





This guide is designed to assist Supervisors and Command HR staff to manage temporary assignments of their workforce in a timely manner using the CPOL Portal Suspense Tickets tool. A list of available suspense tickets is located at the end of this guide.

Link to CPOL Portal (CAC enabled): <u>http://cpol.army.mil/</u>



• Select "Suspense" from the Ticket Options dropdown menu

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- Select your desired "Search Criteria" from the Group Options dropdown menu. Recommended options to use are Servicing Region, CPAC, or Command. In this example "Command" is selected as search criteria.
- Click on "Search"

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- Search resulted in a total of 25 suspense tickets for the Command
- You can now click on the Total "25" link to view all suspense tickets; OR

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View Colorization Chart View in Excel Ticket Descriptions

- You can further drill down to the various ticket types by selecting "Ticket Sub Type" from the Group Options dropdown menu
- Click on "Search"

Ticket Options	View Options	Group Options	Filter:		-						
Suspense -	Ticket Report - Open -	Command -		Search	Reset Filters						
liters:		Branch	-								
Command		Servicing Region	1			Red I	Amber	Yellow	Light Green	Dark Green	Total
U.S. Army Installatio	in Management Command (ARBA)	CPAC				2	1	1	2	19	25
Total		Command				2	1	1	2	19	25
View Colorization (	Chart View in Excel Ticket Descriptions	Owner Ticket Employee Ticket Type Ticket Sub Type Assignment Spiral	<b>—</b>								

- The drill down result lists separately any open ticket sub types
- Click on the Total <u>"##"</u> link to view sub ticket details. In the below examples "LWOP Expires" and "Overseas Tour Expiring" are selected as search criteria.

## Example: "LWOP Expires"

- Refer to "Suspense Date" to see when employee's LWOP expires, e.g. 02-28-2013
- Ensure to submit an RPA to either extend the LWOP or a Return to Duty (RTD), if not done yet
- Note: If the employee is T-LWOP a separation RPA had to be submitted with the T-LWOP RPA

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Ticket Number	Ticket Age	Suspense Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response	Owner	Creator	Assignment
11373907	13	2013-02-28	LWOP Expires	HUBAW6E6AA4EAAA		1	(Not Owned)	Auto Generated	SUSPENSE001

## Example: "Overseas Tour Expiring"

- Refer to "Suspense Date" to see when employee's overseas tour expires, e.g. 03-23-2013
- Ensure OTEX paperwork is or has been completed
  - Non-extension and tour curtailment are submitted through <u>AutoNOA</u> (<u>OTEX SOP</u>; <u>OTEX User Guide</u>)
  - Extension are submitted through <u>CPOL aka CA Service Desk</u> (CASD), Request Area: CHRA > EU > ESD > Tours (CASD User Guide, CASD Request Area Navigation Guide)

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Ticket Number	Ticket Age	Suspense Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response	Owner	Creator	Assignment
11261260	3:0	2013-03-23	Overseas Tour Expiring	HUBAW6E6AA4HAE		1	(Not Owned)	Auto Generated	SUSPENSE001
11314781	64	2013-05-10	Oversees Tour Expiring	HUBAW6E6AA4HAE		+	(Not Owned)	Auto Generated	SUSPENSE001
11337235	52	2013-06-05	Overseas Tour Expiring	HUBAW6E6AA4HAC		1	(Not Owned)	Auto Generated	SUSPENSE001
11340777	85	2013-06-08	Overseas Tour Expiring	HUBAW6E6AA4EAAA		1.	(Not Owned)	Auto Generated	SUSPENSE001
11358989	94	2013-06-21	Overseas Tour Expiring	HUBAW6E6AA4MAE		÷	(Not Owned)	Auto Generated	SUSPENSE001
11373165	101	2013-07-02	Overseas Tour Expiring	HUBAW6E6AA4AA		1	(Not Owned)	Auto Generated	SUSPENSE001
11385376	109	2013-07-12	Overseas Tour Expiring	HUBAW6E6AA4HAE		1	(Not Owned)	Auto Generated	SUSPENSE001
11386220	110	2013-07-15	Overseas Tour Expiring	HUBAW6E6AA4HAE		1	(Not Owned)	Auto Generated	SUSPENSE001
11386224	110	2013-07-15	Overseas Tour Expiring	HUBAW6E6AA4GHACE		1	(Not Owned)	Auto Generated	SUSPENSE001
11394638	115	2013-07-21	Overseas Tour Expiring	HUBAW6E6AA4PA			(Not Owned)	Auto Generated	SUSPENSE001

AVAILABLE SUSPENSE TICKETS							
(Note: Not all tickets might be available Overseas or accessible by managers. Tickets recommended for review are highlighted in yellow.)							
Appointment Expires	LN Temp Promotion Expires	Retained Grade Expires					
Career Conversion Due	LN Temporary Reassignment Expires	Retention Incentive Review Due					
Career Conversion Recommended	LN Work Permit Expires	Return Rights Expiring					
FEGLI Eligibility Expires	LQA/Post Allowance Change in Family	SPEP Graduation Date Due					
	Member Status						
LN GM Appointment Expiring	LWOP Contingency Period Expires	Student Loan Repayment Expires					
LN GM Date WGI due	LWOP Expires	Supervisory Probationary Period Ending					
LN GM Reprimand Expiring	LWOP FEHB 31 Day Cancellation	Temp Promotion Expires					
LN GM Retirement Age Expiring	Mandatory Retirement Date Expiring	Temporary Position Change Expires					
LN LWOP Expires	Overseas Tour Expiring	Temporary Reassignment Expires					
LN Resident Permit Expires	Physicians Comparability Svce Agreement	VRA Conversion Due					
	Expiring						
LN Sponsor Departs Within 4 Months	Position NTE Expiring	WIGI Due					
LN Temp Change in Workhours Expiring	Probationary Period Ending						