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 appear in the relevant sections.

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

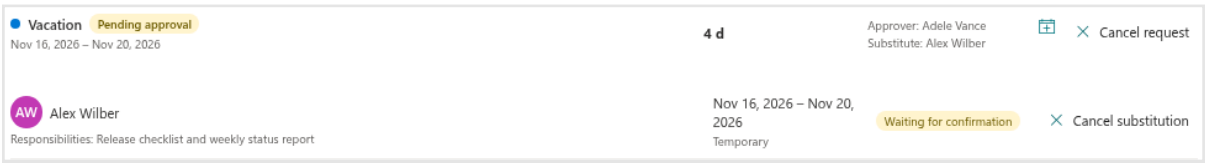
A substitution that is created with **Assign a substitute** in the toolbar of the **Substitutions** web part has no link to a request. It is called standalone in this article.

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



An approved request and the substitution created from it

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. Cancellation in the web part is available only for pending or accepted substitutions that have not ended. The coverage-gap check requires an accepted linked substitution but does not verify that its dates cover the entire absence; check the dates when assigning it.

Standalone substitutions

Use a standalone substitution when no request exists, such as a handover for an employee who leaves or cover for a role. If an approved request exists, use **Assign** on its **No substitute** row to create a linked substitution. A standalone 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.

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.