



Mandated Alternate Application Process

What is the Alternate Application Process?

- The Alternate Application process is **solely** used for applicants who are **unable** to apply online and should be used only as a last resort. Applicants must initiate a request through the Alternate Application phone line before sending application materials to USA Staffing.

What are restrictions to the Alternate Application Process?

- Applications or documentation received without an Alternate Application request will not be processed
- Applications and/or supporting documentation received after 11:59pm ET on the closing date of the job announcement will not be processed
- Late filers and other applicants entitled to apply after an announcement has closed should **not** be directed to the Alternative Application process

What are changes in Alternate Application Process with USA Staffing Upgrade?

- The upgraded version of USA Staffing allows HR users to invite valid 'late filer' applicants to apply online. Applicants entitled to apply after the closing dates are the responsibility of the agency posting the job announcement.
- The Alternate Application form in USA Staffing Upgrade is unique for each vacancy. There is no generic application form like the 1203-FX that is used with the Legacy system. Applications submitted to upgrade vacancies using the 1203-FX or fax number utilized by the USA Staffing Legacy System will not be processed.

Alternate Application Phone Line Request Process

- The Alternate Application phone line hours of operation are Monday through Friday from 8:00am until 6:00pm Eastern Time, excluding Federal holiday
- Applicant calls the Alternate Application phone line, which is available Monday through Friday from 8:00am to 6:00pm ET, excluding Federal Holidays
- Applicant listens to a two-minute audio narrative that details the Alternate Application process
- The Help Desk staff documents the required information provided by the applicant and creates a Help Desk ticket responds via e-mail or fax with instructions on how to proceed
- Applicant responds to the instructions by the closing date of the job announcement

Online Resources

- The Online Help page contains Alternate Application information:
 - https://help.stage.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information
- Applicants should be directed to Online Help page for further information regarding the Alternate Application Process as well as to initiate an Alternate Application

Mandated Alternative Application Process Crosswalk

The chart below provides a comparison of the current USA Staffing process versus the new process:

Current USA Staffing Version	New Version of USA Staffing
Requires the applicant to locate and download a 1203-FX used to fax documents which contains applicant's SSN. The SSN is required to process the applicant's package.	Requires completion of an HR custom form – applicant is not required to provide SSN on this form.
The 1203-FX is a general form. Applicants are often confused when attempting to answer specific announcement and/or assessment questionnaires via this general form.	The HR User provides a custom form to the applicant that is used to process the application package and is specific to the announcement.
Applicants must reference both the announcement and assessment questionnaire numbers in order for their application package to be received as a completed package.	The applicant does not need to match specific announcement and assessment question numbers when completing the HR custom form.
The faxing method requires 24 to 48 hours to process successfully faxed applications and documents which delays the hiring process and negatively impacts established VA hiring goals.	The applicant will submit the custom form to OPM USA Staffing representative. OPM will immediately key enter and upload documents upon receipt, eliminating the 24 to 48 hour waiting period for documents to be processed when faxed. The OPM representative's contact information will be listed in the HR job announcement.
HR Users routinely answer applicant emails and calls to requests a copy of the 1203-FX; respond to questions about the 1203-FX process; and confirms receipt of applications or supporting documents.	Discussion between the applicant and the HR User increases confidence in the recruitment process and ensures only applicants who need an alternative application method (other than on-line) apply – reducing the number of faxed documents.
The 1203-FX is used to process faxed documents.	HR Users are no longer limited by the 1203-FX format. Agencies may use innovation or multiple assessments that provide more thorough screening of applicants in order to select the best candidate for the position.
If applicants are unsure that an agency received their application or supporting documents submitted online, they may choose to fax a duplicate application or supporting documents.	Direct HR User contact will significantly decrease the duplicate applications; the HR Users will be able to confirm receipt of the application package immediately after to and creation by OPM.