

TIME OFF COMMUNICATION

Planned

1. Check Calendars (Service@ or Diana):
 - i. Is your back-up available?
 - ii. Are we In-Season?
2. Calendar:
Required: Invite Service@ + Admin@ + Backup
Optional: Agent
3. Submit PTO/UTO request via iSolved
4. Email your Team

Prior to leave:

- ✓ OOO notification: Email and Voicemail

Unplanned

1. Text Shelley (619)251-2690
2. Shelley email Team/LC and agent Unplanned Absence – EE Name
3. LaCretia will assign backup and notify SB

Upon return:

- ✓ Submit PTO/UTO request via iSolve