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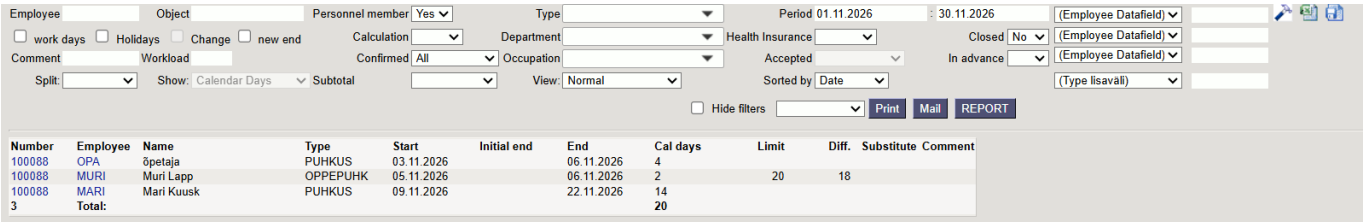
Absences report

In the Absences report, you can view your employees' timesheets, absences and holiday balances in one place, accept absence requests and create the holiday reserve entry.

You can find the report in the menu `Personnel → REPORTS →` **`Absences`**.



Views of the Absences report:

- **Normal** - shows the absences entered for employees during the selected period.
- **Holiday** - shows the employees' holiday balance at the end of the period. If the holiday reserve entry has been set up, you can create the accumulated holiday reserve entry from this view.
- **Day table** - shows the employees' hours worked, absences and standard hours. If you select the **Change** checkbox, you can fill in resources for hour-type wage formulas directly in the report.
- **Acceptance** - shows the employees' holiday requests and lets you accept them.
- **Declined absences** - shows the holiday requests that have been refused or that the employee has deleted.

Report settings

Under the report's Settings button, you can adjust the Absences report to your needs. The settings are personal, which means they apply only to you and do not change the report for other users.

Holiday rounding - defines how many decimal places the report uses for numeric values and how many decimal places are used for the holiday balance in the wage calculation.
Holiday and sunday shortcode - the symbol that Directo shows in the **Day table** view on days off and weekends (by default `-`).
Unfilled work time shortcode - the symbol that Directo shows in the **Day table** view on days for which no working hours have been entered for the employee (by default `!`).
Employee has First and Last name - if you select **Yes**, Directo shows the employee's first name and last name in separate columns.
Display work hours (where no absences) - if you select this checkbox, Directo shows the entered working hours in the **Day table** view on days without absences. For employees with a monthly salary, Directo shows the working hours according to their workload.
Show norm hours and workload - if you select this checkbox, Directo adds the columns **Norm**, **Difference** and **Over** to the end of the **Day table** view and shows the employee's standard hours and workload in the summary.
Show last known workload - if you select this checkbox, Directo shows the employee's last known workload even if the employee has no valid work relationship during the report period.
Working days - defines how Directo fills in the working days:

- **By calculation** - if the wage calculation has been made, Directo fills in the working days according to the quantities on the wage calculation;
- **By table** - Directo uses the **Day table** view itself as the basis.

Editable work hour item codes - enter the item codes separated by commas and without spaces (for example H0UR). This lets you enter working hours for employees on these items in the **Day table** view when the **Change** checkbox is selected. You can also enter piece-rate items here and enter the number of pieces – these go into the wage calculation with a separate wage formula.
Work time editable also when absence present - select this setting if an employee has an absence but you also want to enter working hours for the same day (related to the previous setting).
Editable work hour width (px) - the width of one day's cell in the **Day table** view.
Job relationship type(s) used for contract - enter the work relationship types that Directo uses to determine the employees' workload and standard hours.
Holiday Items - enter the items that affect the employee's absences, for example when an employee is absent for only a few hours on a working day or when overtime is compensated with time off. If an item has been added, Directo adds the columns *Opening balance of hours, Accumulated, On holiday, Balance* to the **Holiday balance** view.
Enter the absence hours that the employee is entitled to take on a resource with the item specified here as a positive quantity. When the employee takes these hours, enter the quantity as a negative value.
Vacation Reserve excludes next month Wage - this setting depends on the system setting `Holiday pay is calculated using the method most favourable to the employee`. If the system setting is **No**, Directo always uses the employee's average wage of the last 6 months. If the system setting is **Yes** and this checkbox is selected, the report does not take into account a wage increase in the following month. If the checkbox is not selected, the report also takes into account the wage increase in the following month.
Holiday Reserve includes extra Holidays - if you select this checkbox, Directo takes into account the **Accumulated** columns of all absence types shown in the report, including the accumulated extra holiday days of employees with reduced work ability and minors. If the checkbox is not selected, Directo takes into account only the **Accumulated** column of the main annual holiday.
Accumulated Days Holiday Reserve Bruto - if you select this checkbox, Directo shows the column **Accumulated Days Holiday Reserve Bruto** in the **Holiday balance** view, i.e. the amounts that go into the holiday reserve entry.
Done quantity - if you select this setting, Directo adds the option **quantity** to the report. With this option, you can choose in the **Day table** view whether the report shows data from the „quantity“ or the „done“ field of the resource document. By default, the report shows data from the „quantity“ field.
Change department button - defines where the button for changing an employee's department is located in the **Day table** view: **In header** (above the report) or on each row of the report.
Select employee's additional information fields - with this button, you can select which additional fields from the employee card the report shows.
Currency - the currency in which the report shows amounts (for example EUR).

Troubleshooting

Hours entered with the Change checkbox are not visible without it

If you entered working hours in the **Day table** view with the **Change** checkbox selected, but you cannot see them when the checkbox is not selected, check the following:

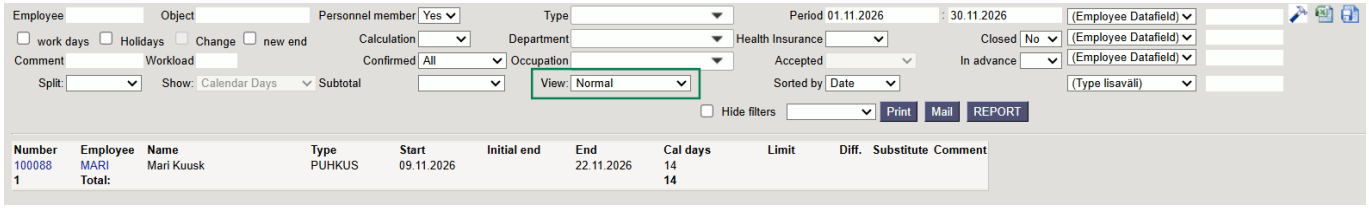
1. The items that you use to enter hours must be listed in the system setting `System settings > Working hours are identified from the resource based on the following items`. Without the **Change** checkbox, Directo shows the hours of the items listed in this system setting.
2. The same items must also be listed in the report setting **Editable work hour item codes**. With the **Change** checkbox selected, Directo shows the items listed in this report setting.
3. The item must exist in Directo.

If the hours are still not visible, check the wage formulas, resources and items.

Normal view

The **Normal** view shows all absences that fall within the report period. This lets you quickly see who is absent and when, for example when planning work or checking absences before the wage calculation.

Select **Normal** in the **View** field, set the period in the **Period** field (for example 01.11.2026 – 30.11.2026) and click **REPORT**. If needed, you can narrow down the results with filters: for example, use the **Department** filter to see employees of one department only, or the **Type** filter to see one absence type only.

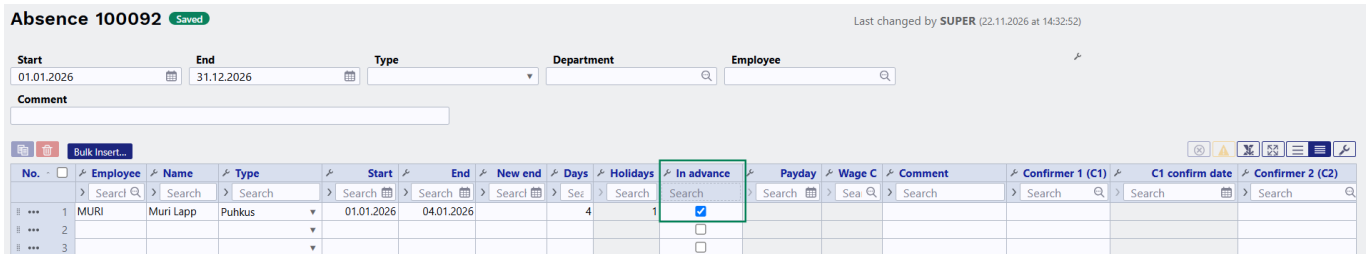


Number - the number of the absence document. Click the number to open the absence document.
Employee - the employee code. Click the code to open the employee card.
Name - the employee's name.
Type - the absence type code.
Start - the start date of the absence. If the date is highlighted in red, the absence started before the report period.
Initial end - the original end date of the absence. Directo fills in this field if the end date has been changed later, for example when the absence has been extended.
End - the end date of the absence.
Cal days - the length of the absence in calendar days within the report period.
Limit - if a limit has been set for the absence type, the report shows the limit of this type.
Diff. - calculated: the limit minus the days of absence.
Substitute - informative field from the absence document.
Comment - informative field from the absence document.

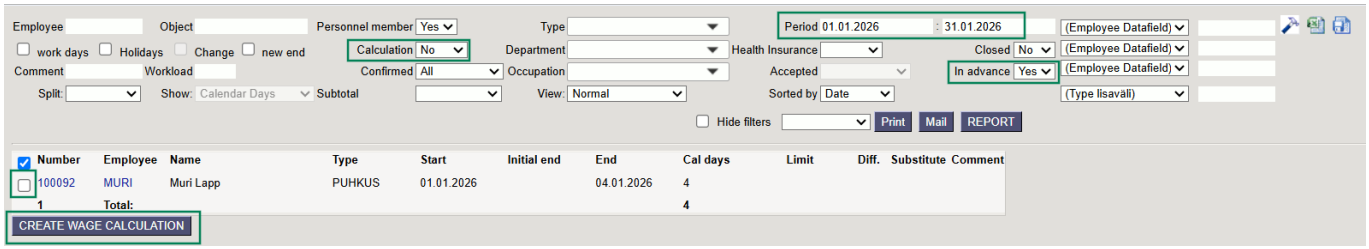
Paying absence pay in advance

If an employee wants to receive the pay for an absence (for example, holiday pay) before the absence starts, you can create the wage calculation directly from the Absences report.

To do this, the **In advance** checkbox must be selected on the absence document beforehand.



In the Absences report, set the **Period**, select **No** in the **Calculation** field, **Yes** in the **In advance** field and **Normal** in the **View** field, and click **REPORT**.



The report shows the absences that have no wage calculation yet and have the **In advance** checkbox selected.

To create the wage calculation, select the rows you want to calculate and click the `Create wage calculation` button below the rows.

Directo creates a wage calculation document and fills in the following fields:

- **Date** - the date on which the document was created.
- **Period** - the month of the absence start date. For example, if the absence starts in December, the period is 01.12.2025 – 31.12.2025.
- **MonthCode** - the month in which the document was created.
- **Comment** - Directo enters the absence period here and uses this field in later wage calculations to check that the same absence with the same period is not calculated again.

Do not change the **Period** field on the wage calculation document. Otherwise, Directo may bring the same absence into the calculation again.

Do not change the **Comment** field either. If you change it, the check does not work and Directo may bring the same absence with the same period into the calculation again.

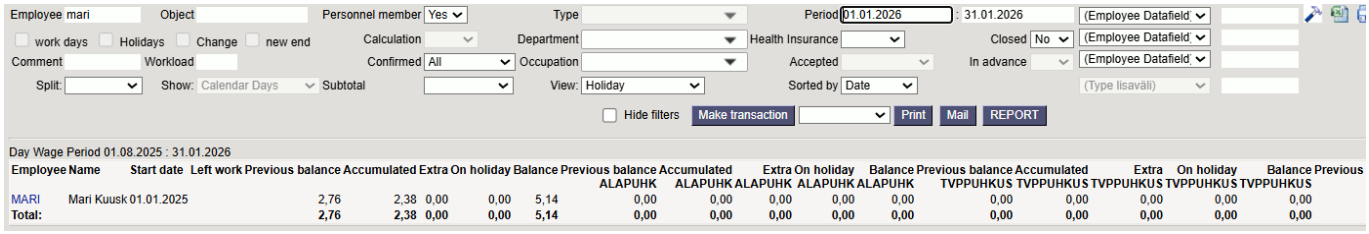
Holiday view

In this view, you can see how much holiday the employees have accumulated during the report period and what their holiday balance is on the last day of the period. This helps you plan holidays and check the holiday balances, for example at the end of the year.

If you fill in the following system settings, you can also keep track of the extra holiday days of employees with reduced work ability and minors:

1. `System settings > Absence type for Partial ability Leave`
2. `System settings > Absence type for Minor Leave`

3. System settings > Limited Absence types



Report columns

Employee - the employee code.
Name - the employee's name.
Start date - the date the employee started work.
Left work - the date the employee left work.
Previous balance - the holiday balance on the start date of the report period.
Accumulated - the number of holiday days accumulated during the report period.
Extra - additional holiday days entered for the employee in the employee card, for example days that Directo has written off at the end of the year.
On holiday - the number of holiday days taken during the report period.
Balance - the holiday balance on the end date of the report period. The balance can also be negative if the employee has taken more holiday than they have accumulated.
Day Wage - the average calendar day pay of the last six months. You can see the six-month period in the report header (**Day Wage Period**). If a higher wage has been entered for the employee from the following month, Directo already uses the new wage in the day wage, because the employee will take the holiday in the future and the holiday pay must then be calculated based on the higher wage. In such a case, the average of only the previous 6 months would be too low. The day wage is also affected by the system setting `Indexation of the Holiday Reserve`.
Holiday Pay - calculated: balance × day wage.
Holiday Taxes - the employer's taxes on the holiday pay (social tax and unemployment insurance). Directo takes into account only the tax formulas that have been assigned to the employee.
Holiday Reserve - calculated: holiday pay + holiday taxes.
Accumulated Days Wages, **Accumulated Days Taxes** and **Accumulated Days Reserve** - the holiday pay, taxes and reserve calculated only for the days accumulated during the report period. These are the amounts that Directo uses in the holiday reserve entry. Directo shows these columns if you have selected **Accumulated Days Holiday Reserve Bruto** under the report's Settings button.

For each limited absence type (for example extra holiday for minors), Directo adds separate columns **Previous balance**, **Accumulated**, **Extra**, **On holiday** and **Balance** with the code of the absence type below the column name.

If you have specified **Holiday Items** under the report's Settings button, Directo adds the columns **Hour previous balance**, **Accumulated**, **On holiday** and **Balance**, which show the absence hours instead of days.

If the holiday reserve entry has been set up, you can create the holiday reserve entry from this view with the **Make transaction** button.

FAQ

Why has the employee not accumulated 28 calendar days per year?

- Check whether the employee has an absence during this period during which holiday days do not accumulate (for example unpaid leave).
- The employee started work in the middle of the year.
- There is a „gap“ between the employee's work relationship rows, i.e. the end date of one row and the start date of the next row are not consecutive.

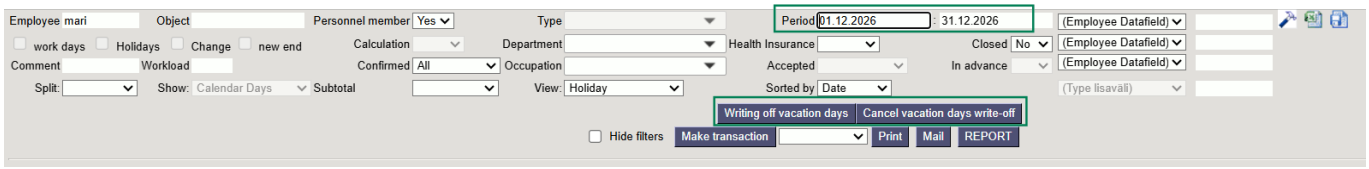
Why is the employee not shown in the Holiday view?

- The employee has no valid work relationship on the last day of the report period.
- The employee has a valid work relationship, but **No** is selected in the **Holiday calculation** field on the work relationship row.
- The employee has a valid work relationship, but **No** is selected in the **Holiday calculation** field on the **Wages and Taxes** tab.

If you view the whole calendar year in the **Holiday** view, select **No** in the **Holiday calculation** field on the ended work relationship row. Otherwise, the report does not show the correct holiday balance.

Writing off vacation days

To easily write off expired holiday days, open the **Holiday** view of the Absences report and enter the last month of the year as the period (for example 01.12.2026 – 31.12.2026). Directo then adds the buttons for writing off holiday days to the report.



Directo writes off holiday days according to the following rules:

1. The balance of statutory absences at the end of the period is at most the limit specified on the employee card. For example, if the limit on the employee card is 28 and the employee's balance on 31.12 is 14.12, Directo does not reduce it. However, if the balance is 91.36, Directo automatically reduces it to 28 days.
2. If the employee has additional holiday days granted by the employer whose absence types have been entered in the setting `System settings > Absence types that will be written off`, Directo sets them to zero as of 31.12 when you click the button.

Writing off vacation days - with this button, Directo adds an entry dated 31.12.XXXX to the **Adjustments** table of the employee card according to the rules above. You can see the number of days added in the **Extra** column of the corresponding absence type in the report.

Cancel vacation days write-off - with this button, you can undo the changes. Directo deletes the entries dated 31.12.XXXX from the employee card.

Watch the Directo tip video on how to write off expired holiday days:

Video

Holiday reserve

You can set up the holiday reserve entry at three levels:

1. **General** - Directo makes the entry only to the accounts specified in the system settings;
2. **Department-based** - Directo makes the entry to the accounts specified on the department card;
3. **Employee-based** - Directo makes the entry to the accounts specified on the employee card.

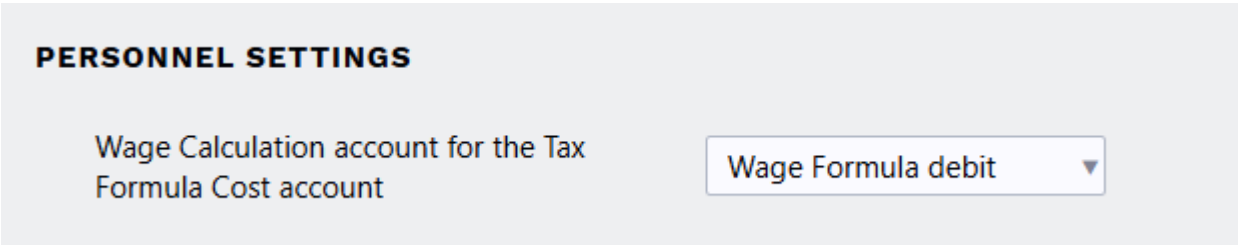
If you use all three levels, Directo first looks for the accounts on the employee card, then on the department card and finally in the system settings.

In all three cases, make the following settings. These are also the settings for the general holiday reserve entry.

To set up the holiday reserve, enter the **Holiday Reserve Liability Account** and the **Holiday Reserve Cost Account** in the system settings.



In addition, in `System settings > Personnel Settings`, select **Wage Formula debit** in the setting **Wage Calculation account for the Tax Formula Cost account**.



On the holiday wage formula, enter the holiday reserve liability account in the **Debit** field. If you have several wage formulas with the **Holiday** checkbox selected, Directo uses the formula with the lowest number in the **Order** field.

Add the reserve cost and liability accounts to the employer's tax formulas (social tax and employer's

unemployment insurance). Directo makes the entry for the reserve taxes to these accounts.

If you want, you can set one tax formula as the default reserve formula. Directo then uses this formula to calculate the holiday reserve taxes.

Holiday reserve entry

Once the settings have been made, you can create the holiday reserve entry for the **accumulated days** from the **Holiday** view of the **Absences** report:

1. Select the period for which you want to make the entry.
2. Select **Holiday** in the **View** field.
3. Click **REPORT**.

Note that Directo includes all wages calculated with the period shown in the report header. If the period is the whole year, Directo also includes the wages calculated for December.

If you select **Accumulated Days Holiday Reserve Bruto** under the report's Settings button, Directo shows the columns **Accumulated Days Wages**, **Accumulated Days Taxes** and **Accumulated Days Reserve**, i.e. the amounts that go into the entry.

 If **Holiday Reserve includes extra Holidays** is **not** selected under the report's Settings button, the amounts in the report and in the entry differ by the extra holidays, because in the report view the accumulated days columns also include extra holidays.

When the report has been compiled, Directo adds the **Make transaction** button.

Directo bases the entry on the number of accumulated days including extra days and on the day wage. You can see the months used as the basis for the day wage in the report header (**Day Wage Period**).

Directo calculates the **Day Wage** as follows: the average wage of this period divided by the number of calendar days in the same period excluding public holidays. If the employee has not yet received their first wage, Directo calculates the day wage based on the monthly salary and the number of calendar days of the previous month excluding public holidays.

Directo calculates the number of **accumulated days** as **Balance** − **Previous balance** + **On holiday**. As a result, an employee may accumulate 3 days in one month and 2 days in another.
In the **Extra** column, you can see the days entered in the **Adjustments** table of the employee card.

When you click **Make transaction**, Directo creates an entry from the report data. Directo uses the financial accounts set up above in the entry.

 Make the reserve entry only after closing the payroll month!

 If the employer's unemployment insurance has not been calculated for all employees in the entry, check that among the holiday wage formulas, the formula with the lowest number in the **Order** field has all tax formulas set to **ON**.

Close the employees who left during the report period (select the **Closed** checkbox on the **Admin** tab of the employee card). Otherwise, Directo calculates a holiday reserve for them and the result is not correct.

When you pay holiday pay to an employee, the amount is not recorded as an expense. Instead, Directo reduces the holiday reserve by this amount.

At the end of the year, you may need to adjust the holiday reserve financial transaction so that the balance of the reserve account equals the holiday balance multiplied by the day wage. You can see this amount in the **Holiday Pay** column of the report.

Department-based holiday reserve

For a department-based holiday reserve entry, add the holiday reserve cost and liability accounts to the department card.

You can find the department card in `Settings → Personnel Settings →` **`Departments`**.

Open an existing department by clicking the department code, or create a new one. In the window that opens, enter the reserve cost and reserve liability accounts in the **Reserve cost** and **Reserve liability** fields.

You can also set department-based accounts for the tax formulas.

You can find the tax formula card in `Settings → Personnel Settings →` **`Tax Formulas`**.

On the tax formula card, open the **Accounts** tab.

In the **Department** column, select the departments for which you want a department-based entry, and fill in the **Reserve cost** and **Reserve liability** fields.

If no accounts have been set for a department, Directo makes the entries for the employees of that department to the default accounts.

You make the entry in the same way as described in the chapter Holiday reserve entry.

Employee-based holiday reserve

If the reserve entry for an employee needs to differ from that of other employees, you can set the reserve cost and liability accounts directly on the employee card.

To do this, open the employee card in `Personnel → DOCUMENTS →` **`Employees`**.

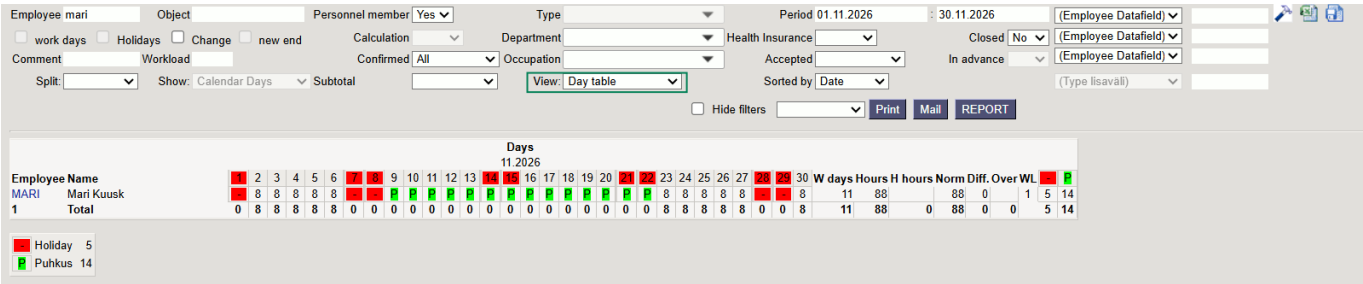
On the **Wages and Taxes** tab, you can enter employee-based accounts. In addition to the reserve cost and liability accounts, you can also add employee-based reserve tax accounts.

You make the entry in the same way as described in the chapter Holiday reserve entry.

Day table view

In the **Day table** view of the Absences report, you can see the hours worked, absences and days off for each employee and each day, as well as the days worked, hours worked and standard hours in the monthly summary. This lets you check at a glance whether all employees have completed their working time for the month and whether the absences have been entered correctly.

If needed, you can narrow down the results with filters: for example, use the **Department** filter to see employees of one department only, or the **Employee** filter to see one specific employee.



If you select the **Change** checkbox, you can fill in resources for hour-type wage formulas directly in the report.

In each day's cell, you see one of the following values:

- **a number** (for example 8) – the hours worked on that day;
- **a red cell** – a day off or a public holiday;
- **!** – unfilled working time, i.e. a working day for which no working hours have been entered for the employee;
- **an absence code** (for example P – annual holiday) – the employee had an absence on that day.

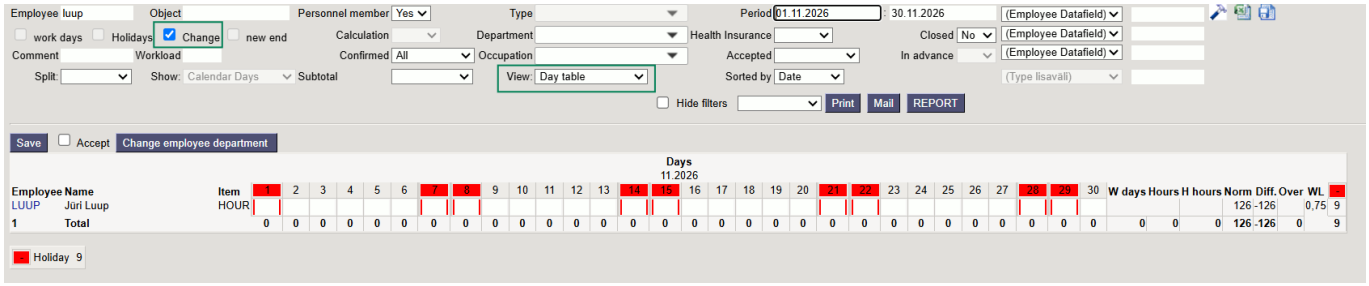
The legend below the table shows what each code means and how many days of it there are in total. You can change the symbols for the red cell and the exclamation mark under the report's Settings button (see the chapter Report settings).

Report columns

Employee - the employee code. Click the code to open the employee card.
Name - the employee's name.
1 … 31 - the days of the month. Weekends and public holidays have a red header.
W days - the days worked.
Hours - the hours worked.
H hours - the hours worked on public holidays.
Norm - the employee's standard hours for the period.
Diff. - the difference between the hours worked and the standard hours (`Hours − Norm`). A negative number means that the employee is short of hours.
Over - overtime hours.
WL - the employee's workload.
Columns with absence codes (for example `-`, P) - the number of days off or absences of this type during the period.

Entering hours in the report

If you select the **Change** checkbox, you can enter hours for employees directly in the report. The **Item** column shows the item to which you enter the hours (for example H0UR). Type the hours in the day's cell and click the **Save** button on the left side of the report. The **Save** button is visible only when the **Change** checkbox is selected. Directo creates a resource document in the background based on the hours.



To be able to enter hours, specify the **Editable work hour item codes** under the report's Settings button – the items to which you enter the hours. If an employee has an absence on the same day, you can enter hours for that day only if the setting **Work time editable also when absence present** is selected.

You can enter hours only for employees who have at least one hour-type wage formula on their employee card.

The **Accept** checkbox next to the **Save** button.

Report settings

Under the Settings button, you can adjust the Day table as follows:

- **Holiday and sunday shortcode** - the symbol that Directo shows on days off and weekends.
- **Unfilled work time shortcode** - the symbol that Directo shows on days for which no working hours have been entered for the employee (by default !).
- **Display work hours (where no absences)** - if you select this, Directo shows the entered working hours on days without absences.
- **Show norm hours and workload** - if you select this, Directo shows the employee's standard hours and workload in the summary.
- **Editable work hour item codes** - the item codes to which you can enter hours when the **Change** checkbox is selected. Enter them separated by commas and without spaces.
- **Work time editable also when absence present** - select this if you want to enter hours also for days when the employee has an absence.
- **Editable work hour width (px)** - the width of one day's cell.
- **Done quantity** - if you select this, you can choose whether the report shows data from the „quantity“ or the „done“ field of the resource document. By default, the report shows data from the „quantity“ field.

Read more about all settings in the chapter Report settings.

Employees by department

If you want to see how employees are distributed between departments, select the **Day table** view in the Absences report. Select the whole month as the period so that you can see the distribution of employees throughout the month. Select **Department** in the **Subtotal** filter.

Holiday Request

Entering a holiday request

An employee can enter the desired holiday period and type via MyDirecto, and their direct manager can approve it in Directo. This way, your employees no longer need to send holiday requests to their manager on paper or by e-mail.

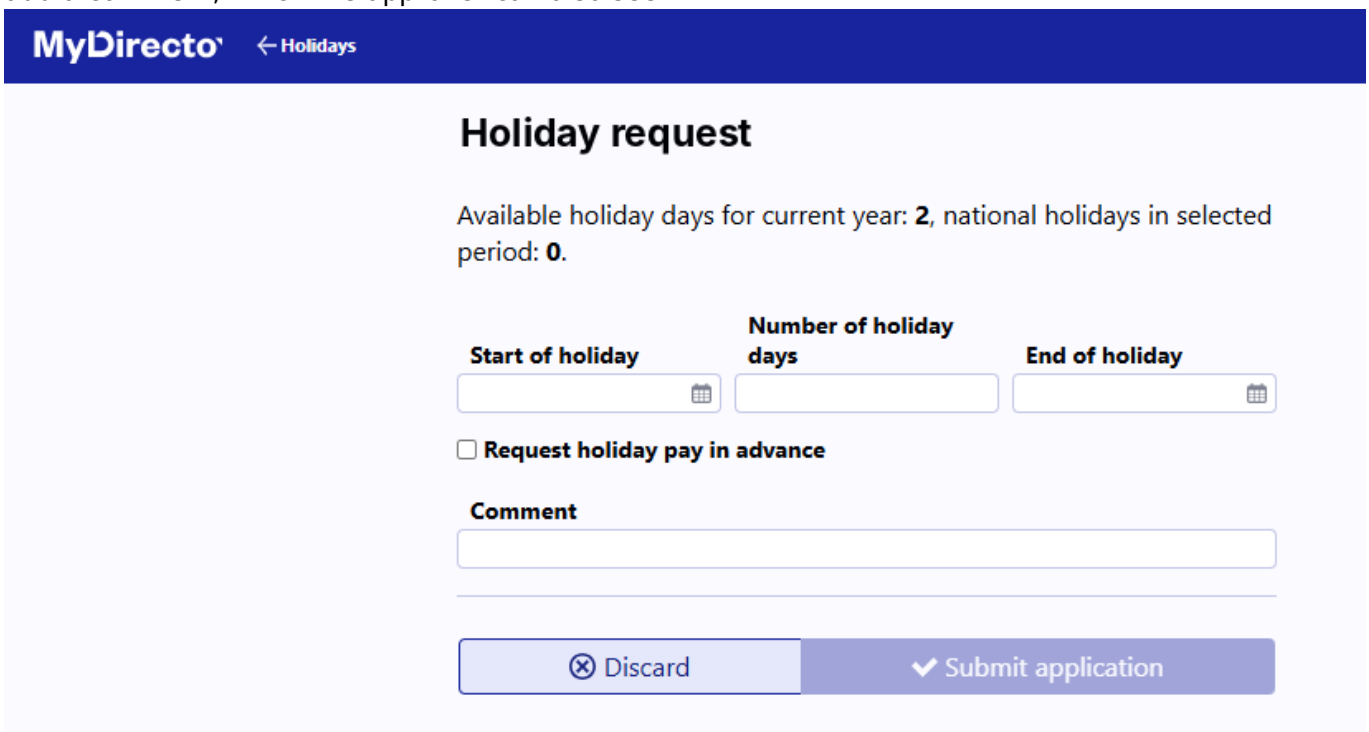
To enable this, create a new absence type for each existing absence type for which employees can enter a request. For example, for the absence type `Annual holiday`, create the request type `Annual holiday request`.

You can find the absence types in `Settings → Personnel Settings →` **`Absence types`**. Click the **Add new** button there.

Fill in the **Code** and **Description** of the new absence type. You do not need to fill in the other fields.

Then link the created request type to the actual absence type. To do this, open the existing absence type and add the request type you just created in the **Request type** field.

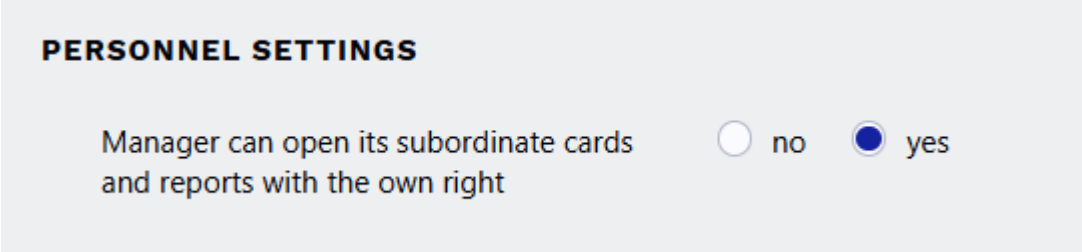
In MyDirecto, the employee fills in the start and end date and indicates whether they want to receive holiday pay in advance. If the employee selects the **Request holiday pay in advance** checkbox, the accountant can see that the pay must be paid before the holiday starts. If needed, the employee can add a comment, which the approver can also see.



The accountant can create the wage calculation for holiday pay requested in advance from the Absences report.

If you want the direct manager to be able to accept requests, fill in the **Superior** field on the **Employment Relationship** subtab of the **Employment relationship and holidays** tab on the employee card. We recommend using pre-configured departments and positions – then Directo takes the manager automatically from the department card and also updates it if the department manager changes.

In addition, select **Yes** in the setting `System settings > Manager can open its subordinate cards and reports with the own right`.



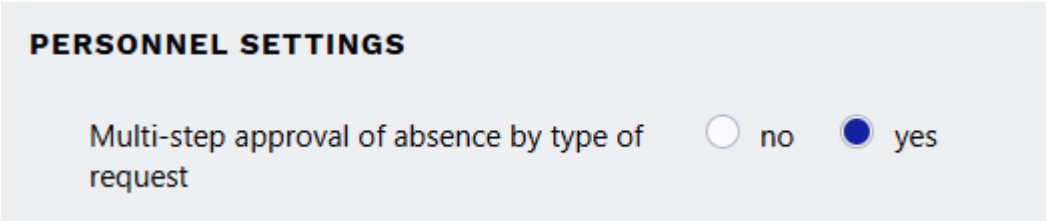
If the holiday request notification has been set up in the system settings, Directo sends a notification to the direct manager when they need to accept an absence.

Holiday request notification settings:



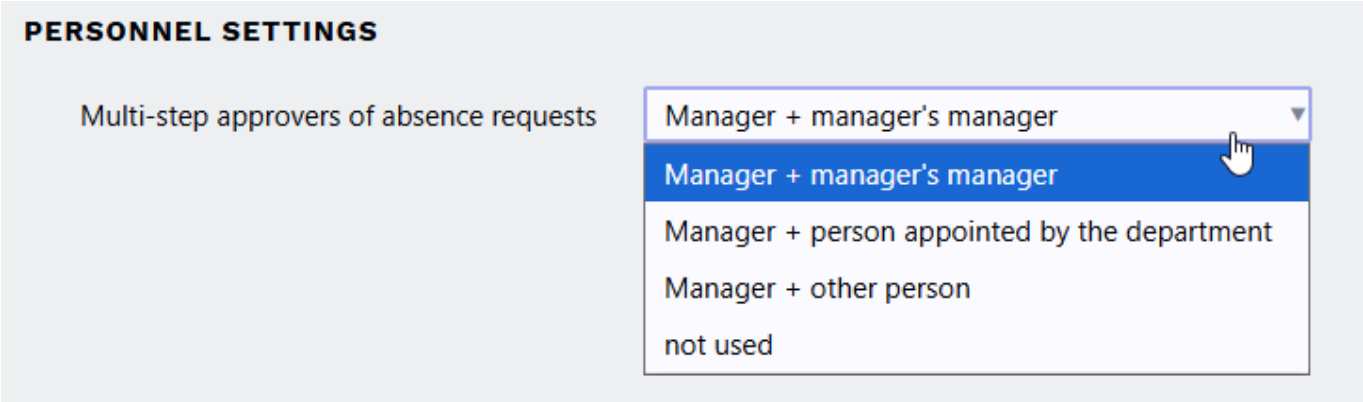
Multi-step approval of holiday requests

If a holiday request must be approved by more than one person, you can set up multi-step approval. To do this, select **yes** in the setting `System settings > Personnel Settings > Multi-step approval of absence by type of request`. By default, **no** is selected.



If you select **yes**, Directo adds the field **Number of approvers** to the request type. This lets you define for each request type which absences are approved by one person and which by two.

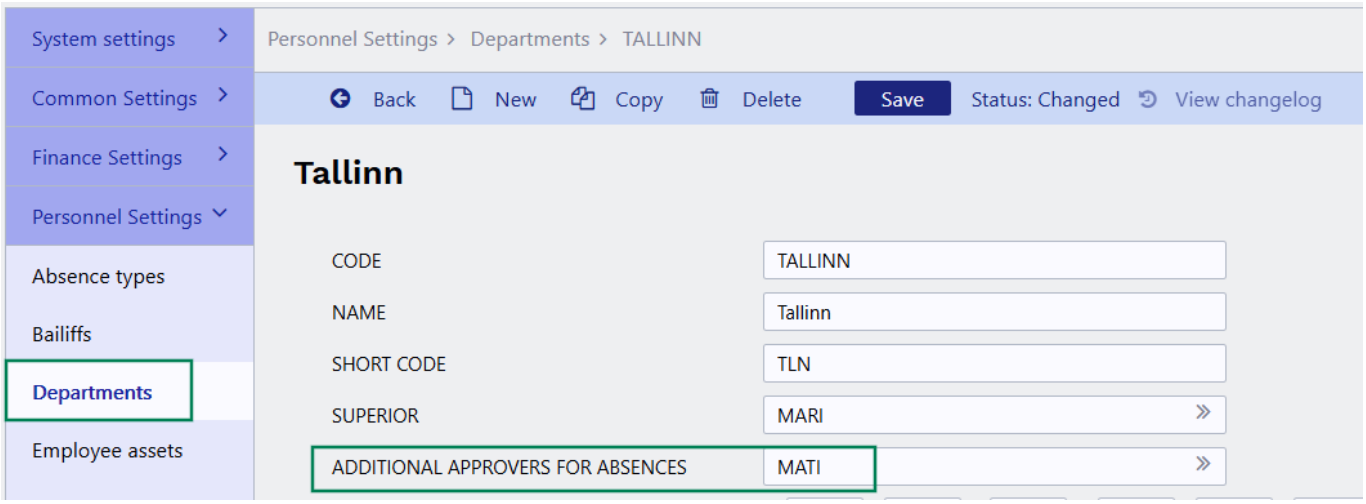
In the setting `System settings > Multi-step approvers of absence requests`, you can define who accepts the absences.



Setting options:

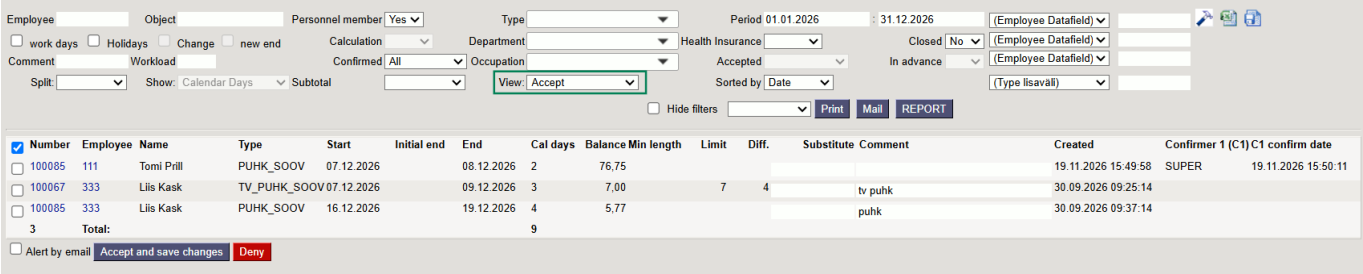
- **Not used** - select this if the setting `Multi-step approval of absence by type of request` is **no**.
- **Manager + Manager's manager** - the first approver is the direct manager and the second approver is the direct manager's manager (according to their employee card).
- **Manager + person appointed by the department** - the first approver is the direct manager and the second approver is the person specified in the **Additional approvers for absences** field on the department card.
- **Manager + other person** - the first approver is the direct manager and the second approver is a person who has the right to change the Absences report and the absence document (for example via the additional departments specified on the **Admin** tab of the employee card).

If you select **Manager + person specified at department**, select the additional approvers from the user register in the **Additional absence approver** field on the department card, separated by commas.



Accept view

In the **Accept** view of the Absences report, you can see the employees' absence requests that are waiting for approval, and you can accept or deny them. For each request, you can also see how many days the employee still has left for this absence type. This lets you check before accepting whether the employee has enough days for the requested holiday. If needed, you can narrow down the results with filters: for example, use the **Department** filter to see the requests of one department only, or the **Employee** filter to see the requests of one specific employee.



To find out what you need to set up for the view to be visible and how to accept requests, see the chapter Accepting a holiday request below.

Report columns

Number - the number of the absence document. Click the number to open the absence document.
Employee - the employee code. Click the code to open the employee card.
Name - the employee's name.
Type - the request type.
Start - the start date of the absence.
Initial end - the end date that the employee originally requested. Directo fills in this field if the end date of the request has been changed later.
End - the end date of the absence.
Cal days - the length of the absence in calendar days.
Balance - how many days the employee has left for this absence type before this request. See below how Directo calculates the balance.
Min length - the minimum length of the absence type in days.
Limit - how many days the employee is entitled to use for this absence type.
Diff. - how many days the employee will have left after this request (`Balance − Cal days`). Directo shows the difference only for absence types with a limit. A negative number, highlighted in red, means that the employee does not have enough days for this request.
Substitute - the employee who substitutes for the absent employee. You can fill in this field when accepting the request.
Comment - the comment of the employee or the approver.
Created - the time the request was created.
Confirmer 1 (C1) - in multi-step approval, the first approver.
C1 confirm date - the time when the first approver confirmed the request.

The **Total** row at the end of the table shows the number of requests and the total number of requested calendar days.

How Directo calculates the balance

Directo always calculates the balance for the calendar year as of 31.12. The following rules apply:

- **Where the limit comes from** - if the Holiday calculation field is filled in on the employee card, Directo uses it. If the field is empty, Directo uses the limit of the absence type.
- **Several requests in a row** - if an employee has several requests of the same type, Directo deducts the calendar days of the previous request from the balance on each following row. This way, you can see for each request how many days are left after the previous requests.
- **Balance greater than the limit** - if the employee's balance is greater than the limit, Directo shows the limit as the balance.
- **Annual holiday** - for annual holiday, you see only the balance. Directo does not show the

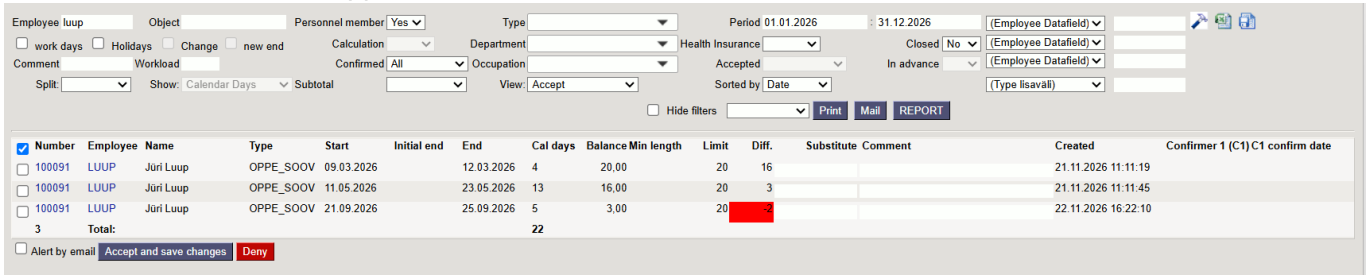
difference.
- **No balance shown** - if **No** is selected in the **Holiday calculation** field of the absence type (for example unpaid leave), Directo does not show the balance.

Example

An employee's study leave limit is 20 days, and they have submitted three study leave requests of 4, 13 and 5 calendar days. In the report, you can see:

- on the first row, the balance 20 and the difference 16 (20 − 4);
- on the second row, the balance 16, because Directo deducted the 4 days of the previous request, and the difference 3 (16 − 13);
- on the third row, the balance 3 and the difference −2 (3 − 5), highlighted in red – the employee does not have enough days for this request.

If there is a negative number in the **Diff.** column, the request exceeds the employee's remaining days. Before accepting, agree with the employee whether they will shorten the request or choose another absence type.

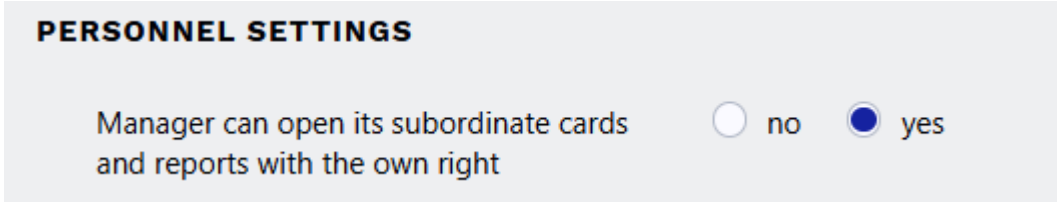


Accepting a holiday request

What you need to set up

Directo adds the **Accept** view to the Absences report if at least one request type has been created and linked to an actual absence type.

For the direct manager to be able to accept requests, fill in the **Superior** field on the **Employment Relationship** subtab of the **Employment relationship and holidays** tab on the employee card. If a manager has been specified for the department, Directo takes the manager automatically from the department card. In addition, select **Yes** in the setting `System settings > Can see subordinates' Manager can open its subordinate cards and reports with the own right`.



The approver must have:

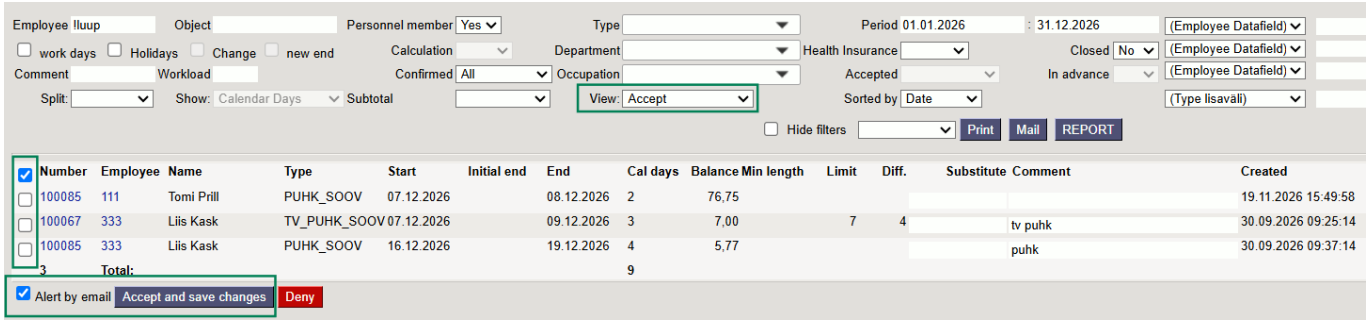
- the right **Approval of request for absences** allowed under `Other` → `Change rights` in the user rights;
- the right to change the absence document;

- the **OWN** right for the Absences report;
- a valid series selected in their personal settings.

If the holiday request notification is enabled, Directo sends a notification to the direct manager every time an absence is waiting for their approval. Read more about setting up the holiday request notification here.

Accepting a request

1. In the **Accept** view, select the rows you want to accept.
2. If needed, add a substitute and a comment to the absence.
3. If you want the employee to receive a notification about the approval, select the **Alert by email** checkbox.
4. Click **Accept and save changes**.



When you accept a request, Directo changes the request type to the actual absence type, and the employee has a valid absence. You can see all absences in the Absences report.

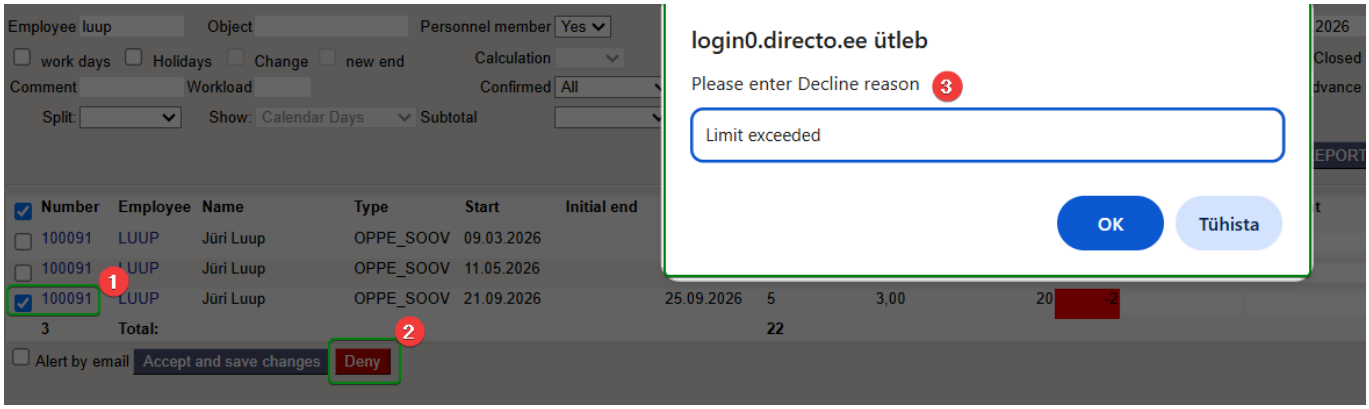
If you selected the **Alert by email** checkbox, Directo sends a message to the employee's e-mail address (not to the payroll e-mail). If a substitute has been added to the absence, Directo also sends a message to the substitute. Directo remembers the **Alert by email** selection and keeps it in the same position the next time.

Denying a request

If you cannot approve a request, select the row, click **Deny** and enter the reason for denying.

Directo adds your comment to the absence, and the employee can see it in the MyDirecto portal.

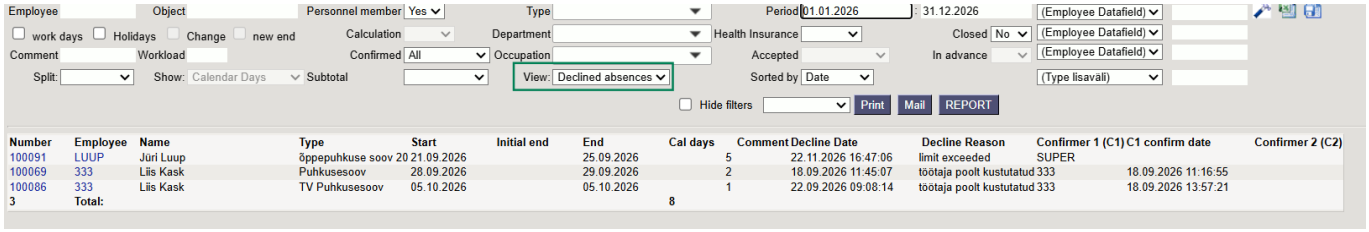
A denied holiday request does not come back for approval. If the employee still wants to take a holiday, they need to enter a new holiday request. You can see denied requests in the **Declined absences** view.



Declined absences view

In the **Declined absences** view of the Absences report, you can see the absence requests that the approver has denied or that the employee has deleted in MyDirecto. For each request, you can see the reason and the time it was declined. This lets you quickly check later why a request was not approved and answer the employee's questions without having to look for the information elsewhere.

Select **Declined absences** in the **View** field, set the period in the **Period** field (for example 01.01.2026 – 31.12.2026) and click **REPORT**.



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Initial end - the end date that the employee originally requested. Directo fills in this field if the end date of the request has been changed later.
End - the requested end date of the absence.
Cal days - the requested length of the absence in calendar days.
Comment - the employee's comment on the request.
Decline Date - the time when the request was declined or deleted.
Decline Reason - the reason that the approver entered when denying the request. If the employee has deleted the request themselves, Directo shows the reason `töötaja poolt kustutatud` (deleted by the employee).
Confirmer 1 (C1) - in multi-step approval, the first approver.
C1 confirm date - the time when the first approver confirmed the request.
Confirmer 2 (C2) - in multi-step approval, the second approver.

The **Total** row at the end of the table shows the number of declined and deleted requests and their total number of calendar days.

A declined or deleted request cannot be accepted again. If the employee still wants to take a holiday, they need to enter a new holiday request.

Example

An employee requested study leave from 21.09.2026 to 25.09.2026, but their study leave limit had already been used up. The approver denied the request and entered the reason „limit exceeded“. In the **Declined absences** view, you can see in their row:

- **Type** – study leave request;

- **Cal days** 5 – the requested length of the absence;
- **Decline Date** – when the request was declined;
- **Decline Reason** „limit exceeded“.

If the employee had deleted the request themselves in MyDirecto, the reason would be `Deleted by the employee`.

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