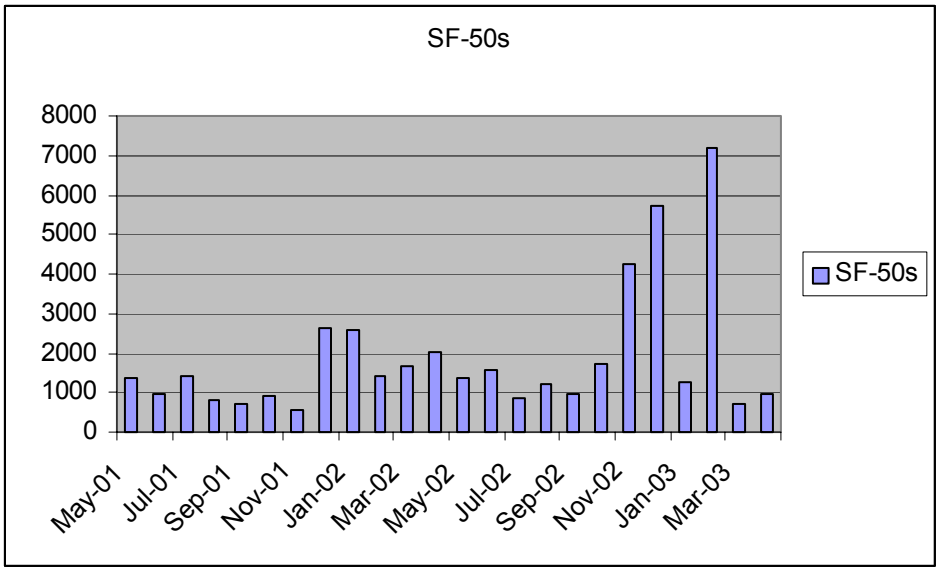
ATTACHMENT B
CURRENT WORKFLOW PROCESS



SF 50 Historical Workflow Chart by Month

Month	SF-50s
May-01	1345
Jun-01	967
Jul-01	1409
Aug-01	832
Sep-01	716
Oct-01	894
Nov-01	575
Dec-01	2616
Jan-02	2591
Feb-02	1441
Mar-02	1680
Apr-02	2040
May-02	1343
Jun-02	1567
Jul-02	876
Aug-02	1216
Sep-02	944
Oct-02	1697
Nov-02	4240
Dec-02	5725
Jan-03	1279
Feb-03	7188
Mar-03	732
Apr-03	939

C.3.1.1 RECORDS MANAGEMENT WORKFLOW

C.3.1.1.1 OPERATIONAL FILE MANAGEMENT
C.3.1.1.1.1 Operational File Management - File and manage oversight of the operation's use of a combined total of an estimated 30,000 OPF/IPF/EPF/MPF.
C.3.1.1.1.2 Workload – Routine electronic log-in/out of requested file. Management of operational files requires use of the INFOLINX 2000 Automated File Tracking System
C.3.1.1.1.3 Performance Standard – acceptable performance of this task requires 98 percent accuracy in filing the required retention personnel documents on the right, and temporary personnel documents on the left side of the OPF, 98 percent accuracy of required documents for IPF/EPF/MPF.

C.3.1.1.2 SUSPENSE INQUIRY (SINQ REPORT)
C.3.1.1.2.1 Suspense Inquiry (SINQ Report) - Print 1 paper copies of the SINQ Report (personnel error message report) daily for distribution to OHR managers by hand delivered. (NOTE: The SINQ report is the NFC systems' application for maintaining record of personnel actions that have failed the edit process which validates the data entered into the system. The data is maintained in SINQ until the error has been reviewed, corrected or cancelled.)
C.3.1.1.2.2 Workload – Daily production of the SINQ Report and distribution to OHR managers.
C.3.1.1.2.3 Performance Standards – Acceptable performance of this task requires daily completion of the SINQ Report 98 percent of the time and 98 percent completion by the following workday, unless extenuating circumstances, e.g. NFC/EPIC system failure.

C.3.1.1.3 ENTRY, PROCESSING, INQUIRY AND CORRECTION SYSTEM (EPIC)
C.3.1.1.3.1 Entry, Processing, Inquiry and Correction System (EPIC) - Print from NFC/EPIC report for distribution to the Independent Servicing Specialist and/or Quality Review Specialist (ISS/QRS), personnel actions processed currently and/or future action.
C.3.1.1.3.2 Workload – Daily production and distribution of the EPIC Report to 1 designated OHR managers.
C.3.1.1.3.3 Performance Standards – Acceptable performance of this task requires daily production and distribution of the EPIC Report 98 percent of the time and 98 percent completion by the following workday, unless extenuating circumstances, e.g. NFC system failure.

C.3.1.1.4 AD FORM 365
C.3.1.1.4.1 AD Form 365 - Print out individual AD Forms 365 for those employees eligible for with-in grade increases. The form indicates whether an employee has a record of acceptable work performance.
C.3.1.1.4.2 Workload – Printing, separating and inter-office mailing of the AD Forms 365 once every two weeks for eligible employees, in accordance with the bi-weekly pay cycle.
C.3.1.1.4.3 Performance Standards – Acceptable performance of this task requires printing, separating and inter-office mailing of the AD Forms 365 to managers once every two weeks 98 percent of the time. The distribution process includes separation and collating of AD 365 Forms by USPTO organizational code; submission of forms to program areas using the "Distribution Listing for SF-50 Forms Notification of Personnel Action Forms". Forms are then approved by program area managers and resubmitted to OHR for filing.

C.3.1.1.5 RECORD OF LEAVE DATA, STANDARD FORM 1150 (SF-1150)
C.3.1.1.5.1 Record of Leave Data, Standard Form 1150 (SF-1150) – Print and separate for filing the SF-1150 in separated employees OPF.
C.3.1.1.5.2 Workload – Print and separate the SF-1150 once every two weeks for eligible employees, in accordance with the bi-weekly pay cycle.
C.3.1.1.5.3 Performance Standards – Acceptable performance of this task requires printing and separating and filing of SF-1150 into separated employee OPF once every two weeks, 98 percent of the time.

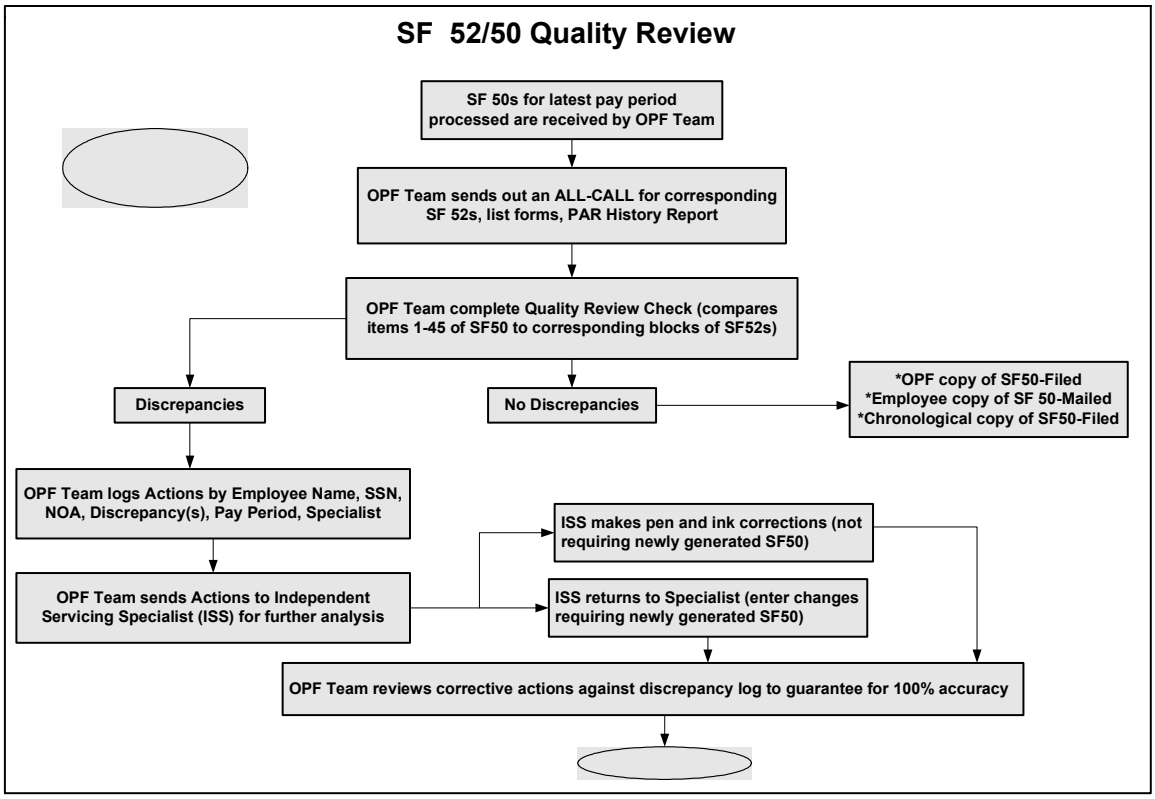
C.3.1.1.6 PROBATIONARY PERIOD FORM
C.3.1.1.6.1 Probationary Period Form – Print the Probationary Form for distribution to the appropriate program area manager for any employee whose probationary period will lapse within the next bi-weekly pay cycle.

C.3.1.1.6.2 Workload – Print, separate and distribute the probationary period forms once every two-week, in accordance with the bi-weekly pay cycle for eligible employees.
C.3.1.1.6.3 Performance Standards – Acceptable performance of this task requires printing, separating and inter-office mailing the probationary period forms for dissemination once every two weeks, in accordance with the bi-weekly pay cycle, 98 percent of the time. The distribution process includes separation and collating of Probationary Period Forms by organizational code; submission of forms to program areas using the "Distribution Listing for SF-50 Forms Notification of Personnel Actions Forms." Forms are then approved by program area managers and resubmitted to OHR for filing.

C.3.1.1.7 NOTIFICATION OF PERSONNEL ACTION (SF-50)
C.3.1.1.7.1 Notification of Personnel Action, (SF-50) – Initiate print request and take receipt of 3-copies of the SF-50s reproduced by the Chief Information Officer (CIO) (via interface with NFC/EPIC) of personnel actions processed during previous pay period. Collate the 3- copies of the SF-50, printed by NFC/EPIC, and match with the coinciding Request for Personnel Action (SF-52) in preparation for the ISS/QRS (see C.3.2.1, SF-52/50 Quality Review). Once the ISS/QRS has verified the SF-50 for accuracy, file a copy of the SF-50 in the employee's OPF; mail one copy inter-office, to the employee; and file a copy in the SF-50 chronological files. Maintain all SF-50 files in accordance with OPM record keeping regulations. The OPM record keeping regulations can be located via Internet at www.opm.gov.
C.3.1.1.7.2 Workload – initiate print request, receive and collate 3- copies of the printed SF-50s once every two weeks, in accordance with the bi-weekly pay cycle.
C.3.1.1.7.3 Performance Standards – Acceptable performance of this task requires initiating print request, receiving, collating and distributing the SF-50s to: the employee's OPF; the employee, and to the chronological files with 98 percent accuracy and within 5 working days after receipt of the SF-50s.

C.3.1.1.8 ALPHA ROSTER
C.3.1.1.8.1 ALPHA Roster – Print, separate and mail inter-office, the current ALPHA Roster of Employee Data.
C.3.1.1.8.2 Workload – print, separate, and distribute the ALPHA Roster to designated program area managers monthly.
C.3.1.1.8.3 Performance Standards –Acceptable performance of this task requires distribution of the ALPHA Roster monthly 98 percent of the time. The distribution process includes printing, separating and distributing the ALPHA Roster by organizational code; submission of roster to program areas using the "Distribution Listing for SF-50 Forms Notification of Personnel

C.3.2.1 SF-52/50 QUALITY REVIEW WORKFLOW PROCESS



C.3.2.1.1 RECEIPT OF SF-50s BY QUALITY REVIEW TEAM (QRT)

C.3.2.1.1.1 Receipt of SF-50s by Quality Review Team, (QRT) – OPF Team receives SF-50s for latest pay period processed.

C.3.2.1.1.2 Workload - Receive run of SF-50s for the previous pay period in accordance with bi-weekly pay cycle.

C.3.2.1.1.3 Performance Standards - Acceptable performance of this task requires receipt of delivery of the bi-weekly run of SF-50s 98 percent of the time after the bi-weekly pay cycle unless extenuating circumstances, e.g. NFC/EPIC system failure.

C.3.2.1.2 REQUEST "ALL-CALL" (VIA EMAIL) OF SF-52s

C.3.2.1.2.1 Request "ALL-CALL" (via email) of SF-52s – QRT - Request "ALL-CALL of corresponding SF-52s from personnel specialist/assistants to initiate quality review of data elements 1 through 45 of the SF-52, in checking for accuracy against the printed SF-50s.

C.3.2.1.2.2 Workload - Initiate "ALL-CALL" of SF-52s processed during the previous pay period; match the SF-52 with the corresponding SF-50 to verify for accuracy the data printed in elements 1 through 45.

C.3.2.1.2.3 Performance Standards - Acceptable performance of this task requires initiating "ALL-CALL" of SF-52s; matching the SF-52 with the corresponding SF-50; verifying for accuracy data elements 1 through 45 of the SF-52 against the SF-50, 98 percent of the time with 98 percent accuracy.

C.3.2.1.3 "NO" DISCREPANCIES (SF-52/50 REVIEW)

C.3.2.1.3.1 "NO" Discrepancies (SF-52/50 Review) – QRT- Separate and file OPF copy of the SF-52/50; mail employee's copy via inter-office mail; and file chronological copy of the SF-50.

C.3.2.1.3.2 Workload – separate the SF-50s; file the SF-52 in the OPF; mail one copy to employee, file one copy in the OPF and one copy in the chronological files. This process should be followed for each SF-52 processed during the previous pay period.

C.3.2.1.3.3 Performance Standards – Acceptable performance of this task requires separating, mailing and filing of the OPF, employee and chronological copies of each SF-52/50 processed during the previous pay period 98 percent of the time with 98 percent accuracy.

C.3.2.1.4 DISCREPANCIES (SF-52/50 REVIEW)

C.3.2.1.4.1 Discrepancies (SF-52/50 Review) – QRT- log actions into tracking error database by employee name, SSN, nature of action (NOA), type of discrepancy, pay period and specialist. send the

SF-52/50 with discrepancies to the ISS/QRS for further analysis. The ISS/QRS will forward the SF-52/50s clearly identifying discrepancies to the servicing specialist for corrections. The servicing specialist then makes correction to the SF-52/50 discrepancy and returns to the ISS/QRS. The ISS/QRS forwards the corrected SF-52/50 back to the QRT who reviews corrected action against tracking error log and delivers the SF-52/50 to the operational file room for filing.
C.3.2.1.4.2 Workload – log discrepancy into error tracking database; forward the SF-52/50 to the ISS/QRS; ISS/QRS forwards corrected SF-52/50 back to the QRT for logging into the tracking error database; QRT forwards the SF-52/50 to the operational file room for filing on a daily basis.
C.3.2.1.4.3 Performance Standards – Acceptable performance of this task requires logging discrepancy into tracking error database; forwarding the SF-52/50 to the ISS/QRS; ISS/QRS forwards corrected SF-52/50 back to the QRT for logging into the tracking error database; QRT forwards the SF-52/50 to the operational file room for filing on a daily basis with 98 percent accuracy of logging into the tracking error database; and filing into the OPF 98 percent of the time.

C.3.2.2 Workflow – Audit Verification Process (the work performed under section C.3.3.1 applies specifically to personnel actions processed as newly hired, transferred or reassigned employees, as applicable.)

C.3.2.2.1 AUDIT VERIFICATION OF DATA ELEMENTS
C.3.2.2.1.1 Audit Verification of Data Elements - Perform internal audit procedures for each OPF for newly hired, transferred or reassigned employee in accordance with "The Guide to Personnel Record Keeping". The OPM record keeping regulations can be located via Internet at www.opm.gov
C.3.2.2.1.2 Workload – audit each newly, transferred or reassigned employee OPF as a result of the bi-weekly hiring process, as applicable, based on the employee's entrance-on-duty (EOD) status. For new employee(s): the folder must have forms filed in chronological order; checked for document filing accuracy (i.e., temporary left side versus permanent right side); review for accuracy the printed label; check for military/federal prior service; calculate service computation date; forward OPF to file room. For transferred and/or reassigned employees: the folder must have all forms filed in chronological order; checked for document filing accuracy; (i.e., temporary left side versus permanent right side); review for accuracy the printed label; check for military/federal prior service; request any prior service from losing agency and/or National Records Center (NRC) via "pick up SF-50". (Processing time: allow 4 weeks for delivery, if no OPF received; issue follow-on request in 4-week increments. NOTE: prior service request must include notifications to employee, losing agency, and NRC.) C.3.2.2.1.3 Performance Standards
C.3.2.1.2.3 Performance Standards – Acceptable performance of this task is required 98 percent of the time, with 98 percent accuracy. Details of performance standards outlined in "workload", C.3.3.1.2.

C.3.2.2.2 OPF PHYSICAL INTEGRITY
C.3.2.2.2.1 OPF Physical Integrity – Each newly hired, transferred or reassigned OPF file will be examined for content ensuring all records are filed chronologically; temporary vs. permanent documents, in accordance with the OPM filing procedures outlined in "The Guide to Personnel Record Keeping." If, upon receipt of OPF from transferring agency or reassignment from within Department of Commerce, the file is frayed or worn, create a new file.
C.3.2.2.2.2 Workload – Verification of OPFs are validated for temporary documents vs. permanent document retention in accordance with "The Guide to Personnel Record Keeping" and bi-weekly hiring schedule and/or EOD status.
C.3.2.2.2.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in filing the required documents chronologically; with permanent personnel documents on the right, and temporary personnel documents on the left of the OPF, in accordance with "The Guide to Personnel Record Keeping" and the bi-weekly hiring schedule and/or employee EOD status.

C.3.2.2.3 BASIC EMPLOYEE DATA
C.3.2.2.3.1 Basic Employee Data – Each newly hired, transferred or reassigned OPF file will be reviewed to verify basic employee personnel data (i.e., proper spelling of name, social security number and date of birth).
C.3.2.2.3.2 Workload – Verification of each employee OPF received within the bi-weekly hiring schedule and/or employee EOD.
C.3.2.2.3.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verification of basic employee data, according to the bi-weekly hiring schedule.

C.3.2.2.4 REQUEST FOR CREDITABLE SERVICE

C.3.2.2.4.1 Request for Creditable Service – Each newly hired, transferred or reassigned file will be reviewed to ensure that all service creditable for career or career conditional tenure has been requested from the appropriate federal, legislative, judicial or military installation and verified. In addition, any records determined to be stored at the Federal and/or Military Records Center will be requested and properly verified.

C.3.2.2.4.2 Workload – Verification of each employee OPF for credibility of type of appointment will be performed according to the bi-weekly hiring schedule and/or employee EOD. Prior federal service must be requested a maximum of four (4) times (i.e., twice to the losing agency via "pick up SF-50" and twice to the National Record Center (NRC) 98 percent of the time. If in the event the losing agency or NRC does not have the prior service, notify the servicing specialist (i.e., ISS/QSR) to request supporting documents from the employee.

C.3.2.2.4.3 Performance Standard – Acceptable performance of this task requires 98 percent accuracy in verifying and retrieving employee's creditable service, in accordance with the bi-weekly hiring schedule and/or employee EOD.

C.3.2.2.5 SERVICE COMPUTATION DATE

C.3.2.2.5.1 Service Computation Date (SCD) – Each newly hired, transferred or reassigned employee's service computation date will be reviewed and recalculated for accuracy, based on current information contained in the OPF, or as a result of prior service requested, received and verified from federal, legislative, judicial and/or military installations. Upon verification of prior creditable service, a new SCD will be calculated and an adjustment made to the employee's NFC/EPIC personnel data record.

C.3.2.2.5.2 Workload – Each SCD recalculation will occur according to the bi-weekly hiring schedule and/or EOD of employee.

C.3.2.2.5.3 Performance Standards – Prior federal service must be requested a maximum of four (4) times (i.e., twice to the losing agency and twice to the National Record Center (NRC) 98 percent of the time. Check for prior service; calculate service computation date if no prior service. If there is prior service, request service from losing agency via "pick up SF-50" and/or request prior service from NRC. (Processing time: allow 4 weeks for delivery, if no OPF received; issue follow-on request in 4-week increments. If in the event the losing agency or NRC do not have the prior service, notify the servicing specialist (i.e., ISS/QSR) to request supporting documents from the employee. NOTE: prior service request must include notifications to employee, losing agency, and NRC.) Acceptable performance of this task is required 98 percent of the time, with 98 percent accuracy.

C.3.2.2.6 EMPLOYEE DATA AND POSITION DATA

C.3.2.2.6.1 Employee Data and Position Data – Each newly hired, transferred or reassigned file will be reviewed to determine the accuracy of the following data elements:
(1) Veteran's preference; (2) Tenure; (3) Veteran's preference for RIF (as applicable); (4) Annuitant Indicator (as applicable); (5) FLSA Determination (based on title, series and grade); (6) Pay Rate Determinant (based on title, series and grade); (7) Veteran's status; (8) Supervisory status (based on title, series and grade); (9) Educational Level and Academic Discipline; and, (10) Functional Classification Code (if applicable for the title, series)

C.3.2.2.6.2 Workload – Each employee's Employee Data and Position Data Elements will be reviewed according to the bi-weekly hiring scheduled and/or EOD of employee. Verify data elements covering a 10-year career period for each employee OPF reviewed as part of the auditing process.

C.3.2.2.6.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verifying each data element, per each employee OPF.

C.3.2.2.7 REVIEW FOR REQUIRED DOCUMENTATION

C.3.2.2.7.1 In the event that the appropriate documentation is not available in the OPF to verify the accuracy of the above data elements, work with the OHR servicing specialist and/or employee to obtain appropriate required documentation. Upon receipt of appropriate documentation, an SF-52 will be initiated (by the contractor) to execute the change in the employee's personnel records. In addition, the SF-52 transaction will be processed and data entered into the NFC/EPIC system, generating a corresponding SF-50, which must be filed in the OPF in the appropriate chronological sequence.

C.3.2.2.7.2 Workload – A duplicate SF-52/50 will be initiated, processed and data entered as required, and within the bi-weekly hiring schedule and/or EOD of employee.

C.3.2.2.7.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verifying, initiating, processing and data entry of each data element per each employee OPF 98 percent of the time.

C.3.2.2.8 SF-50 FOR EACH PERSONNEL TRANSACTION

C.3.2.2.8.1 Each file will be reviewed to determine if a corresponding SF-50 is included in the OPF for all transactions (resulting from a SF-52) while the employee was employed with the USPTO. In the event that an SF-50 is missing from the OPF, and not available to be filed, the will prepare and verify the contents of the SF-50, and ensure the document is filed in the folder in proper chronological order.

C.3.2.2.8.2 Workload - Replaced SF-50 will be prepared, verified and filed within the bi-weekly hiring schedule and/or EOD of employee.

C.3.2.2.8.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in preparing, verifying and filing an SF-50 for applicable personnel transactions 98 percent of the time.

C.3.2.2.9 SF-52 FOR EACH PERSONNEL TRANSACTION

C.3.2.2.9.1 Each file will be reviewed to determine if a corresponding SF-52 is included in the OPF for all transactions (resulting from an SF-50) while the employee was employed with the USPTO. In the event that an SF-52 is missing from the OPF, and not available to be filed, the will prepare and verify the contents of the SF-52, and ensure the document is filed in the folder in proper chronological order.

C.3.2.2.9.2 Workload - Replaced SF-52 will be prepared, verified and filed within the bi-weekly hiring schedule and/or EOD of employee.

C.3.2.2.9.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in preparing, verifying and filing an SF-52 for applicable personnel transactions 98 percent of the time.

C.3.2.2.10 SF-52 FOR USPTO EMPLOYMENT ONLY

C.3.2.2.10.1 Each file will be reviewed to determine if an SF-52 was processed in the NFC/EPIC system for each personnel action issued while the employee was employed with the USPTO. In the event that an SF-52 was not been processed in the NFC EPIC system, provide the SF-52 to the servicing specialist (i.e., ISS/QSR) for processing and ensure the document is filed in the folder in proper chronological order.

C.3.2.2.10.2 Workload – Verify if an SF-52 was processed for each personnel action issued in the NFC EPIC for USPTO federal service.

C.3.2.2.10.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verifying the status of the SF-52 for applicable personnel transactions 98 percent of the time.

C.3.2.2.11 EMPLOYEE BENEFIT FORMS

C.3.2.2.11.1 Each file will be reviewed to determine if the appropriate employee's benefit forms and documentation have been executed for the following benefits. Each file will be reconciled against the file documentation and the NFC/EPIC automated payroll system.

Health Insurance

Life Insurance

C.3.2.2.11.1 Workload -Verification and reconciliation with NFC of employee benefits will be performed according to the bi-weekly hiring schedule and/or employee EOD.

C.3.2.2.11.3.Performance Standards – Acceptable performance of this task requires 98 percent verification and reconciliation of NFC employee benefits for health and life insurance 98 percent of the time.

C.3.2.2.12 EMPLOYEE RETIREMENT AND TSP COVERAGE

C.3.2.2.12.1 Each folder will be reviewed to determine if the employee is covered by the appropriate retirement coverage based on all creditable service, with appropriate adjustments made to retirement coverage based on non qualifying breaks in service. In addition, the Thrift Savings Plan (TSP) eligibility and contribution status of any eligible employee will be verified against the NFC automated payroll system.

C.3.2.2.12.2 Workload – Verification of the accuracy of employee retirement coverage and TSP eligibility will be performed according to the bi-weekly hiring schedule and/or employee EOD.

C.3.2.2.12.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verification of retirement coverage and TSP eligibility 98 percent of the time.

C.3.2.2.13 SEPARATED FOLDER RETENTION
C.3.2.2.13.1 The OPF, EPF and MPF of an employee who has separated from the USPTO (at a minimum 90 days), will be purged and forwarded to the appropriate installation (i.e., the gaining agency for any Termination Appointment in transaction, the Federal Records Center for employees leaving for private industry or the *OPM Retirement Service Center* (for employees retiring from federal service.) and noted in The Employee Separation Log.
C.3.2.2.13.2 Workload – Purging of OPF, EPF and MPF for separated employees will be performed according to the bi-weekly hiring/separation schedule and/or employee separation date. Login OPF of all separated employee files, by name, SSN, file retention box number (if shipped to NRC). The logbook should be annotated to also include employee and reassignments.
C.3.2.2.13.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in verifying separation criteria and tracking folder location 98 percent of the time.

C.3.2.2.14 INFOLINX TRACKING SYSTEM UPDATE
C.3.2.2.14.1 For quality assurance purposes, for each OPF retrieved/returned from the operational file records room; the automated OPF tracking system (INFOLINX 2000) will be updated as to the appropriate disposition of the OPF.
C.3.2.2.14.2 Workload – Update the automated OPF tracking system for each OPF retrieved/returned to the operational file records room daily.
C.3.2.2.14.3 Performance Standards – Acceptable performance of this task requires 98 percent accuracy in updating the retrieve and returns use of an OPF 98 percent of the time.

C.3.3.1 DATA ENTRY WORKFLOW PROCESS

C.3.3.1.1 CODING OF SF-52 FOR PROCESSING
C.3.3.1.1.1 The SF-52 that is received from employees and/or managers is coded and then must be signed by the specialist that services the area. The SF-52 is coded in accordance with "The Guide to Processing Personnel Actions", "The Guide to Personnel Data Standards, and the matrix SF-52. Personnel actions coded should include but are not limited to all: 001, 002, 100, 200, 300, 400, 500, 700, 800, 900 nature of actions. All personnel actions are coded in accordance with the OPM 5 CFR and Title 5, USC.
Workload – SF-52s are received and coded in accordance with the bi-weekly processing cycle. All SF-52s submitted for a pay period prior to the second Thursday in the pay period at 12PM E.S.T. must be received and coded prior to 6PM E.S.T. of the second Thursday in the same pay period. If personnel forms are not processed within the deadline, a written justification must be provided to the federal government indicating the reason why the form was not processed.
Performance Standards - Acceptable performance of this task requires 98% accuracy in coding all SF-52s for the pay period that are received prior to the second Thursday in the pay period at 12PM E.S.T. and which must be coded prior to 6PM E.S.T. of the second Thursday in the same pay period.

C.3.3.1.2 DATA ENTRY/PROCESSING PAYROLL ACTIONS
C.3.3.1.2.1 Receive and data enter "signed" *payroll forms (see attachment C) as* requested by the employees. Review for correct coding and accuracy in accordance with "Department of Commerce, General and Premium Pay Handbook, and Time and Attendance Manual." Payroll forms should include but are not limited to all: *(*see attachment C*) enter* all payroll forms into the NFC EPIC system, in accordance with OPM 5 CFR and Title 5, USC. Then stamp entered on the form(s); initial the form(s); screen print changes and verify the accuracy of data inputted. Verify that the codes are entered correctly to ensure all pay obligations are appropriate.
C.3.3.1.2.2 Workload – Payroll form requests are received in OHR within the bi-weekly payroll cycle. Forms and data entered submitted for a pay period prior to the second Thursday in the pay period at 12PM E.S.T. must be processed prior to 6PM E.S.T. of the second Thursday in the same pay period. If payroll forms are not processed within the dead line, provide a written justification indicating the reason why the form was not processed.
C.3.3.1.2.3 Performance Standards – Acceptable performance of this task requires 98 percent data entry of pay disbursements submitted for a pay period prior to the second Thursday in the pay period at 12PM E.S.T. to be processed prior to 6PM E.S.T. of the second Thursday in the same pay period. Pay disbursement transactions are accurately data entered into the NFC EPIC system 98 percent of the time (excluding system errors.).

C.3.3.1.3 DATA ENTRY/PROCESSING PERSONNEL ACTIONS
C.3.3.1.3.1 Receive and process "signed" *personnel actions* requested from employees and/or managers by personnel action SF-52. review for correct coding and accuracy in accordance with "The Guide to Processing Personnel Actions". Personnel actions requested should include but are not limited to all: 001, 002, 100, 200, 300, 400, 500, 700, 800, 900 nature of actions. Enter all personnel actions into the NFC EPIC system, in accordance with OPM 5 CFR and Title 5, USC. Stamp entered on the SF-52; initial the SF-52; and, screen print changes and verify the accuracy of data inputted. Verify that the codes are entered correctly to ensure the appropriate pay is provided.
C.3.3.1.3.2 Workload – Personnel action requests are received and processed according to the bi-weekly processing cycle. Personnel form requests submitted for a pay period prior to 12PM EST of the second Thursday of the pay period must be received and data entered prior to 6PM EST of the second Thursday of the same pay period. If personnel forms are not processed within the dead line, provide a written justification indicating the reason why the form was not processed.
C.3.3.1.3.3 Performance Standards – Acceptable performance of this task requires 98 percent of non-pay and correct pay transactions that are received prior to 12PM EST of the second Thursday of the pay period for the pay period for which actions are to be effective are processed prior to 6PM EST of the second Thursday of the same pay period. Additionally, non-pay and correct pay transactions are entered with 98 percent accuracy into the NFC EPIC system (excluding system errors.).

C.3.3.1.4 HCUP CORRECTIONS
C.3.3.1.4.1 History Change Update Processing System (HCUP) – Complete a history change (HCUP) to correct history actions in the NFC/EPIC system.
C.3.3.1.4.2 Workload - Personnel/Payroll action requests are received and processed according to the bi-weekly processing cycle (see attachment D).
C.3.3.1.4.3 Performance Standards – Acceptable performance of the task requires all errors to be corrected through the HCUP within two working days of discovery with 98 percent accuracy; 98 percent of the time.

C.3.3.1.5 SUSPENSE INQUIRY MESSAGES
C.3.3.1.5.1 Suspense Inquiry Messages (SINQ) – NOTE: The SINQ report is the NFC systems' application for maintaining record of personnel actions that have failed the edit process which validates the data entered into the system. The data is maintained in SINQ until the error has been reviewed, corrected or cancelled. Correct SINQ error messages daily to complete the information needed when correcting error(s) into the NFC/ EPIC system.
C.3.3.1.5.2 Workload – Use the SINQ report to identify the errors in need of correction, and apply the SINQ correction manual which provides the instruction to resolve the error. Three manuals are available for referencing (i.e., Workforce Staffing and Compensation and Benefits Divisions and the ISS). If the error cannot be resolved using the SINQ correction manual, then work with the servicing specialist (i.e., ISS/QSR) to fix the problem. Daily correction of SINQ reports. Error should not appear in SINQ more then 3 days.
C.3.3.1.5.3 Performance Standards – Acceptable performance of this task requires daily completion of the SINQ error messages 98 percent of the time and 98 percent completion by the following workday (excluding system errors).

C.3.4.1 Customer Service Workflow Process

C.3.4.1.1
C.3.4.1.1.1 Perform administrative support duties for each of the functional units (i.e., Workforce Staffing, Compensation and Benefits and Workforce Relations, see below) required as part of the human resource (HR) receptionist and front desk activities (e.g. greet and receive customers; sort and distribute incoming/outgoing mail; distribute HR related forms and documents, etc. See sections C.3.4.1.2; C.3.4.1.3 and C.3.1.4.5 for specific requirements related specific to individual work unit.)
C.3.4.1.1.2 Workload – Routine administrative support duties and responsibilities will be performed on a daily basis.
C.3.4.1.1.3 Performance Standards – Acceptable performance of this task requires daily performance of these activities 98 percent of the time.

1. **Greeting Visitors (Routine)**

Front desk personnel will greet office visitors and respond to routine questions general human resource related inquiries. Questions or concerns pertaining to matters specifically tied to the functions and duties of human resource specialist must be directed to the applicable parties with timely, courteous, and quality customer service.

Contracted personnel should refer to the Frequently Asked Questions (FAQs) to resolve routine inquiries which will be introduced during the phase-in aspect of the contract. For each customer service area provide applicable human resources forms made available at the front desk as requested by visitors.

Contact the specialist/assistant/OHR staff member and escort, once the required party within OHR has responded as needed. (Contract personnel will be directed on the specifics for escorting visitors and deliveries during the phase-in aspect of the contract)

Exceptions must be made for the Employee Relations or Labor Relations Areas. Contact the appropriate ER/LR personnel and arrange for escorts as needed. In the event that the ER/LR member is not available, contact the staff member's back up. (NOTE: a telephone and contact list to include back-ups will be provided (not only for the ER/LR unit but for each customer service areas) during the phase-in aspect of the contract. The availability of each ER/LR employee will be recorded on the sign-in/out board located just inside the ER/LR office suite). In the event that the ER/LR member's back up is not available, required to send an email message to the applicable staff member indicating the visitor's name, phone number and time.

2. **Addressing Irate or Banned/Barred Employees**

Irate Customers and the Banned and Barred List
The Banned and Barred list is a photographic list of all former and non-PTO employees that is published by the Office of Security on an as need basis. If a Banned and Barred list has been instituted, the list must be maintained in a conspicuous place behind the ER/LR front desk. If an irate customer becomes agitated or an individual on the Banned and Barred List enters the ER/LR front desk area, the contract personnel may, at his/her discretion, contact the Office of Security at (703) 306-9000 or press the security buzzer located under the front desk. The buzzer is linked directly to the Office of Security and will alert them to the need for security presence.

3. **Receipt of Incoming Calls**

Exercise appropriate telephone etiquette with internal and external customers.

General calls are to be addressed in accordance with the FAQ. Other inquiries must be relayed to the appropriate party in OHR. This may require transferring calls to specific OHR staff members or other individuals who support OHR; transcribing messages or e-mailing messages when appropriate.

C.3.4.1.2 WORKFORCE STAFFING
C.3.4.1.2.1 Workforce Staffing - Receive, date stamp and log Requests for Personnel Action – SF-52s into HR TRAX (personnel processing tracking system).
C.3.4.1.2.2 Workload – Daily receipt, date stamp and and login of SF-52s
C.3.4.1.2.3 Performance Standards – Acceptable performance of this task requires daily receipt, date stamp and login of SF-52s 98 percent of the time, with 98 percent data entry accuracy.

C.3.4.1.3 COMPENSATION AND BENEFITS
C.3.4.1.3.1 Compensation and Benefits - validate employment verification requests made by various financial institutions and other business establishments.
C.3.4.1.3.2 Workload - Routine response to employment verification request are required on a daily basis.
C.3.4.1.3.3 Performance Standards – Acceptable performance of this task requires daily performance of these tasks 98 percent of the time with 98 percent accuracy.

C.3.4.1.4 EMPLOYEE EXPRESS
C.3.4.1.4.1 Employee Express - Upon request from employee, assist in the use of the Employee Express automated payroll system that allows employees to process requests on-line or over the phone, with proper passwords to access the employee's account.
C.3.4.1.4.2 Workload – Routine assistance in use of the Employee Express automated payroll system is required on a daily basis, upon employee request.
C.3.4.1.4.3 Performance Standards – Acceptable performance of this task requires daily performance of these tasks 98 percent of the time.

C.3.4.1.5 WORKFORCE RELATIONS
C.3.4.1.5.1 Workforce Relations - Maintain and disseminate upon requests, required forms/packages relative to the Employee Relations and Labor Relations Division, for example: performance award nomination, family medical leave, worker's compensation, leave transfer program, etc.
C.3.4.1.5.2 Workload – Routine maintenance and dissemination of workforce related documents are required to be maintained on a daily basis.
C.3.4.1.5.3 Performance Standards – Acceptable performance of this task requires daily performance of these tasks 98 percent of the time.

C.3.4.1.6 TIME AND ATTENDANCE LEAVE AUDIT
C.3.4.1.6.1 Time and Attendance Leave Audit – Ensure recorded leave (i.e., annual, sick compensatory time and credit hours) balances reflected for an estimated 7,000 current employees and an estimated 1,000 employees for each additional contract year of Time and Attendance records (T/A) as maintained in the employees' office and compare with balances as reflected in the payroll system maintained by NFC for accuracy. In addition, verify that proper documentation is kept with the employees' T/A records for a period of six years. Required to provide an estimated amount of employee time and attendance records expected to complete the audit process for each contracted year period of performance until all USPTO employees' time and attendance records have been verified for accuracy.
C.3.4.1.6.2 Workload – Verification of employees' time/attendance records again the NFC system.
C.3.4.1.6.3 Performance Standards – Acceptable performance of this task is required 98 percent of the time with 98 percent accuracy pending proper submission of certified T/A records from timekeeper and/or supervisor.