

# Standard Operating Policies and Procedures



**TOPIC:** Requesting time off  
**CATEGORY:** WFM  
**DEPARTMENT:** Sales  
**FREQUENCY:** Heavy  
**IMPACT:** Heavy  
**RISK:** Failure to follow this procedure may result in inaccurate payroll or scheduling.  
**POLICY:** To be used when requesting time off, paid or unpaid

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*Note: Procedures are suggestions only and are not the only acceptable manner with which to satisfy policy requirements.*

## PROCEDURE:

1. If requesting a **regular day off**, please enter your request directly into Pipkins. Approval will come from the system and schedule you accordingly.
  - a. Please refer to SOP - Requesting time off in Pipkins if needed
2. If requesting **paid time off (Vacation, Bereavement, Sick)**, please enter your request through Make A Suggestion on BRH Sales AND submit through Pipkins at the same time.
3. Approval will come from the Campaign Manager and forwarded to CCS for UKG payroll processing.