

KNOWLEDGE BASE ARTICLE

How Absence Requests and Substitutions Work Together



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Overview

An absence request says **when** a person is away. A substitution says **who** covers them. In Vitextra Absence & Coverage the two are separate records that can be linked: a substitution that was created for a request follows the fate of that request, while a substitution created on its own does not.

This article describes the lifecycle of both records step by step, so that employees, approvers and managers know what to expect after each action. It does not repeat the instructions for individual screens; links to them are in the last section.

What is linked and what is not

	Absence request	Substitution tied to the request
Where it is created	New request in the My Absences web part	Automatically, from the Substitute field of the request, or with Assign on the No substitute tab
Who has to agree	The approver (not needed for types without approval)	The substitute, who accepts or declines
Dates	Start and end of the absence	Copied from the request when the substitution is created; half days are not carried over
Kind	–	Always Temporary when created from the request
Responsibilities	–	Empty when created from the request; the text is entered only in the Assign a substitute panel
Link	–	The substitution stores the number of the request

A substitution that is created with **Assign a substitute** in the toolbar of the **Substitutions** web part has no link to a request. It is called standalone in this article.

The link is one-directional. A request changes its substitutions; a substitution never changes the request. Accepting, declining or cancelling a substitution does not change the status of the request.

Lifecycle step by step

Event	Request	Substitution	What people see
The employee submits a request of a type with approval and names a substitute	Pending approval	Not created yet. The name is only stored on the request	Substitute: with the name in the request row; the approver sees the same line in the Approvals tab
The approver selects Approve	Approved	A substitution is created with the status Waiting for confirmation and the dates of the request	The substitute gets a badge on the I cover tab
The employee submits a request of a type without approval , or the employee is their own approver, and names a substitute	Approved at once	The substitution is created immediately with the status Waiting for confirmation	The same as above, without the waiting time
The substitute selects Accept	No change	Accepted	The absence leaves the No substitute tab; the pill shows Planned or In progress
The substitute selects Decline	No change	Declined	The absence is on the No substitute tab with "declined"

Event	Request	Substitution	What people see
			and the name; the manager can choose Assign
The approver selects Reject	Rejected	No substitution exists yet; if one did, it would become Cancelled . The substitute named in the request is never asked	The substitute does not see anything
The employee selects Cancel request	Cancelled	Every substitution of this request becomes Cancelled , including accepted and declined ones	The substitutions disappear from the lists of the substitute and the absent person
The absent person selects Cancel substitution	No change. The request stays Approved	Cancelled	The absence returns to the No substitute tab
The employee names no substitute	No change	None	An approved absence appears on the No substitute tab of the manager, unless its type has the category Remote

[illegible]

Note

The product does not send e-mail or Teams messages. Each person sees the changes when they open the web part: the badge on the **Approvals** tab for the approver, and the badge on the **I cover** tab for the substitute.

A typical flow

- 1 Anna Berzina requests a vacation from 2 to 13 November 2026 and names Jonas Kalns as the substitute.
- 2 The request is **Pending approval**. Peter Hansen, her manager, sees it on the **Approvals** tab together with the line "Substitute: Jonas Kalns".
- 3 Peter selects **Approve**. The request becomes **Approved**, and a substitution from 2 to 13 November with the status **Waiting for confirmation** is created.
- 4 Jonas opens the **Substitutions** web part, sees the badge on **I cover** and selects **Accept**. The substitution is now **Planned**.
- 5 On 2 November the pill changes to **In progress**, and the **Team Absence Calendar** shows "Covered by Jonas Kalns" for Anna in the **Away today** block.
- 6 If Anna cancels the vacation before it ends, the request becomes **Cancelled** and the substitution disappears.

Coverage gaps

The **No substitute** tab lists the approved absences of a manager's direct reports for the next 120 days (including those already in progress), except absences whose type has the category Remote. An absence stays on the tab until an **Accepted** substitution **tied to that absence** exists.

Warning

Only a substitution tied to the absence closes the gap. A standalone substitution for the same person and the same dates, created with **Assign a substitute** in the toolbar, is shown in the lists but does not remove the absence from the **No substitute** tab. To close a gap, use the **Assign** button in the row of the gap: it opens the panel with the person and the dates of the absence and ties the new substitution to it.

Standalone substitutions

Use a standalone substitution when no request exists: a handover of duties for an employee who leaves, a cover for a role, or a substitute who is agreed after the request was approved without one. Such a substitution:

- is valid for the dates you enter and is not affected when any request is rejected or cancelled;
- must still be accepted by the substitute;
- can be cancelled only by the absent person, with **Cancel substitution**;
- does not appear in the gap list, and does not close a gap.

For open-ended cover see [KB10349. How to Hand Over Duties When an Employee Leaves \(No End Date\)](#).

Tip

If the employee forgot to name a substitute, the manager does not have to reject the request. The manager opens the **No substitute** tab, selects **Assign** in the row of the absence and picks the substitute there. The new substitution is tied to the request and follows it from then on.