

Army Regional Tools (ART)

Users Guide

*for CPOC Staffs, CPAC Staffs, Managers, Supervisors,
Administrative Officers, Resource Managers, and Personnel
Liaisons*



*Prepared by
Civilian Human Resources Agency
Training Management Division*

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ART Users Guide Changes

Changes: 27
Jan 2004 (ver
2.4)

- **General Information chapter:** section on changing your password has been added.
 - **Central DCPDS 11i** chapter has been added (also covers the DCPDS Desk Guide).
 - **Centralized Applications** chapter has been modified with the addition of limited information about ANSWER, CHRABC, and the CHRA 11i Training Database.
 - **External Applications** chapter has been modified. Information about accessing DCPDS has been removed.
 - **Headquarters ART** chapter has been removed.
 - **Cosmetic and name changes** -- CPOCMA organization name changed to CHRA, logo changed, etc.
-

Changes: 7
May 2003

- **Suspenses** chapter has been added.
 - **Initial login (account editor)** section has been changed to indicate that users should enter their AKO email address.
 - Grammatical changes and corrections have been made throughout.
-

Changes: 31
Jan 2003

- **NPA Tracker** chapter has been updated. It now includes an expanded description of the NPA viewer and information about other ART tools that can be used to view NPAs.
 - **RPA Tracker** chapter has been updated. It now includes an expanded description of the RPA viewer and information about other ART tools that can be used to view and track RPAs.
 - **Review and Analysis** chapter has been updated. It includes coverage of the timeliness reports that are now available (in addition to population statistics).
-

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Changes: 24
Jan 2003

- **Helpdesk:**
 - The Pay Problem Reporting Tool User Guide, previously a separate Word document, has been appended to the end of the Helpdesk chapter.
 - A “related tools” section has been added referring to accessing helpdesk tickets through the My Stuff tool.
 - **Inbox Statistics:** “related tools” section has been added referring to accessing Inbox Statistics through the My Stuff tool.
 - **My Stuff** chapter has been added.
 - **Pay Data** chapter has been added (this is very brief and points to the Pay Problem Reporting Tool section of the Helpdesk chapter).
-

Army Regional Tools (ART) Users Guide

Introduction

Contents

This section covers the following topics:

Topic	See Page
Purpose and use of this guide	6
What are Army Regional Tools (ART)?	6
Relationship to Modern DCPDS	7
Accessing ART	7
ART Users	7
Getting Help	8
Terms	8

Purpose and Use of this Guide

This guide provides systematic, step-by-step instructions for using the tools available in ART. The guide is for use by Civilian Personnel Advisory Center (CPAC) staff members, Civilian Personnel Operations Center (CPOC) staff members, managers, supervisors, resource management officials, administrative officers, commanders, and other designated users.

What are Army Regional Tools (ART)?

ART is an integrated, web-based package of applications and links providing access to various automated tools needed to manage the Army civilian workforce.

- ART has its own built-in applications to assist managers and other users in managing the civilian workforce. These include tools to view employee, position, and organizational data, tools to assist in requesting and tracking personnel actions, and many others.
- The ART main menu also provides links to a number of centralized and external civilian personnel management applications, including DCPDS, the CSU Application, FASCLASS, and the SF50 History Database.

See the following table for a brief description of the current tools:

ART Main Menu Selection	Description
Central DCPDS 11I, Central DCPDS 11I Desk Guide	Links to DCPDS and to the DCPDS Desk Guide (how to guide for end users).

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Centralized Applications	<p>Links to various applications that are not part of ART but are useful in managing the Army civilian workforce:</p> <ul style="list-style-type: none"> • ANSWER • CHR Activity Based Costing (ABC) • CHRA 11i Training Database • FASCLASS • SF50 History Database
Employee Data	Provides access to data about employees and their position, organization, and personnel actions.
External Applications II	Link to the CSU Application.
Gatekeeper	Automated checklist that prompts users to provide information relevant to requested personnel actions. More information is available in the <i>Request for Personnel Action</i> chapter of the <u>DCPDS Desk Guide</u> .
Helpdesk	<p>Tool used to report and/or work ART problems, pay problems, QC, suspenses, etc.</p> <p>Includes the pay problem reporting tool which is used to report and track problems with employee pay, benefits, or entitlements which has a separate guide which is not yet part of the ART Users Guide (available on the home page of the ART Users Guide (www.cpocma.army.mil/artguide)).</p>
Inbox Statistics II	Provides information on timeliness of processing personnel actions (formerly known as the Red-Amber-Green report). This tool can provide consolidated information by region, CPAC location, Command, Inbox Sub-Type, or Inbox Type. It also provides access to individual RPAs.
My Stuff	Provides CPOC personnel with access to Inbox Statistics, Suspenses, Helpdesk, and Organization Structure tools, tailored to the user's organizational location in the CPOC (branch, division).
NPA Tracker	Tracks NPAs (SF50s) processed in modern DCPDS. Provides NPA data, related information (e.g., position data), status, and history.
OPF Tracker	OPF Tracker is a link to the OPF Tracker application, which is a tool used by CPOC and CPAC staff to keep track of the location of employee Official Personnel Folders (OPFs).
Organization Structure	Provides information about organizations, i.e., number of organizations, vacant and encumbered positions, etc.

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Pay Data	Provides pay data information such as IVRS interface problems, pay data rejects, pay data reverse interface problems, and pay data transaction (W3L) reports (primarily for CPOC users).
Pay Problems	<i>This chapter is under development.</i>
Phone and Email List	Provides phone number(s) and email addresses of ART users in the region. They can be searched by command, user type, CPAC (installation), or name.
RPA Tracker	Tracks RPAs processed in modern DCPDS. Provides RPA data, related information (e.g., position data), status, and history
Review and Analysis	Provides management information such as supervisory ratios, PATCO (professional, admin, tech, clerical, other) breakdowns, minority/non-minority and male/female statistics, etc.
Suspenses	Provides information about upcoming personnel action suspenses such as expiring appointments, expiring temporary promotions, within grade increases coming due, etc.

Relationship to DCPDS

DCPDS is the system of record for Army civilian personnel. Army Regional Tools (ART) has a direct interface with DCPDS which provides both real-time information and information that is refreshed during overnight updates, depending on the tool. See the sections on specific tools to for more information.

ART Users

Anyone who has access to DCPDS can get access to ART. As with DCPDS, different users have access to different tools within ART and to different sets of records. Supervisors and managers will have access to information for their subordinate employees only. CPAC personnel can only access information relevant to serviced activities at their installation. ART is a web-based program; therefore, users need a browser to access ART.

The Information Systems Division of each CPOC controls the levels of user access. The following is indicative of typical user access:

- CPOC and CPAC Personnelists in all functional areas.
- Managers and supervisors who initiate RPAs and require access to information pertaining to personnel actions, processing times, tracking of RPAs, etc.
- Resource management personnel who are involved in the RPA process.
- Administrative personnel and personnel liaisons who need access to RPA information in order to perform their jobs or who provide personnel related-information to managers and supervisors.

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Getting Help Users should contact their servicing CPAC or the servicing CPOC's Information System Division Help Desk if assistance is needed in accessing DCPDS or ART.

ART Login Process

Logging in To gain access to ART, you must have a valid user ID and password. The systems administrator at the CPOC will provide the user ID, password and website address you will need to access the tools. The user ID and password are the same as those used to access the CSU Application. To change your ART password, change your CSU Application password (see *Changing your Password*, p. 12).

Step	Action
1	Enter your User ID and Password.
2	Click on <Click Here to Login> 

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If this is your first time using ART, see *Initial login (account editor)*, page 12 (you will need to enter your phone and email information).

- Click on **<Proceed into System>** to get to the ART main menu.
- Click on **<Change User Settings>** to change your phone number(s) or email address (see see *Initial login (account editor)*, page 12, below).
- Click on **<Add to Favorites>** to add the ART Internet address (URL) to your Internet browser's list of favorite websites (you will notice that the browser menu and toolbar are not available when using ART).



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You may occasionally receive pop-up messages upon logging in to ART. These are from the system administrator informing you of any scheduled down time, systems maintenance, holiday hours, etc.

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Initial login (account editor)

Upon initial login, your ART account will not have phone numbers or an email address associated with it.

- To add your e-mail address and telephone numbers (or to change them if they are incorrect), click on **<Change User Settings>**. You should use your AKO (Army Knowledge Online) email address (usually ends in “@us.army.mil”). Enter the requested information (you can also change the background image on this screen).
- CPOC users should also complete the Branch, Division, and Servicing Region blocks using the drop down menus (this will insure that the data displayed when using the My Stuff tool is appropriate for your CPOC location).
- Once you are done, click on **<Edit Account and Go to Main Menu>**.

ART Account Editor - Microsoft Internet Explorer

Please Edit Account Information

User ID: AGMAAASPC021

Comm Phone: 410 - 306 - 1729

DSN Phone: 458 - 1729

Email: greg.wert@cpocma.army.mil

Background Image:

Branch: [] Division: [] Servicing Region: []

Edit Account and Go to Main Menu

[Cancel Account Edit and Go to Main Menu](#)

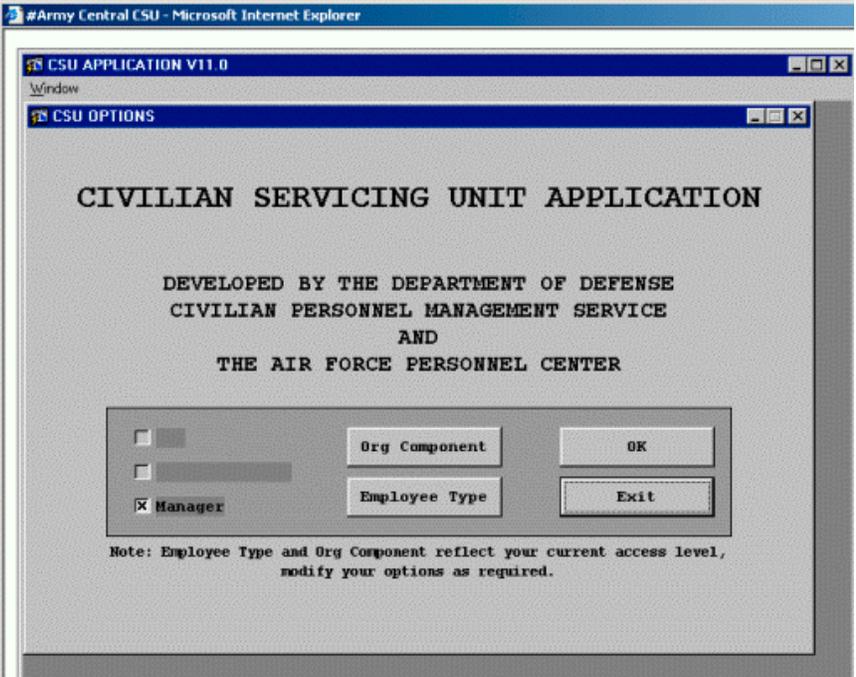
Done Internet

Changing your Password

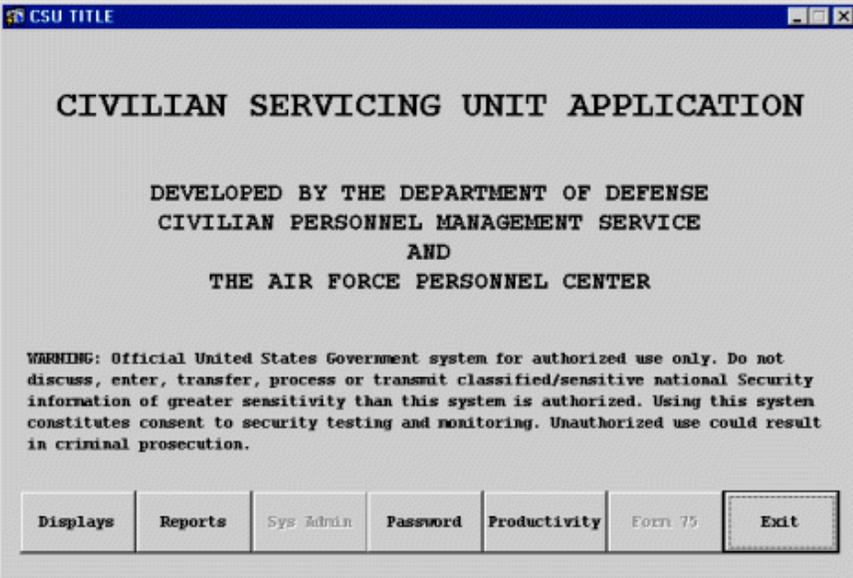
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Changing your CSU password

ART and the CSU Application share the same user IDs and passwords. To change your ART password, you change your CSU Application password. Follow these steps to change your password:

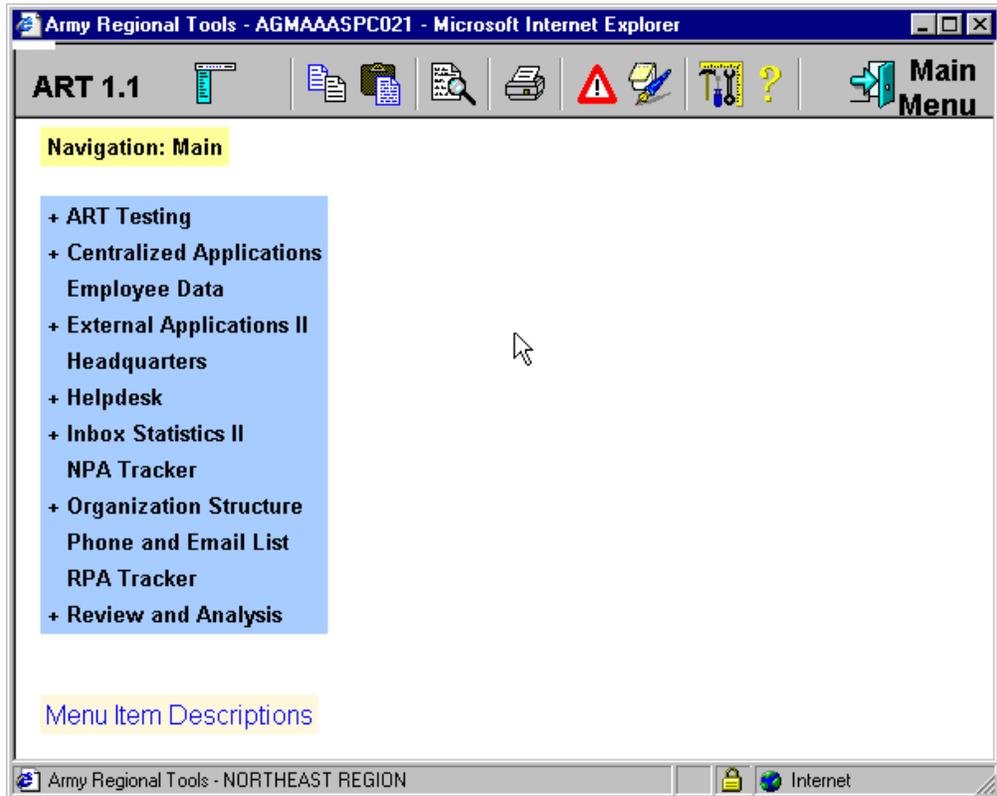
Step	Action
1	Access the CSU Application as follows: <i>Select External Applications II</i> from the ART main menu, then select <i>Central Site</i> , then <i>Central Site CSU</i> . Push any key when the DOD warning statement displays.
2	When the CSU logon window displays, enter your ART/CSU user ID and your current password, then click <Connect> or push [Enter] . Do not enter anything on the "Database" line. Note, the hourglass will continue to display -- just click the <Connect> button with the hourglass-shaped cursor): <div style="text-align: center; margin: 10px 0;">  </div>
3	On the "CSU Options" screen, click the <OK> button: <div style="text-align: center; margin: 10px 0;">  </div>

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4	<p>On the "CSU Title" screen, click the <Password> button:</p> 
5	<p>On the "Change Password" screen, enter a new password twice, then click <OK>. Your password must be at least six characters and must contain at least one numeric character (but not as the first character). Hint: if you make your password at least eight characters long, you may be able to use the same password for DCPDS (if you have a DCPDS User ID).</p> 
6	<p>Back at the "CSU Title" screen (see step 4 above), click the <Exit> button, then, on the "CSU Options" screen (see step 3 above), click <Exit> again. Next time you log into ART, use the new password you just created.</p>

Main Menu

Main menu The ART main menu provides access to the various ART links and tools:

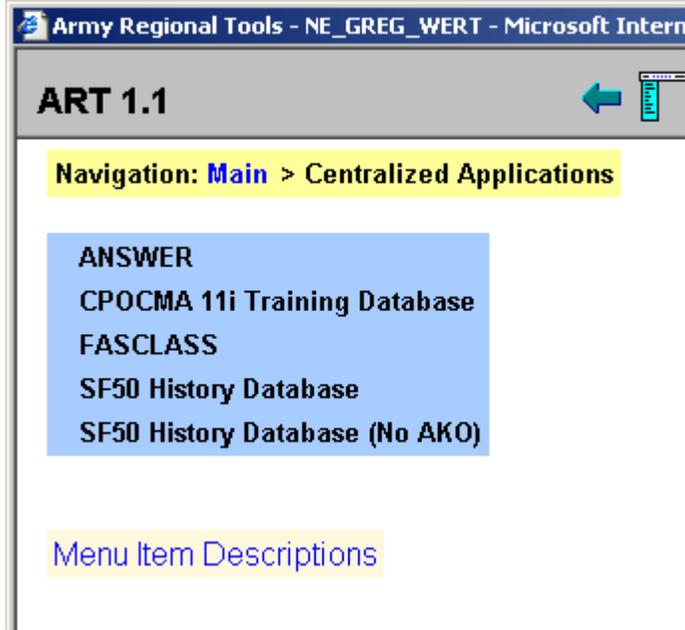


The actual selections on your menu will vary depending on your roles and responsibilities -- managers and supervisors have a somewhat different menu than personnelists, CPAC personnelists have different menu selections than CPOC personnelists.

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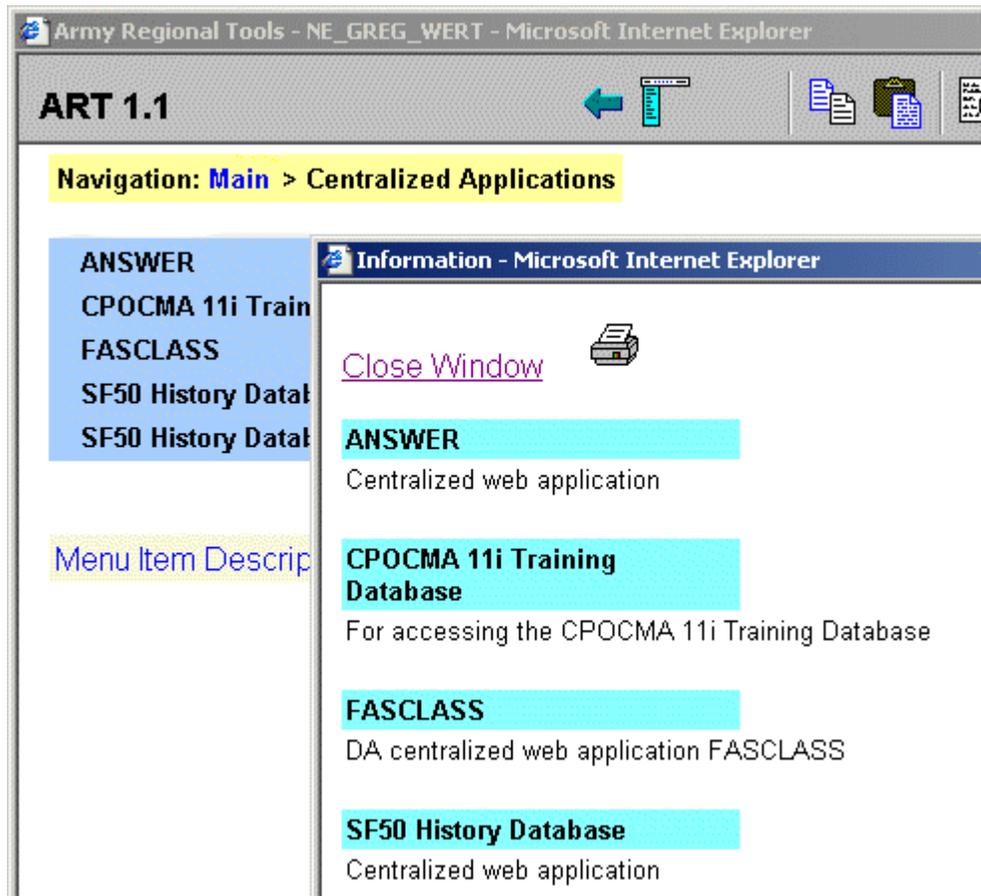
Navigating in ART

Selections on the main menu that are preceded by a "+" have subordinate menu selections. When you click on one of these items, another menu is displayed. For example, when you click on "Centralized Applications," the following menu displays:



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- From here you can select any of the subordinate selections (ANSWER, FASCLASS, etc.).
- Notice the Navigation line at the top of the menu. This indicates where you are in the ART menu hierarchy, and you can use any active links in the hierarchy ("Main" in this case) to return to a previous screen.
- Clicking on "Menu Item Descriptions" opens a window that provides a brief description of the menu selections:

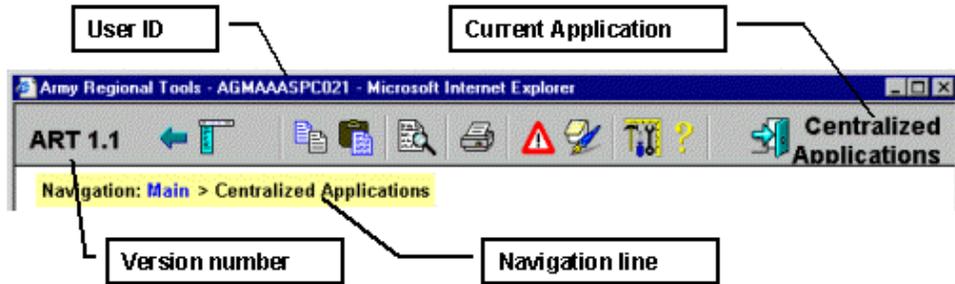


The ART Toolbar

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Toolbar

The toolbar provides general information about your location in ART as well as a number of general-purpose icons.



Toolbar Icons:

Icon	Function
	Return to previous screen (you can also use the links in the navigation line)
	Return to main menu
	Copy
	Paste
	Find
	Print
	Report error (opens a ticket for the Helpdesk where you can report any problems you have encountered in ART)
	Make suggestion (opens a note to the ART developers)
	User preferences (opens the "Edit Account" window to change your phone number(s), email address, screen background, or organizational preferences (for CPOC users).
	Get help (some topics available, others are under development)
	Exit from ART

Frequently Asked Questions

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How can I change my password for ART?

Your ART user ID and password are exactly the same as your CSU user ID and password. If you change your password in the CSU database, your ART password will also be changed. See *Changing your Password*, p. 12.

How can I get assistance with a problem I encountered while using ART?

ART comes with a "Report Error" icon on the taskbar. Using this icon will generate a helpdesk ticket.

What if I forget my CSU/ART password?

You will need to follow your region's procedure for getting your CSU password reset.

How can I navigate from one tool to another?

Once you have logged into ART, you navigate between tools by using the "Back to Main Menu" link and then select the tool you wish to use.

Can I be logged into DCPDS, the CSU Application, and ART at the same time?

Yes. You can be logged into all three applications at the same time. ART provides a link to both DCPDS and the CSU Application. Once you have logged into either of these, minimize your screen to return to the ART screen.

What is the Employee Data tool, and how can I benefit from using it?

The Employee Data tool provides employee information ranging from elected benefits, position information, organization information, a link to completed NPAs and RPAs, and more.

Terms and Acronyms

Terms and Acronyms

The following are terms and acronyms used in this guide:

Term/Acronym	Definition
ART	Army Regional Tools
CHRA	Civilian Human Resources Agency (formerly Civilian Personnel Operations Center Management Agency, or CPOCMA)
CMD or MACOM	Major Command
CPAC	Civilian Personnel Advisory Center
CPOC	Civilian Personnel Operations Center
CSU	Civilian Servicing Unit
CSU Application	A read-only extract from the primary database containing records of civilian employees. This application allows the user to view data about a specific employee or to run reports covering a group of employees.

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DCPDS	Defense Civilian Personnel Data System. DCPDS is a human resources information system that supports civilian personnel operations throughout Department of Defense and is the database of record for all Army civilian employees (appropriated fund, nonappropriated fund, and local national).
HQDA or DA	Headquarters, Department of the Army
Legacy DCPDS	The term used to refer to the older version of the Defense Civilian Personnel Data System (DCPDS). The legacy DCPDS, a mainframe system, has been phased out and replaced by the Oracle 11i (web-based) DCPDS.
NPA	Notification of Personnel Action (SF-50)
RM	Resource Management
RPA	Request for Personnel Action (SF-52)
SF50	Standard Form 50, Notification of Personnel Action
SF52	Standard Form 52, Request for Personnel Action
Smart Number	Tracking number assigned to each Request for Personnel Action.
SSN	Social Security Number

Central DCPDS 11i

Purpose This section covers the following ART menu selections:
Central DCPDS 11i
Central DCPDS 11i Desk Guide

Central DCPDS 11i *Central DCPDS 11i* is a direct link to the central Army Defense Civilian Personnel Data System (DCPDS) database. This is the database of record for all Army civilian employees (appropriated, nonappropriated, and local national) worldwide and is housed at a central site. A DCPDS user ID and password is required to access this application.

For more detailed information about using DCPDS, refer to the DCPDS Desk Guide (immediately below).

Central DCPDS 11i Desk Guide *Central DCPDS 11i Desk Guide* is a link to the website containing the DCPDS Desk Guide. This Guide is intended for Army managers, supervisors, resource managers, administrative personnel, and CPAC staffs, and provides step-by-step instructions for the tasks that these users may need to do in DCPDS (such as creating a Request for Personnel Action). The Guide is available on line and as a downloadable Word document. You can also get to the Desk Guide web page using this link:
<http://www.chra.army.mil/deskguid/index.htm..>

Centralized Applications

Purpose

Centralized Applications provides direct access to several applications that are not part of ART, but are useful in managing Army civilian human resources and hence have been included on the ART menu for users' convenience. Click on Centralized Applications on the ART main menu to display the applications available, which may include the following (not all users will have access to all the applications):

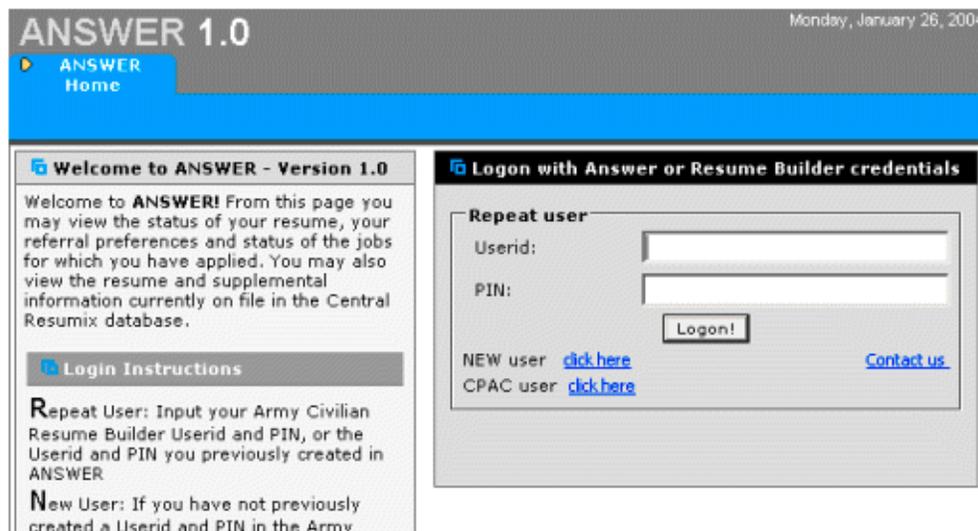
- ANSWER
- CHR Activity Based Costing (ABC)
- CHRA 11i Training Database
- FASCLASS
- SF50 History Database

ANSWER

Description

ANSWER allows applicants for Army jobs to view the status of their resume, their referral preferences and the status of the jobs for which they have applied, and view their resume on file in the Central Resumix database.

- Most applicants will access ANSWER via the Employment page of Civilian Personnel On Line (CPOL), the Army's civilian personnel website.
- A Userid and PIN number are required for an applicant or employee to access their information, but these can be obtained from the ANSWER main screen.



CHR Activity Based Costing (ABC)

Description This link provides access to the CHRABC application which CPOCs and CPACs are using to record the amount of time they spend on various personnel tasks. Clicking this link opens the CHRABC login screen. Note, only personnelists will see this selection on the Centralized Applications menu.

CHRA 11i Training Database

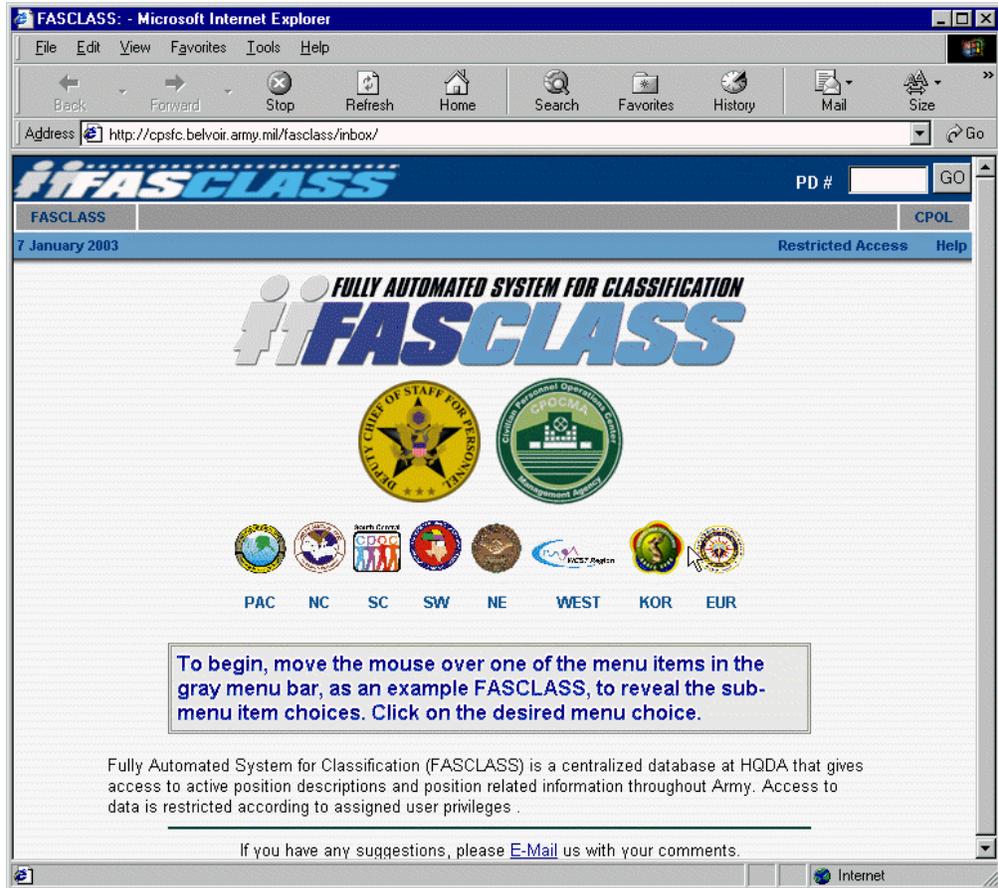
Description The CHRA 11i Training Database (formerly the CPOCMA 11i training database) is an operational DCPDS database that can be used for training and testing in DCPDS. It is an extract of a portion of an actual region's data, but names have been scrambled to protect individual privacy. User IDs and passwords are required to access the database. Potential users should contact their CPOC Information Systems Division (ISD) or send an email to training@chra.army.mil for more information.

FASCLASS

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Connecting to FASCLASS

From the ART main menu, select *Centralized Applications*, then *FASCLASS*.



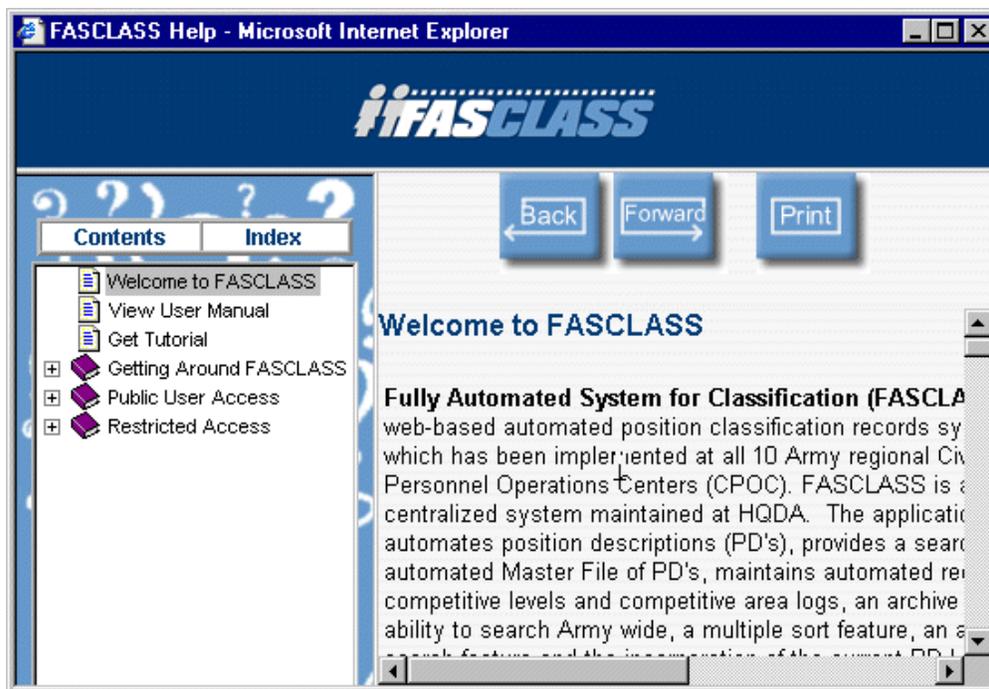
Using FASCLASS

After accessing FASCLASS, proceed as you normally would work in this area or to search for the position description of your choice. There are two levels of access to FASCLASS: general, **unrestricted** access which allows you to view position descriptions, and **restricted** access which provides additional capabilities such as creating and editing PDs. Instructions for obtaining a user ID for the restricted access functions of FASCLASS are available in the "Restricted Access" section of the Help menu (see below).

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Help with FASCLASS

For Help on using FASCLASS, click on the **Help** link within FASCLASS (on the right side of the blue bar above). This provides access to the FASCLASS Help system which includes an entire User Manual (in PDF format), a downloadable Tutorial, and other basic on-line help information:



SF50 History Database

Purpose

The "SF50 History Database" is a web-accessed SF50 repository that allows modern DCPDS users to access a library of SF50s of employees.

- SF50s in the database go back a number of years. SF50s that were generated in the legacy (PPI) system are available, as are all new SF50s that have been and are being generated in the modern DCPDS.
- The SF50s in the database can be viewed on screen, or printed. They are displayed and printed as regular forms.
- SF50s are accessed by employee social security number.

Different tools

There are several different tools available for obtaining SF50 information from DCPDS and related applications. Each has a different purpose:

Application	Description
-------------	-------------

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DCPDS, Civilian Inbox or Workflow Inbox	Allows the user to <u>track</u> , <u>display</u> and/or <u>print</u> an RPA, or an NPA (SF50)* if the RPA has passed through that user's inbox. * NPAs are available once the action has been processed and the effective date has passed.
DCPDS, Processes and Reports	Allows the user to <u>display</u> and/or <u>print</u> an NPA (SF50) or RPA for any employee in the user's organization. Does not allow for tracking an action. Does not require that the action passed through the user's inbox.
SF50 History Database	Allows the user to <u>display</u> and/or <u>print</u> an NPA for any employee in the user's organization. NPAs can come from either the <u>legacy</u> or the <u>modern</u> system.
ART: NPA Tracker	Allows the user to <u>view</u> and <u>print</u> information about any NPA (SF50) processed in modern DCPDS for any employee in the user's organization. Includes <u>tracking history</u> and all the data from the form itself, but <u>not formatted</u> into a "form".
ART: RPA Tracker	Allows the user to <u>view</u> and <u>print</u> information about any RPA processed in modern DCPDS for any employee in the user's organization. Includes <u>tracking history</u> and all the data from the form itself, but <u>not formatted</u> into a "form".

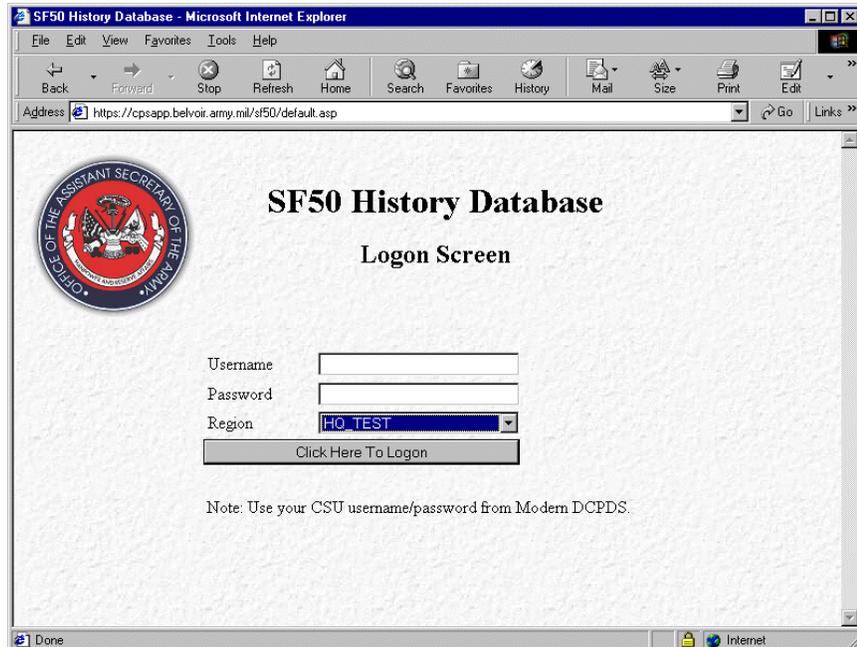
Using the SF50 History Database

- To use the SF50 History Database, you need a CSU Application account. The same security that is used for your access to the CSU Application is used for the SF50 database (and you log in using the same username and password).
- There are two selections under the Centralized Applications menu for accessing the SF50 History Database (one reads, SF50 History Database, the other reads SF50 History Database (No AKO)). The second selection (no AKO) will be removed in the near future. Users should use the first selection.
- Follow these steps to access and use the SF50 History Database (the logon screen for this application requires your user name and password, and you must select your region from the drop-down menu):

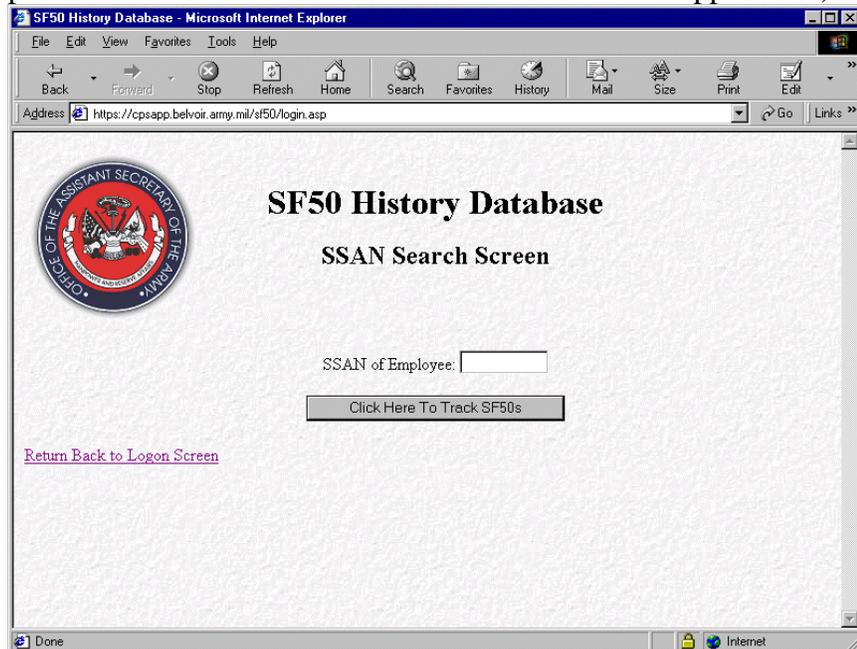
Step	Action
1	From the ART main menu, select <i>Centralized Applications</i> , then <i>SF50 History Database</i> .

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- 2 When the SF50 History Database Logon Screen appears, enter your CSU username and password, select your region from the drop-down menu on the logon screen, then click the indicated button:



- 3 On the SSAN Search Screen, enter the social security number of the employee for whom you are searching (without hyphens), then click on the indicated button. The employee must be part of your organization (one whose record you would normally have permissions to view in modern DCPDS or the CSU Application).



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Once you enter an SSAN, a listing of the SF50s for that employee displays, as shown. To view any of the SF50s, click on either the [HTML] or [PDF] option in the view column. If you are going to print a hard copy of the SF50, the PDF version provides a better printed copy.

SF50 History Database
SF50 Search Results Screen

Name: Doveltonis, Percy SSAN: 922-11-8069

SF 50 History

Type of Action	Auth. Code	Eff. Date	PP Series	GD	ST	Agency	Salary	View
Individual Cash Award (840)		01-JAN-2001	GS 0201	12	08	ARSB	\$61,836.00	HTML PDF
Individual Cash Award (840)		17-DEC-2000	GS 0201	12	08	ARSB	\$61,836.00	HTML PDF
WITHIN-GRADE INC (893)	Q7M	24-SEP-00	GS 0201	12	08	ARSB	\$61,836.00	HTML PDF
SPECIAL ACT OR SERVICE (877)	V3G	27-AUG-00				ARSB	\$225.00	HTML PDF
PAY ADJ (894)	QWM	ZLM 02-JAN-00	GS 0201	12	07	ARSB	\$60,165.00	HTML PDF
TIME OFF AWARD (872)	V3E	19-DEC-99				ARSB	24 HRS	HTML PDF
TIME OFF AWARD (872)	V3E	31-JAN-99				ARSB	8 HRS	HTML PDF
PAY ADJ (894)	QWM	ZLM 03-JAN-99	GS 0201	12	07	ARSB	\$57,470.00	HTML PDF

5

Here's a sample of an SF50 being viewed using the PDF (Adobe Acrobat) format. From here you can click on the print icon on the Adobe Acrobat toolbar to print a hard copy.

NOTIFICATION OF PERSONNEL ACTION

1. Name (Last, First, Middle): Doveltonis, Percy
 2. Social Security Number: 922-11-8069
 3. Date of Birth: 08-04-1942
 4. Effective Date: 12-17-2000

FIRST ACTION **SECOND ACTION**

5-A. Code: 840 5-B. Nature of Action: Individual Cash Award
 6-A. Code: 6-B. Nature of Action:

7. FROM: Position Title and Number: PERSONNEL MANAGEMENT SPECIALIST RA260 - 1486
 15. TO: Position Title and Number: PERSONNEL MANAGEMENT SPECIALIST RA260 - 1486

8. Pay Plan: GS 9. Org. Code: 0201 10. Grade/Level: 12 11. Stop/Rate: 08 12. Total Salary: \$61,836.00 13. Pay Basis: PA
 16. Pay Plan: 17. Org. Code: 18. Grade/Level: 19. Stop/Rate: 20. Total Salary/Award: \$1,737.00 21. Pay Basis:

12A. Basic Pay: \$57,910.00 12B. Locality Adj.: \$3,926.00 12C. Adj. Basic Pay: \$61,836.00 12D. Other Pay: \$0.00
 20A. Basic Pay: 20B. Locality Adj.: 20C. Adj. Basic Pay: 20D. Other Pay:

14. Name and Location of Position's Organization: DEPARTMENT OF THE ARMY, CIVILIAN PERSONNEL OPERATIONS CENTER, NC, INFO SERV DIV, FUNC. AUTO BR NCA10, ROCK ISLAND IL, 61299-7650, SFCP-NCA
 22. Name and Location of Position's Organization: DEPARTMENT OF THE ARMY, CIVILIAN PERSONNEL OPERATIONS CENTER, NC, INFO SERV DIV, FUNC. AUTO BR NCA10, ROCK ISLAND IL, 61299-7650, SFCP-NCA

EMPLOYEE DATA

23. Veterans Preference: 24. Tenure: 25. Agency Use: 26. Veterans Preference for RIF:

Army Regional Tools (ART) Users Guide

6	When done, click the <Back> button on your web browser to return to the previous screen (the list of SF50s). Click the <Back> button again to return to the SSAN Search Screen.
---	---

Employee Data

Purpose

The purpose of the Employee Data tool is to provide quick and easy access to basic data about employees, including personnel and position data (including their job description), NPA and RPA history, organization information, and similar information. This data is refreshed from the DCPDS database nightly (so it can be up to one day old).

Other sources of employee data

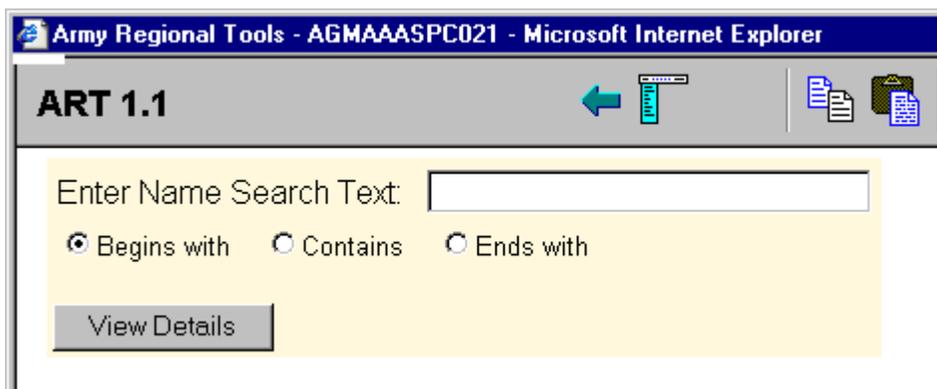
Although the Employee Data tool is very easy to use, there are occasions when you may need to use other sources to find the information you want. Additional information about employees is also available from the following:

Application	Description
DCPDS	Contains detailed information about employees, the source from which the data for all other tools flows. Database of record, so this data is real time. However, it is not always easy to locate specific information. For more information see the <i>Retrieving Information</i> chapter of the <u>DCPDS Desk Guide</u> .
CSU Application	A read-only source of information about employees, similar to the Employee Data tool but with somewhat different types of data available. For more information see the <i>CSU Application Guide</i> (available on the DCPDS Desk Guide web site).

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Accessing Employee Data

To access the Employee Data tool, select <Employee Data> from the ART main menu. On the search screen that displays, enter some or all of the employee's last name, and click <View Details> (note, you can also search by another part of the name using the "Contains" or "Ends with" radio buttons, e.g., if you enter a first name in the search block, click on the "Contains" radio button before clicking <View Details>):



If the name you entered has more than one match you will see a listing of matching names, together with their installation (CPAC) and pay plan, series, and grade. Click on the name of the employee from this list.

Types of employee data

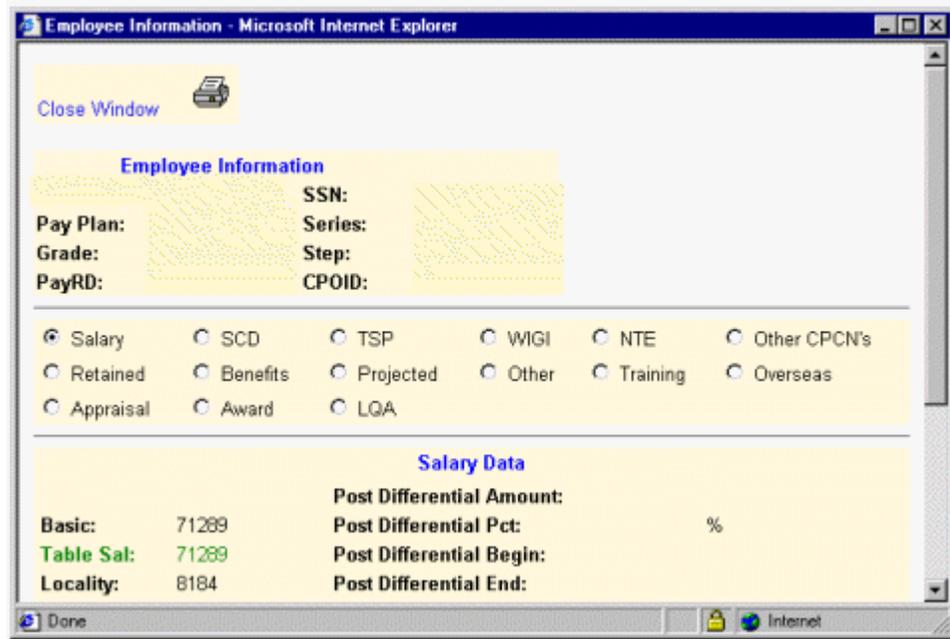
Once the employee's record has been retrieved, click on any of the links to view data or more options.

Employee Data	
Name:	SERKIN, ANDREWPP-Seri-Gr: GS-0301-11
CPAC:	CAMP SWAMPY Command: FC
CPOC Division:	1 CPOC Branch: D
Information	
Employee Information	Position Information
Job Description	Organization Structure
History	
NPA/RPA History	Helpdesk Ticket History
Pay Data	
W3L's	Pay Rejects
Reverse Interface	IVRS Interface

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Sample data screen

For instance, clicking on the Employee Information link displays the following screen, with a number of additional radio buttons to view SCD, TSP, WIGI, NTE data, etc. There are also links to position data, the job description, organization structure, NPA/RPA History, and pay data (used primarily at the CPOC).



External Applications II

CSU Application

Purpose

External Applications provides direct access to the CSU Application. This application is not part of ART, but is included on the ART menu for users' convenience. Note, ART and the CSU Application share user IDs and passwords. You use your CSU Application user ID and password to access ART. To change your ART password, you need to change your CSU password. See *Changing your Password*, p. 12.

For more information about the CSU Application, see the CSU Application Guide (available from the DCPDS Desk Guide website).

Connecting to the CSU

From the ART Main Menu, select *External Applications*, then *Central Site*, then *Central Site CSU*. You must have a user ID and password to log in to the CSU Application. This is the same user ID and password as you use to log in to ART. To change your ART password, change it in the CSU Application; the change will also affect your password when logging in to ART.

Gatekeeper

Gatekeeper instructions

Information about the Gatekeeper checklists has been moved to the *Request for Personnel Action (RPA)* chapter of the DCPDS Desk Guide. This chapter contains step-by-step instructions for initiating an RPA with a Gatekeeper Checklist, instructions for completing the checklist, and descriptions of the types of questions asked by different checklists.

What is “Gatekeeper”?

The “Gatekeeper” is an automated checklist that complements the functions of DCPDS. The Gatekeeper concept is to make sure the CPOC has all the information needed to process an action without having to go back and forth to the initiator of the action. Gatekeeper is easy to use and is responsive to customers’ needs. Gatekeeper provides a standard, efficient and simple way for management to provide information about a personnel action that would otherwise require an attachment to the RPA.

Helpdesk

Contents

This section covers the following topics:

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View Tickets You Created – Open	39
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Working pay problems in ART (CPOC function)	52
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Purpose

Purpose

Helpdesk is used to report problems, including application problems with DCPDS or ART, employee pay problems, or RPA problems such as a mis-routed RPA. Problems reported through the Helpdesk are forwarded to the appropriate person or section within the CPOC for resolution.

Reporting on and working pay problems is done through the Helpdesk tool. A special section at the end of this chapter provides details on the processes for using this part of the Helpdesk tool. Although it specifically addresses procedures pertaining to pay problem reporting, these procedures are also applicable to other types of problem reporting.

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Related tools CPOC users can access Helpdesk information using **My Stuff**, which is another way to access helpdesk tickets and other ART tools but they are tailored to each user's organizational location (for example, the user sees helpdesk tickets pertaining to his/her branch or division only). See *My Stuff*, page 76.

Accessing the Helpdesk

Helpdesk The user may access the Helpdesk feature in ART by logging into the ART tools; select <**Helpdesk**> (Figure 11-1) from the Main Menu.



Figure 11-1. Helpdesk Menu.

At this screen, select from the listing of Helpdesk tools, then click on the desired topic.

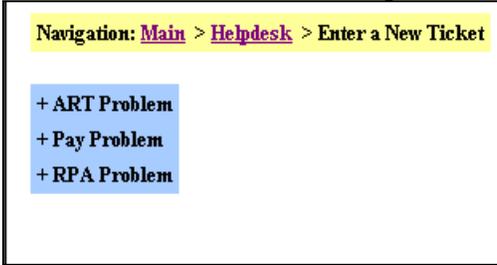
NOTE: A “+” preceding the tool indicates there are sub-menus for that tool.

Enter a New Ticket

Entering a New Ticket Users may access this function by following the steps listed below:

Step	Action
------	--------

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1	<p>Select <Enter a New Ticket> (Figure 11-2) from the Helpdesk menu. At this point, you may select from the three (3) menu items. Click on the item and proceed.</p>  <p>Navigation: Main > Helpdesk > Enter a New Ticket</p> <ul style="list-style-type: none">+ ART Problem+ Pay Problem+ RPA Problem <p>Figure 11-2.</p> <p>Example: After clicking on <Enter a New Ticket>, select <ART Problem> from the sub-menu. The next screen give three (3) options (Figure 11-3). Select <Report Error>.</p>  <p>Navigation: Main > Helpdesk > Enter a New Ticket > ART Problem</p> <ul style="list-style-type: none">+ Report ErrorRequest Guidance/Assistance+ Suggestions <p>Figure 11-3.</p>
2	<p>After selecting <Report Error>; the next screen will provide a listing of the various ART tools (Figure 11-4). Select the ART tool that you are experiencing troubles.</p>  <p>Navigation: Main > Helpdesk > Enter a New Ticket > ART Problem > Report Error</p> <ul style="list-style-type: none">ARTApplications - AdminArt AdministrationCSUDemo Job Number LogExternal ApplicationsFASCLASS - ClassifierFASCLASS - UserGatekeeperHelpdeskInbox StatisticsJob Number LogLegacy TrackerModern DCPDSNPA TrackerOPF TrackerOrganization Structure <p>Figure 11-4.</p>

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3	<p>Report the type(s) of problem(s) that you are experiencing (Figure 11-5).</p> <div style="border: 1px solid black; padding: 5px;"> <p>Control: ZZWEBER Problem: Report Error Ticket History Sub Problem: ART</p> <p>Comments:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p style="text-align: right;"><input type="button" value="Submit"/></p> </div> <p>Figure 11-5.</p> <p>Click on <Ticket History> to review previously submitted tickets.</p>
4	<p>The steps for <Request Guidance/Assistance> or <Suggestions> are essentially the same as indicated above.</p>

Ticket Report – Closed

Ticket Report - Closed Follow these steps to use this feature:

Step	Action
1	Click on <Ticket Report - Closed> . At the next screen, you may select how you wish to view the closed ticket report (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, or by owner).
2	Select from the list as indicated above. Click on <View Details> at the bottom of the screen to see all closed ticket reports for the selected area.
3	You may click on the <Ticket #> to view the complete ticket report.

Note: The tickets are colorized according to the time in the personnel office.

Ticket Report – Open

Ticket Report – Open Click on **<Ticket Report – Open>**. Follow the same steps as above to use this feature.

View Tickets You Created – Closed

View Tickets You Created - Closed Click on <**View Tickets You Created – Closed**>. Follow the same steps as above to use this feature.

View Tickets You Created – Open

View Tickets You Created - Open Click on <**View Ticket You Created – Open**>. Follow the same steps as above to use this feature.

Work Tickets

Work Tickets Users of ART and DCPDS may use work tickets to report problems or issues with the ART Tools and DCPDS. Follow these steps to use this feature.

Step	Action
1	Click on < Work Ticket >. At the next screen, you may select how you wish to view the work ticket report (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, by owner, or by assignment.
2	Select from the list as indicated above. Click on < View Details > at the bottom of the screen to see all work ticket reports for the selected area.
3	You may click on the < Ticket # > to view the complete ticket report.

Work Tickets You Own

Work Tickets You Own Click on <**Work Tickets You Own**>. Follow the steps as listed above to use this feature.

Work Tickets/Change Owner

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Work Tickets/Change Owner

Follow these steps to use this feature:

Step	Action
1	Click on <Work Tickets/Change Owner>. At the next screen, you may select how you wish to view the ticket reports (i.e., Division, CF Branch, CPAC, CMD, Error Type, Creator, by owner, or by assignment.
2	Select from the list as indicated above. Click on <View Details> at the bottom of the screen to see all work ticket reports for the selected area.
3	You may click on the <Ticket #> to view the complete ticket report.

Pay Problem Reporting Tool

Introduction

Purpose

The Pay Problem Reporting Tool is a part of the ART Helpdesk.

The Pay Problem reporting tool in ART will be used to report pay problems for corrective action. Only problems that meet the definition of a pay problem should be reported using this tool. All issues that have not yet impacted pay but will in the next pay cycle, as well as corrections that do not impact pay should be reported to your CPOC POC. The data recorded in this database will be used to keep all parties informed of the status of the request and for analysis to determine trends of pay problems. The ultimate goal is to identify recurring pay problems, determine the causes, and prevent them.

Pay problem definition

A legitimate pay issue, reported to the automated payroll problem reporting system that impacted salary, entitlement, or benefits. This would include any issue when the paycheck or leave is either too little, too much, or too late. Examples include invalid SCD that impacts the amount of leave accrued; missing WGI; no check for a new hire. Examples that are not pay problems: questions about when a WGI is due; timekeeper recorded the wrong amount of leave or hours worked.

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Pay problem resolution timeframes The CPOC will attempt to complete their action required to correct reported pay problems within 2 weeks of receipt. Some resolutions are more complex and will require a longer time period. The status of the action will be reflected in the ticket.

- Responsibilities**
- **CSRs:** will forward all non-personnel related DCPS issues directly to the Action Request System (ARS) Remedy for pay technician resolution. They will forward all personnel pay problems to the CPACs for validation as a pay problem.
 - **CPACs:** will ensure that tickets meet the definition of a pay problem and are entered into the Pay Problem Reporting tool.
 - **CPOCs:** will receive pay problem tickets and resolve them in the prescribed timeframes. If necessary, they will report DCPS pay problems directly into the Action Request System (ARS) Remedy. They will close tickets when the fix to the reported issue has been confirmed via DCPS (regardless of who has to perform the fix).
 - **DFAS:** will work all ARS Remedy tickets and resolve them in their prescribed timeframes.
-

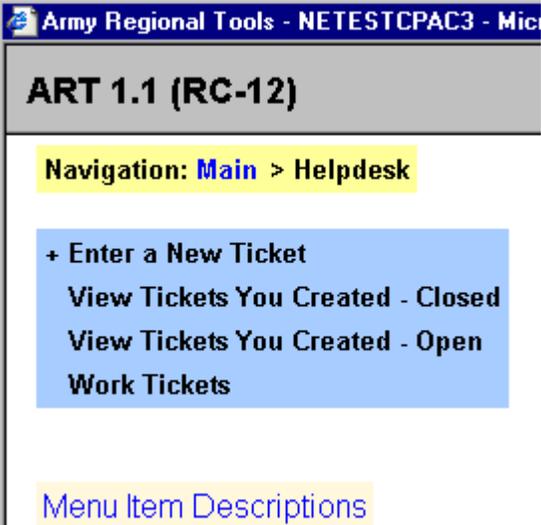
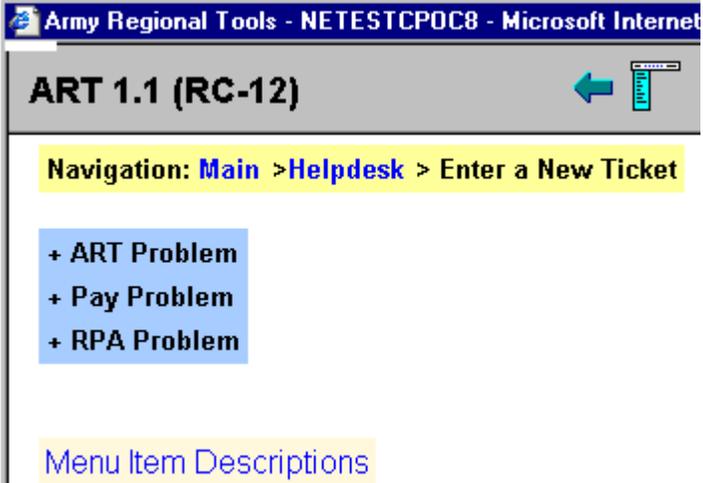
Reporting Pay Problems in ART

Who reports problems? At this time, all CPACs are invited to enter pay problems into the Pay Problem Reporting Tool in ART when these problems are identified or forwarded by management. CPACs wishing to participate in using the Pay Problem Reporting Tool should contact their CPOC POC before they start using it so that the CPOC personnel are aware to start checking for them.

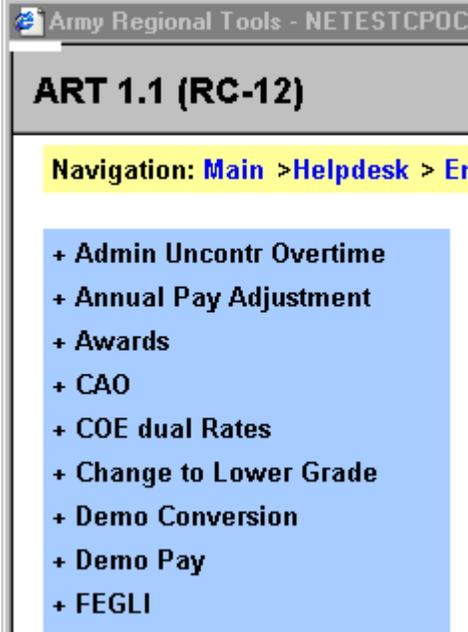
Reporting steps Follow these steps to report a pay problem:

Step	Action
1	Select Helpdesk from the ART main menu.

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2	<p>From the Helpdesk menu, select Enter a New Ticket:</p>  <p>Navigation: Main > Helpdesk</p> <ul style="list-style-type: none">+ Enter a New TicketView Tickets You Created - ClosedView Tickets You Created - OpenWork Tickets <p>Menu Item Descriptions</p>
3	<p>From the Enter a New Ticket menu, select Pay Problem:</p>  <p>Navigation: Main > Helpdesk > Enter a New Ticket</p> <ul style="list-style-type: none">+ ART Problem+ Pay Problem+ RPA Problem <p>Menu Item Descriptions</p>

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4	<p>Select the type of pay problem you are reporting:</p>  <p>The screenshot shows a web browser window titled "Army Regional Tools - NETESTCPOC". Below the title bar is a grey header with the text "ART 1.1 (RC-12)". Underneath is a yellow navigation bar with the text "Navigation: Main > Helpdesk > Er". A blue menu box contains the following items:</p> <ul style="list-style-type: none">+ Admin Uncontr Overtime+ Annual Pay Adjustment+ Awards+ CAO+ COE dual Rates+ Change to Lower Grade+ Demo Conversion+ Demo Pay+ FEGLI <ul style="list-style-type: none">• This should reflect what you believe the problem to be -- the CPOC will be able to change this to reflect the actual issue involved.• If you don't know what to use, read the Menu Item Descriptions at the bottom of the list. If you still do not find an option that is applicable, choose "Other."• Make sure that you only include pay problems (see the Pay Problem Definition above).• If you are trying to report a problem that will occur on the next pay check if not fixed before then, do not use this system -- instead contact your CPOC POC (ex: new hire is not in DCPS for timekeeping).
---	---

Army Regional Tools (ART) Users Guide

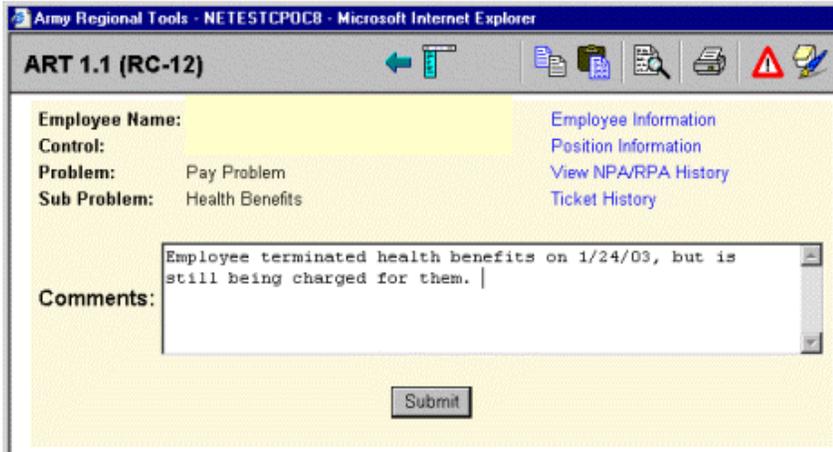
5 Enter the SSN of the employee, then click <Submit> to retrieve the record of the employee who is experiencing the problem. If you do not know the SSN, click on the <Name Lookup> button to find the SSN.

6 If there are other OPEN Pay Problem tickets for this employee, they will display on a table such as seen below, otherwise proceed to step 7. If the same problem that you are reporting has already been reported, place a note on the open ticket rather than starting a new ticket (click on the Ticket # to open the ticket and add your note). To see closed tickets for this employee, click the <Closed> radio button.

Ticket #	Submitted	Name	Problem	Owner	Responded	Response
207133	1/22/03	NE TEST CPOC 8	AL-Health Benefits-	Not Owned		

View QC Logic

Army Regional Tools (ART) Users Guide

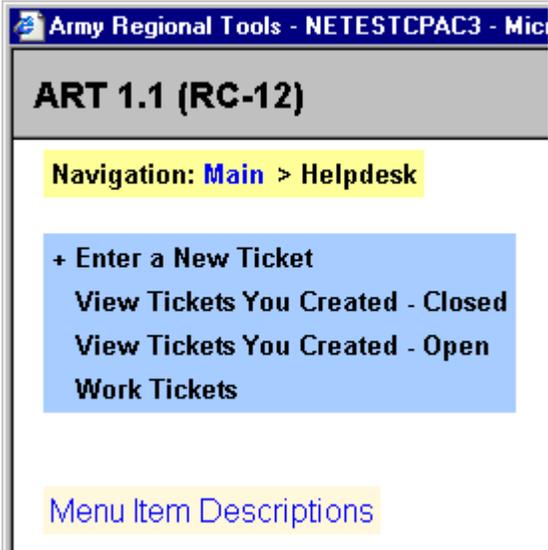
7	<p>The problem reporting screen displays. Type the specifics of the pay problem in the "Comments" box, then click <Submit>.</p> <ul style="list-style-type: none">• Employee Information, Position Information, NPA/RPA History, and Ticket History is available via the links on the upper right side of the window (ticket history will show any other issues that have been reported either by system processes or by problems reported to the Pay Problem reporting tool. If there are no tickets on the employee, you will not be able to click on it).• Include the RPA/NPA number that reflects the problem, if applicable.• Provide any additional information you might have that might help in researching the cause of the problem. Examples: "The employee is no longer eligible for grade retention, but current pay adjustment reflects he/she is still on grade retention"; "Employee is duty stationed in Germany, but is not receiving LQA"; "Employee is being charged for Health insurance, but has terminated their election"; "RPA 02NOVBGMDDAAA0002 (a 721 Reassignment effective 3 Nov 2002) placed John Doe on the wrong geographic location code which impacts the salary. The salary should be based on GEOLOC 178023334 with base salary \$64,430". Click <Submit> when you are finished adding your comments.  <ul style="list-style-type: none">• The CPOC will monitor the reported Pay Problem Tickets and assign them to be worked by a particular team/individual. They will also have the capability to mark the ticket as "not a pay problem" if the definition of Pay Problem is not met.
---	---

Viewing Pay Problems in ART

Army Regional Tools (ART) Users Guide

Viewing steps

You can use the Helpdesk application to view the status of the tickets that you created, and can also add notes to the ticket. Follow these steps to view and/or annotate a pay problem ticket:

Step	Action
1	<p>Select Helpdesk from the ART main menu, then select View Tickets You Created - Open or View Tickets You Created - Closed. If you look for your ticket under OPEN and do not find it, look under CLOSED. If it is found in the CLOSED area, you will see how the problem was resolved. Often the CPOC will be able to fix the problem directly; if so, this will be annotated and the fix should be reflected in the next pay cycle. If processing outside the CPOC is required (e.g., action required by timekeeper, CSR, or pay technician), it will be annotated. In these cases, the corrective action may take longer.</p> <div style="text-align: center;">  </div> <p>When viewing tickets, you can also add notes to the ticket (see step 5 below). The CPOC user will resolve the issue and place notes on the ticket indicating what action was done. The CPOC will not close the ticket until the pay problem has been fixed in DCPS. If the submitter does not agree with the resolution or has additional questions, the submitter can place a note on the ticket and add their question. This note will flag the CPOC to relook at the ticket. If the action has been forwarded to a pay technician, CSR, or timekeeper for further action, the ticket will be marked as such and not closed until the employee receives his/her pay/entitlements.</p>

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- 2 On the Layout Options screen, click on <Proceed to Helpdesk>:
- The screenshot shows a window titled 'Army Regional Tools - NETESTCPAC3 - Microsoft I'. Below the title bar is a header 'ART 1.1 (RC-12)' with a left-pointing arrow. The main content area has a light yellow background and contains the text 'Helpdesk; View Tickets You Created - Open'. Below this, it says 'Please Select the Overall Layout:' followed by two buttons: 'Open Tickets 1' (highlighted in yellow) and 'View Layout Details'. At the bottom, there is a grey button labeled 'Proceed to Helpdesk'.
- 3 Click on the "Ticket Type" radio button to see your tickets sorted by ticket type, then select "Pay Problem":
- The screenshot shows the 'ART 1.1 (RC-12)' interface in a Microsoft Internet Explorer browser. The breadcrumb trail reads 'Helpdesk; View Tickets You Created - Open, Layout = Open Tickets 1, Status = Open, Ticket Type = ISuspenses Groupings'. Below this, there are radio buttons for various filters: Branch, CPAC, Command, Creator, Division, Owner, Sanicing Region, Ticket Employee, Ticket Sub Type, and Ticket Type (which is selected). A table displays ticket counts by color (Red, Amber, Yellow, Light Green, Dark Green) and Total. The 'Pay Problem' row shows 5 tickets in total.

Ticket Type	Red	Amber	Yellow	Light Green	Dark Green	Total
Enhance Current Tool	0	0	0	0	0	1
Pay Problem	0	0	0	0	0	5
Totals	0	0	0	0	0	6
- 4 Click on <View Details> to see a list of your open pay problem tickets:
- The screenshot shows the 'ART 1.1 (RC-12)' interface with the 'Ticket Type' filter set to 'Pay Problem'. The breadcrumb trail is 'Helpdesk; View Tickets You Created - Open, Layout = Open Tickets 1, Status = Open, Ticket Type = ISuspenses Groupings, Ticket Type = Pay Problem'. Below this, it says 'Sorted by Opened Date, Ticket Employee'. A table lists individual tickets with columns for Ticket Number, Age, Opened Date, Ticket Sub Type, Organization Code, Ticket Employee, Last Response, and Owner. Below the table are buttons for 'Resort Data' and 'View in Excel'. A 'Summary Data' table is also present.

Ticket Number	Age	Opened Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response	Owner
179734	...	2002-11-20 08:35:56	WIGI	BRMAW1FBAADLBA1		2002-11-20: It turns out that th...	(Not Owned) NE TI
179740	...	2002-11-20 11:55:53	WIGI	BRMAW1FBAAF0		...	(Not Owned) NE TI
179741	...	2002-11-20 11:57:36	Terminations of Appointment	FSCREW2SRQZ3R0310		...	NE TEST CPOC @NE TI
179803	...	2002-11-21 08:04:42	Awards	BRMAW1FBAADH0B		...	NE TEST CPOC @NE TI
179804	...	2002-11-21 08:16:36	Awards	BRMAW1FBAAGN		...	NE TEST CPOC @NE TI

Summary Data		
CPAC	Total Tickets	Avg Age in Days
COE NEW YORK	1	62.92
WEST POINT	4	62.53
Ticket Type	Total Tickets	Avg Age in Days
Pay Problem	5	62.61

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- 5 Click on the ticket number of the ticket you want to view. Add any notes that may be applicable to the ticket in the "Enter Notes Below" Block, then click on <Submit Notes>.

Close Window 

Ticket Number : 179804

Problem: Pay Problem

Sub Problem: Awards

Date Submitted: 11/21/02 8:16:36 AM

Status: CLOSED

Creator: NE TEST CPAC 3

Owner: NE TEST CPOC 8

Control:

Employee Name:

[Employee Information](#)
[Position Information](#)
[View NPA/RPA History](#)
[Ticket History](#)

Comments Made:

Employee was supposed to receive a cash award in his 10-31-02 paycheck but did not. RPA was processed for the 10-06-02 pay period. RPA number 02OCTAGHA0000847

Enter notes below:

Date Responded:	By:	Response:
1/22/03 10:24:17 AM	NE TEST CPOC 8	TEXT - See notes

Assigning Pay Problems in ART

Assignment steps

This phase of Helpdesk processing is done by designated person(s) in the CPOC: once pay problem tickets have been submitted, they are assigned to a specific individual or team in the CPOC for working. Follow these steps to assign incoming pay problem ticket(s):

Note: Illustrations used in this Guide are from a testing database and do not reflect appropriate ticket ages (i.e., most of the tickets are in the "red" range meaning they are quite old). New pay problem tickets should be assigned within the CPOC, and worked, promptly after they are submitted.

Step	Action
------	--------

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1 Select Helpdesk from the ART main menu, then select Work Tickets / Change Owner. Note: The "Work Tickets" selection allows you take ownership of tickets yourself, they do not need to be assigned to you.

Navigation: **Main > Helpdesk**

- + Enter a New Ticket
- Ticket Report - Open
- View Tickets You Created - Closed
- View Tickets You Created - Open
- Work Tickets
- Work Tickets You Own
- Work Tickets/Change Owner

[Menu Item Descriptions](#)

2 On the Layout Options screen, click on the <Proceed to Helpdesk> button (this screen is not shown). By default, open tickets are displayed by CPOC branch. Click on the <Ticket Type> radio button at the top of the screen:

Ticket Type	Red	Amber	Yellow	Light Green	Dark Green	Total
Enhance Current Tool	1	0	0	0	0	1
HEAT	3	0	0	0	0	3
Pay Problem	84	0	0	0	1	85
OC Errors	1043	9	63	58	63	1236
Report Error	78	0	0	0	0	78
Totals	1209	9	63	58	64	1403

View Details *You can only view 1000 or less Tickets

View Colorization Chart

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3 Select Pay Problem. On the next screen (this screen is not shown), click on <View Details>. A list of open pay problem tickets displays.

Change Owner	Ticket Number	Ticket Age	Opened Date	Ticket Sub Type	Organization Code	
<input type="radio"/>	166728	190	2002-07-16:08-21-07	Incorrect Pay Setting	BBMCW05JAAAAHC	SPRING
<input type="radio"/>	168908	175	2002-07-31:14-58-53	Incorrect Pay Setting	ALX8W4G820JDDA	ROTT L
<input type="radio"/>	172314	153	2002-08-22:07-57-58	Incorrect Pay Setting	ACXDW262AAAAHC	EVERE
<input type="radio"/>	173737	138	2002-09-06:13-24-40	Work Schedule	BNFCW0XQAAUGBA	MARQL
<input type="radio"/>	173961	134	2002-09-10:14-15-08	Terminations of Appointment	ALSFW1E5AAYC	FANAR
<input type="radio"/>	173963	134	2002-09-10:14-23-53	Firefighter Pay	BRMAW1FBAAFUF	CHAVE
<input type="radio"/>	174876	114	2002-09-30:15-38-22	WIGI	AGATW4QUAAACHB	SCOTT
<input type="radio"/>	174888	112	2002-10-02:08-34-21	Awards	AGSBW1J4AAAD	GALE M
<input type="radio"/>	174889	112	2002-10-02:08-36-22	Change to Lower Grade	AGSBW1J4AAAD	GALE M
<input type="radio"/>	174897	111	2002-10-03:18-03-56	New Hire	BRMAW1FBAADG	ACKER

Army Regional Tools (ART) Users Guide

4

Sorting: By default, tickets are listed by opened date (oldest first), then by employee name. Depending on how your CPOC works in assigning tickets, it may be more convenient to re-sort the tickets by different column(s), for instance, you can re-sort by ticket owner so that all unassigned tickets (assigned to "(Not Owned)") are listed together, or re-sort by ticket sub-type so that all "WIGI" problems are listed together. To do this, click on the <Resort Data> button at the bottom of the list and re-arrange the sort fields:

Choose the sort order for this Report:

Columns on the Report:		Sort by these Columns:
Ticket Number		Opened Date
Ticket Age		Ticket Employee
Opened Date		
Ticket Sub Type		
Organization Code		
Ticket Employee		
Last Response		
Owner		
Creator		
Assignment		

Sort by ->

<- remove

↑

↓

Go to Report

As an example, to change the sort order to "Owner," remove each of the items in the "Sort by" (right side) column by clicking on them, then clicking the <remove> button, then click on "Owner" in the "Columns" (left side) side and click on the <Sort by> button. Use the up- and down-arrows to the right of the "Sort by" column to further rearrange the sort fields if you are sorting by more than one. When you have selected the desired sort order, click the <Go to Report> button to return to the listing of open tickets (in the new sequence).

Army Regional Tools (ART) Users Guide

- 5
- Once the tickets are sorted to your satisfaction, click on the <Change Owner> button for each ticket that you are going to assign. The ownership window displays.
- Each ticket must be individually assigned.
 - Select the user to be assigned the ticket from the drop down list. Use the guidelines provided at your CPOC for who should be assigned each ticket. The list of names that you have available is governed by the access granted to your USERID. Contact the local ART System Administrator if you do not see the appropriate personnel on the list.
 - Once you have selected the assignee, click the <Submit> button.

ART 1.1 (RC-12)

Helpdesk; Work Tickets/Change Owner; *Layout* = Open Tickets 1.; *Status* = Open; *Ticket Type* = ISuspenses
Groupings; *Ticket Type* = Pay Problem
 Sorted by Owner

Change Owner	Ticket Number	Ticket Age	Opened Date
<input checked="" type="radio"/>	174915	111	2002-10-03:18-47-3
<input type="radio"/>	174897	111	2002-10-03:18-03-5
<input type="radio"/>	174917	111	2002-10-03:18-50-3
<input type="radio"/>	174927	111	2002-10-03:19-10-4
<input type="radio"/>	174937	111	2002-10-03:19-27-5
<input type="radio"/>	174931	111	2002-10-03:19-18-5

Helpdesk - Microsoft Internet Explorer

Please select the user you would like to have ownership of ticket 174915:

Not Owned

Submit Cancel

Helpdesk - Microsoft Internet Explorer

Please select the user you would like to have ownership of ticket 207133:

Not Owned

Not Owned

ART DEVELOPERS (ZZWEBER)

BARNABEE PAM (NEBBCSP003)

EE TEST CPOC 3 (EETESTCPOC3)

EE TEST CPOC 4 (EETESTCPOC4)

KEITH SKROCKI (ZZWEBER4)

KO TEST CPOC 3 (KOTESTCPOC3)

KO TEST CPOC 4 (KOTESTCPOC4)

LISA HETTCHEN (ZZWEBER5)

NC TEST CPOC 3 (NCTESTCPOC3)

NC TEST CPOC 4 (NCTESTCPOC4)

- 6 Repeat this for each ticket to be assigned.

Working Pay Problems in ART

Army Regional Tools (ART) Users Guide

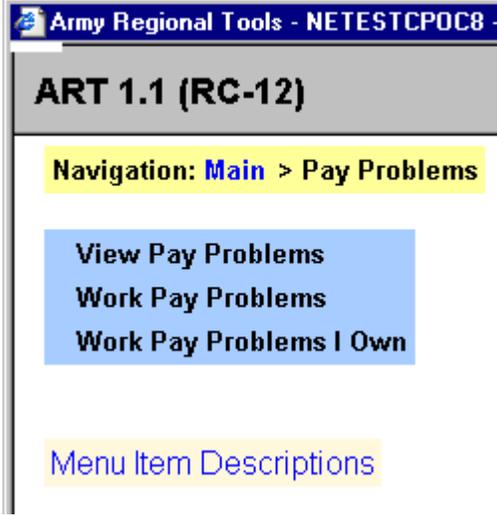
Steps for working problems

This phase of Helpdesk processing is done by designated person(s) in the CPOC. Follow these steps to work a pay problem ticket:

Note: illustrations used in this Guide are from a testing database and do not reflect appropriate ticket ages (i.e., most of the tickets are in the "red" range meaning they are quite old). New pay problem tickets should be assigned within the CPOC, and worked, promptly after they are submitted.

Step	Action
------	--------

Army Regional Tools (ART) Users Guide

1	<p>Select Pay Problems* from the ART main menu, then select Work Pay Problems I Own.</p>  <ul style="list-style-type: none">• View Pay Problems is an option available for non-CPOC employees to view the pay problems. They can add notes to pay problem tickets.• Select Work Pay Problems to see all the open tickets that have been received. This option is for CPOC users to take ownership, assign ownership, and work pay problem tickets, as well as supervisors or employees assigned to track status of pay problems. The user will be able to add notes which will be "marked" for the user assigned to work the ticket the next time the user signs on. The "mark" is a mail slot with a letter sticking out of it on the ART toolbar.• Select Work Pay Problems I Own to get tickets already assigned to you for working, resolving, and closing (for CPOC users) (this option will be used in this Guide). <p>* Note: This section is accessing pay problems via the Pay Problems selection on the ART main menu. The Helpdesk selection will allow you to do the same thing. The primary difference is that going through the Pay Problems selection filters the Helpdesk tickets to only show tickets that are in the Pay Problem category.</p>
---	---

Army Regional Tools (ART) Users Guide

2

On the Layout Options screen, click on the <Proceed to Helpdesk> button (this screen is not shown). When the list of tickets displays (this screen is not shown), click the <View Details> button to display your list of tickets.

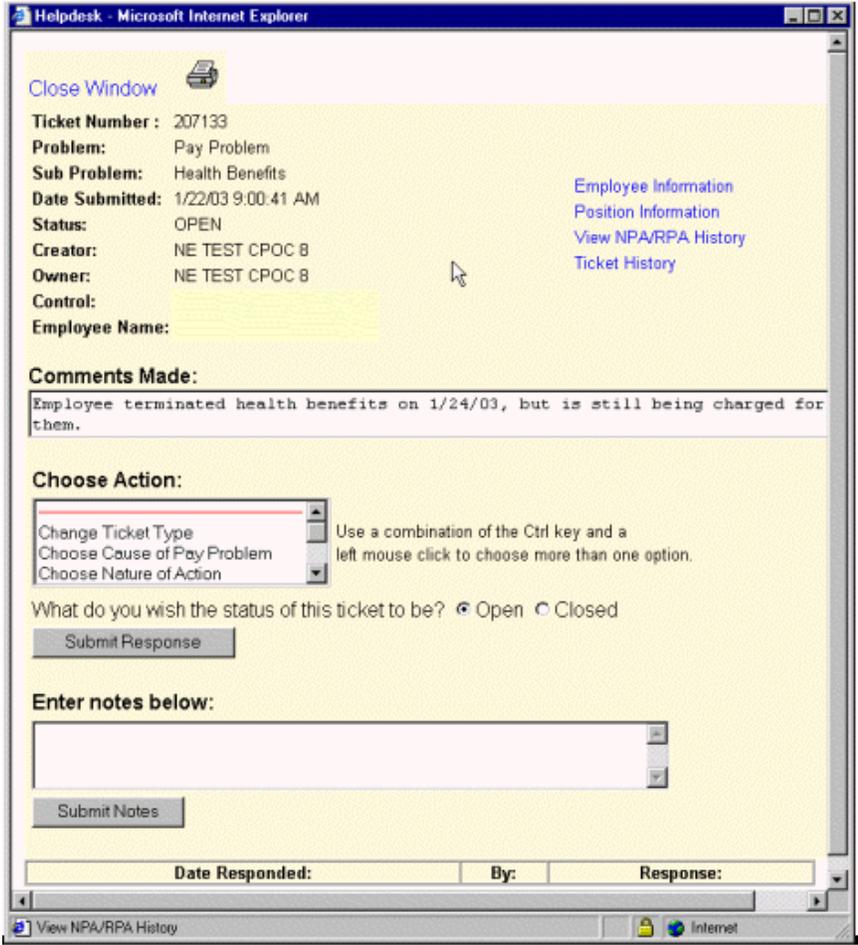
The screenshot shows the 'Pay Problems' section of the ART 1.1 (RC-12) application. It features a table of tickets with columns for Ticket Number, Ticket Age, Opened Date, Ticket Sub Type, Organization Code, Ticket Employee, Last Response, and Owner. Below the table are buttons for 'Resort Data' and 'View in Excel'. A 'Summary Data' table is also present, showing totals for CPAC and Ticket Type.

Ticket Number	Ticket Age	Opened Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response	Owner	Cr
174876	14	2002-09-30 15:38:22	WGI	AGATW4QUAAACHB		2002-09-30 this was a test	NE TEST CPOC 8NC TES	
174943	11	2002-10-03 19:37:34	Work Schedule	BRMAW1FBAADF			NE TEST CPOC 8NC TES	
179741	82	2002-11-20 11:57:36	Terminations of Appointment	FSEW2SF02E3R0310			NE TEST CPOC 8NE TES	
179803	82	2002-11-21 08:04:42	Awards	BRMAW1FBAADH3B			NE TEST CPOC 8NE TES	
207133	1	2003-01-22 09:00:41	Health Benefits	ALXW4GVAARBCA			NE TEST CPOC 8NE TES	

Summary Data		
CPAC	Total Tickets	Avg Age in Days
ABERDEEN PROVING GROUND	1	113.98
CDE NEW YORK	1	63.14
FORT MONMOUTH	1	0.26
WEST POINT	2	86.56
Ticket Type	Total Tickets	Avg Age in Days
Pay Problem	5	70.1

- **Ownership:** If you are using the Work Pay Problems selection, you have access to all the open pay problem tickets in your CPOC. These tickets may or may not have been assigned to you. If not, you must take ownership in order to work them by using the "Change Owner" button on the table.
- **Optional display order:** When the table displays (in Branch order by default), click on the <Ticket Sub Type> radio button at the top of the screen to sort the tickets by type of problem (or by any of the other sort options), and then select the desired sub-type.

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3	<p>Click on the ticket number of the ticket you are going to be working on to display the ticket itself.</p>  <p>Ticket Number : 207133 Problem: Pay Problem Sub Problem: Health Benefits Date Submitted: 1/22/03 9:00:41 AM Status: OPEN Creator: NE TEST CPOC 8 Owner: NE TEST CPOC 8 Control: Employee Name: [REDACTED]</p> <p>Employee Information Position Information View NPA/RPA History Ticket History</p> <p>Comments Made: Employee terminated health benefits on 1/24/03, but is still being charged for them.</p> <p>Choose Action: Change Ticket Type Choose Cause of Pay Problem Choose Nature of Action</p> <p>Use a combination of the Ctrl key and a left mouse click to choose more than one option.</p> <p>What do you wish the status of this ticket to be? <input checked="" type="radio"/> Open <input type="radio"/> Closed</p> <p><input type="button" value="Submit Response"/></p> <p>Enter notes below: <input type="text"/> <input type="button" value="Submit Notes"/></p> <p>Date Responded: By: Response:</p>
4	<p>The information describing the problem will be in the "Comments made" section. Using the information provided on the ticket, plus research capabilities on the page (Employee information, Position Information, View NPA/RPA History, and ticket history) and DCPS inquiries, determine the cause of the problem and the resolution required. Available actions at this point are (these are covered in the following sections):</p> <ul style="list-style-type: none">• Provide interim information• Change ticket type• Reassign ticket• Identify fix (cause, NOA, and resolution)• Close the ticket

Interim information, changing type, reassigning

Army Regional Tools (ART) Users Guide

Provide interim information

Enter status notes in the "Enter Notes Below" section (example: called submitter for more information) and click <Submit Notes>.

Enter notes below:

Submitter was contacted on 23 Jan 03 for more information.

Submit Notes

When information is added to the ticket, a notification is sent to the originator (mail slot with a letter sticking out of it will appear in the ART toolbar).

Change ticket type

This option is used to change the ticket to a different sub-type of pay problem, or to a different type of problem ticket altogether (not a pay problem). If the ticket type is changed, it will no longer belong to you, and you will have to take ownership of the ticket again if you are going to continue to work on it.

Under the "Choose Action" block, click on Change Ticket Type, then click <Click here to enter data for the selection(s) above>:

Choose Action:

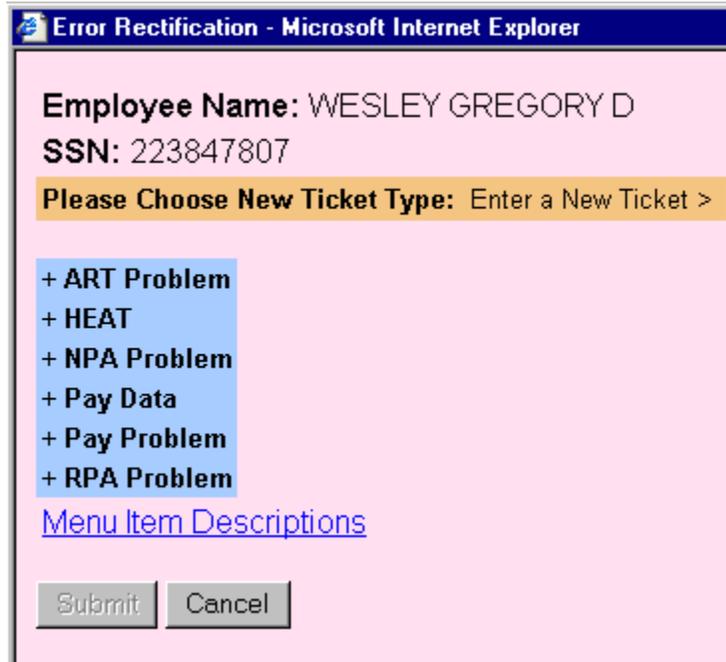
Change Ticket Type
Choose Cause of Pay Problem
Choose Nature of Action

Use a combination of the Ctrl key and a left mouse click to choose more than one option.

Click here to enter data for the selection(s) above

Army Regional Tools (ART) Users Guide

Select the correct ticket type from the list (descriptions follow):



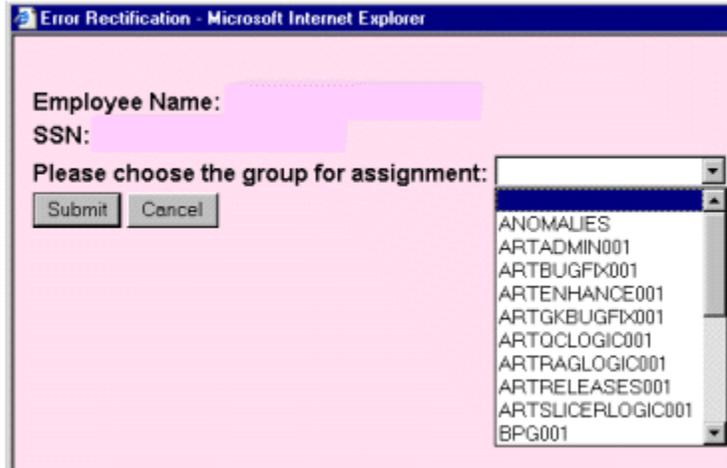
The screenshot shows a web browser window titled "Error Rectification - Microsoft Internet Explorer". The page content includes:

- Employee Name: WESLEY GREGORY D
- SSN: 223847807
- A highlighted instruction: "Please Choose New Ticket Type: Enter a New Ticket >"
- A list of menu items with plus signs: + ART Problem, + HEAT, + NPA Problem, + Pay Data, + Pay Problem, + RPA Problem.
- A blue underlined link: [Menu Item Descriptions](#)
- Two buttons at the bottom: "Submit" and "Cancel".

- ART Problem: Choose Request Guidance/Assistance: use if the ticket submitted does not meet the definition of a pay problem (see *Pay problem definition*, page 40).
 - HEAT: not used at this time.
 - NPA Problem: choices are "incorrect data", "missing data", and "other problem". This choice reflects a problem on the NPA that requires action, but did not cause a pay problem. Examples: wrong step but the correct salary. Wrong SCD for leave, but doesn't impact leave accrual. Note: these tickets still need to be resolved; however, they are not as time critical as pay problems.
 - Pay Data:
 - Pay Problem: Click on Menu Item Descriptions to see definitions of pay problem choices. Once the ticket is changed to a different sub-type of pay problem, the user must take ownership of the new type of ticket created.
 - RPA Problem: "RPA has been mis-routed" does not cause a pay problem, but requires assistance.
-

Army Regional Tools (ART) Users Guide

Reassign ticket Use this option to assign the ticket to a different group (to assign to a different person, use the Work Tickets-Change Owner option from the Helpdesk menu). Under the "Choose Action" block, click on Reassign Ticket, then click <Click here to enter data for the selection(s) above>:

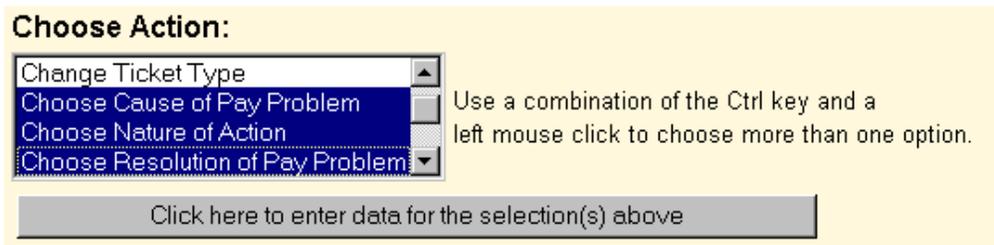


Click on the drop down menu, select the group to which the ticket should be assigned, and click <Submit>.

Identifying the fix and closing

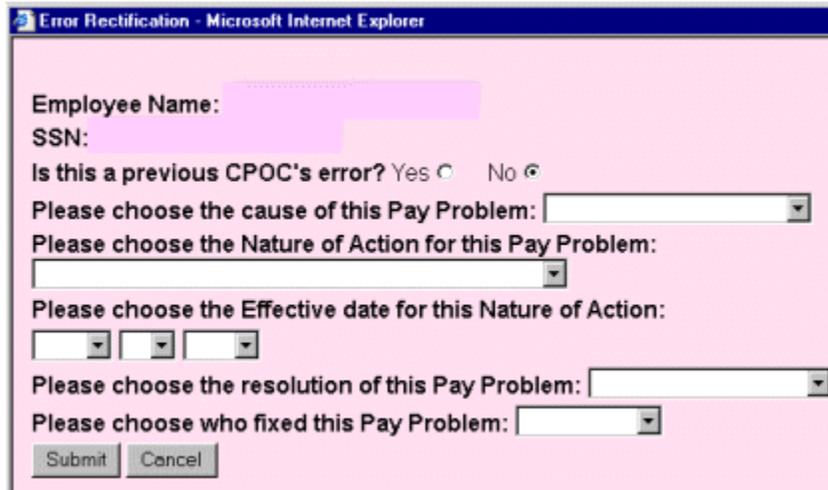
**Identify fix
(cause, NOA,
resolution)**

When you have fixed the problem, you need to document the cause, NOA, and resolution before you can close the ticket. This is done by selecting these items from the "Choose Action" block of the ticket. They can be entered individually or all at once; to enter all at once, hold the CTRL key while clicking on these items:



Army Regional Tools (ART) Users Guide

Once selected, click the <Click here to enter data for the selection(s) above> button to display the screen for inputting the information for the selected item(s). When you have completed all the items (whether selected individually or as a group), click the <Submit> button to update the ticket.



Employee Name:

SSN:

Is this a previous CPOC's error? Yes No

Please choose the cause of this Pay Problem:

Please choose the Nature of Action for this Pay Problem:

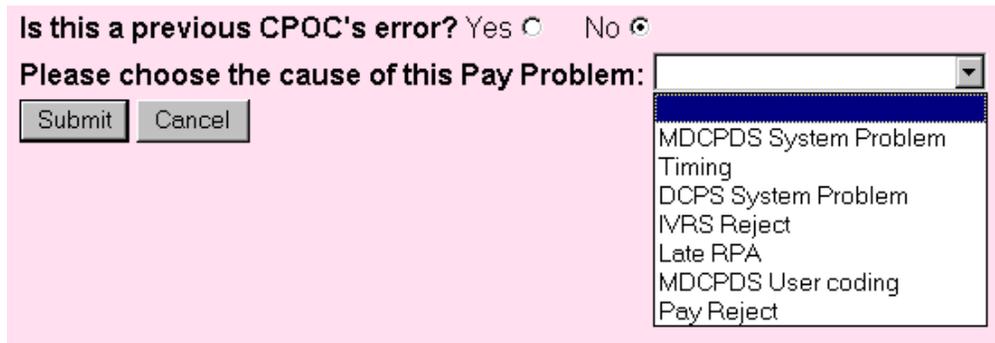
Please choose the Effective date for this Nature of Action:

Please choose the resolution of this Pay Problem:

Please choose who fixed this Pay Problem:

Cause of pay problem

Identify what condition caused the pay problem, using the drop down list. This will be used to identify trends of problems for possible future training or system changes. If the pay problem was inherited from another CPOC, change the radio button to "Yes" (otherwise leave as "No").



Is this a previous CPOC's error? Yes No

Please choose the cause of this Pay Problem:

- MDCPDS System Problem
- Timing
- DCPS System Problem
- IVRS Reject
- Late RPA
- MDCPDS User coding
- Pay Reject

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NOA

Identify the nature of action of the personnel action which caused the pay problem. This will be used to identify trends of problems for possible future training or system changes:

Please choose the Nature of Action for this Pay Problem:

FEHB Update (M2B) - Federal Employees Health Benefits

781/782 - Change in Work Schedule/Hours

790 - Realignment

866 - Term of Grade Retention

881 - FEGLI Change

892 - QSI

893 - WIGI

894 - Pay Adjustment

8XX - Awards

FEHB Update (M2B) - Federal Employees Health Benefits

TSP Update (1TS) - Thrift Savings Plan

XXX - Other

Nature of Action:

Also identify the effective date of the personnel action (hint, when selecting the year, if you click on the "2" key on your keyboard you will jump quickly to the "2000" area):

Please choose the Nature of Action for this Pay Problem:

FEHB Update (M2B) - Federal Employees Health Benefits

Please choose the Effective date for this Nature of Action:

JAN 12 2003

Submit Cancel

1993

1994

1995

1996

1997

1998

1999

2000

2001

2002

2003

Army Regional Tools (ART) Users Guide

Resolution Select the appropriate resolution from the drop down list, and include the action office that corrected the problem:

Please choose the resolution of this Pay Problem:

Please choose who fixed this Pay Problem:

- Correction Processed
- Cancellation Processed
- Update MDCPDS
- Payroll Regeneration
- DFAS Remedy Ticket
- Mail to PRO
- Fax to PRO

Please choose the resolution of this Pay Problem:

Please choose who fixed this Pay Problem:

- CPOC
- Payroll Tech
- CPAC
- CSR

Closing the ticket

Do not close the ticket until after you confirm that the problem is fixed both in personnel and in payroll. If the action was forwarded to payroll or CSR for the actual correction, leave the ticket open until the correction is actually made. Once the correction is confirmed, highlight the "See Notes" in the Chose Action Box, select the radio button for "Close" (in answer to the question "What do you wish the status of the ticket to be?") and click the <Submit Response> button to mark the action closed:

Choose Action:

Choose Nature of Action
Choose Resolution of Pay Problem
Reassign Ticket
See notes

Use a combination of the Ctrl key and a left mouse click to choose more than one option.

What do you wish the status of this ticket to be? Open Closed

Once closed, the problem ticket will no longer appear on the Open Tickets list.

Running Pay Problem Reports

Army Regional Tools (ART) Users Guide

Reporting steps Reports of open pay problem tickets can be produced through ART with the output in a Microsoft Excel spreadsheet to allow for more flexibility in reviewing and analyzing pay problem tickets (at this time there is no capability of using this process to view closed pay problem tickets; this will be provided in the future). Follow these steps to prepare a report of pay problem tickets:

Step	Action
1	Select Pay Problems from the ART main menu, then select View Pay Problems.
2	Click on the <Proceed to Helpdesk> button.
3	<p>At this point, you can select how you view the tickets. ART allows you to select on any of the radio buttons on the Details screen. Click on the radio button by your first selection. The following selections are provided on the first screen:</p> <ul style="list-style-type: none"> • Branch • CPAC • Command • Creator • Division • Owner • Servicing Region • Ticket Employee • Ticket Sub Type • Unit Identifier <p>Once your selection appears, you can then click on your next select criteria in the first column to further reduce your selection. For example, if your first selection was "CPAC" then you would see a listing of CPACs in the first column and you just need to click on the CPAC you want. You can further select by using the radio buttons again. For example, once you see your CPAC selection, you can then choose to see the tickets by Ticket Sub Type.</p>
4	Once the selection process is done, click on the <View Details> button at the bottom of the screen. This will give you a listing of the pay problem tickets with the ticket number in the far left column.

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5	<p>You can then resort the data on the screen by clicking on the <Resort Data> button. The following selections are available:</p> <ul style="list-style-type: none">• Ticket Number: the unique number assigned to reported problem. It is assigned sequentially as the tickets are submitted.• Ticket Age: calculated field indicating how many days the ticket has been opened. This date is based on the opened date.• Opened Date: the actual date, hour, minute, and time that the ticket was created (this is the default primary sort).• Ticket Sub type: the type of pay problem submitted (see listing of available choices under Create a new ticket).• Organization Code: the organization code of the employee for that pay problem.• Ticket Employee: the name of the employee for that pay problem (the secondary default sort).• Last Response: the last information entered into the ticket as a response. This field always starts with the date of the response, so the sorting by this field will indicate the last time anyone entered data into the ticket or whether the ticket does not yet have a response.• Owner: the person who currently has ownership of the ticket and is responsible for resolving the problem. If this is blank no one has ownership yet.• Creator: the person who submitted the ticket originally.• Assignment: the group to which the ticket is assigned. For pay problems, they will all be assigned to Pay Problem001.• Servicing Region: the region that services the employee's record.
---	--

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Choose the sort order for this Report:

Columns on the Report:

- Ticket Number
- Ticket Age
- Opened Date
- Ticket Sub Type
- Organization Code
- Ticket Employee
- Last Response
- Owner
- Creator
- Assignment

Sort by →

← remove

Sort by these Columns:

- Opened Date
- Ticket Employee

6 The reports are originally sorted alphabetically by the opened date of the problem ticket; however, the user can change the sort by highlighting the preferred sort on the left and clicking Sort by → . This will move the selected choice to the right column under "Sort by these Columns".

7 Once you have your selection criteria in the right column, you may use the up and down arrows for your sort order. To change the order, highlight the option that must be moved and then use the up or down arrow on the right to move the option up or down.

8 Then click on the <Go to Report> button to see your list of tickets.

9 For an electronic copy of the report, click the <View in Excel> button at the bottom. This will open the report in Excel where you can further manipulate the data and save it as an Excel spreadsheet (Note: If saving the report in Excel, change the type of file from text to Excel worksheet).

The screenshot shows a Microsoft Internet Explorer browser window displaying an Excel spreadsheet. The spreadsheet has the following columns: Ticket Number, Ticket Age, Opened Date, Ticket Sub, Organization Code, Ticket Employee, Last Response, Owner, Creator, and Assignment. The data is sorted by Ticket Number.

	A	B	C	D	E	F	G	H	I	J	K
1	Ticket Nu	Ticket Age	Opened D	Ticket Sub	Organizati	Ticke	Last Respi	Owner	Creator	Assignment	
2	166728	191	2002-07-16	Incorrect	FBBMCW01	SPRI	2002-08-25	ART DEVE	BROWN E	PAYPROBLEM001	
3	168908	176	2002-07-31	Incorrect	FALX8W4	GIR	2002-09-04	ART DEVE	BROWN E	PAYPROBLEM001	
4	172314	154	2002-08-22	Incorrect	FACXDW26	EVEI	2002-09-03	SW TEST	BROWN E	PAYPROBLEM001	
5	173737	139	2002-09-06	Work Sch	BNFCW0X	MAR	2002-10-07	NE TEST (Perezrom	3	PAYPROBLEM001	
6	173961	135	2002-09-10	Terminatio	ALSFW1E	FAN:	...	ART DEVE	BROWN E	PAYPROBLEM001	
7	173963	135	2002-09-10	Firefighter	BRMAW1f	CHA	2002-10-30	NE TEST (BROWN E	PAYPROBLEM001	
8	174888	113	2002-10-02	Awards	AGSBW1J	GALF:	...	ART DEVE	NE TEST (PAYPROBLEM001	
9	174889	113	2002-10-02	Change to	AGSBW1J	GALF	2002-11-25	SW TEST	NE TEST (PAYPROBLEM001	

Army Regional Tools (ART) Users Guide

Inbox Statistics II

What are Inbox Statistics? The Inbox Statistics tool provides information on timeliness of processing personnel actions (formerly known as the Red-Amber-Green report). This tool can provide consolidated information by region, CPAC location, Command, Inbox Sub-Type, or Inbox Type, as well as information on specific actions to include links to position data, organizational information, and individual RPAs.

- Related tools**
- Inbox Statistics presents information about **open** personnel actions (including actions that have been completed but not consummated, i.e., the effective date has not arrived). To view historical information about **closed** actions, use the *Review and Analysis* tool, page 108 (which also has population statistics).
 - CPOC users can access the same information that is provided by **Inbox Statistics** using *My Stuff*, page 76. **My Stuff** is another way to access Inbox Statistics and other ART tools but they are tailored to each user's organizational location (for example, the user sees inbox statistics pertaining to his/her branch or division only).
 - The **RPA Tracker** tool provides access to RPAs for specific employees (based on the RPA number). Both Inbox Statistics and RPA Tracker use the same RPA Viewer to look at individual RPAs. See *RPA Tracker*, page 100.
-

Benefits of Inbox Statistics

- Benefits to CPOC Staff**
- In-box statistics can be used by CPOC staff members in many ways:
- As a tracker – The staffer can track individual actions quickly and efficiently.
 - As a status report – The status of an action is reflected in the Inbox Statistics tool, if the event codes and information are entered timely and accurately.
 - As a workload indicator – Inbox Statistics provides numbers and types of actions in individual in-boxes. The staffer can access information on actions initiated by management that are in route to the CPOC for workload planning and forecasting. Team leaders, Branch Chiefs, and Division Chiefs can monitor workload to ensure even distribution of work and resources.
-

Army Regional Tools (ART) Users Guide

Benefits to the CPAC

Inbox Statistics can be used by CPAC staff members to:

- Track actions routed to the CPOC.
 - Obtain the status of actions.
 - Reduce number of inquiries forwarded to CPOC
-

Benefits to Managers

Managers can benefit:

- Track initiated actions.
 - Check status of actions.
 - Comment on the action at any time during the life of the RPA.
-

Benefits to Administrative Personnel

Administrative personnel, personnel liaisons, etc., can benefit:

- Track actions.
 - Check status of the RPA(s).
-

Benefits to Resource Management

Resource management personnel can benefit:

- Access and retrieve information pertinent to their organizations.
 - Ensure proper execution of salary dollars.
 - Check status of open/closed actions.
-

NOTE: Users only have access to information based on the level of permissions assigned by the systems administrator.

Color Coding

Color coding

Inbox statistics uses a color scheme to reflect the number of days in the "aging" process for each functional area (management, CPAC, CPOC) or event in the staffing or processing cycle (open announcement, rating, ranking, etc.).

Click on **<View Colorization Chart>** (on the layout screen as you are accessing a particular report) to view the chart, part of which is shown here:

Army Regional Tools (ART) Users Guide

[Close Window](#)

Status Type	Colorization Values in Days				
	Red	Amber	Yellow	Light Green	Dark Green
Ages					
CPAC Age	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
CPOC Age	84+	84 - 63	63 - 42	42 - 21	21 - 0
Management Age	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
Personnel Age	120+	120 - 90	90 - 60	60 - 30	30 - 0
Events					
01 - Manager	4+	4 - 3	3 - 2	2 - 1	1 - 0
02 - CPAC	2+	2 - 1.5	1.5 - 1	1 - 0.5	0.5 - 0
03 - CPOC	0.8+	0.8 - 0.6	0.6 - 0.4	0.4 - 0.2	0.2 - 0
04 - Classification	12+	12 - 9	9 - 6	6 - 3	3 - 0
05 - Staffing	0.8+	0.8 - 0.6	0.6 - 0.4	0.4 - 0.2	0.2 - 0
06 - Open Announcement	12+	12 - 9	9 - 6	6 - 3	3 - 0
07 - Rating	6+	6 - 4.5	4.5 - 3	3 - 1.5	1.5 - 0
08 - Open Referral	28+	28 - 21	21 - 14	14 - 7	7 - 0
09 - Committed	12+	12 - 9	9 - 6	6 - 3	3 - 0
10 - Staffing Delay	20+	20 - 15	15 - 10	10 - 5	5 - 0

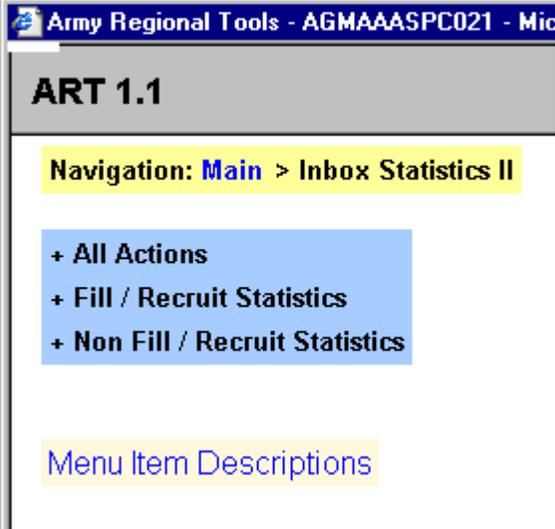
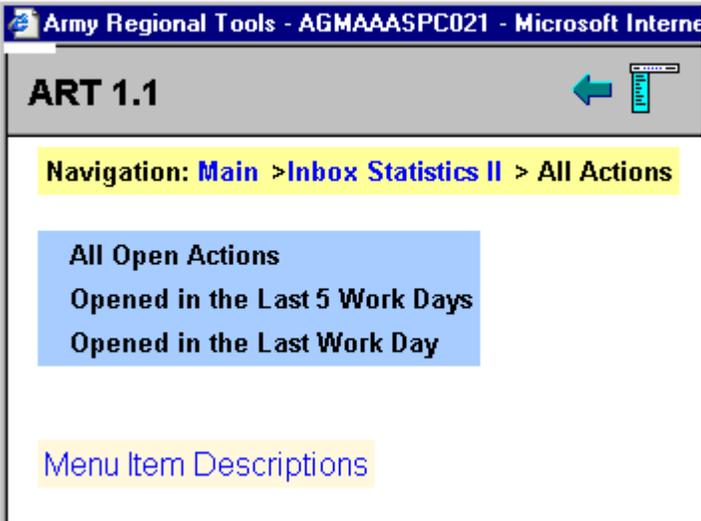
Accessing and Using Inbox Statistics

Using inbox stats

Follow these steps to use the Inbox Statistics tool:

Step	Action
------	--------

Army Regional Tools (ART) Users Guide

1	<p>From the ART main menu, select <i>Inbox Statistics II</i> to access this tool. A submenu displays:</p>  <p>The screenshot shows a web browser window titled "Army Regional Tools - AGMAAASPC021 - Mic". Below the title bar is a grey header with "ART 1.1". A yellow navigation bar contains the text "Navigation: Main > Inbox Statistics II". Below this is a blue box with three menu items: "+ All Actions", "+ Fill / Recruit Statistics", and "+ Non Fill / Recruit Statistics". At the bottom is a yellow box with the text "Menu Item Descriptions".</p>
2	<p>Select the type of actions that you want to examine (all actions, fill/recruit, or non-fill/recruit). A further submenu displays:</p>  <p>The screenshot shows a web browser window titled "Army Regional Tools - AGMAAASPC021 - Microsoft Intern". Below the title bar is a grey header with "ART 1.1" and a blue arrow pointing left. A yellow navigation bar contains the text "Navigation: Main > Inbox Statistics II > All Actions". Below this is a blue box with three menu items: "All Open Actions", "Opened in the Last 5 Work Days", and "Opened in the Last Work Day". At the bottom is a yellow box with the text "Menu Item Descriptions".</p>
3	<p>Select the timeframe for the actions you want to examine (all, opened in the last 5 workdays, opened in the last workday (not available for fill/recruit)). (The options for actions opened in the last 5 workdays or last workday are particularly useful for CPACs who want to monitor actions being sent to the CPOC from their installation).</p>

Army Regional Tools (ART) Users Guide

4	<p>On the layout screen, use the radio buttons to indicate whether you want to see actions based on total time in management, CPAC, CPOC, in personnel (CPAC and CPOC), or by events:</p> <div data-bbox="553 344 1399 804" style="border: 1px solid black; padding: 10px;"><p>Inbox Statistics II; All Actions; All Open Actions</p><p>Please Select the Overall Layout:</p><p>All Actions 01 View Layout Details</p><p>Colorized By: <input type="radio"/> Total Time in Management <input type="radio"/> Total Time in CPAC <input checked="" type="radio"/> Total Time in CPOC <input type="radio"/> Total Time in Personnel <input type="radio"/> Event Time</p><p>View Colorization Chart</p><p>Proceed to Inbox Statistics</p></div> <ul style="list-style-type: none">• The <View Layout Details> button displays information about filtering, grouping, and the level of detail that will be used in the report you have selected. This is provided for information only.• The <View Colorization Chart> link displays the colorization chart shown above (see <i>Color Coding</i>, page 68).
5	Click on < Proceed to Inbox Statistics >.

Army Regional Tools (ART) Users Guide

6 The report displays, sorted by CPAC location. You can change this to Command, event (rating, ranking, etc.), inbox, inbox type (manager, RM, classifier, etc.) or subtype, NOA (nature of action), smart number (RPA number), or UIC by clicking on another of the radio buttons at the top of the table.

Note, for many users, this table will not be as lengthy as shown here since you will only see the actions for your organization(s). You can click on **<View Details>** at the bottom of the table to proceed (step 8 below).

Inbox Statistics II; All Actions; All Open Actions; *Layout = All Actions 01*. **Colorized by Total Time in CPOC; Status = OPEN; Status = FUTURE**
Groupings

CPAC Location
 Command
 Event Status
 Inbox
 Inbox Sub-Type
 Inbox Type
 NOA
 Smart Number
 UIC

CPAC Location	Red	Amber	Yellow	Light Green	Dark Green	Total
ABERDEEN PROVING GROUND	114	142	56	69	421	802
ARL - ADELPHI	26	10	10	15	36	157
ARL - APG	4	1	0	0	10	15
CARLISLE	9	29	4	11	174	227
COE BALTIMORE	45	29	15	21	255	365
COE BUFFALO	1	9	29	6	59	103
COE DETROIT	11	7	8	3	160	189
COE NAD NEW ENGLAND	11	7	3	17	31	69
COE NEW YORK	25	22	10	12	261	330

Here's the same report sorted by inbox type:

Inbox Statistics II; All Actions; All Open Actions; *Layout = All Actions 01*. **Colorized by Total Time in CPOC; Status = OPEN; Status = FUTURE**
Groupings

CPAC Location
 Command
 Event Status
 Inbox
 Inbox Sub-Type
 Inbox Type
 NOA
 Smart Number
 UIC

Inbox Type	Red	Amber	Yellow	Light Green	Dark Green	Total
CPAC	1	0	3	3	398	405
CPOC	539	389	364	518	1182	2992
Manager	1	2	5	22	1821	1851
RMO	0	0	0	0	258	258
Systems	9	2	1	2	14	27
Unknown	0	0	0	0	17	17
WGI Box	3	232	0	0	1	236
Totals	552	625	373	545	9691	5786

[View Details](#) *You can only view 1000 or less RPA's

7 Use the links in the left column to narrow down your selection (e.g., choose a particular CPAC location or a particular inbox type):

Inbox Statistics II; All Actions; All Open Actions; *Layout = All Actions 01*. **Colorized by Total Time in CPOC; Status = OPEN; Status = FUTURE**
Groupings: CPAC Location = CARLISLE

CPAC Location
 Command
 Event Status
 Inbox
 Inbox Sub-Type
 Inbox Type
 NOA
 Smart Number
 UIC

CPAC Location	Red	Amber	Yellow	Light Green	Dark Green	Total
CARLISLE	9	29	4	11	174	227
Totals	9	29	4	11	174	227

[View Details](#)

Army Regional Tools (ART) Users Guide

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Click the **<View Details>** button at the bottom of the table. Depending on the size of the establish report this can take a moment or two to display:

The screenshot shows the 'ART 1.1' web application interface. At the top, there's a navigation bar with 'ART 1.1' and 'Inbox Statistics II'. Below that, a summary line reads: 'Inbox Statistics II, All Actions, All Open Actions, Layout = All Actions Of, Colorized by Total Time in CPOC, Status = OPEN, Status = FUTURE, Groupings, CPAC Location = ARL - APG, Sorted by Actions Requested, Event Status'. The main table has columns: Request Date, Smart Number, Request Sequence, MGMT Time, CPAC Time, CPOC Time, Actions Requested, NOA, Pay Plan Series Grade, Name, Prop Eff Dt, Eff dt, and GK. Below the main table are two buttons: 'Resort Data' and 'View in Excel'. At the bottom, there is a small summary table:

RPA Type	Total	Avg Time in MGR Inbox	Avg Time in CPAC Inbox	Avg Time in CPOC Inbox	Avg Time in Personnel Inbox
Fill/Recruit	0	NA	NA	NA	NA
Other	15	225.7	4.3	123.6	127.8
RPA Total	15				

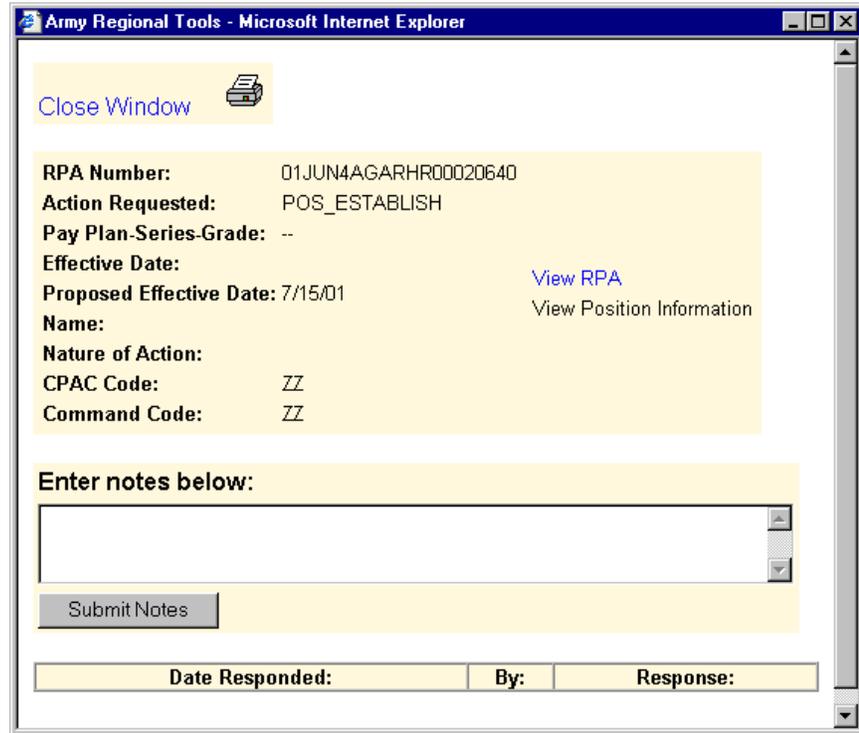
Note the following on this screen:

- The table contains an entry for each RPA for the selected CPAC (or event or inbox, etc.).
- To view RPA information for a particular action, click the RPA number in the "Smart Number" column (see next step).
- The table scrolls to the right to display additional columns of information, including the current inbox, event time and status, etc.
- The small table at the bottom provides summary statistical information about timeliness of actions.
- The **<Resort>** button allows you to resort the actions by different columns.
- The **<View in Excel>** button exports the table into an Excel spreadsheet for additional manipulation or analysis.
- The "GK" column indicates if the RPA has a gatekeeper checklist. If "Y," you can view the checklist by clicking on the link.

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To view more information about a specific RPA, click the RPA number link in the "Smart Number" column



The screenshot shows a web browser window titled "Army Regional Tools - Microsoft Internet Explorer". The page content is as follows:

- A "Close Window" link with a printer icon.
- A yellow highlighted box containing the following details:
 - RPA Number:** 01JUN4AGARHR00020640
 - Action Requested:** POS_ESTABLISH
 - Pay Plan-Series-Grade:** --
 - Effective Date:** [blank]
 - Proposed Effective Date:** 7/15/01
 - Name:** [blank]
 - Nature of Action:** [blank]
 - CPAC Code:** ZZ
 - Command Code:** ZZ
- Two blue links: "View RPA" and "View Position Information".
- A section titled "Enter notes below:" with a text input area and a "Submit Notes" button.
- A table at the bottom with three columns: "Date Responded:", "By:", and "Response:".

- To view the RPA data itself, click the "**View RPA**" link (see next step).
- If a position record exists, click the "**View Position Information**" link to view this data (the link will not be active if the position is not in the database).
- You can add comments in the "Notes" block (and then click <**Submit Notes**>). These notes will be accessible to other users who view this RPA.

Army Regional Tools (ART) Users Guide

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The RPA Viewer displays all the data on the RPA itself, plus provides access to the Gatekeeper checklist (if there is one), and (if you scroll down) notes, current inbox (location), and tracking data:

RPA Viewer - Microsoft Internet Explorer

Close Window GateKeeper Checklist

PART A -- Requesting Office

1. **Actions Requested:** POS_ESTABLISH
2. **Request Number:** 01JUN4AGARHR00020640 (Open)
3. **For Additional Information Call:**
4. **Proposed Effective Date:** 7/15/01
5. **Actions Requested By:**
ADMINISTRATIVE OFFICER
6/13/01

6. **Actions Authorized By:**
DIRECTOR, HUMAN RESEARCH & ENGINEERING DIRECTORATE

PART B -- Preparation of SF50

1. **Name (Last, First, Middle):** 2. **Social Security Number:** 3. **Date of Birth:**
XXXXX

STATUS REMARKS

Status Remark	Occur	Date 1	Date 2	Com
---------------	-------	--------	--------	-----

FIRST ACTION

Internet

My Stuff

Purpose

Note, this tool is for CPOC personnel.

My Stuff provides CPOC users with a convenient way to access various ART tools, tailored to the CPOC staff member's organizational location (branch and division, and region) within the CPOC. The tools that you can access from My Stuff are:

- Inbox Statistics
 - Helpdesk
 - Suspenses
 - Organization Viewer
 - Review and Analysis
-

Tailored views

The tools available under *My Stuff* are the same as their counterparts accessed from the ART main menu, but they are "tailored" to your organizational location within the CPOC. The branch and division which are used for *My Stuff* is based on the information you provided in the User Preferences option (ART Account Editor) -- see *Initial login (account editor)*, page 12.

Accessing Inbox Statistics using My Stuff

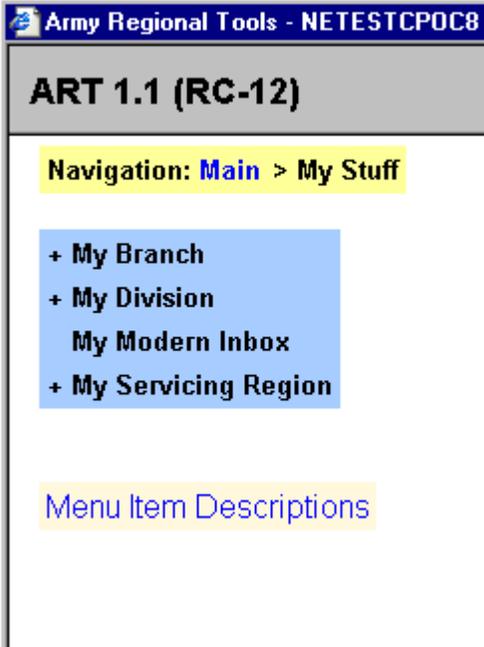
Introduction

Follow these steps to access and use the Inbox Statistics tool through *My Stuff*. (which automatically filters the data to your desired organizational level -- branch, division, or region).

- "My Branch" is being used as an example here, but the same steps apply for My Division and My Servicing Region. The primary difference between these options is, of course, the amount of data that will be displayed.
- Additionally, the examples below are using the "all open actions" option, but the other options work the same way also (all open actions, all open fill/recruit, or all open non-fill/recruit).

Step	Action
------	--------

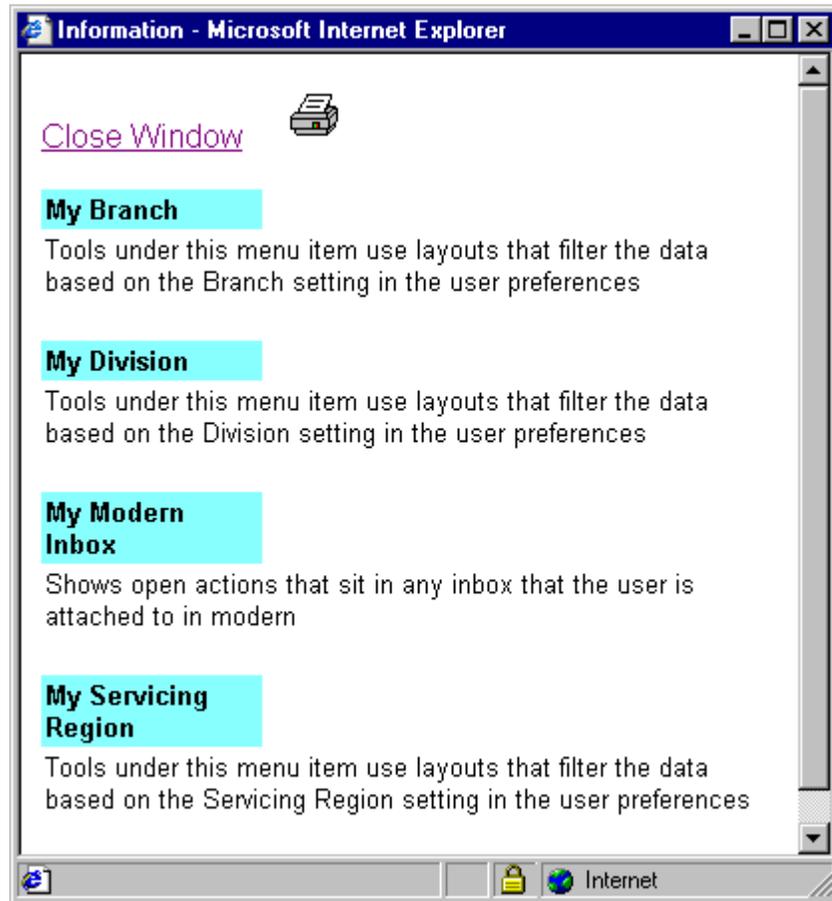
Army Regional Tools (ART) Users Guide

1	<p>From the ART main menu, select <i>My Stuff</i> to access this tool. A submenu displays:</p>  <p>The screenshot shows a web application interface. At the top, there is a blue header bar with the text 'Army Regional Tools - NETESTCPOC8'. Below this is a grey bar with the text 'ART 1.1 (RC-12)'. Underneath, there is a yellow highlighted box containing the text 'Navigation: Main > My Stuff'. Below that is a blue box containing a list of menu items: '+ My Branch', '+ My Division', 'My Modern Inbox', and '+ My Servicing Region'. At the bottom of the screenshot is a yellow highlighted box containing the text 'Menu Item Descriptions'.</p> <p>See <i>Accessing Other Tools using My Stuff</i>, page 80, for information about My Modern Inbox.</p>
---	---

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2

Clicking on the Menu Item Descriptions button explains each of the menu selections on the My Stuff menu:



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3

Click on **My Branch** to see the selections available under that option. Each of the selections uses data from your branch:

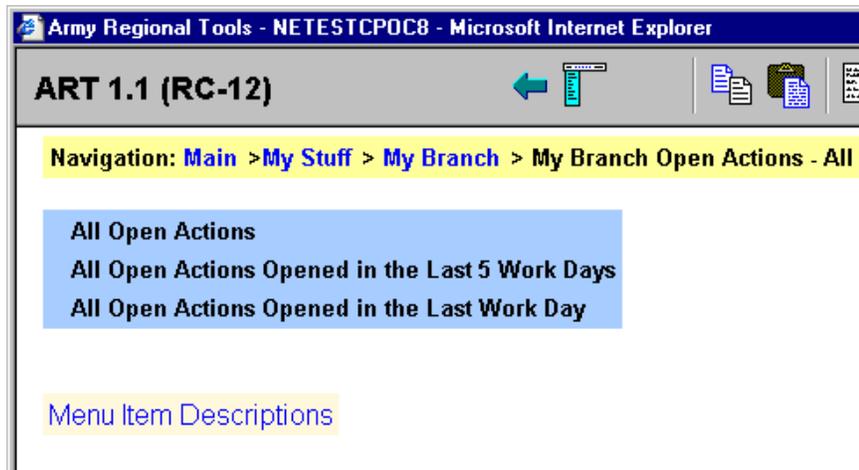


Note, the same selections are available under **My Division** and **My Servicing Region**, but the data that is pulled for these options pertains to your division and region respectively.

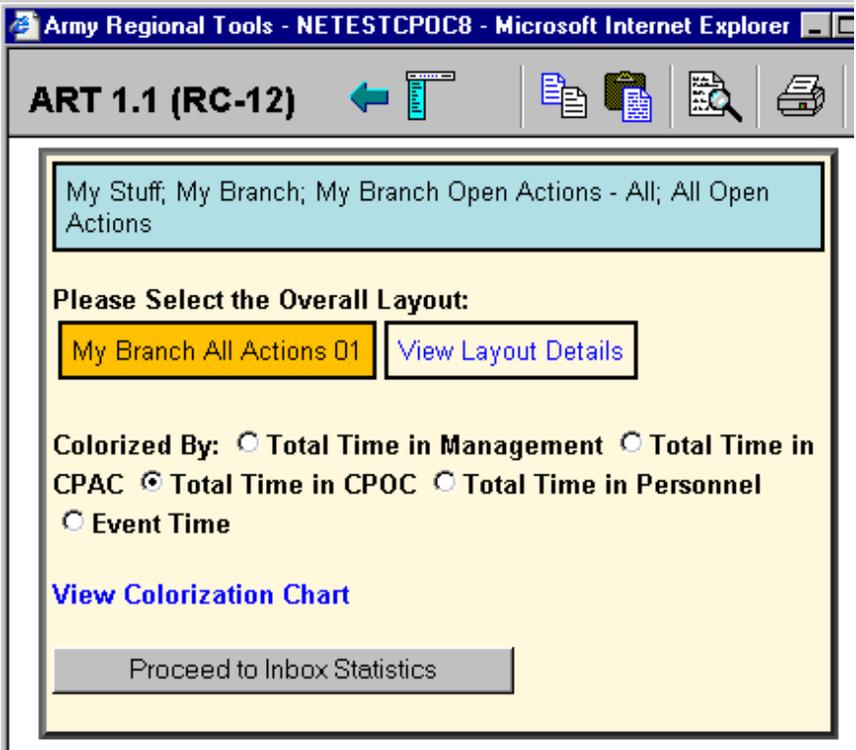
See *Accessing Other Tools using My Stuff*, page 80, for information about **My Branch Reports**, **Open Tickets**, and **Organizations**.

4

Click on **My Branch Open Actions - All** to see the selections available under that option:



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5	<p>At this point, if you click on any of the selections, the standard Layout screen displays:</p>  <p>This screen provides information about what data you have selected, provides you the opportunity to colorize by time in different types of organizations (Total Time in CPOC is the default), and allows you to view the Colorization Chart.</p>
6	<p>Click on the <Proceed to Inbox Statistics> button to view the open actions in your branch. At this point, follow the same steps you would use if you had selected Inbox Statistics II from the ART main menu (see <i>Accessing and Using Inbox Statistics</i>, page 69). The major difference is that the actions displayed will be from your branch only.</p>

Accessing Other Tools using My Stuff

Other tools

In addition to accessing the Inbox Statistics tool as shown above (at the branch, division, or region level), **My Stuff** also provides access to other ART tools.

ART Tool	<i>My Stuff</i> navigation path(s)
----------	------------------------------------

Army Regional Tools (ART) Users Guide

<p>Review and Analysis - Fill Time report, Classification report (see <i>Review and Analysis</i>, page 108)</p>	<ul style="list-style-type: none"> • My Stuff -- My Branch -- My Branch Reports • My Stuff -- My Division -- My Division Reports • My Stuff -- My Servicing Region -- My Servicing Region Reports
<p>Review and Analysis - Population Statistics (see <i>Review and Analysis</i>, page 108)</p>	<ul style="list-style-type: none"> • My Stuff -- My Servicing Region -- My Servicing Region Reports
<p>Inbox Statistics - for your inbox(es) only (see <i>Accessing and Using Inbox Statistics</i>, page 69)</p>	<ul style="list-style-type: none"> • My Stuff -- My Modern Inbox
<p>Helpdesk -- pay problems, suspenses, QC errors, etc. (see <i>Helpdesk</i>, page 35)</p>	<ul style="list-style-type: none"> • My Stuff -- My Branch -- Open Tickets • My Stuff -- My Division -- Open Tickets • My Stuff -- My Servicing Region -- Open Tickets
<p>Organization Structure -- org codes, cleartext names, tables of position data (encumbered and vacant) for each organizational segment (see <i>Organizational Structure</i>, page 88)</p>	<ul style="list-style-type: none"> • My Stuff -- My Branch -- Organizations • My Stuff -- My Division -- Organizations • My Stuff -- My Servicing Region -- Organizations

NPA Tracker

Purpose

The NPA Tracker is used to track Notifications of Personnel Actions (NPAs) processed using DCPDS. The NPA Tracker tool allows the user to easily locate and view the NPA (NPAs are retrieved based on the name of the employee). The information provided is the same as that on the formal NPA, although the format of the document is different (not displayed as a "form"). Users may use the NPA tracker to ensure actions are accurately processed. In addition, when using the NPA Tracker, you also have access to the RPA that was used to generate the NPA.

Terminology

- **NPA: Notification of Personnel Action.** This refers to the completed Standard Form (SF) 50 which is the paper notification to an employee that a personnel action has been processed (a copy is also filed in the employee's Official Personnel Folder (OPF)). An electronic copy of this form is maintained in DCPDS.
 - **RPA: Request for Personnel Action.** This refers to the "working document" which is submitted by management to have a personnel action taken on an employee (promotion, separation, recruitment, LWOP, etc.). It is similar to a work order in other fields. Once an RPA has been approved and processed, and the effective date has arrived, an NPA is generated and sent to the employee and filed in the employee's OPF.
 - See the RPA Chapter in the [DCPDS Desk Guide](#) for additional information.
-

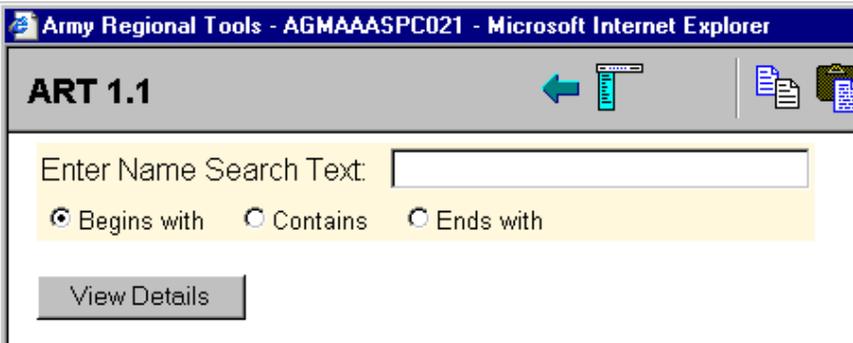
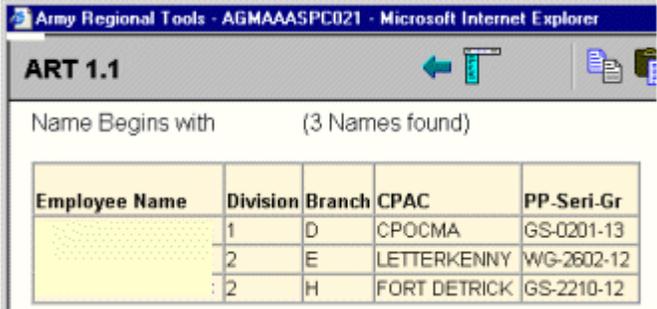
Related tools

Other tools provide information about NPAs and RPAs:

- *Employee Data*, page 30, is an ART tool which provides personnel information about specific employees and can be used to locate and view NPA(s) for a specific employee. Once you have selected a specific NPA, you have access to the same NPA Viewer as is provided in the NPA Tracker tool (described below).
- *RPA Tracker*, page 100, is an ART tool that allows you to track and view RPAs before they have been completed (that is, when no NPA is yet available). Note, once the RPA has been processed and the effective date has arrived, you can use either tool to view the NPA -- however, the NPA Tracker retrieves NPAs by the employee name, and the RPA Tracker uses the RPA number. An additional difference is that the RPA Tracker provides "tracking" information, i.e., who has had the action and for how long, which is not part of the NPA Tracker.
- DCPDS, as the database of record for all employee and NPA data, can be used to view NPAs. Refer to the [DCPDS Desk Guide](#), Civilian Inbox chapter, for instructions for accessing NPAs via your DCPDS inbox.

Retrieving the NPA

Steps After logging into ART, follow these steps:

Step	Action
1	Select <NPA Tracker> from the ART Main Menu
2	Enter the name (or part of the name) of the employee, then click on <View Details> : 
3	If there is more than one employee matching the name information, a list will be displayed. Click on the correct name from the list. 

Army Regional Tools (ART) Users Guide

4 A listing of NPAs for the selected employee will be generated. Select the appropriate NPA and click on the effective date to open the action (see NPA Viewer, below). This is the same information that is provided on the "official" Notification of Personnel Action that is printed and provided to the employee and filed in the employee's Official Personnel File (OPF). To view the RPA instead of the NPA, click on the blue link in the "Request Number (RPA)" column instead.

Notification of Personnel Action			Request for Personnel Action			
Eff Date	NOA(1)	NOA(2) Accept Signature	Request Number(RPA)	Action Requested	Approval Date	Authorizing Signature
1/12/03	B4 - Pay Adj	Donald P. Taylor	MSL257506-666	SALARY_CHG	1/10/03	
1/12/03	B93 - Within-grade Inc	Angela D. Francis	WGI225962	SALARY_CHG	1/25/03	
8/20/02	B40 - Individual Cash Award	Pamela B. Bond	02AUG44AGMAA00132669	AWARD	8/21/02	Prater, Carolyn P
1/13/02	B94 - Pay Adj	Donald P. Taylor	MSL108766-220	SALARY_CHG	1/13/02	Prater, Carolyn P
9/13/01	B40 - Individual Cash Award	Linda A. Faison	01AUG44AGMAA00036239	AWARD	9/13/01	Prater, Carolyn P

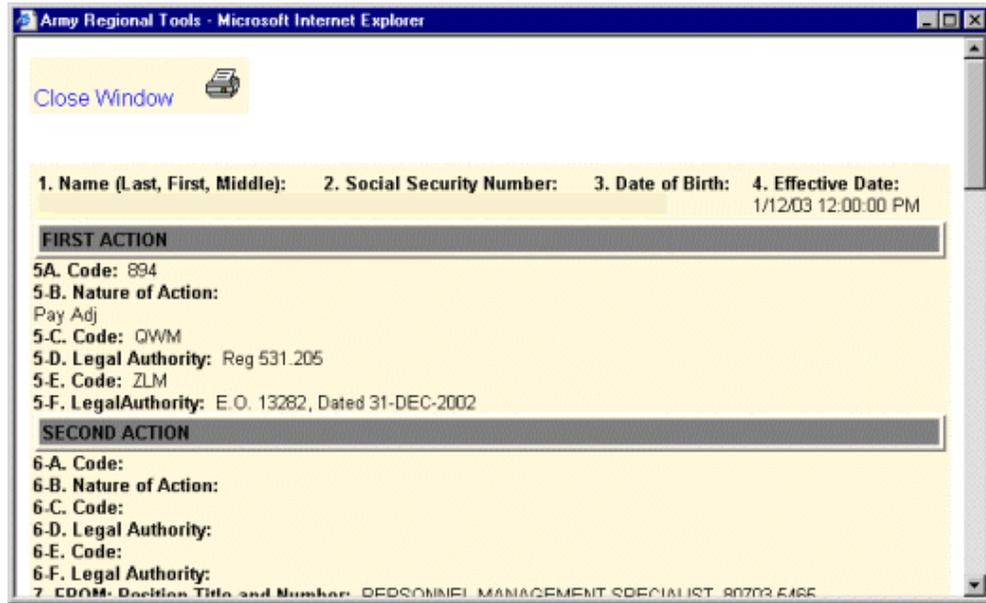
The NPA Viewer

Viewing the NPA

Once you have selected the NPA you want to view, it displays in the NPA Viewer. This NPA contains the same data that is contained on the actual NPA which is found in DCPDS but it is not displayed as a "form" as it is in DCPDS. For convenience, the NPA is broken into 3 panels (it is one long document when viewed in ART). Most of the data is self-explanatory but a few notes have been added:

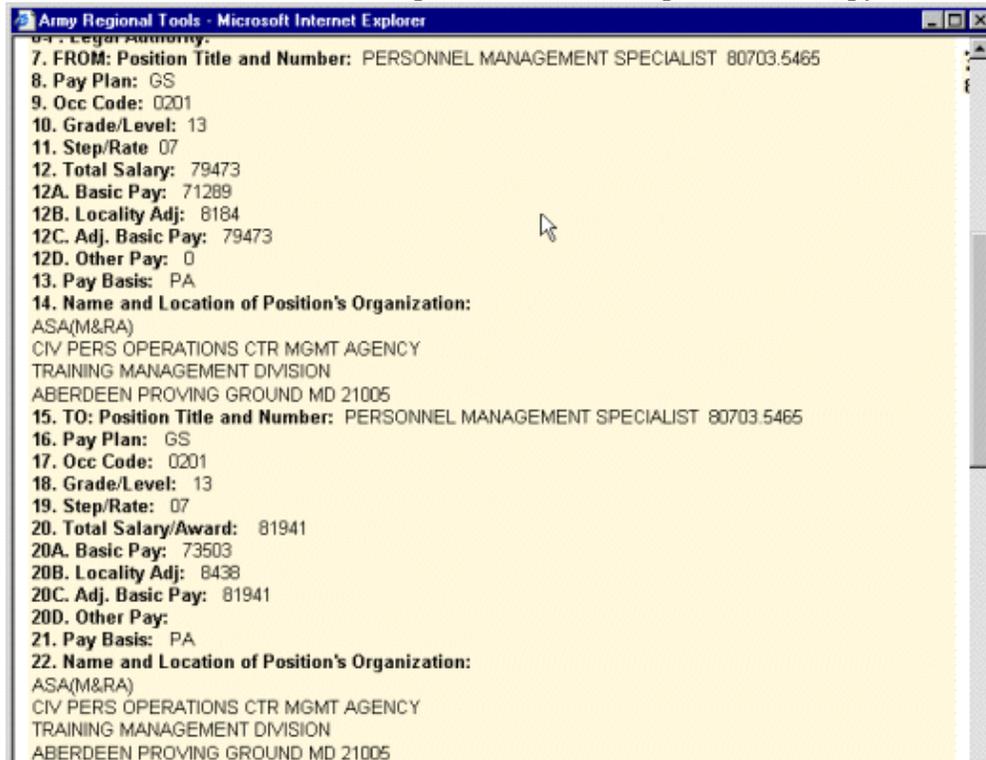
Army Regional Tools (ART) Users Guide

Panel 1



- The top part of the NPA contains identifying information about the employee and the type of action taken.
- Use the Printer icon at the top of the window to print a hard copy.

Panel 2



- This section contains the "from" and "to" information.

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Panel 3

The screenshot displays a web browser window titled "Army Regional Tools - Microsoft Internet Explorer". The main content area is divided into two sections: "EMPLOYEE DATA" and "POSITION DATA".

EMPLOYEE DATA

- 23. Veterans Preference: 2
- 24. Tenure: 1
- 25. Agency Use:
- 26. Veterans Preference for RIF: Y
- 27. FEGLI: D0
Basic + Option A
- 28. Annuitant Indicator: 9
Not Applicable
- 29. Pay Rate Determinant: 0
- 30. Retirement Plan: 1
CSRS
- 31. Service Comp. Date(Leave): 6/4/72
- 32. Work Schedule: F
Full-Time
- 33. Part Time Hours Per Bi-Weekly Pay Period:

POSITION DATA

- 34. Position Occupied: 1
- 35. FLSA Category: E
- 36. Appropriation Code:
43370900YAF
- 37. Bargaining Unit Status: 8888
- 38. Duty Station Code: 240015025
- 39. Duty Station:
ABERDEEN PROV GRND / HARFORD / MARYLAND
- 40. Agency Data:
- 41. Agency Data:
- 42. Agency Data:
- 43. Agency Data:
- 44. Agency Data:
- 45. Remarks:
- 46. Employee Department or Agency:
Fld Operating Ofcs of Ofc of the Secretary of Army (ARSB)
- 47. Agency Code: ARSB
- 48. Personnel Office ID: 1962
- 49. Approval Date: 1/10/03
- 50. Signature/Authentication and Title of Approving Official:
Donald P. Taylor
Designated Approving Official

- This section contains employee and position data. Notice that there are no notes or tracking information (you must view the RPA to see this data).

OPF Tracker

Purpose

OPF Tracker is a link to the OPF Tracker application, which is a tool used by CPOC and CPAC staff to keep track of the location of employee Official Personnel Folders (OPFs).

Connecting to the OPF Tracker

The OPF Tracker function can be accessed directly from the ART tool kit. Select <**OPF Tracker**> from the main menu. This link will take you directly to the OPF Tracker (Figure 3-1). You will need your CSU User Name and password for Modern DCPDS to access the Tracker. **NOTE:** Use of the OPF Tracker is restricted to CPAC and CPOC staff members.

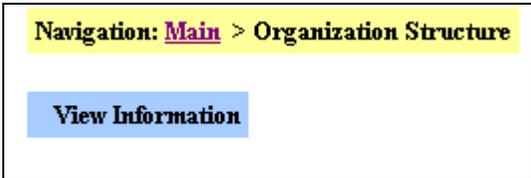


Organizational Structure

Purpose The purpose of the Organizational Structure tool in ART is to provide the user with immediate, up-to-date information about the organization.

Organizational Structure

Organizational Structure Information The user may access this tool by selecting <**Organizational Structure**> from the ART Main Menu. Follow these steps to use the tool:

Step	Action
1	<p>After accessing the Organizational Structure tool, click on <View Information> (Figure 12-1).</p>  <p>Figure 12-1.</p>
2	<p>Once you click on <View Information>, please be patient while the data loads. Once the data has loaded, you can select from the following: CPAC Location, Command Code, or Unit Identifier Code (UIC). Select the appropriate field and proceed to step 3.</p>
3	<p>The available information is depicted as follows:</p> <ul style="list-style-type: none"> • Total Organizations • Organizations with Positions • Organizations without Positions • Organizations Pending • Encumbered Positions • Vacant Positions
4	<p>There are two buttons at the bottom of the screen <View Organizational Clear Text> and <View Positions>. These buttons provide a link to position information and employee information.</p>

Pay Data

Contents This section covers the following topics:

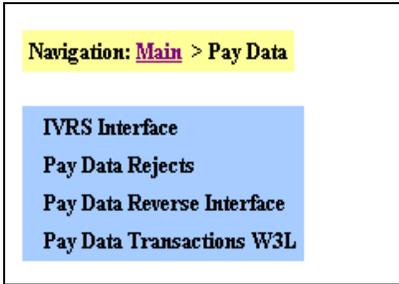
Topic	See Page
Purpose	45
IVRS Interface	45
Pay Data Rejects	48
Pay Data Reverse Interface	50
Pay Data Transaction W3L	52

Purpose

Purpose The purpose of the Pay Data ART tool is to provide personnelists with an easy to use link for different types of Pay Data. The Pay Data tool provides the user with information on IVRS Interface problems, Pay Data Rejects, Pay Data Reverse Interface problems, and Pay Data Transaction W3L reports.

IVRS Interface

IVRS Interface The user may access information on IVRS interface problems using this tool. Follow these steps to access the required information:

Step	Action
1	<p>Log in to the ART tools; select <Pay Data> from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <IVRS Interface> (Figure 10-1).</p>  <p>Figure 10-1. Types of Pay Data</p>

Army Regional Tools (ART) Users Guide

2 After selecting IVRS Interface from the menu, you may select from the following options (Figure 10-2). You may sort data based on the number of days, by all, or by name. In addition, the data may be sorted by “Errors Only” or by “Processed and Errors”. After making selections, click on <View Details> for specific information.

Army Regional Tools
Pay Data



[Pay Data Main Menu](#)
[Back to Previous Page](#)
[ART Main Menu](#)
[Logoff](#)

IVRS Interface

Last 7 Days
 Last 14 Days
 Last 21 Days
 Last 28 Days
 All
 By Name

Errors Only
 Processed and Errors

Figure 10-2. Sort Selections – IVRS Interface.

3 After clicking on View Details, you may select from the following categories: Command, Division, by CF Branch, by CPAC, or by Date Time Stamp (Figure 10-3).

Army Regional Tools
Pay Data



[Pay Data Main Menu](#)
[Back to Previous Page](#)
[ART Main Menu](#)
[Logoff](#)

IVRS Interface - Time Frame = Last 7 Days - Errors Only

By CMD
 By Division
 By CF Branch
 By CPAC
 By Date Time Stamp

Command	Total Actions	Errors
Inactive Record	1	1
AMC All others	1	1
Field Operating Offices Of The Sec Of The Army	2	2
No value	1	1
US Army Communications -Electronics Command	4	4
US Army Corps Of Engineers	1	1
US Army Medical Command	4	4

Figure 10-3. Sort Selections – IVRS Interface.

Army Regional Tools (ART) Users Guide

4

After making your selection by Command, Division, CF Branch, Date Time Stamp, etc., click on the hyperlink in the left column. Figure 10-4 reflects IVRS Interface Problems by CPAC, total actions, and number of errors. Figure 10-5 reflects actions by Date Time Stamp.

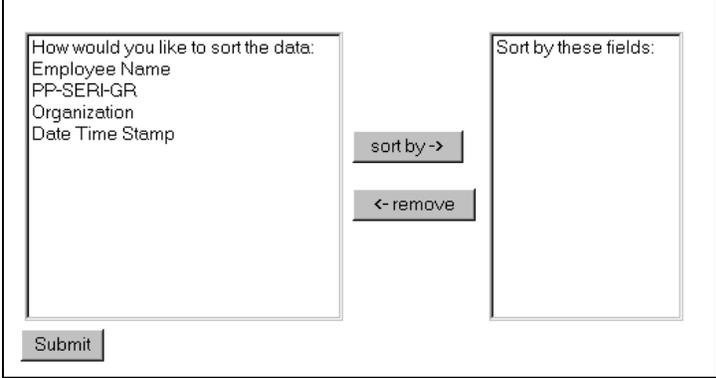
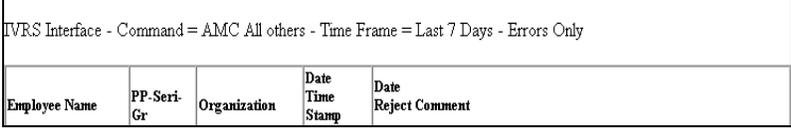
CPAC	Total Actions	Errors
(1) Inactive Record	1	1
ABERDEEN PROVING GROUND	4	4
ARL - ADELPHI	3	3
COE BALTIMORE	1	1

Figure 10-4. Sort Selections – CPAC

Date Time Stamp	Total Actions	Errors
2001-06-14	1	1
2001-06-17	1	1
2001-06-18	9	9
2001-06-19	3	3
2001-06-21	1	1
2001-06-22	3	3
2001-06-24	1	1
2001-06-25	3	3
2001-06-26	3	3
TOTALS	25	25

Figure 10-5. Sort Selections – Time Date Stamp

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5	<p>Click on the category in the left hand column to bring up information for that particular category. Figure 10-6 reflects the sort categories you may choose from, or if you choose to bypass the sort categories, click <Submit>.</p> <div style="text-align: center; border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div> <p style="text-align: center;">Figure 10-6. Sort Categories.</p>
6	<p>After making the final selections from the sort fields, you will see a screen similar to Figure 10-7. The information pertaining to the employee has been eliminated due to security restrictions. Therefore, only the headings are reflected in Figure 10-7. By clicking on <Date Time Stamp> , the user may view the error(s) and specific information for each type of error.</p> <div style="text-align: center; border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div> <p style="text-align: center;">Figure 10-7.</p>

Pay Data Rejects

Pay Data Rejects

The user may access information on Pay Data Rejects problems using this tool. Follow these steps to access the required information:

Step	Action
1	Log in to the ART tools; select <Pay Data> from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <Pay Data Rejects> (Figure 10-1).

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2	<p>At the next screen, select from the available options (Figure 10-8). Click on <View Details>.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Pay Data: Rejects In</p> <p> <input checked="" type="radio"/> Last 7 Days <input type="radio"/> Last 14 Days <input type="radio"/> Last 21 Days <input type="radio"/> Last 28 Days <input type="radio"/> All <input type="radio"/> By Name </p> <p style="text-align: center;"><input type="button" value="View Details"/></p> </div> <p>Figure 10-8.</p>						
3	<p>Select from the sort fields (Figure 10-9): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-9 is sorted by Command. Click on <View Details> at the bottom of the screen.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Pay Data: Rejects In - Time Frame = Last 7 Days</p> <p> <input checked="" type="radio"/> By CMD <input type="radio"/> By Division <input type="radio"/> By CF Branch <input type="radio"/> By CPAC <input type="radio"/> By Transaction Date <input type="radio"/> By Payroll Office Id <input type="radio"/> By NOA </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="text-align: left;">Command</th> <th style="text-align: right;">Total Actions</th> </tr> </thead> <tbody> <tr> <td>Field Operating Offices Of The Sec Of The Army</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Field Operation And Staff Support Agencies</td> <td style="text-align: right;">3</td> </tr> </tbody> </table> </div> <p>Figure 10-9.</p>	Command	Total Actions	Field Operating Offices Of The Sec Of The Army	4	Field Operation And Staff Support Agencies	3
Command	Total Actions						
Field Operating Offices Of The Sec Of The Army	4						
Field Operation And Staff Support Agencies	3						
4	<p>Select sort criteria (Figure 10-10), or you may bypass the sort function by clicking on the <Submit> button.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;"> <p>How would you like to sort the data:</p> <p>Employee Name</p> <p>PP-SERI-GR</p> <p>Organization</p> <p>Nature of Action (NOA)</p> <p>Payroll Office Id</p> </div> <div style="width: 10%; text-align: center;"> <input type="button" value="sort by ->"/> <input type="button" value="<- remove"/> </div> <div style="border: 1px solid gray; padding: 5px; width: 45%;"> <p>Sort by these fields:</p> </div> </div> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Submit"/></p> </div> <p>Figure 10-10.</p>						

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5 Once you click on the <Submit> button, you will be taken to the next screen (Figure 10-11). Click on the <Employee Name> to receive information as depicted in (Figure 10-12). There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on <NOA> (Figure 10-11), you can view very explicit information pertaining to the pay data reject. Due to personal security restrictions a representative screen is not available.

Pay Data: Rejects In - Command = Field Operating Offices Of The Sec Of The Army - Time Frame = Last 7 Days

Employee Name	PP-Seri-Gr	NOA	NOA Eff Date	Organization	Payroll Office	Pay Period

Figure 10-11.

Employee Information

Pay Plan: GS **Series:** 0830
Grade: 07 **Step:** 01
PayRD: 6 **CPOID:** FW

Salary
 SCD
 TSP
 WIGI
 NTE
 Other CPCN's

 Retained
 Benefits
 Projected
 Other
 Training

Figure 10-12.

Pay Data Reverse Interface

Pay Data Reverse Interface

The user may access information on Pay Data Reverse Interface problems using this tool. Follow these steps to access the required information:

Step	Action
1	Log in to the ART tools; select <Pay Data > from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <Pay Data Reverse Interface> (Figure 10-1).

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2	<p>At the next screen, select from the available options (Figure 10-13). Click on <View Details>.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Pay Data: Reverse Interface</p> <p> <input checked="" type="radio"/> Last 7 Days <input type="radio"/> Last 14 Days <input type="radio"/> Last 21 Days <input type="radio"/> Last 28 Days <input type="radio"/> All <input type="radio"/> By Name </p> <p> <input checked="" type="radio"/> Errors Only <input type="radio"/> Processed and Errors </p> <p style="text-align: center;"><input type="button" value="View Details"/></p> </div> <p>Figure 10-13.</p>									
3	<p>Select from the sort fields (Figure 10-14): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-14 is sorted by Command. Click on <View Details> at the bottom of the screen. Select sort criteria as identified in Figure 10-15.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Pay Data: Reverse Interface - Time Frame = Last 7 Days - Errors Only</p> <p> <input checked="" type="radio"/> By CMD <input type="radio"/> By Division <input type="radio"/> By CF Branch <input type="radio"/> By CPAC <input type="radio"/> By Pay Date <input type="radio"/> By TIC Id </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="text-align: left;">Command</th> <th style="text-align: right;">Total Actions</th> <th style="text-align: right;">Errors</th> </tr> </thead> <tbody> <tr> <td>(1) Inactive Record</td> <td style="text-align: right;">245</td> <td style="text-align: right;">245</td> </tr> <tr> <td>Field Operating Offices Of The Sec Of The Army</td> <td style="text-align: right;">5</td> <td style="text-align: right;">5</td> </tr> </tbody> </table> </div> <p>Figure 10-14.</p>	Command	Total Actions	Errors	(1) Inactive Record	245	245	Field Operating Offices Of The Sec Of The Army	5	5
Command	Total Actions	Errors								
(1) Inactive Record	245	245								
Field Operating Offices Of The Sec Of The Army	5	5								
4	<p>Select sort criteria (Figure 10-15), or you may bypass the sort function by clicking on the <Submit> button.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>How would you like to sort the data:</p> <p>Employee Name</p> <p>PP-SERI-GR</p> <p>Job Number</p> <p>Organization</p> <p>TIC_ID</p> <p>PAYROLL_ORG_CODE</p> <p>REMARKS</p> </div> <div style="width: 10%; text-align: center;"> <p><input type="button" value="sort by ->"/></p> <p><input type="button" value="← remove"/></p> </div> <div style="width: 45%;"> <p>Sort by these fields:</p> </div> </div> <p style="text-align: center; margin-top: 10px;"><input type="button" value="Submit"/></p> </div> <p>Figure 10-15.</p>									

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5	<p>Once you click on the <Submit> button, you will be taken to the next screen (Figure 10-16). Click on the <Employee Name> to receive information as depicted in (Figure 10-12) under Pay Data Rejects. There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on <Job Number> (Figure 10-16), you can view the position description. By clicking on <TIC> you can view explicit information pertaining to the pay data reverse interface error. Due to personal security restrictions a representative screen is not available.</p>														
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Reverse Pay Transactions - Command = Field Operating Offices Of The Sec Of The Army - Time Frame = Last 7 Days - Errors Only - Errors Only </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <thead> <tr> <th style="width: 30%;">Employee Name</th> <th style="width: 10%;">PP-SERI-GR</th> <th style="width: 10%;">Job Number</th> <th style="width: 20%;">Organization</th> <th style="width: 5%;">TIC</th> <th style="width: 10%;">Pay Date</th> <th style="width: 15%;">REMARKS</th> </tr> </thead> <tbody> <tr> <td> </td> </tr> </tbody> </table>		Employee Name	PP-SERI-GR	Job Number	Organization	TIC	Pay Date	REMARKS							
Employee Name	PP-SERI-GR	Job Number	Organization	TIC	Pay Date	REMARKS									
<p>Figure 10-16.</p>															

Pay Data Transactions W3L

Pay Data Transactions W3L

The user may access information on Pay Data Transactions W3L problems using this tool. Follow these steps to access the required information:

Step	Action
1	<p>Log in to the ART tools; select <Pay Data> from the Main Menu. The next screen will reflect the four types of Pay Data information you may select from. At this screen click on <Pay Data Transaction W3L> (Figure 10-1).</p>
2	<p>At the next screen, select from the available options (Figure 10-17). Click on <View Details>.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="margin: 0;">Pay Data: Transactions - W3L</p> <p style="margin: 5px 0;"> <input checked="" type="radio"/> Last 7 Days <input type="radio"/> Last 14 Days <input type="radio"/> Last 21 Days <input type="radio"/> Last 28 Days <input type="radio"/> All <input type="radio"/> By Name </p> <div style="text-align: center; margin-top: 5px;"> <input type="button" value="View Details"/> </div> </div> <p>Figure 10-17</p>

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3 Select from the sort fields (Figure 10-18): Command, Division, CF Branch, CPAC, Transaction Date, or Payroll Office ID. Figure 10-18 is sorted by Command. Click on **<View Details>** at the bottom of the screen. Select sort criteria as identified in Figure 10-19.

Pay Data: Transactions - W3L - Command = AMC All others - Time Frame = Last 7 Days

By CMD
 By Division
 By CF Branch
 By CPAC
 By Transaction Date
 By Payroll Office Id
 By NOA

Command	Total Actions
AMC All others	17
TOTALS	17

Figure 10-18.

4 Select sort criteria (Figure 10-19), or you may bypass the sort function by clicking on the **<Submit>** button.

How would you like to sort the data:

Employee Name
PP-SERI-GR
Job Number
Organization
TIC_ID
PAYROLL_ORG_CODE
REMARKS

Sort by these fields:

Figure 10-19.

5 At the next screen (Figure 10-20), click on the **<Employee Name>** to receive information as depicted in (Figure 10-12) under Pay Data Rejects. There are many types of information available from this screen: Salary, SCD, TSP, WIGI, NTE dates, Benefits, Training, etc. By clicking on **<NOA>**, you can view explicit information pertaining to the pay data transactions W3L error. Due to personal security restrictions a representative screen is not available.

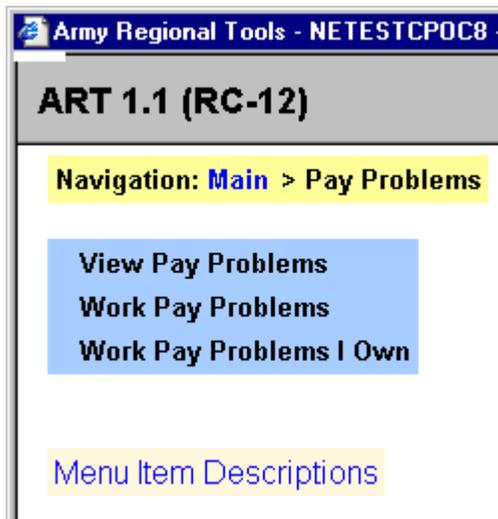
Pay Data: Transactions - W3L - Command = AMC All others - Time Frame = Last 7 Days

Employee Name	PP-Seri-Gr	NOA	NOA Eff Date	Organization	JEJ	Payroll Office	UIC	ALT-UIC	Basic Salary	Trans Date
Figure 10-20										

Pay Problems

Purpose

The Pay Problems application in ART provides access to that segment of the Helpdesk that is used to work pay problems. It is an alternative way of accessing the Helpdesk that automatically filters Helpdesk tickets to display only those that are identified as pay problems. See *Pay Problem Reporting Tool*, page 40 (part of the Helpdesk chapter).



Menu Selection	Refer to...
View Pay Problems	<ul style="list-style-type: none"> • <i>Viewing Pay Problems in ART</i>, page 45 • <i>Running Pay Problem Reports</i>, page 62
Work Pay Problems	<i>Working Pay Problems in ART</i> , page 52
Work Pay Problems I Own	<i>Working Pay Problems in ART</i> , page 52

Phone and Email List

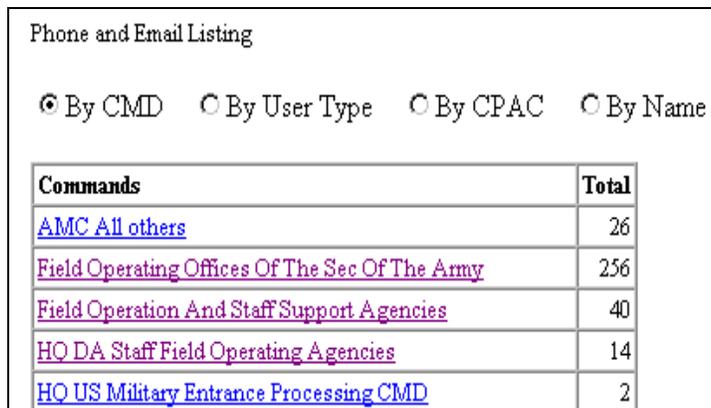
Purpose

The ART Phone and Email List tool provides a convenient way to find the phone number(s) and/or email address of other ART users. The information on the phone and email list comes from each user's preferences (see *Initial login (account editor)*, page 12).

**Accessing
Phone/E-mail
Lists**

From the Art Main Menu, select Phone and Email List. You can then select from a list of commands and operating offices (Figure 3-3) or select from one of the following buttons at the top of the Phone and Email Listing screen.

- Command
- User Type
- CPAC
- Name



Phone and Email Listing

By CMD By User Type By CPAC By Name

Commands	Total
AMC All others	26
Field Operating Offices Of The Sec Of The Army	256
Field Operation And Staff Support Agencies	40
HQ DA Staff Field Operating Agencies	14
HQ US Military Entrance Processing CMD	2

Figure 3-3. Phone and Email List.

RPA Tracker

Purpose The RPA Tracker provides an easy to use search mechanism for locating and viewing specific RPAs (Requests for Personnel Action) initiated and processed using DCPDS. You can also add notes to an RPA using this tool.

Related tools Although you can use the RPA Tracker to find and view any RPA to which you have access, it is most efficiently used to look for and view one RPA, particularly if you know the RPA number. Other ART tools may be more appropriate in other circumstances -- several tools provide access to the same RPA viewer function:

- ***Inbox Statistics II*** (page 67), which provides timeliness information about the processing of open RPAs, can be used to locate and view a specific (open) RPA. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- ***Review and Analysis*** (page 108), which provides timeliness information about closed RPAs, can be used to locate and view a specific (closed) RPA. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- ***Employee Data*** (page 30), which provides personnel information about specific employees, can also be used to locate and view RPA(s) for a specific employee. Once you have selected a specific RPA, you have access to the same RPA Viewer as is provided in the RPA Tracker tool (described below).
- ***NPA Tracker*** (page 82) can be used once a personnel action has processed and a Notification of Personnel Action (NPA) has been generated. With this tool you can view either the NPA or the RPA. The major difference between these two is that the RPA record includes tracking information (who had the action, for how long). In addition, the NPA Tracker retrieves records based on the employee's name rather than the RPA number.
- DCPDS, as the database of record for all employee and RPA data, can be used to view both open and closed RPAs. Refer to the [DCPDS Desk Guide](#), Civilian Inbox chapter, for instructions for accessing RPAs via your DCPDS inbox.

Locating an RPA

Army Regional Tools (ART) Users Guide

Accessing the Tracker

Follow these steps to access the RPA Tracker and locate an RPA:

Step	Action
1	From the ART Main Menu, click on < RPA Tracker >.
2	<p>Click one of the radio buttons to select whether you are looking for open, completed (closed), canceled, future, or all RPAs. Then enter the RPA number if available (if you are searching for a specific RPA by number and are not sure of its status, click the "All" button).</p> <ul style="list-style-type: none"> • If you don't know the number, you can use a partial number or you can just enter the wildcard (%) in the RPA number box. However, if you have access to a large number of RPAs, ART will not display more than 1000 records so if your criteria will select more than that, you will receive an error message (see Related Tools, above, for other ways of viewing an RPA if you do not know the number). • Click on <Begin Search> to locate the RPA.

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3 Specify the sort criteria that you want to use on the next screen. This is important if you expect to get a large list of RPAs and need to look for one in particular. Once you've selected the sort fields, click the <Submit> button.

- If you don't care about the sort order (or if you are searching for one RPA by its number -- in which case the sort is irrelevant), just click the <Submit> button without entering any sort criteria.

Fields to sort the data by:

- Request Number
- Smart Number
- Date
- Management Time
- CPAC Time
- CPOC Time
- Personnel Time
- Event Time
- Action Requested
- PP-Seri-Gr
- Effective Date
- Name
- NOA
- Current Inbox
- Current Event
- Responded
- Response

sort by ->

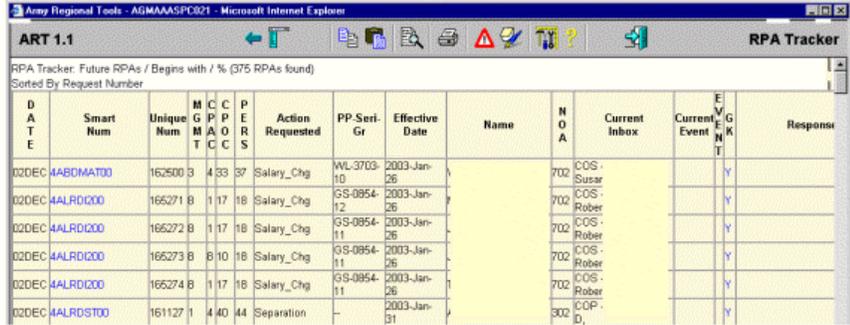
<- remove

Submit

Sort by these fields:

Hit the submit button without choosing any fields to bypass the sort.

4 A list of matching RPAs will display (or just one if you are searching by the RPA number):



The screenshot shows the 'ART 1.1 RPA Tracker' interface. The title bar indicates 'Army Regional Tools - AGMAAASPC021 - Microsoft Internet Explorer'. The page title is 'RPA Tracker'. Below the title bar, it says 'RPA Tracker: Future RPAs / Begins with / % (375 RPAs found)' and 'Sorted By Request Number'. The main content is a table with the following columns: DATE, Smart Num, Unique Num, MGMT, CPOC, PPERS, Action Requested, PP-Seri-Gr, Effective Date, Name, NOA, Current Inbox, Current Event, EVENT, and Response. The table contains several rows of data, including records for 'Salary_Chg' and 'Separation' actions.

DATE	Smart Num	Unique Num	MGMT	CPOC	PPERS	Action Requested	PP-Seri-Gr	Effective Date	Name	NOA	Current Inbox	Current Event	EVENT	Response
02DEC	4ABDMAT00	162500	3	4	33	37	Salary_Chg	WL-3703-10	2003-Jan-26	702	COS - Susar		Y	
02DEC	4ALRD000	165271	8	1	17	18	Salary_Chg	GS-0854-12	2003-Jan-26	702	COS - Rober		Y	
02DEC	4ALRD000	165272	8	1	17	18	Salary_Chg	GS-0854-11	2003-Jan-26	702	COS - Rober		Y	
02DEC	4ALRD000	165273	8	1	17	18	Salary_Chg	GS-0854-11	2003-Jan-26	702	COS - Rober		Y	
02DEC	4ALRD000	165274	8	1	17	18	Salary_Chg	GS-0854-11	2003-Jan-26	702	COS - Rober		Y	
02DEC	4ALRD000	161127	1	4	40	44	Separation	-	2003-Jan-31	300	COP - D.		Y	

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- 5 Once you locate the RPA that you want to view, click the blue "Smart Num" link to display the basic data window about the RPA:

Close Window 

RPA Number: 02DEC4ALRDST00161127
Action Requested: SEPARATION
Pay Plan-Series-Grade: --
Effective Date: 1/31/03 12:00:00 PM
Proposed Effective Date: 1/31/03
Name:
Nature of Action: 302
CPAC Code: AL
Command Code: XB

[View RPA](#)
[View Position Information](#)

Enter notes below:

Date Responded: By: Response:

Done Internet

- If desired, you can enter a note pertaining to this RPA -- type the note in the Enter notes below area, then click the <Submit Notes> button. Any notes you enter will travel with the RPA and be accessible to others who view or work on this RPA.
- Click on the View RPA link to display the RPA Viewer (discussed in the next section).

The RPA Viewer

Viewing the RPA

Once you have selected the RPA you want to view, it displays in the RPA Viewer. This is the same viewer that is used when you display RPAs from other ART tools (Inbox Statistics, Review and Analysis, Employee Data, etc. -- see Related Tools, above). The RPA Viewer in ART displays the same data that is contained on the actual RPA which is found in DCPDS (including some additional information), but it is not displayed as a "form" as it is in DCPDS. For convenience, the RPA is broken into 4 panels (it is one long document when viewed in ART). Most of the data is self-explanatory but a few notes have been added:

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Panel 1

- Note the Gatekeeper Checklist link at the top of the RPA. If this link is active (blue), you can view and/or modify the Gatekeeper Checklist for this action. See Gatekeeper Checklist section in the RPA chapter of the DCPDS Desk Guide.
- The top part of the RPA contains information about the requesting office, the type of action being requested, and the subject of the action.
- The Status Remarks section contains any event codes that have been entered by the CPOC pertaining to this action (none are present in this example).

The screenshot shows a web browser window titled "RPA Viewer - Microsoft Internet Explorer". The page content is as follows:

Close Window [GateKeeper Checklist](#)

PART A -- Requesting Office

1. Actions Requested: SEPARATION
2. Request Number: 02DEC4ALRDST00161127 (Open)
3. For Additional Information Call:
4. Proposed Effective Date: 1/31/03
5. Actions Requested By:
MANAGEMENT ANALYST
12/12/02
6. Actions Authorized By:
TECHNICAL DIRECTOR

PART B -- Preparation of SF50

1. Name (Last, First, Middle): 2. Social Security Number: 3. Date of Birth: 4. Effective Date: 1/31/03 12:00:00 PM

STATUS REMARKS

Status Remark	Occur	Date 1	Date 2	Comments
---------------	-------	--------	--------	----------

FIRST ACTION

5A. Code: 302
5-B. Nature of Action: Retirement-Voluntary NTE:
5-C. Code: SQM
5-D. Legal Authority: 5 U.S.C. 8336
5-E. Code:
5-F. LegalAuthority:

SECOND ACTION

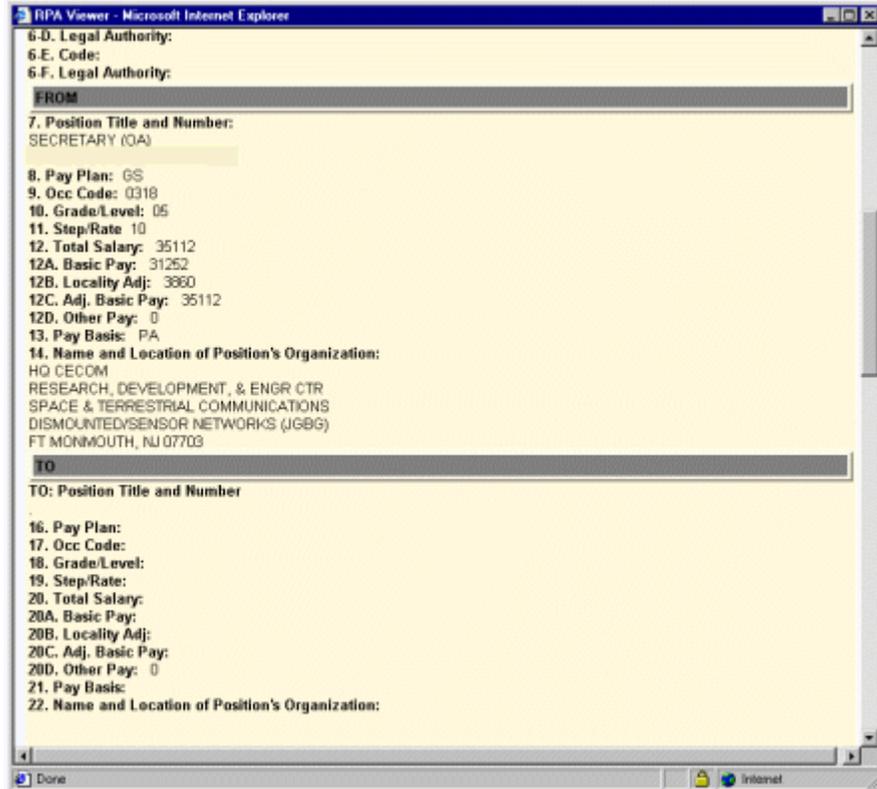
6-A. Code:
6-B. Nature of Action: NTE:
6-C. Code:
6-D. Legal Authority:

Done Internet

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Panel 2

This section contains the "from" and "to" information (similar to what is shown on page 2 of the RPA in DCPDS). In this sample, there is no "to" information since the action is a separation.



RPA Viewer - Microsoft Internet Explorer

6.D. Legal Authority:
6.E. Code:
6.F. Legal Authority:

FROM

7. Position Title and Number:
SECRETARY (QA)

8. Pay Plan: GS
9. Occ Code: 0318
10. Grade/Level: 05
11. Step/Rate: 10
12. Total Salary: 35112
12A. Basic Pay: 31252
12B. Locality Adj: 3860
12C. Adj. Basic Pay: 35112
12D. Other Pay: 0
13. Pay Basis: PA

14. Name and Location of Position's Organization:
HQ CECOM
RESEARCH, DEVELOPMENT, & ENGR CTR
SPACE & TERRESTRIAL COMMUNICATIONS
DISMOUNTED SENSOR NETWORKS (JGBG)
FT MONMOUTH, NJ 07703

TO

TO: Position Title and Number

16. Pay Plan:
17. Occ Code:
18. Grade/Level:
19. Step/Rate:
20. Total Salary:
20A. Basic Pay:
20B. Locality Adj:
20C. Adj. Basic Pay:
20D. Other Pay: 0
21. Pay Basis:
22. Name and Location of Position's Organization:

Done Internet

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Panel 3

This section contains employee and position data (similar to what is shown on page 3 of the RPA in DCPDS).

The screenshot displays a web browser window titled "RPA Viewer - Microsoft Internet Explorer". The page content is organized into three main sections: "NOTES", "EMPLOYEE DATA", and "POSITION DATA".

NOTES

EMPLOYEE DATA

- 23. Veterans Preference: 1
- 24. Tenure: 1
- 25. Agency Use:
- 26. Veterans Preference for RIF: N
- 27. FEGLI: EO
- 28. Annuitant Indicator: 9
- 29. Pay Rate Determinant: 6
- 30. Retirement Plan: 1
- 31. Service Comp. Date(Leave): 12/9/74
- 32. Work Schedule: F
- 33. Part Time Hours Per Bi-Weekly Pay Period:

POSITION DATA

- 34. Position Occupied: 1
- 35. FLSA Category: N
- 36. Appropriation Code: 622762H9SKB
- 37. Bargaining Unit Status: AR3756
- 38. Duty Station Code: 341066025
- 39. Duty Station: FT MONMOUTH / MONMOUTH / NEW JERSEY
- 40. Agency Data:
- 41. Agency Data:
- 42. Agency Data:
- 43. Agency Data:
- 44. Agency Data:
- 45. Education Level: 13
- 46. Yr Degree Attained Degree: 1971
- 47. Academic Discipline: 230101
- 48. Functional Class: 00
- 49. Citizenship: 1
- 50. Veterans Status: N
- 51. Supervisory Status: 8

The browser's status bar at the bottom shows "Done" and "Internet".

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Panel 4

- The Remarks section contains any remarks that have been added by the CPOC (these are the remarks that are shown on the final NPA when the action is processed).
- The Current/Last Box and Coordinator sections show who currently has the action or who has had the action in the past (respectively).

REMARKS

APPROVER SIGNATURE | **APPROVED DATE**
 Authorizing Official | 1/21/03

CURRENT/LAST BOX

Group Box	Inbox Name	Email Address	Days	Date Received	Date Sent
ABC_INBOX/COPD	HARTSD\COP - OFFICIAL		40.68	12/17/02 4:41:31 PM	

COORDINATION

Group Box	Inbox Name	Email Address	Days	Date Received	Date Sent
XYZ-4ALCPAA00/CPG	ALCPAASPC007/CPG -		4.33	12/13/02 8:48:56 AM	12/17/02 4:41:31 PM
	ALRDODMGR003/MGR -		0.8	12/12/02 1:30:09 PM	12/13/02 8:48:56 AM
	ALRDSTMGR025/MGA -		0.01	12/12/02 1:20:01 PM	12/12/02 1:30:09 PM

Review and Analysis

Purpose

The Review and Analysis application provides users with various statistical reports about their civilian workforce population as well as personnel action timeliness reports.

- The **population statistics** report shows such things as numbers of employees, number of supervisors, minority/non-minority statistics, male/female statistics, grade levels, career programs, education levels, etc. From this report, you can drill down and examine individual employee and/or position records.
 - The **timeliness reports** cover various personnel actions -- fill actions, non-fill actions, and classification actions -- showing amount of time in management, in the CPAC, and in the CPOC. These reports are based on closed personnel actions. From these reports, you can drill down to examine individual personnel actions.
-

Related tools

- *Inbox Statistics II*, page 67, provides timeliness information about the processing of open RPAs. It can also be used to locate and view a specific (open) RPA.
 - *Employee Data*, page 30, provides personnel information about specific employees. It can also be used to locate and view RPA(s) for a specific employee.
 - *RPA Tracker*, page 100, provides access to RPAs for specific employees (based on the RPA number).
 - *NPA Tracker*, page 82, can be used once a personnel action has processed and a Notification of Personnel Action (NPA) has been generated. With this tool you can view either the NPA or the RPA.
-

Population Statistics

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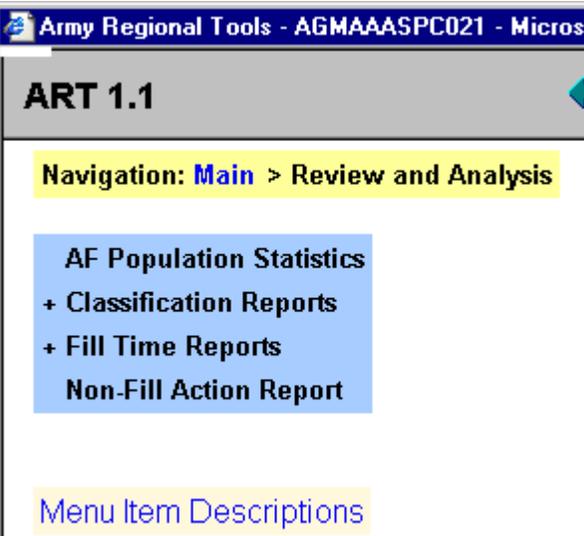
Purpose

The population statistics report in the Review and Analysis tool provides data about the civilian workforce. Once displayed, you can view the report using any of the following options:

- CPAC location
- Career program
- Command
- Education group (e.g., high school graduates, some college, bachelor's degree, etc.)
- Functional class (applicable to scientific and engineering positions only)
- Grade group (e.g., GS 1-4, 5-8, etc.)
- PATCOB (professional, administrative, technical, clerical, other, blue collar)
- Series (occupational series)
- Supervisory group (first line supervisor, leader, manager, etc.)
- UIC (unit identification code)

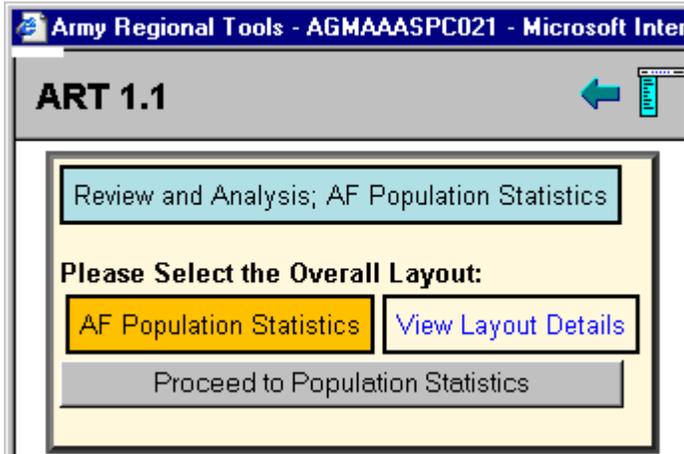
Procedures

Follow these steps to view this report:

Step	Action
1	From the ART main menu, select Review and Analysis .
2	From the Review and Analysis menu, select AF Population Statistics. <div style="border: 1px solid black; padding: 10px; margin-top: 10px;">  <p>The screenshot shows a web browser window titled "Army Regional Tools - AGMAAASPC021 - Micros". Below the title bar is a grey header with "ART 1.1" and a left-pointing arrow. A yellow navigation bar contains the text "Navigation: Main > Review and Analysis". A blue menu box is open, listing "AF Population Statistics" (which is highlighted), "+ Classification Reports", "+ Fill Time Reports", and "Non-Fill Action Report". At the bottom of the menu box is a yellow link labeled "Menu Item Descriptions".</p> </div>

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- 3 On the layout window, click on the <Proceed to Population Statistics> button:



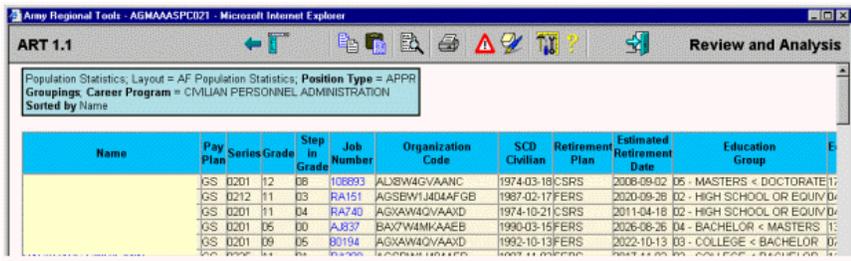
- 4 When the report displays, it is sorted by CPAC location by default. You can select from the various radio buttons at the top to view the data in other ways (by career program, command, etc.). The columns of the report otherwise remain the same (supv ratio, total population, etc.). The illustration shows the data presented by education level:

The screenshot shows the "Review and Analysis" section of the ART 1.1 interface. At the top, there are radio buttons for selecting the report layout: CPAC Location, Career Program, Command, Education Group (selected), Functional Class, Grade Group, PATCOB, Series, Supervisory Group, and UIC. Below the radio buttons is a table with the following data:

Education Group	Supv Ratio	Total Population			Minority			Non-Minority		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
01 - < HIGH SCHOOL	19 : 1	406	126	534	80	56	136	326	72	398
02 - HIGH SCHOOL OR EQUIV	10 : 1	7409	5047	12536	975	016	1791	6614	4231	10745
03 - COLLEGE < BACHELOR	15 : 1	3647	2889	6537	442	585	1028	3205	2304	5509
04 - BACHELOR < MASTERS	8 : 1	6365	2418	8783	1073	621	1694	5292	1897	7189
05 - MASTERS < DOCTORATE	4 : 1	3171	797	3968	503	137	640	2668	660	3328
06 - PROFESSIONAL	4 : 1	125	43	168	15	4	19	110	39	149
07 - DOCTORATE	6 : 1	900	179	1079	160	33	193	740	146	886
99 - UNKNOWN GROUP	17 : 1	169	118	289	26	26	52	143	93	237
TOTALS	10 : 1	22272	11619	33894	3274	2177	5453	18998	9442	28441

At the bottom of the table, there is a "View Details" button and a note: "*You can only view 1000 or less Employees".

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4 (con't)	<ul style="list-style-type: none"> • You can further narrow down the report by clicking on one of the links in the left-most column (in this case, Education Level), and once that displays, selecting additional radio buttons (CPAC, career program, command, etc.). • If desired, you can view the data that comprise the report by clicking the <View Details> button at the bottom of the report. Note that you can only view records in groups of 1000 or less. This is true throughout ART. It will not be a concern if you have access to less than 1000 records, but if you have access to more than that, you may run into this on occasion. To view details from a report with more than 1000 records, you must first narrow down the number of records by clicking on one of the links, then, if necessary, select a different sort for the selected records (e.g., by CPAC, command, grade group, etc.).
5	<p>Here's a sample of the "Details" screen from Career Program 10 (Civ Pers Admin):</p>  <p>From here you can click on the links in the "Name" column to display a particular employee's record, or the "Job Number" column to view the position record (similar to that seen when using <i>Employee Data</i>, page 30).</p>

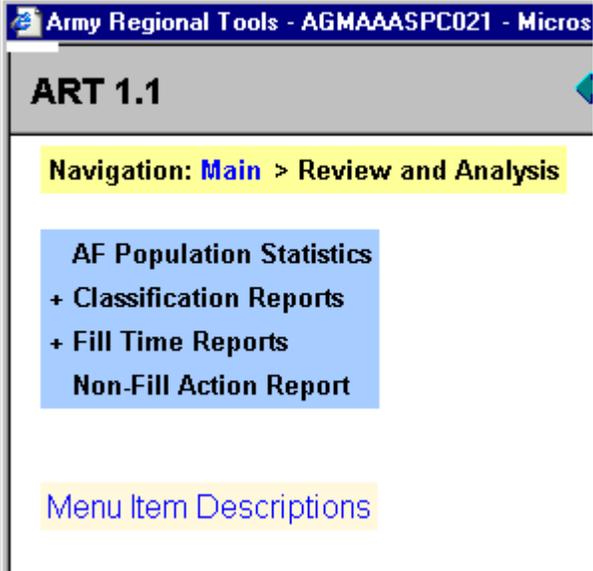
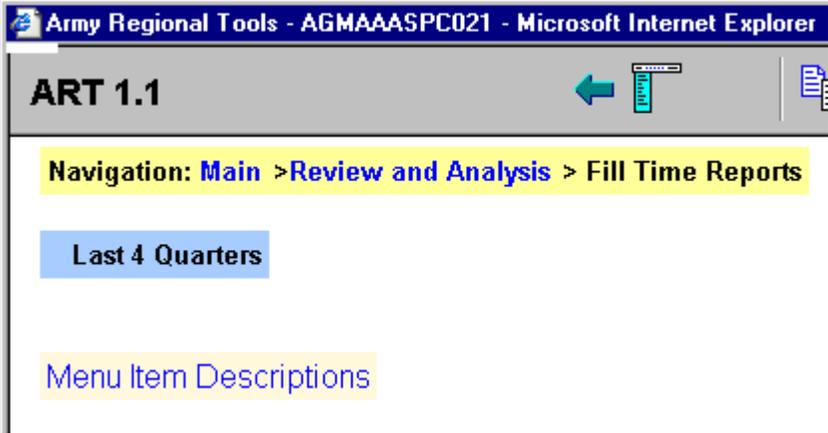
Timeliness Reports

Purpose

The timeliness reports in the Review and Analysis tool provide information about the timeliness of processing classification actions, fill (recruit) actions, and non-fill actions. The procedure for generating each of these reports is similar, so we will use fill (recruit) actions as an example.

Step	Action
1	From the ART main menu, select Review and Analysis .

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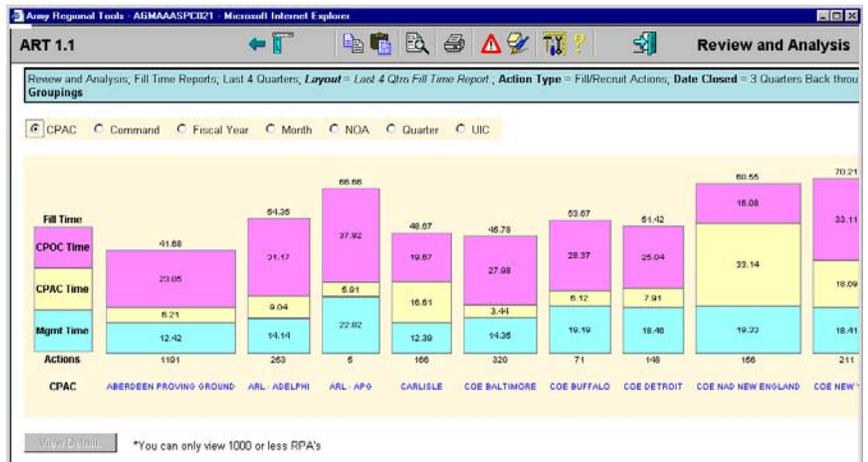
2	<p>From the Review and Analysis menu, select Fill Time Reports (or Classification Reports or Non-Fill Action Report):</p>  <p>The screenshot shows a web browser window titled "Army Regional Tools - AGMAAASPC021 - Micros". The main header is "ART 1.1". Below the header, a yellow box contains the navigation path: "Navigation: Main > Review and Analysis". A blue box lists the menu items: "AF Population Statistics", "+ Classification Reports", "+ Fill Time Reports", and "Non-Fill Action Report". At the bottom, a yellow box contains the text "Menu Item Descriptions".</p>
3	<p>From the Fill Time Reports menu, select Last 4 Quarters (the only option at this time):</p>  <p>The screenshot shows a web browser window titled "Army Regional Tools - AGMAAASPC021 - Microsoft Internet Explorer". The main header is "ART 1.1". Below the header, a yellow box contains the navigation path: "Navigation: Main > Review and Analysis > Fill Time Reports". A blue box contains the text "Last 4 Quarters". At the bottom, a yellow box contains the text "Menu Item Descriptions".</p> <p>Next, click on the <Proceed to Fill Time Report> on the layout options screen (this screen is not shown).</p>

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4

When the report displays, it is sorted by CPAC location by default, and shows the average length of time recruit/fill actions spent in management, CPAC, and CPOC.

- The classification report shows the same information for classification actions, but also distinguishes between "routine" and "non-routine" classification actions.
- The non-fill report shows the same information for all types of personnel actions other than recruit/fill, e.g., career promotion, LWOP, awards, etc.).
- You can select from the various radio buttons at the top to view the data in other ways (by command, fiscal year, month, NOA (nature of action), quarter, or UIC). You can also select one of the CPACs by clicking on one of the blue links at the bottom of the graph.



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- 5 If desired, you can view the data that comprise the report by clicking the **<View Details>** button at the bottom of the report.
- Note that you can only view records in groups of 1000 or less. This is true throughout ART. To view details from a report with more than 1000 records, you must first narrow down the number of records by clicking on one of the links (e.g., one of the CPACs), then, if necessary, select a different sort for the selected records (e.g., by command, fiscal year, etc.).
 - Once the detail listing is on the screen, you can view the actual personnel actions (RPAs) that comprise the report by clicking on the "Smart Number" link. This will display the same RPA Viewer window as the *RPA Tracker*, page 100. You can also click on the links in the "Name" column to display a particular employee's record (similar to that seen when using *Employee Data*, page 30).
 - You can resort the data using the **<Resort Data>** button at the bottom of the detail table, or export the data to Excel for additional analysis using the **<View in Excel>** button. More instructions on these two functions is provided in the *Running Pay Problem Reports*, page 62 (part of the Helpdesk chapter).

The screenshot shows the 'Review and Analysis' window in Microsoft Internet Explorer. The window title is 'Army Regional Tools - AGMAAASPC021 - Microsoft Internet Explorer'. The main content area displays a table of personnel actions with the following columns: Request Date, Smart Number, Request Sequence, Actions Requested, NOA, Name, Pay Plan Series Grade, Eff dt, Date Closed, CPOC Entry Date, and a final column with a '0'. Below the table are two buttons: 'Resort Data' and 'View in Excel'. At the bottom, there is a summary table with the following data:

RPA Type	Total	Avg MGR Time	Avg CPAC Time	Avg CPOC Time	Avg Personnel Time
Fill/Recruit	5	22.8	5.9	37.9	43.8
Other	0	NA	NA	NA	NA
RPA Total	5				

Suspenses

Purpose

Suspenses provides information for personnelists and managers about upcoming personnel action suspenses such as expiring appointments, expiring temporary promotions, within grade increases coming due, etc. It includes actions that are system-generated (e.g., within grade increases) as well as actions that may require initiating and submission of a Request for Personnel Action (e.g., extending a temporary appointment). Information is for suspenses that are coming due within the next 30 days.

Another source of suspense information

In addition to the ART *Suspenses* tool, the CSU Application has a Suspense report that provides similar information. The primary difference is that the CSU Suspense report allows you to indicate the timeframe of the suspenses to be displayed. For information on how to run CSU reports, see the "Reports" section of the CSU Application part of the [DCPDS Desk Guide](#). When you are in the Reports section of the CSU Application, select "Suspenses" from the list of available reports.

Accessing suspenses

Follow these steps to access ART Suspense information:

Step	Action
1	Log in to the ART tools; select < Suspenses > from the Main Menu.
2	On the "Layout" screen that displays, click on < Proceed to Helpdesk >.

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- 3 If you are logged in as a Manager, you will probably not have many suspenses and you can click on the <**View Details**> button at the bottom of the "Groupings" window:

Army Regional Tools - NE_GREG_WERT - Microsoft Internet Explorer

ART 1.1

Suspenses; *Layout = Suspense Tickets*; **Status = Open**; **Ticket Type = Suspenses**

Groupings

Branch
 CPAC
 Command
 Division
 Ticket Employee

Branch	Red	Amber	Yellow
D	1	0	0
Totals	1	0	0

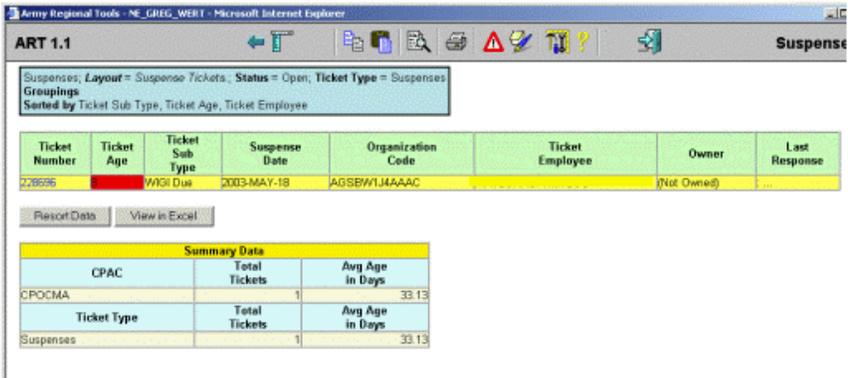
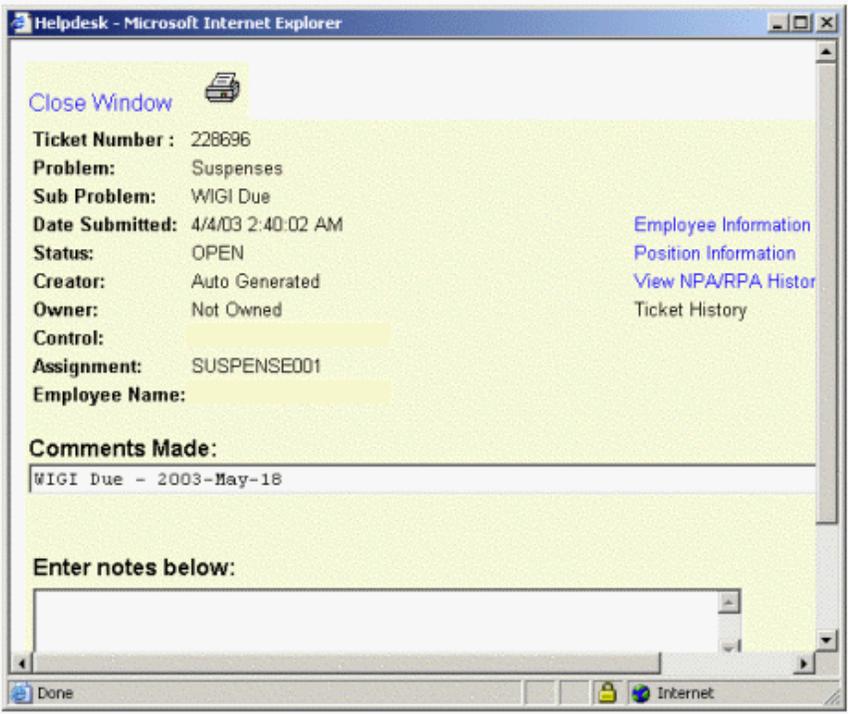
View Details

[View Colorization Chart](#)

[View Ticket Descriptions](#)

- **Colorization of suspense tickets:** Suspense tickets are colorized based on the number of days until the suspense date arrives -- from red, indicating that the date is very close (or has passed), to green indicating that the date is further out. Hence the colorization is intended to convey the "urgency" of the suspense (red needing attention sooner than green).
- The <**View Ticket Descriptions**> button displays a list of the different types of Helpdesk tickets in ART. Scroll down this window to see the "Suspenses" section (toward the bottom of the list) which lists the types of suspenses that are tracked (some have descriptions, some do not).
- If you are logged in as a Personnelist, you may have many more suspenses and may need to narrow the suspenses down to a specific branch, CPAC, command, etc., using the radio buttons at the top of the screen. ART will not display more than 1000 suspenses at a time.

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4	<p>The list of suspenses displays:</p>	
	<p>In this example, there is one pending suspense for a within grade increase coming due in 8 days (indicated by the "ticket age").</p>	
5	<p>To view the actual suspense ticket, click the blue link in the Ticket Number column:</p>	
	<ul style="list-style-type: none"> • The Suspense ticket provides links to employee and position information, NPA/RPA history, and any other tickets pertinent to the employee. • It also provides a place for you to make notes. If you have a question on a suspense, you can enter it in the Notes section, then click on the <Submit Notes> button at the bottom of the window (not visible in the illustration above). If there are other notes that have been made, they will also be visible on the ticket. 	

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