

Module 4

Chapter 11

Change In Appointing Office (CAO)

Or

Interagency Transfer (Transfers) Actions

CHAPTER OVERVIEW

Introduction This chapter covers the process a CAO or Interagency Transfer (Transfer) action in DCPDS. The steps and processes have changed and you must first enter use the new CAO/Transfer request form and use specific steps to complete this process.

Before you Begin The information in this chapter has changed and the documentation should be reviewed before attempting a CAO or Transfer action. Major changes include the relocation of the CAO/Transfer request form, a new process for the creation of the Applicant record and the process for the automatic generation of the Separation action.

Chapter Contents

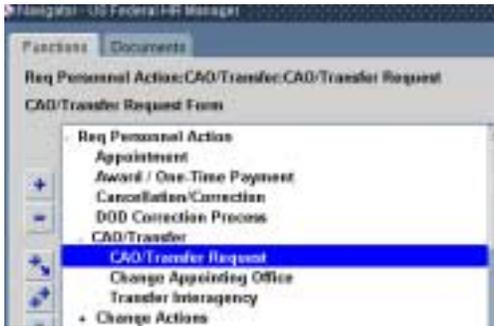
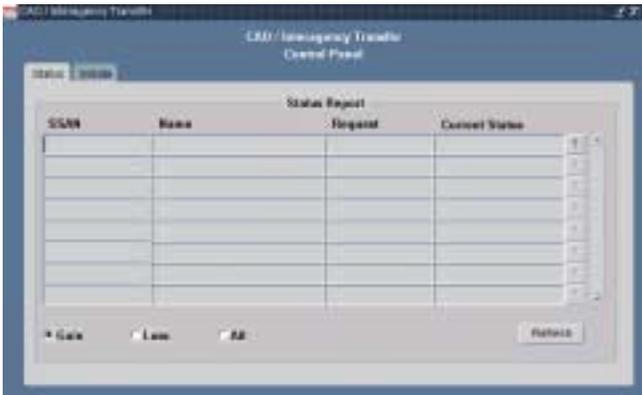
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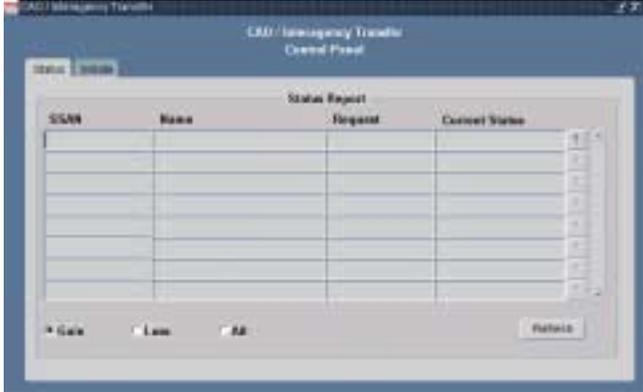
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Introduction

The Change in Appointing Office/Interagency Transfer RPA is used to process an accession action from one Region database to another without a break in service. The procedure used to process a CAO or Transfer in DCPDS has undergone major changes, those changes are documented in this chapter and must be followed to successfully complete the processing of CAO/Transfer actions. Before we start describing the new CAO/Transfer process it is important to understand that the basic framework of the system is not changing in this process. The major changes only involve the way the user requests the SF-75 information. We begin this chapter with a brief look at the new request form.

The CAO/Transfer Request Form

	Action
	<p>Open the request form using the following navigation: <i>Navigation List</i> → <i>Req Personnel Action</i> → <i>CAO/Transfer</i> → <i>CAO/Transfer Request</i> <Open>. The CAO/Interagency Transfer Window has two tabs. The Status Tab and the Initiate Tab.</p>  <p>The request form is no longer located on the Navigation List, all components of the CAO process are now located under the Req Personnel Actions menu of the Navigation List.</p>
	<p>The CAO/Interagency Transfer Window has two tabs. The Status Tab and the Initiate Tab.</p>  <p>The Status Tab is displayed when the request form is opened. It provides the user the Current Status of all CAO/Transfer “In Progress”.</p>

	Action																		
<p>Users can query (F11, Ctrl F11) on the SSAN, Request or Status Fields to find individual requests or click <Refresh> to retrieve records based on selecting the “Gain, Loss or All” radio dials.</p> <div style="text-align: center;">  </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 20px;"> <thead> <tr> <th style="text-align: left;">Status Tab</th> <th></th> </tr> </thead> <tbody> <tr> <td>SSAN</td> <td>Social Security Number</td> </tr> <tr> <td>Name</td> <td>Employee Name</td> </tr> <tr> <td>Request</td> <td>Status of Request</td> </tr> <tr> <td>Current Status</td> <td>Most Recent Phase/Status of Transaction</td> </tr> <tr> <td>Gain</td> <td>Gain to view all requests submitted users at your Region database (Gain to your Region),</td> </tr> <tr> <td>Loss</td> <td>Loss to view all requests submitted by another Region database (Loss at your Region),</td> </tr> <tr> <td>All</td> <td>All to view all (Gain and Loss) requests.</td> </tr> <tr> <td>Refresh</td> <td>Refreshes the Status View</td> </tr> </tbody> </table> <p>Clicking on the “?” which appears to the right of the Current Status field opens the CAO Details Window providing additional details on the request form selected. The Initiate Tab is used to submit the CAO/Transfer Request.</p>	Status Tab		SSAN	Social Security Number	Name	Employee Name	Request	Status of Request	Current Status	Most Recent Phase/Status of Transaction	Gain	Gain to view all requests submitted users at your Region database (Gain to your Region),	Loss	Loss to view all requests submitted by another Region database (Loss at your Region),	All	All to view all (Gain and Loss) requests.	Refresh	Refreshes the Status View	
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SSAN	Social Security Number																		
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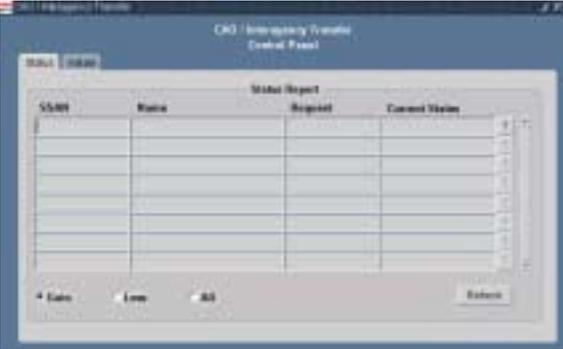
Action	
<p>The CAO Details Window displays. There are two parts to the CAO Details window: Transaction and Details region.</p>  <p>The Transaction region of the window displays the information input when the CAO/Transfer request form was initiated. Additionally, the Key field is included in the display window. This is the unique identifier for the request in progress. The Details region provides users with the progress of the request selected.</p>	
Transaction Region	Displays Information Input By Gaining Region on Request Form
Key	CAO ID (Gaining Region, System assigned number, Losing Region)
SSAN/Name	Social Security Number and Name of Employee
POC	Point of contact for the Losing Region, should include Name and DSN phone number. CML if you do not have DSN.
SOID Loss	Losing Region SOID
SOID Gain	Gaining Region SOID
Agency	Transfer to Agency Code
NOA	Nature of Action
Effective Date	Effective Date of CAO/Transfer RPA Action
POID	Payroll Office ID
Build Applicant	Creates applicant record for CAO process
Cancel Request	Cancels CAO/Transfer request prior to update of RPA
Details Region	
Phase	Stage of DCPDS Processing Entered
Status	Status in Current Phase
Status Date	Date/Time Stamp at Phase initiation or completion
Message	Provides Information, Instructions or Error Messages

Action	
<p>Click the Initiate Tab and the Initiate Window displays: All fields must be entered prior to initiating a new request. The POC field is used to provide the Losing Region with a contact name and telephone number. Use this field to identify the person that can assist in problem resolution.</p>	
<p>The Initiate Tab contains the following data fields:</p>	
Loss Data	
SSAN	Social Security Number
Losing SOID	Servicing Office ID (Losing Reg)
Gain Data	
Agency	Transfer to Agency Code
Gaining SOID	Servicing Office ID (Gaining Reg)
Payroll Office	Gaining Payroll Office
CAO/Transfer	Click Transfer for T1XX or CAO for T5XX, T7XX or T800
NOA	Nature of Action
Effective Date	Effective Date of RPA Action
POC	Point of contact for the Losing Region, should include Name and DSN phone number. CML if you do not have DSN.
Initiate	Click to Initiate CAO/Transfer request

Initiating the CAO/Interagency Transfer Request (Gaining Region)

Initiating a CAO/Transfer Request Form

The **Initiate Tab** is used to submit a **CAO/Transfer Request**. This process is only to be used by the **Gaining Region** when gaining an Employee from another component within DoD. Both the Gaining and Losing Region database employee record must be maintained in DCPDS. Other Federal agencies should be gained using the Appointment Family RPA. If you have determined that a CAO or Transfer is appropriate for the action being processed use the following steps to initiate a **CAO/Transfer Request**:

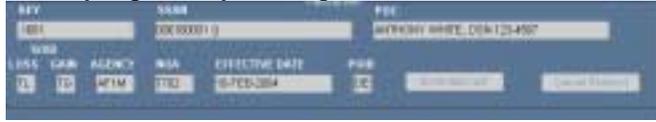
Step	Action
1	<p>From the <i>Navigation List</i> → <i>Req Personnel Action</i> → <i>CAO/Transfer</i> → <i>CAO/Transfer Request</i> <Open>.</p> <p>The CAO/Transfer Request displays. Click the <Initiate Tab>.</p> 
2	<p>The Initiate Window displays:</p>  <p>Input the SSAN, and Losing SOD in the Loss Data Region. Input the Agency, Gaining SOD, Payroll Office, Click either the CAO or Transfer radio dial, Enter the NOA, Effective Date and POC information then click the <Initiate> button. User is required to enter data in every field. Once initiated you will receive the following message:</p>  <p>Click <OK></p>

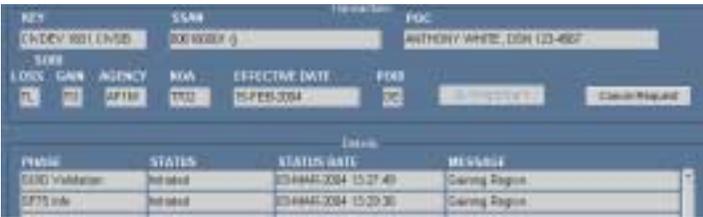
Processing the CAO/Transfer Request

CAO/Transfer Processing (Gaining Region)

Once the request is initiated the information input will be cleared from the request screen. DCPDS using the Concurrent manager begins processing the request. This allows user initiating the CAO/Transfer request to continue working in other areas of the HR database while the request is processed. Since the request uses Concurrent manager for processing users can periodically check the request status by returning to the CAO/Transfer request form and clicking <Refresh>. When the data has been updated the **Current Status** field will change.

This section will explain what happens during the CAO process once it has been initiated, and includes a brief description of what DCPDS is doing and what action is required on the part of users.

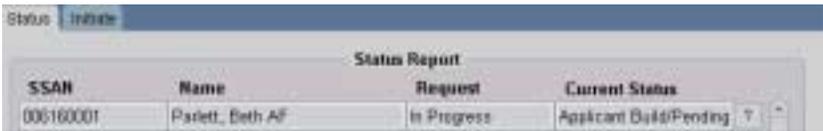
Action	
1	<p>Once the CAO/Transfer request is submitted a SOID Validation is made. The system insures that both the Losing and Gaining SOIDs are valid before an attempt is made to retrieve the SF-75 Information. (This can only be viewed by clicking the “All” radio dial at the bottom of the Status tab).</p>  <p>Clicking on the “?” will show that the “SOID Validation” has been initiated.</p>
2	<p>Notice that the information input on your CAO/Transfer request appears in the Transaction region of the form. This provides you with all the information initially input on your request form.</p>  <p>At this point the Key field (CAO ID) only contains a number, once the Gaining and Losing region have been validated it becomes the rest of the Key field (example Gaining Reg.1545.Losing Region).</p>
<p>NOTE: To view any change in Status you must click the <Refresh> button on the Status Tab.</p>	
3	<p>Once both the Gaining and Losing SOID are validated a request for “SF-75 Info” is initiated to the Losing database for the SSAN on the CAO/Transfer request form. The Current Status is then updated to “SF-75 Info/Initiated”.</p>  <p>Click the “?”.</p>

Action	
4	<p>The CAO Details shows “SF-75 Info” request initiated by the Gaining Region. A date, time stamp is included in the Status Date field for each Phase in the CAO Details window. DCPDS is programmed to continue processing the current Phase until a response is received, a communication problem between Region/Interface server would be indicated when a transaction remains at one Phase for an excessive amount of time.</p>  <p>The <Cancel Request> button is now active. The user has the ability to cancel the CAO/Transfer request once the button is active. The request can be cancelled anytime prior to the update of the RPA. Once an RPA has been processed user must cancel the accession using the Cancellation/Correction RPA.</p>
5	<p>Click the <Refresh> button and the Current Status will change to Applicant Build/Pending. This indicates to the user DCPDS is waiting for the Applicant record to be created. The Name column is populated with the name of the Employee record retrieved from the Losing Region.</p>  <p>Click on the “?” to open the CAO Details and proceed. The next step is to Build the Applicant.</p>

Building the Applicant

Building the Applicant Record (Gaining Region)

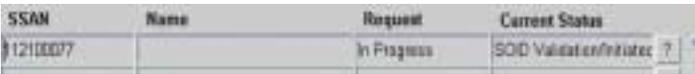
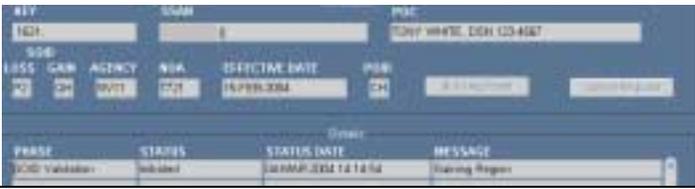
To gain an employee using the **CAO/Transfer** process the Applicant record **must** be created steps in this section of the guide. **Do not** enter Applicant record in RPA until this process is completed.

	Action
1	<p>Once the SF-75 Info has been copied to the Interface Server a notice is sent to the Gaining region and the Current Status will be changed to Applicant Build/Pending.</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Click the “?”</p>
2	<p>The Build Applicant button is now active. The system is ready to create and update the Applicant record with the SF-75 Info (CAO Loss 1, 2, 3, and 4) received from the Losing Region.</p> <div style="text-align: center;">  </div> <p>Click the <Build Applicant> button, the system builds the Applicant and updates the Person → Extra Information/Special Information with the SF-75 Info received. The following message will display when the Applicant record has been created. Click <OK>.</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Close CAO Details window and <Refresh> the Status Tab.</p>
3	<p>The Current Status changes to Applicant Build/Completed</p> <div style="text-align: center;">  </div> <p>Click the “?” and the Message changes to Update RPA to proceed.</p> <div style="text-align: center;">  </div> <p>Proceed to the RPA and Update the action.</p>

Processing the CAO/Transfer Request (Same Region)

Processing the CAO/Transfer RPA (Same Region)

When a CAO or Interagency Transfer is required to be processed on the same Region database use the following steps. This process would be used if both SOIDs required in the CAO/Transfer action exist on the same Region box. An example of this would be where security reason required the use of "Secure View" to prevent the disclosure of Privacy Act information or when there are cross-serviced records on one Region database changing agencies.

Action	
1	<p>Initiate the CAO/Transfer request form.</p> 
2	<p>The request validates the Gaining and Losing SOID.</p>  <p>Click the "?"</p>
3	<p>The CAO Details Window displays; there is no difference in the process to this point.</p> 
4	<p>Once DCPDS determines the Gaining and Losing SOID are on the same Region the SF-75 Information is generated/received the Current Status is changed to indicate the Applicant Build/Pending.</p> 

Action

5 Click the “?” to open the **CAO Details Window**.

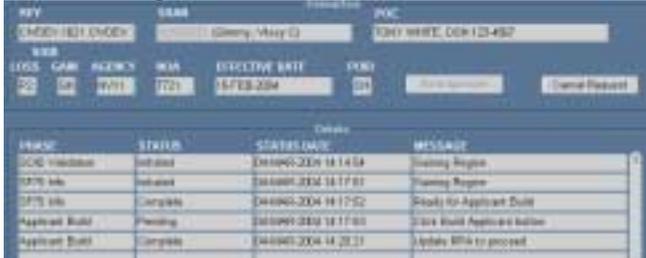


Click **<Build Applicant>**.

6 **<Refresh>** the Status Tab and the Current Status changes to Applicant Build/Complete.



Click the “?”, the **CAO Details Window** shows DCPDS is ready for the RPA update. One major difference when processing an action on a single Region is the Key (CAO ID) field. In single Region transactions both Gaining and Losing Region are the same. When a CAO/Transfer request is initiated between two Regions the



7 Code and update the RPA. Return to the **CAO/Transfer** request form and the Current Status is now



The **CAO Details Window** shows the Separation was created for update at the Region database.



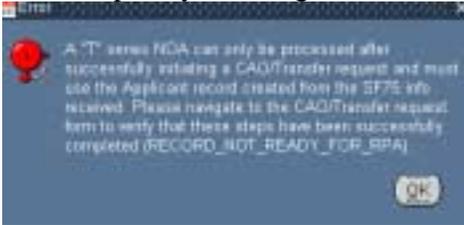
The Separation action will generate as a future action and be consummated the next Futures (Process-Future Dated RPA) run. Errors will be routed to the POI WGI/Suspense group box and will require user to process manually.

Updating the CAO/Transfer RPA

Processing the CAO/Transfer RPA (Gaining Region)

To process the RPA navigate to the CAO or Interagency Transfer RPA or open the Recruit/Fill RPA and click the **<Change Family>** button and select the appropriate RPA type (CAO or Transfer).

Action	
1	<p>Select the Applicant record created by the CAO/Transfer Request, code RPA by completing the required the data elements on the RPA and in the Extra Information DDFs.</p> <p style="text-align: center;"><Update HR></p>

2	<p>If the Applicant record is used on the RPA that was created without initiating a CAO/Transfer request you will get the following message:</p>  <p>If the CAO/Transfer request was initiated but you attempt to use an applicant record that was not created by the system using the CAO/Transfer process you will get the following message:</p>  <p>Remove Applicant Record from RPA and use the CAO/Transfer process to create the Applicant record for use in the CAO process. This business rule is only applied when using the CAO or Interagency Transfer RPA. DCPDS will only allow update if the Applicant record was created by DCPDS using the CAO/Transfer process.</p>
3	<p>The successful update of the CAO or Interagency RPA will generate an output of a Pay500 transaction from the Gaining Region database to the Payroll office identified in the CAO/Transfer request. Pay500 output to the Losing Payroll office is determined by comparing the Gaining and Losing payroll office. A Pay500 transaction will only be generated if the payroll offices are different.</p>

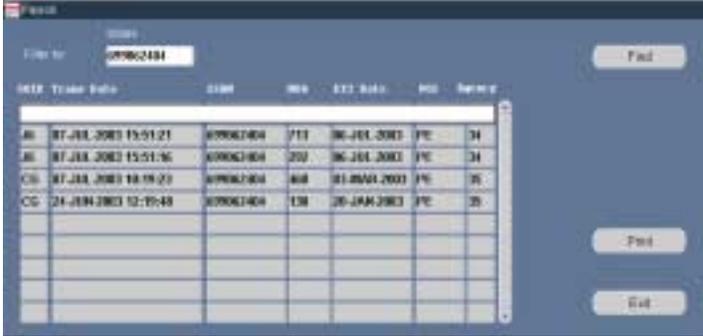
Processing a Return to Duty with the CAO Process

Processing a 292 RTD when employee on LWOP is being gained using the Change in Appointing Office RPA

The following information is provided to document the way in which the system processes CAO and Return to Duty (RTD) actions on employees that are in a non-pay status at the losing database when the CAO request form is submitted. This section only applies to the CAO RPA process, there is **no** requirement to process a RTD for the Transfer Interagency RPA.

Step	Action
1	After completing the CAO/Transfer request form and receiving the "Update RPA to Proceed" status, navigate to the Workflow Inbox and open the CAO RPA that will be used to gain the new hire.
2	<p>Input the Employee Name or SSAN and Effective Date of the action. The system checks the Duty Status of the employee at the losing database; if the duty status is 20, 25 or 30 the system will populate blocks 5A-5D with "T292, RTD (Return To Duty), DAM, Reg 630.101. Using the LOV select the appropriate NOA and NOAC to complete the action to be processed. Complete RPA and Update HR.</p> 
3	<p>NOTE: ONLY APPLIES WHEN PROCESSING THE DUAL NOA CAO RPA</p> <p>Education Code: Do not input on page 3 of the RPA or in the RPA Extra Information Education DDF. Action will not update if education information is included with this action. The education information is populated in the Applicant record when the CAO Loss data is loaded during the Applicant build so the existing education information will be captured at the time of data transfer.</p>

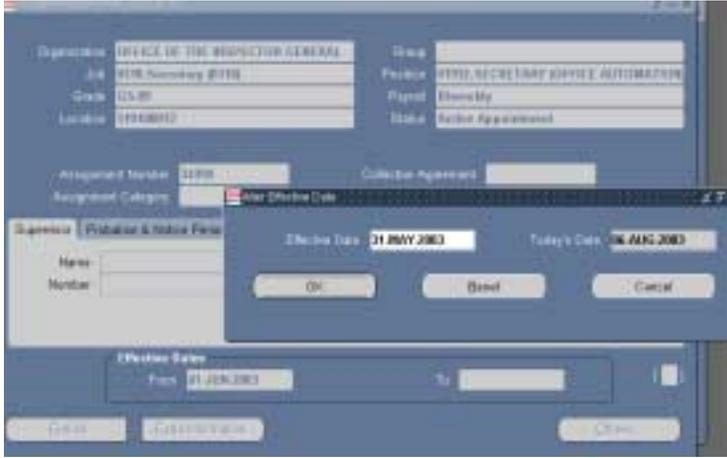
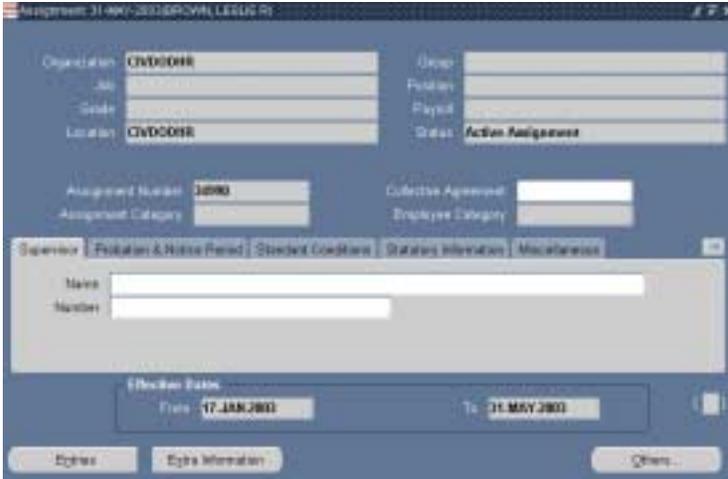
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Step	Action
4	<p>Make sure to update the Type of Employment with the correct value. The Type of Employment can be found in the US Fed Appointment Info DDF and is auto-populated based on the value in the Person Extra Information US Fed 1 Type of Employment value. When DCPDS loads the Applicant record with the “SF-75 info” it puts the “F” value that was found in the employees record at the Losing Region database. If you do not update the value here when the RPA is updated the Type of Employment field will not be properly updated.</p>
5	<p>Once the action has updated in the database two Pay500 transactions will be generated. Navigate to the Pay500 transactions to verify that payroll output was generated for both the 292 and your CAO NOA. The pay500 for the 292 will process first then the pay500 for your gain.</p>  <p>NOTE: When processing a CAO where the losing and gaining payroll office id (POID) is changing you will receive a PayNew on the 292 record not on file. This is happening because the 292 pay500 is writing to payroll before the CAO gain, the new payroll office will not have a record of the employee until after the CAO pay500 is processed. This will not prevent the CAO from processing at the gaining payroll <u>no action is required by submitting personnel office.</u></p>

Viewing the Pseudo Assignment

Viewing the Pseudo Appointment

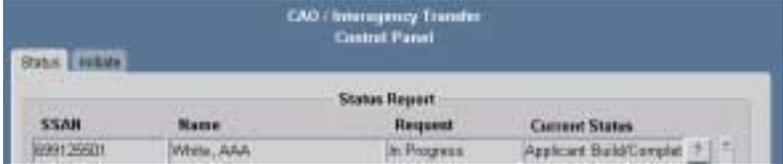
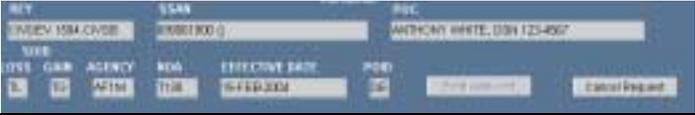
Once you have appointed your CAO or Transfer Interagency the system will create a pseudo assignment entry from the SCD-Leave date to the day before their hire date. You can view this pseudo assignment by using the following steps.

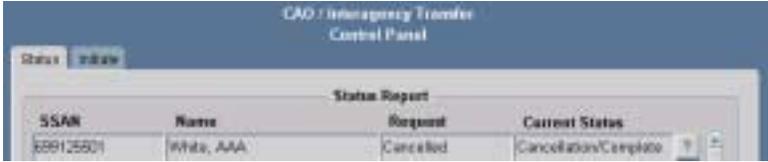
Step	Action
1	<p>Navigate to the People Window, People > Enter Maintain, you will notice the employee's hire date is no longer the effective date of the appointment action but the SCD-Leave date of the employee. To view the Pseudo assignment click <Assignment>.</p>  <ul style="list-style-type: none"> • Click the Alter Effective Date  button on the Toolbar. • Input the date prior to the Assignment Start Date.  <p>The Pseudo Assignment is effective from the SCD-Leave date through the current active assignment.</p>

Canceling an Initiated CAO/Transfer Request

Canceling a CAO/IT Request

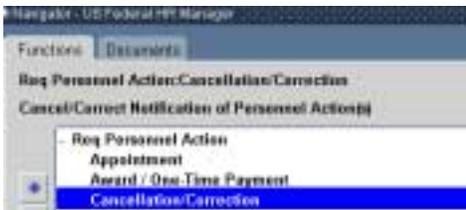
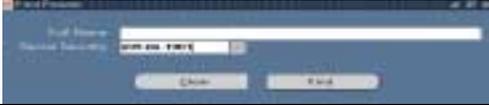
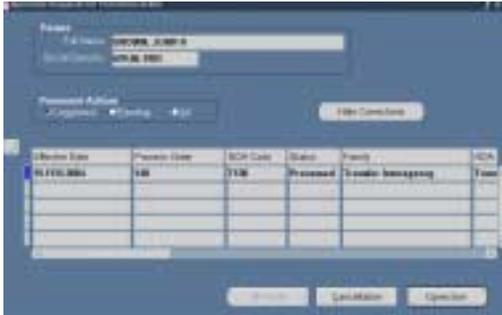
A CAO or Interagency Transfer can be canceled any time prior to update of the RPA. To cancel the request use the following steps:

Step	Action
1	Navigate to the CAO/Transfer request form and query for the record you desire to cancel. 
2	Step 2. Click on the “?” to open the CAO Details window. Click the <Cancel Request> button. The request can be cancelled either before or after the Applicant has been created. If the Applicant record has been created prior to deleting the request (Build Applicant button will be grayed out) the system will also delete the Applicant record in this process. Click the <Cancel Request> button. 
3	When you receive the dialogue box asking if you really want to cancel the pending CAO transaction.  <p style="text-align: center;">Click the <Yes> button.</p>
4	Once the process is complete you will receive the “Transaction Cancelled” notice.  <p>Attempting a search for the applicant record will show that the Applicant record has been deleted.</p>

Step	Action
5	<p>Close the CAO Detail Window and click the <Refresh> button, the Current Status will now show “Cancellation/Complete”</p> 
6	<p>Clicking on the “?” now shows that the request cancellation was successful.</p>  <p>Close the CAO Details Window; a new request can now be initiated if required.</p>

Canceling a Consummated CAO/Transfer RPA

Canceling a Consummated CAO/Transfer RPA Once an RPA has been updated “Cancel Request” button is disabled. Canceling the CAO/Transfer request must now be accomplished using the Oracle Cancellation process. This section should only be used to cancel a CAO/Transfer that has already consummated in DCPDS (RPA has been updated).

Step	Action
1	Navigate to the Cancellation/Correction RPA. 
2	Query for the Employee that needs to be canceled. 
3	Click the Cancellation button.  <p>When the RPA populates, input required information and <Update HR>.</p>
4	After successful update of the RPA the Applicant record created by the CAO/Transfer process must still be deleted. Use the instructions in the “Deleting Applicant Record Updated on the CAO/Transfer RPA” section of this guide.

Deleting Applicant Records After Canceling CAO/Transfer RPA

Deleting Applicant records used in the CAO/Transfer process.

If you are required to delete a CAO or Interagency Transfer RPA after the action has been consummated (Update HR Complete) the following steps should be used. After Canceling the RPA using the Cancellation/Correction, the Applicant record must be deleted using the <Delete Personal Records> functionality. Use of this functionality is required because the Applicant record created in the CAO/Transfer process is populated with historical information from the Losing Region. This information is used to create a pseudo assignment that allows users to do Reconstructive actions, when required to the record.

Step	Action
1	<p>Using the US Fed HR Manager Responsibility navigate to People →Delete Personal Records</p>  <p>To find the record you want to delete enter query mode <F11> enter the Last Name and Social Security number <Ctrl F11>. Verify the <u>applicant record</u> is displayed.</p>  <p>Once you have verified the correct record has been selected click <Delete Person>.</p>
2	<p>A popup dialog box displays asking if you are sure you want to delete this record. Click <Yes>.</p>
3	<p>Click Save. Once you have completed these steps you will need to return to the beginning of this section and create a new applicant record using the CAO/Transfer Request form process.</p>

CAO/Transfer Separation Process (Gaining Region)

CAO/Transfer Separation Process (Gaining Region)

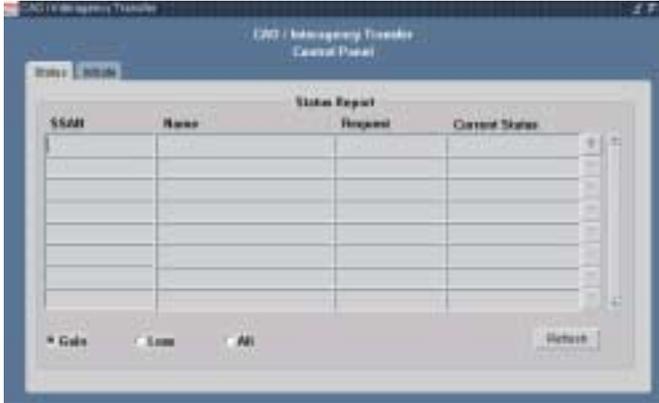
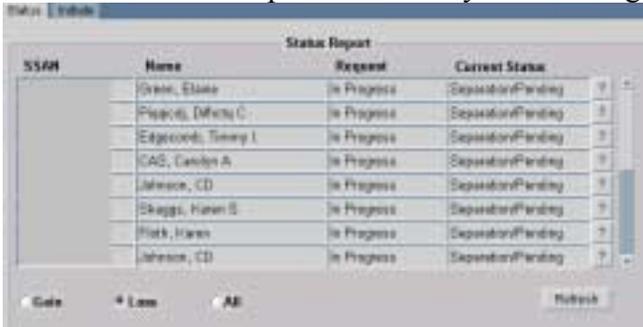
Once the RPA for a CAO or Interagency Transfer is processed. DCPDS once again sends a message to the Losing Region database. The purpose is to inform the Gaining Region that the separation information has flowed to the Losing Region. A notice is also created to inform the Gaining Region a Separation action was created successfully at the Losing Region once the RPA has been created. The Separation RPA created will be consummated when “Futures” is run at the Losing Region.

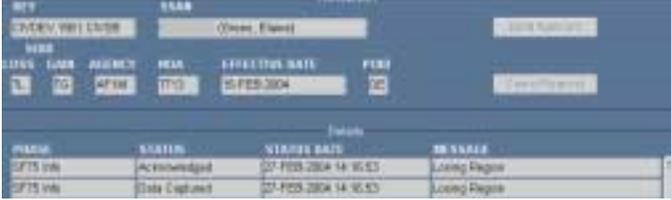
Step	Action
1	<p>After consummating the CAO or Interagency Transfer RPA, open the CAO/Transfer request. The Current Status has changed and shows the following,</p>  <p style="text-align: center;">and the CAO Details shows:</p> 
2	<p>DCPDS sends the data elements required by the Losing Region database for the creation of the Separation RPA (CAO or 352 Termination Appt In). The Separation RPA at the Losing Region is created (similar to the way DCPDS creates the 355s) and the next “Futures” update to that region will update the Region database with the Separation.</p> <p>IF the Gaining and Losing Payroll office is the same there will be no Pay500 transaction generated to the Losing Payroll. IF the Gaining and Losing Payroll office is different a Pay500 transaction will be generated to the Losing Payroll office.</p>
3	<p>User will be notified that the RPA was created successfully by the following message displayed in the Current Status column.</p>  <p style="text-align: center;">Click the “?”.</p>  <p>The last entry to be received is the Separation/Complete this informs the user that the Separation process was successful. This message does not guarantee the RPA has updated at the Losing Region it only provides notice that the RPA was created.</p>
4	<p>The Separation action will generate as a future action and be consummated the next Futures (Process-Future Dated RPA) run. Errors will be routed to the POI WGI/Suspense group box and will require user to process manually.</p>

CAO/Transfer Separation Process (Losing Region)

CAO/Transfer Processing at Losing Region

The CAO/Interagency Transfer request is to be submitted by the **Gaining Region** but this section is to inform users of the potential benefit to the Losing region afforded by the change in the CAO process. This change to the request form allows the Losing Region to monitor Separations generated through the CAO/Transfer process.

Step	Action
1	<p>The request form can be accessed by navigating from the Navigation List to: Req Personnel Actions → CAO/Transfer → CAO/Transfer Request.</p>  <p>The Status Tab does not “Auto-Query” and is defaulted to the Gain radio dial. To view the transaction processed by other Region databases on current employee records on your Region database click the “Loss” radio dial. Users have the capability of querying (F11, Ctrl F11) on SSAN, Request or Current Status. Once the information is displayed the Status Report can be exported using the File > Export functionality.</p>
2	<p>The page is “Refreshed” to show all of the records “Separation/Pending” due to an active CAO/Transfer request initiated by another Region database.</p>  <p>Click the “?” opens the CAO Details Window.</p>

<p>3</p>	<p>The Transaction region provides the Losing Region with a means of identifying the submitting Region if a problem occurs during processing of the CAO action. However, the Losing Region can only view the request, they do not have the capability to stop/cancel the process. Only the Region initiating the request can cancel the request.</p>  <p>Clicking on the “?” opens the CAO Details Window. This provides the Losing Region with a means of identifying the submitting Region when a problem occurs during processing of the CAO action. It is important to note here that the Losing Region can only view the transaction history. They do not have the capability to change or cancel the request; the “Cancel Request” button is not active when the Losing Region views the CAO Details Window. Only the Region initiating the CAO/Transfer can cancel that request.</p>
<p>4</p>	<p>Once the RPA is updated at the Gaining Region DCPDS sends the separation data to the Losing region another entry is recorded in the Status Report to inform the Losing Region a Separation action is pending. The Status Report “Current Status” column changes to “Separation/Complete.</p>  <p>Click the “?”.</p>  <p>The Separation/Complete is the final entry in the Status Report. This only informs the Losing Region that the Separation RPA has been created. Users must verify that the Separation has consummated in DCPDS. NOTE: This message does not guarantee the RPA has updated at the Losing Region it only provides notice that the RPA was created.</p>
<p>5</p>	<p>The Separation action will generate as a future action and be consummated the next Futures (Process-Future Dated RPA) run. Errors will be routed to the POI WGI/Suspense group box and will require user to process manually.</p>
<p>6</p>	<p>If you are not certain what the POI is for the Employee, it can be found in the Position→Extra Information→US Fed Position 1. You must be attached to the WGI/Suspense box for that POI to see the Separation action.</p>

Appendix A

Errors Reporting in the CAO/Transfer Process

The following is a list of error messages that may be encountered when attempting to initiate a CAO/Transfer Request.

If you attempting to initiate a CAO/Transfer request on a SSAN that already has an *active* CAO/IT request form initiated. The system has been designed to allow only one active Request form at a time for the same SSAN. To input a new request user must first “Cancel” the active request form.



Action to take:

- ✓ Check the CAO/Transfer Status Report to verify an active request exists. If the information on the existing request is inaccurate, cancel and Initiate a new request.

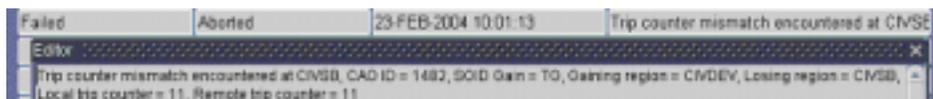
If no “Employee” record is found on losing region the “Message” will be:



Action to take:

- ✓ Verify that the Losing SOD, SSAN input on the CAO/Transfer request form is accurate, or
- ✓ Contact the Losing Region to verify the Employee record exists, CAO process will not work if there is not an Employee record on the database.

If the Error is a Trip Counter Mismatch error:



Action to take:

- ✓ Submit a Remedy ticket this message indicate a DCPDS code problem and should be reported immediately.

For all of the error conditions listed below the user will receive the following notice on the Status Tab,

Status Report			
SSAN	Name	Request	Current Status
699061900		In Progress	Failed/Aborted 

However, the “Message” displayed when user clicks “?” will be different for example, If: The Losing SOID input on the request form does not exist on the interface server the “Message” will be:

PHASE	STATUS	STATUS DATE	MESSAGE
SOID Validation	Initiated	26-FEB-2004 10:19:19	Gaining Region
Failed	Aborted	26-FEB-2004 10:19:46	SOID Loss does not exist on interface server

The Gaining SOID on the request form does not exist on the Interface server:

Failed	Aborted	26-FEB-2004 11:02:53	SOID Gain does not exist on interface server
--------	---------	----------------------	--

Action to take:

- ✓ Check the Gaining or Losing SOID entered on the CAO/Transfer request if the SOID is incorrect re-submit with correct SOID.
- ✓ Or submit Remedy ticket. The SOID is not on the Interface Server and the process will not work for that SOID until it is added.

The Gaining SOID on the request form does not exist on the Gaining Region database:

Failed	Aborted	02-MAR-2004 09:12:34	SOID Gain is not identified as belonging to C
			Editor SOID Gain is not identified as belonging to CNOEV

Action to take:

- ✓ Check the Gaining SOID input on the CAO/Transfer request, re-input with correct SOID.

If more than one “Employee” record is found on the losing region then the “Message” will be:

Failed	Aborted	25-FEB-2004 12:48:55	More than one employee record found at loss
			Editor More than one employee record found at losing region

Action to take:

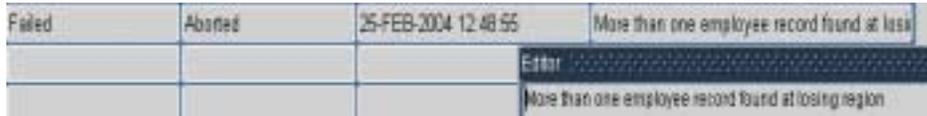
This error occurs because DCPDS finds more than one employee record at the losing Region. The cause is usually because the employee has a pseudo assignment. This will require a manual work around to the CAO/Transfer action.

NOTE: The work around for this error is found in Appendix B.

APPENDIX B

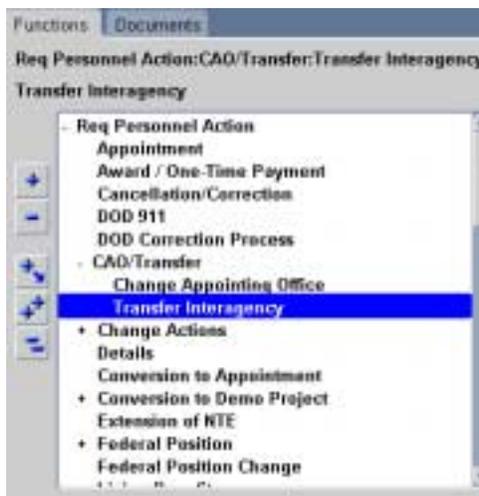
CAO/Transfer Work Around for More than 1 Employee Record at Losing Region

After processing the CAO/Transfer request form and receiving the following error message use the work around described in this section to appoint the employee to your region.



CAO Gain Work Around-(Gaining Region)

- a. Open the Interagency Transfer RPA.



- b. Enter the appropriate "P5XX or P7XX" NOAC (Do not use "TXXX" if the "P" NOAC are not available you are using the wrong RPA form as they are only available in the Transfer Interagency RPA).

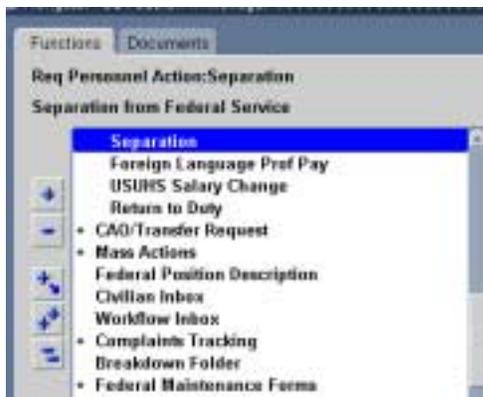
Code	Nature of Action
P500	Career Career Appointment
P501	Career Career Limited Appointment
P502	Career Emergency Appointment
P508	Career Trainee Appointment NTE
P512	Career Trainee Appt Pending Civil Privileges
P515	Career Appointment NTE
P528	Career OIG List Appointment
P522	Career OIG List Appointment NTE
P524	Career Appointment Status Quo
P542	Career Reinstatement Career
P541	Career Reinstatement Career Cont.
P543	Career SES Career Appointment
P543	Career Reinstatement SES Career
P546	Career SES Manager Appointment
P548	Career SES List Trainee Appointment NTE
P548	Career SES List Emergency Appointment NTE
P578	Career Excepted Appointment
P571	Career Excepted Appointment NTE
P508	Career Professional Appt NTE
P700	Preschedule
P700	Preschedule NTE
P713	Change to Lower Grade
P721	Reassignment
P748	Position Change
P798	Reassignment
P702	Change in Duty Station

- c. After completing all necessary information on the RPA, navigate to Extra Information CAO/Transfer SF50 From Side DDF. Enter the Employee's data received from the Losing Region. Update HR once all data has been input.
- d. Send pick-up notification to the Losing Region.

- **CAO Loss Work Around-(Losing Region)**

After receiving notice (pick-up 50) from the Gaining Region that an employee serviced by your Region has been picked up.

- a. Navigate to the Separation Family RPA. Select the "CAO" NOAC and input the LAC "ZLM" the Legal Authority clear text should be the same Legal Authority used in the gain action.



FIRST ACTION	
5-A Code	5-B Nature of Action
CAO	Change of Appointing Office
5-C Code	5-D Legal Authority
ZLM	
5-E Code	5-F Legal Authority

- b. After completing all necessary information on the RPA, click the Extra Information button and navigate to the "CAO Separation" DDF.

- Enter the Gaining NOAC (NOAC used by gaining region to pick up employee).
- Enter the Gaining Payroll Office ID

Gaining NOA Code	<input type="text"/>
Gaining Payroll Office ID	<input type="text"/>

- c. Click on the "Separation and Retirements" DDF

- Enter appropriate data elements.
- **DO NOT enter the "Type of Pay Change" this will be automatically determined by the system.**

Extra PA Request Information	
Reason for Separation	80 Termination-Appointment in Another Agency
Sep Pkg Status Indicator	0 Not Applicable

NOTE: A Pay500 transaction will not be generated if the Losing and Gaining Payroll office is the same (e.g. PE to PE).

Interagency Transfer Gain Work Around-(Gaining Region)

When an Interagency Transfer request form is submitted and the required Employee information is not received from the Losing Region database use the following steps to process the gain to your Region.

- a. Navigate to the Appointment Request for Personnel Action (RPA). Use the appropriate NOAC and LAC to process the Transfer action. Complete all required information.

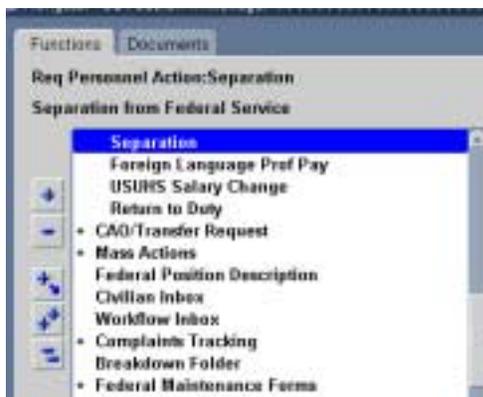


- b. Update HR

- **Interagency Transfer Gain Work Around-(Losing Region)**

After receiving notice from the Gaining Region that an employee serviced by your Region has been picked up, use the following workaround to separate the Employee from your Region database:

- a. Navigate to the Separation Family RPA. Select the "CAO" NOAC and input the LAC "ZLM" (use the clear text for the appropriate "DBM, DFM or DKM" LAC).



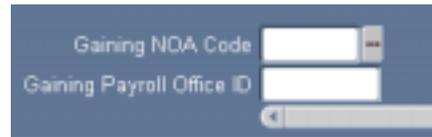
- b. After completing all necessary information on the RPA:

Staffing: Change in Appointing Office (CAO)

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Click Extra Information button and navigate to the “CAO Separation” DDF.

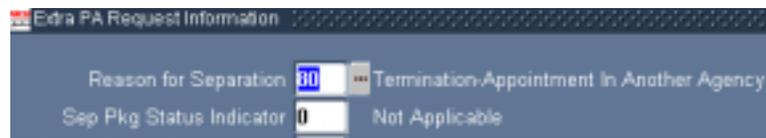
- Enter “352” in the Gaining NOA Code (this will allow the system to flow a 352 NOA on the Pay500 when required).
- Enter the Gaining Payroll Office ID



A screenshot of a software interface showing two input fields. The first field is labeled 'Gaining NOA Code' and has a dropdown arrow on its right side. The second field is labeled 'Gaining Payroll Office ID' and has a dropdown arrow on its right side. The background is a dark blue color.

c. Click on the “Separation and Retirements” DDF

- Enter appropriate data elements.
- **DO NOT enter the “Type of Pay Change” this will be automatically determined by the system.**



A screenshot of a software window titled 'Extra PA Request Information'. It shows two rows of data. The first row has 'Reason for Separation' with a dropdown menu showing '00' and a dropdown arrow, followed by the text 'Termination-Appointment in Another Agency'. The second row has 'Sep Pkg Status Indicator' with a dropdown menu showing '0' and a dropdown arrow, followed by the text 'Not Applicable'. The background is a dark blue color.

NOTE: A Pay500 transaction will not be generated if the Losing and Gaining Payroll office are the same (e.g. PE to PE).

NOTE: A Pay500 transaction will be generated if the Losing and Gaining Payroll office are the same (e.g. DE to PE).

Appendix C

Trip Counter Combination Table

Gaining Region	Interface Server	Losing Region	Region Notes
0	Null	Null	A CAO transaction has been initiated. This will be processed locally by the gaining region. The SOIDs input on the form are validated and the values for gaining and losing region are determined.
1	Null	Null	The first time the interface server processes a new transaction.
1	2	Null	The control data has been copied to the interface server. This combination will exist the first time the losing region processes a new transaction. Ignored on the gaining region and interface
1	2	3	The control data has been copied to the losing region. This state will exist briefly while the losing region unloads the data into the loss tables. Ignored on the gaining region and the interface server.
1	2	4	The losing region has completed loading the loss tables. This combination is processed by the interface server and ignored by the gaining and losing regions.
1	5	4	The loss data has been copied to the interface server. Processed by the gaining region and ignored by the interface server and losing region.
6	5	4	The loss data has been copied to the gaining region. This transaction is suspended pending user input.
7	5	4	The gaining region has processed the RPA. At this point, the person being processed is an employee on both the gaining and losing region. This is the start of the separation process. This combination is ignored on the gaining and losing regions and process by the interface server.
7	8	4	Confirm table copied to the interface server. This combination will be processed by the losing region and ignored by the gaining region and interface server.
7	8	9	Confirm data copied to the losing region. This state will exist briefly while the separation RPA is created. Processed by the losing region and ignored by the gaining region and interface server.
7	8	10	The separation RPA has been created at the losing region, pending consummation by futures. This be processed by the interface server and ignored on the gaining and losing regions.
7	11	10	The interface server has acknowledged the separation processed by the gaining region and ignored by the interface server and losing region.
12	11	10	Gaining region has acknowledged the separation. Processed by the interface server and ignored on the gaining and losing regions.
12	12	10	This transaction is complete. All transaction data will be purged from the gaining and losing regions in 14 days.