

Agency Touchpoint Q&A – March 2026

eOPF Questions

Q: We have an employee who left our agency a few months ago and has now returned. We had not yet sent the file to NPRC, so there are now both an inactive and an active file. Is there a workaround to avoid sending the file to NPRC and then requesting it back? There are non-permanent files we would like to maintain while the employee is active with our agency.

A: We are implementing a fix that should facilitate moving documents from the inactive folder to the active folder. If there are no obstacles, the fix should be ready by mid-April.

Q: Regarding the reduction of records automatically transmitted, I noticed that some documents on the slide have an asterisk (*) indicating they will no longer transfer to eOPF. One of the documents is the SF-2809. These are FEHB forms and must remain in employees' folders.

A: The SF-2809, SF-2817, and TSP-1 remain authorized as long-term OPF records. This change removes only the use of USAS to add these forms. Agencies must use internal FEHB systems to generate and transmit them.

Q: I see that benefit forms will no longer be transmitted. Will they instead be uploaded?

A: Agencies must use their existing benefits election systems (e.g., GRB, EBIS, Employee Express).

Q: Will that script require the E-Series Agency Subelement codes to be updated first, or will logic be added to match the POID?

A: No preparation is required by agencies for the duplicate folder solution to run.

Q: Can the agency run a report to identify inactive folders?

A: Yes. Use the Employee Documents search to export a CSV and filter for inactive folders. Bug fixes are in progress. Please see: [Known Issues - Release 3/19/2026 – eOPF Resource Center](#).

Q: Would it be possible to add a document source (e.g., data feed vs. HR upload) to the HR view?

A: This will be submitted as an enhancement request, though development priorities may delay implementation.

Q: Is it possible to share a template with another eOPF administrator?

A: **Templates cannot currently be shared.**

Q: Will agencies be able to activate folders without contacting the help desk?

A: **Yes. This will be available with the Agency Admin role.**

Q: Will temporary items be automatically purged?

A: **No. Documents must currently be manually purged.**

Q: Employees now have multiple folders due to organizational changes. What can be done?

A: **A fix for duplicate folders is currently in development.**

Q: Who can assist with RPAs?

A: **OPM does not currently provide support for bots.**

Q: HR cannot view all employee documents. Is there a workaround?

A: **Agencies should ensure timely transfers and removal of unnecessary temporary documents to support proper folder consolidation and visibility.**

Q: Is there guidance on temporary document deletion?

A: **Only those records identified in Ch 3 OPM Guide to Personnel Recordkeeping will be allowed to be added to employee eOPF.**

Q: Can AO75C and AO75D be reinstated?

A: **Agencies may submit a forms adjudication request.**

Q: Why are SF-1150s not transferring automatically?

A: **Automatic transfer applies only to transfers processed in modern eOPF. Legacy transfers require manual coordination.**

Q: Has the auto-deletion feature been restored?

A: **No. The auto-purge feature is not currently functioning.**

Q: Can a location field be added in Employee View?

A: **This will be considered as a future enhancement.**

Q: Can more rows be displayed in the document view?

A: **This will be considered as a future enhancement.**

Q: Are there updates on duplicate record fixes?

A: **A solution is currently in development.**

Q: Are enhancements active now or upcoming?

A: **Some enhancements were recently released; others will be implemented in future releases.**

Q: Will the account manager's role return?

A: **No. Agencies should direct inquiries to the eOPF Help Desk.**

Q: Can eOPF be sorted by effective date by default?

A: **This has been submitted as an enhancement request.**

Q: Will Agency Admins have expanded capabilities?

A: **Initial functionality will be limited; some actions will still require Help Desk support.**

Q: Folder request errors occur when requesting from NPRC or agencies. Will this be fixed?

A: **Submit a Help Desk ticket when this issue occurs.**

Q: Will reporting timelines and roadmaps be shared?

A: **OPM plans to provide roadmaps in the near future.**

Core HCM Questions

Q: What should agencies do to prepare for transition?

A: **Wave 2 agencies will be engaged in Q3, with preparation guidance provided.**

Q: When will prior service records no longer be required?

A: **This is under review.**

Q: How will employee records be affected long-term?

A: **This is under review.**

Q: Has the new platform been identified?

A: **Not yet.**

Q: Will eOPF continue under the new system?

A: **Yes, during the transition period.**

Q: What does HCM stand for?

A: **Human Capital Management.**

Q: Will the system be a third-party solution?

A: **Yes, configured to meet federal requirements.**

Q: Will this resolve EDF/IDT transmission issues?

A: **This is under review.**