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Using IVR for unscheduled leave

USPS allows employees taking unscheduled leave to call an Interactive Voice Response (IVR) system to report their absences.

IVR is a fast, secure and reliable system. It's available by dialing the employee service line at 877-477-3273, option 4 (TTY 866-833-8777).

The system guides you through an easy to understand, step-by-step process — capturing the same information provided when completing a paper leave request.

To begin, you need your Employee Identification Number (EIN). If you were issued a Family and Medical Leave Act case number, you'll need that number too.

Here are some questions IVR will ask those requesting unscheduled leave:

- *Is your absence the result of an on-the-job condition? Answer "Yes" or "No."*
- *What's the reason for your absence? Say "Illness or injury," "Personal emergency" or "Community disaster."*
- *Do you have an FMLA case number for this condition? Answer "Yes" or "No."*
- *What type leave are you requesting? Say "Sick leave," "Annual leave," or "Leave without pay."*
- *What's the begin date of your leave?*
- *What's the end date of your leave?*
- *What time does your leave start?*
- *How many hours and minutes of leave are you requesting?*

If the system doesn't understand your response to a question after repeated attempts, the system will state: *I'm sorry we can't process your leave request at this time. Please contact your supervisor to request this leave.* At this point, it is recommend that you call the IVR back and re-try your request. If you still are unable to complete the leave request, you should contact your supervisor.

Be sure to write down your confirmation number. It's your evidence that you completed the call.

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