



# CHRA > EU Region

## CPOL Portal – Suspense Tickets Guide for Managers

New: 13 February 2013

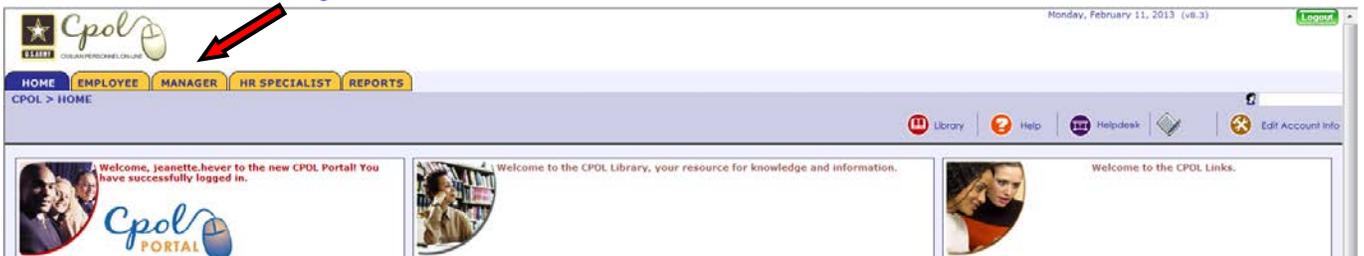
This guide is designed to assist Supervisors and Command HR staff to manage temporary assignments of their workforce in a timely manner using the CPOL Portal Suspense Tickets tool. A list of available suspense tickets is located at the end of this guide.

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

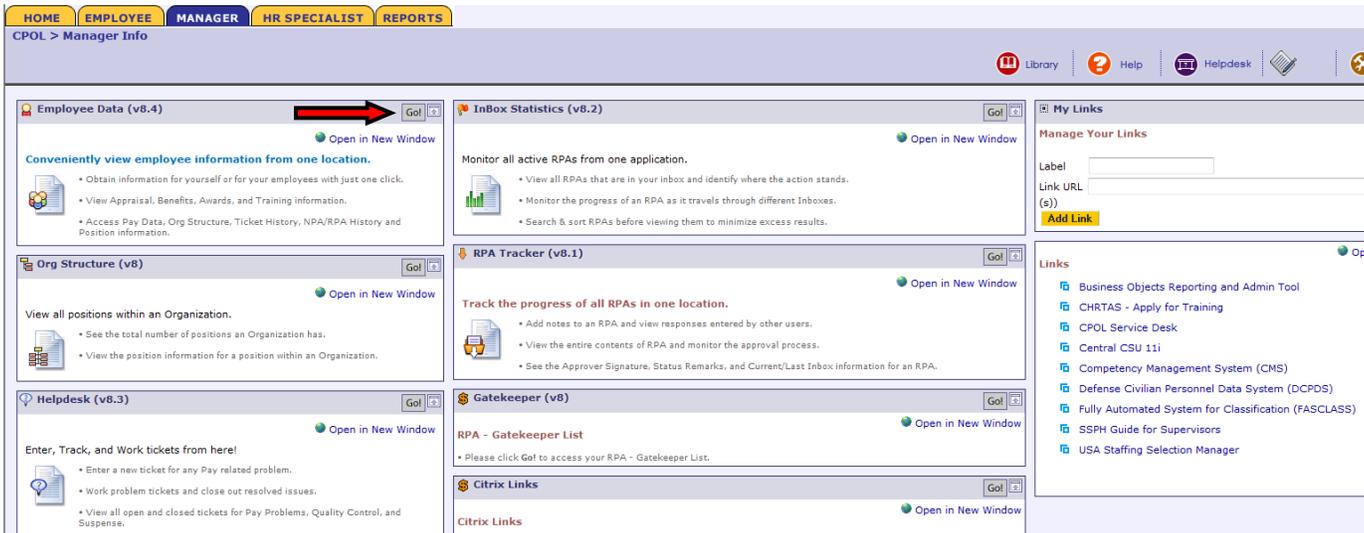
- Click on “Portal Login”



- Select the “Manager” Tab



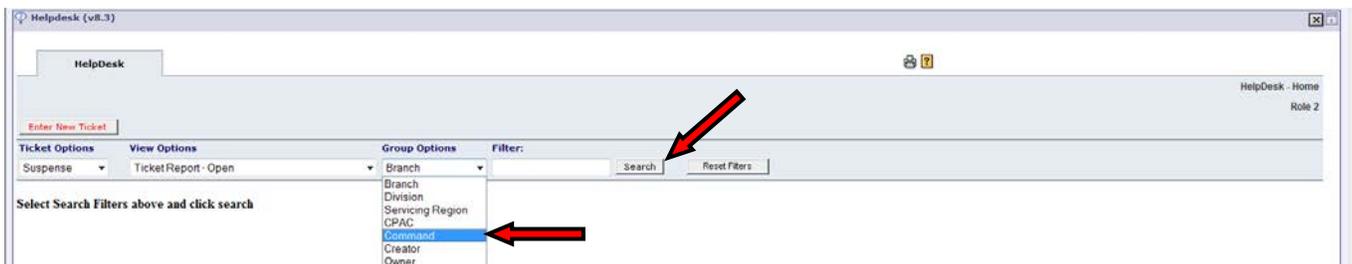
- Click on “Helpdesk Go!”



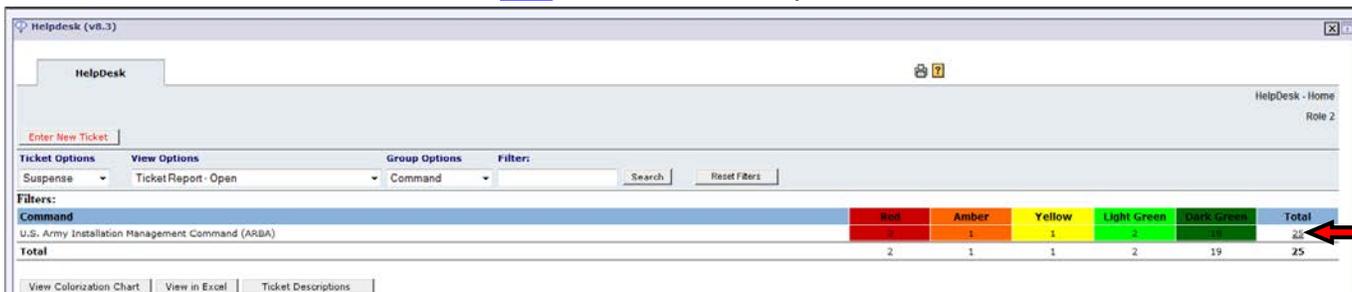
- Select “Suspense” from the Ticket Options dropdown menu



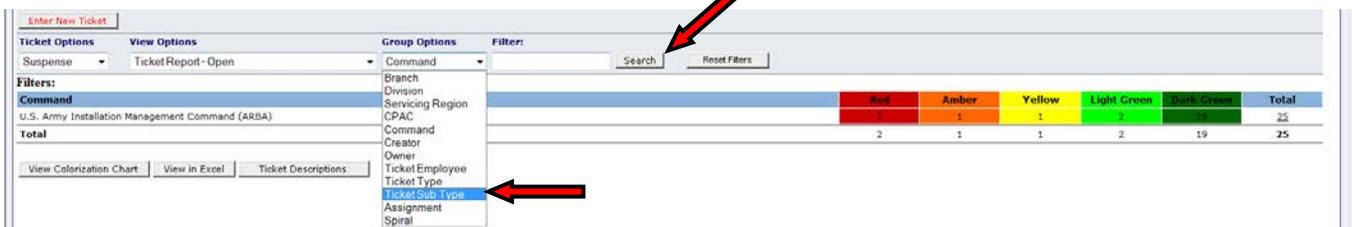
- Select your desired “Search Criteria” from the Group Options dropdown menu. Recommended options to use are Servicing Region, CPAC, or Command. In this example “Command” is selected as search criteria.
- Click on “Search”



- 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



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



- The drill down result lists separately any open ticket sub types
- Click on the Total “##” 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

Note: Use this “<-Back” arrow to return to previous page to select another ticket sub type

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	HUBAW66GAA4EAAA	:		(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 [AutoNOA \(OTEX SOP; OTEX User Guide\)](#)
  - Extension are submitted through [CPOL aka CA Service Desk \(CASD\)](#), Request Area: CHRA > EU > ESD > Tours ([CASD User Guide](#), [CASD Request Area Navigation Guide](#))

Ticket Number	Ticket Age	Suspense Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response	Owner	Creator	Assignment
11261260	30	2013-03-23	Overseas Tour Expiring	HUBAW66GAA4HAE	:		(Not Owned)	Auto Generated	SUSPENSE001
11314781	58	2013-05-10	Overseas Tour Expiring	HUBAW66GAA4HAE	:		(Not Owned)	Auto Generated	SUSPENSE001
11337235	52	2013-06-05	Overseas Tour Expiring	HUBAW66GAA4HAC	:		(Not Owned)	Auto Generated	SUSPENSE001
11340777	35	2013-06-08	Overseas Tour Expiring	HUBAW66GAA4EAAA	:		(Not Owned)	Auto Generated	SUSPENSE001
11358999	36	2013-06-21	Overseas Tour Expiring	HUBAW66GAA4MAE	:		(Not Owned)	Auto Generated	SUSPENSE001
11373165	101	2013-07-02	Overseas Tour Expiring	HUBAW66GAA4AAA	:		(Not Owned)	Auto Generated	SUSPENSE001
11385376	209	2013-07-12	Overseas Tour Expiring	HUBAW66GAA4HAE	:		(Not Owned)	Auto Generated	SUSPENSE001
11386220	110	2013-07-15	Overseas Tour Expiring	HUBAW66GAA4HAE	:		(Not Owned)	Auto Generated	SUSPENSE001
11386224	110	2013-07-15	Overseas Tour Expiring	HUBAW66GAA4GHACE	:		(Not Owned)	Auto Generated	SUSPENSE001
11394638	115	2013-07-21	Overseas Tour Expiring	HUBAW66GAA4APA	:		(Not Owned)	Auto Generated	SUSPENSE001

AVAILABLE SUSPENSE TICKETS		
<i>(Note: Not all tickets might be available Overseas or accessible by managers. Tickets recommended for review are highlighted in yellow.)</i>		
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 Member Status	SPEP Graduation Date Due
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 Expiring	VRA Conversion Due
LN Sponsor Departs Within 4 Months	Position NTE Expiring	WIGI Due
LN Temp Change in Workhours Expiring	Probationary Period Ending	