



U.S. PUBLIC HEALTH SERVICE COMMISSIONED CORPS  
MESSAGE FROM COMMISSIONED CORPS HEADQUARTERS (CCHQ)

**IMPORTANT eOPF FAX LINE UPDATE: ACTION REQUIRED**

**DECEMBER 8, 2015**

Commissioned Corps Headquarters (CCHQ) has received many inquiries regarding missing documents and technical issues in the electronic Official Personnel Folder (eOPF). We have made every effort to correct problems with the eOPF fax queue and can announce that we have completed work to place thousands of documents into the records of officers over the last few months. Based on customer feedback and our own internal quality controls, we realize that not all documents have been placed into officers' records for a number of reasons. Some of these reasons include inappropriate document submission, poor image quality, and technical issues.

This communication will cover the following solutions and information to help improve the state of officer eOPFs:

- As of today, all documents received via the eOPF fax line have been placed into officers' records.
- Please check your eOPF for missing documents and take the following action:
  - **If you are eligible for promotion** in 2016: Submit missing documents with the new cover sheet and keep your new fax confirmation page as proof of submission.
  - **If you are NOT eligible for promotion** in 2016, please wait to submit documents until further notice.
- CCHQ is implementing a new eOPF fax cover sheet that must be used when submitting documents.
- This action has no impact on the Licensure fax line or the Immunizations fax line.
- Resources for additional information and questions
- Frequently Asked Questions (FAQs)

As we enter into the busiest season for eOPF submissions, we ask for your assistance to help streamline the process by taking the following steps.

**If you are NOT eligible for promotion in 2016, please take no action at this time.** During the months of December and January, CCHQ would like to exclusively process documents submitted by officers whose eOPFs must be updated for promotion board review. We will notify all officers when they may resume submitting documents to the eOPF fax line.

**If you ARE eligible for promotion in 2016, please:**

1. Review your eOPF. If all documents you submitted to the eOPF are in your record, take no further action.
2. If any of your documents are not in your record, or if you still have more documents to send into your eOPF, gather all documents together and fax them as one complete submission with the NEW eOPF cover sheet to the eOPF fax line. If any documents are not yet complete, do not send anything at this time. Delay submission until you have a complete package. Ensure you submit documents by January 15, 2016.
3. After sending in your fax, visit the updated eOPF Status webpage located on CCMIS under the Officer Support tab at: [http://ccmis.usphs.gov/ccmis/eOPF\\_fax\\_announcement\\_m.aspx](http://ccmis.usphs.gov/ccmis/eOPF_fax_announcement_m.aspx). The eOPF Status webpage displays important notices and indicates the date of documents submitted to the fax queue that have been placed into officer eOPFs.

Those documents submitted by mail and documents processed within CCHQ (i.e. Awards, Licenses) have not been placed in all officers' records. We are continuing work on those documents, and will have those completed before promotion boards meet in the Spring.

Additionally, CCHQ is implementing a **required fax cover sheet** to help standardize the process and clarify what documents should be submitted to the eOPF fax line. This cover sheet **must** be used when faxing documents to the eOPF fax line, and is located on the updated eOPF webpage on the CCMIS website under the Officer Support tab at: [http://ccmis.usphs.gov/ccmis/promotions/PROMOTIONS\\_eOPF\\_m.aspx](http://ccmis.usphs.gov/ccmis/promotions/PROMOTIONS_eOPF_m.aspx).

The deadline for eOPF fax line submissions is extended to January 15, 2016 to provide additional time for promotion-eligible officers to send in necessary documents. This DOES NOT mean the documents must be viewable in your eOPF by January 15th; the document only needs to be faxed by the deadline. On January 16, 2016 the eOPF fax line will be disabled and no further faxes will be received.

**This deadline is not extended for the Licensure fax line and the Immunizations fax line.**

Once all documents are processed and indexed into officer eOPFs, the fax line will reopen for all officers to submit documents. CCHQ will send a Corps-wide message when the fax line reopens. The [eOPF Status webpage](#) will also update the document indexing date on a weekly basis. In regard to document indexing, if you receive an email stating a document was placed into your eOPF; please allow 48 hours for the document to be visible in your eOPF.

Please fax all documents in one fax submission with the new eOPF fax cover sheet. Once the documents are received in CCHQ, we will split the fax submission into individual documents for placement into the corresponding section of your eOPF. Submitting documents all at once allows for a more efficient indexing process and ultimately saves time. Ensure you keep the fax confirmation (not just the original cover sheet) as **this is your only proof that documents were submitted before the deadline.**

#### **Resources for Additional Information and Questions:**

- For eOPF process information and tips on submitting documents for the Promotion Cycle please view the eOPF webpage at: [http://ccmis.usphs.gov/ccmis/promotions/PROMOTIONS\\_eOPF\\_m.aspx](http://ccmis.usphs.gov/ccmis/promotions/PROMOTIONS_eOPF_m.aspx)
- For additional eOPF FAQs please visit the eOPF FAQ webpage at: [http://ccmis.usphs.gov/ccmis/CCMIS\\_eopf\\_faqs\\_m.aspx](http://ccmis.usphs.gov/ccmis/CCMIS_eopf_faqs_m.aspx)
- For fax line indexing status and eOPF announcements please visit: [http://ccmis.usphs.gov/ccmis/eOPF\\_fax\\_announcement\\_m.aspx](http://ccmis.usphs.gov/ccmis/eOPF_fax_announcement_m.aspx)
- Professional Licensure website: [http://ccmis.usphs.gov/ccmis/ASSIGNMENTS\\_licensure\\_m.aspx](http://ccmis.usphs.gov/ccmis/ASSIGNMENTS_licensure_m.aspx)
- Immunizations webpage with Immunizations fax cover sheet and important information: [http://ccmis.usphs.gov/ccmis/Medical%20Affairs/MA\\_immunizations\\_m.aspx](http://ccmis.usphs.gov/ccmis/Medical%20Affairs/MA_immunizations_m.aspx)
- Please contact your [Commissioned Corps Agency Liaison](#) if you have questions or concerns.

#### **Frequently Asked Questions (FAQs):**

1. **Question: What do I need to do if I do not see one or more of the documents that I faxed in my eOPF?**  
**Answer:** First ensure you are sending your documents to the correct fax line (located on fax coversheet). The eOPF and Professional Licensure lines (see webpages above) have different fax numbers. If you are eligible for promotion during the 2016 cycle, please resubmit your documents in one package with the eOPF fax cover sheet. If you are **not eligible** for promotion, be considerate of those officers who are eligible and do not fax eOPF documents at this time. We will make an announcement when we will begin accepting faxes from all officers.

**2. Question: If you have completed work on the faxed documents, why are all the documents I faxed to the eOPF fax line not in my eOPF?**

**Answer:** CCHQ has placed thousands of documents into officers' eOPFs in the last few months, which is the typical volume for this time of year. However, we received multiple concerns from officers of duplicate documents being placed into their eOPF. We determined that a large number of duplicate and unreadable images were in the eOPF queue awaiting placement into officers' records. We have completed as much indexing as possible, but if your document is not in your eOPF it might have been deleted as a result of these issues.

**3. Question: I see multiple copies of the same document in my eOPF. Why did this happen?**

**Answer:** Usually this occurs when a document is faxed multiple times. However, a technical bug may have created duplicate copies of images as result of a server and software upgrade in August and September.

**4. Question: My CV is updated, but it is not the most current one I faxed in. What should I do?**

**Answer:** If you are eligible for promotion in the 2016 cycle, resubmit your updated CV with the eOPF fax coversheet. If you are not eligible for promotion, please wait for further communication from CCHQ as when to submit your CV.

**5. Question: I want to replace a document that is currently posted in my eOPF. What should I do?**

**Answer:** You must submit the new document with the eOPF fax cover sheet. Please wait until after the new document is visible in your eOPF before requesting that the old document be removed.

**6. Question: How long will it take for these documents to display in my eOPF?**

**Answer:** The time frame can vary greatly, especially as the Promotion deadline gets closer. CCHQ will update the current date of document placement and post announcement on the eOPF Status webpage under the CCMIS Officer Support tab at: [http://ccmis.usphs.gov/ccmis/eOPF\\_fax\\_announcement\\_m.aspx](http://ccmis.usphs.gov/ccmis/eOPF_fax_announcement_m.aspx)

**7. Question: How do you know I submitted my documents before the January 15, 2016 deadline?**

**Answer:** It is important you keep your fax confirmation sheet as proof of your submission. This is the only proof available, and you will be asked to submit the confirmation sheet if there is an issue.

**8. Question: Will my documents make it into my eOPF before the promotion boards meet?**

**Answer:** Officers who submit documents in accordance with this instruction will have their documents posted in their eOPF before promotion boards convene in the Spring. CCHQ will call for the resubmission of any missing eOPF documents after all documents received prior to January 15, 2016 have been filed. Officers will be required to produce the fax confirmation sheet verifying the document's submission before the deadline.