



Manager FAQs

What is Protected PTO (PPTO)?

All hourly field associates and hourly campus/corporate associates who work in locations with local paid sick leave laws earn their paid time off into two buckets: regular paid time off (PTO) and Protected PTO (PPTO). When an associate uses their available PPTO to be paid for an unplanned absence (e.g., missed shift, tardy/late in, early out) and use enough to satisfy the [Attendance Policy](#), it protects them from getting attendance occurrences/points.

When can associates use their PPTO?

- **Full-time and part-time associates** can use PPTO when they have to miss work unexpectedly or for planned absences when they don't have available regular PTO. Associates can choose which balance to use when they request time off in [GTA Portal](#).
- **Temporary associates** can only use their PPTO for sick, family care, or other reasons covered under paid sick leave laws, or while on an approved parental leave of absence.

How do associates request PPTO?

Associates can request PPTO by submitting a request in the [Global Time and Attendance \(GTA\) tool](#). If they request PPTO after an unplanned absence, their request will be automatically approved by the system.

- **Field associates** can choose to use PPTO or regular PTO when they enter their time off request in GTA. See the [Field PPTO guide](#) for more information.
- **For campus/ corporate associates**, GTA will use PPTO first when the associate selects "sick/ other" as the reason for their time off request. GTA will use regular PTO first for any other reason. See the [Campus/Corporate PPTO guide](#) for more information.

Why do we offer PPTO?

PPTO is how Walmart complies with state and local paid sick leave laws. These laws require employers to provide time off with pay which associates can use, and have their absence excused, when missing work due to illness, family care, or other covered reasons.

We have different PPTO plans for different locations to comply with local variations in paid sick leave laws. We also offer PPTO to locations in which there are no paid sick leave laws. This allows us to harmonize our attendance policy across locations while protecting the health and safety of our associates and their families.

Why do we allow associates to use their PPTO for any reason?

Walmart recognizes that there are a variety of circumstances in which associates may unexpectedly need to miss work. Our policy allows associates to use their PPTO whenever “life happens.”

Is supporting documentation required when using PPTO?

No. Because associates can use their available PPTO for any reason, company policy states that supporting documentation is not required when using it.

Does the use of PPTO excuse a No Call/No Show?

If associates don't report an absence and receive a No Call/No Show with attendance points for both failing to report the absence and for the absence itself:

- **They can** use PPTO to be paid for the absence itself and cover/excuse any attendance points that result from the missed time.
- **They cannot** use PPTO to protect them from the No Call/No Show attendance points.

Can associates use PPTO on Key Event Dates?

Yes, associates can use PPTO to cover an absence on a date designated as a key event date*. The same rules for the amount of PPTO which needs to be used to cover an absence apply on key event dates.

*Key event dates are updated quarterly and can be found on your division's Key Event Date Calendars and linked in the [Attendance and Punctuality Policy](#).

How do I know if an associate has used enough PPTO to authorize an occurrence?

Generally, GTA will reduce or authorize an occurrence when the associate has used enough PPTO to cover the missed time or reduce a full occurrence to a half occurrence when the occurrence is not manually worked. You should follow established processes and the Attendance Policy when manually working attendance exceptions.

If you work in a paid sick leave location, you must action attendance exceptions according to the [Management Guidelines](#) in the hourly paid time off policy. Paid sick locations are those which are in either the Standard PPTO Plan, Continuous PPTO Plan, Standard PPTO Plan with Kin Care, or Continuous PPTO Plan with Kin Care. Refer to the [rate chart](#) for more location information.

What approval reasons should be used when authorizing absences where enough PPTO was used to satisfy the facility's attendance policy?

When manually authorizing absences where enough PPTO was used to satisfy the facility's attendance policy, use the approval reasons of "Exception Covered by Time Off Policy" or "Manager Approved" as applicable.

What happens if an associate doesn't use all their PPTO during a plan year?

Hourly associates in most locations may carry over up to 80 hours of combined total regular PTO and PPTO into the new plan year. Any regular PTO or PPTO which does not carry over to the next plan year will be paid out in their paycheck for the pay period which includes Jan. 31.

Associates' PPTO will be applied first for carryover purposes.

- If their PPTO balance is 80 hours or more, they will carry over 80 hours of PPTO and receive a cash-out of any PPTO balance over 80 hours, as well as any regular PTO balance they may have.
- If their PPTO balance is less than 80 hours, all their PPTO will carry over. A portion of their regular PTO will also carry over to bring the combined total carried over to 80 hours. The remainder of their regular PTO will cash out.

If associates work in New York, Philadelphia (PA), Rhode Island, or Seattle (WA), they will carry over all unused PPTO to start the new plan year.

What if I have a question about PPTO that's not covered in this FAQ document?

For more details about Walmart's paid time off program, please refer to:

- The PTO toolkit: One.Walmart.com/PTO
- The [PTO policies](#)

For further questions, please reach out to People Services at 800-421-1362.