



FAX IMAGING

FREQUENTLY ASKED QUESTIONS FOR APPLICANTS



Q1: What is fax imaging?

A1: 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.

Q2: How does this feature work?

A2: When the HR Specialist creates the vacancy announcement to post onto USA Jobs, they pre-select certain types of documents that will auto-generate based on an applicant's response to the on-line questionnaire, or populate based on the applicant's manual selection of coversheets.

Q3: Is this new feature/process mandatory?

A3: Yes. Use of this feature is mandatory for anyone applying to CDC vacancy announcements opening on or after September 24, 2008.

Q4: What is different from the former process and how does this impact me as an applicant?

A4: The previous process required applicants to submit their resume/assessment questionnaire on-line in USA Jobs (which will not change in the new process). Applicants would then use any generic fax coversheet to fax their supporting documentation, which would route to a fax machine in the Atlanta Human Resource Center used for all job announcements. The documents were then manually matched with the application. Under the new process, after applicants submit their resume/application on-line and click the "*Finished*" button:

- Applicants will be prompted to select, populate and print fax transmittal coversheets to submit on top of the applicable supporting documentation (e.g. SF-50, DD-214, transcripts, etc.). *A separate coversheet is required for each type of document;*
- Applicants will manually fax the supporting documentation and fax transmittal coversheet to 1-866-539-4484. Alternately, you may use the number 1-571-258-4052 for the fax process if you experience reoccurring busy signals. *Applicants must use the auto-generated fax coversheet to ensure that the documents route and link to the appropriate application;*
- Applicants will receive an auto-generated e-mail confirming receipt of their fax transmission;
- The supporting documents will not transmit to a fax machine. The supporting documents are processed by an automated system that will *electronically* route and link to the application; and finally,
- Human Resources (and selecting officials as necessary) will be able to electronically view the applicant's supporting documentation.



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Q5: How does the fax transmittal route and link the supporting documentation to the application submitted on-line by the applicant?

A5: The routing and linking of the supporting documentation is driven by the **type** of coversheets selected by the applicant during the on-line application process. Each type coversheet selected by the applicant will contain a unique bar code identifiable by the applicant's Logon ID and the ID of the vacancy announcement to which they are applying. This special combination alerts the system to which vacancy and applicant ID the documentation belongs.

Q6: What are the types of coversheets available and for which documentation are they applicable?

A6:

Fax Transmittal Cover Sheet Type	Supporting Document Type
Employment Documents To Determine Eligibility	SF-50, ICTAP/CTAP Notices
Veterans Documents	DD-214, SF-15, VA Letter showing disability
Education Documents	Transcripts, Foreign Education Evaluation
License or Professional Certification	Self explanatory

Example: If a current federal employee (also a veteran) is applying to a position in the professional/scientific occupation (which has a minimum education requirement), he/she must select and print three types of fax transmittal coversheets:

- Employment Documents coversheet to fax their SF-50;
- Veterans Documents coversheet to fax their DD-214; and
- Education Documents coversheets to fax their academic transcripts.

Important: If you are faxing more than one type of document, the selected coversheets will populate and print as one document, but must be faxed as separate transmittals.

Q7: What if I need to submit an updated document?

A7: The applicant can use the same cover sheet as used for the original submission or print out a new cover sheet from the "Generate Fax Cover Sheets" page. Either way, the newly faxed document will replace the previously submitted document. The system only retains the most recently received version of each **type** document that is faxed.



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Q8: Did the fax number to submit supporting documentation change?

A8: Yes. The fax number to send supporting documentation is (866)539-4484. It is a toll-free fax number and populates on each auto-generated fax coversheet. Alternately, if you experience reoccurring busy signals, you may send your documentation to 1-571-258-4052. You may write this number in the same block as the auto-generated fax number but you are not required to do so.

Here are some helpful hints to remember when faxing your documents:

- Only use auto-generated fax cover sheets. You **cannot** create your own from a software program because they will not contain the bar code which is the key to the electronic link to your application.
- **Do not** alter the **bar code portion** on the fax cover sheet in any way as doing so may cause your documentation to be unidentifiable and/or processed incorrectly.
- Be sure to fax the Fax Imaging Cover Sheet and document(s) to 1-866-539-4484. Alternately, if you experience reoccurring busy signals, you may send your documentation to 1-571-258-4052.
- 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.

Q9: How do I print the Fax Imaging Cover Sheet(s)?

A9: After submitting your on-line application/questionnaire in USA Jobs and clicking on the “*Finished*” button, the “Generate Auto-Requested Fax Cover Sheets” page will appear. You may print the fax cover sheet(s) by:

- (1) Selecting the checkbox in the “Print Cover Sheet” column; and
- (2) Clicking the “Print Cover Sheet” button at the bottom of the page.
- (3) Viewing the fax cover sheet.
- (4) Using the print icon on your internet browser to print the document.

Note: *In order to print the cover sheet(s), you must be connected to a printer. Do not alter the bar code portion of the coversheet(s). Altering this part of the coversheet may cause your supporting documentation to be unidentifiable and/or processed incorrectly.*

Q10: What happens if I send all the information under one Fax Imaging Cover Sheet?

A10: If you use one cover sheet to send all your documentation, (e.g., the SF-50 coversheet), the system will register you as having several pages of SF-50s and no other documentation. This may result in your application not receiving consideration for the position for which you are applying.



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Note: *Each cover sheet with its corresponding documentation must be sent separately in separate fax/phone calls. You must wait for each fax to complete its transmission before you attempt to send in the next set of documents.*

Q11: What happens if I send all of my documentation in one package with the coversheets in front of each of the documents (e.g.: the SF-50 cover sheet followed by the SF-50, the DD-214 coversheet followed by the DD-214, the SF-15 coversheet followed by the SF-15; all sent at one time as one faxed package.)

A11: This has the same effect as sending everything under one coversheet. You would have everything under SF-50 and no documents listed as received for the DD-214 file. Each item and its specific Fax Imaging Cover Sheet must be faxed separately. Be sure to wait for confirmation of each document prior to sending the next (i.e., once the machine confirms that your first document has faxed successfully, then insert new document with the appropriate cover sheet and send the second fax).

Q12: What do I do if I am unable to print the required Fax Cover Sheets?

A12: You may contact the Atlanta Human Resources Customer Service Center by phone at (770)488-1725, or by e-mail 24/7 at hrcs@cdc.gov before the closing date of the vacancy announcement. Representatives are available between the hours of Mon – Fri 8:00 am to 4:00 pm EST (*excluding holidays*).

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

Q13: How long do I have to get my information to you?

A13: The time allowed for submission of supplemental information (transcripts, DD-214, etc.) is provided in each announcement. Generally, all information must be received by midnight Eastern Standard Time, on the closing date of the announcement.

Q14: How do I know that you received my information?

A14: You will receive an **email confirmation** upon successful receipt of your faxed documents. The confirmation report generated by the fax machine **is not** proof of successful submission. You should retain the fax confirmation email as part of your application record.



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Q15: What if I don't receive an email confirmation that my fax was received?

A15: Some email systems block these types of messages from being delivered to your in-box (you may have a spam blocker or need to check with your Internet Service Provider). It is possible you may have to re-fax your document if the vacancy announcement is still open.

If problems persist, contact Atlanta Human Resources Customer Service Center by phone at (770)488-1725, or by e-mail 24/7 at hrcs@cdc.gov, before the closing date of the vacancy announcement. Representatives are available Monday – Friday 8:00 am to 4:00 pm EST (*excluding holidays*).

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

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