



How to request an attraction and retention or a one-off allowance?

*Please refer to the [Attraction and Retention policy](#) for further information before submitting the request

01



Initiate Service One request

The Manager submits a Vacancy Management Review Group (VMRG) request for an allowance through [Service One](#) to initiate the approval process.

The requestor can view the status of the request through the Service One portal under *My Requests*.

Approval flow

The Service One request flows through an approval chain where the conversion is approved or denied. Approvers:

People and Culture → Budget Owner → Finance → VMRG member

NB. If the request is denied the Manager will receive an email from Service One.

02

Process allowance

Once approved, People and Culture processes the allowance in Workday and closes the Service One request.

A notification is sent to the Service One initiator to confirm the completion of the request.

03



Now your staff member has an attraction and retention or a one-off allowance.