Recruitment (CSD DEU)
USER GUIDE

The Recruitment workflow is used to track activities performed during the recruitment process. CSD Branch HR Specialists (Branch HRS) are required to send WiTS Recruitment actions to the Delegated Examining Unit (CSD DEU) for vacancy approval, certificate issuance, and final audit closeout when vacancies are advertised via Delegated Examining Procedures.
Bizcoves on the DEU Work Area Page

You can locate and access Recruitment and Appointment actions/data from the following bizcoves on your DEU Work Area page.

- **WiTS Reports**
  - The ‘Access WiTS Reports’ hyperlink will direct you to the WiTS Universal Report Parameter Page where you can run reports.

- **WiTS Action Initiation**
  - If necessary, you can create a new Appointment or Recruitment action.
  - You can also create an HR System Support Request ticket if you require assistance with any HR system.
  - The CSD DEU Super Users only have permissions to create an [HR Systems Access Request ticket](#).

- **DEU Worklist**
  - This bizcove contains all actions that are “with” the CSD DEU. These are Appointment and Recruitment actions that are routed to the CSD DEU. Actions that are forwarded to a CSD DEU member will not appear in this bizcove.
  - Staff who are members of the DE Internal Reviewer user group will see Recruitment actions that have been routed to the CSD DEU for Final Audit.
  - Click on the “Export List to Excel” button to view an Excel sheet of the actions in this bizcove. **Note:** Only the first 400 actions will be exported.
• **Pending DE Unit WiTS Transactions**
  
  This bizcove contains all Recruitment actions that are in a pending status. Actions are routed to this bizcove from within the Recruitment action.

• **Active Recruitment and Appointment Actions (All)**
  
  This bizcove contains all active Appointment and Recruitment actions with CSD including those routed for Final Audit. See [Appendix 2: Updating DEU Fields When the Action is with the Branch](#) for instructions on how to update and view actions from this bizcove.

• **DEU Internal Reviewer Worklist**
  
  This bizcove contains all Recruitment actions that have been routed to the CSD DEU for Final Audit. Only staff who are members of the DE Internal Reviewer user group will see actions in this bizcove.

• **DEU Dashboards**
  
  The next four bizcoves are custom dashboards for the CSD DEU. Reference the [Understanding Your DEU Dashboards](#) user guide for detailed information.

• **My Active HR Systems Support Transactions**
  
  This bizcove contains all active HR Systems Support tickets you have submitted. There is also a bizcove called ‘HR Systems Support Worklist’, which contains tickets you are responsible for resolving. This bizcove will most always be empty unless you are assigned to support an HR System.
Reviewing and Approving Vacancy Announcements (DE Quality Reviewer)

The Branch HRS enters information related to the vacancy announcement(s) on the Vacancy Announcement Information Tab.

When the Branch HRS selects ‘All Sources’ or ‘DE Only’ as the “Area of Consideration”, drop down menus for the Delegated Examining Human Resources Specialist (DE HR Specialist) and Delegated Examining Quality Reviewer (DE Quality Reviewer) appear. The Branch HRS is required to select a DE HR Specialist and DE Quality Reviewer, and complete all of the information related to the vacancy announcement(s) except the posting, opening, and closing dates prior to sending the action to the CSD DEU for vacancy approval.

When the Branch HRS has prepared the vacancy announcement(s) and is ready for the CSD DEU to review and approve, he or she selects “Send to DEU (Ann Appvl)” to send the action to the CSD DEU:
WiTS sends the following email to the Branch HRS, with a cc to the DE Quality Reviewer:

The Delegated Examining Unit has received your request for vacancy announcement review for WiTS #31993, a recruitment for the position(s) listed below:

<table>
<thead>
<tr>
<th>VIN</th>
<th>Announced Position Title</th>
<th>Announced Pay Plan</th>
<th>Announced Series</th>
<th>Announced Grade(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>124567</td>
<td>HR Specialist (Benefits)</td>
<td>GS</td>
<td>0201</td>
<td>12</td>
</tr>
<tr>
<td>124567</td>
<td>HR Specialist (EEO/LR)</td>
<td>GS</td>
<td>0201</td>
<td>12</td>
</tr>
</tbody>
</table>

Please reference this number with your submission of the supporting documentation. Note: your submission is not complete until the necessary documentation is received in the DEU.

You will be contacted if any further information or documentation is needed after the DEU reviews your vacancy announcement. Otherwise, you will be contacted when the vacancy announcement has been approved.

Thank you.

WiTS then sends the action to the DEU Worklist:

The DE Quality Reviewer retrieves the action and proceeds to the ‘Vacancy Announcement Information’ Tab. The DE Quality Reviewer reviews the announcement and the associated DE recruitment case, and then takes the appropriate action in WiTS.

WiTS Tip: Ensure that a date is present in the ‘Date Sent to DEU’ field. If it is not, then the DE Quality Reviewer must return the action back to the Branch.
Upon receipt and review of the WiTS recruitment action, the DE Quality Reviewer has the following options:

- Select “Ann Apprvd - Return to Branch”

Use this response when the DE announcement is approved and ready for the Branch HRS to post in the staffing system. This will send the WiTS action back to the Branch HRS. Selecting this response will also auto-populate the ‘Date Announcement Approved by DEU” field.

WiTS sends the following email to the Branch HRS, with a cc to the DE Quality Reviewer and DE HR Specialist:

The Delegated Examining Unit has reviewed your request for vacancy announcement review for (WiTS #31993), recruitment for the position(s) listed below:

<table>
<thead>
<tr>
<th>VIN</th>
<th>Announced Position Title</th>
<th>Announced Pay Plan</th>
<th>Announced Series</th>
<th>Announced Grade(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1234567</td>
<td>HR Specialist (Benefits)</td>
<td>GS</td>
<td>0201</td>
<td>12</td>
</tr>
<tr>
<td>1234567</td>
<td>HR Specialist (ER/LR)</td>
<td>GS</td>
<td>0201</td>
<td>12</td>
</tr>
</tbody>
</table>

This vacancy has been approved and is ready to be posted.

Thank you.
• Select “No Action Taken - Return to Branch”

Use this response when you are sending the action back to the Branch because it was sent to you in error, if it needs extensive revision before it can be approved, or if the ‘Date Sent to DEU’ field is blank.

When sending an action back to the Branch, you must enter comments in the ‘Case Returned Comments’ field. The comments entered in this field will be included in the email sent to the Branch HRS.

**WiTS Tip:**

- Only members of the CSD DEU can edit the “Case Returned Comments”, “Selective Placement Factor Comments”, and “Comments on QR Process” fields.

- The “Comments on QR Process” field is only visible to members of the CSD DEU.

WiTS returns the action back to the Branch HRS and sends the following email with a cc to the DE Quality Reviewer:

The Delegated Examining Unit has received your request for vacancy announcement review for (WITS #31993).
This case is being returned to you for the following reason:
Please update question #4 and #5 to add an N/A response value and assign zero points.
Thank you.
• **Select “Send Pending SPF Email”**

Use this response when the proposed announcement contains a Selective Placement Factor and it needs to be approved by the DEU Chief.

WiTS sends the following email to the Branch HRS, with a cc to the DE Quality Reviewer and DE HR Specialist:

```
Your request that a Selective Placement Factor be used in your vacancy announcement under WiTS #23214, a recruitment for the position(s) listed below, has been reviewed by the DE HR Specialist and has been referred to the DEU Chief for approval.

<table>
<thead>
<tr>
<th>Announced Position Title</th>
<th>Audiologist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announced Pay Plan</td>
<td>GS</td>
</tr>
<tr>
<td>Announced Series</td>
<td>0665</td>
</tr>
<tr>
<td>Announced Grade(s)</td>
<td>12</td>
</tr>
</tbody>
</table>
```

You will be contacted when the DEU Chief’s decision has been made.

Thank you.

• **Select “Send SPF Outcome Email”**

Use this response when the proposed announcement contains a Selective Placement Factor and a decision has been made by the DEU Chief.

Enter comments in the ‘Selective Placement Factor Comments’ field. The comments entered in this field will be included in the email sent to the Branch HRS, which conveys the outcome of the SPF decision.
WiTS sends the following email to the Branch HRS, with a cc to the DE Quality Reviewer and DE HR Specialist:

Subject: Selective Placement Factor - Decision Reached - (WiTS #23214)

Your request that a Selective Placement Factor be used in your vacancy announcement for under WiTS #23214, recruitment for the position(s) listed below has been reviewed by the DE Chief.

<table>
<thead>
<tr>
<th>Announced Position Title</th>
<th>Biologist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announced Pay Plan</td>
<td>GS</td>
</tr>
<tr>
<td>Announced Series</td>
<td>0401</td>
</tr>
<tr>
<td>Announced Grade(s)</td>
<td>13</td>
</tr>
</tbody>
</table>

The outcome is as follows:

PD does not support the assignment of 'Skill in playing football' as a Selective Placement Factor for the GS-401-13.

Please feel free to contact us with any questions.

Thank you.

- Select “Send to Pending Status”

Use this response when the action needs to be put on hold for any reason (e.g., waiting for DE Chief Approval), but the action should stay with the CSD DEU.

This will send the action to the DEU Pending bizcove:
CSD Branch Requirement to Return Recruitment Action for Certificate Preparation

After the DEU Quality Reviewer has approved the DE announcement(s), and the WiTS action has been sent back to the Branch HRS, they will post the announcement in the staffing system and complete the Date Complete Package Received/Date Need Validated, Date Announcement Posted, Date Announcement Opened, and Date Announcement Closed fields. The Branch HRS will send the action back to the CSD DEU no later than the day before the announcement closes, by selecting ‘Send to DEU (Cert Prep)’:

WiTS sends the following email:

WiTS Recruitment #31993 has been sent to you by Michael DAandrea for certificate preparation for the position(s) listed below.

<table>
<thead>
<tr>
<th>VIN</th>
<th>Announced Position Title</th>
<th>Announced Pay Plan</th>
<th>Announced Series</th>
<th>Announced Grade(s)</th>
</tr>
</thead>
</table>
| 1234567 | HR Specialist (Benefit)  | GS                 | 0201             | 12
| 1234567 | HR Specialist (EG/CR)   | GS                 | 0201             | 12

You may access WiTS #31993 from the DEU Worklist on your DEU Work Area page.

Please contact Michael DAandrea if you have any questions.
Attaching Documents to WiTS Actions
It is a best practice to attach the recruitment case file and any other related, non-sensitive, documents to the WiTS action. For information on how to attach documents to WiTS actions, please see the QRG – Attachments in WiTS.

Examples of Appropriate Documents to Attach to Recruitment Actions
- Fax Cover Sheet,
- Vacancy Case File Checklist,
- Pre-recruitment Worksheet,
- SF-39,
- Capital HR Job Requisition or SF-52,
- Assessment Approval (for unique positions),
- Job Analysis,
- USA Staffing Assessment tool for modifications,
- Selective Factor Justification (if applicable),
- OF-8(s) and Position Descriptions,
- SME documentation (if applicable),
- Term or Temporary Justification (if applicable), and,
- Any other documents that do not contain a social security number of date of birth.
Reviewing Applicants (DE HR Specialist)

After the DE announcement(s) has closed, the DE HR Specialist retrieves the action from the DEU Worklist and prepares the certificate.

The DEU HR Specialist completes all of the fields listed below on the Applicant Rating Information tab:

- **Announcement Number**: Select an announcement number from the drop down menu. The list of available announcements is populated from the Vacancy Announcement Tab.

- **Evaluation Method**:
  - **Basic Quals**: Select this option when the applicant pool is only being rated for basic qualifications (e.g., Direct Hire or Title 42 announcements).
  - **Traditional**: Select this option for announcements covered by the NIH Merit Promotion Plan where the applicant pool will not be rated using Category Rating Procedures.
  - **Category Rating**: Select this option for any announcement where the applicant pool will be placed into categories as defined in the HHS Category Rating Policy.
  - **Phasing**: Select this option for announcements where the rating process is carried out through a series of stages (e.g., Structured and Rated Interviews).

- **Rater**: Select HRS (Branch HR Specialist), DEU (DEU HR Specialists), QRB (Qualifications Review Board) and/or SME (Subject Matter Expert).

- **Total Number of Applicants**: Enter the total number of applicants to the vacancy announcement.

- **Total Number of Qualified Applicants**: Enter the total number of applicants to the vacancy announcement that met the basic qualifications. **Note**: If an applicant is qualified for more than one grade or series, that applicant should only be counted once. Specialist should use the Applicant Notifications and Roster Reports to gather the total number of qualified applicants.
**Total Number of Referred Applicants:** Enter the total number of applicants to the vacancy announcement that were referred. **NOTE:** If an applicant is referred on more than one certificate, that applicant should only be counted once. Specialist should use the Applicant Notifications and Roster Report to gather the total number of referred applicants.

**Date Minimum Quals Completed:** Enter the date that the review of all applicants for minimum qualifications was completed.

**WiTS Tip:** Click on the ‘Add Applicant Rating’ button to complete this information for any additional vacancy announcements related to the recruitment. Use the ‘Delete’ checkbox to delete a block if needed.

**WiTS Tip:** Click on the “View Applicant Roster” or “View Applicant Notifications” links to obtain a roster of your applicant pool, or a report of the notifications and referral status of your applicant pool. WiTS uses the VIN to generate these reports so ensure that the VIN is accurate.
Completing the Certificate fields (DE HR Specialist)

Who should complete the fields on the Certificate Information Tab

- **DEU Certs**—indicates that the CSD DEU should complete this field for DEU certificates only.
- **Branch HRS**—indicates that the Branch HRS, no matter the certificate type, should always complete the field.

**Announcement Number:** *(DEU Certs)* Select an announcement number from the drop down menu. The list of available announcements is populated from what was entered on the Vacancy Announcement Tab.

**Cert Issued?** *(DEU Certs)* Indicate whether the certificate was issued. *For announcements where a certificate is not issued, select the Announcement Number and note the ‘Cert Issued’ field as ‘No.’ This will let WiTS know that a certificate was not issued from this announcement. This will stop certificate issuance reminder emails and remove the action from your dashboard.*

**Certificate Type:** *(DEU Certs)* Select the type of certificate (i.e., DE or NC-DE).

**Certificate Number:** *(DEU Certs)* Enter the certificate number. Change the certificate number if you issue a supplement or amendment—do not create another certificate block.

**Position Title, Pay Plan, Series, Grade:** *(DEU Certs)* Select the position information related to the certificate. The drop down lists for position title, pay plan, and series are populated from what was entered on the Vacancy Announcement Tab. The grade field is loose—meaning you will have to select the grade for the certificate.

**Duty Location:** *(DEU Certs)* Select the duty location for which the certificate was issued.
**Date Certificate Issued:** (DEU Certs) Enter the date the certificate was issued. Do not edit this date if you issue a supplement or amendment.

**Date 10-Pt File Checked:** (DEU Certs) Indicate the date that the 10-pt file was checked.

**Preference Eligibles Within Reach:** (DEU Certs) Indicate whether or not any preference eligibles were within reach on the certificate.

**Date Certificate Expires:** (DEU Certs) Enter the date the certificate expires.

**Date Certificate Sent to SO:** (Branch HRS) (Do not Edit)

**Certificate Extended?** (Branch HRS) (Do not Edit)

**New Cert Expiration Date:** (Branch HRS) (Do not Edit)

**Cert Used?** (Branch HRS) (Do not Edit)

**Selection Made?** (Branch HRS) (Do not Edit)

**Cert Returned Unused Reason:** (Branch HRS) (Do not Edit)

**Cert Returned Unused Reason - Other:** (Branch HRS) (Do not Edit)

**Action Taken:** (Branch HRS) (Do not Edit)

**Date of Hiring Decision:** (Branch HRS) (Do not Edit)

**Date Hiring Decision Rec’d in HR:** (Branch HRS) (Do not Edit)

**Date Final Applicant Statuses Set:** (Branch HRS) (Do not Edit)

**WiTS Tip:** Click on the ‘Add Certificate’ button to add additional certificates. Note: When you add a certificate, the information that was entered in the first certificate block will be copied. Please make sure you make changes where appropriate. You can enter up to 1,000 certificates.

**WiTS Tip:** Certificate numbers cannot be duplicated across all WiTS actions.

**WiTS Tip:** When the Initiating Selecting Official makes and returns their first Hiring Decision, you should update ALL certificates with that date. This will ensure your Selecting Official gets credit for returning their Hiring Decision in a timely manner.

**WiTS Tip:** Certificates cannot be deleted if an Appointment has been made using that certificate.
**WiTS Tip:** Any edits made to a certificate number on the Recruitment form, will automatically update any associated certificate used on an Appointment form.

**WiTS Tip:** For supplemental or amended certificates, simply edit the certificate number as appropriate. Do not issue a new certificate and do not edit the original ‘Date Certificate Issued’, ‘Date Cert Sent to SO’, ‘Date of Hiring Decision’, and ‘Date Hiring Decision Rec’d in HR’ fields. Changing the certificate dates will inaccurately report on certificate issuance SLAs.

**WiTS Tip:** Declinations: If the initial selectee declines the position and another individual is selected, do not edit the original ‘Date of Hiring Decision’ and ‘Date Hiring Decision Rec’d in HR’ fields. Editing these fields using the subsequent selectee’s dates will inaccurately report on Hiring Decision SLAs. In these cases, leave the original dates and note the subsequent selection as an “Addition Selection” or “Shared Certificate” (as appropriate) on the Appointment form. On the Appointment form, enter the date that you re-sent the certificate to the Selecting Official and their Hiring Decision dates.

When the certificate(s) is ready to be released to the Branch HRS, the DE HR Specialists selects ‘Issue Cert – Return to Branch’ from the drop down menu:

WiTS sends the following email to the Branch HRS with a cc to the DE HR Specialist.

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**WiTS Recruitment User Guide (CSD DEU) Updated: 3/24/2015**
Page 16
Auditing Cases (DE Internal Reviewer)

After the selection(s) or non-selection(s) have been made and the Certificate Information tab has been updated, the Branch HRS will send the WiTS action back to the CSD DEU for final closeout audit by selecting ‘Send for Final Audit (DE).’ *Even if there are no certificates issued, DE Recruitment actions must be sent to the DE for Final Audit.*

The DE Internal Reviewer retrieves the action from the DEU Worklist, reviews the Certificate Information tab, and completes the required fields.

**Date Internal Review Completed:** (DEU Certs) Enter the date that an Internal Review of the certificate was completed.

**Date Cert Returned to DEU for Final Closeout Audit:** (DEU Certs) Enter the date the certificate/recruitment case was returned to the CSD DEU for Final Closeout Audit.
**Date Audit Completed:** (DEU Certs) Enter the date the case audit was completed.

**Audit Comments:** (DEU Certs) Enter any comments regarding the audit of the recruitment case.

Completing the Audit, Closing the Case, and WiTS Tips for the CSD DEU

- When the DE Internal Reviewer completes the audit, he or she selects ‘Audit Complete – Close Action’ from the drop down menu:

- This will complete the WiTS action and send it to Archives. If you are not ready to close the Recruitment, but have updated the action, click on the ‘Save’ icon and then return to the action later.

**WiTS Tip:** The routing menu option to return the action back to the Branch for additional information was removed on 6/13/2014. If you require additional information from the Branch, contact them outside of the system.

**WiTS Tip:** Only staff members assigned to the DE Internal Reviewer user group will be able to see actions in the ‘DEU Internal Reviewer Worklist.’ Non-members will see an empty worklist.
Appendix 1: Reminder Emails
Throughout the recruitment process, WiTS sends reminder emails to HR staff as well as to our IC customers based on certain dates that are entered on the recruitment form. These emails are intended to keep the process moving in a timely fashion and to help ensure that we meet our mutual hiring reform goals. Reminder emails are calculated using calendar days.

Pre-Announcement (DEU) Closing Email
Before a DE announcement closes, the HR Specialist should route the Recruitment action to the DE Unit for certificate preparation. Therefore, WiTS sends a reminder email one day before the closing date of the announcement.

Email Calculation: (‘Date Announcement Closed’ to ‘Today’s Date’)

Email Exclusions:
• If the announcement is not DE
• If the Recruitment action is completed or cancelled

○ One day prior to the announcement closing – To: CSD HRS and CSD Team Leader
  ▪ CC: DEU HRS and DEU Quality Reviewer
**Issue Certificate (DEU) Email**

For DE certificates, the DE HR Specialist should issue the certificate within 11 days of the announcement closing.

**Email Calculation:** (‘Date Announcement Closed’ to ‘Date Certificate Issued’)

**Email Exclusions:**

- If the ‘Date Certificate Issued’ field is complete
- If the Recruitment action is completed or cancelled
- If there is a date in the ‘Date Announcement Cancelled’ field
- If the announcement number is selected on the Certificate Information tab and the ‘Cert Issued’ field = ‘No’

**If the certificate has not been issued:**

- **on day 8** – To: DEU HRS
  - CC: DEU Chief, Deputy DEU Chief
- **on day 10** – To: DEU Chief
  - CC: CSD Branch Chief, CSD HRS, CSD Team Leader, DEU HRS and DEU Deputy Chief

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*Suggested Action*: Please issue the certificate in the staffing system, complete the "Date Issued" field(s) in the WITS Recruitment form and route the WITS action back to the Branch by 09/30/14.

*Details*: Action is needed on WITS # 123456 in order to meet the OHR Service Level Agreement (SLA). Please reference the table below for specific information related to this action.

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Health Science Policy Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin Code</td>
<td>W1013</td>
</tr>
<tr>
<td>Vacancy #</td>
<td>NH 40-MH DE 123456</td>
</tr>
<tr>
<td>WITS #</td>
<td>123456</td>
</tr>
<tr>
<td>Submitted Org</td>
<td>SDF, URSITY / NON-PROFIT</td>
</tr>
<tr>
<td>Position Title</td>
<td>Health Science Policy Officer</td>
</tr>
<tr>
<td>Vacancy #</td>
<td>NH 40-MH DE 123456</td>
</tr>
<tr>
<td>WITS #</td>
<td>123456</td>
</tr>
</tbody>
</table>

**Please refer to the CSD Reminder Email Guide** for more details on reminder emails.
**Issue Certificate (DEU) SLA Exceed Email**

For DE certificates, the DE HR Specialist should issue the certificate within 11 days of the announcement closing. If the certificate was not issued within 11 days, the service level agreement was missed.

**Email Calculation:** (‘Date Announcement Closed’ to ‘Date Certificate Issued’)

**Email Exclusions:**
- If the ‘Date Certificate Issued’ field is complete
- If the Recruitment action is completed or cancelled
- If there is a date in the ‘Date Announcement Cancelled’ field
- If the announcement number is selected on the Certificate Information tab and the ‘Cert Issued’ field = ‘No’

**If the certificate has not been issued:**

- **on day 12** – To: CSD Deputy Director (IOOB)
  - CC: CSD Branch Chief, CSD HRS, CSD Team Leader, DEU HRS and DEU Chief and DEU Deputy Chief
- **on day 14** – To: Deputy Director that is assigned to the branch
  - CC: CSD Deputy Director (IOOB), CSD Branch Chief, CSD HRS, CSD Team Leader, DEU HRS and DEU Chief and DEU Deputy Chief.
Send Certificate (DEU) to Selecting Official Email

For DE certificates that have been issued to the Branch, the Branch HR Specialist should send the certificates to the Selecting Official within 16 days of the announcement closing.

Email Calculation: (‘Date Announcement Closed’ to ‘Date Certificate Sent to SO’)

Email Exclusions:
- If the ‘Date Certificate Sent to SO’ is complete
- If the ‘Certificate Issued’ field is not complete
- If the Recruitment action is completed or cancelled
- If there is a date in the ‘Date Announcement Cancelled’ field
- If the announcement number is selected on the Certificate Information tab and the ‘Cert Issued’ field = ‘No’

If the certificate(s) has been issued to the Branch, but has not been sent to the Selecting Official:

- **on day 14** – To: CSD Branch Chief
  CC: CSD Team Leader and CSD HRS

| Subject: Action Needed – Send Certificate to Selecting Official – Dialogist CS-1254-49 |
| Importance: High |
| Suggested Action: Please send the certificate(s) to the Selecting Official and complete the ‘Date Certificate Sent to SO’ field(s) in the WiTS Recruitment form. |
| Details: Action is needed on WiTS # 125456 in order to meet the OHR Service Level Agreement (SLA). The certificate(s) for WiTS # 125456 should be sent to the Selecting Official by 03/02/14. Please reference the table below for specific information related to this action. |
| Vacancy #: MHR-DHHS-71-125456 |
| WiTS #: 125456 |
| submitted/Dec/14: 01/07/109 / GPR |
| Adverse Code: 100000 |
| Position Title: Dialogist |
| Pay Rate/Trained/Exempt: 01/11/1200 |

Please refer to the [CSD Reminder Email Guide](#) for more details about reminder emails.
Send Certificate (DEU) to Selecting Official SLA Exceed Email
For DE certificates, the Branch HR Specialist should send the certificate to the Selecting Official within 16 days of the announcement closing. If the certificate was not sent in 16 days, the service level agreement was missed.

Email Calculation: (‘Date Announcement Closed’ to ‘Date Certificate Sent to SO’)

Email Exclusions:
- If the ‘Date Certificate Sent to SO’ is complete
- If the Recruitment action is completed or cancelled
- If there is a date in the ‘Date Announcement Cancelled’ field
- If the announcement number is selected on the Certificate Information tab and the ‘Cert Issued’ field = ‘No’

For DE certificates that have not been sent to the Selecting Official within 16 days:

- on day 17 – To: CSD Director
  ▪ CC: CSD Deputy Director (IOOB), CSD Deputy Director that is assigned to the Branch, CSD Branch Chief, CSD HRS, CSD Team Leader, DEU HRS and DEU Chief and DEU Deputy Chief

Please refer to the CSD Reminder Email Guide for more details about reminder emails.
**Applicant Supporting Documentation Email**

If the announcement is advertised in USA Staffing and the WiTS Recruitment action is updated accurately in real time, the Branch HR Specialist and DE HR Specialist (for DE announcements) will receive an email when an applicant submits a supporting document more than two days after the Date Announcement Closed.

**Email Calculation:** *Date Announcement Closed to Date Applicant Submitted Document* is greater than two days and the *Date Announcement Closed is not greater than 60 days.*

**Considerations and Troubleshooting:**
- Date Announcement Closed, Announcement Type, and Announcement Number come from WiTS so this information must be accurate and updated in real time for the email to work properly.
- The VIN entered in the WiTS Recruitment form must match the VIN in the USA Staffing action for the email to work properly.

**Business Rules of Email:**

1. **DE Announcements (as indicated in WiTS):**
   - If the date the applicant submitted* the document is between 3 – 14 days after the announcement closing date, the Branch HRS and DE HRS will receive an email.
   - If the date the applicant submitted* the document is between 15 – 60 days after the announcement closing date, only the Branch HRS will receive an email.

2. **Non-DE Announcements (as indicated in WiTS):**
   - If the date the applicant submitted* the document is between 3 – 60 days after the announcement closing date, only the Branch HRS will receive an email.

3. **Email Expiration:**
   - If the applicant submits a document greater than 60 days after the announcement closing date, no email will be sent.

*Date Submitted: WiTS receives the Date Processed and not the Date Received from USA Staffing. HR Staff should use the Date Received to determine when the applicant actually submitted the document.
Sample Supporting Documentation Email:

**Subject:** Review Needed - Supporting Documentation Submitted After Announcement Close - Health Specialist GS-1221-12

**Suggested Action:** Please review the applicant(s) supporting documentation and take any action necessary.

**Details:** The following applicant(s) have submitted supporting documentation for Vacancy # NH-00-MP-14-1234567 which closed on 02/19/14. Please reference the tables below for specific information.

<table>
<thead>
<tr>
<th>VWS#</th>
<th>123456</th>
</tr>
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<tbody>
<tr>
<td>Vacancy ID</td>
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<td>Date Announcement Closed</td>
<td>02/19/14</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>MIAHAR, MVERS</td>
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<td>Document Type</td>
<td>Transcript</td>
</tr>
<tr>
<td>Date Document Processed*</td>
<td>02/25/14</td>
</tr>
</tbody>
</table>

*The Date Document Processed* is the date that the applicant's document was processed in USA Staffing, which may differ from the date submitted. Please reference the *Date Received* in the USA Staffing system for the official date that the applicant's documents were submitted.

Please refer to the [CSD Reminder Email Guide](#) for more details about reminder emails.
Appendix 2: Updating DEU Fields When the Action is with the Branch

When the action is with the Branch, even a member of the CSD DEU cannot edit DEU fields.

- Either DE Specialist/Quality reviewer or the Branch HR Specialist needs to route the action back to the DEU. **You will access the action from the ‘Active Recruitment and Appointment Actions (All)’ section or “bizcove.”**
  - Type the WiTS number into the Quick Search box and click on the filter icon.
  - Click on the actual WiTS# itself.

- A new window will open called “Process Instances Detail”
  - Place a checkmark in the last row and then click on ‘Complete’. **You can click on “View” if you just want to see the action, but not change anything.**
• Once inside the action you can tell it is with the Branch by looking at the browser window “HR Specialist Announces Job/Issues Cert/Selection Rec’d”
  o In the routing menu, select “Send to DEU (Other)” then click on the ‘Complete’ icon. This will route the action back to the DEU and it will be placed in the DEU Worklist.

• WiTS sends the following email:

  WiTS Recruitment #31993 has been sent to you by Michael D'Andrea for other reasons than Announcement Approval and Certificate Preparation.
  You may access WITS #31993 from the DEU Worklist on your DEU Work Area page.
  Please contact Michael D'Andrea if you have any questions.

• Once the action is with the DEU, you can update the DEU only fields.

• Place a comment in the “Case Returned Comments” Field and then route the action back to the Branch using “No Action Taken Return to Branch.” An email will then be sent to the Branch HR Specialist.