

Quick Reference Guide to System Generated Emails

OFFICIAL USE NOTICE: This material is intended exclusively for use by USA Staffing customers and is not to be distributed without approval from the USA Staffing Program Office. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If you have received this document in error, please notify the USA Staffing Program Office immediately and delete all copies of the presentation.

Contents

Quick Reference Guide to System Generated Emails	1
Introduction	4
Requests	4
A. Request Returned	4
Reviews and Selections.....	5
A. Review Pending	5
B. Review Recalled	7
C. Review Returned.....	11
D. Subject Matter Expert (SME) Assignments	13
E. Individual Selection(s) Returned.....	16
F. CHCO Management Satisfaction Survey Invitation	16
Onboarding	17
A. Invitation, Tentative, or Official Job Offer Acceptance	17
B. Invitation Job Offer Declination	18
C. Tentative or Official Job Offer Declination	18
D. Tentative and Official Job Offer Information Request	19
E. Additional Tasks Assigned	20
F. Return for Correction.....	20
G. Return for Signature	21
H. Return for Print	21
I. Mass New Hire Notifications Sent	22
J. Vetting New Hire Records Created	23
K. Onboarding Credentials Registration	23
L. Pending Invitation/Job Offer Response.....	24
Activity Summaries	25
A. Human Resources Activity Summary	25
B. New Hire Activity Summary.....	26
USA Hire.....	27
A. Assessments Required	27
B. Assessments are Complete.....	28

C. Accommodation Request Approved 28

D. Accommodation Request Not Approved 29

E. Request for Assessment Accommodation is Under Review 29

F. Reminder to Complete Assessments 30

Introduction

This document serves as a reference for identifying system generated emails in USA Staffing. Some notifications may be customized to meet situational needs and are identified below. This resource may be used to help Federal agencies identify what additional verbiage they would like to communicate to individuals and identify which types of notification templates they would like to create for their customers. To reference our recommendations for custom notification templates, please see our [Notification Template Examples](#) quick guide.

Requests

A. Request Returned

1. **Recipient:** Requestor identified on the Request and the Submitter, if submitted on behalf of the Requestor
 - **Trigger:** An HR or Onboarding user clicks the “Return Request” button
 - **Is it customizable?** No
 - **Email subject line:** Request (Request Number) was returned for further clarification
 - **System generated email content:**

This request has been returned for the following reason (s):

(Reason entered by User for returning the request)

Click on the link below or copy and paste the URL into your browser’s address bar to review your returned request for the

(Position Title), (Pay Plan–Series–Grade)

(Link to Request)

If you have any questions, please contact (User who returned the request and their email and phone number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

Reviews and Selections

A. Review Pending

1. **Single Request – Recipient:** Reviewer and Review Owner

- **Trigger:** A review is sent to at least one selected Reviewer
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) is pending for Request (Request Number)
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

Click on the link below or copy and paste the URL into your browser's address bar to access this Review.

(Link to review)

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

2. **Single Request – Recipient:** Follower

- **Trigger:** A review is sent to at least one selected Reviewer and at least one selected Follower
- **Is it customizable?** No
- **Email subject line:** Review (Review name) is pending for Request (Request Number)
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Vacancy Number: (Vacancy Number)

Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

3. **Multiple Requests – Recipient:** Reviewer and Review Owner

- **Trigger:** A review is sent to at least one selected Reviewer
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) is pending for multiple Requests
- **System generated email:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Numbers)

Click on the link below or copy and paste the URL into your browser's address bar to access this Review.

(Link to review)

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

4. **Multiple Requests – Recipient:** Follower

- **Trigger:** A review is sent to at least one selected Reviewer and at least one selected Follower
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) is pending for multiple Requests
- **System generated email:**

Review Type: (Review Type)

Review Name: (Review Name)

Due Date: (Due Date)

Vacancy Number: (Vacancy Number)

Position Information: (Position Title), (Pay Plan-Series-Grade)

Request Number(s): (Request Numbers)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

5. **Position Description** – Recipient: Reviewer and Review Owner

- **Trigger:** A review is sent to at least one selected Reviewer
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) is pending for PD (Position Description number)
- **System generated email:**

Review Type: (Review Type)

Review Name: (Review Name)

Due Date: (Due Date)

Position Description Number: (Position Description Number)

Position Information: (Position Title), (Pay Plan-Series-Grade)

Click on the link below or copy and paste the URL into your browser's address bar to access this Review.

(Link to review)

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

B. Review Recalled

1. **Single Request – Recipient:** Reviewer and Review Owner

- **Trigger:** An HR user clicks the “Recall Review” button on the Review Assignments tab within a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for Request (Request Number) has been recalled
- **System generated email content:**

Review Type: (Review Type)
 Review Name: (Review Name)
 Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
 Position Information: (Position Title), (Pay Plan-Series-Grade)
 Request Number(s): (Request Number)

The above review has been recalled for the following reason:
 (Reason)

This notification is for your information.

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

 USA Staffing® System

2. **Single Request – Recipient:** Follower

- **Trigger:** An HR user clicks “Recall Review” button on the Review Assignments tab within a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for Request (Request Number) has been recalled
- **System generated email content:**

Review Type: (Review Type)
 Review Name: (Review Name)
 Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
 Position Information: (Position Title), (Pay Plan-Series-Grade)
 Request Number(s): (Request Number)

The above review has been recalled for the following reason:
 (Reason)

This notification is for your information.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

3. **Multiple Requests – Recipient:** Reviewer and Review Owner

- **Trigger:** An HR user clicks “Recall Review” button on the Review Assignments tab within a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for multiple requests has been recalled
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

The above review has been recalled for the following reason:
(Reason)

This notification is for your information.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

4. **Multiple Requests – Recipient:** Follower

- **Trigger:** An HR user clicks “Recall Review” button on the Review Assignments tab within a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for multiple requests has been recalled
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

The above review has been recalled for the following reason:
(Reason)

This notification is for your information.

If you have any questions, please contact (Review Owner's Name) at (Email Address)
or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

5. **Position Description** – Recipient: Reviewer and Review Owner

- **Trigger:** An HR user clicks “Recall Review” button on the Review Assignments tab within a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for PD (Position Description number) has been recalled
- **System generated email:**

Review Type: (Review Type)
Review Name: (Review Name)
Due Date: (Due Date)

Position Description Number: (Position Description Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)

The above review has been recalled for the following reason:
(Reason)

This notification is for your information.

If you have any questions, please contact (Review Owner's Name) at (Email Address)
or (Phone Number).

Note. This is an automated email message. Please do not reply.

C. Review Returned

1. **Single Request - Recipient:** Review Owner

- **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for (Request Number) has been returned
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Returned By: (Name of Hiring Manager)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

2. **Single Request - Recipient:** Reviewer and Follower

- **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- **Is it customizable?** No
- **Email subject line:** **Review** (Review Name) for (Request Number) has been returned
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Returned By: (Name of Hiring Manager)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)

Request Number(s): (Request Number)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number). Note. This is an automated email message. Please do not reply.

USA Staffing® System

3. **Multiple Requests - Recipient:** Reviewer and Follower

- **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for multiple requests has been recalled
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Returned By: (Name of Hiring Manager)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)
Request Number(s): (Request Number)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number). Note. This is an automated email message. Please do not reply.

USA Staffing® System

4. **Multiple Requests - Recipient:** Review Owner

- **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for multiple requests has been recalled
- **System generated email content:**

Review Type: (Review Type)
Review Name: (Review Name)
Returned By: (Name of Hiring Manager)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)

Request Number(s): (Request Number)

This notification is for your information. No further action is required.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number). Note. This is an automated email message. Please do not reply.

USA Staffing® System

5. **Position Description** – Recipient: Reviewer and Review Owner

- **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for PD (Position Description number) has been returned
- **System generated email:**

Review Type: (Review Type)
Review Name: (Review Name)
Returned By: (Name of hiring manager)

Position Description Number: (Position Description Number)
Position Information: (Position Title), (Pay Plan-Series-Grade)

This notification is for your information.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

D. Subject Matter Expert (SME) Assignments

1. **SME Evaluation Assignment Sent** - Recipient: Reviewer

- **Trigger:** A review is sent to at least one selected Reviewer
- **Is it customizable?** No
- **Email subject line:** Review (Review Name) for Subject Matter Experts (SME) has been sent
- **System generated email content:**

Review Type: Subject Matter Expert (SME)
Review Name: (Review Name)
Due Date: (Due Date)

Position Information: (Position Title), (Pay Plan-Series-Grade)

Click on the link below or copy and paste the URL into your browser's address bar to access this Review.

(Link to review)

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

USA Staffing® System

2. **SME Evaluation Returned for Amendment** - Recipient: Reviewer

- **Trigger:** An SME evaluation is returned to the assigned Subject Matter Expert for amendment.
- **Is it customizable?** No
- **Email subject line:** Subject Matter Expert Evaluation Returned by HR
- **System generated email content:**

Greetings (SME First Name)

The evaluation you submitted on applicant "(Applicant Name)" for the (Position Title) position, under the Review named "(Review Name)", was returned by Human Resources for amendment due to the following reason:

(Reason)

Please access USA Staffing to amend your applicant evaluations, as requested by Human Resources, by clicking the link below:

(Link to review)

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Thank you

Note: This is an automated email message. Please do not reply.

USA Staffing® System

3. **SME Assignment Completed** - Recipient: Reviewer

- **Trigger:** An SME review is marked as complete by an HR User
- **Is it customizable?** No

- **Email subject line:** Assignment (Assignment Name) has been completed
- **System generated email content:**

The following assignment has been completed.

Assignment Type: Subject Matter Expert (SME) Review

Assignment Name: (Review Name)

Position Information: (Position Title), (Pay Plan)-(Series)-(Grades)

Due Date: (Due Date)

Subject Matter Expert (SME) Reviews are returned to HR once all applicants have the required number of validated SME evaluations to make a rating determination and HR indicated the assignment is complete.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

USA Staffing® System

4. **SME Assignment Completed** - Recipient: Review Owner

- **Trigger:** An SME review is marked as complete by an HR User
- **Is it customizable?** No
- **Email subject line:** Review "(Review Name)" for Vacancy (Vacancy Number) has been completed
- **System generated email content:**

The following Review has been returned.

Review Type: (Review Type)

Review Name: (Review Name)

Due Date: (Due Date)

Vacancy Number: (Vacancy Number)

Position Information: (Position Title), (Pay Plan)-(Series)-(Grades)

Subject Matter Expert (SME) Reviews are returned to HR once all applicants have the required number of validated SME evaluations to make a rating determination and HR indicated the Review is complete.

Click on the link below or copy and paste the URL into your browser's address bar to access this Review.

(Link to review)

Note: This is an automated email message. Please do not reply.

USA Staffing® System

E. Individual Selection(s) Returned

1. **Recipient:** The Review Owner, the Reviewer who made the selection, and all review Followers.

- **Trigger:** When a reviewer is granted access to return individual selections, and indicates they want HR to begin onboarding the applicant immediately.
- **Is it customizable?** No
- **Email subject line:** Applicant(s) selected for (Request Number Associated with the Review. If many, indicates “selected for multiple requests”).
- **System generated email content:**

Selectee(s): (Selectee Last Name, First Name)
Certificate Number: (Certificate Number)

Review Type: Applicant List
Review Name: (Review Name)
Returned By: (Returned By Name)

Vacancy Number: (Vacancy Number)
Position Information: (Position Title, Pay Plan-Series-Grade)
Request Number(s): (Request Number(s))

If you have any questions, please contact (Review Owner Name) at (Review Owner Email) or (Review Owner Phone Number).

Note. This is an automated email message. Please do not reply.

USA Staffing® System

F. CHCO Management Satisfaction Survey Invitation

1. **Recipient:** All Hiring Manager users assigned to the Applicant List Review.

- **Trigger:** When a review is Returned to HR by a reviewer, or Auto Recalled.
- **Is it customizable?** No
- **Email subject line:** Share your experience on your recent hiring action (USAJOBS Job Title)
- **System generated email content:**

Greetings (Reviewer Name)

You were recently assigned an Applicant List for the following hiring action:

Assignment Name: (Review Name)

Position Title: (USAJOBS Job Title)

Pay Plan: (Pay Plan)

Series: (Series)

Grade(s): (Grade)

Specialties: (Specialty) *(Displayed only if one or more Specialty assigned to the position)*

USAJOBS Announcement: (Link to USAJOBS Announcement)

Selected Applicant: (Selectee Names) *(If no selections are made, this will display “No Selections Made” or If more than ten selections are made, this will display “(number of selectees) Selected Applicants”)*

You are invited to complete a brief survey on this recruitment as part of the Chief Human Capital Officers Council’s Management Satisfaction Survey. It should take approximately five to seven minutes to complete. Your feedback is used to improve hiring processes and procedures across the Federal Government.

Please access the survey here: (Survey Link)

We hope that you’ll take a few minutes to complete the survey and share your experience.

Thank you.

Note. This is an automated email message. Please do not reply.

USA Staffing® System

Onboarding

A. Invitation, Tentative, or Official Job Offer Acceptance

1. Recipient: Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, the notification is received by the HR user who audited the certificate.

- **Trigger:** New hire accepts the invitation, tentative, or official job offer
- **Is it customizable?** No
- **Email subject line:** (Offer Type) Job Offer Acceptance – (Name of New Hire)
- **System generated email content:**

(Name of New Hire) has accepted the (Offer Type) Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number).

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to ensure the appropriate tasks are assigned for the next step in the onboarding process.

Note: This is an automated email message. Please do not reply.

USA Staffing® System

B. Invitation Job Offer Declination

1. Recipient: Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, the notification is received by the HR user who audited the certificate.

- **Trigger:** New hire elects to discontinue the onboarding process from the invitation job offer
- **Is it customizable?** No
- **Email subject line:** Discontinue Onboarding Process – (Name of New Hire)
- **System generated email content:**

(Name of New Hire) has requested to discontinue the onboarding process for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number). The following feedback has been submitted:
(Reason for Discontinuing)

Please update the certificate audit to reflect this change.

Note: This is an automated email message. Please do not reply.

USA Staffing® System

C. Tentative or Official Job Offer Declination

1. Recipient: Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification is received by the HR user who audited the certificate.

- **Trigger:** New hire declines the tentative or official job offer
- **Is it customizable?** No

- **Email subject line:** (Offer Type) Job Offer Declination – (Name of New Hire)
- **System generated email content:**

(Name of New Hire) has declined the (Offer Type) Job Offer for the (Pay Plan-Series-Grade) (Position Title) associated with Request Number: (Request Number), due to the reason below. As a result, the onboarding process will discontinue for this new hire.

(Reason for Declination)

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the staffing specialist or onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to take action on the Request and/or update the certificate audit to reflect the new hire's declination, as appropriate.

Note: This is an automated email message. Please do not reply.

USA Staffing® System

D. Tentative and Official Job Offer Information Request

1. Recipient: Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification is received by the HR user who audited the certificate.

- **Trigger:** New hire selects “Request to be Contacted” after clicking the offer URL in the email and enters questions or comments they would like to send to Human Resources and clicks “Continue”.
- **Is it customizable?** No
- **Email subject line:** (Offer Type) Job Offer Information Request – (Name of New Hire)
- **System generated email content:**

(Name of New Hire) has requested additional information regarding the (Offer Type) Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number). The following information has been requested.

(Requested Information)

Please contact the new hire as soon as possible with the requested information.

Note: This is an automated email message. Please do not reply.

USA Staffing® System

E. Additional Tasks Assigned

1. Recipient: New hire

- **Trigger:** After all new hire owned tasks are complete, HR/Onboarding user assigns additional tasks for the new hire to complete.
- **Is it customizable?** Yes, after adding additional tasks, the Preview Notification window will appear with an ‘Edit Notification’ button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
- **Email subject line:** New Hire Additional Tasks Assigned
- **System generated email content:**

Dear (Name of New Hire),

You have been assigned additional tasks as part of your onboarding process with (Agency Name). Please access your USA Staffing® onboarding record by navigating to <https://onboard.usastaffing.gov> and login with your USAJOBS login credentials. You will find information about the additional tasks on the Tasks page.

If you have any questions, please contact your HR Office.

Thank You!
USA Staffing®

F. Return for Correction

1. Recipient: New hire

- **Trigger:** When viewing a new hire form that had been returned by the new hire, HR/Onboarding user clicks “Return for Correction”
- **Is it customizable?** Yes; after clicking “Return for Correction”, the Preview Notification window will appear with an ‘Edit Notification’ button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
- **Email subject line:** Returned for Correction: (Name of New Hire Form)
- **System generated email content:**

Hello (Name of New Hire),

The (Name of New Hire Form) form was returned to you for correction. The fields listed below contain incomplete, incorrect, or inconsistent information.

(List the fields which are incomplete, incorrect, or inconsistent)

In addition to the (Name of New Hire Form), you may also need to review and resubmit other forms that contain this information. Please review your tasks and address those that are marked incomplete.

Please access the USA Staffing website at <https://onboard.usastaffing.gov> and make the appropriate corrections to the questions identified above.

Thanks,
(Name of Onboarding User)

G. Return for Signature

1. Recipient: New hire

- **Trigger:** When viewing a new hire form that had been returned by the new hire, HR/Onboarding user clicks “Return for Signature”
- **Is it customizable?** Yes; after clicking “Return for Signature”, the Preview Notification window will appear with an ‘Edit Notification’ button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
- **Email subject line:** Returned for Signature: (Name of New Hire Form)
- **System generated email content:**

Hello (Name of New Hire),

The (Name of New Hire Form) form was returned to you for additional signature.

Please access the USA Staffing website at <https://onboard.usastaffing.gov>, review the form for accuracy, and sign the form.

Thanks,
(Name of Onboarding User)

H. Return for Print

1. Recipient: New hire

- **Trigger:** When viewing a new hire form that had been returned by the new hire, HR/Onboarding user clicks “Return for New Hire to Print”

- **Is it customizable?** Yes; after clicking “Return for New Hire to Print”, the Preview Notification window will appear with an ‘Edit Notification’ button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
- **Email subject line:** Returned for Print: (Name of New Hire Form)
- **System generated email content:**

Hello (Name of New Hire),

The (New Hire Form Number): (New Hire Form Name) form was returned to you for you to print.

Please access the USA Staffing website at <https://onboard.usastaffing.gov>, review the form for accuracy, and print the form.

Thanks,
(Name of Onboarding User)

I. Mass New Hire Notifications Sent

1. **Recipient:** HR User who initiated the Mass New Hire notifications

- **Trigger:** Mass New Hire notifications, initiated by an HR User on a certificate to send multiple new hires an onboarding notification at once, finish sending
- **Is it customizable?** No
- **Email subject line:** Mass New Hire Notifications Sent for Vacancy (Vacancy number) (Job Title)
- **System generated email content:**

Recently you sent mass notifications to new hires on certificate (certificate number). A total of (number) notifications have been sent successfully.

(AND, if applicable:)

Notifications were not sent to the following new hires because they have already accepted an offer:

New Hire Last Name, New Hire First Name

(OR, if applicable:)

Notifications were not sent to the following new hires due to a technical error. Please try to send these new hires notifications again. If you continue to encounter issues, please contact the help desk:

New Hire Last Name, New Hire First Name

Note: This is an automated email message. Please do not reply.

USA Staffing® System

J. Vetting New Hire Records Created

1. Recipient: HR User who initiated the mass new hire creation (i.e., mass audit)

- **Trigger:** Mass new hire creation initiated by an HR User on a certificate to audit multiple applicants at once as Selected and in a Vetting status finishes processing
- **Is it customizable?** No
- **Email subject line:** New Hire Records Created for Vacancy (Vacancy number)
- **System generated email content:**

Recently you audited applicants on certificate (certificate number). A total of (number) new hire records have been created in vetting status.

Note: This is an automated email message. Please do not reply.

USA Staffing® System

K. Onboarding Credentials Registration

1. Recipient: New hire

- **Trigger:** New hire registers USAJOBS account with their new hire record
- **Is it customizable?** No
- **Email subject line:** Onboarding Credentials Registered Successfully
- **System generated email content:**
 - Note: If no **Onboarding Process Owner** is assigned to the new hire record, the agency contact will default to the user who sent the notification.

Dear (Name of New Hire),

Congratulations! You have successfully confirmed your identity and registered your USAJOBS account with your onboarding record in the USA Staffing® system. Your onboarding account in USA Staffing® allows you to view and complete tasks that have been assigned to you as part of your onboarding process.

You may access your USA Staffing® onboarding account by navigating to <https://onboard.usastaffing.gov/>. Once there, you will use your USAJOBS login credentials to access your onboarding account. The USAJOBS username you registered with USA Staffing® is: (New Hire's User Name).

Information about your new position is as follows:

Agency: (Name of Agency)

Position Title: (Position Title)

Pay Plan: (Pay Plan)
Position Series: (Series)
Grade: (Grade)

NOTE: This is an automated message from USA Staffing and responses are not monitored. Please do not reply.

If you have any questions, please contact **Onboarding Process Owner** (Process.Owner@email) with the HR Office at (Agency Name).

Thank You!

USA Staffing® System

L. Pending Invitation/Job Offer Response

1. Recipient: New hire

- **Trigger:** New hire is in Active status and the Receive Invitation Response, Receive Tentative Offer Response and/or the Receive Official Offer Response task is assigned to the new hire record and is not in a “complete” state five calendar days after the corresponding job offer type was sent.
- **Is it customizable?** No
- **Email subject line:** Pending Invitation/Tentative Job Offer/Official Job Offer Response – New Hire Name
- **System generated email content:**

Dear (Name of New Hire),

You are receiving this message because you have not yet responded to the [Invitation/Tentative Job Offer/Official Job Offer] sent by (Agency Name) on X/XX/XXXX.

Please click this link [[Invitation or Job Offer URL](#)] to respond so the hiring agency may determine the next steps in the onboarding process.

The information about the position is as follows:

Agency: (Agency Name)
Position Title: (Position Title)
Pay Plan: (Pay Plan)
Position Series: (Series)
Grade: (Grade)

If you have any questions, please contact the Human Resources Office at (Agency Name).

Note: This is an automated email message. Please do not reply.

USA Staffing® System

Activity Summaries

A. Human Resources Activity Summary

1. Recipient: HR or Onboarding User

- **Trigger:** Users who have a subscription configured for Activity Summary will receive an email. The frequency and content is selected under User Profile > User Preferences.
- **Is it customizable?** No
- **Email subject line:** USA Staffing Activity Summary as of (Date Sent)
- **System generated email content:**

Below is your activity summary for items in USA Staffing as of (Date). Please log into <https://usastaffing.gov/> to take action. *(Note: If user has access to multiple tenants, the tenant will be specified in this area and a separate Activity Summary will be sent for each tenant).*

Tasks

You are assigned (# of active tasks) active tasks, this may include tasks for which you have been newly assigned as the Task Owner. These upcoming tasks include:

- (Displays first 5 upcoming tasks with a due date within the next 5 calendar days in ascending order)

You are assigned (# of tasks overdue count) tasks that are overdue. These tasks include:

- (Displays first 5 overdue tasks in order by ascending due date)

You are the onboarding process owner for one or more new hires with tasks that have been updated by an interconnection and require your attention. These (# of tasks) tasks include:

- (Displays up to 5 active tasks)

New Hire Process Owner

You are the onboarding process owner for (total # of new hires) new hires, which may include new hires to whom you have been recently assigned as the Process Owner. These new hires include:

- (Displays up to 5 active new hires, most recently assigned listed first)

New Hire Forms

You have (# of new hires) new hires who have submitted forms ready for your action. These new hires include:

- (Displays up to 5 active new hires with recently submitted forms)

You previously added files to the eOPF queue for (# of new hires) new hires that resulted in a transmission error. These new hires include:

- (Displays up to 5 new hires with transmission errors)

Note: This is an automated email message. Please do not reply. To update your activity summary subscription preferences, or to unsubscribe, access your User Preferences page from within your User Profile in USA Staffing.

USA Staffing® System

B. New Hire Activity Summary

1. **Recipient:** New hire

- **Trigger:** Every Monday, Wednesday, and Friday when the Activity Summary toggle is enabled within an Active New Hire record.
- **Is it customizable?** No
- **Email subject line:** Onboard Activity Summary as of (Date)
- **System generated email content:**

Hello (Name of New Hire),

Here's a summary of your USA Staffing Onboarding tasks as of (Date)!

(Position title), (Pay Plan-Series-Grade)

(Agency Name)

(Customer Name)

Login with USAJOBS

Overdue Tasks



Immediate action required *(Displays up to five overdue tasks in ascending order)*

• Task	Action Required	Due
• (Task Name)	(Action Required)	(Date)
• (Task Name)	(Action Required)	(Date)
• (Task Name)	(Action Required)	(Date)

Upcoming Tasks

○

Incomplete Tasks *(Displays up to five upcoming tasks in ascending order)*

• Task	Action Required	Due
○ (Task Name)	(Action Required)	(Date)
○ (Task Name)	(Action Required)	(Date)
○ (Task Name)	(Action Required)	(Date)

Note: This is an automated email message. Please do not reply. To unsubscribe from the activity summary subscription, contact your Human Resources Office at the (Agency Name).

USA Staffing® System

USA Hire

A. Assessments Required

1. Recipient: Applicant

- **Trigger:** USA Hire applicant submits initial application through Application Manager and has not completed all required USA Hire assessments within the past year
- **Is it customizable?** No
- **Email subject line:** Online Assessments Required for Announcement (Announcement Number)
- **System generated email content:**

Dear (First Name) (Last Name),

The job opportunity announcement for the (Position Title), (Announcement Number), informed you that you may be required to take one or more online assessments in order to complete your application for this position. You have until 11:59 PM ET on (Assessment Close Date) to complete all of the required online assessment(s) for this vacancy. To take the assessment(s) now, click the following link:

(Link to USA Hire Assessments)

Please refer to the job opportunity announcement or your acknowledgement letter for more information concerning the assessment(s) or other application requirements.

If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>. To determine if you may require a Reasonable Accommodation in order to complete the assessment(s), please review the information here:

https://help.usastaffing.gov/Apply/index.php?title=Reasonable_Accommodations_for_USA_Hire.

B. Assessments are Complete

1. Recipient: Applicant

- **Trigger:** USA Hire applicant submits initial application through Application Manager and is either ineligible or has already completed all required USA Hire assessments within the past year
- **Is it customizable?** No
- **Email subject line:** Application for (Announcement Number) is Complete
- **System generated email content:**

Dear (First Name) (Last Name),

Thank you for your interest in (Announcement Number), (Position Title). Your application is complete. No further action is required at this time.

C. Accommodation Request Approved

1. Recipient: Applicant

- **Trigger:** The reasonable accommodation request is adjudicated as Eligible by the Reasonable Accommodation Adjudicator
- **Is it customizable?** No
- **Email subject line:** Assessment Accommodation for Announcement (Announcement Number) Approved
- **System generated email content:**

Dear (First Name) (Last Name),

Your request to receive an assessment accommodation for the (Position Title) position, Announcement Number (Announcement Number), has been approved. You have until 11:59 PM ET on (Assessment Close Date) to complete all of the required assessment(s) for this vacancy. To take the online assessment(s) now, click the following link:

(Link to USA Hire Assessments)

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements.

If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>.

D. Accommodation Request Not Approved

1. Recipient: Applicant

- **Trigger:** The reasonable accommodation request is adjudicated as Ineligible by the Reasonable Accommodation Adjudicator
- **Is it customizable?** No
- **Email subject line:** Assessment Accommodation for Announcement (Announcement Number) Not Approved
- **System generated email content:**

Dear (First Name) (Last Name),

Your request to receive an assessment accommodation for the (Position Title), Announcement (Announcement Number), was not approved. You have until 11:59 PM ET on (Assessment Close Date) to complete all of the required assessment(s) for this vacancy. To take the online assessment(s) now, click the following link:

(Link to USA Hire Assessments)

To ensure your consideration for this position, we recommend you complete the assessment(s) within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>.

E. Request for Assessment Accommodation is Under Review

1. Recipient: Applicant

- **Trigger:** USA Hire applicant submits an initial application through Application Manager with a request for reasonable accommodation
- **Is it customizable?** No
- **Email subject line:** Action Needed for Announcement (Announcement Number) Assessment Accommodation Request
- **System generated email content:**
** Read This Communication in its Entirety**

Dear (First Name) (Last Name),

In your initial application for the (Position Title) position, Announcement Number (Announcement Number), you requested an accommodation for completing the required assessments based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended.

Your application is now ON HOLD and a help desk ticket has been created with the Reasonable Accommodation team. To remove the hold on your application, please follow the instructions in the help desk ticket email with the subject line (First Name) (Last Name) – (Announcement Number). Failure to fully complete the steps outlined in the help desk ticket email by 11:59 PM ET on (Assessment Close Date) will cause your application to remain incomplete and remove you from further consideration for this position.

Please do not respond to this email, it is automatically generated.

F. Reminder to Complete Assessments

1. Recipient: Applicant

- **Trigger:** If the job opportunity close date has passed and the applicant is still in a PA (Pending Assessment) record status.
- **Is it customizable?** No
- **Email subject line:** Reminder to Complete Online Assessment(s) for (Position Title), Announcement # (Announcement Number)
- **System generated email content:**

Hi (First Name) (Last Name),

This is a reminder to complete the required USA Hire assessment(s) for the (Position Title), (Series-Grade) with (Customer CPDF Agency), Announcement # (Announcement Number).

You must complete the assessment(s) to be considered for this position.

Click on this link to take your assessment(s):

(Link to USA Hire Assessments)

We encourage you to complete the USA Hire assessment(s) as soon as possible, so you can be considered for this position. The assessment(s) must be completed by 11:59 PM ET on (Assessment Close Date).

Thank you for your interest in this position.