KNOWLEDGE BASE ARTICLE

What Is a Substitution: Temporary Cover and Handover of Duties

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table of contents

Overview 4

What a substitution contains 4

The two kinds 5

Statuses and phases 5

Who does what 6

Substitutions and absence requests 7

Where substitutions show up 8

Terms 10

Overview

When someone is away, their work does not stop. A **substitution** is the agreement that somebody else takes it over: it records who is absent, who covers, for which period and - if you wish - which responsibilities pass on. The **Substitutions web part** manages these agreements, and the other web parts of the product build on them: the **Team Absence Calendar** shows who covers whom today, and managers see which absences still have nobody to cover them.

This article is the reference for the concept. It describes the two kinds of substitution, the statuses a substitution goes through, who is allowed to do what, and where you meet substitutions in the product. Links to step-by-step instructions appear in the relevant sections.

What a substitution contains

Every substitution has the same fields:

Field	Meaning
Absent person	The person who is covered
Substitute	The person who takes over
Kind of substitution	**Temporary** or **Handover of duties**
Start date	The first day of the cover (required)
End date	The last day of the cover. Required for a temporary substitution, optional for a handover
Responsibilities	Free text describing what the substitute takes over: tasks, approvals, customers, shared mailboxes… (optional)
Status	**Waiting for confirmation**, **Accepted**, **Declined** or **Cancelled** (see below)

The absent person and the substitute must be two different people; the product refuses a substitution in which they are the same person.

The two kinds

	Temporary	Handover of duties
Typical situation	Vacation, sick leave, a business trip	An employee changes position or leaves the company
Period	Start and end date	Start date; the end date is optional
Without an end date	Not possible	No automatic end date; the substitution can still be declined or cancelled
Shown as	The period, for example "2 Nov 2026 – 13 Nov 2026"	"from 2 Nov 2026" when there is no end date

When you choose **Handover of duties** in the panel, the product reminds you: "A handover of duties has no end date unless you set one." Set an end date only if the handover is itself limited in time.

Statuses and phases

A new substitution always starts as **Waiting for confirmation**: nothing is arranged until the substitute agrees. After that it goes one of three ways.

Status	What it means	Who sets it
Waiting for confirmation	Created, the substitute has not answered yet	Set automatically when the substitution is created
Accepted	The substitute confirmed the cover	The substitute
Declined	The substitute refused	The substitute
Cancelled	The arrangement was withdrawn	The absent person, or the product when the request it belongs to is rejected or cancelled

For an **Accepted** substitution the status pill shows the **phase** that depends on today's date:

Phase	When
Planned	The start date is still ahead
In progress	The start date has come and the end date has not passed (or there is no end date)
Ended	The end date has passed

The other statuses are shown by their own text. Cancelled substitutions are not shown anywhere in the web part. A declined substitution stays visible on the **I cover** and **Covering me** tabs, with the **Declined** pill, until its period is over. Ended substitutions leave those two tabs and can be found for another 30 days on the **Who covers whom** tab with the **Ended** filter. Declined substitutions are excluded from this history.



The I cover tab with substitutions in different statuses and phases

Who does what

Action	Who	Where
Create a substitution	Any employee, for any absent person. The default absent person is the signed-in user	**Assign a substitute** button; **Assign** button on a row of the **No substitute** tab
Name a substitute in a leave request	The requester	The new request panel of My Absences
Accept or decline	Only the substitute, and only while the	**Accept** and **Decline** buttons on the **I cover** tab

Action	Who	Where
	substitution is **Waiting for confirmation**	
Cancel	Only the absent person, while the substitution is **Waiting for confirmation** or **Accepted** and has not ended	**Cancel substitution** button

Two consequences follow from this. A manager who is not the absent person cannot cancel somebody else's substitution in the web part. And once the substitute has accepted or declined, the answer cannot be changed with a button: if plans change, create a new substitution. First cancel the accepted substitution if it has not ended; a declined substitution cannot be cancelled.

Warning

The product does not send e-mails or Teams messages. A substitute learns about a new substitution only when they open the Substitutions web part, where the number of substitutions waiting for their answer is shown in the badge on the **I cover** tab. Tell the person yourself that you have named them.

Substitutions and absence requests

A substitution can be tied to an absence request, or it can stand alone.

- **Tied.** If an employee names a substitute in a leave request, a **Temporary** substitution for the same dates is created - at once for a request that needs no approval or is automatically approved because the requester is also the approver, otherwise when the approver approves. The same happens when a manager assigns a substitute from a row of the **No substitute** tab. If the request is rejected or cancelled, the substitutions tied to it are cancelled automatically.
- **Standalone.** A substitution created with the **Assign a substitute** button without a gap row has no request behind it. It lives on its own and is not touched when a request changes.

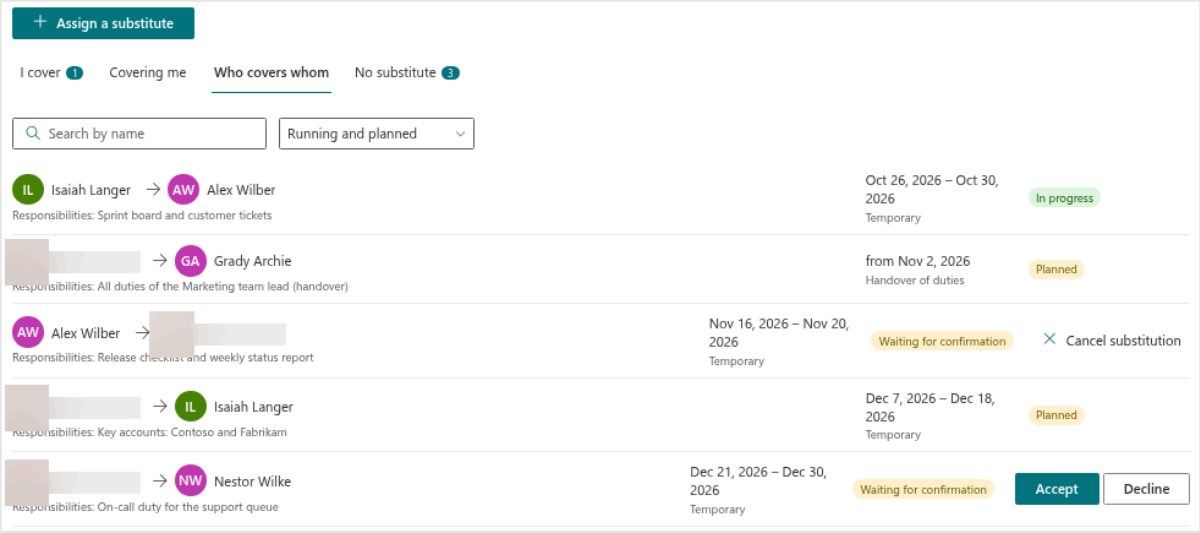
A substitution created together with a request has no text in **Responsibilities**; the absent person can describe the duties by creating the substitution separately. How

both objects interact is shown step by step in KB10350. How Absence Requests and Substitutions Work Together.

Where substitutions show up

Place	What it shows
Substitutions web part, **I cover**	Substitutions in which you are the substitute
Substitutions web part, **Covering me**	Substitutions in which you are the absent person
Substitutions web part, **Who covers whom**	Everyone's substitutions, searchable, with the filter **Running and planned**, **In progress**, **Planned** or **Ended**
Substitutions web part, **No substitute**	For managers: approved absences of direct reports that have no accepted substitute
Team Absence Calendar, **Away today**	"Covered by" next to each person who is away - including substitutes who have not confirmed yet

Note the difference in the last two rows: the **No substitute** tab counts only **Accepted** substitutions as cover, while **Away today** also names a substitute who is still **Waiting for confirmation**.



The Who covers whom tab

Note

The Substitutions **list** is also the source for "who covers X" in the People Connector and for the handover of duties when an employee leaves. An accepted handover without an end date remains in progress from its start date until cancelled.

Terms

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.