manager Reviewed** – Org Chief has reviewed the request but has not made a final decision

10. Click **Next**.

**RELIEF REQUEST**

Request ID: 127      Request Date: 23/Feb/2021

Date	Details	Status	Last Viewed By
Tue 20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Denied	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Denied	Antonio Rose
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Denied	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Approved to Workforc	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Manager Reviewed	Antonio Rose
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Manager Reviewed	Antonio Rose

**Comment Summary** [Add Comment](#)

Date: 23/Feb/2021  
From: William, James  
Add comments related to this request here.

Employee Schedule   Unit Schedule   Audit Details   Banks

**Next**   Cancel   Help

For all shifts marked as Approved to Workforce ESP,

11. Review the **relief pay code**, the **occupation for the shift**, and the **cost centre** being charged for the worked hours.

**i** The Auto Deny check box will remain checked. This will allow ESP Self Service to deny all other employee requests for the same shift once the final step is completed.

The approver can also add a comment to the final step for the employee to see once they log into Self Service and review their request.

**APPROVE RELIEF REQUEST TO WORKFORCE ESP**

**New Approver Comments**  
This is where you can add a comment if required.

Date	Details	Approval Status	Relief Reason
Tue 20/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Denied	
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Denied	
Tue 20/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Denied	
Wed 21/Apr/2021	EMERGENCY, 4840, D030, 07:30 - 15:45	Approved to Workforce ESP	2000P12 - Baseline
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Manager Reviewed	
Wed 21/Apr/2021	EMERGENCY, 4840, E023, 15:30 - 23:45	Manager Reviewed	

**Back**   **Update Request**   **Cancel**   **Help**

**APPROVE RELIEF REQUEST TO WORKFORCE ESP**

**New Approver Comments**  
 This is where you can add a comment if required.


	Relief Reason	Occupation	Cost Center	Auto Deny	Paid Hours
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	7.75
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	7.75
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	7.75
SP	2000P12 - Baseline	Registered Nurse (N2)	Emergency 1 - SBH	<input checked="" type="checkbox"/>	7.75
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	7.75
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	7.75

12. Click **Update Request**.

A message confirms the changes are saved.

13. Click **OK** to clear the message.

Message from webpage ×

 Your change(s) have been successfully saved.