

Federal Employee Quick Reference Guide

This quick reference guide provides short answers to common questions, applicable references, and links to resources and distribution lists to assist employees and supervisors. Questions about the federal employment system may be more complex than an employee or supervisor realizes. The content of this guide is not regulatory. Users must consult the applicable laws, regulations, instructions, and policies to make informed decisions. In any case, it is appropriate to contact the Human Resources Office using the applicable distribution list to validate the actions an employee or supervisor should take.

TOPIC
HRO Contact Information
Training
Leave and Absences
Managing Employee Information
Benefits and Awards
Miscellaneous

HRO Contact Information

Customer Service. Send any general inquiries and personnel action requests to Customer Service by calling 614-336-7051 or sending an email to: ng.oh.oharng.list.j1-hro-customer-service@army.mil

Active Guard/Reserve (AGR) Branch. Send inquiries regarding Air and Army AGR job announcements, accessions, benefits, retirements, etc, to the AGR Branch by sending an email to: ng.oh.oharng.list.ngoh-j1-hro-m@army.mil

Resources Branch. Send inquiries regarding job announcements, hiring, promotions, incentives, position descriptions, classification, temporary technicians, resignations, supervisor hierarchy, etc, to the Resources Branch by sending an email to: ng.oh.oharng.list.j1-hro-army-staffing@army.mil for Army actions or to ng.oh.oharng.list.j1-hro-air-staffing@army.mil for Air actions.

Benefits Branch. Send inquiries regarding employee benefits, retirements, military deposits, leave programs, performance appraisals, etc, to the Benefits Branch by sending an email to: ng.oh.oharng.list.j1-hro-benefits@army.mil

HR Development Branch. Send inquiries regarding federal employee training, travel (DTS), Individual Development Plans (IDP), Army Budget, Supervisor Courses, etc, to the HR Development Branch by sending an email to: ng.oh.oharng.list.j1-hro-training@army.mil

Labor Relations. Send inquiries regarding labor-management relations, conduct management, Telework, the Collective Bargaining Agreement (CBA), negotiated grievances, administrative grievances, etc, to Labor Relations by sending an email to: ng.oh.oharng.list.j1-hro-lr@army.mil

Federal Employee Workers' Compensation. Send inquiries regarding Workers' Compensation (OWCP) for federal employees, on-the-job injuries/illnesses, etc, to the OWCP Program Administrator by sending an email to: ng.oh.oharng.list.j1-hro-owcp@army.mil

Information Systems. Send inquiries about HRO information systems, system access, and reports to the HR Information Systems Specialists at: ng.oh.oharng.list.list-j1-hro-information-systems@army.mil

Policy Repository. HRO maintains copies of all policies, instructions, and other resources on the public webpage located at: <https://ong.ohio.gov/members/policies/>

Training

What training should a supervisor receive? Supervisors are required to attend the Basic Joint Supervisor Development Course (JSDC) within the first year of appointment to a supervisory position and receive refresher training every three years thereafter.	
Reference(s):	HRO Policy #25-003, Training Requirements for Supervisors
Links:	Sign up for training by emailing HRD at the Distro below and request an SF-182. Send questions to: nq.oh.oharnq.list.j1-hro-training@army.mil

Is there training available to give me a general understanding of the benefits available to federal employees? Yes. The HRO Benefits Branch conducts a benefits briefing on MS Teams at 0900 on the first Thursday of every month. The briefing is targeted towards newly appointed employees but is available to anyone who would like to attend.	
Reference(s):	N/A
Links:	Send request to join the briefing to: nq.oh.oharnq.list.j1-hro-training@army.mil

Leave and Absences

How does an employee take leave? Employees submit leave requests and complete timecards in the Automated Time Attendance and Production System (ATAAPS).	
Reference(s):	CNGBI 1400.25, Vol 630, ONGJSI 1400.25, Vol 630 Collective Bargaining Agreement (for Bargaining Unit Employees)
Links:	Air ATAAPS: https://af.ataaps.csd.disa.mil Army ATAAPS: https://ataaps.csd.disa.mil Send policy questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil Send Army ATAAPS questions to: nq.oh.oharnq.list.uspfo-technician-pay@army.mil Send Air ATAAPS questions to your Wing Customer Service Representative.

How do I change my work schedule? Supervisors may change employee hours of work or the type of schedule (e.g. 5-8s to 5-4-9). These work schedule changes are accomplished through the employee's timecard certifier and the appropriate Customer Service Representative (CSR) (USP&FO Technician Pay Office for Army employees or the appropriate CSR in the Wing Finance Office).	
Reference(s):	HRO Policy #21-009, Duty Hours and Work Schedule Policy for Federal Employees Collective Bargaining Agreement (for Bargaining Unit Employees)
Links:	Send Army ATAAPS questions to: nq.oh.oharnq.list.uspfo-technician-pay@army.mil Send Air ATAAPS questions to your Wing Customer Service Representative.

What do I do when an employee will be absent from work to perform military duty for more than 30 days? In most cases, the employee must be placed in an Absent-Uniformed Service (AUS) status and the employee's timecard coded for Military Furlough (KG). Employees may elect to use accrued leave while AUS but individual employee circumstances will vary greatly depending on the type and length of the military duty. Review HRO Policy #20-031 for more information.	
Reference(s):	CNGBI 1400.25, Vol 630, ONGJSI 1400.25, Vol 630 HRO Policy #20-031, Absent-US and Return to Duty Personnel Actions
Links:	Send questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

What is the difference between electing to go Absent-US (AUS) versus Separation-US (Sep-US) when an employee departs for military service? Employees electing AUS are communicating to the agency that they intend to return to federal employment. Employees electing Sep-US are communicating to the agency that they do not intend to return to federal employment. Employees entering a period of military service have 5 cumulative years of job protection under USERRA whether they elect to go AUS or Sep-US (Exempt time excluded when the military service is in support of a qualifying contingency operation). Employees electing AUS will receive regular step increases but will be in a non-pay status until returning to federal employment. Employees electing Sep-US will separate from federal employment, terminate FEHB coverage, and will not receive regular step increases.	
Reference(s):	38 USC Chapter 43 – Employment and Reemployment Rights of Members of the Uniformed Services (USERRA) HRO Policy #20-031, Absent-US and Return to Duty Personnel Actions
Links:	Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

Managing Employee Information

Why can't I see my employees in MyBiz+? Employees become disconnected from their supervisors in the DCPDS hierarchy for a variety of reasons. Normally this is because the supervisor changed positions or the employee changed positions. Supervisors may request that HRO reconnect their employees by submitting a Hierarchy Change Request Form.	
Reference(s):	HRO Policy #21-007, Organizational Structure Policy
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil Send Army questions to: nq.oh.oharnq.list.i1-hro-army-staffing@army.mil Send Air questions to: nq.oh.oharnq.list.i1-hro-air-staffing@army.mil

How does an employee request verification of employment? T32 Technicians and T5 NG Employees must use the Employment Verification Tool in the MyBiz+ Portal. Select “Request Employment Verification” from the Key Services column on the left side of the MyBiz+ main screen and follow the prompts. Military members (e.g. AGR, MDAY, DSG) must contact their military unit of assignment.	
Reference(s):	DCPAS Employment Verification Fact Sheet
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil https://www.dcpas.osd.mil/sites/default/files/2021-10/DoD%20Employment%20Verification.pdf Send questions to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil

How do employees get copies of their SF-50s (Notification of Personnel Action)? Employees may get copies of their SF-50s from their accounts in the MyBiz+ Portal or from their Electronic Official Personnel File (eOPF). In MyBiz+, select “SF50 Personnel Actions” from the Key Services section and then select “SF50 Personnel Actions” from the next page. Supervisors have access to their employee’s SF-50s in the MyBiz+ portal by navigating to the MyTeam icon at the bottom of the screen. Click the blue arrow next to the employee’s name and then click on “SF50 Personnel Actions.”	
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil eOPF: https://eopf.opm.gov/nationalguard/ Send questions to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil

What do I do if I changed my name? Work with your supervisor to submit a SF-52 requesting your Name Change. Include your current name and social security number in Part B 1-2 on the SF-52. Place your new name, the effective date of the name change, and the reason for the name change (e.g. marriage, divorce) in Part D of the SF-52. HRO recommends that you also contact your servicing payroll office, Social Security Office, and your military personnel office to determine whether those organizations require additional actions.

Links:	Send name change requests to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil
--------	---

How does a T5 employee update their Veterans Preference status in MyBiz+? T5 employees may request that HRO review and update their Veterans Preference by sending supporting documents to the HRO Staffing Section. T32 Technicians are not eligible for Veterans Preference.

Reference(s):	HRO Policy # 17-010, Veterans Preference Management
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil https://www.opm.gov/policy-data-oversight/veterans-services/vet-guide-for-hr-professionals/ Send Army requests to: nq.oh.oharnq.list.i1-hro-army-staffing@army.mil Send Air requests to: nq.oh.oharnq.list.i1-hro-air-staffing@army.mil

I'm a new supervisor and my employee has a performance plan in progress. Why can't I see the performance plan in DPMAP? A supervisor will not see a subordinate employee's performance plan simply because the supervisor sees the employee as a subordinate in the DCPDS hierarchy. The connections in the hierarchy and in DPMAP function independently. DPMAP will only reference the DCPDS hierarchy when the supervisor attempts to create a new performance plan. Once the DCPDS hierarchy is correctly established then the performance plan owner should use the Action dropdown in DPMAP to select "Change Rating Official or Higher-Level Reviewer" to assign the correct Rating Official or Higher-Level Reviewer.

Reference(s):	CNGBI 1400.25, Vol 431, ONGJSI 1400.25 Vol 431
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

Why can't I log in to DCPDS/MyBiz+? There are many reasons why an employee would be unable to log into MyBiz+. Before contacting HRO, be sure you are using the correct browser (Chrome or Edge), logging in with the correct credentials if you have multiple CACs, and are following the correct steps as a new user (Register CAC, Re-register for new CAC issuance or name change). When registering, ensure you enter your SSN WITH DASHES. Additionally, make sure you are using the correct link to MyBiz+. Additional issues may require further investigation.

Reference(s):	N/A
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil Send questions to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil

How do I update my race and/or ethnicity in DCPDS/MyBiz+? Federal employees may update their race and/or ethnicity by logging into MyBiz+ and navigating to the purple box labeled "Personal." Click on that box, select "Ethnicity and Race," then click "Edit." Use the check boxes to make the appropriate selections and then click "Update."

Reference(s):	N/A
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil Send questions to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil

How do I get my records from previous federal employment? Former federal employees may request copies of the personnel records from the National Personnel Records Center (NPRC). HRO transfers an employee's Electronic Official Personnel Folder (eOPF) to NPRC upon separation. Navigate to the NPRC website, select the appropriate category of records from the "Personnel Records Quick Find" section, and then follow the instructions to submit a records request. Clarify that your service was with either "Department of the Air Force, Air National Guard," or "Department of the Army, Army National Guard."

Links: NPRC Personnel Records Quick Find: <https://www.archives.gov/personnel-records-center>
Send questions to: nq.oh.oharnq.list.i1-hro-customer-service@army.mil

Benefits and Awards

How do I reward my employees for their high levels of performance and special acts? Supervisors may nominate employees for a variety of awards such as: cash awards, time-off awards, quality step increases, and honorary awards. HRO processes length of service awards on quarterly cycle. Nomination criteria and supporting document requirements are discussed in detail in HRO Policy #21-022. Nominating supervisors should pay particular attention to the quarterly deadlines established for the awards boards.

Reference(s): CNGBI 1400.25, Vol 451
HRO Policy #21-022, Federal Employee Incentive Awards

Links: Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

How do federal employees sign up for health benefits? Federal employees have 60 days from the date of their appointment, or 60 days after a qualifying life event, to apply for Federal Employee Health Benefits (FEHB), or change benefit plans. Employees may login to the Army Benefits Center – Civilian (ABC-C) to access the Government Retirement Benefits (GRB) platform to make benefits elections. ****Do not wait until the last minute to make an election. The HRO does not control the approval of benefits elections. Late elections are routinely denied by ABC-C which will cause employees to not receive coverage.****

Reference(s): 5 CFR 890 – Federal Employee Health Benefits Program

Links: Link to ABC-C and then GRB: <https://portal.chra.army.mil/abc>
Compare Plans: <https://www.opm.gov/healthcare-insurance/healthcare/plan-information/compare-plans/>
Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

What benefits do temporary employees receive? Temporary employees are eligible for health insurance and most categories of leave. Temporary employees are not eligible for Military Leave, TSP, and they do not contribute to the Federal Employee Retirement System (FERS). Temporary employees may become eligible for dental and vision insurance (FEDVIP) if serving on an appointment that is expected to last longer than 90 days.

Links: Link to ABC-C and then GRB: <https://portal.chra.army.mil/abc>
Compare Plans: <https://www.opm.gov/healthcare-insurance/healthcare/plan-information/compare-plans/>
Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

What do I do if I'm at the dentist and they say I do not have dental insurance? The first step is to call the customer service number on your dental insurance card. The second step is to verify your dental insurance coverage with Benefeds by logging in to your Benefeds account or contacting Benefeds Customer Service by telephone. If you are still unable to resolve the situation then you most likely do not have dental insurance. Refer any other questions to the HRO Benefits Branch using the distro below.

Links: Link to Benefeds website: <https://www.benefeds.com/>
Benefeds Customer Service: 1-877-888-3337
Send questions to: nq.oh.oharnq.list.i1-hro-benefits@army.mil

What do I do if my Annual Leave balance is incorrect on my Leave and Earnings Statement (LES)?

The most common problem employees report in regard to Annual Leave balances is having the wrong Annual Leave accrual amount (e.g. should be receiving 6 hours per pay period instead of 4 hours). Employees should ensure HRO has copies of all DD214s and records of federal service with other agencies so HRO can accurately establish the employees Leave Service Computation Date (Leave SCD). Send copies of such records to the Benefits Branch distribution list below and request an updated Leave SCD.

References: CNGBI 1400.25, Vol 630, ONGJSI 1400.25, Vol 630

Links: Send questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

What do I do if my Sick Leave balance is incorrect on my Leave and Earnings Statement (LES)?

If you are a newly appointed employee who transferred from another agency, or you have prior federal service with another agency, then you need to provide HRO with a SF1150, Record of Leave Data, from your previous agency. The Ohio HRO may use this SF1150 to request crediting of your previous Sick Leave balance through the Defense Finance & Accounting Service (DFAS).

References: CNGBI 1400.25, Vol 630, ONGJSI 1400.25, Vol 630

Links: Send questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

What do I do if my Military Leave balance is incorrect on my Leave and Earnings Statement (LES)?

Newly appointed employees will not see Military Leave on their LES until first using Military Leave. Employees who previously used Military Leave who do not see their Military Leave balance should contact HRO Benefits at the distribution list below for further assistance.

References: CNGBI 1400.25, Vol 630, ONGJSI 1400.25, Vol 630

Links: Send questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

If I take a federal job, will I lose my military bonus? This question may only be officially answered by the State Education Office or your wing's Base Education and Training Manager. HRO bears no responsibility for the terms of a service member's bonus contract or contract payments. Generally speaking, if someone accepts a Permanent Technician (T32) position then the member's contract will terminate the day prior to appointment and the termination is without recoupment of previously received bonus payments. If someone accepts a Temporary Technician (T32) position then the member will remain eligible for the incentive until reaching 179 days on the Temporary Appointment within a 12 month period. After 179 days the incentive terminates without recoupment. If someone accepts a T5 NG Employee (T5) appointment of any type then the member will remain eligible for the incentive subject to the terms of the incentive contract. Service members must verify their eligibility through the State Education Office (Army) or the member's wing BETM (Air).

Links: USAJobs Website: <https://www.usajobs.gov/>

Send Army questions to: nq.oh.oharnq.list.q1-education@army.mil

Send Air questions to your wing BETM

What do I do if an employee has questions about retirement? Employees can do two things to prepare for retirement. First, learn about the employment and retirement systems by attending the FERS Career Planning Course (if you have less than 15 years of service) and the FERS Pre-Retirement Course (if you are within 7 years of retirement or may qualify for a disability retirement). Visit the HRO Training webpage to find training dates and forms to attend these courses. Second, employees who are nearing retirement should contact the HRO Benefits Branch to ensure HRO is tracking the employee as a projected retiree. A Retirements Specialist will advise the employee on any applicable timeframes and provide advice on how the employee should proceed prior to retirement.

Links: Send Retirement questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

Send Training questions to: nq.oh.oharnq.list.j1-hro-training@army.mil

How do I buy back my military time? Employees may make Military Service Deposits (AKA “a buyback”) by following the Military Buyback Instructions published on the HRO Retirements page. The buyback process requires the employee to request an earnings estimate by sending a RI 20-97, Estimated Earnings During Military Service, to the appropriate military finance center along with a copy of all DD Forms 214. The military finance center will send the employee the earnings estimate. At that time the employee will complete a SF 3108, Application to Make Service Credit Payment (FERS), to the Army Benefits Center – Civilian (ABC-C) for pre-Technician service or to HRO for service performed while a Technician. HRO or ABC-C will review the application for accuracy, calculate the amount of the military deposit, and send the information to the Defense Finance and Accounting Service (DFAS). DFAS will send a response to the employee with instructions on how to make payments. Send proof that of the debt being paid in full	
Links:	Send Retirement questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

What do I do when an employee is injured at work? Report the injury to the supervisor. Obtain medical care. The supervisor issues a CA-16. Register for ECOMP. Supervisor follows the instructions in the OWCP “Employee and Provider Information Packet” (available on the HRO Public Webpage).	
Reference(s):	CNGBI 1400.25, Vol 800
Links:	ECOMP: http://www.ecomp.dol.gov Medical Billing and CNSI website: https://owcpmed.dol.gov Send questions to: nq.oh.oharnq.list.j1-hro-owcp@army.mil

How does an employee get a performance plan and appraisal? Permanent and Indefinite employees must have performance plans and receive appraisals annually using the Defense Performance Management and Appraisal Program (DPMAP). Probationary employees receive performance plans starting the day of appointment and lasting for one year before transitioning onto the standard performance management cycle. The standard cycle is 1 April through 31 March. Periods of performance must be at least 90 days in length to receive a rating of record.	
Reference(s):	CNGBI 1400.25, Vol 431, ONJSI 1400.25, Vol 431
Links:	MyBiz+: https://compo.dcpds.cpms.osd.mil Send questions to: nq.oh.oharnq.list.j1-hro-benefits@army.mil

Miscellaneous

Where can federal employees and their supervisors find HRO policies and guidance? HRO maintains all current policy and guidance on the HRO public webpage. Hover over “Technicians” and select the various options.	
Links:	HRO Public Webpage: https://ong.ohio.gov/members/policies/ Send questions to: nq.oh.oharnq.list.j1-hro-customer-service@army.mil

Where can I find the current job announcements? HRO maintains all current job announcements on the HRO public webpage. Navigate to the HRO Public Webpage, scroll to the very bottom of the page, select “Technicians (T-32 & T5)” according to the service of your choice.	
Links:	HRO Public Webpage: https://ong.ohio.gov/members/policies/ USAJobs Website: https://www.usajobs.gov/ Send questions to: nq.oh.oharnq.list.j1-hro-customer-service@army.mil

I'm taking a job in another agency. What do I need to do? The first thing you need to do is inform your supervisor. The second thing you need to do is provide your gaining HRO with the appropriate distribution list to contact the losing HRO. Army-funded employees should send their gaining HRO the Army Transfers Distro. Air-funded employees should send their gaining HRO the Air Transfers Distro. The Ohio HRO will coordinate your transfer to the new agency to ensure the proper communication of employee records and document the “drop” and “pick-up” dates.

Links:	Distro for Army Transfers: ng.oh.oharnq.list.j1-hro-army-staffing@army.mil Distro for Air Transfers: ng.oh.oharnq.list.j1-hro-air-staffing@army.mil
--------	---

My employee quit several weeks ago but I still see the employee in MyBiz. How do I get the employee removed? The first thing the supervisor should do is ensure that a SF-52 for Resignation, Termination, etc, was sent to HRO Customer Service for processing. If a SF-52 was sent then request a status update by contacting your services HRO Staffing Distribution List. There may be delays in processing separations but delays longer than one pay period are unusual.

Links:	HRO Customer Service Distro: ng.oh.oharnq.list.j1-hro-customer-service@army.mil Distro for Army Staffing: ng.oh.oharnq.list.j1-hro-army-staffing@army.mil Distro for Air Staffing: ng.oh.oharnq.list.j1-hro-air-staffing@army.mil
--------	--

My employee quit several weeks ago but I still see the employee in ATAAPS. How do I get the employee removed? The first thing the supervisor should do is ensure that the employee is not visible in MyBiz+ (See the previous question above). If the employee is not visible in MyBiz+ then please contact either the USP&FO Technician Pay Office for Army employees or your Wing Finance Customer Service Representative for Air employees to request that the employee be removed from ATAAPS. Supervisors may be required to submit a manual timecard to the Wing Customer Service Representative or the USP&FO Technician Pay Office helpdesk system to complete the timecard in ATAAPS in situations where the employee is no longer available to concur a timecard in ATAAPS.

Links:	Send Army ATAAPS questions to: ng.oh.oharnq.list.uspfo-technician-pay@army.mil Send Air ATAAPS questions to your Wing Customer Service Representative.
--------	--

I supervise employees that are in the bargaining unit. Are there any policies or guidance that specifically apply to bargaining unit employees? Yes. Bargaining unit employees are covered by the Collective Bargaining Agreement (CBA) between the Ohio National Guard and American Federation of Government Employees (AFGE) Local 3970. Additionally, there are some Ohio Supplements to Chief of the National Guard Bureau Instructions (CNGBIs) that apply only to bargaining unit employees. Be sure to look at the instruction to confirm that it applies to bargaining unit employees. HRO maintains all current policy and guidance on the HRO public webpage.

Links:	Send questions to: ng.oh.oharnq.list.j1-hro-lr@army.mil
--------	---