Fax Imaging

Toolkit for Applicants

Applying for a New Job at CDC?

Effective Wednesday, September 24, 2008, the Atlanta Human Resources Center (AHRC) is implementing a new fax-imaging feature to enhance, streamline and further automate our application process. Use of this feature is **mandatory** for anyone applying to CDC vacancy announcements with an opening date on *(or after)* September 24, 2008.

What is Fax-Imaging?

Fax-imaging is an automated feature incorporated into the on-line recruitment process that allows Human Resources Specialists to electronically request, link and view supplemental or supporting documentation submitted via fax by applicants.

Summary of New Process

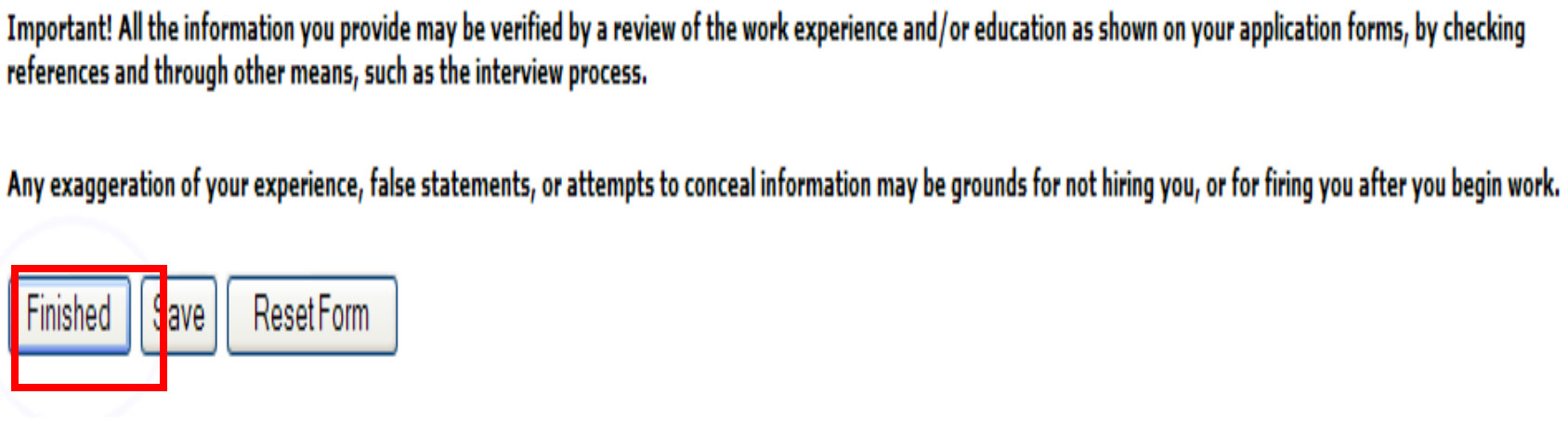
Once applicants submit their resume on-line and click "*Finished*" in USA Jobs , the process is as follows:

- Applicants will be prompted to select, populate and print fax transmittal coversheets to submit along with their supporting documentation (e.g. SF-50, DD-214, transcripts, etc.);
- Applicants will manually fax the supporting documentation and fax transmittal coversheet to 1-866-539-4484. Applicants must use the auto-generated fax coversheet in order for the documents to route and link to the right application;
- Applicants will receive an auto-generated e-mail confirming receipt of their fax transmission;
- The supporting documents will automatically link to the application; and
- Human Resources (and selecting officials as necessary) will be able to electronically view the applicant's supporting documentation.

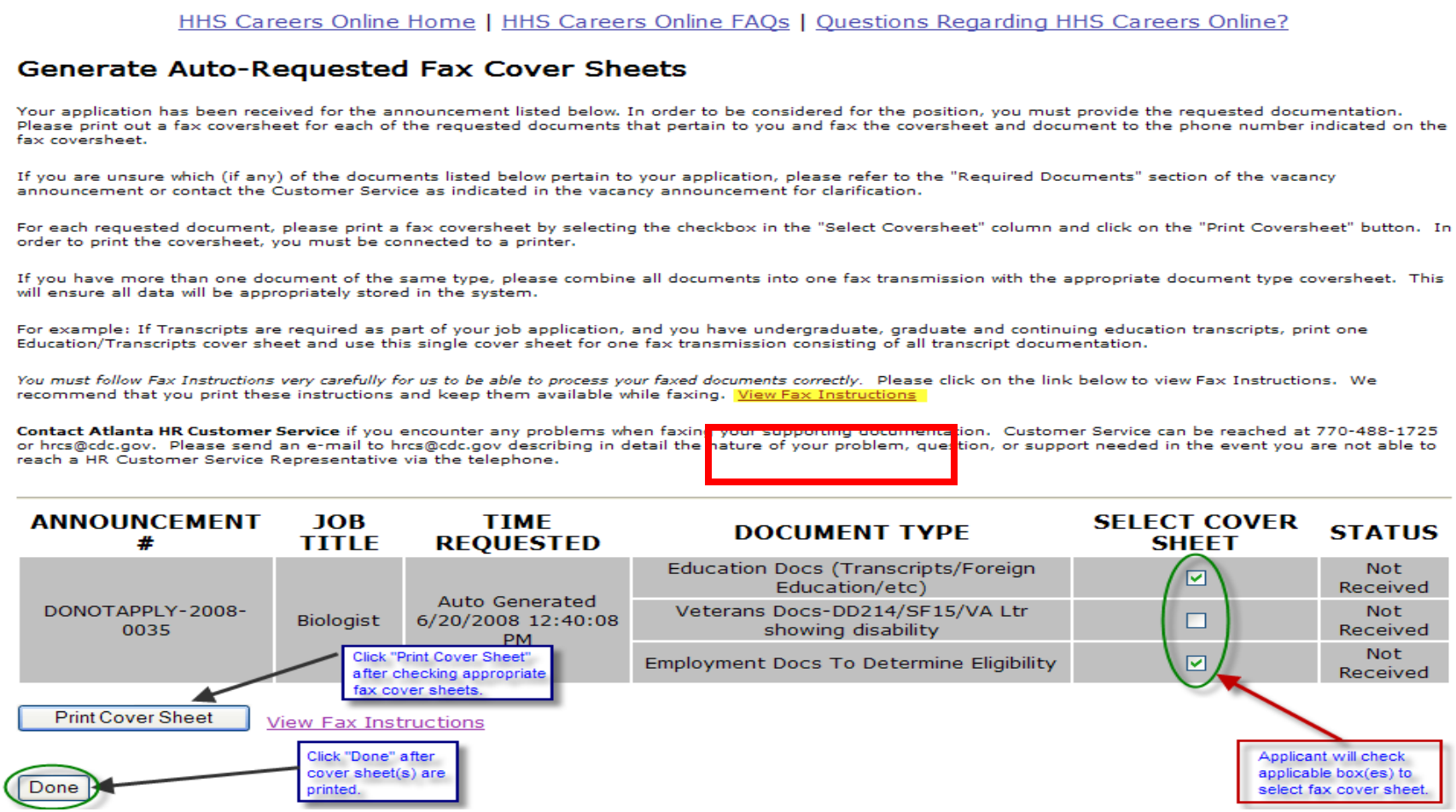
This process will significantly reduce time and resources spent on retrieving and matching faxed hardcopy documents to applications. Please click on the following link to learn more about this new feature.

Illustration of the Fax-Imaging Process

- Upon clicking the **"Finished"** button at the end of the on-line questionnaire, the applicant is presented with the fax imaging coversheet webpage.



Request Page to Auto-Generate Fax Cover



Fax Instructions Page

Fax Instructions

1. **Select the documents** that you need a cover sheet for, by placing a check-mark in the "Select Cover Sheet" box. *Only select the requested documents that are relevant to you.* **Create the cover sheets** by clicking on the "Print Cover Sheet" button. This will create cover sheets for all of the selected documents in a new window.

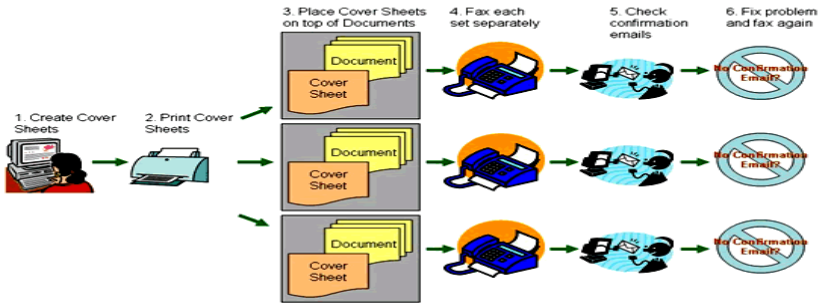
2. **Print the cover sheets.** If you are not connected to a printer you can return to this application later as a registered user and print at that time. There is special data on the cover sheet that enables us to process your faxed document without human intervention. *Do not edit the cover sheet or write anything on it except for the total number of pages, date, and vacancy number. Make sure the printout is un-skewed, clear, and legible with a white background.*

3. **Create fax set(s).** Place cover sheet on top of the requested document. The data on the cover sheet is read using Optical Character Recognition technology and identifies the applicant, document, and vacancy as applicable. *If the fax is coming through a commercial facsimile provider, ensure that their company cover sheet does not go on top of the cover sheet that was printed from the application.* ***We cannot process your document if the first sheet in the fax is anything other than the cover sheet created by our application.***

4. **Fax each set separately.** For example, if you have to send ten documents you will need to send ten separate faxes with ten different fax cover sheets as the first page in each set. i.e. All transcript pages are considered to be one document, fax all of your transcript pages and other education related documents under the transcript coversheet; all SF-50 pages are considered to be one document, if you are faxing more than one SF-50, fax them all under the SF-50 cover sheet. *Find out the correct way to place the document (s) in the fax machine in order to avoid sending the faxed documents upside-down, back-side, or skewed.* If you fax two sets with the same cover sheet the second fax will replace the first one in our system. **To ensure accurate submission, it is recommended that you receive confirmation generated by your fax machine before faxing the next coversheet and corresponding document.**

5. **Check for confirmation emails** for all documents that you have faxed. Email confirmation may take up to 24 hours from time of fax transmission. This email confirmation is your receipt of submission. If you did not receive confirmation for a document within 24 hours after initial transmission, please submit your fax again. Please be aware that some email systems may place our confirmation emails in "junk" or "bulk" folder. *Also, check the status on your fax machine to ensure that the entire fax including cover sheet and document were sent successfully.*

6. **Contact Atlanta HR Customer Service** if you encounter any problems when faxing your supporting documentation. Customer Service can be reached at 770-488-1725 or hrcs@cdc.gov. Please send an e-mail to hrcs@cdc.gov describing in detail the nature of your problem, question, or support needed in the event you are not able to reach a HR Customer Service Representative via the telephone.



Auto-Generated Fax Coversheet

FAX=99
DB=68
CHK=732

(Please do not write or mark above this line.)

Fax Cover Sheet

To:	QuickHire-Fax Imaging	From:	GAS, SHELL ← Automatically populates with the user ID of the HR Specialist.
Fax:	1-866-539-4484 ← Fax number populates automatically.	Pages:	# of pages (incl cover sheet)
Phone:	770-488-1725 ← Automatically populates with the HR Customer Service Office.	Date:	Today's Date
Re:	Applicant Documentation: Education Docs (Transcripts/Foreign Education/etc)		Vacancy Announcement #

Text automatically populates based on fax cover sheet selection by applicant.

MGSF99X68FSGM
FAX=99
DB=68
CHK=732

Fax Confirmation E-mail

From: testing@quickhire.com Sent: Fri 6/20/2008 1:11 PM

To: Bray, Dorretha (Rita) (CDC/OCOO/OD)

Cc:

Subject: Fax Received Confirmation Email

Dear SHELL GAS,

This is an auto-generated e-mail. DO NOT REPLY TO THIS E-MAIL. Should you have any questions, please contact Atlanta HR Customer Service at 770-488-1725 or hrcs@cdc.gov. Please send an e-mail to hrcs@cdc.gov describing in detail the nature of your problem, question, or support needed in the event you are not able to reach a HR Customer Service Representative via the telephone.

The supporting document you recently faxed in support of your application for a position at the Centers for Disease Control and Prevention (CDC) has been received. Please retain this e-mail as confirmation that the document described below has been faxed successfully.

99
68
Education Docs (Transcripts/Foreign Education/etc)

Please access USAJOBS, http://my.usajobs.opm.gov/, should you wish to check your status or update your application. Note you may update your application as long as the job remains open.

Regards,

Atlanta HR Center, servicing the Centers for Disease Control & Prevention

Helpful Hints

- Only use auto-generated fax cover sheets. You cannot create your own from a software program.
- **Do not** alter the fax cover sheet in any way, or it may not be recognized and could be processed incorrectly.
- Be sure to fax the Fax Imaging Cover Sheets and documents to **1-866-539-4484.**
- If faxing in multiple supporting documents, each cover sheet and its related document must be sent in a separate fax call. You should wait to receive the fax confirmation report from the first fax prior to initiating the second, and so on.
- Be sure to dial the whole fax number including the 1 and the area code.

Note: *Please allow the system sufficient time to link your documents before contacting customer service. Processing time could take several hours.*

Additional Information

To learn more about fax imaging procedures and capabilities, please visit our website at:

- http://www.cdc.gov/employment/

Questions

If you have questions regarding fax-imaging, you may contact the Atlanta Human Resources Customer Service Center between The hours of 8:00 am to 4:00 pm EST (excluding holidays).

- Phone: (770)488-1725
- E-mail 24/7 at hrcs@cdc.gov

- **Note:** *Inquiries submitted via e-mail during non-business hours will be responded to the next business day.*