

Electronic Official Personnel Folder

Title: Recall of eOPF from NPRC

Document Number: eOPF- Operational Guidance (OG) 200

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Purpose:

The purpose of this document is to describe the procedures that allow an agency to recall or request a former Federal employee's eOPF from the NPRC without rehiring the subject of the folder.

On occasion, an agency may need to request eOPF of a former government employee from the NPRC without rehiring the subject of the eOPF. This is typically required as part of post-separation litigation, post-separation record corrections, an audit, and/or an investigation. Because the subject of the eOPF is not currently employed with the requesting agency, and the eOPF system requires the requesting agency to have an active employment period with the subject, the following guidance is provided.

ADVISORY: Agencies that recall or request eOPFs from the NPRC become the custodian of records and assume all related responsibilities (including, but not limited to responding to requests for information, responding to requests for copies of records, maintaining the record, etc.) until the eOPF has been transferred back to the NPRC.

General Procedures

1. The Agency POC submits a ticket to the eOPF Help Desk to request or recall an employee's folder from the NPRC with "Recall NPRC Record Request" in the **Subject** line.
 - The request should be limited to one folder at a time and include:
 - Employee's full name and last four (4) digits of SSN
 - POID and Agency Subelement Code of the folder that should be active
 - Reason for request
2. The eOPF Helpdesk, OPM eOPF PMO, or supporting staff will review the eOPF to confirm that the requesting agency has an eOPF folder in "**Sent to NPRC**" status for the subject employee. **NOTE:** If the agency sent the eOPF to the NPRC prior to 05/01/2025, the folder status should read "**Transfer Confirmed.**"
3. After confirming that the requesting agency has a folder reflecting "**Sent to NPRC**" or "**Transfer Confirmed,**" an Azure DevOps ticket (ADO) will be created and submitted to DevOps OCIO for processing.
4. After DevOps OCIO has changed the appropriate folder status to "Active" and removed the end date from the appropriate period of employment, the requesting agency will be informed. The agency should then be able to request the eOPF from the NPRC, and any associated eOPF Helpdesk ticket should be updated and closed.

ADO Ticket Submission by Helpdesk or OPM eOPF PMO

Title of ticket:

Folder status change_AGCY Subelement code/POID_First initial and last name of subject of folder

Example: Folder status change_AGIT/5260_JDoe

Generic text for body of the ticket:

Change folder status to “**Active**” and remove end date from period of employment. Subject of folder and account:

- FULL NAME OF EMPLOYEE/FORMER EMPLOYEE, Last 4 SSN #####
- Employment ID #####
- Please set folder to "Active" and remove end date from the period of employment.

Agency requires this change to request the eOPF for former Federal employees without rehiring, as part of HR business or litigation/legal use.

Ref: Helpdesk ticket number #####

— **END OF GENERIC TEXT FOR BODY OF TICKET** —

Example:

Change folder status from “Sent to NPRC” to “Active” and remove end date from period of employment.

Subject of folder and account:

- John Doe, Last 4 SSN 1234
- Employment ID 1234567
- Please set folder to "Active" and remove end date from period of employment.

Agency requires this change to request the eOPF for former Federal employees without rehiring, as part of HR business or litigation/legal use.

— **END OF EXAMPLE** —