



**DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1
CIVILIAN HUMAN RESOURCES AGENCY
NORTH CENTRAL REGION
1 ROCK ISLAND ARSENAL, BUILDING 56
ROCK ISLAND, IL 61299-7650**

REPLY TO
ATTENTION OF

PECP-NCR-A

15 September 2008

**STANDARD OPERATING PROCEDURE
HELP DESK TICKETS**

1. **PURPOSE:** Prescribes the procedures to be used for working Help Desk Tickets.
2. **SCOPE:** This Standard Operating Procedure (SOP) applies to all Civilian Human Resources Agency (CHRA), Processing Centers (PC) and Civilian Personnel Advisory Centers (CPAC).
3. **GENERAL:** This SOP includes procedures for working Help Desk Tickets. The Help Desk Tickets are divided into several categories. The tickets are either system generated or created by an end user. These tickets are used as either notification or inquiries to the CPAC and PC.
4. **RESPONSIBILITIES:** Attached at Appendix B is a list of Help Desk Tickets and their functional assignment. The function assigned is responsible for taking the lead on researching and resolving the ticket. Resolving the ticket may require coordination with other functions and in some instances the ticket may need to be reassigned to another function once the initial research is complete.
5. **PROCEDURES:**
 - a. **Suspense Tickets.**

CPAC will:

 - (a) Promote the use of the suspense ticket feature in Portal to their customers.
 - (b) Monitor suspense tickets and work with management to ensure appropriate Request for Personnel actions (RPA) are submitted in a timely manner.
 - (c) Monitor suspenses missed by management (the suspense ticket will convert into a QC ticket) and continue to contact manager to submit the appropriate action to resolve the QC ticket.
 - b. **Pay Data (Pay Rejects).**

PC will:

(a) Monitor the and resolve pay rejects within three workdays of receipt but no later than the payroll deadline of the pay period when the pay reject was created.

(b) Analyze the W3L and/or Pay 500 to determine appropriate action required to resolve pay reject.

(c) Report system problems through appropriate channels as soon as they occur.

c. Pay Problems in the Payroll Problem Resolution Tool (PPRT).

(1) CPAC will:

(a) Input reported problems into the PPRT and select the appropriate ticket type and sub-type within one day of receipt of inquiry.

(b) Work in conjunction with the PC to determine the appropriate course of action. The CPAC is also responsible for providing all pay and regulatory citations needed.

(c) Notify employee of debt/overpayment or retroactive payments as needed. (Sample debt letter at Appendix A).

(d) As needed, coordinate with the CSR to resolve the issue and keep the PC informed of the status.

(e) If the resolution requires a correction/cancellation, provide the specific details on which actions/items need to be cancelled/corrected in accordance with the Correction/Cancellation SOP.

(2) PC will:

(a) Work tickets within the current pay period or five days, whichever is soonest.

(b) Take ownership of the ticket and determine the appropriate course of action for resolution in conjunction with the CPAC.

(c) Update the notes section of the ticket.

(d) Process corrections or cancellations required for resolution.

(e) Close the ticket after corrective actions have been completed, flow to payroll verified, and all other system related issues have been accurately accomplished.

d. My Biz tickets.

(1) PC will:

(a) Take ownership and resolve tickets with the exception of the Password reset and PAA tickets which will be handled by ISD.

(b) Coordinate with the CPAC for resolution of tickets if needed.

(c) Update the notes section of the ticket.

(d) Process the corrections or cancellations required for resolution.

(e) CPAC will (If the resolution requires a correction/cancellation) provide the specific details on which actions/items need to be cancelled/corrected in accordance with the Correction/Cancellation SOP.

e. QC tickets.

(1) PC will resolve tickets identified in Appendix B as "processing".

(2) PC will work in conjunction with the CPAC to resolve tickets identified in Appendix B as "staffing" or "classification". If the resolution requires a correction or cancellation, the CPAC will provide the specific details on which actions/items need to be cancelled/corrected in accordance with the Correction/Cancellation SOP.

6. REFERENCES AND RELATED MATERIAL:

a. Plan for the management of pay problems (located on CHRA web site under the Job Aids, 'Pay Problems').

b. Helpdesk ticket functional responsibility spreadsheet .

PECP-NCR-A

15 September 2008

SUBJECT: Standard Operating Procedure: Help Desk Tickets

c. Sample notification of debt letter (Appendix A).

APPROVED BY:


NANCY A. LANE
Regional Director
North Central Region

APPENDIX A
SAMPLE FORMAL NOTIFICATION
Letterhead

Date

Mr. John Doe
1234 Main Street
Arlington, Virginia 22202-1234

Dear Mr. Doe:

The purpose of this letter is to notify you that during a routine audit of randomly selected actions, it was discovered that your pay had been incorrectly set when you were promoted to your current position. The error occurred when an erroneous pay table that did not include locality pay was used resulting in your pay being incorrectly set at step 5. Attached for your information is the Notification of Personnel Action that corrects your step and salary on the original Promotion action as well as the Within Grade Increase Notification of Personnel Action effective August, 1, 1999, taking you to step 4.

This documentation has been provided to the Defense Finance and Accounting Service (DFAS) Office. DFAS will review the documentation and conduct an audit of your payroll records to determine the extent of overpayment and will notify you accordingly. If it is determined that you are indebted, they will explain the procedures for repaying it. They will also afford you an opportunity to request waiver of the repayment or to request an opportunity to extend the repayment over a period of time.

We regret any difficulty this action may have caused you, but are obligated to correct such errors once they are discovered. If you have any questions, please don't hesitate to contact (include CPAC POC).

Sincerely,

Enclosures

Copy Furnished: Processing Center

APPENDIX B
QUALITY CONTROL TICKETS FUNCTIONAL ASSIGNMENT

ticket Type	Ticket Sub-Type	FINAL
RT Problem	Report Error - Applications - Admin	ISD
RT Problem	Report Error - ART	ISD
RT Problem	Report Error - Art Administration	ISD
RT Problem	Report Error - Auto Generated	ARTADMIN
RT Problem	Report Error - CSU	ISD
RT Problem	Report Error - Demo Job Number Log	ISD
RT Problem	Report Error - Employee Data	ISD
RT Problem	Report Error - External Applications	ISD
RT Problem	Report Error - FASCLASS - Classifier	ISD
RT Problem	Report Error - FASCLASS - User	ISD
RT Problem	Report Error - Gatekeeper	ISD
RT Problem	Report Error - Helpdesk	ISD
RT Problem	Report Error - Inbox Statistics II	ISD
RT Problem	Report Error - Modern DCPDS	ISD
RT Problem	Report Error - NPA Tracker	ISD
RT Problem	Report Error - OPF Tracker	ISD
RT Problem	Report Error - Organization Structure	ISD
RT Problem	Report Error - Pay Data	ISD
RT Problem	Report Error - Phone and Email List	ISD
RT Problem	Report Error - RESUMIX	ISD
RT Problem	Report Error - Review and Analysis	ISD
RT Problem	Report Error - RPA Tracker	ISD
RT Problem	Report Error - Suspenses	ISD
RT Problem	Request Guidance/Assistance	ISD
RT Problem	Suggestions - Enhance Current Tool - Applications - Admin	PMD
RT Problem	Suggestions - Enhance current Tool - Applications - Admin	PMD
RT Problem	Suggestions - Enhance current Tool - ART	PMD
RT Problem	Suggestions - Enhance current Tool - Art Administration	PMD
RT Problem	Suggestions - Enhance current Tool - CSU	PMD
RT Problem	Suggestions - Enhance current Tool - Demo Job Number Log	PMD
RT Problem	Suggestions - Enhance current Tool - Employee Data	PMD
RT Problem	Suggestions - Enhance current Tool - External Applications	PMD
RT Problem	Suggestions - Enhance current Tool - FASCLASS - Classifier	PMD
RT Problem	Suggestions - Enhance current Tool - FASCLASS - User	PMD
RT Problem	Suggestions - Enhance current Tool - Gatekeeper	PMD
RT Problem	Suggestions - Enhance current Tool - Helpdesk	PMD
RT Problem	Suggestions - Enhance current Tool - Inbox Statistics II	PMD
RT Problem	Suggestions - Enhance current Tool - Modern DCPDS	PMD
RT Problem	Suggestions - Enhance current Tool - NPA Tracker	PMD
RT Problem	Suggestions - Enhance current Tool - OPF Tracker	PMD
RT Problem	Suggestions - Enhance current Tool - Organization Structure	PMD
RT Problem	Suggestions - Enhance current Tool - Pay Data	PMD

RT Problem	Suggestions - Enhance current Tool - Phone and Email List	PMD
RT Problem	Suggestions - Enhance current Tool - RESUMIX	PMD
RT Problem	Suggestions - Enhance current Tool - Review and Analysis	PMD
RT Problem	Suggestions - Enhance current Tool - RPA Tracker	PMD
RT Problem	Suggestions - Enhance current Tool - Suspenses	PMD
RT Problem	Suggestions - New Helpdesk Ticket Type	PMD
RT Problem	Suggestions - New Quality Control(QC) Helpdesk Ticket	PMD
RT Problem	Suggestions - New Suspense Helpdesk Ticket	PMD
RT Problem	Suggestions - New Tool	PMD
Jdit	Audit 2004-01 (January)	AUDIT001
Change Military Reserve Status Information		STAFFING
SU Refresh Problem	CSU Refresh Error	STAFFING
SU Refresh Problem	CSU Refresh Warning	STAFFING
EERS Problem	Employee not in DEERs	ISD
Foreign Local National Employees	(LN) Appointment Data	STAFFING
Foreign Local National Employees	(LN) Date Residence Permit Expires	PROCESS/STAF
Foreign Local National Employees	(LN) Date Sponsor Departs	PROCESS/STAF
Foreign Local National Employees	(LN) Date Work Permit Expires	PROCESS/STAF
Foreign Local National Employees	(LN) Handicap Data	PROCESSING
Foreign Local National Employees	(LN) Home Address	PROCESSING
Foreign Local National Employees	(LN) LWOP Data	PROCESSING
Foreign Local National Employees	(LN) Other	PROCESSING
Foreign Local National Employees	(LN) Personal Data	PROCESSING
Foreign Local National Employees	(LN) Position Data	CLASSIFICATIO
Foreign Local National Employees	(LN) Salary/Supplements	STAFFING
Foreign Local National Employees	(LN) SCD Dates	PROCESS/STAF
Foreign Local National Employees	(LN) Step/WGI Due Date	PROCESS/STAF
My Biz	Request Password Reset	
My Biz Request Correction to your Personnel Record	(My Biz) Adjusted Basic Pay	STAFFING
My Biz Request Correction to your Personnel Record	(My Biz) Appraisal - Current Rating	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Appraisal - Date Due	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Creditable Military Service	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Education Level	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) FEGLI	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) FEHB	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Locality Pay	STAFFING
My Biz Request Correction to your Personnel Record	(My Biz) Locality Percentage	CLASSIFICATIO
My Biz Request Correction to your Personnel Record	(My Biz) Other	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Other Pay	STAFFING
My Biz Request Correction to your Personnel Record	(My Biz) SCD Civilian	PROCESSING

ecord		
y Biz Request Correction to your Personnel record	(My Biz) SCD Leave	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) SCD Retirement	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) SCD RIF	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) SCD TSP	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) Step or Level	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) Total Pay	STAFFING
y Biz Request Correction to your Personnel record	(My Biz) TSP Agency Contribution Elig Date	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) TSP Catch Up Contribution Amount	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) TSP Catch Up Start Date	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) TSP Employee Contribution Eligibility Dt	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) TSP Rate	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) Veterans Preference	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) Veterans Preference for RIF	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) WGI Date of Last Equivalent Increase	PROCESSING
y Biz Request Correction to your Personnel record	(My Biz) WGI Due Date	PROCESSING
PA Problem	Incorrect Data	PROCESSING
PA Problem	Missing Data	PROCESSING
PA Problem	Other Problem	PROCESSING
ay Data	(Pay) AF to NAF erroneous leave pay out	PROCESSING
ay Data	(Pay) AF to NAF missing separation	PROCESSING
ay Data	(Pay) BRAC Indicator to NON DFAS Serviced Agency	PROCESSING
ay Data	(Pay) From Sal gte to Sal on Pay Adj (non-nsp)	PROCESSING
ay Data	(Pay) Pay Reject	PROCESSING
ay Data	(Pay) Retention Incentive Regeneration	PROCESSING
ay Data	(Pay) Retroactive Retention Incentive/Allowance	PROCESSING
ay Data	W3L Error	ISD
ay Problem	Admin Uncontr Overtime	PROCESSING
ay Problem	Annual Pay Adjustment	PROCESSING
ay Problem	Awards	PROCESSING
ay Problem	BRAC	CLASSIFICATIO
ay Problem	CAO	PROCESSING
ay Problem	Change to Lower Grade	STAFFING
ay Problem	CLER	ABC GROUP
ay Problem	COLA	PROCESSING
ay Problem	Danger Pay	ENTITLEMENTS
ay Problem	Demo Conversion	STAFFING

ay Problem	Demo Pay	STAFFING
ay Problem	FEGLI	PROCESSING
ay Problem	Firefighter Pay	STAFFING
ay Problem	Health Benefits	PROCESSING
ay Problem	Home Leave	PROCESSING
ay Problem	Incorrect Basic/Locality Pay	STAFFING
ay Problem	Incorrect Pay Setting	STAFFING
ay Problem	Incorrect Payroll Office	CLASSIFICATIO
ay Problem	LQA	ENTITLEMENTS
ay Problem	LWOP	PROCESSING
ay Problem	Missing Check	PROCESSING
ay Problem	New Hire	PROCESSING
ay Problem	No QSI	PROCESSING
ay Problem	No WIGI	PROCESSING
ay Problem	Other	PROCESSING
ay Problem	Pay Rate Determinant	STAFFING
ay Problem	Post Allowance	ENTITLEMENTS
ay Problem	Premium Pay	PROCESSING
ay Problem	Promotion	PROCESSING
ay Problem	Retained Grade	STAFFING
ay Problem	Retained Pay	STAFFING
ay Problem	Retention Allowance	PROCESSING
ay Problem	Retirement	ABC GROUP
ay Problem	Retroactive Pay	PROCESSING
ay Problem	Return to Duty	PROCESSING
ay Problem	SCD	PROCESSING
ay Problem	Separations	PROCESSING
ay Problem	Special Salary Rates	PROCESSING
ay Problem	Supv Differential	PROCESSING
ay Problem	Temp Action	PROCESSING
ay Problem	Terminations of Appointment	PROCESSING
ay Problem	Test Ticket	
ay Problem	Transfer In	PROCESSING
ay Problem	Transfer Out	PROCESSING
ay Problem	TSP	PROCESSING
ay Problem	USACE dual Rates	PROCESSING
ay Problem	VERA/VSIP	ABC GROUP
ay Problem	Work Schedule	PROCESSING
rocess Log	Futures	ISD
rocess Log	Mass Salary	ISD
rocess Log	SS User Build Error	ISD
C Errors	(Pay) Address is missing	PROCESSING
C Errors	(Pay) Date Temp Eligibility FEHB Invalid	PROCESSING
C Errors	(Pay) Demo Broadband Invalid	CLASSIFICATIO
C Errors	(Pay) Duty Status Invalid	PROCESSING
C Errors	(Pay) Employee on Eliminated Position	PROCESSING
C Errors	(Pay) Erroneous Title 38 Premium Pay	PROCESSING
C Errors	(Pay) FEGLI Election Period Invalid	PROCESSING

C Errors	(Pay) FEHB Election Period Invalid	PROCESSING
C Errors	(Pay) Firefighters/Prem Pay Ind Mismatch	PROCESSING
C Errors	(Pay) Health Benefits code does not match table	PROCESSING
C Errors	(Pay) Invalid AD Pay Table	CLASS/STAFF
C Errors	(Pay) Invalid ESSL Pay Table	CLASS/STAFF
C Errors	(Pay) Invalid GL Pay Table or LEO Ind	CLASS/STAFF
C Errors	(Pay) Invalid MEPCOM Doctor Pay Table	CLASS/STAFF
C Errors	(Pay) Invalid PRD	STAFFING
C Errors	(Pay) Invalid Premium Pay Limit Indicator	PROCESSING
C Errors	(Pay) Invalid Special Salary Rate	STAFFING
C Errors	(Pay) Locality Pay Error	STAFFING
C Errors	(Pay) LWOP Expired	PROCESSING
C Errors	(Pay) Multiple Employees on Same Position	CLASSIFICATION
C Errors	(Pay) NAF Retirement Indicator Invalid	PROCESSING
C Errors	(Pay) Part Time Indicator Invalid	PROCESSING
C Errors	(Pay) Pay Retention with Locality amount	STAFFING
C Errors	(Pay) Pay Table / PRD Mismatch	STAFFING
C Errors	(Pay) Pay Table is Blank	CLASSIFICATION
C Errors	(Pay) Payroll Office ID Invalid (Part I)	PROCESSING
C Errors	(Pay) Payroll Office Id Invalid (Part II)	PROCESSING
C Errors	(Pay) Payroll Org Code is Invalid	PROCESSING
C Errors	(Pay) Retained Pay Table Invalid	STAFFING
C Errors	(Pay) Retained PRD/Step Mismatch	STAFFING
C Errors	(Pay) Retention Allowance Notification	STAFFING
C Errors	(Pay) Retirement Plan Invalid	PROCESSING
C Errors	(Pay) Salary Base, Locality, Adj, and Tot mismatch	PROCESSING
C Errors	(Pay) Salary does not match table	PROCESSING
C Errors	(Pay) SCD-RET blank	PROCESSING
C Errors	(Pay) Scheduled Hours Mismatch	PROCESSING
C Errors	(Pay) Servicing Agency Non-Army	CLASSIFICATION
C Errors	(Pay) Temp Appointment expired	STAFFING
C Errors	(Pay) Temporary Promotion Expired	STAFFING
C Errors	(Pay) Term Appointment expired	STAFFING
C Errors	(Pay) Title 38 Premium Pay	PROCESSING
C Errors	(Pay) TSP Agency Eligibility Date Invalid	PROCESSING
C Errors	(Pay) TSP Employee Eligibility Date Invalid	PROCESSING
C Errors	(Pay) TSP Status Date Invalid	PROCESSING
C Errors	(Pay) TSP Status Date/Agency Elig Date Mismatch	PROCESSING
C Errors	(Pay) TSP Status Invalid	PROCESSING
C Errors	(Pay) TSP Status/Agency Eligibility Date Mismatch	PROCESSING
C Errors	(Pay) TSP Status/Employee Elig Date Mismatch	PROCESSING
C Errors	(Pay) WG Pay Table/Locality Area Mismatch	PROCESSING
C Errors	(Pay) WGI Date Invalid - Retained Grade	PROCESSING
C Errors	(Pay) WGI date blank	PROCESSING
C Errors	(Pay) WGI date blank - Retained Grade	PROCESSING
C Errors	(Pay) WGI date invalid	PROCESSING
C Errors	(Pay) WGI date not blank	PROCESSING
C Errors	(Pay) WGI is past due	PROCESSING

C Errors	(Pay) WIGI pending problem	PROCESSING
C Errors	(Pay) Work Schedule Mismatch	PROCESSING
C Errors	(Pay) Work Schedule or Hours Invalid	PROCESSING
C Errors	Annuitant Indicator/Retired Military Mismatch	PROCESSING
C Errors	Annuitant Indicator/Vet Pref for RIF Mismatch	PROCESSING
C Errors	Appointment Type Invalid	PROCESSING
C Errors	Appointment Type is Blank	PROCESSING
C Errors	Appointment Type/Tenure Group Mismatch	PROCESSING
C Errors	Appt expires before LWOP ends	PROCESSING
C Errors	Career Conversion past due	PROCESSING
C Errors	Civilian Type Invalid	PROCESSING
C Errors	Creditable Mil Svc is Blank	PROCESSING
C Errors	Date Arrived Personnel Office	PROCESSING
C Errors	Demo Location Code/Pay Plan Mismatch	CLASSIFICATIO
C Errors	Duty Location Mismatch	CLASSIFICATIO
C Errors	Encumb USACE pos with func desg not coded 1or2	CLASSIFICATIO
C Errors	Encumbered USACE UIC Coded Incorrectly as Civilian	CLASSIFICATIO
C Errors	Encumbered USACE UIC Coded Incorrectly as Military	CLASSIFICATIO
C Errors	Ethnicity and Race Category is Missing	PROCESSING
C Errors	FERS Coverage/Retirement Plan Mismatch	PROCESSING
C Errors	Functional Designator is Missing	CLASSIFICATIO
C Errors	Handicap Code is Blank	PROCESSING
C Errors	Incorrect Vacancy Indicator on Position	CLASSIFICATIO
C Errors	Intell Position Indicator and Pay Plan Mismatch	CLASSIFICATIO
C Errors	Invalid Duplicate Employee records exist in DCPDS	PROCESSING
C Errors	LN Date Sponsor Departs is Past	PROCESSING
C Errors	LN File ID Flag Error	PROCESSING
C Errors	LN GM Appointment Expired	STAFFING
C Errors	LN GM Date WGI past due	PROCESS/STAF
C Errors	LN GM LWOP Expired	PROCESSING
C Errors	LN GM Retirement Age Expired	STAFFING
C Errors	LN Org/Command Code and UIC Mismatch	CLASSIFICATIO
C Errors	LN Organization Code not Summation of Parts	CLASSIFICATIO
C Errors	LN Resident Permit Expired	PROCESS/STAF
C Errors	LN Work Permit Expired	PROCESS/STAF
C Errors	LQA Change to Quarters Group 2 Required	PROCESSING
C Errors	LQA Purchase/POQ (Purchase of Quarters) Expired	PROCESSING
C Errors	LQA Quarters Group Change Required	PROCESSING
C Errors	Mandatory Retirement Date Invalid - ATC	PROCESSING
C Errors	Mandatory Retirement Date Invalid - Firefighter	PROCESSING
C Errors	Mandatory Retirement Date Past Due	STAFFING
C Errors	Mandatory Separation Date not Last Day of Month	PROCESSING
C Errors	Missing Psn Report To	CLASSIFICATIO
C Errors	NAF Retirement Indicator not 0	PROCESSING
C Errors	NSPS Invalid Pay Band or Supervisory Status Code	CLASSIFICATIO
C Errors	NSPS Missing Local Mrkt Supp Ind	CLASSIFICATIO
C Errors	NSPS Personnel System Indicator Not Valid	CLASSIFICATIO
C Errors	NSPS Position - Invalid BUS Code	CLASSIFICATIO

C Errors	NSPS Record with GS/GM Pay Plan	CLASSIFICATION
C Errors	Obligated Data is Missing	PROCESSING
C Errors	Obligated Position Number does not exist	CLASSIFICATION
C Errors	Occ Series Invalid	CLASSIFICATION
C Errors	Organization Code not summation of parts	CLASSIFICATION
C Errors	Organization/Command Code and UIC Mismatch	CLASSIFICATION
C Errors	Original Appointment Authority is blank	PROCESSING
C Errors	PATCOB is Null - Encumbered Position	CLASSIFICATION
C Errors	PATCOB is Null - Unencumbered Position	CLASSIFICATION
C Errors	Payroll System Invalid	PROCESSING
C Errors	Position NTE Expired	STAFFING
C Errors	Position Obligation Expired	STAFFING
C Errors	Position Status Invalid	CLASSIFICATION
C Errors	Premium Pay Indicator is 0	PROCESSING
C Errors	Previous Retirement Coverage is blank	PROCESSING
C Errors	Probationary Period Expired	PROCESSING
C Errors	Reemployed Annuitant Indicator Invalid	PROCESSING
C Errors	Reemployed Annuitant Ret Plan/Annuity Sum Error	PROCESSING
C Errors	Region Flag/Personnel Office ID Invalid	CLASSIFICATION
C Errors	Retained Grade Data incomplete	PROCESSING
C Errors	Retained Grade expired	STAFFING
C Errors	Retired Officer/Vet Pref Mismatch	PROCESSING
C Errors	Retirement Annuity Sum is missing	PROCESSING
C Errors	Retirement Plan Null	PROCESSING
C Errors	Same date in Prom NTE and Appt NTE	STAFFING
C Errors	SCD Mismatch with creditable Mil	PROCESSING
C Errors	SCD-CIV is blank	PROCESSING
C Errors	SCD-LV does not match SCD-RIF	PROCESSING
C Errors	SPEP Category Invalid	PROCESSING
C Errors	SPEP Data Is Missing	PROCESSING
C Errors	SPEP Dates Invalid	PROCESSING
C Errors	SPEP Entry Grade Error	PROCESSING
C Errors	SPEP Grad Dt Expired	STAFFING
C Errors	SPEP Graduation Data Is Missing	PROCESSING
C Errors	SPEP Graduation Date Is Not Blank	PROCESSING
C Errors	SPEP Occ Series Error	PROCESSING
C Errors	SPEP Org Comp/Trng Cmd/Career Prog Mismatch	PROCESSING
C Errors	SPEP Position Error	CLASSIFICATION
C Errors	SPEP Target Grade Error	PROCESSING
C Errors	SSH - Non-Supvy Posns in Report To Field	CLASSIFICATION
C Errors	SSH Vacant Report To Position	CLASSIFICATION
C Errors	Step / PRD Mismatch	STAFFING
C Errors	Temporary Position Change Expired	STAFFING
C Errors	Temporary Promotion Step 00	STAFFING
C Errors	Temporary Reassignment Expired	STAFFING
C Errors	TSP Agency Eligibility Date/Prior Service Mismatch	PROCESSING
C Errors	TSP SCD Invalid	PROCESSING
C Errors	TSP Status/Contribution Mismatch	PROCESSING

C Errors	TSP-SCD/SCD-CIV Mismatch	PROCESSING
C Errors	USACE DA Interns with Incorrect Trng Command SPEP	PROCESSING
C Errors	Vet Pref for RIF/Point Value Mismatch	PROCESSING
C Errors	VRA Conversion past due	STAFFING
C Errors	WGI Status/Appraisal Mismatch	PROCESSING
C Errors	Year Degree Attained Invalid	PROCESSING
request Correction / Addition to Hierarchy	(SSH) Correct/Add Hierarchy	CLASSIFICATIO
request Guidance / Assistance	Employee List is not Correct	ISD
request Guidance / Assistance	Question	PROCESS/STAF
request Guidance / Assistance	Test II	
request Guidance / Assistance	User Reported Problem	ISD
PA Problem	Cannot Update HR	ISD
PA Problem	Has Been Mis-routed	ISD
PA Problem	Intervening Actions	PROCESSING
PA Problem	Other Problem	PROCESSING
PA Problem	RPA Populates Incorrectly	ISD
PA Problem	Trigger Error	ISD
uspenses	Appointment Expires	SUSPENSE001
uspenses	Career Conversion Due	SUSPENSE001
uspenses	Career Conversion Recommended	SUSPENSE001
uspenses	Chg in FEHB Due on OWCP	SUSPENSE001
uspenses	Detail Expires	SUSPENSE001
uspenses	FEGLI Eligibility Expires	SUSPENSE001
uspenses	FEHB Eligibility Expires	SUSPENSE001
uspenses	Furlough NTE Expiring	SUSPENSE001
uspenses	LN GM Appointment Expiring	SUSPENSE001
uspenses	LN GM Date WGI due	SUSPENSE001
uspenses	LN GM LWOP Expiring	SUSPENSE001
uspenses	LN GM Reprimand Expired	SUSPENSE001
uspenses	LN GM Reprimand Expiring	SUSPENSE001
uspenses	LN GM Retirement Age Expiring	SUSPENSE001
uspenses	LN Resident Permit Expires	SUSPENSE001
uspenses	LN Sponsor Departs Within 4 Months	SUSPENSE001
uspenses	LN Work Permit Expires	SUSPENSE001
uspenses	LQA/Post Allowance Change in Family Member Status	SUSPENSE001
uspenses	LWOP Contingency Period Expires	SUSPENSE001
uspenses	LWOP Expires	SUSPENSE001
uspenses	Mandatory Retirement Date Expiring	SUSPENSE001
uspenses	Overseas Tour Expiring	SUSPENSE001
uspenses	Position NTE Expiring	SUSPENSE001
uspenses	Probationary Period Ending	SUSPENSE001
uspenses	Reemployment Rights Expiring	SUSPENSE001
uspenses	Retained Grade Expires	SUSPENSE001
uspenses	Retention Incentive Review Due	SUSPENSE001
uspenses	Return Rights Expiring	SUSPENSE001
uspenses	Sabbatical Expiring	SUSPENSE001
uspenses	SPEP Graduation Date Due	SUSPENSE001
uspenses	Student Loan Repayment Expires	SUSPENSE001

Jspenses	Supervisory Probationary Period Ending	SUSPENSE001
Jspenses	Temp Promotion Expires	SUSPENSE001
Jspenses	Temporary Position Change Expires	SUSPENSE001
Jspenses	Temporary Reassignment Expires	SUSPENSE001
Jspenses	VRA Conversion Due	SUSPENSE001
Jspenses	WIGI Due	SUSPENSE001

