

Manager LOA Playbook

ALL YOU NEED TO KNOW

on your employee's upcoming leave of absence



Dear Manager,

This Manager LOA Playbook outlines how to manage system access when a people manager takes a leave of absence (LOA). This process is applicable for people managers including Corporate and Distribution Center employees, Store managers, DSMs, and DSDs.

During a people manager's leave, a designated employee may need temporary access to perform certain management responsibilities. The Direct manager is responsible for submitting requests to grant temporary access during the leave and remove or restore access when the employee returns.

This Manager LOA Playbook also outlines other roles and responsibilities while employees are out of the business on leave of absence.

*Crafted with Care,
The Benefits Team*





LOA Process & Access Management

Definitions/Roles

- **Direct Manager:** The manager of the Manager on LOA. This individual is responsible for submitting leave coverage and return-to-work access requests.
- **Manager on Leave:** The people manager who is taking a leave of absence.
- **Coverage Employee:** The employee covering the Manager on Leave during the leave period.

Leave of Absence Access Management Process

Step 1: Direct Manager requests coverage access. Submit tickets to request the appropriate access for the Coverage Employee during the leave period. Refer to the table on the next page for guidance on common system access requests. Requests should be submitted as soon as you become aware of the leave, and, when possible, at least 7 business days before the leave begins. Late or incomplete requests may delay access provisioning and disrupt business operations. Track submitted requests and follow up on any delays to ensure all access in place before the leave begins.

Step 2: Direct Manager submits return-to-work access requests. Once the Manager on Leave's return date is known, submit requests to remove temporary access from the Coverage Employee and restore any access changes made due to the leave. Confirm all changes are completed before the employee's first day back to avoid operational, scheduling, or system access issues.

Corporate and Distribution Center Employees follow the same LOA and system access procedures under this process.

Checklist

System	DSM → DSM	SM → DSM	SM → SM	ASM → SM	Corp/AMDC	Links
People Portal	X		X		X	ZenDesk
Dayforce	X	X	X	X	X	Plan.Dora General Request
Basware	X	X	X	X	X	Basware Access
KWI Backoffice	X	X	X	X		KWI User Access Management
Concur	X				X	Concur
Pandora Assist	X	X	X			Pandora Assist
One Door		X				One Door Application
Paradox	X	X	X	X		Pandora Assist
Macy's Partner	X	X				Partner with your direct manager for talent moves
Alarm Codes						NAMlossprevention@pandora.net
Reporting System	DSM → DSM	SM → DSM	SM → SM	ASM → SM	Corp/AMDC	Links
PowerBI	X	X				Data and Analytics
Athena	X	X				Data and Analytics



Returning to Work

Once an employee has an approved Return-to-Work date through MetLife, the Benefits team will reach out to the manager to confirm scheduling.

Pandora Internal Process

1 The manager is required to submit an **“Actual Return Date”** on the employee’s People Portal profile. This will confirm that the employee has successfully and physically returned to work.

To do so, go to the employee profile → Employee Time Off → Administer Time → Edit current LOA → Enter in Actual Return Date → Submit

2 Once the Benefits Team receives the **“Actual Return Date”** request, the Benefits team will approve, and the employee will become active in People Portal and Plan.Dora within 24 hours.

3 Note managers will need to manually add in shifts for employees until they become active in Plan.Dora. Employees will remain in inactive status until steps 1 and 2 are complete.

Note – Steps 1-3 are for retail staff. The Benefits Team will continue to manage corporate and AMDC employees.