



DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1
CIVILIAN HUMAN RESOURCES AGENCY, WEST REGION
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PECP-WER-A

18 July 2008

STANDING OPERATING PROCEDURE
PROCEDURES FOR HELP DESK TICKETS

1. **PURPOSE:** Prescribes the procedures to be used for working Help Desk Tickets.
2. **SCOPE:** This Standing 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 Quality Control ticket) and continue to contact manager to submit the appropriate action to resolve the QC ticket.
 - b. **Pay Data (Pay Rejects).**

PC will:

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(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.

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(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) CPAC will resolve tickets identified in Appendix B as "staffing" or "classification". 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.

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.

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c. Sample notification of debt letter (attached).


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

ART Problem	Suggestions - Enhance current Tool - OPF Tracker	PMD
ART Problem	Suggestions - Enhance current Tool - Organization Structure	PMD
ART Problem	Suggestions - Enhance current Tool - Pay Data	PMD
ART Problem	Suggestions - Enhance current Tool - Phone and Email List	PMD
ART Problem	Suggestions - Enhance current Tool - RESUMIX	PMD
ART Problem	Suggestions - Enhance current Tool - Review and Analysis	PMD
ART Problem	Suggestions - Enhance current Tool - RPA Tracker	PMD
ART Problem	Suggestions - Enhance current Tool - Suspenses	PMD
ART Problem	Suggestions - New Helpdesk Ticket Type	PMD
ART Problem	Suggestions - New Quality Control(QC) Helpdesk Ticket	PMD
ART Problem	Suggestions - New Suspense Helpdesk Ticket	PMD
ART Problem	Suggestions - New Tool	PMD
Audit	Audit 2004-01 (January)	AUDIT001
Change Military Reserve Status Information		STAFFING
CSU Refresh Problem	CSU Refresh Error	STAFFING
CSU Refresh Problem	CSU Refresh Warning	STAFFING
DEERS Problem	Employee not in DEERS	ISD
Foreign Local National Employees	(LN) Appointment Data	STAFFING
Foreign Local National Employees	(LN) Date Residence Permit Expires	PROCESS/STAFF
Foreign Local National Employees	(LN) Date Sponsor Departs	PROCESS/STAFF
Foreign Local National Employees	(LN) Date Work Permit Expires	PROCESS/STAFF
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	CLASSIFICATION
Foreign Local National Employees	(LN) Salary/Supplements	STAFFING
Foreign Local National Employees	(LN) SCD Dates	PROCESS/STAFF
Foreign Local National Employees	(LN) Step/WGI Due Date	PROCESS/STAFF
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	CLASSIFICATION
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
My Biz Request Correction to your Personnel Record	(My Biz) SCD Leave	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) SCD Retirement	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) SCD RIF	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) SCD TSP	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Step or Level	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Total Pay	STAFFING
My Biz Request Correction to your Personnel Record	(My Biz) TSP Agency Contribution Elig Date	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) TSP Catch Up Contribution Amount	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) TSP Catch Up Start Date	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) TSP Employee Contribution Eligibility Dt	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) TSP Rate	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Veterans Preference	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) Veterans Preference for RIF	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) WGI Date of Last Equivalent Increase	PROCESSING
My Biz Request Correction to your Personnel Record	(My Biz) WGI Due Date	PROCESSING
NPA Problem	Incorrect Data	PROCESSING
NPA Problem	Missing Data	PROCESSING
NPA Problem	Other Problem	PROCESSING
Pay Data	(Pay) AF to NAF erroneous leave pay out	PROCESSING
Pay Data	(Pay) AF to NAF missing separation	PROCESSING
Pay Data	(Pay) BRAC Indicator to NON DFAS Serviced Agency	PROCESSING
Pay Data	(Pay) From Sal gte to Sal on Pay Adj (non-nsp)	PROCESSING
Pay Data	(Pay) Pay Reject	PROCESSING
Pay Data	(Pay) Retention Incentive Regeneration	PROCESSING
Pay Data	(Pay) Retroactive Retention Incentive/Allowance	PROCESSING
Pay Data	W3L Error	ISD
Pay Problem	Admin Uncontr Overtime	PROCESSING
Pay Problem	Annual Pay Adjustment	PROCESSING
Pay Problem	Awards	PROCESSING

Pay Problem	BRAC	CLASSIFICATION
Pay Problem	CAO	PROCESSING
Pay Problem	Change to Lower Grade	STAFFING
Pay Problem	CLER	ABC GROUP
Pay Problem	COLA	PROCESSING
Pay Problem	Danger Pay	ENTITLEMENTS
Pay Problem	Demo Conversion	STAFFING
Pay Problem	Demo Pay	STAFFING
Pay Problem	FEGLI	PROCESSING
Pay Problem	Firefighter Pay	STAFFING
Pay Problem	Health Benefits	PROCESSING
Pay Problem	Home Leave	PROCESSING
Pay Problem	Incorrect Basic/Locality Pay	STAFFING
Pay Problem	Incorrect Pay Setting	STAFFING
Pay Problem	Incorrect Payroll Office	CLASSIFICATION
Pay Problem	LQA	ENTITLEMENTS
Pay Problem	LWOP	PROCESSING
Pay Problem	Missing Check	PROCESSING
Pay Problem	New Hire	PROCESSING
Pay Problem	No QSI	PROCESSING
Pay Problem	No WIGI	PROCESSING
Pay Problem	Other	PROCESSING
Pay Problem	Pay Rate Determinant	STAFFING
Pay Problem	Post Allowance	ENTITLEMENTS
Pay Problem	Premium Pay	PROCESSING
Pay Problem	Promotion	PROCESSING
Pay Problem	Retained Grade	STAFFING
Pay Problem	Retained Pay	STAFFING
Pay Problem	Retention Allowance	PROCESSING
Pay Problem	Retirement	ABC GROUP
Pay Problem	Retroactive Pay	PROCESSING
Pay Problem	Return to Duty	PROCESSING
Pay Problem	SCD	PROCESSING
Pay Problem	Separations	PROCESSING
Pay Problem	Special Salary Rates	PROCESSING
Pay Problem	Supv Differential	PROCESSING
Pay Problem	Temp Action	PROCESSING
Pay Problem	Terminations of Appointment	PROCESSING
Pay Problem	Test Ticket	-
Pay Problem	Transfer In	PROCESSING
Pay Problem	Transfer Out	PROCESSING
Pay Problem	TSP	PROCESSING
Pay Problem	USACE dual Rates	PROCESSING
Pay Problem	VERA/VSIP	ABC GROUP
Pay Problem	Work Schedule	PROCESSING
Process Log	Futures	ISD
Process Log	Mass Salary	ISD
Process Log	SS User Build Error	ISD

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

QC Errors	(Pay) WG Pay Table/Locality Area Mismatch	PROCESSING
QC Errors	(Pay) WGI Date Invalid - Retained Grade	PROCESSING
QC Errors	(Pay) WIGI date blank	PROCESSING
QC Errors	(Pay) WIGI date blank - Retained Grade	PROCESSING
QC Errors	(Pay) WIGI date invalid	PROCESSING
QC Errors	(Pay) WIGI date not blank	PROCESSING
QC Errors	(Pay) WIGI is past due	PROCESSING
QC Errors	(Pay) WIGI pending problem	PROCESSING
QC Errors	(Pay) Work Schedule Mismatch	PROCESSING
QC Errors	(Pay) Work Schedule or Hours Invalid	PROCESSING
QC Errors	Annuitant Indicator/Retired Military Mismatch	PROCESSING
QC Errors	Annuitant Indicator/Vet Pref for RIF Mismatch	PROCESSING
QC Errors	Appointment Type Invalid	PROCESSING
QC Errors	Appointment Type is Blank	PROCESSING
QC Errors	Appointment Type/Tenure Group Mismatch	PROCESSING
QC Errors	Appt expires before LWOP ends	PROCESSING
QC Errors	Career Conversion past due	PROCESSING
QC Errors	Civilian Type Invalid	PROCESSING
QC Errors	Creditable Mil Svc is Blank	PROCESSING
QC Errors	Date Arrived Personnel Office	PROCESSING
QC Errors	Demo Location Code/Pay Plan Mismatch	CLASSIFICATION
QC Errors	Duty Location Mismatch	CLASSIFICATION
QC Errors	Encumb USACE pos with func desg not coded 1 or 2	CLASSIFICATION
QC Errors	Encumbered USACE UIC Coded Incorrectly as Civilian	CLASSIFICATION
QC Errors	Encumbered USACE UIC Coded Incorrectly as Military	CLASSIFICATION
QC Errors	Ethnicity and Race Category is Missing	PROCESSING
QC Errors	FERS Coverage/Retirement Plan Mismatch	PROCESSING
QC Errors	Functional Designator is Missing	CLASSIFICATION
QC Errors	Handicap Code is Blank	PROCESSING
QC Errors	Incorrect Vacancy Indicator on Position	CLASSIFICATION
QC Errors	Intell Position Indicator and Pay Plan Mismatch	CLASSIFICATION
QC Errors	Invalid Duplicate Employee records exist in DCPDS	PROCESSING
QC Errors	LN Date Sponsor Departs is Past	PROCESSING
QC Errors	LN File ID Flag Error	PROCESSING
QC Errors	LN GM Appointment Expired	STAFFING
QC Errors	LN GM Date WGI past due	PROCESS/STAFF
QC Errors	LN GM LWOP Expired	PROCESSING
QC Errors	LN GM Retirement Age Expired	STAFFING
QC Errors	LN Org/Command Code and UIC Mismatch	CLASSIFICATION
QC Errors	LN Organization Code not Summation of Parts	CLASSIFICATION
QC Errors	LN Resident Permit Expired	PROCESS/STAFF
QC Errors	LN Work Permit Expired	PROCESS/STAFF
QC Errors	LQA Change to Quarters Group 2 Required	PROCESSING
QC Errors	LQA Purchase/POQ (Purchase of Quarters) Expired	PROCESSING
QC Errors	LQA Quarters Group Change Required	PROCESSING
QC Errors	Mandatory Retirement Date Invalid - ATC	PROCESSING
QC Errors	Mandatory Retirement Date Invalid - Firefighter	PROCESSING

QC Errors	Mandatory Retirement Date Past Due	STAFFING
QC Errors	Mandatory Separation Date not Last Day of Month	PROCESSING
QC Errors	Missing Psn Report To	CLASSIFICATION
QC Errors	NAF Retirement Indicator not 0	PROCESSING
QC Errors	NSPS Invalid Pay Band or Supervisory Status Code	CLASSIFICATION
QC Errors	NSPS Missing Local Mrkt Supp Ind	CLASSIFICATION
QC Errors	NSPS Personnel System Indicator Not Valid	CLASSIFICATION
QC Errors	NSPS Position - Invalid BUS Code	CLASSIFICATION
QC Errors	NSPS Record with GS/GM Pay Plan	CLASSIFICATION
QC Errors	Obligated Data is Missing	PROCESSING
QC Errors	Obligated Position Number does not exist	CLASSIFICATION
QC Errors	Occ Series Invalid	CLASSIFICATION
QC Errors	Organization Code not summation of parts	CLASSIFICATION
QC Errors	Organization/Command Code and UIC Mismatch	CLASSIFICATION
QC Errors	Original Appointment Authority is blank	PROCESSING
QC Errors	PATCOB is Null - Encumbered Position	CLASSIFICATION
QC Errors	PATCOB is Null - Unencumbered Position	CLASSIFICATION
QC Errors	Payroll System Invalid	PROCESSING
QC Errors	Position NTE Expired	STAFFING
QC Errors	Position Obligation Expired	STAFFING
QC Errors	Position Status Invalid	CLASSIFICATION
QC Errors	Premium Pay Indicator is 0	PROCESSING
QC Errors	Previous Retirement Coverage is blank	PROCESSING
QC Errors	Probationary Period Expired	PROCESSING
QC Errors	Reemployed Annuitant Indicator Invalid	PROCESSING
QC Errors	Reemployed Annuitant Ret Plan/Annuity Sum Error	PROCESSING
QC Errors	Region Flag/Personnel Office ID Invalid	CLASSIFICATION
QC Errors	Retained Grade Data incomplete	PROCESSING
QC Errors	Retained Grade expired	STAFFING
QC Errors	Retired Officer/Vet Pref Mismatch	PROCESSING
QC Errors	Retirement Annuity Sum is missing	PROCESSING
QC Errors	Retirement Plan Null	PROCESSING
QC Errors	Same date in Prom NTE and Appt NTE	STAFFING
QC Errors	SCD Mismatch with creditable Mil	PROCESSING
QC Errors	SCD-CIV is blank	PROCESSING
QC Errors	SCD-LV does not match SCD-RIF	PROCESSING
QC Errors	SPEP Category Invalid	PROCESSING
QC Errors	SPEP Data Is Missing	PROCESSING
QC Errors	SPEP Dates Invalid	PROCESSING
QC Errors	SPEP Entry Grade Error	PROCESSING
QC Errors	SPEP Grad Dt Expired	STAFFING
QC Errors	SPEP Graduation Data Is Missing	PROCESSING
QC Errors	SPEP Graduation Date Is Not Blank	PROCESSING
QC Errors	SPEP Occ Series Error	PROCESSING
QC Errors	SPEP Org Comp/Trng Cmd/Career Prog Mismatch	PROCESSING
QC Errors	SPEP Position Error	CLASSIFICATION
QC Errors	SPEP Target Grade Error	PROCESSING
QC Errors	SSH - Non-Supvy Posns in Report To Field	CLASSIFICATION

		CLASSIFICATION
QC Errors	SSH Vacant Report To Position	STAFFING
QC Errors	Step / PRD Mismatch	STAFFING
QC Errors	Temporary Position Change Expired	STAFFING
QC Errors	Temporary Promotion Step 00	STAFFING
QC Errors	Temporary Reassignment Expired	STAFFING
QC Errors	TSP Agency Eligibility Date/Prior Service Mismatch	PROCESSING
QC Errors	TSP SCD Invalid	PROCESSING
QC Errors	TSP Status/Contribution Mismatch	PROCESSING
QC Errors	TSP-SCD/SCD-CIV Mismatch	PROCESSING
QC Errors	USACE DA Interns with Incorrect Trng Command SPEP	PROCESSING
QC Errors	Vet Pref for RIF/Point Value Mismatch	PROCESSING
QC Errors	VRA Conversion past due	STAFFING
QC Errors	WGI Status/Appraisal Mismatch	PROCESSING
QC Errors	Year Degree Attained Invalid	PROCESSING
Request Correction / Addition to Hierarchy	(SSH) Correct/Add Hierarchy	CLASSIFICATION
Request Guidance / Assistance	Employee List is not Correct	ISD
Request Guidance / Assistance	Question	PROCESS/STAFF
Request Guidance / Assistance	Test II	-
Request Guidance / Assistance	User Reported Problem	ISD
RPA Problem	Cannot Update HR	ISD
RPA Problem	Has Been Mis-routed	ISD
RPA Problem	Intervening Actions	PROCESSING
RPA Problem	Other Problem	PROCESSING
RPA Problem	RPA Populates Incorrectly	ISD
RPA Problem	Trigger Error	ISD
Suspenses	Appointment Expires	SUSPENSE001
Suspenses	Career Conversion Due	SUSPENSE001
Suspenses	Career Conversion Recommended	SUSPENSE001
Suspenses	Chg in FEHB Due on OWCP	SUSPENSE001
Suspenses	Detail Expires	SUSPENSE001
Suspenses	FEGLI Eligibility Expires	SUSPENSE001
Suspenses	FEHB Eligibility Expires	SUSPENSE001
Suspenses	Furlough NTE Expiring	SUSPENSE001
Suspenses	LN GM Appointment Expiring	SUSPENSE001
Suspenses	LN GM Date WGI due	SUSPENSE001
Suspenses	LN GM LWOP Expiring	SUSPENSE001
Suspenses	LN GM Reprimand Expired	SUSPENSE001
Suspenses	LN GM Reprimand Expiring	SUSPENSE001
Suspenses	LN GM Retirement Age Expiring	SUSPENSE001
Suspenses	LN Resident Permit Expires	SUSPENSE001
Suspenses	LN Sponsor Departs Within 4 Months	SUSPENSE001
Suspenses	LN Work Permit Expires	SUSPENSE001
Suspenses	LQA/Post Allowance Change in Family Member Status	SUSPENSE001
Suspenses	LWOP Contingency Period Expires	SUSPENSE001
Suspenses	LWOP Expires	SUSPENSE001
Suspenses	Mandatory Retirement Date Expiring	SUSPENSE001
Suspenses	Overseas Tour Expiring	SUSPENSE001

Suspenses	Position NTE Expiring	SUSPENSE001
Suspenses	Probationary Period Ending	SUSPENSE001
Suspenses	Reemployment Rights Expiring	SUSPENSE001
Suspenses	Retained Grade Expires	SUSPENSE001
Suspenses	Retention Incentive Review Due	SUSPENSE001
Suspenses	Return Rights Expiring	SUSPENSE001
Suspenses	Sabbatical Expiring	SUSPENSE001
Suspenses	SPEP Graduation Date Due	SUSPENSE001
Suspenses	Student Loan Repayment Expires	SUSPENSE001
Suspenses	Supervisory Probationary Period Ending	SUSPENSE001
Suspenses	Temp Promotion Expires	SUSPENSE001
Suspenses	Temporary Position Change Expires	SUSPENSE001
Suspenses	Temporary Reassignment Expires	SUSPENSE001
Suspenses	VRA Conversion Due	SUSPENSE001
Suspenses	WIGI Due	SUSPENSE001